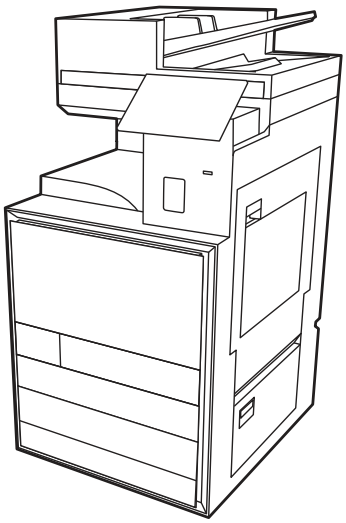
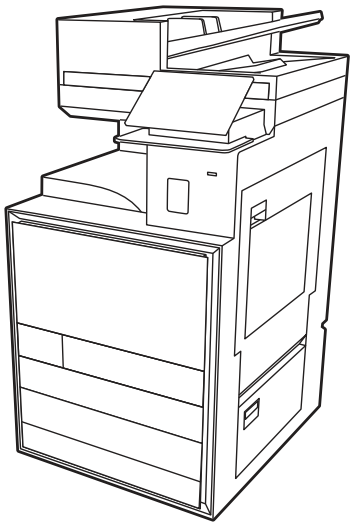
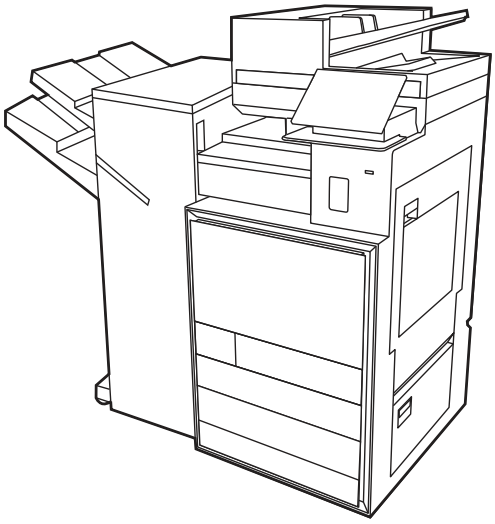
HP Color LaserJet Enterprise MFP 8801
HP Color LaserJet Enterprise Flow MFP 8801

Repair Manual

www.hp.com/support/colorlj8801MFP

HP Color LaserJet Enterprise MFP 8801 Series, HP Color LaserJet Enterprise Flow MFP 8801 Series - Repair manual

SUMMARY

This guide provides troubleshooting and repair information.

Legal information

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Edition 1, 5/2025

Conventions used in this guide

Learn about the conventions used in this publication.

TIP: Tips provide helpful hints or shortcuts.

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

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

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

Safety precautions

Follow these safety protocols when handling or repairing the printer.

Product safety classification: This is a Safety Class I product, which means it has a protective earth terminal. This terminal must be connected to earth ground.

IMPORTANT: Before operation or repair, check the product and review this manual for safety warnings and instructions. Safety warnings for specific procedures are located at appropriate places in the manual.

WARNING: Hazardous voltages exist within the product.

NOTE: HP recommends that only qualified personnel trained in working with high voltage power equipment should service this unit.

Follow these precautions always:

NOTE: If you do not want to disassemble and repair the printer yourself, contact your local HP Service Representative for service, see Contact HP Support section.

Warnings and Cautions

To ensure the proper use of the printer and to prevent the printer from being damaged, follow the warning and caution symbols marked in this guide. See Conventions used in this guide.

Electrical precautions

- **Power cord instructions**
  - Make sure your power source is adequate for the product voltage rating. The voltage rating is on the product label.

    Typically, the product uses either 110-127 Vac or 220-240 Vac and 50/60 Hz. Depending on a product, the voltage usage might change (100-127 Vac, for example). It is recommended to refer your product manual for the specified voltage.
  - Connect the power cord between the product and a grounded AC outlet.

    CAUTION: To prevent damage to the product, use only the power cord that is provided with the product.

    Do not damage, cut, or repair the power cord. A damaged power cord can cause fire or electric shock. Replace a damaged power cord with an HP-approved power cord.
  - Unplug the power cord when disassembling or assembling the printer.

    The printer utilizes a power switch (button) that is turned "ON" or "OFF". Be aware that electricity may flow on the primary side of the printer even when the printer is "OFF".
  - Power off the printer and unplug the power cord and fax cord (if available) from the electrical outlet in any of the following cases:

- When removing product enclosure or covers from the printer or when accessing internal parts of a printer.
- If there is smoke or an unusual smell coming from the printer.
- A piece of metal or a liquid (not part of cleaning and maintenance routines) touches internal parts of the printer.
- During an electrical storm (with thunder and/or lightning).
- During an electrical power failure.

Electrostatic Discharge (ESD) precautions

Electrostatic discharge (ESD) can damage electronic components inside your printer.

Use these guidelines to protect sensitive parts against damage from electrostatic discharge.

- Touch a metal object that is not painted and is grounded.
- Leave electronic parts such as a memory chip in the bag it was shipped in until you are ready to perform the installation.
- ESD wrist straps can also be used to help release excess electrostatic charge.
  - **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.

Handling toner

HP recommends that you wear gloves when handling toner cartridges and toner system components.

Do not expose toner or toner cartridge to fire or any heat source.

Keep imaging unit and/or toner cartridge away from children. The toner powder contained in the imaging unit and toner cartridge may be harmful, and if swallowed, you should contact a doctor.

Lifting equipment

Follow the recommendations for lifting or moving your printer.

The printed inbox guides and support documentation available on support.hp.com for your printer model will provide the lifting requirements to avoid injury and to safely move the printer.

NOTE: Do not attempt to lift heavy equipment without assistance.

Safety measures during disassembling or reassembling

IMPORTANT: Before disassembling or reassembling a printer, be sure to unplug its power cord from the electrical outlet.

NOTE: Assembly is the reverse of disassembly unless otherwise specified.

- During disassembly, reassembly, or transportation of a printer, remove the toner cartridge as necessary.
- Only fuses with the required rated current, voltage, and specified type (normal blow, time delay, etc.) should be used.

  Do not use repaired fuses or short-circuited fuse holders. Doing so, could cause a shock or fire hazard.
- Capacitors inside this product may hold a hazardous charge even if the product has been disconnected from its power source.
- Do not disable safety functions (Interlocks or safety circuits). Safety will not be assured leading to a safety hazard and potential injury.
- Note the length, diameters, and locations of screws as you remove them. When reassembling the printer, be sure to use them in their original locations.
- As a best practice safety rule, do not run the printer with any parts removed.

Ingestion hazards

This product may contain a button cell or coin battery that is not intended to be replaced.

- A swallowed button cell or coin battery can cause internal chemical burns in as little as two (2) hours.

  Death or serious injury can occur if ingested.
- Keep new and used batteries out of reach of children. Used batteries may cause severe injury or death.

  Seek immediate medical attention if a battery is suspected to be swallowed or inserted inside any part of the body. Call a local poison control center for treatment information.
- Remove and immediately recycle or dispose of used batteries according to local regulations and keep away from children. Do not dispose of batteries in household trash or incinerate.

Laser radiation hazards

The printer is certified as a Class 1 laser product.

WARNING: Using controls, adjusting or performing procedures other than those specified in the user guide could result in exposure to hazardous radiation. Do not disassemble the laser/scanner unit as the laser beam can injure your eyes. An invisible laser beam is emitted within the laser/scanner unit.

Mechanical hazards

The printer has moving parts that could cause injury. To avoid personal injury, take the following precautions when working close to the printer.

- Keep your clothes and body away from the printer's moving parts.

  - Avoid wearing dangling jewelry or other hanging objects around the printer as it might be caught by moving parts and lead to injury.
  - Keep long hair tied up and away from the paper feed mechanism.
  - Ensure the sleeves or gloves do not get caught in the printer's moving parts.
- Avoid standing close to the fans as it could cause injury and could also affect print quality (by obstructing the air flow).
- Do not touch gears or moving rolls during printing.
- Do not operate the printer when having enclosure covers removed or interlock switches bypassed.
- The product may have internal sharp edges.

  Make sure the wiring does not come into contact with sharp edges, burrs, or other pointed parts. Current can leak, leading to a risk of electrical shock or fire hazard.
- During and after repair, check internal electrical wiring for squeezing, sheaths and any damage.
-
  - Make sure that all screws, components, wiring, connectors and so forth that were removed, have been reinstalled in the original location.
  - Do not allow any metal parts such as clips, staples and screws to fall into the printer. This could potentially short internal circuits and cause an electrical shock hazard.
  - Do not allow liquids (except those used in HP cleaning kits) to touch the internal parts of the printer. Doing so may cause fire, electric shock, or other serious hazards.

Thermal hazards

Caution: Inspection before repair for fuser

The area around the fuser unit may be hot. Wait for a few minutes until the fuser assembly cools down.

Contact HP Support

HP offers phone support to assist you for printer issues. Ensure to read the following information before contacting HP Support.

Before contacting HP Support

Before contacting support, consider checking the resources available on HP Customer Support.

1. Go to HP Customer Support (https://support.hp.com) to locate your product support page.
2. Review the documents for troubleshooting before contacting HP.

Information required when contacting HP Support

If you call an HP support representative for assistance, ensure you have the following information for HP support to answer your questions quickly:

- **Product model**: Note the printer model, product number, and serial number you are using. The product number and the serial number are typically found on the label at the back of the product.
- **Error code**: If there is an error code or message displaying on the printer control panel, note the error code and message.
- **Computer (operating system)**: Provide the name of the computer/computer operating system you are using.
- Any **special equipment or software** you are using (for example, spoolers, networks, switch-boxes, modems or special software drivers).
  - The type of interface used on your product (USB or network).
  - The software and driver name and firmware version number that you are currently using.
- **Printer service information**: You can obtain the printer service information from the Embedded Web Server (EWS). If you need to send this information by email, download it as a file from your browser, and send the file.

NOTE: Depending on your printer firmware version, the menu items in the EWS might vary.

1. Open a Web browser on your computer, and then enter the IP address of your printer to access the Embedded Web Server.
2. Click **Support** > **Service support** > **Service information** > **Display**.

Phone support

HP phone support is available on the HP support website. For assistance, go to one of the following websites:

- https://support.hp.com/contact or
- https://support.hp.com/contact/help/printer or

- https://www.hp.com/us-en/contact-hp/contact.html.

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1 Product information, configurations, and specifications

You will learn more about the product information, configurations, and specifications.

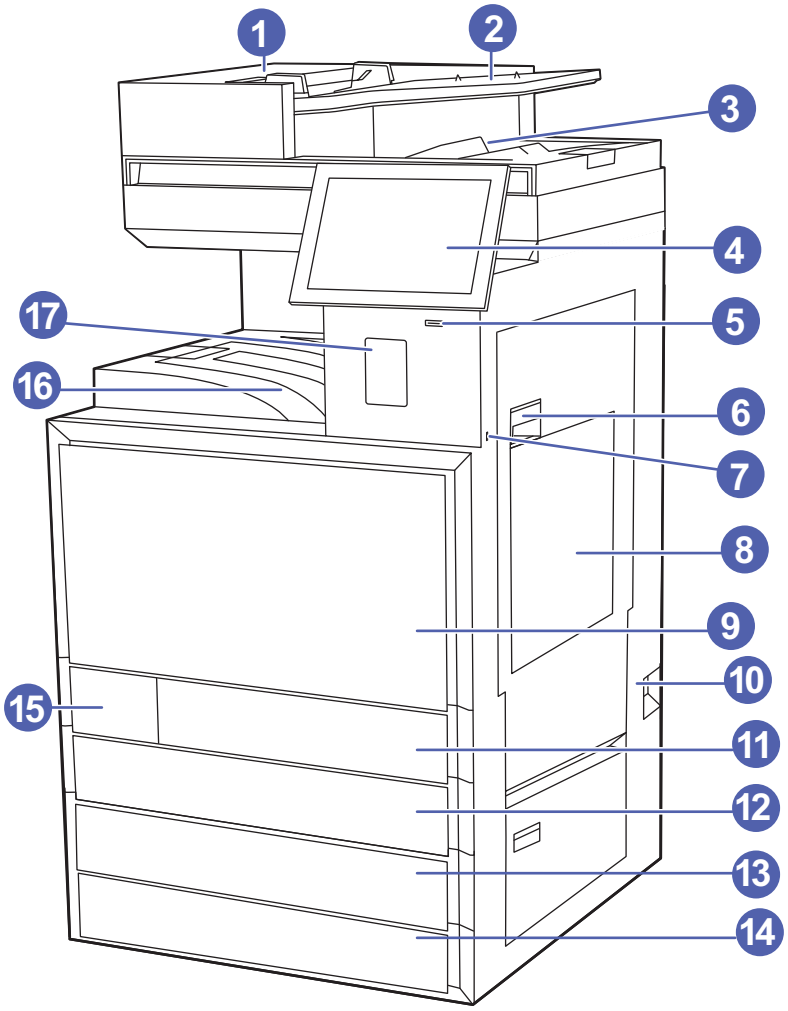
Printer views

Learn more specifically about the different views of the printer.

Printer front view

Locate features on the front of the printer.

Figure 1-1 **Printer front view**



NOTE: The image does not show a pull-out keyboard included under the control panel available for z models only.

Table 1-1 **Printer front view**

Item	Description
1	Automatic document feeder cover, for access for clearing jams
2	Automatic document feeder input tray
3	Automatic document feeder output tray
4	Control panel with color touchscreen display (tilts up for easier viewing)
5	On/Off button
6	Right door access for clearing jams
7	Easy-access USB port Insert a USB flash drive for printing or scanning without a computer or to update the printer firmware. NOTE: An administrator must enable this port before use.
8	Tray 1
9	Front door, for access to the toner cartridges and toner collection duct unit (TCDU)
10	Power connection
11	Tray 2
12	Tray 3
13	Tray 4
14	Tray 5
15	Toner collection unit (TCU) access door
16	Output bin
17	Hardware integration pocket (HIP) for connecting accessory and third-party devices

Printer back view

Locate features on the back of the printer.

Figure 1-2 Printer back view

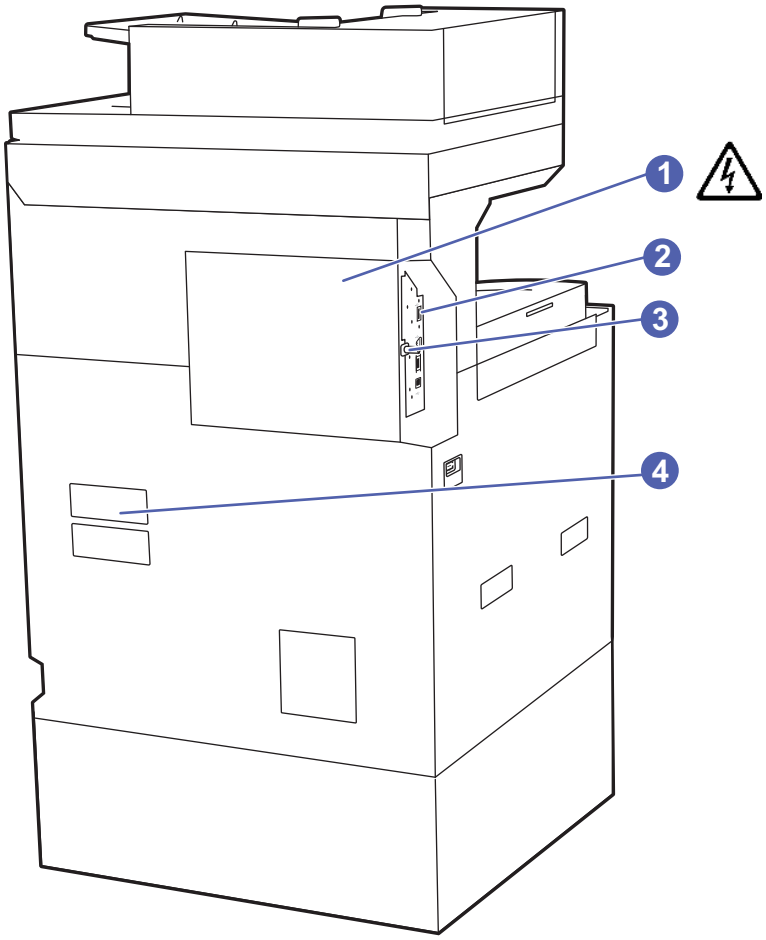


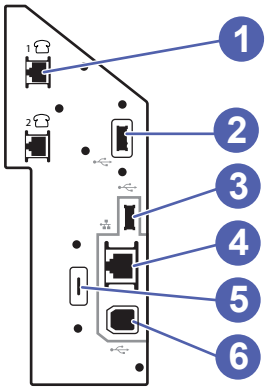
Table 1-2 Printer back view

Item	Description
1	Formatter cover CAUTION: There is a risk of electric shock. This cover should only be opened by a qualified service technician.
2	Interface ports
3	Thumbscrew CAUTION: The thumbscrew should be tightened with a tool after both initial installation and subsequent access to the formatter cover.
4	Serial number and product number label

Interface ports view

Locate the interface ports on the printer formatter.

Figure 1-3 Interface ports view



Item	Description
1	Fax port 1 NOTE: Fax port 2 is not used. (These ports might be covered)
2	Hi-speed USB 2.0 host port for connecting external USB devices (this port might be covered) NOTE: For easy-access USB printing, use the USB port near the control panel.
3	SuperSpeed USB 3.0 host port for connecting external USB devices (this port might be covered)
4	Local area network (LAN) Ethernet (RJ-45) network port
5	Slot for a cable-type security lock
6	SuperSpeed USB 3.0 printing port

Control-panel view

The control panel provides access to the printer features and indicates the current status of the printer.

NOTE: Tilt the control panel for easier viewing.

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

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

Figure 1-4 Control-panel view

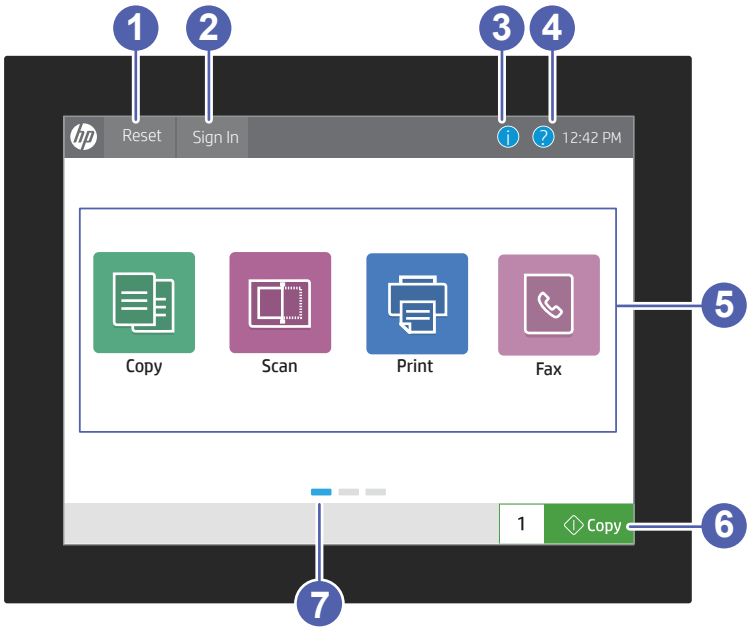


Table 1-3 Control-panel view

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

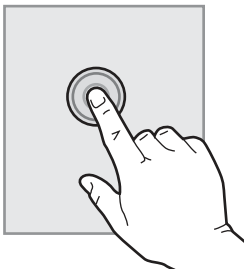
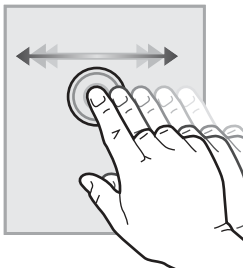
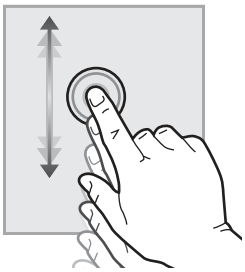
Table 1-3 Control-panel view (continued)

Item	Control	Description
3	Information button	Touch the information button to access a screen that provides access to several types of printer information. Touch the buttons at the bottom of the screen for the following information: • Display Language: Change the language setting for the current user session. • Sleep Mode: Place the printer into sleep mode. • Wi-Fi Direct: View information for how to connect directly to the printer using a phone, tablet, or other device with Wi-Fi (only available when the optional wireless accessory is installed). • Wireless: View or change wireless connection settings (only available when the optional wireless accessory is installed). • Ethernet: View or change Ethernet connection settings. • HP Web Services: View information to connect and print to the printer using HP Web Services (ePrint).
4	Help button	Touch the Help button to open the embedded help system. The status line provides information about the overall printer status.
5	Applications area	Touch any of the icons to open the application. Swipe the screen sideways to access more applications. NOTE: The available applications vary by printer. The administrator can configure which applications appear and the order in which they appear. On Flow printers the Scan button is replaced by the Scan+ button . Touch the Scan+ button to send a scan job to multiple destinations at once, including email, SharePoint, network folder, USB drive, fax, or printed hard copy. It also includes a preview mode that supports simple editing.
6	Copy button	Touch the Copy button to start a copy job.
7	Home-screen page indicator	Indicates the number of pages on the Home screen or in an application. The current page is highlighted. Swipe the screen sideways to scroll between pages.

How to use the touchscreen control panel

Perform the following actions to use the printer touchscreen control panel.

Table 1-4 Touchscreen control panel actions

Action	Description	Example
Touch 	Touch an item on the screen to select that item or open that menu. Also, when scrolling through menus, briefly touch the screen to stop the scrolling.	Touch the Settings icon to open the Settings app.
Swipe 	Touch the screen and then move your finger horizontally to scroll the screen sideways.	Swipe until the Settings app displays.
Scroll 	Touch the screen and then move your finger vertically to scroll the screen up and down. When scrolling through menus, briefly touch the screen to stop the scrolling.	Scroll through the Settings app.

Specifications

Learn about the specifications.

Basic specifications

Learn about the basic specifications of the printer.

Supported operating systems

Learn about supported operating systems.

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

Windows: The HP Software Installer can be downloaded from the printer support website for this printer which installs the correct print driver, depending on the Windows operating system, along with optional software when using the software installer.

The print driver only package is also made available in the printer support website. Download the applicable package from the printer-support website for this printer: www.hp.com/support.

Table 1-5 Supported operating systems and print drivers

Operating system	Print driver installed (from the software on the web)
Windows 11, 64-bit Windows 10, 32-bit and 64-bit	The PCL 6/PSA printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.
Windows Server 2022, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.
Windows Server 2019, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.
Windows Server 2016, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.
Windows Server 2012, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.
Windows Server 2012 R2, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.
macOS Sequoia (version 15) macOS Sonoma (version 14) macOS Ventura (version 13) macOS Monterey (version 12) macOS Big Sur (version 11) macOS Catalina (version 10.15) macOS Mojave (version 10.14)	To install the print driver, download HP Easy Start from 123.hp.com/LaserJet. Follow the steps provided to install the printer software and print driver.

NOTE: Microsoft retired mainstream support for Windows Server 2003 in July 2010. There is no more support for Windows 7, Windows Server 2003, and Windows Server 2008.

Table 1-6 **Minimum system requirements**

Windows	macOS
• Internet connection • Dedicated USB 1.1 or 2.0 connection or a network connection • 2 GB of available hard-disk space	• Internet connection • 2 GB of available hard-disk space

Mobile printing solutions

Learn what HP offers for mobile printing solutions.

HP offers multiple mobile solutions to enable easy printing to an HP printer from a laptop, tablet, smartphone, or other mobile device. To see the full list and to determine the best choice, go to HP Customer Support - Knowledge Base.

- Apple AirPrint
- Mopria Certified
- WiFi Direct Printing
- NFC Touch to Print
- ePrintIT PrinterOn

Printer dimensions

Learn about the printer dimensions.

Figure 1-5 **Printer and dual cassette feeder dimensions (fully open)**

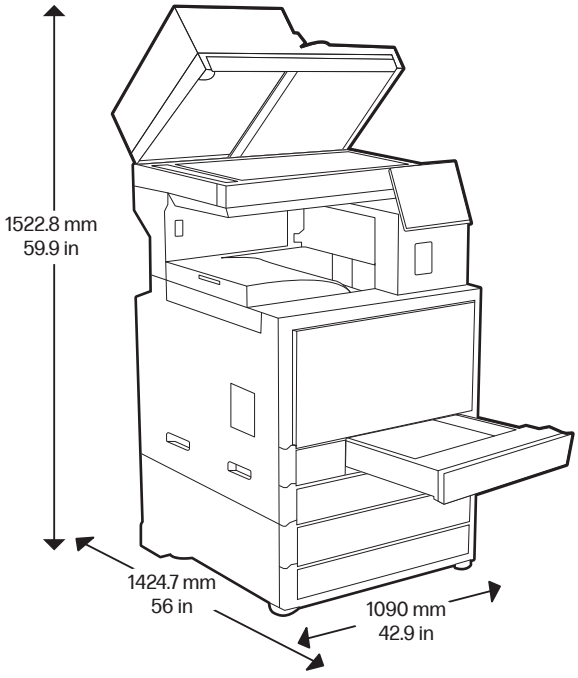
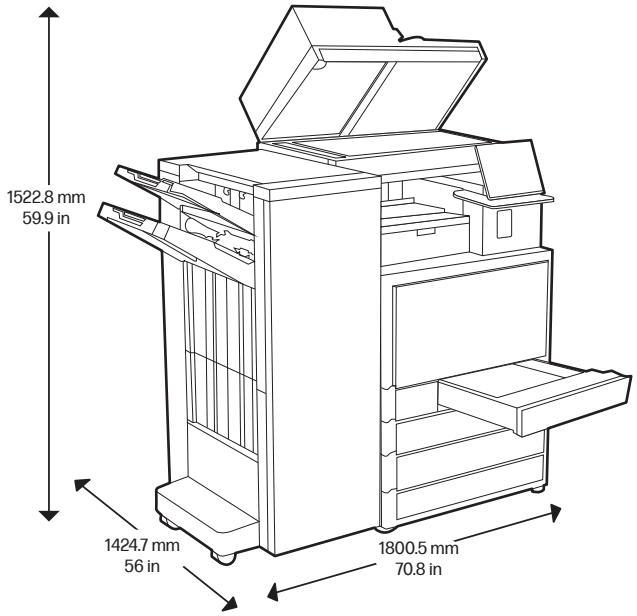


Figure 1-6 Printer, dual cassette feeder, and inner finisher dimensions (fully open)



Operating-environment range

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

Table 1-7 Operating-environment specifications

Environment	Recommended	Storage
Temperature	15° to 27°C (59° to 80.6°F)	10° to 32.5°C (50° to 90.5°F)
Relative humidity	30% to 70% relative humidity (RH)	10% to 80% relative humidity (RH)

General specifications

Learn about general specifications for printer models.

Table 1-8 General specifications

Item	Specification
ASIC	GigaTron Quad 1.6 GHz ARM A72 + Dual 1.4 GHz ARM A53
Memory	6 GB
Storage	256 GB SSD
Connectivity (I/O standard)	Gigabit LAN USB 3.2 Gen1 (USB 3.0) Device USB 3.2 Gen1 (USB 3.0)/2.0 Host ports TPM
Power Requirement	Input voltage: 110 to 127Vac (+/- 10%), 220 to 240Vac (+/- 10%), 50/60 Hz (+/- 3%)

Table 1-8 General specifications (continued)

Item	Specification
Sound Power Level	Blue Angel UZ-205: • 60ppm: ≤7.5 Bel(A) ISO, Idle: Sound Pressure Level ≤30dB(A)

Print specifications

Learn about the print specifications.

Table 1-9 Print specifications

Item	Specification
Print speed (normal, A4/letter)	8801dn: 60 ppm 8801z: 60 ppm 8801z+: 60 ppm
Resolution	1200 dpi
Print Languages	HP PCL 6, HP Postscript level 3 emulation, PDF (v 1.7), AirPrint™ compatible
Supported Network Protocols	**IPv4/IPv6**: Apple Bonjour Compatible (Mac OS 10.2.4 or higher), SNMPv1/v2c/v3, HTTP, HTTPS, FTP, TFTP, Port 9100, LPD, WS Discovery, IPP, Secure-IPP, IPsec/Firewall **IPv4**: Auto-IP, SLP, Telnet, IGMPv2, BOOTP/DHCP, WINS, IP Direct Mode, WS Print **IPv6**: DHCPv6, MLDv1, ICMPv6 **Other**: NetWare NDS, Bindery, ePrint
USB printing	Yes

Scan specifications

Learn about the scan specifications.

Table 1-10 Scan specifications

Item	Specification
Scan Speed (normal, A4)	**ADF**: 8801dn: **Simplex** 90 ipm / **Duplex** 180 ipm 8801z: **Simplex** 150 ipm / **Duplex** 300 ipm 8801z+: **Simplex** 150 ipm / **Duplex** 300 ipm
Input capacity	8801dn **ADF**: 75 gsm / 200 sheets 8801z,8801z+**ADF**: 75 gsm / 300 sheets
Grayscale Levels	256

Table 1-10 Scan specifications (continued)

Item	Specification
Scan File Format	**Digital Send**: Hi-Compression PDF, PDF, JPEG, TIFF, MTIFF, XPS, PDF/A **Scan to easy access USB**: Hi-Compression PDF, PDF, JPEG, TIFF, MTIFF, XPS, PDF/A **Print from easy access USB**: PDF, PS, JPEG, TIFF, PNG, Print Ready files (.prn, .pcl, .cht)
Scan Size Maximum	**ADF**: 297 x 437 mm (11.7 x 17.2 in) **Flatbed**: 297 x 437 mm (11.7 x 17.2 in)
Scan Size Minimum	**ADF**: 148 x 210 mm (5.5 x 8.5 in)
Standard Media Size	**ADF**: Legal, Oficio, Executive, Statement, Ledger, A3, A4, A4R, A5, B4, B5, 16K • **Width**: 148 - 297 mm (5.8 - 11.7 in) • **Length**: 148 - 432 mm (5.8 - 17 in)
Media Weights	ADF: • **Simplex**: 60 to 128 g/m² (16 to 28 lb) • **Duplex**: 60 to 128 g/m² (16 to 28 lb)

Copy specifications

Learn about the copy specifications.

Table 1-11 Copy specifications

Item	Specification
Copy Speed (Normal, A4, default rate from flatbed or ADF)	8801dn: 60 cpm 8801z: 60 cpm 8801z+:60 cpm
Copy Speed (Normal, Letter, default rate from flatbed or ADF)	8801dn: 60 cpm 8801z: 60 cpm 8801z+:60 cpm
Copy Speed (Normal, A3, default rate from flatbed or ADF)	8801dn: 30 cpm 8801z: 30 cpm 8801z+:30 cpm

Table 1-11 Copy specifications (continued)

Item	Specification
Copy Resolution	**Black Text:** Up to 600 x 600 dpi **Color Text and Graphics**: Up to 600 x 600 dpi
Copier Reduce/enlarge	**Flatbed**: 25 to 400% **ADF**: 25 to 400%

Paper handling specifications

Learn about the paper handling specifications.

Table 1-12 Paper handling specifications

Item	Specification
Input Capacity	**Tray 1**: 100 sheets (80 gsm) **Tray 2**: 520 sheets (80 gsm) **Tray 3**: 520 sheets (80 gsm) **Tray 4**: 520 sheets (80 gsm) **Tray 5**: 520 sheets (80 gsm)
Custom Media Sizes	**Tray 1**: 98 x 139.7 mm (3.8 x 5.5 in) to 320 x 457 mm (12.6 x 18 in) **Tray 2**: 98 x 140 mm (3.8 x 5.5 in) to 297 x 241.5 mm (11.7 x 9.5 in) **Tray 3**: 140 x 182 mm (5.5 x 7.2 in) to 320 x 457 mm (12.6 x 18 in) **Tray 4**: 140 x 182 mm (5.5 x 7.2 in) to 320 x 457 mm (12.6 x 18 in) **Tray 5**: 140 x 182 mm (5.5 x 7.2 in) to 320 x 457 mm (12.6 x 18 in)

Table 1-12 **Paper handling specifications (continued)**

Item	Specification
Standard Media Sizes	**Tray 1**: A3, A4, A4R, A5, A5R, A6, RA4, SRA4, B4 (JIS), B5 (JIS), B6 (JIS), 10x15cm, Oficio, 8K, 16k, Postcard (JIS), DPostcard (JIS), Envelope B5, Envelop C5, Envelope C6, Envelope DL **Tray 2**: A4, A5, A6, B6, Letter, Statement, Envelope Monarch, Envelope DL, Envelope C5, Envelope C6, Envelope No. 10, Envelope No. 9, Custom (98 x 140 mm (3.86 x 5.5 in) to 297 x 241.5 mm (11.7 x 9.5 in)) B4 (JIS) **Tray 3**: SRA3, A3, A4, A5, B4, B5(JIS), B5(ISO), Tabloid extra, Ledger, Legal, Letter, Executive, Statement, 8K, 16K, Oficio, Folio, Custom (140 x 182 mm (5.5 x 7.17 in) to 320 x 457 mm (12.6 x 18 in)) **Tray 4**: SRA3, A3, A4, A5, B4, B5(JIS), B5(ISO), Tabloid extra, Ledger, Legal, Letter, Executive, Statement, 8K, 16K, Oficio, Folio, Custom (140 x 182 mm (5.5 x 7.17 in) to 320 x 457 mm (12.6 x 18 in)) **Tray 5**: SRA3, A3, A4, A5, B4, B5(JIS), B5(ISO), Tabloid extra, Ledger, Legal, Letter, Executive, Statement, 8K, 16K, Oficio, Folio, Custom (140 x 182 mm (5.5 x 7.17 in) to 320 x 457 mm (12.6 x 18 in))
Media types supported	**Tray 1, 2**: Light, Plain, Mid-Weight, Heavy, Extra Heavy, PaperBoard, Mid-Weight Glossy, Heavy Glossy, Extra Heavy Glossy, Card Glossy, Cardstock, Envelope, Label, Transparency **Tray 3, 4, 5**: Light, Plain, Mid-Weight, Heavy, Extra Heavy, PaperBoard, Mid-Weight Glossy, Heavy Glossy, Extra Heavy Glossy, Card Glossy, Cardstock, Label, Transparency

Table 1-12 **Paper handling specifications (continued)**

Item	Specification
Media Weights (Tray 1, 2)	**Tray 1, 2**: • Light: 60~70 g/m² • Plain: 71~95 g/m² • Mid-Weight: 96~110 g/m² • Heavy: 111~130 g/m² • Extra Heavy: 131~175 g/m² • PaperBoard weight 1: 221 ~ 255 g/m² • PaperBoard weight 2: 256 ~ 300 g/m² • PaperBoard weight 3: 301 + g/m² • Mid-Weight Glossy: 96~110 g/m² • Heavy Glossy: 111~130 g/m² • Extra Heavy Glossy: 131~175 g/m² • Card Glossy: 176~220 g/m² • Cardstock: 176 ~ 220 g/m² • Envelope: 76~120 g/m² • Label: 120~150 g/m² • Transparency: 138~146 g/m²
Media Weights (Tray 3, 4, 5)	**Tray 3, 4, 5**: • Light: 60~70 g/m² • Plain: 71~95 g/m² • Mid-Weight: 96~110 g/m² • Heavy: 111~130 g/m² • Extra Heavy: 131~175 g/m² • PaperBoard weight 1: 221 ~ 255 g/m² • PaperBoard weight 2: 256 ~ 300 g/m² • PaperBoard weight 3: 301 + g/m² • Mid-Weight Glossy: 96~110 g/m² • Heavy Glossy: 111~130 g/m² • Extra Heavy Glossy: 131~175 g/m² • Card Glossy: 176~220 g/m² • Cardstock: 176 ~ 220 g/m² • Label: 120~150 g/m² • Transparency: 138~146 g/m²

Table 1-12 Paper handling specifications (continued)

Item	Specification
Standard Media Sizes (duplex)	139.7 x 182 mm (5.5 x 7.16 in) to 320 x 457 mm (12.6 x 18 in)
Media Weights (duplex)	60 to 300 g/m²
Media types supported (duplex)	Light, Plain, Mid-Weight, Heavy, Extra Heavy, PaperBoard, Mid-Weight Glossy, Cardstock

Table 1-13 Paper trays

Trays	Availability
Tray 1 (100-sheet capacity)	Included
Tray 2 (520-sheet capacity)	Included
Tray 3 (520-sheet capacity)	Included
Tray 4 (520-sheet capacity)	Included
Tray 5 (520-sheet capacity)	Included

Table 1-14 Accessories

Accessories	Printer model	Availability
Fax kit	8801dn	Optional
Fax kit	8801z 8801z+	Included
BLE/NFC/Wireless kit	8801dn, 8801z, 8801z+	Optional
HP Second exit	8801dn, 8801z, 8801z+	Included
Stapler/stacker finishing accessory	8801z+	Included

Supplies

Learn about the supplies that are available for your printer.

NOTE: Cartridges are for distribution and use with their designated product only; they will not work with other printer models.

Table 1-15 Supplies

Item	Part number	Average yield
Standard: HP 225A Black Original LaserJet Toner Cartridge[1]	W2250A	Approx. 45,000 pages

Table 1-15 Supplies (continued)

Item	Part number	Average yield
Standard: HP 225A Cyan Original LaserJet Toner Cartridge[1]	W2251A	Approx. 40,000 pages
Standard: HP 225A Yellow Original LaserJet Toner Cartridge[1]	W2252A	Approx. 40,000 pages
Standard: HP 225A Magenta Original LaserJet Toner Cartridge[1]	W2253A	Approx. 40,000 pages
Contract: HP W2250AC Black Contract Original LaserJet Toner Cartridge 1	W2250AC	Approx. 45,000 pages
Contract: HP W2251AC Cyan Contract Original LaserJet Toner Cartridge 1	W2251AC	Approx. 40,000 pages
Contract: HP W2252AC Yellow Contract Original LaserJet Toner Cartridge 1	W2252AC	Approx. 40,000 pages
Contract: HP W2253AC Magenta Contract Original LaserJet Toner Cartridge 1	W2253AC	Approx. 40,000 pages
HP 225A LaserJet Black Original Imaging Drum	W2256A	300,000 pages
HP 225A LaserJet CYM Original Imaging Drum	W2257A	240,000 pages
HP LaserJet Toner collection unit (TCU)	A91Z4A	130,000 pages

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

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

IMPORTANT: Toner cartridges or other supplies must be purchased in the same country/region as the printer being used. Otherwise, new toner cartridges or other supplies will be incompatible with the

printer. This is due to differing configurations of toner cartridges and other supplies according to the conditions of a specific country/region.

Maintenance parts (Long Life Consumables (LLC))

Learn about the printer maintenance parts.

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

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

Table 1-16 Maintenance parts

Item	Service part	Life
HP LaserJet Black Developer Unit	5PN72-67002	900,000 pages
HP LaserJet Yellow Developer Unit	5PN73-67002	900,000 pages
HP LaserJet Magenta Developer Unit	5PN74-67002	900,000 pages
HP LaserJet Cyan Developer Unit	5PN75-67002	900,000 pages
HP LaserJet Fuser 100V Kit NOTE: Only for Japan	5PN53-67001	600,000 pages
HP LaserJet Fuser 110V Kit	5PN76-67001	600,000 pages
HP LaserJet Fuser 220V Kit	5PN77-67001	600,000 pages
HP LaserJet Image Transfer Kit	5PN78-67001	600,000 pages
HP LaserJet Image Transfer Blade Kit	5PN79-67001	600,000 pages
HP LaserJet Transfer Roller Kit	5PN80-67002	600,000 pages
HP LaserJet Trays 2-x Roller Kit (4 each)	5PN66-67001	360,000 pages
HP LaserJet Flow MP Roller Kit	5RC03-67001	200,000 pages
HP LaserJet ADF Maintenance Kit (8801z, 8801z+)	A91Z5-67001	300,000 pages
HP LaserJet ADF Maintenance Kit (8801dn)	5851-7202	150,000 pages
HP 225A LaserJet Black Original Imaging Drum	W2256-67001	300,000 pages
HP 225A LaserJet CYM Original Imaging Drum	W2257-67001	240,000 pages

NOTE: Depending on print patterns and the job mode used, maintenance part lifespans vary. See *Replacing the maintenance part* for further instructions.

Network and software specifications

Learn about the network and software specifications.

Network interface

Learn about the network interface.

Network OS

Windows

- Windows 10
- Windows 11
- Windows Server 2008 R2
- Windows Server 2012
- Windows Server 2012 R2
- Windows Server 2016
- Windows Server 2019

Mac

- macOS 12(Monterey)
- macOS 11(Big Sur)
- macOS 10.14(Mojave)
- macOS 10.15(Catalina)

Linux

- CentOS 8, 64-bit
- Ubuntu 20.04.2.0 LTS
- Fedora 33
- Red Hat Enterprise Linux 8

Others

- Unix (HP-UX, Solaris, SunOS, SCO)

Table 1-17 Network interfaces

Type	Protocol	Details
Network Protocol	TCP/IP	TCP/IPv4, HTTP, SNMPv1/v2c/v3, LDAP, SMTP, SSL/TLS, IPSec, DNS, WINS, SLP, Bonjour, SSDP, DDNS, DHCP/BOOTP, IPv6
Network Protocol	NetBIOS over TCP/IP	Supported
Network Protocol	Others	HTTPS, IPSec, 802.1x
IP Addressing	Static IP	Supported
IP Addressing	Auto IP	Supported
IP Addressing	BOOTP	Supported
IP Addressing	DHCP	Supported
SNMP/MIB Access	MIB-2 (RFC 1213)	Supported

Table 1-17 Network interfaces (continued)

Type	Protocol	Details
SNMP/MIB Access	Host Resource MIB (RFC 2790)	Supported
SNMP/MIB Access	Printer MIB (RFC 3805)	Supported
SNMP/MIB Access	Finisher MIB (RFC 3806)	Supported
SNMP/MIB Access	HP Compatibility	Supported partially
SNMP/MIB Access	SNMP Trap	Supported
Printing Protocols	Windows Printing (SMB)	Not supported
Printing Protocols	LPR/LPD	Supported
Printing Protocols	IPP	Supported
Printing Protocols	Port 9100	Supported
Device Discovery	DNS	Supported
Device Discovery	Dynamic DNS	Supported
Device Discovery	Multicast DNS (Bonjour)	Supported
Device Discovery	WSD (including Print and Scan)	Supported (Print and Scan)
Device Discovery	SLP	Supported
Device Discovery	uPNP (SSDP)	Supported

Options

Learn about printer options and accessories.

Option specifications

Learn about option specifications.

Table 1-18 HP LaserJet Dual Cassette Department Feeder option specifications

Item	Specification
Capacity	520 x 2 sheets
Media sizes	• Tray 4: 139.7 mm x 182 mm – 320 mm x 457.2 mm (5.5 in x 7.17 in – 12.59 in x 18 in) • Tray 5: 139.7 mm x 182 mm – 320 mm x 457.2 mm (5.5 in x 7.17 in – 12.59 in x 18 in)
Media types	Light, Plain, Mid-Weight, Heavy, Extra Heavy, PaperBoard, Mid-Weight Glossy, Heavy Glossy, Extra Heavy Glossy, Card Glossy, Cardstock, Envelope, Label, Transparency

Table 1-18 HP LaserJet Dual Cassette Department Feeder option specifications (continued)

Item	Specification
Media weight	• Light: 60~70 g/m² • Plain: 71~95 g/m² • Mid-Weight: 96~110 g/m² • Heavy : 111~130 g/m² • Extra Heavy: 131~175 g/m² • PaperBoard weight 1: 221 ~ 255 g/m² • PaperBoard weight 2: 256 ~ 300 g/m² • PaperBoard weight 3: 301 + g/m² • Mid-Weight Glossy: 96~110 g/m² • Heavy Glossy: 111~130 g/m² • Extra Heavy Glossy: 131~175 g/m² • Card Glossy: 176~220 g/m² • Cardstock: 176 ~ 220 g/m² • Label: 120~150 g/m² • Transparency: 138~146 g/m²
Sensing	• H/W install detect: Yes • Paper empty and low level detect: Yes • Paper type detect: No • Paper size detect: Yes
Dimensions	585 mm x 694.6 mm x 312.2 mm (23 in x 27 in x 12 in)
Weight	Net 28.5 kg (62.8 lb), packing 32 kg (70.5 lb)

Table 1-19 HP LaserJet Stapler/Stacker Finisher option specifications

Item	Specification
Capacity	65 sheets stapling, 3,250 sheets stacking
Staple cartridge capacity	5000 staples/cartridge
Stacking	• Top tray: 250 sheets (A4/LT at 80 grams per square meter) • Finishing tray: 3000 sheets (A4/LT at 80 grams per square meter)
Stapling	• Maximum number of sheets: 65 sheets stapling with 90 grams per square meter sheet • Stapling positions: 2 corners (single, 45 degree), center (double)
Offline stapling	Yes

Table 1-19 HP LaserJet Stapler/Stacker Finisher option specifications (continued)

Item	Specification
Offset at non-staple job	Yes
Offset at staple job	Yes
Output stacking	Face down

Table 1-20 HP LaserJet Booklet Finisher option specifications

Item	Specification
Capacity	65 sheets stapling, 2000 sheets stacking
Staple cartridge capacity	5000 staples/cartridge
Stacking	• Top tray: 250 sheets (A4/LT at 80 grams per square meter) • Finishing tray: 2000 sheets (A4/LT at 80 grams per square meter)
Stapling	• Maximum number of sheets: 65 sheets stapling with 90 grams per square meter sheet • Stapling positions: 2 corners (single), center (double)
Saddle stapling	Maximum number of sheets: 25 sheets stapling with 80 grams per square meter sheet
Offline stapling	Yes
Offset at non-staple job	Yes
Offset at staple job	Yes
Output stacking	Face down

Table 1-21 HP LaserJet Hole Punch Accessory option specifications

Item	Specification
Part number	HP LaserJet Hole Punch 2/3 Accessory: Y1G10-67901
Available unit	Auto change 2/3 hole or auto change 2/4 hole, Swedish 4
Media weight	52–300 grams per square meter

Table 1-22 Other options

Item	Part number
HP Accessibility Assistant	478C2A
HP Removable Hard Drive Enclosure	2NR12A
HP Accessibility Kit	2TD64A
HP JetDirect 3100w BLE/NFC/Wireless Accy	3JN69A
HP Legic Reader	4QL32A

Table 1-22 **Other options (continued)**

Item	Part number
HP Internal USB Ports	4XN67A
HP MFP Analog Dual Fax 810 Accessory	5QK14A
HP LaserJet Workflow Accelerator Card (z model only)	6HN30A
HP Secure Ultimate Performance TAA Hard Disk Drive	6HN31A
HP MFP Analog Dual Fax 811 Accessory (BBU only)	7ZA07A
HP MFP Analog Single Fax 800 Accessory	7ZA08A
HP MFP Analog Single Fax 801 Accessory (BBU only)	7ZA09A
HP Jetdirect LAN Accessory	8FP31A
HP Secure Ultimate Performance Hard Disk Drive	9EQ11A
HP Foreign Interface Harness	B5L31A
HP SmartCard NIPRNet Solution for US Government	CC543B
HP SmartCard SIPRNet Solution for US Government	F8B30A
HP USB Universal Card Reader	X3D03A
HP Card Reader Rotation Adapter Kit[1]	63C82-67029
HP HIP2 Keystroke Reader	Y7C05A
HP SIM for HID iClass for HIP2 Reader	Y7C07A

[1] The Card Reader Rotation Adapter Kit is helpful when the card insertion angle/direction is not aligned with the card reader.

2 Product installation and maintenance

You will learn more about product installation and maintenance.

Product installation

For more information about hardware, engine, and accessory installation for the printer, review the following document.

HP LaserJet Managed MFP - Installation Guides

Maintenance

Learn about preventive maintenance and printer cleaning procedures.

PM table (Preventive Maintenance)

HP recommends cleaning and checking the following maintenance items at the specified intervals.

Some easy items are strongly recommended to be executed during every visit, regardless of the page count, to make sure the printer produces quality copies and to extend the service life of the printer. Also, HP recommends inspecting consumable parts and replacing if needed to reduce the visit count. After replacing, a counter reset should be done to make sure the next replacement window is clear.

NOTE:

- Use the table below as just a reference. The page counts below assume a color usage ratio of 40%.
- Depending on the printing patterns and the job mode used, consumable part lifespans vary.
- Toner cartridges and the Toner Collection Unit are excluded from this table because they are classified as supplies, not long life consumables (LLCs).

In the table below, the following abbreviations are used:

- **C**: Clean
- **I**: Inspect
- **R**: Replace

The counts below indicate the recommended engine counter value for each item (Engine life 3,600K).

Table 2-1 **Preventive Maintenance**

Type	Item	300K 1500K 3300K	600K 1200K 2400K 3000K	900K 2700K	1800K 3600K	2100K	Notes
Clean/ Inspect	Paper dust holder	C	C	C	C	C	Recommended at every visit
	ACR (CTD) Sensor		C		C		Needed when ITB is replaced
	LSU window	C	C	C	C	C	Recommended at every visit
	Scanner glass	C	C	C	C	C	Recommended at every visit
	ADF CIS (Contact Image Sensor)	C	C	C	C	C	Recommended at every visit
	Paper guide adjustment check in Trays	I	I	I	I	I	Recommended at every visit
Consumable check	K OPC	I/R	I/R	I/R	I/R	I/R	
	Y/M/C OPC		I/R		I/R		Assumes 40% color usage
	ITB Cleaner	I/R	I/R	I/R	I/R	I/R	
	Intermediate transfer belt (ITB)		I/R		I/R		
	Transfer roller		I/R		I/R		
	Fuser		I/R		I/R		
	K Deve units			I/R	I/R		
	Y/M/C Deve units					I/R	Assumes 40% color usage
	Roller kit for Tray 1	I/R	I/R	I/R	I/R	I/R	Recommended at every visit
	Roller kit for Tray 2-x	I/R	I/R	I/R	I/R	I/R	Recommended at every visit
	ADF Roller kit	I/R	I/R	I/R	I/R	I/R	Recommended at every visit

Cleaning

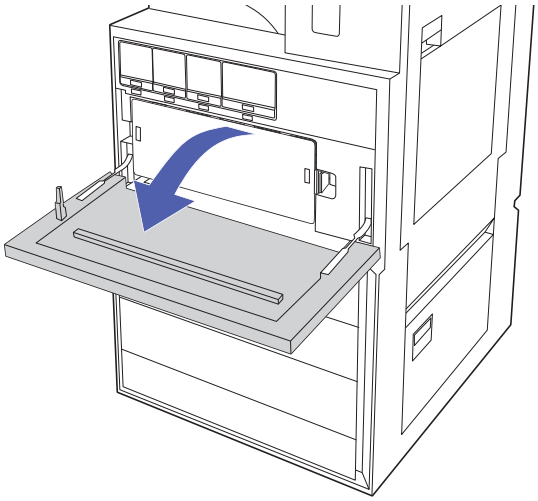
Use the procedures below to carry out regular cleaning procedures.

Cleaning the paper dust stick

Learn about cleaning the paper dust stick (brush-dust stick).

The paper dust stick (brush-dust stick) needs to be cleaned after a specified number of pages are printed. A Clean the paper dust stick message displays on the control panel. This is when the paper dust stick must be cleaned. Use the following procedure to complete this task.

1. Open the front door.



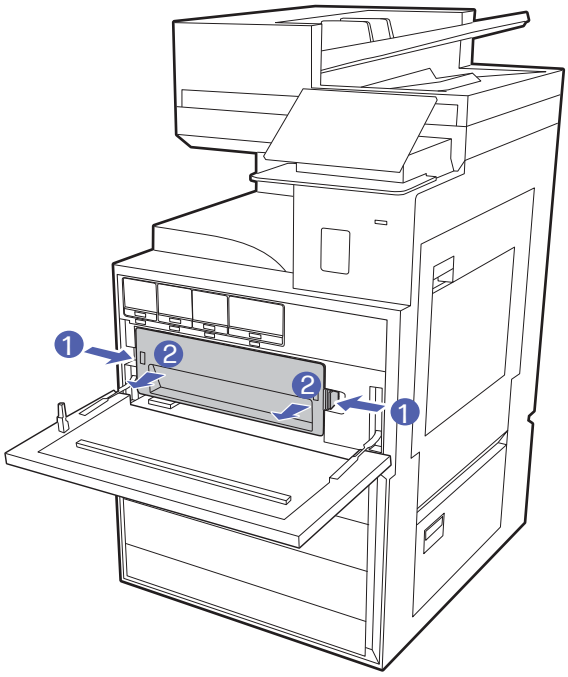
2. Remove the toner collection duct unit (TCDU).

⚠ CAUTION: To avoid spilling toner, do not tilt the TCDU when handling it.

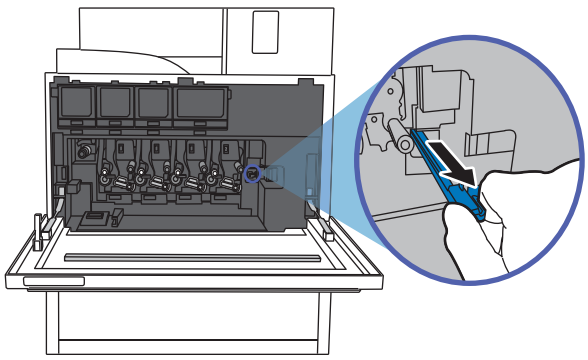
a. Push in on the two tabs (callout 1) to release the toner collection duct unit.

b. Pull out the toner collection duct unit to remove it from the printer (callout 2).

Figure 2-1 Remove toner collection duct unit (TCDU)

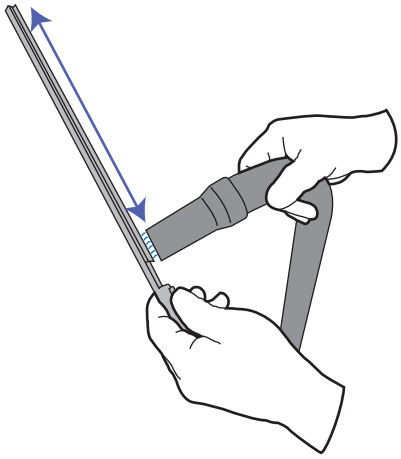


3. Pull out the paper dust stick.

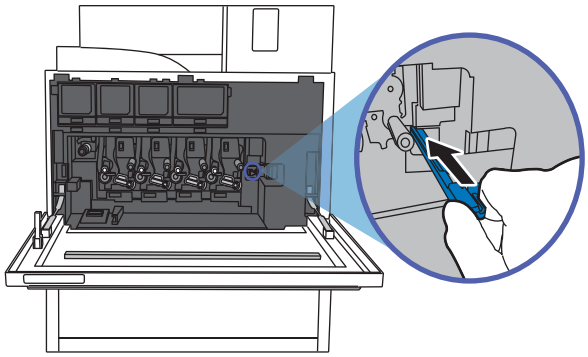


4. Use a vacuum to clean the paper dust stick.

Figure 2-2 Remove the paper dust

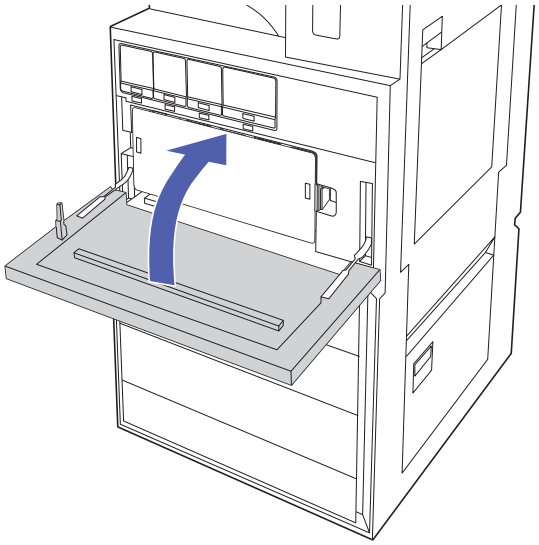


5. Insert the paper dust stick back into the slot.



6. Install the TCDU, and then close the front door.

NOTE: Make sure the cover is closed securely. If the message still displays on the control panel, repeat this process.

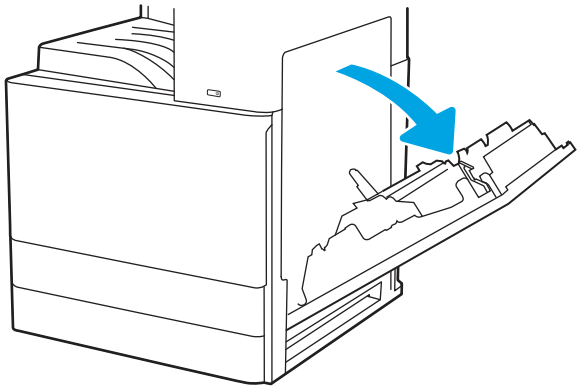


Cleaning the ACR (CTD) Sensor

Use the following procedure to clean the ACR (CTD) sensor.

The engine has the feature of ACR (CTD) sensor cleaning automatically with the motor driving the sensor cover shutter open and closed. Nonetheless, we recommend you clean the sensor manually at every ITB replacement to make sure the sensor is clean.

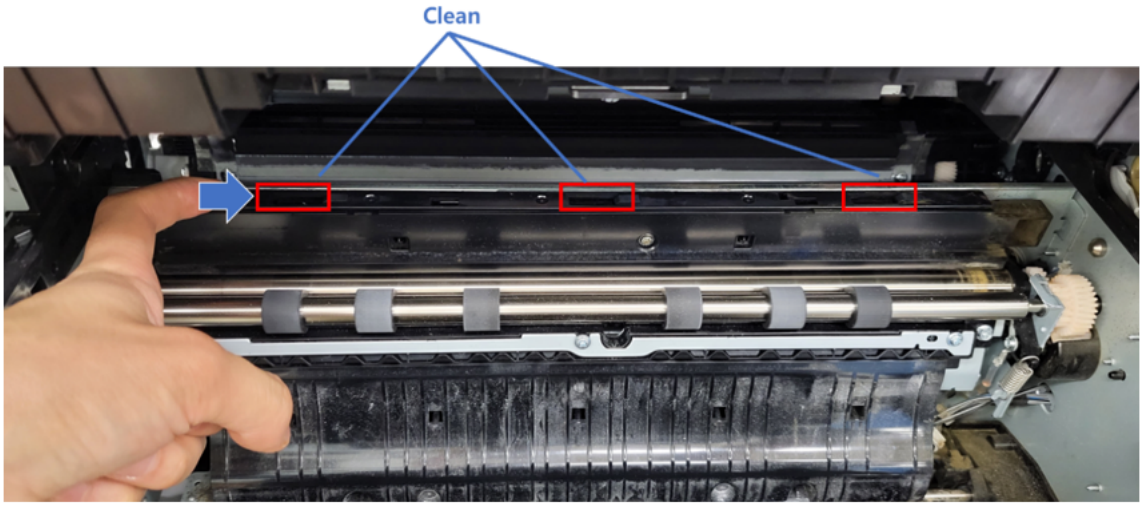
1. Open the right door.



2. Remove the ITB cleaner and ITB unit.

   For instructions on removing these items, see Removing and replacing the ITB and cleaning unit kit.

3. Clean the sensor window using a lint-free cloth while pushing the shutter to right.



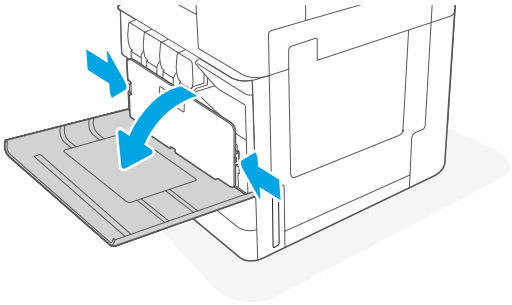
4. Replace the ITB cleaner and ITB unit, and close the right door.

Cleaning the LSU window

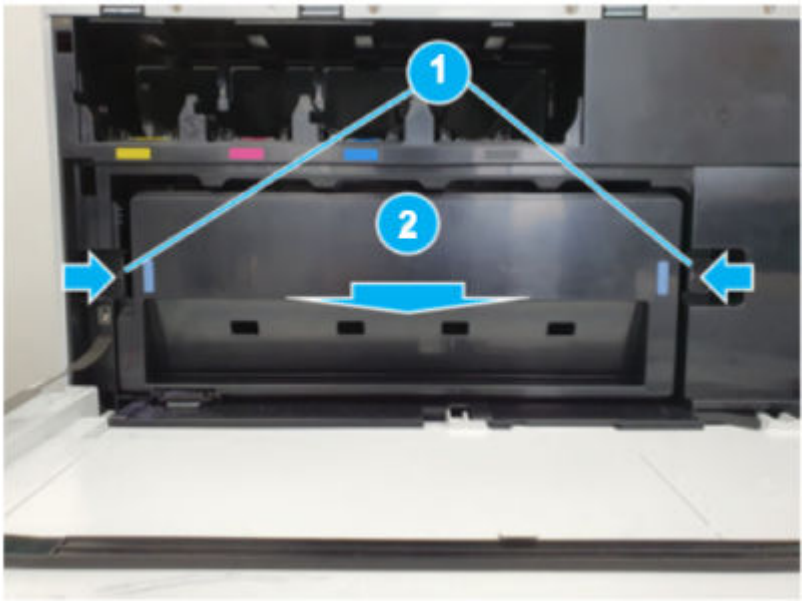
It is recommended that the LSU window be cleaned during every maintenance visit. Use the following procedure to complete this task.

NOTE: This task must be completed when the printer power is on due to the LSU shutter position.

1. Open the front door.



2. Remove the toner collection duct unit (TCDU). Push in on two tabs (callout 1) to release the unit, and then pull it straight out (callout 2) of the printer to remove it.

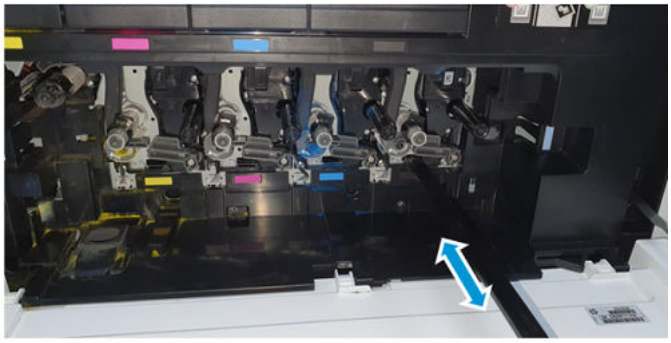


3. Clean the LSU window for each color using the cleaning bar attached inside the front cover.



Insert the cleaning bar into the hole. Push it in and pull it out several times to clean the window, as shown in the images below.



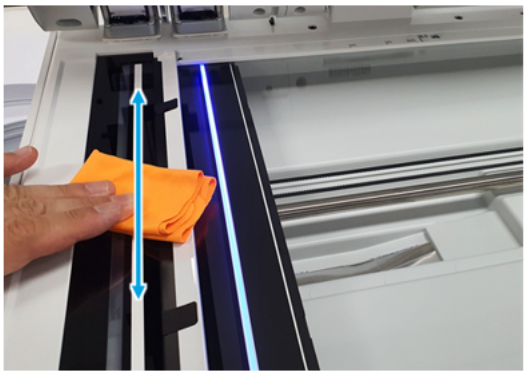


4. Replace the cleaning bar and the TCDU, and then close the front door.

Cleaning the scanner glass

It is recommended that the scanner glass be cleaned during every maintenance visit. Use the following procedure to complete this task.

1. Open the ADF by lifting it up.
2. Clean the image scanner area and flat-bed glass using a lint-free cloth.





3. Close the ADF.

Cleaning the ADF CIS (Contact Image Sensor)

It is recommended that the ADF CIS (Contact Image Sensor) be cleaned during every maintenance visit. Use the following procedure to complete this task.

1. Open the ADF by lifting it up.
2. Clean the CIS scanning area, located underneath ADF, using a lint-free cloth.



3. Close the ADF.

Inspection procedures

Use the following procedures to inspect the printer during maintenance visits.

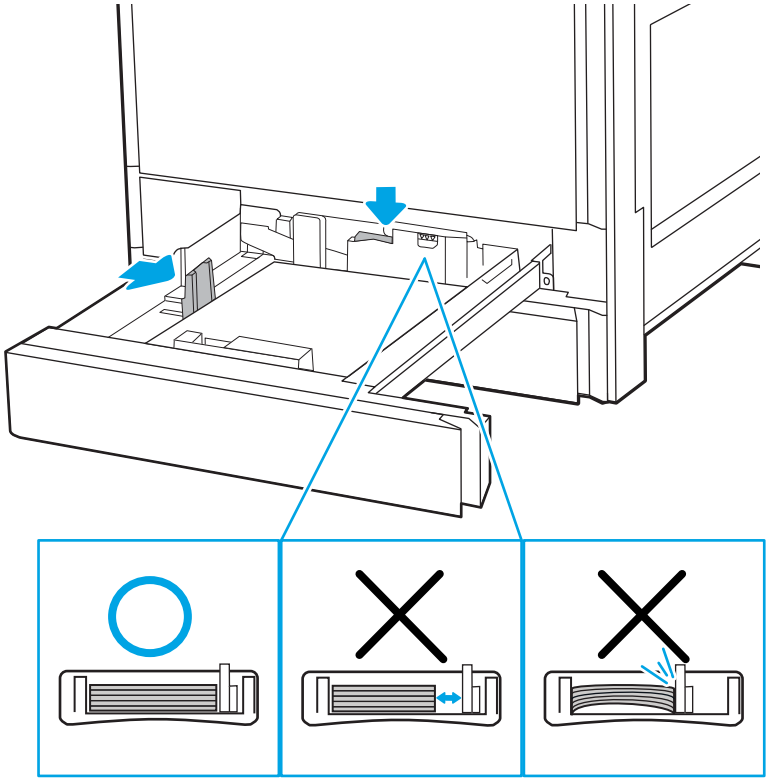
Inspect paper guide adjustment in trays

Checking paper guide adjustment and paper loading status is recommended during every visit. This is important in order to reduce paper jams. Many paper jams occur due to incorrect paper stacking in the trays.

1. Fan the paper.



2. Load the paper. Make sure the paper guides are correctly adjusted.



Inspect consumables (LLC life remaining)

The check of consumable life remaining is recommended at every visit so that the LLC is replaced at the proper time, and does not exceed its end of life. Active replacement is recommended if the LLC life remaining low. This will maintain the expected print quality and, also help to reduce extra visits.

Find the Print Supplies information report by using the following control panel menu navigation:

1. Select the following control panel menus:
   - Support Tools
   - Service (Enter Pin: 03088025)
   - Advanced Service
   - Service Reports
2. Select the Supplies Information Report check box, and then click the Print button.

Check the life remaining for each LLC in the Supplies information report. Refer to the following LLC (Long life consumable) list.

Table 2-2 Long life consumables (LLCs)

Item	Service part	Life	Remark
HP LaserJet Black Developer Unit	5PN72-67002	900,000 pages	Manual counter reset
HP LaserJet Yellow Developer Unit	5PN73-67002	900,000 pages	Manual counter reset

Table 2-2 Long life consumables (LLCs) (continued)

Item	Service part	Life	Remark
HP LaserJet Magenta Developer Unit	5PN74-67002	900,000 pages	Manual counter reset
HP LaserJet Cyan Developer Unit	5PN75-67002	900,000 pages	Manual counter reset
HP LaserJet Fuser 100V Kit	5PN53-67001	600,000 pages	Only for Japan
HP LaserJet Fuser 110V Kit	5PN76-67001	600,000 pages	
HP LaserJet Fuser 220V Kit	5PN77-67001	600,000 pages	
HP LaserJet Image Transfer Kit	5PN78-67001	600,000 pages	Manual counter reset. ITB cleaner involved in this kit
HP LaserJet Image Transfer Blade Kit	5PN79-67001	600,000 pages	Manual counter reset
HP LaserJet Transfer Roller Kit	5PN80-67002	600,000 pages	Manual counter reset
HP LaserJet Trays 2-x Roller Kit (4 each)	5PN66-67001	360,000 pages	Manual counter reset
HP LaserJet Flow MP Roller Kit	5RC03-67001	200,000 pages	Manual counter reset
HP LaserJet ADF Maintenance Kit (8801z, 8801z+)	A91Z5-67001	300,000 pages	Manual counter reset
HP LaserJet ADF Maintenance Kit (8801dn)	5851-7202	150,000 pages	Manual counter reset
HP 225A LaserJet Black Original Imaging Drum	W2256-67001	300,000 pages	
HP 225A LaserJet CYM Original Imaging Drum	W2257-67001	240,000 pages	

NOTE: Maintenance part lifespans will vary depending upon printing patterns and the job mode used.

LLC removal and replacement procedures

Use the following links to see removal and replacement procedures for long-life consumables (LLCs).

- Drum units (Yellow OPC, Magenta OPC, Cyan OPC, and Black OPC)
- ITB cleaning kit
- Intermediate transfer belt (ITB) unit kit
- Transfer roller
- Fuser unit
- Developer unit (Yellow, Magenta, Cyan, and Black)
- Pickup, forward, and separation rollers (Trays 2-x)

- Tray 1 (MP) roller kit
- Automatic document feeder pickup roller kit (z, z+ bundles) (pickup, feed, and separation rollers)
- Automatic document feeder pickup roller kit (dn bundles) (pickup, feed, and separation rollers)

Counter reset after LLC replacement

The LLCs listed below require their counter reset manually after replacement. LLCs not listed here have EEPROM/CRUM counters that are reset automatically.

- ITB cleaner (**use steps 1 and 2**)
- Intermediate transfer belt (ITB) unit kit (**use steps 1 and 2**)
- Transfer roller (**use steps 1 and 2**)
- Developer units (Yellow, Magenta, Cyan, and Black) (**use steps 1 and 2**)
- Pickup/Forward/Separation roller (for Tray 2-x) (**use steps 1 and 2**)
- Pickup/Forward/Separation roller (for Tray1) (**use steps 1 and 2**)
- ADF roller kit (for 200-sheet dn bundle ADF and 300-sheet z, z+ bundle ADF) (**use steps 3 and 4**)

Reset the counter from the control panel using the following instructions.

1. **For all LLCs except the ADF roller kit**: Select the following menus:
   - Support Tools
   - Service (Enter Pin: 03088025)
   - Reset Supplies
2. Select the LLC being replaced, and then click the Reset button.
3. **For the ADF roller kit LLC only**: Select the following menus:
   - Settings
   - Manage Supplies
   - Reset Supplies
4. Select the Document Feeder Kit item, and then click the Reset button.

3 Problem solving

Learn about problem solving.

General troubleshooting guide

Learn about general troubleshooting.

Troubleshooting process

Learn about the troubleshooting process.

Determine the problem source

When the printer malfunctions or encounters an unexpected situation, the printer control panel alerts you to the situation. This section contains a pre-troubleshooting checklist to filter out many possible causes of the problem. A troubleshooting flowchart helps you diagnose the root cause of the problem. The remainder of this chapter provides steps for correcting problems.

- Use the troubleshooting flowchart to pinpoint the root cause of hardware malfunctions. The flowchart guides you to the section of this chapter that contains steps for correcting the malfunction.

Before beginning any troubleshooting procedure, check the following issues:

- Are supply items within their rated life?
- Are supply items Genuine HP supplies?
- Does the configuration page reveal any configuration errors?

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

Power subsystem

Learn about the power subsystem.

Power-on checks

The basic printer functions should start up when the printer is connected into an electrical outlet and the power switch is pushed to the *on* position. If the printer does not start, use the information in this section to isolate and solve the problem.

If the control-panel display remains blank, random patterns display, or asterisks remain on the control-panel display, perform power-on checks to find the cause of the problem.

Power-on troubleshooting overview

If the control panel is blank 1 minute after turning on the printer, check the following items:

During normal operation, a cooling fan begins to spin briefly after the printer power is turned on. Place your hand over the vents at the rear of the printer, next to the formatter, or on the on the rear of the

scanner. If the fan is operating, you will feel air passing out of the printer. You can lean close to the printer and hear the fan operating.

A fan begins to blow on the right door (fuser), and then the control panel goes through a series of set up functions. The main motor turns on (unless the left door or cartridge access door is open, a jam condition is sensed, or the paper-path sensors are damaged). You might be able to visually and audibly determine if the main motor is turned on.

If the fan and main motor are operating correctly, the next troubleshooting step is to isolate print engine, formatter, and control panel problems.

1. Make sure that the printer is connected directly into an active electrical outlet (not a power strip) that delivers the correct voltage.
2. Make sure that the power switch is in the *on* position, and then verify that the LED is on.
3. Make sure that the fan runs briefly, which indicates that the power supply is operational.
4. Depress the button on the back of the control panel to test the control panel functionality.
5. Make sure that the control-panel display wire harness is connected.
6. Remove any external solutions, and then try to turn the printer on again.

Troubleshooting a blank display, black display, no display, or no power situation

Customers usually report that the control-panel display is not showing anything. It is very important to collect as much information as possible from the customer about the issue to help resolve it.

Following are some printer behaviors the customer might encounter:

- The control panel is completely blank (no LEDs or back light).
- The control panel is blank, but there might be LEDs illuminated.
- The control panel is blank (LEDs are on or flashing) and the back light is on (but no text visible).

Following are some possible causes of a blank control-panel display:

- No power to the printer.
- The control panel contrast setting is not correctly adjusted.
- The formatter connector(s) are not fully seated into the connector(s) on the DC controller, or the connectors are not fully seated on the formatter.
- A faulty component is installed on the formatter (for example a memory DIMM, fax PCA, network PCA, USB device, or other component).
- The formatter is defective.
- The control panel connector is not fully seated, or the control panel is defective.
- The DC controller is defective.

Following are some questions to ask the customer:

- Was the printer newly install or has the printer been properly functioning?
  - For a new install, investigate to see if there was any shipping damage to the printer.

- Did the customer notice any damage to the shipping box or any visible damage to the printer?

- What happened just prior to the control panel going blank?
  - Was the printer serviced recently, a power outage occurred?
  - Has a lightning storm recently occurred?
  - Did the customer recently add a memory DIMM or install a third-party component?
- Make sure to get a complete description of the failure.
  - Is the control-panel display completely blank (might be faint text and no back light)?
  - Is the control-panel display back light on?
  - Has a print job been sent to the printer? The customer might report that their print jobs seemed to print but when they go to the printer the control-panel display is blank.

Recommended actions

If the control-panel display is completely blank (no LEDs illuminated or no back light) check to see if the printer is getting power. Listen for fans or any printer initialization sounds when the power is turned on.

If there are no signs of power, then perform the following:

1. Make sure that the printer is plugged directly into an active electrical outlet (not a power strip or interruptible power supply) that delivers the correct voltage.

   TIP: Try using a different power cable if possible.

2. Turn the printer power on, and make sure that the fan(s) run briefly (this indicates that the power supply is operational).
3. Check if the yellow LED on formatter is flashing. If so, there is a communication issue between the formatter and the control panel.
4. Turn the printer power off.
5. Make sure that the control-panel display wire harness (and/or flat cable) is properly connected (and fully seated), and then turn the printer power on again.
6. Check control panel diagnostics by pressing the button on the back of the control panel to run different diagnostic tests.
7. Verify the status LEDs are illuminated, but the control-panel display is blank. If applicable: Check if the contrast setting is adjusted to very low. If so, try turning the contrast knob to see if the control-panel display becomes visible.
8. From a host computer, send a print job to the printer.

   NOTE: If the print job correctly prints, then the problem is most likely to a defective control panel.

9. Turn the printer power off, and then make sure that the memory DIMM is installed in the correct slot and is fully seated.

   NOTE: For some printers, there may be more than one memory DIMM installed. Some printers have third-party solutions/applications or fonts that use memory.

10. Remove all of the components/accessories installed on the formatter (for example, hard drive, solid-state drive, memory DIMM(s), fax PCA, network PCA, USB devices, or other devices).

    - Make sure that the formatter is fully seated.

    IMPORTANT: This is important because the formatter or a component on the formatter might be defective or shorted, which causes the printer to lose power.

11. Reinstall the formatter. Make sure that it makes a good connection and is fully seated.

    Make sure that all of the connectors on the formatter are correctly connected and fully seated.

12. Turn the printer power on, and then check the control-panel display.

13. If the printer control panel is properly working, replace each removed component (one at a time) to determine which one is causing the problem.

    CAUTION: Turn the printer power off, and then on again, after replacing a component on the formatter.

14. If the control-panel display is still blank after performing the above troubleshooting steps, and the control panel diagnostics do not function, replace the control panel. If the control panel diagnostics are functioning, then replace the formatter.

Control panel checks

Learn about the control panel checks.

Control panel diagnostic flowcharts

Learn about the control panel diagnostic flowcharts.

Use the flowcharts in this section to troubleshoot the following control panel problems.

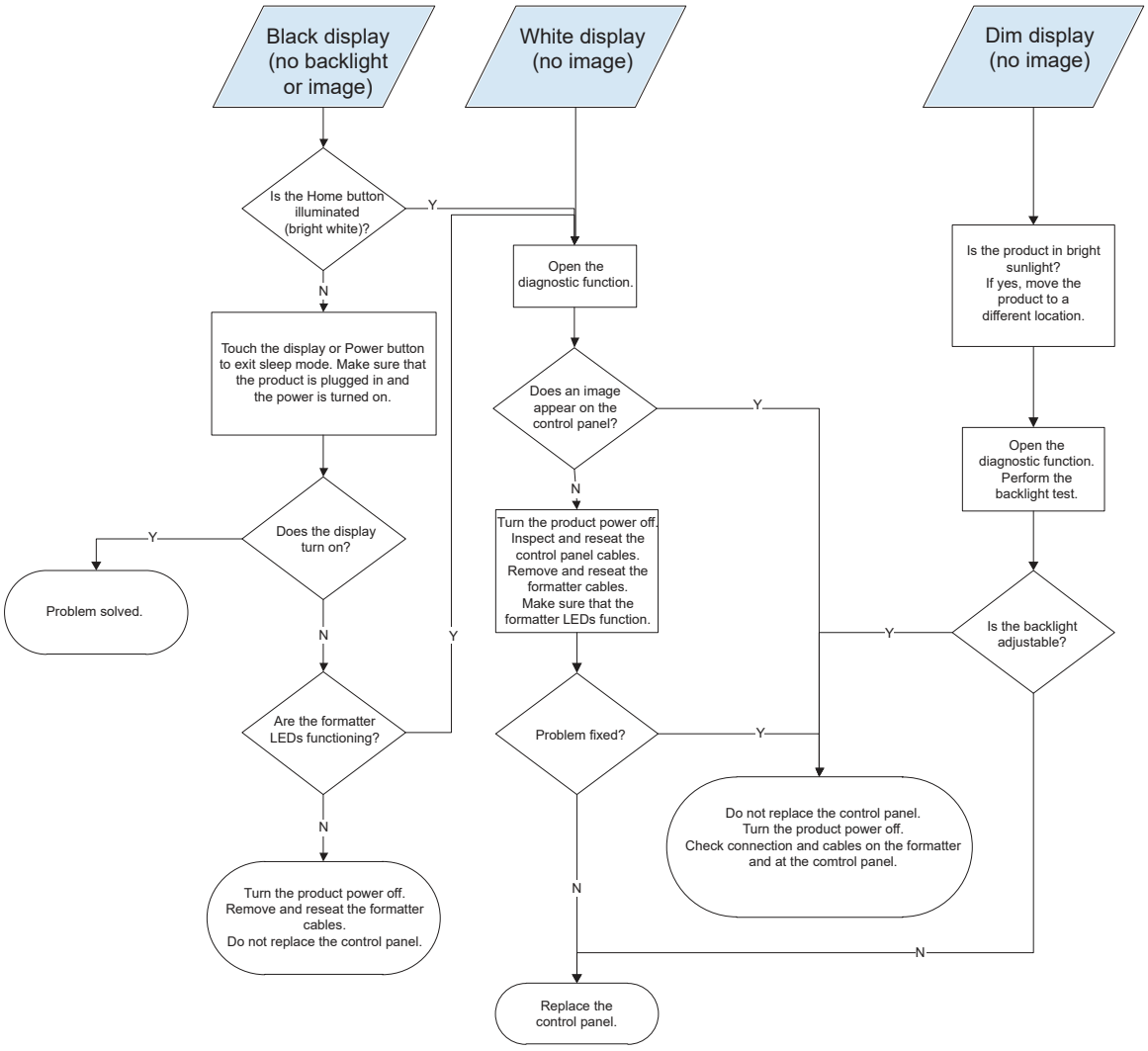
- Touchscreen is blank, white, or dim (no image).
- Touchscreen is slow to respond or requires multiple presses to respond.
- Touchscreen has an unresponsive zone.
- No control panel sound.
- Hardware integration pocket (HIP) is not functioning (control panel functional).

Touchscreen black, white, or dim (no image)

Learn about the touchscreen black, white, or dim (no image).

NOTE: To open the diagnostic function, press the button on the back of the control panel.

Figure 3-1 Touchscreen blank, white, or dim (no image)

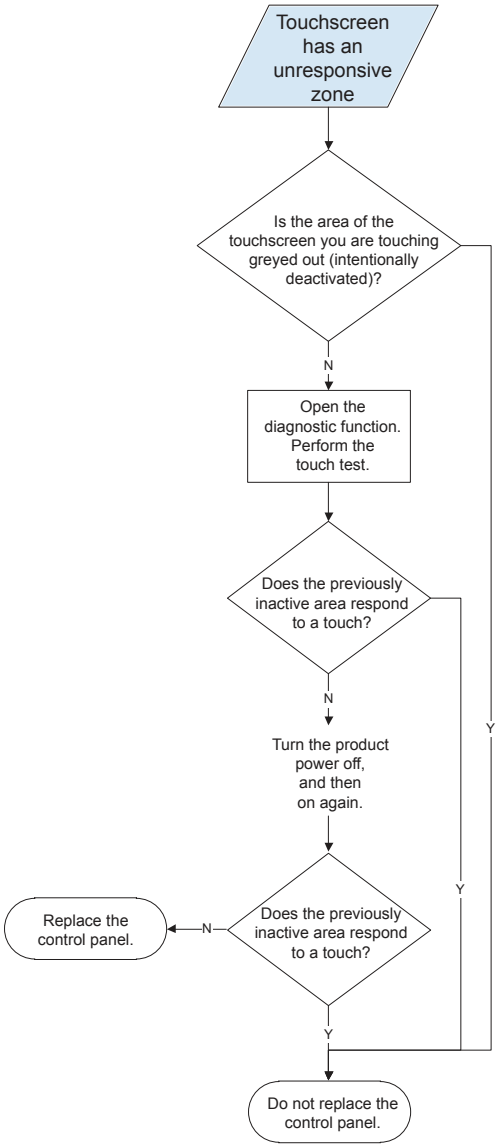


Touchscreen has an unresponsive zone

Learn about how the touchscreen has an unresponsive zone.

NOTE: To open the diagnostic function, press the button on the back of the control panel.

Figure 3-2 Touchscreen has an unresponsive zone

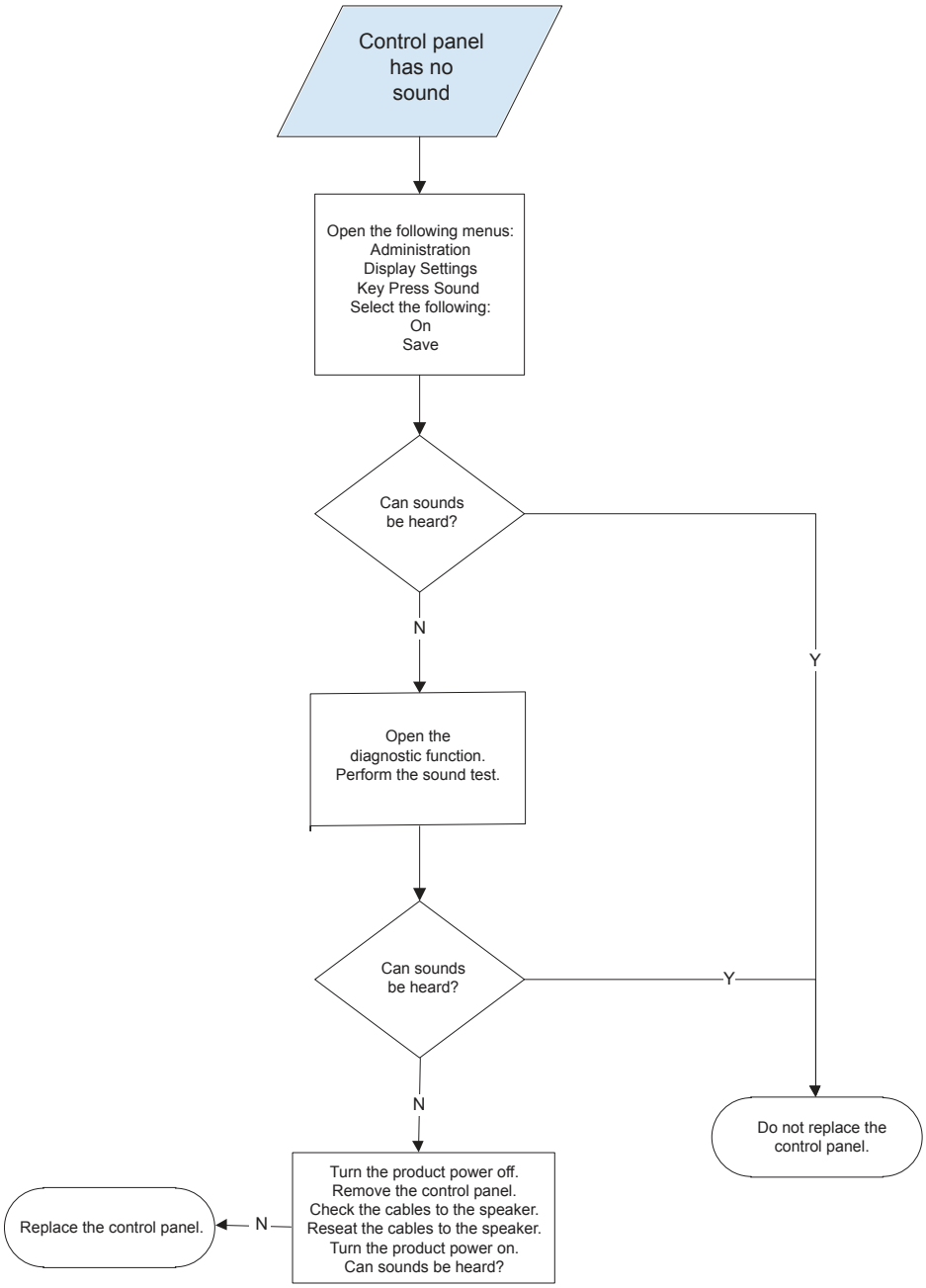


No control panel sound

Learn what to do when there is no control panel sound.

NOTE: To open the diagnostic function, press the button on the back of the control panel.

Figure 3-3 No control panel sound

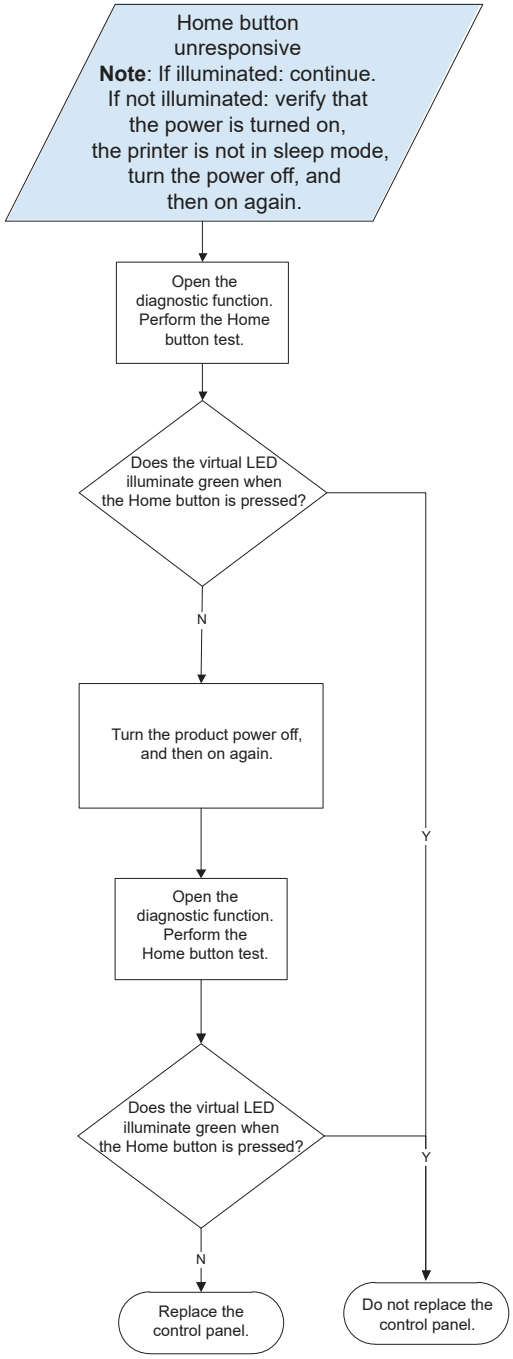


Home button is unresponsive

Learn what to do when the home button is unresponsive.

NOTE: To open the diagnostic function, press the button on the back of the control panel.

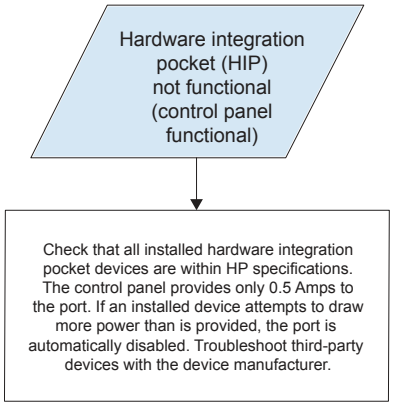
Figure 3-4 **Home button is unresponsive**



Hardware integration pocket (HIP) is not functioning (control panel functional)

Learn about when the hardware integration pocket (HIP) is not functioning (control panel functional).

Figure 3-5 Hardware integration pocket (HIP) is not functioning (control panel functional)



Individual component diagnostics

Learn about individual component diagnostics.

Tools for troubleshooting: LED diagnostics

LED, engine, and individual diagnostics can identify and troubleshoot printer problems.

Understand lights on the formatter

Three LEDs on the formatter indicate that the printer is functioning correctly.

Figure 3-6 LEDs

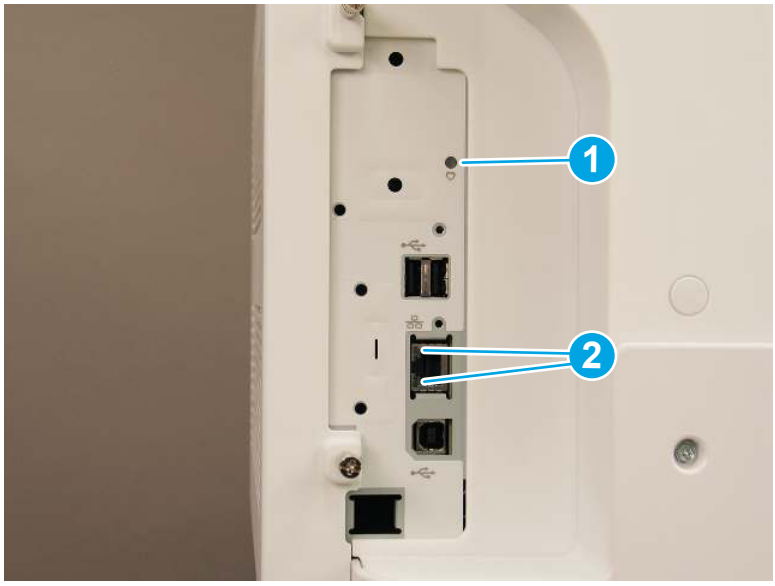


Table 3-1 LEDs

Item	Description
1	Heartbeat LED
2	HP Jetdirect LEDs

HP Jetdirect LEDs

Learn about the HP Jetdirect LEDs.

The embedded HP Jetdirect print server has two LEDs. The yellow LED indicates network activity, and the green LED indicates the link status. A blinking yellow LED indicates network traffic. If the green LED is off, a link has failed.

For link failures, check all the network cable connections. In addition, try to manually configure the link settings on the embedded print server by using the printer control-panel menus.

1. From the Home screen on the printer control panel, select **Settings**.
2. Open the following menus:
   - **Networking**
   - **Ethernet**
   - **Link Speed**
3. Select the appropriate link speed, and then select **OK**.

Tools for troubleshooting: Engine diagnostics

The printer contains extensive internal engine diagnostics that help in troubleshooting print quality, paper path, noise, assembly, and timing issues.

Defeating interlocks

Different tests can be used to isolate different types of issues. For assembly or noise isolation, run the diagnostic test when the toner cartridge door or right door is open.

Defeating the door interlocks allows observation of the paper pick operation (and view the page enter registration).

⚠ **WARNING!** Be careful when performing printer diagnostics to avoid risk of injury. Only trained service personnel should open and run the diagnostics with a door open. Never touch any of the power supplies when the printer is turned on.

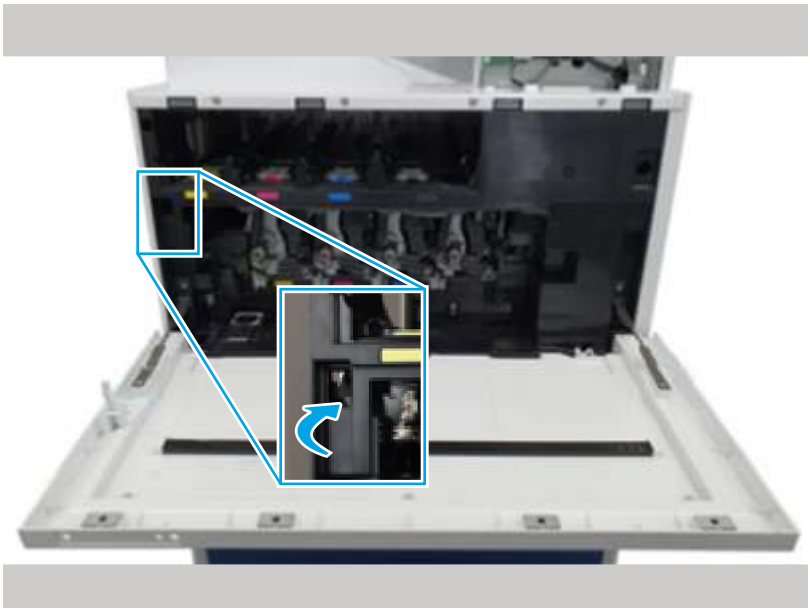
Defeat the toner cartridge door interlock

Learn how to defeat the toner cartridge door interlock.

1. Open the toner cartridge door.
2. Insert a folded piece of paper into the slot.

TIP: Fold a stiff piece of paper, for example a business card or index card, into two 10 mm (.375 in) strips, and insert the strips into the slot for the cartridge door logic switches.

Figure 3-7 Defeat the toner cartridge door interlock



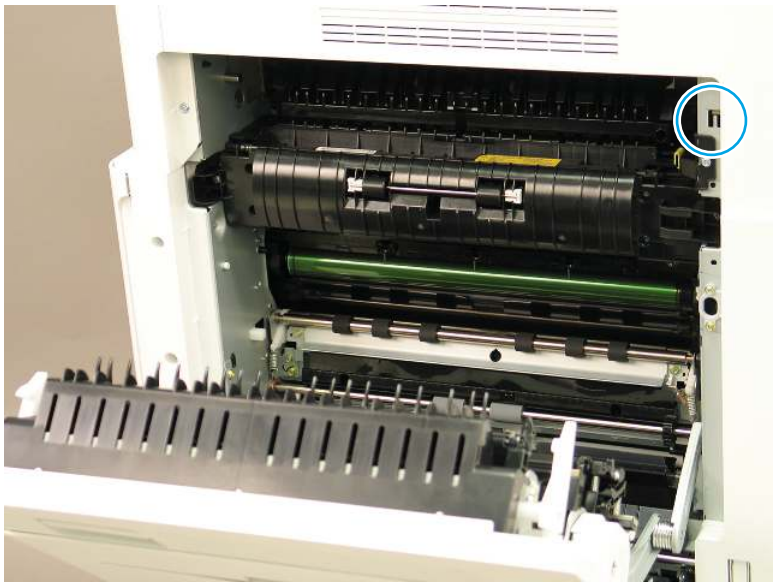
Defeat the right door interlock

Learn how to defeat the right door interlock.

1. Open the right door.
2. Insert a folded piece of paper into the slot.

TIP: Fold a stiff piece of paper, for example a business card or index card, into two 10 mm (.375 in) strips, and insert the strips into the slot for the front door logic switches.

Figure 3-8 Defeat the right door interlock



Tools for troubleshooting

Use the procedure below to test various printer mechanical and electromechanical assemblies.

Individual component diagnostics (special-mode test)

Learn about the individual component diagnostics (special-mode test).

This test activates individual parts independently to isolate problems.

Each component test can be performed once or repeatedly.

Each component test can be performed once or repeatedly.

NOTE: The cartridge door interlocks must be defeated to run the component tests.

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
2. Select one of the following tests:
   - Continuous Scan
   - Run Fax Test
3. Select the component test options for the test.

Tools for troubleshooting

Learn about tools for troubleshooting.

Problem-solving checklist

Follow these steps when trying to solve a problem with the printer.

Step 1: Check that the printer power is on

Learn how to check that the printer power is on.

1. Make sure that the printer is plugged in and turned on. The power button should be lit with a white light. If it is not, press the power button. If the power button does not light up, check the following conditions.
   - Make sure that the power cable is connected to the printer and the outlet.
   - Check the power source by connecting the power cable to a different outlet.
2. If the printer motors do not rotate, make sure that the toner cartridges are installed and that the doors are all closed. The control panel displays messages to indicate these problems.

Step 2: Check the control panel for error messages

Learn how to check the control panel for error messages.

The control panel should indicate ready status. If an error message appears, resolve the error.

Print a supplies status page to ensure that the supplies are not at or over end of life.

NOTE: HP long-life consumable and maintenance kit life specifications are estimations. Actual individual life or yield during normal use will vary depending on usage, environment, media, and other factors. Estimated life is not an implied warranty.

Step 3: Test print functionality

Learn how to test print functionality.

1. From the control panel Home screen, touch the Reports button.
2. Open the Reports menu, touch the Configuration/Status Pages menu, select the Configuration Page item, and then touch the Print button to print the report.
3. If the report does not print, make sure that paper is loaded in the tray, and check the control panel to see if paper is jammed inside the printer.

NOTE: Make sure that the paper in the tray meets specifications for this printer.

Step 4: Test copy functionality

Learn how to test copy functionality.

1. Place the configuration page into the ADF and make a copy. If paper does not feed smoothly through the ADF, you might need to clean the ADF rollers and separation pad. Make sure that the paper meets specifications for this printer.
2. Place the configuration page onto the scanner glass and make a copy.
3. If the print quality on the copied pages is not acceptable, clean the scanner glass and the small glass strip.

Step 5: Test the fax sending functionality

Learn how to test the fax sending functionality.

1. From the control panel Home screen, touch the Support Tools button.
2. Open the Troubleshooting menu, and then open the Diagnostics Tools menu. Touch the Run Fax Test button to test the fax functionality.
3. Touch the Fax on the printer control panel, and then touch the Start Fax button.

Step 6: Test the fax receiving functionality

Learn how to test the fax receiving functionality.

1. From the control panel Home screen, touch the Support Tools button.
2. Touch the Troubleshooting menu, and then open the Diagnostics Tests menu. Touch the Run Fax Test button to test the fax functionality.
3. Use another fax machine to send a fax to the printer.
4. Review and reset the printer fax settings.

Step 7: Try sending a print job from a computer

Learn how to try sending a print job from a computer.

1. Use a word-processing program to send a print job to the printer.
2. If the job does not print, make sure that you selected the correct printer driver.
3. Uninstall and then reinstall the printer software.

Step 8: Test the Plug and Print USB Drive printing functionality

Learn how to test the plug and print USB drive printing functionality.

1. Load a .PDF document or .JPEG photo onto a USB flash drive, and insert it in the USB port near the control panel.
2. The USB Flash Drive menu opens. Try printing the document or photo.
3. If no documents are listed, try a different type of USB flash drive.

Factors that affect printer performance

Several factors affect the time it takes to print a job:

- The software program that you are using and its settings
- The use of special paper (such as heavy paper or custom-size paper)
- Printer processing and download time
- The complexity and size of graphics
- The speed of the computer you are using
- The USB or network connection
- Whether the printer is printing in color or in monochrome
- The type of USB drive, if you are using one
- Environmental factors, such as low temperature or high humidity

Print menu map

Learn how to print the menu map.

To more easily navigate individual settings, print a report of the complete Reports menu.

1. From the Home screen on the printer control panel, scroll to and touch the Reports button.
2. Open the Configuration/Status Pages menu.
3. Select the Settings Menu Map option.
4. Touch the Print button to print the report.

TIP: Multiple report pages can be selected, and then printed together.

Print current settings pages

Learn how to print current settings pages.

Printing the current settings page provides a map of the user configurable settings that might be helpful in the troubleshooting process.

1. From the Home screen on the printer control panel, scroll to and touch the Reports button.
2. Open the Configuration/Status Pages menu.
3. Select the Current Settings Page option.

4. Touch the Print button to print the report.

TIP: Multiple report pages can be selected, and then printed together.

Additional tools for troubleshooting

Find additional troubleshooting topics.

Use the links below to go to additional troubleshooting tools topics.

- Pre-boot menu options

  See Pre-boot menu options.

- Event log (display and print)

  See Event Log.

Remote Admin

The Remote Admin feature allows remote access the printer Pre-boot menu (BIOS environment). The printer functions as a telnet server which uses the telnet networking protocol to transmit text data. Any computer (with telnet installed and enabled) can function as the telnet client to remotely display and interact with the Pre-boot menu.

IMPORTANT: While the Remote Admin function allows remote access the Pre-boot menu, for security reasons the Remote Admin connection must be initiated by a person that is physically present at the printer.

This section describes the following Remote Admin items.

Required software and network connection

Before using the Remote Admin feature, make sure that the telnet network protocol is installed, and enabled, on the remote telnet client computer.

NOTE: This section describes enabling and configuring the telnet feature for computers using a Windows® operating system.

HP recommends that the telnet client computer be a Windows based system, however, there are other operating systems that support the telnet network protocol. For information about enabling and configuring the telnet network protocol for other operating systems, see the owner's manual for that operating system.

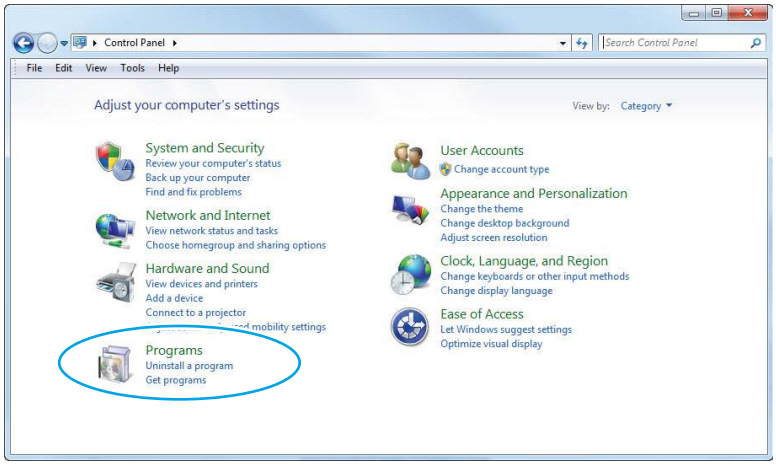
Telnet client

All computers using the Windows operating system have the telnet client installed, however, the telnet client function might not be enabled by default.

NOTE: The figures and menus in this section are for the Windows 7 Enterprise® operating system. Screens and menu selections might vary slightly for other operating systems.

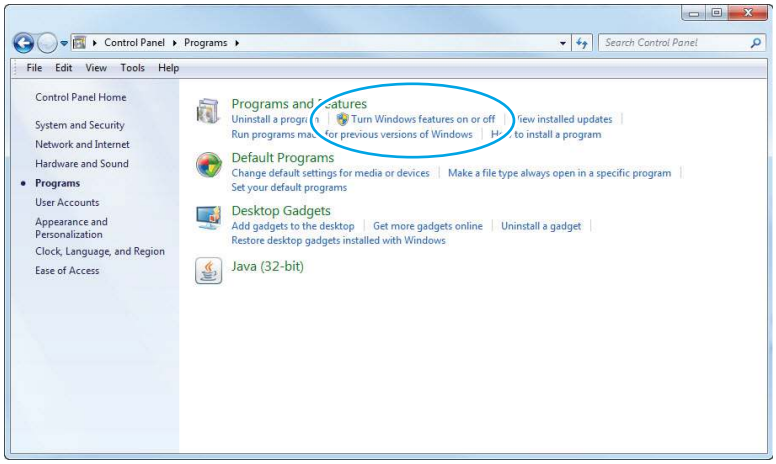
1. Use the **Start** menu to open the **Control Panel**, and then click the **Programs** item to select it.

Figure 3-9 Open the Control Panel



2. Click the **Turn Windows features on or off** item to select it.

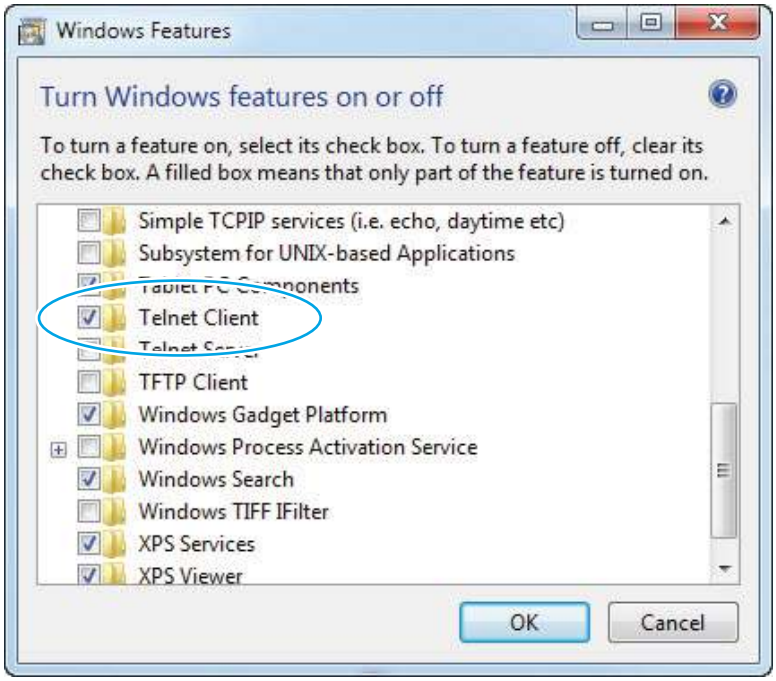
Figure 3-10 Turn Windows features on or off



3. In the **Windows Features** box, scroll down to **Telnet Client**. If the check box is not checked, click the box to select it, and then click the **OK** button.

TIP: If the check box is already checked then the telnet client function is already enabled. Click the **Cancel** button.

Figure 3-11 Enable the telnet client feature



Network connection

The remote telnet client computer must have direct network access to the printer for the Remote Admin function to operate. This means that the telnet client computer must be on the same network as the printer. The Remote Admin function cannot be accessed through a network firewall or other remote access network security programs.

If a private network is not accessible, ask the network administrator to set up a virtual private network (VPN) connection to the network.

Connect a remote connection

Learn how to connect a remote connection using telnet.

Start the telnet server function at the printer

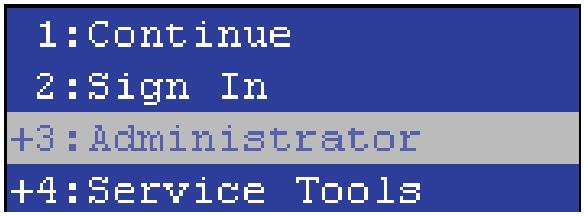
For security reasons the Remote Admin feature must be initiated by a person that is physically present at the printer. The following steps must be performed by a person that is physically present at the printer.

NOTE: This person might need to sign in with an administrator or service password depending on how the printer is configured.

1. Turn the printer on.
2. The HP logo displays on the printer control panel. When a "1/8" with an underscore displays, touch the middle of the screen to open the Pre-boot menu.

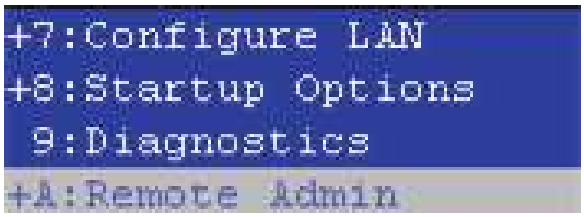
3. Use the arrow buttons on the touchscreen to scroll down and highlight the **+3:Administrator** item, and then touch the OK button to select it.

Figure 3-12 **Select the +3:Administrator item**



4. Use the arrow buttons on the touchscreen to scroll down and highlight the **+A:Remote Admin** item, and then touch the OK button to select it.

Figure 3-13 **Select the +A:Remote Admin item**



5. Use the arrow buttons on the touchscreen to scroll down and highlight the **1:Start Telnet** item, and then touch the OK button to select it.

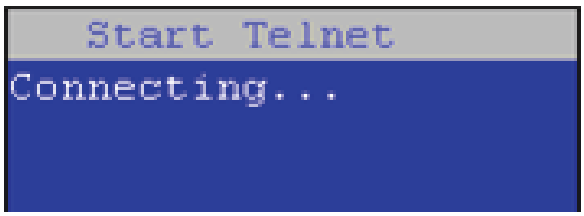
Figure 3-14 **Select the 1:Start Telnet item**



6. Do one of the following

- If a connecting message displays briefly, go to step 7.

  Figure 3-15 **Telnet connecting message**

- If an error message displays, use the steps below to identify the problem.

Figure 3-16 Telnet error message



a. The printer network cable is not correctly connected.

b. The BIOS LAN settings are incorrect.

   - The printer should be configured to use a static IP address, but is configured to use DHCP instead.
   - The printer is configured to use a static IP address, but the IP address is incorrect.

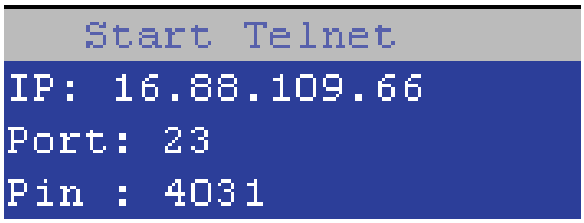
c. The printer is correctly configured to use DHCP, but the DHCP server is not turned on or is malfunctioning.

7. When the printer telnet server function is initialized, the following screen appears. Use the information on this screen to connect the remote telnet client computer to the printer.

NOTE: The printer is now ready to receive remote telnet client commands.

- **IP**: The static or dynamically allocated IP address for the printer.
- **Port**: The standard telnet port (23).
- **Pin**: A randomly generated 4-digit personal identification number (PIN).

Figure 3-17 Telnet server function initialized

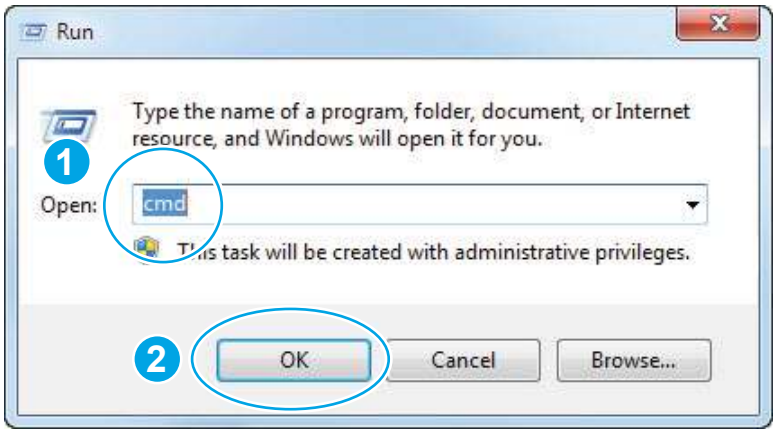


Start the telnet client function at the remote computer

The following steps establish a Remote Admin connection from a remote computer to the printer.

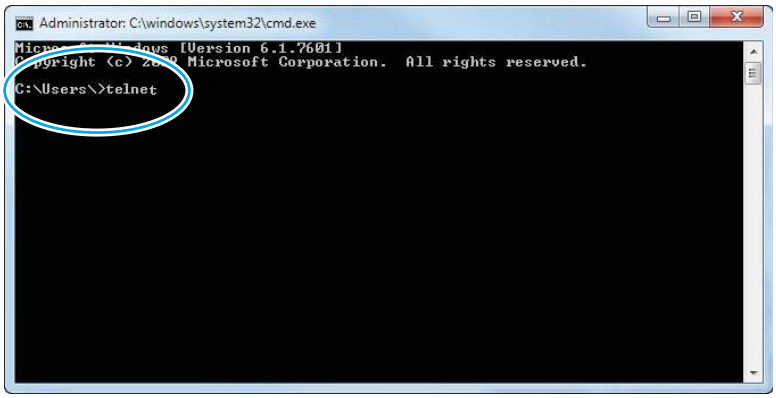
1. From the **Start** menu click **Run** to open a dialog box, type `cmd` in the **Open** field, and then click the **OK** button to open a Windows command window.

Figure 3-18 Open a command window



2. From any displayed directory, type `telnet` at the prompt, and then press the **Enter** key.

Figure 3-19 Start a telnet session

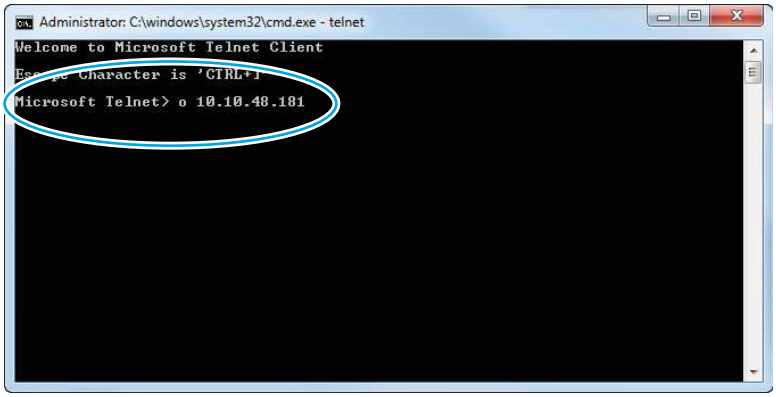


3. Type `o <IP ADDRESS>` at the telnet prompt, and then press the **Enter** key.

NOTE: For `<IP ADDRESS>`, substitute the IP address that was displayed in step 7 in Start the telnet server function at the printer.

TIP: If the telnet connection fails to establish a connection, the printer is probably behind a firewall or on a different network that the remote telnet client computer. See Network connection.

Figure 3-20 Establish a telnet connection



4. Type the PIN that was displayed in step in Start the telnet server function at the printer at the prompt, and then press the **Enter** key.

IMPORTANT: Make sure to type the PIN correctly. After five incorrect PIN entries, the printer terminates the Remote Admin connection. The Remote Admin feature must be re-initiated at the printer. See Start the telnet server function at the printer.

Figure 3-21 Enter the PIN

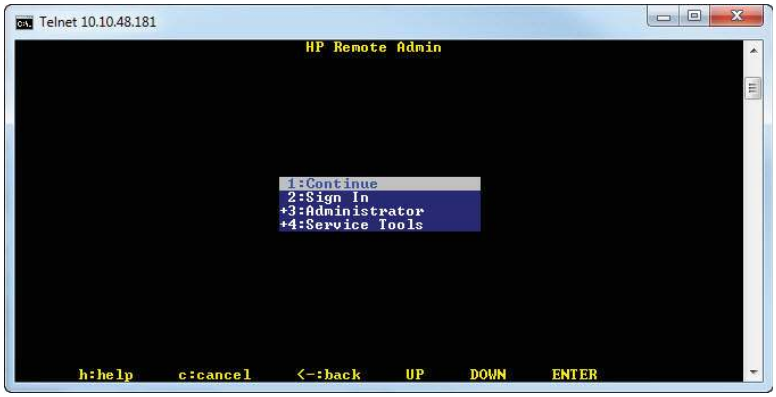


5. The following screen displays when the correct PIN is entered and the Remote Admin connection is successful. For information about the Pre-boot menu and options, see Pre-boot menu options pre-boot menu options.

NOTE: Because a Remote Admin connection is an unsecured telnet network protocol connection, the following Pre-boot menu items are disabled for the remote telnet client computer.

- The **+3:Administrator** menu **4:Change Password** item.
- The **+3:Administrator** menu **5:Clear Password** item.
- The **+3:Administrator** menu **6:Disk Manage** item.

Figure 3-22 Remote Admin window



Disconnect a remote connection

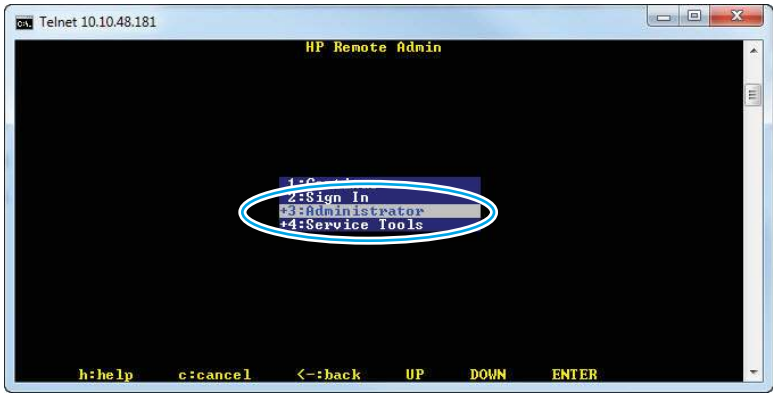
Learn how to disconnect a remote connection.

The Remote Admin connection can be terminated from the printer control panel or the remote telnet client computer.

NOTE: The following procedure describes terminating a Remote Admin connection from the remote telnet client computer.

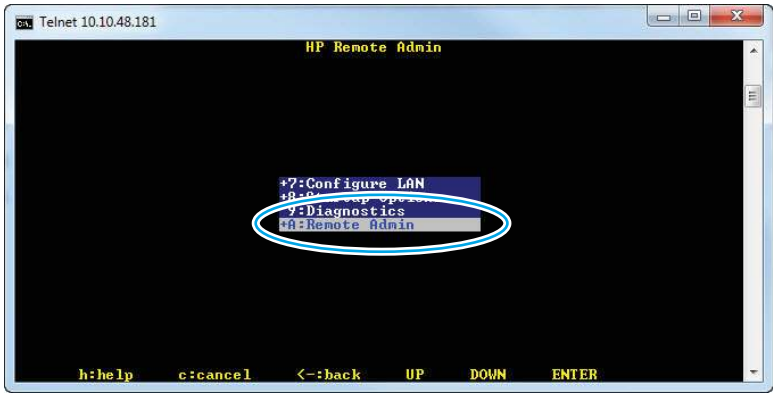
1. From the Pre-boot main menu, use the arrow buttons on the keyboard to scroll down to the **+3:Administrator** item, and then press the **Enter** key.

Figure 3-23 Access the administrator menu



2. Use the arrow buttons on the keyboard to scroll down to the **+A:Remote Admin** item, and then press the **Enter** key.

Figure 3-24 **Access the remote admin menu**



3. Use the arrow buttons on the keyboard to scroll down to the **2:Stop Telnet** item, and then press the **Enter** key. The Remote Admin connection between the printer and the remote telnet client computer terminates.

IMPORTANT: The printer remains in the Pre-boot menu. Have the person that is physically present at the printer do the following:

- Touch the Home button to return to the main Pre-boot menu and highlight the **1:Continue** item, and then touch the OK button. The printer will continue to initialize.

Figure 3-25 **Terminate the telnet connection**



Clear paper jams

Use the procedures in this section to clear jammed paper from the printer paper path.

Paper jam locations

Jams can occur in these locations.

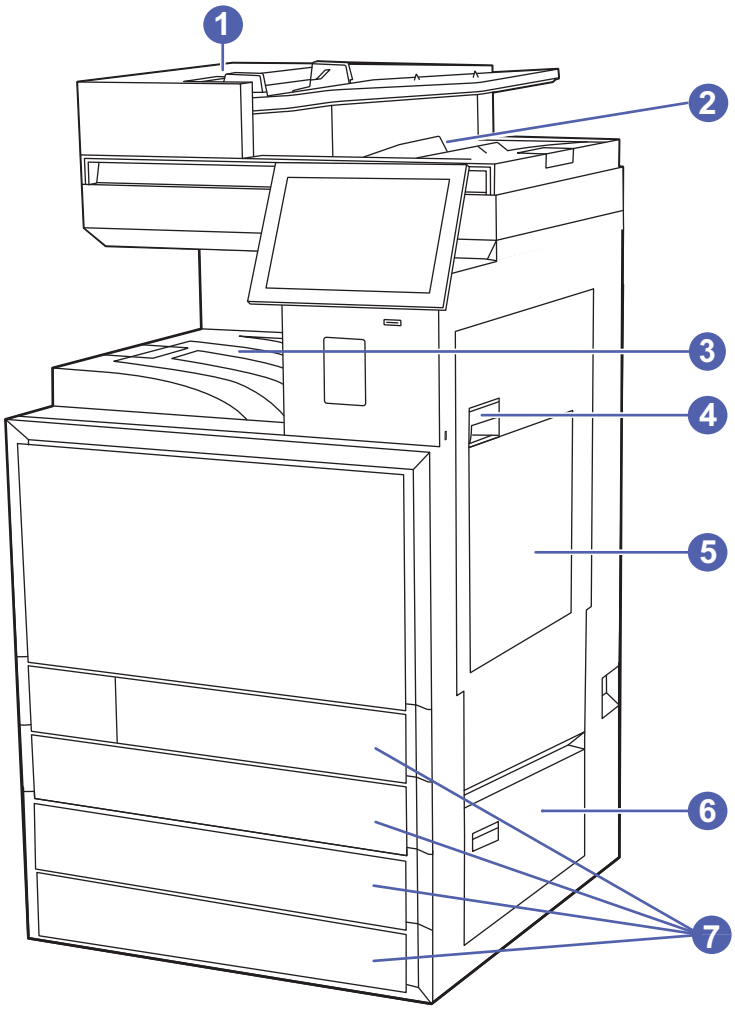


Table 3-2 Jam locations

Item	Description
1	Document feeder
2	Document feeder output bin
3	Output bin
4	Right door and fuser area
5	Tray 1 (multipurpose tray)
6	Lower right door
7	Tray 2, Tray 3, Tray 4, and Tray 5

Auto-navigation for clearing paper jams

Learn about printer jam clearing auto-navigation.

The auto-navigation feature assists in clearing jams by providing step-by-step instructions on the control panel.

When you complete a step, the printer displays instructions for the next step until you have completed all steps in the procedure.

Experiencing frequent or recurring paper jams?

To reduce the number of paper jams, try these solutions.

1. Use only paper that meets HP specifications for this printer.
2. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
3. Use paper that has not previously been printed or copied on.
4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.
5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.
6. Make sure that the tray is fully inserted in the printer.
7. If you are printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.
8. Open the Trays menu on the printer control panel. Verify that the tray is configured correctly for the paper type and size.
9. Make sure the printing environment is within recommended specifications.

31.13.yz jam error in the document feeder

The following information describes how to clear paper jams in the document feeder. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1. Remove all paper from the document feeder input tray.



2. Remove all paper and clear any jams in the output tray.



3. Open the document-feeder cover.

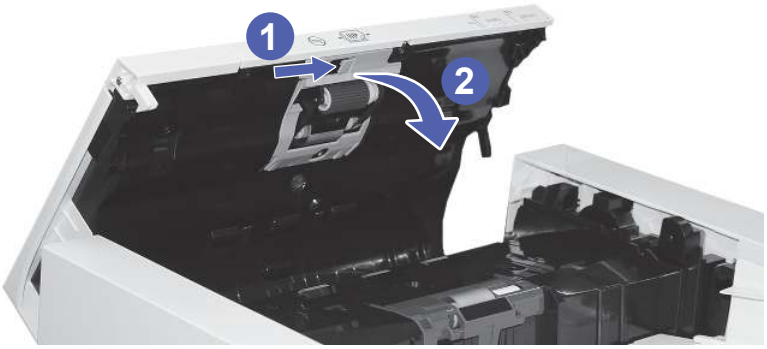


4. Remove any jammed paper.

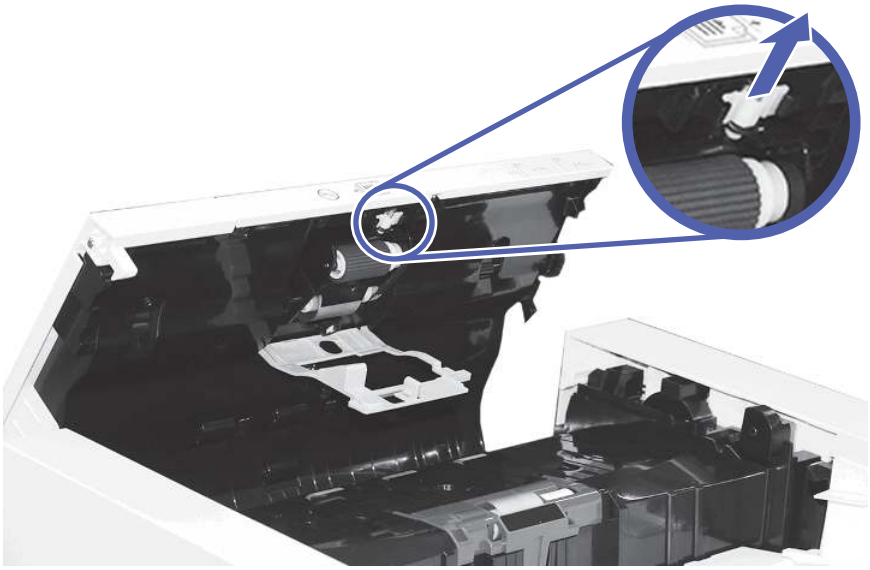


5. Remove and clean the document feeder rollers

   a. Release the roller cover. Slide the cover latch in the direction indicated.



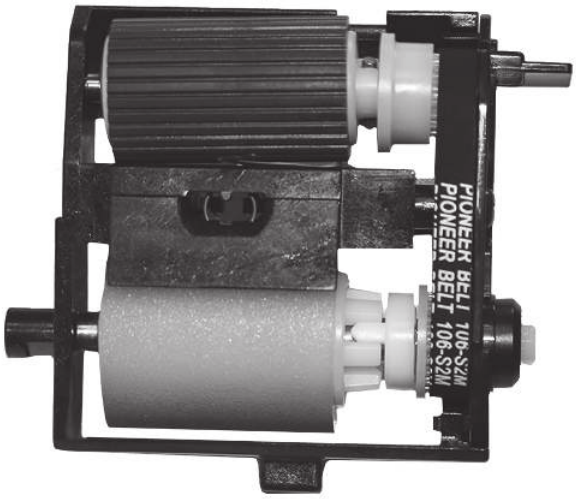
b. Release the rollers assembly. Use the latch to lower down the roller assembly.



c. Remove rollers from the document feeder by sliding the rollers in the direction indicated.



d. Clean the rollers with a dampen lint free cloth.



e. Replace the rollers using the reverse order of removal.

6. Close the document-feeder cover.

7. Remove jammed paper from under the document feeder.

a. Lift up the flatbed cover to check if there is any jammed paper under it.



b. Remove paper jams as needed.





c. Close the flatbed cover.

8. Adjust the paper guides and ensure the paper is not loaded above the load arrow line.



NOTE: To avoid jams, make sure the guides in the document-feeder input tray are adjusted against the document, without bending the document. To copy narrow documents, use the flatbed scanner. Remove all staples and paper clips from original documents.

NOTE: Original documents that are printed on heavy, glossy paper can jam more frequently than originals that are printed on plain paper.

13.B2.A1, 13.B2.D2 jam error in tray 1 (multipurpose tray)

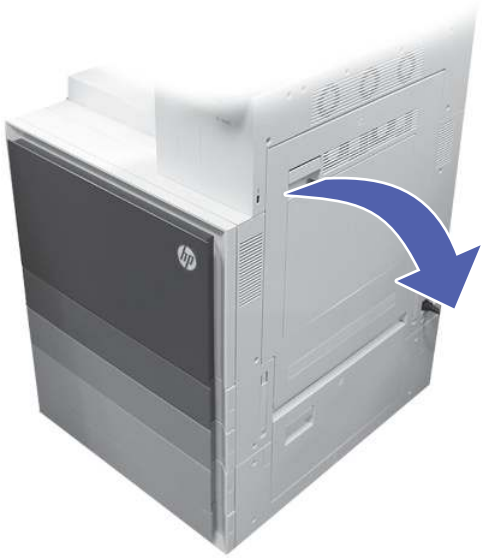
Use the following procedure to clear paper jams in Tray 1. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1. Gently remove the jammed paper.



2. If the paper can not be removed from the input tray, open the right door to remove the paper.

a. Open the right door.

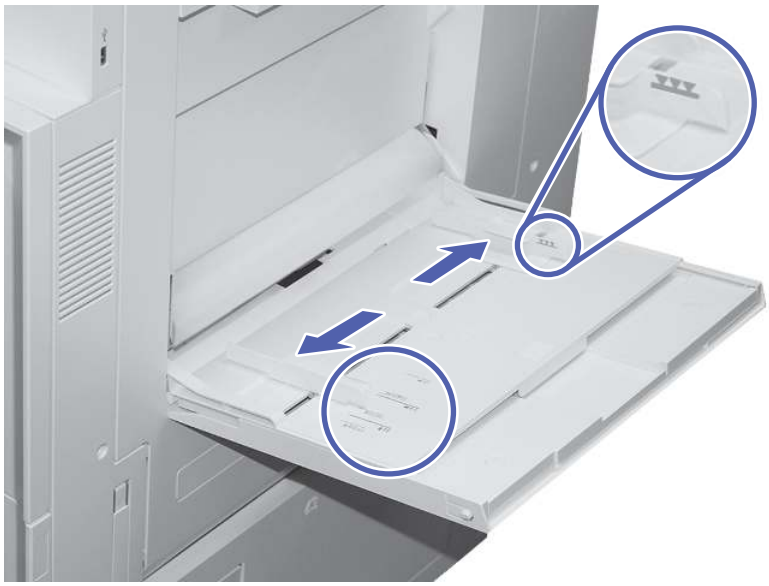


b. Remove paper jam from printer.



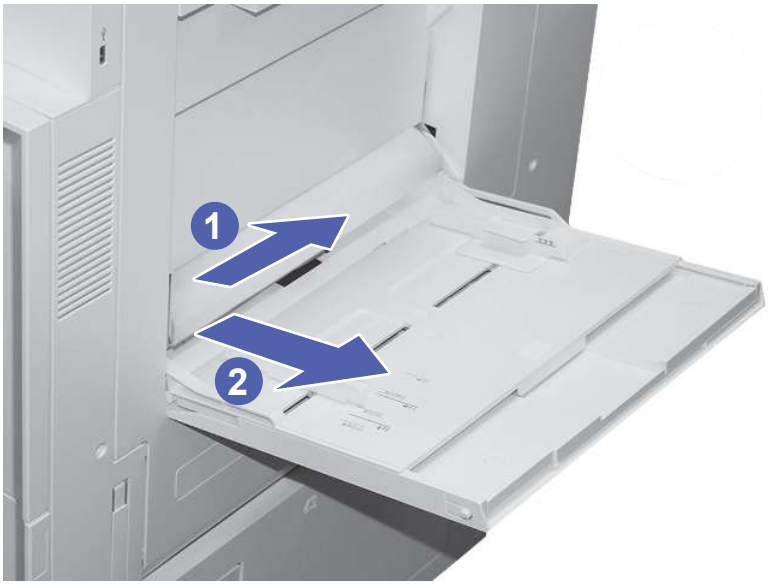
c. Close the right door.

3. Ensure the tray guides are set correctly and that the paper tray is not over filled.



Callouts show paper size and fill level.

4. Open and then close the front door to resume printing.
5. If the error persists, clean the tray 1 rollers.
   a. Remove the tray 1 roller cover.



- Callout 1- Slide cover in the direction indicated.
- Callout 2- Pull cover out of printer tray.

b. Clean the rollers with a dampened lint free roller.



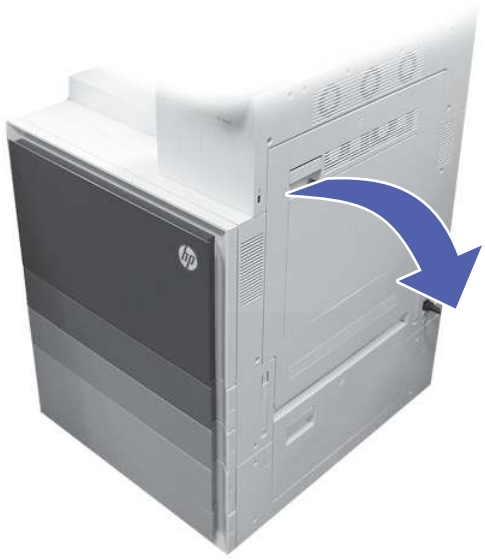
6. Resume printing.
7. If the error persists, contact customer support.

13.B2.A2, 13.B2.D2 jam errors in tray 2

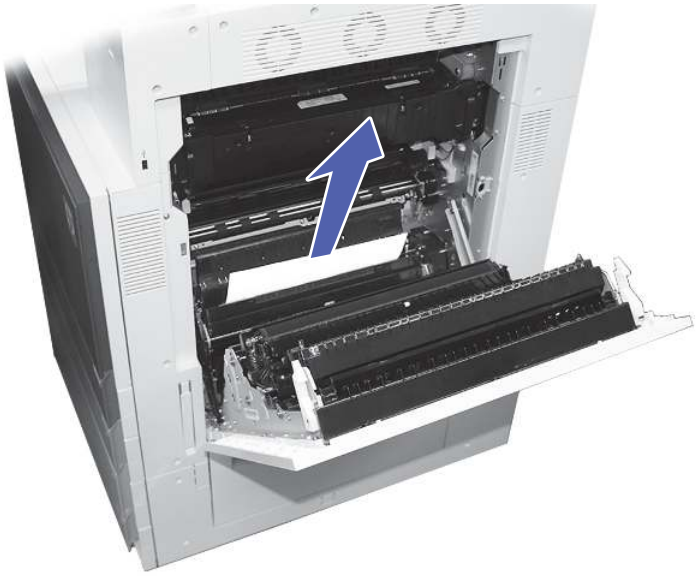
Use the following procedure to check for paper in all possible jam locations related to Tray 2. When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

⚠ CAUTION: The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.

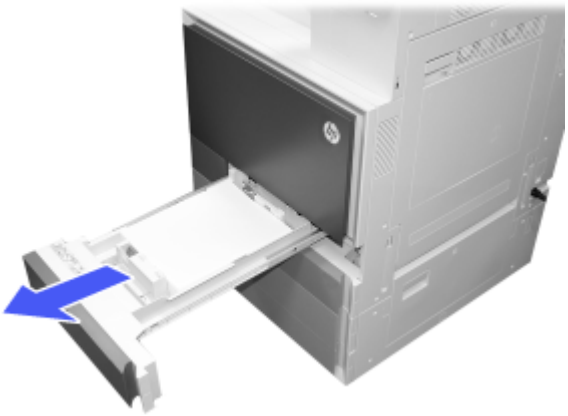
1. Open the right door.



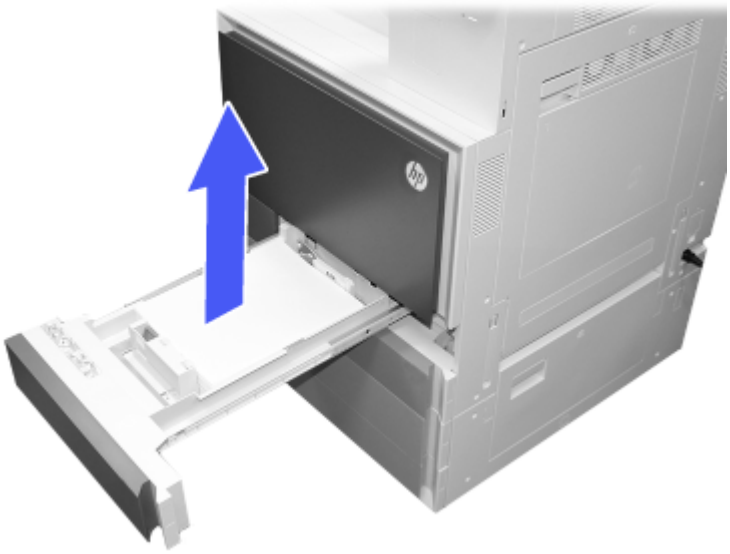
2. Gently remove any jammed paper.



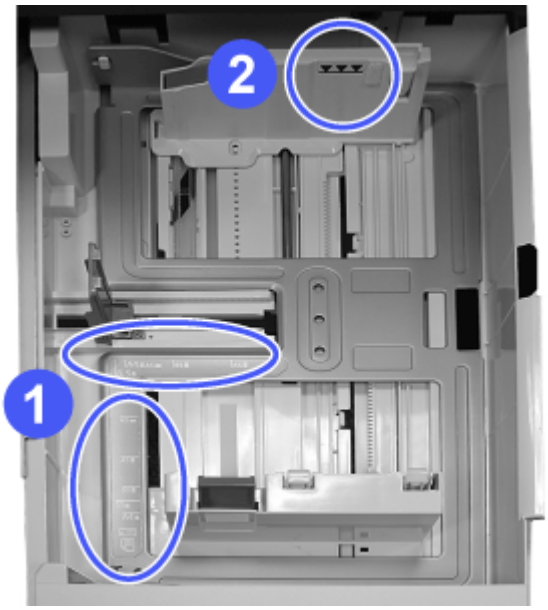
3. Close the right door.
4. Open the tray 2.



5. Gently remove any jammed paper.



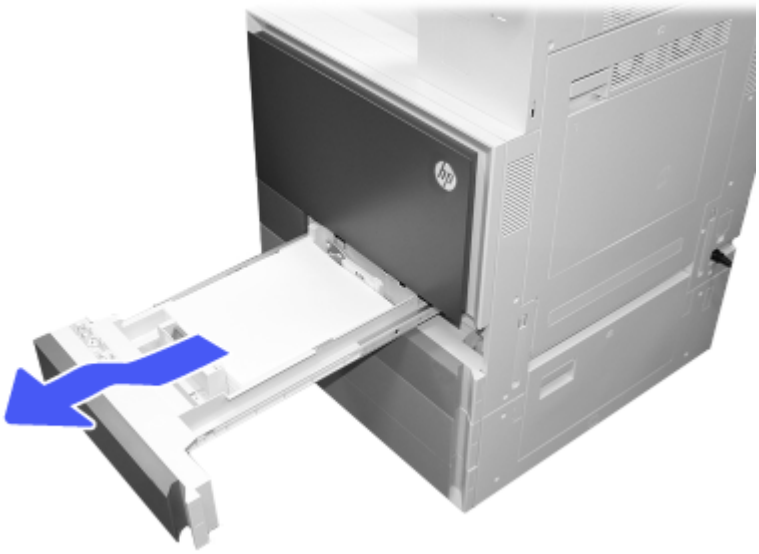
6. Ensure that the tray guides are set to the correct paper size being installed into the tray. The arrow on the guides should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



- Callout 1 - Set paper guides.
- Callout 2 - Paper must not be filled above mark.

7. Close the tray. Printing automatically resumes.

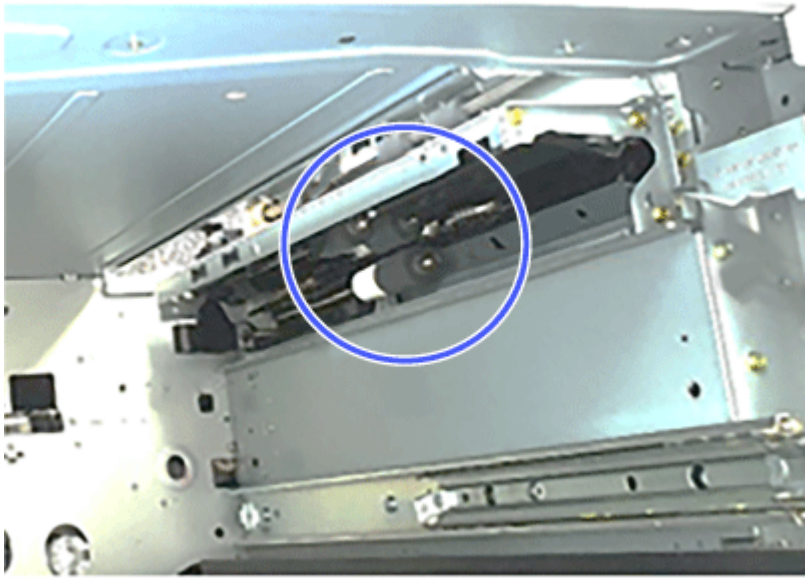
8. If the issue persists, remove tray 2 from the printer.



9. Check for paper jammed behind the tray.



10. Clean the tray rollers with a dampened lint free cloth.



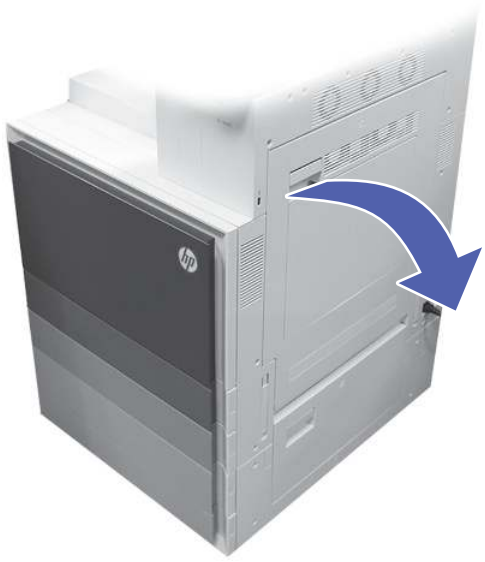
11. If the error persists, contact customer support.

13.A3.A3, 13.A3.D3 jam errors in tray 3

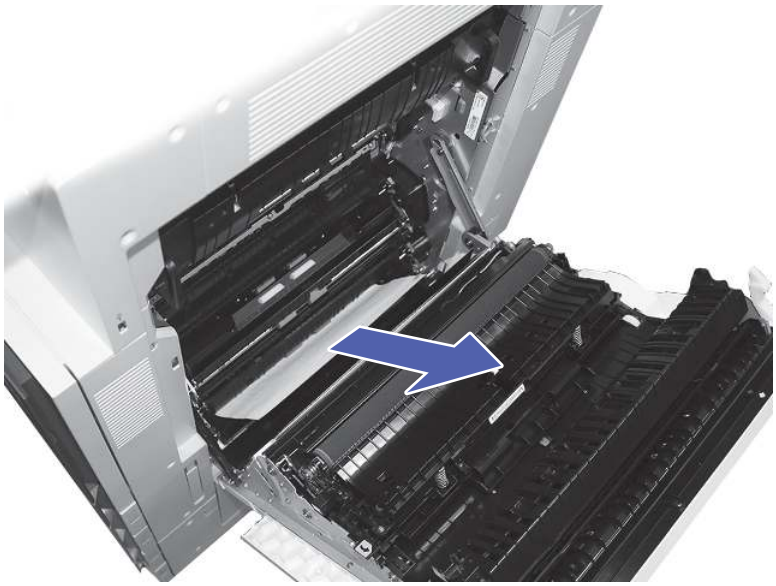
Use the following procedure to check for paper in all possible jam locations related to Tray 2 or Tray 3. When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

⚠ CAUTION: The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.

1. Open the right door.



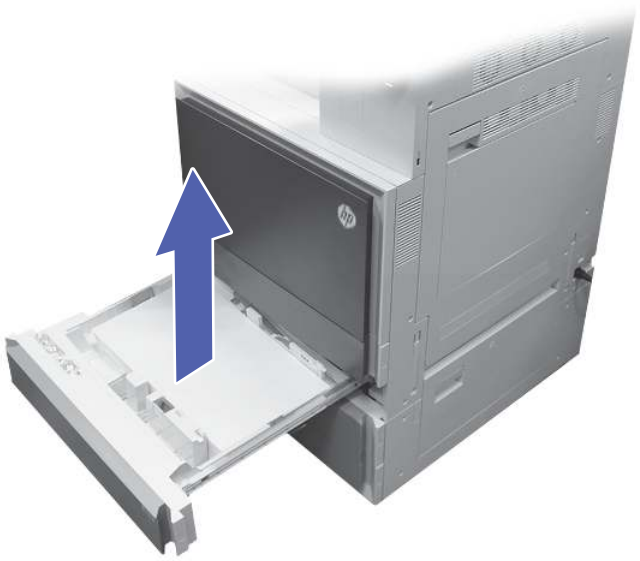
2. Gently remove any jammed paper.



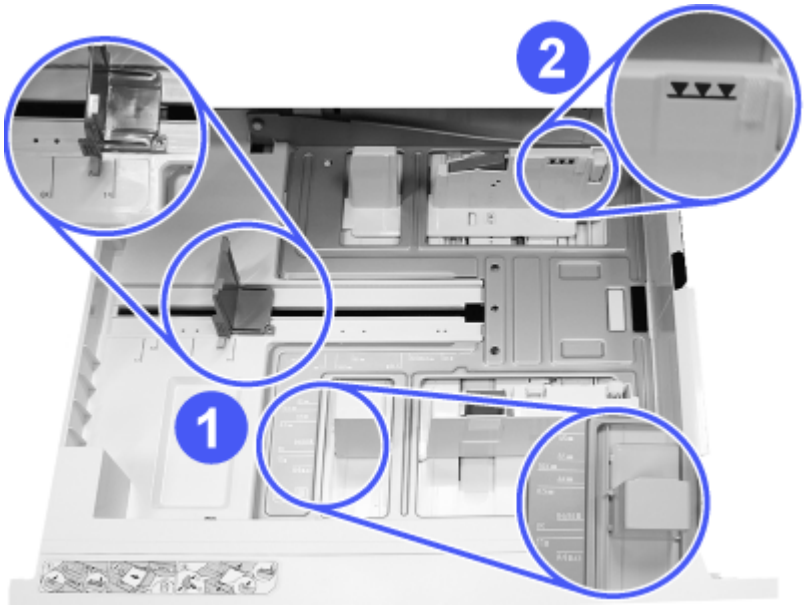
3. Close the right door.
4. Open the tray 3.



5. Gently remove any jammed paper.



6. Ensure that the tray guides are set to the correct paper size being installed into the tray. The arrow on the guides should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



- Callout 1 - Set paper guides.
- Callout 2 - Paper must not be filled above mark.

7. Close the tray. Printing automatically resumes.

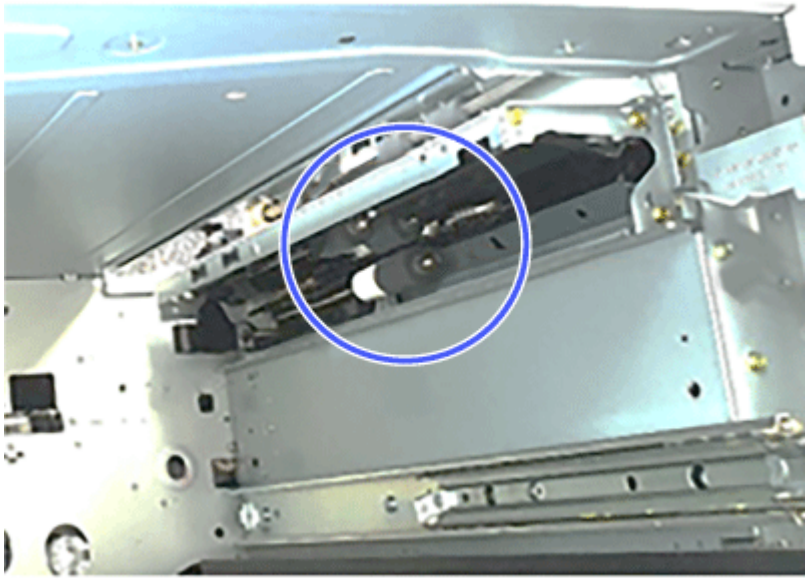
8. If the issue persists, remove tray 3 from the printer.



9. Check for paper jammed behind the tray.



10. Clean the tray rollers with a dampened lint free cloth.



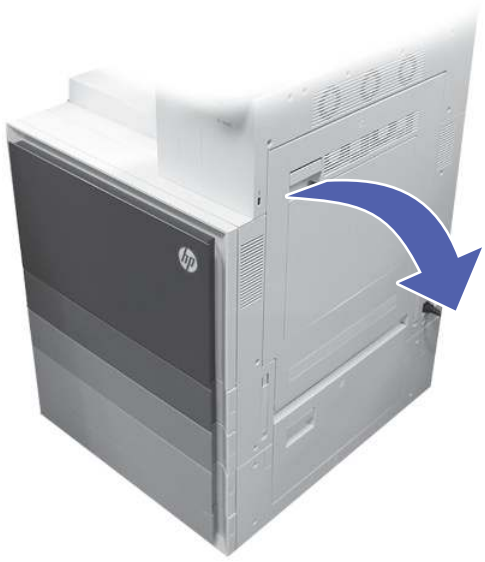
11. If the error persists, contact customer support.

13.A8.A4, 13.A8.D4 jam errors in tray 4

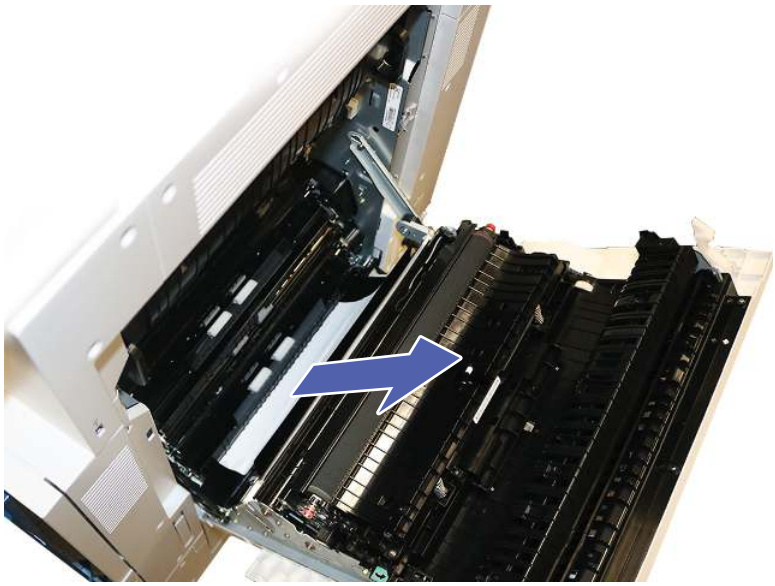
Use the following procedure to check for paper in all possible jam locations related to Tray 2 or Tray 3. When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

⚠ CAUTION: The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.

1. Open the right door.



2. Gently remove any jammed paper.



3. Close the right door.
4. Open the lower right door.



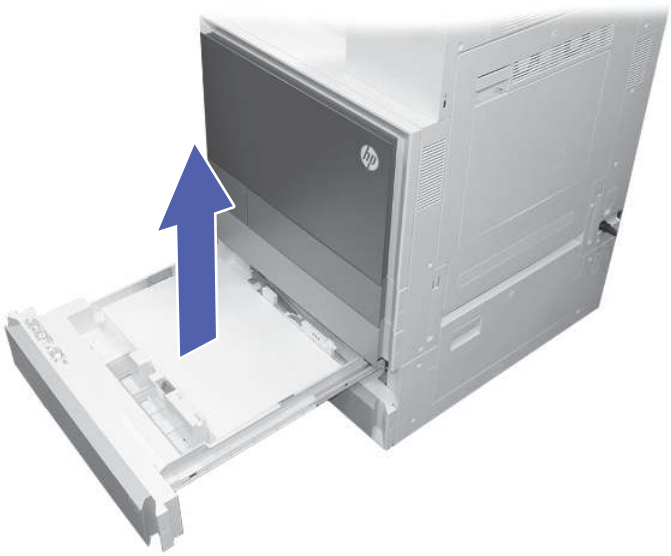
5. Remove any paper found, then close the door.



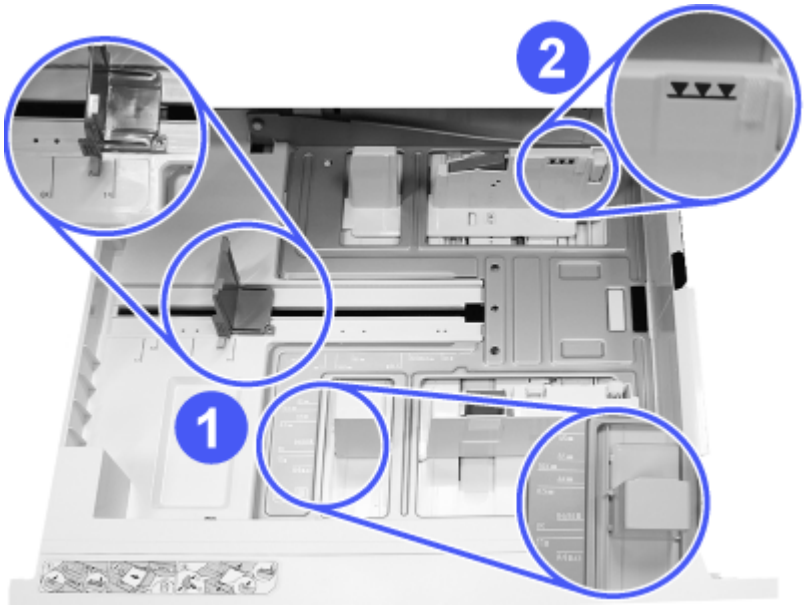
6. Open the tray 4.



7. Gently remove any jammed paper.



8. Ensure that the tray guides are set to the correct paper size being installed into the tray. The arrow on the guides should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



- Callout 1 - Set paper guides.
- Callout 2 - Paper must not be filled above mark.

9. Reload the paper and continue printing.

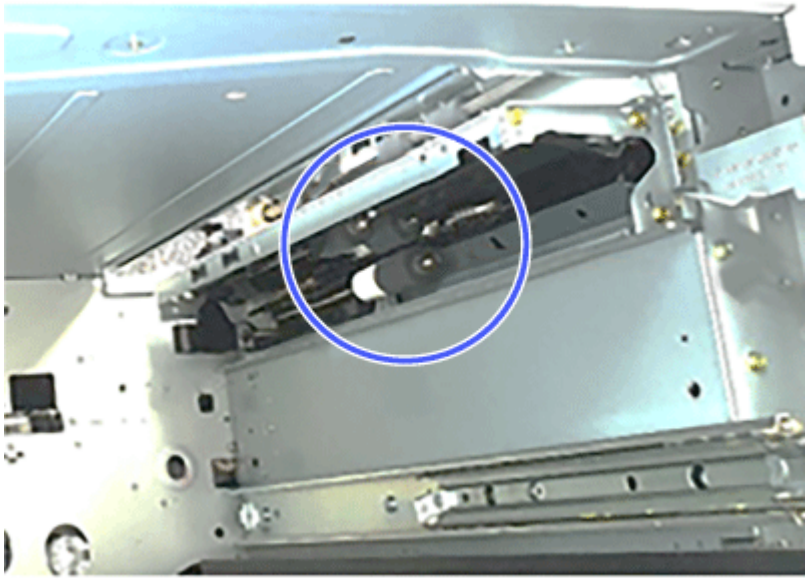
10. If the issue persists, remove tray 4 from the printer.



11. Check for paper jammed behind the tray.



12. Clean the tray rollers with a dampened lint free cloth.



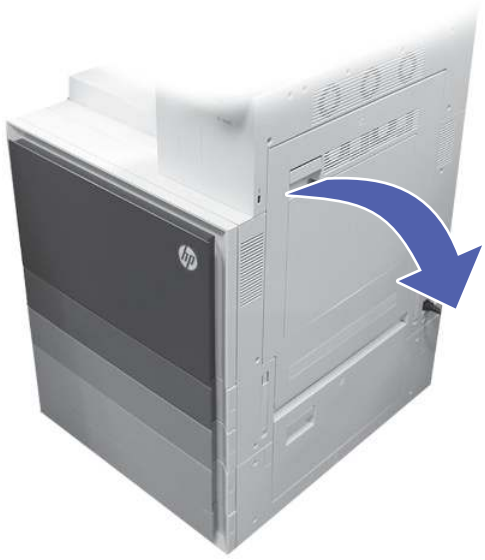
13. If the error persists, contact customer support.

13.A8.A5, 13.A8.D5 jam errors in tray 5

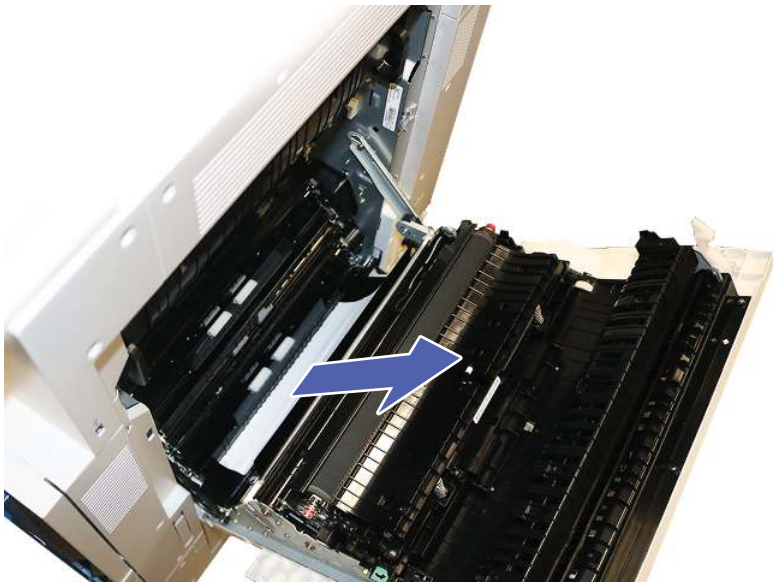
Use the following procedure to check for paper in all possible jam locations related to Tray 2 or Tray 3. When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

⚠ **CAUTION:** The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.

1. Open the right door.



2. Gently remove any jammed paper.



3. Close the right door.
4. Open the lower right door.



5. Remove any paper found, then close the door.



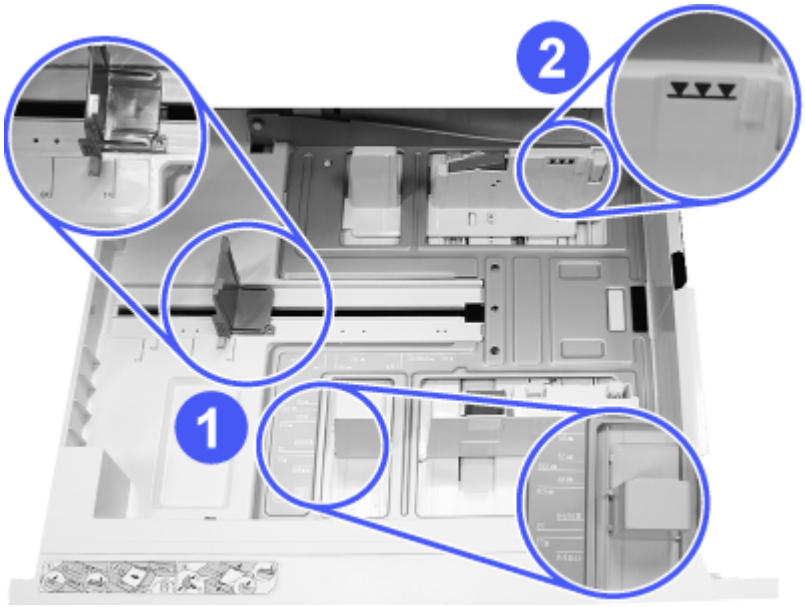
6. Open the tray 4.



7. Gently remove any jammed paper.



8. Ensure that the tray guides are set to the correct paper size being installed into the tray. The arrow on the guides should line up exactly with the line connected to the paper size designation. Ensure that the tray is not filled above the fill mark on the tray.



- Callout 1 - Set paper guides.
- Callout 2 - Paper must not be filled above mark.

9. Reload the paper and continue printing.

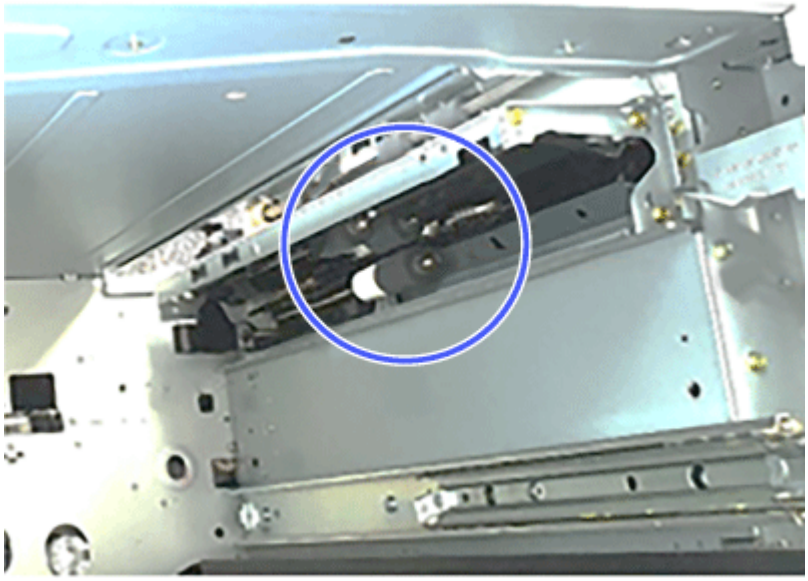
10. If the issue persists, remove tray 5 from the printer.



11. Check for paper jammed behind the tray.



12. Clean the tray rollers with a dampened lint free cloth.



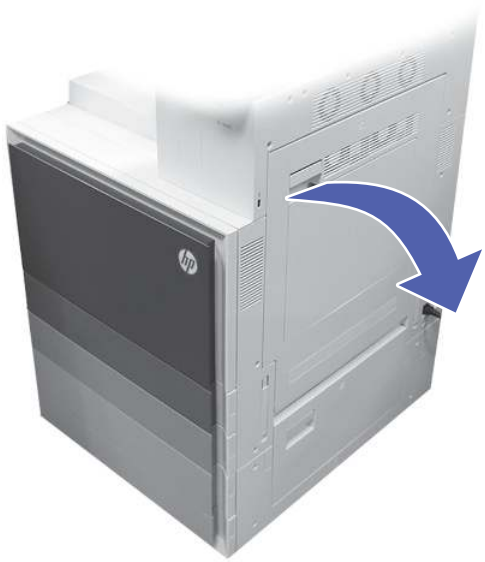
13. If the error persists, contact customer support.

13.B9, 13.B2, 13.FF jam errors in the right door and fuser area

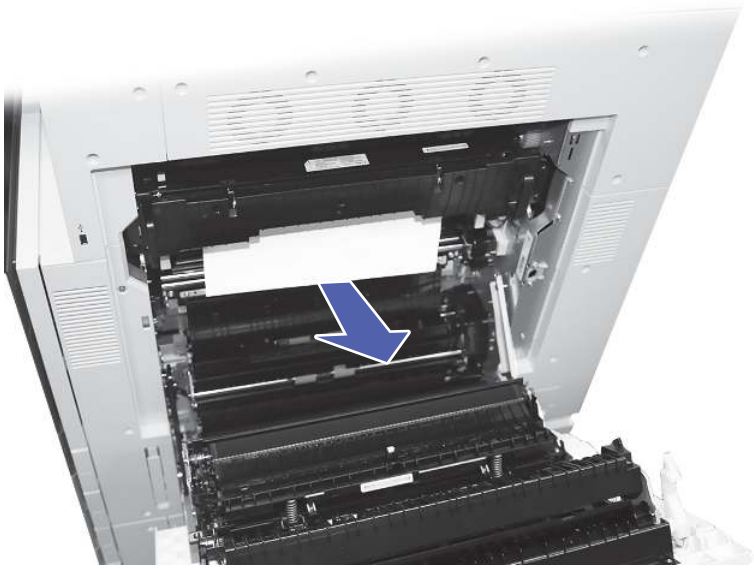
Use the following procedure to clear paper jams in the right door and fuser area. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

NOTE: The fuser is hot while the printer is in use. Wait for the fuser to cool before clearing jams.

1. Open the right door.



2. Gently remove any jammed paper.



NOTE: If the paper is difficult to remove from fuser area tray, remove it from the output bin.



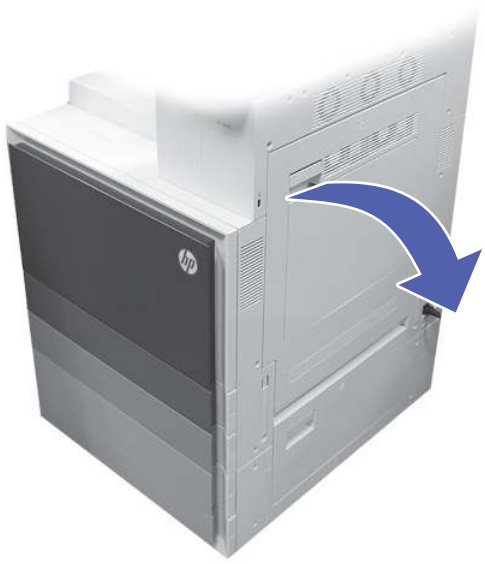
3. Close the right door.
4. Ensure a good-quality paper is being used and meets specifications for the printer. Open a new ream of paper to test printing.
5. If the error persists, contact customer support.

13.B4, 13.D3 jam errors in the duplexer

Use the following procedure to clear paper jams in the right door and fuser area. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

NOTE: The fuser is hot while the printer is in use. Wait for the fuser to cool before clearing jams.

1. Open the right door.



2. Gently remove any jammed paper found in the duplex unit.

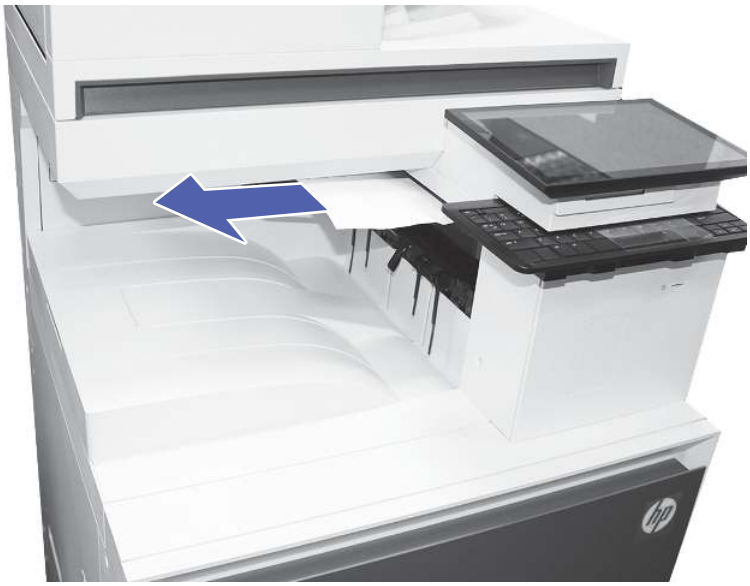






3. Close the right door.

4. Check the duplex, turn around and remove any paper found.



NOTE: The paper might be further back in the path than the image shown.

5. Ensure a good-quality paper is being used and meets specifications for the printer. Open a new ream of paper to test printing.

6. If the error persists, contact customer support.

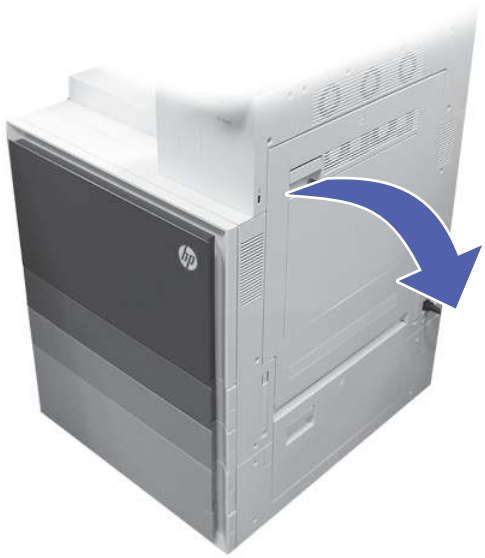
13.E1 jam error in the output bin

Use the following procedure to check for paper in all possible jam locations in the output bin. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

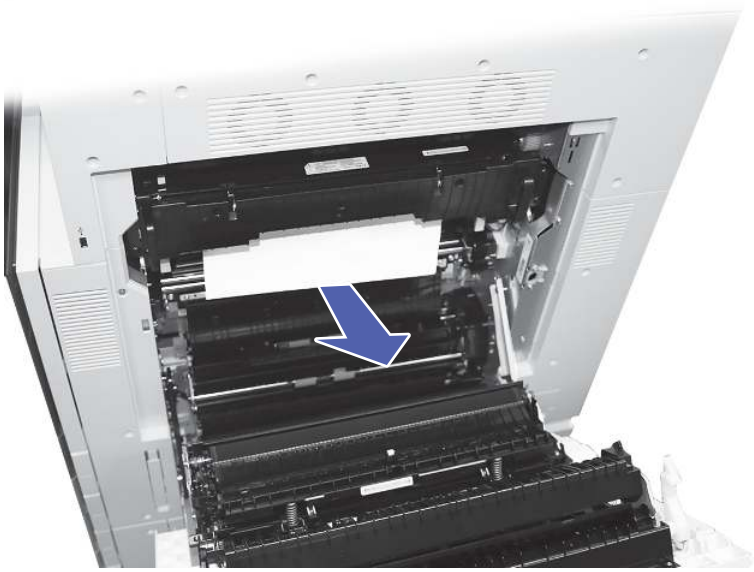
1. If paper is visible in the output bin, grasp the leading edge and remove it.



2. Open the right door and check for any paper inside the door area.



3. Gently remove any jammed paper.



4. Ensure a good-quality paper is being used and meets specifications for the printer. Open a new ream of paper to test printing.
5. If the error persists, contact customer support.

Control panel messages document (CPMD)

Learn about the printer control panel messages document (CPMD).

NOTE: A complete CPMD is not included in this service manual.

You can use the error code look-up tool from product home page.

Error codes (types and structure)

Error codes and control-panel messages display on the printer control panel to indicate the current printer status or situations that might require action. Error codes are numerical, or alphanumerical, and have a set structure with six characters (example: 13.WX.YZ).

- The first two characters are numeric and represent the system component that is causing the error. For example, in error code `10.22.15`, **10** = **Supplies** for HP LaserJets.
- The remaining four characters (W, X, Y, and Z values) further define the error.

HP LaserJet and HP PageWide Enterprise error codes are documented in the control panel message document (CPMD) for each printer.

The CPMD is a comprehensive list of error codes, diagnostic and troubleshooting steps to clear or resolve the error, and other helpful information such as service mode pins and part numbers.

The CPMD is continually updated and republished with the latest information for the following error codes.

Table 3-3 **ERROR CODES: The first two characters**

Error code	System Component	System Error Description
10.WX.YZ	Supplies (LaserJet)	Supply error or supply memory error.
11.WX.YZ	Real-time clock	Internal error with the clock on the formatter.
13.WX.YZ	Jam (LaserJet)	Paper jam or open door jam error.
15.WX.YZ	Jam (PageWide)	Paper jam or open door jam error.
17.WX.YZ	Supplies (PageWide)	Supply error or supply memory error.
20.WX.YZ	Printer memory	Insufficient memory or buffering error.
21.WX.YZ	Page	Page complexity causing a decompression error when trying to process job.
30.WX.YZ	Scanner	Flatbed scanner error occurring inside the unit.
31.WX.YZ	Document feeder	Document feeder, scanner, or jam error.
32.WX.YZ	Backup, restore, or reset	Backup, restore, or reset notification or error.
33.WX.YZ	Security	Backup, Disk, EFI BIOS, Firmware integrity (SureStart), or Trusted Platform Module (TPM) notification or error.
40.WX.YZ	Input/Output (I/O)	Partition manager, secure erase, or USB accessory error.
41.WX.YZ	Fuser, Laser scanner, or Paper path	Miscellaneous error including general and misprint or mismatch errors typically involving (but not limited to) the fuser, the laser scanner, or the paper path.
42.WX.YZ	Firmware	Firmware failure involving the Event Log, Shell, System Manager, or other component.
44.WX.YZ	Firmware	Firmware failure involving a digital sending component.
45.WX.YZ	OXPd/Web Kit (PageWide)	Informational notifications involving the OXPd Web Kit (communications log).
46.WX.YZ	Engine (LaserJet)	Engine communication error.

Table 3-3 ERROR CODES: The first two characters (continued)

Error code	System Component	System Error Description
47.WX.YZ	Firmware	Job parser or printer calibration error.
48.WX.YZ	Firmware	PJA job accounting, job management, or job pipeline error.
49.WX.YZ	Firmware	Firmware communication error.
50.WX.YZ	Fuser (LaserJet)	Fuser error.
51.WX.YZ	Laser scanner (LaserJet)	Laser scanner beam error.
52.WX.YZ	Laser scanner (LaserJet)	Laser scanner startup error.
54.WX.YZ	Sensor	Sensor error (not jam related).
55.WX.YZ	DC controller (LaserJet)	DC controller communication error.
56.WX.YZ	Paper handling (LaserJet)	Paper input/output or accessory error.
57.WX.YZ	Fan	Fan error.
58.WX.YZ	Sensor	Engine sensor failure.
59.WX.YZ	Motor (LaserJet)	Motor error.
60.WX.YZ	Tray motor error (LaserJet)	Tray lifting or pick up error.
61.WX.YZ	Engine (PageWide)	Print engine error with the 8-bit data package.
62.WX.YZ	System (LaserJet) Print bar (PageWide)	LaserJet internal system error. PageWide print system error.
63.WX.YZ	Engine (LaserJet)	General engine error (electrical, communication, etc.).
65.WX.YZ	Connector	Output accessory connection error.
66.WX.YZ	Output accessory	Output accessory error.
67.WX.YZ	Input accessory	Input accessory connection error
69.WX.YZ	Duplexer	Duplexer error.
70.WX.YZ	DC controller (LaserJet)	DC controller firmware error.
76.WX.YZ	DC controller (LaserJet)	Power supply fluctuations causes formatter and DC controller communication issue and results them not to be in synchronization.
80.WX.YZ	Managed device	Embedded Jetdirect error.
81.WX.YZ	Near Field Communication (NFC)	Wireless, Bluetooth or internal EIO error.
82.WX.YZ	Memory (SSD, HDD, EMMC, etc.)	Disk hardware error.
90.WX.YZ	Internal diagnostics	Internal test of systems (i.e. disk, CPB, display) or interconnection error.
98.WX.YZ	SSD or HDD	SSD or Hard disk partition error.
99.WX.YZ	Firmware installer	Remote Firmware Upgrade (RFU), firmware install (engine or accessory), or disk error.

Printer service information

Use the PIN code to access the Service menu.

Service mode PIN numbers

Table 3-4 **Service PIN**

Product model	PIN
MFP 8801	03088025

NOTE: When possible, always update the printer firmware to the latest available version at HP.com as part of the troubleshooting performed for any error codes.

If the default PIN has been changed, contact the printer administrator.

4 Control panel menus

You can perform basic printer setup by using the Settings menu. Use the HP Embedded Web Server for more advanced printer setup. To open the HP Embedded Web Server, enter the printer IP address or host name in the address bar of a web browser.

Pre-boot menu options

The Pre-boot menus are available prior to the printer initializing.

⚠ **CAUTION:** The Format Disk option (printers with a hard-disk drive only) performs a disk initialization for the entire disk. The operating system, firmware files, and third party files (among other files) will be completely lost. HP does not recommend this action.

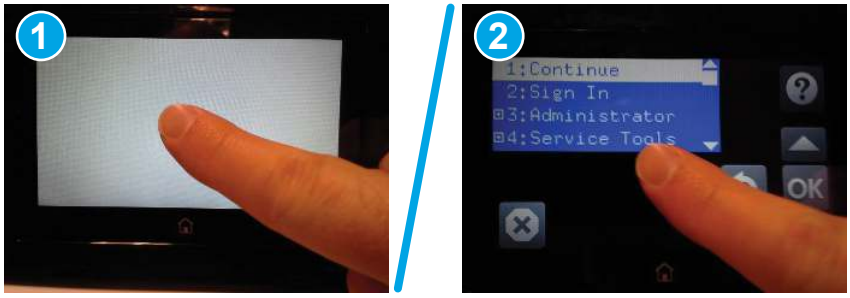
TIP: The Pre-boot menu can be remotely accessed by using a telnet network protocol to establish an administration connection to the printer. See Remote Admin.

Open the Pre-boot menu from a touchscreen control panel

Learn how to open the Pre-boot menu from a touchscreen control panel.

1. Touch the middle of the control-panel display when you see the 1/8 under the logo.

Figure 4-1 Open the Pre-boot menu



2. On the Pre-boot menu screen, use the following buttons to navigate the tests.

Figure 4-2 Pre-boot menu



Table 4-1 Pre-boot screen buttons

	Use this button to see more information about a selected item.
	Use this button to scroll up through menu items.
	Use this button to select a highlighted menu item.
	Use this button to scroll down through menu items.
	Use this button to go back to the previous menu.
	Not used.
	Use this button to exit a diagnostic test.

3. Use the arrow buttons on the touchscreen to navigate the Pre-boot menu.
4. Touch the OK button to select a menu item.

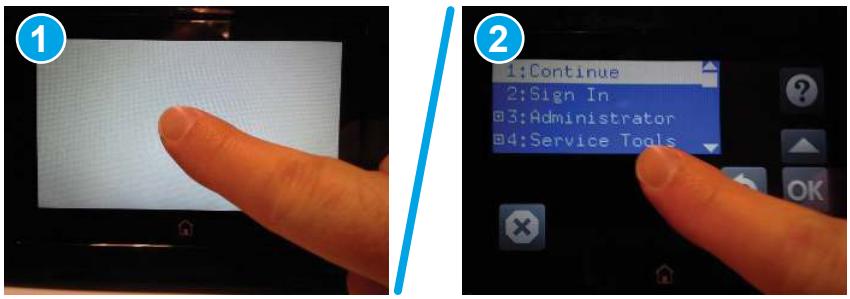
Cold reset using the Pre-boot menu from a touchscreen control panel

Learn how to cold reset using the Pre-boot menu from a touchscreen control panel.

⚠ **CAUTION:** This procedure resets all printer configurations and settings to factory defaults (customer configurations and settings are lost).

1. Touch the middle of the control-panel display when you see the 1/8 under the logo.

Figure 4-3 Open the Pre-boot menu



2. Use the ▼ button to highlight the +3:Administrator item, and then touch the OK button.
3. Use the ▼ button to highlight the +8:Startup Options item, and then touch the OK button.
4. Use the ▼ button to highlight the 2 Cold Reset item, and then touch the OK button to select it.
5. Touch the Home button to return to the main Pre-boot menu and highlight the 1:Continue item, and then touch the OK button.

NOTE: The printer will initialize.

NOTE: Some of the pre-boot options in the following tables are not supported by the current version of the printer firmware and are included for information only. Future versions of firmware will support these options.

Table 4-2 Pre-boot menu options (1 of 7)

Menu option	First level	Second level	Third level	Description
Continue				Selecting the Continue item exits the Pre-boot menu and continues the normal boot process. If a selection is not made in the initial menu within 30 seconds, the printer returns to a normal boot (the same as selecting Continue). If the user navigates to another menu, the timeout does not apply.
Sign In				Enter the administrator PIN or service PIN if one is required to open the Pre-boot menu.

Table 4-2 Pre-boot menu options (1 of 7) (continued)

Menu option	First level	Second level	Third level	Description
Administrator				This item navigates to the Administrator submenus. If authentication is required (and the user is not already signed in) the Sign In prompt displays. The user is required to sign in.
	Download	Network USB USB Thumbdrive		This item initiates a Pre-boot firmware download process. A USB Thumb drive option will work on all FutureSmart printers. USB or Network connections are not currently supported.
	Format Disk			This item reinitializes the disk and cleans all disk partitions. **CAUTION:** Selecting the Format Disk item removes **all** data. A delete confirmation prompt is **not** provided. The system is **not** bootable after this action and a **99.09.67** error displays on the control panel. A firmware download must be performed to return the system to a bootable state.
	Partial Clean			This item reinitializes the disk (removing all data except the firmware repository where the master firmware bundle is downloaded and saved). **CAUTION:** Selecting the Partial Clean item removes **all** data except the firmware repository. A delete confirmation prompt is **not** provided. **CAUTION:** This procedure resets all printer configurations and settings to factory defaults (customer configurations and settings are lost). This allows a user to reformat the disk by removing the firmware image from the active directory without having to download new firmware code (printer remains bootable).
	Change Password			Select this item to set or change the administrator password.
	Clear Password			Select the Clear Password item to remove a password from the Administrator menu. Before the password is actually cleared, a message will be shown asking to confirm that the password should be cleared. Press the OK button to confirm the action. When the confirmation prompt displays, press the OK button to clear the password.

Table 4-3 Pre-boot menu options (2 of 7)

Menu option	First level	Second level	Third level	Description
Administrator	Manage Disk	Clear disk		Select the Clear disk item to enable using an external device for job storage. Job storage is normally enabled only for the Boot device. This will be grayed out unless the **99.09.68** error is displayed.
		Lock Disk		Select the Lock Disk item to lock (mate) a new secure disk to this printer. The secure disk already locked to this printer will remain accessible to this printer. Use this function to have more than one encrypted disk accessible by the printer when using them interchangeably. The data stored on the secure disk locked to this printer always remains accessible to this printer.
		Leave Unlocked		Select the Leave Unlocked item to use a new secure disk in an unlocked mode for a single service event. The secure disk that is already locked to this printer will remain accessible to this printer and uses the old disk's encryption password with the new disk. The secure disk that is already locked to this printer remains accessible to this printer.
		Clear Disk Pwd		Select the Clear Disk Pwd item to continue using the non-secure disk and clear the password associated with the yet-to-be installed secure disk. **CAUTION:** Data on the missing secure disk will be permanently inaccessible.
		Retain Password		Select the Retain Password item to use the non-secure disk for this session only, and then search for the missing secure disk in future sessions.
		Boot Device	Secure Erase	Select the Secure Erase item to erase all of the data on the disk and unlock it if required. This might take a long time. **NOTE:** The system will be unusable until the system files are reinstalled. The ATA secure-erase command is a one-pass overwrite, which erases the entire disk including firmware. The disk remains an encrypted disk.
			Erase/ Unlock	Select the Erase/Unlock item to cryptographically erase all data on the disk and unlock the disk to allow a user to gain access to it from any printer. **NOTE:** The system will be unusable until the system files are reinstalled. It erases the encryption key. The encryption key is erased, so the disk becomes a non-encrypted disk.
			Get Status	This item provides disk status information if any is available.

Table 4-4 Pre-boot menu options (3 of 7)

Menu option	First level	Second level	Third level	Description
Administrator	Manage Disk	Internal Device		Select the Internal Device item to erase the internal device or get a status about the internal device.
			Secure Erase	Select the Secure Erase item to erase all of the data on the disk and unlock it if required. This might take a long time. NOTE: The system will be unusable until the system files are reinstalled. The ATA secure-erase command erases the entire disk, including firmware. The disk remains an encrypted disk.
			Erase/ Unlock	Select the Erase/Unlock item to cryptographically erase all of the data on disk and unlock the disk to allow the user to gain access to it from any printer. NOTE: The system will be unusable until the system files are reinstalled. The HP High Performance Secure Hard Disk is erased.
			Get Status	This item provides disk status information if any is available.
		External Device		Select the External Device item to erase the external device or get status about the external device.
			Secure Erase	Select the Secure Erase item to erase all of the data on the disk and unlock it if required. This might take a long time. NOTE: The system will be unusable until the system files are reinstalled. The ATA secure-erase command erases the entire disk, including firmware. The disk remains an encrypted disk.
			Erase/ Unlock	Select the Erase/Unlock item to cryptographically erase all of the data on disk and unlock the disk to allow a user to gain access to it from any printer. NOTE: The system will be unusable until the system files are reinstalled. The encryption key is erased, so the disk becomes a non-encrypted disk.
			Get Status	This item provides disk status information if any is available.

Table 4-5 Pre-boot menu options (4 of 7)

Menu option	First level	Second level	Third level	Description
Administrator	Configure LAN NOTE: This configuration is only active when the Pre-boot menu is open.	IP Mode [DHCP]		The network can be configured to obtain the network settings from a DHCP server or as static. Use this item for automatic IP address acquisition from the DHCP server.

Table 4-5 Pre-boot menu options (4 of 7) (continued)

Menu option	First level	Second level	Third level	Description
		IP Mode [STATIC]		Use this item to manually assign the network addresses.
			IP Address	Use this item to manually enter the IP addresses.
			Subnet Mask	Use this item to manually enter the subnet mask.
			Default Gateway	Use this item to manually enter the default gateway.
			Save	Select the Save item to save the manual settings.

Table 4-6 Pre-boot menu options (5 of 7)

Menu option	First level	Second level	Third level	Description
Administrator	Startup Options			Select the Startup Options item to specify options that can be set for the next time the printer is turned on and initializes to the **Ready** state.
		Show Revision		**Not currently functional**: Select the Show Revision item to allow the printer to initialize and show the firmware version when the printer reaches the **Ready** state. Once the printer power is turned on the next time, the Show Revision item is unchecked so that the firmware revision is not shown.
		Cold Reset		Select the Cold Reset item to clear the IP address and all customer settings. (This item also returns all settings to factory defaults.) **NOTE:** Items in the Service menu are not reset.
		Skip Disk Load		Select the Skip Disk Load item to disable installed third-party applications.
		Skip Cal		Select the Skip Cal item to skip the printer calibration for the very next power-initialization cycle only.
		Lock Service		**CAUTION:** Select the Lock Service item to lock the Service menu access (both in the Pre-boot menu and the Device Maintenance menu). Service personnel must have the administrator remove the Lock Service setting before they can open the Service menu.
		Skip FSCK		Select the Skip FSCK item to disable Chkdisk/ScanVolume during startup.

Table 4-6 Pre-boot menu options (5 of 7) (continued)

Menu option	First level	Second level	Third level	Description
		First Power		**Not currently functional**: This item allows the printer to initialize as if it is the first time it has been turned on. For example, the user is prompted to configure first-time settings like date/time, language, and other settings. Select this item so that it is enabled for the next time the printer power is turned on. When the printer power is turned on the next time, this item is unchecked so that the pre-configured settings are used during configuration, and the first-time setting prompt is not used.
		Embedded Jetdirect Off		Select the Embedded Jetdirect Off item to disable the embedded HP Jetdirect. By default this item is unchecked so that HP Jetdirect is always enabled.
		WiFi Accessory		Select the WiFi Accessory item to enable the wireless accessory.

Table 4-7 Pre-boot menu options (6 of 7)

Menu option	First level	Second level	Third level	Description
Administrator	Diagnostics			Diagnostic items are useful to diagnose hardware components and their interface connections. Use these items to troubleshoot specific hardware components, and the interface between them and other components.
		Memory	Do Not Run	Use the Do Not Run item to exclude the Memory diagnostic when executing multiple diagnostics.
			Short	Use the Short item to select a brief memory test. **NOTE:** This test requires about four minutes to execute.
			Long	Use the Long item to select an extended memory test. **NOTE:** This test requires about twenty minutes to execute.

Table 4-7 Pre-boot menu options (6 of 7) (continued)

Menu option	First level	Second level	Third level	Description
		Disk	Do Not Run	Use the Do Not Run item to exclude the Disk diagnostic when executing multiple diagnostics.
			Short	Use the Short item to select a brief firmware self-test. **NOTE:** This test requires about two or three minutes to execute.
			Long	Use the Long item to select an extended firmware self-test. **NOTE:** This test requires about sixty minutes to execute.
			Optimized	Use the Optimized item to select a test that checks the active sectors on the disk. **NOTE:** This test requires about thirty minutes to execute.
			Raw	Use the Raw item to select a test that checks every sector on the disk. **NOTE:** This test requires about fifty minutes to execute.
			Smart	Use the Smart item to select a very brief test that checks the drive self-monitoring analysis and reporting technology (SMART) status—the drive detects and reports reliability indicators to help anticipate disk failures (SMART status).
		CPB		Use the CPB item to verify the integrity of the copy processor board (CPB) and the formatter PCA connections.

Table 4-7 Pre-boot menu options (6 of 7) (continued)

Menu option	First level	Second level	Third level	Description
		Interconnect		Use the Interconnect item to verify the integrity of the interconnect PCA (ICB) and its connections.
		Run Selected		Select the Run Selected item to execute a selected test. NOTE: If more than one test is selected, they are executed in sequence.

Table 4-8 Pre-boot menu options (7 of 7)

Menu option	First level	Second level	Third level	Description
Administrator	Remote Admin	Start Telnet		The Remote Admin item allows a service technician to access to the printer Pre-boot menu remotely, and to navigate the menu selections from a remote location. IMPORTANT: A Remote Admin connection must be initiated by a person that is physically present at the printer. This person will also need to provide a randomly generated PIN to the remote service technician. NOTE: For more information about using the Remote Admin function, see Remote Admin.
		Stop Telnet		
		Refresh IP		
	System Triage	Copy Logs		If the device will not boot to the **Ready** state, or the diagnostic log feature found in the Troubleshooting menu is not accessible, then use the System Triage item to copy the diagnostic logs to a USB flash drive at the next printer start up. The files can then be sent to HP to help diagnose the problem.
	Change Svc PWD			Use this item to change the Service menu personal identification number (PIN).
	Reset Svc PWD			If the Service menu personal identification number (PIN) has been changed. Use this item to reset it to the original PIN.
Service Tools	Reset Password			Use this item to reset the Pre-boot administrator password.
	Subsystems			For manufacturing use only. Do not change these values.
Developer Tools	Netexec			

Remote Admin

The Remote Admin feature allows remote access the printer Pre-boot menu (BIOS environment). The printer functions as a telnet server which uses the telnet networking protocol to transmit text data. Any computer (with telnet installed and enabled) can function as the telnet client to remotely display and interact with the Pre-boot menu.

IMPORTANT: While the Remote Admin function allows remote access the Pre-boot menu, for security reasons the Remote Admin connection must be initiated by a person that is physically present at the printer.

This section describes the following Remote Admin items.

Required software and network connection

Before using the Remote Admin feature, make sure that the telnet network protocol is installed, and enabled, on the remote telnet client computer.

NOTE: This section describes enabling and configuring the telnet feature for computers using a Windows® operating system.

HP recommends that the telnet client computer be a Windows based system, however, there are other operating systems that support the telnet network protocol. For information about enabling and configuring the telnet network protocol for other operating systems, see the owner's manual for that operating system.

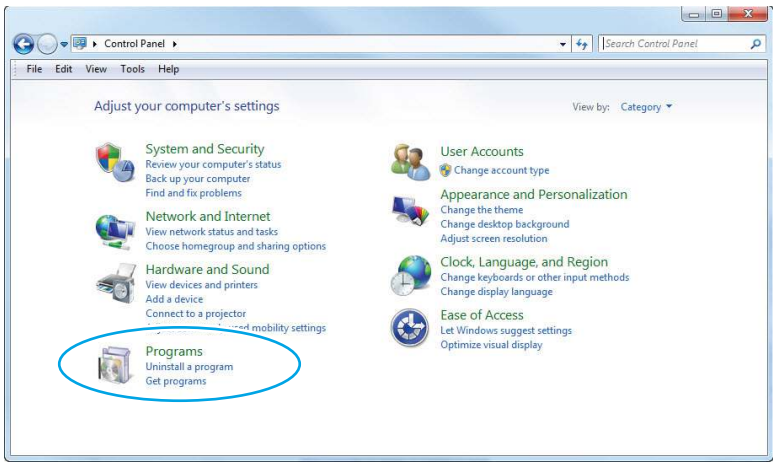
Telnet client

All computers using the Windows operating system have the telnet client installed, however, the telnet client function might not be enabled by default.

NOTE: The figures and menus in this section are for the Windows 7 Enterprise® operating system. Screens and menu selections might vary slightly for other operating systems.

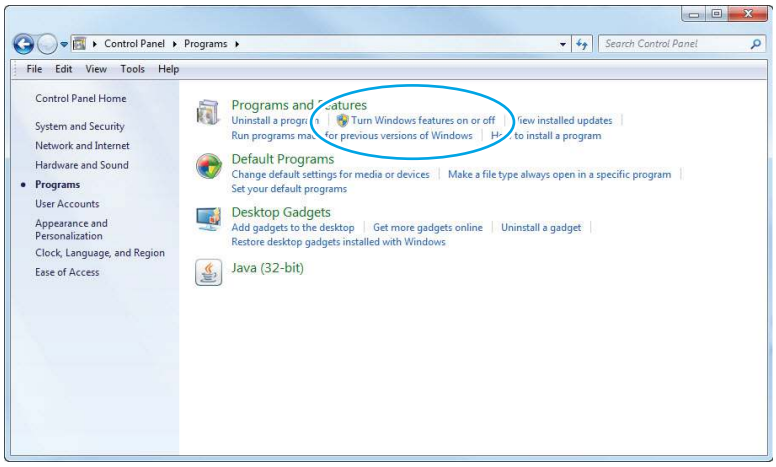
1. Use the **Start** menu to open the **Control Panel**, and then click the **Programs** item to select it.

Figure 4-4 Open the Control Panel



2. Click the **Turn Windows features on or off** item to select it.

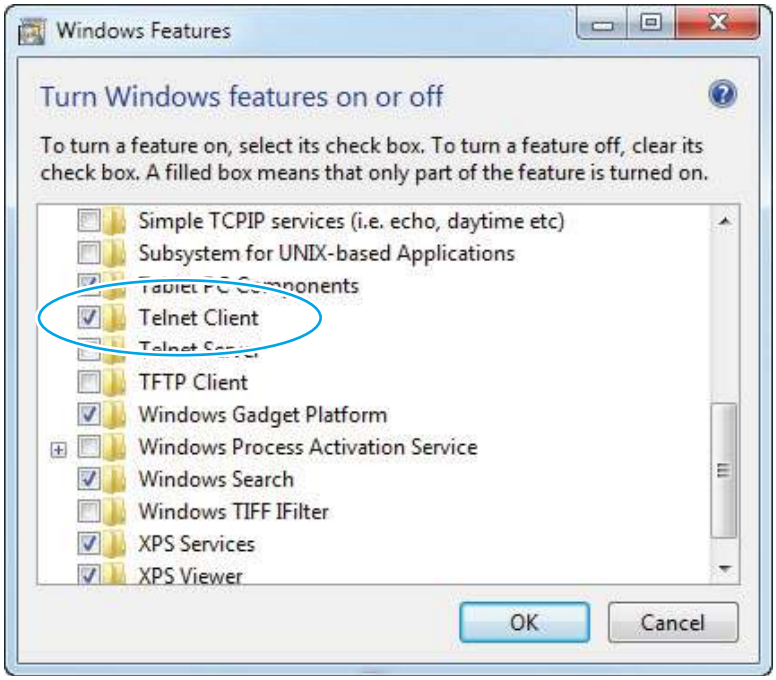
Figure 4-5 Turn Windows features on or off



3. In the **Windows Features** box, scroll down to **Telnet Client**. If the check box is not checked, click the box to select it, and then click the **OK** button.

TIP: If the check box is already checked then the telnet client function is already enabled. Click the **Cancel** button.

Figure 4-6 Enable the telnet client feature



Network connection

The remote telnet client computer must have direct network access to the printer for the Remote Admin function to operate. This means that the telnet client computer must be on the same network as the printer. The Remote Admin function cannot be accessed through a network firewall or other remote access network security programs.

If a private network is not accessible, ask the network administrator to set up a virtual private network (VPN) connection to the network.

Connect a remote connection

Learn how to connect a remote connection using telnet.

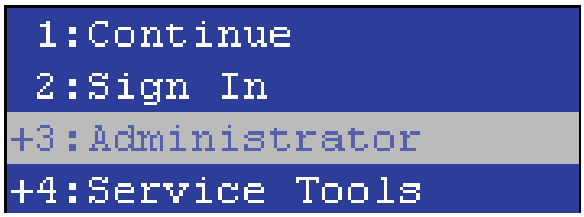
Start the telnet server function at the printer

For security reasons the Remote Admin feature must be initiated by a person that is physically present at the printer. The following steps must be performed by a person that is physically present at the printer.

NOTE: This person might need to sign in with an administrator or service password depending on how the printer is configured.

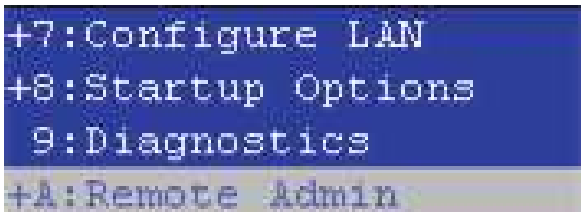
1. Turn the printer on.
2. The HP logo displays on the printer control panel. When a "1/8" with an underscore displays, touch the middle of the screen to open the Pre-boot menu.
3. Use the arrow buttons on the touchscreen to scroll down and highlight the **+3:Administrator** item, and then touch the OK button to select it.

   Figure 4-7 **Select the +3:Administrator item**

4. Use the arrow buttons on the touchscreen to scroll down and highlight the **+A:Remote Admin** item, and then touch the OK button to select it.

   Figure 4-8 **Select the +A:Remote Admin item**

5. Use the arrow buttons on the touchscreen to scroll down and highlight the **1:Start Telnet** item, and then touch the OK button to select it.

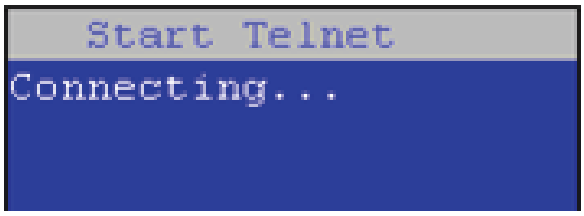
   Figure 4-9 **Select the 1:Start Telnet item**

6. Do one of the following

   - If a connecting message displays briefly, go to step 7.

     Figure 4-10 **Telnet connecting message**

   - If an error message displays, use the steps below to identify the problem.

     Figure 4-11 **Telnet error message**

     a. The printer network cable is not correctly connected.

     b. The BIOS LAN settings are incorrect.

        - The printer should be configured to use a static IP address, but is configured to use DHCP instead.
        - The printer is configured to use a static IP address, but the IP address is incorrect.

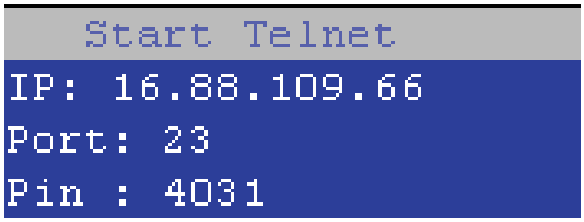
     c. The printer is correctly configured to use DHCP, but the DHCP server is not turned on or is malfunctioning.

7. When the printer telnet server function is initialized, the following screen appears. Use the information on this screen to connect the remote telnet client computer to the printer.

NOTE: The printer is now ready to receive remote telnet client commands.

- **IP**: The static or dynamically allocated IP address for the printer.
- **Port**: The standard telnet port (23).
- **Pin**: A randomly generated 4-digit personal identification number (PIN).

Figure 4-12 **Telnet server function initialized**

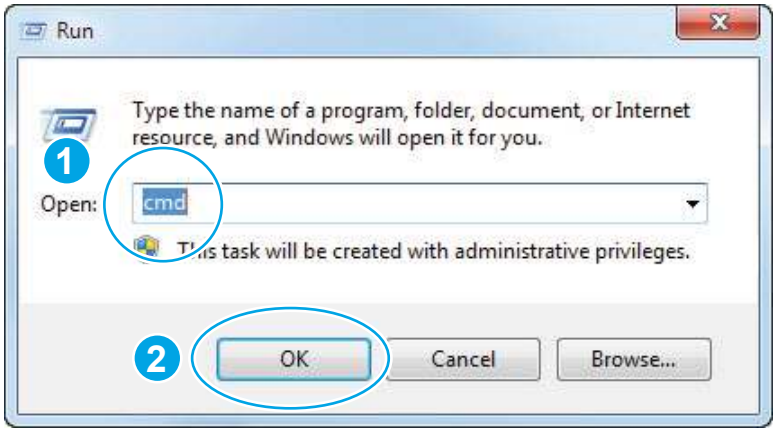


Start the telnet client function at the remote computer

The following steps establish a Remote Admin connection from a remote computer to the printer.

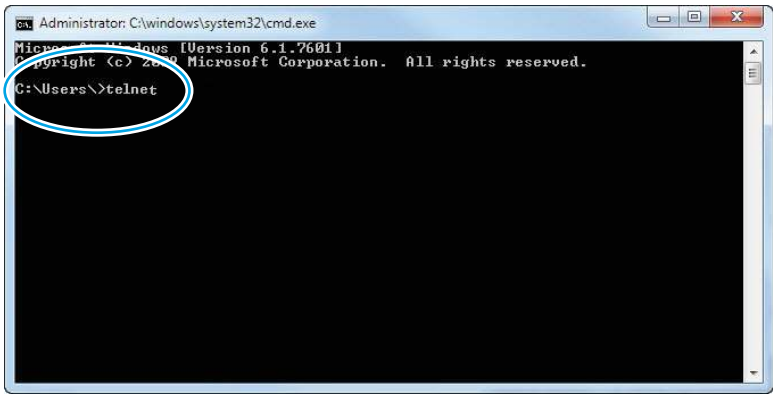
1. From the **Start** menu click **Run** to open a dialog box, type `cmd` in the **Open** field, and then click the **OK** button to open a Windows command window.

Figure 4-13 Open a command window



2. From any displayed directory, type `telnet` at the prompt, and then press the **Enter** key.

Figure 4-14 Start a telnet session

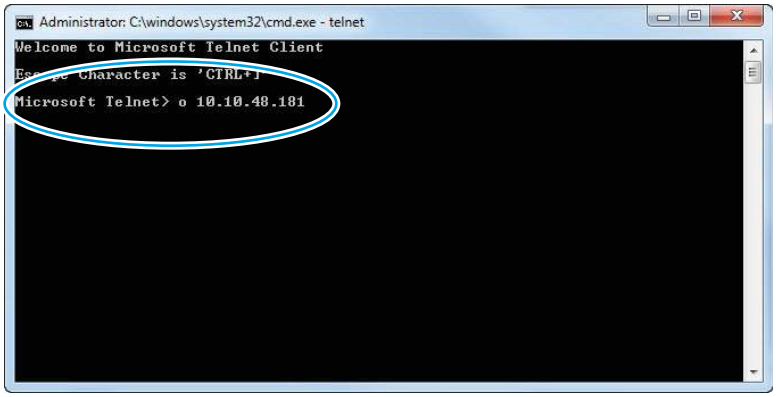


3. Type `o <IP ADDRESS>` at the telnet prompt, and then press the **Enter** key.

NOTE: For `<IP ADDRESS>`, substitute the IP address that was displayed in step 7 in Start the telnet server function at the printer.

TIP: If the telnet connection fails to establish a connection, the printer is probably behind a firewall or on a different network that the remote telnet client computer. See Network connection.

Figure 4-15 Establish a telnet connection



4. Type the PIN that was displayed in step in Start the telnet server function at the printer at the prompt, and then press the **Enter** key.

IMPORTANT: Make sure to type the PIN correctly. After five incorrect PIN entries, the printer terminates the Remote Admin connection. The Remote Admin feature must be re-initiated at the printer. See Start the telnet server function at the printer.

Figure 4-16 Enter the PIN

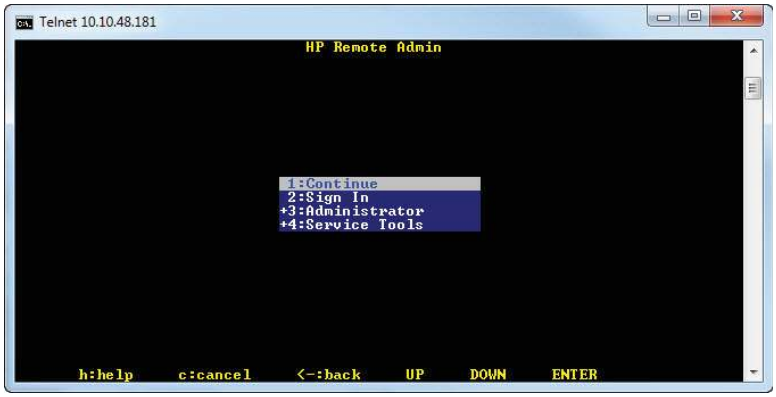


5. The following screen displays when the correct PIN is entered and the Remote Admin connection is successful. For information about the Pre-boot menu and options, see Pre-boot menu options pre-boot menu options.

NOTE: Because a Remote Admin connection is an unsecured telnet network protocol connection, the following Pre-boot menu items are disabled for the remote telnet client computer.

- The **+3:Administrator** menu **4:Change Password** item.
- The **+3:Administrator** menu **5:Clear Password** item.
- The **+3:Administrator** menu **6:Disk Manage** item.

Figure 4-17 Remote Admin window



Disconnect a remote connection

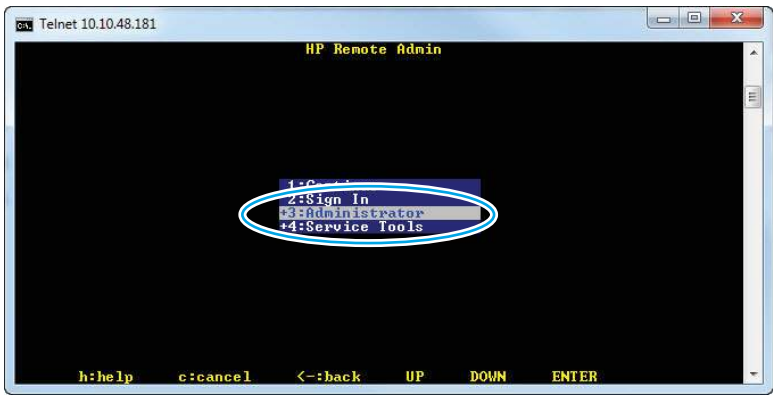
Learn how to disconnect a remote connection.

The Remote Admin connection can be terminated from the printer control panel or the remote telnet client computer.

NOTE: The following procedure describes terminating a Remote Admin connection from the remote telnet client computer.

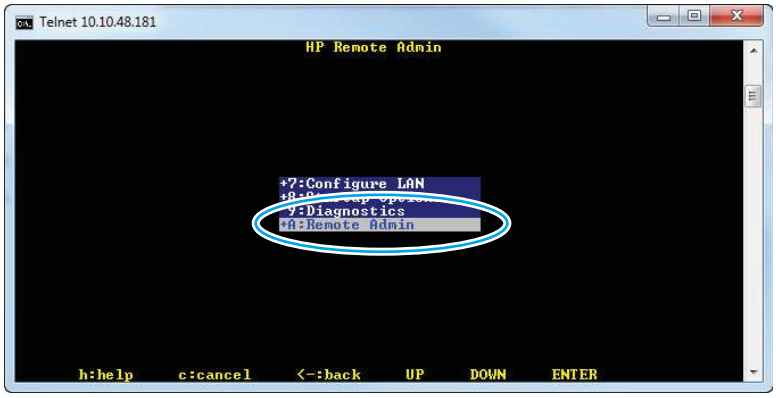
1. From the Pre-boot main menu, use the arrow buttons on the keyboard to scroll down to the **+3:Administrator** item, and then press the **Enter** key.

Figure 4-18 Access the administrator menu



2. Use the arrow buttons on the keyboard to scroll down to the **+A:Remote Admin** item, and then press the **Enter** key.

Figure 4-19 **Access the remote admin menu**



3. Use the arrow buttons on the keyboard to scroll down to the **2:Stop Telnet** item, and then press the **Enter** key. The Remote Admin connection between the printer and the remote telnet client computer terminates.

IMPORTANT: The printer remains in the Pre-boot menu. Have the person that is physically present at the printer do the following:

- Touch the Home button to return to the main Pre-boot menu and highlight the **1:Continue** item, and then touch the OK button. The printer will continue to initialize.

Figure 4-20 **Terminate the telnet connection**



Reports menu

To display: At the printer control panel, select Reports.

In the following table, asterisks (*) indicate the factory default setting.

Table 4-9 Reports menu

First level	Second level	Values	Description
Configuration/Status Pages	Settings Menu Map	Print View	Shows a map of the entire control panel system and the selected values for each setting.
	Current Settings Page	Print View	Shows a summary of the current settings for the printer. This might be helpful if you plan to make changes and need a record of the present configuration.
	Configuration Page	Print View	Shows the printer settings and installed accessories.
	HP Flex Build Configuration Page	Print View	Shows the Flex Buide printer settings and installed accessories. NOTE: 877/826/786/731 printers only.
	How to Connect Page	Print View	Shows the network information typically needed to connect the printer to a network.
	Supplies Status Page	Print View	Shows the approximate remaining life for the supplies; reports statistics on total number of pages and jobs processed, serial number, page counts, and maintenance information. HP provides approximations of the remaining life for the supplies as a customer convenience. The actual remaining supply levels might be different from the approximations provided.
	Usage Page	Print View	Shows a count of all paper sizes that have passed through the printer; lists whether they were simplex, duplex, monochrome, or color; and reports the page count.
	File Directory	Print View	Shows the file name and folder name for files that are stored in the printer memory.
	Web Services Status Page	Print View	Shows the detected Web Services for the printer.
	Color Usage Job Log	Print View	Shows color jobs completed by the printer.

Table 4-9 Reports menu (continued)

First level	Second level	Values	Description
Fax Reports (MFP fax models only)	Fax Activity Log	Print View	Contains a list of the faxes that have been sent from or received by this printer.
	Billing Codes Report	Print View	Provides a list of billing codes that have been used for outgoing faxes. This report shows how many sent faxes were billed to each code.
	Blocked Fax List	Print View	A list of phone numbers that are blocked from sending faxes to this printer.
	Speed Dial List	Print View	Shows the speed dials that have been set up for this printer.
	Fax Call Report	Print View	A detailed report of the last fax operation, either sent or received.
Other Pages	Demonstration Page	Print	Prints a demonstration page
	RGB Samples	Print	Prints color samples for different RGB values. Use the samples as a guide for matching printed colors.
	CMYK Samples	Print	Prints color samples for different CMYK values. Use the samples as a guide for matching printed colors.
	PCL Font List	Print	Prints the available PCL fonts.
	PS Font List	Print	Prints the available PS fonts.
	Secure Drum Data Erase	Print	Prints the secure drum data erase pattern to overwrite any residual image data that might be left on the drum from the previous print job.

Settings menu

To display: At the printer control panel, select the Settings menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 4-10 Settings menu

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
General	Date/Time Settings	Date/Time Format	Date Format		DD/MMM/YYYY MMM/DD/YYYY YYYY/MMM/DD	Use the Date/Time Settings menu to specify the date and time and to configure date/time settings.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
			Time Format		12 hour (AM/PM) 24 hours	Select the format that the printer uses to show the date and time, for example 12-hour format or 24-hour format.
		Date/Time	Date		Select the time zone from a list.	Select the time zone, date, and time that the printer uses.
			Time		Select the date from a pop-up calendar.	
			Time Zone		Select the time from a pop-up keypad.	
	Energy Settings	Sleep Schedule	A list of scheduled events displays.		+ (Add) Edit Delete	Use to configure the printer to automatically wake up or go to sleep at specific times on specific days. Using this feature saves energy. **NOTE:** You must configure the date and time settings before you can use this feature.
			New event	Event Type		Select whether to add or edit a Wake event or a Sleep event, and then select the time and the days for the wake or sleep event.
				Time		Set the wake or sleep event time parameters.
				Event Days	Select days of the week from a list.	Set the wake or sleep event day parameters.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Sleep Settings	Sleep After Inactivity Shut Down		Range: 1 to 110 minutes Default = 0 minutes	Set the number of minutes after which the printer enters Sleep or Auto Off mode. Touch the existing number to open the virtual keypad, and then increase or decrease the number of minutes.
	Display Settings	Display Brightness	Manual		The Manual setting uses a slider to manually control the display brightness.	Use to specify the intensity of the LCD control panel display.
		System Sound			On* Off	Use to specify whether you hear a sound when you touch the screen or press buttons on the control panel.
		Language Settings	Language		Select from a list of languages that the printer supports.	Use to select a different language for control panel messages and specify the default keyboard layout. When you select a new language, the keyboard layout automatically changes to match the factory default for the selected language.
			Keyboard Layout Flow models only		Each language has a default keyboard layout. To change it, select from a list of layouts.	Select the default keyboard layout that matches the language you want to use.
		Information Screen			Show connection information* Hide connection information	Use this menu item to display or hide connection information on the Home screen.
		DisplayDate and Time			Yes* No	Select whether to display or hide the date and time on the control panel Home screen.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Job Status Notifications			Fewer* More	Use this feature to control how many job status notifications appear while a job is proceeding • If the setting is Fewer, there will only be a notification to indicate the job has been added to the job queue (except Fa, which always indicates success or failure). • If the setting is More, there will be status notifications while the job is proceeding including a completion notification.
		Inactivity Timeout			Range: 10-300 seconds Default = 60 seconds	Specifies the amount of time that elapses between any activity on the control panel and when the printer resets to the default settings. When the timeout expires, the control panel display returns to the Home menu, and any user signed in to the printer is signed out.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Clearable Warnings			On Job*	Use this feature to set the period that a clearable warning displays on the control panel. If the On setting is selected, clearable warnings appear until the Clearable Warnings button is pressed. If the Job setting is selected, clearable warnings stay on the display during the job that generated the warning and disappear from the display when the next job starts.
		Continuable Events			Auto-continue (10 seconds)* Touch OK to continue	Use this option to configure the printer behavior when the printer encounters certain errors. If the Auto-continue (10 seconds) option is selected, the job will continue after 10 seconds. If the Touch OK to continue option is selected, the job will stop and require the user to touch the OK button before continuing.
	Enable Device USB				Enabled* Disabled	Use this feature to enable or disable the USB port, which allows connecting to a computer by using a USB device.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
	Jam Recovery				Auto* Off On	This printer provides a jam recovery feature that reprints jammed pages. Select one of the following options: Auto: The printer attempts to reprint jammed pages when sufficient memory is available. This is the default setting. Off: The printer does not attempt to reprint jammed pages. Because no memory is used to store the most recent pages, performance is optimal. NOTE: When using this option, if the printer runs out of paper and the job is being printed on both sides, some pages can be lost. On: The printer always reprints jammed pages. Additional memory is allocated to store the last few pages printed. This might cause a decrease in overall performance.
	Auto Recovery				Enabled Disabled*	The printer attempts to reprint jammed pages when sufficient memory is available. This is the default setting.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
	Enable AutoSend				Disabled Enabled*	Use the Enable AutoSend menu to enable or disable the AutoSned feature. The AutoSend feature enables your product to periodically send product configuration information including serial number, event logs, page usage counts, and supplies status information to HP web addresses (URLs), or email addresses. Information sent to HP is used to improve products and services, and to monitor the product if you have a relationship with HP that provides you serives such as proactive cartidge replacement, pay-per-page contracts, support agreements, or usage tracking.
	Hold Off Print Job				Enabled* Disabled	Enable this feature if you want to prevent print jobs from starting while a user is initiating a copy job from the control panel. Held print jobs start printing after the copy job is finished, provided that no other copy job is in the print queue.
Copy/Print	Copy Settings	Image Preview				Display a preview of the image before printing it.
	Enable Print from USB Drive				Enabled Disabled*	Enables the printer to open a file from a USB drive.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
	Manage Stored Jobs	Job Sort Order			Job Name* Date	This option allows you list the jobs either alphabetically or chronologically.
		Retain Temporary Jobs After Reboot			Do not retain* Personal jobs only All temporary jobs	Sets which temporary jobs will be retained in the event of a printer reboot.
		Temporary Job Storage Limit			1-300 Default = 32	Configure global settings for jobs that are stored in the printer memory. The Temporary Job Storage Limit feature specifies the number of temporary jobs that can be stored on the printer. The maximum allowed value is 300.
		Temporary Stored Job Retention			Off* 30 minutes 1 hour 4 hours 1 day 3 days 1 week 4 weeks	Configure global settings for jobs that are stored in the printer memory. The Temporary Stored Job Retention feature specifies the number of temporary jobs that can be stored on the printer. The maximum allowed value is 300.
		Standard Stored Job Retention			Off* 30 minutes 1 hour 4 hours 1 day 3 days 1 week 4 weeks	Configure global settings for jobs that are stored in the printer memory. The Temporary Stored Job Retention feature specifies the number of standard jobs that can be stored on the printer. The maximum allowed value is 300.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
	Default Print Options	Number of Copies		Range: 1-32000 Default = 1	Sets the default number of copies for a copy job. This default applies when the Copy function or the Quick Copy function is initiated from the printer Home screen.	
		Paper Selection		Select from a list of sizes that the printer supports.	Configures the default paper size used for print jobs.	
		Default Custom Paper Size	X Dimension	Range: 3-8.5 inches Default = 8.5 inches	Configures the default paper size that is used when the user selects **Custom** as the paper size for a print job.	
			Y Dimension	Range: 5-14 inches Default = 14 inches		
			Use Inches	Enabled* Disabled		
		Output Sides			1-sided* 2-sided	Use to indicate whether the original document is printed on one or both sides, and whether the copies should be printed on one or both sides. For example, select the 1-sided original, 2-sided output option when the original is printed on one side, but you want to make two-sided copies.
		Fit to Page (PDF)			On Off*	Use this feature to reduce or enlarge the image/content of each page to fit the currently selected paper size.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Fit to Page (TIFF, BMP, JPG, PNG)			On* Off	Use this feature to reduce or enlarge the image/content of each page to fit the currently selected paper size.
		Quality and Speed			Quick View Normal* Fine Lines	

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Edge Control			Automatic* Off Light Normal Maximum	The Edge Control setting determines how edges are rendered. Edge Control has two components: adaptive halftoning and trapping. Adaptive halftoning increases edge sharpness. Trapping reduces the effect of color-plane misregistration by overlapping the edges of adjacent objects slightly.. • Automatic: The printer uses the default Edge Control setting. • Off: Turns off both trapping and adaptive halftoning. • Light: Sets trapping at a minimal level, and adaptive halftoning is on. • Normal: Trapping is at a medium level and adaptive halftoning is on. • Maximum: Trapping is at the highest level, and adaptive halftoning is on.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Halftone			Automatic* Smooth Detail	Use this feature to control the default halftone screen that the printer uses for print jobs. Select from the following options: • Automatic: The halftone screen frequency is picked automatically by the printer to provide the best print quality for a range of content. • Smooth: Low frequency halftone screen optimized for printing smooth gradients and vector graphics. • Detail: High frequency halftone screen optimized for printing detailed content, such as photographs.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Neutral Grays			Automatic* Black Only CMYK Gray	Neutral Grays determine the method for creating gray colors in text, graphics, and photographs. • Automatic: The printer combines colors for each document element to provide high-quality output for most color printing needs. • Black Only: Generates neutral colors (black and shades of gray) by using only the black color. This guarantees neutral colors without a color cast (tint of a particular color). • CMYK Gray: Generates neutral colors (black and shades of gray) by combining the printer colors. This method produces smoother gradients and transitions to other colors, and it produces the darkest black.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
	Envelope Rotate				Off* 90 Degrees 180 degrees	Use this feature to enable rotation when printing on envelopes. Envelopes are usually loaded into the printer as short-edge feed. However, if the Envelope Rotate function is enabled, you can load envelopes as long-edge feed. The printer rotates the image to be printed so that it appears correctly on the envelopes. • **Off (default):** Load envelopes in short-edge feed direciton. • **90 degrees:** Load envelopes in long-edge feed direction. • **180 degrees:** Load envelopes in short-edge feed direction with the flap on the bottom side.
	PCL and PostScript Settings	Suppress Blank Pages			Off* On	When set to On, any blank pages will not be printed.
		Courier Font			Regular* Dark	Select which version of the Courier font you want to use. The factory default setting is Regular, which uses an average stroke width. The Dark setting can be used if a heavier Courier font is needed.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Print PS Errors			Enabled Disabled*	Use this feature to select whether a PostScript (PS) error page is printed when the printer encounters a PS error.
		Print PDF Errors			Enabled Disabled*	Selects whether a PDF error page is printed when the printer encounters a PDF error.
		Personality			Auto* PCL PS PDF	Configures the default print language or personality for the printer. Normally you should not change the printer language. If you change the setting to a specific printer language, the printer does not automatically switch from one language to another unless specific software commands are sent to it.
		PCL	Font Settings	Font Source	Internal Disk resident	Selects the font source for the user-soft default font. The list of available options varies depending on the installed printer options.
				Font Number	Range: 0-110 Default = 0	Specifies the font number for the user-soft default font using the source that is specified in the Font Source menu. The printer assigns a number to each font and lists it on the PCL font list. The font number displays in the Font # column of the printout.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
				Font Pitch	Range: 0.44-99.99 Default = 10	If the Font Source option and the Font Number setting indicate a contour font, then use this feature to select a default pitch (for a fixed-spaced font).
			PCL Settings	Form Length	Range: 5-128 Default = 60	Controls the PCL print-command options. PCL is a set of printer commands that HP developed to provide access to printer features. Use the Form Length feature to select the user-soft default vertical form length.
				Orientation	Portrait* Landscape	Select the orientation that is most often used for copy or scan originals. Select the Portrait option if the short edge is at the top or select the Landscape option if the long edge is at the top.
				Symbol Set	Select from a list of symbol sets.	Select any one of several available symbol sets from the control panel. A symbol set is a unique grouping of all the characters in a font. The factory default value for this option is PC-8. Either PC-8 or PC-850 are recommended for line-draw characters.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
				Append CR to LF	No* Yes	Configure whether a carriage return (CR) is appended to each line feed (LF) encountered in backwards-compatible PCL jobs (pure text, no job control). Select Yes to append the carriage return. The default setting is No. Some environments, such as UNIX, indicate a new line by using only the line-feed control code. This option allows the user to append the required carriage return to each line feed.
				Media Source Mapping	Standard* Classic	Use to select and maintain input trays by number when you are not using the printer driver, or when the software program has no option for tray selection. The following options are available: Standard: Tray numbering is based on newer HP LaserJet models. Classic: Tray numbering is based on HP LaserJet 4 and older models.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
	Print Quality	Adjust paper types			Select from a list of paper types Reset Paper Types	If print quality problems occur, use this menu to adjust the Print Mode for the paper type in use. If a user-defined type (enabled in the Embedded Web Server) has preprinted content that makes the sides of the paper different, set the paper type as **Marked Paper**.
		Customize Colors			RGB: Office (sRGB) CMYK: SWOP	**NOTE:** Color printers only.
	Manage Trays	Use Requested Tray			Exclusively* First	Controls how the printer handles jobs that have specified a specific input tray. Two options are available: Exclusively: The printer never selects a different tray when the user has indicated that a specific tray should be used, even if that tray is empty. First: The printer pulls from another tray if the specified tray is empty, even though the user specifically indicated a tray for the job.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Manually Feed Prompt			Always* Unless loaded	Indicate whether a prompt should appear when the type or size for a job does not match the specified tray and the printer pulls from the multipurpose tray instead. Two options are available: Always: A prompt always displays before using the multipurpose tray. Unless loaded: A message displays only if the multipurpose tray is empty.
		Size/Type Prompt			Display* Do not display	Controls whether the tray configuration message displays whenever a tray is closed. Two options are available: Display: Shows the tray configuration message when a tray is closed. The user is able to configure the tray settings directly from this message. Do not display: Prevents the tray configuration message from automatically appearing.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Use Another Tray			Allow* Do not allow	Use to turn on or off the control panel prompt to select another tray when the specified tray is empty. Two options are available: Enabled: When this option is selected, the user is prompted either to add paper to the selected tray or to choose a different tray. Disabled: When this option is selected, the user is not given the option of selecting a different tray. The printer prompts the user to add paper to the tray that was initially selected.
		Alternative Letterhead Mode			Off* On	Use to load letterhead or preprinted paper into the tray the same way for all print jobs, whether you are printing to one side of the sheet or to both sides of the sheet. When this option is selected, load the paper as you would for printing on both sides. See the user documentation that came with the printer for instructions about loading letterhead for printing on both sides. When this option is selected, the printer speed slows to the speed required for printing on both sides.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Duplex Blank Pages			Automatic* Always	Controls how the printer handles two-sided jobs (duplexing). Two options are available: Auto: Enables Smart Duplexing, which instructs the printer not to process blank pages. Yes: Disables Smart Duplexing and forces the duplexer to flip the sheet of paper even if it is printed on only one side. This might be preferable for certain jobs that use paper types such as letterhead or prepunched paper.
		Image Rotation			Left to right* Right to left Alternate	The Image Rotation setting allows alternatives affecting how preprinted paper is loaded into the tray NOTE: For stapled print or copy jobs, make sure the Staple/ Collate setting matches the Image Rotation setting as to which side of paper (left or right) you want stapled. If these setting do not match each other, you will need to change the loading orientation of the paper so that the job is stapled in the correct spot.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Override A4/Letter			Yes* No	Prints on letter-size paper when an A4 job is sent but no A4-size paper is loaded in the printer (or to print on A4 paper when a letter-size job is sent but no letter-size paper is loaded). This option will also override A3 with ledger-size paper and ledger with A3-size paper.
		Unsupported Size Behavior			Use default size automatically* Prompt for user response	Use this feature to print documents that are on a paper size that the product does not support • Select Use default size automatically to use the paper size selected in Default Print Options. • Select Prompt for user response to be asked to use the size selected in Default Print Options or to cancel the job.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Rotate Offset NOTE: When set to Automatic, rotation does not occur if: • The tray is specified in the job and the User Selected Tray setting is set to Exclusively. • The specified bin in the job does not support both orientations. • The job is uncollated. • The job is collated, but only has one sheet per copy. • The job has mixed paper size or type. • The user selects a different paper after the job has started. • A job setting works only with a specific orientation. • The Job Offset setting is available and set to On.			Automatic Off*	Use this feature to separate each copy by rotating its position in the output bin. Two options are available: Off: Jobs are printed normally with separating each copy. Automatic: Copies are rotated automatically.
		Tray Priority			Tray 4 Tray 3 Tray 2 Tray 1	You can set the tray priority. If first setting is Tray 1, the printer automatically prints from Tray 1 after the current tray runs out of paper.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Tray Protection			NOTE: You can select all but one of the trays. At least one tray must be unselected at all times Tray 4 Tray 3 Tray 2 Tray 1	When this option is chosen, the selected tray will be protected. This prevents paper from being fed if Use Another Tray is enabled. If you select Tray 1, for example, then Tray 1 is excluded when using another tray.
		Paper Out Action			Auto Continue Time-Out Auto Continue Action	Specify the action the printer will take when the paper configured for the print job does not match the paper loaded in the input tray
Scan/Digital Send	Scan+ Settings			Image Preview	Make optional* Require preview Disable preview	Use this menu to configure settings that affect scan apps.
	E-mail Settings	E-mail Setup NOTE: Email Settings only				Use to configure settings that apply to sending documents through email or saving documents to a folder on the network or on a USB multi-drive. The E-mail Setup Wizard feature configures the printer to send scanned images as email attachments. To open the printer HP Embedded Web Server and set up the email notification server, enter the printer IP address into a Web browser.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Image Preview			Make optional* Require preview Disable preview	Defines the default job options for each function. If you do not specify the job options when creating the job, the default options are used. For complete setup, go to the HP Embedded Web Server by typing the IP address of the printer into a Web browser. Use the Image Preview feature to scan a document and display a preview before completing the job. Select whether this feature is available on the printer. Make optional: The feature is optional, depending on the user who is signed in. Require preview Previews are required for all users. Disable preview: Previews are disabled for all users.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
	Network Folder Settings	Image Preview			Make optional* Require preview Disable preview	Defines the default job options for each function. If you do not specify the job options when creating the job, the default options are used. For complete setup, go to the HP Embedded Web Server by typing the IP address of the printer into a Web browser. Use the Image Preview feature to scan a document and display a preview before completing the job. Select whether this feature is available on the printer. Make optional: The feature is optional, depending on the user who is signed in. Require preview Previews are required for all users. Disable preview: Previews are disabled for all users.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
	SharePoint Settings	Image Preview			Make optional* Require preview Disable preview	Defines the default job options for each function. If you do not specify the job options when creating the job, the default options are used. For complete setup, go to the HP Embedded Web Server by typing the IP address of the printer into a Web browser. Use the Image Preview feature to scan a document and display a preview before completing the job. Select whether this feature is available on the printer. Make optional: The feature is optional, depending on the user who is signed in. Require preview Previews are required for all users. Disable preview: Previews are disabled for all users.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
	Scan to USB Drive Settings	Image Preview			Make optional* Require preview Disable preview	Defines the default job options for each function. If you do not specify the job options when creating the job, the default options are used. For complete setup, go to the HP Embedded Web Server by typing the IP address of the printer into a Web browser. Use the Image Preview feature to scan a document and display a preview before completing the job. Select whether this feature is available on the printer. Make optional: The feature is optional, depending on the user who is signed in. Require preview Previews are required for all users. Disable preview: Previews are disabled for all users.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
	Digital Sending Software Setup	Allow Use of a DSS Server Allow Transfer to New DSS server			Disabled Enabled*	Configure how the printer interacts with the HP Digital Sending Software (DSS) server. HP DSS handles digital sending tasks, such as faxing, emailing, and sending scanned documents to a network folder or USB storage device. Use the Allow Use of a DSS Server and Allow Transfer to New DSS server options to configure the printer to use HP DSS.
Fax	Internal Fax Modem Setup	Line 1 Line 2				
	Fax Send Settings	Image Preview				
		Fax Dialing Settings	Line Monitor Volume		Off Low* High	These settings control how the fax modem dials the outgoing fax number when faxes are sent.
			Dialing Mode		Tone* Pulse	
			Redial Interval		1-5 Minutes Default = 5 minutes	
			Fax Send Speed		Fast* Medium Slow	
			Dialing Prefix			
			Detect Dial Tone			
			Redial on Error		Range: 0-9 Default = 2	

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
			Redial on No Answer		Range: 0-2 Default = 0	
			Redial on Busy		Range: 0-9 Default = 3	
		General Fax Send Settings	Fax Number Confirmation		Enabled Disabled*	If this feature is enabled, you must enter the fax number twice.
			Fax Line Selection		Automatic* Line 1 Line 2	
			PC Fax Send		Enabled* Disabled	Enables users who have the correct driver installed to send faxes through the printer from their computers.
			Error Correction Mode	Line 1* Line 2*	Enabled* Disabled	When error-correction mode is enabled and an error occurs during fax transmission, the printer sends or receives the error portion again.
			Fax Header		Prepend* Overlay	Use to prepend or overlay the fax header page.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Billing Code Settings	Enable Billing Codes		Off* On	When billing codes are enabled, a prompt displays that asks the user to enter the billing code for an outgoing fax. This prompt does not appear if the Allow users to edit billing codes check box is not checked. You can also use the billing codes report in the Reports menu to view the list of the billing codes that have been used for faxes that have been sent from the printer. The list is grouped by billing code and also shows fax details. This feature can be used for billing or usage tracking.
			Default Billing Code			Specify a default billing code for faxing. If you specify a default billing code, this code displays in the Billing Code field when the user sends an outgoing fax. If this field is blank, no default billing code is provided for the user.
			Minimum Length		Range: 1-16 Default = 1	Specify the required length of the billing code. Billing codes can be between 1 and 16 characters long.
			Allow users to edit billing codes		Off On*	
	Fax Receive Settings	Fax Receive Setup	Ring Volume		Off Low* High	Use to configure settings for receiving faxes.
			Rings To Answer		Range: 1-6 Default = 1	

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
			Fax Receive Speed		Fast* Medium Slow	
		Fax Printing Schedule			Always store faxes Always print faxes* Use Fax Printing Schedule	If you have concerns about the security of private faxes, use this feature to store faxes rather than having them automatically print. Open the Fax Printing Schedule sub-menu, and then you can choose to always store faxes, always print them, or you can set up a schedule for each day of the week.
			Schedule Touch this to set up a fax printing schedule if you selected the Use Fax Printing Schedule option.	+ (Add) Edit Delete (trash can)	Print incoming faxes Store incoming faxes Time Event Days	If you are using a fax printing schedule, use this menu to configure when to print faxes.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Blocked Fax Numbers	Fax Number to Block			The blocked fax list can contain up to 30 numbers. When the printer receives a call from one of the blocked fax numbers, it deletes the incoming fax. It also logs the blocked fax in the activity log along with job-accounting information. Add blocked numbers: Enter a fax number into the Fax Number to Block field, and then touch the arrow button to add a new number to the blocked fax list. To remove blocked numbers: Select a number and touch the Delete button to delete it from the blocked fax list. To clear all blocked numbers: Touch the Delete All button to clear all of the numbers from the blocked fax list. You also can use the Blocked Fax List report in the Information menu to view the list of the fax numbers that have been blocked on this printer.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Default Job Options	Notification		Do not notify* Notify when job completes Notify only if job fails	Configure to receive notification about the status of a sent document. Do not notify: Turns off this feature. Notify when job completes: Select to receive notification for this job only. Notify only if job fails: Select to receive notification only if the job is not sent successfully.
					Print E-mail*	E-mail: Select to receive the notification in an email. Touch the text box following Email Address, and then enter the email address for the notification.
				Include Thumbnail		**NOTE:** When sending an analog fax, select Include Thumbnail to receive a thumbnail image of the first page of the fax in your notification.
				Notification E-mail address		Touch this text field, provide the email address to which you want notifications sent, and then touch the OK button.
			Stamp Received Faxes		On Off*	Use this option to add the date, time, sender's phone number, and page number to each page of the faxes that this printer receives.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
			Fit to Page		On* Off	Use to shrink faxes that are larger than Letter-size or A4-size so that they can fit onto a Letter-size or A4-size page. If this feature set to Disabled, faxes larger than Letter or A4 will flow across multiple pages.
			Paper Tray		Automatic* Select from a list of the trays.	
			Out Sides		1-sided* 2-sided Page flips up	Use to describe the layout for each side of the original document. First select whether the original document is printed on one side or both sides.
	Fax Forwarding	Enable Fax Forwarding			Disabled* Enabled	Use to forward received faxes to another fax machine.
			Type of Fax Job to Forward		All faxes Sent faxes Received faxes*	Use to select the type of fax jobs that you want forwarded.
			Fax Forwarding Method		IP Fax Internal Modem*	
			Fax Forwarding Number			Provide the forwarding phone number, and then touch the OK button.
	Clear Fax Activity Log					Clears all events from the fax activity log.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
Manage Supplies	Low Warning Thresholds			Black Cartridge Cyan Cartridge Magenta Cartridge Yellow Cartridge Document feeder kit	0 %* 0 %* 0 %* 0 %* 10 %*	Set the estimated percentage at which the printer notifies you when a toner cartridge is very low.
	Low Warning Threshold Message				On Off	Displays a message on the control panel when a cartridge is very low.
	Very Low Behavior	Black Cartridge Color Cartridges Document Feeder Kit			Stop Continue Prompt to continue	
		Staples			Stop Prompt to continue	
	Delay Very Low Message			Stop Continue	Yellow Cartridge 0 pages* Magenta Cartridge 0 pages* Cyan Cartridge 0 pages* Black Cartridge 0 pages*	After a supply reaches the very low state, the warning message can be delayed by a specified page count.
	Restrict Color Use				Enable Disable Color Color if allowed*	Use this feature to enable, restrict, or disable color printing or copying.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
	Color/Black Mix				Auto Mostly Color Pages Mostly Black Pages	Instructs the printer when to switch between color and monochrome printing modes for the best overall performance. Auto: Uses the mode that is appropriate for the first page of the job. If necessary, the printer switches modes during the middle of a job and then stays in that mode until the job is finished. Mostly Color Pages: The printer uses color mode for all jobs, even if the job contains no color pages. Mostly Black Pages: The printer uses monochrome mode until it detects a color page. The printer switches back to monochrome mode when it detects a sequence of several monochrome pages.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
	Store Usage Data				On supplies Not on supplies	The Store Usage Data provides a way to suppress the toner cartridges from storing most of the information gathered exclusively for the purpose of understanding the usage of the printer. Select the On supplies setting to store the data on the toner cartridge memory chip. Select the Not on supplies setting to suppress the information from being stored on the memory chip.
	Supply Protection				Off* Protect Supplies	Select to permanently protect cartridges so that they can be used only in this product or fleet of products.
	Cartridge Policy				Off* Authorized HP	Set Authorized HP to allow only genuine HP cartridges to be used in this product.
	Reset Supplies				Document Feeder Kit	After replacing a supply kit, select it from the list and touch "Reset."
Manage Stapler/ Stacker	Job Offset				On Off	
Developer Options						Use this menu to configure developer settings for the product.
Networking	Ethernet	INFORMATION	PRINT SECURITY REPORT		YES NO*	Yes: Prints a page that contains the current security settings on the HP Jetdirect print server. No: A security settings page is not printed.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		TCP/IP	HOST NAME		Use the arrow buttons to edit the host name. **NPIXXXXXX***	An alphanumeric string, up to 32 characters, used to identify the printer. This name is listed on the HP Jetdirect configuration page. The default host name is NPIxxxxxx, where xxxxxx is the last six digits of the LAN hardware (MAC) address.
			IPV4 SETTINGS	CONFIG METHOD	BOOTP DHCP* AUTO IP MANUAL	Specifies the method that TCP/IPv4 parameters will be configured on the HP Jetdirect print server. Bootp (Bootstrap Protocol): Use for automatic configuration from a BootP server. DHCP (Dynamic Host Configuration Protocol): Use for automatic configuration from a DHCPv4 server. If selected and a DHCP lease exists, the DHCP Release menu and the DHCP Renew menu are available to set DHCP lease options. Auto IP: Use for automatic link-local IPv4 addressing. An address in the form 169.254.x.x is assigned automatically. If you set this option to the Manual setting, use the Manual Settings menu to configure TCP/IPv4 parameters.
				DHCP RELEASE	YES NO*	

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
				DHCP RENEW	YES NO*	
				PRIMARY DNS	RANGE: 0-255 DEFAULT = **xxx.xxx.xx.xx**	Specify the IP address (n.n.n.n) of a Primary Domain Name System (DNS) Server.
				Secondary DNS	Range: 0-255 Default = **0.0.0.0**	Specify the IP address (n.n.n.n) of a Secondary DNS Server.
			IPV6 SETTINGS	ENABLE	OFF ON*	Use this item to enable or disable IPv6 operation on the print server. Off: IPv6 is disabled. On: IPv6 is enabled.
				ADDRESS	MANUAL SETTINGS ENABLE ADDRESS	Use this item to enable and manually configure a TCP/IPv6 address.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
				DHCPV6 POLICY	ROUTER SPECIFIED ROUTER UNAVAILABLE* ALWAYS	Router Specified: The stateful auto-configuration method to be used by the print server is determined by a router. The router specifies whether the print server obtains its address, its configuration information, or both from a DHCPv6 server. Router Unavailable: If a router is not available, the print server should attempt to obtain its stateful configuration from a DHCPv6 server. Always: Whether a router is available, the print server always attempts to obtain its stateful configuration from a DHCPv6 server.
				PRIMARY DNS	RANGE: 0-255 DEFAULT = **xxx.xxx.xx.xx**	Specify the IP address (n.n.n.n) of a Primary Domain Name System (DNS) Server.
				SECONDARY DNS	RANGE: 0-255 DEFAULT = **0.0.0.0**	Specify the IP address (n.n.n.n) of a Secondary DNS Server.

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
			PROXY SERVER			Specifies the proxy server to be used by embedded applications in the printer. A proxy server is typically used by network clients for Internet access. It caches Web pages, and provides a degree of Internet security for those clients. To specify a proxy server, enter its IPv4 address or fully-qualified domain name. The name can be up to 255 octets. For some networks, you might need to contact your Internet Service Provider (ISP) for the proxy server address.
			PROXY PORT		DEFAULT = **00080**	Enter the port number used by the proxy server for client support. The port number identifies the port reserved for proxy activity on your network, and can be a value from 0 to 65535.
			IDLE TIMEOUT		DEFAULT = **0270**	The time period, in seconds, after which an idle TCP print data connection is closed (default is 270 seconds, 0 disables the timeout).
		SECURITY	SECURE WEB		HTTPS REQUIRED* HTTPS OPTIONAL	
			IPSEC		KEEP DISABLE*	
			FIREWALL		KEEP DISABLE*	

Table 4-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
			802.1X		RESET KEEP*	
			ANNOUNCEMENT AGENT		ENABLE* DISABLE	
			RESET SECURITY		YES NO*	
			FIPS		KEEP RESET & REBOOT DEVICE	
		LINK SPEED			AUTO* 10T HALF 10T FULL 10T AUTO 100TX HALF 100TX FULL 100TX AUTO 1000T FULL	
	I/O Timeout				15* seconds Range: 5 to 300	

Copy menu

To display: At the printer control panel, select the Copy menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 4-11 Copy menu

First level	Second level	Third level	Values	Description
Sides	Original Sides		1-sided* 2-sided	Use to indicate whether the original document is printed on one or both sides.
	Output Sides		1-sided 2-sided	Use to indicate whether the copies should be printed on one or both sides.

Table 4-11 Copy menu (continued)

First level	Second level	Third level	Values	Description
Color/Black (color printers only)			Automatically detect* Color Black/Gray	Select how the copy should be printed. Automatically detect: Prints color documents in color, and black and white documents in black and white. For mixed documents, the printer will determine whether to print in color or black and white. Color: Prints documents in color. Black: Prints documents in black and white or grayscale.
Quick Sets and Defaults			Load Save	
Options	Sides	Original Sides	1-sided 2-sided	
		Output Sides	1-sided 2-sided	
	Color/Black (color printers only)		Automatically detect* Color Black/Gray	Select how the copy should be printed. Automatically detect: Prints color documents in color, and black and white documents in black and white. For mixed documents, the printer will determine whether to print in color or black and white. Color: Prints documents in color. Black: Prints documents in black and white or grayscale.

Table 4-11 Copy menu (continued)

First level	Second level	Third level	Values	Description
	Watermark		None* Text Secure	Use this feature to add a watermark to the document • **Text:** Text is placed at the center of the page. • **Secure:** Background text and pattern that is barely visible on the first copy of a document.
	Stamps		Top Left Top Center Top Right Bottom Left Bottom Center Bottom Right	Select up to six preset positions for a stamp and configure the content that will be printed there. Some positions might require selecting the stamp from a list of predefined options.

Table 4-11 Copy menu (continued)

First level	Second level	Third level	Values	Description
	Image Overlay		Add New Image None*	Use this feature to add an image to each page of a copy job. After scanning and saving the desired image from the control panel, this image will be placed behind the content on each page of the copy job. **NOTE:** To use this feature, the images must be scanned from the scanner glass. Follow these steps to copy using an overlay image. 1. Touch Image Overlay, touch Add New Image, and then follow the on-screen instructions to scan the desired image from the scanner glass. **TIP:** For best results, use the same paper size and the same orientation for the saved image and the copy job. 2. Select the saved image that you want to add to each page of the copy job. 3. Start the copy job, or select the Preview option to preview the output.
	Staple		None* Top left angled Two left Two to Top right angled Two right Top left or right	Sets the position of the staple on the page.

Table 4-11 Copy menu (continued)

First level	Second level	Third level	Values	Description
	Hole Punch		None* Three left Two left Three top Two top Three right Two right Two bottom Four left Four right Four left or top	
		C-fold	Max sheets folded together Inward fold; opens left or up Inward fold; opens right or down Outward fold; opens left or up Outward fold; opens right or down	Controls the C-fold action of the booklet maker.
	Scan mode		Standard Document Book Mode 2-sided ID	Book Mode allows the user to scan pages from a book. 2-sided ID allows the user to scan both sides of an identification card onto one sheet.

Table 4-11 Copy menu (continued)

First level	Second level	Third level	Values	Description
	Reduce/Enlarge		Automatic* Manual • 25% • 50% • 63% (Letter to Statement) • 64% (11x17 to Letter) • 77% (11x17 to Legal) • 78% (Legal to Letter) • 85% (Letter to Exec) • 100% (Letter to Legal) • 105% (Exec to Letter) • 122% (Legal to 11x17) • 131% (Letter to 11x17) • 131% (Statement to Letter) • 150% • 200% • 400% • Custom1 • Custom2	Use to scale the size of the document up or down. Select one of the predefined percentages, or select the Scaling field and type a percentage between 25 and 400. The Auto option automatically scales the image to fit the paper size in the tray. **NOTE:** To reduce the image, select a scaling percentage that is less than 100. To enlarge the image, select a scaling percentage that is greater than 100.
	Image Shift		Off* Automatically center Manual	Use this feature to shift the content of the page. This is useful for moving the image away from punched holes, staples, folds, or binding edges.
	Original Size		Select from a list of sizes that the printer supports.	Describes the page size of the original document.

Table 4-11 Copy menu (continued)

First level	Second level	Third level	Values	Description
	Paper Selection		Paper Size Paper Type Paper Tray	For the best color and image quality, select the appropriate paper type from the control panel menu or from the print driver.
	Booklet	Booklet Format	(Checkbox)	Use to copy two or more pages onto one sheet of paper so you can fold the sheets in the center to form a booklet. The printer arranges the pages in the correct order. For example, if the original document has eight pages, the printer prints pages 1 and 8 on the same sheet.
	Content Orientation		Portrait* Landscape	For some features to work correctly, you must specify the way the content of the original document is placed on the page. Portrait orientation means the short edge of the page is along the top. Landscape orientation means the long edge of the page is along the top. In the Orientation area, select whether the original document has a portrait or landscape orientation.
	Pages per Sheet		One (1) Two (2) Four (4)	Copies multiple pages onto one sheet of paper. **NOTE:** Before using this screen, use the Content Orientation screen to describe the original document orientation.
	Image Adjustment	Sharpness		Adjust the Sharpness setting to clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photographs appear smoother.

Table 4-11 Copy menu (continued)

First level	Second level	Third level	Values	Description
		Darkness		Use to improve the overall quality of the copy. Adjust the Darkness setting to increase or decrease the amount of white and black in the colors.
		Contrast		Adjust the Contrast setting to increase or decrease the difference between the lightest and darkest color on the page.
		Background Cleanup		Adjust the Background Cleanup setting if you are having trouble copying a faint image.
		Automatic Tone		
		Auto Paper Color Removal		
	Optimize Text/Picture		Text Mixed* Printed picture Photograph	Use this setting to optimize the output for a particular type of content. Use Text for documents that contain mostly text. This option is also best suited for scanning documents with highlighter marks. Use Mixed for documents that contain a mix of text and graphics. Use Printed picture for line drawings and preprinted images, such as magazine clippings or pages from books. If you see bands of irregular intensity on copies, try selecting Printed picture to improve the quality. Use Photograph for photographic prints.

Table 4-11 Copy menu (continued)

First level	Second level	Third level	Values	Description
	Erase Edges		Front Side • Top edge • Bottom edge • Left edge • Right edge Back Side • Top edge • Bottom edge • Left edge • Right edge	Use this menu item to remove blemishes, such as dark borders or staple marks, by cleaning the specified edges of the scanned image. In each of the text boxes enter the measurements, in millimeters or inches, for how much of the top edge, bottom edge, left edge, and right edge to clean.
	Collate		Collate on (Sets in page order)* Collate off (Pages grouped)	If you are making more than one copy, select the Collate on (Sets in page order) option to assemble the pages in the correct order in each set of copies. Select the Collate off (Pages grouped) option to group the same pages together. For example, if you are making five copies of an original document that has two pages, all five first pages would be grouped together and all five second pages would be grouped together.
	Blank Page Suppression		Off* Suppress Blank Pages	When enabled, blank pages found in the original document are not included in the output document.
	Automatically Straighten		Off* Automatically Straighten on	Enable this feature prior to scanning to automatically straighten the scanned image when pages are skewed during scanning.

Table 4-11 Copy menu (continued)

First level	Second level	Third level	Values	Description
	Output Bin		Automatically select Output bin 1 Output bin 2 Alternate bin Lower booklet bin Standard bin Upper bin Middle bin	

Scan menu

To display: At the printer control panel, select the Scan menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 4-12 Scan menu

First level	Second level	Third level	Fourth level	Values	Description
Scan to Email	File Type and Resolution			File Type • PDF* • PDF/A • JPEG • TIFF • MTIFF • XPS Resolution • 600 dpi • 400 dpi • 200 dpi* • 150 dpi • 75 dpi Quality and File Size • Very Low (smaller file) • Low • Medium* • High • Very High (larger file)	Select File Type and Resolution to select the file format for the scanned image. Each file type has sub-settings, some of which affect resolution and file size.
	Original Sides			1-sided* 2-sided Pages Flip Up	Use this feature to describe the layout for each side of the original document Use 1-sided for originals that are printed on one side of the page. Use 2-sided for originals that are printed on both sides of the page. Select Pages Flip Up for originals that flip on the top/bottom edge of the page, such as calendars.
	Color/Black			Automatically detect color or black Automatically detect color or gray Color Black/Gray Black	If Automatically detect color or black is selected and the current settings do not allow scanning in black, pages will be scanned in grayscale.

Table 4-12 Scan menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
	Watermark			None* Text	Use this feature to add a watermark to the document Text: Text is placed at the center of the page.
	Stamps			Top Left Top Center Top Right Bottom Left Bottom Center Bottom Right	Select up to six preset positions for a stamp and configure the content that will be printed there. Some positions might require selecting the stamp from a list of predefined options.
	Scan Mode			Standard Document Book 2-sided ID Prompt for Additional Pages	Use this feature to provide information about the type of document to be scanned and to change the format of the output. Use Standard Document to scan regular documents using default scan settings. Use Prompt for Additional Pages to create a single job from multiple scans without having to do a preview. Use Book to scan the pages of an open book and to print the pages on separate sheets of paper. Use 2-sided ID to scan both sides of an ID and print them on one side of a sheet of paper.
	Original Size			Select from a list of sizes that the printer supports.	Describes the page size of the original document.
	Content Orientation			Automatically detect Portrait* Landscape	For some features to work correctly, you must specify the way the content of the original document is placed on the page. Portrait orientation means the short edge of the page is along the top. Landscape orientation means the long edge of the page is along the top. Use Automatically detect when the format of the original document is known to specifically work with the Automatically detect setting. Using Automatically detect is not recommended in other circumstances.

Table 4-12 Scan menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
	Image Adjustment			Sharpness Darkness Contrast Background Cleanup Automatic Tone Auto Paper Color Removal	Use this feature to improve the quality of the scanned image. Adjusting Sharpness clarifies or soften the image. Increasing the sharpness could make text appear crisper, but decreasing it could make photographs appear smoother. Adjusting Darkness increases or decreases the amount of white and black in the colors. Adjusting Contrast increases or decreases the difference between the lightest and darkest color on the page. Adjust Background Cleanup to improve copying a faint image. Automatic Tone options automatically adjusts the Darkness, Contrast, and Background Cleanup settings. The Auto Paper Color Removal option dynamically adjusts the color balance and lightness of the background. Slide left: Most white paper with normal brightness is output as white background in the scanned output. Slider right: Very colorful paper/background colors are converted to white in the scanned output.

Table 4-12 Scan menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
	Optimize Text/Picture			Automatically detect Text Mixed* Printed Picture Photograph	Use this setting to optimize the output for a particular type of content. Use Text for documents that contain mostly text. This option is also best suited for scanning documents with a highlighter. Use Mixed for documents that contain a mix of text and graphics. Use Printed Picture for line drawings and preprinted images, such as magazine clippings or pages from books. If you see bands of irregular intensity on copies, try selecting Printed Picture to improve the quality. Use Photograph for photographic prints.
	Erase Edges			Front Side • Top Edge • Bottom Edge • Left Edge • Right Edge Back Side • Top Edge • Bottom Edge • Left Edge • Right Edge	Use this feature to remove blemishes, such as dark borders or staple marks, by cleaning the specified edges of the scanned image. In each of the text boxes enter the measurements, in millimeters or inches, for how much of the top edge, bottom edge, left edge, and right edge to clean.
	Cropping Options			Do not crop* Crop to Paper Crop to Content	Use this menu item to specify a method to automatically crop the scan for digital sending. Use the Crop to Paper option to crop the scan to the edge of the document being scanned. Use the Crop to Content option to scan the smallest possible area that has detectable content. **NOTE:** The Crop to Paper option is effective only when you scan pages by using the document feeder. It has an unpredictable effect for pages that you scan from the glass.

Table 4-12 Scan menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
	Automatically Straighten			Off* Automatically Straighten	Enable this feature prior to scanning to automatically straighten the scanned image when pages are skewed during scanning.
	Blank Page Suppression			Off* Suppress Blank Pages	Use this feature to prevent blank pages in the original document from being included in the output document.
	Create Multiple Files			Off* Maximum Pages Per File Blank Page Separator (z, z+ bundles only) Barcode Page Separator (z, z+ bundles only)	Use this item to enable the product to separate scanned output into multiple files. Touch the Create Multiple Files checkbox. Enter the maximum number of pages for each output file in the Maximum Pages Per File field. When a file type that does not support multiple pages is selected, such as JPEG or TIFF, this feature is ignored. When scanning front and back sides, two pages are generated per original document. When scanning to email, the configuration option that specifies the maximum six of the email also interacts with this feature. In this case, the more restrictive of the two settings will take effect.
	Notification			Do Not Notify* Notify When Job Completes Notify Only If Job Fails	Use this feature to receive notification about the status of the sent document. • SelectDo Not Notify to turn off this feature • Select Notify When Job Completes to receive notification for this job only. • Select Notify Only If Job Fails to receive notification only if the job is not sent successfully
	Signing and Encryption			Signing Encrypt	A digitally signed email ensures the recipient that you sent this email. An encrypted message can be opened only by the recipient.

Table 4-12 Scan menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
Scan to Network Folder	Folder Paths				
	File Name				
	Quick Sets and Defaults				
	Options	File Type and Resolution		File Type Resolution Quality and File Size High Compression (smaller file) PDF Encryption	Select File Type and Resolution to select the file format for the scanned image. Each file type has sub-settings, some of which affect resolution and file size.
		Original Sides		1-sided* 2-sided Pages Flip Up	Use this feature to describe the layout for each side of the original document Use 1-sided for originals that are printed on one side of the page. Use 2-sided for originals that are printed on both sides of the page. Select Pages Flip Up for originals that flip on the top/bottom edge of the page, such as calendars.
		Color/Black		Automatically detect* Color Black/Gray Black	Use to enable or disable color scanning. Automatically detect: Automatically scans documents in color if at least one page has color. Color: Scans documents in color. Black/Gray: Scans documents in grayscale. Black: Scans documents in black and white with a compressed file size.

Table 4-12 Scan menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
		Scan Mode		Standard document* Book 2-sided ID • Prompt for additional pages	Use this feature to provide information about the type of document to be scanned and to change the format of the output Use Standard document to scan regular documents using the default scan settings. Use Prompt for additional pages to create a single job from multiple scans without having to do a preview. Use Book to scan the pages of an open book and to print the pages on separate sheets of paper. Use 2-sided ID to scan both sides of an ID and print them on one side of a sheet of paper.
		Original Size		Select from a list of supported sizes.	Use to describe the page size of the original document.
		Content Orientation	Orientation	Portrait* Landscape	For some features to work correctly, you must specify the way the content of the original document is placed on the page. Portrait orientation means the short edge of the page is along the top. Landscape orientation means the long edge of the page is along the top. In the Orientation area, select whether the original document has a portrait or landscape orientation.

Table 4-12 Scan menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
		Image Adjustment		Sharpness Darkness Contrast Background Cleanup	Use this feature to improve the quality of the scanned image. Adjusting Sharpness clarifies or soften the image. Increasing the sharpness could make text appear crisper, but decreasing it could make photographs appear smoother. Adjusting Darkness increases or decreases the amount of white and black in the colors. Adjusting Contrast increases or decreases the difference between the lightest and darkest color on the page. Adjust Background Cleanup to improve copying a faint image.
			Contrast		Adjust the Contrast setting to increase or decrease the difference between the lightest and darkest color on the page.
			Background Cleanup		Adjust the Background Cleanup setting if you are having trouble copying a faint image.
			Sharpness		Adjust the Sharpness setting to clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photographs appear smoother.
			Automatic Tone		The printer automatically adjusts the Darkness, Contrast, and Background Cleanup settings to the most appropriate for the scanned document.
			Auto Paper Color Removal (Flow models only)		
			Default		Select this to make the selected Image Adjustment setting the default value.

Table 4-12 Scan menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
		Optimize Text/Picture		Text Mixed* Printed picture Photograph	Use this setting to optimize the output for a particular type of content. Use Text for documents that contain mostly text. This option is also best suited for scanning documents with highlighter marks. Use Mixed for documents that contain a mix of text and graphics. Use Printed picture for line drawings and preprinted images, such as magazine clippings or pages from books. If you see bands of irregular intensity on copies, try selecting Printed picture to improve the quality. Use Photograph for photographic prints.
		Erase Edges		Use inches Back side erase Front side erase	Use this menu item to remove blemishes, such as dark borders or staple marks, by cleaning the specified edges of the scanned image. In each of the text boxes enter the measurements, in millimeters or inches, for how much of the top edge, bottom edge, left edge, and right edge to clean.
		Cropping Options		Do not crop Crop to content Crop to paper	Use this menu item to automatically crop the scan for digital sending. Use the Crop to content option to scan the smallest possible area that has detectable content.
		Blank Page Suppression		Off* Suppress Blank	Use to prevent blank pages in the original document from being included in the output document.
		Automaticall y Straighten		Off* Automatically Straighten	Enable this feature prior to scanning to automatically straighten the scanned image when pages are skewed during scanning.
		Multi-feed Detection		Off On* • Automatically Retry (z, z+ bundles only)	Use this feature to prevent multiple pages being fed through the document feeder during document scans.

Table 4-12 Scan menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
		Create Multiple Files		Off* Maximum pages per file • White page • Red/pink page • Green page • Yellow page • Any color page	Use this item to enable the product to separate scanned output into multiple files. Touch the Create Multiple Files checkbox. Enter the maximum number of pages for each output file in the Maximum pages per file field. When a file type that does not support multiple pages is selected, such as JPEG or TIFF, this feature is ignored. When scanning front and back sides, two pages are generated per original document. When scanning to email, the configuration option that specifies the maximum size of the email also interacts with this feature. In this case, the more restrictive of the two settings will take effect.
		Notification		Do not notify Notify when job completes Notify only if job fails	Configure to receive notification about the status of a sent document. Do not notify: Turns off this feature. Notify when job completes: Select to receive notification for this job only. Notify only if job fails: Select to receive notification only if the job is not sent successfully.
Scan to USB Drive	Folder Path				
	File Name				
	Quick Set Defaults				
	Options	File Type and Resolution		File Type Resolution Quality and File Size High Compression (smaller file) PDF Encryption	Select File Type and Resolution to select the file format for the scanned image. Each file type has sub-settings, some of which affect resolution and file size.

Table 4-12 Scan menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
		Original sides		1-sided 2-sided	Use to describe the layout for each side of the original document. First select whether the original document is printed on one side or both sides. Then touch the Orientation setting to indicate whether the original has portrait or landscape orientation. If it is printed on both sides, also select the 2-sided format that matches the original document.
		Color/Black		Automatically detect* Color Black/Gray Black	Use to enable or disable color scanning. Automatically detect: Automatically scans documents in color if at least one page has color. Color: Scans documents in color. Black/Gray: Scans documents in grayscale. Black: Scans documents in black and white with a compressed file size.
		Original Size		Select from a list of supported sizes.	Use to describe the page size of the original document.
		Content Orientation		Automatically detect Portrait* Landscape	For some features to work correctly, you must specify the way the content of the original document is placed on the page. Portrait orientation means the short edge of the page is along the top. Landscape orientation means the long edge of the page is along the top. In the Orientation area, select whether the original document has a portrait or landscape orientation. Use Automatically Detect when the format of the original document is known to specifically work with the Automatically Detect setting. Using Automatically Detect is not recommended in other circumstances.

Table 4-12 Scan menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
		Image Adjustment	Darkness	Sharpness Darkness Contrast Background Cleanup Automatic tone Auto Paper Color Removal	Use this feature to improve the quality of the scanned image. Adjusting Sharpness clarifies or soften the image. Increasing the sharpness could make text appear crisper, but decreasing it could make photographs appear smoother. Adjusting Darkness increases or decreases the amount of white and black in the colors. Adjusting Contrast increases or decreases the difference between the lightest and darkest color on the page. Adjust Background Cleanup to improve copying a faint image. Automatic Tone options automatically adjusts the Darkness, Contrast, and Background Cleanup settings. The Auto Paper Color Removal option dynamically adjusts the color balance and lightness of the background. Slide left: Most white paper with normal brightness is output as white background in the scanned output. Slider right: Very colorful paper/background colors are converted to white in the scanned output.
			Contrast		Adjust the Contrast setting to increase or decrease the difference between the lightest and darkest color on the page.
			Background Cleanup		Adjust the Background Cleanup setting if you are having trouble copying a faint image.
			Sharpness		Adjust the Sharpness setting to clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photographs appear smoother.

Table 4-12 Scan menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
			Automatic Tone		The printer automatically adjusts the Darkness, Contrast, and Background Cleanup settings to the most appropriate for the scanned document.
			Auto Paper Color Removal (Flow models only)		
			Default		Select this to make the selected Image Adjustment setting the default value.
		Optimize Text/Picture		Manually Adjust* Text Printed picture Photograph	Use to optimize the output for a particular type of content. You can optimize the output for text, printed pictures, or a mixture. Manually Adjust: Use to manually optimize the setting for text or for pictures. Text: Use to optimize the text portion of the copy when text and/or pictures are on the original. Printed picture: Use for line drawings and preprinted images, such as magazine clippings or pages from books. Photograph: Best suited for making copies of printed pictures.
		Erase Edges		Use inches Back side erase Front side erase	Use this menu item to remove blemishes, such as dark borders or staple marks, by cleaning the specified edges of the scanned image. In each of the text boxes enter the measurements, in millimeters or inches, for how much of the top edge, bottom edge, left edge, and right edge to clean.
		Cropping Options		Do not crop Crop to content Crop to paper	Use this menu item to automatically crop the scan for digital sending. Use the Crop to content option to scan the smallest possible area that has detectable content.

Table 4-12 Scan menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
		Automatically Straighten		Off* Automatically Straighten	Enable this feature prior to scanning to automatically straighten the scanned image when pages are skewed during scanning.
		Blank Page Suppression		Off* Suppress Blank Pages	Use to prevent blank pages in the original document from being included in the output document.
		Multi-feed Detection		Off On* • Automatically retry (z, z+ bundles only)	Use this feature to prevent multiple pages being fed through the document feeder during document scans.
		Create Multiple Files		Off* Maximum pages per file Blank page separator (z, z+ bundles only) • White page • Red/pink page • Green page • Yellow page • Any color page Barcode page separator (z, z+ bundles only)	Use this item to enable the product to separate scanned output into multiple files. Touch the Create Multiple Files checkbox. Enter the maximum number of pages for each output file in the Maximum pages per file field. When a file type that does not support multiple pages is selected, such as JPEG or TIFF, this feature is ignored. When scanning front and back sides, two pages are generated per original document. When scanning to email, the configuration option that specifies the maximum size of the email also interacts with this feature. In this case, the more restrictive of the two settings will take effect.
		Notification		Do not notify Notify when job completes Notify only if job fails	Configure to receive notification about the status of a sent document. Do not notify: Turns off this feature. Notify when job completes: Select to receive notification for this job only. Notify only if job fails: Select to receive notification only if the job is not sent successfully.
			Include Thumbnail		Select Include Thumbnail to receive a thumbnail image of the first page of the job in your notification.

Table 4-12 Scan menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
Scan to Job Storage	Sides			Original Sides • 1-sided • 2-sided Output Sides • 1-sided • 2-sided	
	Color/Black			Automatically detect Color* Black/Gray Black	Use to enable or disable color scanning. Automatically detect: Automatically scans documents in color if at least one page has color. Color: Scans documents in color. Black/Gray: Scans documents in grayscale. Black: Scans documents in black and white with a compressed file size.
	Scan Mode			Standard document* Book 2-sided ID	
	Reduce/ Enlarge			Automatic* Manual	
	Image Shift			Off* Automatically center Manual	
	Original Size			Select from a list of supported sizes.	Use to describe the page size of the original document.
	Paper Selection			Paper Size Paper Type Paper Tray	
	Booklet			Booklet Format	

Table 4-12 Scan menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
	Content Orientation			Automatically detect Portrait* Landscape	For some features to work correctly, you must specify the way the content of the original document is placed on the page. Portrait orientation means the short edge of the page is along the top. Landscape orientation means the long edge of the page is along the top. Use Automatically detect when the format of the original document is known to specifically work with the Automatically detect setting. Using Automatically detect is not recommended in other circumstances.
	Pages per Sheet			One Two Four (right, then down) Four (down, then right)	
	Image Adjustment			Sharpness Darkness Contrast Background Cleanup	Use this feature to improve the quality of the scanned image. Adjust Sharpness to clarify or soften the image. Increasing the sharpness could make text appear crisper, but decreasing it could make photographs appear smoother. Adjusting Darkness increases or decreases the amount of white and black in the colors. Adjusting Contrast increases or decreases the difference between the lightest and darkest color on the page. Adjust Background Cleanup to improve copying a faint image.

Table 4-12 Scan menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
	Optimize Text/Picture			Automatically detect Text Mixed* Printed picture Photograph	Use this setting to optimize the output for a particular type of content. Use Text for documents that contain mostly text. This option is also best suited for scanning documents with highlighter marks. Use Mixed for documents that contain a mix of text and graphics. Use Printed picture for line drawings and preprinted images, such as magazine clippings or pages from books. If you see bands of irregular intensity on copies, try selecting Printed picture to improve the quality. Use Photograph for photographic prints.
	Erase Edges			Front Side • Top Edge • Bottom Edge • Left Edge • Right Edge Back Side • Top Edge • Bottom Edge • Left Edge • Right Edge	Use this feature to remove blemishes, such as dark borders or staple marks, by cleaning the specified edges of the scanned image. In each of the text boxes enter the measurements, in millimeters or inches, for how much of the top edge, bottom edge, left edge, and right edge to clean.
	Collate			Collate* Collate off	
	Blank Page Suppression			Off* Suppress Blank Pages	Use this feature to prevent blank pages in the original document from being included in the output document.
	Automatically Straighten			Off* Automatically Straighten on	Enable this feature prior to scanning to automatically straighten the scanned image when pages are skewed during scanning.

Table 4-12 Scan menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
	Multi-feed Detection			Off On* • Automatically Retry (z, z+ bundles only)	Use this feature to prevent multiple pages being fed through the document feeder during document scans.
Scan to Sharepoint	Save Settings				Use this feature to save the current settings as the default settings for an app or to create a new Quick Set. First configure the desired options. Then touch Save and choose to either save the current settings as the default settings for the app or as a new Quick Set.
	File Type and Resolution			File Type Resolution Quality and File Size High Compression (smaller file) PDF Encryption	Select File Type and Resolution to select the file format for the scanned image. Each file type has sub-settings, some of which affect resolution and file size.
	Original Sides			Auto (keep sides with content) 1-sided* 2-sided Pages Flip Up	Use this feature to describe the layout for each side of the original document Use 1-sided for originals that are printed on one side of the page. Use 2-sided for originals that are printed on both sides of the page. Select Pages Flip Up for originals that flip on the top/ bottom edge of the page, such as calendars.
	Color/Black			Automatically detect color or black Automatically detect color or gray Color Black/Gray Black	If Automatically detect color or black is selected and the current settings do not allow scanning in black, pages will be scanned in grayscale.

Table 4-12 Scan menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
	Stamps			Top Left Top Center Top Right Bottom Left Bottom Center Bottom Right	Select up to six preset positions for a stamp and configure the content that will be printed there. Some positions might require selecting the stamp from a list of predefined options.
	Scan Mode			Standard Document Book 2-sided ID Prompt for Additional Pages	Use this feature to provide information about the type of document to be scanned and to change the format of the output. Use Standard Document to scan regular documents using default scan settings. Use Prompt for Additional Pages to create a single job from multiple scans without having to do a preview. Use Book to scan the pages of an open book and to print the pages on separate sheets of paper. Use 2-sided ID to scan both sides of an ID and print them on one side of a sheet of paper.
	Content Orientation			Automatically detect Portrait* Landscape	For some features to work correctly, you must specify the way the content of the original document is placed on the page. Portrait orientation means the short edge of the page is along the top. Landscape orientation means the long edge of the page is along the top. Use Automatically detect when the format of the original document is known to specifically work with the Automatically detect setting. Using Automatically detect is not recommended in other circumstances.

Table 4-12 Scan menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
	Image Adjustment			Sharpness Darkness Contrast Background Cleanup Automatic tone Auto Paper Color Removal	Use this feature to improve the quality of the scanned image. Adjusting Sharpness clarifies or soften the image. Increasing the sharpness could make text appear crisper, but decreasing it could make photographs appear smoother. Adjusting Darkness increases or decreases the amount of white and black in the colors. Adjusting Contrast increases or decreases the difference between the lightest and darkest color on the page. Adjust Background Cleanup to improve copying a faint image. Automatic Tone options automatically adjusts the Darkness, Contrast, and Background Cleanup settings. The Auto Paper Color Removal option dynamically adjusts the color balance and lightness of the background. Slide left: Most white paper with normal brightness is output as white background in the scanned output. Slider right: Very colorful paper/background colors are converted to white in the scanned output.

Table 4-12 Scan menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
	Optimize Text/Picture			Automatically detect Text Mixed* Printed picture Photograph	Use this setting to optimize the output for a particular type of content. Use Text for documents that contain mostly text. This option is also best suited for scanning documents with a highlighter. Use Mixed for documents that contain a mix of text and graphics. Use Printed picture for line drawings and preprinted images, such as magazine clippings or pages from books. If you see bands of irregular intensity on copies, try selecting Printed Picture to improve the quality. Use Photograph for photographic prints.
	Erase Edges			Front Side • Top Edge • Bottom Edge • Left Edge • Right Edge Back Side • Top Edge • Bottom Edge • Left Edge • Right Edge	Use this feature to remove blemishes, such as dark borders or staple marks, by cleaning the specified edges of the scanned image. In each of the text boxes enter the measurements, in millimeters or inches, for how much of the top edge, bottom edge, left edge, and right edge to clean.
	Cropping Options			Do not crop* Crop to Paper Crop to Content	Use this menu item to specify a method to automatically crop the scan for digital sending. Use the Crop to Paper option to crop the scan to the edge of the document being scanned. Use the Crop to Content option to scan the smallest possible area that has detectable content. **NOTE:** The Crop to Paper option is effective only when you scan pages by using the document feeder. It has an unpredictable effect for pages that you scan from the glass.

Table 4-12 Scan menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
	Blank Page Suppression			Off* Suppress Blank Pages	Use this feature to prevent blank pages in the original document from being included in the output document.
	Create Multiple Files			Off* Maximum pages per file Blank page separator (z, z+ bundles only) Barcode page separator (z, z+ bundles only)	Use this item to enable the product to separate scanned output into multiple files. Touch the Create Multiple Files checkbox. Enter the maximum number of pages for each output file in the Maximum Pages Per File field. When a file type that does not support multiple pages is selected, such as JPEG or TIFF, this feature is ignored. When scanning front and back sides, two pages are generated per original document. When scanning to email, the configuration option that specifies the maximum six of the email also interacts with this feature. In this case, the more restrictive of the two settings will take effect.
	Notification			Do not notify* Notify When Job Completes Notify Only If Job Fails	Use this feature to receive notification about the status of the sent document. • Select Do not notify to turn off this feature • Select Notify When Job Completes to receive notification for this job only. • Select Notify Only If Job Fails to receive notification only if the job is not sent successfully
Remote Scan Request					Use the Remote Scan Request app to scan and send documents requested by a remote computer. Remote scans are initiated on a computer with applications such as TWAIN Software or other AirPrint Compatible devices

Table 4-12 Scan menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
Scan+	Common	Scan Shortcuts		Redact and Sign OCR Document Separation Barcode Separation Sticky Notes and Envelopes 2-sided ID	Scan Shortcuts can be used to quickly set up a job for specialty tasks.
		Auto Sense Preset		Fastest Scan Speeds Best Productivity (Recommended)	Auto Sense Presets make it easy to optimize a scan job for fastest scan speeds or best productivity. • Fastest Scan Speeds disables some automatic features, which requires less image processing and allows scanning at the fastest speeds available. • Best Productivity enables several automatic features, including automatic sides, automatic content orientation, automatic image straightening, and automatic image optimization. **NOTE:** Unlike Quick Sets, Auto Sense Preset presets do not affect destinations and recipients.
		Watermark		None* Text	Use this feature to add a watermark to the document • Text: Text is placed at the center of the page.
		Stamps		Top Left Top Center Top Right Bottom Left Bottom Center Bottom Right	Select up to six preset positions for a stamp and configure the content that will be printed there. Some positions might require selecting the stamp from a list of predefined options.

Table 4-12 Scan menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
		Notification		Do not notify* Notify When Job Completes Notify Only If Job Fails	Use this feature to receive notification about the status of the sent document. • Select Do not notify to turn off this feature • Select Notify When Job Completes to receive notification for this job only. • Select Notify Only If Job Fails to receive notification only if the job is not sent successfully
	Scan	Color/Black		Automatically detect color or black Automatically detect color or gray Color Black/Gray Black	If Automatically detect color or black is selected and the current settings do not allow scanning in black, pages will be scanned in grayscale.
		Create Multiple Files		Off* Maximum pages per file Blank page separator Barcode page separator	Use this item to enable the product to separate scanned output into multiple files. Touch the Create Multiple Files check box. Enter the maximum number of pages for each output file in the Maximum Pages Per File field. When a file type that does not support multiple pages is selected, such as JPEG or TIFF, this feature is ignored. When scanning front and back sides, two pages are generated per original document. When scanning to email, the configuration option that specifies the maximum size of the email also interacts with this feature. In this case, the more restrictive of the two settings will take effect.
		Signing and Encryption		Signing Encrypt	A digitally signed email ensures the recipient that you sent this email. An encrypted message can be opened only by the recipient.

Table 4-12 Scan menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
		Cropping Options		Do not crop* Crop to Paper Crop to Content	Use this menu item to specify a method to automatically crop the scan for digital sending. Use the Crop to Paper option to crop the scan to the edge of the document being scanned. Use the Crop to Contentoption to scan the smallest possible area that has detectable content. **NOTE:** The Crop to Paper option is effective only when you scan pages by using the document feeder. It has an unpredictable effect for pages that you scan from the glass.
	Copy	Number of Copies		Copies (1 to 9999)	Use this feature to set the number of printed copies.
		Output Sides		1-sided* 2-sided Pages flip-up	Use this feature to set the layout and format for the output. Select from the following options: • Use 1-sided for originals that are printed on one side of the page. • Use 2-sided for originals that are printed on both sides of the page. • Select Pages flip-up for originals othat flip on the top/bottom edge of the page, such as calendars.
		Color/Black		Automatically detect* Color Black/Gray	Automatically detect: Prints color documents in color, and black and white documents in black and white. For mixed documents, the product will determine whether to print in color or black and white. Color: Prints documents in color. Black/Gray: Prints documents in grayscale.

Table 4-12 Scan menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
		Paper Selection		Paper Size Paper Type Paper Tray	Use this feature to select the paper for the job. Use Paper Size or Paper Type to enable the printer to automatically find the selected paper size or type. Use Paper Tray to select a source tray. Depending on the administrator's setting, the product will either print from that tray first, or it will limit printing from that tray.
	Fax	Resolution		Standard (100 x 200dpi) Fine (200 x 200dpi) Superfine (300 x 300dpi)	Select the resolution for outgoing faxes. If you increase the resolution, faxes might be clearer but they could transmit more slowly.
	Auto Sense	Original Sides		Auto (keep sides with content) 1-sided* 2-sided Pages Flip Up	Use this feature to describe the layout for each side of the original document Use 1-sided for originals that are printed on one side of the page. Use 2-sided for originals that are printed on both sides of the page. Select Pages Flip Up for originals that flip on the top/bottom edge of the page, such as calendars.
		Original Size		Select from a list of supported sizes.	Use to describe the page size of the original document.
		Content Orientation		Automatically detect Portrait* Landscape	For some features to work correctly, you must specify the way the content of the original document is placed on the page. Portrait orientation means the short edge of the page is along the top. Landscape orientation means the long edge of the page is along the top. Use Automatically detect when the format of the original document is known to specifically work with the Automatically detect setting. Using Automatically detect is not recommended in other circumstances.

Table 4-12 Scan menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
		Image Adjustment		Sharpness Darkness Contrast Background Cleanup Automatic Tone Auto Paper Color Removal	Use this feature to improve the quality of the scanned image. Adjusting Sharpness clarifies or soften the image. Increasing the sharpness could make text appear crisper, but decreasing it could make photographs appear smoother. Adjusting Darkness increases or decreases the amount of white and black in the colors. Adjusting Contrast increases or decreases the difference between the lightest and darkest color on the page. Adjust Background Cleanup to improve copying a faint image. Automatic Tone options automatically adjusts the Darkness, Contrast, and Background Cleanup settings. The Auto Paper Color Removal option dynamically adjusts the color balance and lightness of the background. Slide left: Most white paper with normal brightness is output as white background in the scanned output. Slider right: Very colorful paper/background colors are converted to white in the scanned output.

Table 4-12 Scan menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
		Optimize Text/Picture		Automatically detect Text Mixed* Printed picture Photograph	Use this setting to optimize the output for a particular type of content. Use Text for documents that contain mostly text. This option is also best suited for scanning documents with a highlighter. Use Mixed for documents that contain a mix of text and graphics. Use Printed picture for line drawings and preprinted images, such as magazine clippings or pages from books. If you see bands of irregular intensity on copies, try selecting Printed Picture to improve the quality. Use Photograph for photographic prints.
		Automaticall y Straighten		Off* Automatically Straighten	Enable this feature prior to scanning to automatically straighten the scanned image when pages are skewed during scanning.
		Multi-feed Detection		Off On* • Automatically Retry (z, z+ bundles only)	Use this feature to prevent multiple pages being fed through the document feeder during document scans.
		Blank Page Suppression		Off* Suppress Blank Pages	Use this feature to prevent blank pages in the original document from being included in the output document.
	Advanced	File Type and Resolution		File Type Resolution Quality and File Size High Compression (smaller file) DF EncryptionP	Select File Type and Resolution to select the file format for the scanned image. Each file type has sub-settings, some of which affect resolution and file size.

Table 4-12 Scan menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
		Scan Mode		Standard Document Book 2-sided ID Prompt for Additional Pages	Use this feature to provide information about the type of document to be scanned and to change the format of the output. Use Standard Document to scan regular documents using default scan settings. Use Prompt for Additional Pages to create a single job from multiple scans without having to do a preview. Use Book to scan the pages of an open book and to print the pages on separate sheets of paper. Use 2-sided ID to scan both sides of an ID and print them on one side of a sheet of paper.
		Erase Edges		Front Side • Top Edge • Bottom Edge • Left Edge • Right Edge Back Side • Top Edge • Bottom Edge • Left Edge • Right Edge	Use this feature to remove blemishes, such as dark borders or staple marks, by cleaning the specified edges of the scanned image. In each of the text boxes enter the measurements, in millimeters or inches, for how much of the top edge, bottom edge, left edge, and right edge to clean.

Fax menu (when a fax option is installed)

To display: At the printer control panel, select the Fax menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 4-13 Fax menu (fax models only)

First level	Second level	Third level	Values	Description
Dialing Prefix Fax Recipients Quick Sets and Defaults				

Table 4-13 Fax menu (fax models only) (continued)

First level	Second level	Third level	Values	Description
Options	Original Sides		1-sided* 2-sided	Use to describe the layout for each side of the original document. First select whether the original document is printed on one side or both sides. Then touch the Orientation setting to indicate whether the original has portrait or landscape orientation. If it is printed on both sides, also select the 2-sided format that matches the original document.
	Watermark		None* Text • Watermark Text • Text Font • Text Size • Text Color	Use this feature to add a watermark to the document. • Text: Text is placed at the center of the page. **NOTE:** Flow models only.
	Stamps		None* Top Left Top Center Top Right Bottom Left Bottom Center Bottom Right	Select up to six preset positions for a stamp and configure the content that will be printed there. Some positions might require selecting the stamp from a list of predefined options. **NOTE:** Flow models only.
	Resolution		Standard (100 x 200dpi)* Fine (200 x 200dpi) Superfine (300 x 300dpi)	Select the resolution for outgoing faxes. If you increase the resolution, faxes might be clearer but they could transmit more slowly. Some file types, for example a file that will be processed with OCR, require a specific resolution. When these file types are selected, the Resolution setting might be automatically changed to a valid value.
	Original Size		Select from a list of sizes that the printer supports.	Use to describe the page size of the original document.

Table 4-13 Fax menu (fax models only) (continued)

First level	Second level	Third level	Values	Description
	Content Orientation	Orientation	Portrait* Landscape	For some features to work correctly, you must specify the way the content of the original document is placed on the page. Portrait: This setting means the short edge of the page is along the top. Landscape: This setting means the long edge of the page is along the top.
	Image Adjustment		Sharpness Darkness Contrast Background Cleanup Automatic tone Auto Paper Color Removal	Use to improve the overall quality of the copy. Adjust the darkness and sharpness, and you can use the Background Cleanup setting to remove faint images from the background or to remove a light background color. Adjust the Darkness setting to increase or decrease the amount of white and black in the colors. Adjust the Contrast setting to increase or decrease the difference between the lightest and darkest color on the page. Adjust the Background Cleanup setting if you are having trouble copying a faint image. Adjust the Sharpness setting to clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photographs appear smoother.

Table 4-13 Fax menu (fax models only) (continued)

First level	Second level	Third level	Values	Description
	Optimize Text/Picture	Manually Adjust* Automatically detect **NOTE:** Flow models only.	Optimize For: Text Mixed Printed picture Photograph	Optimizes the output for a particular type of content. You can optimize the output for text, printed pictures, or a mixture. Manually Adjust: Use to manually optimize the setting for text or for pictures. Text: Use to optimize the text portion of the copy where text and/or pictures are on the original. Printed picture: Use for line drawings and Pre-printed images, such as magazine clippings or pages from books. Photograph: Best suited for making copies of printed pictures.
	Fax Line Selection		Automatic* Line 1 Line 2	HP MFP Analog Dual Fax 810 Accessory needs to be installed
	Blank Page Suppression		Disabled* Enabled	Prevents blank pages in the original document from being included in the output document.
	Automatically Straighten		Off* Automatically Straighten*	Enable this feature prior to scanning to automatically straighten the scanned image when pages are skewed during scanning.

Table 4-13 Fax menu (fax models only) (continued)

First level	Second level	Third level	Values	Description
	Notification		Do not notify* Notify when job completes Notify only if job fails	Use to receive notification about the status of a sent document. Do Not Notify: Turns off this feature. Notify When Job Completes: Select to receive notification for this job only. Notify Only If Job Fails: Select to receive notification only if the job is not sent successfully.

Print menu

To display: At the printer control panel, select the Print menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 4-14 Print Options menu

First level	Second level	Values	Description
Print from Job Storage	Stored Job to Print	Untitled Stored Faxes	Print a job stored on the printer.
Print from USB Drive	USB File to Print	Choose file to print on USB drive.	Print a job stored on a USB drive.
Fax Polling	Fax Polling Number		Use the Fax Polling app to print faxes sent to another fax machine.

Supplies menu

To display: At the printer control panel, select the Supplies menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 4-15 Supplies menu

First level	Values	Description
Supplies Summary		

Table 4-15 Supplies menu (continued)

First level	Values	Description
Black Cartridge Cyan Cartridge Magenta Cartridge Yellow Cartridge	Status Order HP Part Pages Printed Approximate Pages Remaining	
Toner Collection Unit Document Feeder Kit Stapler 1	Status Order HP Part	

Trays menu

To display: At the printer control panel, select the Trays menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 4-16 Trays menu

First level	Second level	Values	Description
Tray 1 Tray 2–x	Size	Select paper size from a list of supported sizes.	Choose the paper size for the tray
	Type	Select paper type from a list of supported types.	Choose the paper type for the tray.

Support Tools menu

The menus under the Support Tools menu contain the options for maintaining the printer and troubleshooting printer problems. Learn about these menus and settings.

Service menu

Use this menu to access features for diagnosing, maintaining, and repairing the product. You might be required to sign in to gain access to the Service menu.

- Service Access Code: 03088025

Table 4-17 Service menu

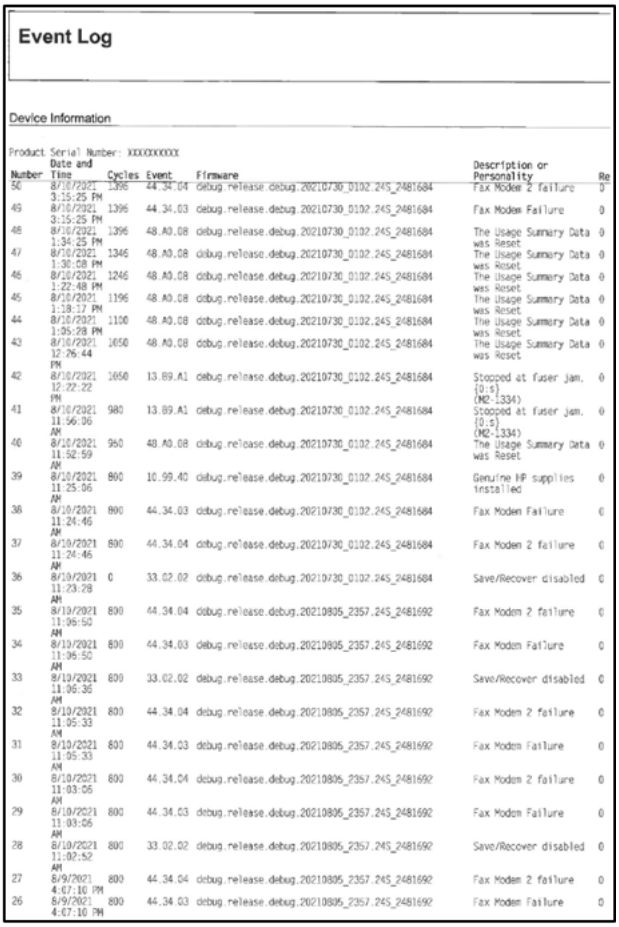
First level	Second level	Third level
Event Log		
Counts		
Coverage Report		
Scanner Settings		
Serial Number		

Table 4-17 Service menu (continued)

First level	Second level	Third level
Service ID		
Cold Reset Paper		
MPS Settings	Low Alerts	
MPS Settings	Reset Supplies Level	
MPS Settings	Consumables Access Control	
Advanced Service	Software Version	
Advanced Service	Service Reports	
Advanced Service	ACS	ACS Page Adjustment
Advanced Service	Adjustment	Print Adjustment
Advanced Service	Adjustment	Buckle Adjustment
Advanced Service	Adjustment	Finisher Adjustment
Advanced Service	*Calibration/Cleaning NOTE: Refer to the Maintenance menu map.	
Advanced Service	Advanced Diagnostics	Reset Engine NVM
Advanced Service	Advanced Diagnostics	Engine NVM Read/Write
Advanced Service	Advanced Diagnostics	Sensors
Advanced Service	Advanced Diagnostics	Component Tests
Advanced Service	Service Functions	TR Control Mode
Advanced Service	Service Functions	Drain
Advanced Service	Service Functions	Low-temperature Idling Mode
Advanced Service	Service Functions	Altitude Adjustment
Advanced Service	Service Functions	Humidity
Advanced Service	Service Functions	Footer
Advanced Service	Service Functions	Low Volume Print Mode
PTT Test Mode		
Test Support		
Part Replacement Count		
Reset Supplies		
Fax V.29 Speed		

Event Log

Use this menu to view or print a list of the most recent 50 events in the Event Log. For each event, the log shows the event code, cycle (approximate page count), and description.



Event Log

Device Information

Product Serial Number: XXXXXXXXXX

Number	Date and Time	Cycles	Event	Firmware	Description or Personality	Re
50	8/10/2021 3:15:25 PM	1396	44.34.04	debug.release.debug.20210730_0102.245_2481684	Fax Modem 2 failure	0
49	8/10/2021 3:15:25 PM	1396	44.34.03	debug.release.debug.20210730_0102.245_2481684	Fax Modem Failure	0
48	8/10/2021 1:34:25 PM	1396	48.A0.08	debug.release.debug.20210730_0102.245_2481684	The Usage Summary Data was Reset	0
47	8/10/2021 1:30:08 PM	1346	48.A0.08	debug.release.debug.20210730_0102.245_2481684	The Usage Summary Data was Reset	0
46	8/10/2021 1:22:48 PM	1246	48.A0.08	debug.release.debug.20210730_0102.245_2481684	The Usage Summary Data was Reset	0
45	8/10/2021 1:18:17 PM	1196	48.A0.08	debug.release.debug.20210730_0102.245_2481684	The Usage Summary Data was Reset	0
44	8/10/2021 1:05:28 PM	1100	48.A0.08	debug.release.debug.20210730_0102.245_2481684	The Usage Summary Data was Reset	0
43	8/10/2021 12:26:44 PM	1050	48.A0.08	debug.release.debug.20210730_0102.245_2481684	The Usage Summary Data was Reset	0
42	8/10/2021 12:22:22 PM	1050	13.89.A1	debug.release.debug.20210730_0102.245_2481684	Stopped at fuser jam. {0:5} (M2-1334)	0
41	8/10/2021 11:56:06 AM	980	13.89.A1	debug.release.debug.20210730_0102.245_2481684	Stopped at fuser jam. {0:5} (M2-1334)	0
40	8/10/2021 11:52:59 AM	950	48.A0.08	debug.release.debug.20210730_0102.245_2481684	The Usage Summary Data was Reset	0
39	8/10/2021 11:25:06 AM	800	10.99.40	debug.release.debug.20210730_0102.245_2481684	Genuine HP supplies installed	0
38	8/10/2021 11:24:46 AM	800	44.34.03	debug.release.debug.20210730_0102.245_2481684	Fax Modem Failure	0
37	8/10/2021 11:24:46 AM	800	44.34.04	debug.release.debug.20210730_0102.245_2481684	Fax Modem 2 failure	0
36	8/10/2021 11:23:28 AM	0	33.02.02	debug.release.debug.20210730_0102.245_2481684	Save/Recover disabled	0
35	8/10/2021 11:06:50 AM	800	44.34.04	debug.release.debug.20210805_2357.245_2481692	Fax Modem 2 failure	0
34	8/10/2021 11:06:50 AM	800	44.34.03	debug.release.debug.20210805_2357.245_2481692	Fax Modem Failure	0
33	8/10/2021 11:06:36 AM	800	33.02.02	debug.release.debug.20210805_2357.245_2481692	Save/Recover disabled	0
32	8/10/2021 11:05:33 AM	800	44.34.04	debug.release.debug.20210805_2357.245_2481692	Fax Modem 2 failure	0
31	8/10/2021 11:05:33 AM	800	44.34.03	debug.release.debug.20210805_2357.245_2481692	Fax Modem Failure	0
30	8/10/2021 11:03:06 AM	800	44.34.04	debug.release.debug.20210805_2357.245_2481692	Fax Modem 2 failure	0
29	8/10/2021 11:03:06 AM	800	44.34.03	debug.release.debug.20210805_2357.245_2481692	Fax Modem Failure	0
28	8/10/2021 11:02:52 AM	800	33.02.02	debug.release.debug.20210805_2357.245_2481692	Save/Recover disabled	0
27	8/9/2021 4:07:10 PM	800	44.34.04	debug.release.debug.20210805_2357.245_2481692	Fax Modem 2 failure	0
26	8/9/2021 4:07:10 PM	800	44.34.03	debug.release.debug.20210805_2357.245_2481692	Fax Modem Failure	0

Counts

Use this menu to see the total number of pages that have been printed to-date by various product components. Typically, this is only required when a new formatter is installed.

Before replacing the formatter, print a configuration page to obtain the current counts.

- **Service Count**: Total sum of Mono Service Count added to Color Service Count.
- **Mono Service Count**: This count tracks all media picked from all media sources on the device. For jobs with blank sides or interpreted as mono at the time of media pickup, this count will increment +1 (simplex) or +2 (duplex).
- **Color Service Count**: This count tracks all media picked from all media sources on the device. For jobs interpreted as color at the time of media pickup this count will increment +1 (simplex) or +2 (duplex).
- **Refurbish Count**: Use this item to record the page count when the printer was refurbished.
- **Document Feeder Kit Count**: Total number of pages since the document feeder kit was replaced.
- **Document Feeder Kit Interval**: Use this item to set the interval that causes the printer to prompt the customer to replace document feeder kit.
- **Clean Rollers Count**: Total number of pages since the document feeder rollers were cleaned.

- **Clean Rollers Interval**: Use this item to set the interval that causes the printer to prompt the customer to clean the document feeder rollers and separation pad.
- **ADF Count**: Total pages fed through the document feeder.
- **Flatbed Count**: Total pages scanned form the flatbed.
- **ADF Simplex Count**: Total single-sided pages fed through the document feeder.
- **ADF Duplex Count**: Total two-sided pages fed through the document feeder.
- **Copy Scan Count**: Total copy pages that have been scanned.
- **Send Scan Count**: Number of scanned pages sent to email.
- **Fax Scan Count**: Number of scanned pages that have been faxed.
- **Copy Pages Count**: Number of scanned pages that have been printed.

Coverage Report

Use this menu to print coverage reports based on print, copy, and fax jobs. The Reset button restores all estimation of coverages to default.

- **All:** This will print all average coverage values for a print, copy, and fax job.
- **Print:** This will print the last page coverage and average coverage values for a print job.
- **Copy:** This will print the last page coverage and average coverage values for copy job.

Scanner Settings

Use this menu to adjust Scanner setting value manually when a scanned area is inappropriate.

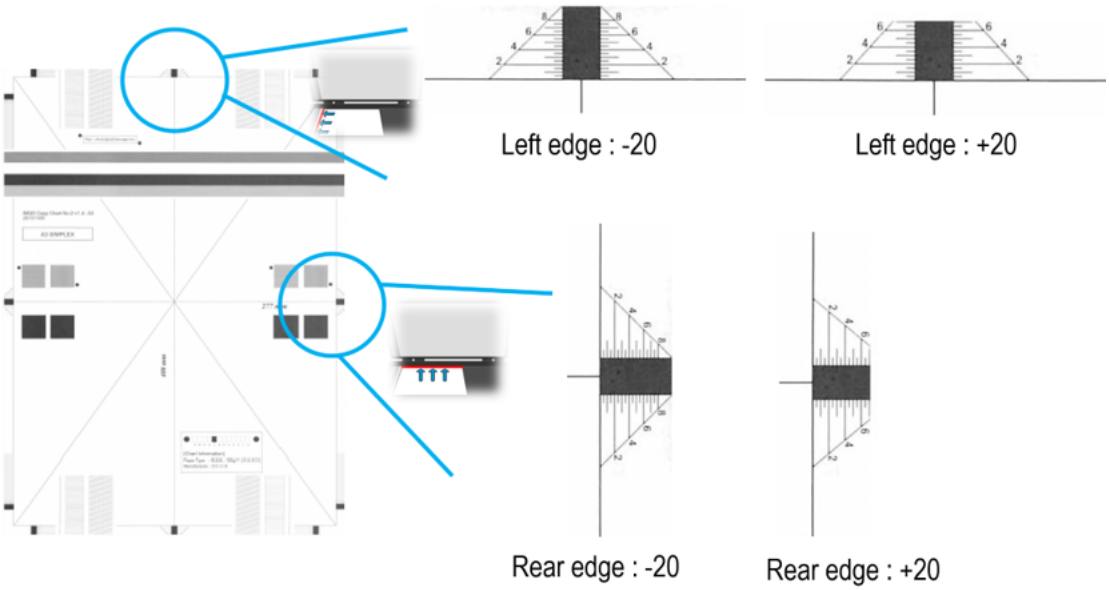
The Clear All button restores all scanner setting values to default.

NOTE: Select the adjustable items on the control panel and adjust the values accordingly.

- **Glass – Left edge**: Default is 0. It can be adjusted from -20 to +20.
- **Glass – Rear edge**: Default is 0. It can be adjusted from -25 to +25.
- **ADF – Leading front edge**: Default is 0. It can be adjusted from -200 to +200.
- **ADF – Leading back edge**: Default is 0. It can be adjusted from -200 to +200.
- **ADF – Trailing front edge**: Default is 0. It can be adjusted from -200 to +200.
- **ADF – Trailing back edge**: Default is 0. It can be adjusted from -200 to +200.
- **ADF – Left side front**: Default is 0. It can be adjusted from -120 to +120.
- **ADF – Left side back**: Default is 0. It can be adjusted from -120 to +120.

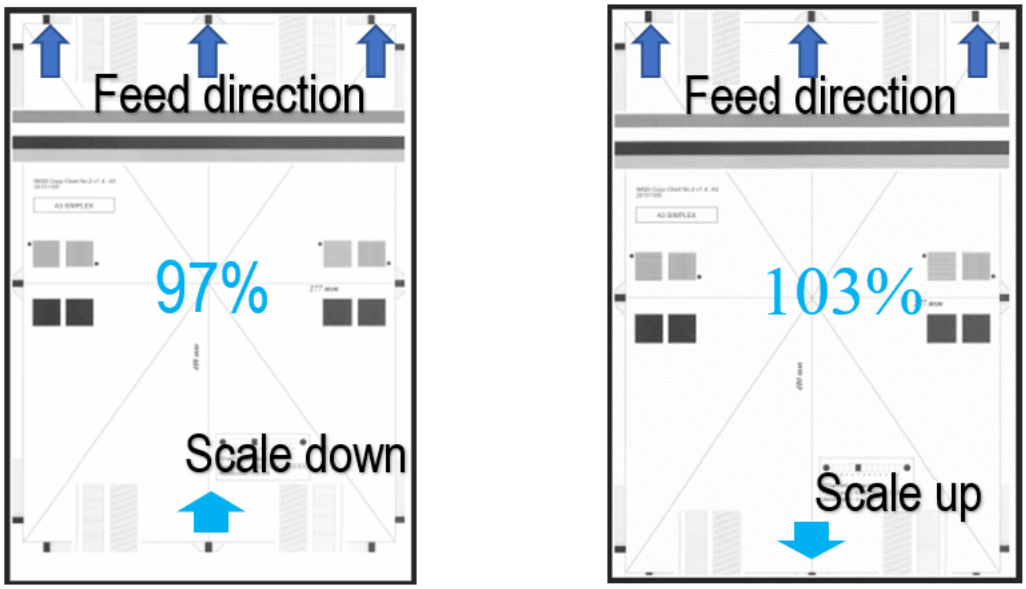
NOTE: Negative values crop the edge less and positive values crop the edge more.

Figure 4-21 Examples of scanner settings



- **ADF – Feed direction magnification**: Default is 100%. It can be adjusted from 97% to 103%.

Figure 4-22 Examples of Feed direction magnification settings



Serial Number

Use this menu to set the product serial number.

IMPORTANT: Modify the serial number only after replacing the formatter.

Service ID

Use this menu to display the date that the product was first used.

The Service ID menu eliminates the need to keep paper receipts for proof of warranty.

Cold Reset Paper

Use this menu to reset the default paper size after the replacement of a formatter board in a location using a different standard paper size.

NOTE: The product will restart automatically when this setting changes.

Low Alerts

Use this menu to enable or disable the Supplies Low message.

The Supplies Low message can be enabled or disabled in these locations:

- Control panel
- SNMP alerts
- Remote monitoring tools, such as the Embedded Web Server

Disabling low alerts has the following effects:

- Supplies Low messages are suppressed.
- Supplies Very Low messages still appear.
- The supplies status levels are visible in all locations.
- The control panel menu options for configuring the Low Message and the Low Threshold Settings are available, but they have no effect.

Reset Supplies Level

Use this menu to reset customized settings for Supplies Low and Supplies Very Low messages and alerts.

IMPORTANT: Use this menu for products that are under a service agreement with HP.

- **Reset to Level 1**: When this option is selected, standard menus for Supplies Very Low are available, and the Supplies Low Threshold is set to 0%. The Supplies Low messages are enabled and Low Alerts are enabled. Customer can modify the Supplies Low Threshold and the Low message behavior.
- **Reset to Level 2**: When this option is selected, standard menus for Supplies Very Low are available, and the Supplies Low Threshold is set to 0%. The Supplies Low messages are off and Low Alerts are enabled. Customer can modify the Supplies Low Threshold and the Low message behavior.
- **Reset to Level 3**: When this option is selected, standard menus for Supplies Very Low are available, and the Supplies Low Threshold is set to 0%. The Supplies Low messages are off and Low Alerts are disabled. Customer can modify the Supplies Low Threshold and Low Message settings are set to standard values for a product that is not under a service agreement with HP.
- **Set to non-HP managed mode**: When this option is selected, the menu for Supplies Very Low is removed. The Supplies Low Threshold and Low Message settings are set to standard values for a product that is not under a service agreement with HP.

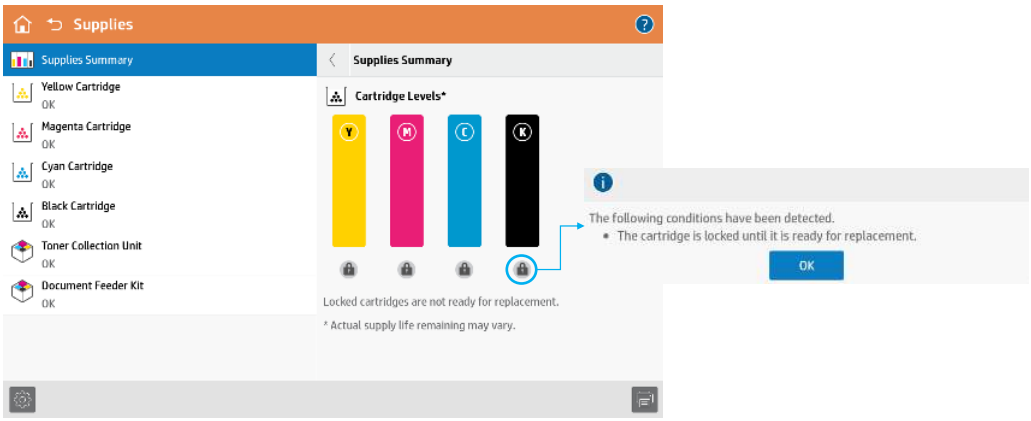
Consumables Access Control

Use this menu to lock toner cartridges into the product to help prevent early replacement.

Each cartridge will automatically unlock when it reaches the replacement threshold or encounters an error. Signing in with Admin or Service credentials will also unlock all cartridges for the duration of the session.

The settings are as follows:

- **Unchecked**: Disables this function. The Eject button is always selectable.
- **Checked**: Enables this function. If a toner cartridge is in the locked state, the Eject button is not selectable.



Software Version

Use this menu to see the following software versions.

- Engine Firmware Version
- Tray 2 Version
- Tray 3 Version
- Tray 4 Version
- Tray 5 Version
- Finisher Version (*Optional)
- Booklet Version (*Optional)
- Punch Version (*Optional)
- EP Version
- Toner Version
- TR Version
- Fuser Version

Service Reports

Use this menu to print the following reports.

- Supplies Information Report
- Auto Color Registration
- Full Auto Color Registration
- Auto Toning History

ACS Page Adjustment

The ACS (Auto Color Sensing) is a functionality that sets color or mono mode based on original images.

Use this menu to set color or mono mode to save the color toner based on how many mono pages (default is 5 pages) are continuously printed in a print or copy job.

Print Adjustment

Use this menu to adjust the image position manually and perform the Print Margin Test when the printed area is inappropriate, or the printed image is skewed to one side.

- Image Position
  - **Select Tray**: Select the tray that needs to be adjusted.
  - **Front-side Horizontal Shift**: Default is 0. It can be adjusted from -4 to +4.

    +: The printed image will be shifted to the right.

    -: The printed image will be shifted to the left.
  - **Front-side Vertical Shift**: Default is 0. It can be adjusted from -4 to +4.

    +: The printed image will be shifted downward.

    -: The printed image will be shifted upward.
  - **Back-side Horizontal Shift**: Default is 0. It can be adjusted from -4 to +4.

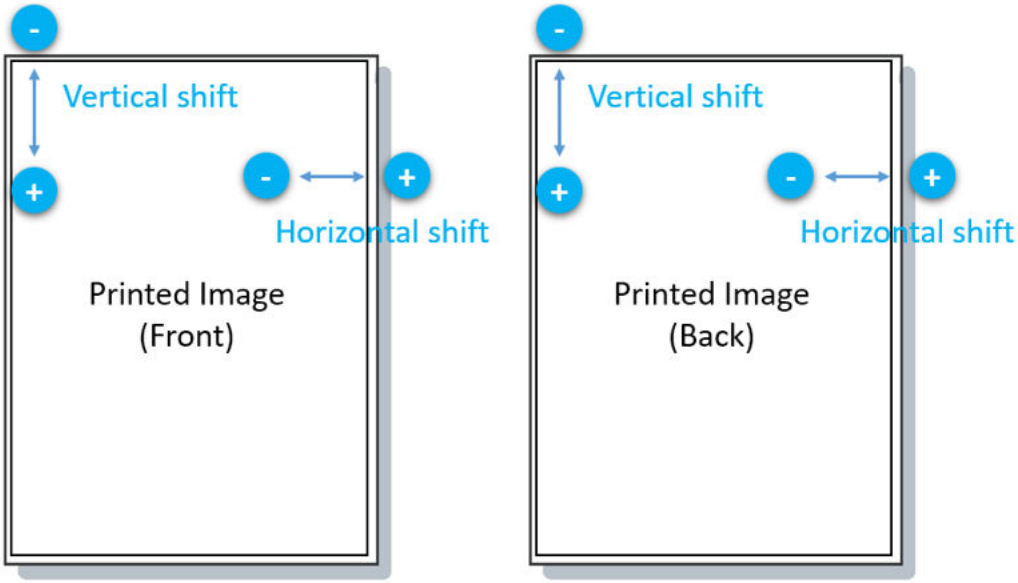
    +: The printed image will be shifted to the right.

    -: The printed image will be shifted to the left.
  - **Back-side Vertical Shift**: Default is 0. It can be adjusted from -4 to +4.

    +: The printed image will be shifted downward.

    -: The printed image will be shifted upward.
  - **Apply to all Trays**: If it is checked, all trays will be affected.

Figure 4-23 Examples of image position shifts



- Print Margin Test
  - **A3 Skew Pattern**: If this option is selected, the printer will print the A3 skew pattern.
  - **A4 Skew Pattern**: If this option is selected, the printer will print the A4 skew pattern.
  - **11x17 Skew Pattern**: If this option is selected, the printer will print the 11x17 skew pattern.
  - **Letter Skew Pattern**: If this option is selected, the printer will print the Letter skew pattern.

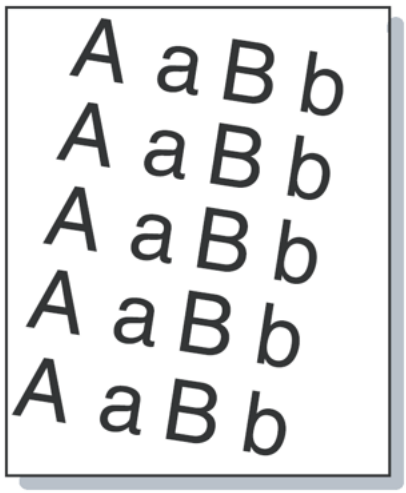
Buckle Adjustment

Use this menu to adjust the Registration Curl value when a printed image has a skew.

IMPORTANT: Check the paper guide on the tray before performing the Buckle Adjustment.

- **Process Speed**: Default is Full. Select the appropriate speed for the paper type.
- **Fast Feed**: Default is Off. If On is selected, the printer will feed paper faster.
- **Print Side**: Default is Simplex. Select the appropriate print side.
- **Paper Source**: Default is Tray 1. Select the appropriate tray.
- **Registration Curl**: Default is 0. It can be adjusted form -5 to +5.

Figure 4-24 Typical faulty image



Finisher Adjustment

Use this menu to adjust settings related to the finisher, such as staple position, folding position, punch hole position, tamper position, and eject level.

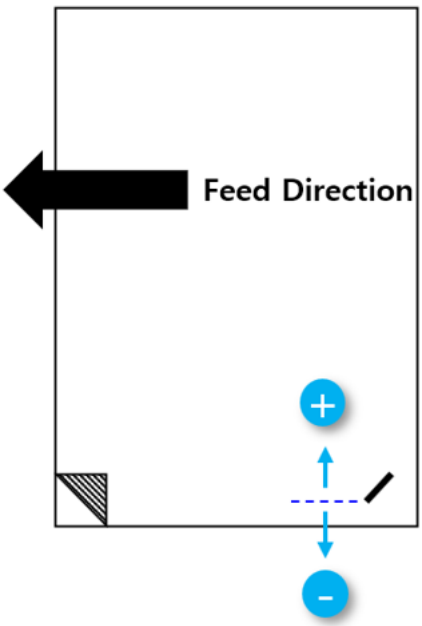
NOTE: This menu will only be shown when a finisher is installed.

- **Staple position**: Use this menu adjust the staple position on the paper.
  - **Single Front Corner STS**: Use this feature to adjust the front corner staple position on the paper.

    +: Move the staple position towards the center of the paper.

    -: Move the staple position towards the edge of the paper.

    Figure 4-25 Front corner staple position

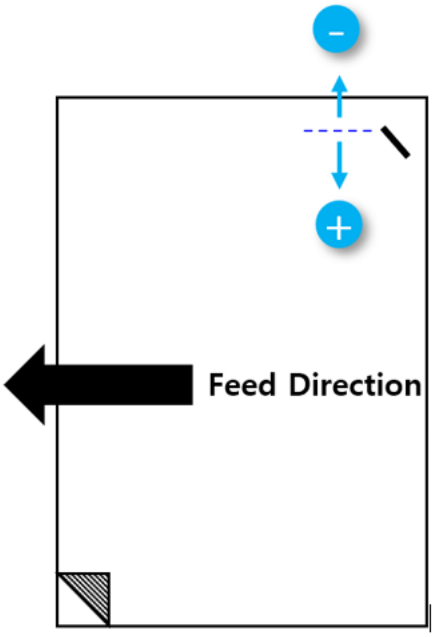


– **Single Rear Corner STS**: Use this feature to adjust the rear corner staple position on the paper.

  +: Move the staple position towards the center of the paper.

  -: Move the staple position towards the edge of the paper.

  Figure 4-26 Rear corner staple position

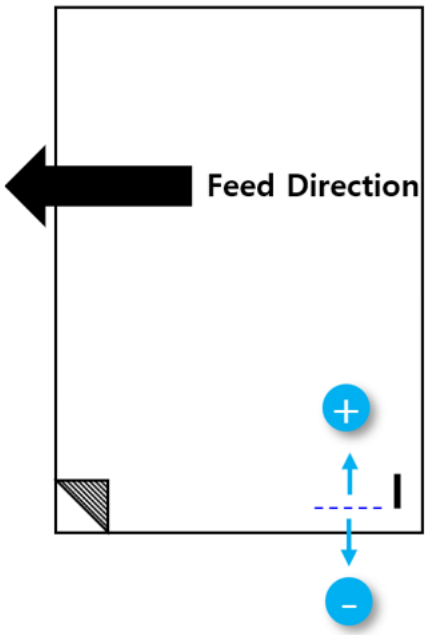


– **Single Front Flat STS**: Use this feature to adjust the front flat staple position on the paper.

  +: Move the staple position towards the center of the paper.

  -: Move the staple position towards the edge of the paper.

  Figure 4-27 Front flat staple position

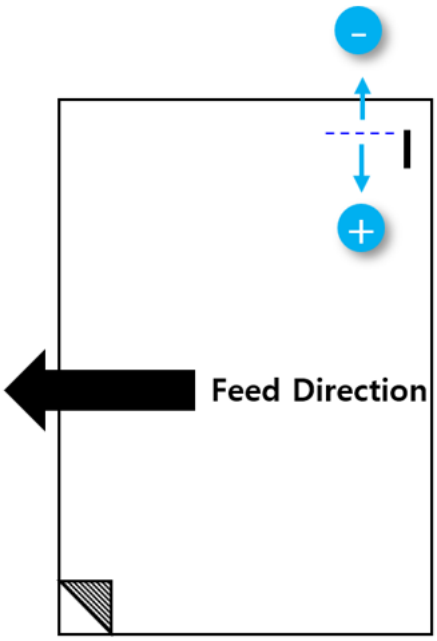


– **Single Rear Flat STS**: Use this feature to adjust the rear flat staple position on the paper.

  +: Move the staple position towards the center of the paper.

  -: Move the staple position towards the edge of the paper.

  Figure 4-28 **Rear flat staple position**



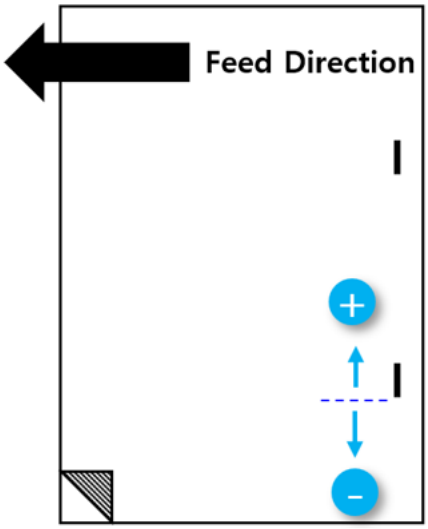
– **Dual Front STS**: Use this feature to adjust the front staple position of the dual staple on the paper

NOTE: This menu will only be shown when a booklet finisher or stapler/stacker finisher is installed.

+: Move the staple position towards the center of the paper.

-: Move the staple position towards the edge of the paper.

Figure 4-29 Dual front staple position



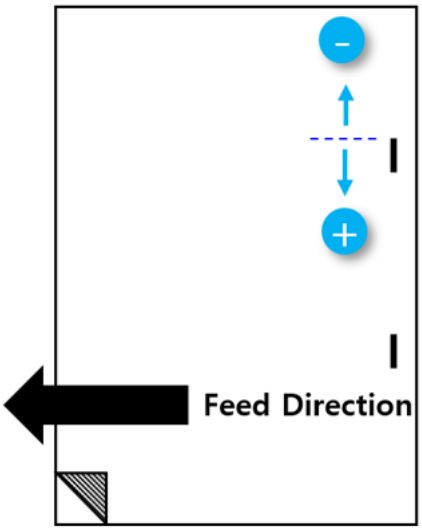
– **Dual Rear STS**: Use this feature to adjust the rear staple position of the dual staple on the paper

NOTE: This menu will only be shown when a booklet finisher or stapler/stacker finisher is installed.

+: Move the staple position towards the center of the paper.

-: Move the staple position towards the edge of the paper.

Figure 4-30 Dual rear staple position



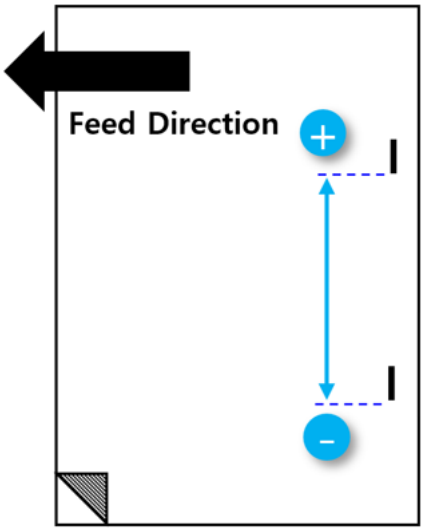
– **Dual All STS**: Use this feature to adjust the dual staple position on the paper.

NOTE: This menu will only be shown when an inner finisher is installed

+: Move the staple position towards the center of the paper.

-: Move the staple position towards the edge of the paper.

Figure 4-31 Dual staple position



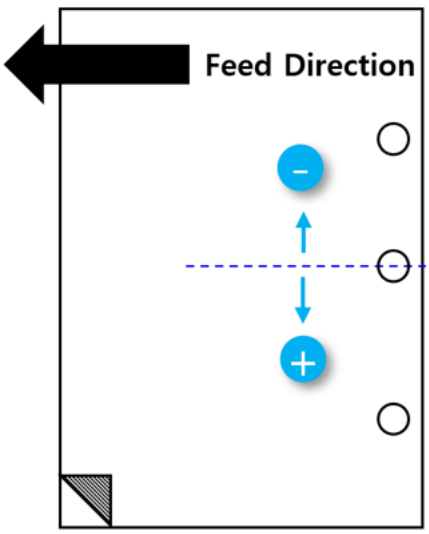
- **Punch Hole position**: Use this menu to adjust the position of punch holes on the paper.
  - **STS**: Use this feature to adjust the STS position of punched holes on the paper.

NOTE: This menu will only be shown when a booklet finisher or staple/stacker finisher is installed with a punch unit.

+: Move the position of punched holes towards the front of the device.

-: Move the position of punched holes towards the rear of the device.

Figure 4-32 Punched holes position (up/down)



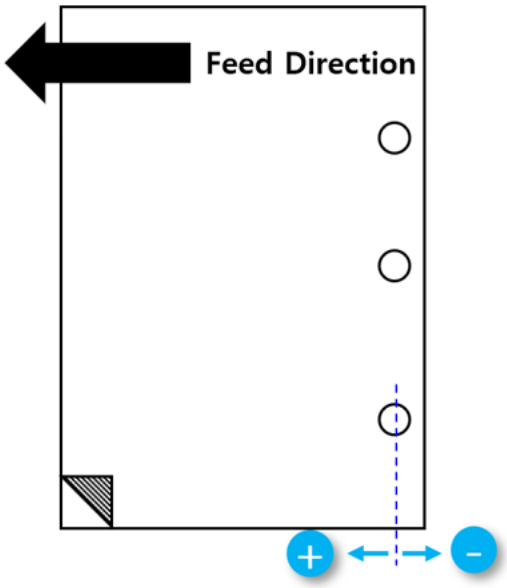
  - **DOF**: Use this feature to adjust the DOF position of punched holes on the paper.

NOTE: This menu will only be shown when a booklet finisher, stapler/stacker finisher, or inner finisher is installed with a punch unit.

+: Move the position of punched holes towards the center of the paper.

-: Move the position of punched holes towards the edge of the paper.

Figure 4-33 Punched holes position (left/right)

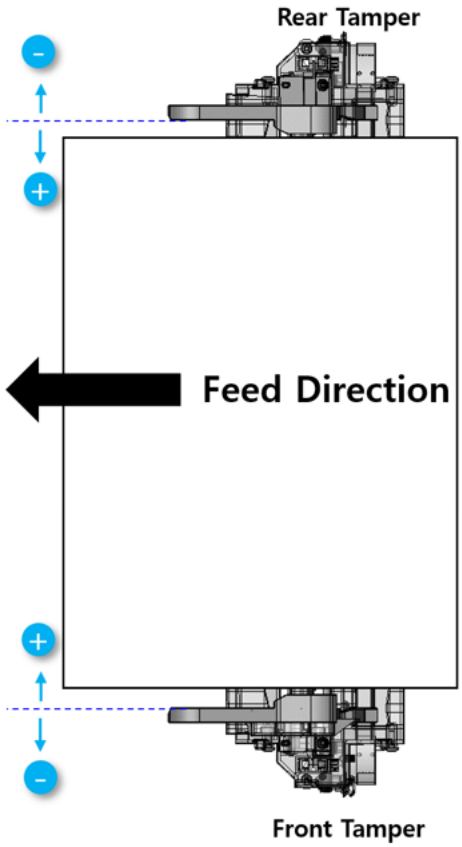


- **Enable Punch Scan**: Use this feature to enable the detection of leading edge of the paper when the punch is operating.
  - **On (default)**: Detect the leading edge of the paper for every page.
  - **Off**: Detect the leading edge of the paper for the first page of the job.
- **Tamper Position**: Use this menu to adjust the tamper position.
  - **Front**: Use this feature to adjust the front tamper position.
  - **Rear**: Use this feature to adjust the rear tamper position.

    +: Move toward the compile center (away from the tamper home).

    -: Move away from the compile center (toward the tamper home).

Figure 4-34 Tamper position



- **Finisher Eject Level**: Use this feature to adjust the eject level to reduce scattering.

  +: Higher level (increased feed time).

  -: Lower level (decreased feed time).

- **Disable Buffering Option**: Use this feature to align paper for stapling in staple jobs.

  Off (default): The buffering function is enabled.

  On: The buffering function is disabled. This will try to align the paper for stapling, but the job speed will be slower.

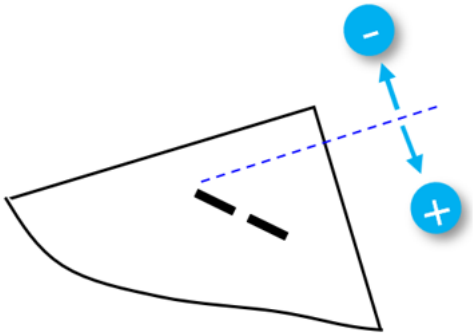
- **Manual Staple Position**: Use this feature to adjust the manual staple position.

NOTE: This menu item will only be shown when a booklet finisher or stapler/stacker finisher is installed.

+: Move the staple position towards the center of the paper.

-: Move the staple position towards the edge of the paper.

Figure 4-35 Manual staple position



- **Booklet Staple Position**: Use this menu to adjust the staple position of printed booklets for supported paper sizes.

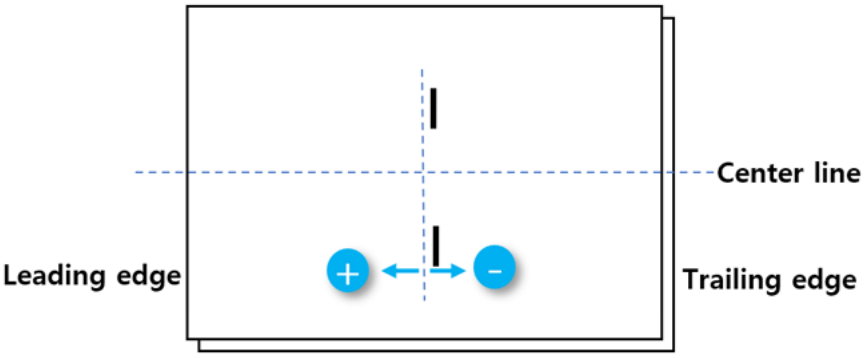
NOTE: This menu item will only be shown when a booklet finisher is installed.

IMPORTANT: Select paper size you want to use in the menu.

+: Move the staple position towards the leading edge of the paper.

-: Move the staple position towards the trailing edge of the paper.

Figure 4-36 Booklet staple position



- **Booklet Folding Position**: User this menu to adjust the folding position of printed booklets for supported paper sizes.

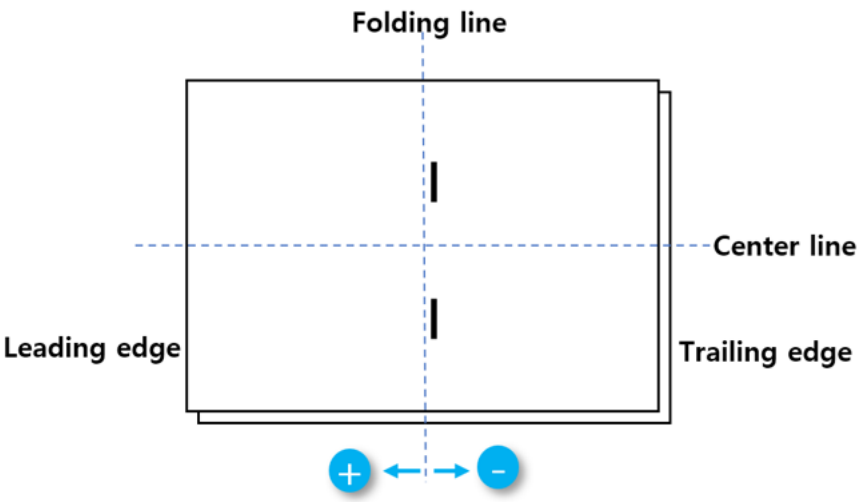
NOTE: This menu will only be shown when a booklet finisher is installed.

IMPORTANT: Select paper size you want to use in the menu.

+: Move the folding position towards the leading edge of the paper.

-: Move the folding position towards the trailing edge of the paper.

Figure 4-37 Booklet fold position



- **Booklet C-Folding Position**: User this menu to adjust the c-folding of printed pages for supported paper sizes.

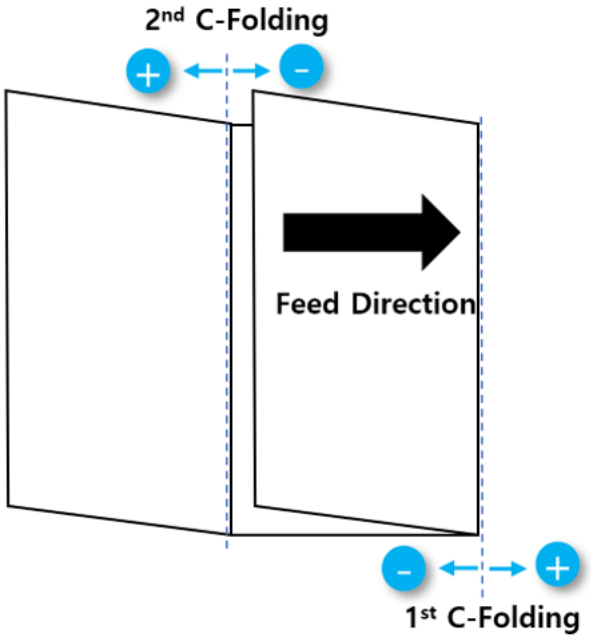
NOTE: This menu will only be shown when a booklet finisher is installed.

IMPORTANT: Select paper size you want to use in the menu.

+: Move the folding position towards the leading edge of the paper.

-: Move the folding position towards the trailing edge of the paper.

Figure 4-38 Booklet C-fold position



Reset Engine NVM

Use this menu to initialize the engine NVM (Non-Volatile Memory) read/write values to the default.

Engine NVM Read/Write

Use this menu to adjust the NVM configuration value for the printing engine operation.

Table 4-18 **Engine NVM Read/Write values**

Code	Name	Type	Default
107-0260	Period of ITB Band (Page)	Read/Write	200
109-0200	StandBy Center Temperature offset	Read/Write	10
109-0201	StandBy Side Temperature offset	Read/Write	10
109-0205	Warmup Center Temperature offset	Read/Write	10
109-0206	Warmup Side Temperature offset	Read/Write	10
109-0255	Light 60-74g Center Temperature offset	Read/Write	10
109-0256	Light 60-74g Side Temperature offset	Read/Write	10
109-0265	Plain Center Temperature offset	Read/Write	10
109-0266	Plain Side Temperature offset	Read/Write	10
109-0275	Heavy 111-130g Center Temperature offset	Read/Write	10
109-0276	Heavy 111-130g Side Temperature offset	Read/Write	10
109-0280	Extra Heavy 131-175g Center Temperature offset	Read/Write	10
109-0281	Extra Heavy 131-175g Side Temperature offset	Read/Write	10
109-0290	Cardstock Center Temperature offset	Read/Write	10
109-0291	Cardstock Side Temperature offset	Read/Write	10
109-0300	Envelope Center Temperature offset	Read/Write	10
109-0301	Envelope Side Temperature offset	Read/Write	10
109-0305	Labels Center Temperature offset	Read/Write	10
109-0306	Labels Side Temperature offset	Read/Write	10
109-0310	Mid-Weight 96-110g Center Temperature Offset	Read/Write	10
109-0311	Mid-Weight 96-110g Side Temperature Offset	Read/Write	10

Table 4-18 Engine NVM Read/Write values (continued)

Code	Name	Type	Default
109-0315	Recycled Center Temperature offset	Read/Write	10
109-0316	Recycled Side Temperature offset	Read/Write	10
109-0320	Special Center Temperature offset	Read/Write	10
109-0321	Special Side Temperature offset	Read/Write	10
109-0325	1200 dpi_light 60-74g Center Temperature offset	Read/Write	10
109-0326	1200 dpi_light 60-74g Side Temperature offset	Read/Write	10
109-0330	1200 dpi_plain Center Temperature offset	Read/Write	10
109-0331	1200 dpi_plain Side Temperature offset	Read/Write	10
109-0335	1200 dpi_mid-weight 96-110g Center Temperature offset	Read/Write	10
109-0336	1200 dpi_mid-weight 96-110g Side Temperature offset	Read/Write	10
109-0350	Paperboard Center Temperature Offset	Read/Write	10
109-0351	Paperboard Side Temperature Offset	Read/Write	10
109-0360	Color Transparency Center Temperature Offset	Read/Write	10
109-0361	Color Transparency Side Temperature Offset	Read/Write	10
112-0120	Manual Color Regi X-offset Yellow	Read/Write	100
112-0130	Manual Color Regi X-offset Magenta	Read/Write	100
112-0140	Manual Color Regi X-offset Cyan	Read/Write	100
112-0150	Manual Color Regi X-offset Black	Read/Write	100
112-0160	Manual Color Regi Y-offset Yellow	Read/Write	200
112-0170	Manual Color Regi Y-offset Magenta	Read/Write	200
112-0180	Manual Color Regi Y-offset Cyan	Read/Write	200
112-0190	Manual Color Regi Y-offset Black	Read/Write	200

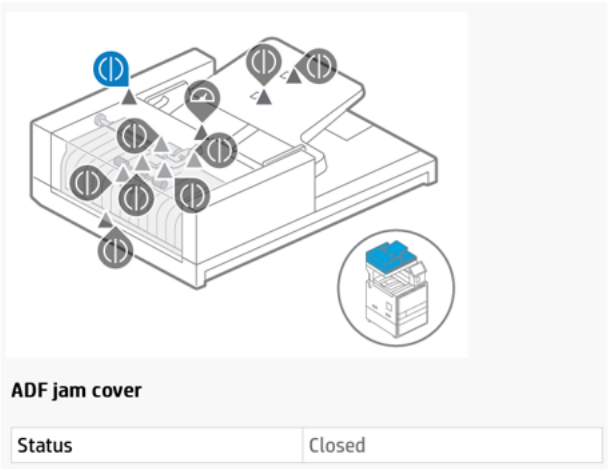
Table 4-18 Engine NVM Read/Write values (continued)

Code	Name	Type	Default
112-0240	Manual Color Regi Left Width Yellow	Read/Write	500
112-0250	Manual Color Regi Right Width Yellow	Read/Write	500
112-0260	Manual Color Regi Left Width Magenta	Read/Write	500
112-0270	Manual Color Regi Right Width Magenta	Read/Write	500
112-0280	Manual Color Regi Left Width Cyan	Read/Write	500
112-0290	Manual Color Regi Right Width Cyan	Read/Write	500
112-0300	Manual Color Regi Left Width Black	Read/Write	500
112-0310	Manual Color Regi Right Width Black	Read/Write	500
112-0320	Color Regi LSU Skew Yellow	Read	200
112-0330	Color Regi LSU Skew Magenta	Read	200
112-0340	Color Regi LSU Skew Cyan	Read	200

Sensors

Use this menu to check the status of sensors using each sensor's callout on the control panel.

Select the callout to display the status of the sensor.



NOTE: This image may differ from your control panel display.

IMPORTANT: Include this information when escalating related issues to the GBU engineer.

Table 4-19 **Sensor types**

Name	Reference table
Document Feeder	Document Feeder sensors
Flatbed	Flatbed sensors
ACR/CTD	ACR/CTD sensors
Finisher (Option)	Finisher (Option) sensors
Covers	Cover sensors
Developer	Developer sensors
Drum	Drum sensors
Environment	Environmental sensors
Fuser	Fuser sensors
LSU	LSU sensors
Paper Path	Paper Path sensors
Power Supply	Power Supply sensors
TCU	TCU sensors
Toner Collection Duct Unit (TCDU)	Toner Collection Duct Unit (TCDU)
Toner	Toner sensors
Toner Residual Amount	Toner Residual Amount sensors
Transfer	Transfer sensors
Tray	Tray sensors
Stacker	Stacker sensors

Table 4-20 **Document Feeder sensors**

Name	Type	Status
ADF Top of Form Sensor	Input	High/Low
ADF Paper Path Deskew Sensor	Input	High/Low
ADF Paper Present Sensor	Input	High/Low
ADF Width Sensor	Input	Numeric
ADF Y Length (Short)	Input	High/Low
ADF Y Length (Long)	Input	High/Low
ADF Jam Cover Sensor	Input	High/Low
ADF Paper Path Pick Height Sensor	Input	High/Low
ADF Ultrasonic	Input	Numeric
ADF Pick Success Sensor	Input	High/Low
ADF Top of Form Sensor	Input	High/Low
ADF Paper Path Deskew Sensor	Input	High/Low

Table 4-20 Document Feeder sensors (continued)

Name	Type	Status
ADF Paper Present Sensor	Input	High/Low
ADF Width Sensor	Input	Numeric

Table 4-21 Flatbed sensors

Name	Type	Status
Flatbed Cover Sensor	Input	High/Low
Flatbed Y (length) short Sensor	Input	High/Low
Flatbed Y (length) long Sensor	Input	High/Low
Flatbed Cover Sensor	Input	High/Low

Table 4-22 ACR/CTD sensors

Code	Name	Type	Status
112-0210	ACR Shutter Sensor	Input	High/Low
112-0211	ACR Shutter Sensor (through motor running)	Input	High/Low
112-0300	Front ID Sensor - P Wave Value	Input	Numeric
112-0310	Front ID Sensor - S Wave Value	Input	Numeric
112-0320	Rear ID Sensor - P Wave Value	Input	Numeric
112-0330	Rear ID Sensor - S Wave Value	Input	Numeric
112-0340	Center ID Sensor - P Wave Value	Input	Numeric
112-0350	Center ID Sensor - S Wave Value	Input	Numeric
112-0210	ACR Shutter Sensor	Input	High/Low
112-0211	ACR Shutter Sensor (through motor running)	Input	High/Low

Table 4-23 Finisher (Option) sensors

Item	Code	Name	Type	Status
Booklet End Fence	113-3000	Booklet End Fence Home Sensor	Input	High/Low
Booklet Entrance	113-3100	Booklet Entrance Sensor	Input	High/Low
Booklet Exit	113-3120	Booklet Exit Sensor	Input	High/Low

Table 4-23 Finisher (Option) sensors (continued)

Item	Code	Name	Type	Status
Booklet Fold	113-2202	Booklet Maker Detection	Input	Installed/Not installed
Booklet Fold	113-3040	Booklet Blade Home Sensor	Input	High/Low
Booklet Output Tray	113-2150	Booklet Output Tray Sensor	Input	High/Low
Booklet Paddle	113-3050	Booklet C-Fold Blade Home Sensor	Input	High/Low
Booklet Paddle	113-3060	Booklet Diverter Home Sensor	Input	High/Low
Booklet Paddle	113-3090	Booklet Paddle Home Sensor	Input	High/Low
Booklet Paddle	113-3130	Booklet Presser Home Sensor	Input	High/Low
Booklet Stapler	113-3010	Booklet Stapler Head Sensor	Input	High/Low
Booklet Stapler	113-3020	Booklet Front Stapler Cartridge Level Sensor	Input	High/Low
Booklet Stapler	113-3030	Booklet Rear Stapler Cartridge Level Sensor	Input	High/Low
Booklet Tamper	113-3080	Booklet Tamper Home Sensor	Input	High/Low
Booklet Tamper	113-3110	Booklet Tamper Sensor	Input	High/Low
Covers	113-0410	Front Cover Sensor	Input	High/Low
Covers	113-0420	Top Cover Sensor	Input	High/Low
Ejector	113-0461	Ejector1 Home Sensor	Input	High/Low
Ejector	113-0462	Ejector2 Home Sensor	Input	High/Low
Ejector	113-0463	Ejector2 Motor Sensor	Input	High/Low
End Fence	113-0361	End Fence Sensor	Input	High/Low
Entrance	113-0350	Entrance Sensor	Input	High/Low
Exit	113-0360	Exit Sensor	Input	High/Low
Finisher Connection	113-0351	Finisher Detection Sensor	Input	Installed/Not Installed
Output Tray	113-0470	Paper Holding Sensor	Input	High/Low
Output Tray	113-0471	Output Tray Top of Stack Sensor	Input	High/Low
Output Tray	113-0472	Output Tray Lower Limit Sensor	Input	High/Low
Output Tray	113-0473	Output Tray Motor Sensor	Input	High/Low
Paddle	113-0370	Paddle Home Sensor	Input	High/Low

Table 4-23 Finisher (Option) sensors (continued)

Item	Code	Name	Type	Status
Paper Support	113-0481	Paper Support Home Sensor	Input	High/Low
Punch	113-0610	Punch Motor Sensor	Input	High/Low
Punch	113-0612	Punch Home Sensor	Input	High/Low
Punch	113-0620	Punch Waste Box Sensor	Input	Installed/Not Installed
Punch	113-0621	Punch Waste Full Sensor	Input	High/Low
Stapler	113-0430	Stapler Head Sensor	Input	High/Low
Stapler	113-0440	Stapler Cartridge Level Sensor	Input	High/Low
Stapler	113-0451	Stapler Cartridge Detection Sensor	Input	High/Low
Stapler	113-0491	Stapler Front Sensor	Input	High/Low
Stapler	113-0492	Stapler Rear Sensor	Input	High/Low
Stapler	113-0493	Stapler Front Pos Sensor	Input	High/Low
Stapler	113-0494	Stapler Rear Pos Sensor	Input	High/Low
Tamper	113-0380	Rear Tamper Home Sensor	Input	High/Low
Tamper	113-0390	Front Tamper Home Sensor	Input	High/Low
Bridge	113-2070	Bridge Entrance Sensor	Input	High/Low
Bridge	113-2071	Bridge Exit Sensor	Input	High/Low
Bridge	113-2180	Bridge Door Sensor	Input	Closed/Open
Bridge	113-2200	Bridge Detection	Input	Installed/Not Installed
Buffer	113-2100	Buffer Sensor	Input	High/Low
Buffer	113-2210	Buffer Home Sensor	Input	High/Low
Manual Stapler	113-2160	Manual Staple Sensor	Input	High/Low
Manual Stapler	113-2161	Manual Staple Button Sensor	Input	High/Low
Punch Detection	113-2201	Punch Detection	Input	Installed/Not Installed
Punch Detection	113-4000	Punch Scan Home Sensor	Input	High/Low
Punch Detection	113-4060	Punch Type Detection1	Input	High/Low
Punch Detection	113-4061	Punch Type Detection2	Input	High/Low
SCU (Set Clam Unit)	113-2010	Paper Holding Home Sensor	Input	High/Low

Table 4-23 Finisher (Option) sensors (continued)

Item	Code	Name	Type	Status
SCU (Set Clam Unit)	113-2141	Front Paper Holding Sensor	Input	High/Low
SCU (Set Clam Unit)	113-2142	Rear Paper Holding Sensor	Input	High/Low

Table 4-24 Cover sensors

Code	Name	Type	Status
102-0352	DCF Feed Cover Open	Input	Closed/Open
102-0435	Front Cover Sensor	Input	Closed/Open
102-0436	Side Cover Sensor	Input	Closed/Open

Table 4-25 Developer sensors

Code	Name	Type	Status
111-0040	Yellow Toner Concentration Sensor	Input	Numeric
111-0050	Magenta Toner Concentration Sensor	Input	Numeric
111-0060	Cyan Toner Concentration Sensor	Input	Numeric
111-0070	Black Toner Concentration Sensor	Input	Numeric

Table 4-26 Drum sensors

Code	Name	Type	Status
112-0100	Yellow Drum Home Sensor	Input	High/Low
112-0101	Yellow Drum Home Sensor (through motor running)	Input	High/Low
112-0110	Magenta Drum Home Sensor	Input	High/Low
112-0111	Magenta Drum Home Sensor (through motor running)	Input	High/Low
112-0120	Cyan Drum Home Sensor	Input	High/Low
112-0121	Cyan Drum Home Sensor (through motor running)	Input	High/Low
112-0130	Black Drum Home Sensor	Input	High/Low
112-0131	Black Drum Home Sensor (through motor running)	Input	High/Low

Table 4-27 Environmental sensors

Code	Name	Type	Status
109-0012	Inner Temperature Sensor	Input	Numeric
109-0013	Outer Temperature Sensor	Input	Numeric
109-0014	Humidity Sensor	Input	Numeric

Table 4-28 Fuser sensors

Code	Name	Type	Status
109-0000	Fuser Temperature A Sensor	Input	Numeric
109-0010	Fuser Temperature B Sensor	Input	Numeric
109-0016	Fuser Temperature C Sensor	Input	Numeric
109-0017	Fuser Temperature D Sensor	Input	Numeric
109-0400	Wrap Jam Sensor	Input	Numeric
109-0140	Fuser Gap Home Sensor	Input	High/Low
109-0141	Fuser Gap Home Sensor (through motor running)	Input	High/Low
109-0300	Fuser Detection	Input	Installed/Not Installed

Table 4-29 LSU sensors

Code	Name	Type	Status
110-0140	LSU HSync1 Sensor	Input	High/Low
110-0150	LSU HSync2 Sensor	Input	High/Low
110-0160	LSU HSync3 Sensor	Input	High/Low
110-0170	LSU HSync4 Sensor	Input	High/Low
110-0200	LSU Detection	Input	High/Low
109-0011	LSU Temperature Sensor	Input	Numeric

Table 4-30 Paper Path sensors

Item	Code	Name	Type	Status
Feed	102-0293	Feed2 Sensor	Input	High/Low
Feed	102-0361	Fuser Out Sensor	Input	High/Low
Feed Registration	102-0360	Regi. Sensor	Input	High/Low
Output	101-0190	Out-Bin Full Sensor	Input	High/Low
Output	101-0191	Out-Bin2 Full Sensor (Option)	Input	High/Low
Output Exit	102-0371	Exit2 Sensor	Input	High/Low

Table 4-30 Paper Path sensors (continued)

Item	Code	Name	Type	Status
Duplex Jam 1	102-0380	Duplex Jam1 Sensor	Input	High/Low
Duplex Jam 2	102-0390	Duplex Jam2 Sensor	Input	High/Low

Table 4-31 Power Supply sensors

Code	Name	Type	Status
109-0200	Fuser Relay Sensor	Input	High/Low
109-0210	Zero Cross Period	Input	Numeric
101-1000	Power 24V	Input	Numeric
106-0200	HVPS Detection	Input	High/Low

Table 4-32 TCU sensors

Code	Name	Type	Status
100-0250	Waste Toner Full Sensor	Input	Numeric
104-0000	Waste Toner Detection Sensor	Input	Installed/Not Installed
104-0210	Waste Toner Motor Sensor	Input	High/Low
104-0211	Waste Toner Motor Sensor (through motor running)	Input	High/Low

Table 4-33 Toner Collection Duct Unit sensors

Code	Name	Type	Status
104-0100	Toner Collection Duct Unit Auger Sensor (through motor running)	Input	High/Low
104-0110	Toner Collection Duct Unit Detection Sensor	Input	High/Low

Table 4-34 Toner sensors

Code	Name	Type	Status
111-0200	Yellow Toner Dispense Motor Sensor	Input	High/Low
111-0201	Yellow Toner Dispense Motor Sensor (through motor running)	Input	High/Low
111-0210	Magenta Toner Dispense Motor Sensor	Input	High/Low

Table 4-34 Toner sensors (continued)

Code	Name	Type	Status
111-0211	Magenta Toner Dispense Motor Sensor (through motor running)	Input	High/Low
111-0220	Cyan Toner Dispense Motor Sensor	Input	High/Low
111-0221	Cyan Toner Dispense Motor Sensor (through motor running)	Input	High/Low
111-0230	Black Toner Dispense Motor Sensor	Input	High/Low
111-0231	Black Toner Dispense Motor Sensor (through motor running)	Input	High/Low

Table 4-35 Toner Residual Amount sensors

Code	Name	Type	Status
111-0045	Yellow Toner Residual Amount Sensor	Input	Numeric
111-0055	Magenta Toner Residual Amount Sensor	Input	Numeric
111-0065	Cyan Toner Residual Amount Sensor	Input	Numeric
111-0075	Black Toner Residual Amount Sensor	Input	Numeric

Table 4-36 Transfer sensors

Code	Name	Type	Status
100-0090	ITB Engage Sensor	Input	High/Low

Table 4-37 Tray sensors

Item	Code	Name	Type	Status
Tray 1	102-0280	Tray 1 Paper Empty Sensor	Input	High/Low
Tray 2	102-0000	Tray 2 Open Sensor	Input	Closed/Open
Tray 2	102-0010	Tray 2 Paper Empty Sensor	Input	High/Low
Tray 2	102-0041	Tray 2 Paper Size Sensor	Input	Numeric
Tray 2	102-0050	Tray 2 Stack Height Sensor	Input	High/Low
Tray 2	102-0292	Pre Feed2 Sensor	Input	High/Low

Table 4-37 Tray sensors (continued)

Item	Code	Name	Type	Status
Tray 3	102-0070	Tray 3 Open Sensor	Input	Closed/Open
Tray 3	102-0080	Tray 3 Paper Empty Sensor	Input	High/Low
Tray 3	102-0111	Tray 3 Paper Size Sensor	Input	Numeric
Tray 3	102-0120	Tray 3 Stack Height Sensor	Input	High/Low
Tray 3	102-0301	Pre Feed3 Sensor	Input	High/Low
Tray 4 (Option)	102-0730	Tray 4 Knock Up Home Sensor	Input	High/Low
Tray 4 (Option)	102-0731	Tray 4 Shift Tray Paper Empty Sensor	Input	High/Low
Tray 4 (Option)	102-0732	Tray 4 Shift Tray Level Sensor1	Input	High/Low
Tray 4 (Option)	102-0733	Tray 4 Shift Tray Level Sensor2	Input	High/Low
Tray 4 (Option)	102-0734	Tray 4 Shift Plate Home Sensor	Input	High/Low
Tray 4 (Option)	102-0735	Tray 4 Shift Plate End Sensor	Input	High/Low
Tray 4 (Option)	102-0736	Tray 4 Gate Solenoid Home Sensor	Input	High/Low
Tray 4 (Option)	102-0140	Tray 4 Open Sensor	Input	Closed/Open
Tray 4 (Option)	102-0150	Tray 4 Paper Empty Sensor	Input	High/Low
Tray 4 (Option)	102-0181	Tray 4 Paper Size Sensor	Input	Numeric 3 digits
Tray 4 (Option)	102-0190	Tray 4 Stack Height Sensor	Input	High/Low
Tray 4 (Option)	102-0321	Pre Feed4 Sensor	Input	High/Low
Tray 4 (Option)	102-0330	Tray 4 Door Open Sensor	Input	Closed/Open
Tray 4 (Option)	102-0320	Tray 4 Feed Sensor	Input	High/Low
Tray 5 (Option)	102-0210	Tray 5 Open Sensor	Input	Closed/Open
Tray 5 (Option)	102-0220	Tray 5 Paper Empty Sensor	Input	High/Low
Tray 5 (Option)	102-0251	Tray 5 Paper Size Sensor	Input	Numeric
Tray 5 (Option)	102-0260	Tray 5 Stack Height Sensor	Input	High/Low
Tray 5 (Option)	102-0271	Tray 5 Level Sensor1	Input	High/Low
Tray 5 (Option)	102-0272	Tray 5 Level Sensor2	Input	High/Low

Table 4-37 Tray sensors (continued)

Item	Code	Name	Type	Status
Tray 5 (Option)	102-0273	Tray 5 Detection Sensor1	Input	Installed/Not Installed
Tray 5 (Option)	102-0274	Tray 5 Detection Sensor2	Input	Installed/Not Installed
Tray 5 (Option)	102-0343	Pre Feed5 Sensor	Input	High/Low
Tray 5 (Option)	102-0350	Tray 5 Door Open Sensor	Input	Closed/Open
Tray 6 (Option)	102-0480	Tray 6 Paper Empty Sensor	Input	High/Low
Tray 6 (Option)	102-0520	Tray 6 Stack Height Sensor	Input	High/Low
Tray 6 (Option)	102-0531	Tray 6 Level Sensor1	Input	High/Low
Tray 6 (Option)	102-0532	Tray 6 Level Sensor2	Input	High/Low
Tray 6 (Option)	102-0533	Tray 6 Detection Sensor1	Input	Installed/Not Installed
Tray 6 (Option)	102-0534	Tray 6 Detection Sensor2	Input	Installed/Not Installed
Tray 6 (Option)	102-0353	Pre Feed6 Sensor	Input	High/Low
Tray 6 (Option)	102-0351	Tray 6 Door Open Sensor	Input	Closed/Open

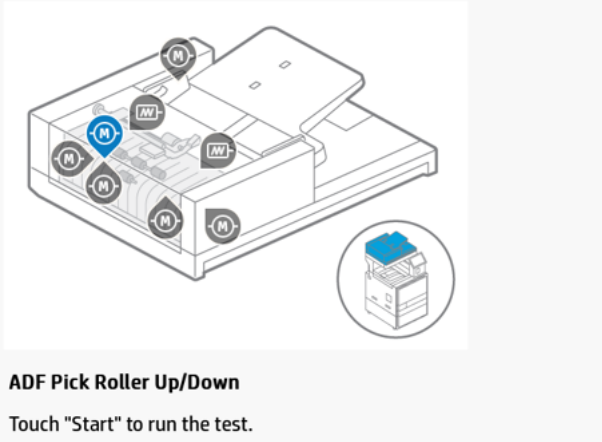
Table 4-38 Stacker sensors

Item	Code	Name	Type	Status
Stacker	113-1910	Bridge Entrance Sensor	Input	High/Low
Stacker	113-1920	Bridge Exit Sensor	Input	High/Low
Stacker	113-1930	Stack Exit Sensor	Input	High/Low
Stacker	113-1940	Bridge Door Sensor	Input	Closed/Open
Stacker	113-1950	Stack Full Sensor	Input	High/Low

Component tests

Use this menu to test components such as a motor, clutch, solenoid, fan, or bias, by selecting each component's callout on the control panel.

Select the callout and touch the Start button to run the component test.



NOTE: This image may differ from your control panel display.

IMPORTANT: Include this information when escalating related issues to the GBU engineer.

Table 4-39 Component types

Name	Reference table
Document Feeder Motors	Document Feeder Motor component tests
Scanner Motors	Scanner Motor component tests
ACR/CTD	ACR/CTD component tests
Finisher (Option)	Finisher (Option)
Developer	Developer component tests
Drum	Drum component tests
Duct/Reservoir	Duct/Reservoir component tests
Fan	Fan component tests
Fuser	Fuser component tests
LSU	LSU component tests
Paper Path	Paper Path component tests
Power Supply	Power Supply component tests
TCU	TCU component tests
Toner	Toner component tests
Transfer	Transfer component tests
Trays	Tray component testsTray component tests
Stacker	Stacker component tests

Table 4-40 Document Feeder Motor component tests

Name	Type	Status
ADF Tray Lift Motor	Output	Start/Stop
ADF Feed Motor	Output	Start/Stop
ADF Deskew Motor	Output	Start/Stop
ADF Pickup Clutch	Output	Start/Stop
ADF Deskew Clutch	Output	Start/Stop
ADF Pick Roller Up/Down	Output	Start/Stop
ADF Retard Motor	Output	Start/Stop
ADF Exit Motor	Output	Start/Stop

Table 4-41 Scanner Motor component tests

Name	Type	Status
Scanner Motor	Output	Start/Stop

Table 4-42 ACR/CTD component tests

Code	Name	Type	Status
112-0200	ACR Shutter Motor	Output	On/Off
112-0220	ACR Shutter Open	Output	On/Off
112-0230	ACR Shutter Close	Output	On/Off

Table 4-43 Finisher (Option) component tests

Item	Code	Name	Type	Status
Booklet End Fence	113-3510	Booklet Fold Motor	Output	On/Off
Booklet End Fence	113-3520	Booklet End Fence Solenoid	Output	On/Off
Booklet End Fence	113-3530	Booklet End Fence Motor	Output	On/Off
Booklet Entrance	113-3500	Booklet Entrance Motor	Output	On/Off
Booklet Entrance	113-3510	Booklet Fold Motor	Output	On/Off
Booklet Entrance	113-3520	Booklet End Fence Solenoid	Output	On/Off
Booklet Entrance	113-3530	Booklet End Fence Motor	Output	On/Off
Booklet Fold	113-3590	Booklet C-Fold Blade Motor	Output	On/Off
Booklet Paddle	113-3560	Booklet Diverter Motor	Output	On/Off

Table 4-43 Finisher (Option) component tests (continued)

Item	Code	Name	Type	Status
Booklet Paddle	113-3570	Booklet Presser Motor	Output	On/Off
Booklet Paddle	113-3580	Booklet Paddle Motor	Output	On/Off
Booklet Stapler	113-3600	Booklet Stapler Head Motor	Output	On/Off
Booklet Tamper	113-3540	Booklet Tamper Motor	Output	On/Off
Booklet Tamper	113-3550	Booklet Blade Motor	Output	On/Off
Ejector	113-2530	Pre Ejector Motor	Output	On/Off
Ejector	113-2540	Post Ejector Motor	Output	On/Off
Entrance	113-2510	Paper Holding Motor	Output	On/Off
Entrance	113-2520	Entrance Motor - Diverter	Output	On/Off
Entrance	113-2570	Entrance Motor - Entrance	Output	On/Off
Exit	113-2500	Main Exit Cam Motor	Output	On/Off
Exit	113-2580	Exit Motor	Output	On/Off
Output Tray	113-2610	Main Output Tray Motor	Output	On/Off
Paddle	113-2600	Paddle Motor	Output	On/Off
Paper Support	113-0571	Paper Support Motor	Output	On/Off
Punch	113-0610	Punch Motor Sensor	Input	High/Low
Punch	113-0600	Punch Motor	Output	On/Off
Punch	113-4500	Punch Scan Motor	Output	On/Off
Stapler	113-0550	Stapler Head Motor	Output	On/Off
Stapler	113-0581	Stapler Position Motor	Output	On/Off
Stapler	113-2620	Stapler Position Motor	Output	On/Off
Stapler	113-2621	Stapler Head Motor	Output	On/Off
Tamper	113-0520	Rear Tamper Motor	Output	On/Off
Tamper	113-0530	Front Tamper Motor	Output	On/Off
Tamper	113-2630	Front Tamper Motor	Output	On/Off
Tamper	113-2640	Rear Tamper Motor	Output	On/Off
Bridge	113-2550	Scan Gate Solenoid	Output	On/Off
Bridge	113-2560	Bridge Motor	Output	On/Off
Buffer	113-2660	Buffer Motor	Output	On/Off
Buffer	113-2670	Buffer Solenoid	Output	On/Off
Covers	113-2650	Top Cover LED - Blue	Output	On/Off
Covers	113-2651	Top Cover LED - Red	Output	On/Off

Table 4-43 Finisher (Option) component tests (continued)

Item	Code	Name	Type	Status
End Fence	113-2590	End Fence Motor	Output	On/Off

Table 4-44 Developer component tests

Code	Name	Type	Status
111-0110	Yellow Toner Control Voltage	Output	On/Off
111-0120	Magenta Toner Control Voltage	Output	On/Off
111-0130	Cyan Toner Control Voltage	Output	On/Off
111-0140	Black Toner Control Voltage	Output	On/Off
100-0070	YMC Deve Motor	Input	High/Low
100-0071	Black Deve Motor	Input	High/Low

Table 4-45 Drum component tests

Code	Name	Type	Status
100-0046	Yellow Drum Motor	Input	High/Low
100-0047	Magenta Drum Motor	Input	High/Low
100-0048	Cyan Drum Motor	Input	High/Low
100-0049	Black Drum Motor	Input	High/Low
107-0166	Yellow Eraser	Input	High/Low
107-0167	Magenta Eraser	Input	High/Low
107-0168	Cyan Eraser	Input	High/Low
107-0169	Black Eraser	Input	High/Low

Table 4-46 Duct/Reservoir component tests

Code	Name	Type	Status
111-0300	Yellow Toner Duct/Reservoir Motor	Output	On/Off
111-0310	Magenta Toner Duct/ Reservoir Motor	Output	On/Off
111-0320	Cyan Toner Duct/Reservoir Motor	Output	On/Off
111-0330	Black Toner Duct/Reservoir Motor	Output	On/Off

Table 4-47 Fan component tests

Code	Name	Type	Status
100-0270	SMPS Fan	Input	High/Low
100-0271	SMPS Fan2	Input	High/Low
109-0045	Front Fan	Input	High/Low
109-0020	Fuser Fan	Input	High/Low
109-0047	Exit Fan	Input	High/Low
109-0022	Exit Fan2	Input	High/Low
109-0024	Exit Fan3	Input	High/Low
109-0026	Exit Fan4	Input	High/Low
110-0020	LSU Fan1	Input	High/Low

Table 4-48 Fuser component tests

Code	Name	Type	Status
109-0034	Fuser Motor - Forward	Input	High/Low
109-0130	Fuser Gap Motor	Output	On/Off

Table 4-49 LSU component tests

Code	Name	Type	Status
110-0000	LSU Motor1	Input	High/Low
110-0320	LSU Shutter Open	Output	On/Off
110-0330	LSU Shutter Close	Output	On/Off

Table 4-50 Paper Path component tests

Item	Code	Name	Type	Status
Feed	100-0420	Tray 1 Feed Motor	Output	On/Off
Feed	101-0120	Tray 2 Feed Motor	Output	On/Off
Feed	101-0130	Tray 3 Feed Motor	Output	On/Off
Feed	100-0410	Registration Motor	Output	On/Off
Feed	101-0140	Tray 4 Feed Motor (Option)	Output	On/Off
Feed	101-0150	Tray 5 Feed Motor (Option)	Output	On/Off
Feed	101-0160	Tray 6 Feed Motor (Option)	Output	On/Off
Output	100-0430	Exit2 Motor - Forward	Output	On/Off
Output	100-0440	Exit2 Motor - Backward	Output	On/Off

Table 4-50 Paper Path component tests (continued)

Item	Code	Name	Type	Status
Duplex	100-0140	Duplex Motor	Output	On/Off
Duplex	101-0280	Return Gate Solenoid	Output	On/Off
Duplex	100-0490	Duplex2 Motor	Output	On/Off

Table 4-51 Power Supply component tests

Item	Code	Name	Type	Status
Transfer	107-0033	THV(-) Bias	Output	On/Off
Transfer	107-0034	THV CC Bias	Output	On/Off
Transfer	107-0035	THV CV Bias	Output	On/Off
Transfer	107-0201	Yellow ITHV Bias	Output	On/Off
Transfer	107-0202	Magenta ITHV Bias	Output	On/Off
Transfer	107-0203	Cyan ITHV Bias	Output	On/Off
Transfer	107-0204	Black ITHV Bias	Output	On/Off
Drum	105-0000	Yellow MHV Bias	Output	On/Off
Drum	105-0010	Magenta MHV Bias	Output	On/Off
Drum	105-0020	Cyan MHV Bias	Output	On/Off
Drum	105-0030	Black MHV Bias	Output	On/Off
Developer	106-0000	Yellow Developer Bias	Output	On/Off
Developer	106-0010	Magenta Developer Bias	Output	On/Off
Developer	106-0020	Cyan Developer Bias	Output	On/Off
Developer	106-0030	Black Developer Bias	Output	On/Off
Developer	106-0031	Black Developer AC Bias	Output	On/Off
Developer	106-0032	Cyan Developer AC Bias	Output	On/Off
Developer	106-0033	Magenta Developer AC Bias	Output	On/Off
Developer	106-0034	Yellow Developer AC Bias	Output	On/Off

Table 4-52 TCU component tests

Code	Name	Type	Status
100-0240	Waste Toner Motor	Output	On/Off
100-0241	Waste Toner LED	Output	On/Off

Table 4-52 TCU component tests (continued)

Code	Name	Type	Status
104-0200	Toner Collection Duct Unit Motor	Output	On/Off

Table 4-53 Toner component tests

Code	Name	Type	Status
111-0000	Yellow Toner Dispense Motor	Output	On/Off
111-0010	Magenta Toner Dispense Motor	Output	On/Off
111-0020	Cyan Toner Dispense Motor	Output	On/Off
111-0030	Black Toner Dispense Motor	Output	On/Off
111-0400	Yellow Toner Unlock Motor	Output	On/Off
111-0410	Magenta Toner Unlock Motor	Output	On/Off
111-0420	Cyan Toner Unlock Motor	Output	On/Off
111-0430	Black Toner Unlock Motor	Output	On/Off

Table 4-54 Transfer component tests

Code	Name	Type	Status
100-0080	ITB Engage Motor	Output	On/Off

Table 4-55 Tray component tests

Item	Code	Name	Type	Status
Tray 1 Clutch	101-0270	Tray 1 Clutch	Output	On/Off
Tray 1	101-0271	Tray 1 Solenoid	Output	On/Off
Tray 1	101-0272	Tray 1 Pickup Clutch	Output	On/Off
Tray 2	100-0200	Tray 2 Pickup Motor - Lift	Output	On/Off
Tray 2	100-0370	Tray 2 Pickup Motor - Pickup	Output	On/Off
Tray 3	100-0210	Tray 3 Pickup Motor - Lift	Output	On/Off
Tray 3	100-0380	Tray 3 Pickup Motor - Pickup	Output	On/Off
Tray 4 (Option)	100-0220	Tray 4 Pickup Motor - Lift	Output	On/Off
Tray 4 (Option)	100-0390	Tray 4 Pickup Motor - Pickup	Output	On/Off

Table 4-55 Tray component tests (continued)

Item	Code	Name	Type	Status
Tray 4 (Option)	101-0101	Tray 4 Shift Gate Solenoid	Output	On/Off
Tray 4 (Option)	100-0232	Tray 4 Shift Motor	Output	On/Off
Tray 5 (Option)	100-0230	Tray 5 Pickup Motor - Lift	Output	On/Off
Tray 5 (Option)	100-0400	Tray 5 Pickup Motor - Pickup	Output	On/Off
Tray 6 (Option)	100-0231	Tray 6 Elevating Motor	Output	On/Off
Tray 6 (Option)	100-0700	Tray 6 Pickup Motor	Output	On/Off

Table 4-56 Stacker component tests

Item	Code	Name	Type	Status
Stacker	113-1910	Bridge Entrance Sensor	Input	High/Low
Stacker	113-1920	Bridge Exit Sensor	Input	High/Low
Stacker	113-1930	Bridge Door Sensor	Input	High/Low
Stacker	113-1940	Stack Full Sensor	Input	High/Low
Stacker	113-1960	Scan Gate Solenoid	Output	On/Off
Stacker	113-1970	Bridge Motor	Output	On/Off
Stacker	113-1980	Stacker Motor	Output	On/Off

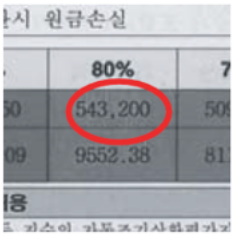
TR Control Mode

Use this menu to correct transfer related problems. This menu can be used to change the transfer value to optimize image quality for a certain type of paper.

Figure 4-39 Typical faulty images



[Blur]



[Poor Transfer]



[Re-Transfer]



[White Spot]



[OPC Cyclic Ghost]

- T1 Control Mode
  - **Process Speed**: Default is Full. Select the appropriate speed for the paper type.
  - **T1 PWM**: Default is 0. Each color can be adjusted from -20 to +20. For example:
    - Gray Spot: Increase T1 PWM value of the issued color.
    - Non-Cyclic White Line: Decrease T1 PWM value of the issued color.
    - OPC-Cyclic Ghost: Decrease T1 PWM value of the issued color.
- T2 Control Mode
  - **T2 PWM**: Default is 0. It can be adjusted from -20 to +20. For example:
    - Blur: Increase T2 PWM value.
    - Poor Transfer: Increase T2 PWM value.
    - Re-Transfer: Decrease T2 PWM value.
    - White Spot: Decrease T2 PWM value.
    - OPC Cyclic Ghost: Decrease T2 PWM value.

Drain

Use this menu to forcibly purge stressed toner from a development unit into the toner collection unit and supply new toner to the development unit.

IMPORTANT: Use this feature to improve image problems, such as low density, that occur when many low-coverage images are printed.

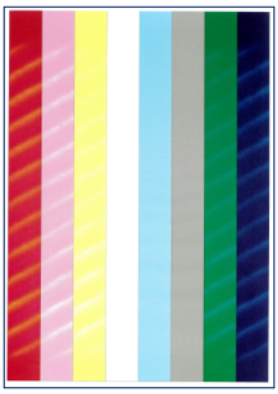
Figure 4-40 Typical faulty images



[Original]



[Light Image]



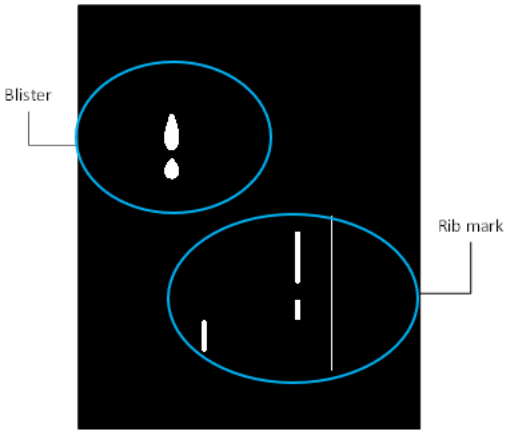
[Auger mark]

- **Off (default)**: Disable this function.
- **On**: Drain level will be set automatically.
- **Level**: As the level increases, the amount of toner drained will be increased.

Low-temperature Idling Mode

Use this menu to improve print quality in low temperatures (below 7°C/ (44.6 °F)). Environment quality issues include rib marks (duplex), blisters in the printed image, or poor fusing, as show below.

Figure 4-41 Typical faulty images



[Blister and Rib mark]



[Poor fusing]

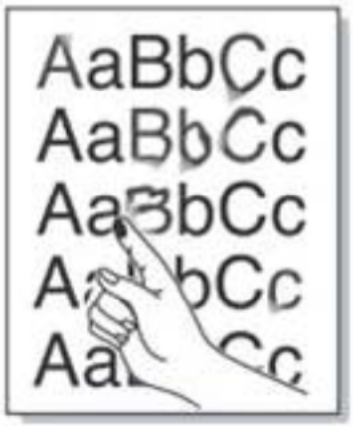
- **Off (default)**: Disable this function.
- **On**: The printer will perform this function.

NOTE: When this function is enabled, the printer will perform the fuser idle for 4 to 10 minutes before printing, depending on the outside temperature (below 7°C/ (44.6 °F)). Printing speed is therefore slower than when this function is off.

Altitude Adjustment

Use this menu to choose the altitude of the place where the printer is located. The print quality is affected by atmospheric pressure, which is determined by the height of the machine above sea level.

Figure 4-42 Typical faulty images



[Loose toner]



[Light image]

- **Normal (default)**: 0 ~ 1,000 m (3,280 ft)
- **High 1**: 1,000 m (3,280 ft) ~ 2,000 m (6,561 ft)
- **High 2**: 2,000 m (6,561 ft) ~ 3,000 m (9,842 ft)
- **High 3**: 3,000 m (9,842 ft) ~ 4,000 m (13,123 ft)

- **High 4**: 4,000 m (13,123 ft) ~ 5,000 m (16,404 ft)

Humidity

Use this menu to troubleshoot print quality issues such as paper curl, dog ears, and poor paper stacking in the stacker output bins.

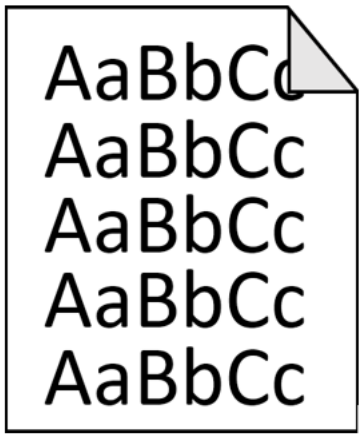
Increase the Humidity level from High 1 to High 3 until the print quality issues are resolved.

NOTE: Printing speed will be slow when the Humidity level is set to High 3.

Figure 4-43 Typical faulty images



[Paper curl]



[Dog ears]

- **Normal (default)**
- **High 1**: Preheating Idling for 13 seconds before the first job and increased gap for paper transfer (150 mm (6 in), Simplex only)
- **High 2**: Preheating Idling for 18 seconds before the first job and increased gap for paper transfer (200 mm (7.9 in), Simplex only)
- **High 3**: Preheating Idling for 20 seconds before the first job, increased gap for paper transfer (65 mm (2.5 in), Simplex only), and 50% process speed slow-down

Vapor Mode

Use this menu to prevent moisture on paper from affecting the print quality, including print-quality defects such as Dropouts or Background scatter.

Figure 4-44 Typical faulty images



[Dropouts]



[Background scatter]

- **Off (default)**: Disables this function.
- **On**: Slows the printing speed by 50% and lowers the temperature of the fusing device when printing.
- **Auto**: Detects the temperature and humidity in the machine and adjusts the settings accordingly.

Footer

Use this menu to add printing information at the bottom of the printed page.

- **Off (default)**: Disables this function.
- **On**: The printer performs this function.

PTT Test Mode

Use this menu to determine whether a fax transmission meets local standards.

Test Support

Use this menu to test the items listed below.

- Continuous Scan
- Continuous Copy
- Raw Scan
- Continuous Print From USB
- Automatic Calibrations
- Runtime Configuration

Part Replacement Count

Use this menu to display the number of parts replaced.

Table 4-57 Part Replacement Count items

Item
Black Cartridge
Cyan Cartridge
Magenta Cartridge
Yellow Cartridge
Black Drum
Cyan Drum
Magenta Drum
Yellow Drum
Black Developer Unit
Cyan Developer Unit
Magenta Developer Unit
Yellow Developer Unit
Fuser Kit
Transfer Belt
Transfer Cleaning Unit
Transfer Roller
Tray 1 Roller Kit
Tray 2 Roller Kit
Tray 3 Roller Kit
Tray 4 Roller Kit
Tray 5 Roller Kit

Reset Supplies

Use this menu to reset the supplies counters.

IMPORTANT: After replacing a supply kit, use this function.

Table 4-58 Reset Supplies items

Item
Black Developer Unit
Cyan Developer Unit
Magenta Developer Unit
Yellow Developer Unit
Transfer Belt
Transfer Cleaning Unit

Table 4-58 Reset Supplies items (continued)

Item
Transfer Roller
Tray 1 Roller Kit
Tray 2 Roller Kit
Tray 3 Roller Kit
Tray 4 Roller Kit
Tray 5 Roller Kit

Fax V.29 Speed

Use this menu to select Line 1 or 2 of V.29, which will transmit at 9600 bps for faxes over VoIP when the VoIP connection is failing.

Maintenance menu

Use this menu to access features for maintaining the printer.

Table 4-59 Maintenance menu

First level	Second level	Third level
Backup/Restore		
Import/Export		
Calibration/Cleaning	Advanced Calibration Support	ACR Reference Adjustment
Calibration/Cleaning	Advanced Calibration Support	Auto Color Registration
Calibration/Cleaning	Advanced Calibration Support	Full Auto Color Registration
Calibration/Cleaning	Advanced Calibration Support	Custom Color
Calibration/Cleaning	Advanced Calibration Support	Auto Tone Adjustment
Calibration/Cleaning	Advanced Calibration Support	CTD Sensor Cleaning
Calibration/Cleaning	Advanced Calibration Support	Setting Standard Tone
Calibration/Cleaning	Advanced Calibration Support	Manual Tone Adjustment
Calibration/Cleaning	Color Calibration	
Calibration/Cleaning	Calibrate Scanner	
USB Firmware Upgrade		
Enhanced 1200 DPI Print Quality		
License Management		

Backup/Restore

Use the Back up Data menu to perform manual backups of the printer configuration data to the front panel USB port.

Use the Restore Data menu to restore a backup of the system configuration previously saved on a USB drive.

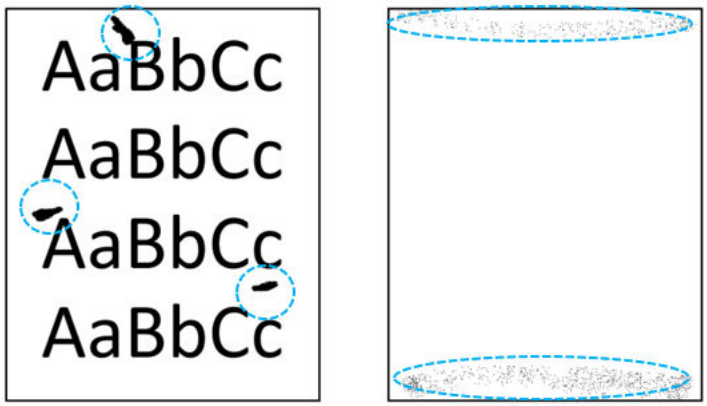
Import/Export

Use this menu to export files that can be used to configure other devices. Select which settings, contacts, or user accounts to include in the export. The files can be imported to other devices including those with different capabilities. Any imported settings that are not available on the target device will be ignored.

Cleaning Page

Use this menu to prevent contamination of the fuser pressure roller. The cleaning page is printed duplex with a cleaning pattern.

NOTE: You can select Start to manually perform this operation when the printer prints images such as those shown below.



[Front] [Back]

- **Off**: Disable this function.
- **On**: The printer will perform this function regularly (every 100 to 10,0000 pages, Default: 6,000).
- **Auto (default)**: The printer will perform this function within calculated periods based on the usage pattern.
- **Start**: The printer performs this function now.

ACR Reference Adjustment

Use this menu to correct the color registration of the LSU unit when the LSU unit is replaced or reinstalled.

- **Start**: The printer performs this function now.
- **Set to Default**: The correction value for color misalignment caused by the LSU unit is cleared and reset to the initial state

Auto Color Registration

Use this menu to correct the color registration automatically when color misalignment occurs.

NOTE: You can select Start to manually perform this operation when the printer prints images such as those shown below.

Figure 4-45 Color registration errors



- **Off**: Disable this function.
- **On (default)**: The printer will perform this function within the determined conditions. After selecting “On”, you can select the condition(s) for the Automatic Color Registration.
  - Page Condition: The printer will perform ACR based on the count of printed pages since the last ACR. (Printed Pages:100 to 5000, Default: 500)
  - LSU Temperature: The printer will perform ACR when the LSU temperature of the device increases or decreases by the configured value since the last ACR. (Temperature increment: 1° to 10° C 33.8° to 50° F, Default: 3° C 37.4 F).
- **Start**: The printer performs this function now.

Full Auto Color Registration

Use this menu to the correct color registration of the printer automatically when color misalignment occurs. This function is an enhanced version of the Auto Color Registration, and takes a few minutes to complete.

NOTE: You can select Start to manually perform this operation when the printer prints images such as those shown below.

Figure 4-46 Color registration errors



- **Off**: Disables this function.
- **On (default)**: The printer will perform this function during boot up.
- **Start**: The printer performs this function immediately (after first selecting On).

Custom Color

Use this menu to adjust the color density manually in order to meet the customer's needs.

- **Yellow**: Default is 0. It can be adjusted from -10 to +10.
- **Magenta**: Default is 0. It can be adjusted from -10 to +10.
- **Cyan**: Default is 0. It can be adjusted from -10 to +10.
- **Black**: Default is 0. It can be adjusted from -10 to +10.

Auto Tone Adjustment

Use this menu to adjust color tone automatically.

- **Off**: Disables this function.
- **On (Default)**: The printer will perform this function when the following determined conditions have been met.
  - **After Pages Printed**: The printer will perform this function based on the count of printed pages since the last execution.
  - **After Period of Inactivity (Minutes)**: The printer will perform this function when the printer returns from a power save mode and the rest time exceed the configured value.
  - **Adaptive**: Unchecked as a default.

- **Start**: The printer performs this function now.

NOTE: Select Start to manually perform this operation when the control panel displays sensor failure errors such as “CTD sensor calibration failure,” or when imaging parts such as the OPC drum, development unit, or ITB unit are replaced or reinstalled.

CTD Sensor Cleaning

Use this menu to calibrate the CTD sensor after cleaning the CTD and ACR sensor, when the control panel displays sensor errors such as “CTD sensor calibration failure” or “ACR sensor calibration failure.”

- **Start**: The printer performs this function immediately, and the sensor failure error message is cleared from the control panel.

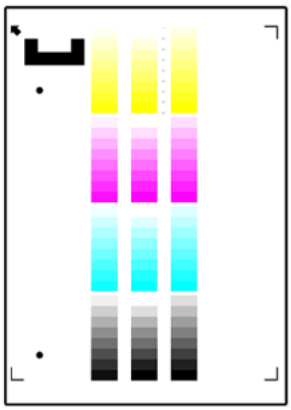
Setting Standard Tone

Use this menu to adjust the color tone to the standard tone set by the factory.

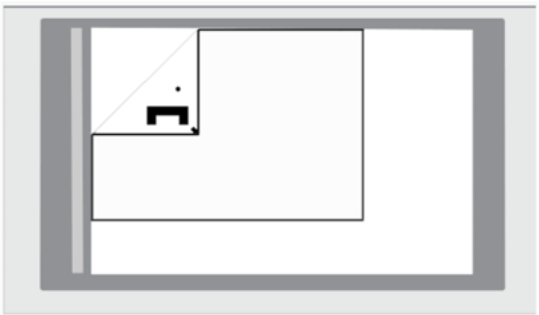
This function must be executed when the printer is first installed.

- **Start**: Perform this function by completing the following the steps.

  1. Load A4 or Letter-size paper in a short-edge feeding (SEF) tray. Select Next to continue.
  2. Confirm that the scanned ID chart is correct. Select Next to continue.

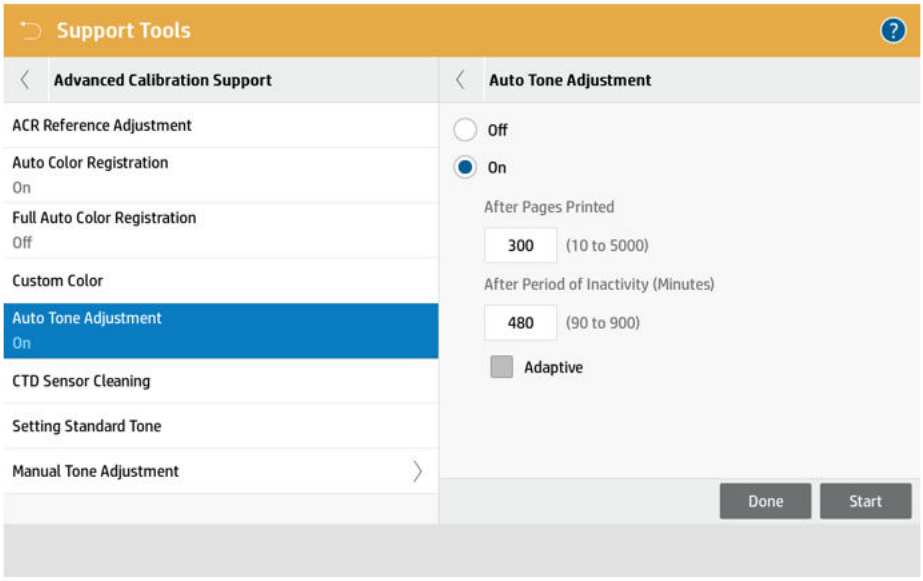


  3. Load the scanned ID chart on the flatbed as indicated. After the page is loaded, select Next continue.



  4. After calibrating the scanner, confirm the results of the calibration. Select Finish to complete.

5. After completion, start the Auto Tone Adjustment so that the Standard Tone can be applied immediately.



- **Set to Default**: Restores the Standard Tone setting to default values.

NOTE: Select Start to manually perform this operation after replacing the ITB unit or cleaning the CTD sensor.

NOTE: When a problem occurs with the scanned ID chart, an error message displays. Check the following items:

- Check the scanned ID chart for correct placement.
- Make sure that the chart direction is horizontal.
- Retry the Setting Standard Tone procedure.

Manual Tone Adjustment

Use this menu to adjust the color tone manually.

This function can adjust Highlights, Midtones, and Shadows.

- **Yellow**: Default is 0. It can be adjusted from -5 to +5.
- **Magenta**: Default is 0. It can be adjusted from -5 to +5.
- **Cyan**: Default is 0. It can be adjusted from -5 to +5.
- **Black**: Default is 0. It can be adjusted from -5 to +5.

Color Calibration

Use this menu to perform a color calibration manually. This process is very similar to the Auto Color Registration process.

- **Start**: The printer performs this function immediately.

Calibrate Scanner

Use this menu when messages on the control panel direct you to run the calibration process.

- **Start**: The printer performs this function immediately.

USB Firmware Upgrade

Use this menu to perform a firmware upgrade using a USB flash drive.

Insert the USB flash drive that contains a firmware upgrade bundle into the USB port, and then follow the on-screen instructions.

- **Install**: Executes the firmware upgrade.

Enhanced 1200 DPI Print Quality

Use this menu to control printed image quality and performance when printing with 1200 dpi.

- **Off (default)**: Printing speed is improved, but the image quality is lower than when the Enhanced 1200 DPI Printer Quality option is enabled.
- **On**: Image quality is improved, but the printing speed is slower than when the Enhanced 1200 DPI Printer Quality option is disabled.

License Management

Use this menu to install a speed license, which will configure the engine to print at an upgraded speed.

Use **one** of the following procedures to install the speed license.

- Install a speed license from the HP Cloud using the control panel.

IMPORTANT: When an inner finisher is installed, the printer cannot exceed 60 pages-per minute (ppm). Do not install a speed license higher than 60 ppm for a printer with an inner finisher installed.

1. Connect a network cable to the printer.
2. Turn the printer power on, and wait for it to initialize to the Ready state.
3. Verify that the printer has a valid IP address and a working internet connection.

   NOTE: A proxy server might need to be configured now using the Embedded Web Server (EWS) or manually at the control panel.

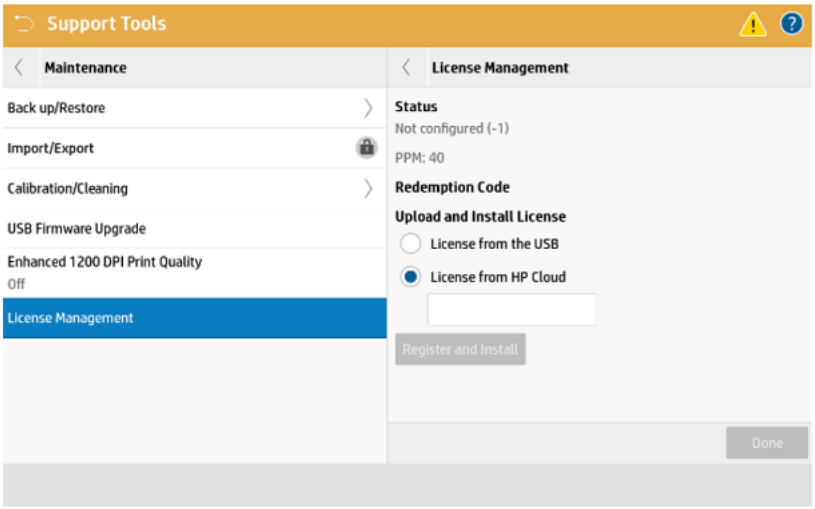
4. At the printer Home screen, scroll to and then touch the Support Tools button.
5. Select the License Management menu in the left-side navigation pane.
6. Select License from HP Cloud under Upload and Install License.

   IMPORTANT: A redemption code must be obtained from the HP Printer License Activation and Management website. https://activation.jamangement.hp.com.

7. Type in the redemption code obtained from the HP Printer License Activation and Management website.

8. Select the Register and Install button.

NOTE: The printer restarts as part of the installation process. Wait at least a few minutes after the printer initializes to the Ready state to allow the speed license installation process to finish completely.

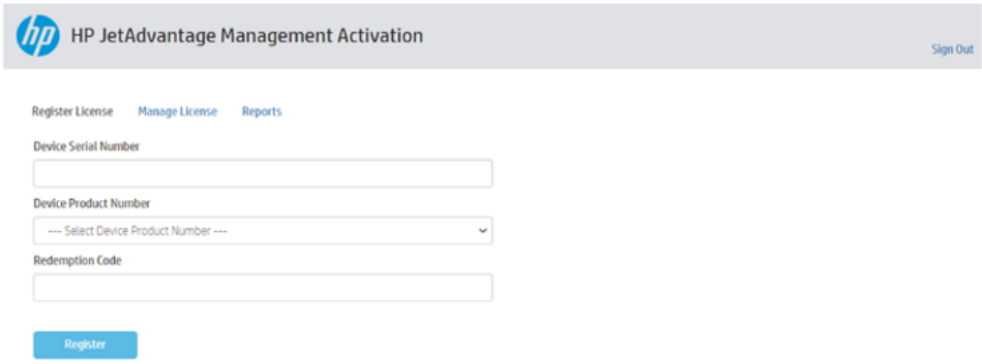


- Install a speed license offline manually using the HP Printer License Activation and Management web site.

IMPORTANT: When an inner finisher is installed, the printer cannot exceed 60 pages-per minute (ppm). Do not install a speed license higher than 60 ppm for a printer with an inner finisher installed.

1. Download the speed license file to the PC from the HP Cloud Server.
   a. Open a browser and go to the HP Printer License Activation and Management website: https://activation.jamanagement.hp.com.
   b. Select the country/region and SIGN IN on the HP Partner Portal.
   c. Select **Activation speed for new HP LaserJets** or select **Product Number**.
   d. Type the printer serial number in the **Device Serial Number** field.
   e. Use the drop-down menu to select the **Device Product Number**.
   f. Type in the redemption code in the **Redemption Code** field.

   NOTE: A redemption code must be obtained from the HP Printer License Activation and Management website. https://activation.jamanagement.hp.com.



g. Click the **Register** button.

h. When the registration is complete, download the speed license file to the computer, and then transfer it to a USB storage device.

⚠ **CAUTION:** The license file must be saved in the root directory of the USB device. Do not change the license file name.

2. Use the steps below to manually install the speed license.

a. Turn the printer power on, and wait for it to initialize to the Ready state.

b. Insert the USB into the USB port on the printer.

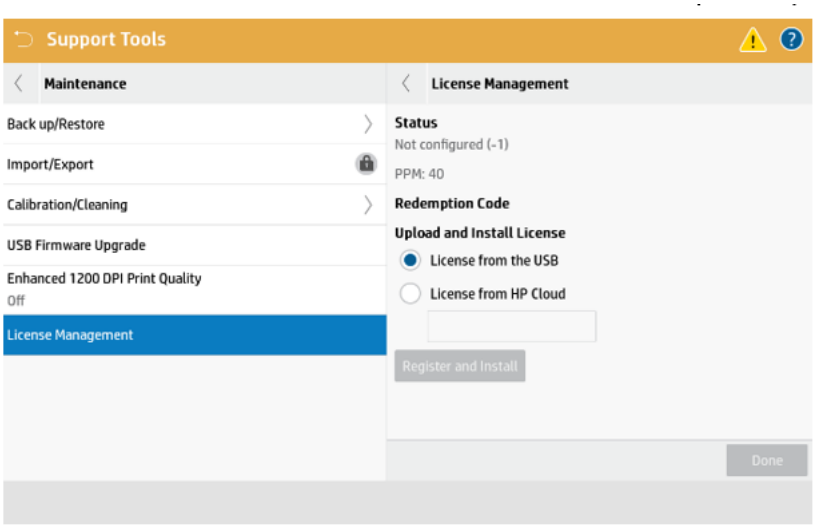
c. At the printer Home screen, scroll to and then touch the Support Tools button.

d. Select License from the USB under Upload and Install License.

e. Touch the Register and Install button.

IMPORTANT: The printer installs the highest speed license among the license files on the USB device. Remove any license files for speeds above 60 ppm for a printer with an inner finisher installed. Speed upgrades cannot be downgraded.

NOTE: If the USB device is not detected, remove the USB device and turn the printer power off. Reinsert the USB device, and then turn the printer power on.



Troubleshooting menu

Use this menu to access features for troubleshooting the printer.

Table 4-60 Troubleshooting menu

First level	Second level
Reports	Configuration/Status Pages
Reports	Fax Reports
Reports	Other Pages
Fax Tools	Fax T.30 Trace Report
Fax Tools	Fax V.34
Fax Tools	JBIG Compression
Fax Tools	Fax Speaker Mode
Fax Tools	Fax Service Log
Fax Tools	IP Fax Trace Report
Fax Tools	IP Fax Log Level
Fax Tools	IP Fax Multitasking
Print Quality Pages	PQ Troubleshooting Pages
Print Quality Pages	Color Band Test
Print Quality Pages	Advanced Print Quality Pages
Event Log	
Paper Path Page	
Diagnostic Tests	Run Fax Test
Retrieve Diagnostic Data	
Retrieve Fax Diagnostic Data	

Configuration/Status Pages

Use this menu to display ( ) or print ( ) the information listed below.

NOTE: For more information on these reports, see Reports menu.

- Settings Menu Map
- Current Settings Page
- Configuration Page
- How to Connect Page
- Supplies Status Page
- Usage Page
- File Directory Page
- Web Services Status Page
- Color Usage Job Log
- HP Flex Build Configuration Page
- Event Log
- Paper Path Page

Fax Reports

Use this menu to display ( ) or print ( ) the information listed below.

- Fax Activity Log
- Billing Codes Report
- Blocked Fax List
- Fax Call Report

Other Pages

Use this menu to print ( ) the information listed below.

- Demonstration Page
- RGB Samples
- CMYK Sample
- PCL Font List
- PS Font List
- Secure Drum Data Erase

Fax T.30 Trace Report

Use this menu to print the Fax trace reports with the selected conditions on each Line 1 or Line 2.

The T.30 trace is a printed report which produces a record of all the communications between the sending and receiving fax machines for the last fax transmission or reception. The report has many technical details which are usually beyond the scope of most users. However, the report contains detailed error codes and other information that might be useful in troubleshooting a particular problem related to sending or receiving a fax. The report contents might be requested by an HP service representative when trying to determine the cause of a problem and will help to determine the appropriate action.

- **Never automatically print**: The printer does not print the fax trace report.
- **Print after every fax**: The printer will print the fax trace report after every fax job.
- **Print only after fax send jobs**: The printer will print the fax trace report after sending a fax job.
- **Print only after received faxes**: The printer will print the fax trace report after receiving a fax job.
- **Print only after fax send errors**: The printer will print the fax trace report when a fax sending error occurs.
- **Print only after fax receive errors**: The printer will print the fax trace report when a fax receiving error occurs.
- **Print only after any fax error**: The printer will print the fax trace report when any fax error occurs.
- **Print Now**: The printer prints the fax trace report immediately.

Fax V.34

Use this menu to resolve a fax sending or receiving problem on each Line 1 or Line 2.

The V.34 setting is the modem protocol that the printer uses to send faxes. It is the worldwide standard for full-duplex modems that send and receive data across telephone lines at up to 33,600 bits per second (bps). The factory-set default for the V.34 setting is On.

You should change the V.34 setting only if you are having trouble sending a fax to or receiving a fax from a particular device. Turning off the setting might be useful when you are trying to send a fax overseas, or receive one from overseas, or if you are using a satellite telephone connection.

- **Enable (default)**: The Fax V.34 is activated.
- **Disable**: The Fax V.34 is not activated.

JBIG Compression

Use this menu to resolve a fax sending problem when another receiving fax device cannot support it.

JBIG compression can reduce fax transmission times significantly when enabled. When enabled, documents will be JBIG encoded when sending and receiving with another JBIG capable fax device. When a fax is sent to or received from a non-JBIG capable device, other compression algorithms will be used.

- **On**: JBIG compression is enabled.
- **Off (default)**: JBIG compression is disabled.

Fax Speaker Mode

Use this menu to enable or disable the fax speaker mode.

- **Normal (default)**: The fax modem speaker is turned on during dialing through the initial connection and then shuts off.
- **Diagnostic**: The speaker is turned on and remains on for all fax communications until the setting is returned to Normal mode.

Fax Service Log

Use this menu to print the detailed fax service log.

- **Print**: The printer prints the detailed fax service log.

PQ Troubleshooting Pages

Use this menu to check the print quality with a printed test page.

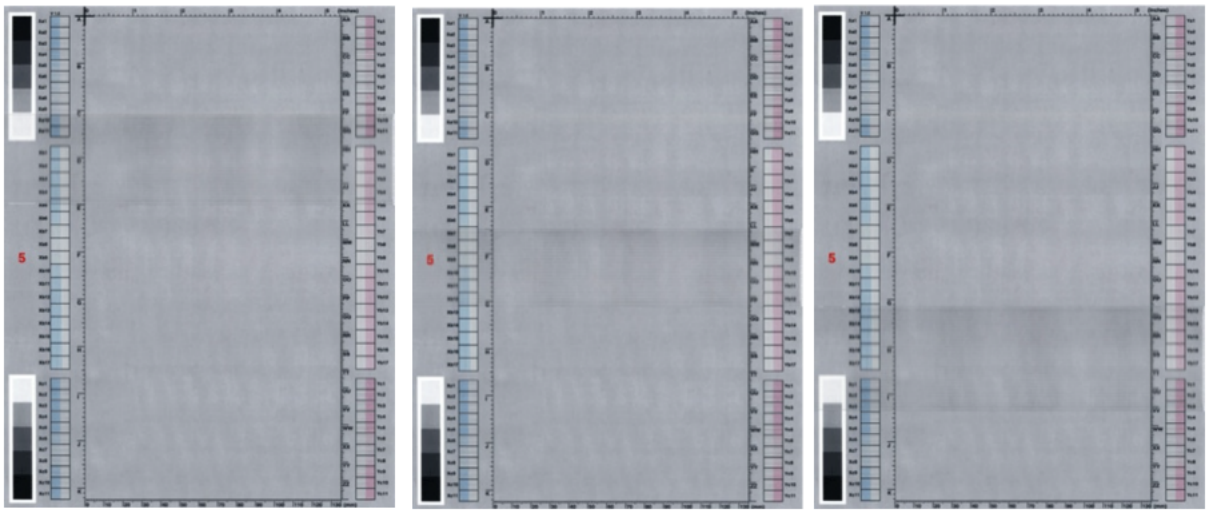
- **Print**: The printer prints the PQ troubleshooting pages.

The printer returns to the Ready state after printing the PQ troubleshooting pages. Review the PQ troubleshooting pages, and perform the corresponding troubleshooting procedure below.

NOTE: The images below are only examples and may not exactly match your output. Black toner is being used for clarity.

Toner smear

As shown below, the issue may vary in location and appearance.



Description

A portion of the image is smeared in the feed (horizontal) direction. The section that is smeared may be a narrow or wide streak, and may extend across the entire page.

Most likely causes

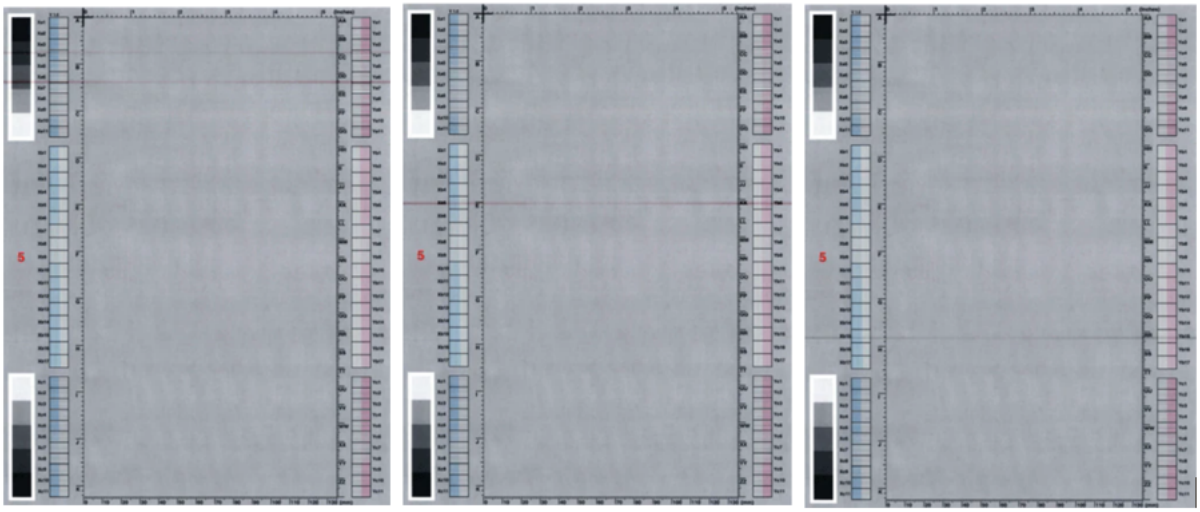
- An internal part of the intermediate-transfer belt (ITB) unit is out of place and is smearing the black toner over the surface of the ITB unit.
- Smears occur more commonly after a paper jam, or during the first daily printing in a high-temperature, high-humidity environment.
- Torn edges of media caught in the ITB unit cleaning blade and not cleared after a paper jam can also cause toner smear.

Troubleshooting and suggestions

1. If the smear was first observed after a paper jam, check the ITB unit for torn pieces of paper. Then go to the next step.
2. Print approximately 10 pages to see if the smear clears. If the toner smear still can be observed, go to the next step.
3. Replace the ITB unit.
4. After replacing the ITB unit, print another set of PQ troubleshooting pages.
5. Look at the new set of PQ troubleshooting test pages. If the issue is not resolved, contact HP.

ITB cleaning blade streak

As shown below, the issue may vary in location and appearance.



Description

The page has one or more dark or brown streaks in the feed (horizontal) direction that extend across the entire page (outside the printable area).

Most likely causes

- The cleaning blade in the intermediate-transfer belt (ITB) unit may be nicked or deformed.

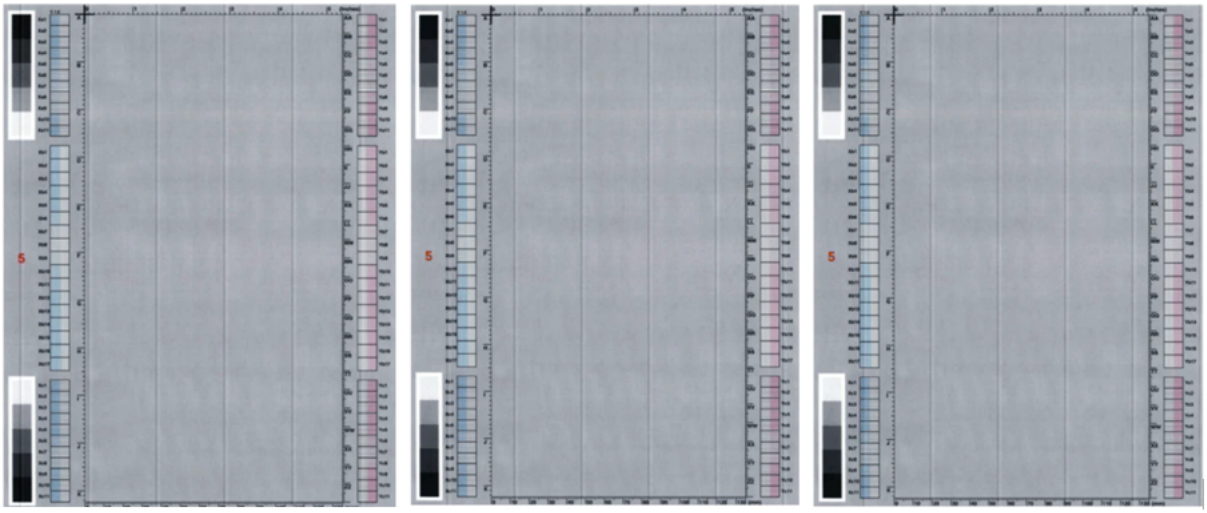
Troubleshooting and suggestions

1. 1. Print 10-30 PQ troubleshooting pages to see if the streaks clear.
2. If the streaks continue, replace the ITB unit.

3. After replacing the ITB unit, print another set of PQ troubleshooting pages.
4. Look at the new set of PQ troubleshooting test pages. If the issue is not resolved, contact HP.

Sharp banding repeating

As shown below, the issue may vary in location and appearance.



Description

Pages print with sharp, narrow, dark bands repeating.

Most likely causes

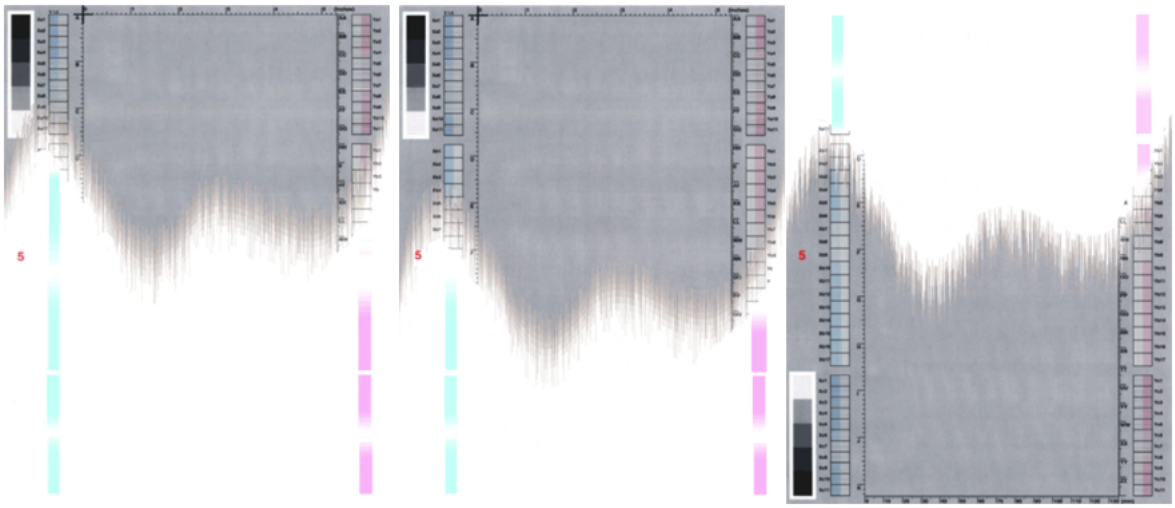
- The developer roller in the black image drum.

Troubleshooting and suggestions

1. Replace the black image drum.
2. After replacing the black image drum, print another set of PQ troubleshooting pages.
3. Look at the new set of test pages. If the issue is not resolved, contact HP.

Partial Missing color plane

As shown below, the issue may vary in location and appearance.



Description

The background color of the black test page is missing toner. The boundary between where the toner is present and not present creates a wavy pattern.

Most likely causes

- One of the transfer rollers in the intermediate-transfer belt unit does not have even pressure across the belt.
- Toner level is low in the black image drum and there is a problem replenishing the toner from the black toner cartridge.

Troubleshooting and suggestions

1. Check the ITB unit to see whether the bushings are correctly positioned.
2. Print another set of PQ troubleshooting pages.
3. Look at the new set of test pages. If the issue is not resolved, then check the printer toner cartridge.
4. Print and examine another set of PQ troubleshooting pages.
5. If the issue is not resolved by the black image drum test procedure, contact HP.

Color Band Test

Use this menu to print a color band test page.

- **Copies**: 1 to 30 (default:1)
- **Print**: The printer prints the color band test pages.

Advanced Print Quality Pages

Use this menu to print test pages with the selected test page type.

- **Print**: The printer prints the selected quality test pages
  - EP Calibration Pattern2 Halftone

- Tone Curve Int Calibration YM Pattern
- Tone Curve Int Calibration CK Pattern
- Tone Curve Ext Measurement Page
- Black Mechanical Banding Page
- Cyan Mechanical Banding Page
- Magenta Mechanical Banding Page
- Color Registration Check for Motion

Event Log

Use this menu to display and print event logs such as an event code, date/time, cycles and repetitions on the printer.

- **Print** (): The printer prints the event logs.

Paper Path Page

Use this menu to display and print a paper path usage on the printer.

- **Print**: The printer prints the paper path usage report.

Run Fax Test

Use this menu to perform tests on specific components within the product to determine whether the components are functioning correctly.

The printer prints a fax test report. The report contains the following possible results.

- **Pass**: The report contains all of the current fax settings. The printer is ready to send and receive faxes.
- **Fail**: The report indicates the nature of the error and contains information on how to resolve the issue.

Retrieve Diagnostic Data

Use this feature to retrieve diagnostic data from the printer and save it to a USB flash drive.

Select from the following options:

- **Debug information file**: This option creates a .zip file.
- **Device data file**: This option creates a device data file.

The exported data might contain personally identifiable information.

Retrieve Fax Diagnostic Data

Use this menu to export Fax diagnostic data from the printer using a USB drive.

Insert a USB drive into the USB port. Click the Save button.

5 Removal and replacement

When servicing the printer, several items must be considered to ensure a successful repair and to avoid damage to the printer or personal injury. Learn about these considerations and find detailed instructions for removing and replacing printer parts.

Safety and support guidelines when using the printer

Learn how to use your printer safely and review the information required when contacting HP support for printer assistance.

Safety precautions

Follow these safety protocols when handling or repairing the printer.

Product safety classification: This is a Safety Class I product, which means it has a protective earth terminal. This terminal must be connected to earth ground.

IMPORTANT: Before operation or repair, check the product and review this manual for safety warnings and instructions. Safety warnings for specific procedures are located at appropriate places in the manual.

WARNING: Hazardous voltages exist within the product.

NOTE: HP recommends that only qualified personnel trained in working with high voltage power equipment should service this unit.

Follow these precautions always:

NOTE: If you do not want to disassemble and repair the printer yourself, contact your local HP Service Representative for service, see Contact HP Support section.

Warnings and Cautions

To ensure the proper use of the printer and to prevent the printer from being damaged, follow the warning and caution symbols marked in this guide. See Conventions used in this guide.

Electrical precautions

- **Power cord instructions**
  - Make sure your power source is adequate for the product voltage rating. The voltage rating is on the product label.

    Typically, the product uses either 110-127 Vac or 220-240 Vac and 50/60 Hz. Depending on a product, the voltage usage might change (100-127 Vac, for example). It is recommended to refer your product manual for the specified voltage.
  - Connect the power cord between the product and a grounded AC outlet.

    CAUTION: To prevent damage to the product, use only the power cord that is provided with the product.

Do not damage, cut, or repair the power cord. A damaged power cord can cause fire or electric shock. Replace a damaged power cord with an HP-approved power cord.

- Unplug the power cord when disassembling or assembling the printer.

  The printer utilizes a power switch (button) that is turned "ON" or "OFF". Be aware that electricity may flow on the primary side of the printer even when the printer is "OFF".

- Power off the printer and unplug the power cord and fax cord (if available) from the electrical outlet in any of the following cases:
  - When removing product enclosure or covers from the printer or when accessing internal parts of a printer.
  - If there is smoke or an unusual smell coming from the printer.
  - A piece of metal or a liquid (not part of cleaning and maintenance routines) touches internal parts of the printer.
  - During an electrical storm (with thunder and/or lightning).
  - During an electrical power failure.

Electrostatic Discharge (ESD) precautions

Electrostatic discharge (ESD) can damage electronic components inside your printer.

Use these guidelines to protect sensitive parts against damage from electrostatic discharge.

- Touch a metal object that is not painted and is grounded.
- Leave electronic parts such as a memory chip in the bag it was shipped in until you are ready to perform the installation.
- ESD wrist straps can also be used to help release excess electrostatic charge.

  - **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.

Handling toner

HP recommends that you wear gloves when handling toner cartridges and toner system components.

Do not expose toner or toner cartridge to fire or any heat source.

Keep imaging unit and/or toner cartridge away from children. The toner powder contained in the imaging unit and toner cartridge may be harmful, and if swallowed, you should contact a doctor.

Lifting equipment

Follow the recommendations for lifting or moving your printer.

The printed inbox guides and support documentation available on support.hp.com for your printer model will provide the lifting requirements to avoid injury and to safely move the printer.

NOTE: Do not attempt to lift heavy equipment without assistance.

Safety measures during disassembling or reassembling

IMPORTANT: Before disassembling or reassembling a printer, be sure to unplug its power cord from the electrical outlet.

NOTE: Assembly is the reverse of disassembly unless otherwise specified.

- During disassembly, reassembly, or transportation of a printer, remove the toner cartridge as necessary.
- Only fuses with the required rated current, voltage, and specified type (normal blow, time delay, etc.) should be used.

  Do not use repaired fuses or short-circuited fuse holders. Doing so, could cause a shock or fire hazard.
- Capacitors inside this product may hold a hazardous charge even if the product has been disconnected from its power source.
- Do not disable safety functions (Interlocks or safety circuits). Safety will not be assured leading to a safety hazard and potential injury.
- Note the length, diameters, and locations of screws as you remove them. When reassembling the printer, be sure to use them in their original locations.
- As a best practice safety rule, do not run the printer with any parts removed.

Ingestion hazards

This product may contain a button cell or coin battery that is not intended to be replaced.

- A swallowed button cell or coin battery can cause internal chemical burns in as little as two (2) hours.

  Death or serious injury can occur if ingested.
- Keep new and used batteries out of reach of children. Used batteries may cause severe injury or death.

  Seek immediate medical attention if a battery is suspected to be swallowed or inserted inside any part of the body. Call a local poison control center for treatment information.
- Remove and immediately recycle or dispose of used batteries according to local regulations and keep away from children. Do not dispose of batteries in household trash or incinerate.

Laser radiation hazards

The printer is certified as a Class 1 laser product.

WARNING: Using controls, adjusting or performing procedures other than those specified in the user guide could result in exposure to hazardous radiation. Do not disassemble the laser/scanner unit as the laser beam can injure your eyes. An invisible laser beam is emitted within the laser/scanner unit.

Mechanical hazards

The printer has moving parts that could cause injury. To avoid personal injury, take the following precautions when working close to the printer.

- Keep your clothes and body away from the printer's moving parts.
  - Avoid wearing dangling jewelry or other hanging objects around the printer as it might be caught by moving parts and lead to injury.
  - Keep long hair tied up and away from the paper feed mechanism.
  - Ensure the sleeves or gloves do not get caught in the printer's moving parts.
- Avoid standing close to the fans as it could cause injury and could also affect print quality (by obstructing the air flow).
- Do not touch gears or moving rolls during printing.
- Do not operate the printer when having enclosure covers removed or interlock switches bypassed.
- The product may have internal sharp edges.

  Make sure the wiring does not come into contact with sharp edges, burrs, or other pointed parts. Current can leak, leading to a risk of electrical shock or fire hazard.
- During and after repair, check internal electrical wiring for squeezing, sheaths and any damage.
- – Make sure that all screws, components, wiring, connectors and so forth that were removed, have been reinstalled in the original location.
  - Do not allow any metal parts such as clips, staples and screws to fall into the printer. This could potentially short internal circuits and cause an electrical shock hazard.
  - Do not allow liquids (except those used in HP cleaning kits) to touch the internal parts of the printer. Doing so may cause fire, electric shock, or other serious hazards.

Thermal hazards

Caution: Inspection before repair for fuser

The area around the fuser unit may be hot. Wait for a few minutes until the fuser assembly cools down.

Contact HP Support

HP offers phone support to assist you for printer issues. Ensure to read the following information before contacting HP Support.

Before contacting HP Support

Before contacting support, consider checking the resources available on HP Customer Support.

1. Go to HP Customer Support (https://support.hp.com) to locate your product support page.
2. Review the documents for troubleshooting before contacting HP.

Information required when contacting HP Support

If you call an HP support representative for assistance, ensure you have the following information for HP support to answer your questions quickly:

- **Product model**: Note the printer model, product number, and serial number you are using. The product number and the serial number are typically found on the label at the back of the product.
- **Error code**: If there is an error code or message displaying on the printer control panel, note the error code and message.
- **Computer (operating system)**: Provide the name of the computer/computer operating system you are using.
- Any **special equipment or software** you are using (for example, spoolers, networks, switch-boxes, modems or special software drivers).
  - The type of interface used on your product (USB or network).
  - The software and driver name and firmware version number that you are currently using.
- **Printer service information**: You can obtain the printer service information from the Embedded Web Server (EWS). If you need to send this information by email, download it as a file from your browser, and send the file.

NOTE: Depending on your printer firmware version, the menu items in the EWS might vary.

1. Open a Web browser on your computer, and then enter the IP address of your printer to access the Embedded Web Server.
2. Click **Support** > **Service support** > **Service information** > **Display**.

Phone support

HP phone support is available on the HP support website. For assistance, go to one of the following websites:

- https://support.hp.com/contact or
- https://support.hp.com/contact/help/printer or
- https://www.hp.com/us-en/contact-hp/contact.html.

Essential adjustments when replacing or reinstalling the supplies or LLCs

Adjustments required when replacing or reinstalling specific parts.

When replacing or disassembling-reinstalling the following major LLC parts that can affect print quality among the parts installed in the device, essential processes must be performed to maintain optimal printing quality.

Please be careful as registration problems or low-quality images may be output if the required elements are not performed. Different processes may be required for each product or part.

Applicable items

The following parts require essential adjustments when replaced.

LSU, Developer unit, ITB unit, Drum unit, Drum and developer drive assembly(or single drum motor), and CPR assembly

LSU

- ACR Reference Adjustment
- Auto Color Registration
- Auto Tone Adjustment, recommended to proceed 2 or 3 times
- Setting Standard Tone, optional

Developer unit or ITB

- Auto Color Registration
- Auto Tone Adjustment, recommended to proceed 2 or 3 times
- Setting Standard Tone, optional
- Reset Supplies

Drum unit, Drum and developer drive assembly, or CPR assembly

- Auto Color Registration
- Auto Tone Adjustment, recommended to proceed 2 or 3 times
- Setting Standard Tone, optional
- Reset Supplies

NOTE: HP provides not only the drum and developer drive assembly, but also the motor within this part for service. When replacing this single motor, you must follow the same recommended process above to operate the product in optimal condition.

How to perform the ACR Reference Adjustment

Use the following to adjust the ACR reference.

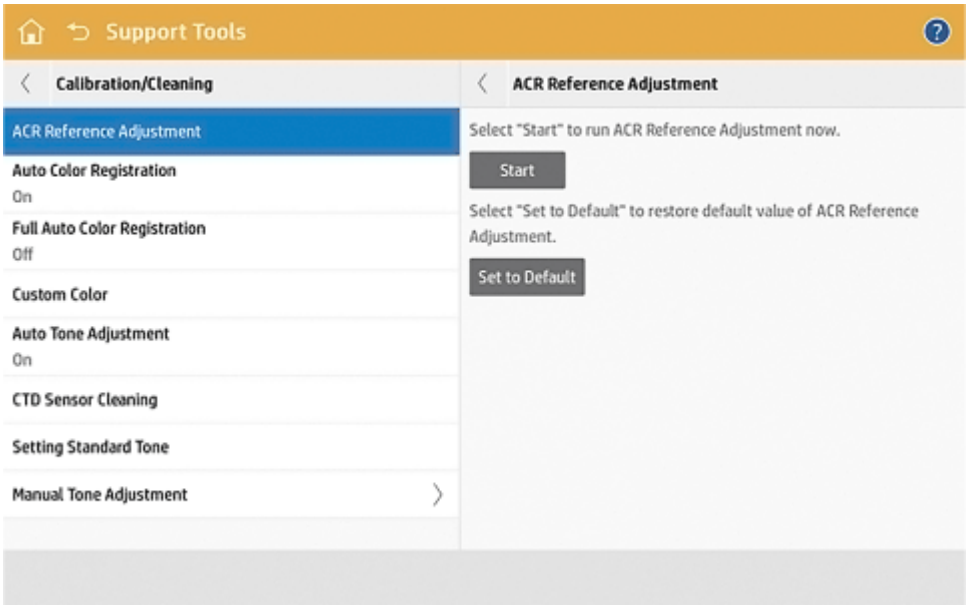
A pattern is printed out to determine the linearity characteristics of the main laser scanning direction, and detailed laser scanning unit correction is performed by scanning this pattern. This function must be performed after LSU replacement or LSU reinstalling.

1. Open the following menus:
   - **Service Tools**
   - **Service - Access Code**
   - **Advanced Service**

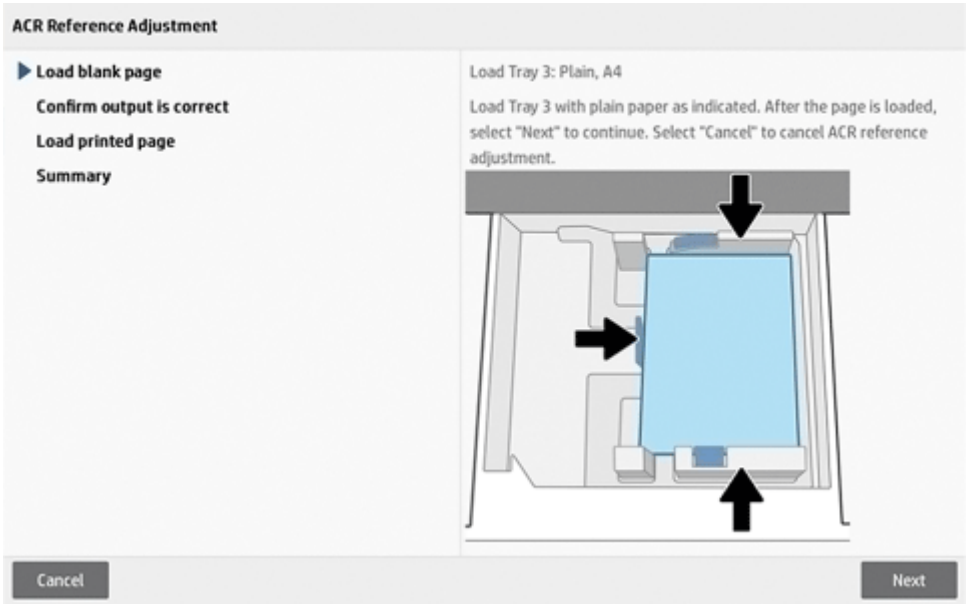
- **Calibration/Cleaning**
- **ACR Reference Adjustment**

2. Follow the guidance on the screen and perform the calibration process.

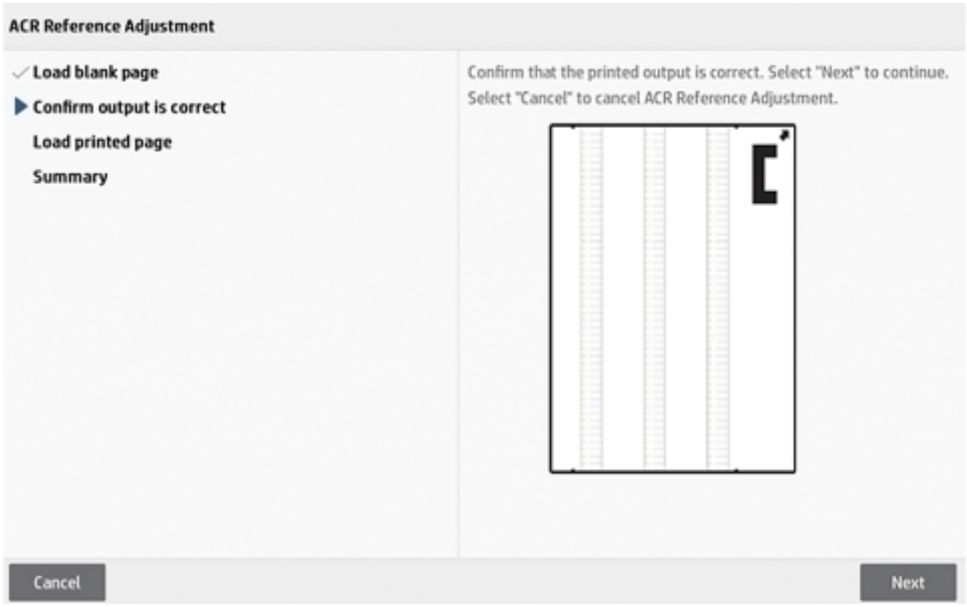
   a. Select the "**Start**" button.



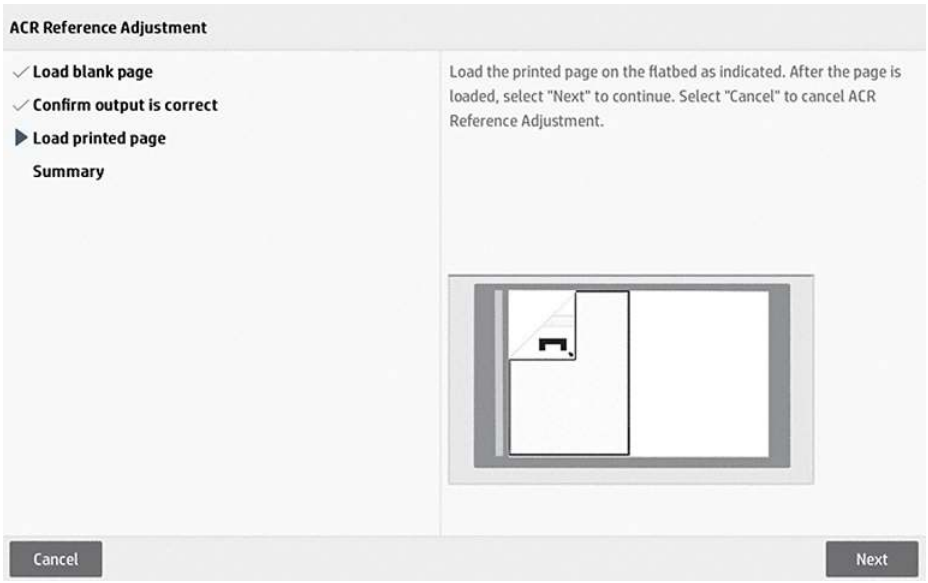
   b. Load A4 size blank paper in Tray 3 LEF (long edge feeding) direction. Then touch **Next.**



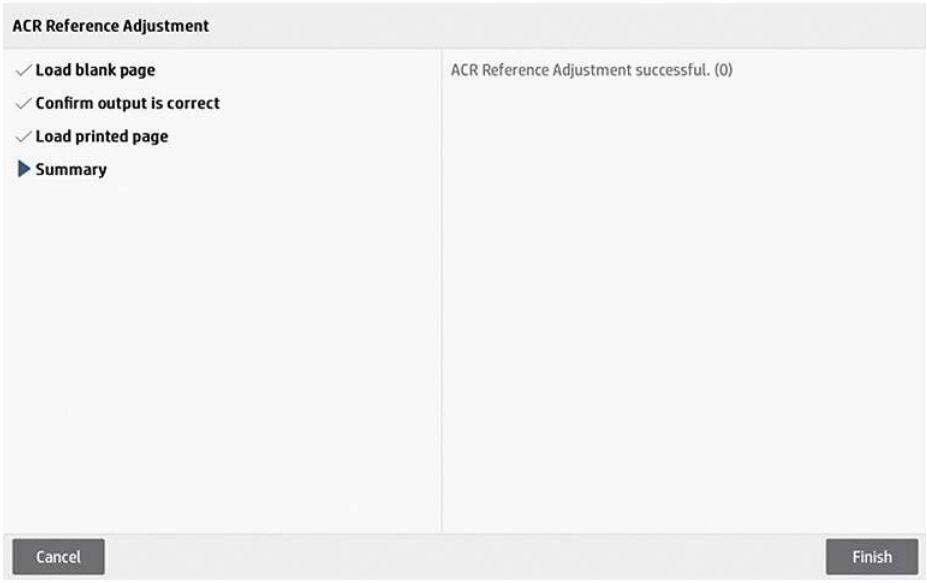
c. A test pattern will print out, check the arrow direction on the printed image then touch **Next**.



d. Load the printed page on the flatbed as indicated, be sure to set the direction with arrow direction. Then touch **Next**.



e. Calibration will be processed, then check whether the process has correctly finished.



NOTE: If the calibration process failed, the device will show an error message ( ).

- (0) - Success
- (1) (2) (3) (b) (c) (d) (e) (f) (ff) - pattern identification, engine, scanning error during the process.

  In this case, do the adjustment process again and check the hardware installment condition again.

How to perform Auto Color Registration

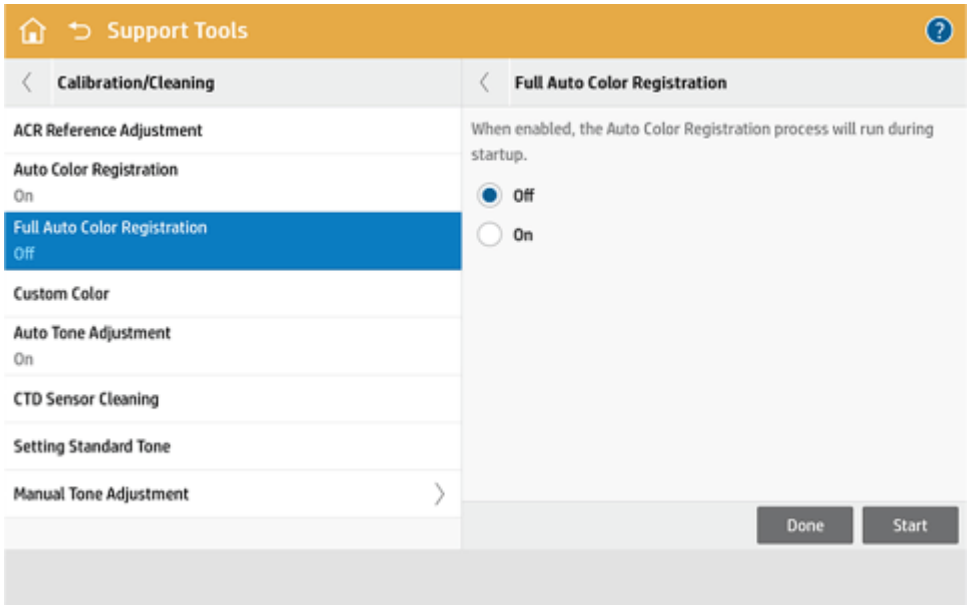
Use this procedure to run the auto color registration.

Use this menu to correct the color registration automatically when color misalignment occurs.

Figure 5-1 Color registration errors



1. Open the following menus:
   - **Service Tools**
   - **Service - Access Code**
   - **Advanced Service**
   - **Calibration/Cleaning**
   - **Full Auto Color Registration** (E786 /E877/8801 series) or **Auto Color Registration** (E785 series)
2. Select the **Start** button to perform the calibration process immediately. It may take several minutes.



How to perform Auto Tone Adjustment

Use the following to adjust the auto tone.

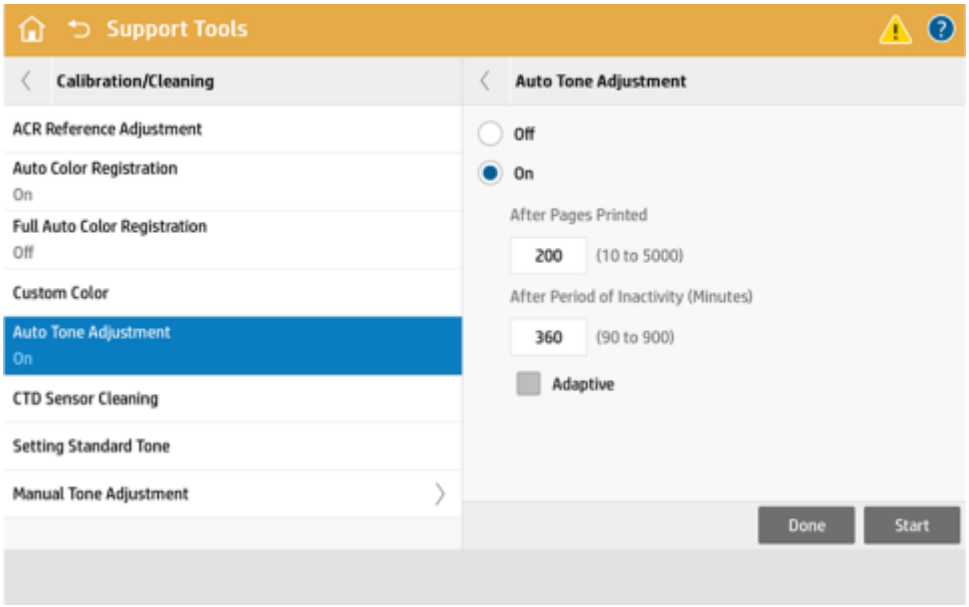
If the tone (density) of the printed image is not appropriate, use this function to adjust it for correct expression.

It is recommended to perform this function when parts related to image output have been replaced or reinstalled.

When this function is performed, a test pattern is drawn on the ITB, and the CPR sensor recognizes it and automatically adjusts the concentration to produce optimal printing results.

1. Open the following menus:
   - **Service Tools**
   - **Service - Access Code**
   - **Advanced Service**
   - **Calibration/Cleaning**
   - **Auto Tone Adjustment**

2. Select the **Start** button to perform the calibration process immediately. It might take several minutes.



3. It is recommended to perform 2 or 3 times.

How to set Standard Tone

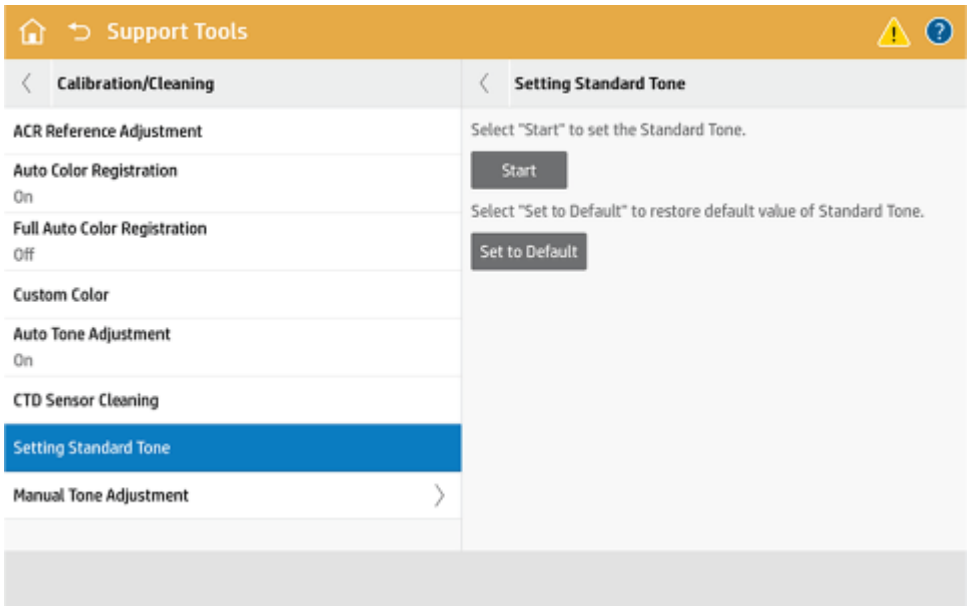
Use the following process when setting standard tone.

If the tone (density) of the printed image is not appropriate, use this function to adjust it for correct expression. It is recommended to perform this function when parts are related to the image.

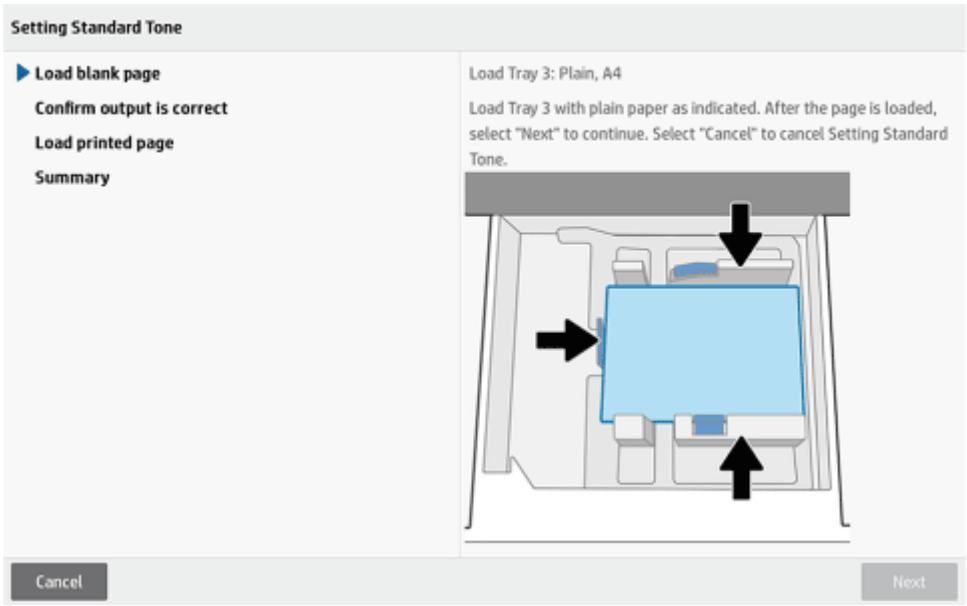
This is an **Optional** procedure.

1. Open the following menus:
   - **Service Tools**
   - **Service - Access Code**
   - **Advanced Service**
   - **Calibration/Cleaning**
   - **Setting Standard Tone**

2. Select the **Start** button to perform the calibration process immediately.



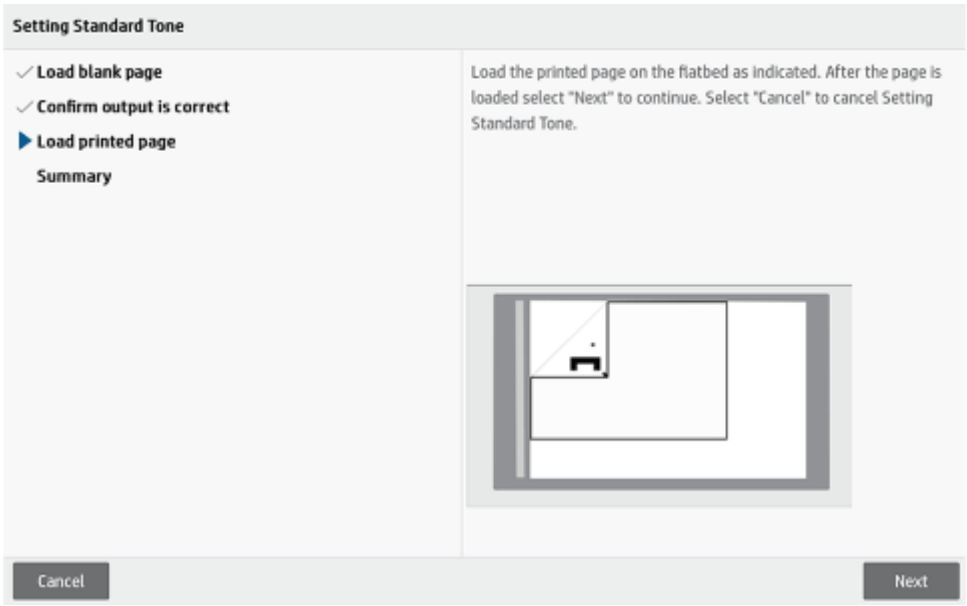
a. Load new paper into Tray3 in the same orientation short edge first (SEF) as shown in the picture then press the **Next** button.



b. One sheet of test pattern is printed. Check if output page is printed correctly. Then touch **Next**.



c. Place the printed test pattern on the flatbed scanner. Make sure the arrow on the printout is located in the upper left corner as shown in the picture. Touch **Next** to continue.



d. The Calibration procedure will be processed. Check whether the procedure completed successfully.



NOTE: If the calibration process failed, the device will show an error message ( ).

- (0) - Success
- (1) (2) (3) (b) (c) (d) (e) (f) (ff) - pattern identification, engine, scanning error during the process.

  In this case, do the adjustment process again and check the hardware installment condition again.

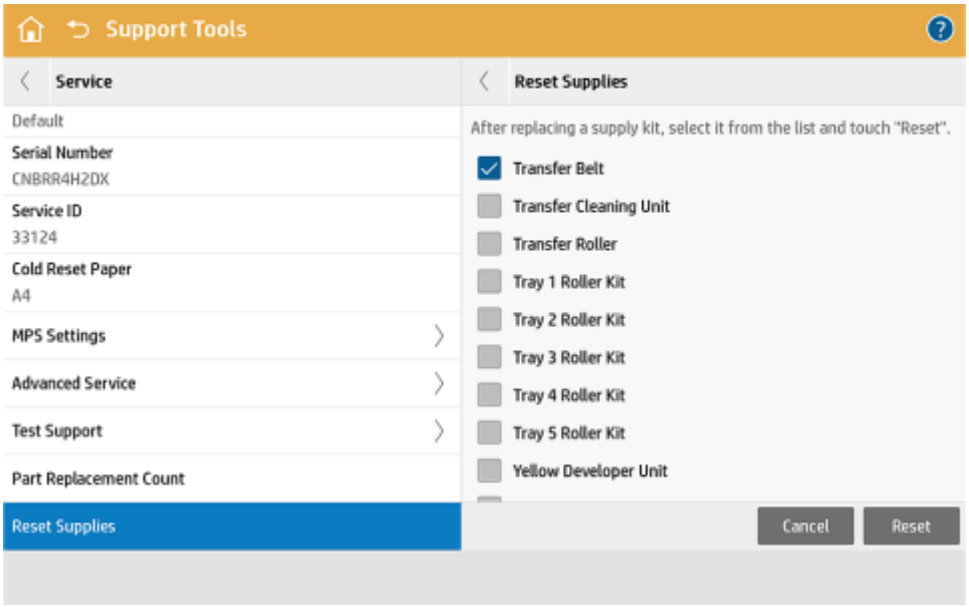
How to Reset Supplies

Use the following procedure to reset the supplies.

When replacing a supply that does not store usage-related data, you must access Service Tools to initialize usage information. If you do not go through this process, you may not be able to use the product properly for its entire life.

1. Open the following menus:
   - Service Tools
   - Service - Access Code
   - Reset Supplies
2. Check the supply kit that needs to be reset and then press the **Reset** button.

NOTE: Selectable supply kits may vary depending on the product.



Base printer

Learn about base printer parts removal and replacement.

Covers

Learn about base printer cover replacement.

Base covers

Review the base cover removal procedures.

Removal and replacement: Rear upper cover

Learn about removing and replacing the rear upper cover.

View a video of removing and replacing the rear upper cover.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-1 Part information

Part number	Part description
6ER04-40008	Rear upper cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

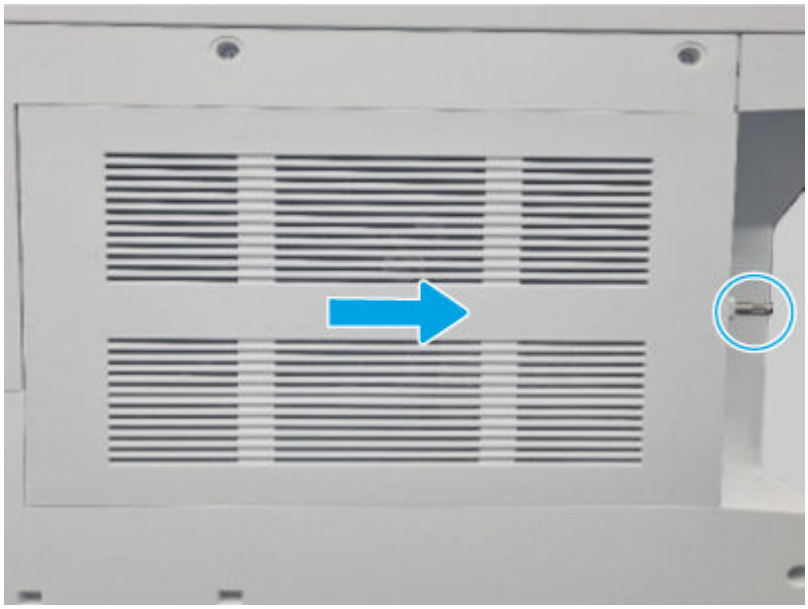
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-2 Remove the cover

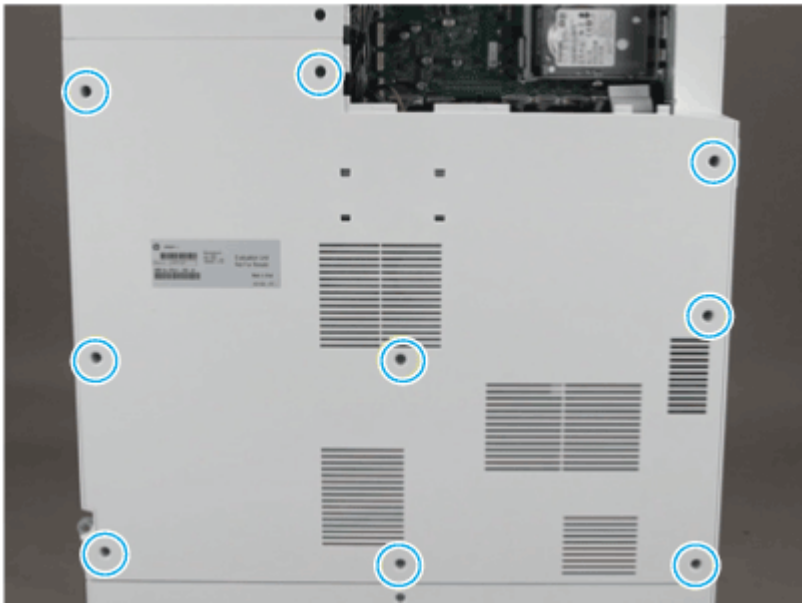


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-3 Remove the cover

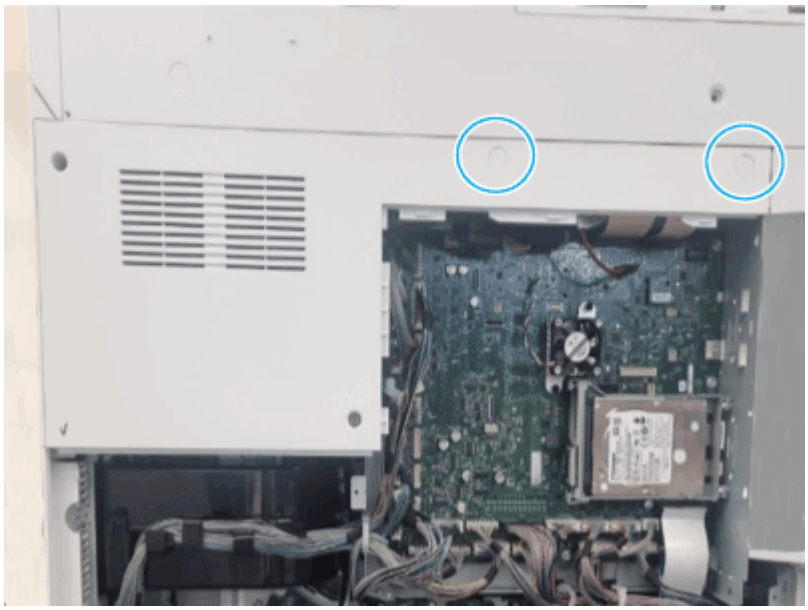


3. Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

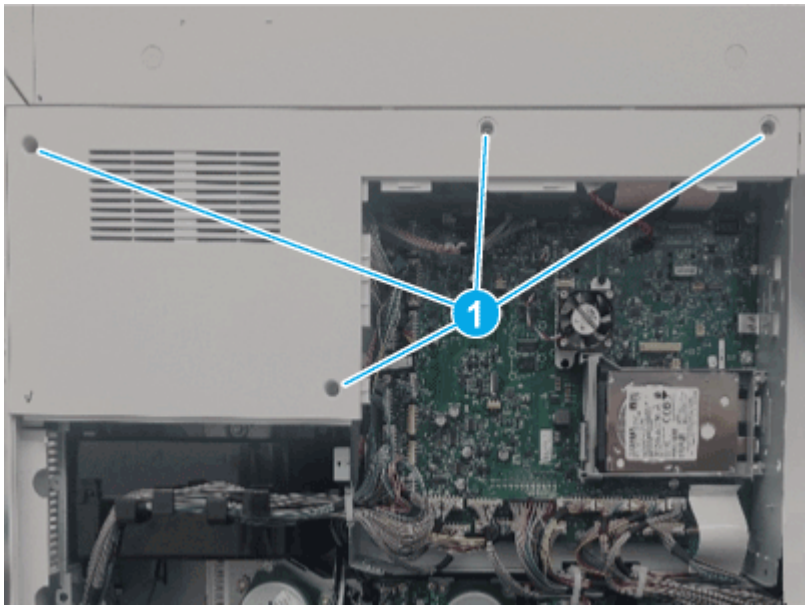
1. Use a pair of tweezers to remove the screw caps.

Figure 5-4 Remove the screw caps



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-5 Remove the cover



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Rear lower cover

Learn about removing and replacing the rear lower cover.

View a video of removing and replacing the rear lower cover.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-2 Part information

Part number	Part description
6ER04-40019	Rear lower cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

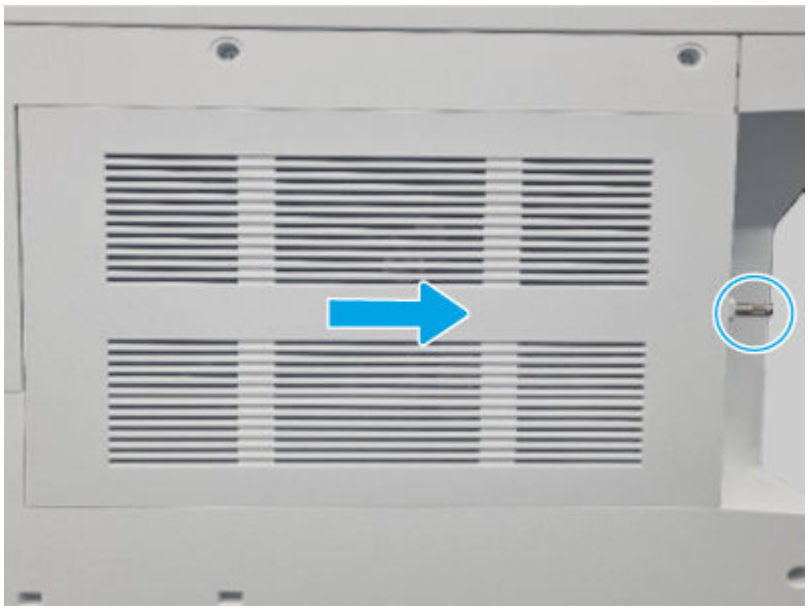
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-6 Remove the cover

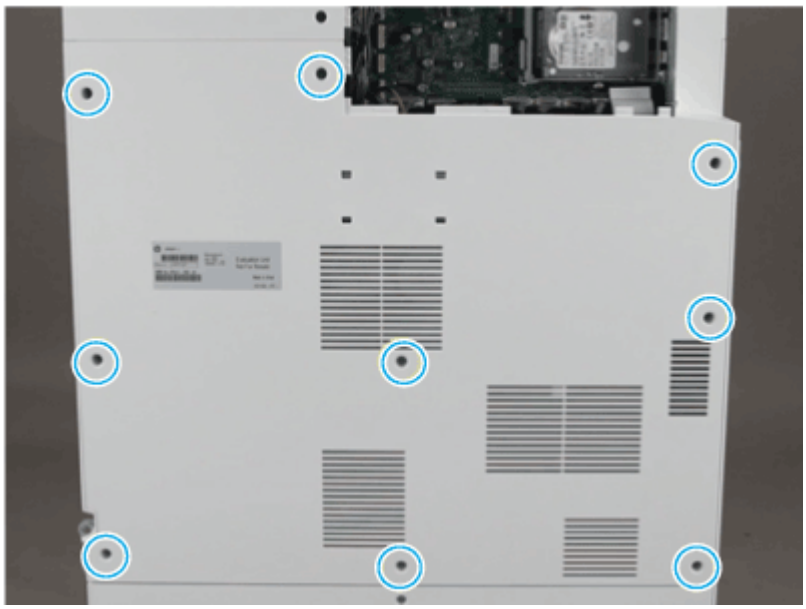


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-7 Remove the cover



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Removal and replacement: Controller cover

Learn about removing and replacing the controller cover.

View a video of removing and replacing the controller cover.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-3 Part information

Part number	Part description
6ER04-61005	Controller cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

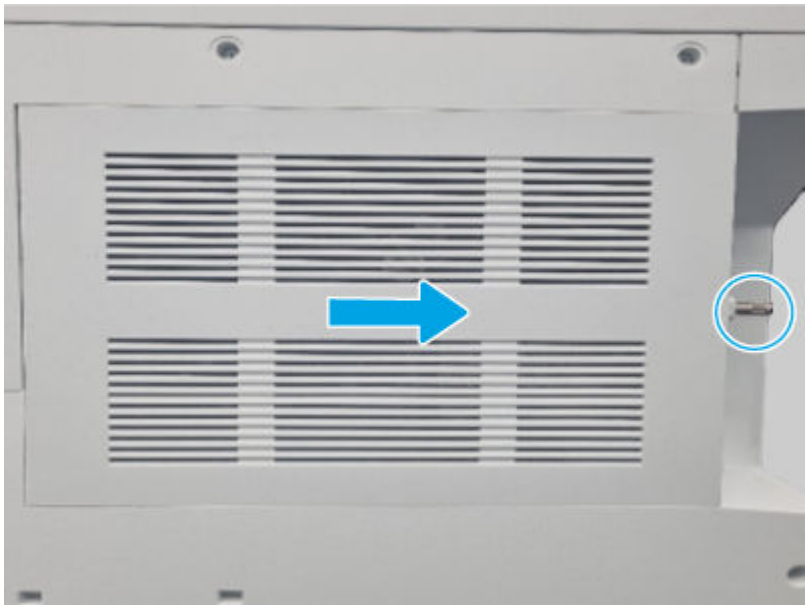
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-8 Remove the cover



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Removal and replacement: Exit rear cover

Learn about removing and replacing the exit rear cover.

View a video of removing and replacing the exit rear cover.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-4 Part information

Part number	Part description
6ER04-40028	Exit rear cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-9 Remove two screws



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-10 Remove the cover

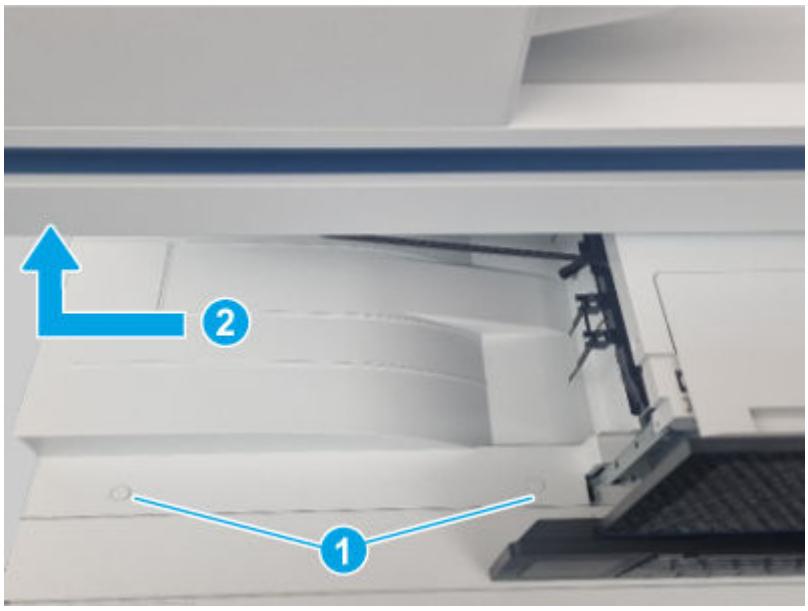


2. Remove the exit cover stacker

Use the following procedure to remove and replace the exit cover stacker.

- Remove two screw caps and remove two screws (callout 1), and then remove the exit cover stacker (callout 2).

Figure 5-11 Remove the cover



3. Remove the exit rear cover

Use the following procedure to remove and replace the exit rear cover.

- Remove four screws, and then remove the cover.

Figure 5-12 Remove the cover



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Left top cover

Learn about removing and replacing the left top cover.

View a video of removing and replacing the left top cover.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-5 Part information

Part number	Part description
JC63-04862B	Left top cover

Required tools

- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

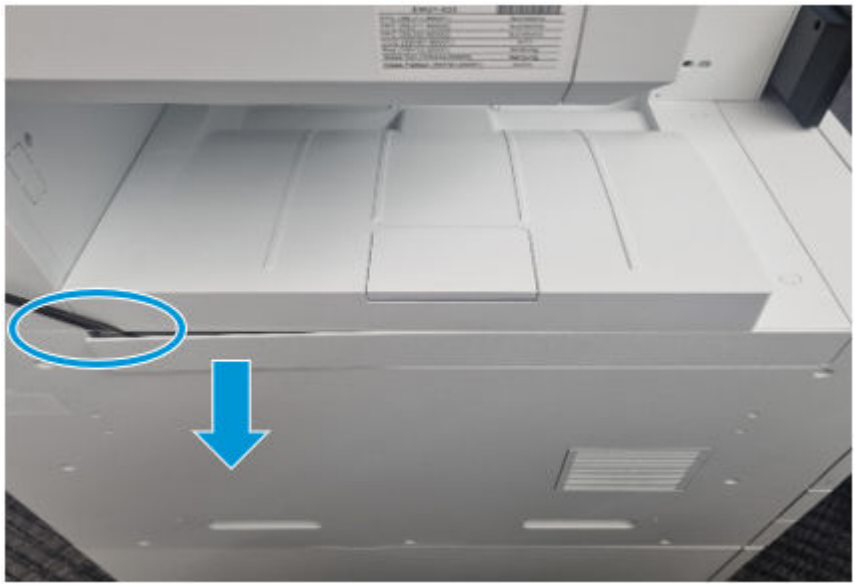
1. Remove the left top cover

Use the following procedure to remove and replace the left top cover.

- Use a pair of tweezers to carefully release the cover, and then pull straight out to remove the cover.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-13 Remove the cover



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Left upper cover

Learn about removing and replacing the left upper cover.

View a video of removing and replacing the left upper cover.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-6 Part information

Part number	Part description
6ER04-40027	Left upper cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

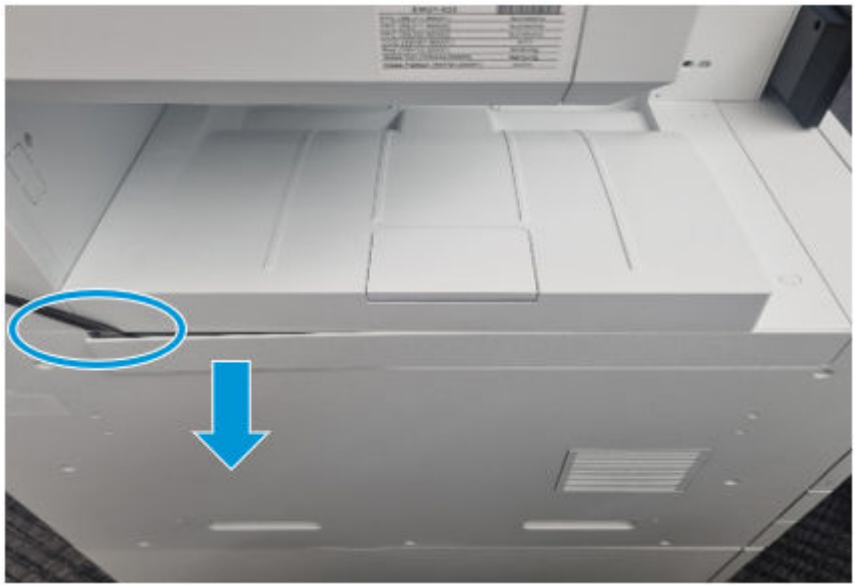
1. Remove the left top cover

Use the following procedure to remove and replace the left top cover.

- Use a pair of tweezers to carefully release the cover, and then pull straight out to remove the cover.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-14 Remove the cover



2. Remove the left cover

Use the following procedure to remove and replace the left cover.

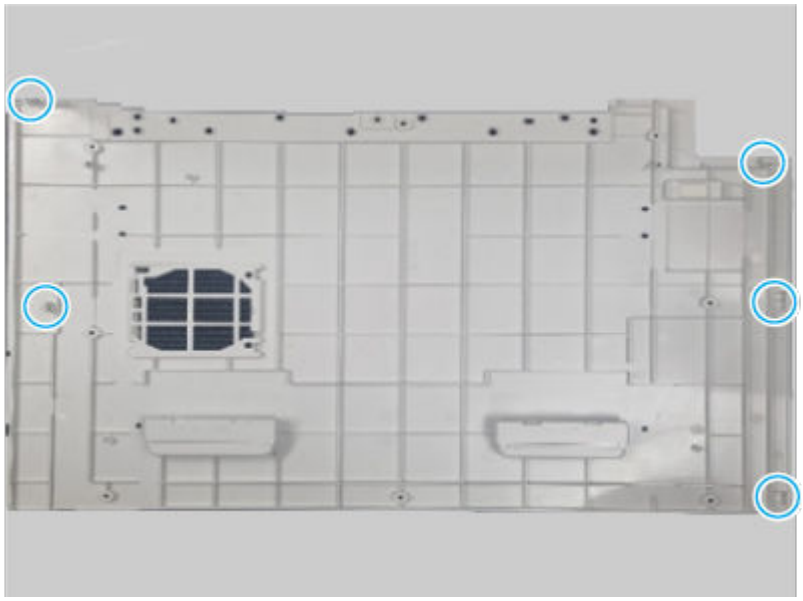
1. Open the front cover (door) and all installed trays.
2. Remove eight screws.

Figure 5-15 Remove eight screws



3. Before proceeding, take note of the location of the mounting hooks on the inside of the cover.

Figure 5-16 Cover hook locations



4. Release the cover from the right- to left side. Remove the cover.

Figure 5-17 Remove the cover

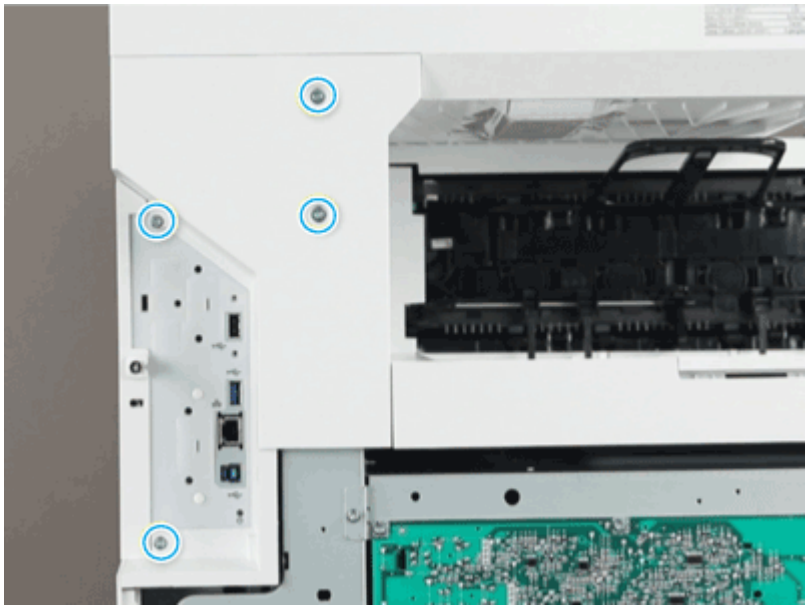


3. Remove the left upper cover

Use the following procedure to remove and replace the left top cover.

- Remove four screws, and then remove the cover.

Figure 5-18 **Remove the cover**



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Left cover

Learn about removing and replacing the left cover.

View a video of removing and replacing the left cover.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-7 Part information

Part number	Part description
6ER04-40049	Left cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

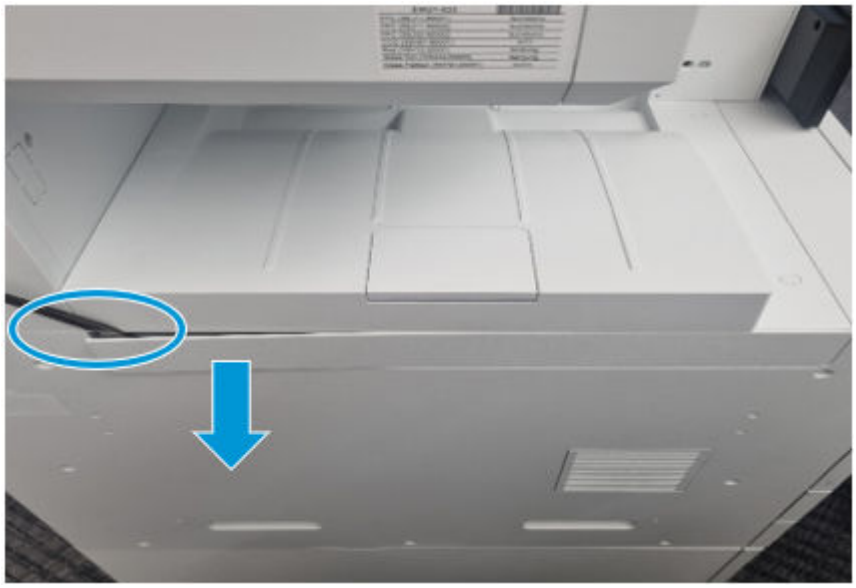
1. Remove the left top cover

Use the following procedure to remove and replace the left top cover.

- Use a pair of tweezers to carefully release the cover, and then pull straight out to remove the cover.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-19 **Remove the cover**



2. Remove the left cover

Use the following procedure to remove and replace the left cover.

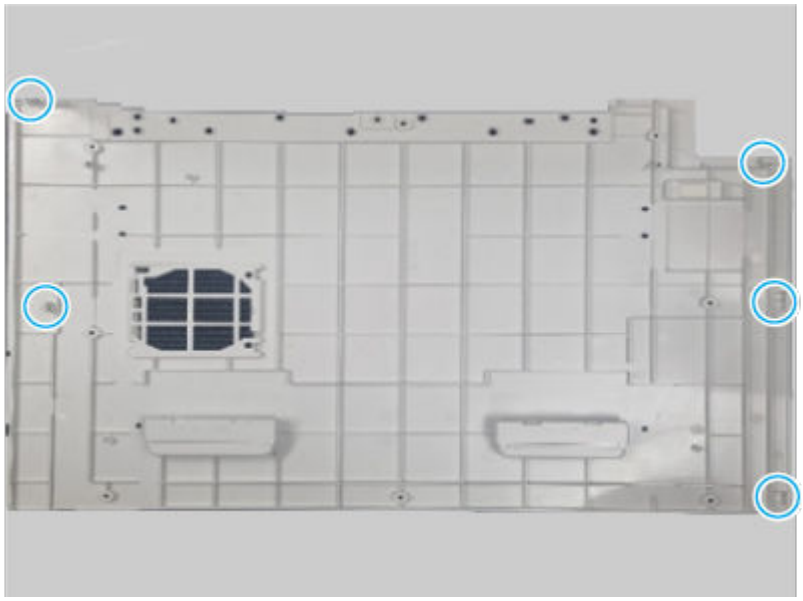
1. Open the front cover (door) and all installed trays.
2. Remove eight screws.

Figure 5-20 **Remove eight screws**



3. Before proceeding, take note of the location of the mounting hooks on the inside of the cover.

Figure 5-21 Cover hook locations



4. Release the cover from the right- to left side. Remove the cover.

Figure 5-22 Remove the cover



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Removal and replacement: Middle upper cover

Learn about removing and replacing the middle upper cover.

View a video of removing and replacing the middle upper cover.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-8 Part information

Part number	Part description
6ER04-40026	Middle upper cover

Required tools

- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the middle upper cover

Use the following procedure to remove and replace the middle upper cover.

1. Rotate the control panel into the upright position.

Figure 5-23 Raise the control panel



2. Use a pair of tweezers to release the cover, and then remove the cover.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-24 Remove the cover



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Right door sHCI dummy cover

Learn about removing and replacing the right door sHCI dummy cover.

View a video of removing and replacing the right door sHCI dummy cover.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-9 Part information

Part number	Part description
JC63-04918B	Right door sHCI dummy cover

Required tools

- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right door sHCI dummy cover

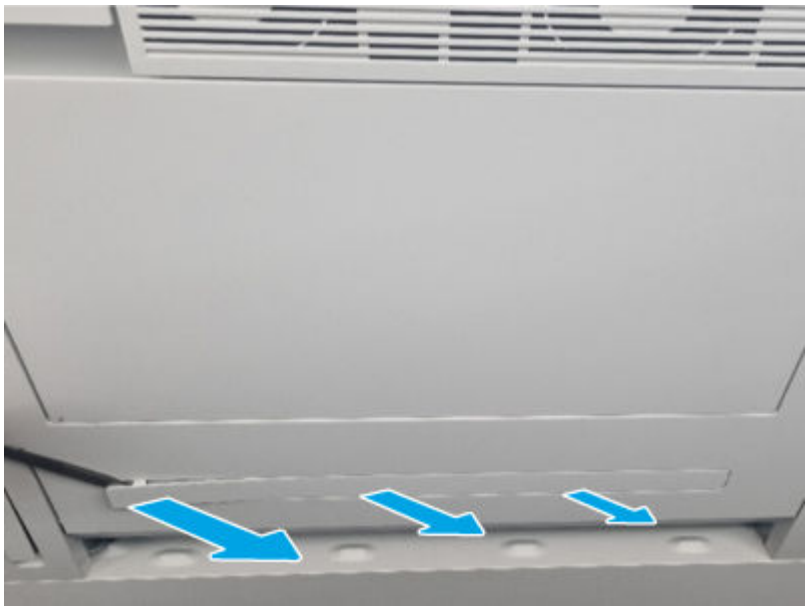
Use the following procedure to remove and replace the right door sHCI dummy cover.

- Use a pair of tweezers to release the cover. Remove the cover.

TIP: Position the tweezers as shown below.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-25 Remove the cover



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using

disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

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

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

Removal and replacement: Right upper cover

Learn about removing and replacing the right upper cover.

View a video of removing and replacing the right upper cover.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-10 Part information

Part number	Part description
6ER04-40021	Right upper cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-26 Remove two screws



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-27 Remove the cover



2. Remove the keyboard (drawer type)

Use the following procedure to remove and replace the keyboard (drawer type).

NOTE: The optional keyboard is for flow models only. For all other models, skip this step.

1. Do the following:
   - Rotate the control panel into the upright position (callout 1).

- Use a pair of tweezers to release the cover (callout 2), and then remove the top cover (callout 3).

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

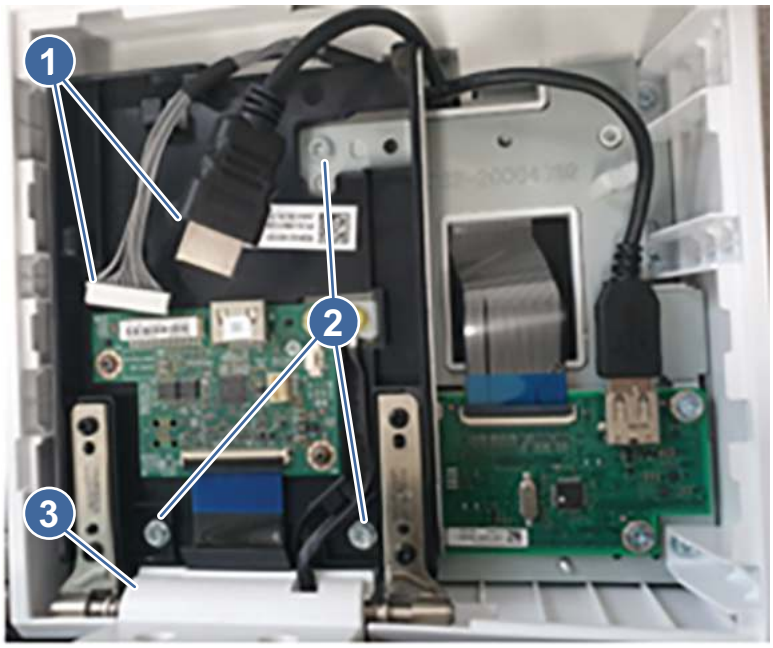
Figure 5-28 Remove the cover



2. Disconnect two connectors (callout 1), remove three screws (callout 2, and then remove the control panel (callout 3).

NOTE: Lift the control panel straight up to remove it.

Figure 5-29 Remove the control panel



3. Disconnect one connector.

IMPORTANT: The control panel mount bracket and the keyboard must be removed together. They are attached to each other by a film cable.

Figure 5-30 **Disconnect one connector**



4. Remove four screws.

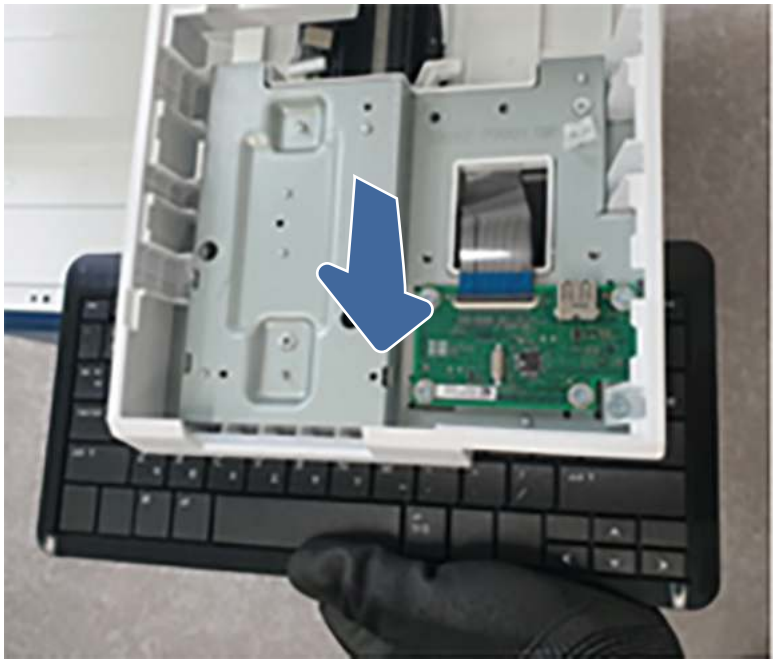
Figure 5-31 **Remove four screws**



5. Pull the mount bracket and keyboard assembly straight out and away from the printer to **release** it.

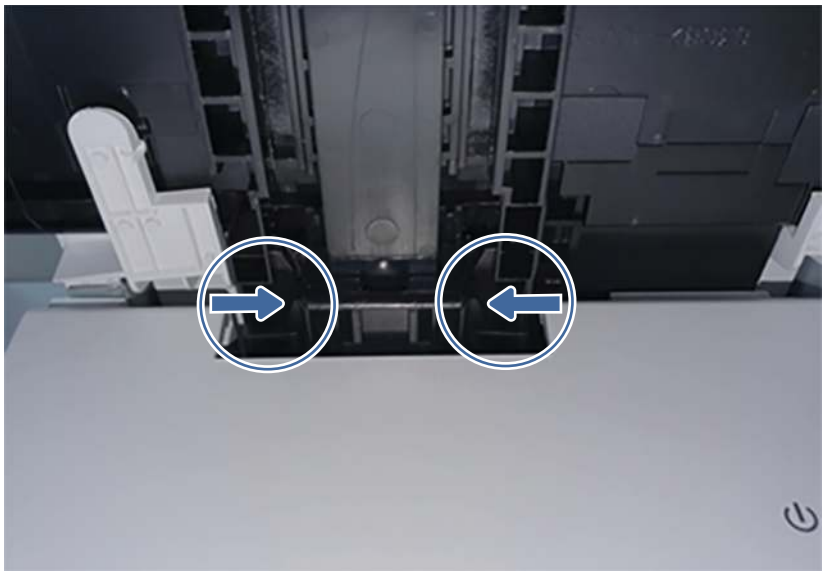
CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by two hooks.

Figure 5-32 Release the assembly



6. Look up under the mount bracket and keyboard assembly to locate two hooks. Press in on each hook, and then pull the assembly away form the printer to remove it.

Figure 5-33 Remove the assembly



7. **Special instruction for a replacement keyboard**

   a. Dispose of the defective part. See

   NOTE: HP recommends responsible disposal of the defective part.

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

b. Unpack the replacement parts supplied in the service kit.

IMPORTANT: Only the control panel mount and keyboard assembly (callout 2) are required to be installed.

Save the additional service kit parts (callouts 1/3/4) for other applications.

Figure 5-34 Service kit parts



3. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

NOTE: If an optional keyboard is installed, remove it now.

1. Remove two screws.

Figure 5-35 Remove two screws



2. Open the right door.

Figure 5-36 Open the right door



3. Move the control panel out of the way, and then slide the cover as shown below to separate it from the printer.

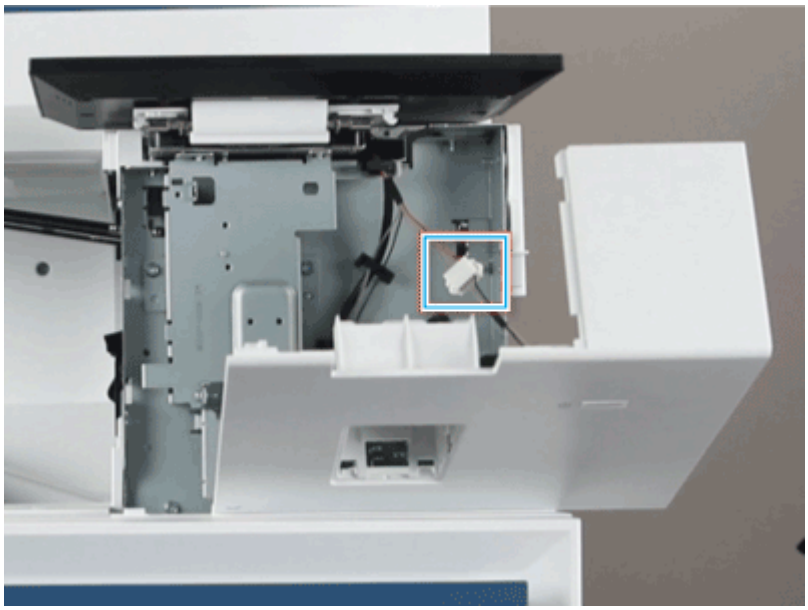
⚠ CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-37 Slide the cover



4. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-38 Remove the cover assembly



4. Remove the right upper cover

Use the following procedure to remove and replace the right upper cover.

1. Remove five screws.

Figure 5-39 Remove five screws



2. Remove one screw (circled), and then carefully slide the cover as shown below to remove it.

Figure 5-40 Remove the cover



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Right rear cover

Learn about removing and replacing the right rear cover.

View a video of removing and replacing the right rear cover.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-11 Part information

Part number	Part description
6ER04-61003	Right rear cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-41 **Remove four screws**



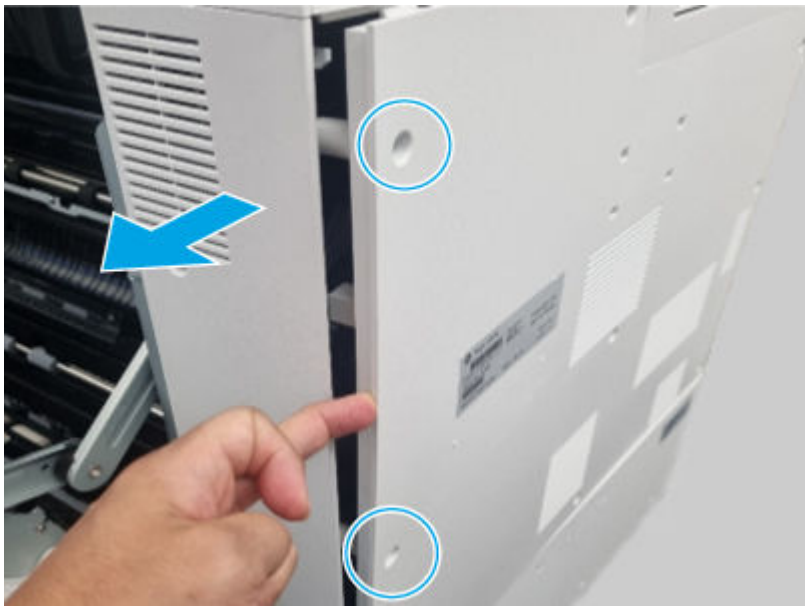
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-42 **Remove the cover**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Removal and replacement: Right front cover

Learn about removing and replacing the right front cover.

View a video of removing and replacing the right front cover.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-12 Part information

Part number	Part description
6ER04-40005	Right front cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

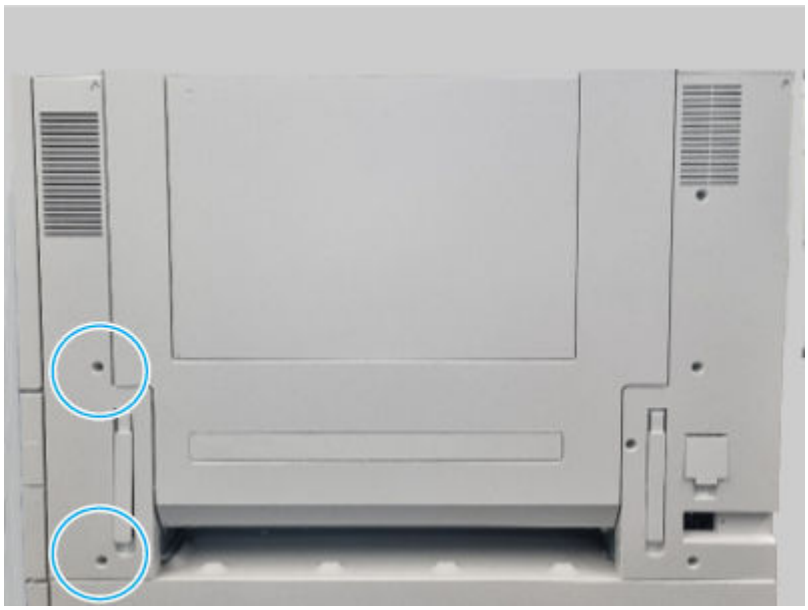
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right front cover

Use the following procedure to remove and replace the right front cover.

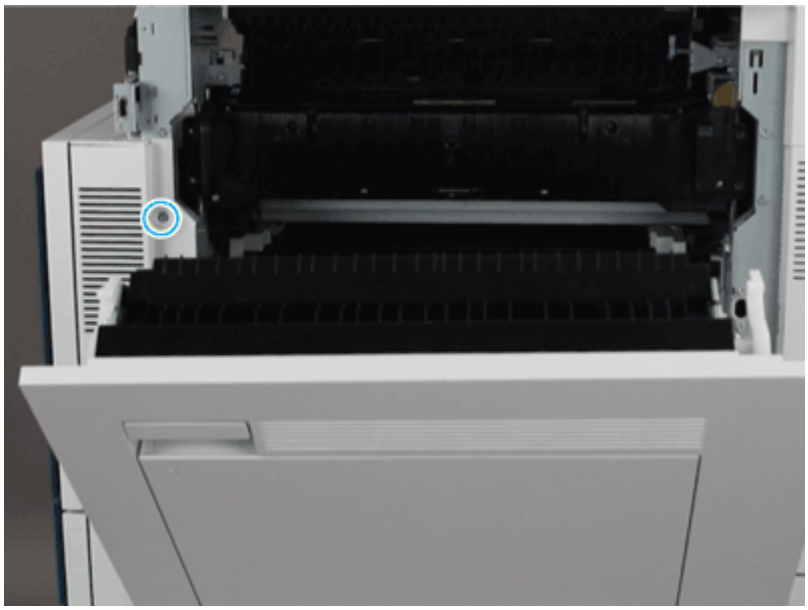
1. Remove two screws.

Figure 5-43 Remove two screws



2. Open the right door, remove one screw, and then remove the cover.

Figure 5-44 Remove the cover



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Right middle cover assembly

Learn about removing and replacing the right middle cover assembly.

View a video of removing and replacing the right middle cover assembly.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-13 Part information

Part number	Part description
6ER04-61006	Right middle cover assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-45 Remove two screws



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-46 Remove the cover



2. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

NOTE: If an optional keyboard is installed, remove it now.

1. Remove two screws.

Figure 5-47 Remove two screws



2. Open the right door.

Figure 5-48 Open the right door



3. Move the control panel out of the way, and then slide the cover as shown below to separate it from the printer.

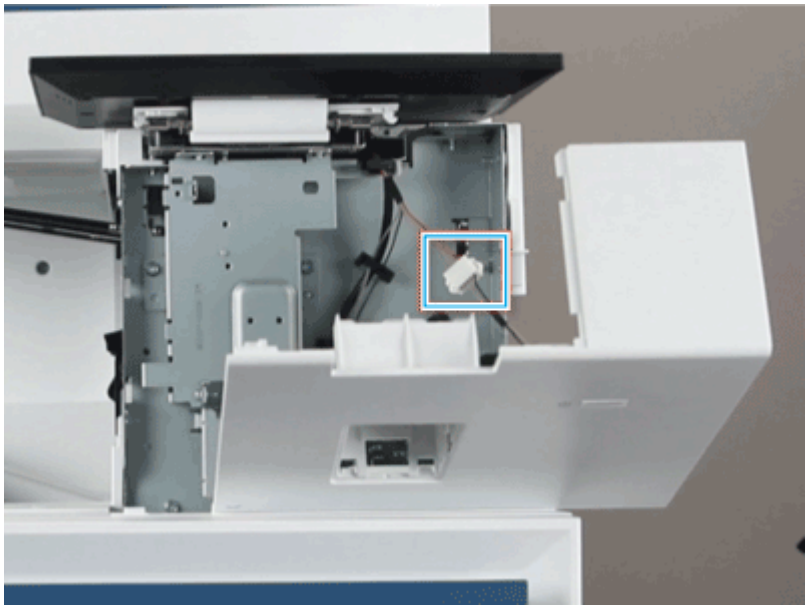
⚠ CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-49 Slide the cover



4. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-50 Remove the cover assembly



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Removal and replacement: Right middle cover

Learn about removing and replacing the right middle cover.

View a video of removing and replacing the right middle cover.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-14 Part information

Part number	Part description
6ER04-40025	Right middle cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-51 Remove two screws



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-52 Remove the cover



2. Remove the keyboard (drawer type)

Use the following procedure to remove and replace the keyboard (drawer type).

NOTE: The optional keyboard is for flow models only. For all other models, skip this step.

1. Do the following:
   - Rotate the control panel into the upright position (callout 1).
   - Use a pair of tweezers to release the cover (callout 2), and then remove the top cover (callout 3).

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

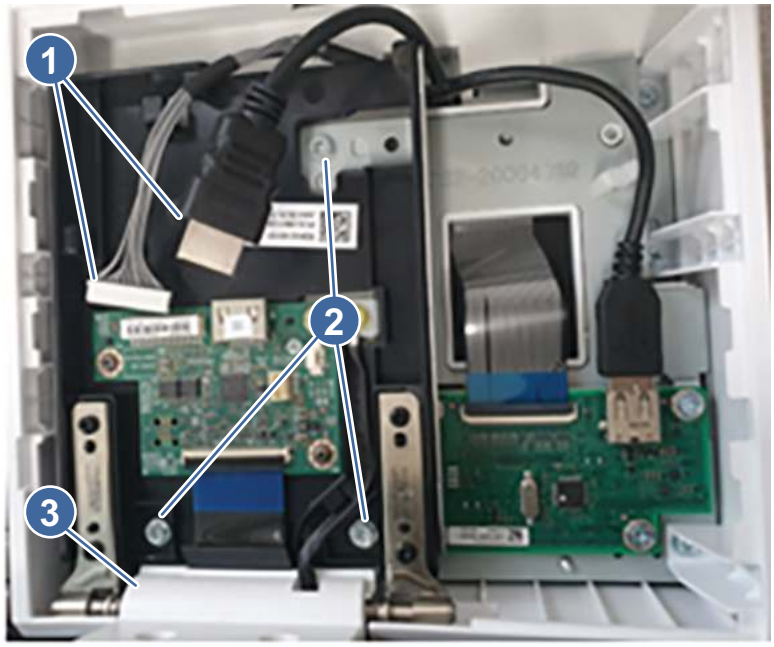
Figure 5-53 Remove the cover



2. Disconnect two connectors (callout 1), remove three screws (callout 2, and then remove the control panel (callout 3).

NOTE: Lift the control panel straight up to remove it.

Figure 5-54 Remove the control panel



3. Disconnect one connector.

IMPORTANT: The control panel mount bracket and the keyboard must be removed together. They are attached to each other by a film cable.

Figure 5-55 Disconnect one connector



4. Remove four screws.

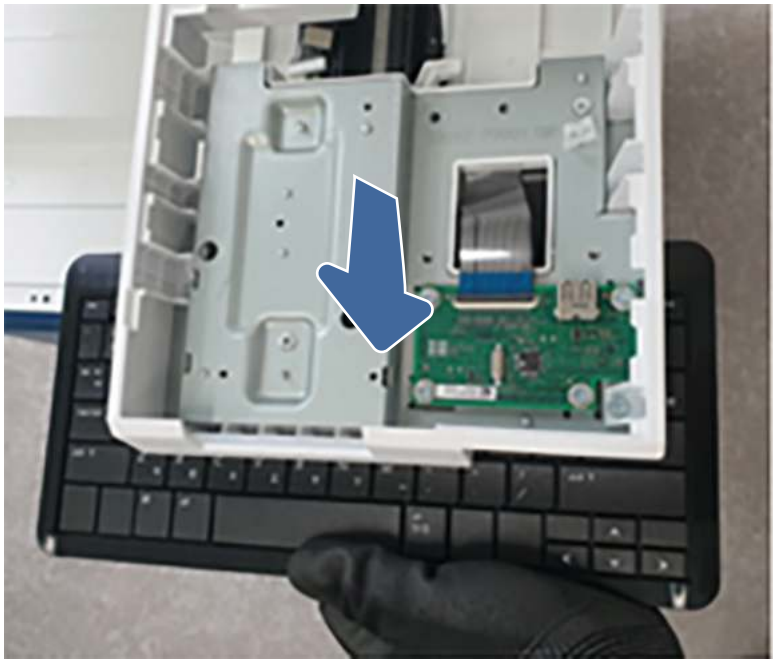
Figure 5-56 Remove four screws



5. Pull the mount bracket and keyboard assembly straight out and away from the printer to **release** it.

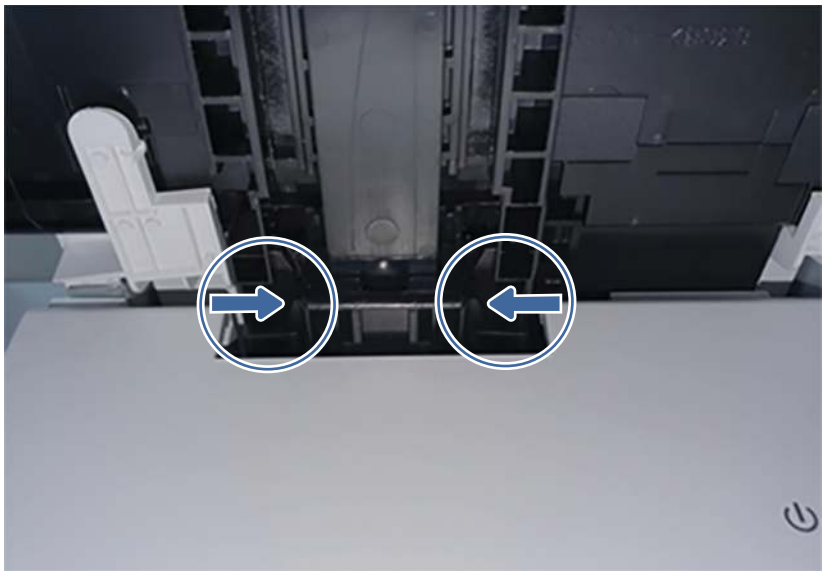
⚠ CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by two hooks.

Figure 5-57 Release the assembly



6. Look up under the mount bracket and keyboard assembly to locate two hooks. Press in on each hook, and then pull the assembly away form the printer to remove it.

Figure 5-58 Remove the assembly



7. **Special instruction for a replacement keyboard**

   a. Dispose of the defective part. See

   NOTE: HP recommends responsible disposal of the defective part.

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

b. Unpack the replacement parts supplied in the service kit.

IMPORTANT: Only the control panel mount and keyboard assembly (callout 2) are required to be installed.

Save the additional service kit parts (callouts 1/3/4) for other applications.

Figure 5-59 Service kit parts



3. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

NOTE: If an optional keyboard is installed, remove it now.

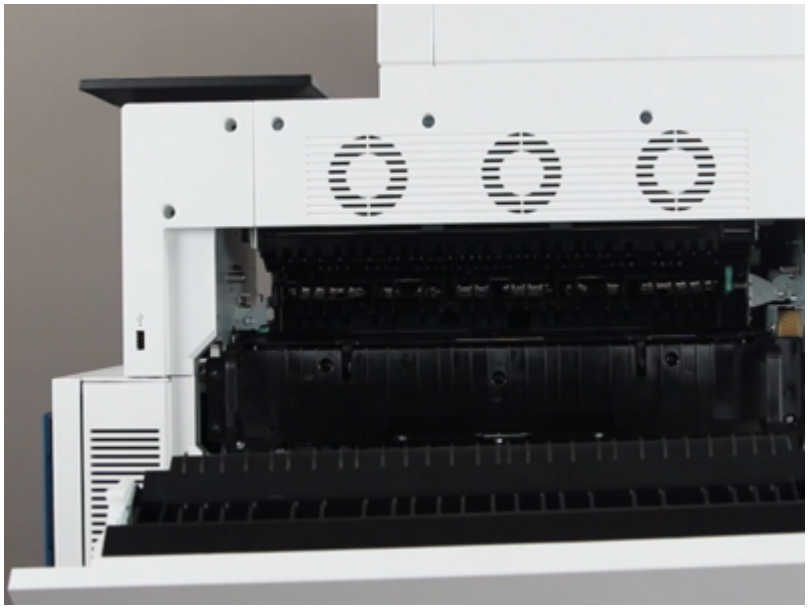
1. Remove two screws.

Figure 5-60 Remove two screws



2. Open the right door.

Figure 5-61 **Open the right door**



3. Move the control panel out of the way, and then slide the cover as shown below to separate it from the printer.

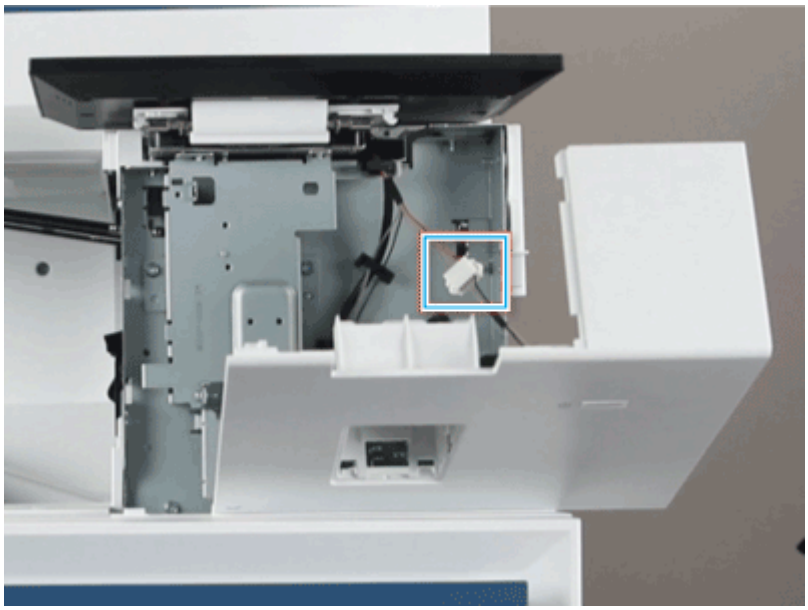
⚠ CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-62 **Slide the cover**



4. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-63 Remove the cover assembly

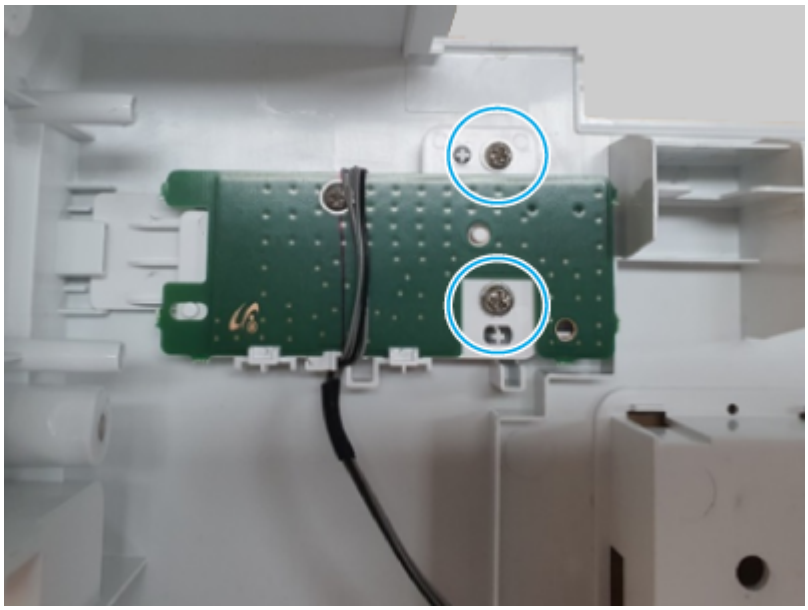


4. Remove the right middle cover

Use the following procedure to remove and replace the right middle cover.

- Remove two screws, and then remove the right middle cover.

Figure 5-64 Remove the cover



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Removal and replacement: Power key

Learn about removing and replacing the power key.

View a video of removing and replacing the power key.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-15 Part information

Part number	Part description
6EQ94-40029	Power key

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-65 Remove two screws



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-66 Remove the cover



2. Remove the keyboard (drawer type)

Use the following procedure to remove and replace the keyboard (drawer type).

NOTE: The optional keyboard is for flow models only. For all other models, skip this step.

1. Do the following:
   - Rotate the control panel into the upright position (callout 1).
   - Use a pair of tweezers to release the cover (callout 2), and then remove the top cover (callout 3).

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

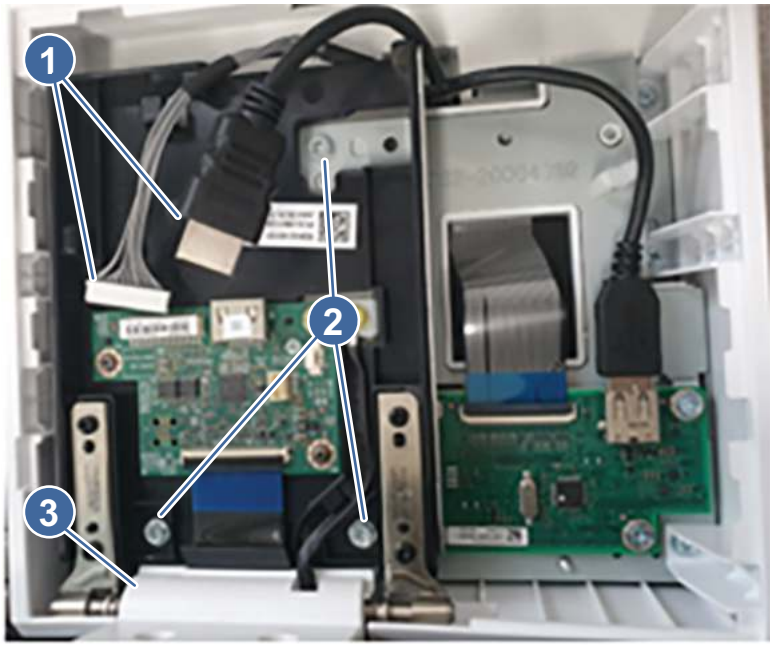
Figure 5-67 Remove the cover



2. Disconnect two connectors (callout 1), remove three screws (callout 2, and then remove the control panel (callout 3).

NOTE: Lift the control panel straight up to remove it.

Figure 5-68 Remove the control panel



3. Disconnect one connector.

IMPORTANT: The control panel mount bracket and the keyboard must be removed together. They are attached to each other by a film cable.

Figure 5-69 Disconnect one connector



4. Remove four screws.

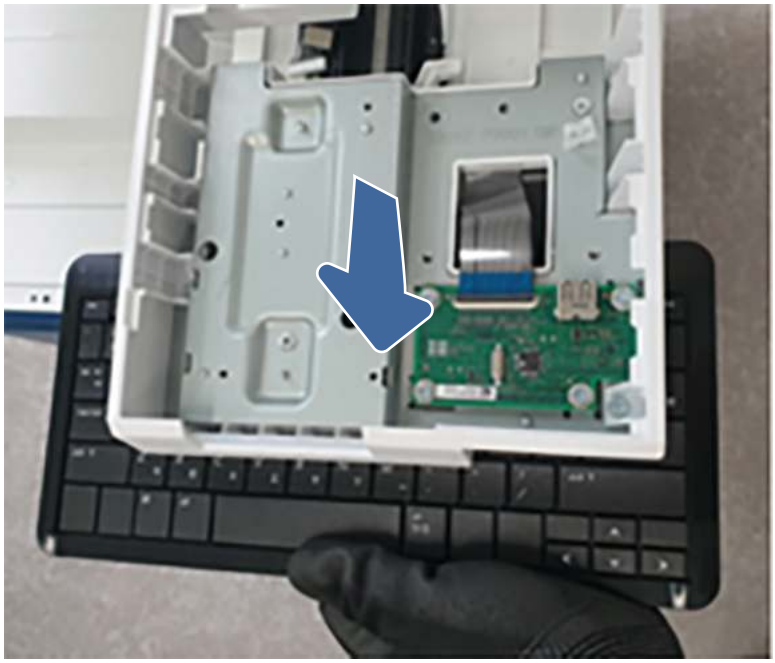
Figure 5-70 Remove four screws



5. Pull the mount bracket and keyboard assembly straight out and away from the printer to **release** it.

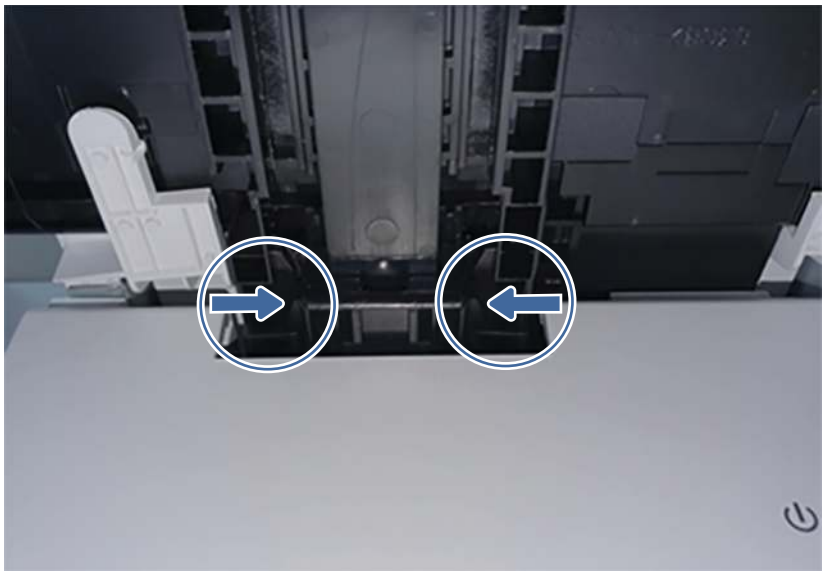
⚠ CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by two hooks.

Figure 5-71 Release the assembly



6. Look up under the mount bracket and keyboard assembly to locate two hooks. Press in on each hook, and then pull the assembly away form the printer to remove it.

Figure 5-72 Remove the assembly



7. **Special instruction for a replacement keyboard**

   a. Dispose of the defective part. See

   NOTE: HP recommends responsible disposal of the defective part.

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

b. Unpack the replacement parts supplied in the service kit.

IMPORTANT: Only the control panel mount and keyboard assembly (callout 2) are required to be installed.

Save the additional service kit parts (callouts 1/3/4) for other applications.

Figure 5-73 Service kit parts



3. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

NOTE: If an optional keyboard is installed, remove it now.

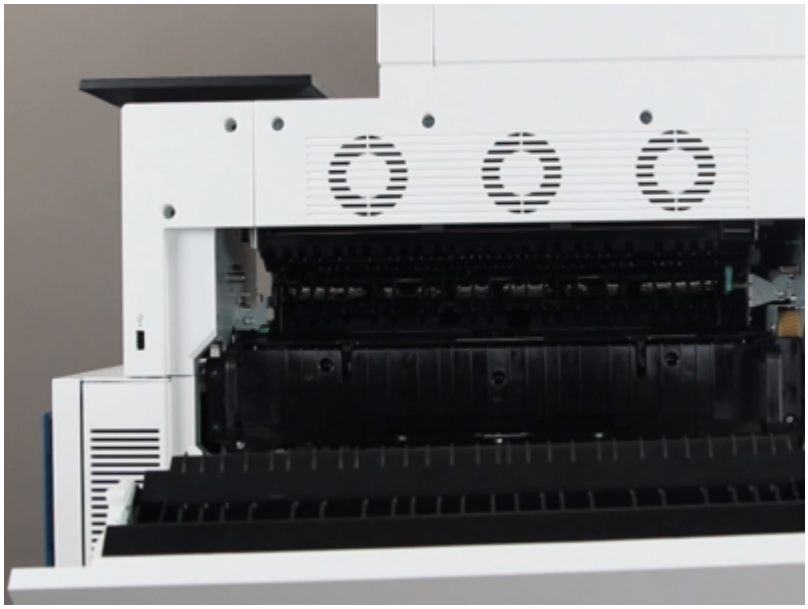
1. Remove two screws.

Figure 5-74 Remove two screws



2. Open the right door.

Figure 5-75 Open the right door



3. Move the control panel out of the way, and then slide the cover as shown below to separate it from the printer.

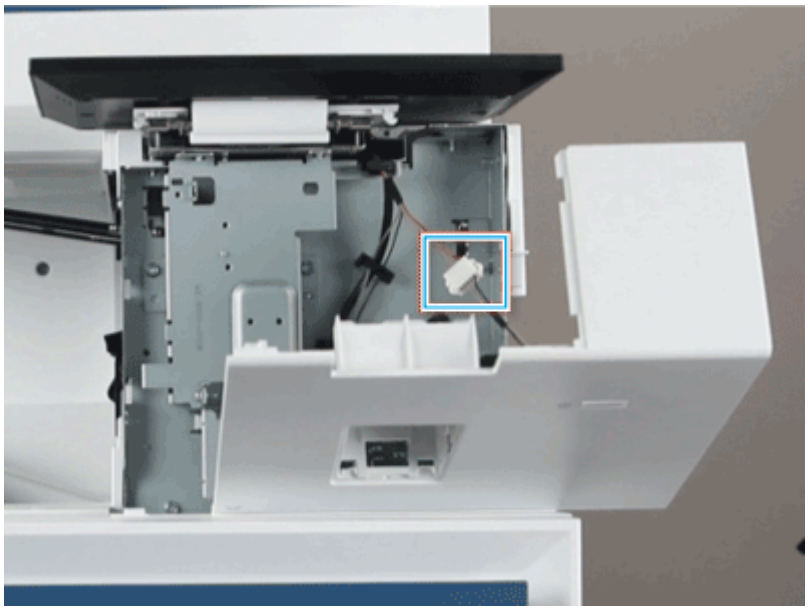
⚠ CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-76 Slide the cover



4. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-77 Remove the cover assembly

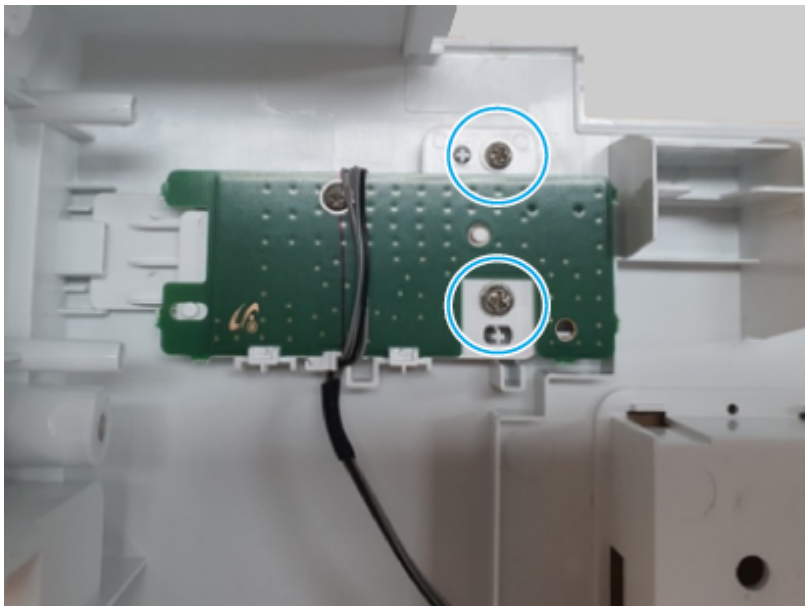


4. Remove the right middle cover

Use the following procedure to remove and replace the right middle cover.

- Remove two screws, and then remove the right middle cover.

Figure 5-78 Remove the cover

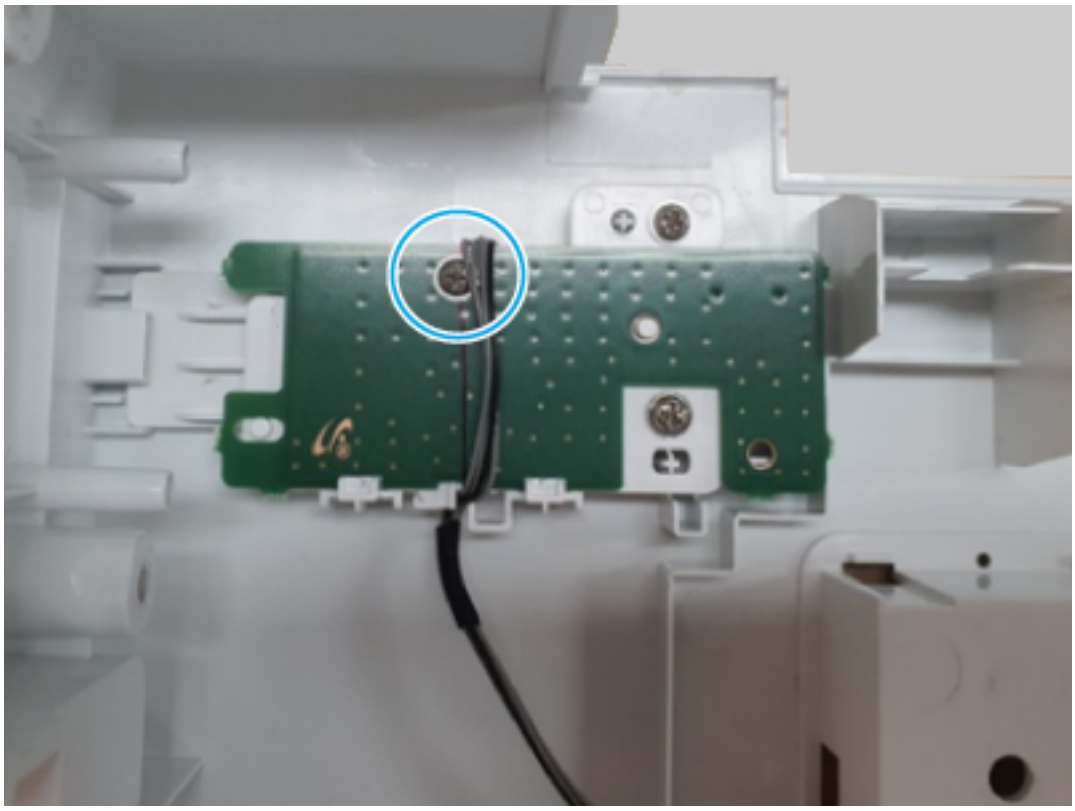


5. Remove the power key

Use the following procedure to remove and replace the power key.

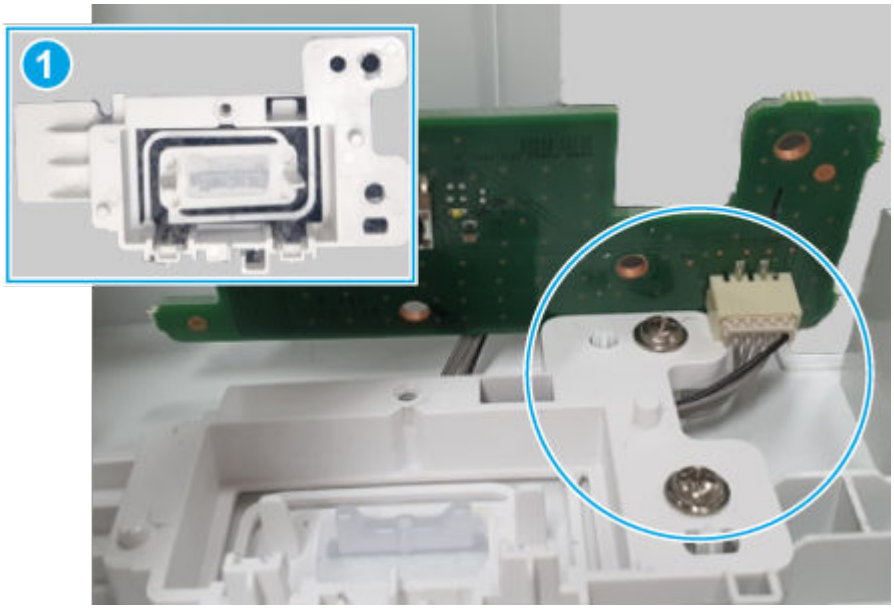
1. Remove one screw.

Figure 5-79 Remove one screw



2. Disconnect the power key PCA, remove two screws, and then remove the power key (callout 1).

Figure 5-80 Remove the power key



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Removal and replacement: Hardware integration pocket (HIP) cover

Learn about removing and replacing the HIP cover.

View a video of removing and replacing the HIP cover.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-16 Part information

Part number	Part description
6EQ94-40032	Hardware integration pocket (HIP) cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the HIP cover

Use the following procedure to remove and replace the HIP cover.

- Use a pair of tweezers to release the cover. Remove the cover.

TIP: Position the tweezers as shown below.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-81 Remove the cover



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Removal and replacement: Middle left cover

Learn about removing and replacing the middle left cover.

View a video of removing and replacing the middle left cover.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-17 Part information

Part number	Part description
6ER04-40036	Middle left cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-82 Remove two screws



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-83 Remove the cover



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Exit cover stacker

Learn about removing and replacing the exit cover stacker.

View a video of removing and replacing the exit cover stacker.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-18 Part information

Part number	Part description
6ER04-61004	Exit cover stacker

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-84 Remove two screws



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-85 Remove the cover

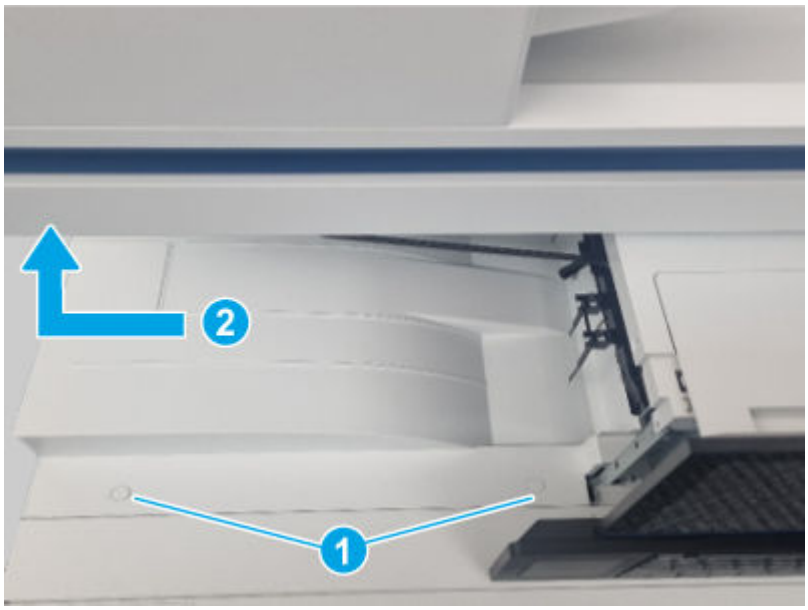


2. Remove the exit cover stacker

Use the following procedure to remove and replace the exit cover stacker.

- Remove two screw caps and remove two screws (callout 1), and then remove the exit cover stacker (callout 2).

Figure 5-86 Remove the cover



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Inner cover

Learn about removing and replacing the inner cover.

View a video of removing and replacing the inner cover.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

NOTE: Before turning the printer power off, use the control panel method to remove the tomer cartridges. See the instructions in this section.

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-19 Part information

Part number	Part description
6ER04-40048	Inner cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the toner cartridges (control panel method)

Use the following procedure to remove and replace the toner cartridges.

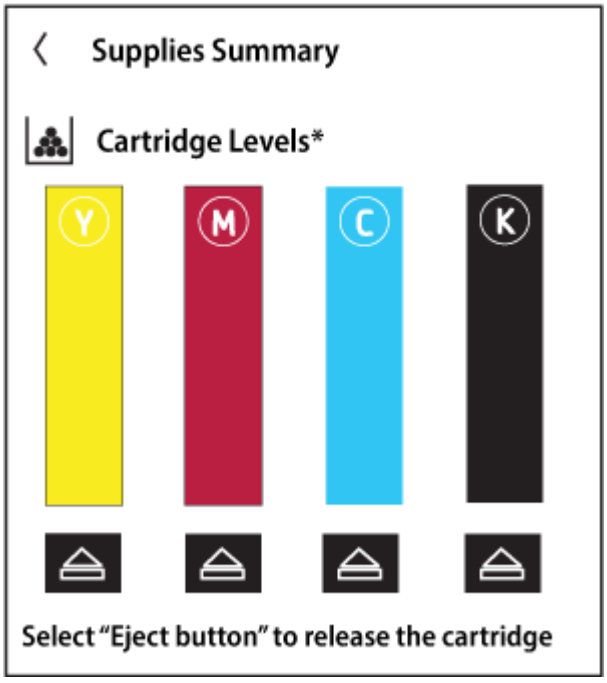
- At the printer control panel, do the following:

  a. Select the Supplies item.

  b. Open the front door.

  c. Select the Eject button (located below the Cartridge Levels indicators).

  Figure 5-87 Eject the toner cartridge (control panel method)

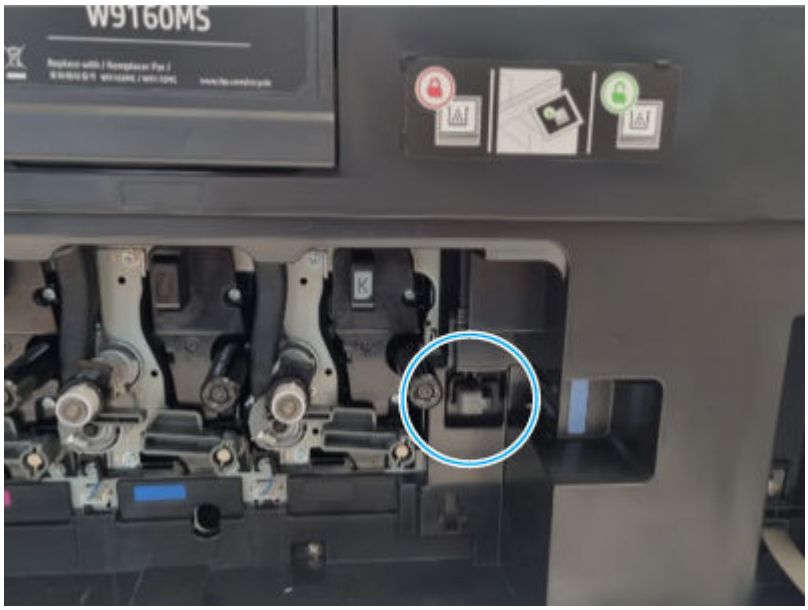


2. Remove the paper dust holder

Use the following procedure to remove and replace the paper dust holder.

1. Locate the paper dust holder.

Figure 5-88 Locate the paper dust holder



2. Release the assembly, and then pull the paper dust holder straight out of the printer to remove it.

Figure 5-89 Remove the assembly



3. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-90 Remove two screws



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-91 Remove the cover



4. Remove the keyboard (drawer type)

Use the following procedure to remove and replace the keyboard (drawer type).

NOTE: The optional keyboard is for flow models only. For all other models, skip this step.

1. Do the following:
   - Rotate the control panel into the upright position (callout 1).

- Use a pair of tweezers to release the cover (callout 2), and then remove the top cover (callout 3).

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

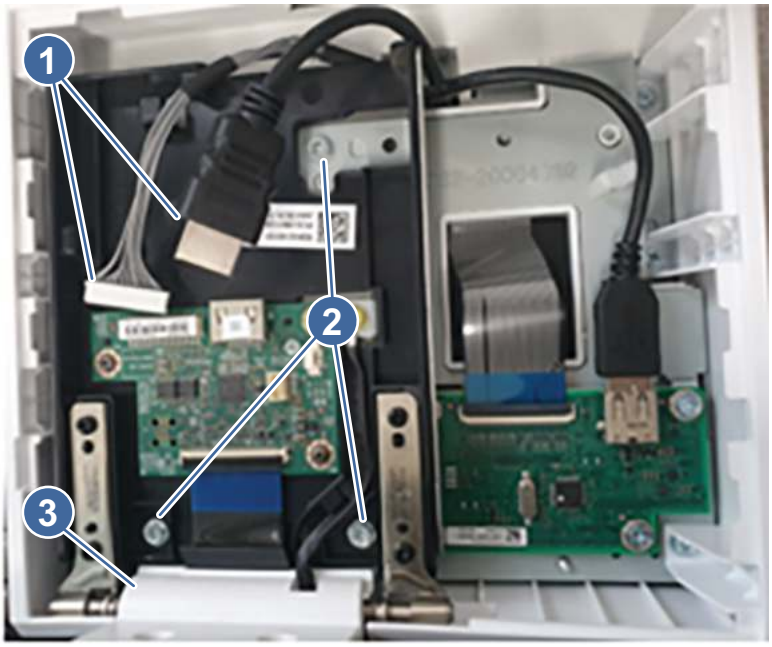
Figure 5-92 Remove the cover



2. Disconnect two connectors (callout 1), remove three screws (callout 2, and then remove the control panel (callout 3).

NOTE: Lift the control panel straight up to remove it.

Figure 5-93 Remove the control panel



3. Disconnect one connector.

IMPORTANT: The control panel mount bracket and the keyboard must be removed together. They are attached to each other by a film cable.

Figure 5-94 Disconnect one connector



4. Remove four screws.

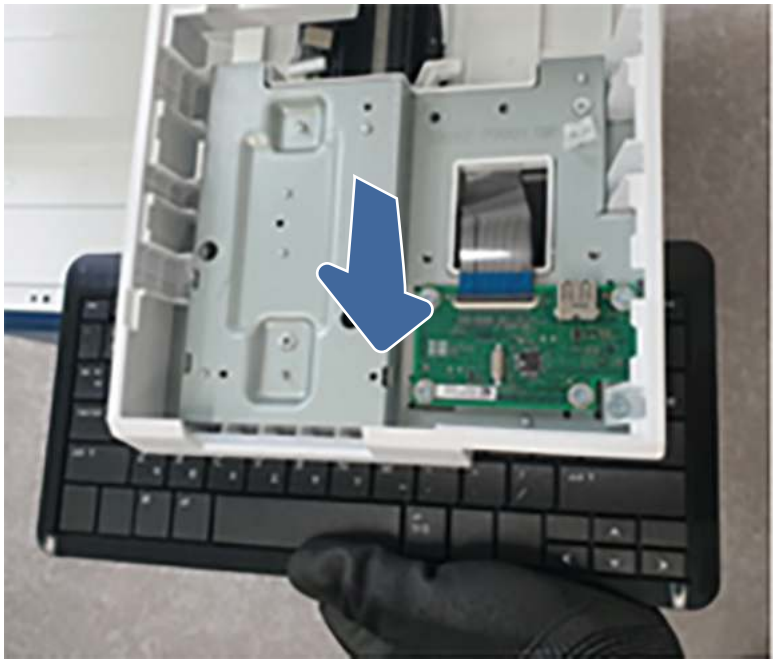
Figure 5-95 Remove four screws



5. Pull the mount bracket and keyboard assembly straight out and away from the printer to **release** it.

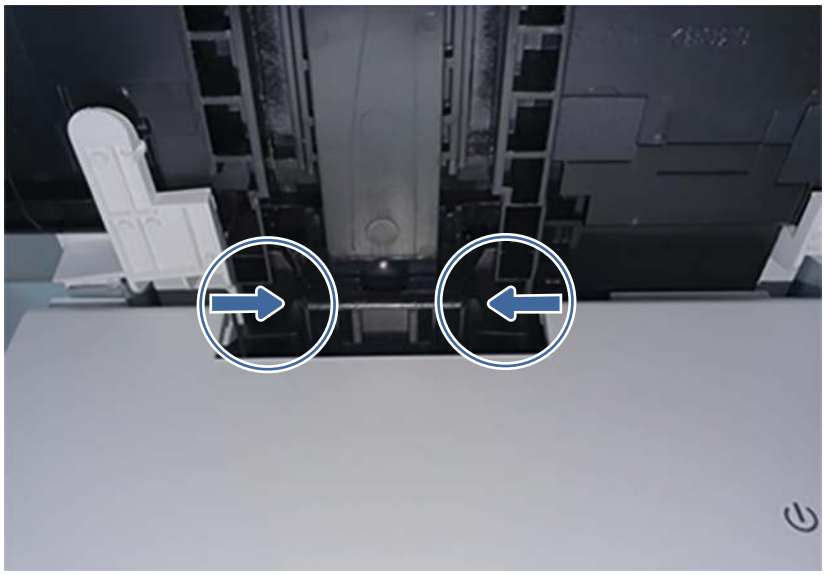
CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by two hooks.

Figure 5-96 Release the assembly



6. Look up under the mount bracket and keyboard assembly to locate two hooks. Press in on each hook, and then pull the assembly away form the printer to remove it.

Figure 5-97 Remove the assembly



7. **Special instruction for a replacement keyboard**

   a. Dispose of the defective part. See

   NOTE: HP recommends responsible disposal of the defective part.

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

b. Unpack the replacement parts supplied in the service kit.

IMPORTANT: Only the control panel mount and keyboard assembly (callout 2) are required to be installed.

Save the additional service kit parts (callouts 1/3/4) for other applications.

Figure 5-98 Service kit parts



5. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

NOTE: If an optional keyboard is installed, remove it now.

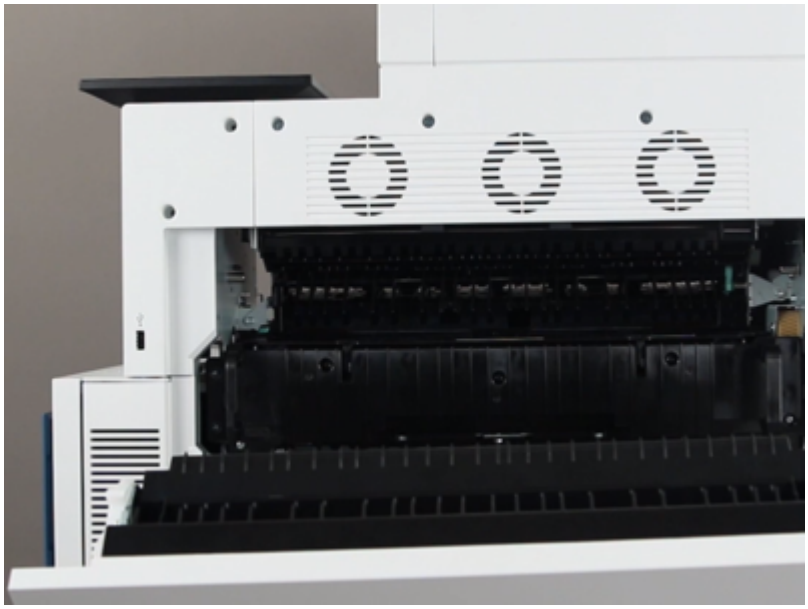
1. Remove two screws.

Figure 5-99 Remove two screws



2. Open the right door.

Figure 5-100 **Open the right door**



3. Move the control panel out of the way, and then slide the cover as shown below to separate it from the printer.

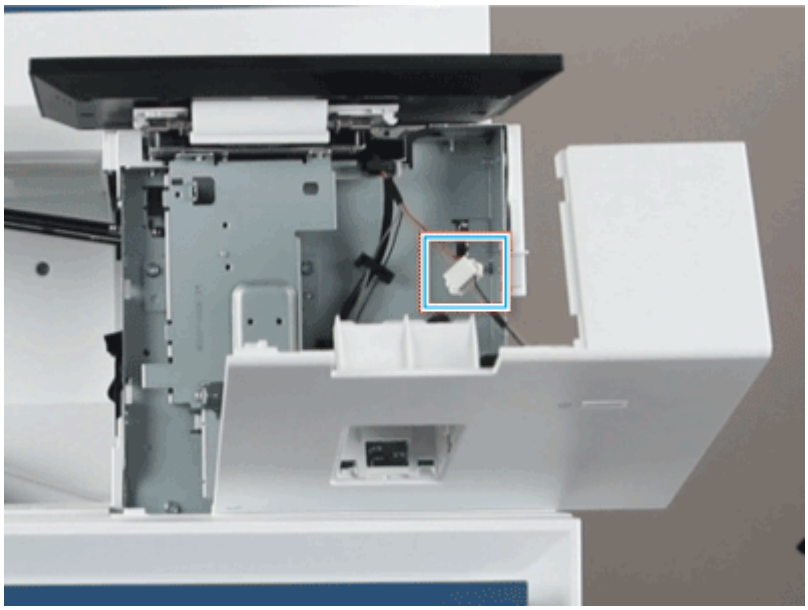
⚠ CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-101 **Slide the cover**



4. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-102 Remove the cover assembly

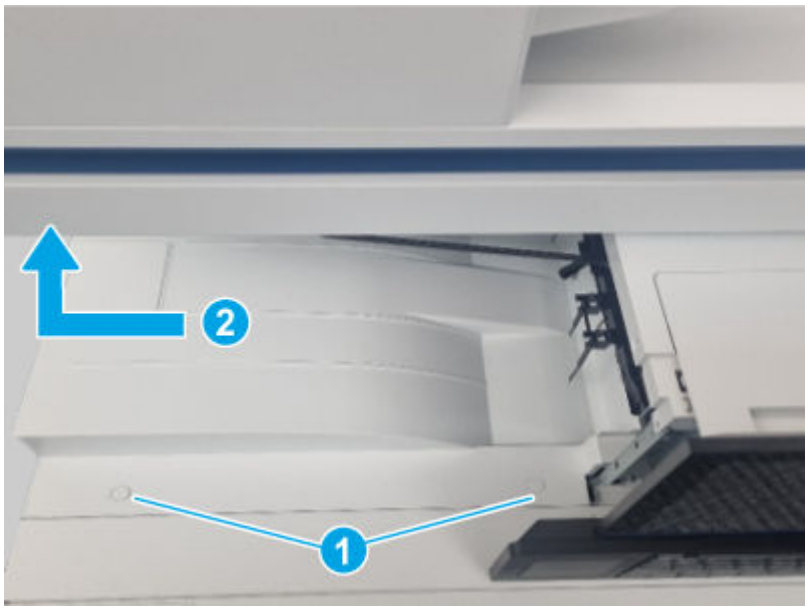


6. Remove the exit cover stacker

Use the following procedure to remove and replace the exit cover stacker.

- Remove two screw caps and remove two screws (callout 1), and then remove the exit cover stacker (callout 2).

Figure 5-103 Remove the cover



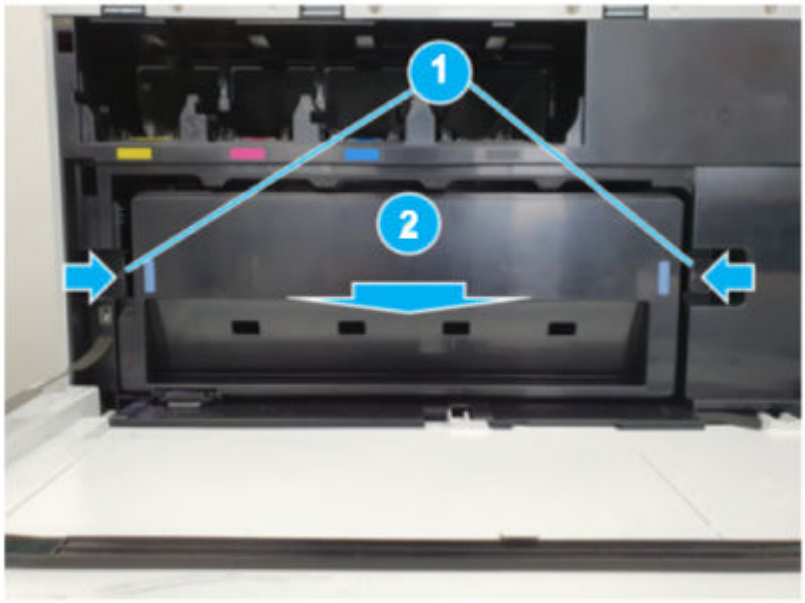
7. Remove the toner collection duct unit (TCDU)

Use the following procedure to remove and replace the TCDU.

1. Open the front door.

2. Push in on two tabs (callout 1) to release the unit, and then pull it straight out (callout 2) of the printer to remove it.

Figure 5-104 Remove the unit



8. Remove the front cover

Use the following procedure to remove and replace the front cover.

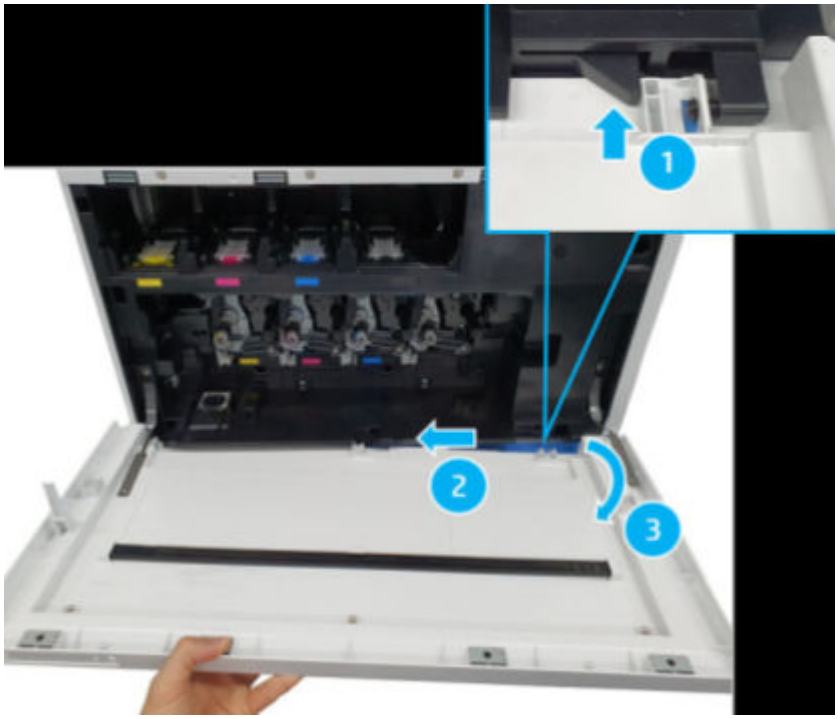
1. Remove two screws.

Figure 5-105 Remove two screws



2. Push in on the hook located at the right side of the cover (callout 1), and then remove the cover (callouts 2/3).

Figure 5-106 Remove the cover

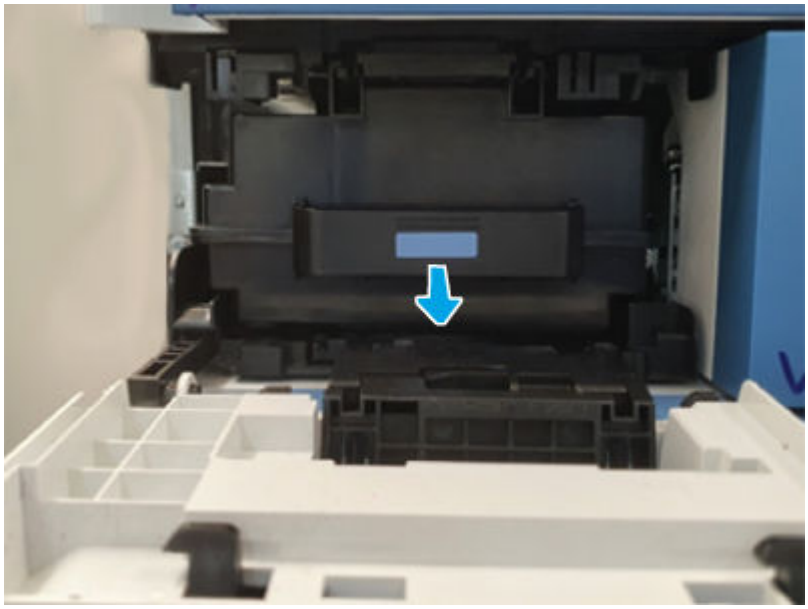


9. Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the TCU cover (located to the left of Tray 2), and then remove the TCU.

Figure 5-107 Remove the TCU



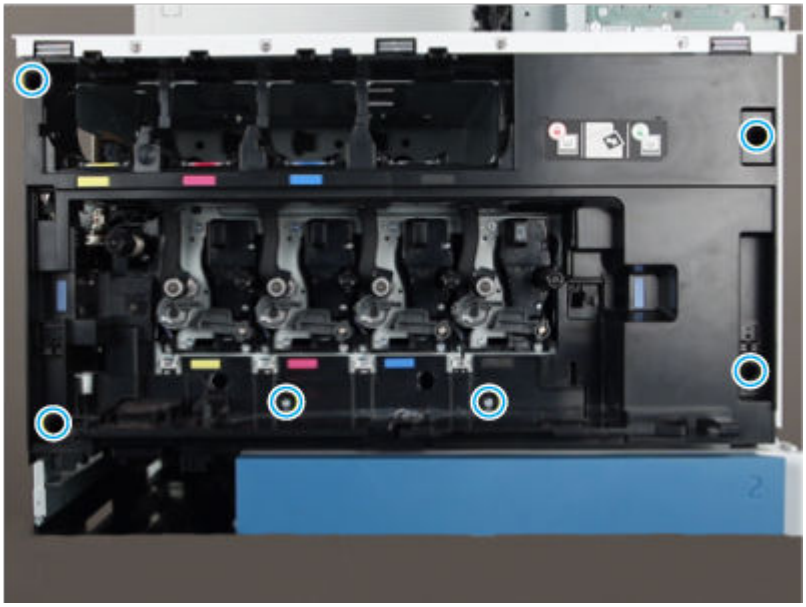
10. Remove the inner cover

Use the following procedure to remove and replace the inner cover.

⚠ **CAUTION:** Make sure that the toner collection unit (TCU) is removed **before** removing the inner cover to avoid dislodging the TCU shutter.

- Remove six screws.

Figure 5-108 Remove six screws



11. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not

available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

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

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

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

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

Removal and replacement: Tie stoppers

Learn about removing and replacing the tie stoppers.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

- None

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

Table 5-20 Part information

Part number	Part description
JC61-04626A	Tie stoppers (front cover restraint - requires 2 tie stoppers)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

- None

Post service test

No post service test is available for this assembly.

Remove the tie stopper

Use the following procedure to remove and replace the tie stopper.

- Open the front cover, remove four screws, and the remove the tie stopper.

  Figure 5-109 Remove the tie stopper



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Front lower cover

Learn about removing and replacing the front lower cover.

View a video of removing and replacing the front lower cover.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-21 Part information

Part number	Part description
6ER04-40030	Front lower cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

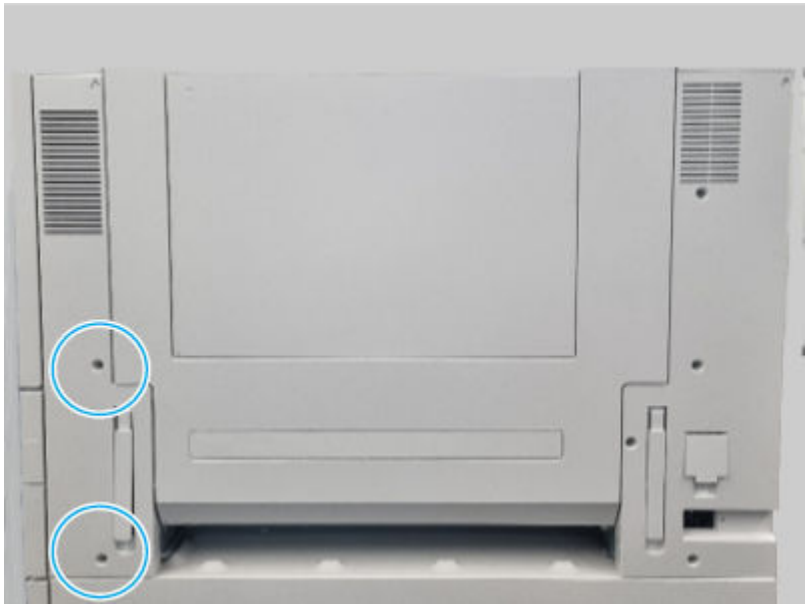
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right front cover

Use the following procedure to remove and replace the right front cover.

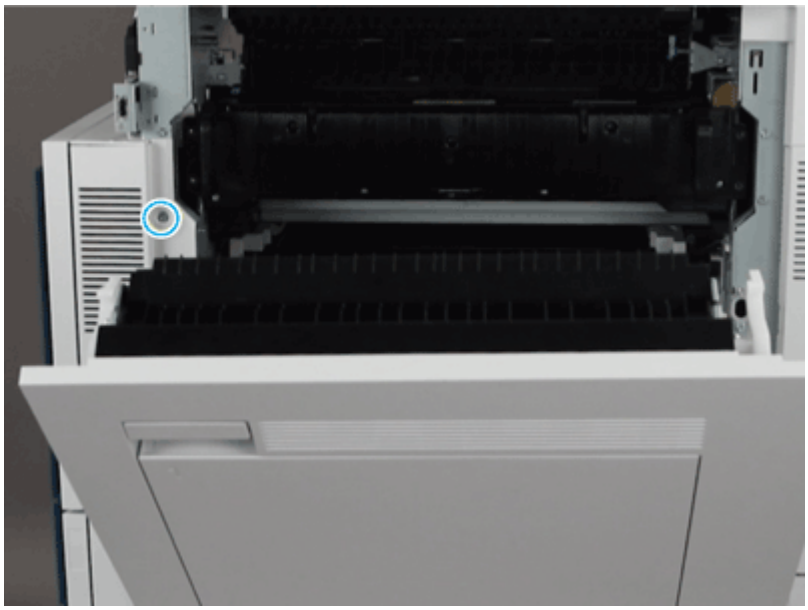
1. Remove two screws.

Figure 5-110 **Remove two screws**



2. Open the right door, remove one screw, and then remove the cover.

Figure 5-111 **Remove the cover**



2. Remove the front lower cover

Use the following procedure to remove and replace the front lower cover.

1. If Tray 2 and Tray 3 are installed, remove them now.

2. Remove one screw, and then remove the cover.

Figure 5-112 Remove the cover



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Front cover assembly

Learn about removing and replacing the front cover.

View a video of removing and replacing the front cover.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-22 Part information

Part number	Part description
6ER04-61001	Front cover assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the front cover

Use the following procedure to remove and replace the front cover.

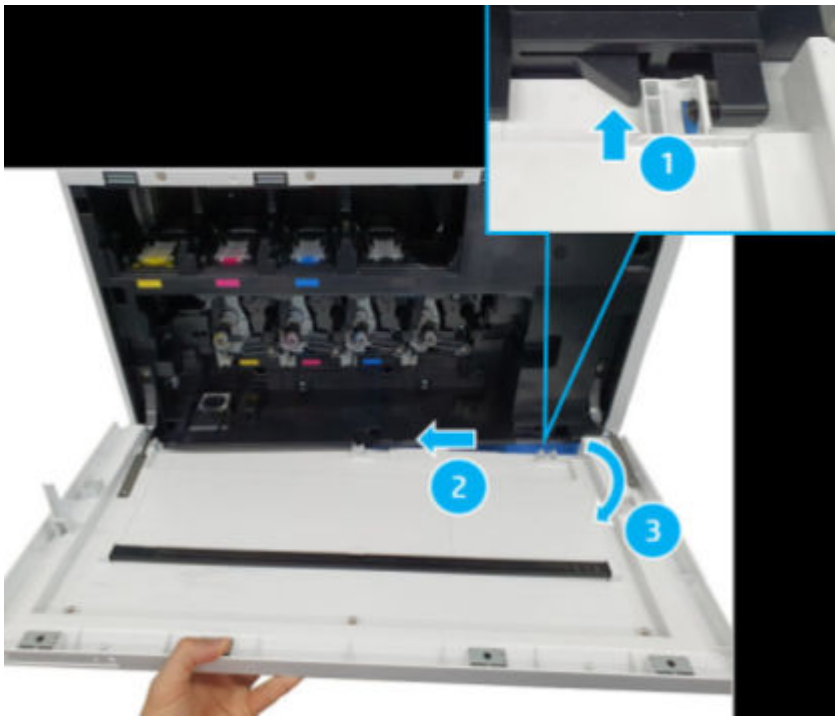
1. Remove two screws.

Figure 5-113 Remove two screws



2. Push in on the hook located at the right side of the cover (callout 1), and then remove the cover (callouts 2/3).

Figure 5-114 Remove the cover



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Feeding system

Learn about feeding system parts removal and replacement.

Right door assembly

Learn about feeding system right door parts removal and replacement.

Removal and replacement: Right door assembly

Learn about removing and replacing the right door.

View a video of removing and replacing the right door.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-23 Part information

Part number	Part description
JC95-02247A	Right door assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

   Figure 5-115 Remove four screws

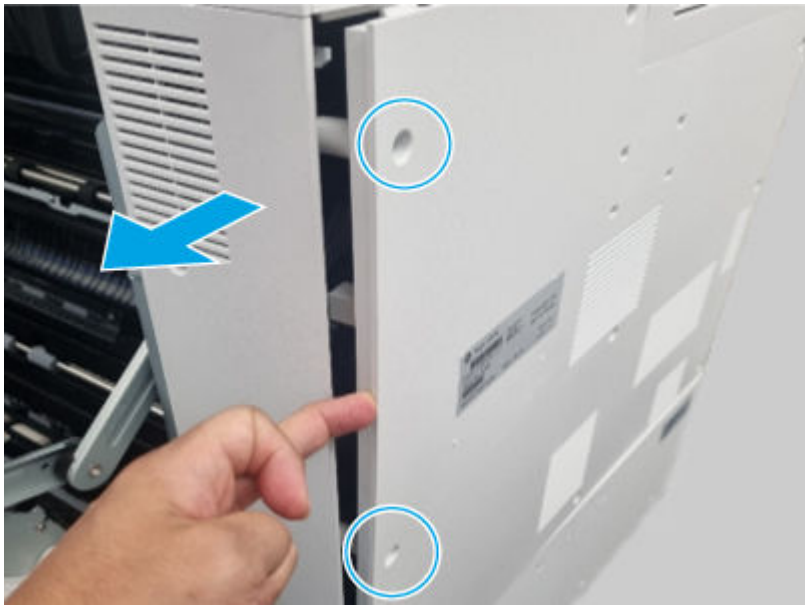
2. Do the following:

   a. Remove two rear lower cover screws.

b. Slightly separate the rear lower cover from the printer.

c. Open the right door, and then remove the right rear cover.

Figure 5-116 Remove the cover

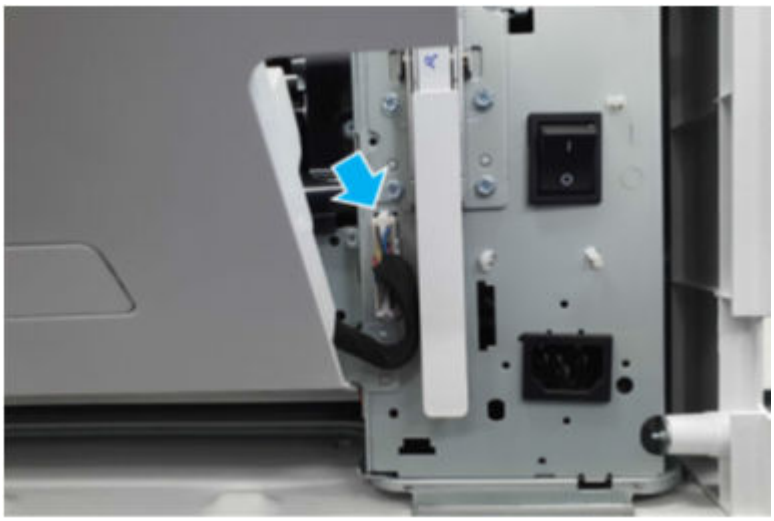


2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

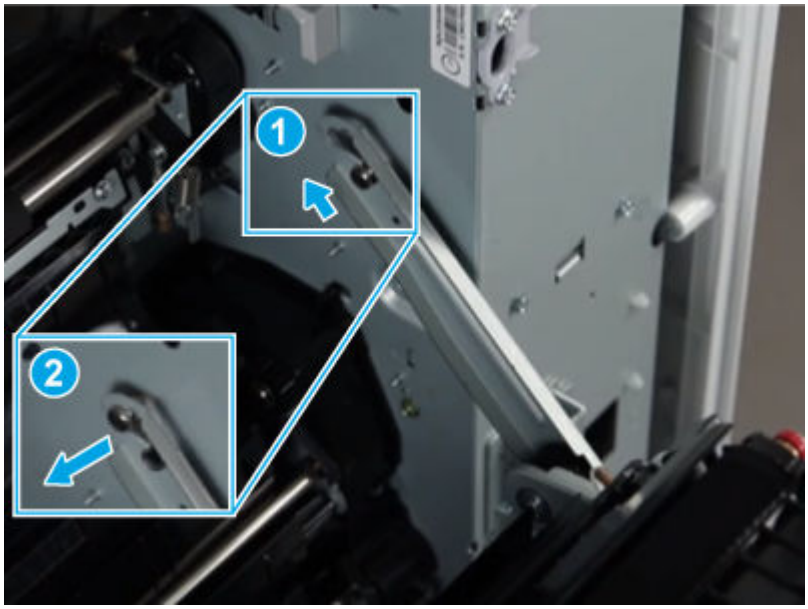
Figure 5-117 Disconnect one connector



2. Release the hinge.

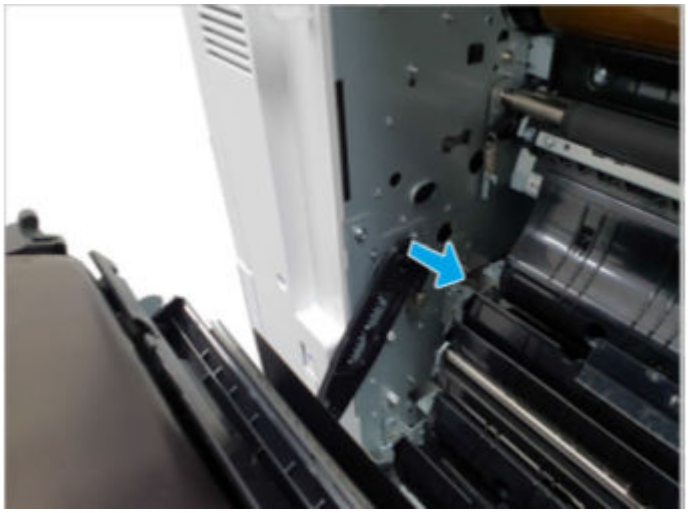
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-118 Release the hinge



3. Release the right door front link.

Figure 5-119 Release the link



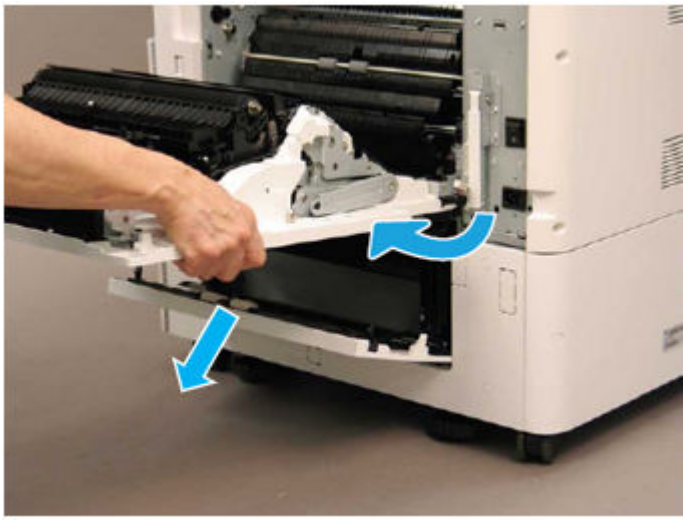
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-120 Remove the door



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Right door front link

Learn about removing and replacing the right door front link.

View a video of removing and replacing the right door front link.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-24 Part information

Part number	Part description
JC66-04398A	Right door front link

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-121 **Remove four screws**



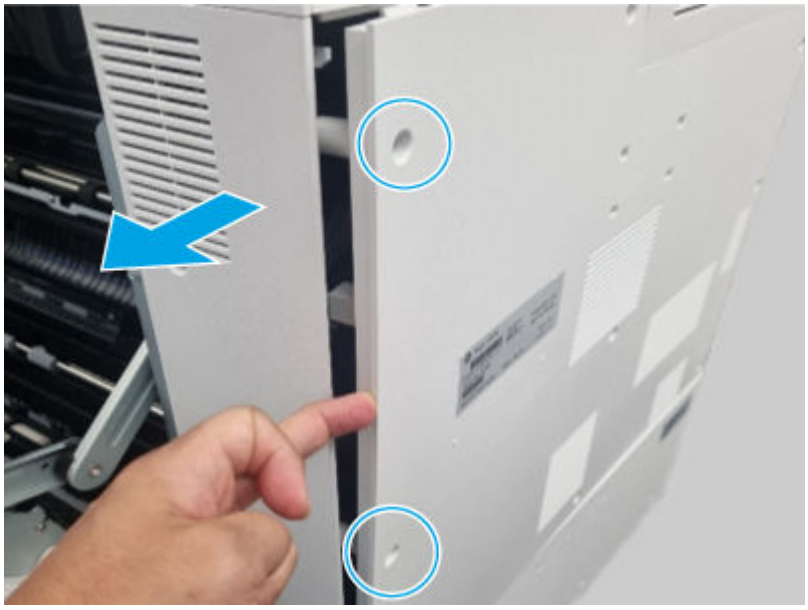
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-122 **Remove the cover**



2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

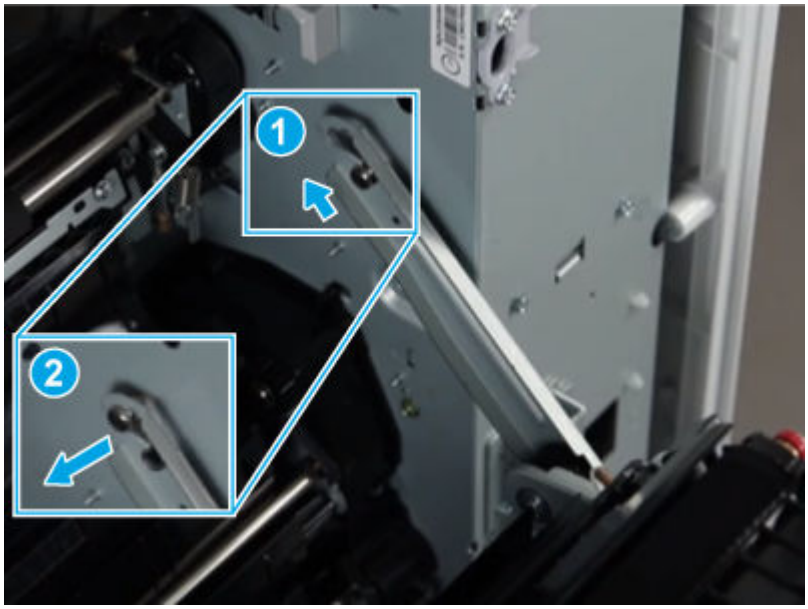
Figure 5-123 Disconnect one connector



2. Release the hinge.

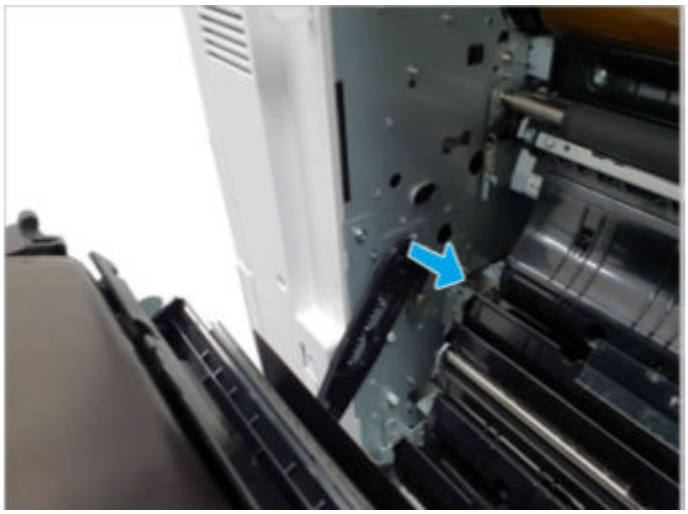
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-124 Release the hinge



3. Release the right door front link.

Figure 5-125 **Release the link**



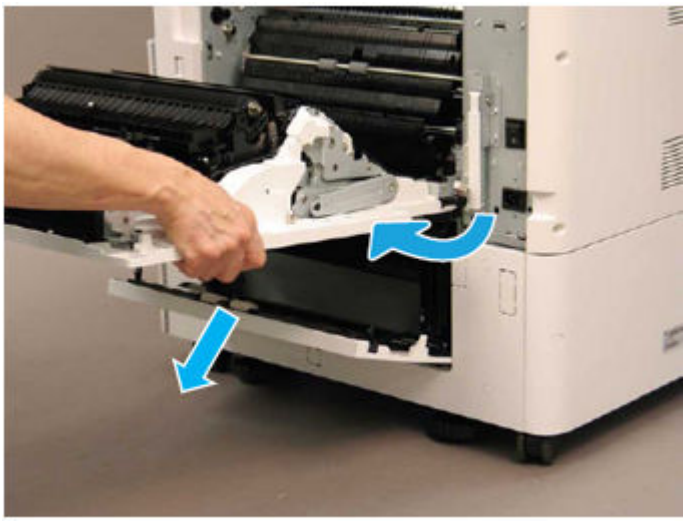
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-126 **Remove the door**

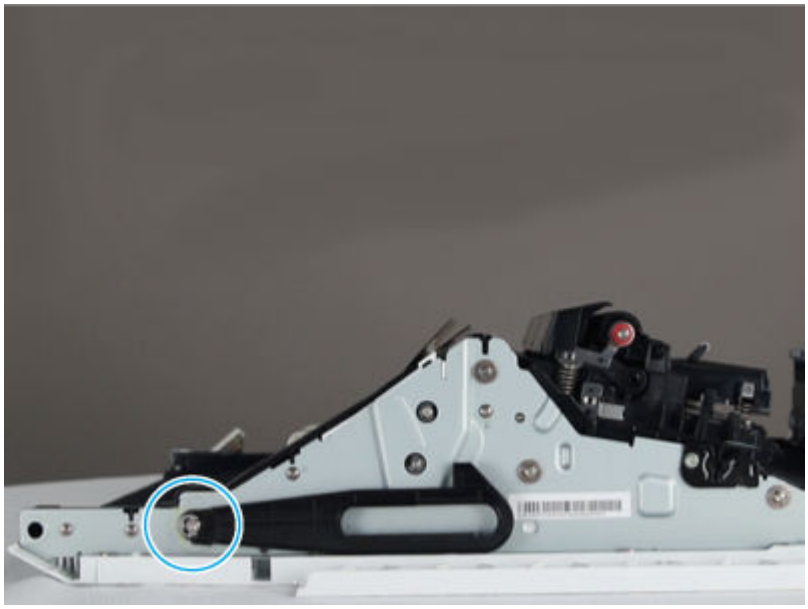


3. Remove the right door front link

Use the following procedure to remove and replace the right door front link.

- Use a pair of tweezers to remove one e-ring, and then remove the right door front link.

Figure 5-127 Remove the door link



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Right door front damper

Learn about removing and replacing the right door front damper.

View a video of removing and replacing the right door front damper.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-25 Part information

Part number	Part description
JC66-01425A	Right door front damper

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-128 **Remove four screws**



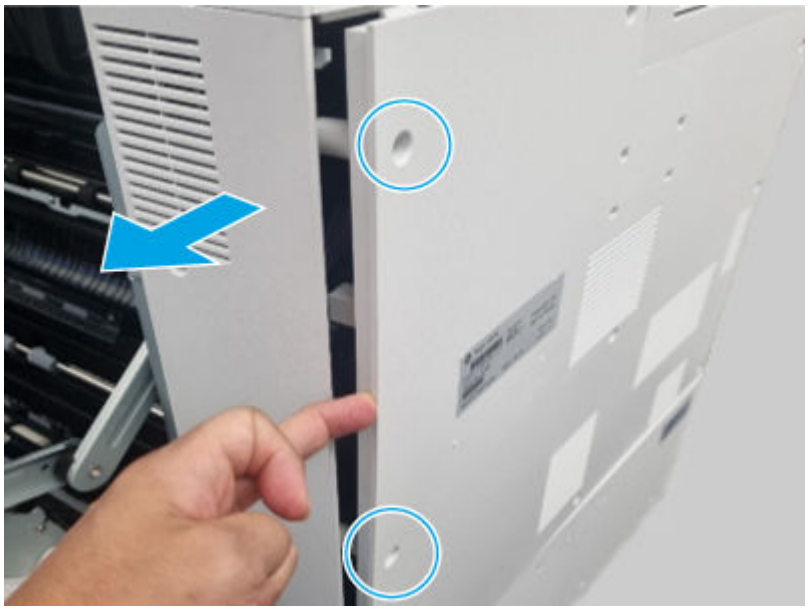
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-129 **Remove the cover**



2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

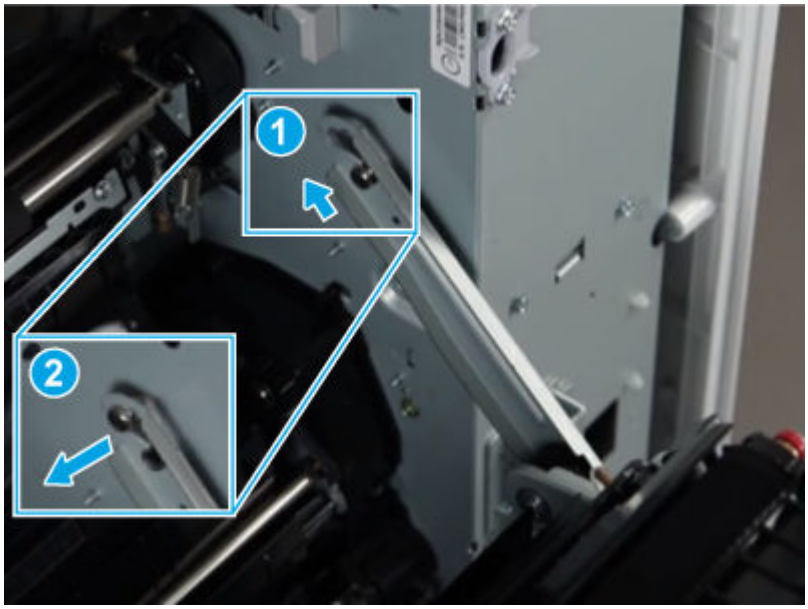
Figure 5-130 Disconnect one connector



2. Release the hinge.

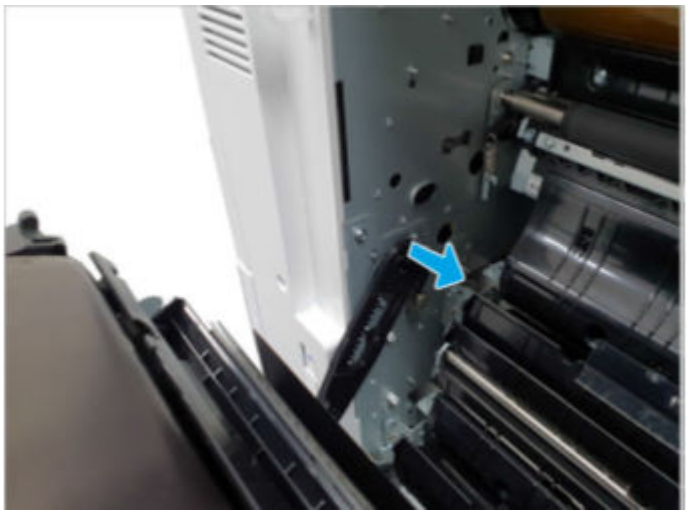
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-131 Release the hinge



3. Release the right door front link.

Figure 5-132 **Release the link**



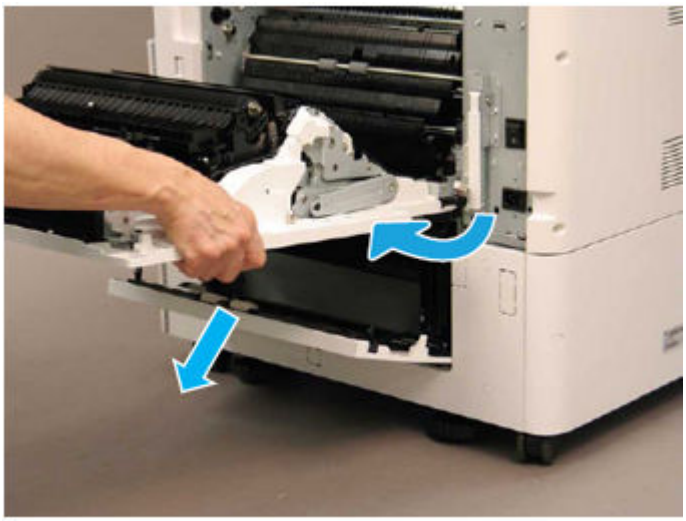
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-133 **Remove the door**

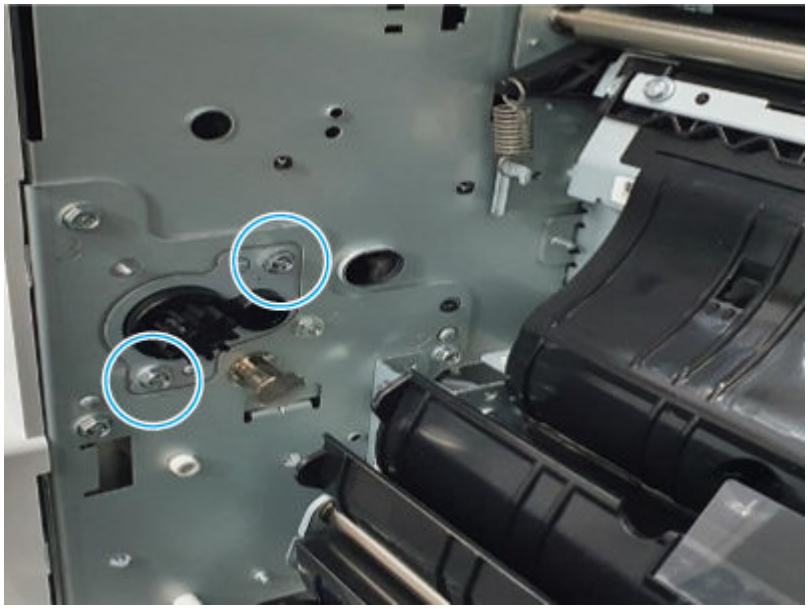


3. Remove the right door front damper

Use the following procedure to remove and replace the right door front damper.

- Remove two screws, and then remove the right door front damper.

Figure 5-134 Remove the door damper



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Right door front damper bracket

Learn about removing and replacing the right door front damper bracket.

View a video of removing and replacing the right door front damper bracket.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-26 Part information

Part number	Part description
JC61-08935A	Right door front damper bracket

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-135 **Remove four screws**



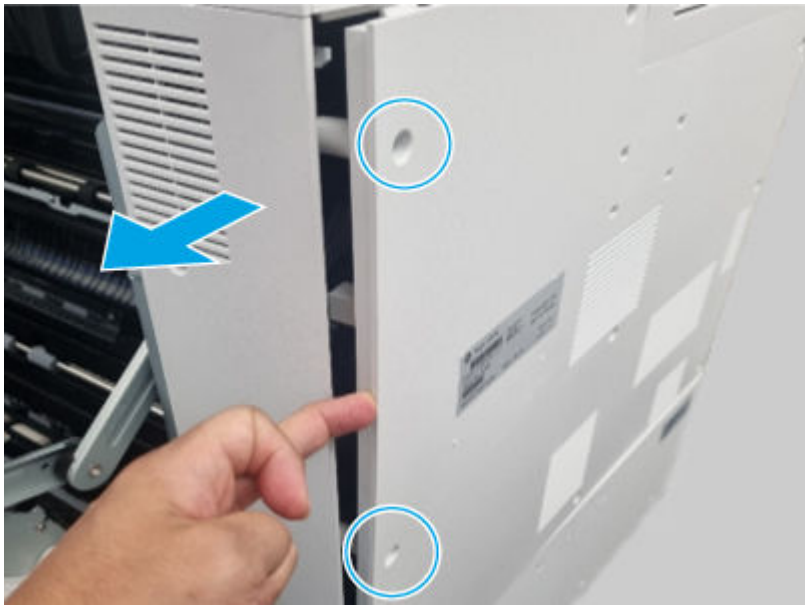
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-136 **Remove the cover**



2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

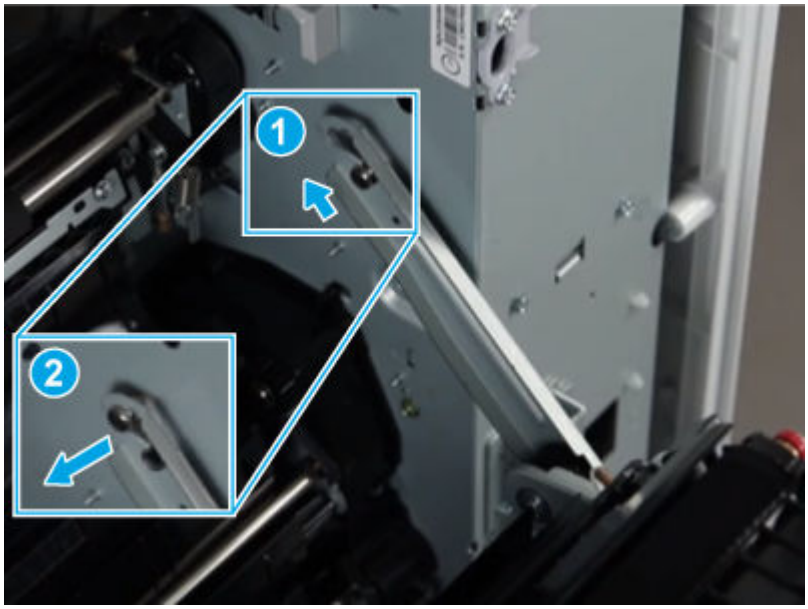
Figure 5-137 Disconnect one connector



2. Release the hinge.

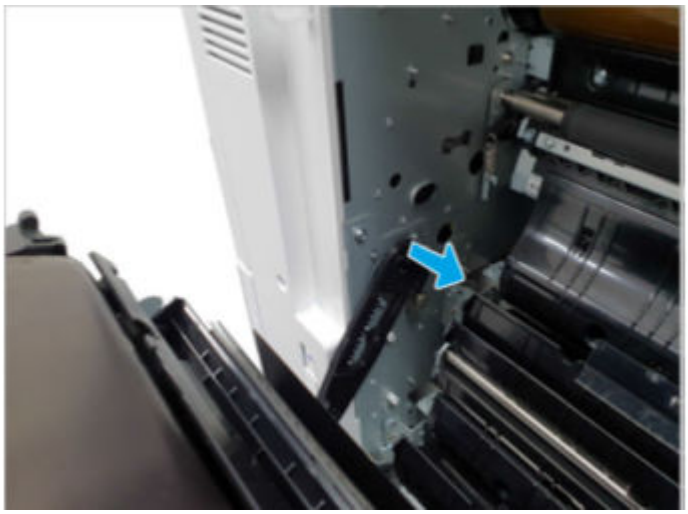
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-138 Release the hinge



3. Release the right door front link.

Figure 5-139 **Release the link**



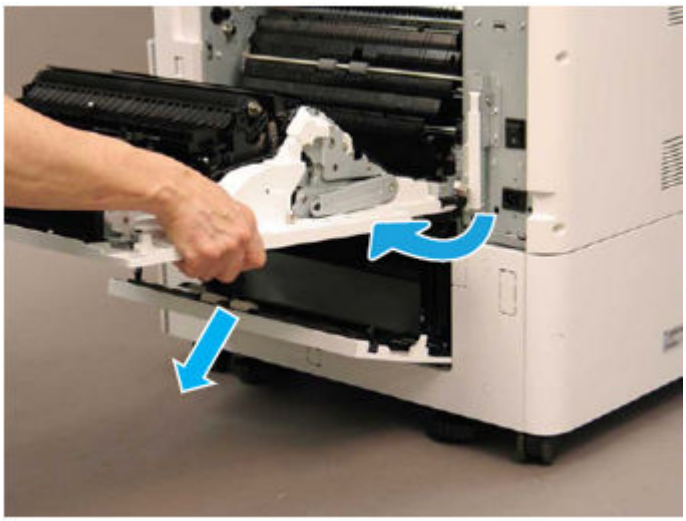
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-140 **Remove the door**

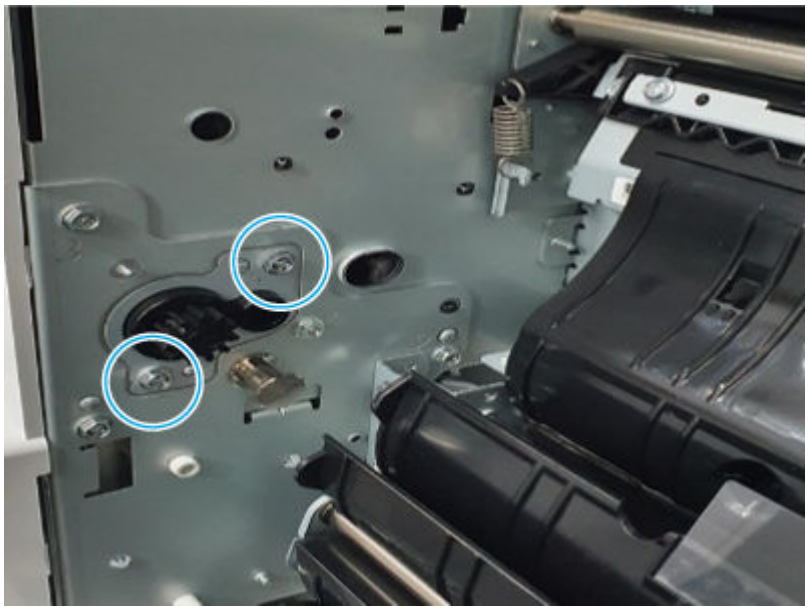


3. Remove the right door front damper bracket

Use the following procedure to remove and replace the right door front damper bracket.

- Remove two screws, remove the right door front damper, and then separate the damper from the bracket.

Figure 5-141 Remove the door damper bracket



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Tray 1 unit

Learn about feeding system Tray 1 unit parts removal and replacement.

Removal and replacement: Tray 1 unit

Learn about removing and replacing the Tray 1 unit.

View a video of removing and replacing the Tray 1 unit.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-27 Part information

Part number	Part description
JC90-01844A	Tray 1 unit

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

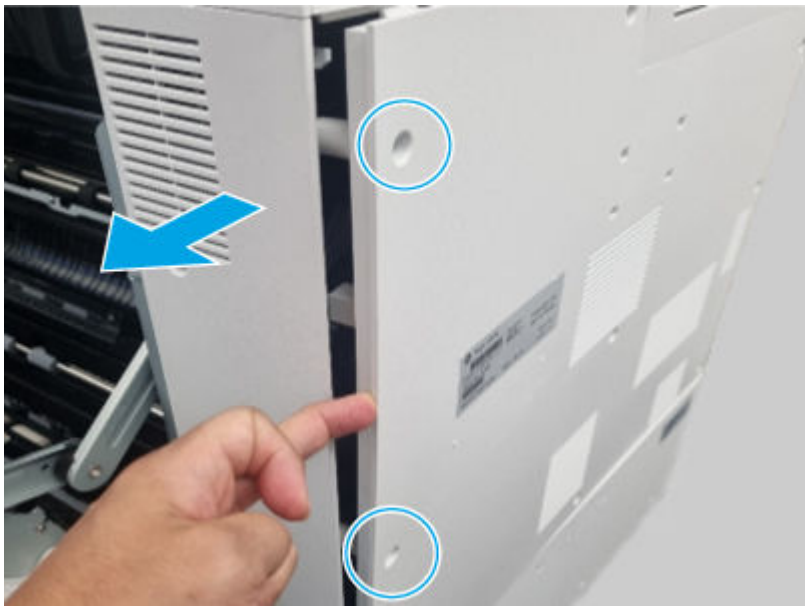
1. Remove four screws.

Figure 5-142 **Remove four screws**



2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.
   c. Open the right door, and then remove the right rear cover.

Figure 5-143 **Remove the cover**



2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

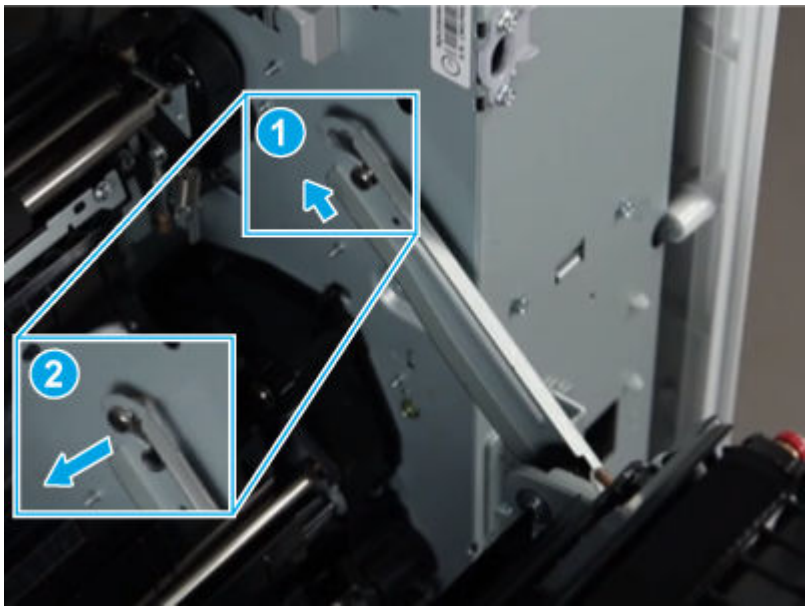
Figure 5-144 **Disconnect one connector**



2. Release the hinge.

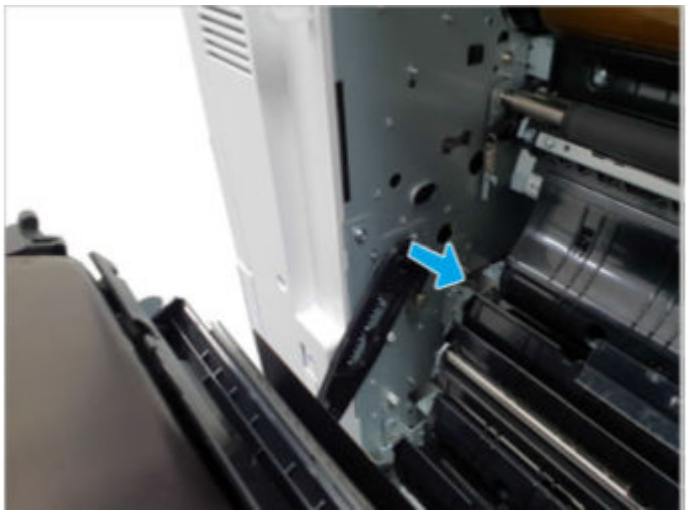
> ⚠ **CAUTION:** The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-145 **Release the hinge**



3. Release the right door front link.

Figure 5-146 Release the link



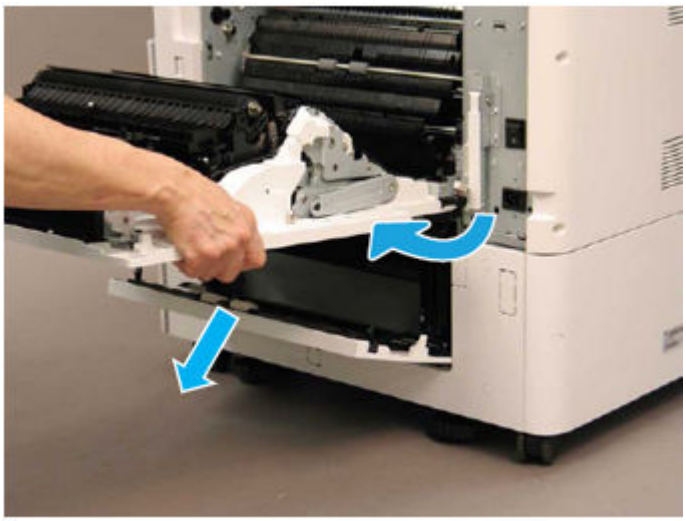
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-147 Remove the door

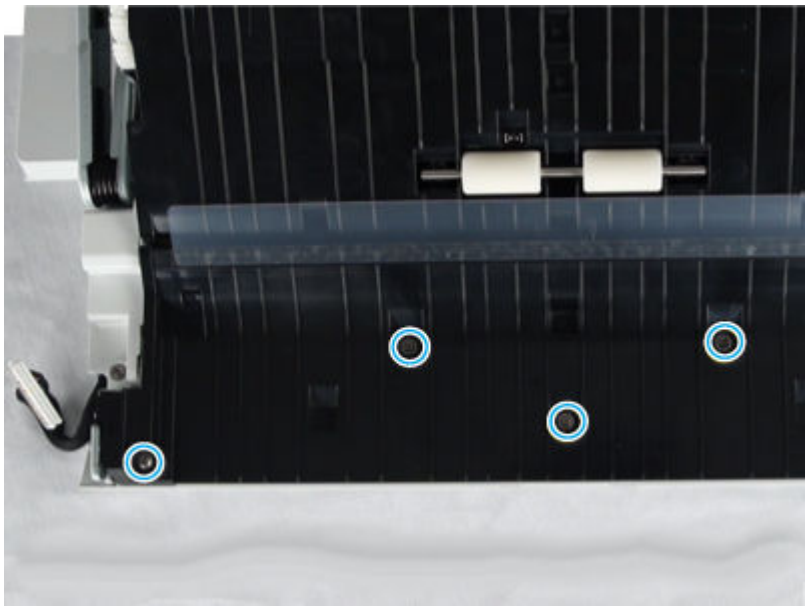


3. Remove the right door take-away assembly

Use the following procedure to remove and replace the right door take-away assembly.

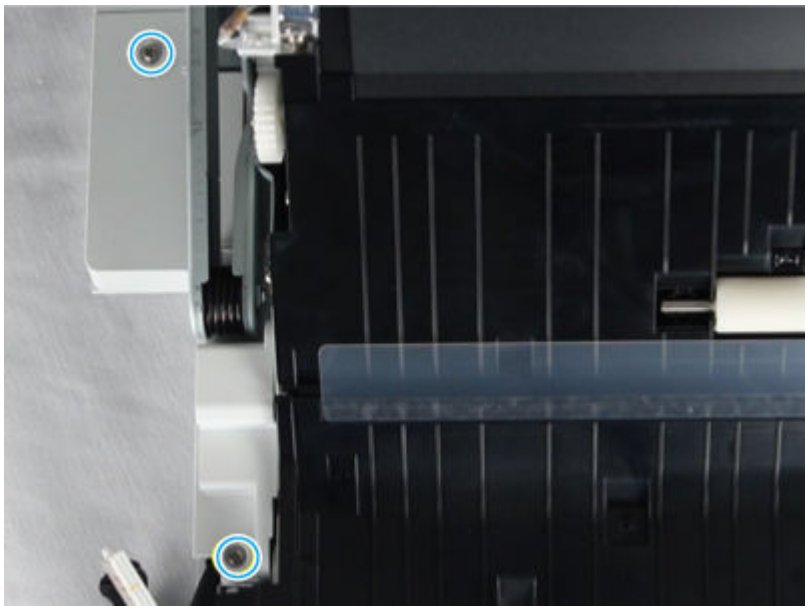
1. Remove four screws (callout 1).

Figure 5-148 **Remove four screws**



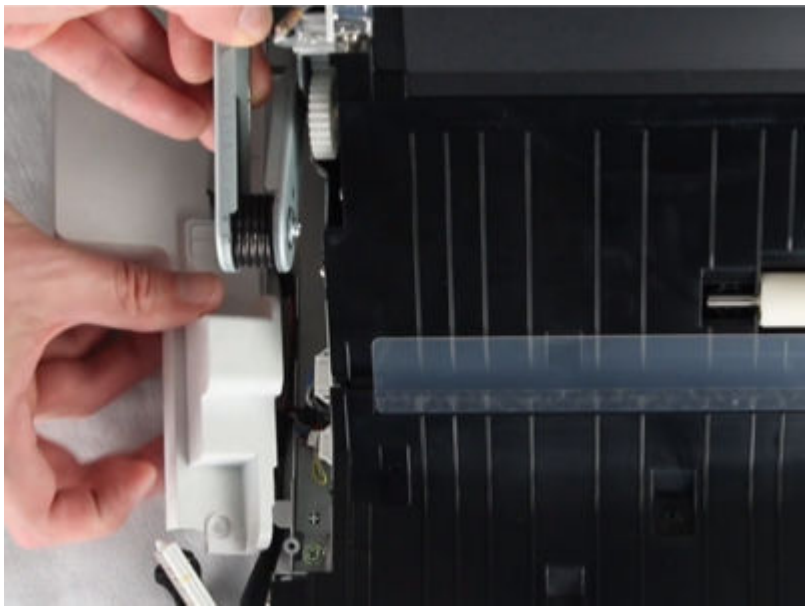
2. Remove two screws.

Figure 5-149 **Remove two screws**



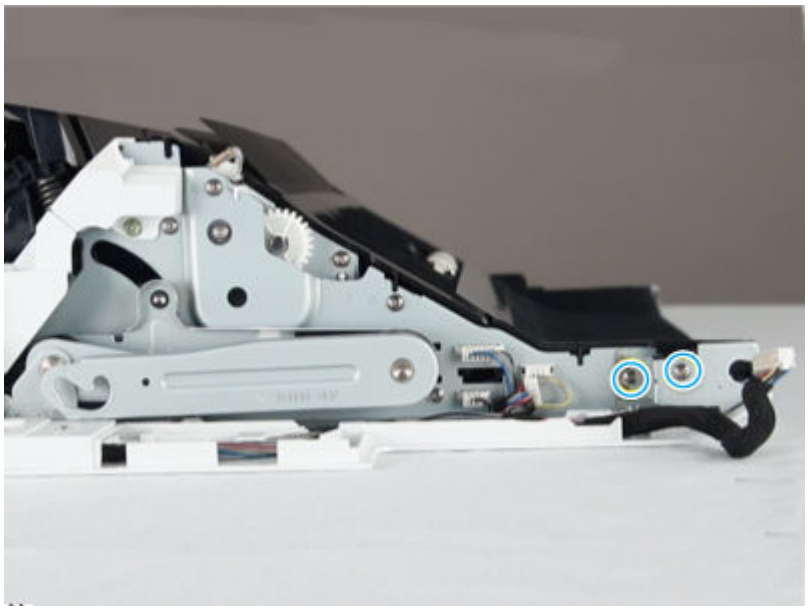
3. Remove the lower cable cover.

Figure 5-150 Remove the cover



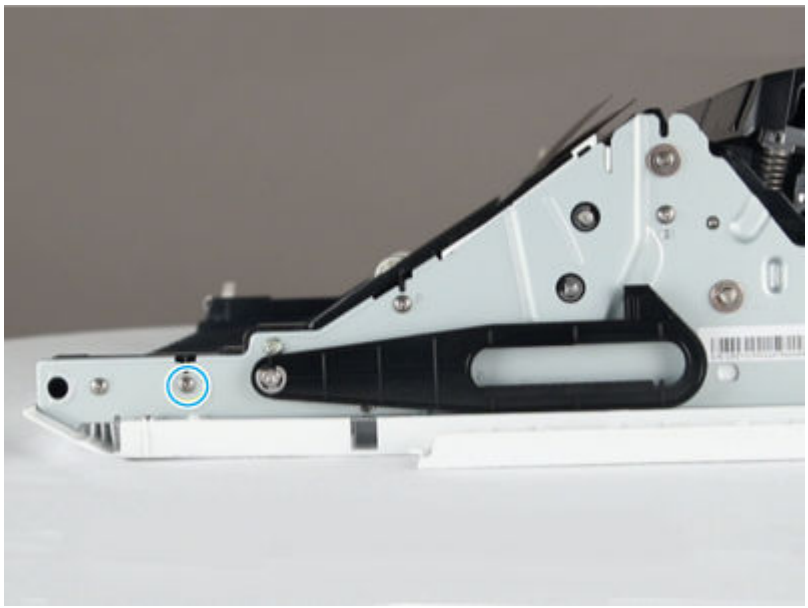
4. Remove two screws.

Figure 5-151 Remove two screws



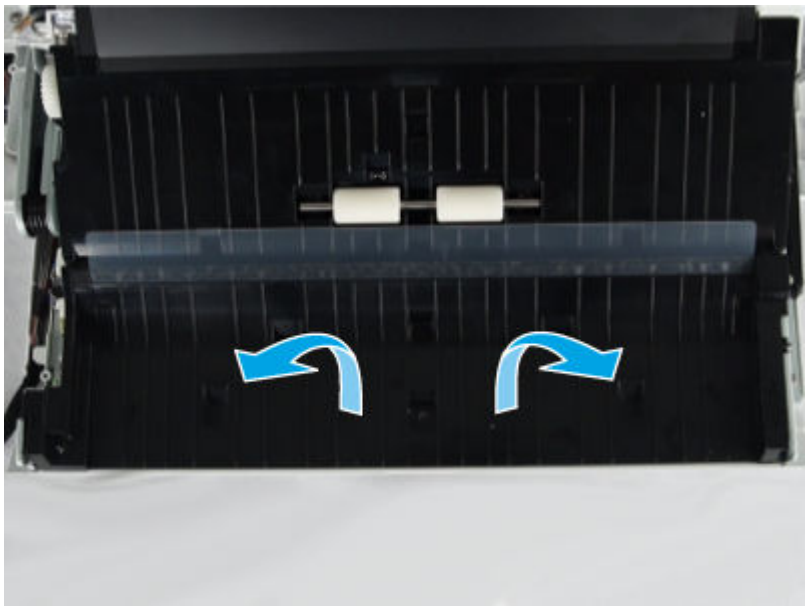
5. Remove one screw (on the other side of the door).

Figure 5-152 Remove one screw



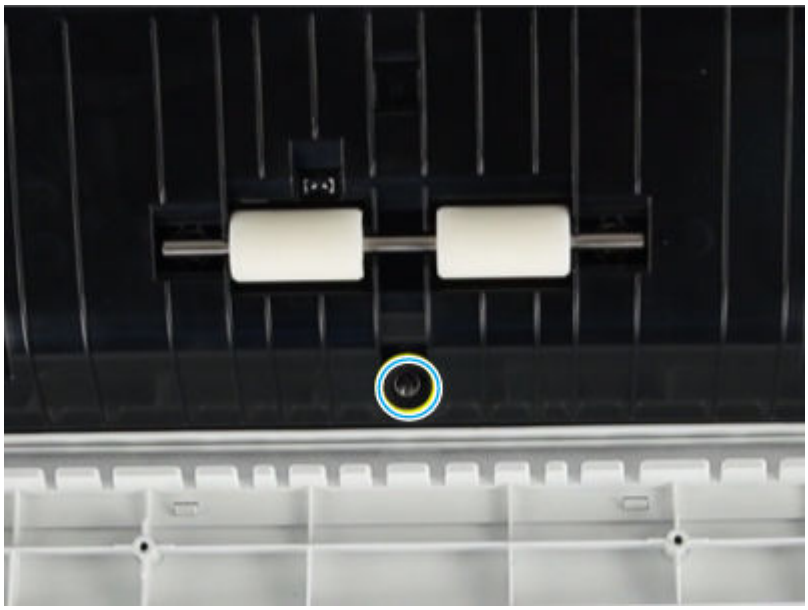
6. Remove the feed guide take-away lower.

Figure 5-153 Remove the take-away lower



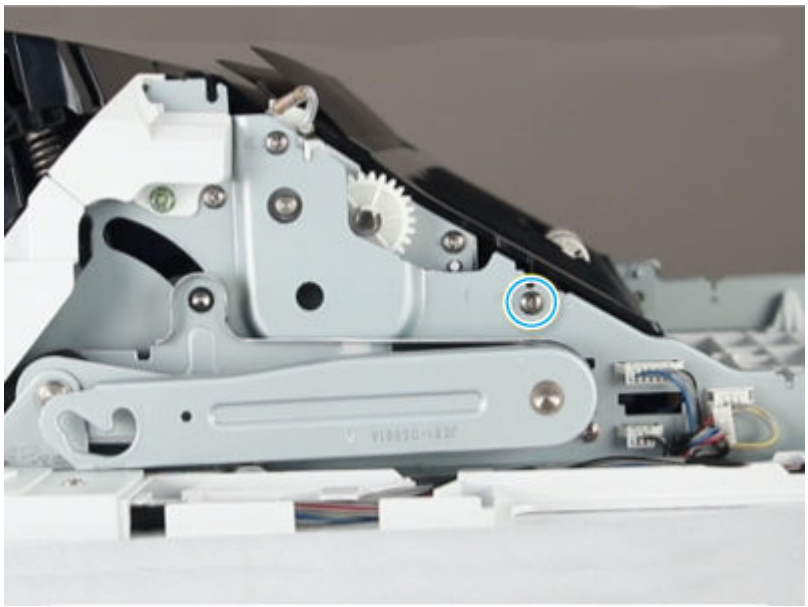
7. Remove one screw.

Figure 5-154 Remove one screw



8. Remove one screw.

Figure 5-155 Remove one screw



9. Remove one screw.

Figure 5-156 Remove one screw



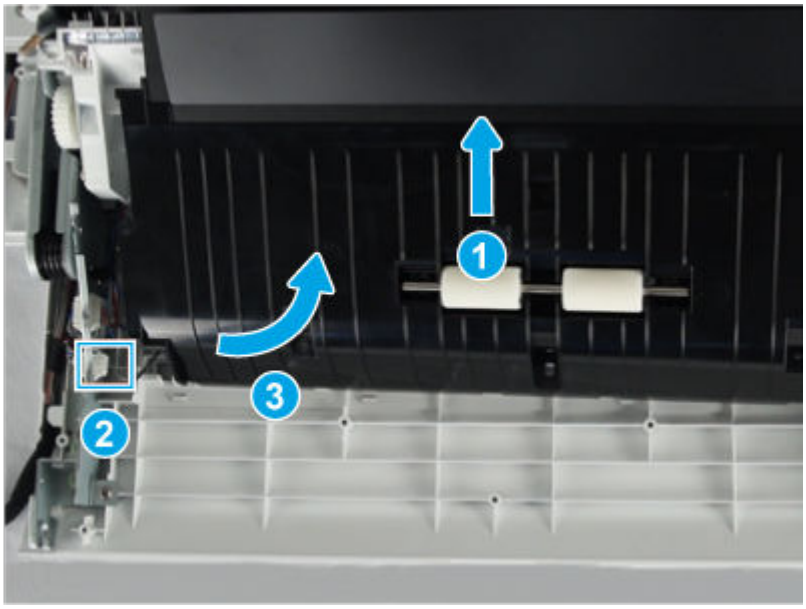
10. Do the following:

    a. Lift up the feed guide take-away upper to slightly separate it from the door (callout 1).

    b. Disconnect one connector (callout 2).

    c. Remove the take-away assembly from the door (callout 3).

Figure 5-157 Remove the take-away assembly

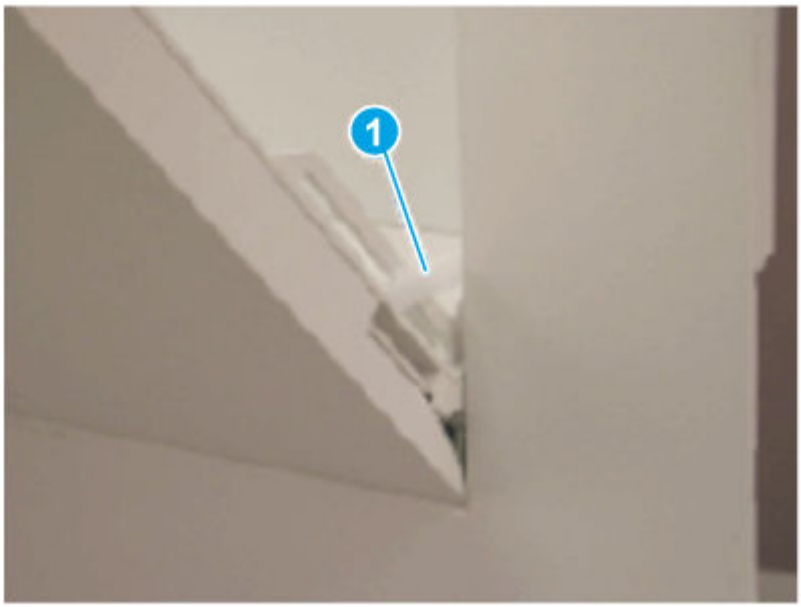


4. Remove the Tray 1 unit

Use the following procedure to remove and replace the Tray 1 unit.

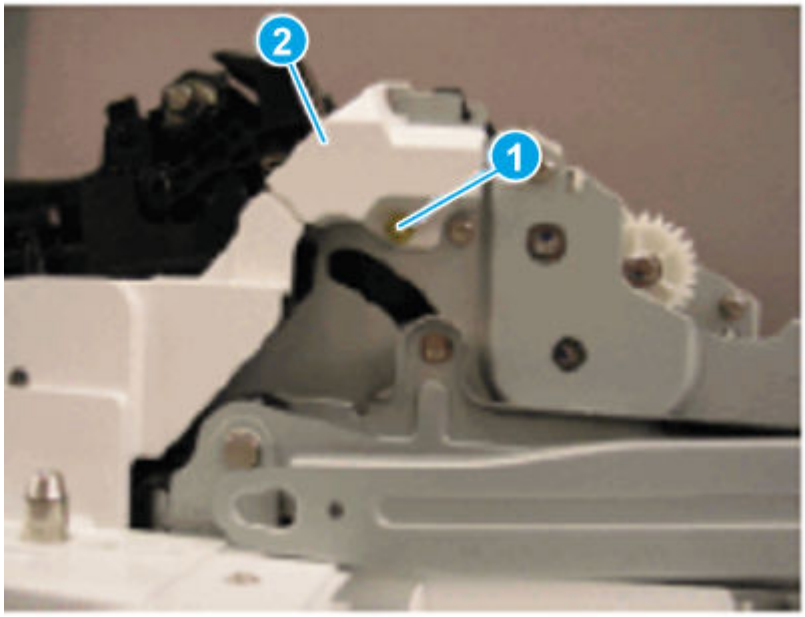
1. Hold the right door upright. Open Tray 1, and then release the hinge arm (callout 1).

Figure 5-158 Release the hinge arm



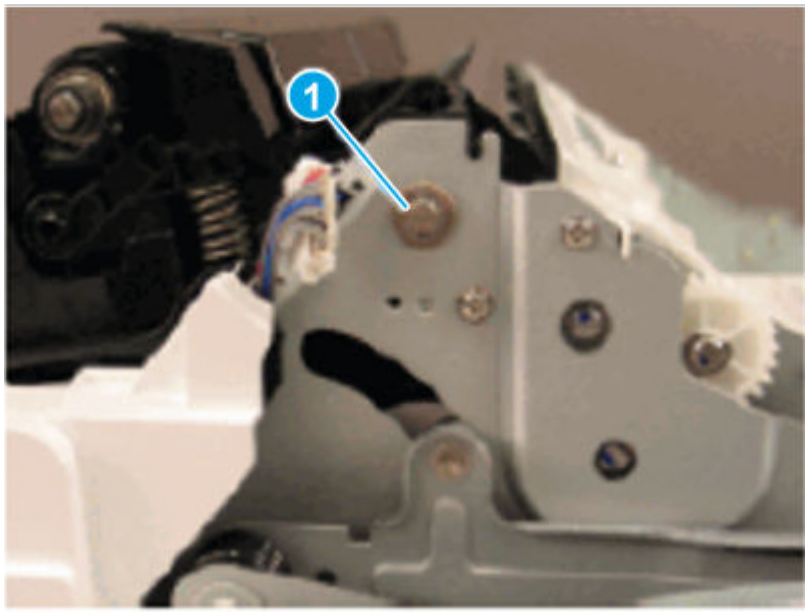
2. Remove one screw (callout 1), and then remove the bushing cover (callout 2).

Figure 5-159 Remove the bushing cover



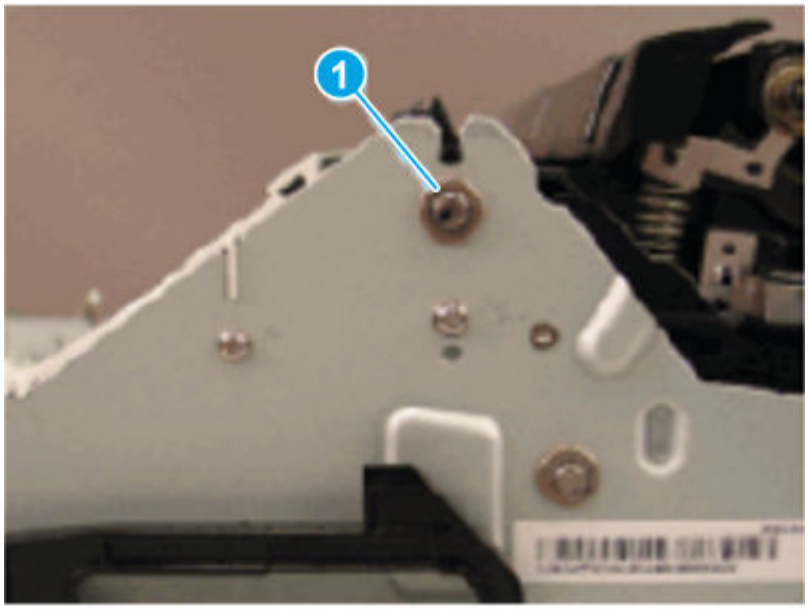
3. Remove one e-ring and bushing (callout 1).

Figure 5-160 **Remove one e-ring and bushing**



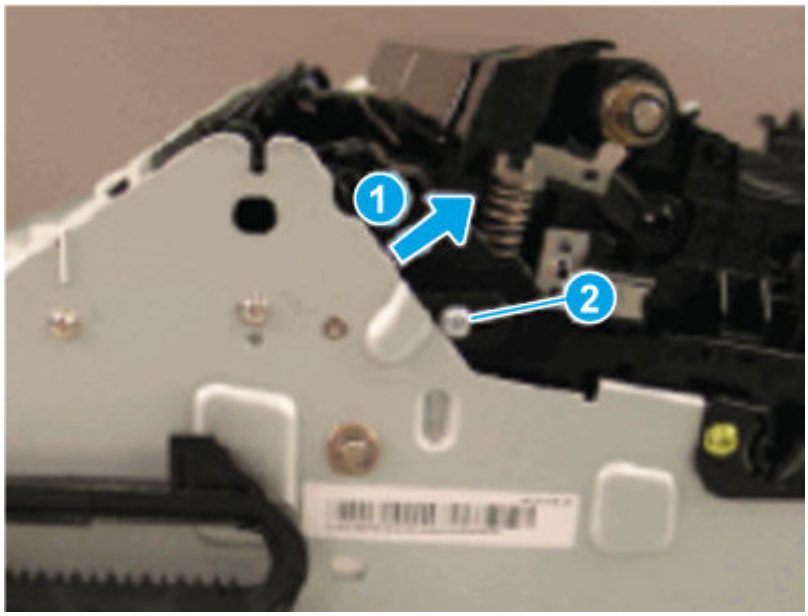
4. Remove one e-ring and bushing (callout 1; on the other side).

Figure 5-161 **Remove one e-ring and bushing**



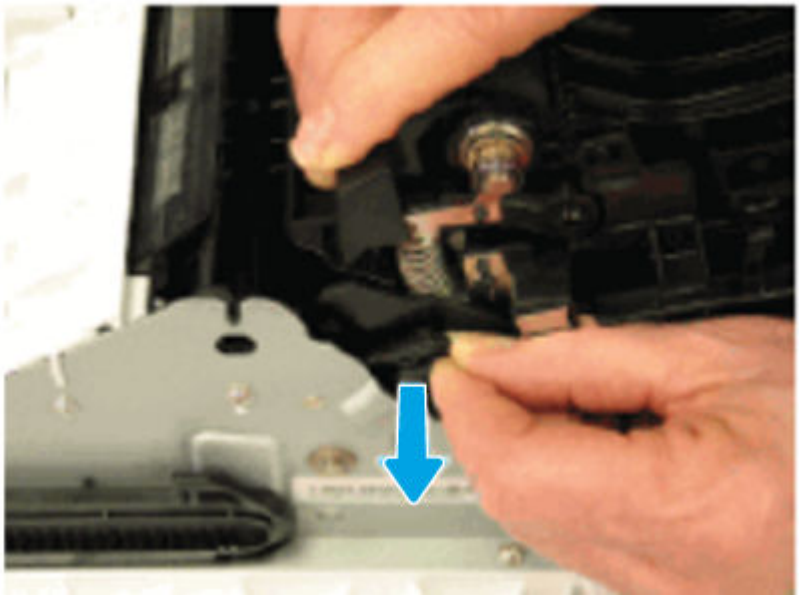
5. Pull the hinge arm up (callout 1), and then remove one screw (callout 2).

Figure 5-162 Remove one screw



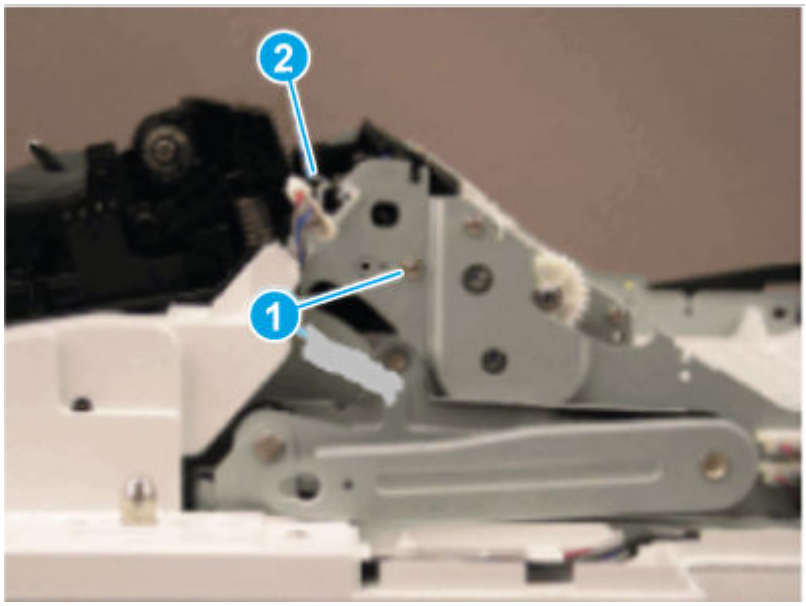
6. Release the hinge.

Figure 5-163 Release the hinge



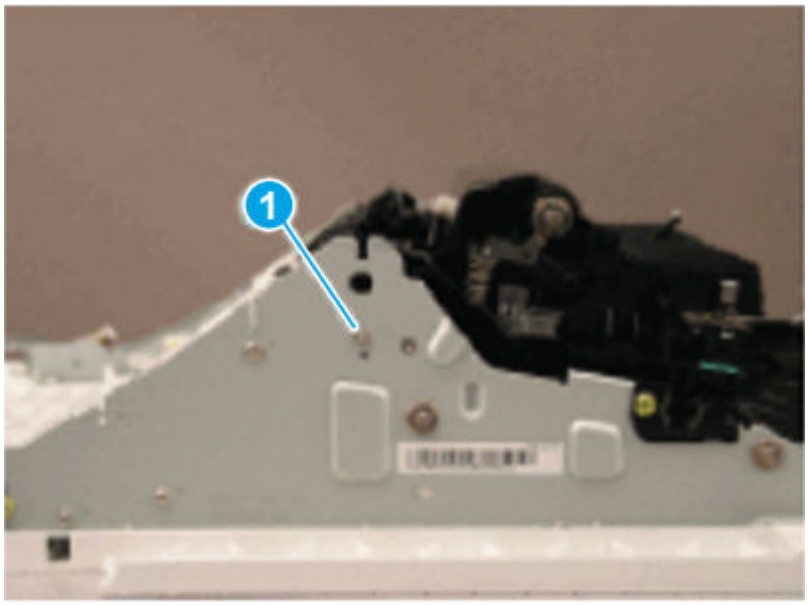
7. Remove one screw (callout 1), and then release one retainer (callout 2).

Figure 5-164 Release one retainer



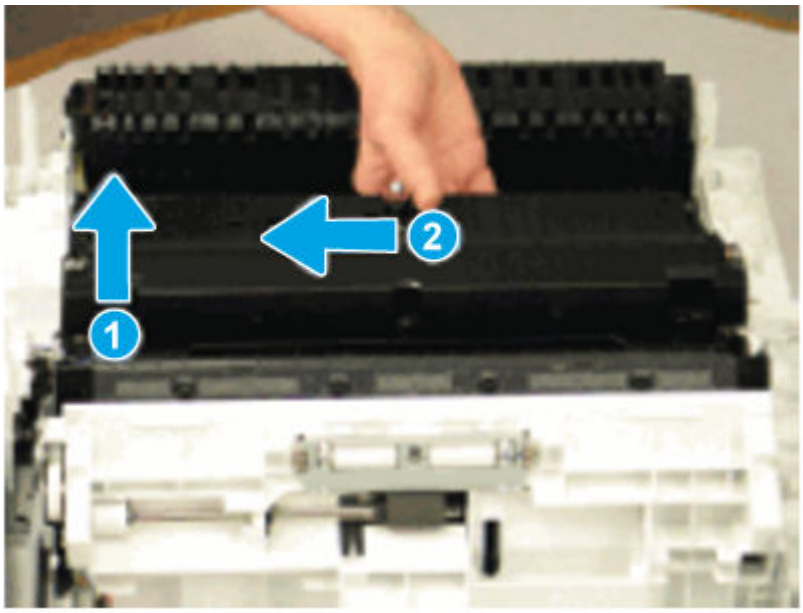
8. Remove one screw (callout 1).

Figure 5-165 Remove one screw



9. Lift up on the feed roller assembly (callout 1), and then slide it to the left (callout 2) to release it.

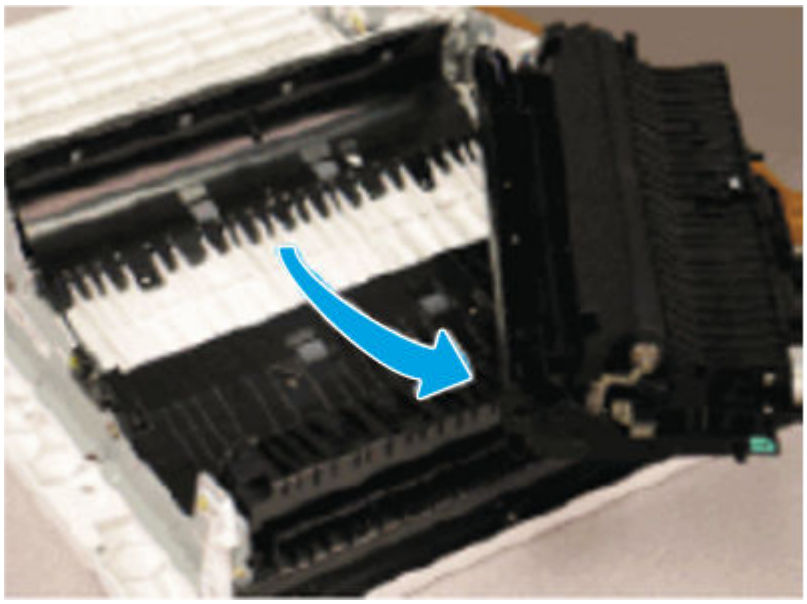
Figure 5-166 Release the feed roller assembly



10. Rotate the feed roller assembly to the side.

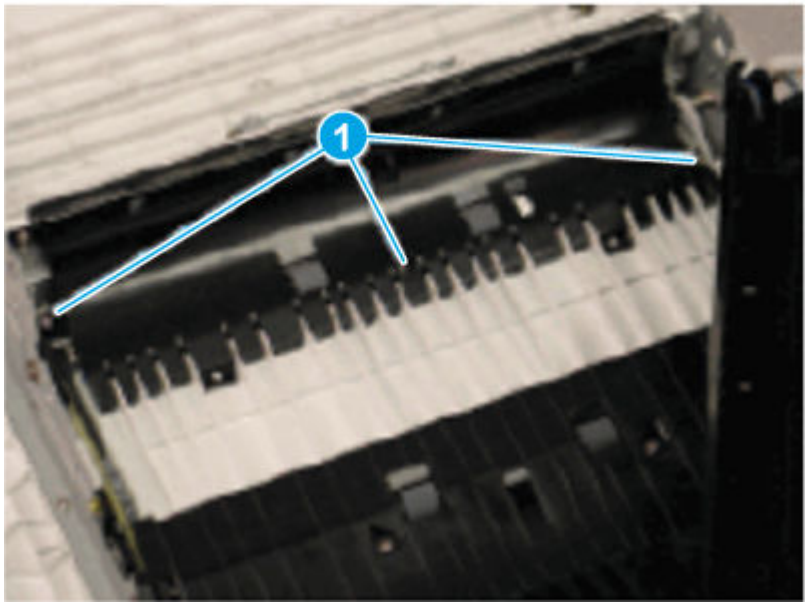
⚠ CAUTION: Do not attempt to completely remove the feed roller assembly. It is still attached to the right door.

Figure 5-167 Move the feed roller assembly



11. Remove three screws (callout 1).

Figure 5-168 **Remove three screws**



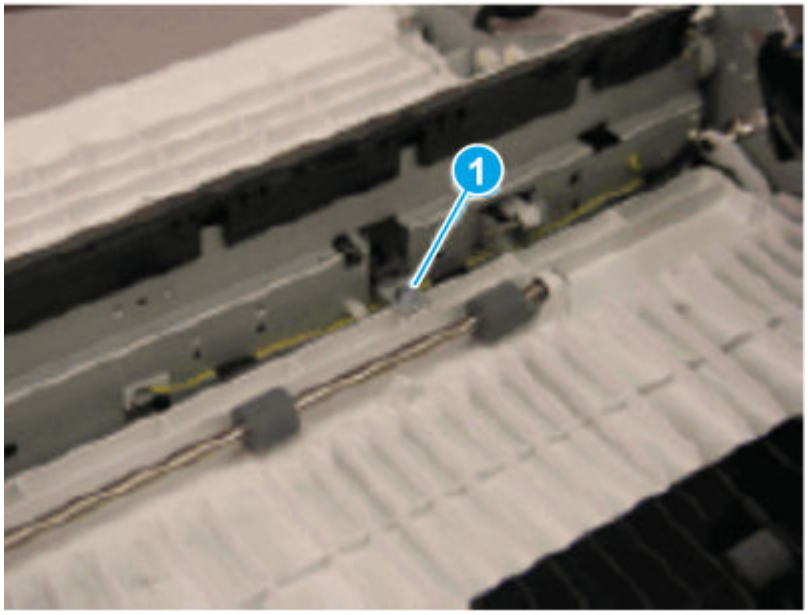
12. Remove the duplex lower guide.

Figure 5-169 **Remove the duplex lower guide**



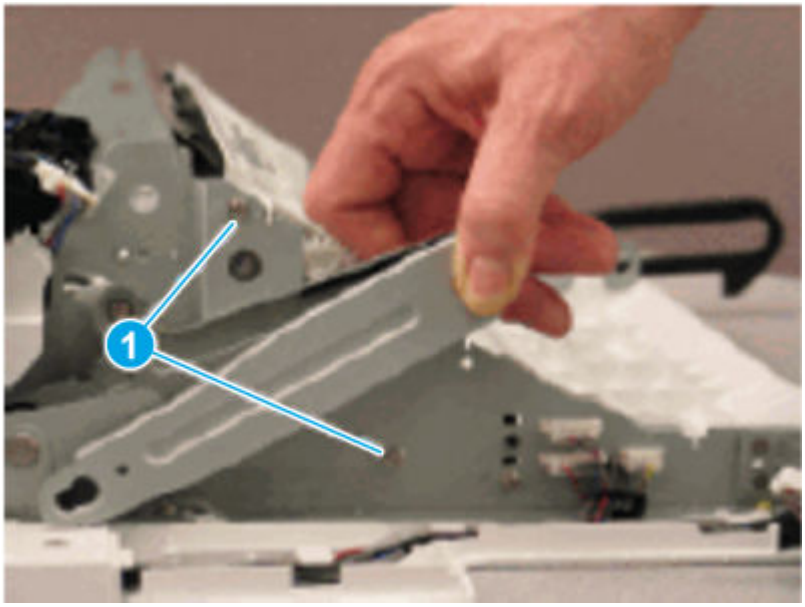
13. Remove one screw (callout 1).

Figure 5-170 Remove one screw



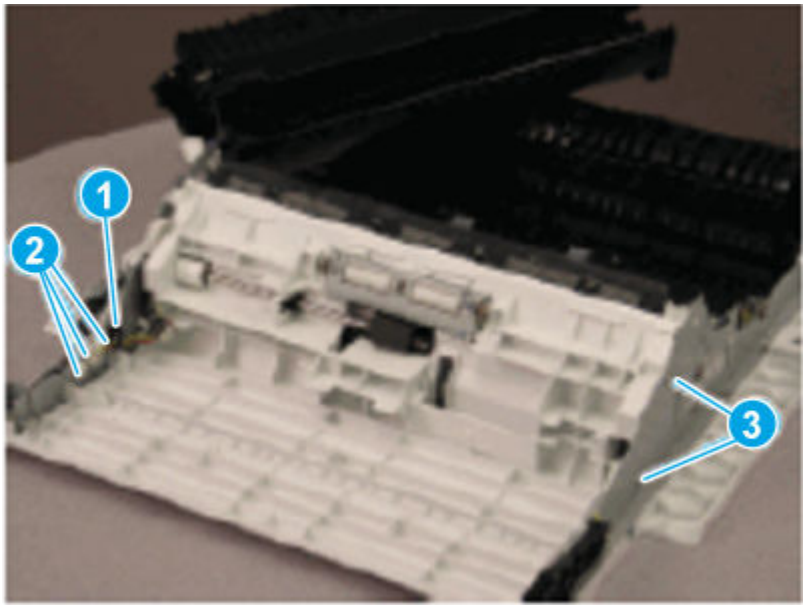
14. Remove two screws (callout 1).

Figure 5-171 Remove two screws



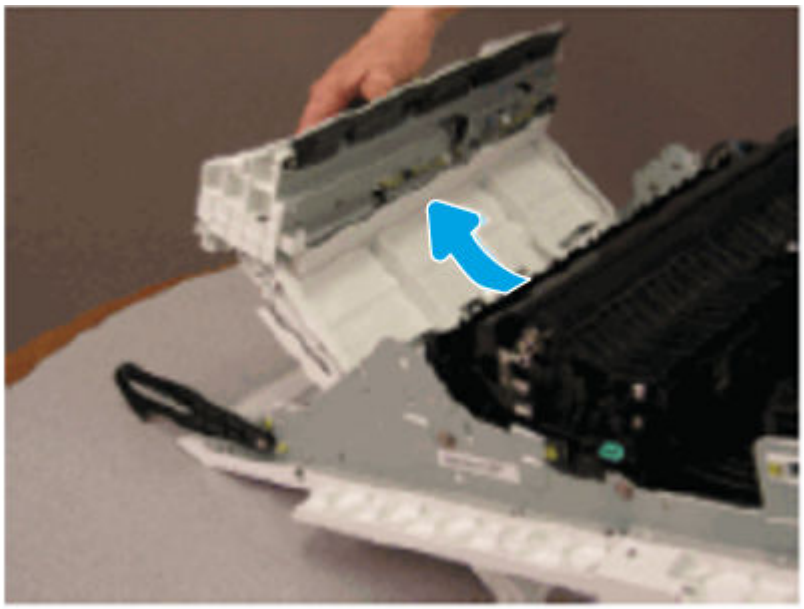
15. Release one retainer (callout 1), disconnect three connectors (callout 2), and the remove two screws (callout 3).

Figure 5-172 Remove two screws



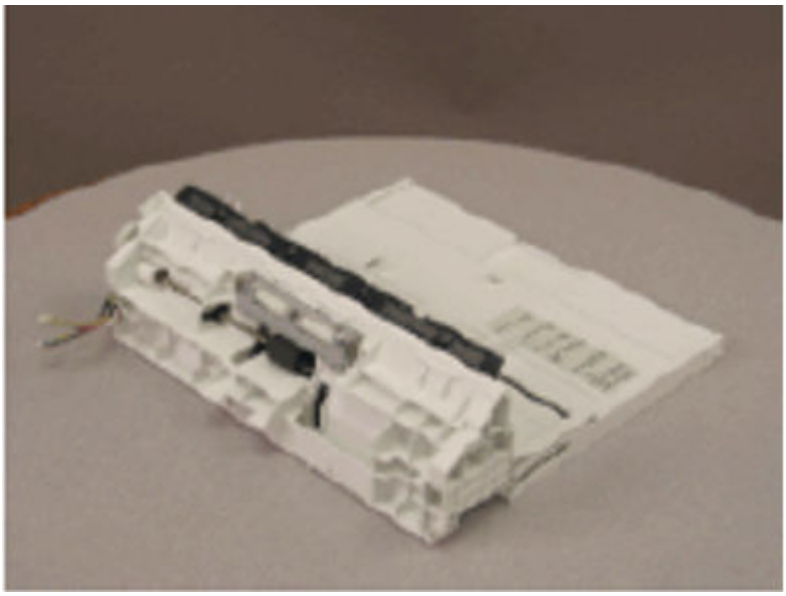
16. Release the Tray 1 unit form the right door.

Figure 5-173 Release the Tray 1 unit



17. Remove the Tray 1 unit.

Figure 5-174 **Remove the Tray 1 unit**



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Tray 1 empty sensor

Learn about removing and replacing the Tray 1 empty sensor.

View a video of removing and replacing the Tray 1 empty sensor.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-28 Part information

Part number	Part description
0604-001490	Photo interrupter (Tray 1 empty sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-175 **Remove four screws**



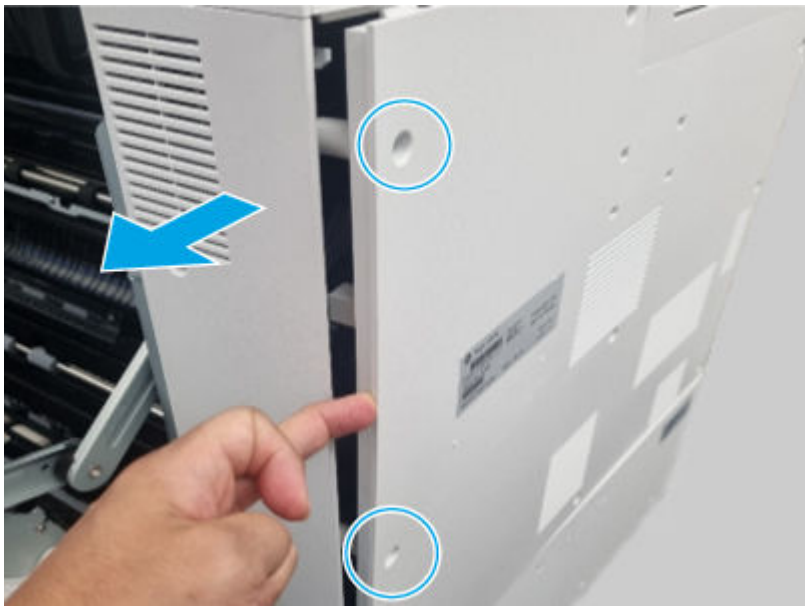
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-176 **Remove the cover**



2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

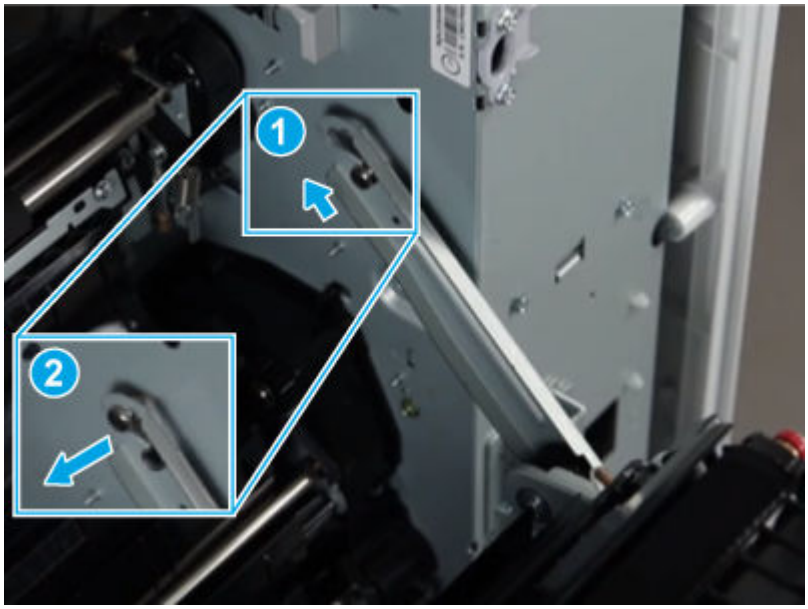
Figure 5-177 Disconnect one connector



2. Release the hinge.

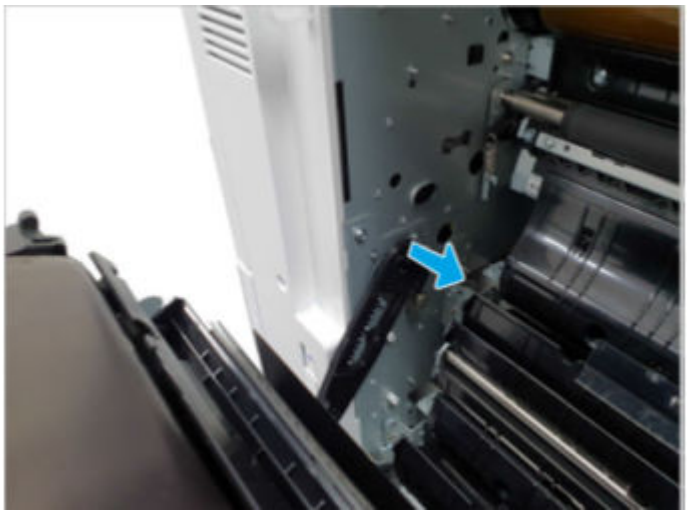
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-178 Release the hinge



3. Release the right door front link.

Figure 5-179 **Release the link**



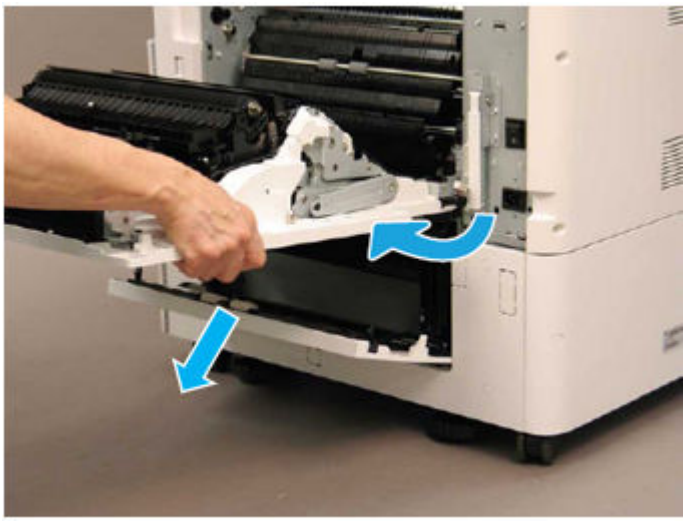
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-180 **Remove the door**

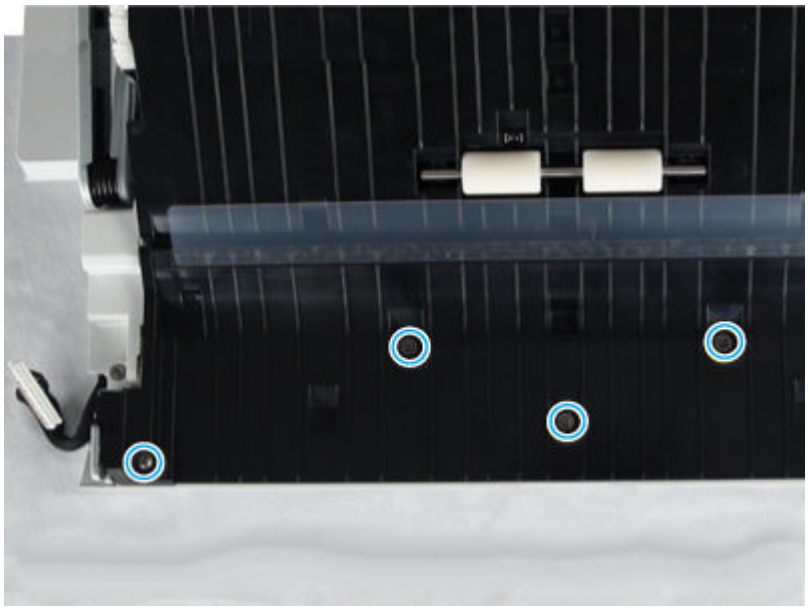


3. Remove the right door take-away assembly

Use the following procedure to remove and replace the right door take-away assembly.

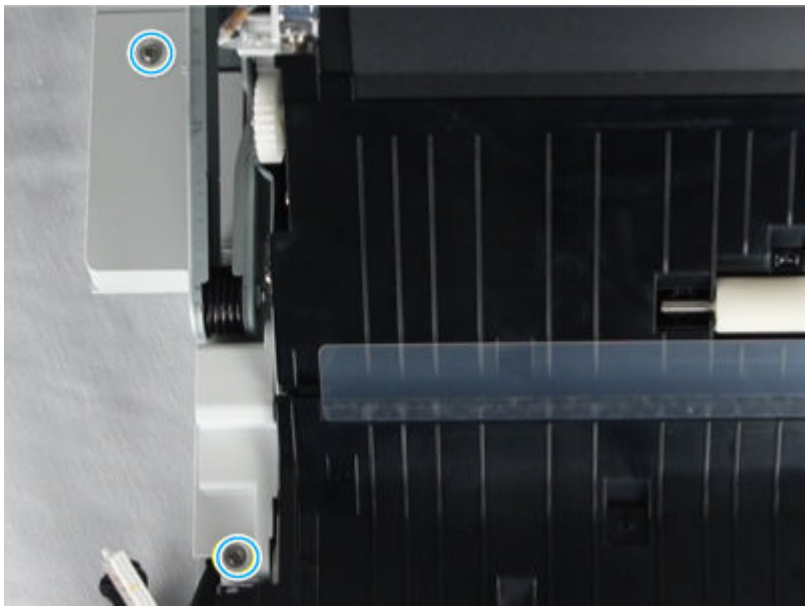
1. Remove four screws (callout 1).

Figure 5-181 **Remove four screws**



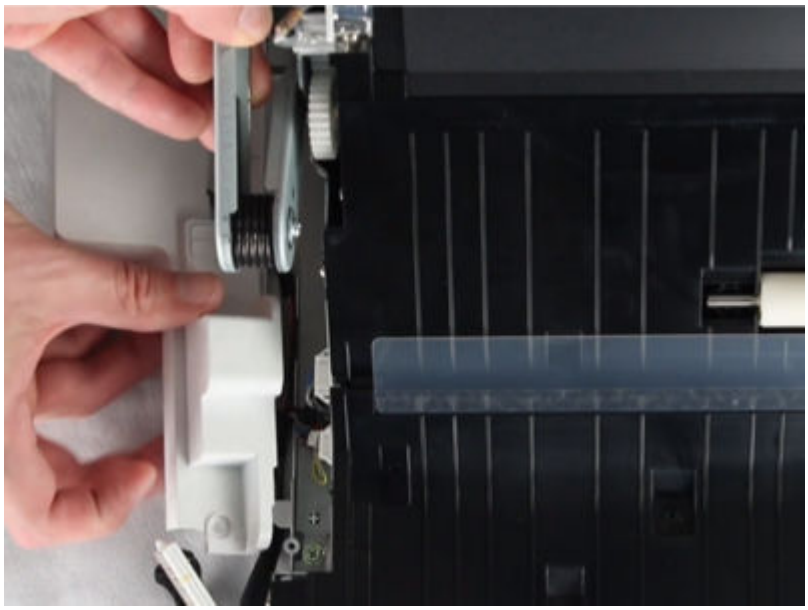
2. Remove two screws.

Figure 5-182 **Remove two screws**



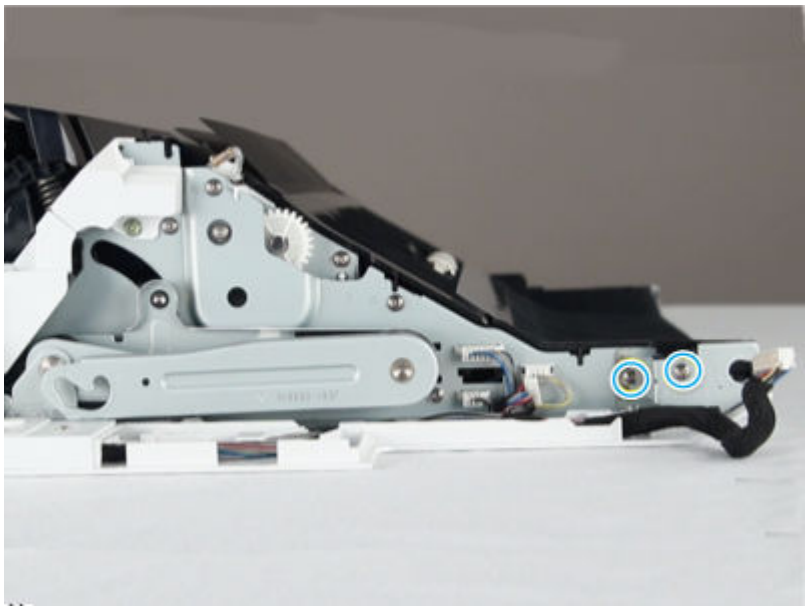
3. Remove the lower cable cover.

Figure 5-183 Remove the cover



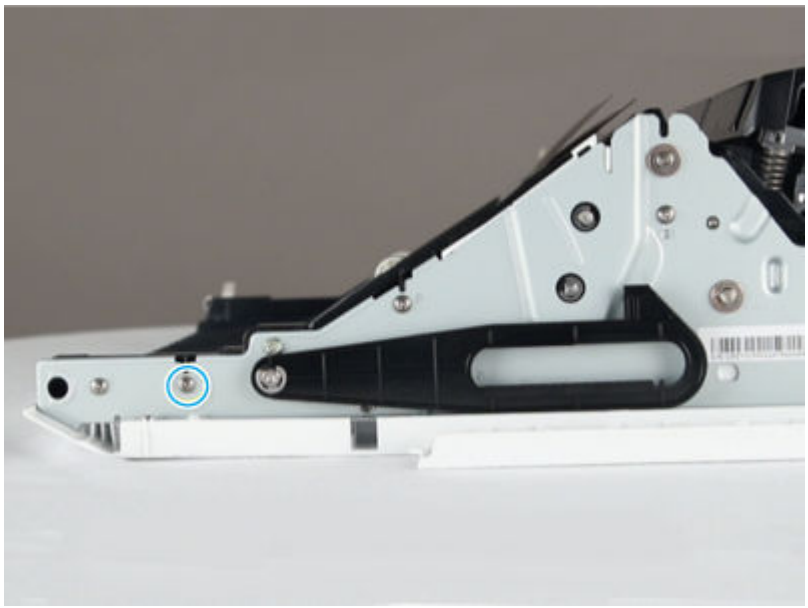
4. Remove two screws.

Figure 5-184 Remove two screws



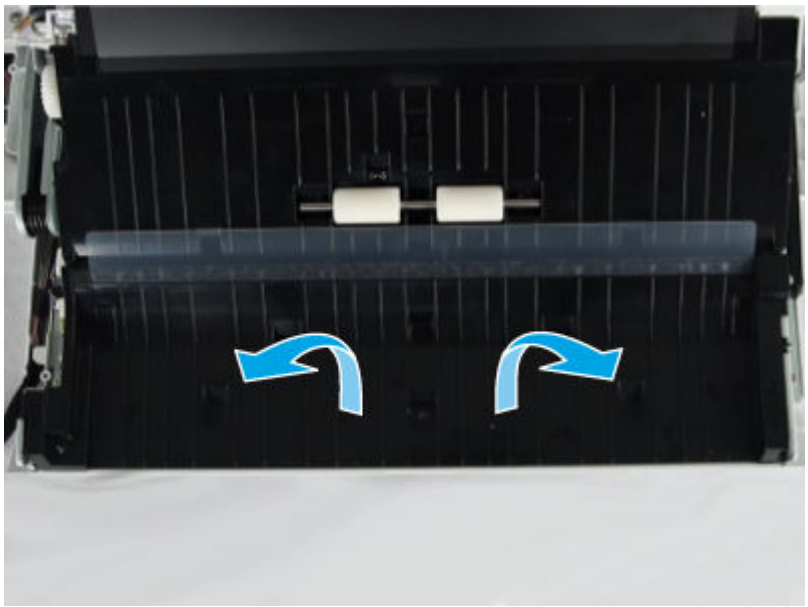
5. Remove one screw (on the other side of the door).

Figure 5-185 **Remove one screw**



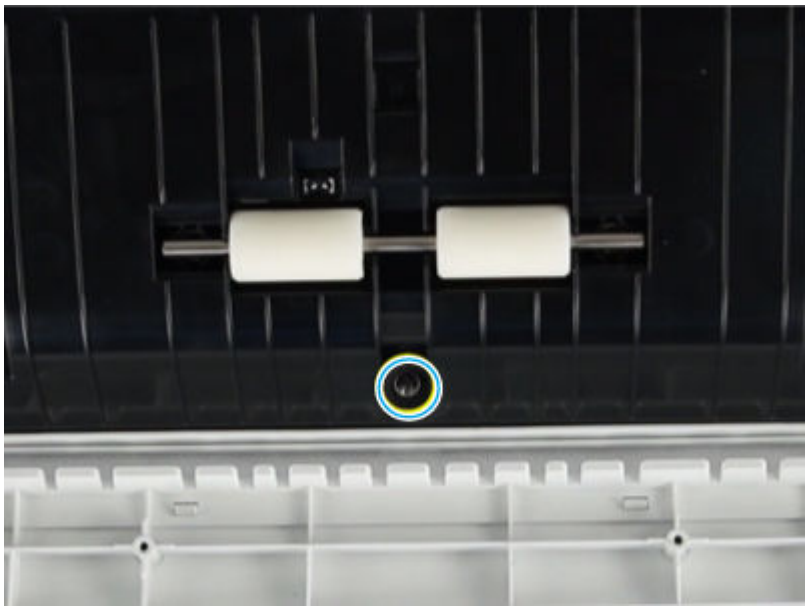
6. Remove the feed guide take-away lower.

Figure 5-186 **Remove the take-away lower**



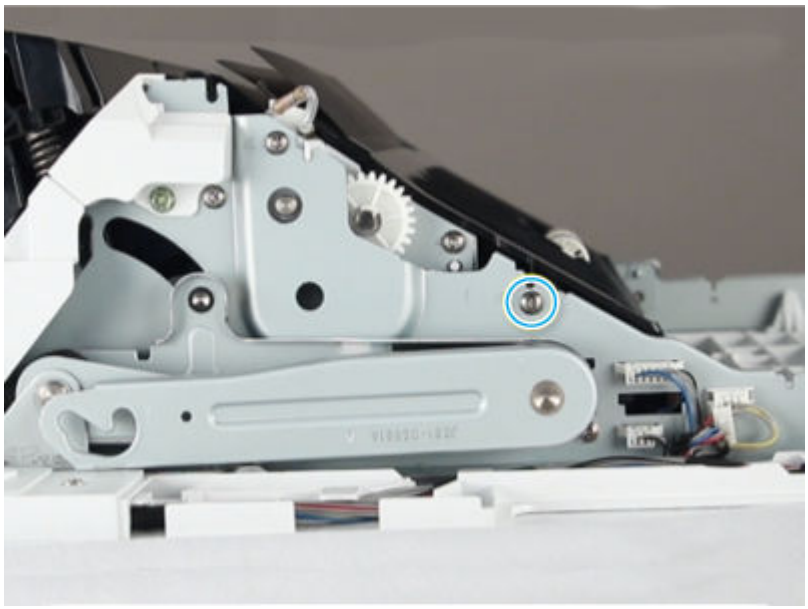
7. Remove one screw.

Figure 5-187 Remove one screw



8. Remove one screw.

Figure 5-188 Remove one screw



9. Remove one screw.

Figure 5-189 **Remove one screw**



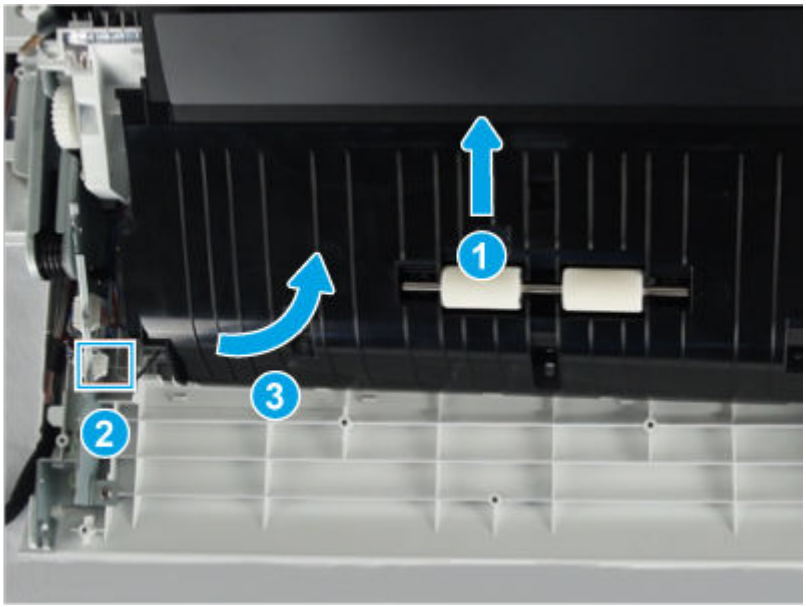
10. Do the following:

    a. Lift up the feed guide take-away upper to slightly separate it from the door (callout 1).

    b. Disconnect one connector (callout 2).

    c. Remove the take-away assembly from the door (callout 3).

Figure 5-190 **Remove the take-away assembly**

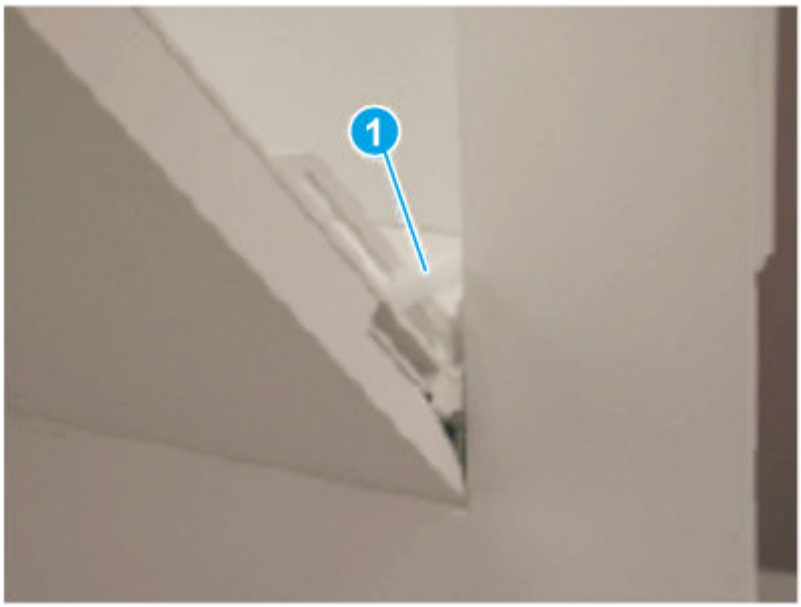


4. Remove the Tray 1 unit

Use the following procedure to remove and replace the Tray 1 unit.

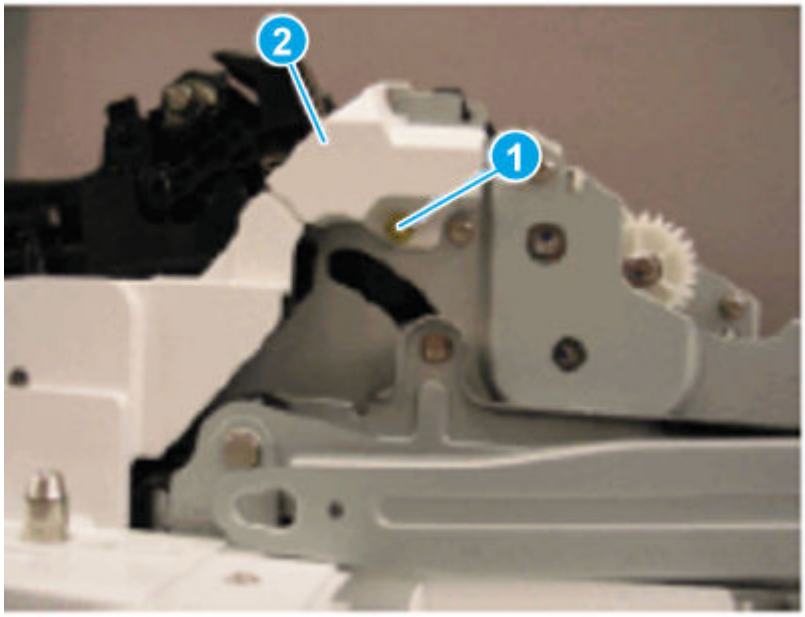
1. Hold the right door upright. Open Tray 1, and then release the hinge arm (callout 1).

Figure 5-191 **Release the hinge arm**



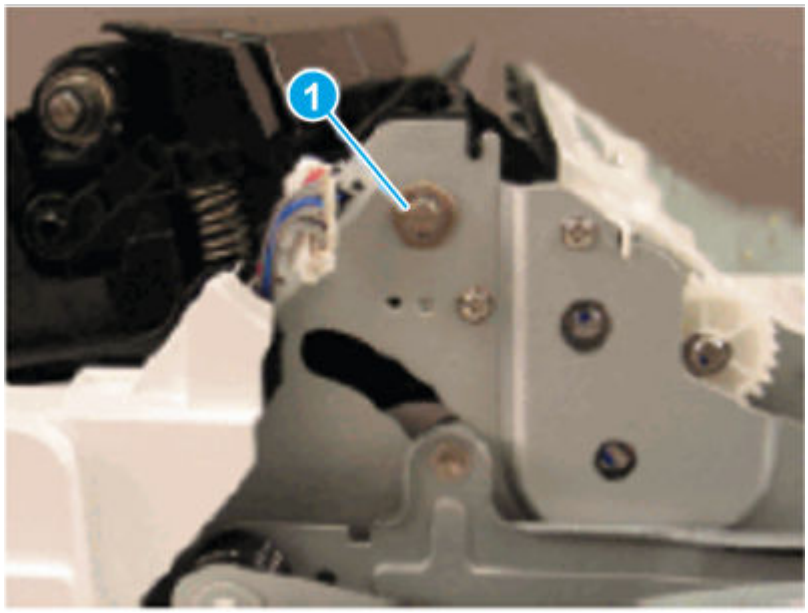
2. Remove one screw (callout 1), and then remove the bushing cover (callout 2).

Figure 5-192 **Remove the bushing cover**



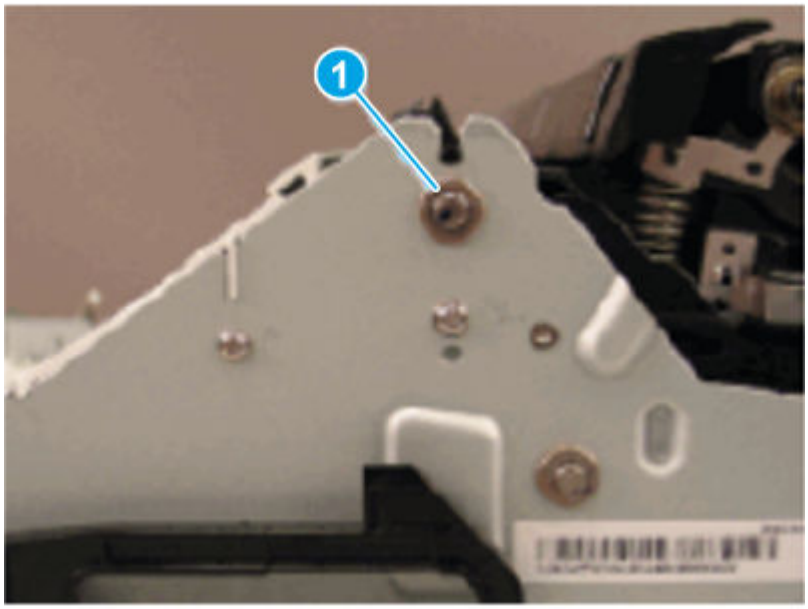
3. Remove one e-ring and bushing (callout 1).

Figure 5-193 **Remove one e-ring and bushing**



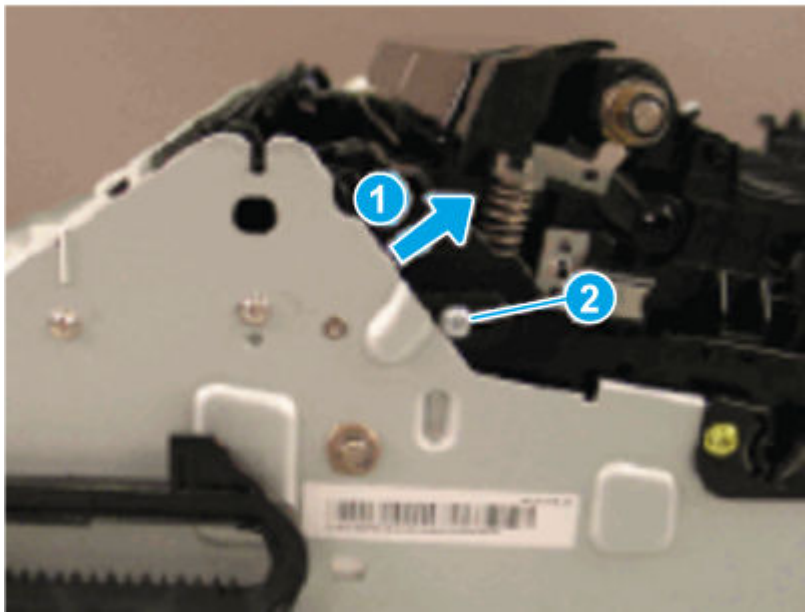
4. Remove one e-ring and bushing (callout 1; on the other side).

Figure 5-194 **Remove one e-ring and bushing**



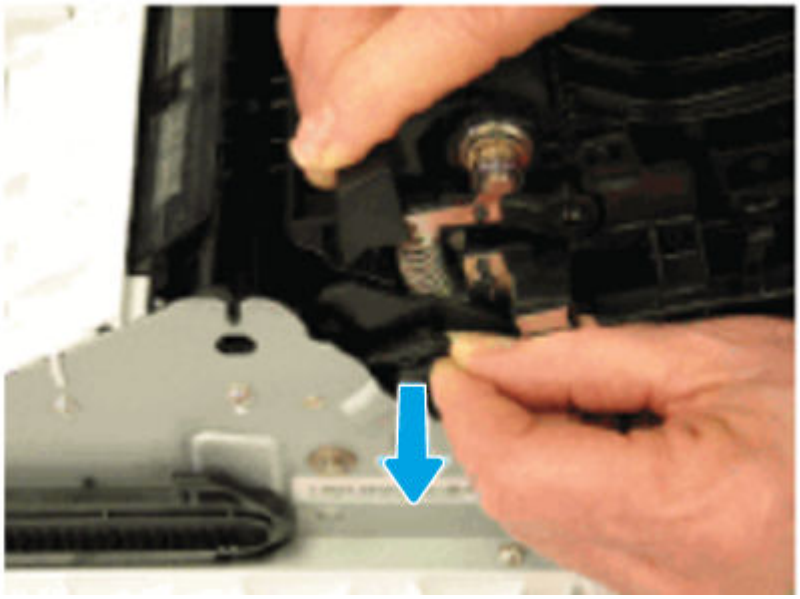
5. Pull the hinge arm up (callout 1), and then remove one screw (callout 2).

Figure 5-195 Remove one screw



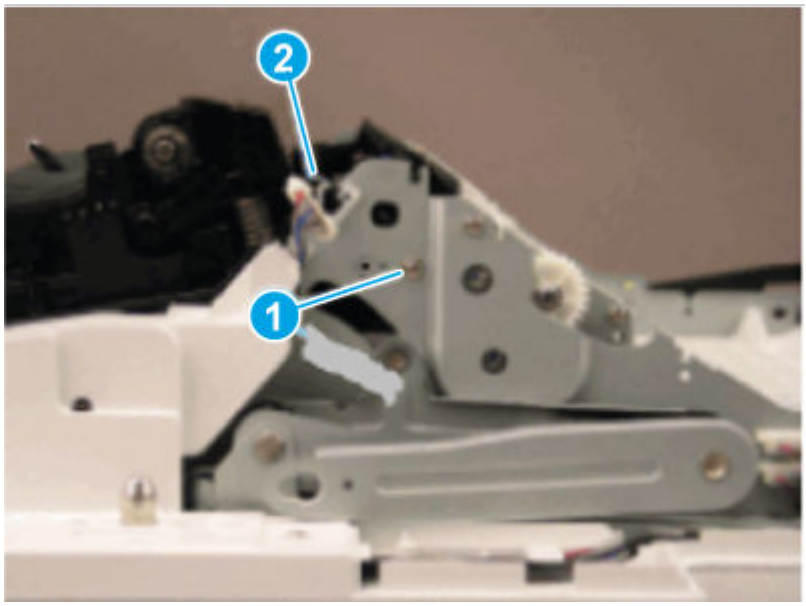
6. Release the hinge.

Figure 5-196 Release the hinge



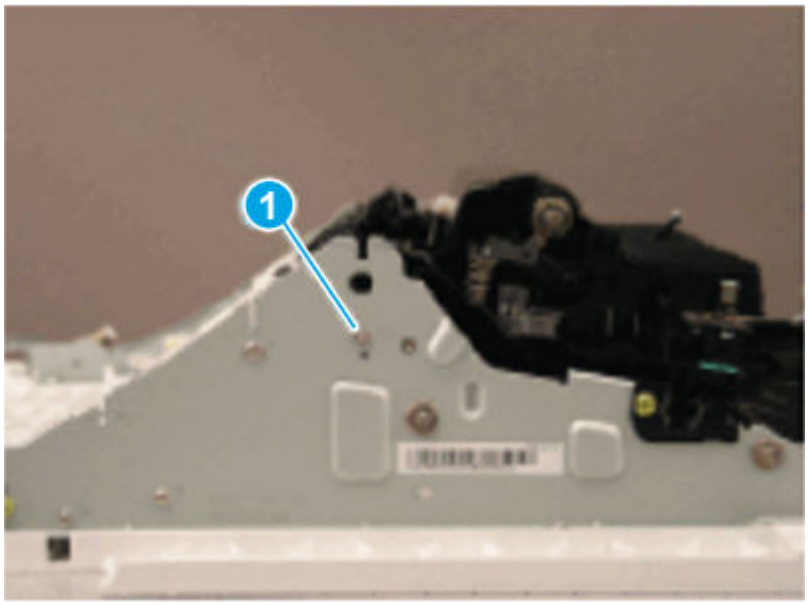
7. Remove one screw (callout 1), and then release one retainer (callout 2).

Figure 5-197 Release one retainer



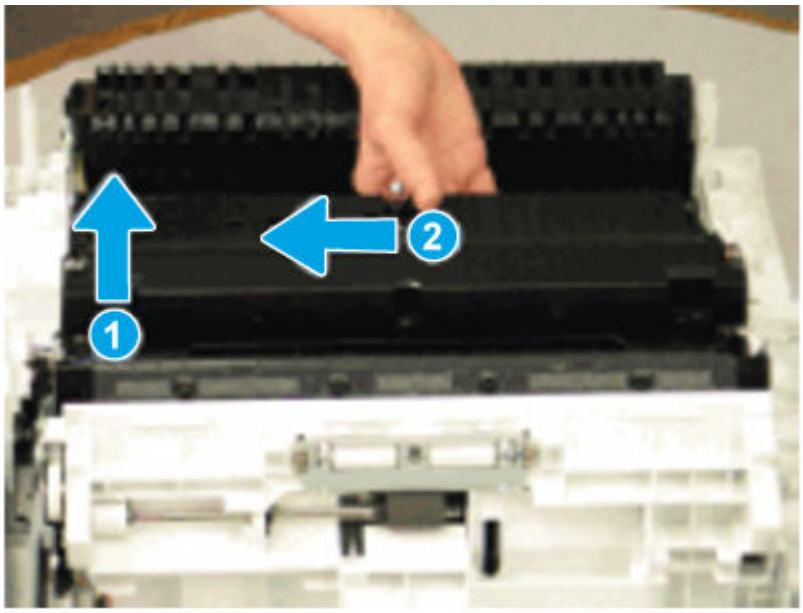
8. Remove one screw (callout 1).

Figure 5-198 Remove one screw



9. Lift up on the feed roller assembly (callout 1), and then slide it to the left (callout 2) to release it.

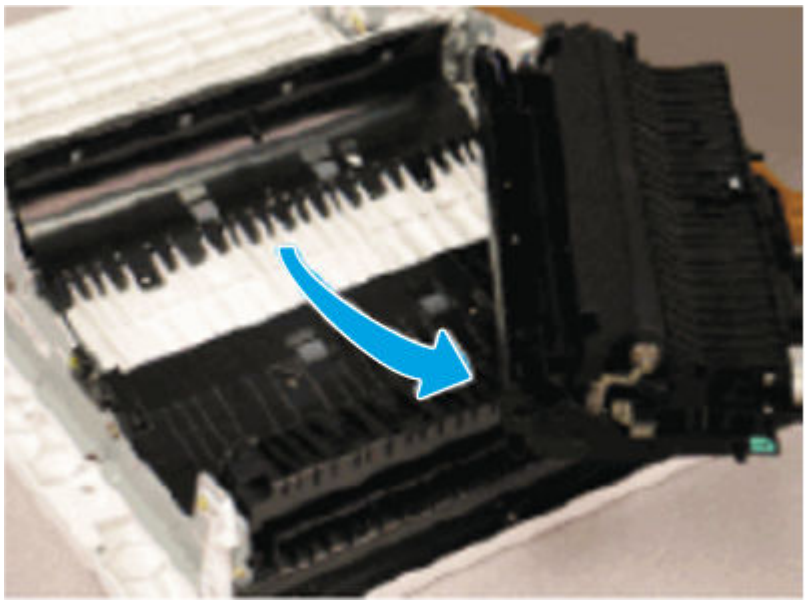
Figure 5-199 Release the feed roller assembly



10. Rotate the feed roller assembly to the side.

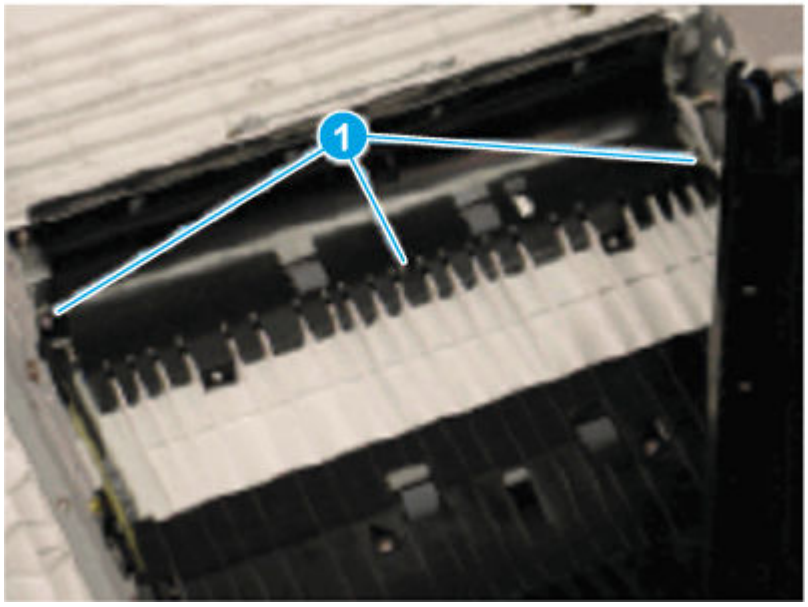
⚠ CAUTION: Do not attempt to completely remove the feed roller assembly. It is still attached to the right door.

Figure 5-200 Move the feed roller assembly



11. Remove three screws (callout 1).

Figure 5-201 **Remove three screws**



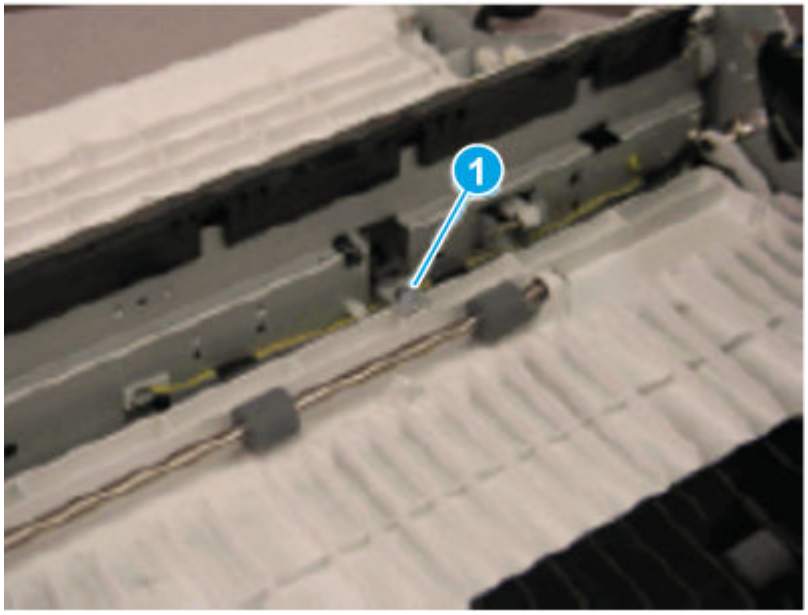
12. Remove the duplex lower guide.

Figure 5-202 **Remove the duplex lower guide**



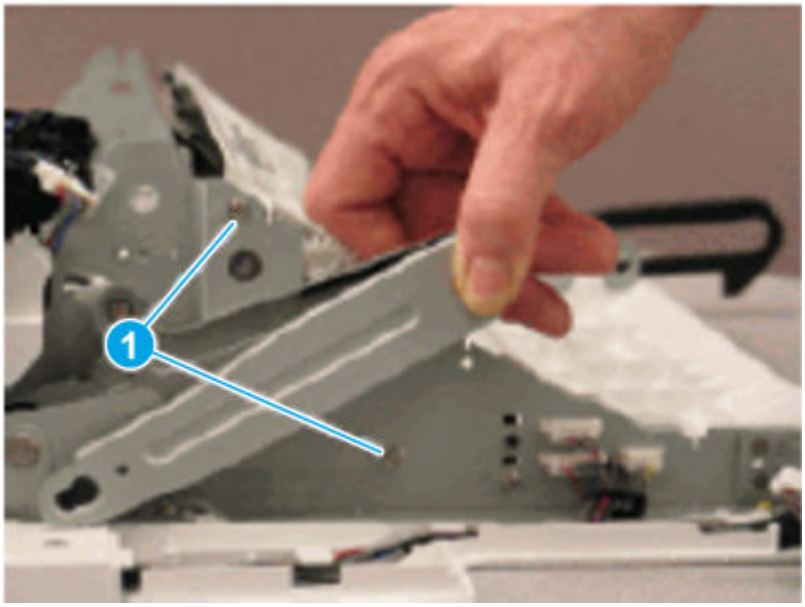
13. Remove one screw (callout 1).

Figure 5-203 Remove one screw



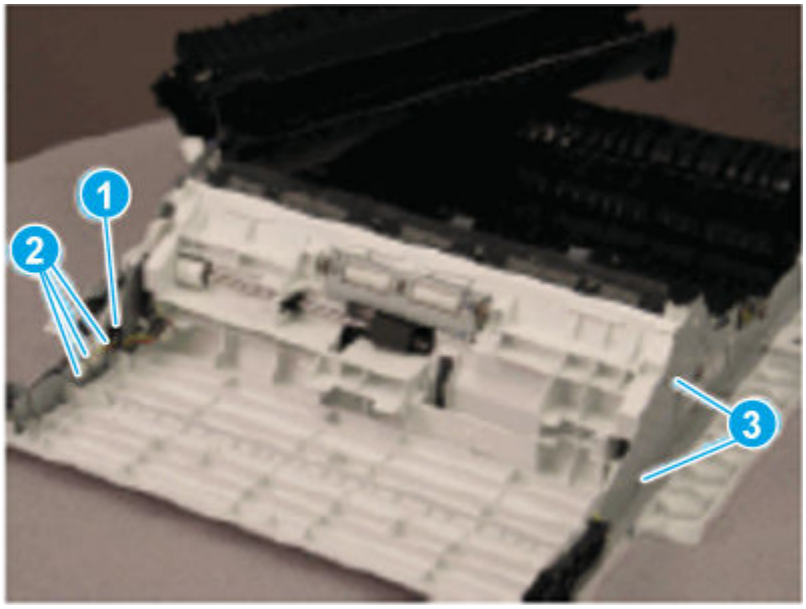
14. Remove two screws (callout 1).

Figure 5-204 Remove two screws



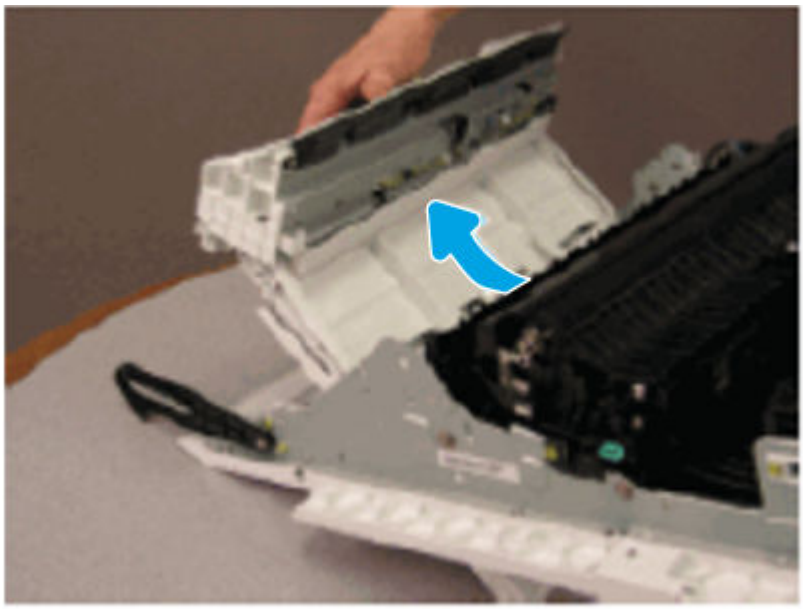
15. Release one retainer (callout 1), disconnect three connectors (callout 2), and the remove two screws (callout 3).

Figure 5-205 **Remove two screws**



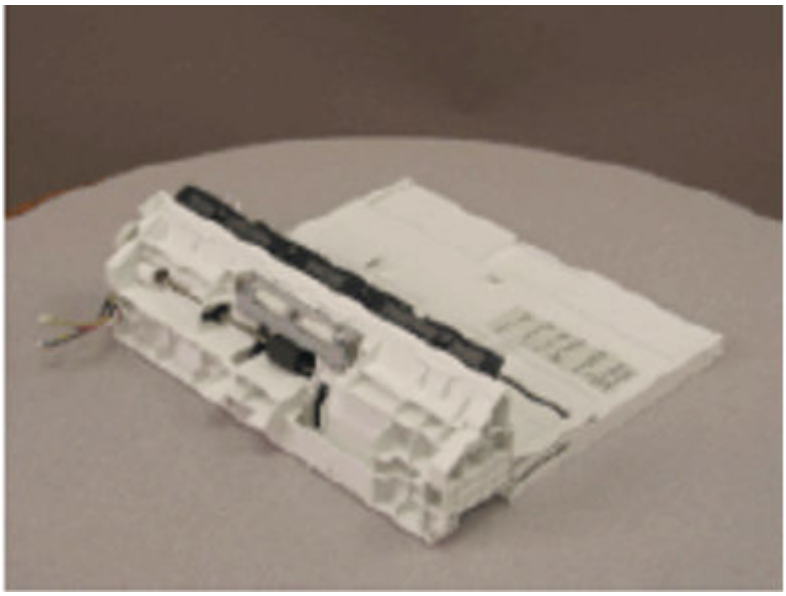
16. Release the Tray 1 unit form the right door.

Figure 5-206 **Release the Tray 1 unit**



17. Remove the Tray 1 unit.

Figure 5-207 **Remove the Tray 1 unit**

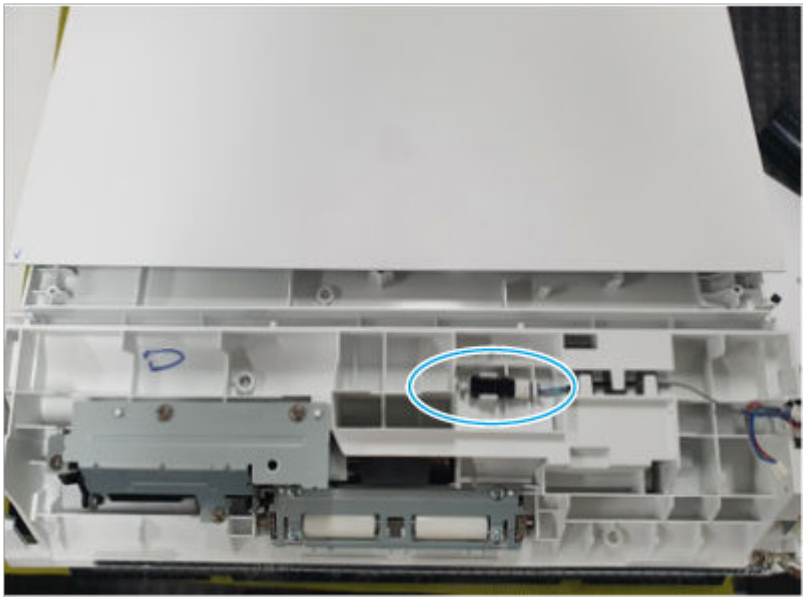


5. Remove the Tray 1 paper empty sensor

Use the following procedure to remove and replace the Tray 1 paper empty sensor.

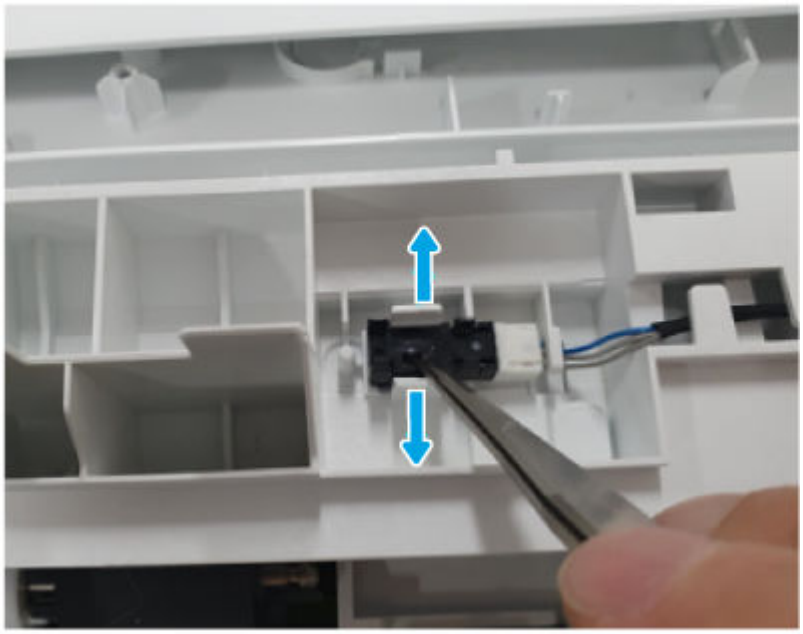
1. Locate the Tray 1 paper empty sensor.

Figure 5-208 **Locate the sensor**



2. Use a pair of tweezers to release two tabs, and then remove sensor.

Figure 5-209 **Remove the sensor**



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Tray 1 clutch

Learn about removing and replacing the Tray 1 clutch.

View a video of removing and replacing the Tray 1 clutch.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-29 Part information

Part number	Part description
JC47-00037A	Tray 1 clutch

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

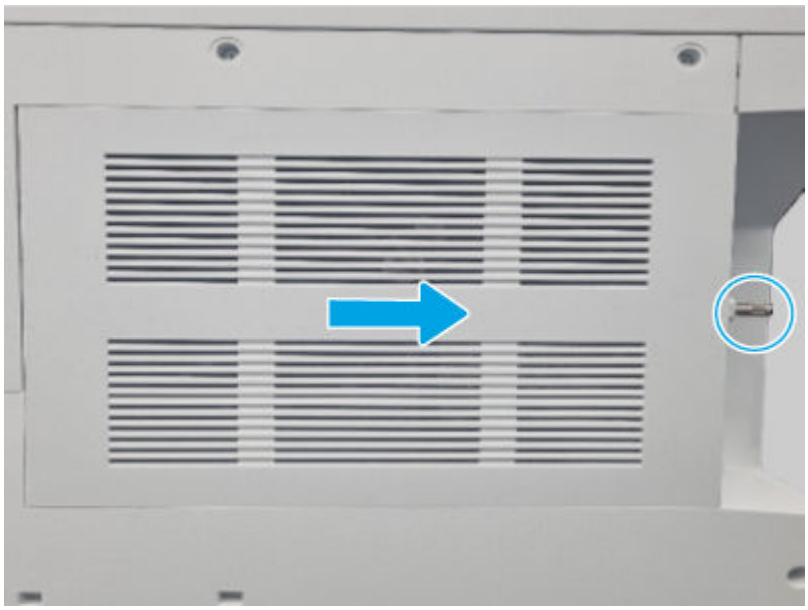
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-210 Remove the cover

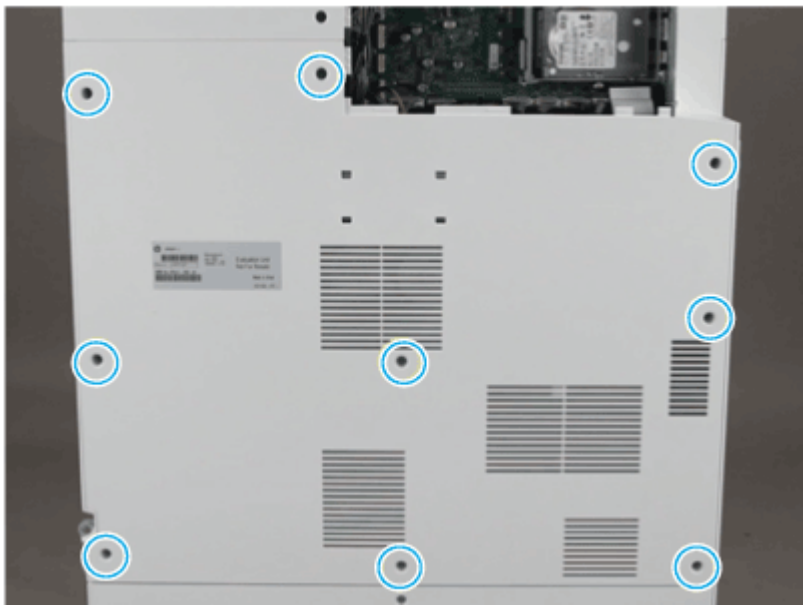


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-211 Remove the cover



3. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-212 **Remove four screws**



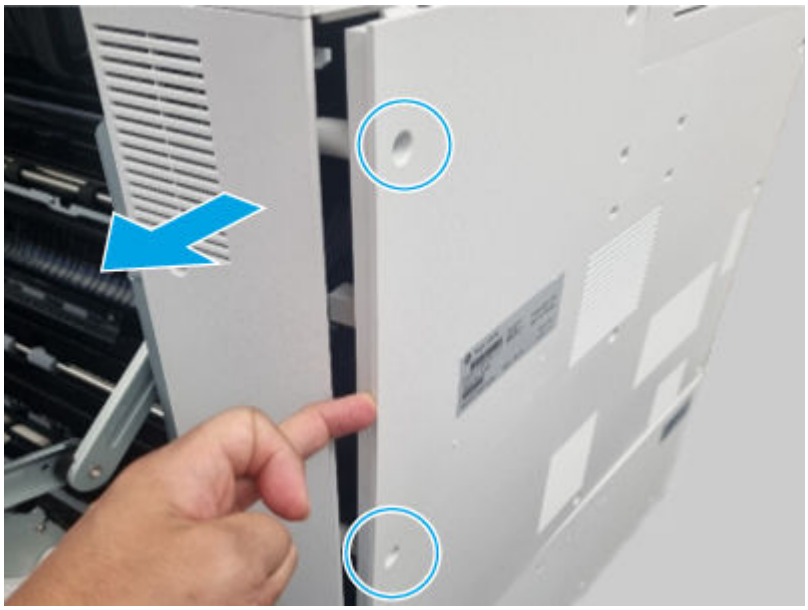
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-213 **Remove the cover**



4. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

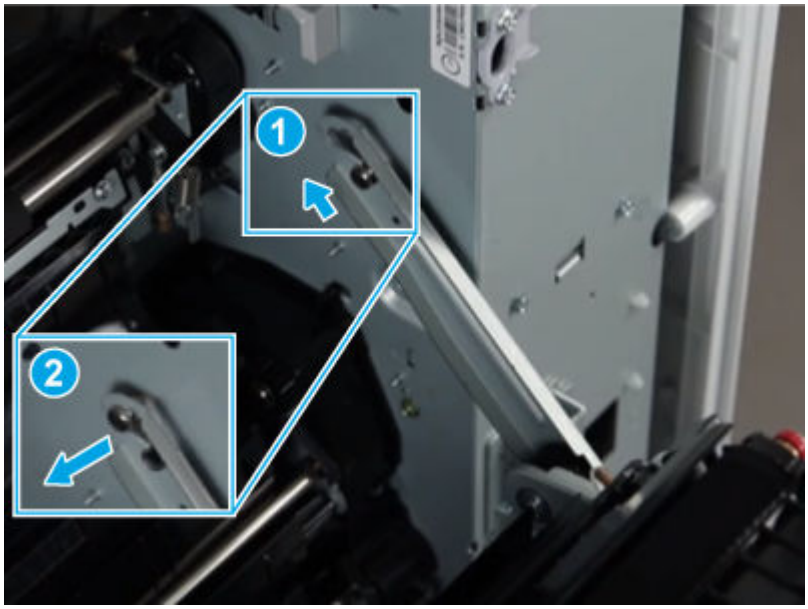
Figure 5-214 Disconnect one connector



2. Release the hinge.

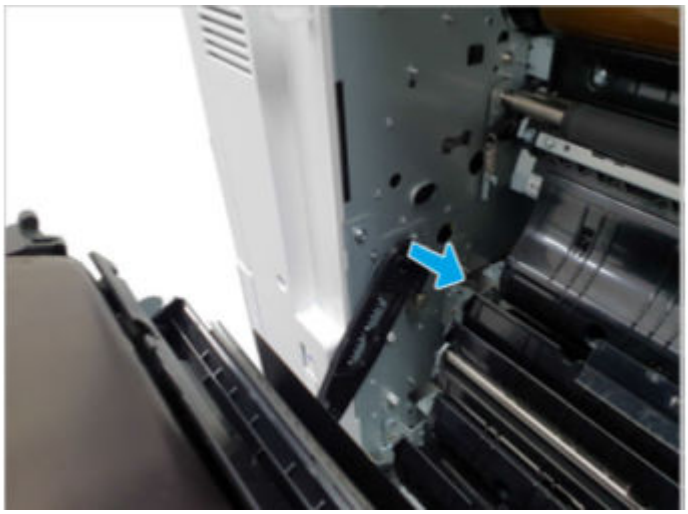
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-215 Release the hinge



3. Release the right door front link.

Figure 5-216 Release the link



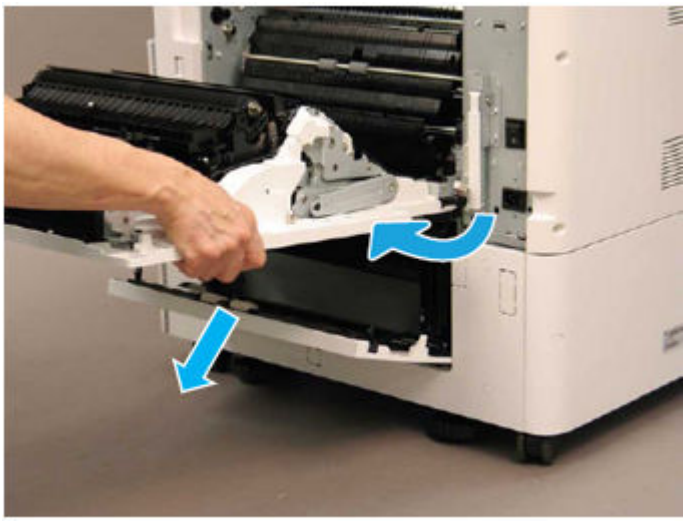
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-217 Remove the door



5. Remove the feed drive assembly

Use the following procedure to remove and replace the feed drive assembly.

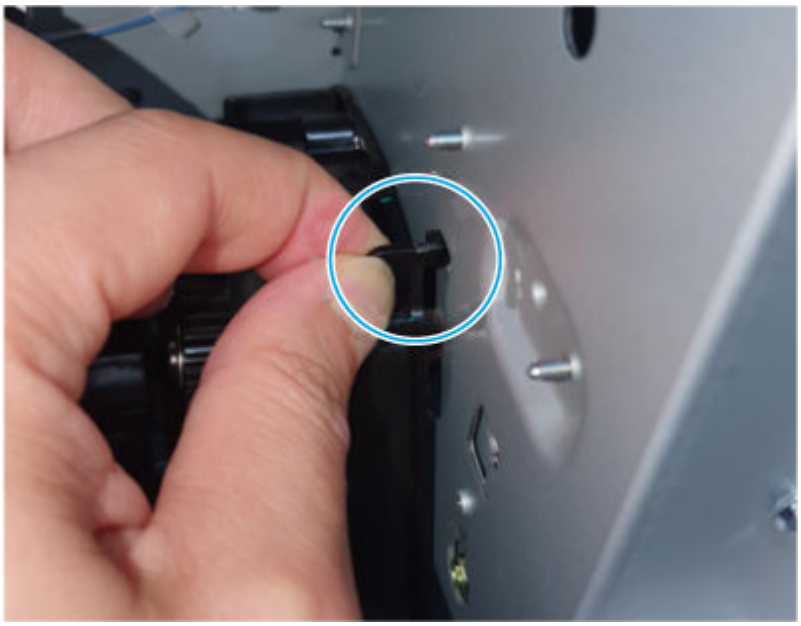
1. Remove one screw.

Figure 5-218 **Remove one screw**



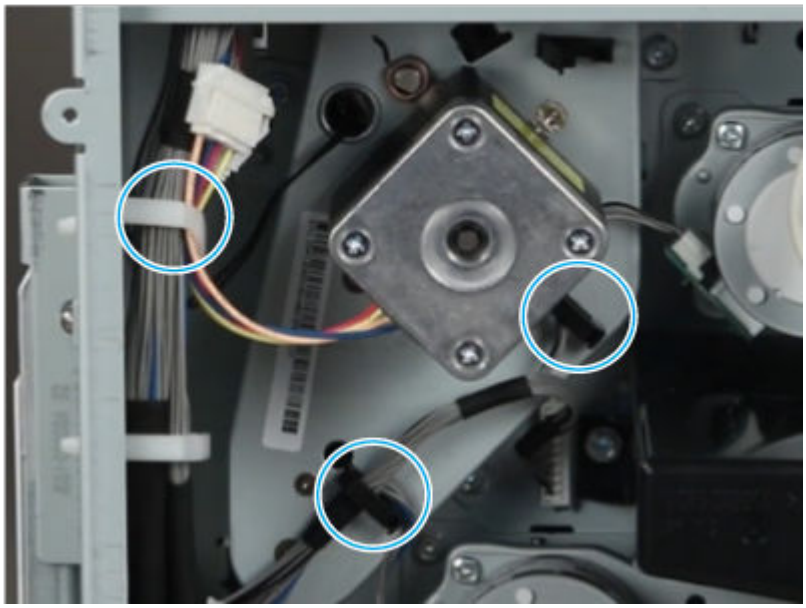
2. Release one hook, and then remove the gear cover.

Figure 5-219 **Remove the gear cover**



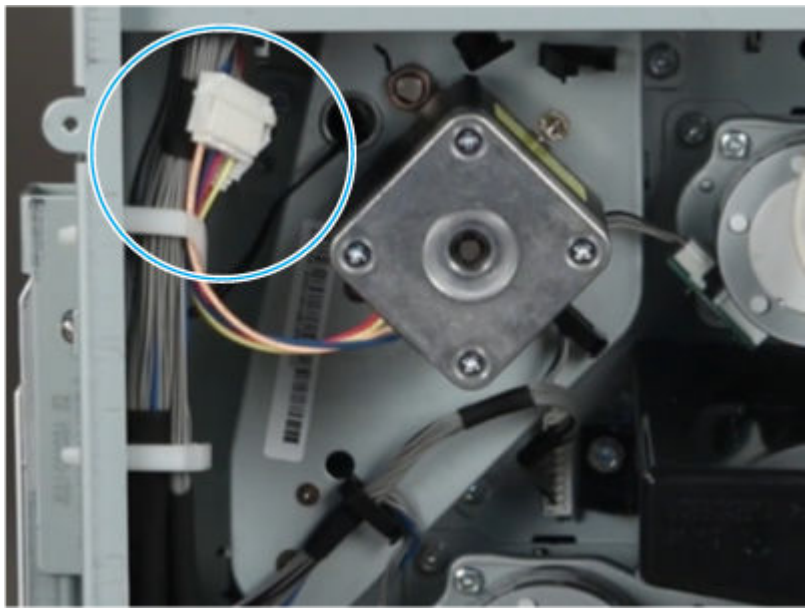
3. Release three retainers.

Figure 5-220 Release three retainers



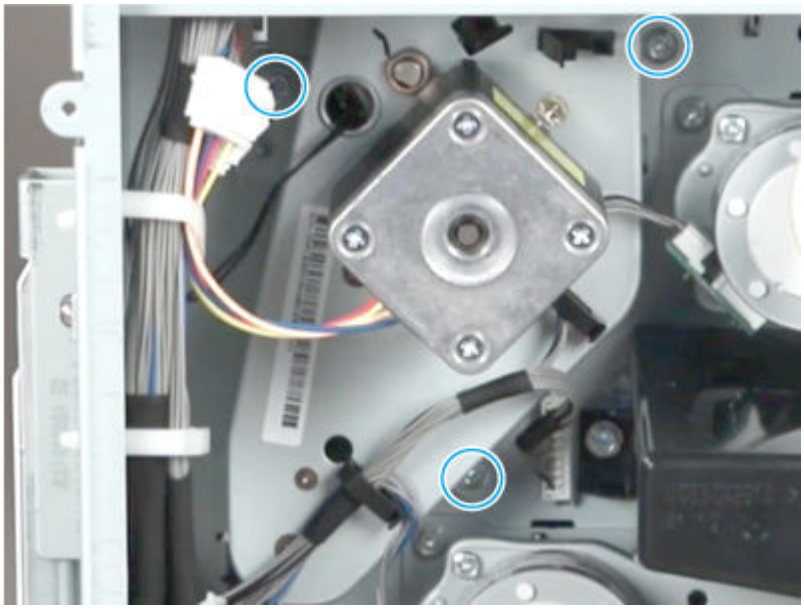
4. Disconnect two connectors.

Figure 5-221 Disconnect two connectors



5. Remove three screws, and then remove the feed drive assembly

Figure 5-222 **Remove the feed drive assembly**



6. Remove the Tray 1 clutch

Use the following procedure to remove and replace the Tray 1 clutch.

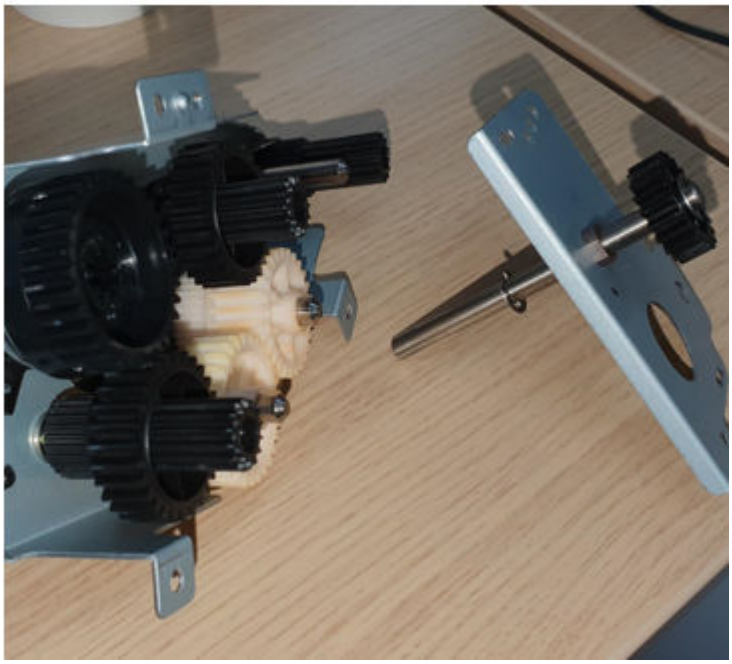
1. Remove one screw.

Figure 5-223 **Remove one screw**



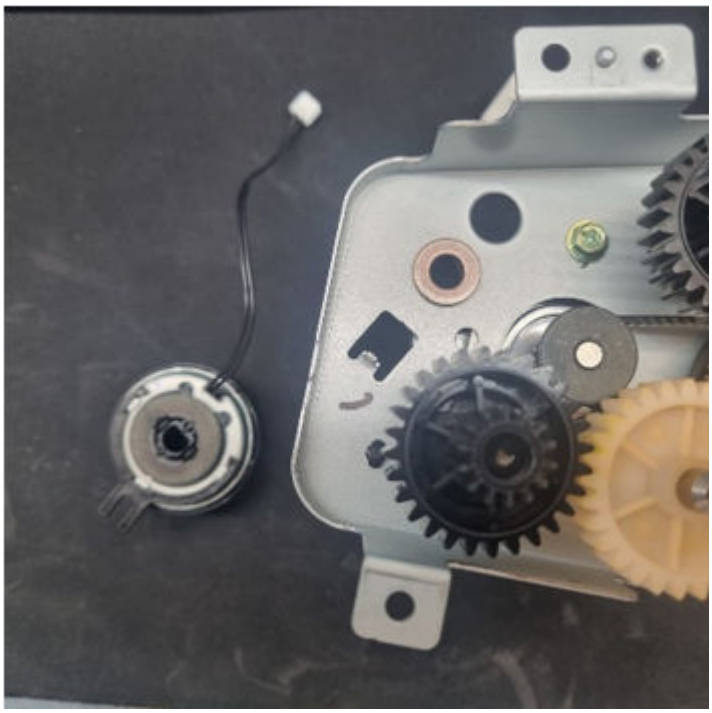
2. Remove the sheet-metal cover.

Figure 5-224 Remove the cover



3. Remove the clutch.

Figure 5-225 Remove the clutch



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Removal and replacement: Tray 1 roller kit (pickup/forward/reverse)

Learn about removing and replacing the Tray 1 roller kit.

View a video of removing and replacing the Tray 1 roller kit.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-30 Part information

Part number	Part description
5RC03-67001	Tray 1 roller kit NOTE: This kit includes the pickup, forward, and reverse rollers.

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

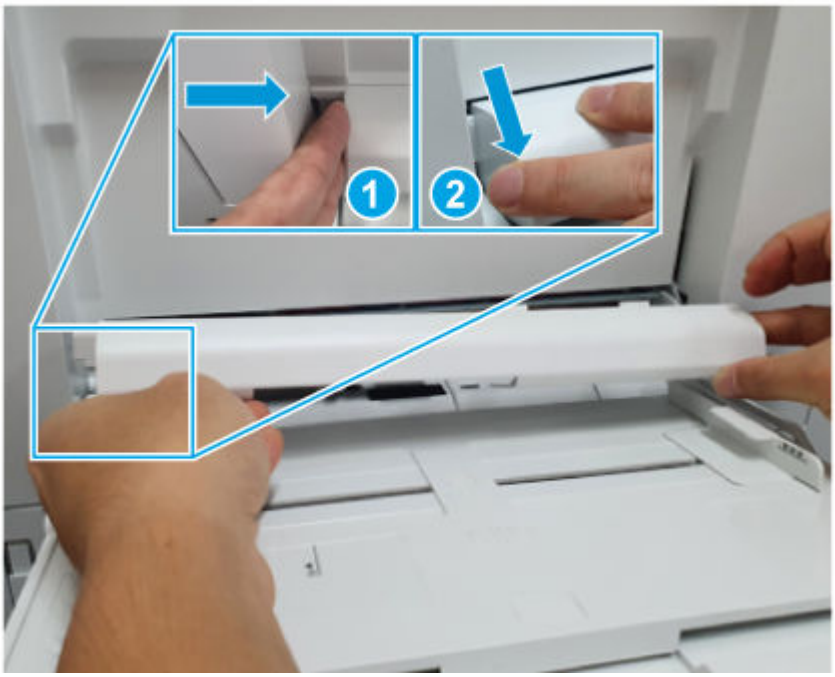
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the Tray 1 roller kit

Use the following procedure to remove and replace the Tray 1 roller kit.

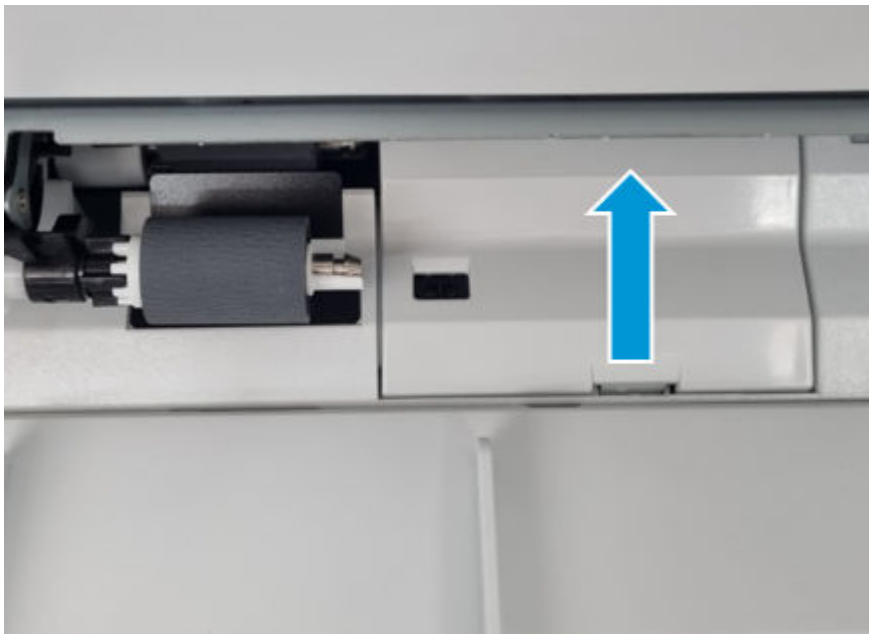
1. Release the right- and left side tabs, and then remove the Tray 1 roller cover.

Figure 5-226 Remove the cover



2. Release one tab, and then remove the sensor cover.

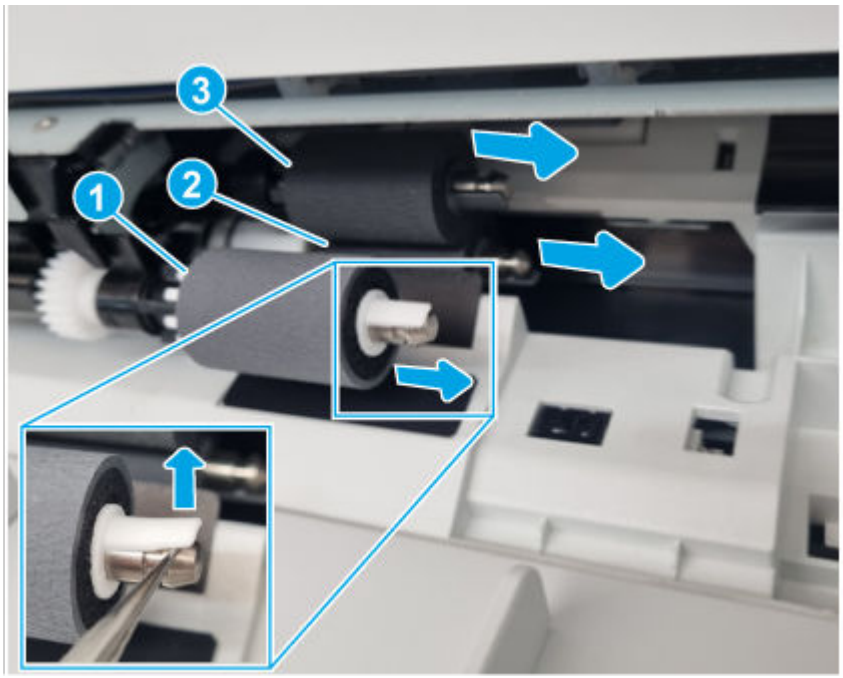
Figure 5-227 **Remove the cover**



3. Use a pair of tweezers to release the locking tab, and then slide the roller off the shaft to remove it.

- **Pickup roller**: callout 1
- **Reverse roller**: callout 2
- **Forward roller**: callout 3

Figure 5-228 **Remove the rollers**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Tray 2-3 units

Learn about feeding system Tray 2-3 units parts removal and replacement.

Removal and replacement: Tray 2 or Tray 3

Learn about removing and replacing Tray 2 or Tray 3.

View a video of removing and replacing Tray 2.

View a video of removing and replacing Tray 3.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-31 Part information

Part number	Part description
JC90-01853A	Tray 2
5QK09-60121	Tray 3

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

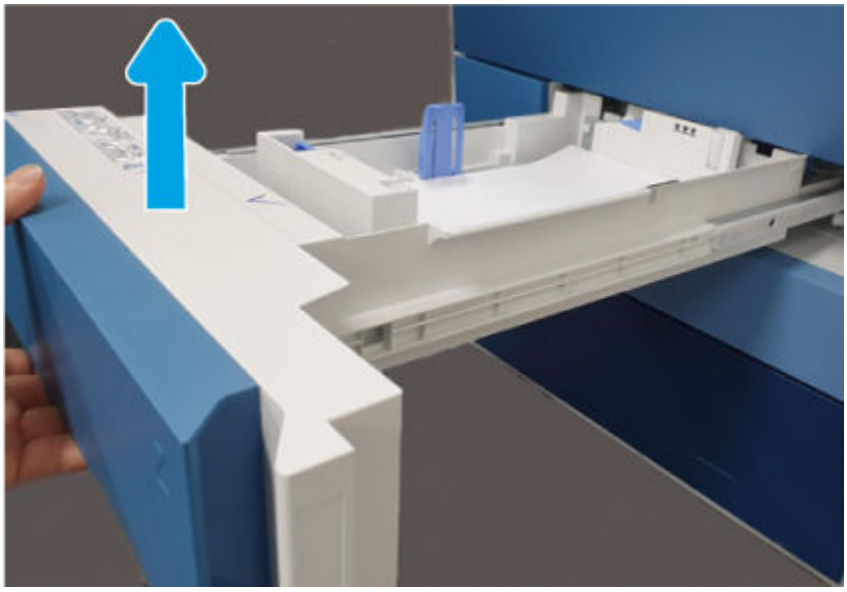
1. Remove Tray 2 or Tray 3

Use the following procedure to remove and replace Tray 2 or Tray 3.

NOTE: Tray 2 is shown in the figure below. However, removing Tray 3 is identical to Tray 2.

- Pull the tray almost all of the way out of the printer, and then lift it up to remove it.

Figure 5-229 Remove the tray



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Tray 2 pickup assembly

Learn about removing and replacing the Tray 2 pickup assembly.

View a video of removing and replacing the Tray 2 pickup assembly.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-32 Part information

Part number	Part description
JC93-01694A	Tray 2 pickup assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-230 Remove four screws



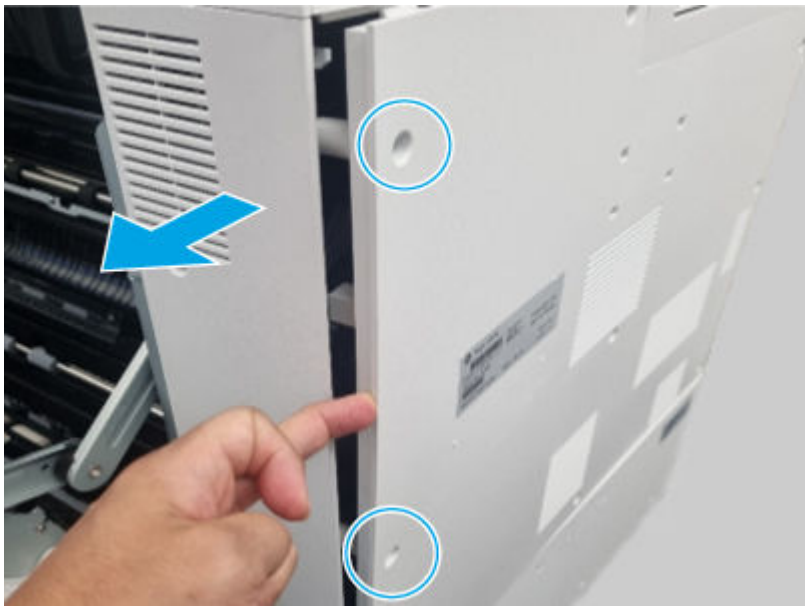
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-231 Remove the cover



2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

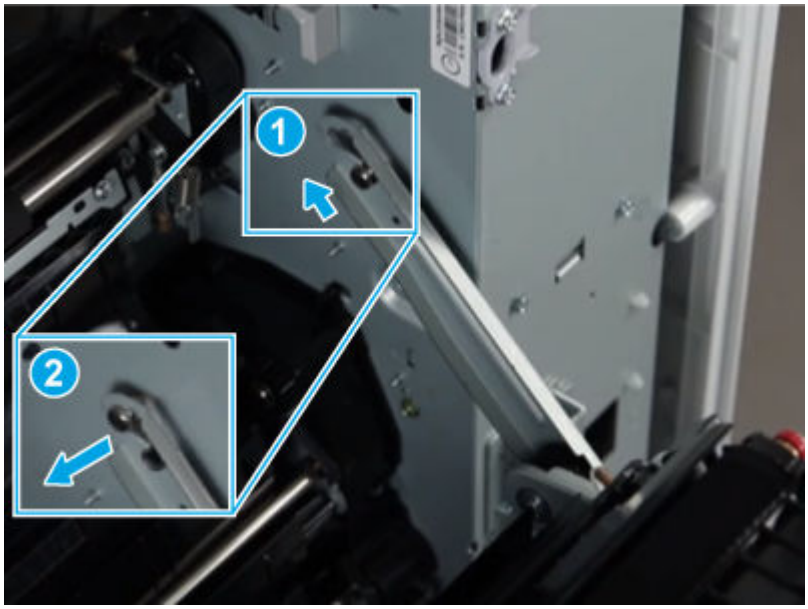
Figure 5-232 Disconnect one connector



2. Release the hinge.

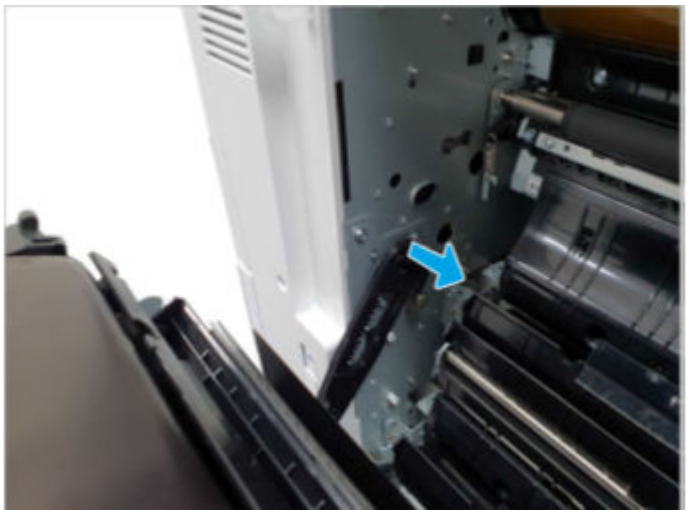
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-233 Release the hinge



3. Release the right door front link.

Figure 5-234 Release the link



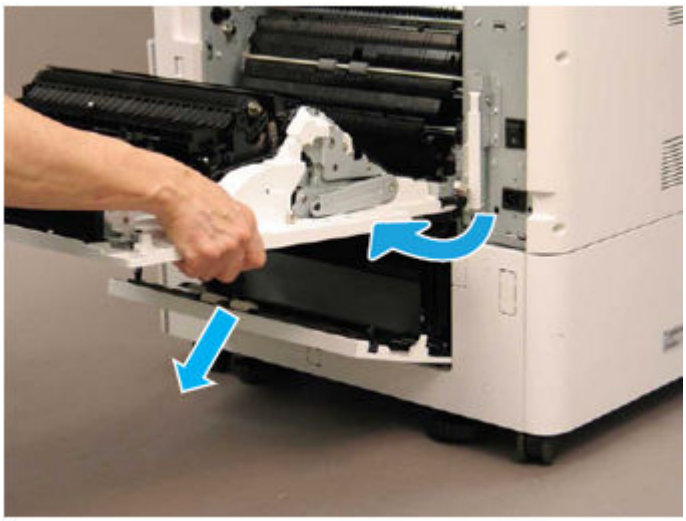
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-235 Remove the door



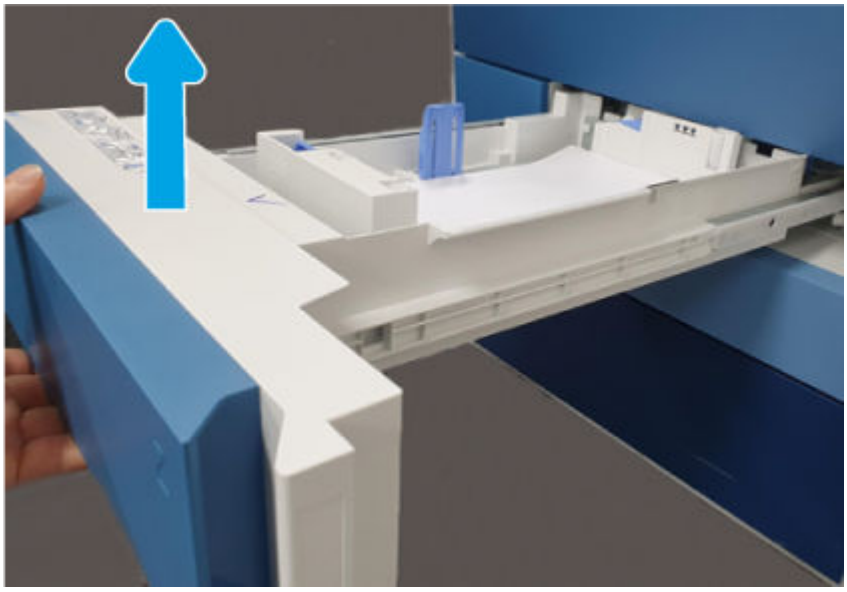
3. Remove Tray 2 or Tray 3

Use the following procedure to remove and replace Tray 2 or Tray 3.

NOTE: Tray 2 is shown in the figure below. However, removing Tray 3 is identical to Tray 2.

- Pull the tray almost all of the way out of the printer, and then lift it up to remove it.

Figure 5-236 Remove the tray

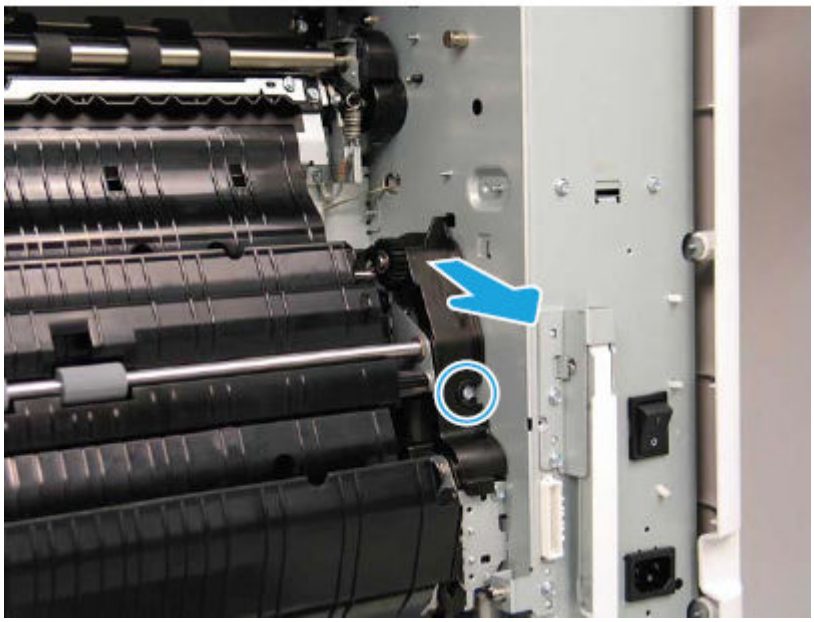


4. Remove the Tray 3 pickup assembly

Use the following procedure to remove and replace the Tray 3 pickup assembly.

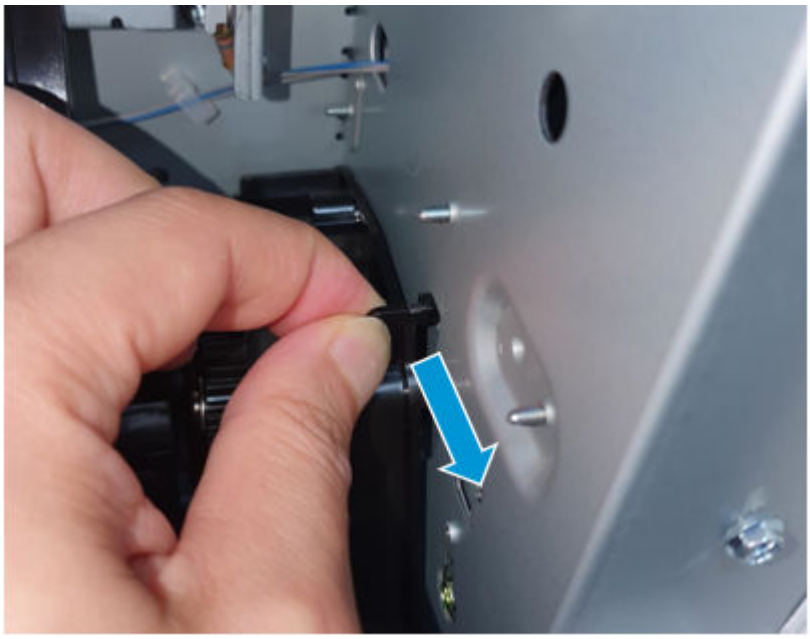
1. Remove one screw, and then remove the gear cover.

Figure 5-237 Remove the cover



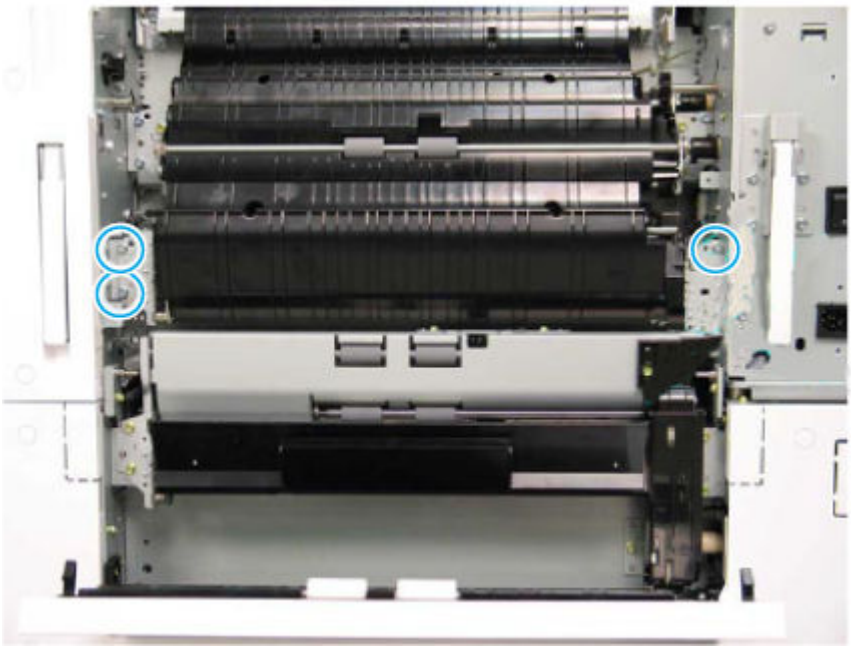
2. Release one hook.

Figure 5-238 Release the hook



3. Remove three screws.

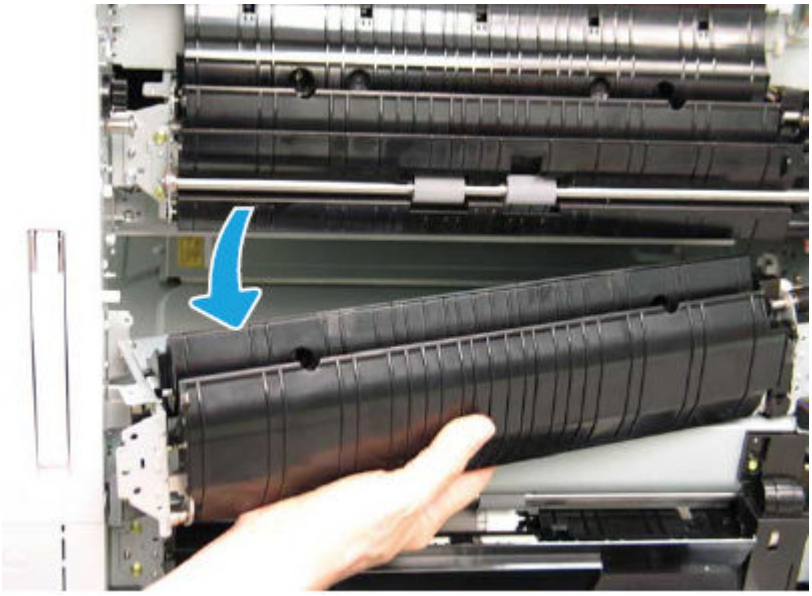
Figure 5-239 Remove three screws



4. Rotate the left side of pickup assembly away from the printer.

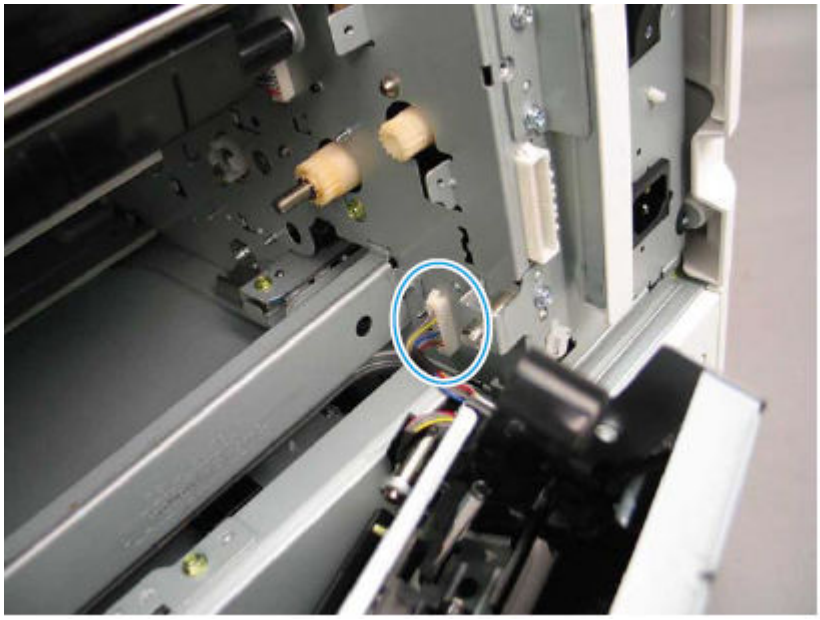
⚠ CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by a wire harness and connector.

Figure 5-240 Rotate the assembly away from the printer



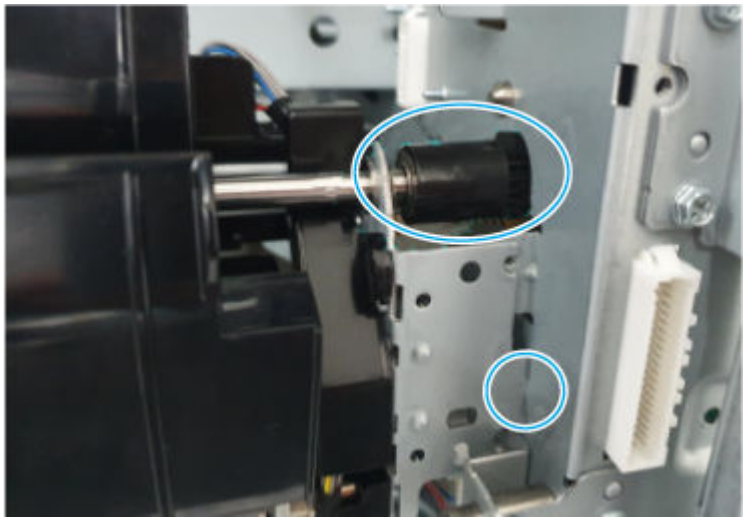
5. Disconnect one connector, and then remove the assembly.

Figure 5-241 Remove the assembly



Reinstallation tip: When installing the assembly, insert and align the right side first.

Figure 5-242 Install the assembly



5. Remove the Tray 2 pickup assembly

Use the following procedure to remove and replace the Tray 2 pickup assembly.

1. Remove three screws.

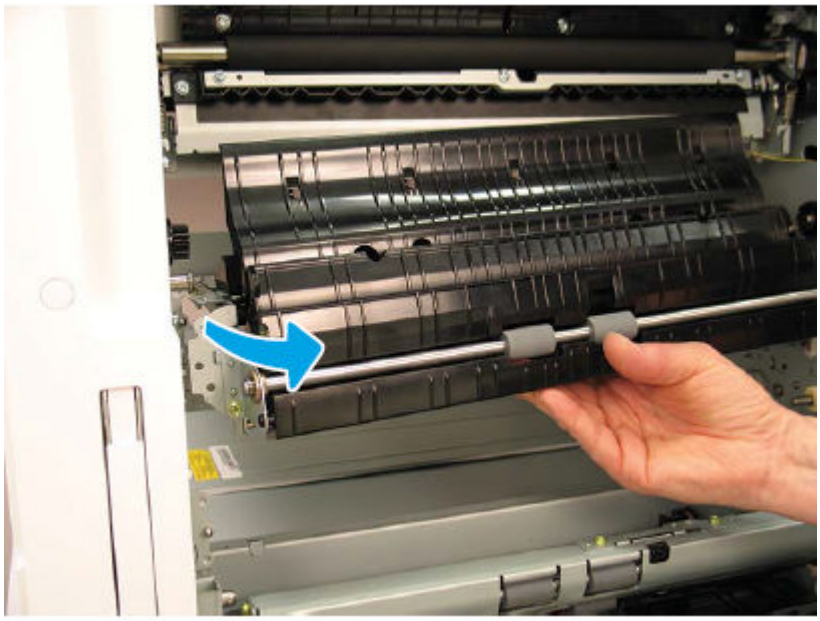
Figure 5-243 Remove three screws



2. Rotate the left side of the pickup assembly away from the printer.

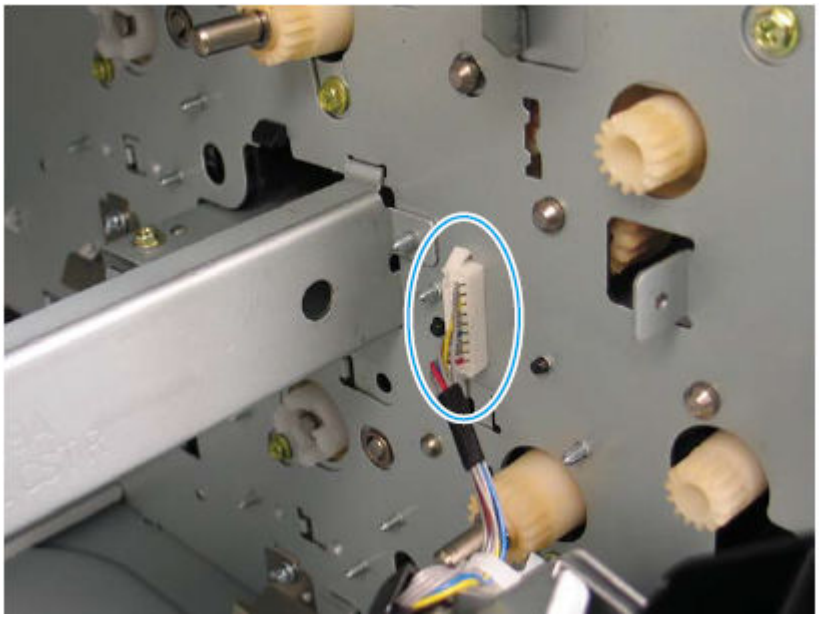
⚠ CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by a wire harness and connector.

Figure 5-244 Rotate the assembly away from the printer



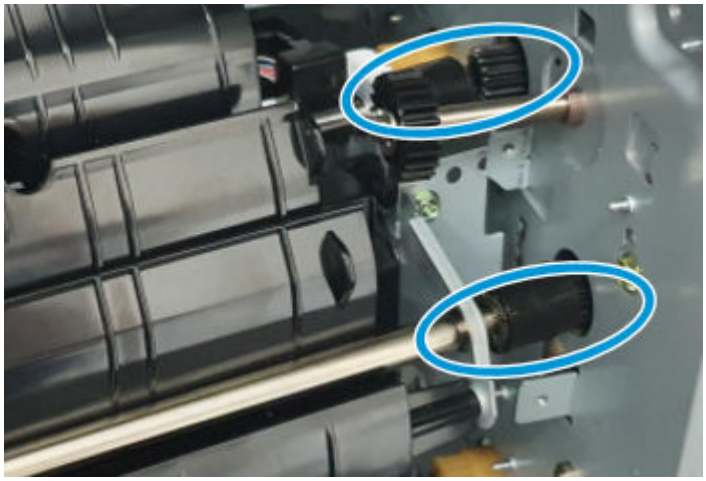
3. Disconnect one connector, and then remove the assembly.

Figure 5-245 Remove the assembly



Reinstallation tip: When installing the assembly, insert and align the right side first.

Figure 5-246 Install the assembly



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Tray 2, 3 roller kit (pickup/forward/reverse)

Learn about removing and replacing the Tray 2/3 roller kit.

View a video of removing and replacing the Tray 2 roller kit.

View a video of removing and replacing the Tray 3 roller kit.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-33 Part information

Part number	Part description
5PN66-67001	Tray 2/3 roller kit **NOTE:** This kit includes the pickup, forward, and reverse rollers.

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

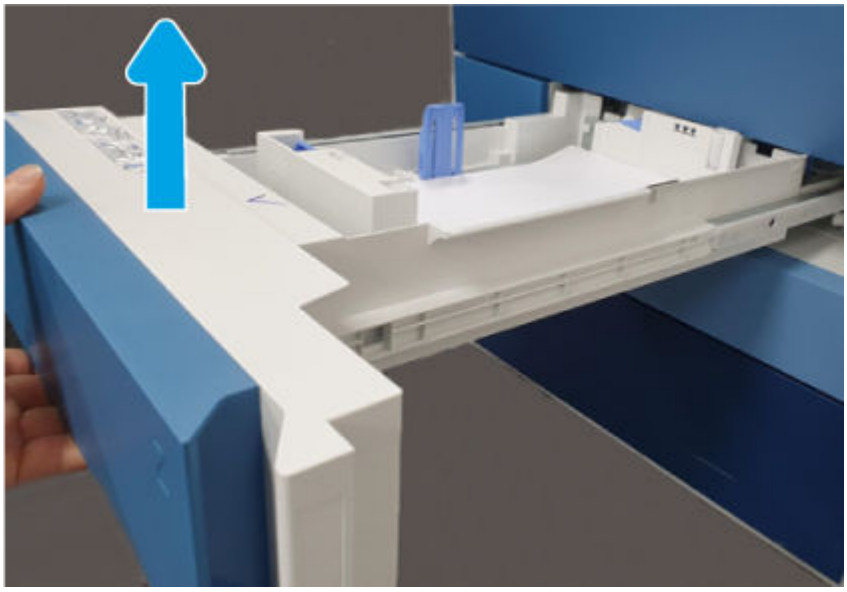
1. Remove Tray 2 or Tray 3

Use the following procedure to remove and replace Tray 2 or Tray 3.

NOTE: Tray 2 is shown in the figure below. However, removing Tray 3 is identical to Tray 2.

- Pull the tray almost all of the way out of the printer, and then lift it up to remove it.

Figure 5-247 **Remove the tray**



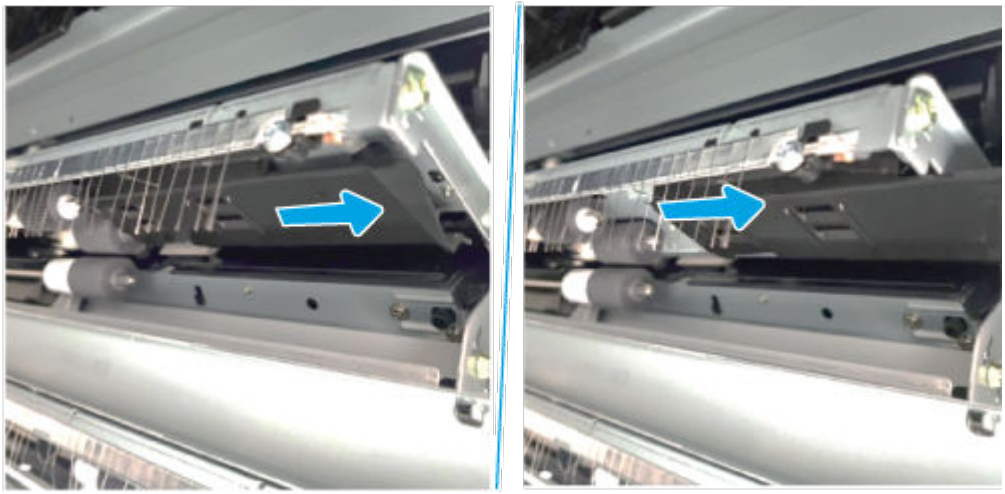
2. Remove the Tray 2/3 roller kit

Use the following procedure to remove and replace the Tray 2/3 roller kit.

1. Locate the return guide inside the tray opening, and then slide the guide toward the front of the printer until it stops.

Reinstallation tip: After installing replacement rollers, make sure to fully slide the return guide towards the rear of the printer to prevent paper jams.

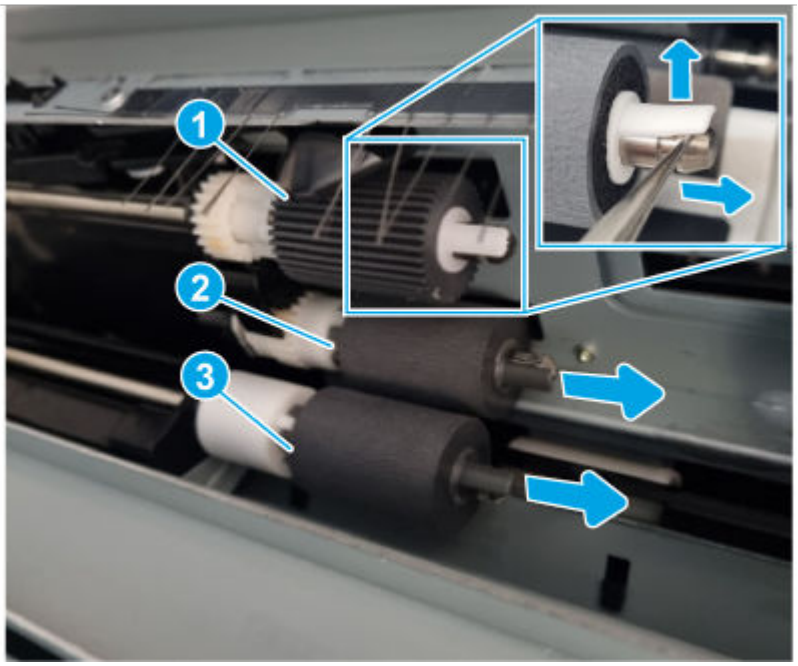
Figure 5-248 **Slide the return guide**



2. Use a pair of tweezers to release the locking tab, and then slide the roller off the shaft to remove it.
   - **Pickup roller**: callout 1
   - **Forward roller**: callout 2

- **Reverse roller**: callout 3

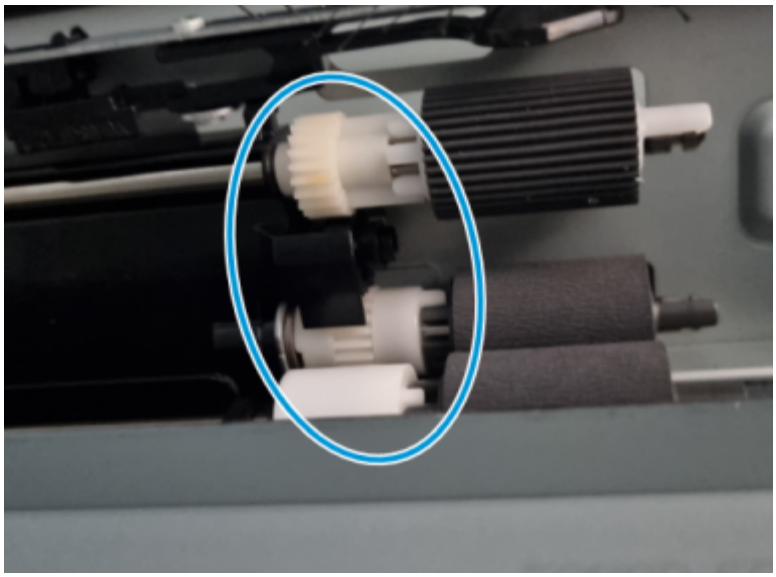
Figure 5-249 **Remove the rollers**



3. When the rollers are removed, be careful not to dislodge the couplers. If the couplers are dislodged, install them on the shafts as shown below.

NOTE: The figure below shows the pickup assembly removed to more clearly show the rollers and couplers.

Figure 5-250 **Rollers and couplers installed**



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Removal and replacement: Tray 2 empty and stack height sensors

Learn about removing and replacing the Tray 2 empty and stack height sensors.

View a video of removing and replacing the Tray 2 empty sensor.

View a video of removing and replacing the Tray 2 stack height sensor.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-34 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Tray 2 empty sensor)
3SJ00-60110	Photo interrupter (Tray 2 stack height sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

   Figure 5-251 Remove four screws

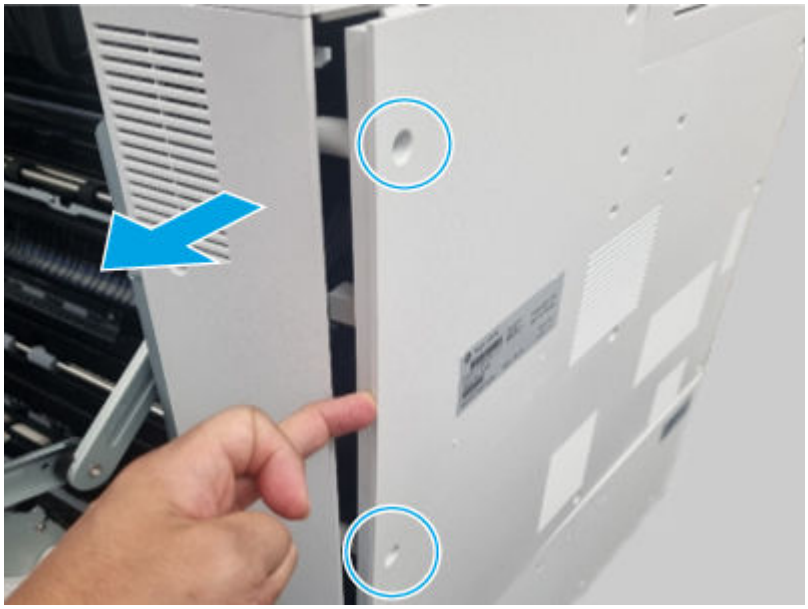
2. Do the following:

   a. Remove two rear lower cover screws.

b. Slightly separate the rear lower cover from the printer.

c. Open the right door, and then remove the right rear cover.

Figure 5-252 Remove the cover

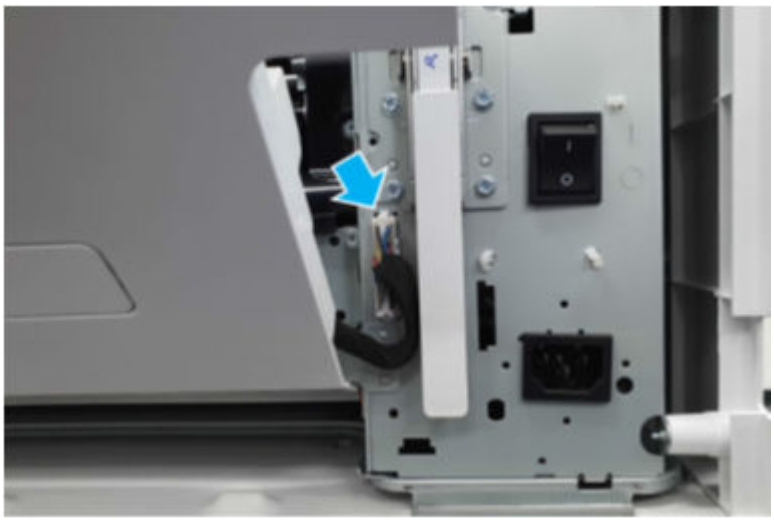


2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

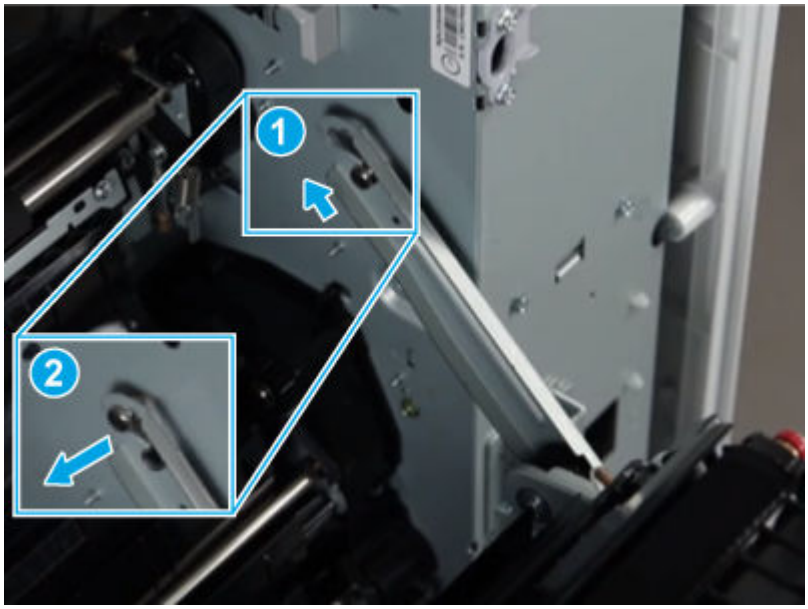
Figure 5-253 Disconnect one connector



2. Release the hinge.

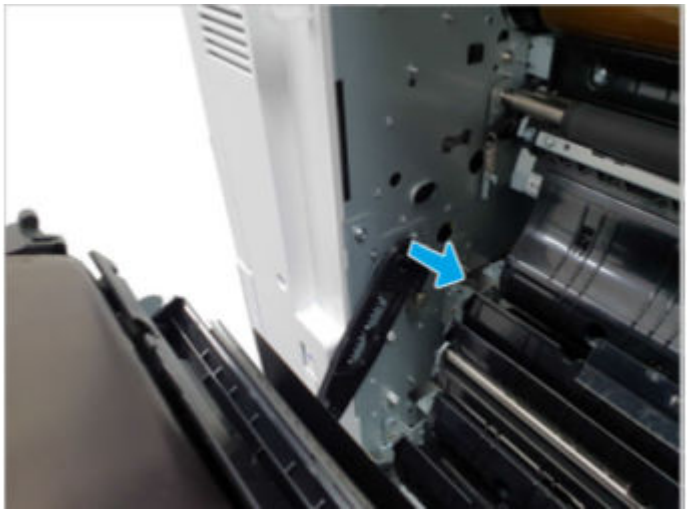
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-254 Release the hinge



3. Release the right door front link.

Figure 5-255 Release the link



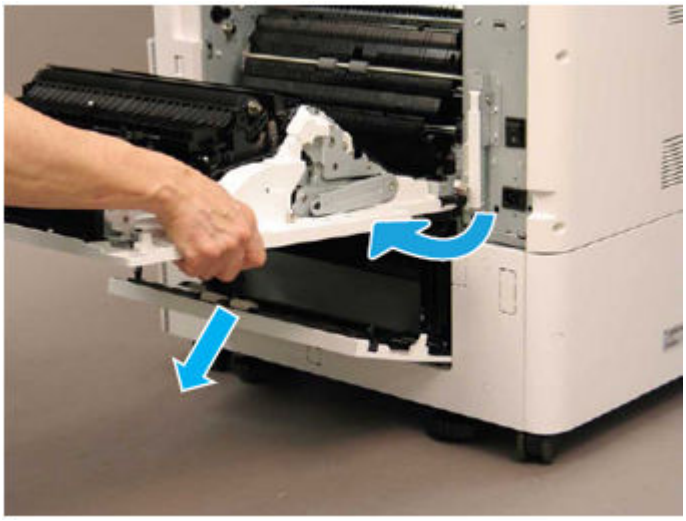
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-256 Remove the door



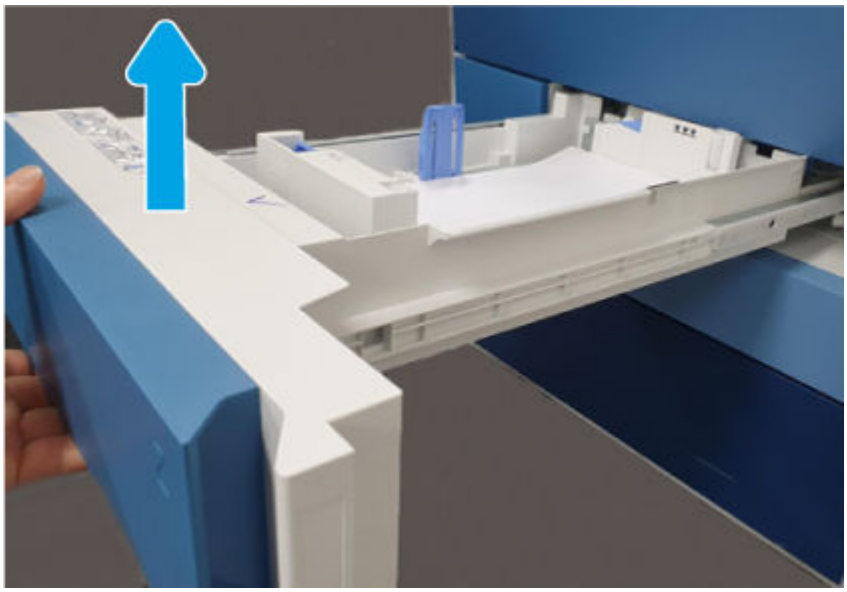
3. Remove Tray 2 or Tray 3

Use the following procedure to remove and replace Tray 2 or Tray 3.

NOTE: Tray 2 is shown in the figure below. However, removing Tray 3 is identical to Tray 2.

- Pull the tray almost all of the way out of the printer, and then lift it up to remove it.

Figure 5-257 Remove the tray

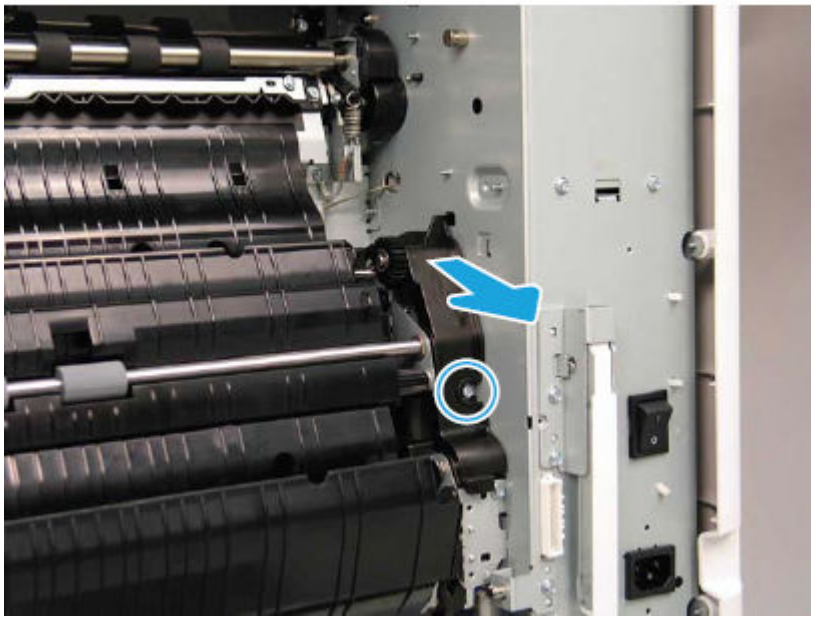


4. Remove the Tray 3 pickup assembly

Use the following procedure to remove and replace the Tray 3 pickup assembly.

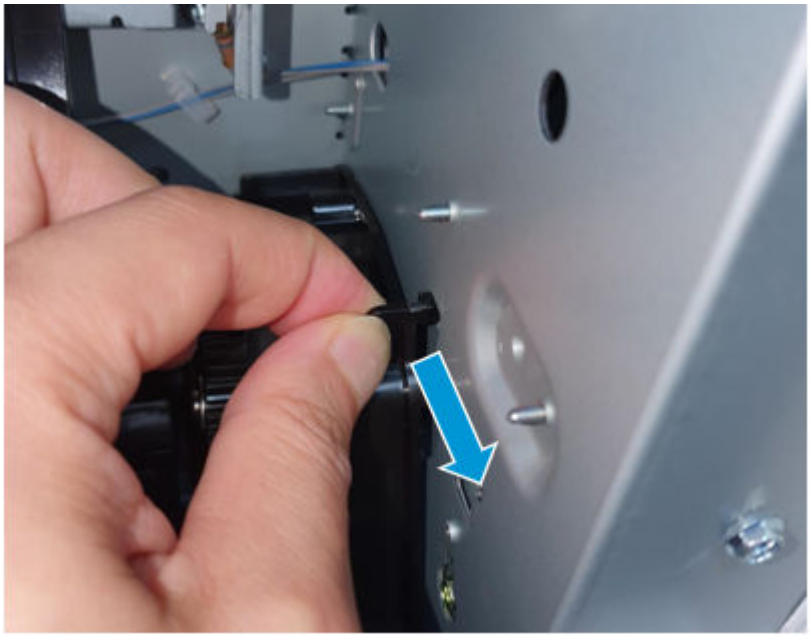
1. Remove one screw, and then remove the gear cover.

Figure 5-258 Remove the cover



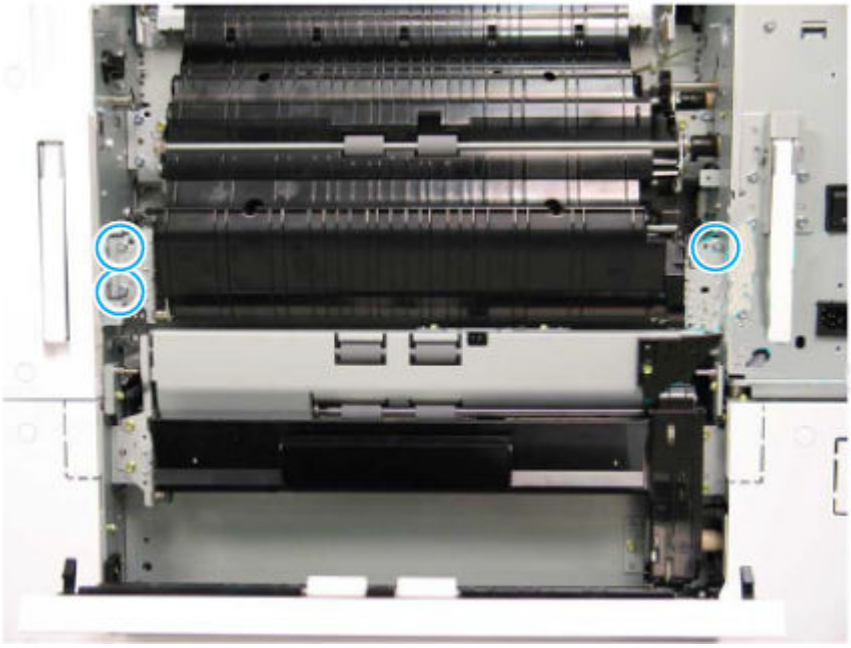
2. Release one hook.

Figure 5-259 Release the hook



3. Remove three screws.

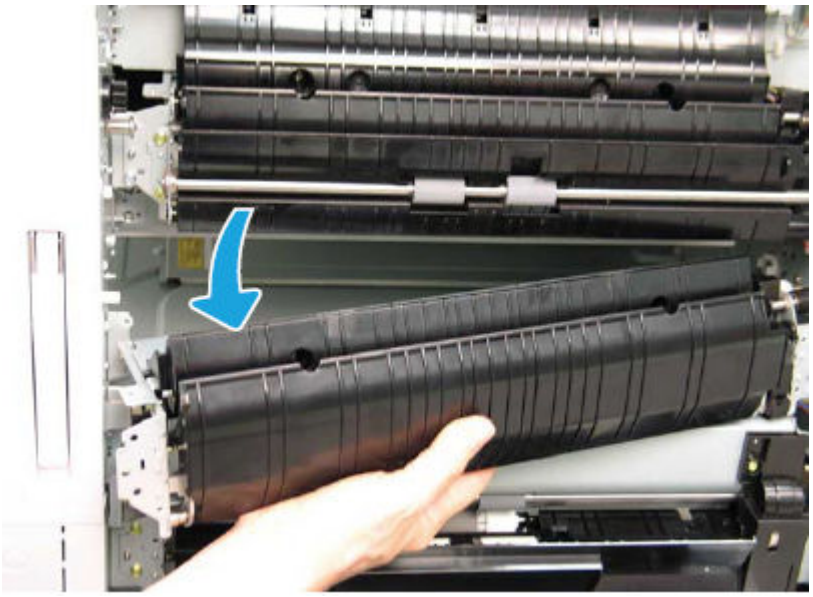
Figure 5-260 Remove three screws



4. Rotate the left side of pickup assembly away from the printer.

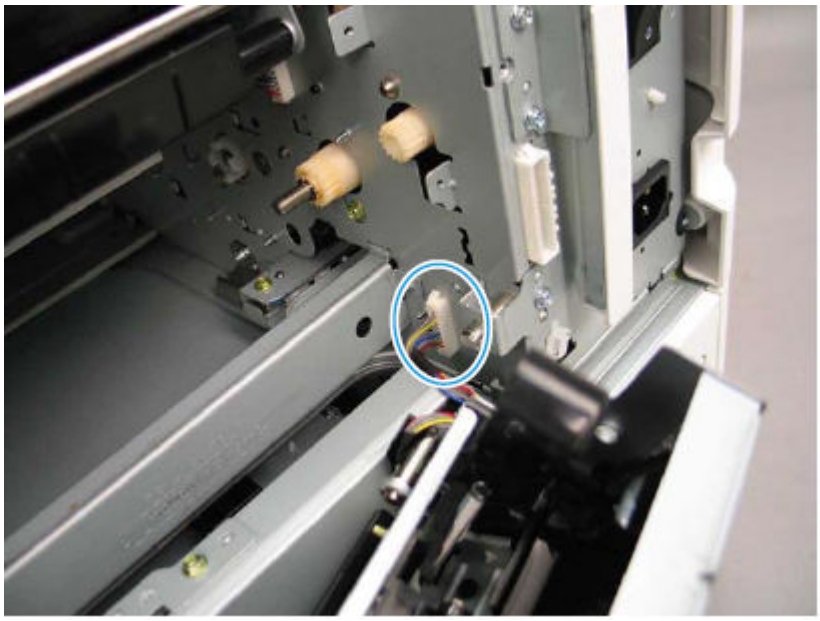
⚠ CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by a wire harness and connector.

Figure 5-261 Rotate the assembly away from the printer



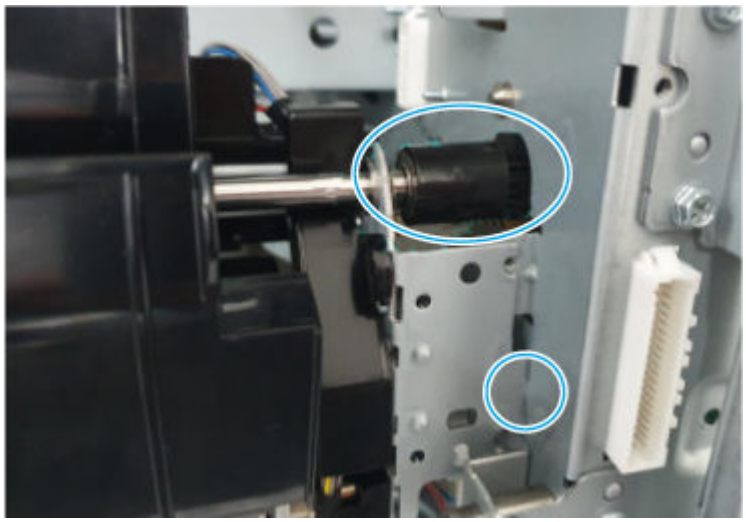
5. Disconnect one connector, and then remove the assembly.

Figure 5-262 Remove the assembly



Reinstallation tip: When installing the assembly, insert and align the right side first.

Figure 5-263 Install the assembly



5. Remove the Tray 2 pickup assembly

Use the following procedure to remove and replace the Tray 2 pickup assembly.

1. Remove three screws.

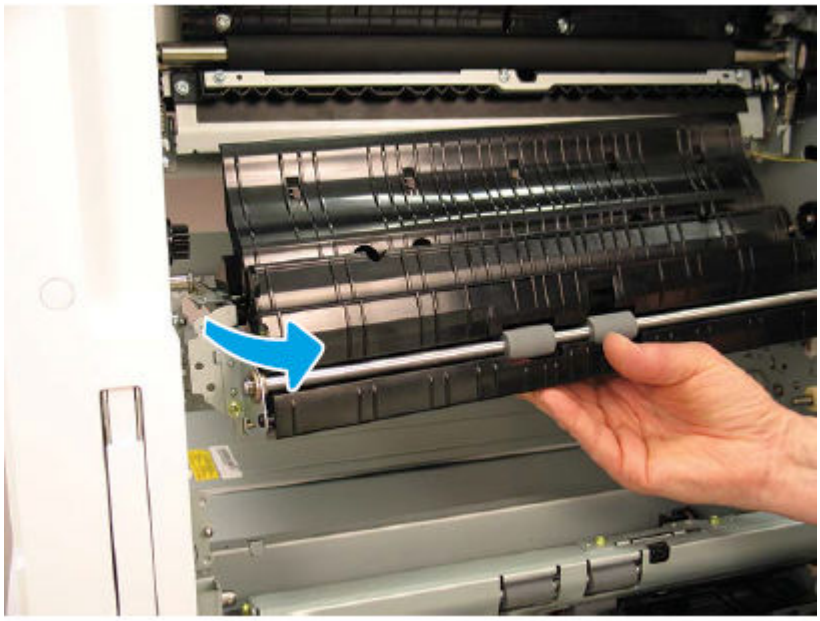
Figure 5-264 Remove three screws



2. Rotate the left side of the pickup assembly away from the printer.

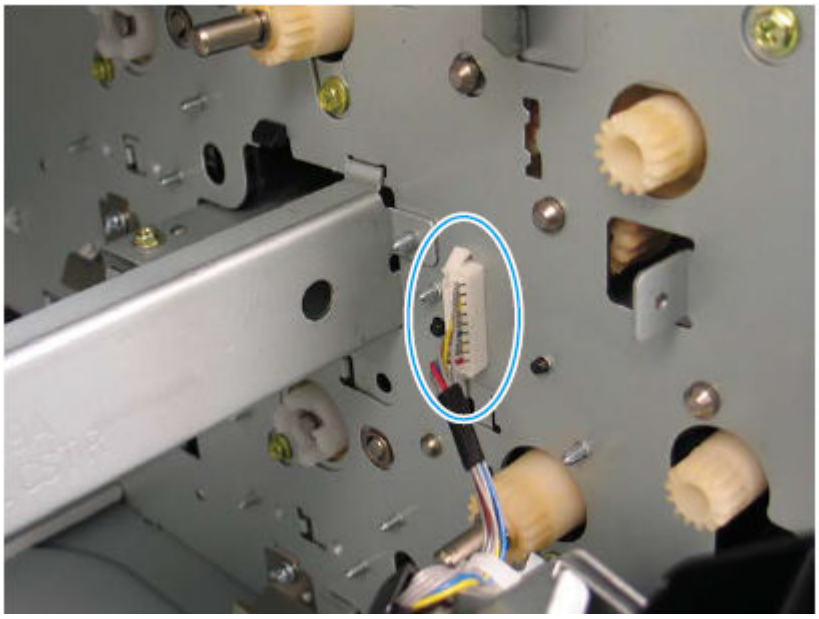
⚠ CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by a wire harness and connector.

Figure 5-265 Rotate the assembly away from the printer



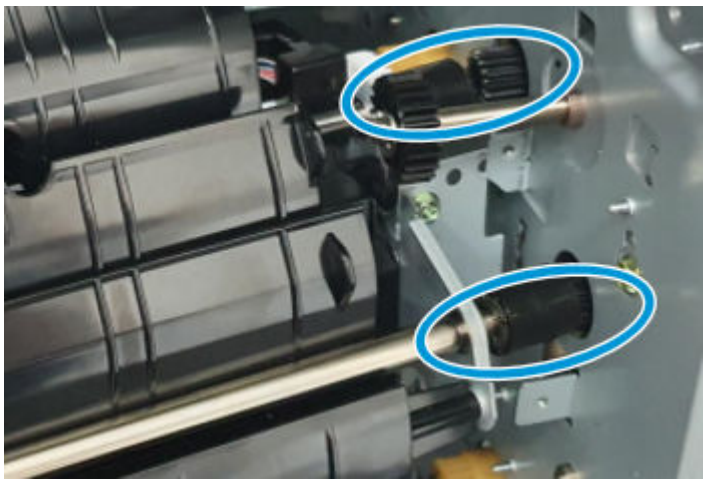
3. Disconnect one connector, and then remove the assembly.

Figure 5-266 Remove the assembly



Reinstallation tip: When installing the assembly, insert and align the right side first.

Figure 5-267 Install the assembly

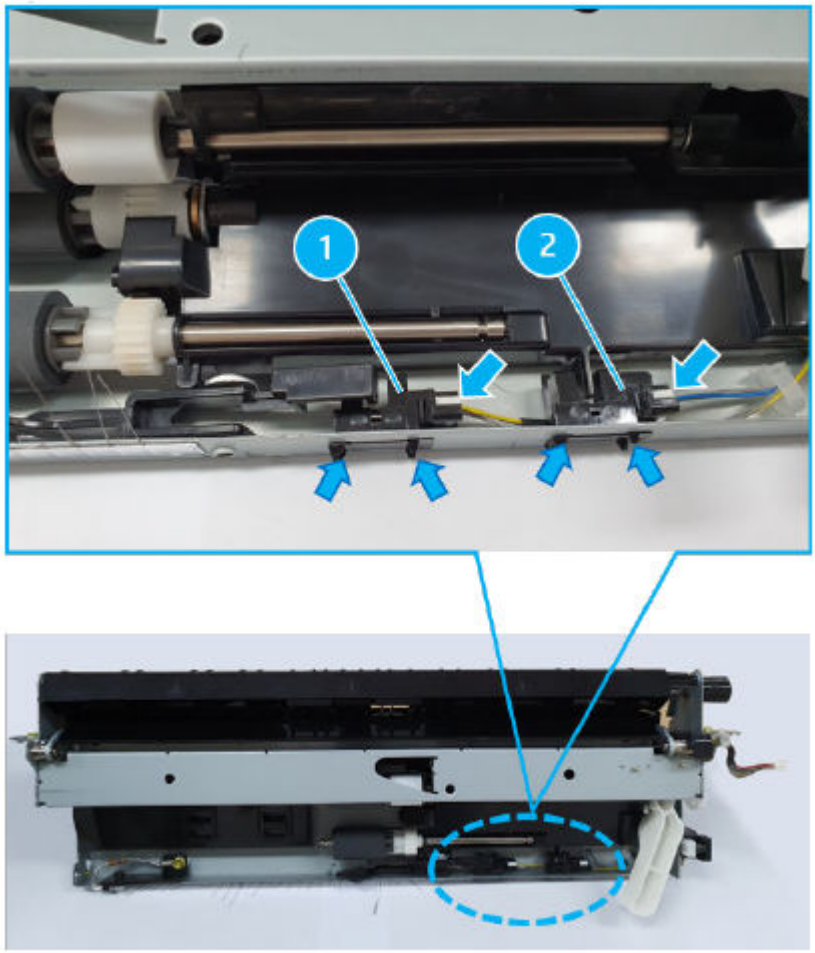


6. Remove the Tray 2 empty and stack height sensors

Use the following procedure to remove and replace the Tray 2 empty and stack height sensors.

1. Locate the Tray 2 empty (callout 1) and stack height (callout 2) sensors, connectors, and locking tabs on the pickup assembly.

Figure 5-268 Locate the sensors

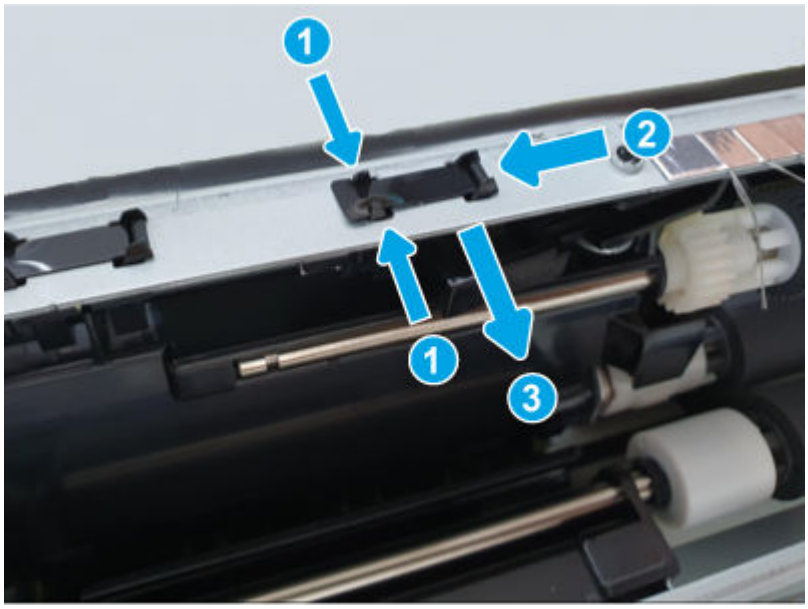


2. Do the following:

NOTE: The black ESD insulator sheet does not need to be removed.

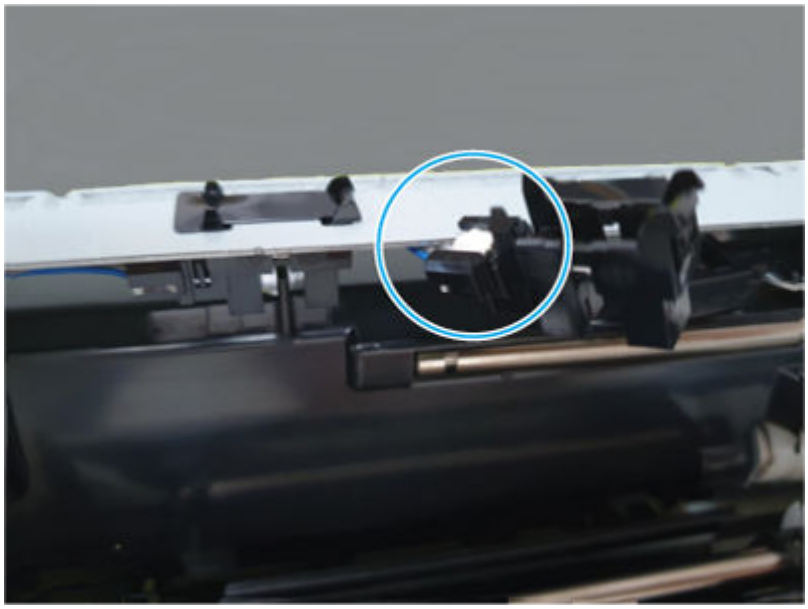
- Release the hooks (callout 1).
- Slide the sensor assembly to the left (callout 2).
- Push the senor assembly as shown (callout 3) to release it.

Figure 5-269 Release the sensors



3. Disconnect the connector and remove the sensor assembly.

Figure 5-270 Remove the sensors



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Removal and replacement: Tray 2 prefeed sensor

Learn about removing and replacing the Tray 2 prefeed sensor.

View a video of removing and replacing the Tray 2 prefeed sensor.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-35 Part information

Part number	Part description
0604-001490	Photo interrupter (Tray 2 prefeed sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

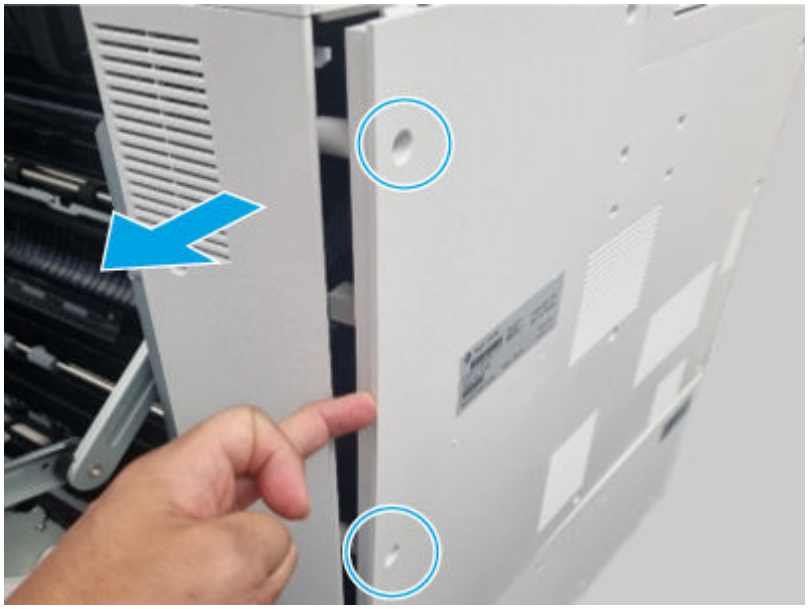
1. Remove four screws.

   Figure 5-271 **Remove four screws**

2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.
   c. Open the right door, and then remove the right rear cover.

Figure 5-272 Remove the cover

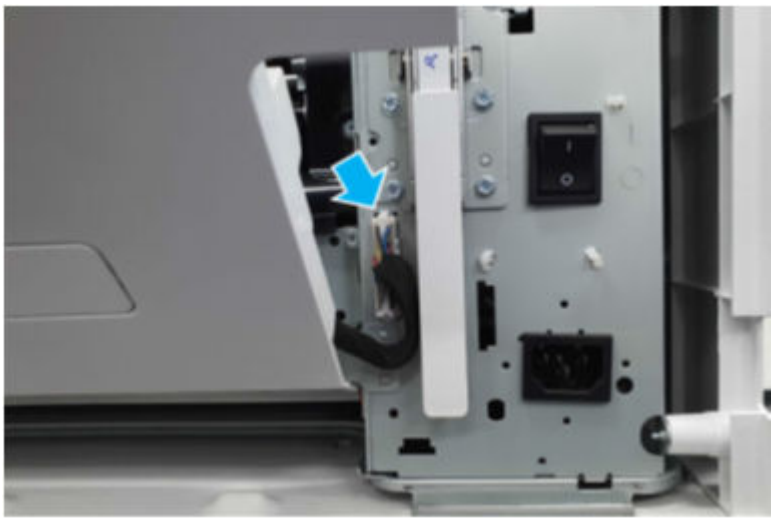


2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

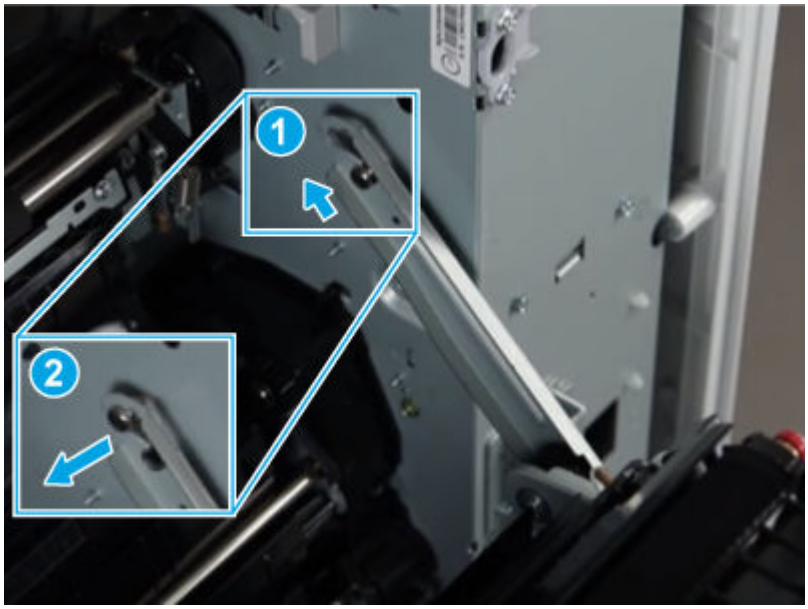
Figure 5-273 Disconnect one connector



2. Release the hinge.

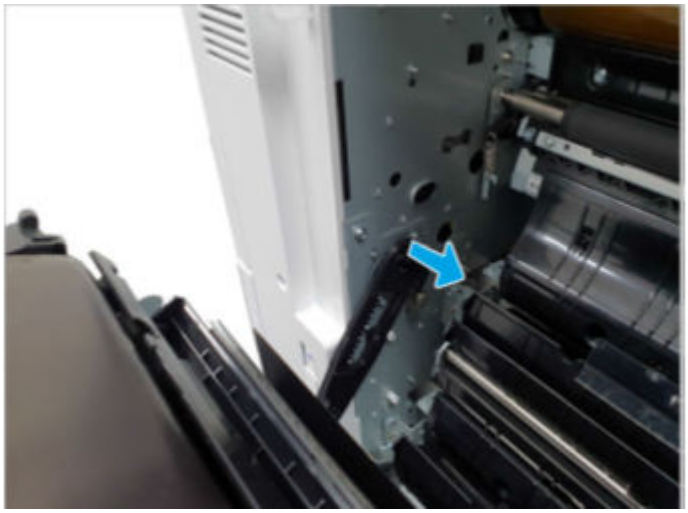
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-274 Release the hinge



3. Release the right door front link.

Figure 5-275 Release the link



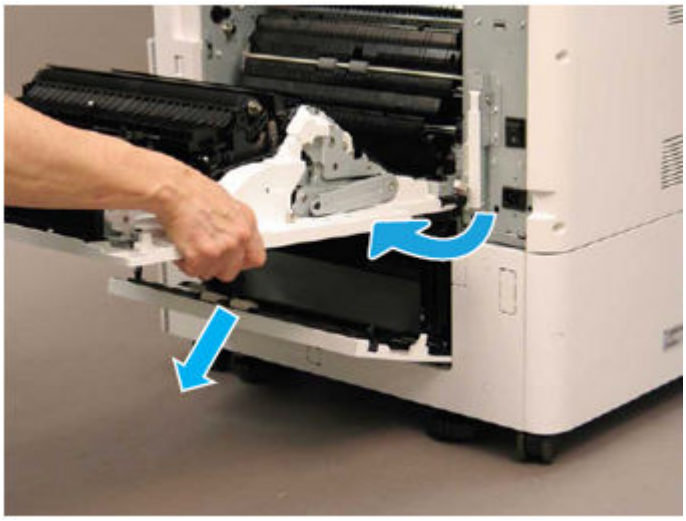
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-276 Remove the door



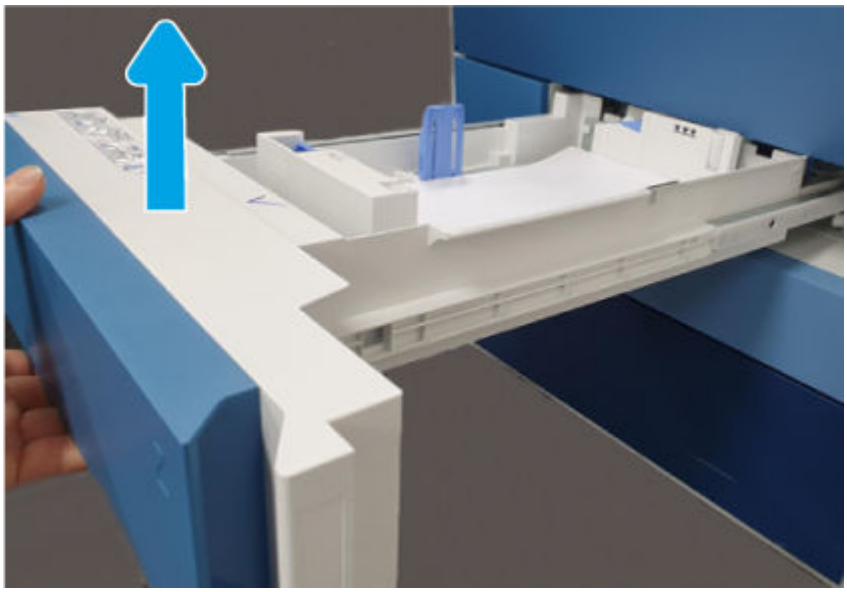
3. Remove Tray 2 or Tray 3

Use the following procedure to remove and replace Tray 2 or Tray 3.

NOTE: Tray 2 is shown in the figure below. However, removing Tray 3 is identical to Tray 2.

- Pull the tray almost all of the way out of the printer, and then lift it up to remove it.

Figure 5-277 Remove the tray

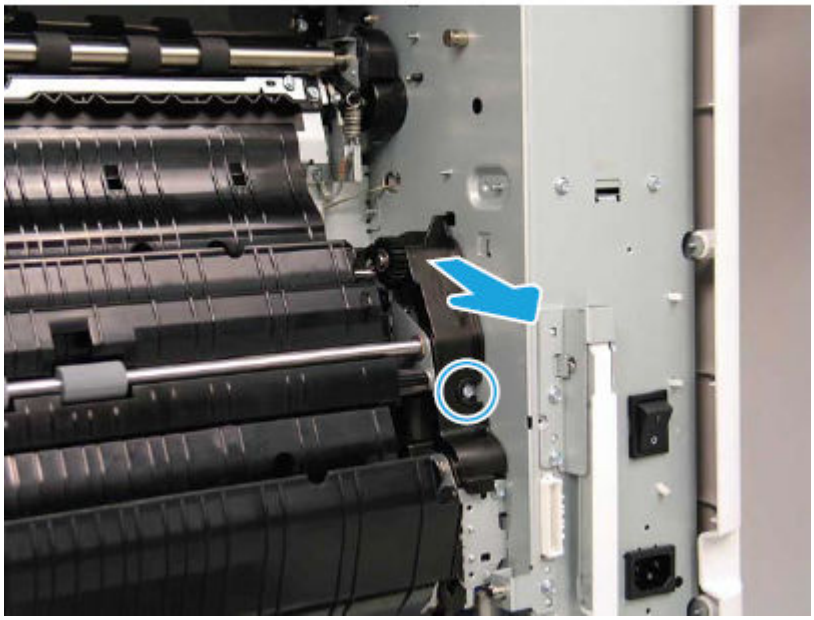


4. Remove the Tray 3 pickup assembly

Use the following procedure to remove and replace the Tray 3 pickup assembly.

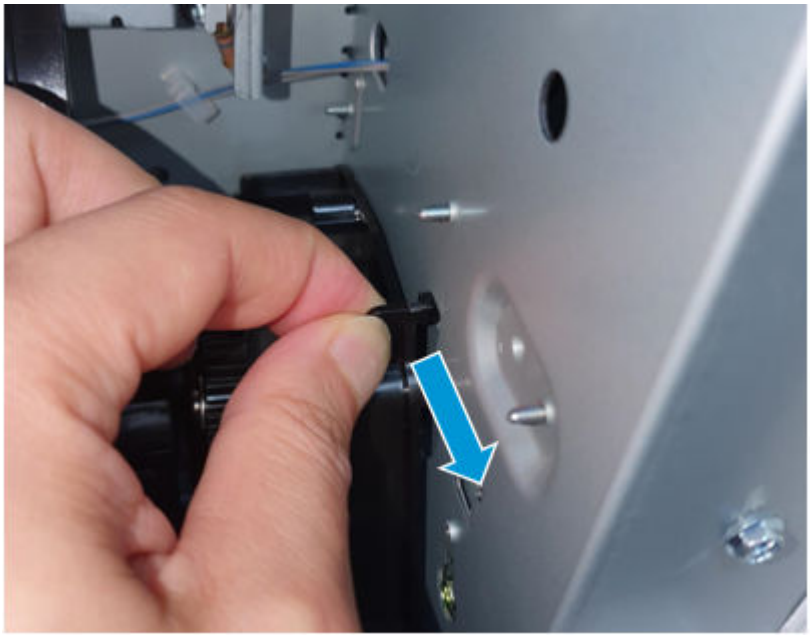
1. Remove one screw, and then remove the gear cover.

Figure 5-278 Remove the cover



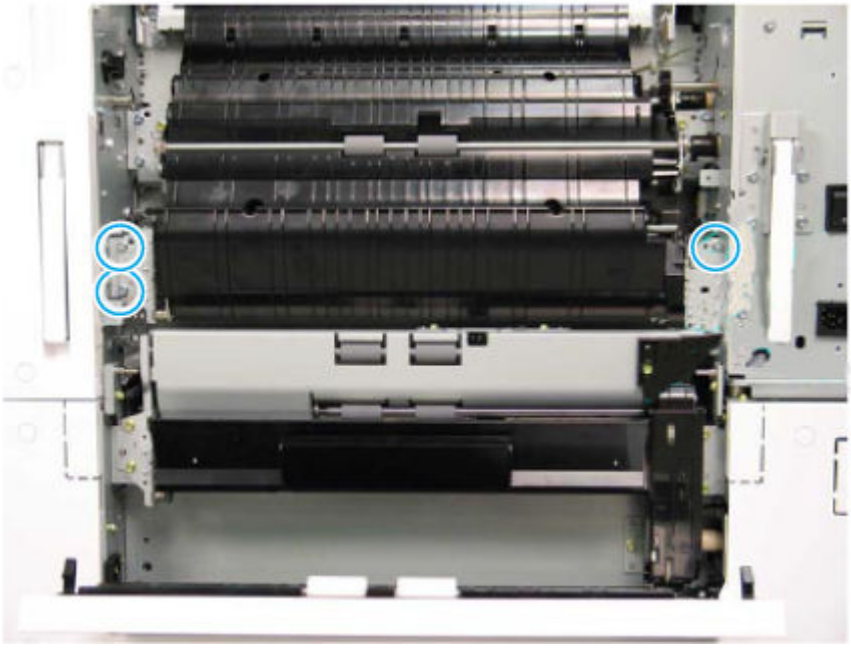
2. Release one hook.

Figure 5-279 Release the hook



3. Remove three screws.

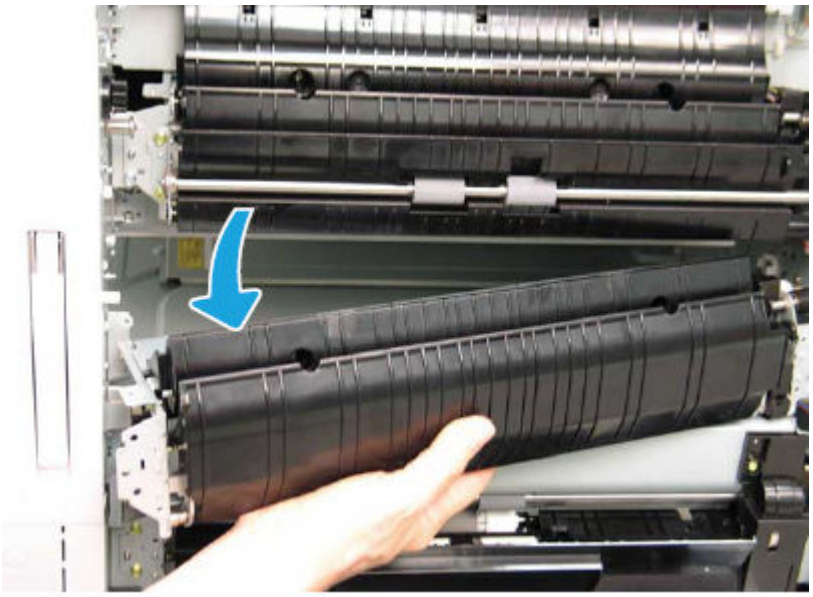
Figure 5-280 Remove three screws



4. Rotate the left side of pickup assembly away from the printer.

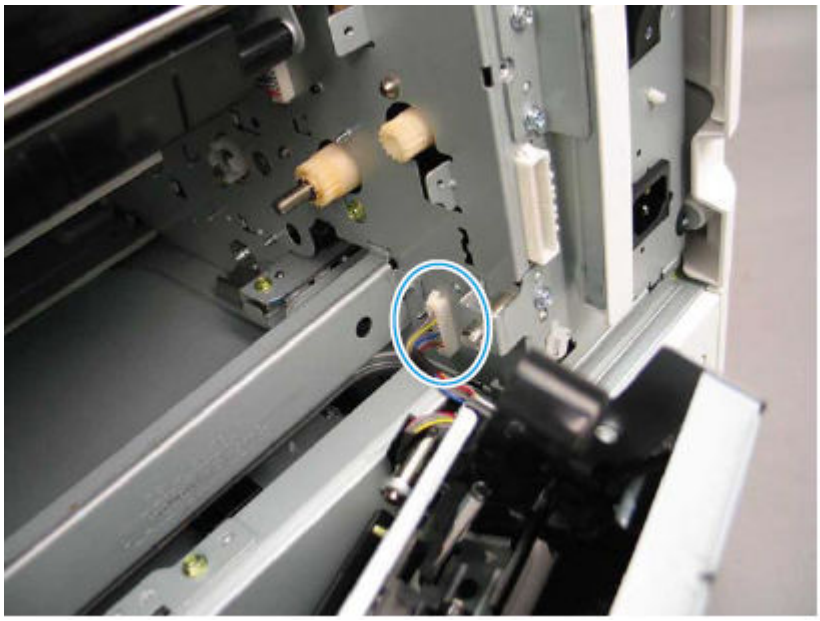
⚠ CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by a wire harness and connector.

Figure 5-281 Rotate the assembly away from the printer



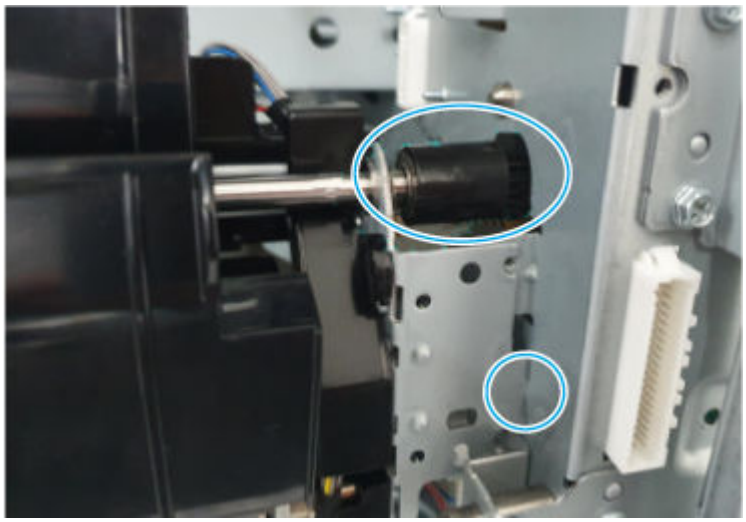
5. Disconnect one connector, and then remove the assembly.

Figure 5-282 Remove the assembly



Reinstallation tip: When installing the assembly, insert and align the right side first.

Figure 5-283 Install the assembly



5. Remove the Tray 2 pickup assembly

Use the following procedure to remove and replace the Tray 2 pickup assembly.

1. Remove three screws.

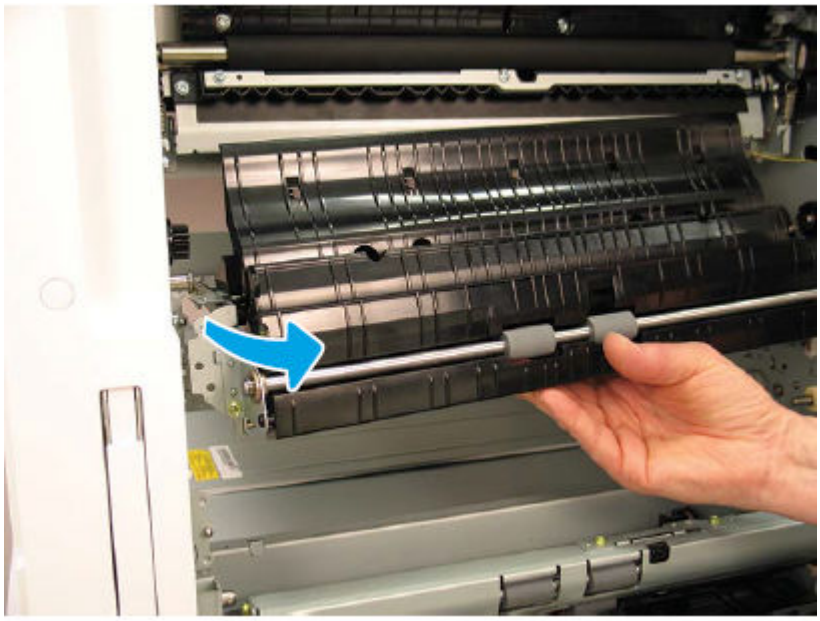
Figure 5-284 Remove three screws



2. Rotate the left side of the pickup assembly away from the printer.

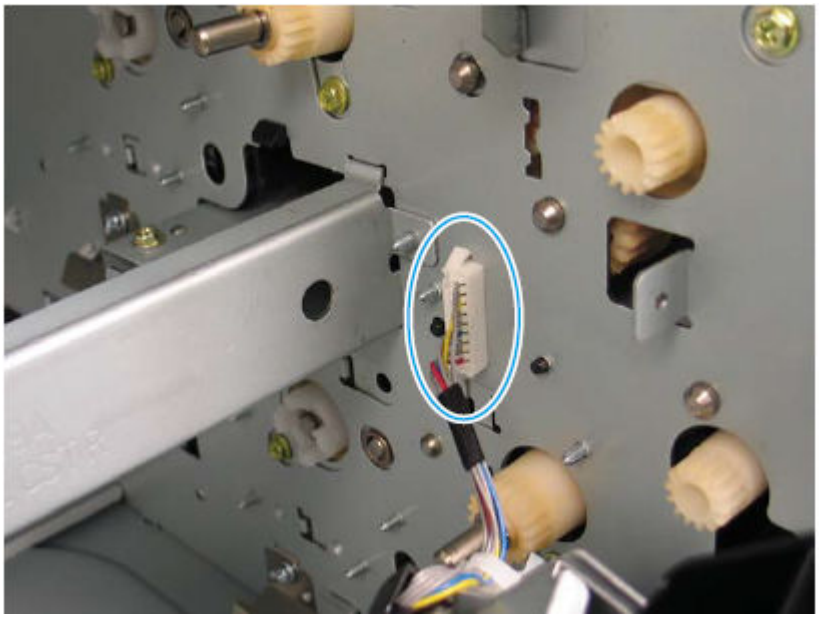
⚠ CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by a wire harness and connector.

Figure 5-285 Rotate the assembly away from the printer



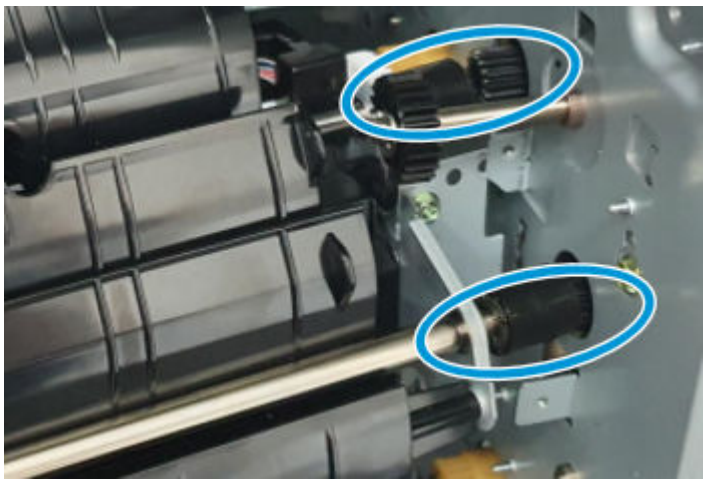
3. Disconnect one connector, and then remove the assembly.

Figure 5-286 Remove the assembly



Reinstallation tip: When installing the assembly, insert and align the right side first.

Figure 5-287 Install the assembly



6. Remove the Tray 2 prefeed sensor

Use the following procedure to remove and replace the Tray 2 prefeed sensor.

1. Remove four screws.

Figure 5-288 Remove four screws

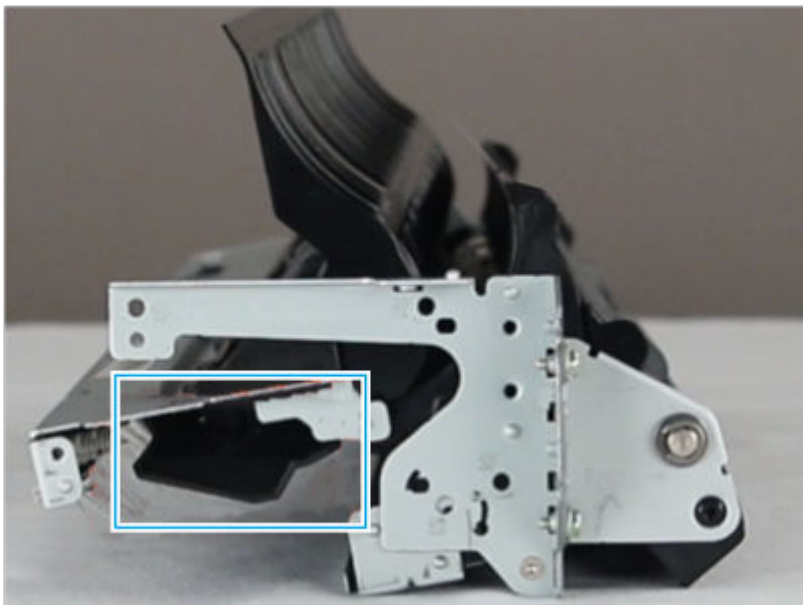


2. Tightly grasp the sensor guide, and then remove it.

⚠ CAUTION: The sheet-metal edges are sharp. Be careful when removing the guide to avoid personal injury.

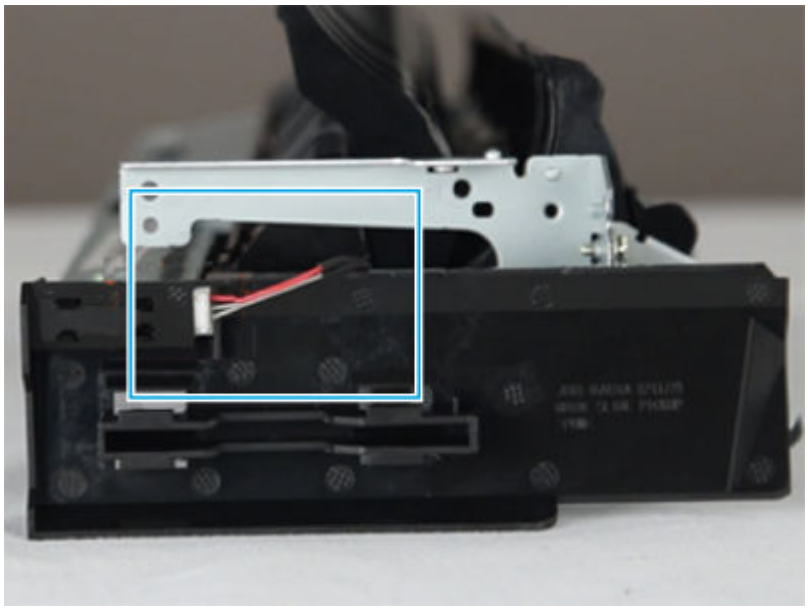
NOTE: It might take some force to remove the guide form the rail.

Figure 5-289 Remove the sensor guide



3. Disconnect one connector, and then remove the Tray 2 prefeed sensor.

Figure 5-290 **Remove the sensor**



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Tray 2 open and paper size sensor

Learn about removing and replacing the Tray 2 open and paper size sensor.

NOTE: This procedure removes the front door for better access to the sensor.

View a video of removing and replacing the Tray 2 open and paper size sensor.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-36 Part information

Part number	Part description
JC93-01408A	Tray 2 open and paper size sensor

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the front cover

Use the following procedure to remove and replace the front cover.

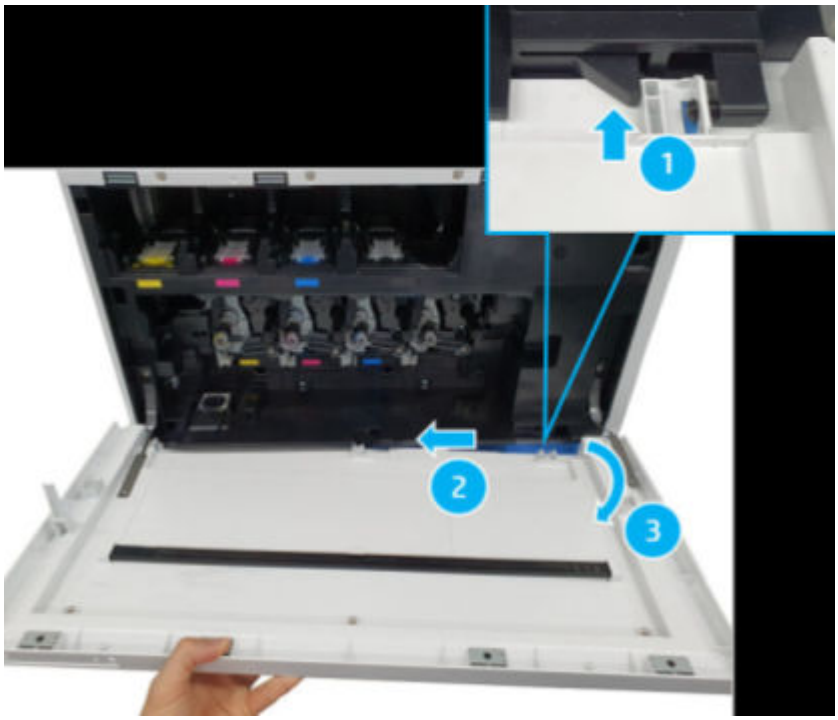
1. Remove two screws.

Figure 5-291 Remove two screws



2. Push in on the hook located at the right side of the cover (callout 1), and then remove the cover (callouts 2/3).

Figure 5-292 Remove the cover



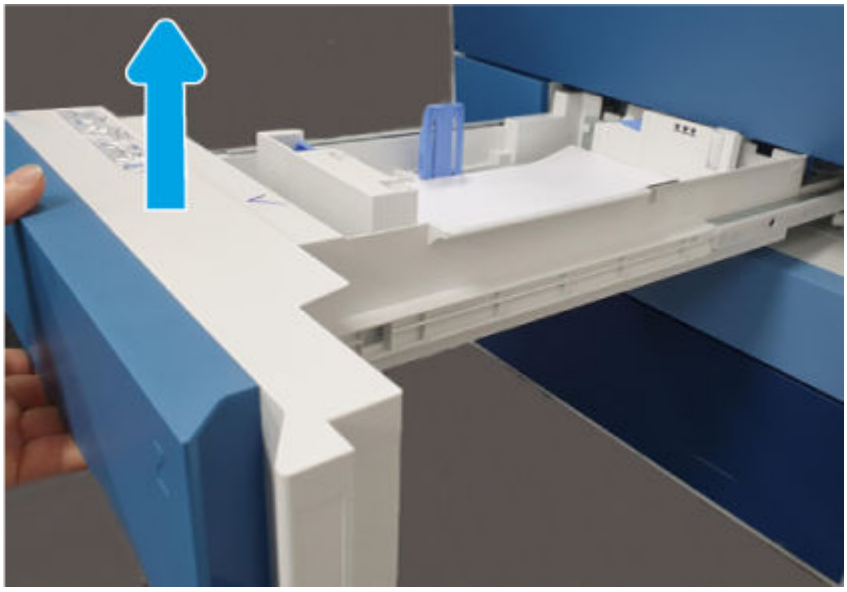
2. Remove Tray 2 or Tray 3

Use the following procedure to remove and replace Tray 2 or Tray 3.

NOTE: Tray 2 is shown in the figure below. However, removing Tray 3 is identical to Tray 2.

- Pull the tray almost all of the way out of the printer, and then lift it up to remove it.

Figure 5-293 Remove the tray

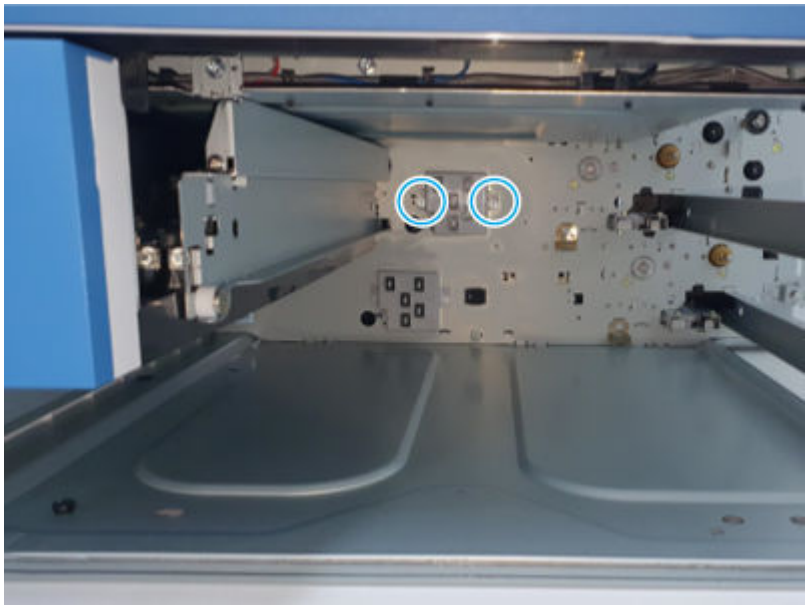


3. Remove the Tray 2 open and paper size sensor

Use the following procedure to remove and replace the Tray 2 open and paper size sensor.

1. Remove two screws.

Figure 5-294 Remove two screws



2. Disconnect one connector, and then remove the sensor assembly.

NOTE: The sensor assembly is located far back in the tray cavity. Hold the sensor as shown below to easily disconnect (and reconnect at installation) the connector.

Figure 5-295 Remove the sensor



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Tray 2 pickup drive assembly

Learn about removing and replacing the Tray 2 pickup drive assembly.

View a video of removing and replacing the Tray 2 pickup drive assembly.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-37 Part information

Part number	Part description
JC93-01663A	Tray 2 pickup drive assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

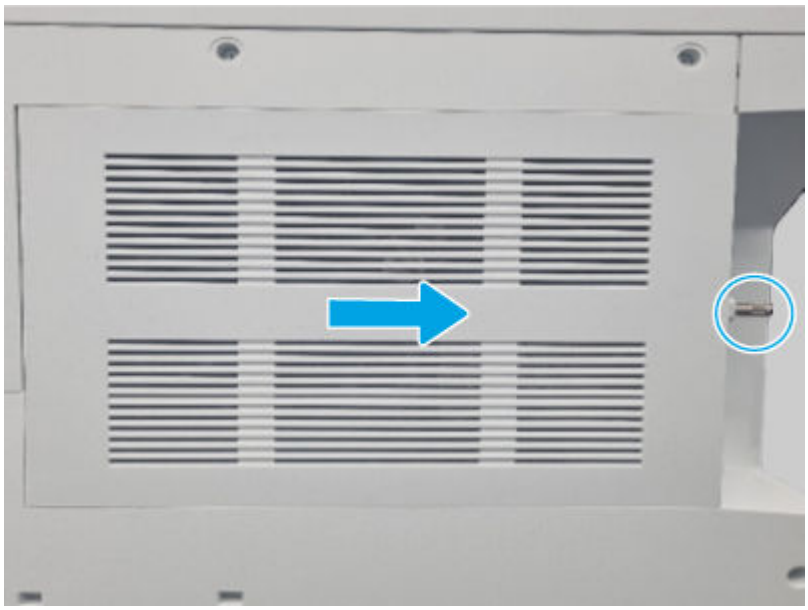
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-296 Remove the cover

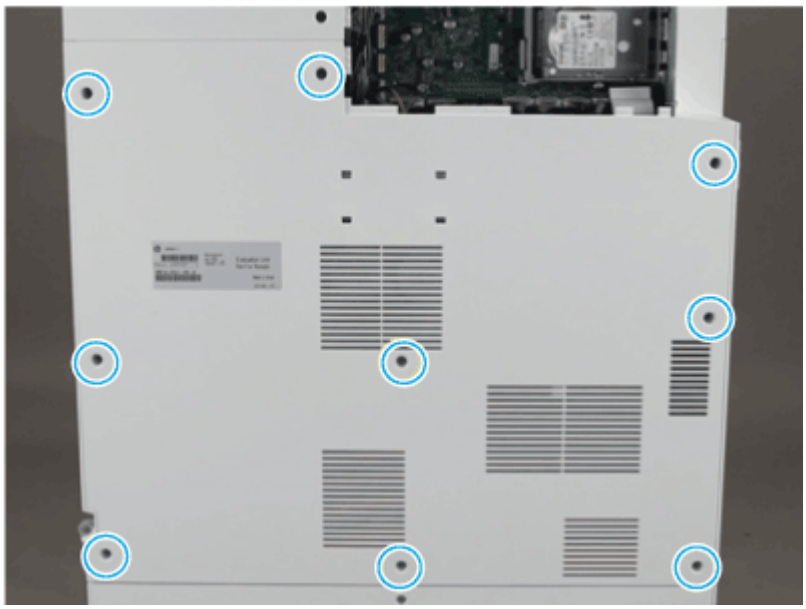


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-297 Remove the cover

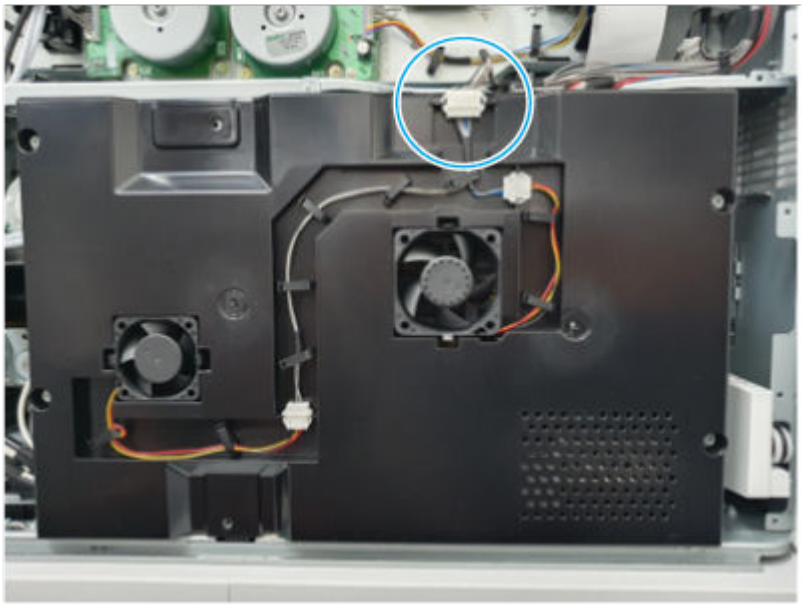


3. Remove the LVPS FDB fan assembly

Use the following procedure to remove and replace the LVPS FDB fan assembly.

1. Disconnect one connector.

Figure 5-298 Disconnect one connector



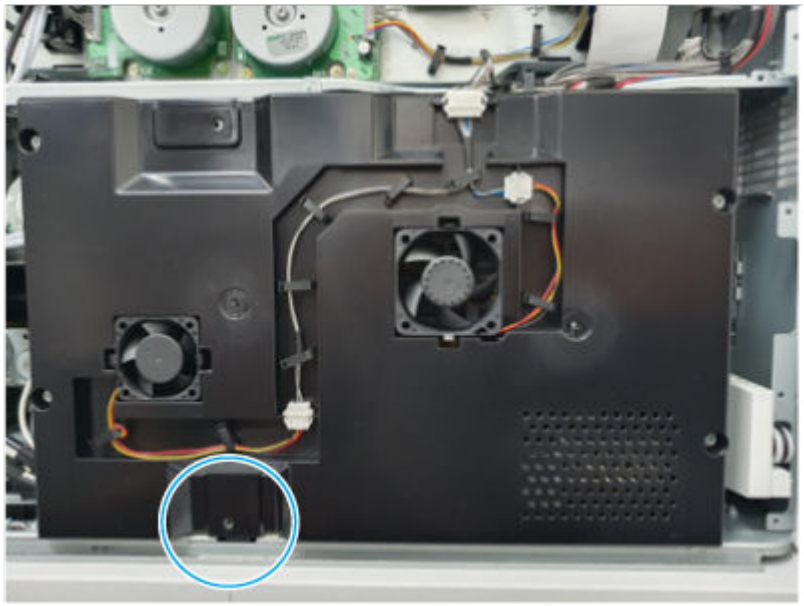
2. Remove four screws.

Figure 5-299 Remove four screws



3. Release one tab, and then remove the LVP FDB fan assembly.

Figure 5-300 **Remove the LVP FDB fan assembly**



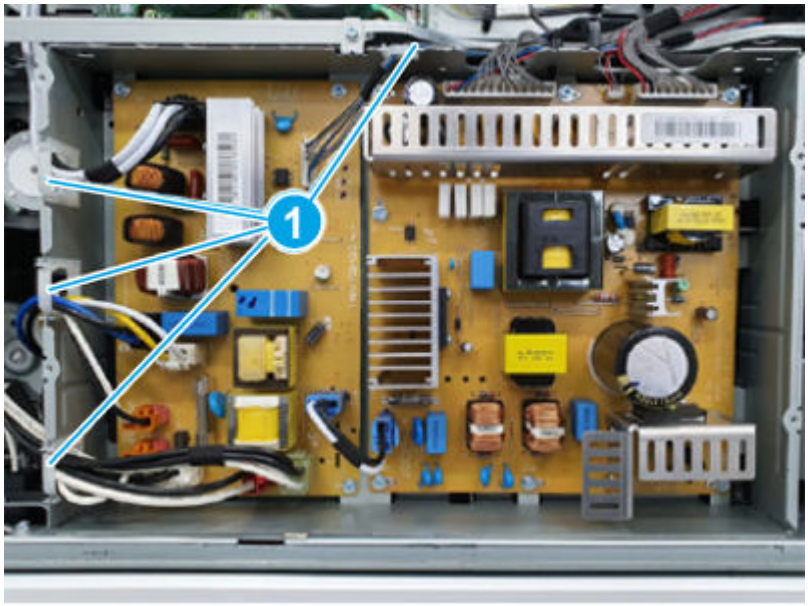
4. Remove the Tray 2 pickup drive assembly

Use the following procedure to remove and replace the Tray 2 pickup drive assembly.

1. Disconnect all of the connectors on the fuser drive board, and then release the wire harnesses form the restraints (callout 1).

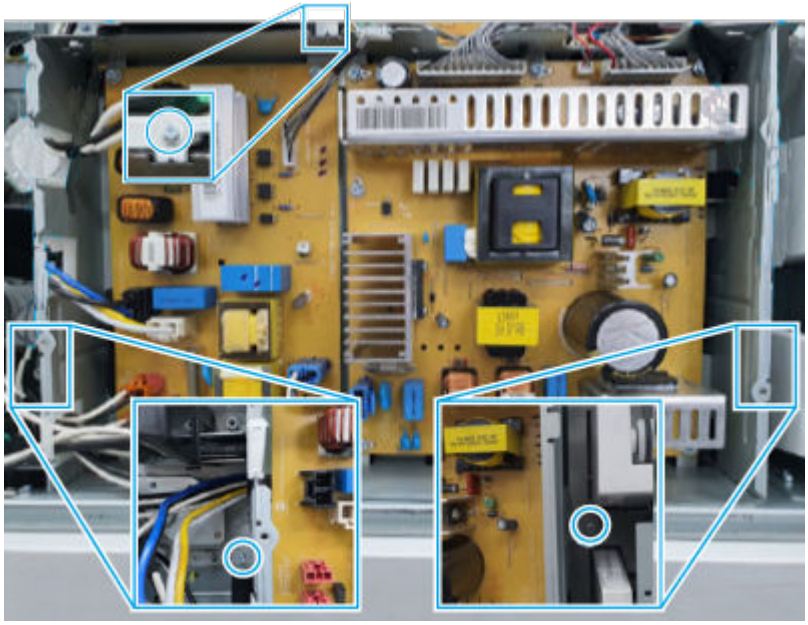
NOTE: Some of the connectors have a locking tab must be pressed to remove them.

Figure 5-301 **Release the wire harnesses**



2. Remove three screws, rotate the top of the sheet-metal cage out and away from the printer, and then remove the PCAs and cage together.

Figure 5-302 Remove the PCAs and cage



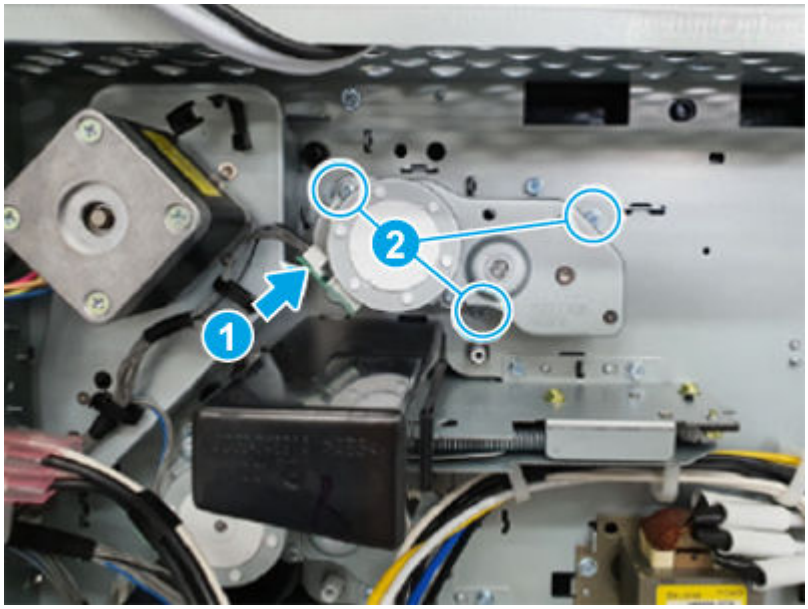
3. Do the following:

   a. Disconnect one connector (callout 1).

   b. Remove three screws (callout 2).

   c. Remove the Tray 2 pickup drive assembly.

Figure 5-303 Remove the assembly



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Tray 2 pickup motor

Learn about removing and replacing the Tray 2 pickup motor.

View a video of removing and replacing the Tray 2 pickup motor.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-38 Part information

Part number	Part description
JC93-01083A	Drive-motor, step (Tray 2 pickup motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

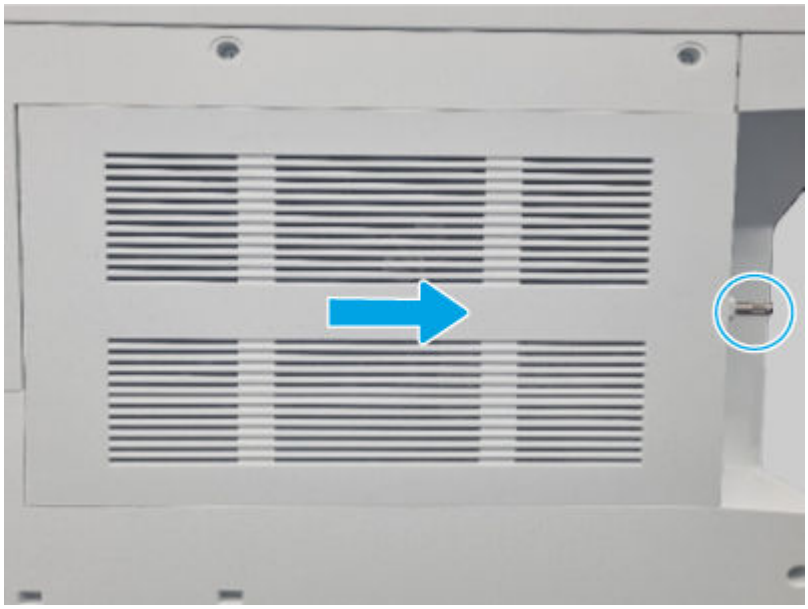
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-304 Remove the cover

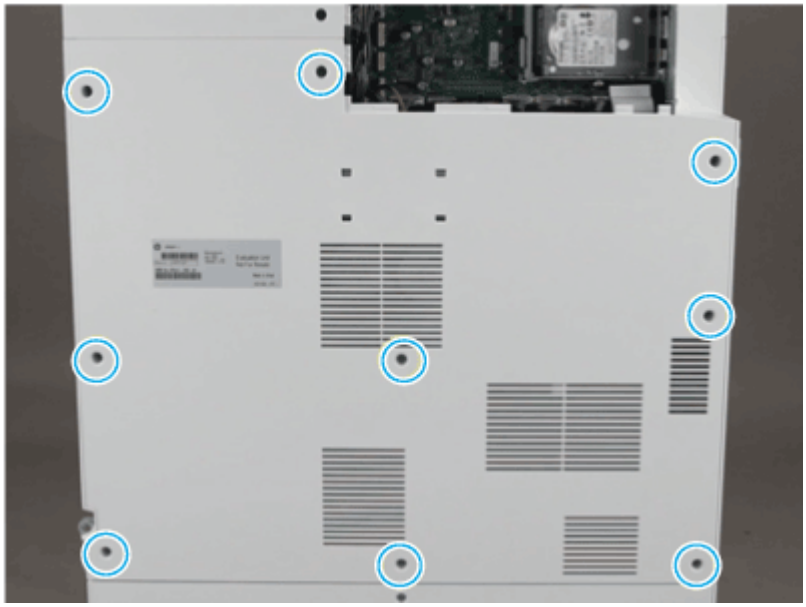


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-305 Remove the cover

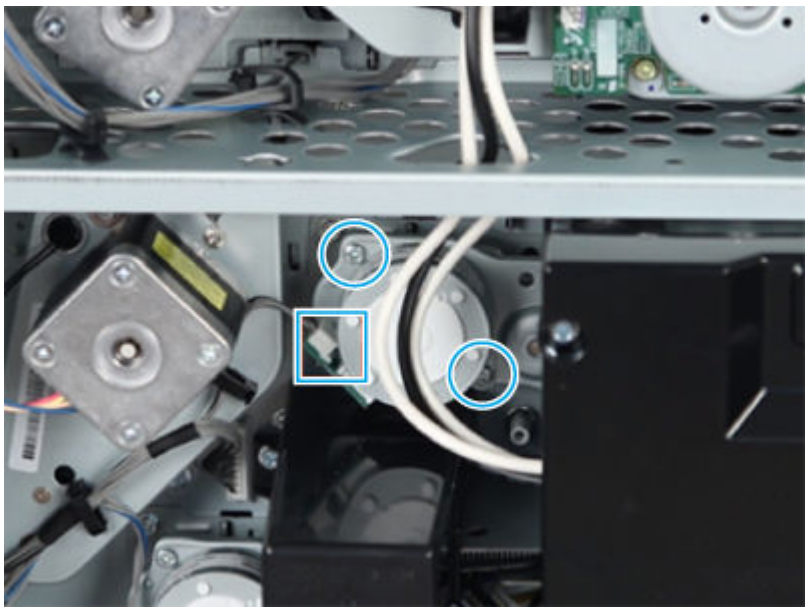


3. Remove the Tray 2 pickup motor

Use the following procedure to remove and replace the Tray 2 pickup motor.

- Disconnect one connector, remove two screws, and then remove the motor.

Figure 5-306 Remove the motor



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Removal and replacement: Tray 3 pickup drive assembly

Learn about removing and replacing the Tray 3 pickup drive assembly.

View a video of removing and replacing the Tray 3 pickup drive assembly.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-39 Part information

Part number	Part description
JC93-01663A	Tray 3 pickup drive assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

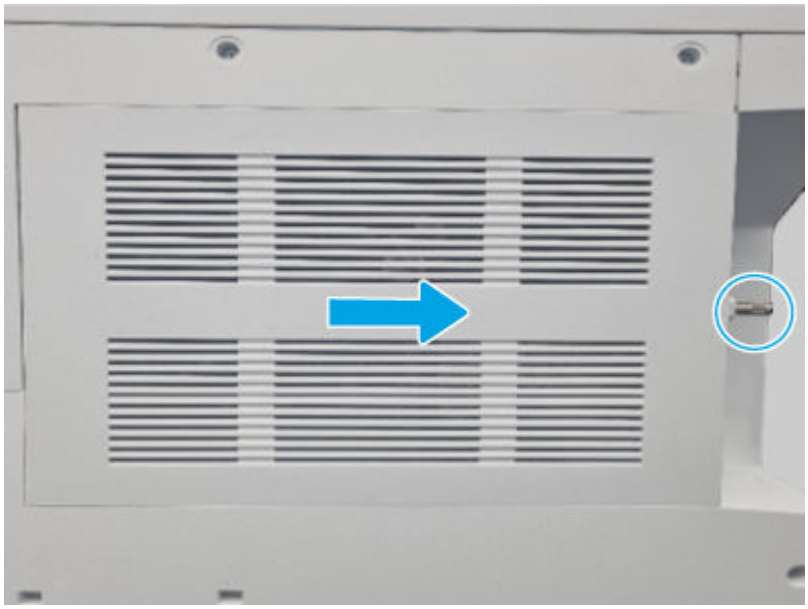
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-307 Remove the cover

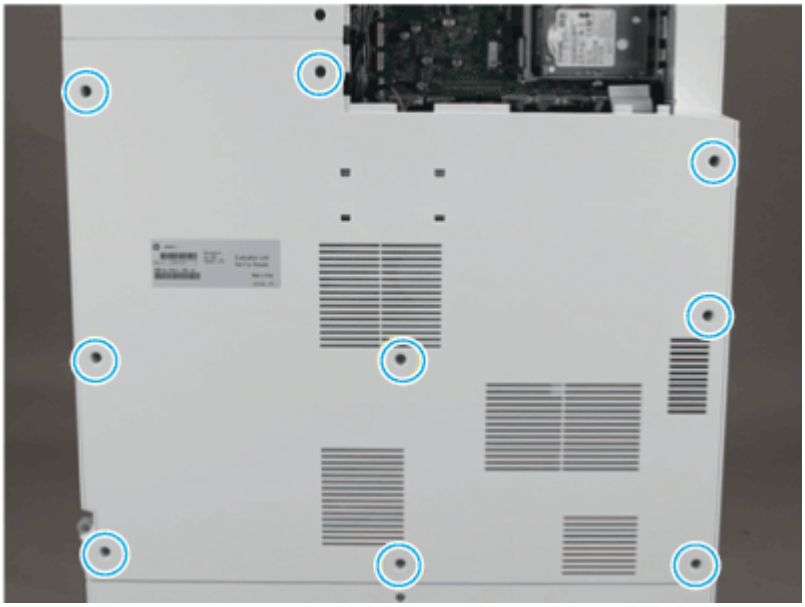


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-308 Remove the cover

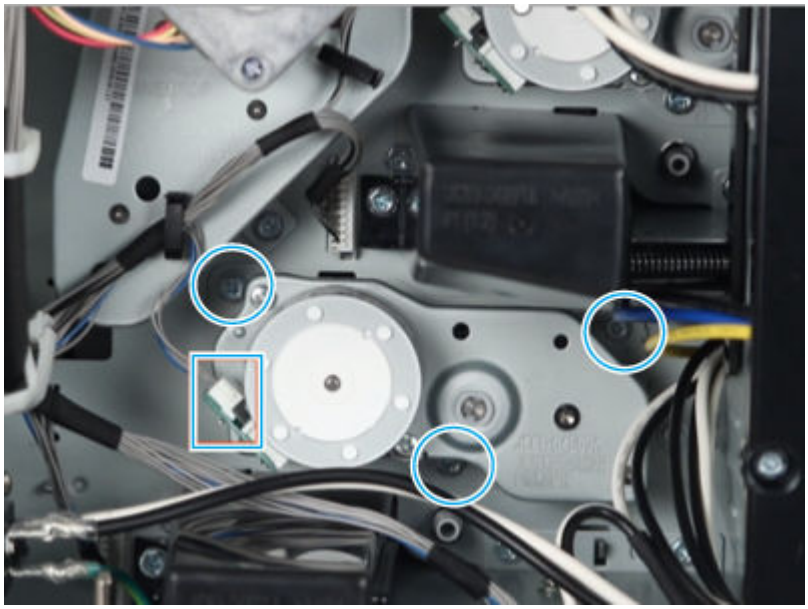


3. Remove the Tray 3 pickup drive assembly

Use the following procedure to remove and replace the Tray 3 pickup drive assembly.

- Disconnect one connector, remove three screws, and then remove the drive assembly.

Figure 5-309 Remove the drive assembly



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Removal and replacement: Tray 3 pickup motor

Learn about removing and replacing the Tray 3 pickup motor.

View a video of removing and replacing the Tray 3 pickup motor.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-40 Part information

Part number	Part description
JC93-01083A	Drive-motor step (Tray 3 pickup motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

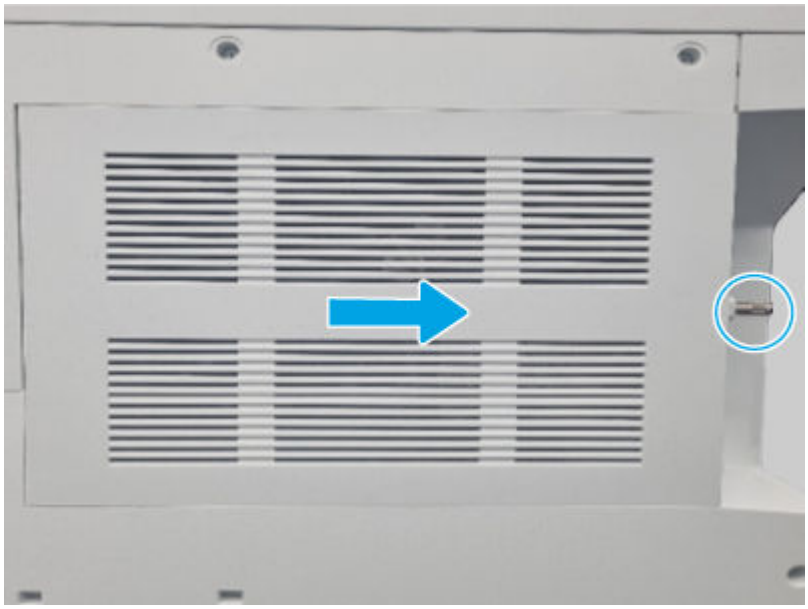
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-310 Remove the cover

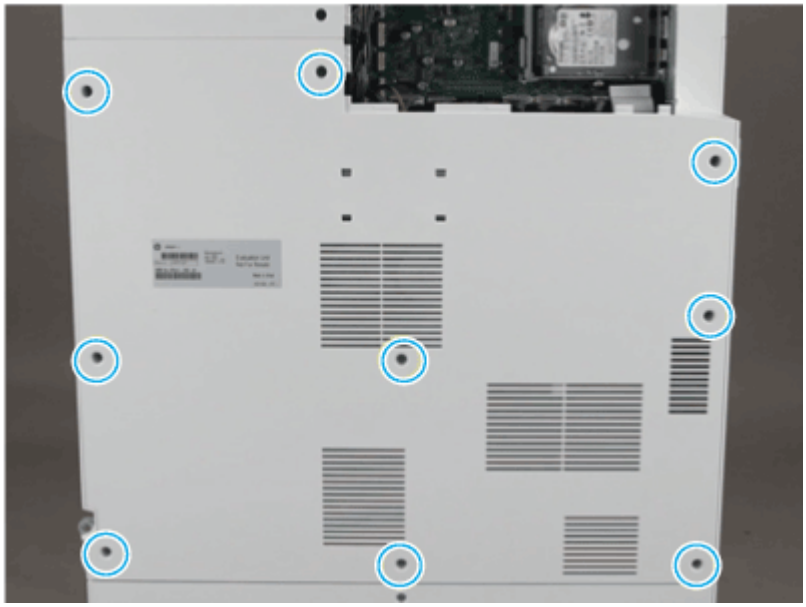


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-311 Remove the cover

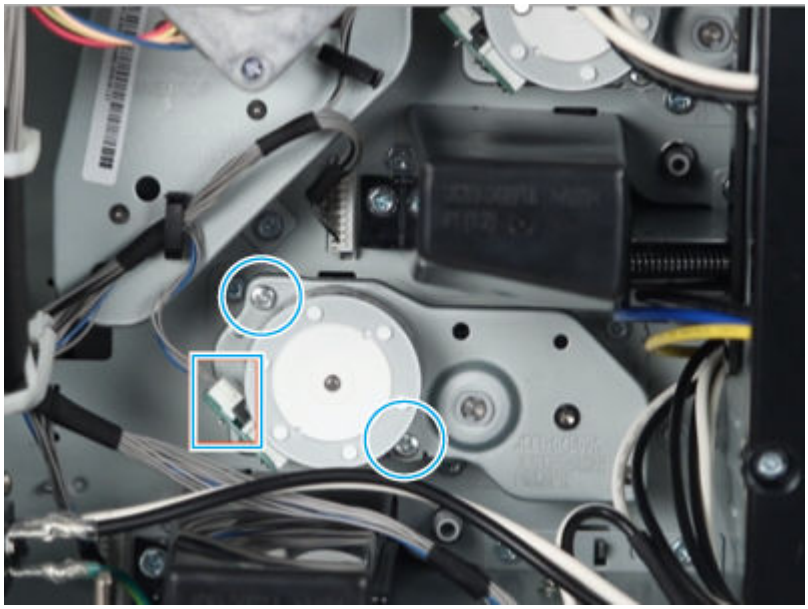


3. Remove the Tray 3 pickup motor

Use the following procedure to remove and replace the Tray 3 pickup motor.

- Disconnect one connector, remove two screws, and then remove the motor.

Figure 5-312 Remove the motor



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Removal and replacement: Tray 3 pickup assembly

Learn about removing and replacing the tray 3 pickup assembly.

View a video of removing and replacing the tray 3 pickup assembly.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-41 Part information

Part number	Part description
JC93-01695A	Tray 3 pickup assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

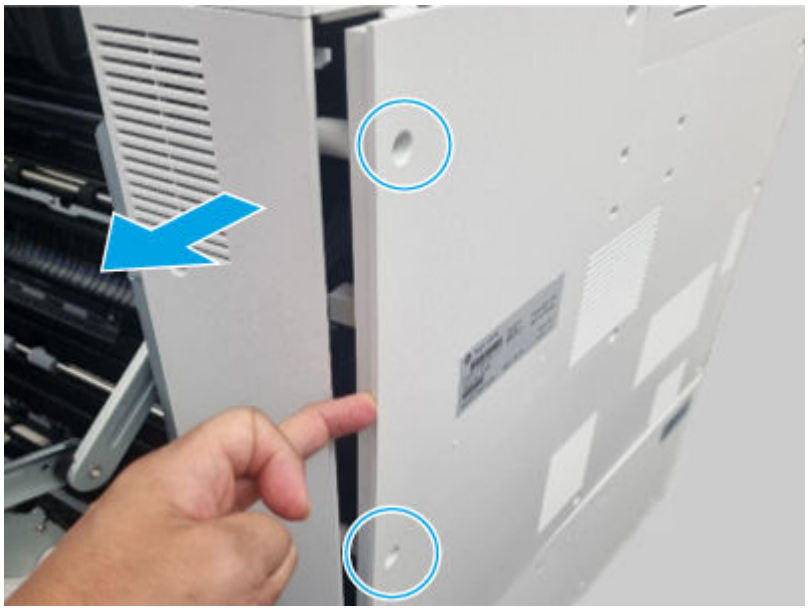
   Figure 5-313 Remove four screws

2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.

c. Open the right door, and then remove the right rear cover.

Figure 5-314 Remove the cover



2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

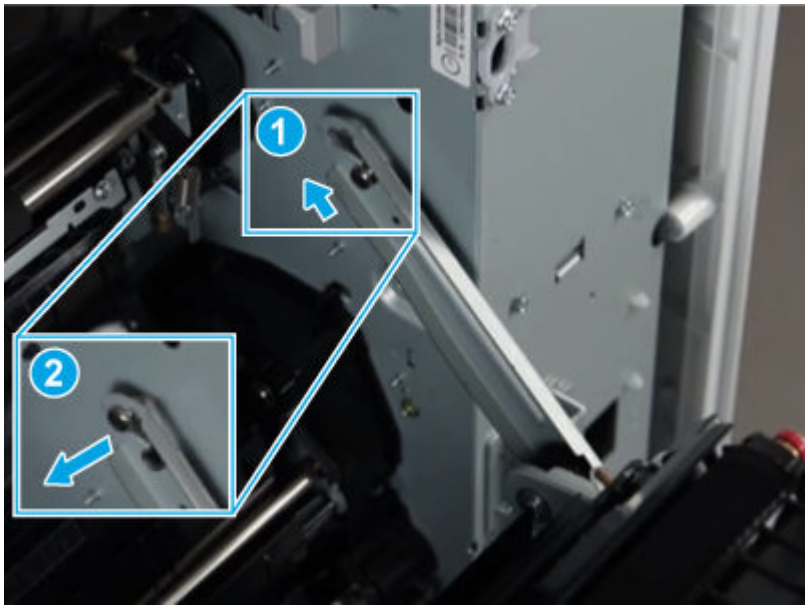
Figure 5-315 Disconnect one connector



2. Release the hinge.

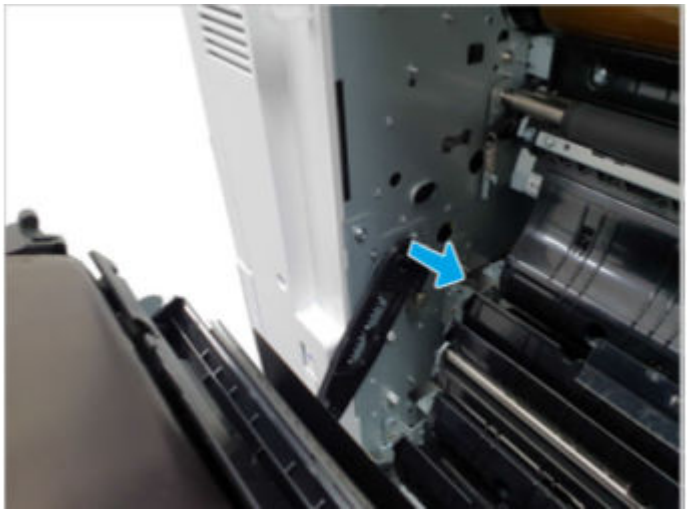
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-316 Release the hinge



3. Release the right door front link.

Figure 5-317 Release the link



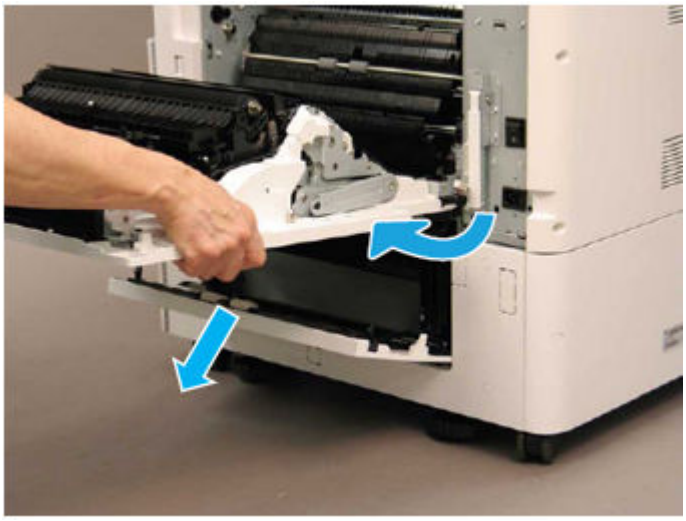
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-318 Remove the door



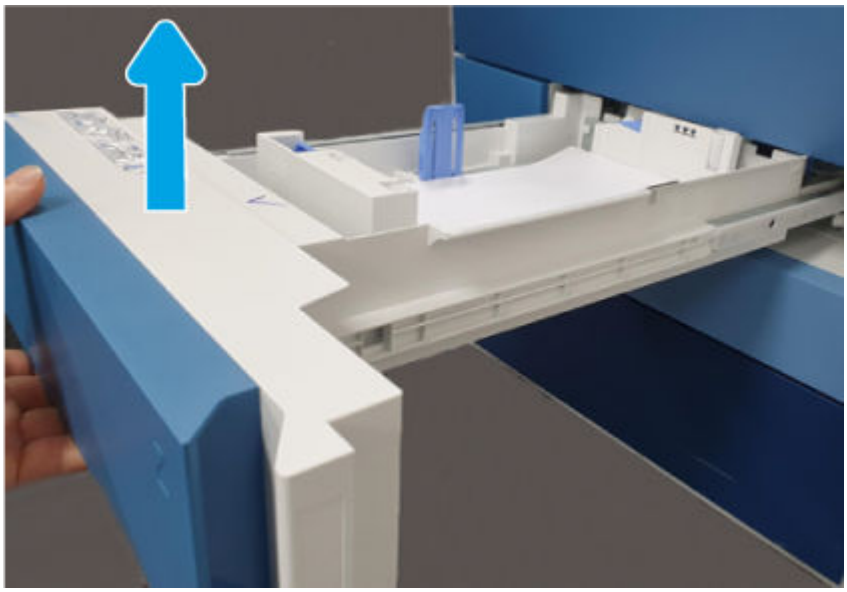
3. Remove Tray 2 or Tray 3

Use the following procedure to remove and replace Tray 2 or Tray 3.

NOTE: Tray 2 is shown in the figure below. However, removing Tray 3 is identical to Tray 2.

- Pull the tray almost all of the way out of the printer, and then lift it up to remove it.

Figure 5-319 Remove the tray

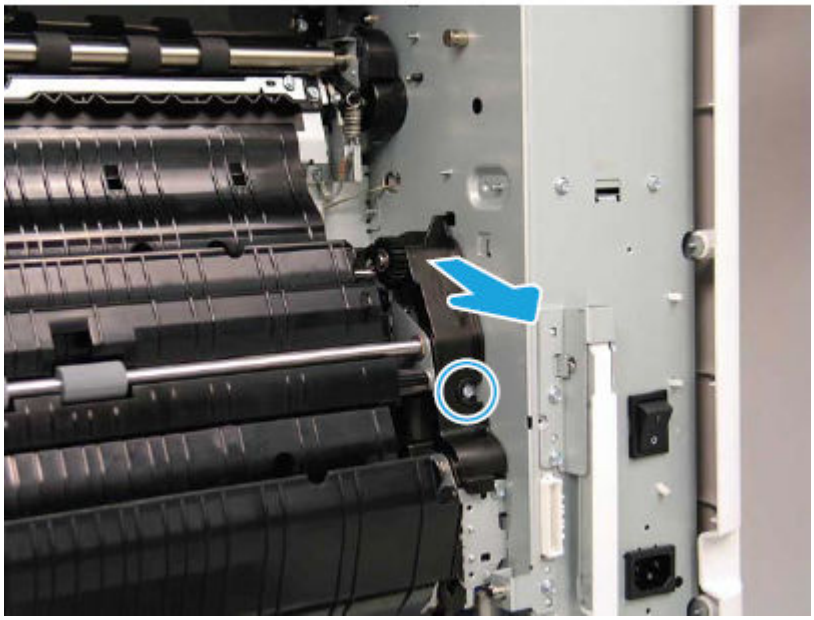


4. Remove the Tray 3 pickup assembly

Use the following procedure to remove and replace the Tray 3 pickup assembly.

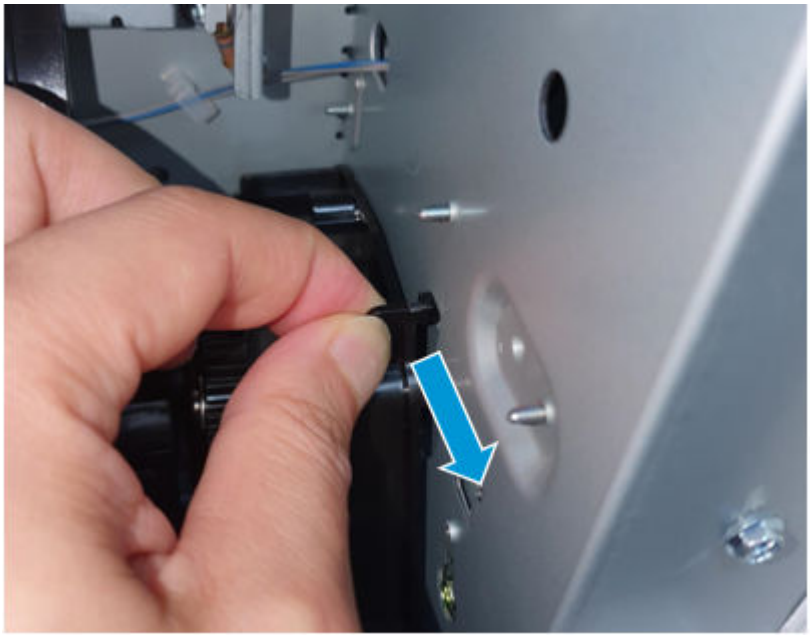
1. Remove one screw, and then remove the gear cover.

Figure 5-320 **Remove the cover**



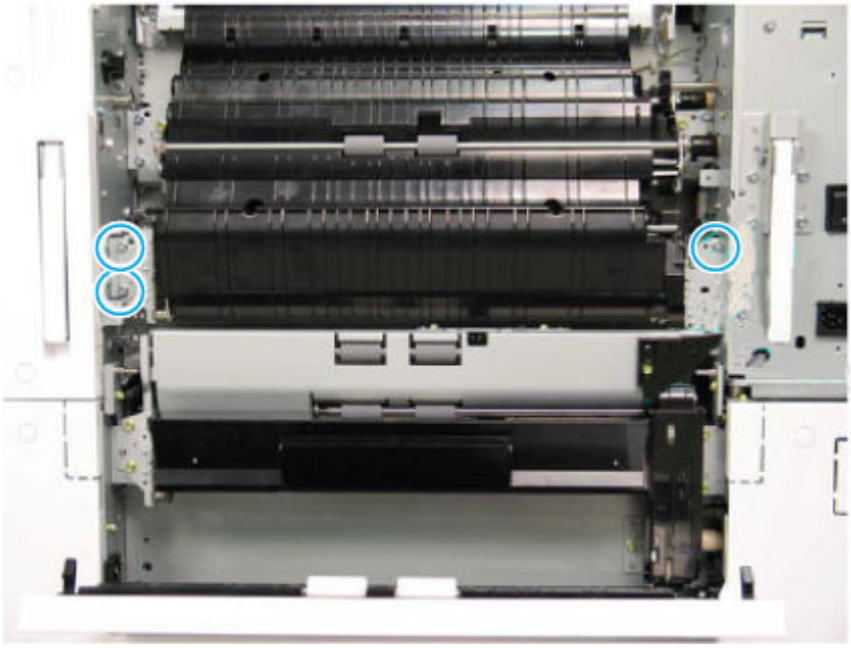
2. Release one hook.

Figure 5-321 **Release the hook**



3. Remove three screws.

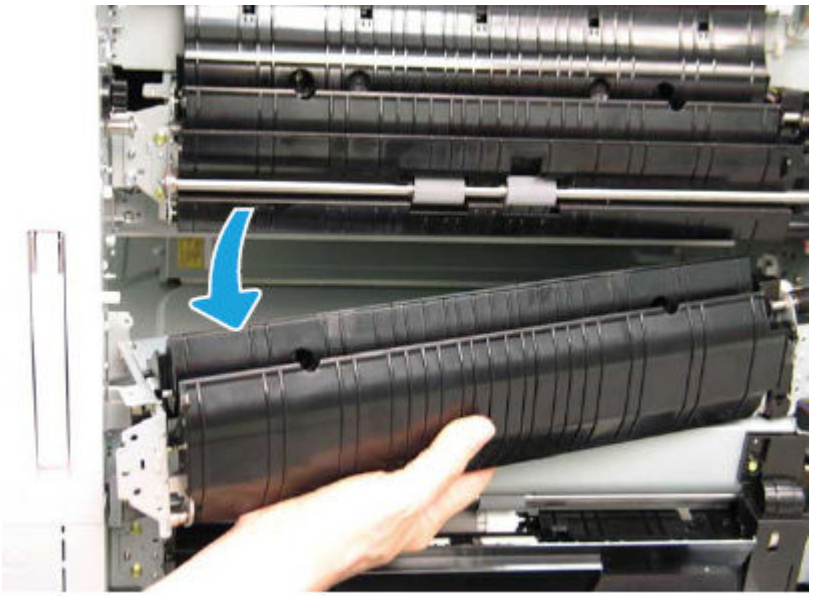
Figure 5-322 Remove three screws



4. Rotate the left side of pickup assembly away from the printer.

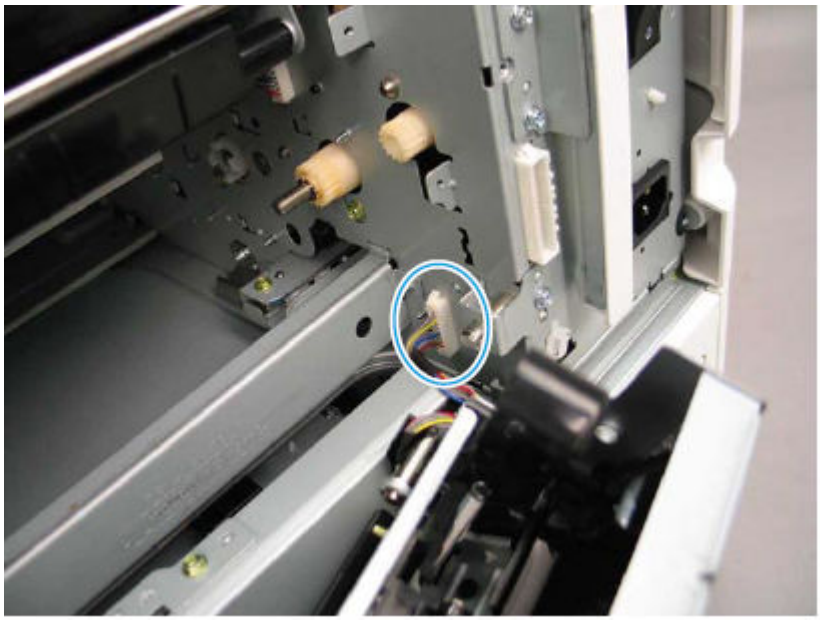
⚠ CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by a wire harness and connector.

Figure 5-323 Rotate the assembly away from the printer



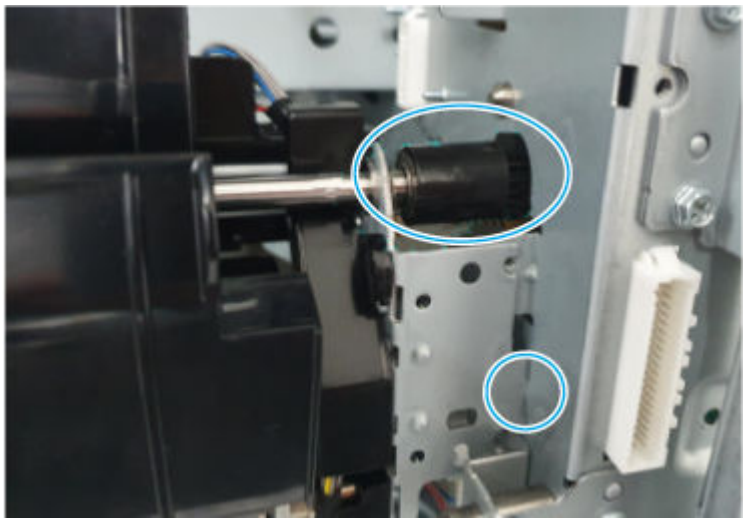
5. Disconnect one connector, and then remove the assembly.

Figure 5-324 Remove the assembly



Reinstallation tip: When installing the assembly, insert and align the right side first.

Figure 5-325 Install the assembly



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Removal and replacement: Tray 2, 3 roller kit (pickup/forward/reverse)

Learn about removing and replacing the Tray 2/3 roller kit.

View a video of removing and replacing the Tray 2 roller kit.

View a video of removing and replacing the Tray 3 roller kit.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-42 Part information

Part number	Part description
5PN66-67001	Tray 2/3 roller kit NOTE: This kit includes the pickup, forward, and reverse rollers.

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

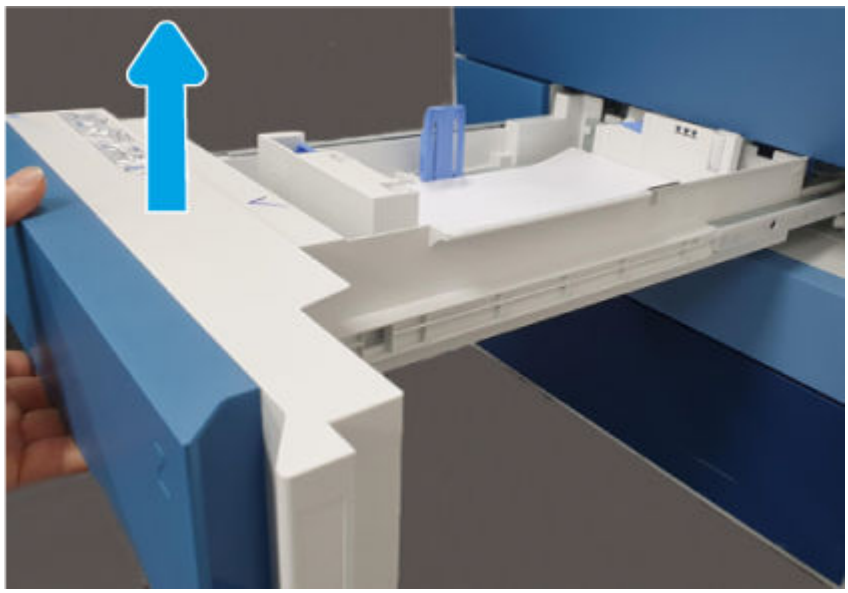
1. Remove Tray 2 or Tray 3

Use the following procedure to remove and replace Tray 2 or Tray 3.

NOTE: Tray 2 is shown in the figure below. However, removing Tray 3 is identical to Tray 2.

- Pull the tray almost all of the way out of the printer, and then lift it up to remove it.

Figure 5-326 Remove the tray



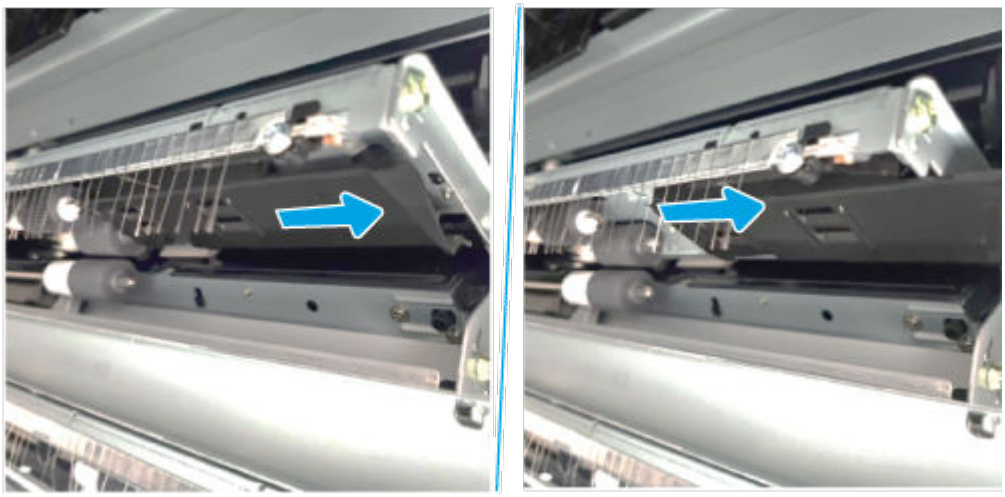
2. Remove the Tray 2/3 roller kit

Use the following procedure to remove and replace the Tray 2/3 roller kit.

1. Locate the return guide inside the tray opening, and then slide the guide toward the front of the printer until it stops.

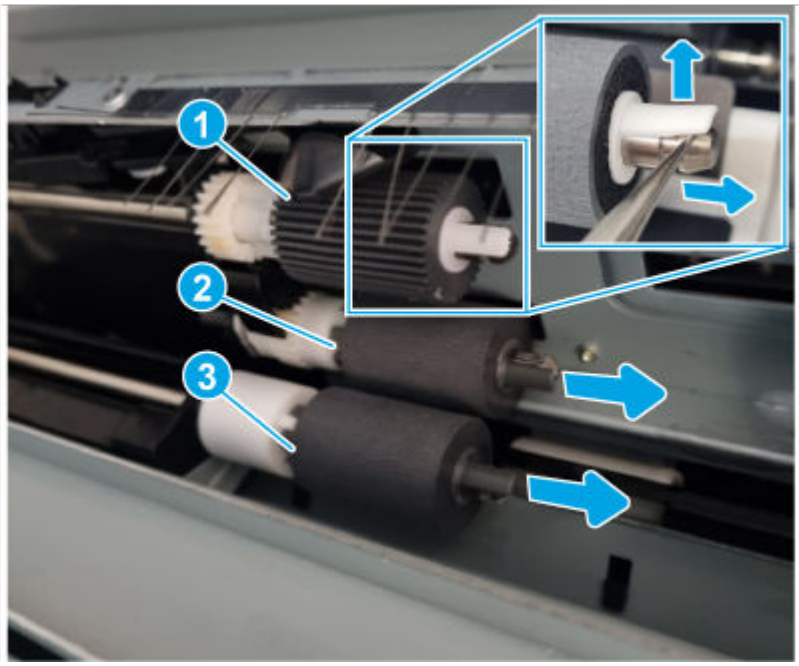
Reinstallation tip: After installing replacement rollers, make sure to fully slide the return guide towards the rear of the printer to prevent paper jams.

Figure 5-327 Slide the return guide



2. Use a pair of tweezers to release the locking tab, and then slide the roller off the shaft to remove it.
   - **Pickup roller**: callout 1
   - **Forward roller**: callout 2
   - **Reverse roller**: callout 3

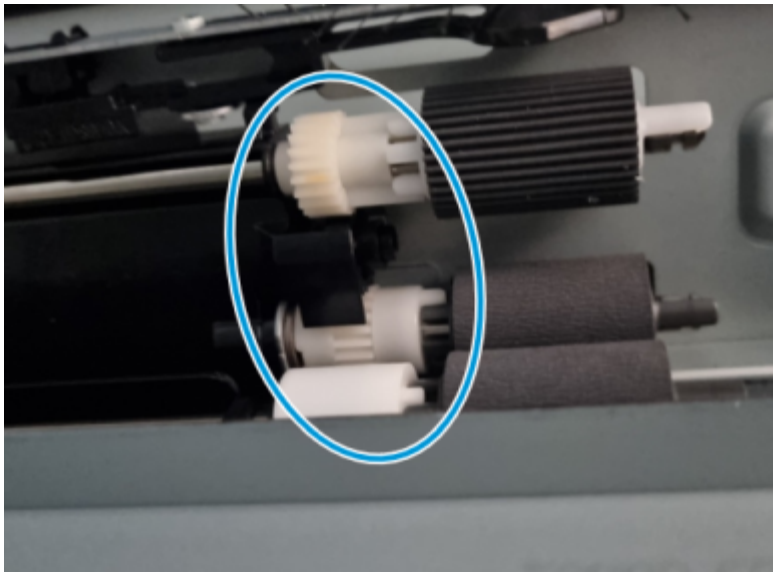
Figure 5-328 Remove the rollers



3. When the rollers are removed, be careful not to dislodge the couplers. If the couplers are dislodged, install them on the shafts as shown below.

NOTE: The figure below shows the pickup assembly removed to more clearly show the rollers and couplers.

Figure 5-329 Rollers and couplers installed



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Tray 3 empty and stack height sensors

Learn about removing and replacing the Tray 3 empty and stack height sensors.

View a video of removing and replacing the Tray 3 empty sensor.

View a video of removing and replacing the Tray 3 stack height sensor.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-43 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Tray 3 empty sensor)
3SJ00-60110	Photo interrupter (Tray 3 stack height sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-330 **Remove four screws**



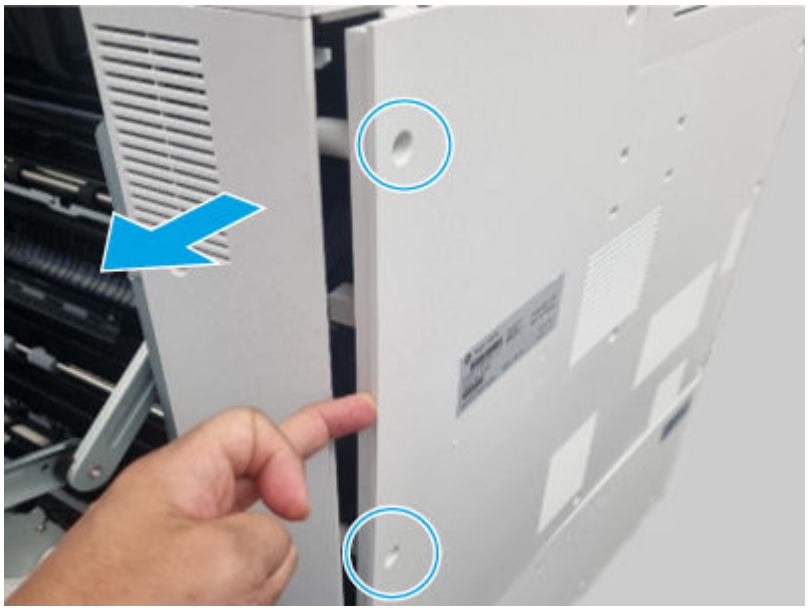
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-331 **Remove the cover**



2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

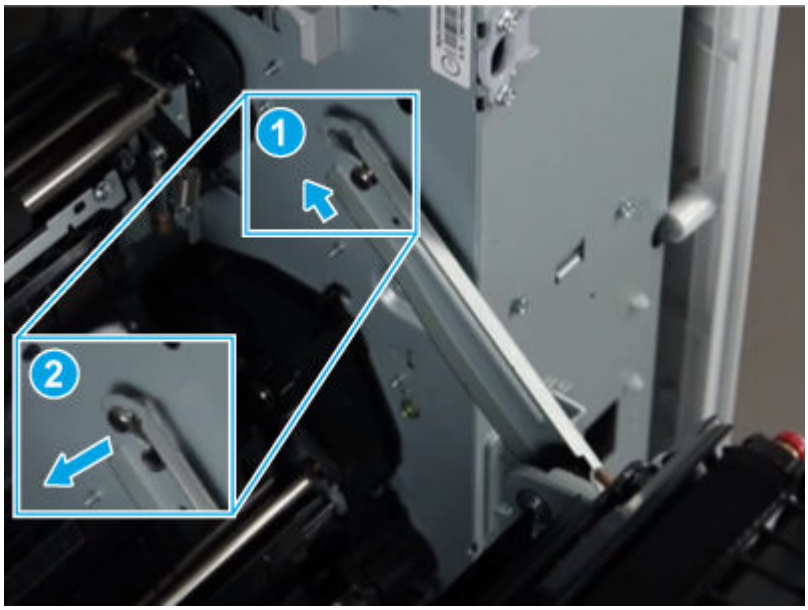
Figure 5-332 Disconnect one connector



2. Release the hinge.

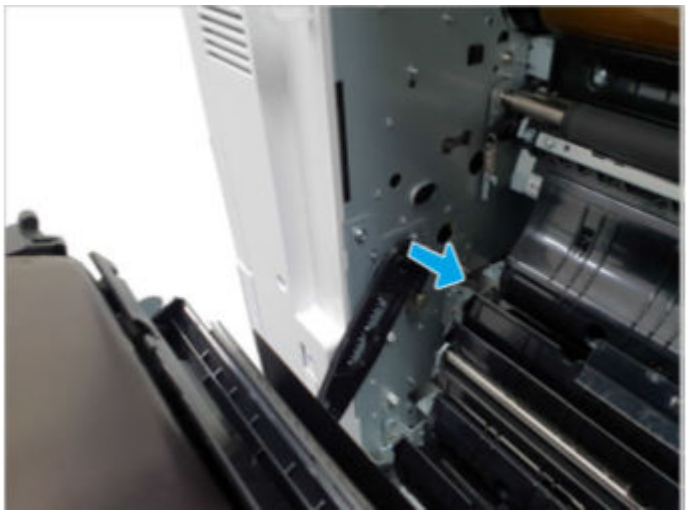
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-333 Release the hinge



3. Release the right door front link.

Figure 5-334 **Release the link**



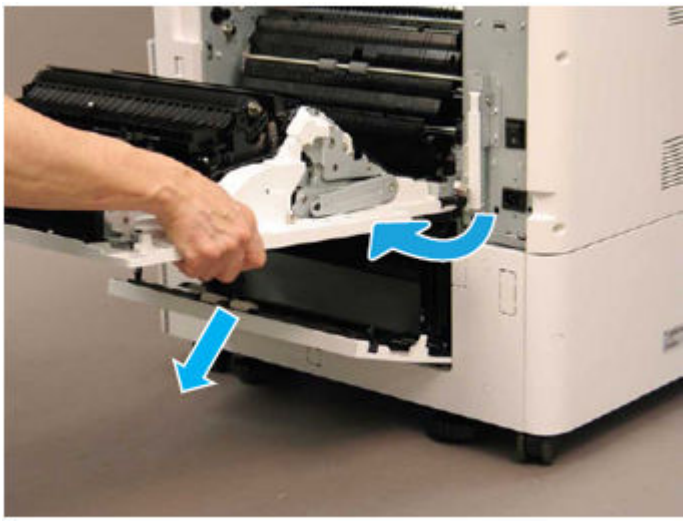
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-335 **Remove the door**



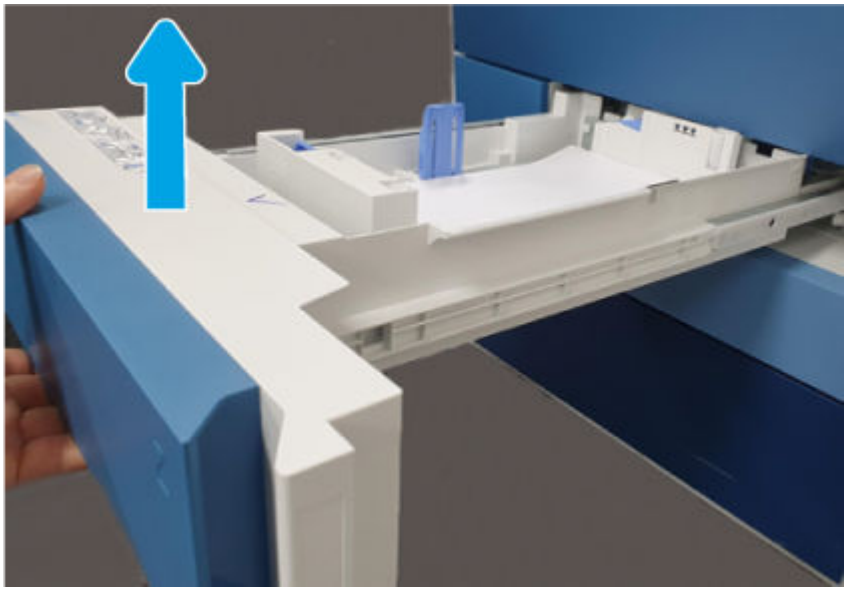
3. Remove Tray 2 or Tray 3

Use the following procedure to remove and replace Tray 2 or Tray 3.

NOTE: Tray 2 is shown in the figure below. However, removing Tray 3 is identical to Tray 2.

- Pull the tray almost all of the way out of the printer, and then lift it up to remove it.

Figure 5-336 Remove the tray

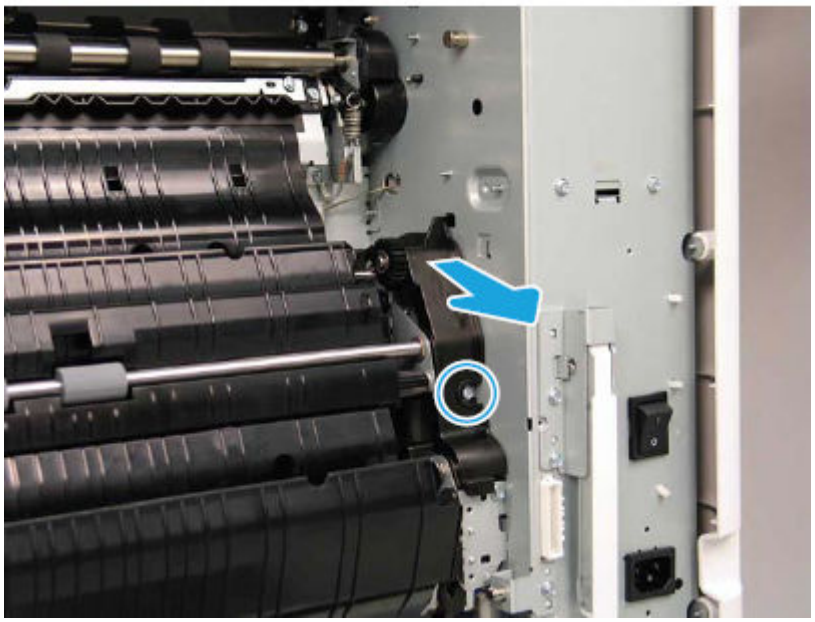


4. Remove the Tray 3 pickup assembly

Use the following procedure to remove and replace the Tray 3 pickup assembly.

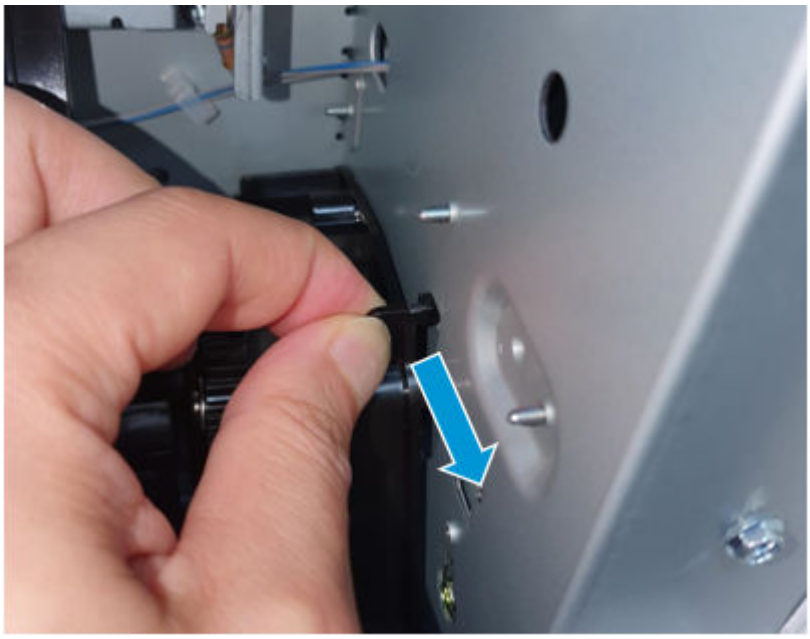
1. Remove one screw, and then remove the gear cover.

Figure 5-337 Remove the cover



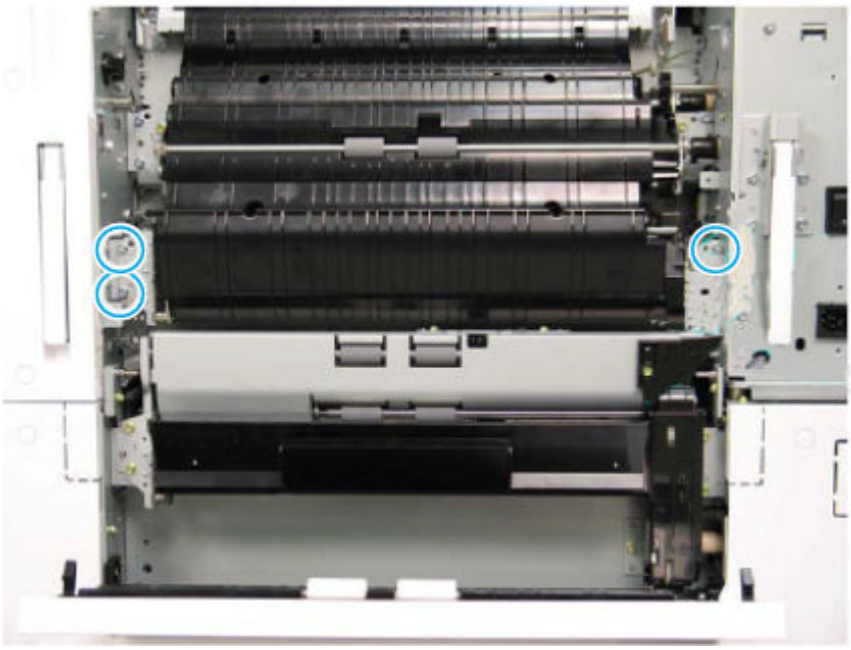
2. Release one hook.

Figure 5-338 **Release the hook**



3. Remove three screws.

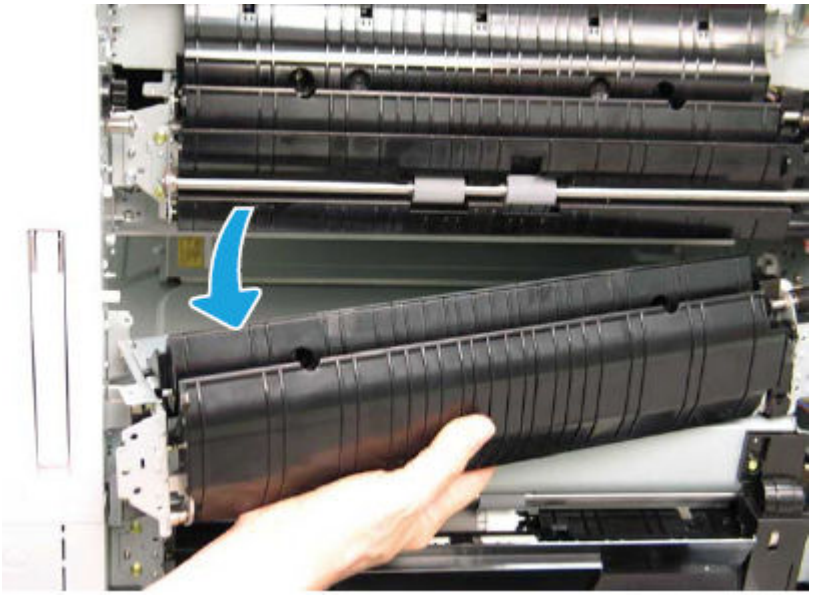
Figure 5-339 **Remove three screws**



4. Rotate the left side of pickup assembly away from the printer.

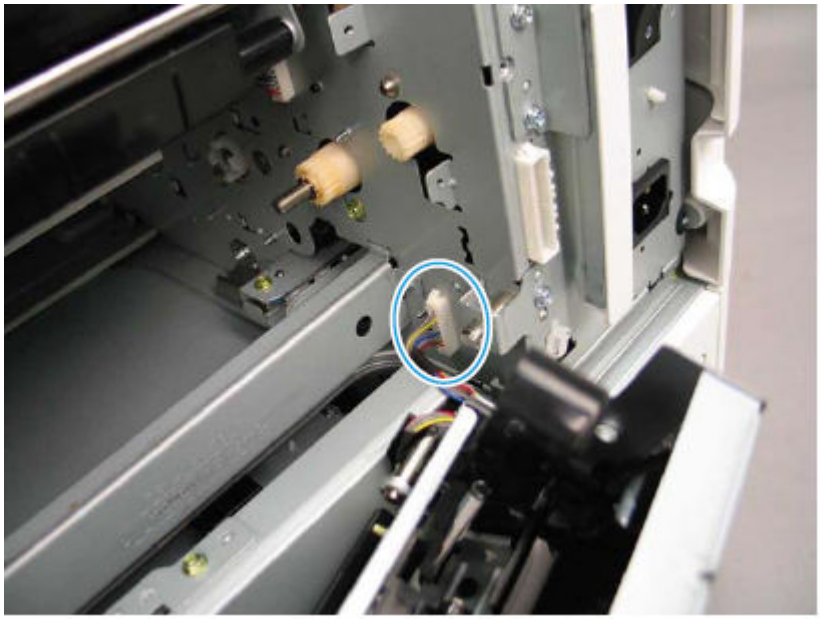
⚠ CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by a wire harness and connector.

Figure 5-340 Rotate the assembly away from the printer



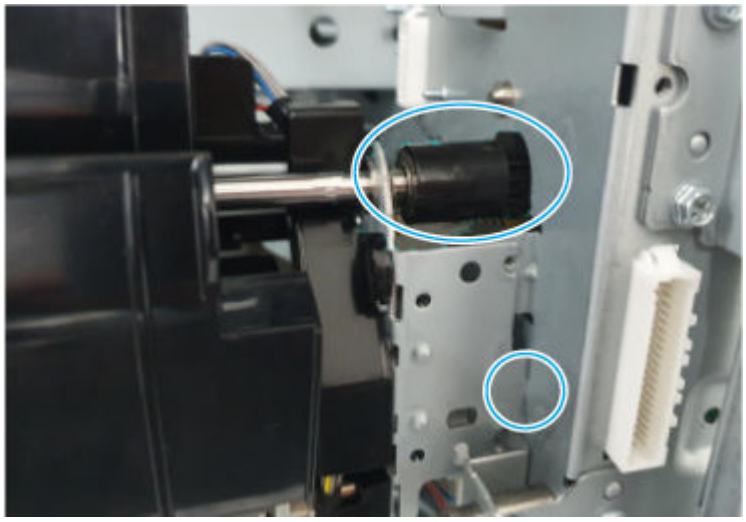
5. Disconnect one connector, and then remove the assembly.

Figure 5-341 Remove the assembly



Reinstallation tip: When installing the assembly, insert and align the right side first.

Figure 5-342 Install the assembly

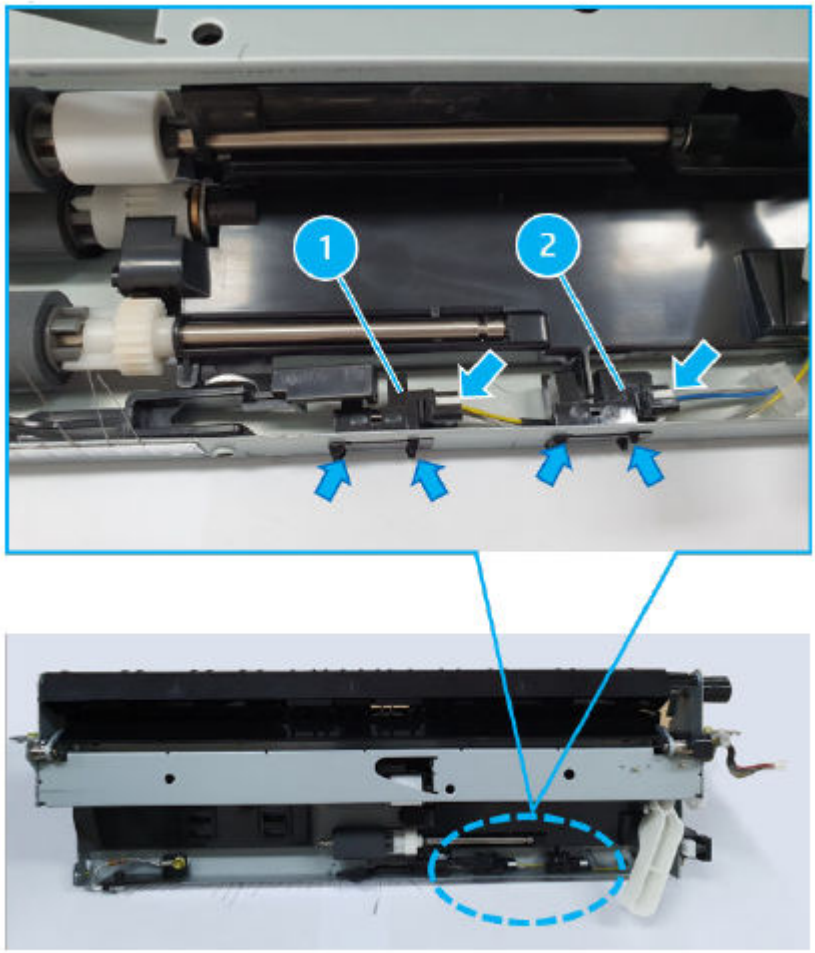


5. Remove the Tray 3 empty and stack height sensors

Use the following procedure to remove and replace the Tray 3 empty and stack height sensors.

1. Locate the Tray 3 empty (callout 1) and stack height (callout 2) sensors, connectors, and locking tabs on the pickup assembly.

Figure 5-343 Locate the sensors

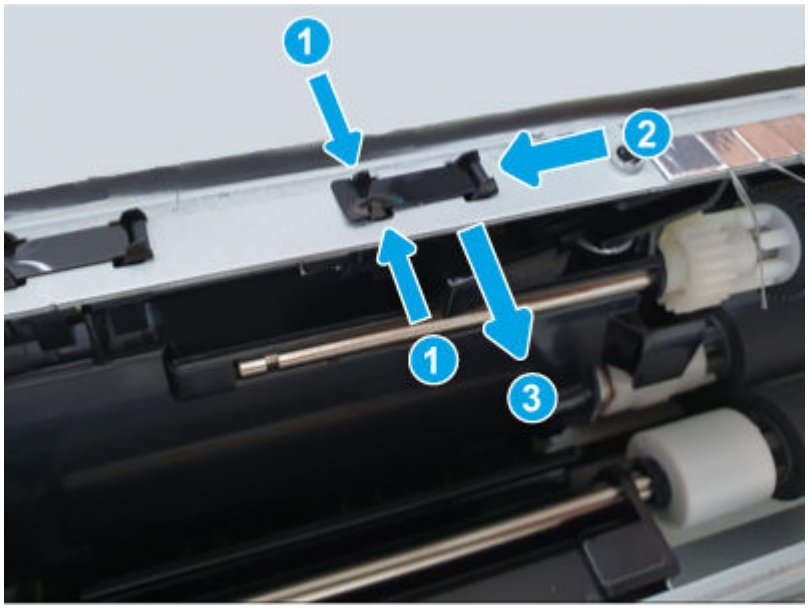


2. Do the following:

NOTE: The black ESD insulator sheet does not need to be removed.

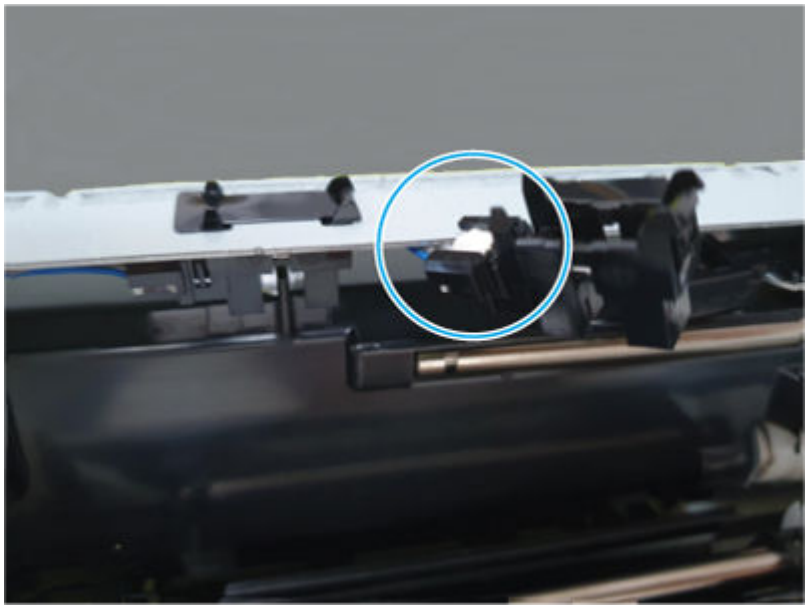
- Release the hooks (callout 1).
- Slide the sensor assembly to the left (callout 2).
- Push the senor assembly as shown (callout 3) to release it.

Figure 5-344 Release the sensors



3. Disconnect the connector and remove the sensor assembly.

Figure 5-345 Remove the sensors



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Removal and replacement: Tray 3 prefeed sensor

Learn about removing and replacing the Tray 3 prefeed sensor.

View a video of removing and replacing the Tray 3 prefeed sensor.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-44 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Tray 3 prefeed sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

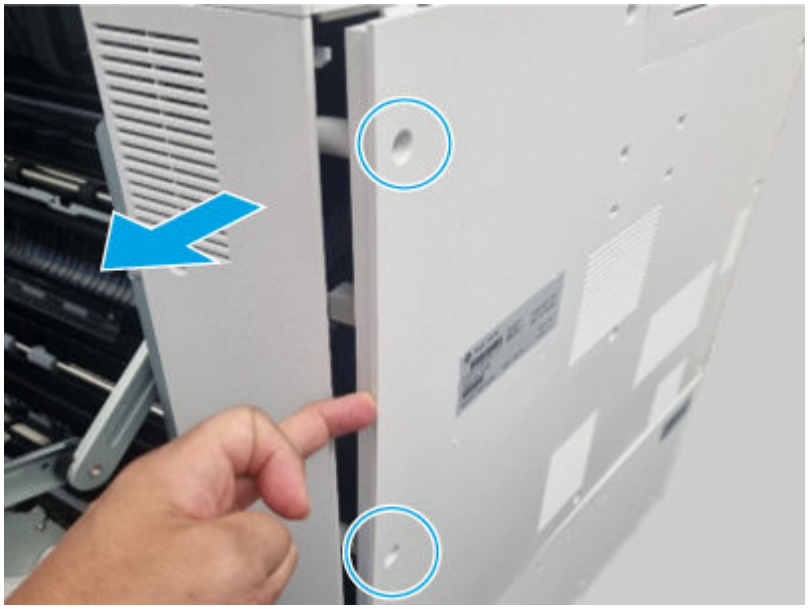
1. Remove four screws.

   Figure 5-346 **Remove four screws**

2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.
   c. Open the right door, and then remove the right rear cover.

Figure 5-347 Remove the cover

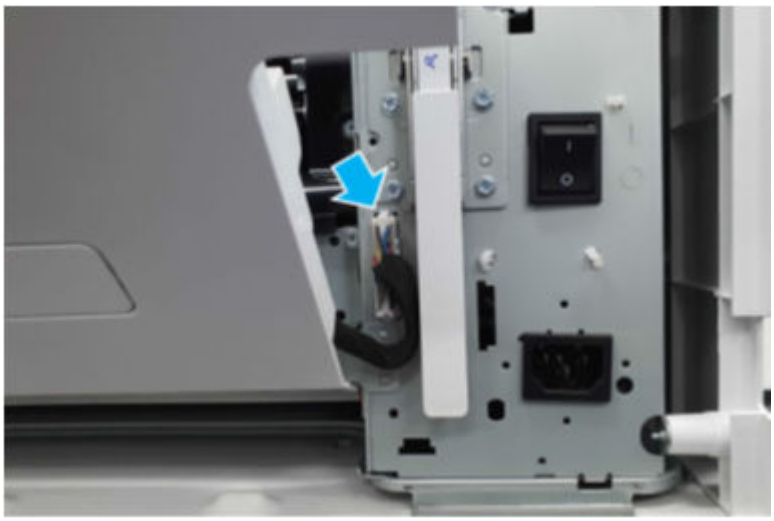


2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

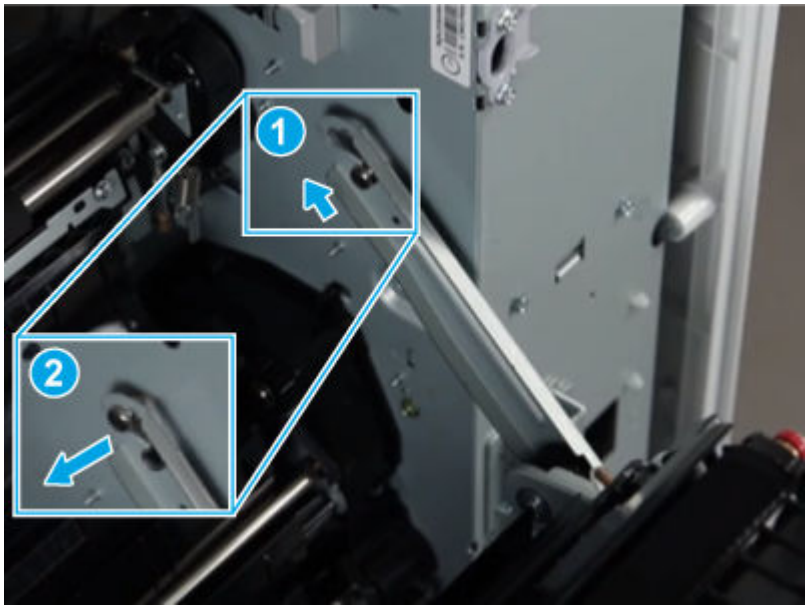
Figure 5-348 Disconnect one connector



2. Release the hinge.

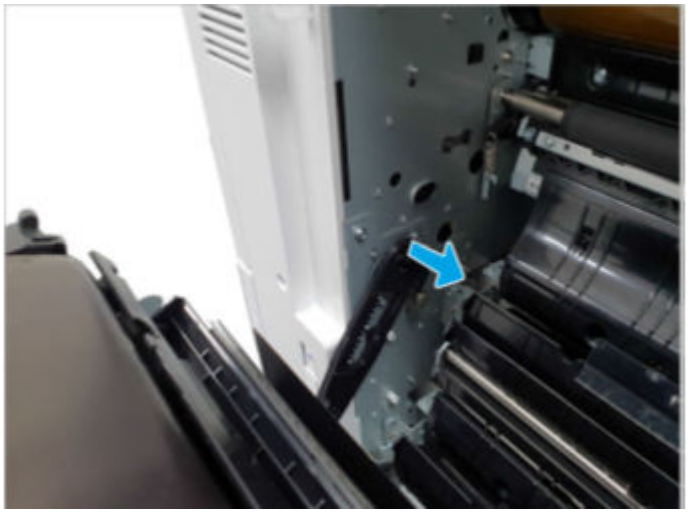
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-349 Release the hinge



3. Release the right door front link.

Figure 5-350 Release the link



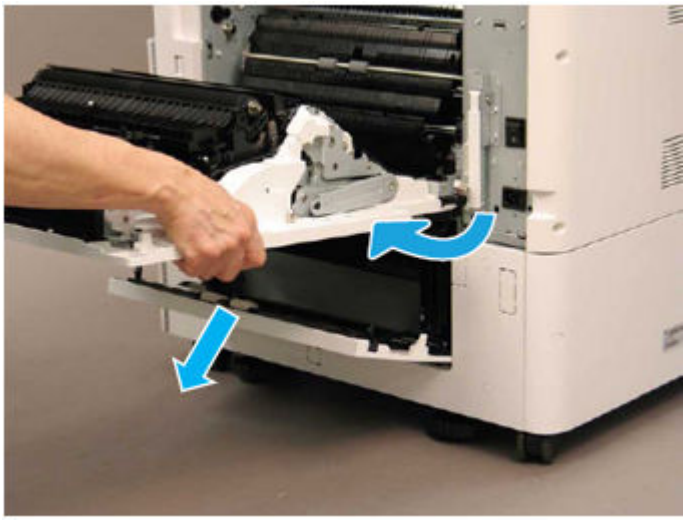
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-351 Remove the door



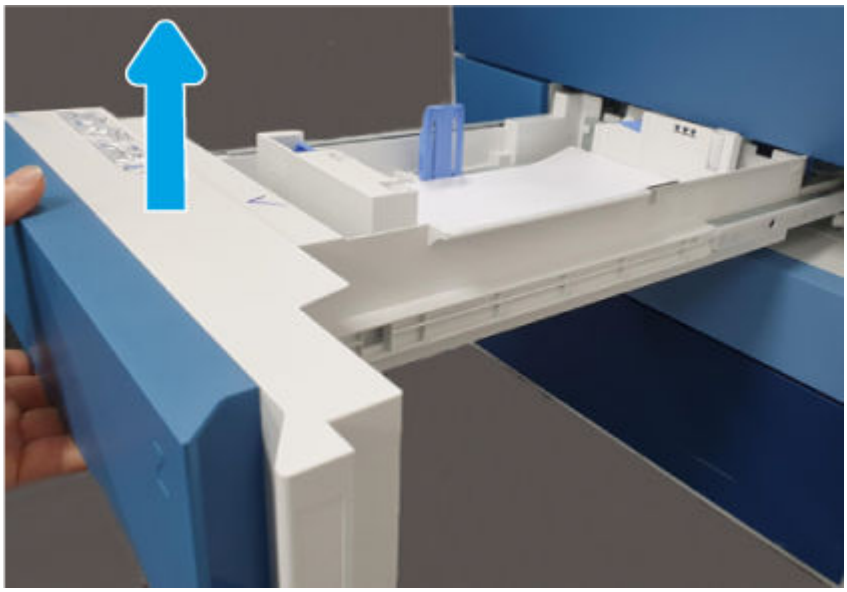
3. Remove Tray 2 or Tray 3

Use the following procedure to remove and replace Tray 2 or Tray 3.

NOTE: Tray 2 is shown in the figure below. However, removing Tray 3 is identical to Tray 2.

- Pull the tray almost all of the way out of the printer, and then lift it up to remove it.

Figure 5-352 Remove the tray

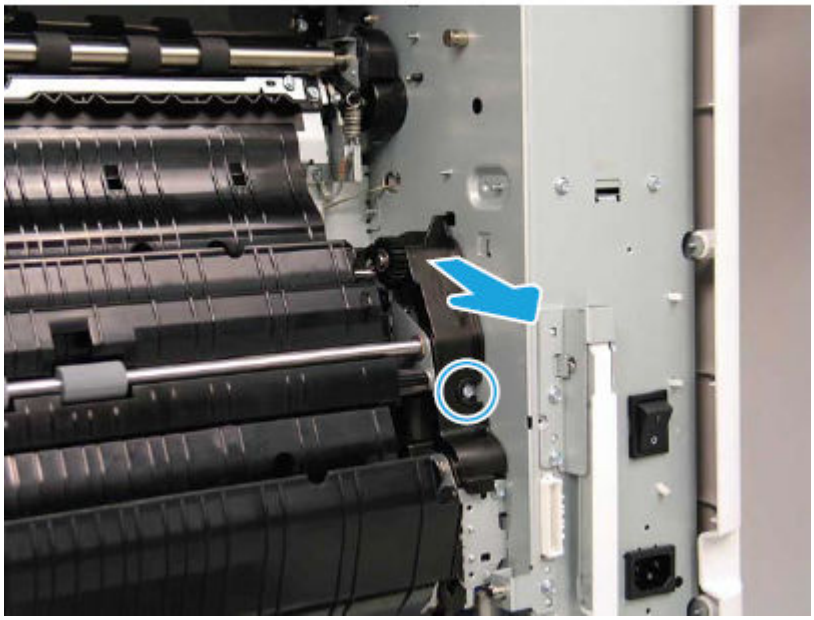


4. Remove the Tray 3 pickup assembly

Use the following procedure to remove and replace the Tray 3 pickup assembly.

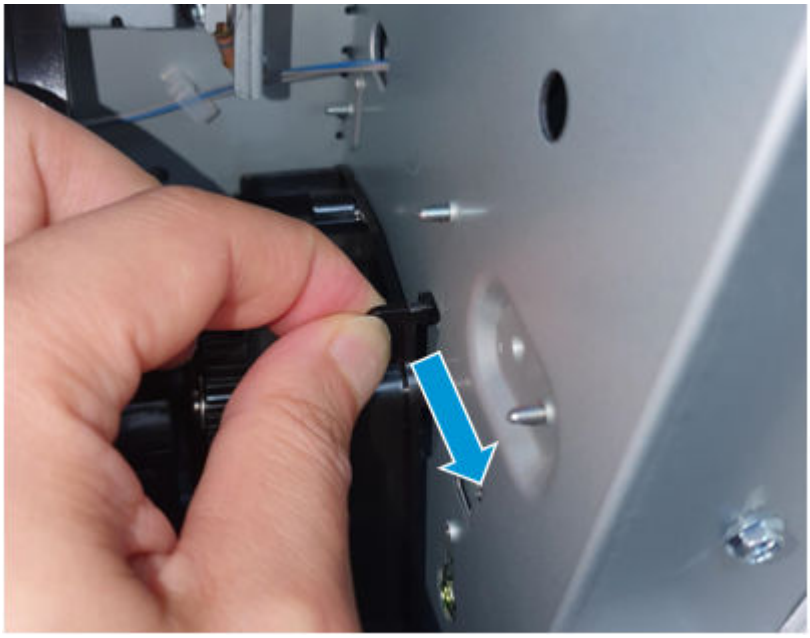
1. Remove one screw, and then remove the gear cover.

Figure 5-353 Remove the cover



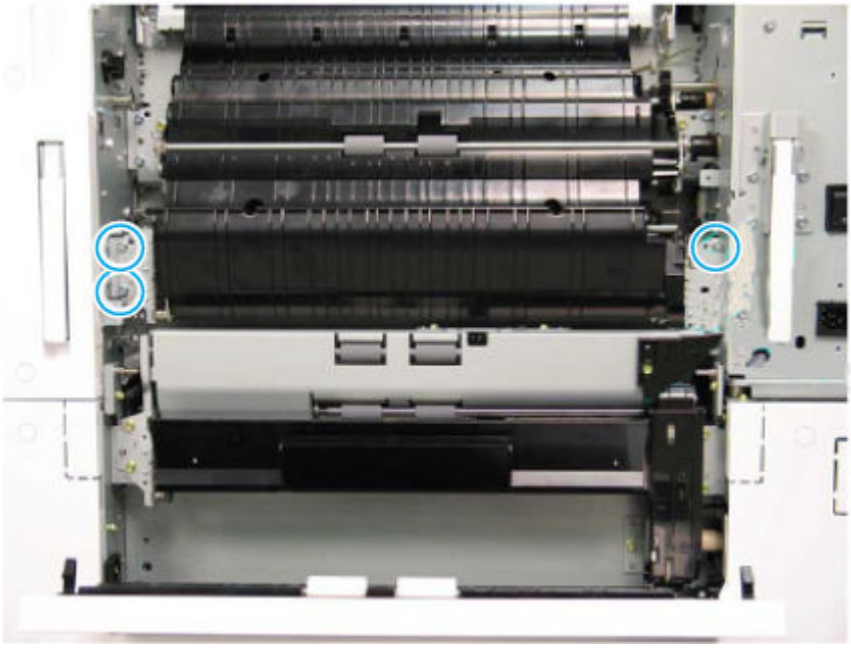
2. Release one hook.

Figure 5-354 Release the hook



3. Remove three screws.

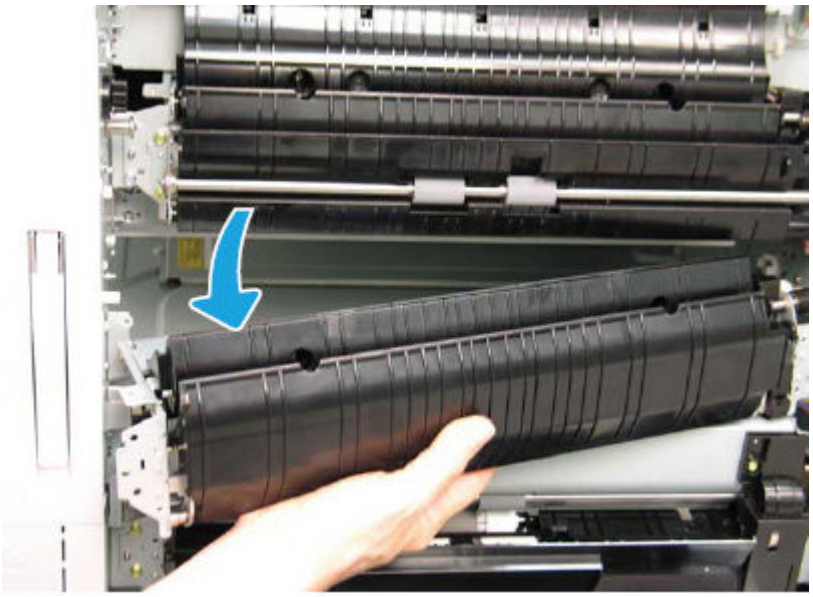
Figure 5-355 Remove three screws



4. Rotate the left side of pickup assembly away from the printer.

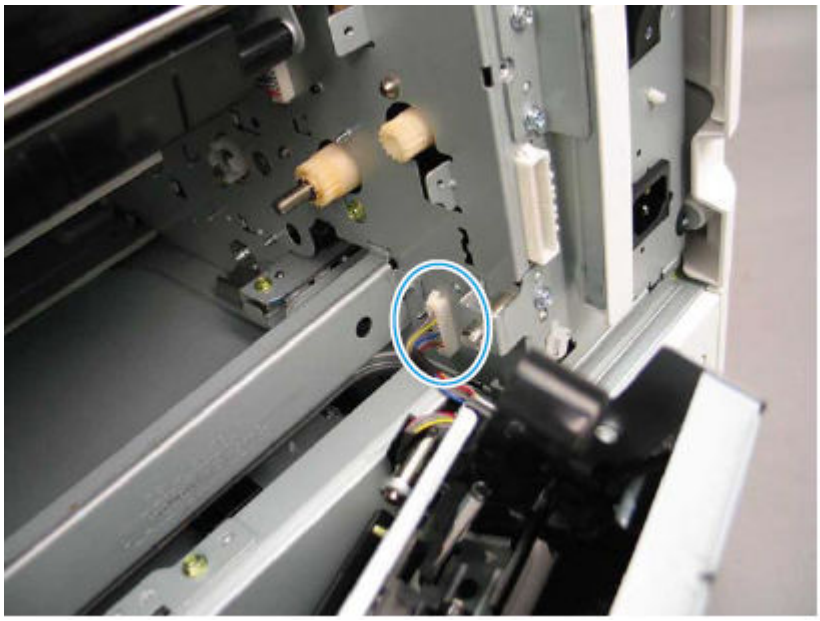
⚠ CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by a wire harness and connector.

Figure 5-356 Rotate the assembly away from the printer



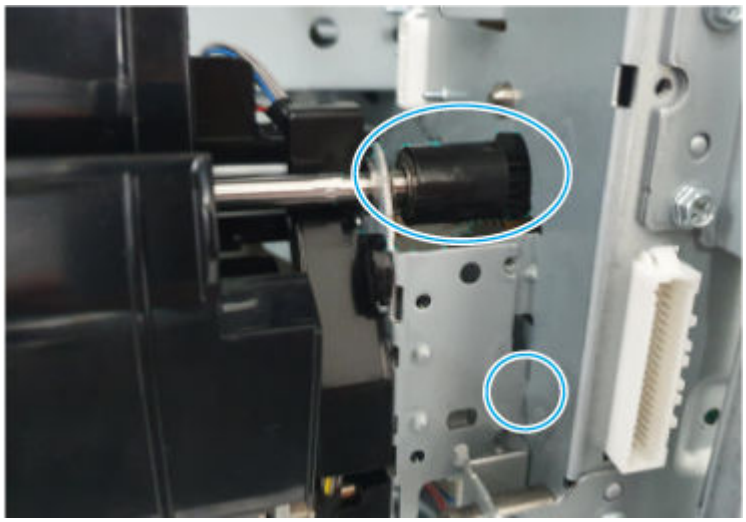
5. Disconnect one connector, and then remove the assembly.

Figure 5-357 Remove the assembly



Reinstallation tip: When installing the assembly, insert and align the right side first.

Figure 5-358 Install the assembly

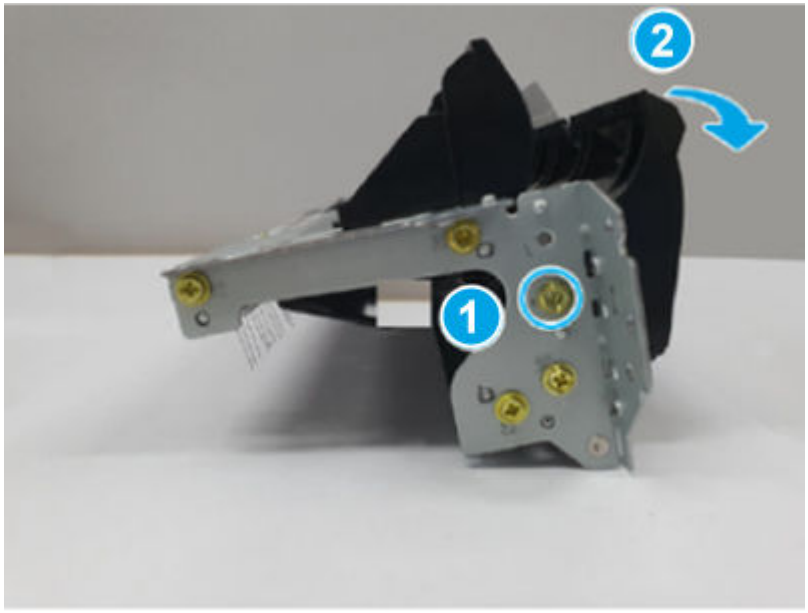


5. Remove the Tray 3 prefeed sensor

Use the following procedure to remove and replace the Tray 3 prefeed sensor.

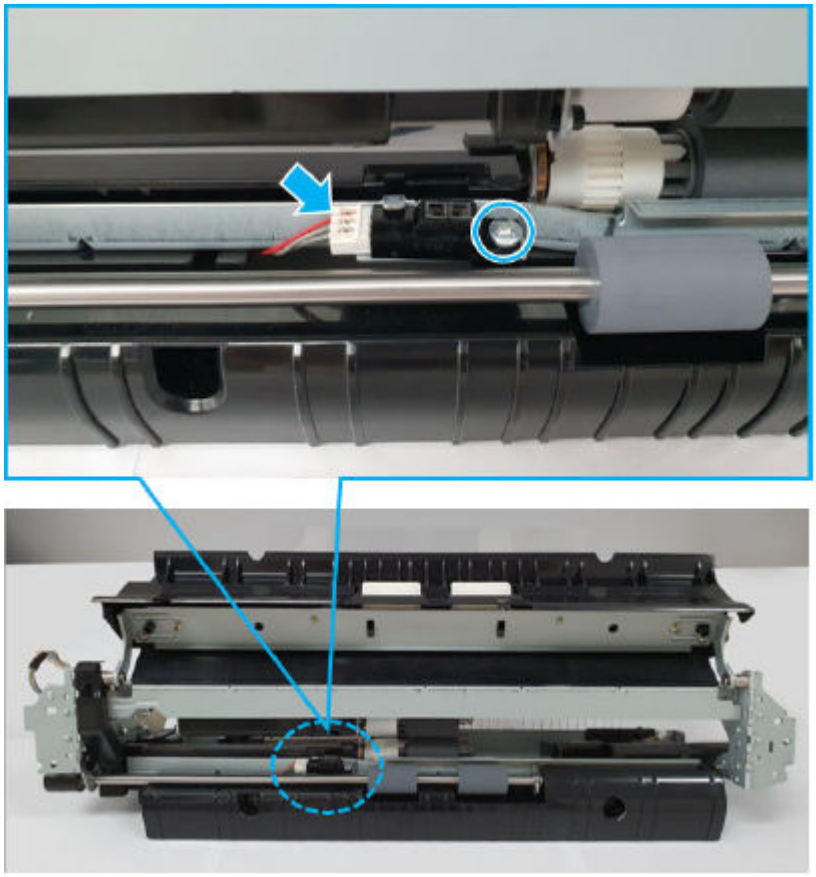
1. Remove one screw (callout 1), and then open the pickup guide (callout 2).

Figure 5-359 **Open the pickup guide**



2. Locate the sensor on the pickup assembly, and then do the following:
   - Disconnect one connector.
   - Remove one screw.
   - Release the Tray 3 prefeed sensor.

Figure 5-360 Remove the sensor



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not

available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

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

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

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

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

Removal and replacement: Tray 3 open and paper size sensor

Learn about removing and replacing the Tray 3 open and paper size sensor.

NOTE: This procedure removes the front door for better access to the sensor.

View a video of removing and replacing the Tray 3 open and paper size sensor.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-45 Part information

Part number	Part description
JC93-01408A	Tray 3 open and paper size sensor

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the front cover

Use the following procedure to remove and replace the front cover.

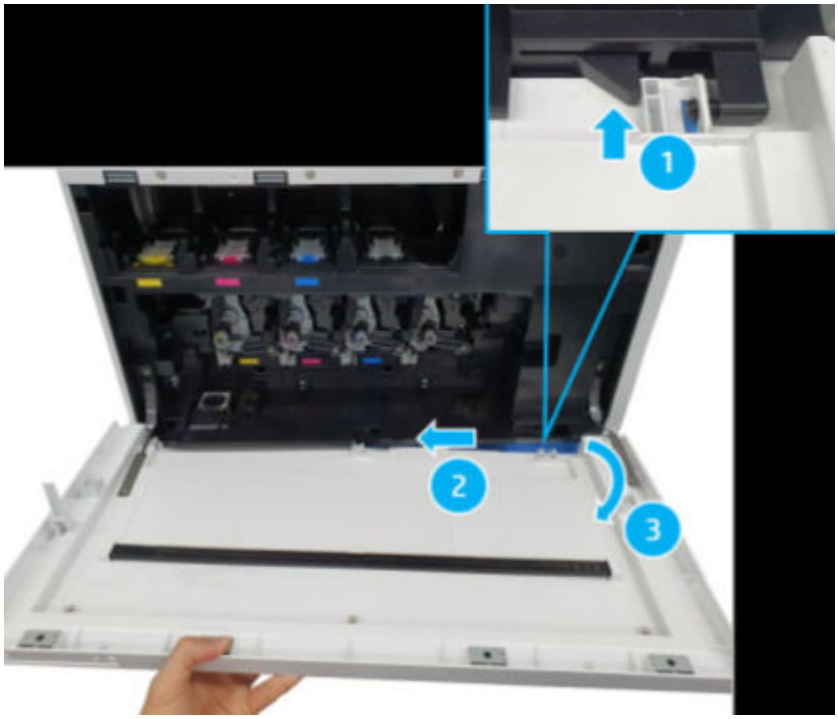
1. Remove two screws.

Figure 5-361 **Remove two screws**



2. Push in on the hook located at the right side of the cover (callout 1), and then remove the cover (callouts 2/3).

Figure 5-362 Remove the cover



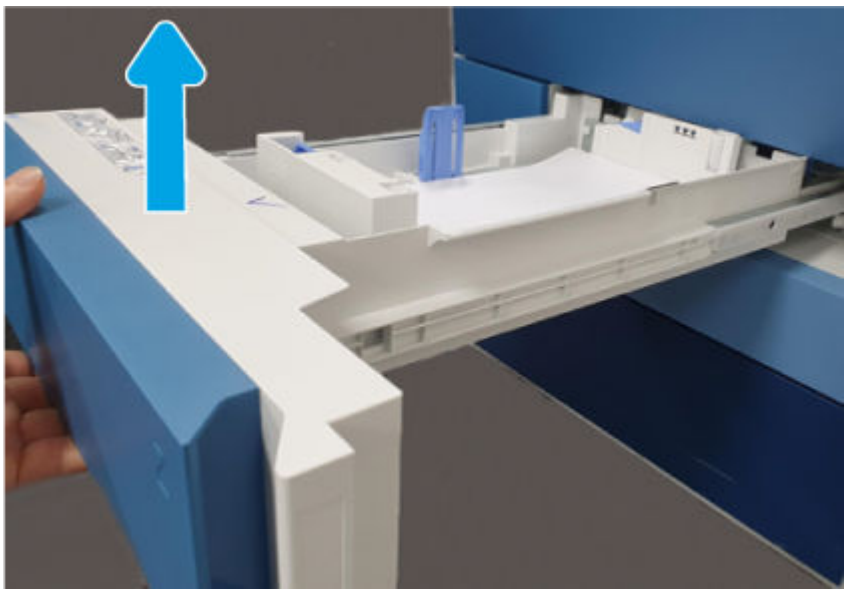
2. Remove Tray 2 or Tray 3

Use the following procedure to remove and replace Tray 2 or Tray 3.

NOTE: Tray 2 is shown in the figure below. However, removing Tray 3 is identical to Tray 2.

- Pull the tray almost all of the way out of the printer, and then lift it up to remove it.

Figure 5-363 Remove the tray

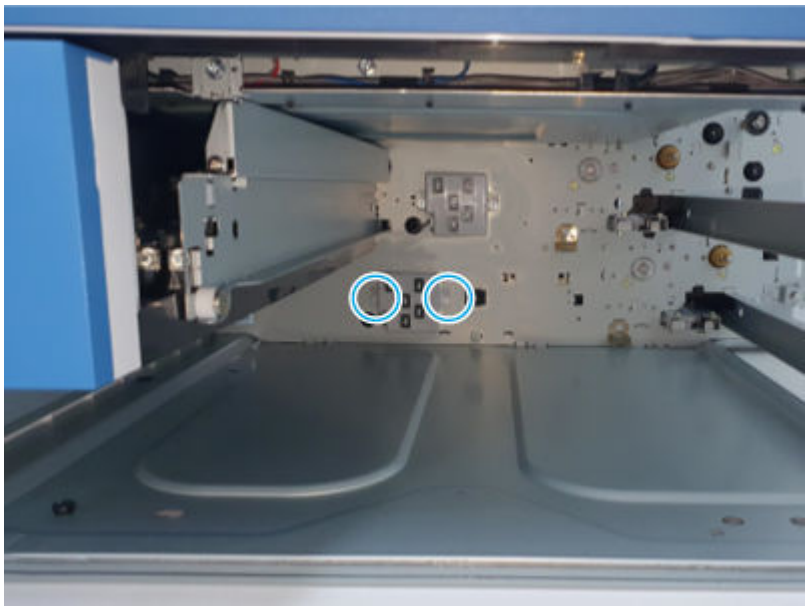


3. Remove the Tray 3 open and paper size sensor

Use the following procedure to remove and replace the Tray 3 open and paper size sensor.

1. Remove two screws.

Figure 5-364 **Remove two screws**



2. Disconnect one connector, and then remove the sensor assembly.

NOTE: The figure below shows the Tray 2 sensor being removed. Removing the Tray 3 sensor (lower) is identical to Tray 2.

TIP: The sensor assembly is located far back in the tray cavity. Hold the sensor as shown below to easily disconnect (and reconnect at installation) the connector.

Figure 5-365 **Remove the sensor**



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Removal and replacement: Tray heater (accessory)

Learn about removing and replacing the tray heaters.

View a video of removing and replacing the tray heaters.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-46 Part information

Part number	Part description
Y1G22-67901	Tray heater 110V
Y1G22-67902	Tray heater 220V

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

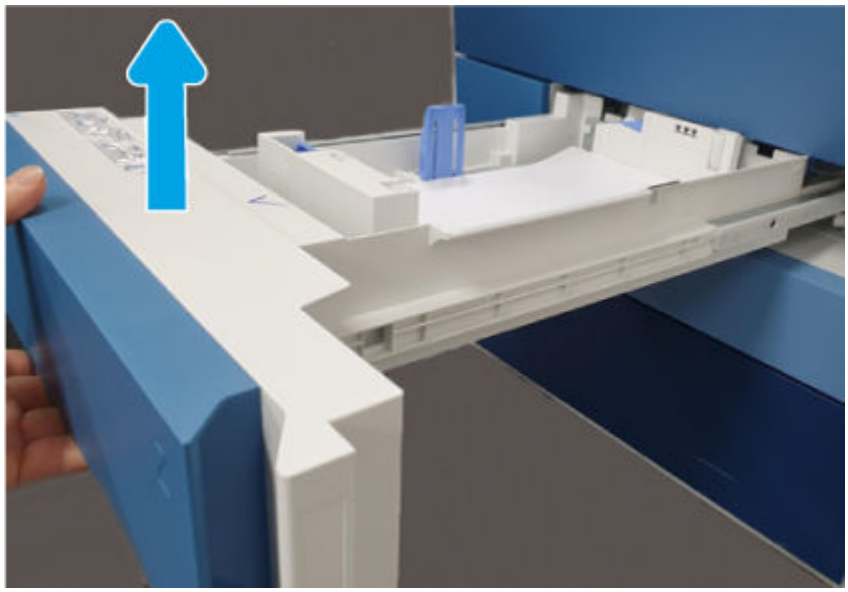
1. Remove Tray 2 or Tray 3

Use the following procedure to remove and replace Tray 2 or Tray 3.

NOTE: Tray 2 is shown in the figure below. However, removing Tray 3 is identical to Tray 2.

- Pull the tray almost all of the way out of the printer, and then lift it up to remove it.

Figure 5-366 Remove the tray



2. Remove Tray 2 or Tray 3

Use the following procedure to remove and replace Tray 2 or Tray 3.

NOTE: Tray 2 is shown in the figure below. However, removing Tray 3 is identical to Tray 2.

1. Remove one screw.

Figure 5-367 Remove one screw



2. Do the following:

- Slightly lift up on the front of the heater, and pull it toward the front of the printer.

CAUTION: Do not attempt to completely remove the heater. It is still attached to the printer by a wire-harness connector.

- Disconnect one connector, and then remove the heater.

Figure 5-368 Remove the heater



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Feed drive assembly

Learn about removing and replacing the feed drive assembly.

View a video of removing and replacing the feed drive assembly.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-47 Part information

Part number	Part description
JC93-01664A	Feed drive assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

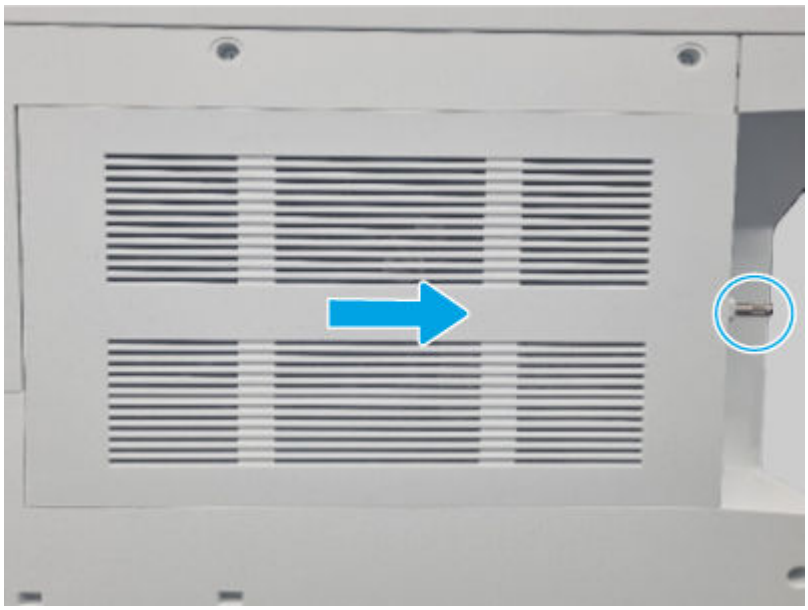
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-369 Remove the cover

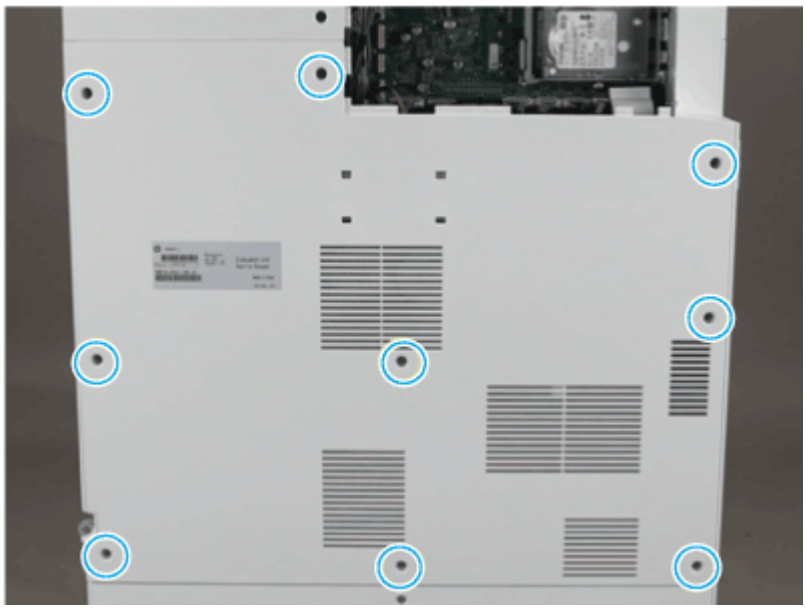


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-370 Remove the cover



3. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-371 **Remove four screws**



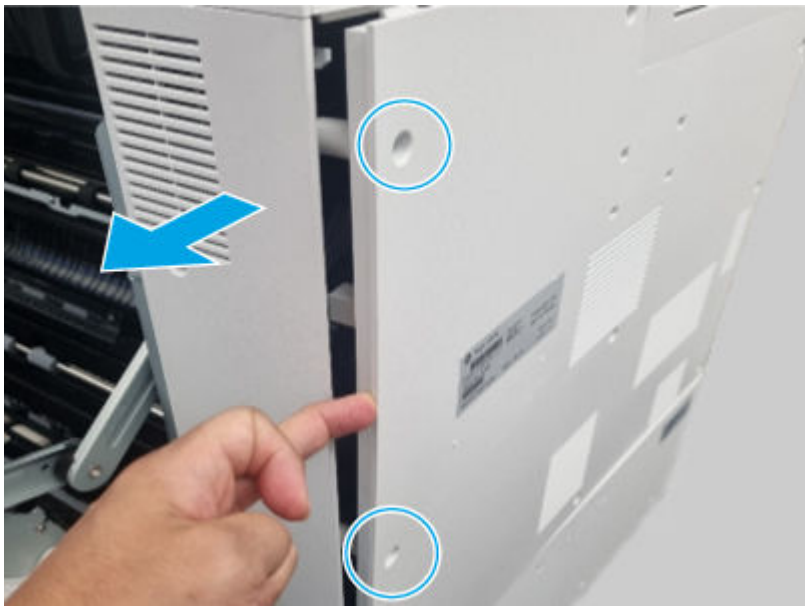
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-372 **Remove the cover**



4. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

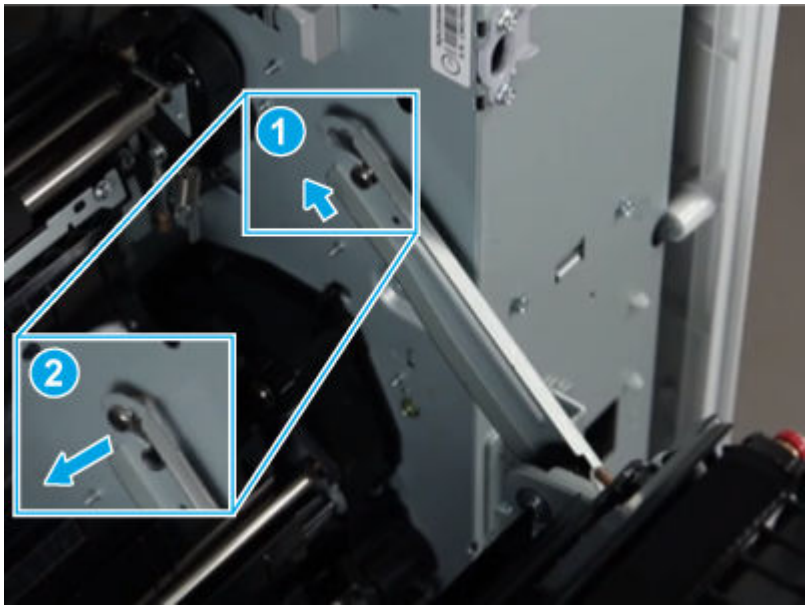
Figure 5-373 Disconnect one connector



2. Release the hinge.

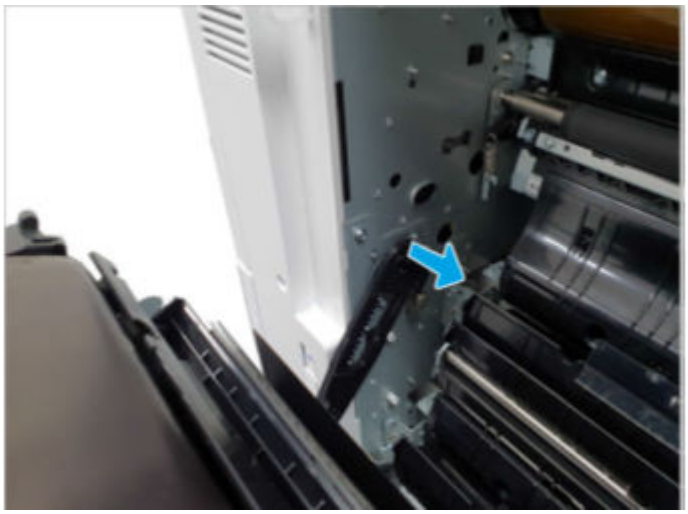
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-374 Release the hinge



3. Release the right door front link.

Figure 5-375 **Release the link**



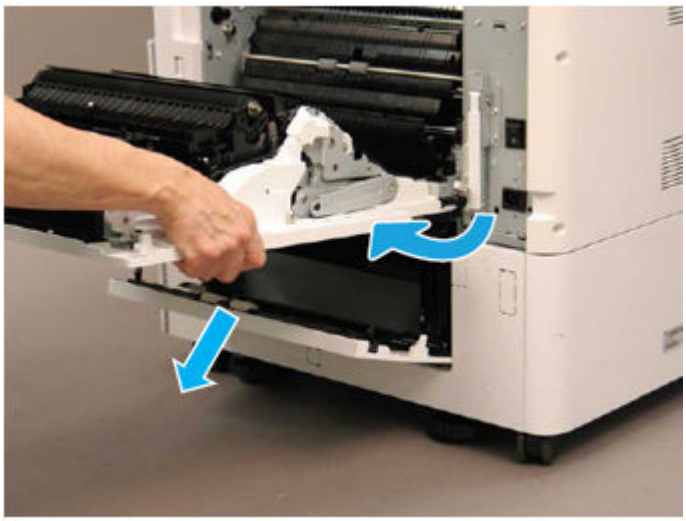
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-376 **Remove the door**



5. Remove the feed drive assembly

Use the following procedure to remove and replace the feed drive assembly.

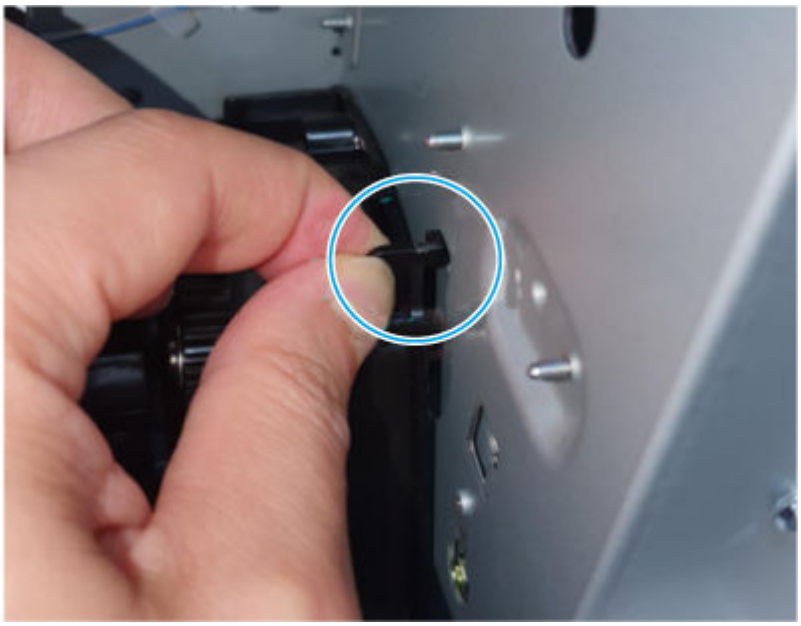
1. Remove one screw.

Figure 5-377 Remove one screw



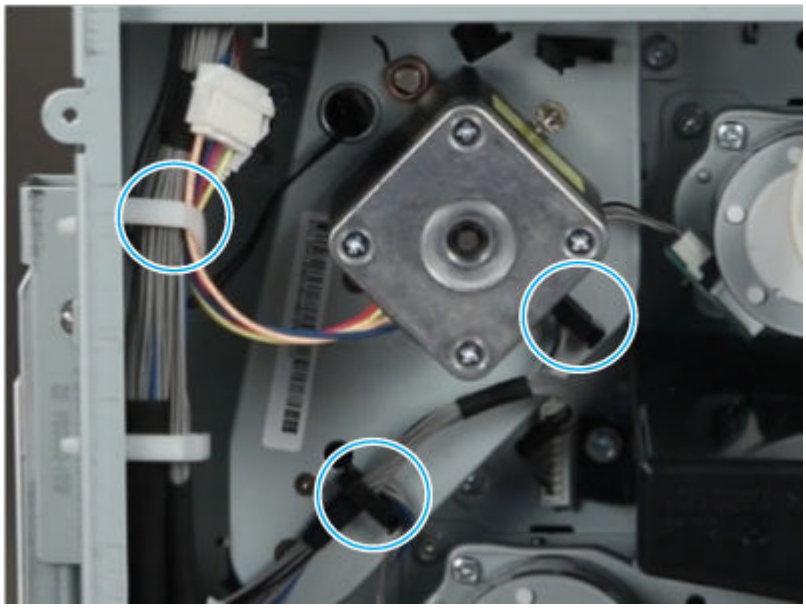
2. Release one hook, and then remove the gear cover.

Figure 5-378 Remove the gear cover



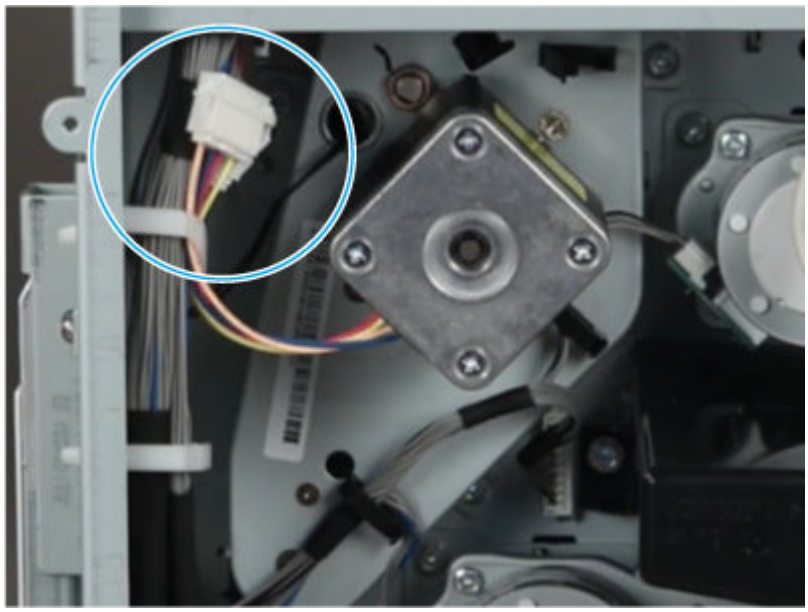
3. Release three retainers.

Figure 5-379 Release three retainers



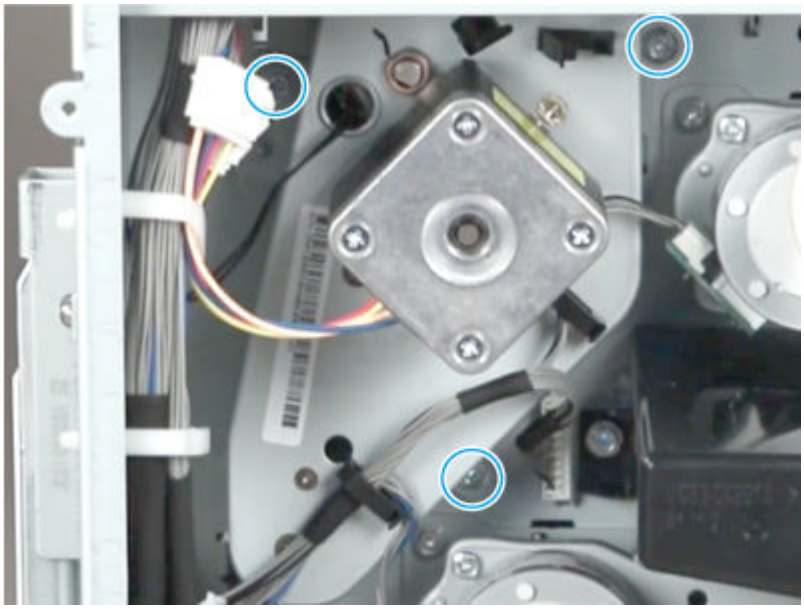
4. Disconnect two connectors.

Figure 5-380 Disconnect two connectors



5. Remove three screws, and then remove the feed drive assembly

Figure 5-381 **Remove the feed drive assembly**



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Feed motor

Learn about removing and replacing the feed motor.

View a video of removing and replacing the feed motor.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-48 Part information

Part number	Part description
JC31-00189A	Drive-motor step (Feed motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

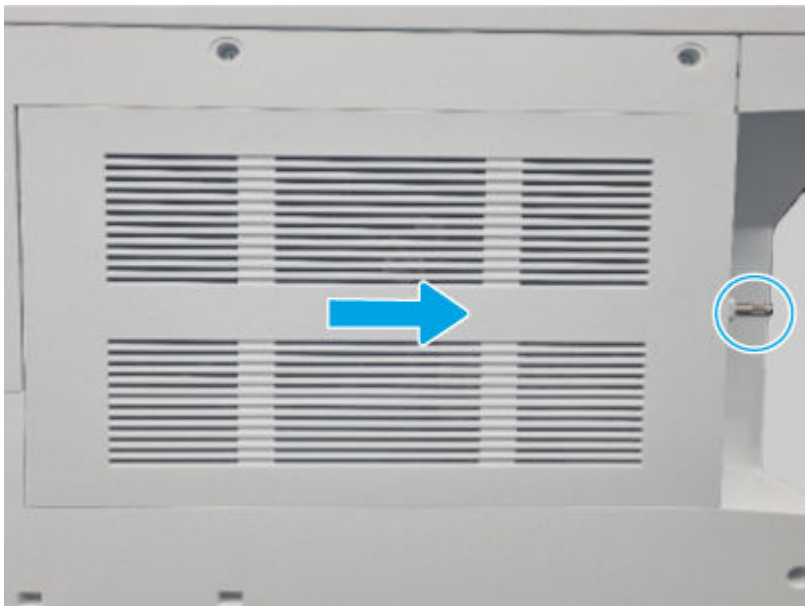
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-382 Remove the cover

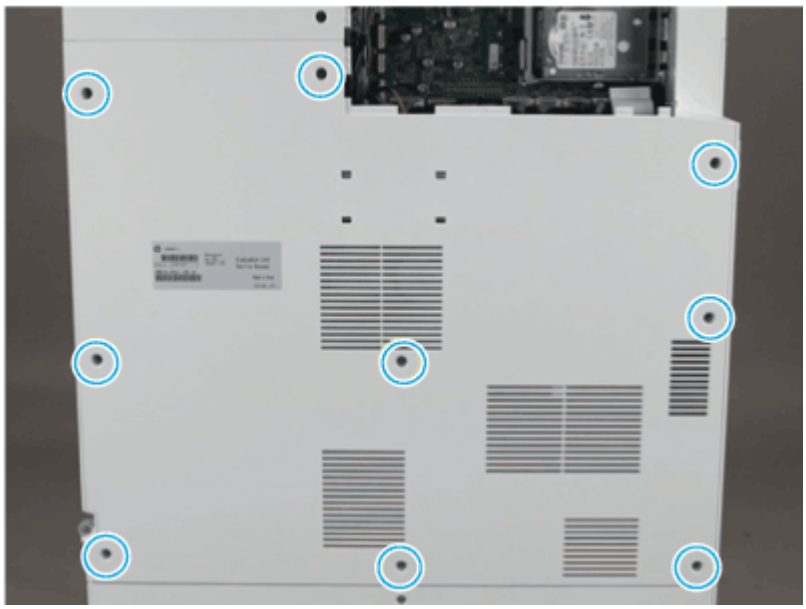


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-383 Remove the cover



3. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-384 Remove four screws



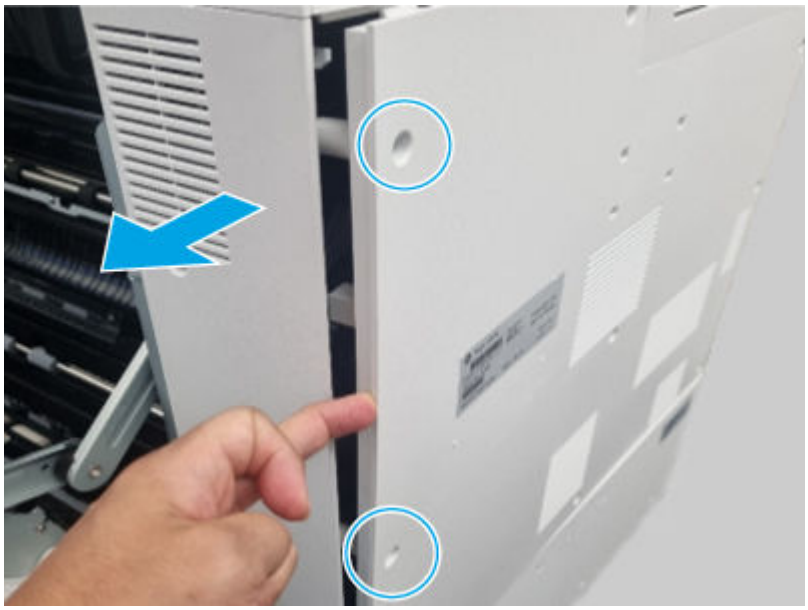
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-385 Remove the cover



4. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

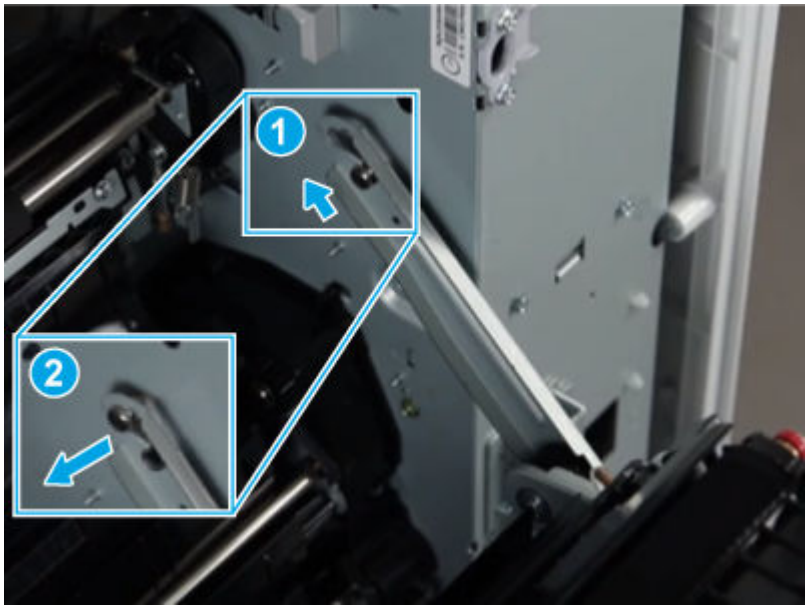
Figure 5-386 Disconnect one connector



2. Release the hinge.

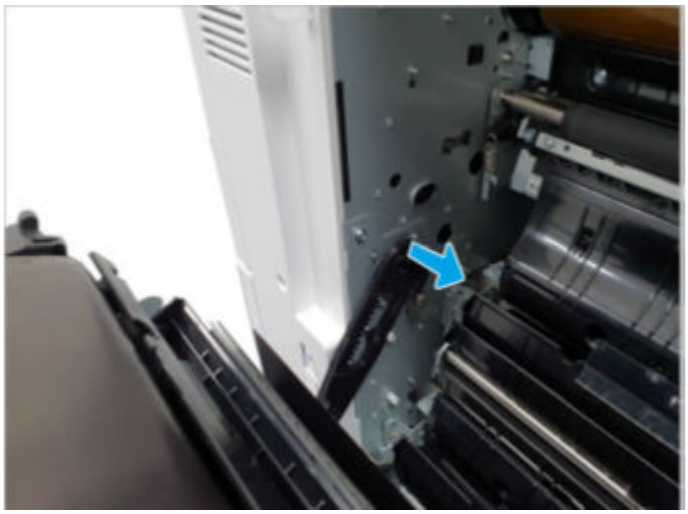
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-387 Release the hinge



3. Release the right door front link.

Figure 5-388 **Release the link**



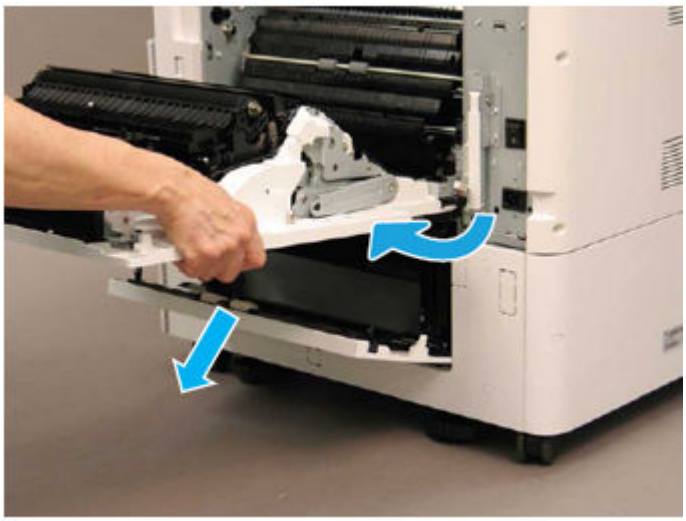
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-389 **Remove the door**



5. Remove the feed drive assembly

Use the following procedure to remove and replace the feed drive assembly.

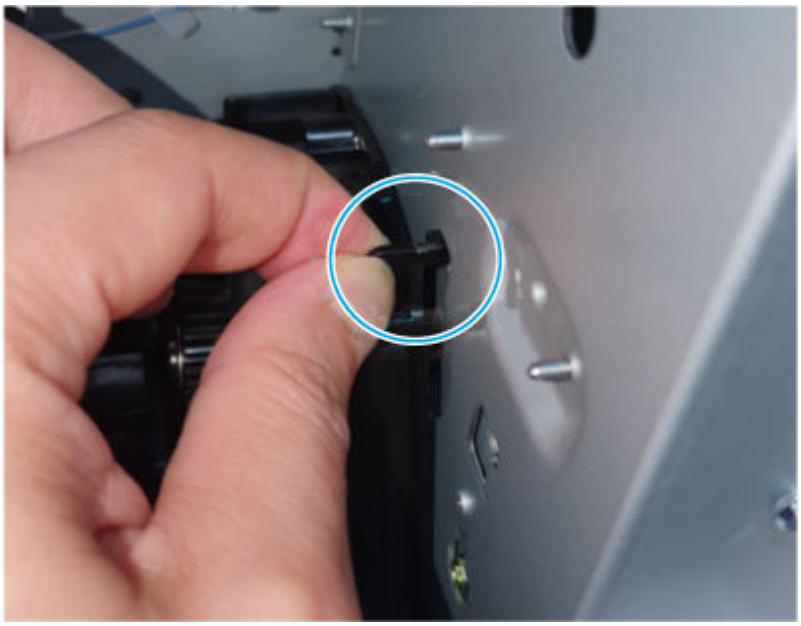
1. Remove one screw.

Figure 5-390 Remove one screw



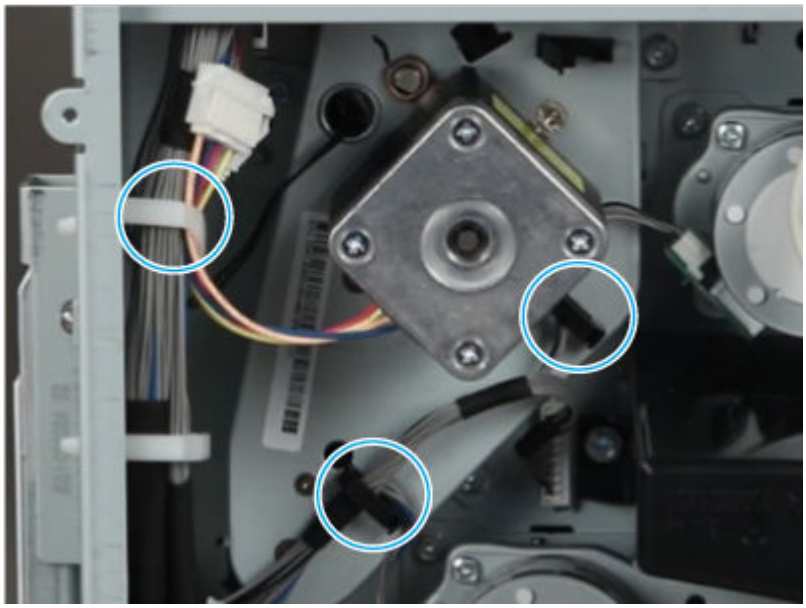
2. Release one hook, and then remove the gear cover.

Figure 5-391 Remove the gear cover



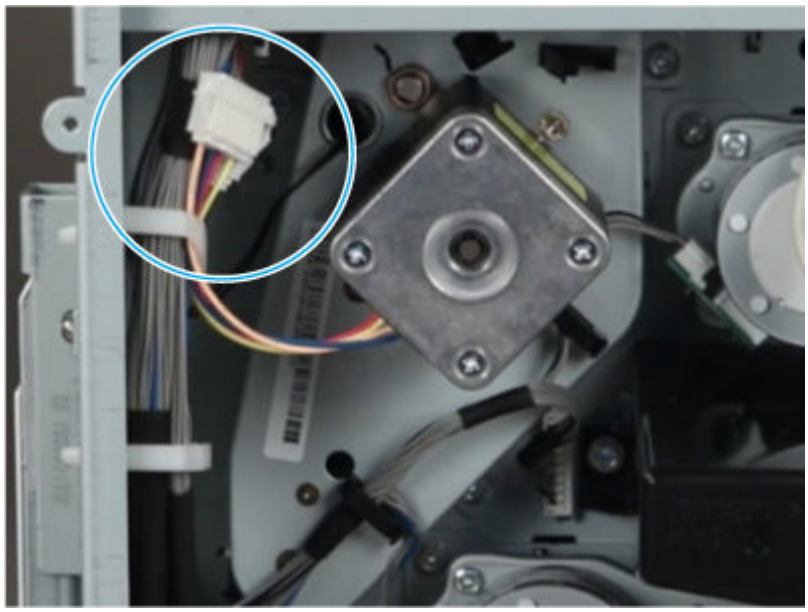
3. Release three retainers.

Figure 5-392 Release three retainers



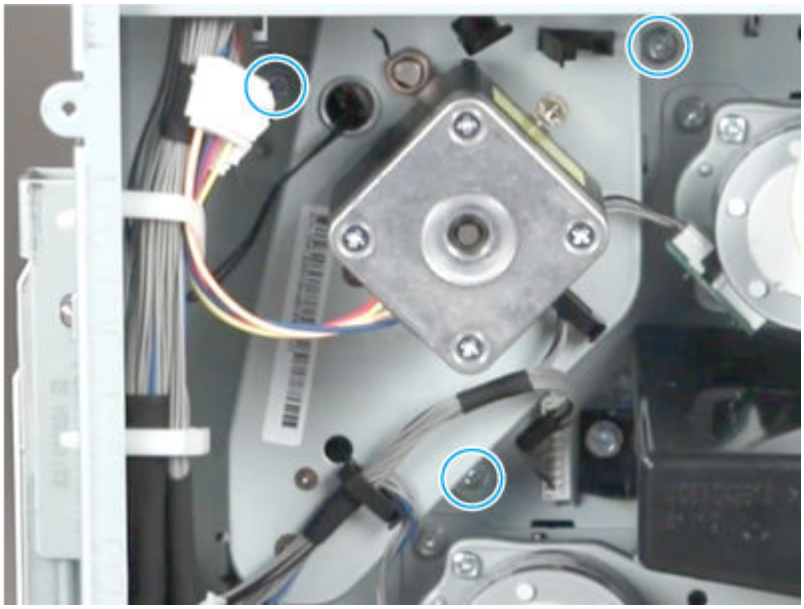
4. Disconnect two connectors.

Figure 5-393 Disconnect two connectors



5. Remove three screws, and then remove the feed drive assembly

Figure 5-394 **Remove the feed drive assembly**



6. Remove the Tray 1 clutch

Use the following procedure to remove and replace the Tray 1 clutch.

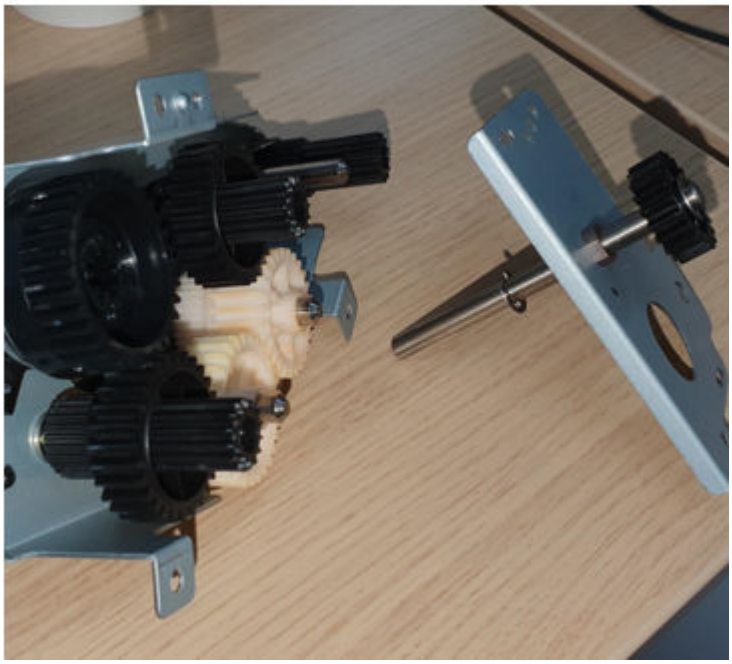
1. Remove one screw.

Figure 5-395 **Remove one screw**



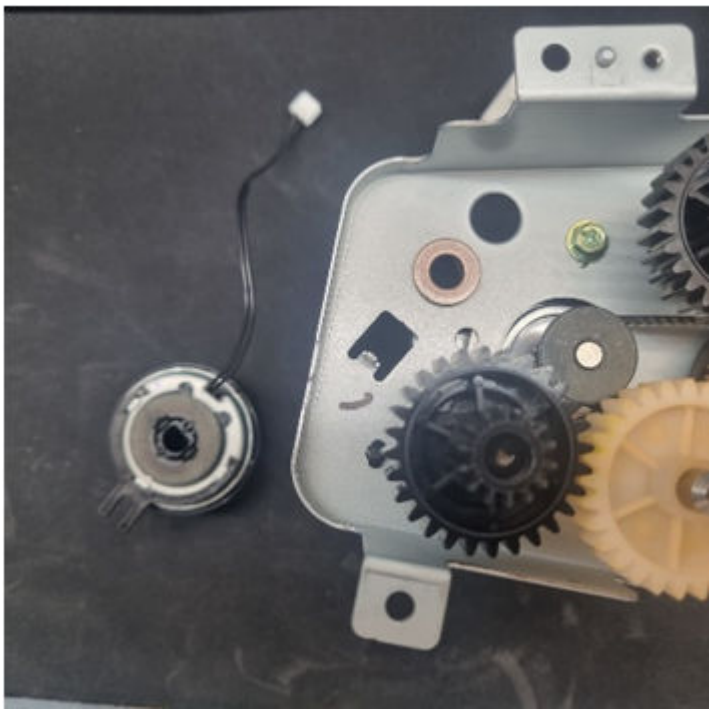
2. Remove the sheet-metal cover.

Figure 5-396 **Remove the cover**



3. Remove the clutch.

Figure 5-397 **Remove the clutch**



7. Remove the feed motor

Use the following procedure to remove and replace the feed motor.

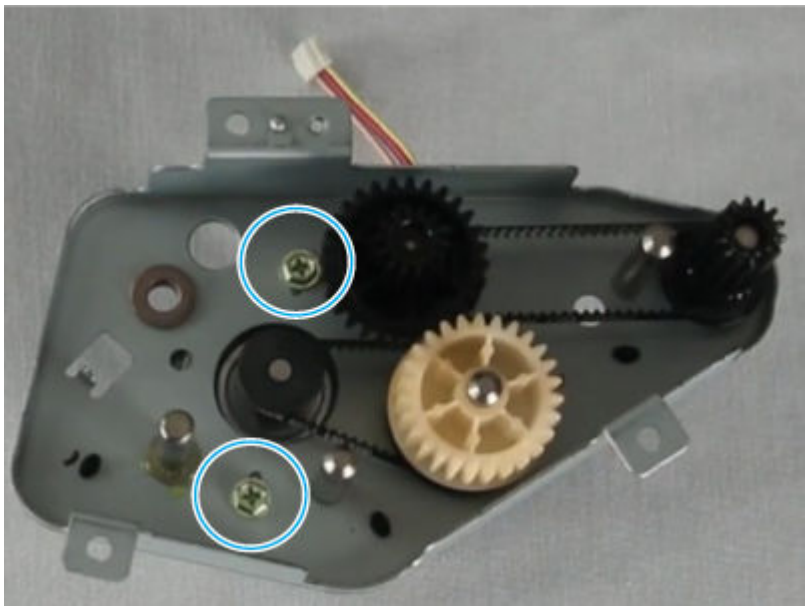
1. Remove two gears.

Figure 5-398 Remove two gears



2. Remove two screws, and then remove the motor.

Figure 5-399 Remove the motor



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Removal and replacement: Feed 2 sensor

Learn about removing and replacing the feed 2 sensor.

View a video of removing and replacing the feed 2 sensor.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-49 Part information

Part number	Part description
0604-001490	Photo interrupter (Feed 2 sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

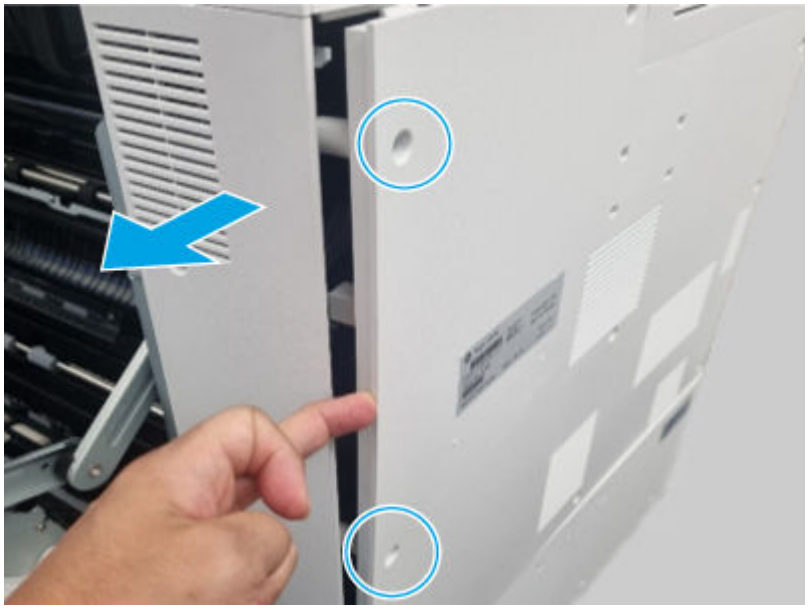
1. Remove four screws.

   Figure 5-400 **Remove four screws**

2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.
   c. Open the right door, and then remove the right rear cover.

Figure 5-401 Remove the cover

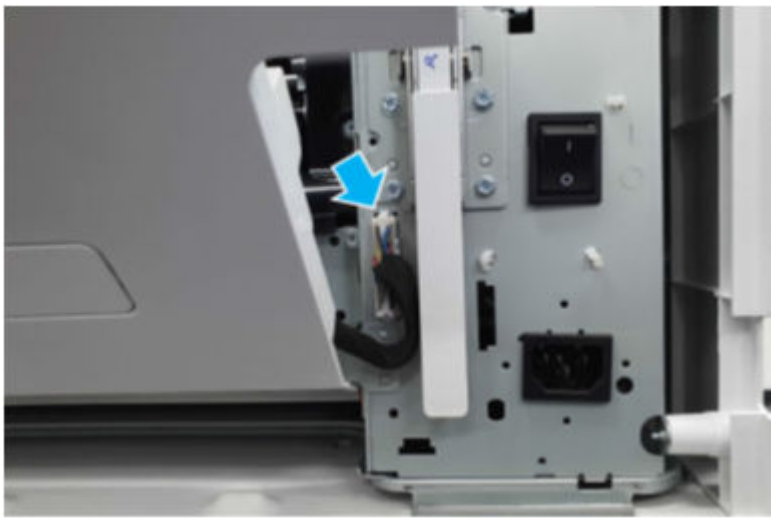


2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

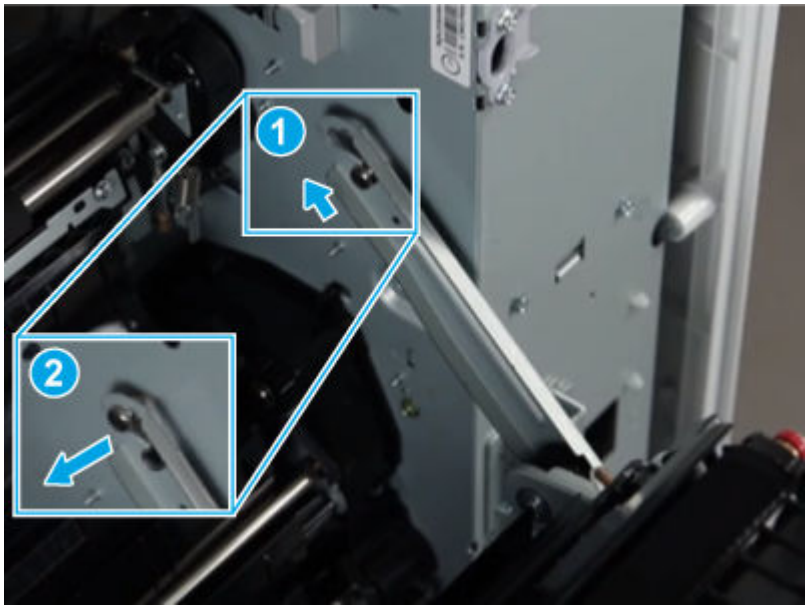
Figure 5-402 Disconnect one connector



2. Release the hinge.

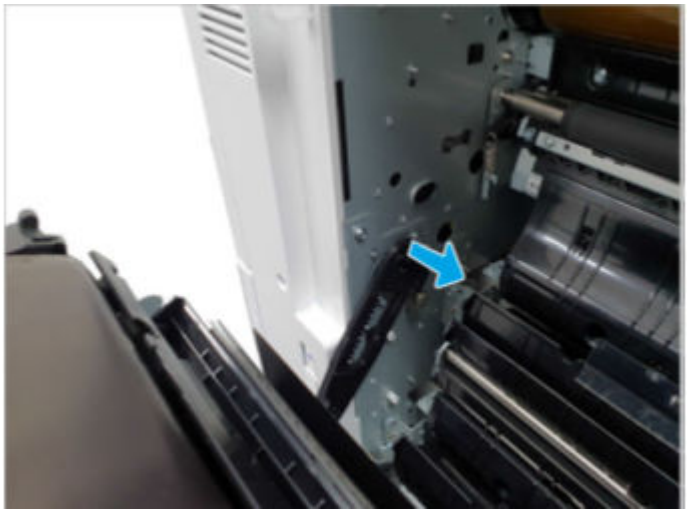
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-403 Release the hinge



3. Release the right door front link.

Figure 5-404 Release the link



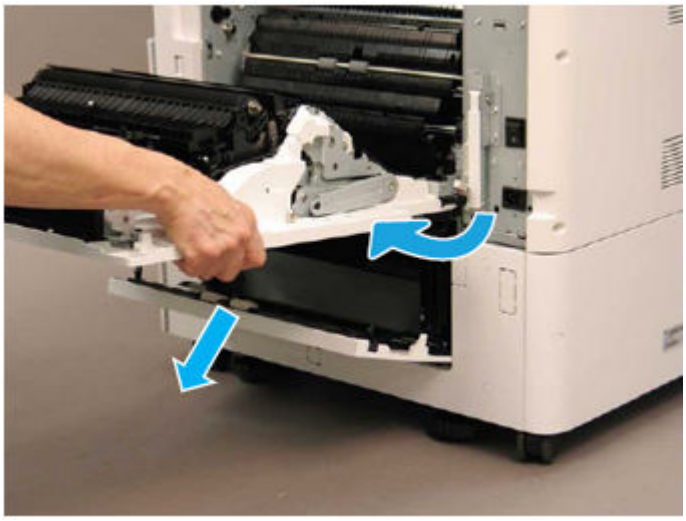
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-405 Remove the door

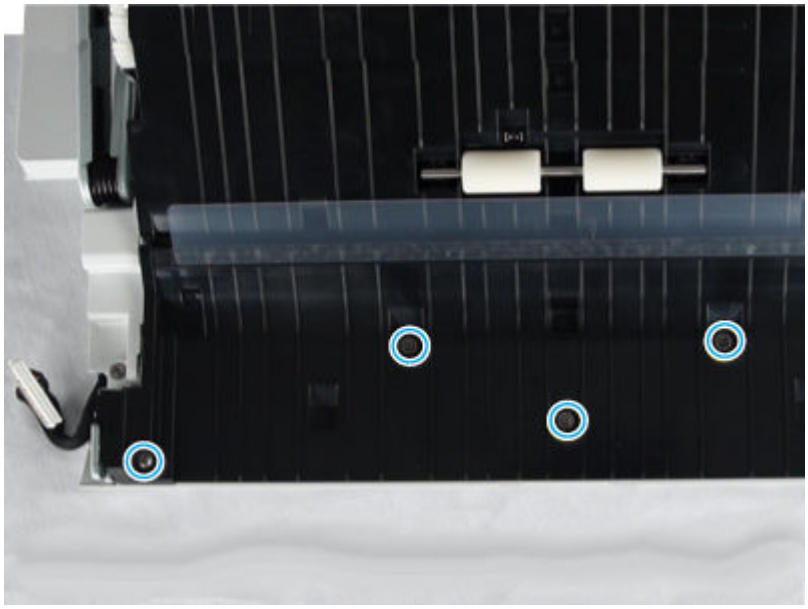


3. Remove the right door take-away assembly

Use the following procedure to remove and replace the right door take-away assembly.

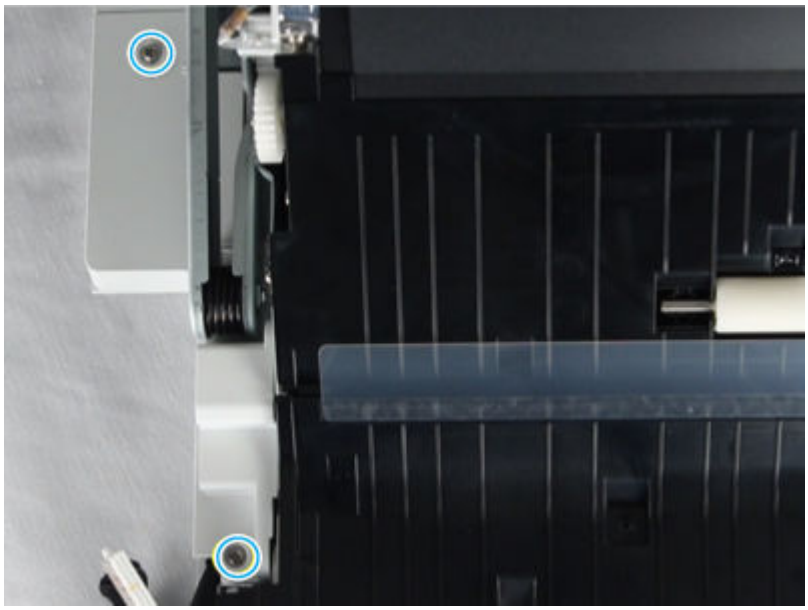
1. Remove four screws (callout 1).

Figure 5-406 Remove four screws



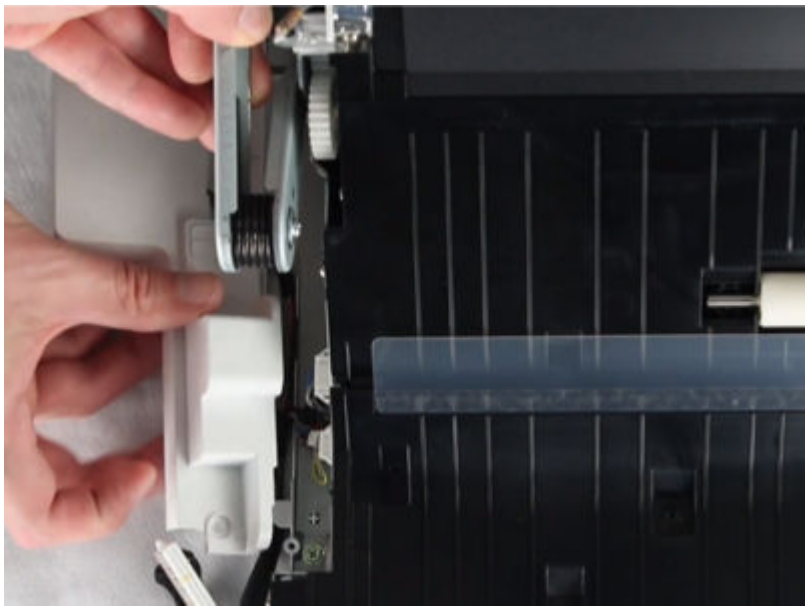
2. Remove two screws.

Figure 5-407 Remove two screws



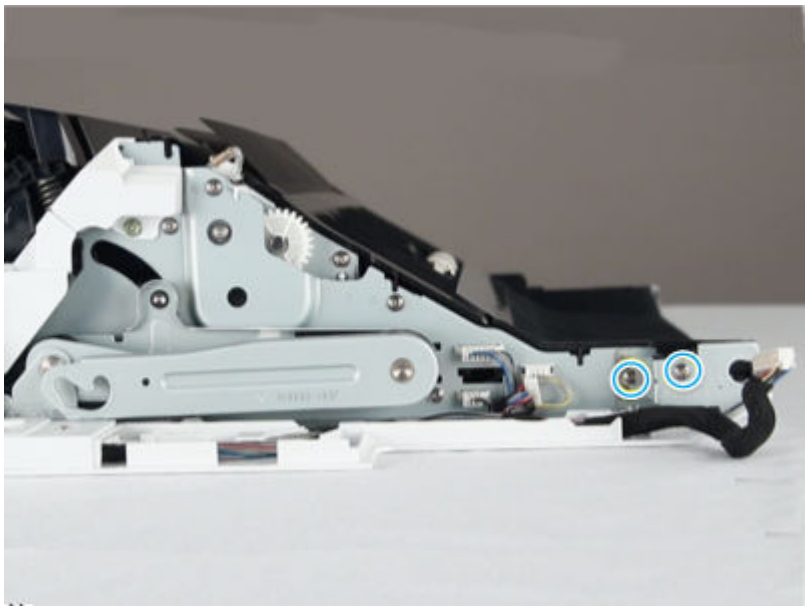
3. Remove the lower cable cover.

Figure 5-408 Remove the cover



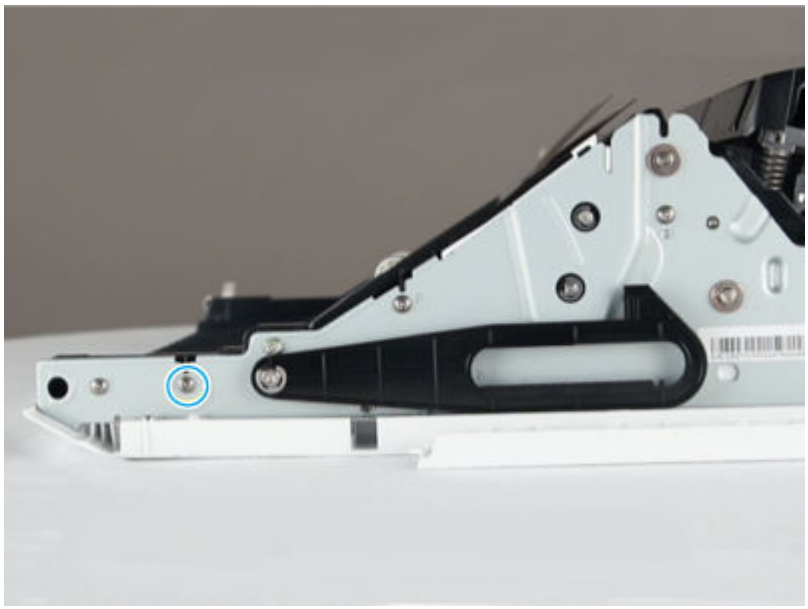
4. Remove two screws.

Figure 5-409 Remove two screws



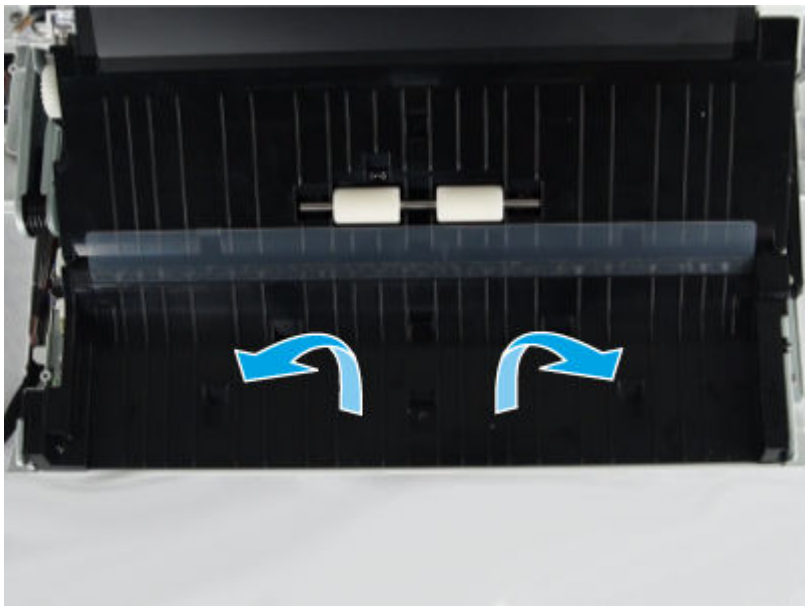
5. Remove one screw (on the other side of the door).

Figure 5-410 Remove one screw



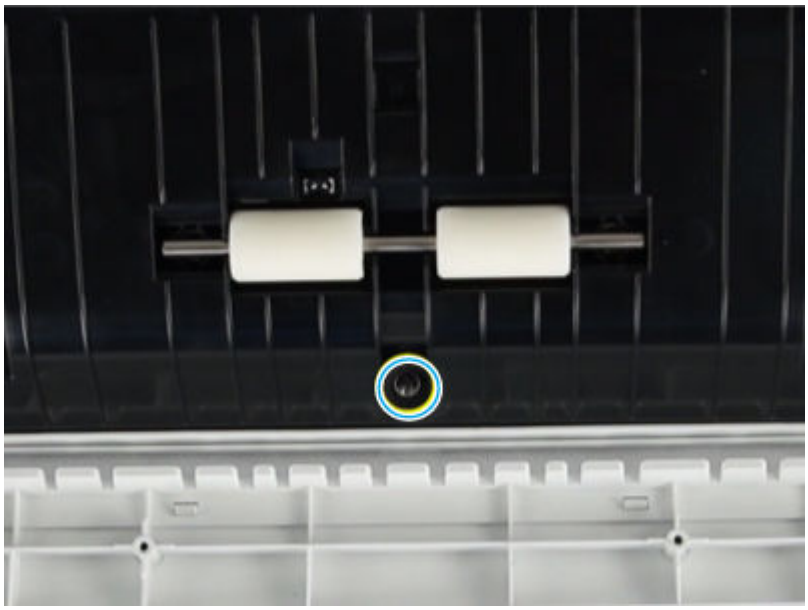
6. Remove the feed guide take-away lower.

Figure 5-411 Remove the take-away lower



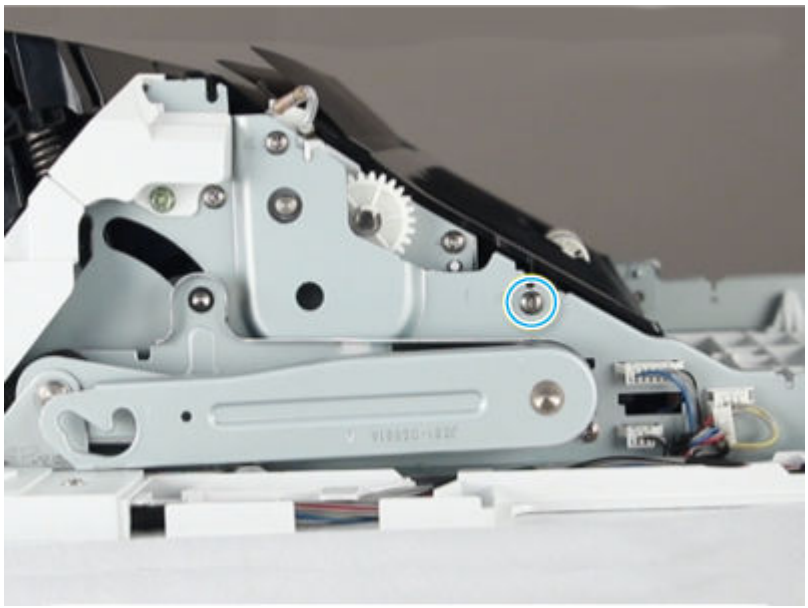
7. Remove one screw.

Figure 5-412 Remove one screw



8. Remove one screw.

Figure 5-413 Remove one screw



9. Remove one screw.

Figure 5-414 Remove one screw



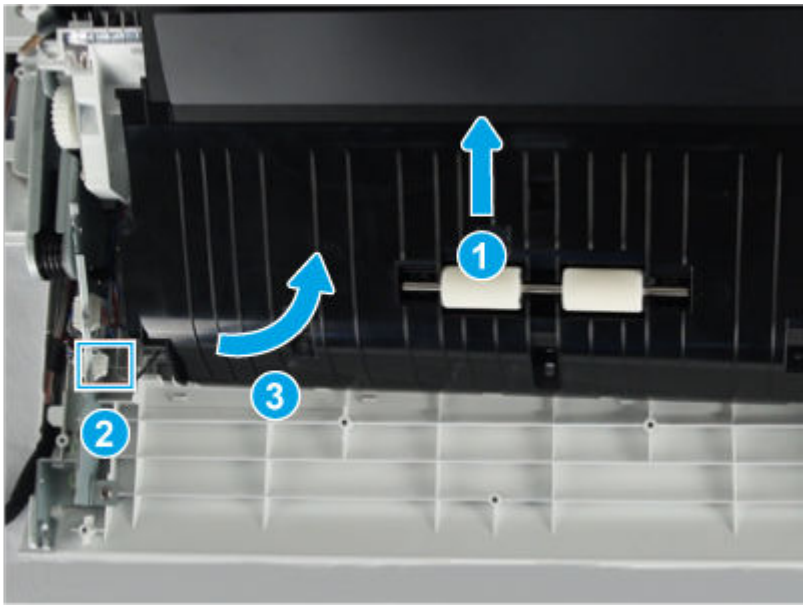
10. Do the following:

    a. Lift up the feed guide take-away upper to slightly separate it from the door (callout 1).

    b. Disconnect one connector (callout 2).

    c. Remove the take-away assembly from the door (callout 3).

Figure 5-415 Remove the take-away assembly

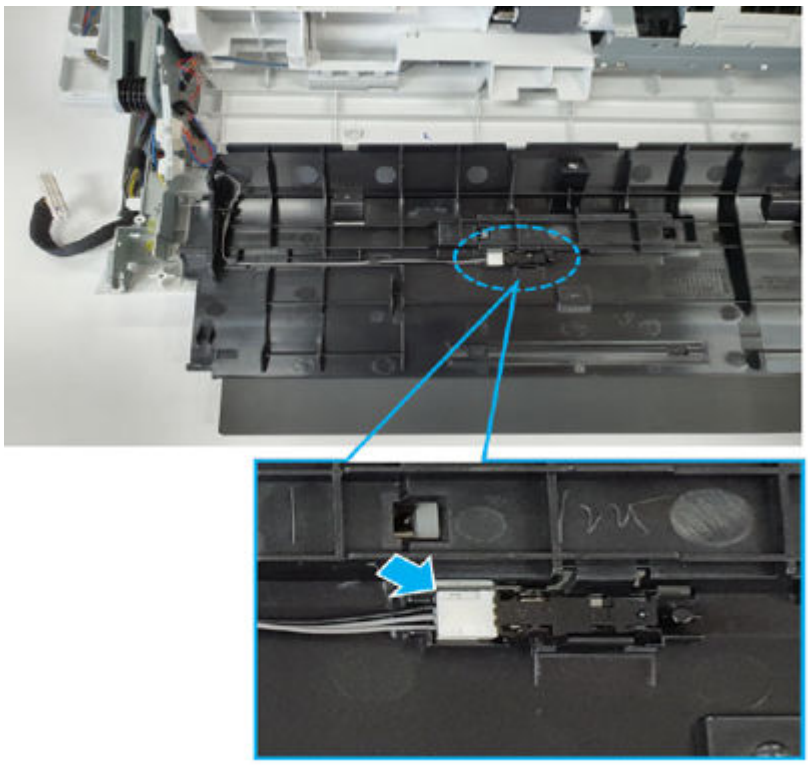


4. Remove the feed 2 sensor

Use the following procedure to remove and replace the feed 2 sensor.

- Disconnect one connector, and then remove the senor form the feed guide take away upper.

Figure 5-416 Remove the sensor



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Registration unit and loop sensing unit

Learn about registration unit and loop sensing unit parts removal and replacement.

Removal and replacement: Registration unit

Learn about removing and replacing the registration unit.

View a video of removing and replacing the registration unit.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-50 Part information

Part number	Part description
8GS05-60128	Registration unit

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

   Figure 5-417 Remove four screws

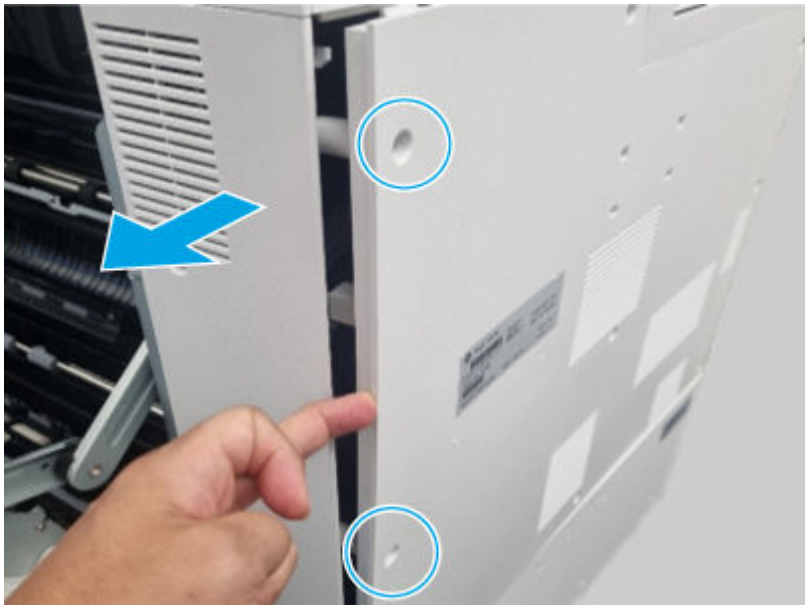
2. Do the following:

   a. Remove two rear lower cover screws.

b. Slightly separate the rear lower cover from the printer.

c. Open the right door, and then remove the right rear cover.

Figure 5-418 Remove the cover

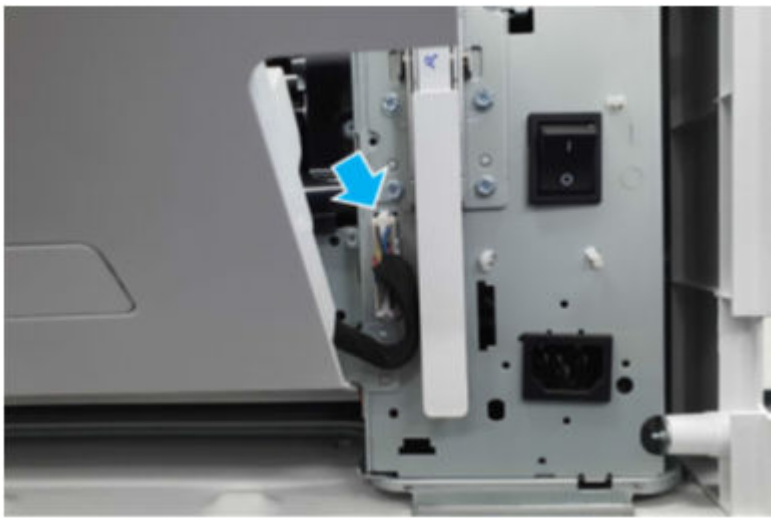


2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

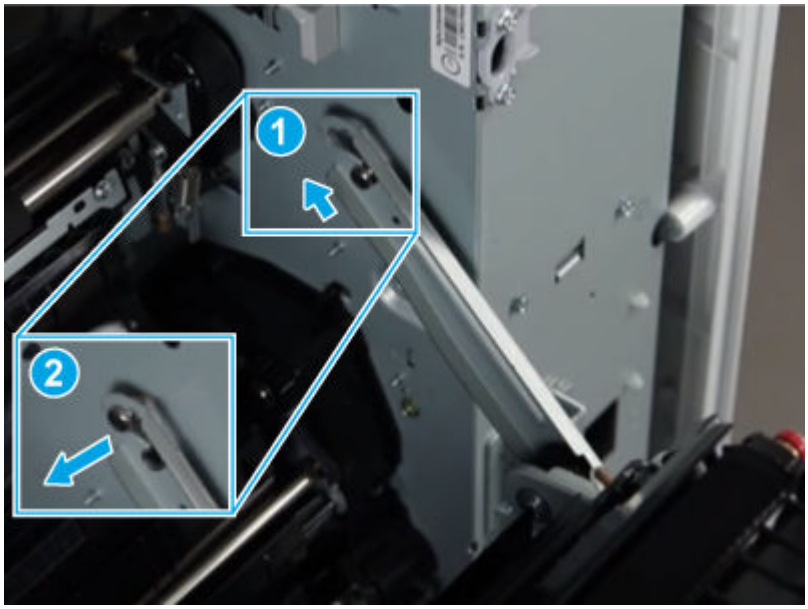
Figure 5-419 Disconnect one connector



2. Release the hinge.

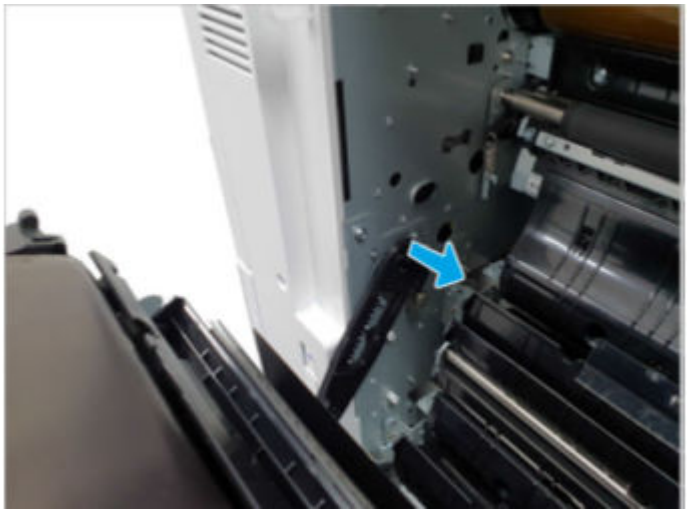
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-420 Release the hinge



3. Release the right door front link.

Figure 5-421 Release the link



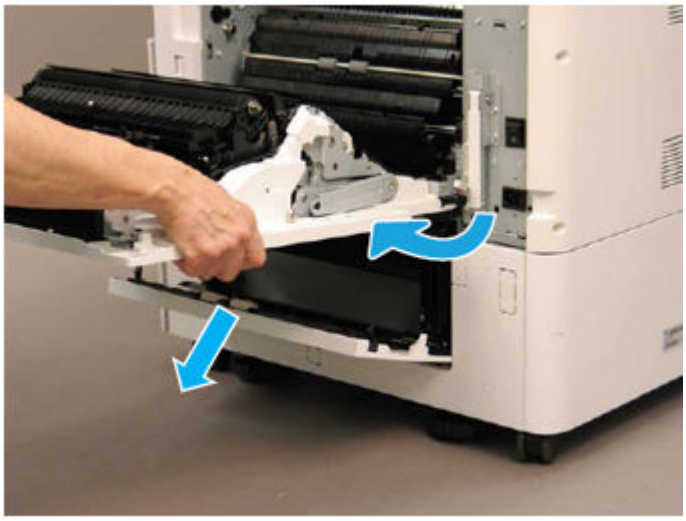
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-422 Remove the door

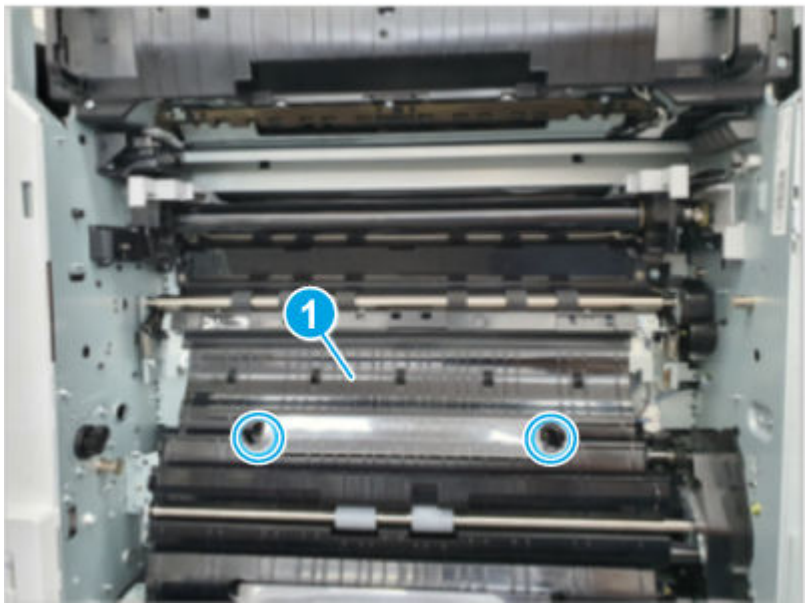


3. Remove the registration unit

Use the following procedure to remove and replace the registration unit.

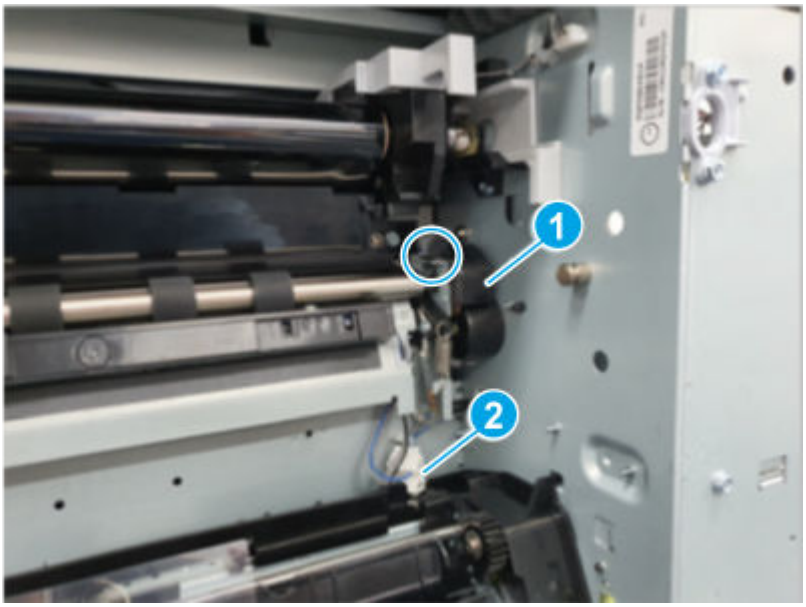
1. Remove two screws, and then remove the paper path guide (callout 1).

Figure 5-423 Remove the guide



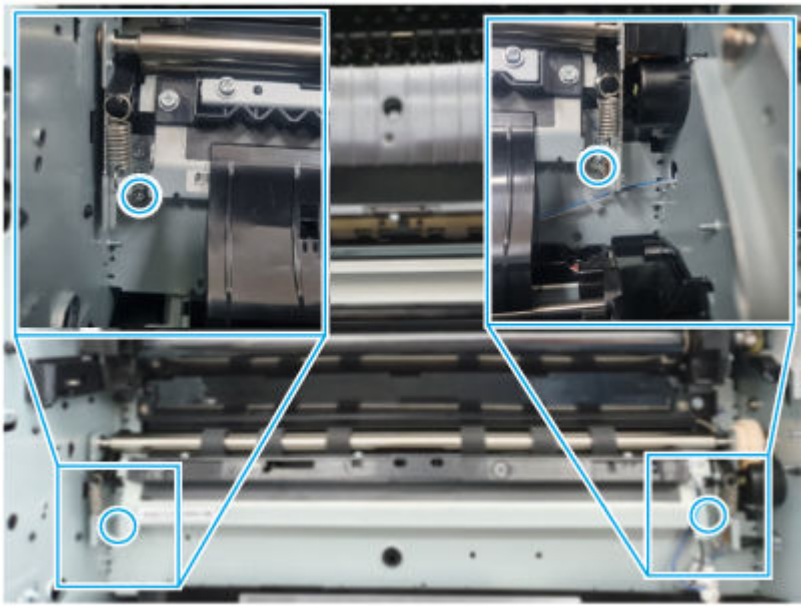
2. Release one tab and remove the gear cover (callout 1), and then disconnect one connector (callout 2).

Figure 5-424 Disconnect one connector



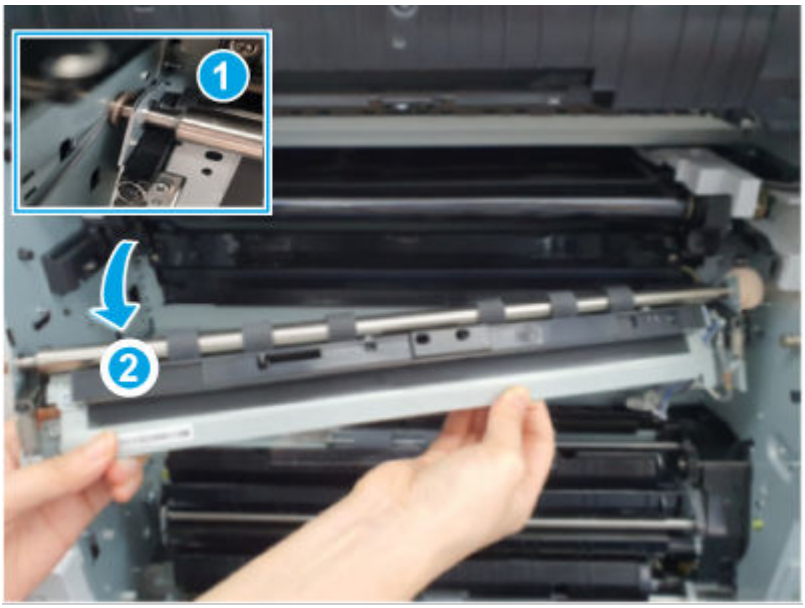
3. Remove two screws.

Figure 5-425 Remove two screws



4. Release the left side of the registration unit, and then rotate it away form the printer to remove it.

Figure 5-426 **Remove the unit**



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Registration sensor

Learn about removing and replacing the registration sensor.

View a video of removing and replacing the registration sensor.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-51 Part information

Part number	Part description
0604-001381	Photo interrupter (registration sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-427 Remove four screws



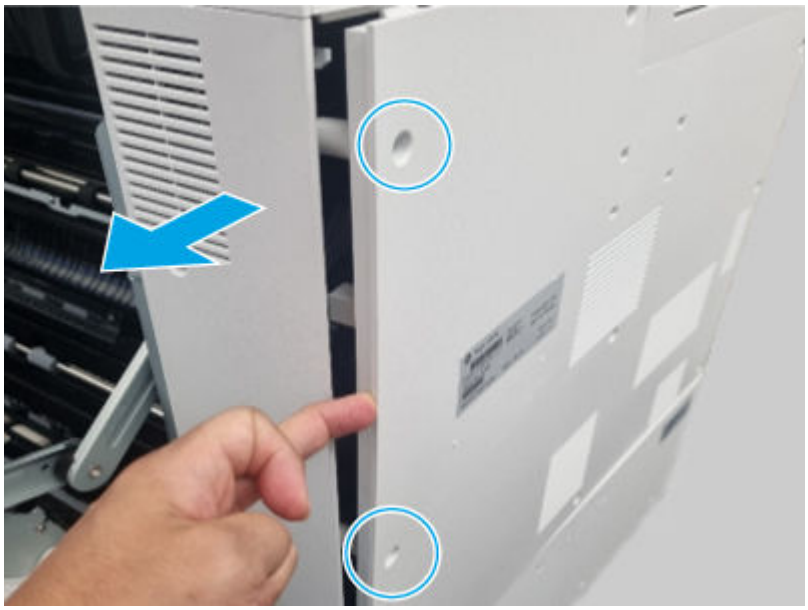
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-428 Remove the cover



Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

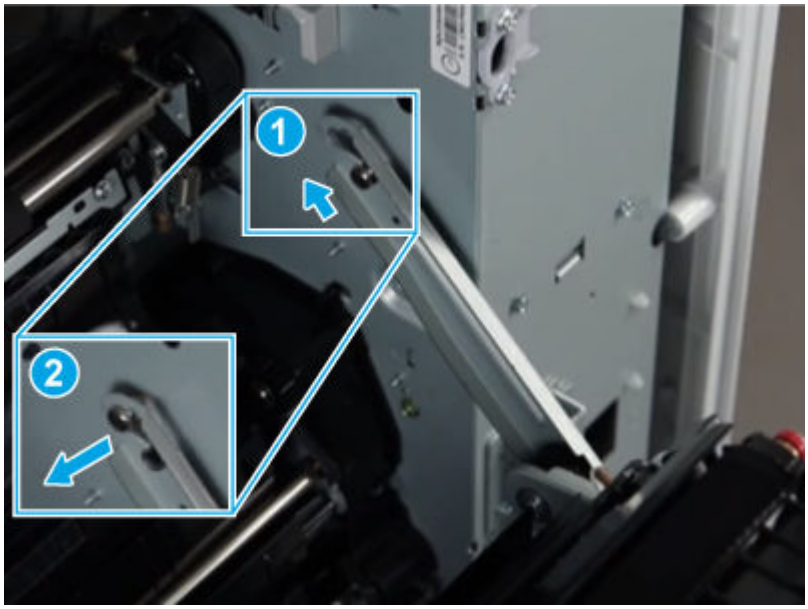
Figure 5-429 Disconnect one connector



2. Release the hinge.

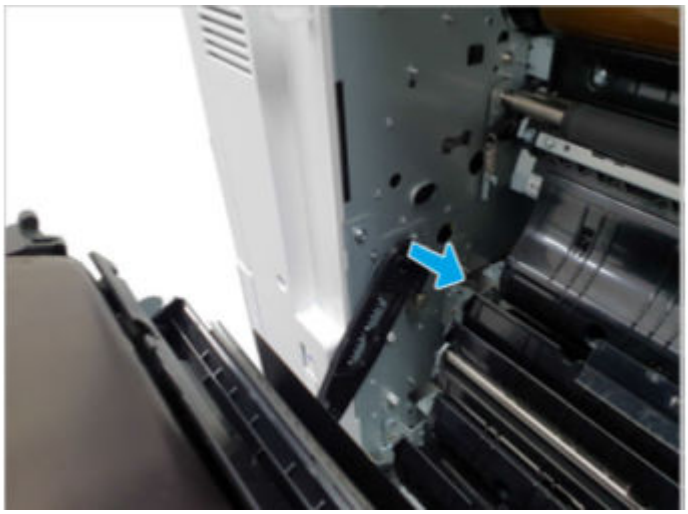
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-430 Release the hinge



3. Release the right door front link.

Figure 5-431 Release the link



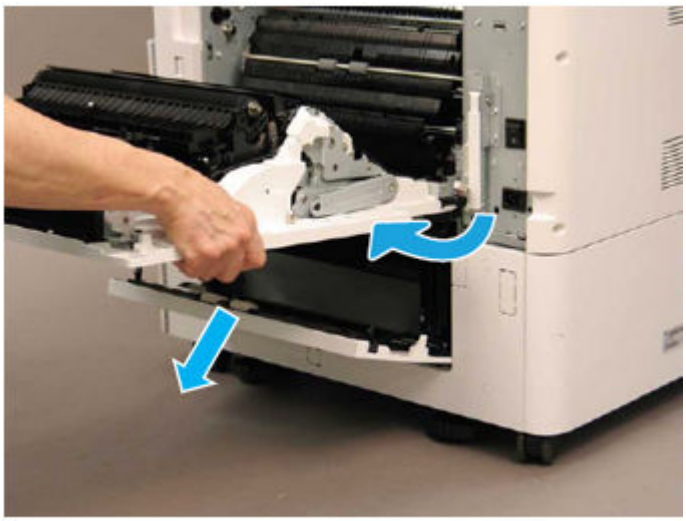
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-432 Remove the door

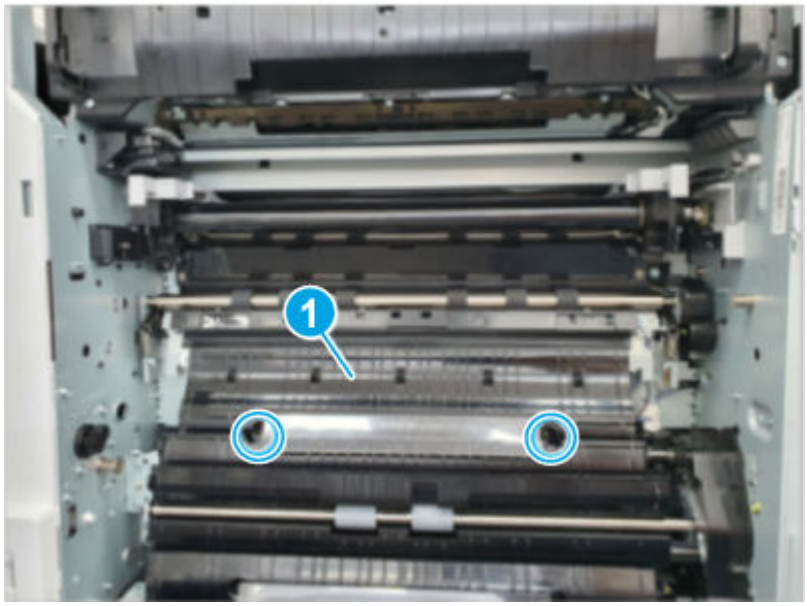


Remove the registration unit

Use the following procedure to remove and replace the registration unit.

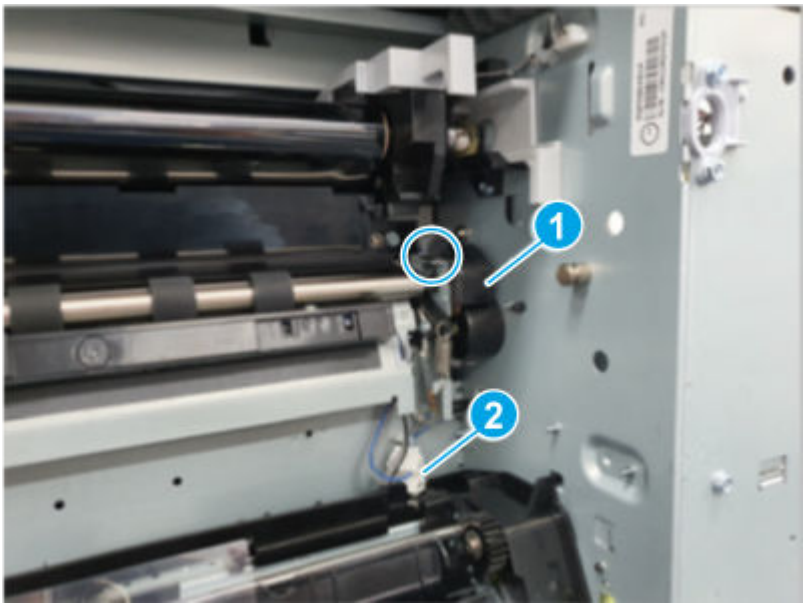
1. Remove two screws, and then remove the paper path guide (callout 1).

Figure 5-433 Remove the guide



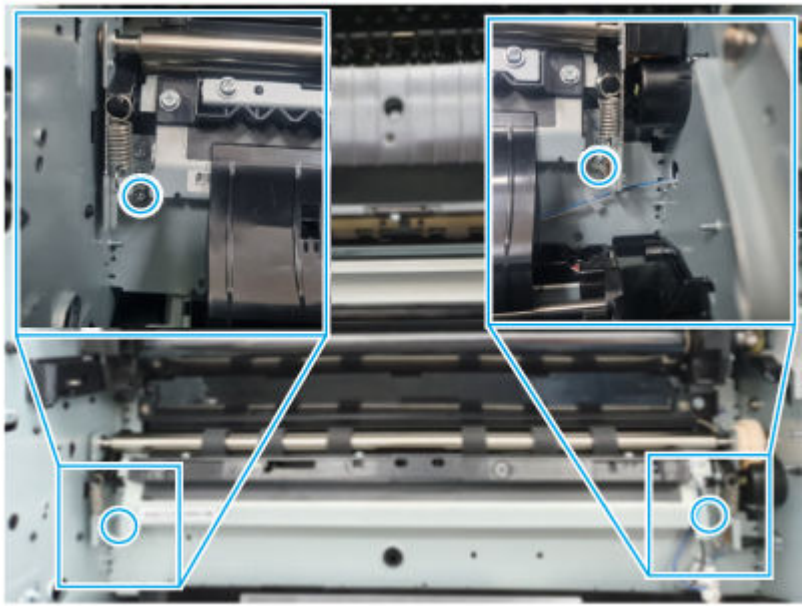
2. Release one tab and remove the gear cover (callout 1), and then disconnect one connector (callout 2).

Figure 5-434 Disconnect one connector



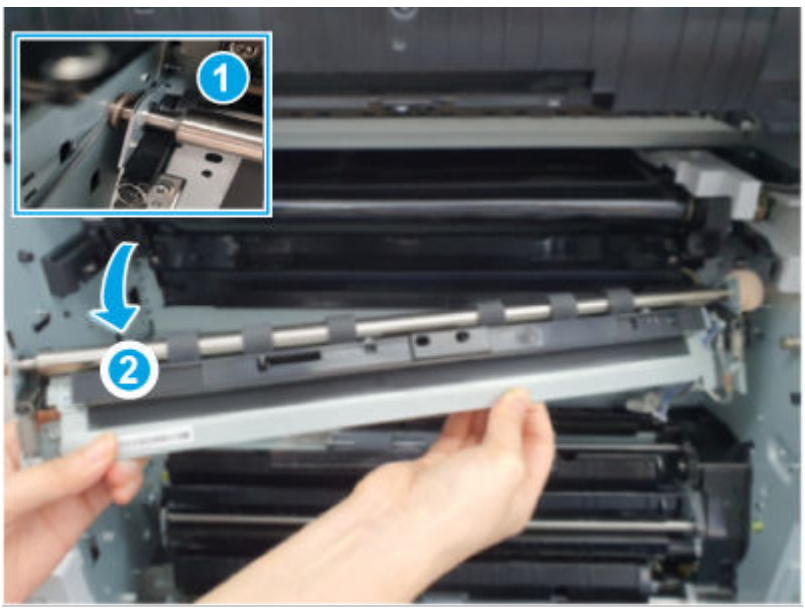
3. Remove two screws.

Figure 5-435 Remove two screws



4. Release the left side of the registration unit, and then rotate it away form the printer to remove it.

Figure 5-436 Remove the unit

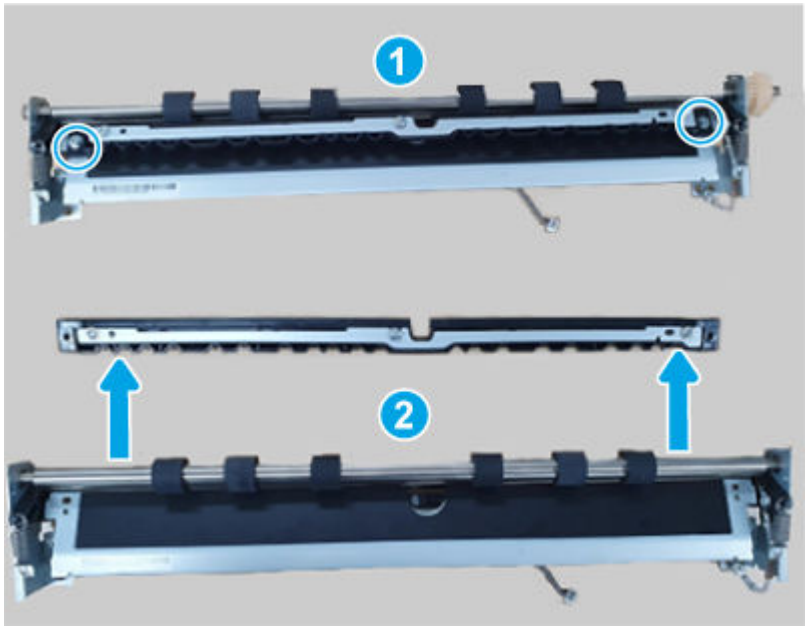


Remove the registration sensor

Use the following procedure to remove and replace the registration sensor.

1. Remove two screws (callout 1), and then remove the sensor cover (callout 2).

Figure 5-437 **Remove the cover**



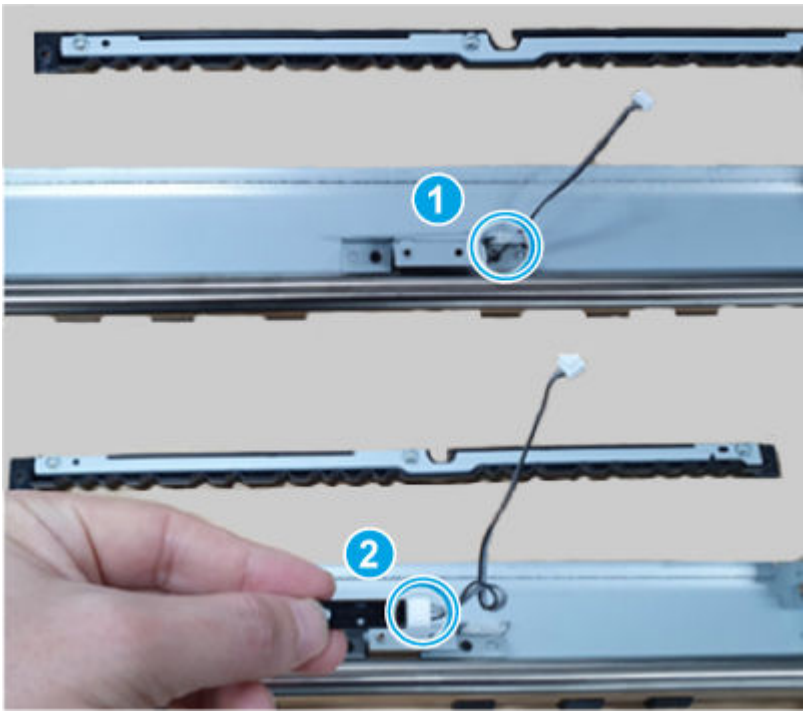
2. Remove one screw.

Figure 5-438 **Remove one screw**



3. Turn the registration unit over, release the retainer and wire harness (callout 1), and then remove the sensor (callout 2).

Figure 5-439 Remove the sensor



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using

disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

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

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

Removal and replacement: Registration drive assembly

Learn about removing and replacing the registration drive assembly.

View a video of removing and replacing the registration drive assembly.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-52 Part information

Part number	Part description
JC93-01665A	Registration drive assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

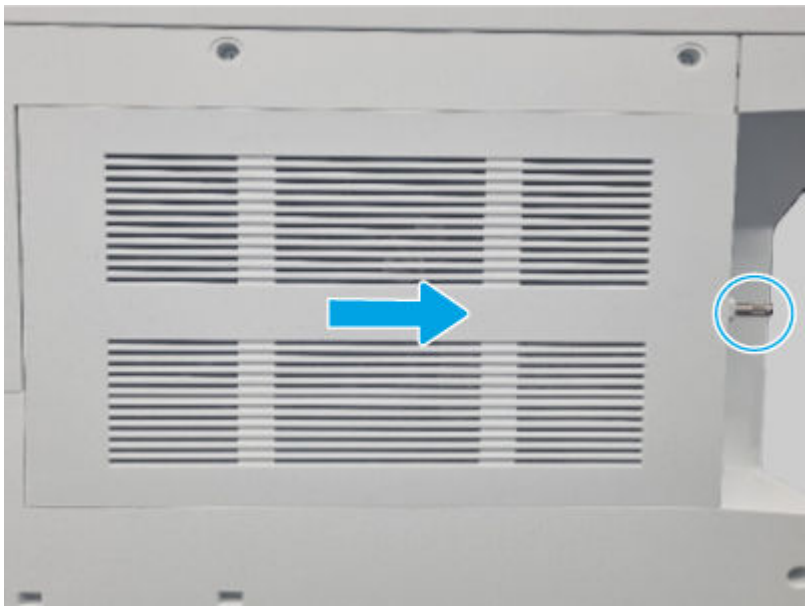
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-440 Remove the cover

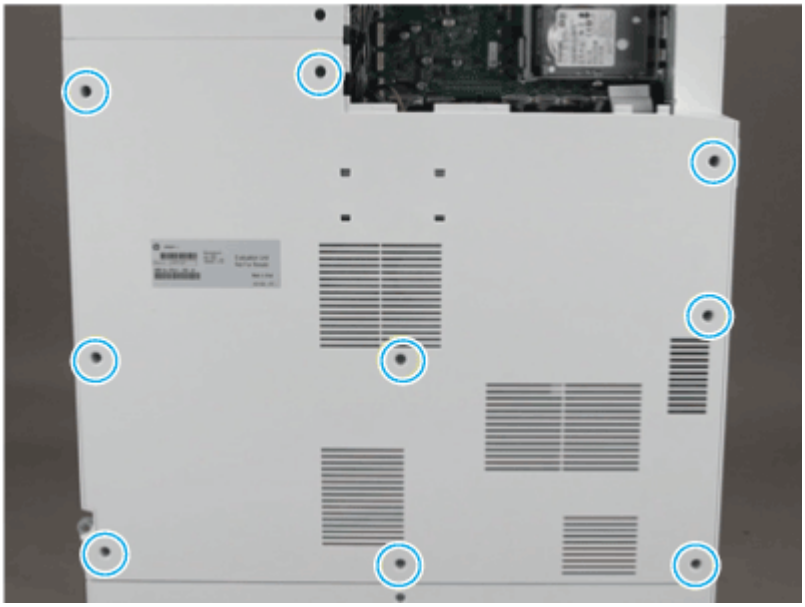


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-441 Remove the cover

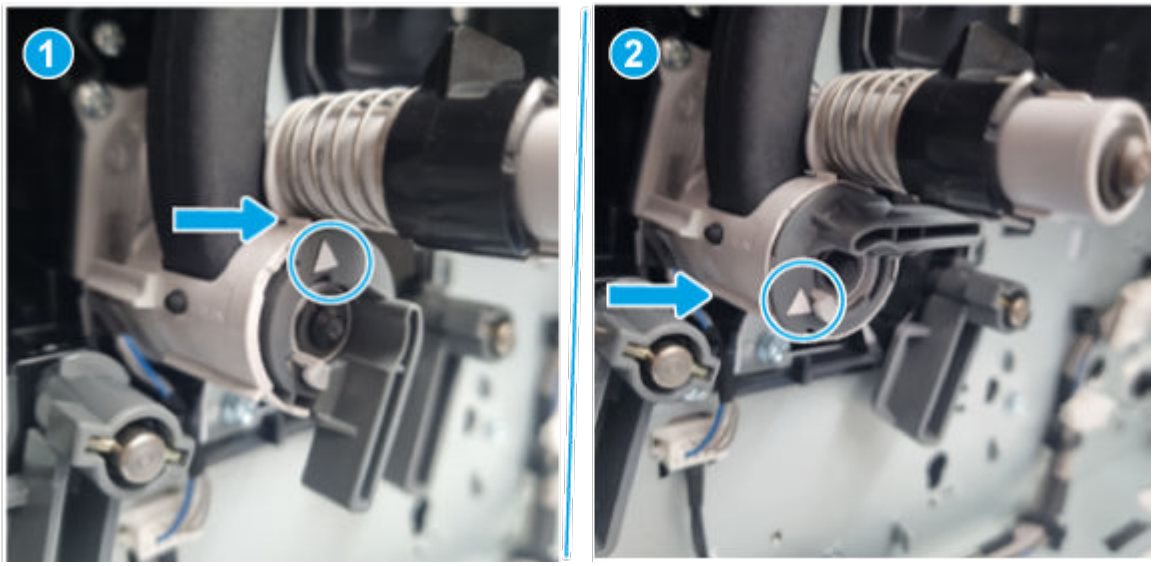


3. Remove the developer unit

Use the following procedure to remove and replace the developer unit.

1. Before proceeding, take note of the open and closed position of the developer unit locking lever.
   - **Callout 1**: Closed position.
   - **Callout 2**: Open position (ready for printing).

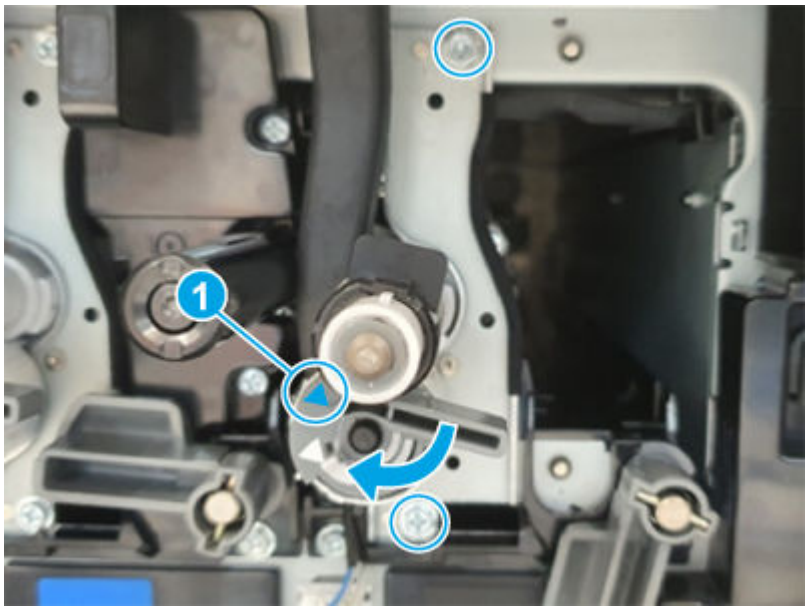
Figure 5-442 Developer lever positions



2. Remove two screws, and then rotate the locking lever down to the closed position.

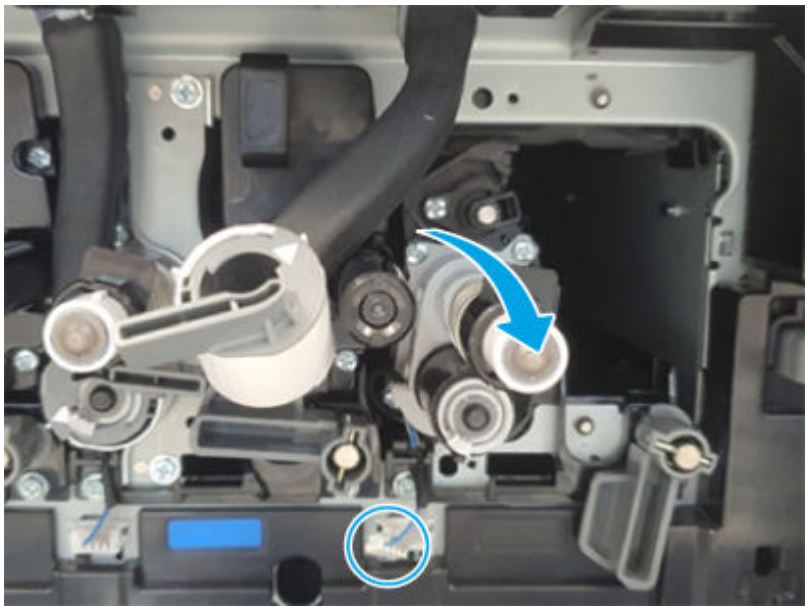
NOTE: The indicator arrow moves to the shutter closed position (callout 1).

Figure 5-443 Rotate the locking lever



3. Disconnect one connector, and then pull the developer unit out of the printer.

Figure 5-444 **Remove the unit**

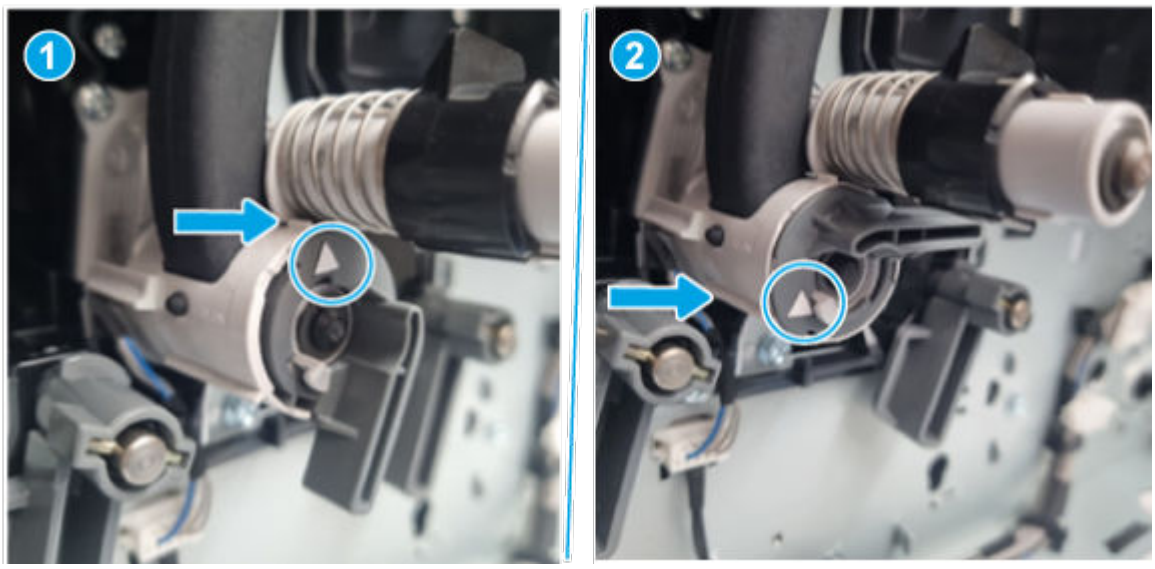


4. Remove the developer unit

Use the following procedure to remove and replace the developer unit.

1. Before proceeding, take note of the open and closed position of the developer unit locking lever.
   - **Callout 1**: Closed position.
   - **Callout 2**: Open position (ready for printing).

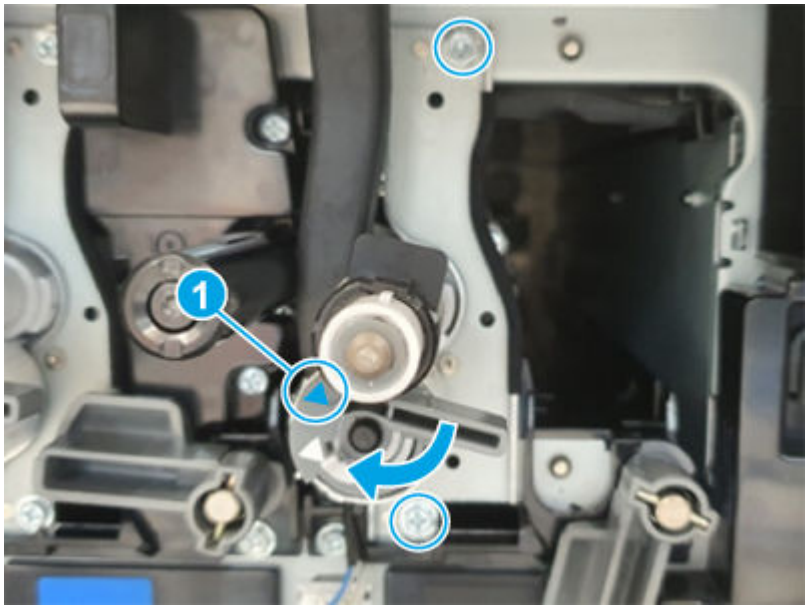
Figure 5-445 **Developer lever positions**



2. Remove two screws, and then rotate the locking lever down to the closed position.

NOTE: The indicator arrow moves to the shutter closed position (callout 1).

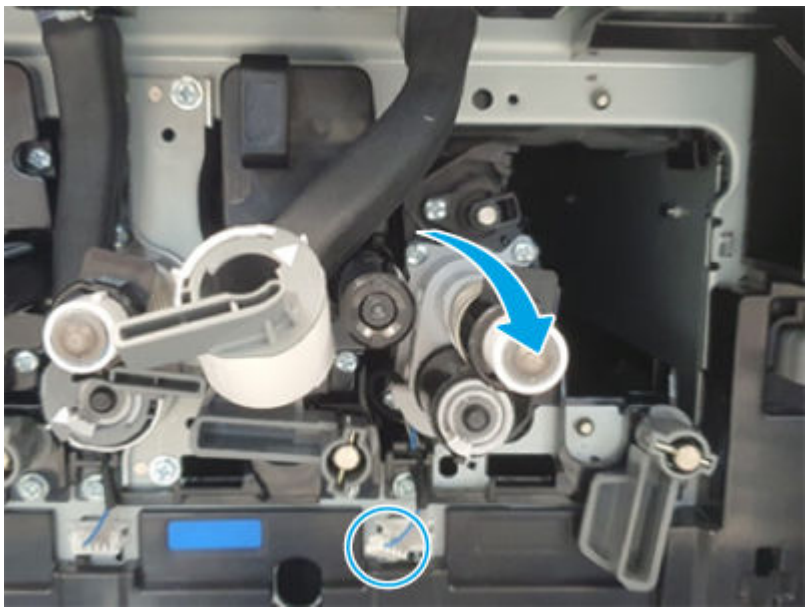
Figure 5-446 Rotate the locking lever



3. Disconnect one connector, and then pull the developer unit out of the printer.

NOTE: If the developer unit is empty, use the steps included in this topic to fill it with developer powder.

Figure 5-447 Remove the unit



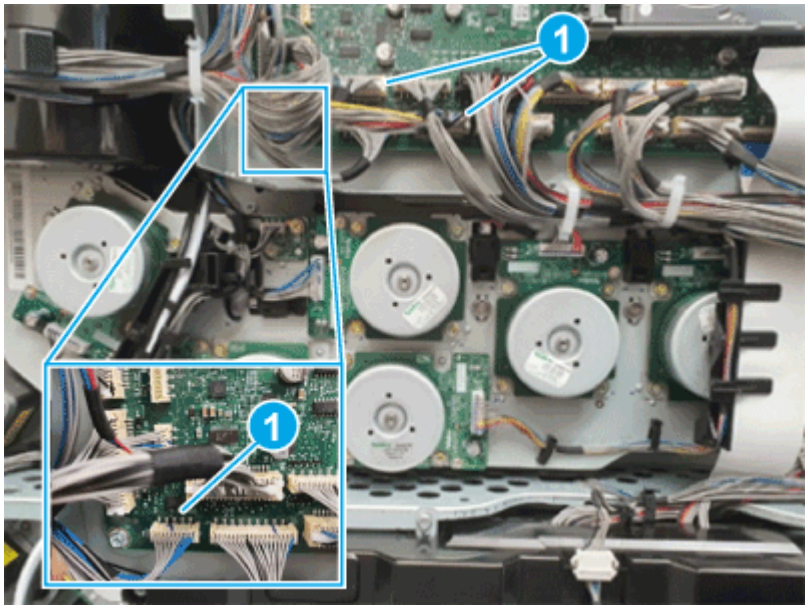
5. Remove the drum and developer drive assembly

Use the following procedure to remove and replace the drum and developer drive assembly.

1. Disconnect three connectors (callout 1).

NOTE: Release the wire harnesses from retainers as needed.

Figure 5-448 Disconnect three connectors



2. Do the following:

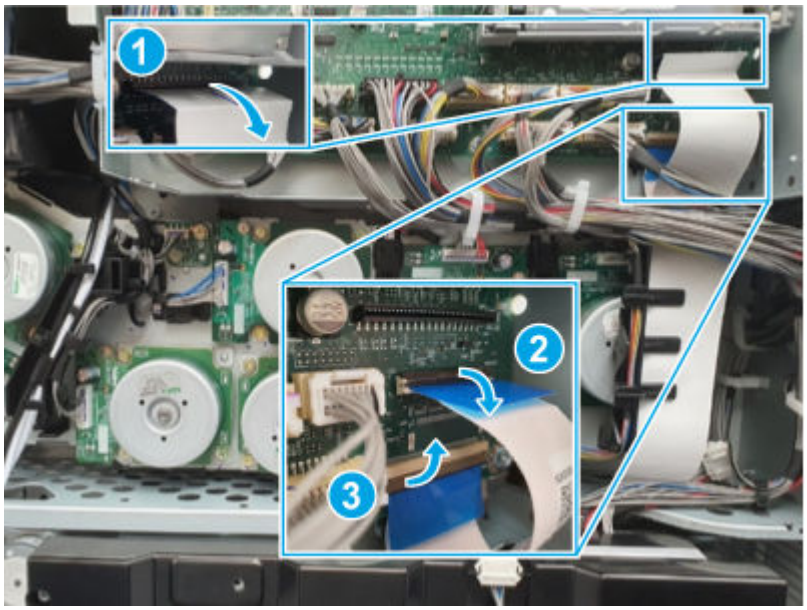
   a. Disconnect the upper FFC (pull it straight out of the connector; callout 1).

   b. Unlock the connector clip as shown below (callout 2), and then disconnect the middle FFC.

   c. Unlock the connector clip as shown below (callout 3), and then disconnect the lower FFC.

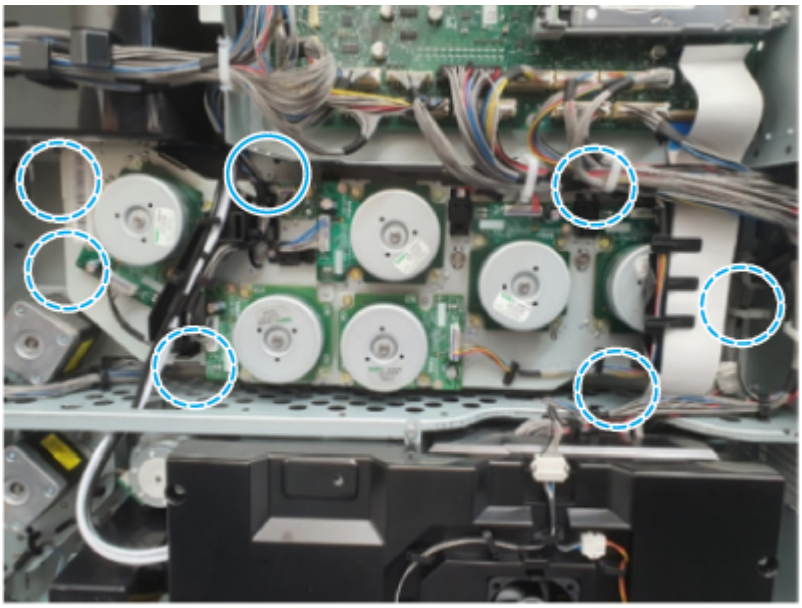
NOTE: After disconnecting the FFCs, remove them from the guide.

Figure 5-449 Disconnect three FFCs



3. Remove seven screws, and then remove the drum and developer drive assembly.

Figure 5-450 Remove the assembly

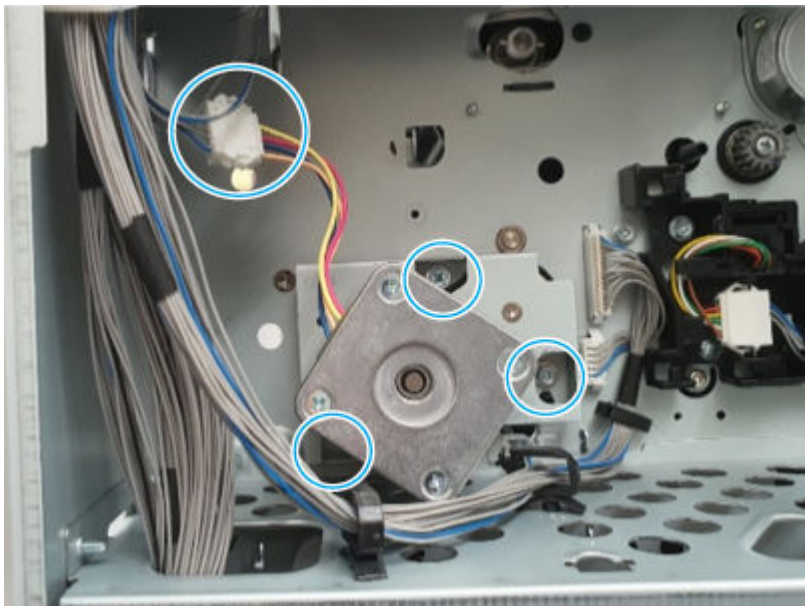


6. Remove the registration drive assembly

Use the following procedure to remove and replace the registration drive assembly.

- Disconnect one connector, remove three screws, and then remove the registration drive assembly.

Figure 5-451 Remove the assembly



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Removal and replacement: Registration motor

Learn about removing and replacing the registration motor.

View a video of removing and replacing the registration motor.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-53 Part information

Part number	Part description
JC31-00189A	Drive-motor step (registration motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

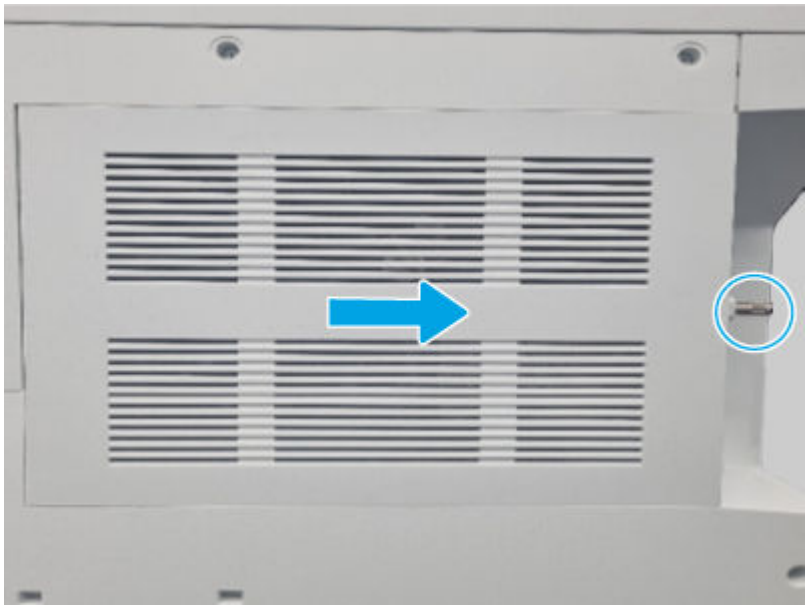
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-452 Remove the cover

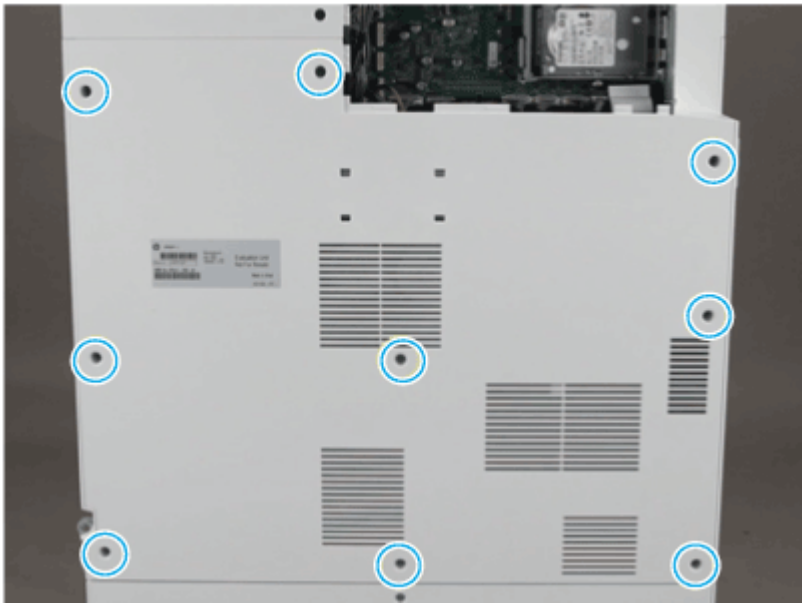


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-453 Remove the cover

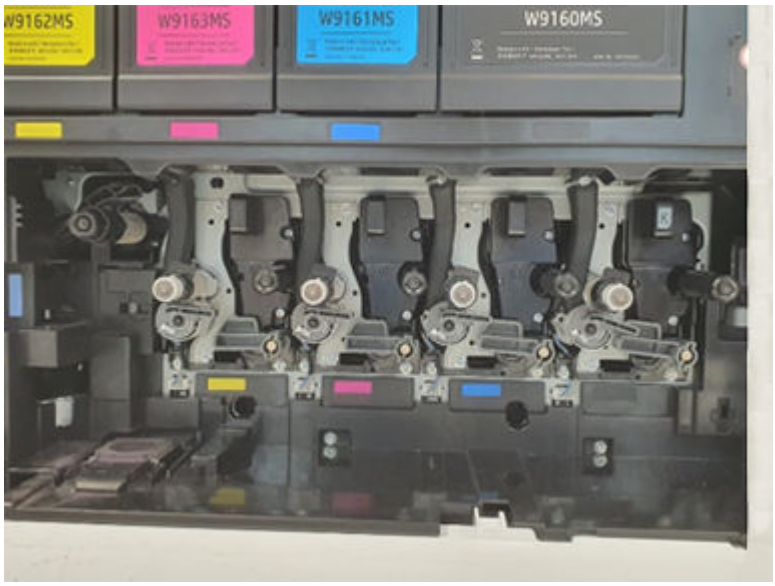


3. Remove the drum unit

Use the following procedure to remove and replace the drum unit.

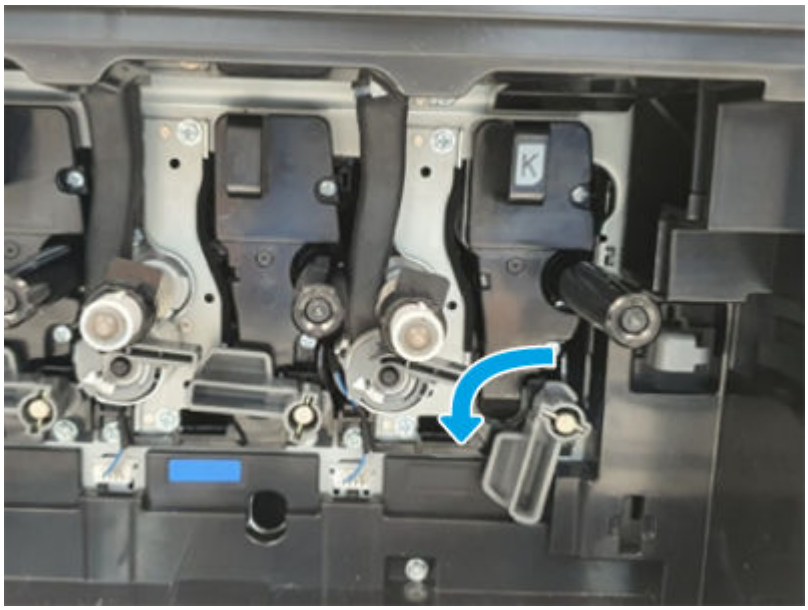
1. Open the front door.

Figure 5-454 Open the front door



2. Rotate the locking lever down, and then pull the drum unit out of the printer.

Figure 5-455 **Remove the unit**

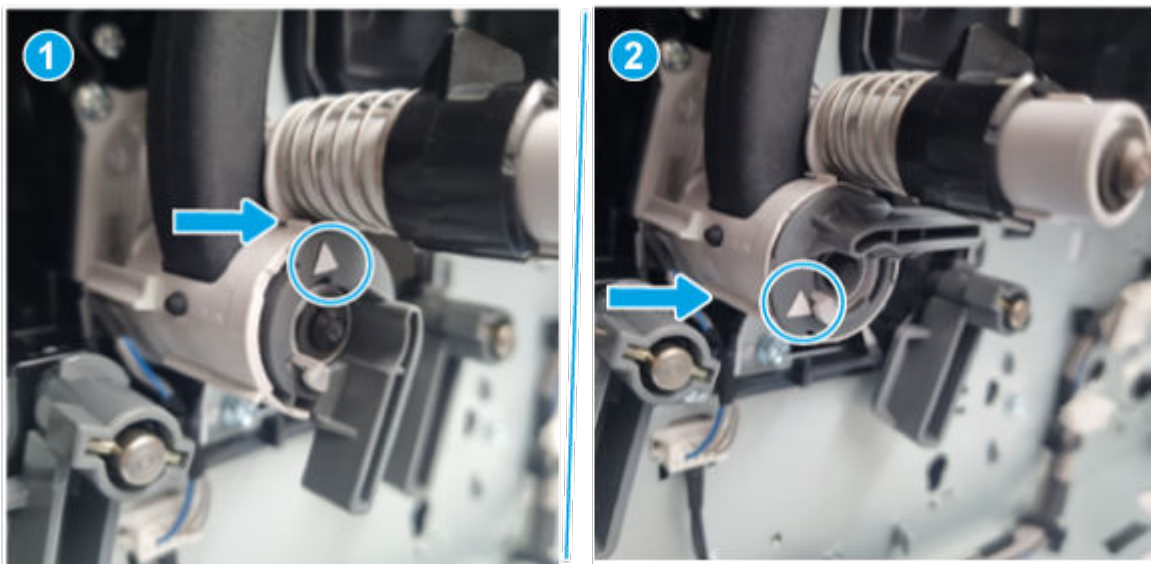


4. Remove the developer unit

Use the following procedure to remove and replace the developer unit.

1. Before proceeding, take note of the open and closed position of the developer unit locking lever.
   - **Callout 1**: Closed position.
   - **Callout 2**: Open position (ready for printing).

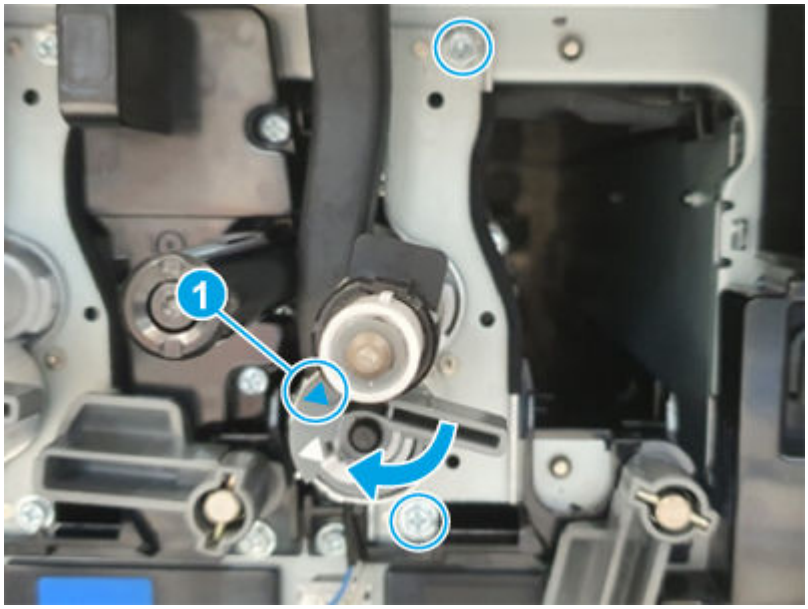
Figure 5-456 **Developer lever positions**



2. Remove two screws, and then rotate the locking lever down to the closed position.

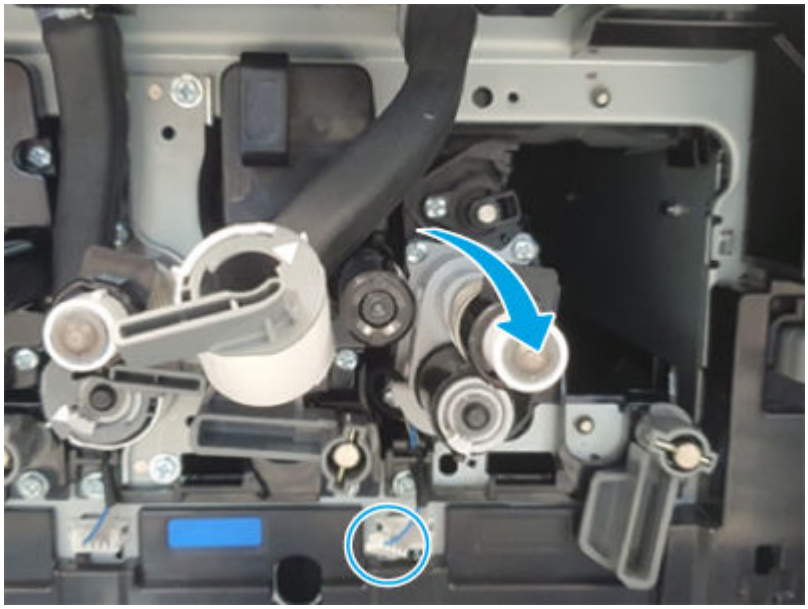
NOTE: The indicator arrow moves to the shutter closed position (callout 1).

Figure 5-457 Rotate the locking lever



3. Disconnect one connector, and then pull the developer unit out of the printer.

Figure 5-458 Remove the unit



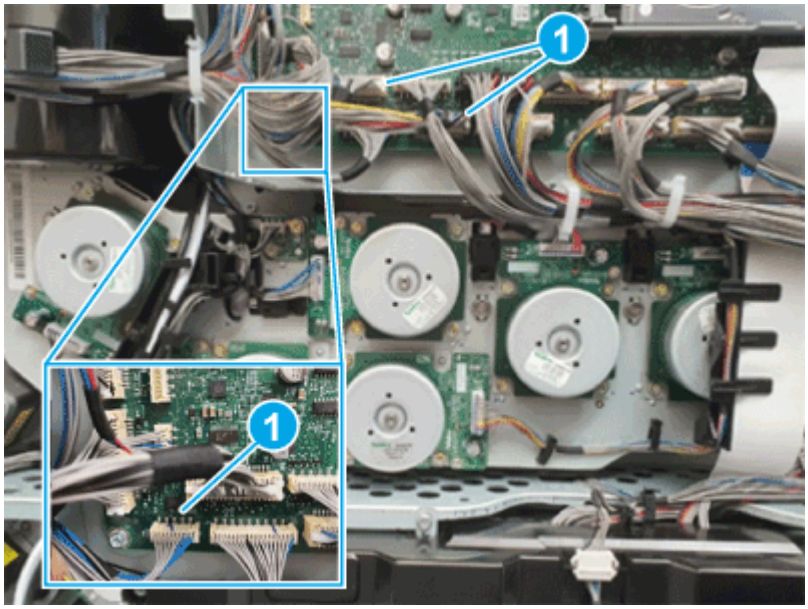
5. Remove the drum and developer drive assembly

Use the following procedure to remove and replace the drum and developer drive assembly.

1. Disconnect three connectors (callout 1).

NOTE: Release the wire harnesses from retainers as needed.

Figure 5-459 Disconnect three connectors



2. Do the following:

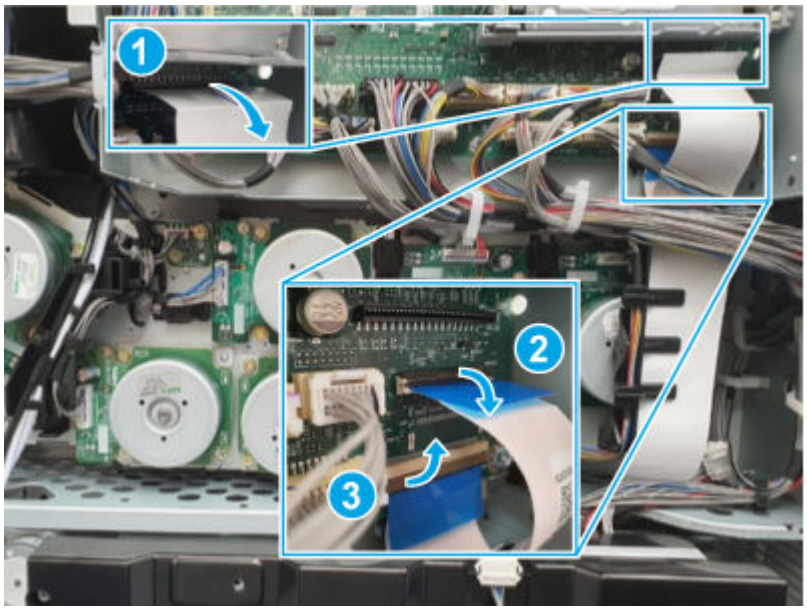
   a. Disconnect the upper FFC (pull it straight out of the connector; callout 1).

   b. Unlock the connector clip as shown below (callout 2), and then disconnect the middle FFC.

   c. Unlock the connector clip as shown below (callout 3), and then disconnect the lower FFC.

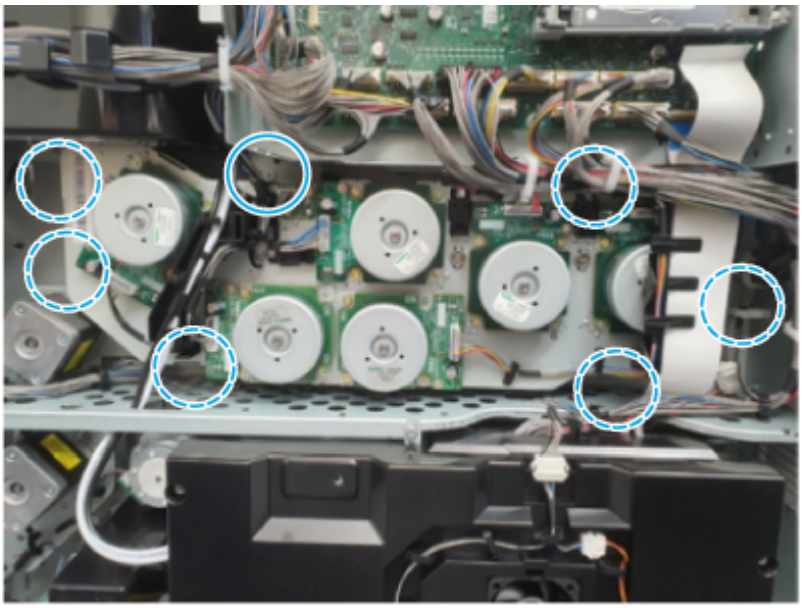
NOTE: After disconnecting the FFCs, remove them from the guide.

Figure 5-460 Disconnect three FFCs



3. Remove seven screws, and then remove the drum and developer drive assembly.

Figure 5-461 Remove the assembly

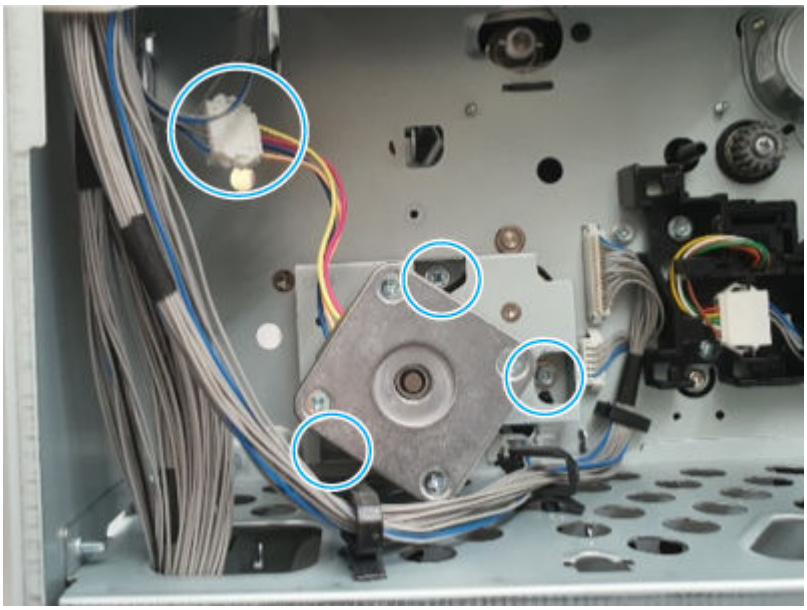


6. Remove the registration drive assembly

Use the following procedure to remove and replace the registration drive assembly.

- Disconnect one connector, remove three screws, and then remove the registration drive assembly.

Figure 5-462 Remove the assembly

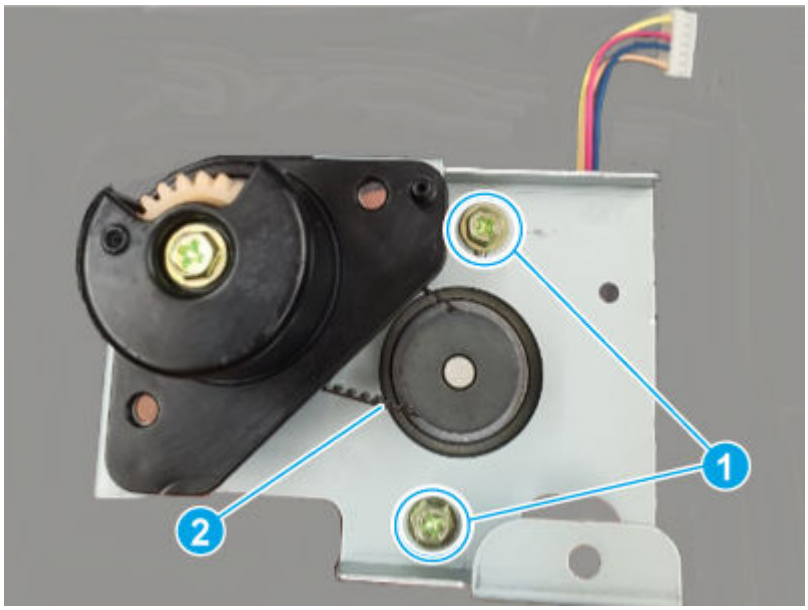


7. Remove the registration motor

Use the following procedure to remove and replace the registration motor.

- Remove two screws (callout 1), disengage the drive belt (callout 2), and then remove the registration motor.

Figure 5-463 Remove the motor



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Secondary transfer (T2) unit

Learn about removing and replacing the secondary transfer (T2) unit.

View a video of removing and replacing the T2 unit.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-54 Part information

Part number	Part description
5PN80-67002	Secondary transfer (T2) unit

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-464 **Remove four screws**



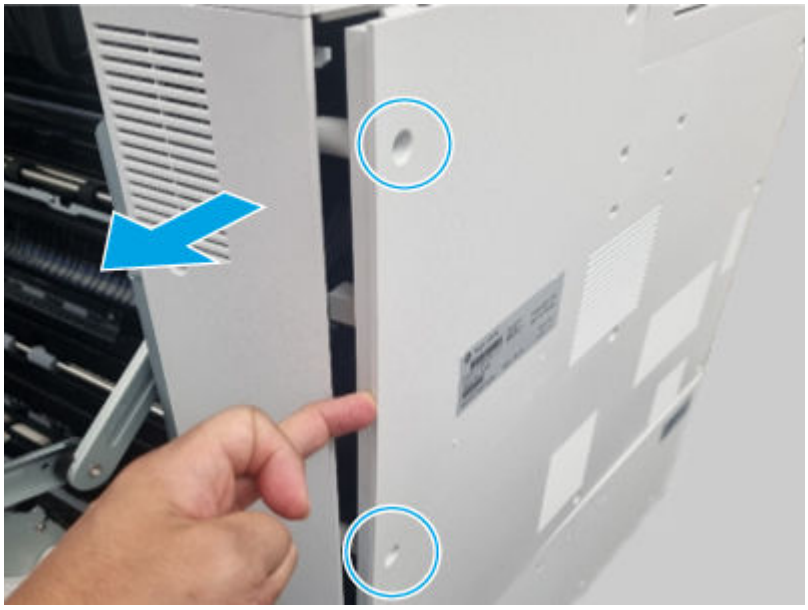
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-465 **Remove the cover**



2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

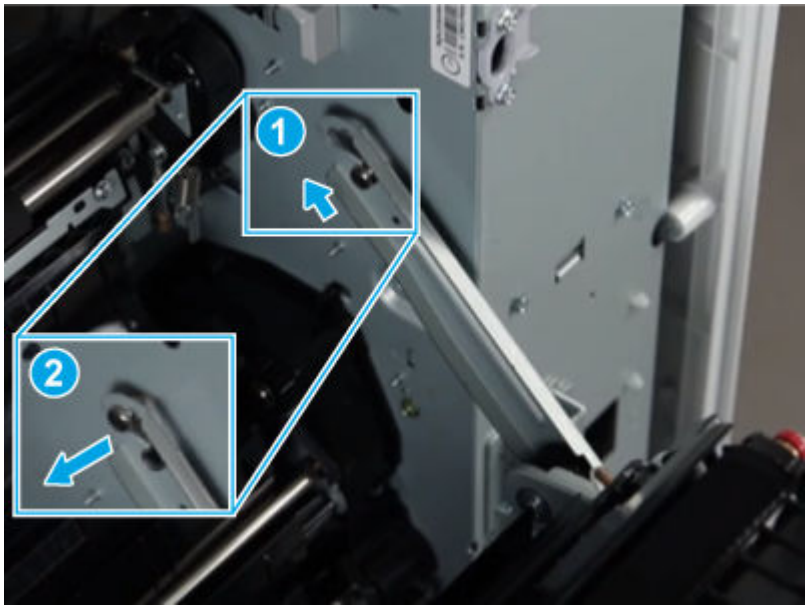
Figure 5-466 Disconnect one connector



2. Release the hinge.

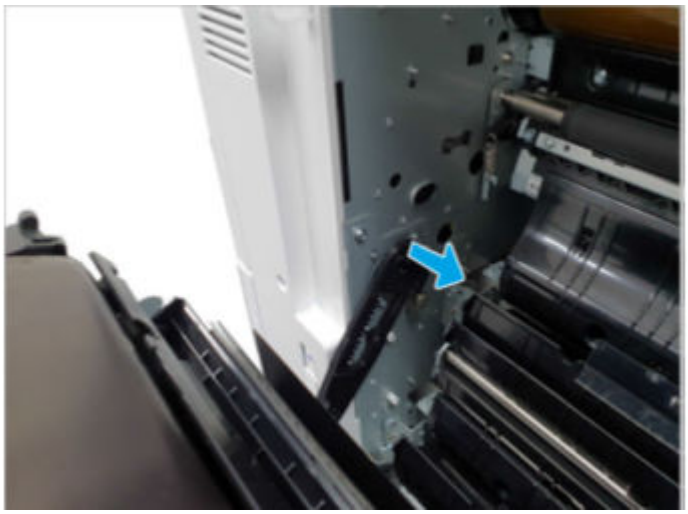
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-467 Release the hinge



3. Release the right door front link.

Figure 5-468 **Release the link**



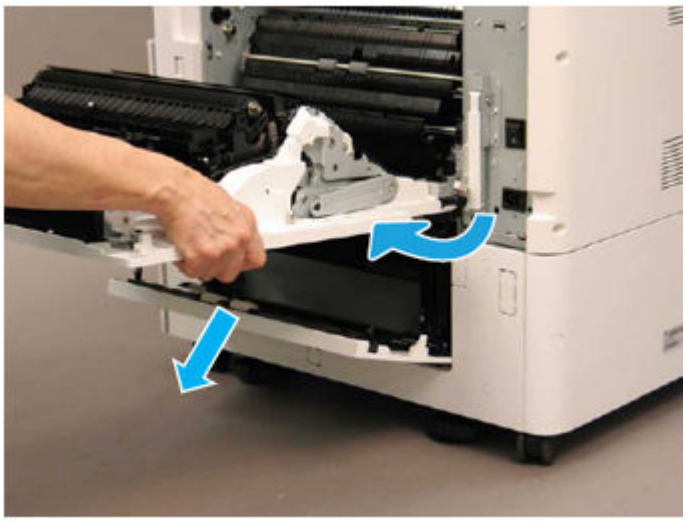
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-469 **Remove the door**

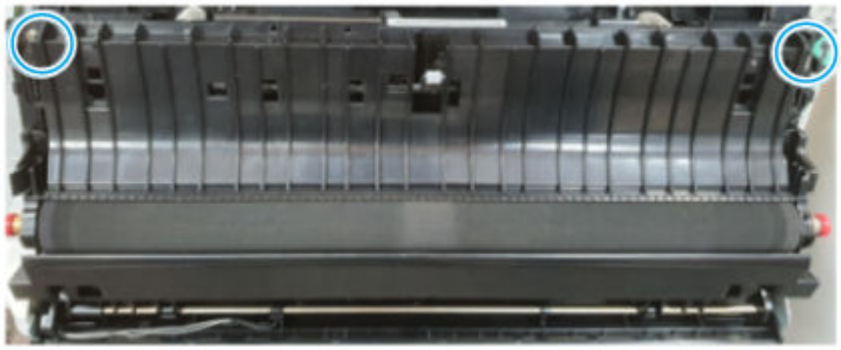


3. Remove the secondary transfer (T2) unit

Use the following procedure to remove and replace the T2 unit.

1. Remove two screws (on the right door).

Figure 5-470 Remove two screws



2. Disconnect one connector on the back side of the T2 unit, and then remove the unit.

Reinstallation tip: Make sure that the wire harness is correctly routed and that the springs are correctly positioned when the T2 unit is installed.

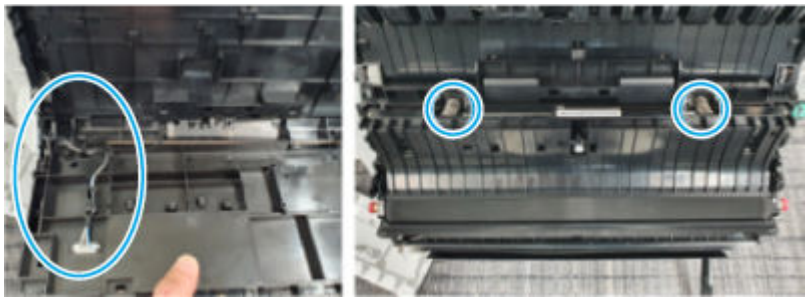
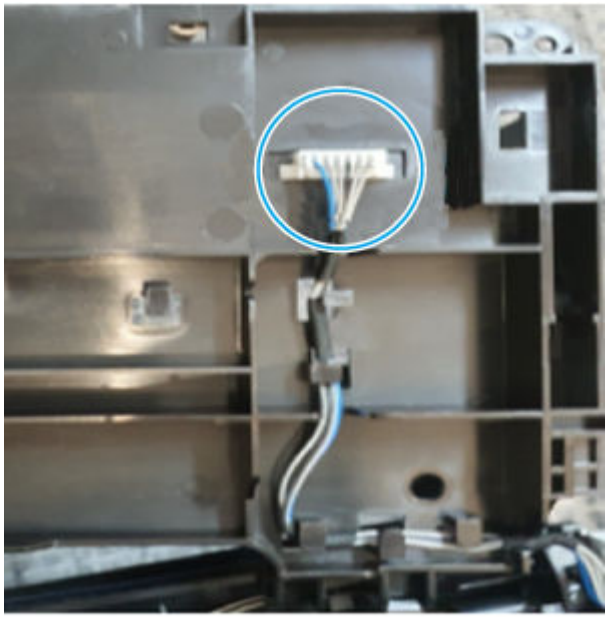


Figure 5-471 Remove the T2 unit



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Removal and replacement: Loop sensor 1

Learn about removing and replacing the loop sensor 1.

View a video of removing and replacing the loop sensor 1.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-55 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (loop sensor 1)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

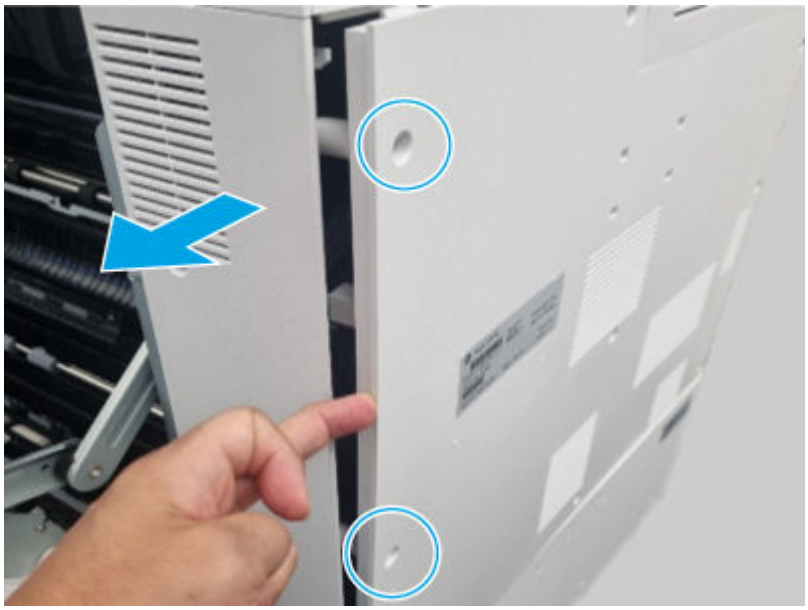
Figure 5-472 Remove four screws



2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.

c. Open the right door, and then remove the right rear cover.

Figure 5-473 Remove the cover

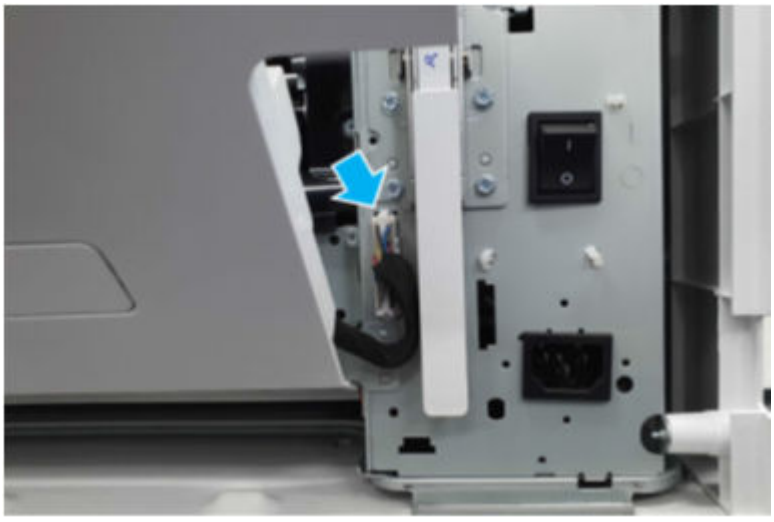


2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

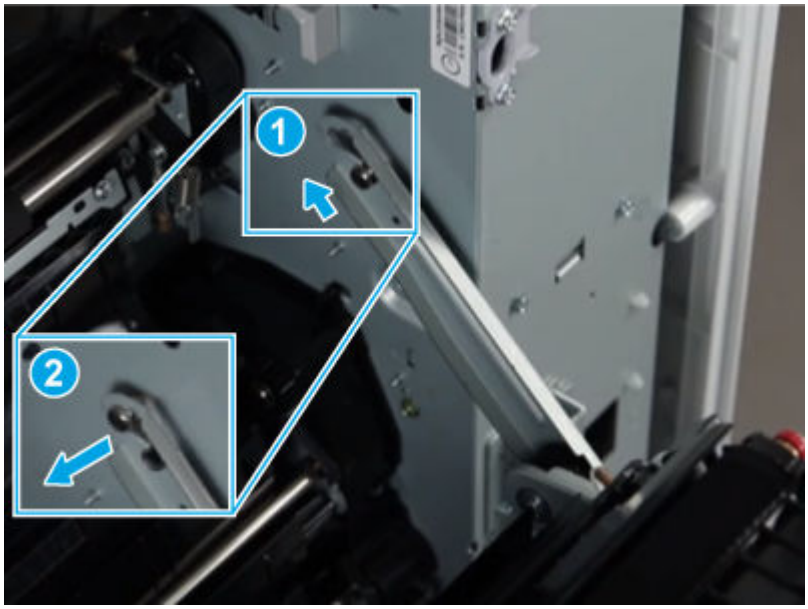
Figure 5-474 Disconnect one connector



2. Release the hinge.

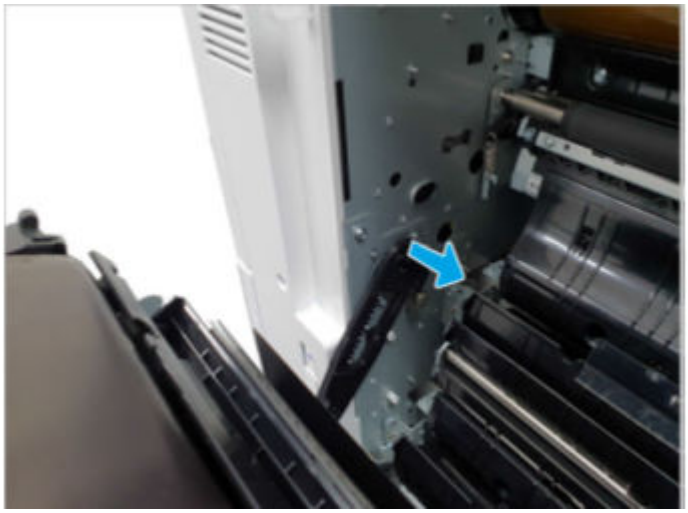
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-475 Release the hinge



3. Release the right door front link.

Figure 5-476 Release the link



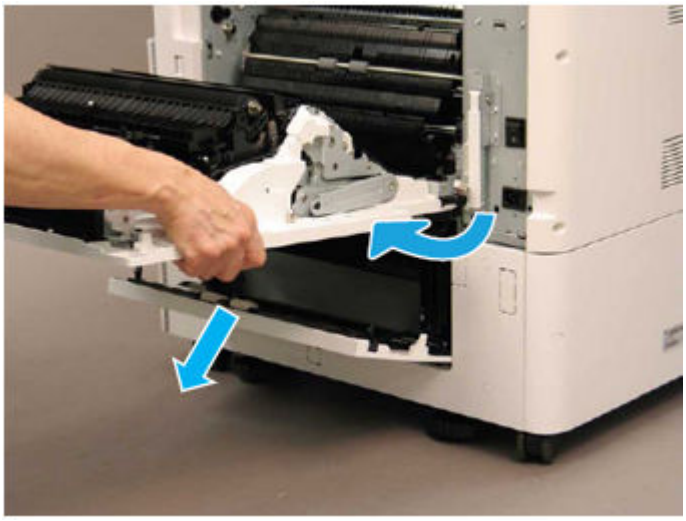
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-477 Remove the door

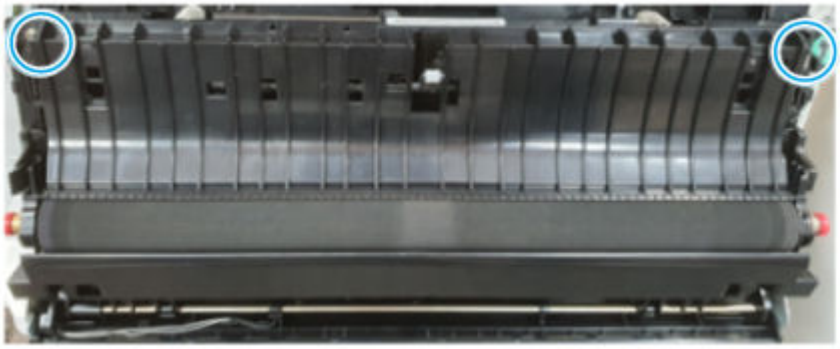


3. Remove the secondary transfer (T2) unit

Use the following procedure to remove and replace the T2 unit.

1. Remove two screws (on the right door).

Figure 5-478 Remove two screws



2. Disconnect one connector on the back side of the T2 unit, and then remove the unit.

Reinstallation tip: Make sure that the wire harness is correctly routed and that the springs are correctly positioned when the T2 unit is installed.

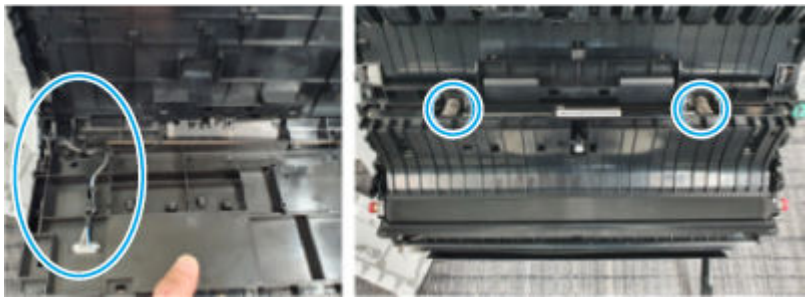
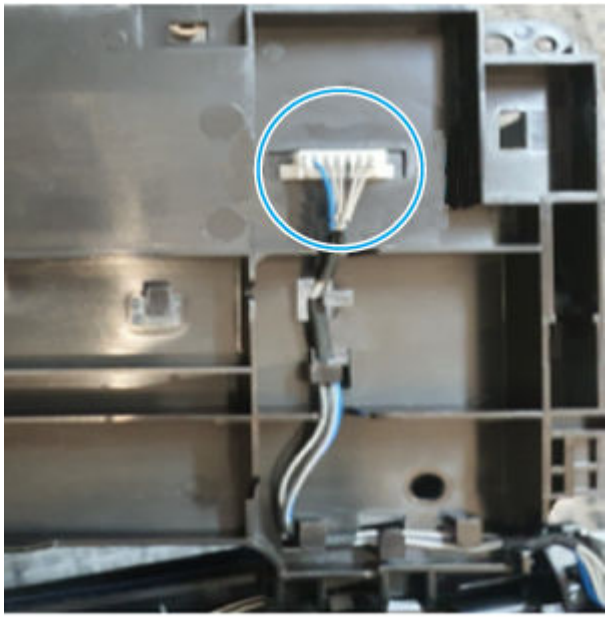


Figure 5-479 Remove the T2 unit

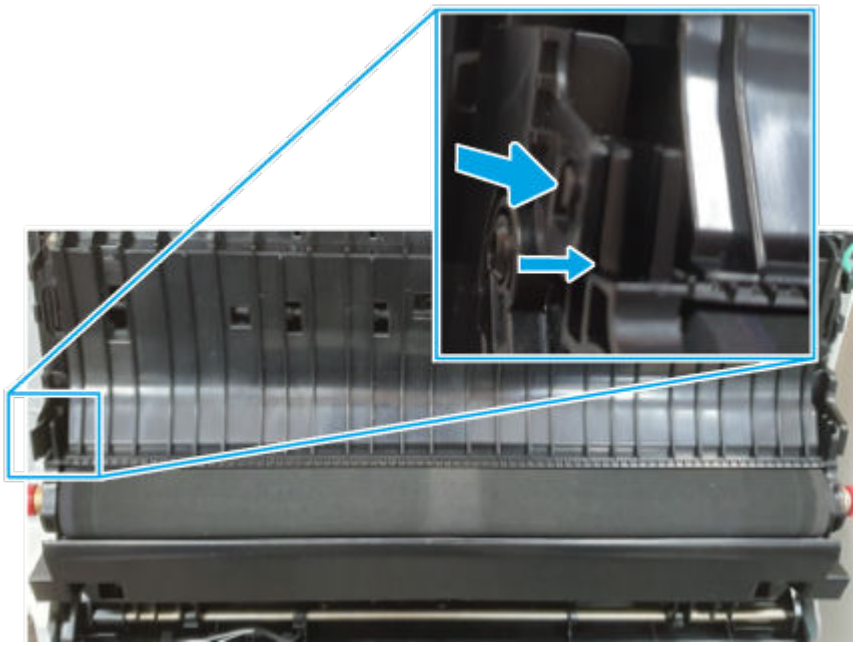


4. Remove the loop sensor 1

Use the following procedure to remove and replace the loop sensor 1.

1. Release a clip on the left side of the guide. and then remove the guide.

Figure 5-480 Remove the guide



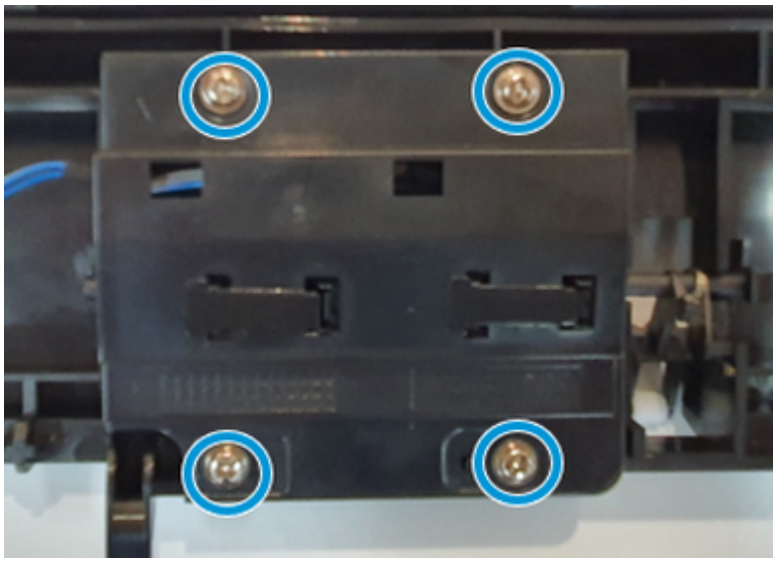
2. Disconnect one connector.

Figure 5-481 Disconnect one connector



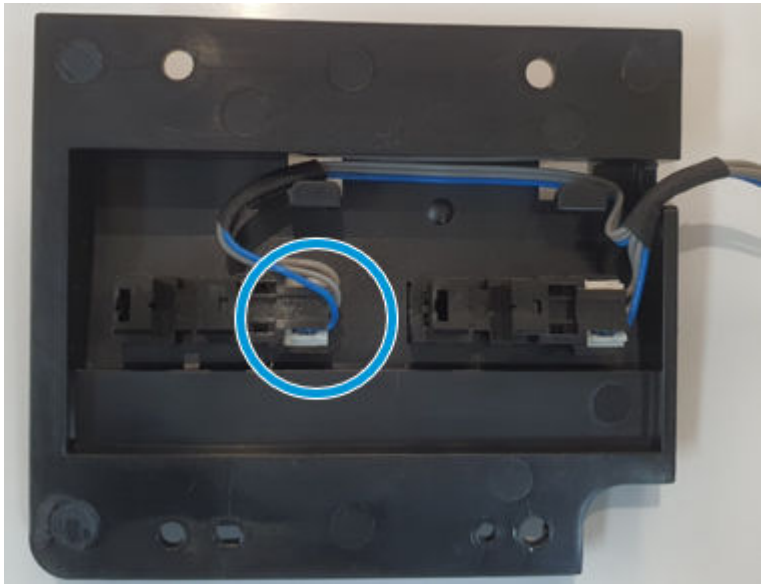
3. Remove four screws.

Figure 5-482 Remove four screws



4. Remove the loop sensor.

Figure 5-483 Remove the sensor



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Loop sensor 2

Learn about removing and replacing the loop sensor 2.

View a video of removing and replacing the loop sensor 2.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-56 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (loop sensor 2)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-484 Remove four screws



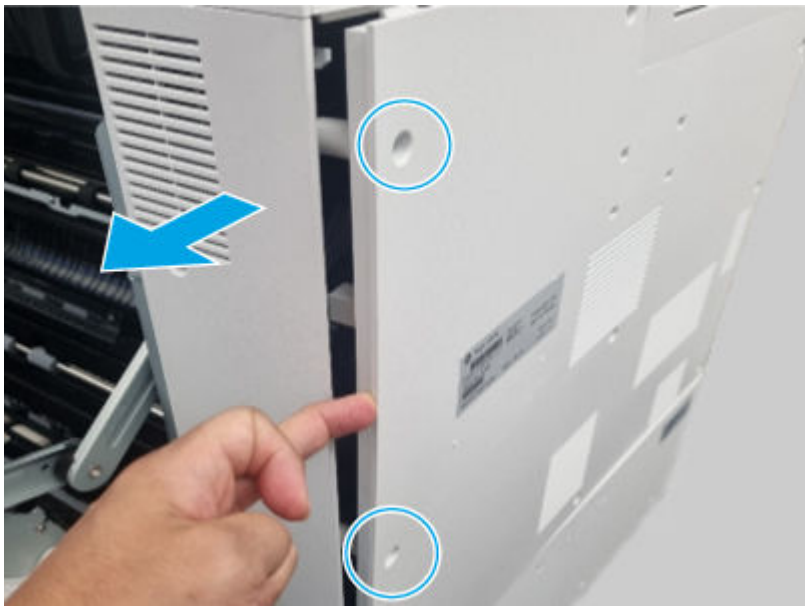
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-485 Remove the cover



2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

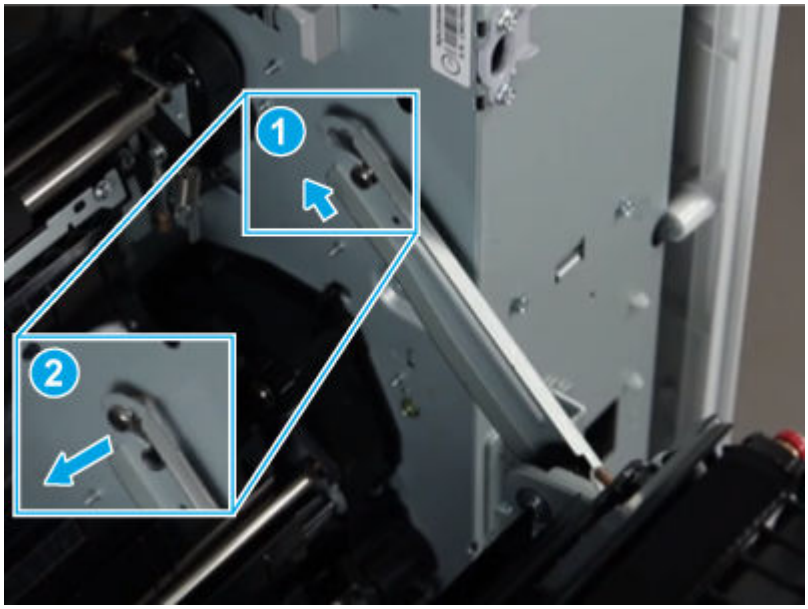
Figure 5-486 Disconnect one connector



2. Release the hinge.

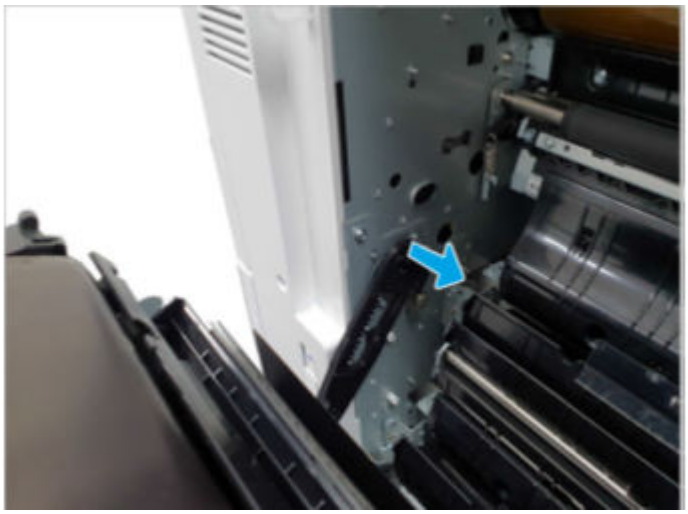
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-487 Release the hinge



3. Release the right door front link.

Figure 5-488 Release the link



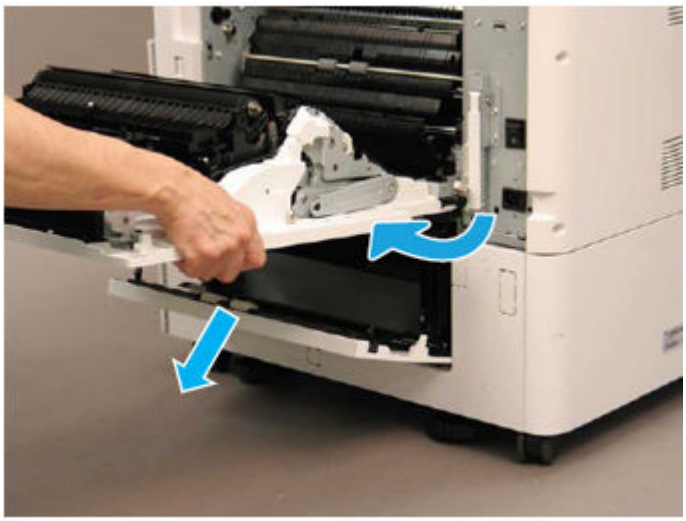
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-489 Remove the door

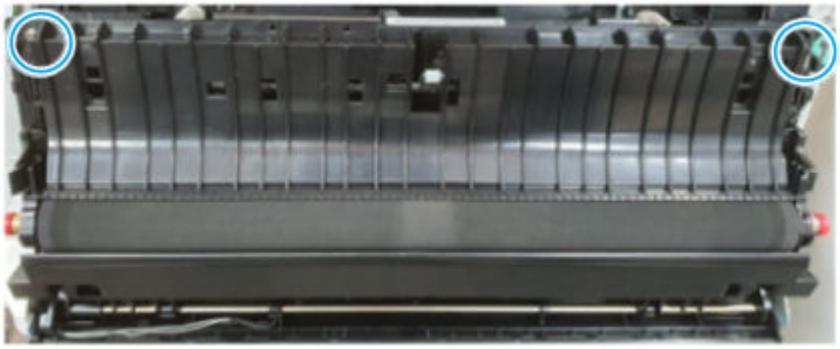


3. Remove the secondary transfer (T2) unit

Use the following procedure to remove and replace the T2 unit.

1. Remove two screws (on the right door).

Figure 5-490 **Remove two screws**



2. Disconnect one connector on the back side of the T2 unit, and then remove the unit.

Reinstallation tip: Make sure that the wire harness is correctly routed and that the springs are correctly positioned when the T2 unit is installed.

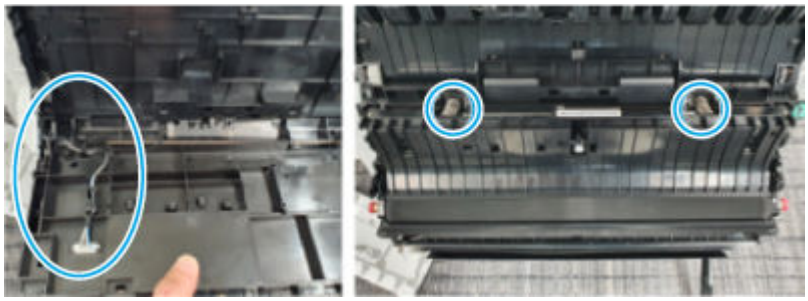
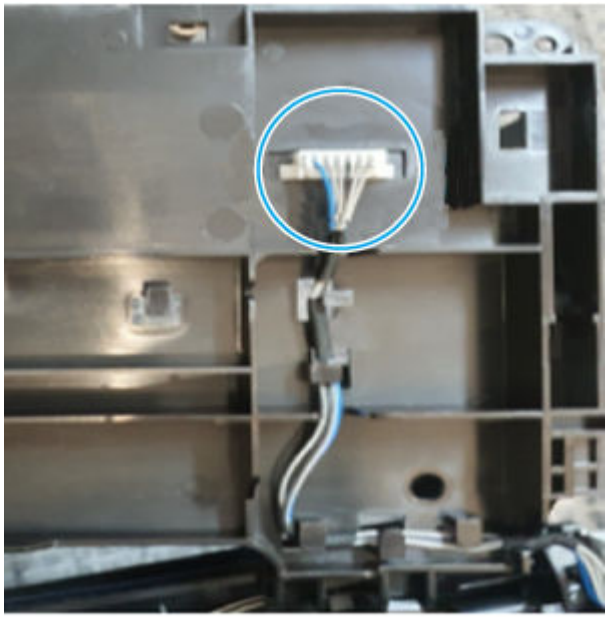


Figure 5-491 **Remove the T2 unit**

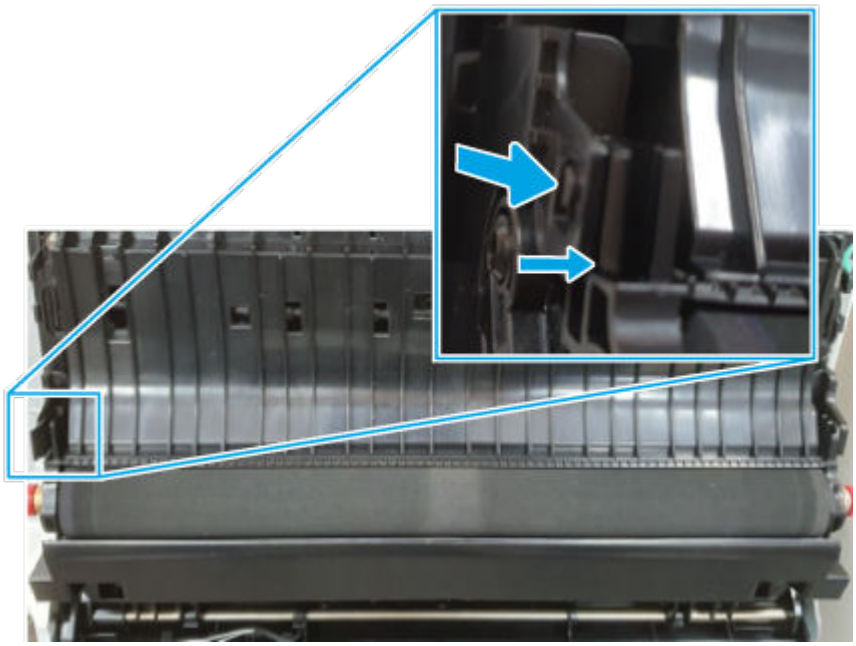


4. Remove the loop sensor 2

Use the following procedure to remove and replace the loop sensor 2.

1. Release a clip on the left side of the guide. and then remove the guide.

Figure 5-492 Remove the guide



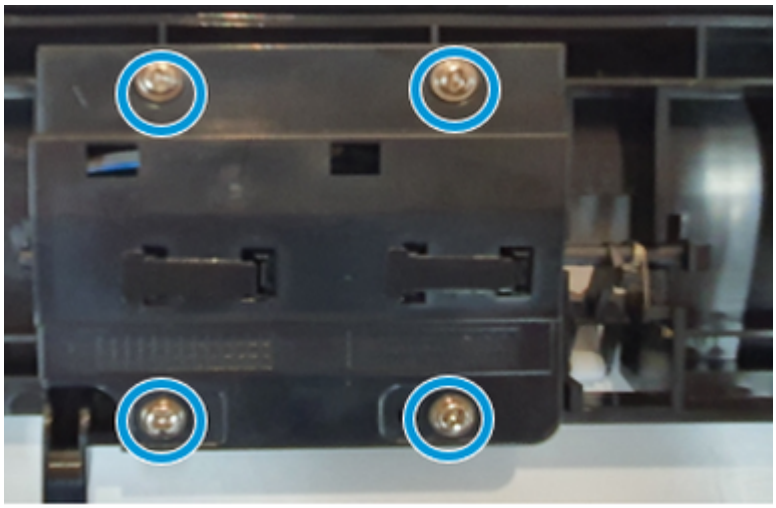
2. Disconnect one connector.

Figure 5-493 Disconnect one connector



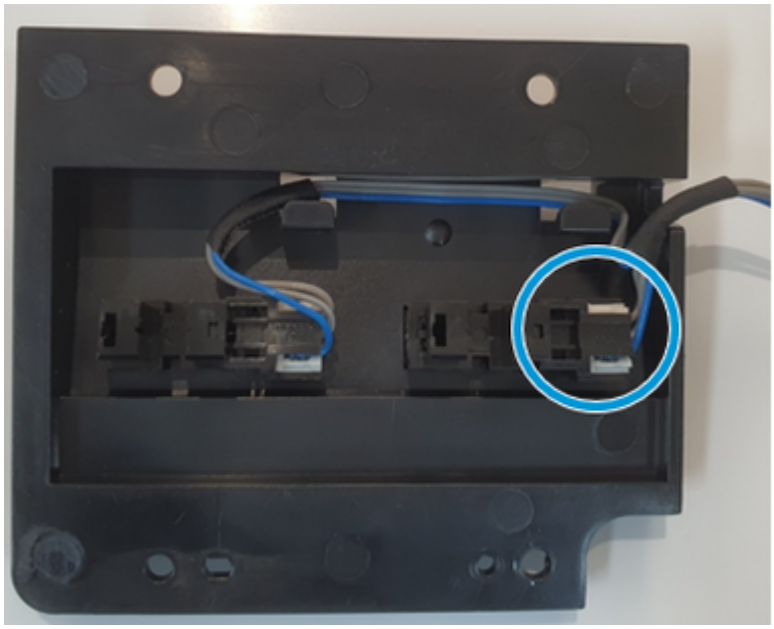
3. Remove four screws.

Figure 5-494 Remove four screws



4. Remove the loop sensor.

Figure 5-495 Remove the sensor



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Removal and replacement: Loop actuator

Learn about removing and replacing the loop actuator.

View a video of removing and replacing the loop actuator.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-57 Part information

Part number	Part description
JC66-04423A	Loop actuator

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

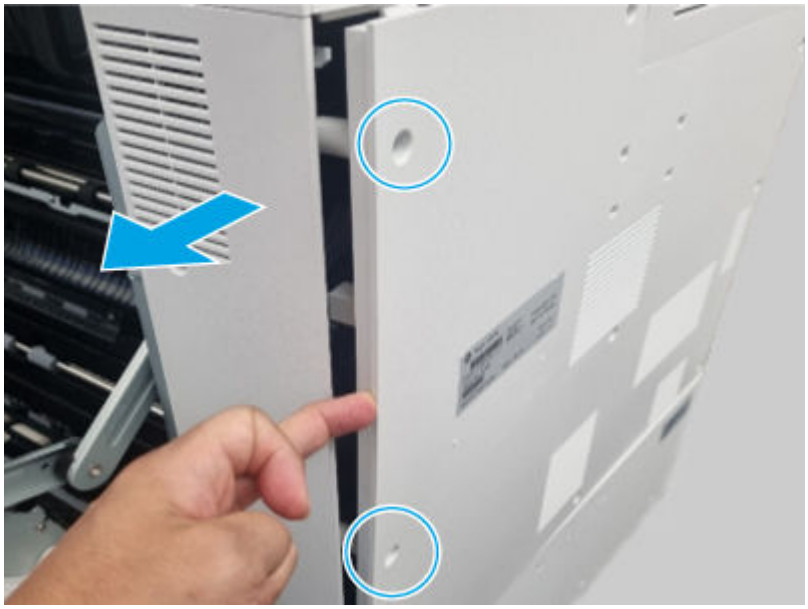
1. Remove four screws.

   Figure 5-496 **Remove four screws**

2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.
   c. Open the right door, and then remove the right rear cover.

Figure 5-497 Remove the cover

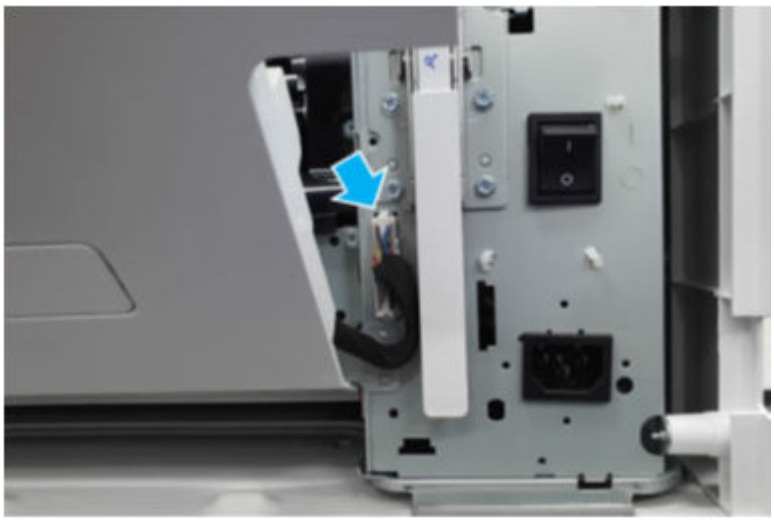


2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

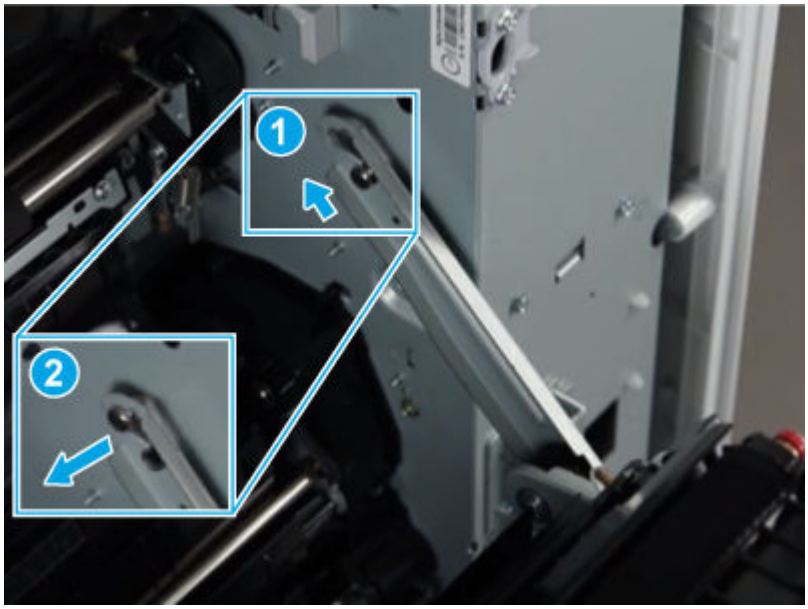
Figure 5-498 Disconnect one connector



2. Release the hinge.

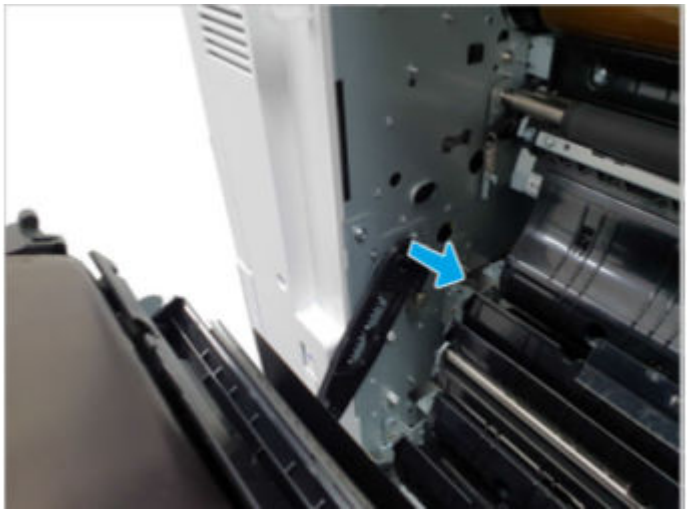
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-499 Release the hinge



3. Release the right door front link.

Figure 5-500 Release the link



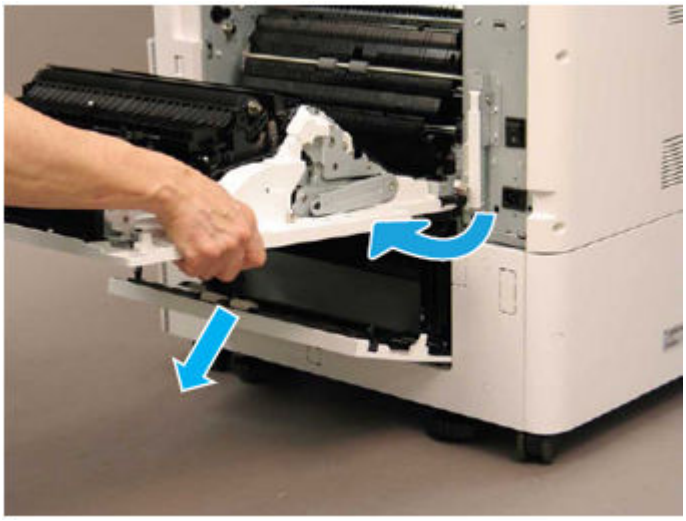
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-501 Remove the door

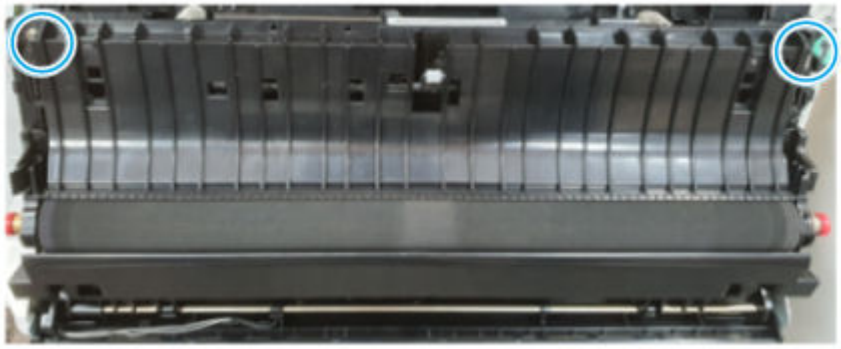


3. Remove the secondary transfer (T2) unit

Use the following procedure to remove and replace the T2 unit.

1. Remove two screws (on the right door).

Figure 5-502 Remove two screws



2. Disconnect one connector on the back side of the T2 unit, and then remove the unit.

Reinstallation tip: Make sure that the wire harness is correctly routed and that the springs are correctly positioned when the T2 unit is installed.

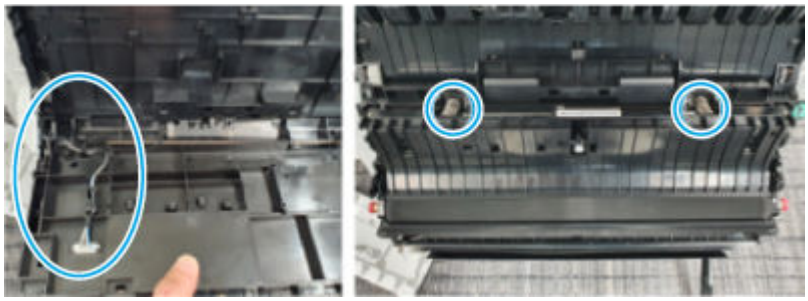
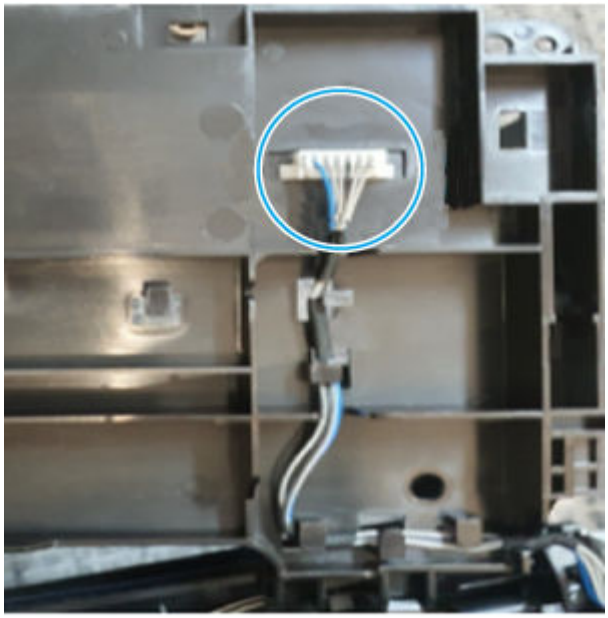


Figure 5-503 Remove the T2 unit

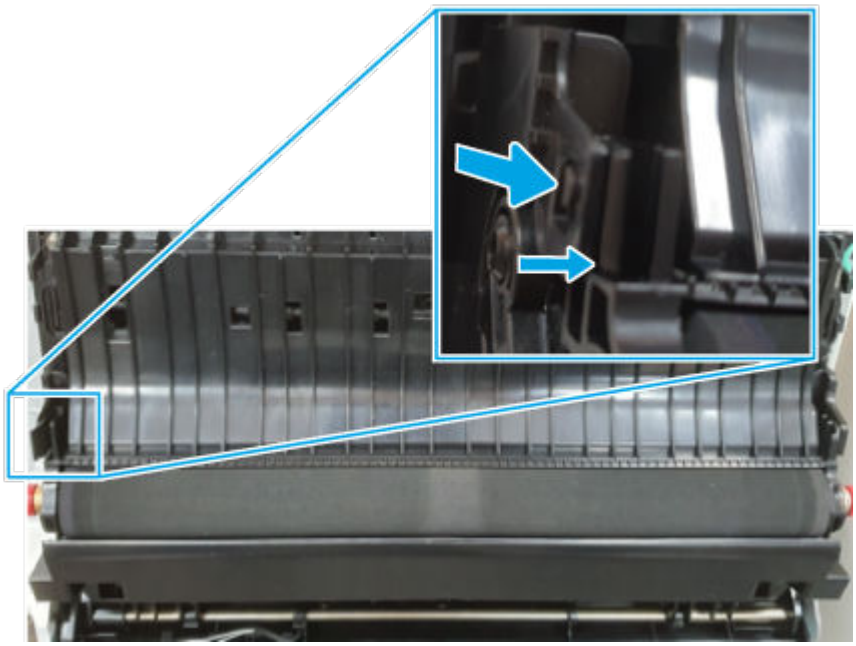


4. Remove the loop actuator

Use the following procedure to remove and replace the loop actuator.

1. Release a clip on the left side of the guide. and then remove the guide.

Figure 5-504 Remove the guide



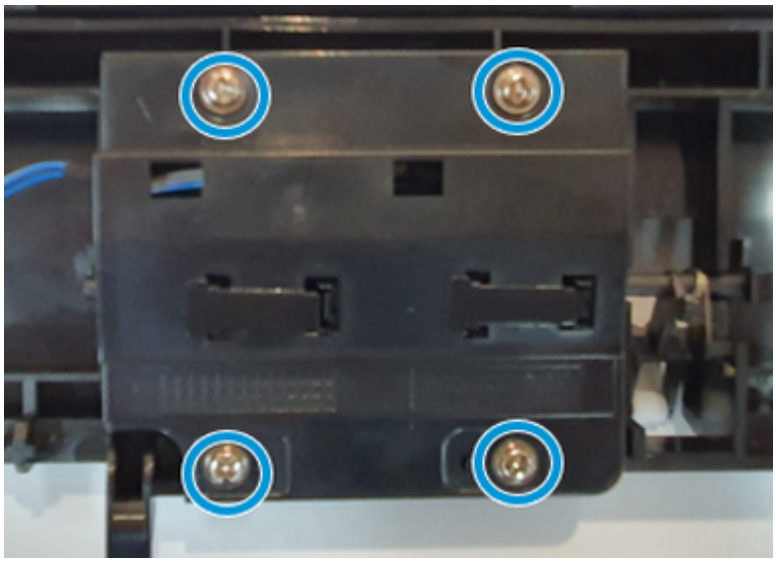
2. Disconnect one connector.

Figure 5-505 Disconnect one connector



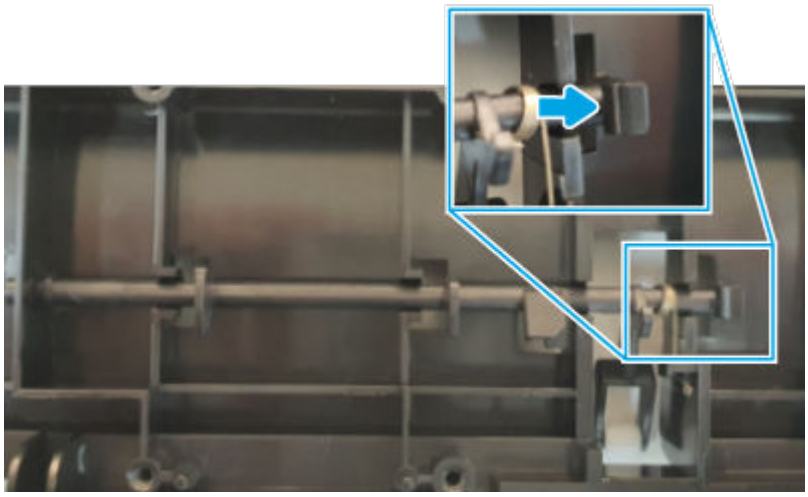
3. Remove four screws.

Figure 5-506 Remove four screws



4. Remove the loop actuator.

Figure 5-507 **Remove the actuator**



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Right door exit assembly

Learn about removing and replacing the right door exit assembly.

View a video of removing and replacing the right door exit assembly.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-58 Part information

Part number	Part description
JC95-02249A	Right door exit assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

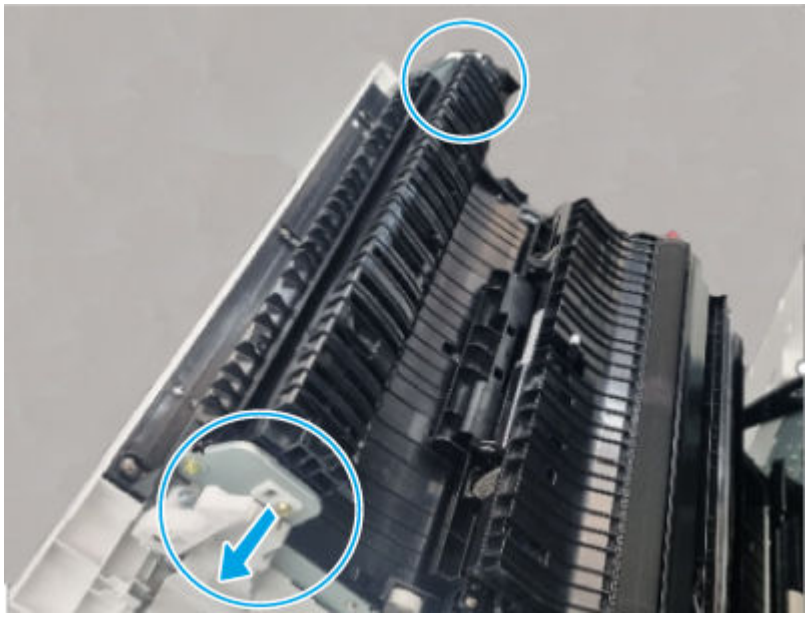
1. Remove the right door exit assembly

Use the following procedure to remove and replace the right door exit assembly.

1. Open the right door.

2. Remove two screws and the white-plastic molded parts.

Figure 5-508 **Remove the guide**



3. Disconnect one connector, and then remove the right door exit assembly.

Figure 5-509 **Remove the unit**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Removal and replacement: Fuser out sensor

Learn about removing and replacing the fuser out sensor.

View a video of removing and replacing the fuser out sensor.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-59 Part information

Part number	Part description
0960-5271	Photo interrupter (fuser out sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

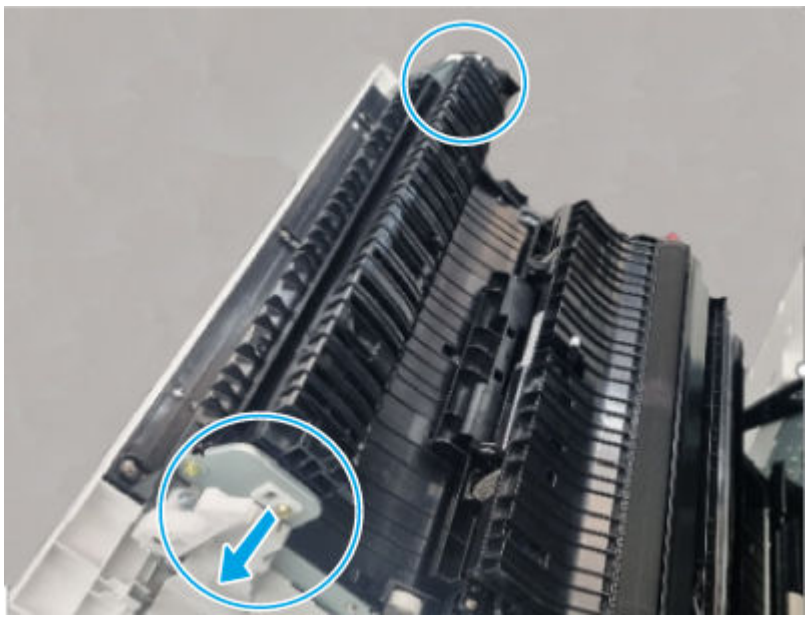
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right door exit assembly

Use the following procedure to remove and replace the right door exit assembly.

1. Open the right door.
2. Remove two screws and the white-plastic molded parts.

Figure 5-510 Remove the guide



3. Disconnect one connector, and then remove the right door exit assembly.

Figure 5-511 **Remove the unit**

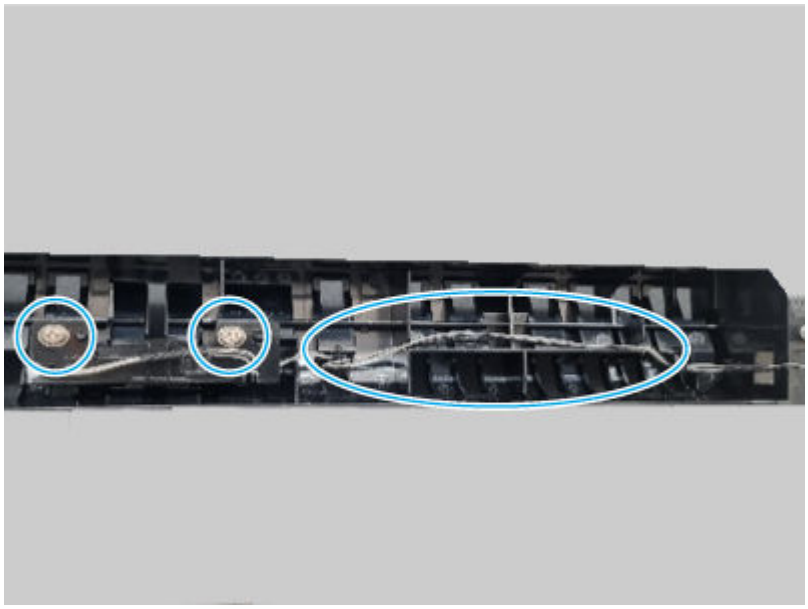


2. Remove the fuser out sensor

Use the following procedure to remove and replace the fuser out sensor.

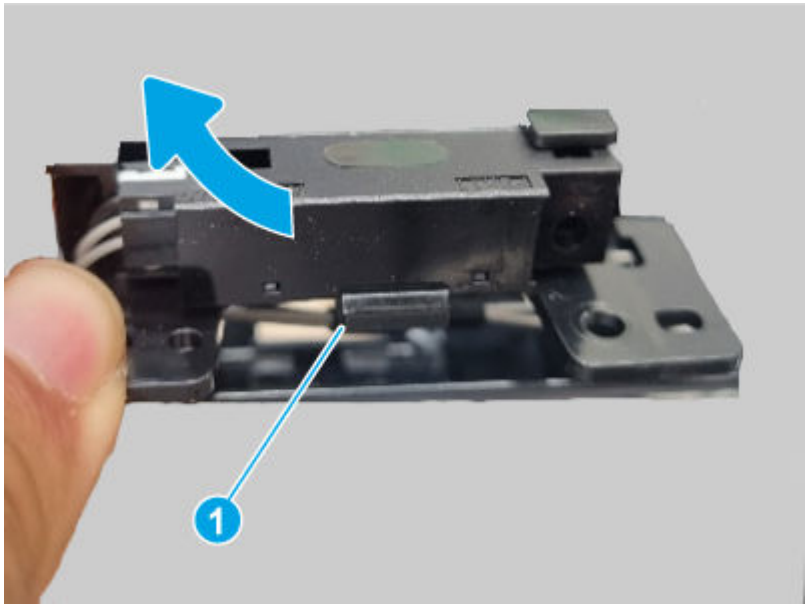
1. Remove two screws and release the wire harness.

Figure 5-512 **Remove two screws**



2. Release one tab (callout 1), and then remove the fuser out sensor.

Figure 5-513 **Remove the sensor**



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Fuser out sensor harness

Learn about removing and replacing the fuser out sensor harness.

View a video of removing and replacing the fuser out sensor harness.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-60 Part information

Part number	Part description
5QK03-50001	Fuser out sensor harness

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

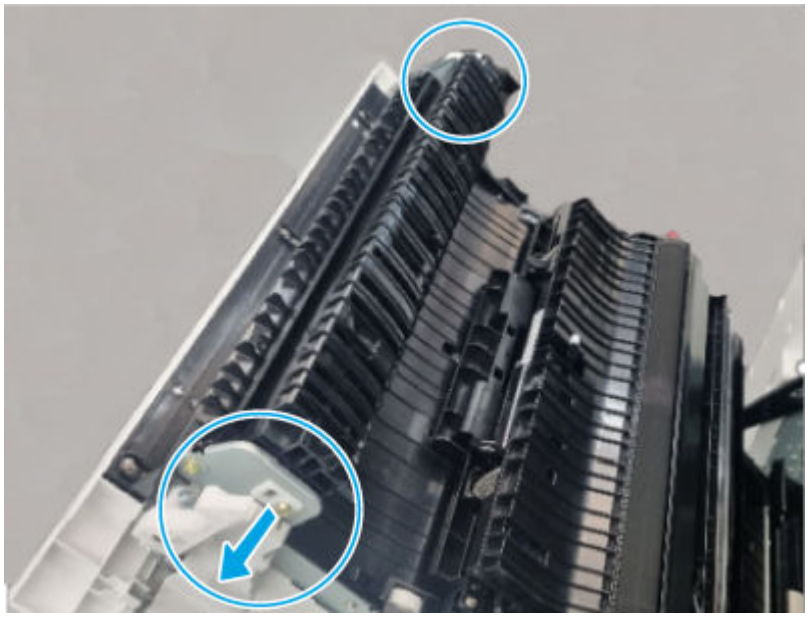
1. Remove the right door exit assembly

Use the following procedure to remove and replace the right door exit assembly.

1. Open the right door.

2. Remove two screws and the white-plastic molded parts.

Figure 5-514 **Remove the guide**



3. Disconnect one connector, and then remove the right door exit assembly.

Figure 5-515 **Remove the unit**

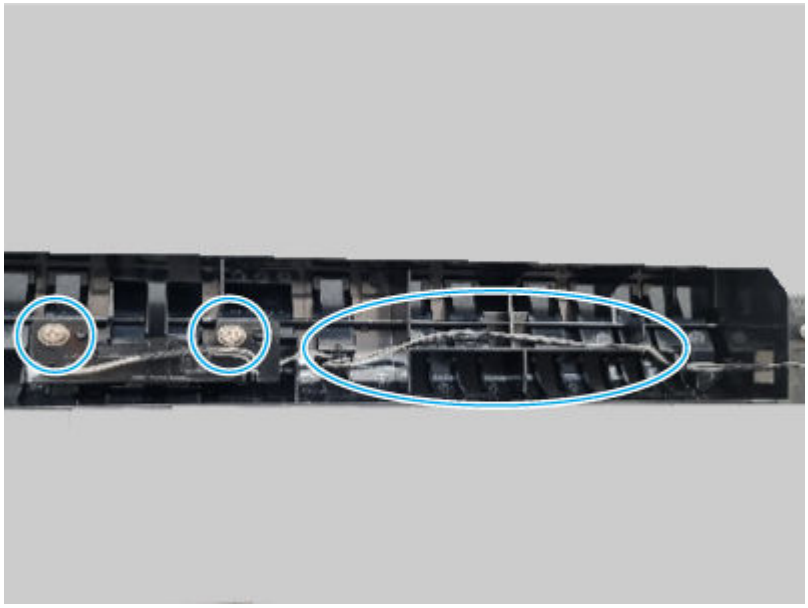


2. Remove the fuser out sensor harness

Use the following procedure to remove and replace the fuser out sensor harness.

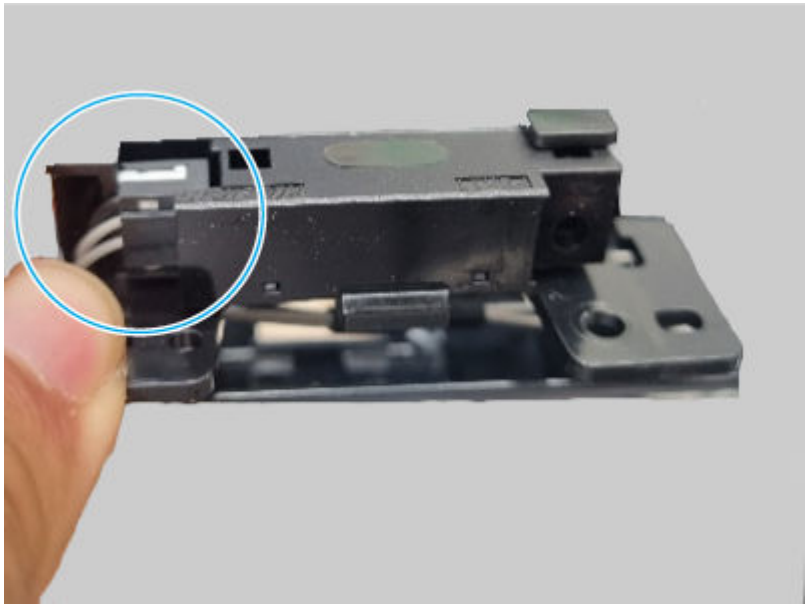
1. Remove two screws and release the wire harness.

Figure 5-516 Remove two screws



2. Disconnect one connector, and then remove the fuser out sensor wire harness.

Figure 5-517 Remove the wire harness



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Removal and replacement: Paper dust holder assembly

Learn about removing and replacing the paper dust holder.

View a video of removing and replacing the paper dust holder.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-61 Part information

Part number	Part description
JC93-01026B	Paper dust holder assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

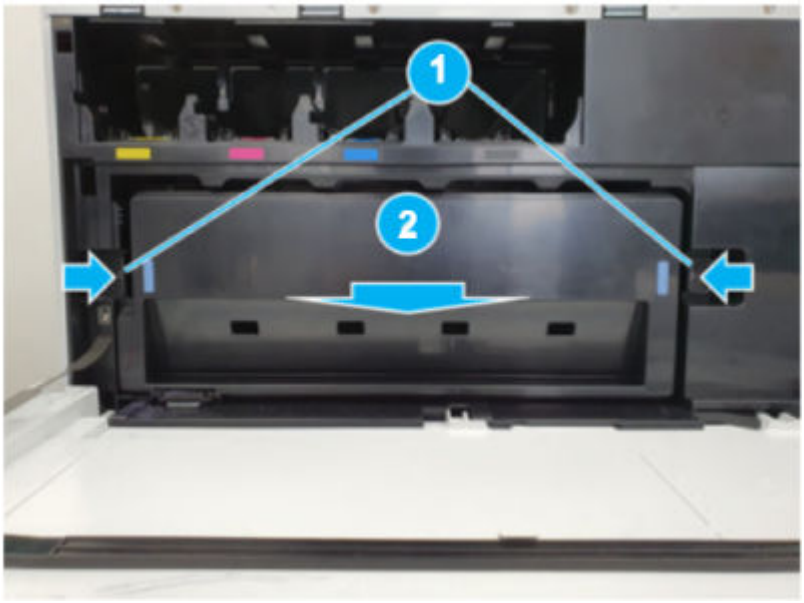
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the toner collection duct unit (TCDU)

Use the following procedure to remove and replace the TCDU.

1. Open the front door.
2. Push in on two tabs (callout 1) to release the unit, and then pull it straight out (callout 2) of the printer to remove it.

Figure 5-518 **Remove the unit**

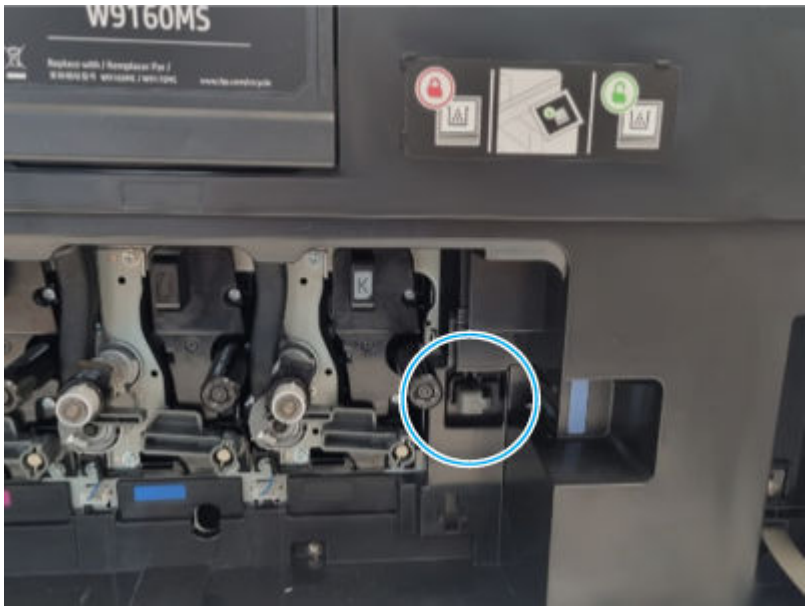


2. Remove the paper dust holder

Use the following procedure to remove and replace the paper dust holder.

1. Locate the paper dust holder.

Figure 5-519 Locate the paper dust holder



2. Release the assembly, and then pull the paper dust holder straight out of the printer to remove it.

Figure 5-520 Remove the assembly



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Exit unit

Learn about exit unit parts removal and replacement.

Removal and replacement: Exit unit

Learn about removing and replacing the exit unit.

View a video of removing and replacing the exit unit.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-62 Part information

Part number	Part description
JC90-01856A	Exit unit

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the fuser assembly

Use the following procedure to remove and replace the fuser assembly.

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

Figure 5-521 **Remove four screws**



3. Pull the fuser straight out of the printer to remove it.

Figure 5-522 Remove the fuser



2. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-523 Remove two screws



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-524 **Remove the cover**



3. Remove the keyboard (drawer type)

Use the following procedure to remove and replace the keyboard (drawer type).

NOTE: The optional keyboard is for flow models only. For all other models, skip this step.

1. Do the following:
   - Rotate the control panel into the upright position (callout 1).
   - Use a pair of tweezers to release the cover (callout 2), and then remove the top cover (callout 3).

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

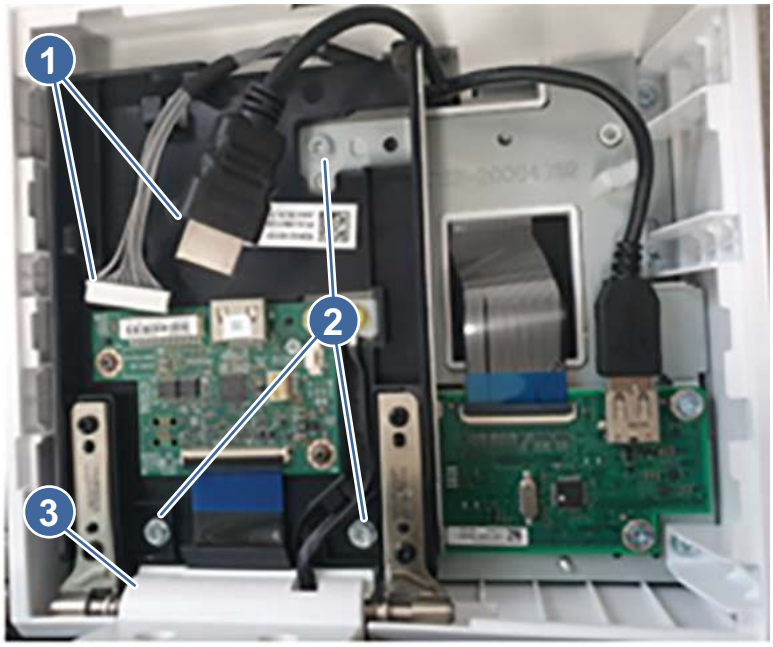
Figure 5-525 Remove the cover



2. Disconnect two connectors (callout 1), remove three screws (callout 2, and then remove the control panel (callout 3).

NOTE: Lift the control panel straight up to remove it.

Figure 5-526 Remove the control panel



3. Disconnect one connector.

IMPORTANT: The control panel mount bracket and the keyboard must be removed together. They are attached to each other by a film cable.

Figure 5-527 Disconnect one connector



4. Remove four screws.

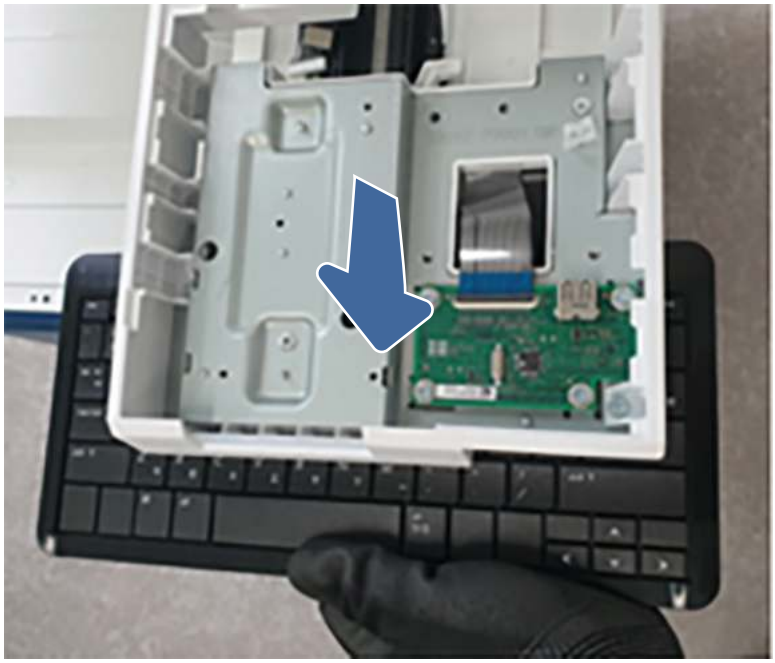
Figure 5-528 Remove four screws



5. Pull the mount bracket and keyboard assembly straight out and away from the printer to **release** it.

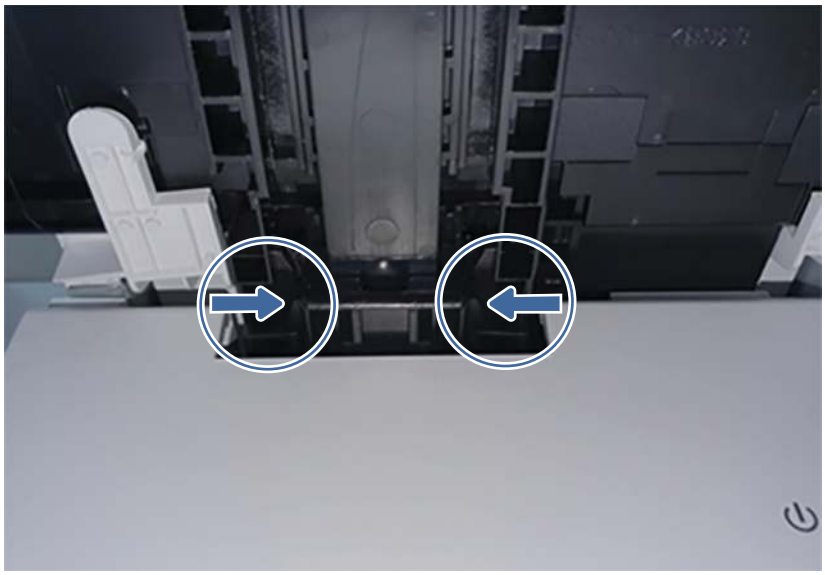
⚠ CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by two hooks.

Figure 5-529 Release the assembly



6. Look up under the mount bracket and keyboard assembly to locate two hooks. Press in on each hook, and then pull the assembly away form the printer to remove it.

Figure 5-530 Remove the assembly



7. **Special instruction for a replacement keyboard**

   a. Dispose of the defective part. See

   NOTE: HP recommends responsible disposal of the defective part.

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

b. Unpack the replacement parts supplied in the service kit.

IMPORTANT: Only the control panel mount and keyboard assembly (callout 2) are required to be installed.

Save the additional service kit parts (callouts 1/3/4) for other applications.

Figure 5-531 Service kit parts



4. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

NOTE: If an optional keyboard is installed, remove it now.

1. Remove two screws.

Figure 5-532 Remove two screws



2. Open the right door.

Figure 5-533 Open the right door



3. Move the control panel out of the way, and then slide the cover as shown below to separate it from the printer.

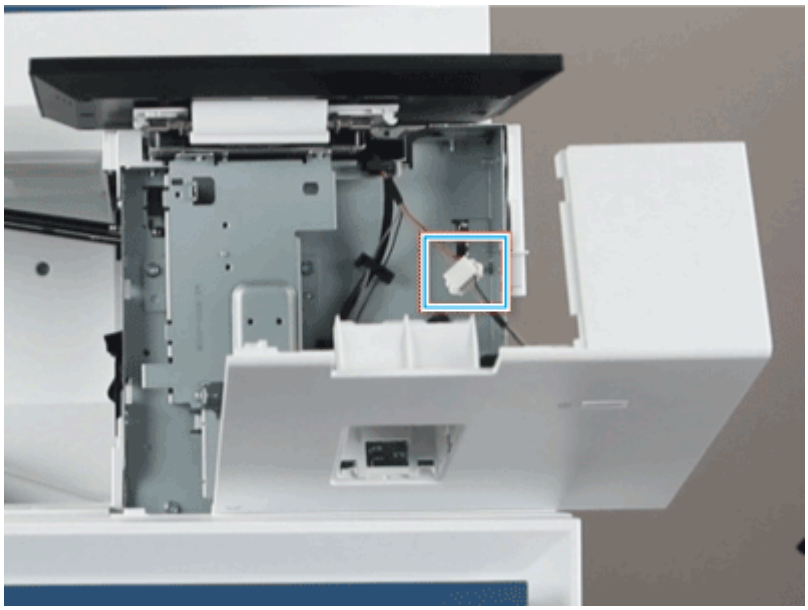
⚠ CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-534 Slide the cover



4. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-535 **Remove the cover assembly**



5. Remove the right upper cover

Use the following procedure to remove and replace the right upper cover.

1. Remove five screws.

Figure 5-536 **Remove five screws**



2. Remove one screw (circled), and then carefully slide the cover as shown below to remove it.

Figure 5-537 Remove the cover



6. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

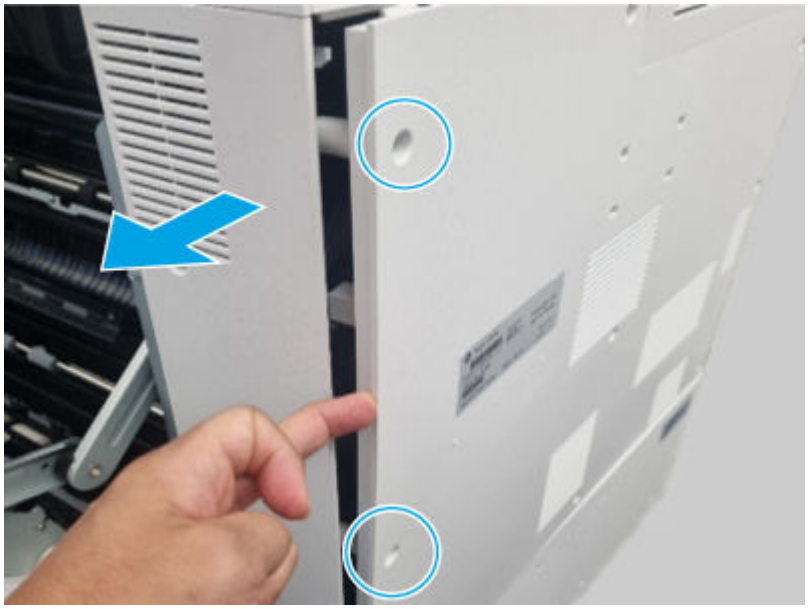
1. Remove four screws.

Figure 5-538 Remove four screws



2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.
   c. Open the right door, and then remove the right rear cover.

Figure 5-539 Remove the cover



7. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

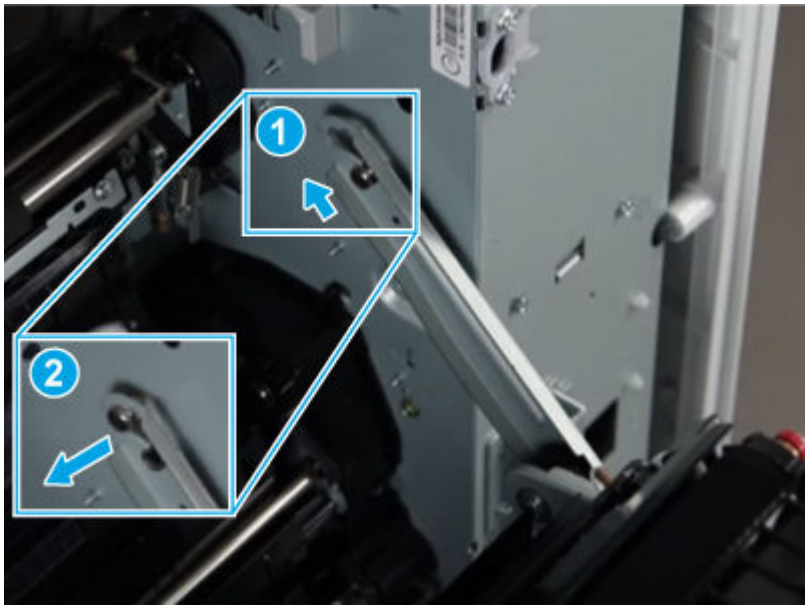
Figure 5-540 Disconnect one connector



2. Release the hinge.

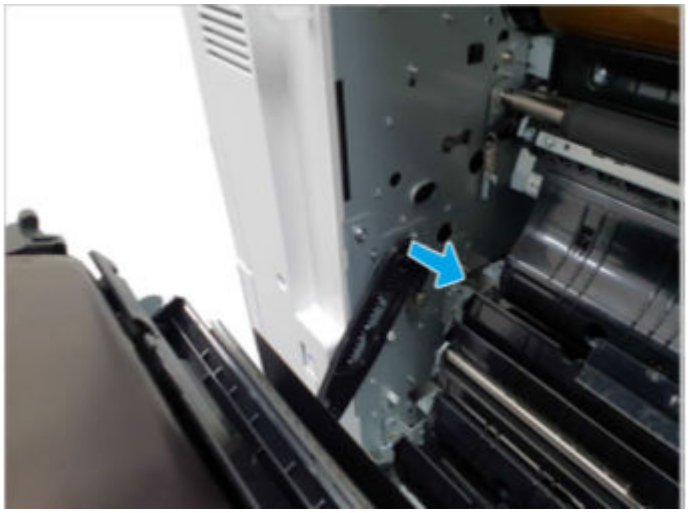
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-541 Release the hinge



3. Release the right door front link.

Figure 5-542 Release the link



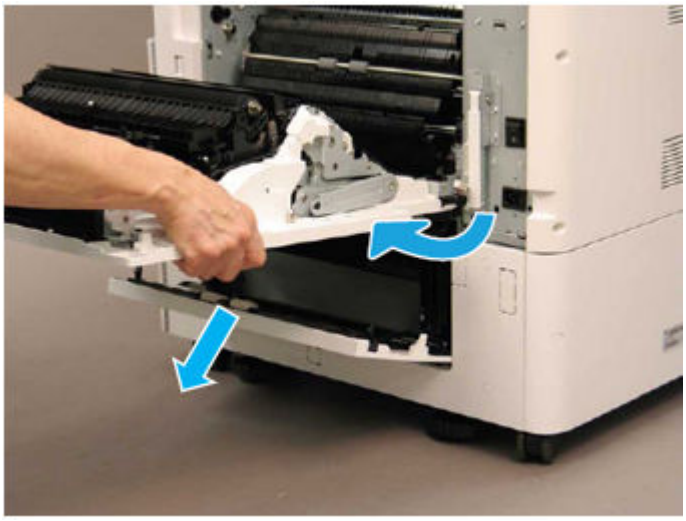
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-543 Remove the door



8. Remove the exit unit

Use the following procedure to remove and replace the exit unit.

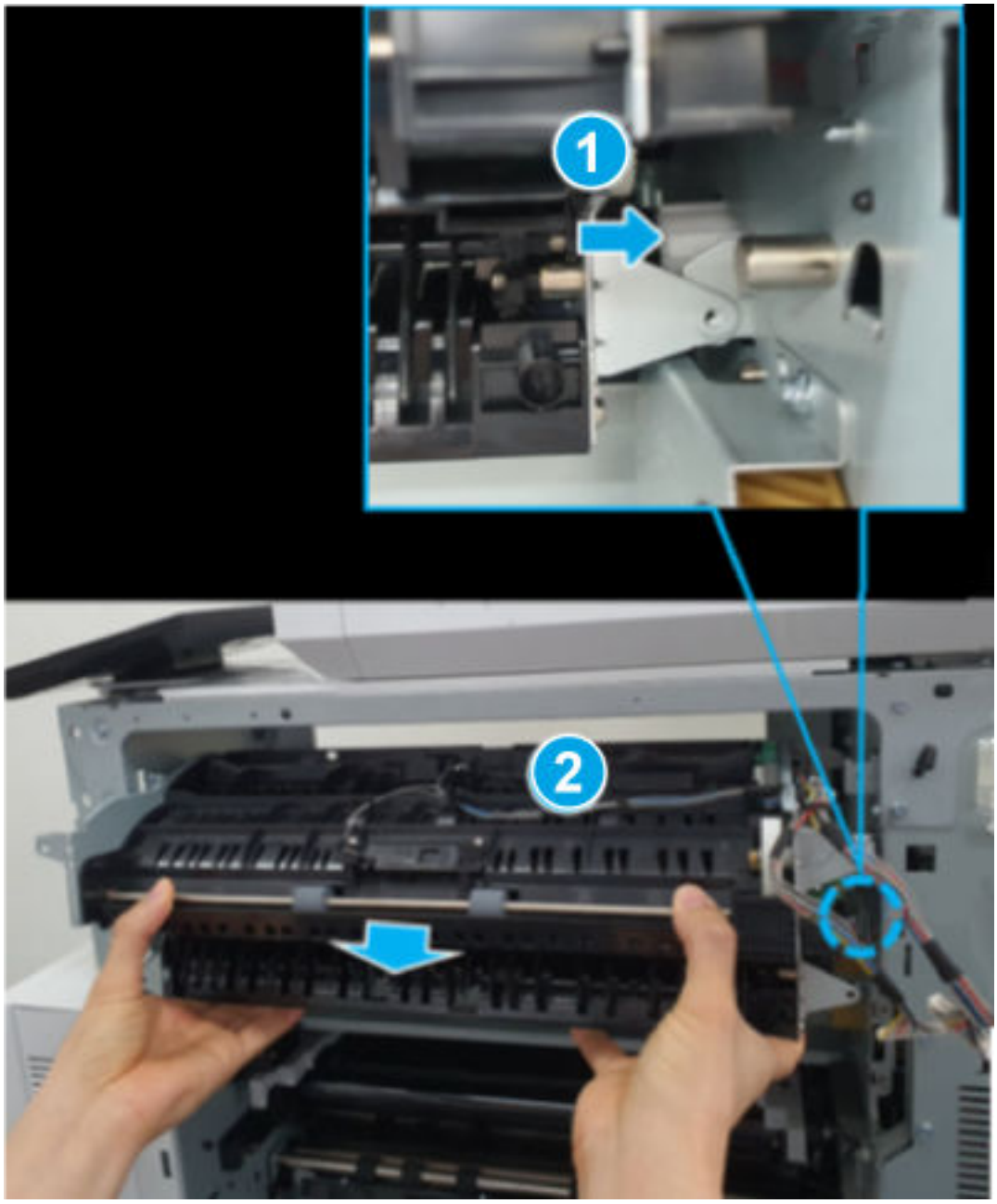
1. Disconnect two connectors, and then remove four screws.

Figure 5-544 Disconnect connectors and remove screws



2. Push in on the white-plastic coupler (callout 1), and then pull the exit unit straight out to remove it (callout 2).

Figure 5-545 Remove the unit



9. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Removal and replacement: Output bin 1 sensor

Learn about removing and replacing the output bin 1 sensor.

View a video of removing and replacing the output bin 1 sensor.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-63 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (output bin 1 sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the fuser assembly

Use the following procedure to remove and replace the fuser assembly.

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

Figure 5-546 **Remove four screws**



3. Pull the fuser straight out of the printer to remove it.

Figure 5-547 **Remove the fuser**



2. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-548 **Remove two screws**



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-549 **Remove the cover**



3. Remove the keyboard (drawer type)

Use the following procedure to remove and replace the keyboard (drawer type).

NOTE: The optional keyboard is for flow models only. For all other models, skip this step.

1. Do the following:
   - Rotate the control panel into the upright position (callout 1).
   - Use a pair of tweezers to release the cover (callout 2), and then remove the top cover (callout 3).

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

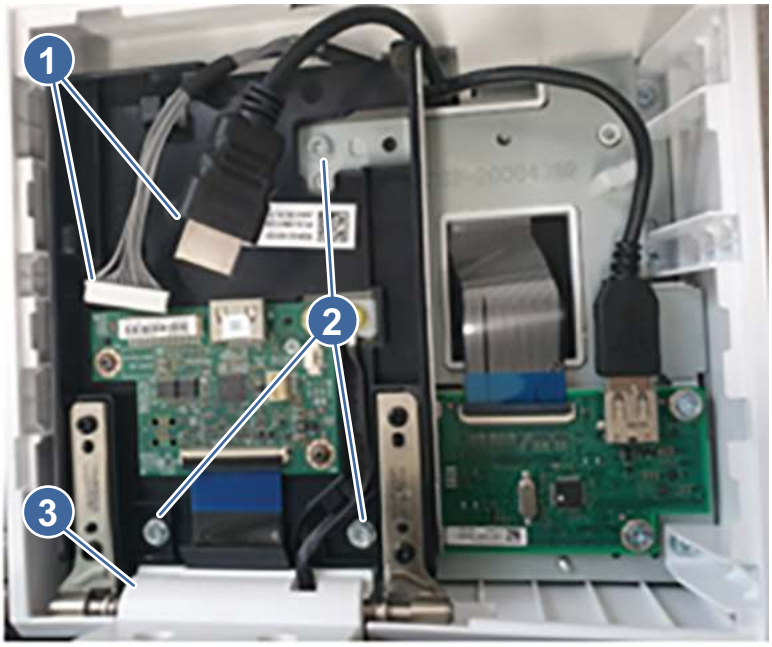
Figure 5-550 Remove the cover



2. Disconnect two connectors (callout 1), remove three screws (callout 2, and then remove the control panel (callout 3).

NOTE: Lift the control panel straight up to remove it.

Figure 5-551 Remove the control panel



3. Disconnect one connector.

IMPORTANT: The control panel mount bracket and the keyboard must be removed together. They are attached to each other by a film cable.

Figure 5-552 Disconnect one connector



4. Remove four screws.

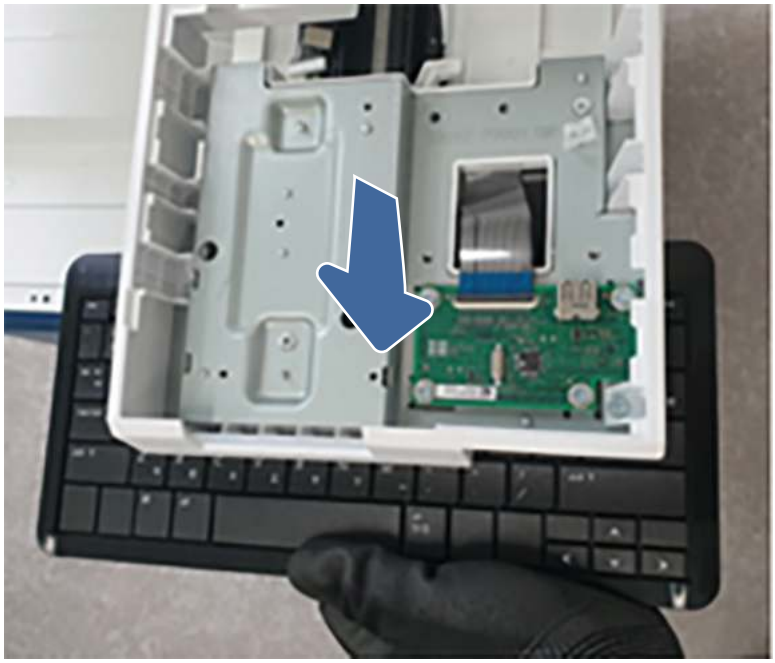
Figure 5-553 Remove four screws



5. Pull the mount bracket and keyboard assembly straight out and away from the printer to **release** it.

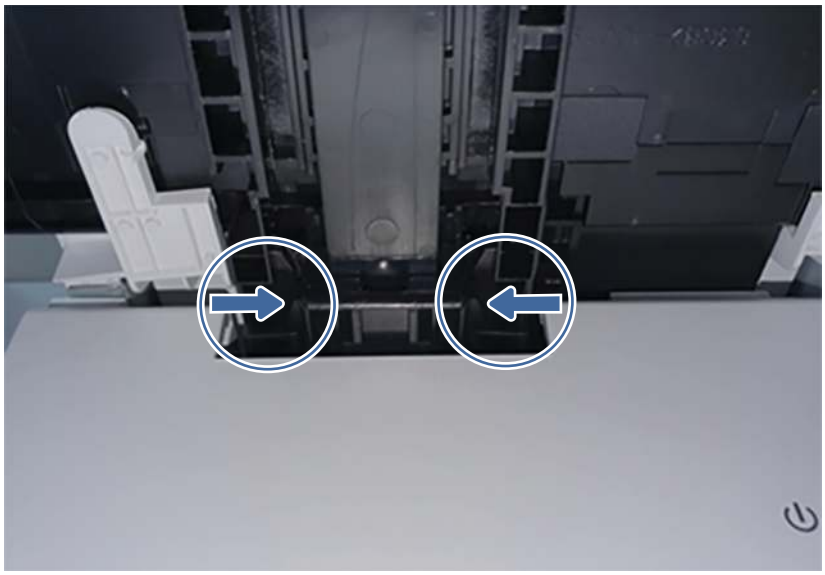
⚠ CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by two hooks.

Figure 5-554 Release the assembly



6. Look up under the mount bracket and keyboard assembly to locate two hooks. Press in on each hook, and then pull the assembly away form the printer to remove it.

Figure 5-555 Remove the assembly



7. **Special instruction for a replacement keyboard**

   a. Dispose of the defective part. See

   NOTE: HP recommends responsible disposal of the defective part.

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

b. Unpack the replacement parts supplied in the service kit.

IMPORTANT: Only the control panel mount and keyboard assembly (callout 2) are required to be installed.

Save the additional service kit parts (callouts 1/3/4) for other applications.

Figure 5-556 Service kit parts



4. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

NOTE: If an optional keyboard is installed, remove it now.

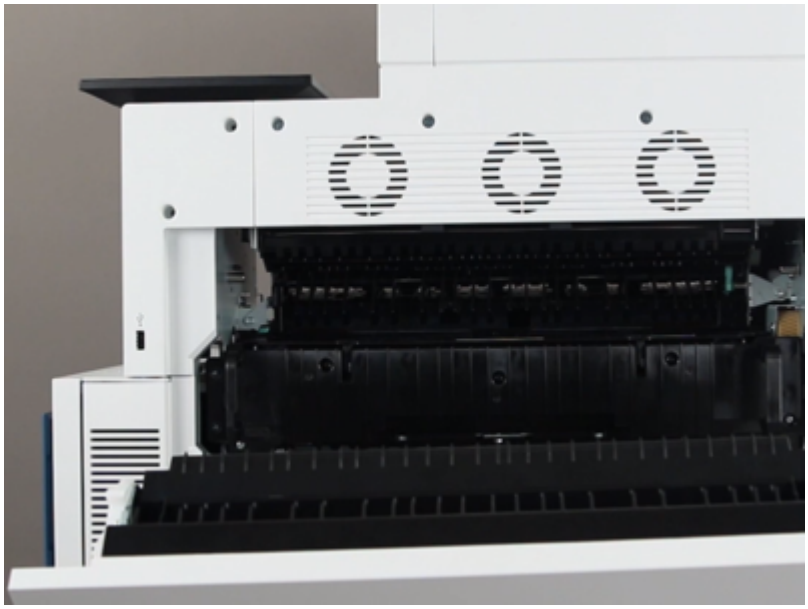
1. Remove two screws.

Figure 5-557 Remove two screws



2. Open the right door.

Figure 5-558 **Open the right door**



3. Move the control panel out of the way, and then slide the cover as shown below to separate it from the printer.

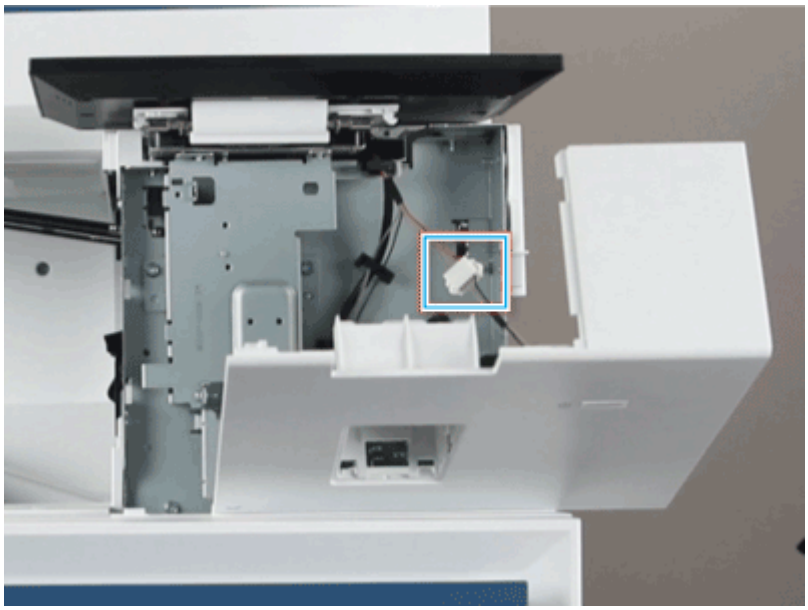
⚠ CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-559 **Slide the cover**



4. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-560 Remove the cover assembly



5. Remove the right upper cover

Use the following procedure to remove and replace the right upper cover.

1. Remove five screws.

Figure 5-561 Remove five screws



2. Remove one screw (circled), and then carefully slide the cover as shown below to remove it.

Figure 5-562 **Remove the cover**



6. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

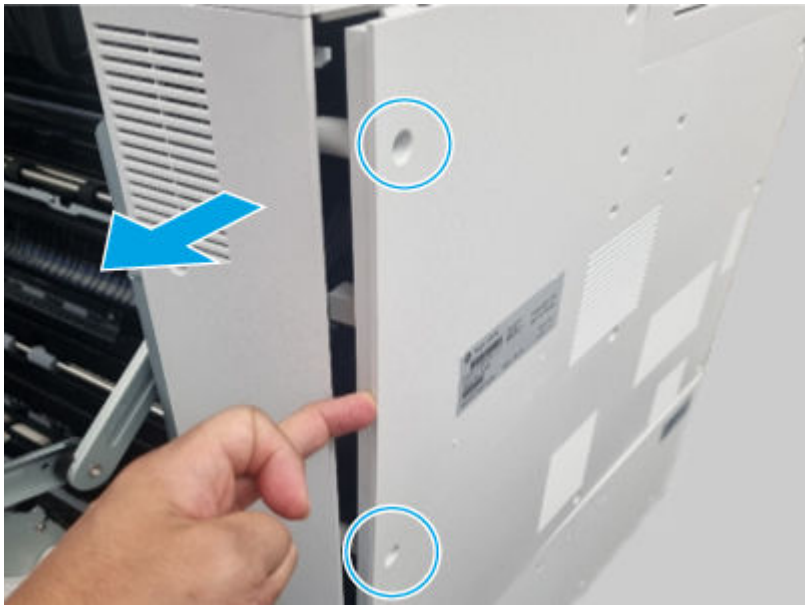
1. Remove four screws.

Figure 5-563 **Remove four screws**



2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.
   c. Open the right door, and then remove the right rear cover.

Figure 5-564 Remove the cover

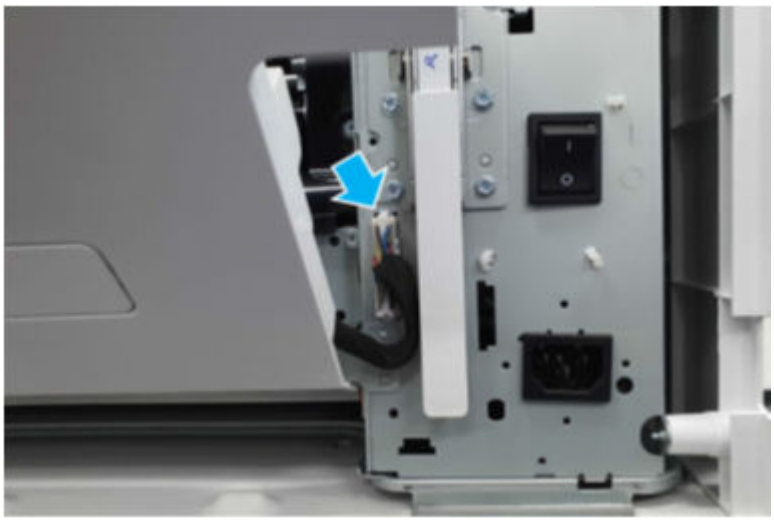


7. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

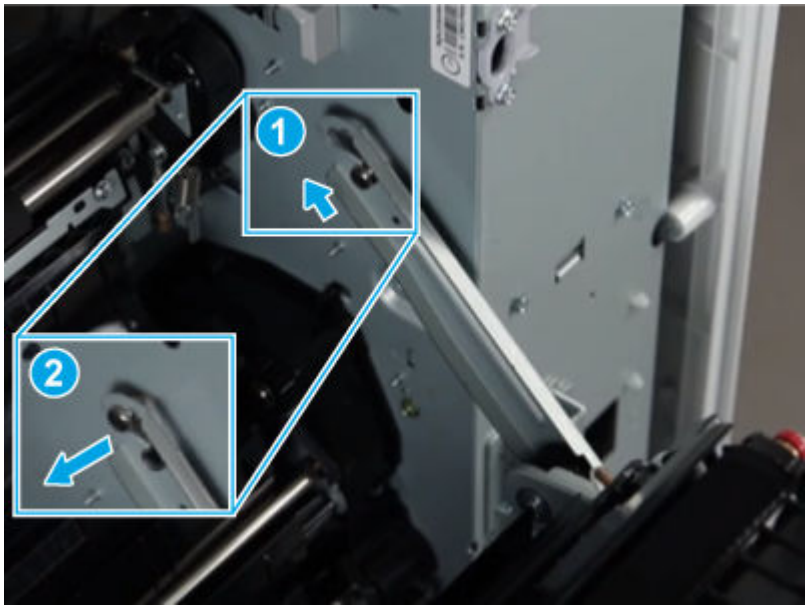
Figure 5-565 Disconnect one connector



2. Release the hinge.

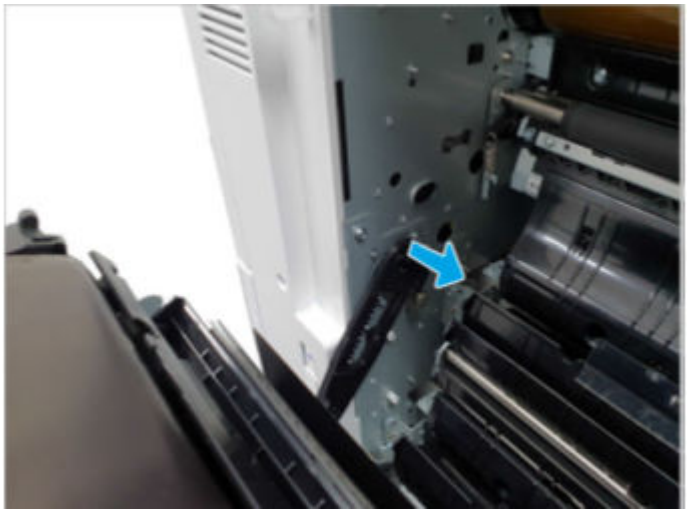
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-566 Release the hinge



3. Release the right door front link.

Figure 5-567 Release the link



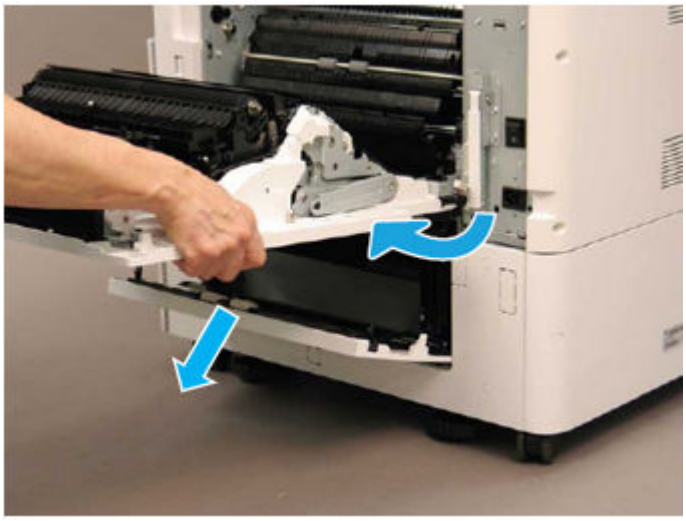
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-568 Remove the door



8. Remove the exit unit

Use the following procedure to remove and replace the exit unit.

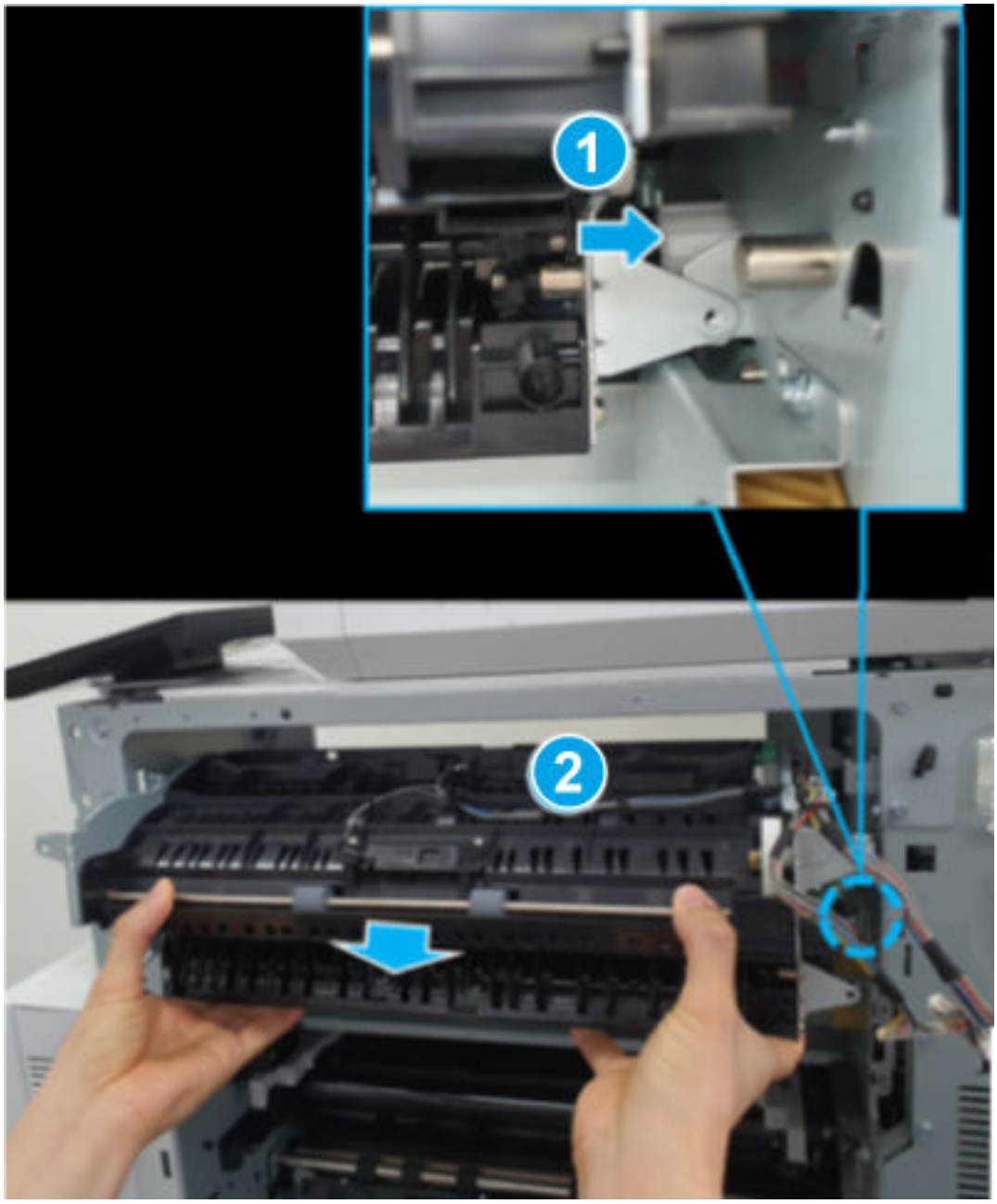
1. Disconnect two connectors, and then remove four screws.

Figure 5-569 Disconnect connectors and remove screws



2. Push in on the white-plastic coupler (callout 1), and then pull the exit unit straight out to remove it (callout 2).

Figure 5-570 **Remove the unit**

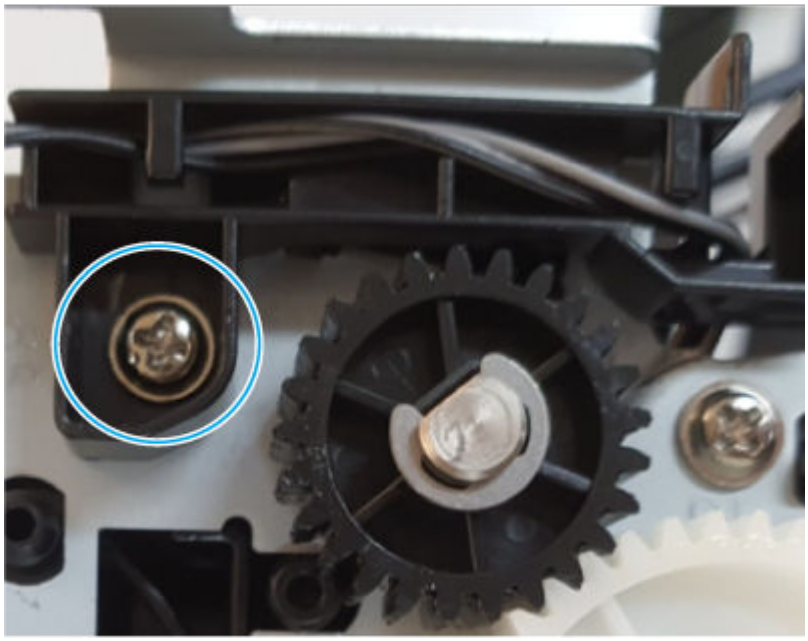


9. Remove the output bin 1 sensor

Use the following procedure to remove and replace the output bin 1 sensor.

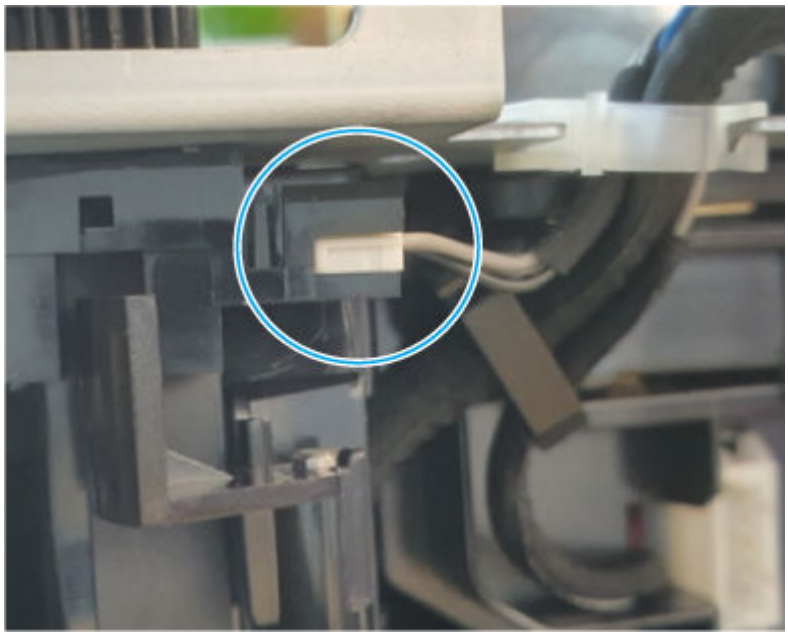
1. Remove one screw.

Figure 5-571 Remove one screw



2. Disconnect one connector.

Figure 5-572 Disconnect one connector



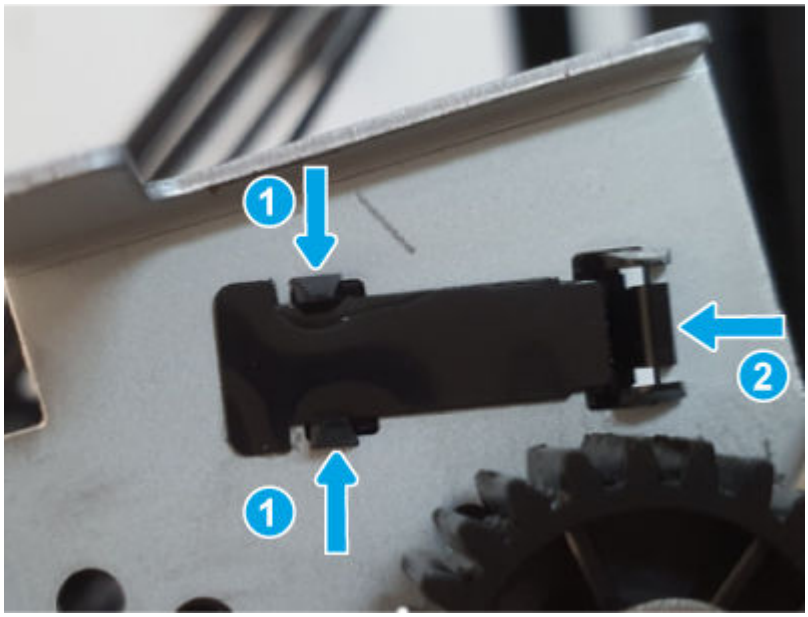
3. Do the following:

NOTE: The black ESD insulator sheet does not need to be removed.

- Release the hooks (callout 1).
- Slide the sensor assembly to the left (callout 2).

- Remove the sensor.

Figure 5-573 **Remove the sensor**



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Return gate solenoid

Learn about removing and replacing the return gate solenoid.

View a video of removing and replacing the return gate solenoid.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-64 Part information

Part number	Part description
JC33-00031B	Solenoid, lifting (return gate solenoid)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the fuser assembly

Use the following procedure to remove and replace the fuser assembly.

1. Open the right door.

2. Remove four screws.

Figure 5-574 **Remove four screws**



3. Pull the fuser straight out of the printer to remove it.

Figure 5-575 **Remove the fuser**



2. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-576 Remove two screws



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-577 Remove the cover



3. Remove the keyboard (drawer type)

Use the following procedure to remove and replace the keyboard (drawer type).

NOTE: The optional keyboard is for flow models only. For all other models, skip this step.

1. Do the following:
   - Rotate the control panel into the upright position (callout 1).

- Use a pair of tweezers to release the cover (callout 2), and then remove the top cover (callout 3).

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

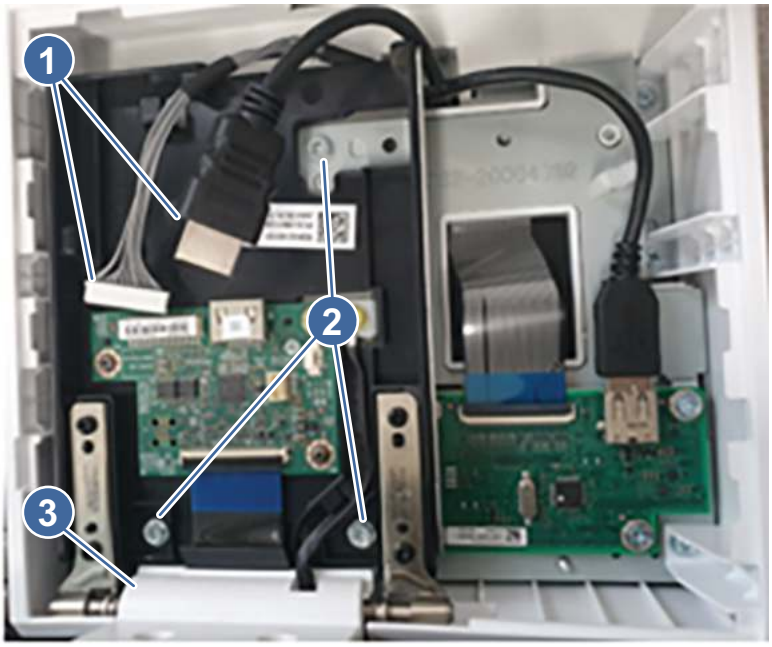
Figure 5-578 Remove the cover



2. Disconnect two connectors (callout 1), remove three screws (callout 2, and then remove the control panel (callout 3).

NOTE: Lift the control panel straight up to remove it.

Figure 5-579 Remove the control panel



3. Disconnect one connector.

IMPORTANT: The control panel mount bracket and the keyboard must be removed together. They are attached to each other by a film cable.

Figure 5-580 Disconnect one connector



4. Remove four screws.

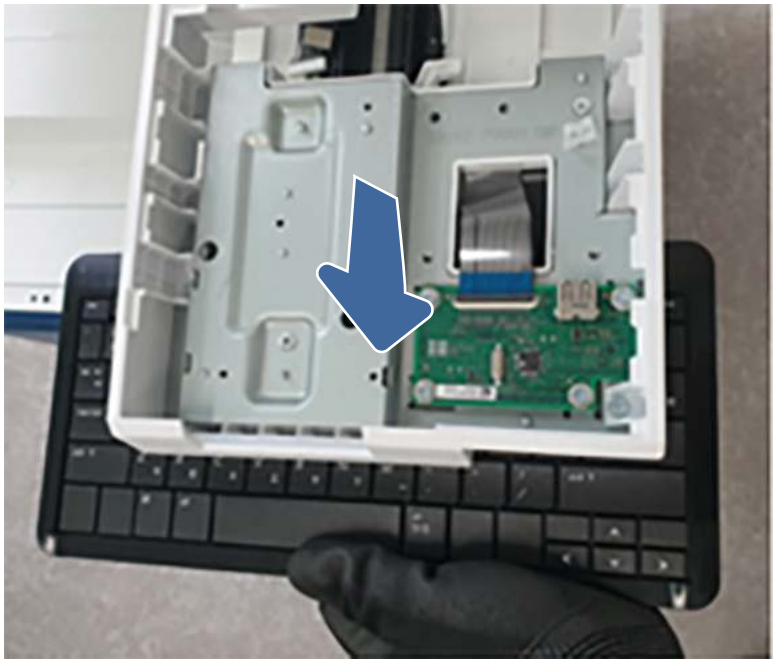
Figure 5-581 Remove four screws



5. Pull the mount bracket and keyboard assembly straight out and away from the printer to **release** it.

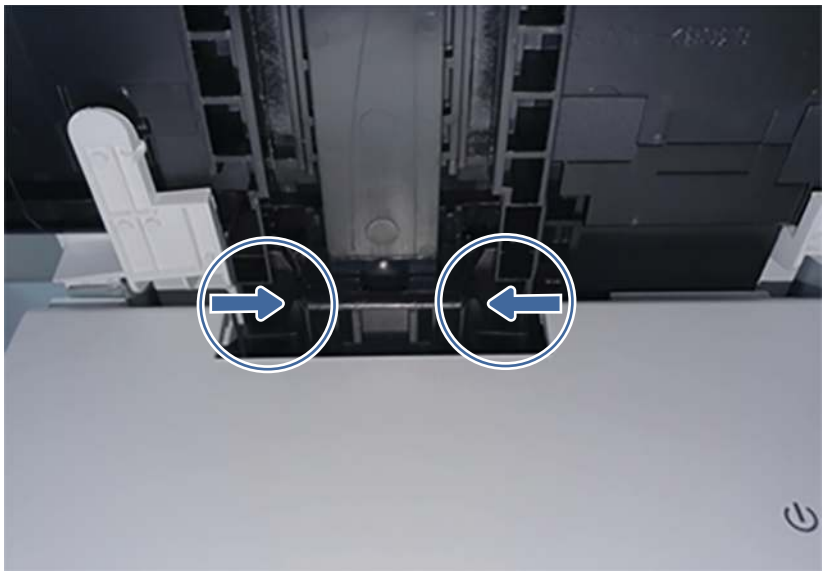
CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by two hooks.

Figure 5-582 Release the assembly



6. Look up under the mount bracket and keyboard assembly to locate two hooks. Press in on each hook, and then pull the assembly away form the printer to remove it.

Figure 5-583 Remove the assembly



7. **Special instruction for a replacement keyboard**

   a. Dispose of the defective part. See

   NOTE: HP recommends responsible disposal of the defective part.

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

b. Unpack the replacement parts supplied in the service kit.

IMPORTANT: Only the control panel mount and keyboard assembly (callout 2) are required to be installed.

Save the additional service kit parts (callouts 1/3/4) for other applications.

Figure 5-584 Service kit parts



4. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

NOTE: If an optional keyboard is installed, remove it now.

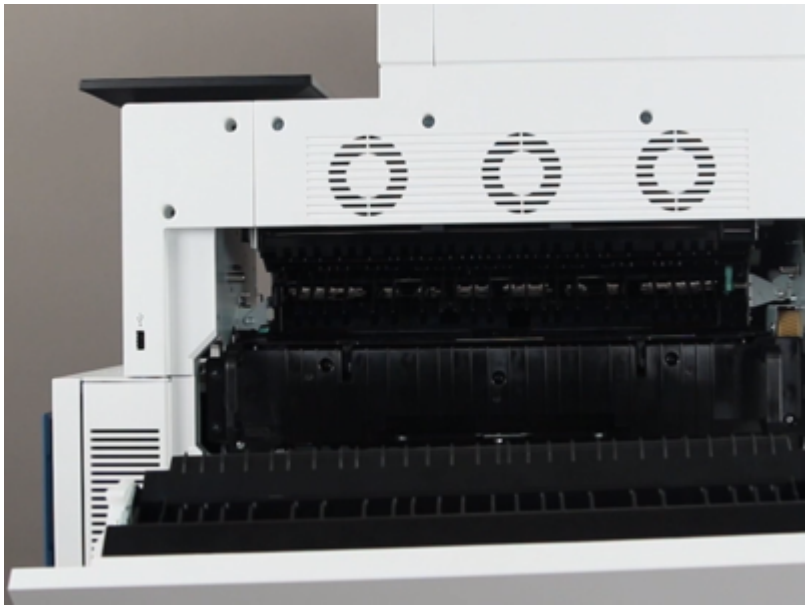
1. Remove two screws.

Figure 5-585 Remove two screws



2. Open the right door.

Figure 5-586 **Open the right door**



3. Move the control panel out of the way, and then slide the cover as shown below to separate it from the printer.

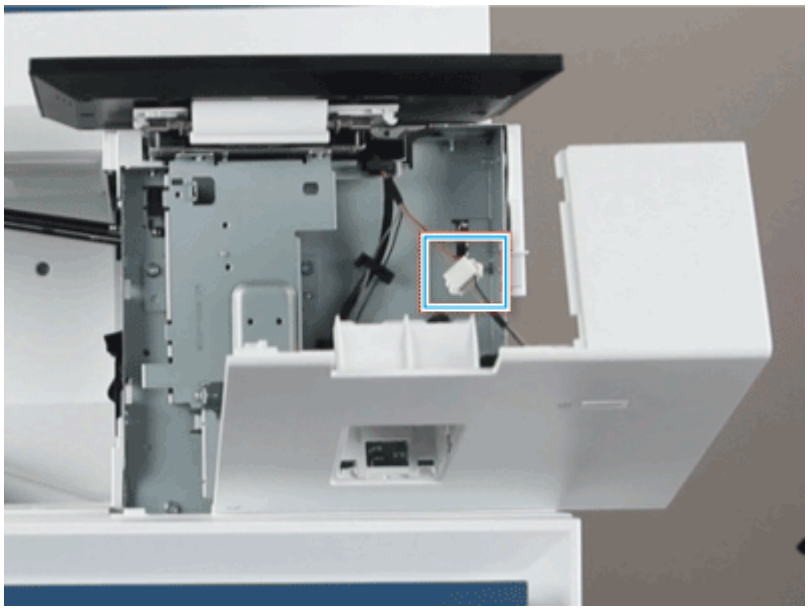
⚠ CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-587 **Slide the cover**



4. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-588 Remove the cover assembly



5. Remove the right upper cover

Use the following procedure to remove and replace the right upper cover.

1. Remove five screws.

Figure 5-589 Remove five screws



2. Remove one screw (circled), and then carefully slide the cover as shown below to remove it.

Figure 5-590 **Remove the cover**



6. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

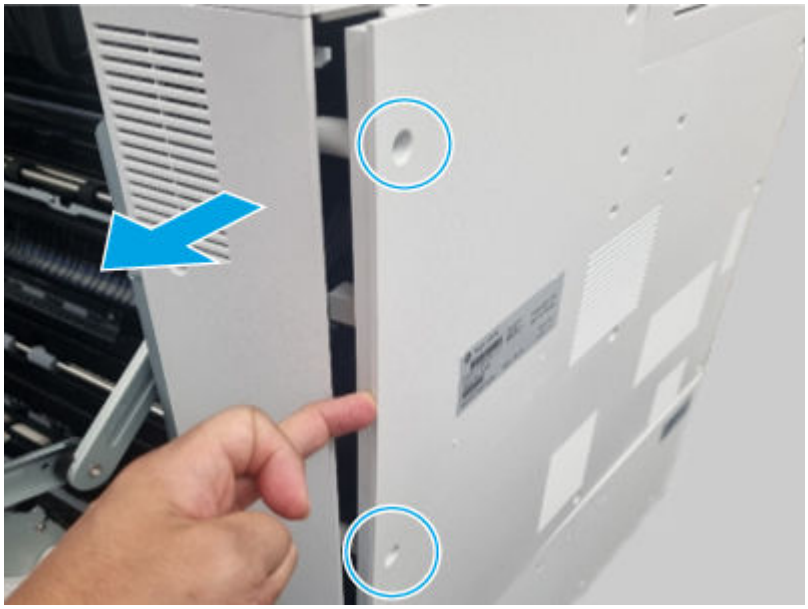
1. Remove four screws.

Figure 5-591 **Remove four screws**



2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.
   c. Open the right door, and then remove the right rear cover.

Figure 5-592 Remove the cover

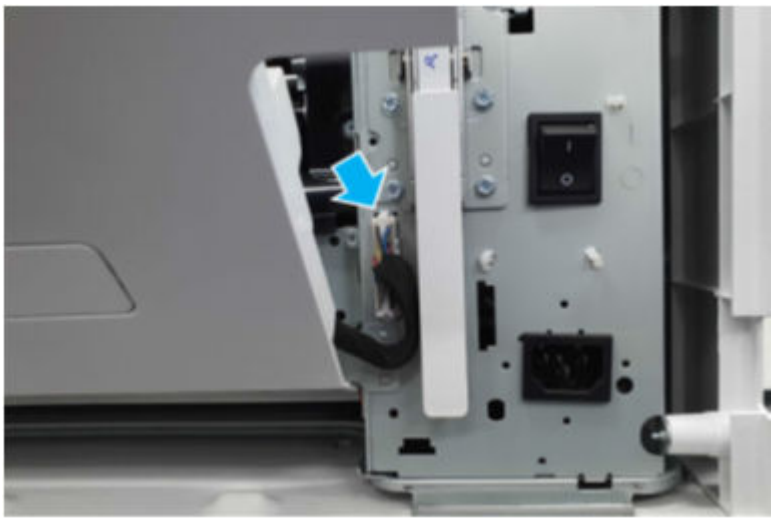


7. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

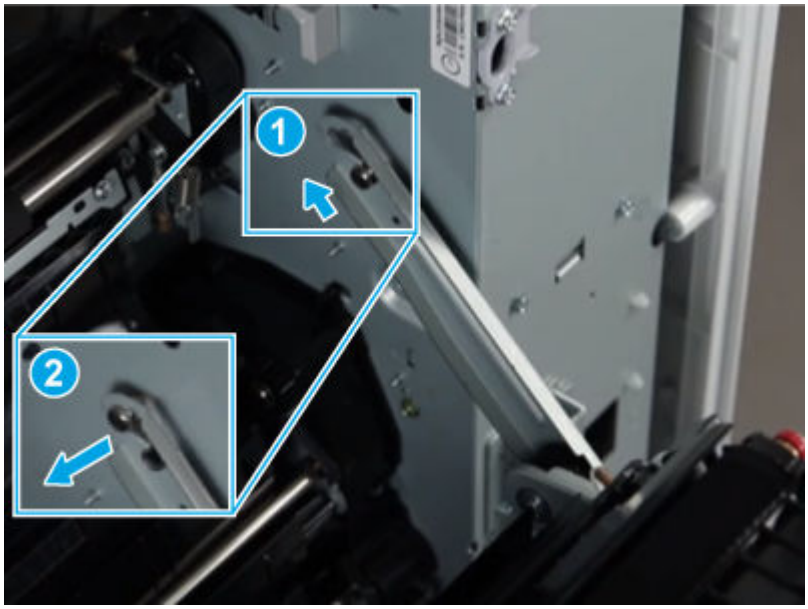
Figure 5-593 Disconnect one connector



2. Release the hinge.

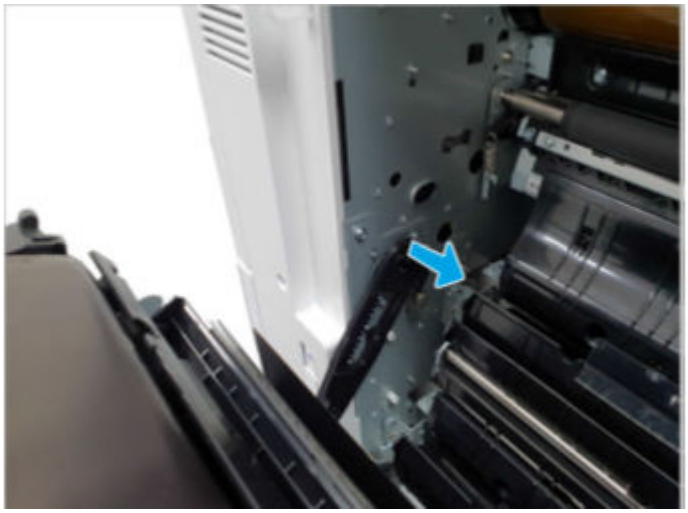
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-594 Release the hinge



3. Release the right door front link.

Figure 5-595 Release the link



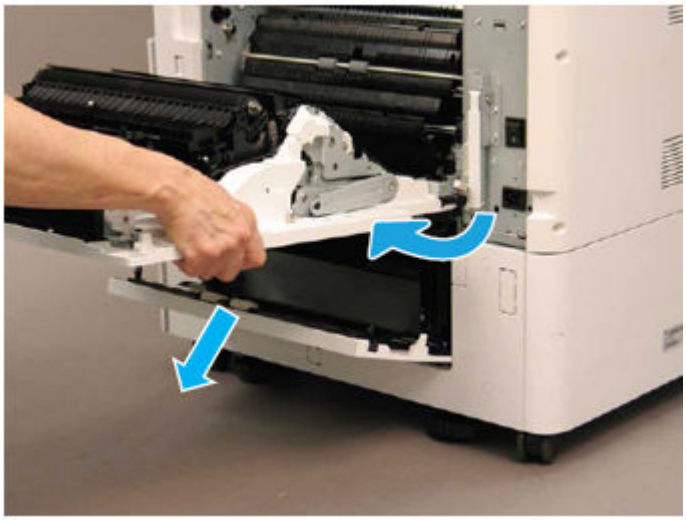
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-596 Remove the door



8. Remove the exit unit

Use the following procedure to remove and replace the exit unit.

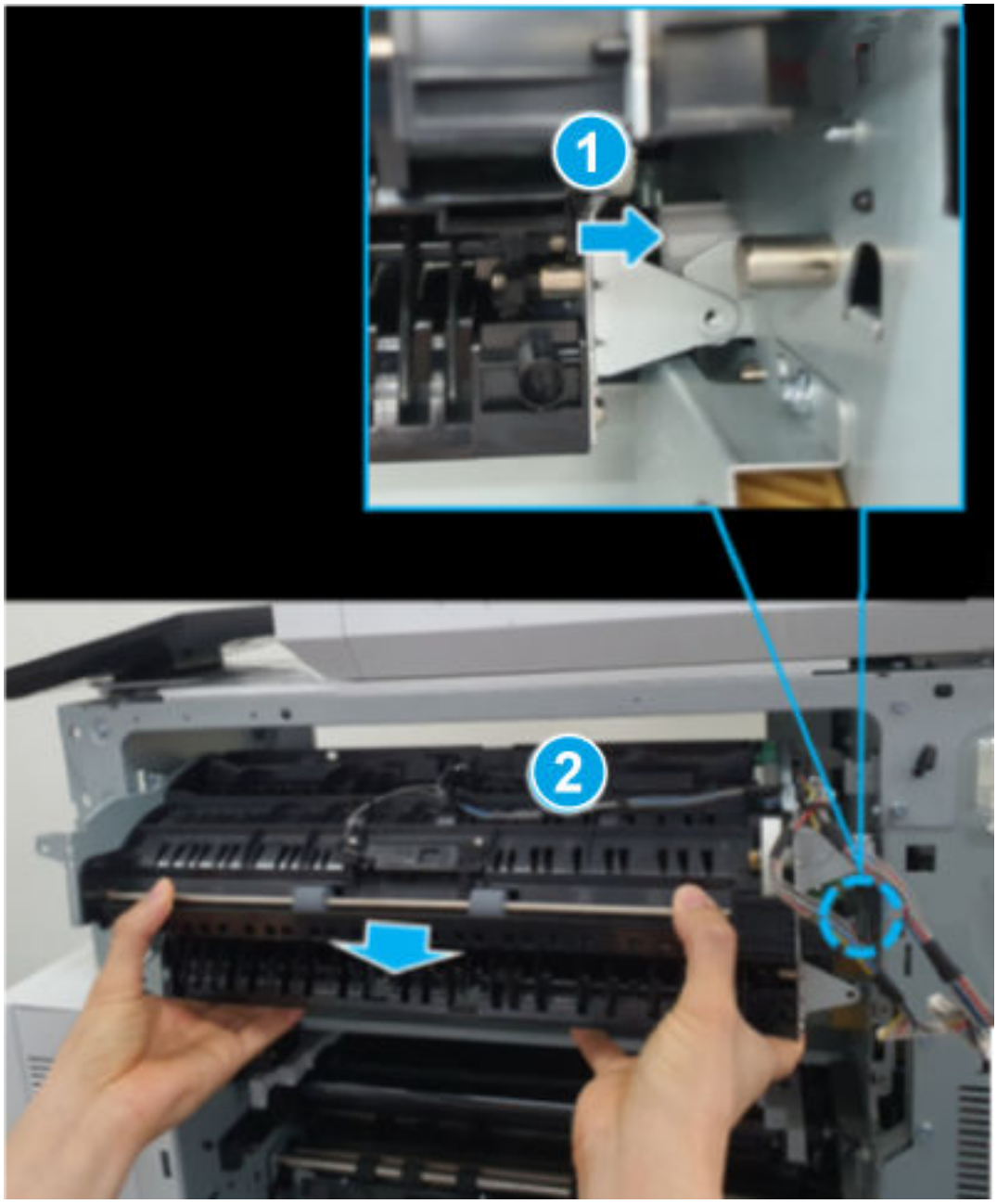
1. Disconnect two connectors, and then remove four screws.

Figure 5-597 Disconnect connectors and remove screws



2. Push in on the white-plastic coupler (callout 1), and then pull the exit unit straight out to remove it (callout 2).

Figure 5-598 **Remove the unit**

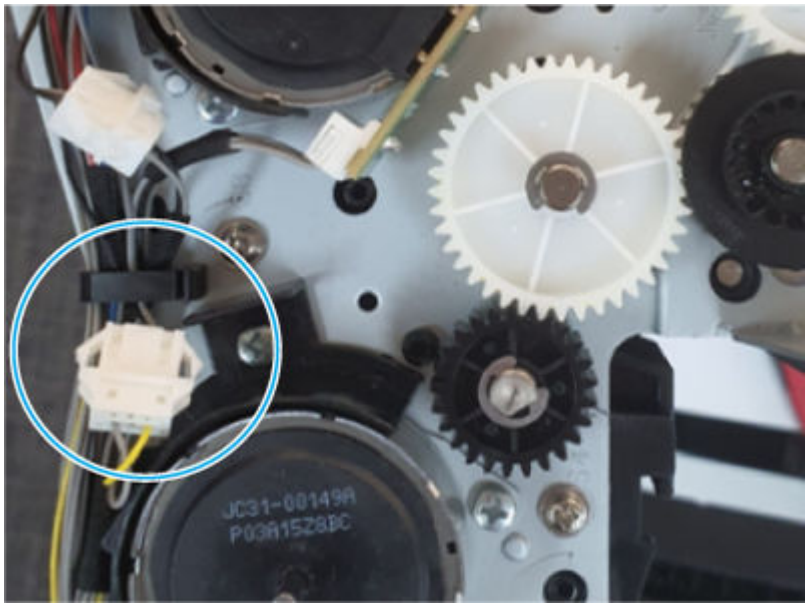


9. Remove the return gate solenoid

Use the following procedure to remove and replace the return gate solenoid.

1. Disconnect one connector, and then release the wire harness from the retainer.

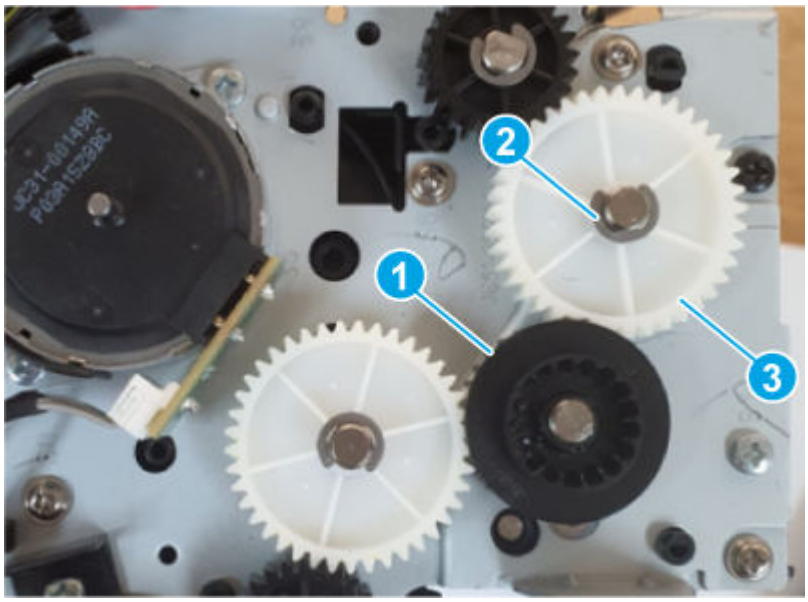
Figure 5-599 Disconnect one connector



2. Do the following:

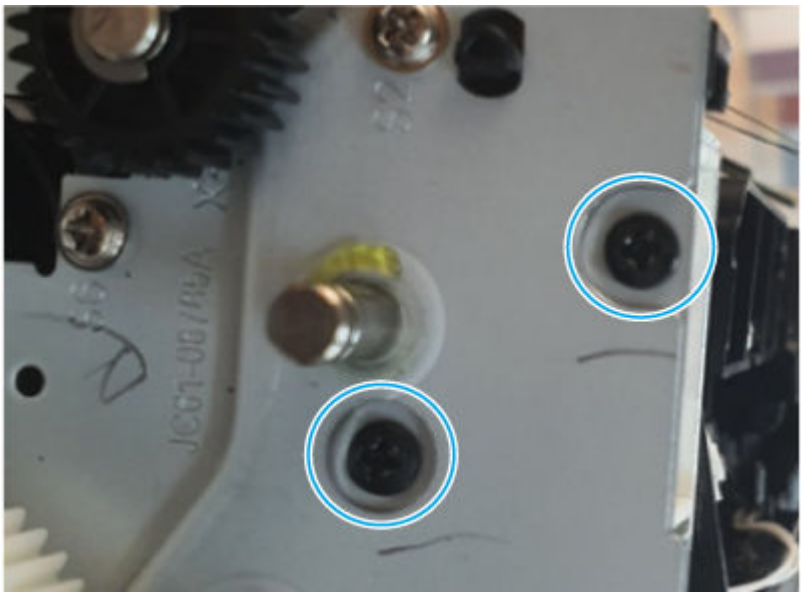
- Remove the black gear (callout 1).
- Use a pair of tweezers to remove one e-ring (callout 2), and then remove the white gear (callout 3)/

Figure 5-600 Remove the gears



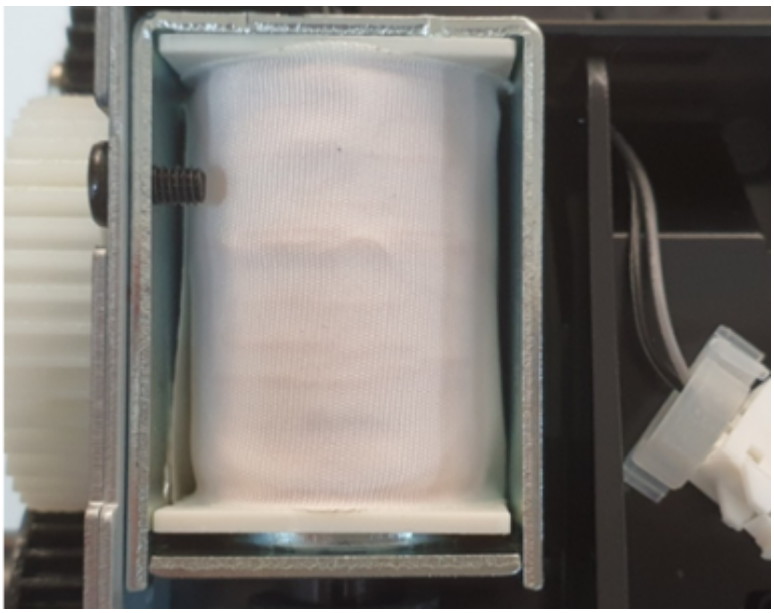
3. Remove two screws.

Figure 5-601 **Remove two screws**



4. Remove the return gate solenoid.

Figure 5-602 **Remove the solenoid**



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Removal and replacement: Exit 2 motor

Learn about removing and replacing the exit 2 motor.

View a video of removing and replacing the exit 2 motor.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-65 Part information

Part number	Part description
JC93-00336A	Drive-motor step (exit 2 motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the fuser assembly

Use the following procedure to remove and replace the fuser assembly.

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

Figure 5-603 **Remove four screws**



3. Pull the fuser straight out of the printer to remove it.

Figure 5-604 Remove the fuser



2. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-605 Remove two screws



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-606 **Remove the cover**



3. Remove the keyboard (drawer type)

Use the following procedure to remove and replace the keyboard (drawer type).

NOTE: The optional keyboard is for flow models only. For all other models, skip this step.

1. Do the following:
   - Rotate the control panel into the upright position (callout 1).
   - Use a pair of tweezers to release the cover (callout 2), and then remove the top cover (callout 3).

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

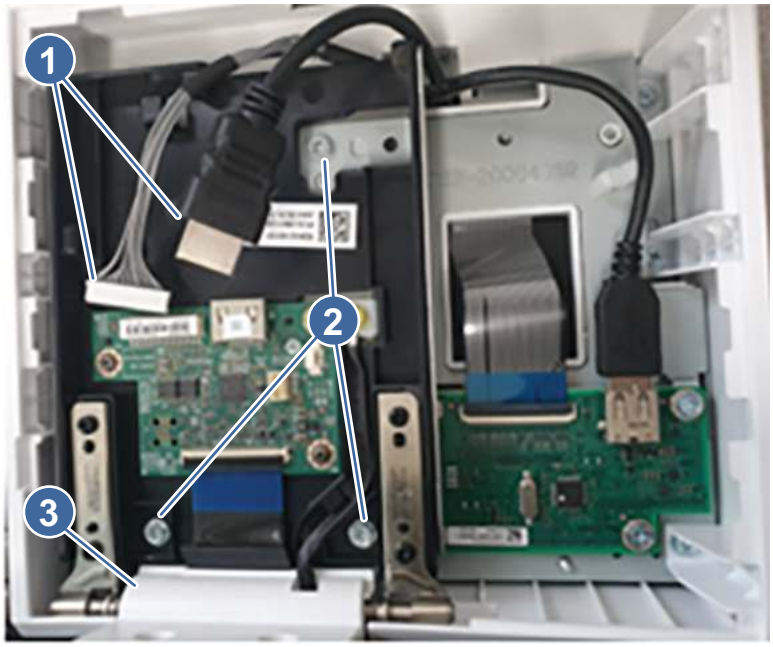
Figure 5-607 Remove the cover



2. Disconnect two connectors (callout 1), remove three screws (callout 2, and then remove the control panel (callout 3).

NOTE: Lift the control panel straight up to remove it.

Figure 5-608 Remove the control panel



3. Disconnect one connector.

IMPORTANT: The control panel mount bracket and the keyboard must be removed together. They are attached to each other by a film cable.

Figure 5-609 Disconnect one connector



4. Remove four screws.

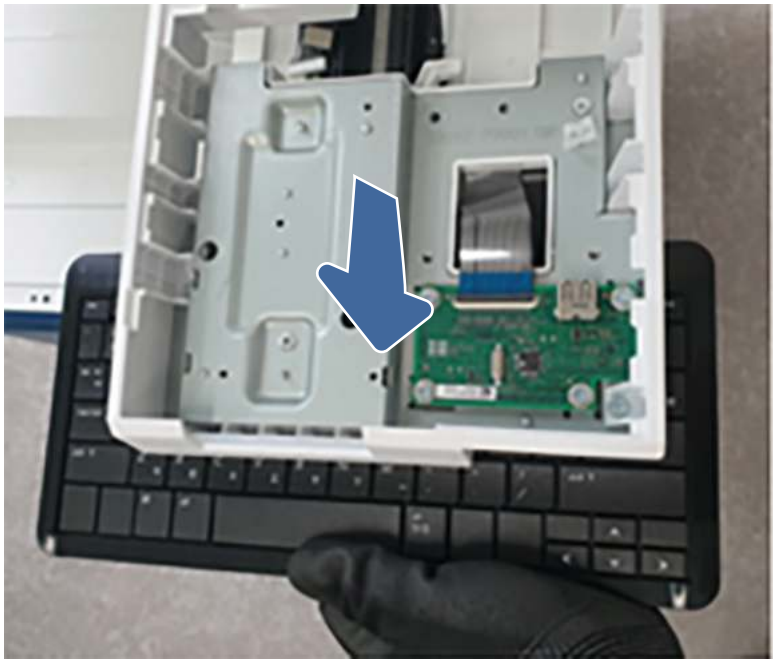
Figure 5-610 Remove four screws



5. Pull the mount bracket and keyboard assembly straight out and away from the printer to **release** it.

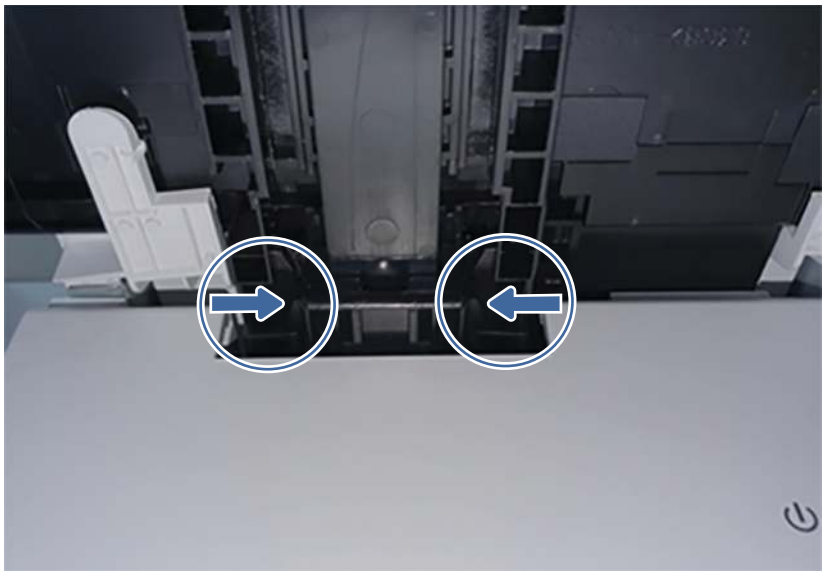
⚠ CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by two hooks.

Figure 5-611 Release the assembly



6. Look up under the mount bracket and keyboard assembly to locate two hooks. Press in on each hook, and then pull the assembly away form the printer to remove it.

Figure 5-612 Remove the assembly



7. **Special instruction for a replacement keyboard**

   a. Dispose of the defective part. See

   NOTE: HP recommends responsible disposal of the defective part.

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

b. Unpack the replacement parts supplied in the service kit.

IMPORTANT: Only the control panel mount and keyboard assembly (callout 2) are required to be installed.

Save the additional service kit parts (callouts 1/3/4) for other applications.

Figure 5-613 Service kit parts



4. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

NOTE: If an optional keyboard is installed, remove it now.

1. Remove two screws.

Figure 5-614 Remove two screws



2. Open the right door.

Figure 5-615 Open the right door



3. Move the control panel out of the way, and then slide the cover as shown below to separate it from the printer.

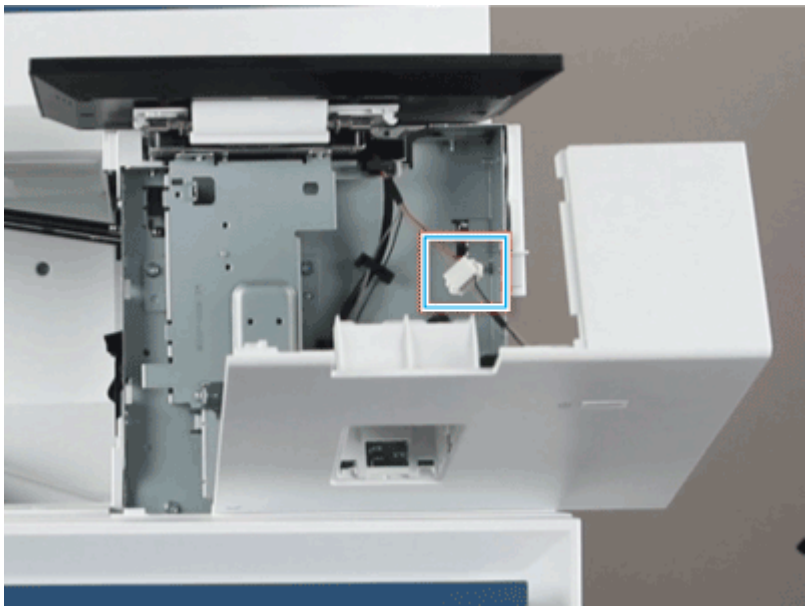
⚠ CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-616 Slide the cover



4. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-617 Remove the cover assembly



5. Remove the right upper cover

Use the following procedure to remove and replace the right upper cover.

1. Remove five screws.

Figure 5-618 Remove five screws



2. Remove one screw (circled), and then carefully slide the cover as shown below to remove it.

Figure 5-619 Remove the cover



6. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

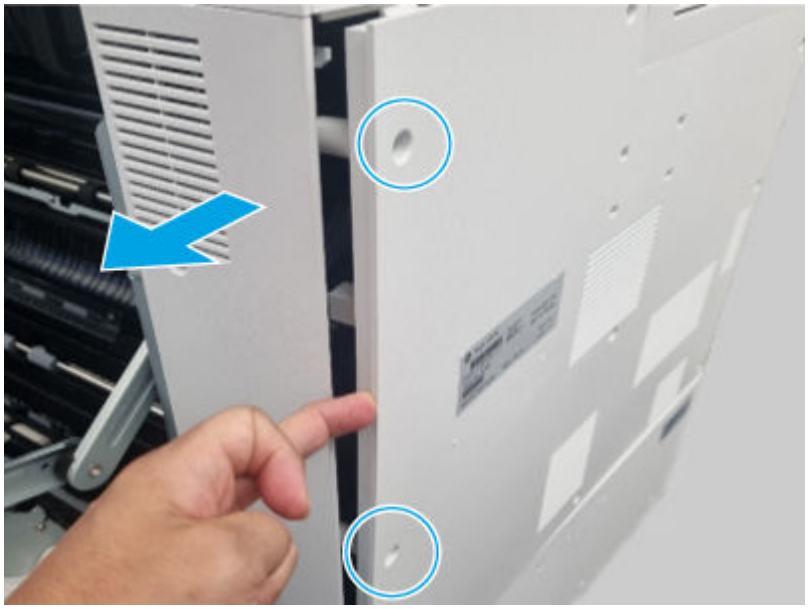
1. Remove four screws.

Figure 5-620 Remove four screws



2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.
   c. Open the right door, and then remove the right rear cover.

Figure 5-621 Remove the cover



7. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

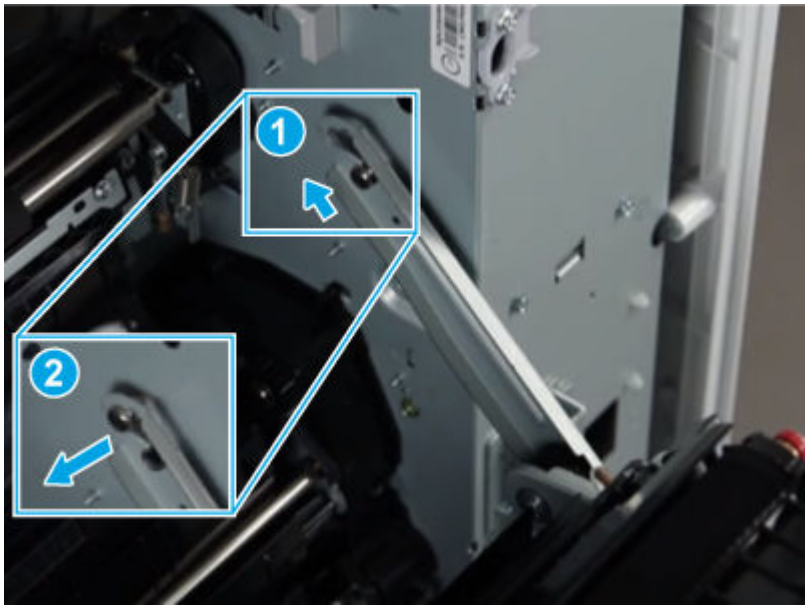
Figure 5-622 Disconnect one connector



2. Release the hinge.

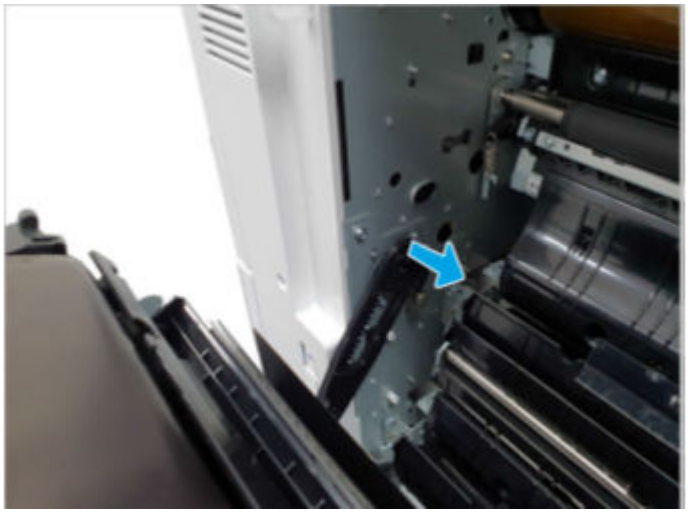
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-623 Release the hinge



3. Release the right door front link.

Figure 5-624 Release the link



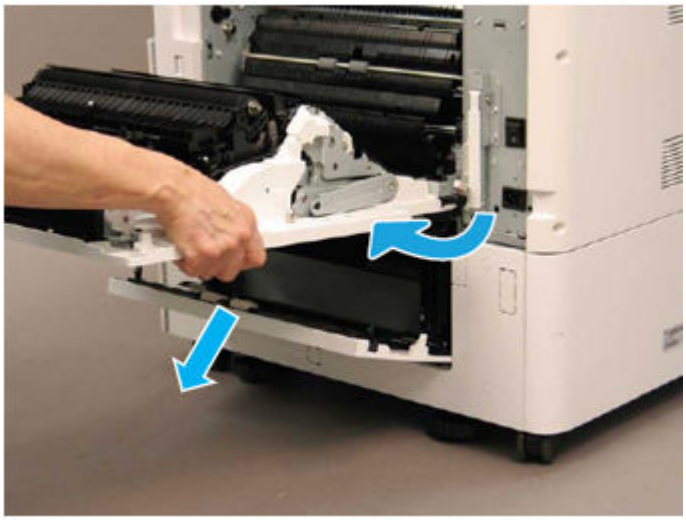
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-625 Remove the door



8. Remove the exit unit

Use the following procedure to remove and replace the exit unit.

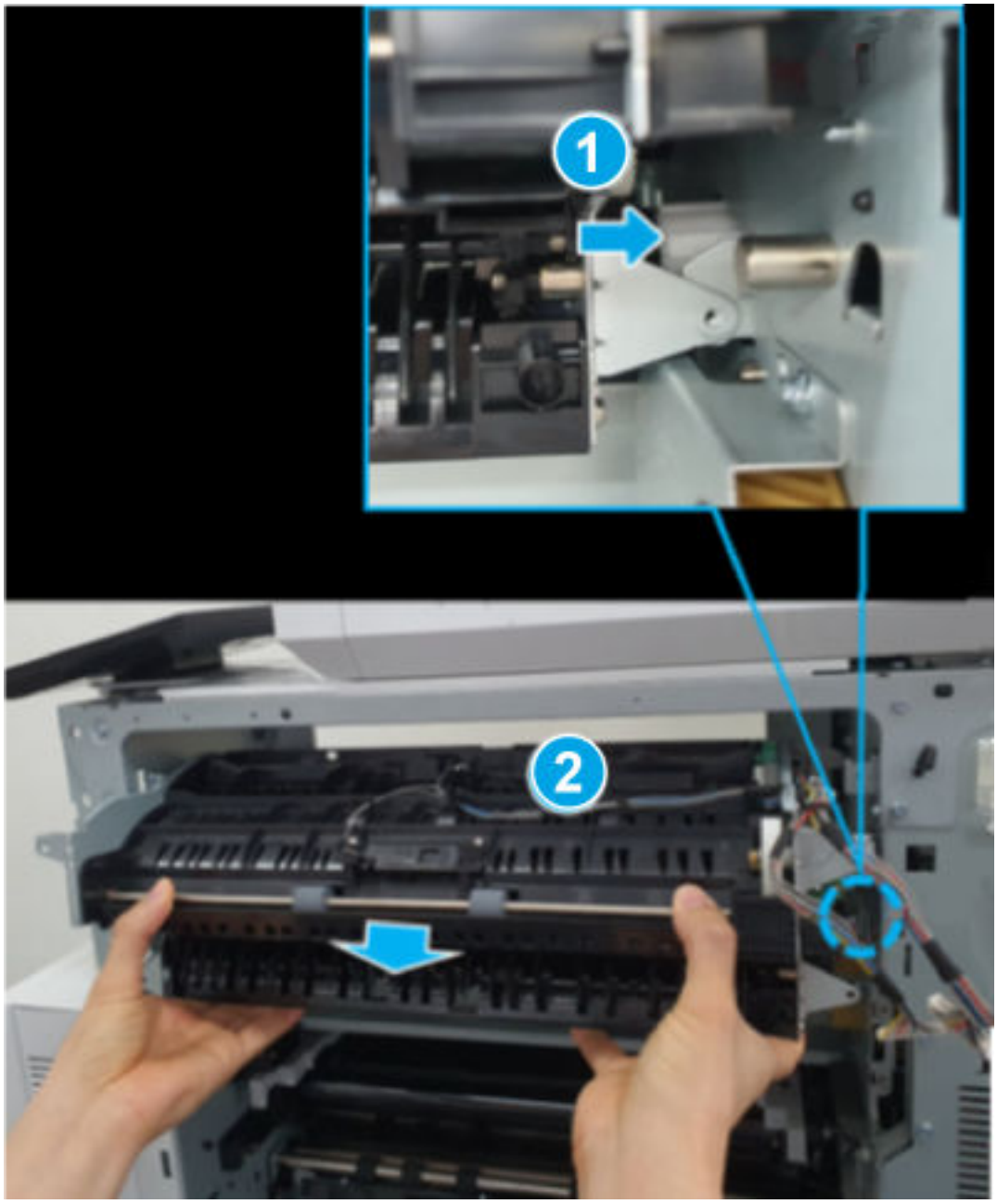
1. Disconnect two connectors, and then remove four screws.

Figure 5-626 Disconnect connectors and remove screws



2. Push in on the white-plastic coupler (callout 1), and then pull the exit unit straight out to remove it (callout 2).

Figure 5-627 Remove the unit



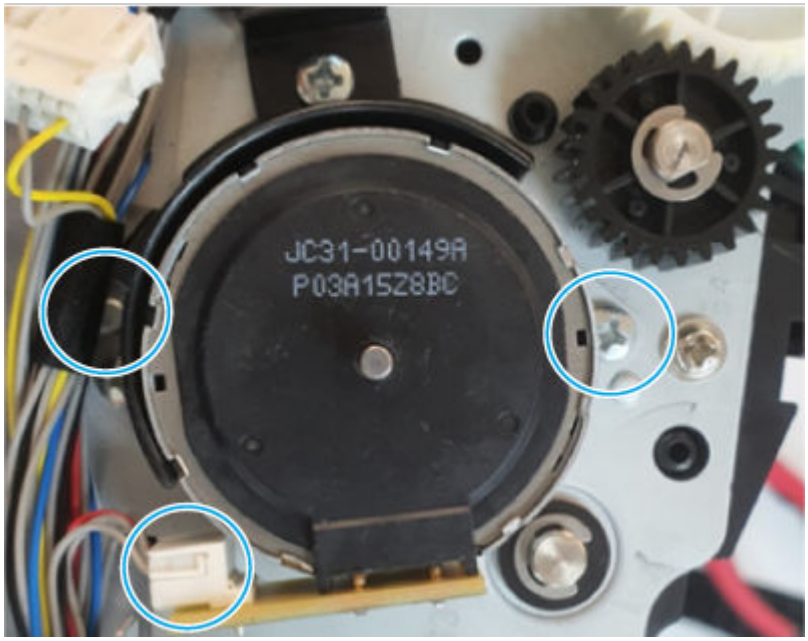
9. Remove the exit 2 motor

Use the following procedure to remove and replace the exit 2 motor.

- Disconnect one connector, remove two screws, and then remove the exit 2 motor.

⚠ CAUTION: Do not damage the wire harness when removing the motor.

Figure 5-628 Remove the motor



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Exit 2 sensor

Learn about removing and replacing the exit 2 sensor.

View a video of removing and replacing the exit 2 sensor.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-66 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (exit 2 sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the fuser assembly

Use the following procedure to remove and replace the fuser assembly.

1. Open the right door.

2. Remove four screws.

Figure 5-629 Remove four screws



3. Pull the fuser straight out of the printer to remove it.

Figure 5-630 Remove the fuser



2. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-631 Remove two screws



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-632 Remove the cover



3. Remove the keyboard (drawer type)

Use the following procedure to remove and replace the keyboard (drawer type).

NOTE: The optional keyboard is for flow models only. For all other models, skip this step.

1. Do the following:
   - Rotate the control panel into the upright position (callout 1).

- Use a pair of tweezers to release the cover (callout 2), and then remove the top cover (callout 3).

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

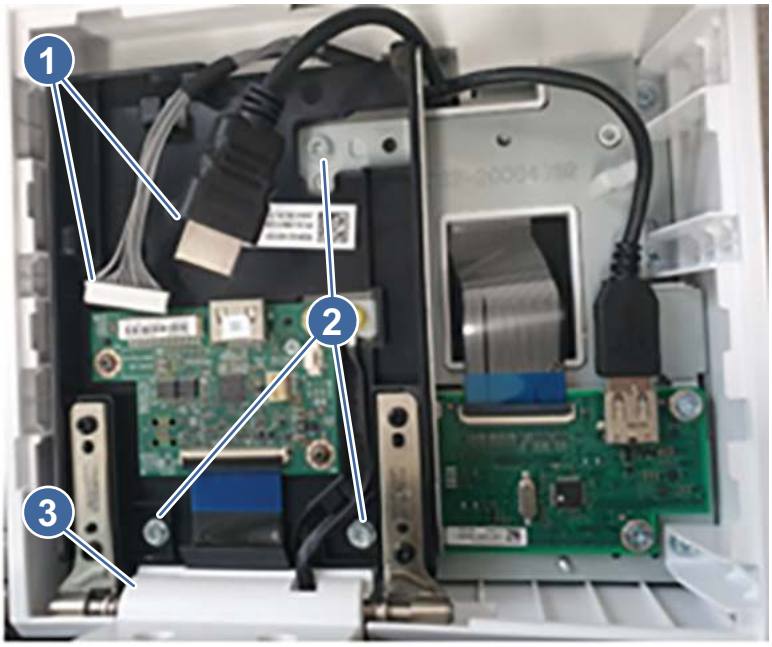
Figure 5-633 Remove the cover



2. Disconnect two connectors (callout 1), remove three screws (callout 2, and then remove the control panel (callout 3).

NOTE: Lift the control panel straight up to remove it.

Figure 5-634 Remove the control panel



3. Disconnect one connector.

IMPORTANT: The control panel mount bracket and the keyboard must be removed together. They are attached to each other by a film cable.

Figure 5-635 Disconnect one connector



4. Remove four screws.

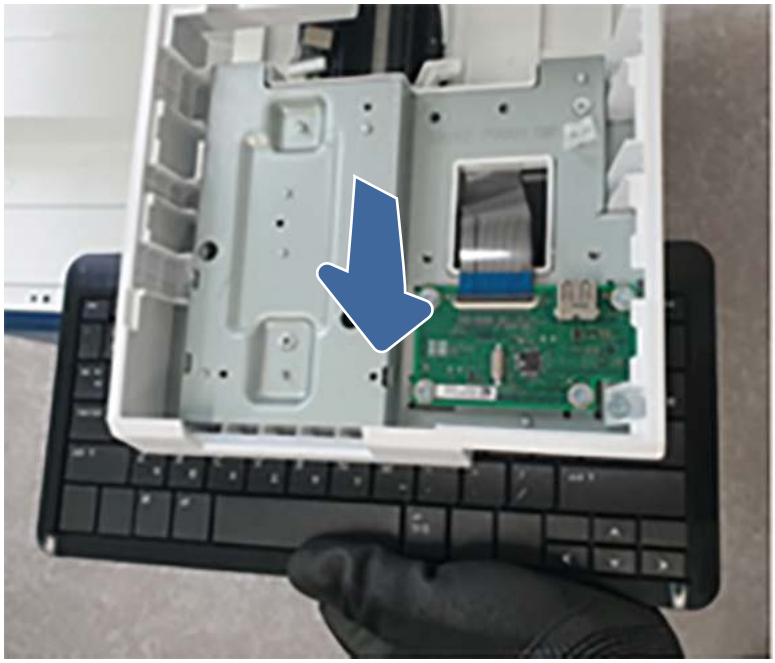
Figure 5-636 Remove four screws



5. Pull the mount bracket and keyboard assembly straight out and away from the printer to **release** it.

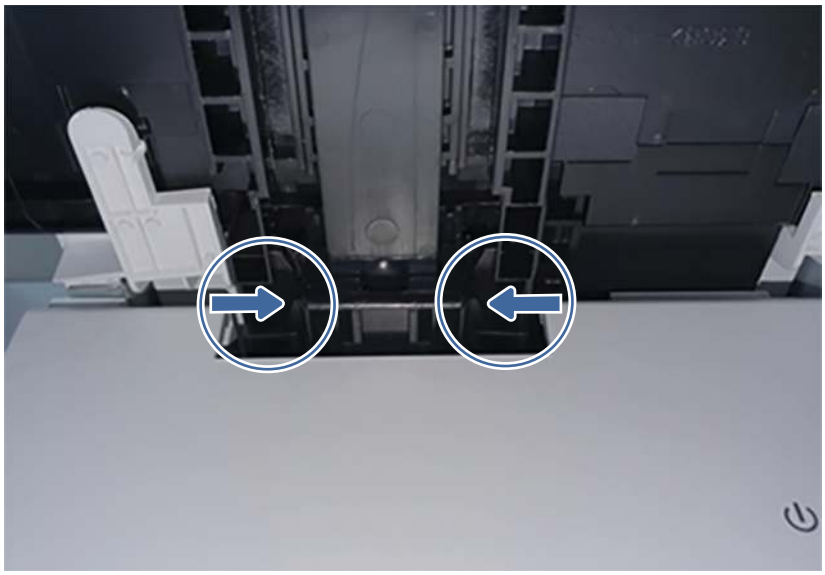
CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by two hooks.

Figure 5-637 Release the assembly



6. Look up under the mount bracket and keyboard assembly to locate two hooks. Press in on each hook, and then pull the assembly away form the printer to remove it.

Figure 5-638 Remove the assembly



7. **Special instruction for a replacement keyboard**

   a. Dispose of the defective part. See

   NOTE: HP recommends responsible disposal of the defective part.

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

b. Unpack the replacement parts supplied in the service kit.

IMPORTANT: Only the control panel mount and keyboard assembly (callout 2) are required to be installed.

Save the additional service kit parts (callouts 1/3/4) for other applications.

Figure 5-639 Service kit parts



4. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

NOTE: If an optional keyboard is installed, remove it now.

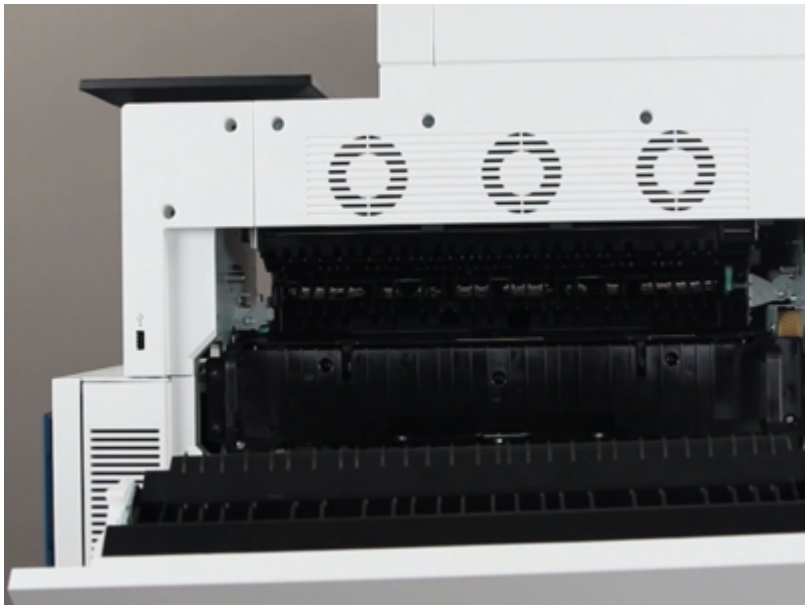
1. Remove two screws.

Figure 5-640 Remove two screws



2. Open the right door.

Figure 5-641 **Open the right door**



3. Move the control panel out of the way, and then slide the cover as shown below to separate it from the printer.

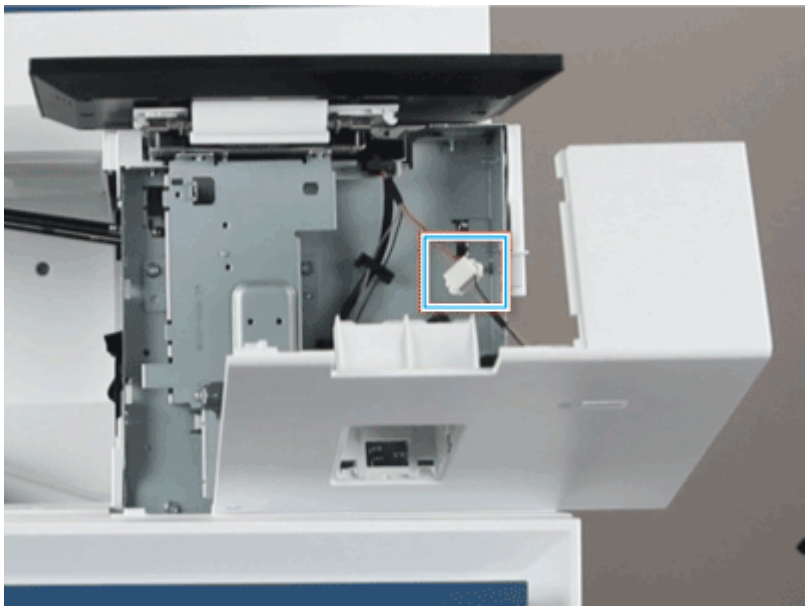
⚠ CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-642 **Slide the cover**



4. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-643 Remove the cover assembly



5. Remove the right upper cover

Use the following procedure to remove and replace the right upper cover.

1. Remove five screws.

Figure 5-644 Remove five screws



2. Remove one screw (circled), and then carefully slide the cover as shown below to remove it.

Figure 5-645 Remove the cover



6. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

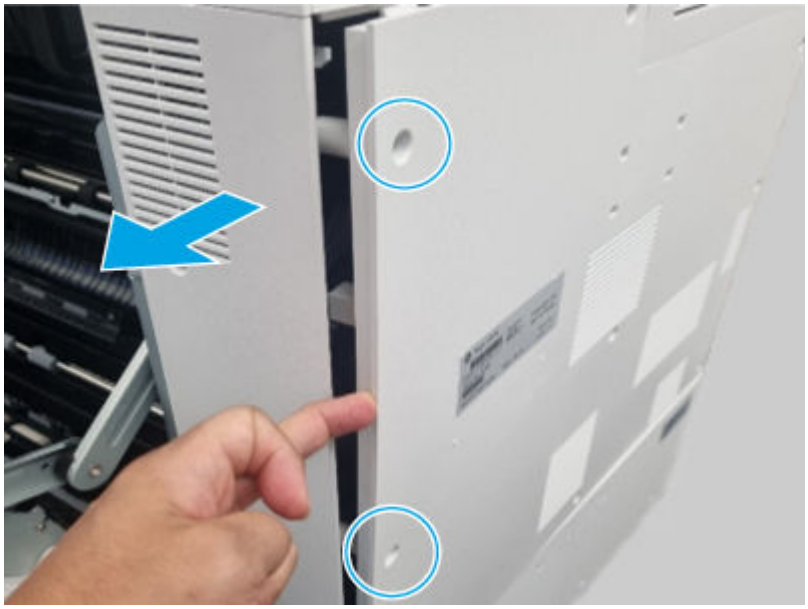
1. Remove four screws.

Figure 5-646 Remove four screws



2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.
   c. Open the right door, and then remove the right rear cover.

Figure 5-647 Remove the cover

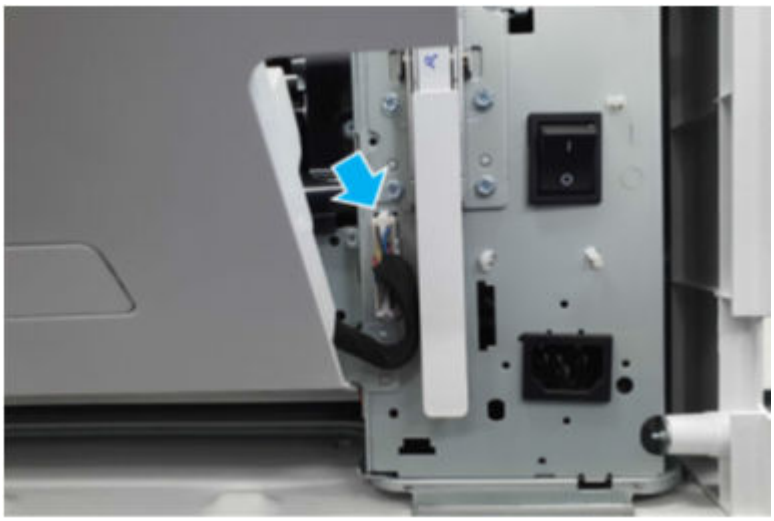


7. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

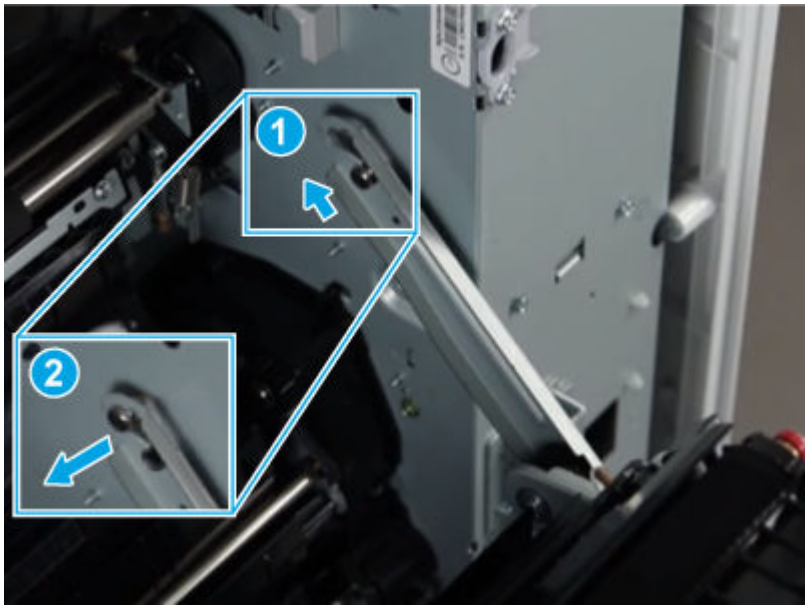
Figure 5-648 Disconnect one connector



2. Release the hinge.

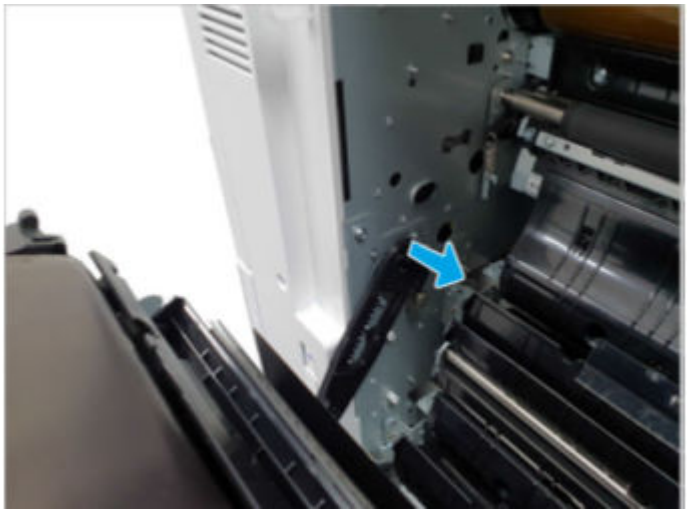
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-649 Release the hinge



3. Release the right door front link.

Figure 5-650 Release the link



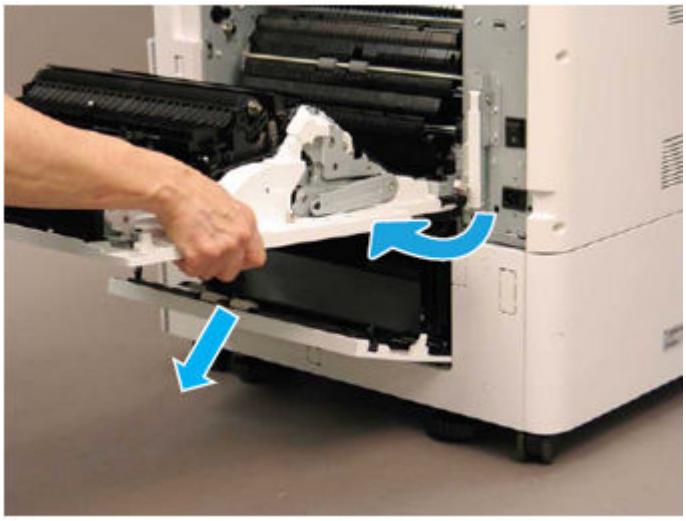
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-651 Remove the door



8. Remove the exit unit

Use the following procedure to remove and replace the exit unit.

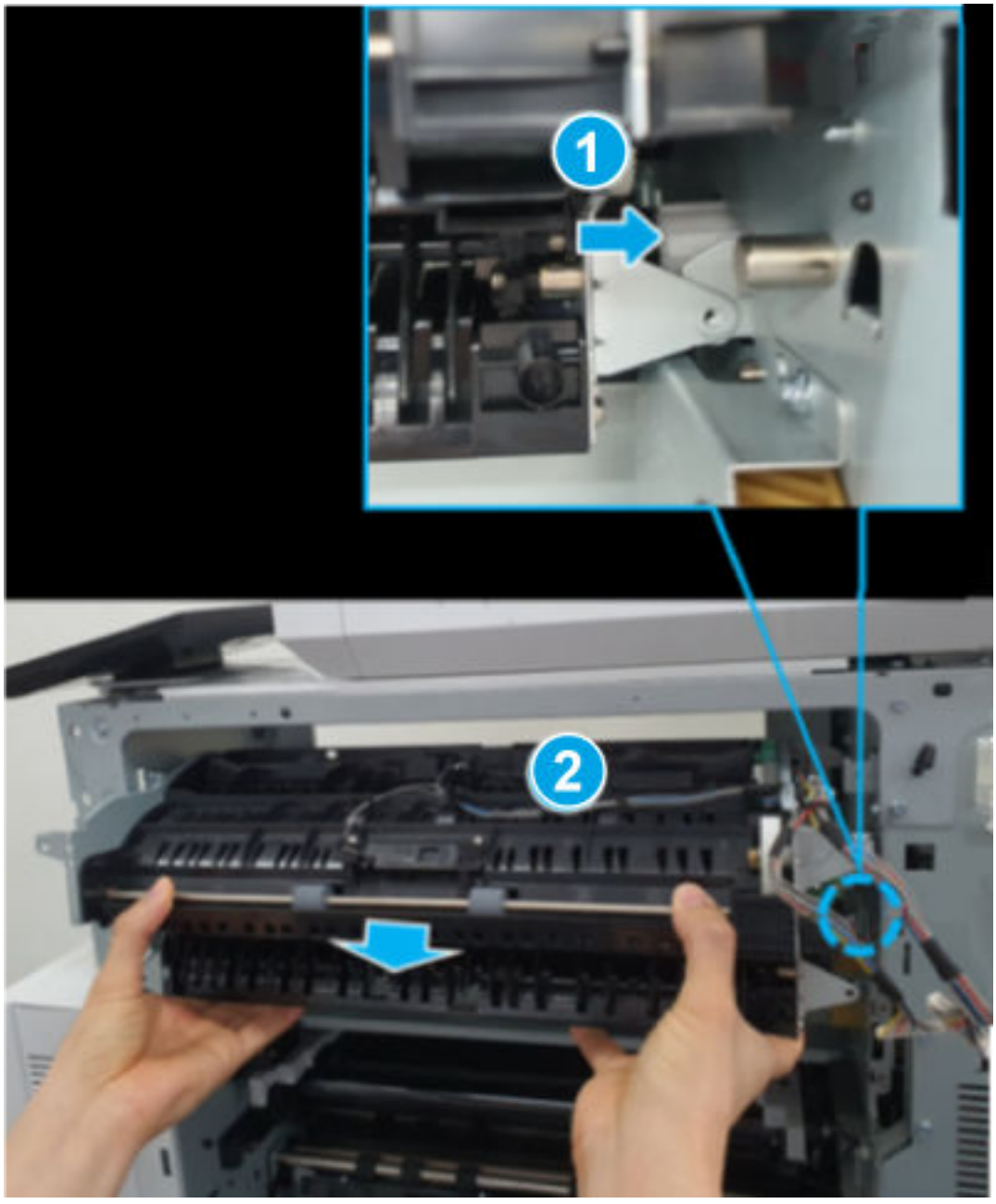
1. Disconnect two connectors, and then remove four screws.

Figure 5-652 Disconnect connectors and remove screws



2. Push in on the white-plastic coupler (callout 1), and then pull the exit unit straight out to remove it (callout 2).

Figure 5-653 Remove the unit

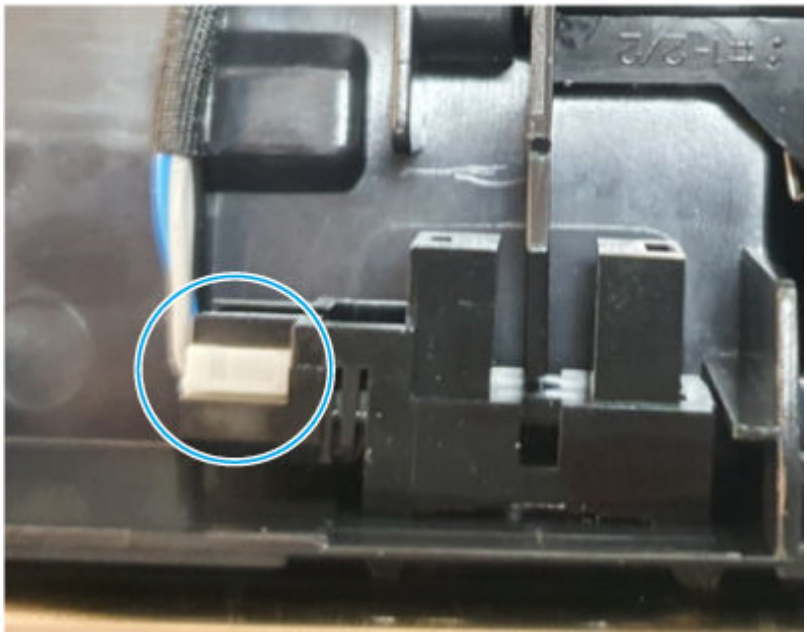


9. Remove the exit 2 sensor

Use the following procedure to remove and replace the exit 2 motor.

1. Disconnect one connector.

Figure 5-654 Disconnect one connector

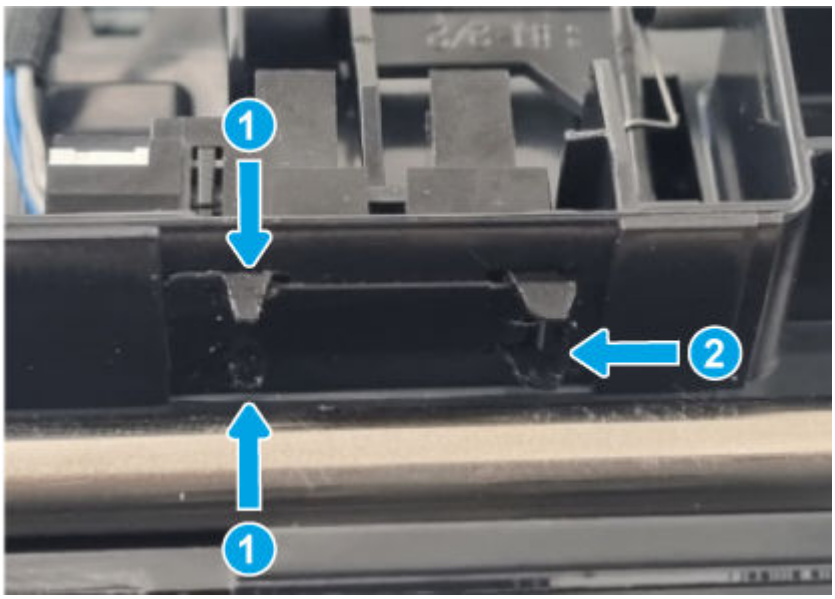


2. Do the following:

NOTE: The black ESD insulator sheet does not need to be removed.

- Release the hooks (callout 1).
- Slide the sensor assembly to the left (callout 2).
- Remove the sensor.

Figure 5-655 Remove the sensor



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Removal and replacement: Duplex jam 1 sensor

Learn about removing and replacing the duplex jam 1 sensor.

View a video of removing and replacing the duplex jam 1 sensor.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-67 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (duplex jam 1 sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the fuser assembly

Use the following procedure to remove and replace the fuser assembly.

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

Figure 5-656 Remove four screws



3. Pull the fuser straight out of the printer to remove it.

Figure 5-657 **Remove the fuser**



2. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-658 **Remove two screws**



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-659 **Remove the cover**



3. Remove the keyboard (drawer type)

Use the following procedure to remove and replace the keyboard (drawer type).

NOTE: The optional keyboard is for flow models only. For all other models, skip this step.

1. Do the following:
   - Rotate the control panel into the upright position (callout 1).
   - Use a pair of tweezers to release the cover (callout 2), and then remove the top cover (callout 3).

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

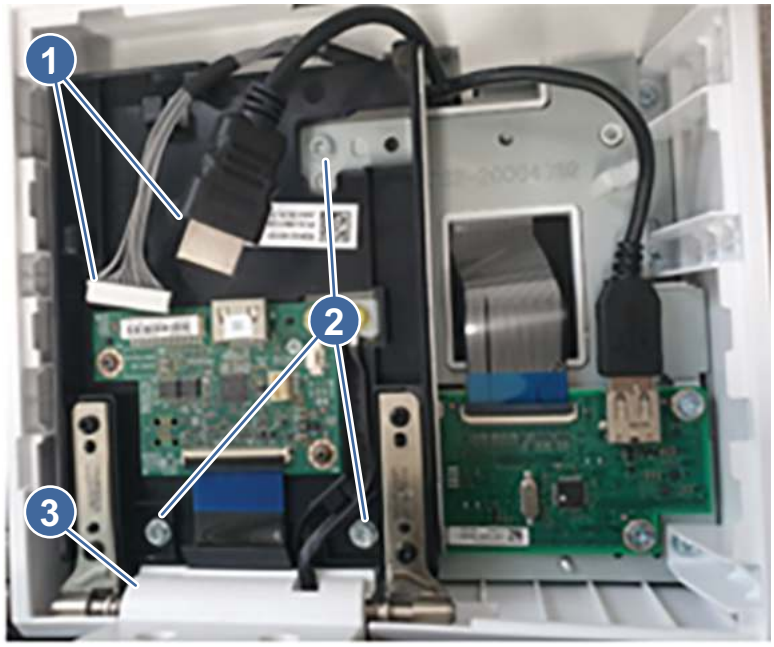
Figure 5-660 Remove the cover



2. Disconnect two connectors (callout 1), remove three screws (callout 2, and then remove the control panel (callout 3).

NOTE: Lift the control panel straight up to remove it.

Figure 5-661 Remove the control panel



3. Disconnect one connector.

IMPORTANT: The control panel mount bracket and the keyboard must be removed together. They are attached to each other by a film cable.

Figure 5-662 Disconnect one connector



4. Remove four screws.

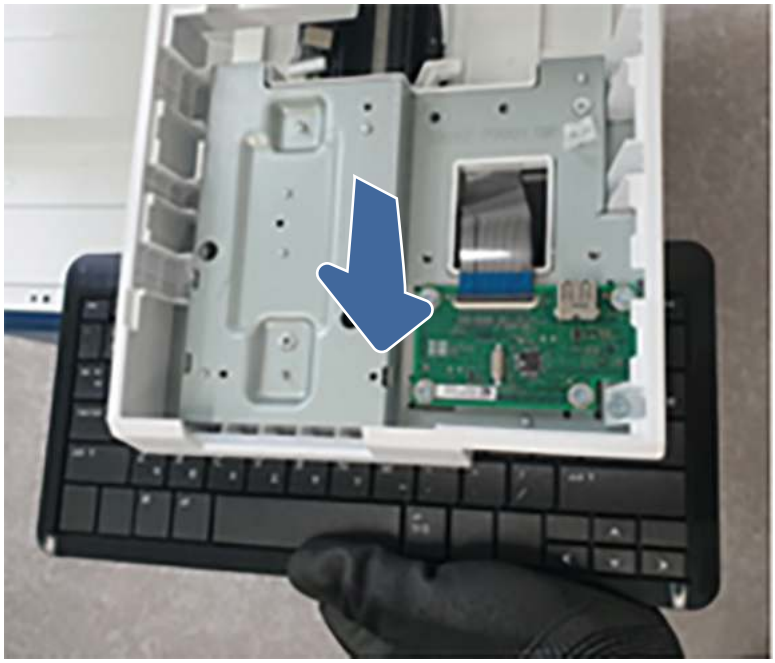
Figure 5-663 Remove four screws



5. Pull the mount bracket and keyboard assembly straight out and away from the printer to **release** it.

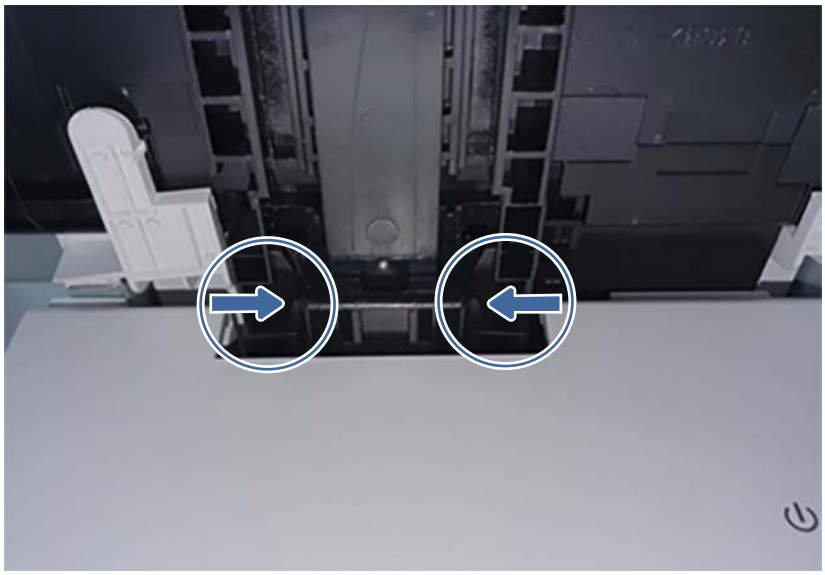
⚠ CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by two hooks.

Figure 5-664 Release the assembly



6. Look up under the mount bracket and keyboard assembly to locate two hooks. Press in on each hook, and then pull the assembly away form the printer to remove it.

Figure 5-665 Remove the assembly



7. **Special instruction for a replacement keyboard**

   a. Dispose of the defective part. See

   NOTE: HP recommends responsible disposal of the defective part.

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

b. Unpack the replacement parts supplied in the service kit.

IMPORTANT: Only the control panel mount and keyboard assembly (callout 2) are required to be installed.

Save the additional service kit parts (callouts 1/3/4) for other applications.

Figure 5-666 Service kit parts



4. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

NOTE: If an optional keyboard is installed, remove it now.

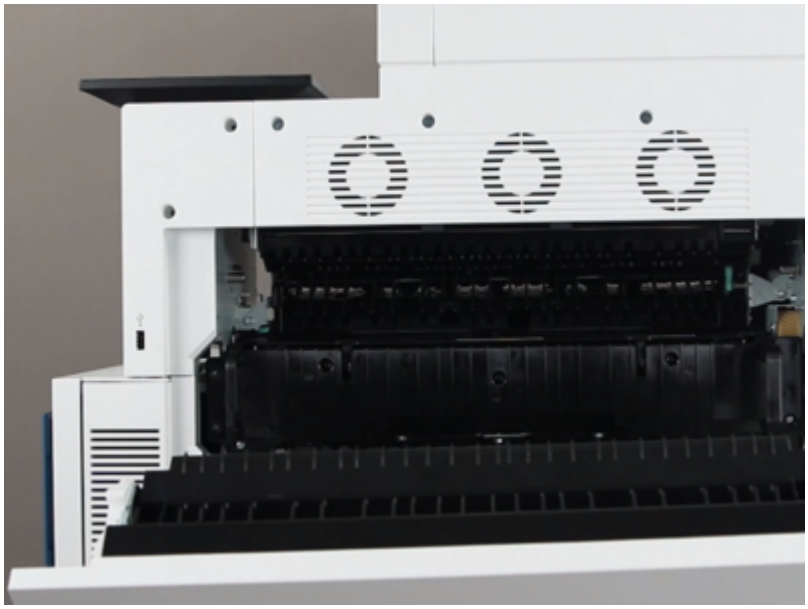
1. Remove two screws.

Figure 5-667 Remove two screws



2. Open the right door.

Figure 5-668 **Open the right door**



3. Move the control panel out of the way, and then slide the cover as shown below to separate it from the printer.

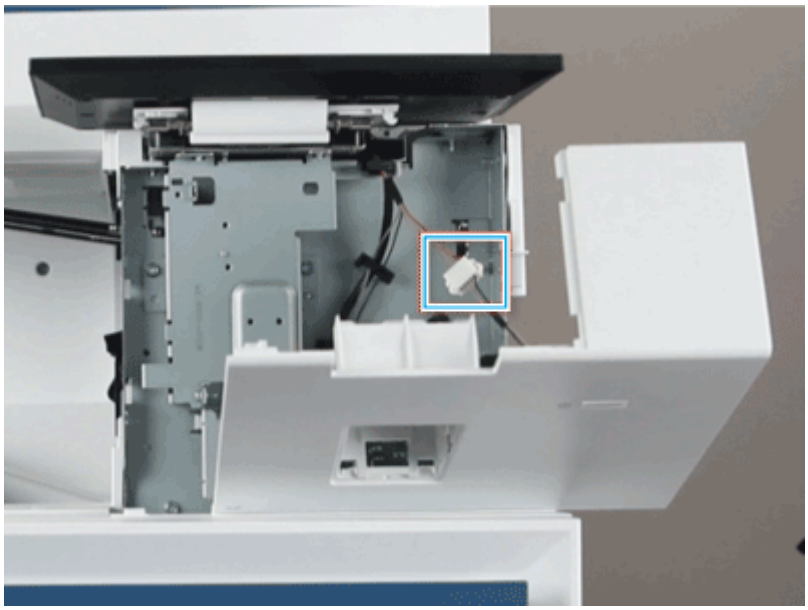
⚠ CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-669 **Slide the cover**



4. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-670 Remove the cover assembly



5. Remove the right upper cover

Use the following procedure to remove and replace the right upper cover.

1. Remove five screws.

Figure 5-671 Remove five screws



2. Remove one screw (circled), and then carefully slide the cover as shown below to remove it.

Figure 5-672 **Remove the cover**



6. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

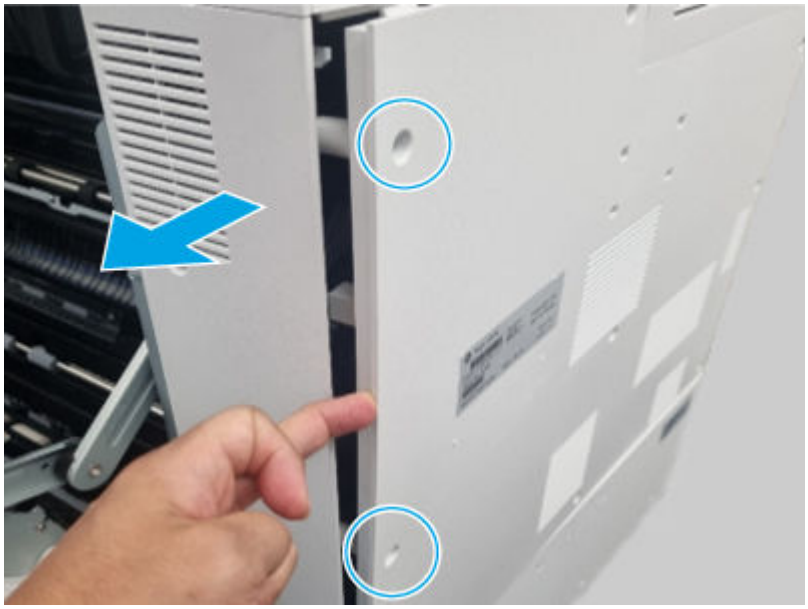
1. Remove four screws.

Figure 5-673 **Remove four screws**



2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.
   c. Open the right door, and then remove the right rear cover.

Figure 5-674 Remove the cover

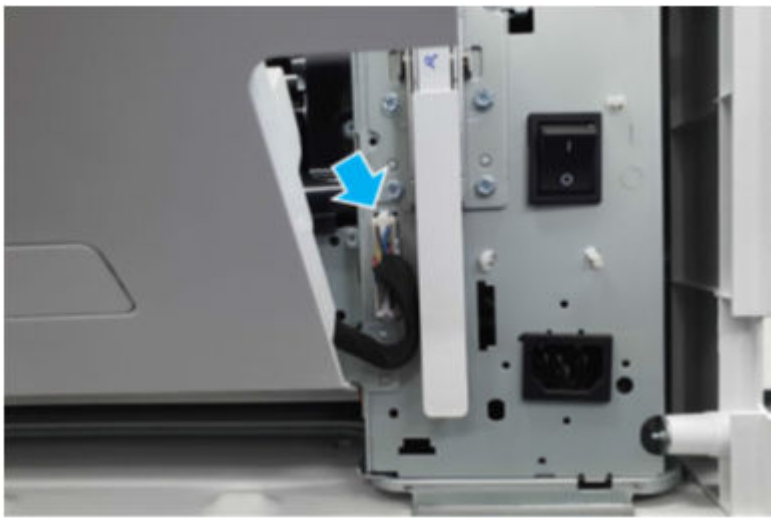


7. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

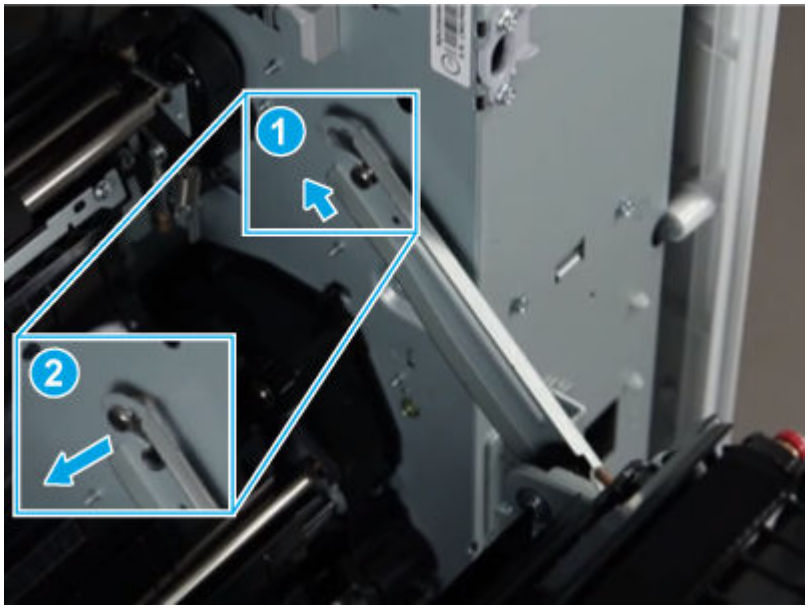
Figure 5-675 Disconnect one connector



2. Release the hinge.

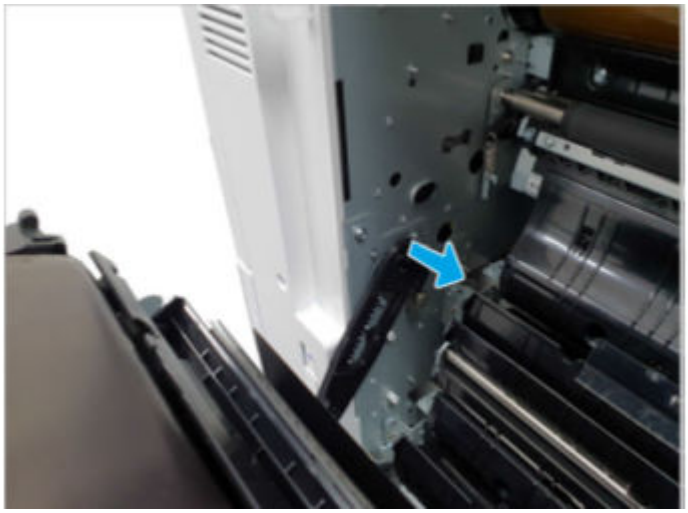
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-676 Release the hinge



3. Release the right door front link.

Figure 5-677 Release the link



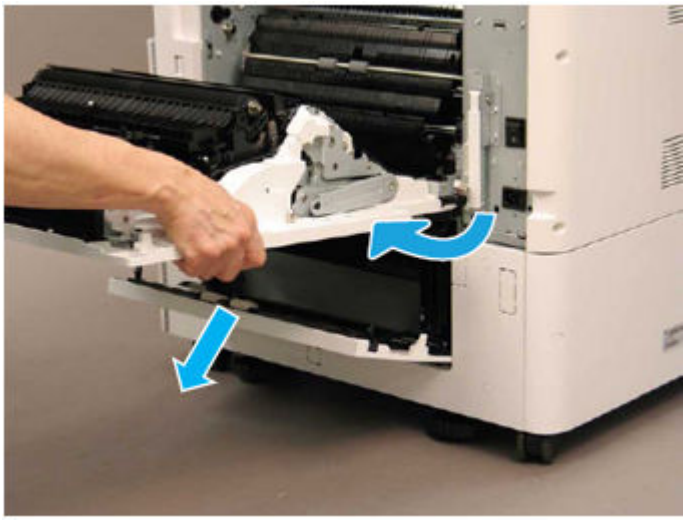
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-678 Remove the door



8. Remove the exit unit

Use the following procedure to remove and replace the exit unit.

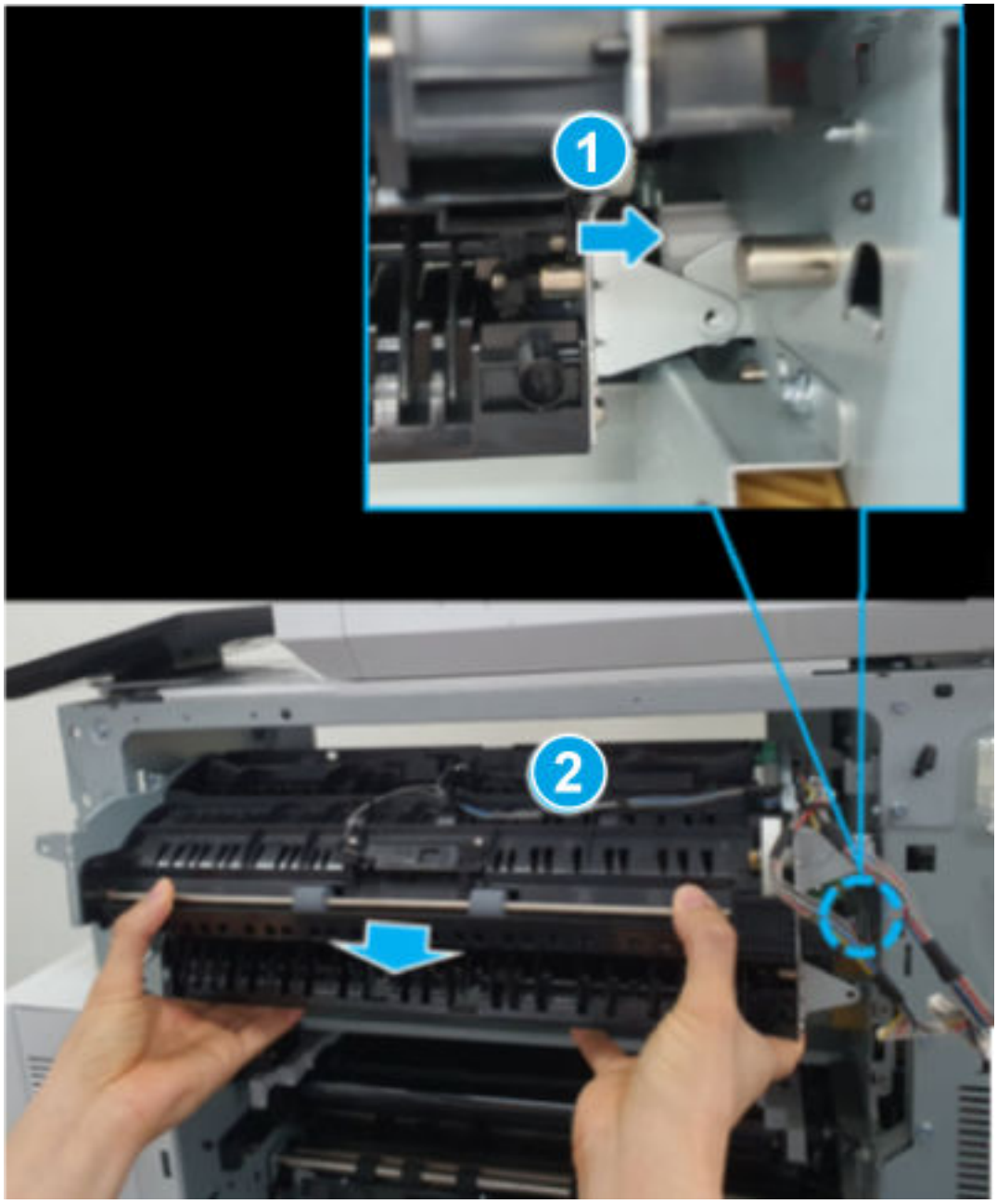
1. Disconnect two connectors, and then remove four screws.

Figure 5-679 Disconnect connectors and remove screws



2. Push in on the white-plastic coupler (callout 1), and then pull the exit unit straight out to remove it (callout 2).

Figure 5-680 Remove the unit

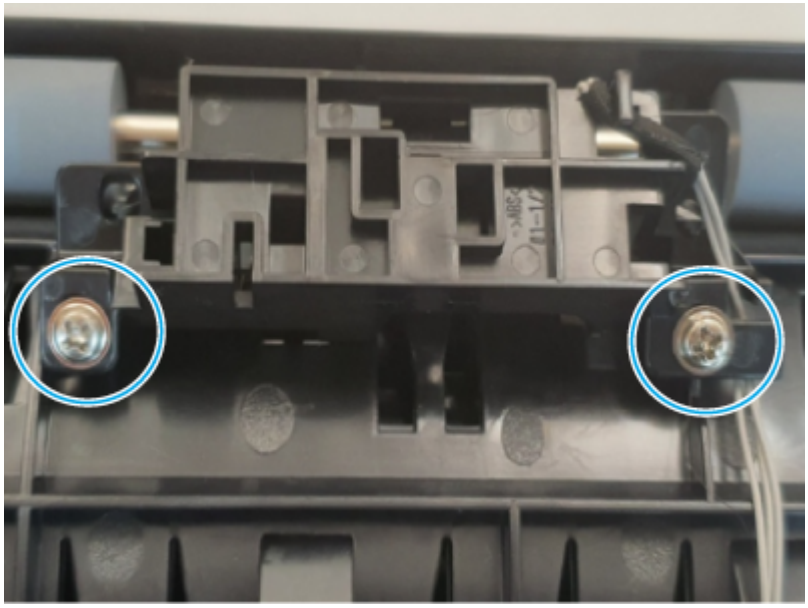


9. Remove the duplex jam 1 sensor

Use the following procedure to remove and replace the duplex jam 1 sensor.

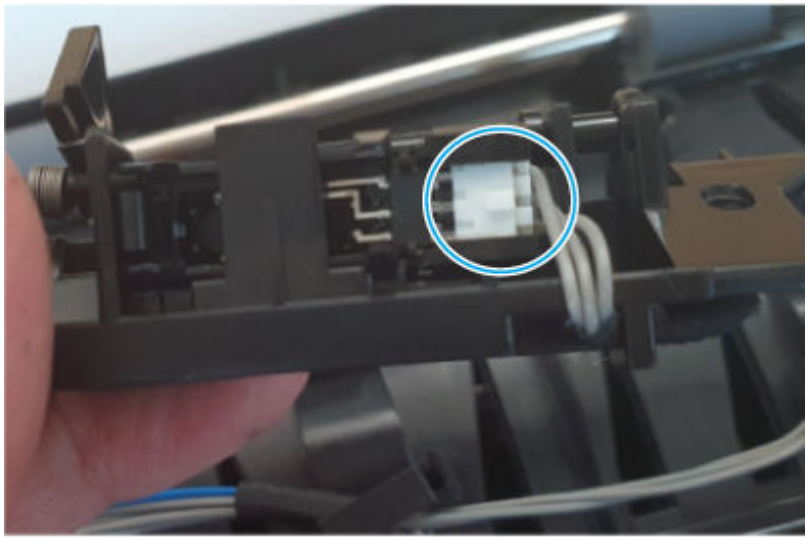
1. Remove two screws.

Figure 5-681 Remove two screws



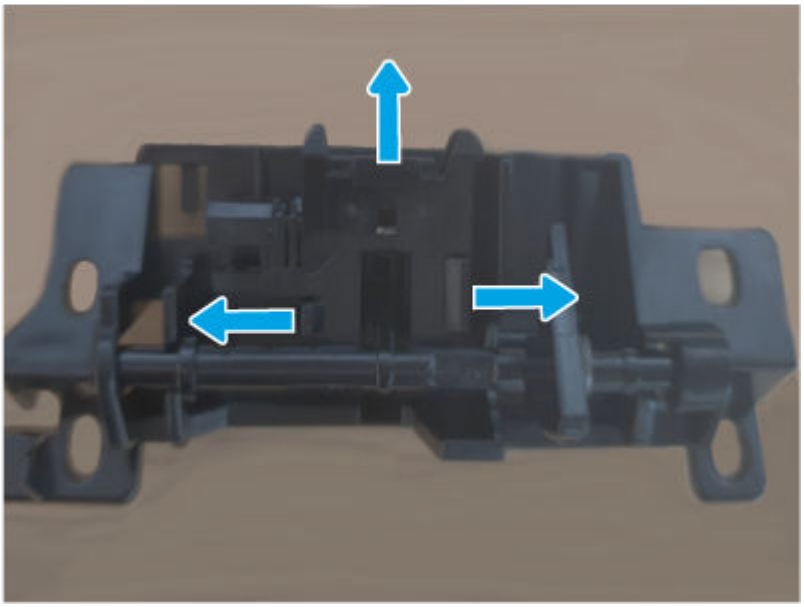
2. Disconnect one connector.

Figure 5-682 Disconnect one connector



3. Release three hooks, and then remove the duplex jam 1 sensor.

Figure 5-683 **Remove the sensor**



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Duplex 1 motor

Learn about removing and replacing the duplex 1 motor.

View a video of removing and replacing the duplex 1 motor.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-68 Part information

Part number	Part description
JC93-00336A	Drive-motor step (duplex 1 motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the fuser assembly

Use the following procedure to remove and replace the fuser assembly.

1. Open the right door.

2. Remove four screws.

Figure 5-684 Remove four screws



3. Pull the fuser straight out of the printer to remove it.

Figure 5-685 Remove the fuser



2. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-686 Remove two screws



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-687 Remove the cover



3. Remove the keyboard (drawer type)

Use the following procedure to remove and replace the keyboard (drawer type).

NOTE: The optional keyboard is for flow models only. For all other models, skip this step.

1. Do the following:
   - Rotate the control panel into the upright position (callout 1).

- Use a pair of tweezers to release the cover (callout 2), and then remove the top cover (callout 3).

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

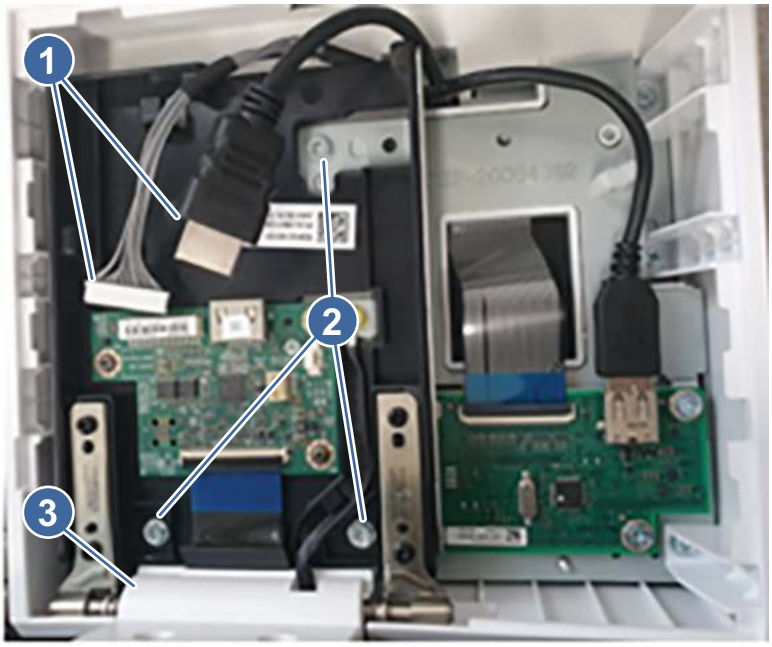
Figure 5-688 Remove the cover



2. Disconnect two connectors (callout 1), remove three screws (callout 2, and then remove the control panel (callout 3).

NOTE: Lift the control panel straight up to remove it.

Figure 5-689 Remove the control panel



3. Disconnect one connector.

IMPORTANT: The control panel mount bracket and the keyboard must be removed together. They are attached to each other by a film cable.

Figure 5-690 **Disconnect one connector**



4. Remove four screws.

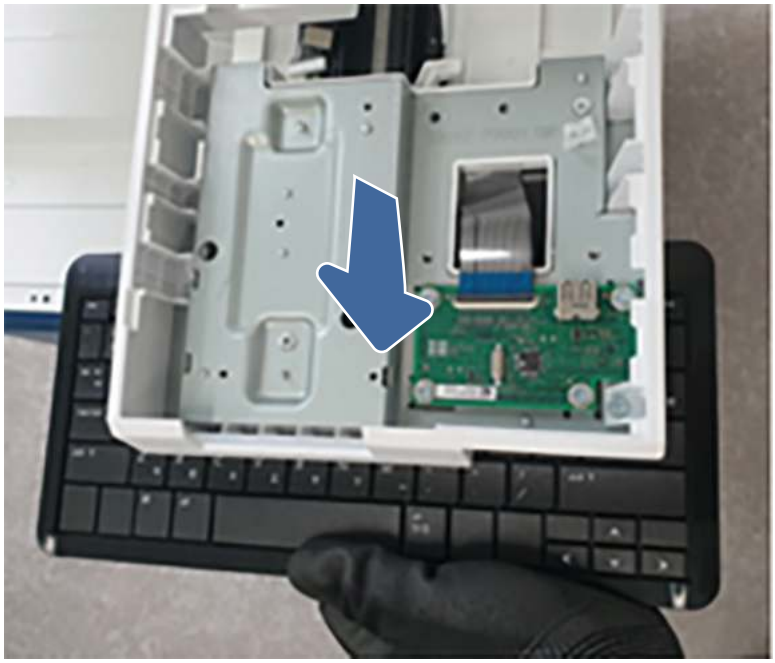
Figure 5-691 **Remove four screws**



5. Pull the mount bracket and keyboard assembly straight out and away from the printer to **release** it.

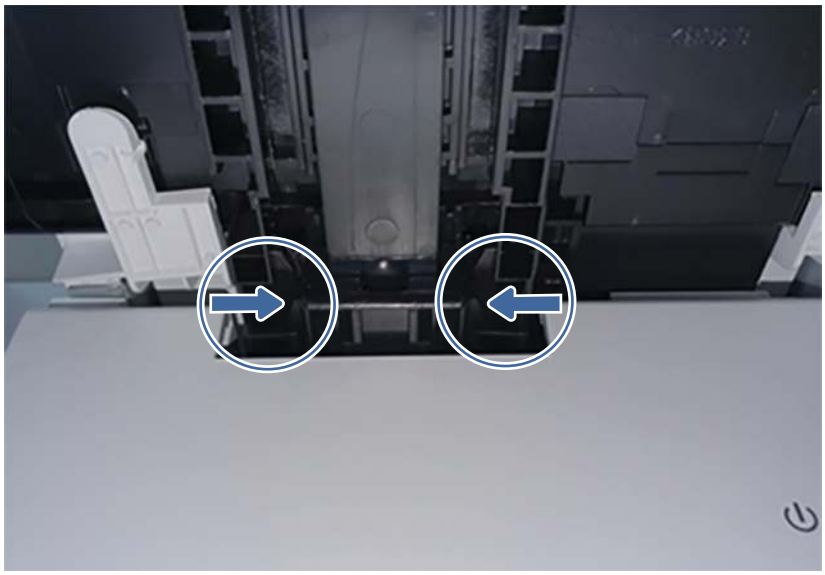
CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by two hooks.

Figure 5-692 Release the assembly



6. Look up under the mount bracket and keyboard assembly to locate two hooks. Press in on each hook, and then pull the assembly away form the printer to remove it.

Figure 5-693 Remove the assembly



7. **Special instruction for a replacement keyboard**

   a. Dispose of the defective part. See

   NOTE: HP recommends responsible disposal of the defective part.

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

b. Unpack the replacement parts supplied in the service kit.

IMPORTANT: Only the control panel mount and keyboard assembly (callout 2) are required to be installed.

Save the additional service kit parts (callouts 1/3/4) for other applications.

Figure 5-694 Service kit parts



4. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

NOTE: If an optional keyboard is installed, remove it now.

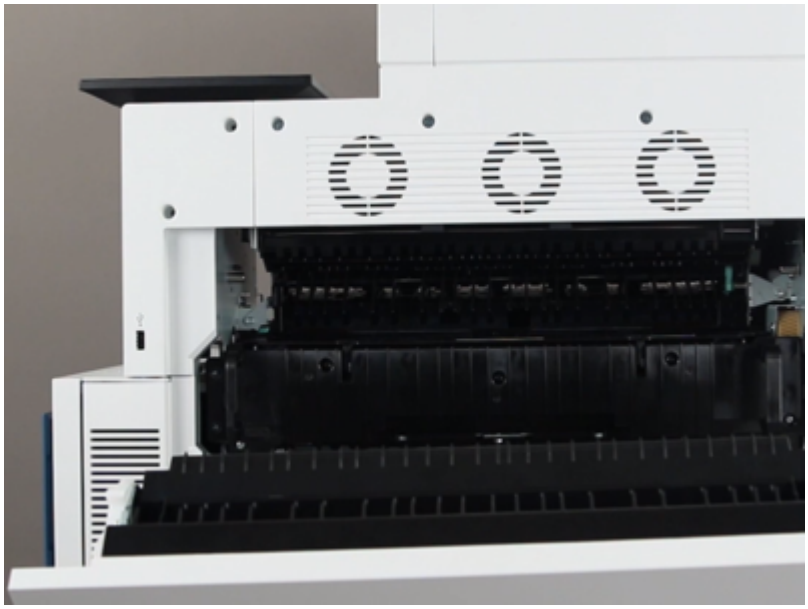
1. Remove two screws.

Figure 5-695 Remove two screws



2. Open the right door.

Figure 5-696 **Open the right door**



3. Move the control panel out of the way, and then slide the cover as shown below to separate it from the printer.

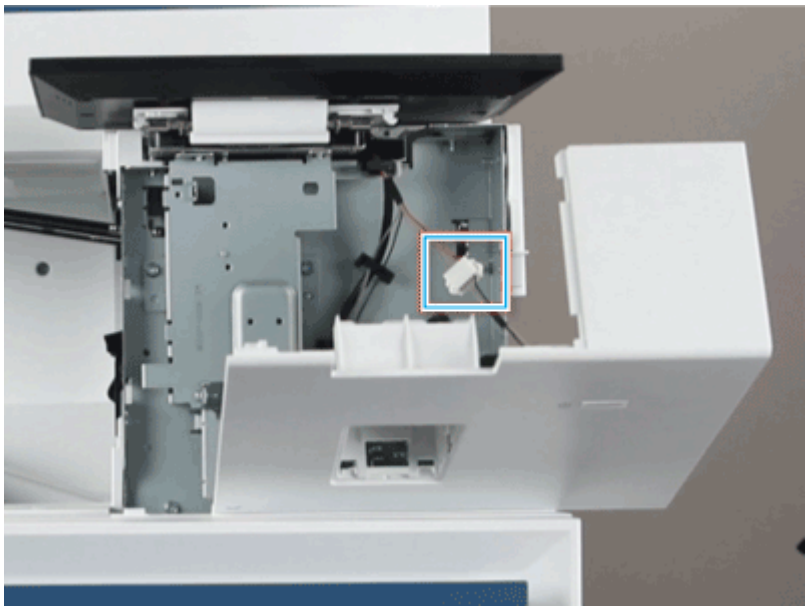
⚠ CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-697 **Slide the cover**



4. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-698 Remove the cover assembly



5. Remove the right upper cover

Use the following procedure to remove and replace the right upper cover.

1. Remove five screws.

Figure 5-699 Remove five screws



2. Remove one screw (circled), and then carefully slide the cover as shown below to remove it.

Figure 5-700 Remove the cover



6. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

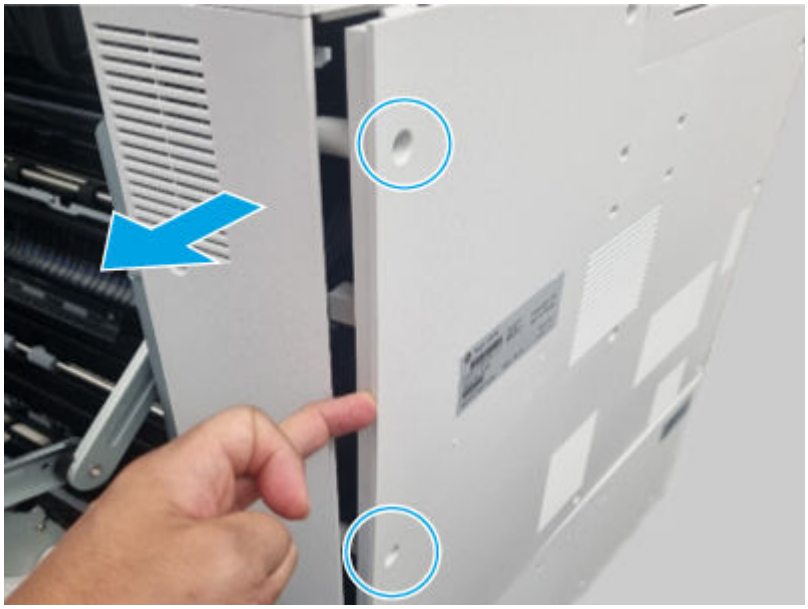
1. Remove four screws.

Figure 5-701 Remove four screws



2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.
   c. Open the right door, and then remove the right rear cover.

Figure 5-702 Remove the cover

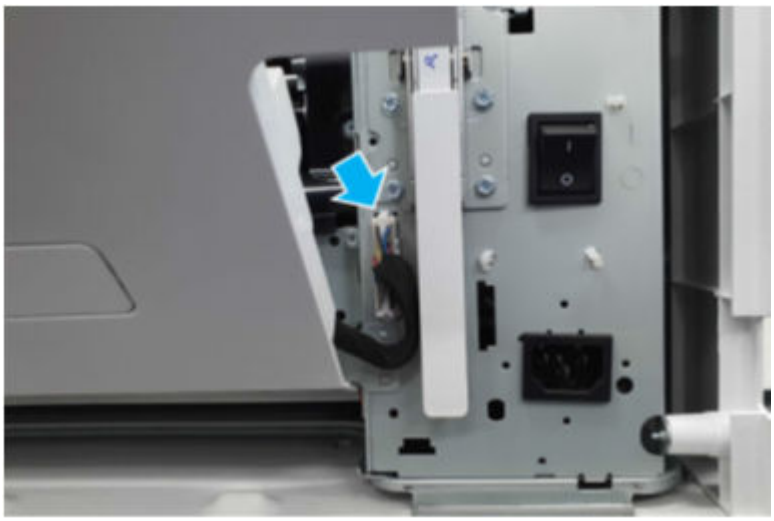


7. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

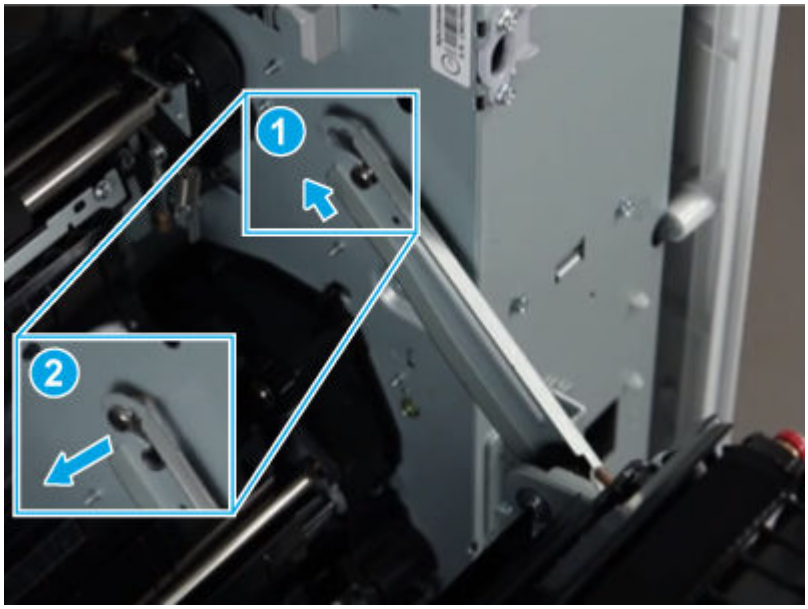
Figure 5-703 Disconnect one connector



2. Release the hinge.

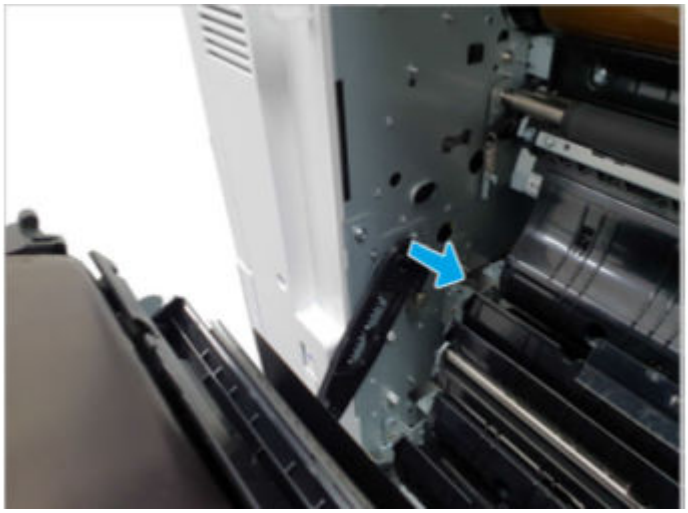
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-704 Release the hinge



3. Release the right door front link.

Figure 5-705 Release the link



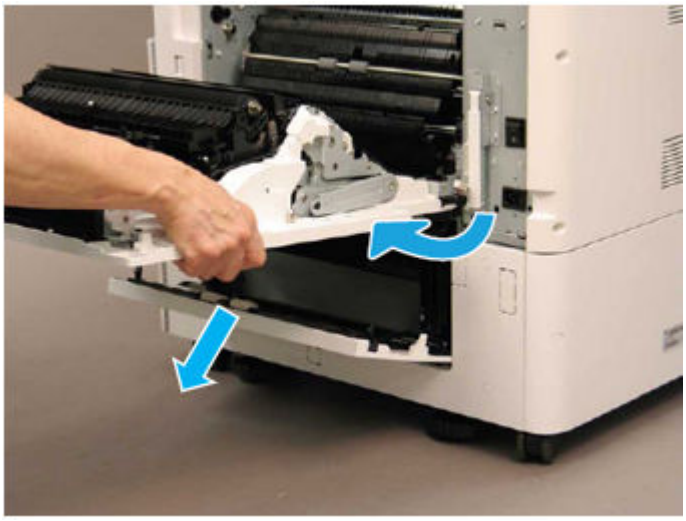
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-706 Remove the door



8. Remove the exit unit

Use the following procedure to remove and replace the exit unit.

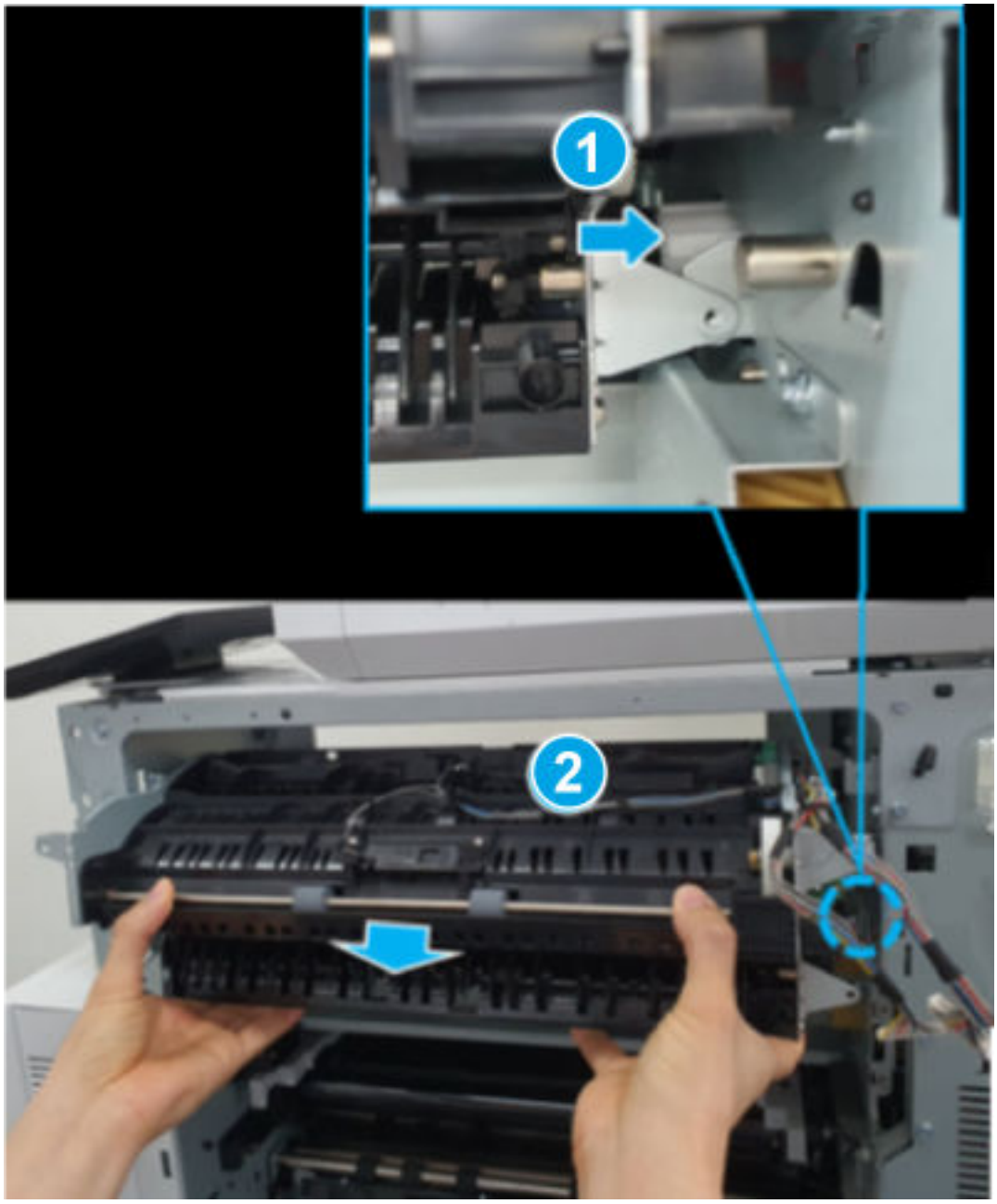
1. Disconnect two connectors, and then remove four screws.

Figure 5-707 Disconnect connectors and remove screws



2. Push in on the white-plastic coupler (callout 1), and then pull the exit unit straight out to remove it (callout 2).

Figure 5-708 Remove the unit

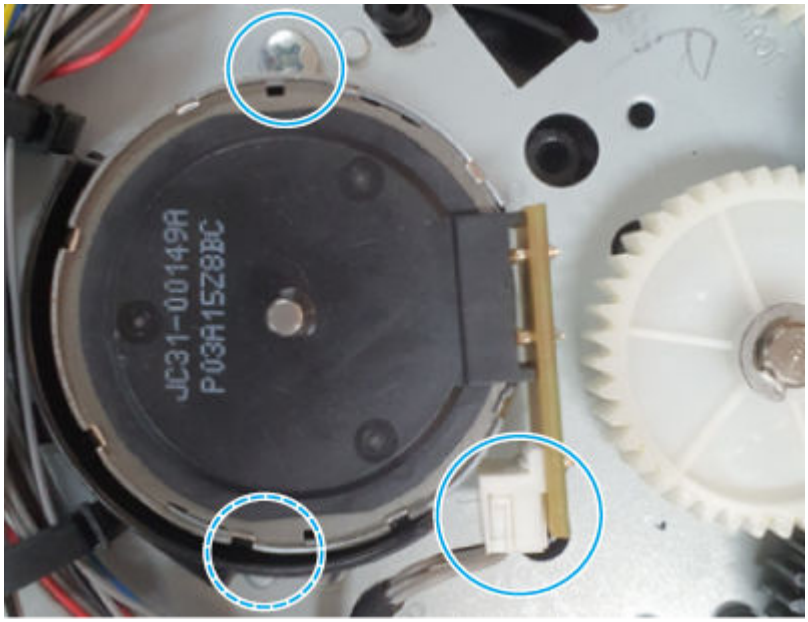


9. Remove the duplex 1 motor

Use the following procedure to remove and replace the duplex 1 motor.

- Disconnect one connector, remove two screws, and then remove the duplex 1 motor.

Figure 5-709 Remove the motor



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Exit stack guide

Learn about removing and replacing the exit stack guide.

View a video of removing and replacing the exit stack guide.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-69 Part information

Part number	Part description
JC90-01865A	Exit stack guide

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

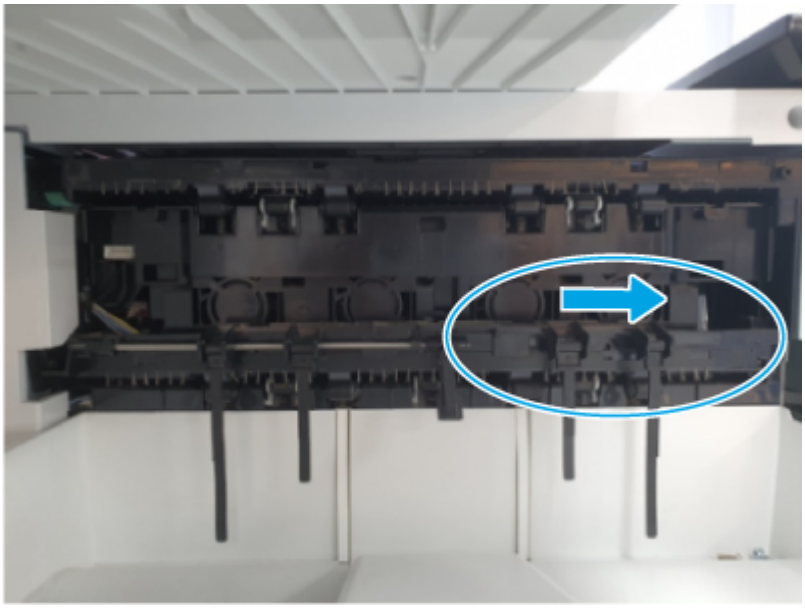
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the exit stack guide

Use the following procedure to remove and replace the exit stack guide.

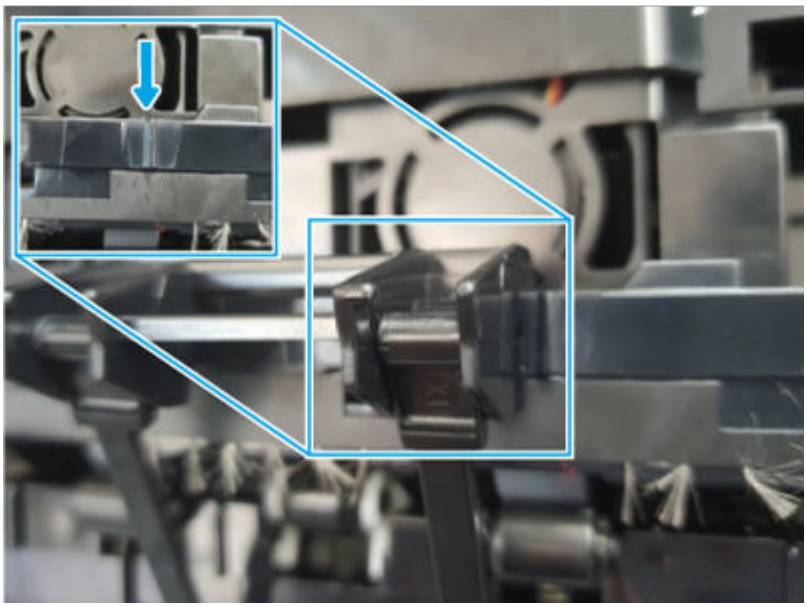
- Slide the exit stack guide to the right to remove it.

Figure 5-710 **Remove the guide**



Reinstallation tip: Position the guide over the holder, and then push it down to install it.

Figure 5-711 **Reinstall the guide**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Duplex unit

Learn about duplex unit parts removal and replacement.

Removal and replacement: Duplex assembly

Learn about removing and replacing the duplex assembly.

View a video of removing and replacing the duplex assembly.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-70 Part information

Part number	Part description
JC95-02250A	Duplex assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

   Figure 5-712 **Remove four screws**

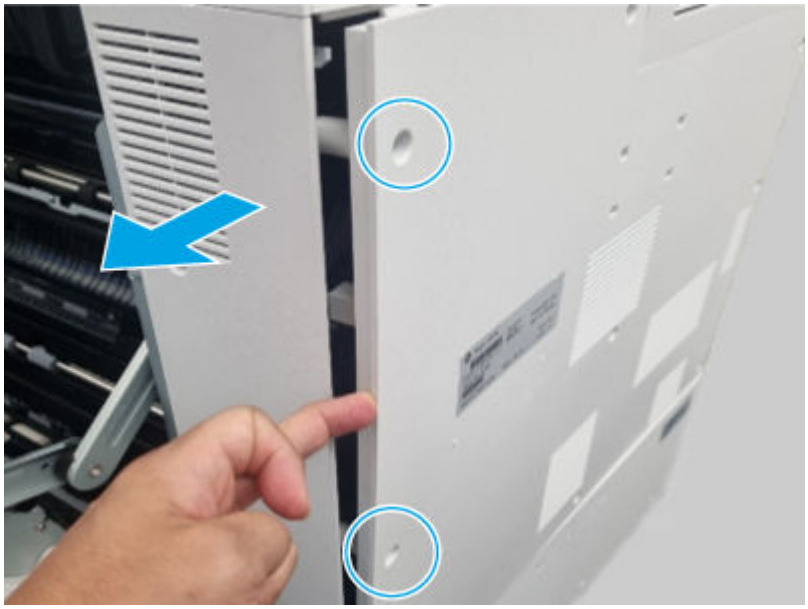
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-713 Remove the cover



2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

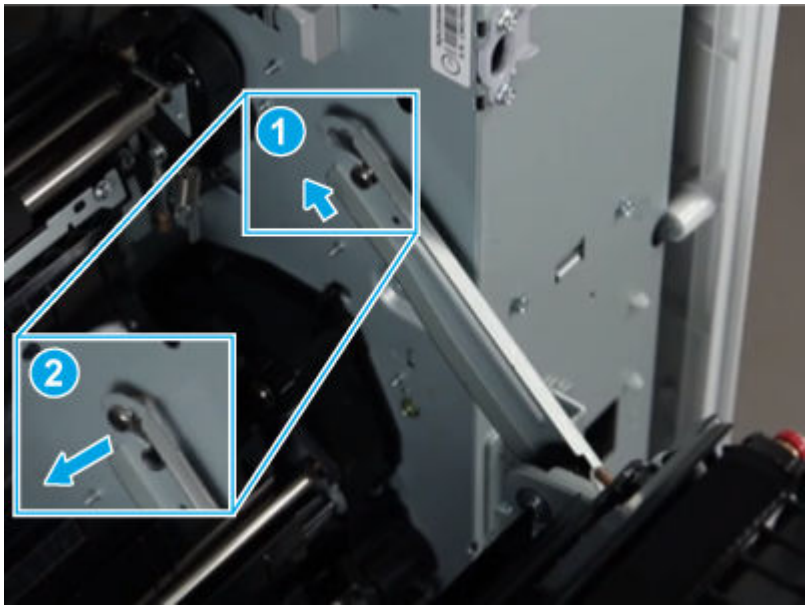
Figure 5-714 Disconnect one connector



2. Release the hinge.

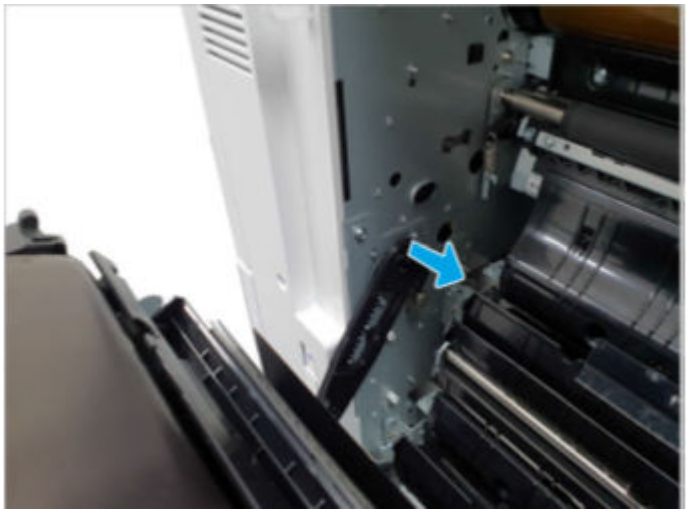
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-715 Release the hinge



3. Release the right door front link.

Figure 5-716 Release the link



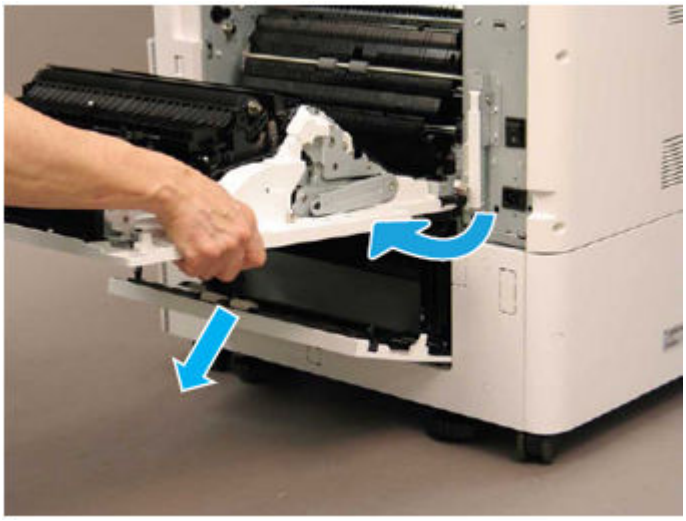
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-717 Remove the door

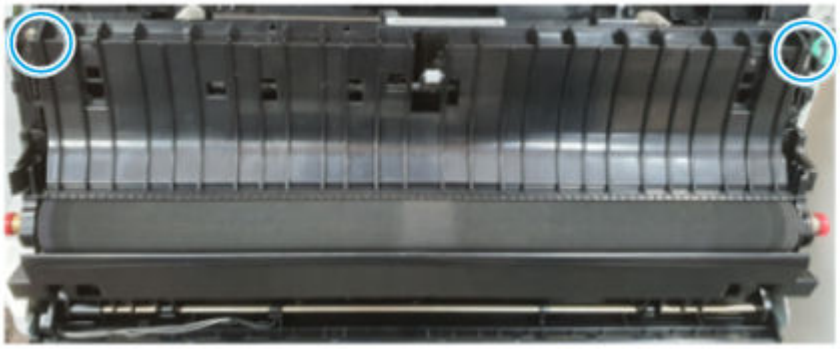


3. Remove the secondary transfer (T2) unit

Use the following procedure to remove and replace the T2 unit.

1. Remove two screws (on the right door).

Figure 5-718 Remove two screws



2. Disconnect one connector on the back side of the T2 unit, and then remove the unit.

Reinstallation tip: Make sure that the wire harness is correctly routed and that the springs are correctly positioned when the T2 unit is installed.



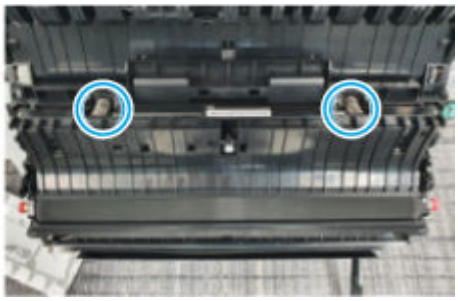
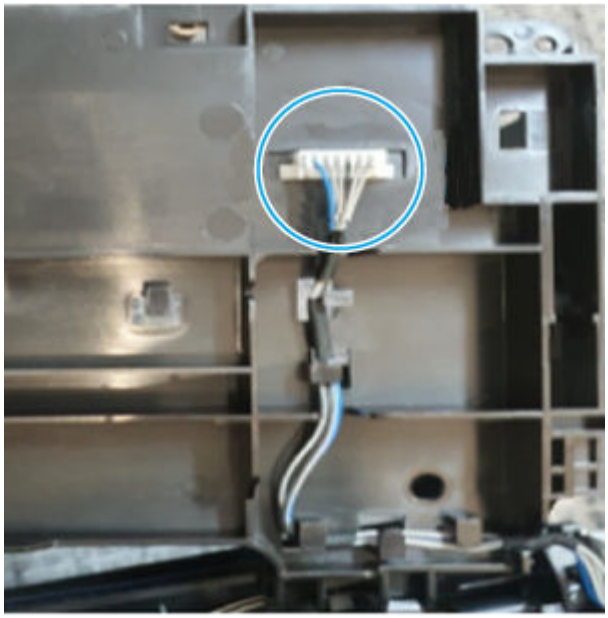


Figure 5-719 Remove the T2 unit

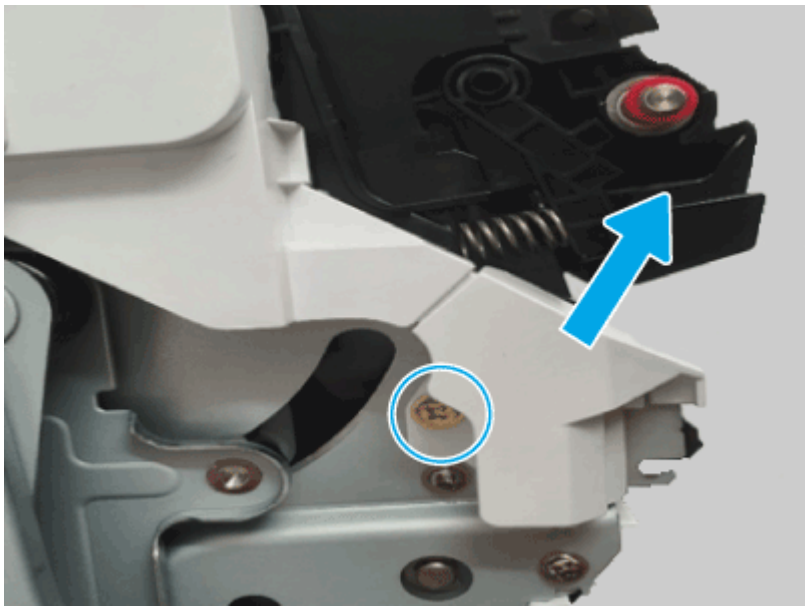


4. Remove the duplex assembly

Use the following procedure to remove and replace the duplex assembly.

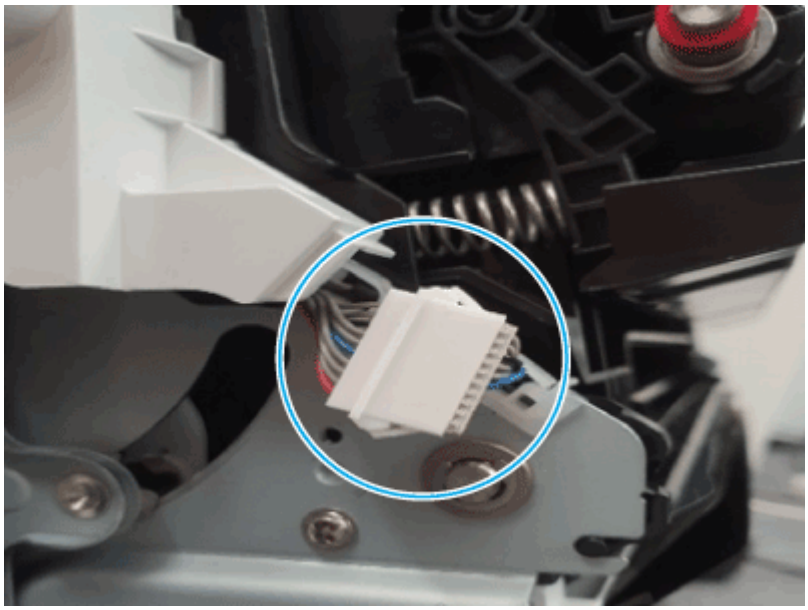
1. Remove one screw, and then remove the cover.

Figure 5-720 Remove the cover



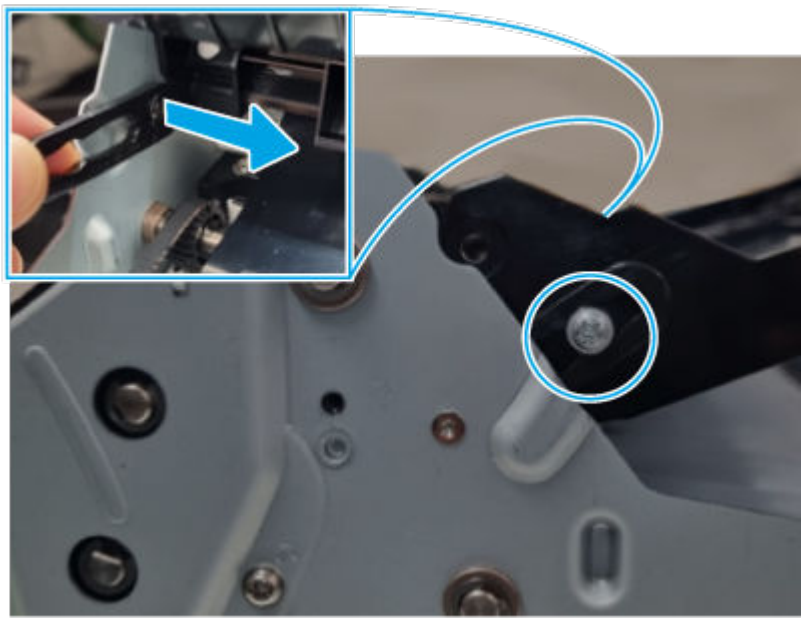
2. Disconnect one connector.

Figure 5-721 **Disconnect one connector**



3. Remove one screw, and then disengage the guide rail.

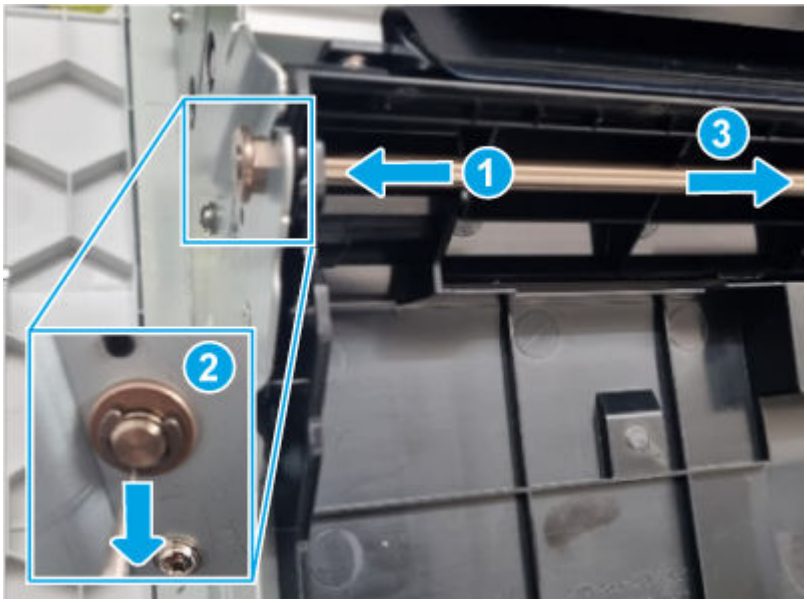
Figure 5-722 **Disengage the guide rail**



4. Remove one e-ring, and then slide the shaft to the right to release it.

NOTE: To easily remove the e-ring, slightly slide the shaft away from the assembly to loosen the e-ring, and then use a pair of tweezers to remove it.

Figure 5-723 Remove the e-reing



5. Remove one screw (on the side of the assembly).

Figure 5-724 Remove one screw



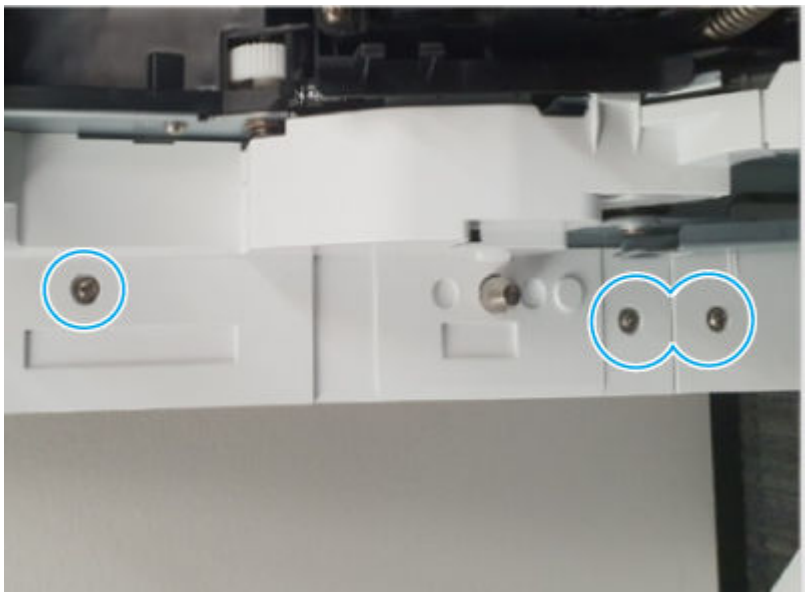
6. Remove one screw (on the side of the assembly).

Figure 5-725 **Remove one screw**



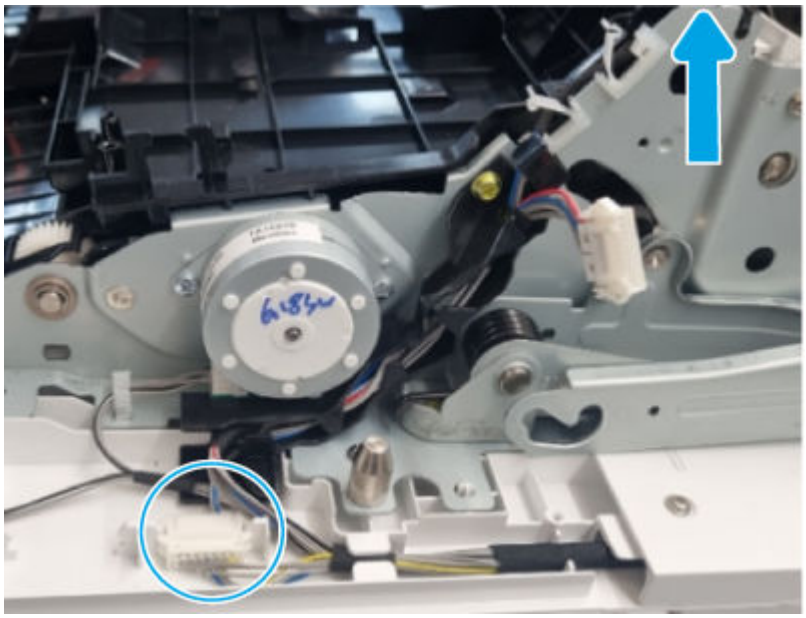
7. Remove three screws (on the right door), and then remove the cover.

Figure 5-726 **Remove three screws**



8. Disconnect one connector, and then lift the duplex assembly up to remove it.

Figure 5-727 Remove the assembly



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Duplex jam 2 sensor

Learn about removing and replacing the duplex jam 2 sensor.

View a video of removing and replacing the duplex jam 2 sensor.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-71 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (duplex jam 2 sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-728 **Remove four screws**



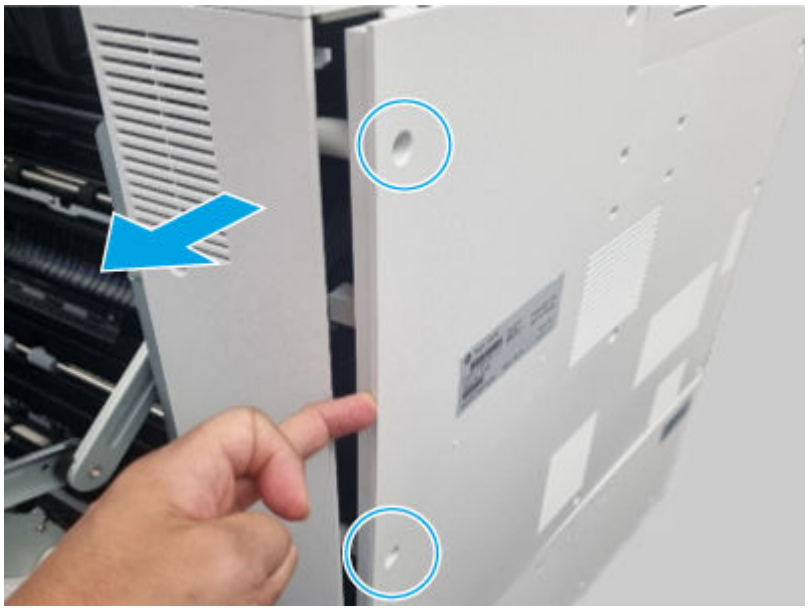
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-729 **Remove the cover**



2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

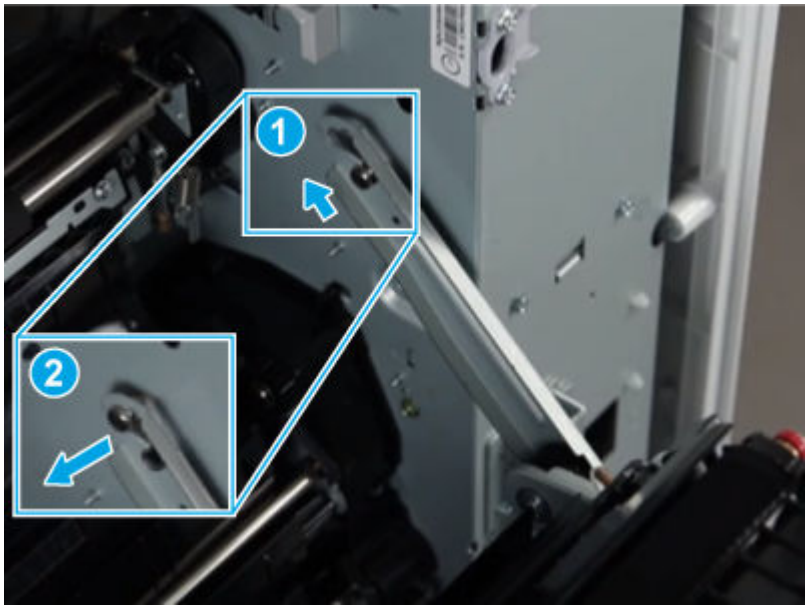
Figure 5-730 Disconnect one connector



2. Release the hinge.

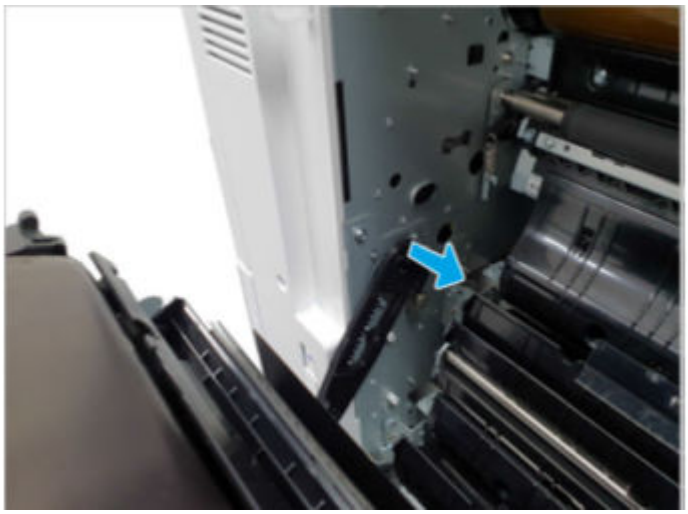
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-731 Release the hinge



3. Release the right door front link.

Figure 5-732 **Release the link**



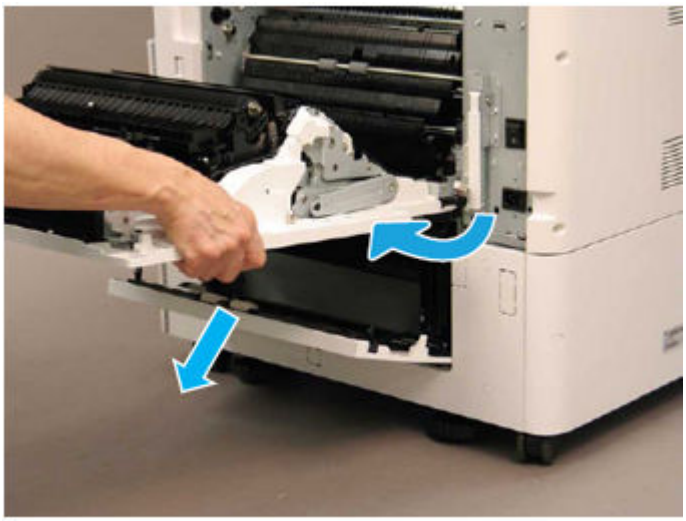
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-733 **Remove the door**

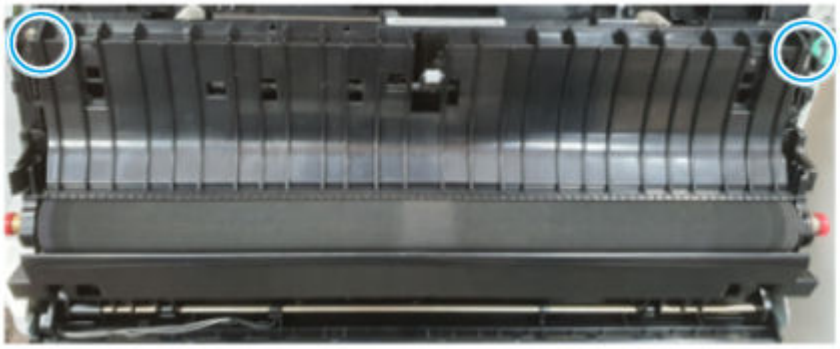


3. Remove the secondary transfer (T2) unit

Use the following procedure to remove and replace the T2 unit.

1. Remove two screws (on the right door).

Figure 5-734 Remove two screws



2. Disconnect one connector on the back side of the T2 unit, and then remove the unit.

Reinstallation tip: Make sure that the wire harness is correctly routed and that the springs are correctly positioned when the T2 unit is installed.

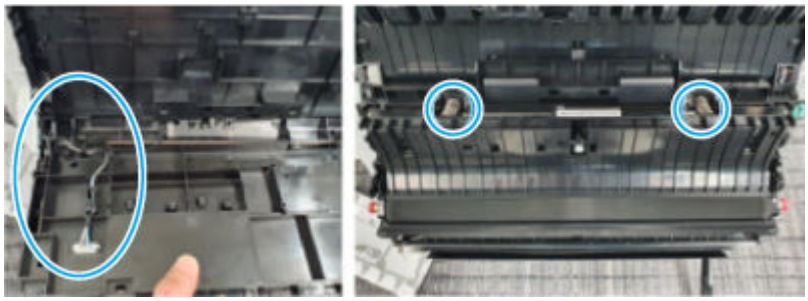
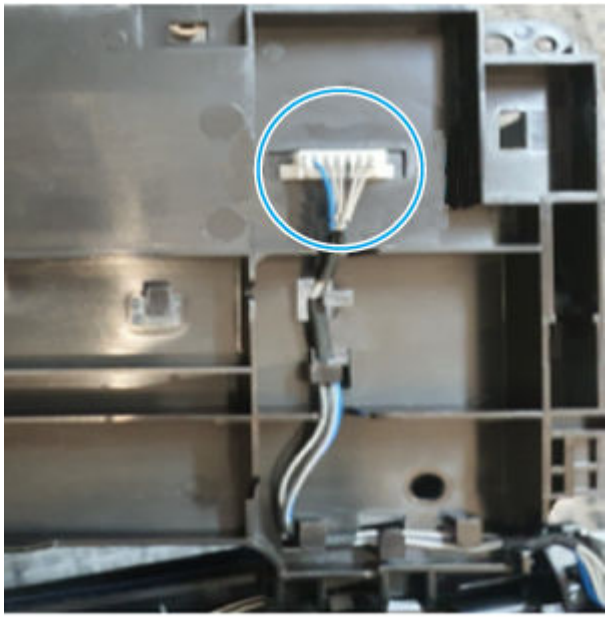


Figure 5-735 Remove the T2 unit

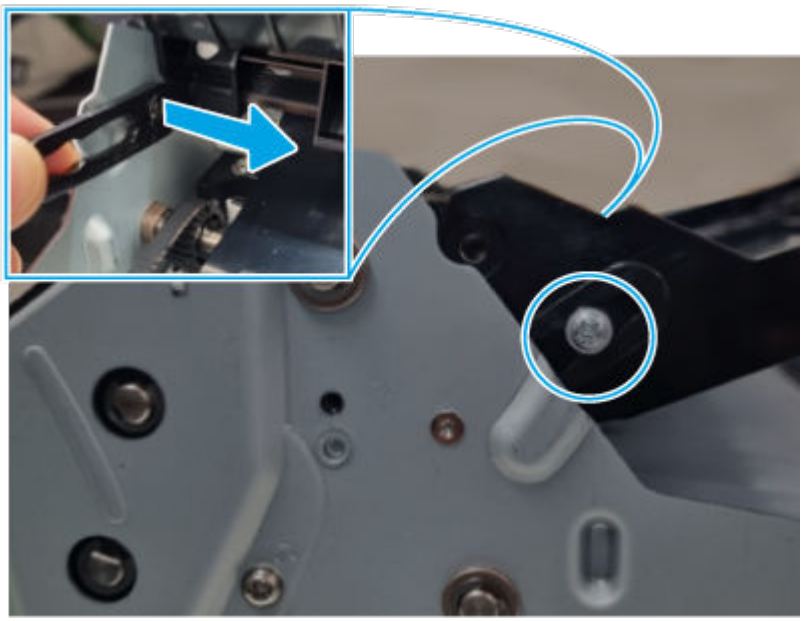


4. Remove the duplex assembly

Use the following procedure to remove and replace the duplex assembly.

1. Remove one screw, and then disengage the guide rail.

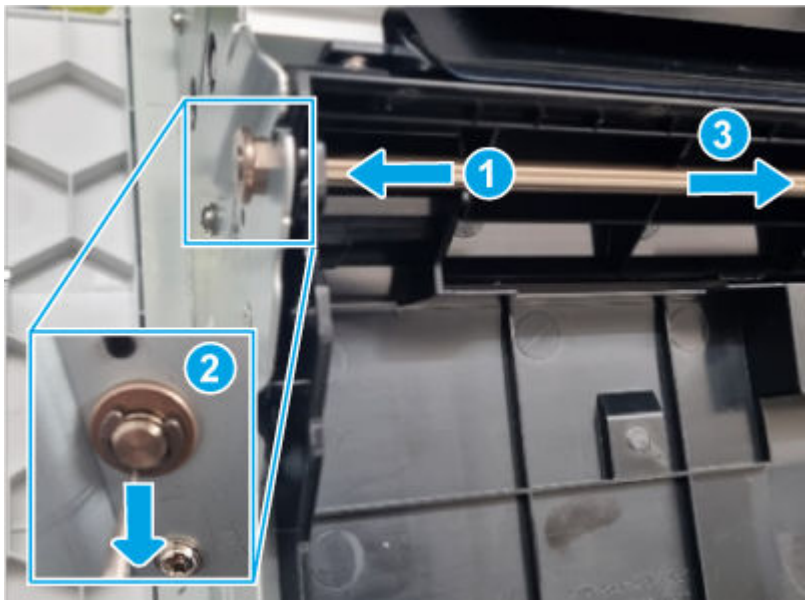
Figure 5-736 Disengage the guide rail



2. Remove one e-ring, and then slide the shaft to the right to release it.

NOTE: To easily remove the e-ring, slightly slide the shaft away from the assembly to loosen the e-ring, and then use a pair of tweezers to remove it.

Figure 5-737 Remove the e-ring



3. Remove one screw (on the side of the assembly).

Figure 5-738 **Remove one screw**



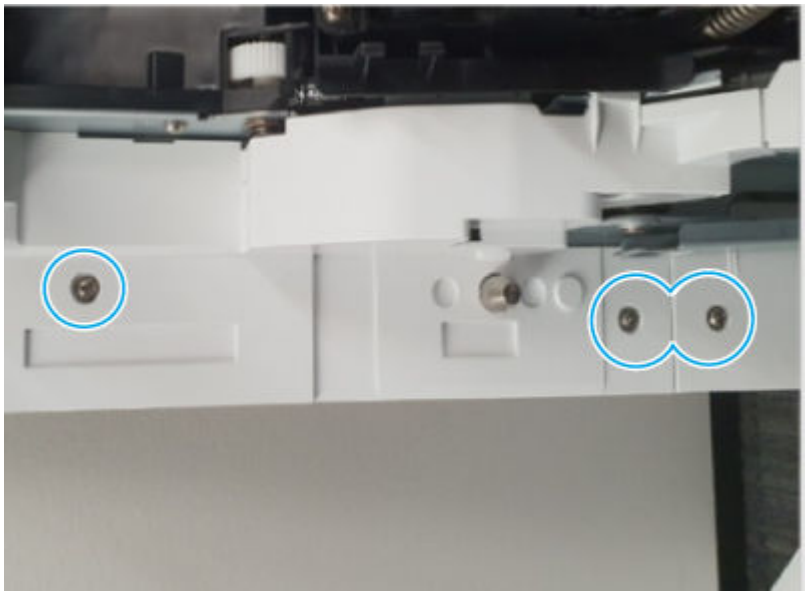
4. Remove one screw (on the side of the assembly).

Figure 5-739 **Remove one screw**



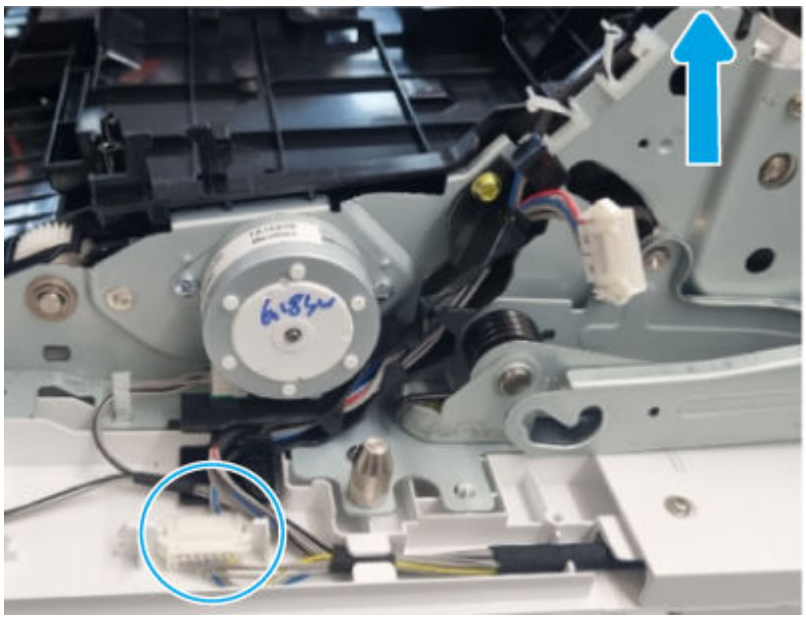
5. Remove three screws (on the right door), and then remove the cover.

Figure 5-740 Remove three screws



6. Disconnect one connector, and then lift the duplex assembly up to remove it.

Figure 5-741 Remove the assembly



5. Remove the duplex jam 2 sensor

Use the following procedure to remove and replace the duplex jam 2 sensor.

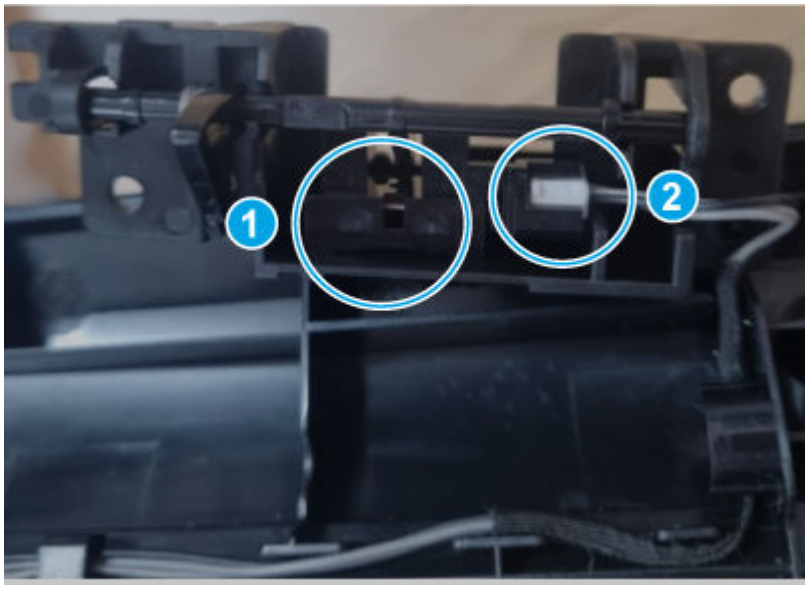
1. Remove two screws.

Figure 5-742 **Remove two screws**



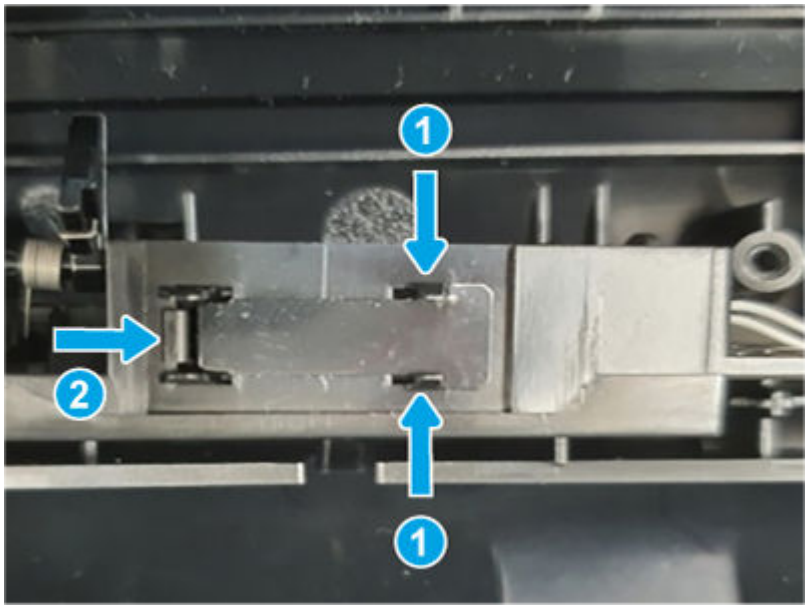
2. Remove the actuator, and then disconnect one connector.

Figure 5-743 **Disconnect one connector**



3. Turn the duplex assembly over, and then do the following:
   - Release the hooks (callout 1).
   - Slide the sensor assembly to the right (callout 2).
   - Remove the sensor.

Figure 5-744 Remove the sensor



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Duplex 2 motor

Learn about removing and replacing the duplex 2 motor.

View a video of removing and replacing the duplex 2 motor.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-72 Part information

Part number	Part description
JC93-01085A	Drive-motor step (duplex 2 motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-745 **Remove four screws**



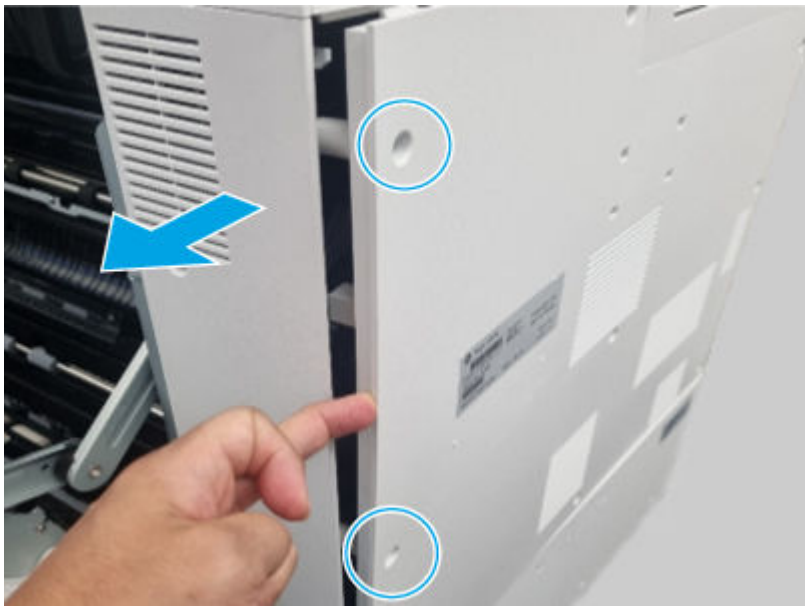
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-746 **Remove the cover**



2. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

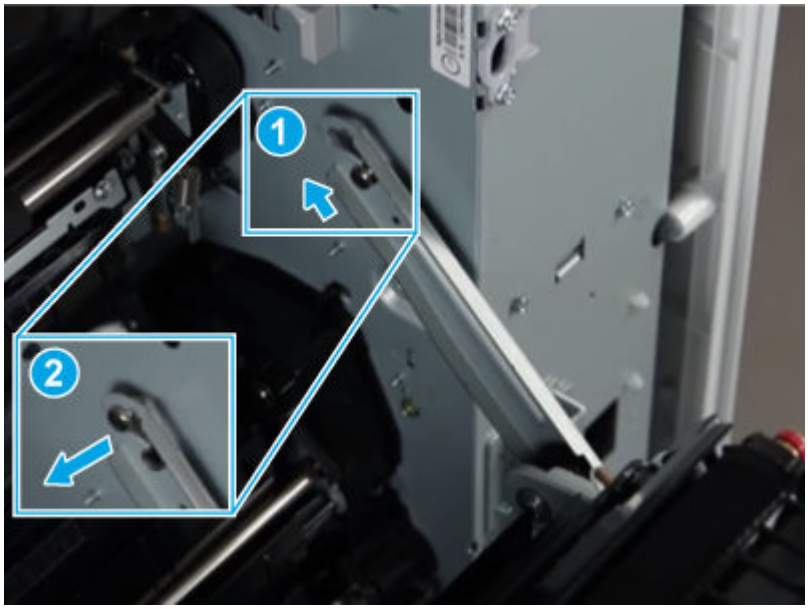
Figure 5-747 Disconnect one connector



2. Release the hinge.

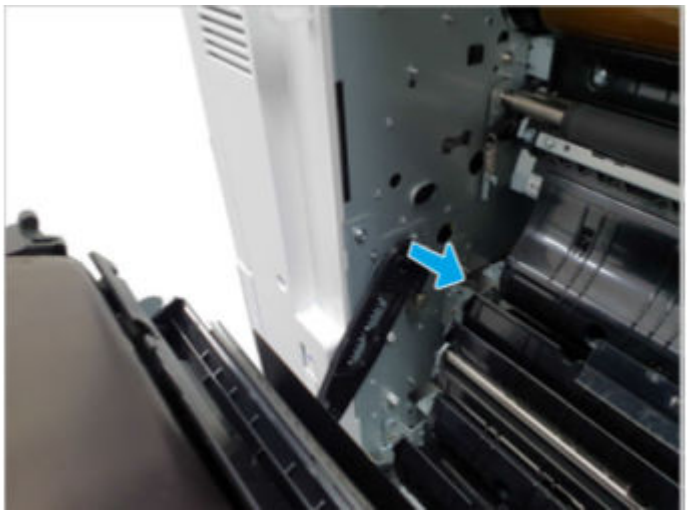
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-748 Release the hinge



3. Release the right door front link.

Figure 5-749 **Release the link**



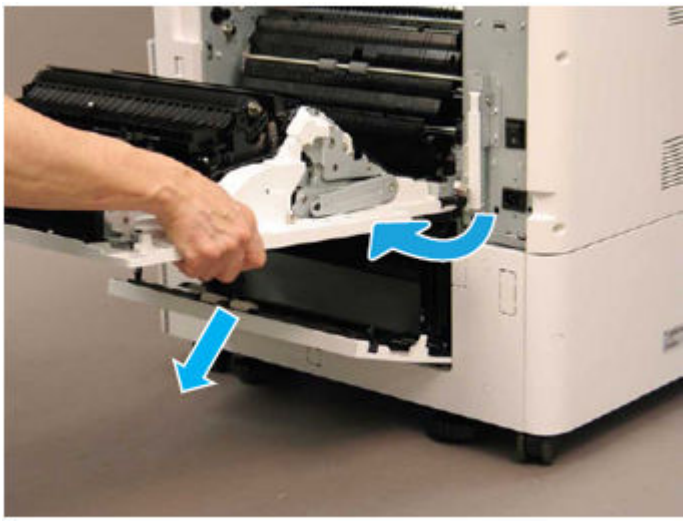
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-750 **Remove the door**

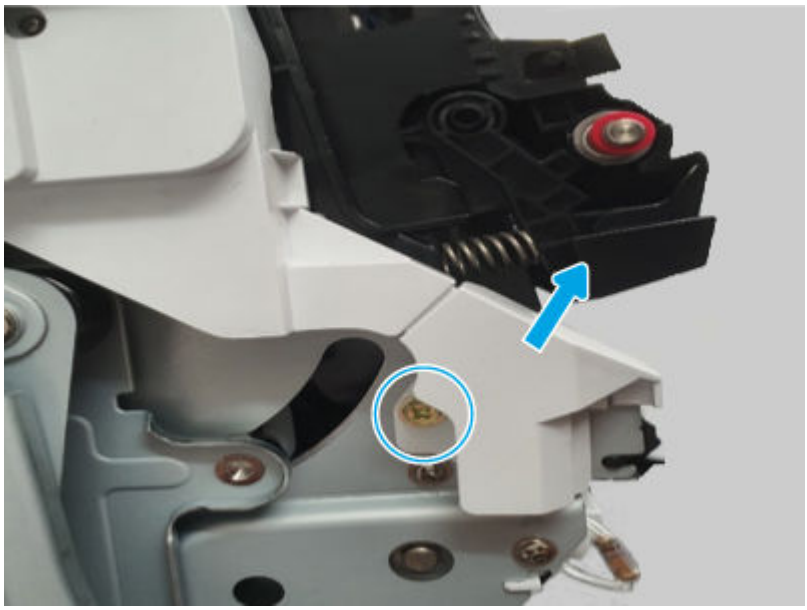


3. Remove the duplex 2 motor

Use the following procedure to remove and replace the duplex 2 motor.

1. Remove one screw, and then remove the cover.

Figure 5-751 **Remove the cover**



2. Remove one screw.

Figure 5-752 **Remove one screw**



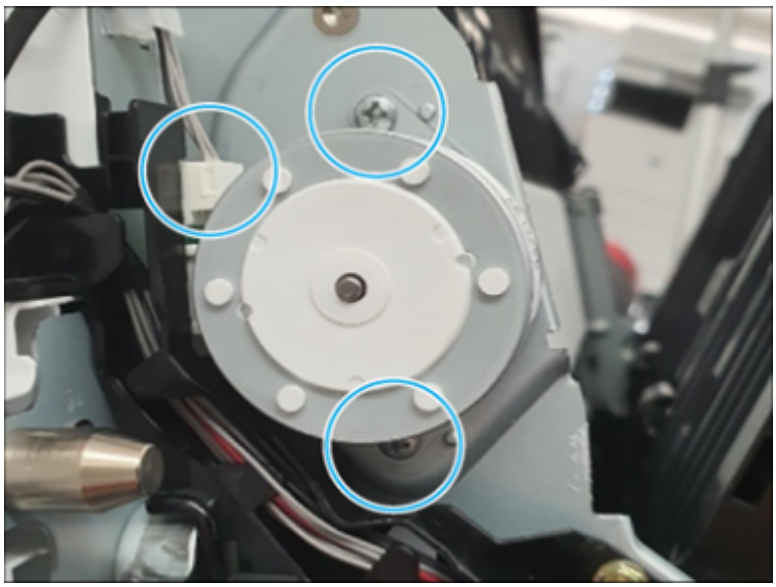
3. Remove two screws, and then remove the cover.

Figure 5-753 Remove the cover



4. Remove two screws, disconnect one connector, and then remove the duplex 2 motor.

Figure 5-754 Remove the motor



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Toner flow

Learn about toner flow parts removal and replacement.

Toner cartridge

Learn about toner cartridge parts removal and replacement.

Removal and replacement: Toner dispense and reservoir motors assembly

Learn about removing and replacing the toner dispense and reservoir motors assembly.

View a video of removing and replacing the toner dispense and reservoir motors assembly.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-73 Part information

Part number	Part description
JC93-01666A	Toner dispense and reservoir motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

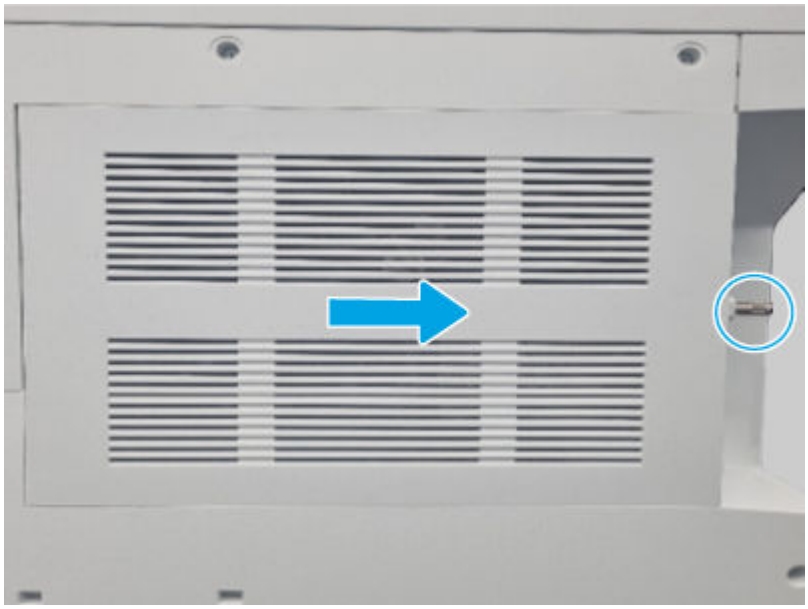
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-755 Remove the cover

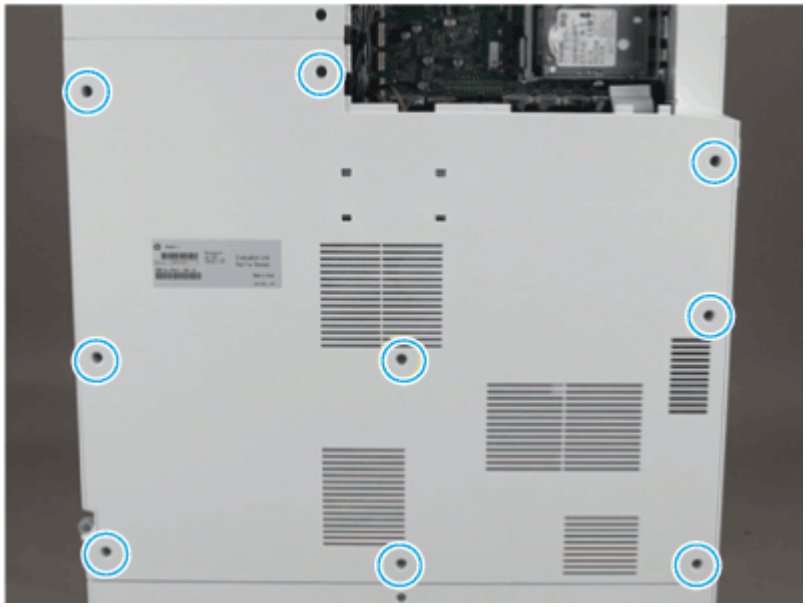


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-756 Remove the cover

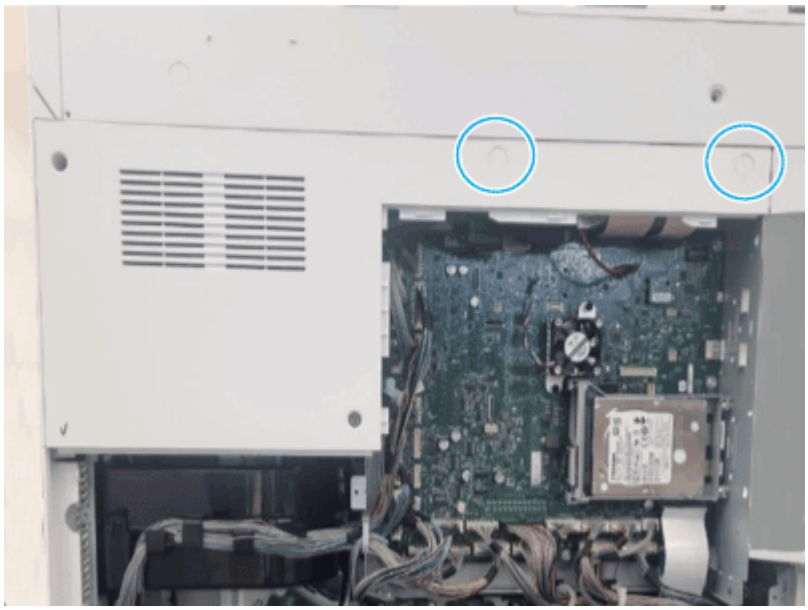


3. Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

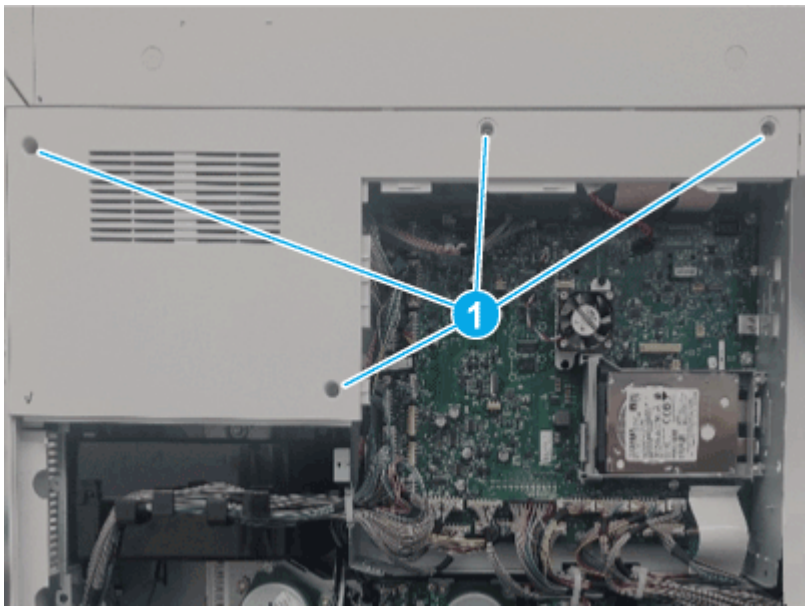
1. Use a pair of tweezers to remove the screw caps.

Figure 5-757 Remove the screw caps



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-758 **Remove the cover**



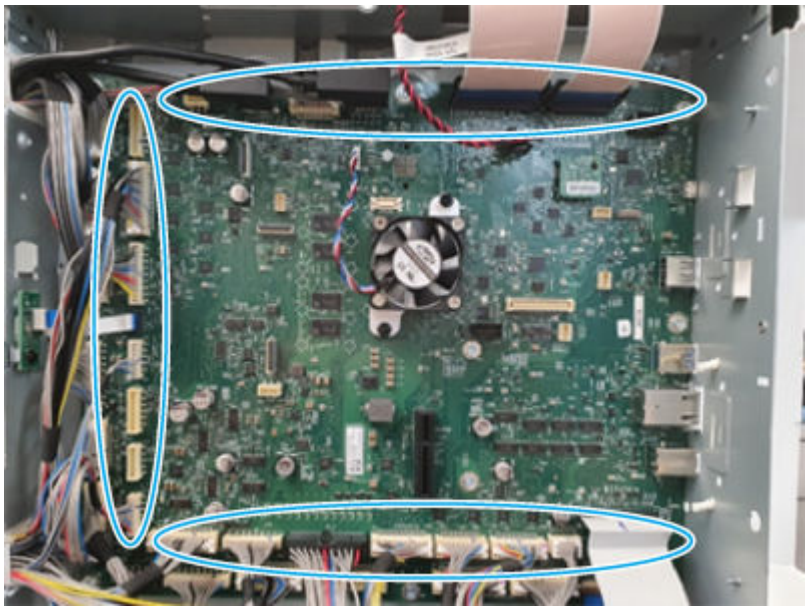
4. Remove the formatter and formatter bracket

Use the following procedure to remove and replace the formatter and formatter bracket.

NOTE: Always read the instruction carefully to make sure you are performing the correct steps for the printer being serviced.

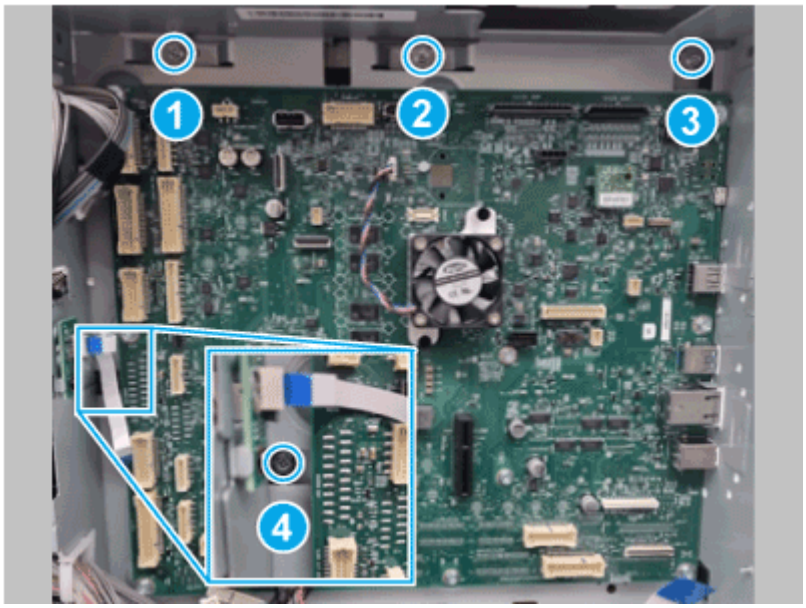
1. Disconnect all the connectors on the formatter.

Figure 5-759 **Disconnect all connectors**

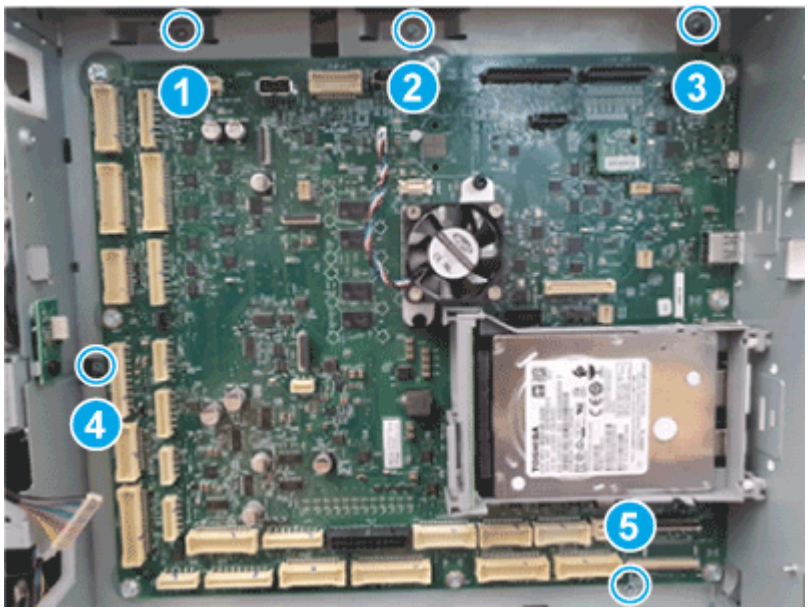


2. Do one of the following:

- **8601 models**: Remove four screws (callouts 1-2-3-4).



- **8801 models**: Remove five screws (callouts 1-2-3-4-5).



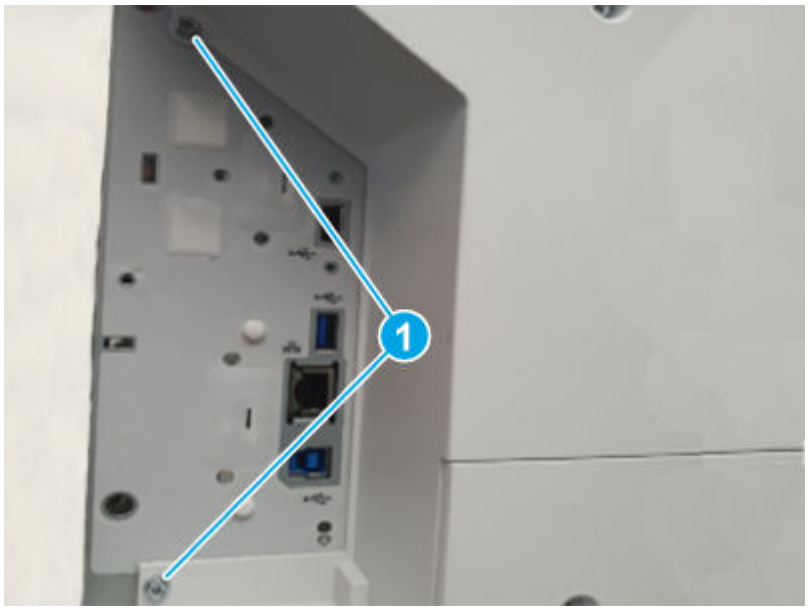
3. **8601 models only:** Support the formatter and bracket, remove one screw, and then remove the formatter and formatter bracket together.

Figure 5-760 **Remove the formatter and bracket**



4. **8801 models only:** Support the formatter and bracket, remove two screws (callout 1), and then remove the formatter and formatter bracket together.

Figure 5-761 **Remove the formatter and bracket**



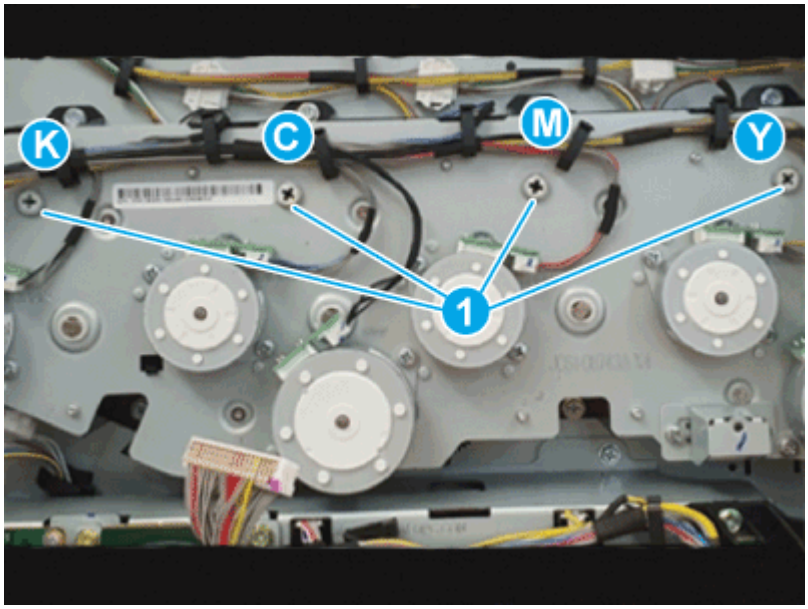
5. Remove the toner cartridges (disassemble method)

Use the following procedure to remove and replace the toner cartridges.

- Rotate four screws (callout 1) clockwise, to mechanically release the toner cartridges. Remove the toner cartridges from the front side of the printer.

Reinstallation tip: To prevent mechanical interference when installing the cartridges, first rotate the screws counterclockwise to return them to the home position and then install the cartridges.

Figure 5-762 **Remove the cartridges**



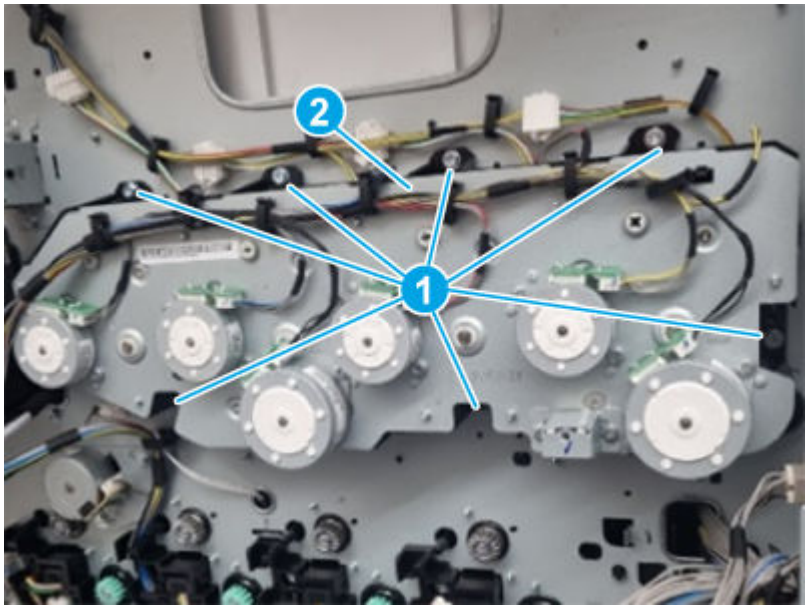
6. Remove the toner dispense and reservoir motors assembly

Use the following procedure to remove and replace the toner dispense and reservoir motors assembly.

- Remove seven screws (callout 1), and then remove the dispense and reservoir motor assembly.

NOTE: Disconnect connectors and release wire-harness retainers as needed to remove the assembly.

Figure 5-763 Remove the assembly



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Toner dispense motor

Learn about removing and replacing the toner dispense motors.

View a video of removing and replacing the toner dispense motors.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-74 Part information

Part number	Part description
SS216-80501	Drive-motor step (toner dispense motors Y/M/C/K)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

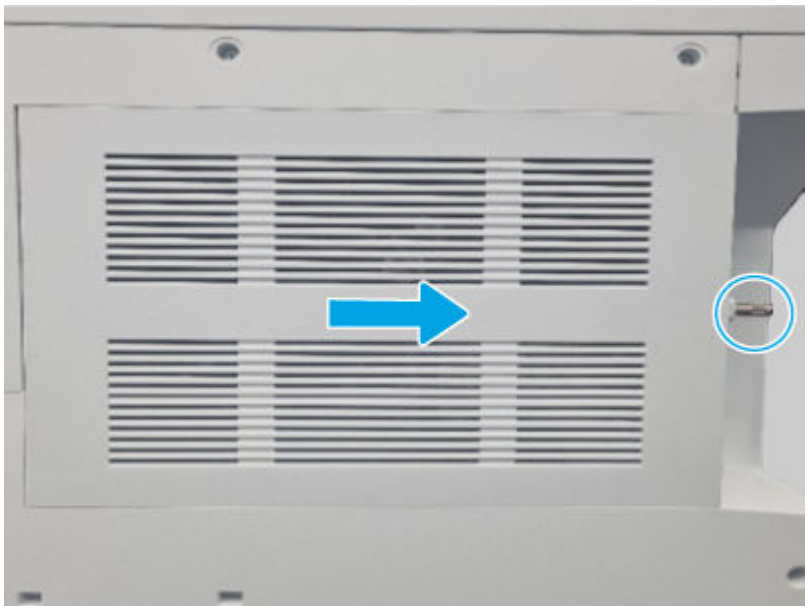
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-764 Remove the cover

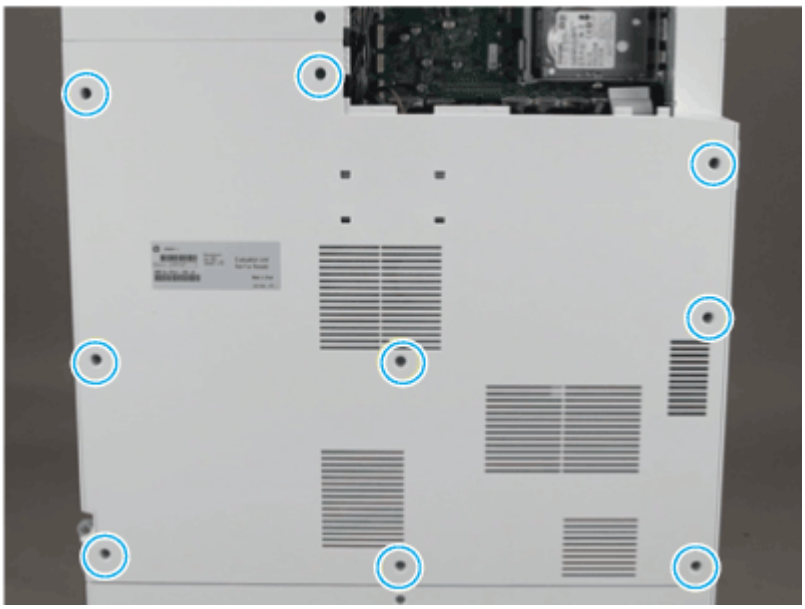


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-765 Remove the cover

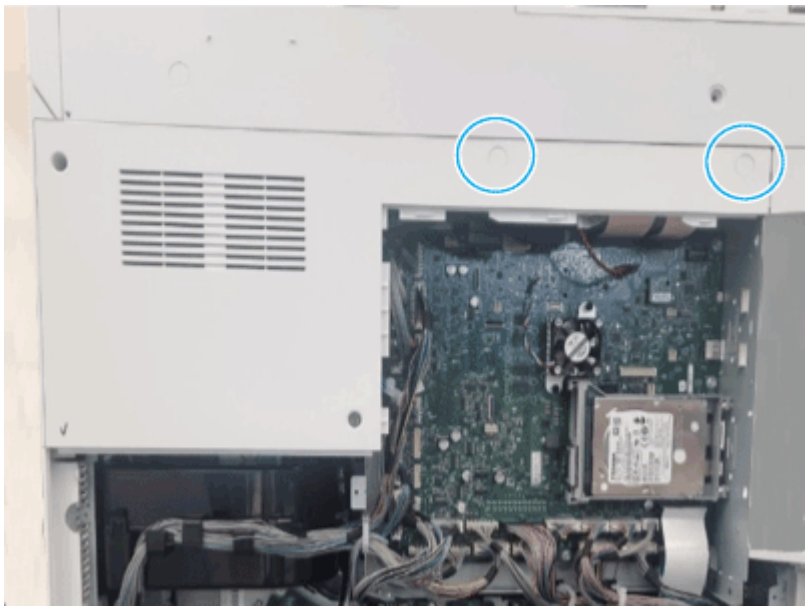


3. Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

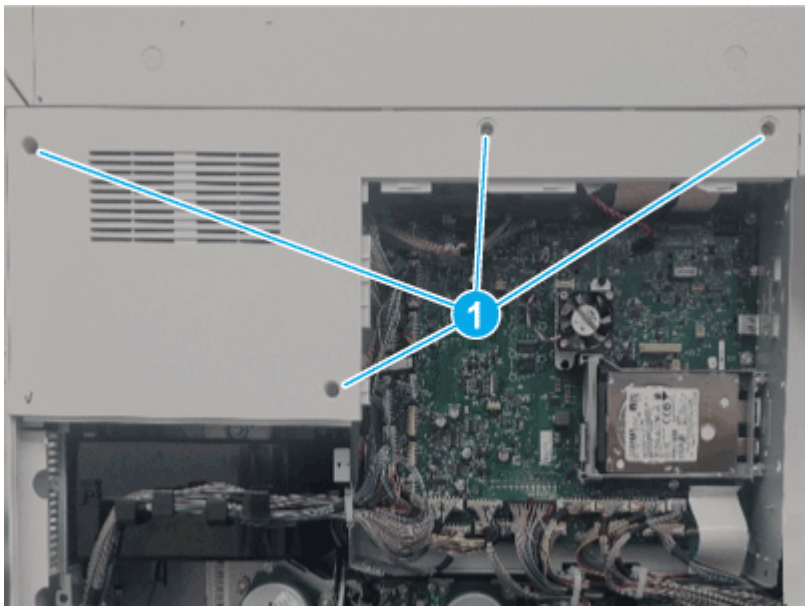
1. Use a pair of tweezers to remove the screw caps.

Figure 5-766 **Remove the screw caps**



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-767 **Remove the cover**



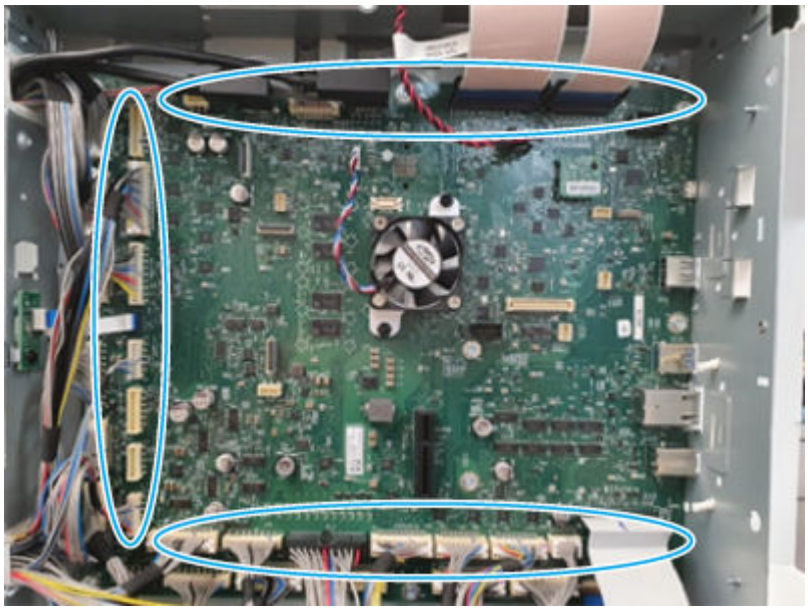
4. Remove the formatter and formatter bracket

Use the following procedure to remove and replace the formatter and formatter bracket.

NOTE: Always read the instruction carefully to make sure you are performing the correct steps for the printer being serviced.

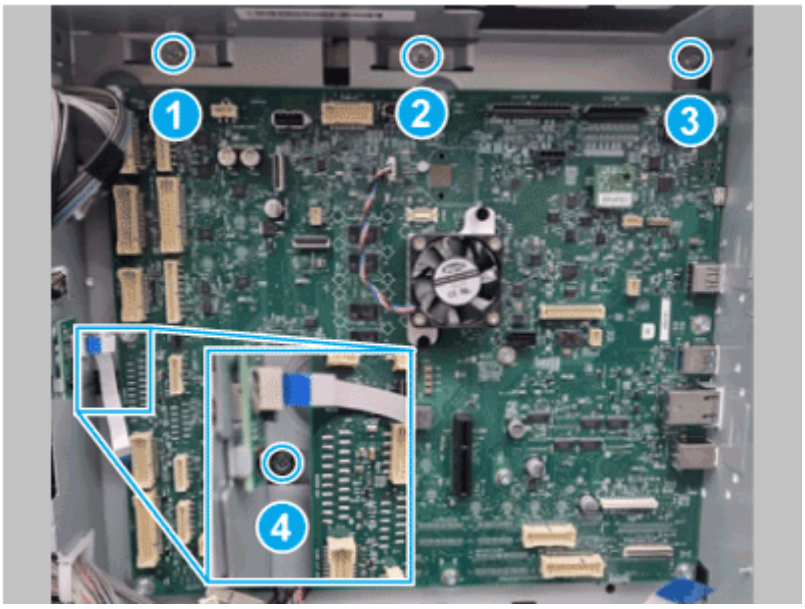
1. Disconnect all the connectors on the formatter.

Figure 5-768 **Disconnect all connectors**

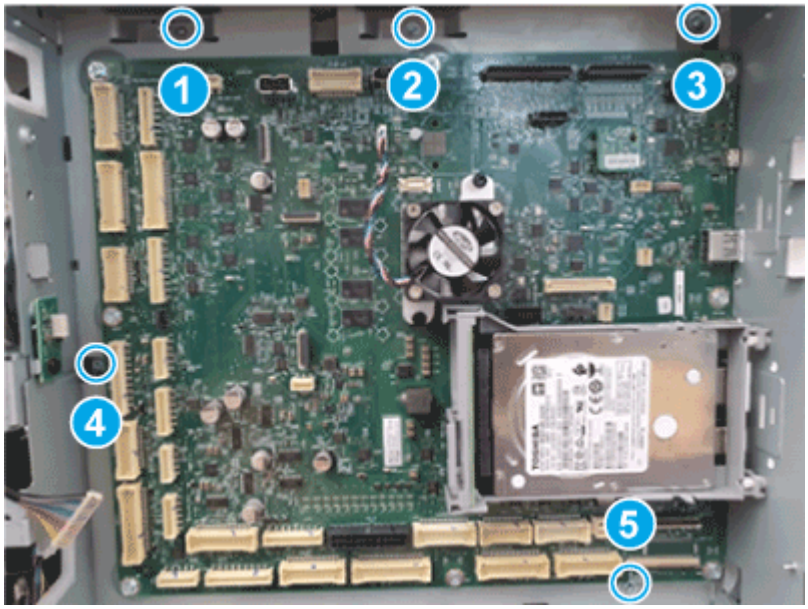


2. Do one of the following:

- **8601 models**: Remove four screws (callouts 1-2-3-4).



- **8801 models**: Remove five screws (callouts 1-2-3-4-5).



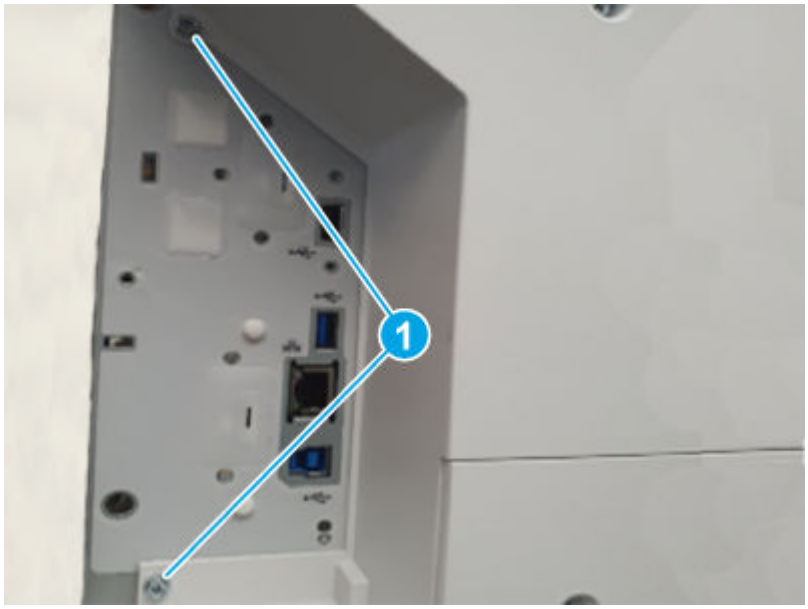
3. **8601 models only**: Support the formatter and bracket, remove one screw, and then remove the formatter and formatter bracket together.

Figure 5-769 **Remove the formatter and bracket**



4. **8801 models only:** Support the formatter and bracket, remove two screws (callout 1), and then remove the formatter and formatter bracket together.

Figure 5-770 Remove the formatter and bracket

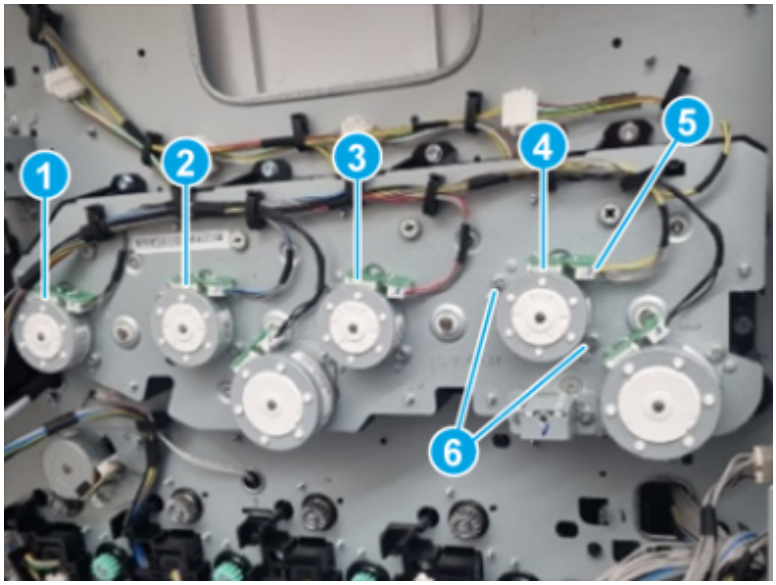


5. Remove the toner dispense motors

Use the following procedure to remove and replace the toner dispense motors.

- For each motor, do the following:
  a. Locate the desired motor.
     - **Callout 1**: K
     - **Callout 2**: C
     - **Callout 3**: M
     - **Callout 4**: Y
  b. Disconnect one connector (callout 5).
  c. Remove two screws (callout 6), and then remove the motor.

Figure 5-771 Remove the motors



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Toner dispense motor sensor

Learn about removing and replacing the toner dispense motor sensor.

View a video of removing and replacing the toner dispense motor sensor.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-75 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (toner dispense motor sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

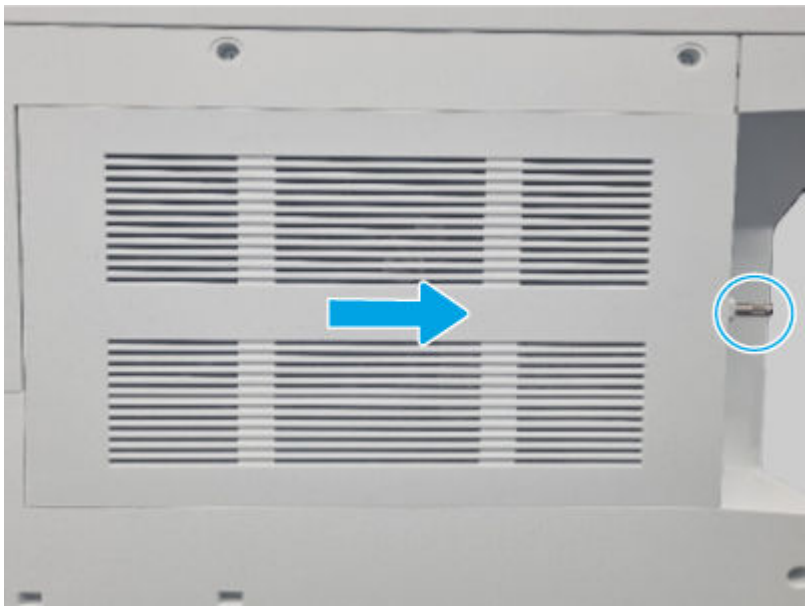
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-772 Remove the cover

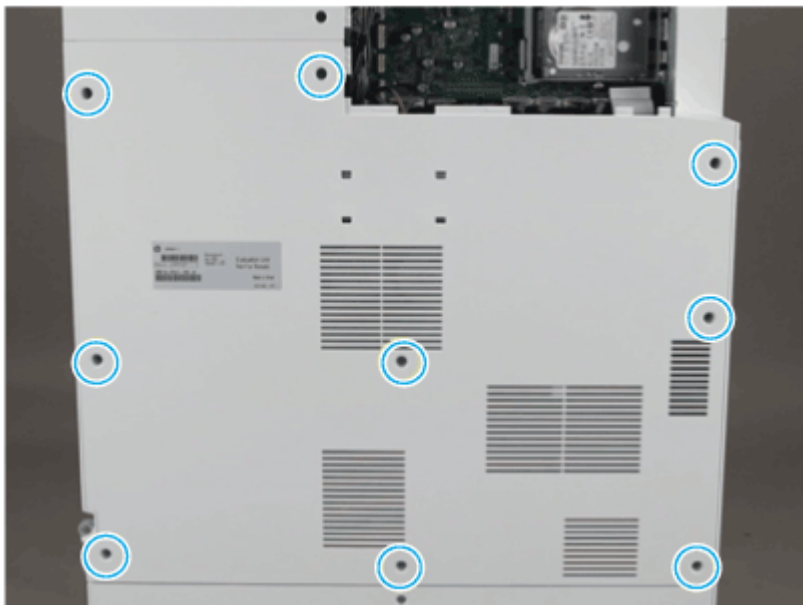


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-773 Remove the cover

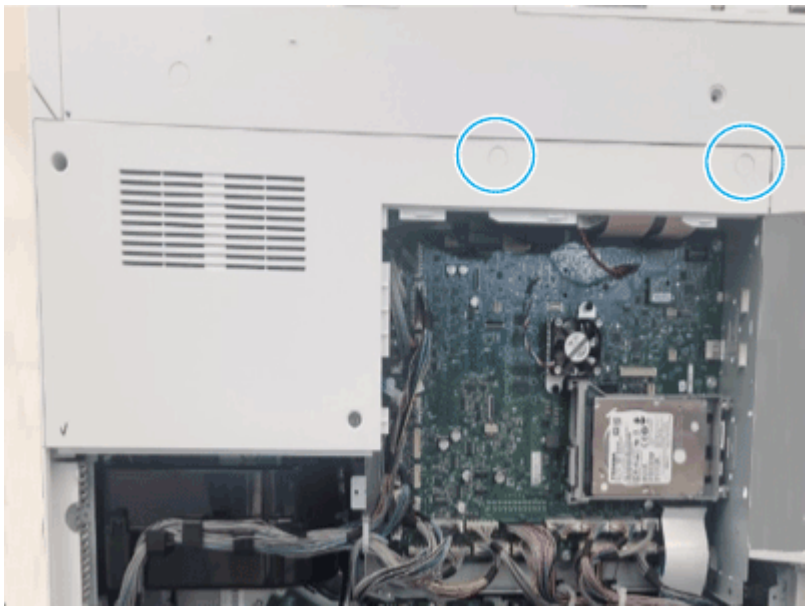


3. Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

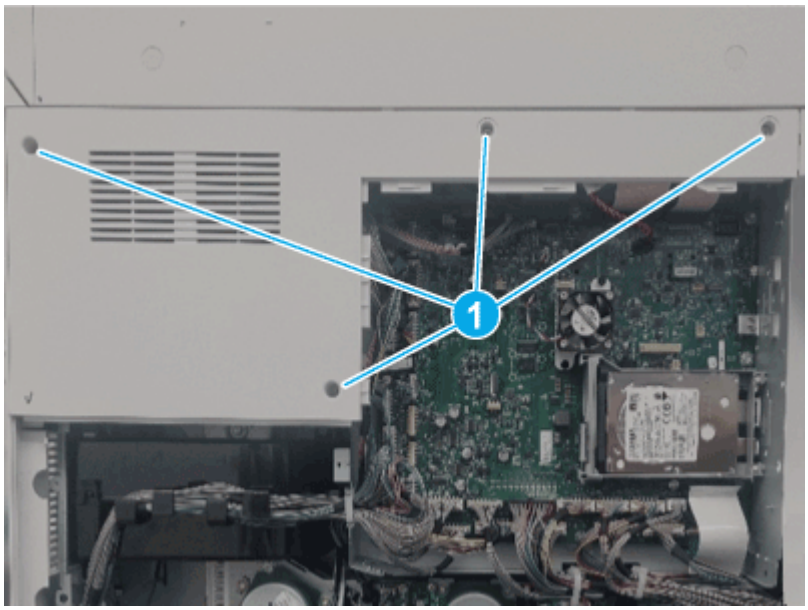
1. Use a pair of tweezers to remove the screw caps.

Figure 5-774 Remove the screw caps



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-775 Remove the cover



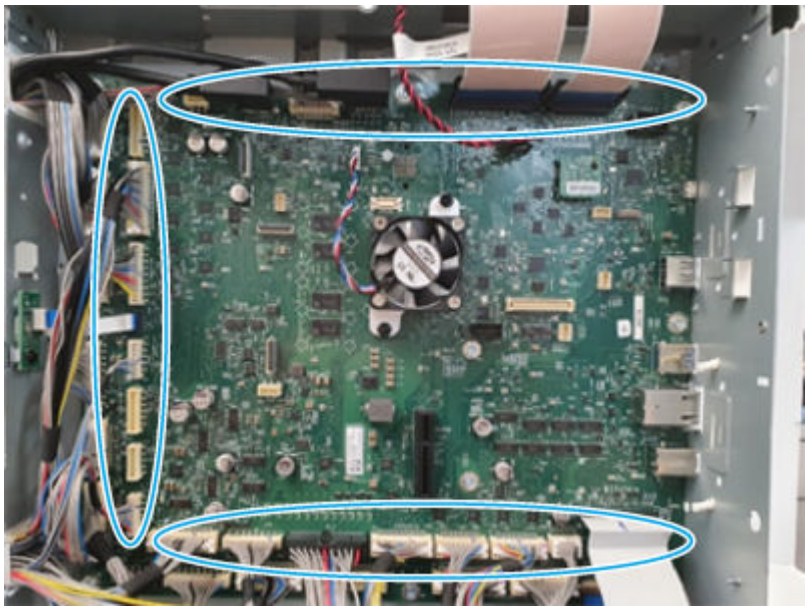
4. Remove the formatter and formatter bracket

Use the following procedure to remove and replace the formatter and formatter bracket.

NOTE: Always read the instruction carefully to make sure you are performing the correct steps for the printer being serviced.

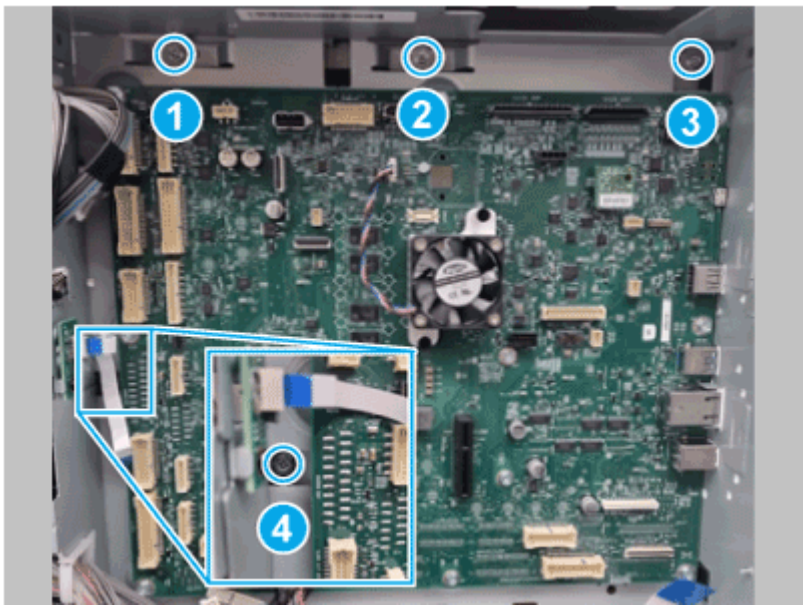
1. Disconnect all the connectors on the formatter.

Figure 5-776 Disconnect all connectors

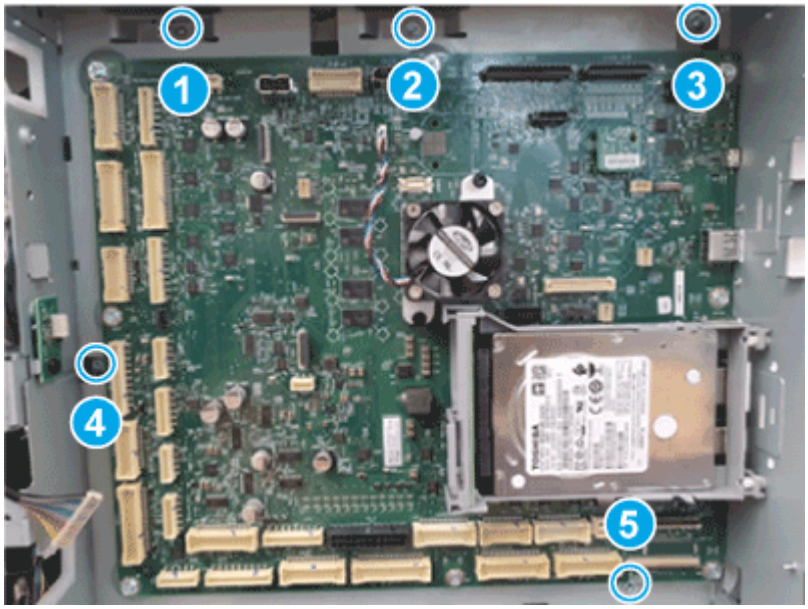


2. Do one of the following:

- **8601 models**: Remove four screws (callouts 1-2-3-4).



- **8801 models**: Remove five screws (callouts 1-2-3-4-5).



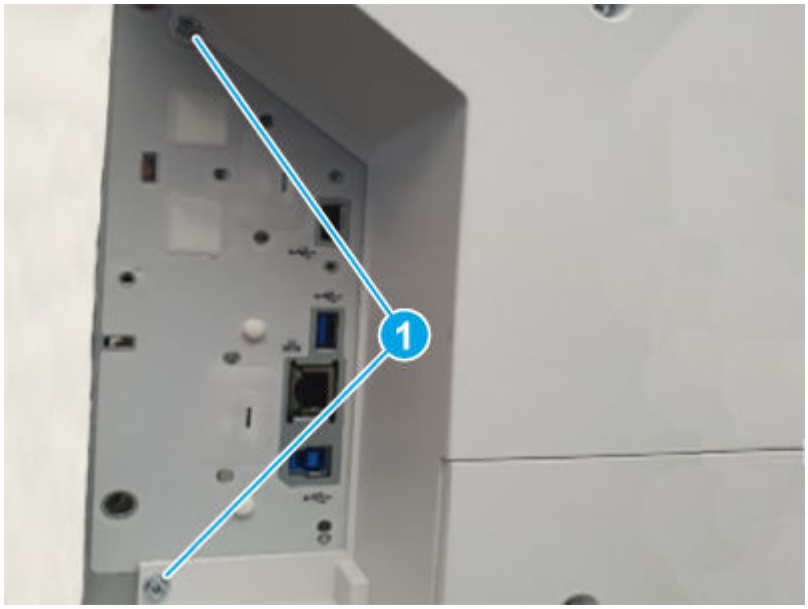
3. **8601 models only**: Support the formatter and bracket, remove one screw, and then remove the formatter and formatter bracket together.

Figure 5-777 **Remove the formatter and bracket**



4. **8801 models only**: Support the formatter and bracket, remove two screws (callout 1), and then remove the formatter and formatter bracket together.

Figure 5-778 **Remove the formatter and bracket**



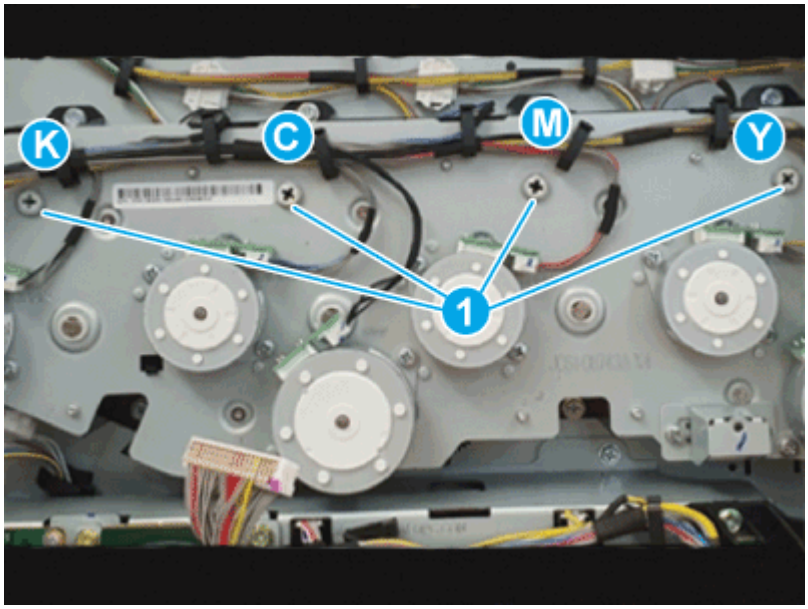
5. Remove the toner cartridges (disassemble method)

Use the following procedure to remove and replace the toner cartridges.

- Rotate four screws (callout 1) clockwise, to mechanically release the toner cartridges. Remove the toner cartridges from the front side of the printer.

Reinstallation tip: To prevent mechanical interference when installing the cartridges, first rotate the screws counterclockwise to return them to the home position and then install the cartridges.

Figure 5-779 **Remove the cartridges**



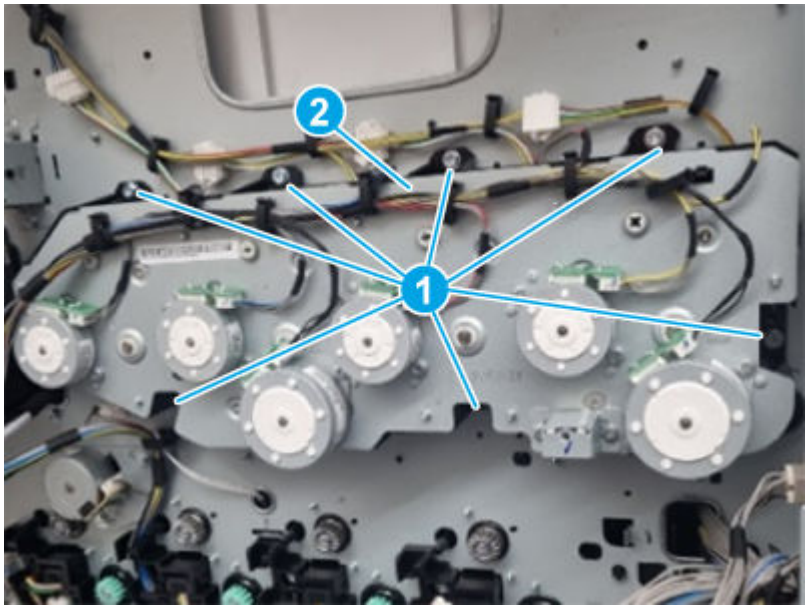
6. Remove the toner dispense and reservoir motors assembly

Use the following procedure to remove and replace the toner dispense and reservoir motors assembly.

- Remove seven screws (callout 1), and then remove the dispense and reservoir motor assembly.

NOTE: Disconnect connectors and release wire-harness retainers as needed to remove the assembly.

Figure 5-780 Remove the assembly

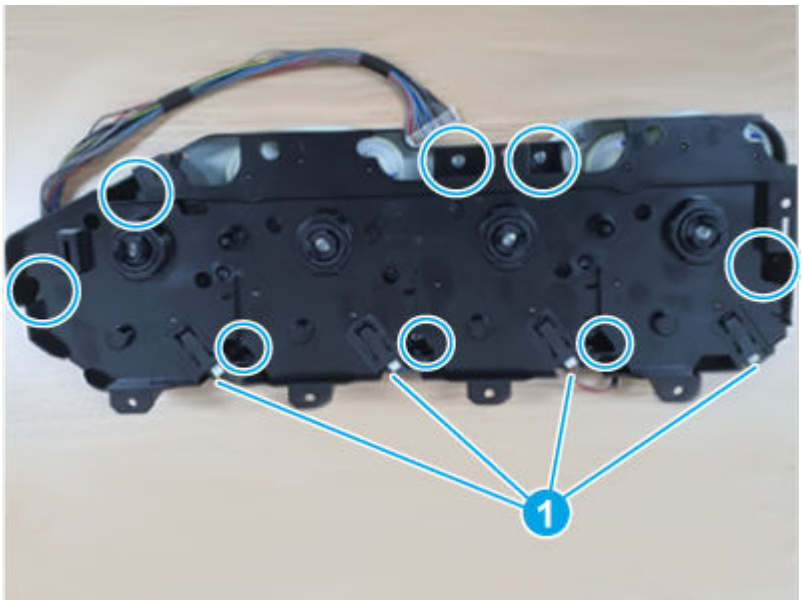


7. Remove the toner dispense motors sensors

Use the following procedure to remove and replace the toner dispense motors sensors.

1. Disconnect four connectors (callout 1), and then remove eight screws to release the cover.

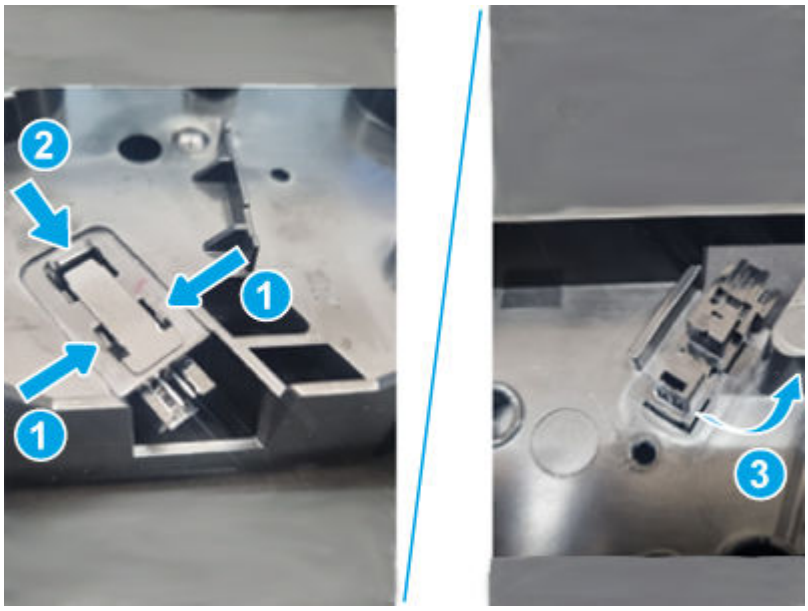
Figure 5-781 Remove eight screws



2. Turn the black cover over, and then do the following:

   - Release the hooks (callout 1).
   - Slide the sensor assembly to the right (callout 2).
   - Remove the sensor (callout 3).

   Figure 5-782 **Remove the sensor**



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using

disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

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

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

Removal and replacement: Toner cartridges (control panel method)

Learn about removing and replacing the toner cartridges.

View a video of removing and replacing the toner cartridges using the control panel.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

No before performing service procedures required.

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

Table 5-76 Part information

Part number	Part description
W2250-67002	HP 225A Black Original LaserJet Toner Cartridge
W2251-67002	HP 225A Cyan Original LaserJet Toner Cartridge
W2252-67002	HP 225A Yellow Original LaserJet Toner Cartridge
W2253-67002	HP 225A Magenta Original LaserJet Toner Cartridge
W2250-67003	HP W2250AC Black Contract Original LaserJet Toner Cartridge
W2251-67003	HP W2251AC Cyan Contract Original LaserJet Toner Cartridge
W2252-67003	HP W2252AC Yellow Contract Original LaserJet Toner Cartridge
W2253-67003	HP W2253AC Magenta Contract Original LaserJet Toner Cartridge

Required tools

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the toner cartridges (control panel method)

Use the following procedure to remove and replace the toner cartridges.

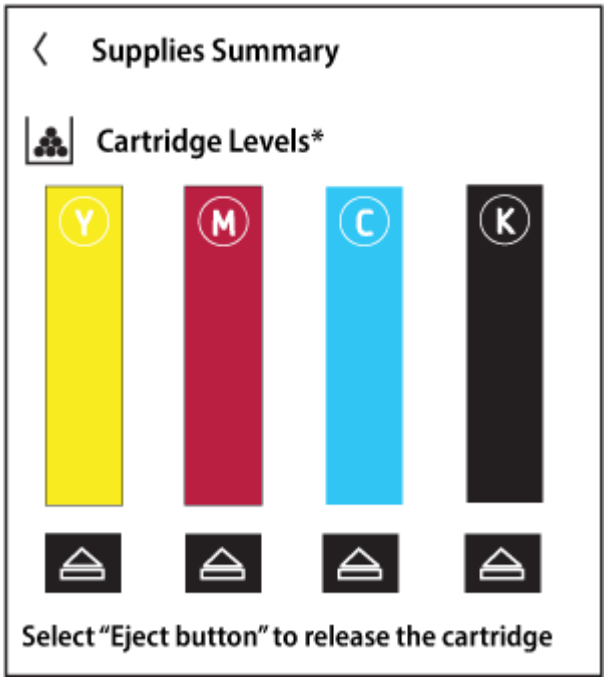
- At the printer control panel, do the following:

  a. Select the Supplies item.

b. Open the front door.

c. Select the Eject button (located below the Cartridge Levels indicators).

Figure 5-783 Eject the toner cartridge (control panel method)



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using

disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

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

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

Removal and replacement: Toner cartridges (disassemble method)

Learn about removing and replacing the toner cartridges.

View a video of removing and replacing the toner cartridges by disassembling.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-77 Part information

Part number	Part description
W2250-67002	HP 225A Black Original LaserJet Toner Cartridge
W2251-67002	HP 225A Cyan Original LaserJet Toner Cartridge
W2252-67002	HP 225A Yellow Original LaserJet Toner Cartridge
W2253-67002	HP 225A Magenta Original LaserJet Toner Cartridge
W2250-67003	HP W2250AC Black Contract Original LaserJet Toner Cartridge
W2251-67003	HP W2251AC Cyan Contract Original LaserJet Toner Cartridge
W2252-67003	HP W2252AC Yellow Contract Original LaserJet Toner Cartridge
W2253-67003	HP W2253AC Magenta Contract Original LaserJet Toner Cartridge

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

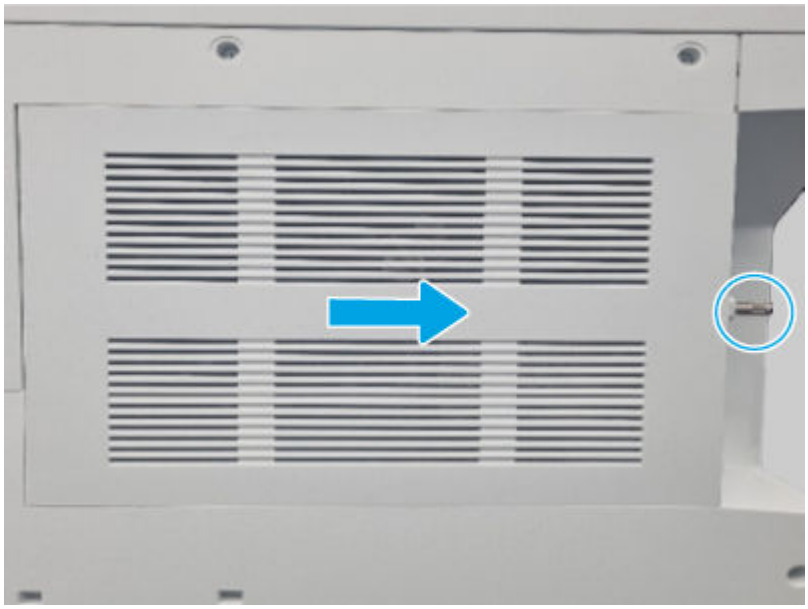
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-784 **Remove the cover**

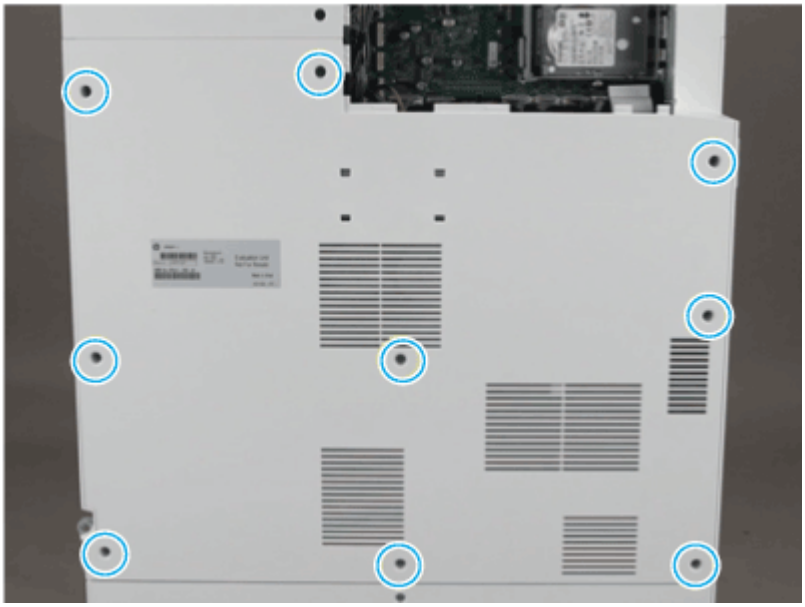


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-785 Remove the cover

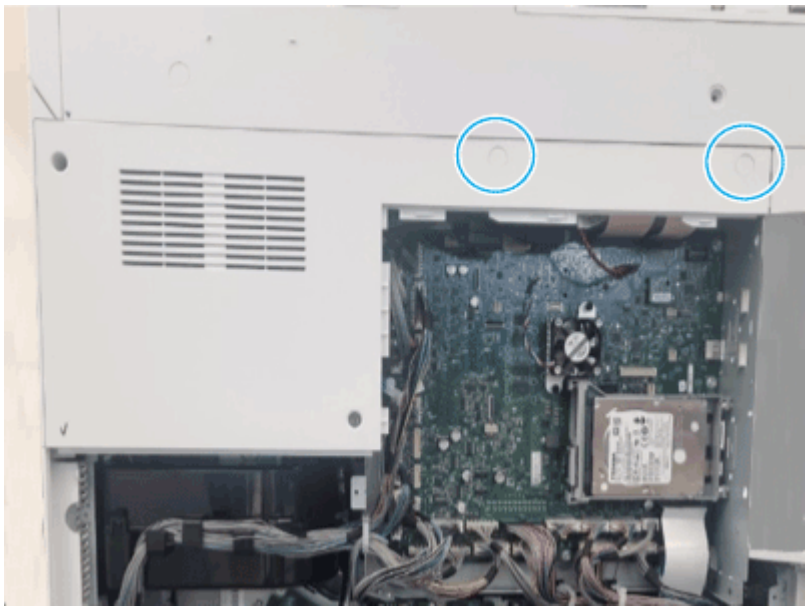


3. Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

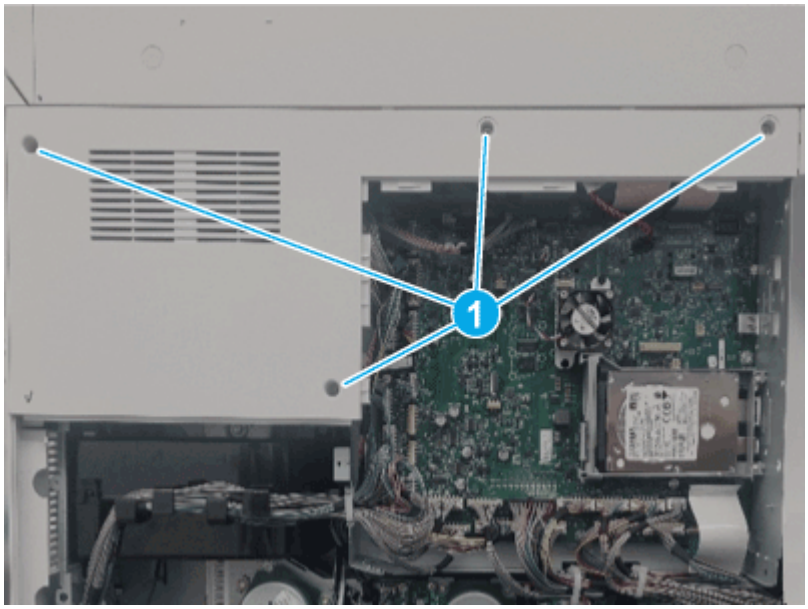
1. Use a pair of tweezers to remove the screw caps.

Figure 5-786 Remove the screw caps



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-787 **Remove the cover**



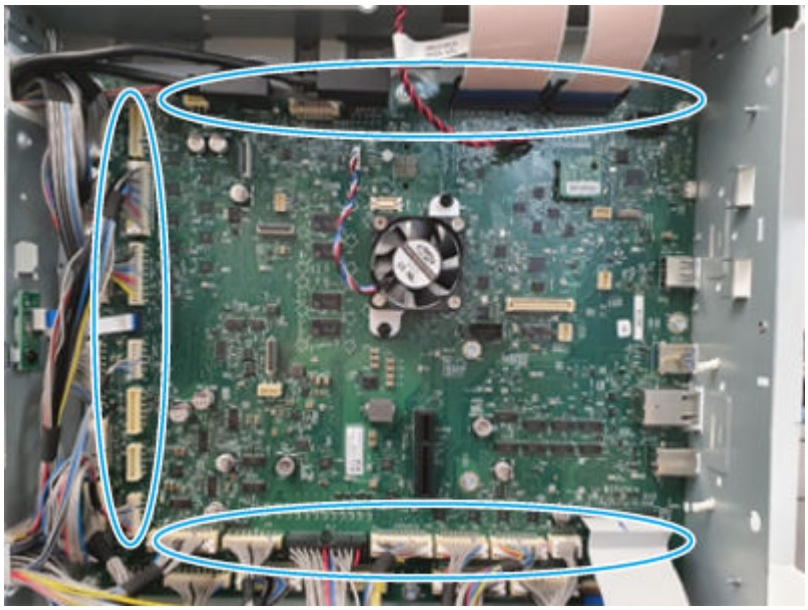
4. Remove the formatter and formatter bracket

Use the following procedure to remove and replace the formatter and formatter bracket.

NOTE: Always read the instruction carefully to make sure you are performing the correct steps for the printer being serviced.

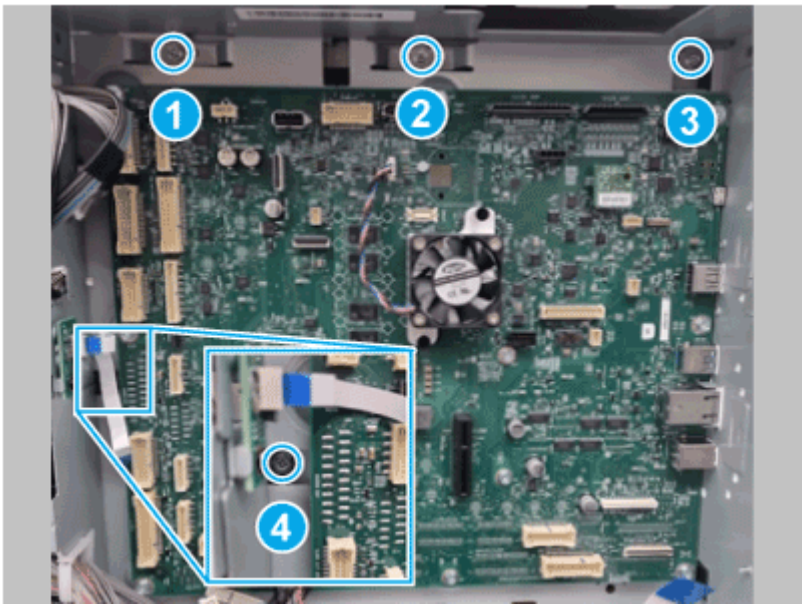
1. Disconnect all the connectors on the formatter.

Figure 5-788 **Disconnect all connectors**

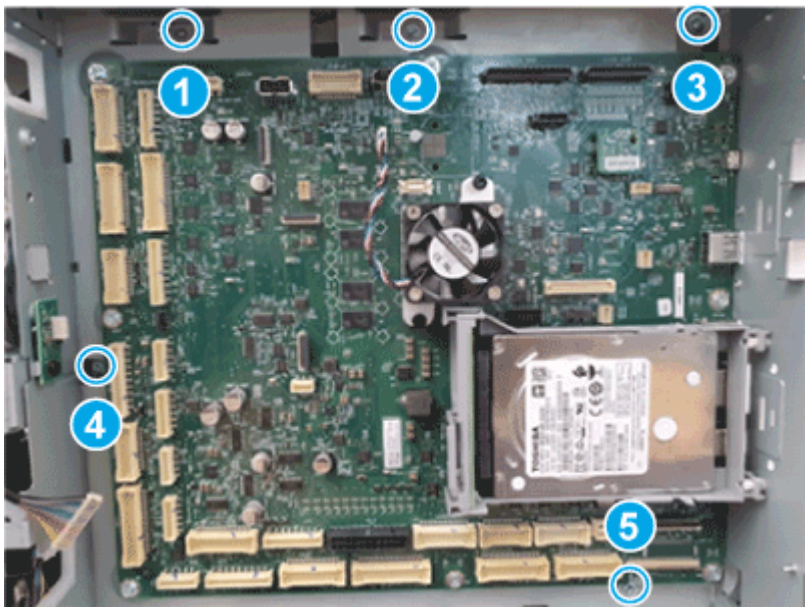


2. Do one of the following:

- **8601 models**: Remove four screws (callouts 1-2-3-4).



- **8801 models**: Remove five screws (callouts 1-2-3-4-5).



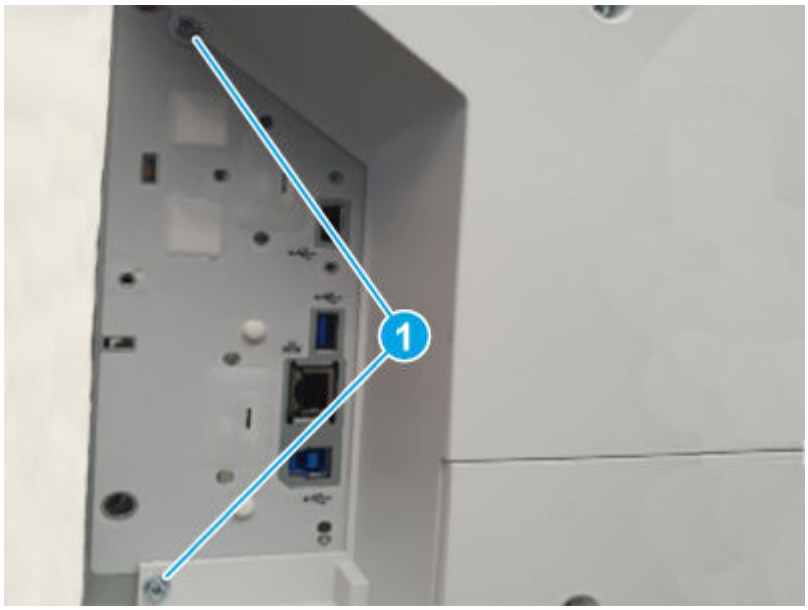
3. **8601 models only**: Support the formatter and bracket, remove one screw, and then remove the formatter and formatter bracket together.

Figure 5-789 **Remove the formatter and bracket**



4. **8801 models only**: Support the formatter and bracket, remove two screws (callout 1), and then remove the formatter and formatter bracket together.

Figure 5-790 **Remove the formatter and bracket**



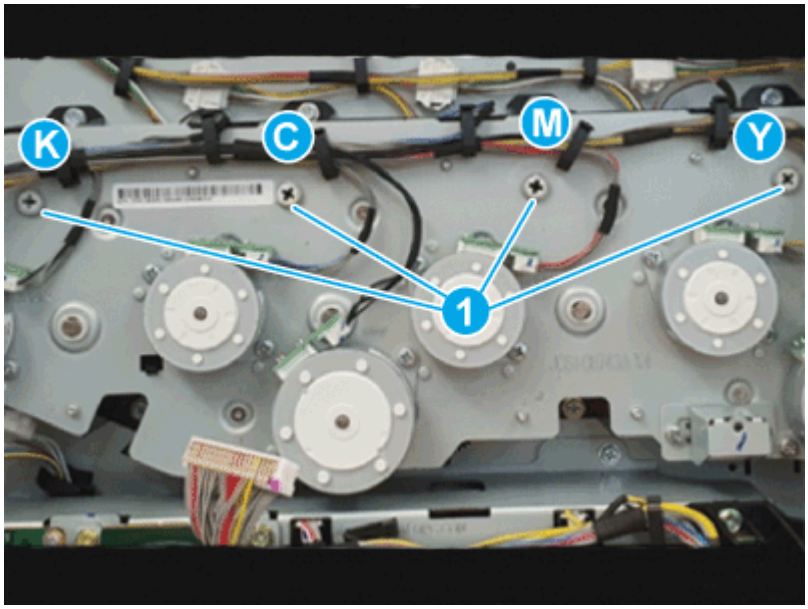
5. Remove the toner cartridges (disassemble method)

Use the following procedure to remove and replace the toner cartridges.

- Rotate four screws (callout 1) clockwise, to mechanically release the toner cartridges. Remove the toner cartridges from the front side of the printer.

Reinstallation tip: To prevent mechanical interference when installing the cartridges, first rotate the screws counterclockwise to return them to the home position and then install the cartridges.

Figure 5-791 Remove the cartridges



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using

disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

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

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

Removal and replacement: Toner CRUM module assembly

Learn about removing and replacing the toner CRUM module assembly.

View a video of removing and replacing the toner CRUM module assembly.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-78 Part information

Part number	Part description
JC93-01277A	Toner CRUM module assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

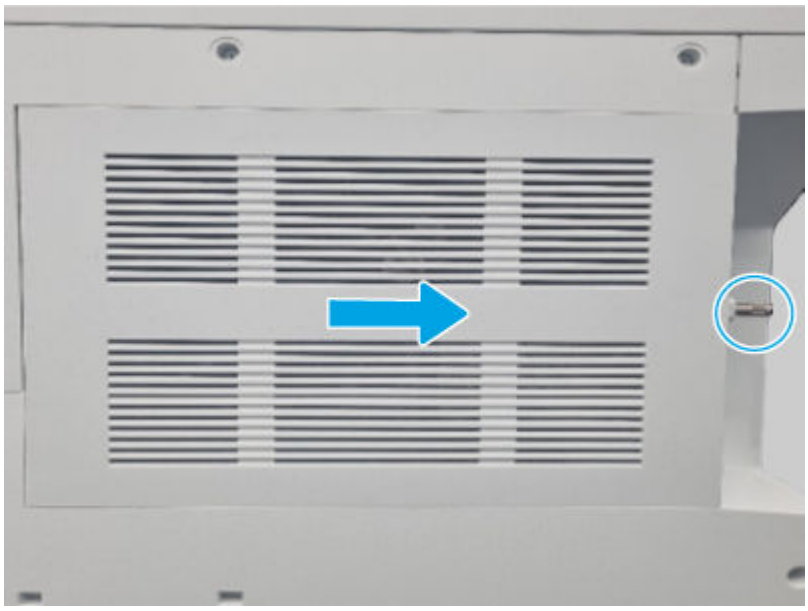
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-792 Remove the cover

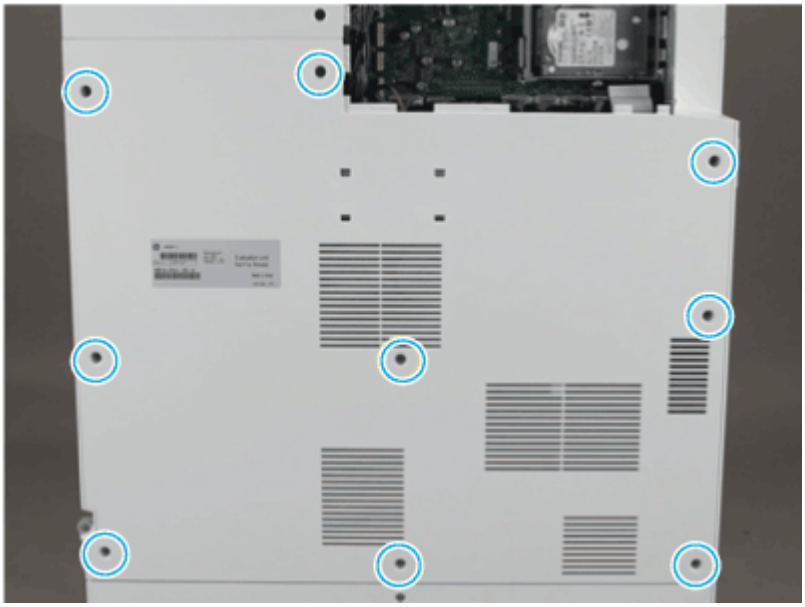


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-793 Remove the cover

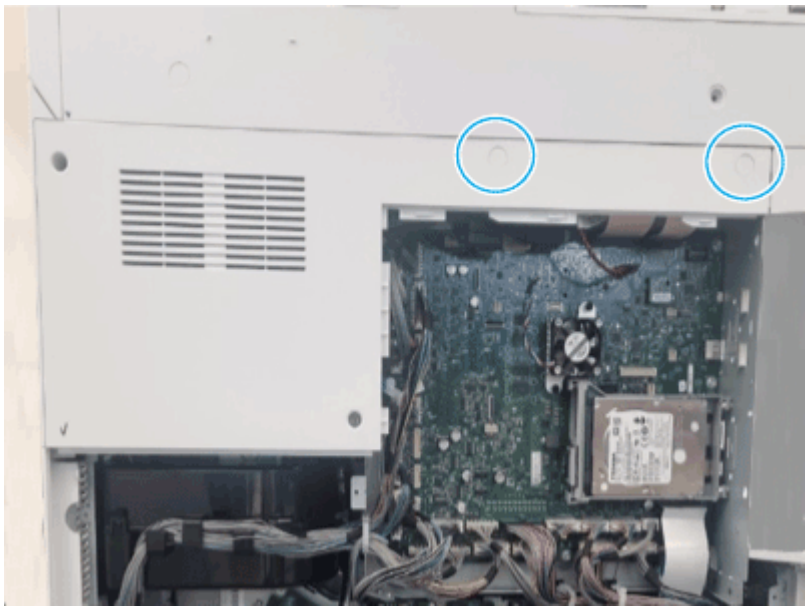


3. Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

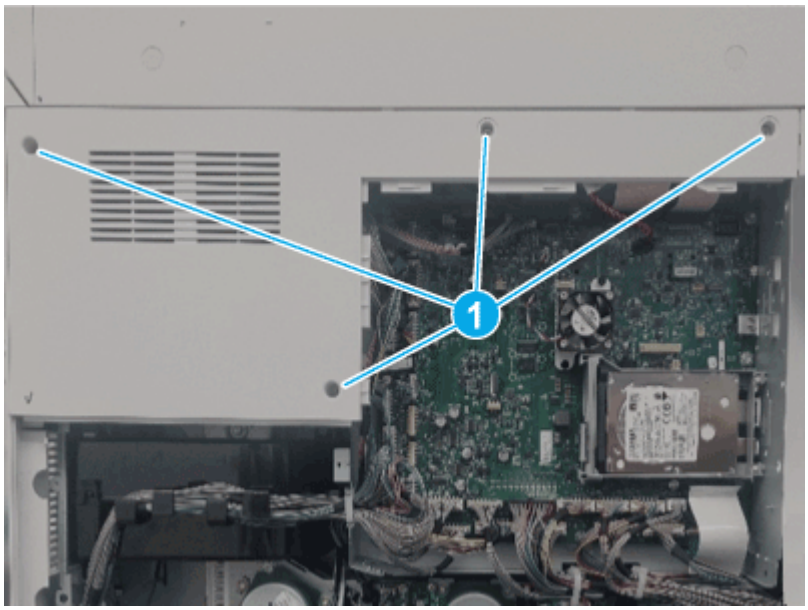
1. Use a pair of tweezers to remove the screw caps.

Figure 5-794 **Remove the screw caps**



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-795 **Remove the cover**



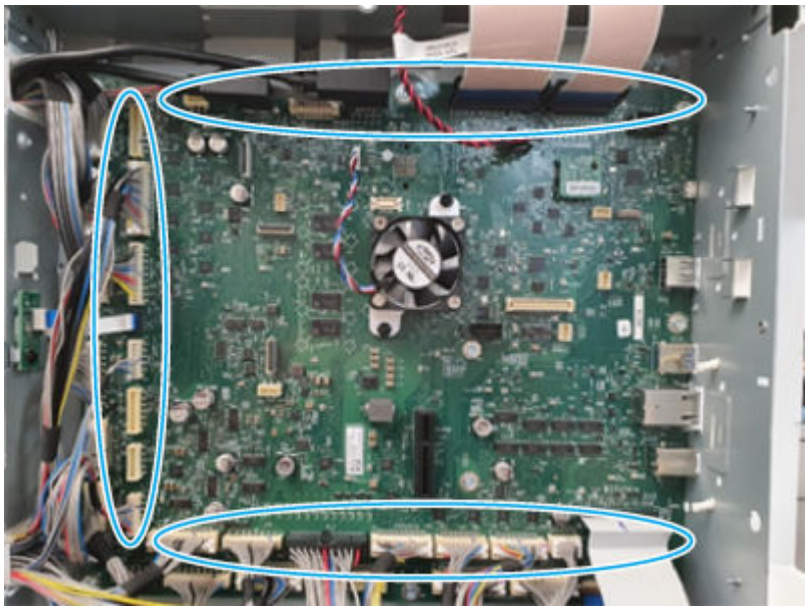
4. Remove the formatter and formatter bracket

Use the following procedure to remove and replace the formatter and formatter bracket.

NOTE: Always read the instruction carefully to make sure you are performing the correct steps for the printer being serviced.

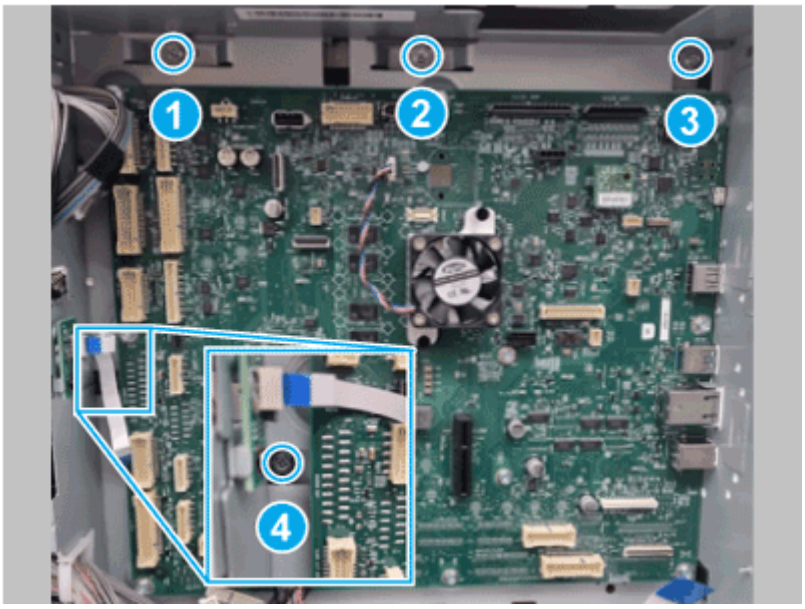
1. Disconnect all the connectors on the formatter.

Figure 5-796 **Disconnect all connectors**

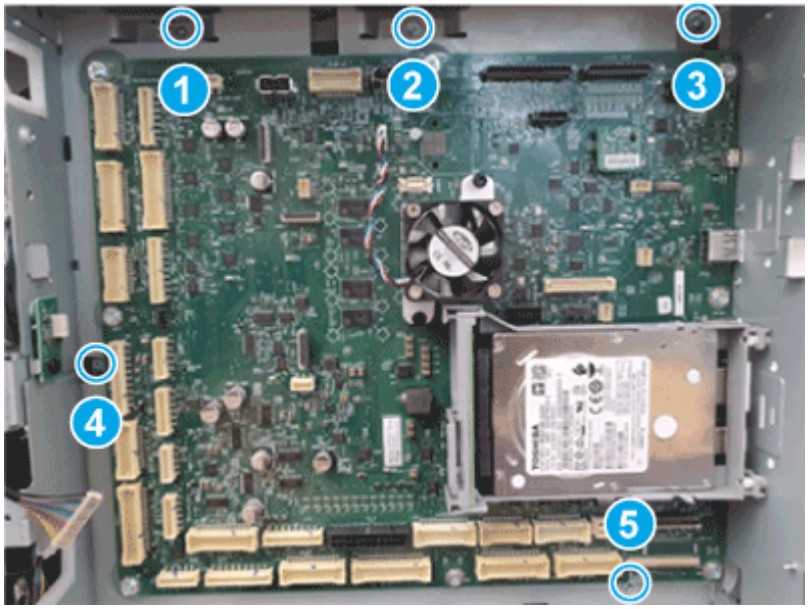


2. Do one of the following:

- **8601 models**: Remove four screws (callouts 1-2-3-4).



- **8801 models**: Remove five screws (callouts 1-2-3-4-5).



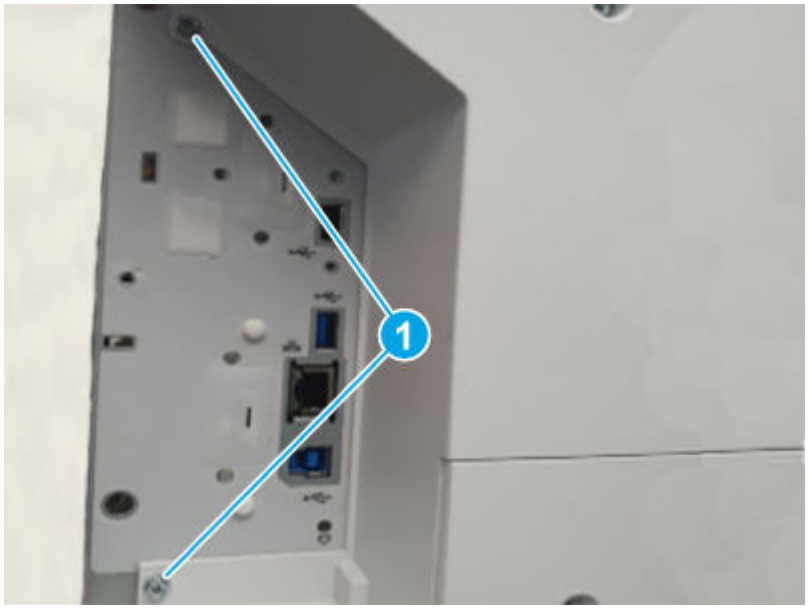
3. **8601 models only**: Support the formatter and bracket, remove one screw, and then remove the formatter and formatter bracket together.

Figure 5-797 **Remove the formatter and bracket**



4. **8801 models only:** Support the formatter and bracket, remove two screws (callout 1), and then remove the formatter and formatter bracket together.

Figure 5-798 **Remove the formatter and bracket**



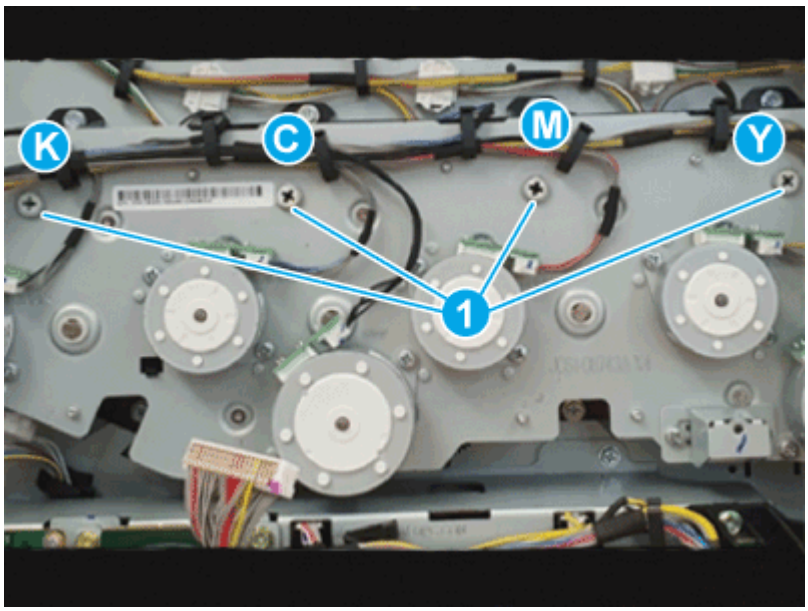
5. Remove the toner cartridges (disassemble method)

Use the following procedure to remove and replace the toner cartridges.

- Rotate four screws (callout 1) clockwise, to mechanically release the toner cartridges. Remove the toner cartridges from the front side of the printer.

Reinstallation tip: To prevent mechanical interference when installing the cartridges, first rotate the screws counterclockwise to return them to the home position and then install the cartridges.

Figure 5-799 **Remove the cartridges**



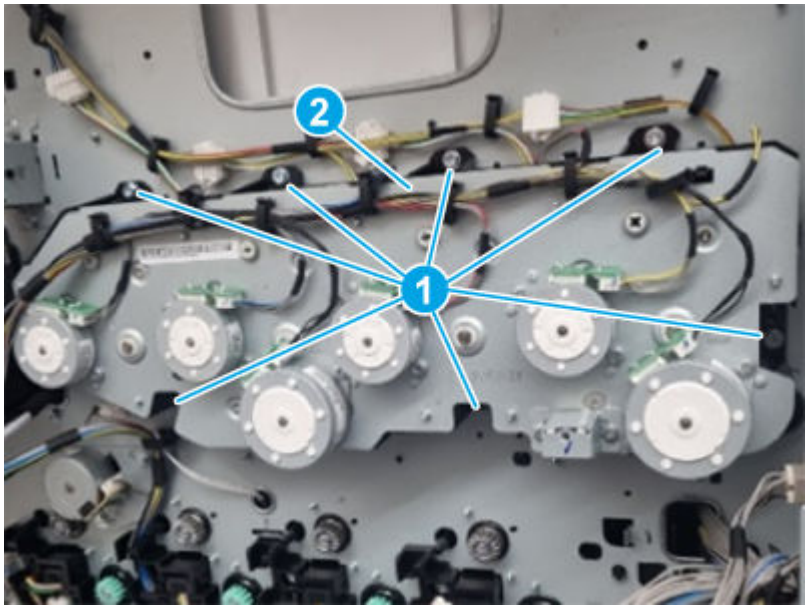
6. Remove the toner dispense and reservoir motors assembly

Use the following procedure to remove and replace the toner dispense and reservoir motors assembly.

- Remove seven screws (callout 1), and then remove the dispense and reservoir motor assembly.

NOTE: Disconnect connectors and release wire-harness retainers as needed to remove the assembly.

Figure 5-800 **Remove the assembly**

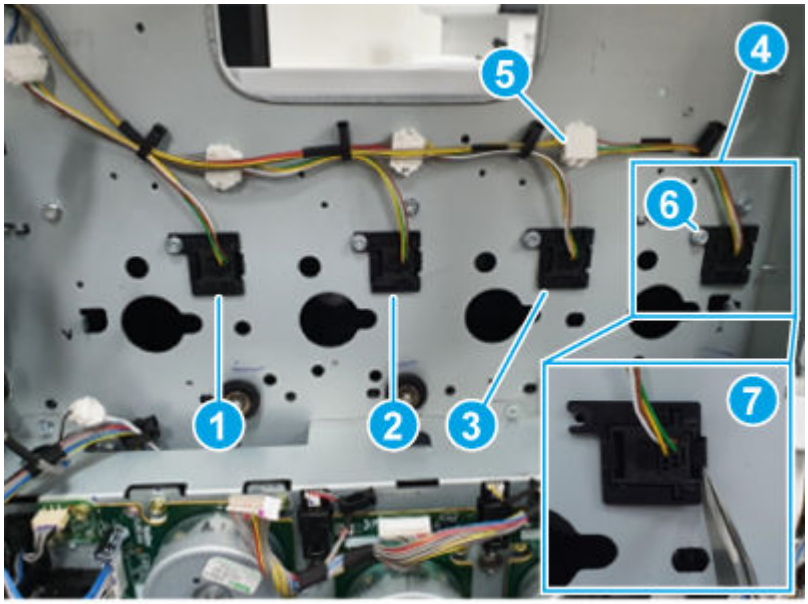


7. Remove the toner CRUM module assembly

Use the following procedure to remove and replace the toner CRUM module assembly.

- For each CRUM module, do the following:
  a. Locate the desired module.
     - **Callout 1**: K
     - **Callout 2**: C
     - **Callout 3**: M
     - **Callout 4**: Y
  b. Disconnect one inline connector (callout 5).
  c. Remove one screw (callout 6), and then use a pair of tweezers to release one tab (callout 7) to remove the CRUM module assembly.

Figure 5-801 Remove the module



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Reservoir unit

Learn about reservoir unit parts removal and replacement.

Removal and replacement: Toner reservoir

Learn about removing and replacing the toner reservoir.

View a video of removing and replacing the toner reservoir.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-79 Part information

Part number	Part description
5QK03-60130	Toner reservoir (yellow)
5QK03-60130	Toner reservoir (magenta)
5QK03-60130	Toner reservoir (cyan)
5QK03-60129	Toner reservoir (Black)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

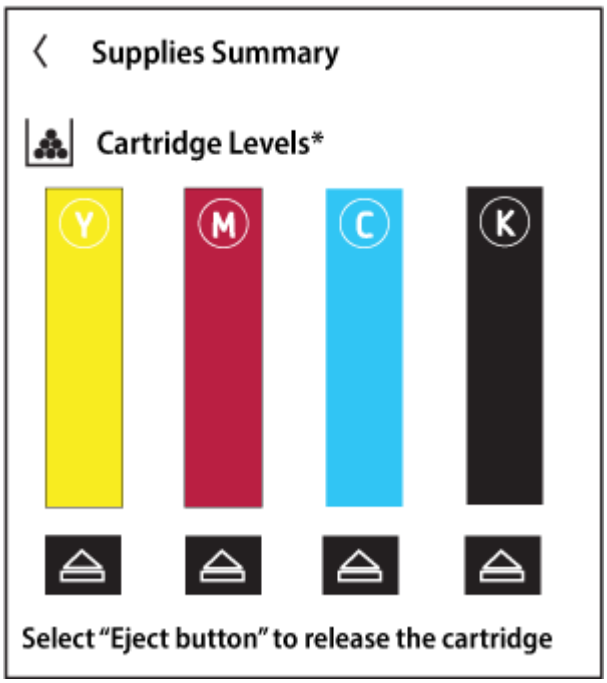
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the toner cartridges (control panel method)

Use the following procedure to remove and replace the toner cartridges.

- At the printer control panel, do the following:
  a. Select the Supplies item.
  b. Open the front door.
  c. Select the Eject button (located below the Cartridge Levels indicators).

Figure 5-802 **Eject the toner cartridge (control panel method)**

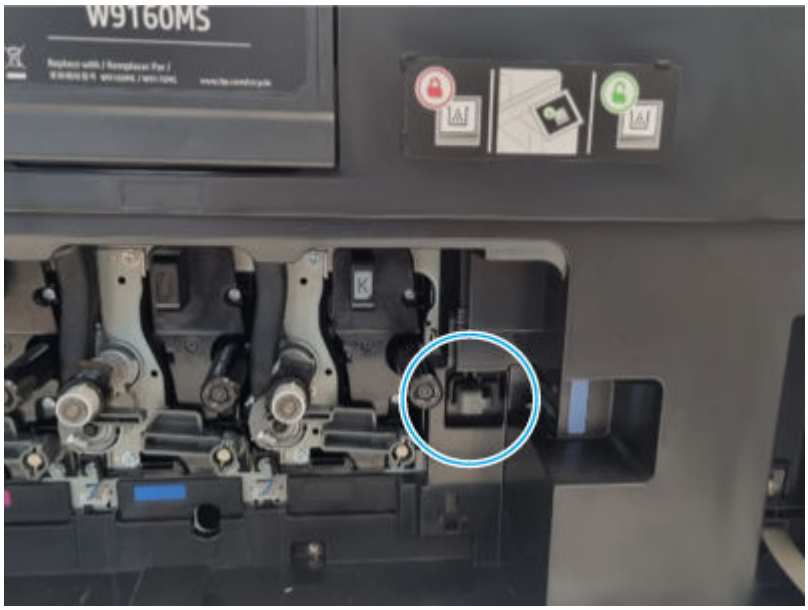


2. Remove the paper dust holder

Use the following procedure to remove and replace the paper dust holder.

1. Locate the paper dust holder.

Figure 5-803 Locate the paper dust holder



2. Release the assembly, and then pull the paper dust holder straight out of the printer to remove it.

Figure 5-804 Remove the assembly



3. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-805 Remove two screws



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-806 Remove the cover



4. Remove the keyboard (drawer type)

Use the following procedure to remove and replace the keyboard (drawer type).

NOTE: The optional keyboard is for flow models only. For all other models, skip this step.

1. Do the following:
   - Rotate the control panel into the upright position (callout 1).

- Use a pair of tweezers to release the cover (callout 2), and then remove the top cover (callout 3).

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

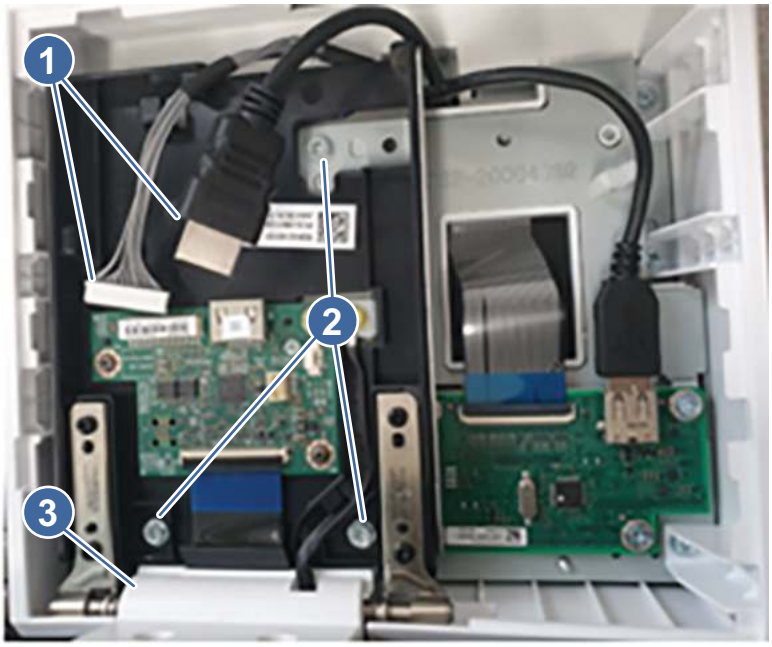
Figure 5-807 Remove the cover



2. Disconnect two connectors (callout 1), remove three screws (callout 2, and then remove the control panel (callout 3).

NOTE: Lift the control panel straight up to remove it.

Figure 5-808 Remove the control panel



3. Disconnect one connector.

IMPORTANT: The control panel mount bracket and the keyboard must be removed together. They are attached to each other by a film cable.

Figure 5-809 **Disconnect one connector**



4. Remove four screws.

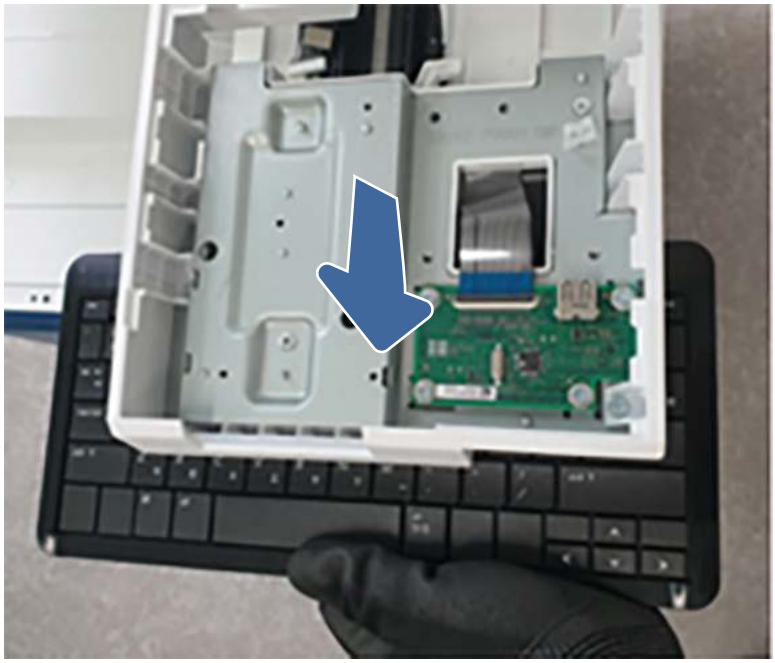
Figure 5-810 **Remove four screws**



5. Pull the mount bracket and keyboard assembly straight out and away from the printer to **release** it.

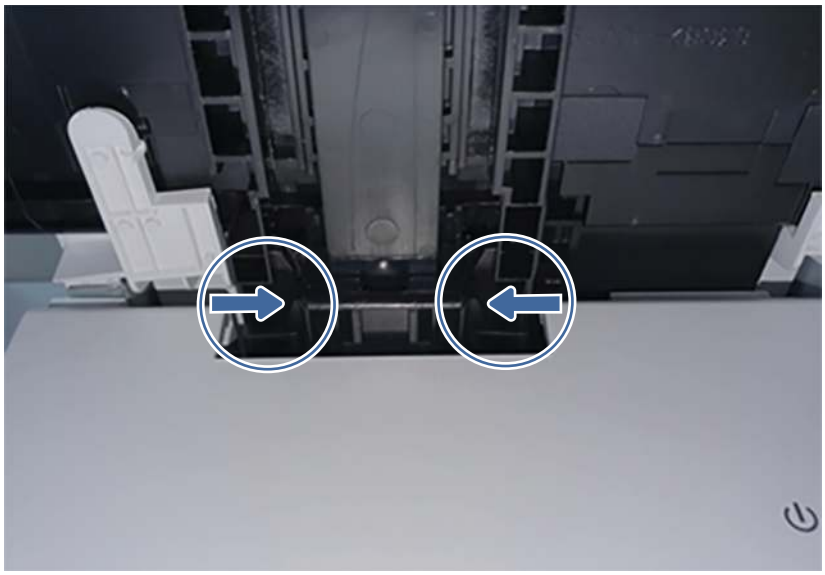
CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by two hooks.

Figure 5-811 Release the assembly



6. Look up under the mount bracket and keyboard assembly to locate two hooks. Press in on each hook, and then pull the assembly away form the printer to remove it.

Figure 5-812 Remove the assembly



7. **Special instruction for a replacement keyboard**

   a. Dispose of the defective part. See

   NOTE: HP recommends responsible disposal of the defective part.

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

b. Unpack the replacement parts supplied in the service kit.

IMPORTANT: Only the control panel mount and keyboard assembly (callout 2) are required to be installed.

Save the additional service kit parts (callouts 1/3/4) for other applications.

Figure 5-813 Service kit parts



5. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

NOTE: If an optional keyboard is installed, remove it now.

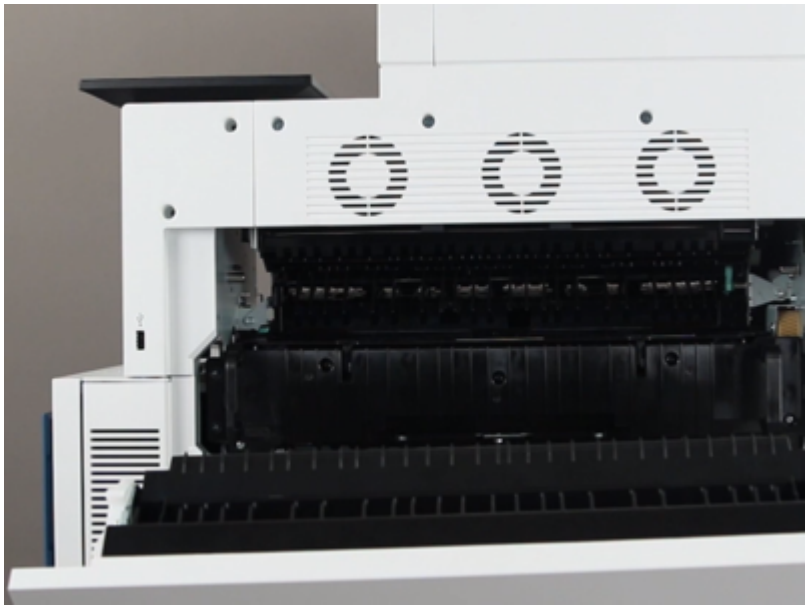
1. Remove two screws.

Figure 5-814 Remove two screws



2. Open the right door.

Figure 5-815 **Open the right door**



3. Move the control panel out of the way, and then slide the cover as shown below to separate it from the printer.

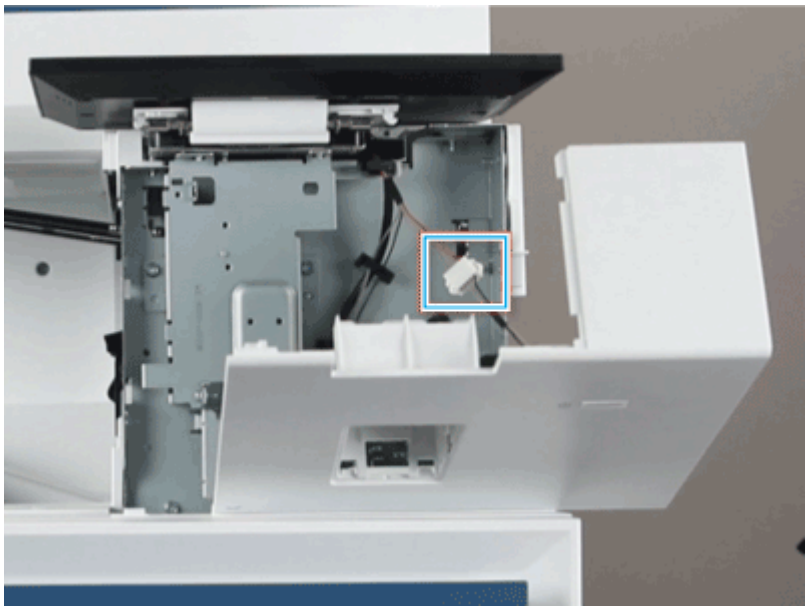
⚠ CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-816 **Slide the cover**



4. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-817 Remove the cover assembly

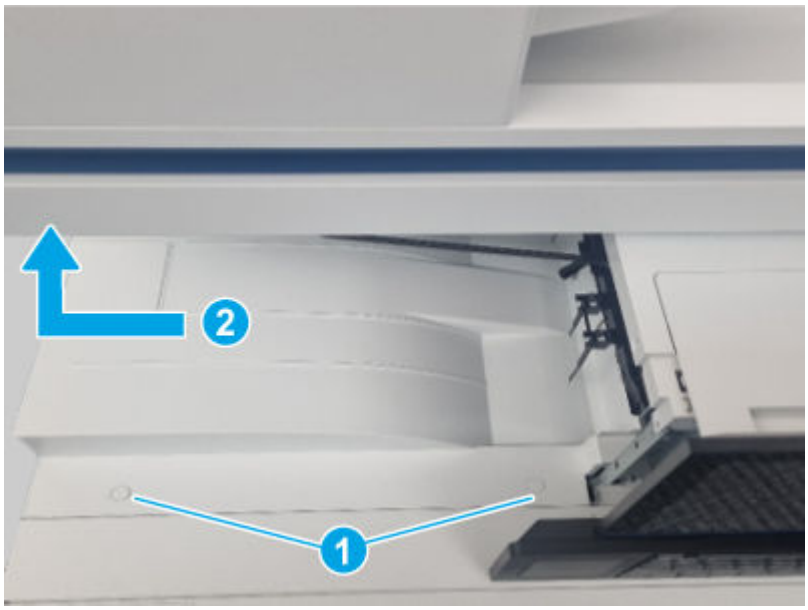


6. Remove the exit cover stacker

Use the following procedure to remove and replace the exit cover stacker.

- Remove two screw caps and remove two screws (callout 1), and then remove the exit cover stacker (callout 2).

Figure 5-818 Remove the cover



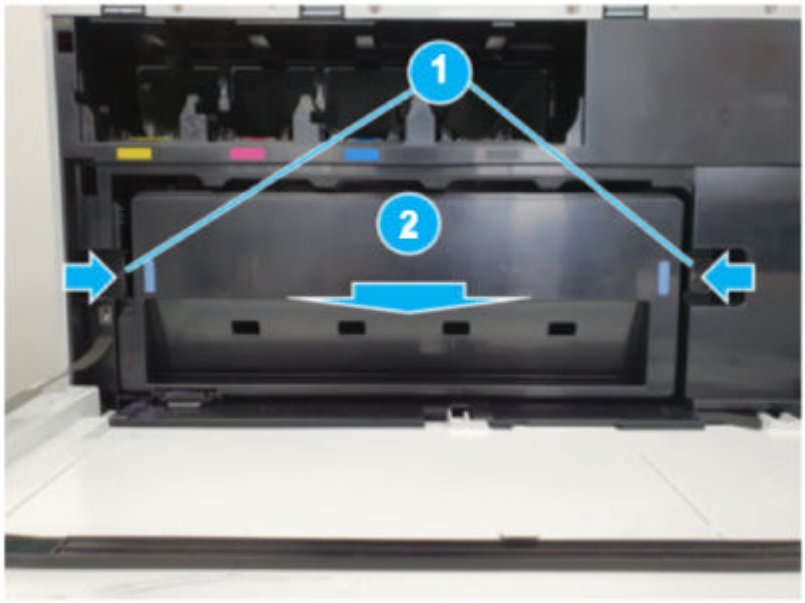
7. Remove the toner collection duct unit (TCDU)

Use the following procedure to remove and replace the TCDU.

1. Open the front door.

2. Push in on two tabs (callout 1) to release the unit, and then pull it straight out (callout 2) of the printer to remove it.

Figure 5-819 **Remove the unit**



8. Remove the front cover

Use the following procedure to remove and replace the front cover.

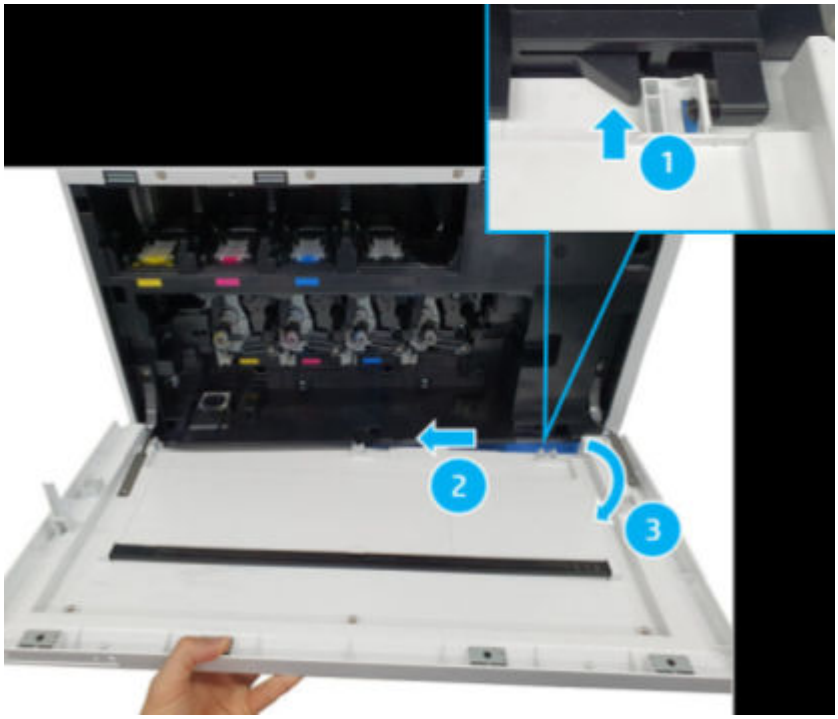
1. Remove two screws.

Figure 5-820 **Remove two screws**



2. Push in on the hook located at the right side of the cover (callout 1), and then remove the cover (callouts 2/3).

Figure 5-821 Remove the cover

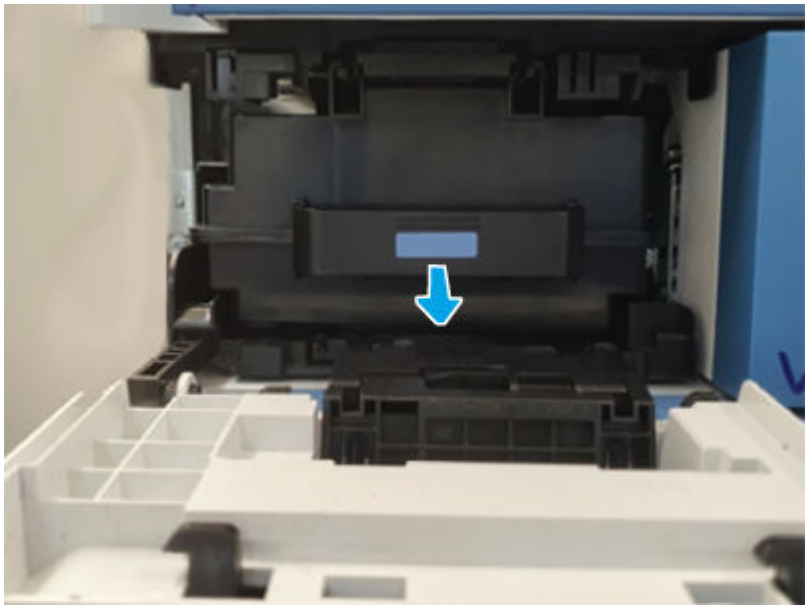


9. Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the TCU cover (located to the left of Tray 2), and then remove the TCU.

Figure 5-822 Remove the TCU



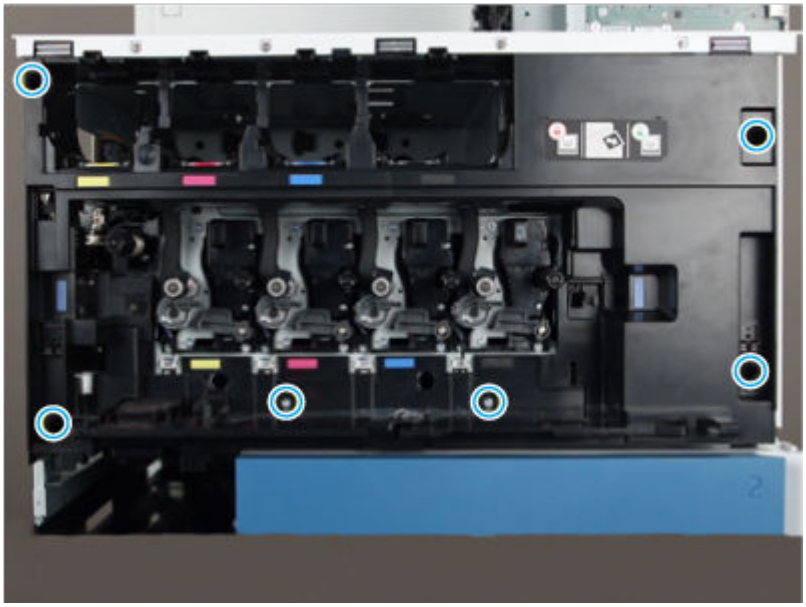
10. Remove the inner cover

Use the following procedure to remove and replace the inner cover.

⚠ CAUTION: Make sure that the toner collection unit (TCU) is removed **before** removing the inner cover to avoid dislodging the TCU shutter.

- Remove six screws.

Figure 5-823 **Remove six screws**



11. Remove the reservoir unit

Use the following procedure to remove and replace the reservoir unit.

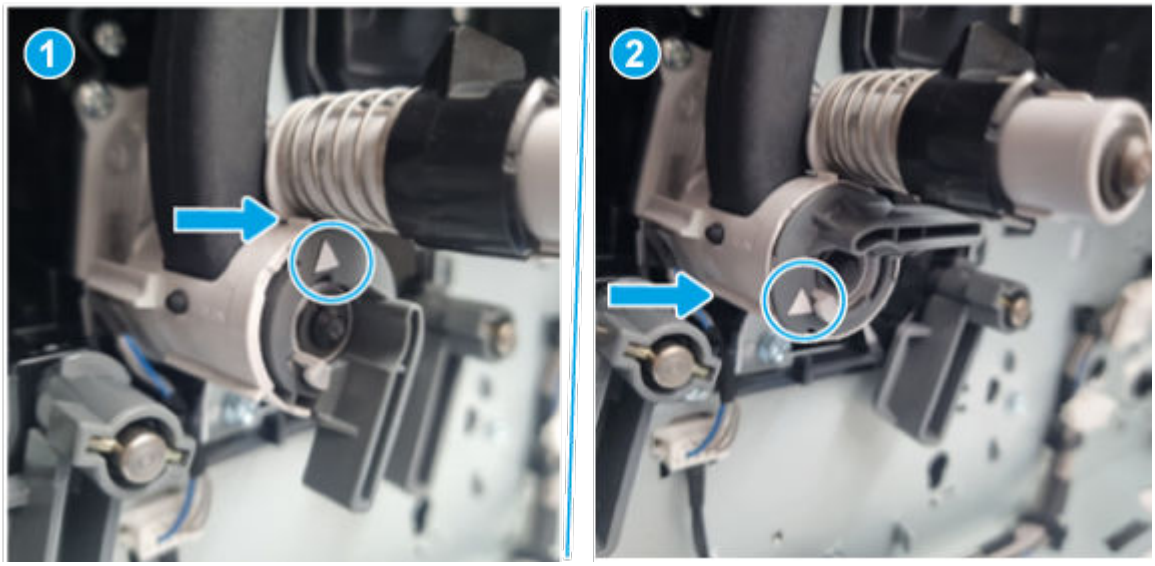
1. Disconnect one connector, and then remove two screws (for each reservoir unit).

Figure 5-824 **Disconnect connector and remove screws**



2. Before proceeding, take note of the open and closed position of the developer locking lever.
   - **Callout 1**: Closed position.
   - **Callout 2**: Open position (ready for printing).

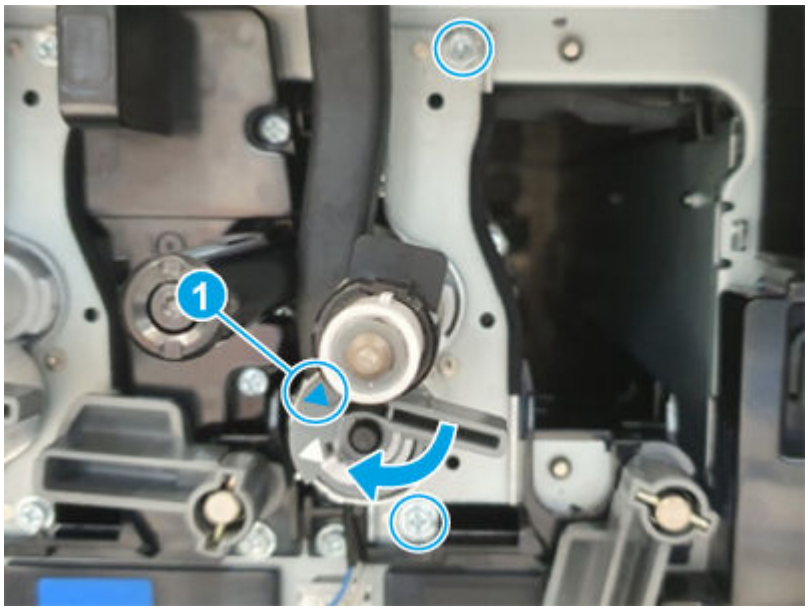
Figure 5-825 Developer lever positions



3. Rotate the developer locking lever down (counterclockwise) to the closed position.

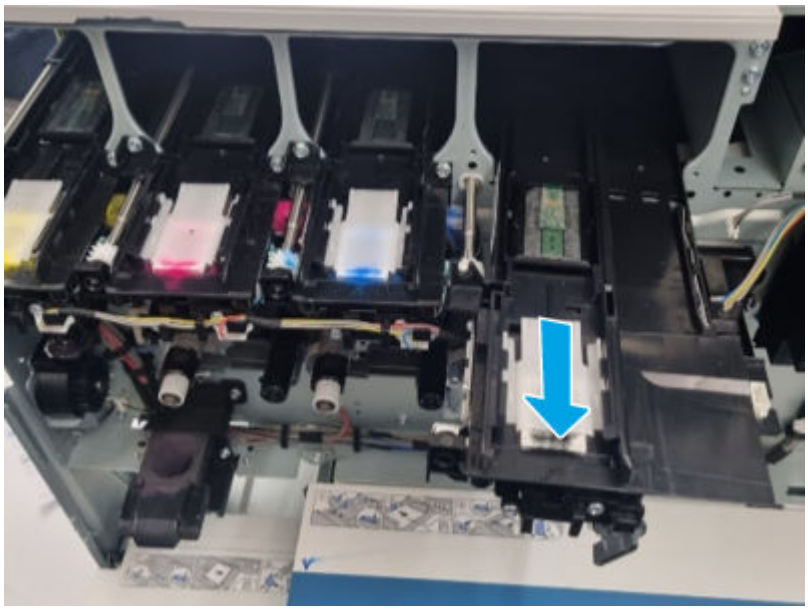
NOTE: Rotating the lever down closes the shutter which prevents toner scattering when handling the assembly.

Figure 5-826 Rotate the locking lever



4. Pull the reservoir unit straight out of the printer to remove it.

Figure 5-827 **Remove the unit**



12. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Toner reservoir motor

Learn about removing and replacing the toner reservoir motor.

View a video of removing and replacing the toner reservoir motor.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-80 Part information

Part number	Part description
JC93-01659A	Drive-motor step (toner reservoir motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

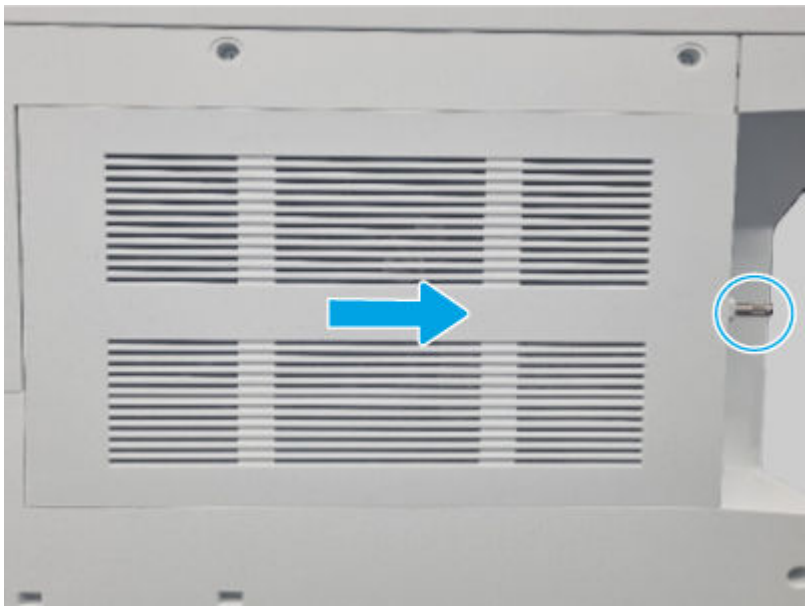
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-828 Remove the cover

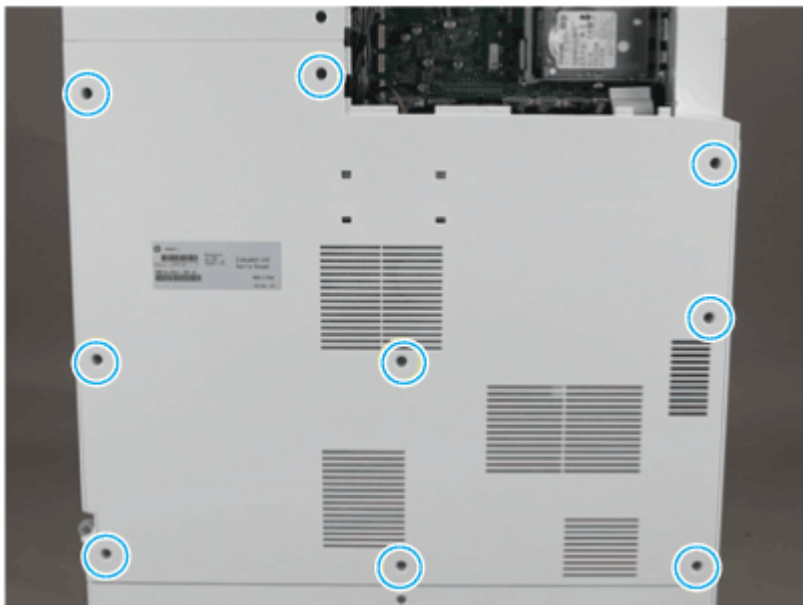


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-829 Remove the cover

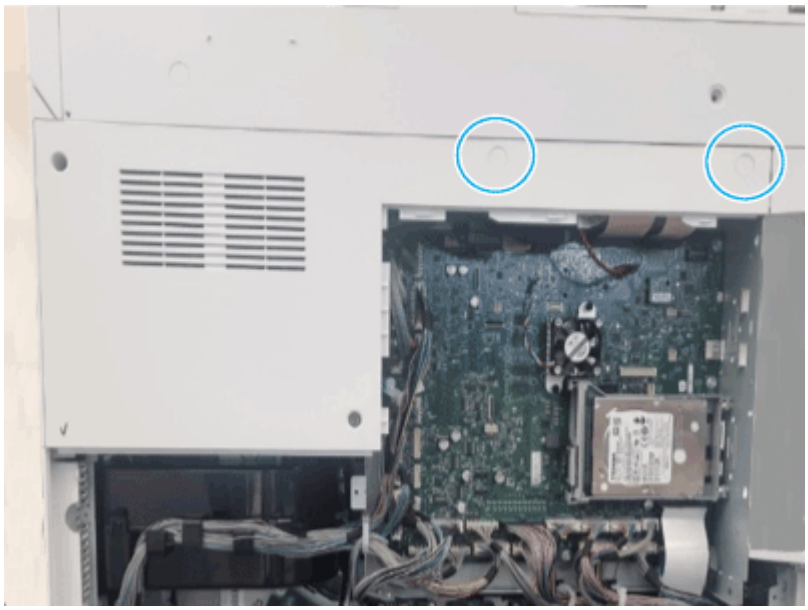


3. Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

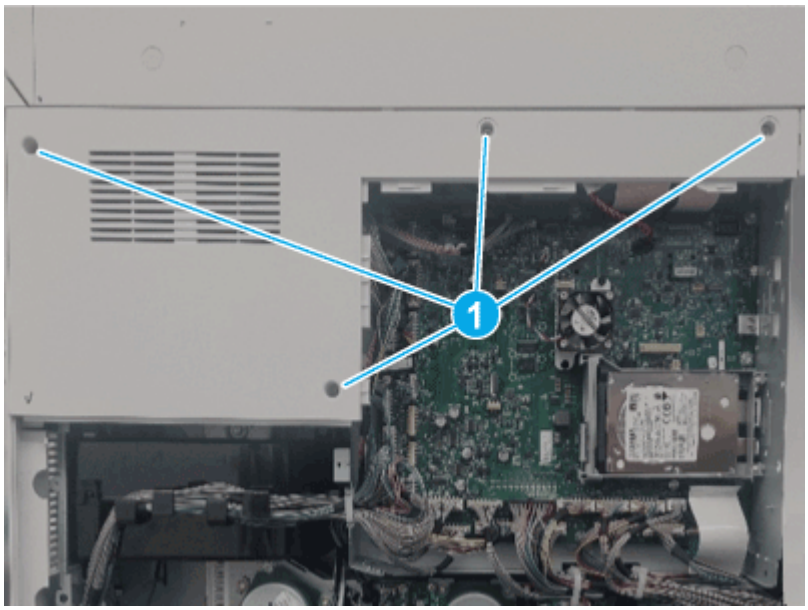
1. Use a pair of tweezers to remove the screw caps.

Figure 5-830 **Remove the screw caps**



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-831 **Remove the cover**

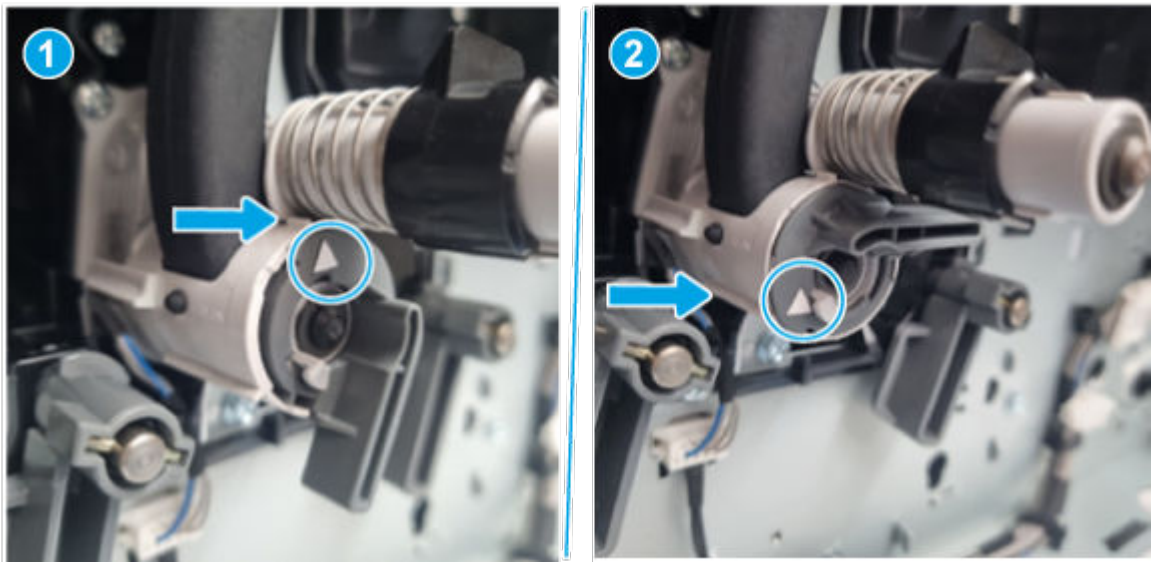


4. Remove the developer unit

Use the following procedure to remove and replace the developer unit.

1. Before proceeding, take note of the open and closed position of the developer unit locking lever.
   - **Callout 1**: Closed position.
   - **Callout 2**: Open position (ready for printing).

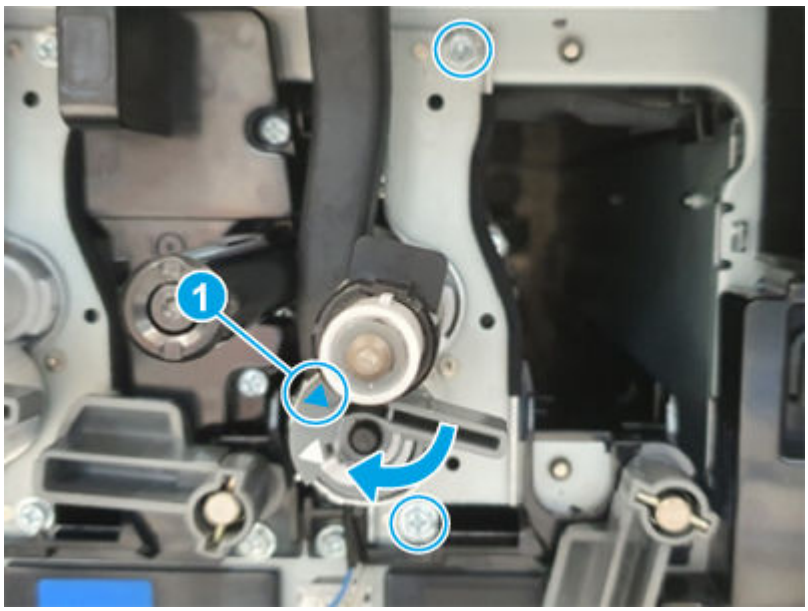
Figure 5-832 Developer lever positions



2. Remove two screws, and then rotate the locking lever down to the closed position.

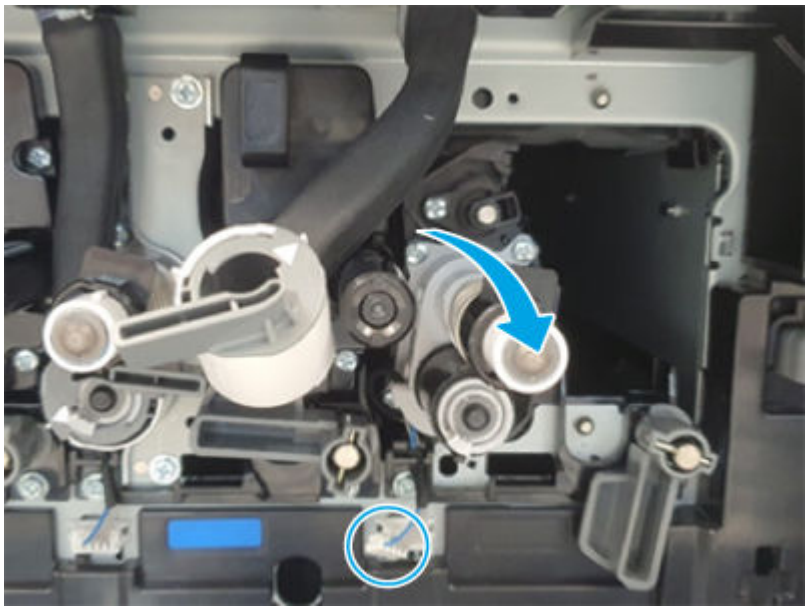
NOTE: The indicator arrow moves to the shutter closed position (callout 1).

Figure 5-833 Rotate the locking lever



3. Disconnect one connector, and then pull the developer unit out of the printer.

Figure 5-834 **Remove the unit**



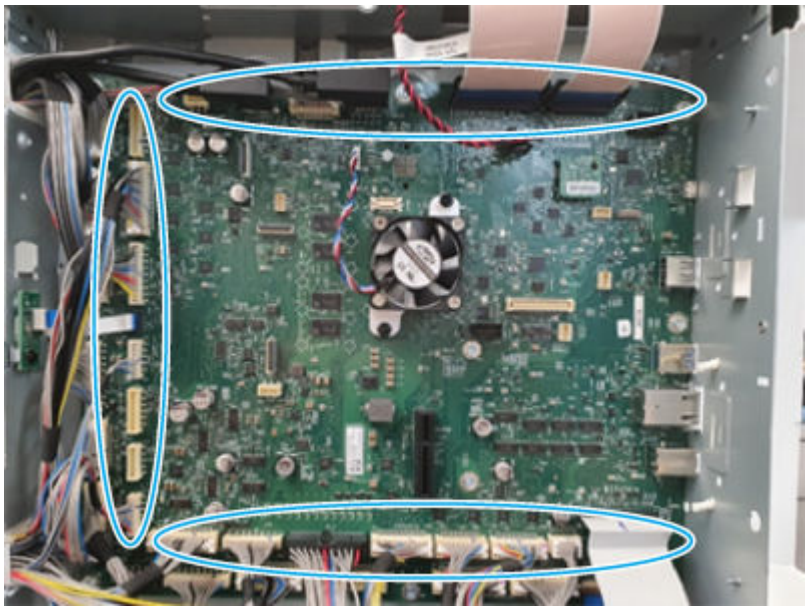
5. Remove the formatter and formatter bracket

Use the following procedure to remove and replace the formatter and formatter bracket.

NOTE: Always read the instruction carefully to make sure you are performing the correct steps for the printer being serviced.

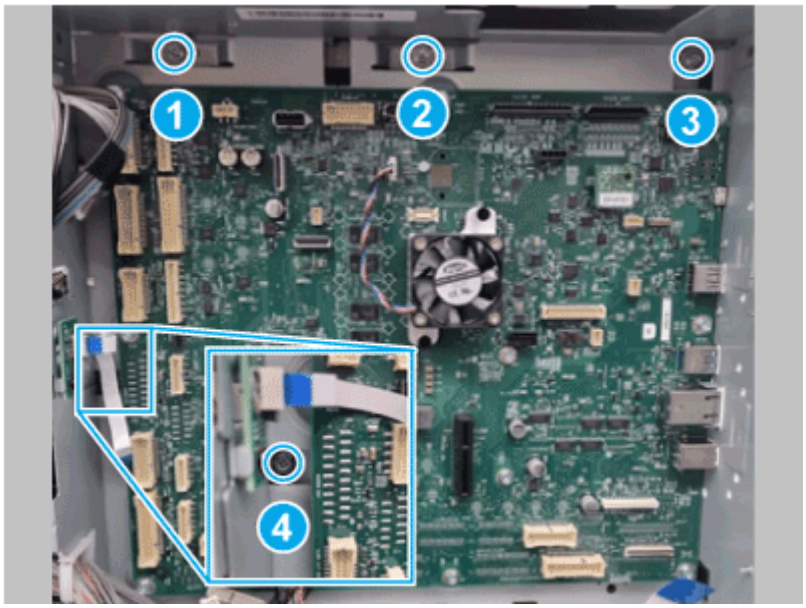
1. Disconnect all the connectors on the formatter.

Figure 5-835 **Disconnect all connectors**

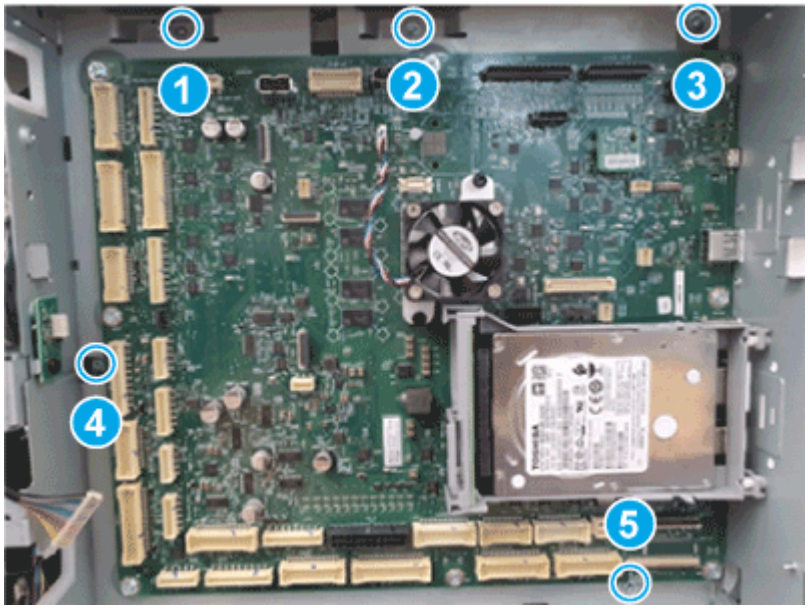


2. Do one of the following:

- **8601 models**: Remove four screws (callouts 1-2-3-4).



- **8801 models**: Remove five screws (callouts 1-2-3-4-5).



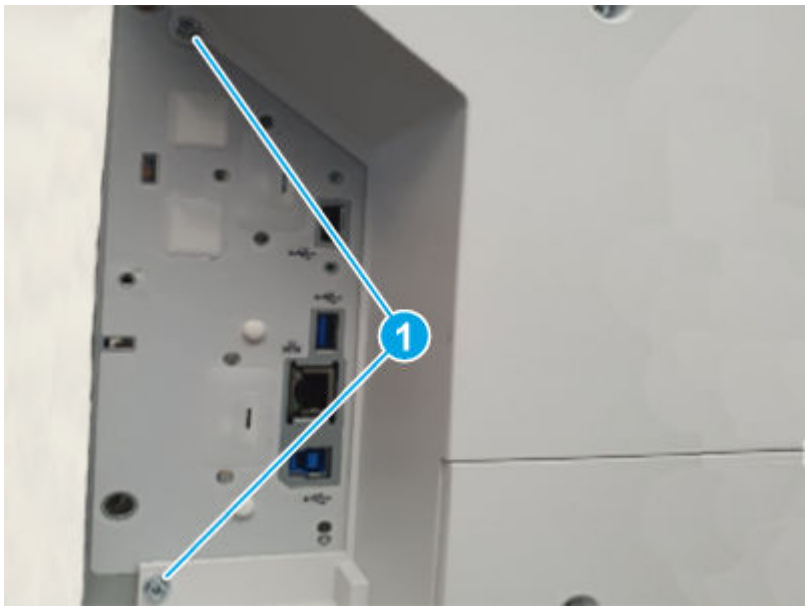
3. **8601 models only:** Support the formatter and bracket, remove one screw, and then remove the formatter and formatter bracket together.

Figure 5-836 Remove the formatter and bracket



4. **8801 models only:** Support the formatter and bracket, remove two screws (callout 1), and then remove the formatter and formatter bracket together.

Figure 5-837 Remove the formatter and bracket

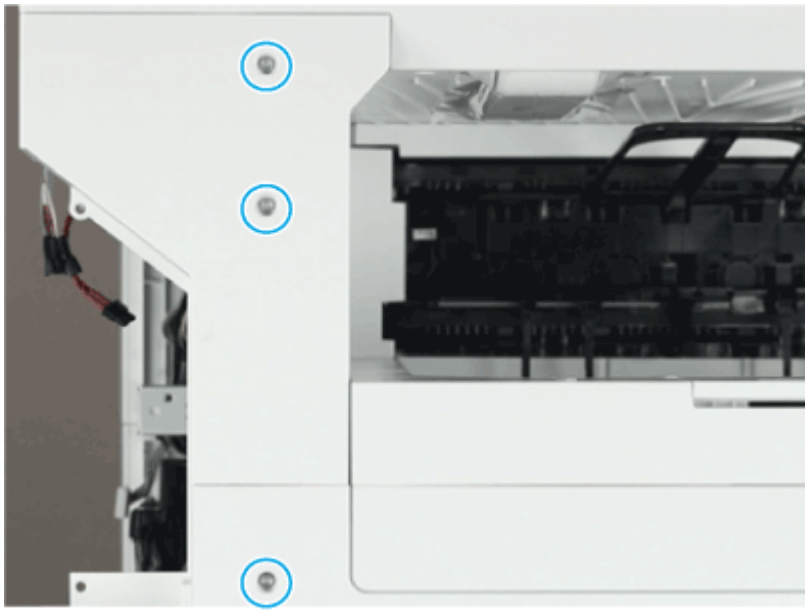


6. Remove the reservoir motor

Use the following procedure to remove and replace the reservoir motor.

1. Remove three screws, and then remove the left upper cover.

Figure 5-838 **Remove the cover**



2. For each motor, do the following:

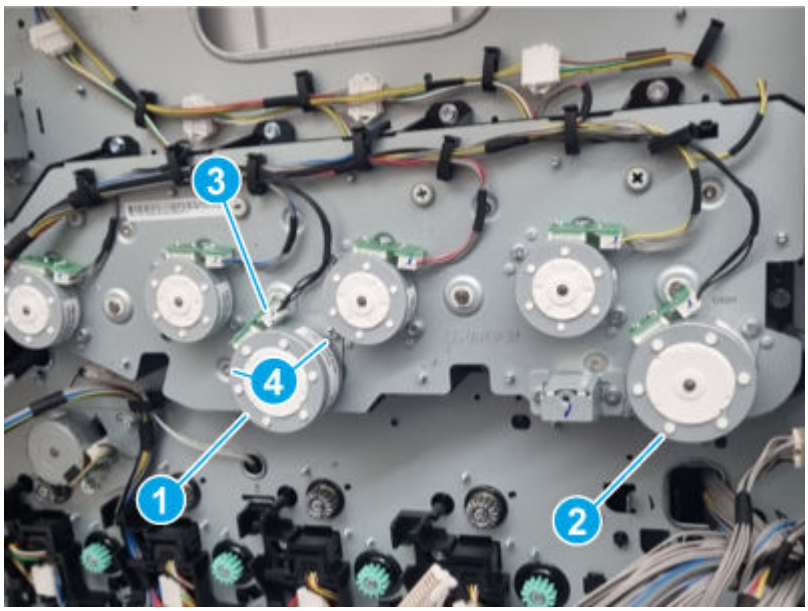
   a. Locate the desired motor.

      - **Callout 1**: Cyan/black
      - **Callout 2**: yellow/magenta

   b. Disconnect one connector (callout 3).

   c. Remove two screws (callout 4), and then remove the motor.

Figure 5-839 **Remove the motors**



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Toner collection unit

Learn about toner collection unit parts removal and replacement.

Removal and replacement: Toner collection duct unit (TCDU)

Learn about removing and replacing the TCDU.

View a video of removing and replacing the TCDU.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-81 Part information

Part number	Part description
JC96-13015A	Toner collection duct unit (TCDU)

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 any pages necessary to make sure the printer is functioning correctly.

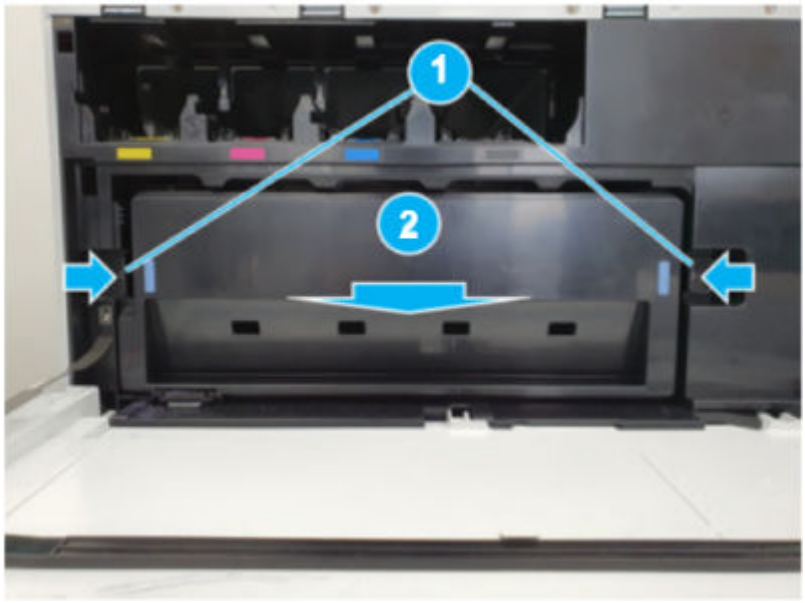
1. Remove the toner collection duct unit (TCDU)

Use the following procedure to remove and replace the TCDU.

1. Open the front door.

2. Push in on two tabs (callout 1) to release the unit, and then pull it straight out (callout 2) of the printer to remove it.

Figure 5-840 Remove the unit



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Toner collection duct unit (TCDU) detection sensor

Learn about removing and replacing the TCDU detection sensor.

View a video of removing and replacing the TCDU detection sensor.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-82 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (TCDU detection sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the toner cartridges (control panel method)

Use the following procedure to remove and replace the toner cartridges.

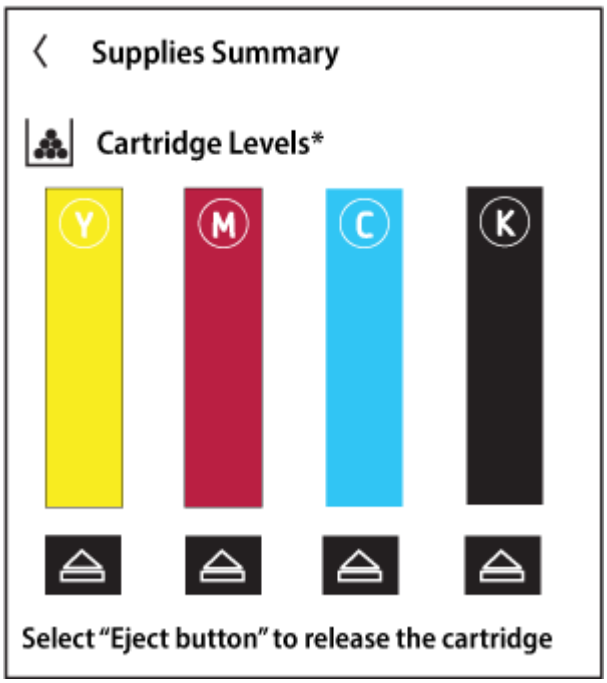
- At the printer control panel, do the following:

  a. Select the Supplies item.

  b. Open the front door.

  c. Select the Eject button (located below the Cartridge Levels indicators).

  Figure 5-841 Eject the toner cartridge (control panel method)

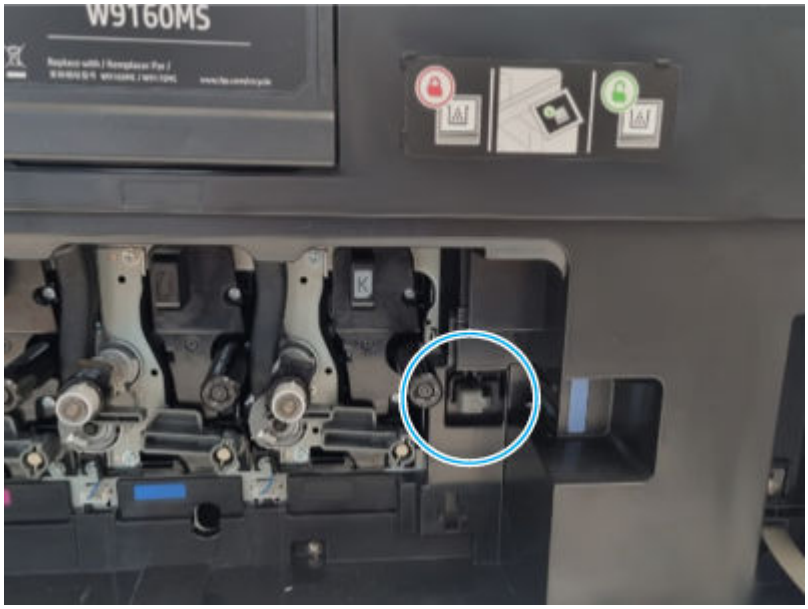


2. Remove the paper dust holder

Use the following procedure to remove and replace the paper dust holder.

1. Locate the paper dust holder.

Figure 5-842 Locate the paper dust holder



2. Release the assembly, and then pull the paper dust holder straight out of the printer to remove it.

Figure 5-843 Remove the assembly



3. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-844 Remove two screws



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-845 Remove the cover



4. Remove the keyboard (drawer type)

Use the following procedure to remove and replace the keyboard (drawer type).

NOTE: The optional keyboard is for flow models only. For all other models, skip this step.

1. Do the following:
   - Rotate the control panel into the upright position (callout 1).

- Use a pair of tweezers to release the cover (callout 2), and then remove the top cover (callout 3).

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

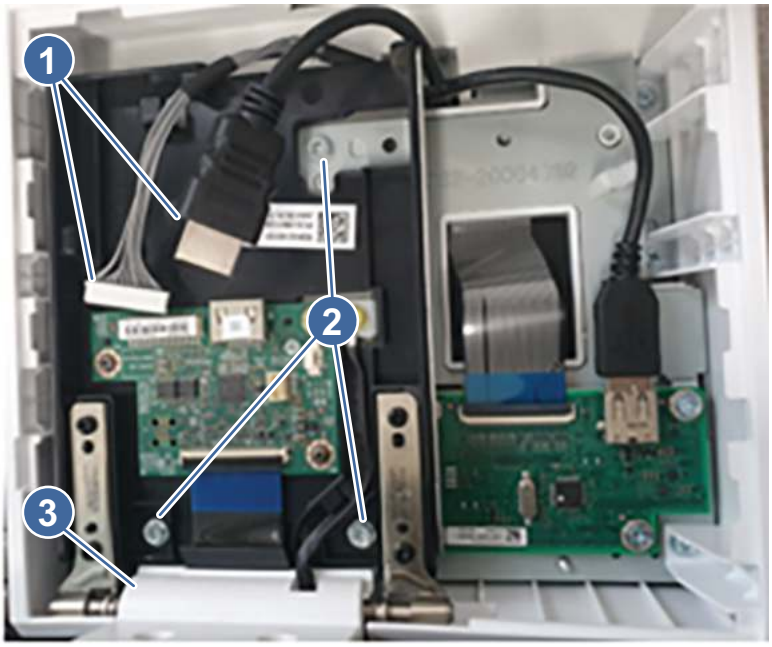
Figure 5-846 Remove the cover



2. Disconnect two connectors (callout 1), remove three screws (callout 2, and then remove the control panel (callout 3).

NOTE: Lift the control panel straight up to remove it.

Figure 5-847 Remove the control panel



3. Disconnect one connector.

IMPORTANT: The control panel mount bracket and the keyboard must be removed together. They are attached to each other by a film cable.

Figure 5-848 Disconnect one connector



4. Remove four screws.

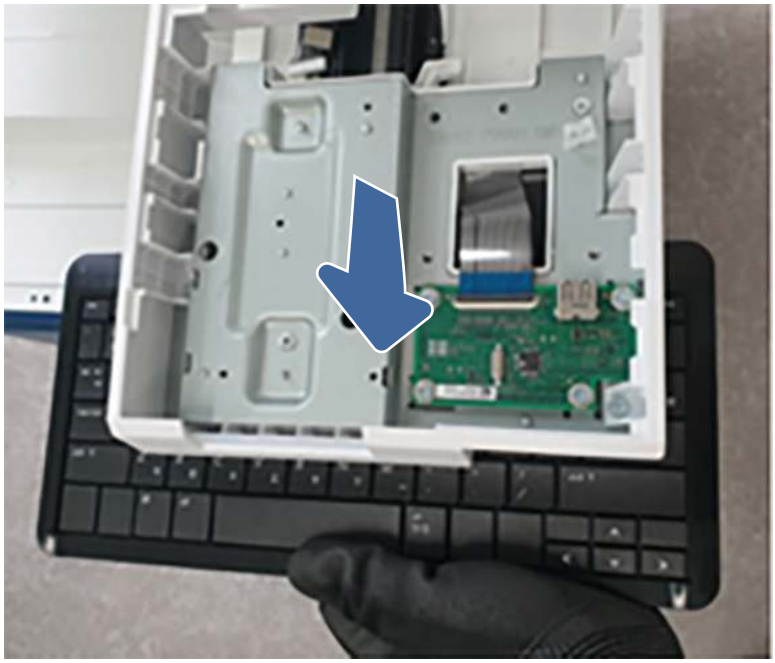
Figure 5-849 Remove four screws



5. Pull the mount bracket and keyboard assembly straight out and away from the printer to **release** it.

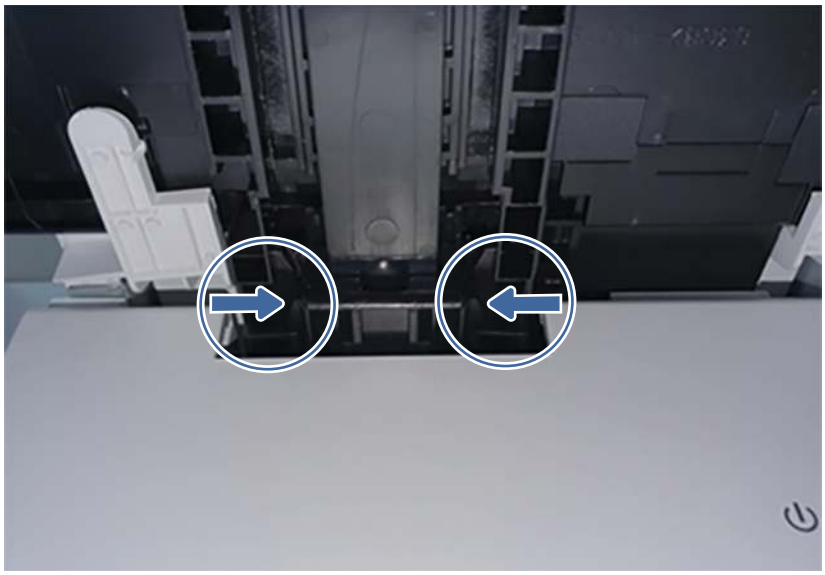
CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by two hooks.

Figure 5-850 Release the assembly



6. Look up under the mount bracket and keyboard assembly to locate two hooks. Press in on each hook, and then pull the assembly away form the printer to remove it.

Figure 5-851 Remove the assembly



7. **Special instruction for a replacement keyboard**

   a. Dispose of the defective part. See

   NOTE: HP recommends responsible disposal of the defective part.

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

b. Unpack the replacement parts supplied in the service kit.

IMPORTANT: Only the control panel mount and keyboard assembly (callout 2) are required to be installed.

Save the additional service kit parts (callouts 1/3/4) for other applications.

Figure 5-852 Service kit parts



5. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

NOTE: If an optional keyboard is installed, remove it now.

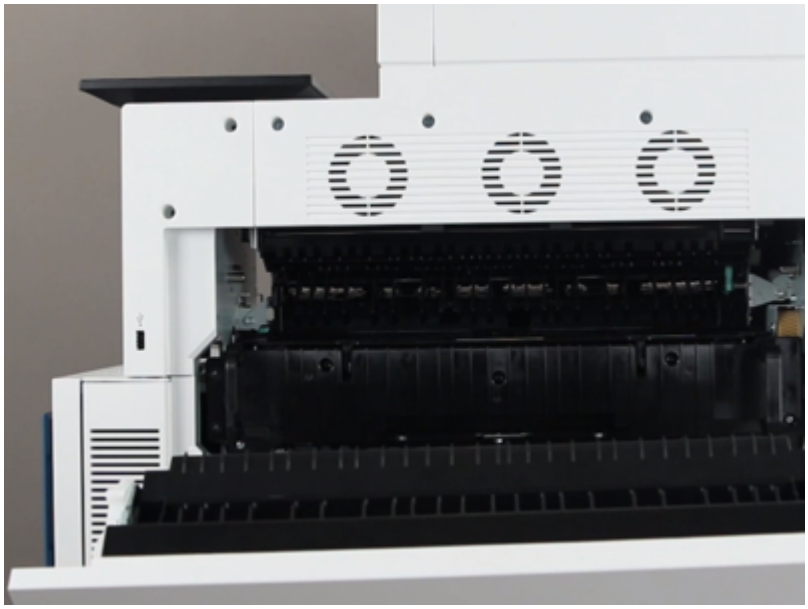
1. Remove two screws.

Figure 5-853 Remove two screws



2. Open the right door.

Figure 5-854 **Open the right door**



3. Move the control panel out of the way, and then slide the cover as shown below to separate it from the printer.

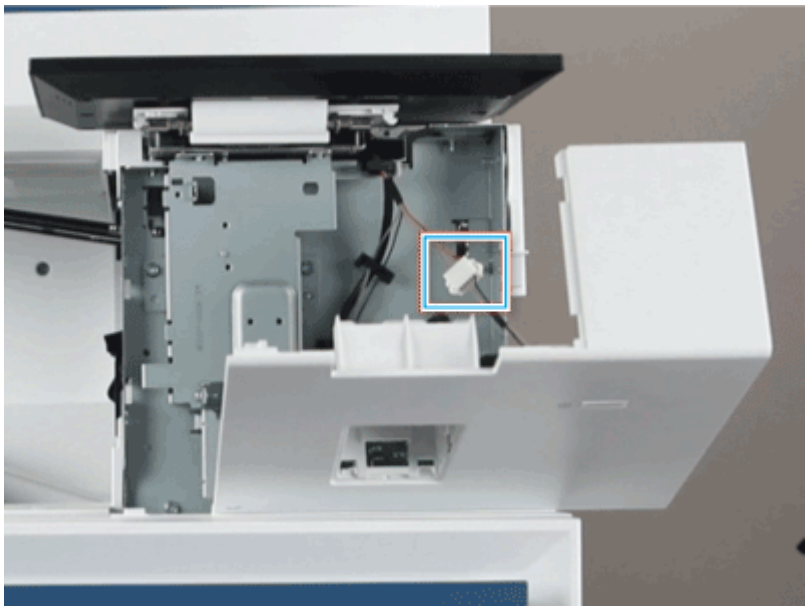
⚠ CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-855 **Slide the cover**



4. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-856 Remove the cover assembly

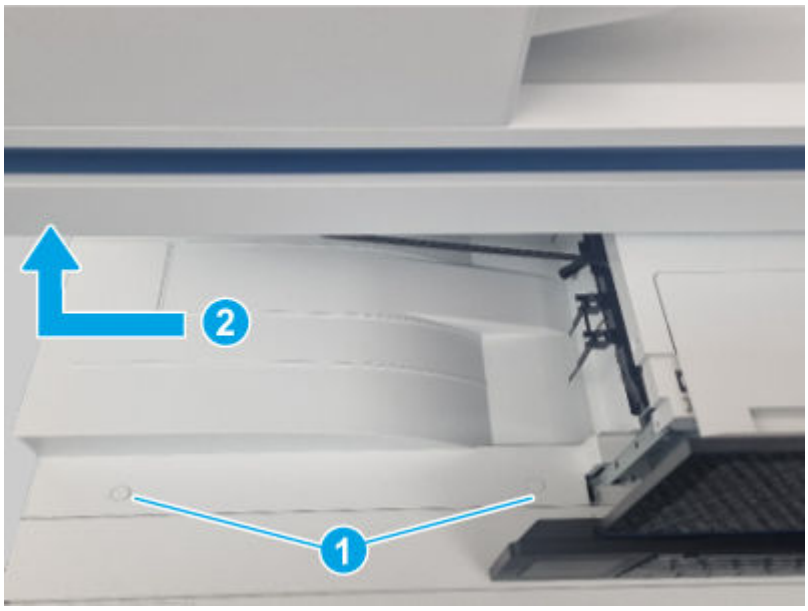


6. Remove the exit cover stacker

Use the following procedure to remove and replace the exit cover stacker.

- Remove two screw caps and remove two screws (callout 1), and then remove the exit cover stacker (callout 2).

Figure 5-857 Remove the cover



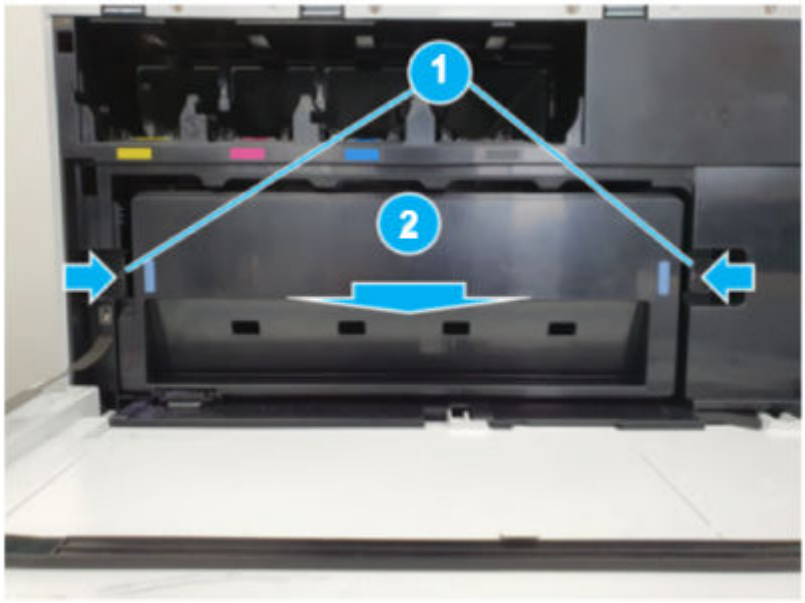
7. Remove the toner collection duct unit (TCDU)

Use the following procedure to remove and replace the TCDU.

1. Open the front door.

2. Push in on two tabs (callout 1) to release the unit, and then pull it straight out (callout 2) of the printer to remove it.

Figure 5-858 Remove the unit



8. Remove the front cover

Use the following procedure to remove and replace the front cover.

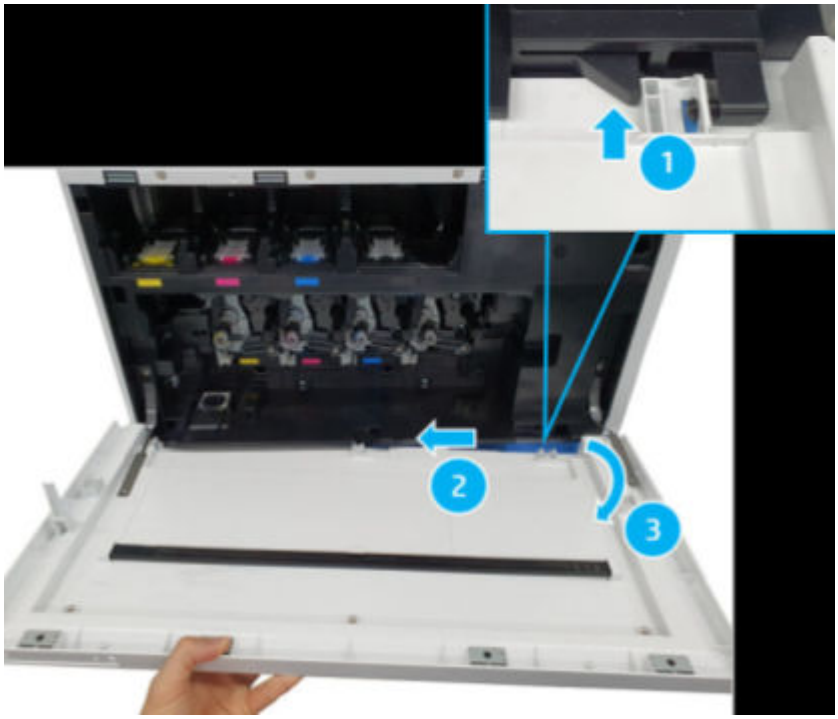
1. Remove two screws.

Figure 5-859 Remove two screws



2. Push in on the hook located at the right side of the cover (callout 1), and then remove the cover (callouts 2/3).

Figure 5-860 Remove the cover

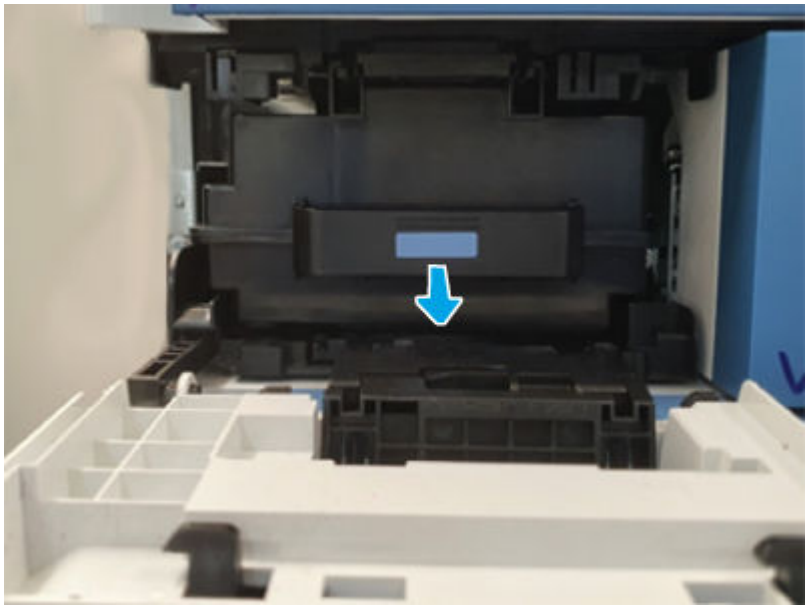


9. Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the TCU cover (located to the left of Tray 2), and then remove the TCU.

Figure 5-861 Remove the TCU



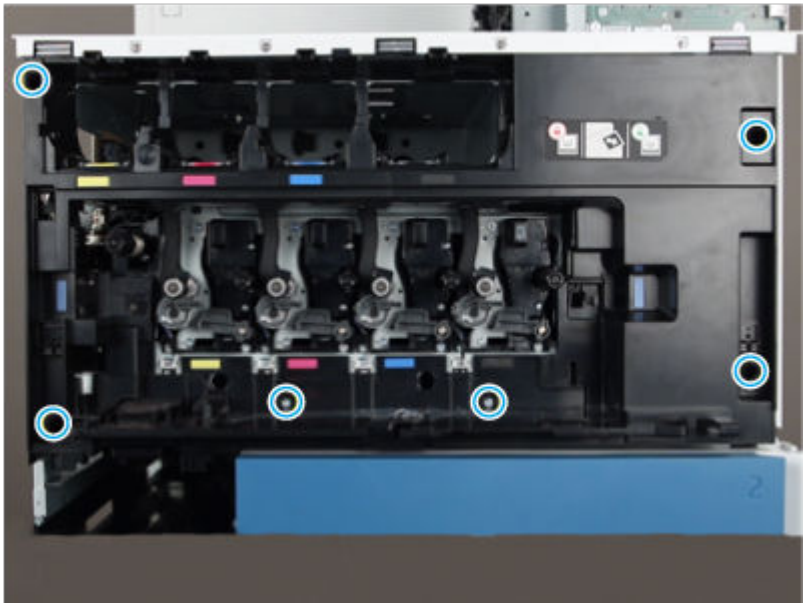
10. Remove the inner cover

Use the following procedure to remove and replace the inner cover.

⚠ **CAUTION:** Make sure that the toner collection unit (TCU) is removed **before** removing the inner cover to avoid dislodging the TCU shutter.

- Remove six screws.

Figure 5-862 Remove six screws



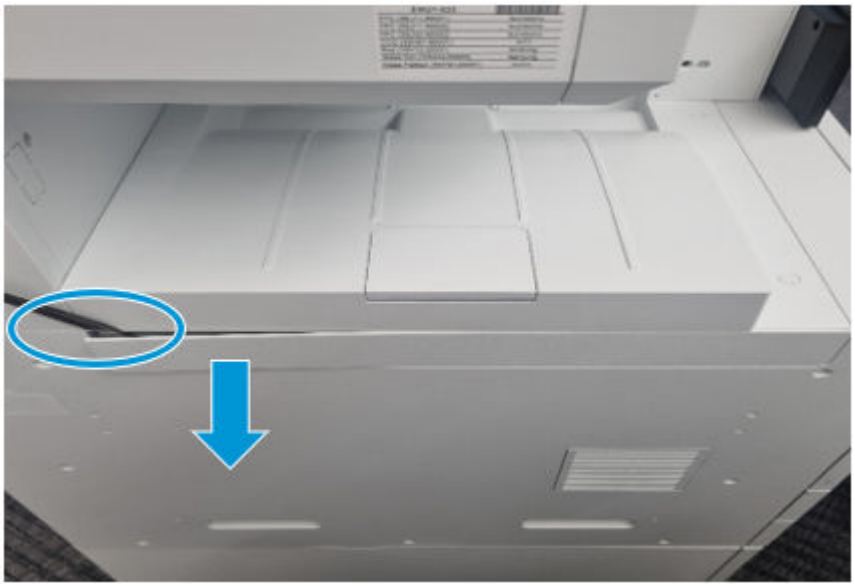
11. Remove the left top cover

Use the following procedure to remove and replace the left top cover.

- Use a pair of tweezers to carefully release the cover, and then pull straight out to remove the cover.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-863 Remove the cover



12. Remove the left cover

Use the following procedure to remove and replace the left cover.

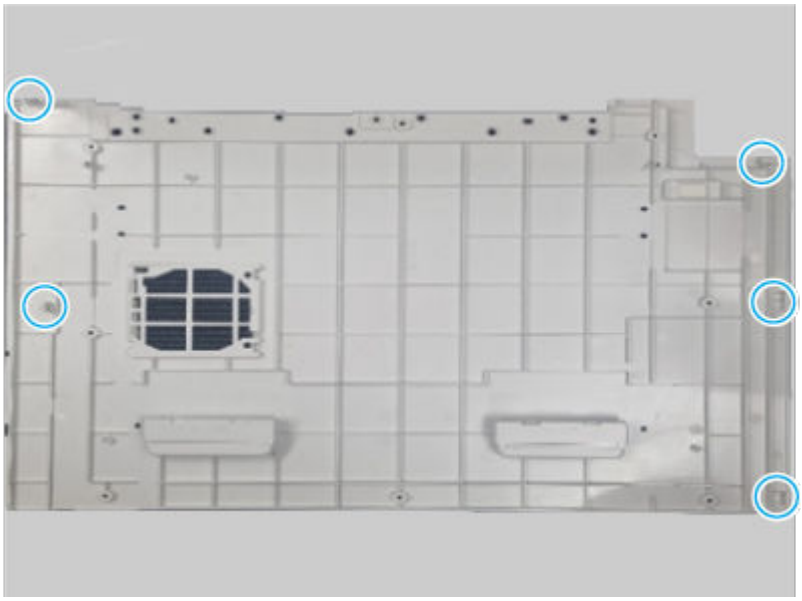
1. Open the front cover (door) and all installed trays.
2. Remove eight screws.

Figure 5-864 Remove eight screws



3. Before proceeding, take note of the location of the mounting hooks on the inside of the cover.

Figure 5-865 Cover hook locations



4. Release the cover from the right- to left side. Remove the cover.

Figure 5-866 Remove the cover

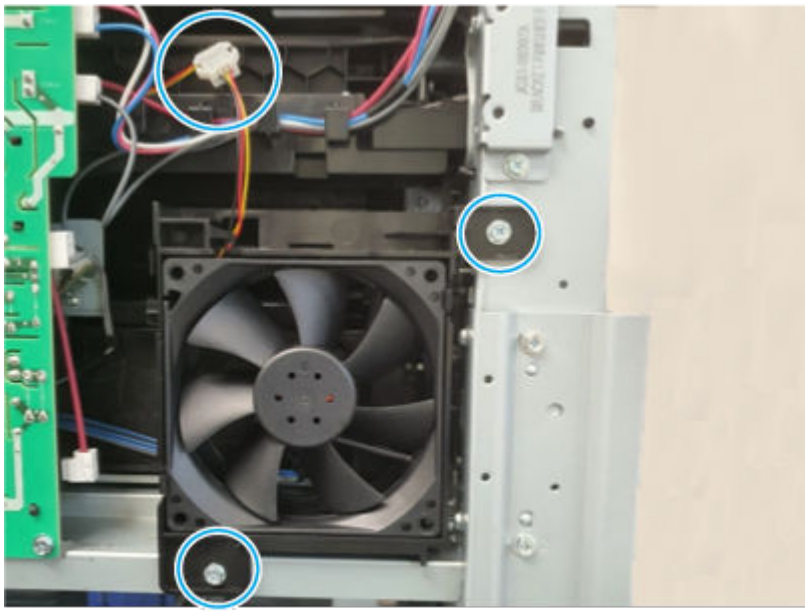


13. Remove the LSU fan

Use the following procedure to remove and replace the LSU fan.

- Disconnect one connector, remove two screws, and then remove the LSU fan.

Figure 5-867 Remove the fan

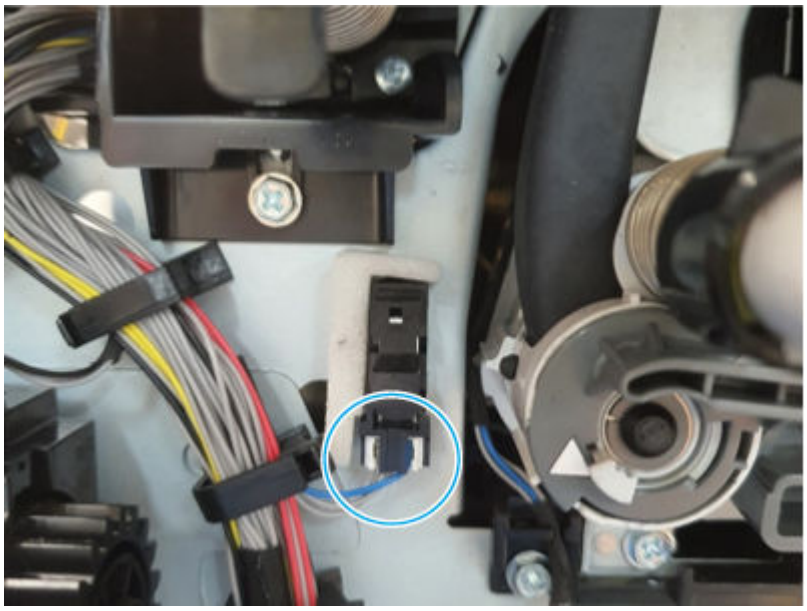


14. Remove the waste toner detection sensor

Use the following procedure to remove and replace the waste toner detection sensor.

1. Disconnect one connector.

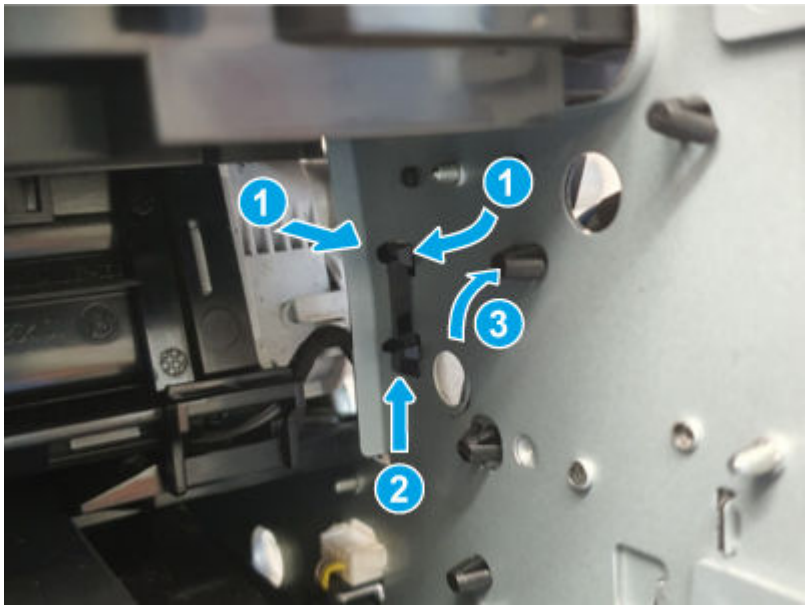
Figure 5-868 Disconnect one connector



2. Do the following (from the LSU fan side of the printer):
   - Release the hooks (callout 1).
   - Slide the sensor assembly up (callout 2).

- Push the senor assembly as shown (callout 3) to release it.

Figure 5-869 **Remove the sensor**



15. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Toner collection duct unit (TCDU) drive assembly

Learn about removing and replacing the TCDU drive assembly.

View a video of removing and replacing the TCDU drive assembly.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-83 Part information

Part number	Part description
JC93-01669A	Toner collection duct unit drive assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the toner cartridges (control panel method)

Use the following procedure to remove and replace the toner cartridges.

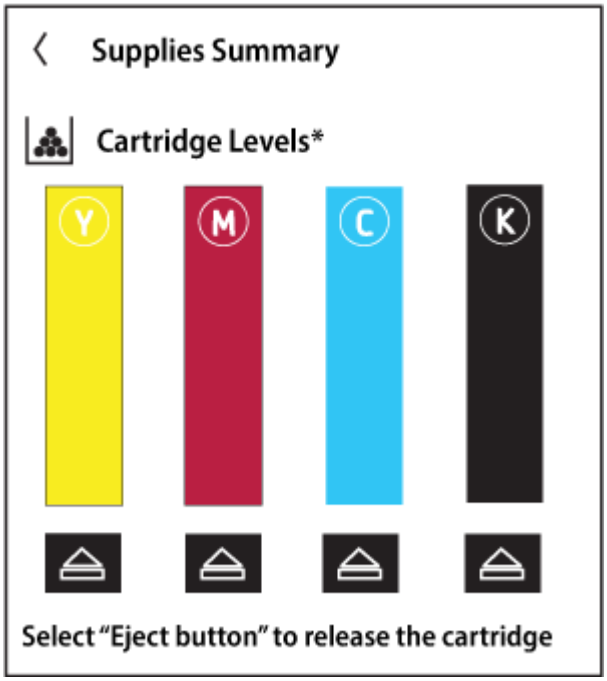
- At the printer control panel, do the following:

  a. Select the Supplies item.

  b. Open the front door.

  c. Select the Eject button (located below the Cartridge Levels indicators).

  Figure 5-870 Eject the toner cartridge (control panel method)

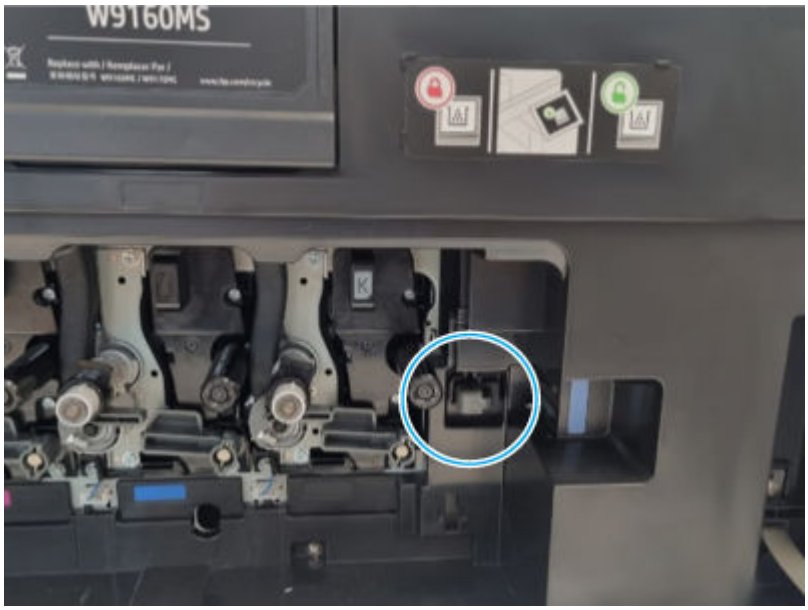


2. Remove the paper dust holder

Use the following procedure to remove and replace the paper dust holder.

1. Locate the paper dust holder.

Figure 5-871 Locate the paper dust holder



2. Release the assembly, and then pull the paper dust holder straight out of the printer to remove it.

Figure 5-872 Remove the assembly



3. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-873 **Remove two screws**



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-874 **Remove the cover**



4. Remove the keyboard (drawer type)

Use the following procedure to remove and replace the keyboard (drawer type).

NOTE: The optional keyboard is for flow models only. For all other models, skip this step.

1. Do the following:
   - Rotate the control panel into the upright position (callout 1).

- Use a pair of tweezers to release the cover (callout 2), and then remove the top cover (callout 3).

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

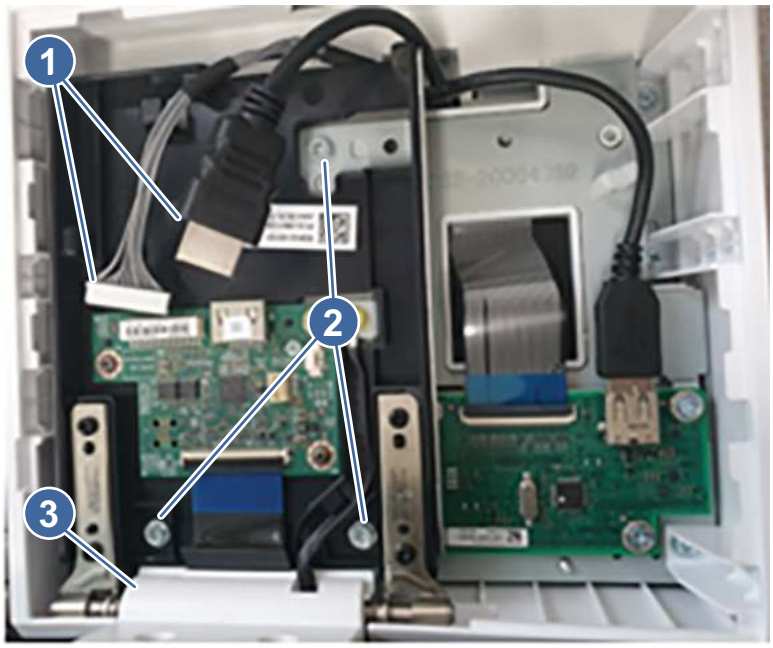
Figure 5-875 Remove the cover



2. Disconnect two connectors (callout 1), remove three screws (callout 2, and then remove the control panel (callout 3).

NOTE: Lift the control panel straight up to remove it.

Figure 5-876 Remove the control panel



3. Disconnect one connector.

IMPORTANT: The control panel mount bracket and the keyboard must be removed together. They are attached to each other by a film cable.

Figure 5-877 **Disconnect one connector**



4. Remove four screws.

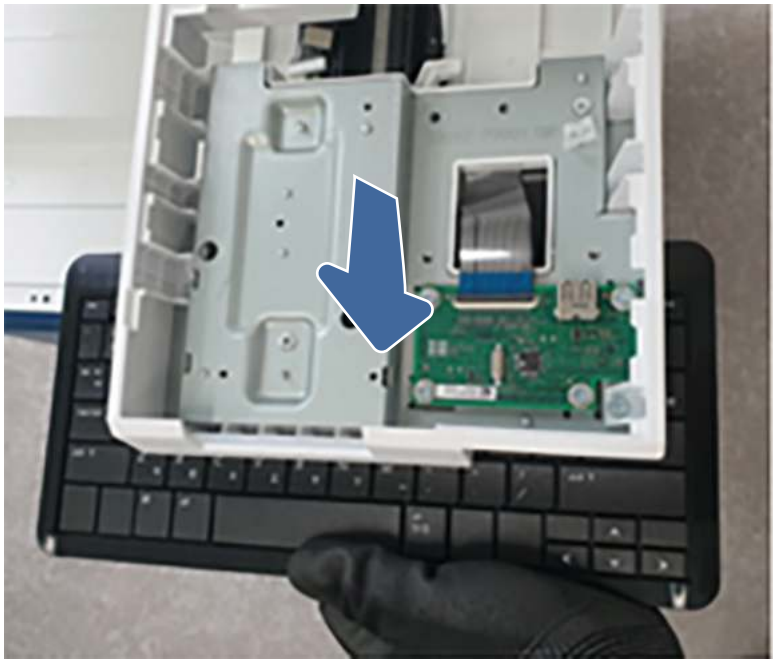
Figure 5-878 **Remove four screws**



5. Pull the mount bracket and keyboard assembly straight out and away from the printer to **release** it.

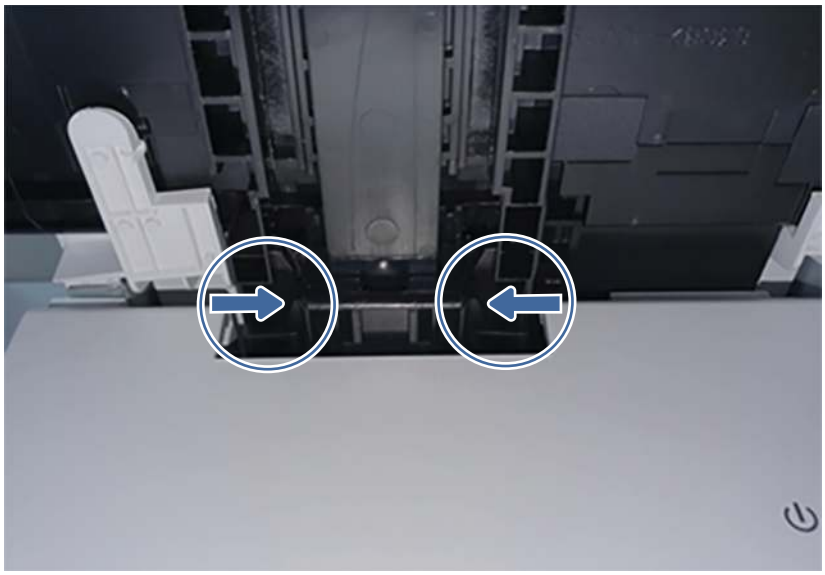
CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by two hooks.

Figure 5-879 Release the assembly



6. Look up under the mount bracket and keyboard assembly to locate two hooks. Press in on each hook, and then pull the assembly away form the printer to remove it.

Figure 5-880 Remove the assembly



7. **Special instruction for a replacement keyboard**

   a. Dispose of the defective part. See

   NOTE: HP recommends responsible disposal of the defective part.

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

b. Unpack the replacement parts supplied in the service kit.

IMPORTANT: Only the control panel mount and keyboard assembly (callout 2) are required to be installed.

Save the additional service kit parts (callouts 1/3/4) for other applications.

Figure 5-881 Service kit parts



5. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

NOTE: If an optional keyboard is installed, remove it now.

1. Remove two screws.

Figure 5-882 Remove two screws



2. Open the right door.

Figure 5-883 **Open the right door**



3. Move the control panel out of the way, and then slide the cover as shown below to separate it from the printer.

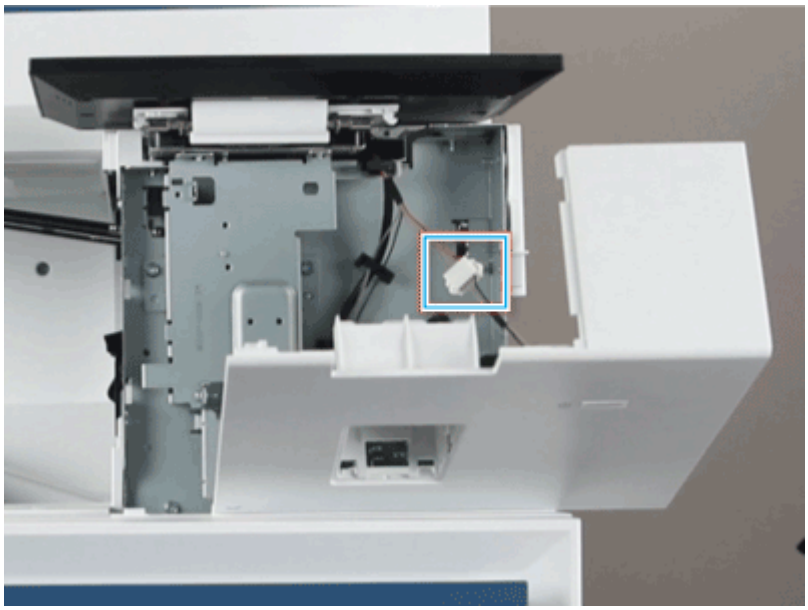
⚠ CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-884 **Slide the cover**



4. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-885 Remove the cover assembly

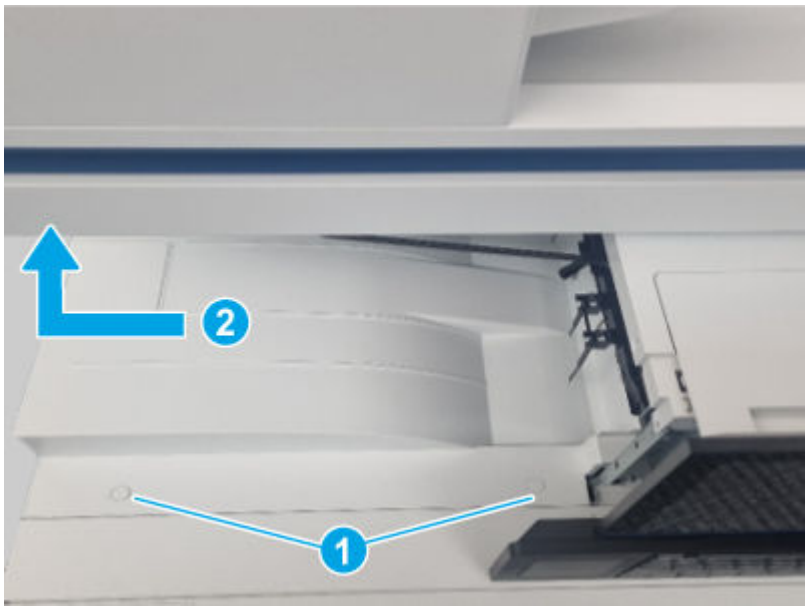


6. Remove the exit cover stacker

Use the following procedure to remove and replace the exit cover stacker.

- Remove two screw caps and remove two screws (callout 1), and then remove the exit cover stacker (callout 2).

Figure 5-886 Remove the cover



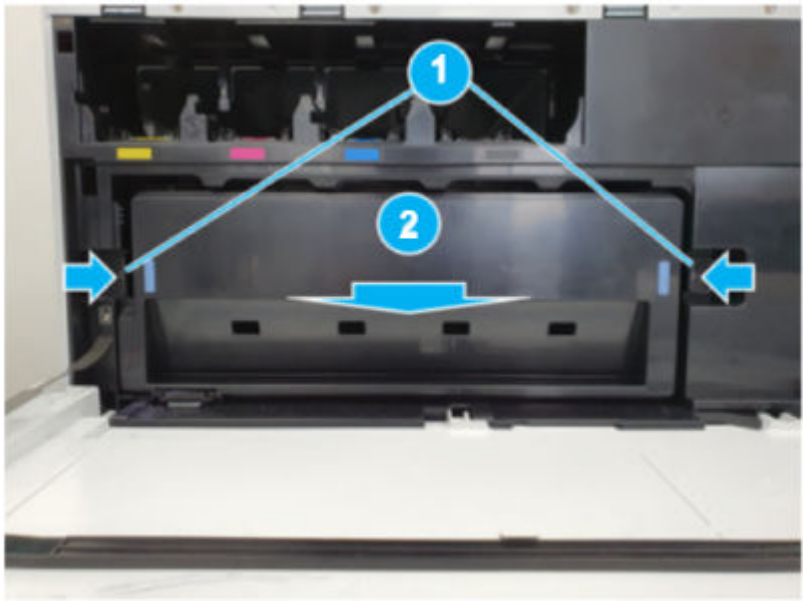
7. Remove the toner collection duct unit (TCDU)

Use the following procedure to remove and replace the TCDU.

1. Open the front door.

2. Push in on two tabs (callout 1) to release the unit, and then pull it straight out (callout 2) of the printer to remove it.

Figure 5-887 Remove the unit



8. Remove the front cover

Use the following procedure to remove and replace the front cover.

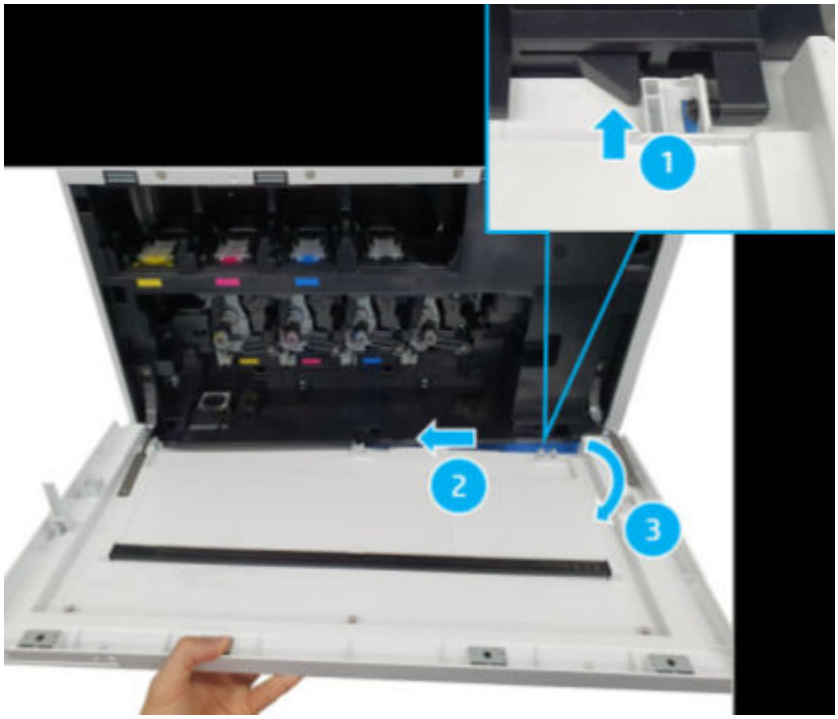
1. Remove two screws.

Figure 5-888 Remove two screws



2. Push in on the hook located at the right side of the cover (callout 1), and then remove the cover (callouts 2/3).

Figure 5-889 Remove the cover

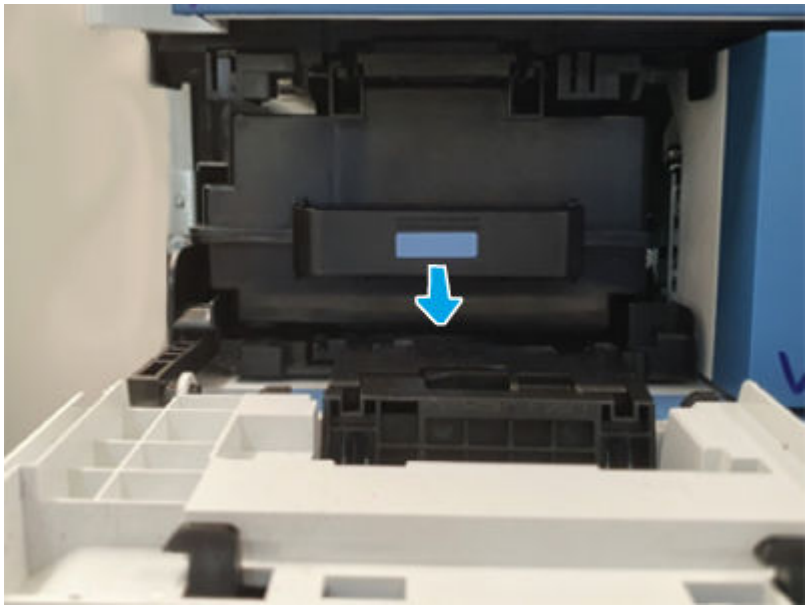


9. Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the TCU cover (located to the left of Tray 2), and then remove the TCU.

Figure 5-890 Remove the TCU



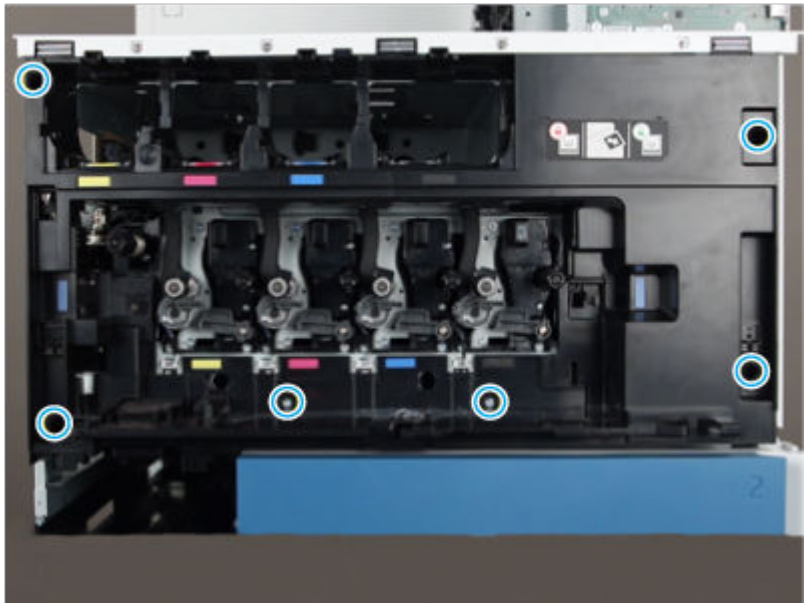
10. Remove the inner cover

Use the following procedure to remove and replace the inner cover.

⚠ CAUTION: Make sure that the toner collection unit (TCU) is removed **before** removing the inner cover to avoid dislodging the TCU shutter.

- Remove six screws.

Figure 5-891 **Remove six screws**

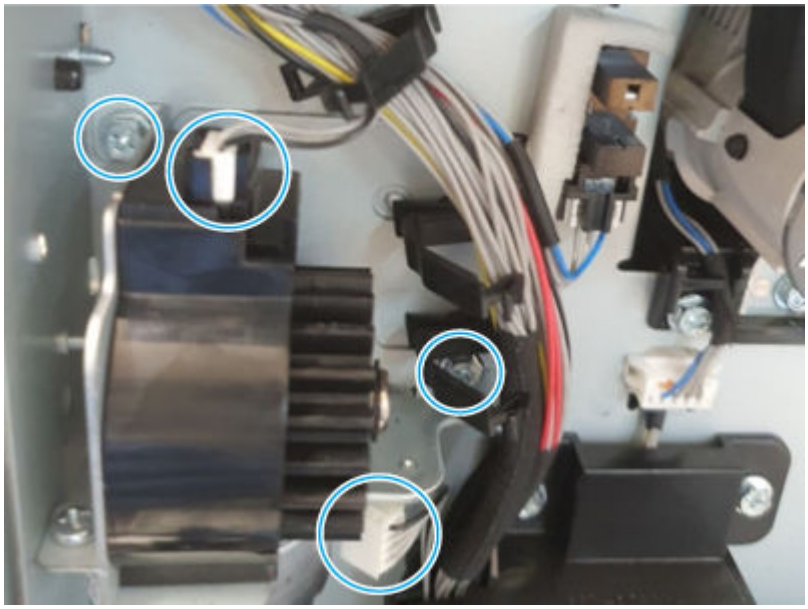


11. Remove the waste toner drive assembly

Use the following procedure to remove and replace the waste toner drive assembly.

- Disconnect two connectors, remove two screws, and then remove the waste toner drive assembly.

Figure 5-892 **Remove the assembly**



12. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Removal and replacement: Toner collection duct unit (TCDU) motor

Learn about removing and replacing the TCDU motor.

View a video of removing and replacing the TCDU motor.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-84 Part information

Part number	Part description
JC31-00110C	Motor circuit step (TCDU motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

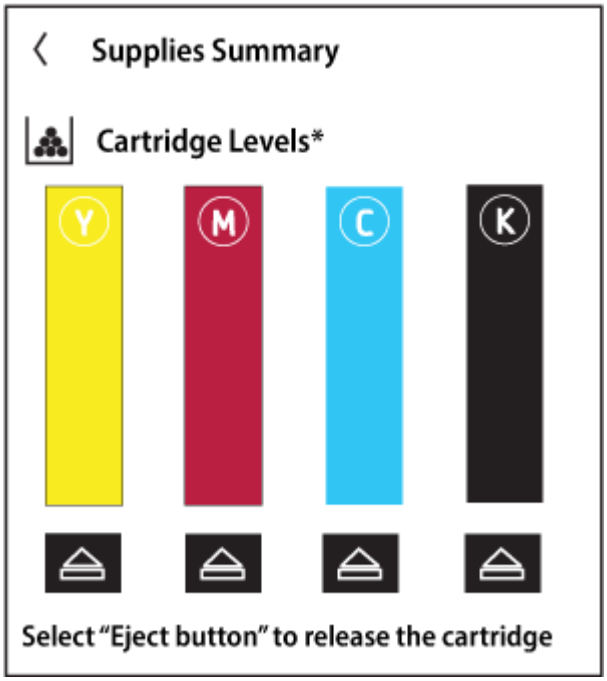
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the toner cartridges (control panel method)

Use the following procedure to remove and replace the toner cartridges.

- At the printer control panel, do the following:
  a. Select the Supplies item.
  b. Open the front door.
  c. Select the Eject button  (located below the Cartridge Levels indicators).

Figure 5-893 Eject the toner cartridge (control panel method)

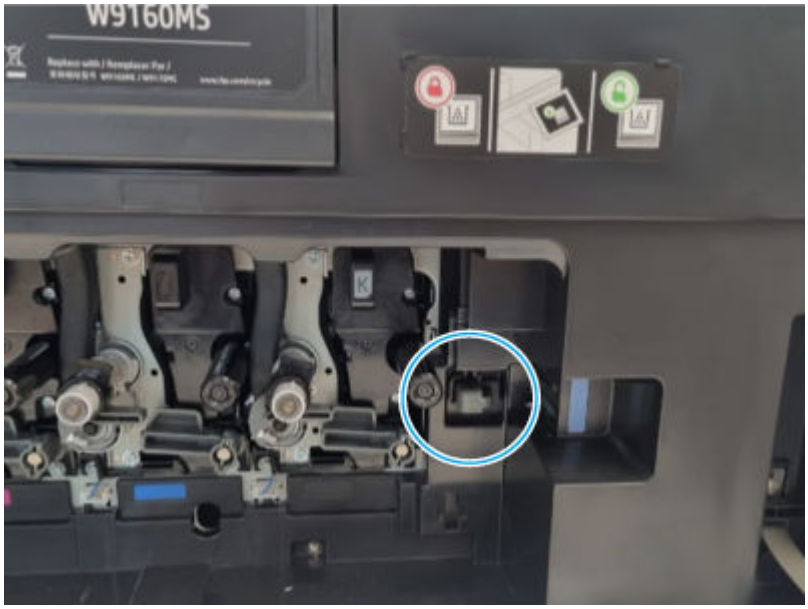


2. Remove the paper dust holder

Use the following procedure to remove and replace the paper dust holder.

1. Locate the paper dust holder.

Figure 5-894 Locate the paper dust holder



2. Release the assembly, and then pull the paper dust holder straight out of the printer to remove it.

Figure 5-895 Remove the assembly



3. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-896 Remove two screws



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-897 **Remove the cover**



4. Remove the keyboard (drawer type)

Use the following procedure to remove and replace the keyboard (drawer type).

NOTE: The optional keyboard is for flow models only. For all other models, skip this step.

1. Do the following:
   - Rotate the control panel into the upright position (callout 1).
   - Use a pair of tweezers to release the cover (callout 2), and then remove the top cover (callout 3).

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

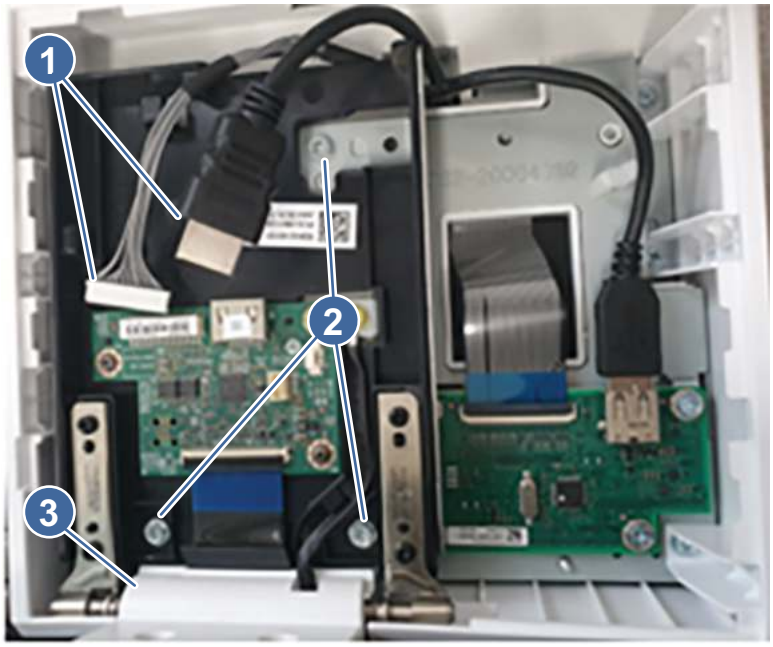
Figure 5-898 Remove the cover



2. Disconnect two connectors (callout 1), remove three screws (callout 2, and then remove the control panel (callout 3).

NOTE: Lift the control panel straight up to remove it.

Figure 5-899 Remove the control panel



3. Disconnect one connector.

IMPORTANT: The control panel mount bracket and the keyboard must be removed together. They are attached to each other by a film cable.

Figure 5-900 **Disconnect one connector**



4. Remove four screws.

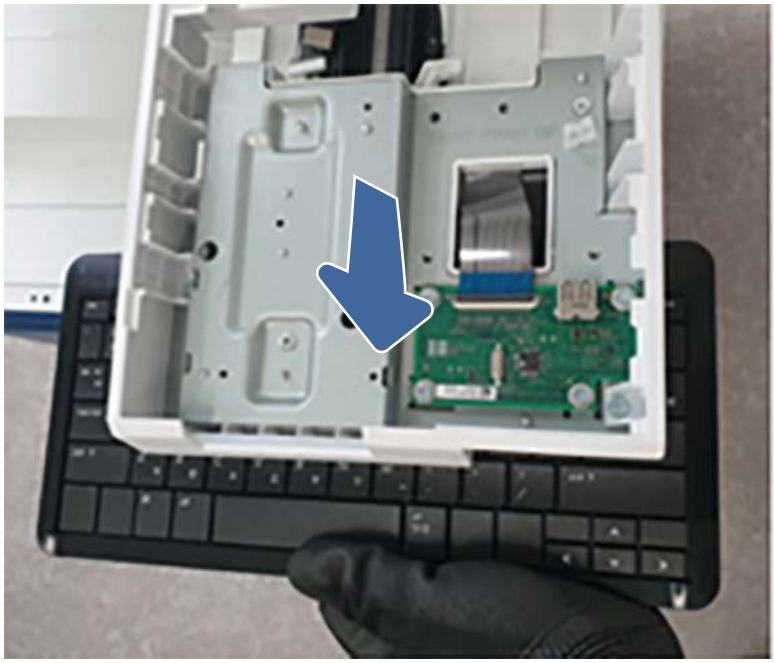
Figure 5-901 **Remove four screws**



5. Pull the mount bracket and keyboard assembly straight out and away from the printer to **release** it.

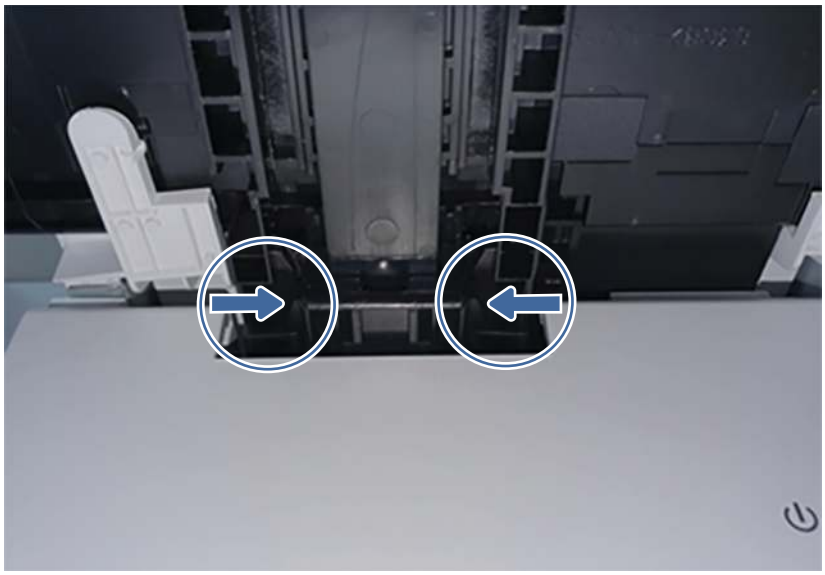
⚠ CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by two hooks.

Figure 5-902 Release the assembly



6. Look up under the mount bracket and keyboard assembly to locate two hooks. Press in on each hook, and then pull the assembly away form the printer to remove it.

Figure 5-903 Remove the assembly



7. **Special instruction for a replacement keyboard**

   a. Dispose of the defective part. See

   NOTE: HP recommends responsible disposal of the defective part.

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

b. Unpack the replacement parts supplied in the service kit.

IMPORTANT: Only the control panel mount and keyboard assembly (callout 2) are required to be installed.

Save the additional service kit parts (callouts 1/3/4) for other applications.

Figure 5-904 Service kit parts



5. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

NOTE: If an optional keyboard is installed, remove it now.

1. Remove two screws.

Figure 5-905 Remove two screws



2. Open the right door.

Figure 5-906 **Open the right door**



3. Move the control panel out of the way, and then slide the cover as shown below to separate it from the printer.

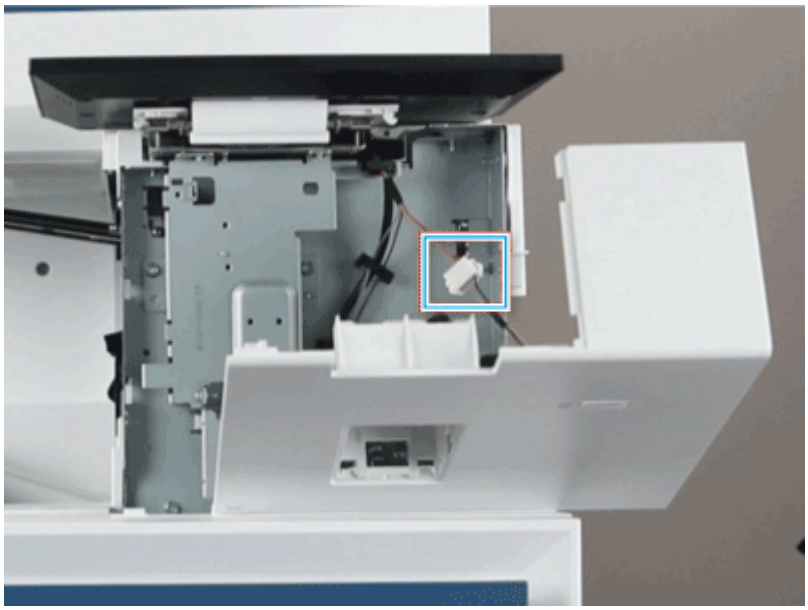
⚠ CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-907 **Slide the cover**



4. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-908 **Remove the cover assembly**

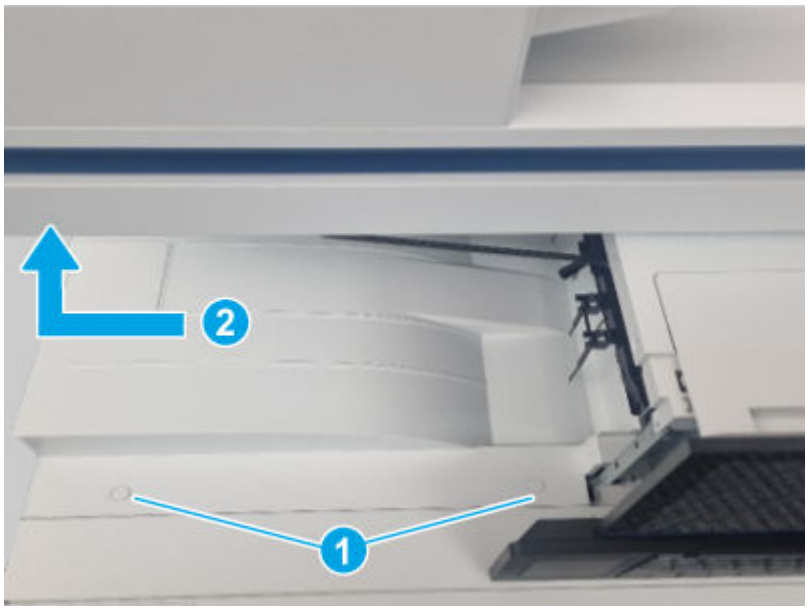


6. Remove the exit cover stacker

Use the following procedure to remove and replace the exit cover stacker.

- Remove two screw caps and remove two screws (callout 1), and then remove the exit cover stacker (callout 2).

Figure 5-909 **Remove the cover**



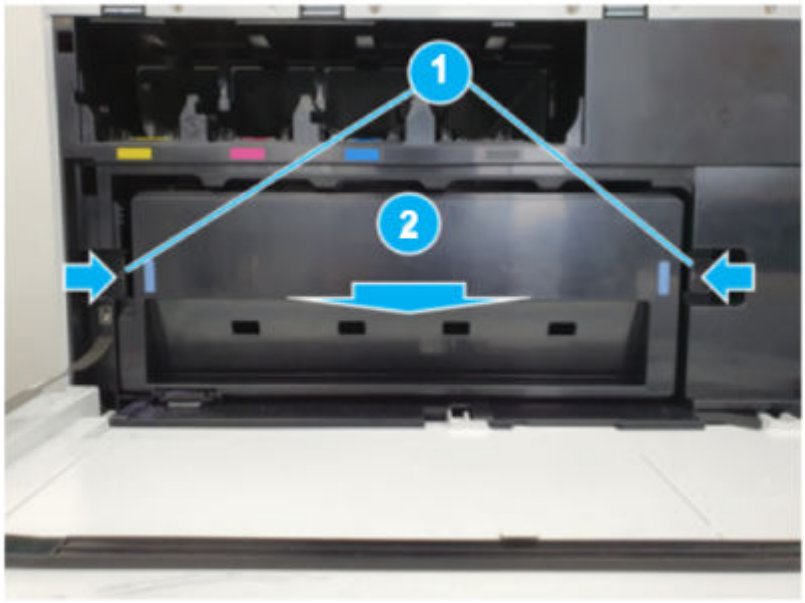
7. Remove the toner collection duct unit (TCDU)

Use the following procedure to remove and replace the TCDU.

1. Open the front door.

2. Push in on two tabs (callout 1) to release the unit, and then pull it straight out (callout 2) of the printer to remove it.

Figure 5-910 Remove the unit



8. Remove the front cover

Use the following procedure to remove and replace the front cover.

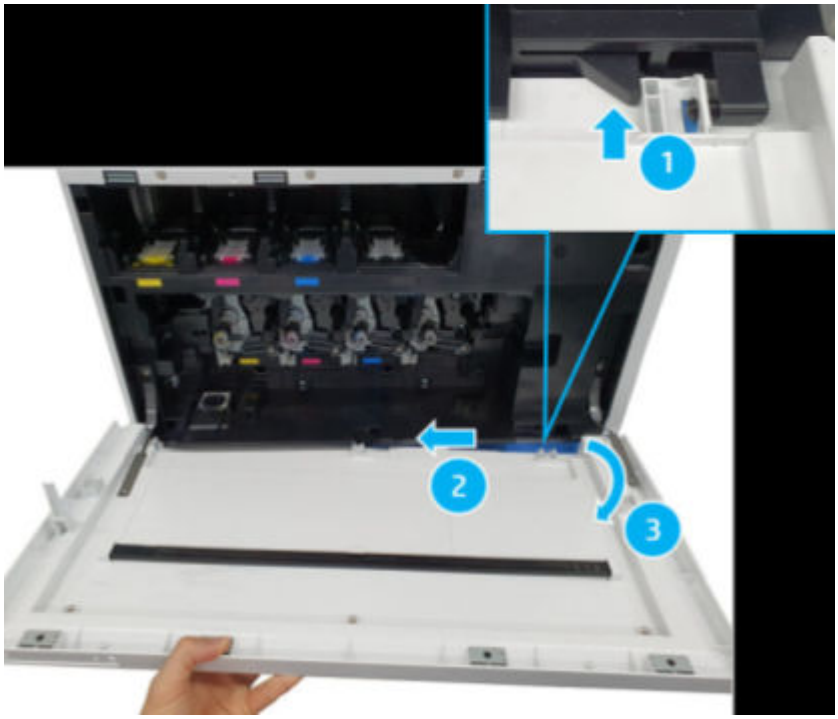
1. Remove two screws.

Figure 5-911 Remove two screws



2. Push in on the hook located at the right side of the cover (callout 1), and then remove the cover (callouts 2/3).

Figure 5-912 Remove the cover

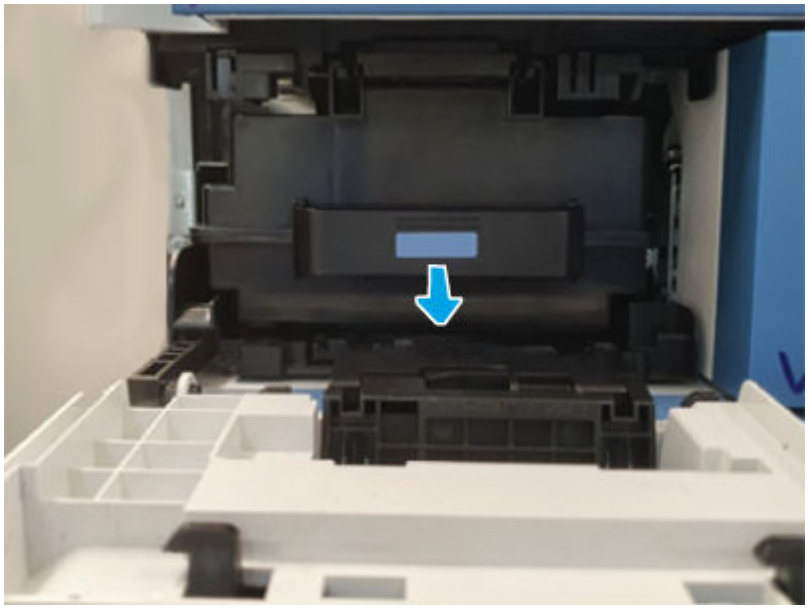


9. Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the TCU cover (located to the left of Tray 2), and then remove the TCU.

Figure 5-913 Remove the TCU



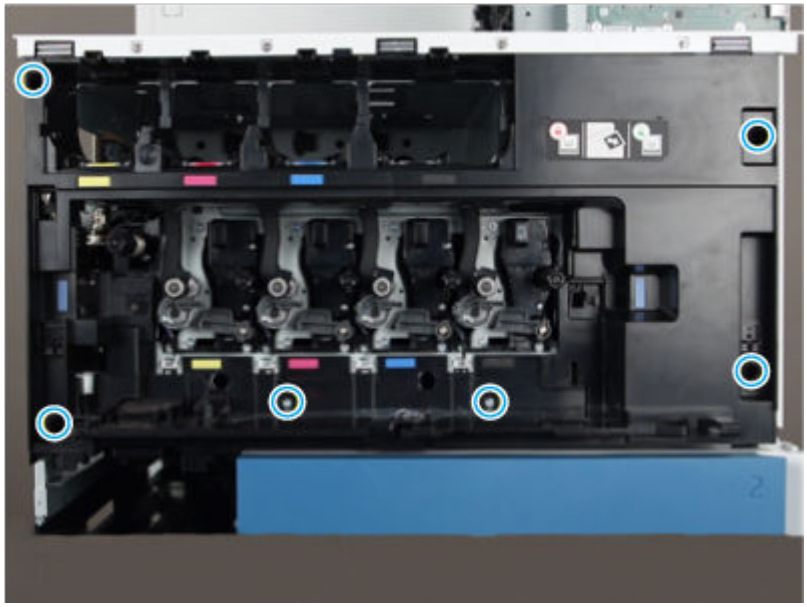
10. Remove the inner cover

Use the following procedure to remove and replace the inner cover.

⚠ CAUTION: Make sure that the toner collection unit (TCU) is removed **before** removing the inner cover to avoid dislodging the TCU shutter.

- Remove six screws.

Figure 5-914 **Remove six screws**

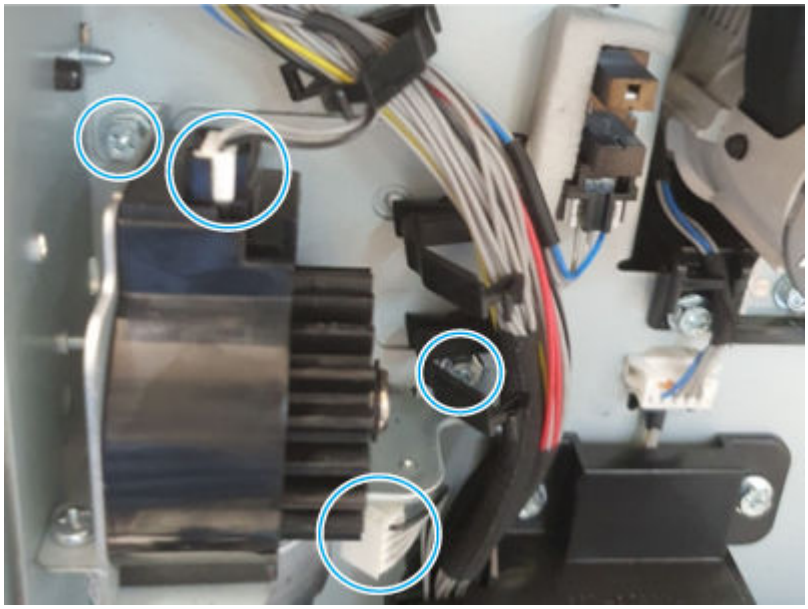


11. Remove the waste toner drive assembly

Use the following procedure to remove and replace the waste toner drive assembly.

- Disconnect two connectors, remove two screws, and then remove the waste toner drive assembly.

Figure 5-915 **Remove the assembly**

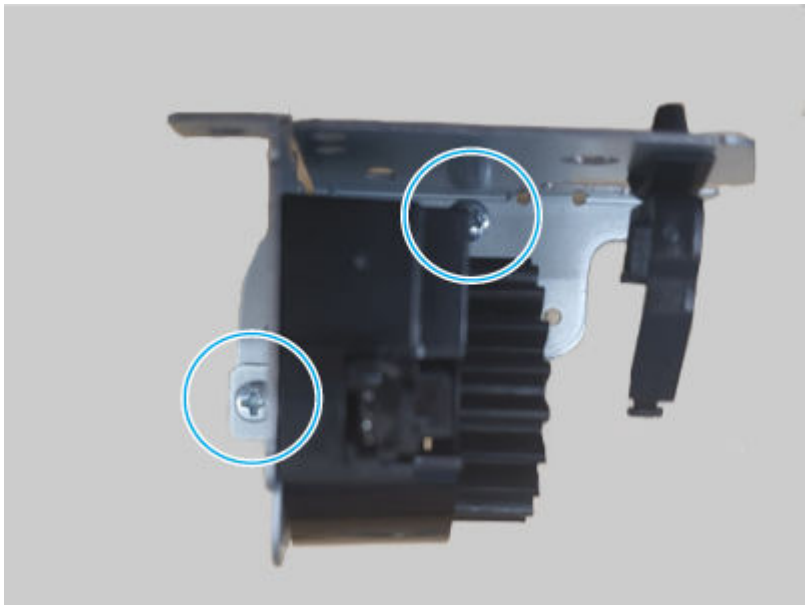


12. Remove the waste toner motor

Use the following procedure to remove and replace the waste toner motor.

- Remove two screws, and then remove the waste toner motor.

Figure 5-916 **Remove the motor**



13. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Removal and replacement: Toner collection duct unit (TCDU) motor sensor

Learn about removing and replacing the TCDU motor sensor.

View a video of removing and replacing the TCDU motor sensor.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-85 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (TCDU motor sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the toner cartridges (control panel method)

Use the following procedure to remove and replace the toner cartridges.

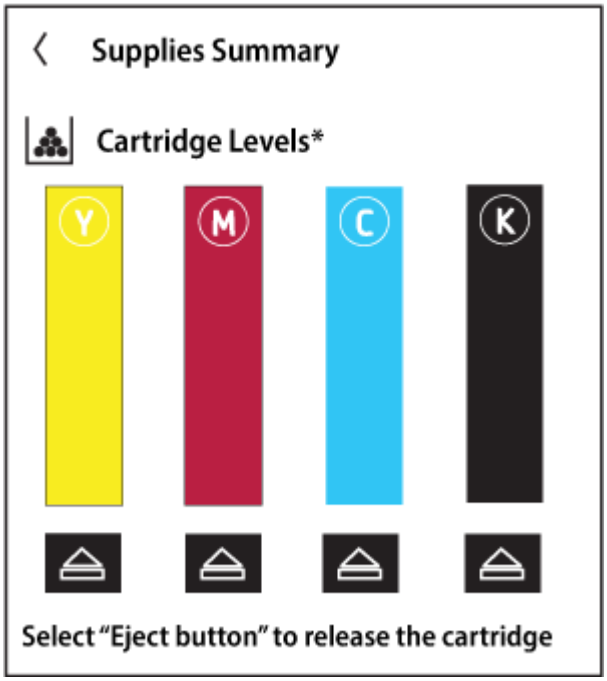
- At the printer control panel, do the following:

  a. Select the Supplies item.

  b. Open the front door.

  c. Select the Eject button (located below the Cartridge Levels indicators).

  Figure 5-917 Eject the toner cartridge (control panel method)

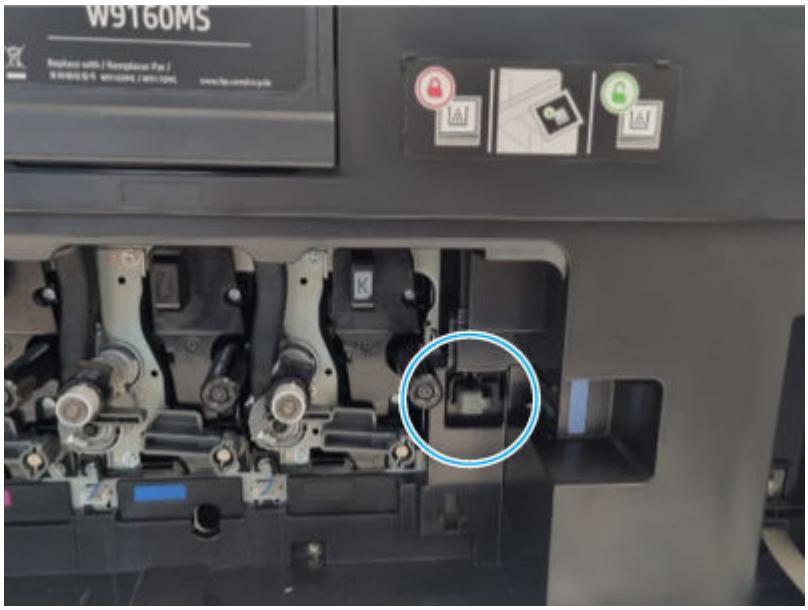


2. Remove the paper dust holder

Use the following procedure to remove and replace the paper dust holder.

1. Locate the paper dust holder.

Figure 5-918 Locate the paper dust holder



2. Release the assembly, and then pull the paper dust holder straight out of the printer to remove it.

Figure 5-919 Remove the assembly



3. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-920 Remove two screws



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-921 Remove the cover



4. Remove the keyboard (drawer type)

Use the following procedure to remove and replace the keyboard (drawer type).

NOTE: The optional keyboard is for flow models only. For all other models, skip this step.

1. Do the following:

   - Rotate the control panel into the upright position (callout 1).

- Use a pair of tweezers to release the cover (callout 2), and then remove the top cover (callout 3).

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

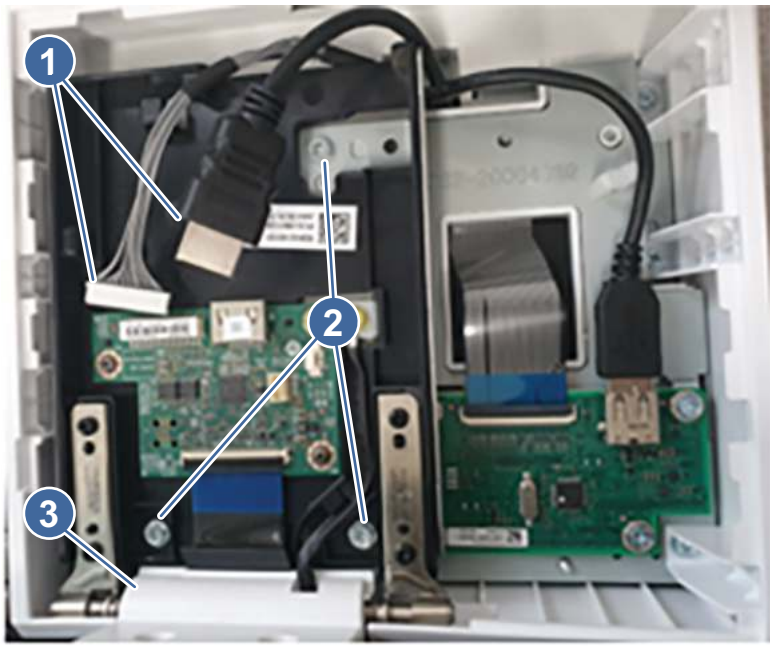
Figure 5-922 Remove the cover



2. Disconnect two connectors (callout 1), remove three screws (callout 2, and then remove the control panel (callout 3).

NOTE: Lift the control panel straight up to remove it.

Figure 5-923 Remove the control panel



3. Disconnect one connector.

IMPORTANT: The control panel mount bracket and the keyboard must be removed together. They are attached to each other by a film cable.

Figure 5-924 Disconnect one connector



4. Remove four screws.

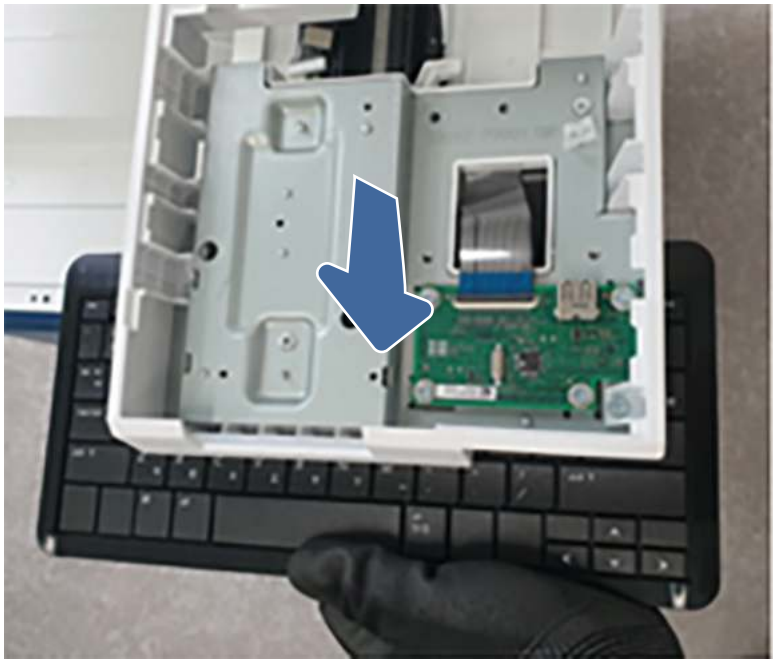
Figure 5-925 Remove four screws



5. Pull the mount bracket and keyboard assembly straight out and away from the printer to **release** it.

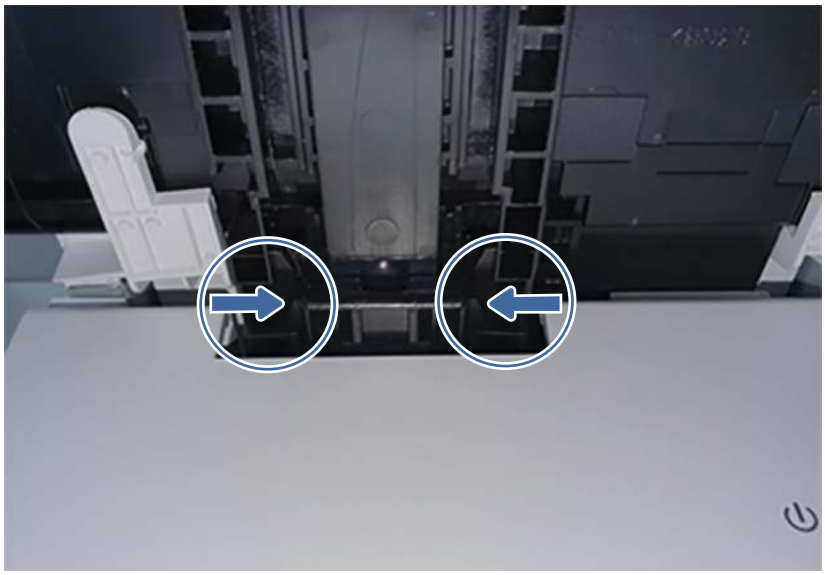
CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by two hooks.

Figure 5-926 Release the assembly



6. Look up under the mount bracket and keyboard assembly to locate two hooks. Press in on each hook, and then pull the assembly away form the printer to remove it.

Figure 5-927 Remove the assembly



7. **Special instruction for a replacement keyboard**

   a. Dispose of the defective part. See

   NOTE: HP recommends responsible disposal of the defective part.

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

b. Unpack the replacement parts supplied in the service kit.

IMPORTANT: Only the control panel mount and keyboard assembly (callout 2) are required to be installed.

Save the additional service kit parts (callouts 1/3/4) for other applications.

Figure 5-928 Service kit parts



5. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

NOTE: If an optional keyboard is installed, remove it now.

1. Remove two screws.

Figure 5-929 Remove two screws



2. Open the right door.

Figure 5-930 **Open the right door**



3. Move the control panel out of the way, and then slide the cover as shown below to separate it from the printer.

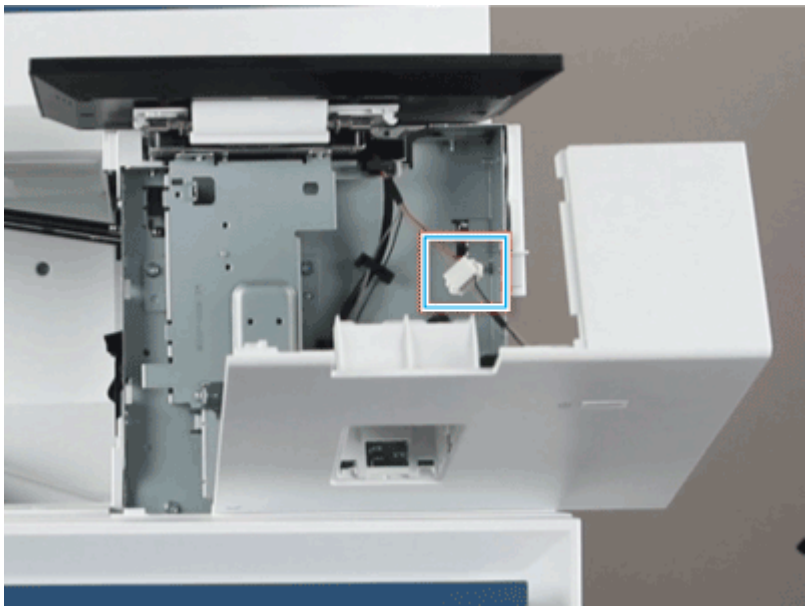
⚠ CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-931 **Slide the cover**



4. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-932 **Remove the cover assembly**

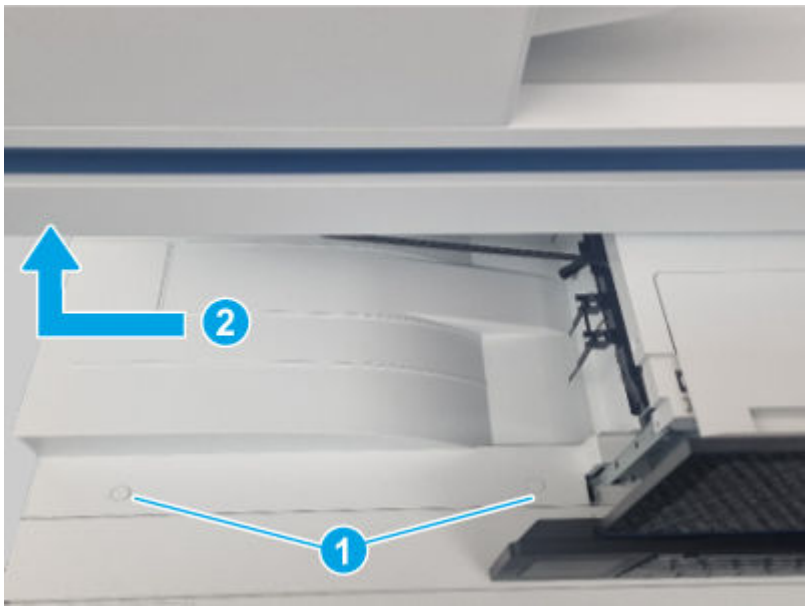


6. Remove the exit cover stacker

Use the following procedure to remove and replace the exit cover stacker.

- Remove two screw caps and remove two screws (callout 1), and then remove the exit cover stacker (callout 2).

Figure 5-933 **Remove the cover**



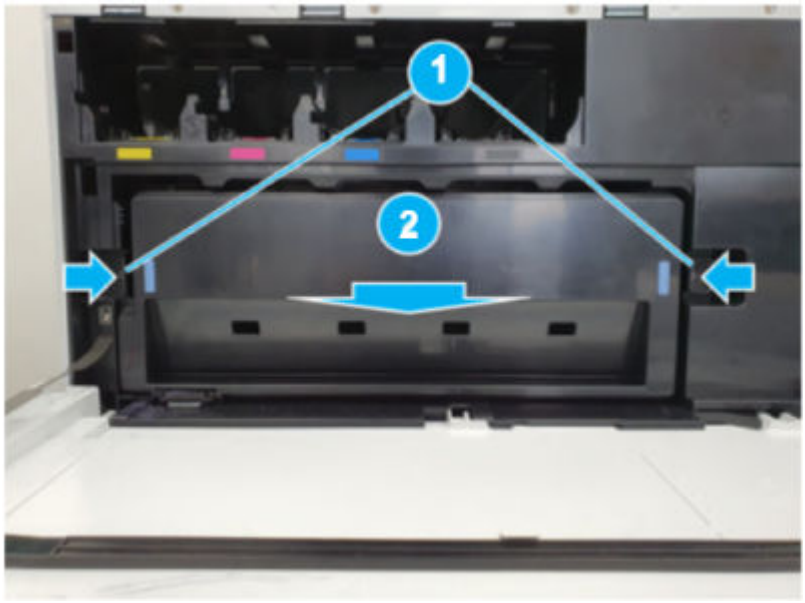
7. Remove the toner collection duct unit (TCDU)

Use the following procedure to remove and replace the TCDU.

1. Open the front door.

2. Push in on two tabs (callout 1) to release the unit, and then pull it straight out (callout 2) of the printer to remove it.

Figure 5-934 Remove the unit



8. Remove the front cover

Use the following procedure to remove and replace the front cover.

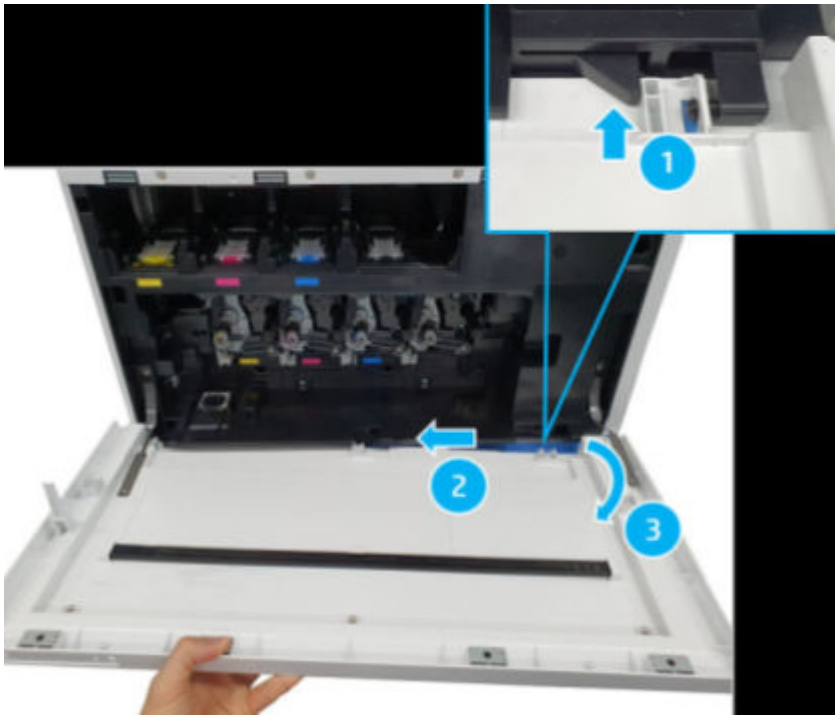
1. Remove two screws.

Figure 5-935 Remove two screws



2. Push in on the hook located at the right side of the cover (callout 1), and then remove the cover (callouts 2/3).

Figure 5-936 Remove the cover

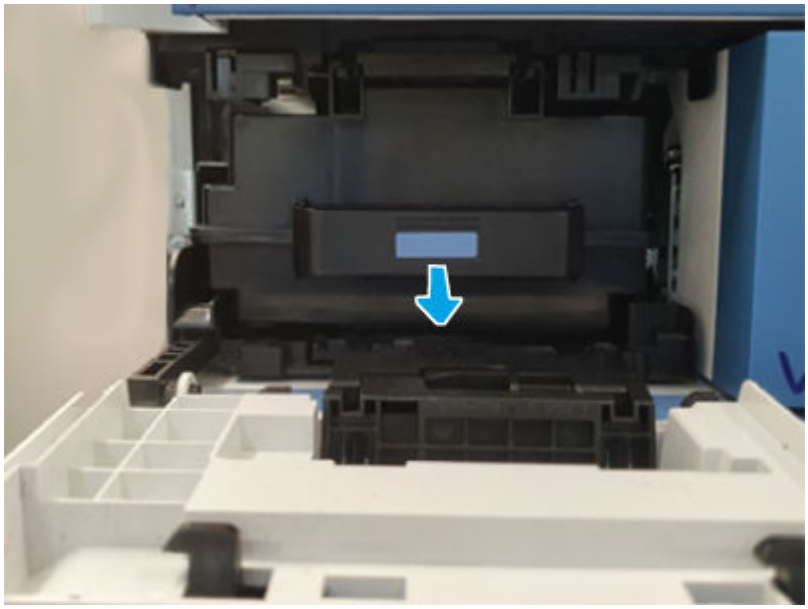


9. Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the TCU cover (located to the left of Tray 2), and then remove the TCU.

Figure 5-937 Remove the TCU



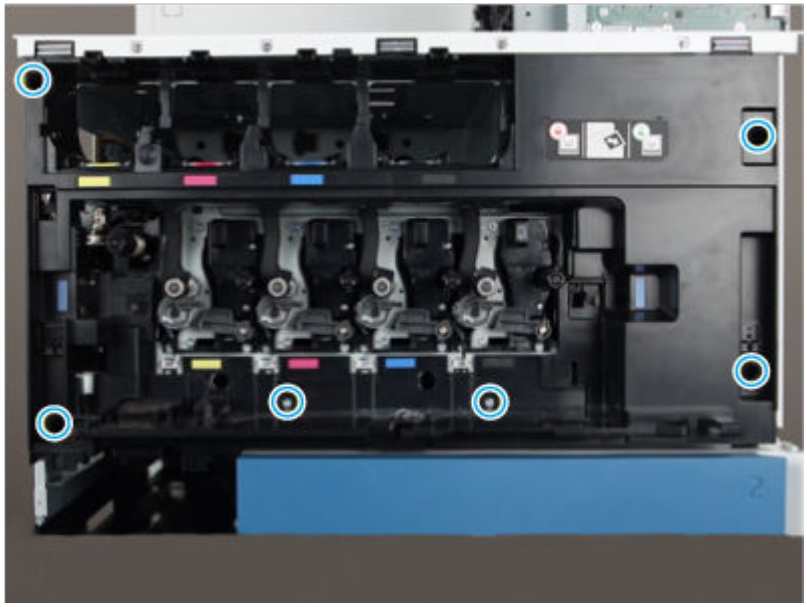
10. Remove the inner cover

Use the following procedure to remove and replace the inner cover.

⚠ CAUTION: Make sure that the toner collection unit (TCU) is removed **before** removing the inner cover to avoid dislodging the TCU shutter.

- Remove six screws.

Figure 5-938 **Remove six screws**

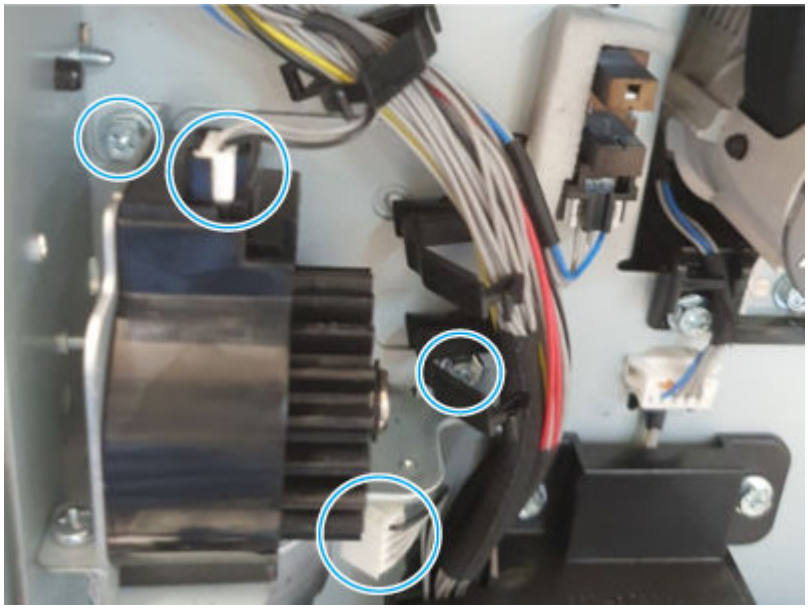


11. Remove the waste toner drive assembly

Use the following procedure to remove and replace the waste toner drive assembly.

- Disconnect two connectors, remove two screws, and then remove the waste toner drive assembly.

Figure 5-939 **Remove the assembly**

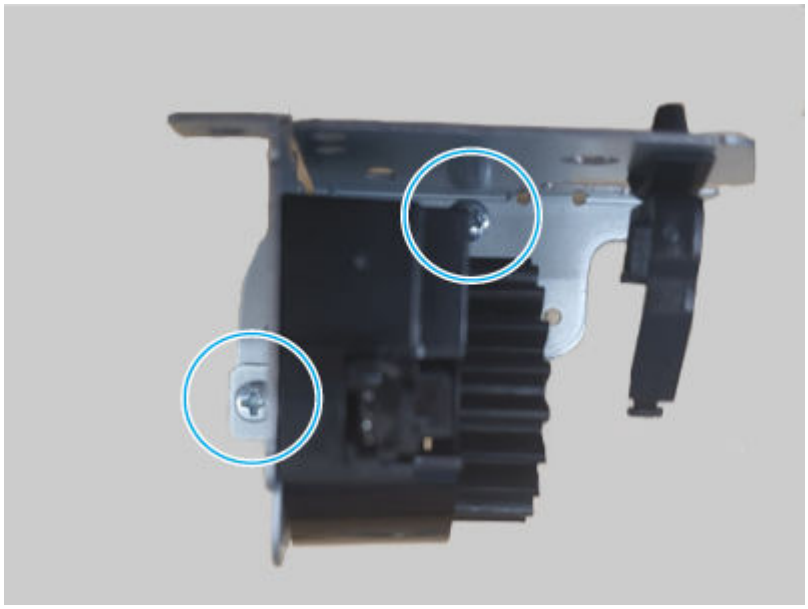


12. Remove the waste toner motor

Use the following procedure to remove and replace the waste toner motor.

- Remove two screws, and then remove the waste toner motor.

Figure 5-940 **Remove the motor**

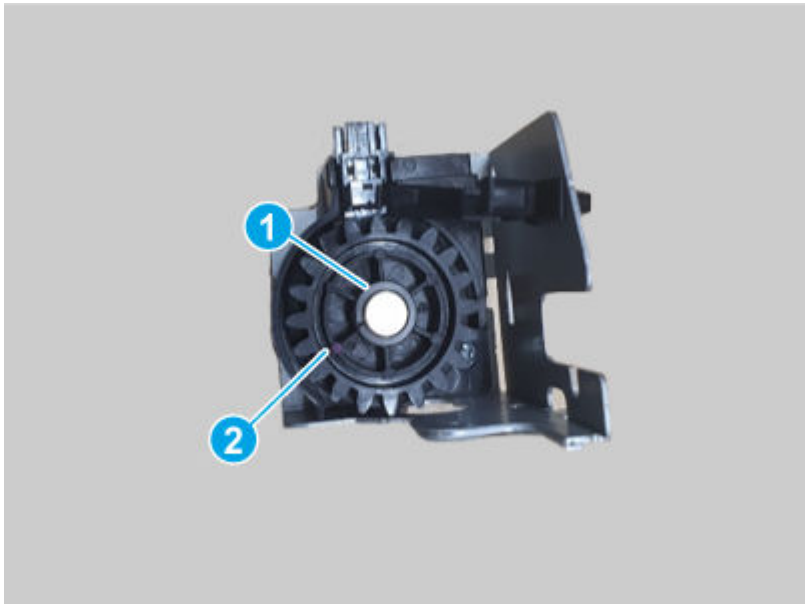


13. Remove the waste toner motor sensor

Use the following procedure to remove and replace the waste toner motor sensor.

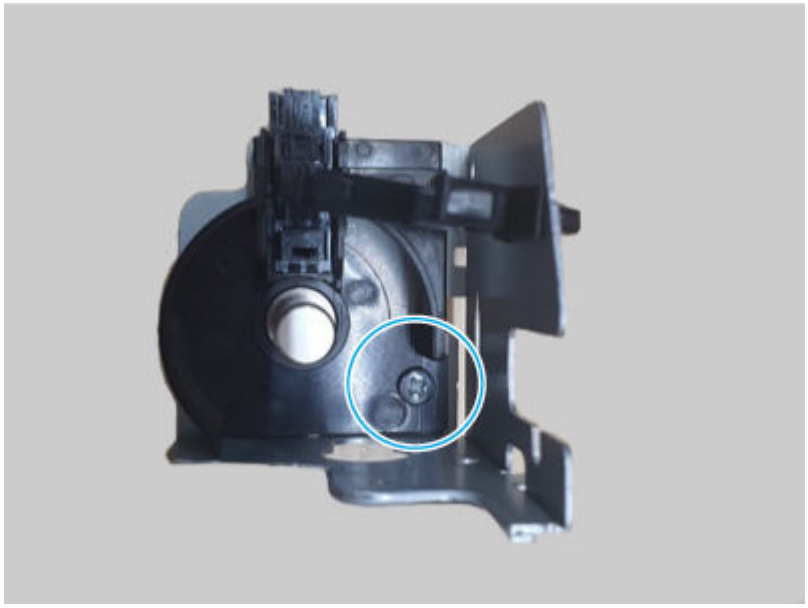
1. Use a pair of tweezers to remove one e-ring (callout 1), and then remove the gear (callout 2).

Figure 5-941 **Remove the gear**



2. Remove one screw.

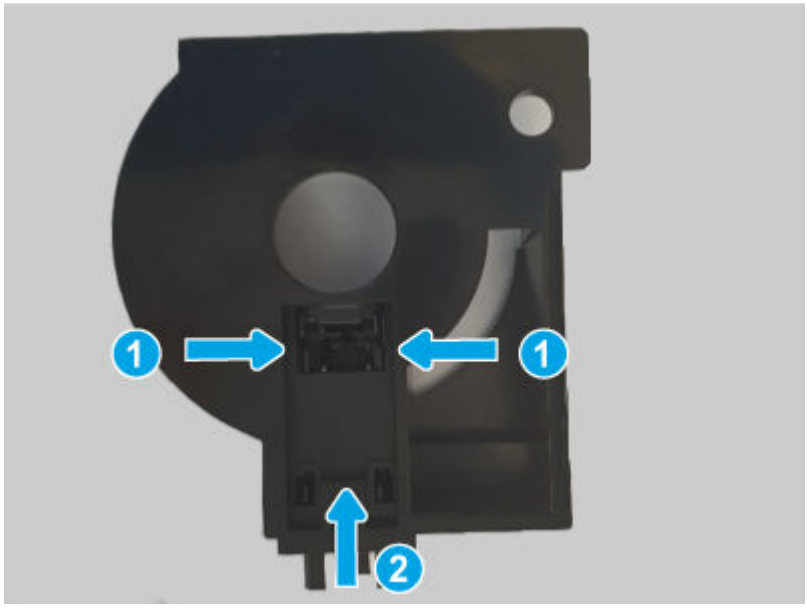
Figure 5-942 Remove one screw



3. Do the following:

- Release the hooks (callout 1).
- Slide the sensor assembly up (callout 2).
- Remove the sensor

Figure 5-943 Remove the sensor



14. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Removal and replacement: Toner collection unit (TCU)

Learn about removing and replacing the toner collection unit.

View a video of removing and replacing the toner collection unit.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-86 Part information

Part number	Part description
A91Z4-67001	Toner collection unit (TCU)

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

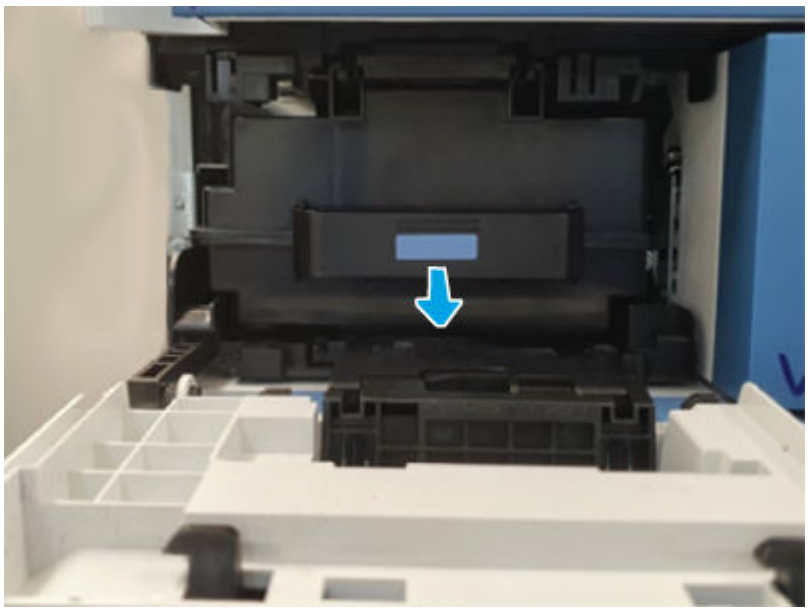
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the TCU cover (located to the left of Tray 2), and then remove the TCU.

Figure 5-944 Remove the TCU



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

CAUTION: 

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

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

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

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

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

Removal and replacement: Toner collection unit (TCU) detection sensor

Learn about removing and replacing the toner collection unit detection sensor.

View a video of removing and replacing the toner collection unit detection sensor.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

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

Table 5-87 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (toner collection unit detection sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

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

Post service test

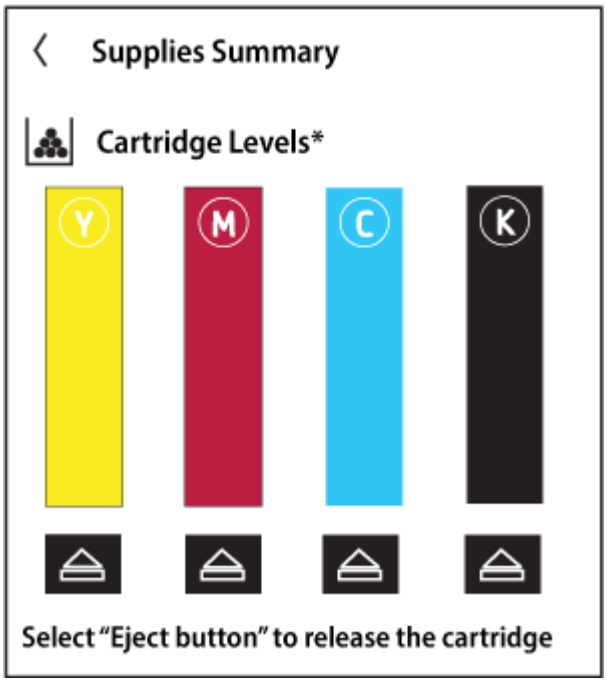
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the toner cartridges (control panel method)

Use the following procedure to remove and replace the toner cartridges.

- At the printer control panel, do the following:
  a. Select the Supplies item.
  b. Open the front door.
  c. Select the Eject button (located below the Cartridge Levels indicators).

Figure 5-945 Eject the toner cartridge (control panel method)

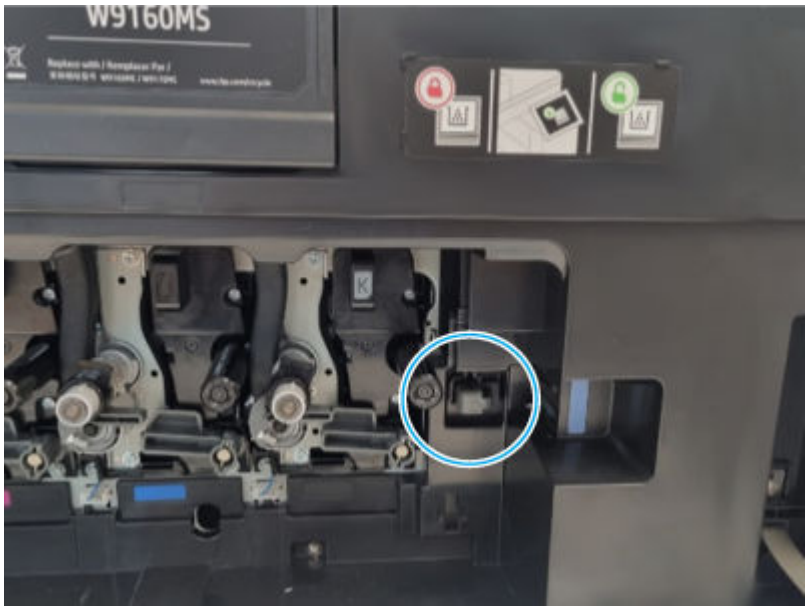


2. Remove the paper dust holder

Use the following procedure to remove and replace the paper dust holder.

1. Locate the paper dust holder.

Figure 5-946 Locate the paper dust holder



2. Release the assembly, and then pull the paper dust holder straight out of the printer to remove it.

Figure 5-947 Remove the assembly



3. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-948 Remove two screws



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-949 Remove the cover



4. Remove the keyboard (drawer type)

Use the following procedure to remove and replace the keyboard (drawer type).

NOTE: The optional keyboard is for flow models only. For all other models, skip this step.

1. Do the following:
   - Rotate the control panel into the upright position (callout 1).

- Use a pair of tweezers to release the cover (callout 2), and then remove the top cover (callout 3).

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

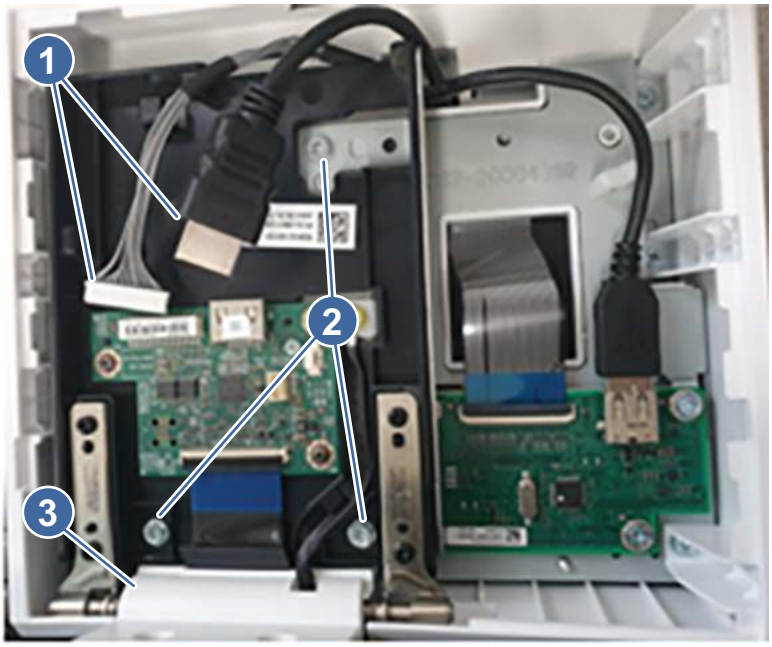
Figure 5-950 Remove the cover



2. Disconnect two connectors (callout 1), remove three screws (callout 2, and then remove the control panel (callout 3).

NOTE: Lift the control panel straight up to remove it.

Figure 5-951 Remove the control panel



3. Disconnect one connector.

IMPORTANT: The control panel mount bracket and the keyboard must be removed together. They are attached to each other by a film cable.

Figure 5-952 Disconnect one connector



4. Remove four screws.

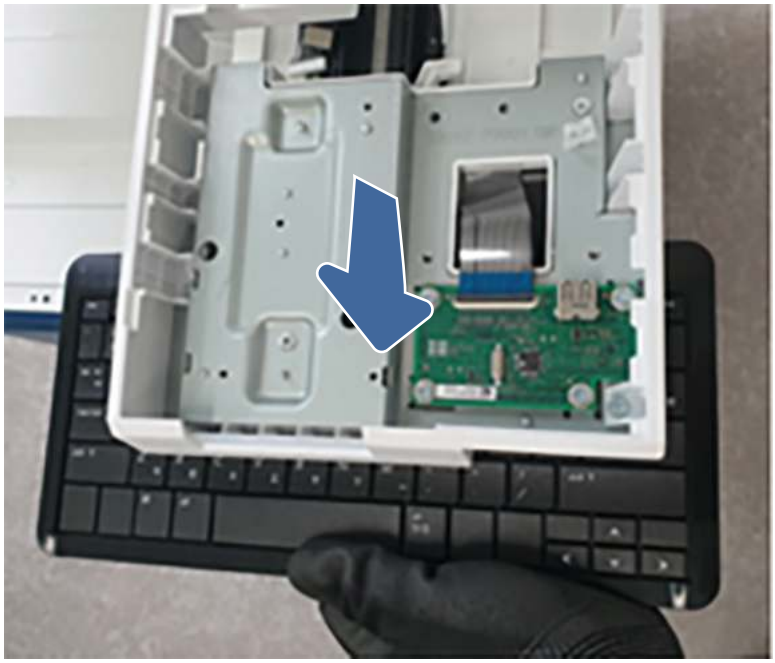
Figure 5-953 Remove four screws



5. Pull the mount bracket and keyboard assembly straight out and away from the printer to **release** it.

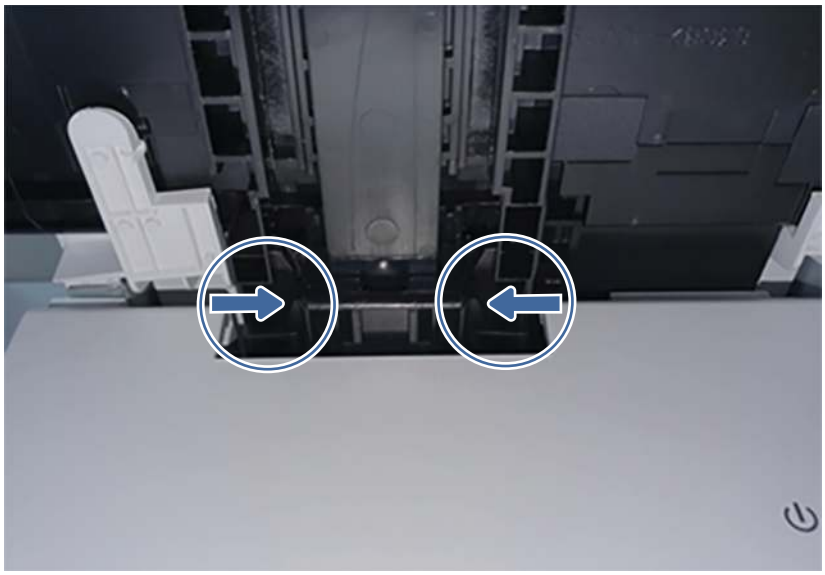
CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by two hooks.

Figure 5-954 Release the assembly



6. Look up under the mount bracket and keyboard assembly to locate two hooks. Press in on each hook, and then pull the assembly away form the printer to remove it.

Figure 5-955 Remove the assembly



7. **Special instruction for a replacement keyboard**

   a. Dispose of the defective part. See

   NOTE: HP recommends responsible disposal of the defective part.

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

b. Unpack the replacement parts supplied in the service kit.

IMPORTANT: Only the control panel mount and keyboard assembly (callout 2) are required to be installed.

Save the additional service kit parts (callouts 1/3/4) for other applications.

Figure 5-956 Service kit parts



5. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

NOTE: If an optional keyboard is installed, remove it now.

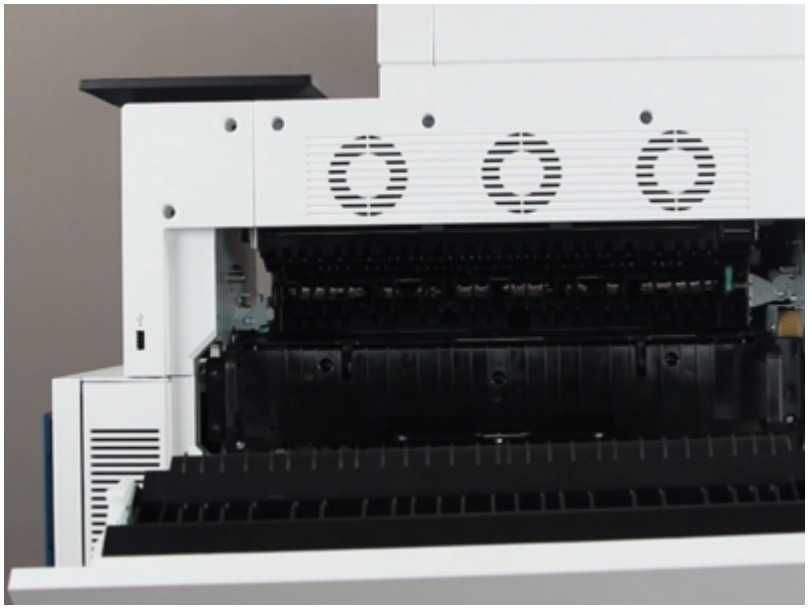
1. Remove two screws.

Figure 5-957 Remove two screws



2. Open the right door.

Figure 5-958 **Open the right door**



3. Move the control panel out of the way, and then slide the cover as shown below to separate it from the printer.

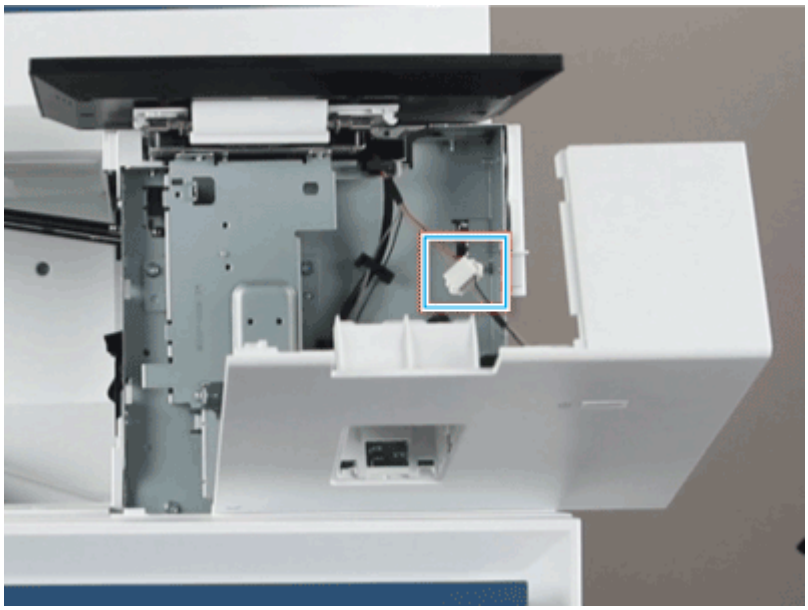
⚠ CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-959 **Slide the cover**



4. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-960 Remove the cover assembly

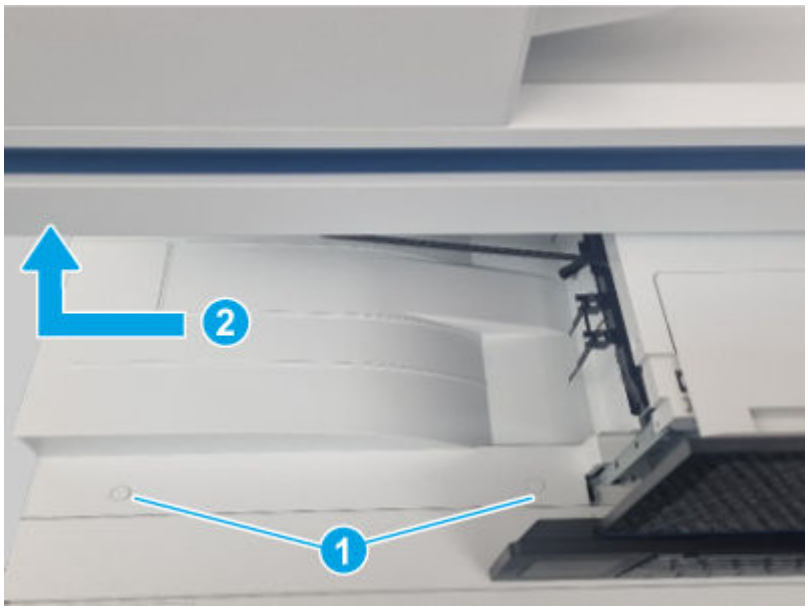


6. Remove the exit cover stacker

Use the following procedure to remove and replace the exit cover stacker.

- Remove two screw caps and remove two screws (callout 1), and then remove the exit cover stacker (callout 2).

Figure 5-961 Remove the cover



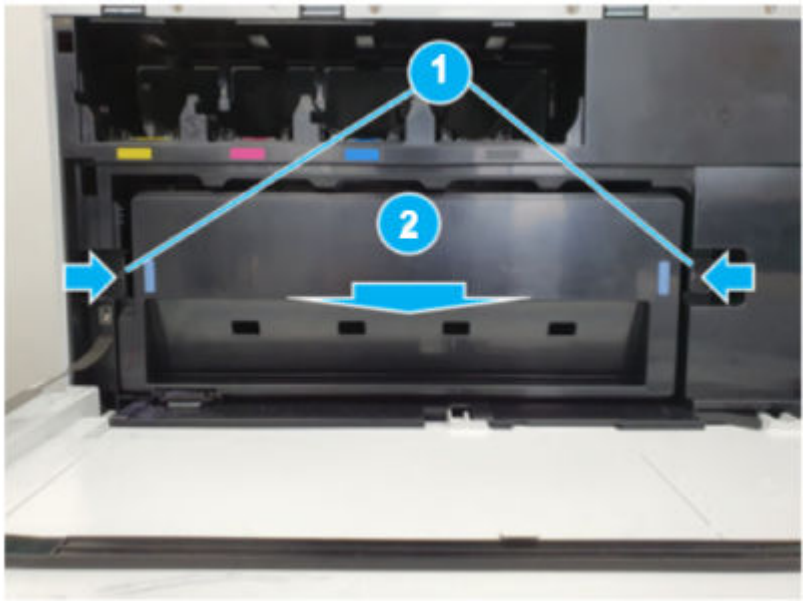
7. Remove the toner collection duct unit (TCDU)

Use the following procedure to remove and replace the TCDU.

1. Open the front door.

2. Push in on two tabs (callout 1) to release the unit, and then pull it straight out (callout 2) of the printer to remove it.

Figure 5-962 **Remove the unit**



8. Remove the front cover

Use the following procedure to remove and replace the front cover.

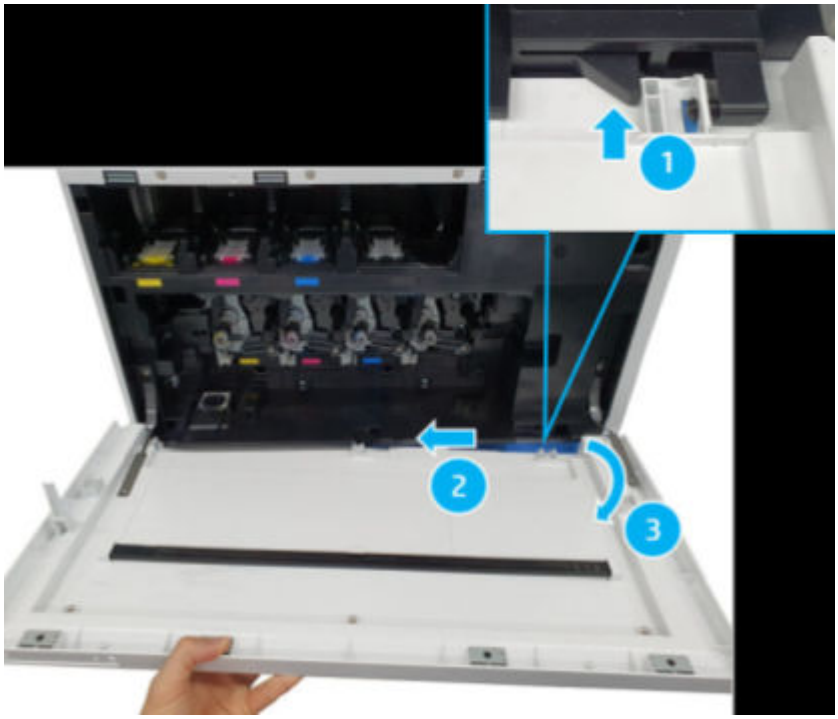
1. Remove two screws.

Figure 5-963 **Remove two screws**



2. Push in on the hook located at the right side of the cover (callout 1), and then remove the cover (callouts 2/3).

Figure 5-964 Remove the cover

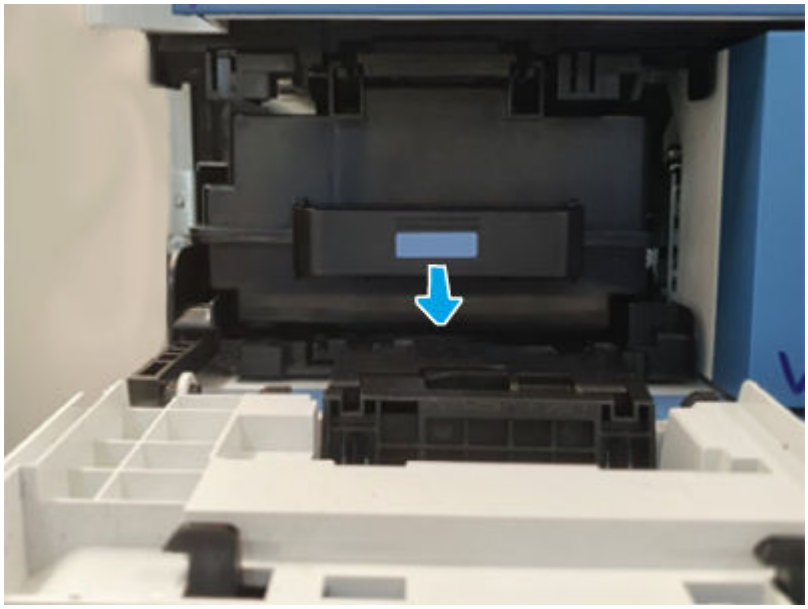


9. Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the TCU cover (located to the left of Tray 2), and then remove the TCU.

Figure 5-965 Remove the TCU



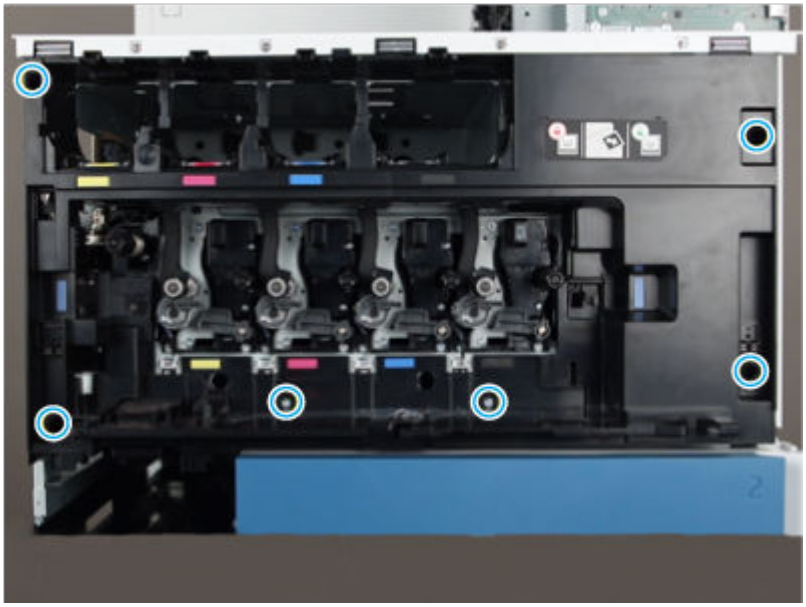
10. Remove the inner cover

Use the following procedure to remove and replace the inner cover.

⚠ **CAUTION:** Make sure that the toner collection unit (TCU) is removed **before** removing the inner cover to avoid dislodging the TCU shutter.

- Remove six screws.

Figure 5-966 Remove six screws

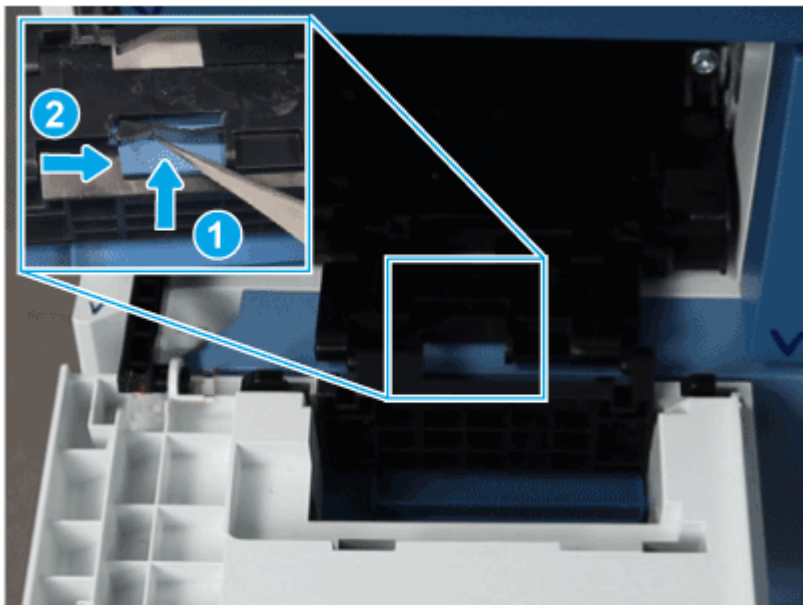


11. Remove the TCU cover and CMF panel

Use the following procedure to remove and replace the TCU cover and CMF panel.

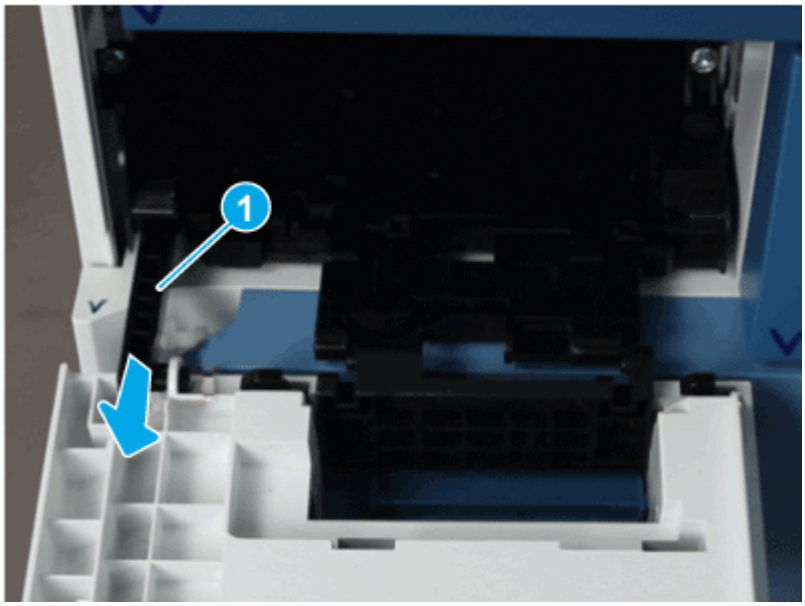
1. Push in on the hook (callout 1), and then slide the TCU cover to the right (callout 2) to partially release it.

Figure 5-967 Release the TCU cover



2. Support the TCU cover, grasp the retainer arm (callout1), and then pull the retainer arm straight out to remove the cover and retainer arm together.

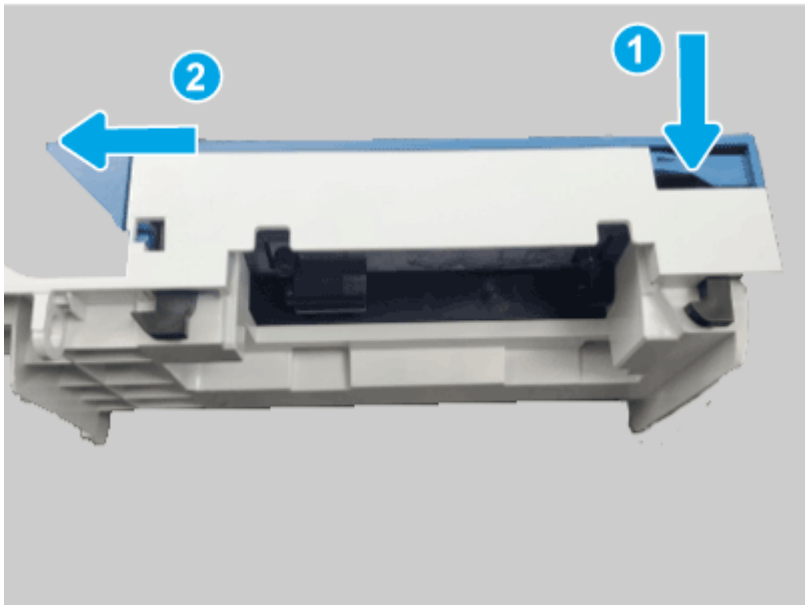
Figure 5-968 Remove the TCU cover



3. **Optional step**: Release the CMF panel tab, and then slide the panel as shown below to remove it.

NOTE: If the TCU cover was removed to gain access to another assembly, skip this step.

Figure 5-969 Release the panel

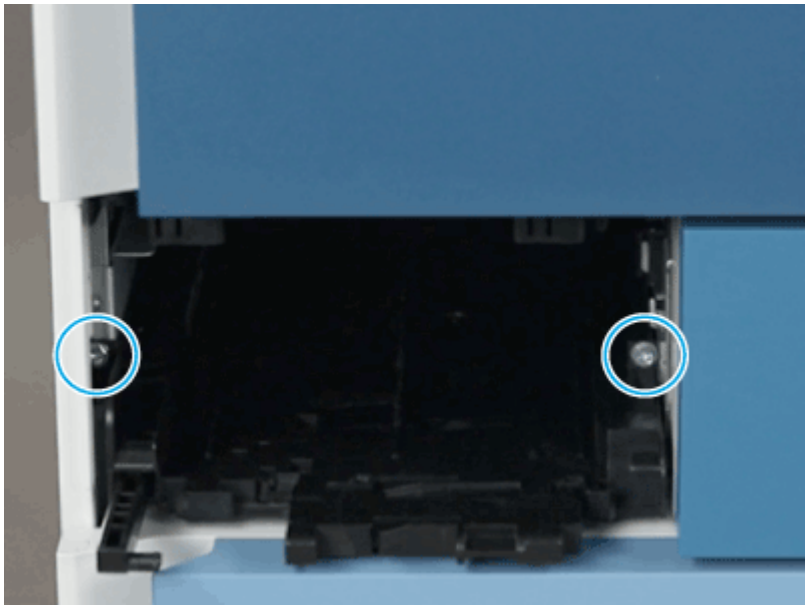


12. Remove the toner collection unit (TCU) rail

Use the following procedure to remove and replace the TCU rail.

- Remove two screws, and then pull the TCU rail straight out to remove it.

Figure 5-970 Remove the TCU rail



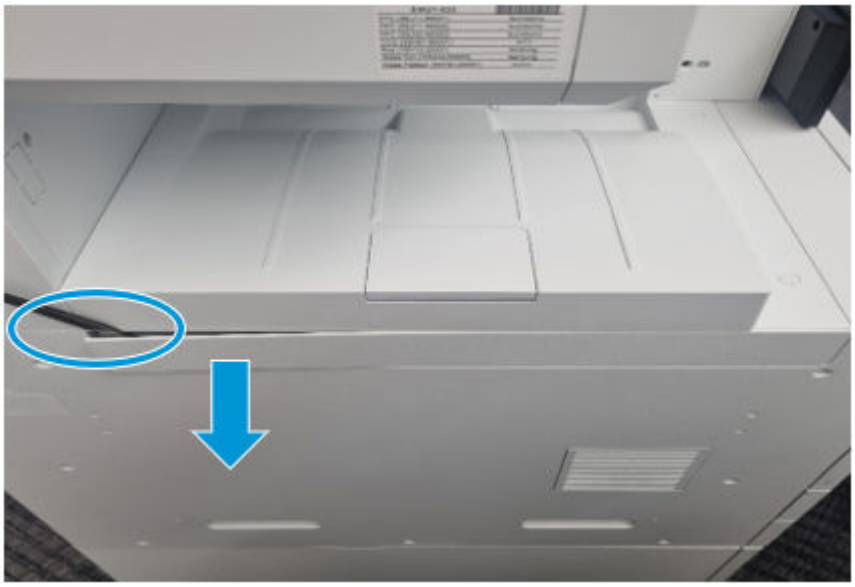
13. Remove the left top cover

Use the following procedure to remove and replace the left top cover.

- Use a pair of tweezers to carefully release the cover, and then pull straight out to remove the cover.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-971 Remove the cover



14. Remove the left cover

Use the following procedure to remove and replace the left cover.

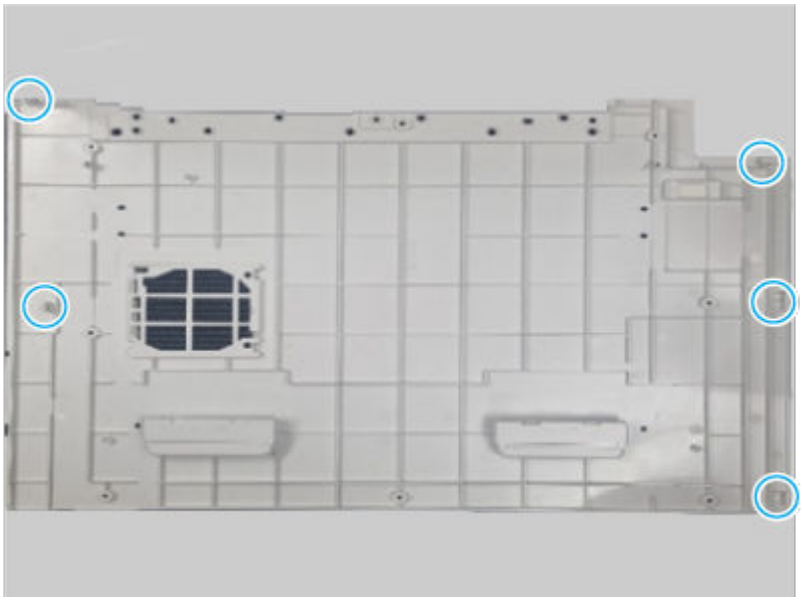
1. Open the front cover (door) and all installed trays.
2. Remove eight screws.

Figure 5-972 Remove eight screws



3. Before proceeding, take note of the location of the mounting hooks on the inside of the cover.

Figure 5-973 Cover hook locations



4. Release the cover from the right- to left side. Remove the cover.

Figure 5-974 Remove the cover

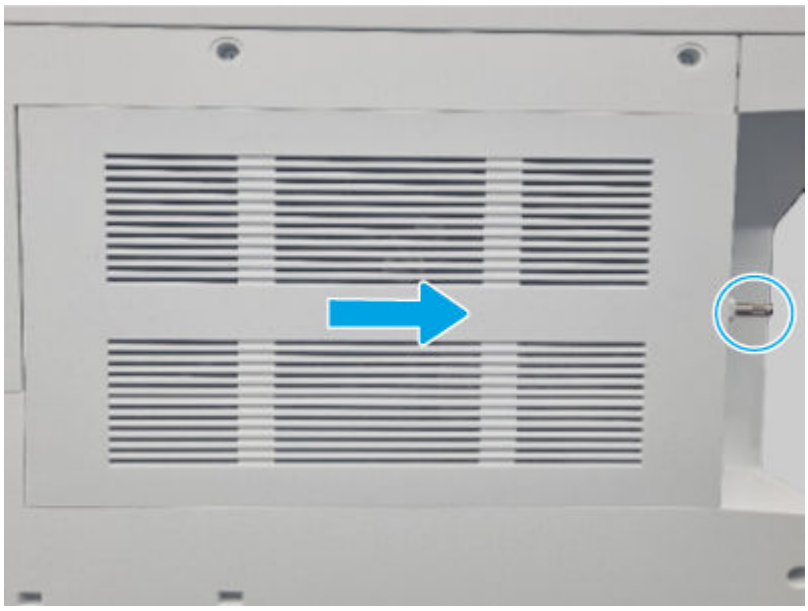


15. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-975 Remove the cover

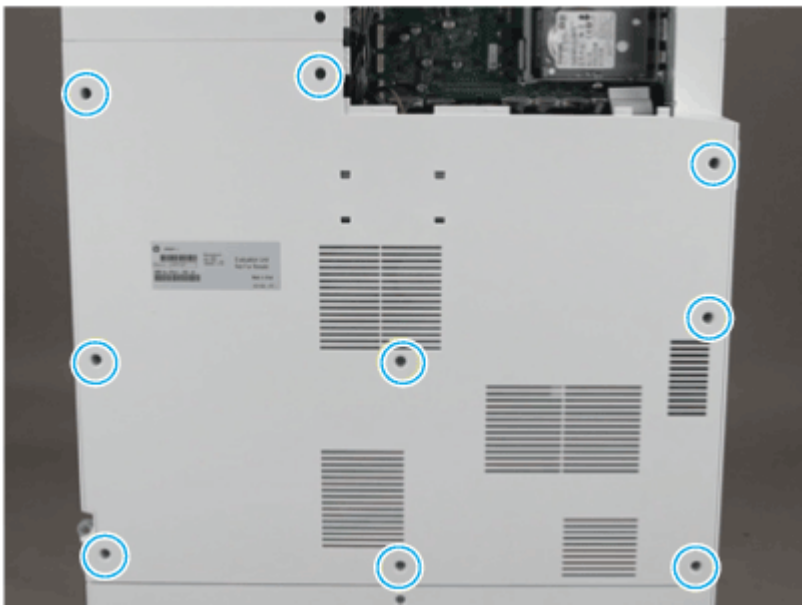


16. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-976 Remove the cover

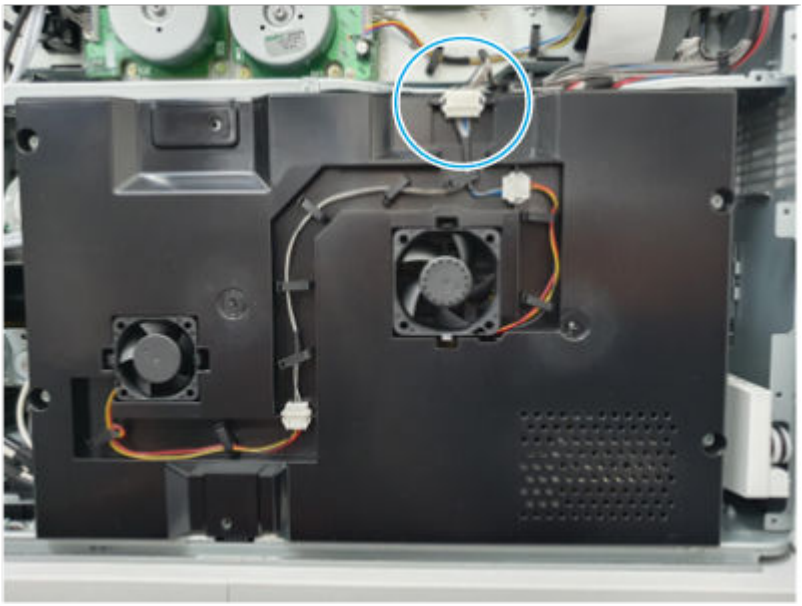


17. Remove the LVPS FDB fan assembly

Use the following procedure to remove and replace the LVPS FDB fan assembly.

1. Disconnect one connector.

Figure 5-977 **Disconnect one connector**



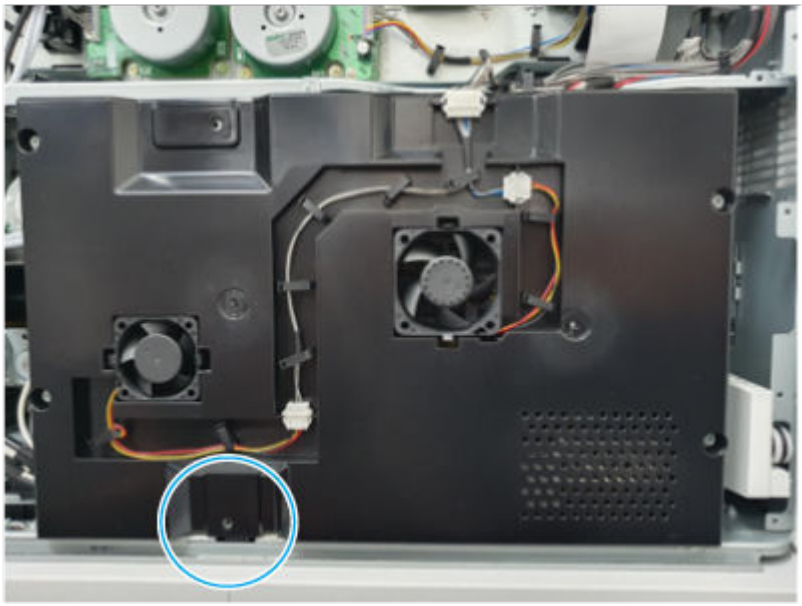
2. Remove four screws.

Figure 5-978 **Remove four screws**



3. Release one tab, and then remove the LVP FDB fan assembly.

Figure 5-979 **Remove the LVP FDB fan assembly**

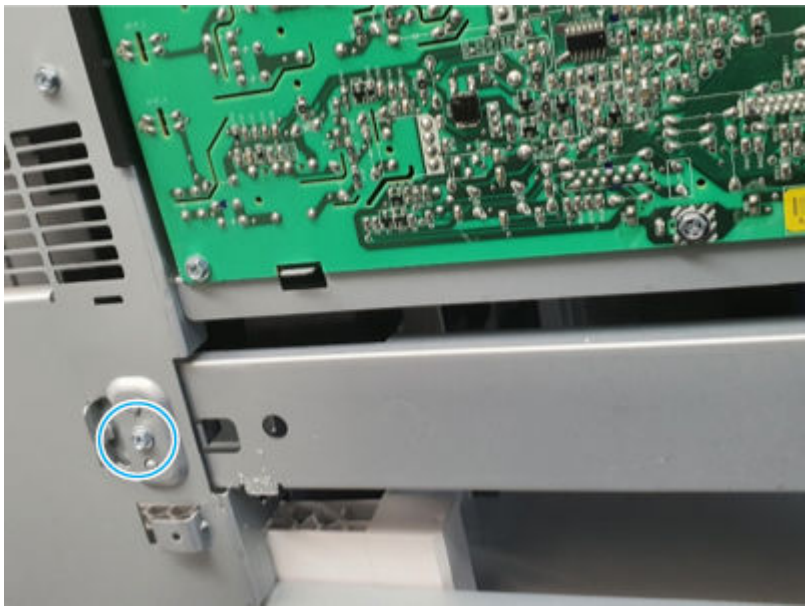


18. Remove the TCU detection sensor

Use the following procedure to remove and replace the TCU detection sensor.

1. Remove one screw, and then remove the panel guide.

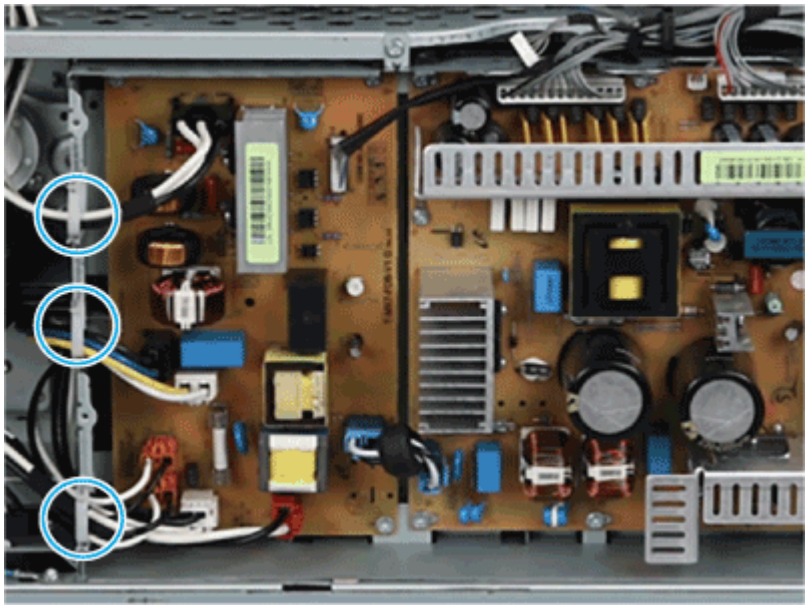
Figure 5-980 **Remove the guide**



2. Disconnect all of the connectors on the fuser drive board, and then release the wire harnesses from the restraints.

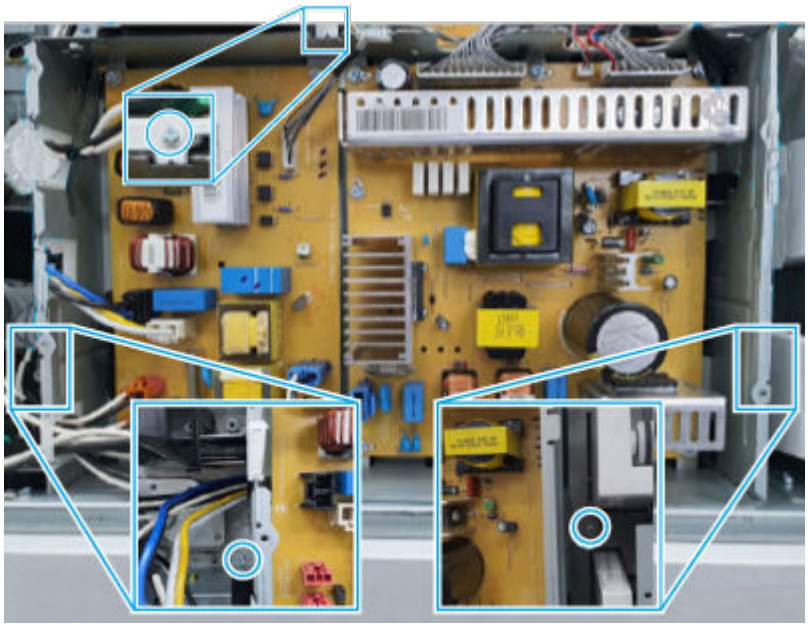
NOTE: Some of the connectors have a locking tab must be pressed to remove them.

Figure 5-981 Release the wire harnesses



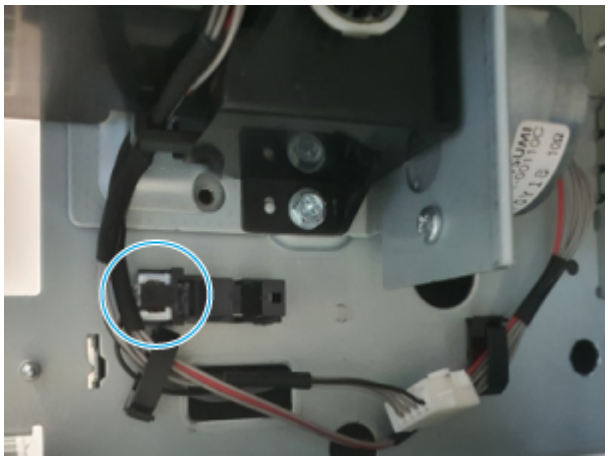
3. Remove three screws, rotate the top of the sheet-metal cage out and away from the printer, and then remove the PCAs and cage together.

Figure 5-982 Remove the PCAs and cage



4. At the left side of the printer, disconnect one connector.

Figure 5-983 Disconnect one connector



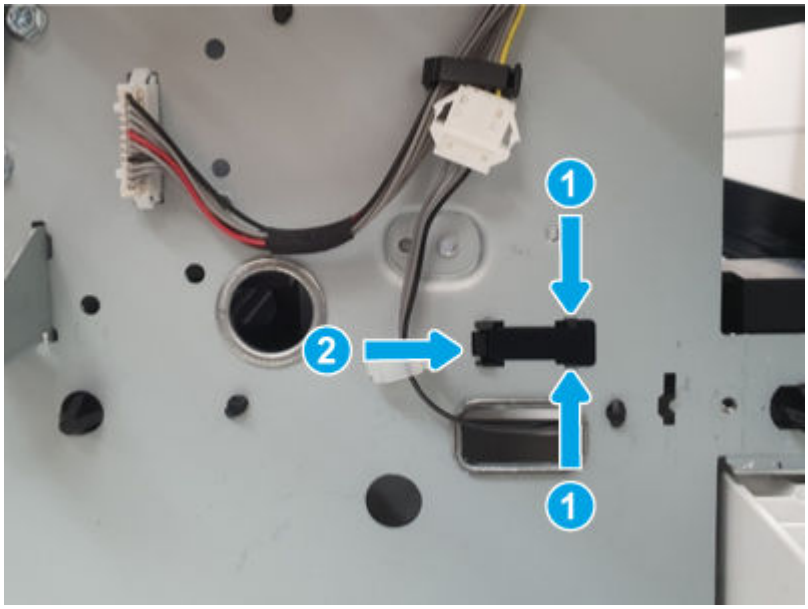
5. At the rear of the printer, do the following:

   a. Release the hooks (callout 1).

   b. Slide the sensor to the right (callout 2).

   c. Remove the TCU detection sensor.

Figure 5-984 Remove the sensor



19. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Toner collection unit (TCU) drive assembly

Learn about removing and replacing the toner collection unit drive assembly.

View a video of removing and replacing the toner collection unit drive assembly.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

Turn the printer power off

NOTE: This procedure requires removing the toner cartridges using the control panel method. Do this prior to turning the power off. For more information, see *Remove the toner cartridges (control panel method)* in this topic.

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-88 Part information

Part number	Part description
JC93-01668A	Toner collection unit drive assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

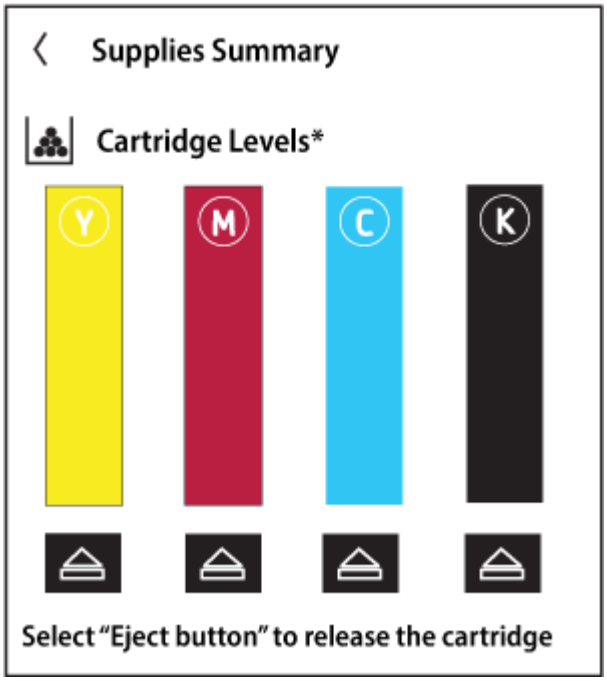
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the toner cartridges (control panel method)

Use the following procedure to remove and replace the toner cartridges.

- At the printer control panel, do the following:
  a. Select the Supplies item.
  b. Open the front door.
  c. Select the Eject button  (located below the Cartridge Levels indicators).

Figure 5-985 Eject the toner cartridge (control panel method)

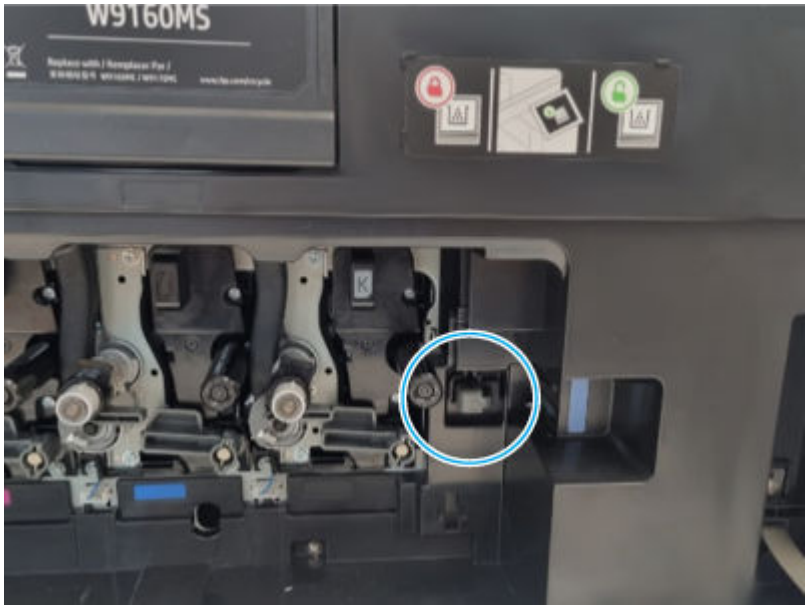


2. Remove the paper dust holder

Use the following procedure to remove and replace the paper dust holder.

1. Locate the paper dust holder.

Figure 5-986 Locate the paper dust holder



2. Release the assembly, and then pull the paper dust holder straight out of the printer to remove it.

Figure 5-987 Remove the assembly



3. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-988 Remove two screws



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-989 **Remove the cover**



4. Remove the keyboard (drawer type)

Use the following procedure to remove and replace the keyboard (drawer type).

NOTE: The optional keyboard is for flow models only. For all other models, skip this step.

1. Do the following:
   - Rotate the control panel into the upright position (callout 1).
   - Use a pair of tweezers to release the cover (callout 2), and then remove the top cover (callout 3).

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

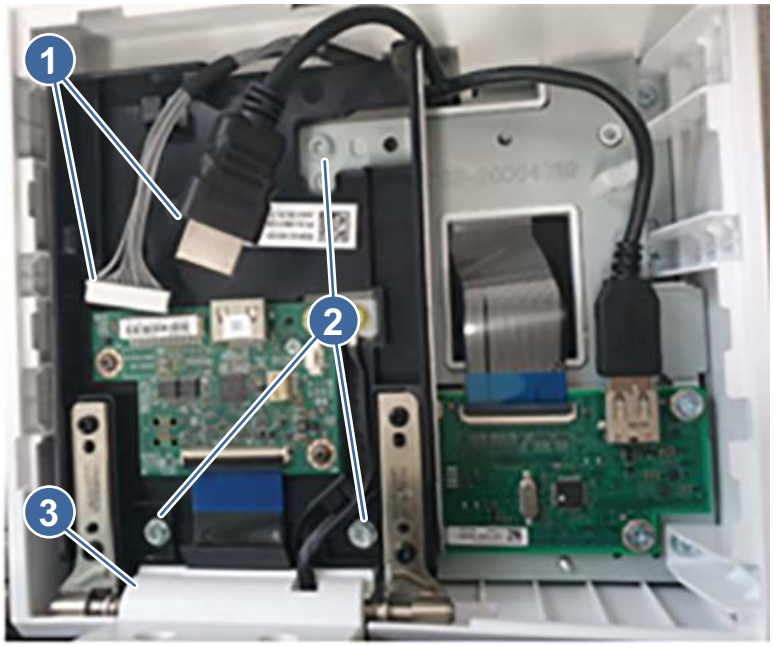
Figure 5-990 Remove the cover



2. Disconnect two connectors (callout 1), remove three screws (callout 2, and then remove the control panel (callout 3).

NOTE: Lift the control panel straight up to remove it.

Figure 5-991 Remove the control panel



3. Disconnect one connector.

IMPORTANT: The control panel mount bracket and the keyboard must be removed together. They are attached to each other by a film cable.

Figure 5-992 Disconnect one connector



4. Remove four screws.

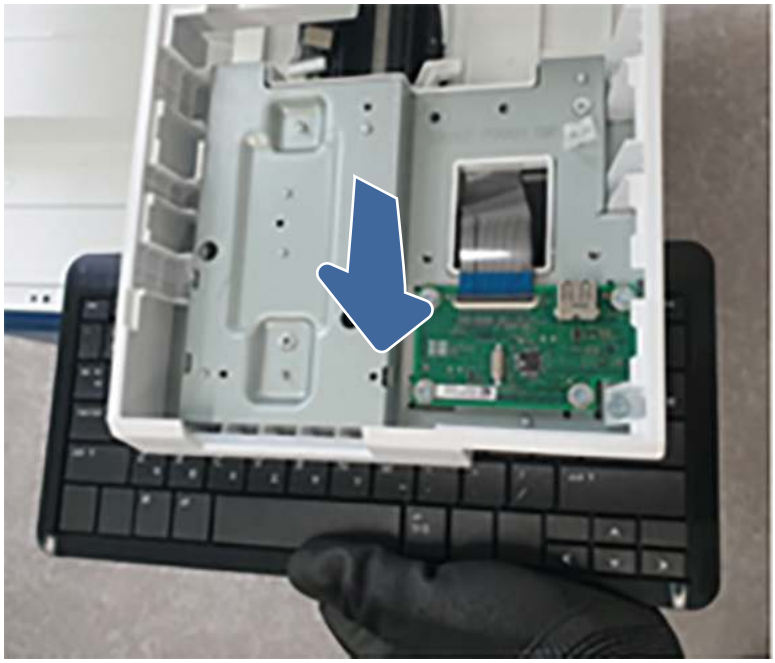
Figure 5-993 Remove four screws



5. Pull the mount bracket and keyboard assembly straight out and away from the printer to **release** it.

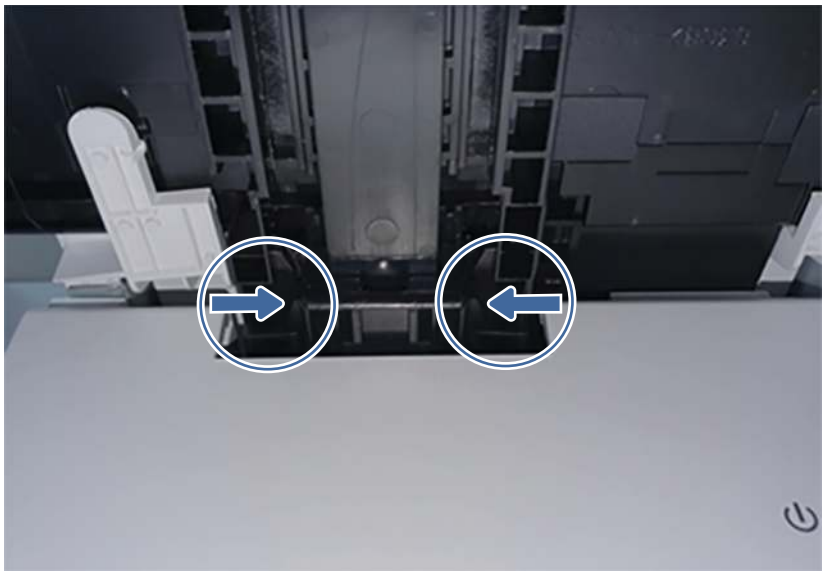
⚠ CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by two hooks.

Figure 5-994 Release the assembly



6. Look up under the mount bracket and keyboard assembly to locate two hooks. Press in on each hook, and then pull the assembly away form the printer to remove it.

Figure 5-995 Remove the assembly



7. **Special instruction for a replacement keyboard**

   a. Dispose of the defective part. See

   NOTE: HP recommends responsible disposal of the defective part.

   http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

b. Unpack the replacement parts supplied in the service kit.

IMPORTANT: Only the control panel mount and keyboard assembly (callout 2) are required to be installed.

Save the additional service kit parts (callouts 1/3/4) for other applications.

Figure 5-996 Service kit parts



5. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

NOTE: If an optional keyboard is installed, remove it now.

1. Remove two screws.

Figure 5-997 Remove two screws



2. Open the right door.

Figure 5-998 **Open the right door**



3. Move the control panel out of the way, and then slide the cover as shown below to separate it from the printer.

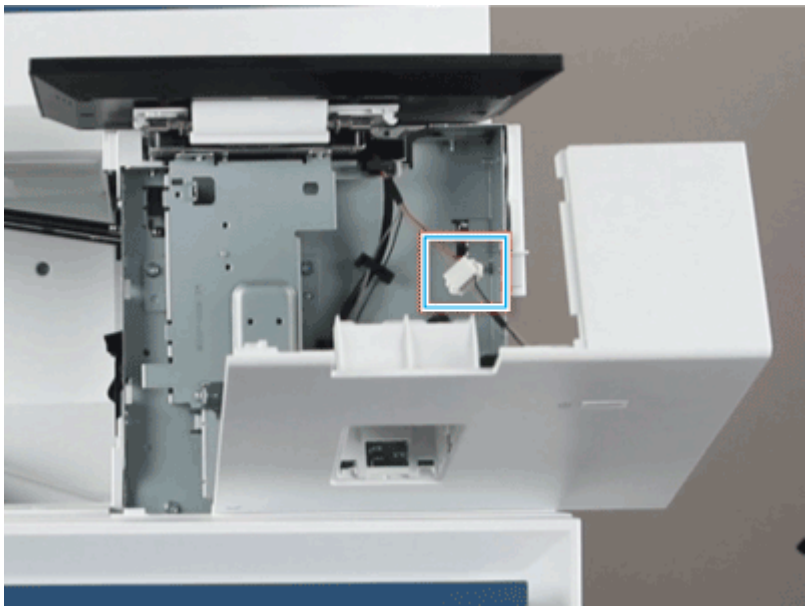
⚠ CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-999 **Slide the cover**



4. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-1000 Remove the cover assembly

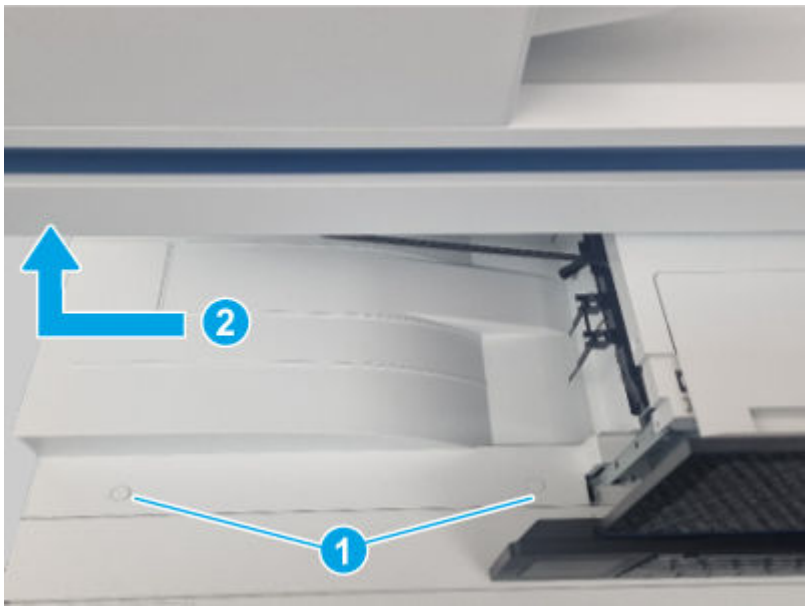


6. Remove the exit cover stacker

Use the following procedure to remove and replace the exit cover stacker.

- Remove two screw caps and remove two screws (callout 1), and then remove the exit cover stacker (callout 2).

Figure 5-1001 Remove the cover



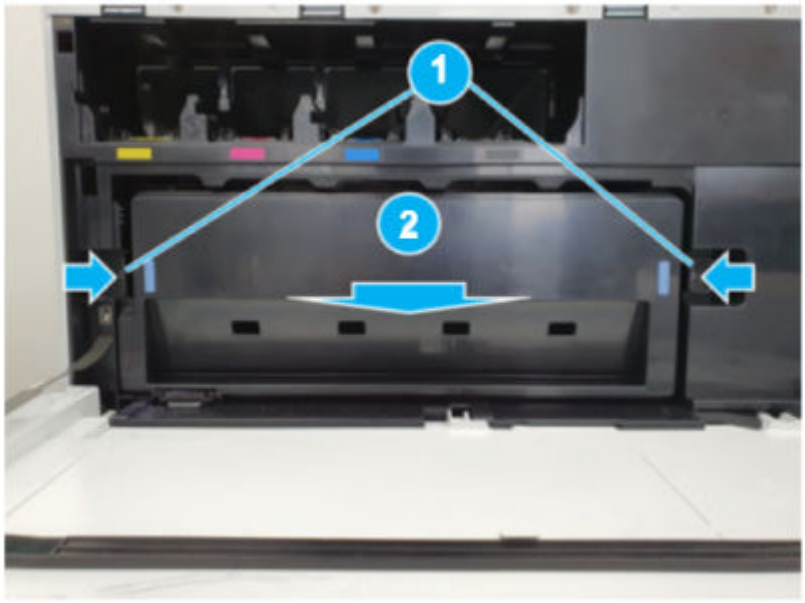
7. Remove the toner collection duct unit (TCDU)

Use the following procedure to remove and replace the TCDU.

1. Open the front door.

2. Push in on two tabs (callout 1) to release the unit, and then pull it straight out (callout 2) of the printer to remove it.

Figure 5-1002 Remove the unit

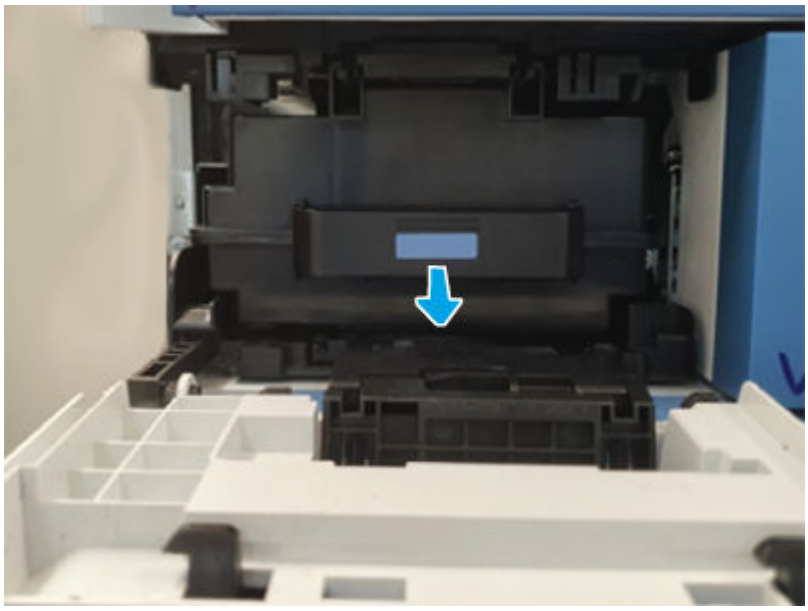


8. Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the TCU cover (located to the left of Tray 2), and then remove the TCU.

Figure 5-1003 Remove the TCU



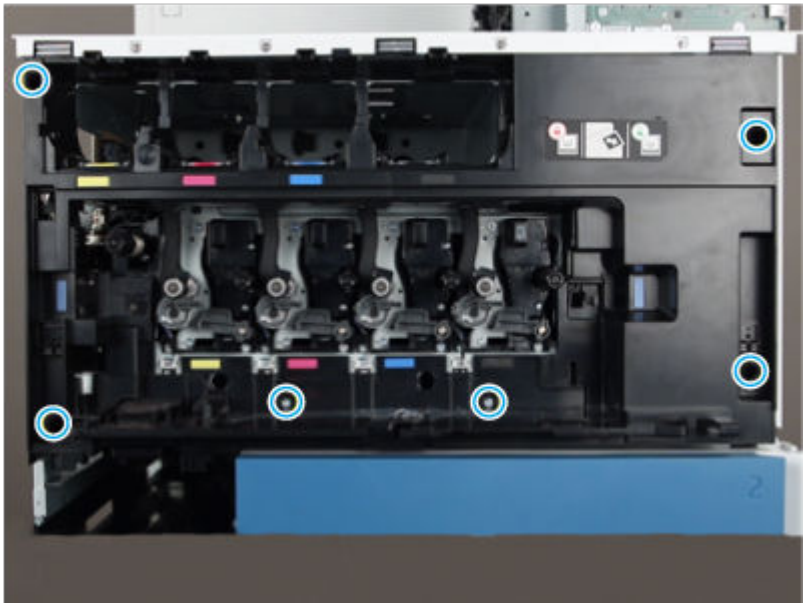
9. Remove the inner cover

Use the following procedure to remove and replace the inner cover.

⚠ CAUTION: Make sure that the toner collection unit (TCU) is removed **before** removing the inner cover to avoid dislodging the TCU shutter.

- Remove six screws.

Figure 5-1004 **Remove six screws**

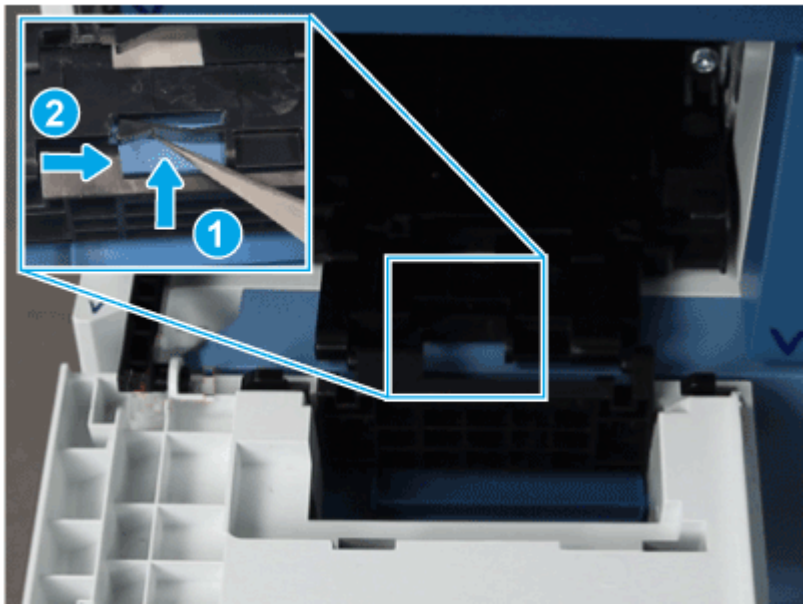


10. Remove the TCU cover and CMF panel

Use the following procedure to remove and replace the TCU cover and CMF panel.

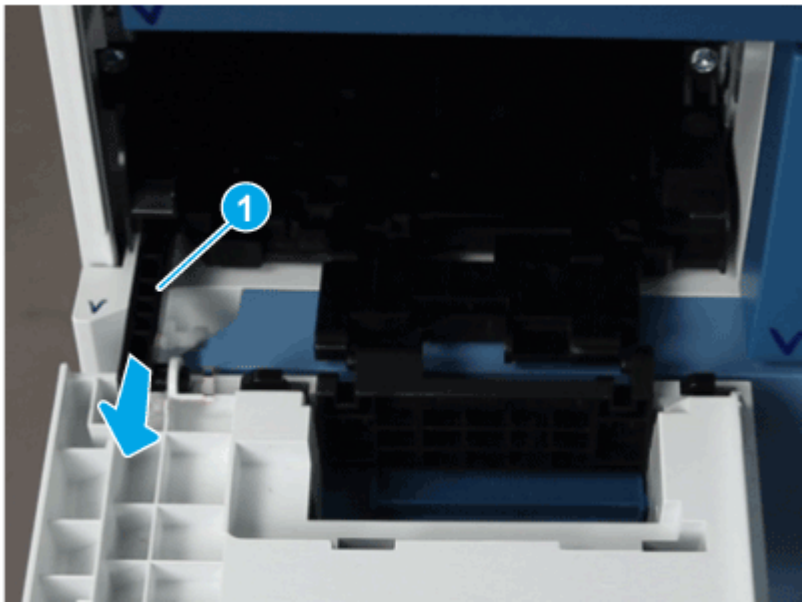
1. Push in on the hook (callout 1), and then slide the TCU cover to the right (callout 2) to partially release it.

Figure 5-1005 Release the TCU cover



2. Support the TCU cover, grasp the retainer arm (callout1), and then pull the retainer arm straight out to remove the cover and retainer arm together.

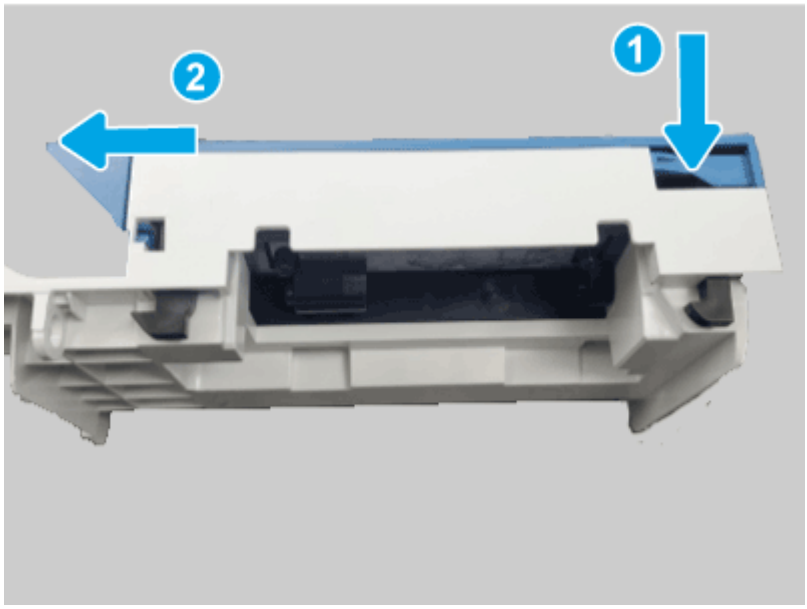
Figure 5-1006 Remove the TCU cover



3. **Optional step**: Release the CMF panel tab, and then slide the panel as shown below to remove it.

NOTE: If the TCU cover was removed to gain access to another assembly, skip this step.

Figure 5-1007 Release the panel

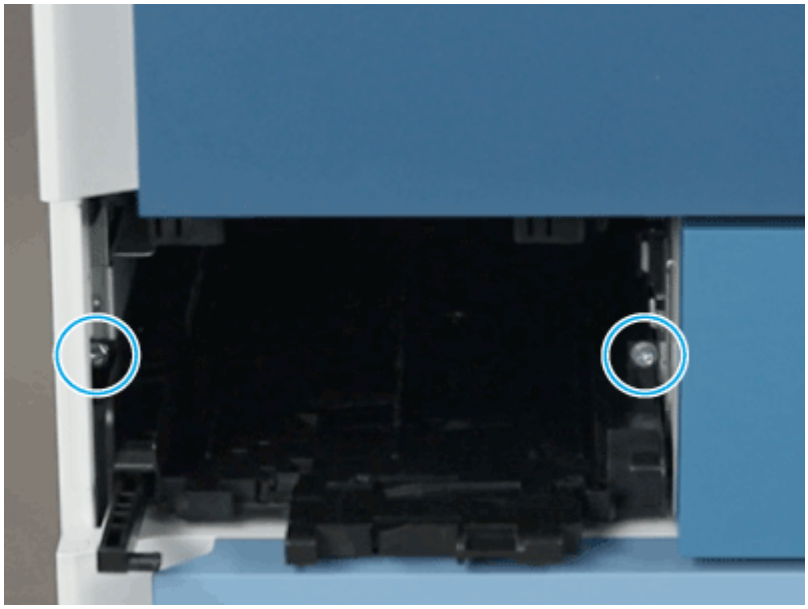


11. Remove the toner collection unit (TCU) rail

Use the following procedure to remove and replace the TCU rail.

- Remove two screws, and then pull the TCU rail straight out to remove it.

Figure 5-1008 Remove the TCU rail



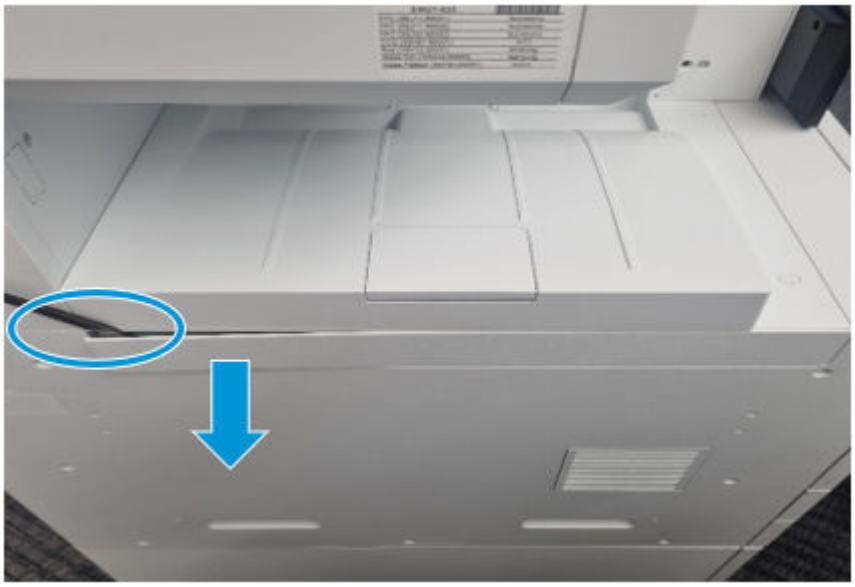
12. Remove the left top cover

Use the following procedure to remove and replace the left top cover.

- Use a pair of tweezers to carefully release the cover, and then pull straight out to remove the cover.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-1009 Remove the cover



13. Remove the left cover

Use the following procedure to remove and replace the left cover.

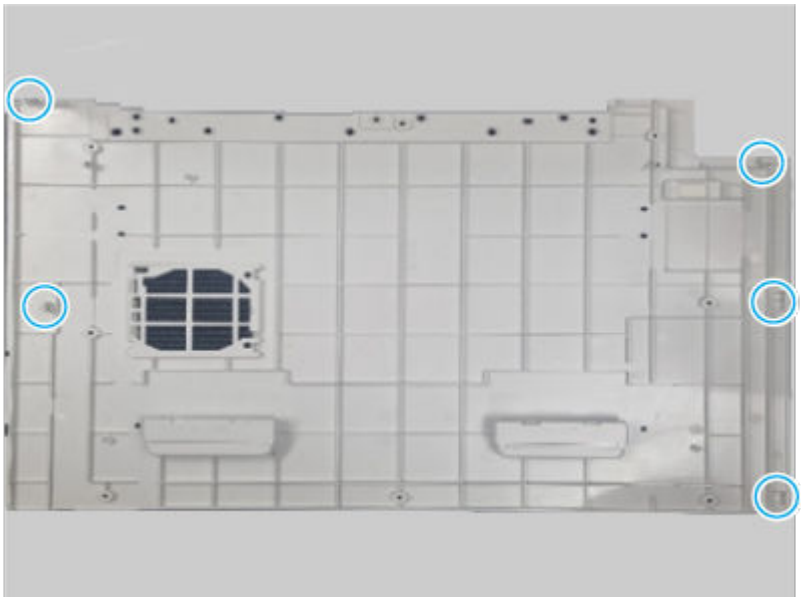
1. Open the front cover (door) and all installed trays.
2. Remove eight screws.

Figure 5-1010 Remove eight screws



3. Before proceeding, take note of the location of the mounting hooks on the inside of the cover.

Figure 5-1011 Cover hook locations



4. Release the cover from the right- to left side. Remove the cover.

Figure 5-1012 Remove the cover

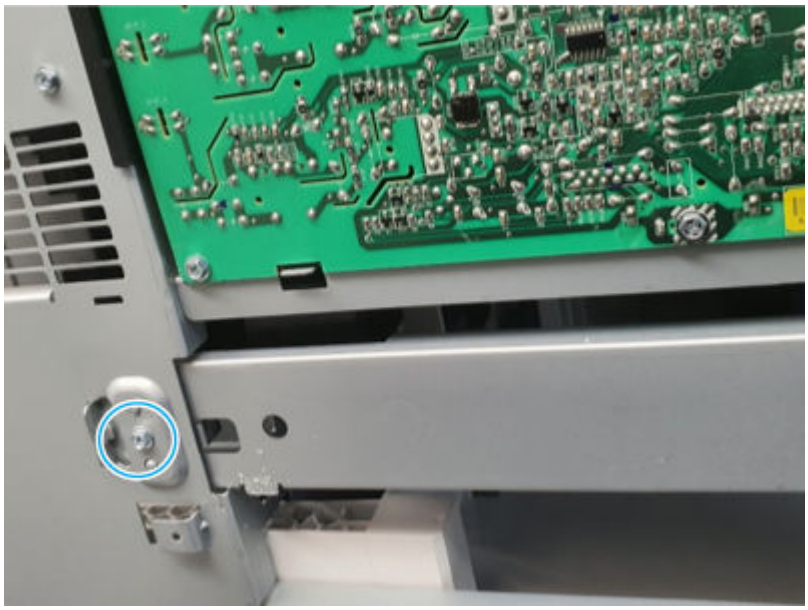


14. Remove the TCU drive assembly

Use the following procedure to remove and replace the TCU drive assembly.

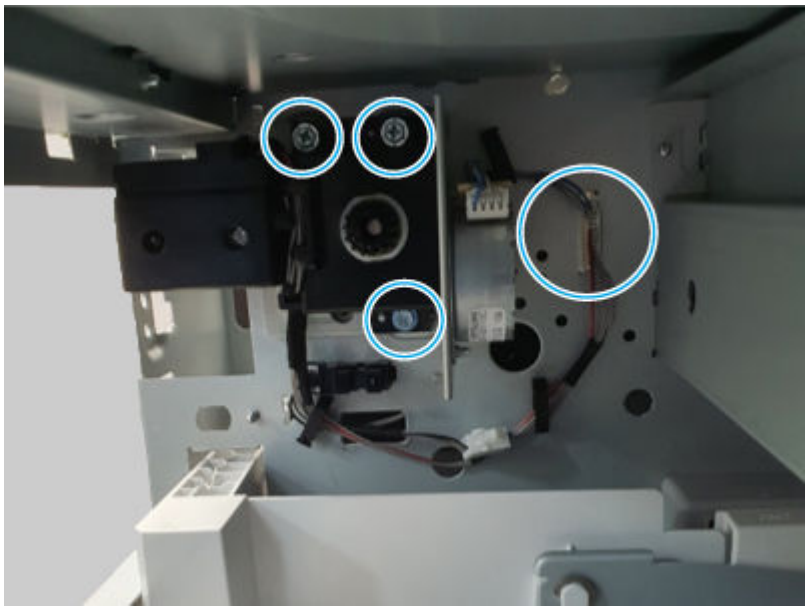
1. Remove one screw, and then remove the panel guide.

Figure 5-1013 Remove the guide



2. Disconnect one connector, remove three screws, and then remove the TCU drive assembly.

Figure 5-1014 Remove the assembly



15. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Toner collection unit (TCU) motor

Learn about removing and replacing the toner collection unit motor.

View a video of removing and replacing the toner collection unit motor.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-89 Part information

Part number	Part description
JC31-00110C	Motor circuit step (toner collection unit motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

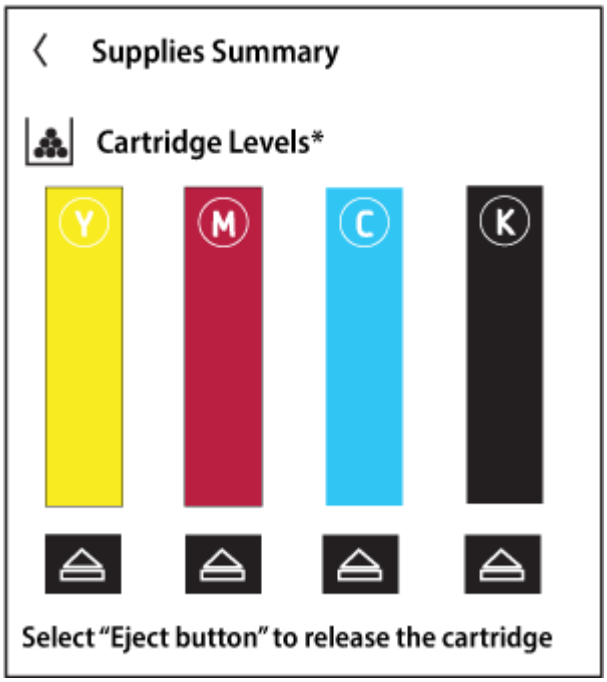
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the toner cartridges (control panel method)

Use the following procedure to remove and replace the toner cartridges.

- At the printer control panel, do the following:
  a. Select the Supplies item.
  b. Open the front door.
  c. Select the Eject button (located below the Cartridge Levels indicators).

Figure 5-1015 Eject the toner cartridge (control panel method)

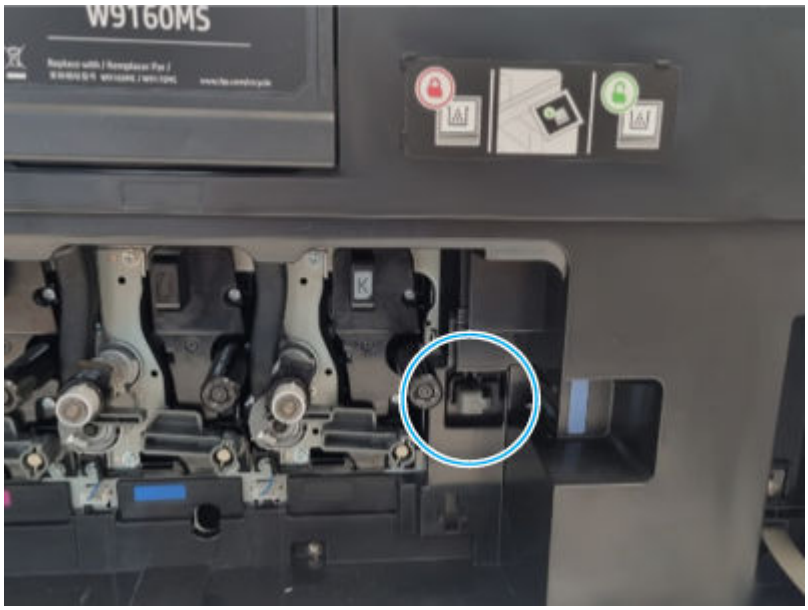


2. Remove the paper dust holder

Use the following procedure to remove and replace the paper dust holder.

1. Locate the paper dust holder.

Figure 5-1016 **Locate the paper dust holder**



2. Release the assembly, and then pull the paper dust holder straight out of the printer to remove it.

Figure 5-1017 **Remove the assembly**



3. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-1018 Remove two screws



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-1019 Remove the cover



4. Remove the keyboard (drawer type)

Use the following procedure to remove and replace the keyboard (drawer type).

NOTE: The optional keyboard is for flow models only. For all other models, skip this step.

1. Do the following:
   - Rotate the control panel into the upright position (callout 1).

- Use a pair of tweezers to release the cover (callout 2), and then remove the top cover (callout 3).

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

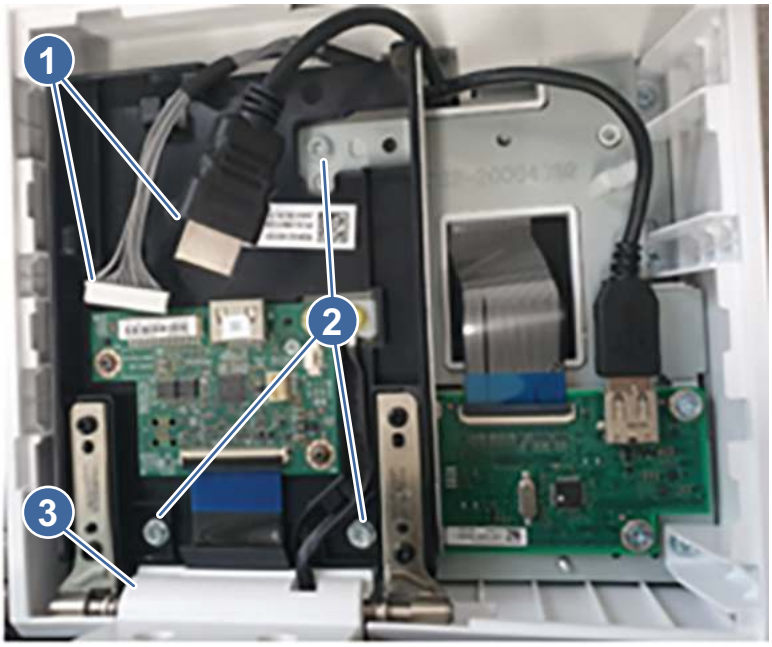
Figure 5-1020 Remove the cover



2. Disconnect two connectors (callout 1), remove three screws (callout 2, and then remove the control panel (callout 3).

NOTE: Lift the control panel straight up to remove it.

Figure 5-1021 Remove the control panel



3. Disconnect one connector.

IMPORTANT: The control panel mount bracket and the keyboard must be removed together. They are attached to each other by a film cable.

Figure 5-1022 **Disconnect one connector**



4. Remove four screws.

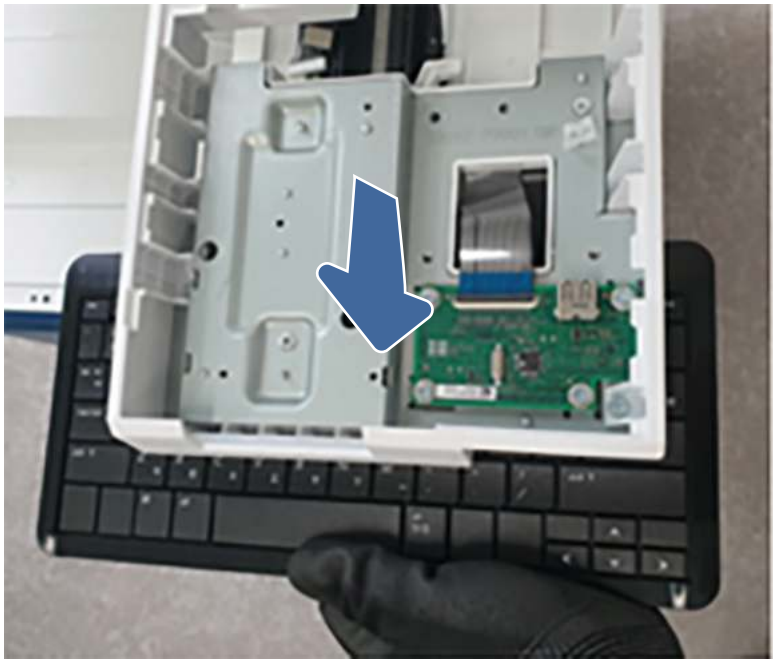
Figure 5-1023 **Remove four screws**



5. Pull the mount bracket and keyboard assembly straight out and away from the printer to **release** it.

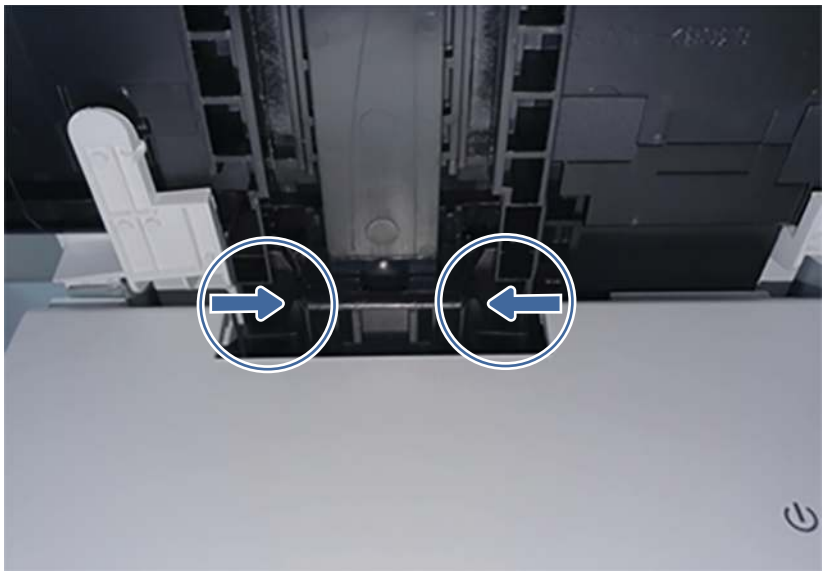
CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by two hooks.

Figure 5-1024 Release the assembly



6. Look up under the mount bracket and keyboard assembly to locate two hooks. Press in on each hook, and then pull the assembly away form the printer to remove it.

Figure 5-1025 Remove the assembly



7. **Special instruction for a replacement keyboard**

   a. Dispose of the defective part. See

   NOTE: HP recommends responsible disposal of the defective part.

   http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

b. Unpack the replacement parts supplied in the service kit.

IMPORTANT: Only the control panel mount and keyboard assembly (callout 2) are required to be installed.

Save the additional service kit parts (callouts 1/3/4) for other applications.

Figure 5-1026 Service kit parts



5. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

NOTE: If an optional keyboard is installed, remove it now.

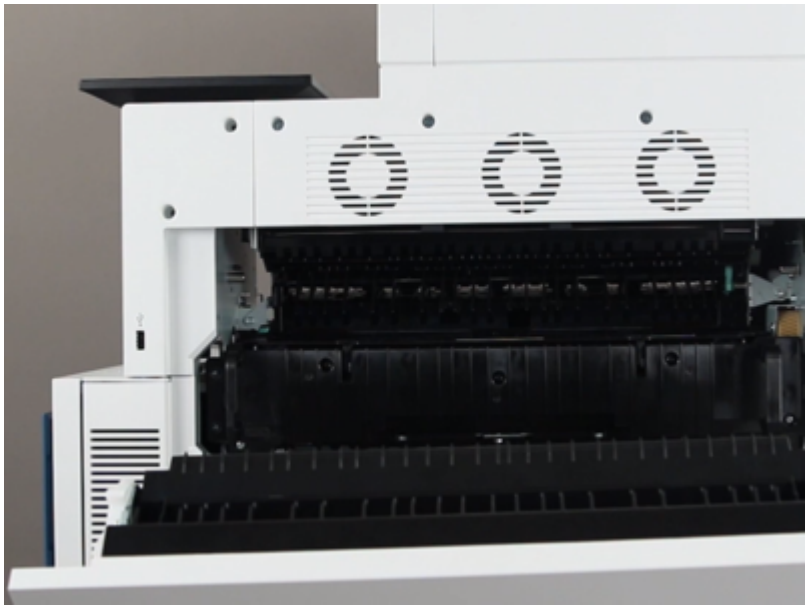
1. Remove two screws.

Figure 5-1027 Remove two screws



2. Open the right door.

Figure 5-1028 **Open the right door**



3. Move the control panel out of the way, and then slide the cover as shown below to separate it from the printer.

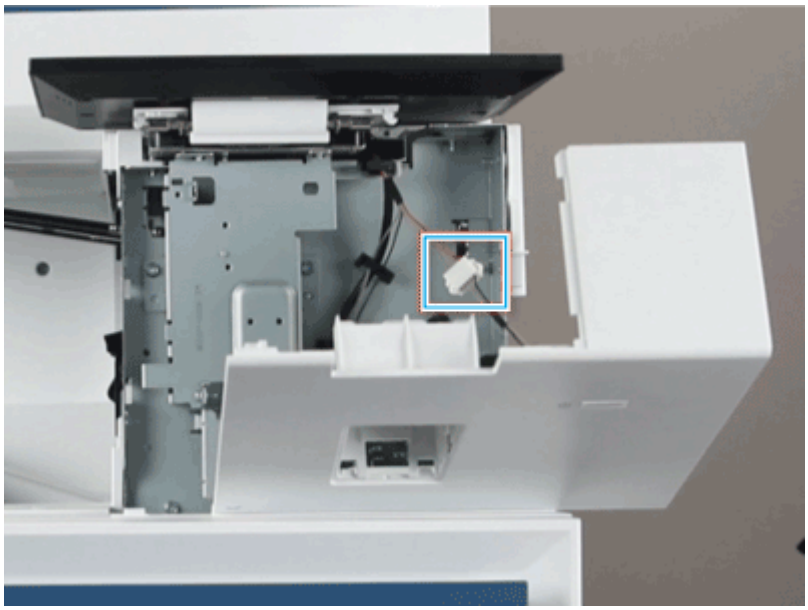
⚠ CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-1029 **Slide the cover**



4. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-1030 Remove the cover assembly

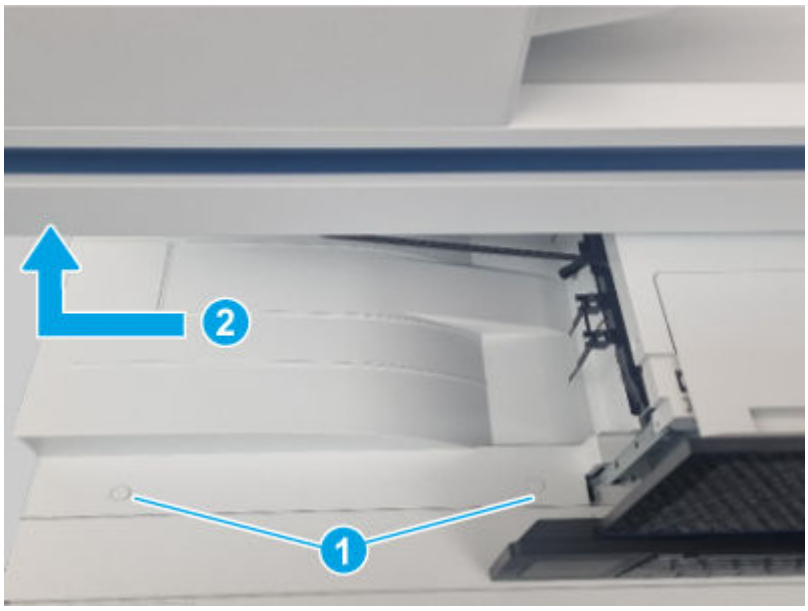


6. Remove the exit cover stacker

Use the following procedure to remove and replace the exit cover stacker.

- Remove two screw caps and remove two screws (callout 1), and then remove the exit cover stacker (callout 2).

Figure 5-1031 Remove the cover



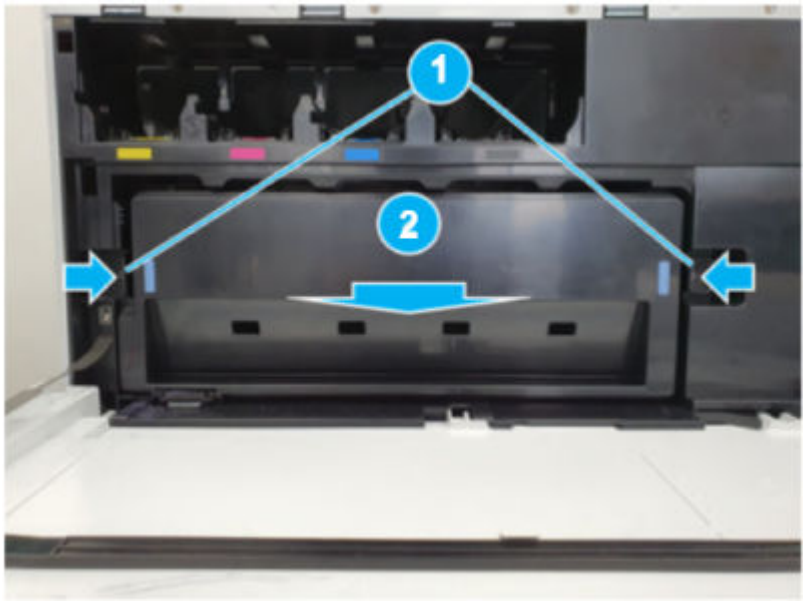
7. Remove the toner collection duct unit (TCDU)

Use the following procedure to remove and replace the TCDU.

1. Open the front door.

2. Push in on two tabs (callout 1) to release the unit, and then pull it straight out (callout 2) of the printer to remove it.

Figure 5-1032 Remove the unit

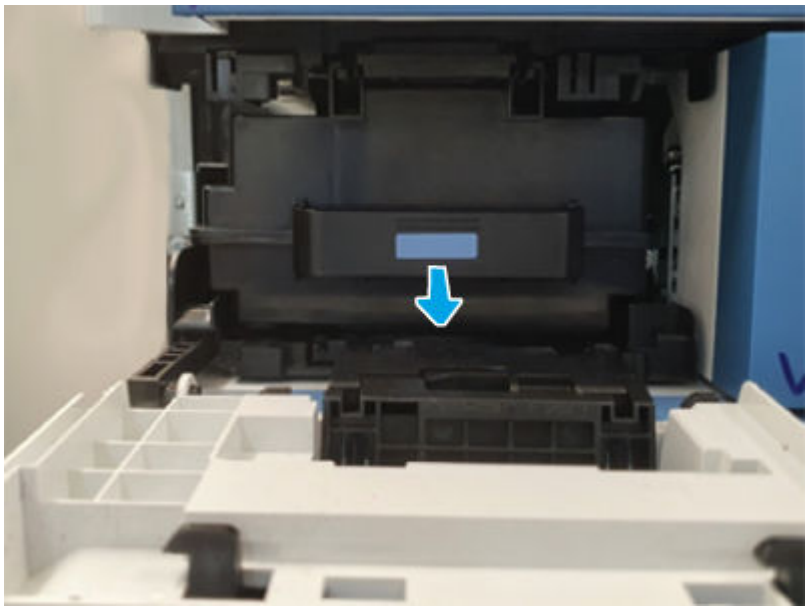


8. Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the TCU cover (located to the left of Tray 2), and then remove the TCU.

Figure 5-1033 Remove the TCU



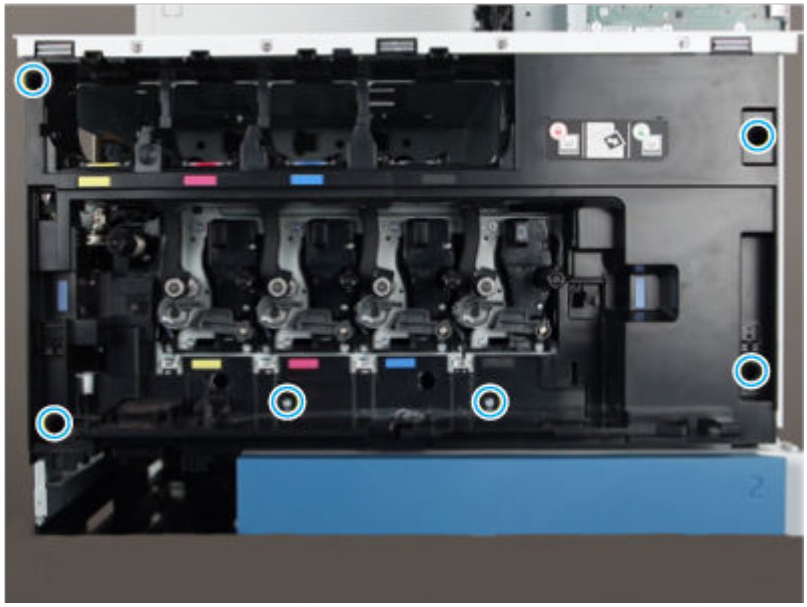
9. Remove the inner cover

Use the following procedure to remove and replace the inner cover.

⚠ **CAUTION:** Make sure that the toner collection unit (TCU) is removed **before** removing the inner cover to avoid dislodging the TCU shutter.

- Remove six screws.

Figure 5-1034 Remove six screws

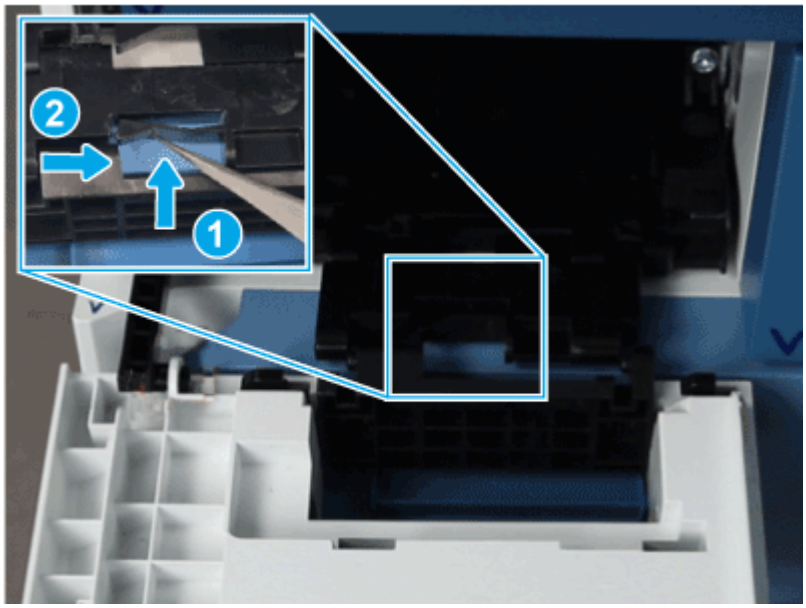


10. Remove the TCU cover and CMF panel

Use the following procedure to remove and replace the TCU cover and CMF panel.

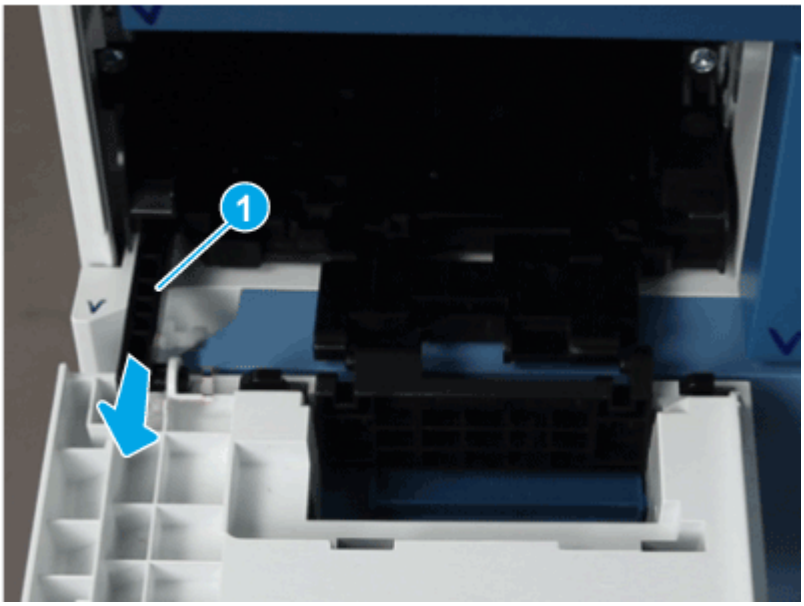
1. Push in on the hook (callout 1), and then slide the TCU cover to the right (callout 2) to partially release it.

Figure 5-1035 Release the TCU cover



2. Support the TCU cover, grasp the retainer arm (callout1), and then pull the retainer arm straight out to remove the cover and retainer arm together.

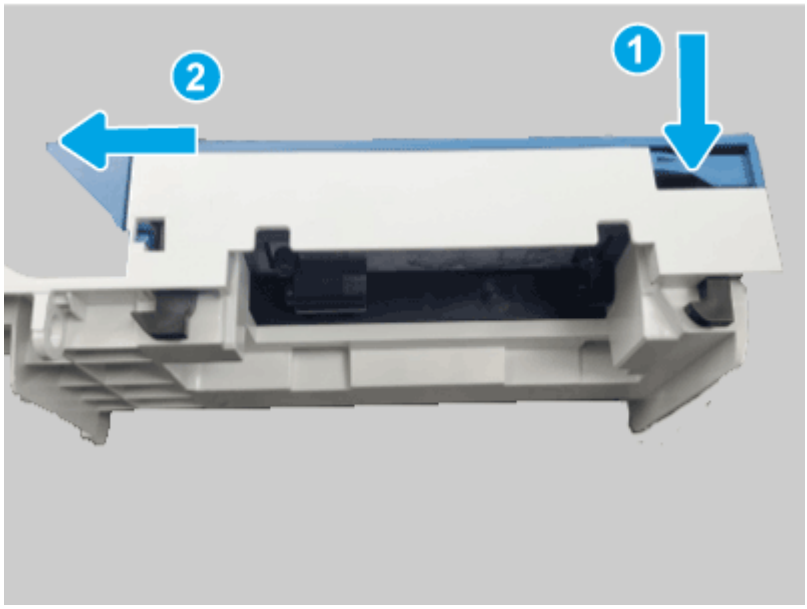
Figure 5-1036 Remove the TCU cover



3. **Optional step**: Release the CMF panel tab, and then slide the panel as shown below to remove it.

NOTE: If the TCU cover was removed to gain access to another assembly, skip this step.

Figure 5-1037 Release the panel

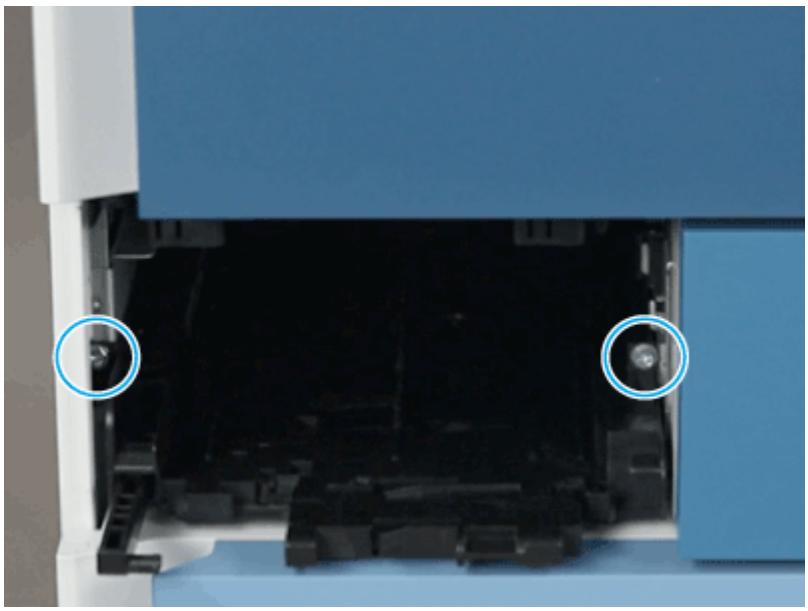


11. Remove the toner collection unit (TCU) rail

Use the following procedure to remove and replace the TCU rail.

- Remove two screws, and then pull the TCU rail straight out to remove it.

Figure 5-1038 Remove the TCU rail



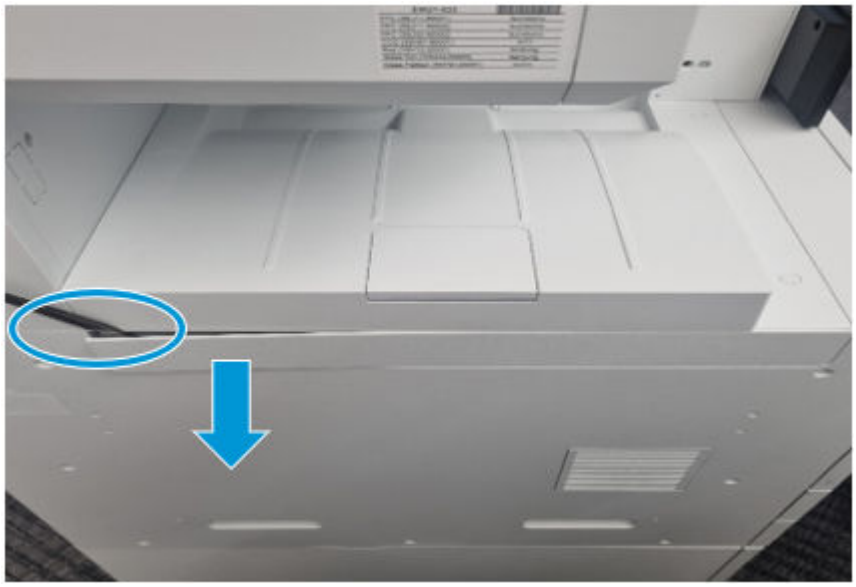
12. Remove the left top cover

Use the following procedure to remove and replace the left top cover.

- Use a pair of tweezers to carefully release the cover, and then pull straight out to remove the cover.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-1039 Remove the cover



13. Remove the left cover

Use the following procedure to remove and replace the left cover.

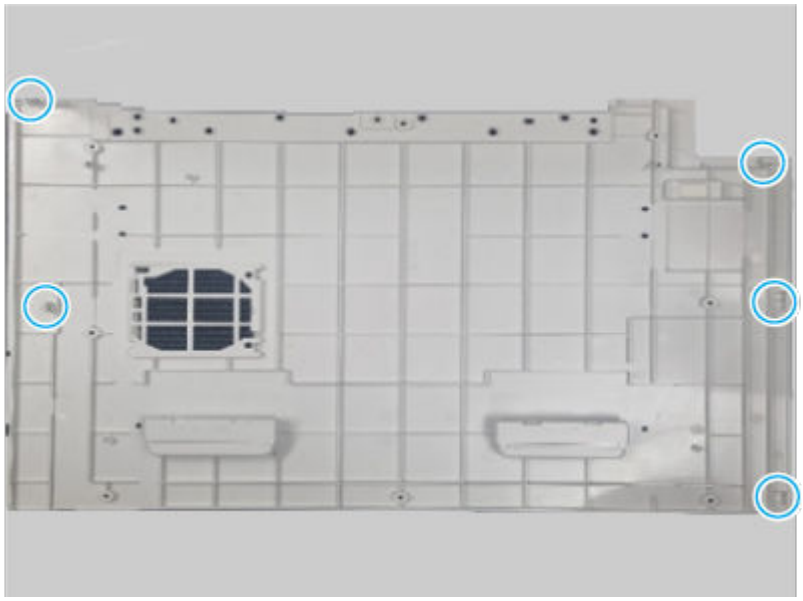
1. Open the front cover (door) and all installed trays.
2. Remove eight screws.

Figure 5-1040 Remove eight screws



3. Before proceeding, take note of the location of the mounting hooks on the inside of the cover.

Figure 5-1041 Cover hook locations



4. Release the cover from the right- to left side. Remove the cover.

Figure 5-1042 Remove the cover

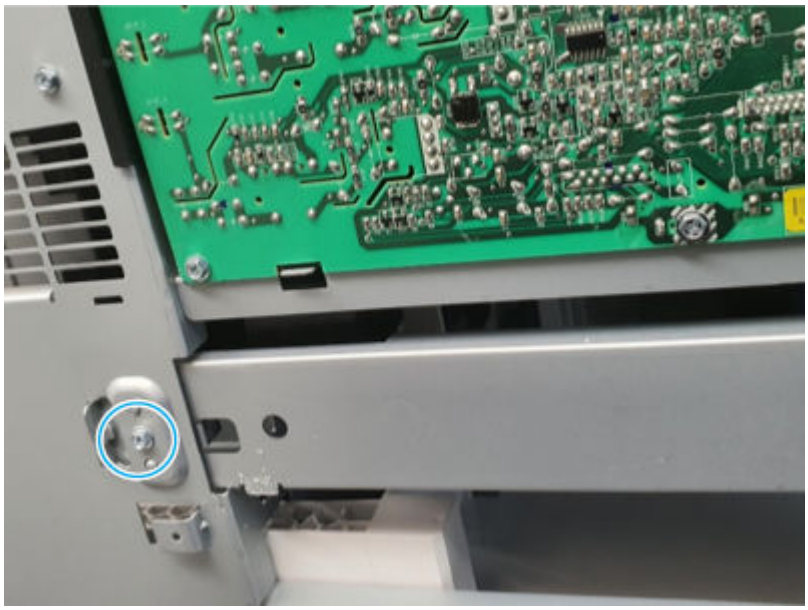


14. Remove the TCU drive assembly

Use the following procedure to remove and replace the TCU drive assembly.

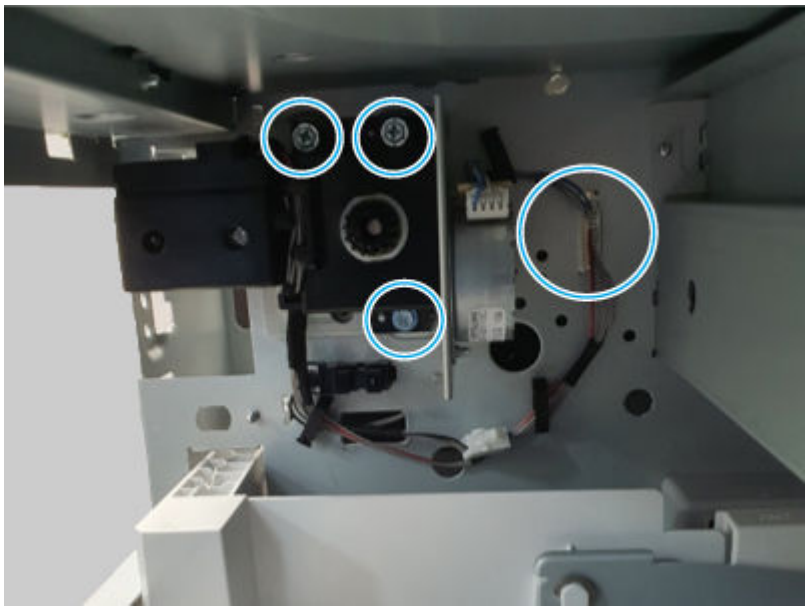
1. Remove one screw, and then remove the panel guide.

Figure 5-1043 **Remove the guide**



2. Disconnect one connector, remove three screws, and then remove the TCU drive assembly.

Figure 5-1044 **Remove the assembly**

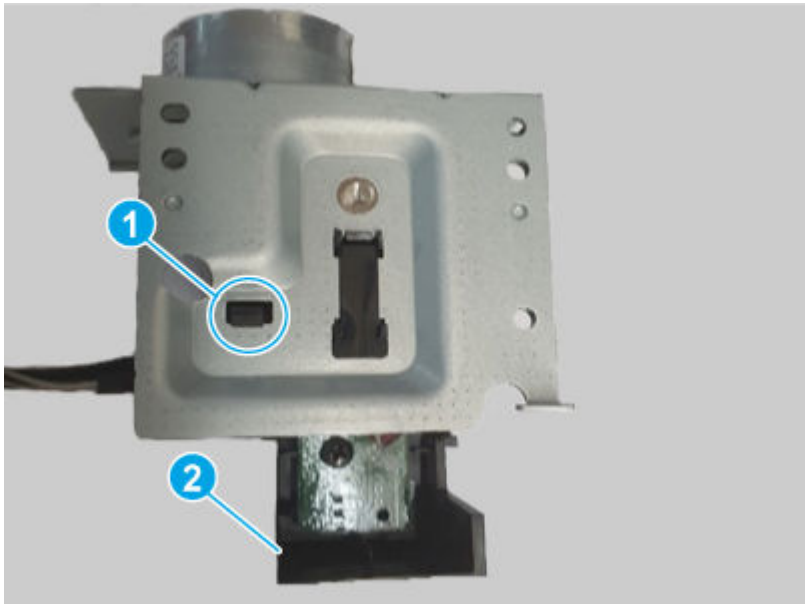


15. Remove the TCU motor

Use the following procedure to remove and replace the TCU motor.

1. Release one tab (callout 1), and then remove the cover (callout 2).

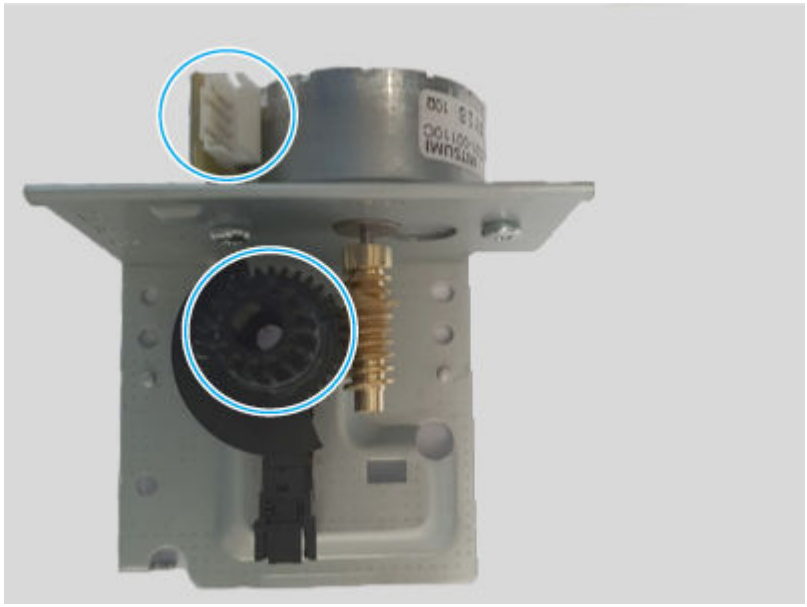
Figure 5-1045 Remove the cover



2. Disconnect one connector, and then remove the gear.

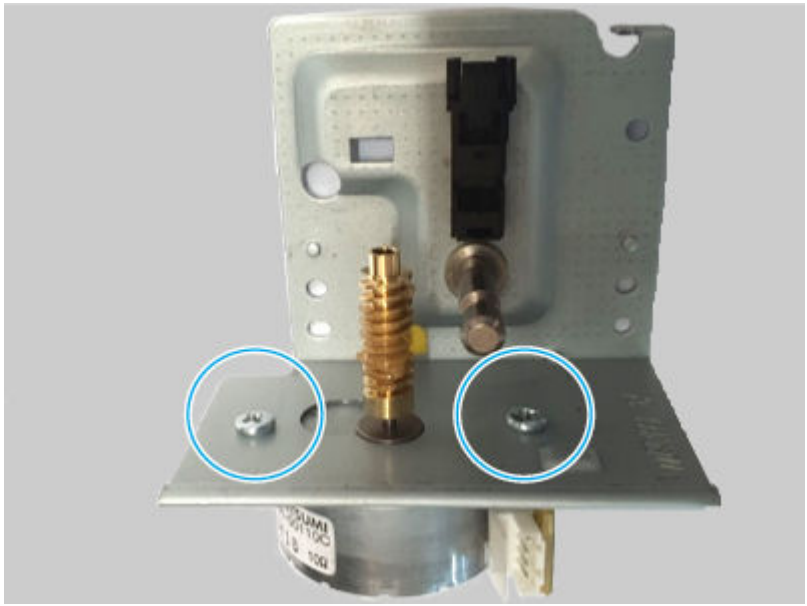
NOTE: The figure below shows the wire harness and connector already removed.

Figure 5-1046 Remove the gear



3. Remove two screws, and then remove the TCU motor.

Figure 5-1047 **Remove the motor**



16. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Toner collection unit (TCU) motor sensor

Learn about removing and replacing the toner collection unit motor sensor.

View a video of removing and replacing the toner collection unit motor sensor.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-90 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (toner collection unit motor sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the toner cartridges (control panel method)

Use the following procedure to remove and replace the toner cartridges.

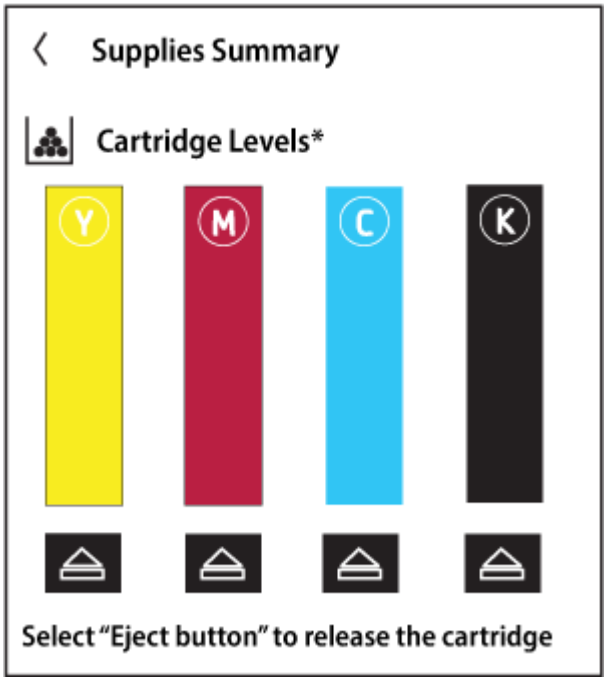
- At the printer control panel, do the following:

  a. Select the Supplies item.

  b. Open the front door.

  c. Select the Eject button (located below the Cartridge Levels indicators).

  Figure 5-1048 Eject the toner cartridge (control panel method)

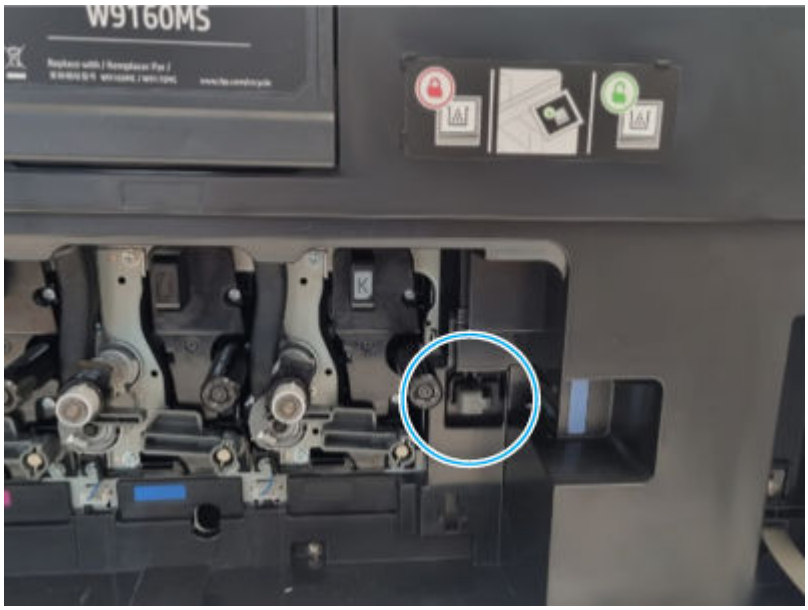


2. Remove the paper dust holder

Use the following procedure to remove and replace the paper dust holder.

1. Locate the paper dust holder.

Figure 5-1049 Locate the paper dust holder



2. Release the assembly, and then pull the paper dust holder straight out of the printer to remove it.

Figure 5-1050 Remove the assembly



3. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-1051 Remove two screws



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-1052 Remove the cover



4. Remove the keyboard (drawer type)

Use the following procedure to remove and replace the keyboard (drawer type).

NOTE: The optional keyboard is for flow models only. For all other models, skip this step.

1. Do the following:

   - Rotate the control panel into the upright position (callout 1).

- Use a pair of tweezers to release the cover (callout 2), and then remove the top cover (callout 3).

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

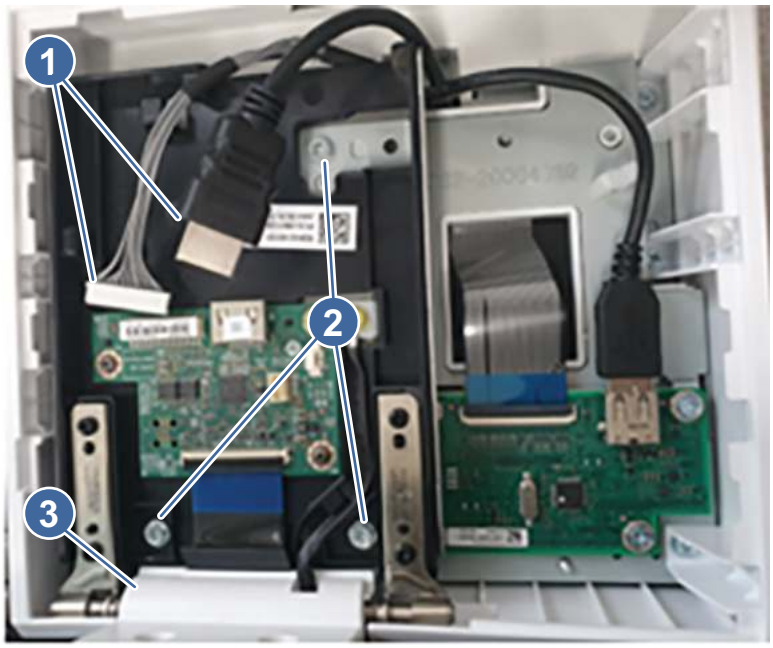
Figure 5-1053 Remove the cover



2. Disconnect two connectors (callout 1), remove three screws (callout 2, and then remove the control panel (callout 3).

NOTE: Lift the control panel straight up to remove it.

Figure 5-1054 Remove the control panel



3. Disconnect one connector.

IMPORTANT: The control panel mount bracket and the keyboard must be removed together. They are attached to each other by a film cable.

Figure 5-1055 **Disconnect one connector**



4. Remove four screws.

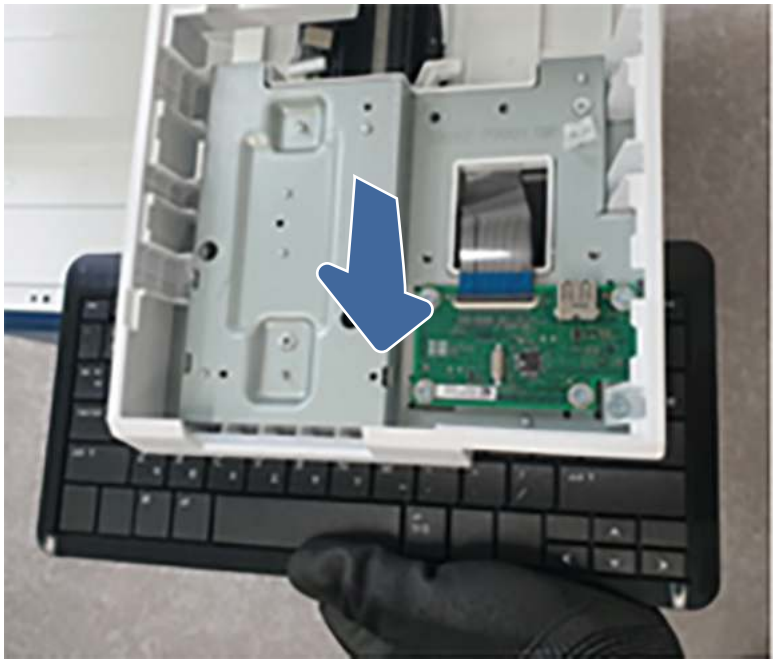
Figure 5-1056 **Remove four screws**



5. Pull the mount bracket and keyboard assembly straight out and away from the printer to **release** it.

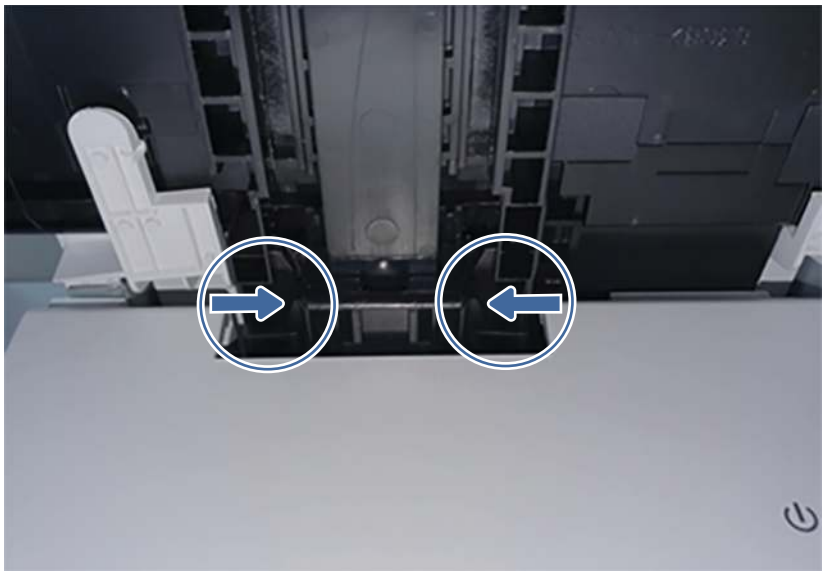
CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by two hooks.

Figure 5-1057 Release the assembly



6. Look up under the mount bracket and keyboard assembly to locate two hooks. Press in on each hook, and then pull the assembly away form the printer to remove it.

Figure 5-1058 Remove the assembly



7. **Special instruction for a replacement keyboard**

   a. Dispose of the defective part. See

   NOTE: HP recommends responsible disposal of the defective part.

   http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

b. Unpack the replacement parts supplied in the service kit.

IMPORTANT: Only the control panel mount and keyboard assembly (callout 2) are required to be installed.

Save the additional service kit parts (callouts 1/3/4) for other applications.

Figure 5-1059 Service kit parts



5. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

NOTE: If an optional keyboard is installed, remove it now.

1. Remove two screws.

Figure 5-1060 Remove two screws



2. Open the right door.

Figure 5-1061 **Open the right door**



3. Move the control panel out of the way, and then slide the cover as shown below to separate it from the printer.

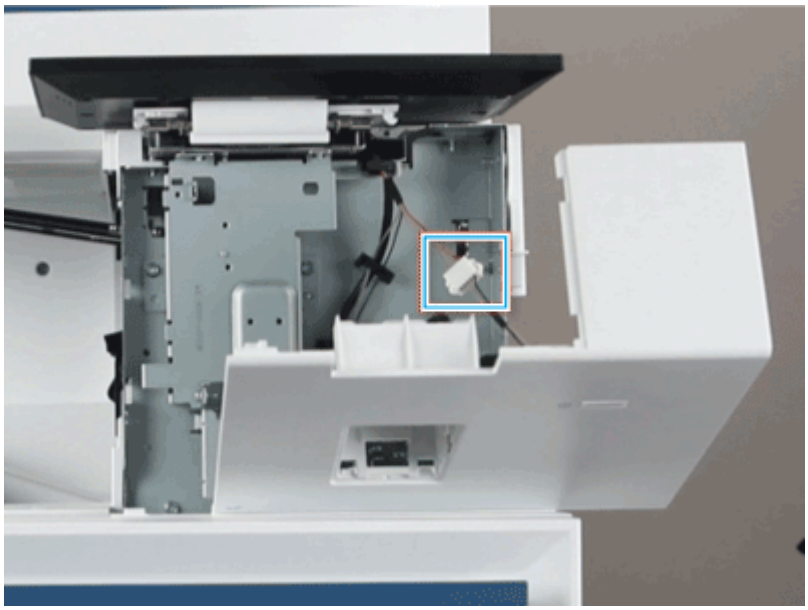
⚠ CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-1062 **Slide the cover**



4. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-1063 Remove the cover assembly

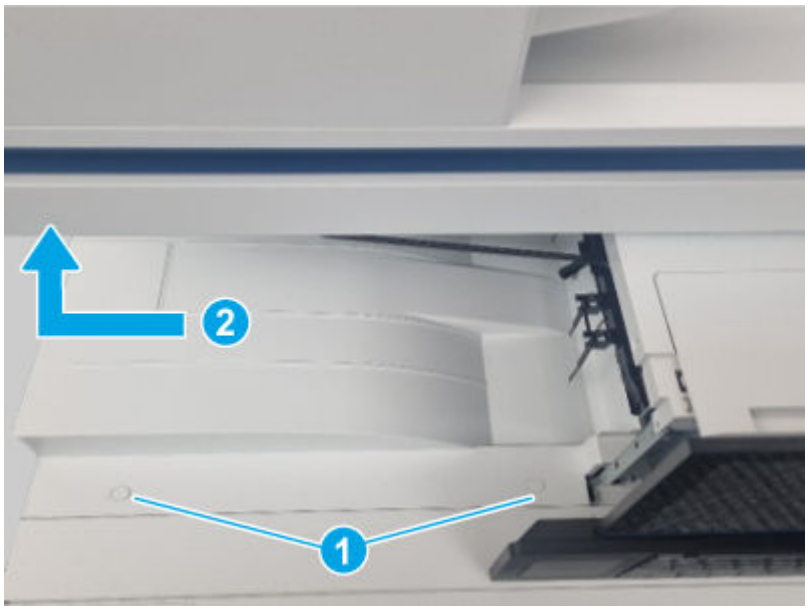


6. Remove the exit cover stacker

Use the following procedure to remove and replace the exit cover stacker.

- Remove two screw caps and remove two screws (callout 1), and then remove the exit cover stacker (callout 2).

Figure 5-1064 Remove the cover



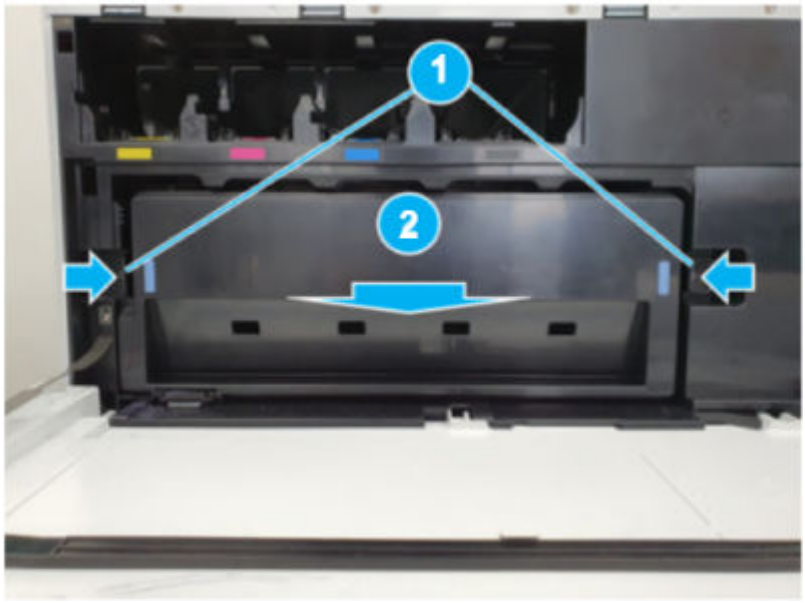
7. Remove the toner collection duct unit (TCDU)

Use the following procedure to remove and replace the TCDU.

1. Open the front door.

2. Push in on two tabs (callout 1) to release the unit, and then pull it straight out (callout 2) of the printer to remove it.

Figure 5-1065 Remove the unit

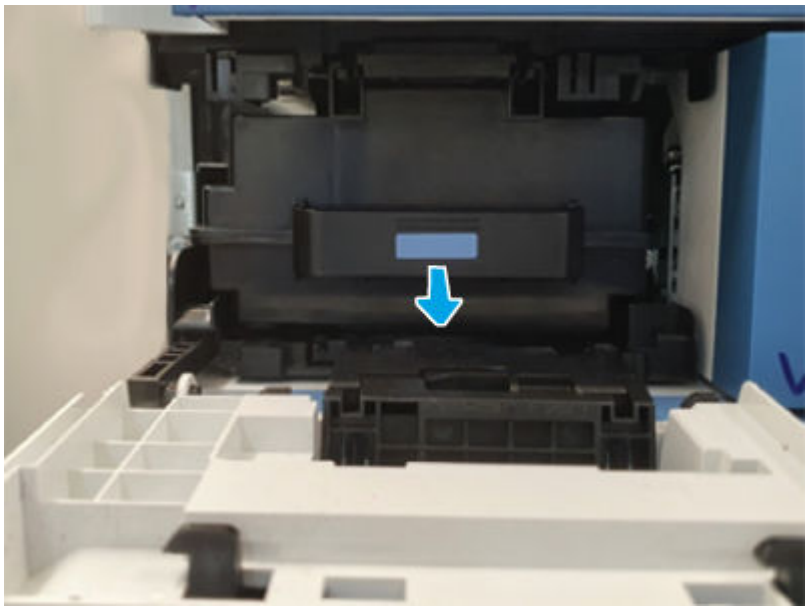


8. Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the TCU cover (located to the left of Tray 2), and then remove the TCU.

Figure 5-1066 Remove the TCU



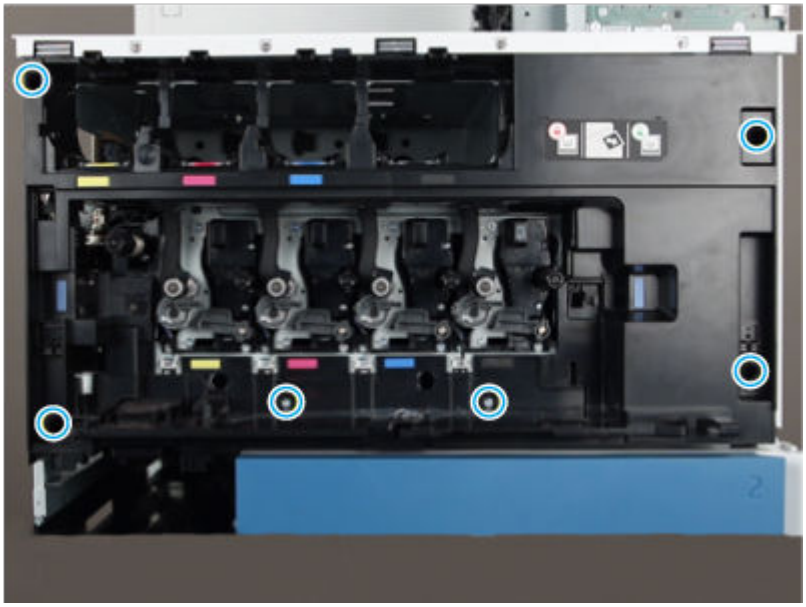
9. Remove the inner cover

Use the following procedure to remove and replace the inner cover.

⚠ **CAUTION:** Make sure that the toner collection unit (TCU) is removed **before** removing the inner cover to avoid dislodging the TCU shutter.

- Remove six screws.

Figure 5-1067 Remove six screws

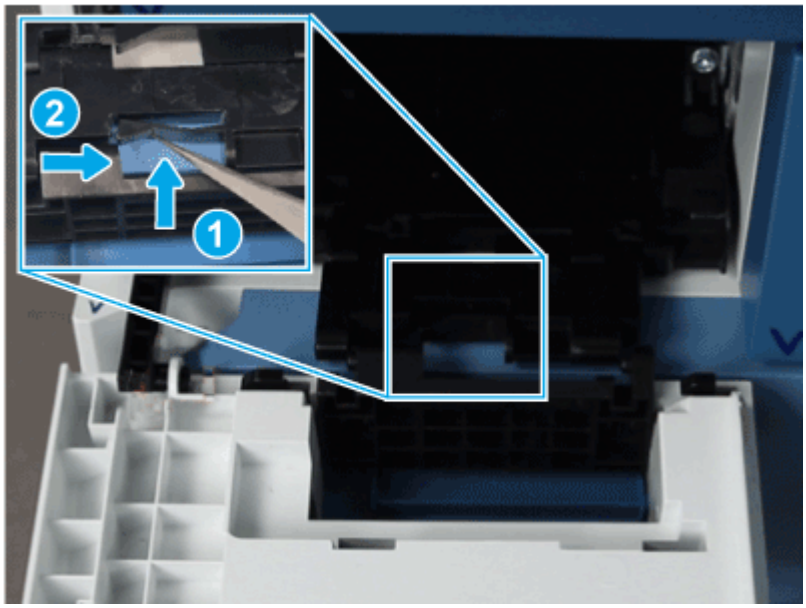


10. Remove the TCU cover and CMF panel

Use the following procedure to remove and replace the TCU cover and CMF panel.

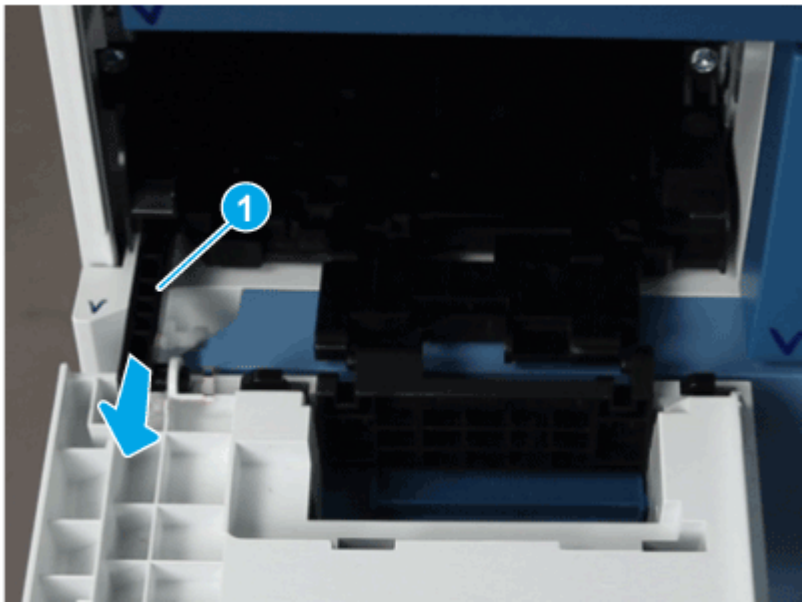
1. Push in on the hook (callout 1), and then slide the TCU cover to the right (callout 2) to partially release it.

Figure 5-1068 Release the TCU cover



2. Support the TCU cover, grasp the retainer arm (callout1), and then pull the retainer arm straight out to remove the cover and retainer arm together.

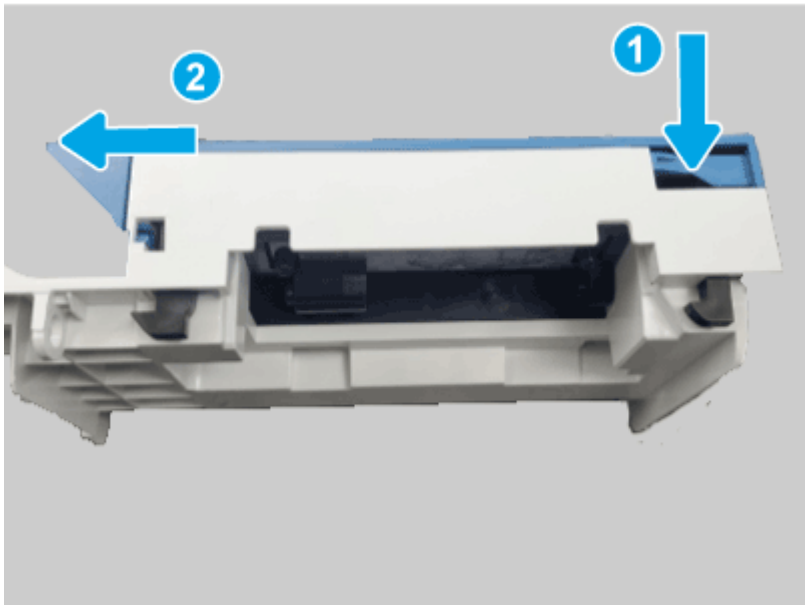
Figure 5-1069 Remove the TCU cover



3. **Optional step**: Release the CMF panel tab, and then slide the panel as shown below to remove it.

NOTE: If the TCU cover was removed to gain access to another assembly, skip this step.

Figure 5-1070 Release the panel

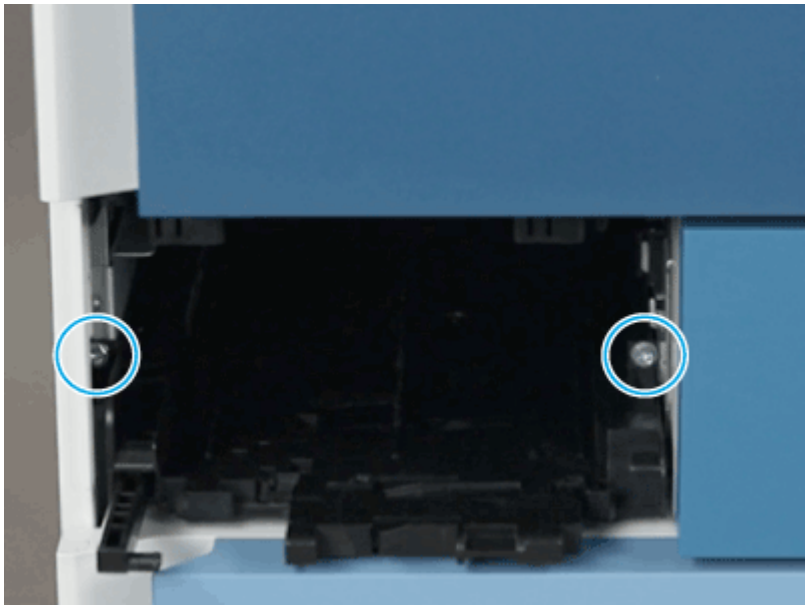


11. Remove the toner collection unit (TCU) rail

Use the following procedure to remove and replace the TCU rail.

- Remove two screws, and then pull the TCU rail straight out to remove it.

Figure 5-1071 Remove the TCU rail



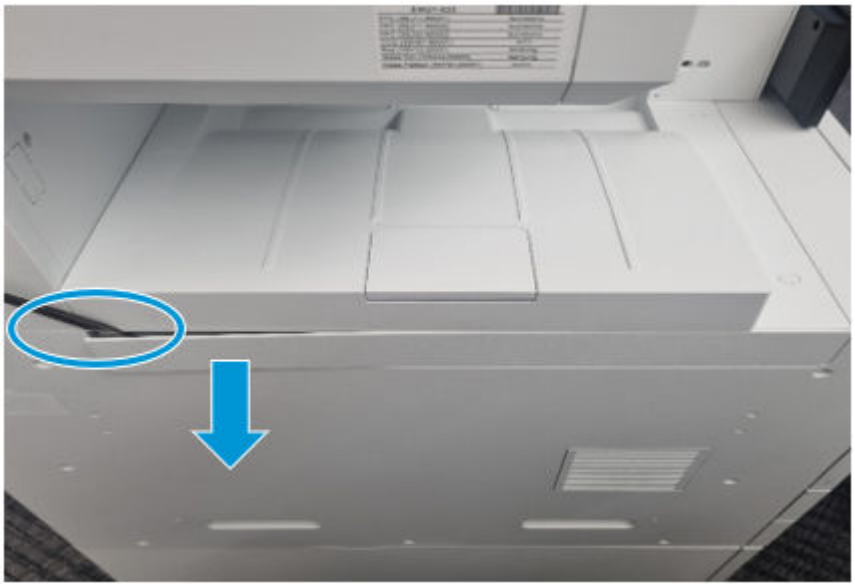
12. Remove the left top cover

Use the following procedure to remove and replace the left top cover.

- Use a pair of tweezers to carefully release the cover, and then pull straight out to remove the cover.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-1072 Remove the cover



13. Remove the left cover

Use the following procedure to remove and replace the left cover.

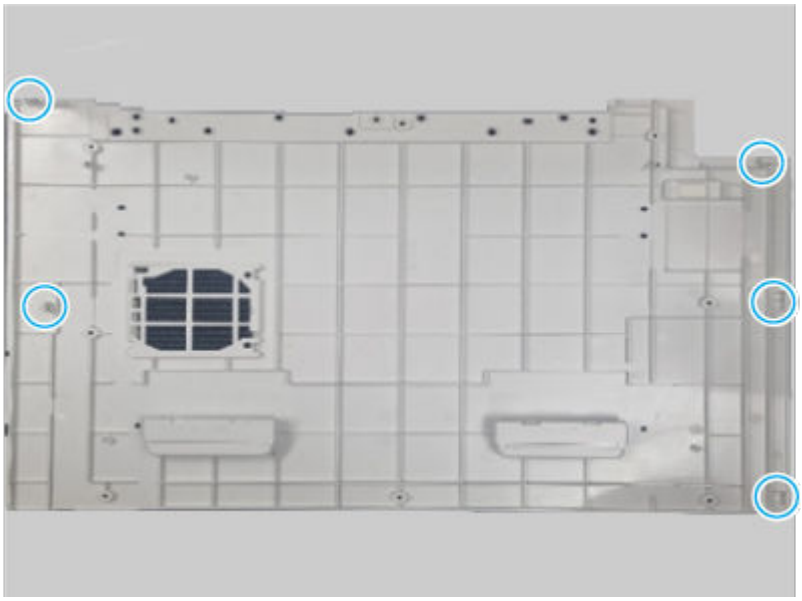
1. Open the front cover (door) and all installed trays.
2. Remove eight screws.

Figure 5-1073 Remove eight screws



3. Before proceeding, take note of the location of the mounting hooks on the inside of the cover.

Figure 5-1074 Cover hook locations



4. Release the cover from the right- to left side. Remove the cover.

Figure 5-1075 Remove the cover

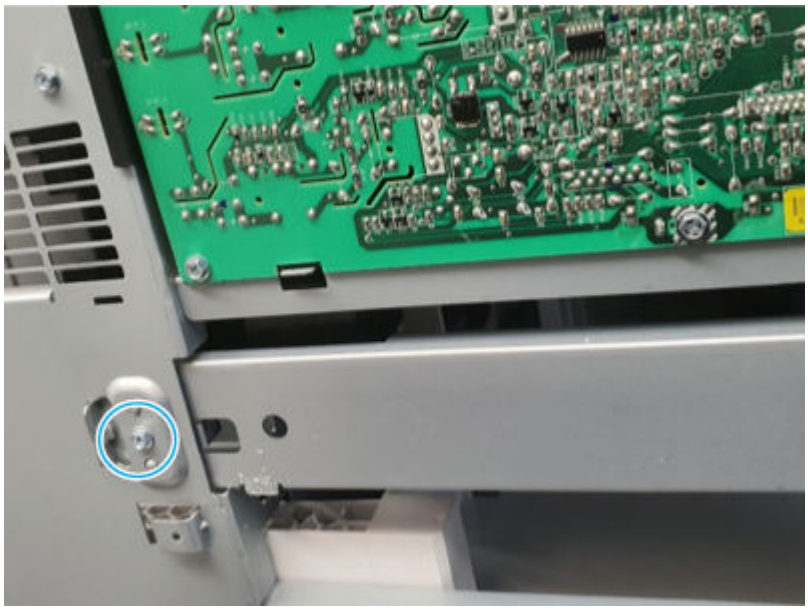


14. Remove the TCU drive assembly

Use the following procedure to remove and replace the TCU drive assembly.

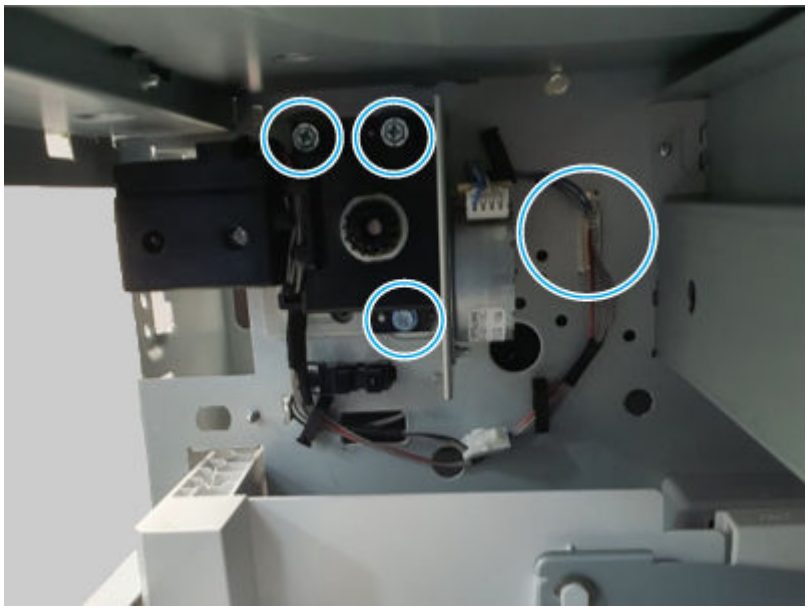
1. Remove one screw, and then remove the panel guide.

Figure 5-1076 Remove the guide



2. Disconnect one connector, remove three screws, and then remove the TCU drive assembly.

Figure 5-1077 Remove the assembly

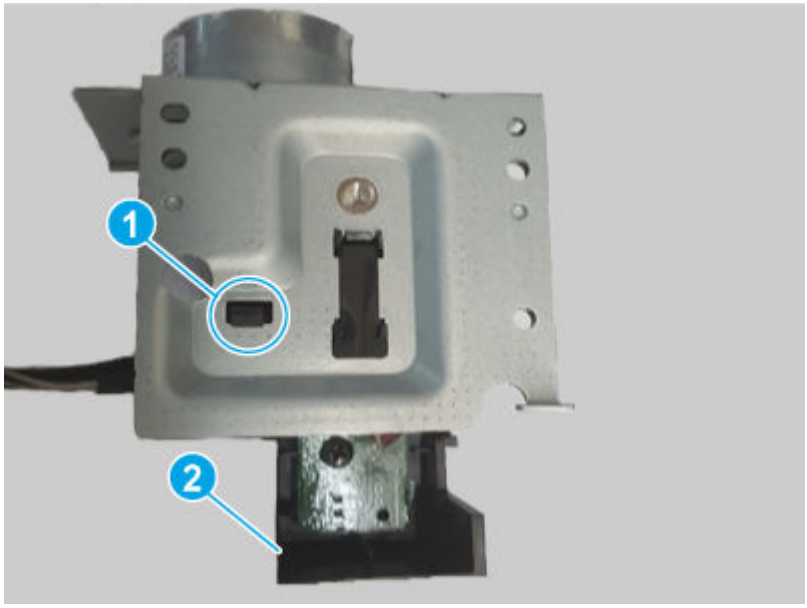


15. Remove the TCU motor sensor

Use the following procedure to remove and replace the TCU motor sensor.

1. Release one tab (callout 1), and then remove the cover (callout 2).

Figure 5-1078 **Remove the cover**



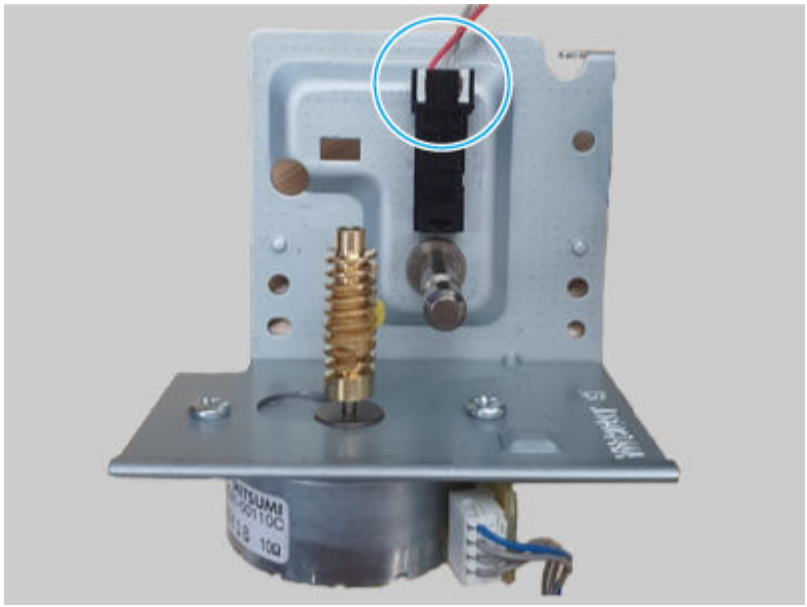
2. Remove the gear.

Figure 5-1079 **Remove the gear**



3. Disconnect one connector.

Figure 5-1080 **Disconnect one connector**



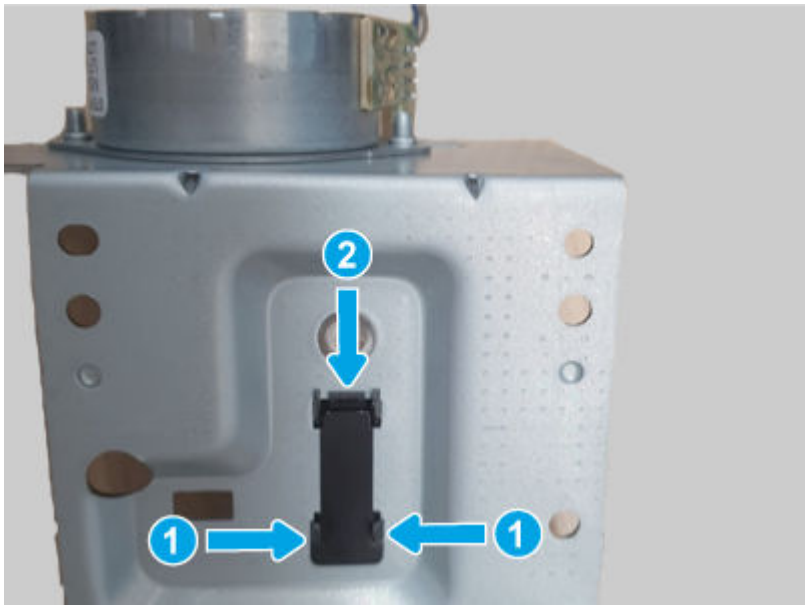
4. Do the following:

   a. Release the hooks (callout 1).

   b. Slide the sensor down (callout 2).

   c. Remove the TCU motor sensor.

Figure 5-1081 **Remove the sensor**



16. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Toner collection unit (TCU) full sensor PCA

Learn about removing and replacing the toner collection unit full sensor PCA.

View a video of removing and replacing the toner collection unit full sensor PCA.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

This procedure requires removing the toner cartridges using the control panel method. Do this prior to turning the power off. For more information, see *Remove the toner cartridges (control panel method)* in this topic.

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-91 Part information

Part number	Part description
JC92-02471A	Toner collection full sensor (toner collection unit full sensor PCA)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

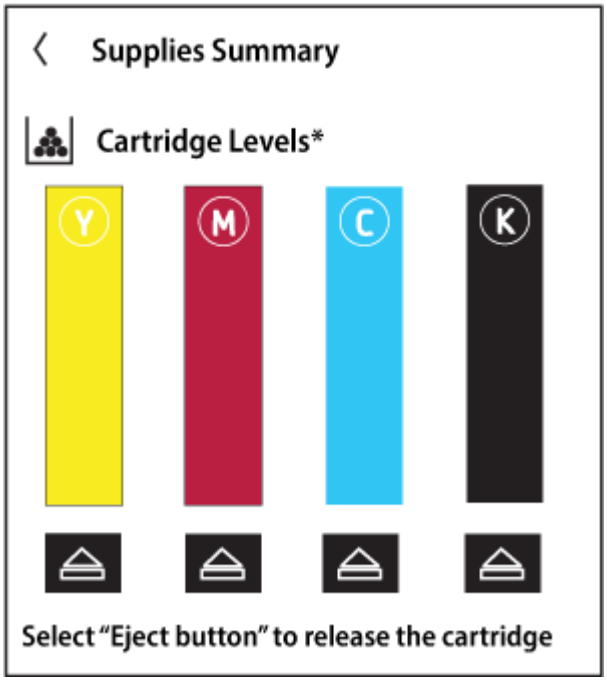
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the toner cartridges (control panel method)

Use the following procedure to remove and replace the toner cartridges.

- At the printer control panel, do the following:
  a. Select the Supplies item.
  b. Open the front door.
  c. Select the Eject button  (located below the Cartridge Levels indicators).

Figure 5-1082 Eject the toner cartridge (control panel method)

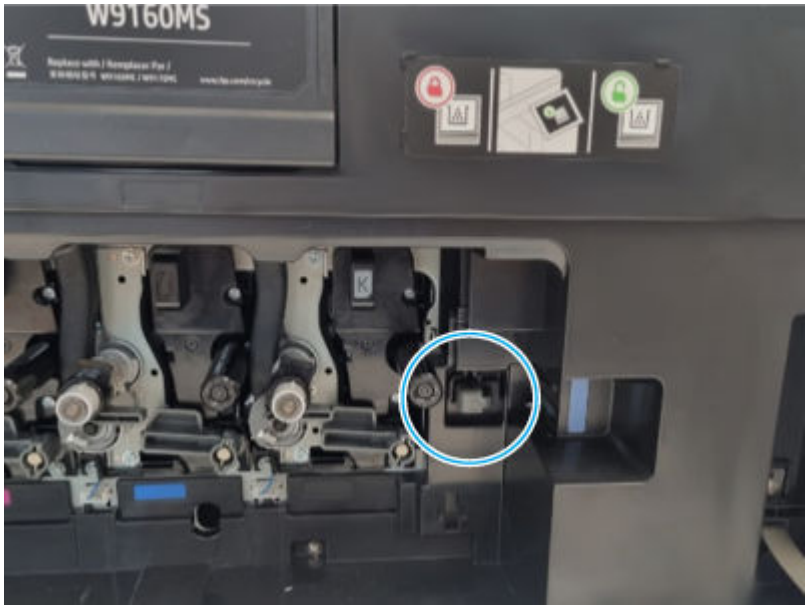


2. Remove the paper dust holder

Use the following procedure to remove and replace the paper dust holder.

1. Locate the paper dust holder.

Figure 5-1083 Locate the paper dust holder



2. Release the assembly, and then pull the paper dust holder straight out of the printer to remove it.

Figure 5-1084 Remove the assembly



3. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-1085 Remove two screws



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-1086 **Remove the cover**



4. Remove the keyboard (drawer type)

Use the following procedure to remove and replace the keyboard (drawer type).

NOTE: The optional keyboard is for flow models only. For all other models, skip this step.

1. Do the following:
   - Rotate the control panel into the upright position (callout 1).
   - Use a pair of tweezers to release the cover (callout 2), and then remove the top cover (callout 3).

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

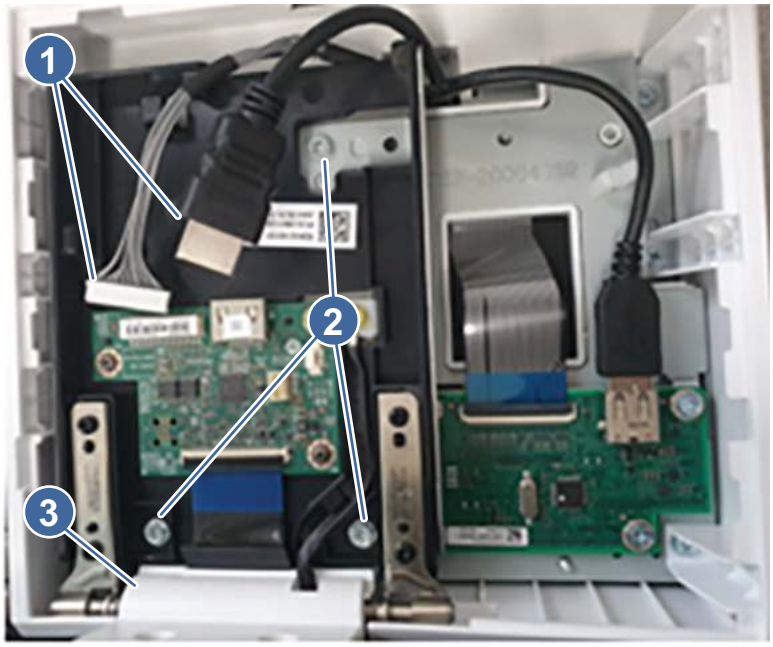
Figure 5-1087 Remove the cover



2. Disconnect two connectors (callout 1), remove three screws (callout 2, and then remove the control panel (callout 3).

NOTE: Lift the control panel straight up to remove it.

Figure 5-1088 Remove the control panel



3. Disconnect one connector.

IMPORTANT: The control panel mount bracket and the keyboard must be removed together. They are attached to each other by a film cable.

Figure 5-1089 Disconnect one connector



4. Remove four screws.

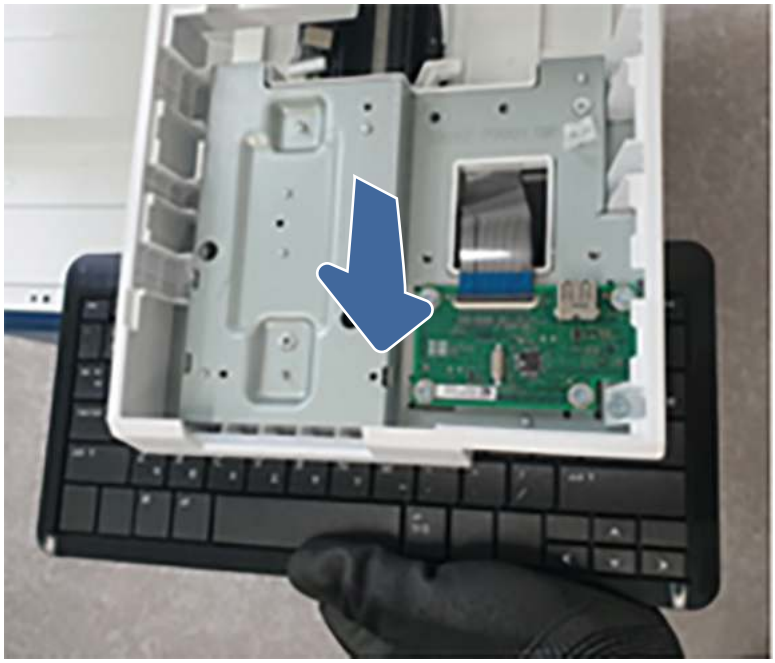
Figure 5-1090 Remove four screws



5. Pull the mount bracket and keyboard assembly straight out and away from the printer to **release** it.

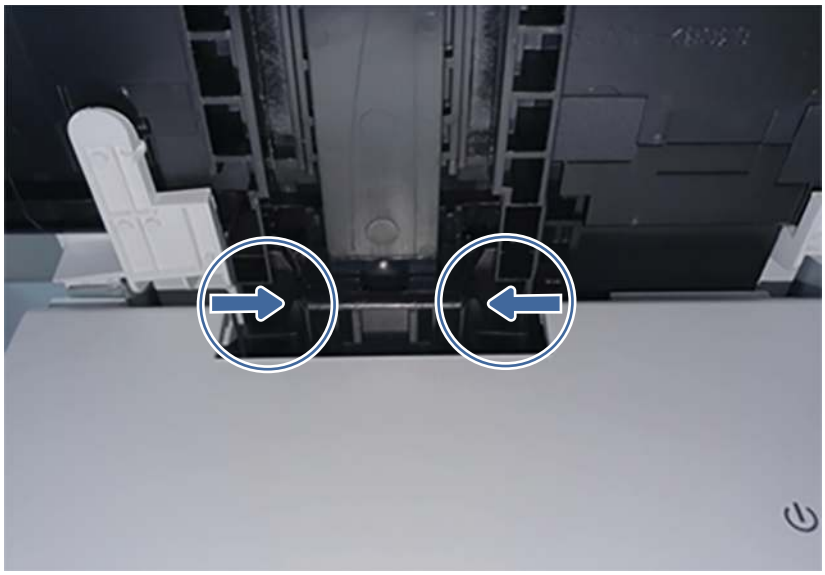
⚠ CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by two hooks.

Figure 5-1091 Release the assembly



6. Look up under the mount bracket and keyboard assembly to locate two hooks. Press in on each hook, and then pull the assembly away form the printer to remove it.

Figure 5-1092 Remove the assembly



7. **Special instruction for a replacement keyboard**

   a. Dispose of the defective part. See

   NOTE: HP recommends responsible disposal of the defective part.

   http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

b. Unpack the replacement parts supplied in the service kit.

IMPORTANT: Only the control panel mount and keyboard assembly (callout 2) are required to be installed.

Save the additional service kit parts (callouts 1/3/4) for other applications.

Figure 5-1093 Service kit parts



5. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

NOTE: If an optional keyboard is installed, remove it now.

1. Remove two screws.

Figure 5-1094 Remove two screws



2. Open the right door.

Figure 5-1095 **Open the right door**



3. Move the control panel out of the way, and then slide the cover as shown below to separate it from the printer.

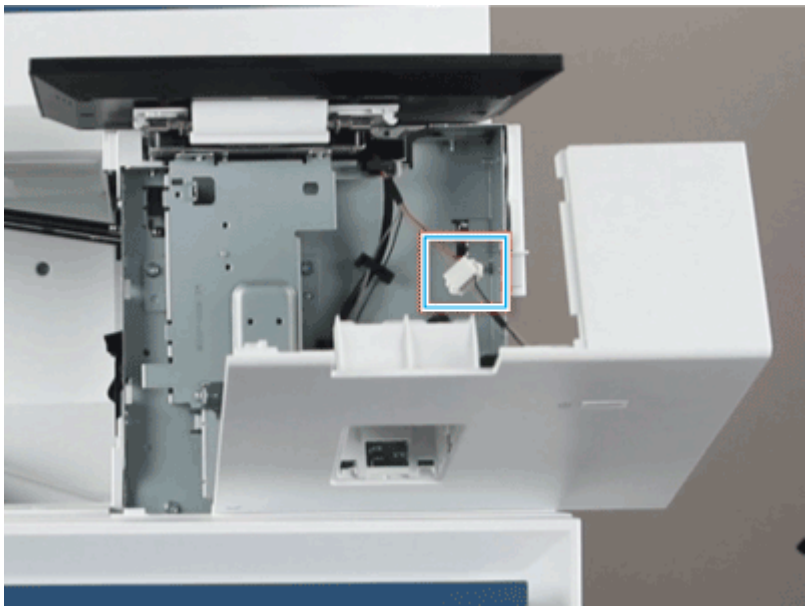
⚠ CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-1096 **Slide the cover**



4. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-1097 Remove the cover assembly

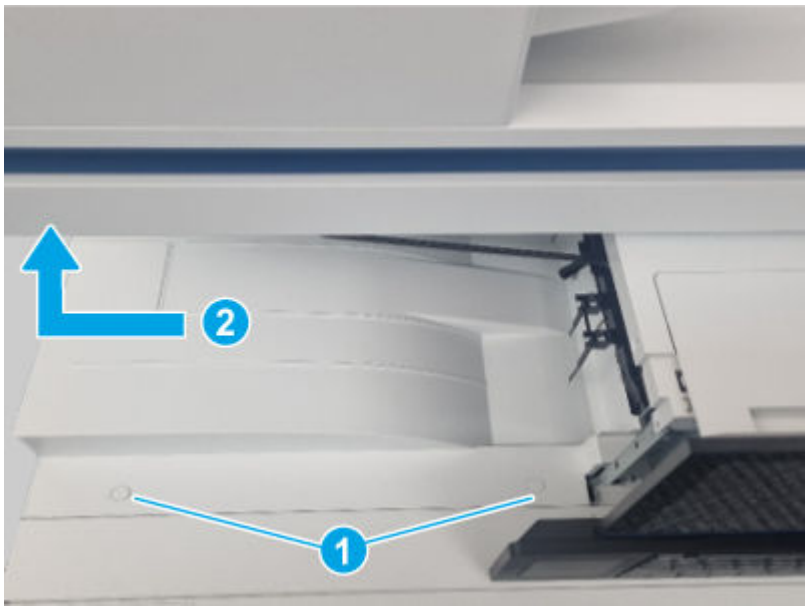


6. Remove the exit cover stacker

Use the following procedure to remove and replace the exit cover stacker.

- Remove two screw caps and remove two screws (callout 1), and then remove the exit cover stacker (callout 2).

Figure 5-1098 Remove the cover



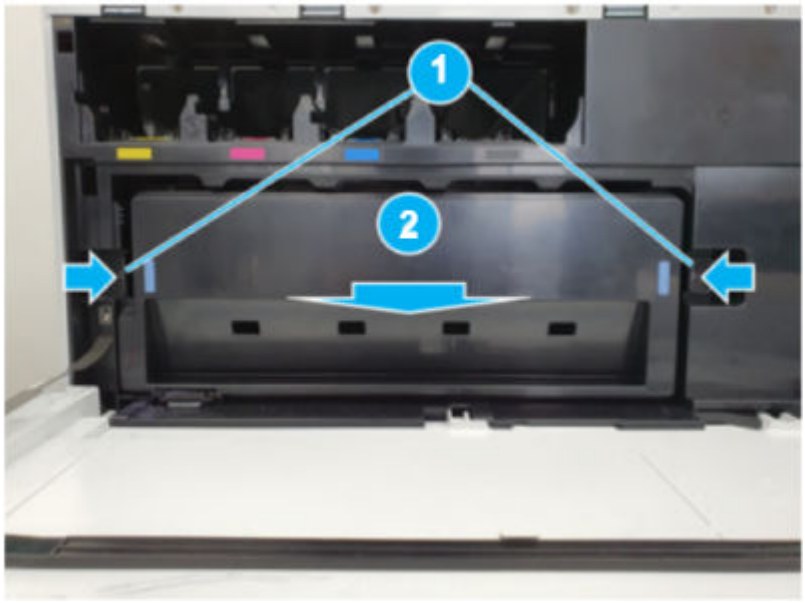
7. Remove the toner collection duct unit (TCDU)

Use the following procedure to remove and replace the TCDU.

1. Open the front door.

2. Push in on two tabs (callout 1) to release the unit, and then pull it straight out (callout 2) of the printer to remove it.

Figure 5-1099 Remove the unit

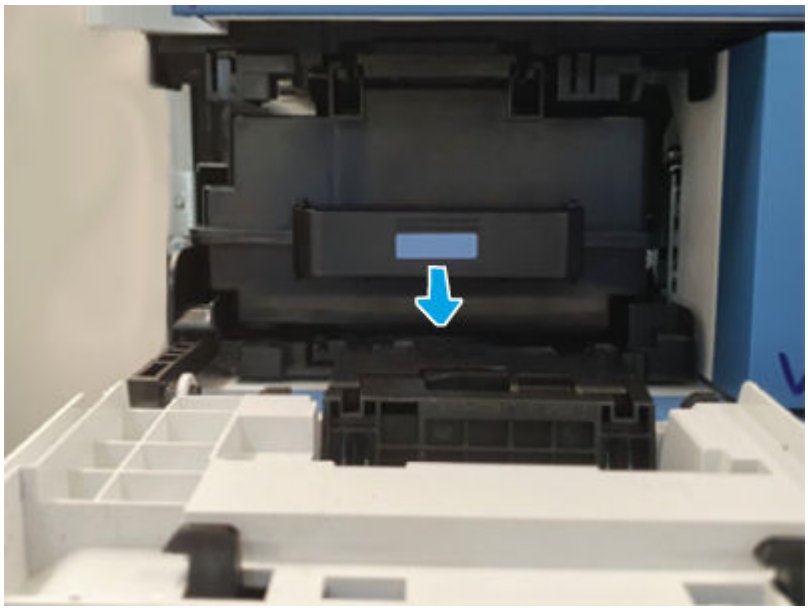


8. Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the TCU cover (located to the left of Tray 2), and then remove the TCU.

Figure 5-1100 Remove the TCU



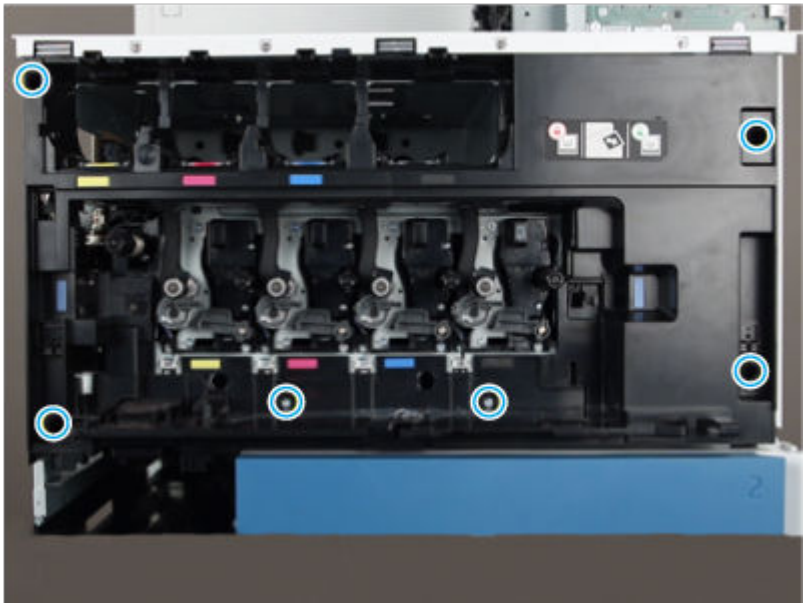
9. Remove the inner cover

Use the following procedure to remove and replace the inner cover.

⚠ CAUTION: Make sure that the toner collection unit (TCU) is removed **before** removing the inner cover to avoid dislodging the TCU shutter.

- Remove six screws.

Figure 5-1101 **Remove six screws**

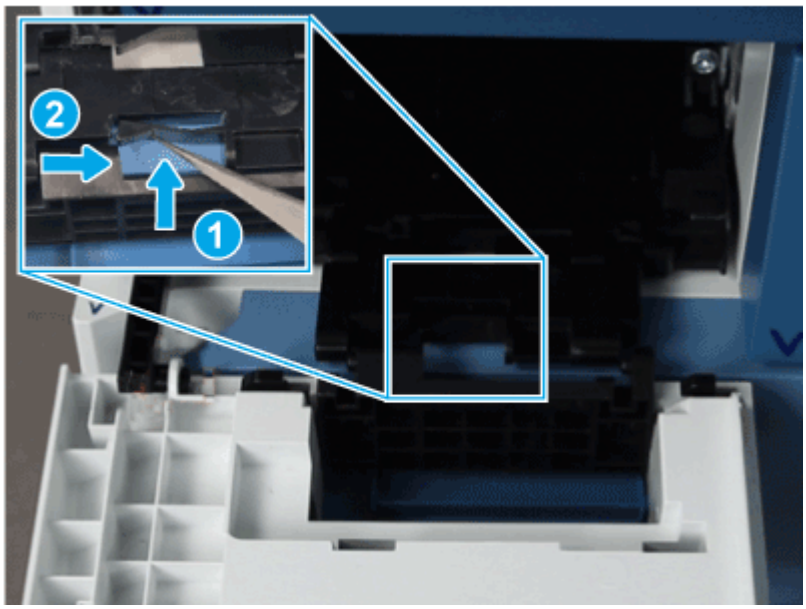


10. Remove the TCU cover and CMF panel

Use the following procedure to remove and replace the TCU cover and CMF panel.

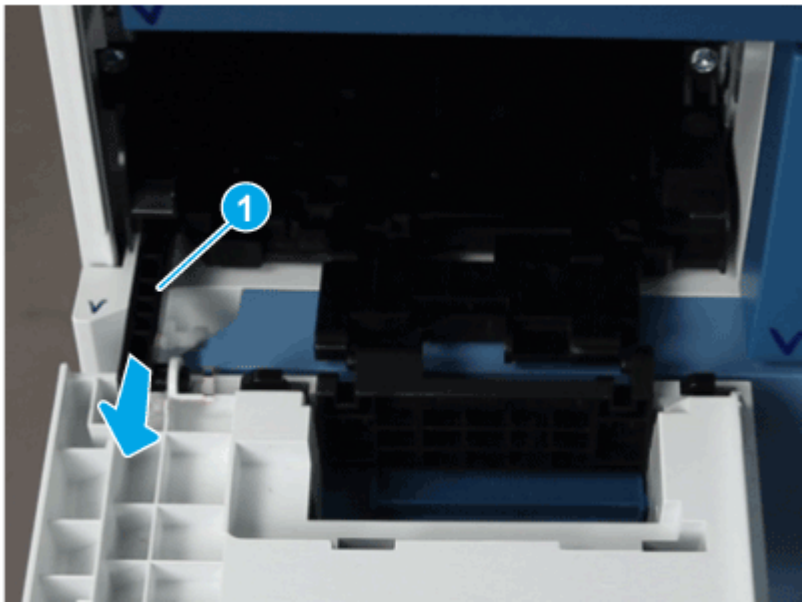
1. Push in on the hook (callout 1), and then slide the TCU cover to the right (callout 2) to partially release it.

Figure 5-1102 Release the TCU cover



2. Support the TCU cover, grasp the retainer arm (callout1), and then pull the retainer arm straight out to remove the cover and retainer arm together.

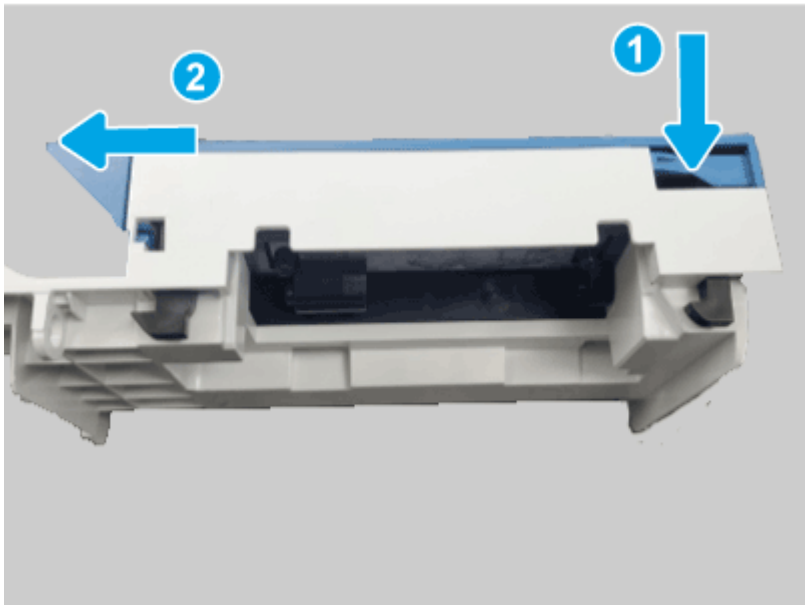
Figure 5-1103 Remove the TCU cover



3. **Optional step**: Release the CMF panel tab, and then slide the panel as shown below to remove it.

NOTE: If the TCU cover was removed to gain access to another assembly, skip this step.

Figure 5-1104 Release the panel

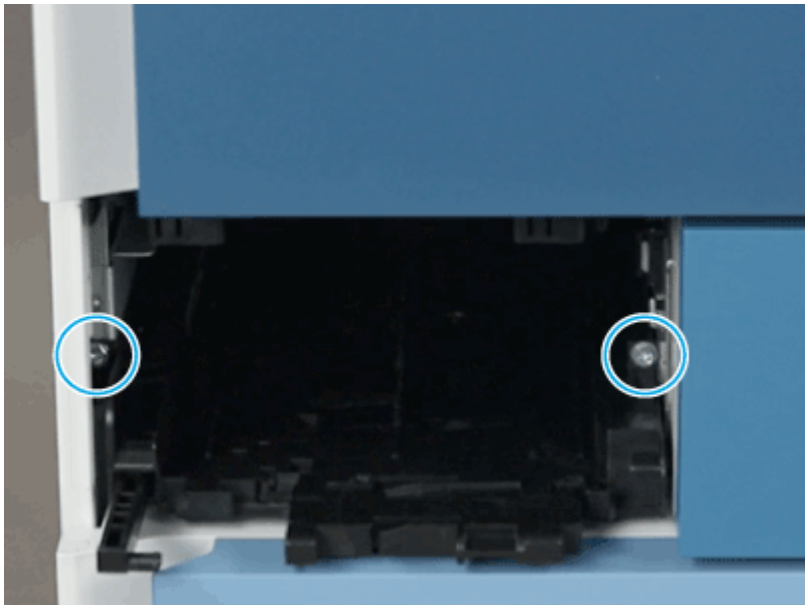


11. Remove the toner collection unit (TCU) rail

Use the following procedure to remove and replace the TCU rail.

- Remove two screws, and then pull the TCU rail straight out to remove it.

Figure 5-1105 Remove the TCU rail



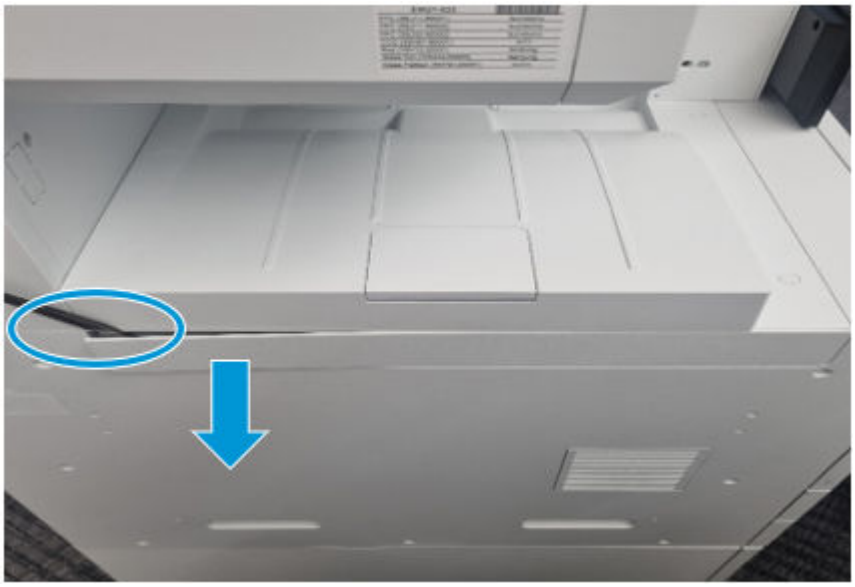
12. Remove the left top cover

Use the following procedure to remove and replace the left top cover.

- Use a pair of tweezers to carefully release the cover, and then pull straight out to remove the cover.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-1106 Remove the cover



13. Remove the left cover

Use the following procedure to remove and replace the left cover.

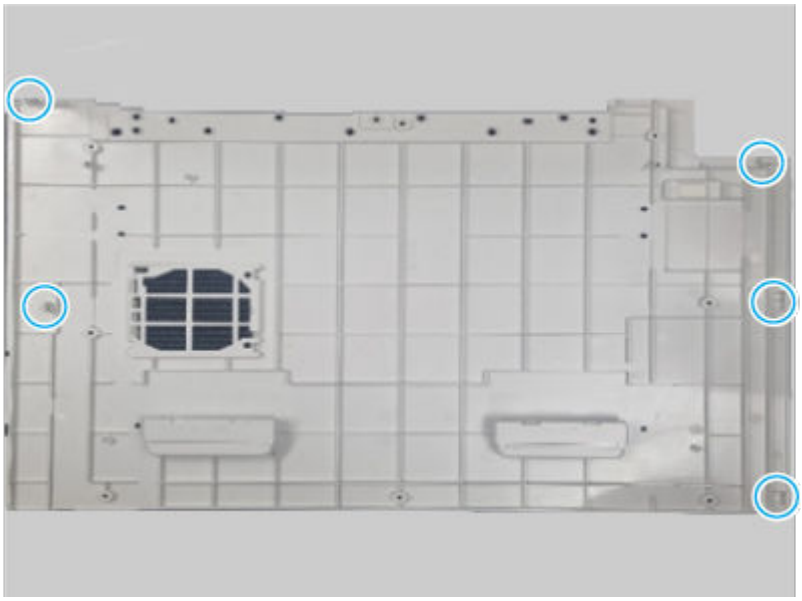
1. Open the front cover (door) and all installed trays.
2. Remove eight screws.

Figure 5-1107 Remove eight screws



3. Before proceeding, take note of the location of the mounting hooks on the inside of the cover.

Figure 5-1108 Cover hook locations



4. Release the cover from the right- to left side. Remove the cover.

Figure 5-1109 Remove the cover

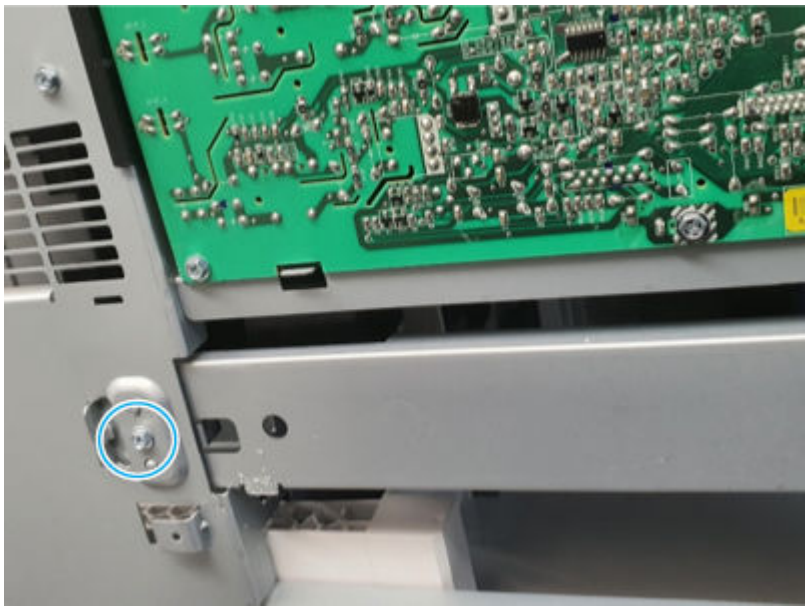


14. Remove the TCU drive assembly

Use the following procedure to remove and replace the TCU drive assembly.

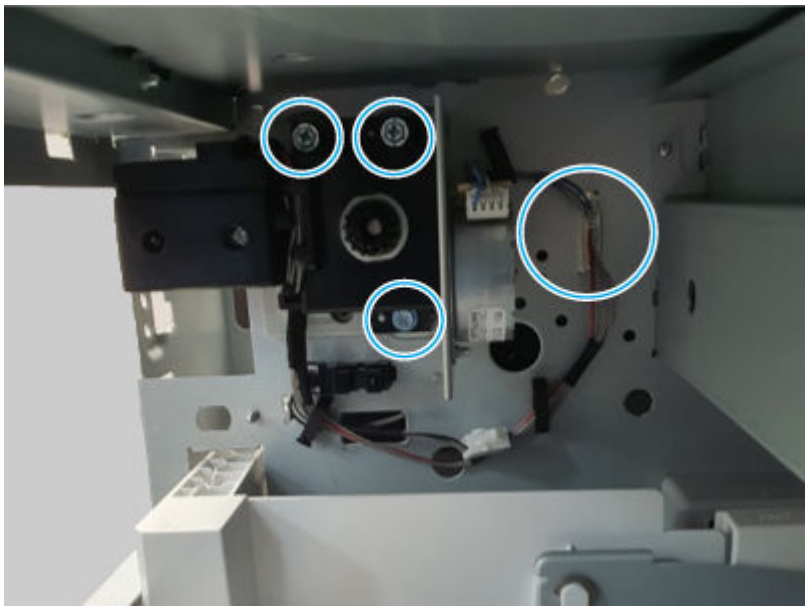
1. Remove one screw, and then remove the panel guide.

Figure 5-1110 **Remove the guide**



2. Disconnect one connector, remove three screws, and then remove the TCU drive assembly.

Figure 5-1111 **Remove the assembly**

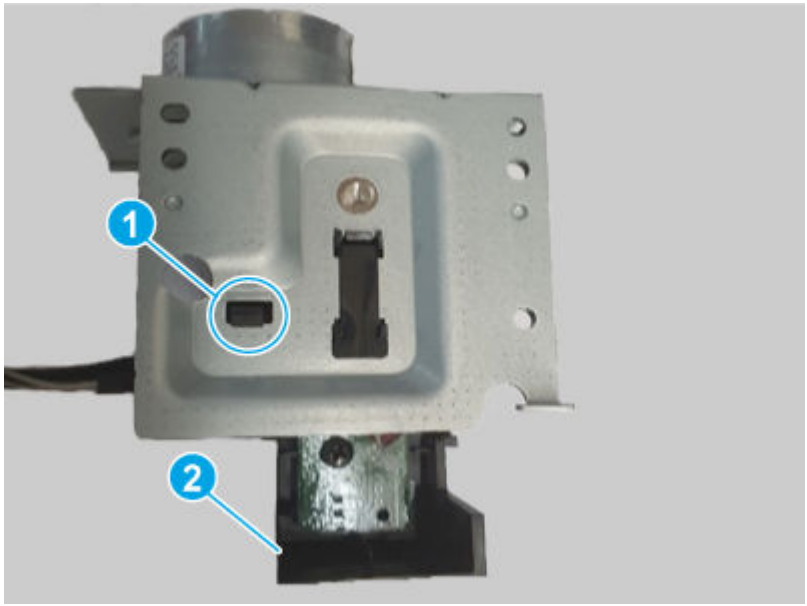


15. Remove the TCU full sensor

Use the following procedure to remove and replace the TCU full sensor.

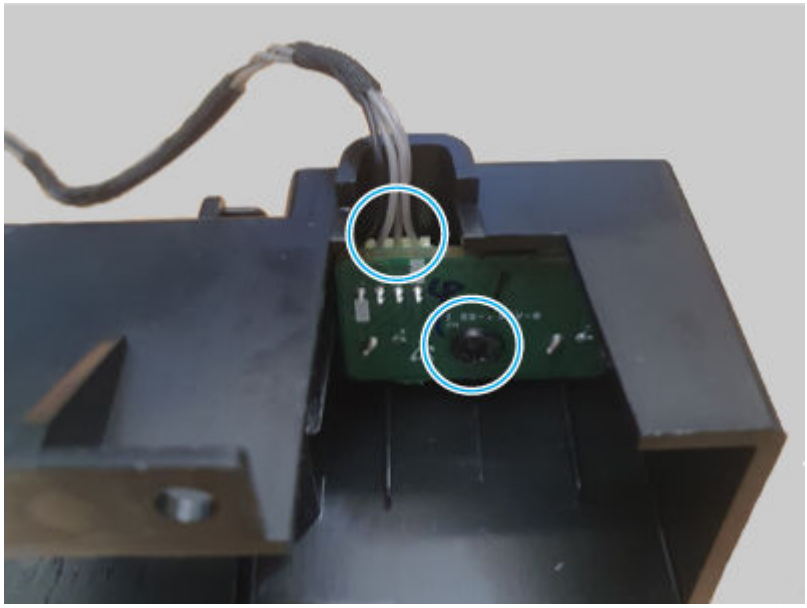
1. Release one tab (callout 1), and then remove the cover (callout 2).

Figure 5-1112 Remove the cover



2. Disconnect one connector, remove one screw, and then remove the TCU full sensor.

Figure 5-1113 Remove the sensor



16. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Image creation

Learn about image creation parts removal and replacement.

Laser scanner unit (LSU)

Learn about laser scanner unit parts removal and replacement.

Removal and replacement: Laser scanner unit (LSU)

Learn about removing and replacing the LSU.

View a video of removing and replacing the LSU.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-92 Part information

Part number	Part description
JC97-05149A	Laser scanner unit (LSU)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

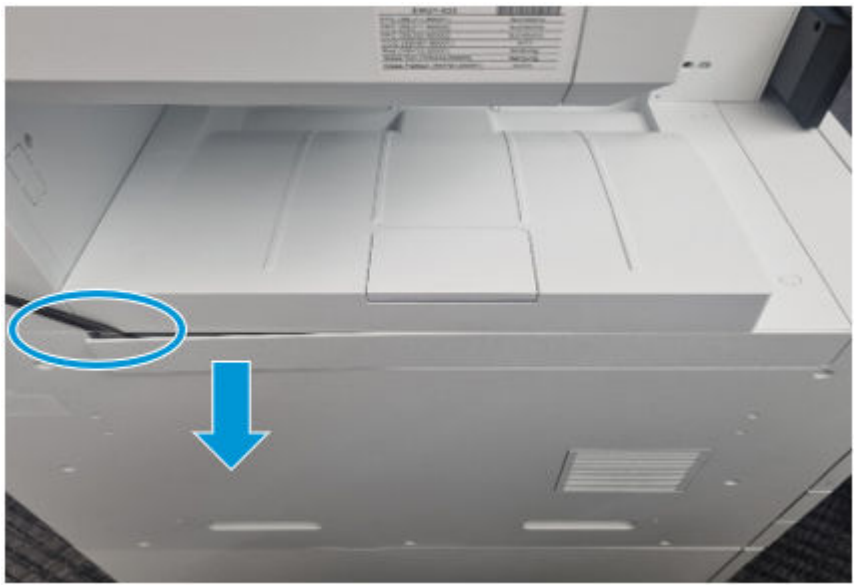
1. Remove the left top cover

Use the following procedure to remove and replace the left top cover.

- Use a pair of tweezers to carefully release the cover, and then pull straight out to remove the cover.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-1114 Remove the cover



2. Remove the left cover

Use the following procedure to remove and replace the left cover.

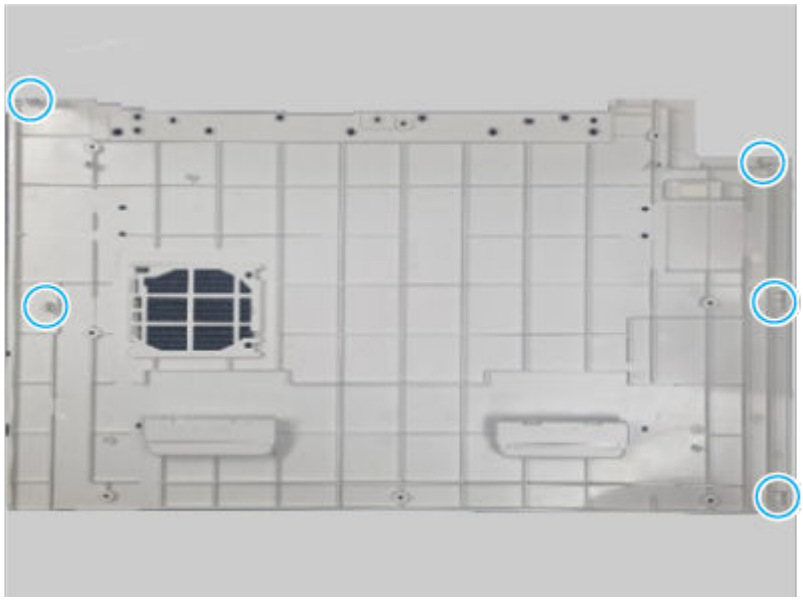
1. Open the front cover (door) and all installed trays.
2. Remove eight screws.

Figure 5-1115 Remove eight screws



3. Before proceeding, take note of the location of the mounting hooks on the inside of the cover.

Figure 5-1116 Cover hook locations



4. Release the cover from the right- to left side. Remove the cover.

Figure 5-1117 **Remove the cover**

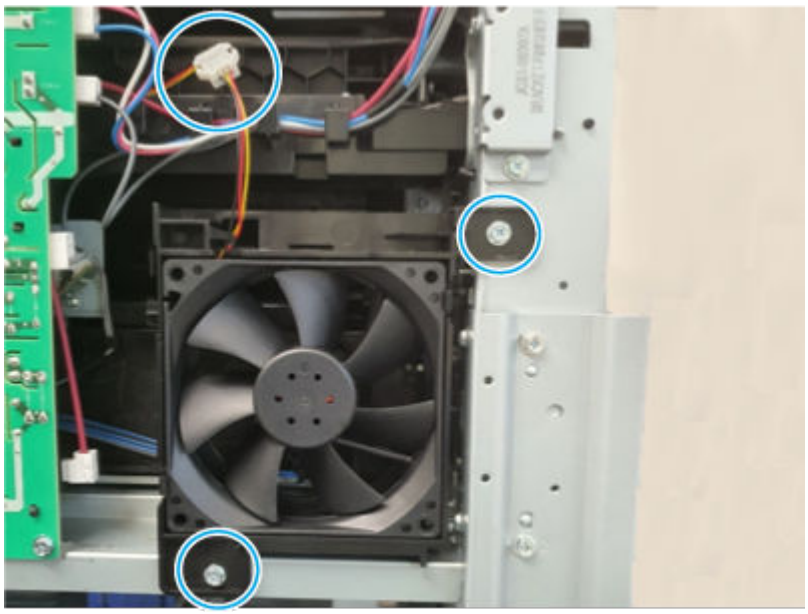


3. Remove the LSU fan

Use the following procedure to remove and replace the LSU fan.

- Disconnect one connector, remove two screws, and then remove the LSU fan.

Figure 5-1118 **Remove the fan**

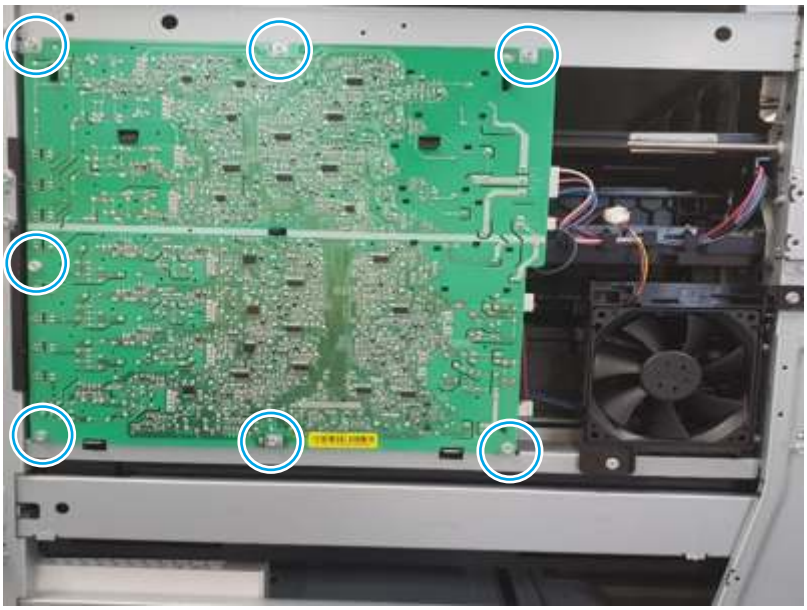


4. Remove the HVPS

Use the following procedure to remove and replace the HVPS.

1. Remove seven screws.

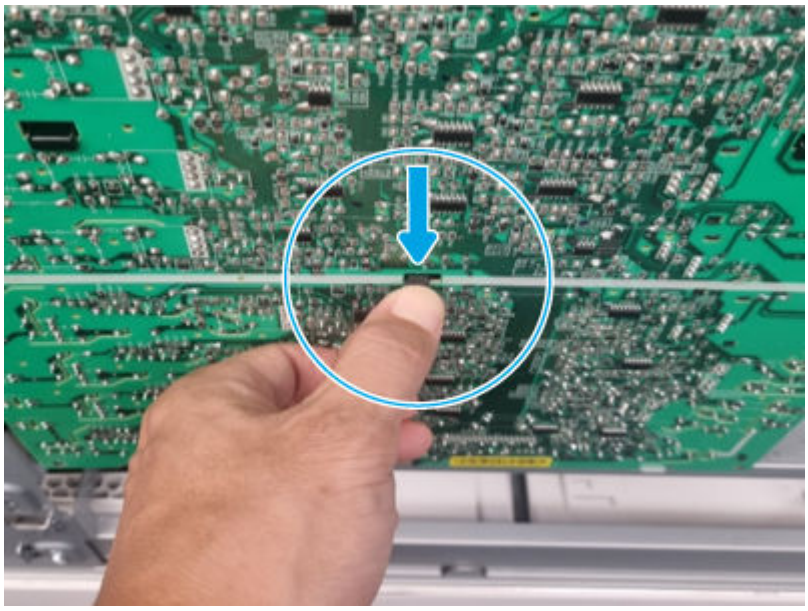
Figure 5-1119 Remove seven screws



2. Release one hook, and then separate the HVPS from the printer.

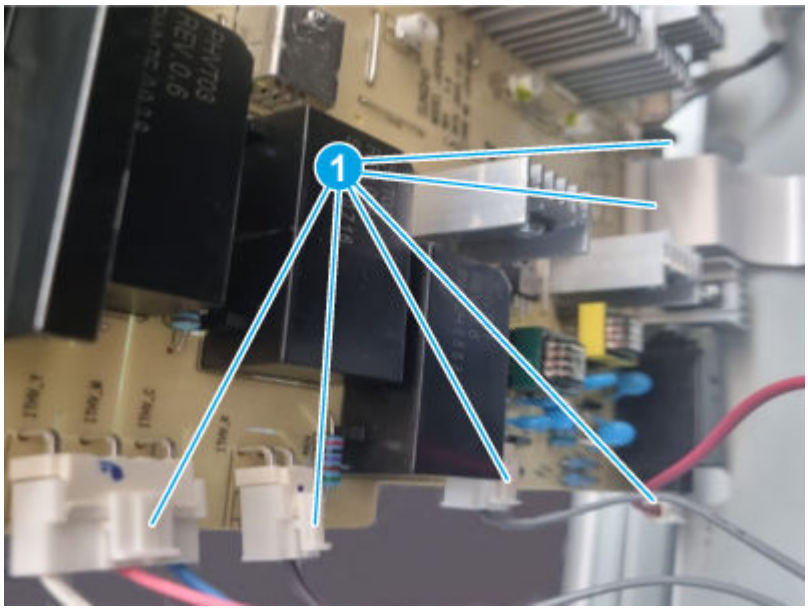
⚠ CAUTION: Do not attempt to fully remove the HVPS. Wire harnesses still connect it to the printer.

Figure 5-1120 Release the HVPS



3. Disconnect six connectors (callout 1), and then remove the HVPS.

Figure 5-1121 **Remove the PCA**



5. Remove the LSU

Use the following procedure to remove and replace the LSU.

1. Do the following:

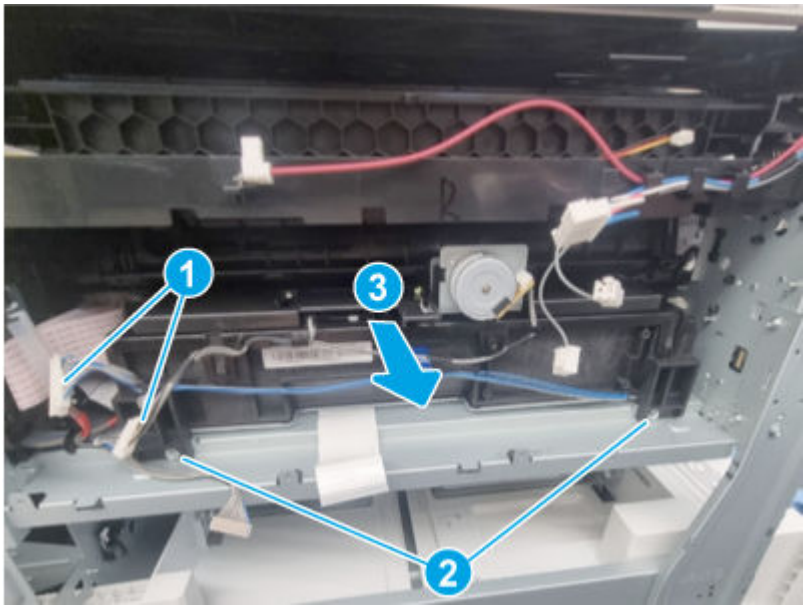
   - Disconnect two connectors (callout 1).

   NOTE: The connectors in the figure below are shown already disconnected.

   - Remove two screws (callout 2).
   - Partially slide the LSU out of the printer (callout 3).

   CAUTION: Do not attempt to completely remove the LSU. It is still attached to the printer by three connectors at the rear of the unit.

Figure 5-1122 Disconnect connectors and remove screws



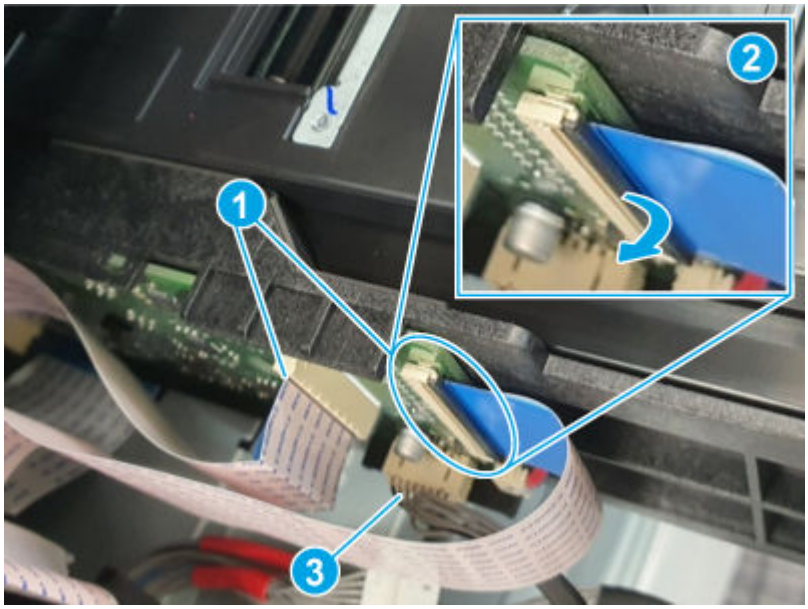
2. With the LSU partially removed, do the following:

   - Disconnect two flat-flexible cables (FFCs) (callout 1).

   NOTE: One FFC has a locking clip. Release the clip as shown below (callout 2) to disconnect the FFC.

   - Disconnect one connector (callout 3).
   - Remove the laser scanner unit.

Figure 5-1123 Remove the unit



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Developer and drum

Learn about developer and drum parts removal and replacement.

Removal and replacement: Drum unit

Learn about removing and replacing the drum unit.

View a video of removing and replacing the drum unit.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off.

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-93 Part information

Part number	Part description
W2257-67001	CMY Imaging Drum unit (CMY: cyan, yellow, magenta)
W2256-67001	Black Imaging Drum unit

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on.

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

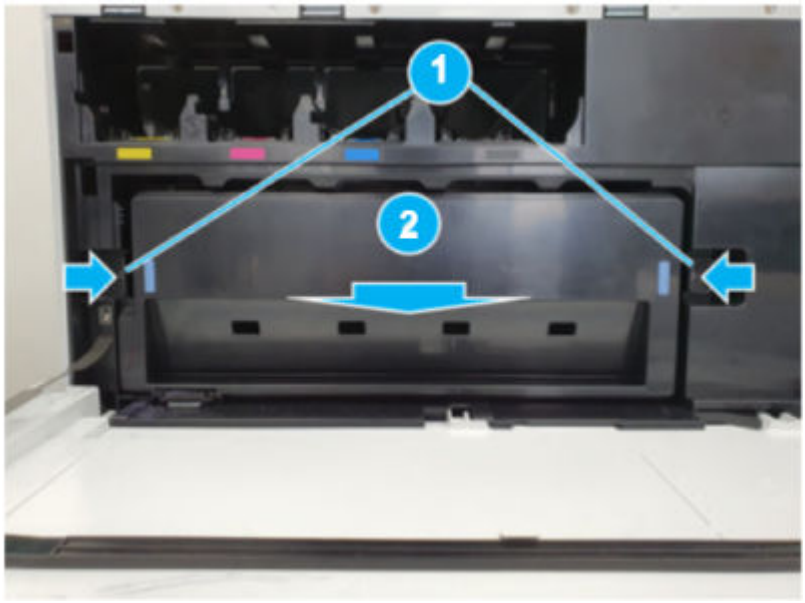
1. Remove the toner collection duct unit (TCDU)

Use the following procedure to remove and replace the TCDU.

1. Open the front door.

2. Push in on two tabs (callout 1) to release the unit, and then pull it straight out (callout 2) of the printer to remove it.

Figure 5-1124 Remove the unit

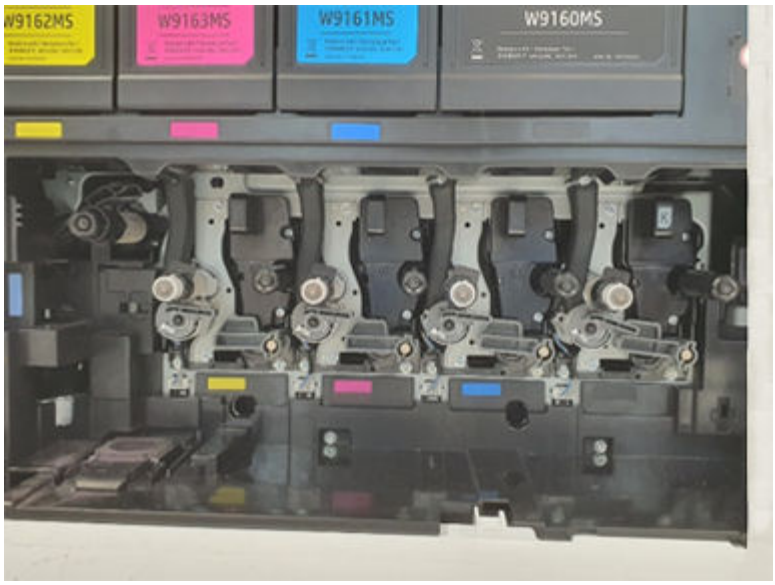


2. Remove the drum unit

Use the following procedure to remove and replace the drum unit.

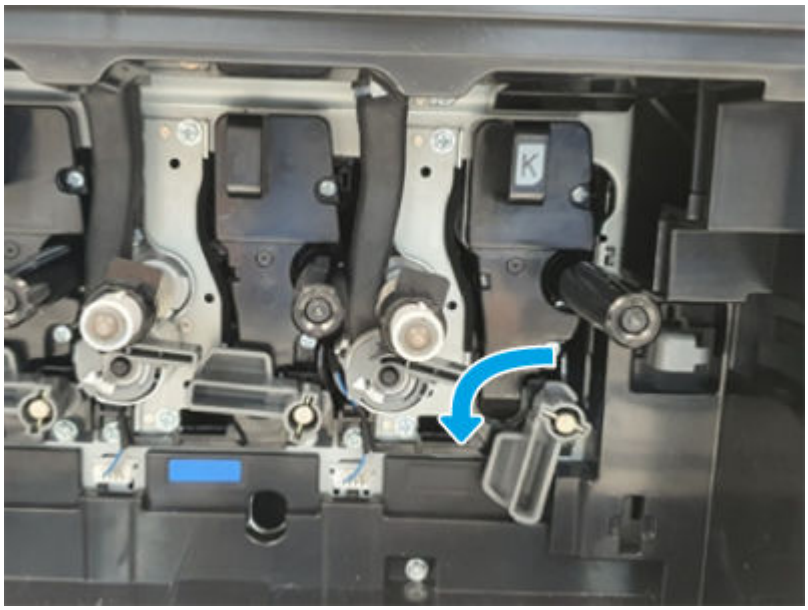
1. Open the front door.

Figure 5-1125 Open the front door



2. Rotate the locking lever down, and then pull the drum unit out of the printer.

Figure 5-1126 **Remove the unit**



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Developer unit

Learn about removing and replacing the developer unit.

View a video of removing and replacing the developer unit.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-94 Part information

Part number	Part description
5PN72-67002	Developer unit (black)
5PN73-67002	Developer unit (yellow)
5PN74-67002	Developer unit (magenta)
5PN75-67002	Developer unit (cyan)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

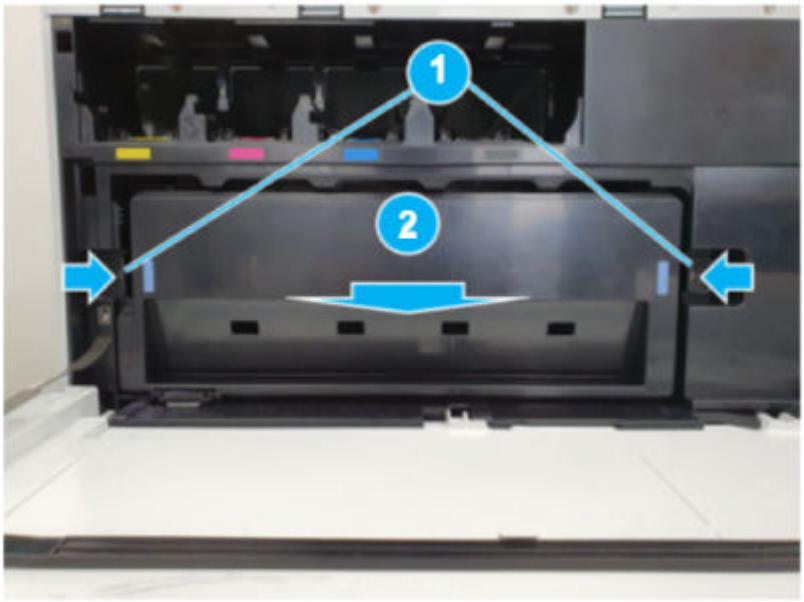
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the toner collection duct unit (TCDU)

Use the following procedure to remove and replace the TCDU.

1. Open the front door.
2. Push in on two tabs (callout 1) to release the unit, and then pull it straight out (callout 2) of the printer to remove it.

Figure 5-1127 Remove the unit

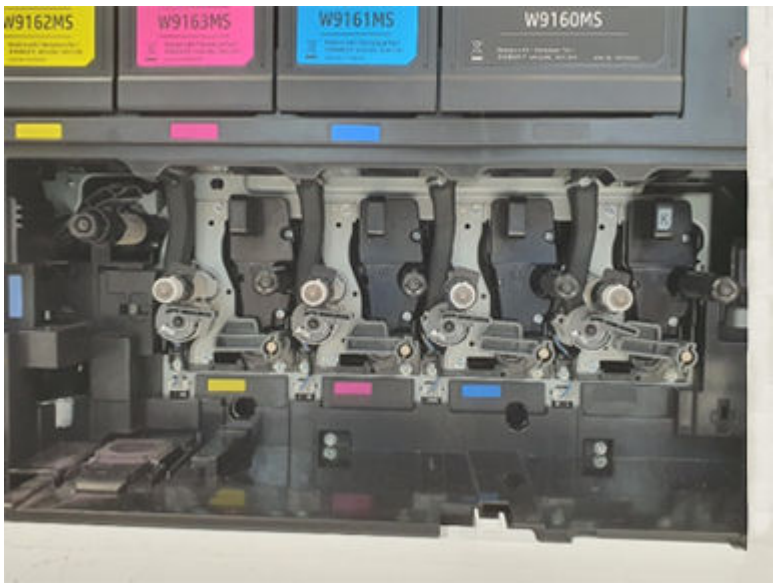


2. Remove the drum unit

Use the following procedure to remove and replace the drum unit.

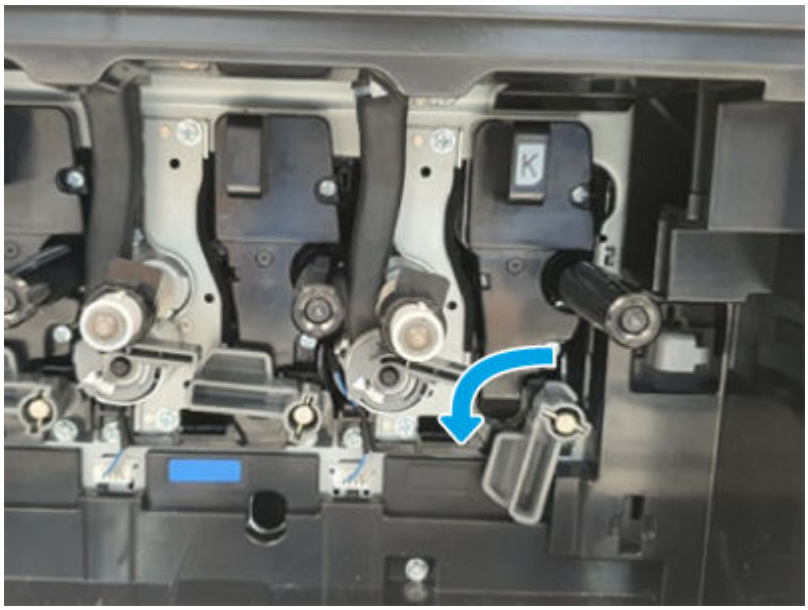
1. Open the front door.

Figure 5-1128 Open the front door



2. Rotate the locking lever down, and then pull the drum unit out of the printer.

Figure 5-1129 **Remove the unit**

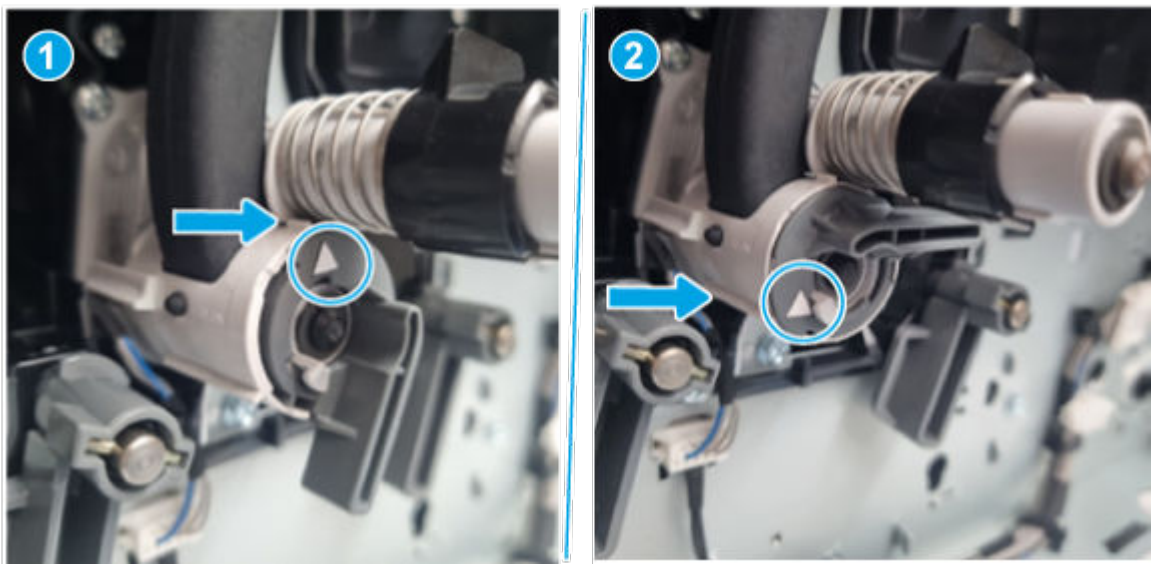


3. Remove the developer unit

Use the following procedure to remove and replace the developer unit.

1. Before proceeding, take note of the open and closed position of the developer unit locking lever.
   - **Callout 1**: Closed position.
   - **Callout 2**: Open position (ready for printing).

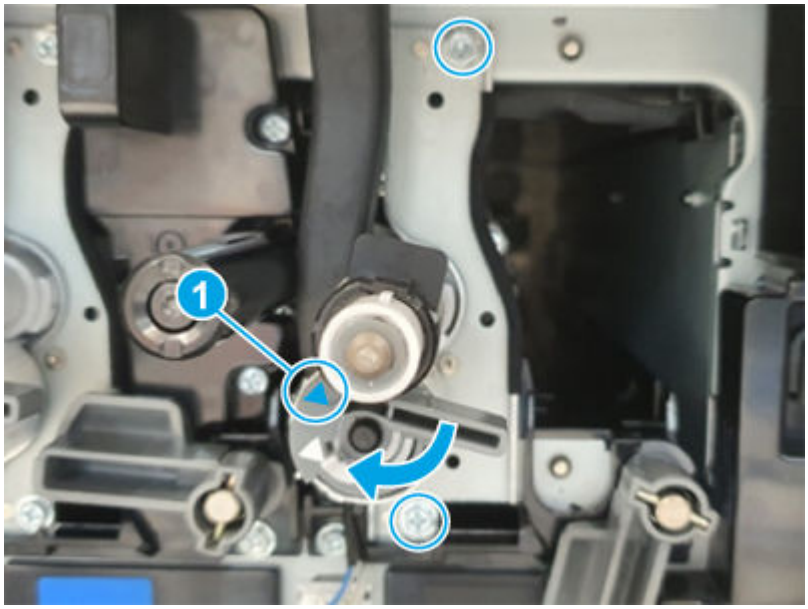
Figure 5-1130 **Developer lever positions**



2. Remove two screws, and then rotate the locking lever down to the closed position.

NOTE: The indicator arrow moves to the shutter closed position (callout 1).

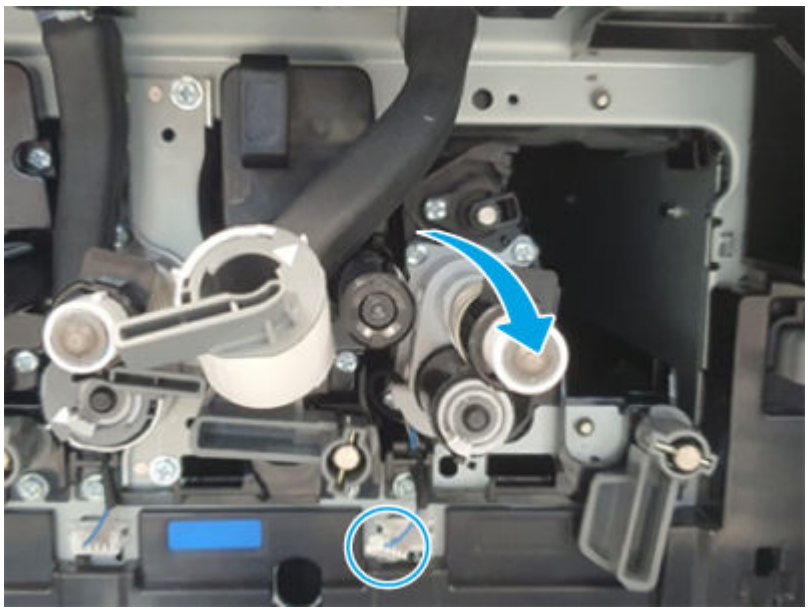
Figure 5-1131 Rotate the locking lever



3. Disconnect one connector, and then pull the developer unit out of the printer.

NOTE: If the developer unit is empty, use the steps included in this topic to fill it with developer powder.

Figure 5-1132 Remove the unit



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

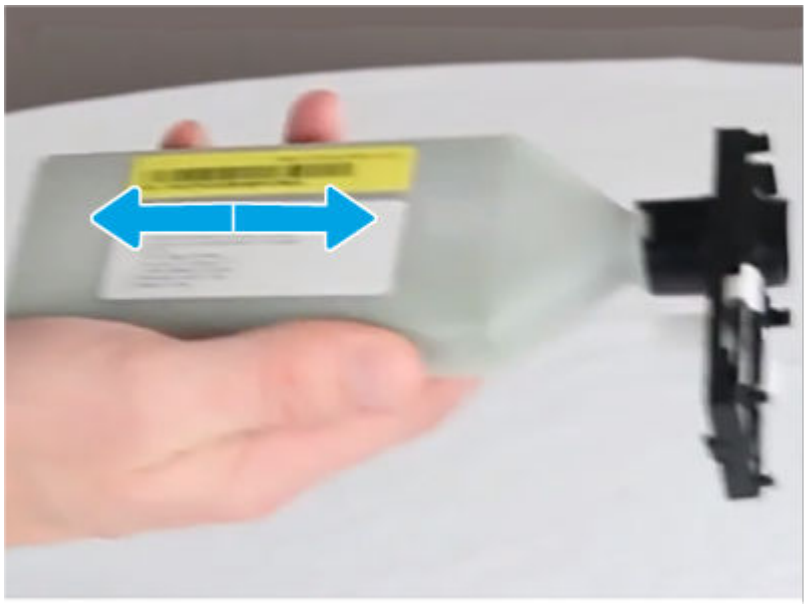
5. Fill a developer unit with developer powder

Use the following procedure to fill a developer unit with developer powder.

TIP: If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

1. Shake the developer powder bottle.

Figure 5-1133 **Shake the bottle**



2. Do one of the following:

- **To fill a *replacement* developer unit**: Skip this step.
- **To fill an *in-service* developer unit**: Remove one cap from the developer unit.

NOTE: Removing the cap might require considerable force.

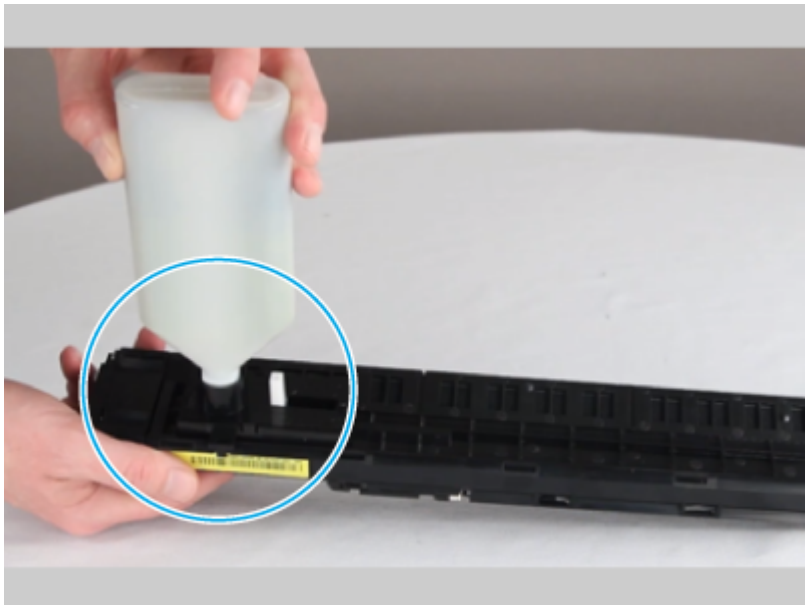
Figure 5-1134 **Install the cap**



3. Attach the bottle to the developer unit.

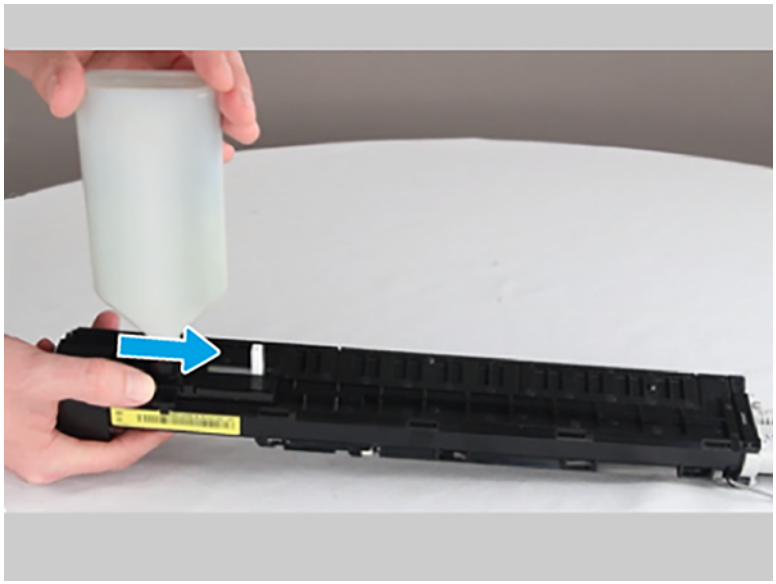
NOTE: Make sure that the bottle firmly hooks onto the developer unit.

Figure 5-1135 **Attach the bottle**



4. Slide the shutter on the developer unit to the open position.

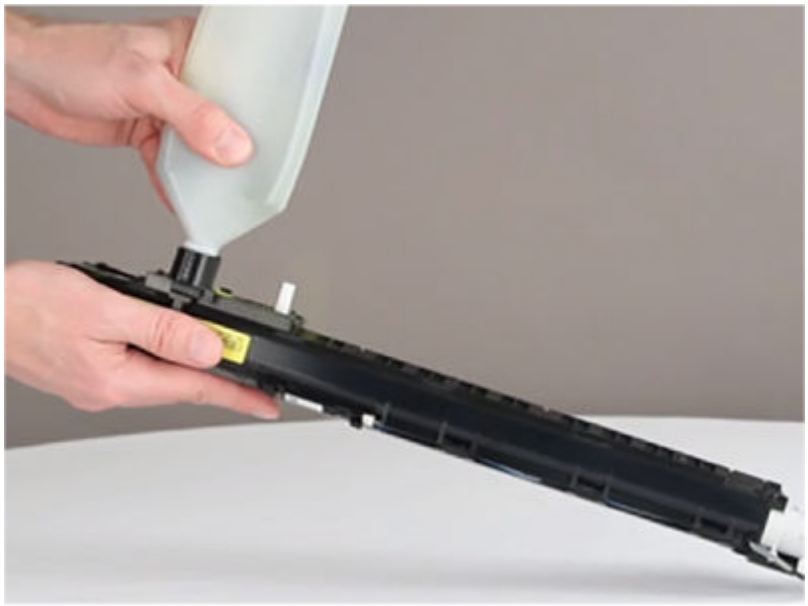
Figure 5-1136 **Open the shutter**



5. Slightly tilt the developer unit, and then carefully squeeze the bottle to start toner flowing into the developer unit. Continue this process until there is no toner remaining in the bottle.

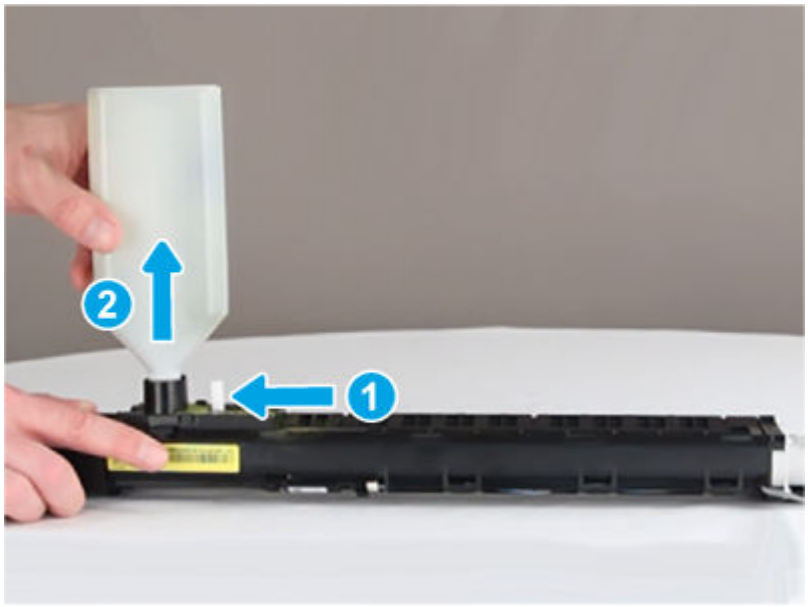
TIP: To check the level of powder in the bottle, hold it up to a light source.

Figure 5-1137 Open the shutter



6. When the bottle is empty, close the shutter (callout 1) and remove the bottle (callout 2).

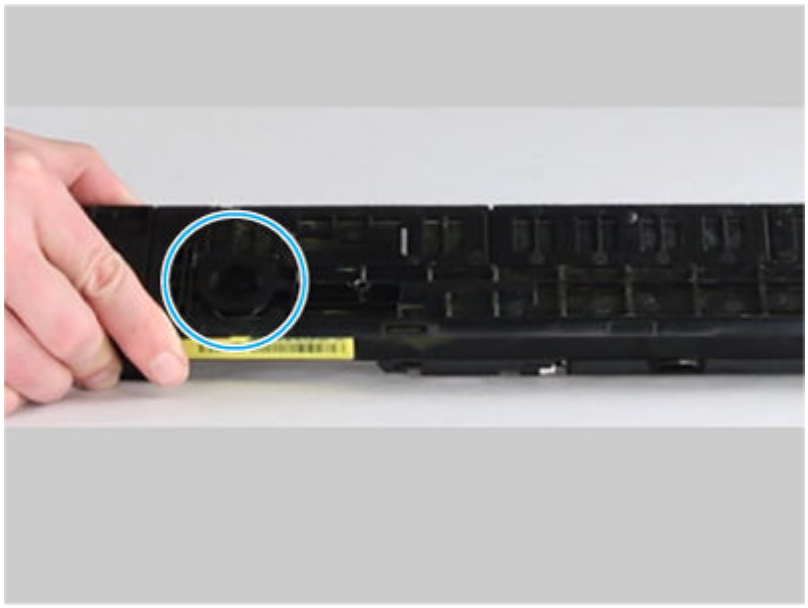
Figure 5-1138 Close the shutter



7. Install the cap (supplied in the kit) in the hole on the developer unit.

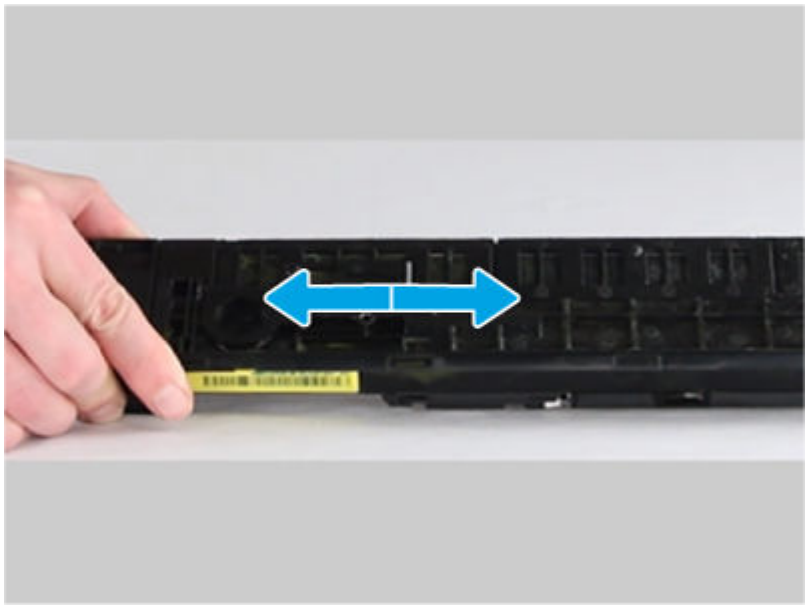
NOTE: Installing the cap might require considerable force.

Figure 5-1139 Install the cap



8. Shake the developer unit back and forth to evenly distribute the toner powder.

Figure 5-1140 Distribute the toner powder



Removal and replacement: Developer powder

Learn about how to fill a developer unit with developer powder.

NOTE: Use this procedure to fill an empty developer unit with developer powder.

View a video of how to fill a developer unit with developer powder.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-95 Part information

Part number	Part description
5PN73-67001	Developer powder yellow kit
5PN74-67001	Developer powder magenta kit
5PN75-67001	Developer powder cyan kit
5PN72-67001	Developer powder black kit

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

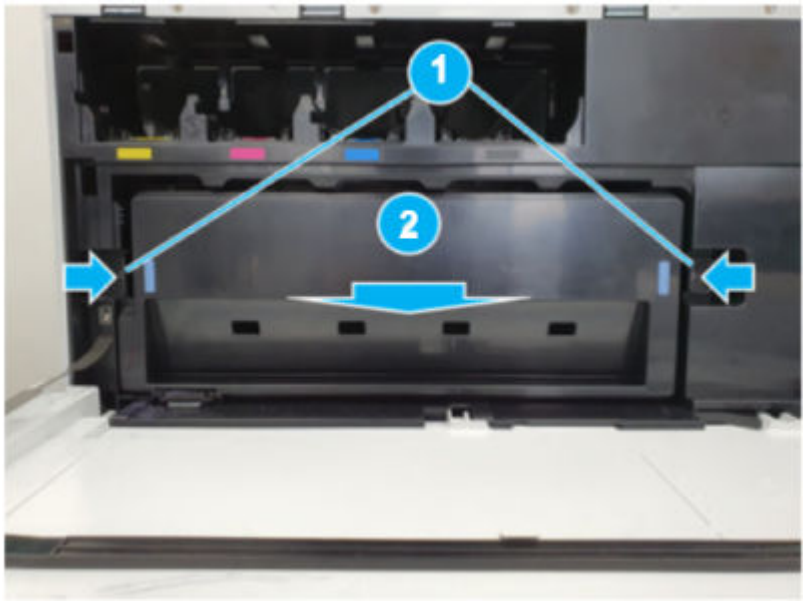
1. Remove the toner collection duct unit (TCDU)

Use the following procedure to remove and replace the TCDU.

1. Open the front door.

2. Push in on two tabs (callout 1) to release the unit, and then pull it straight out (callout 2) of the printer to remove it.

Figure 5-1141 **Remove the unit**

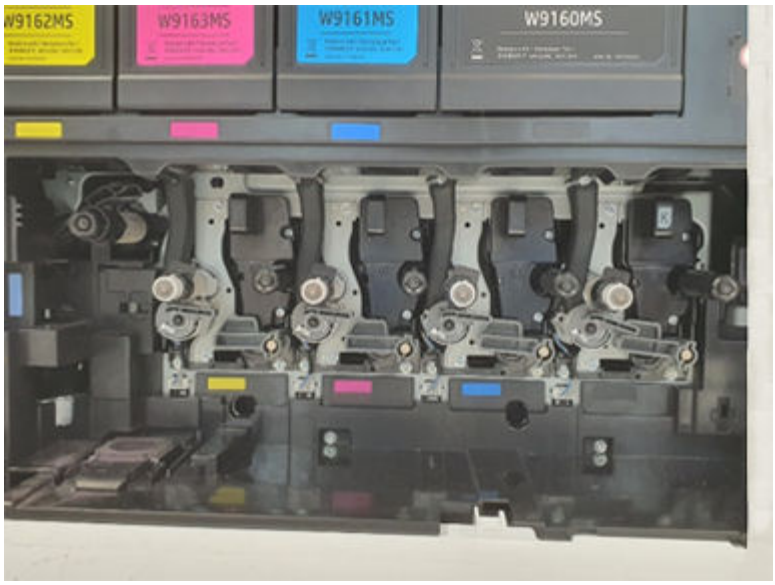


2. Remove the drum unit

Use the following procedure to remove and replace the drum unit.

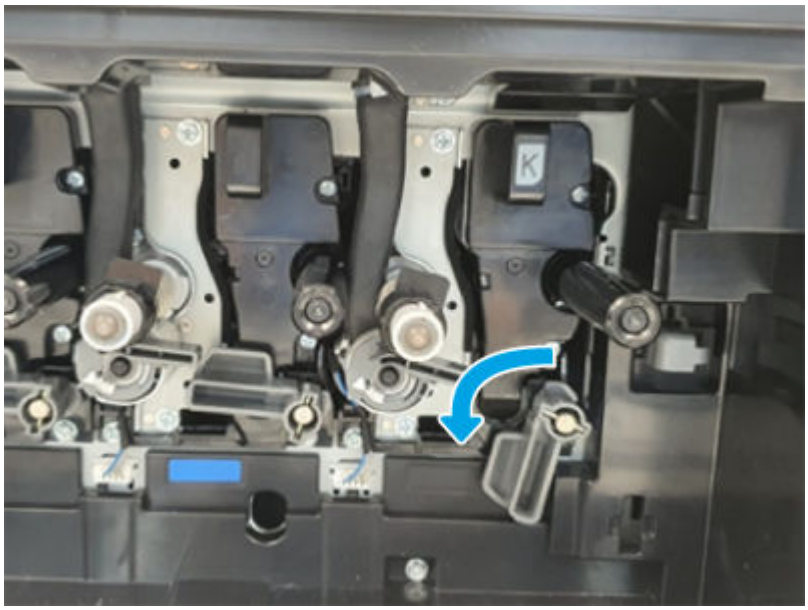
1. Open the front door.

Figure 5-1142 **Open the front door**



2. Rotate the locking lever down, and then pull the drum unit out of the printer.

Figure 5-1143 **Remove the unit**

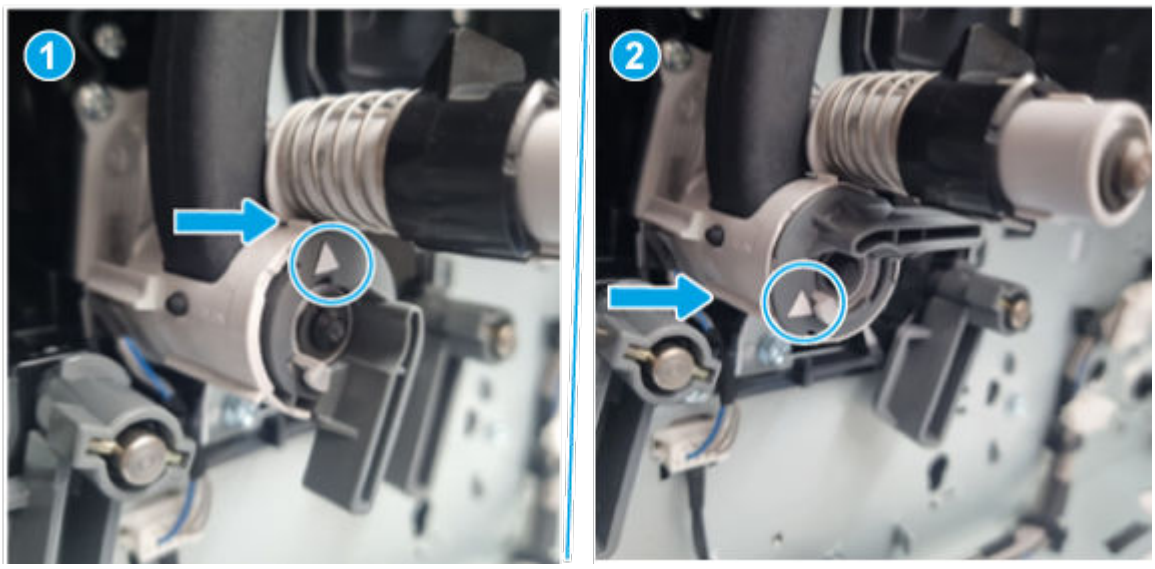


3. Remove the developer unit

Use the following procedure to remove and replace the developer unit.

1. Before proceeding, take note of the open and closed position of the developer unit locking lever.
   - **Callout 1**: Closed position.
   - **Callout 2**: Open position (ready for printing).

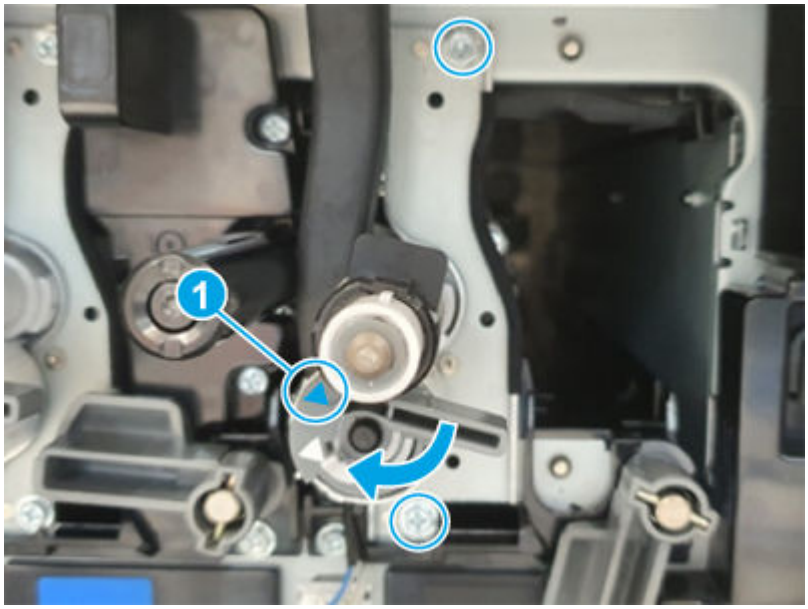
Figure 5-1144 **Developer lever positions**



2. Remove two screws, and then rotate the locking lever down to the closed position.

NOTE: The indicator arrow moves to the shutter closed position (callout 1).

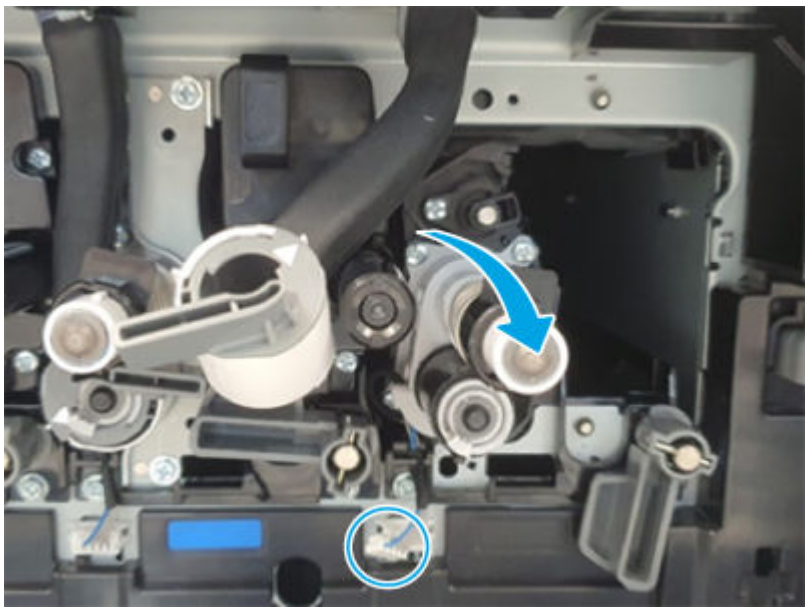
Figure 5-1145 Rotate the locking lever



3. Disconnect one connector, and then pull the developer unit out of the printer.

NOTE: If the developer unit is empty, use the steps included in this topic to fill it with developer powder.

Figure 5-1146 Remove the unit



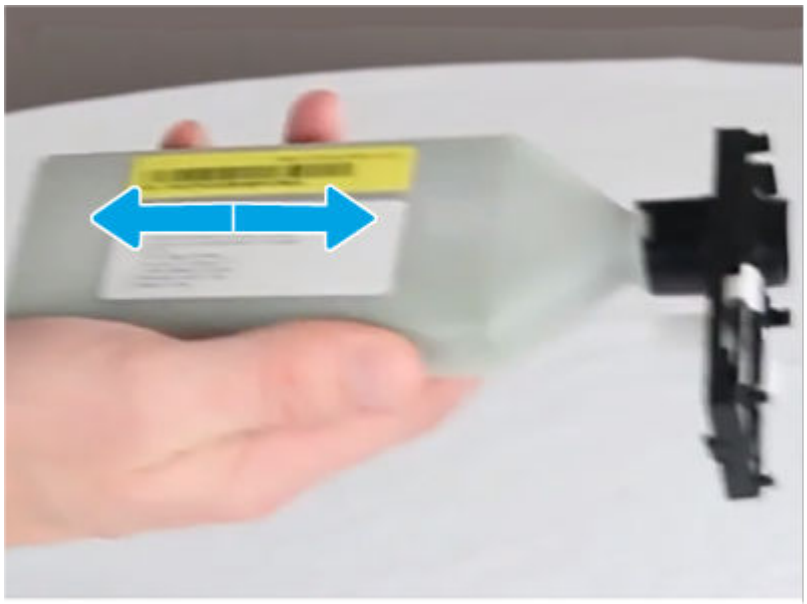
4. Fill a developer unit with developer powder

Use the following procedure to fill a developer unit with developer powder.

TIP: If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove.

1. Shake the developer powder bottle.

Figure 5-1147 **Shake the bottle**



2. Do one of the following:

- **To fill a *replacement* developer unit**: Skip this step.
- **To fill an *in-service* developer unit**: Remove one cap from the developer unit.

NOTE: Removing the cap might require considerable force.

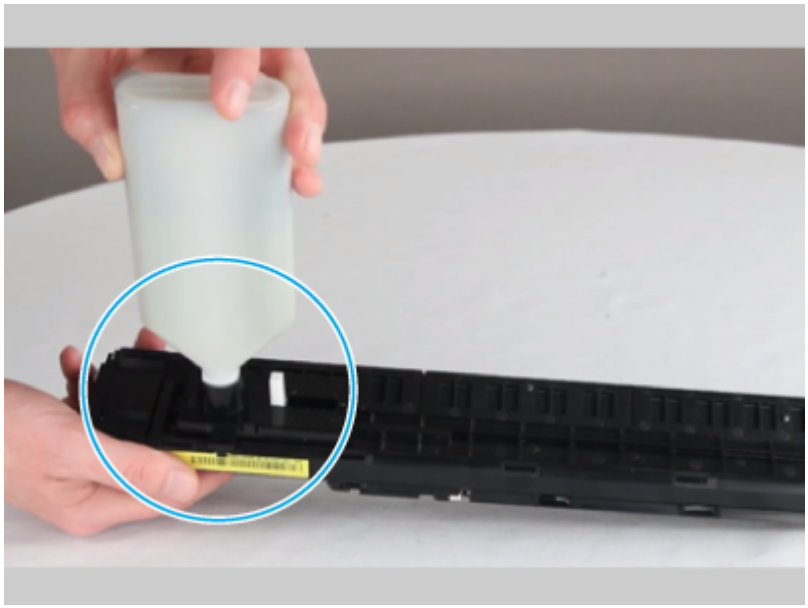
Figure 5-1148 **Install the cap**



3. Attach the bottle to the developer unit.

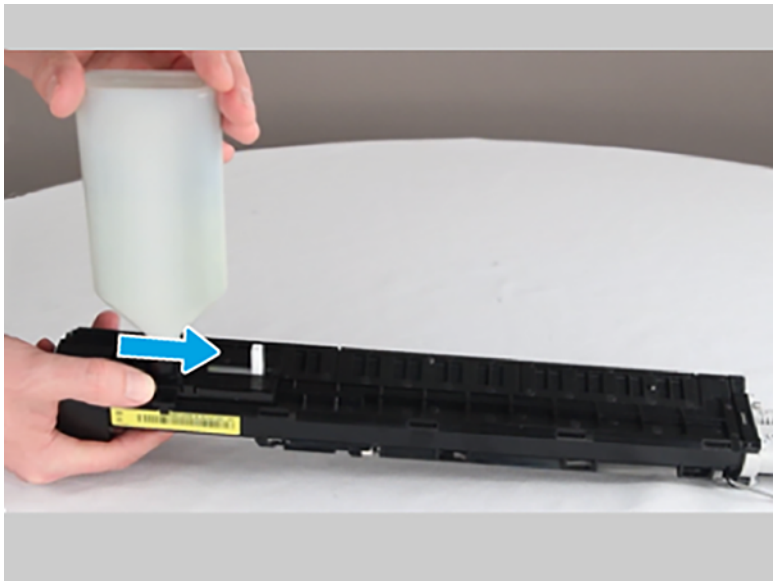
NOTE: Make sure that the bottle firmly hooks onto the developer unit.

Figure 5-1149 **Attach the bottle**



4. Slide the shutter on the developer unit to the open position.

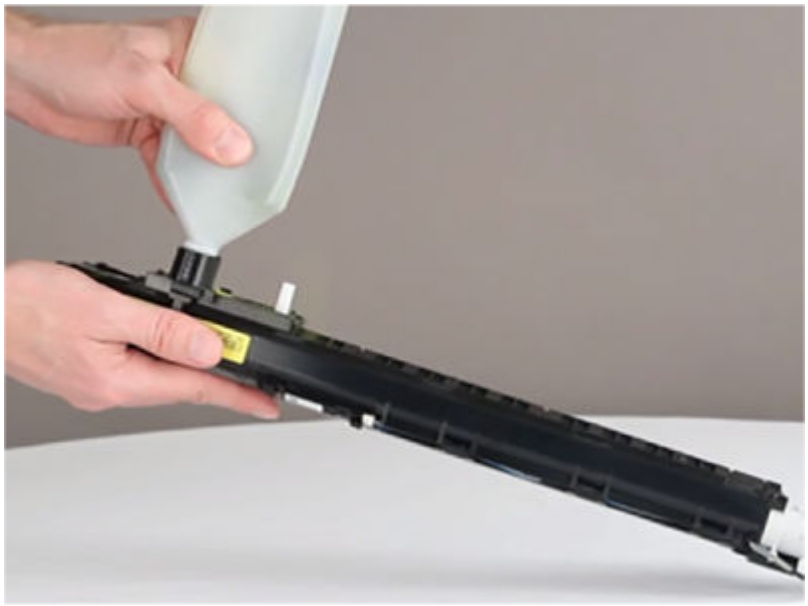
Figure 5-1150 **Open the shutter**



5. Slightly tilt the developer unit, and then carefully squeeze the bottle to start toner flowing into the developer unit. Continue this process until there is no toner remaining in the bottle.

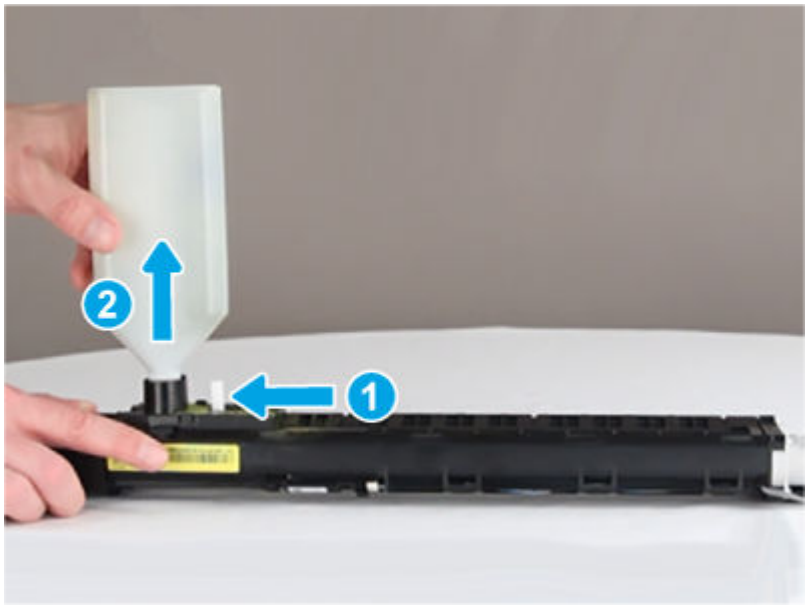
TIP: To check the level of powder in the bottle, hold it up to a light source.

Figure 5-1151 Open the shutter



6. When the bottle is empty, close the shutter (callout 1) and remove the bottle (callout 2).

Figure 5-1152 Close the shutter



7. Install the cap (supplied in the kit) in the hole on the developer unit.

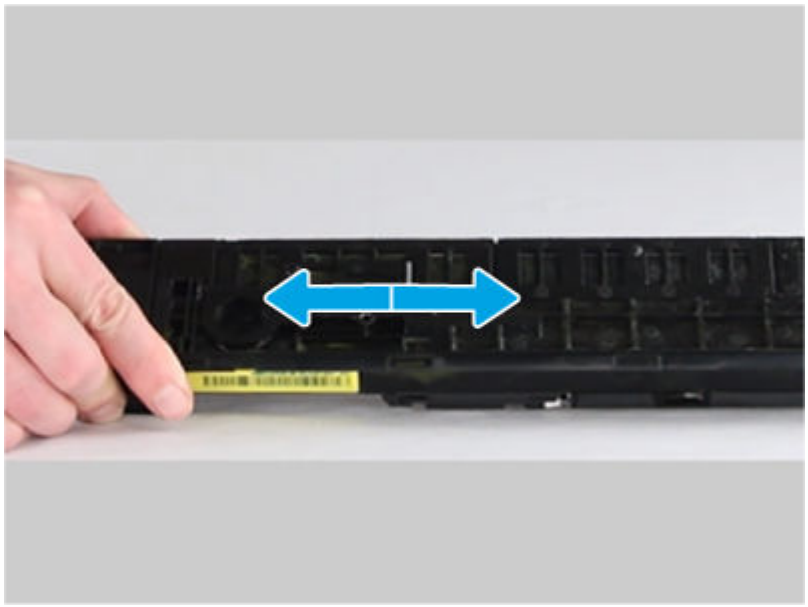
NOTE: Installing the cap might require considerable force.

Figure 5-1153 Install the cap



8. Shake the developer unit back and forth to evenly distribute the toner powder.

Figure 5-1154 Distribute the toner powder



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Drum and developer drive assembly

Learn about removing and replacing the drum and developer drive assembly.

View a video of removing and replacing the drum and developer drive assembly.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-96 Part information

Part number	Part description
JC93-01661A	Drum and developer drive assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

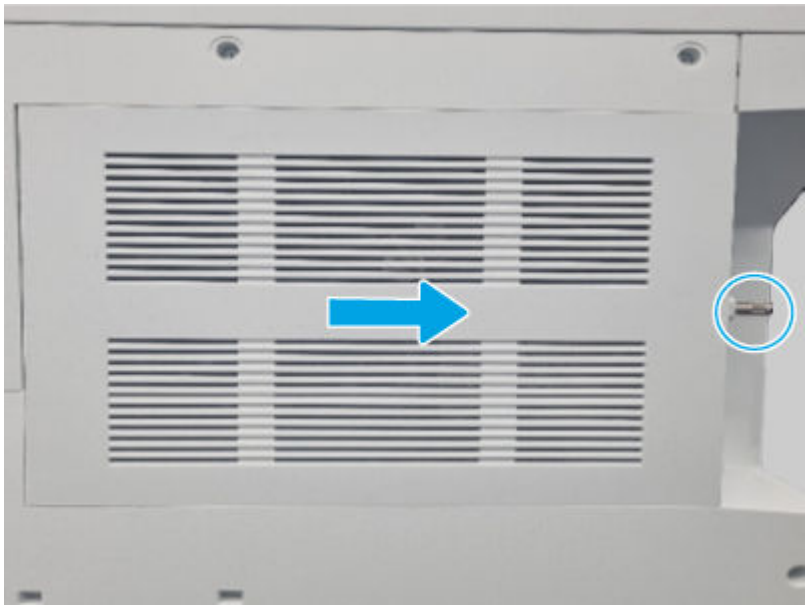
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1155 **Remove the cover**

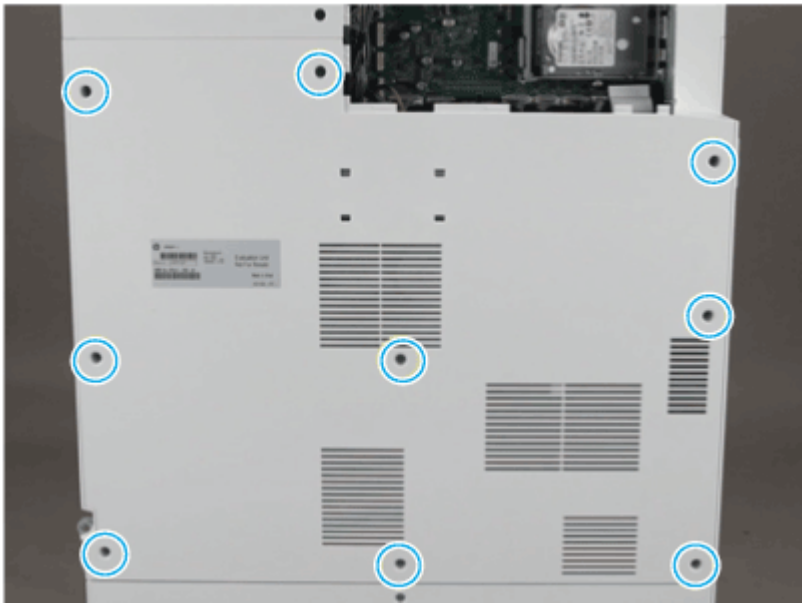


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1156 Remove the cover

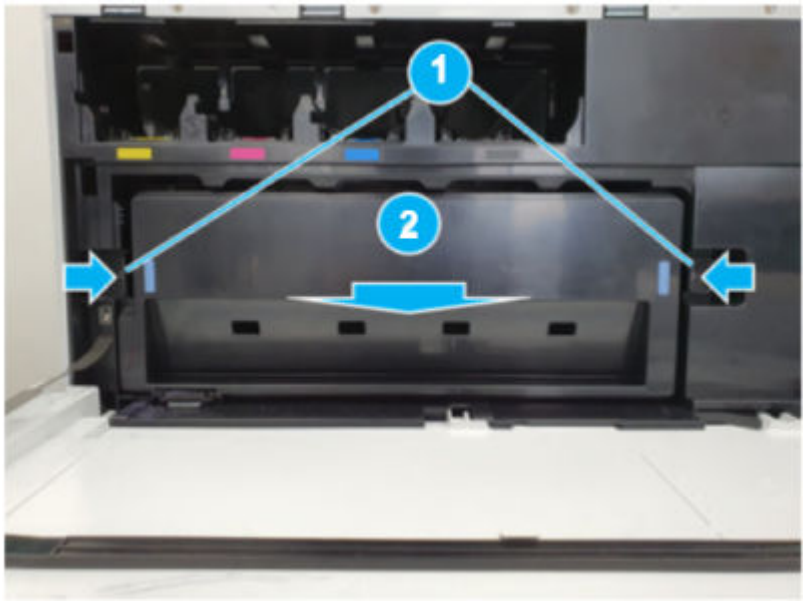


3. Remove the toner collection duct unit (TCDU)

Use the following procedure to remove and replace the TCDU.

1. Open the front door.
2. Push in on two tabs (callout 1) to release the unit, and then pull it straight out (callout 2) of the printer to remove it.

Figure 5-1157 Remove the unit

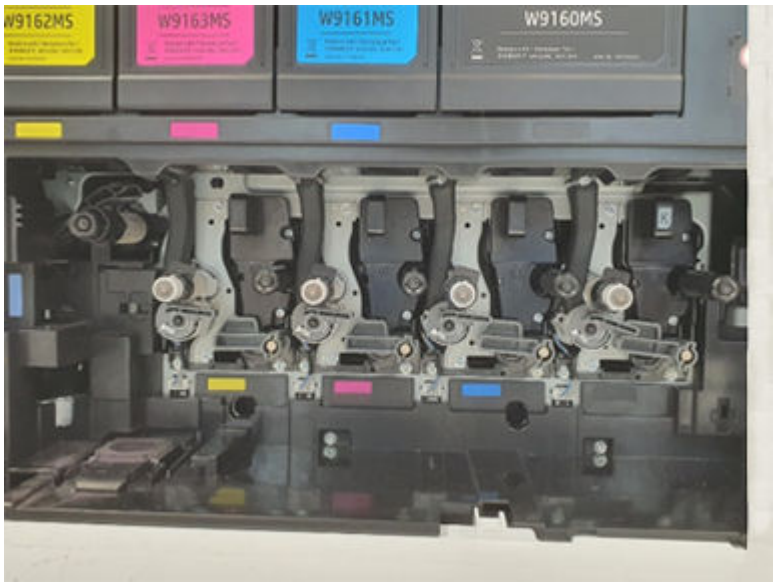


4. Remove the drum unit

Use the following procedure to remove and replace the drum unit.

1. Open the front door.

Figure 5-1158 **Open the front door**



2. Rotate the locking lever down, and then pull the drum unit out of the printer.

Figure 5-1159 **Remove the unit**

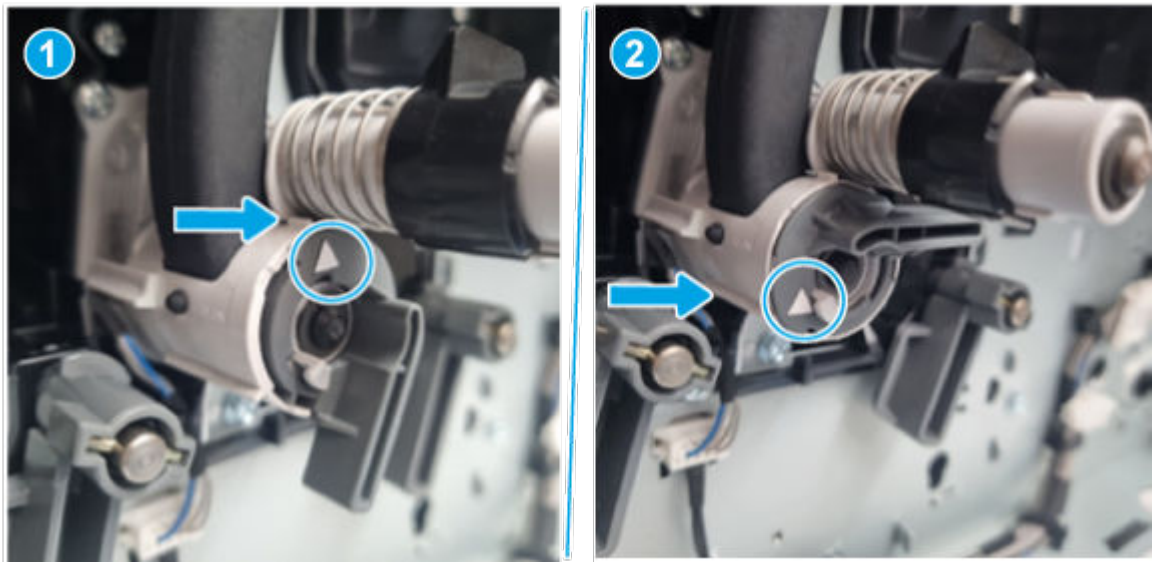


5. Remove the developer unit

Use the following procedure to remove and replace the developer unit.

1. Before proceeding, take note of the open and closed position of the developer unit locking lever.
   - **Callout 1**: Closed position.
   - **Callout 2**: Open position (ready for printing).

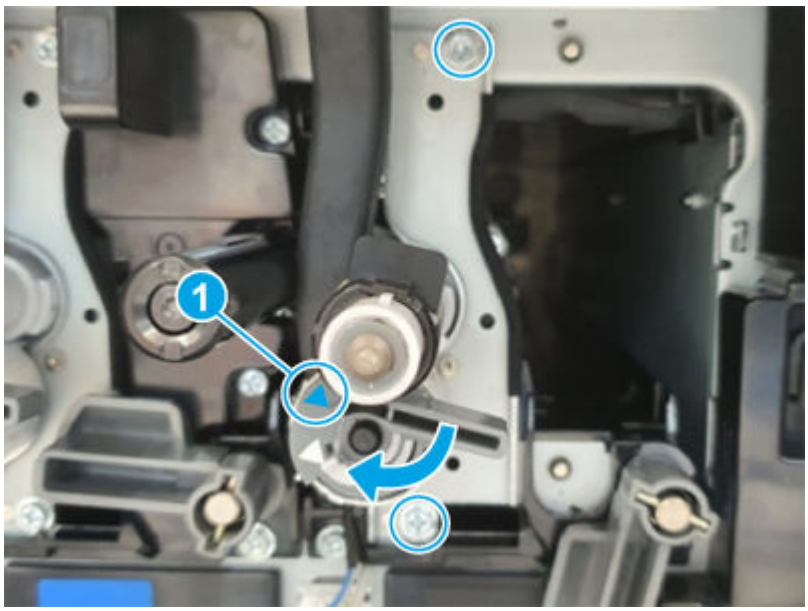
Figure 5-1160 Developer lever positions



2. Remove two screws, and then rotate the locking lever down to the closed position.

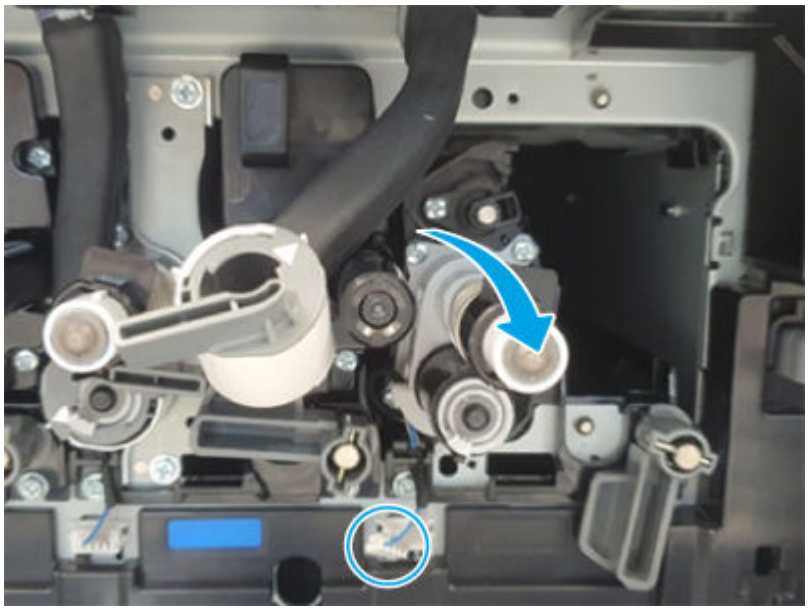
NOTE: The indicator arrow moves to the shutter closed position (callout 1).

Figure 5-1161 Rotate the locking lever



3. Disconnect one connector, and then pull the developer unit out of the printer.

Figure 5-1162 **Remove the unit**



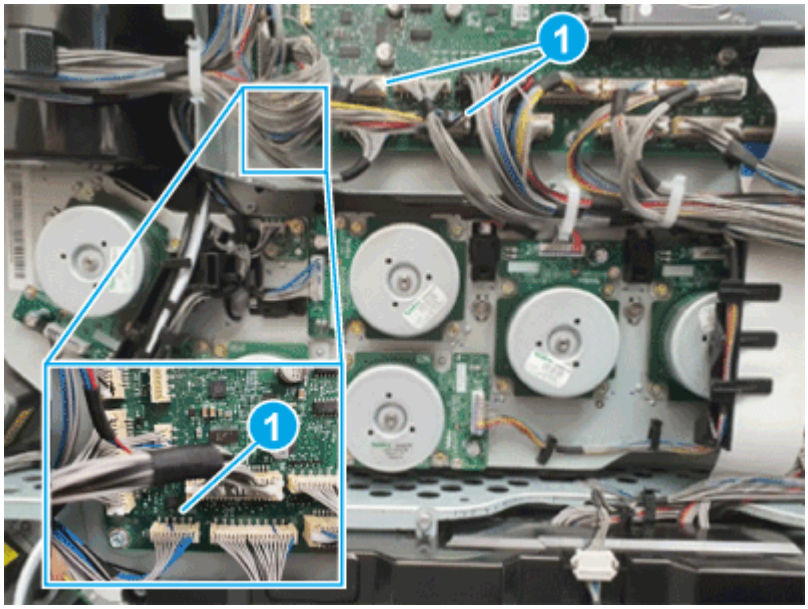
6. Remove the drum and developer drive assembly

Use the following procedure to remove and replace the drum and developer drive assembly.

1. Disconnect three connectors (callout 1).

NOTE: Release the wire harnesses from retainers as needed.

Figure 5-1163 **Disconnect three connectors**



2. Do the following:

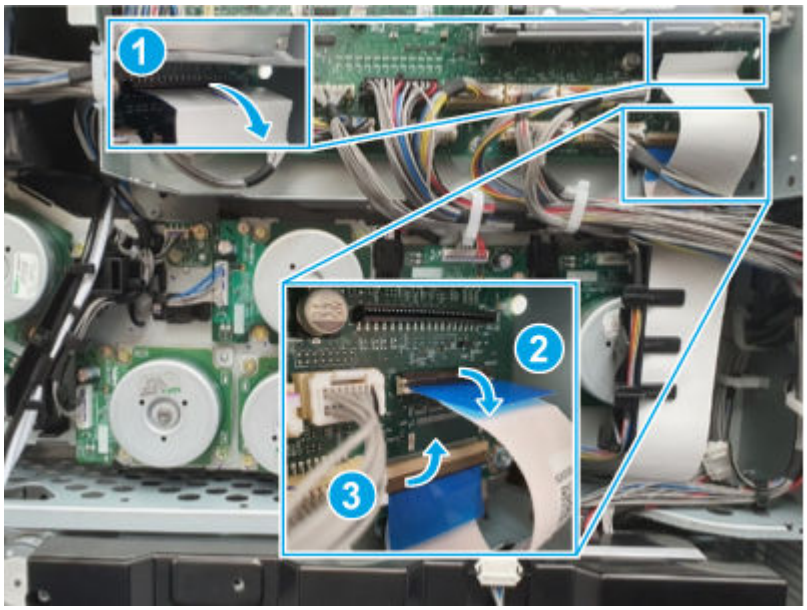
   a. Disconnect the upper FFC (pull it straight out of the connector; callout 1).

b. Unlock the connector clip as shown below (callout 2), and then disconnect the middle FFC.

c. Unlock the connector clip as shown below (callout 3), and then disconnect the lower FFC.

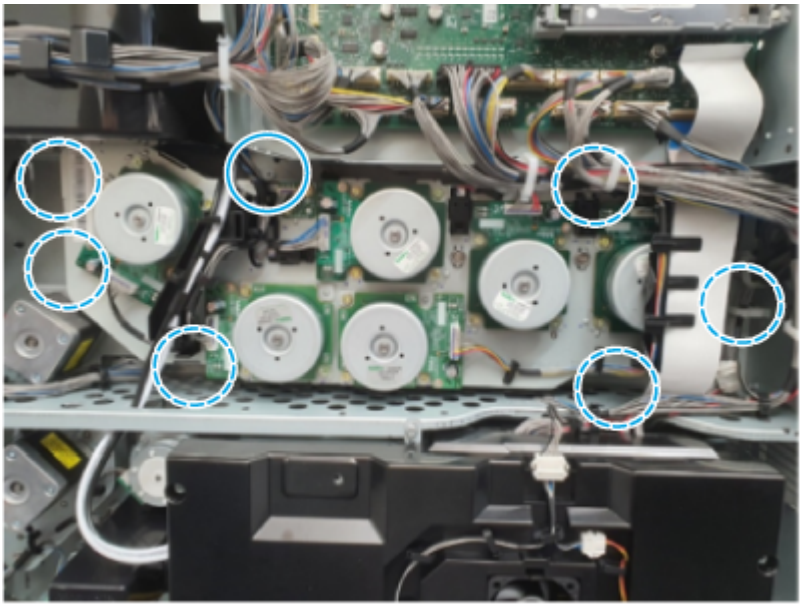
NOTE: After disconnecting the FFCs, remove them from the guide.

Figure 5-1164 Disconnect three FFCs



3. Remove seven screws, and then remove the drum and developer drive assembly.

Figure 5-1165 Remove the assembly



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Drum motor (Y/M/C)

Learn about removing and replacing the drum motor.

View a video of removing and replacing the drum motor Y/M/C.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-97 Part information

Part number	Part description
JC31-00123C	Motor BLDC (drum motor Y/M/C)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

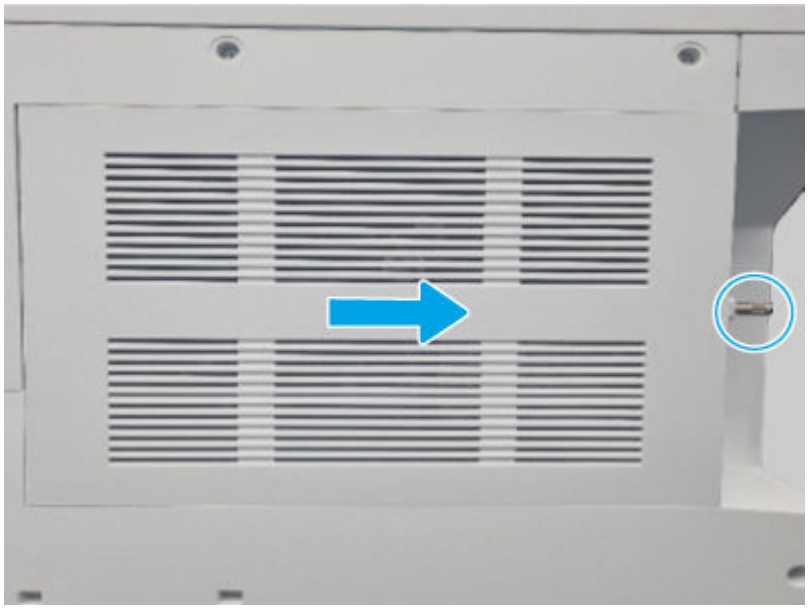
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1166 Remove the cover

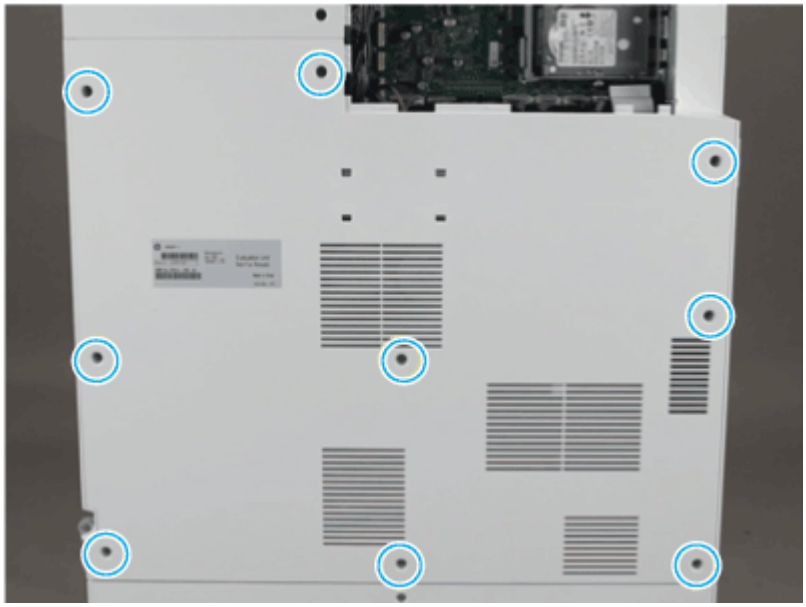


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

  Figure 5-1167 **Remove the cover**

3. Remove the drum motor Y/M/C

Use the following procedure to remove and replace the drum motor.

- For each motor, do the following:

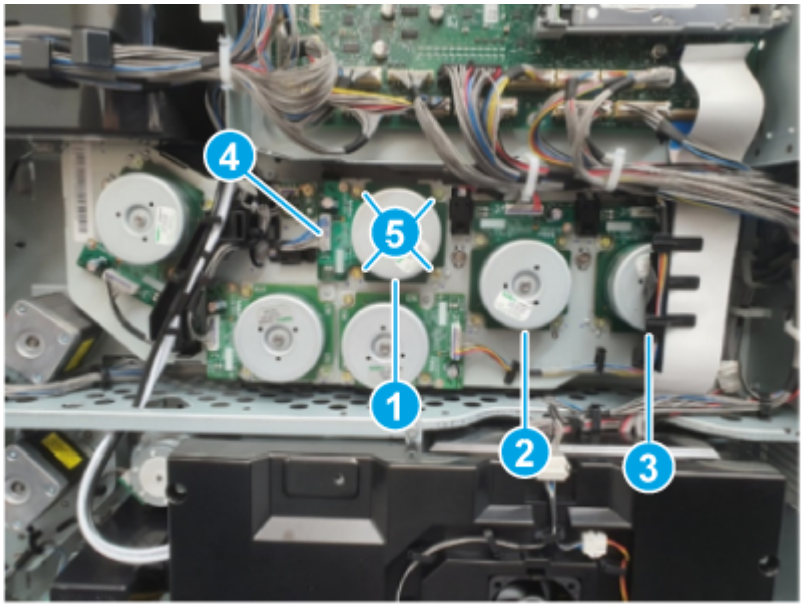
  a. Locate the desired motor.

     - **Callout 1**: C
     - **Callout 2**: M
     - **Callout 3**: Y

  b. Disconnect one connector (callout 4).

  c. Remove four screws (callout 5), and then remove the motor.

Figure 5-1168 Remove the motors



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Drum motor (K and ITB)

Learn about removing and replacing the drum motor.

View a video of removing and replacing the drum motor K and ITB.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-98 Part information

Part number	Part description
JC31-00123C	Motor BLDC (drum motor K and ITB)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

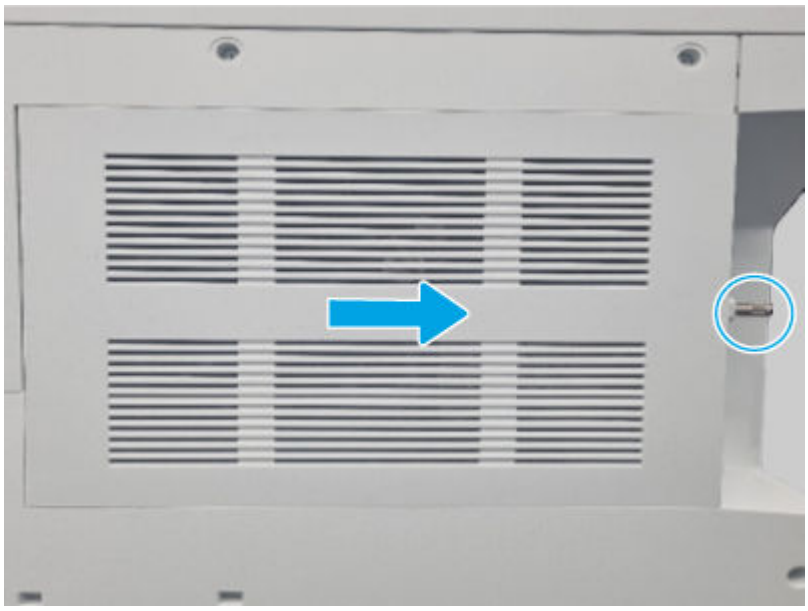
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1169 Remove the cover

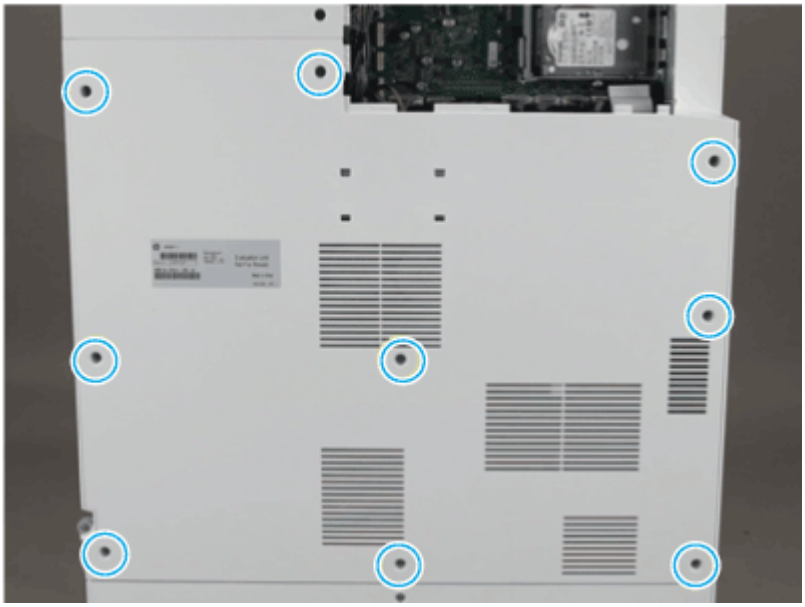


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1170 Remove the cover

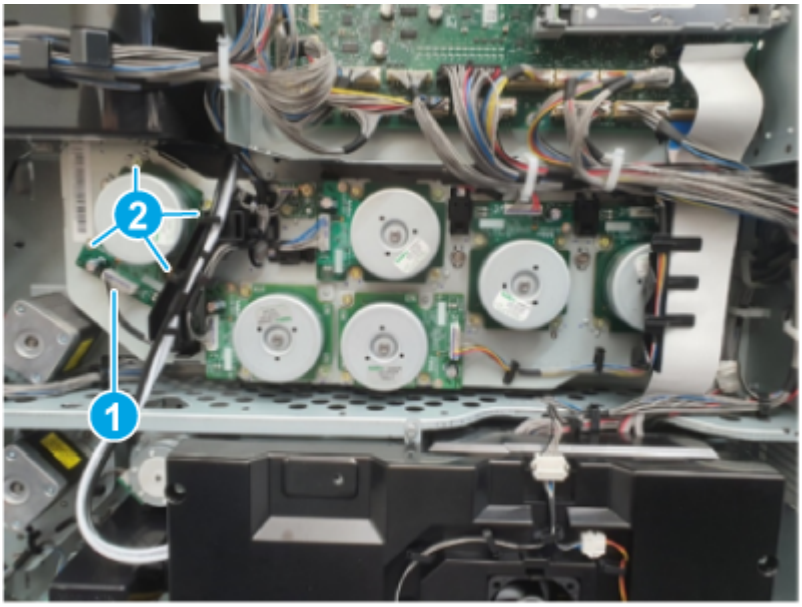


3. Remove the drum motor K and ITB

Use the following procedure to remove and replace the drum and ITB motor.

- Disconnect one connector (callout 1), remove four screws (callout 2), and then remove the motor.

Figure 5-1171 **Remove the motors**



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Drum home sensor

Learn about removing and replacing the drum home sensor.

View a video of removing and replacing the drum home sensor.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-99 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (drum home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

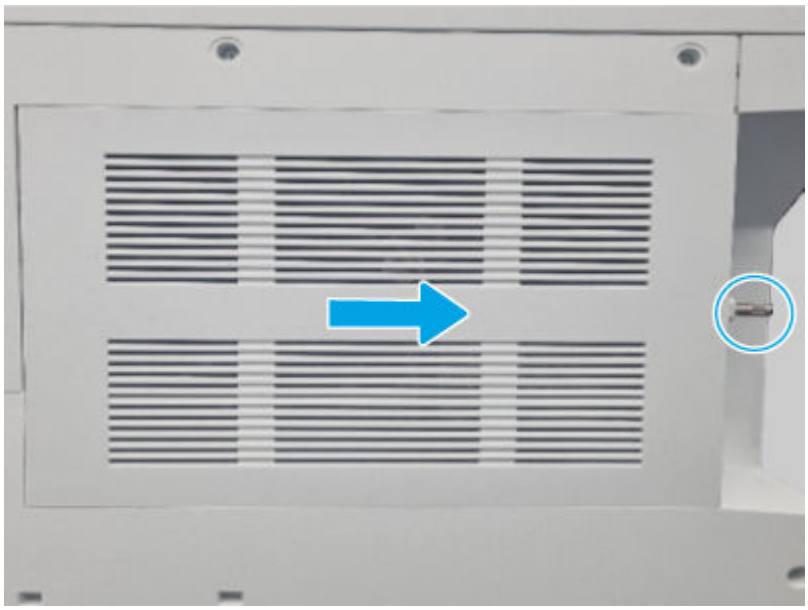
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1172 Remove the cover

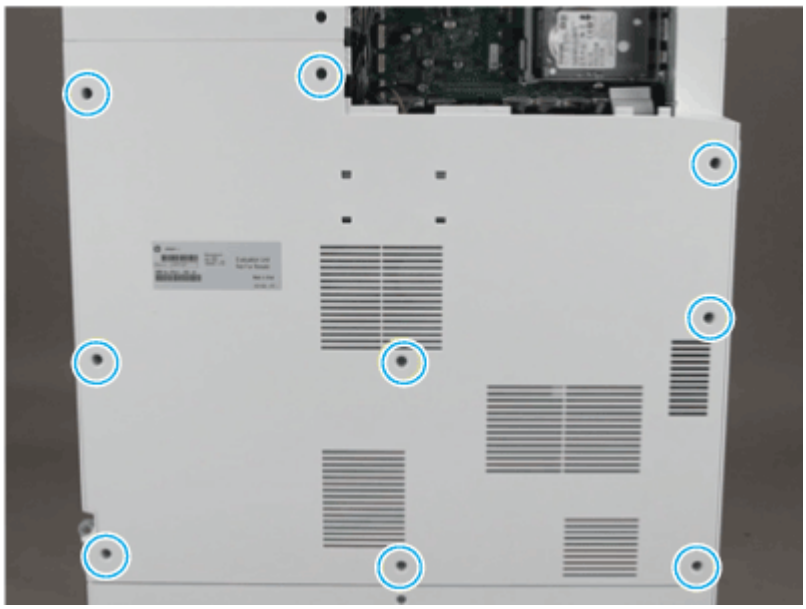


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1173 Remove the cover

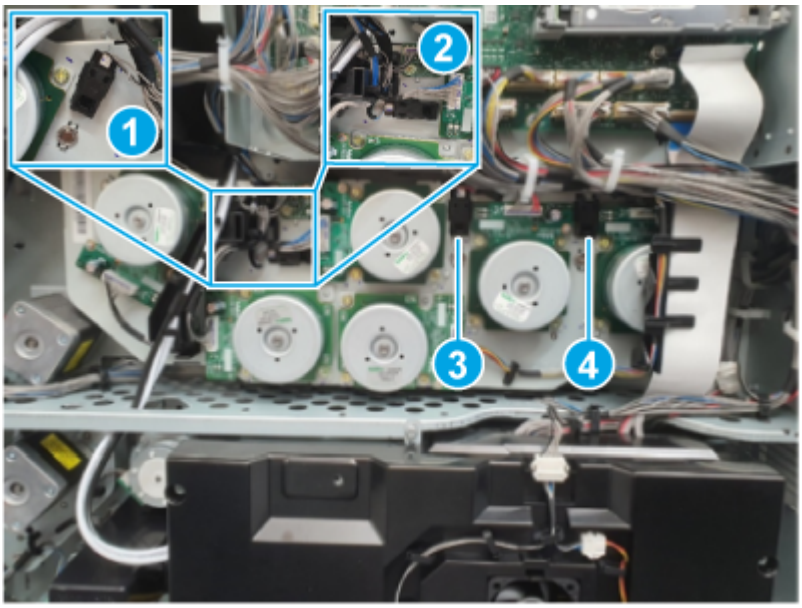


3. Remove the drum home sensor

Use the following procedure to remove and replace the drum home sensor.

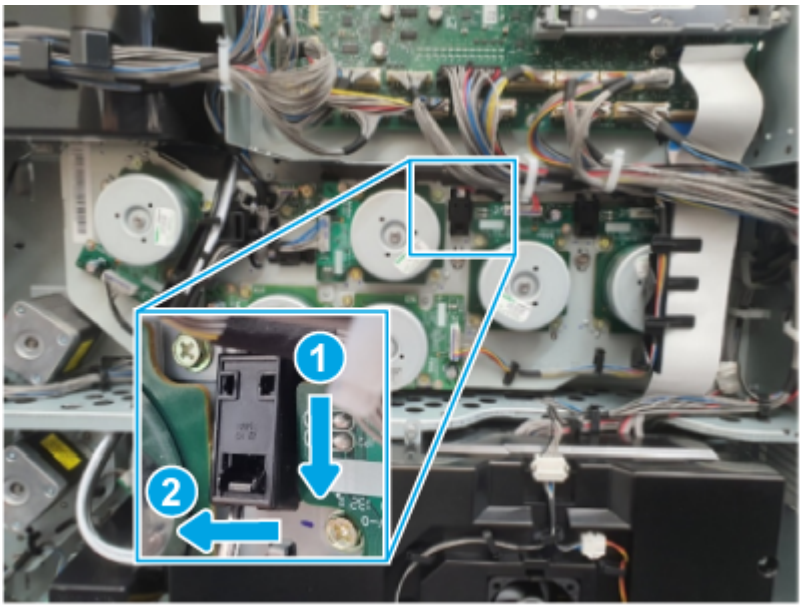
1. Locate the desired sensor.
   - **Callout 1**: K
   - **Callout 2**: C
   - **Callout 3**: M
   - **Callout 4**: Y

   Figure 5-1174 **Remove the motors**



2. Remove the sensor as shown below.

   Figure 5-1175 **Remove the sensor**



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Developer motor (Y/M/C)

Learn about removing and replacing the developer motor.

View a video of removing and replacing the developer motor Y/M/C.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-100 Part information

Part number	Part description
JC31-00184B	Motor BLDC (developer motor Y/M/C)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

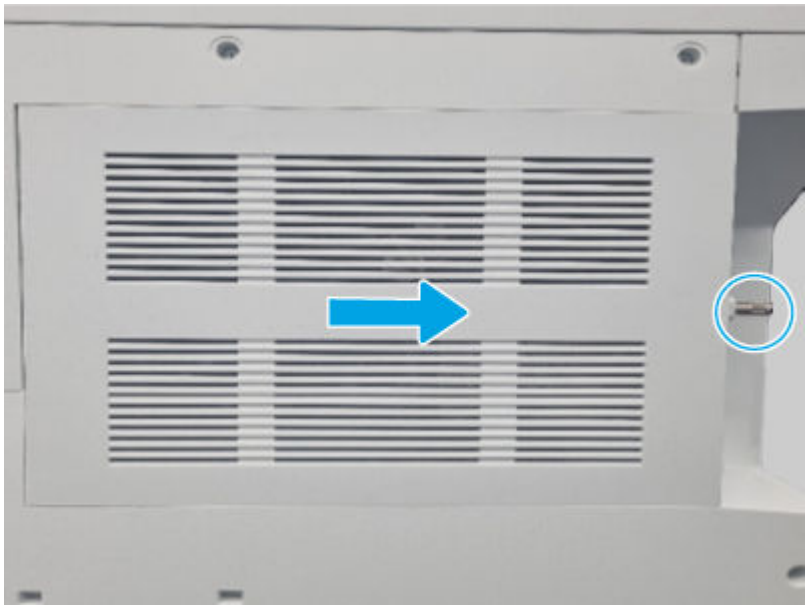
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1176 Remove the cover

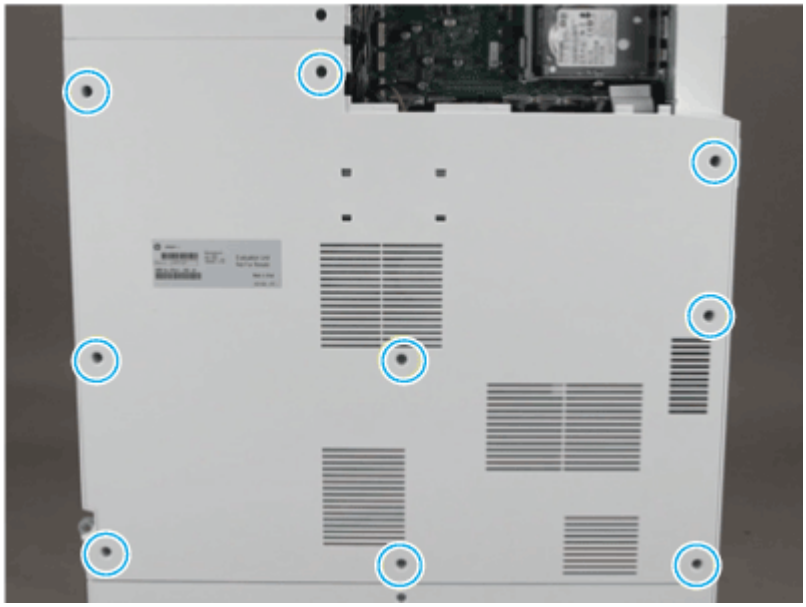


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1177 Remove the cover

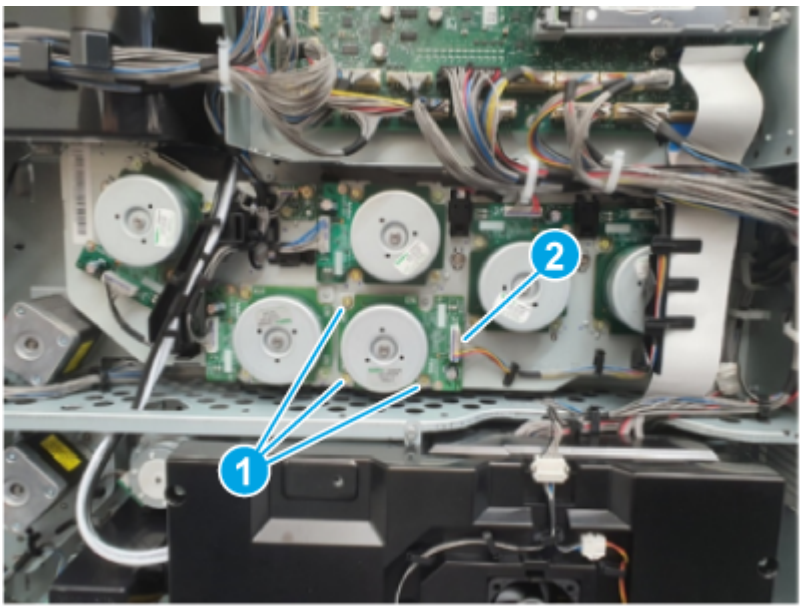


3. Remove the developer motor Y/M/C

Use the following procedure to remove and replace the developer motor.

- Disconnect one connector (callout 1), remove three screws (callout 2), and then remove the motor.

Figure 5-1178 Remove the motor



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Developer motor (K)

Learn about removing and replacing the developer motor.

View a video of removing and replacing the developer motor K.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-101 Part information

Part number	Part description
JC31-00184B	Motor BLDC (developer motor K)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

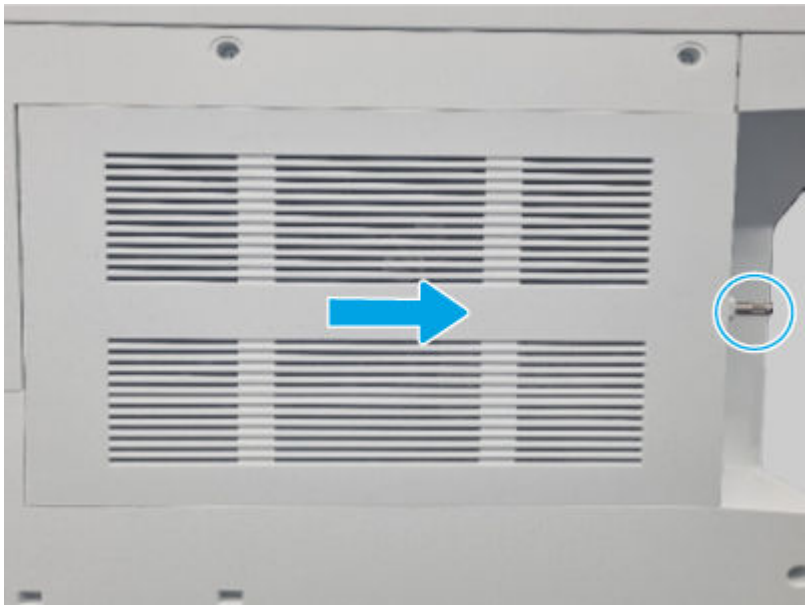
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1179 Remove the cover

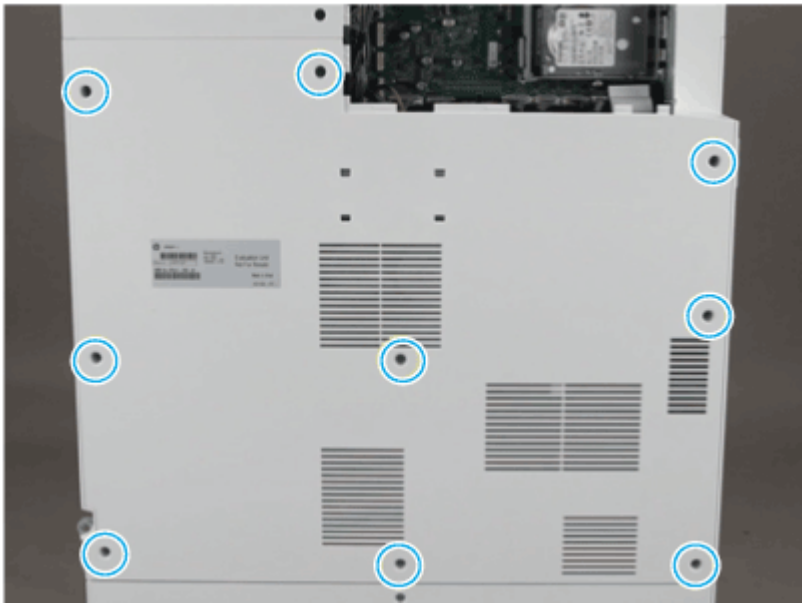


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1180 Remove the cover

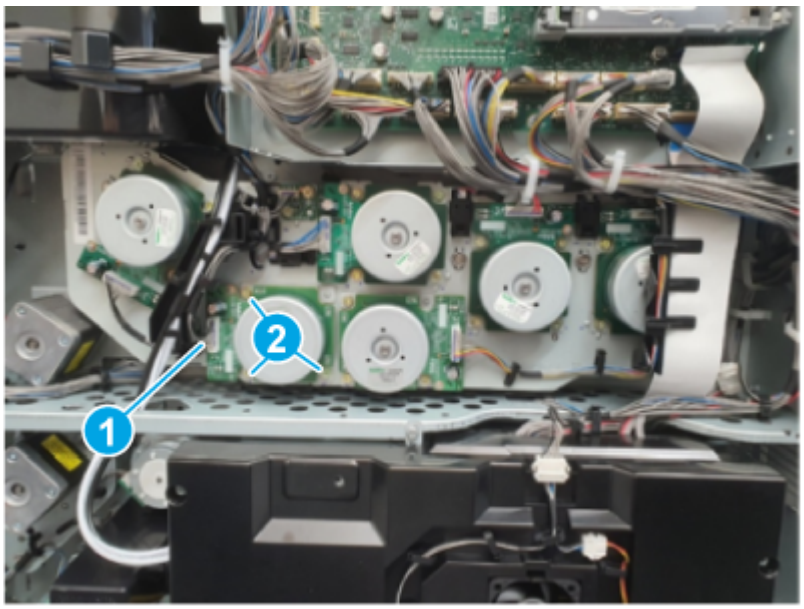


3. Remove the developer motor K

Use the following procedure to remove and replace the developer motor.

- Disconnect one connector (callout 1), remove three screws (callout 2), and then remove the motor.

Figure 5-1181 Remove the motor



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Left cable guide

Learn about removing and replacing the left cable guide.

View a video of removing and replacing the left cable guide.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-102 Part information

Part number	Part description
JC61-08699A	Left cable guide

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

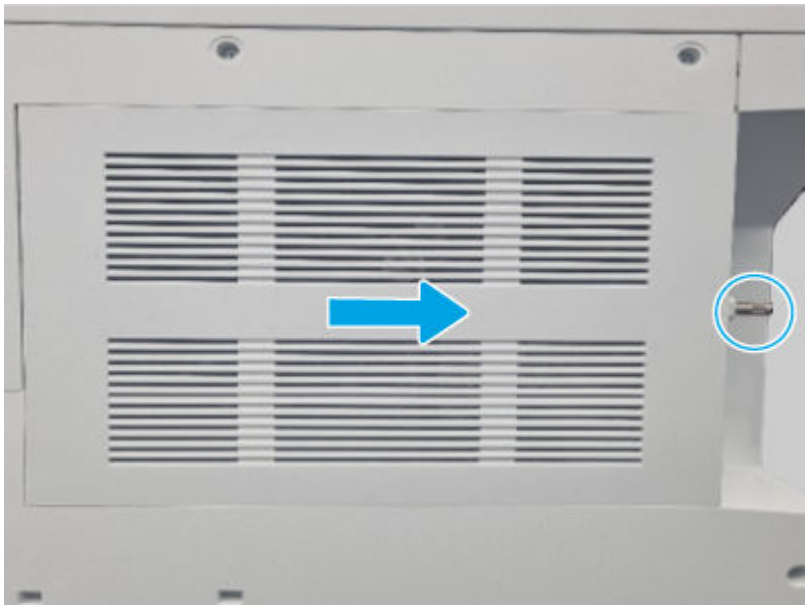
Print any pages necessary to make sure the printer is functioning correctly.

Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1182 Remove the cover

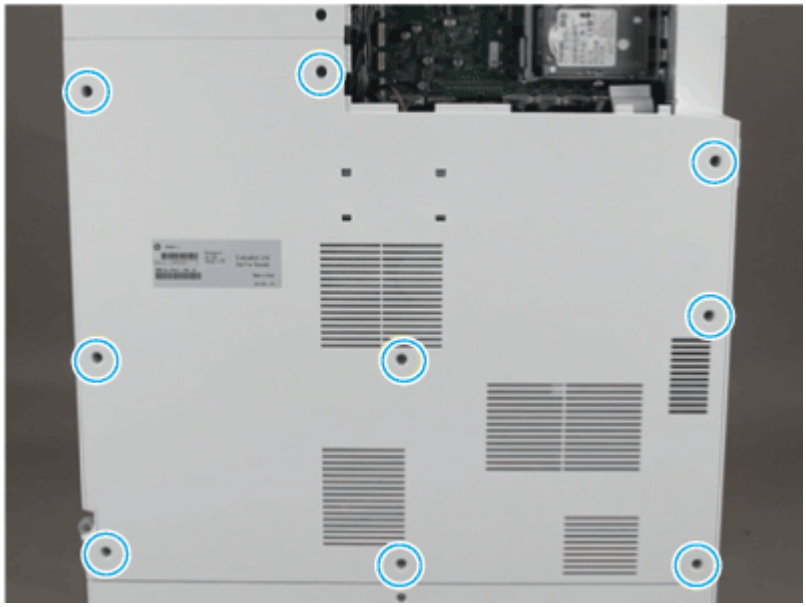


Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1183 Remove the cover

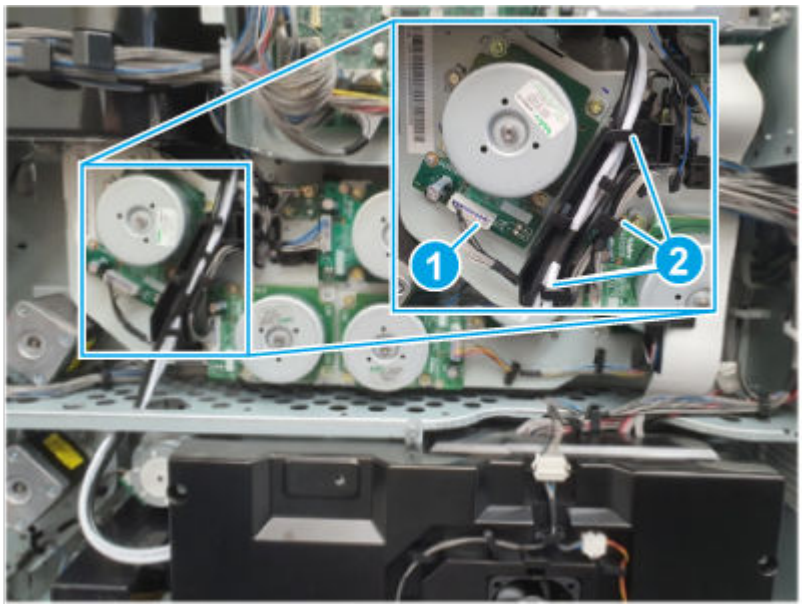


Remove the left cable guide

Use the following procedure to remove and replace the left cable guide.

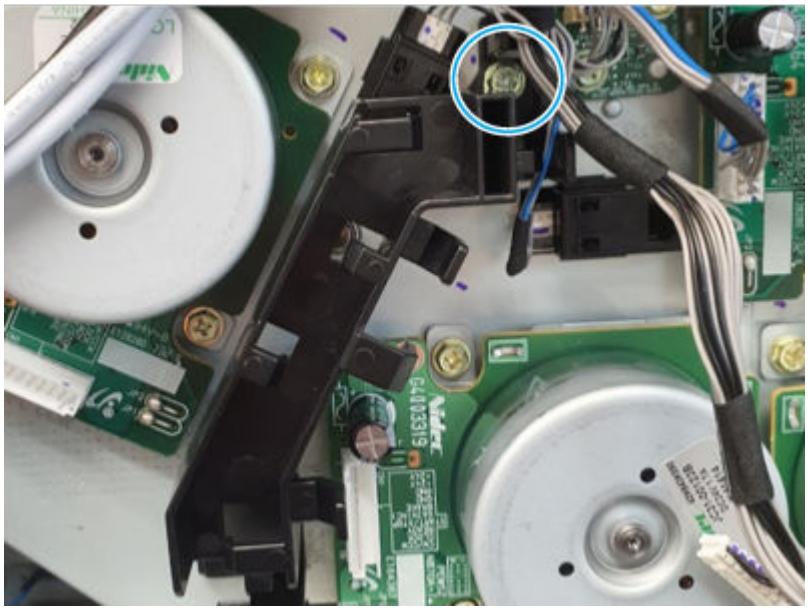
1. Disconnect one connector (callout 1), and then release the wire harnesses from the guide (callout 2).

Figure 5-1184 Release the cables



2. Remove one screw, and then remove the guide.

Figure 5-1185 **Remove the guide**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Right cable guide

Learn about removing and replacing the right cable guide.

View a video of removing and replacing the right cable guide.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-103 Part information

Part number	Part description
JC61-08700A	Right cable guide

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

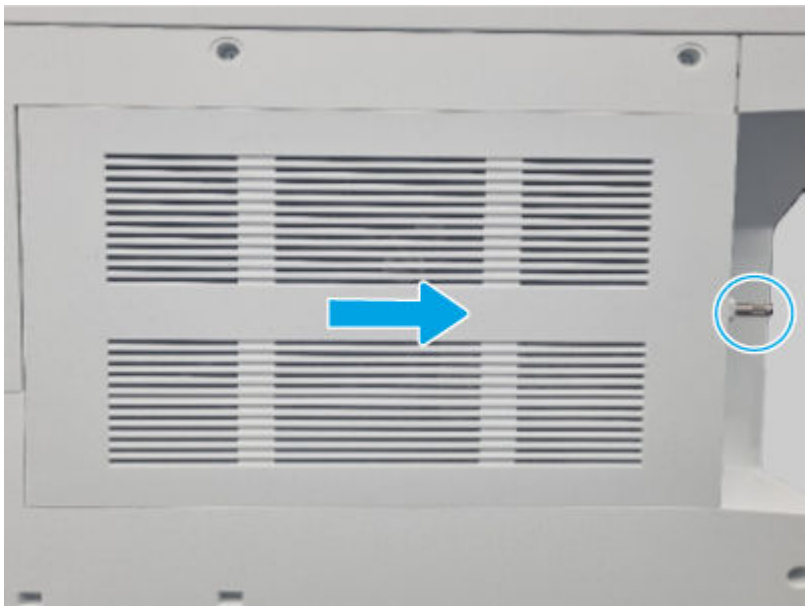
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1186 Remove the cover

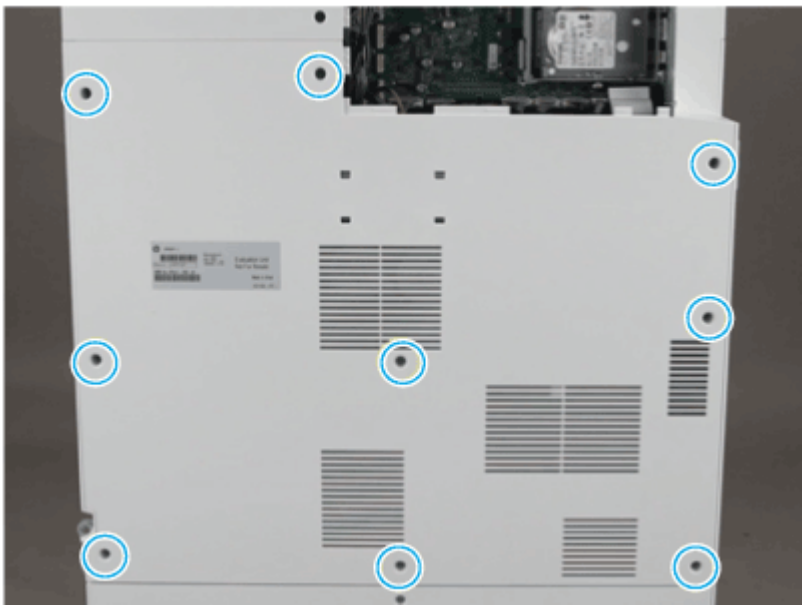


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1187 Remove the cover



3. Remove the right cable guide

Use the following procedure to remove and replace the right cable guide.

1. Do the following:

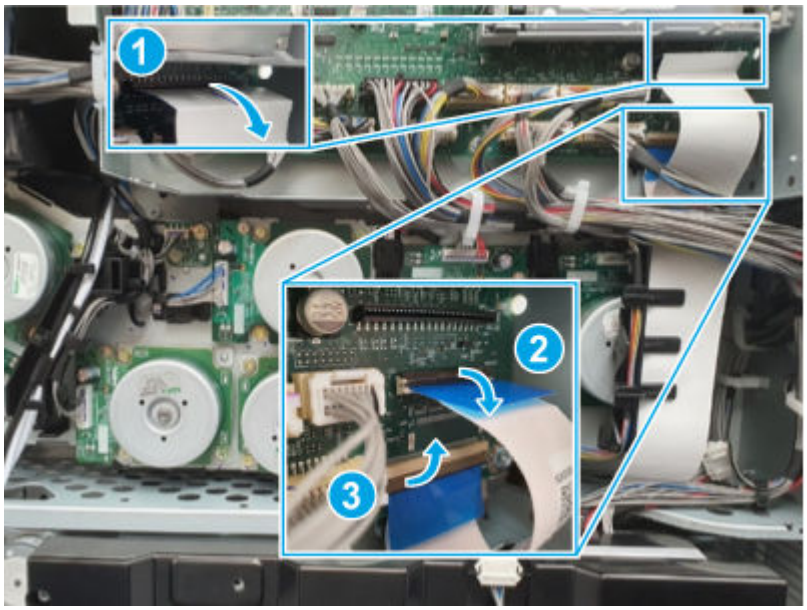
   a. Disconnect the upper FFC (pull it straight out of the connector; callout 1).

   b. Unlock the connector clip as shown below (callout 2), and then disconnect the middle FFC.

   c. Unlock the connector clip as shown below (callout 3), and then disconnect the lower FFC.

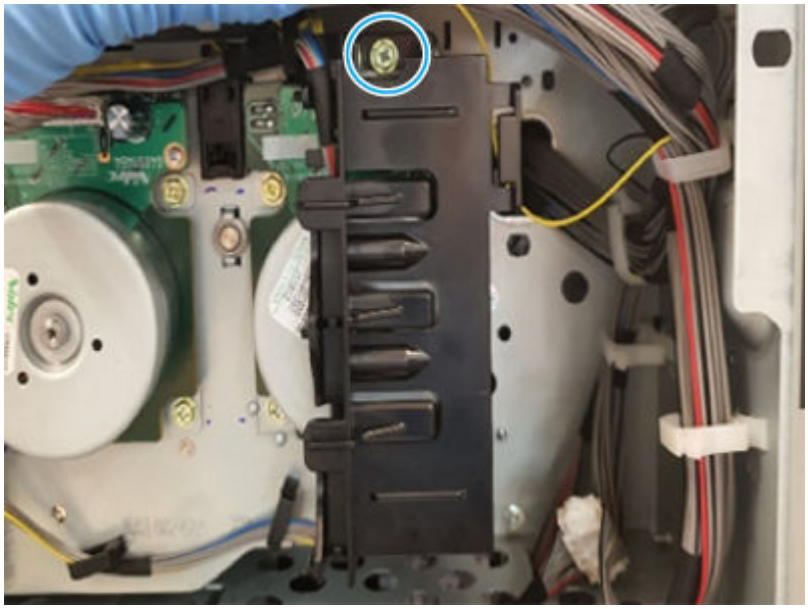
NOTE: After disconnection the FFCs, remove them form the guide.

Figure 5-1188 Disconnect three FFCs



2. Remove one screw, and then remove the guide.

Figure 5-1189 Remove the guide



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Image transfer belt (ITB)

Learn about image transfer belt parts removal and replacement.

Removal and replacement: Image transfer belt (ITB)

Learn about removing and replacing the ITB.

View a video of removing and replacing the ITB.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-104 Part information

Part number	Part description
JC93-01691A	Image-transfer belt (ITB)
5PN78-67001	Image Transfer Kit **NOTE:** The Image Transfer Kit includes the ITB and ITB cleaning assemblies. HP recommends ordering and installing this kit at the prescribed preventative maintenance intervals. For more information, see PM table (Preventive Maintenance).

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

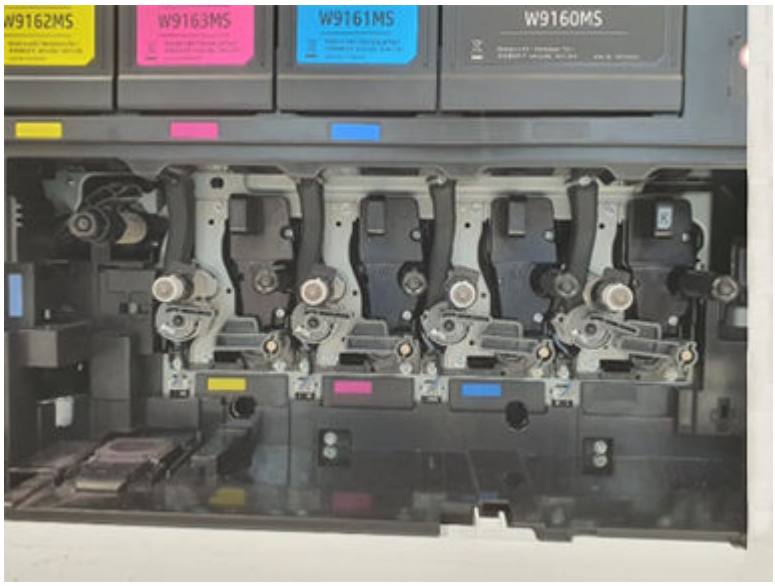
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the ITB cleaning unit kit

Use the following procedure to remove and replace the ITB cleaning unit kit.

1. Open the front door, and then remove the toner collection unit duct.

Figure 5-1190 Open the front door



2. Remove one screw.

Figure 5-1191 Remove one screw



3. Rotate the lever to the right to release the ITB cleaning unit, and then pull it out of the printer to remove it.

Figure 5-1192 Remove the unit



2. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

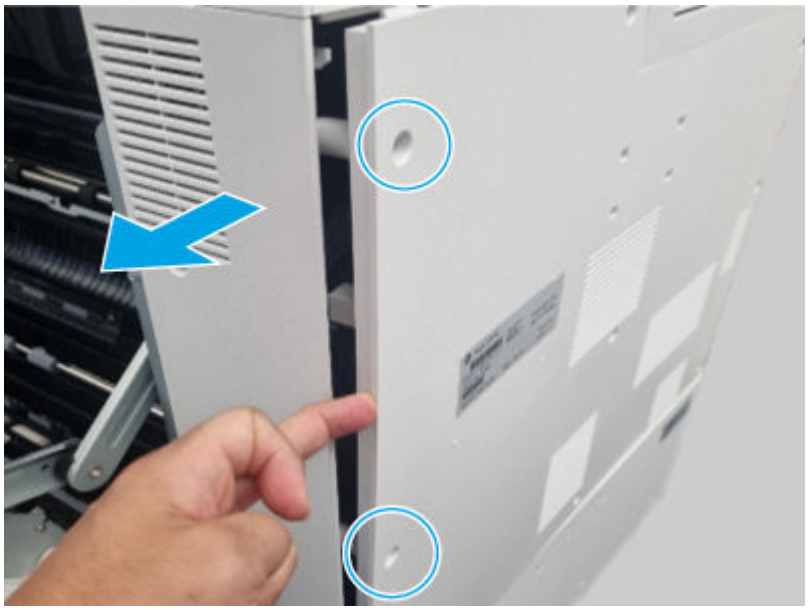
Figure 5-1193 Remove four screws



2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.

c. Open the right door, and then remove the right rear cover.

Figure 5-1194 Remove the cover



3. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

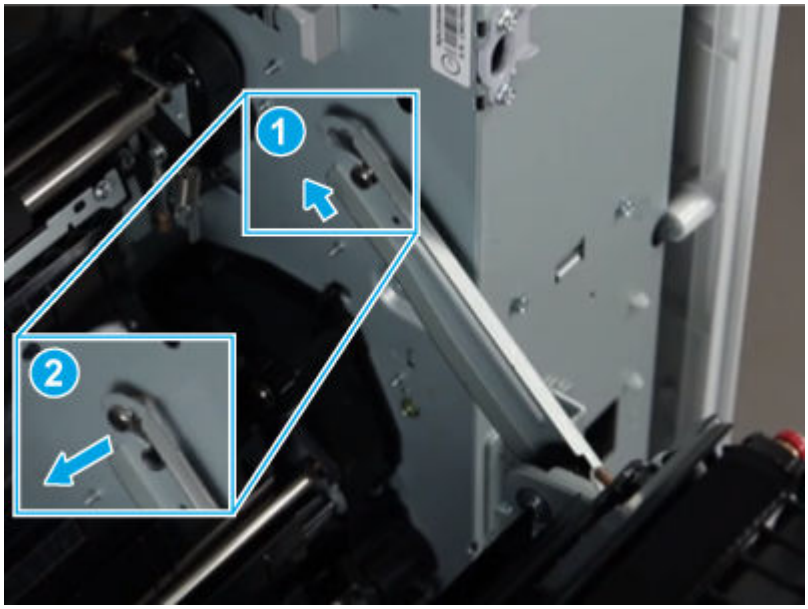
Figure 5-1195 Disconnect one connector



2. Release the hinge.

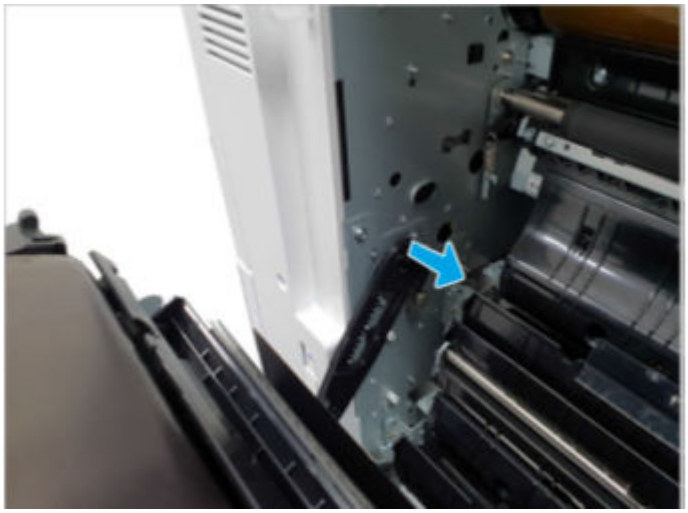
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-1196 Release the hinge



3. Release the right door front link.

Figure 5-1197 Release the link



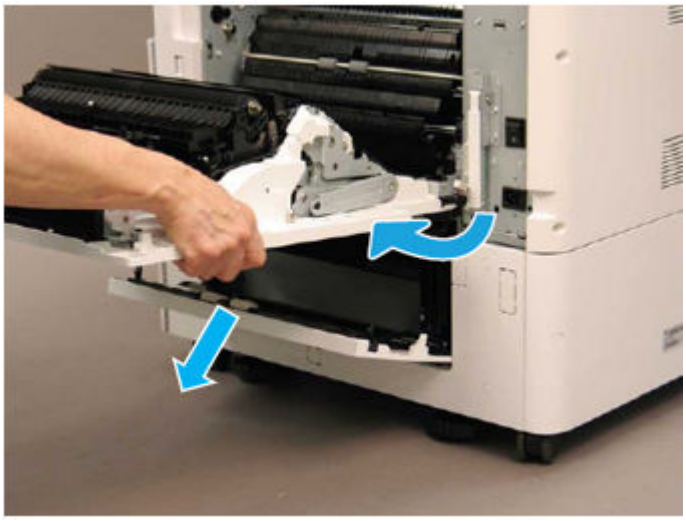
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-1198 Remove the door

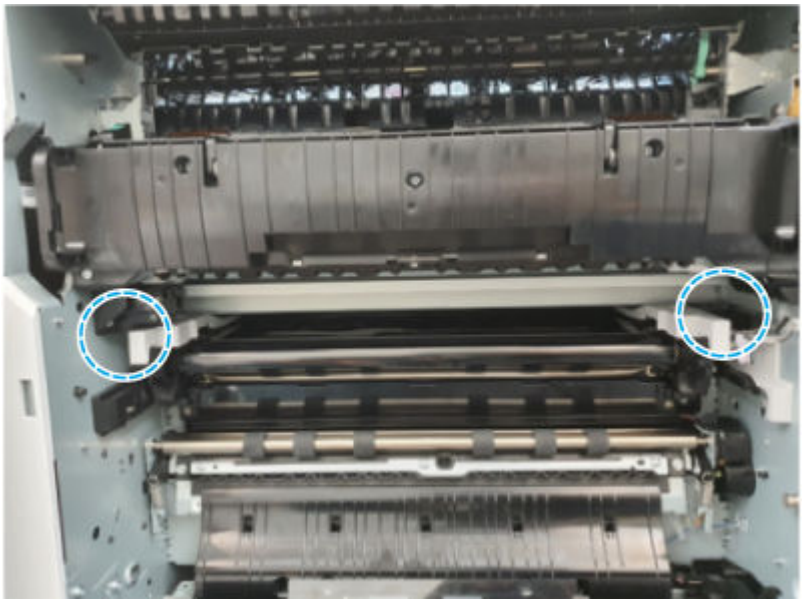


4. Remove the ITB

Use the following procedure to remove and replace the ITB.

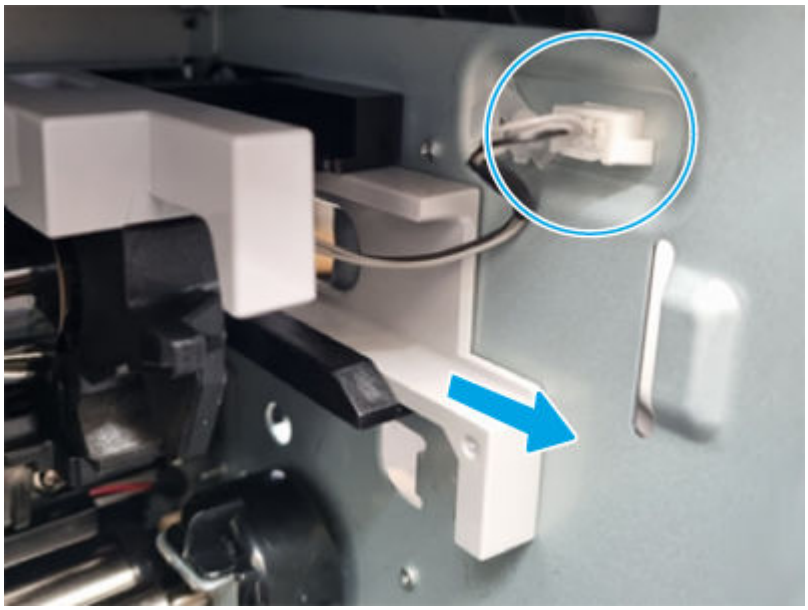
1. Remove two screws.

Figure 5-1199 Remove two screws



2. Disconnect one connector, and then pull one lever forward.

Figure 5-1200 **Remove one screw and pull lever**



3. Pull the ITB straight out of the printer to remove it.

Figure 5-1201 **Remove the ITB**



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Image transfer belt (ITB) engage motor assembly

Learn about removing and replacing the ITB engage motor assembly.

View a video of removing and replacing the ITB engage motor assembly.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-105 Part information

Part number	Part description
JC93-01068A	ITB engage motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

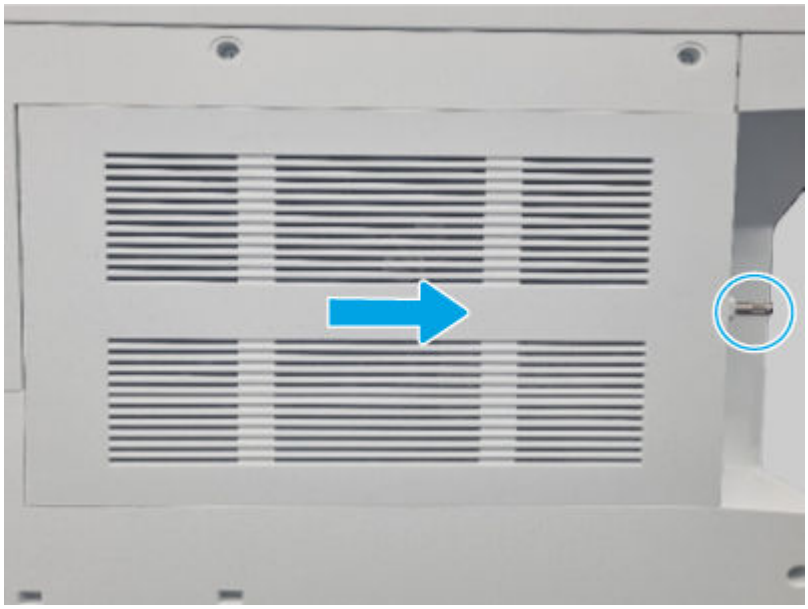
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1202 **Remove the cover**

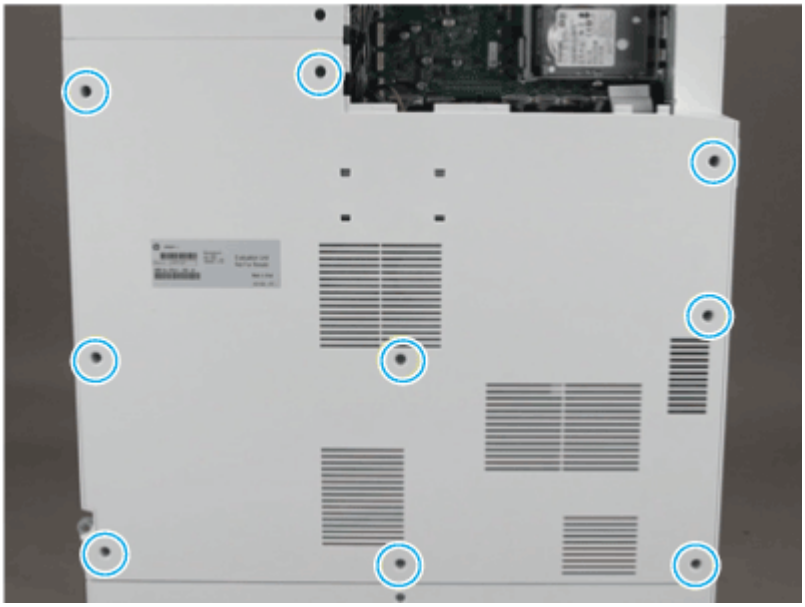


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1203 Remove the cover

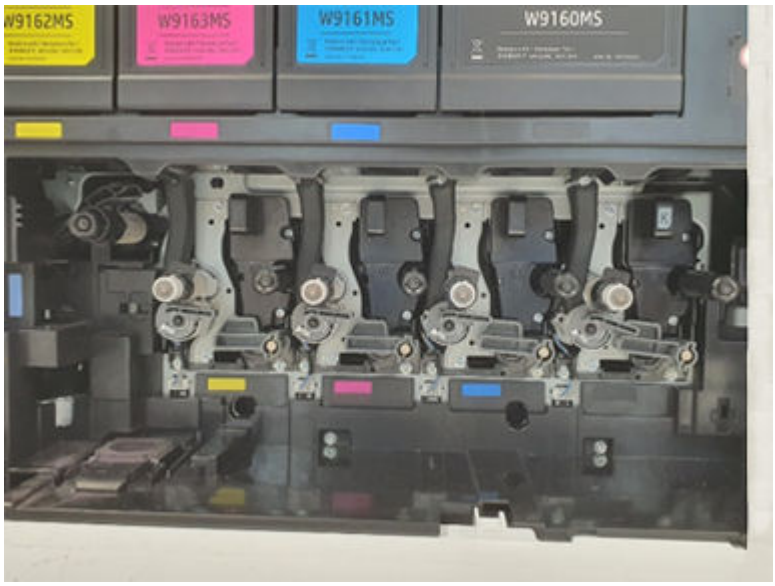


3. Remove the drum unit

Use the following procedure to remove and replace the drum unit.

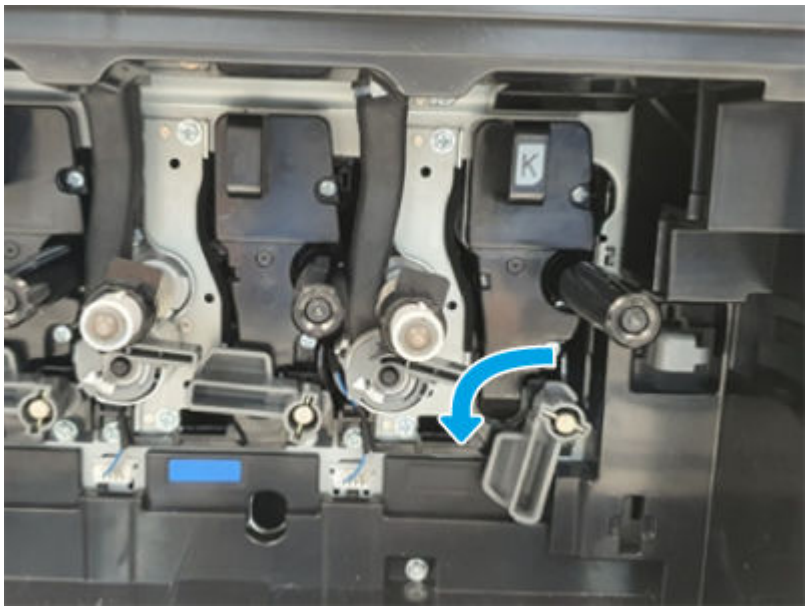
1. Open the front door.

Figure 5-1204 Open the front door



2. Rotate the locking lever down, and then pull the drum unit out of the printer.

Figure 5-1205 **Remove the unit**

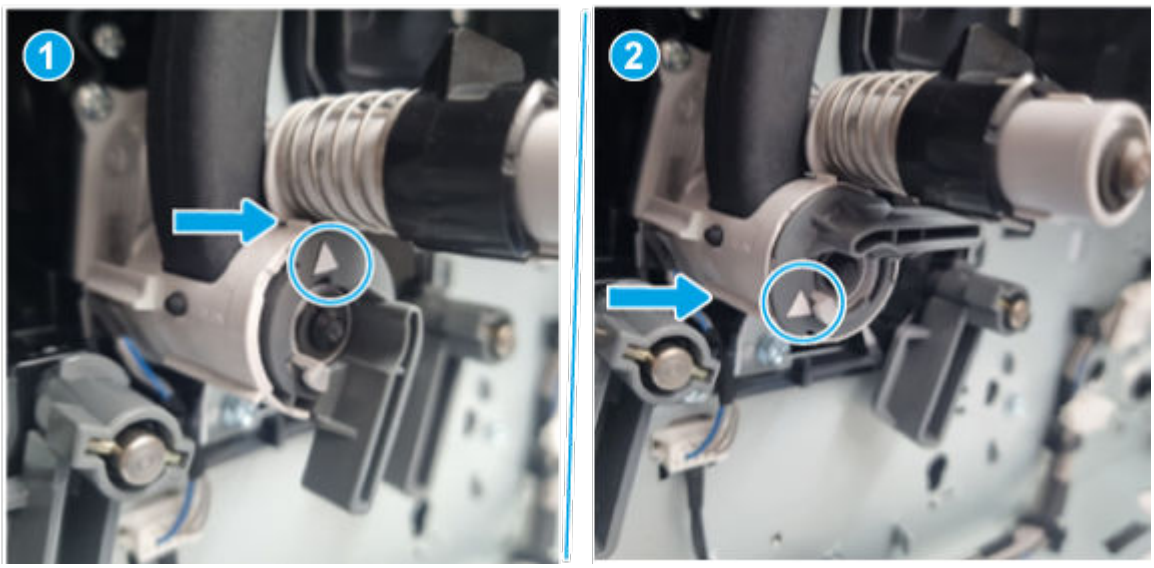


4. Remove the developer unit

Use the following procedure to remove and replace the developer unit.

1. Before proceeding, take note of the open and closed position of the developer unit locking lever.
   - **Callout 1**: Closed position.
   - **Callout 2**: Open position (ready for printing).

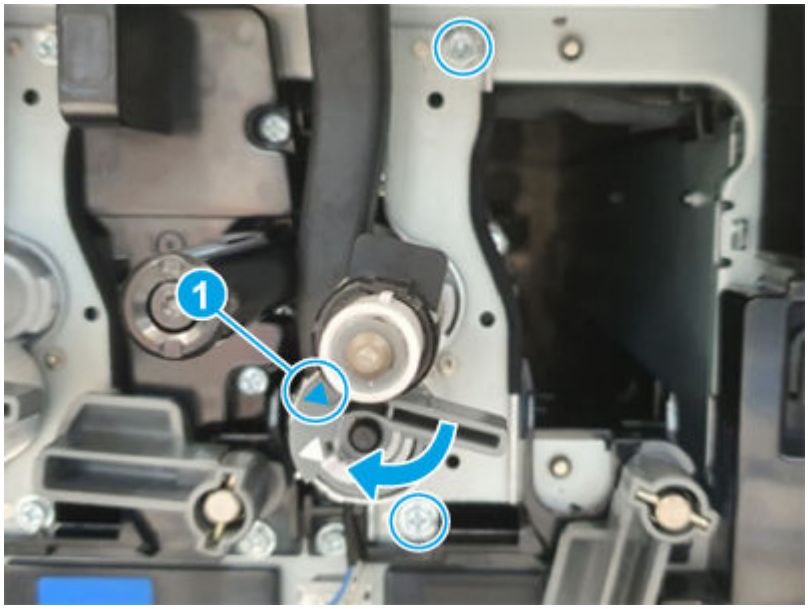
Figure 5-1206 **Developer lever positions**



2. Remove two screws, and then rotate the locking lever down to the closed position.

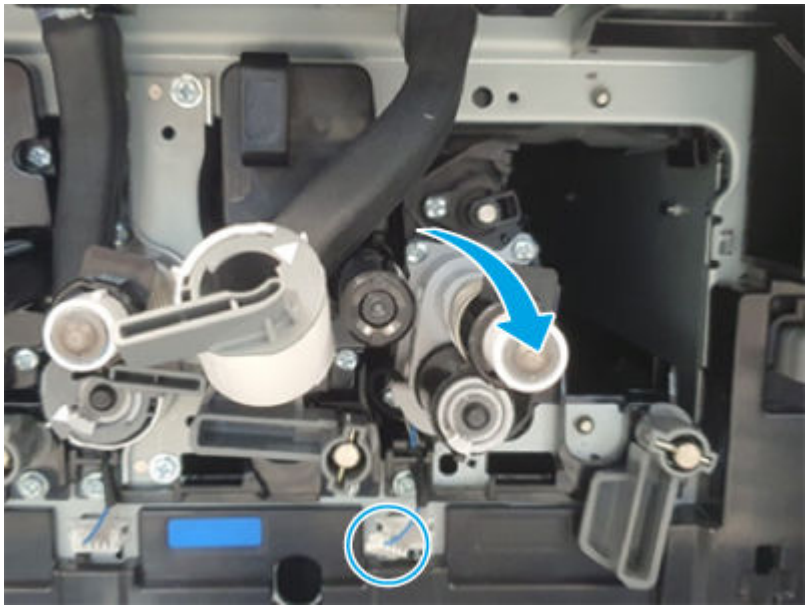
NOTE: The indicator arrow moves to the shutter closed position (callout 1).

Figure 5-1207 Rotate the locking lever



3. Disconnect one connector, and then pull the developer unit out of the printer.

Figure 5-1208 Remove the unit



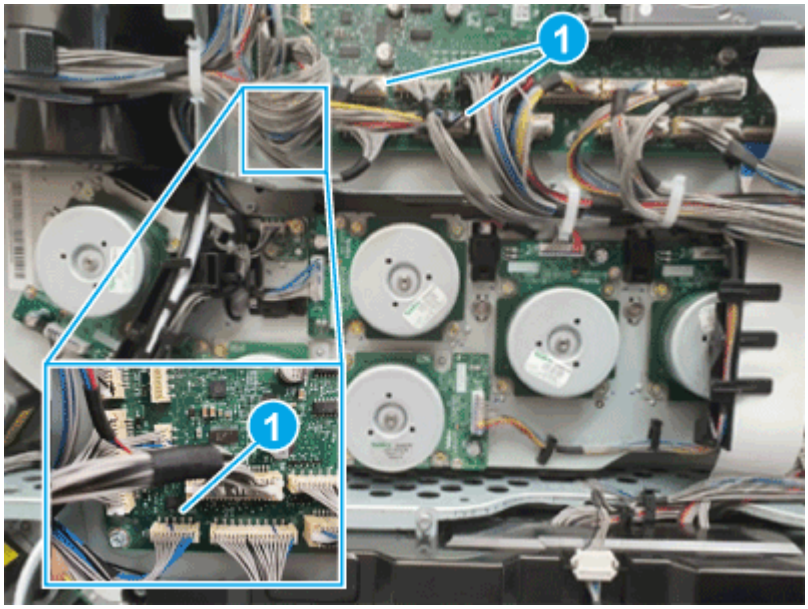
5. Remove the drum and developer drive assembly

Use the following procedure to remove and replace the drum and developer drive assembly.

1. Disconnect three connectors (callout 1).

NOTE: Release the wire harnesses from retainers as needed.

Figure 5-1209 Disconnect three connectors



2. Do the following:

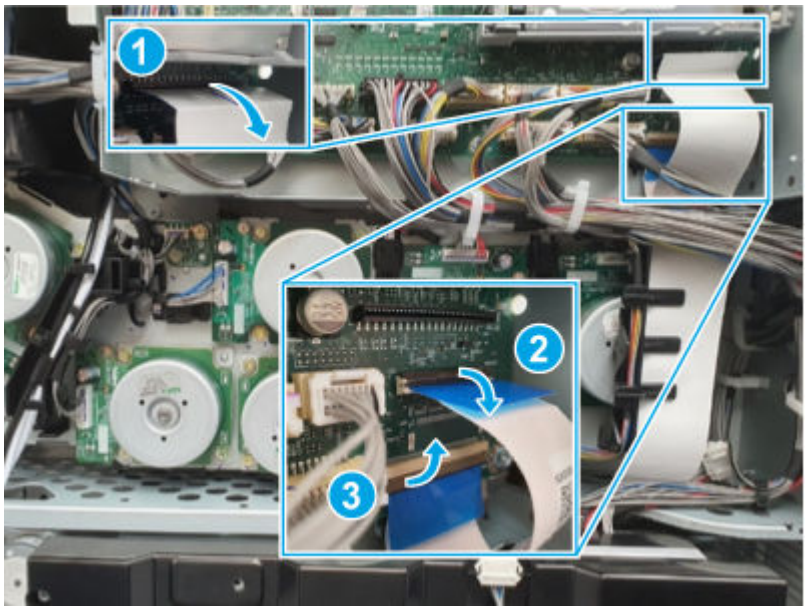
   a. Disconnect the upper FFC (pull it straight out of the connector; callout 1).

   b. Unlock the connector clip as shown below (callout 2), and then disconnect the middle FFC.

   c. Unlock the connector clip as shown below (callout 3), and then disconnect the lower FFC.

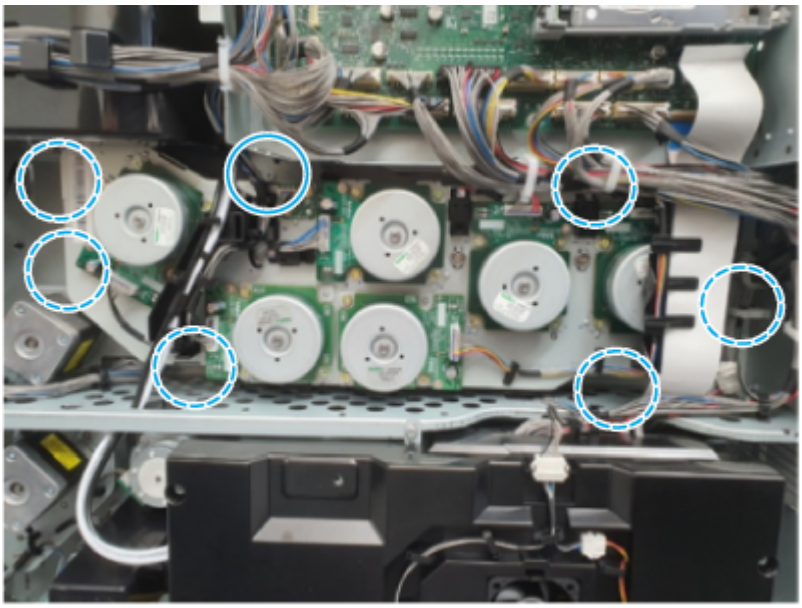
NOTE: After disconnecting the FFCs, remove them from the guide.

Figure 5-1210 Disconnect three FFCs



3. Remove seven screws, and then remove the drum and developer drive assembly.

Figure 5-1211 Remove the assembly

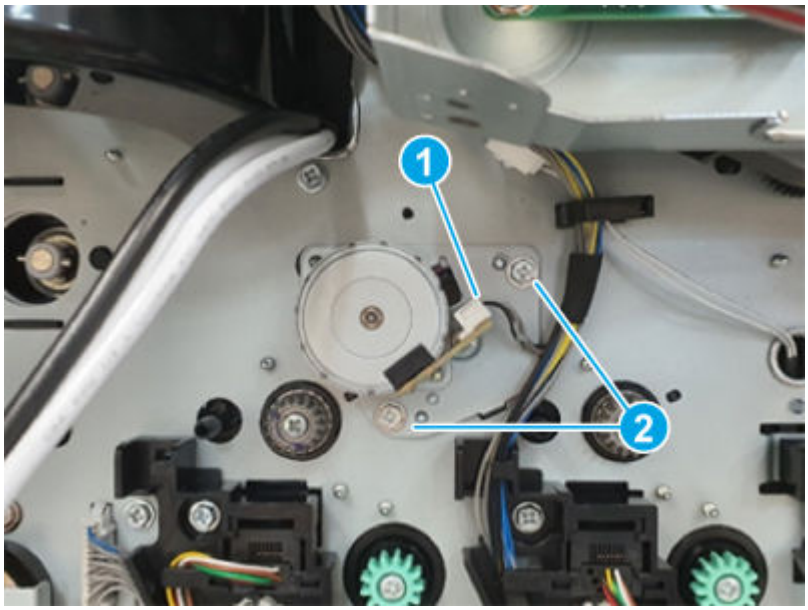


6. Remove the ITB engage motor assembly

Use the following procedure to remove and replace the ITB engage motor assembly.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the ITB engage motor assembly.

Figure 5-1212 Remove the motor



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Image transfer belt (ITB) engage motor

Learn about removing and replacing the ITB engage motor.

View a video of removing and replacing the ITB engage motor.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-106 Part information

Part number	Part description
JC31-00110B	ITB engage motor

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

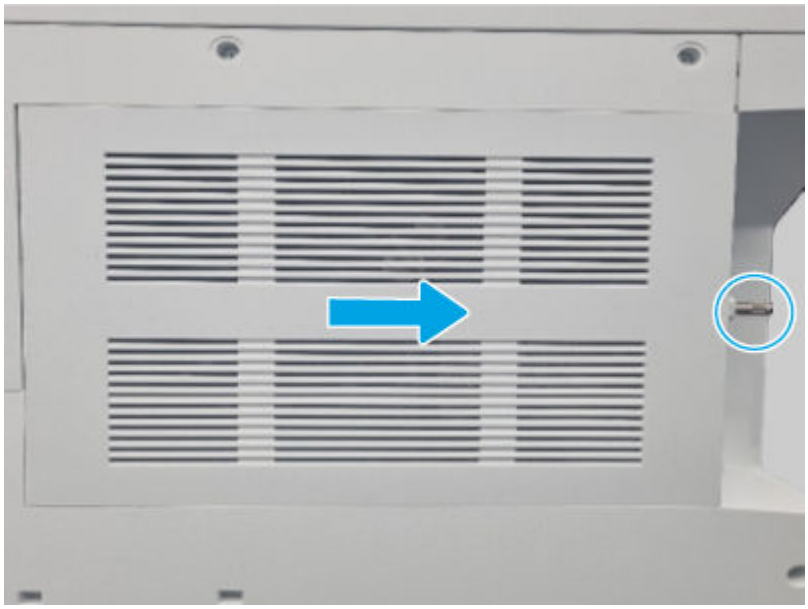
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1213 Remove the cover

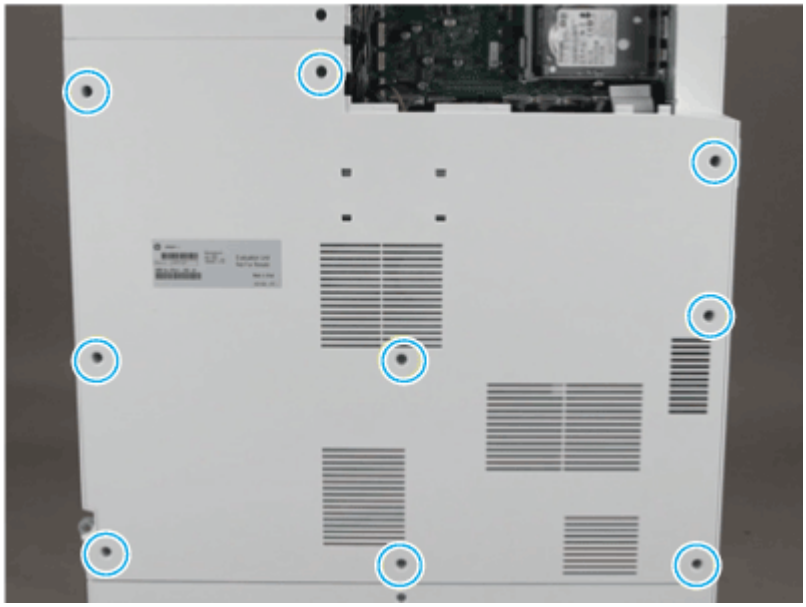


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1214 Remove the cover

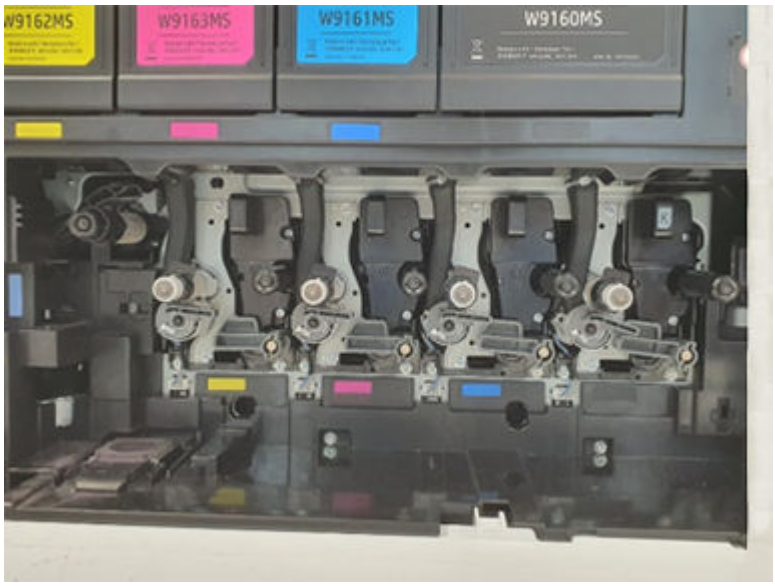


3. Remove the drum unit

Use the following procedure to remove and replace the drum unit.

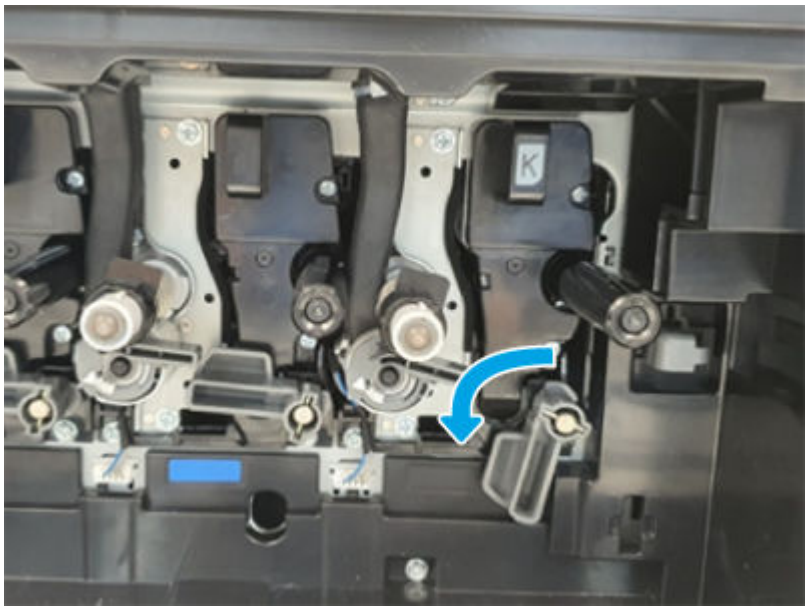
1. Open the front door.

Figure 5-1215 Open the front door



2. Rotate the locking lever down, and then pull the drum unit out of the printer.

Figure 5-1216 **Remove the unit**

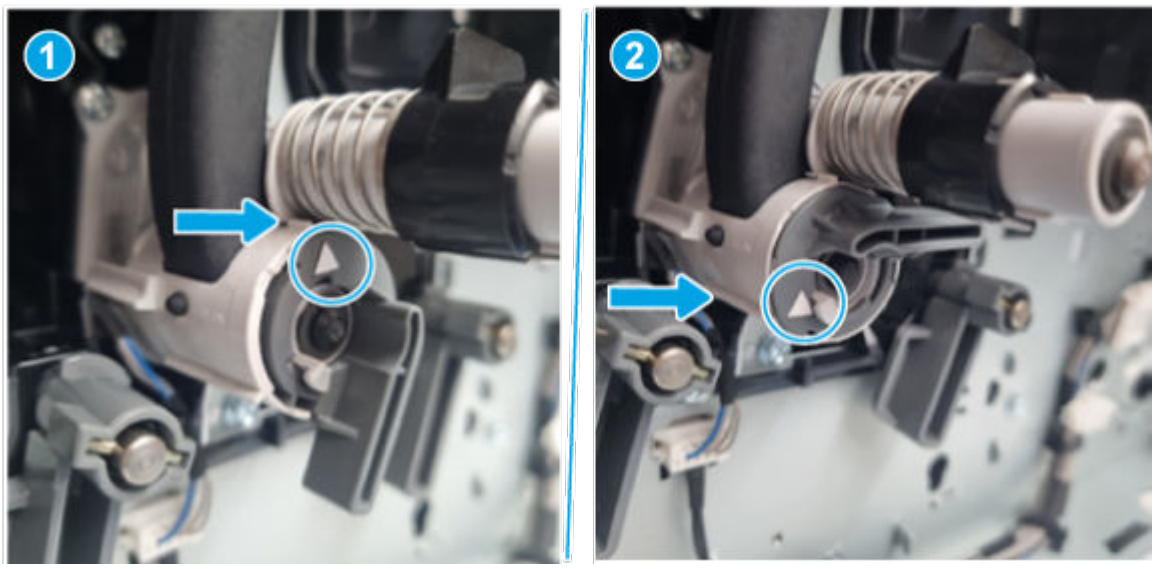


4. Remove the developer unit

Use the following procedure to remove and replace the developer unit.

1. Before proceeding, take note of the open and closed position of the developer unit locking lever.
   - **Callout 1**: Closed position.
   - **Callout 2**: Open position (ready for printing).

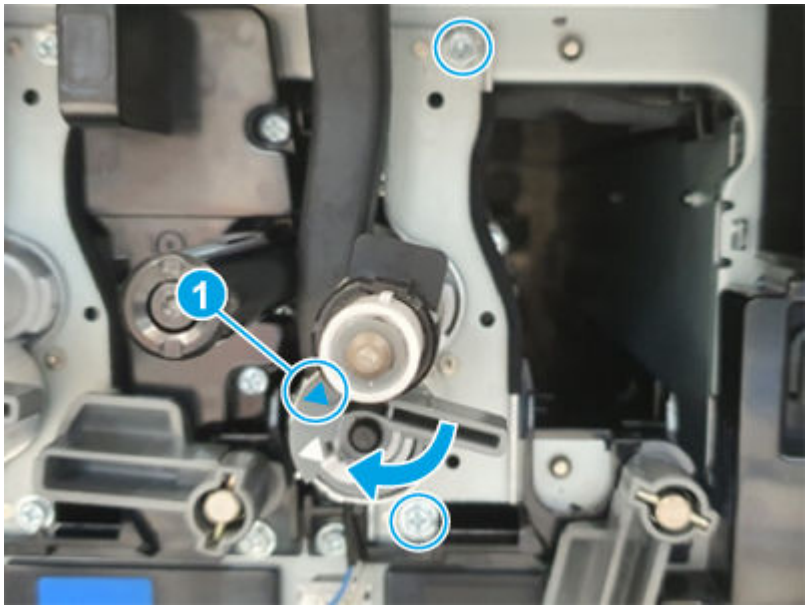
Figure 5-1217 **Developer lever positions**



2. Remove two screws, and then rotate the locking lever down to the closed position.

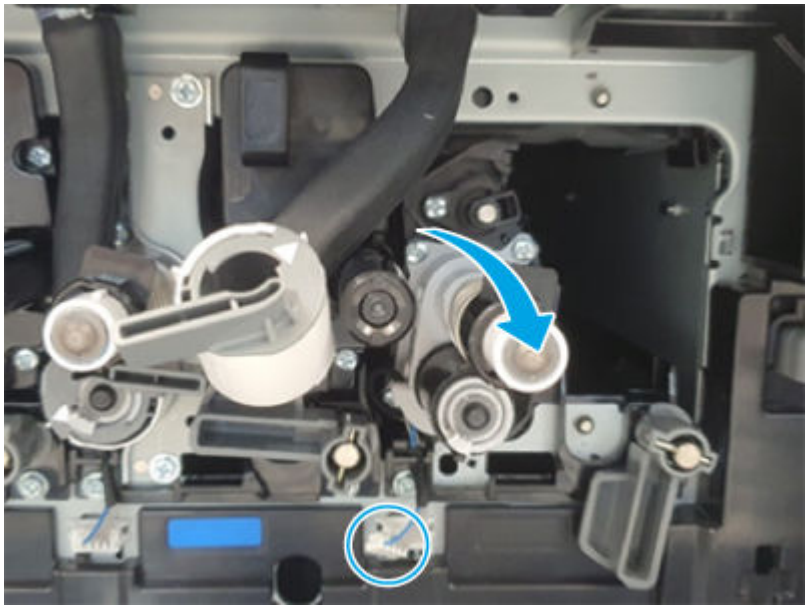
NOTE: The indicator arrow moves to the shutter closed position (callout 1).

Figure 5-1218 Rotate the locking lever



3. Disconnect one connector, and then pull the developer unit out of the printer.

Figure 5-1219 Remove the unit



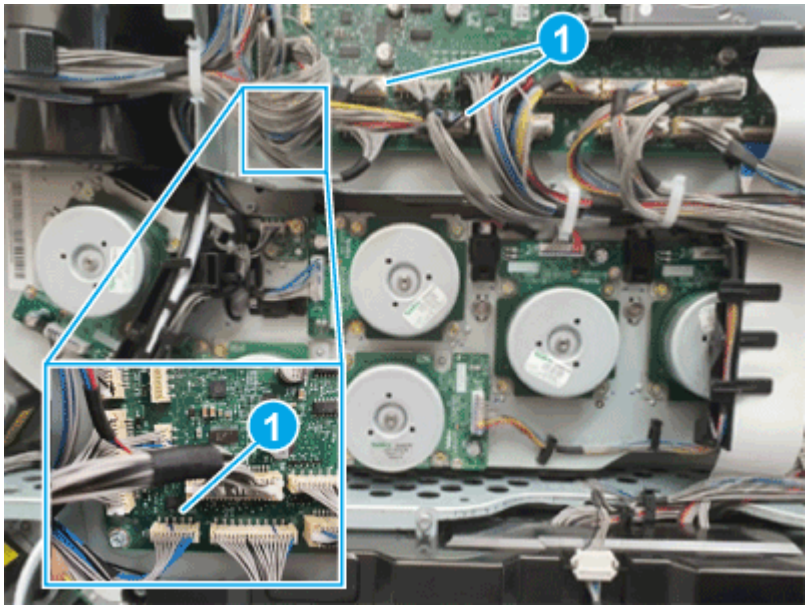
5. Remove the drum and developer drive assembly

Use the following procedure to remove and replace the drum and developer drive assembly.

1. Disconnect three connectors (callout 1).

NOTE: Release the wire harnesses from retainers as needed.

Figure 5-1220 Disconnect three connectors



2. Do the following:

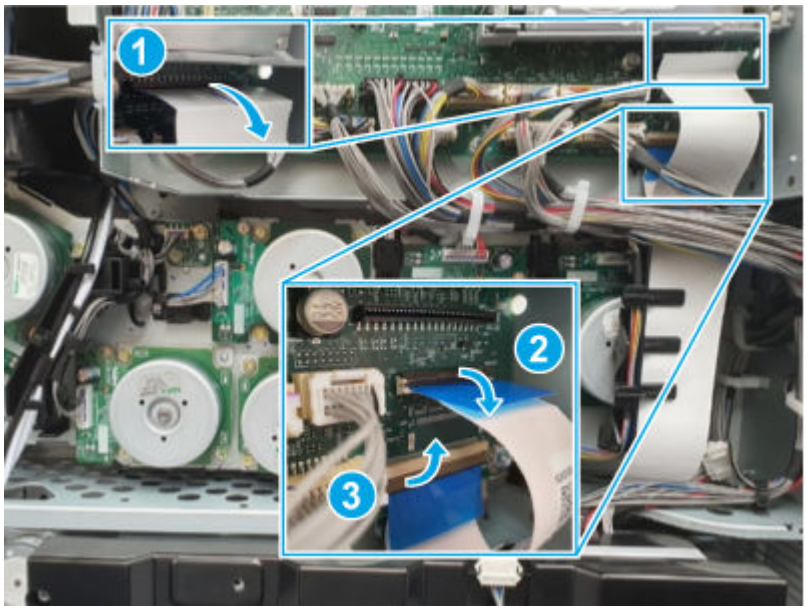
   a. Disconnect the upper FFC (pull it straight out of the connector; callout 1).

   b. Unlock the connector clip as shown below (callout 2), and then disconnect the middle FFC.

   c. Unlock the connector clip as shown below (callout 3), and then disconnect the lower FFC.

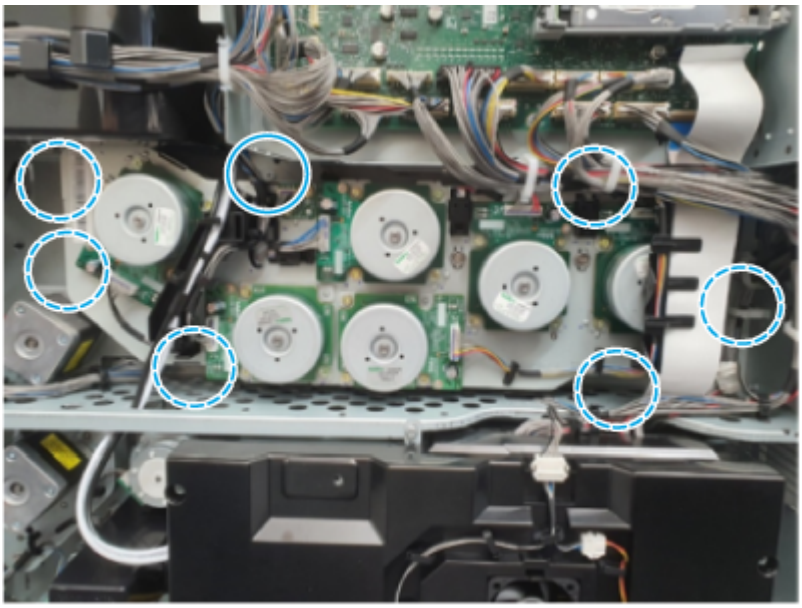
NOTE: After disconnecting the FFCs, remove them from the guide.

Figure 5-1221 Disconnect three FFCs



3. Remove seven screws, and then remove the drum and developer drive assembly.

Figure 5-1222 Remove the assembly

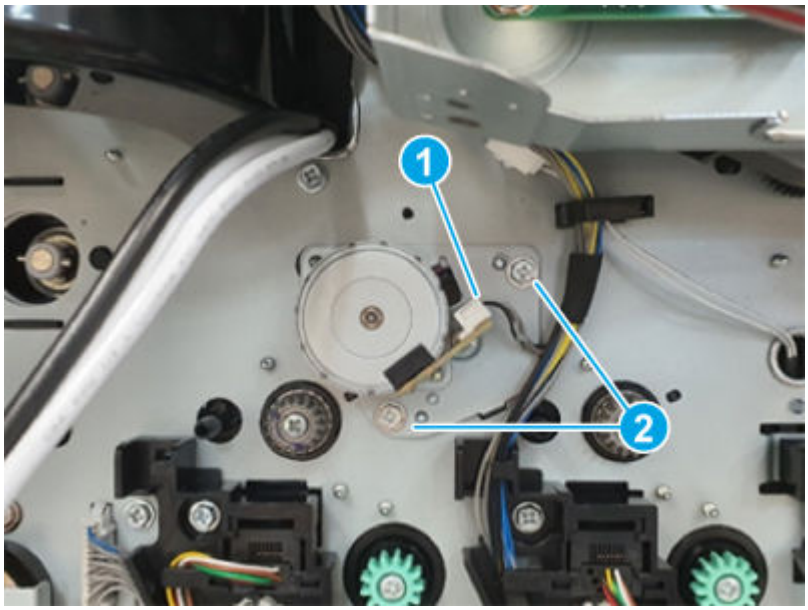


6. Remove the ITB engage motor assembly

Use the following procedure to remove and replace the ITB engage motor assembly.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the ITB engage motor assembly.

Figure 5-1223 Remove the motor

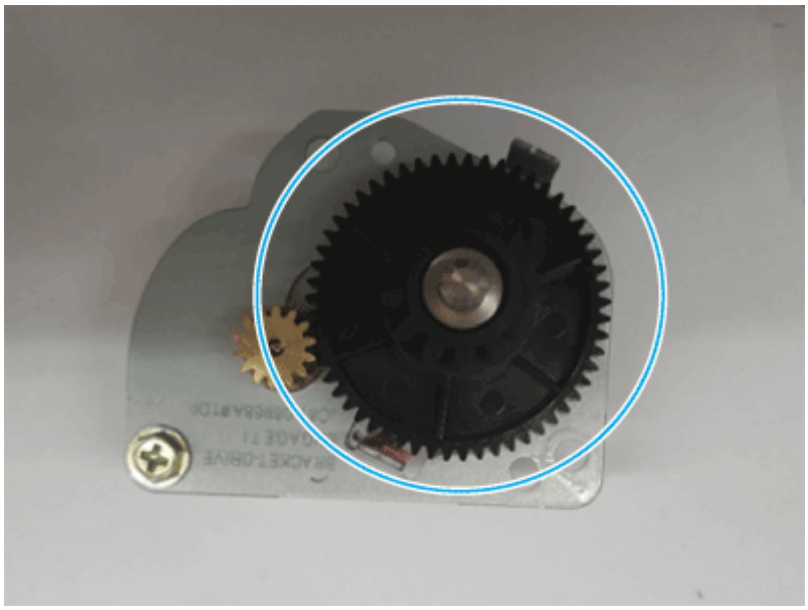


7. Remove the ITB engage motor

Use the following procedure to remove and replace the ITB engage motor.

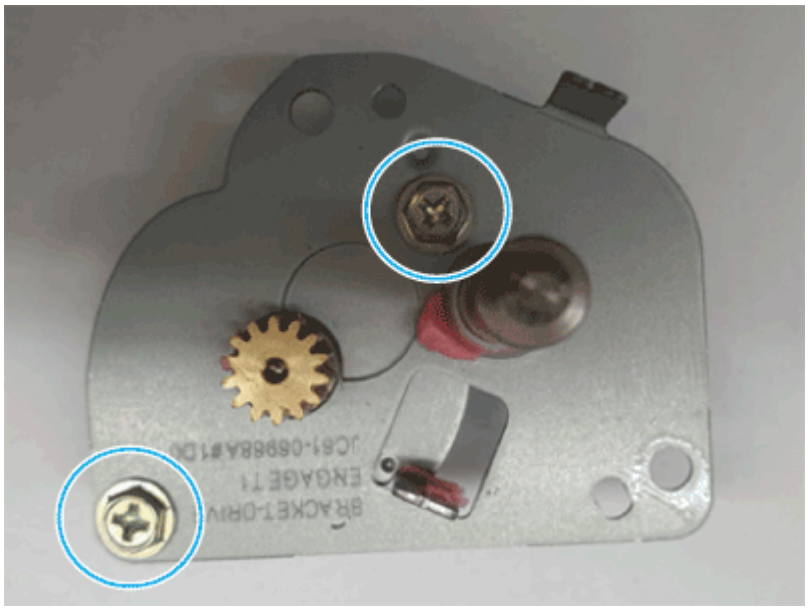
1. Remove one gear.

Figure 5-1224 Remove the gear



2. Remove two screws, and then separate the motor form the sheet-metal mounting bracket to remove it.

Figure 5-1225 Remove the motor



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

ITB cleaning unit

Learn about ITB cleaning unit parts removal and replacement.

Removal and replacement: Image transfer belt (ITB) cleaning unit kit

Learn about removing and replacing the ITB cleaning unit kit.

View a video of removing and replacing the ITB cleaning unit kit.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off.

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-107 Part information

Part number	Part description
5PN79-67001	ITB cleaning unit kit

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on.

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

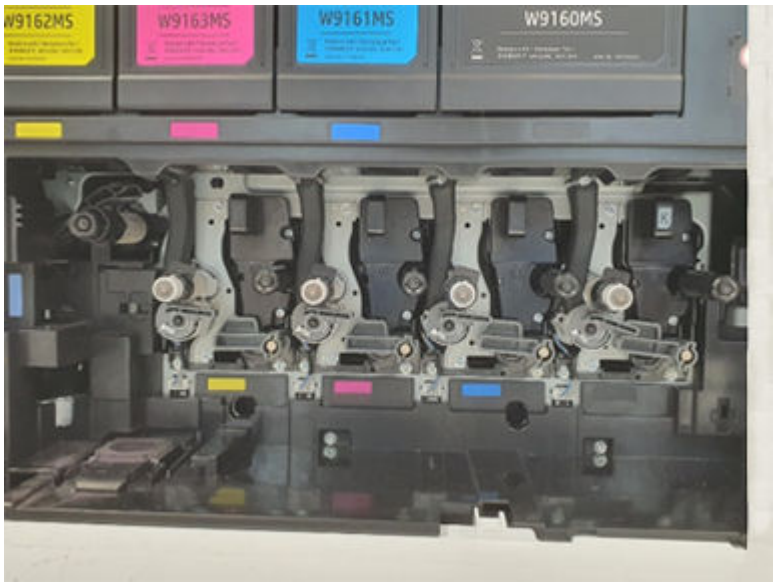
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the ITB cleaning unit kit

Use the following procedure to remove and replace the ITB cleaning unit kit.

1. Open the front door, and then remove the toner collection unit duct.

Figure 5-1226 Open the front door



2. Remove one screw.

Figure 5-1227 Remove one screw



3. Rotate the lever to the right to release the ITB cleaning unit, and then pull it out of the printer to remove it.

Figure 5-1228 Remove the unit



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Color plane registration (CPR)

Learn about color plane registration parts removal and replacement.

Removal and replacement: Color plane registration (CPR) unit

Learn about removing and replacing the CPR unit.

View a video of removing and replacing the CPR unit.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-108 Part information

Part number	Part description
5QK03-60102	Color plane registration (CPR) unit

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

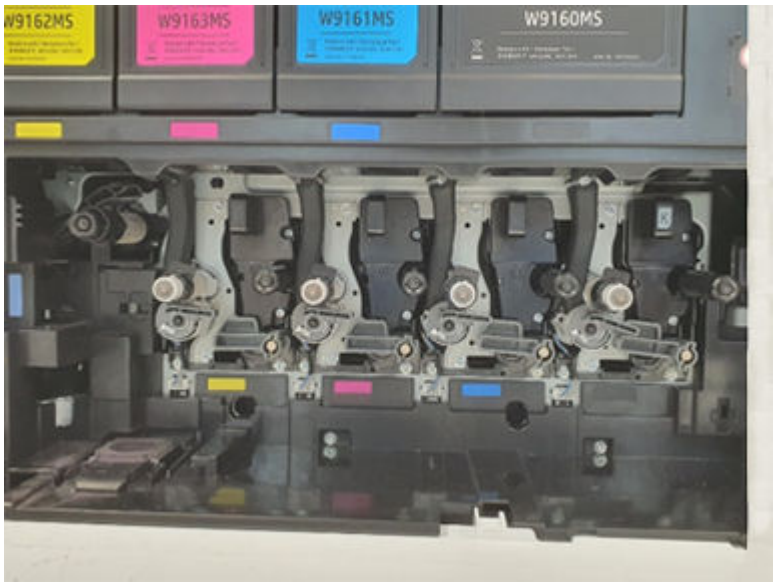
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the ITB cleaning unit kit

Use the following procedure to remove and replace the ITB cleaning unit kit.

1. Open the front door, and then remove the toner collection unit duct.

Figure 5-1229 Open the front door



2. Remove one screw.

Figure 5-1230 Remove one screw



3. Rotate the lever to the right to release the ITB cleaning unit, and then pull it out of the printer to remove it.

Figure 5-1231 Remove the unit



2. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-1232 **Remove four screws**



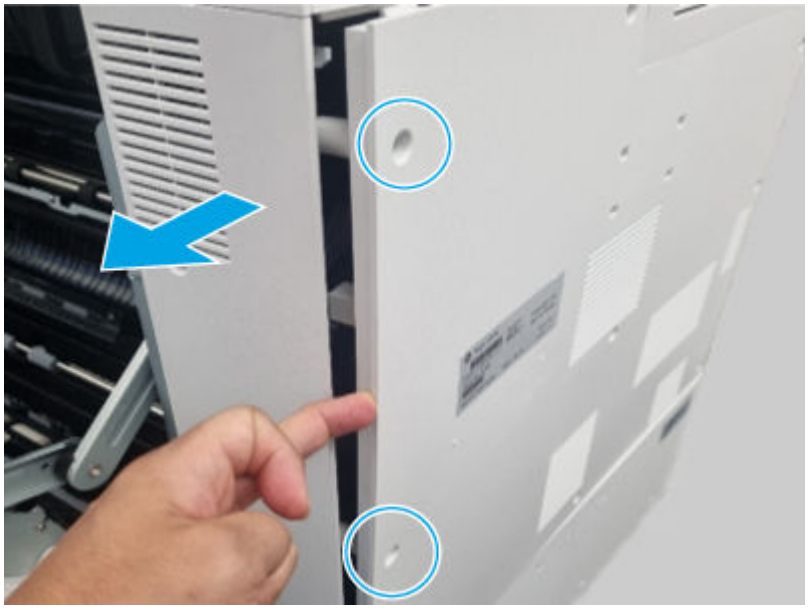
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-1233 **Remove the cover**



3. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

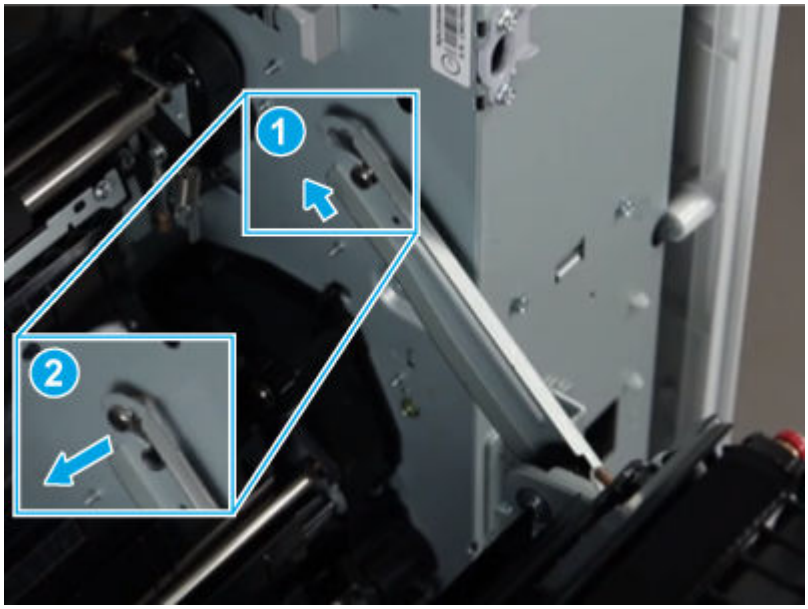
Figure 5-1234 Disconnect one connector



2. Release the hinge.

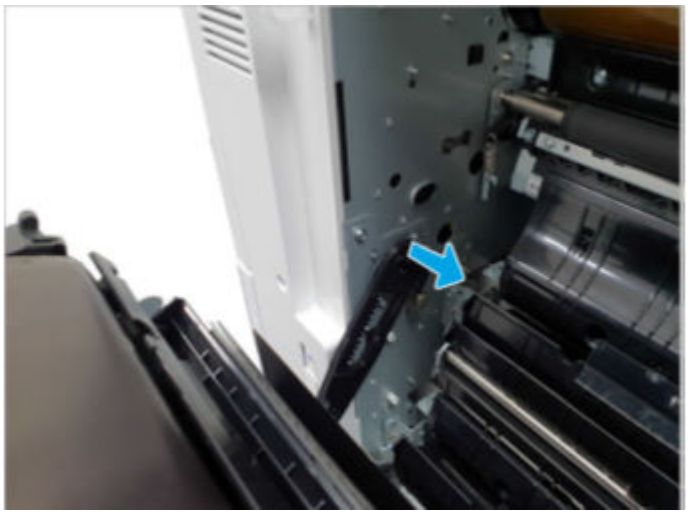
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-1235 Release the hinge



3. Release the right door front link.

Figure 5-1236 **Release the link**



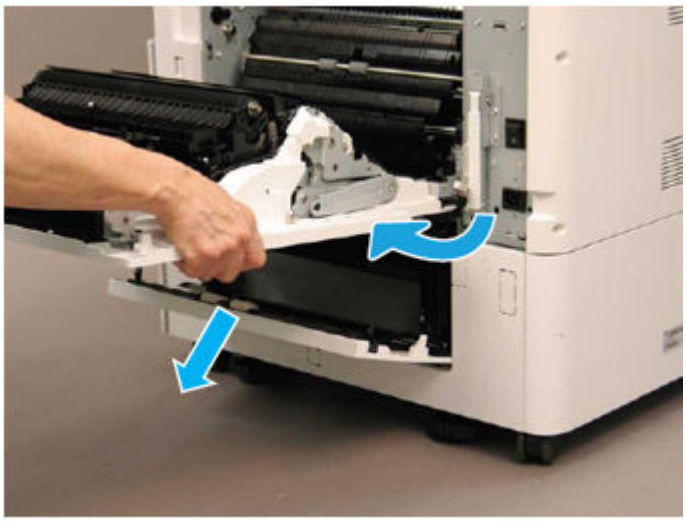
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-1237 **Remove the door**

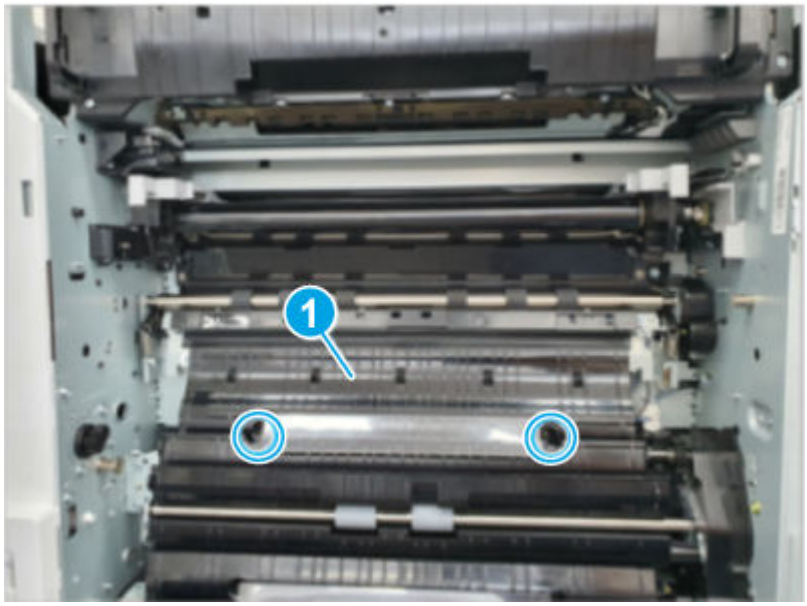


4. Remove the registration unit

Use the following procedure to remove and replace the registration unit.

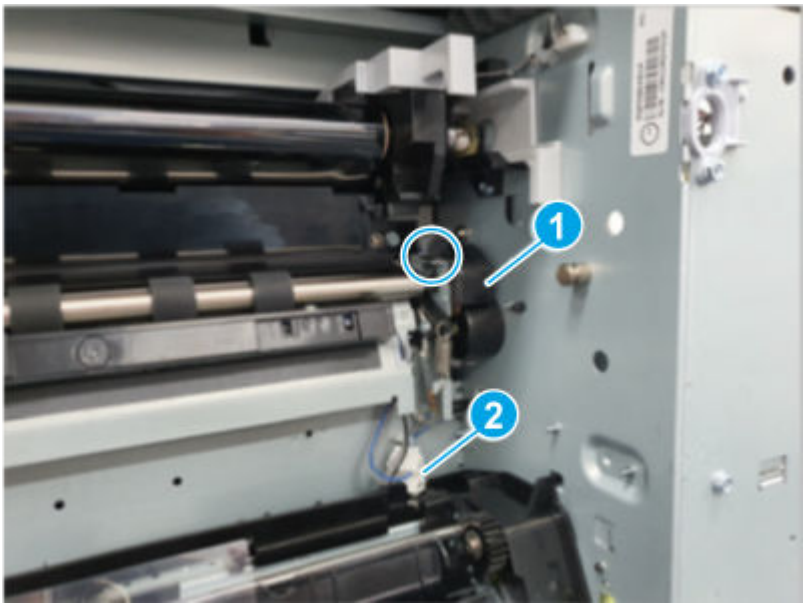
1. Remove two screws, and then remove the paper path guide (callout 1).

Figure 5-1238 Remove the guide



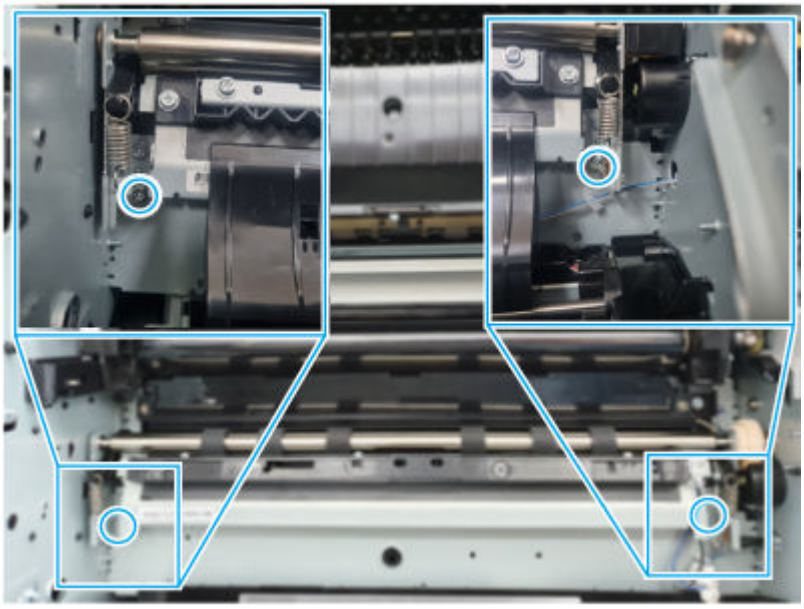
2. Release one tab and remove the gear cover (callout 1), and then disconnect one connector (callout 2).

Figure 5-1239 Disconnect one connector



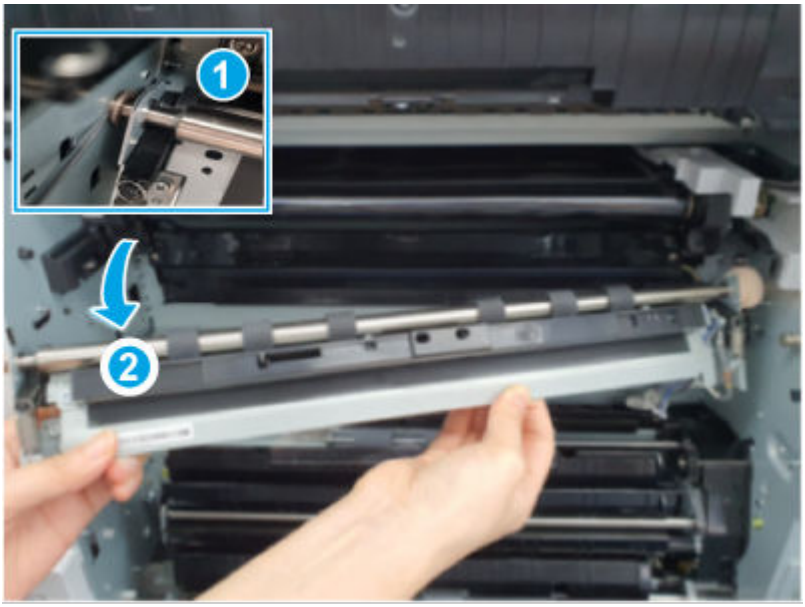
3. Remove two screws.

Figure 5-1240 **Remove two screws**



4. Release the left side of the registration unit, and then rotate it away form the printer to remove it.

Figure 5-1241 **Remove the unit**

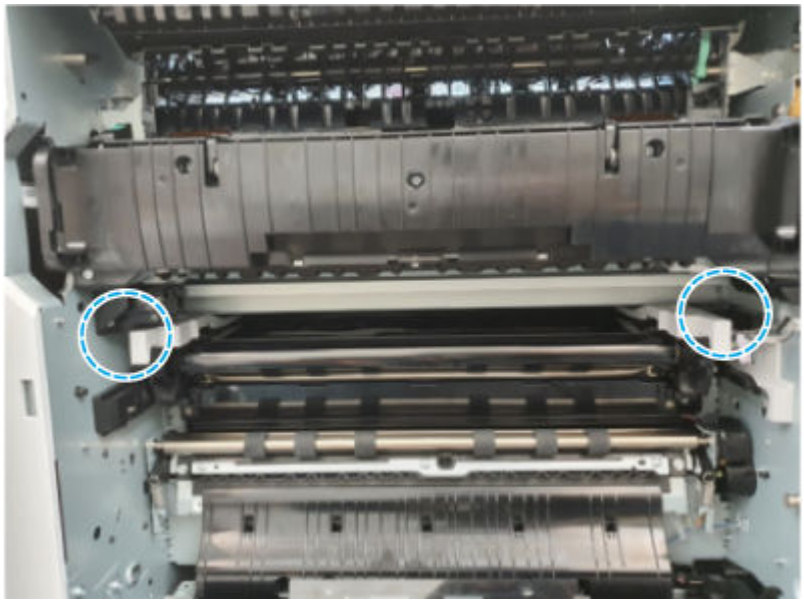


5. Remove the ITB

Use the following procedure to remove and replace the ITB.

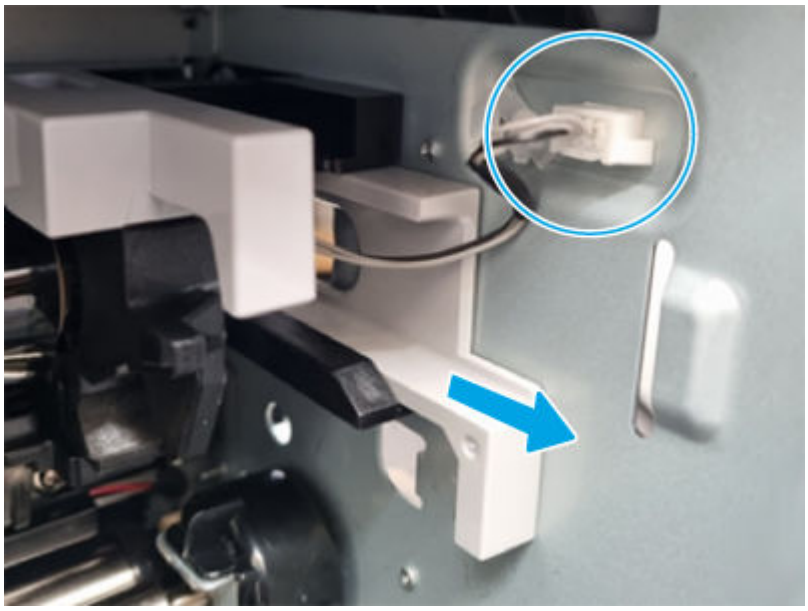
1. Remove two screws.

Figure 5-1242 **Remove two screws**



2. Disconnect one connector, and then pull one lever forward.

Figure 5-1243 **Remove one screw and pull lever**



3. Pull the ITB straight out of the printer to remove it.

Figure 5-1244 Remove the ITB

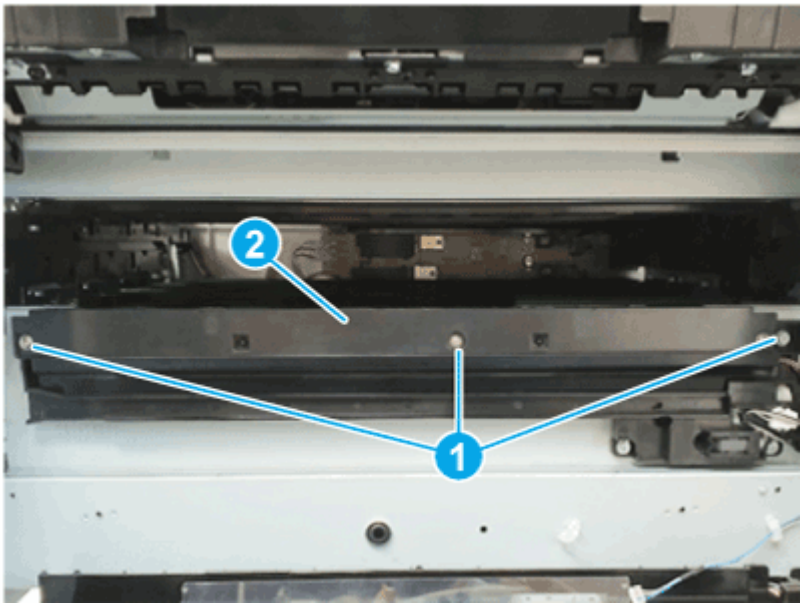


6. Remove the CPR unit

Use the following procedure to remove and replace the CPR unit.

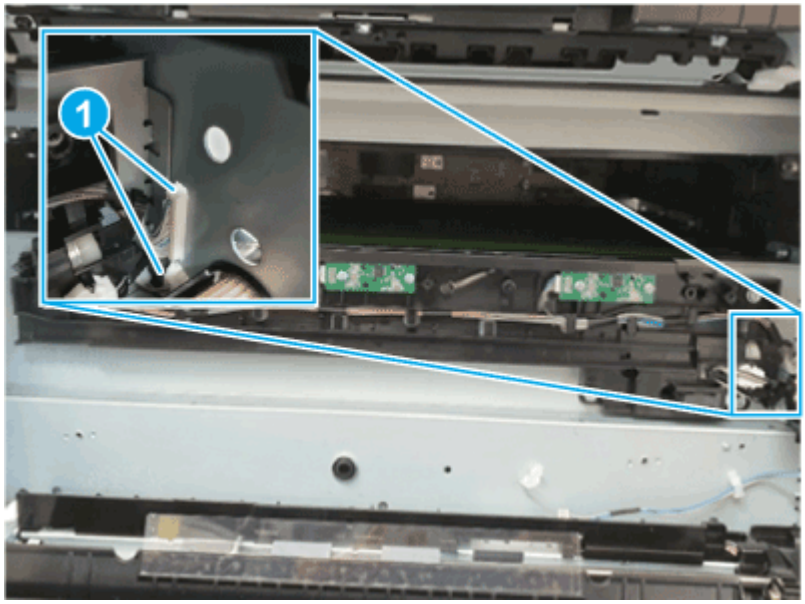
1. Remove three screws (callout 1), and then remove the cover (callout 2).

Figure 5-1245 Remove the cover



2. Disconnect two connectors (callout 1).

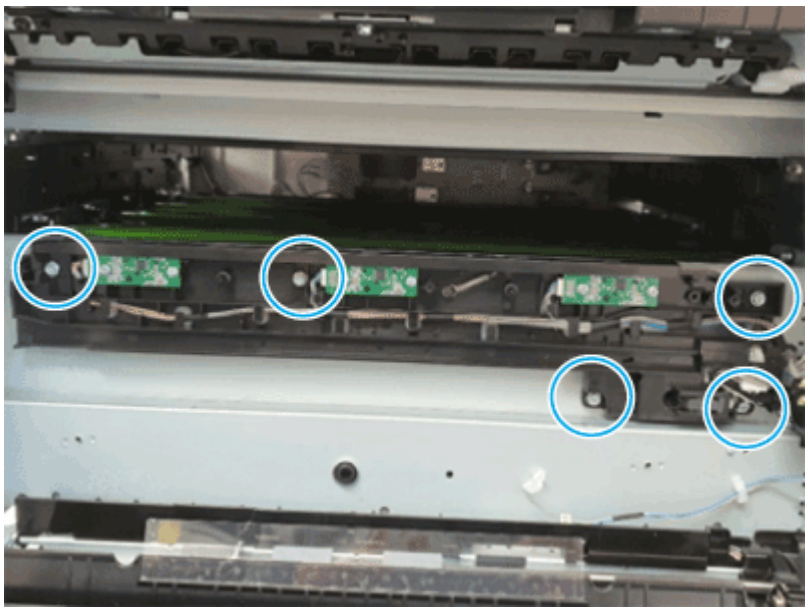
Figure 5-1246 Disconnect two connectors



3. Remove five screws, and then remove the CPR unit.

NOTE: Due to shipment security, a service part order might include a base frame. Disassemble the unit if necessary to install of the parts included with the shipment.

Figure 5-1247 Remove the unit



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: CPR sensor

Learn about removing and replacing the CPR sensors.

View a video of removing and replacing the CPR front sensor.

View a video of removing and replacing the CPR center sensor.

View a video of removing and replacing the CPR rear sensor.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-109 Part information

Part number	Part description
JC32-00014A	CPR sensor (Front, center, rear CPR sensors)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

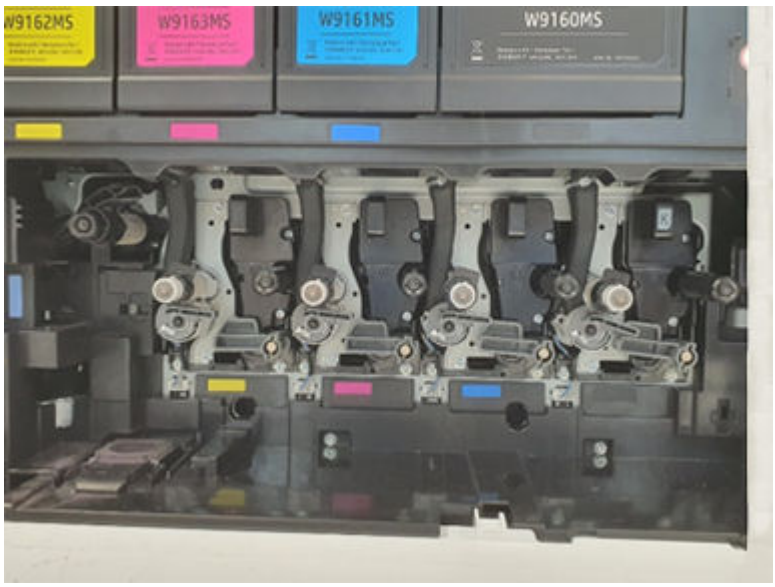
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the ITB cleaning unit kit

Use the following procedure to remove and replace the ITB cleaning unit kit.

1. Open the front door, and then remove the toner collection unit duct.

Figure 5-1248 Open the front door



2. Remove one screw.

Figure 5-1249 Remove one screw



3. Rotate the lever to the right to release the ITB cleaning unit, and then pull it out of the printer to remove it.

Figure 5-1250 Remove the unit



2. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-1251 **Remove four screws**



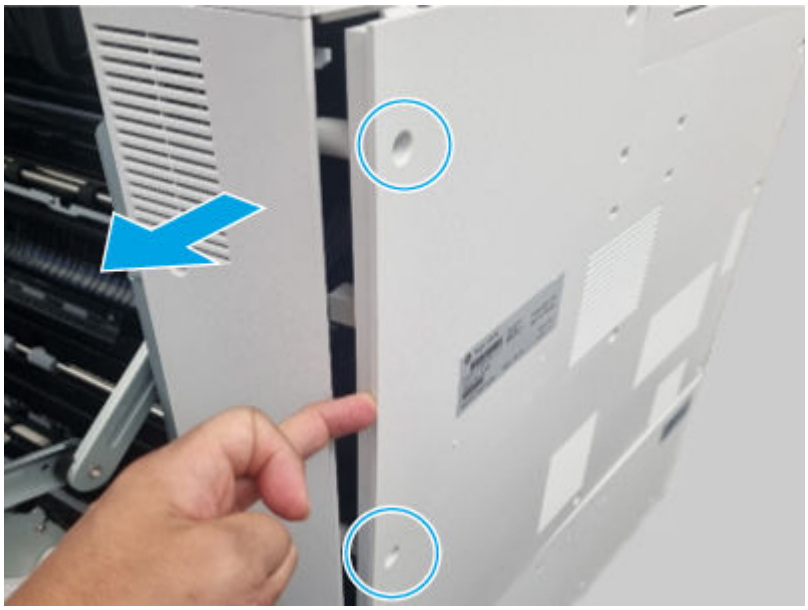
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-1252 **Remove the cover**



3. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

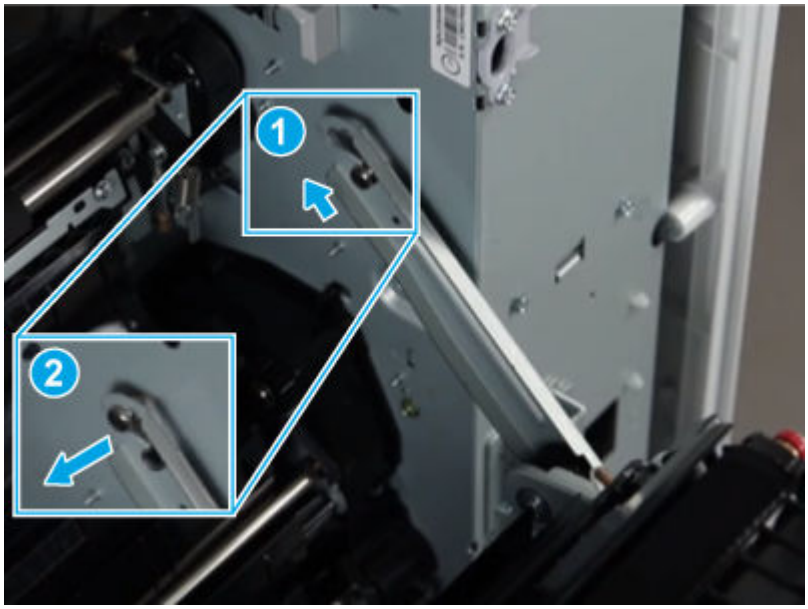
Figure 5-1253 Disconnect one connector



2. Release the hinge.

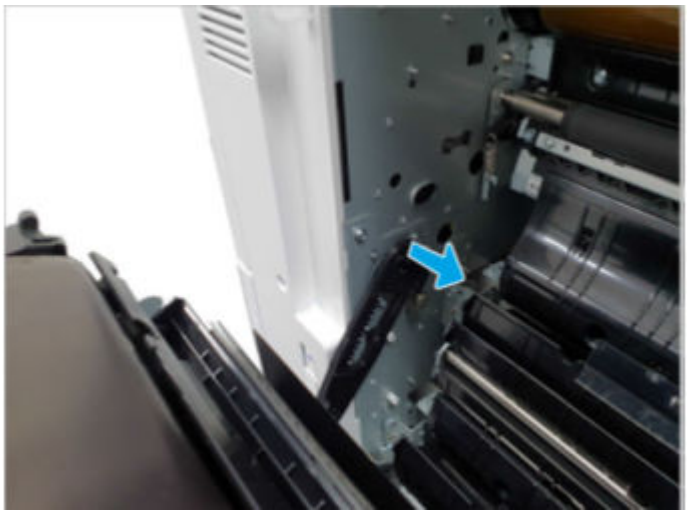
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-1254 Release the hinge



3. Release the right door front link.

Figure 5-1255 **Release the link**



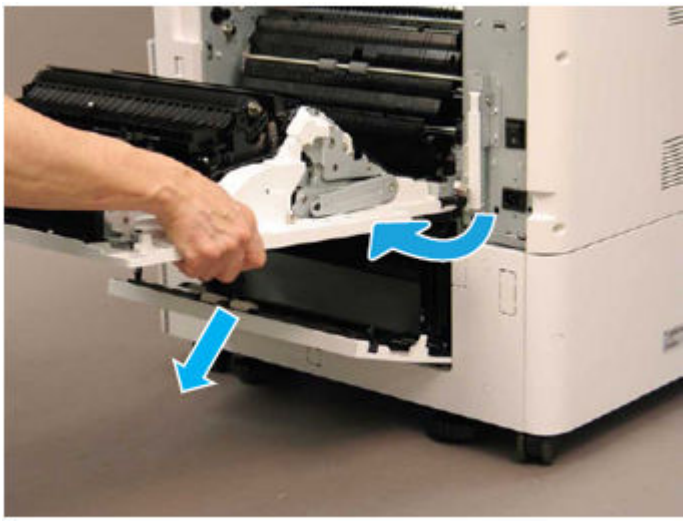
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-1256 **Remove the door**

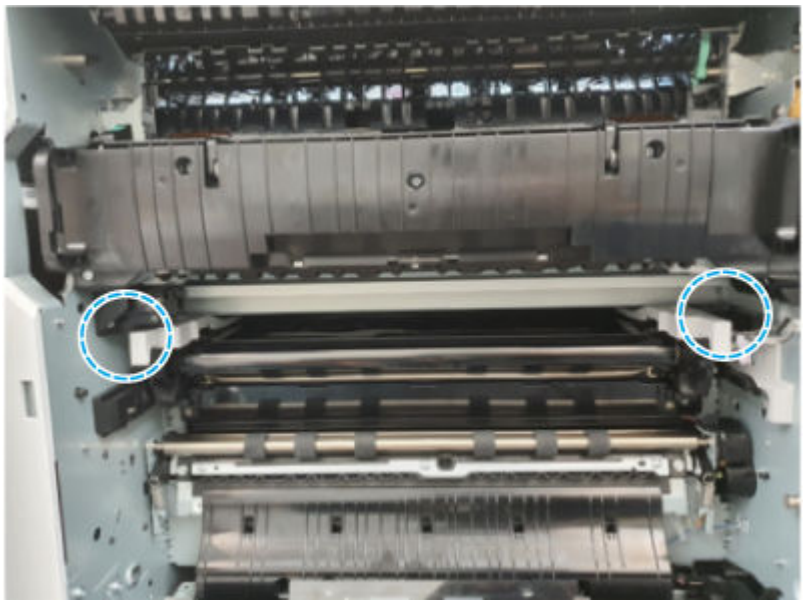


4. Remove the ITB

Use the following procedure to remove and replace the ITB.

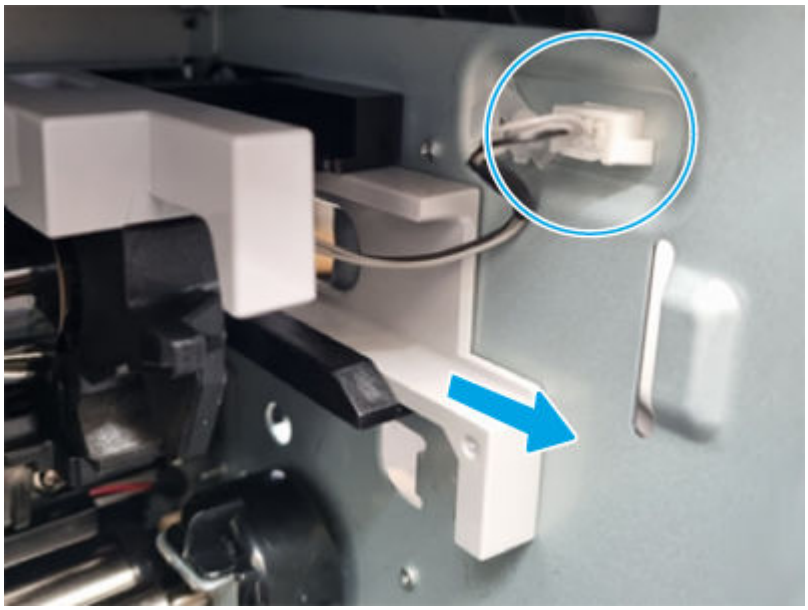
1. Remove two screws.

Figure 5-1257 **Remove two screws**



2. Disconnect one connector, and then pull one lever forward.

Figure 5-1258 **Remove one screw and pull lever**



3. Pull the ITB straight out of the printer to remove it.

Figure 5-1259 **Remove the ITB**

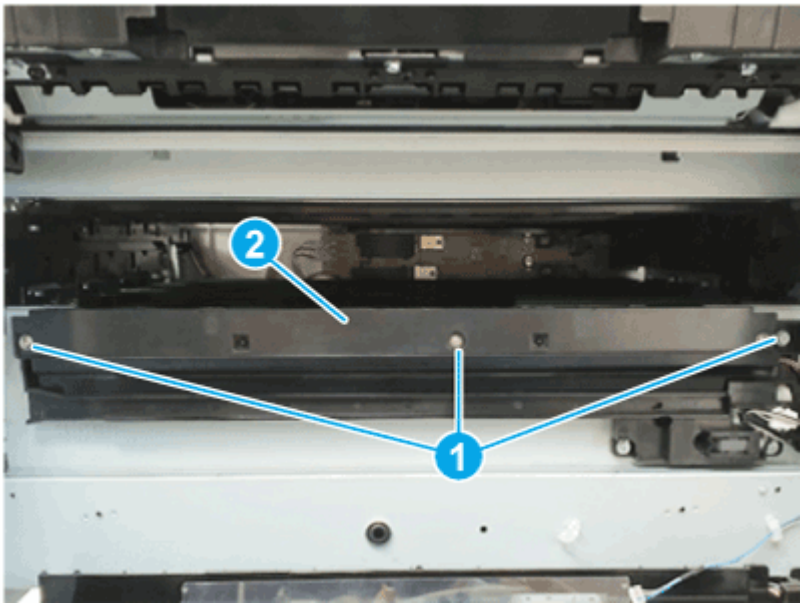


5. Remove the CPR sensor

Use the following procedure to remove and replace the CPR sensor.

1. Remove three screws (callout 1), and then remove the cover (callout 2).

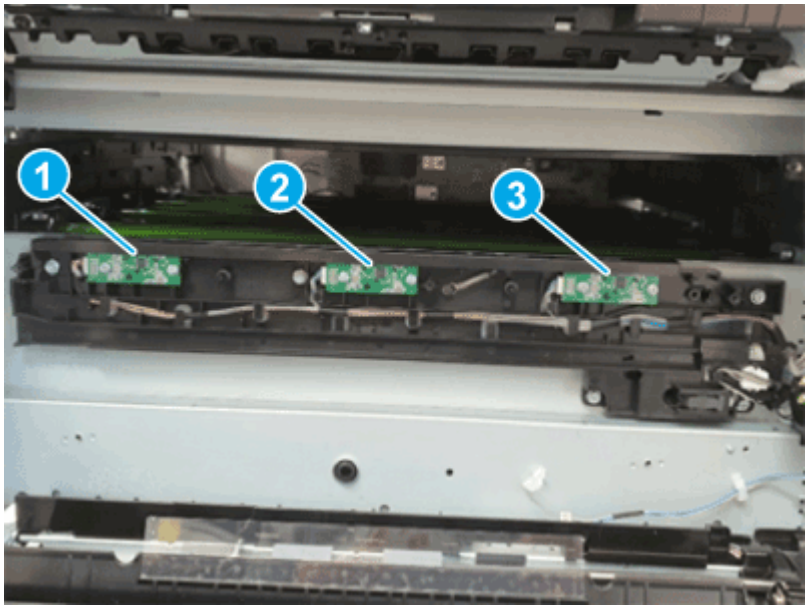
Figure 5-1260 **Remove the cover**



2. Locate the desired sensor to remove.
   - **Callout 1**: Front
   - **Callout 2**: Center

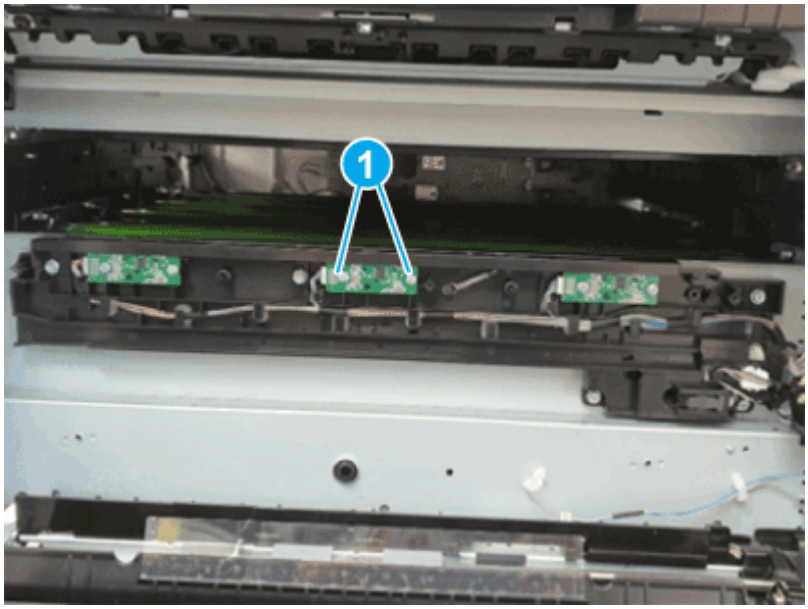
- **Callout 3**: Rear

Figure 5-1261 **Identify the sensors**



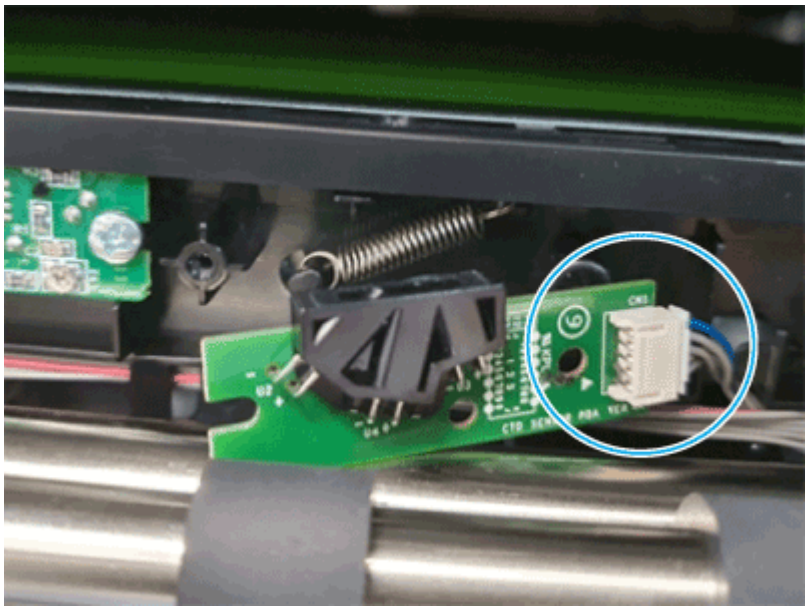
3. Remove two screws.

Figure 5-1262 **Remove two screws**



4. Turn the sensor over and disconnect one connector to remove the sensor.

Figure 5-1263 Remove the sensor



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: CPR shutter sensor

Learn about removing and replacing the CPR shutter sensor.

View a video of removing and replacing the CPR shutter sensor.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-110 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (CPR shutter sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

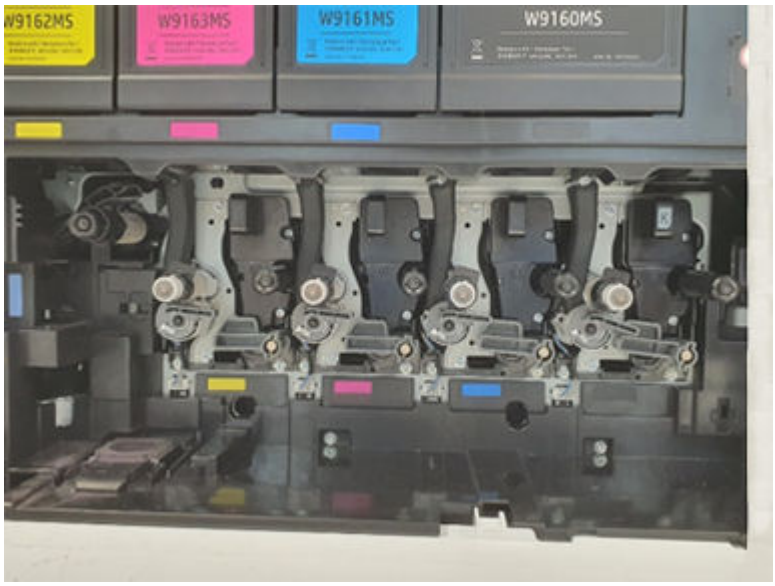
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the ITB cleaning unit kit

Use the following procedure to remove and replace the ITB cleaning unit kit.

1. Open the front door, and then remove the toner collection unit duct.

Figure 5-1264 Open the front door



2. Remove one screw.

Figure 5-1265 Remove one screw



3. Rotate the lever to the right to release the ITB cleaning unit, and then pull it out of the printer to remove it.

Figure 5-1266 Remove the unit



2. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

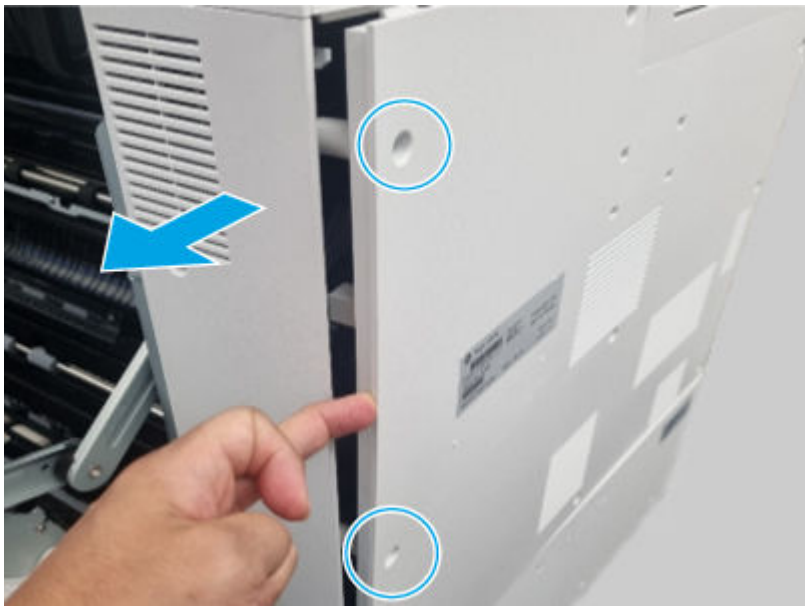
Figure 5-1267 Remove four screws



2. Do the following:
   a. Remove two rear lower cover screws.
   b. Slightly separate the rear lower cover from the printer.

c. Open the right door, and then remove the right rear cover.

Figure 5-1268 Remove the cover



3. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

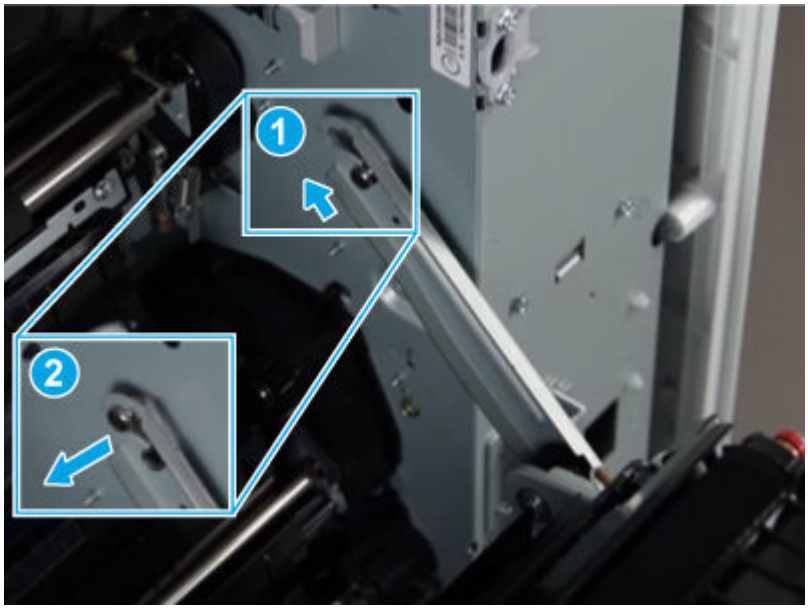
Figure 5-1269 Disconnect one connector



2. Release the hinge.

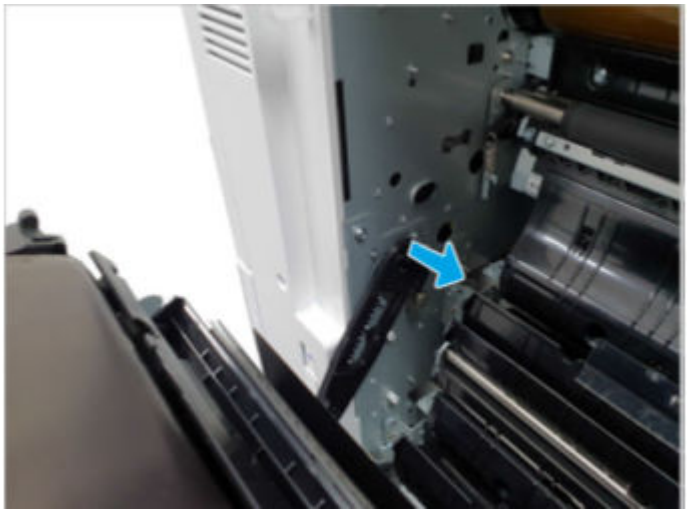
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-1270 Release the hinge



3. Release the right door front link.

Figure 5-1271 Release the link



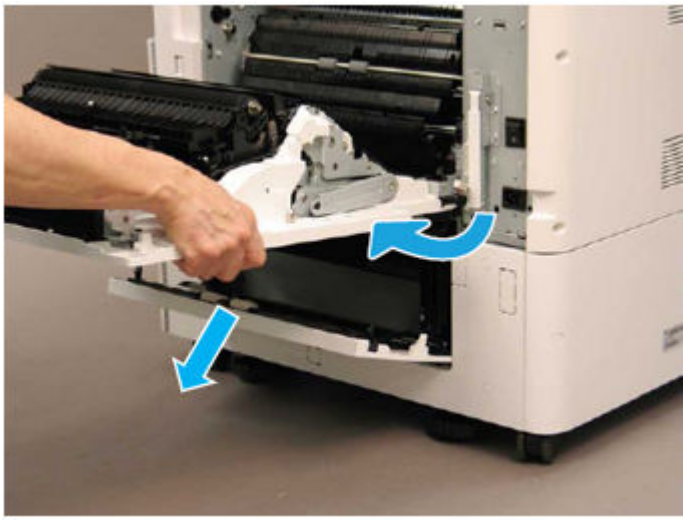
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-1272 Remove the door

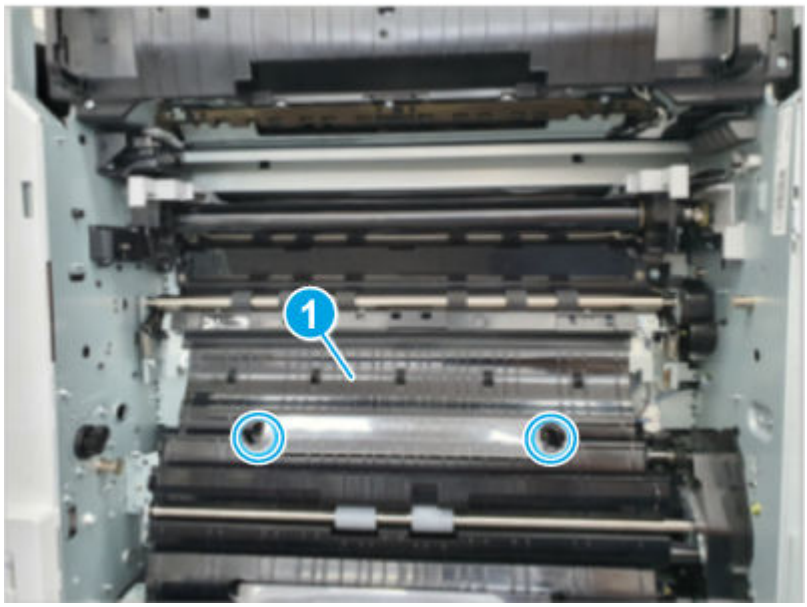


4. Remove the registration unit

Use the following procedure to remove and replace the registration unit.

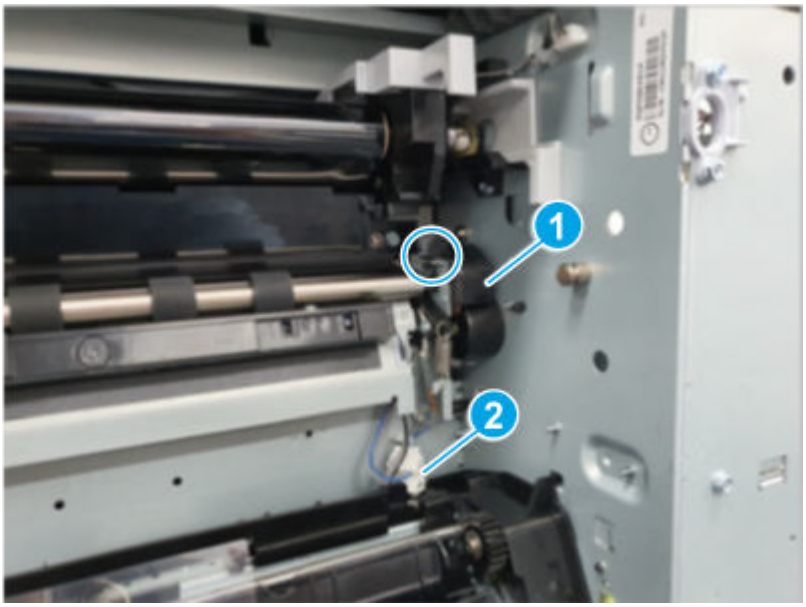
1. Remove two screws, and then remove the paper path guide (callout 1).

Figure 5-1273 Remove the guide



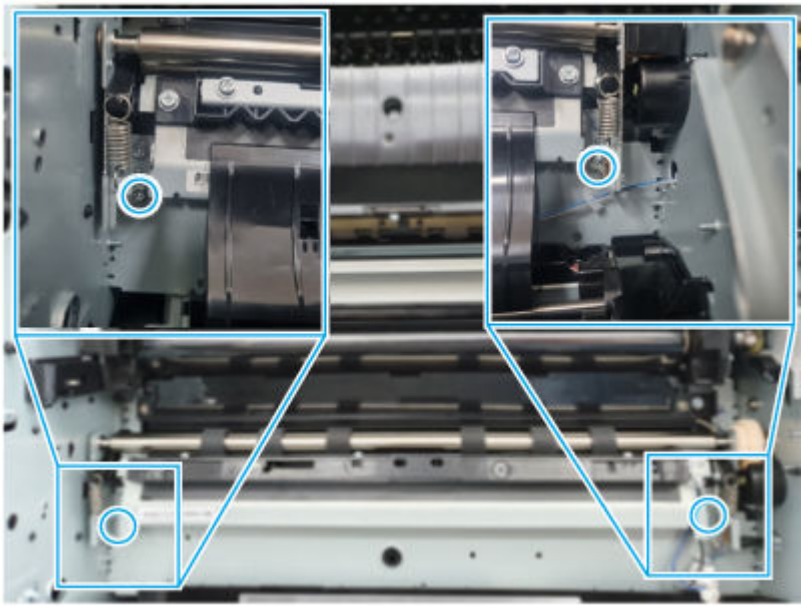
2. Release one tab and remove the gear cover (callout 1), and then disconnect one connector (callout 2).

Figure 5-1274 Disconnect one connector



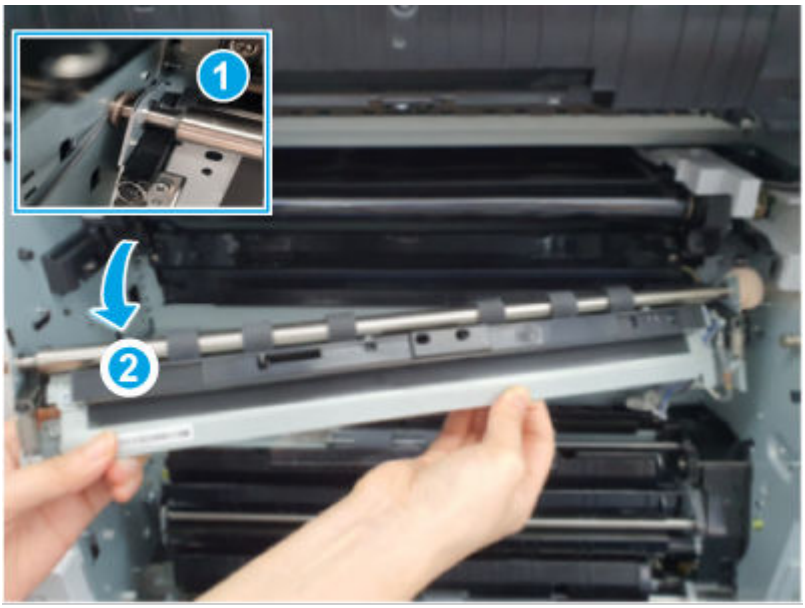
3. Remove two screws.

Figure 5-1275 Remove two screws



4. Release the left side of the registration unit, and then rotate it away form the printer to remove it.

Figure 5-1276 **Remove the unit**

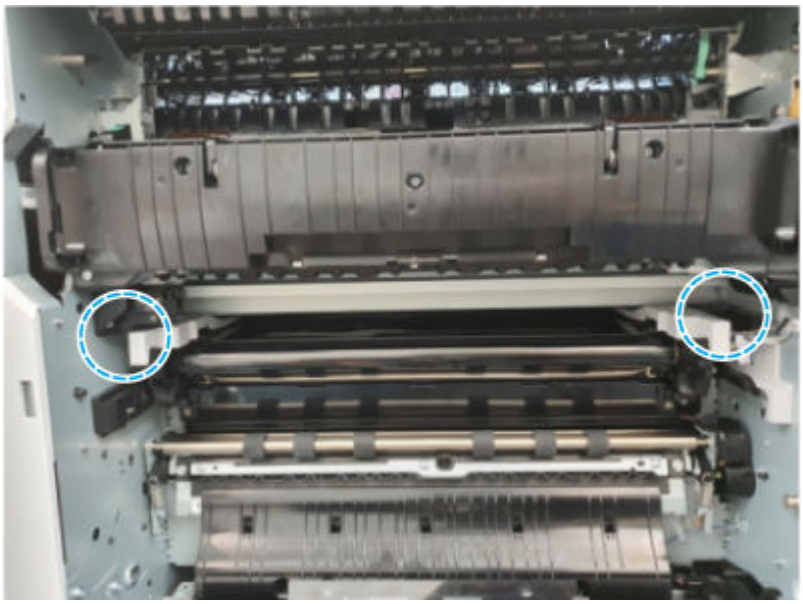


5. Remove the ITB

Use the following procedure to remove and replace the ITB.

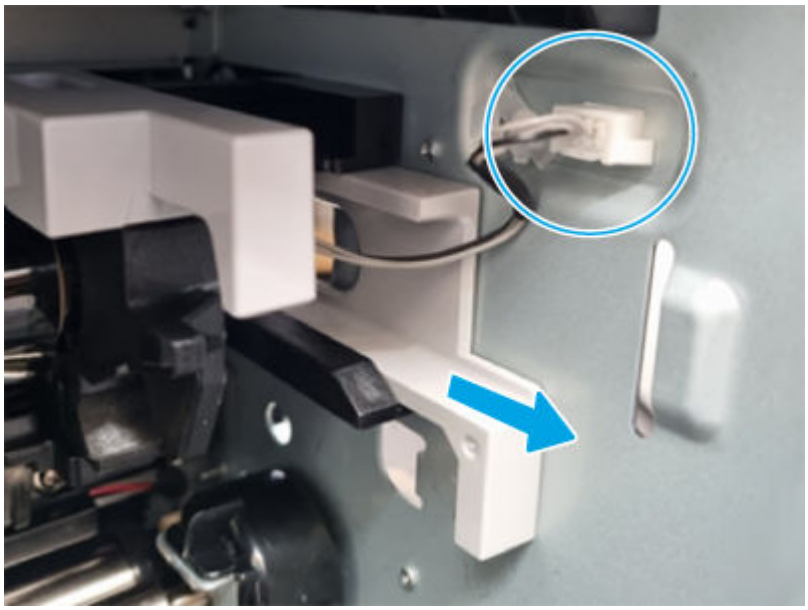
1. Remove two screws.

Figure 5-1277 **Remove two screws**



2. Disconnect one connector, and then pull one lever forward.

Figure 5-1278 **Remove one screw and pull lever**



3. Pull the ITB straight out of the printer to remove it.

Figure 5-1279 **Remove the ITB**

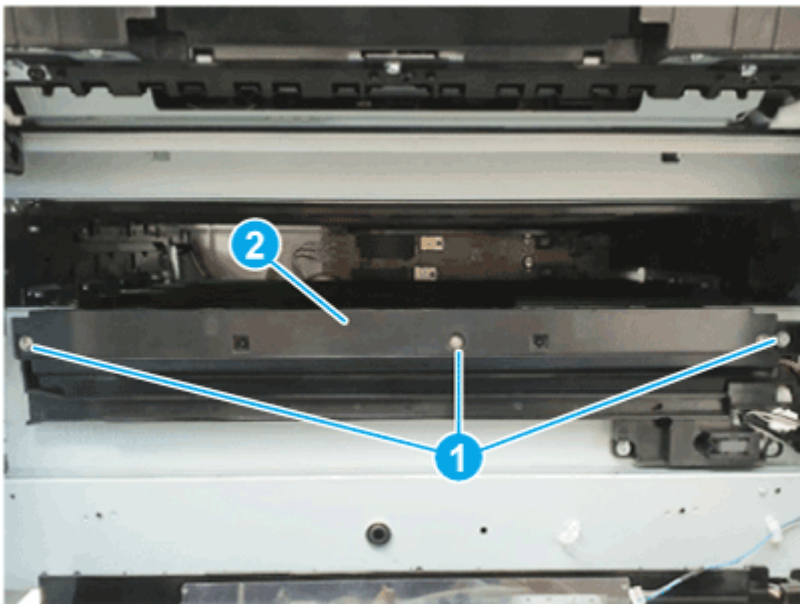


6. Remove the CPR unit

Use the following procedure to remove and replace the CPR unit.

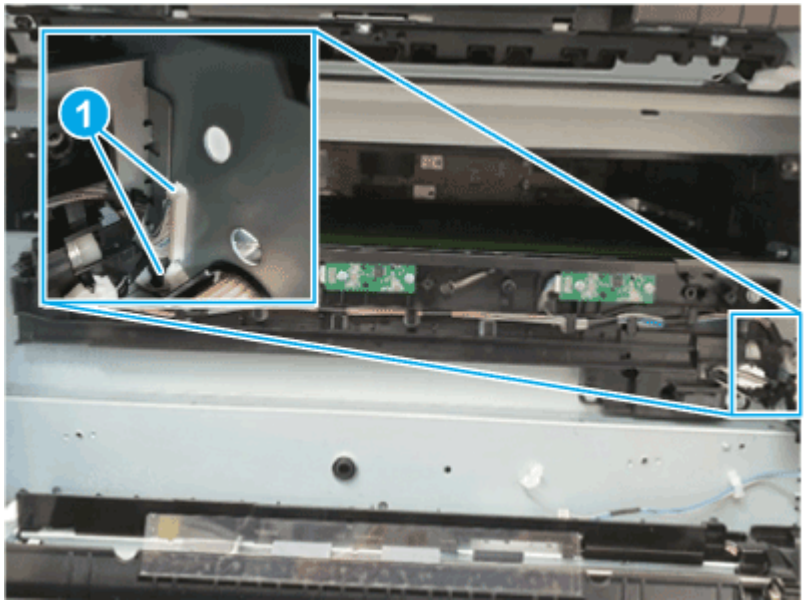
1. Remove three screws (callout 1), and then remove the cover (callout 2).

Figure 5-1280 **Remove the cover**



2. Disconnect two connectors (callout 1).

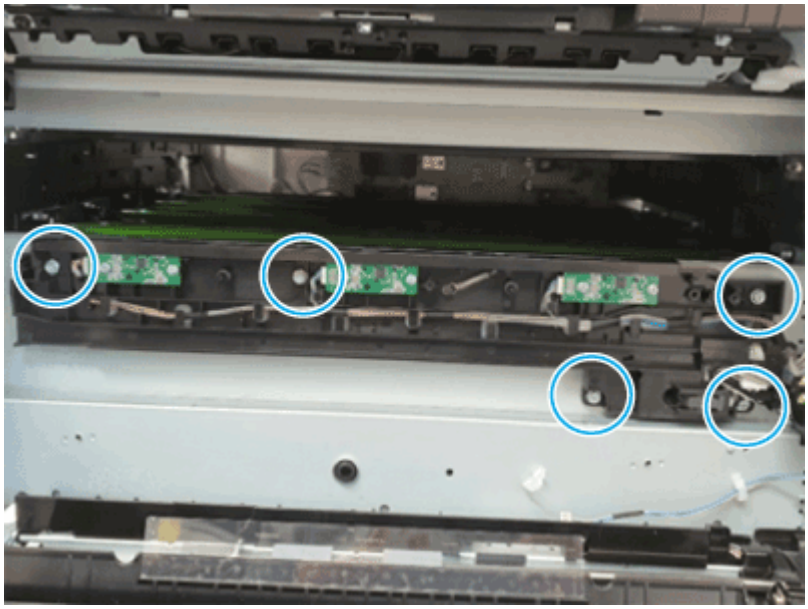
Figure 5-1281 **Disconnect two connectors**



3. Remove five screws, and then remove the CPR unit.

NOTE: Due to shipment security, a service part order might include a base frame. Disassemble the unit if necessary to install of the parts included with the shipment.

Figure 5-1282 **Remove the unit**

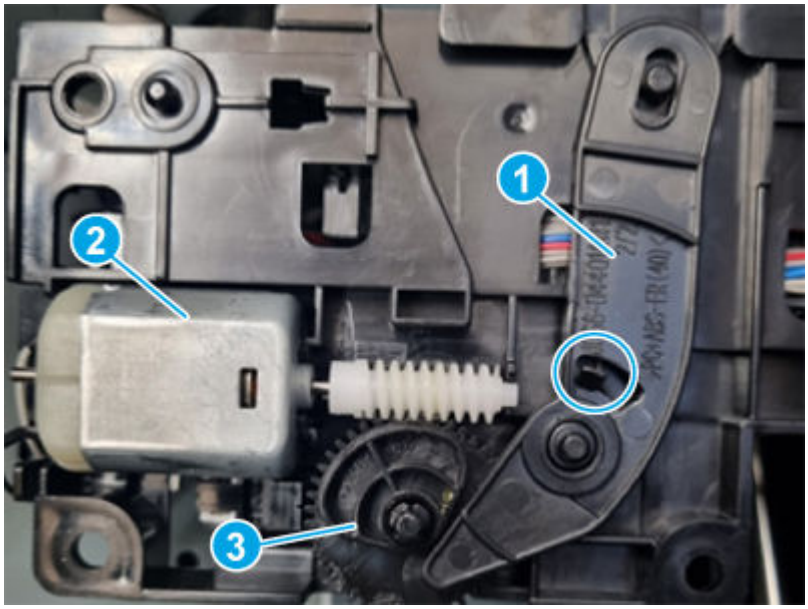


7. Remove the CPR shutter sensor

Use the following procedure to remove and replace the CPR shutter sensor.

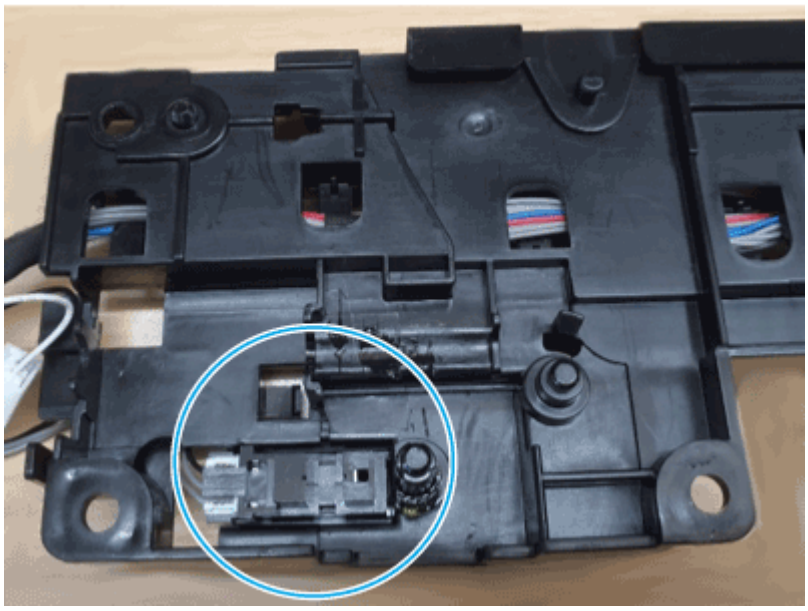
1. Release one tab, and then remove the following parts:
   - **Callout 1**: Shutter arm
   - **Callout 2**: Motor
   - **Callout 3**: Gear

Figure 5-1283 **Remove three parts**



2. Locate the toner dispense motor sensor.

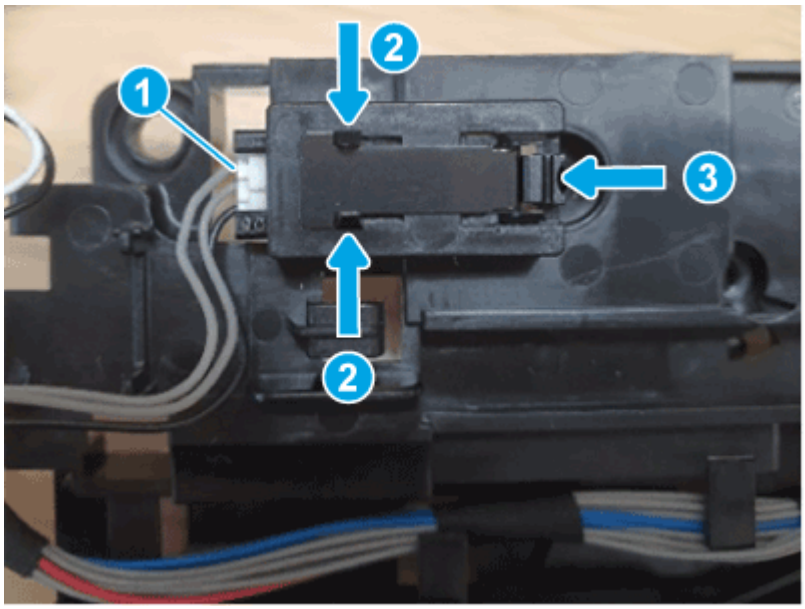
Figure 5-1284 **Locate the sensor**



3. Turn the unit over, and then do the following:

- Disconnect one connector (callout 1).
- Release the hooks (callout 2).
- Slide the sensor assembly to the right (callout 3) to remove it.

Figure 5-1285 **Remove the sensor**



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: CPR shutter motor

Learn about removing and replacing the CPR shutter motor.

View a video of removing and replacing the CPR shutter motor.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-111 Part information

Part number	Part description
JC31-00078A	Motor DC (CPR shutter motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

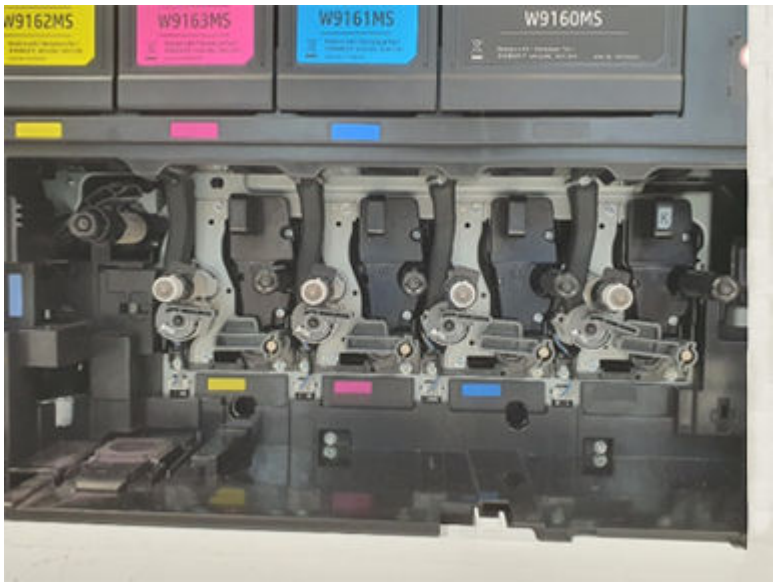
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the ITB cleaning unit kit

Use the following procedure to remove and replace the ITB cleaning unit kit.

1. Open the front door, and then remove the toner collection unit duct.

Figure 5-1286 Open the front door



2. Remove one screw.

Figure 5-1287 Remove one screw



3. Rotate the lever to the right to release the ITB cleaning unit, and then pull it out of the printer to remove it.

Figure 5-1288 Remove the unit



2. Remove the right rear cover

Use the following procedure to remove and replace the right rear cover.

1. Remove four screws.

Figure 5-1289 **Remove four screws**



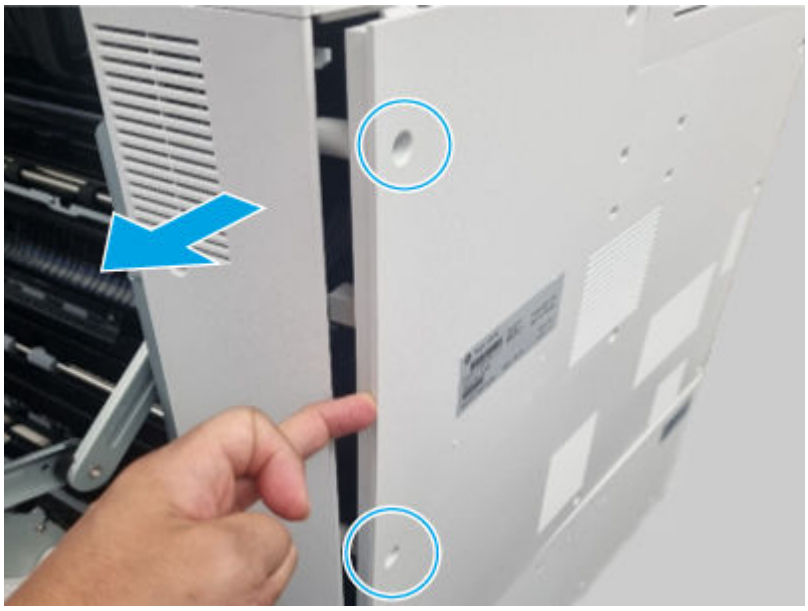
2. Do the following:

   a. Remove two rear lower cover screws.

   b. Slightly separate the rear lower cover from the printer.

   c. Open the right door, and then remove the right rear cover.

Figure 5-1290 **Remove the cover**



3. Remove the right door assembly

Use the following procedure to remove and replace the right door.

1. Open the right door, and then disconnect one connector.

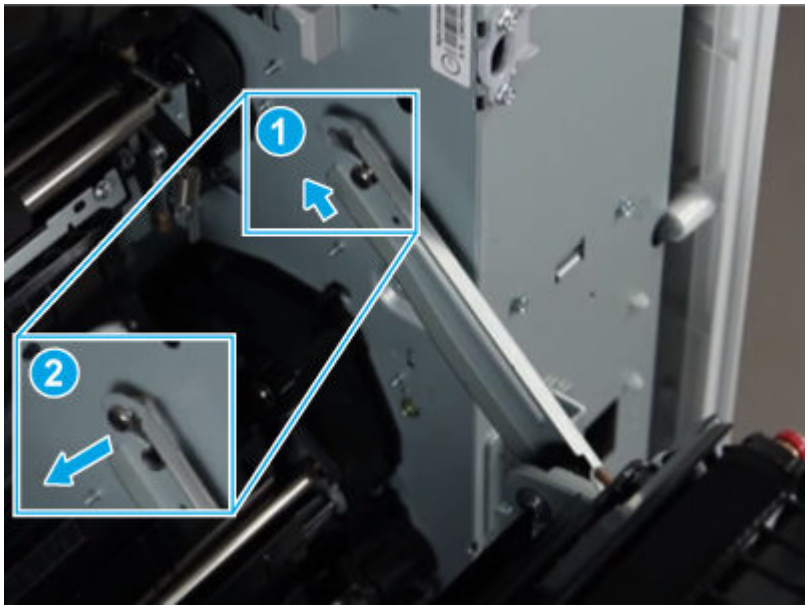
Figure 5-1291 Disconnect one connector



2. Release the hinge.

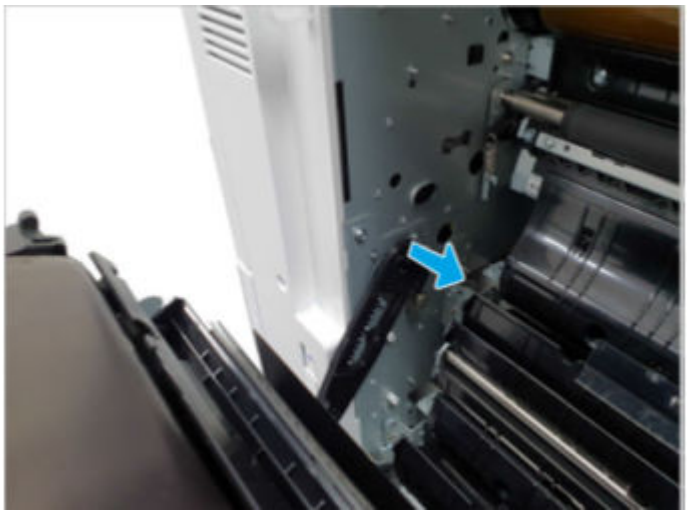
⚠ CAUTION: The right door hinge is under tension and can be dangerous. To avoid personal injury, be very careful when releasing the hinge.

Figure 5-1292 Release the hinge



3. Release the right door front link.

Figure 5-1293 **Release the link**



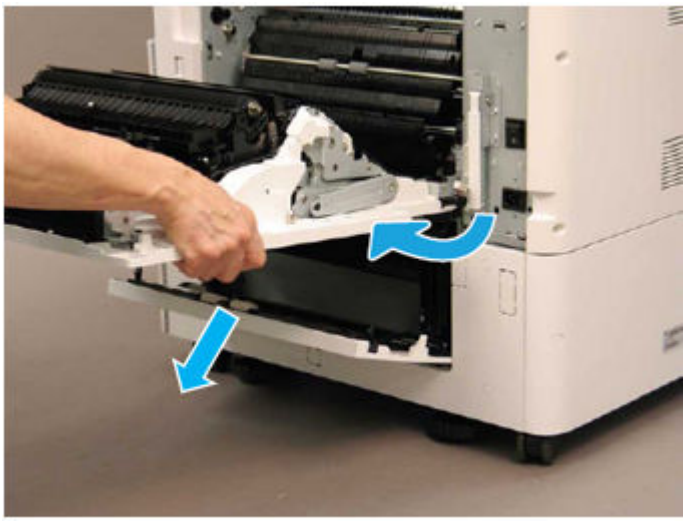
4. Remove the right door assembly.

NOTE: If a 2x520 DCF or HCI accessory is installed, do the following:

1. Open the lower access door.
2. Open the right door to almost 90 degrees, and then rotate it clockwise to remove it.

CAUTION: To avoid damage to the door, **do not** lower it past 90 degrees when attempting to remove it.

Figure 5-1294 **Remove the door**

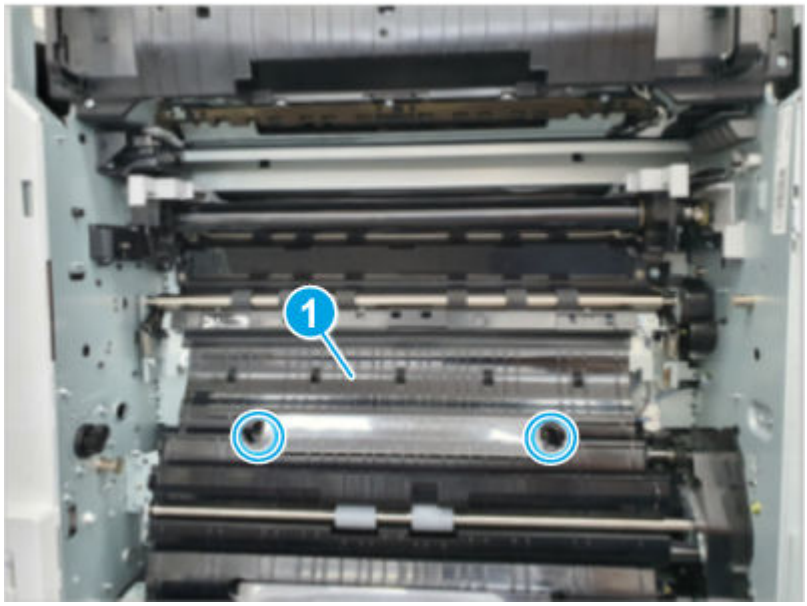


4. Remove the registration unit

Use the following procedure to remove and replace the registration unit.

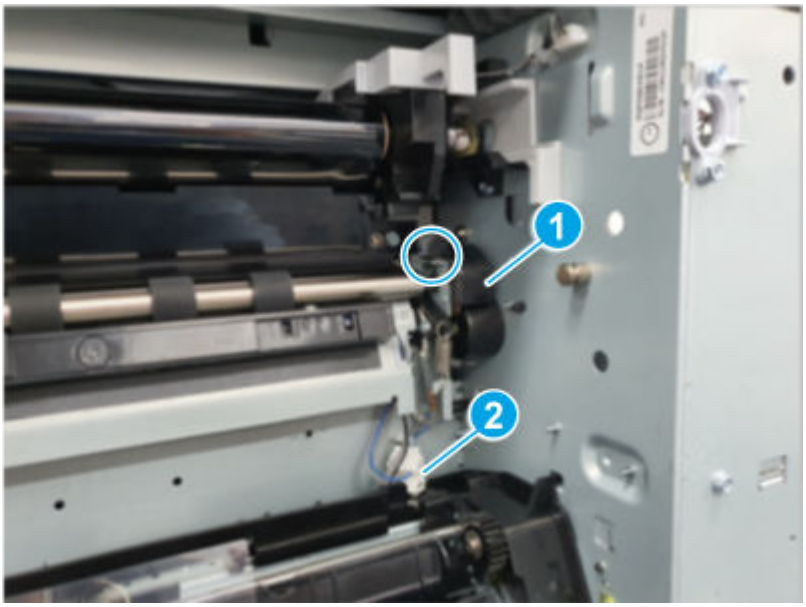
1. Remove two screws, and then remove the paper path guide (callout 1).

Figure 5-1295 **Remove the guide**



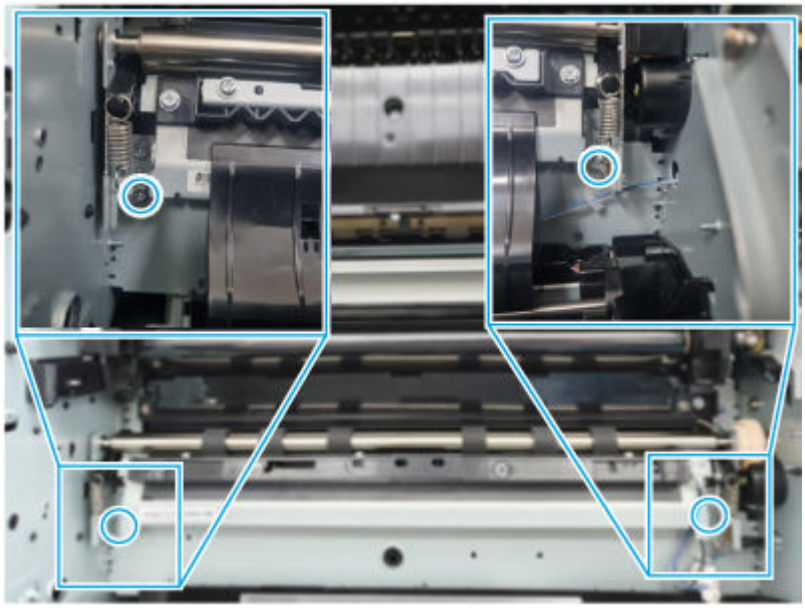
2. Release one tab and remove the gear cover (callout 1), and then disconnect one connector (callout 2).

Figure 5-1296 **Disconnect one connector**



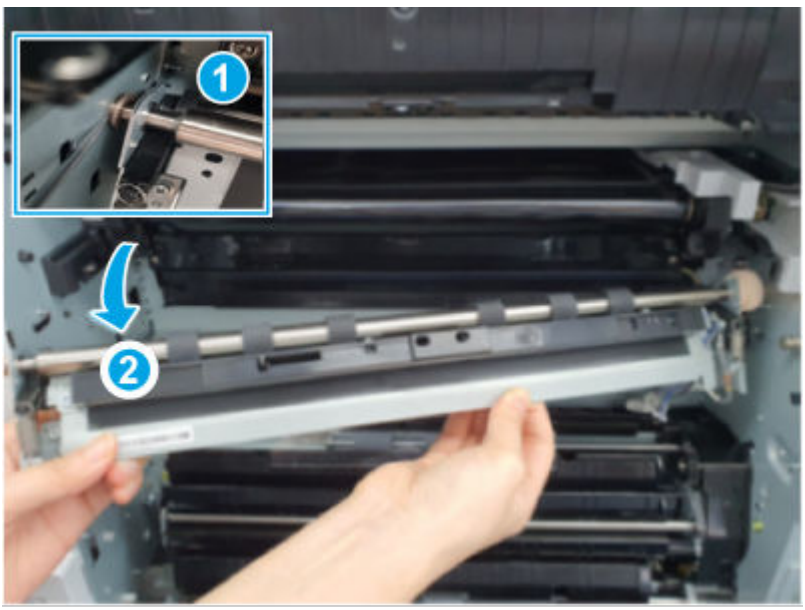
3. Remove two screws.

Figure 5-1297 **Remove two screws**



4. Release the left side of the registration unit, and then rotate it away form the printer to remove it.

Figure 5-1298 **Remove the unit**

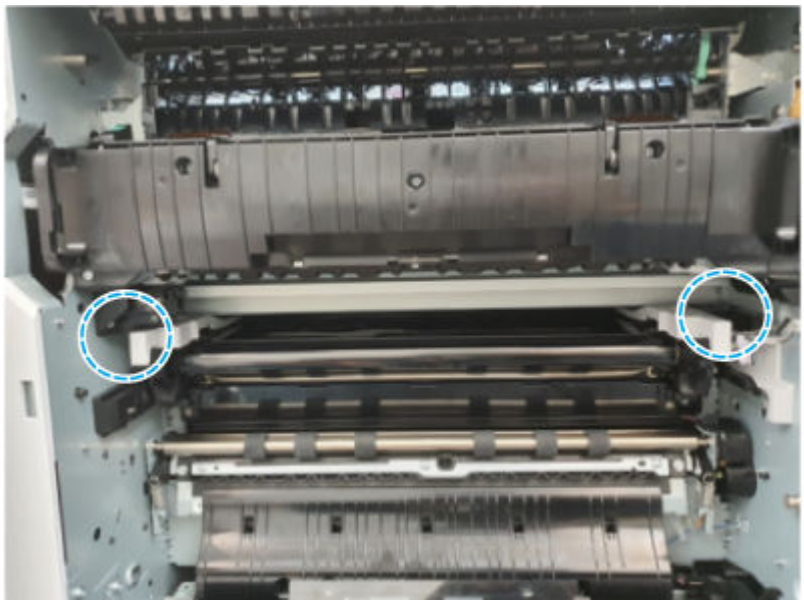


5. Remove the ITB

Use the following procedure to remove and replace the ITB.

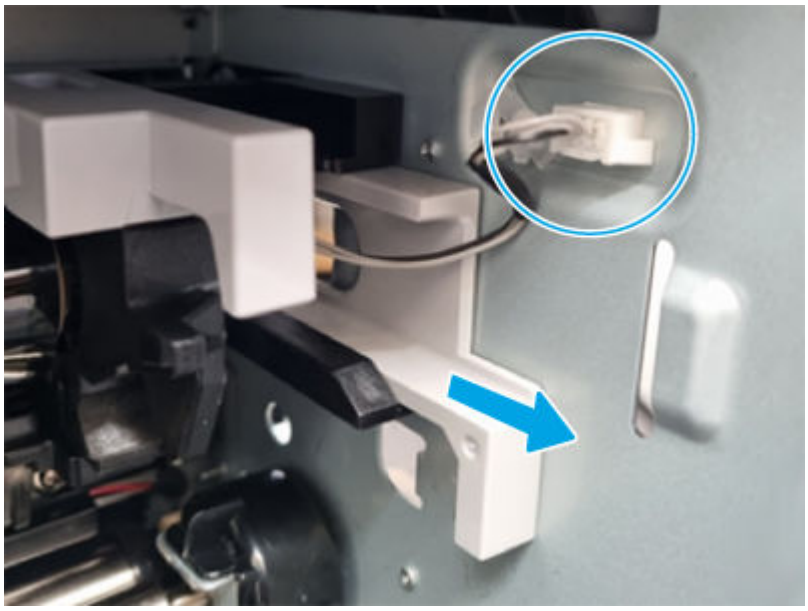
1. Remove two screws.

Figure 5-1299 **Remove two screws**



2. Disconnect one connector, and then pull one lever forward.

Figure 5-1300 **Remove one screw and pull lever**



3. Pull the ITB straight out of the printer to remove it.

Figure 5-1301 **Remove the ITB**

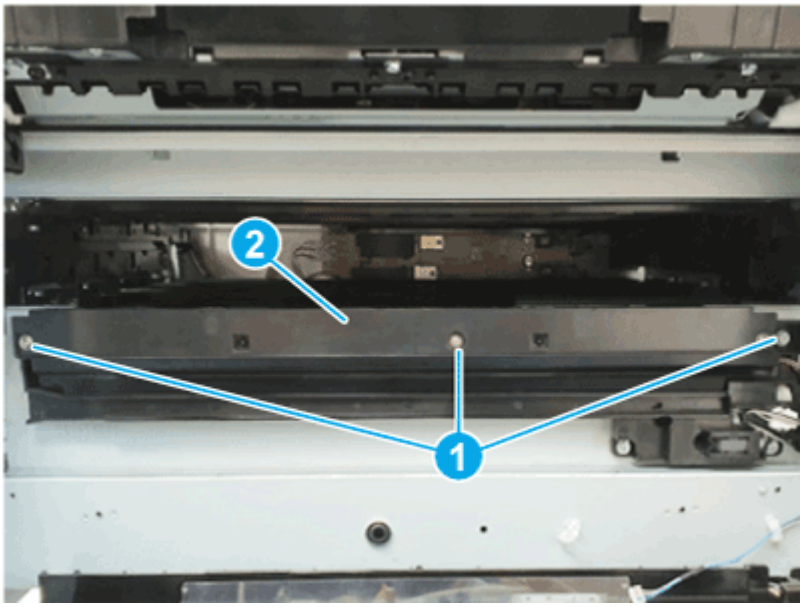


6. Remove the CPR unit

Use the following procedure to remove and replace the CPR unit.

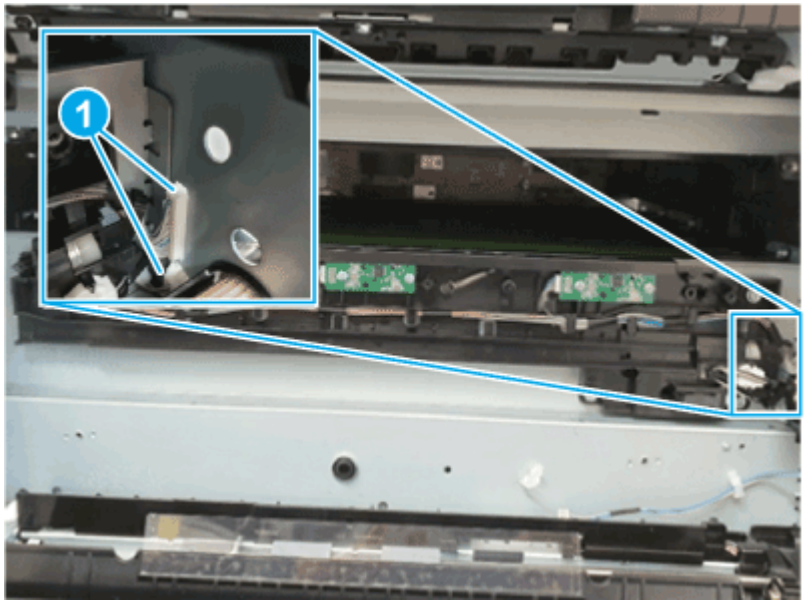
1. Remove three screws (callout 1), and then remove the cover (callout 2).

Figure 5-1302 **Remove the cover**



2. Disconnect two connectors (callout 1).

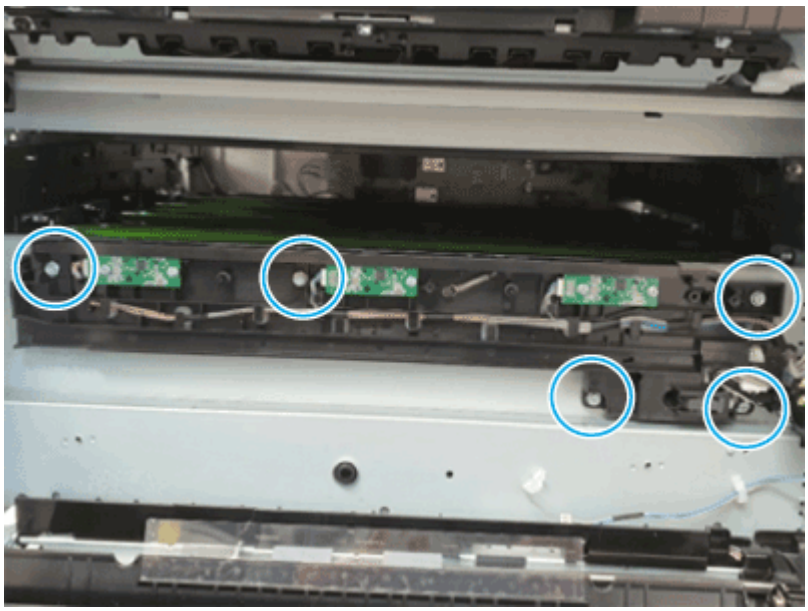
Figure 5-1303 **Disconnect two connectors**



3. Remove five screws, and then remove the CPR unit.

NOTE: Due to shipment security, a service part order might include a base frame. Disassemble the unit if necessary to install of the parts included with the shipment.

Figure 5-1304 **Remove the unit**



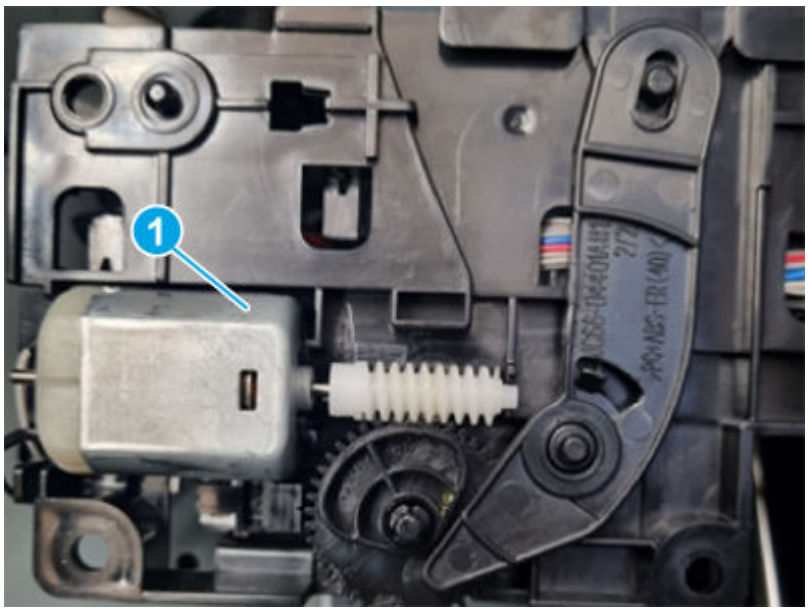
7. Remove the CPR shutter motor

Use the following procedure to remove and replace the CPR shutter motor.

- Remove the CPR shutter motor.

NOTE: When the motor is removed, disconnect one connector.

Figure 5-1305 Remove the motor



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Fuser unit

Learn about fuser unit parts removal and replacement.

Removal and replacement: Fuser unit

Learn about removing and replacing the fuser unit.

View a video of removing and replacing the fuser unit.

Mean time to repair: 4 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-112 Part information

Part number	Part description
5PN53-67001	Fuser unit 100V
5PN76-67001	Fuser unit 110V
5PN77-67001	Fuser unit 220V

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the fuser assembly

Use the following procedure to remove and replace the fuser assembly.

1. Open the right door.
2. Remove four screws.

Figure 5-1306 **Remove four screws**



3. Pull the fuser straight out of the printer to remove it.

Figure 5-1307 **Remove the fuser**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Fuser and exit drive assembly

Learn about removing and replacing the fuser and exit drive assembly.

View a video of removing and replacing the fuser and exit drive assembly.

NOTE: This video shows the E877 printer. The procedure is similar for MFP 8801 and E826.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-113 Part information

Part number	Part description
JC93-01850A	Fuser and exit drive assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

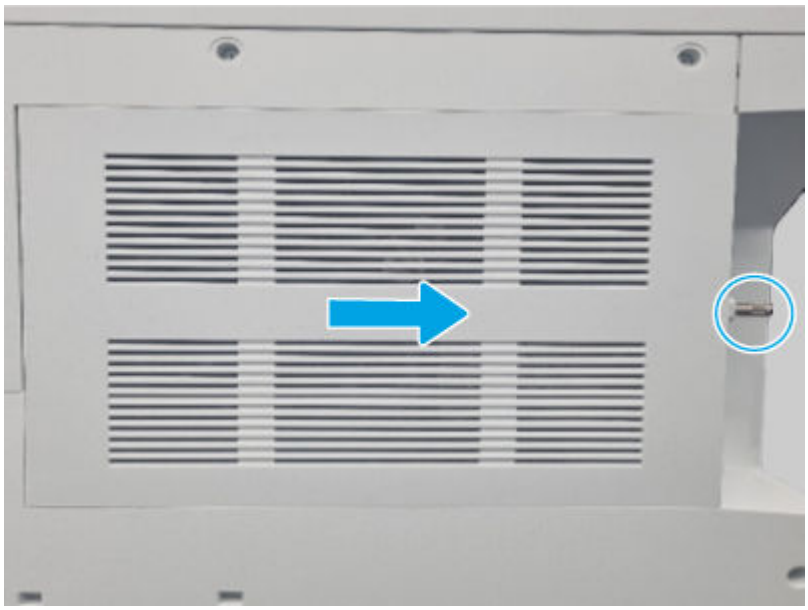
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1308 Remove the cover

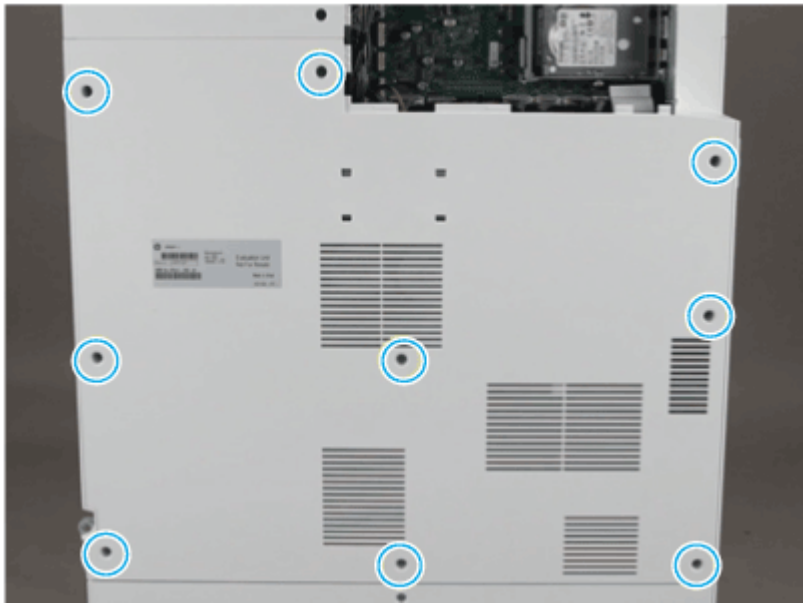


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1309 **Remove the cover**

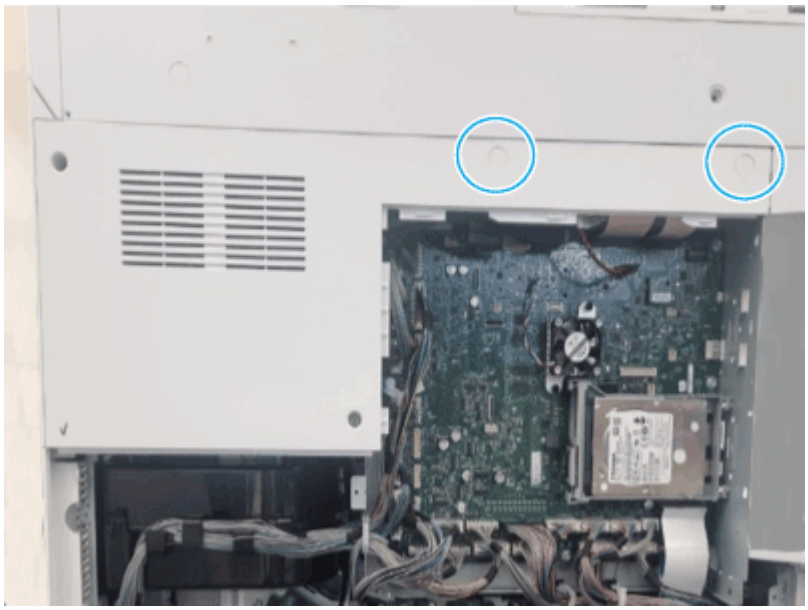


3. Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

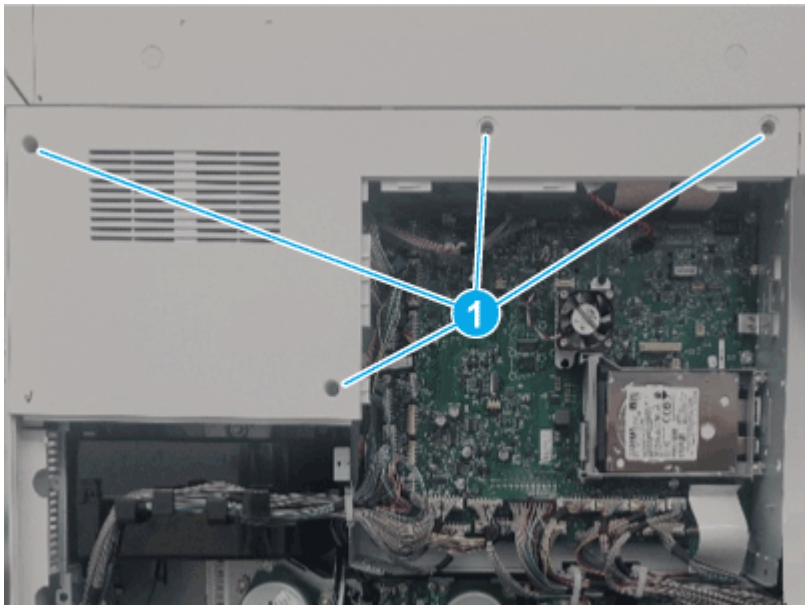
1. Use a pair of tweezers to remove the screw caps.

Figure 5-1310 **Remove the screw caps**



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-1311 **Remove the cover**

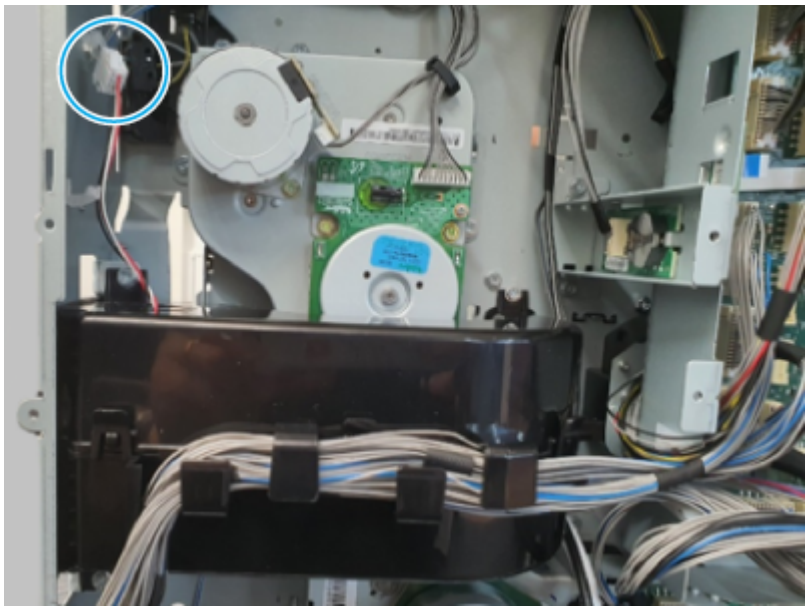


4. Remove the fuser fan duct

Use the following procedure to remove and replace the fuser fan duct.

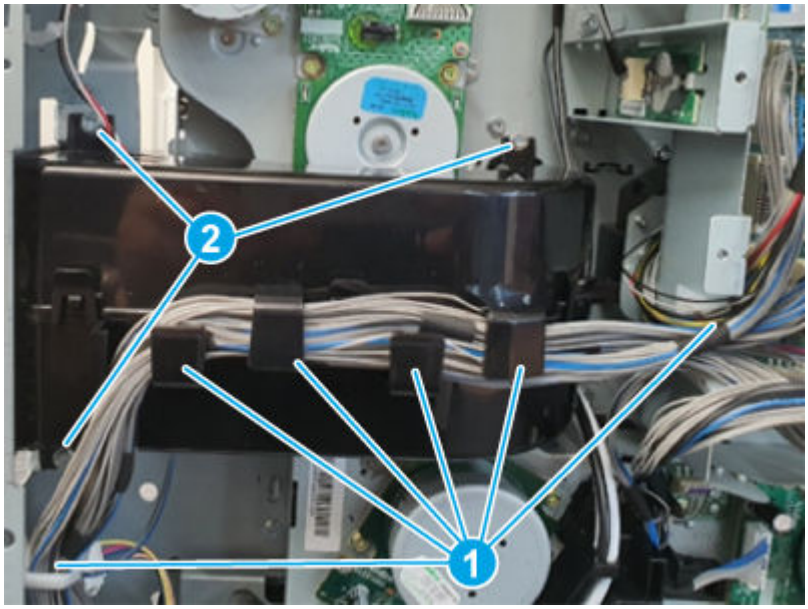
1. Disconnect one connector.

Figure 5-1312 **Disconnect one connector**



2. Release the wire harnesses from the retainers (callout 1), remove three screws (callout 2), and then remove the fuser fan duct.

Figure 5-1313 Remove the duct

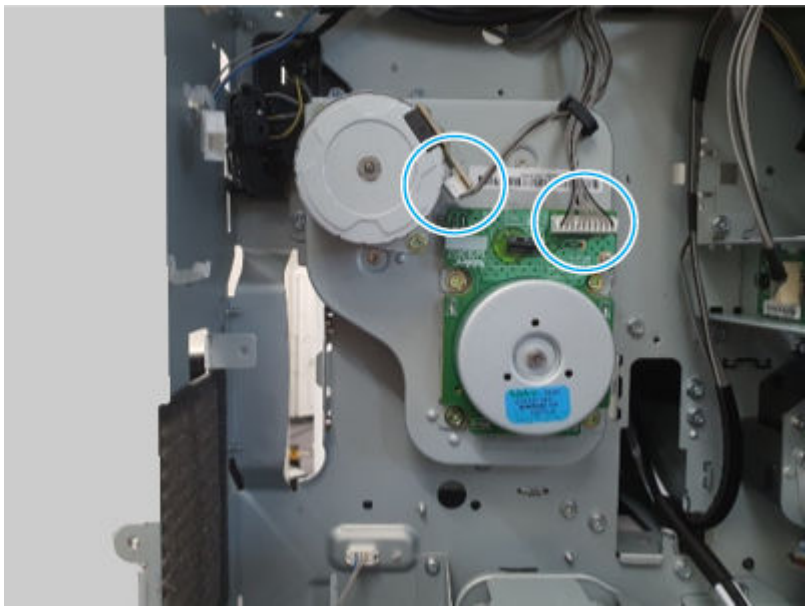


5. Remove the fuser and exit drive assembly

Use the following procedure to remove and replace the fuser and exit drive assembly.

1. Disconnect two connectors.

Figure 5-1314 Disconnect two connectors



2. Remove four screws, and then remove the fuser and exit drive unit.

Figure 5-1315 **Remove the unit**



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Fuser and exit motor

Learn about removing and replacing the fuser and exit motor.

View a video of removing and replacing the fuser and exit motor.

NOTE: This video shows the E877 printer. The procedure is similar for MFP 8801 and E826.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-114 Part information

Part number	Part description
JC31-00144G	Motor BLDC (fuser and exit motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

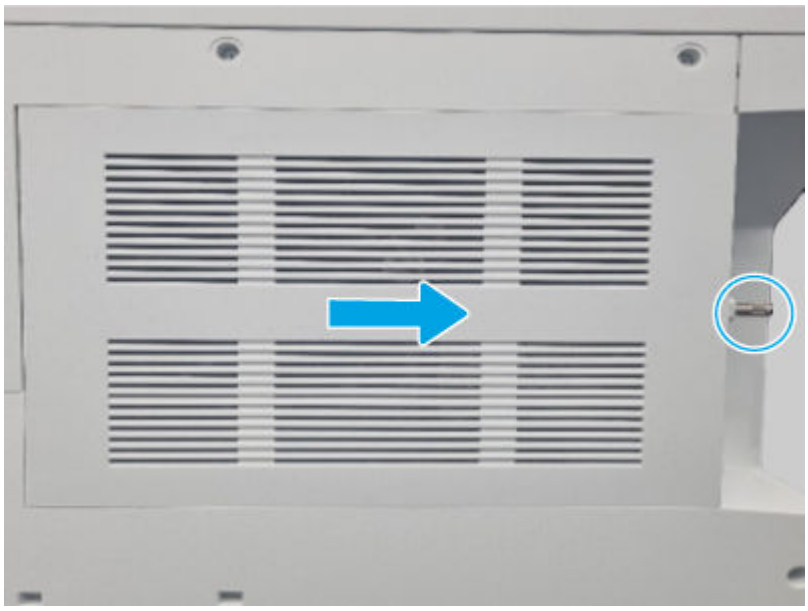
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1316 Remove the cover

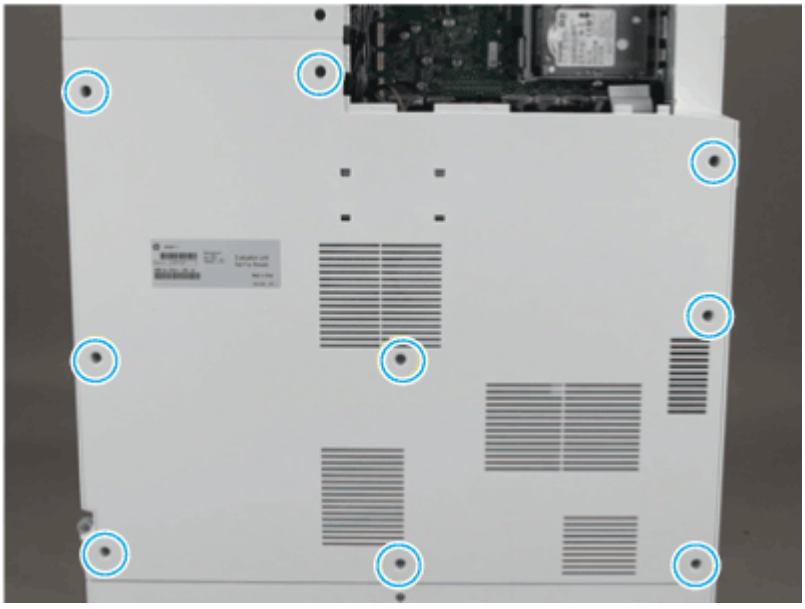


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1317 Remove the cover

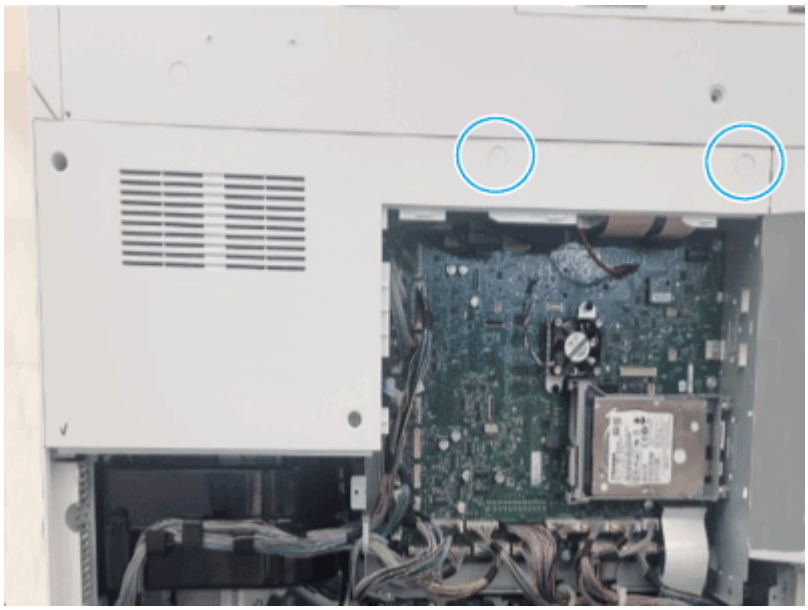


3. Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

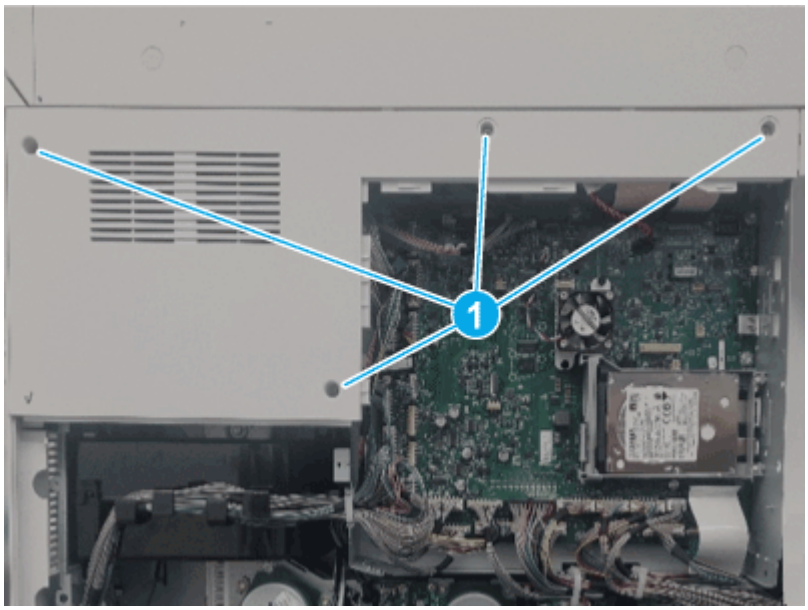
1. Use a pair of tweezers to remove the screw caps.

Figure 5-1318 **Remove the screw caps**



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-1319 **Remove the cover**

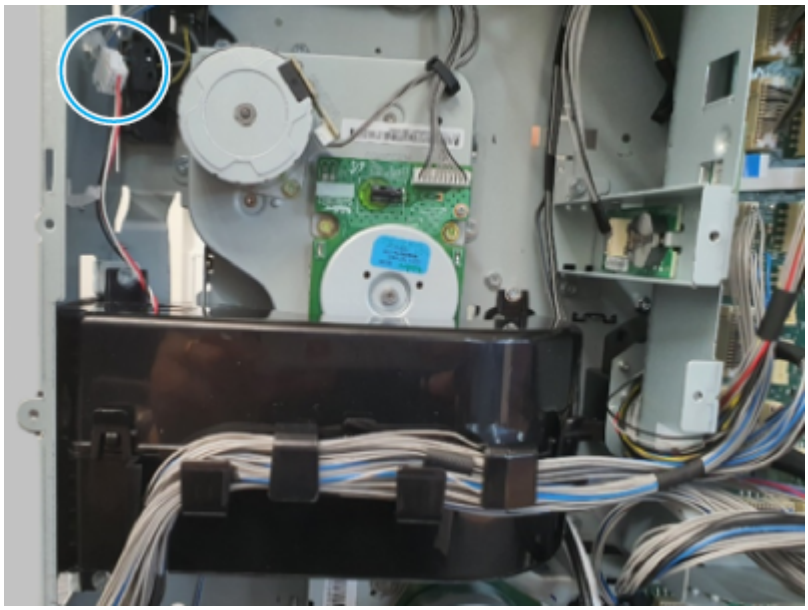


4. Remove the fuser fan duct

Use the following procedure to remove and replace the fuser fan duct.

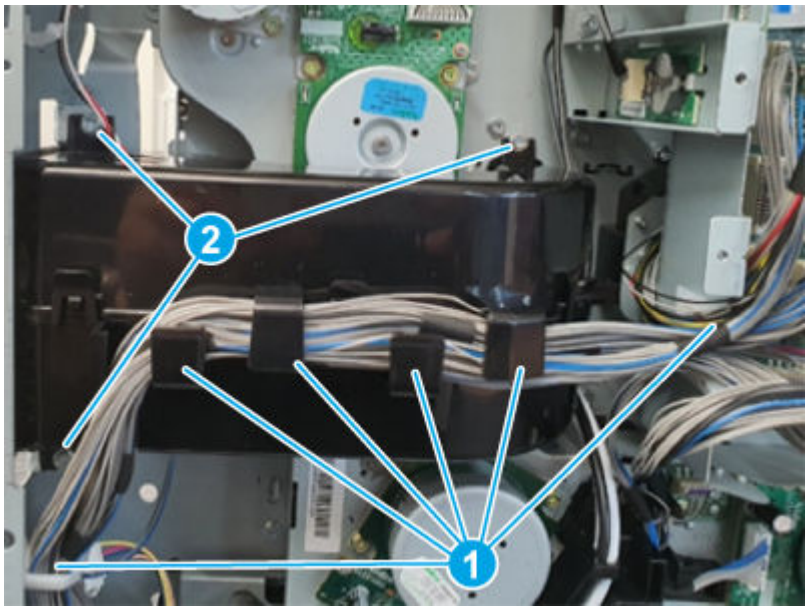
1. Disconnect one connector.

Figure 5-1320 Disconnect one connector



2. Release the wire harnesses from the retainers (callout 1), remove three screws (callout 2), and then remove the fuser fan duct.

Figure 5-1321 Remove the duct

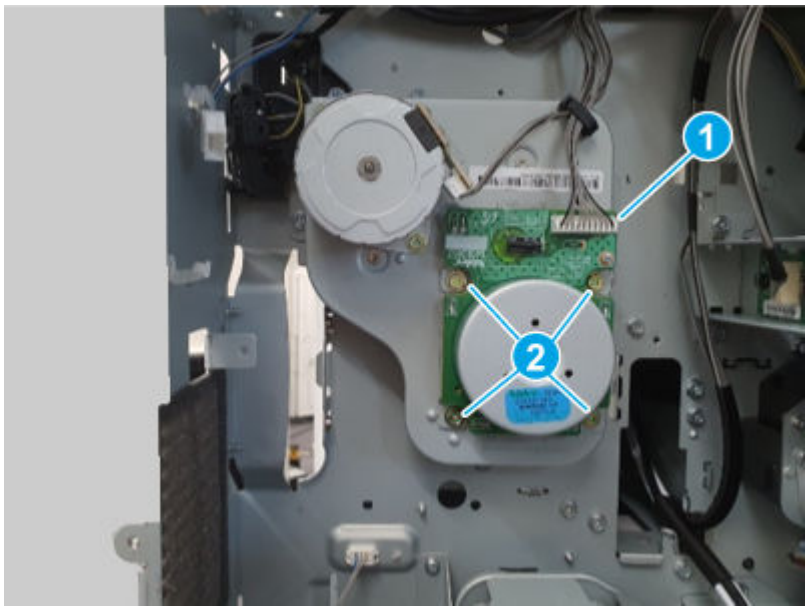


5. Remove the fuser and exit motor

Use the following procedure to remove and replace the fuser and exit motor.

- Disconnect one connector (callout 1), remove four screws (callout 2), and then remove the fuser and exit motor.

Figure 5-1322 Remove the motor



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Fuser gap motor

Learn about removing and replacing the fuser gap motor.

View a video of removing and replacing the fuser gap motor.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-115 Part information

Part number	Part description
JC93-01084A	Drive-motor step (fuser gap motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

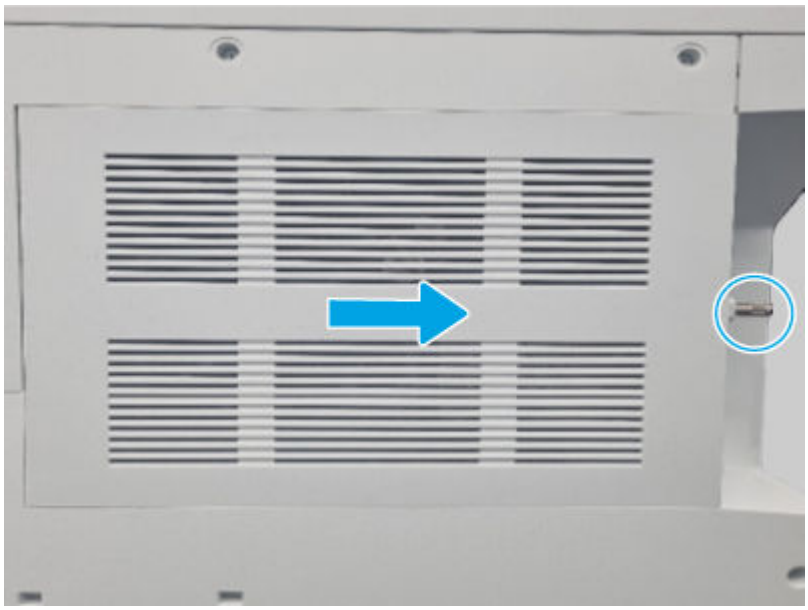
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1323 Remove the cover

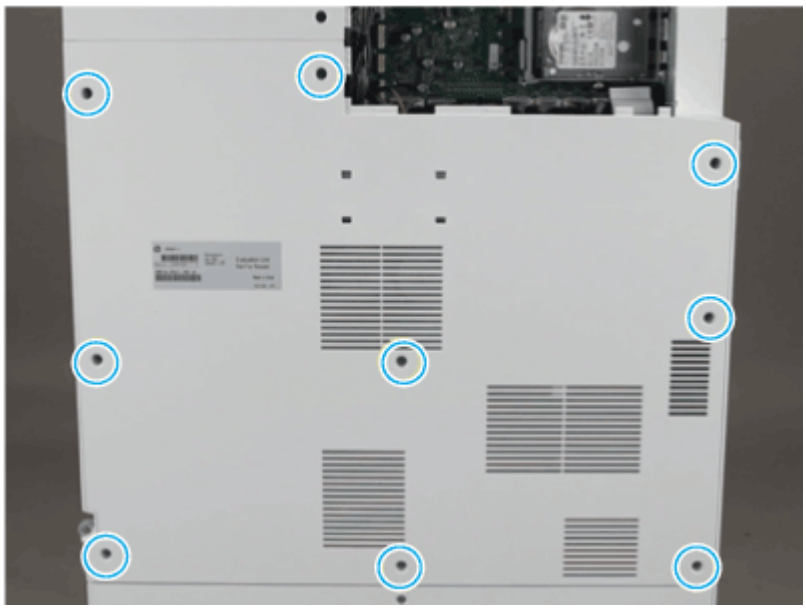


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1324 Remove the cover

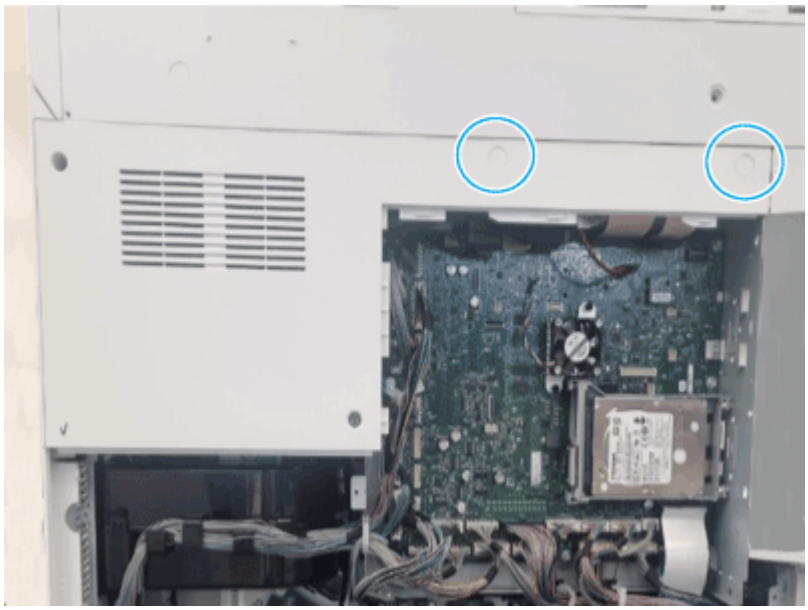


3. Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

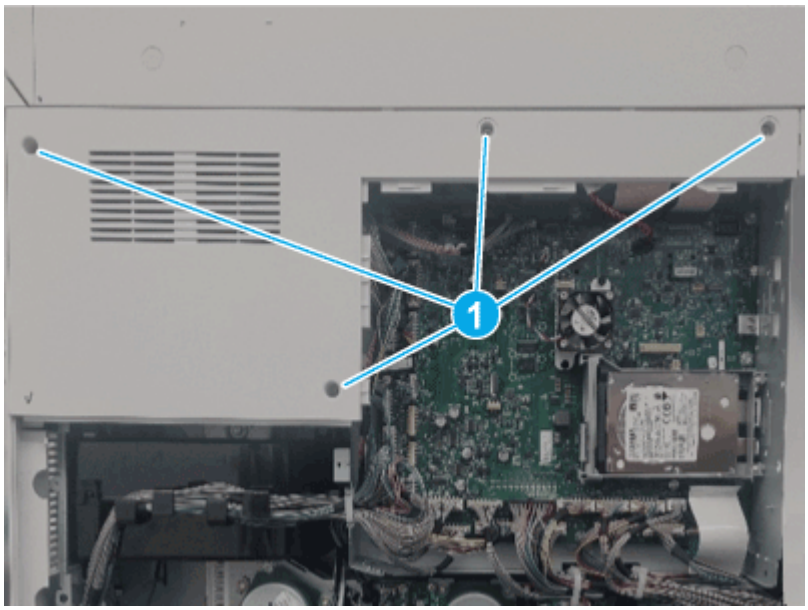
1. Use a pair of tweezers to remove the screw caps.

Figure 5-1325 **Remove the screw caps**



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-1326 **Remove the cover**

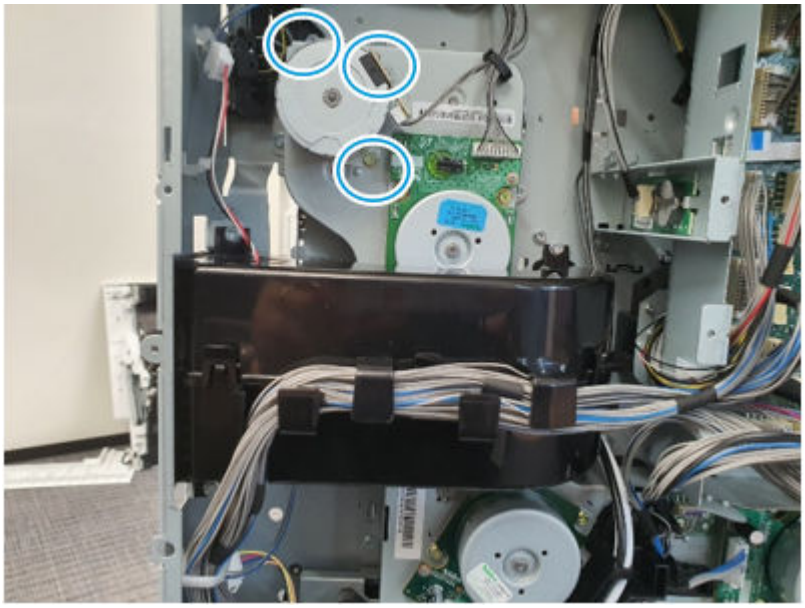


4. Remove the fuser gap motor

Use the following procedure to remove and replace the fuser gap motor.

- Remove two screws, disconnect one connector, and then remove the fuser gap motor.

Figure 5-1327 **Remove the motor**



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Fuser gap sensor

Learn about removing and replacing the fuser gap sensor.

View a video of removing and replacing the fuser gap sensor.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-116 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (fuser gap sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the fuser assembly

Use the following procedure to remove and replace the fuser assembly.

1. Open the right door.

2. Remove four screws.

Figure 5-1328 **Remove four screws**



3. Pull the fuser straight out of the printer to remove it.

Figure 5-1329 **Remove the fuser**



2. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-1330 Remove two screws



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-1331 Remove the cover



3. Remove the keyboard (drawer type)

Use the following procedure to remove and replace the keyboard (drawer type).

NOTE: The optional keyboard is for flow models only. For all other models, skip this step.

1. Do the following:
   - Rotate the control panel into the upright position (callout 1).

- Use a pair of tweezers to release the cover (callout 2), and then remove the top cover (callout 3).

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

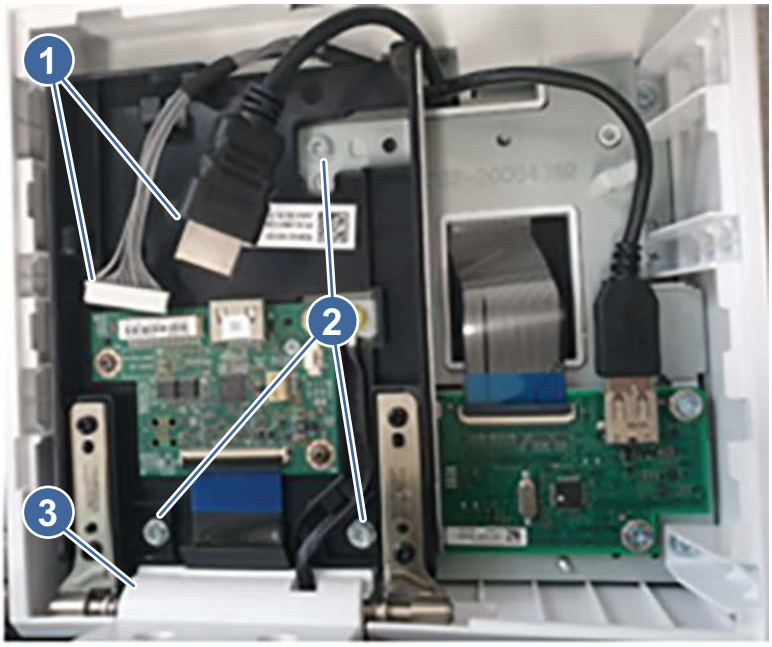
Figure 5-1332 Remove the cover



2. Disconnect two connectors (callout 1), remove three screws (callout 2, and then remove the control panel (callout 3).

NOTE: Lift the control panel straight up to remove it.

Figure 5-1333 Remove the control panel



3. Disconnect one connector.

IMPORTANT: The control panel mount bracket and the keyboard must be removed together. They are attached to each other by a film cable.

Figure 5-1334 **Disconnect one connector**



4. Remove four screws.

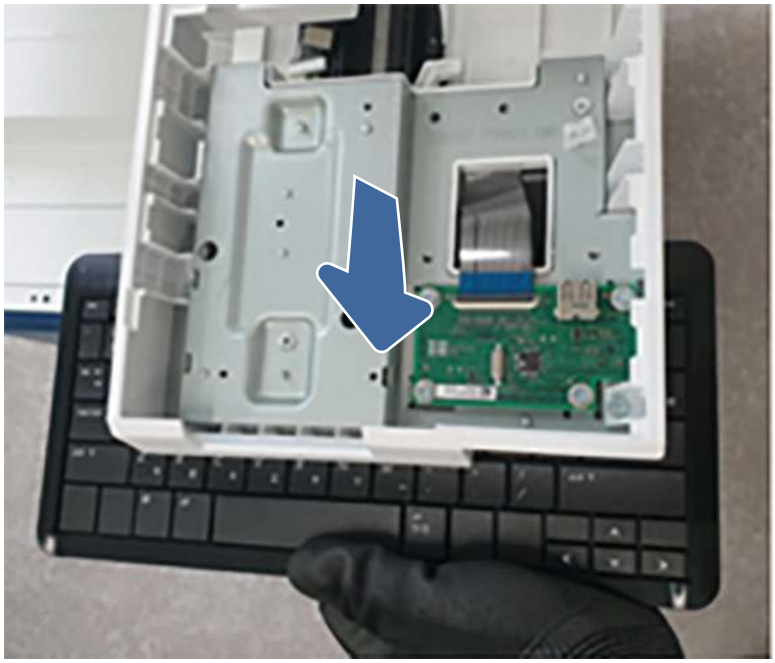
Figure 5-1335 **Remove four screws**



5. Pull the mount bracket and keyboard assembly straight out and away from the printer to **release** it.

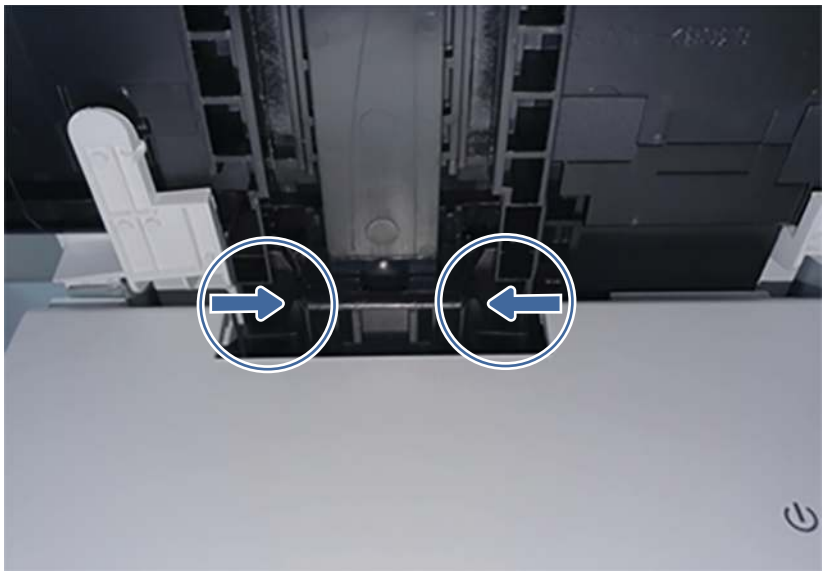
CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by two hooks.

Figure 5-1336 Release the assembly



6. Look up under the mount bracket and keyboard assembly to locate two hooks. Press in on each hook, and then pull the assembly away form the printer to remove it.

Figure 5-1337 Remove the assembly



7. **Special instruction for a replacement keyboard**

   a. Dispose of the defective part. See

   NOTE: HP recommends responsible disposal of the defective part.

   http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

b. Unpack the replacement parts supplied in the service kit.

IMPORTANT: Only the control panel mount and keyboard assembly (callout 2) are required to be installed.

Save the additional service kit parts (callouts 1/3/4) for other applications.

Figure 5-1338 Service kit parts



4. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

NOTE: If an optional keyboard is installed, remove it now.

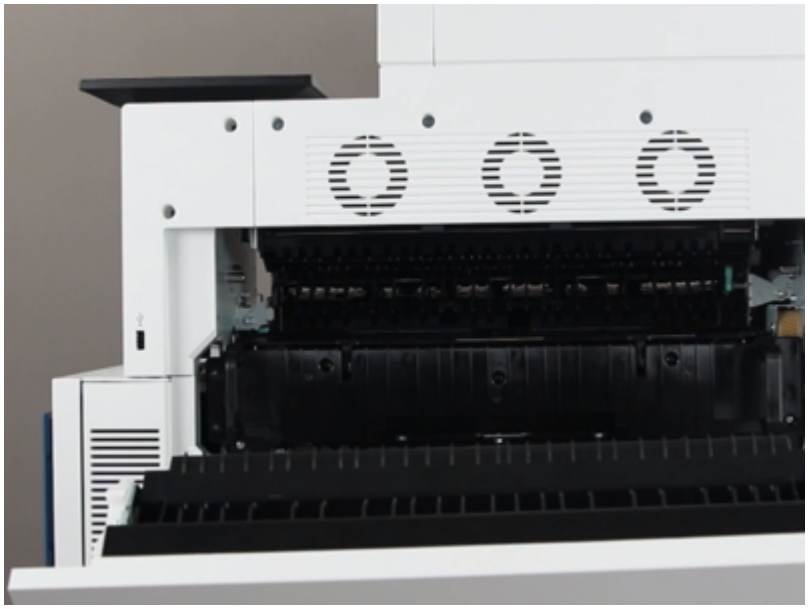
1. Remove two screws.

Figure 5-1339 Remove two screws



2. Open the right door.

Figure 5-1340 **Open the right door**



3. Move the control panel out of the way, and then slide the cover as shown below to separate it from the printer.

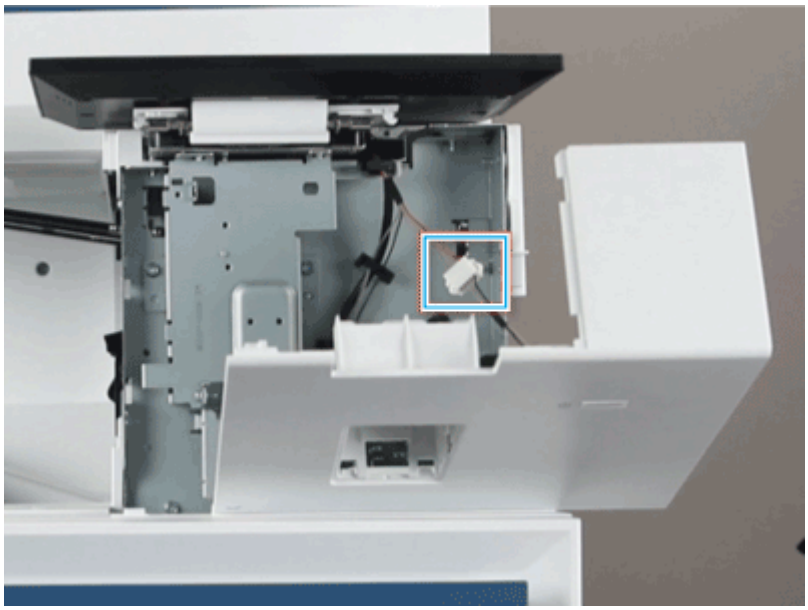
⚠ CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-1341 **Slide the cover**



4. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-1342 **Remove the cover assembly**

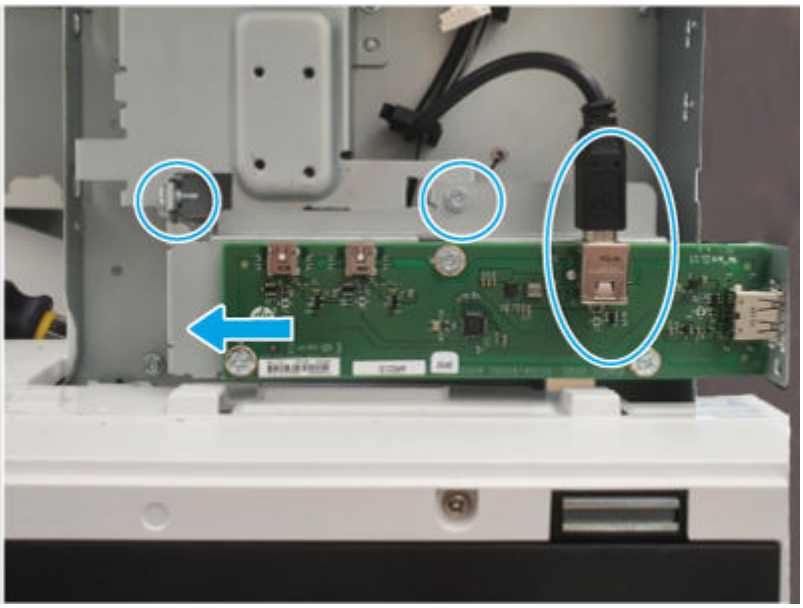


5. Remove the fuser gap sensor

Use the following procedure to remove and replace the fuser gap sensor.

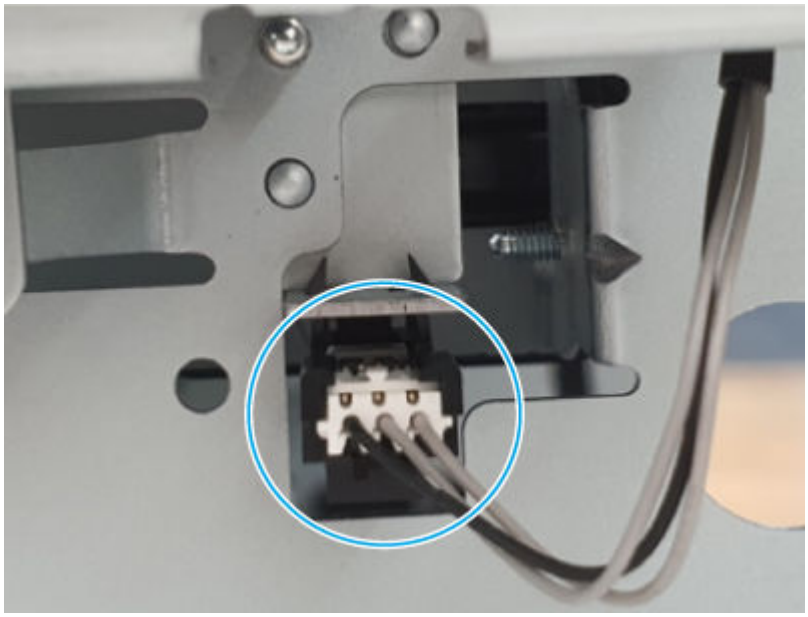
1. Disconnect one connector, remove two screws, and then slide the PCA to the left to remove it.

Figure 5-1343 **Remove the PCA**



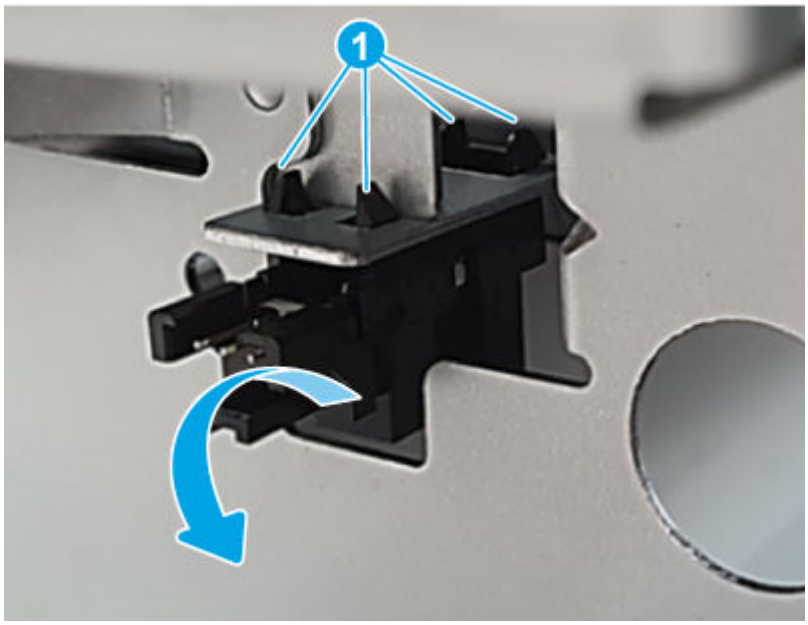
2. Disconnect one connector.

Figure 5-1344 **Disconnect one connector**



3. Release the tabs (callout 1), and then remove the fuser gap sensor (callout 2).

Figure 5-1345 **Remove the sensor**



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Environmental sensor, switch, and fan

Learn about environmental sensor, switch, and fan parts removal and replacement.

Base sensor, switch, and fan

Review the base sensor, switch, and fan removal procedures.

Removal and replacement: Outer temperature humidity sensor assembly

Learn about removing and replacing the outer temperature humidity sensor assembly, sensor, and holder.

View a video of removing and replacing the outer temperature humidity sensor assembly.

NOTE: These videos show the E877 printer. The procedures are similar for MFP 8801 and E826.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

NOTE: This procedure requires removing the toner cartridges using the control panel method. Do this prior to turning the power off. For more information, see *Remove the toner cartridges (control panel method)* in this topic.

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-117 Part information

Part number	Part description
5QJ90-40002	Outer temperature humidity sensor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

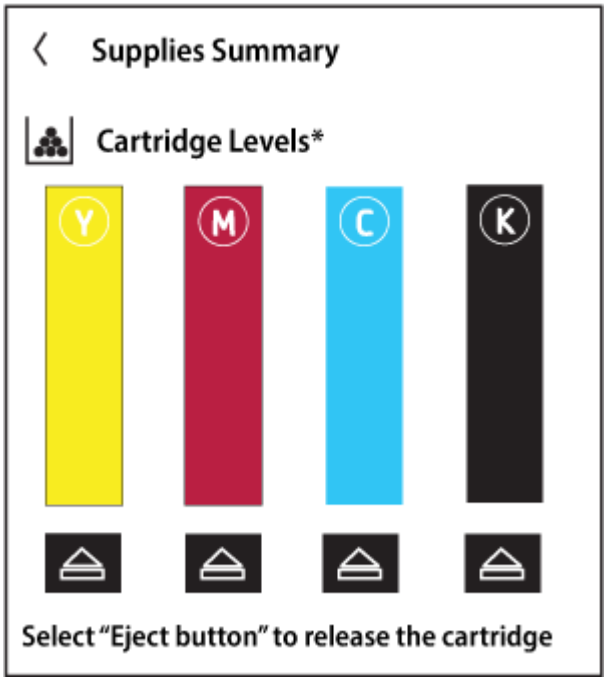
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the toner cartridges (control panel method)

Use the following procedure to remove and replace the toner cartridges.

- At the printer control panel, do the following:
  a. Select the Supplies item.
  b. Open the front door.
  c. Select the Eject button  (located below the Cartridge Levels indicators).

Figure 5-1346 Eject the toner cartridge (control panel method)

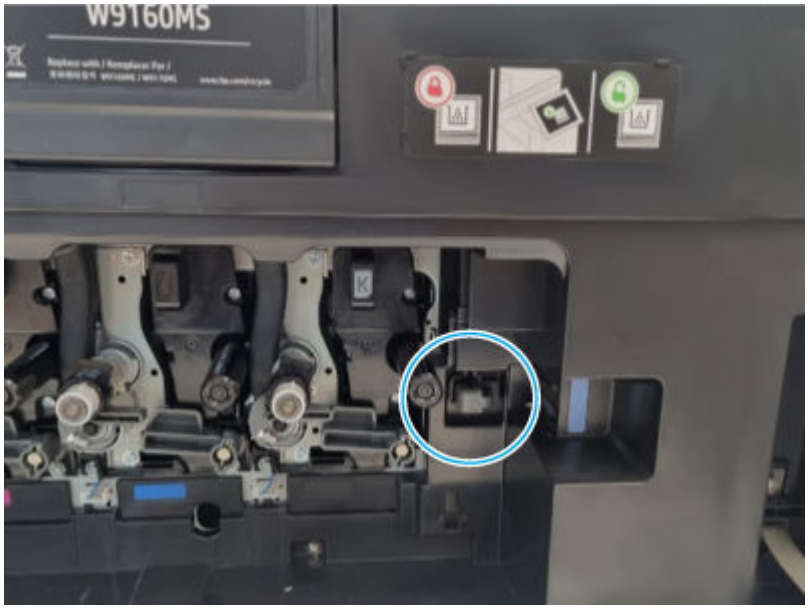


2. Remove the paper dust holder

Use the following procedure to remove and replace the paper dust holder.

1. Locate the paper dust holder.

Figure 5-1347 Locate the paper dust holder



2. Release the assembly, and then pull the paper dust holder straight out of the printer to remove it.

Figure 5-1348 Remove the assembly



3. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-1349 Remove two screws



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-1350 **Remove the cover**



4. Remove the keyboard (drawer type)

Use the following procedure to remove and replace the keyboard (drawer type).

NOTE: The optional keyboard is for flow models only. For all other models, skip this step.

1. Do the following:
   - Rotate the control panel into the upright position (callout 1).
   - Use a pair of tweezers to release the cover (callout 2), and then remove the top cover (callout 3).

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

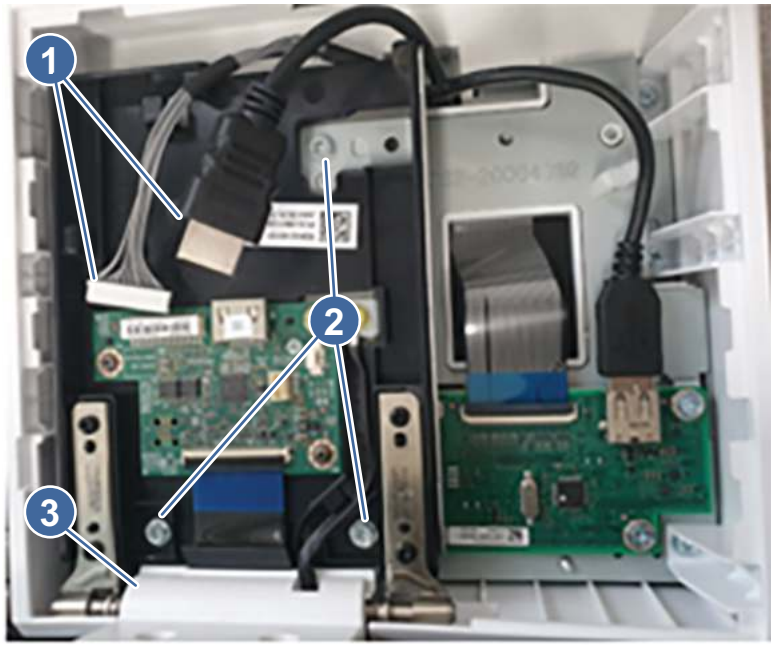
Figure 5-1351 Remove the cover



2. Disconnect two connectors (callout 1), remove three screws (callout 2, and then remove the control panel (callout 3).

NOTE: Lift the control panel straight up to remove it.

Figure 5-1352 Remove the control panel



3. Disconnect one connector.

IMPORTANT: The control panel mount bracket and the keyboard must be removed together. They are attached to each other by a film cable.

Figure 5-1353 Disconnect one connector



4. Remove four screws.

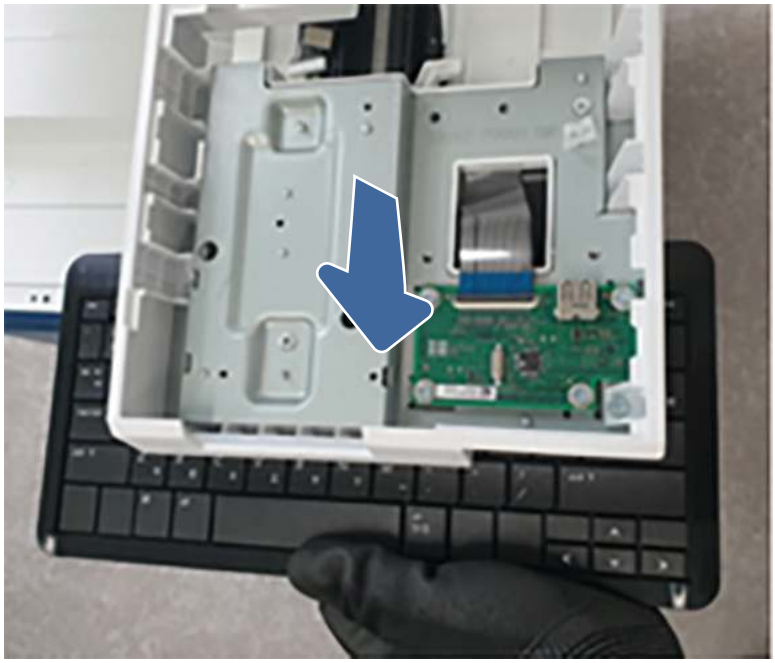
Figure 5-1354 Remove four screws



5. Pull the mount bracket and keyboard assembly straight out and away from the printer to **release** it.

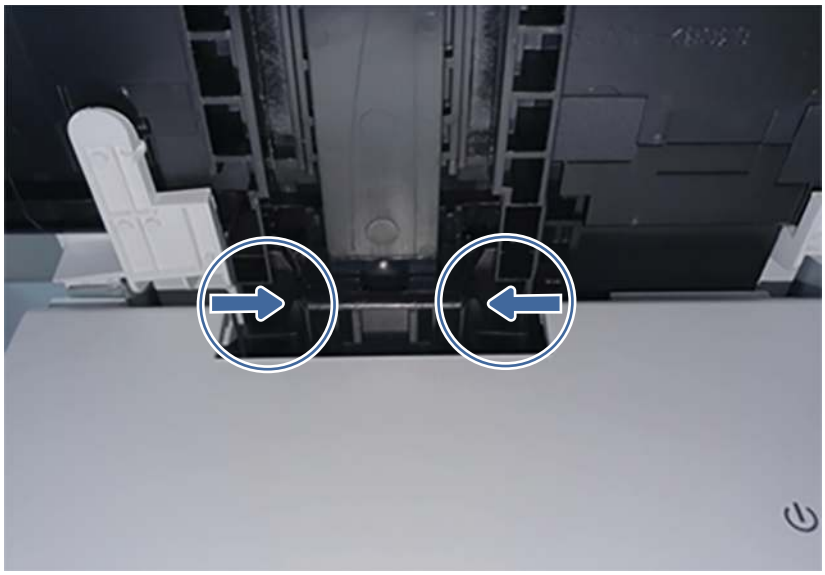
⚠ CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by two hooks.

Figure 5-1355 Release the assembly



6. Look up under the mount bracket and keyboard assembly to locate two hooks. Press in on each hook, and then pull the assembly away form the printer to remove it.

Figure 5-1356 Remove the assembly



7. **Special instruction for a replacement keyboard**

   a. Dispose of the defective part. See

   NOTE: HP recommends responsible disposal of the defective part.

   http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

b. Unpack the replacement parts supplied in the service kit.

IMPORTANT: Only the control panel mount and keyboard assembly (callout 2) are required to be installed.

Save the additional service kit parts (callouts 1/3/4) for other applications.

Figure 5-1357 Service kit parts



5. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

NOTE: If an optional keyboard is installed, remove it now.

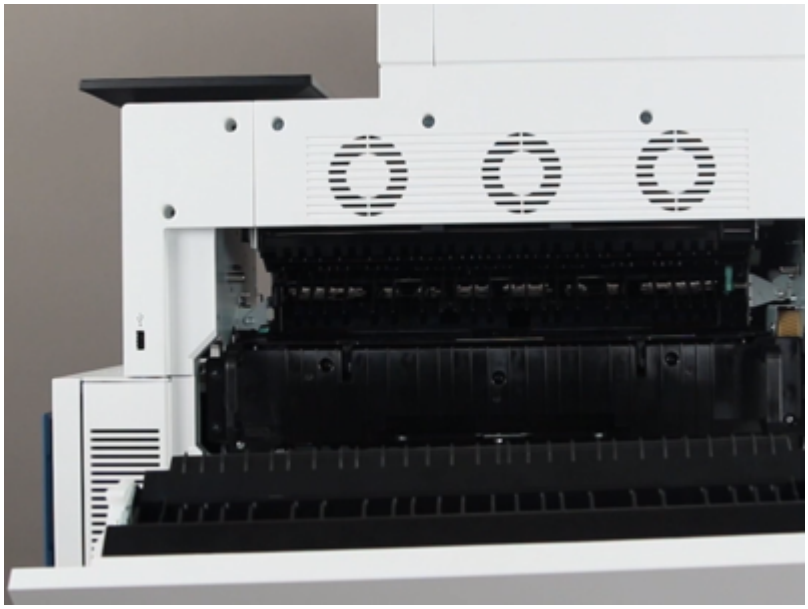
1. Remove two screws.

Figure 5-1358 Remove two screws



2. Open the right door.

Figure 5-1359 **Open the right door**



3. Move the control panel out of the way, and then slide the cover as shown below to separate it from the printer.

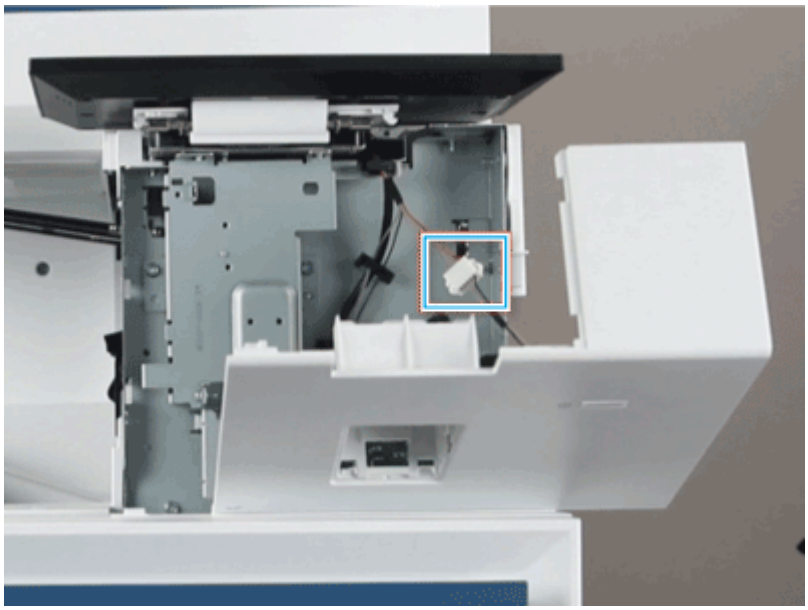
⚠ CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-1360 **Slide the cover**



4. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-1361 Remove the cover assembly

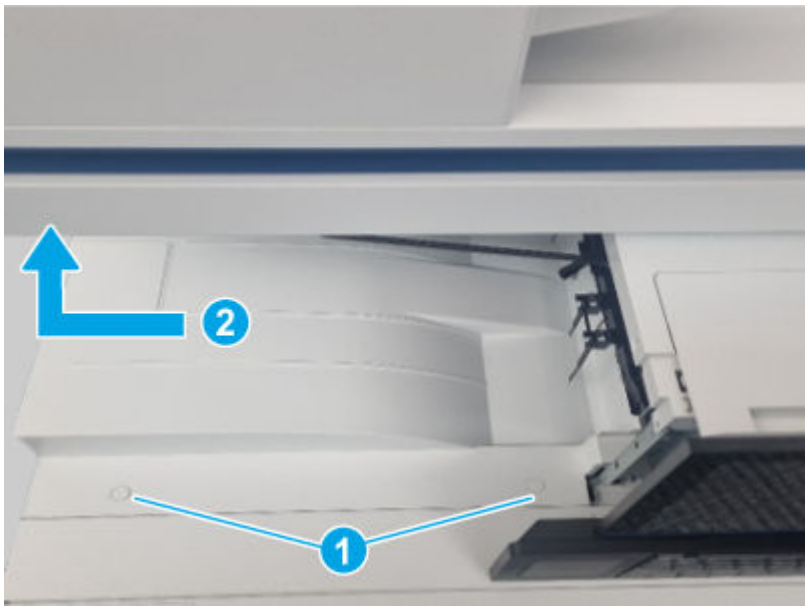


6. Remove the exit cover stacker

Use the following procedure to remove and replace the exit cover stacker.

- Remove two screw caps and remove two screws (callout 1), and then remove the exit cover stacker (callout 2).

Figure 5-1362 Remove the cover



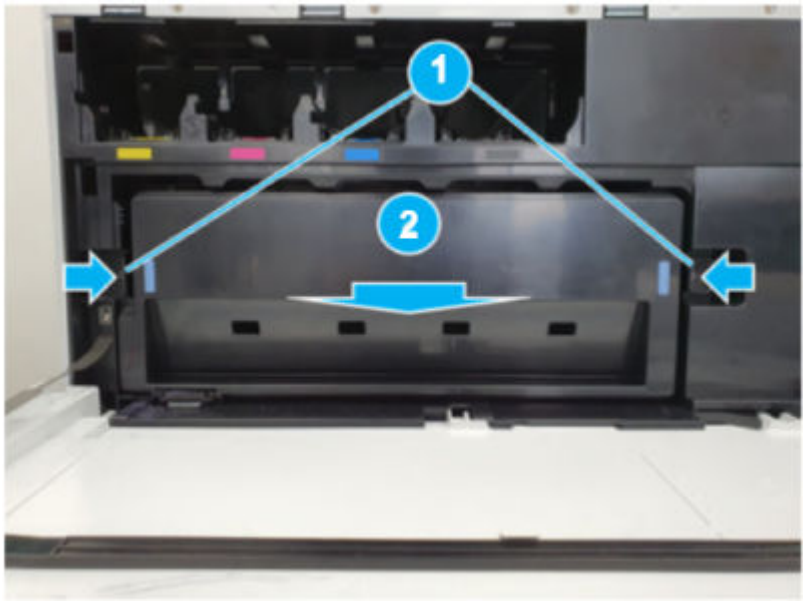
7. Remove the toner collection duct unit (TCDU)

Use the following procedure to remove and replace the TCDU.

1. Open the front door.

2. Push in on two tabs (callout 1) to release the unit, and then pull it straight out (callout 2) of the printer to remove it.

Figure 5-1363 Remove the unit



8. Remove the front cover

Use the following procedure to remove and replace the front cover.

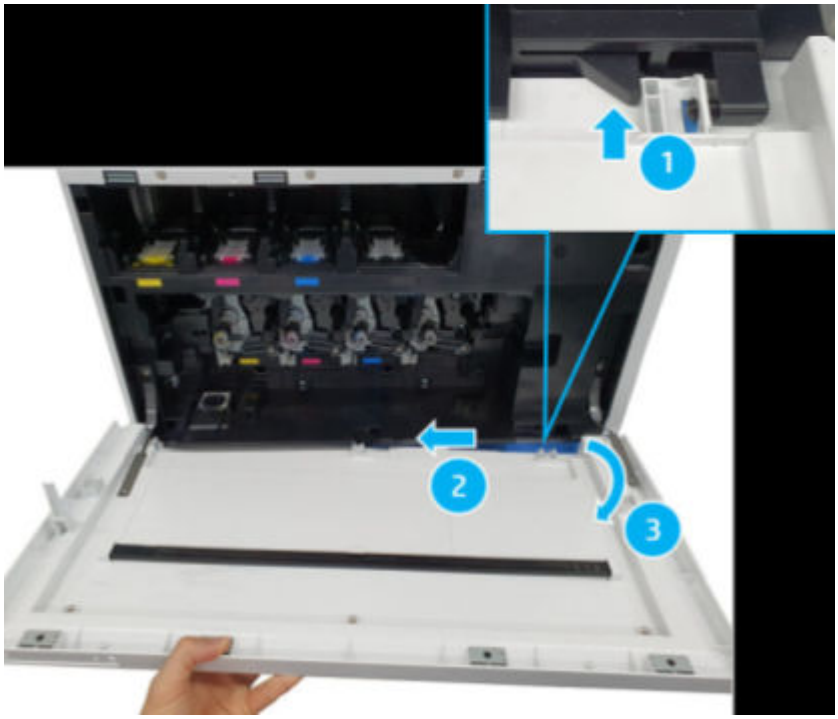
1. Remove two screws.

Figure 5-1364 Remove two screws



2. Push in on the hook located at the right side of the cover (callout 1), and then remove the cover (callouts 2/3).

Figure 5-1365 Remove the cover

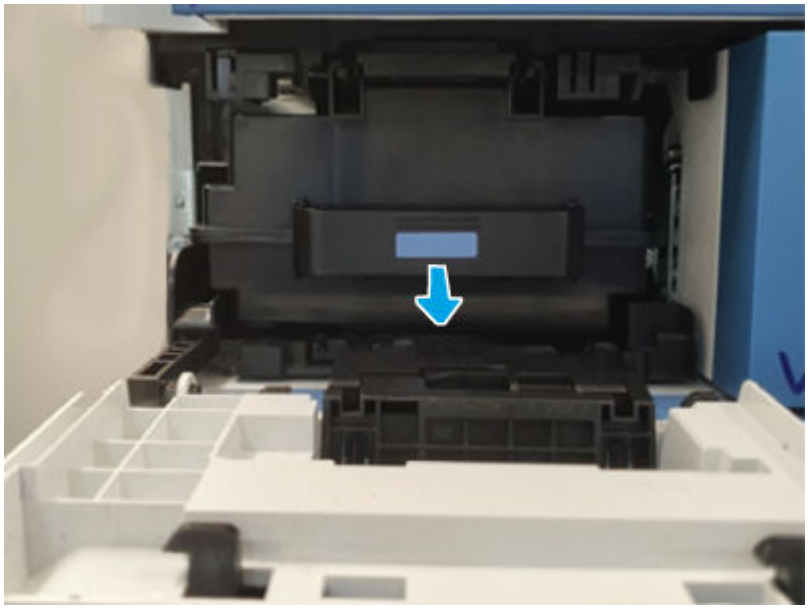


9. Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the TCU cover (located to the left of Tray 2), and then remove the TCU.

Figure 5-1366 Remove the TCU



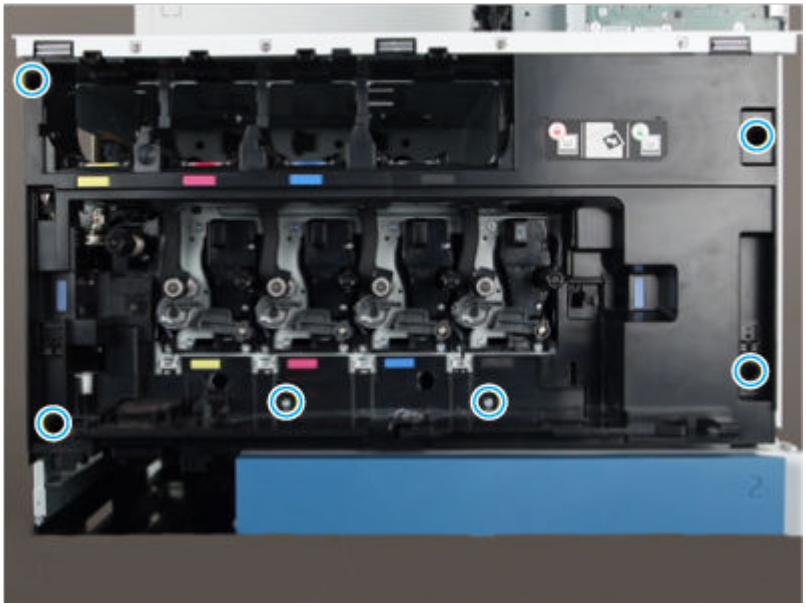
10. Remove the inner cover

Use the following procedure to remove and replace the inner cover.

⚠ **CAUTION:** Make sure that the toner collection unit (TCU) is removed **before** removing the inner cover to avoid dislodging the TCU shutter.

- Remove six screws.

Figure 5-1367 Remove six screws

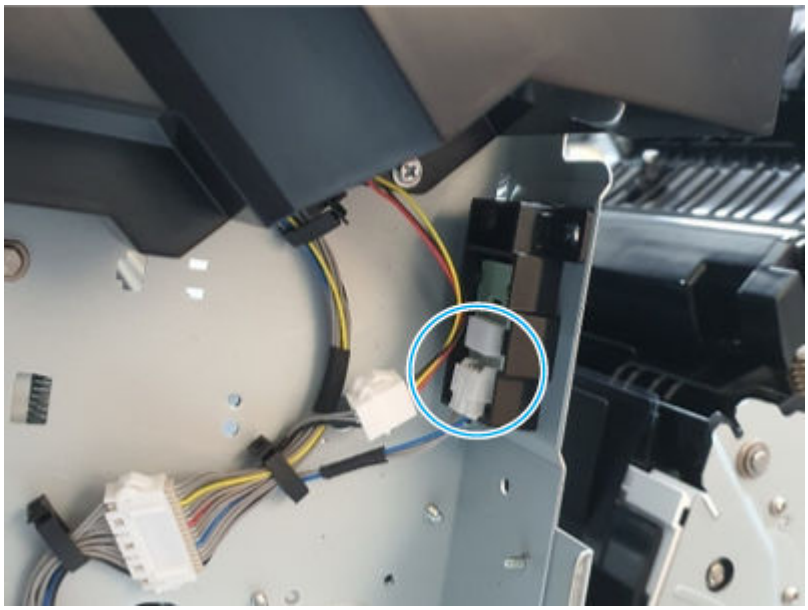


11. Remove the outer temperature humidity sensor assembly

Use the following procedure to remove and replace the outer temperature humidity sensor assembly.

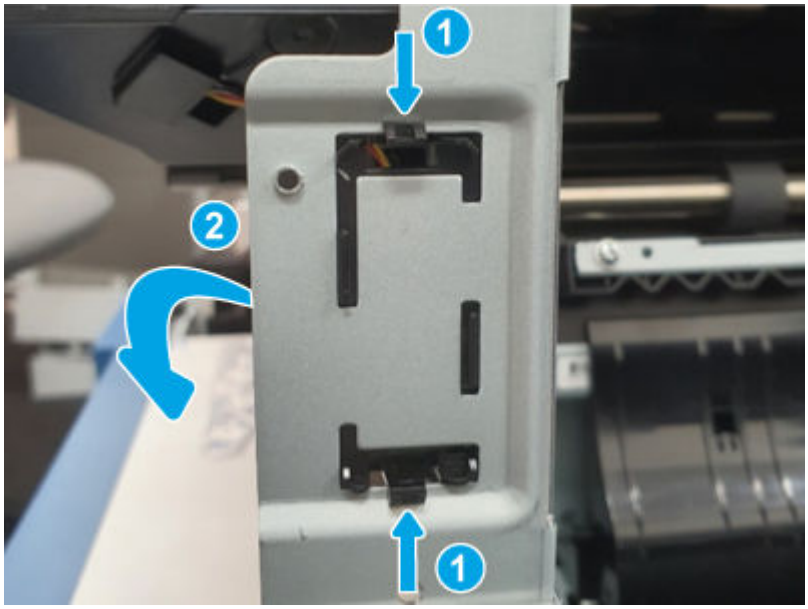
1. Disconnect one connector.

Figure 5-1368 Disconnect one connector



2. Release two hooks (callout 1), and then remove the outer temperature humidity sensor assembly (callout 2).

Figure 5-1369 **Remove the sensor assembly**



12. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: LVPS fan

Learn about removing and replacing the low-voltage power supply (LVPS) fan.

View a video of removing and replacing the LVPS fan (E877).

NOTE: This video shows the E877 printer. The procedure is similar for MFP 8801.

View a video of removing and replacing the LVPS fan (E826).

NOTE: This video shows the E826 printer. The procedure is similar for the 8601 and 8501 models.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-118 Part information

Part number	Part description
JC31-00198A	Fan (LVPS fan)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

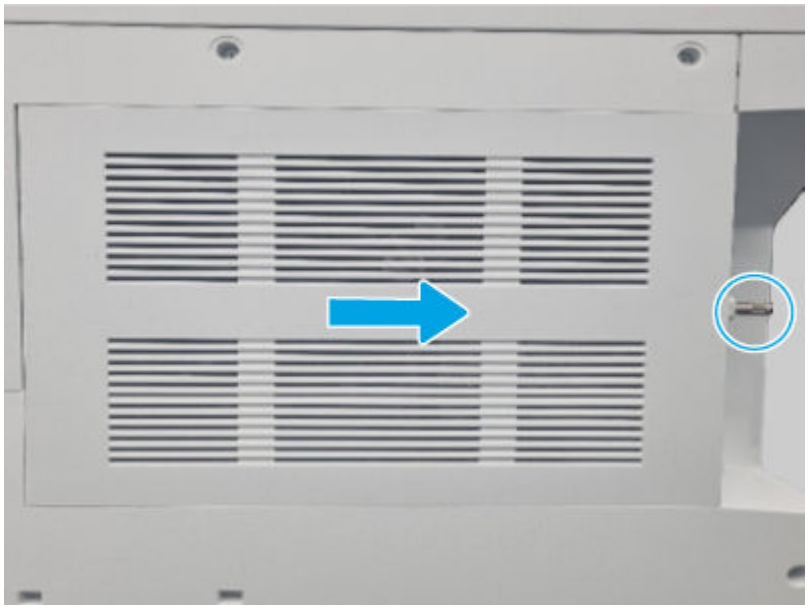
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1370 **Remove the cover**

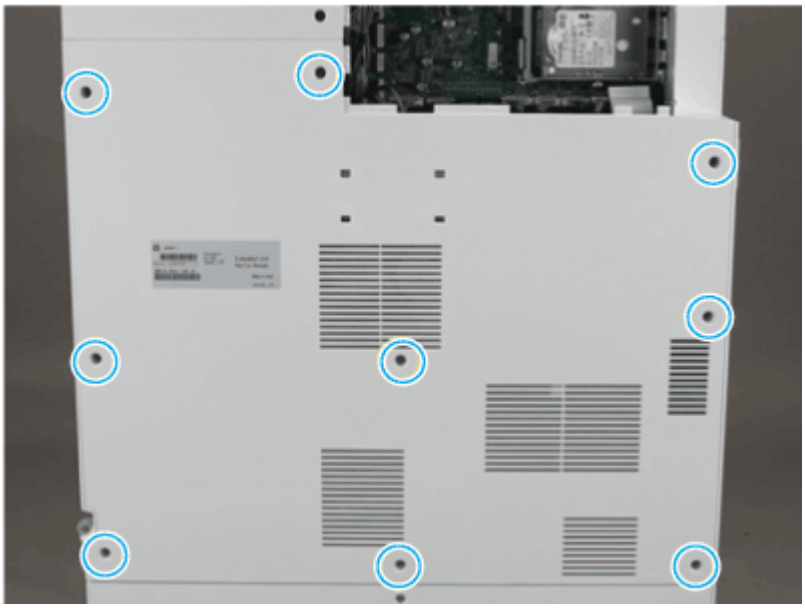


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1371 **Remove the cover**

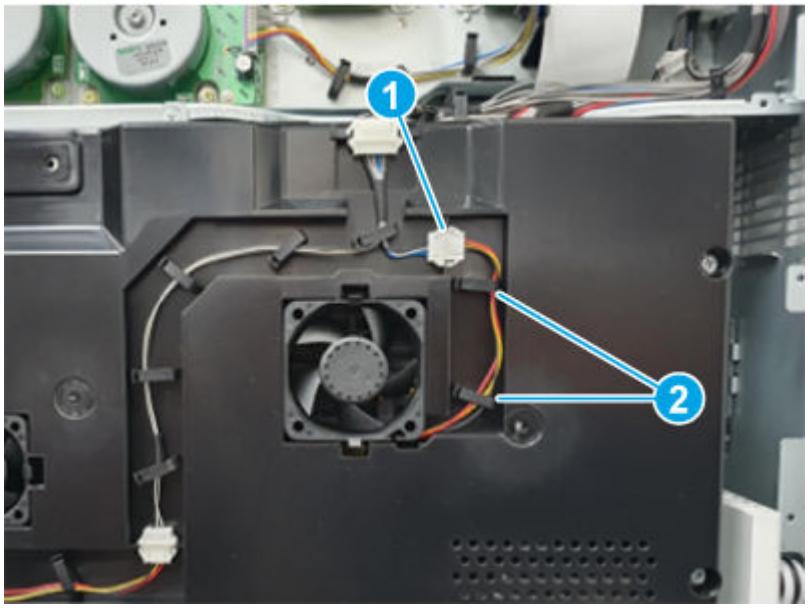


3. Remove the LVPS fan

Use the following procedure to remove and replace the LVPS fan.

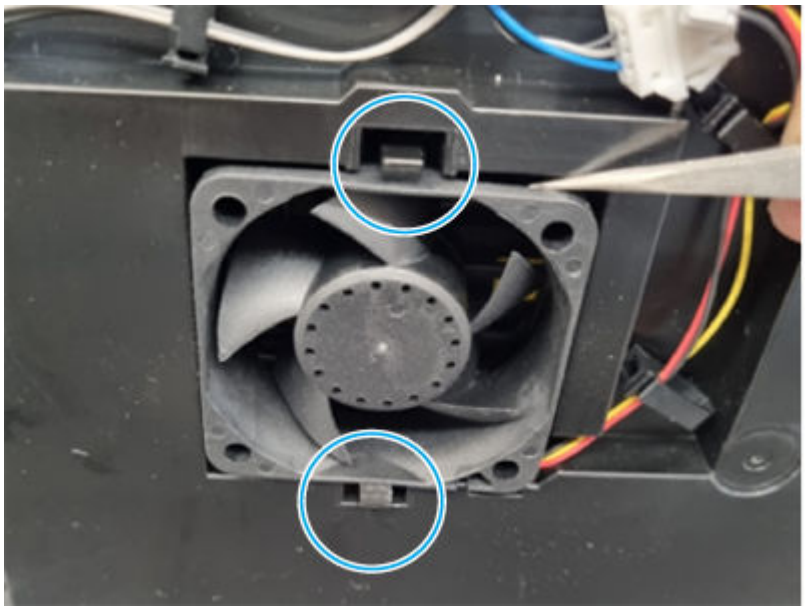
1. Disconnect one connector (callout 1), and then release the wire harness from the retainers (callout 2).

Figure 5-1372 **Disconnect one connector**



2. Release two tabs, and then remove the fan.

Figure 5-1373 **Remove the fan**



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: FDB fan

Learn about removing and replacing the fuser drive board fan.

View a video of removing and replacing the FDB fan (E877).

NOTE: This video shows the E877 printer. The procedure is similar for MFP 8801.

View a video of removing and replacing the FDB fan (E826).

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-119 Part information

Part number	Part description
JC31-00154A	Fan (FDB fan)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

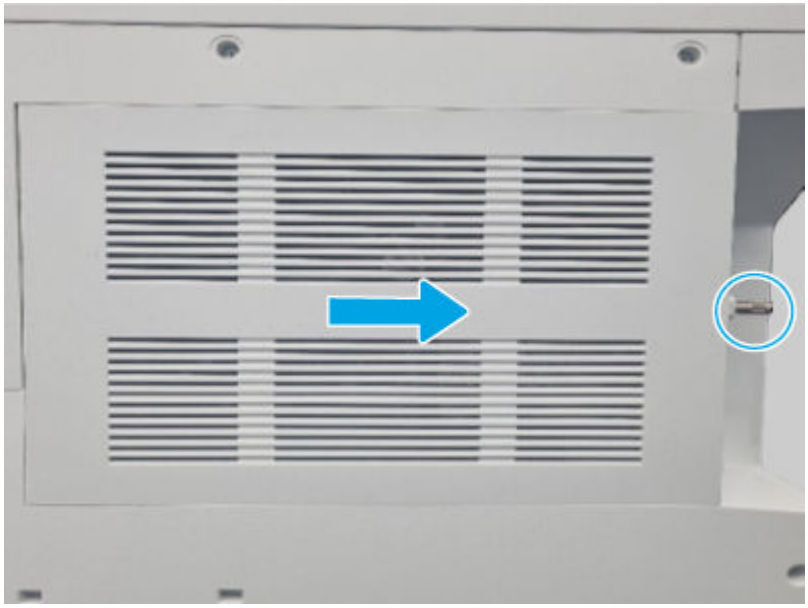
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1374 Remove the cover

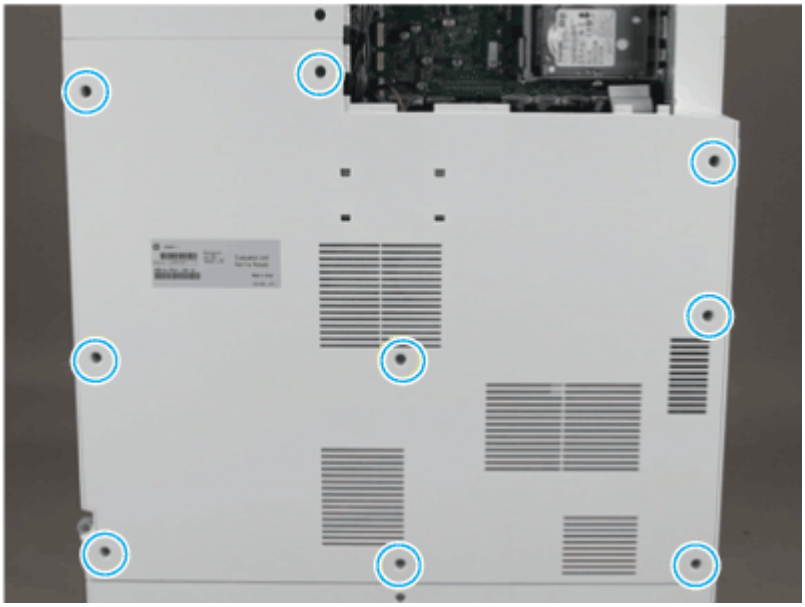


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1375 **Remove the cover**

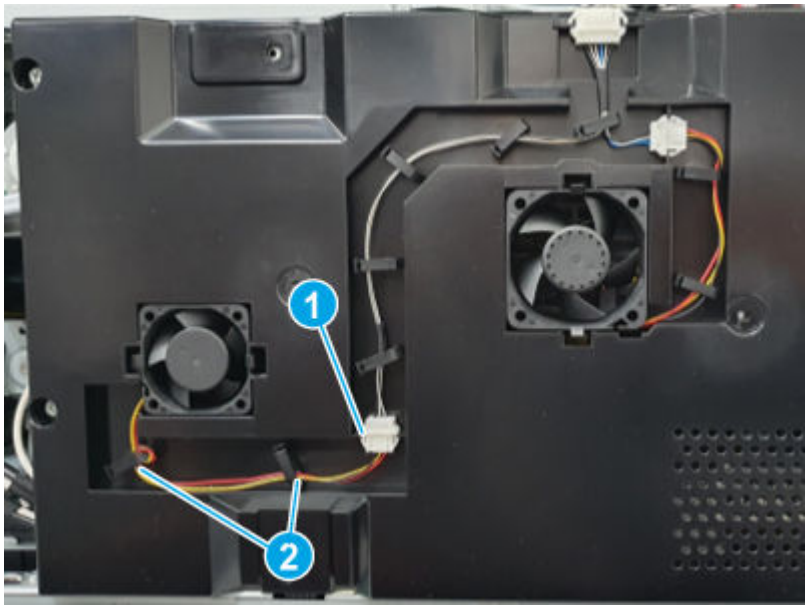


3. Remove the FDB fan

Use the following procedure to remove and replace the FDB fan.

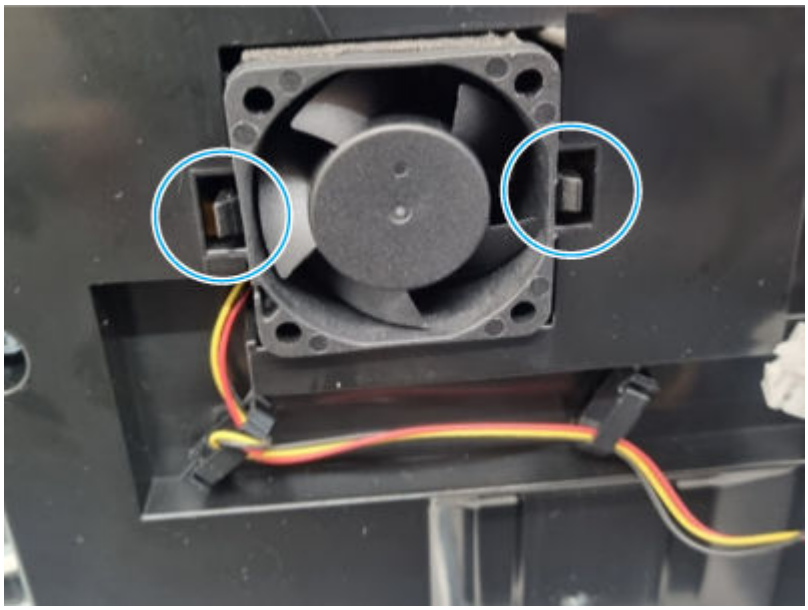
1. Disconnect one connector (callout 1), and then release the wire harness from the retainers (callout 2).

Figure 5-1376 **Disconnect one connector**



2. Release two tabs, and then remove the fan.

Figure 5-1377 **Remove the fan**



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: LVPS FDB fan assembly

Learn about removing and replacing the low-voltage power supply (LVPS) fuser drive board (FDB) fan assembly.

View a video of removing and replacing the LVPS FDB fan assembly (E877).

NOTE: This video shows the E877 printer. The procedure is similar for MFP 8801.

View a video of removing and replacing the LVPS FDB fan assembly (E826).

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-120 Part information

Part number	Part description
JC93-01795A	LVPS FDB fan assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

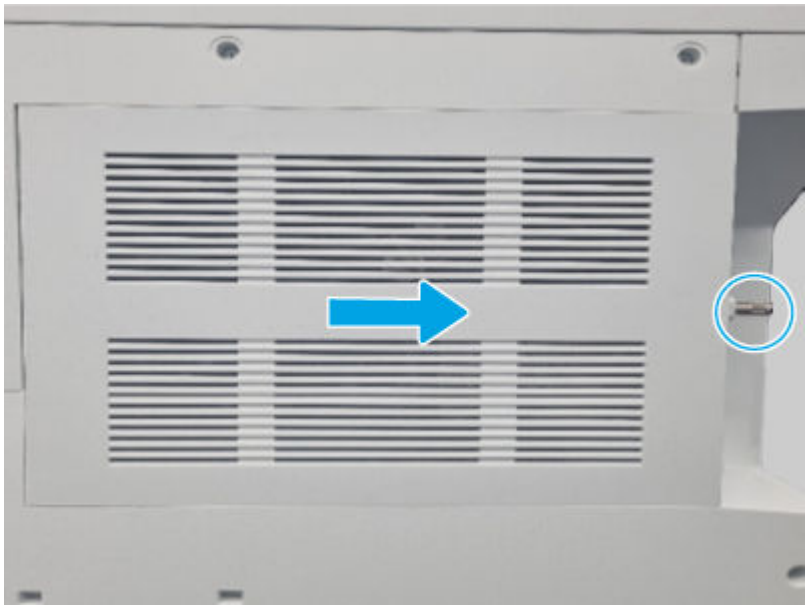
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1378 **Remove the cover**

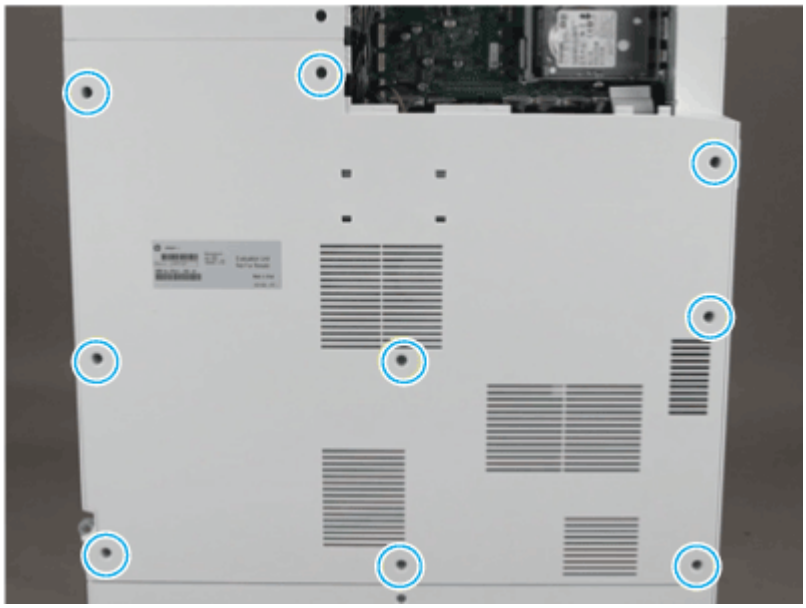


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1379 **Remove the cover**

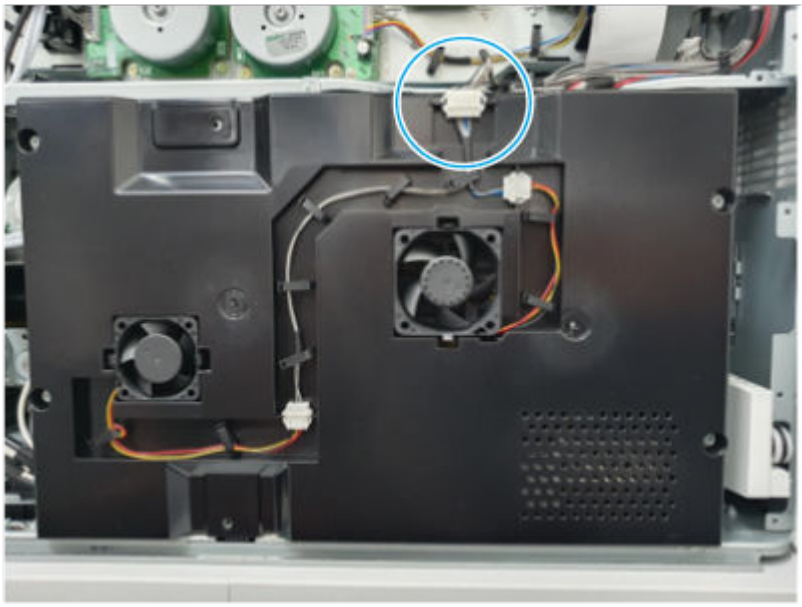


3. Remove the LVPS FDB fan assembly

Use the following procedure to remove and replace the LVPS FDB fan assembly.

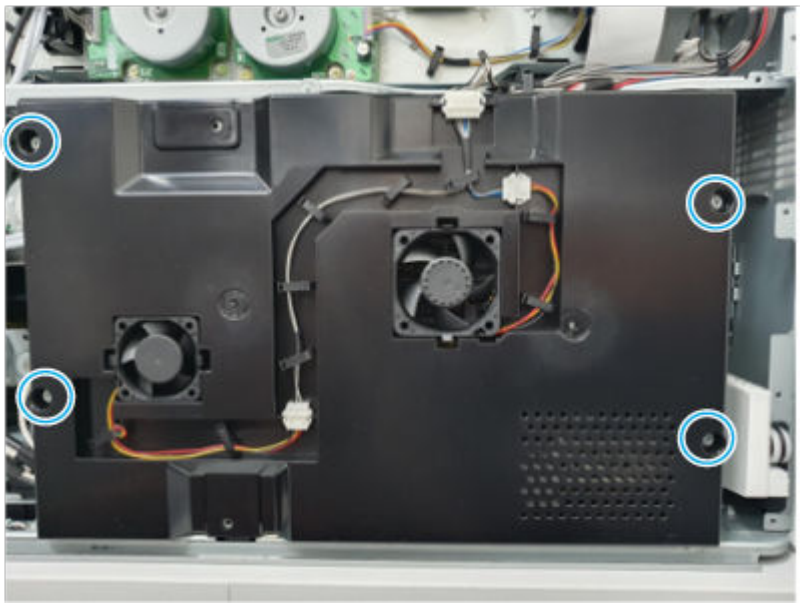
1. Disconnect one connector.

Figure 5-1380 **Disconnect one connector**



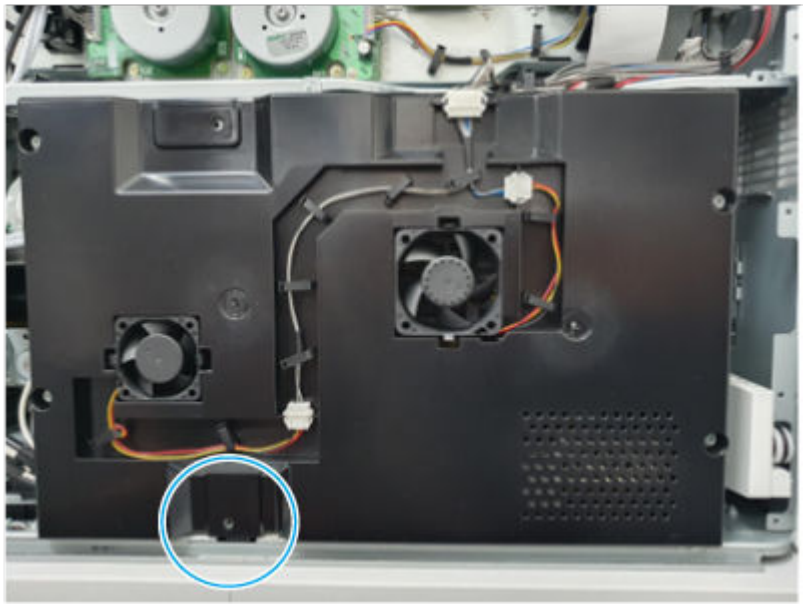
2. Remove four screws.

Figure 5-1381 **Remove four screws**



3. Release one tab, and then remove the LVP FDB fan assembly.

Figure 5-1382 **Remove the LVP FDB fan assembly**



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Front fan assembly

Learn about removing and replacing the front fan assembly.

View a video of removing and replacing the front fan assembly.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

NOTE: This procedure requires removing the toner cartridges using the control panel method. Do this prior to turning the power off. For more information, see *Remove the toner cartridges (control panel method)* in this topic.

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-121 Part information

Part number	Part description
JC93-01725A	Frame-fan (sub duct) (front fan assembly)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the toner cartridges (control panel method)

Use the following procedure to remove and replace the toner cartridges.

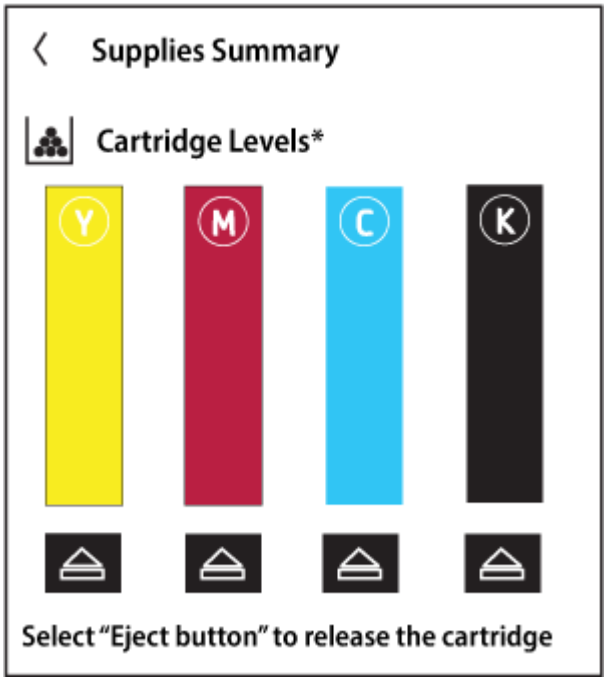
- At the printer control panel, do the following:

  a. Select the Supplies item.

  b. Open the front door.

  c. Select the Eject button (located below the Cartridge Levels indicators).

Figure 5-1383 **Eject the toner cartridge (control panel method)**

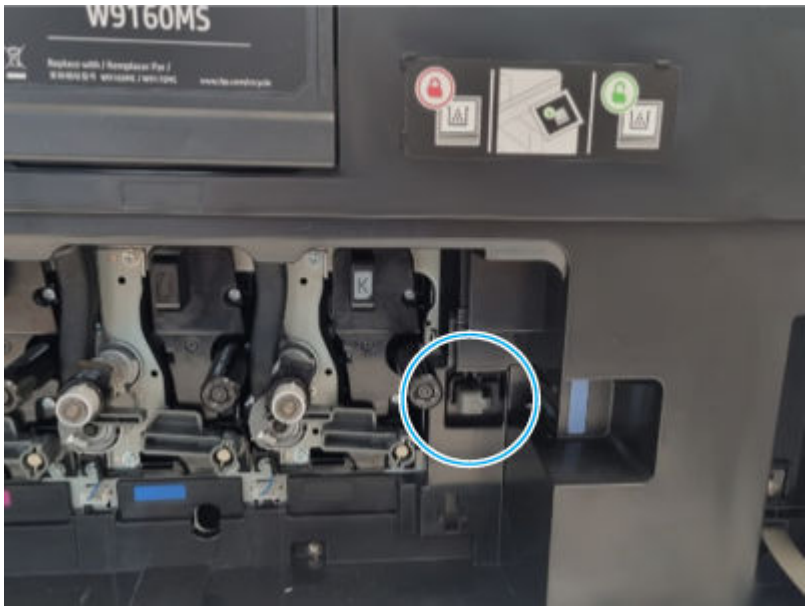


2. Remove the paper dust holder

Use the following procedure to remove and replace the paper dust holder.

1. Locate the paper dust holder.

Figure 5-1384 Locate the paper dust holder



2. Release the assembly, and then pull the paper dust holder straight out of the printer to remove it.

Figure 5-1385 Remove the assembly



3. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-1386 **Remove two screws**



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-1387 **Remove the cover**



4. Remove the keyboard (drawer type)

Use the following procedure to remove and replace the keyboard (drawer type).

NOTE: The optional keyboard is for flow models only. For all other models, skip this step.

1. Do the following:

   - Rotate the control panel into the upright position (callout 1).

- Use a pair of tweezers to release the cover (callout 2), and then remove the top cover (callout 3).

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

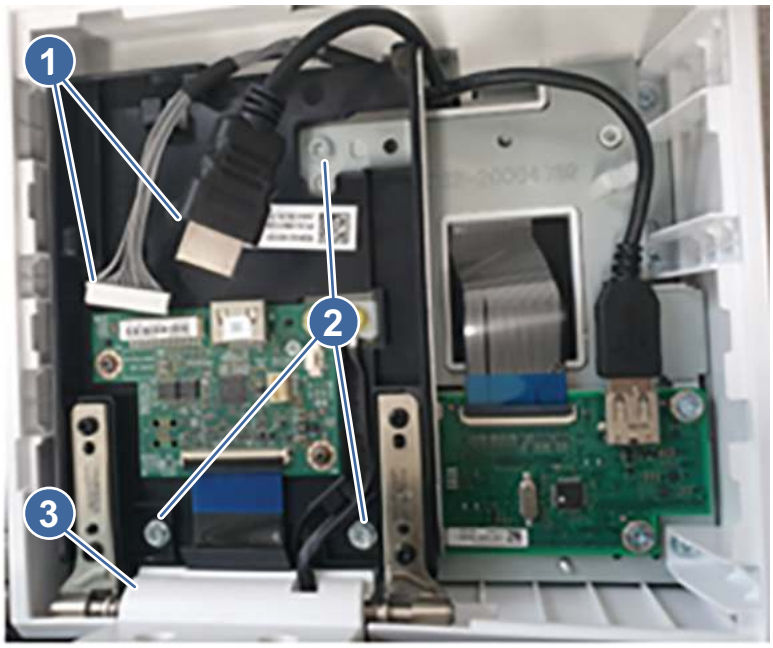
Figure 5-1388 Remove the cover



2. Disconnect two connectors (callout 1), remove three screws (callout 2, and then remove the control panel (callout 3).

NOTE: Lift the control panel straight up to remove it.

Figure 5-1389 Remove the control panel



3. Disconnect one connector.

IMPORTANT: The control panel mount bracket and the keyboard must be removed together. They are attached to each other by a film cable.

Figure 5-1390 **Disconnect one connector**



4. Remove four screws.

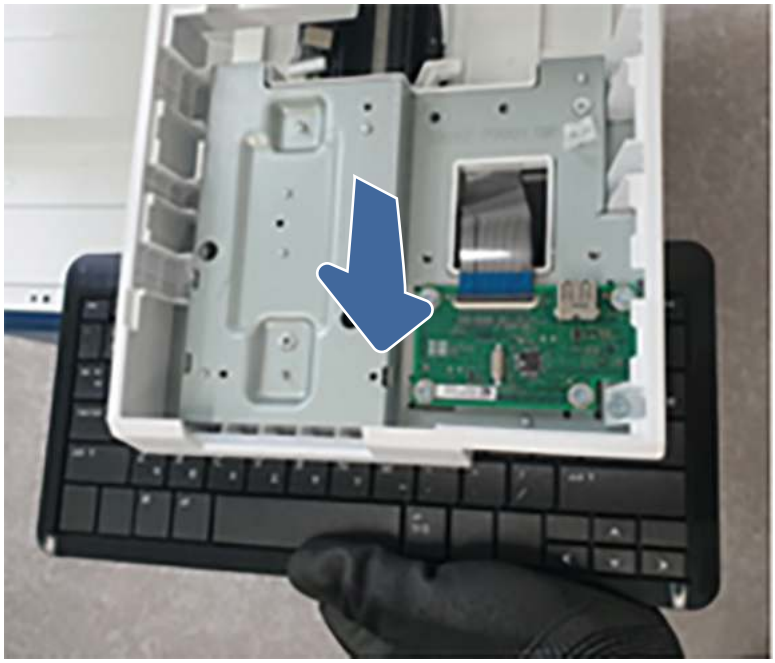
Figure 5-1391 **Remove four screws**



5. Pull the mount bracket and keyboard assembly straight out and away from the printer to **release** it.

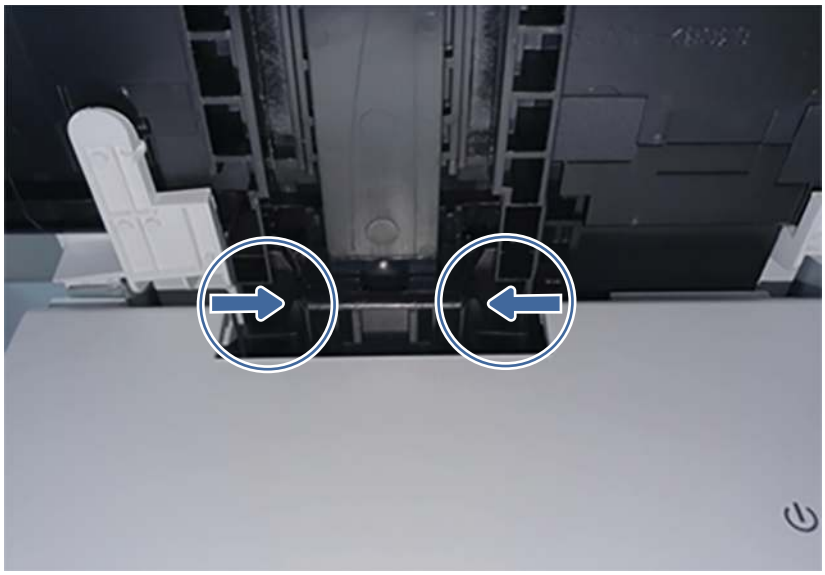
CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by two hooks.

Figure 5-1392 Release the assembly



6. Look up under the mount bracket and keyboard assembly to locate two hooks. Press in on each hook, and then pull the assembly away form the printer to remove it.

Figure 5-1393 Remove the assembly



7. **Special instruction for a replacement keyboard**

   a. Dispose of the defective part. See

   NOTE: HP recommends responsible disposal of the defective part.

   http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

b. Unpack the replacement parts supplied in the service kit.

IMPORTANT: Only the control panel mount and keyboard assembly (callout 2) are required to be installed.

Save the additional service kit parts (callouts 1/3/4) for other applications.

Figure 5-1394 Service kit parts



5. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

NOTE: If an optional keyboard is installed, remove it now.

1. Remove two screws.

Figure 5-1395 Remove two screws



2. Open the right door.

Figure 5-1396 **Open the right door**



3. Move the control panel out of the way, and then slide the cover as shown below to separate it from the printer.

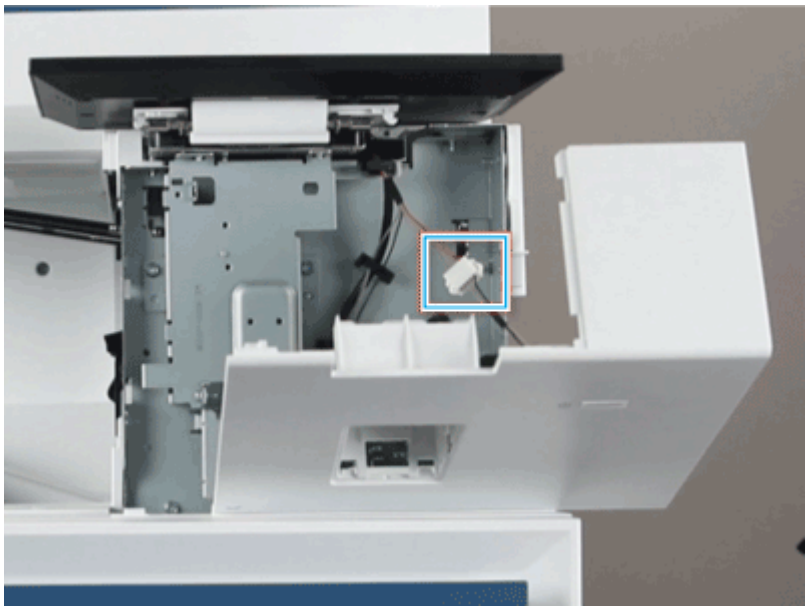
⚠ CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-1397 **Slide the cover**



4. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-1398 **Remove the cover assembly**

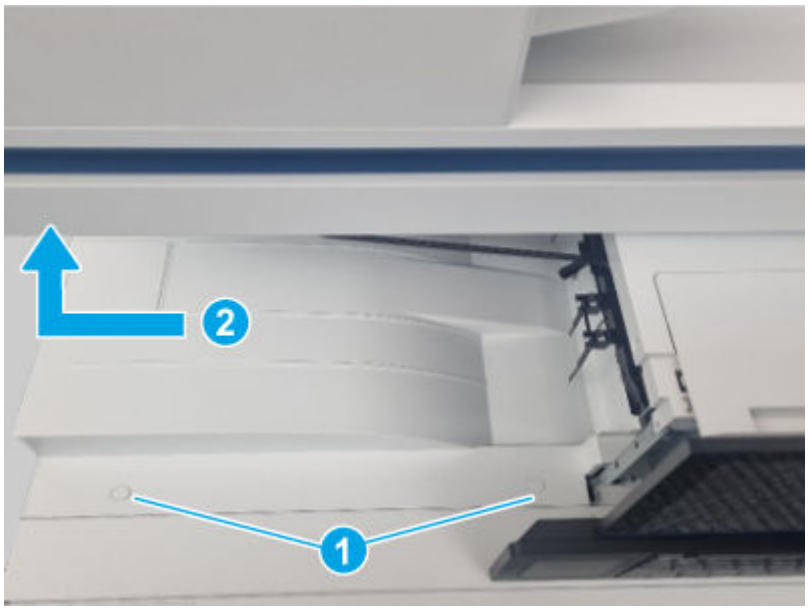


6. Remove the exit cover stacker

Use the following procedure to remove and replace the exit cover stacker.

- Remove two screw caps and remove two screws (callout 1), and then remove the exit cover stacker (callout 2).

Figure 5-1399 **Remove the cover**



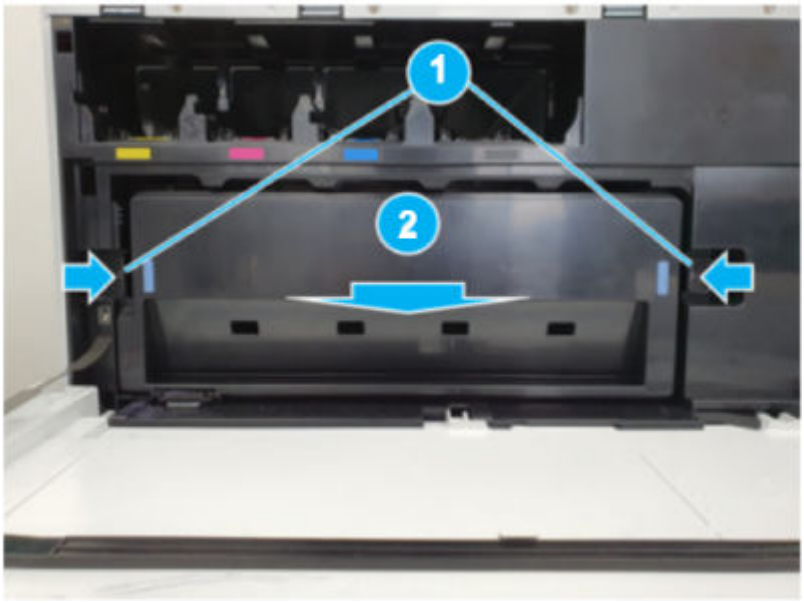
7. Remove the toner collection duct unit (TCDU)

Use the following procedure to remove and replace the TCDU.

1. Open the front door.

2. Push in on two tabs (callout 1) to release the unit, and then pull it straight out (callout 2) of the printer to remove it.

Figure 5-1400 **Remove the unit**



8. Remove the front cover

Use the following procedure to remove and replace the front cover.

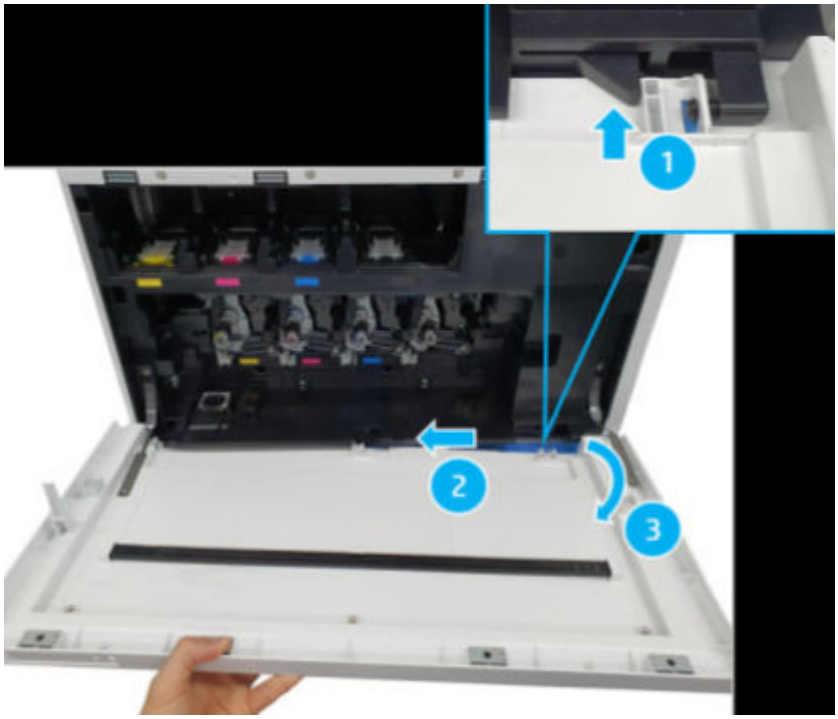
1. Remove two screws.

Figure 5-1401 **Remove two screws**



2. Push in on the hook located at the right side of the cover (callout 1), and then remove the cover (callouts 2/3).

Figure 5-1402 Remove the cover

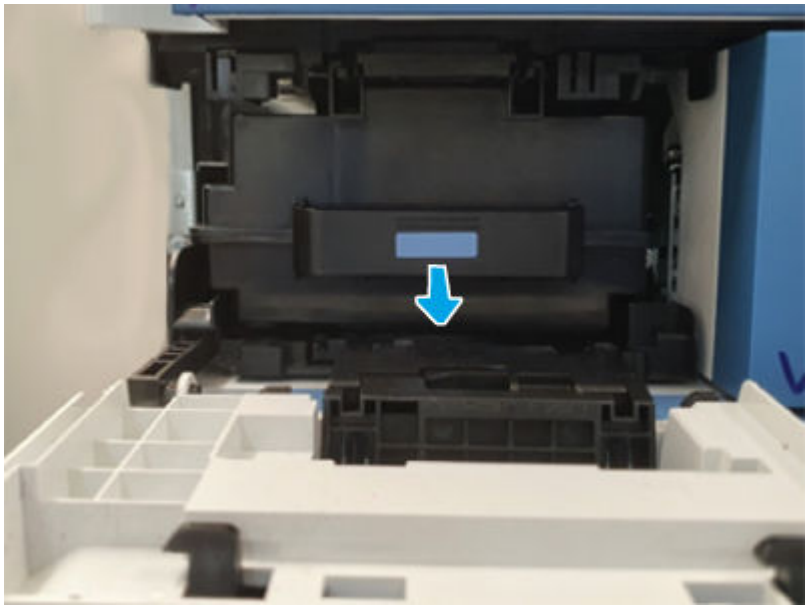


9. Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the TCU cover (located to the left of Tray 2), and then remove the TCU.

Figure 5-1403 Remove the TCU



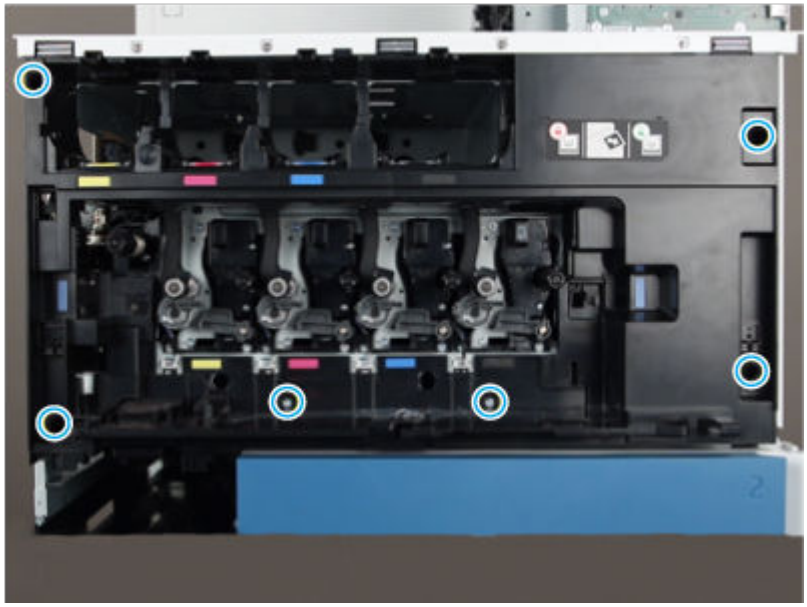
10. Remove the inner cover

Use the following procedure to remove and replace the inner cover.

⚠ CAUTION: Make sure that the toner collection unit (TCU) is removed **before** removing the inner cover to avoid dislodging the TCU shutter.

- Remove six screws.

Figure 5-1404 **Remove six screws**

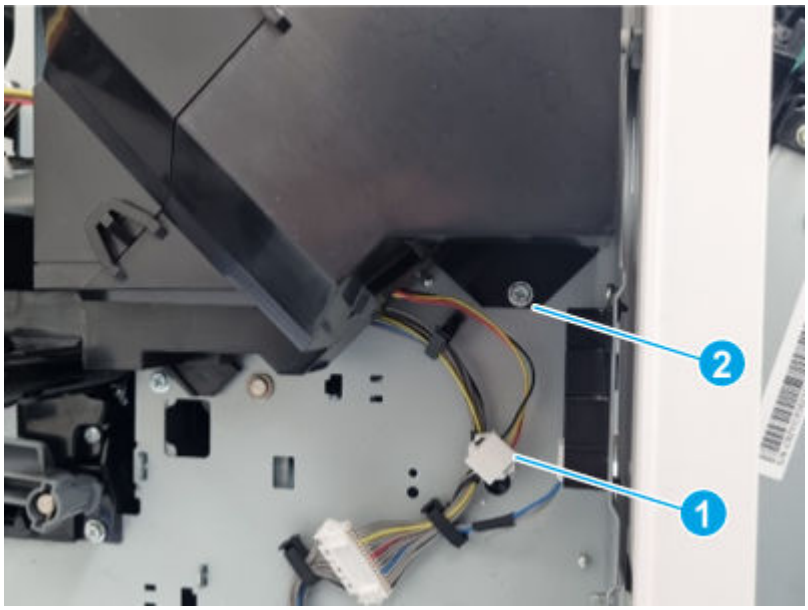


11. Remove the front fan assembly

Use the following procedure to remove and replace the front fan assembly.

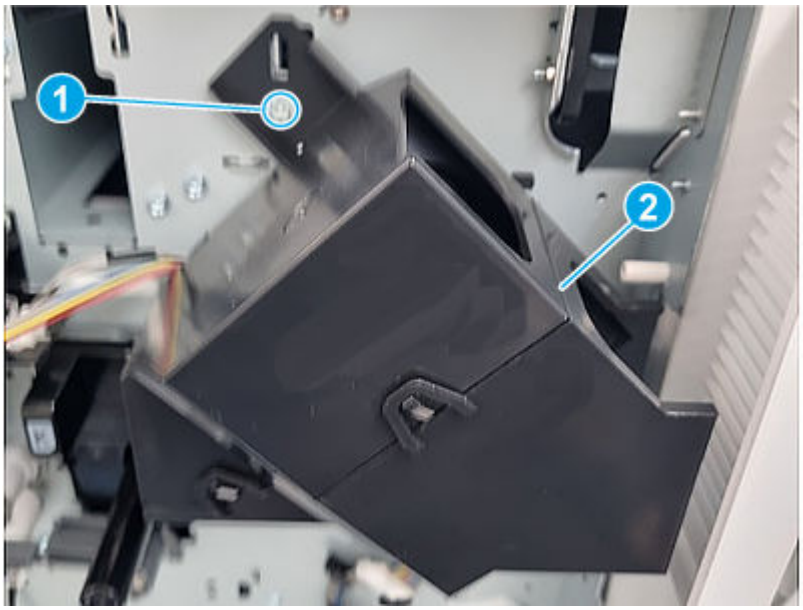
1. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-1405 **Disconnect connector and remove screw**



2. Remove one screw (callout 1), and then remove the front fan assembly (callout 2).

Figure 5-1406 **Remove the assembly**



12. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Fuser fan duct

Learn about removing and replacing the fuser fan duct.

View a video of removing and replacing the fuser fan duct.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-122 Part information

Part number	Part description
5QK03-40103	Fuser fan duct

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

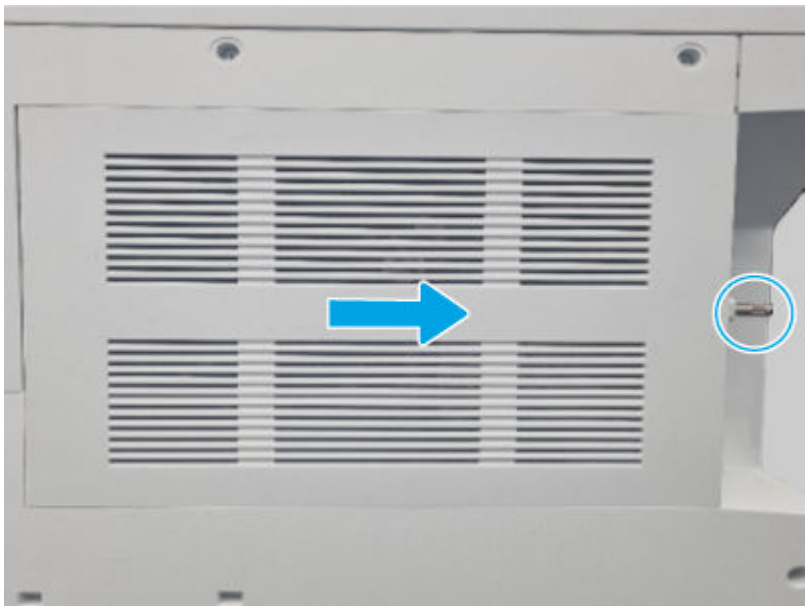
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1407 Remove the cover

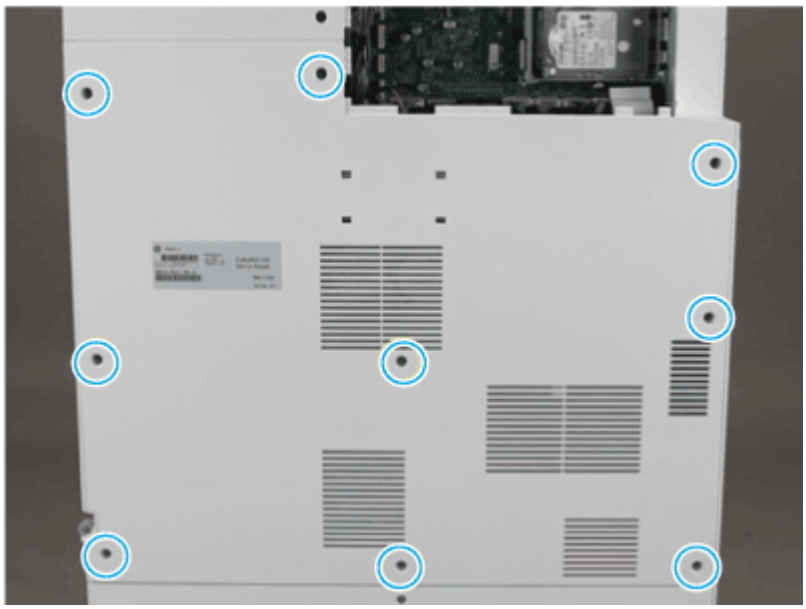


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1408 Remove the cover

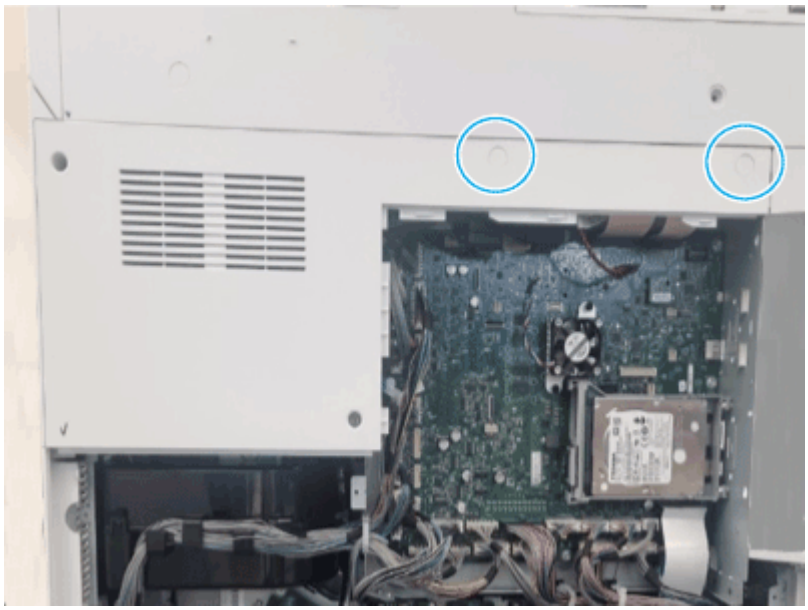


3. Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

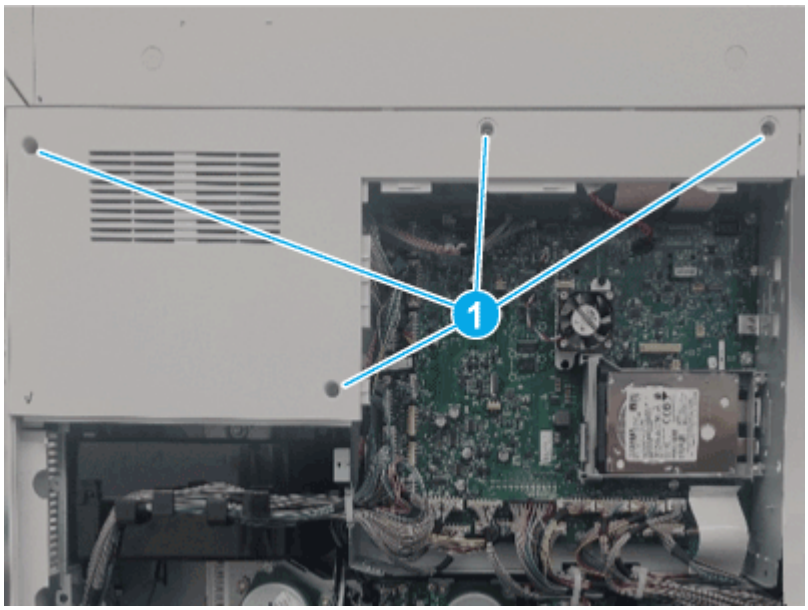
1. Use a pair of tweezers to remove the screw caps.

Figure 5-1409 **Remove the screw caps**



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-1410 **Remove the cover**

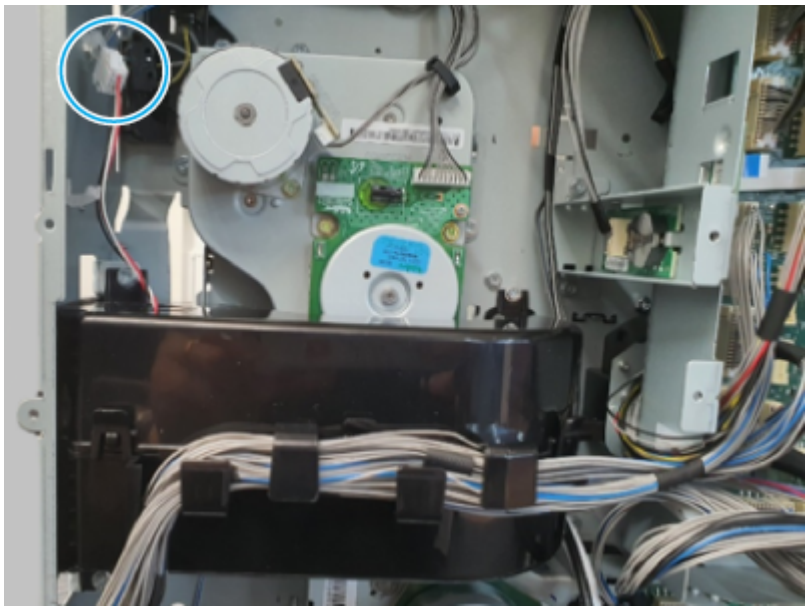


4. Remove the fuser fan duct

Use the following procedure to remove and replace the fuser fan duct.

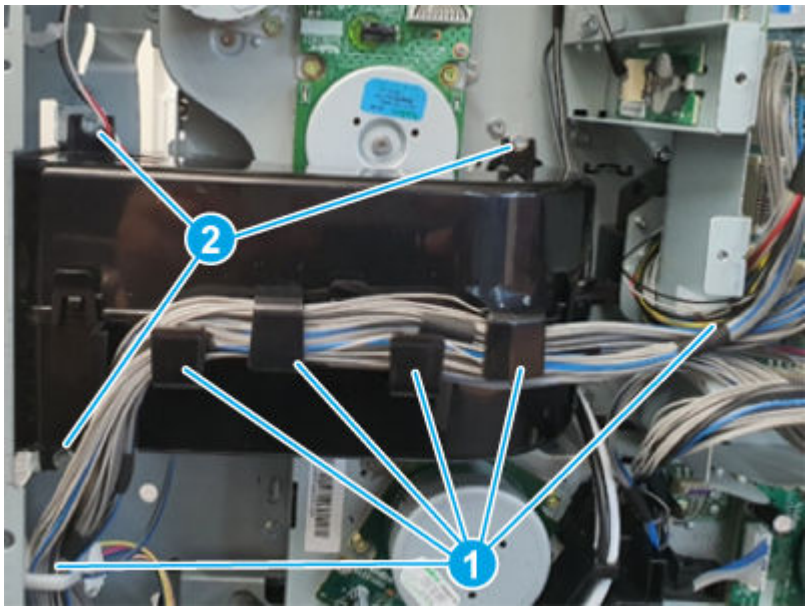
1. Disconnect one connector.

Figure 5-1411 Disconnect one connector



2. Release the wire harnesses from the retainers (callout 1), remove three screws (callout 2), and then remove the fuser fan duct.

Figure 5-1412 Remove the duct



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: LSU fan

Learn about removing and replacing the laser scanner unit (LSU) fan.

View a video of removing and replacing the LSU fan.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-123 Part information

Part number	Part description
JC93-01019A	Frame-fan (LSU fan)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

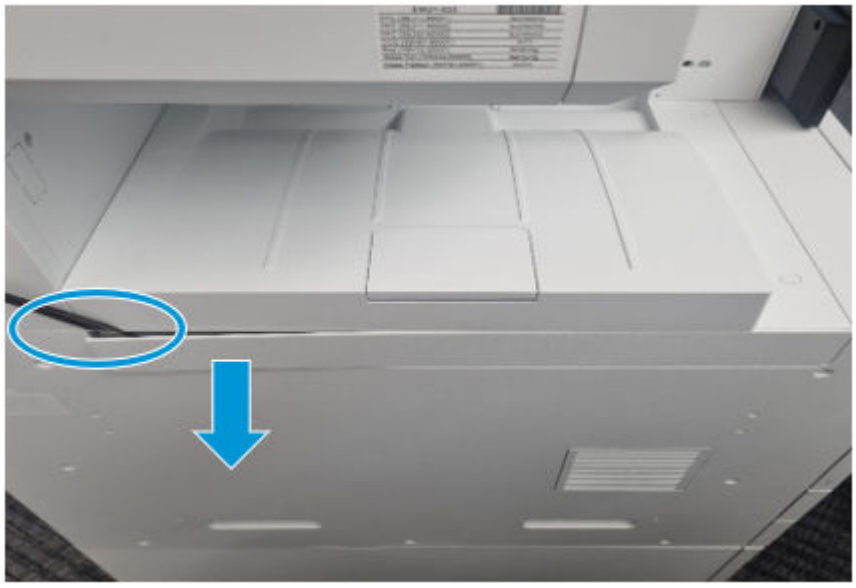
1. Remove the left top cover

Use the following procedure to remove and replace the left top cover.

- Use a pair of tweezers to carefully release the cover, and then pull straight out to remove the cover.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-1413 Remove the cover



2. Remove the left cover

Use the following procedure to remove and replace the left cover.

1. Open the front cover (door) and all installed trays.

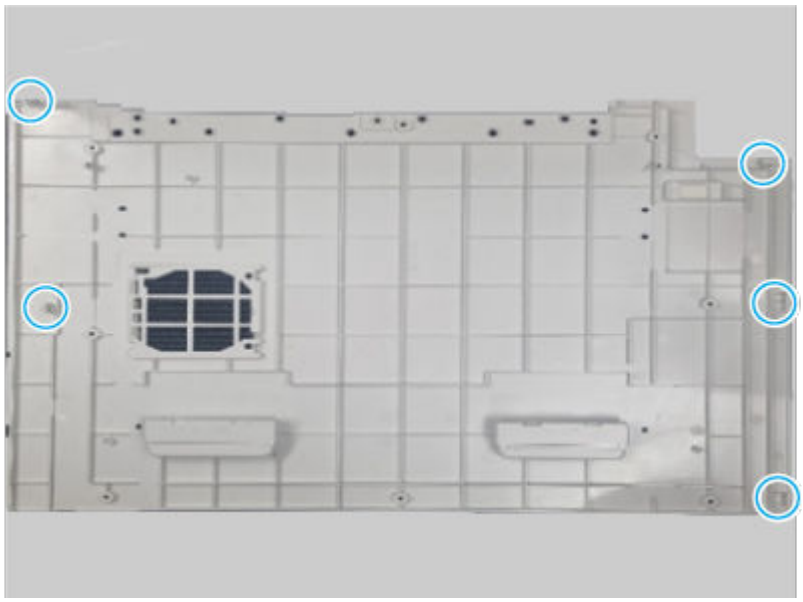
2. Remove eight screws.

Figure 5-1414 Remove eight screws



3. Before proceeding, take note of the location of the mounting hooks on the inside of the cover.

Figure 5-1415 Cover hook locations



4. Release the cover from the right- to left side. Remove the cover.

Figure 5-1416 Remove the cover

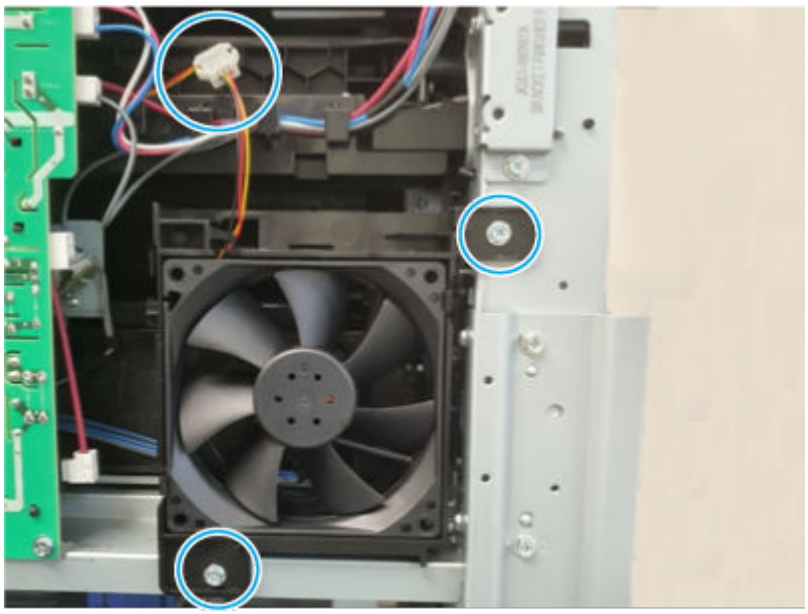


3. Remove the LSU fan

Use the following procedure to remove and replace the LSU fan.

- Disconnect one connector, remove two screws, and then remove the LSU fan.

Figure 5-1417 Remove the fan



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Front door switch assembly

Learn about removing and replacing the front door switch.

NOTE: Leave the printer power on until the first step is completed.

View a video of removing and replacing the front door switch.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

NOTE: Leave the printer power on until the first step is completed.

Turn the printer power off

NOTE: This procedure requires removing the toner cartridges using the control panel method. Do this prior to turning the power off. For more information, see *Remove the toner cartridges (control panel method)* in this topic.

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-124 Part information

Part number	Part description
JC93-00466A	Front door open switch

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

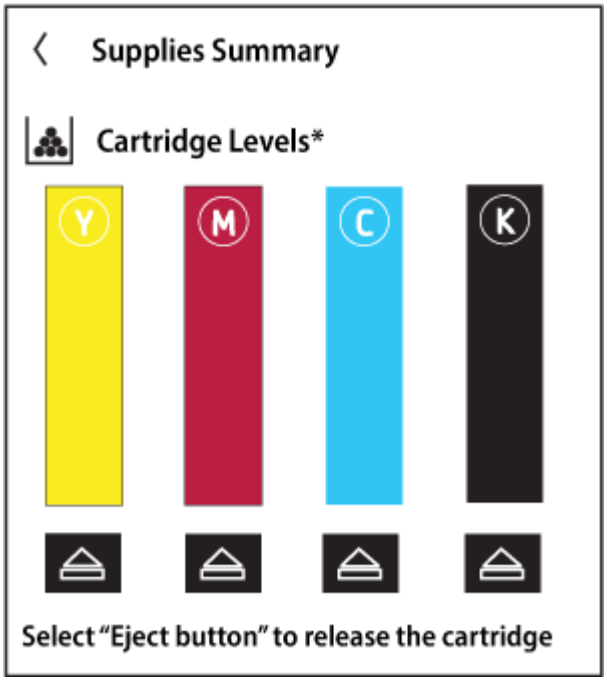
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the toner cartridges (control panel method)

Use the following procedure to remove and replace the toner cartridges.

- At the printer control panel, do the following:
  a. Select the Sign In item (located at the upper left corner of the control panel).
  b. Select the Service Access Code item, and then enter the access code for the printer.
     - 03088025
  c. Select the Supplies item.
  d. Open the front door.
  e. Select the Eject button  (located below the Cartridge Levels indicators.

Figure 5-1418 Eject the toner cartridge (control panel method)

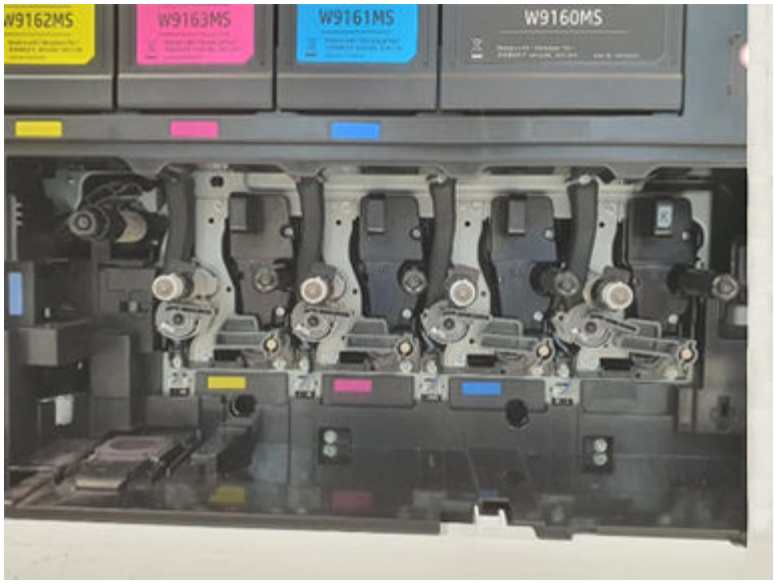


2. Remove the ITB cleaning unit kit

Use the following procedure to remove and replace the ITB cleaning unit kit.

1. Open the front door, and then remove the toner collection unit duct.

Figure 5-1419 Open the front door



2. Remove one screw.

Figure 5-1420 **Remove one screw**



3. Rotate the lever to the right to release the ITB cleaning unit, and then pull it out of the printer to remove it.

Figure 5-1421 **Remove the unit**



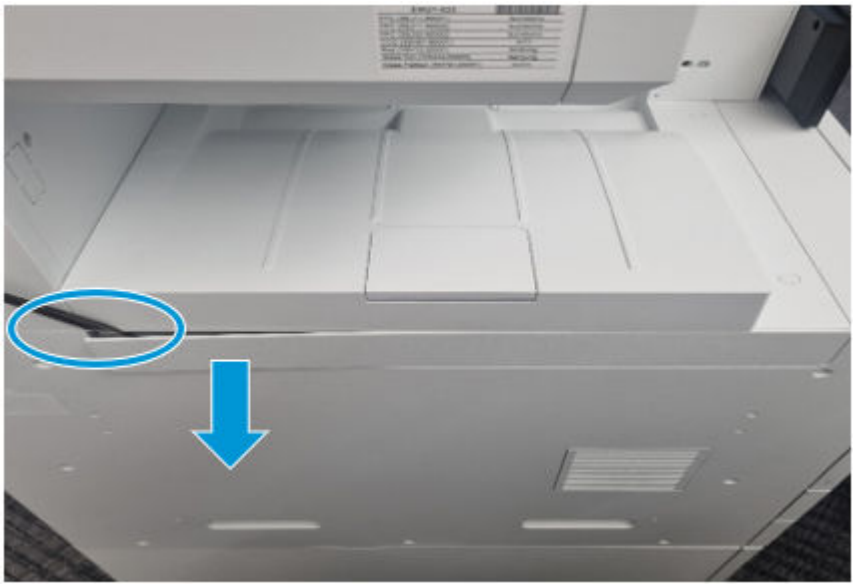
3. Remove the left top cover

Use the following procedure to remove and replace the left top cover.

- Use a pair of tweezers to carefully release the cover, and then pull straight out to remove the cover.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-1422 Remove the cover



4. Remove the left cover

Use the following procedure to remove and replace the left cover.

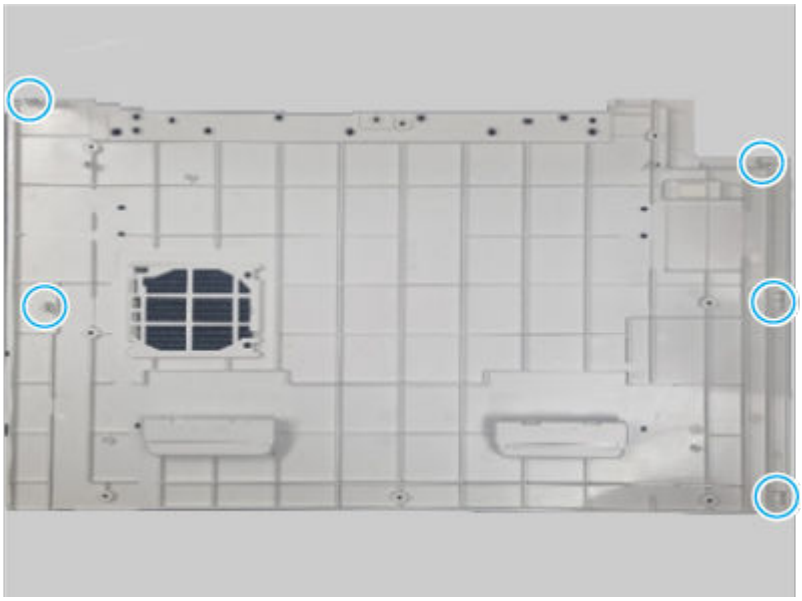
1. Open the front cover (door) and all installed trays.
2. Remove eight screws.

Figure 5-1423 Remove eight screws



3. Before proceeding, take note of the location of the mounting hooks on the inside of the cover.

Figure 5-1424 Cover hook locations



4. Release the cover from the right- to left side. Remove the cover.

Figure 5-1425 Remove the cover

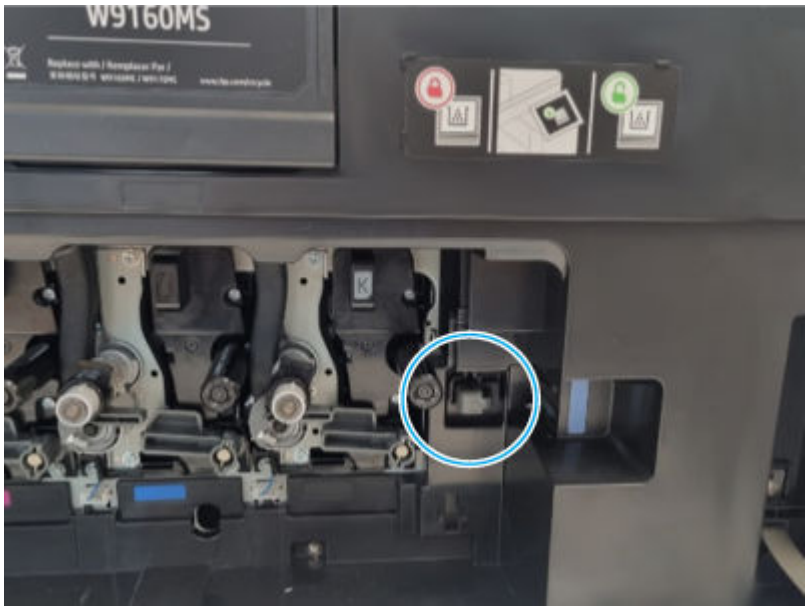


5. Remove the paper dust holder

Use the following procedure to remove and replace the paper dust holder.

1. Locate the paper dust holder.

Figure 5-1426 Locate the paper dust holder



2. Release the assembly, and then pull the paper dust holder straight out of the printer to remove it.

Figure 5-1427 Remove the assembly



6. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-1428 **Remove two screws**



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-1429 **Remove the cover**



7. Remove the keyboard (drawer type)

Use the following procedure to remove and replace the keyboard (drawer type).

NOTE: The optional keyboard is for flow models only. For all other models, skip this step.

1. Do the following:

   - Rotate the control panel into the upright position (callout 1).

- Use a pair of tweezers to release the cover (callout 2), and then remove the top cover (callout 3).

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

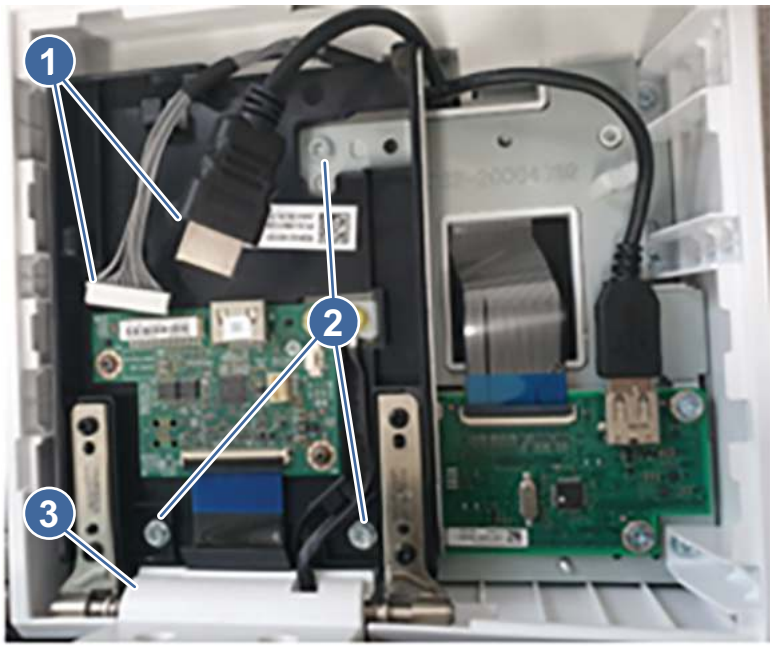
Figure 5-1430 Remove the cover



2. Disconnect two connectors (callout 1), remove three screws (callout 2, and then remove the control panel (callout 3).

NOTE: Lift the control panel straight up to remove it.

Figure 5-1431 Remove the control panel



3. Disconnect one connector.

IMPORTANT: The control panel mount bracket and the keyboard must be removed together. They are attached to each other by a film cable.

Figure 5-1432 **Disconnect one connector**



4. Remove four screws.

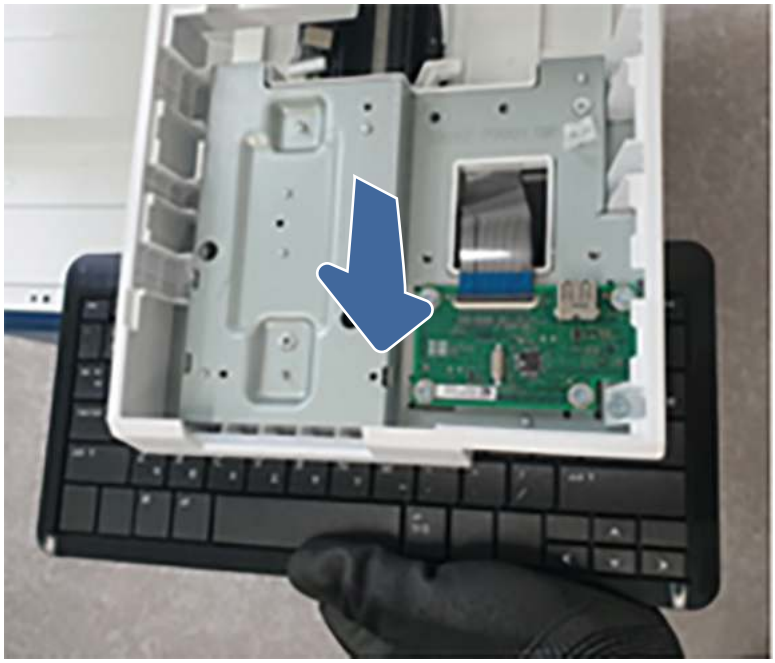
Figure 5-1433 **Remove four screws**



5. Pull the mount bracket and keyboard assembly straight out and away from the printer to **release** it.

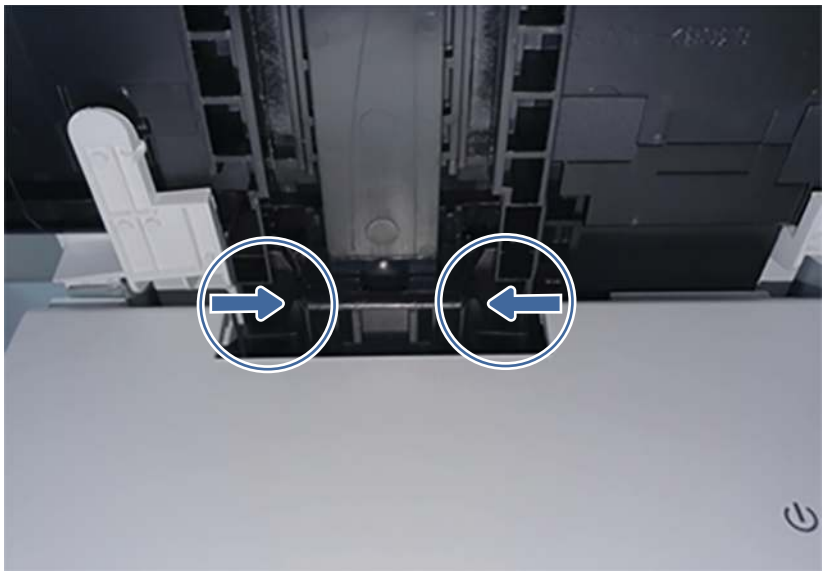
CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by two hooks.

Figure 5-1434 Release the assembly



6. Look up under the mount bracket and keyboard assembly to locate two hooks. Press in on each hook, and then pull the assembly away form the printer to remove it.

Figure 5-1435 Remove the assembly



7. **Special instruction for a replacement keyboard**

   a. Dispose of the defective part. See

   NOTE: HP recommends responsible disposal of the defective part.

   http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

b. Unpack the replacement parts supplied in the service kit.

IMPORTANT: Only the control panel mount and keyboard assembly (callout 2) are required to be installed.

Save the additional service kit parts (callouts 1/3/4) for other applications.

Figure 5-1436 Service kit parts



8. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

NOTE: If an optional keyboard is installed, remove it now.

1. Remove two screws.

Figure 5-1437 Remove two screws



2. Open the right door.

Figure 5-1438 **Open the right door**



3. Move the control panel out of the way, and then slide the cover as shown below to separate it from the printer.

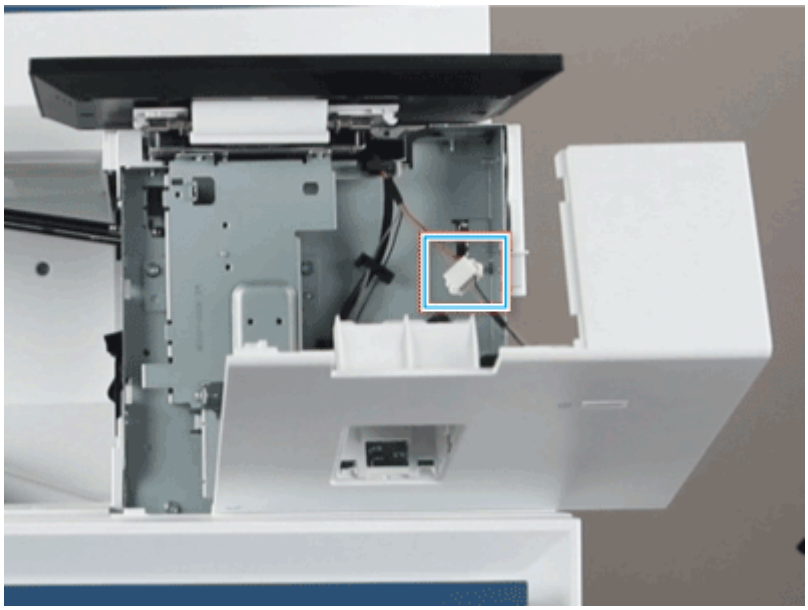
⚠ CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-1439 **Slide the cover**



4. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-1440 **Remove the cover assembly**

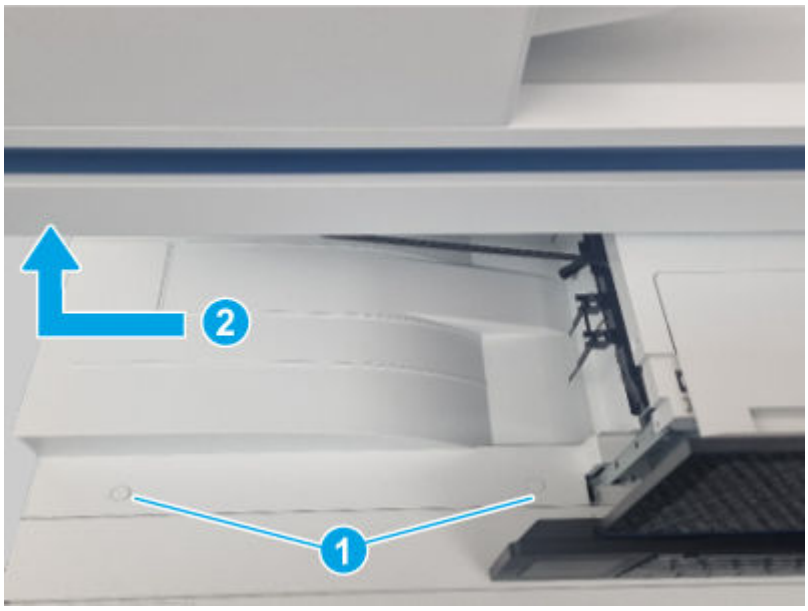


9. Remove the exit cover stacker

Use the following procedure to remove and replace the exit cover stacker.

- Remove two screw caps and remove two screws (callout 1), and then remove the exit cover stacker (callout 2).

Figure 5-1441 **Remove the cover**



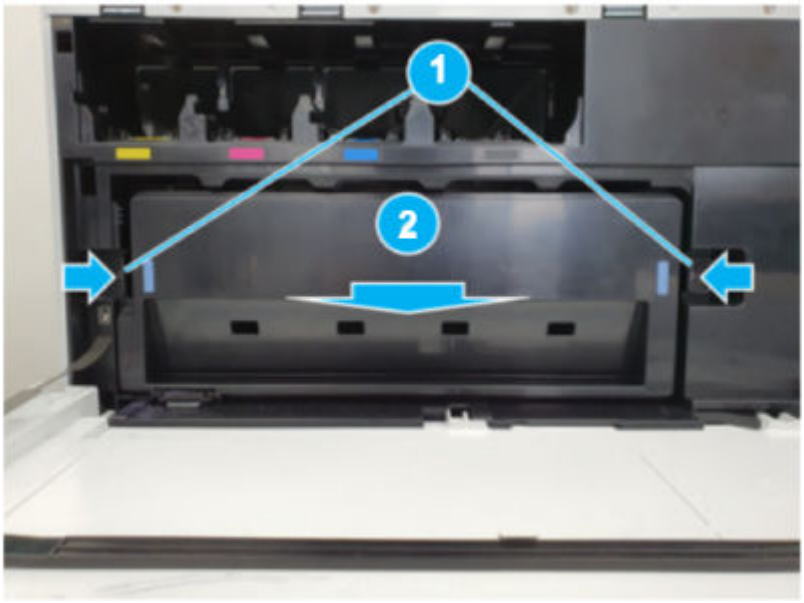
10. Remove the toner collection duct unit (TCDU)

Use the following procedure to remove and replace the TCDU.

1. Open the front door.

2. Push in on two tabs (callout 1) to release the unit, and then pull it straight out (callout 2) of the printer to remove it.

Figure 5-1442 Remove the unit



11. Remove the front cover

Use the following procedure to remove and replace the front cover.

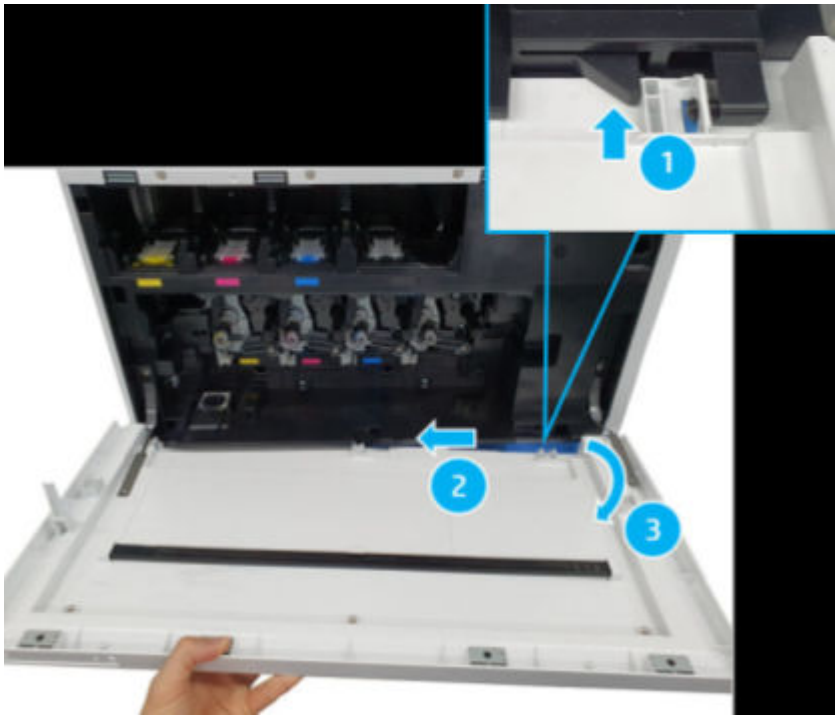
1. Remove two screws.

Figure 5-1443 Remove two screws



2. Push in on the hook located at the right side of the cover (callout 1), and then remove the cover (callouts 2/3).

Figure 5-1444 Remove the cover

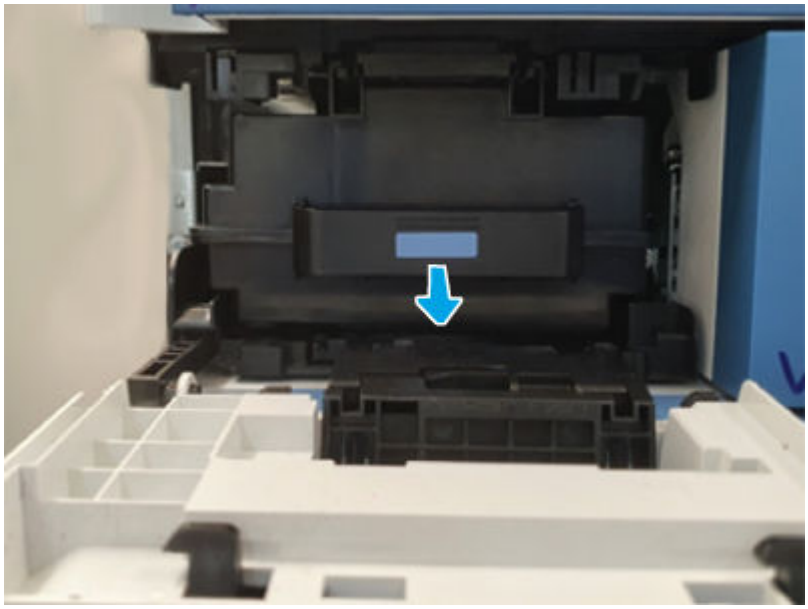


12. Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the TCU cover (located to the left of Tray 2), and then remove the TCU.

Figure 5-1445 Remove the TCU



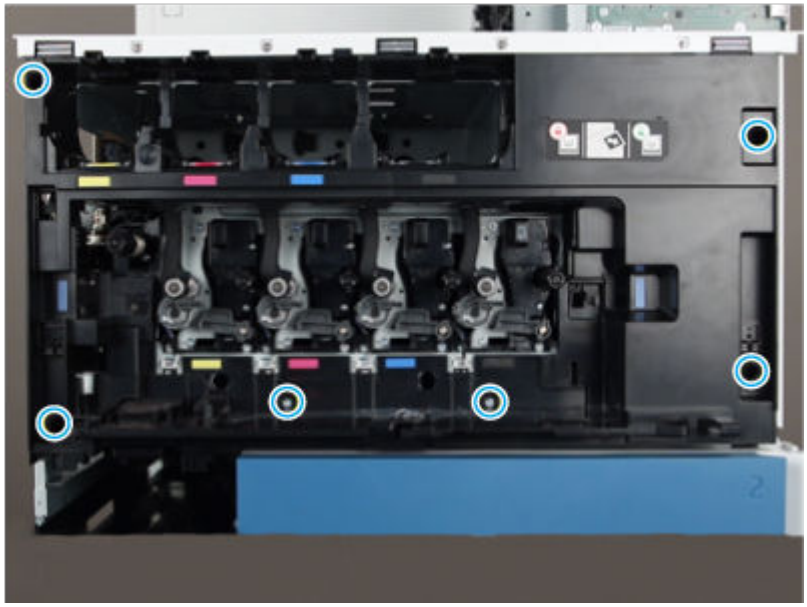
13. Remove the inner cover

Use the following procedure to remove and replace the inner cover.

⚠ **CAUTION:** Make sure that the toner collection unit (TCU) is removed **before** removing the inner cover to avoid dislodging the TCU shutter.

- Remove six screws.

Figure 5-1446 Remove six screws

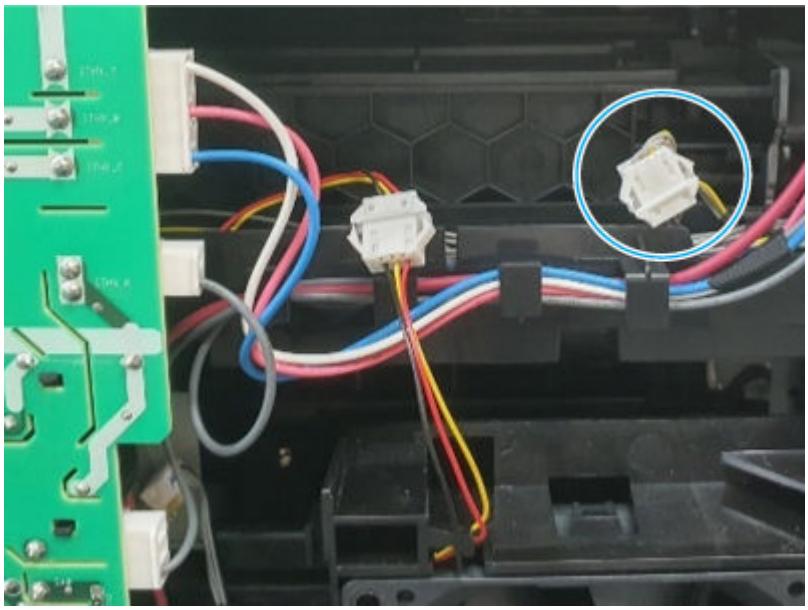


14. Remove the front door switch assembly

Use the following procedure to remove and replace the front door switch assembly.

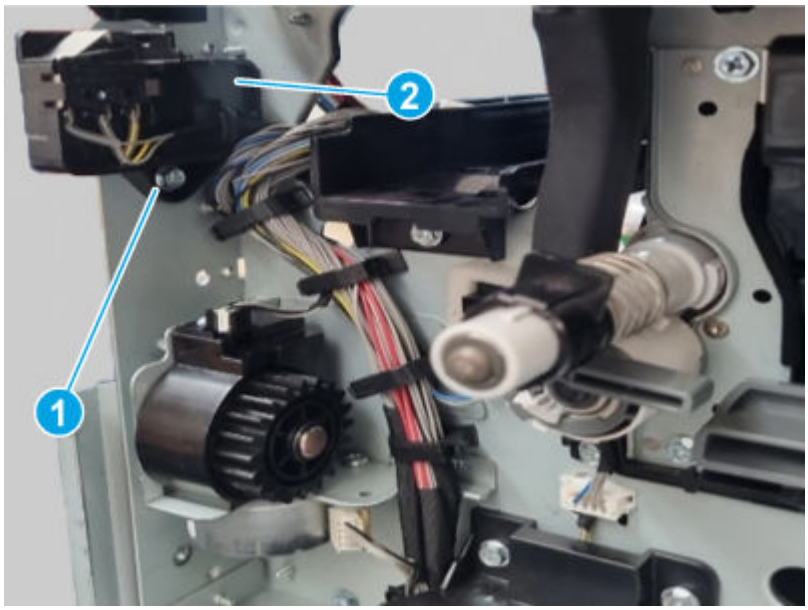
1. At the left side of the printer, disconnect one connector.

Figure 5-1447 Disconnect one connector



2. Remove one screw (callout 1), and then remove the front door switch assembly (callout 2).

Figure 5-1448 **Remove the switch**



15. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Right door switch assembly

Learn about removing and replacing the right door switch.

View a video of removing and replacing the right door switch.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-125 Part information

Part number	Part description
JC93-01467A	Switch (right door switch)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

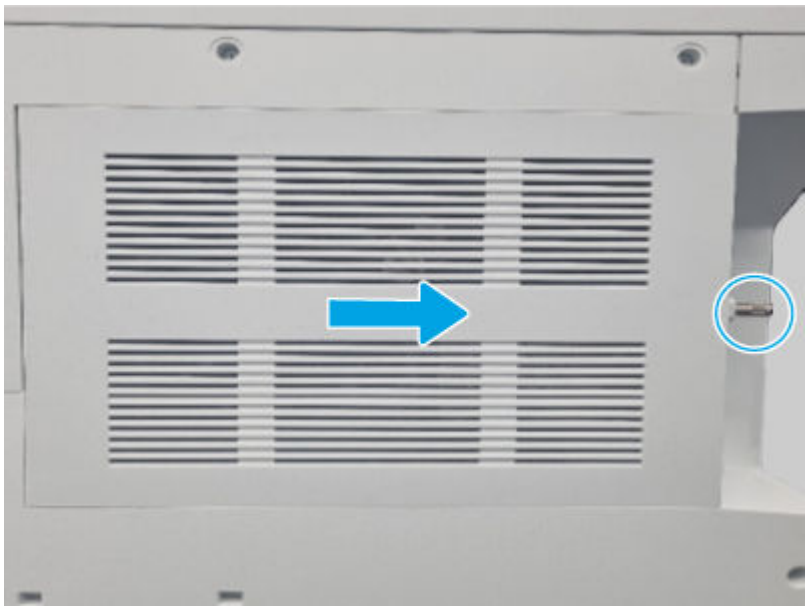
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1449 Remove the cover

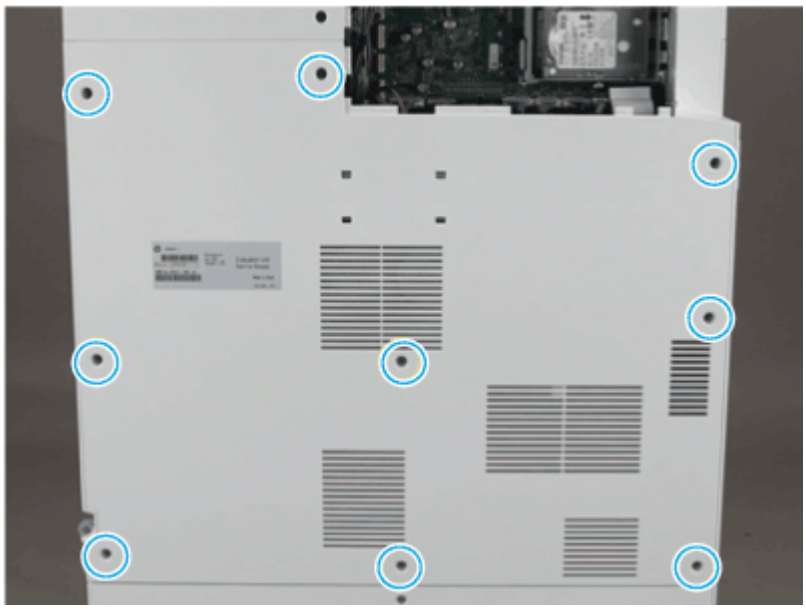


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1450 Remove the cover

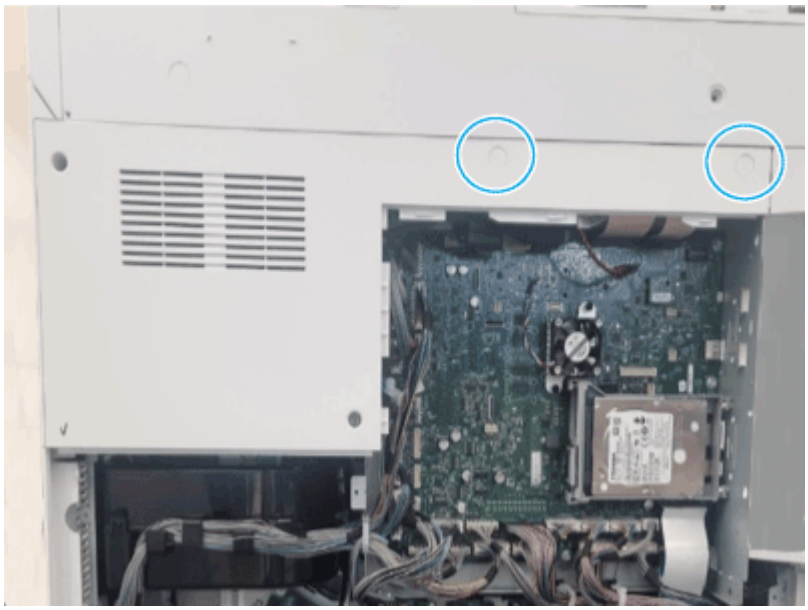


3. Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

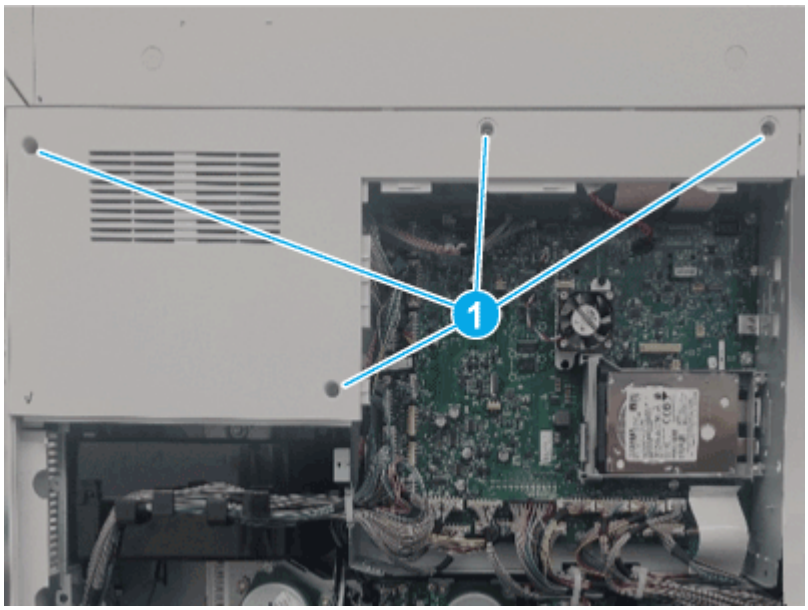
1. Use a pair of tweezers to remove the screw caps.

Figure 5-1451 **Remove the screw caps**



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-1452 **Remove the cover**



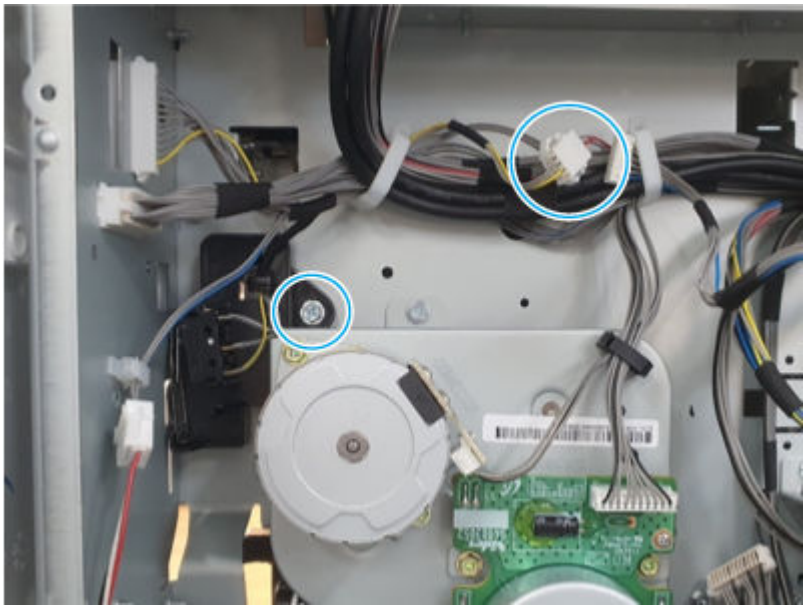
4. Remove the right door switch

Use the following procedure to remove and replace the right door switch.

1. Open the right door.
2. Disconnect one connector, remove one screw, and then remove the right door switch.

NOTE: Release the wire harness from the retainer.

Figure 5-1453 Remove the switch



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Control panel

Learn about control panel parts removal and replacement.

Base control panel

Review the base control panel removal procedures.

Removal and replacement: Control panel

Learn about removing and replacing the control panel.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-126 Part information

Part number	Part description
5QK42-60104	Control-panel assembly 25.6 cm (10.1 in 2nd)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the middle upper cover

Use the following procedure to remove and replace the middle upper cover.

1. Rotate the control panel into the upright position.

Figure 5-1454 **Raise the control panel**



2. Use a pair of tweezers to release the cover, and then remove the cover.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-1455 **Remove the cover**



2. Remove the control panel

Use the following procedure to remove and replace the control panel.

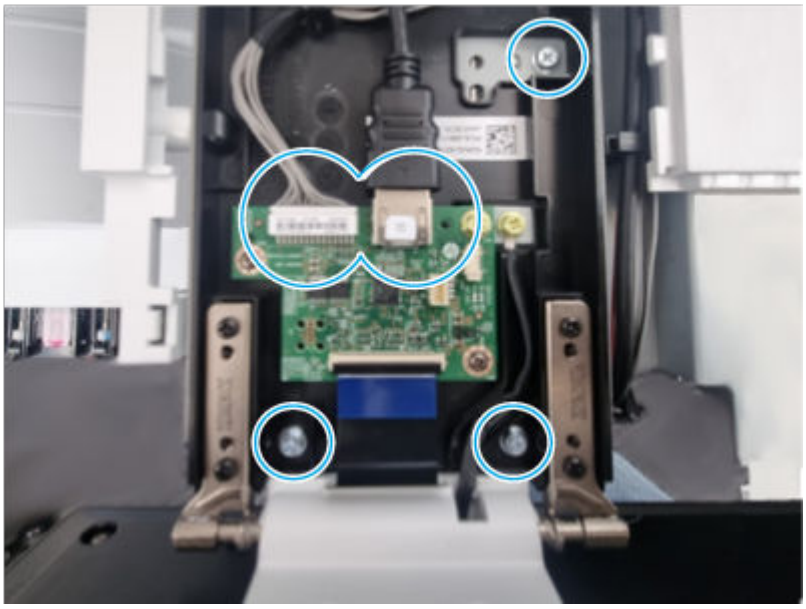
1. Remove one screw.

Figure 5-1456 **Remove one screw**



2. Disconnect two connectors, remove three screws, and then remove the control panel.

Figure 5-1457 **Remove the control panel**



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

PCAs

Learn about printed circuit assembly (PCA) parts removal and replacement.

Main PCA

Learn about main printed circuit assembly (PCA) parts removal and replacement.

Removal and replacement: Formatter

Learn about removing and replacing the formatter.

View a video of removing and replacing the formatter.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-127 Part information

Part number	Part description
6CF14-67001	Formatter (main PCA) (Formatter)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

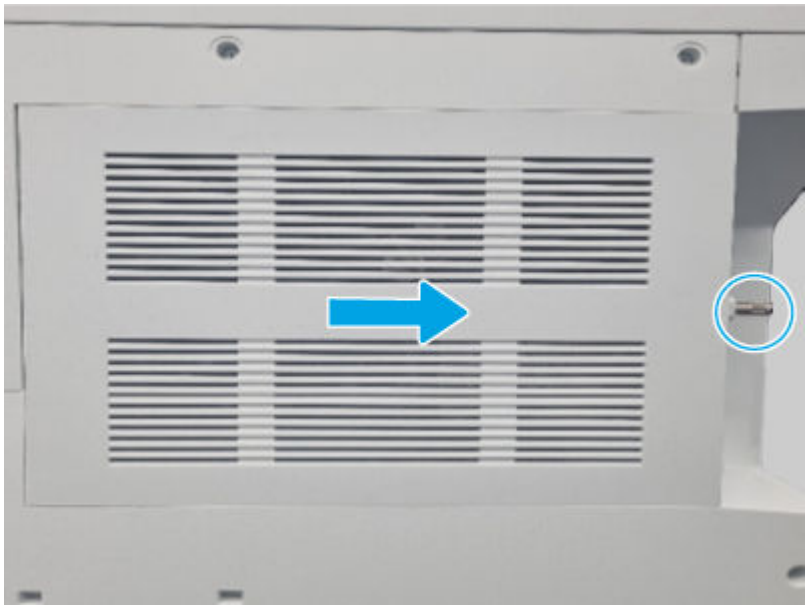
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1458 Remove the cover

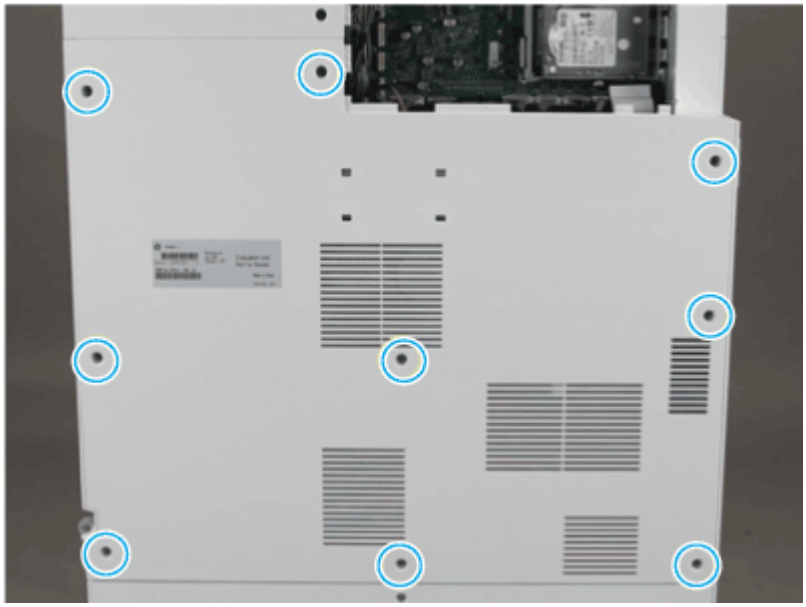


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1459 Remove the cover

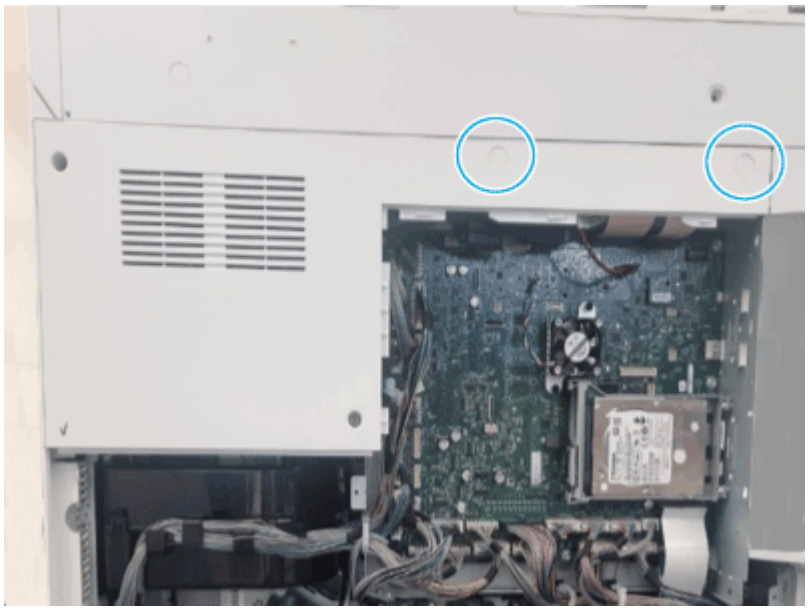


3. Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

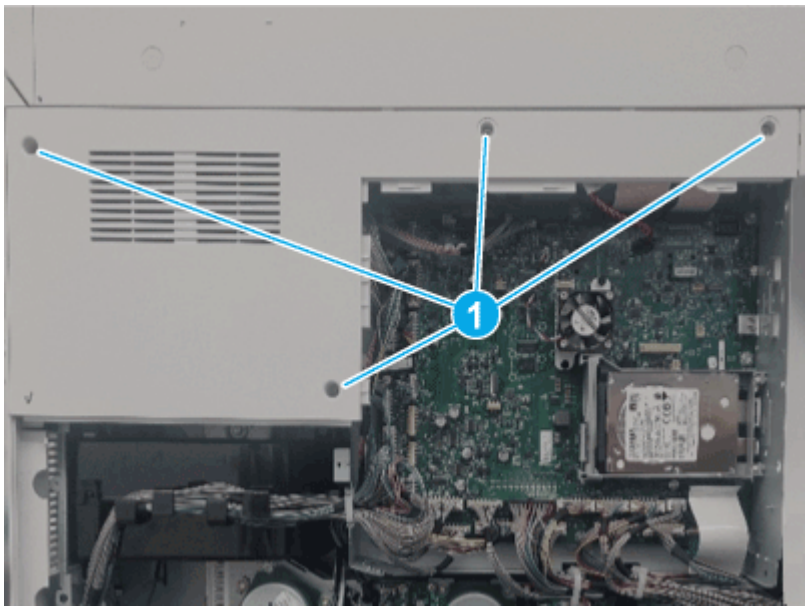
1. Use a pair of tweezers to remove the screw caps.

Figure 5-1460 Remove the screw caps



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-1461 Remove the cover



4. Remove the rivet-SSD

Use the following procedure to remove and replace the rivet-SSD.

- Locate the SSD rivets near the formatter interface ports, and then use a pair of tweezers to remove them.

Figure 5-1462 Remove the rivets



5. Remove the SSD

Use the following procedure to remove and replace the SSD.

- Push in and lift up on the lever (callout 1) to release the SSD, and then remove it and the cradle together (callout 2).

Figure 5-1463 Remove the SSD

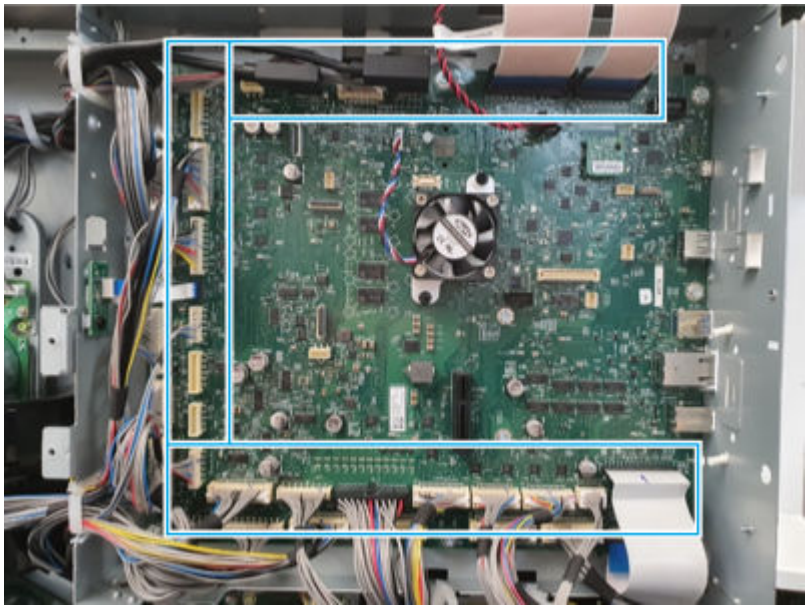


6. Remove the formatter

Use the following procedure to remove and replace the formatter.

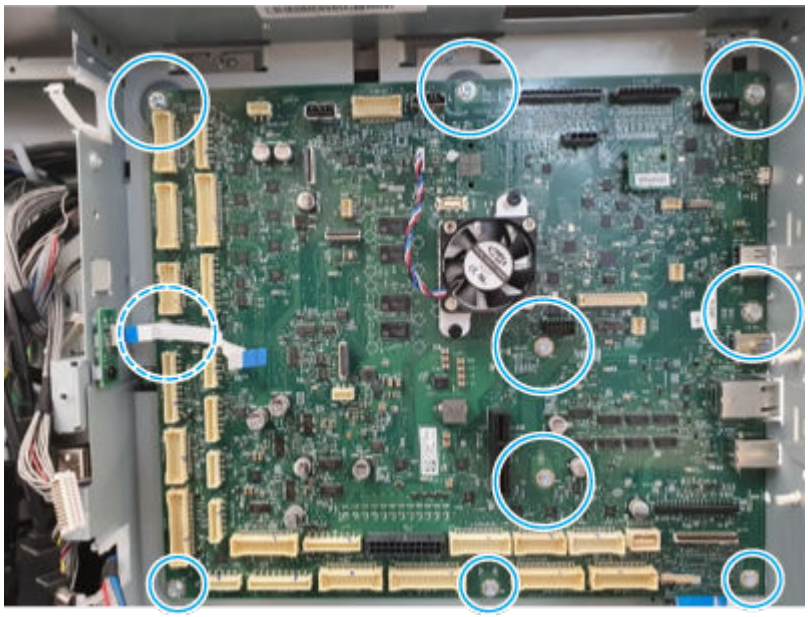
1. Disconnect all of the connectors on the formatter.

Figure 5-1464 Disconnect all connectors



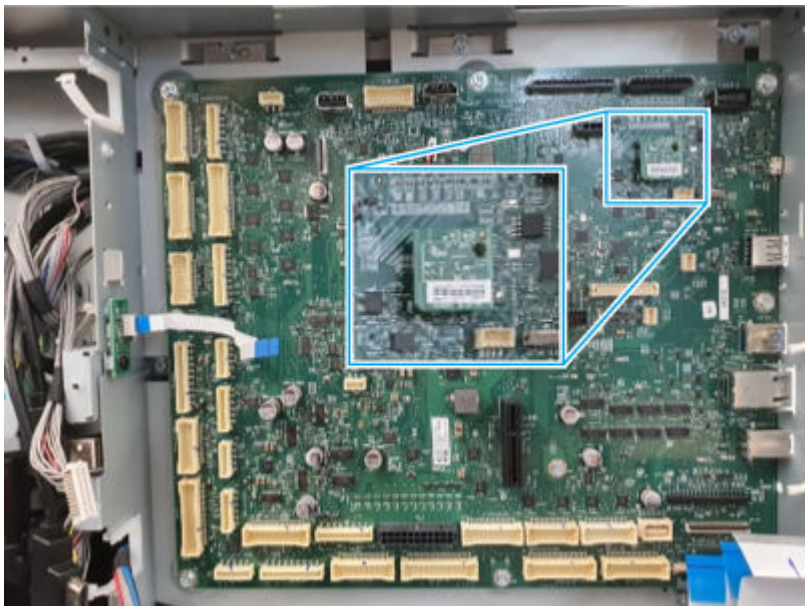
2. Remove ten screws, and then remove the formatter.

Figure 5-1465 **Remove ten screws**



3. **For replacement formatter installations**: The trusted platform module (TPM) is not a replaceable service part. Remove the TPM from the discarded formatter, and then install it on the replacement formatter.

Figure 5-1466 **Formatter TPM**



4. Install the replacement formatter by tilting the board and lining it up with the four tabs shown.

Figure 5-1467 Four tabs on the printer housing

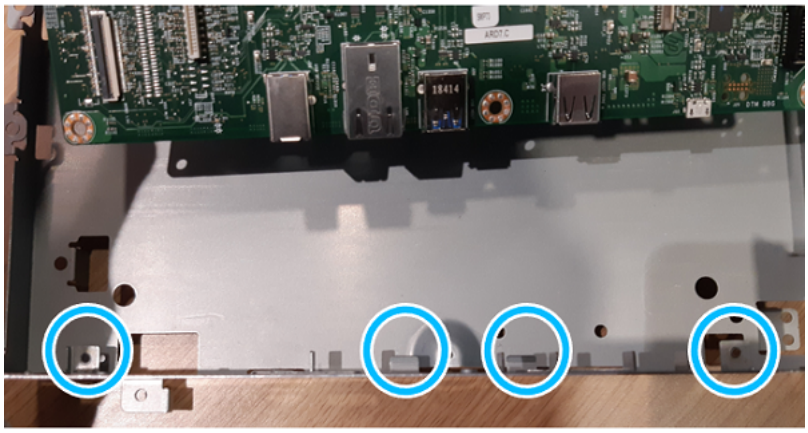
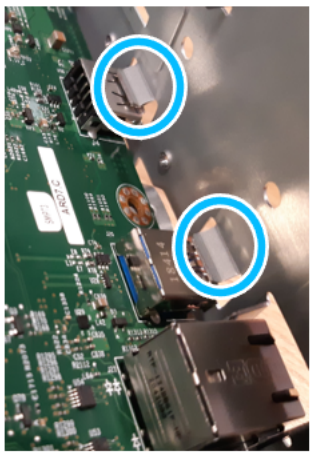
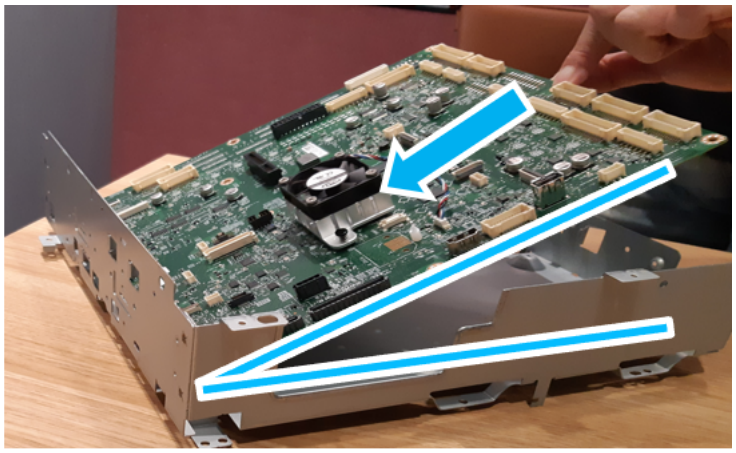


Figure 5-1468 Tilting the formatter board and lining up the tabs





7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not

available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Riser card and cradle

Learn about removing and replacing the riser card and cradle.

View a video of removing and replacing the riser card and cradle.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-128 Part information

Part number	Part description
3SJ01-60002	Riser card-EPS2.0 Riser for SSD
5851-8707	Cradle-Riser card

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

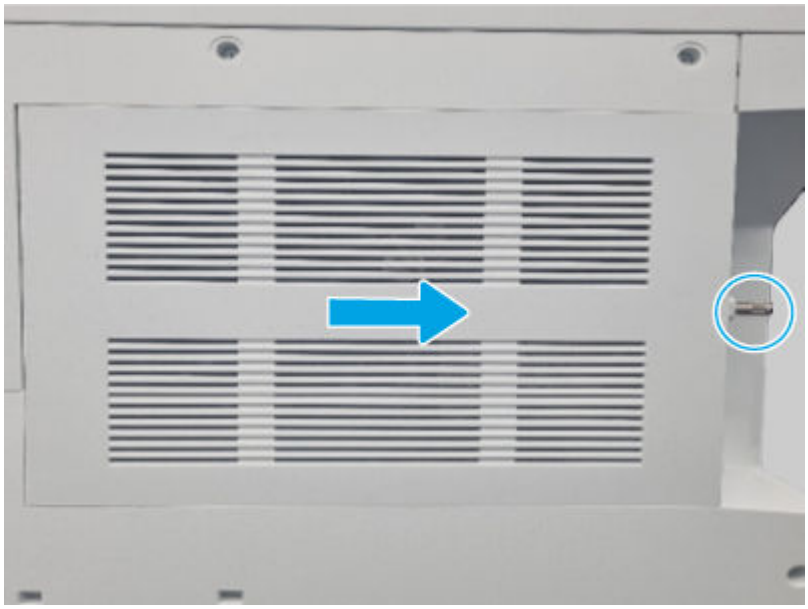
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1469 **Remove the cover**



2. Remove the rivet-SSD

Use the following procedure to remove and replace the rivet-SSD.

- Locate the SSD rivets near the formatter interface ports, and then use a pair of tweezers to remove them.

Figure 5-1470 Remove the rivets



3. Remove the SSD

Use the following procedure to remove and replace the SSD.

- Push in and lift up on the lever (callout 1) to release the SSD, and then remove it and the cradle together (callout 2).

Figure 5-1471 Remove the SSD

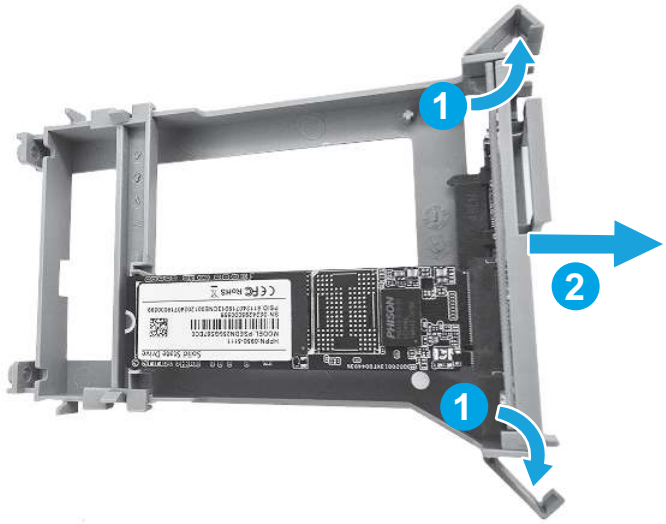


4. Remove the riser card and cradle

Use the following procedure to remove and replace the riser card and cradle.

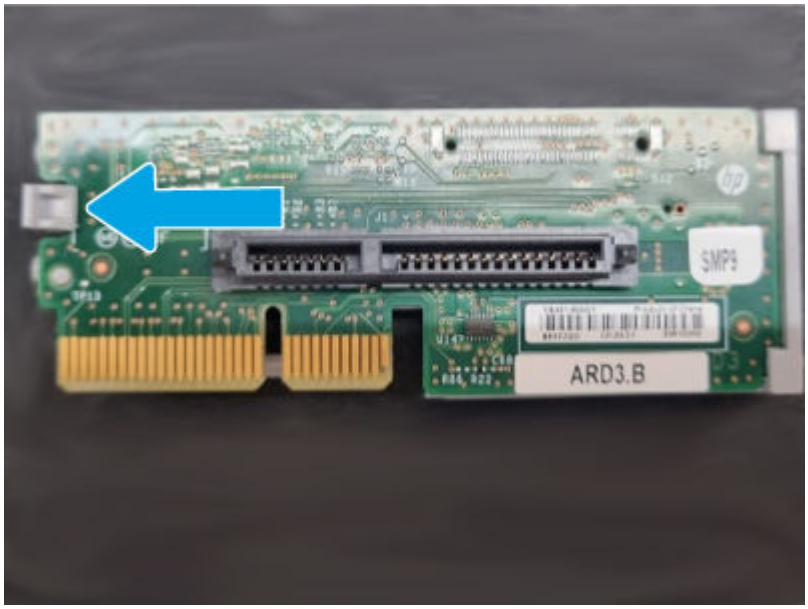
1. Release the clips on both ends of the cradle (callout 1), and then remove the riser card (callout 2).

Figure 5-1472 Remove the riser card



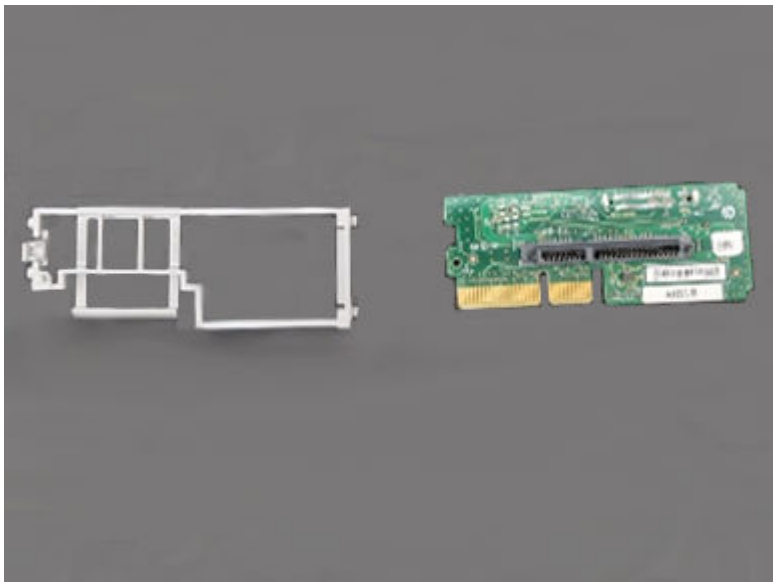
2. Release the hook.

Figure 5-1473 Release the hook



3. Separate the riser card from the cradle.

Figure 5-1474 **Remove the riser card and cradle**



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Rivet-SSD

Learn about removing and replacing the solid state drive rivet.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-129 Part information

Part number	Part description
6ER04-40035	Rivet-SSD

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the rivet-SSD

Use the following procedure to remove and replace the rivet-SSD.

- Locate the SSD rivets near the formatter interface ports, and then use a pair of tweezers to remove them.

Figure 5-1475 Remove the rivets



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Cradle-SSD

Learn about removing and replacing the solid state drive cradle.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-130 Part information

Part number	Part description
5851-8707	Cradle-SSD

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

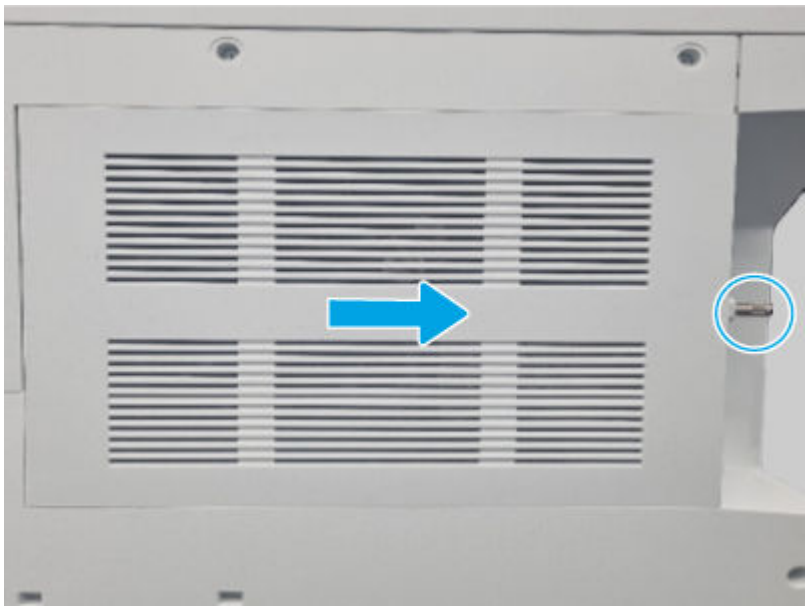
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1476 Remove the cover



2. Remove the rivet-SSD

Use the following procedure to remove and replace the rivet-SSD.

- Locate the SSD rivets near the formatter interface ports, and then use a pair of tweezers to remove them.

Figure 5-1477 Remove the rivets



3. Remove the SSD

Use the following procedure to remove and replace the SSD.

- Push in and lift up on the lever (callout 1) to release the SSD, and then remove it and the cradle together (callout 2).

Figure 5-1478 Remove the SSD

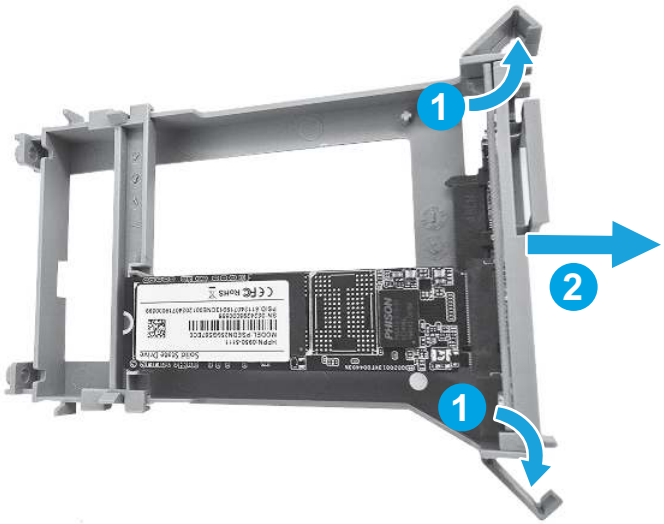


4. Remove the SSD from the cradle

Use the following procedure to remove the SSD from the cradle.

1. Release the clips on both ends of the cradle (callout 1), and then remove the riser card and SSD from the cradle. (callout 2).

Figure 5-1479 Remove the riser card



2. Separate the SSD from the cradle.

Figure 5-1480 **Separate the SSD from the cradle**



3. Separate the SSD from the riser card.

Figure 5-1481 **Separate the SSD from the riser card**



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: SSD 256GB

Learn about removing and replacing the SSD.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-131 Part information

Part number	Part description
0950-5111	SSD 256GB M.2 PCIE NVME 2280 3D-NAND

Required tools

- #2 JIS screwdriver with a magnetic tip

- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

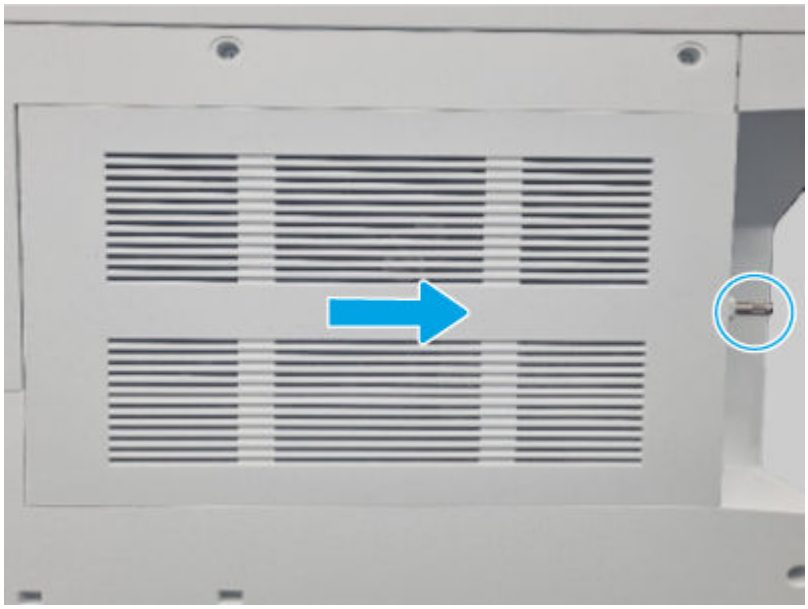
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1482 **Remove the cover**



2. Remove the rivet-SSD

Use the following procedure to remove and replace the rivet-SSD.

- Locate the SSD rivets near the formatter interface ports, and then use a pair of tweezers to remove them.

Figure 5-1483 Remove the rivets



3. Remove the SSD

Use the following procedure to remove and replace the SSD.

- Push in and lift up on the lever (callout 1) to release the SSD, and then remove it and the cradle together (callout 2).

Figure 5-1484 Remove the SSD

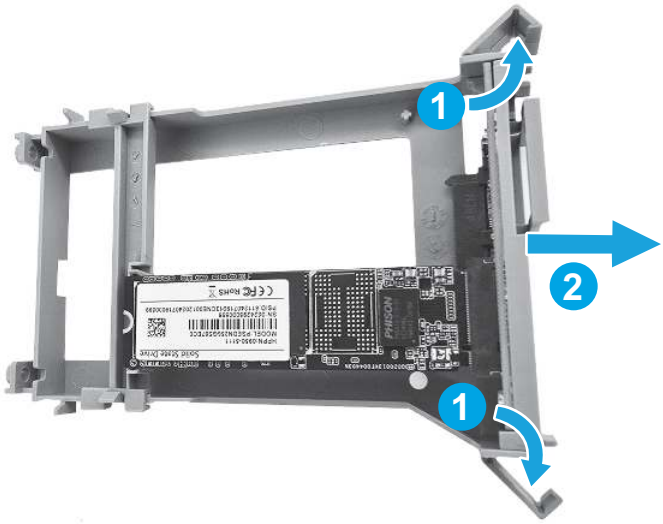


4. Remove the SSD from the cradle

Use the following procedure to remove the SSD from the cradle.

1. Release the clips on both ends of the cradle (callout 1), and then remove the riser card and SSD from the cradle. (callout 2).

Figure 5-1485 **Remove the riser card**



2. Separate the SSD from the cradle.

Figure 5-1486 **Separate the SSD from the cradle**



3. Separate the SSD from the riser card.

Figure 5-1487 **Separate the SSD from the riser card**



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Sub PCAs

Learn about sub printed circuit assembly (PCA) parts removal and replacement.

Removal and replacement: Accelerator card (optional)

Learn about removing and replacing the accelerator card.

View a video of removing and replacing the accelerator card.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-132 Part information

Part number	Part description
6HN30-67001	Accelerator card

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

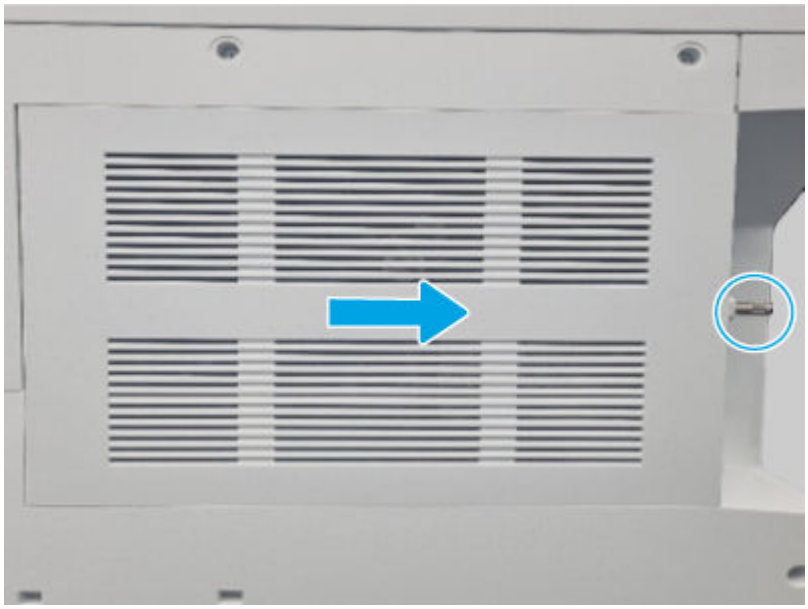
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1488 **Remove the cover**



2. Remove the rivet-SSD

Use the following procedure to remove and replace the rivet-SSD.

- Locate the SSD rivets near the formatter interface ports, and then use a pair of tweezers to remove them.

Figure 5-1489 **Remove the rivets**

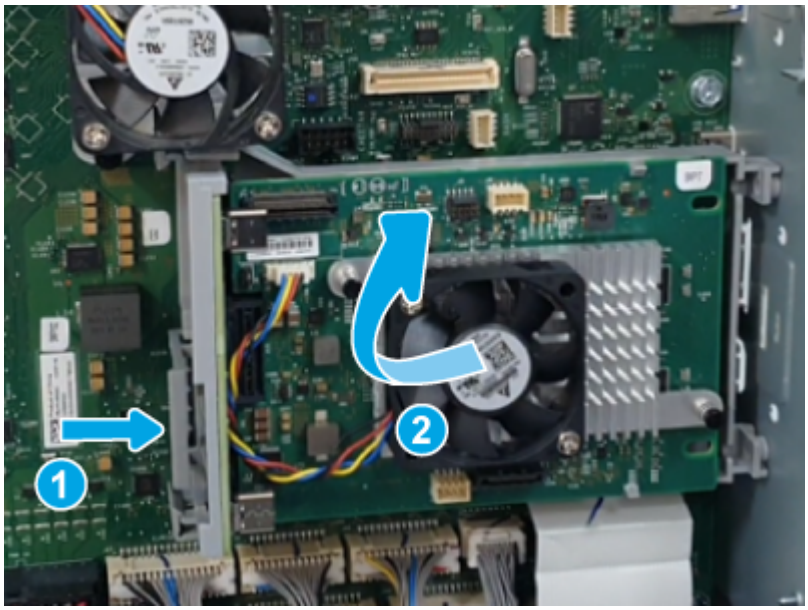


3. Remove the solid state drive (SSD) and accelerator card assembly

Use the following procedure to remove and replace the SSD and accelerator card assembly.

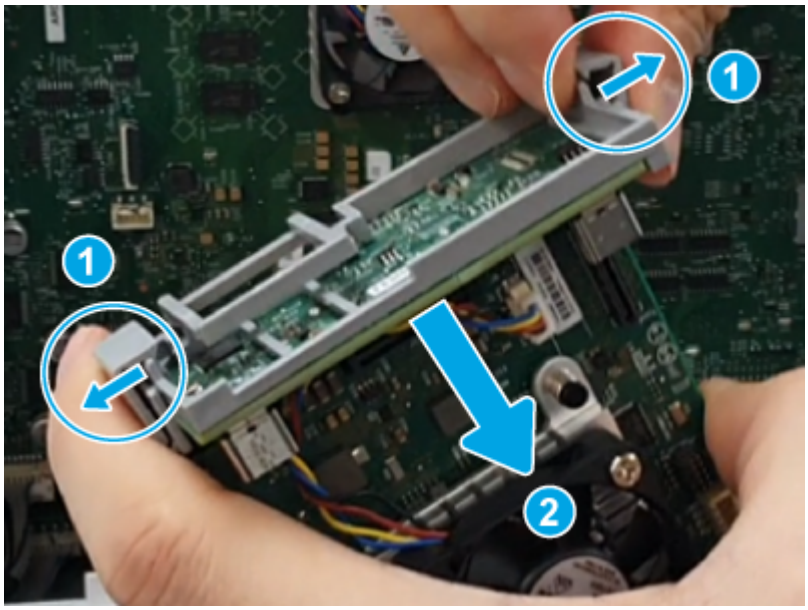
1. Push in and lift up on the lever (callout 1) to release the assembly, and then remove the hard drive and accelerator card together (callout 2).

Figure 5-1490 **Remove the SSD and accelerator card assembly**



2. Release two clips (callout 1), and then separate the accelerator card form the riser card to remove it (callout 2).

Figure 5-1491 **Remove the accelerator card**



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: USB hub PCA

Learn about removing and replacing the USB hub PCA.

View a video of removing and replacing the USB hub PCA.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-133 Part information

Part number	Part description
3SJ04-60002	USB hub PCA

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-1492 Remove two screws



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-1493 **Remove the cover**



2. Remove the keyboard (drawer type)

Use the following procedure to remove and replace the keyboard (drawer type).

NOTE: The optional keyboard is for flow models only. For all other models, skip this step.

1. Do the following:
   - Rotate the control panel into the upright position (callout 1).
   - Use a pair of tweezers to release the cover (callout 2), and then remove the top cover (callout 3).

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

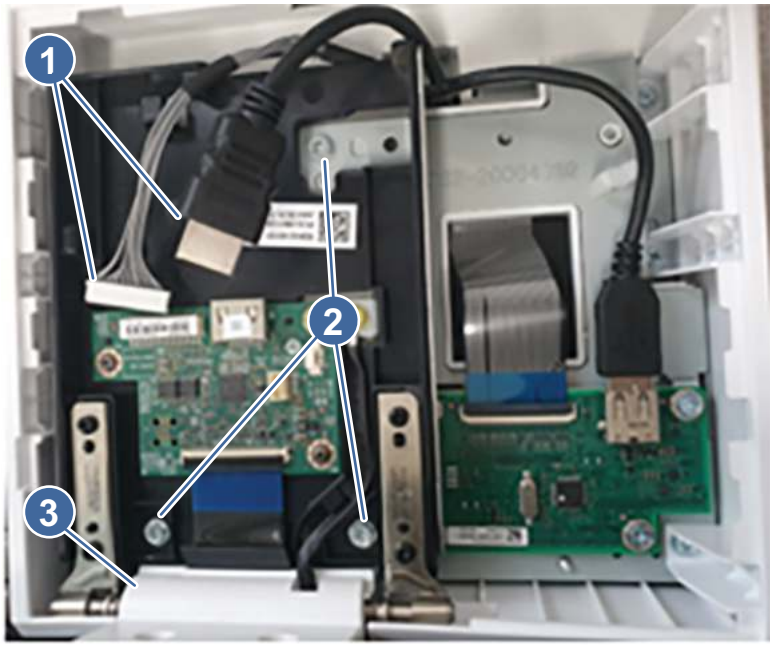
Figure 5-1494 Remove the cover



2. Disconnect two connectors (callout 1), remove three screws (callout 2, and then remove the control panel (callout 3).

NOTE: Lift the control panel straight up to remove it.

Figure 5-1495 Remove the control panel



3. Disconnect one connector.

IMPORTANT: The control panel mount bracket and the keyboard must be removed together. They are attached to each other by a film cable.

Figure 5-1496 Disconnect one connector



4. Remove four screws.

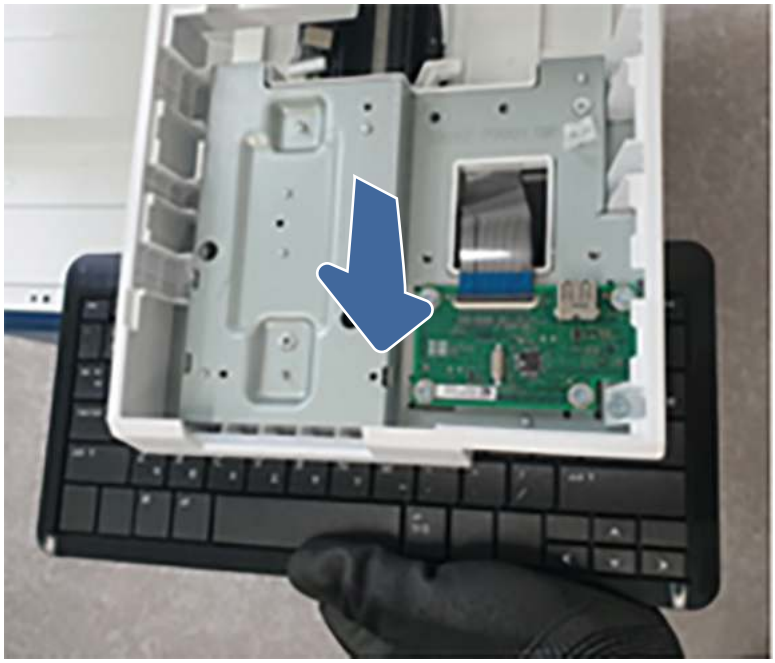
Figure 5-1497 Remove four screws



5. Pull the mount bracket and keyboard assembly straight out and away from the printer to **release** it.

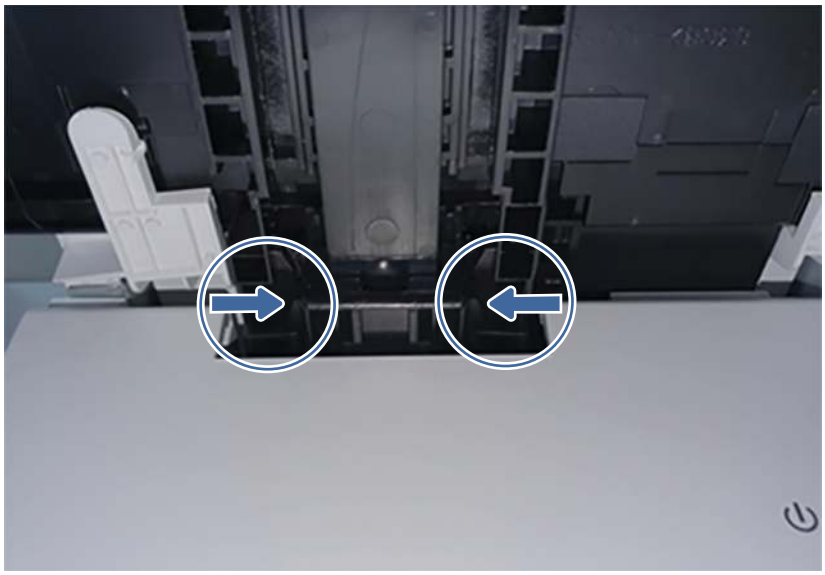
⚠ CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by two hooks.

Figure 5-1498 Release the assembly



6. Look up under the mount bracket and keyboard assembly to locate two hooks. Press in on each hook, and then pull the assembly away form the printer to remove it.

Figure 5-1499 Remove the assembly



7. **Special instruction for a replacement keyboard**

   a. Dispose of the defective part. See

   NOTE: HP recommends responsible disposal of the defective part.

   http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

b. Unpack the replacement parts supplied in the service kit.

IMPORTANT: Only the control panel mount and keyboard assembly (callout 2) are required to be installed.

Save the additional service kit parts (callouts 1/3/4) for other applications.

Figure 5-1500 Service kit parts



3. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

NOTE: If an optional keyboard is installed, remove it now.

1. Remove two screws.

Figure 5-1501 Remove two screws



2. Open the right door.

Figure 5-1502 **Open the right door**



3. Move the control panel out of the way, and then slide the cover as shown below to separate it from the printer.

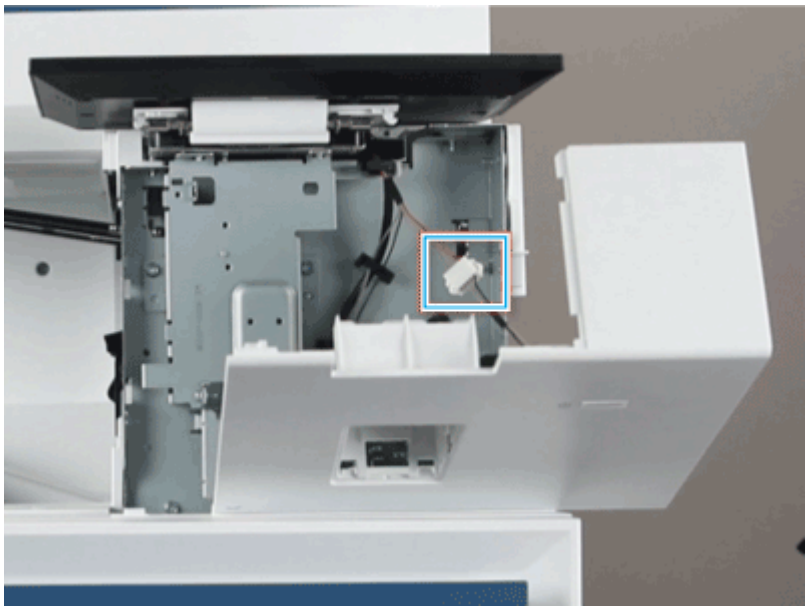
⚠ CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-1503 **Slide the cover**



4. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-1504 Remove the cover assembly

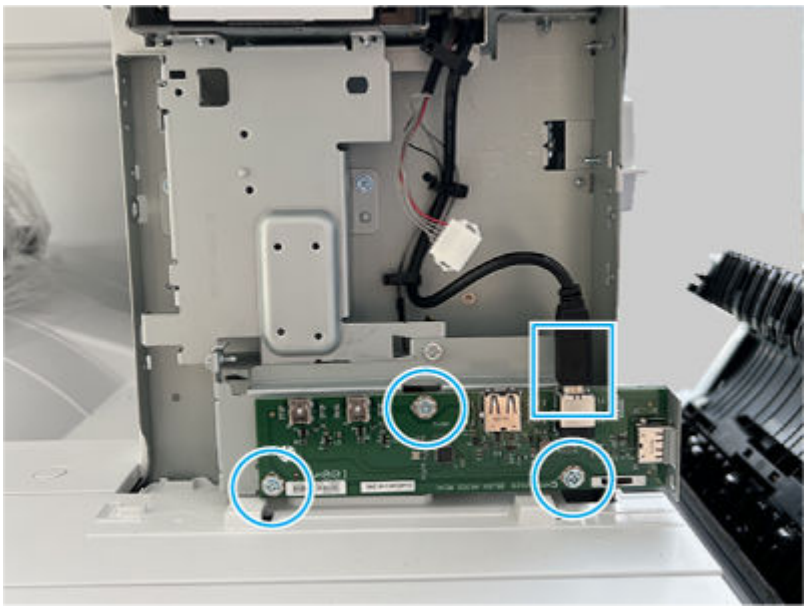


4. Remove the USB hub PCA

Use the following procedure to remove and replace the USB hub PCA.

- Disconnect one connector, remove three screws, and then remove the USB hub PCA.

Figure 5-1505 Remove the PCA



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Island of data (IOD)

Learn about removing and replacing the IOD.

View a video of removing and replacing the IOD.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-134 Part information

Part number	Part description
3SJ06-60001	Island of Data

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

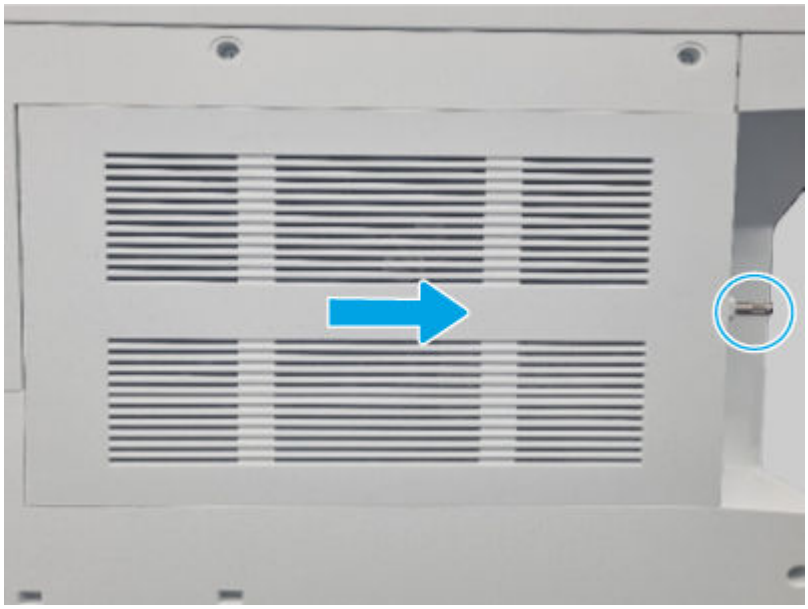
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1506 Remove the cover

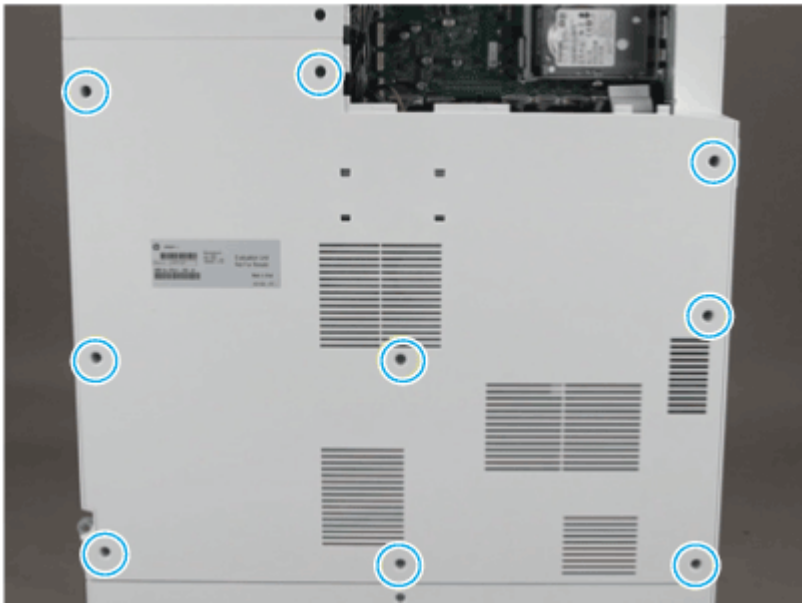


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1507 Remove the cover

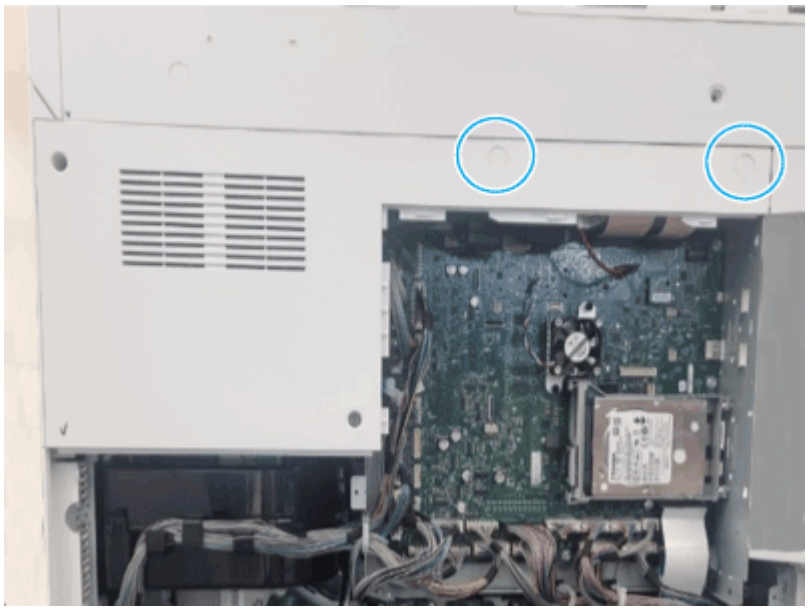


3. Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

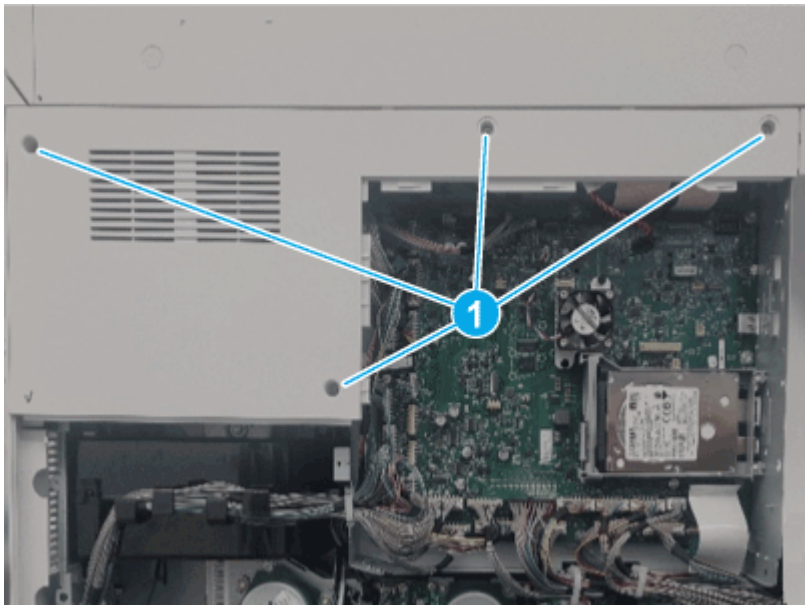
1. Use a pair of tweezers to remove the screw caps.

Figure 5-1508 Remove the screw caps



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-1509 **Remove the cover**

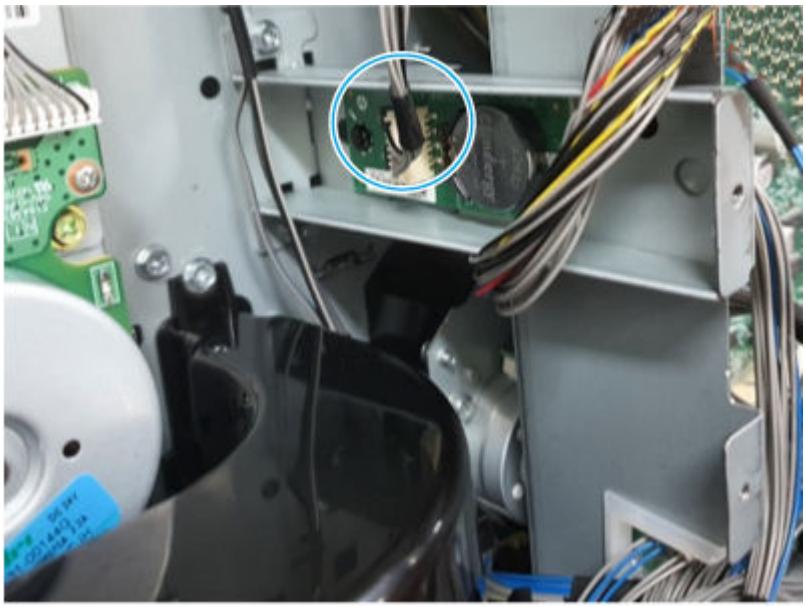


4. Remove the IOD

Use the following procedure to remove and replace the IOD.

1. Disconnect one connector.

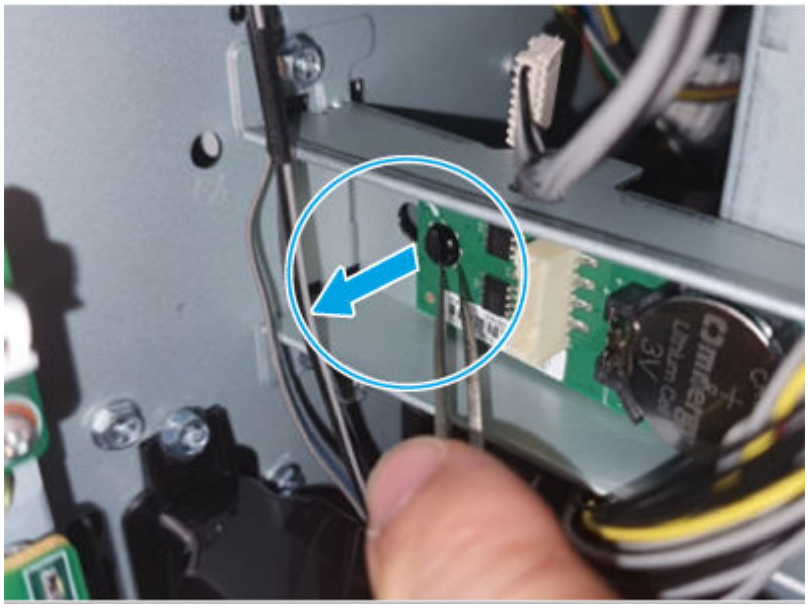
Figure 5-1510 **Disconnect one connector**



2. Use a pair of tweezers to remove one rivet, and then remove the island of data.

⚠ CAUTION: Be careful when handling the rivet. Do not drop it into the printer engine.

Figure 5-1511 Remove the PCA



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Toner collection unit (TCU) full sensor PCA

Learn about removing and replacing the toner collection unit full sensor PCA.

View a video of removing and replacing the toner collection unit full sensor PCA.

Mean time to repair: 20 minutes

Service level: Difficult

Before performing service

This procedure requires removing the toner cartridges using the control panel method. Do this prior to turning the power off. For more information, see *Remove the toner cartridges (control panel method)* in this topic.

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-135 Part information

Part number	Part description
JC92-02471A	Toner collection full sensor (toner collection unit full sensor PCA)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the toner cartridges (control panel method)

Use the following procedure to remove and replace the toner cartridges.

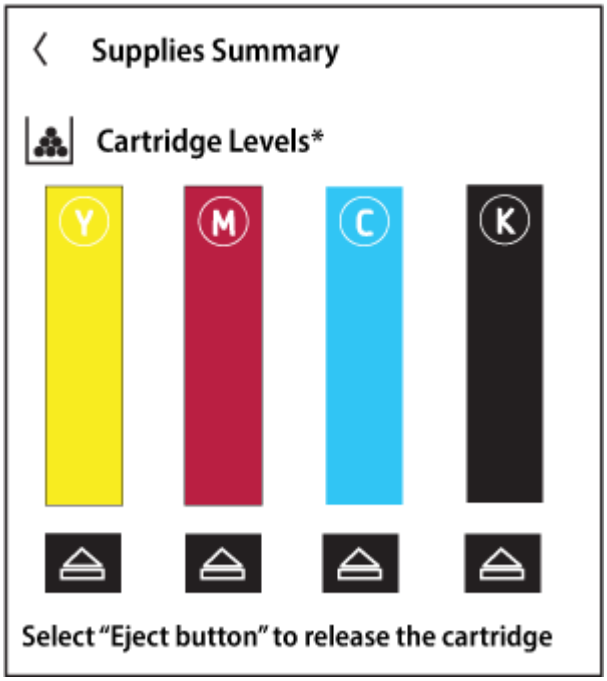
- At the printer control panel, do the following:

  a. Select the Supplies item.

  b. Open the front door.

  c. Select the Eject button (located below the Cartridge Levels indicators).

Figure 5-1512 Eject the toner cartridge (control panel method)

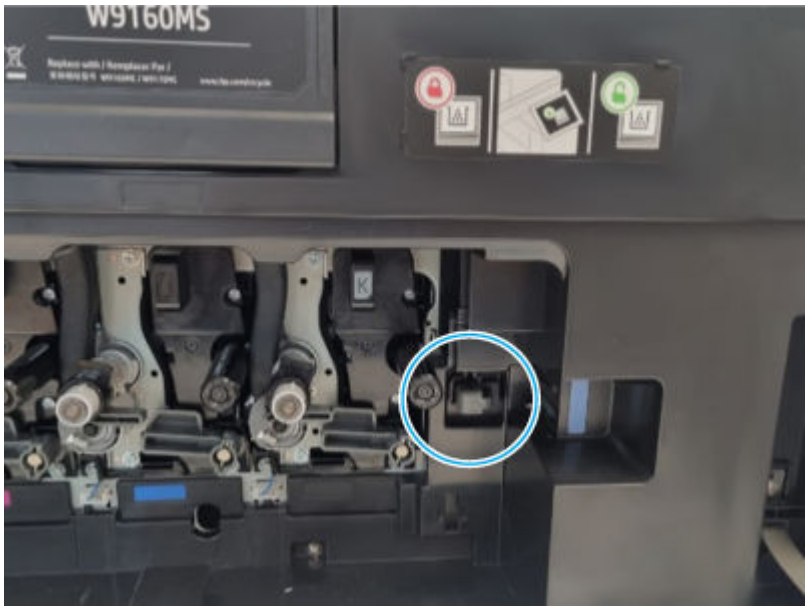


2. Remove the paper dust holder

Use the following procedure to remove and replace the paper dust holder.

1. Locate the paper dust holder.

Figure 5-1513 Locate the paper dust holder



2. Release the assembly, and then pull the paper dust holder straight out of the printer to remove it.

Figure 5-1514 Remove the assembly



3. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-1515 Remove two screws



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-1516 Remove the cover



4. Remove the keyboard (drawer type)

Use the following procedure to remove and replace the keyboard (drawer type).

NOTE: The optional keyboard is for flow models only. For all other models, skip this step.

1. Do the following:
   - Rotate the control panel into the upright position (callout 1).

- Use a pair of tweezers to release the cover (callout 2), and then remove the top cover (callout 3).

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

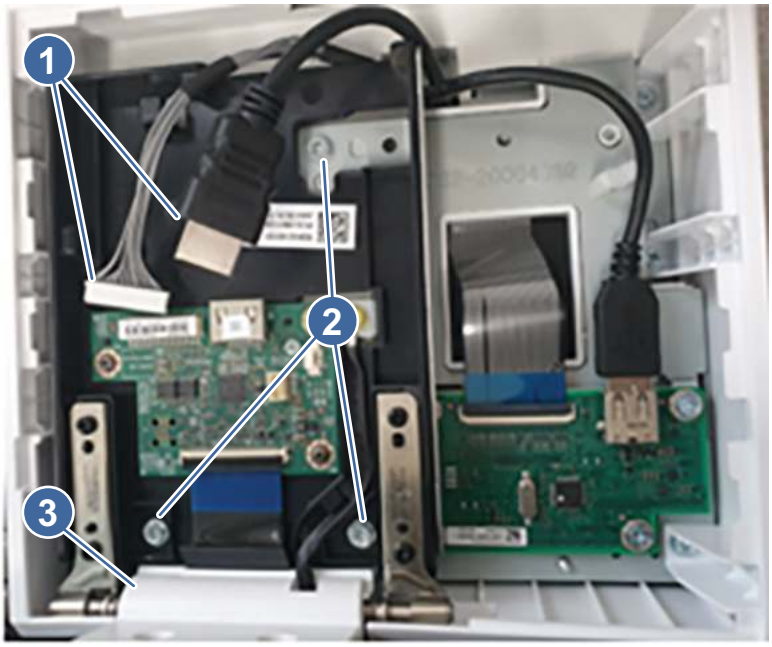
Figure 5-1517 Remove the cover



2. Disconnect two connectors (callout 1), remove three screws (callout 2, and then remove the control panel (callout 3).

NOTE: Lift the control panel straight up to remove it.

Figure 5-1518 Remove the control panel



3. Disconnect one connector.

IMPORTANT: The control panel mount bracket and the keyboard must be removed together. They are attached to each other by a film cable.

Figure 5-1519 **Disconnect one connector**



4. Remove four screws.

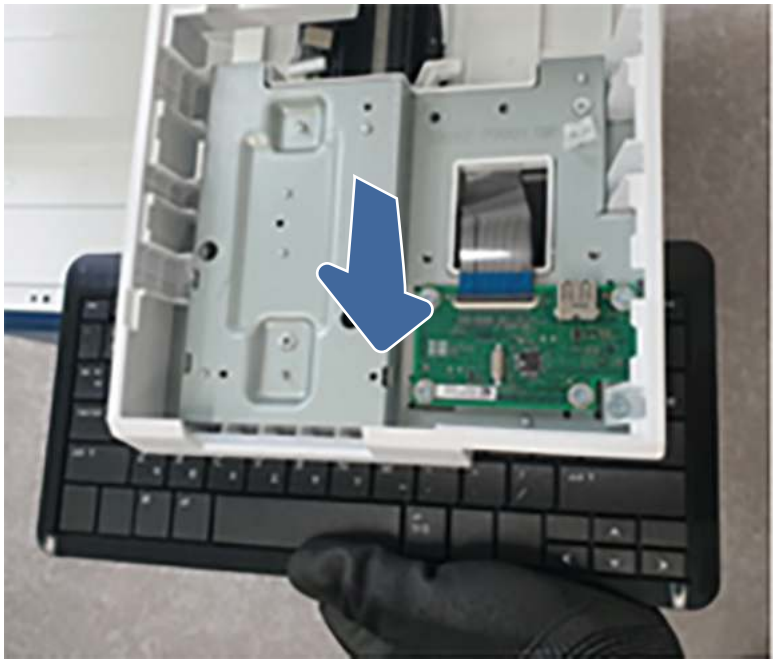
Figure 5-1520 **Remove four screws**



5. Pull the mount bracket and keyboard assembly straight out and away from the printer to **release** it.

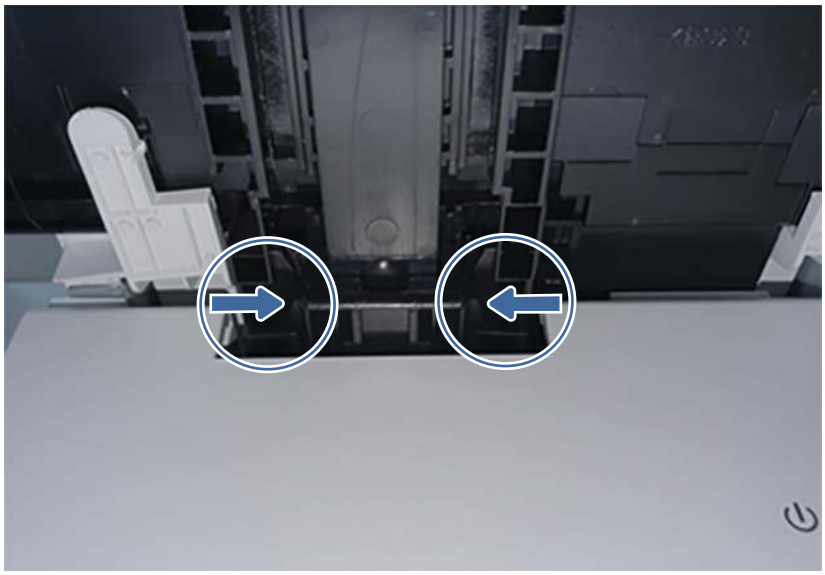
CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by two hooks.

Figure 5-1521 Release the assembly



6. Look up under the mount bracket and keyboard assembly to locate two hooks. Press in on each hook, and then pull the assembly away form the printer to remove it.

Figure 5-1522 Remove the assembly



7. **Special instruction for a replacement keyboard**

   a. Dispose of the defective part. See

   NOTE: HP recommends responsible disposal of the defective part.

   http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

b. Unpack the replacement parts supplied in the service kit.

IMPORTANT: Only the control panel mount and keyboard assembly (callout 2) are required to be installed.

Save the additional service kit parts (callouts 1/3/4) for other applications.

Figure 5-1523 Service kit parts



5. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

NOTE: If an optional keyboard is installed, remove it now.

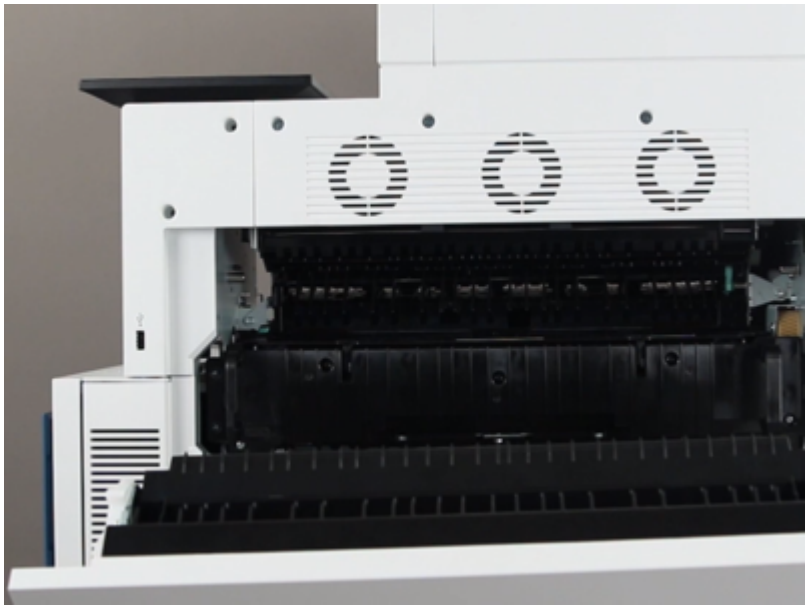
1. Remove two screws.

Figure 5-1524 Remove two screws



2. Open the right door.

Figure 5-1525 **Open the right door**



3. Move the control panel out of the way, and then slide the cover as shown below to separate it from the printer.

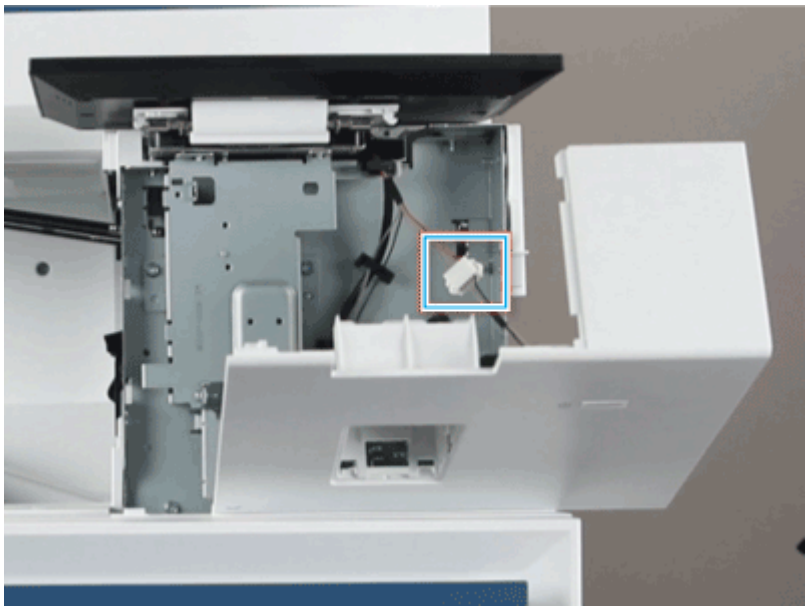
⚠ CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-1526 **Slide the cover**



4. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-1527 **Remove the cover assembly**

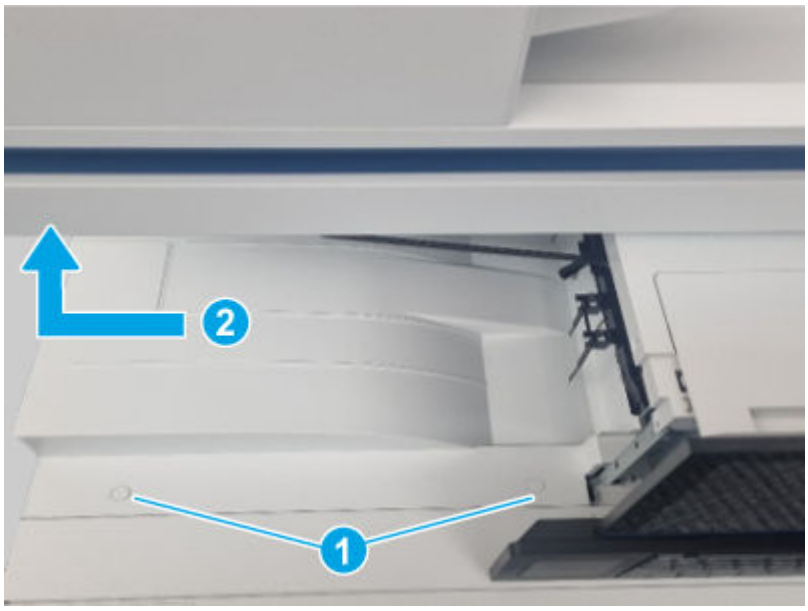


6. Remove the exit cover stacker

Use the following procedure to remove and replace the exit cover stacker.

- Remove two screw caps and remove two screws (callout 1), and then remove the exit cover stacker (callout 2).

Figure 5-1528 **Remove the cover**



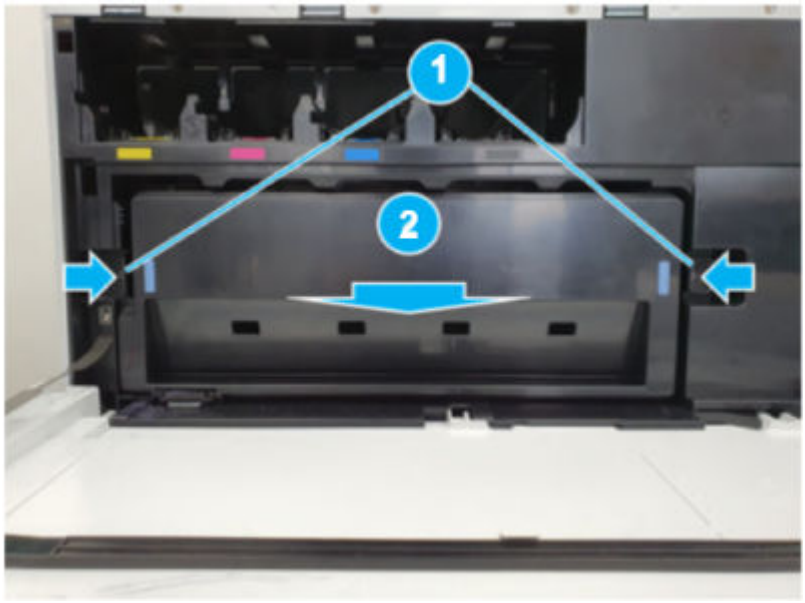
7. Remove the toner collection duct unit (TCDU)

Use the following procedure to remove and replace the TCDU.

1. Open the front door.

2. Push in on two tabs (callout 1) to release the unit, and then pull it straight out (callout 2) of the printer to remove it.

Figure 5-1529 Remove the unit

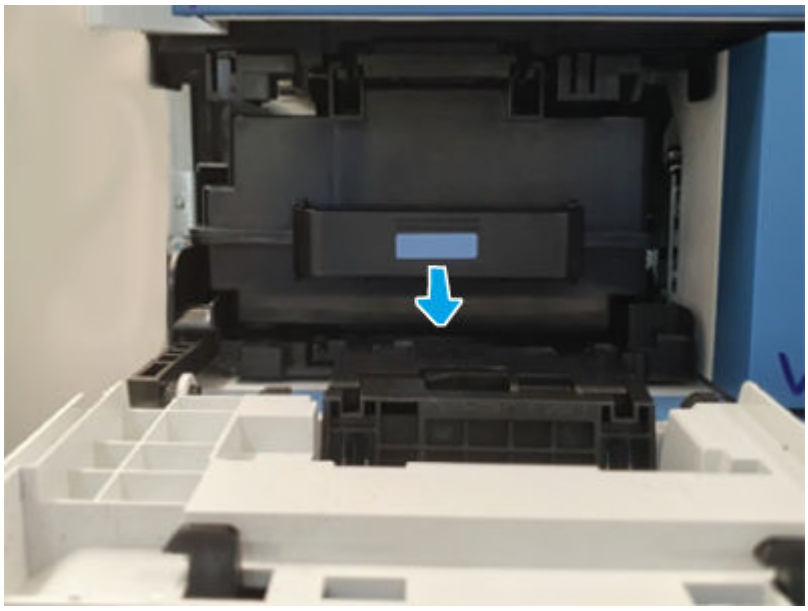


8. Remove the toner collection unit (TCU)

Use the following procedure to remove and replace the TCU.

- Open the TCU cover (located to the left of Tray 2), and then remove the TCU.

Figure 5-1530 Remove the TCU



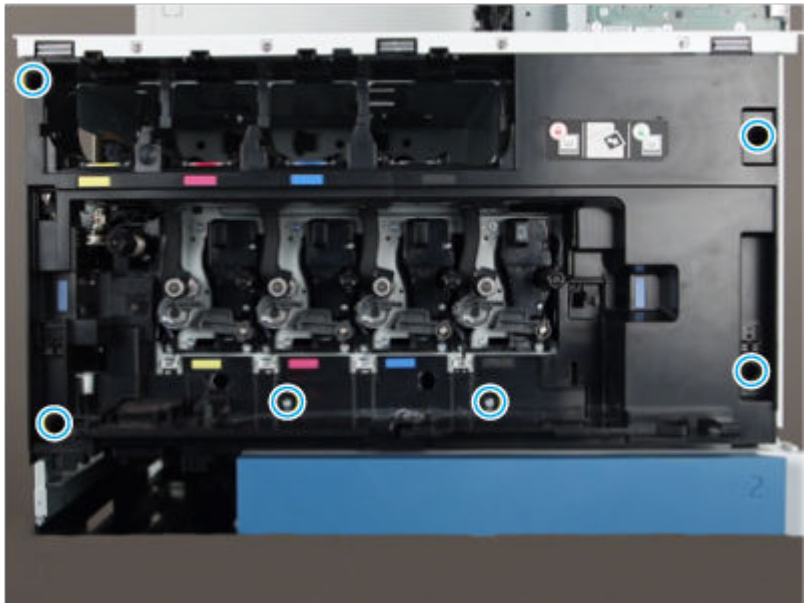
9. Remove the inner cover

Use the following procedure to remove and replace the inner cover.

⚠ **CAUTION:** Make sure that the toner collection unit (TCU) is removed **before** removing the inner cover to avoid dislodging the TCU shutter.

- Remove six screws.

Figure 5-1531 Remove six screws

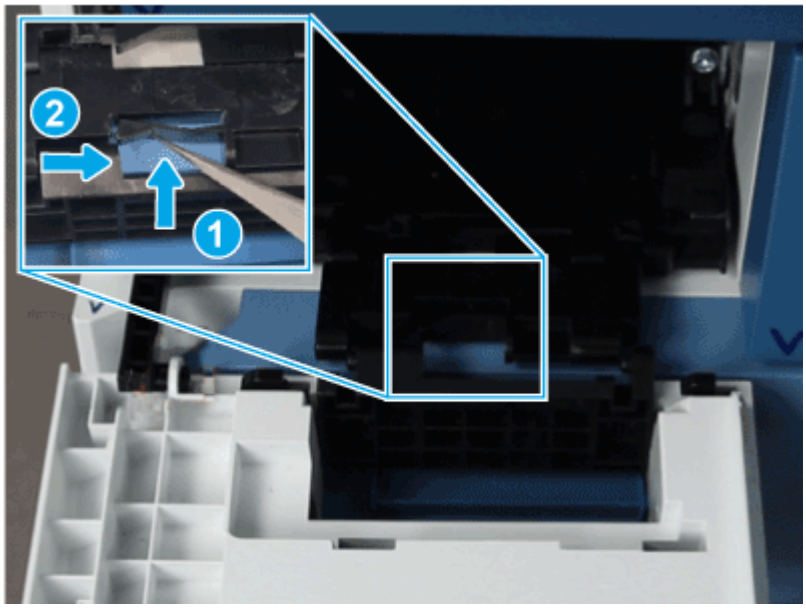


10. Remove the TCU cover and CMF panel

Use the following procedure to remove and replace the TCU cover and CMF panel.

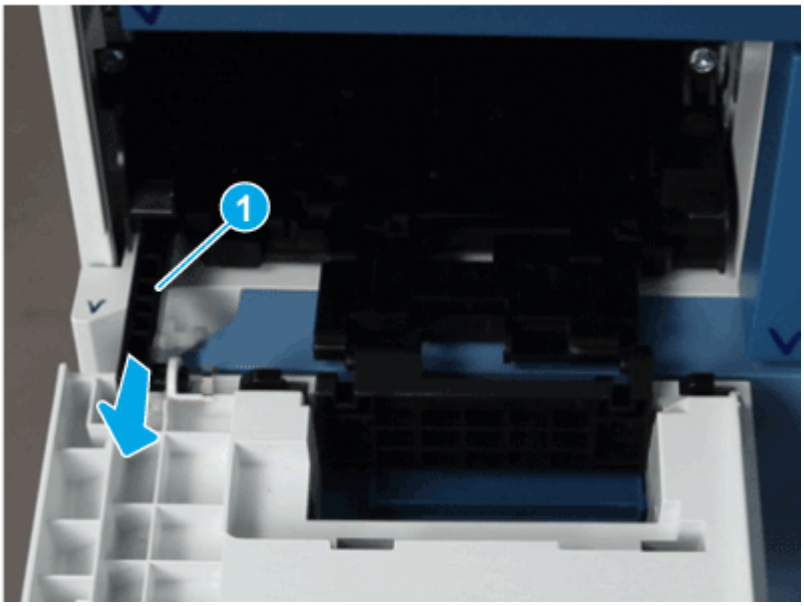
1. Push in on the hook (callout 1), and then slide the TCU cover to the right (callout 2) to partially release it.

Figure 5-1532 Release the TCU cover



2. Support the TCU cover, grasp the retainer arm (callout1), and then pull the retainer arm straight out to remove the cover and retainer arm together.

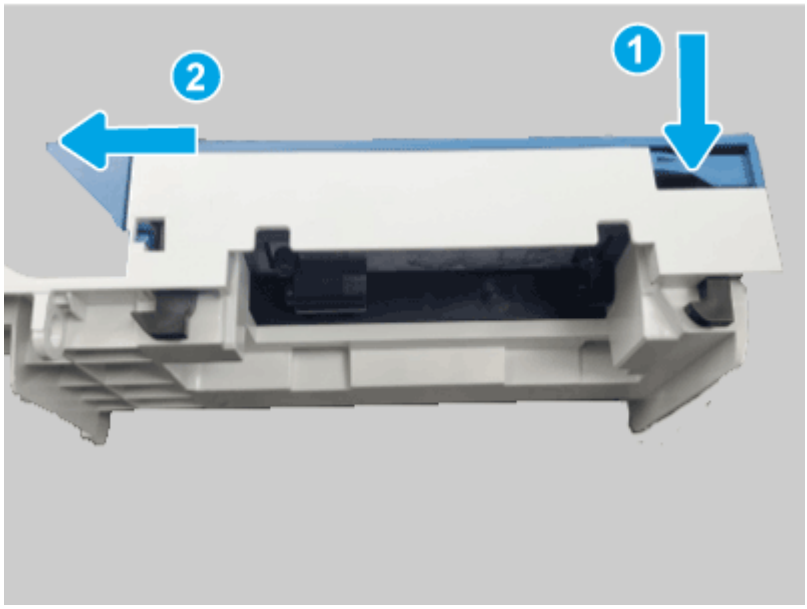
Figure 5-1533 Remove the TCU cover



3. **Optional step**: Release the CMF panel tab, and then slide the panel as shown below to remove it.

NOTE: If the TCU cover was removed to gain access to another assembly, skip this step.

Figure 5-1534 Release the panel

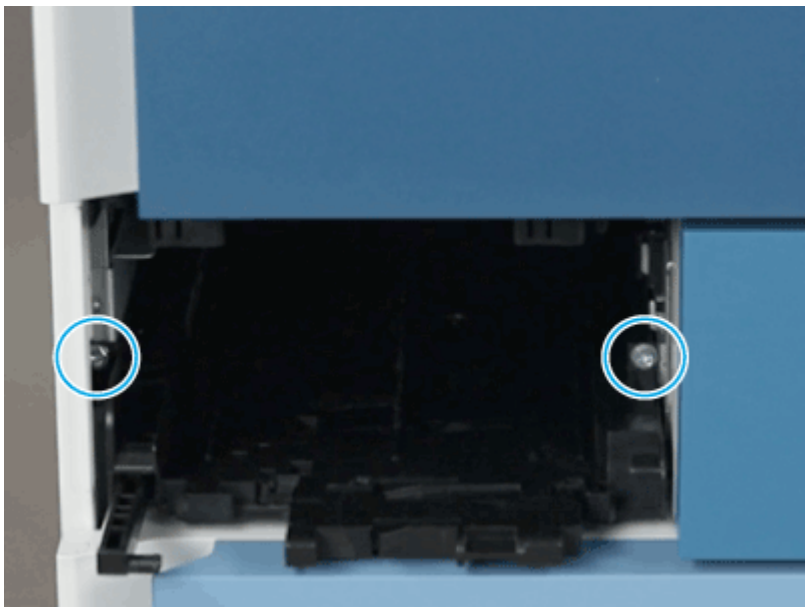


11. Remove the toner collection unit (TCU) rail

Use the following procedure to remove and replace the TCU rail.

- Remove two screws, and then pull the TCU rail straight out to remove it.

Figure 5-1535 Remove the TCU rail



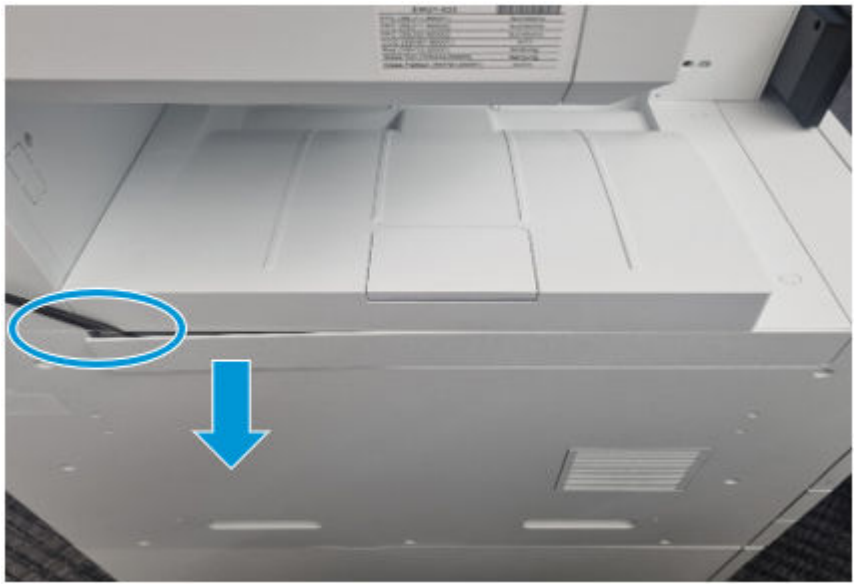
12. Remove the left top cover

Use the following procedure to remove and replace the left top cover.

- Use a pair of tweezers to carefully release the cover, and then pull straight out to remove the cover.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-1536 Remove the cover



13. Remove the left cover

Use the following procedure to remove and replace the left cover.

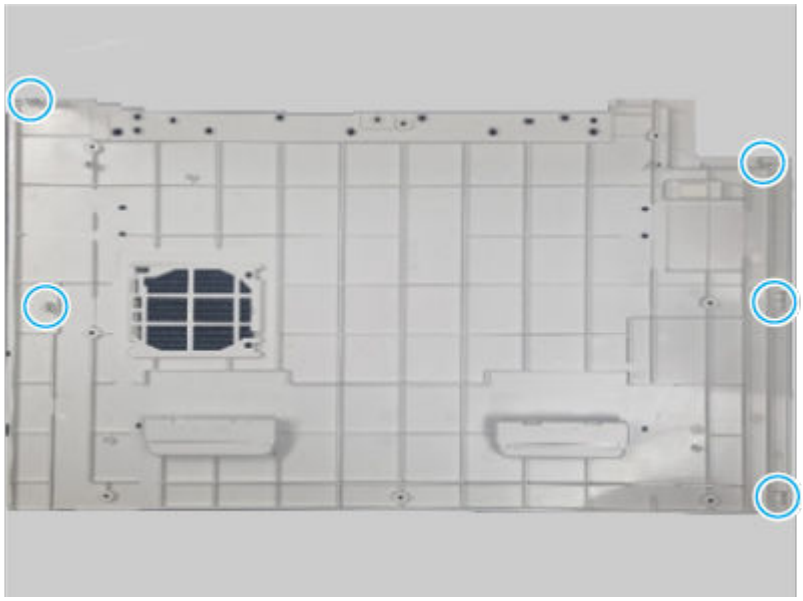
1. Open the front cover (door) and all installed trays.
2. Remove eight screws.

Figure 5-1537 Remove eight screws



3. Before proceeding, take note of the location of the mounting hooks on the inside of the cover.

Figure 5-1538 Cover hook locations



4. Release the cover from the right- to left side. Remove the cover.

Figure 5-1539 Remove the cover

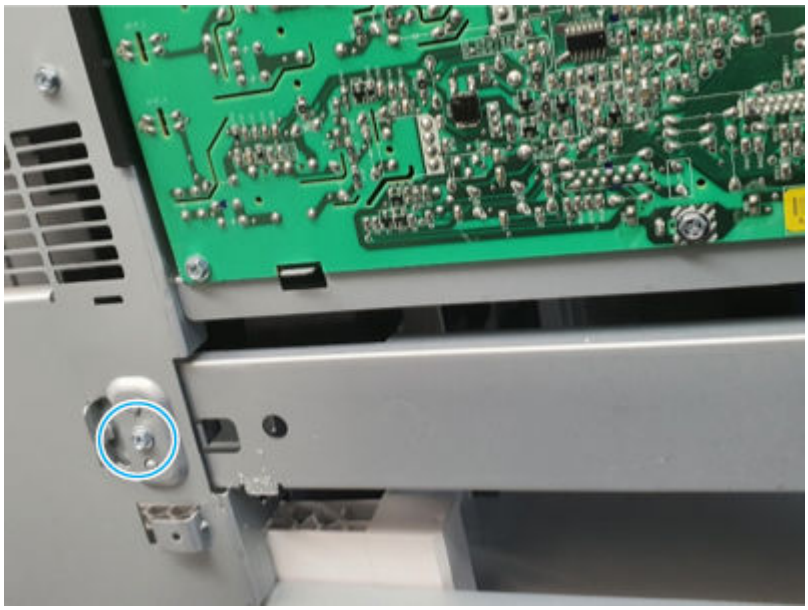


14. Remove the TCU drive assembly

Use the following procedure to remove and replace the TCU drive assembly.

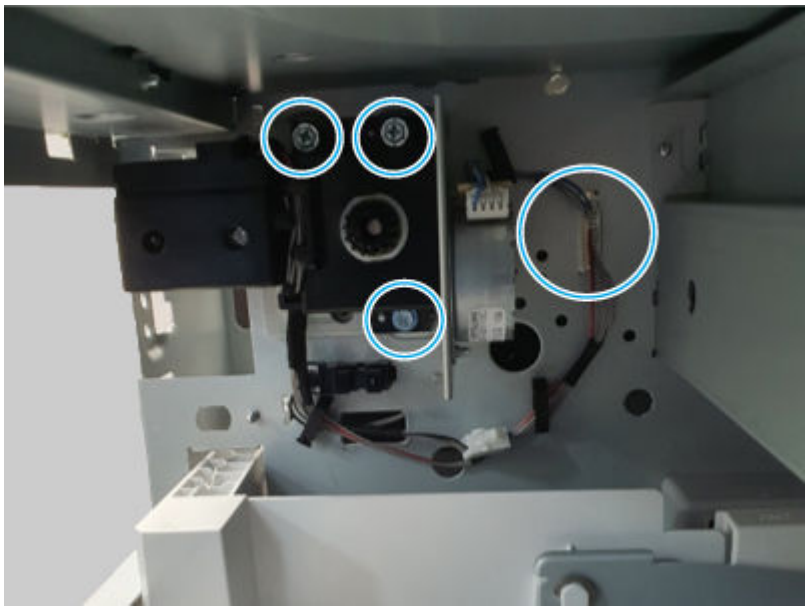
1. Remove one screw, and then remove the panel guide.

Figure 5-1540 **Remove the guide**



2. Disconnect one connector, remove three screws, and then remove the TCU drive assembly.

Figure 5-1541 **Remove the assembly**

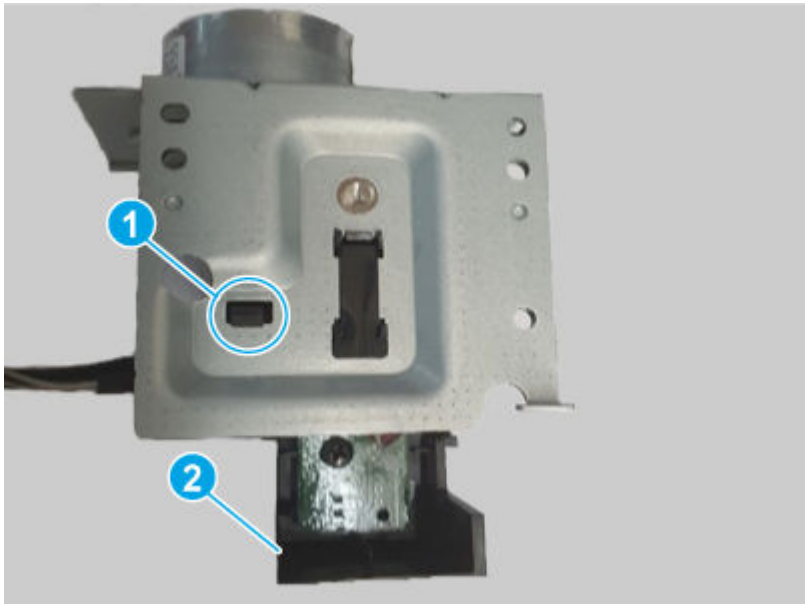


15. Remove the TCU full sensor

Use the following procedure to remove and replace the TCU full sensor.

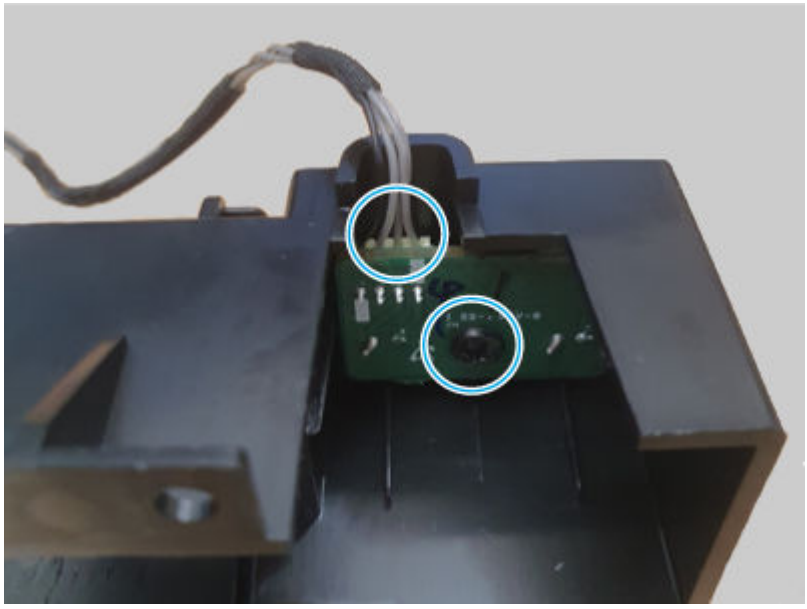
1. Release one tab (callout 1), and then remove the cover (callout 2).

Figure 5-1542 Remove the cover



2. Disconnect one connector, remove one screw, and then remove the TCU full sensor.

Figure 5-1543 Remove the sensor



16. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Power key PCA

Learn about removing and replacing the power key PCA.

View a video of removing and replacing the power key PCA.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-136 Part information

Part number	Part description
3SJ33-60007	Power key PCA

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the middle left cover

Use the following procedure to remove and replace the middle left cover.

1. Remove two screws.

Figure 5-1544 **Remove two screws**



2. Rotate the control panel into the upright position, and then remove the cover (callout 1).

Figure 5-1545 **Remove the cover**



2. Remove the keyboard (drawer type)

Use the following procedure to remove and replace the keyboard (drawer type).

NOTE: The optional keyboard is for flow models only. For all other models, skip this step.

1. Do the following:
   - Rotate the control panel into the upright position (callout 1).
   - Use a pair of tweezers to release the cover (callout 2), and then remove the top cover (callout 3).

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

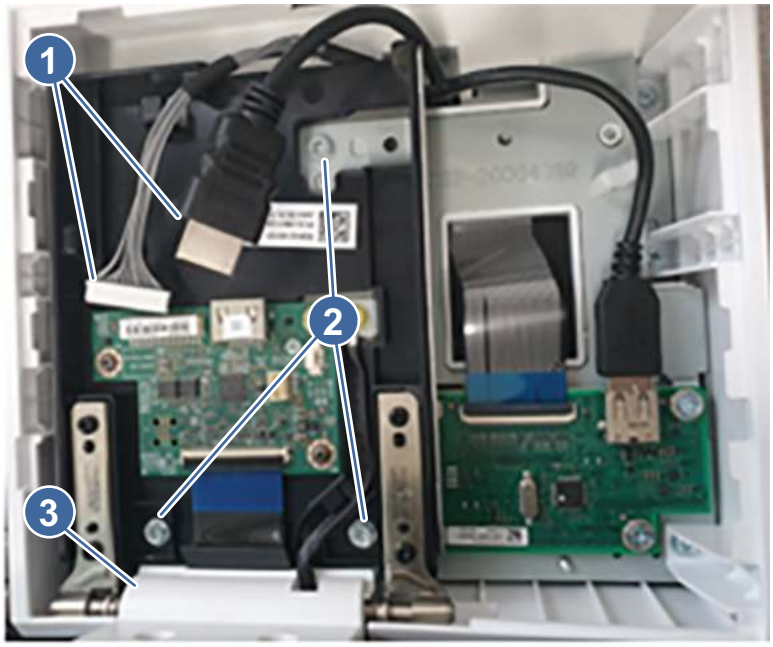
Figure 5-1546 Remove the cover



2. Disconnect two connectors (callout 1), remove three screws (callout 2, and then remove the control panel (callout 3).

NOTE: Lift the control panel straight up to remove it.

Figure 5-1547 Remove the control panel



3. Disconnect one connector.

IMPORTANT: The control panel mount bracket and the keyboard must be removed together. They are attached to each other by a film cable.

Figure 5-1548 Disconnect one connector



4. Remove four screws.

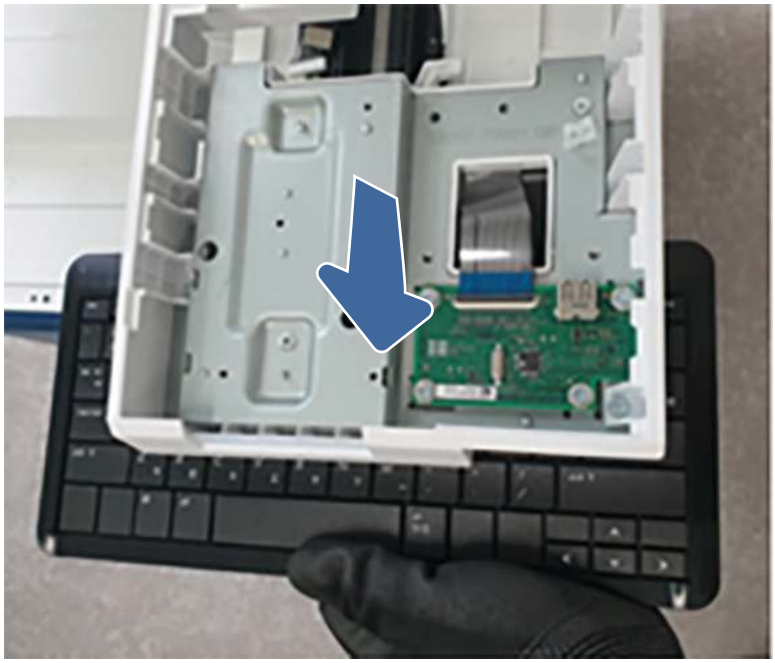
Figure 5-1549 Remove four screws



5. Pull the mount bracket and keyboard assembly straight out and away from the printer to **release** it.

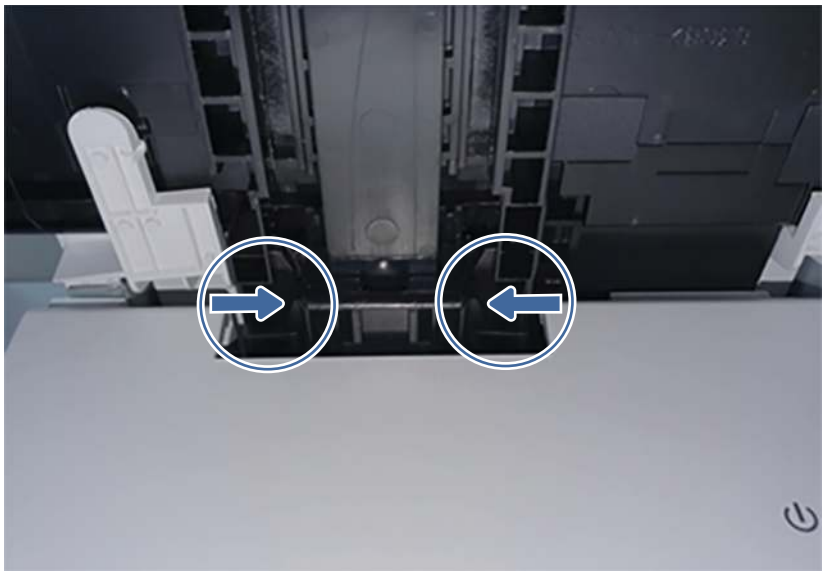
⚠ CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by two hooks.

Figure 5-1550 Release the assembly



6. Look up under the mount bracket and keyboard assembly to locate two hooks. Press in on each hook, and then pull the assembly away form the printer to remove it.

Figure 5-1551 Remove the assembly



7. **Special instruction for a replacement keyboard**

   a. Dispose of the defective part. See

   NOTE: HP recommends responsible disposal of the defective part.

   http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

b. Unpack the replacement parts supplied in the service kit.

IMPORTANT: Only the control panel mount and keyboard assembly (callout 2) are required to be installed.

Save the additional service kit parts (callouts 1/3/4) for other applications.

Figure 5-1552 Service kit parts



3. Remove the right middle cover assembly

Use the following procedure to remove and replace the right middle cover assembly.

NOTE: If an optional keyboard is installed, remove it now.

1. Remove two screws.

Figure 5-1553 Remove two screws



2. Open the right door.

Figure 5-1554 **Open the right door**



3. Move the control panel out of the way, and then slide the cover as shown below to separate it from the printer.

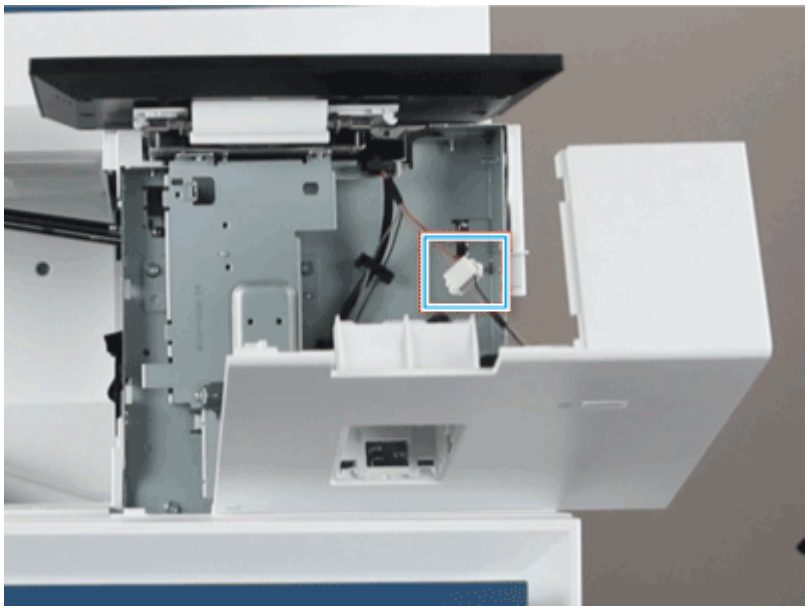
⚠ CAUTION: Do not attempt to completely remove the cover. It is still attached to the printer by a wire harness.

Figure 5-1555 **Slide the cover**



4. Disconnect one connector, and then remove the right middle cover assembly.

Figure 5-1556 **Remove the cover assembly**

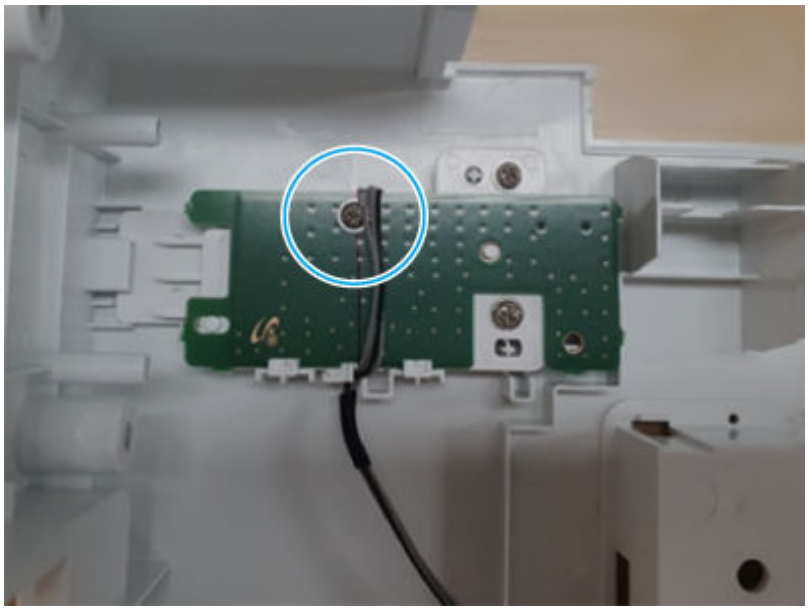


4. Remove the power key PCA

Use the following procedure to remove and replace the power key PCA.

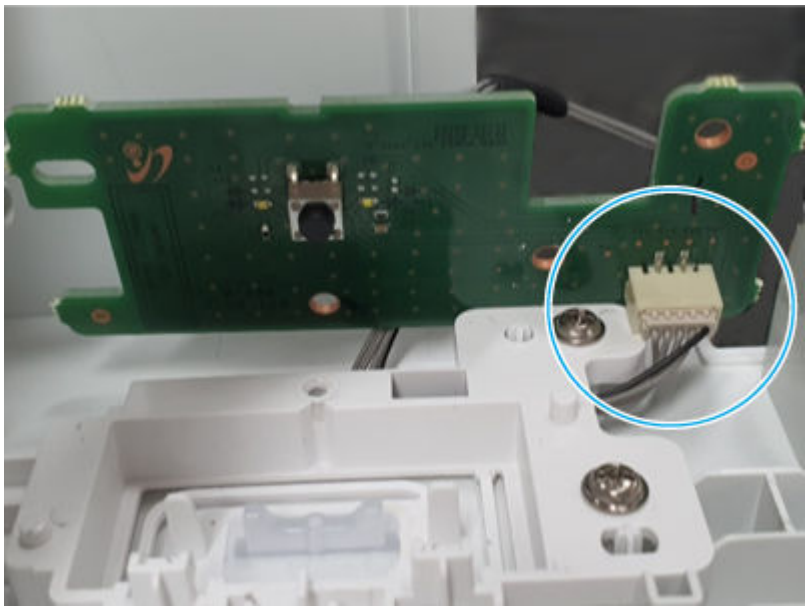
1. Remove one screw.

Figure 5-1557 **Remove one screw**



2. Lift the PCA up, disconnect one connector, and then remove the power key PCA.

Figure 5-1558 Remove the PCA



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Keyboard (Flow models)

Learn about removing and replacing the keyboard.

NOTE: There are two types of physical keyboards (fold type and drawer type). This product uses the drawer type keyboard.

Mean time to repair: 10 minutes (drawer type)

Service level: Medium (drawer type)

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-137 Part information

Part number	Part description
63C82-67003	Keyboard (drawer type) Assy - E8 series US English
63C82-67005	Keyboard (drawer type) Assy - E8 series UK English

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the keyboard (drawer type)

Use the following procedure to remove and replace the keyboard (drawer type).

NOTE: The optional keyboard is for flow models only. For all other models, skip this step.

1. Do the following:
   - Rotate the control panel into the upright position (callout 1).
   - Use a pair of tweezers to release the cover (callout 2), and then remove the top cover (callout 3).

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

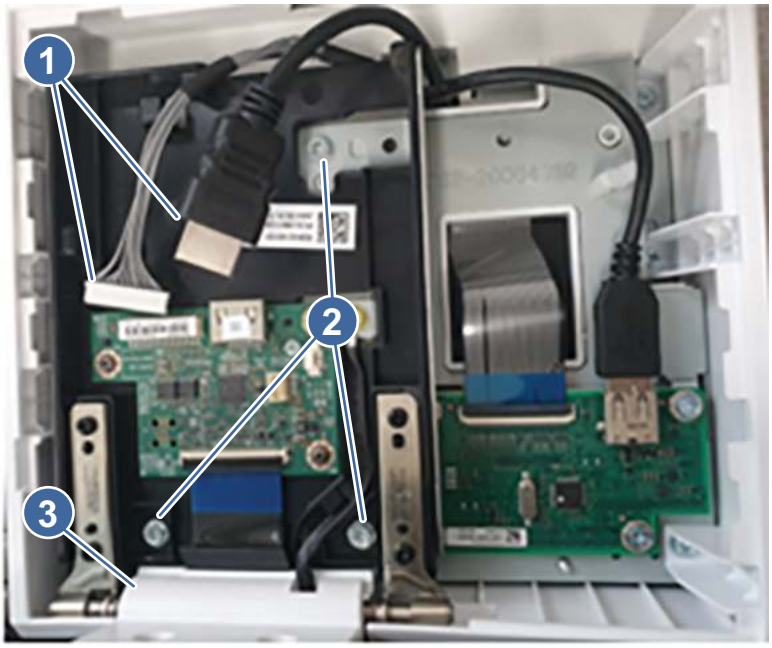
Figure 5-1559 **Remove the cover**



2. Disconnect two connectors (callout 1), remove three screws (callout 2, and then remove the control panel (callout 3).

NOTE: Lift the control panel straight up to remove it.

Figure 5-1560 Remove the control panel



3. Disconnect one connector.

IMPORTANT: The control panel mount bracket and the keyboard must be removed together. They are attached to each other by a film cable.

Figure 5-1561 Disconnect one connector



4. Remove four screws.

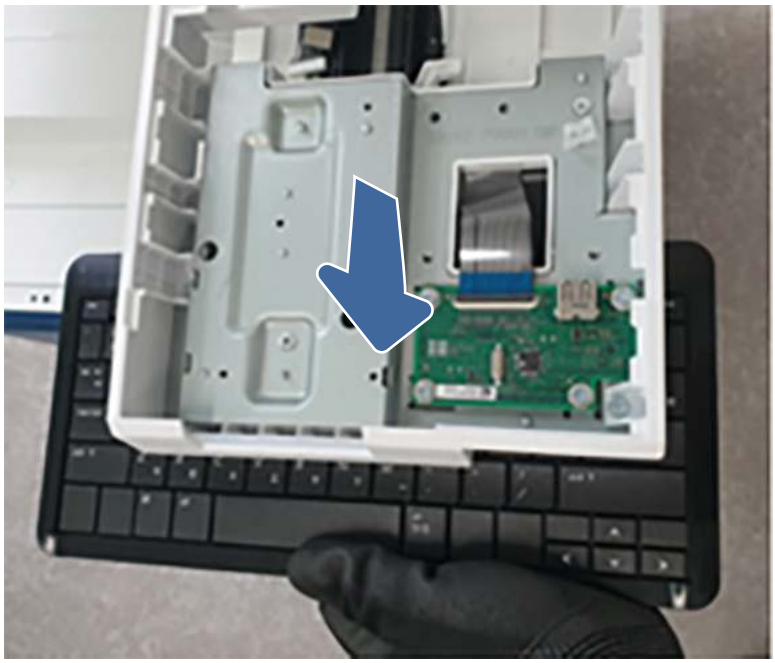
Figure 5-1562 **Remove four screws**



5. Pull the mount bracket and keyboard assembly straight out and away from the printer to **release** it.

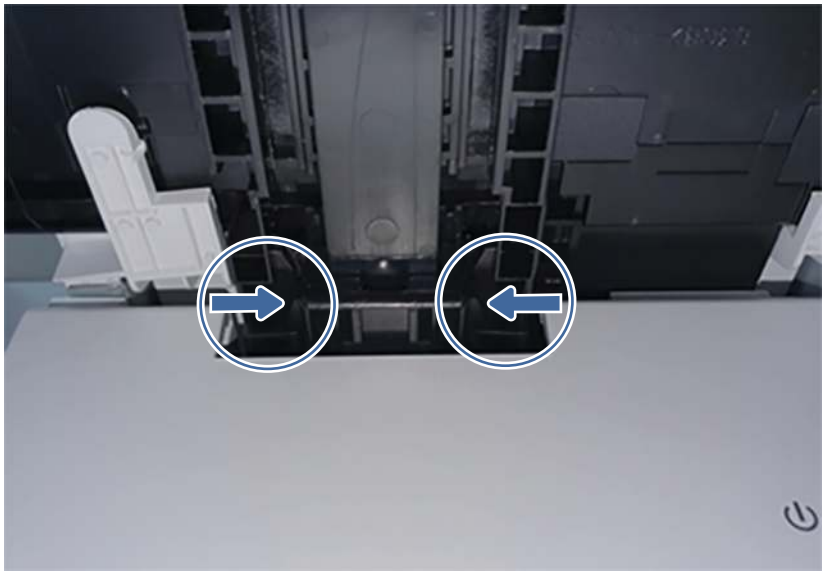
⚠ CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by two hooks.

Figure 5-1563 **Release the assembly**



6. Look up under the mount bracket and keyboard assembly to locate two hooks. Press in on each hook, and then pull the assembly away form the printer to remove it.

Figure 5-1564 Remove the assembly



7. Special instruction for a replacement keyboard

a. Dispose of the defective part. See

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

b. Unpack the replacement parts supplied in the service kit.

IMPORTANT: Only the control panel mount and keyboard assembly (callout 2) are required to be installed.

Save the additional service kit parts (callouts 1/3/4) for other applications.

Figure 5-1565 Service kit parts



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Fax card (optional)

Learn about removing and replacing the fax card.

View a video of removing and replacing the fax card.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

NOTE: Fax card part numbers can vary by country/region. Check with your genuine HP parts supplier if you are unsure of the correct fax card part number for your country/region.

Table 5-138 Part information

Part number	Part description
7ZA09-67001	Single Fax 801 Accessory (BBU only)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

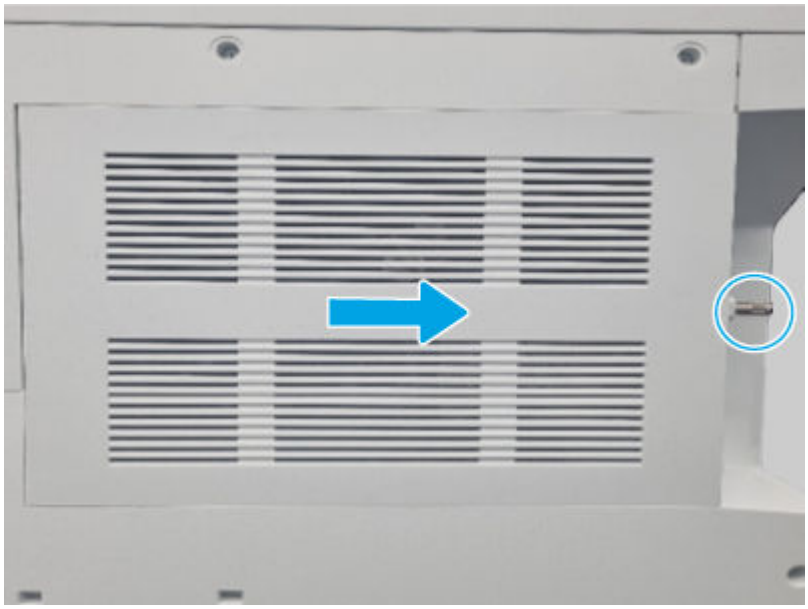
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1566 Remove the cover

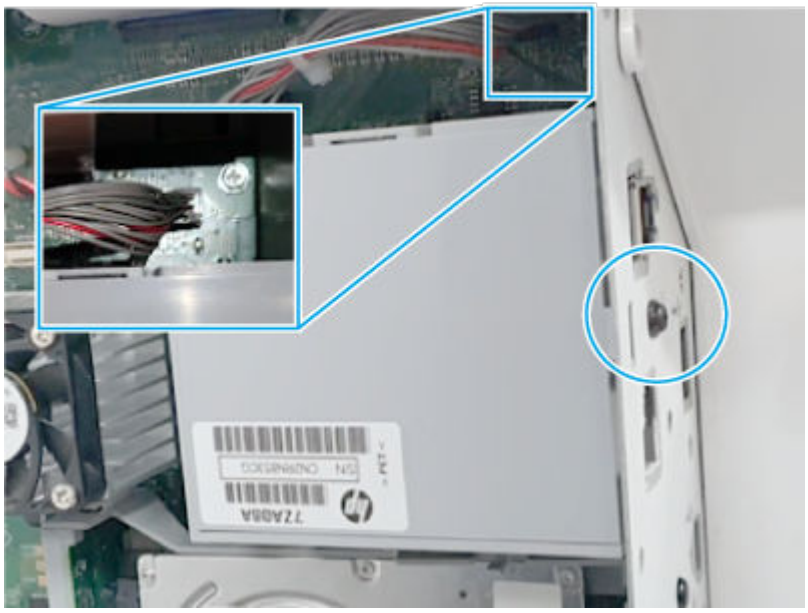


2. Remove the fax card assembly

Use the following procedure to remove and replace the fax card.

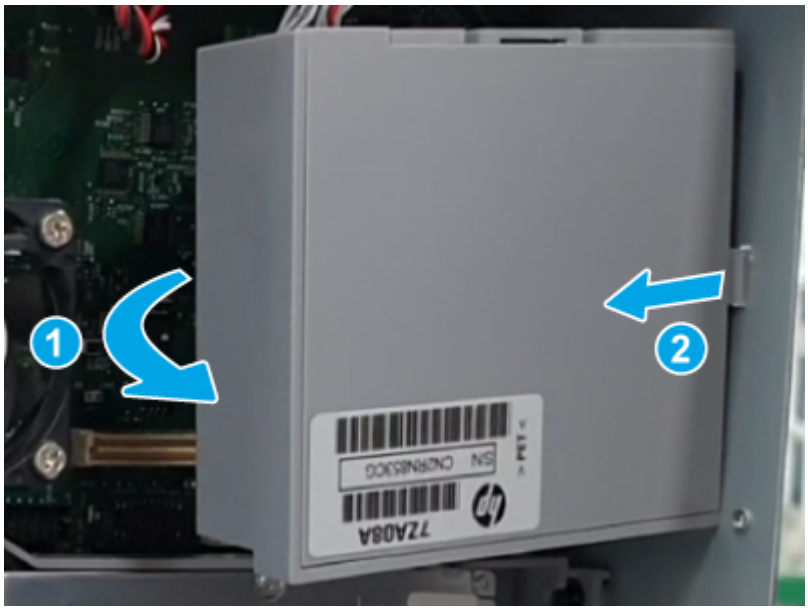
1. Disconnect one connector, and then remove one screw.

Figure 5-1567 Release the fax card



2. Slightly rotate the fax card away from the formatter PCA (callout 1), and then slide it as shown (callout 2) to remove it.

Figure 5-1568 Remove the fax card



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Power supply PCAs

Learn about power supply printed circuit assembly (PCA) parts removal and replacement.

Removal and replacement: High-voltage power supply (HVPS)

Learn about removing and replacing the HVPS.

View a video of removing and replacing the HVPS.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-139 Part information

Part number	Part description
JC44-00240C	High-Voltage Power Supply (HVPS)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

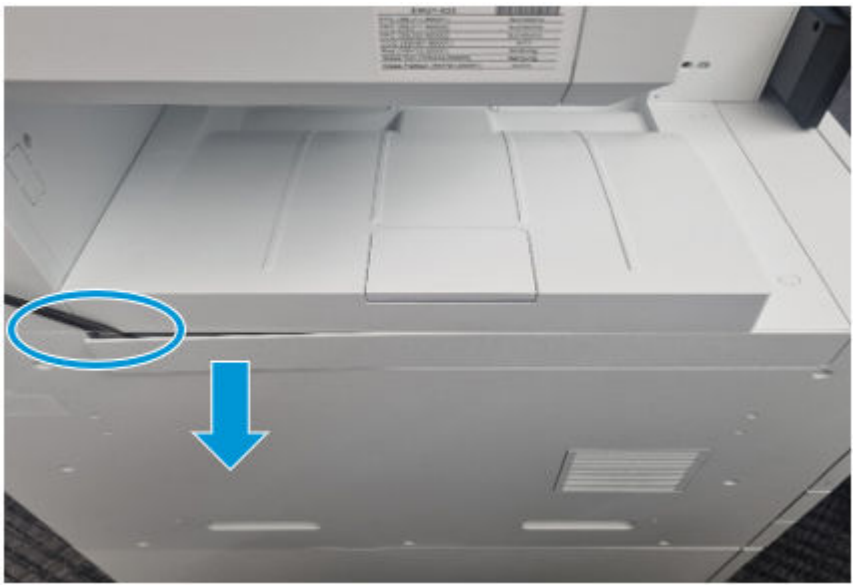
1. Remove the left top cover

Use the following procedure to remove and replace the left top cover.

- Use a pair of tweezers to carefully release the cover, and then pull straight out to remove the cover.

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

Figure 5-1569 Remove the cover



2. Remove the left cover

Use the following procedure to remove and replace the left cover.

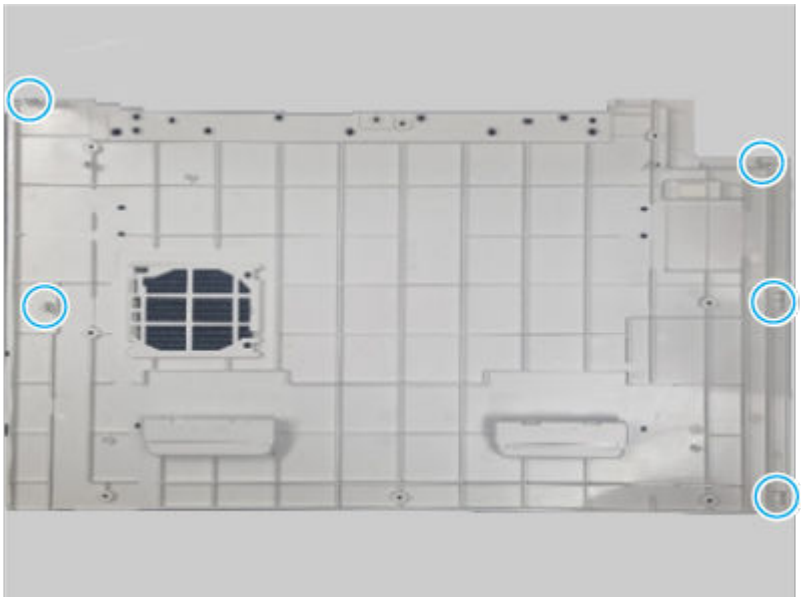
1. Open the front cover (door) and all installed trays.
2. Remove eight screws.

Figure 5-1570 **Remove eight screws**



3. Before proceeding, take note of the location of the mounting hooks on the inside of the cover.

Figure 5-1571 **Cover hook locations**



4. Release the cover from the right- to left side. Remove the cover.

Figure 5-1572 **Remove the cover**

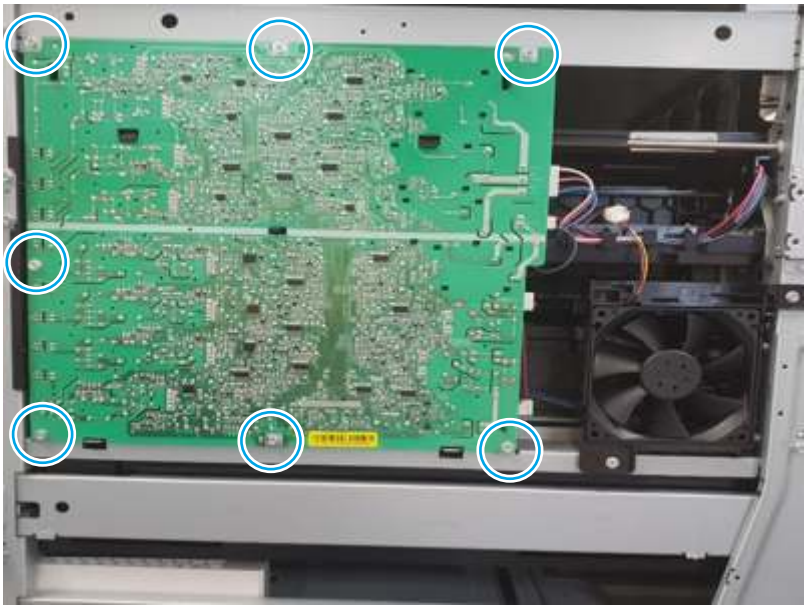


3. Remove the HVPS

Use the following procedure to remove and replace the HVPS.

1. Remove seven screws.

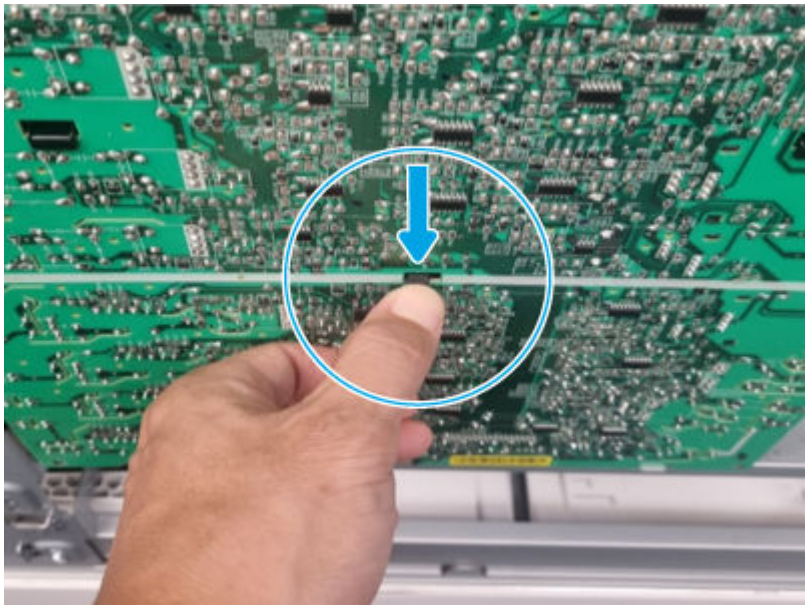
Figure 5-1573 **Remove seven screws**



2. Release one hook, and then separate the HVPS from the printer.

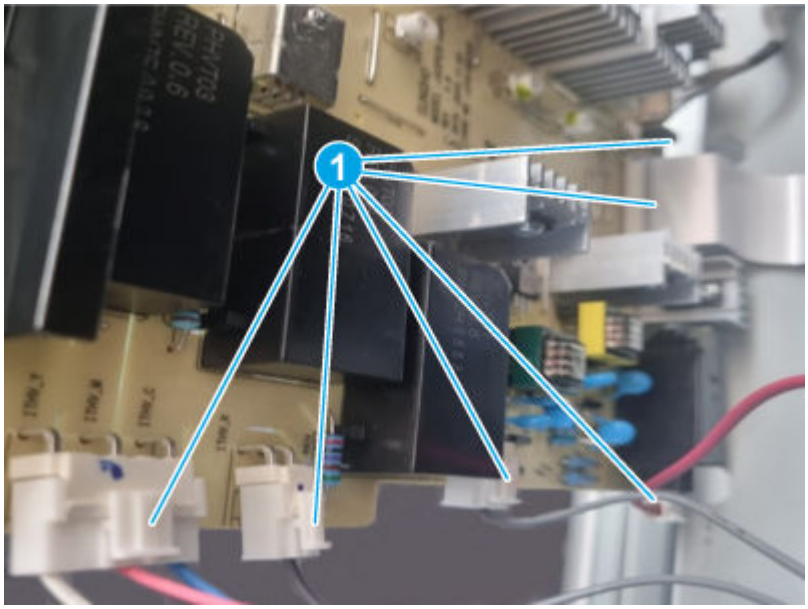
⚠ CAUTION: Do not attempt to fully remove the HVPS. Wire harnesses still connect it to the printer.

Figure 5-1574 Release the HVPS



3. Disconnect six connectors (callout 1), and then remove the HVPS.

Figure 5-1575 Remove the PCA



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Low-voltage power supply (LVPS)

Learn about removing and replacing the LVPS.

View a video of removing and replacing the LVPS.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-140 Part information

Part number	Part description
JC44-00149C	Low-Voltage Power Supply (LVPS), 110V
JC44-00150C	Low-Voltage Power Supply (LVPS), 220V

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

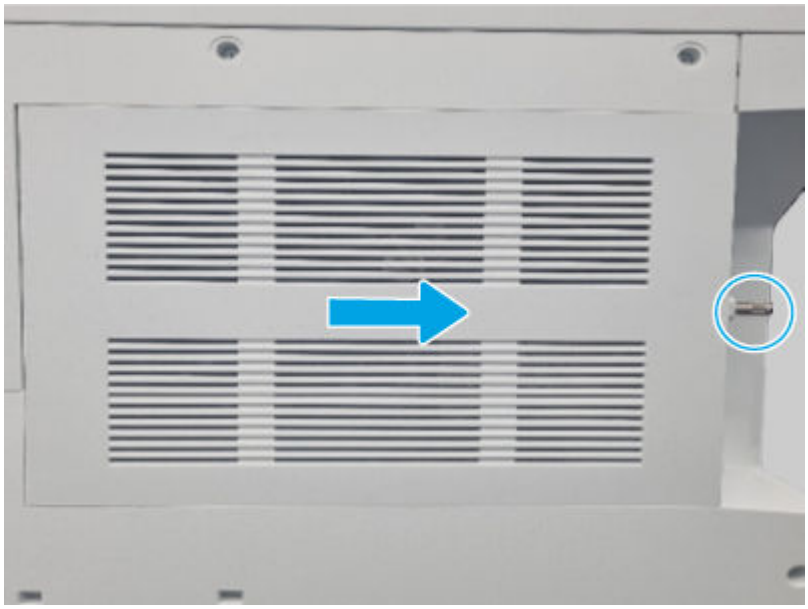
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1576 **Remove the cover**

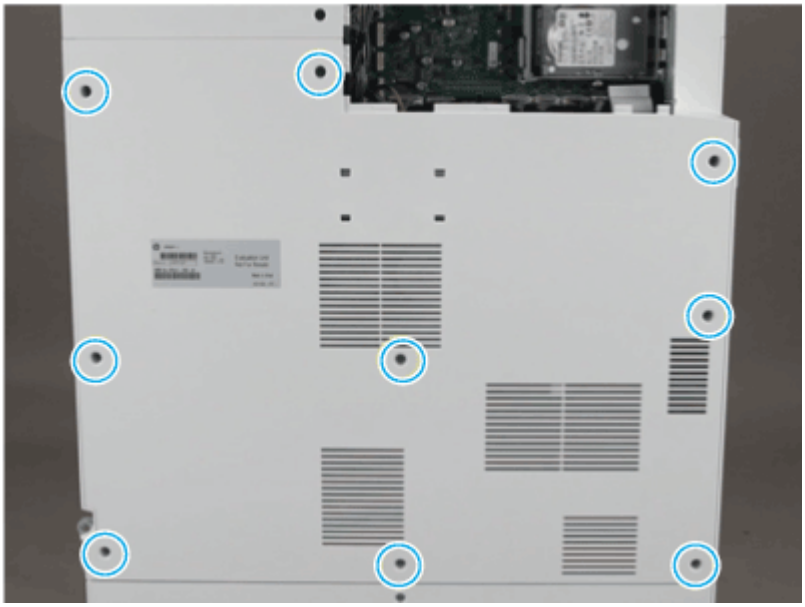


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1577 Remove the cover

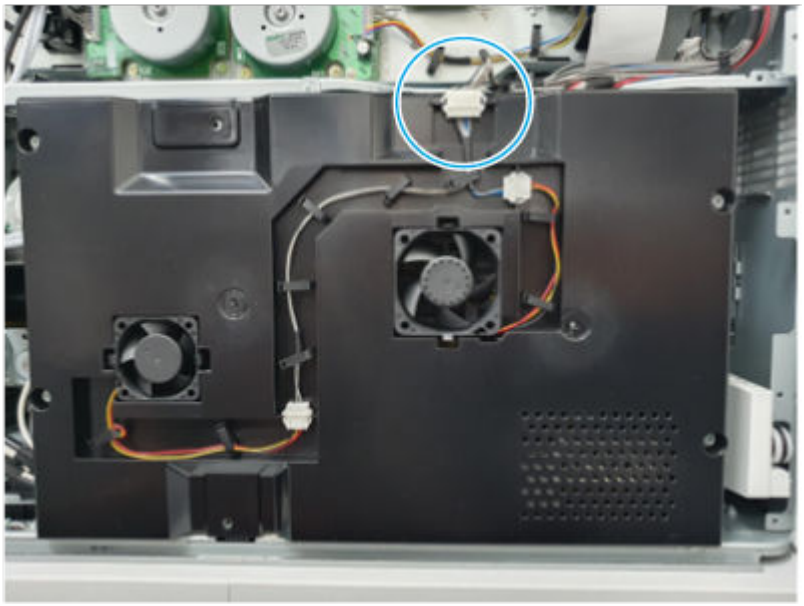


3. Remove the LVPS FDB fan assembly

Use the following procedure to remove and replace the LVPS FDB fan assembly.

1. Disconnect one connector.

Figure 5-1578 Disconnect one connector



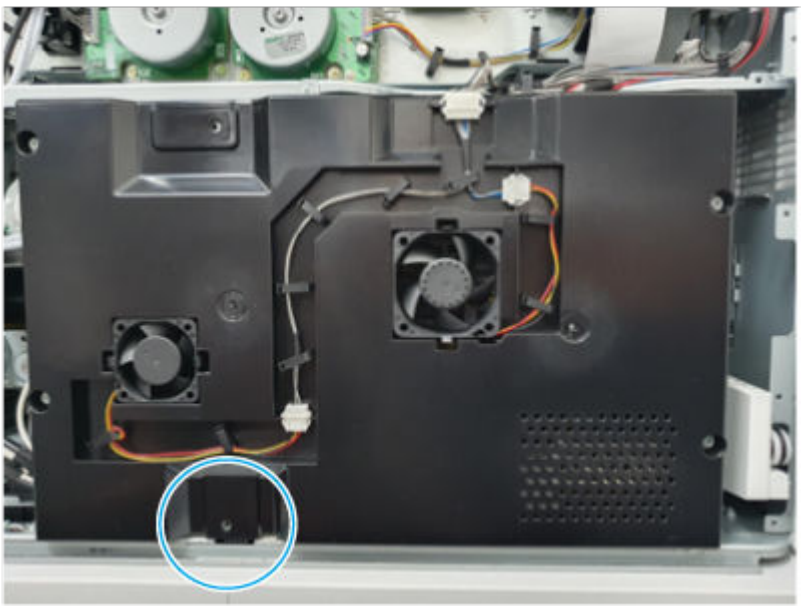
2. Remove four screws.

Figure 5-1579 **Remove four screws**



3. Release one tab, and then remove the LVP FDB fan assembly.

Figure 5-1580 **Remove the LVP FDB fan assembly**



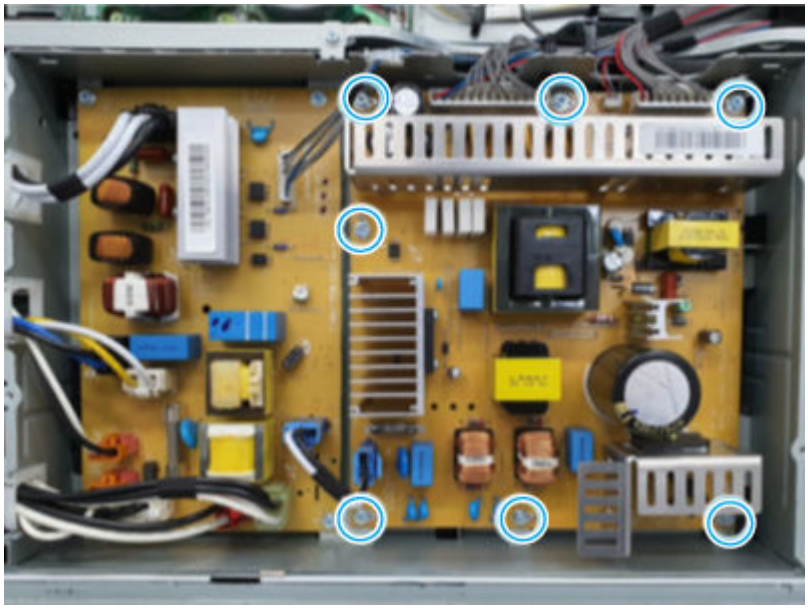
4. Remove the LVPS

Use the following procedure to remove and replace the LVPS.

- Do the following:
  - Disconnect all of the connectors on the LVPS.
  - Remove seven screws.

- Remove the LVPS.

Figure 5-1581 **Remove the PCA**



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Fuser-drive board (FDB)

Learn about removing and replacing the FDB.

View a video of removing and replacing the FDB.

Mean time to repair: 8 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-141 Part information

Part number	Part description
JC44-00235C	Fuser-drive board (FDB), 110V
JC44-00236C	Fuser-drive board (FDB), 220V

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

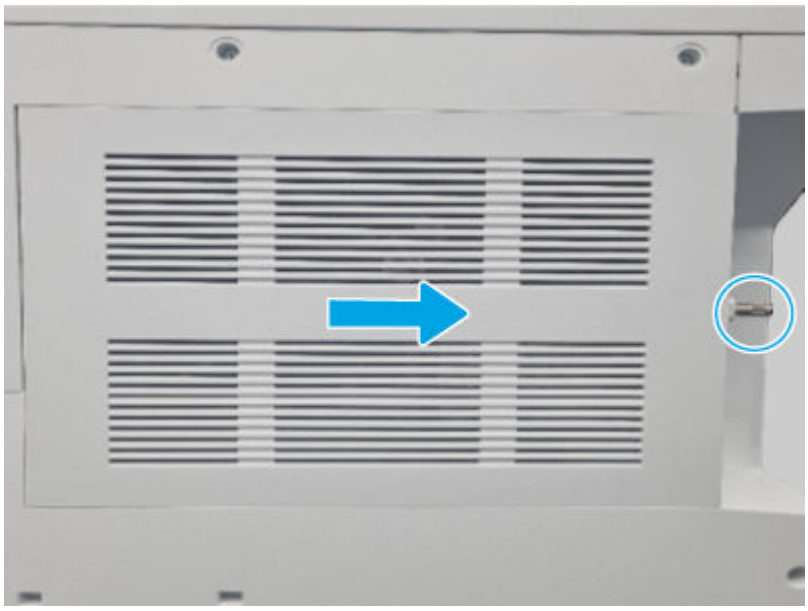
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1582 Remove the cover

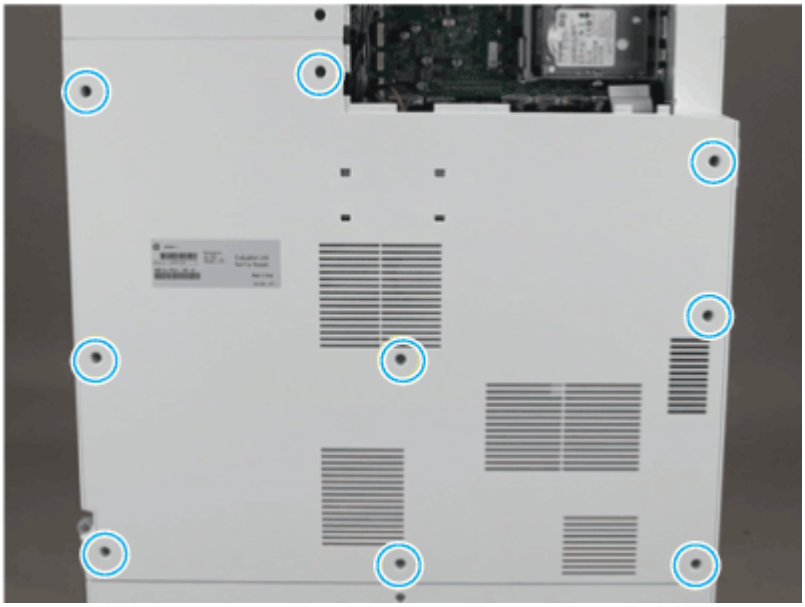


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1583 Remove the cover

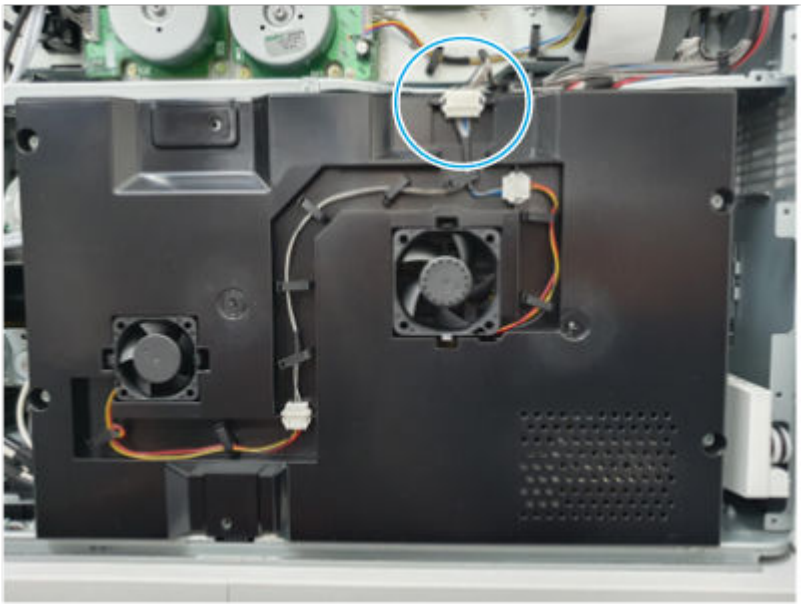


3. Remove the LVPS FDB fan assembly

Use the following procedure to remove and replace the LVPS FDB fan assembly.

1. Disconnect one connector.

Figure 5-1584 **Disconnect one connector**



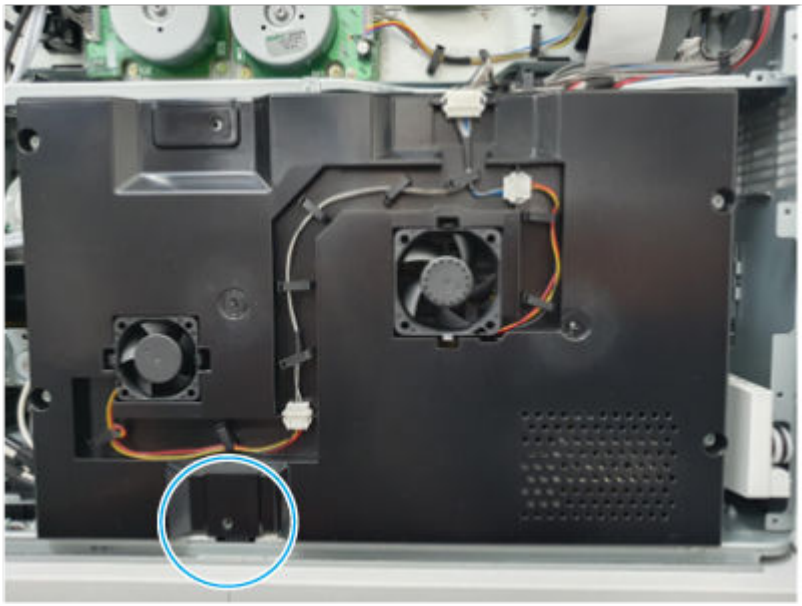
2. Remove four screws.

Figure 5-1585 **Remove four screws**



3. Release one tab, and then remove the LVP FDB fan assembly.

Figure 5-1586 Remove the LVP FDB fan assembly

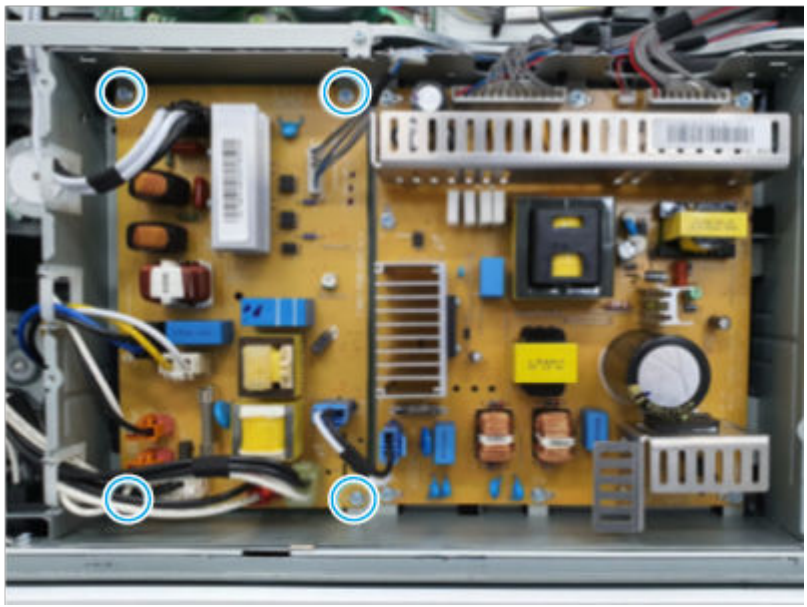


4. Remove the FDB

Use the following procedure to remove and replace the FDB.

- Do the following:
  - Disconnect all of the connectors and wire harness retainers on the FDB.
  - Remove four screws.
  - Remove the FDB.

Figure 5-1587 Remove the PCA



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Integrated scanner asset (ISA)

Learn about ISA parts removal and replacement.

Whole unit

You will learn more about the ISA whole unit replacement.

300-Sheet ISA for z, z+ bundle

Learn about ISA removal and replacement.

Removal and replacement: Integrated scanner for Flow bundle (z, z+)

Learn about removing and replacing the ISA.

Mean time to repair: 10 minutes

Service level: Medium

NOTE: This procedure removes the document feeder whole unit including the white backing.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-142 Part information

Part number	Part description
5QK37-67002	HP LaserJet 300ipm 300 sheet Flow DADF high speed Scanner (z, z+ bundle)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

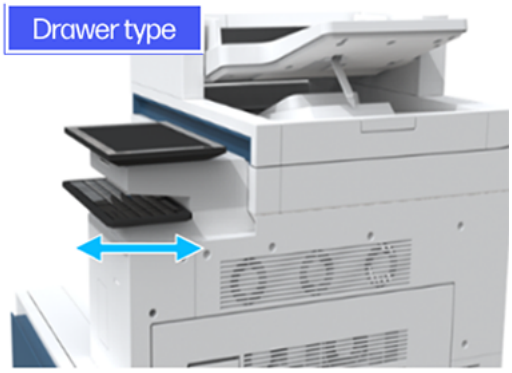
Use the flatbed glass to copy a page, and then verify that the document correctly copies, scans, or prints.

1. Steps before you begin

Before removing a part in the Integrated scanner assembly (ISA), review the following information.

1. Check the printer keyboard is a drawer type keyboard.

NOTE:



2. Use the appropriate procedures when disassembling the ISA.

NOTE: When **disassembling the ISA for printers with drawer type keyboard**, it is required to remove the keyboard to slide easily the ISA unit toward the front of the printer.



2. Integrated Scanner for Flow models with drawer type keyboard (z, z+ bundles)

Learn how to remove and replace the ISA for Flow printers with a drawer type keyboard.

Remove the drawer type keyboard

Use the following procedure to remove the drawer type keyboard.

1. Perform the following steps:
   - Rotate the control panel into the upright position (callout 1).
   - Use a pair of tweezers to release the cover (callout 2), and then remove the top cover (callout 3).

Reinstallation tip: Position the cover on the printer, and then gently push it straight in to install it.

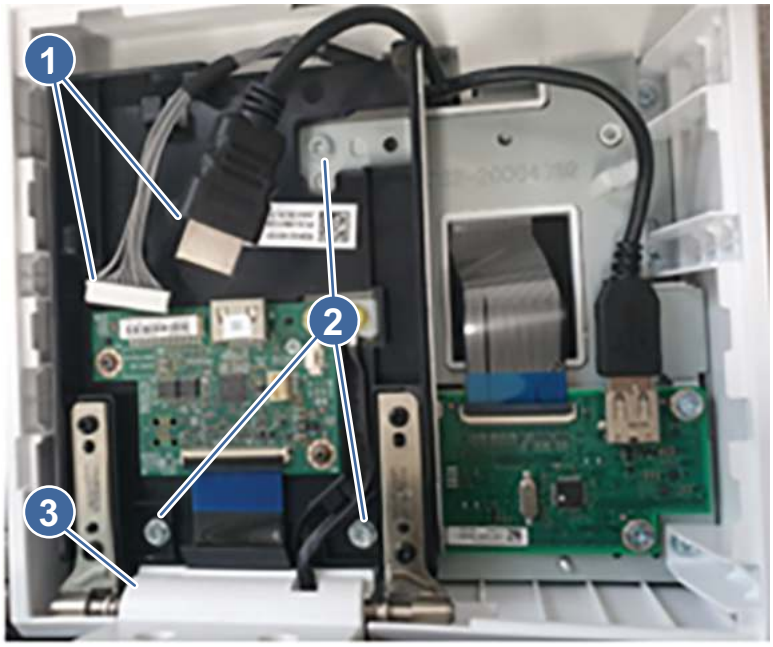
Figure 5-1588 Remove the cover



2. Disconnect two connectors (callout 1), remove three screws (callout 2), and then remove the control panel (callout 3).

NOTE: Lift the control panel straight up to remove it.

Figure 5-1589 Remove the control panel



3. Disconnect one connector.

IMPORTANT: The control panel mount bracket and the keyboard must be removed together. They are attached to each other by a film cable.

Figure 5-1590 Disconnect one connector



4. Remove four (4) screws.

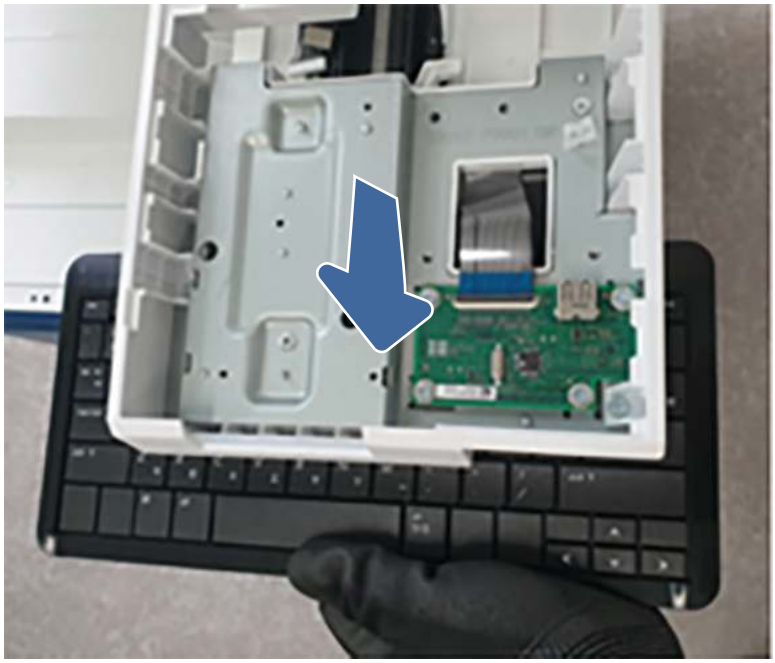
Figure 5-1591 Remove four screws



5. Pull the mount bracket and keyboard assembly straight out and away from the printer to **release** it.

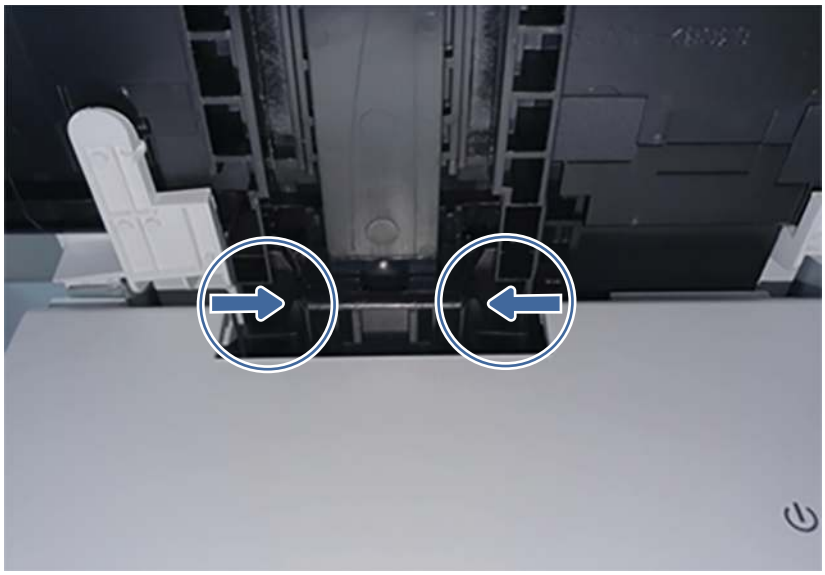
⚠ CAUTION: Do not attempt to completely remove the assembly. It is still attached to the printer by two hooks.

Figure 5-1592 Release the assembly



6. Look up under the mount bracket and keyboard assembly to locate the two hooks. Press in on each hook, and then pull the assembly away from the printer to remove it.

Figure 5-1593 Remove the assembly



7. Remove four (4) screws and detach the "keyboard lower bracket" from the printer (as shown in the pictures below).

Figure 5-1594 Remove 4 screws

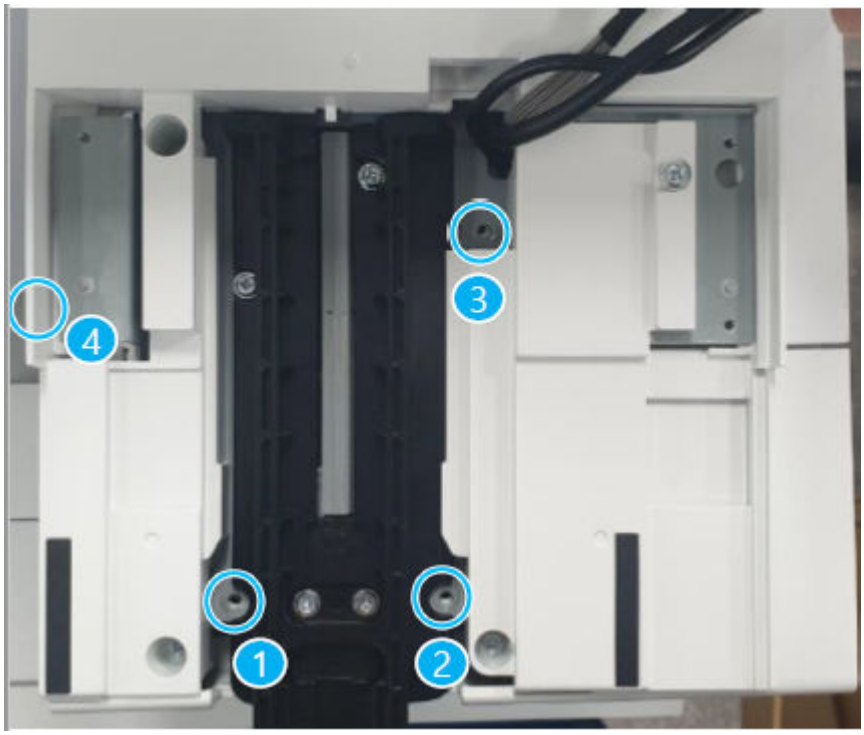


Figure 5-1595 Location of screw on the inner top side above the output bin



Figure 5-1596 Remove the keyboard lower bracket

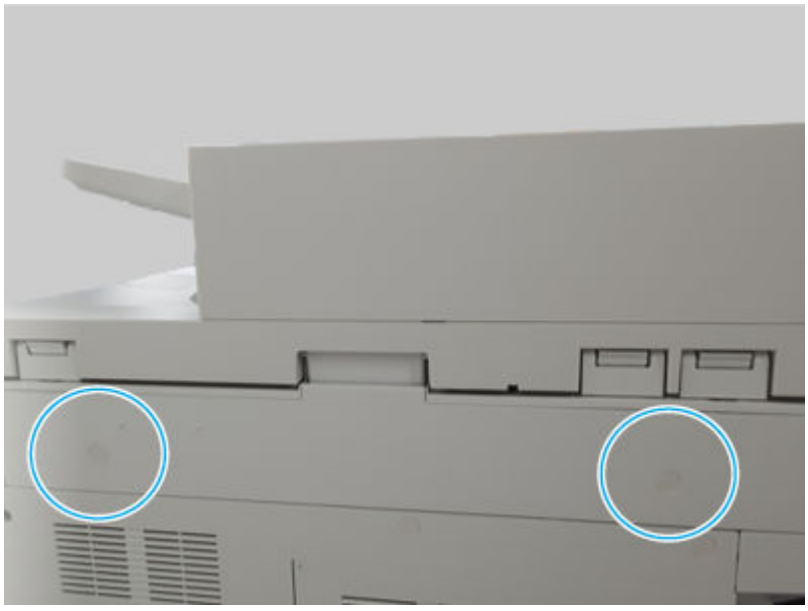


Remove the flatbed scanner rear cover

Use the following procedure to remove and replace the scan cover.

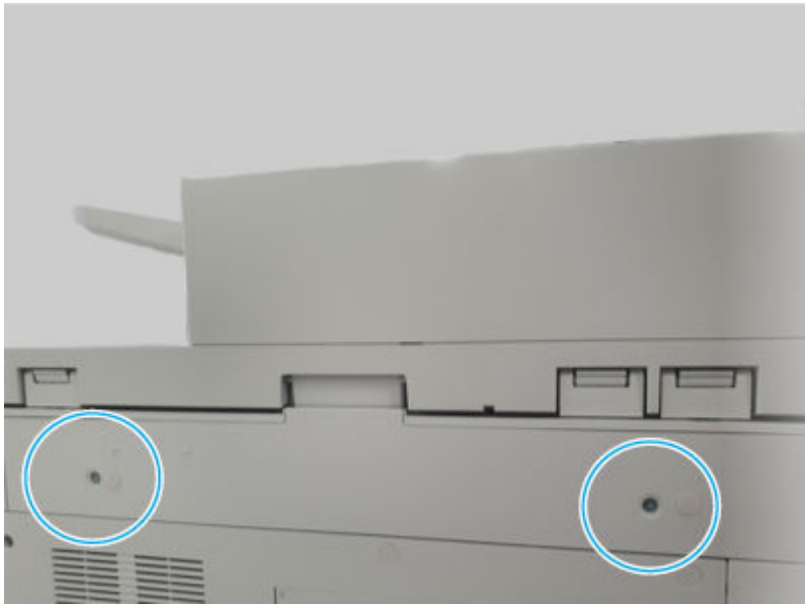
1. Remove two screw caps.

Figure 5-1597 Remove two screw caps



2. Remove two screws, and then remove the scan cover.

Figure 5-1598 **Remove two screws and the cover**



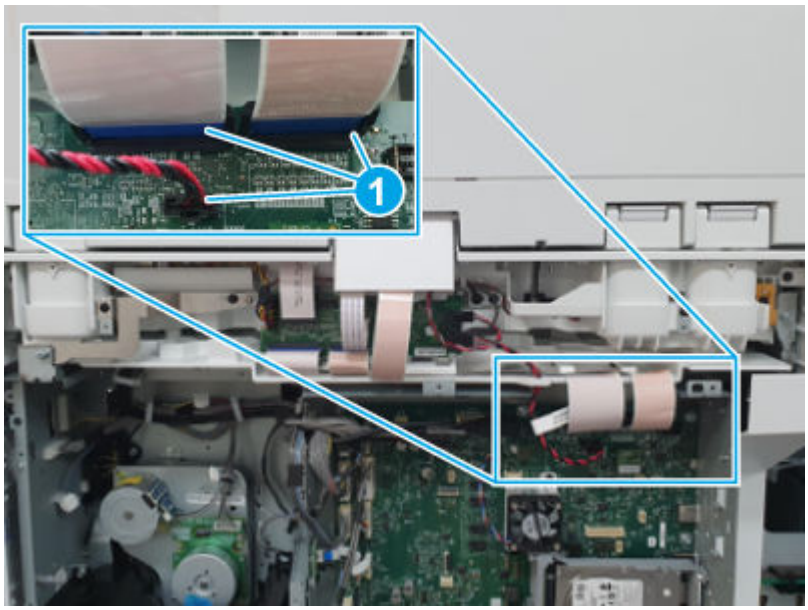
Remove the ISA

Use the following procedure to remove and replace the ISA.

1. Disconnect three connectors (callout 1).

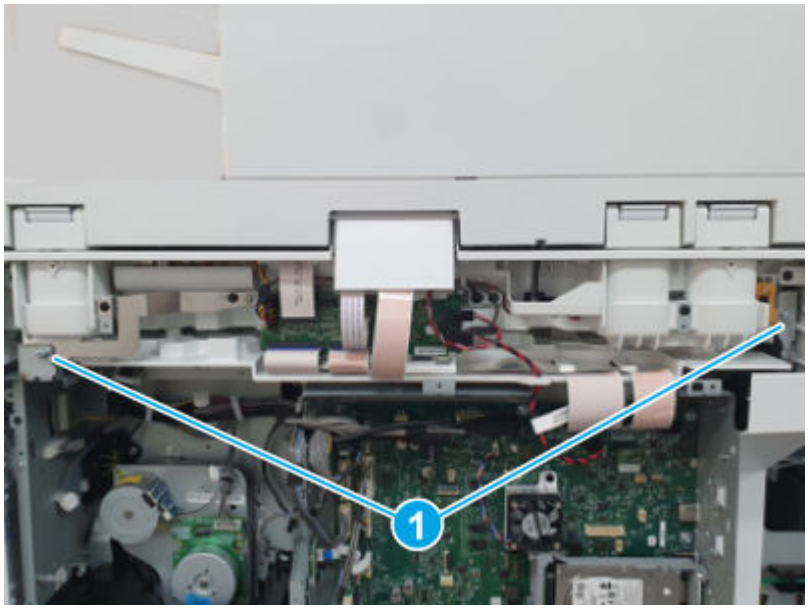
NOTE: For the zero-force insertion (ZIF) flat-flexible cable (FFC) connectors, raise the locking clip to release the cable.

Figure 5-1599 **Disconnect three connectors**



2. Remove two screws (callout 1).

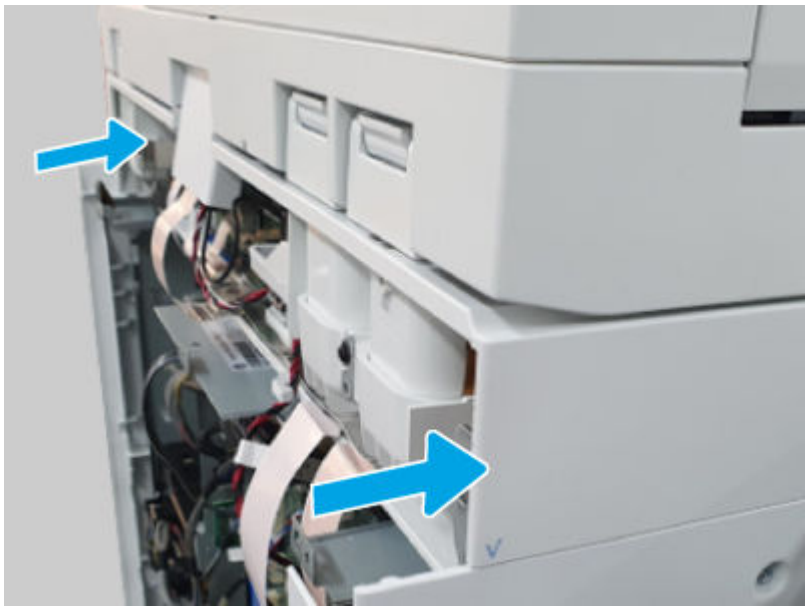
Figure 5-1600 Remove two screws



3. Slide the ISA towards the front of the printer until it stops to release it.

NOTE: Sliding the ISA might require considerable force to release the mounting locks.

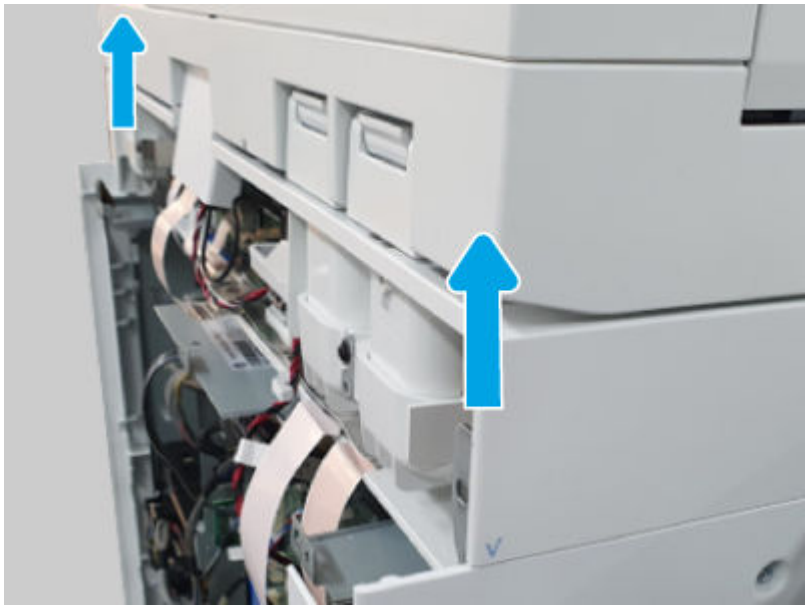
Figure 5-1601 Slide the ISA



4. Lift the ISA up and off of the printer to remove it.

CAUTION: The ISA is heavy. Always use safe lifting practices. HP recommends more than one person lift the ISA.

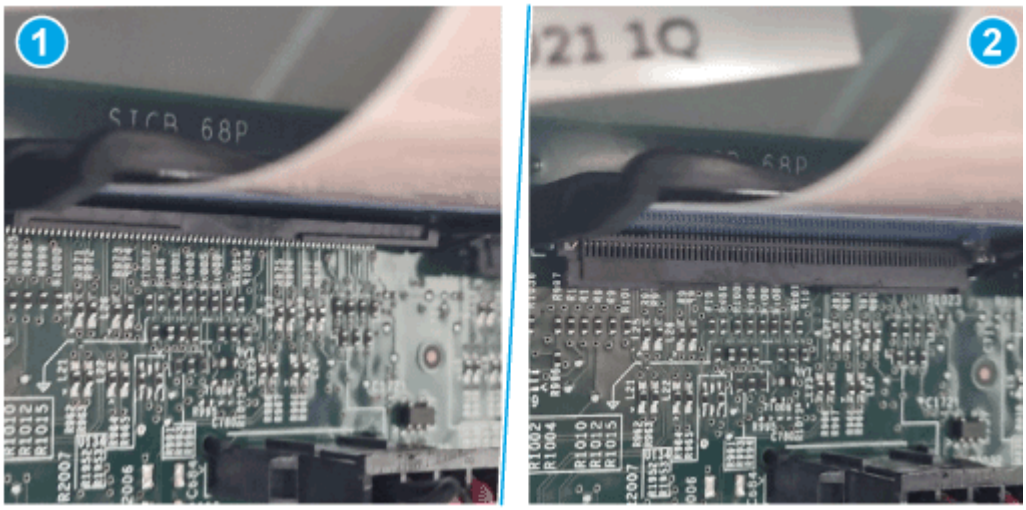
Figure 5-1602 **Remove the ISA**



5. When reinstalling the FFCs into the connectors, make sure to push down on the locking clip so that the connector firmly grasps the cable film.

   - **Callout 1**: Unlocked
   - **Callout 2**: Locked

Figure 5-1603 **Lock the FFC connector clip**



Unpack the replacement assembly (Flow models with drawer type keyboard)

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, ensure to reverse the removal steps in the order listed below:

   a. Reassemble the ISA.

   b. Reassemble the keyboard.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

200-Sheet ISA for dn bundle

Learn about ISA removal and replacement.

Removal and replacement: Integrated scanner for dn bundle (5QK38A for Flex-build)

Learn about removing and replacing the ISA.

Mean time to repair: 10 minutes

Service level: Medium

NOTE: This procedure removes the document feeder whole unit including the white backing.

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-143 Part information

Part number	Part description
5QK38-67002	HP LaserJet 180ipm 200-sheet DADF high speed scanner (dn bundle)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

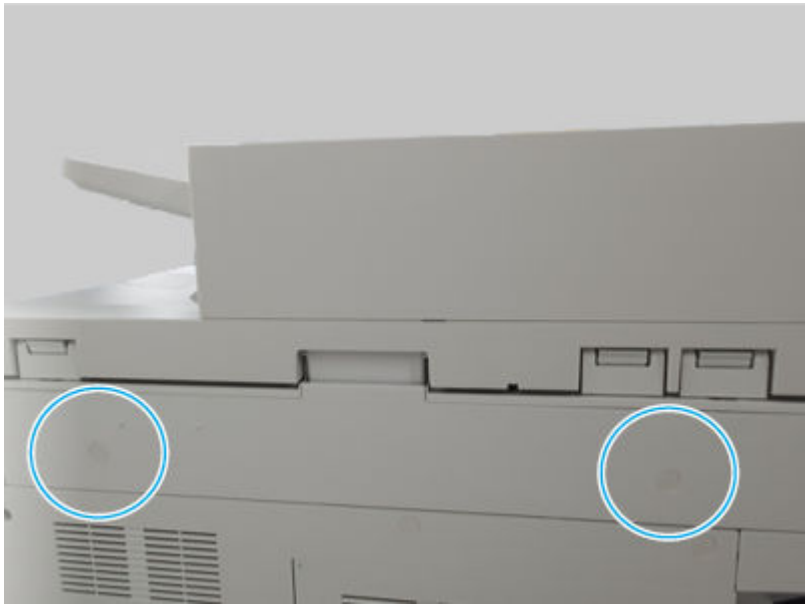
Use the flatbed glass to copy a page, and then verify that the document correctly copies, scans, or prints.

1. Remove the flatbed scanner rear cover

Use the following procedure to remove and replace the scan cover.

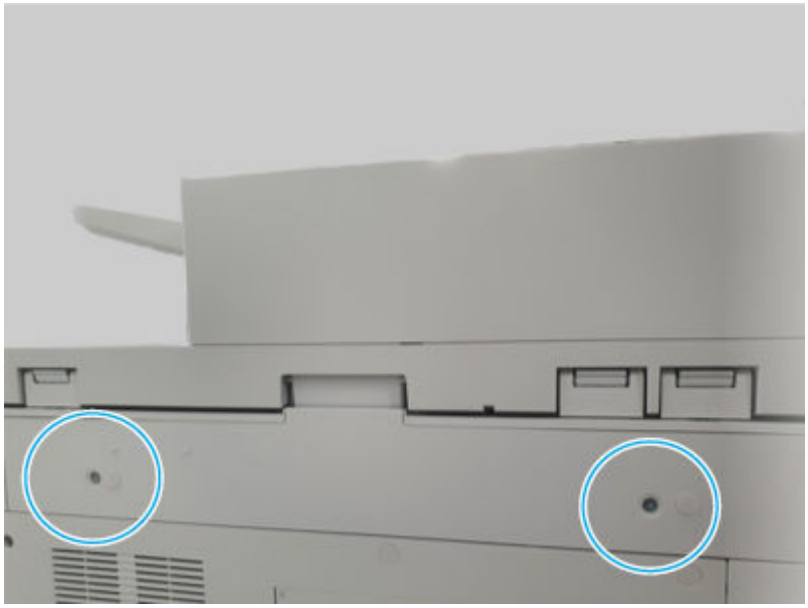
1. Remove two screw caps.

Figure 5-1604 Remove two screw caps



2. Remove two screws, and then remove the scan cover.

Figure 5-1605 **Remove two screws and the cover**



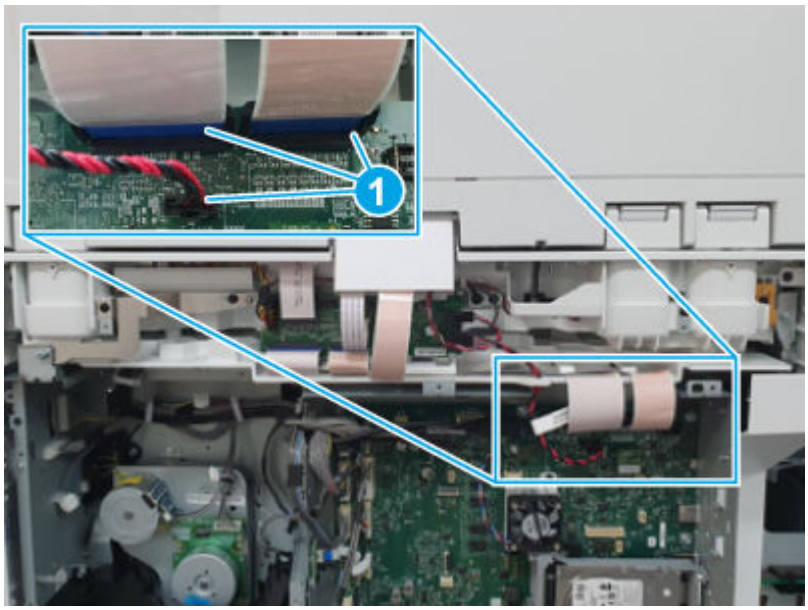
2. Remove the ISA

Use the following procedure to remove and replace the ISA.

1. Disconnect three connectors (callout 1).

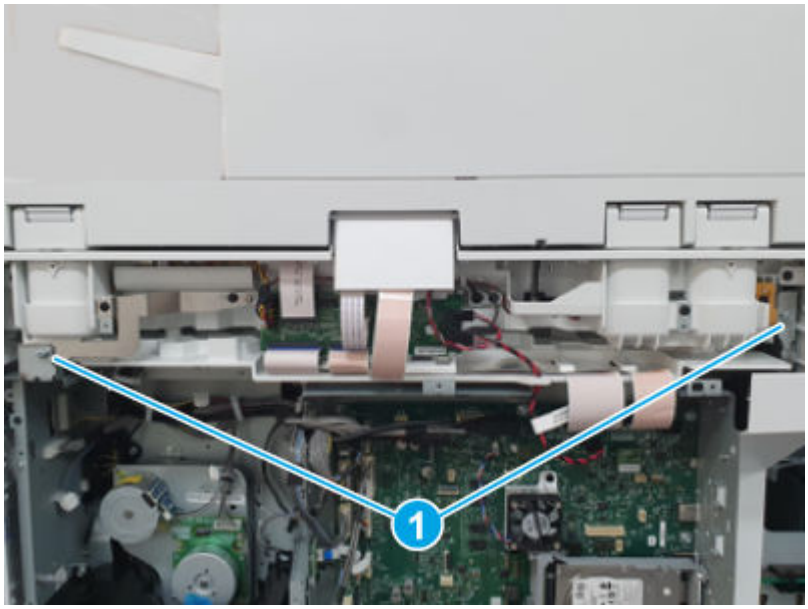
NOTE: For the zero-force insertion (ZIF) flat-flexible cable (FFC) connectors, raise the locking clip to release the cable.

Figure 5-1606 **Disconnect three connectors**



2. Remove two screws (callout 1).

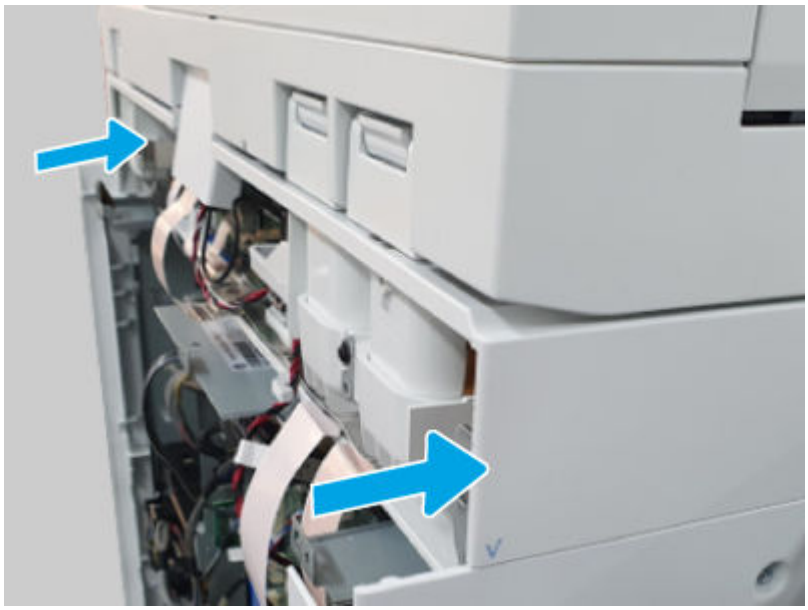
Figure 5-1607 **Remove two screws**



3. Slide the ISA towards the front of the printer until it stops to release it.

NOTE: Sliding the ISA might require considerable force to release the mounting locks.

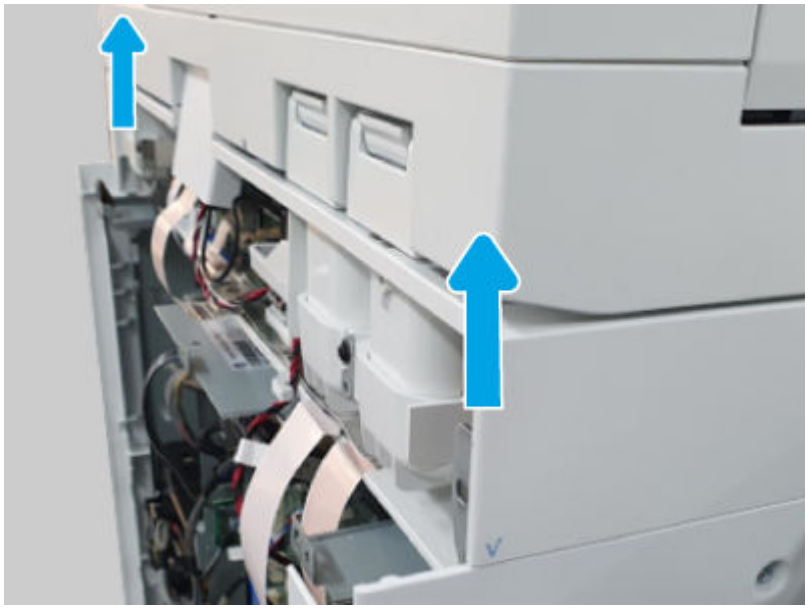
Figure 5-1608 **Slide the ISA**



4. Lift the ISA up and off of the printer to remove it.

CAUTION: The ISA is heavy. Always use safe lifting practices. HP recommends more than one person lift the ISA.

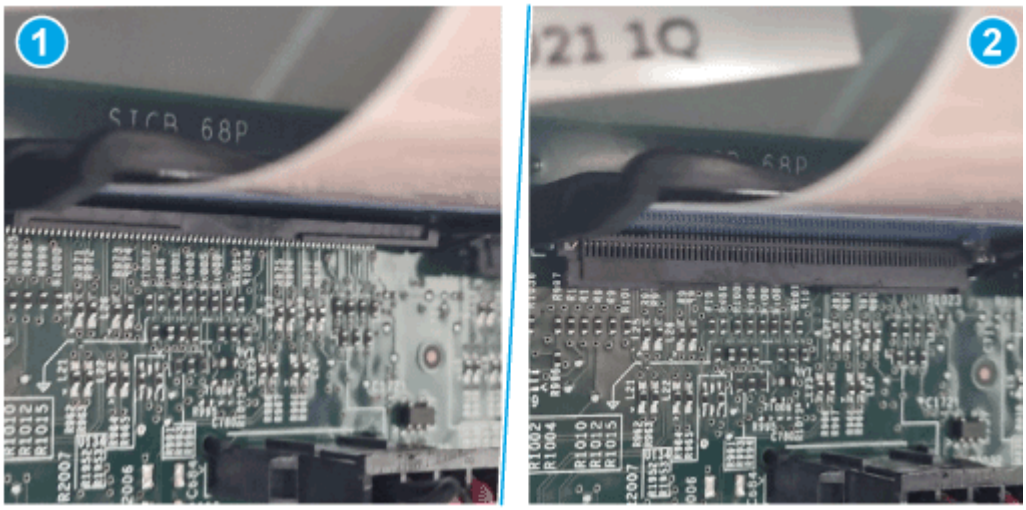
Figure 5-1609 Remove the ISA



5. When reinstalling the FFCs into the connectors, make sure to push down on the locking clip so that the connector firmly grasps the cable film.

   - **Callout 1**: Unlocked
   - **Callout 2**: Locked

Figure 5-1610 Lock the FFC connector clip



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

ADF (Automatic document feeder)

Learn about ADF parts removal and replacement.

300-Sheet ADF for z, z+ bundles

Learn about ADF parts removal and replacement.

Removal and replacement: ADF (300sh)

Learn about removing and replacing the document feeder.

IMPORTANT: This procedure removes the document feeder whole unit (including the white backing plate).

Special installation instructions are included at the end of this topic (after the unpack and recycle step).

To avoid damaging the ADF when it is reinstalled, make sure to carefully read and follow the installation instructions.

Instruction for installing a replacement white backing plate are also included.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-144 Part information

Part number	Part description
5QK08-67014	300-sheet Flow Automatic Document Feeder (ADF) **NOTE:** The white backing plate is not included. Order 5QK08-67005 (Qty 1) and J8J63-60135 (Qty 9) to receive the SVC-A3 White Backing Kit and White backing suspension (combined into SVC-A3 White Backing Kit PN:5QK08-67005) clips.

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

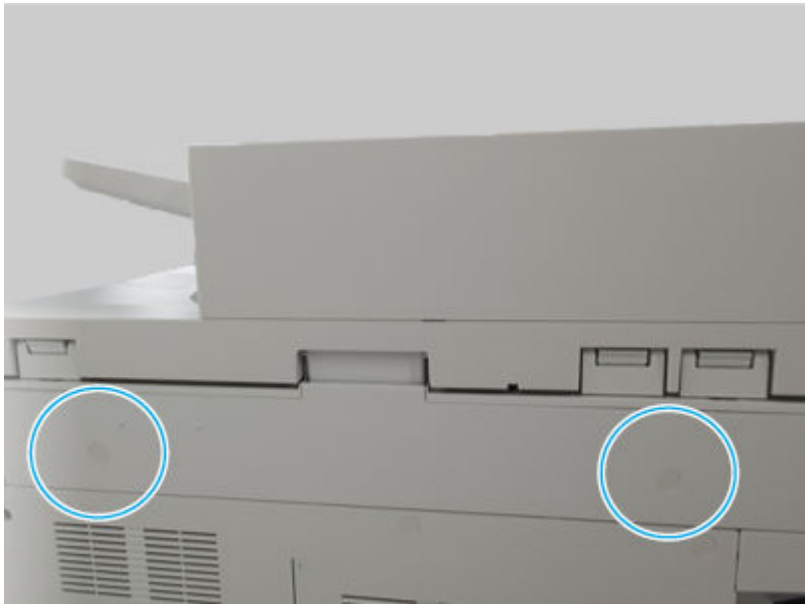
Use the document feeder to copy a page, and then verify that the document correctly copies, scans, or prints.

1. Remove the flatbed scanner rear cover

Use the following procedure to remove and replace the scan cover.

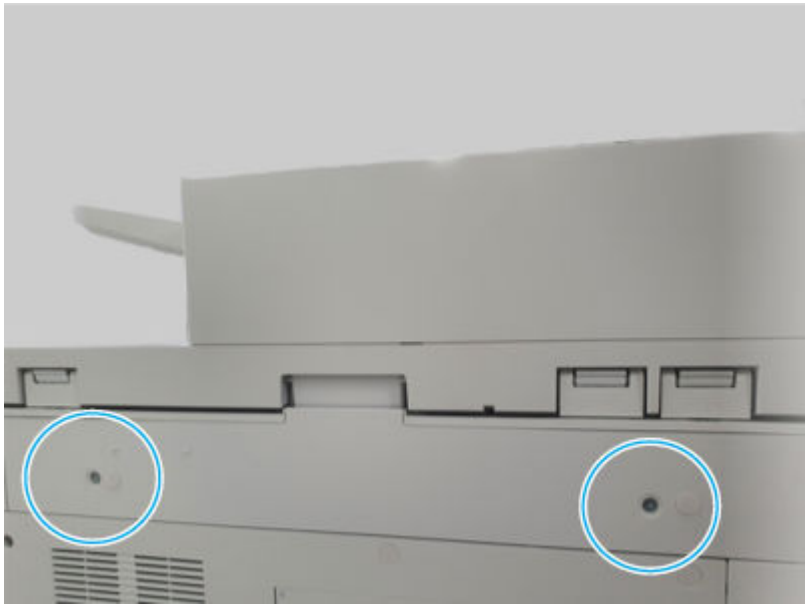
1. Remove two screw caps.

Figure 5-1611 **Remove two screw caps**



2. Remove two screws, and then remove the scan cover.

Figure 5-1612 **Remove two screws and the cover**



2. Remove the document feeder

Use the following procedure to remove and replace the document feeder.

NOTE: This procedure removes the document feeder whole unit (including the white backing plate).

To install a replacement document feeder only: The following parts are required:

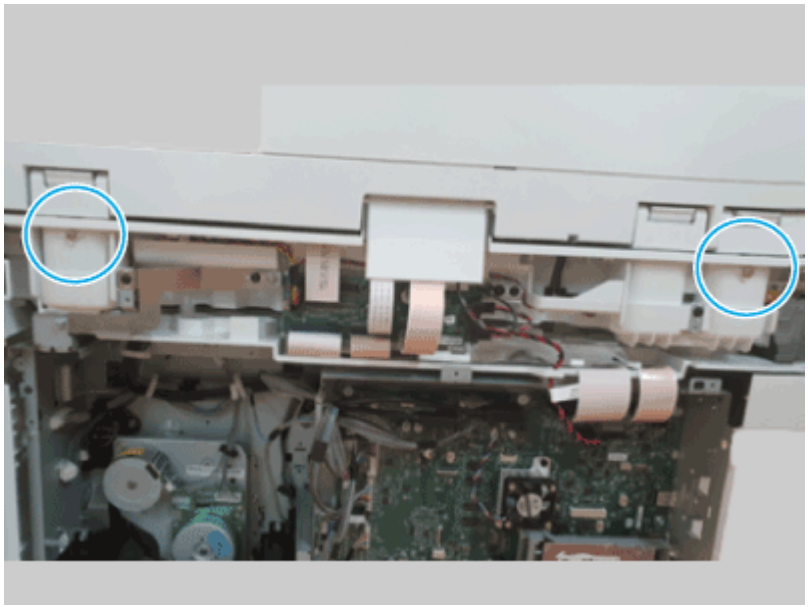
- SVC-A3 White Backing Kit; 5QK08-67005 (QTY 1)

- White backing suspension (combined into SVC-A3 White Backing Kit PN:5QK08-67005); J8J63-60135 (Qty 9)

NOTE: Nine are required. Make sure the order quantity is nine.

1. Remove two screws.

Figure 5-1613 Remove two screws

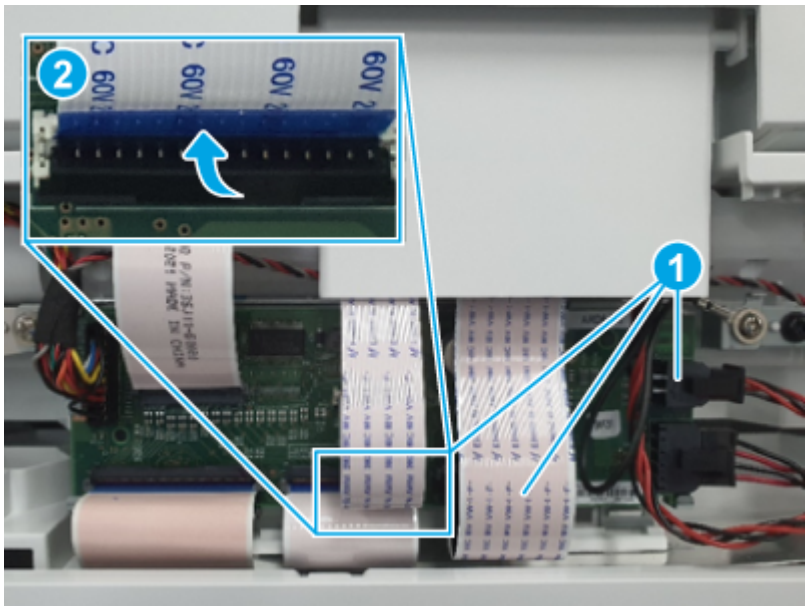


2. Disconnect one connector and two flat-flexible cables FFCs (callout 1).

CAUTION: Disconnecting one of the FFCs requires opening a retaining clip (callout 2).

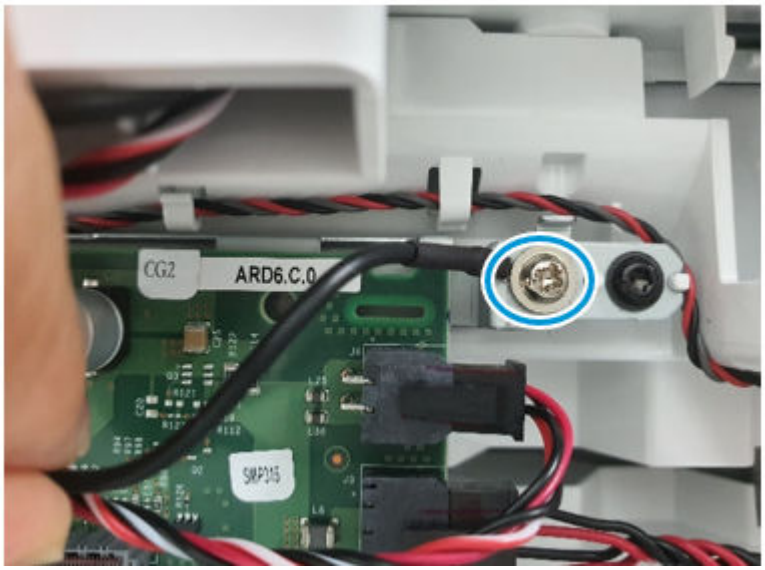
Reinstallation tip: Use the special installation instructions in this topic to avoid damaging the FFCs.

Figure 5-1614 Disconnect three connectors



3. Remove one screw to release a single-wire harness, and then lift the document feeder up to remove it.

Figure 5-1615 **Remove the document feeder assembly**



IMPORTANT: Special installation instructions are included at the end of this topic (after the unpack and recycle step).

To avoid damaging the ADF when it is reinstalled, make sure to carefully read and follow the installation instructions.

3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not

available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

4. Special installation instructions: Document feeder

Use the following instructions to install the document feeder.

NOTE: To avoid damage to the document feeder, reverse the removal steps and follow these special instructions.

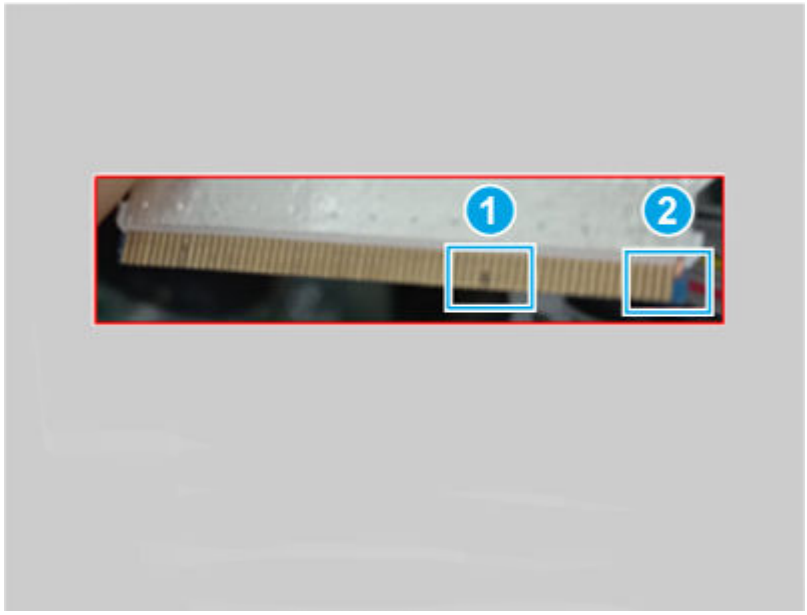
1. The flat-flexible cable (FFC) connectors are a Zero Insertion Force (ZIF) type that uses a hinged retainer clip to secure the FFC.

CAUTION: Do not force the FFC into or out of the connector if the hinged retainer is in the locked position.

Forcing the FFC into or out of a locked connector can damage the FFC and cause the document feeder to be in operable.

- **Callout 1**: FFC missing pin
- **Callout 2**: FFC pin pealed back

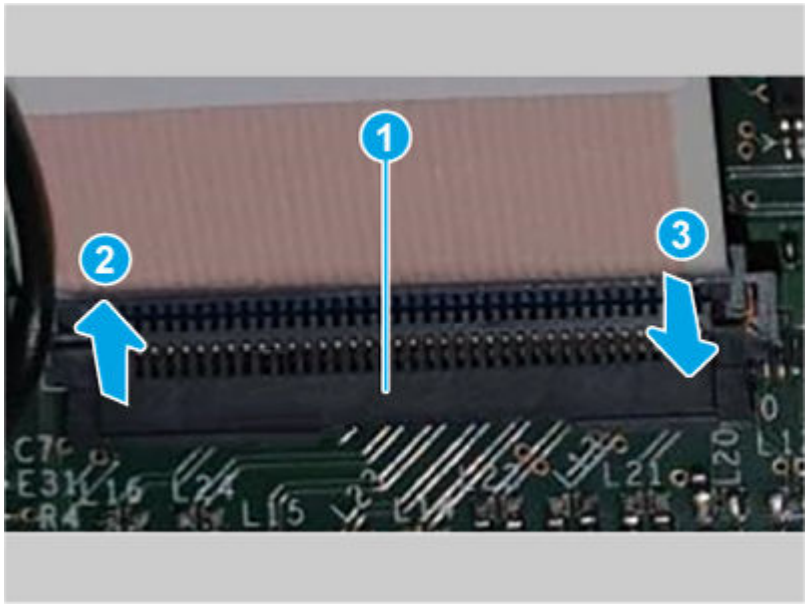
Figure 5-1616 Damaged FFC



2. Verify that the ZIF connector hinged retainer (callout 1) is unlocked. The image below shows a locked connector.

   - **Callout 2**: Unlock the hinged retainer
   - **Callout 3**: Lock the hinged retainer

Figure 5-1617 ZIF connector hinged retainer

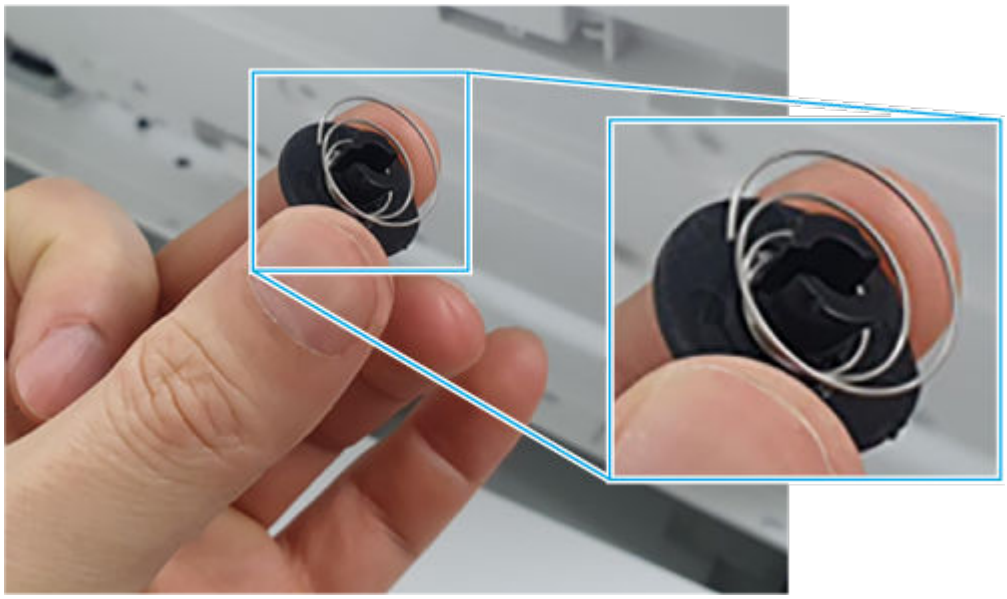


5. Special installation instructions: White backing plate

Use the following instructions to install the white backing plate

1. If the spring and suspension clip have become separated during shipping, install the spring on the clip as shown below.

Figure 5-1618 Spring installed on the suspension clip



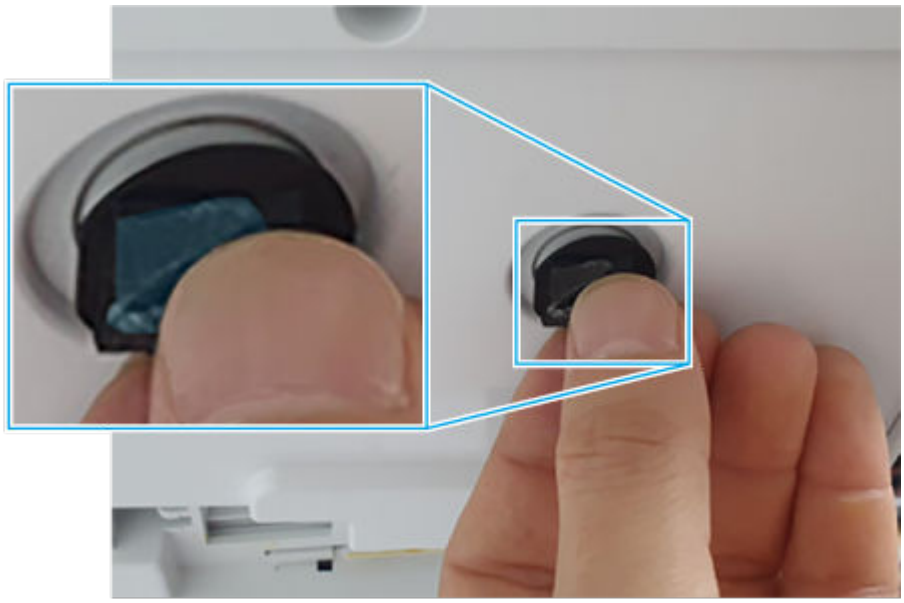
2. Position a suspension clip near the mounting feature on the document feeder, and then push it straight in to install it.

Figure 5-1619 Install the suspension clip



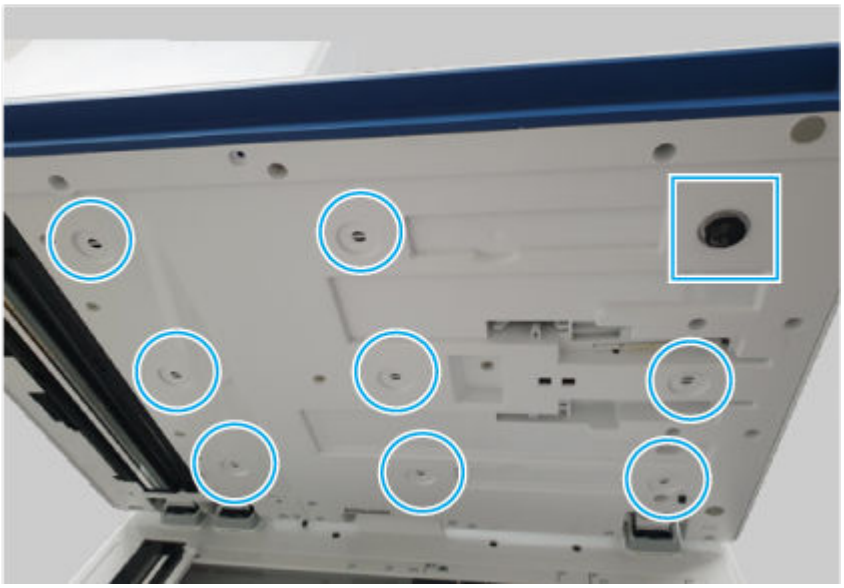
3. Remove the protective film from the double-sided tape on the suspension clip.

Figure 5-1620 **Expose the double-sided tape**



4. Repeat these steps for the remaining eight suspension clips.

Figure 5-1621 **Install the remaining suspension clips**



5. Place the white backing plate on the flatbed glass.

NOTE: One corner of the white backing plate has an arrow embossed on it. Place that corner towards the rear left corner of the flatbed glass.

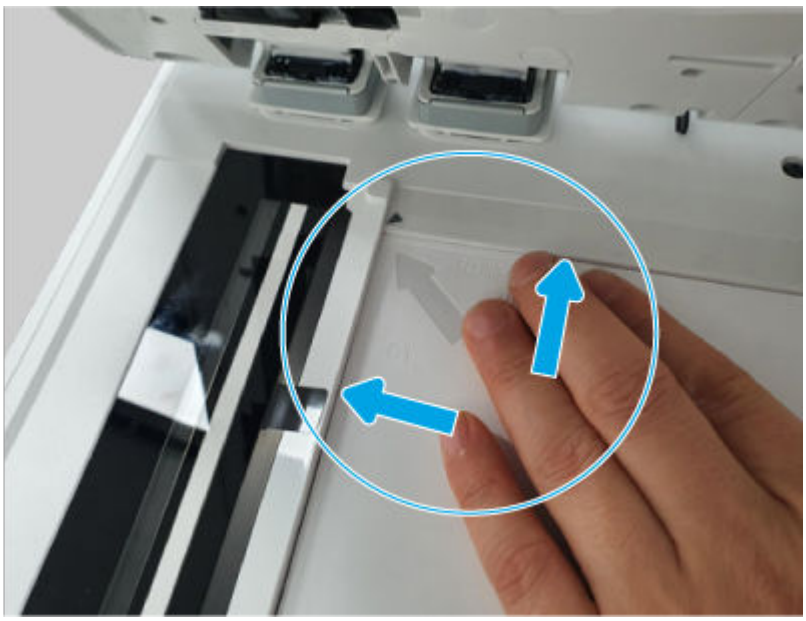
Figure 5-1622 Place the white backing plate



6. Position the white backing plate so that the corner with the embossed arrow fits tightly up against the flatbed glass frame.

NOTE: Make sure that the rear and left edges of the plate are firmly against the flatbed frame.

Figure 5-1623 Register the white backing plate against the frame



7. Fully close the document feeder to install the white backing plate.

NOTE: Open the document feeder and make sure the white backing plate is firmly attached.

Figure 5-1624 Close the document feeder



Removal and replacement: ADF front cover (300sh)

Learn about removing and replacing the document feeder front cover.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-145 Part information

Part number	Part description
5QJ90-40049	ADF front cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

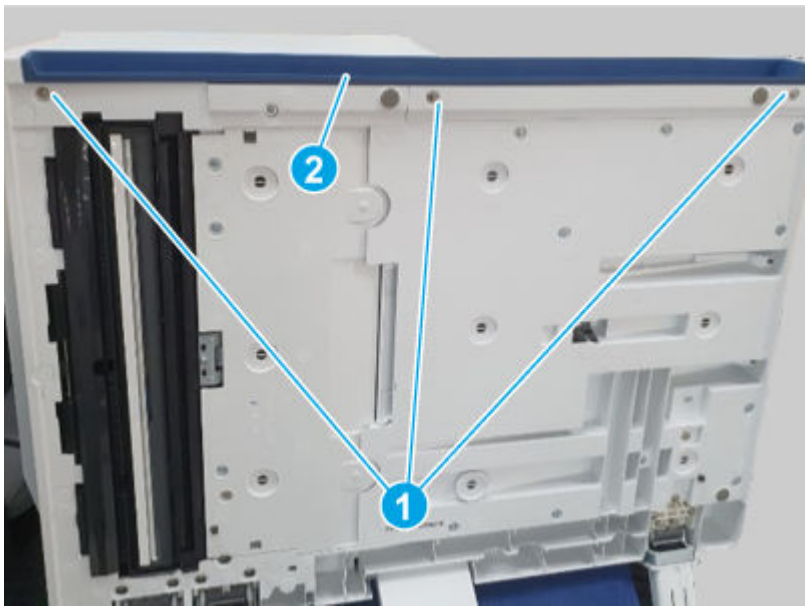
Use the document feeder to copy a page, and then verify that the document correctly copies, scans, or prints.

1. Remove the document feeder color panel

Use the following procedure to remove and replace the document feeder color panel.

1. Open the document feeder.
2. Remove three screws (callout 1), release four tabs, and then remove the document feeder color panel (callout 2).

Figure 5-1625 **Remove the color panel**

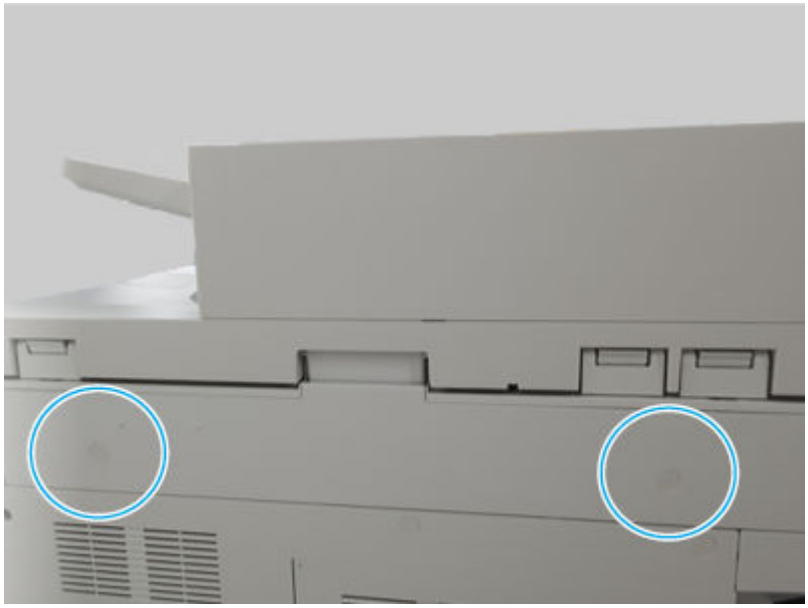


2. Remove the flatbed scanner rear cover

Use the following procedure to remove and replace the scan cover.

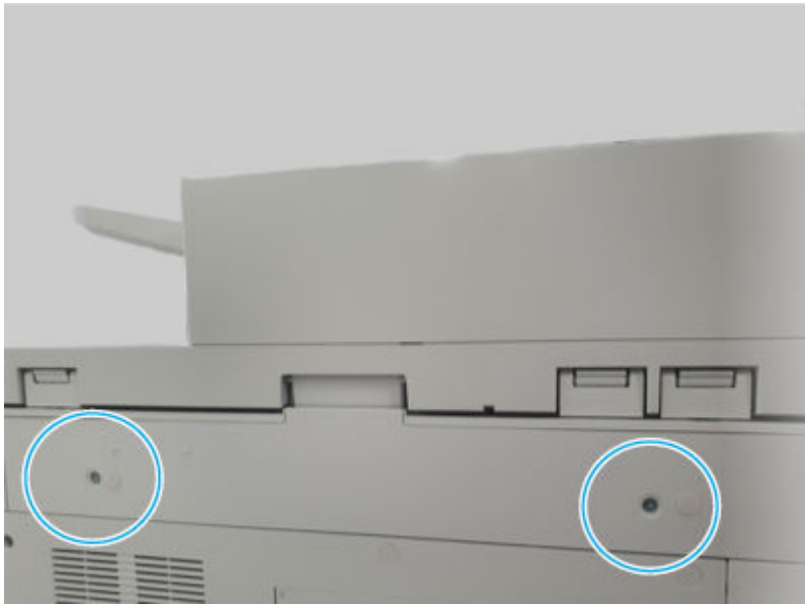
1. Remove two screw caps.

Figure 5-1626 **Remove two screw caps**



2. Remove two screws, and then remove the scan cover.

Figure 5-1627 **Remove two screws and the cover**



3. Remove the document feeder

Use the following procedure to remove and replace the document feeder.

NOTE: This procedure removes the document feeder whole unit (including the white backing plate).

To install a replacement document feeder only: The following parts are required:

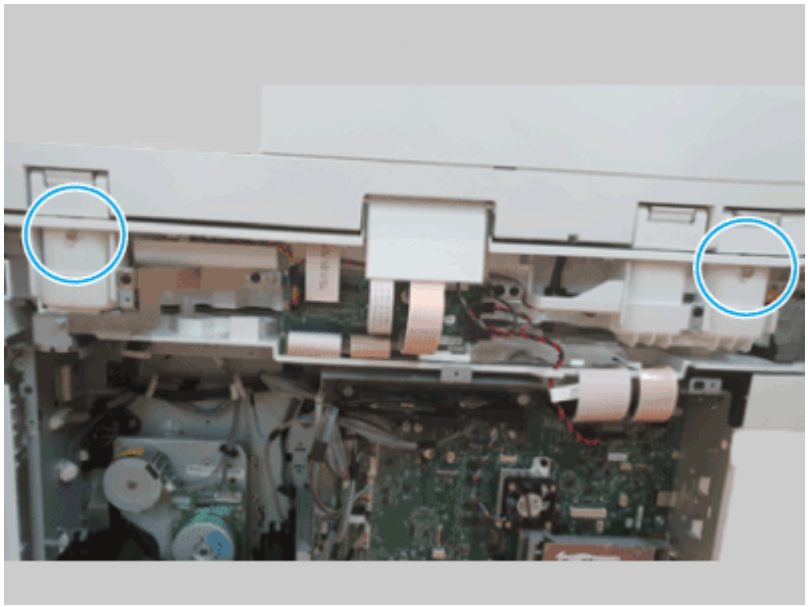
- SVC-A3 White Backing Kit; 5QK08-67005 (QTY 1)

- White backing suspension (combined into SVC-A3 White Backing Kit PN:5QK08-67005); J8J63-60135 (Qty 9)

NOTE: Nine are required. Make sure the order quantity is nine.

1. Remove two screws.

Figure 5-1628 Remove two screws

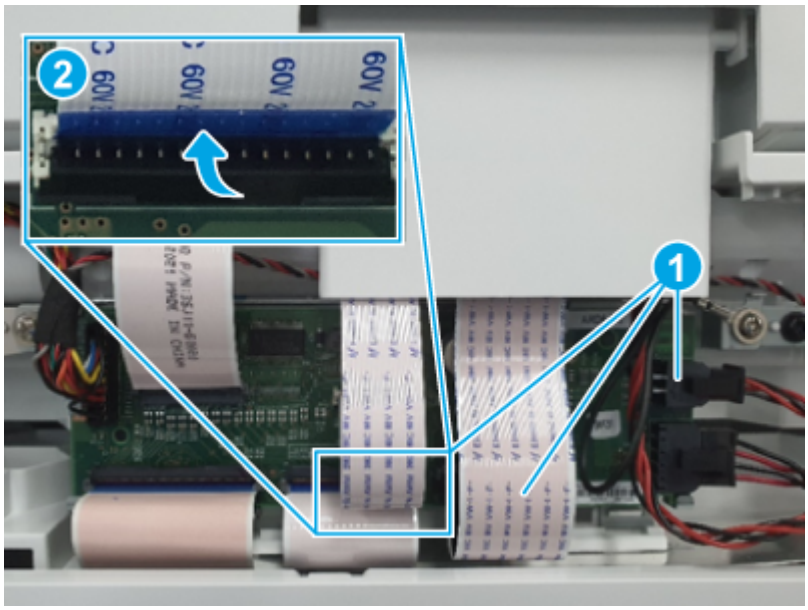


2. Disconnect one connector and two flat-flexible cables FFCs (callout 1).

CAUTION: Disconnecting one of the FFCs requires opening a retaining clip (callout 2).

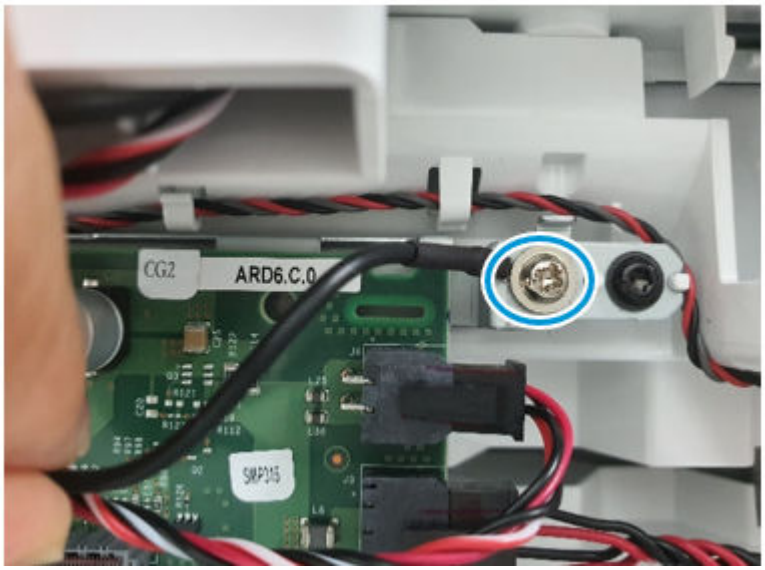
Reinstallation tip: Use the special installation instructions in this topic to avoid damaging the FFCs.

Figure 5-1629 Disconnect three connectors



3. Remove one screw to release a single-wire harness, and then lift the document feeder up to remove it.

Figure 5-1630 Remove the document feeder assembly



IMPORTANT: Special installation instructions are included at the end of this topic (after the unpack and recycle step).

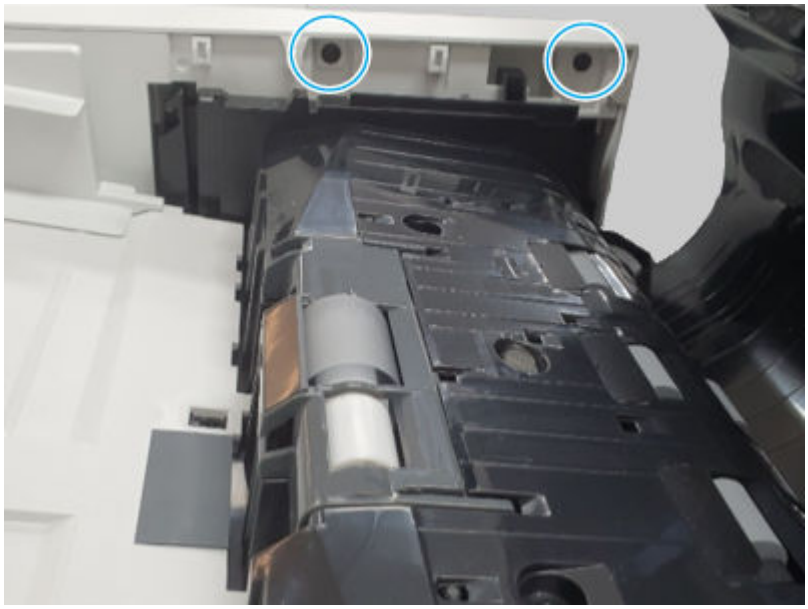
To avoid damaging the ADF when it is reinstalled, make sure to carefully read and follow the installation instructions.

4. Remove the document feeder front cover

Use the following procedure to remove and replace the document feeder front cover.

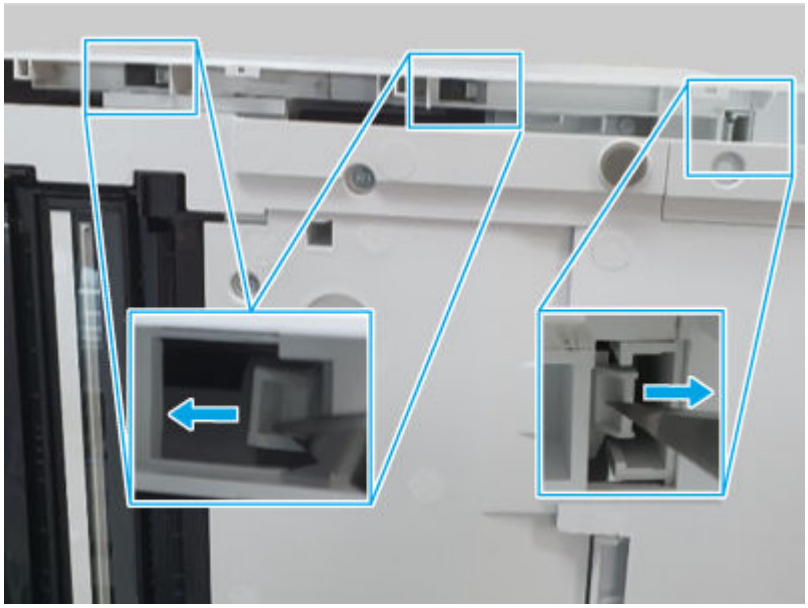
1. Open the ADF top cover, and then remove two screws.

Figure 5-1631 Remove two screws



2. Use a pair of tweezers to release three hooks, and then remove the document feeder front cover.

Figure 5-1632 Remove the cover



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: ADF CMF panel

Learn about removing and replacing the document feeder color panel.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-146 Part information

Part number	Part description
5QJ90-40056	ADF CMF panel

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

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 copy a page, and then verify that the document correctly copies, scans, or prints.

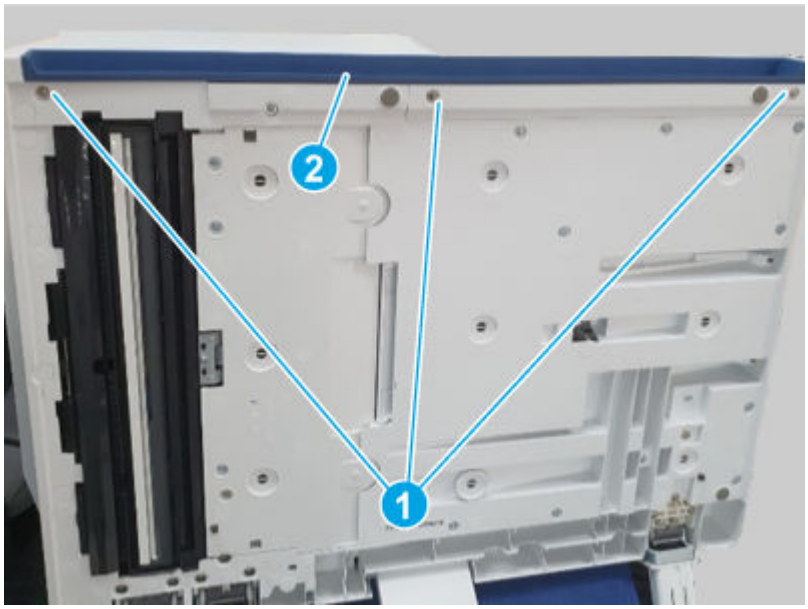
1. Remove the document feeder color panel

Use the following procedure to remove and replace the document feeder color panel.

1. Open the document feeder.

2. Remove three screws (callout 1), release four tabs, and then remove the document feeder color panel (callout 2).

Figure 5-1633 **Remove the color panel**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: ADF rear cover (300sh)

Learn about removing and replacing the document feeder rear cover.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-147 Part information

Part number	Part description
5QJ90-40041	ADF rear cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

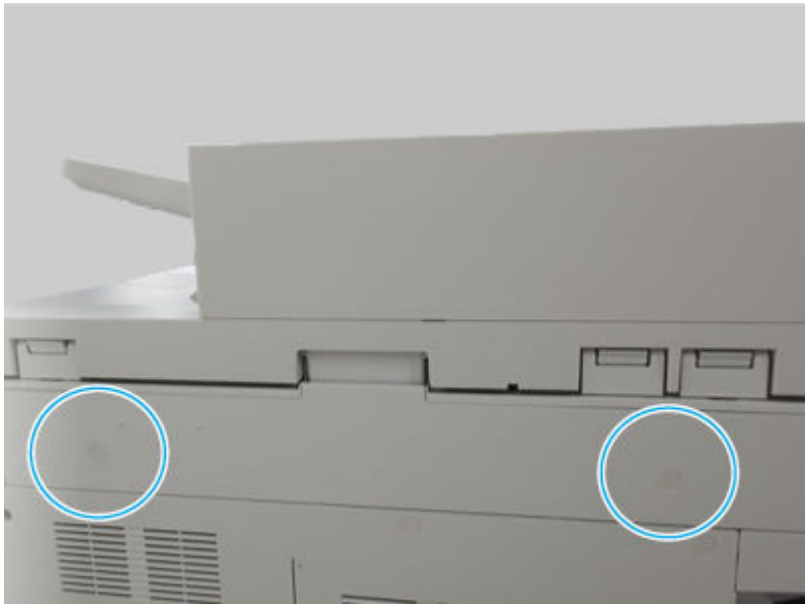
Use the document feeder to copy a page, and then verify that the document correctly copies, scans, or prints.

Remove the flatbed scanner rear cover

Use the following procedure to remove and replace the scan cover.

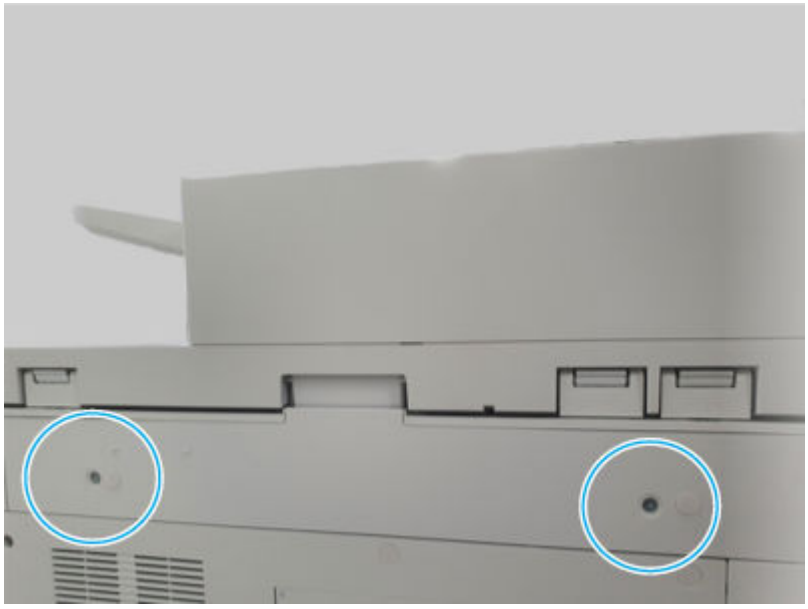
1. Remove two screw caps.

Figure 5-1634 **Remove two screw caps**



2. Remove two screws, and then remove the scan cover.

Figure 5-1635 **Remove two screws and the cover**



Remove the document feeder

Use the following procedure to remove and replace the document feeder.

NOTE: This procedure removes the document feeder whole unit (including the white backing plate).

To install a replacement document feeder only: The following parts are required:

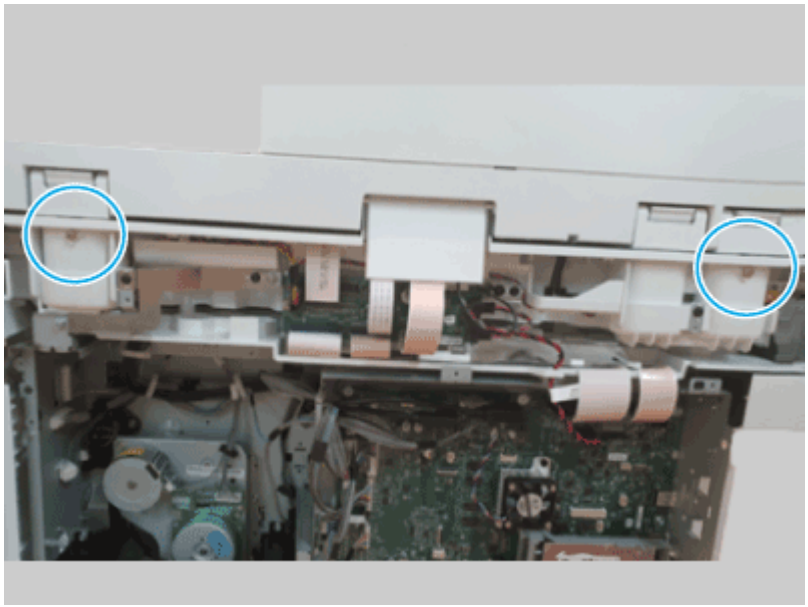
- SVC-A3 White Backing Kit; 5QK08-67005 (QTY 1)

- White backing suspension (combined into SVC-A3 White Backing Kit PN:5QK08-67005); J8J63-60135 (Qty 9)

NOTE: Nine are required. Make sure the order quantity is nine.

1. Remove two screws.

Figure 5-1636 Remove two screws

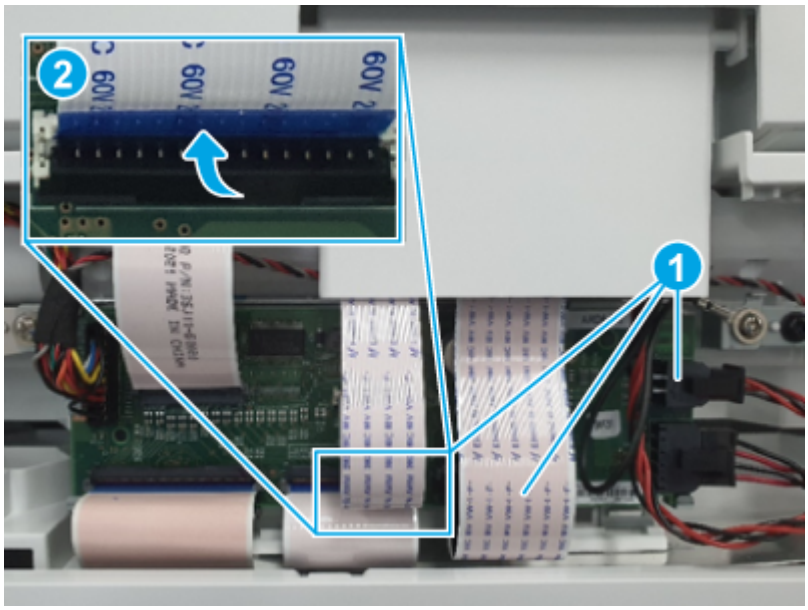


2. Disconnect one connector and two flat-flexible cables FFCs (callout 1).

CAUTION: Disconnecting one of the FFCs requires opening a retaining clip (callout 2).

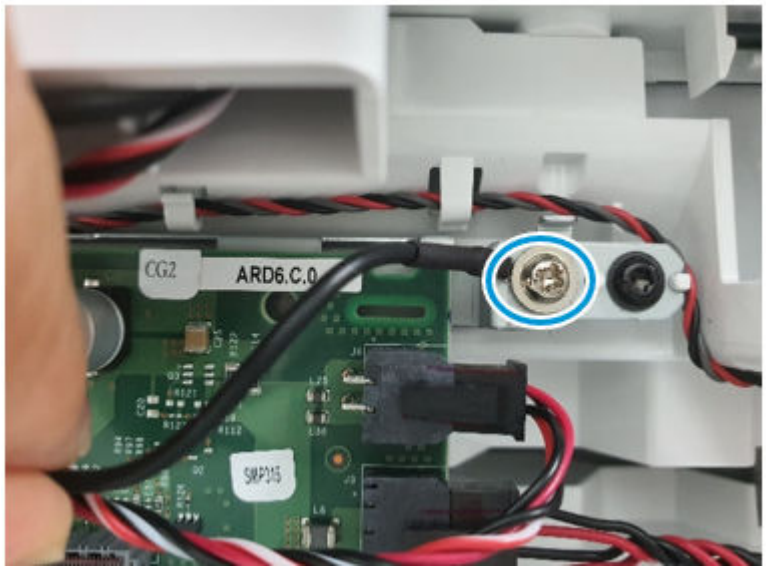
Reinstallation tip: Use the special installation instructions in this topic to avoid damaging the FFCs.

Figure 5-1637 Disconnect three connectors



3. Remove one screw to release a single-wire harness, and then lift the document feeder up to remove it.

Figure 5-1638 **Remove the document feeder assembly**



IMPORTANT: Special installation instructions are included at the end of this topic (after the unpack and recycle step).

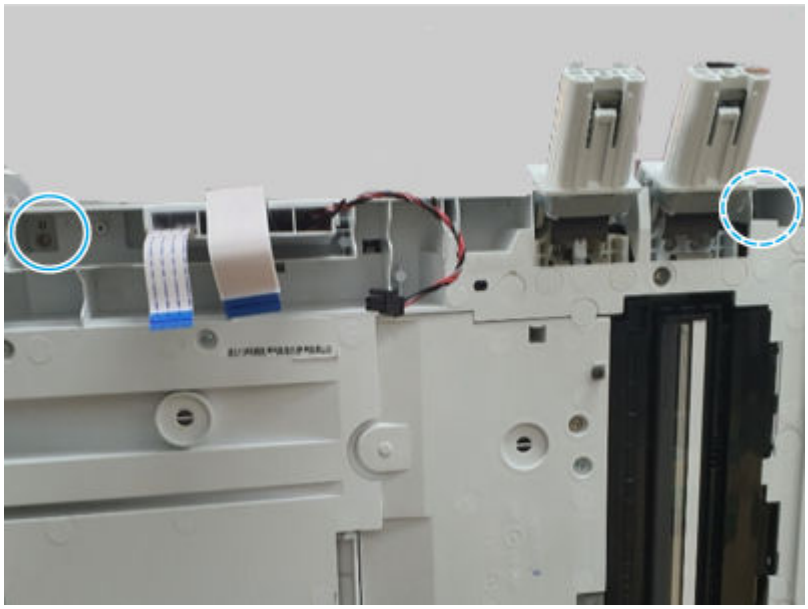
To avoid damaging the ADF when it is reinstalled, make sure to carefully read and follow the installation instructions.

Remove the document feeder rear cover

Use the following procedure to remove and replace the document feeder rear cover.

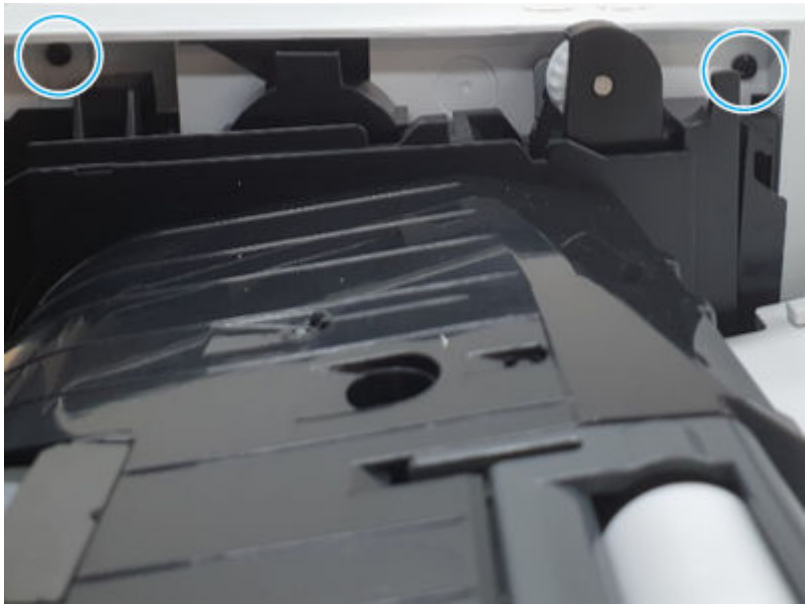
1. Remove two screws.

Figure 5-1639 **Remove two screws**



2. Open the ADF top cover, remove two screws, and then remove the ADF rear cover.

Figure 5-1640 **Remove the cover**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: ADF top cover (300sh)

Learn about removing and replacing the document feeder top cover.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-148 Part information

Part number	Part description
5QJ90-40054	ADF top cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

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 copy a page, and then verify that the document correctly copies, scans, or prints.

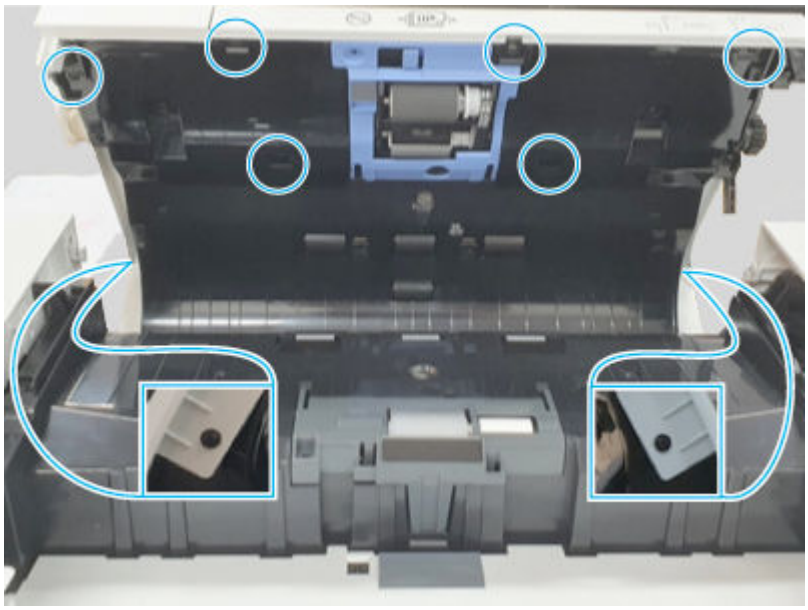
1. Remove the document feeder top cover

Use the following procedure to remove and replace the document feeder top cover.

1. Open the ADF top cover.

2. Remove eight screws, and then remove the ADF top cover.

Figure 5-1641 **Remove the cover**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: ADF white backing kit (300sh)

Learn about removing and replacing the document feeder white backing.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-149 Part information

Part number	Part description
5QK08-67005	SVC-A3 White Backing Kit

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

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 copy a page, and then verify that the document correctly copies, scans, or prints.

1. Remove the document feeder white backing

Use the following procedure to remove and replace the document feeder white backing.

1. Open the document feeder.

2. Disconnect nine hooks, and then remove the white backing.

Figure 5-1642 **Remove the white backing**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

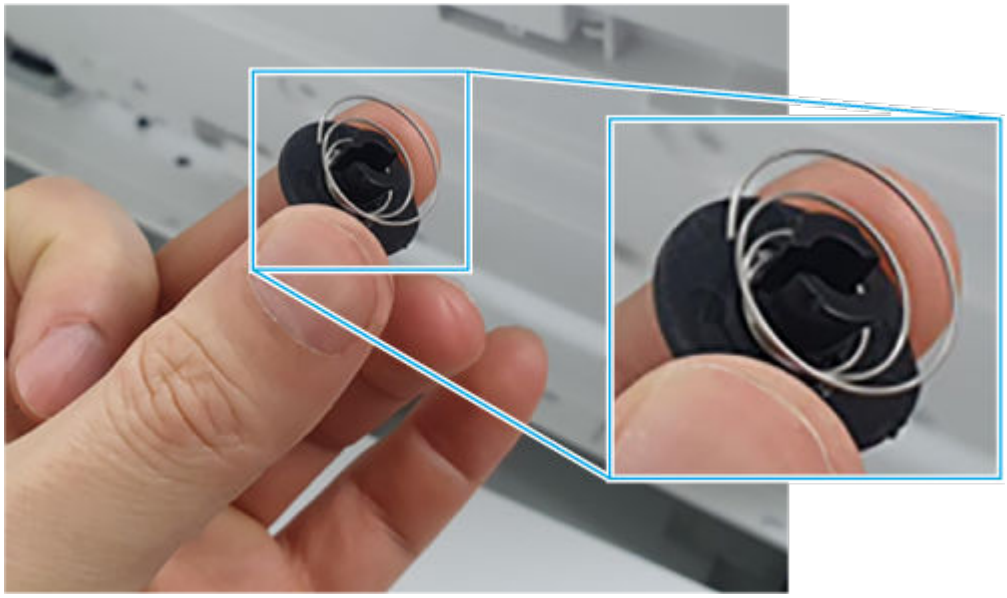
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

3. Special installation instructions: White backing plate

Use the following instructions to install the white backing plate

1. If the spring and suspension clip have become separated during shipping, install the spring on the clip as shown below.

Figure 5-1643 **Spring installed on the suspension clip**



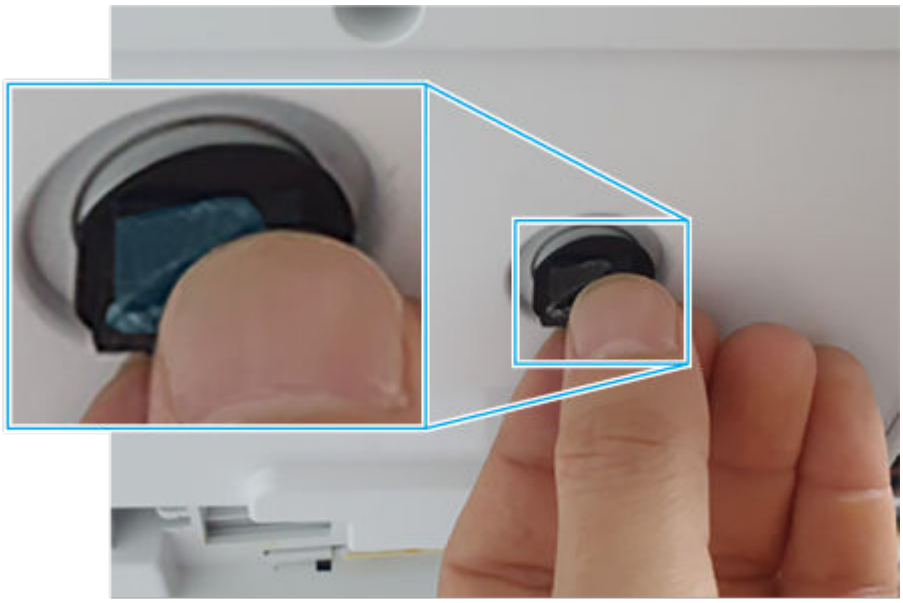
2. Position a suspension clip near the mounting feature on the document feeder, and then push it straight in to install it.

Figure 5-1644 Install the suspension clip



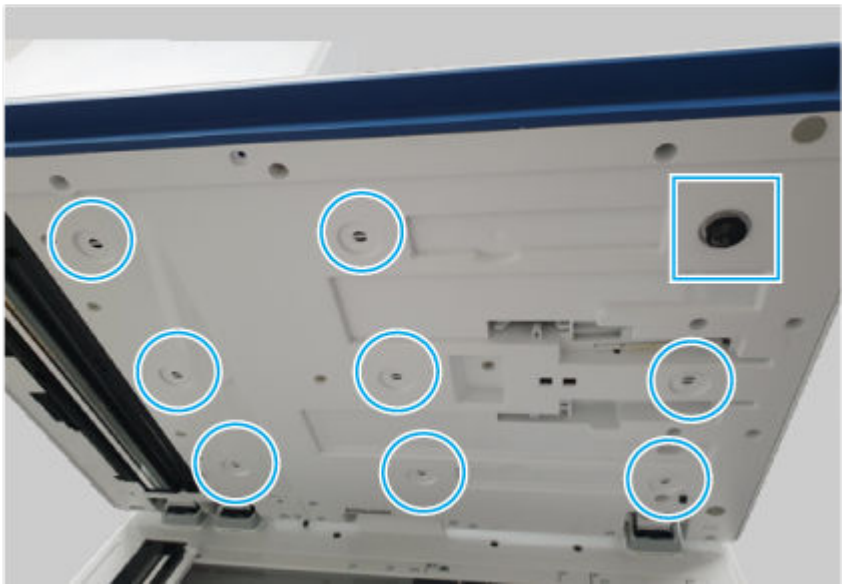
3. Remove the protective film from the double-sided tape on the suspension clip.

Figure 5-1645 Expose the double-sided tape



4. Repeat these steps for the remaining eight suspension clips.

Figure 5-1646 Install the remaining suspension clips



5. Place the white backing plate on the flatbed glass.

NOTE: One corner of the white backing plate has an arrow embossed on it. Place that corner towards the rear left corner of the flatbed glass.

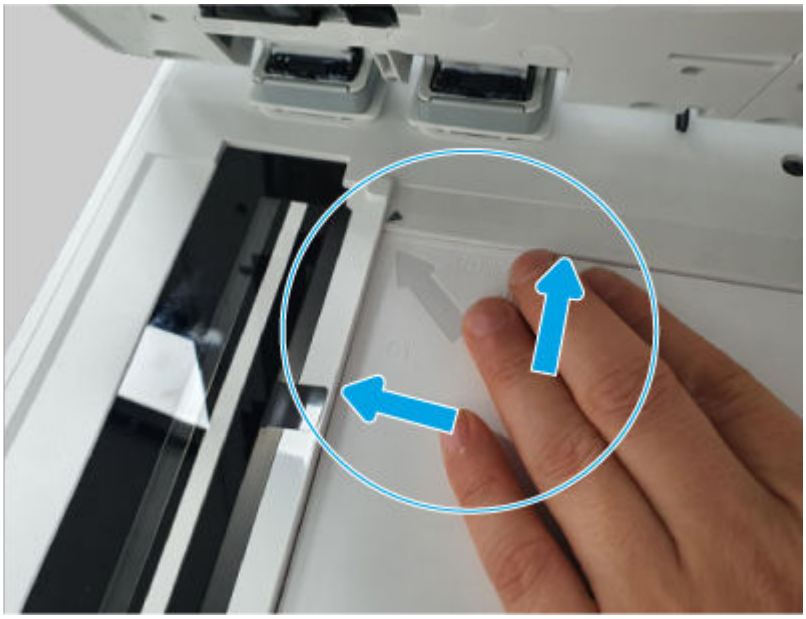
Figure 5-1647 Place the white backing plate



6. Position the white backing plate so that the corner with the embossed arrow fits tightly up against the flatbed glass frame.

NOTE: Make sure that the rear and left edges of the plate are firmly against the flatbed frame.

Figure 5-1648 Register the white backing plate against the frame



7. Fully close the document feeder to install the white backing plate.

NOTE: Open the document feeder and make sure the white backing plate is firmly attached.

Figure 5-1649 Close the document feeder



Removal and replacement: ADF pickup roller kit (300sh)

Learn about removing and replacing the document feeder pickup roller kit.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-150 Part information

Part number	Part description
A91Z5-67001	ADF roller kit

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

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 copy a page, and then verify that the document correctly copies, scans, or prints.

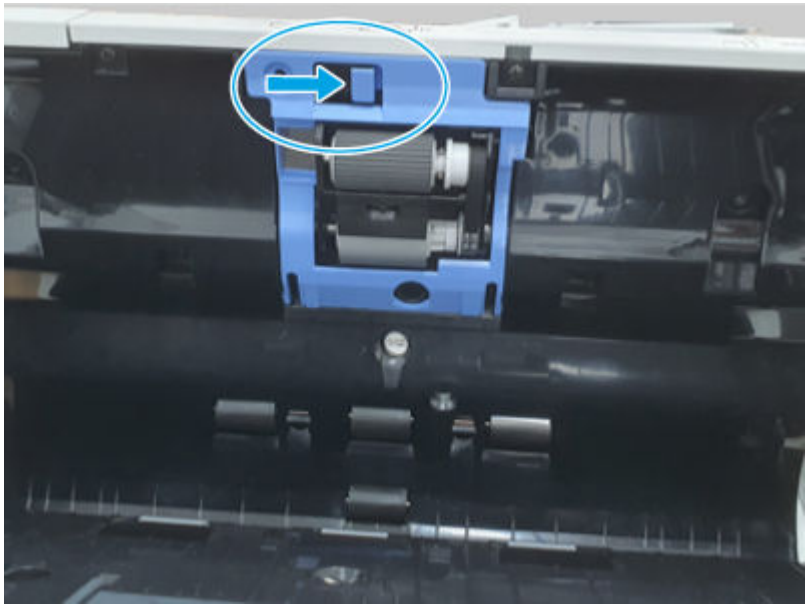
1. Remove the document feeder pickup roller kit

Use the following procedure to remove and replace the document feeder pickup roller kit.

1. Open the ADF top cover.

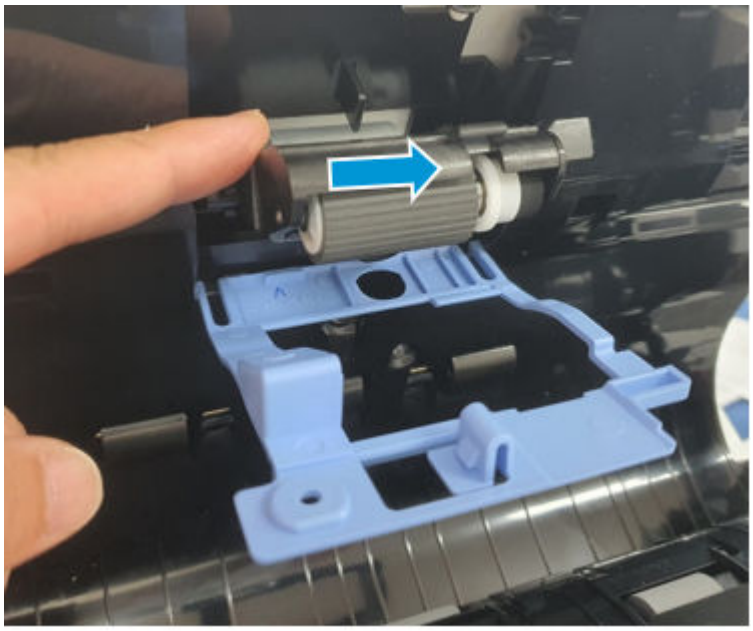
2. Remove the roller cover.

Figure 5-1650 **Remove the roller cover**



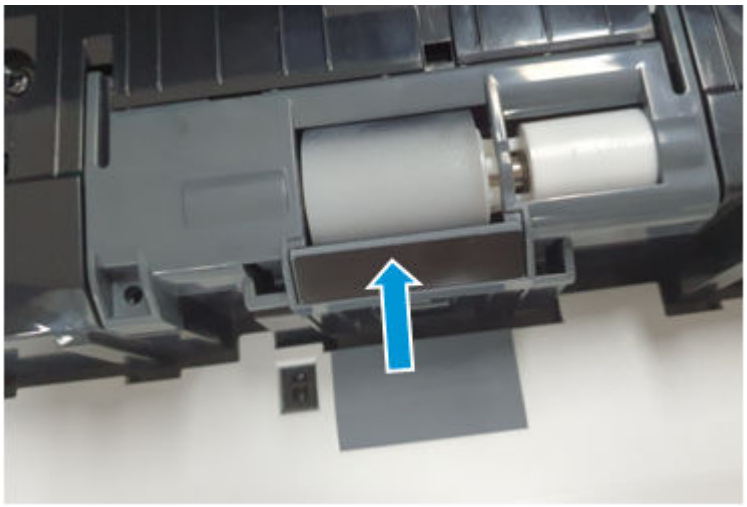
3. Remove the roller assembly.

Figure 5-1651 **Remove the roller assembly**



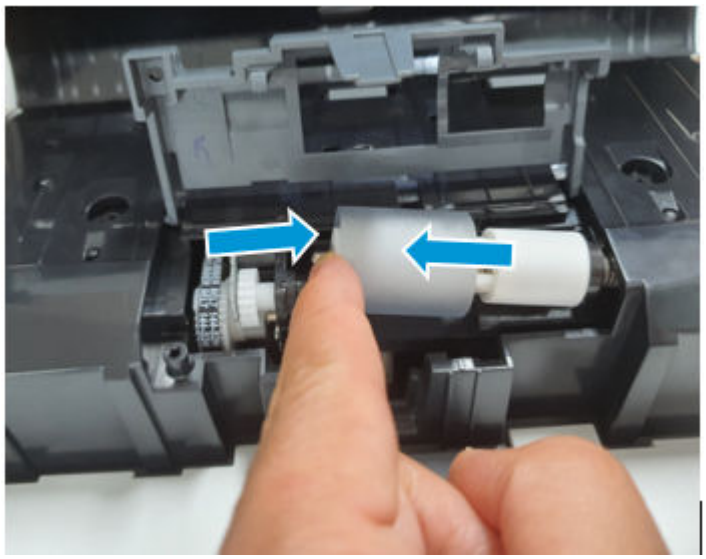
4. Open the separation roller cover.

Figure 5-1652 **Open the cover**



5. Remove the separation roller.

Figure 5-1653 **Remove the separation roller**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: ADF PCA (300sh)

Learn about removing and replacing the document feeder printed circuit assembly (PCA).

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-151 Part information

Part number	Part description
Z9Y05-60004	300sh ADF PCA

Required tools

- #2 JIS screwdriver with a magnetic tip

- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

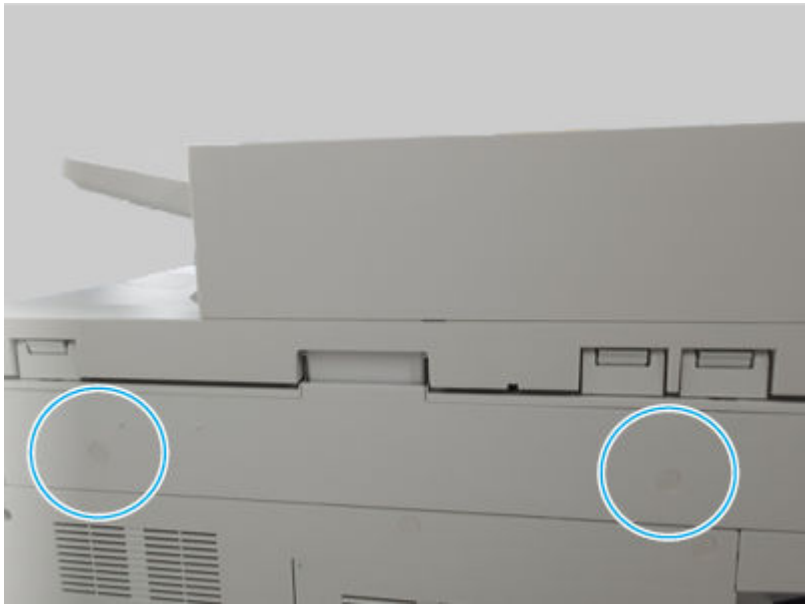
Use the document feeder to copy a page, and then verify that the document correctly copies, scans, or prints.

1. Remove the flatbed scanner rear cover

Use the following procedure to remove and replace the scan cover.

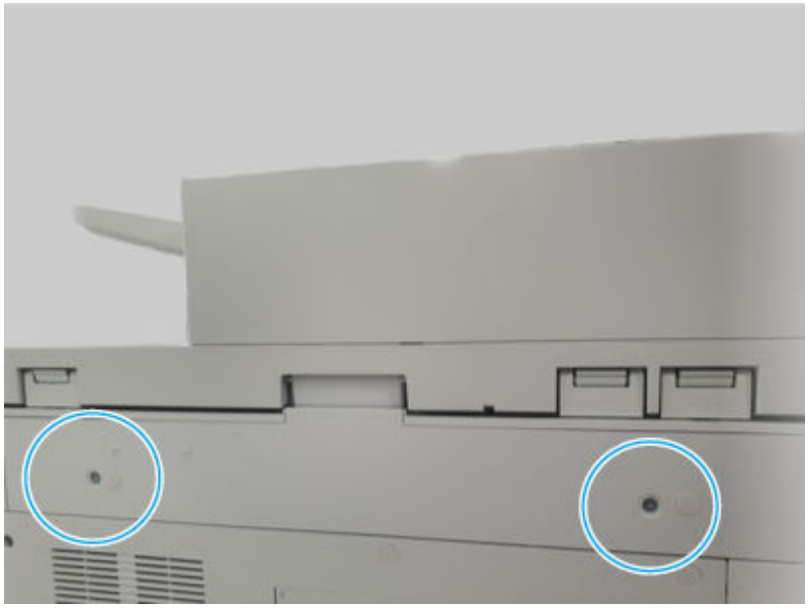
1. Remove two screw caps.

Figure 5-1654 **Remove two screw caps**



2. Remove two screws, and then remove the scan cover.

Figure 5-1655 **Remove two screws and the cover**



2. Remove the document feeder

Use the following procedure to remove and replace the document feeder.

NOTE: This procedure removes the document feeder whole unit (including the white backing plate).

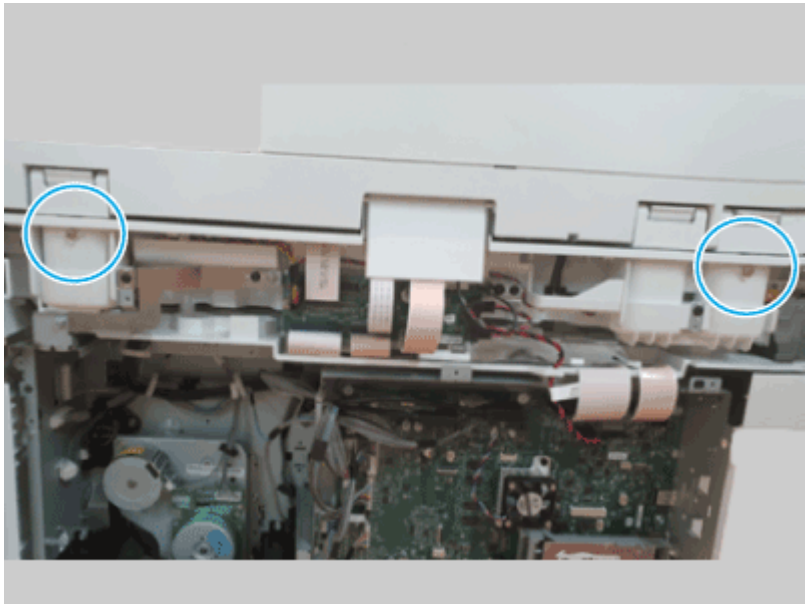
To install a replacement document feeder only: The following parts are required:

- SVC-A3 White Backing Kit; 5QK08-67005 (QTY 1)
- White backing suspension (combined into SVC-A3 White Backing Kit PN:5QK08-67005); J8J63-60135 (Qty 9)

NOTE: Nine are required. Make sure the order quantity is nine.

1. Remove two screws.

Figure 5-1656 **Remove two screws**

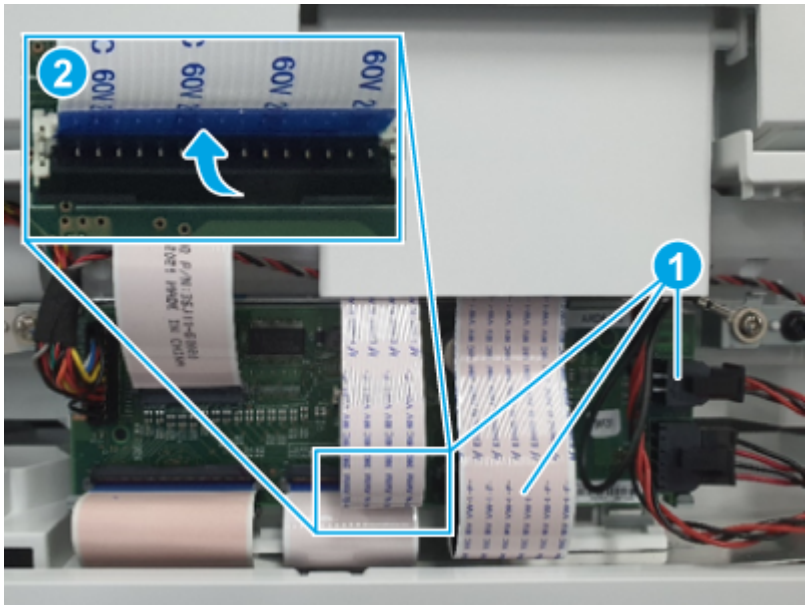


2. Disconnect one connector and two flat-flexible cables FFCs (callout 1).

⚠ **CAUTION:** Disconnecting one of the FFCs requires opening a retaining clip (callout 2).

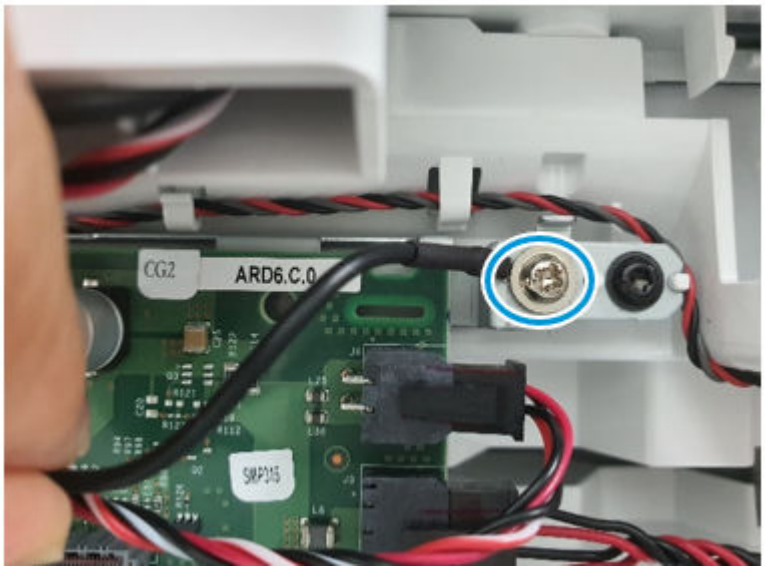
Reinstallation tip: Use the special installation instructions in this topic to avoid damaging the FFCs.

Figure 5-1657 **Disconnect three connectors**



3. Remove one screw to release a single-wire harness, and then lift the document feeder up to remove it.

Figure 5-1658 Remove the document feeder assembly



IMPORTANT: Special installation instructions are included at the end of this topic (after the unpack and recycle step).

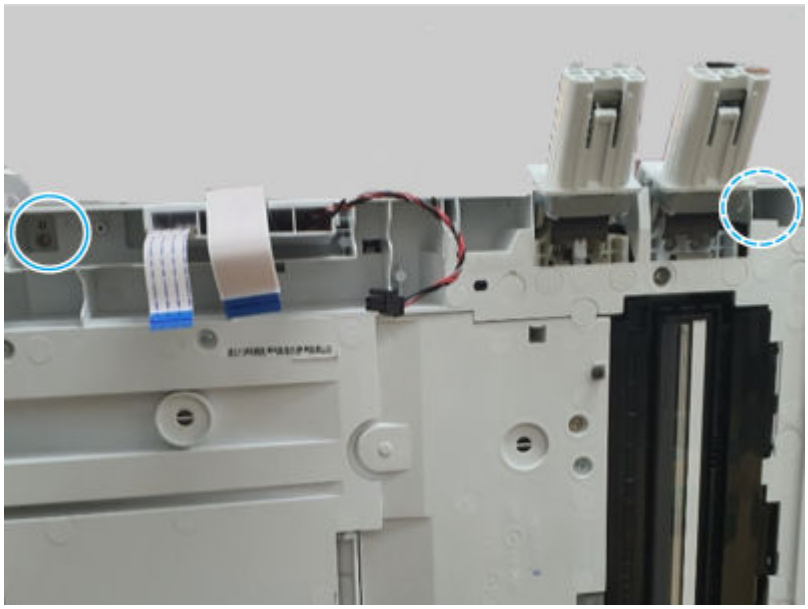
To avoid damaging the ADF when it is reinstalled, make sure to carefully read and follow the installation instructions.

3. Remove the document feeder rear cover

Use the following procedure to remove and replace the document feeder rear cover.

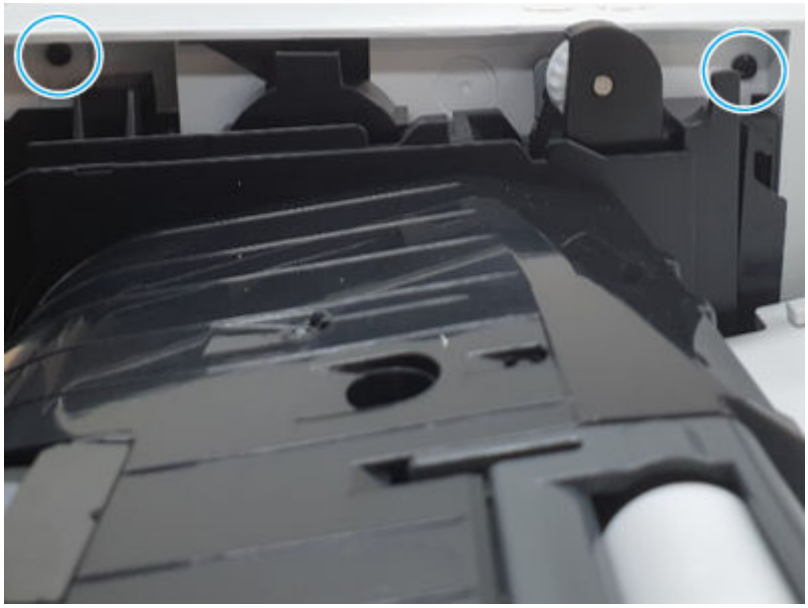
1. Remove two screws.

Figure 5-1659 Remove two screws



2. Open the ADF top cover, remove two screws, and then remove the ADF rear cover.

Figure 5-1660 Remove the cover

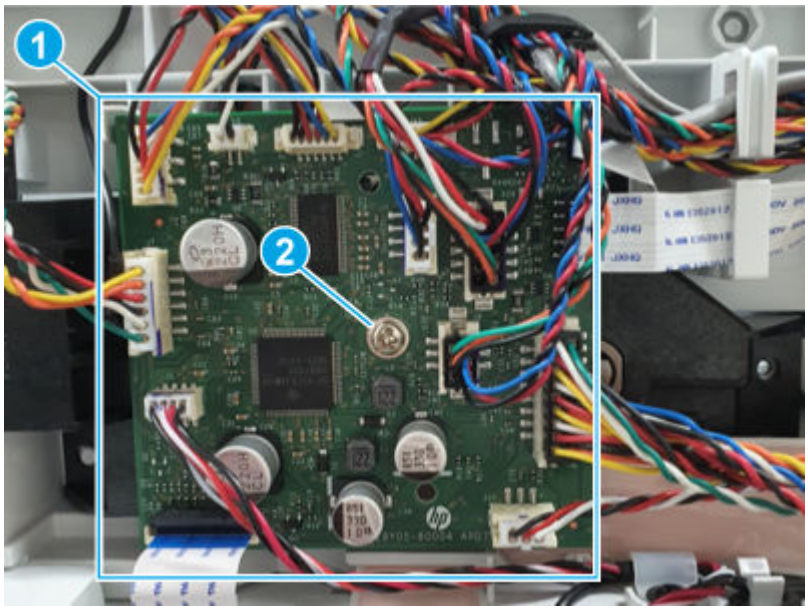


4. Remove the document feeder PCA

Use the following procedure to remove and replace the document feeder PCA.

- Disconnect all of the connectors (callout 1), remove one screw (callout 2), and then remove the PCA.

Figure 5-1661 Remove the PCA



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: ADF flat-flexible cable (300sh)

Learn about removing and replacing the document feeder flat-flexible cable (FFC) to SSA.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-152 Part information

Part number	Part description
Z9Y05-50002	ADF FFC cable to SSA

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

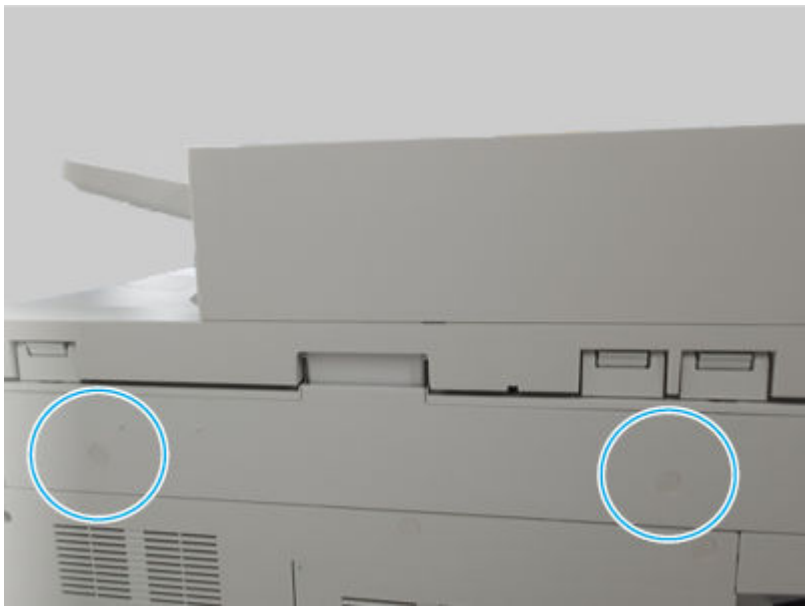
Use the document feeder to copy a page, and then verify that the document correctly copies, scans, or prints.

1. Remove the flatbed scanner rear cover

Use the following procedure to remove and replace the scan cover.

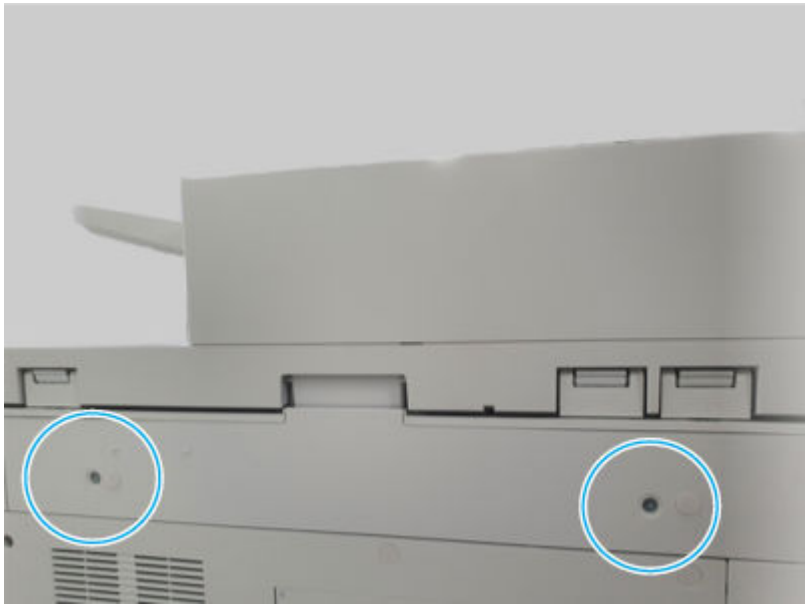
1. Remove two screw caps.

Figure 5-1662 Remove two screw caps



2. Remove two screws, and then remove the scan cover.

Figure 5-1663 **Remove two screws and the cover**



2. Remove the document feeder

Use the following procedure to remove and replace the document feeder.

NOTE: This procedure removes the document feeder whole unit (including the white backing plate).

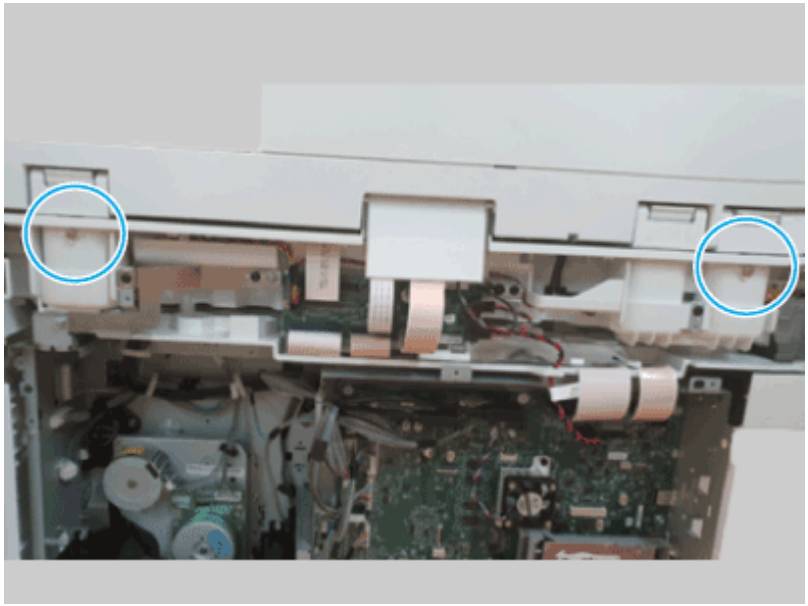
To install a replacement document feeder only: The following parts are required:

- SVC-A3 White Backing Kit; 5QK08-67005 (QTY 1)
- White backing suspension (combined into SVC-A3 White Backing Kit PN:5QK08-67005); J8J63-60135 (Qty 9)

NOTE: Nine are required. Make sure the order quantity is nine.

1. Remove two screws.

Figure 5-1664 Remove two screws

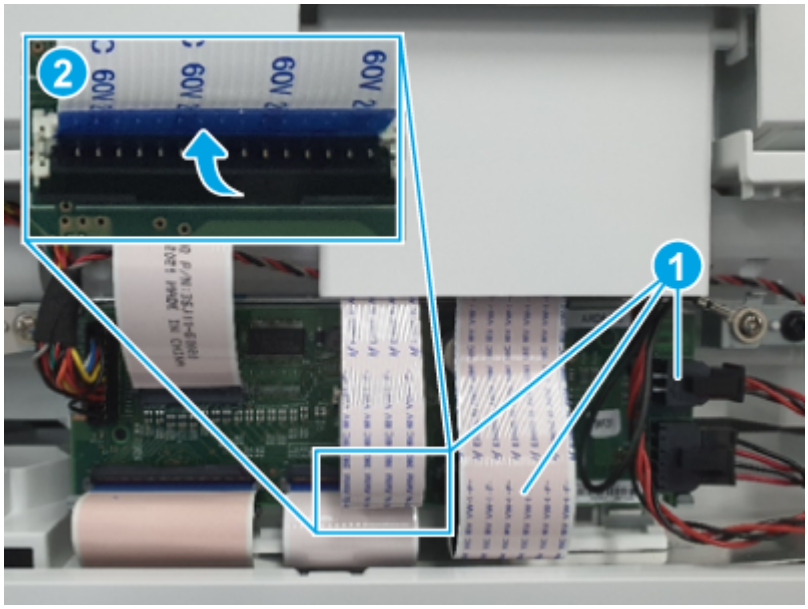


2. Disconnect one connector and two flat-flexible cables FFCs (callout 1).

⚠ CAUTION: Disconnecting one of the FFCs requires opening a retaining clip (callout 2).

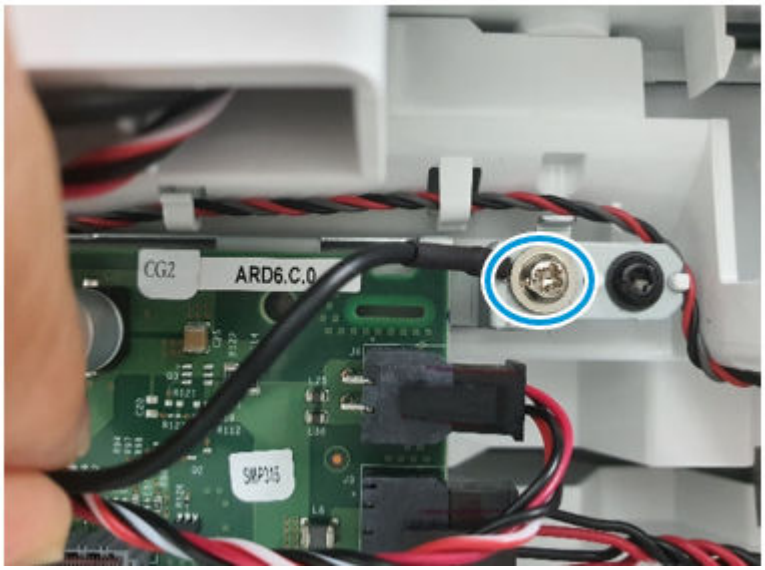
Reinstallation tip: Use the special installation instructions in this topic to avoid damaging the FFCs.

Figure 5-1665 Disconnect three connectors



3. Remove one screw to release a single-wire harness, and then lift the document feeder up to remove it.

Figure 5-1666 Remove the document feeder assembly



IMPORTANT: Special installation instructions are included at the end of this topic (after the unpack and recycle step).

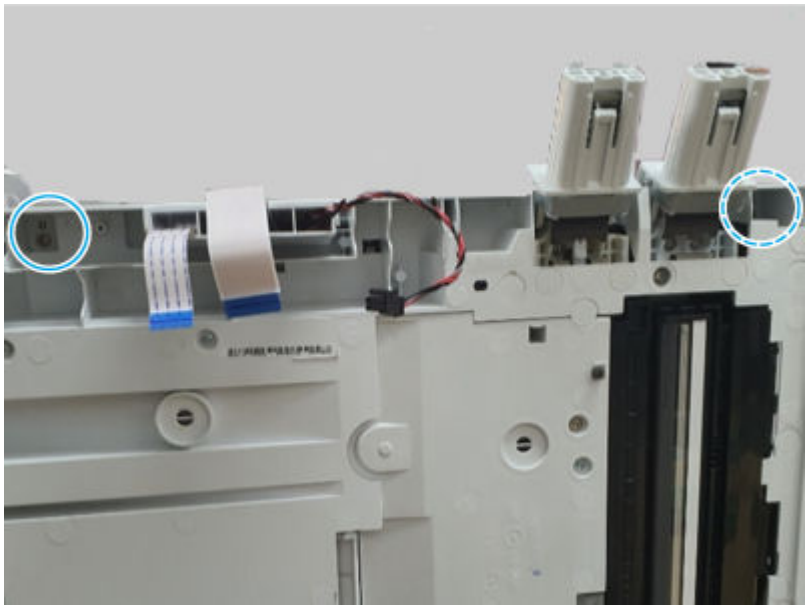
To avoid damaging the ADF when it is reinstalled, make sure to carefully read and follow the installation instructions.

3. Remove the document feeder rear cover

Use the following procedure to remove and replace the document feeder rear cover.

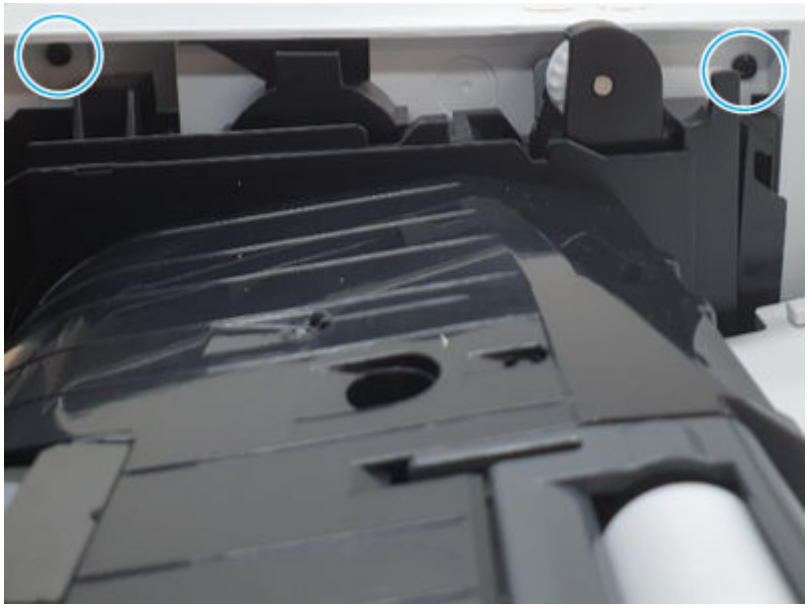
1. Remove two screws.

Figure 5-1667 Remove two screws



2. Open the ADF top cover, remove two screws, and then remove the ADF rear cover.

Figure 5-1668 Remove the cover



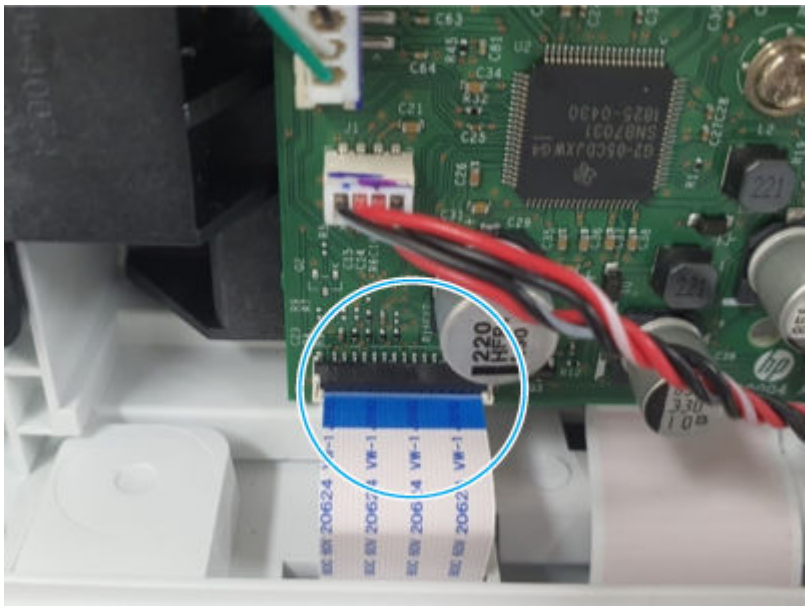
4. Remove the document feeder FFC to SSA

Use the following procedure to remove and replace the document feeder FFC to SSA.

- Disconnect the flat-flexible cable (FFC) to SSA, and then remove the FFC.

NOTE: The FFC is located at the bottom left corner of the ADF PCA.

Figure 5-1669 Remove the FFC



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: ADF power cable (300sh)

Learn about removing and replacing the document feeder power cable.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-153 Part information

Part number	Part description
Z9Y05-50003	ADF power cable

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

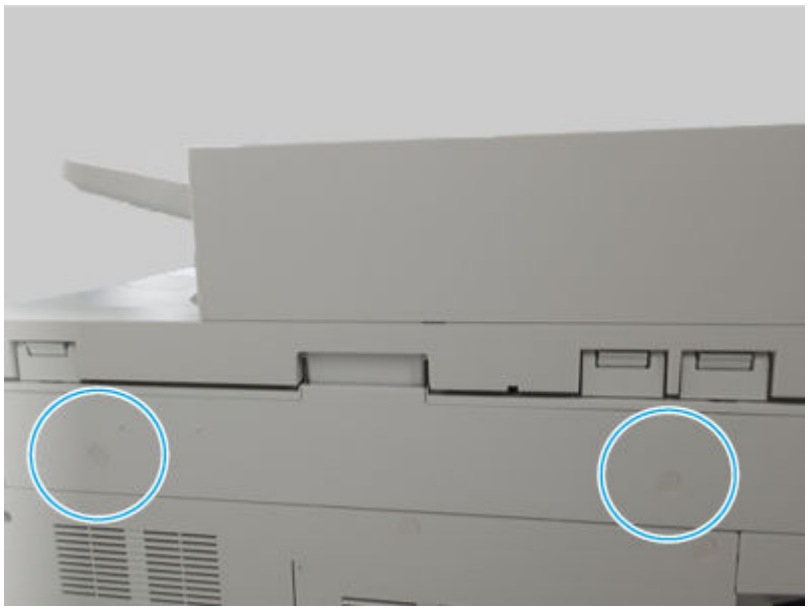
Use the document feeder to copy a page, and then verify that the document correctly copies, scans, or prints.

1. Remove the flatbed scanner rear cover

Use the following procedure to remove and replace the scan cover.

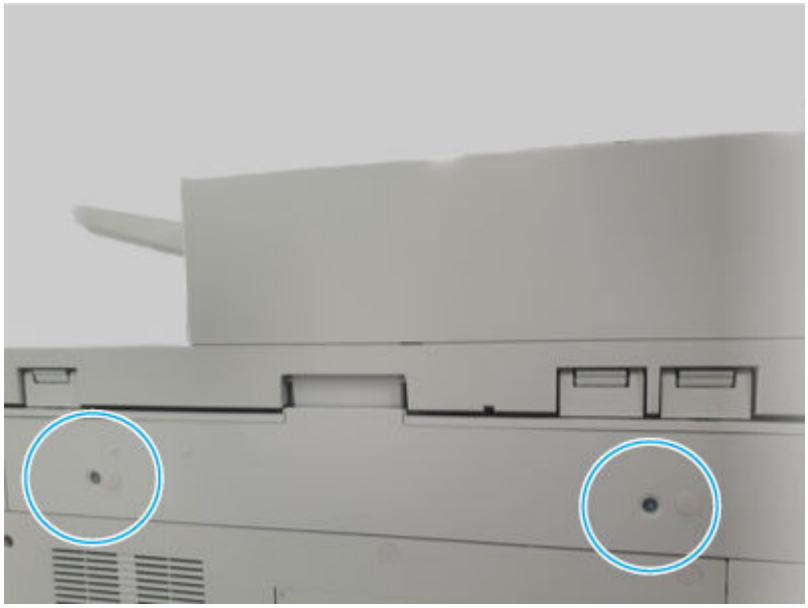
1. Remove two screw caps.

Figure 5-1670 **Remove two screw caps**



2. Remove two screws, and then remove the scan cover.

Figure 5-1671 **Remove two screws and the cover**



2. Remove the document feeder

Use the following procedure to remove and replace the document feeder.

NOTE: This procedure removes the document feeder whole unit (including the white backing plate).

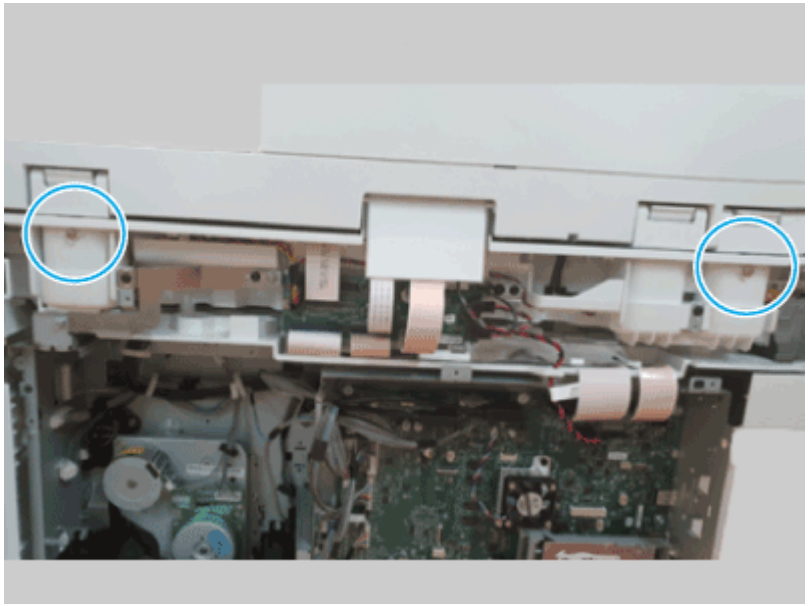
To install a replacement document feeder only: The following parts are required:

- SVC-A3 White Backing Kit; 5QK08-67005 (QTY 1)
- White backing suspension (combined into SVC-A3 White Backing Kit PN:5QK08-67005); J8J63-60135 (Qty 9)

NOTE: Nine are required. Make sure the order quantity is nine.

1. Remove two screws.

Figure 5-1672 **Remove two screws**

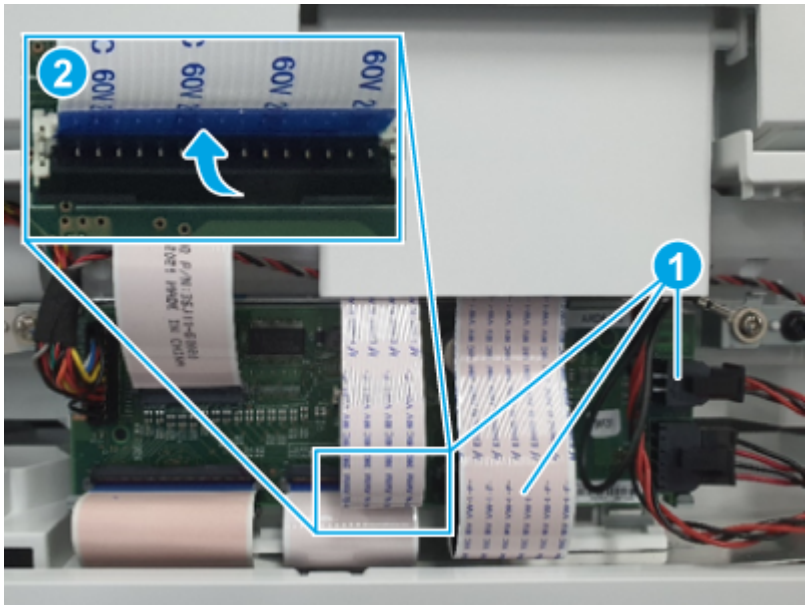


2. Disconnect one connector and two flat-flexible cables FFCs (callout 1).

⚠ **CAUTION:** Disconnecting one of the FFCs requires opening a retaining clip (callout 2).

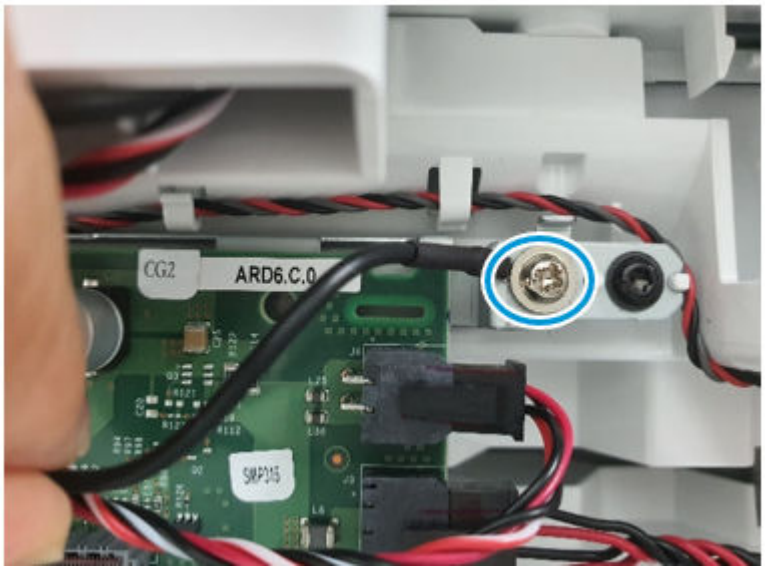
Reinstallation tip: Use the special installation instructions in this topic to avoid damaging the FFCs.

Figure 5-1673 **Disconnect three connectors**



3. Remove one screw to release a single-wire harness, and then lift the document feeder up to remove it.

Figure 5-1674 Remove the document feeder assembly



IMPORTANT: Special installation instructions are included at the end of this topic (after the unpack and recycle step).

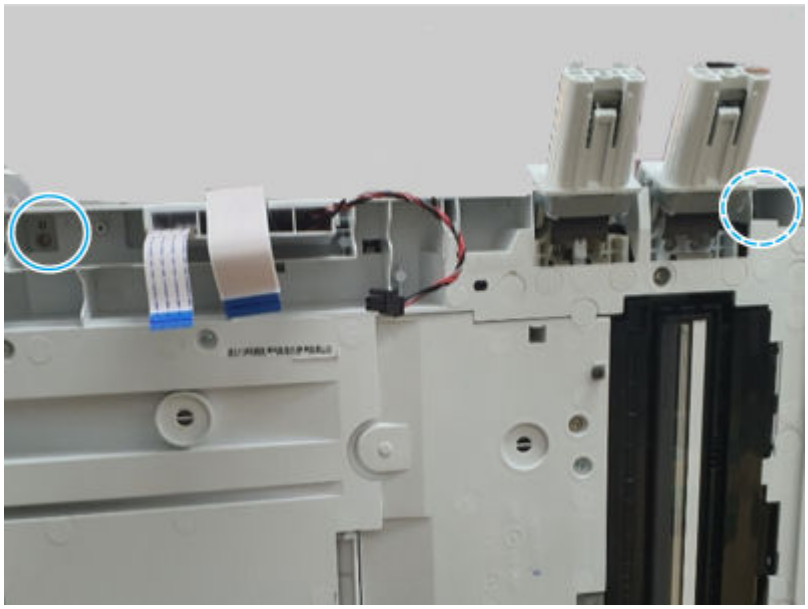
To avoid damaging the ADF when it is reinstalled, make sure to carefully read and follow the installation instructions.

3. Remove the document feeder rear cover

Use the following procedure to remove and replace the document feeder rear cover.

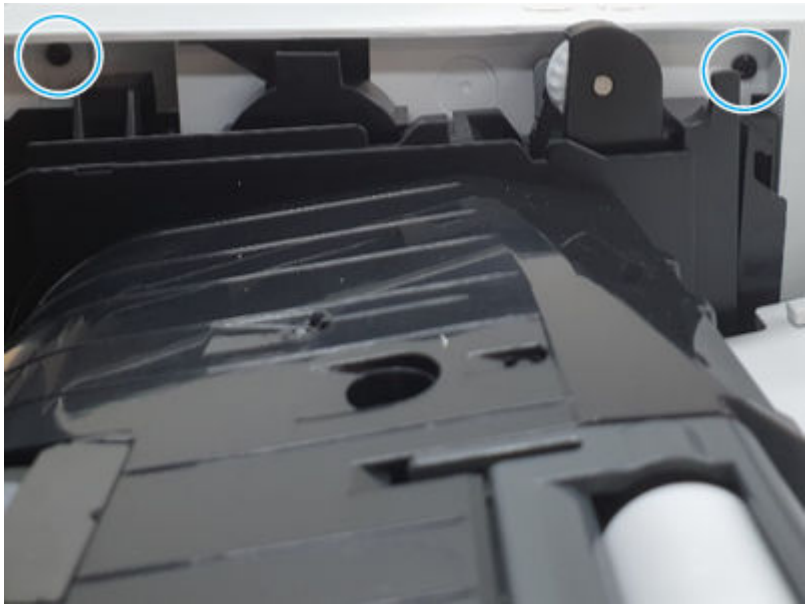
1. Remove two screws.

Figure 5-1675 Remove two screws



2. Open the ADF top cover, remove two screws, and then remove the ADF rear cover.

Figure 5-1676 Remove the cover



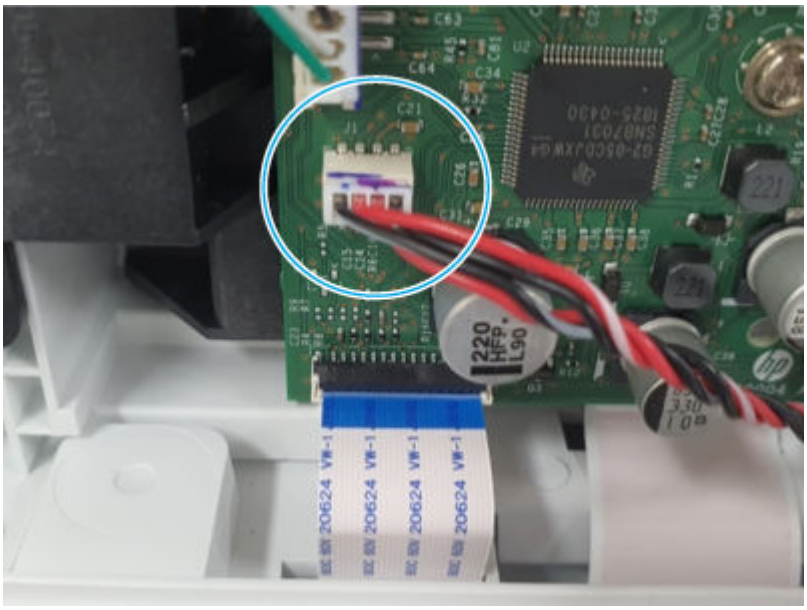
4. Remove the document feeder power cable

Use the following procedure to remove and replace the document feeder power cable.

- Disconnect the power cable, and then remove the cable.

NOTE: The power cable is located near the bottom left corner of the ADF PCA.

Figure 5-1677 Remove the power cable



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: ADF hinge kit (300sh)

Learn about removing and replacing the document feeder hinge kit.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-154 Part information

Part number	Part description
5QK08-67003	SVC-Hinge Kit (right, middle, left)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

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 copy a page, and then verify that the document correctly copies, scans, or prints.

1. Remove the document feeder white backing

Use the following procedure to remove and replace the document feeder white backing.

1. Open the document feeder.
2. Disconnect nine hooks, and then remove the white backing.

Figure 5-1678 **Remove the white backing**

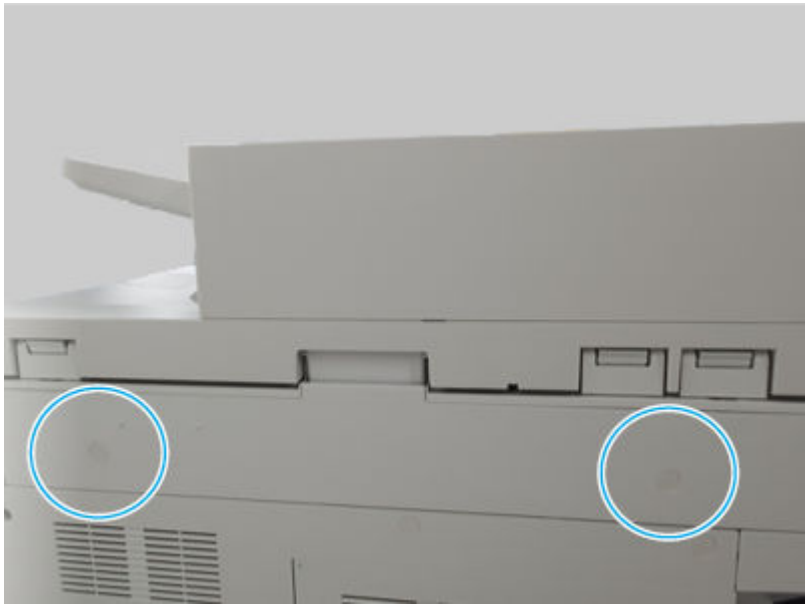


2. Remove the flatbed scanner rear cover

Use the following procedure to remove and replace the scan cover.

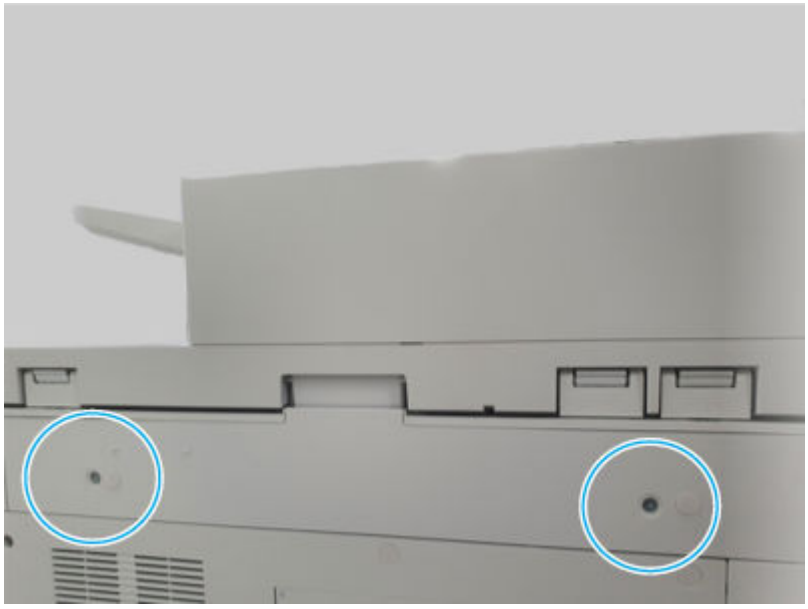
1. Remove two screw caps.

Figure 5-1679 **Remove two screw caps**



2. Remove two screws, and then remove the scan cover.

Figure 5-1680 **Remove two screws and the cover**



3. Remove the document feeder

Use the following procedure to remove and replace the document feeder.

NOTE: This procedure removes the document feeder whole unit (including the white backing plate).

To install a replacement document feeder only: The following parts are required:

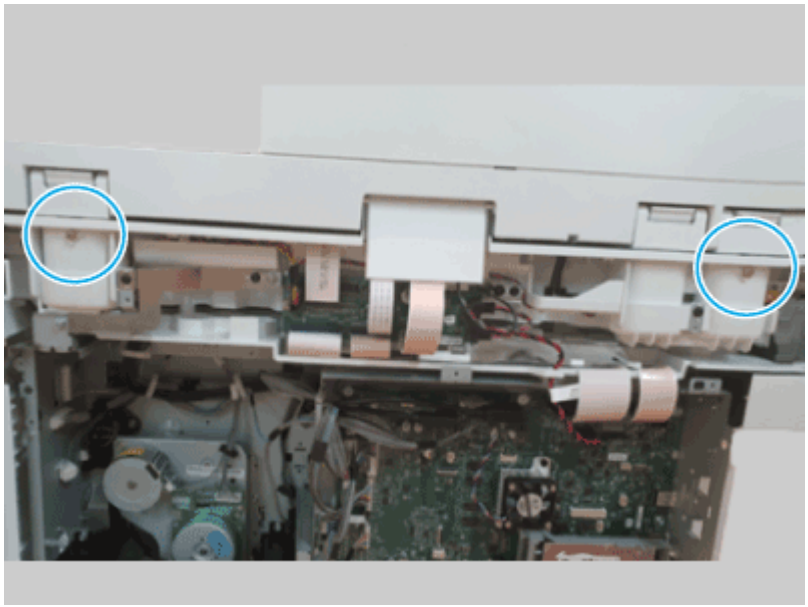
- SVC-A3 White Backing Kit; 5QK08-67005 (QTY 1)

- White backing suspension (combined into SVC-A3 White Backing Kit PN:5QK08-67005); J8J63-60135 (Qty 9)

NOTE: Nine are required. Make sure the order quantity is nine.

1. Remove two screws.

Figure 5-1681 Remove two screws

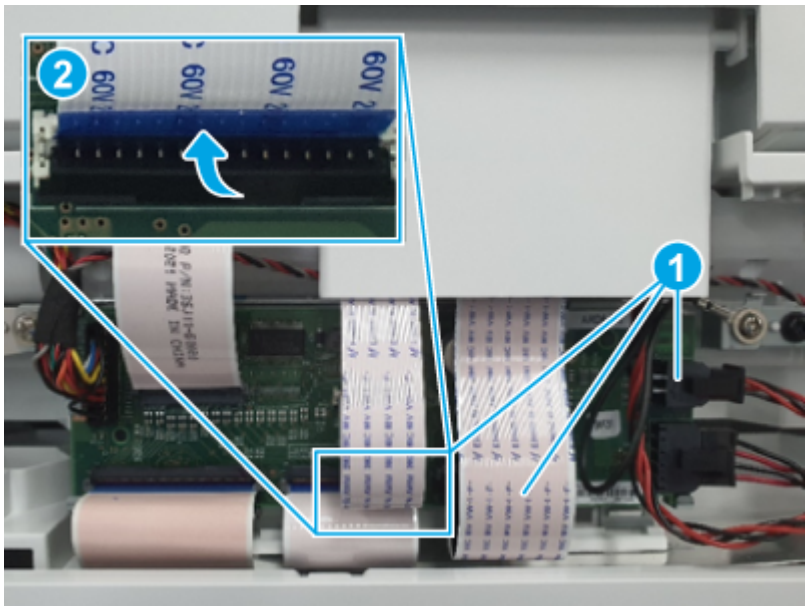


2. Disconnect one connector and two flat-flexible cables FFCs (callout 1).

CAUTION: Disconnecting one of the FFCs requires opening a retaining clip (callout 2).

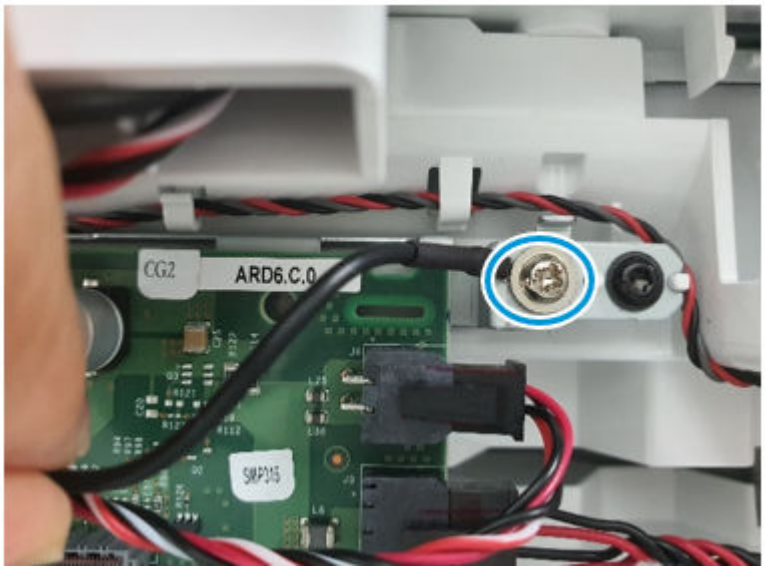
Reinstallation tip: Use the special installation instructions in this topic to avoid damaging the FFCs.

Figure 5-1682 Disconnect three connectors



3. Remove one screw to release a single-wire harness, and then lift the document feeder up to remove it.

Figure 5-1683 Remove the document feeder assembly



IMPORTANT: Special installation instructions are included at the end of this topic (after the unpack and recycle step).

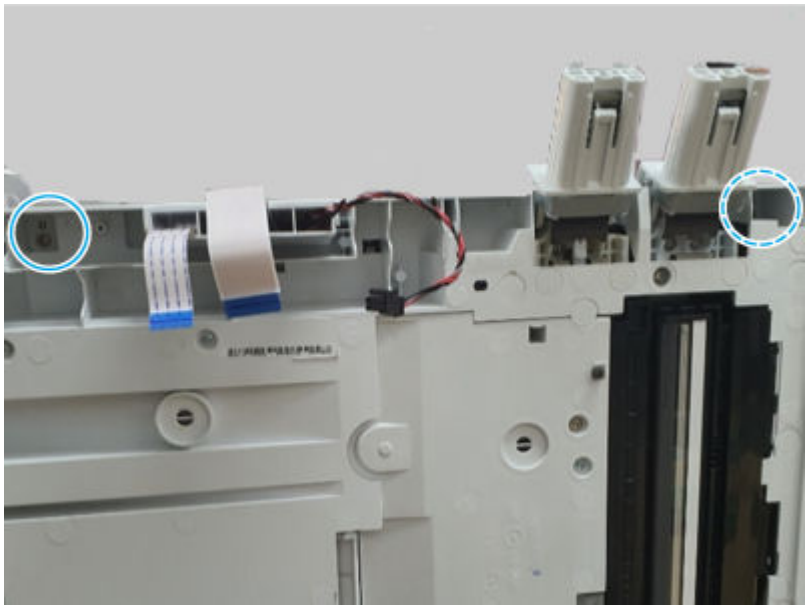
To avoid damaging the ADF when it is reinstalled, make sure to carefully read and follow the installation instructions.

4. Remove the document feeder rear cover

Use the following procedure to remove and replace the document feeder rear cover.

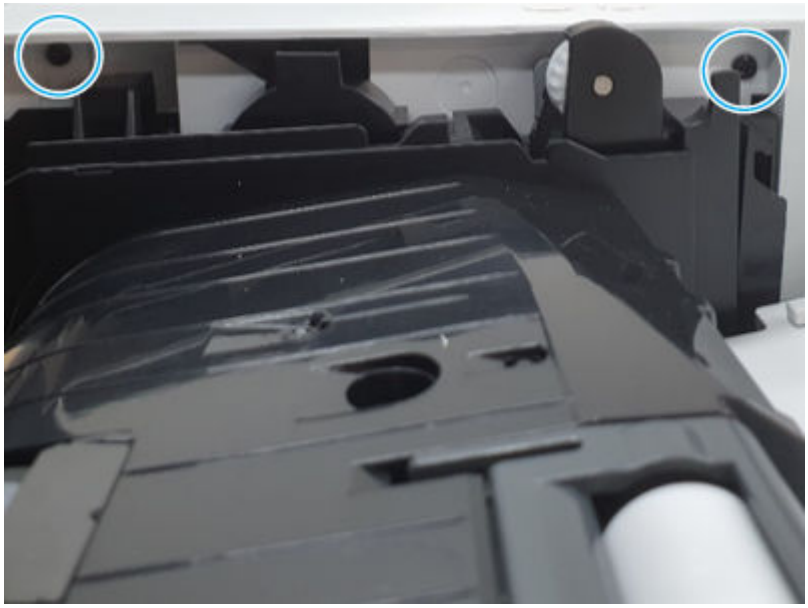
1. Remove two screws.

Figure 5-1684 Remove two screws



2. Open the ADF top cover, remove two screws, and then remove the ADF rear cover.

Figure 5-1685 Remove the cover

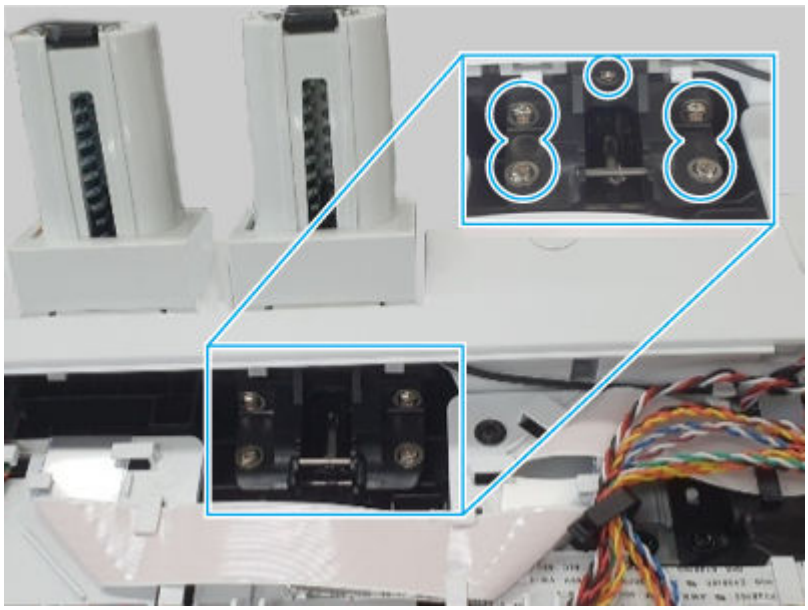


5. Remove the document feeder hinge damper module

Use the following procedure to remove and replace the document feeder hinge damper module.

- Remove five screws, and then remove the hinge damper module.

Figure 5-1686 Remove the hinge damper module

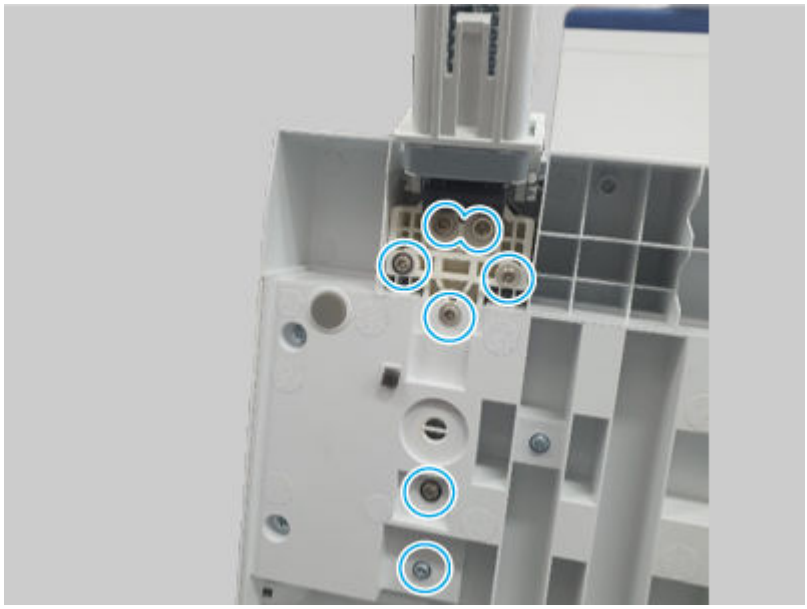


6. Remove the document feeder hinge kit

Use the following procedure to remove and replace the document feeder hinge kit.

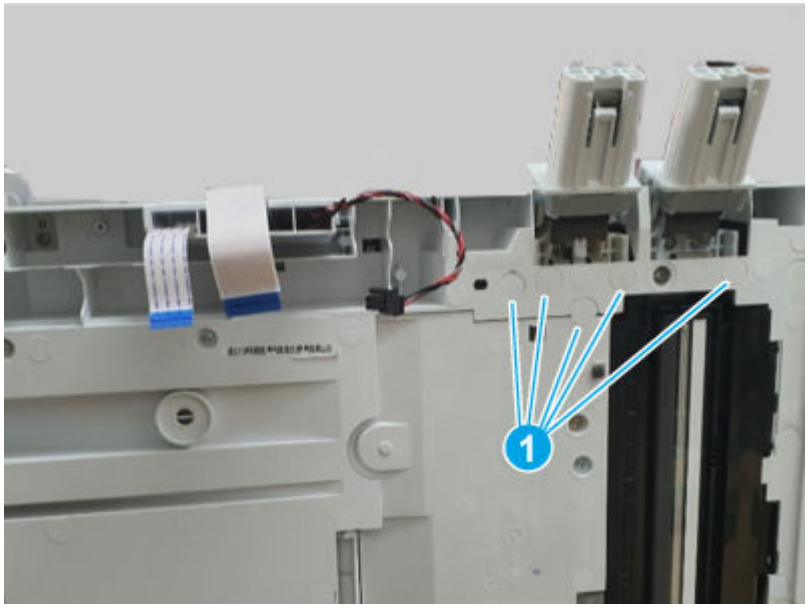
1. Remove seven screws, and then remove the hinge.

Figure 5-1687 **Remove the hinge**



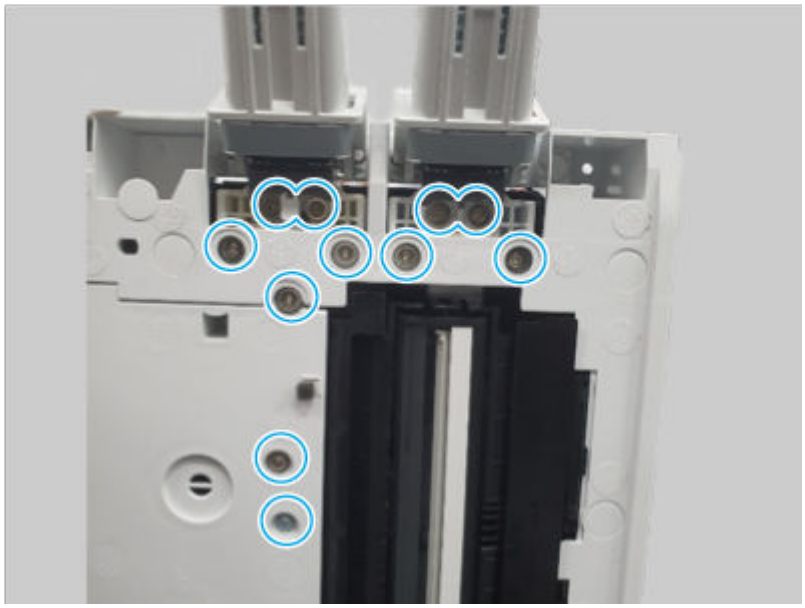
2. Remove five screw caps.

Figure 5-1688 **Remove five screw caps**



3. Remove eleven screws, and then remove the hinges.

Figure 5-1689 **Remove the hinges**



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: ADF hinge damper module 300sh)

Learn about removing and replacing the document feeder damper module.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-155 Part information

Part number	Part description
Z9Y05-60016	ADF hinge damper module

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

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 copy a page, and then verify that the document correctly copies, scans, or prints.

1. Remove the document feeder white backing

Use the following procedure to remove and replace the document feeder white backing.

1. Open the document feeder.

2. Disconnect nine hooks, and then remove the white backing.

Figure 5-1690 **Remove the white backing**

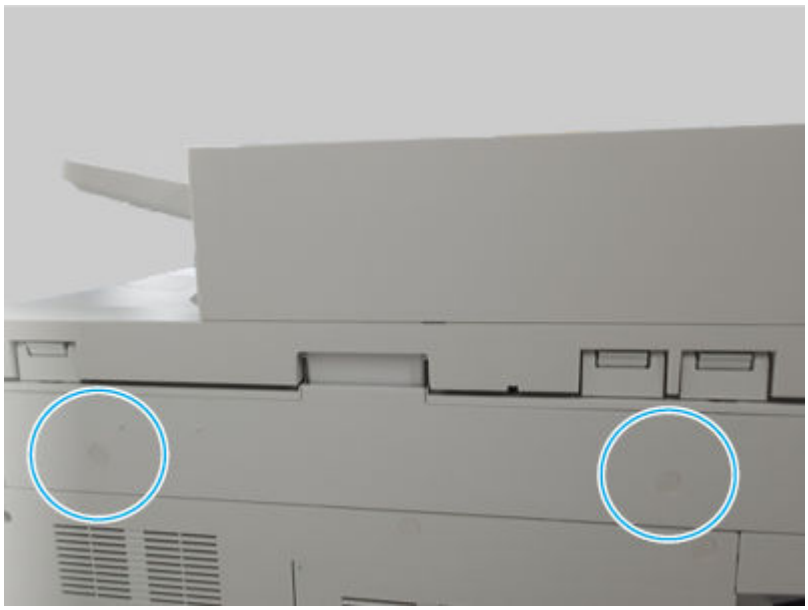


2. Remove the flatbed scanner rear cover

Use the following procedure to remove and replace the scan cover.

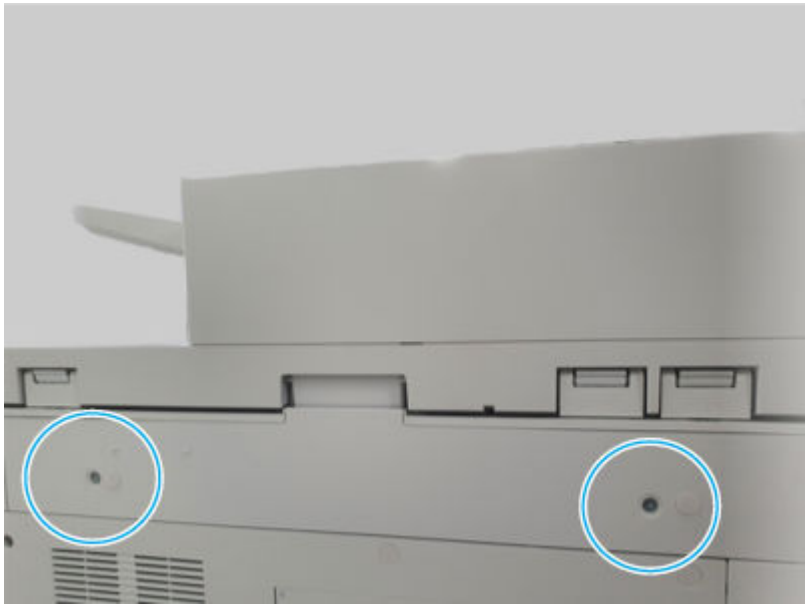
1. Remove two screw caps.

Figure 5-1691 **Remove two screw caps**



2. Remove two screws, and then remove the scan cover.

Figure 5-1692 **Remove two screws and the cover**



3. Remove the document feeder

Use the following procedure to remove and replace the document feeder.

NOTE: This procedure removes the document feeder whole unit (including the white backing plate).

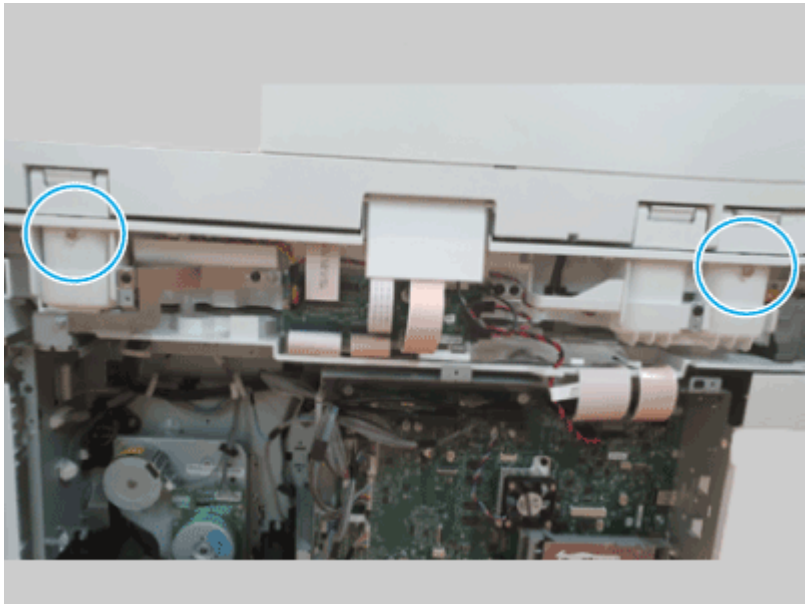
To install a replacement document feeder only: The following parts are required:

- SVC-A3 White Backing Kit; 5QK08-67005 (QTY 1)
- White backing suspension (combined into SVC-A3 White Backing Kit PN:5QK08-67005); J8J63-60135 (Qty 9)

NOTE: Nine are required. Make sure the order quantity is nine.

1. Remove two screws.

Figure 5-1693 Remove two screws

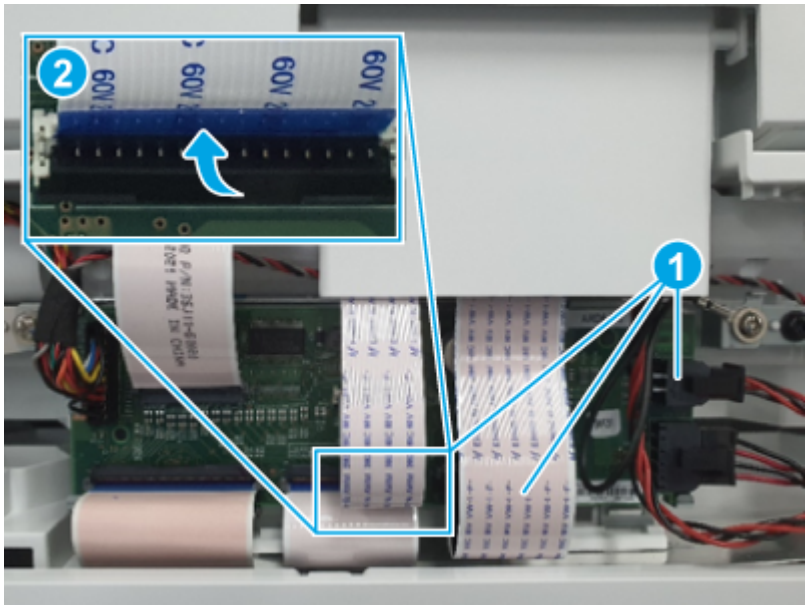


2. Disconnect one connector and two flat-flexible cables FFCs (callout 1).

⚠ CAUTION: Disconnecting one of the FFCs requires opening a retaining clip (callout 2).

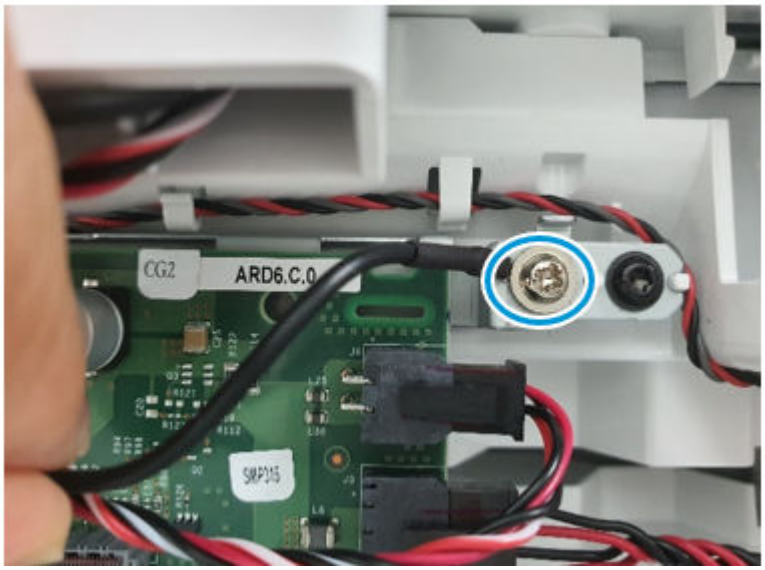
Reinstallation tip: Use the special installation instructions in this topic to avoid damaging the FFCs.

Figure 5-1694 Disconnect three connectors



3. Remove one screw to release a single-wire harness, and then lift the document feeder up to remove it.

Figure 5-1695 Remove the document feeder assembly



IMPORTANT: Special installation instructions are included at the end of this topic (after the unpack and recycle step).

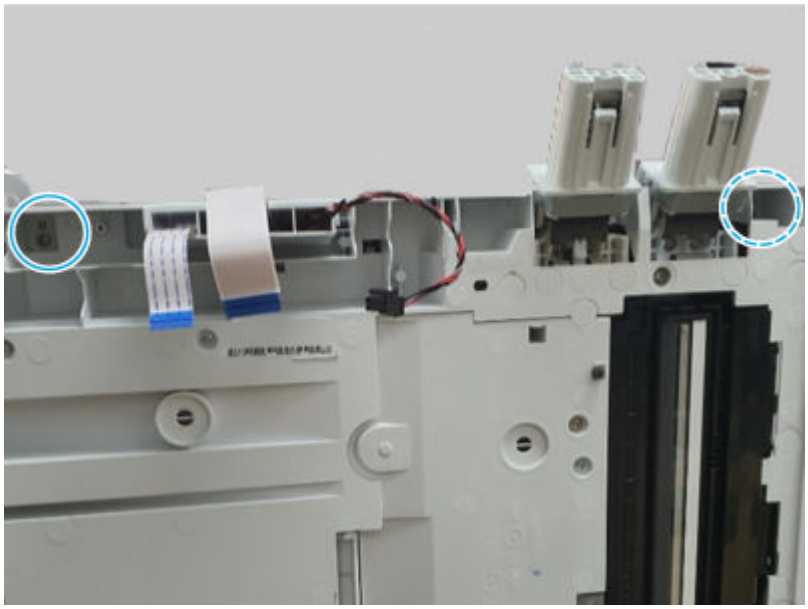
To avoid damaging the ADF when it is reinstalled, make sure to carefully read and follow the installation instructions.

4. Remove the document feeder rear cover

Use the following procedure to remove and replace the document feeder rear cover.

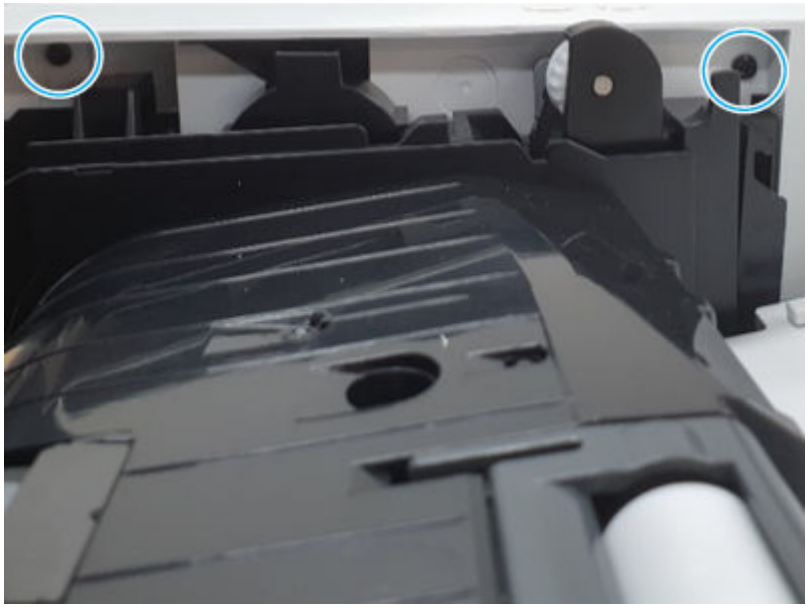
1. Remove two screws.

Figure 5-1696 Remove two screws



2. Open the ADF top cover, remove two screws, and then remove the ADF rear cover.

Figure 5-1697 **Remove the cover**

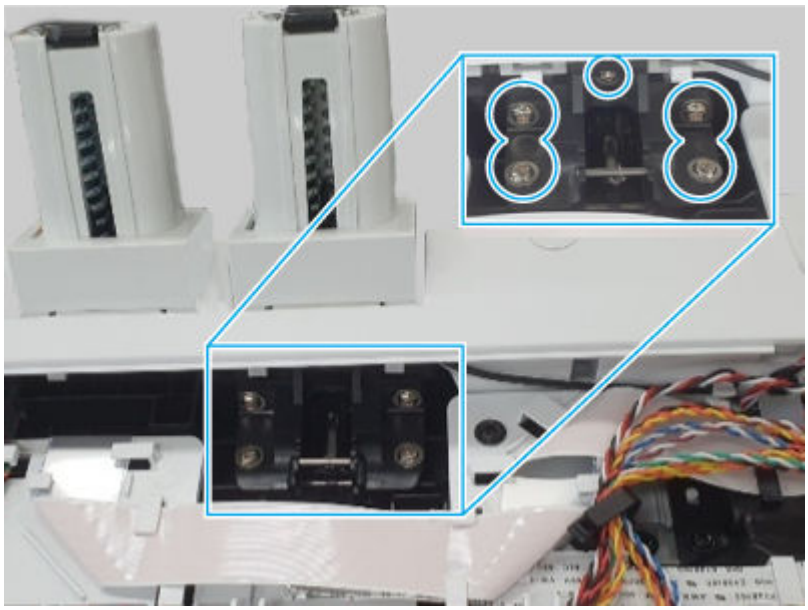


5. Remove the document feeder hinge damper module

Use the following procedure to remove and replace the document feeder hinge damper module.

- Remove five screws, and then remove the hinge damper module.

Figure 5-1698 **Remove the hinge damper module**



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

200-Sheet ADF for dn bundle

Learn about ADF parts removal and replacement.

Removal and replacement: ADF (200sh)

Learn about removing and replacing the document feeder.

IMPORTANT: This procedure removes the document feeder whole unit (including the white backing plate).

Mean time to repair: 10 minutes

Service level: Medium

NOTE: This procedure removes the document feeder whole unit including the white backing.

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

NOTE: The whole unit replacement parts below include the Kit - white backing A3 (5QJ90-67005).

Table 5-156 Part information

Part number	Part description
5QJ90-67011	Automatic document feeder (ADF) (Growler + ENT)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

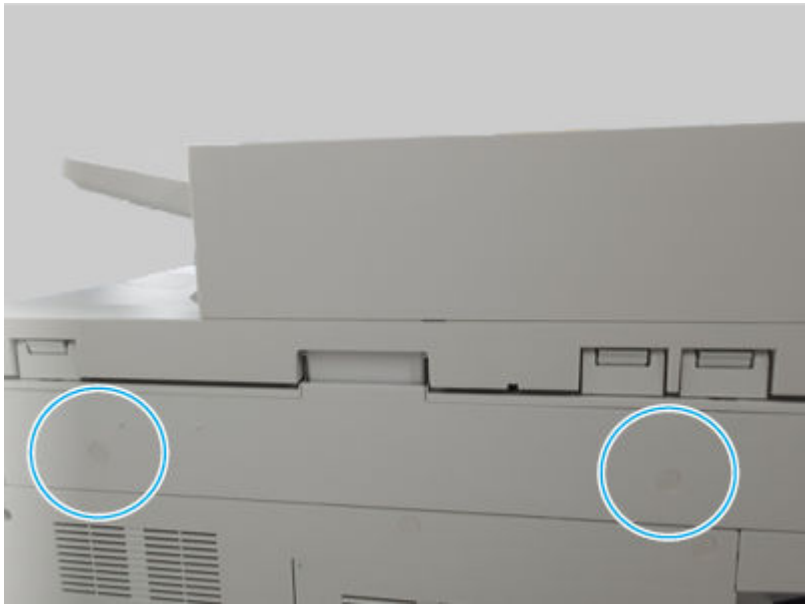
Use the document feeder to copy a page, and then verify that the document correctly copies, scans, or prints.

1. Remove the flatbed scanner rear cover

Use the following procedure to remove and replace the scan cover.

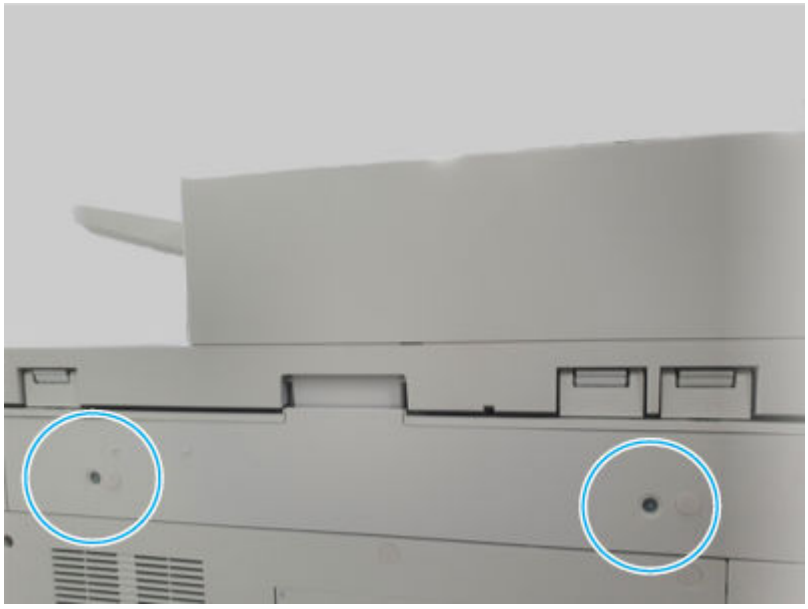
1. Remove two screw caps.

Figure 5-1699 **Remove two screw caps**



2. Remove two screws, and then remove the scan cover.

Figure 5-1700 **Remove two screws and the cover**

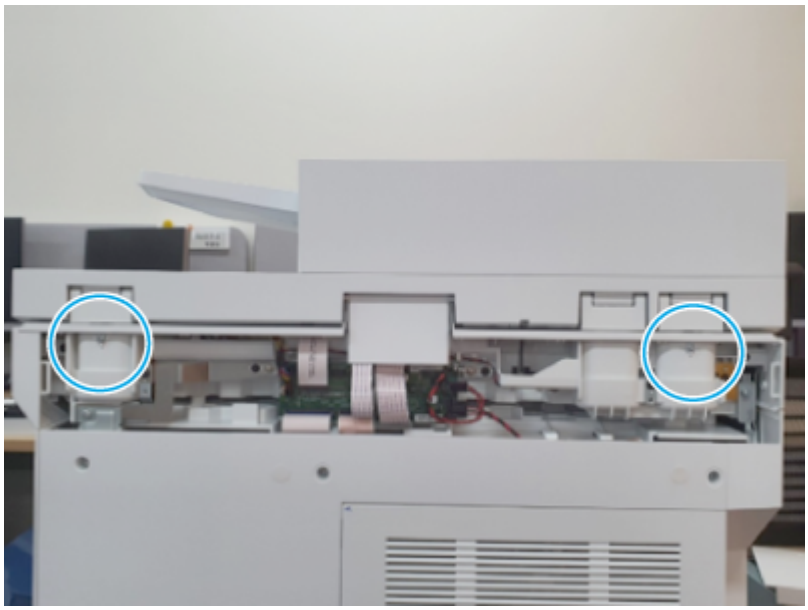


2. Remove the document feeder

Use the following procedure to remove and replace the document feeder.

1. Remove two screws.

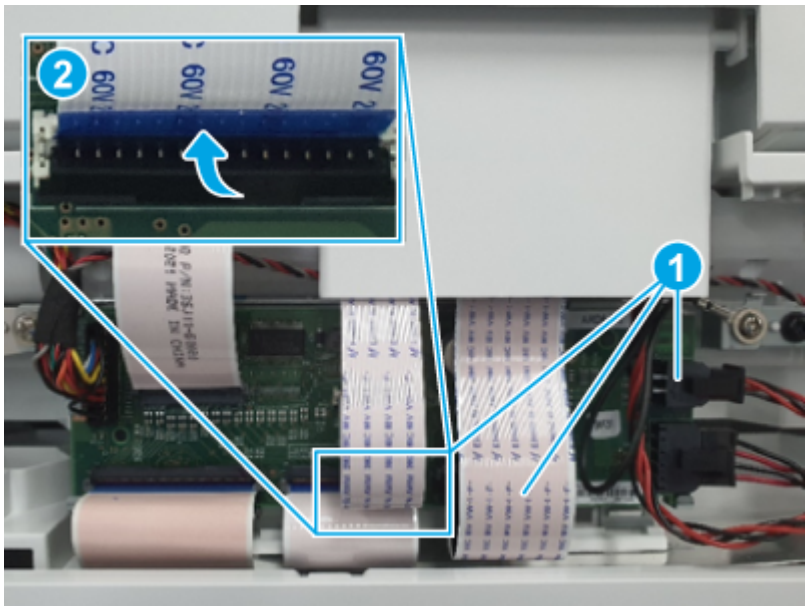
Figure 5-1701 **Remove two screws**



2. Disconnect three connectors (callout 1).

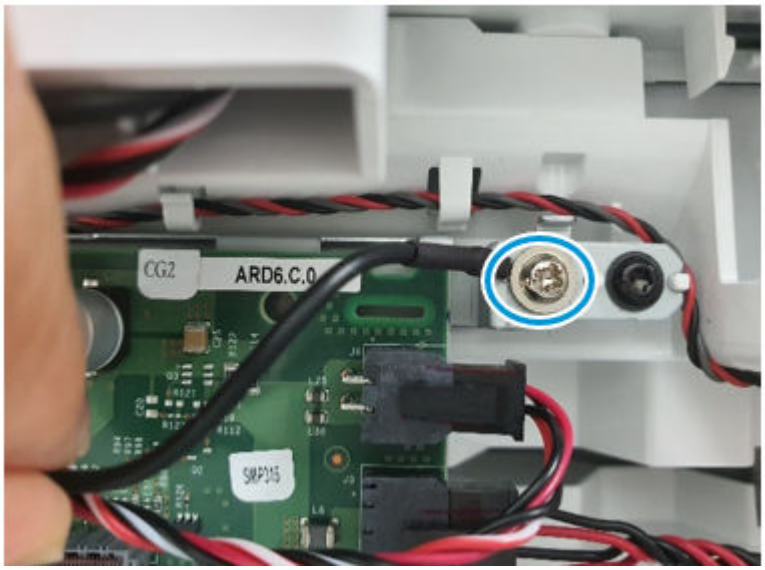
NOTE: Release the retainer clip (callout 2) to disconnect one of the FFCs.

Figure 5-1702 **Remove the document feeder**



3. Remove one screw to release a single-wire harness, and then lift the document feeder up to remove it.

Figure 5-1703 **Remove the document feeder assembly**



IMPORTANT: Special installation instructions are included at the end of this topic (after the unpack and recycle step).

To avoid damaging the ADF when it is reinstalled, make sure to carefully read and follow the installation instructions.

3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not

available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

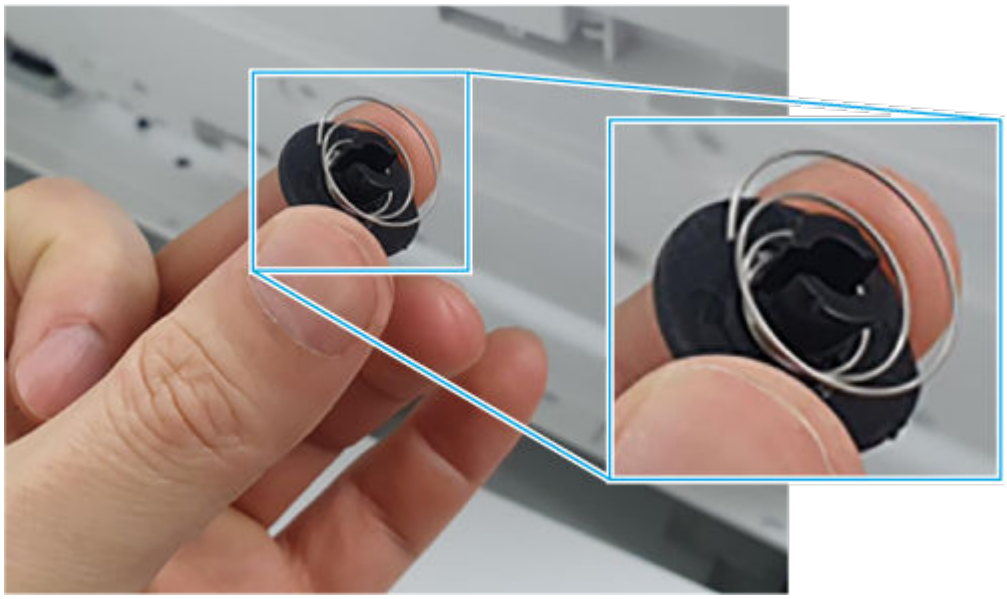
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

4. Special installation instructions: White backing plate

Use the following instructions to install the white backing plate

1. If the spring and suspension clip have become separated during shipping, install the spring on the clip as shown below.

Figure 5-1704 **Spring installed on the suspension clip**



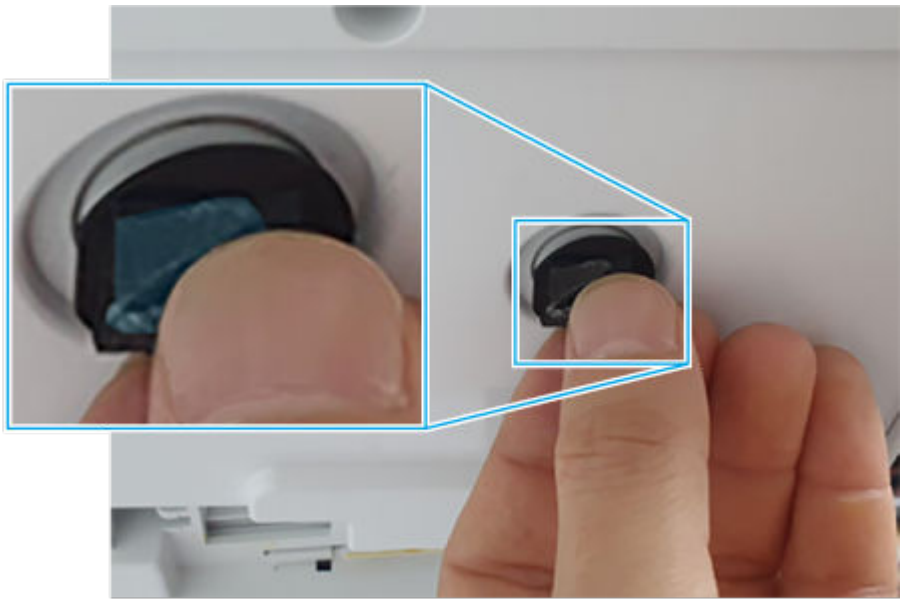
2. Position a suspension clip near the mounting feature on the document feeder, and then push it straight in to install it.

Figure 5-1705 **Install the suspension clip**



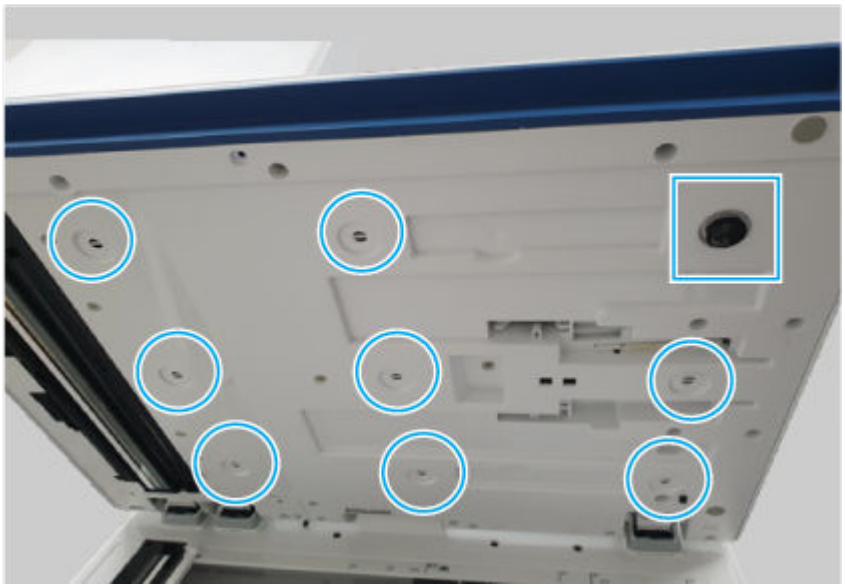
3. Remove the protective film from the double-sided tape on the suspension clip.

Figure 5-1706 **Expose the double-sided tape**



4. Repeat these steps for the remaining eight suspension clips.

Figure 5-1707 Install the remaining suspension clips



5. Place the white backing plate on the flatbed glass.

NOTE: One corner of the white backing plate has an arrow embossed on it. Place that corner towards the rear left corner of the flatbed glass.

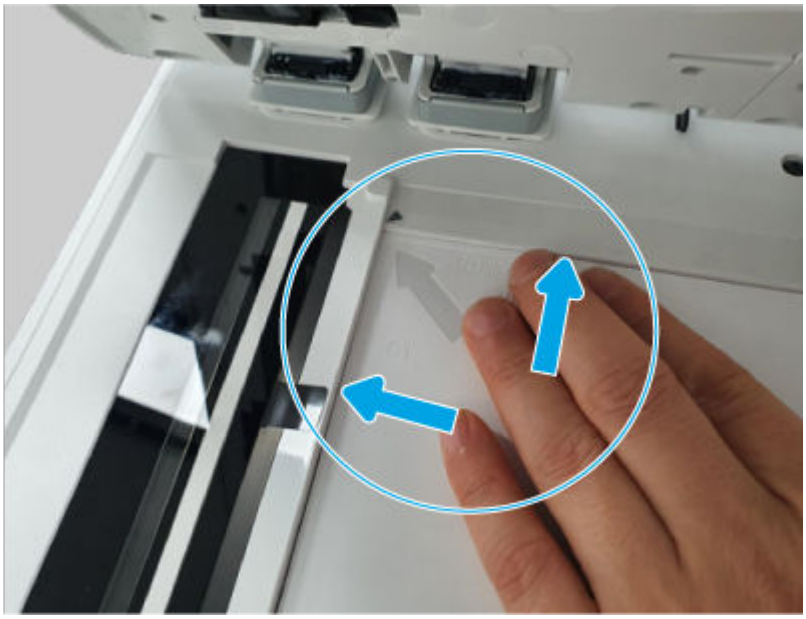
Figure 5-1708 Place the white backing plate



6. Position the white backing plate so that the corner with the embossed arrow fits tightly up against the flatbed glass frame.

NOTE: Make sure that the rear and left edges of the plate are firmly against the flatbed frame.

Figure 5-1709 Register the white backing plate against the frame



7. Fully close the document feeder to install the white backing plate.

NOTE: Open the document feeder and make sure the white backing plate is firmly attached.

Figure 5-1710 Close the document feeder



Removal and replacement: ADF CMF panel

Learn about removing and replacing the document feeder color panel.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-157 Part information

Part number	Part description
5QJ90-40056	ADF CMF panel

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

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 copy a page, and then verify that the document correctly copies, scans, or prints.

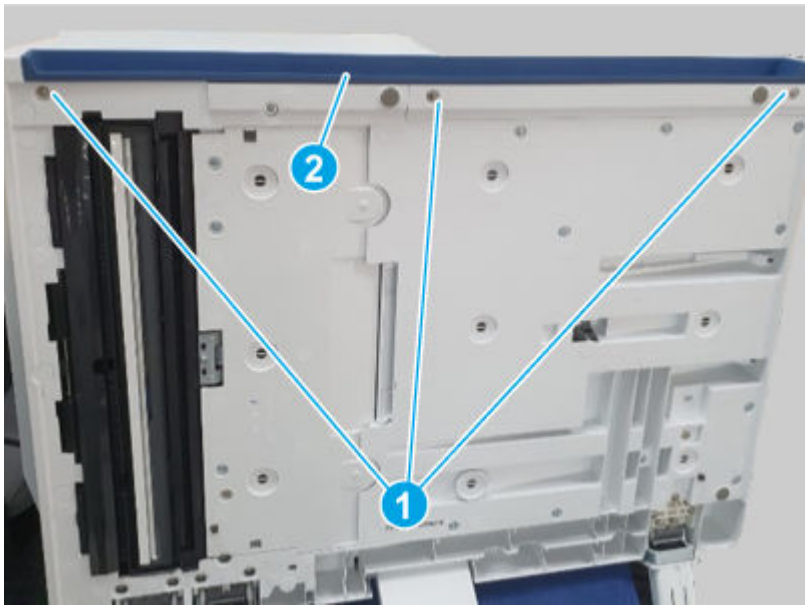
1. Remove the document feeder color panel

Use the following procedure to remove and replace the document feeder color panel.

1. Open the document feeder.

2. Remove three screws (callout 1), release four tabs, and then remove the document feeder color panel (callout 2).

Figure 5-1711 **Remove the color panel**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: ADF white backing kit (200sh)

Learn about removing and replacing the document feeder white backing plate.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-158 Part information

Part number	Part description
5QJ90-67005	Kit - white backing A3

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

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 copy a page, and then verify that the document correctly copies, scans, or prints.

1. Remove the document feeder white backing

Use the following procedure to remove and replace the document feeder white backing.

1. Open the document feeder.

2. Disconnect nine hooks, and then remove the white backing.

Figure 5-1712 **Remove the white backing**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

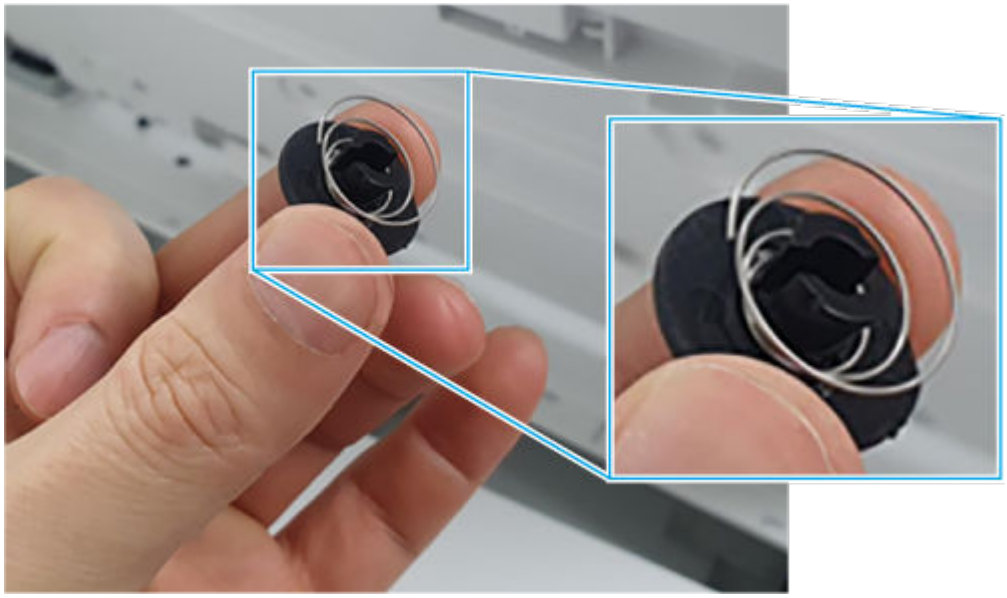
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

3. Special installation instructions: White backing plate

Use the following instructions to install the white backing plate

1. If the spring and suspension clip have become separated during shipping, install the spring on the clip as shown below.

Figure 5-1713 **Spring installed on the suspension clip**



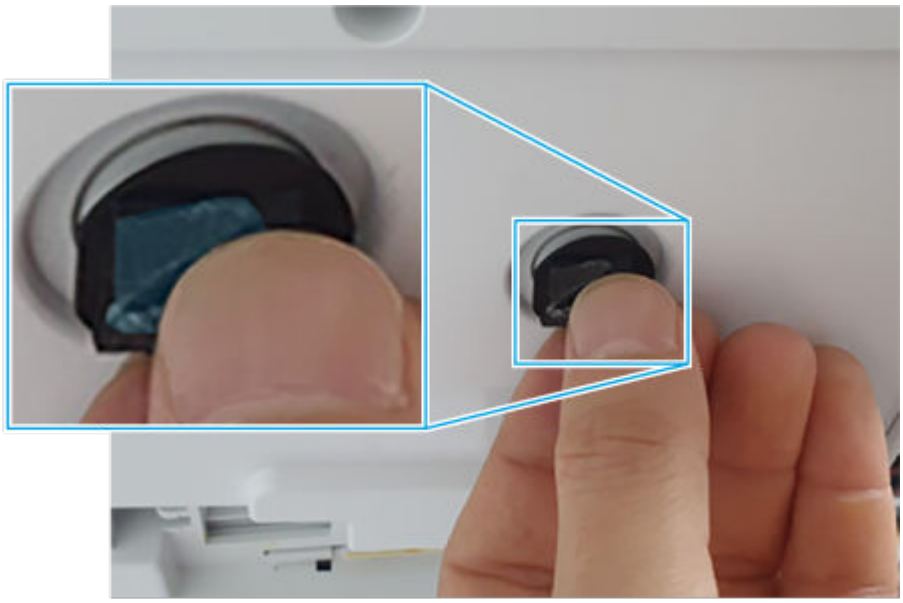
2. Position a suspension clip near the mounting feature on the document feeder, and then push it straight in to install it.

Figure 5-1714 Install the suspension clip



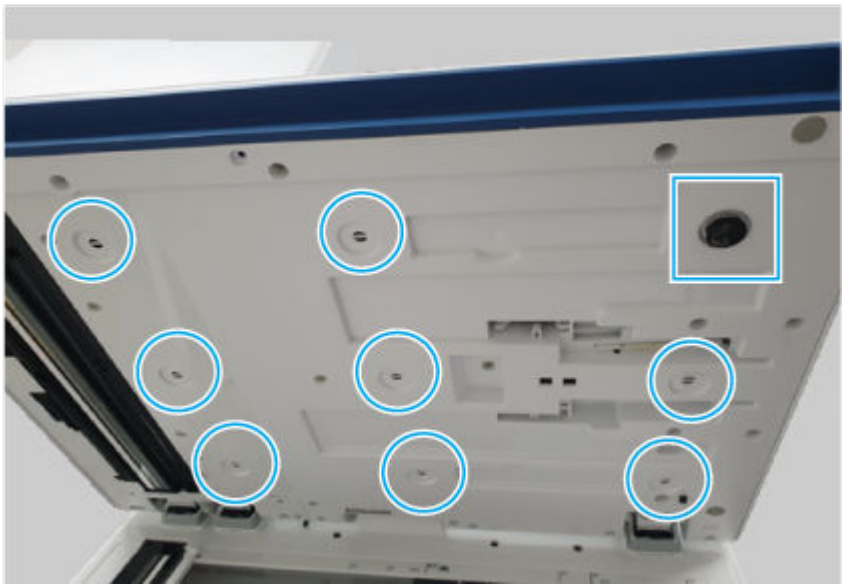
3. Remove the protective film from the double-sided tape on the suspension clip.

Figure 5-1715 Expose the double-sided tape



4. Repeat these steps for the remaining eight suspension clips.

Figure 5-1716 Install the remaining suspension clips



5. Place the white backing plate on the flatbed glass.

NOTE: One corner of the white backing plate has an arrow embossed on it. Place that corner towards the rear left corner of the flatbed glass.

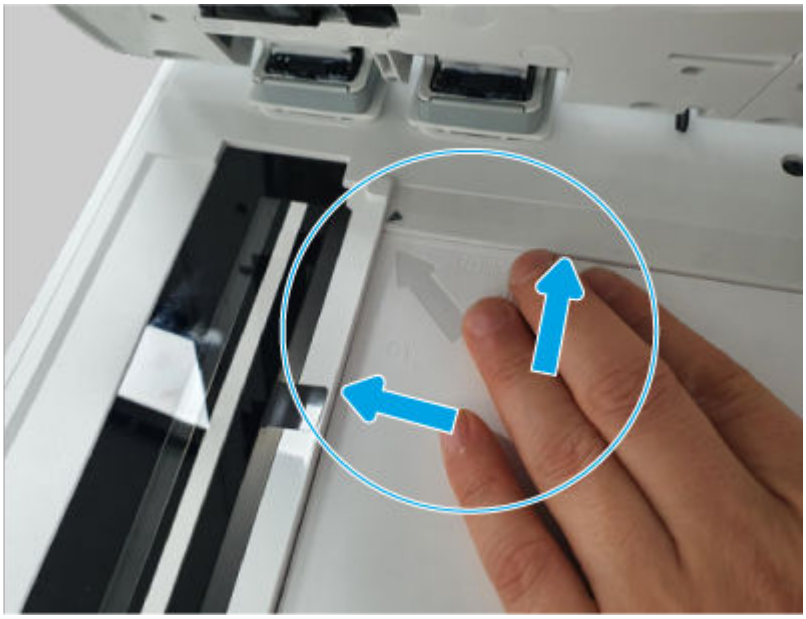
Figure 5-1717 Place the white backing plate



6. Position the white backing plate so that the corner with the embossed arrow fits tightly up against the flatbed glass frame.

NOTE: Make sure that the rear and left edges of the plate are firmly against the flatbed frame.

Figure 5-1718 Register the white backing plate against the frame



7. Fully close the document feeder to install the white backing plate.

NOTE: Open the document feeder and make sure the white backing plate is firmly attached.

Figure 5-1719 Close the document feeder



Removal and replacement: ADF pickup roller kit (200sh)

Learn about removing and replacing the document feeder pickup roller kit.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-159 Part information

Part number	Part description
5851-7202	ADF roller kit

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

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 copy a page, and then verify that the document correctly copies, scans, or prints.

1. Remove the document feeder pickup roller kit

Use the following procedure to remove and replace the document feeder pickup roller kit.

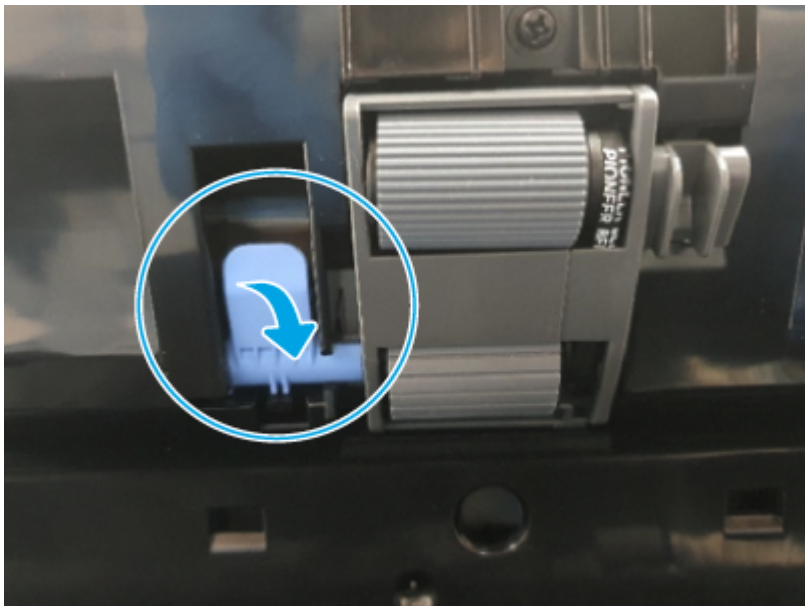
1. Release the latch, and then open the ADF top door.

Figure 5-1720 **Open the cover**



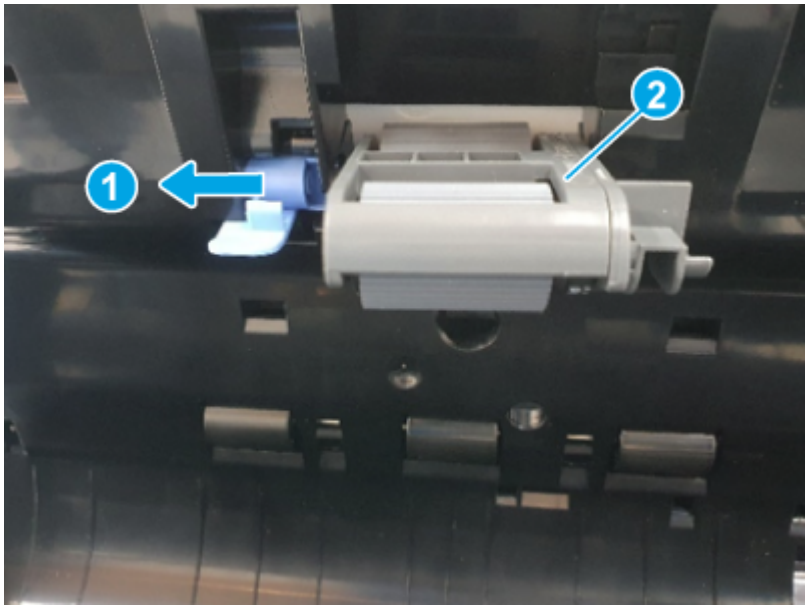
2. Rotate the blue locking lever down.

Figure 5-1721 **Rotate the lever**



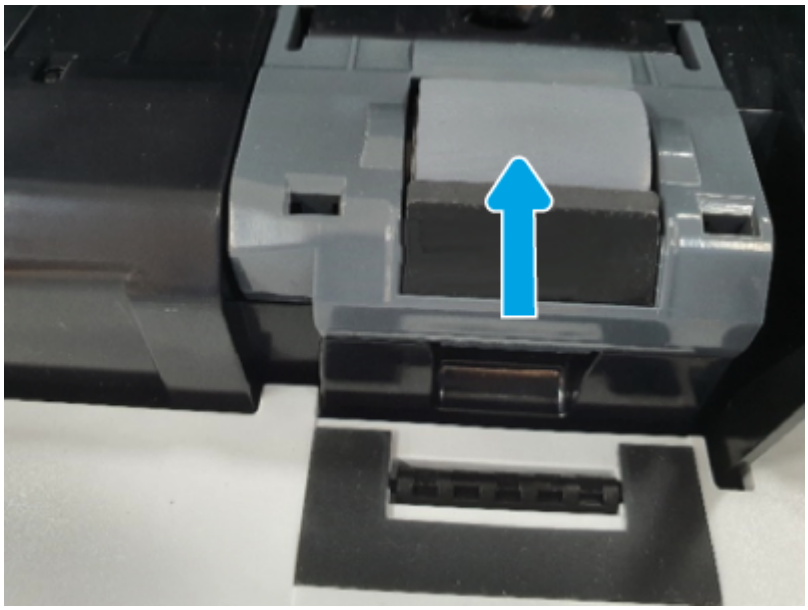
3. Slide the locking lever toward the front of the printer (callout 1), and then remove the pick roller assembly (callout 2).

Figure 5-1722 Remove the roller assembly



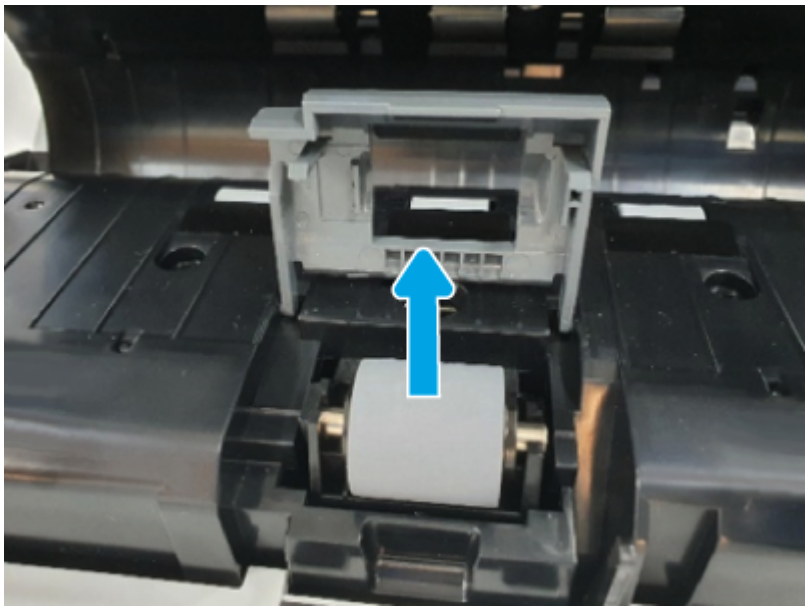
4. Open the separation roller cover.

Figure 5-1723 Open the cover



5. Remove the separation roller.

Figure 5-1724 **Remove the roller**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: ADF PCA (200sh)

Learn about removing and replacing the document feeder printed circuit assembly (PCA).

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-160 Part information

Part number	Part description
5QJ90-67013	ADF PCA_ENT EASE board

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

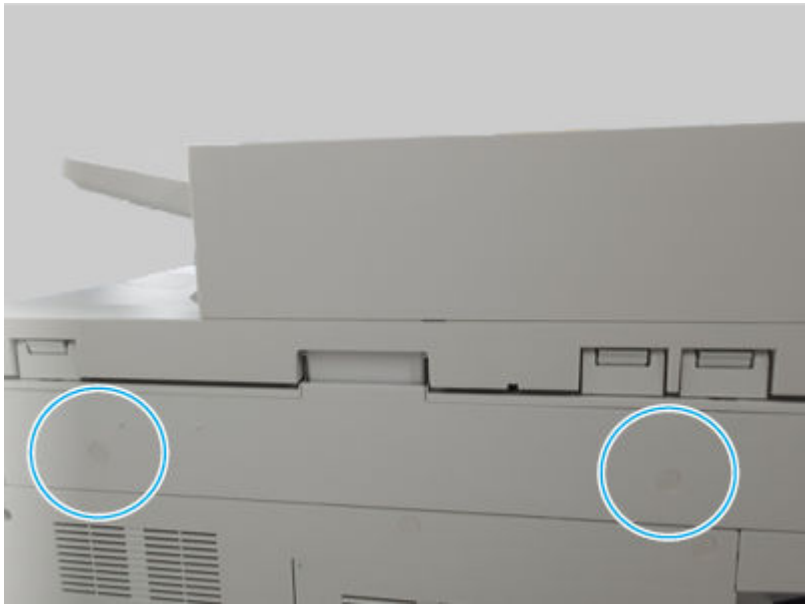
Use the document feeder to copy a page, and then verify that the document correctly copies, scans, or prints.

1. Remove the flatbed scanner rear cover

Use the following procedure to remove and replace the scan cover.

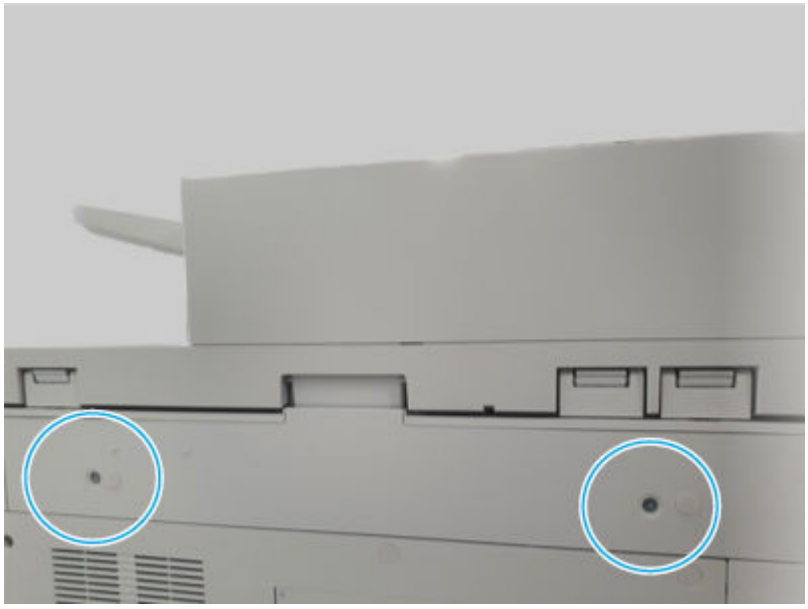
1. Remove two screw caps.

Figure 5-1725 **Remove two screw caps**



2. Remove two screws, and then remove the scan cover.

Figure 5-1726 **Remove two screws and the cover**

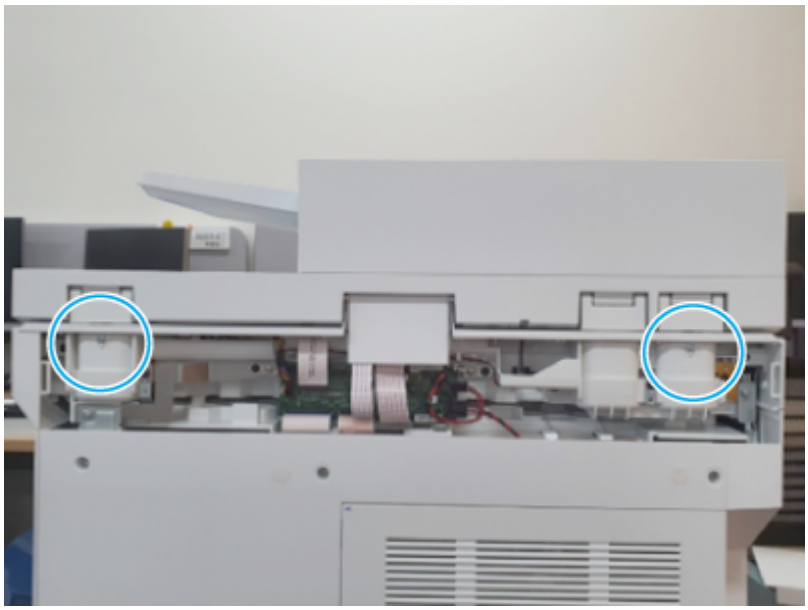


2. Remove the document feeder

Use the following procedure to remove and replace the document feeder.

1. Remove two screws.

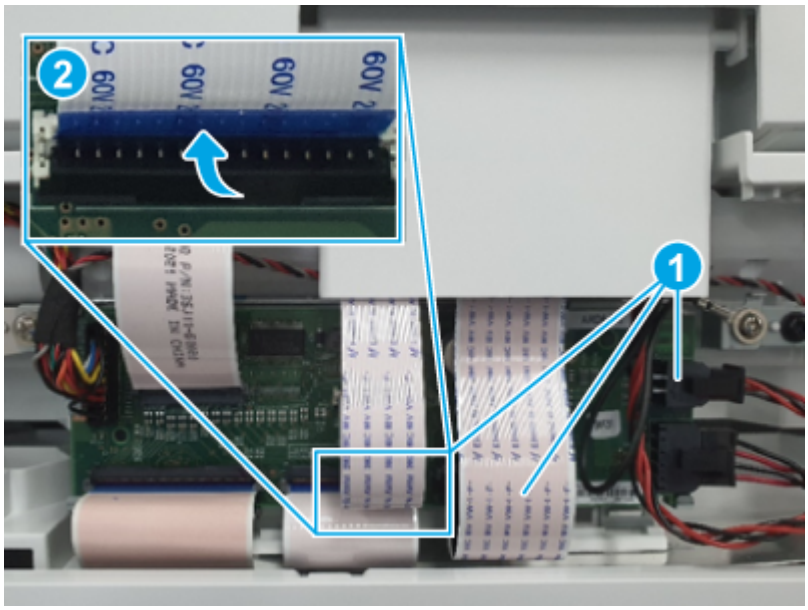
Figure 5-1727 **Remove two screws**



2. Disconnect three connectors (callout 1).

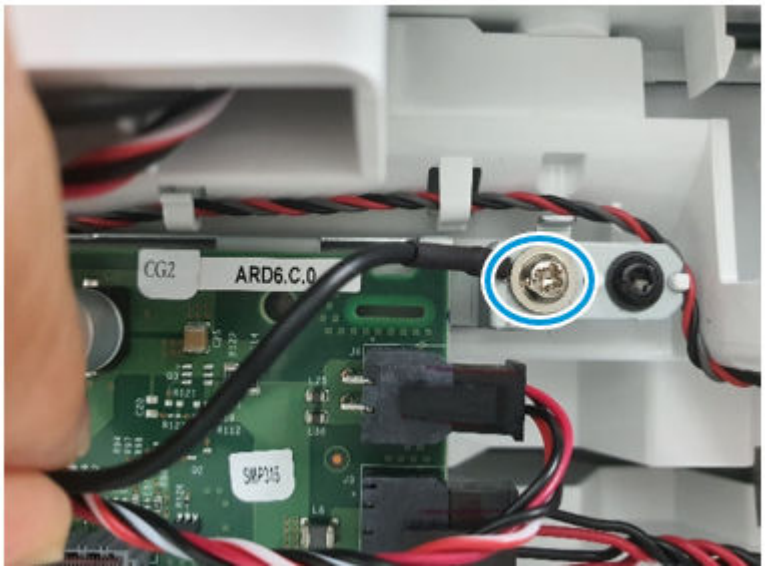
NOTE: Release the retainer clip (callout 2) to disconnect one of the FFCs.

Figure 5-1728 **Remove the document feeder**



3. Remove one screw to release a single-wire harness, and then lift the document feeder up to remove it.

Figure 5-1729 Remove the document feeder assembly



IMPORTANT: Special installation instructions are included at the end of this topic (after the unpack and recycle step).

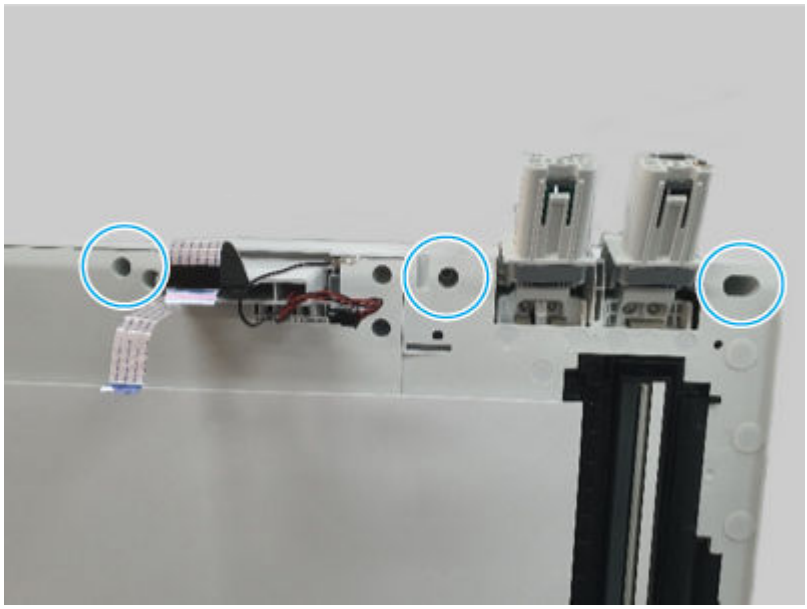
To avoid damaging the ADF when it is reinstalled, make sure to carefully read and follow the installation instructions.

3. Remove the document feeder rear cover

Use the following procedure to remove and replace the document feeder rear cover.

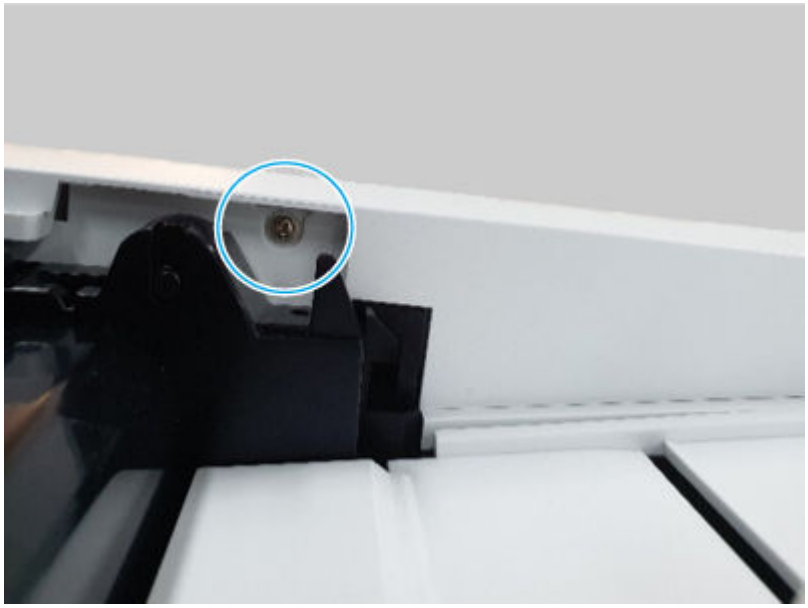
1. Remove three screws.

Figure 5-1730 Remove three screws



2. Open the ADF top cover, remove one screw, and then remove the ADF rear cover.

Figure 5-1731 **Remove the cover**



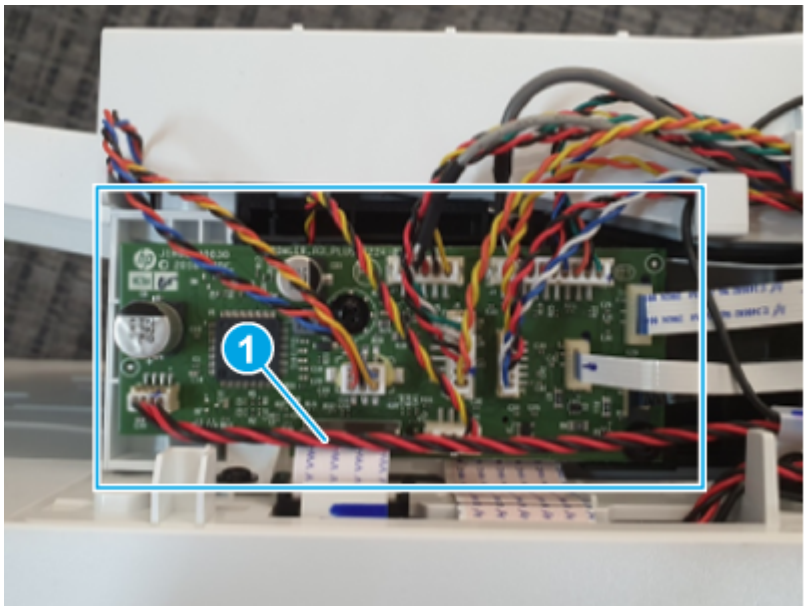
4. Remove the document feeder PCA

Use the following procedure to remove and replace the document feeder PCA.

1. Disconnect all of the connectors.

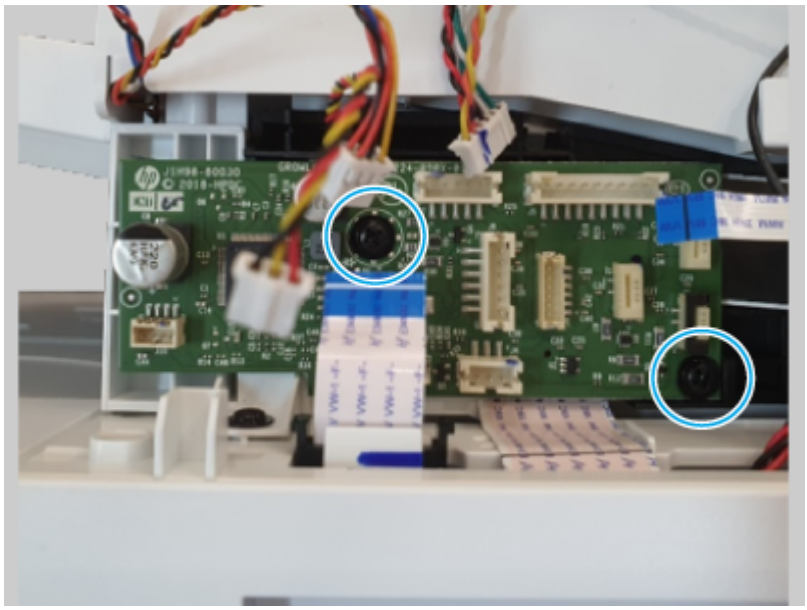
NOTE: One flat-flexible cable (FFC; callout 1) is connected to the PCA with a zero-insertion force (ZIF) connector. Release the connector locking clip to remove the FFC.

Figure 5-1732 **Disconnect connectors**



2. Remove two screws, and then remove the PCA

Figure 5-1733 **Remove the PCA**



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: ADF flat-flexible cable (200sh)

Learn about removing and replacing the document feeder flat-flexible cable (FFC).

Mean time to repair: 2 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-161 Part information

Part number	Part description
5QJ90-67009	ADF flat-flexible cable

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

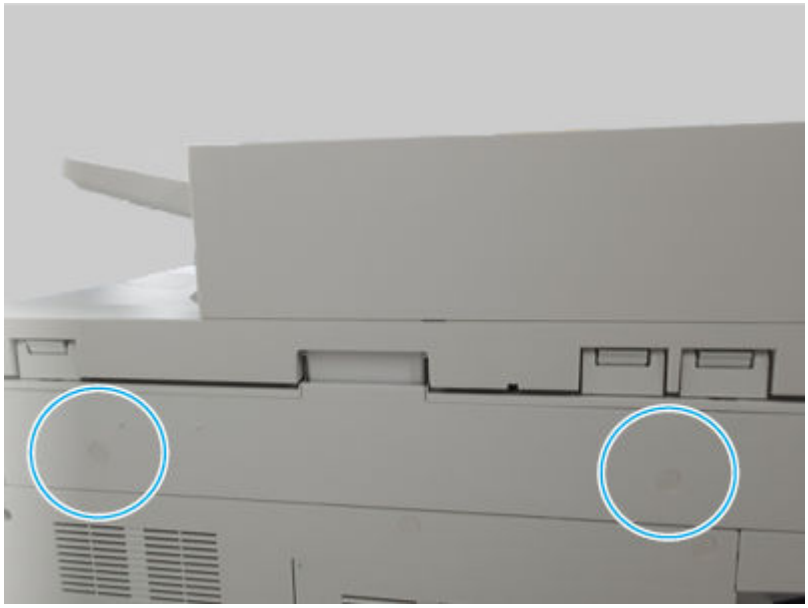
Use the document feeder to copy a page, and then verify that the document correctly copies, scans, or prints.

1. Remove the flatbed scanner rear cover

Use the following procedure to remove and replace the scan cover.

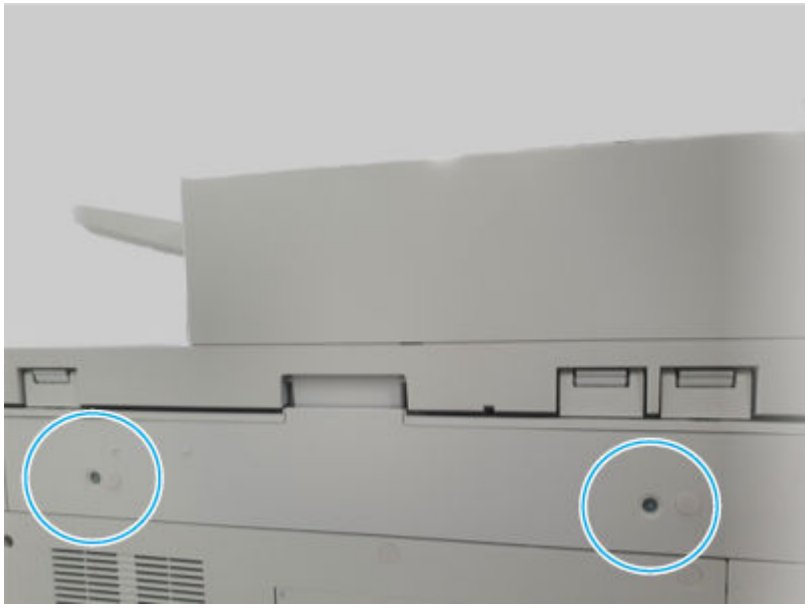
1. Remove two screw caps.

Figure 5-1734 **Remove two screw caps**



2. Remove two screws, and then remove the scan cover.

Figure 5-1735 **Remove two screws and the cover**

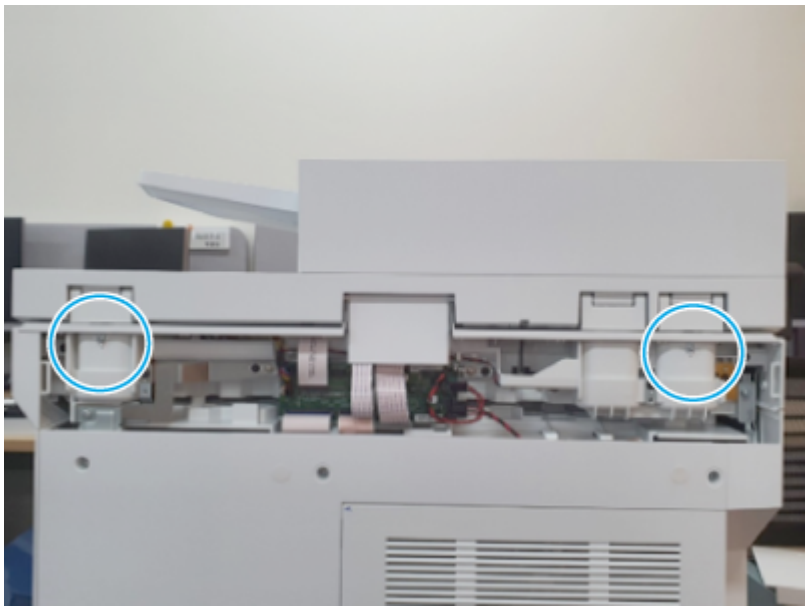


2. Remove the document feeder

Use the following procedure to remove and replace the document feeder.

1. Remove two screws.

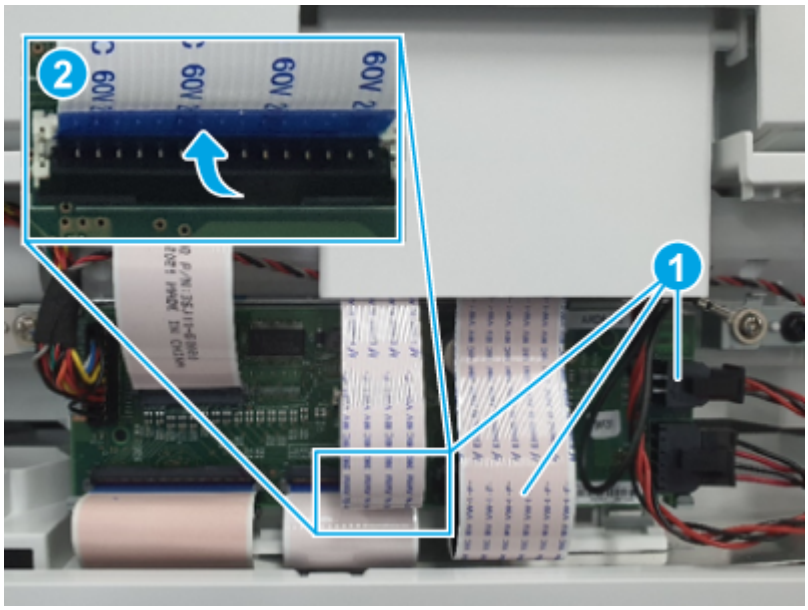
Figure 5-1736 **Remove two screws**



2. Disconnect three connectors (callout 1).

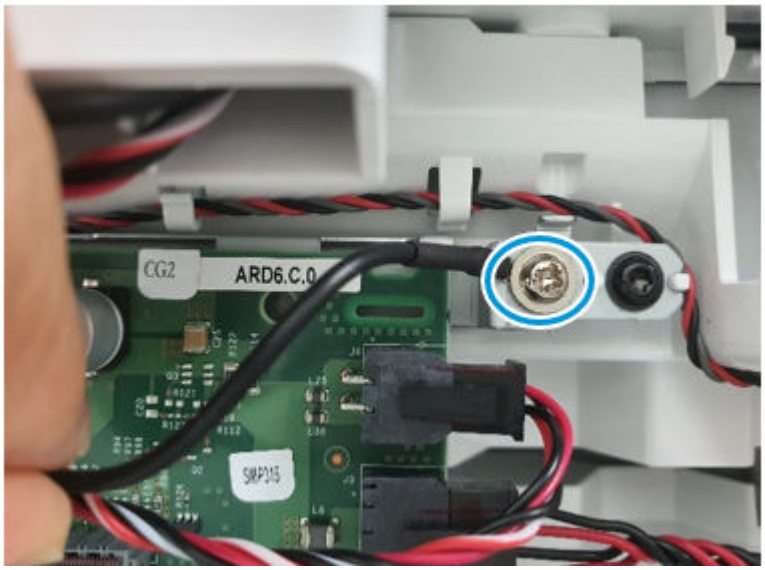
NOTE: Release the retainer clip (callout 2) to disconnect one of the FFCs.

Figure 5-1737 **Remove the document feeder**



3. Remove one screw to release a single-wire harness, and then lift the document feeder up to remove it.

Figure 5-1738 Remove the document feeder assembly



IMPORTANT: Special installation instructions are included at the end of this topic (after the unpack and recycle step).

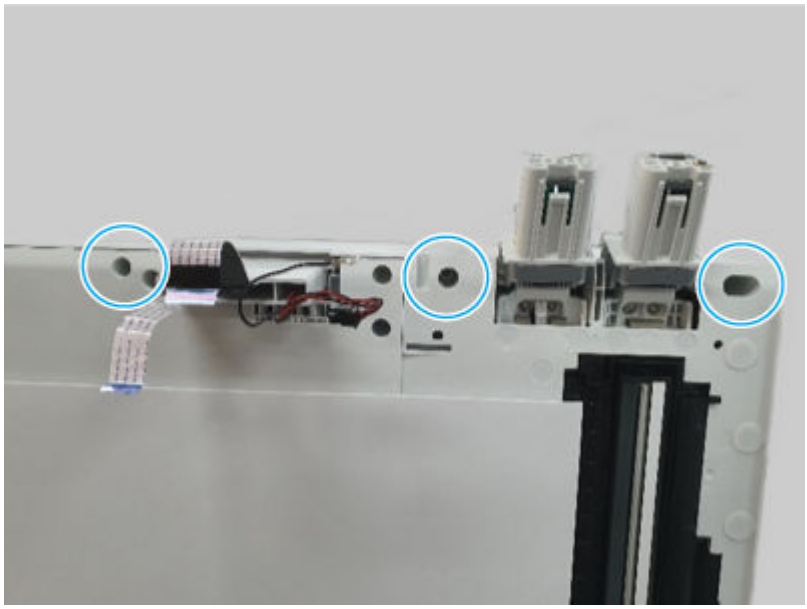
To avoid damaging the ADF when it is reinstalled, make sure to carefully read and follow the installation instructions.

3. Remove the document feeder rear cover

Use the following procedure to remove and replace the document feeder rear cover.

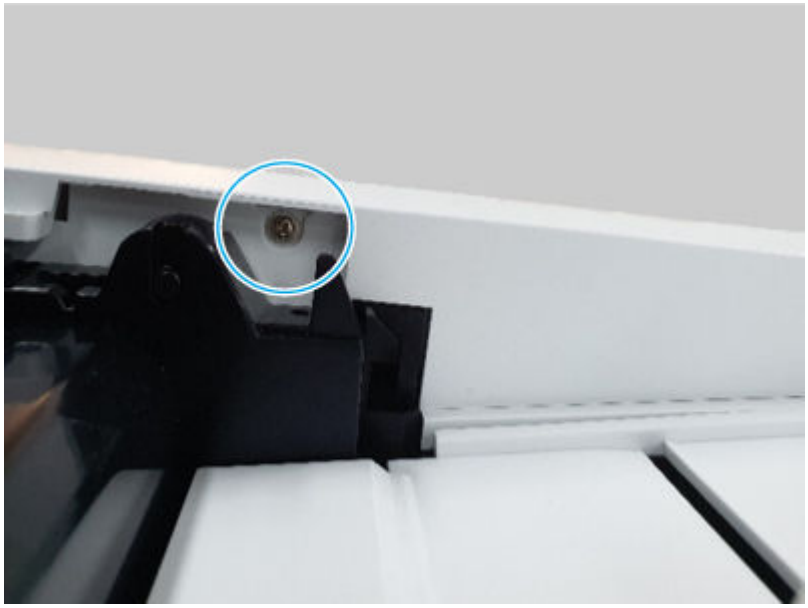
1. Remove three screws.

Figure 5-1739 Remove three screws



2. Open the ADF top cover, remove one screw, and then remove the ADF rear cover.

Figure 5-1740 **Remove the cover**



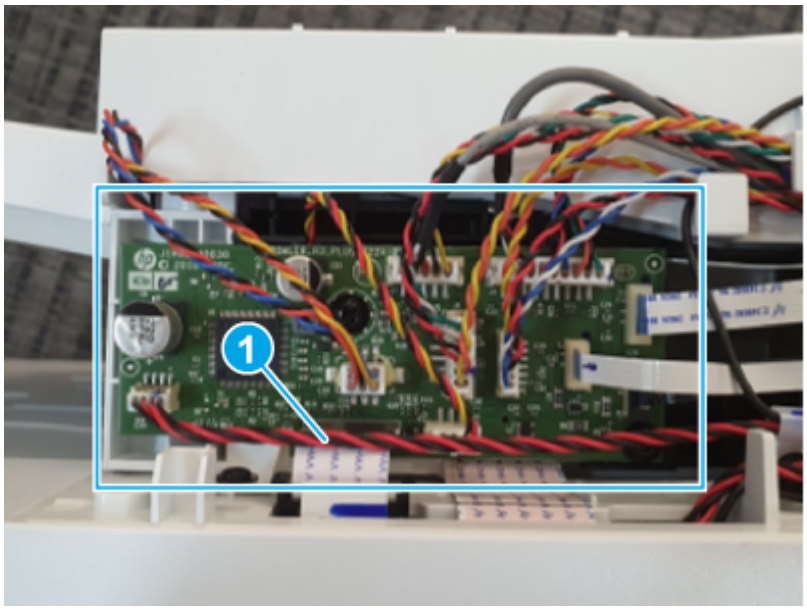
4. Remove the document feeder FFC

Use the following procedure to remove and replace the document feeder FFC.

1. Disconnect the FFC.

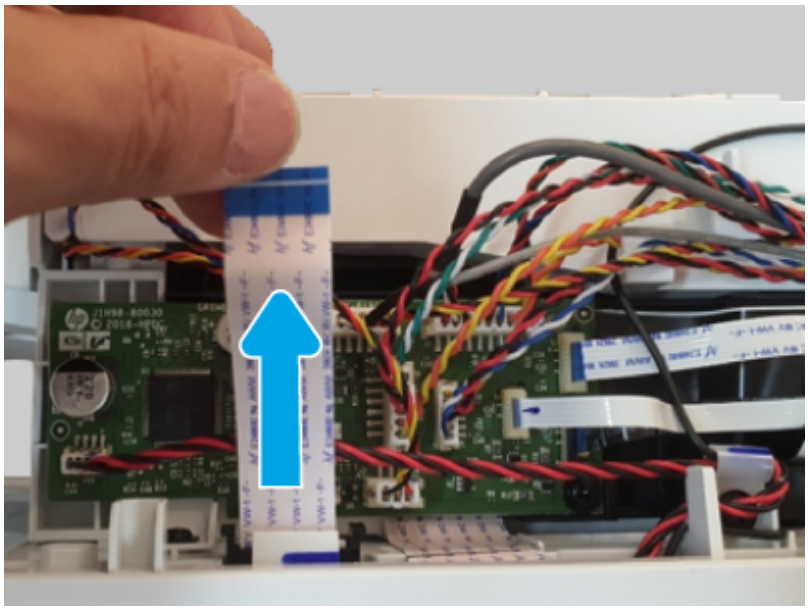
NOTE: The FFC (callout 1) is connected to the PCA with a zero-insertion force (ZIF) connector. Release the connector locking clip to remove the FFC.

Figure 5-1741 **Disconnect the FFC**



2. Remove the FFC.

Figure 5-1742 **Remove the FFC**



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: ADF power cable (200sh)

Learn about removing and replacing the document feeder power cable.

Mean time to repair: 2 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-162 Part information

Part number	Part description
5QJ90-67010	ADF power cable

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

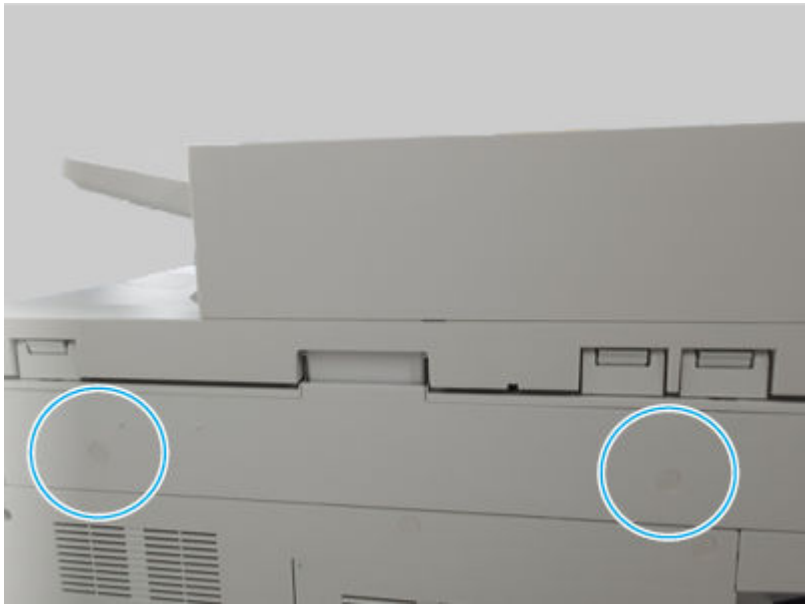
Use the document feeder to copy a page, and then verify that the document correctly copies, scans, or prints.

1. Remove the flatbed scanner rear cover

Use the following procedure to remove and replace the scan cover.

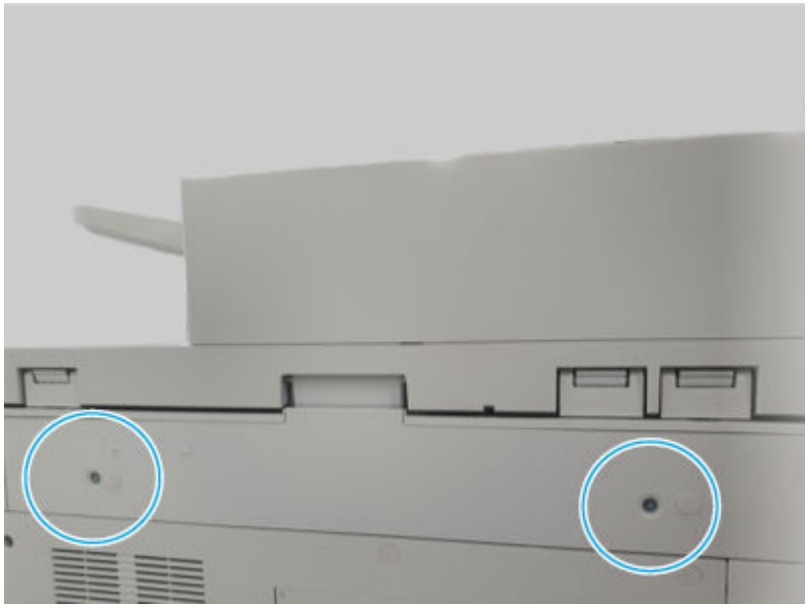
1. Remove two screw caps.

Figure 5-1743 **Remove two screw caps**



2. Remove two screws, and then remove the scan cover.

Figure 5-1744 **Remove two screws and the cover**

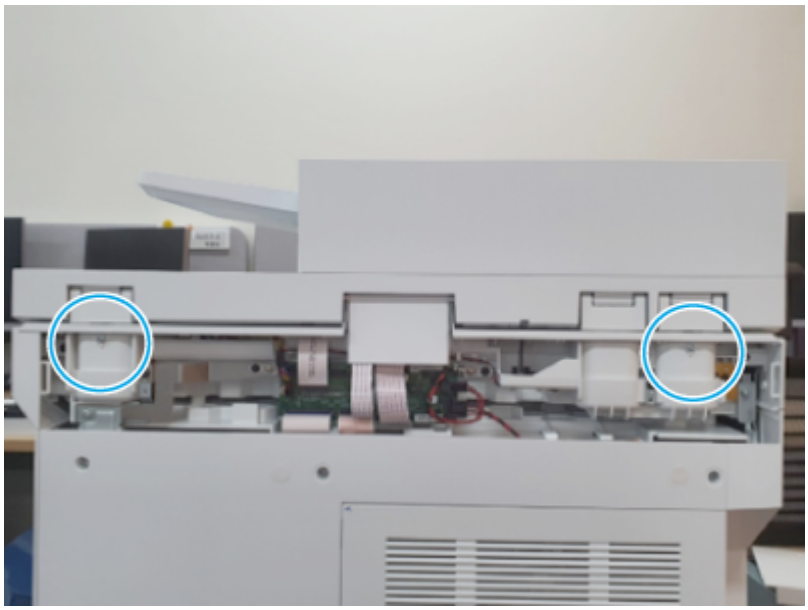


2. Remove the document feeder

Use the following procedure to remove and replace the document feeder.

1. Remove two screws.

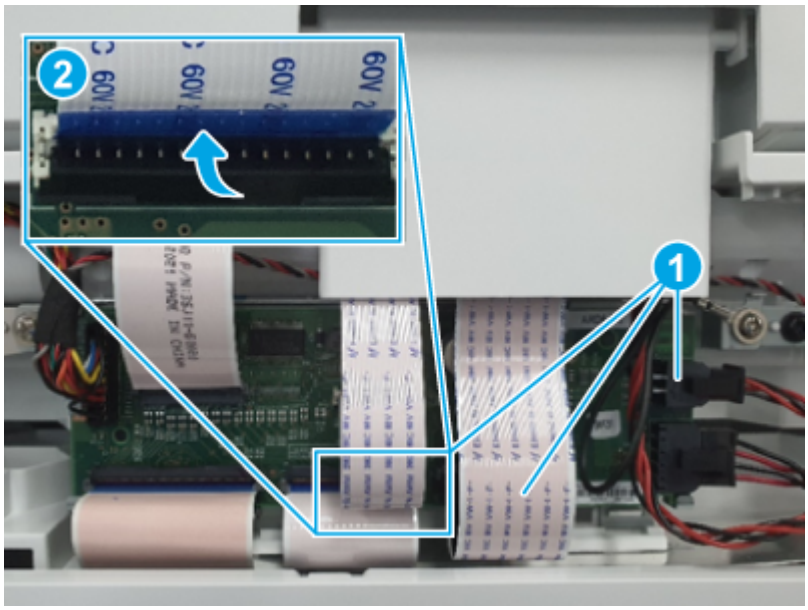
Figure 5-1745 **Remove two screws**



2. Disconnect three connectors (callout 1).

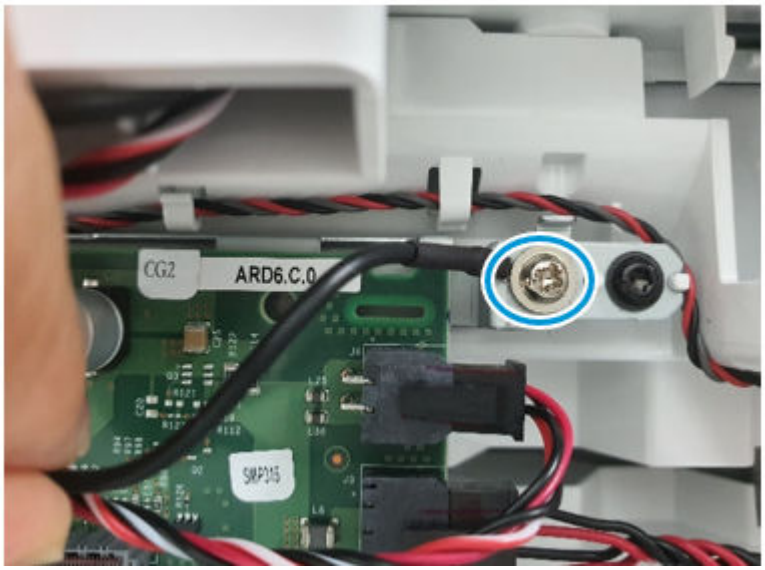
NOTE: Release the retainer clip (callout 2) to disconnect one of the FFCs.

Figure 5-1746 **Remove the document feeder**



3. Remove one screw to release a single-wire harness, and then lift the document feeder up to remove it.

Figure 5-1747 Remove the document feeder assembly



IMPORTANT: Special installation instructions are included at the end of this topic (after the unpack and recycle step).

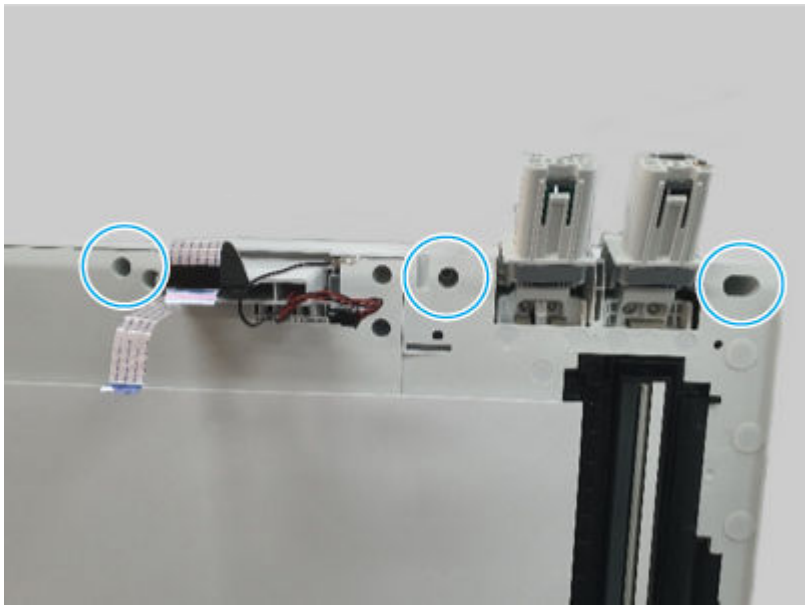
To avoid damaging the ADF when it is reinstalled, make sure to carefully read and follow the installation instructions.

3. Remove the document feeder rear cover

Use the following procedure to remove and replace the document feeder rear cover.

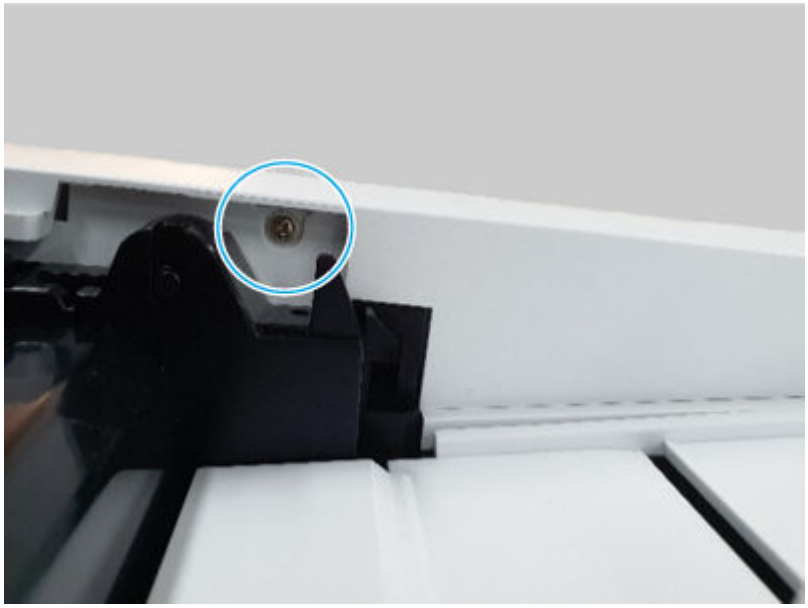
1. Remove three screws.

Figure 5-1748 Remove three screws



2. Open the ADF top cover, remove one screw, and then remove the ADF rear cover.

Figure 5-1749 **Remove the cover**

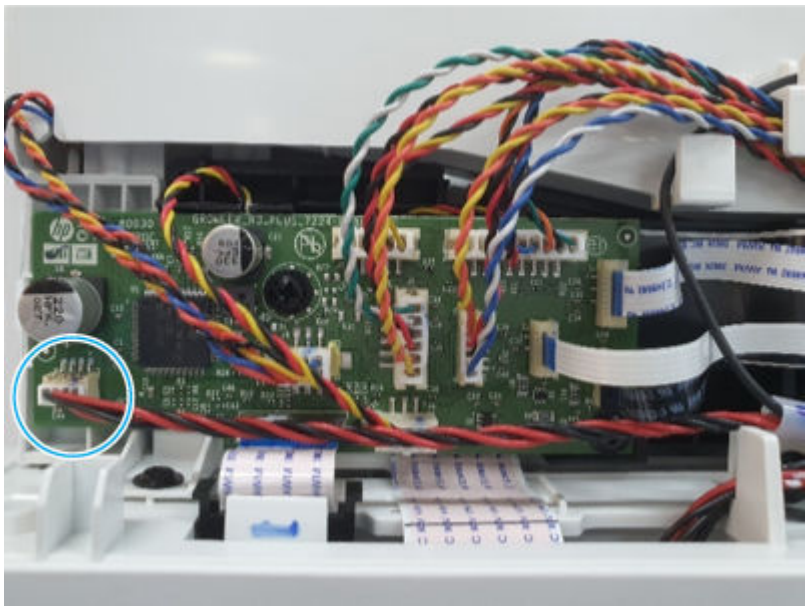


4. Remove the document feeder power cable

Use the following procedure to remove and replace the document feeder power cable.

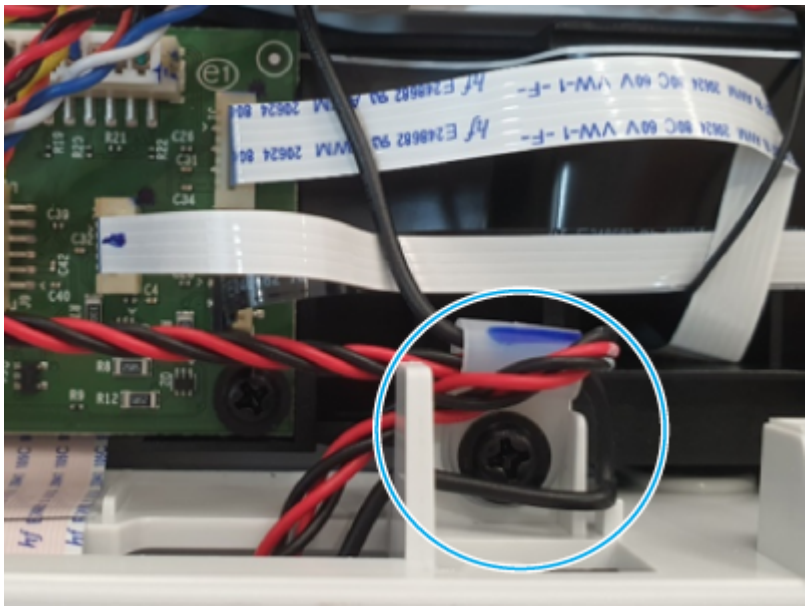
1. Disconnect one connector.

Figure 5-1750 **Disconnect one connector**



2. Remove one screw, and then remove the cable.

Figure 5-1751 **Remove the cable**



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: ADF hinge kit (200sh)

Learn about removing and replacing the document feeder hinge kit.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-163 Part information

Part number	Part description
5QJ90-67004	ADF hinge kit

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

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 copy a page, and then verify that the document correctly copies, scans, or prints.

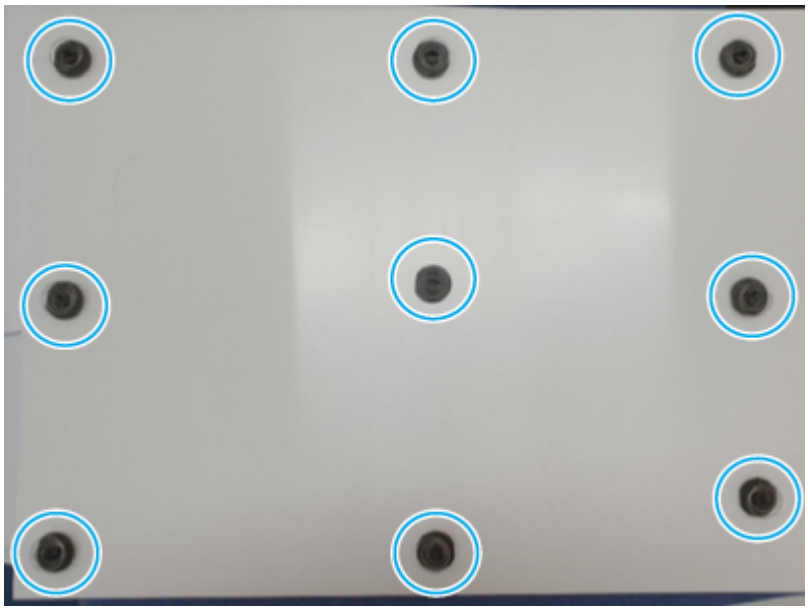
1. Remove the document feeder white backing

Use the following procedure to remove and replace the document feeder white backing.

1. Open the document feeder.

2. Before proceeding, take note of the location of the white backing mounting clips.

Figure 5-1752 **Locate the clips**



3. Disconnect nine clips, and then remove the white backing.

Figure 5-1753 **Remove the white backing**

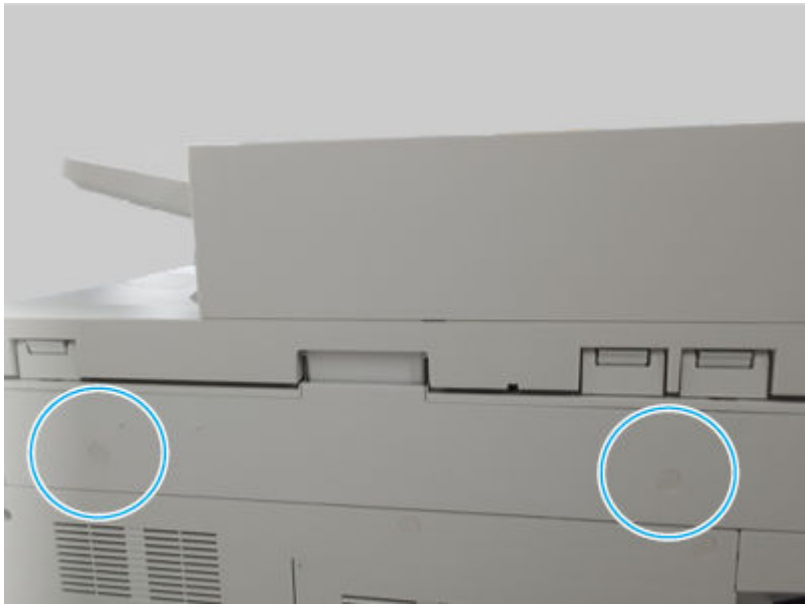


2. Remove the flatbed scanner rear cover

Use the following procedure to remove and replace the scan cover.

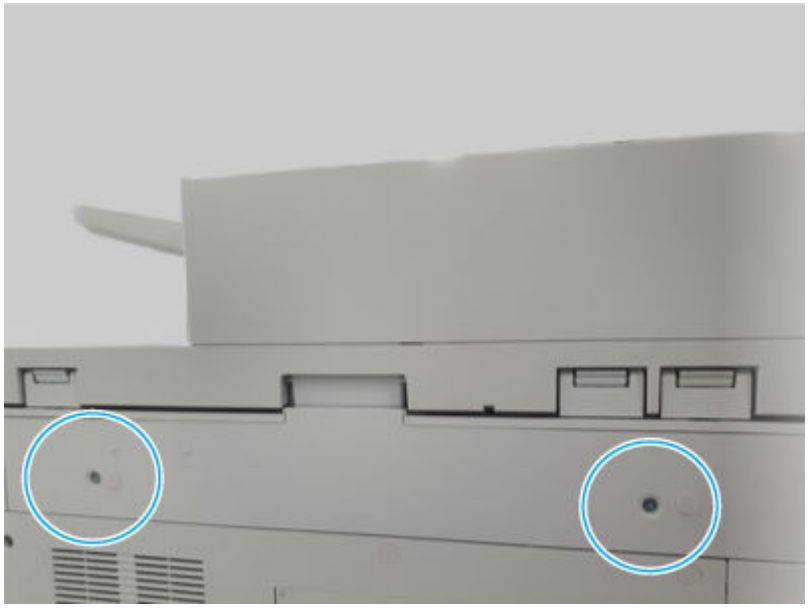
1. Remove two screw caps.

Figure 5-1754 Remove two screw caps



2. Remove two screws, and then remove the scan cover.

Figure 5-1755 Remove two screws and the cover

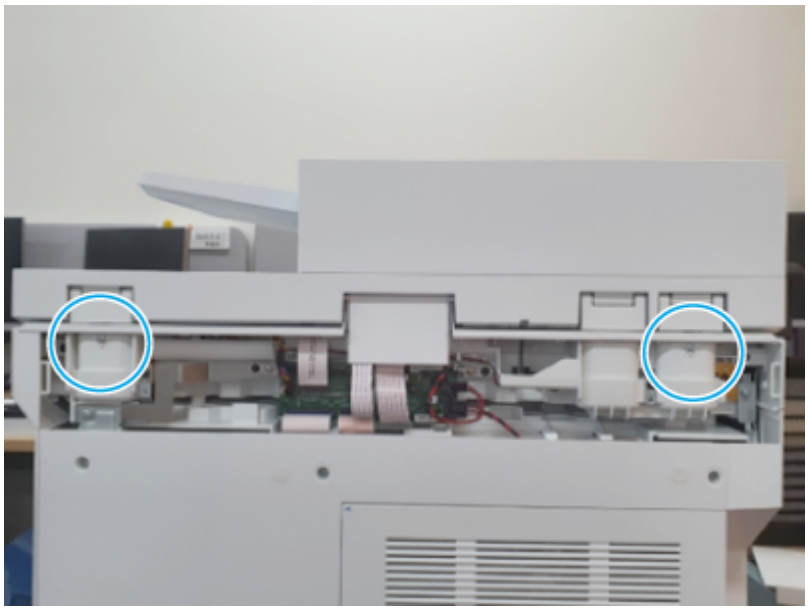


3. Remove the document feeder

Use the following procedure to remove and replace the document feeder.

1. Remove two screws.

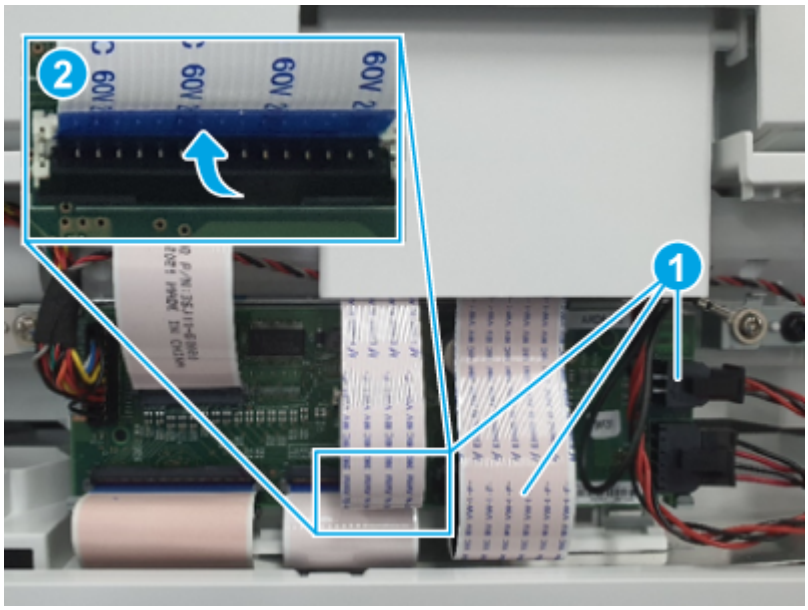
Figure 5-1756 **Remove two screws**



2. Disconnect three connectors (callout 1).

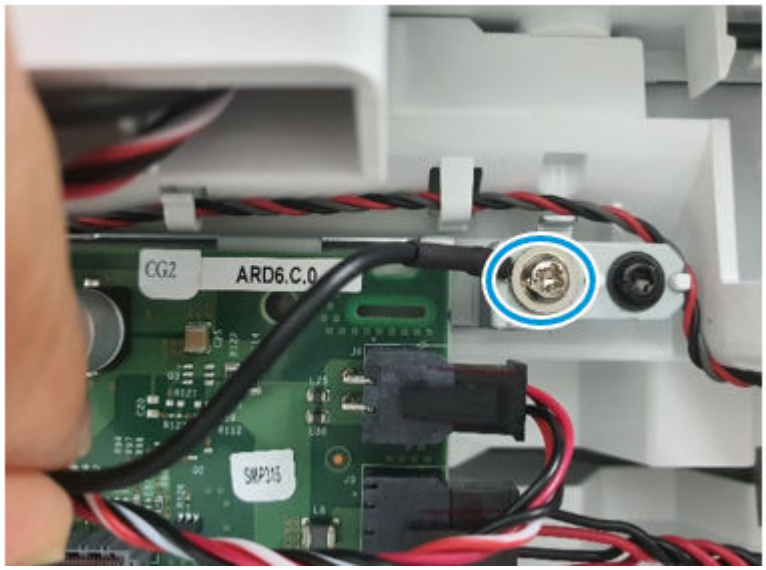
NOTE: Release the retainer clip (callout 2) to disconnect one of the FFCs.

Figure 5-1757 **Remove the document feeder**



3. Remove one screw to release a single-wire harness, and then lift the document feeder up to remove it.

Figure 5-1758 Remove the document feeder assembly



IMPORTANT: Special installation instructions are included at the end of this topic (after the unpack and recycle step).

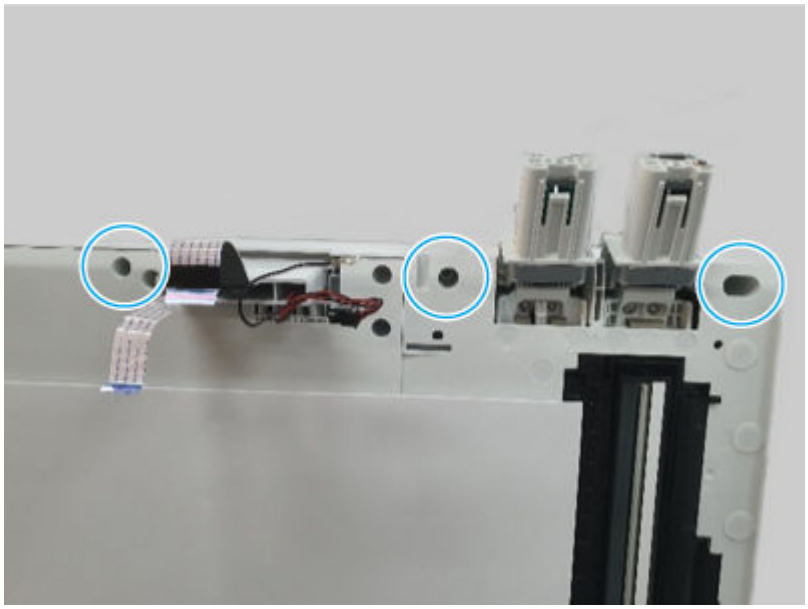
To avoid damaging the ADF when it is reinstalled, make sure to carefully read and follow the installation instructions.

4. Remove the document feeder rear cover

Use the following procedure to remove and replace the document feeder rear cover.

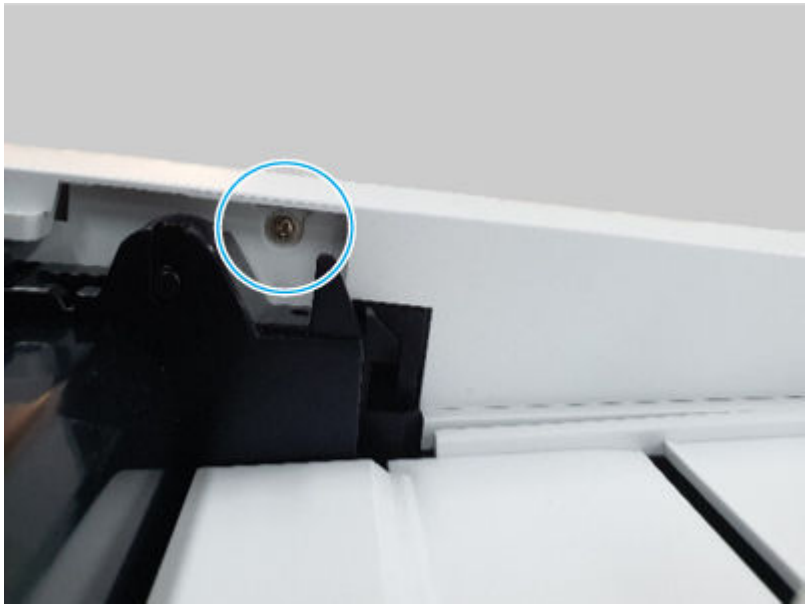
1. Remove three screws.

Figure 5-1759 Remove three screws



2. Open the ADF top cover, remove one screw, and then remove the ADF rear cover.

Figure 5-1760 **Remove the cover**

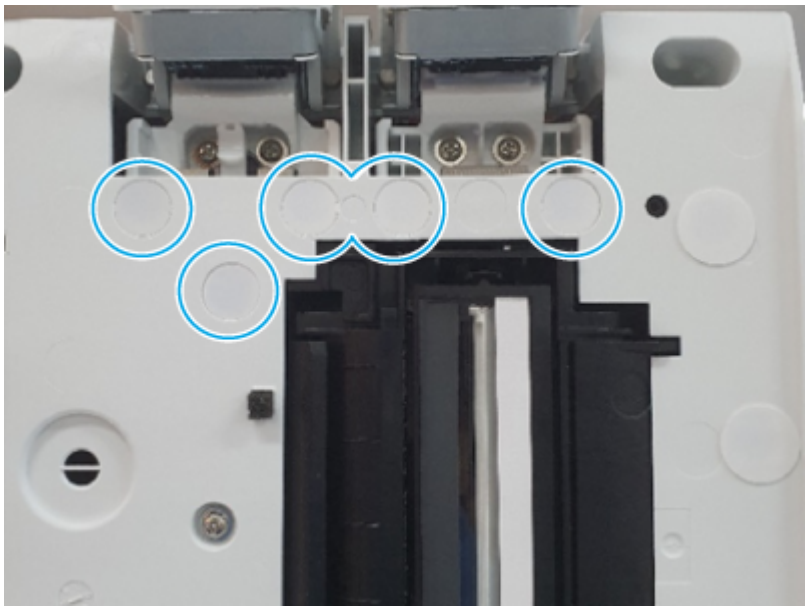


5. Remove the document feeder hinge kit

Use the following procedure to remove and replace the document feeder hinge kit.

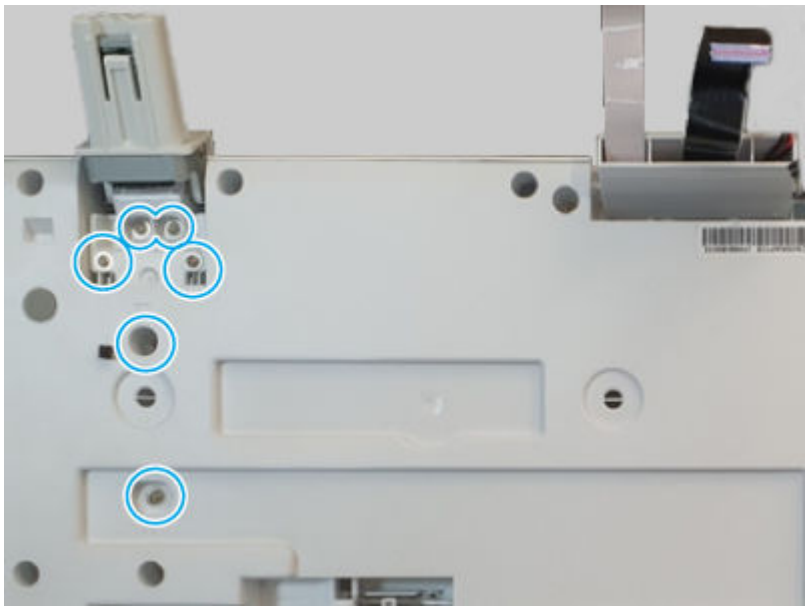
1. Remove five screw caps.

Figure 5-1761 **Remove five screw caps**



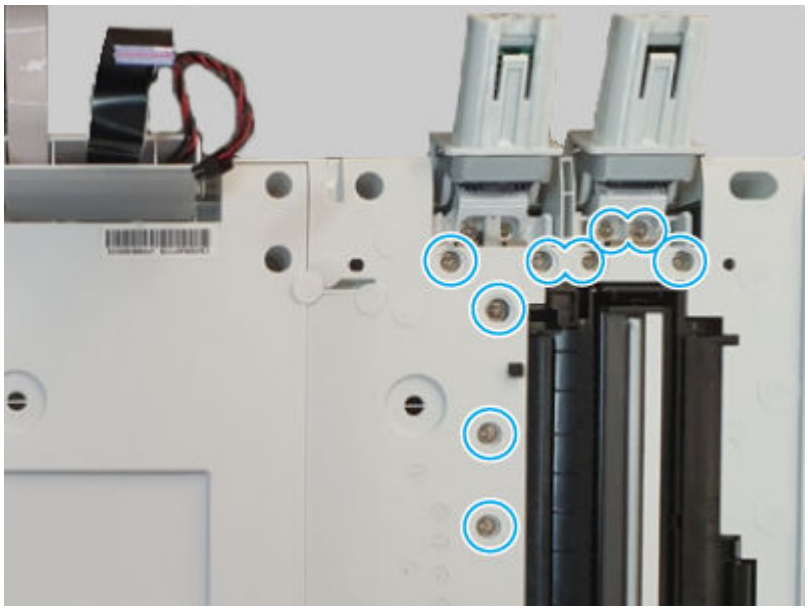
2. Remove six screws, and then remove the hinge.

Figure 5-1762 **Remove the hinge**



3. Remove nine screws, and then remove the hinges.

Figure 5-1763 **Remove the hinges**



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: ADF hinge damper module (200sh)

Learn about removing and replacing the document feeder damper module.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-164 Part information

Part number	Part description
5QJ90-67006	Damper module

Required tools

- #2 JIS screwdriver with a magnetic tip

- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

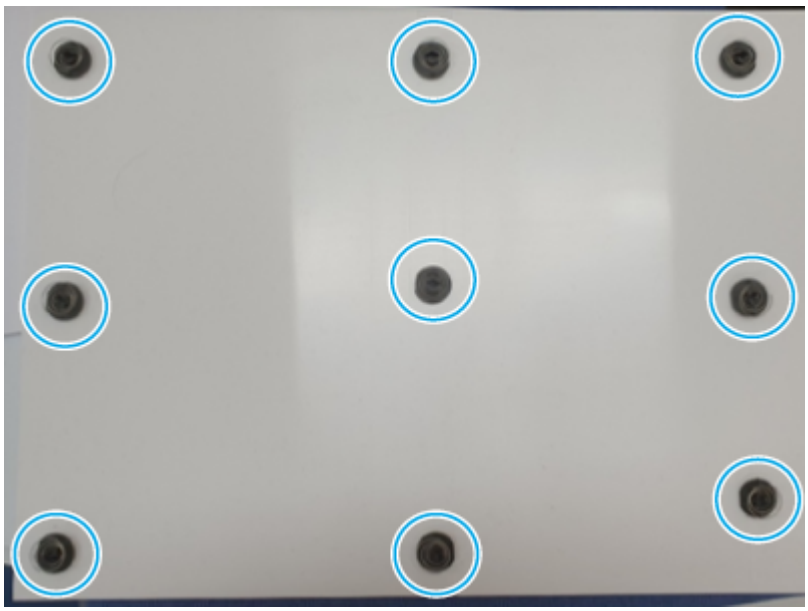
Use the document feeder to copy a page, and then verify that the document correctly copies, scans, or prints.

1. Remove the document feeder white backing

Use the following procedure to remove and replace the document feeder white backing.

1. Open the document feeder.
2. Before proceeding, take note of the location of the white backing mounting clips.

Figure 5-1764 **Locate the clips**



3. Disconnect nine clips, and then remove the white backing.

Figure 5-1765 **Remove the white backing**

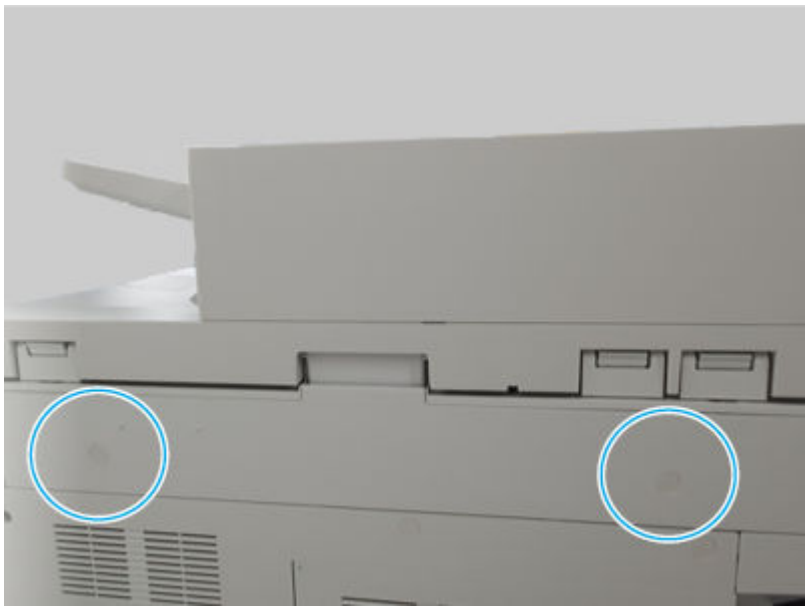


2. Remove the flatbed scanner rear cover

Use the following procedure to remove and replace the scan cover.

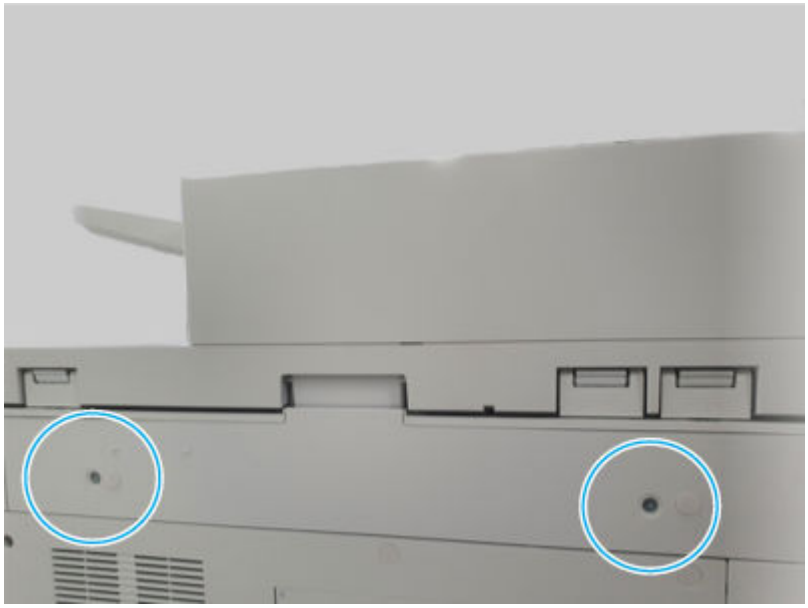
1. Remove two screw caps.

Figure 5-1766 **Remove two screw caps**



2. Remove two screws, and then remove the scan cover.

Figure 5-1767 **Remove two screws and the cover**

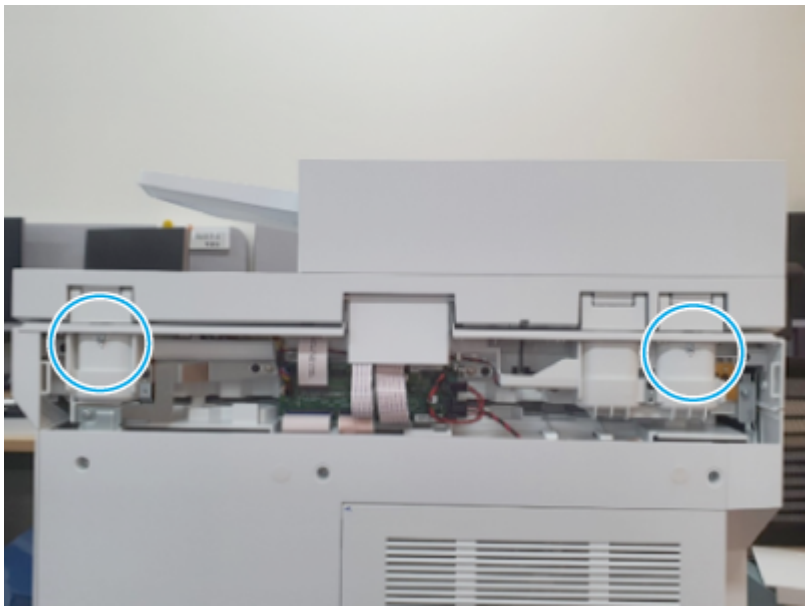


3. Remove the document feeder

Use the following procedure to remove and replace the document feeder.

1. Remove two screws.

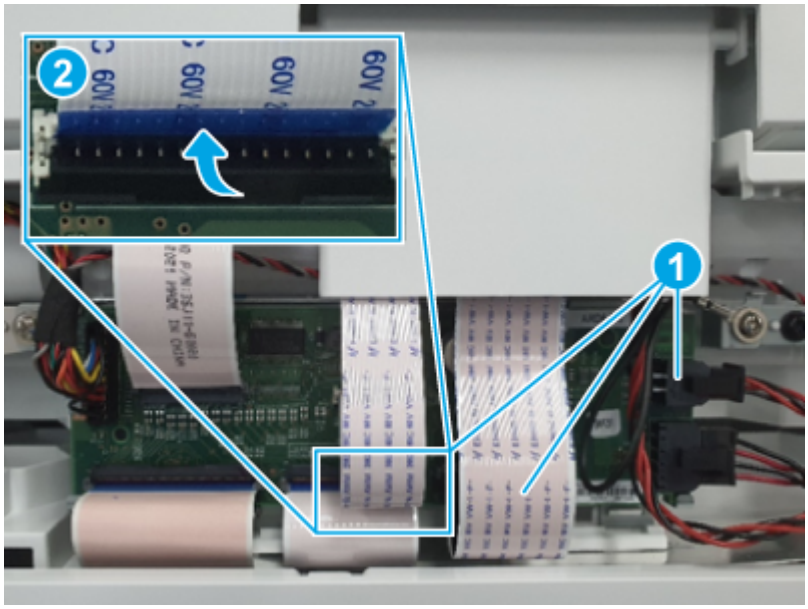
Figure 5-1768 **Remove two screws**



2. Disconnect three connectors (callout 1).

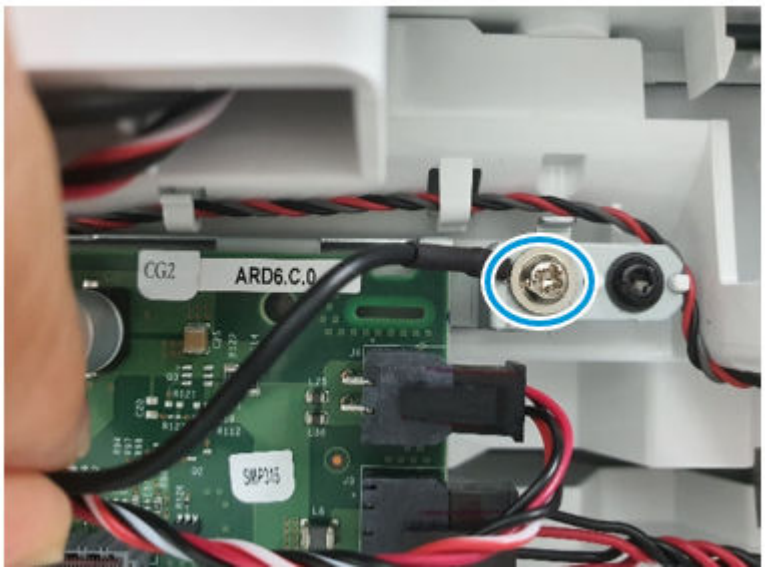
NOTE: Release the retainer clip (callout 2) to disconnect one of the FFCs.

Figure 5-1769 Remove the document feeder



3. Remove one screw to release a single-wire harness, and then lift the document feeder up to remove it.

Figure 5-1770 Remove the document feeder assembly



IMPORTANT: Special installation instructions are included at the end of this topic (after the unpack and recycle step).

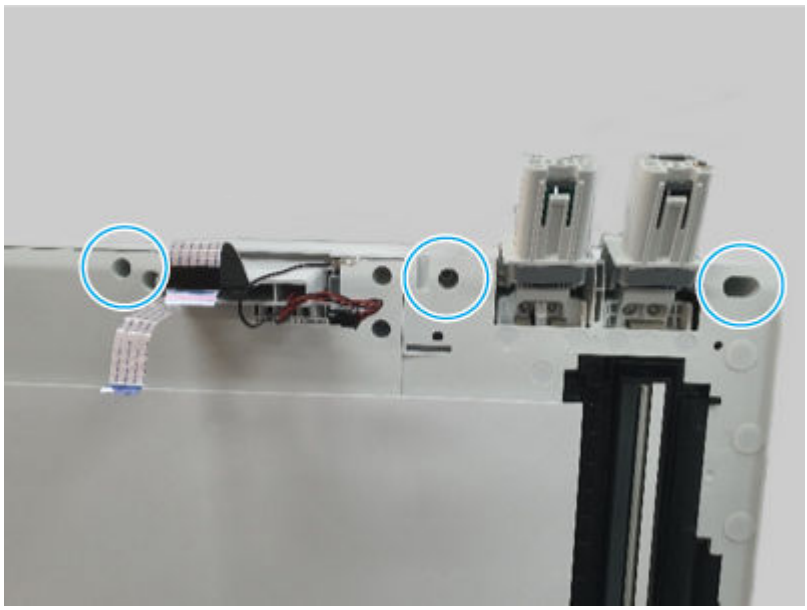
To avoid damaging the ADF when it is reinstalled, make sure to carefully read and follow the installation instructions.

4. Remove the document feeder rear cover

Use the following procedure to remove and replace the document feeder rear cover.

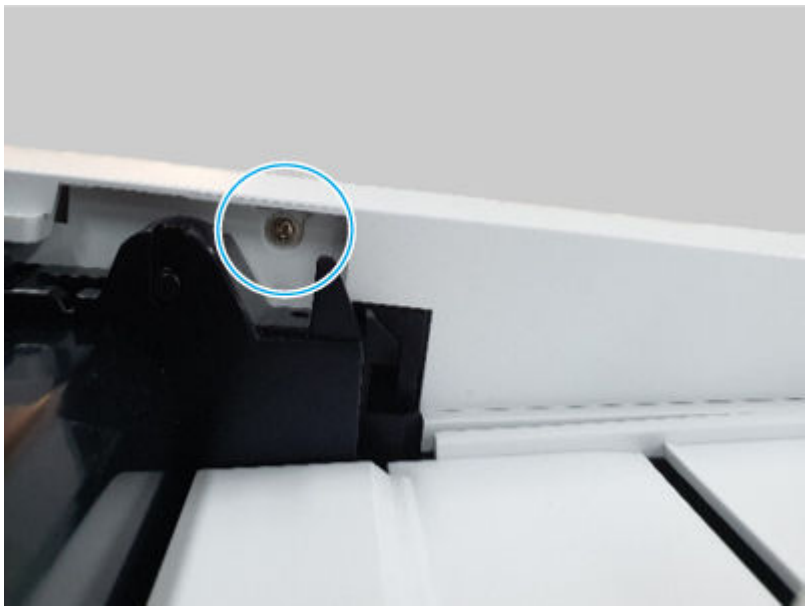
1. Remove three screws.

Figure 5-1771 **Remove three screws**



2. Open the ADF top cover, remove one screw, and then remove the ADF rear cover.

Figure 5-1772 **Remove the cover**

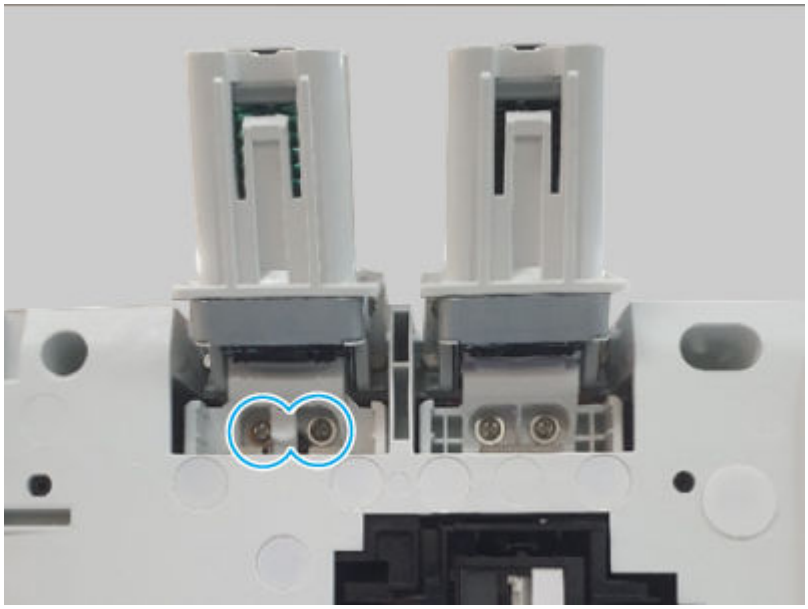


5. Remove the document feeder hinge damper module

Use the following procedure to remove and replace the document feeder hinge damper module.

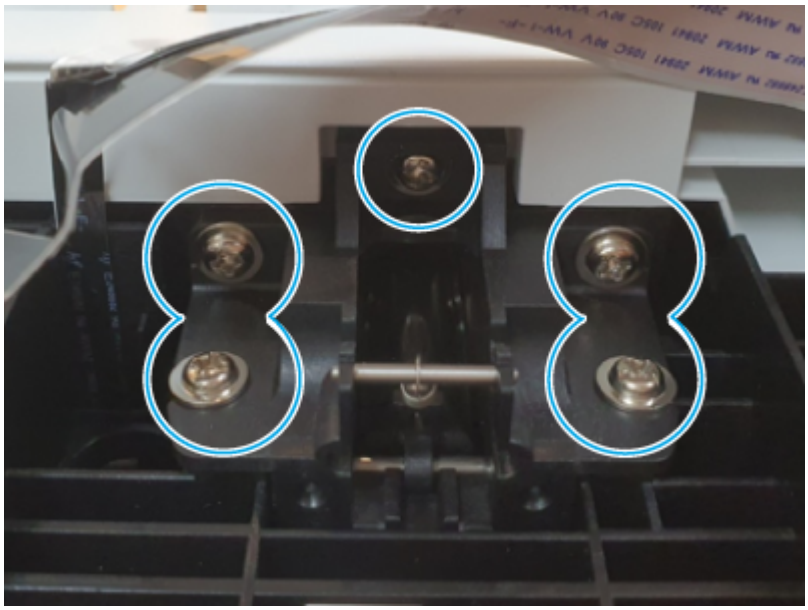
1. Remove two screws.

Figure 5-1773 **Remove two screws**



2. Remove five screws, and then remove the hinge damper module.

Figure 5-1774 **Remove the hinge damper module**



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Flatbed Scanner (Tarot HS)

Learn about flatbed scanner parts removal and replacement.

Whole unit

Learn about the flatbed scanner whole unit replacement.

Removal and replacement: Flatbed scanner whole unit

Learn about removing and replacing the flatbed whole unit.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-165 Part information

Part number	Part description
3SJ32-60103	Flatbed scanner (Tarot HS)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

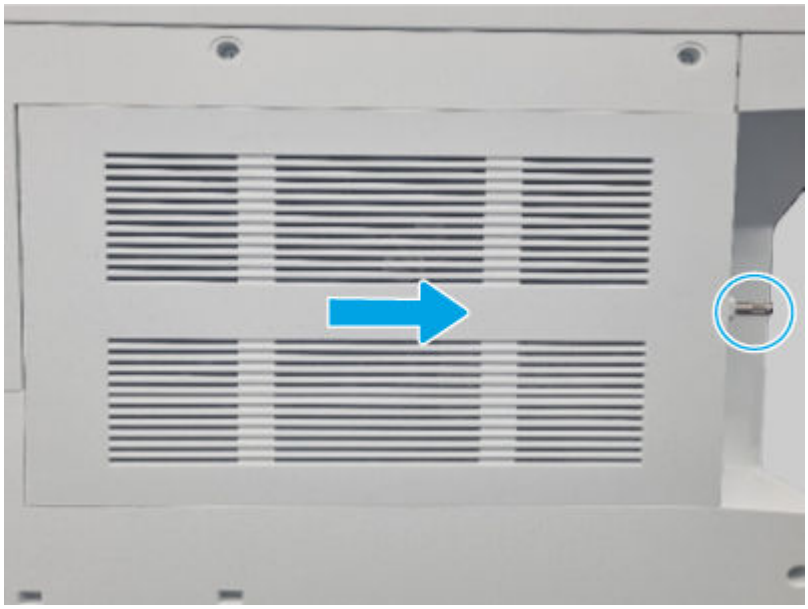
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1775 Remove the cover

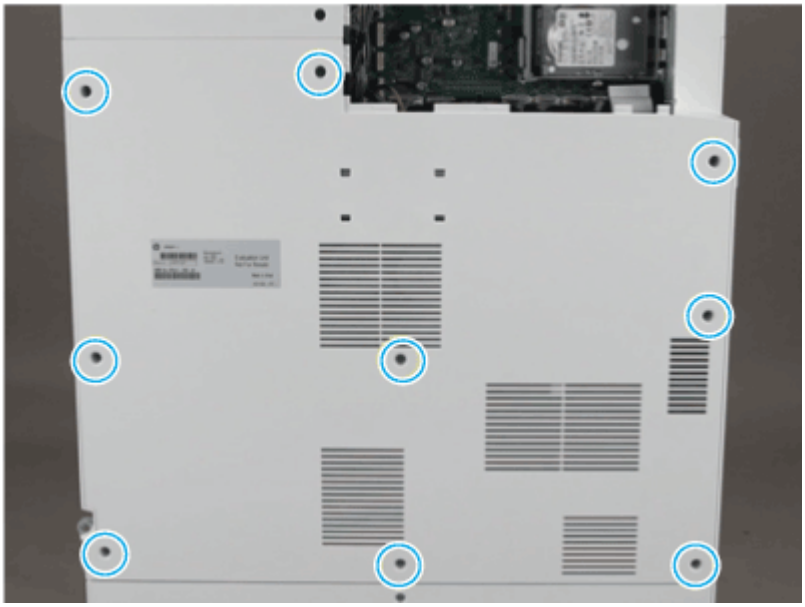


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1776 Remove the cover

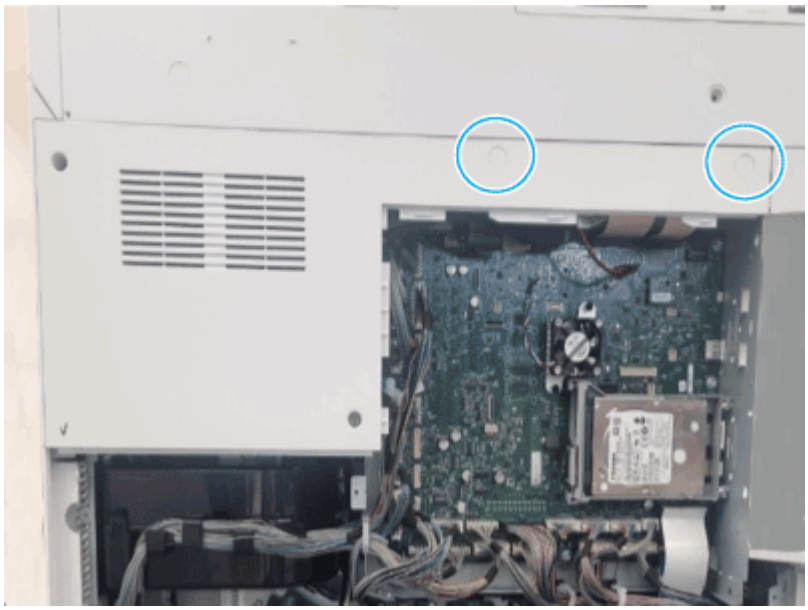


3. Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

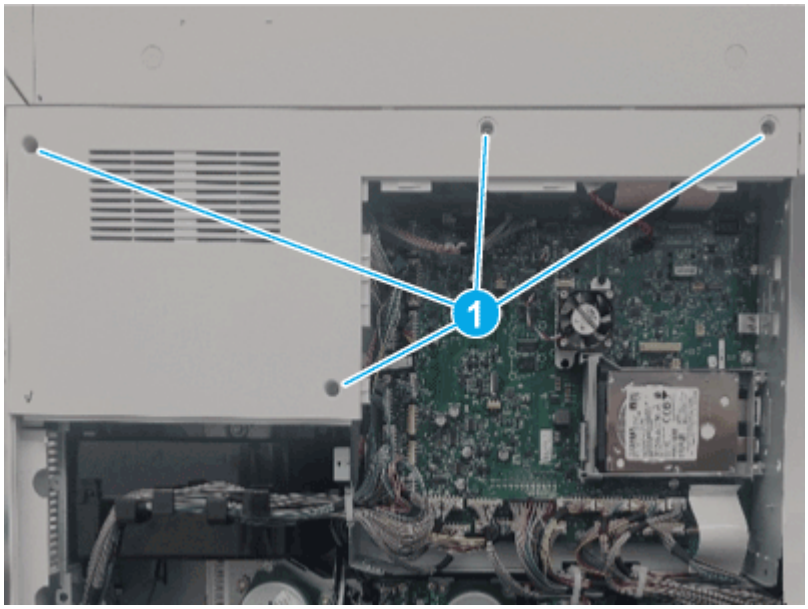
1. Use a pair of tweezers to remove the screw caps.

Figure 5-1777 Remove the screw caps



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-1778 Remove the cover

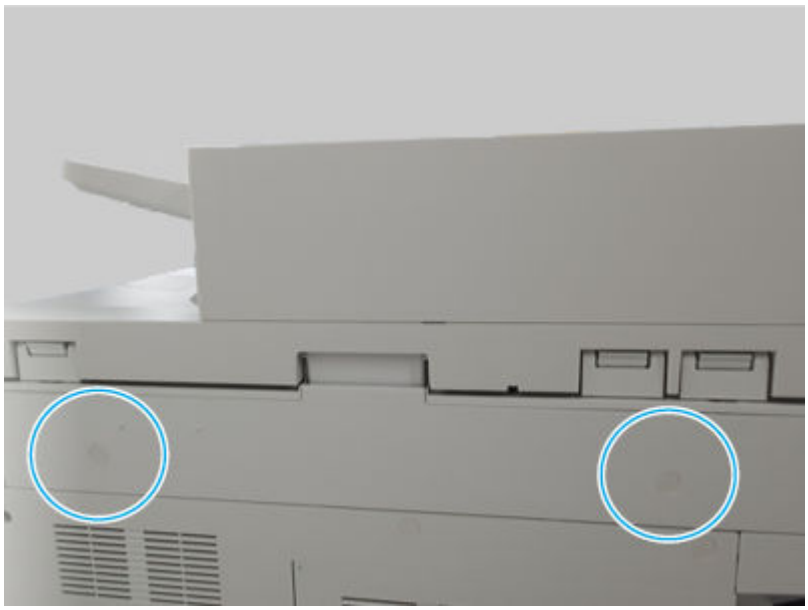


4. Remove the flatbed scanner rear cover

Use the following procedure to remove and replace the scan cover.

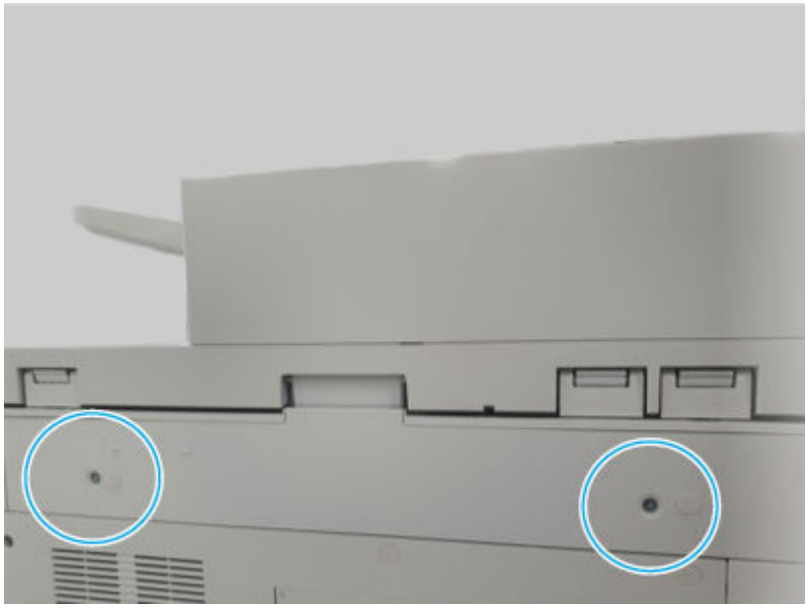
1. Remove two screw caps.

Figure 5-1779 Remove two screw caps



2. Remove two screws, and then remove the scan cover.

Figure 5-1780 **Remove two screws and the cover**

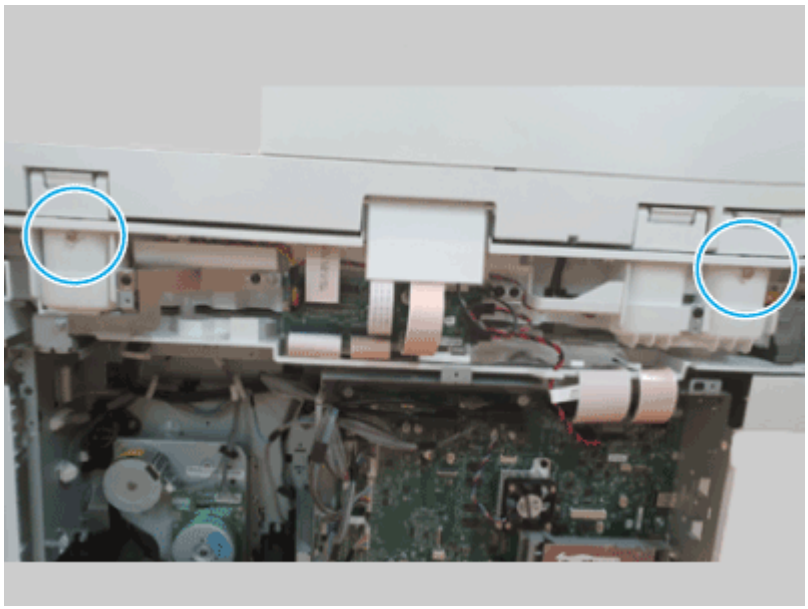


5. Remove the document feeder

Use the following procedure to remove and replace the document feeder.

1. Remove two screws.

Figure 5-1781 **Remove two screws**

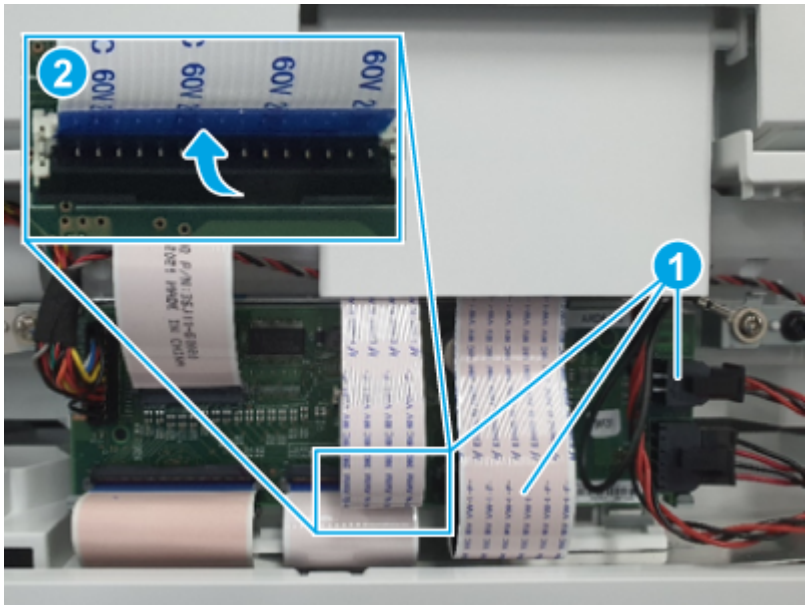


2. Disconnect one connector and two flat-flexible cables FFCs (callout 1).

⚠ **CAUTION:** Disconnecting one of the FFCs requires opening a retaining clip (callout 2).

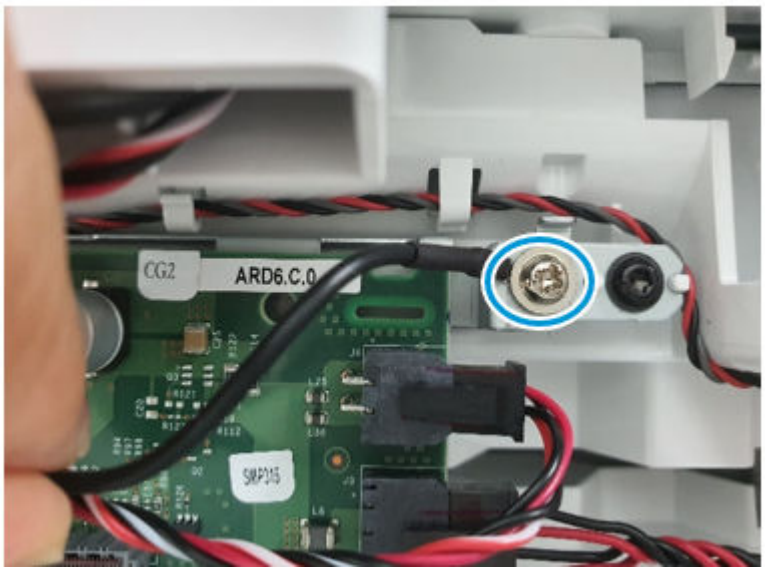
Reinstallation tip: Use the special installation instructions in this topic to avoid damaging the FFCs.

Figure 5-1782 Disconnect three connectors



3. Remove one screw to release a single-wire harness, and then lift the document feeder up to remove it.

Figure 5-1783 Remove the document feeder assembly

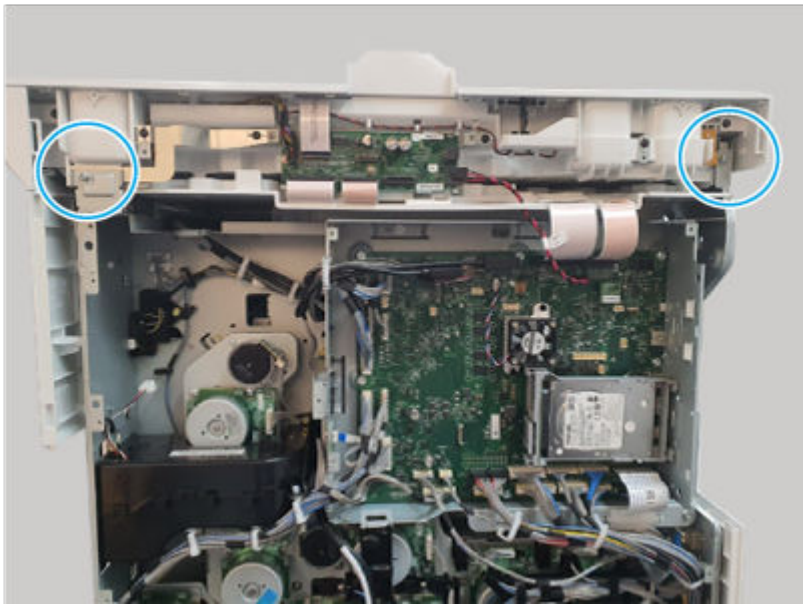


6. Remove the flatbed scanner whole unit

Use the following procedure to remove and replace the flatbed scanner.

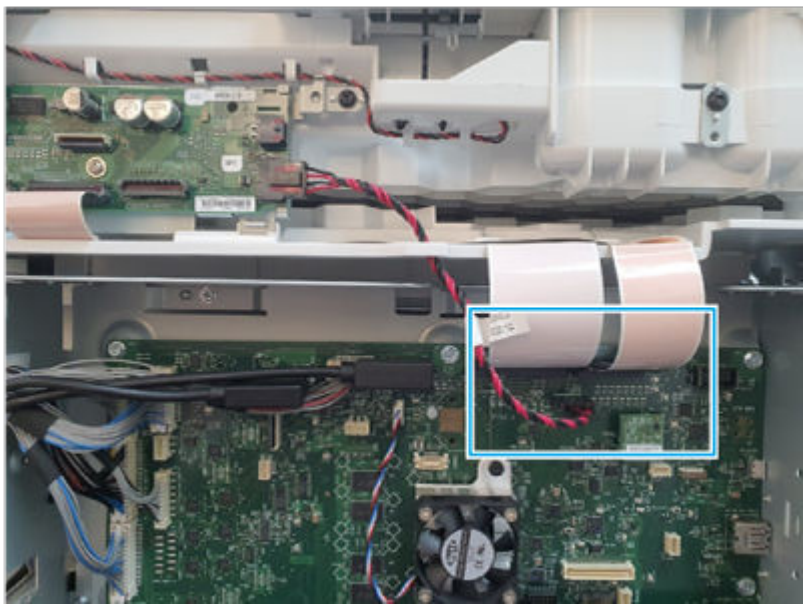
1. Remove two screws.

Figure 5-1784 **Remove two screws**



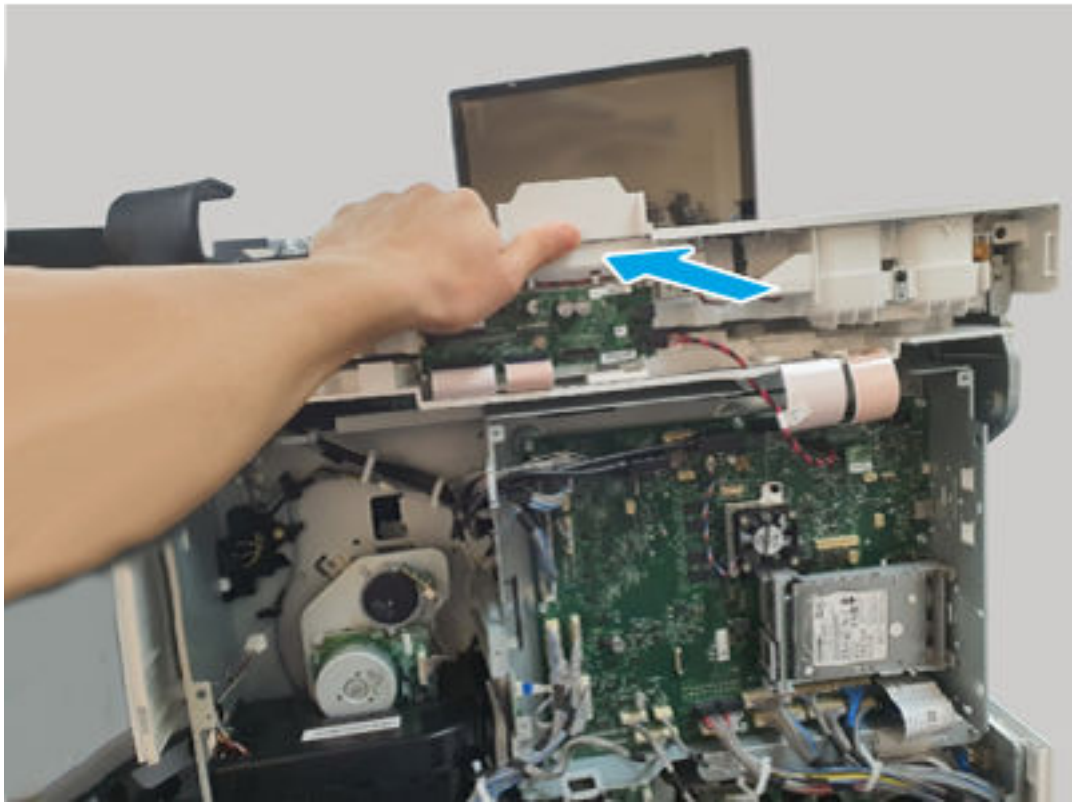
2. Disconnect three connectors.

Figure 5-1785 **Disconnect three connectors**



3. Push the flatbed towards the front of the printer to release it, and then remove the flatbed scanner whole unit.

Figure 5-1786 Remove the whole unit



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not

available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Covers

Learn about the flatbed scanner covers replacement.

Removal and replacement: Flatbed scanner rear cover

Learn about removing and replacing the flatbed rear cover.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-166 Part information

Part number	Part description
3SJ11-40008	Rear cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

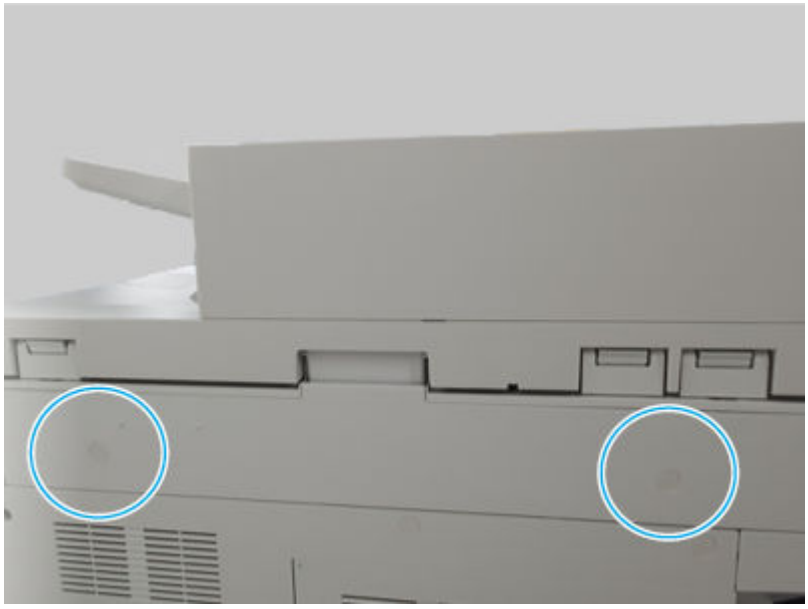
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the flatbed scanner rear cover

Use the following procedure to remove and replace the scan cover.

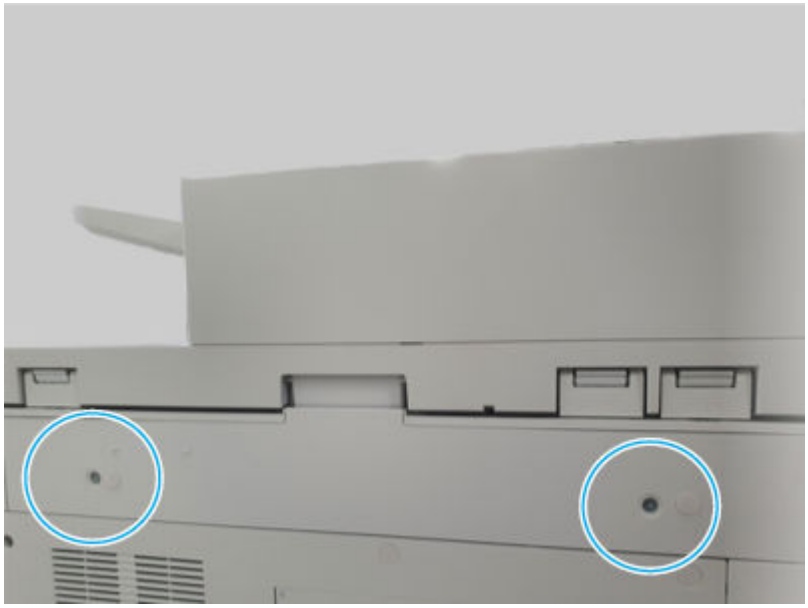
1. Remove two screw caps.

Figure 5-1787 **Remove two screw caps**



2. Remove two screws, and then remove the scan cover.

Figure 5-1788 **Remove two screws and the cover**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

PCA, harness, and sensor

Learn about the flatbed scanner PCA, harness, and sensor replacement.

Removal and replacement: Flatbed scanner PCA assembly

Learn about removing and replacing the flatbed PCA.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-167 Part information

Part number	Part description
3SJ32-60104	Flatbed PCA

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

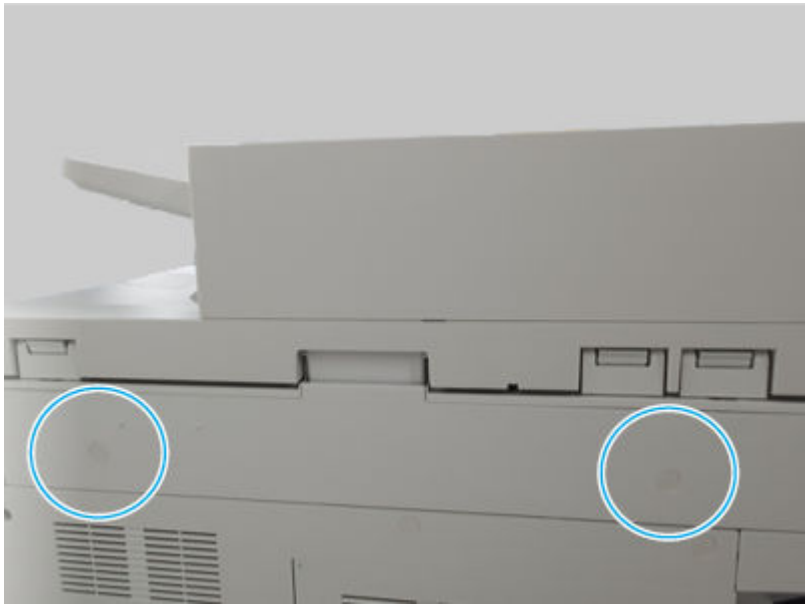
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the flatbed scanner rear cover

Use the following procedure to remove and replace the scan cover.

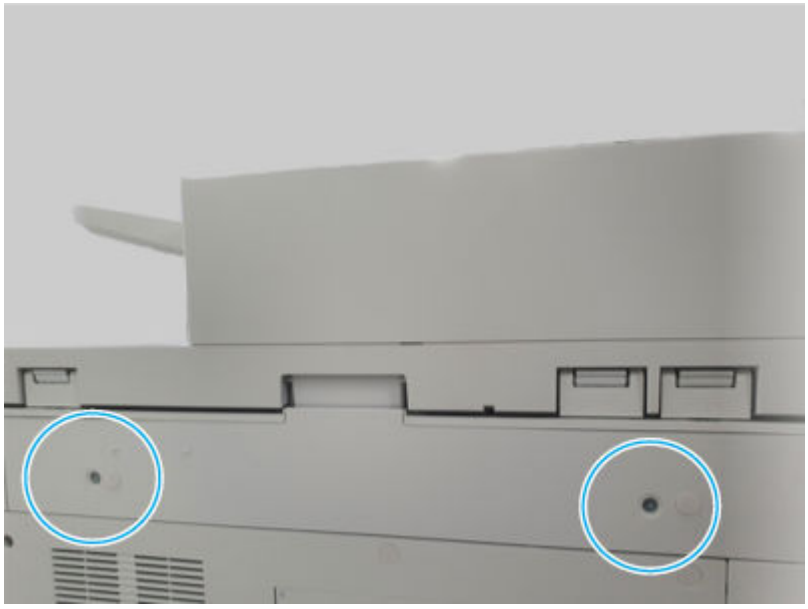
1. Remove two screw caps.

Figure 5-1789 Remove two screw caps



2. Remove two screws, and then remove the scan cover.

Figure 5-1790 Remove two screws and the cover

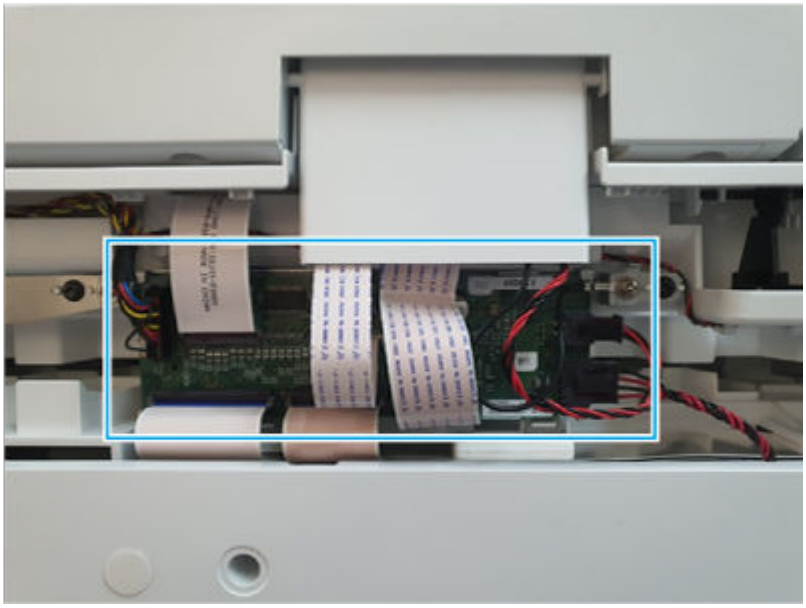


2. Remove the flatbed PCA

Use the following procedure to remove and replace the flatbed PCA.

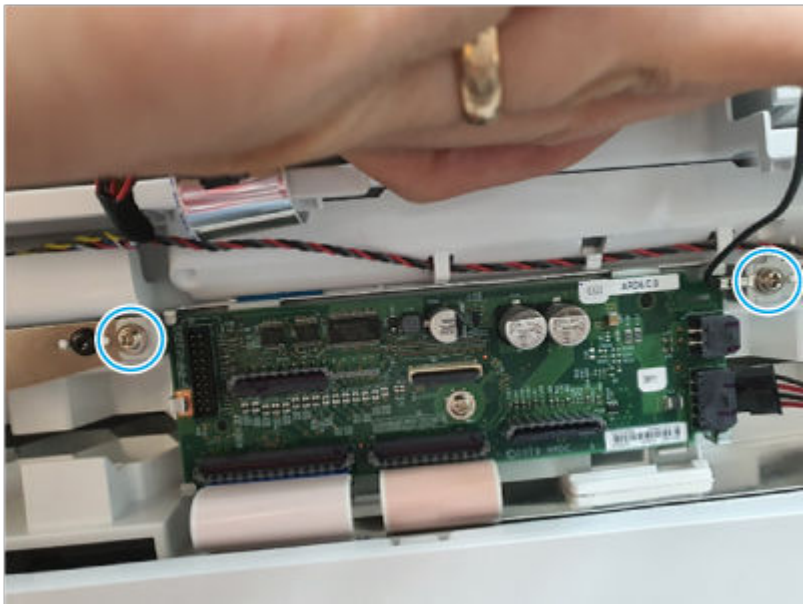
1. Disconnect all of the connectors.

Figure 5-1791 **Disconnect all connectors**



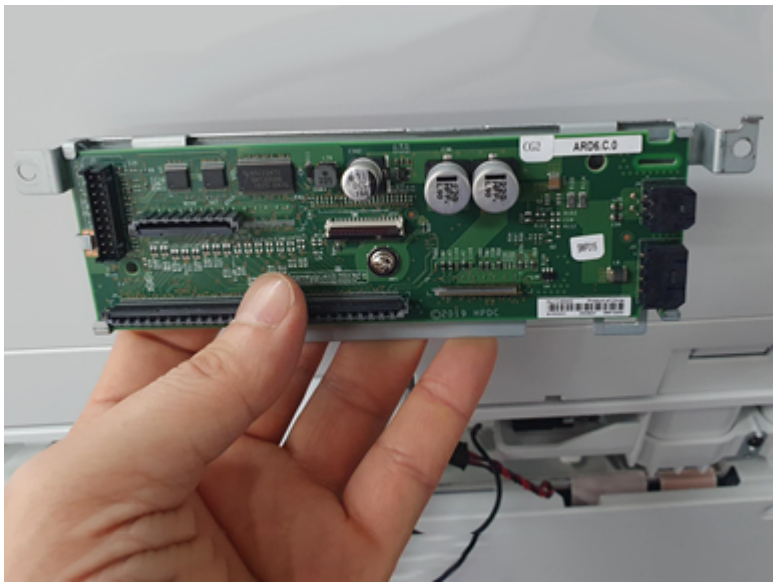
2. Remove two screws.

Figure 5-1792 **Remove two screws**



3. Remove the flatbed scanner PCA and bracket assembly.

Figure 5-1793 **Remove the PCA**



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Flatbed scanner FFC 50 pin

Learn about removing and replacing the flatbed FFC 50 pin.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-168 Part information

Part number	Part description
5QK08-67011	Flatbed FFC 50 pin

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

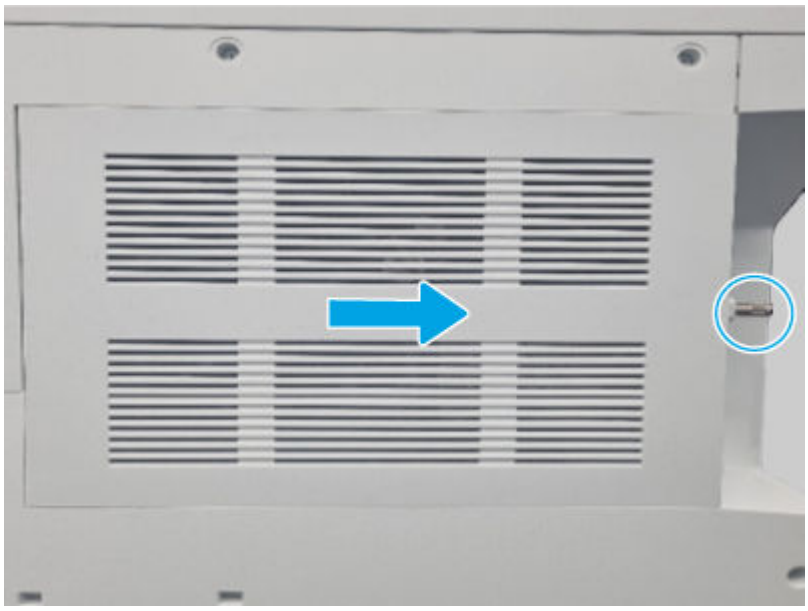
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1794 Remove the cover

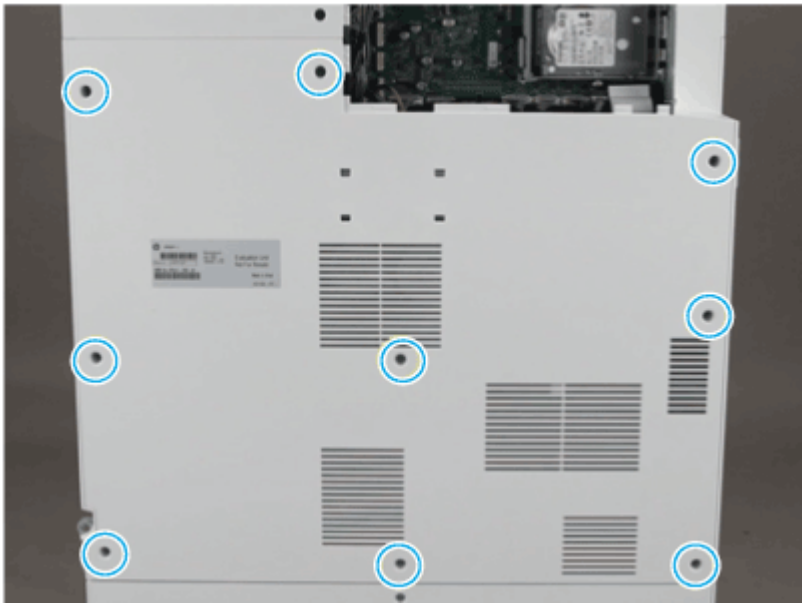


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1795 Remove the cover

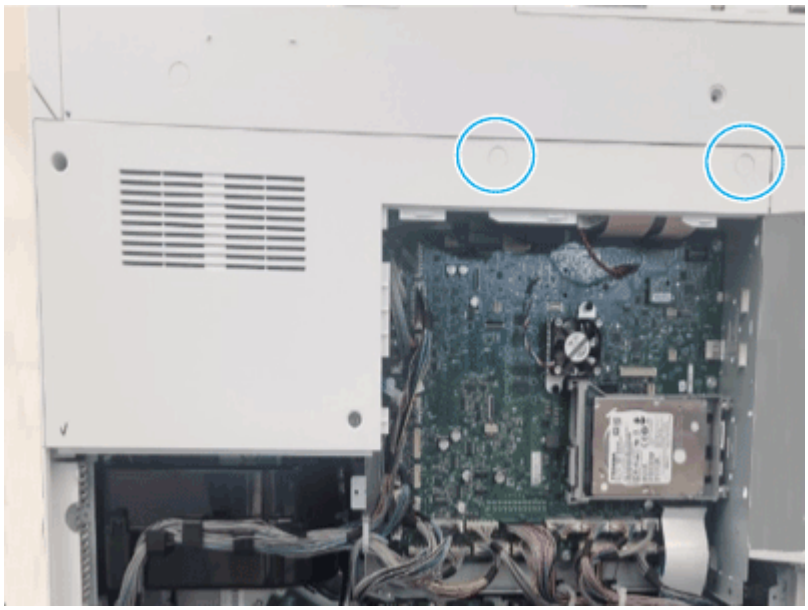


3. Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

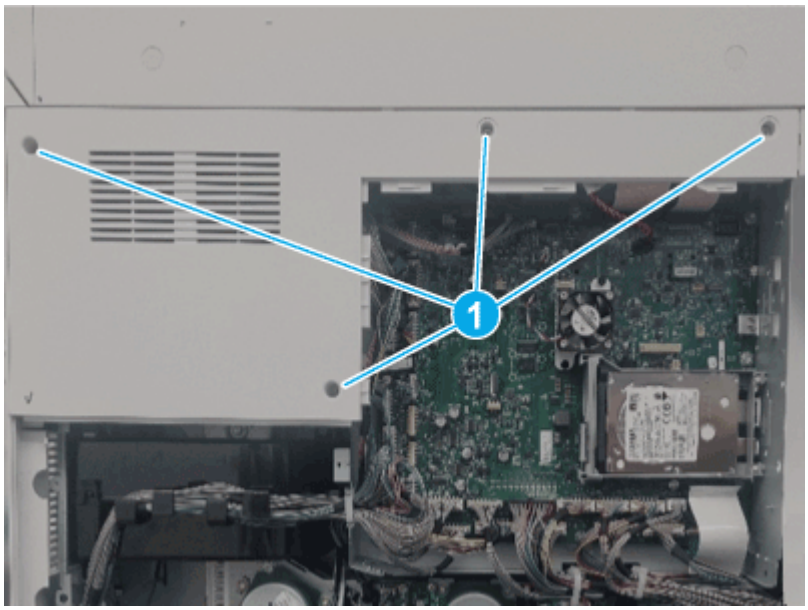
1. Use a pair of tweezers to remove the screw caps.

Figure 5-1796 **Remove the screw caps**



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-1797 **Remove the cover**

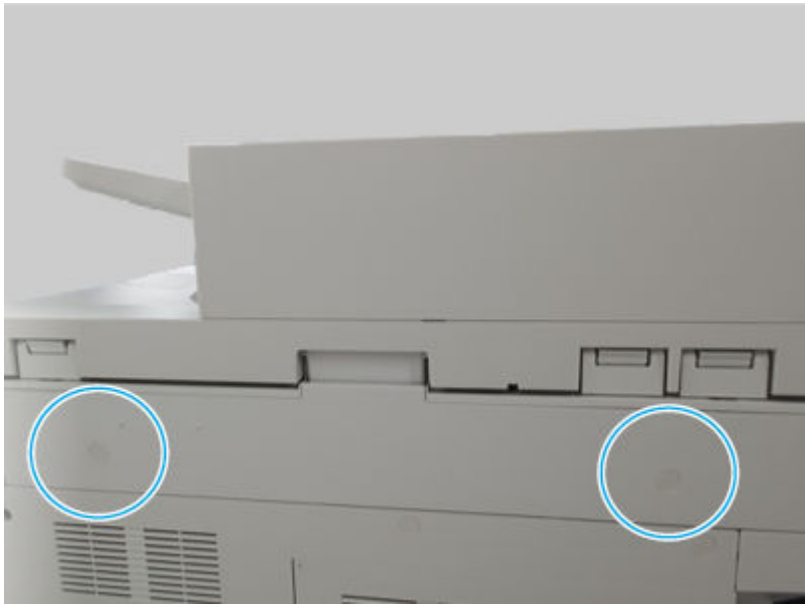


4. Remove the flatbed scanner rear cover

Use the following procedure to remove and replace the scan cover.

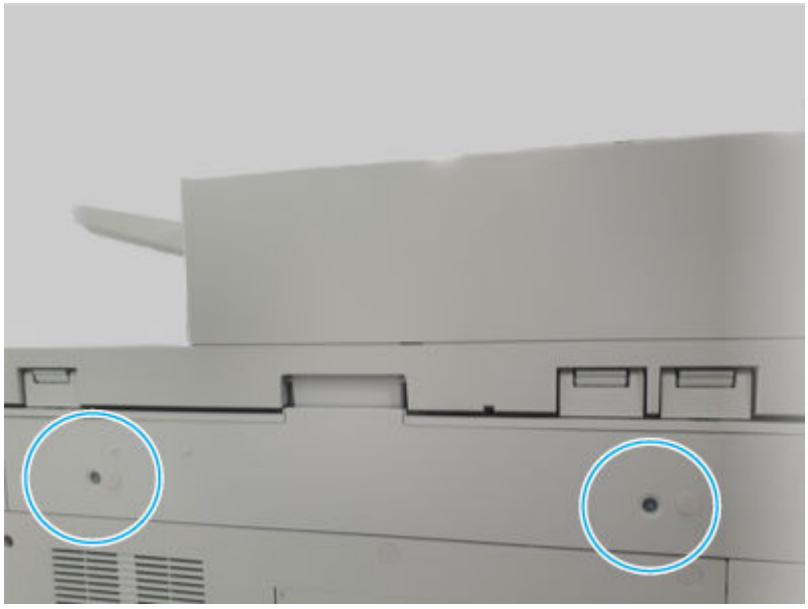
1. Remove two screw caps.

Figure 5-1798 **Remove two screw caps**



2. Remove two screws, and then remove the scan cover.

Figure 5-1799 **Remove two screws and the cover**

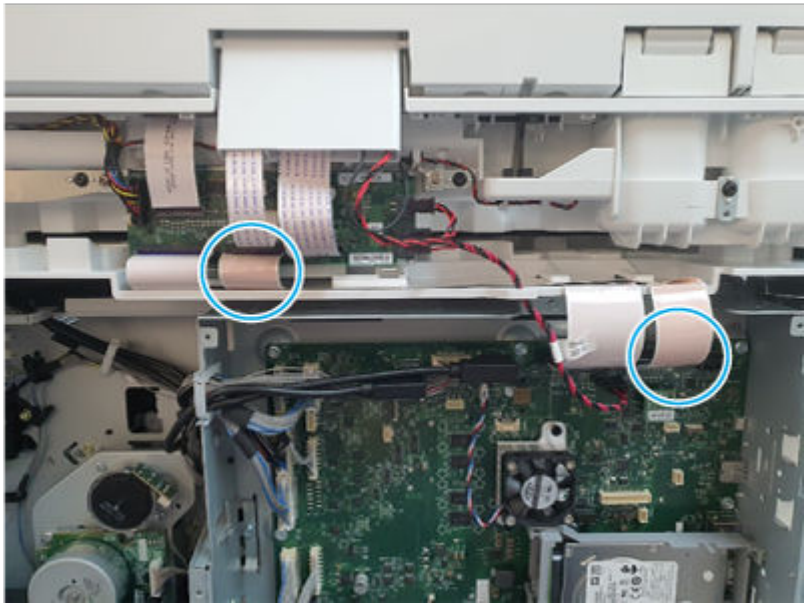


5. Remove the flatbed FFC 50 pin

Use the following procedure to remove and replace the flatbed FFC 50 pin.

- Disconnect two connectors, and then remove the flatbed FFC 50 pin..

Figure 5-1800 Remove the FFC



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Flatbed scanner FFC 68 pin

Learn about removing and replacing the flatbed FFC 68 pin.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-169 Part information

Part number	Part description
5QK08-67012	Flatbed FFC 68 pin

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

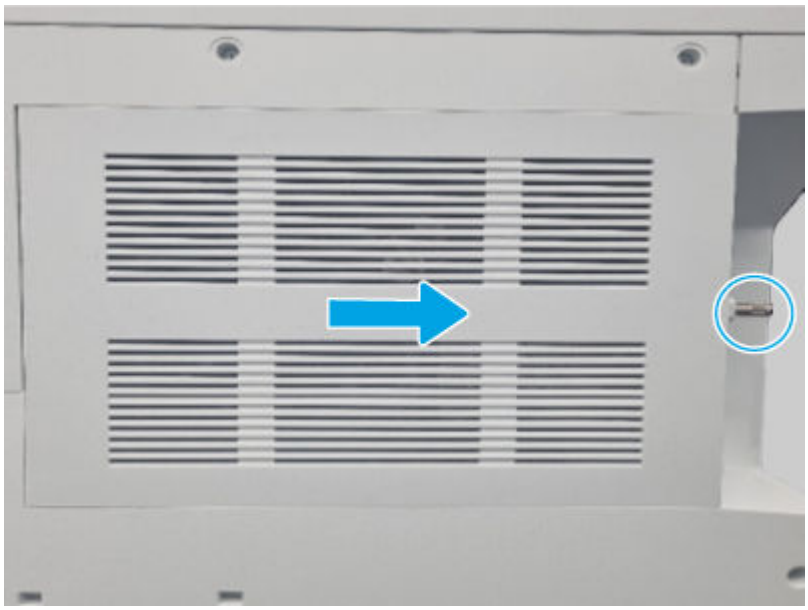
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1801 Remove the cover

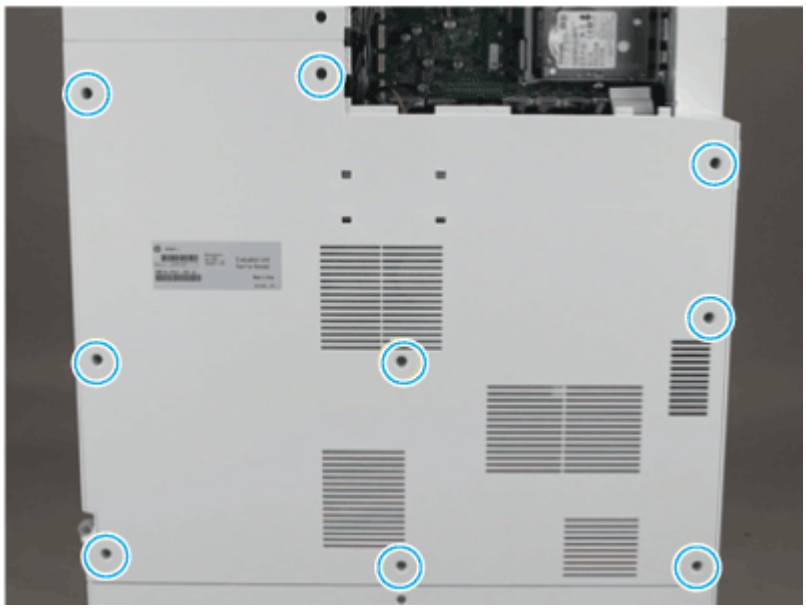


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1802 Remove the cover

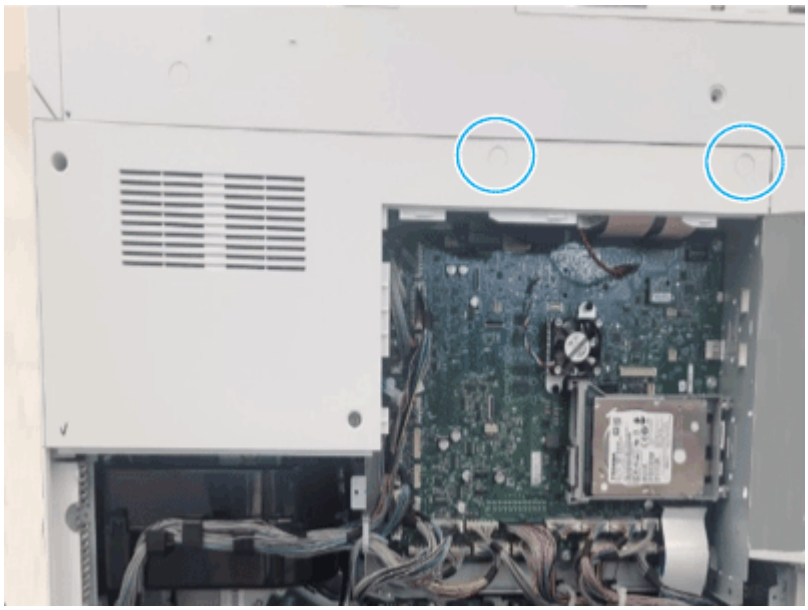


3. Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

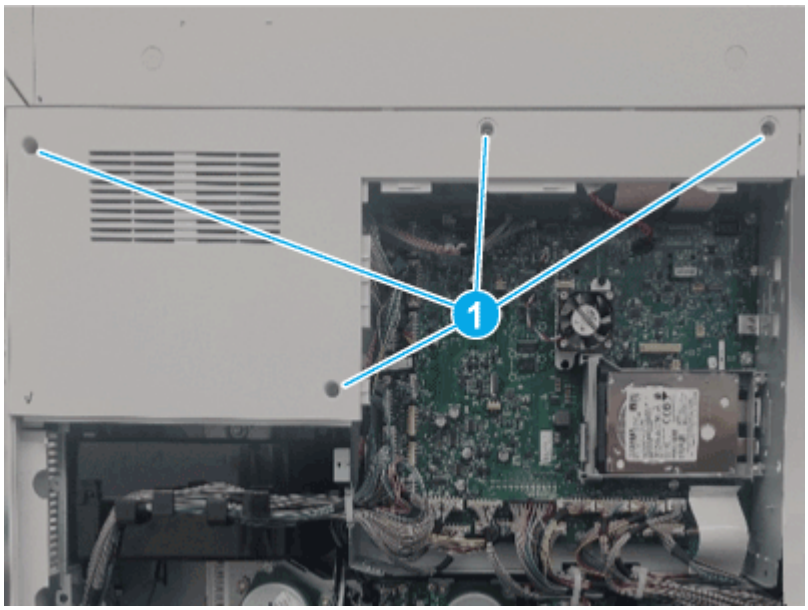
1. Use a pair of tweezers to remove the screw caps.

Figure 5-1803 Remove the screw caps



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-1804 Remove the cover

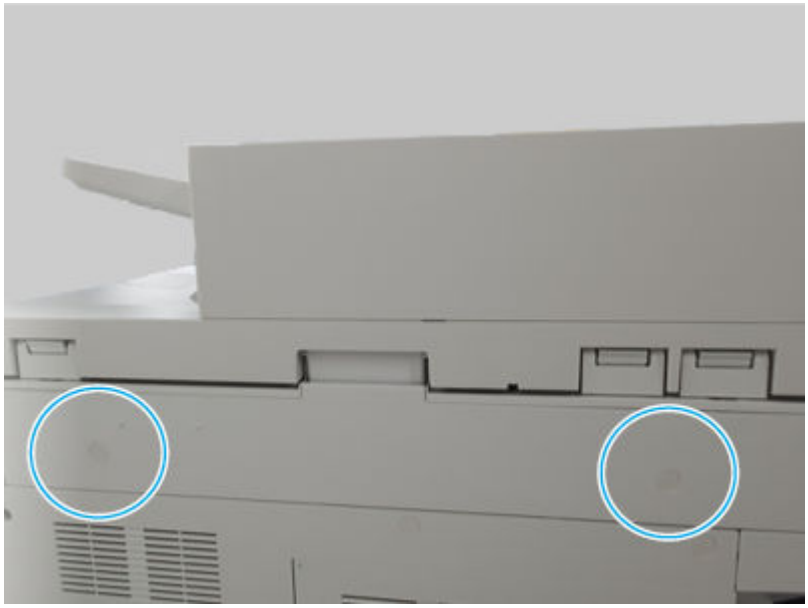


4. Remove the flatbed scanner rear cover

Use the following procedure to remove and replace the scan cover.

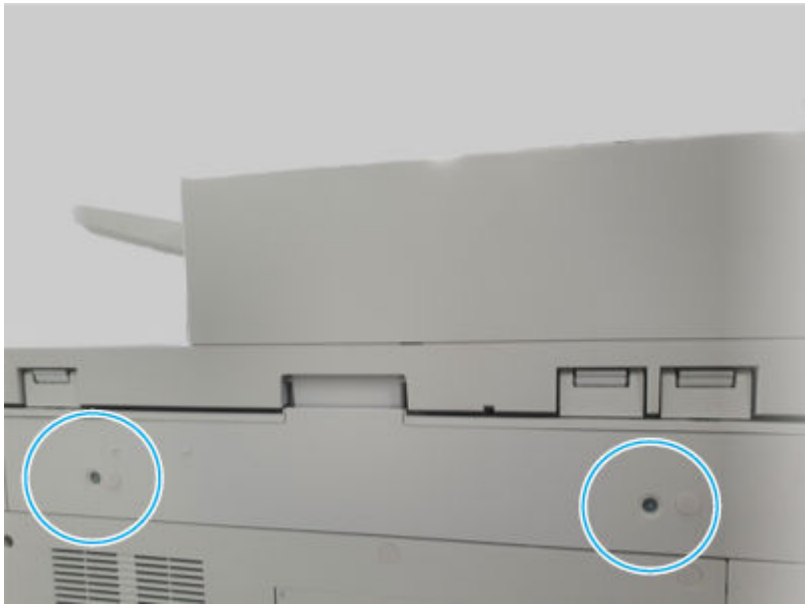
1. Remove two screw caps.

Figure 5-1805 **Remove two screw caps**



2. Remove two screws, and then remove the scan cover.

Figure 5-1806 **Remove two screws and the cover**

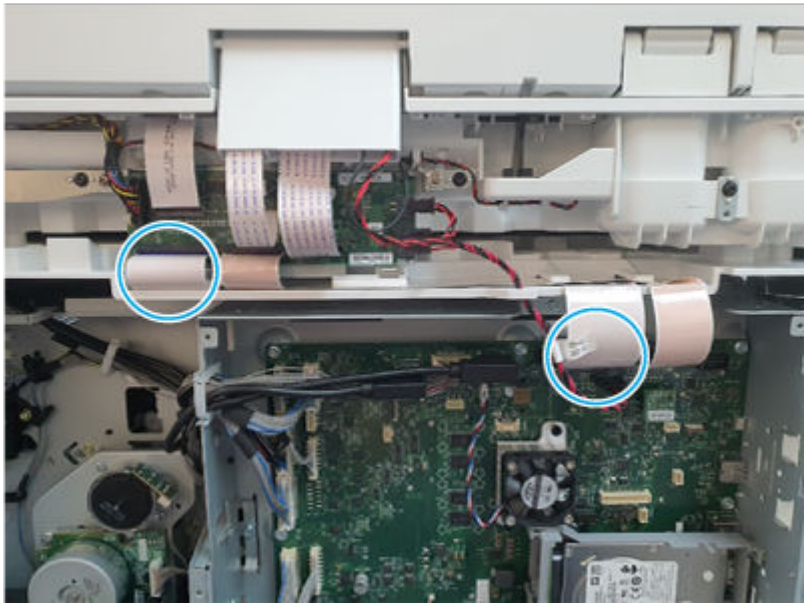


5. Remove the flatbed FFC 68 pin

Use the following procedure to remove and replace the flatbed FFC 68 pin.

- Disconnect two connectors, and then remove the flatbed FFC 68 pin.

Figure 5-1807 **Remove the FFC**



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Flatbed scanner discrete power cable

Learn about removing and replacing the flatbed power cable.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-170 Part information

Part number	Part description
3SJ11-50006	Flatbed discrete power cable

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

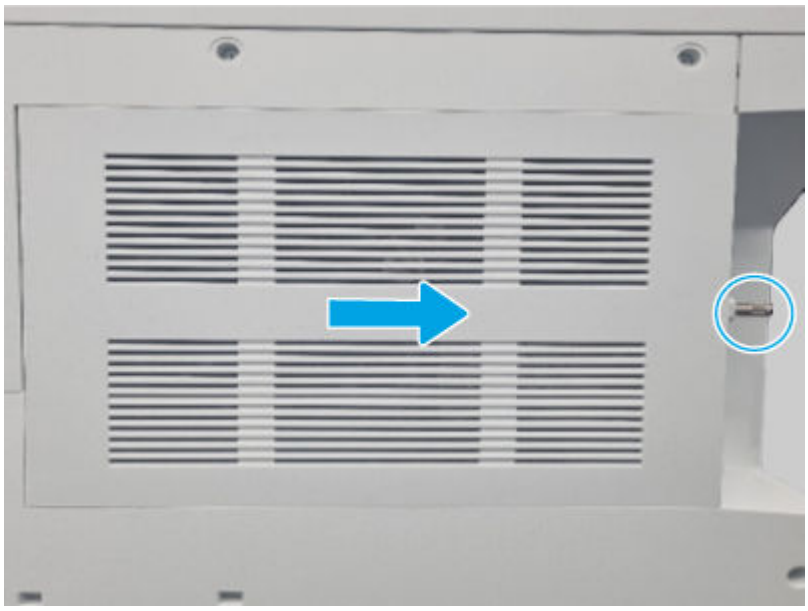
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the controller cover

Use the following procedure to remove and replace the controller cover.

- Loosen, but do not remove the thumbscrew at the right side of the cover, and then slide the cover as shown to remove it.

Figure 5-1808 Remove the cover

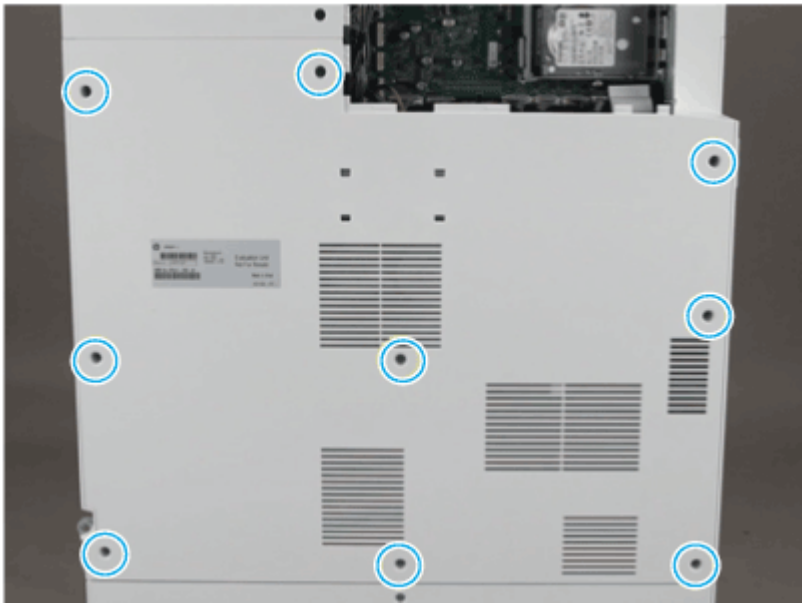


2. Remove the rear lower cover

Use the following procedure to remove and replace the rear lower cover.

- Remove nine screws, and then remove the cover.

Figure 5-1809 Remove the cover

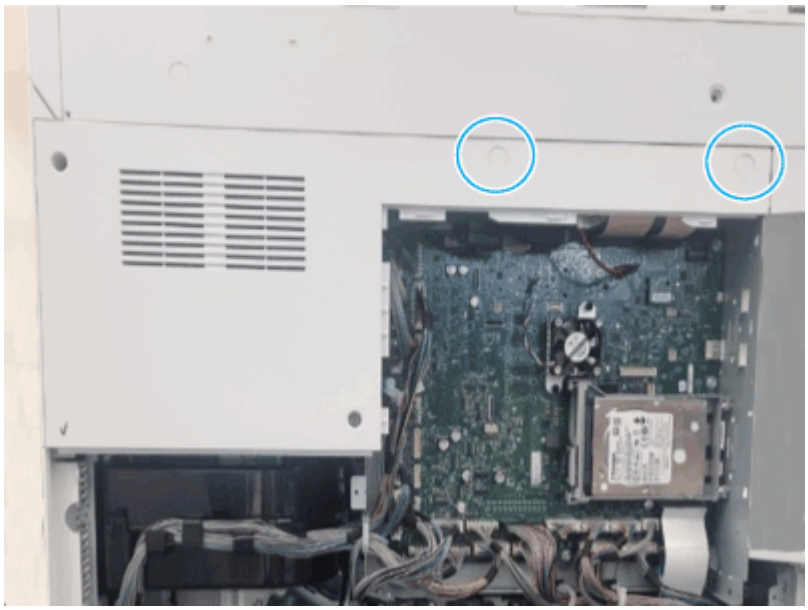


3. Remove the rear upper cover

Use the following procedure to remove and replace the rear upper cover.

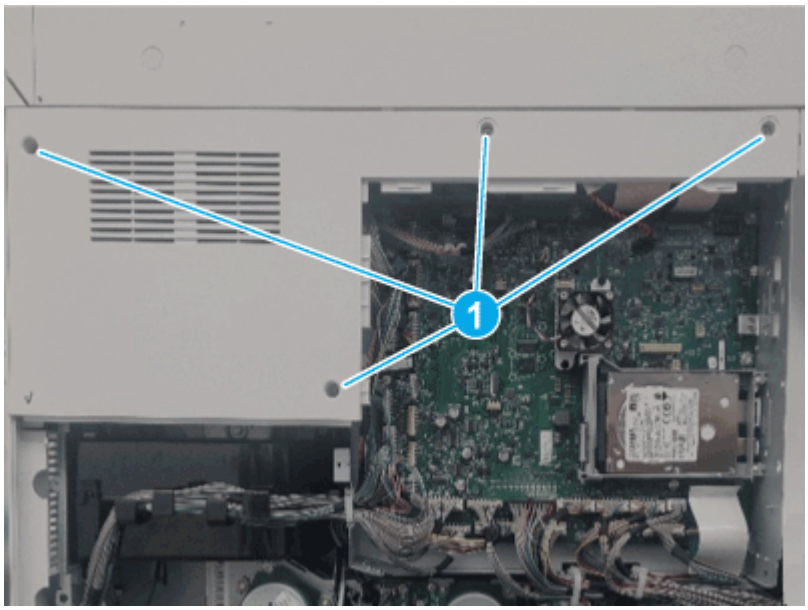
1. Use a pair of tweezers to remove the screw caps.

Figure 5-1810 **Remove the screw caps**



2. Remove four screws (callout 1), and then remove the cover.

Figure 5-1811 **Remove the cover**

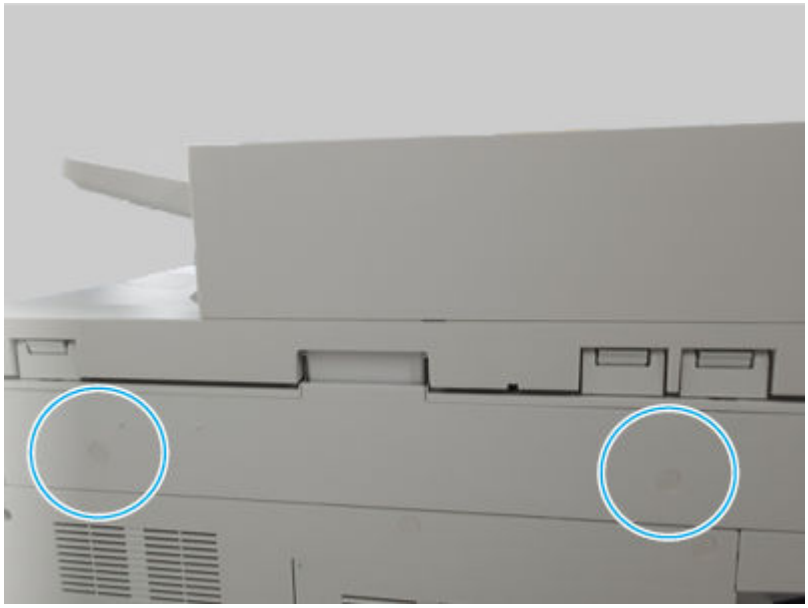


4. Remove the flatbed scanner rear cover

Use the following procedure to remove and replace the scan cover.

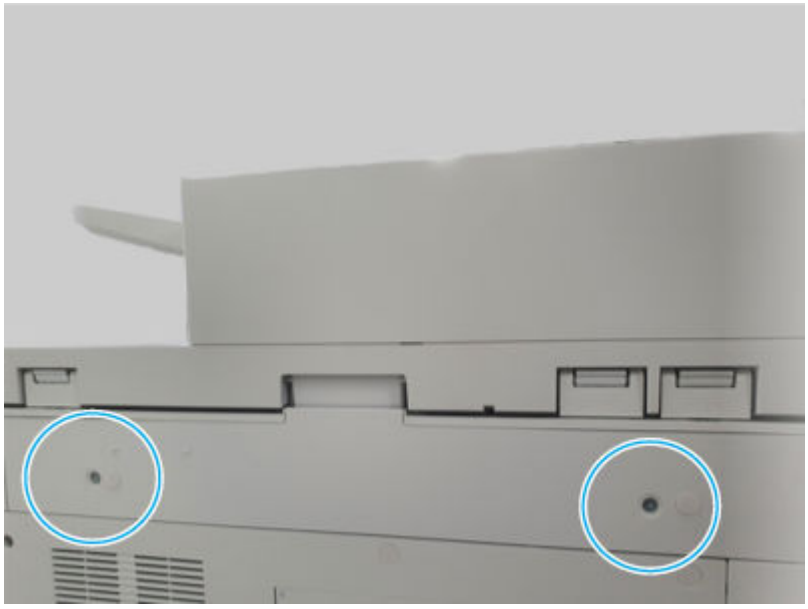
1. Remove two screw caps.

Figure 5-1812 **Remove two screw caps**



2. Remove two screws, and then remove the scan cover.

Figure 5-1813 **Remove two screws and the cover**

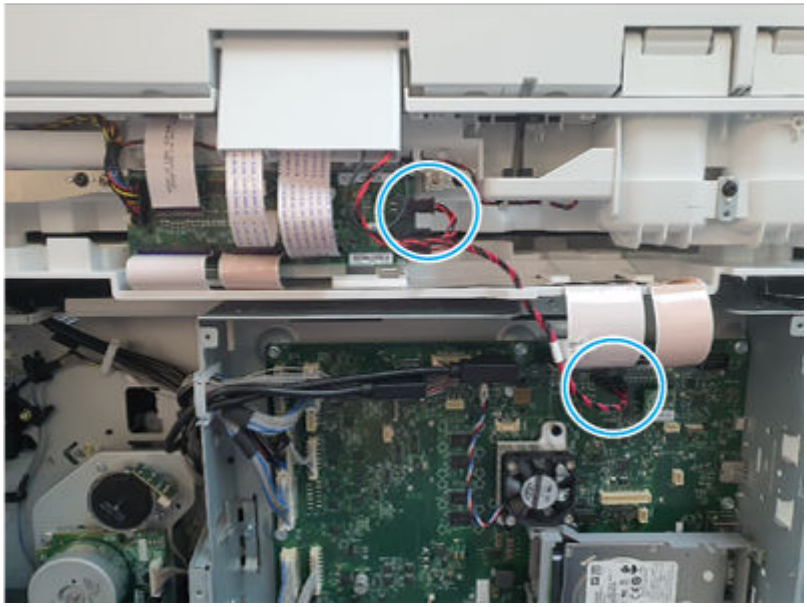


5. Remove the flatbed power cable

Use the following procedure to remove and replace the flatbed power cable.

- Disconnect two connectors, and then remove the flatbed power cable.

Figure 5-1814 Remove the cable



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Flatbed scanner flatbed open sensor

Learn about removing and replacing the flatbed open sensor.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-171 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (flatbed open sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

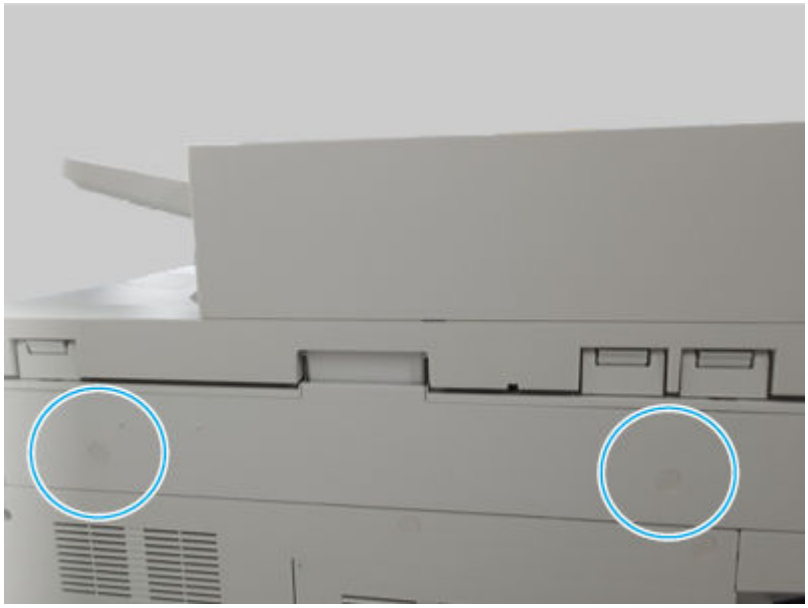
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the flatbed scanner rear cover

Use the following procedure to remove and replace the scan cover.

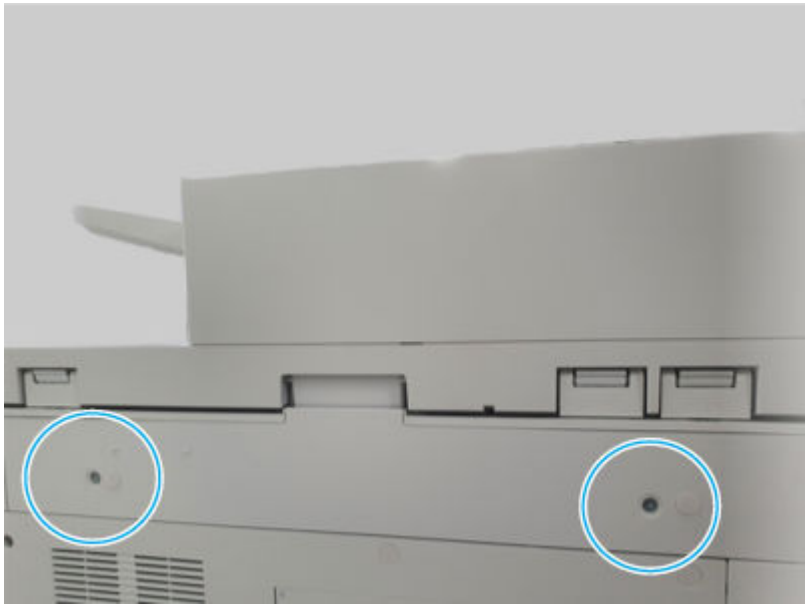
1. Remove two screw caps.

Figure 5-1815 **Remove two screw caps**



2. Remove two screws, and then remove the scan cover.

Figure 5-1816 **Remove two screws and the cover**



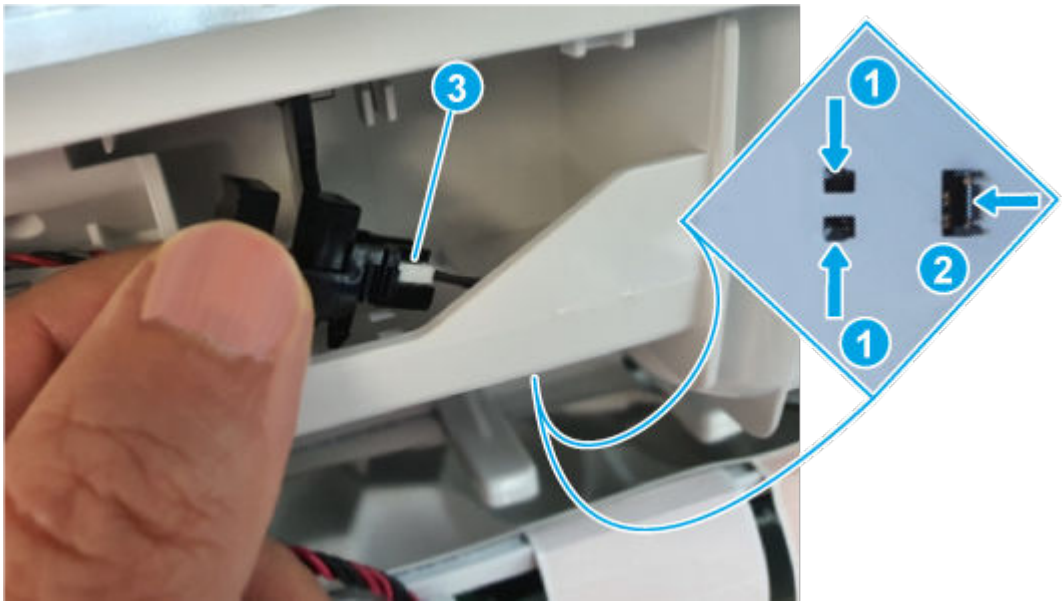
2. Remove the flatbed power cable

Use the following procedure to remove and replace the flatbed power cable.

- Do the following:
  - Release the hooks (callout 1).
  - Separate the sensor from the flatbed (callout 2).

- Disconnect one connector (callout 3), and then remove the flatbed open sensor.

Figure 5-1817 **Remove the sensor**



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Input device (department)

Learn about input device (department) parts removal and replacement.

DCF (department)

Learn about dual cassette feeder (department) parts removal and replacement.

Covers

Review the DCF cover removal procedures.

Removal and replacement: DCF (Tray 4, 5) right cover

Learn about removing and replacing the dual cassette feeder (DCF) right cover.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

⚠ WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-172 Part information

Part number	Part description
5QK08-40006	DCF (Tray 4, 5) right cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

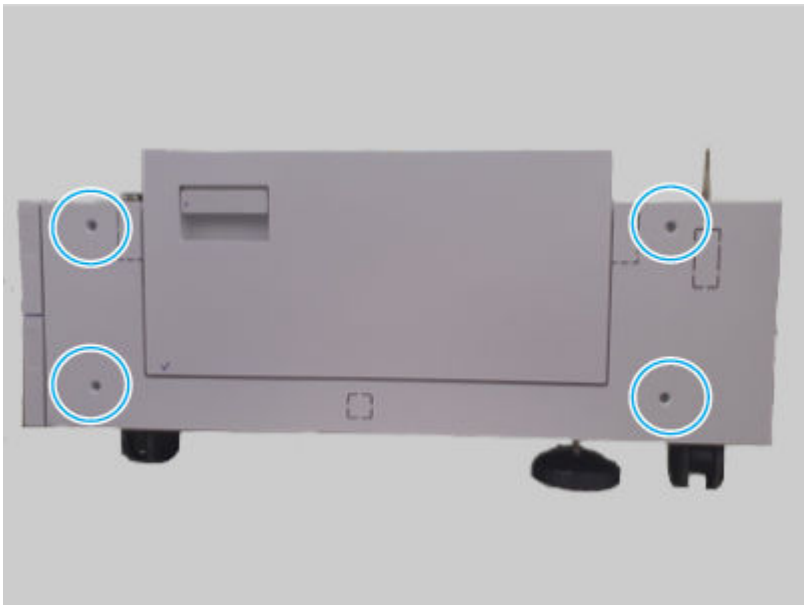
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) right cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) right cover.

1. Open the right door.
2. Remove four screws, and then remove the right cover.

Figure 5-1818 **Remove the cover**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not

available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: DCF (Tray 4, 5) rear cover

Learn about removing and replacing the dual cassette feeder (DCF) rear cover.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-173 Part information

Part number	Part description
5QK08-40007	DCF (Tray 4, 5) rear cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) rear cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) rear cover.

1. Remove the Tray 4, 5 cassettes.
2. Remove four screws, and then remove the rear cover.

Figure 5-1819 **Remove the cover**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not

available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: DCF (Tray 4, 5) left cover

Learn about removing and replacing the dual cassette feeder (DCF) left cover.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-174 Part information

Part number	Part description
5QK08-40008	DCF (Tray 4, 5) left cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

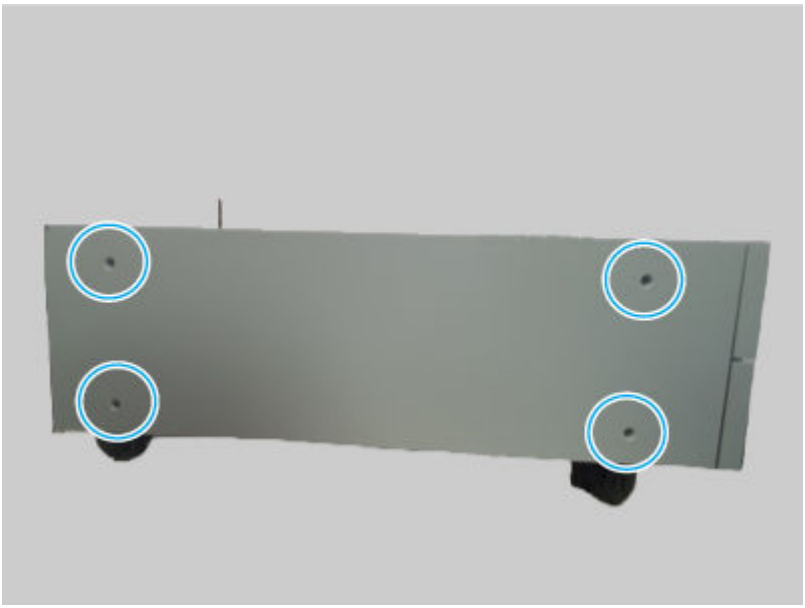
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) left cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) left cover.

1. Remove the Tray 4, 5 cassettes.
2. Remove four screws, and then remove the left cover.

Figure 5-1820 **Remove the cover**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not

available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: DCF (Tray 4, 5) right door

Learn about removing and replacing the dual cassette feeder (DCF) right door.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-175 Part information

Part number	Part description
5QK08-61004	DCF (Tray 4, 5) right door

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

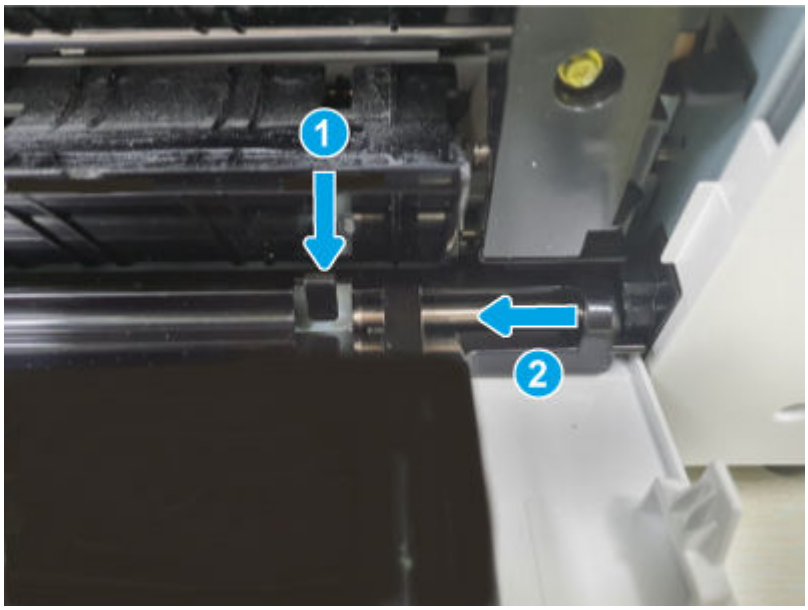
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) right door

Use the following procedure to remove and replace the DCF (Tray 4, 5) right door.

- Push down on the hook (callout 1), slide the pin (callout 2) as shown below, and then remove the right door.

Figure 5-1821 **Remove the door**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not

available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 4, 5 CMF panels

Learn about removing and replacing the dual cassette feeder (DCF) Tray 4, 5 color panel.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-176 Part information

Part number	Part description
5QK08-40011	Tray 4 CMF panel
5QK08-40012	Tray 5 CMF panel

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.

- Use the power switch to turn the power on.

Post service test

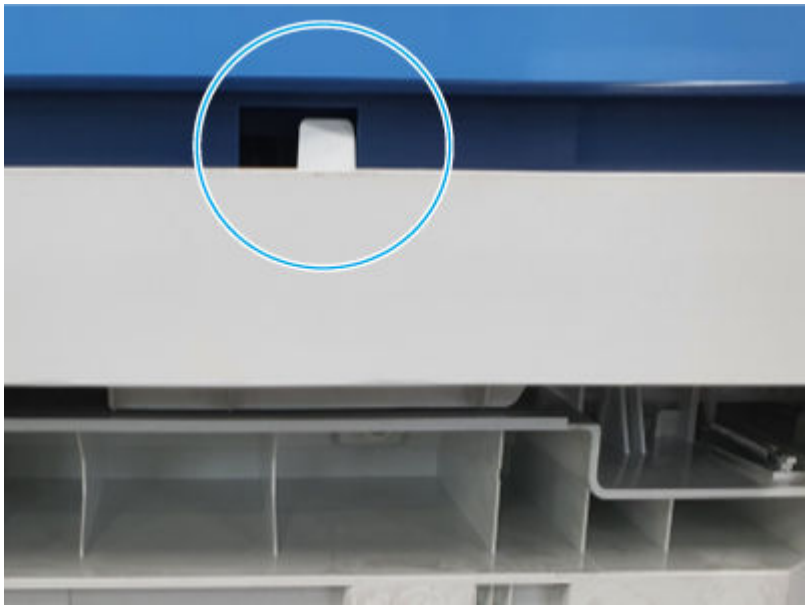
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the Tray 4, 5 CMF panel

Use the following procedure to remove and replace the DCF Tray 4, 5 CMF panel.

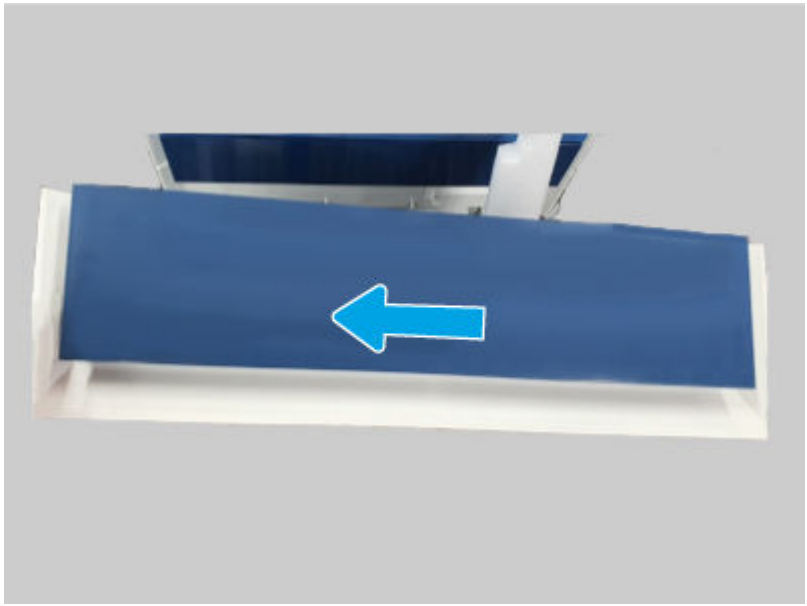
1. Remove the Tray 4, 5 cassettes.
2. Push the hook to release it.

Figure 5-1822 **Release the hook**



3. Slide the panel to the left to remove the tray CMF panel.

Figure 5-1823 **Remove the panel**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Caster wheel

Learn about removing and replacing the dual cassette feeder (DCF) caster wheel.

NOTE: Remove the DCF from the printer.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-177 Part information

Part number	Part description
6109-001138	Caster wheel

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the caster wheel

Use the following procedure to remove and replace the DCF caster wheel.

1. Remove the DCF from the printer.

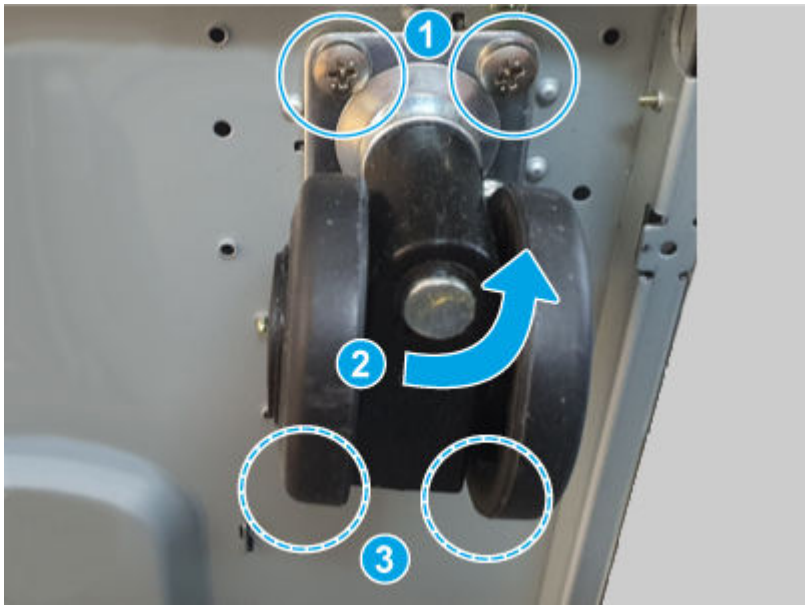
2. Do the following:

   a. Remove two screws (callout 1).

   b. Rotate the caster wheel (callout 2) out of the way, and then remove two screws (callout 3).

   c. Remove the caster wheel.

Figure 5-1824 **Remove the caster**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using

disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Holder wheel kit - guide adjust

Learn about removing and replacing the dual cassette feeder (DCF) holder wheel kit.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-178 Part information

Part number	Part description
JC61-04871A	Guide - adjust DCF

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

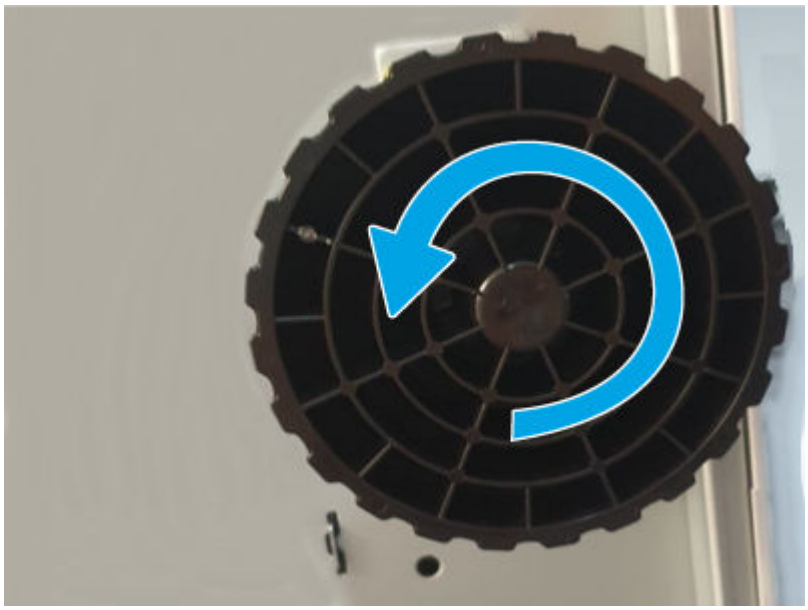
1. Remove the holder wheel kit

Use the following procedure to remove and replace the DCF holder wheel kit.

1. Remove the DCF from the printer.

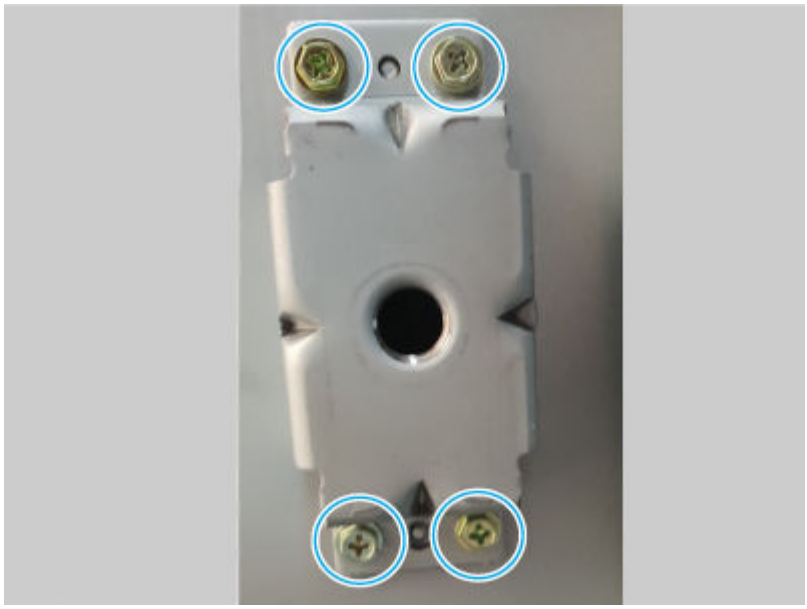
2. Turn the holder wheel counterclockwise to remove it.

Figure 5-1825 **Remove the holder wheel**



3. Remove four screws, and then remove the holder wheel mounting bracket.

Figure 5-1826 **Remove the bracket**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Unit

Review the DCF unit parts removal procedures.

Removal and replacement: Tray 4, 5 cassettes

Learn about removing and replacing the dual cassette feeder (DCF) Tray 4, 5 cassette.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-179 Part information

Part number	Part description
5QK08-61007	Tray 4 cassette
5QK08-61005	Tray 5 cassette

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

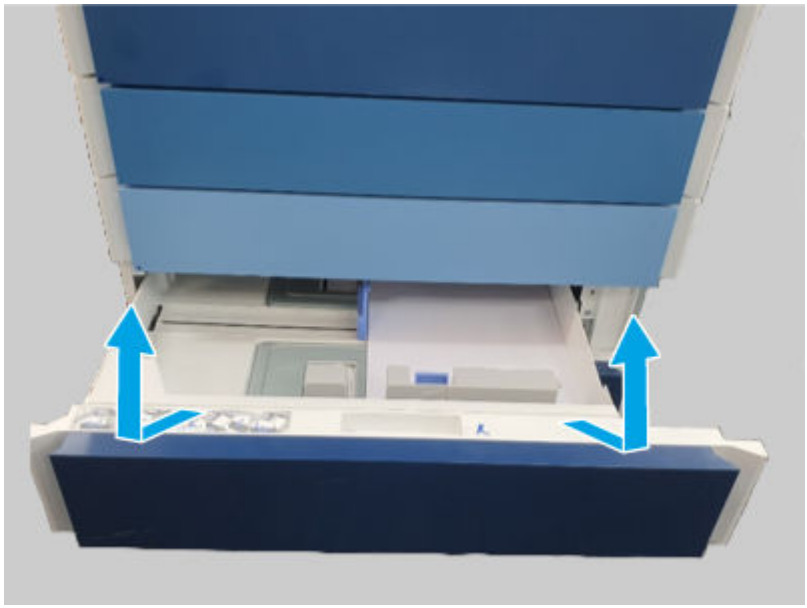
Remove the Tray 4, 5 cassette

Use the following procedure to remove and replace the DCF tray cassette.

NOTE: The procedure for removing a cassette is the same for Tray 4 or Tray 5.

- Partially pull the tray cassette out of the DCF, lift the front edge up, and then remove the cassette.

Figure 5-1827 **Remove the cassette**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Roller

Review the DCF roller removal procedures.

Removal and replacement: DCF roller kit

Learn about removing and replacing the dual cassette feeder (DCF) Tray 4, 5 rollers.

Mean time to repair: 5 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-180 Part information

Part number	Part description
5PN66-67001	DCF roller kit Tray 4
5PN66-67001	DCF roller kit Tray 5

Required tools

- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the Tray 4, 5 cassette

Use the following procedure to remove and replace the DCF tray cassette.

NOTE: The procedure for removing a cassette is the same for Tray 4 or Tray 5.

- Partially pull the tray cassette out of the DCF, lift the front edge up, and then remove the cassette.

Figure 5-1828 **Remove the cassette**



2. Remove the Tray 4, 5 rollers

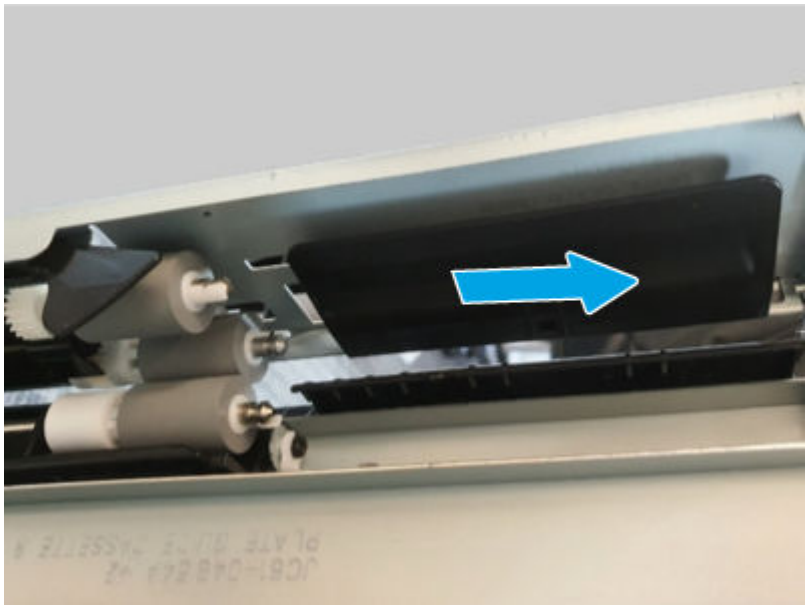
Use the following procedure to remove and replace the DCF tray rollers.

NOTE: The procedure for removing the rollers is the same for Tray 4 or Tray 5.

1. Inside the tray cavity, slide the return guide toward the front of the printer until it stops.

Reinstallation tip: To prevent jams, make sure to slide the guide toward the rear of the printer after installing replacement rollers.

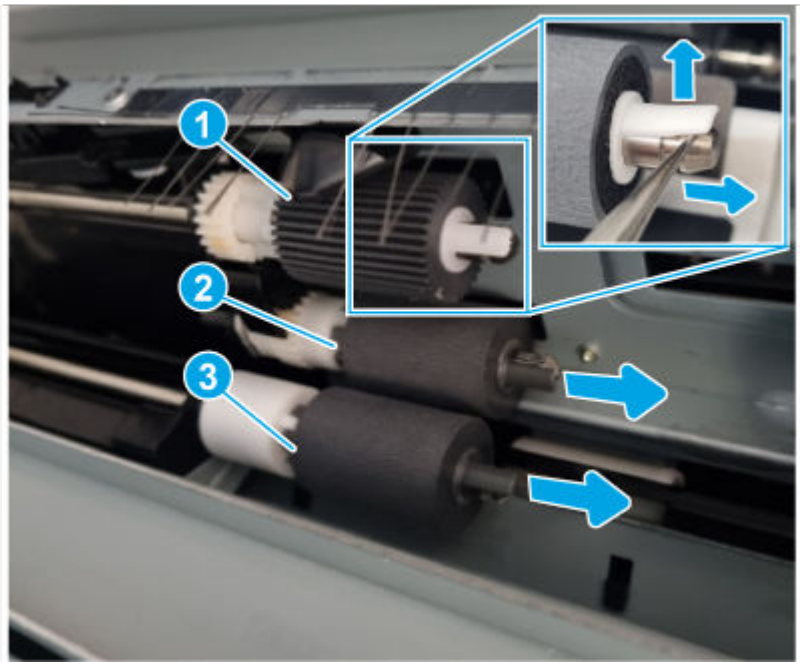
Figure 5-1829 Move the guide



2. Use a pair of tweezers to release the locking tab, and then slide the roller off the shaft to remove it.

   - **Pickup roller**: callout 1
   - **Forward roller**: callout 2
   - **Reverse roller**: callout 3

Figure 5-1830 Remove the rollers



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Motor

Review the DCF motor removal procedures.

Removal and replacement: DCF pickup drive assembly

Learn about removing and replacing the dual cassette feeder (DCF) pickup drive assembly.

NOTE: Remove the DCF from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-181 Part information

Part number	Part description
JC93-01663A	DCF pickup drive assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) rear cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) rear cover.

1. Remove the Tray 4, 5 cassettes.
2. Remove four screws, and then remove the rear cover.

Figure 5-1831 Remove the cover

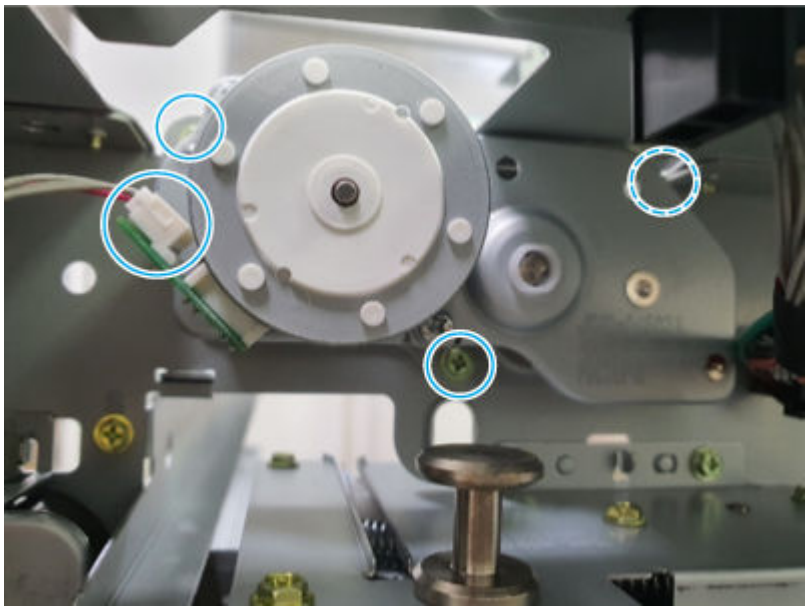


2. Remove the DCF pickup drive assembly

Use the following procedure to remove and replace the DCF pickup drive assembly.

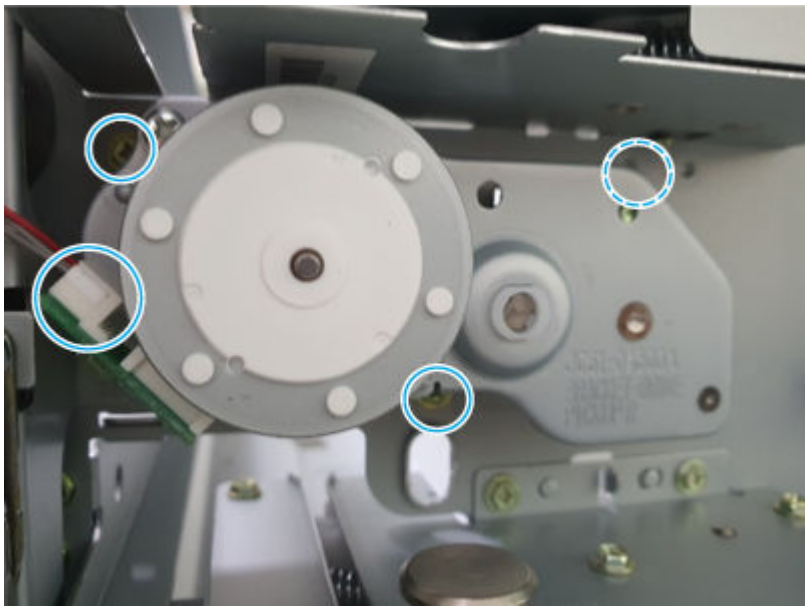
1. Disconnect one connector, remove three screws, and then remove the Tray 4 pickup drive assembly.

Figure 5-1832 **Remove the assembly (Tray 4)**



2. Disconnect one connector, remove three screws, and then remove the Tray 5 pickup drive assembly.

Figure 5-1833 **Remove the assembly (Tray 5)**



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 4 pickup motor

Learn about removing and replacing the dual cassette feeder (DCF) Tray 4 pickup motor.

NOTE: Remove the DCF from the printer.

Mean time to repair: 5 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-182 **Part information**

Part number	Part description
JC93-01083A	Drive-motor step (Tray 4 pickup motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

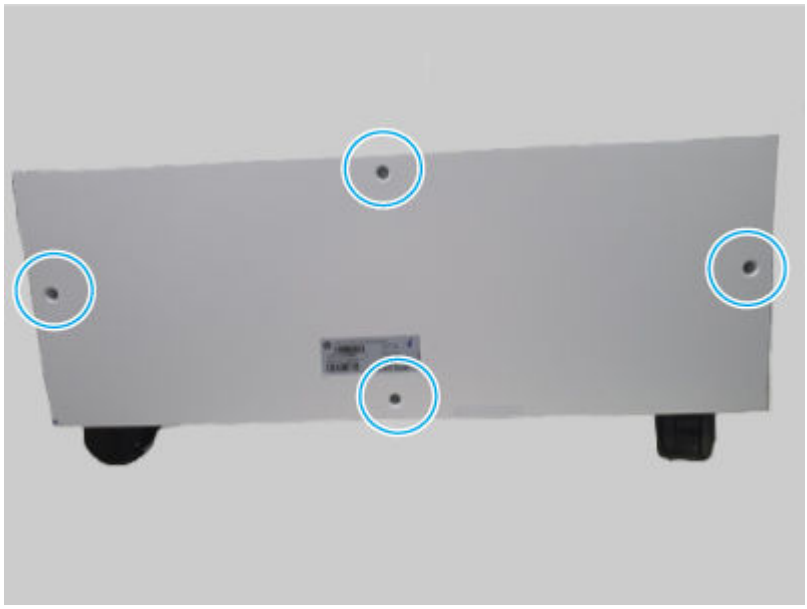
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) rear cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) rear cover.

1. Remove the Tray 4, 5 cassettes.
2. Remove four screws, and then remove the rear cover.

Figure 5-1834 **Remove the cover**

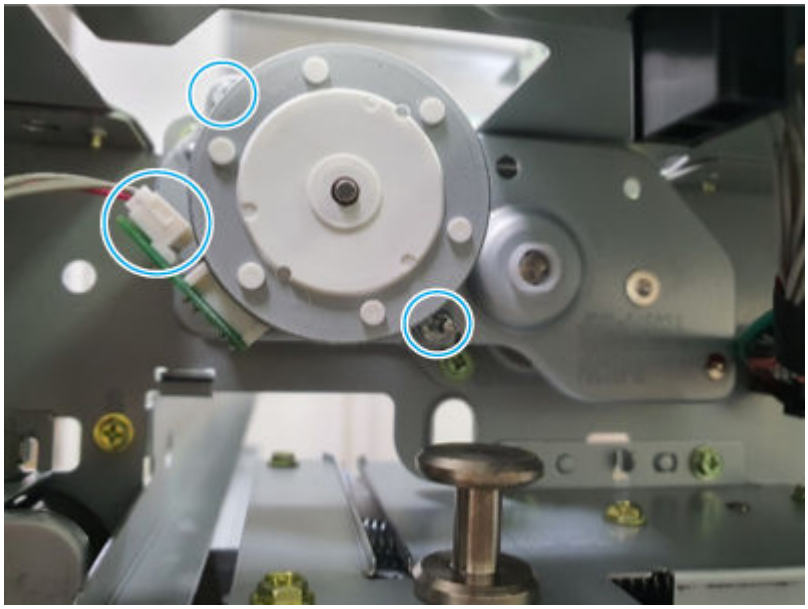


2. Remove the DCF Tray 4 pickup motor

Use the following procedure to remove and replace the DCF Tray 4 pickup motor.

- Disconnect one connector, remove two screws, and then remove the Tray 4 pickup motor.

Figure 5-1835 **Remove the motor**



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 5 pickup motor

Learn about removing and replacing the dual cassette feeder (DCF) Tray 5 pickup motor.

NOTE: Remove the DCF from the printer.

Mean time to repair: 5 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-183 Part information

Part number	Part description
JC93-01083A	Drive-motor step (Tray 5 pickup motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) rear cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) rear cover.

1. Remove the Tray 4, 5 cassettes.

2. Remove four screws, and then remove the rear cover.

Figure 5-1836 **Remove the cover**

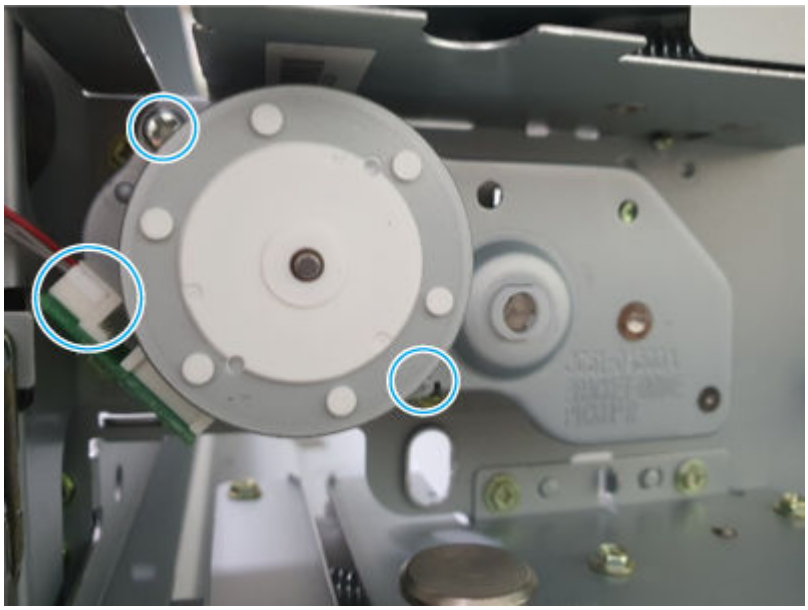


2. Remove the DCF Tray 5 pickup motor

Use the following procedure to remove and replace the DCF Tray 5 pickup motor.

- Disconnect one connector, remove two screws, and then remove the Tray 5 pickup motor.

Figure 5-1837 **Remove the motor**



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: DCF feed drive assembly

Learn about removing and replacing the dual cassette feeder (DCF) feed drive assembly.

Mean time to repair: 5 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-184 Part information

Part number	Part description
JC93-01135A	DCF feed drive assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) rear cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) rear cover.

1. Remove the Tray 4, 5 cassettes.
2. Remove four screws, and then remove the rear cover.

Figure 5-1838 **Remove the cover**

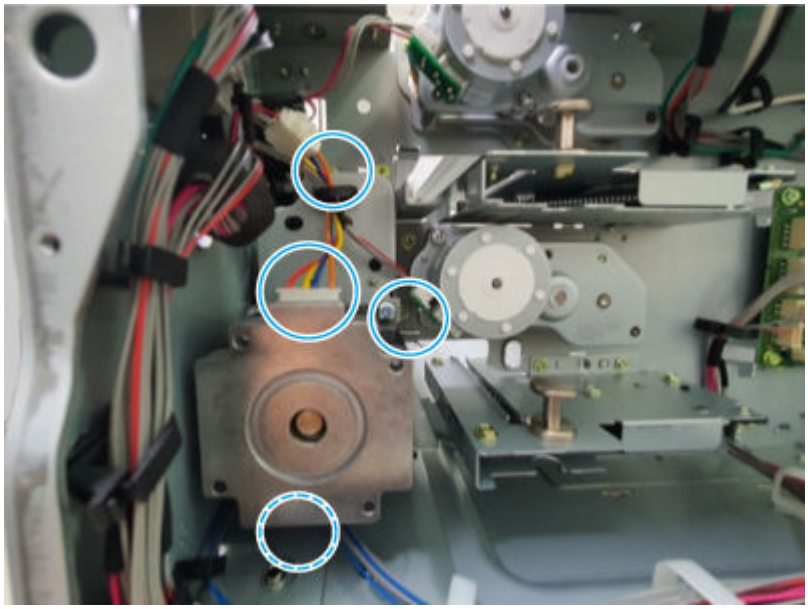


2. Remove the DCF feed drive assembly

Use the following procedure to remove and replace the DCF feed drive assembly.

- Disconnect one connector, remove three screws, and then remove the feed drive assembly.

Figure 5-1839 Remove the assembly



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: DCF (Tray 4, 5) feed motor

Learn about removing and replacing the dual cassette feeder (DCF) feed motor.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-185 Part information

Part number	Part description
JC31-00177A	Motor, step (DCF Tray 4, 5 feed motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) rear cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) rear cover.

1. Remove the Tray 4, 5 cassettes.

2. Remove four screws, and then remove the rear cover.

Figure 5-1840 **Remove the cover**

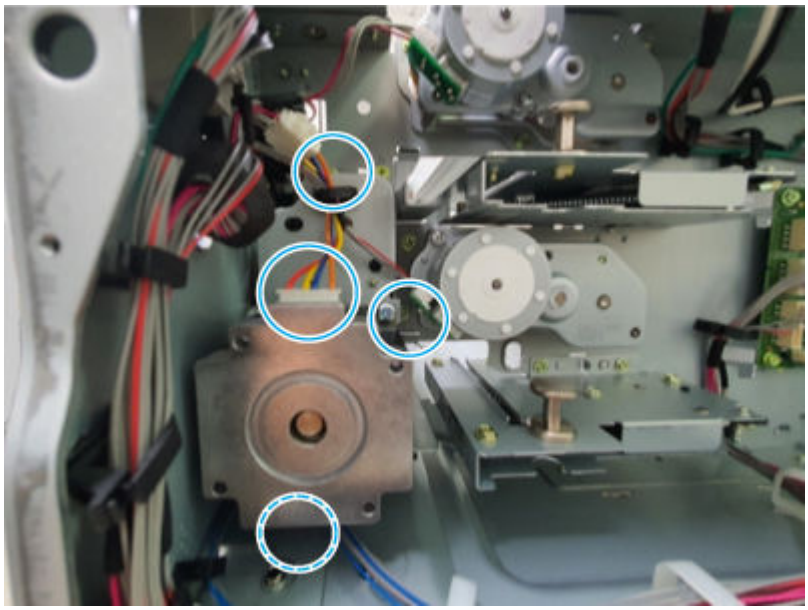


2. Remove the DCF feed drive assembly

Use the following procedure to remove and replace the DCF feed drive assembly.

- Disconnect one connector, remove three screws, and then remove the feed drive assembly.

Figure 5-1841 **Remove the assembly**

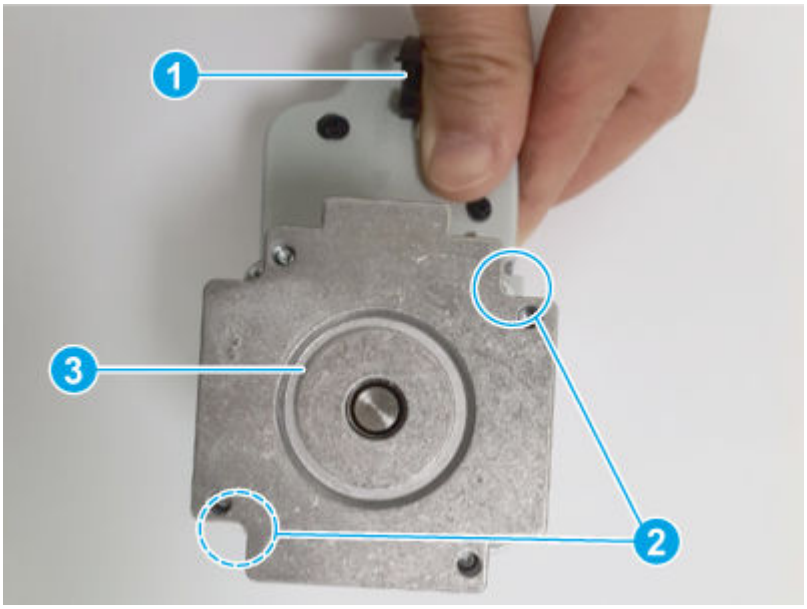


3. Remove the DCF feed motor

Use the following procedure to remove and replace the DCF feed motor.

- Remove the belt (callout 1), remove two screws (callout 2), and then remove the feed motor (callout 3).

Figure 5-1842 **Remove the motor**



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Sensor

Review the DCF sensor removal procedures.

Removal and replacement: Tray 4, 5 paper size sensors

Learn about removing and replacing the dual cassette feeder (DCF) Tray 4, 5 paper size sensors.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-186 Part information

Part number	Part description
JC93-01408A	Autosize sensor (Paper size Tray 4)
JC93-01408A	Autosize sensor (Paper size Tray 5)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the Tray 4, 5 cassette

Use the following procedure to remove and replace the DCF tray cassette.

NOTE: The procedure for removing a cassette is the same for Tray 4 or Tray 5.

- Partially pull the tray cassette out of the DCF, lift the front edge up, and then remove the cassette.

Figure 5-1843 **Remove the cassette**



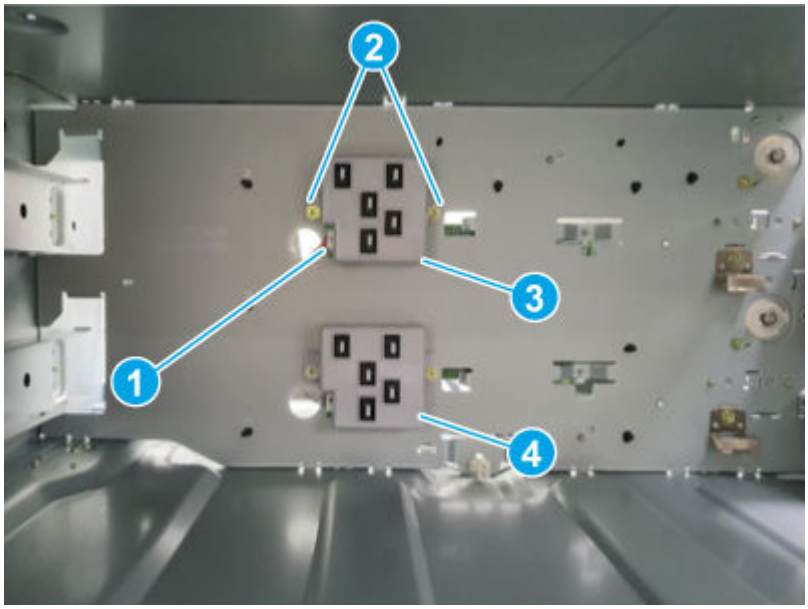
Remove the Tray 4, 5 paper size sensors

Use the following procedure to remove and replace the DCF tray paper size sensors.

NOTE: The procedure for removing the paper size sensors is the same for Tray 4 or Tray 5.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the paper size sensor.
  - **Callout 3**: Tray 4 paper size sensor
  - **Callout 4**: Tray 5 paper size sensor

Figure 5-1844 Remove the sensor



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 4 pickup assembly

Learn about removing and replacing the dual cassette feeder (DCF) Tray 4 pickup assembly.

NOTE: Remove the DCF from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-187 Part information

Part number	Part description
5QK08-61009	Tray 4 pickup assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the Tray 4, 5 cassette

Use the following procedure to remove and replace the DCF tray cassette.

NOTE: The procedure for removing a cassette is the same for Tray 4 or Tray 5.

- Partially pull the tray cassette out of the DCF, lift the front edge up, and then remove the cassette.

Figure 5-1845 Remove the cassette

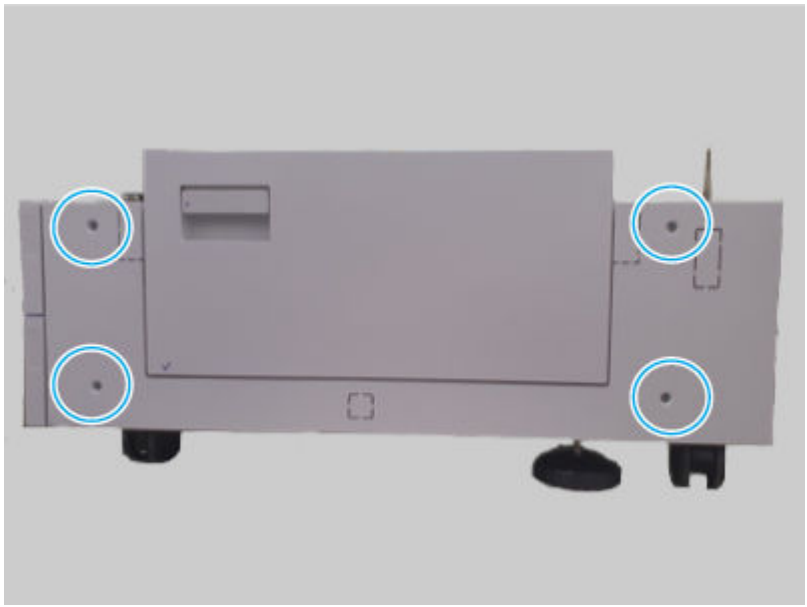


2. Remove the DCF (Tray 4, 5) right cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) right cover.

1. Open the right door.
2. Remove four screws, and then remove the right cover.

Figure 5-1846 Remove the cover

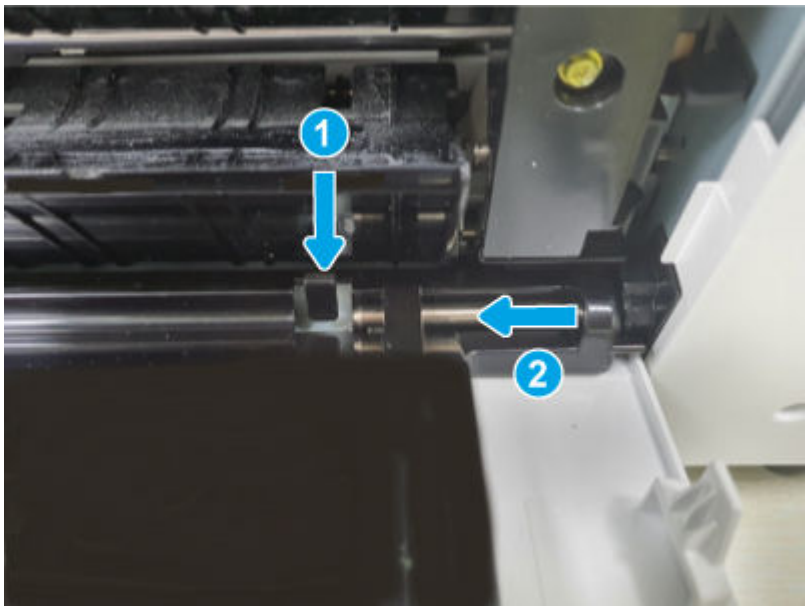


3. Remove the DCF (Tray 4, 5) right door

Use the following procedure to remove and replace the DCF (Tray 4, 5) right door.

- Push down on the hook (callout 1), slide the pin (callout 2) as shown below, and then remove the right door.

Figure 5-1847 Remove the door

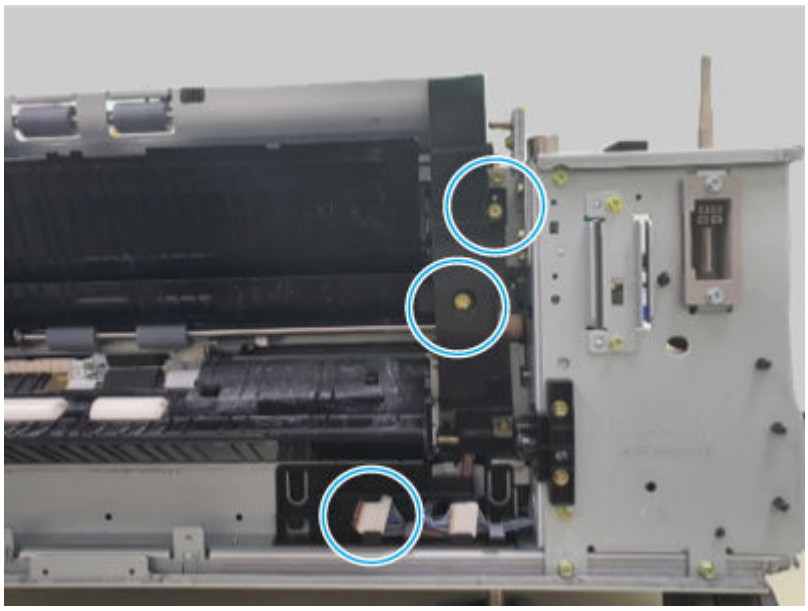


4. Remove the Tray 4 pickup assembly

Use the following procedure to remove and replace the DCF Tray 4 pickup assembly.

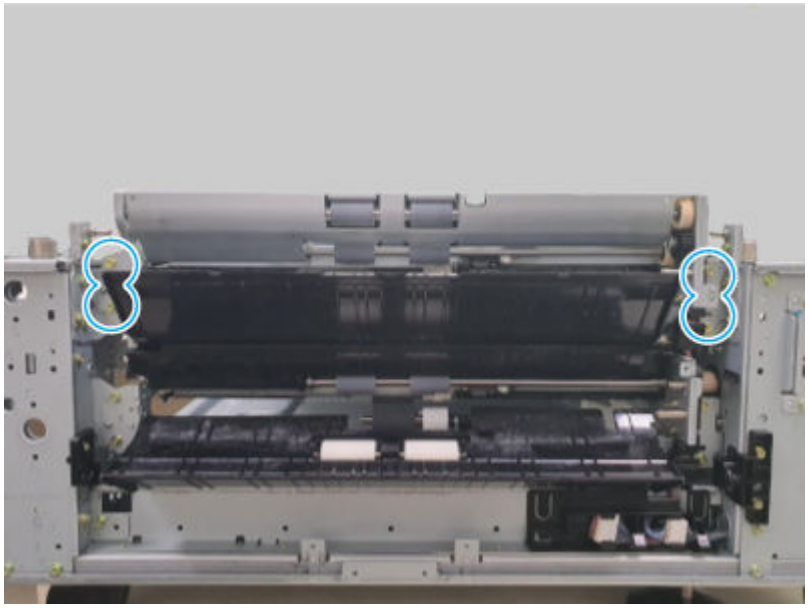
1. Disconnect one connector, and then remove two screws.

Figure 5-1848 Disconnect connector and remove screws



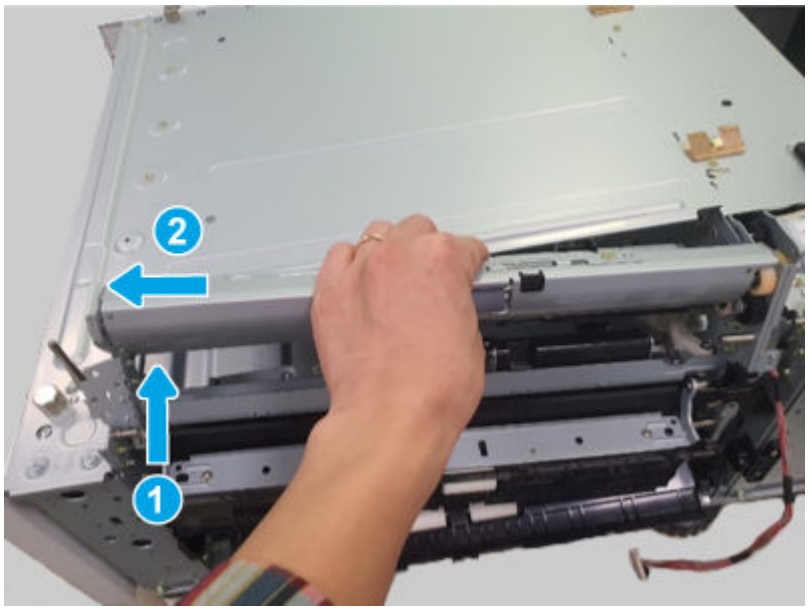
2. Remove four screws.

Figure 5-1849 **Remove four screws**



3. Rotate the pickup assembly up (callout 1), and then out of the DCF (callout 2).

Figure 5-1850 **Remove the assembly**



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 4 paper empty and stack height sensors

Learn about removing and replacing the dual cassette feeder (DCF) Tray 4 paper empty and stack height sensors.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-188 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Tray 4 paper empty sensor)
3SJ00-60110	Photo interrupter (Tray 4 paper stack height sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

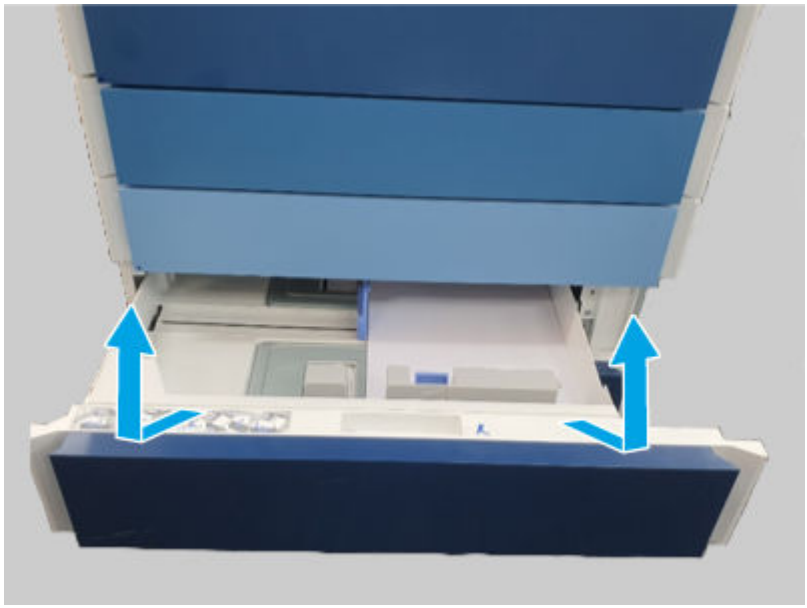
1. Remove the Tray 4, 5 cassette

Use the following procedure to remove and replace the DCF tray cassette.

NOTE: The procedure for removing a cassette is the same for Tray 4 or Tray 5.

- Partially pull the tray cassette out of the DCF, lift the front edge up, and then remove the cassette.

Figure 5-1851 **Remove the cassette**



2. Remove the Tray 4, 5 paper empty and stack height sensors

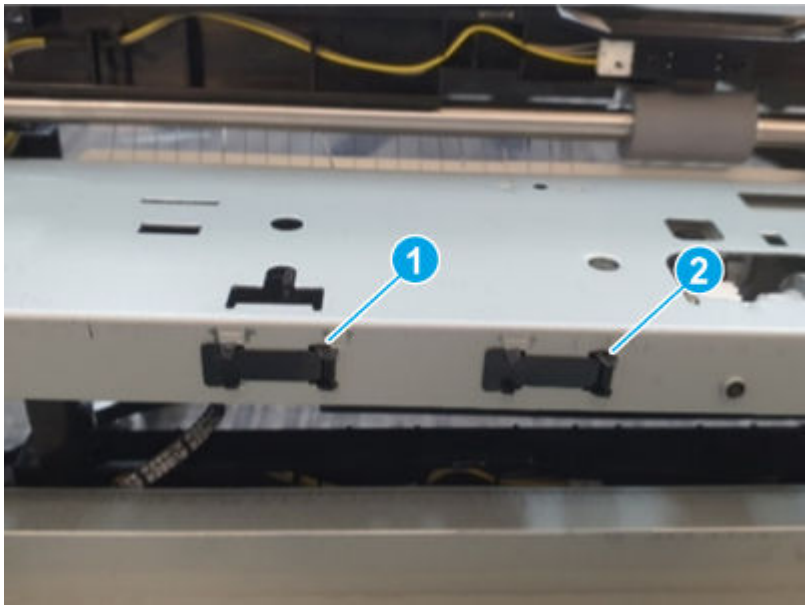
Use the following procedure to remove and replace the DCF tray paper empty and stack height sensors.

NOTE: The procedure for removing the paper empty sensor or the paper stack height sensor is the same for both sensors.

1. Locate the desired sensor to remove (on the Tray 4 pickup assembly).
   - **Callout 1**: Tray 4, 5 paper stack height sensor

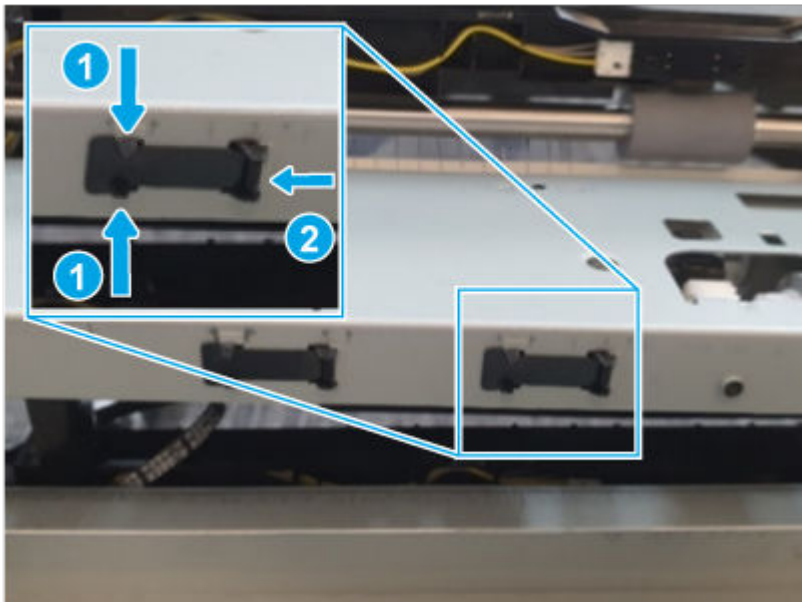
- **Callout 2**: Tray 4, 5 paper empty sensor

Figure 5-1852 **Locate the sensor**



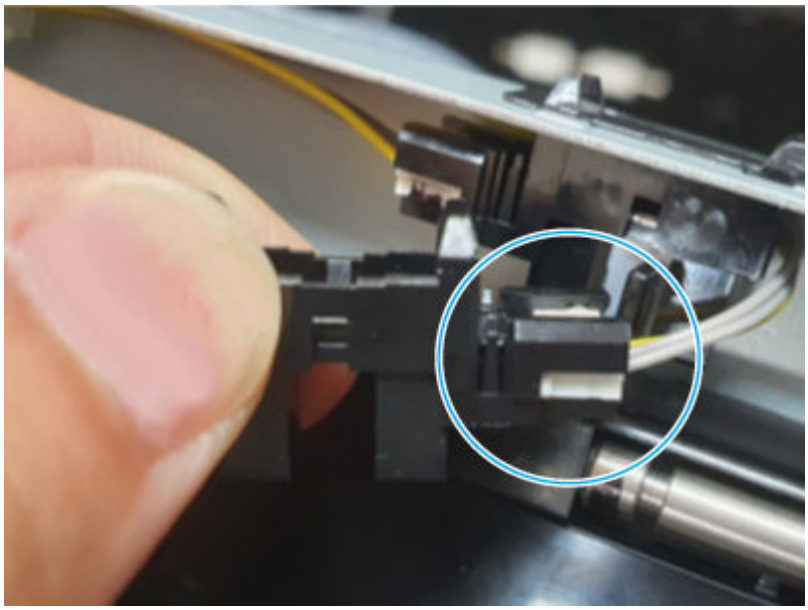
2. Do the following:
   - Release the hooks (callout 1).
   - Slide the sensor assembly to the left (callout 2).
   - Release the sensor.

Figure 5-1853 **Release the sensor**



3. Disconnect one connector to remove the sensor.

Figure 5-1854 **Remove the sensor**



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 4 prefeed sensor

Learn about removing and replacing the dual cassette feeder (DCF) Tray 4 prefeed sensor.

NOTE: Remove the DCF from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-189 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Tray 4 prefeed sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the Tray 4, 5 cassette

Use the following procedure to remove and replace the DCF tray cassette.

NOTE: The procedure for removing a cassette is the same for Tray 4 or Tray 5.

- Partially pull the tray cassette out of the DCF, lift the front edge up, and then remove the cassette.

Figure 5-1855 Remove the cassette

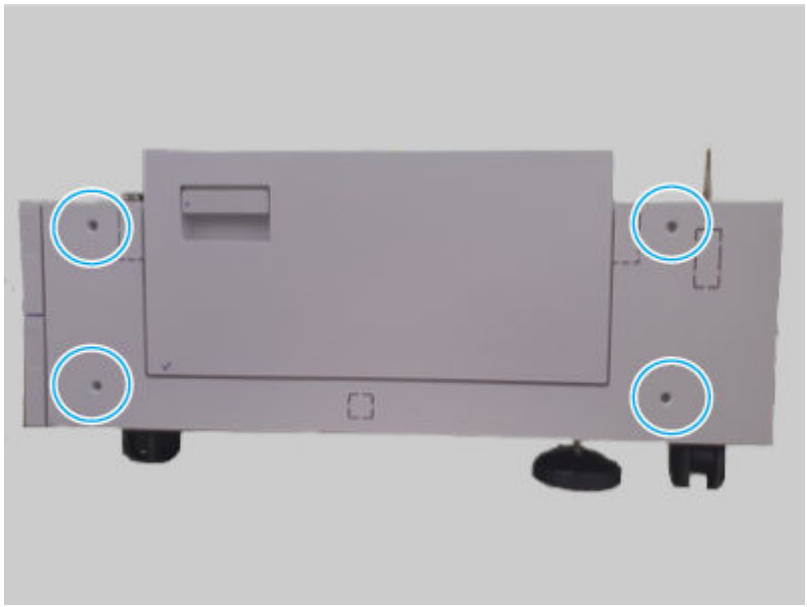


Remove the DCF (Tray 4, 5) right cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) right cover.

1. Open the right door.
2. Remove four screws, and then remove the right cover.

Figure 5-1856 Remove the cover

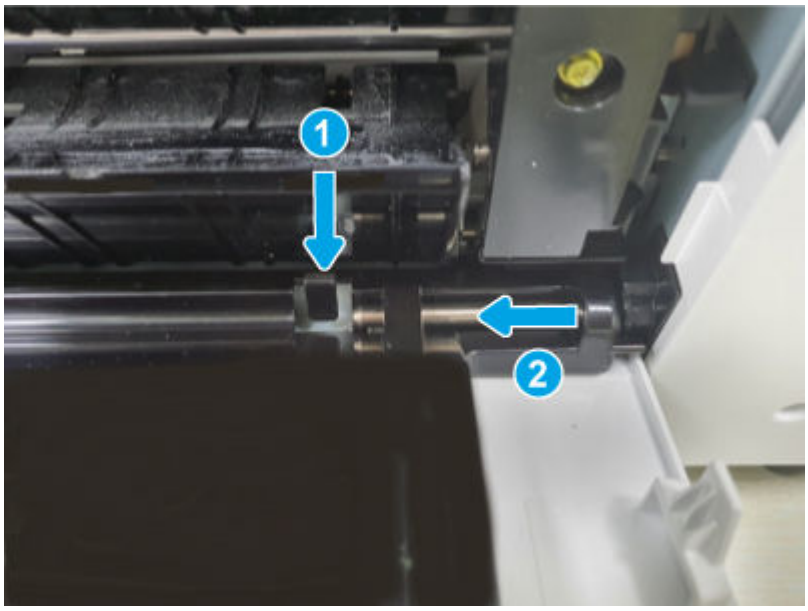


Remove the DCF (Tray 4, 5) right door

Use the following procedure to remove and replace the DCF (Tray 4, 5) right door.

- Push down on the hook (callout 1), slide the pin (callout 2) as shown below, and then remove the right door.

Figure 5-1857 Remove the door

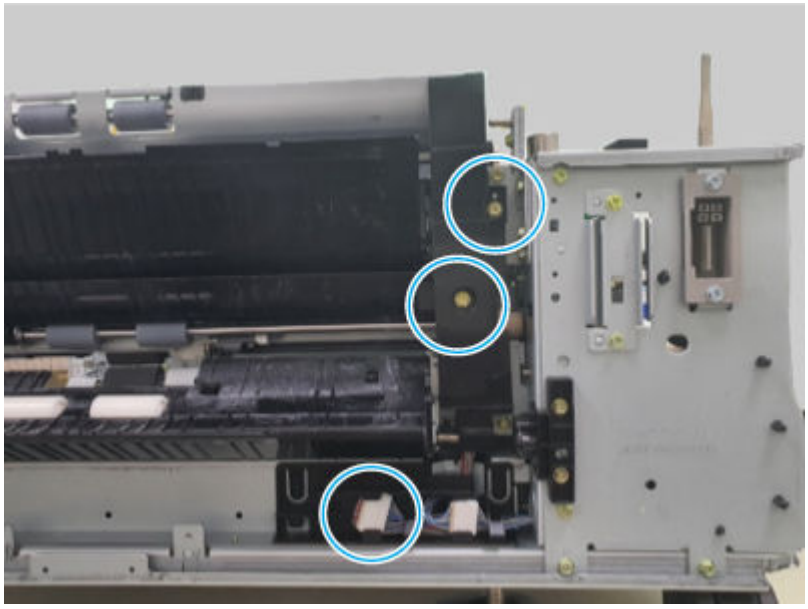


Remove the Tray 4 pickup assembly

Use the following procedure to remove and replace the DCF Tray 4 pickup assembly.

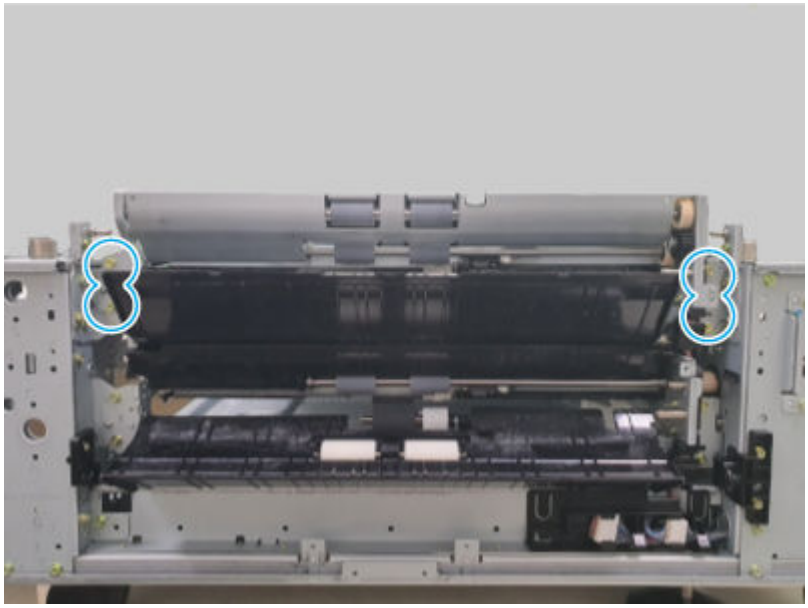
1. Disconnect one connector, and then remove two screws.

Figure 5-1858 Disconnect connector and remove screws



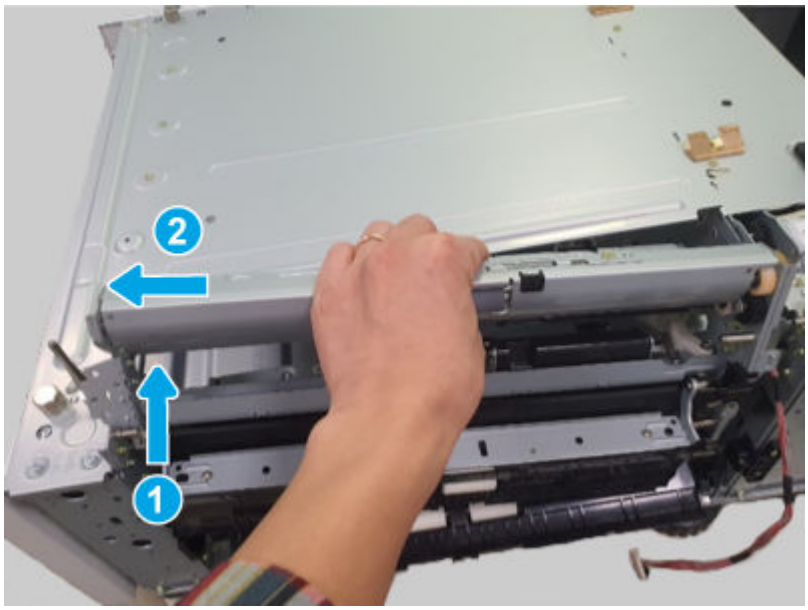
2. Remove four screws.

Figure 5-1859 **Remove four screws**



3. Rotate the pickup assembly up (callout 1), and then out of the DCF (callout 2).

Figure 5-1860 **Remove the assembly**

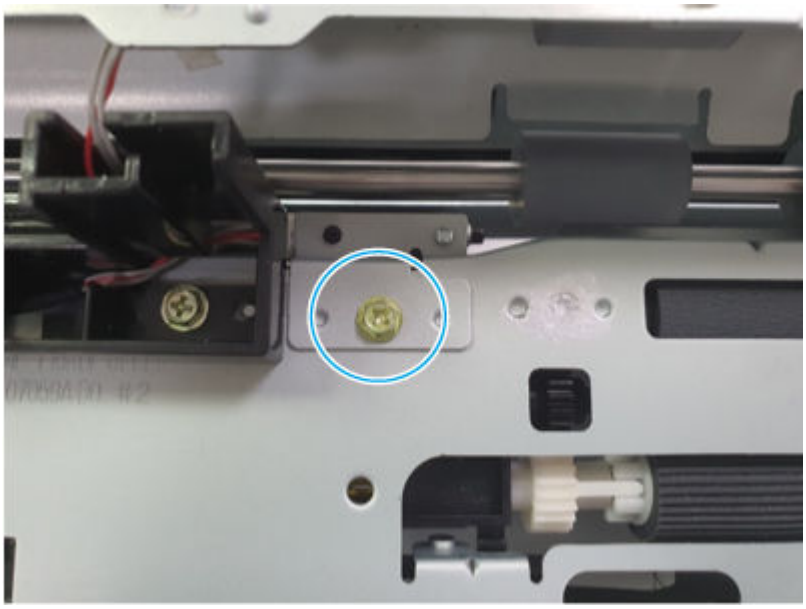


Remove the Tray 4 prefeed sensor

Use the following procedure to remove and replace the DCF Tray 4 prefeed sensor.

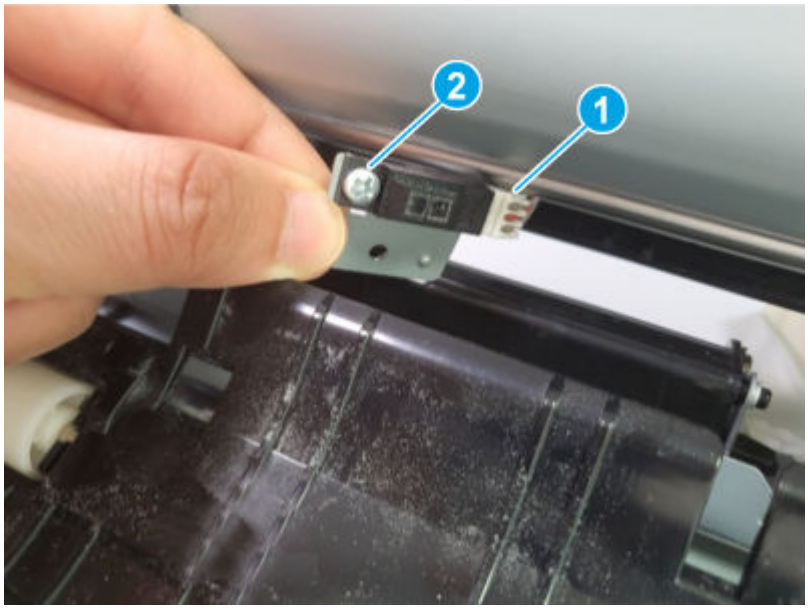
1. Remove one screw.

Figure 5-1861 Remove one screw



2. Disconnect one connector (callout 1), and then remove one screw (callout 2) to remove the Tray 4 prefeed sensor.

Figure 5-1862 Remove the sensor



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 5 pickup assembly

Learn about removing and replacing the dual cassette feeder (DCF) Tray 5 pickup assembly.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-190 Part information

Part number	Part description
5QK08-61010	Tray 5 pickup assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the Tray 4, 5 cassette

Use the following procedure to remove and replace the DCF tray cassette.

NOTE: The procedure for removing a cassette is the same for Tray 4 or Tray 5.

- Partially pull the tray cassette out of the DCF, lift the front edge up, and then remove the cassette.

Figure 5-1863 **Remove the cassette**



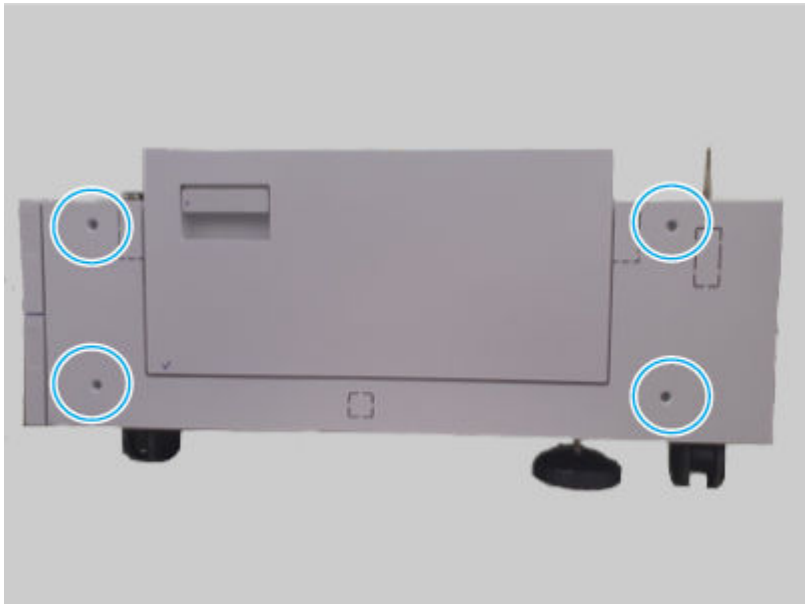
2. Remove the DCF (Tray 4, 5) right cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) right cover.

1. Open the right door.

2. Remove four screws, and then remove the right cover.

Figure 5-1864 **Remove the cover**

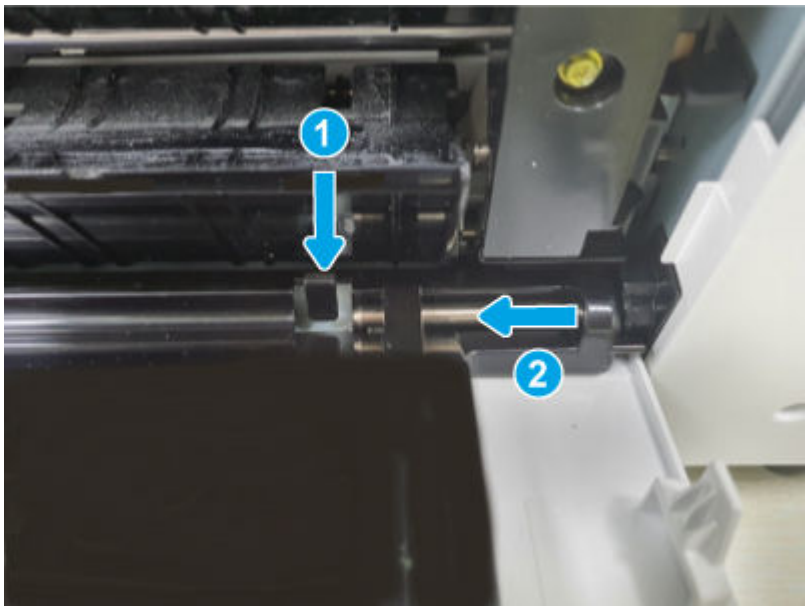


3. Remove the DCF (Tray 4, 5) right door

Use the following procedure to remove and replace the DCF (Tray 4, 5) right door.

- Push down on the hook (callout 1), slide the pin (callout 2) as shown below, and then remove the right door.

Figure 5-1865 **Remove the door**

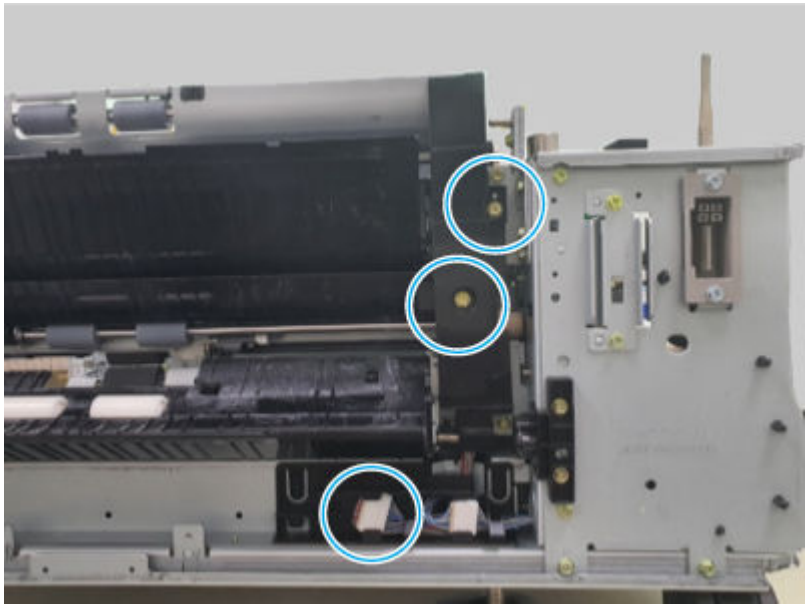


4. Remove the Tray 4 pickup assembly

Use the following procedure to remove and replace the DCF Tray 4 pickup assembly.

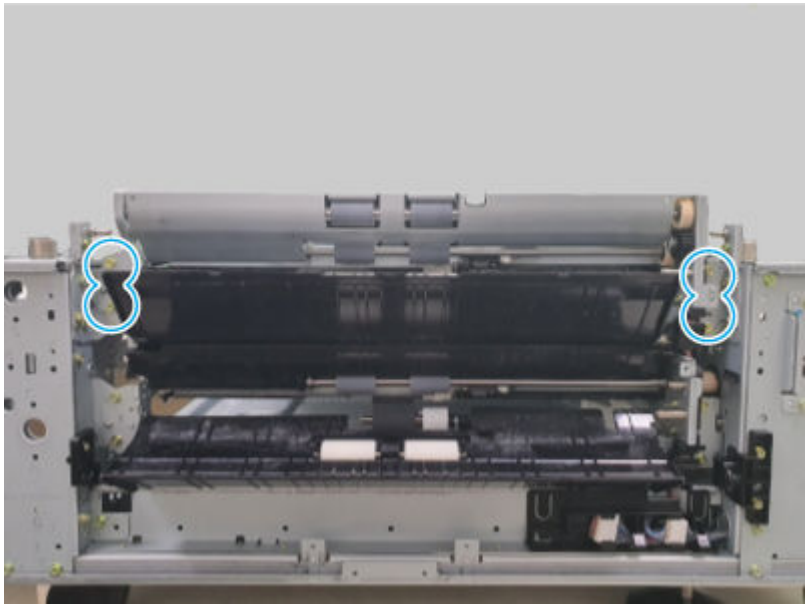
1. Disconnect one connector, and then remove two screws.

Figure 5-1866 Disconnect connector and remove screws



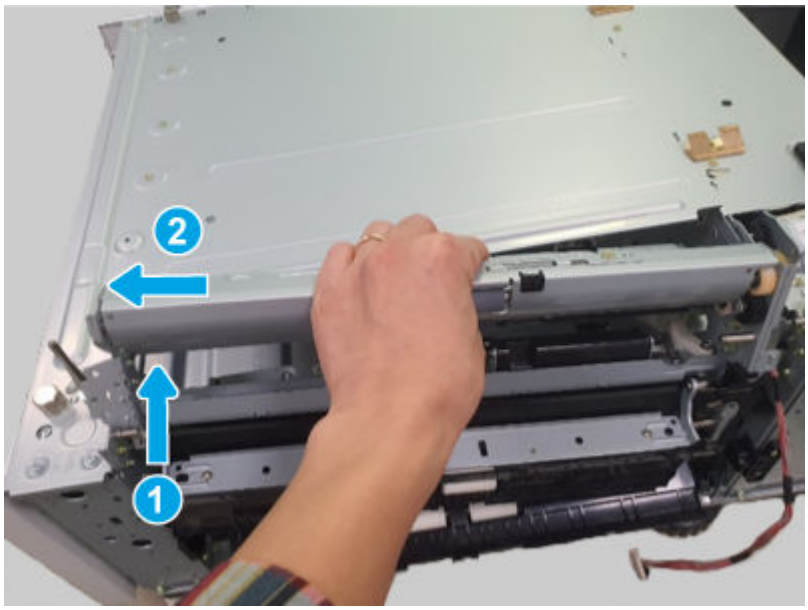
2. Remove four screws.

Figure 5-1867 Remove four screws



3. Rotate the pickup assembly up (callout 1), and then out of the DCF (callout 2).

Figure 5-1868 **Remove the assembly**

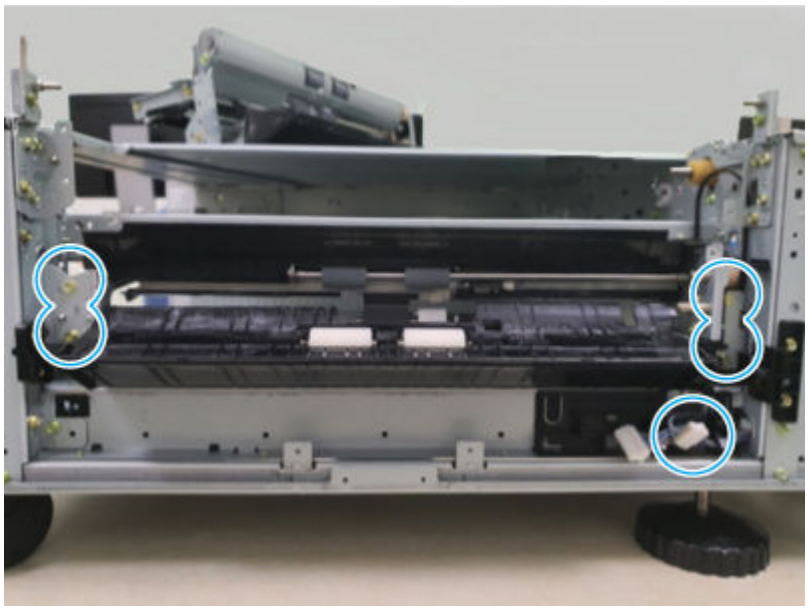


5. Remove the Tray 5 pickup assembly

Use the following procedure to remove and replace the DCF Tray 5 pickup assembly.

- Disconnect one connector, remove four screws, and then remove the Tray 5 pickup assembly.

Figure 5-1869 **Remove the assembly**



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 5 paper empty and stack height sensors

Learn about removing and replacing the dual cassette feeder (DCF) Tray 5 paper empty and stack height sensors.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-191 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Tray 5 paper empty sensor)
3SJ00-60110	Photo interrupter (Tray 5 paper stack height sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the Tray 4, 5 cassette

Use the following procedure to remove and replace the DCF tray cassette.

NOTE: The procedure for removing a cassette is the same for Tray 4 or Tray 5.

- Partially pull the tray cassette out of the DCF, lift the front edge up, and then remove the cassette.

Figure 5-1870 Remove the cassette



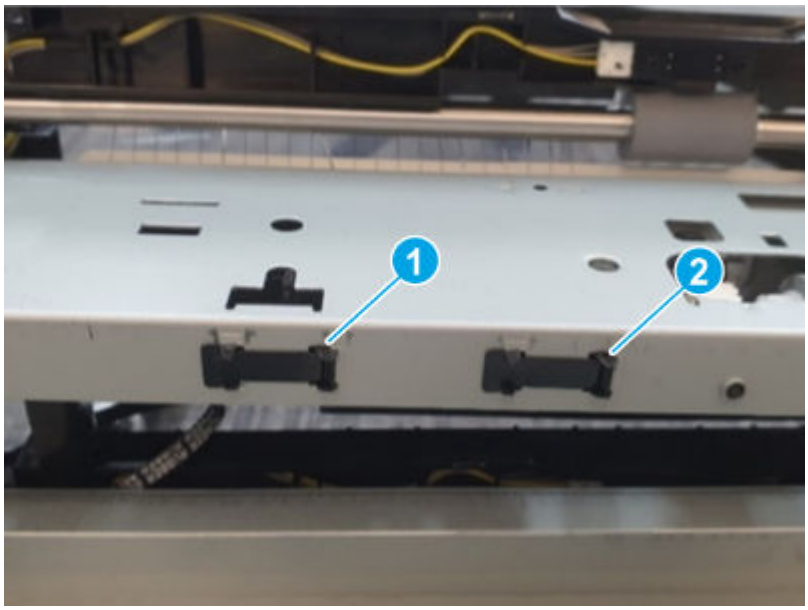
2. Remove the Tray 4, 5 paper empty and stack height sensors

Use the following procedure to remove and replace the DCF tray paper empty and stack height sensors.

NOTE: The procedure for removing the paper empty sensor or the paper stack height sensor is the same for both sensors.

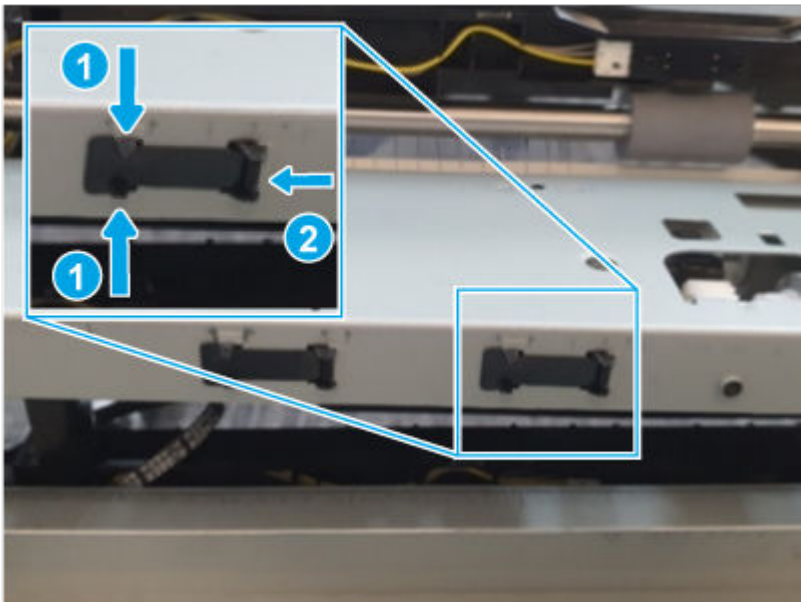
1. Locate the desired sensor to remove (on the Tray 4 pickup assembly).
   - **Callout 1**: Tray 4, 5 paper stack height sensor
   - **Callout 2**: Tray 4, 5 paper empty sensor

   Figure 5-1871 **Locate the sensor**

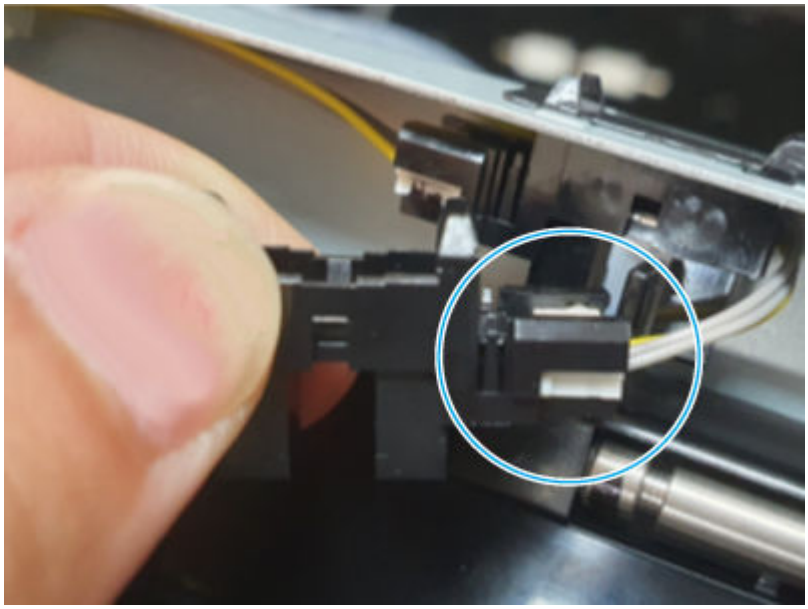
2. Do the following:
   - Release the hooks (callout 1).
   - Slide the sensor assembly to the left (callout 2).
   - Release the sensor.

Figure 5-1872 Release the sensor



3. Disconnect one connector to remove the sensor.

Figure 5-1873 Remove the sensor



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray 5 prefeed sensor

Learn about removing and replacing the dual cassette feeder (DCF) Tray 5 prefeed sensor.

NOTE: Remove the DCF from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-192 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Tray 5 prefeed sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

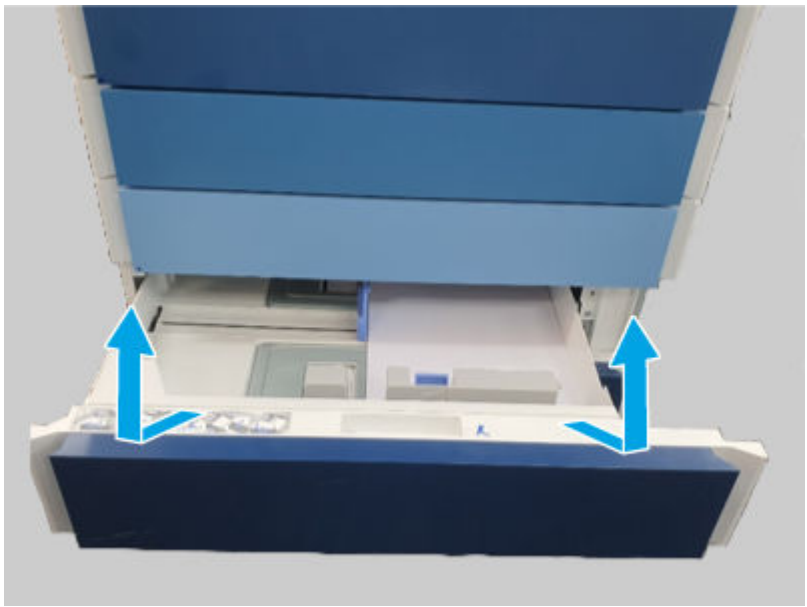
1. Remove the Tray 4, 5 cassette

Use the following procedure to remove and replace the DCF tray cassette.

NOTE: The procedure for removing a cassette is the same for Tray 4 or Tray 5.

- Partially pull the tray cassette out of the DCF, lift the front edge up, and then remove the cassette.

Figure 5-1874 **Remove the cassette**



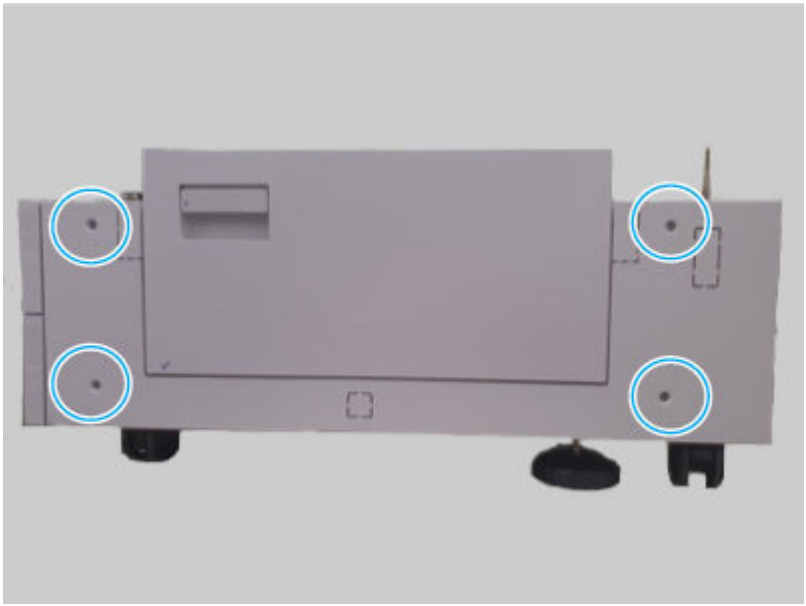
2. Remove the DCF (Tray 4, 5) right cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) right cover.

1. Open the right door.

2. Remove four screws, and then remove the right cover.

Figure 5-1875 **Remove the cover**

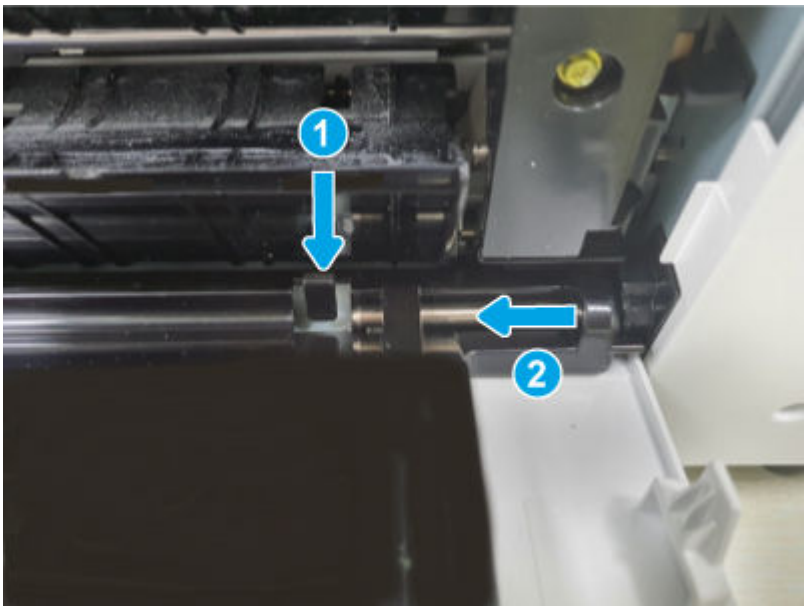


3. Remove the DCF (Tray 4, 5) right door

Use the following procedure to remove and replace the DCF (Tray 4, 5) right door.

- Push down on the hook (callout 1), slide the pin (callout 2) as shown below, and then remove the right door.

Figure 5-1876 **Remove the door**

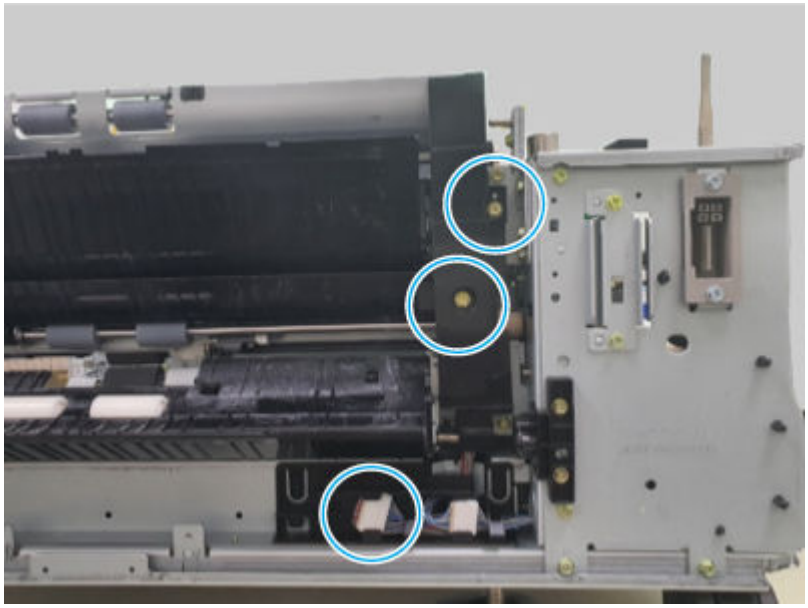


4. Remove the Tray 4 pickup assembly

Use the following procedure to remove and replace the DCF Tray 4 pickup assembly.

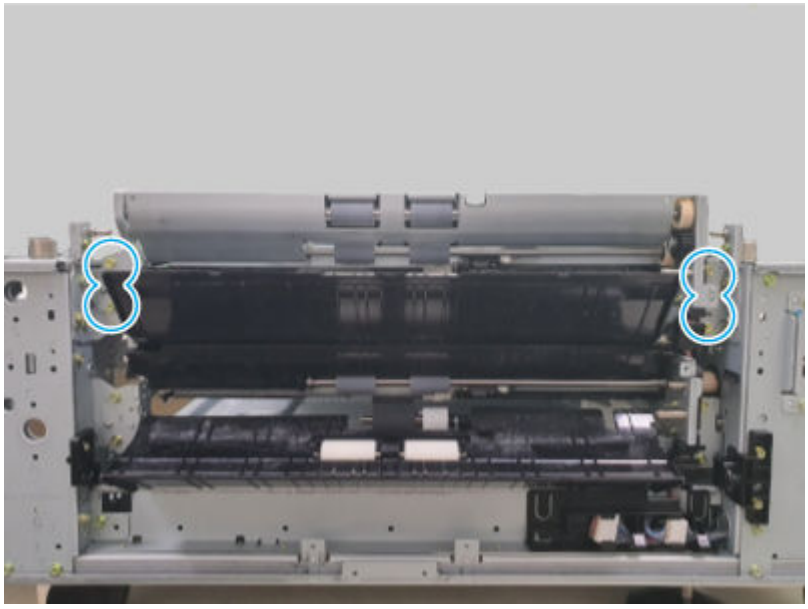
1. Disconnect one connector, and then remove two screws.

Figure 5-1877 **Disconnect connector and remove screws**



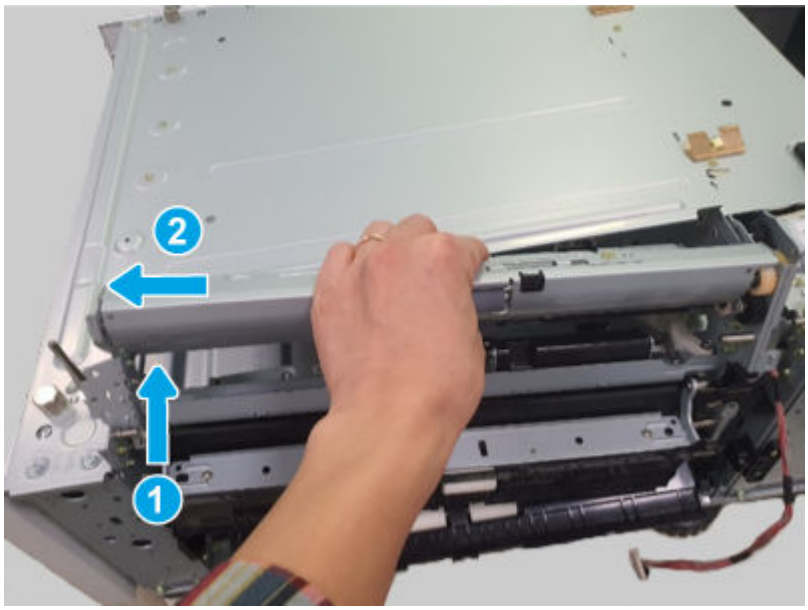
2. Remove four screws.

Figure 5-1878 **Remove four screws**



3. Rotate the pickup assembly up (callout 1), and then out of the DCF (callout 2).

Figure 5-1879 Remove the assembly

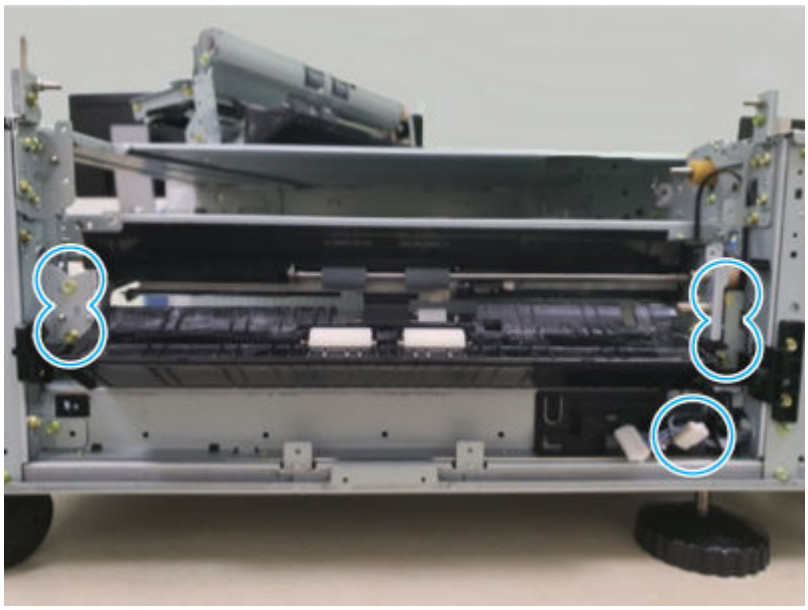


5. Remove the Tray 5 pickup assembly

Use the following procedure to remove and replace the DCF Tray 5 pickup assembly.

- Disconnect one connector, remove four screws, and then remove the Tray 5 pickup assembly.

Figure 5-1880 Remove the assembly

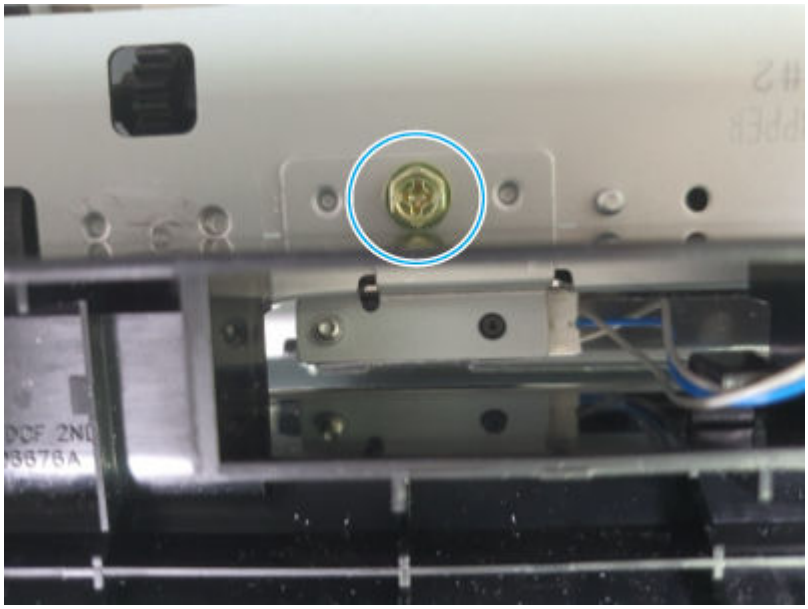


6. Remove the Tray 5 prefeed sensor

Use the following procedure to remove and replace the DCF Tray 5 prefeed sensor.

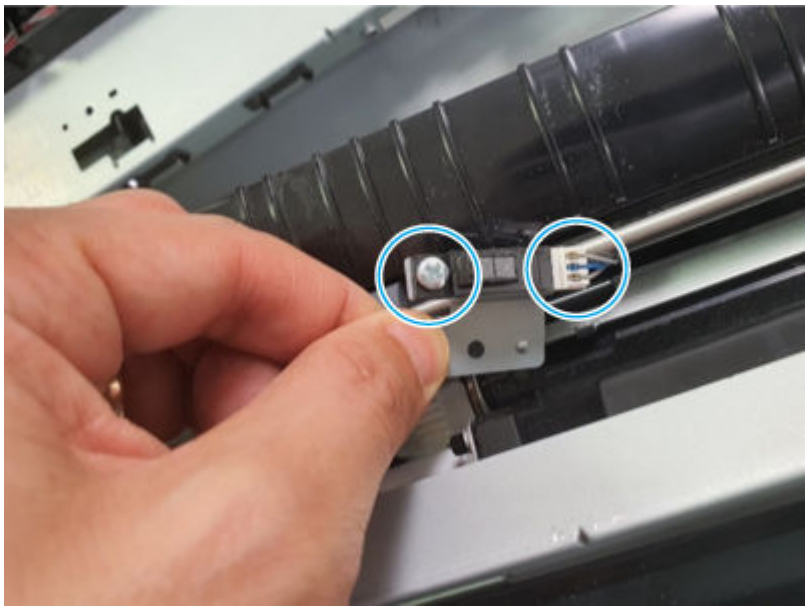
1. Remove one screw.

Figure 5-1881 Remove one screw



2. Disconnect one connector (callout 1), and then remove one screw (callout 2) to remove the Tray 5 prefeed sensor.

Figure 5-1882 Remove the sensor



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: DCF feed sensor

Learn about removing and replacing the dual cassette feeder (DCF) feed sensor.

NOTE: Remove the DCF from the printer.

Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-193 Part information

Part number	Part description
0604-001490	Photo interrupter (DCF feed sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip

- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the Tray 4, 5 cassette

Use the following procedure to remove and replace the DCF tray cassette.

NOTE: The procedure for removing a cassette is the same for Tray 4 or Tray 5.

- Partially pull the tray cassette out of the DCF, lift the front edge up, and then remove the cassette.

Figure 5-1883 **Remove the cassette**



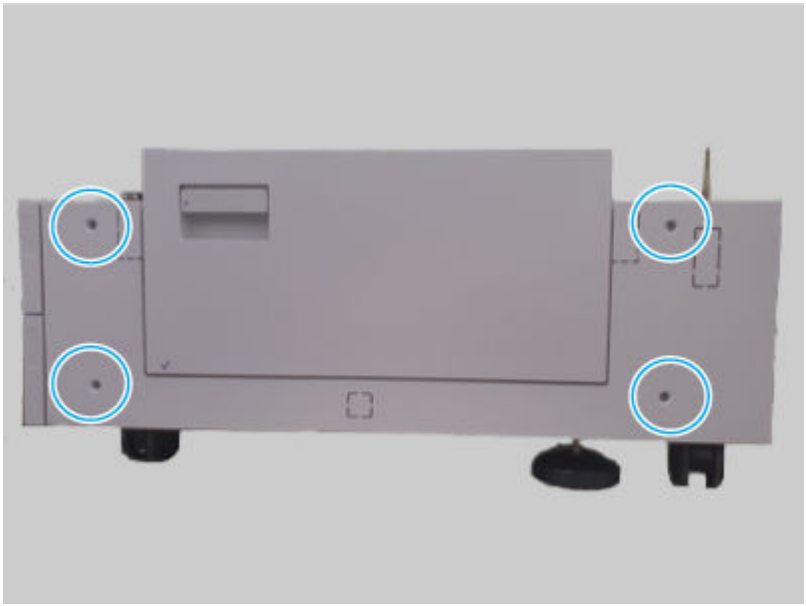
2. Remove the DCF (Tray 4, 5) right cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) right cover.

1. Open the right door.

2. Remove four screws, and then remove the right cover.

Figure 5-1884 Remove the cover

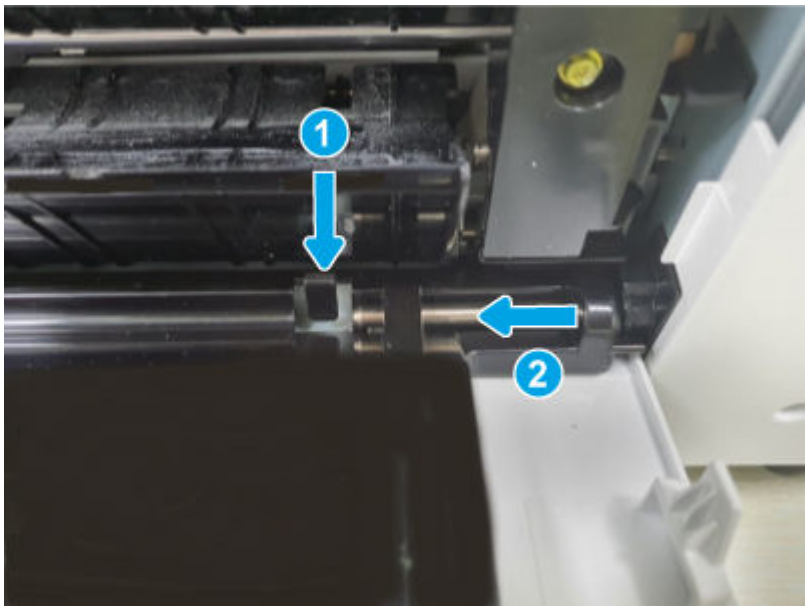


3. Remove the DCF (Tray 4, 5) right door

Use the following procedure to remove and replace the DCF (Tray 4, 5) right door.

- Push down on the hook (callout 1), slide the pin (callout 2) as shown below, and then remove the right door.

Figure 5-1885 Remove the door

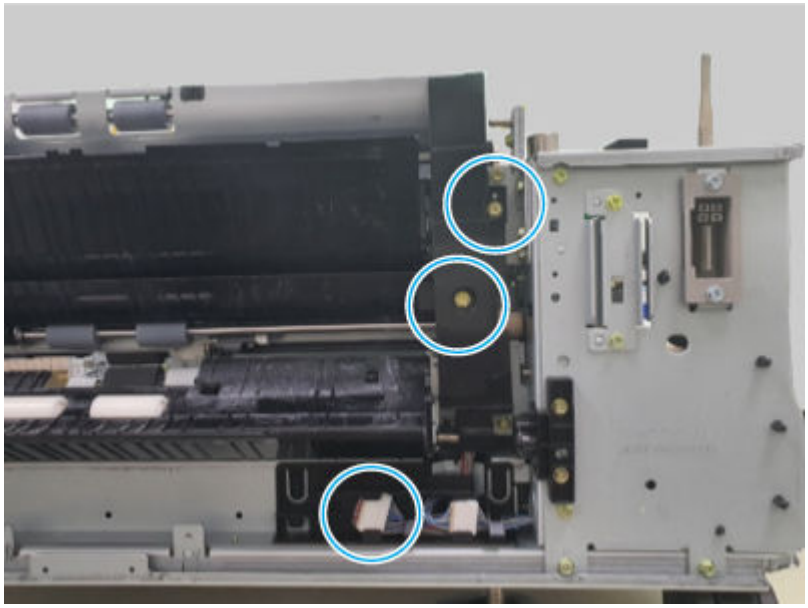


4. Remove the Tray 4 pickup assembly

Use the following procedure to remove and replace the DCF Tray 4 pickup assembly.

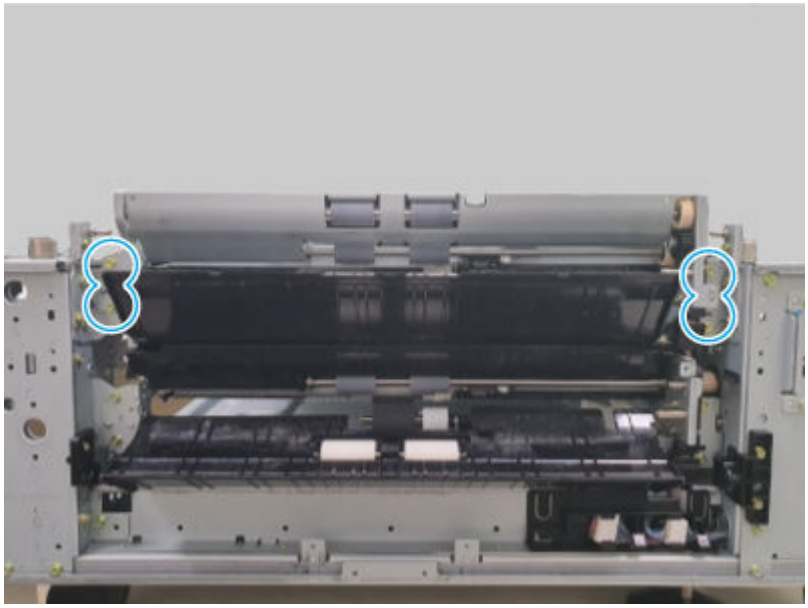
1. Disconnect one connector, and then remove two screws.

Figure 5-1886 **Disconnect connector and remove screws**



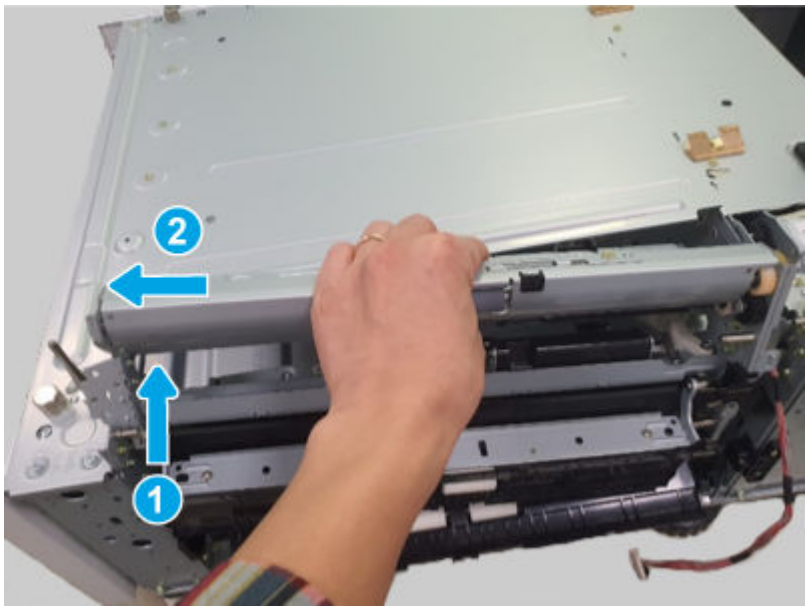
2. Remove four screws.

Figure 5-1887 **Remove four screws**



3. Rotate the pickup assembly up (callout 1), and then out of the DCF (callout 2).

Figure 5-1888 **Remove the assembly**

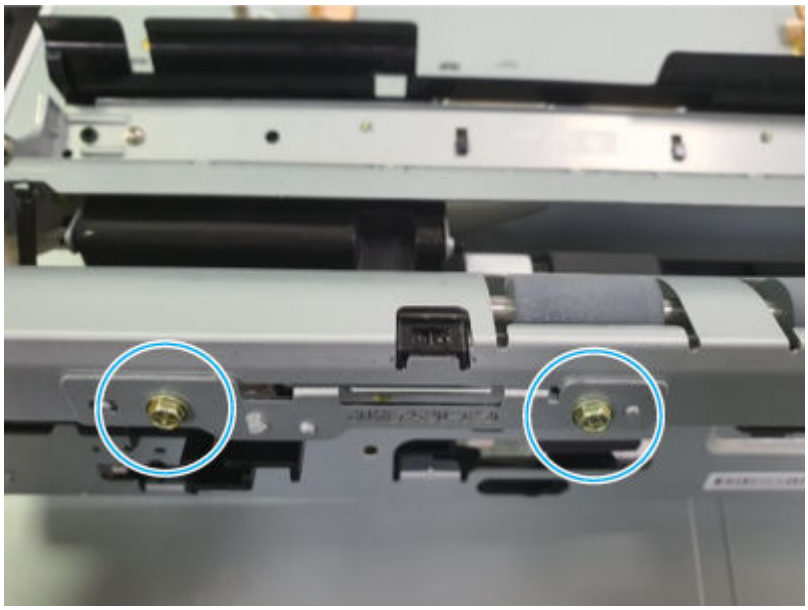


5. Remove the DCF feed sensor

Use the following procedure to remove and replace the DCF feed sensor.

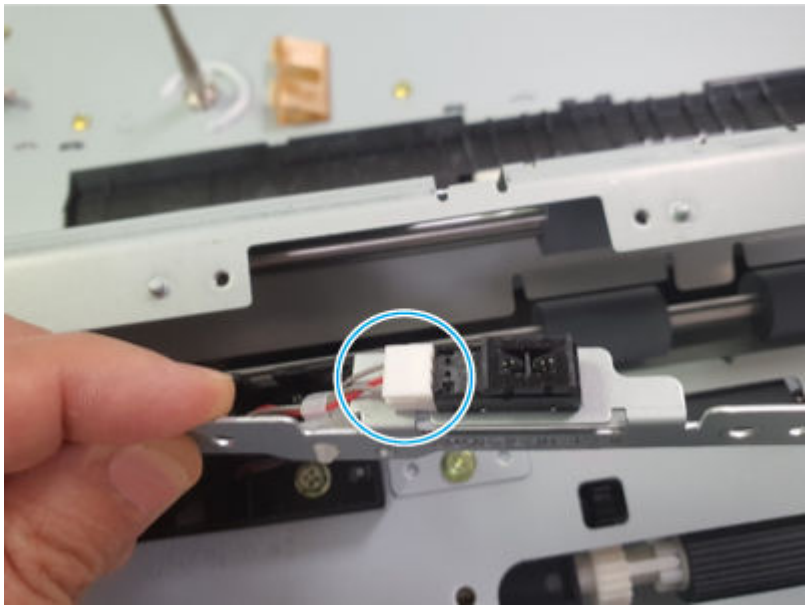
1. Remove two screws.

Figure 5-1889 **Remove two screws**



2. Turn the assembly over, disconnect one connector, and then remove the DCF feed sensor.

Figure 5-1890 **Remove the sensor**



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

PCA and harness

Review the DCF PCA and harness removal procedures.

Removal and replacement: Tray heater

Learn about removing and replacing the DCF tray heaters.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-194 Part information

Part number	Part description
Y1G22-67901	Tray heater 110V
Y1G22-67902	Tray heater 220V

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the Tray 4, 5 cassette

Use the following procedure to remove and replace the DCF tray cassette.

NOTE: The procedure for removing a cassette is the same for Tray 4 or Tray 5.

- Partially pull the tray cassette out of the DCF, lift the front edge up, and then remove the cassette.

Figure 5-1891 **Remove the cassette**



2. Remove Tray 2 or Tray 3

Use the following procedure to remove and replace Tray 2 or Tray 3.

NOTE: Tray 2 is shown in the figure below. However, removing Tray 3 is identical to Tray 2.

1. Remove one screw.

Figure 5-1892 **Remove one screw**



2. Do the following:

- Slightly lift up on the front of the heater, and pull it toward the front of the printer.

⚠ CAUTION: Do not attempt to completely remove the heater. It is still attached to the printer by a wire-harness connector.

- Disconnect one connector, and then remove the heater.

Figure 5-1893 **Remove the heater**



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: DCF (Tray 4, 5) PCA

Learn about removing and replacing the DCF PCA.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-195 Part information

Part number	Part description
6GW47-60001	DCF (Tray4, 5) PCA

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) rear cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) rear cover.

1. Remove the Tray 4, 5 cassettes.
2. Remove four screws, and then remove the rear cover.

Figure 5-1894 **Remove the cover**

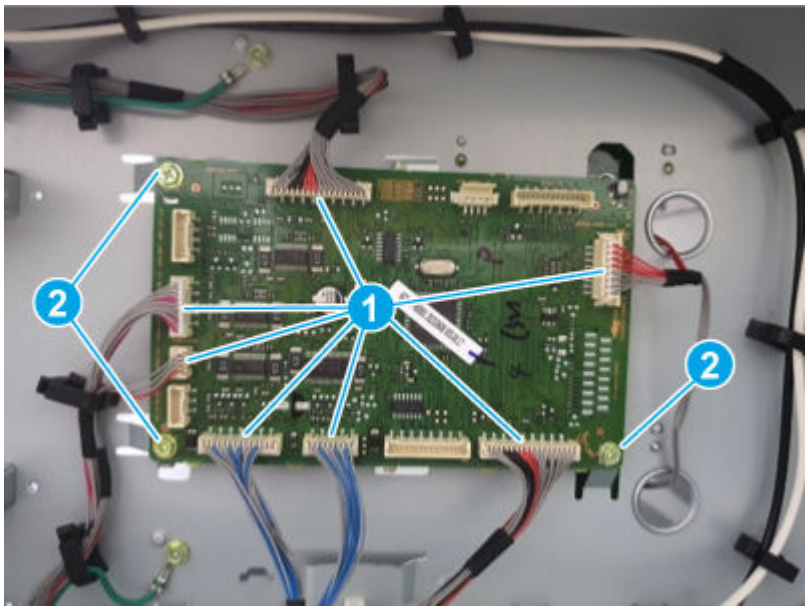


2. Remove the DCF PCA

Use the following procedure to remove and replace the DCF PCA.

- Disconnect all of the connectors (callout 1), remove three screws (callout 2), and then remove the DCF PCA.

Figure 5-1895 Remove the PCA



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: DCF (Tray 4, 5) right door open switch holder assembly

Learn about removing and replacing the DCF right door open switch holder.

NOTE: This procedure describes replacing only the switch holder. To replace the right door open switch, remove and replace the *DCF Dpt door open switch and harness* (JC39-02268A).

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-196 Part information

Part number	Part description
JC90-01385A	DCF (Tray4, 5) right door open switch holder

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) rear cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) rear cover.

1. Remove the Tray 4, 5 cassettes.

2. Remove four screws, and then remove the rear cover.

Figure 5-1896 **Remove the cover**

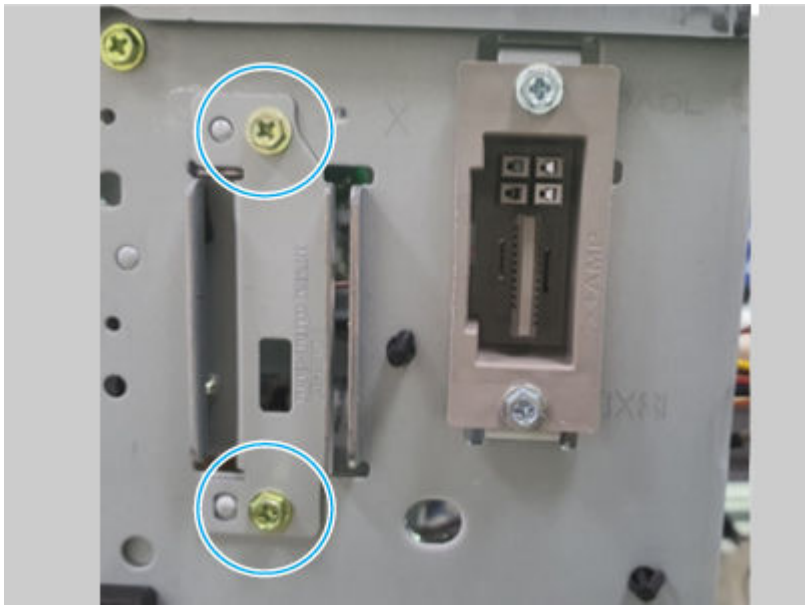


2. Remove the DCF right door open switch holder

Use the following procedure to remove and replace the DCF right door open switch holder.

1. Open the right door.
2. Remove two screws.

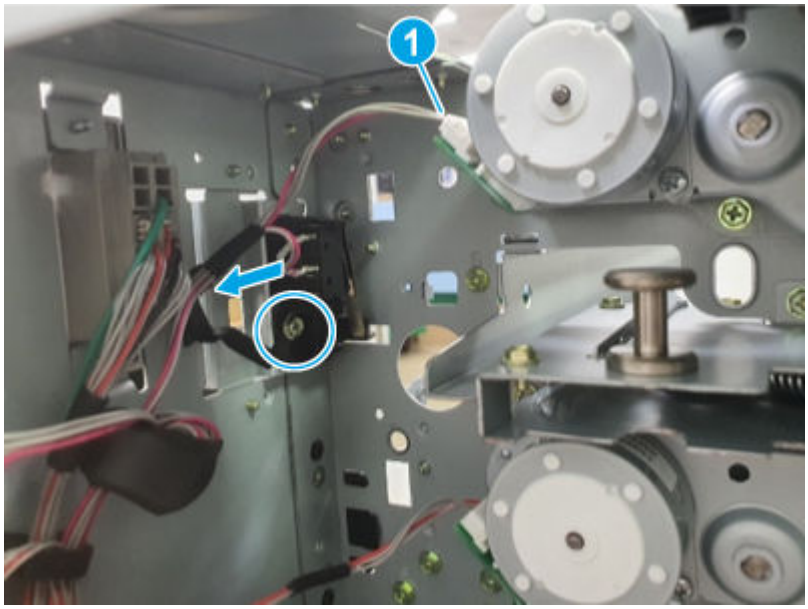
Figure 5-1897 **Remove two screws**



3. Remove one screw and then pull the switch and holder out.

TIP: Disconnect one connector (callout 1) and release the wire harness from retainers as needed to create enough wire harness slack to pull the switch-holder assembly out.

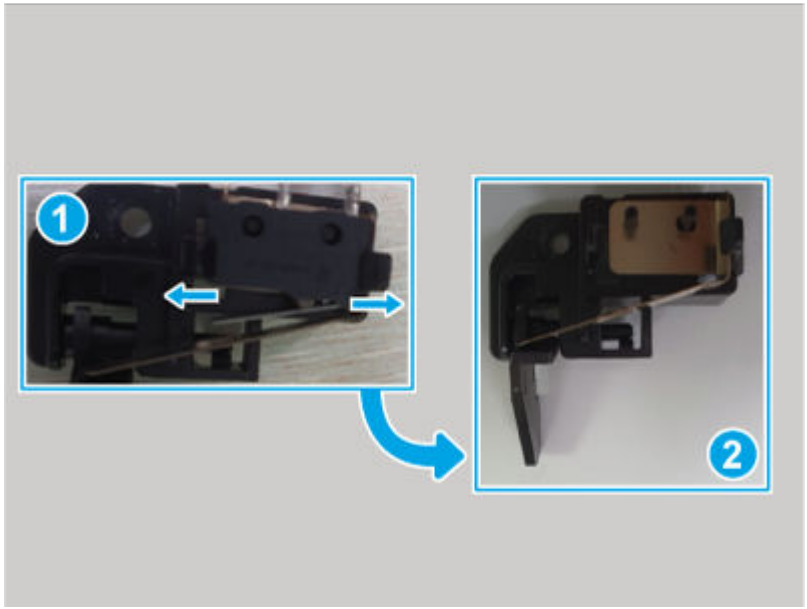
Figure 5-1898 Pull out the switch and holder



4. Release two tabs (callout 1) and then remove the switch from the holder to remove it (callout 2).

NOTE: This step is required to replace the switch holder. To replace the right door open switch, remove the *DCF Dpt door open switch and harness* (JC39-02268A).

Figure 5-1899 Remove the holder



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: DCF IF harness

Learn about removing and replacing the DCF IF harness.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-197 Part information

Part number	Part description
JC39-02606A	DCF IF harness

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) rear cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) rear cover.

1. Remove the Tray 4, 5 cassettes.
2. Remove four screws, and then remove the rear cover.

Figure 5-1900 **Remove the cover**

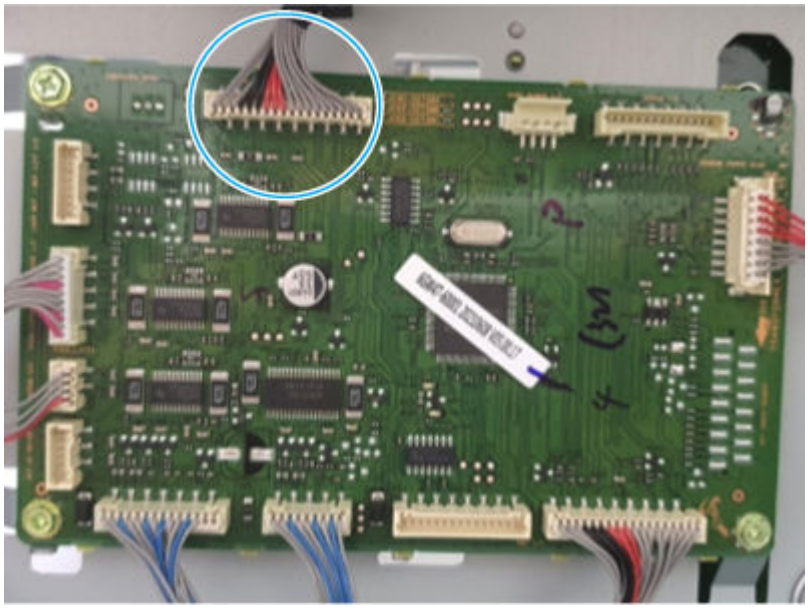


2. Remove the DCF IF harness

Use the following procedure to remove and replace the DCF IF harness.

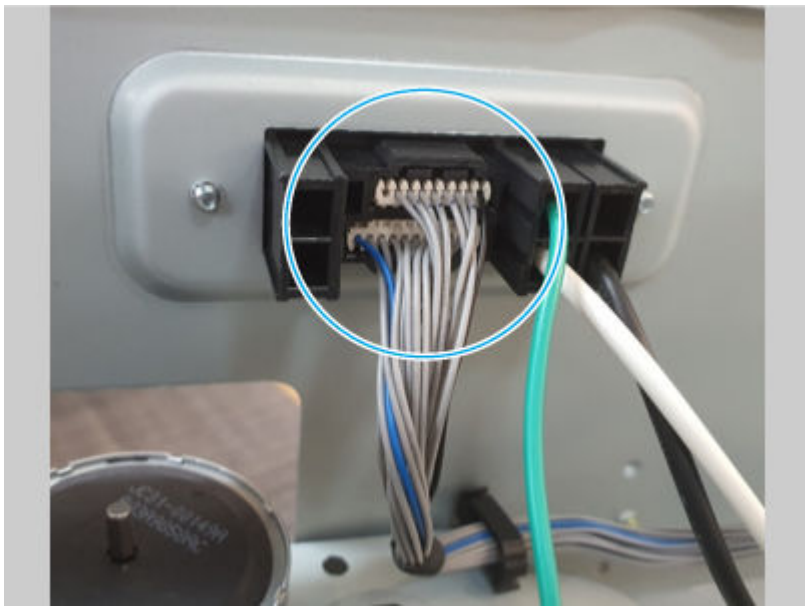
1. Disconnect one connector on the DCF PCA.

Figure 5-1901 **Disconnect one connector**



2. Disconnect two connectors, release retainers as needed, and then remove the DCF IF harness.

Figure 5-1902 **Remove the harness**



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: DCF door open switch sensor and harness

Learn about removing and replacing the DCF door open switch and harness.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-198 Part information

Part number	Part description
JC39-02268A	DCF door open switch and harness

Required tools

- #2 JIS screwdriver with a magnetic tip

- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

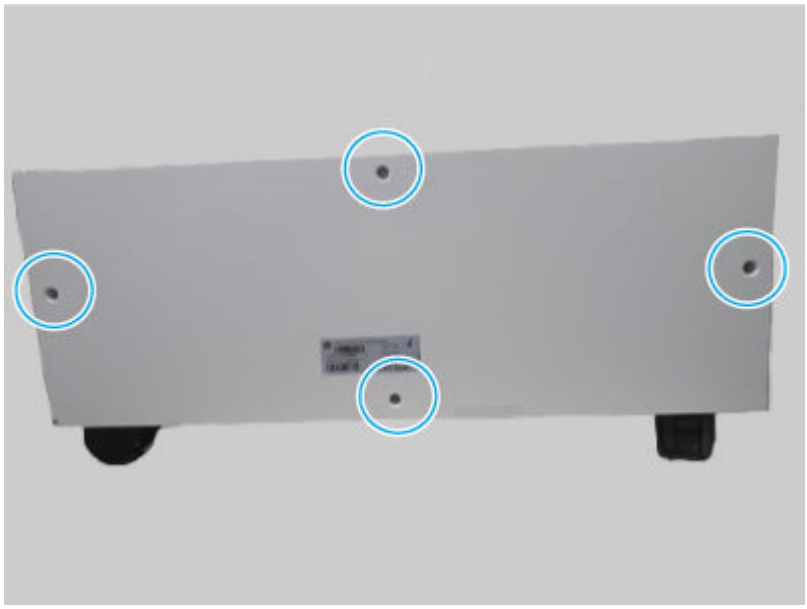
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) rear cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) rear cover.

1. Remove the Tray 4, 5 cassettes.
2. Remove four screws, and then remove the rear cover.

Figure 5-1903 **Remove the cover**



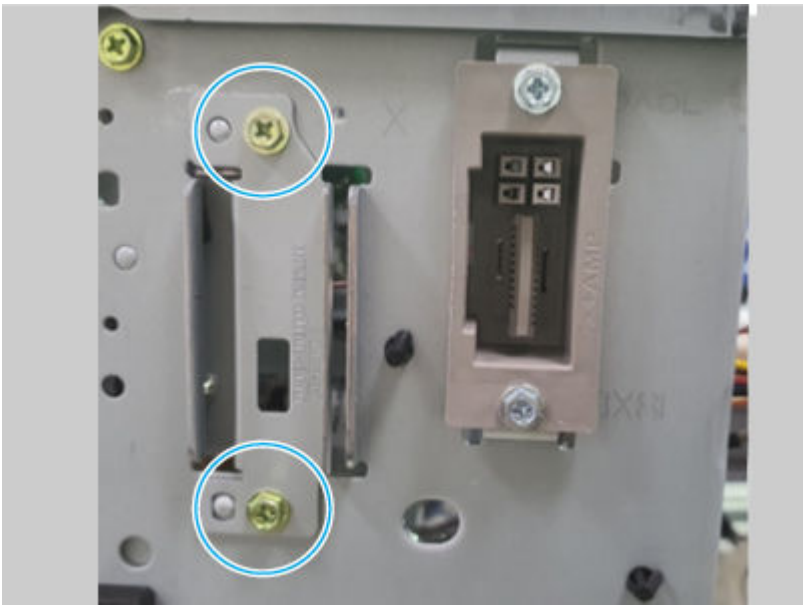
2. Remove the DCF right door open switch holder

Use the following procedure to remove and replace the DCF right door open switch holder.

1. Open the right door.

2. Remove two screws.

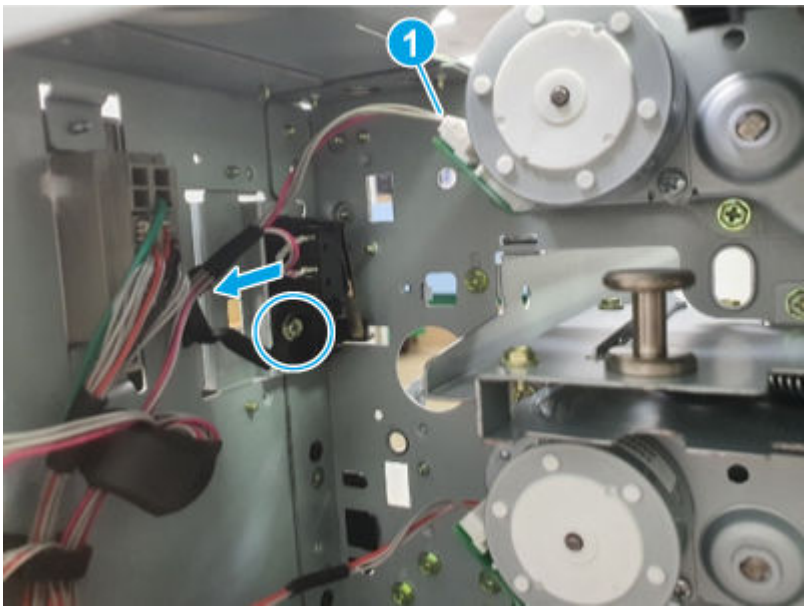
Figure 5-1904 **Remove two screws**



3. Remove one screw and then pull the switch and holder out.

TIP: Disconnect one connector (callout 1) and release the wire harness from retainers as needed to create enough wire harness slack to pull the switch-holder assembly out.

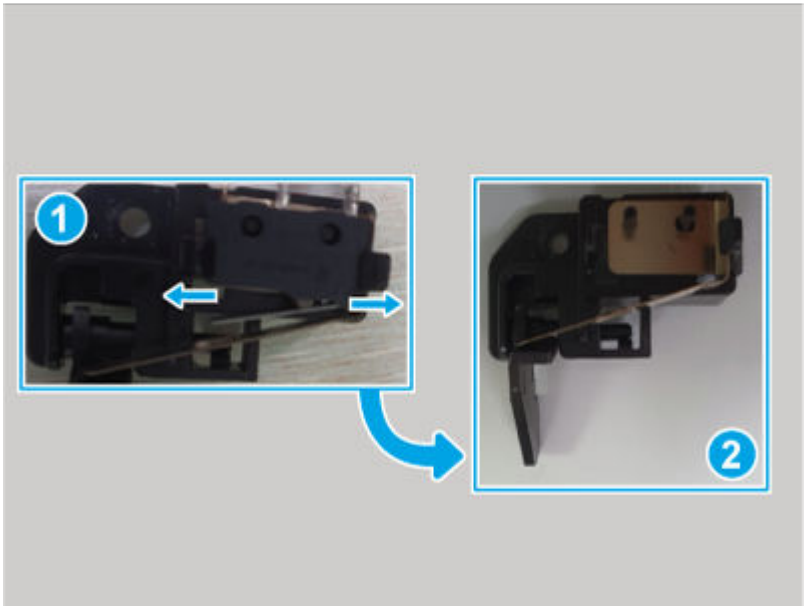
Figure 5-1905 **Pull out the switch and holder**



4. Release two tabs (callout 1) and then remove the switch from the holder to remove it (callout 2).

NOTE: This step is required to replace the switch holder. To replace the right door open switch, remove the *DCF Dpt door open switch and harness* (JC39-02268A).

Figure 5-1906 Remove the holder

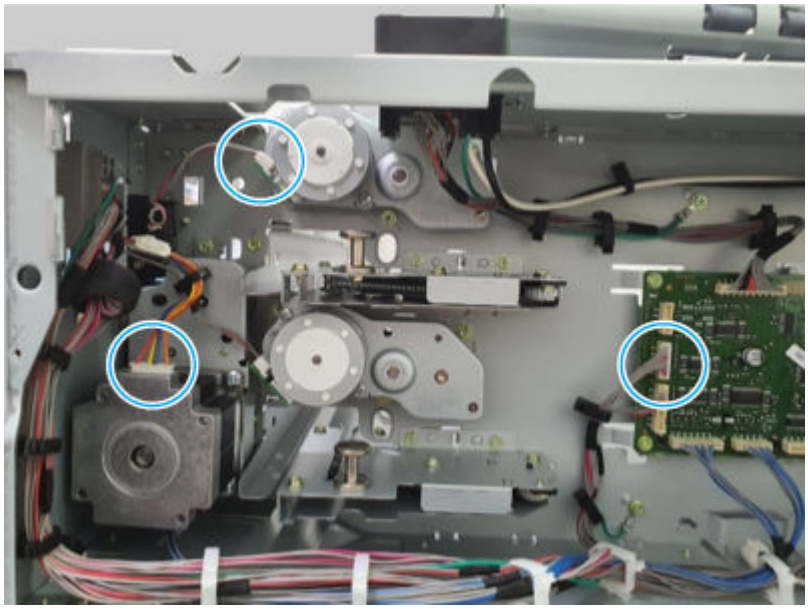


3. Remove the door open switch and harness

Use the following procedure to remove and replace the DCF door open switch and harness.

- Disconnect three connectors, release retainers as needed, and then remove the DCF door open switch and harness.

Figure 5-1907 Remove the harness



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: DCF motor harness 2nd

Learn about removing and replacing the DCF motor harness 2nd.

NOTE: Remove the DCF from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-199 Part information

Part number	Part description
JC39-02268A	DCF motor harness 2nd

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

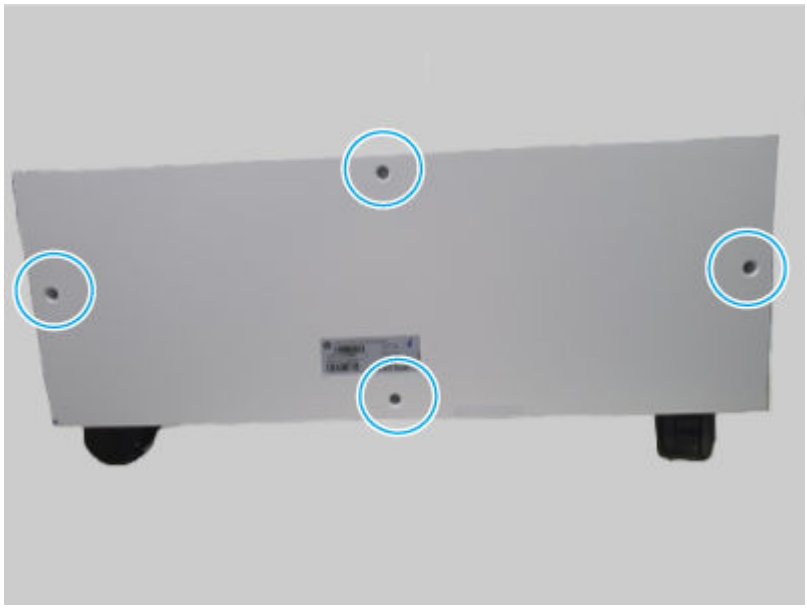
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) rear cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) rear cover.

1. Remove the Tray 4, 5 cassettes.
2. Remove four screws, and then remove the rear cover.

Figure 5-1908 **Remove the cover**

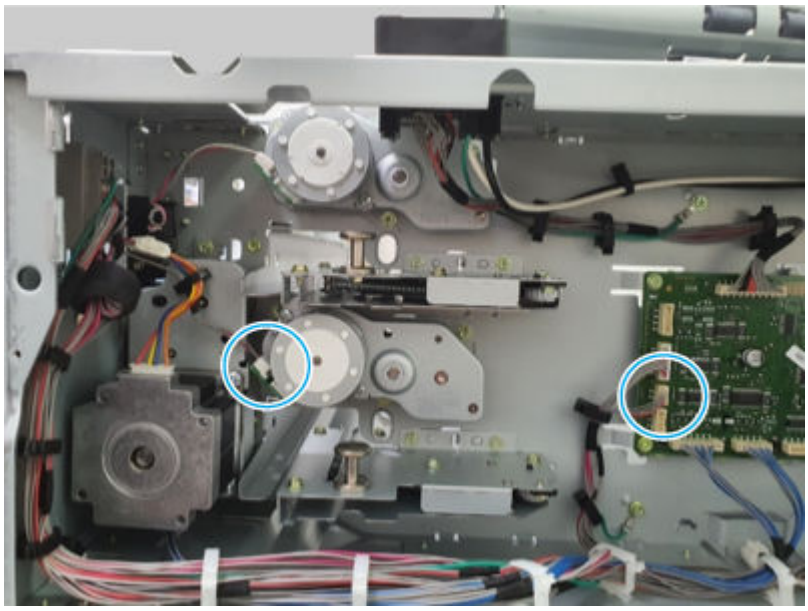


2. Remove the motor harness 2nd

Use the following procedure to remove and replace the DCF motor harness 2nd.

- Disconnect two connectors, release retainers as needed, and then remove the DCF motor harness 2nd.

Figure 5-1909 Remove the harness



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: DCF sensor harness 1st

Learn about removing and replacing the DCF sensor harness 1st.

NOTE: Remove the DCF from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-200 Part information

Part number	Part description
JC39-02271A	DCF sensor harness 1st

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) rear cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) rear cover.

1. Remove the Tray 4, 5 cassettes.

2. Remove four screws, and then remove the rear cover.

Figure 5-1910 **Remove the cover**

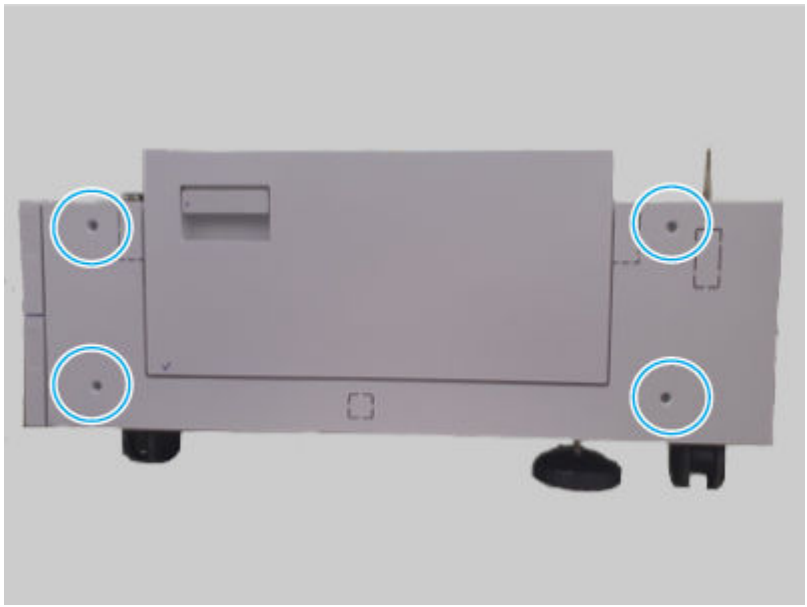


2. Remove the DCF (Tray 4, 5) right cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) right cover.

1. Open the right door.
2. Remove four screws, and then remove the right cover.

Figure 5-1911 **Remove the cover**

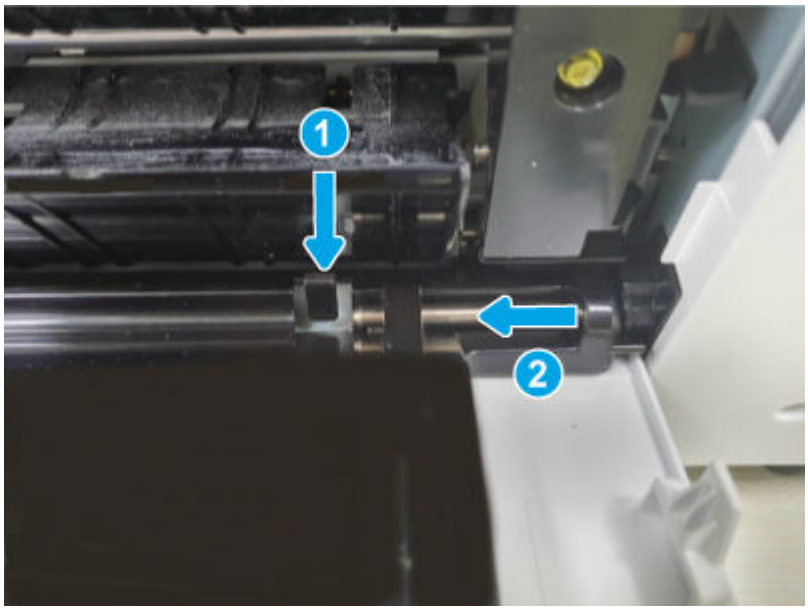


3. Remove the DCF (Tray 4, 5) right door

Use the following procedure to remove and replace the DCF (Tray 4, 5) right door.

- Push down on the hook (callout 1), slide the pin (callout 2) as shown below, and then remove the right door.

Figure 5-1912 **Remove the door**

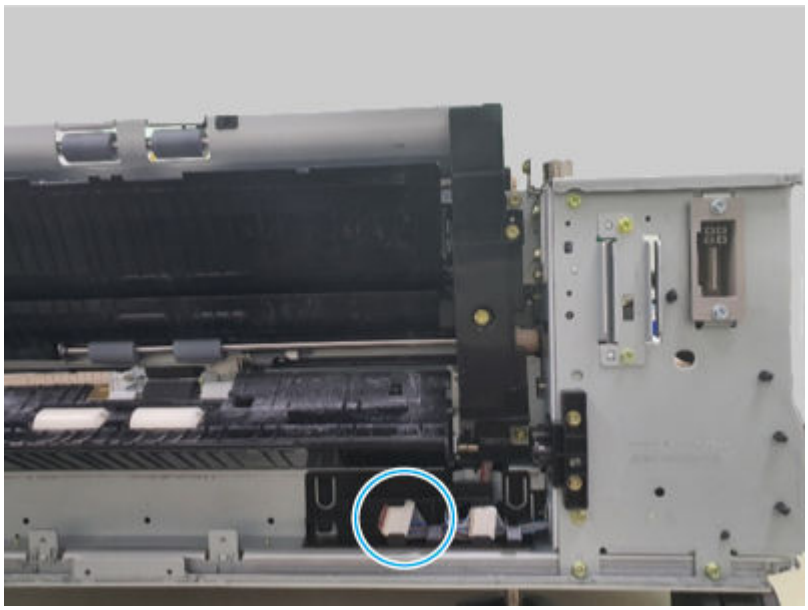


4. Remove the sensor harness 1st

Use the following procedure to remove and replace the DCF sensor harness 1st.

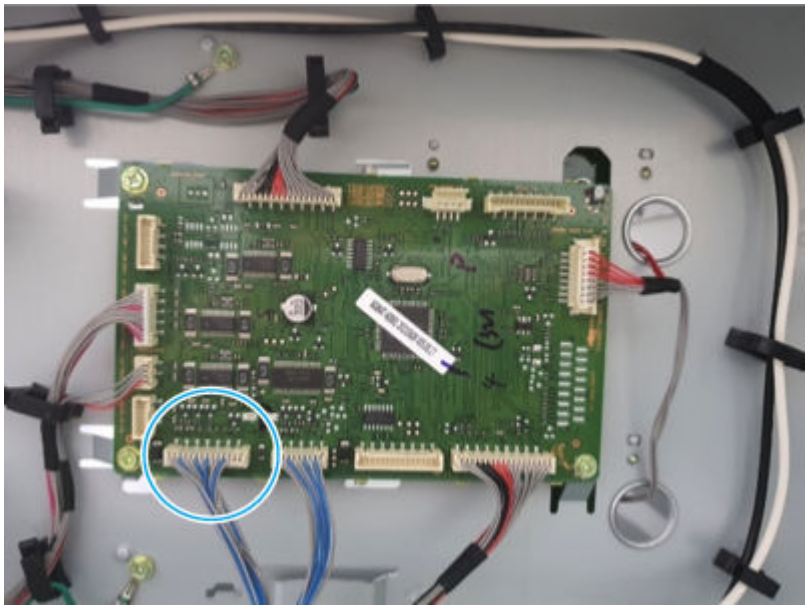
1. Disconnect one connector.

Figure 5-1913 **Disconnect one connector**



2. Disconnect one connector, release retainers as needed, and then remove the DCF sensor harness 1st.

Figure 5-1914 Remove the harness



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: DCF sensor harness 2nd

Learn about removing and replacing the DCF sensor harness 2nd.

NOTE: Remove the DCF from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-201 Part information

Part number	Part description
JC39-02269A	DCF sensor harness 2nd

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the DCF (Tray 4, 5) rear cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) rear cover.

1. Remove the Tray 4, 5 cassettes.

2. Remove four screws, and then remove the rear cover.

Figure 5-1915 **Remove the cover**

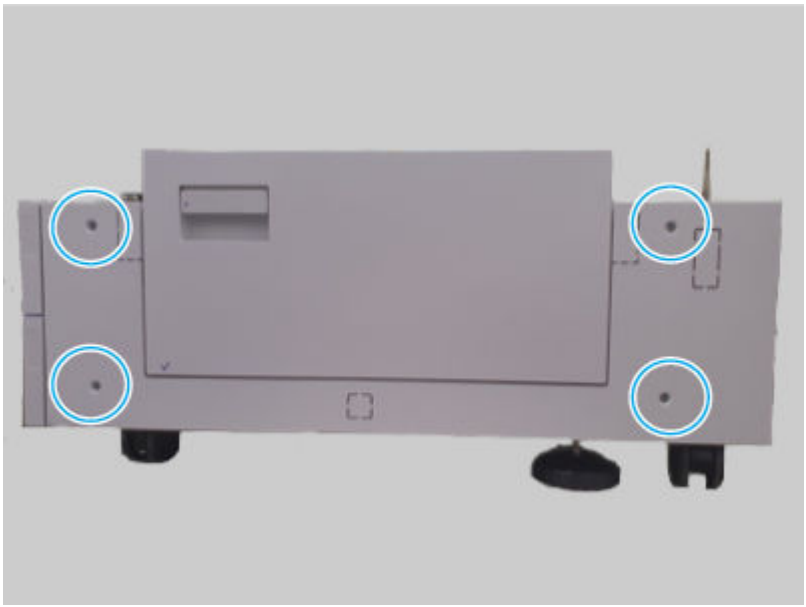


2. Remove the DCF (Tray 4, 5) right cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) right cover.

1. Open the right door.
2. Remove four screws, and then remove the right cover.

Figure 5-1916 **Remove the cover**

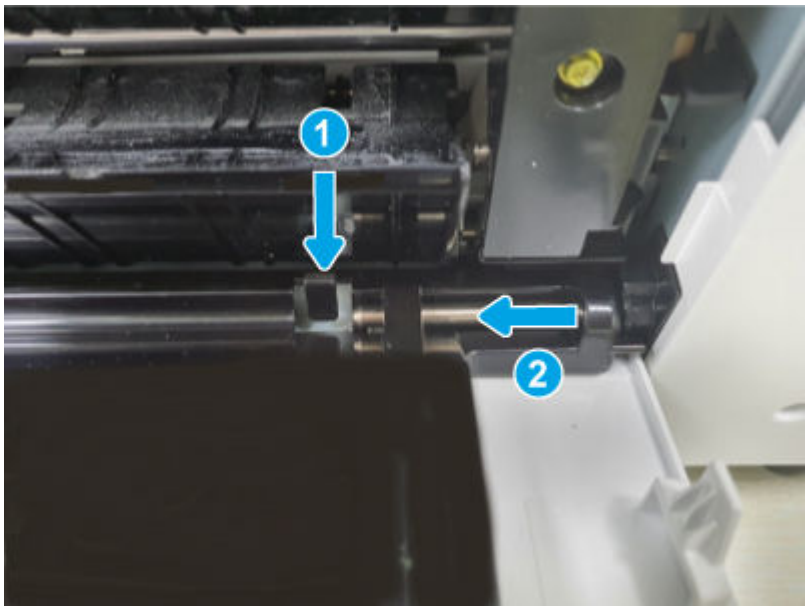


3. Remove the DCF (Tray 4, 5) right door

Use the following procedure to remove and replace the DCF (Tray 4, 5) right door.

- Push down on the hook (callout 1), slide the pin (callout 2) as shown below, and then remove the right door.

Figure 5-1917 Remove the door

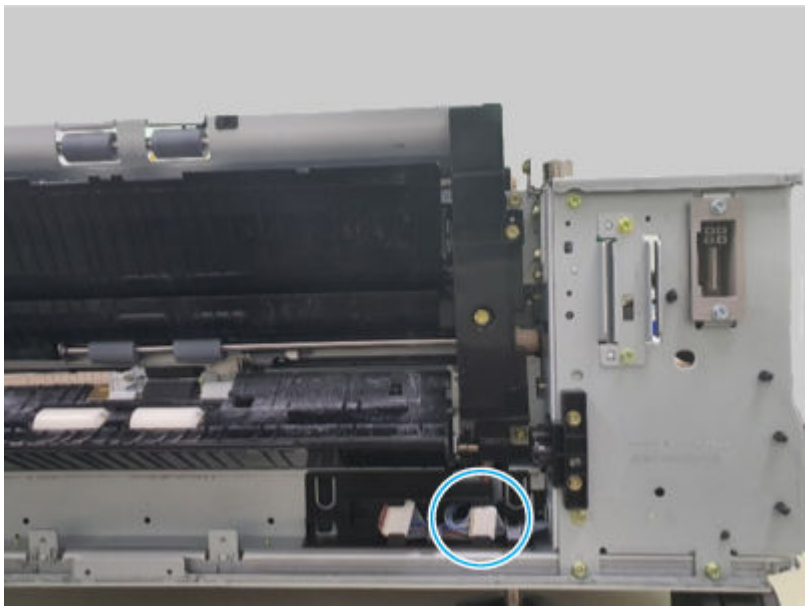


4. Remove the sensor harness 2nd

Use the following procedure to remove and replace the DCF sensor harness 2nd.

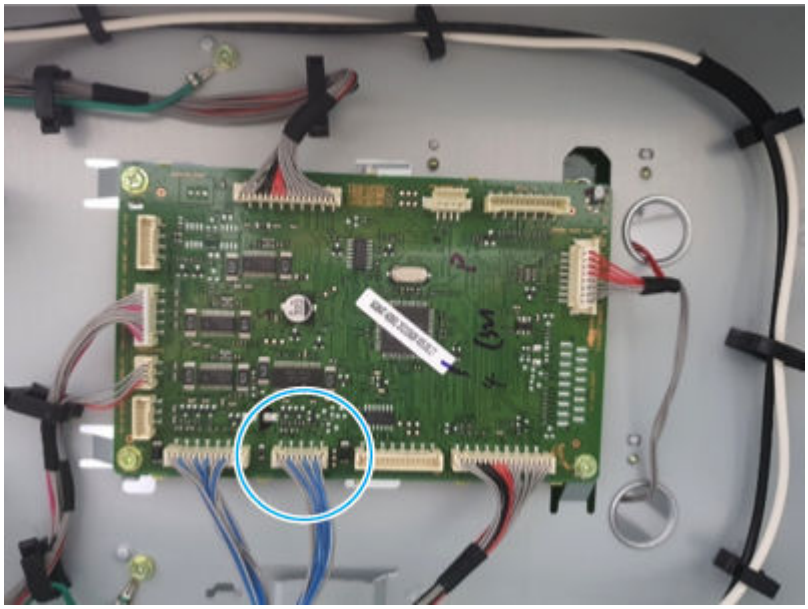
1. Disconnect one connector.

Figure 5-1918 Disconnect one connector



2. Disconnect one connector, release retainers as needed, and then remove the DCF sensor harness 2nd.

Figure 5-1919 Remove the harness



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: DCF size harness

Learn about removing and replacing the DCF size harness.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-202 Part information

Part number	Part description
JC39-02275A	DCF size harness

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

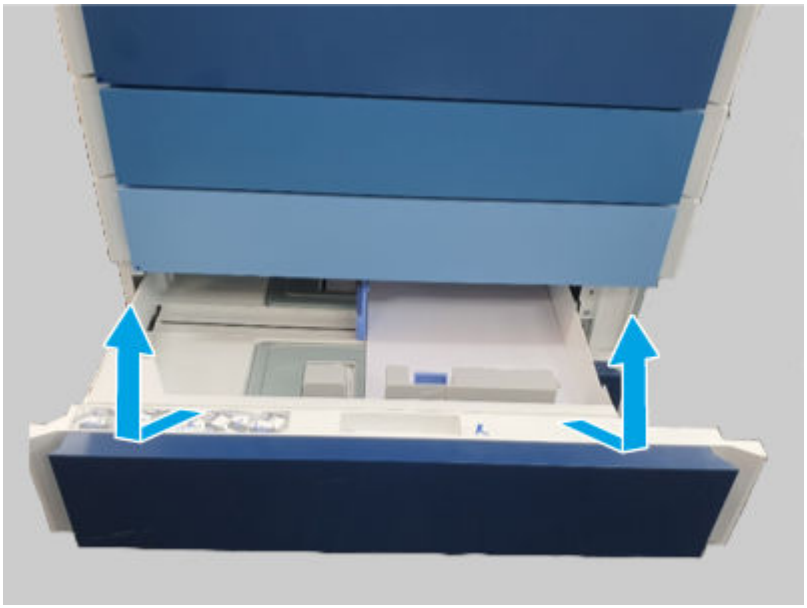
Remove the Tray 4, 5 cassette

Use the following procedure to remove and replace the DCF tray cassette.

NOTE: The procedure for removing a cassette is the same for Tray 4 or Tray 5.

- Partially pull the tray cassette out of the DCF, lift the front edge up, and then remove the cassette.

Figure 5-1920 **Remove the cassette**



Remove the DCF (Tray 4, 5) rear cover

Use the following procedure to remove and replace the DCF (Tray 4, 5) rear cover.

1. Remove the Tray 4, 5 cassettes.
2. Remove four screws, and then remove the rear cover.

Figure 5-1921 **Remove the cover**

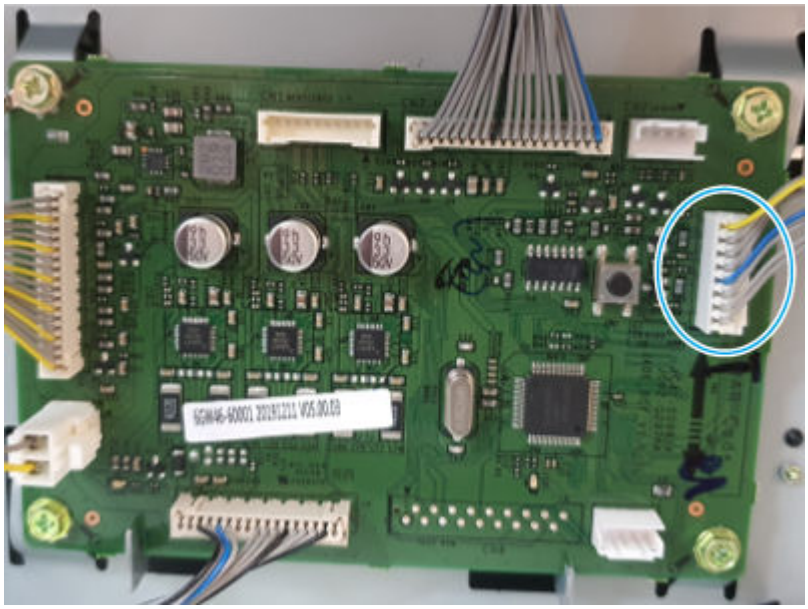


Remove the size harness

Use the following procedure to remove and replace the DCF size harness.

1. Disconnect one connector.

Figure 5-1922 **Disconnect one connector**



2. Disconnect two connectors (inside the tray cavity), release retainers as needed, and then remove the DCF size harness (from the rear of the DCF).

Figure 5-1923 **Remove the harness**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Output device

Learn about output device parts removal and replacement.

Stapler/stacker and (or) Booklet finisher

Learn about external finisher stapler/stacker or booklet finishers parts removal and replacement.

Cover

Review the external finisher cover removal procedures.

Removal and replacement: Front door

Learn about removing and replacing the external finisher front door.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-203 Part information

Part number	Part description
5QK09-60106	Front door

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

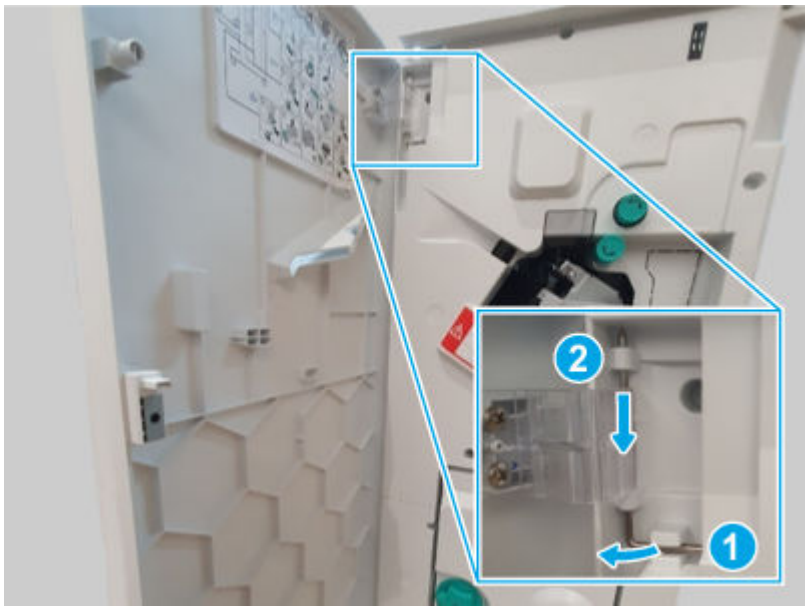
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

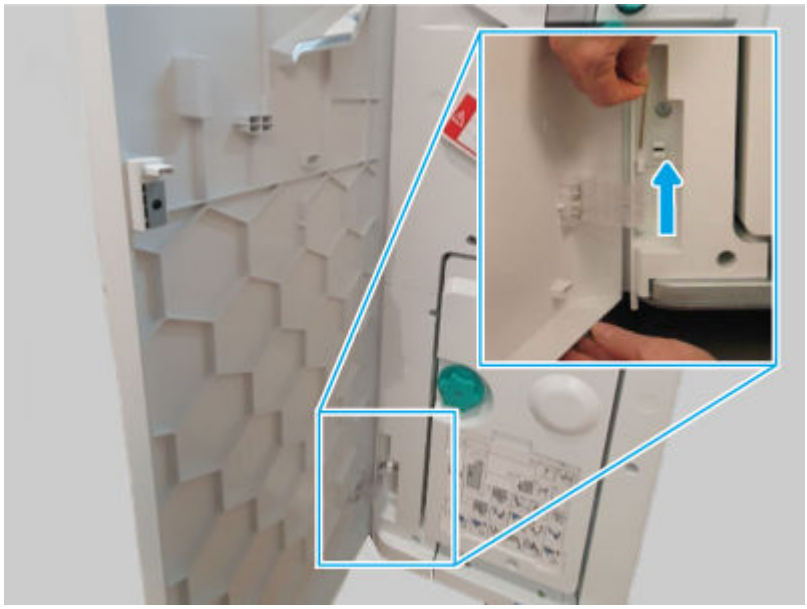
1. Release, and then remove the upper hinge pin.

Figure 5-1924 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1925 Remove the door



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Caster cover

Learn about removing and replacing the external finisher caster cover.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-204 Part information

Part number	Part description
8GS05-40018	Caster cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

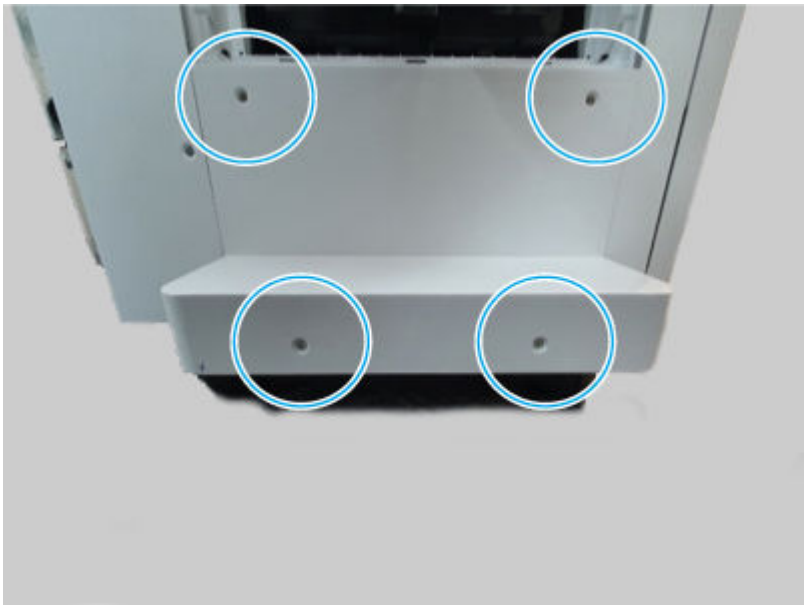
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher caster cover

Use the following procedure to remove and replace the external finisher caster cover.

- Remove four screws, and then remove the caster cover.

Figure 5-1926 **Remove the cover**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Left lower cover

Learn about removing and replacing the external finisher left lower cover.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-205 Part information

Part number	Part description
8GS05-60122	Left lower cover (stacker)
8GS05-60124	Left lower cover (booklet)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

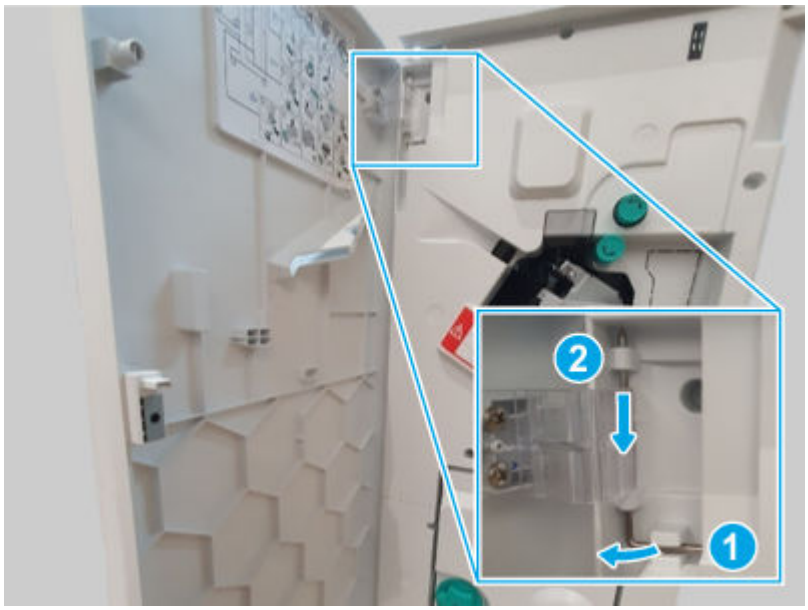
Print any pages necessary to make sure the printer is functioning correctly.

Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

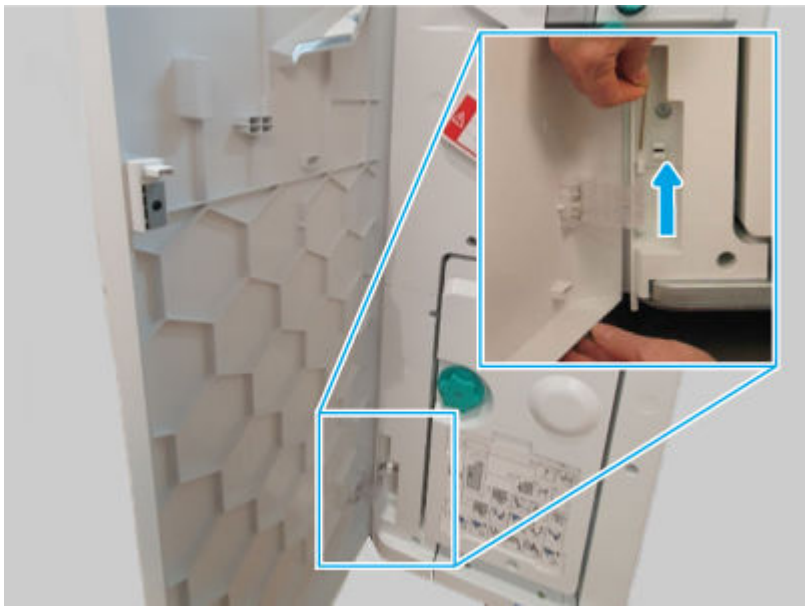
1. Release, and then remove the upper hinge pin.

Figure 5-1927 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1928 **Remove the door**



Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

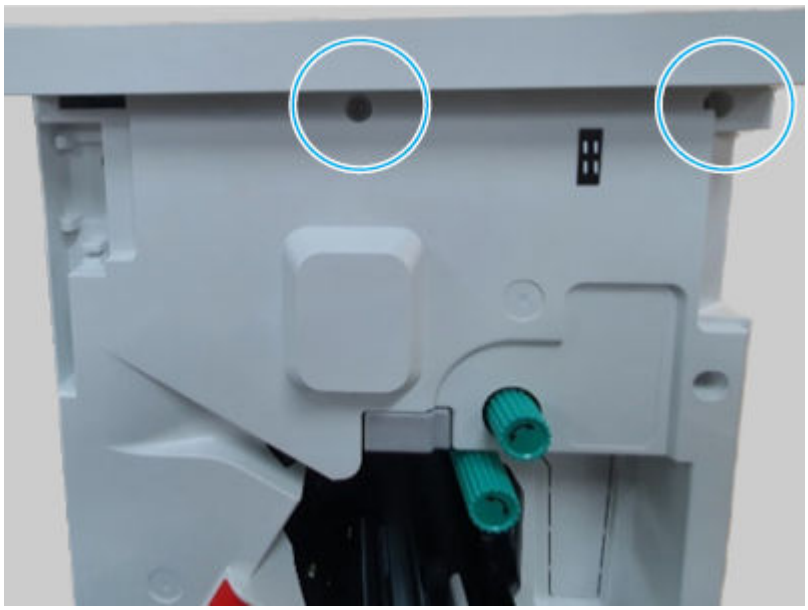
1. Remove three screws.

Figure 5-1929 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-1930 **Remove the cover**

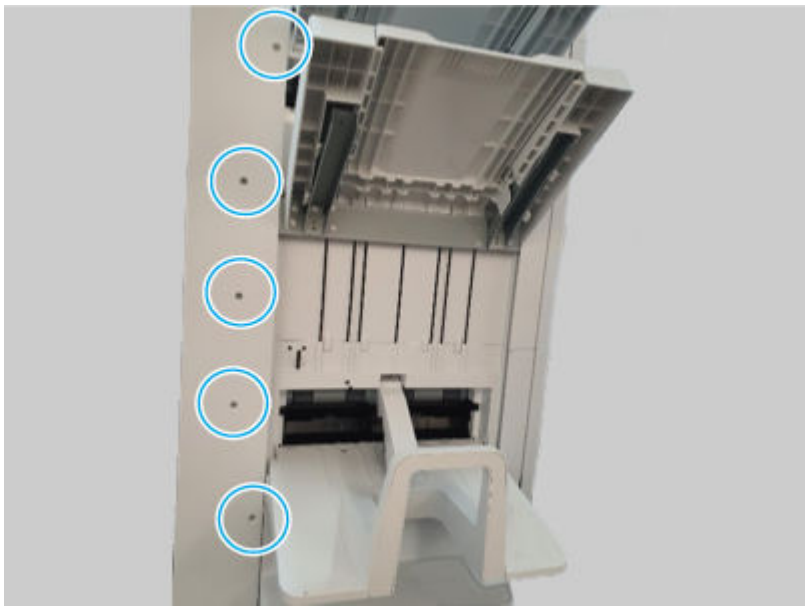


Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

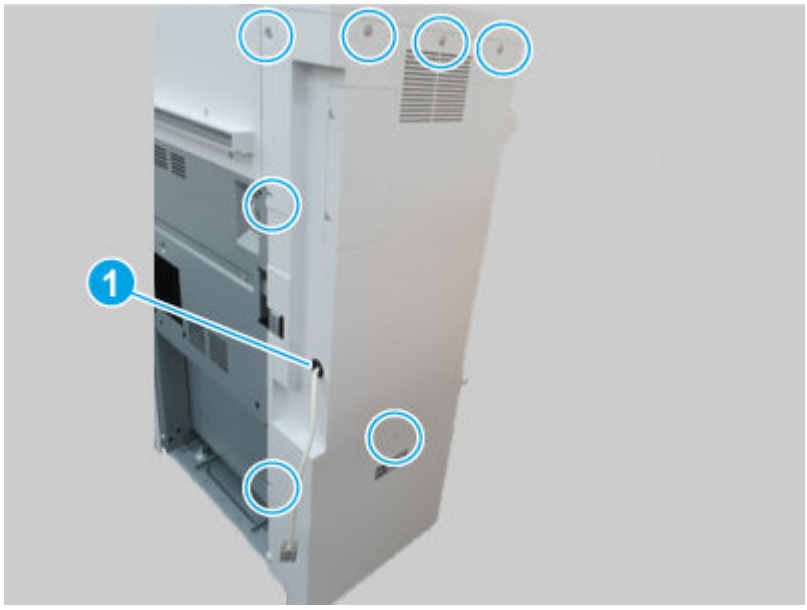
Figure 5-1931 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1932 **Remove the cover**

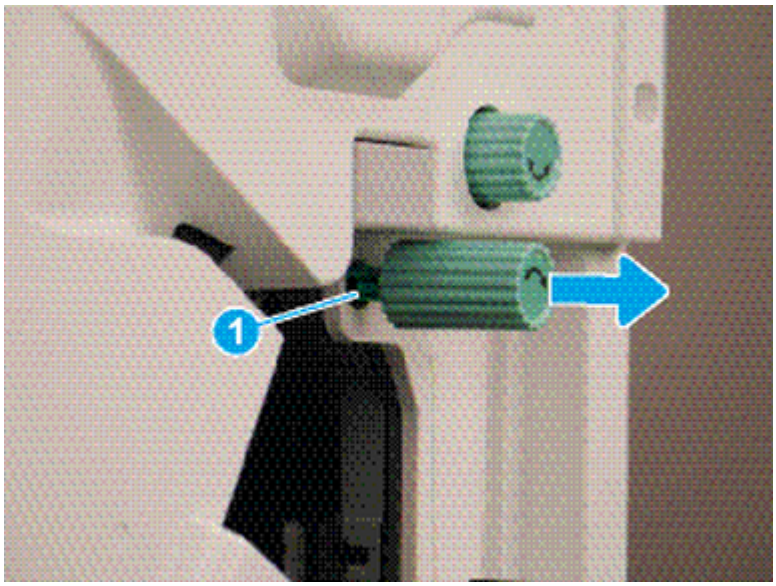


Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

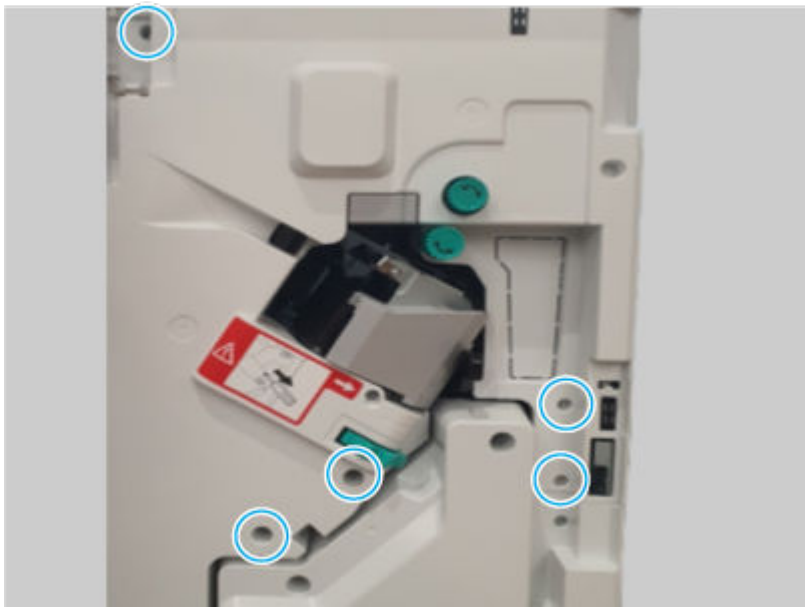
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1933 **Remove the knob**



2. Remove five screws, and then remove the front cover.

Figure 5-1934 **Remove the cover**



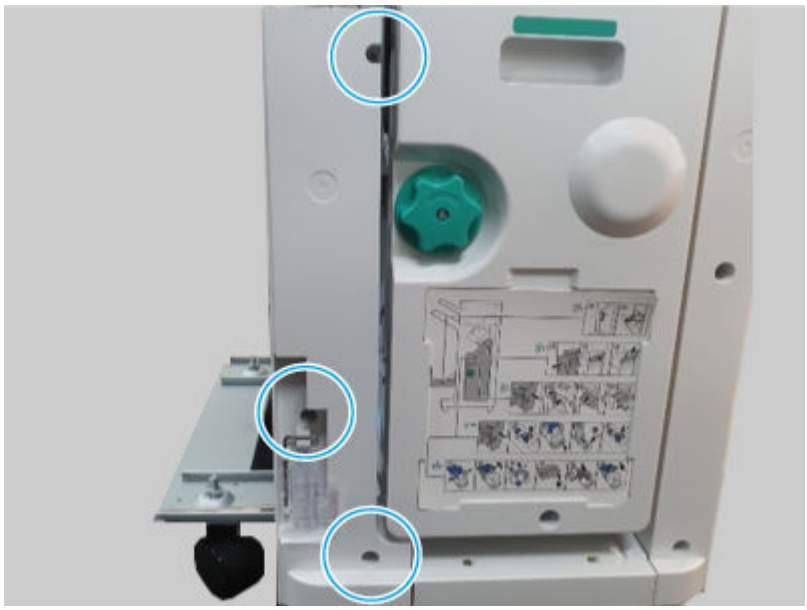
Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.

2. Remove three screws, and then remove the front lower left cover.

Figure 5-1935 Remove the cover

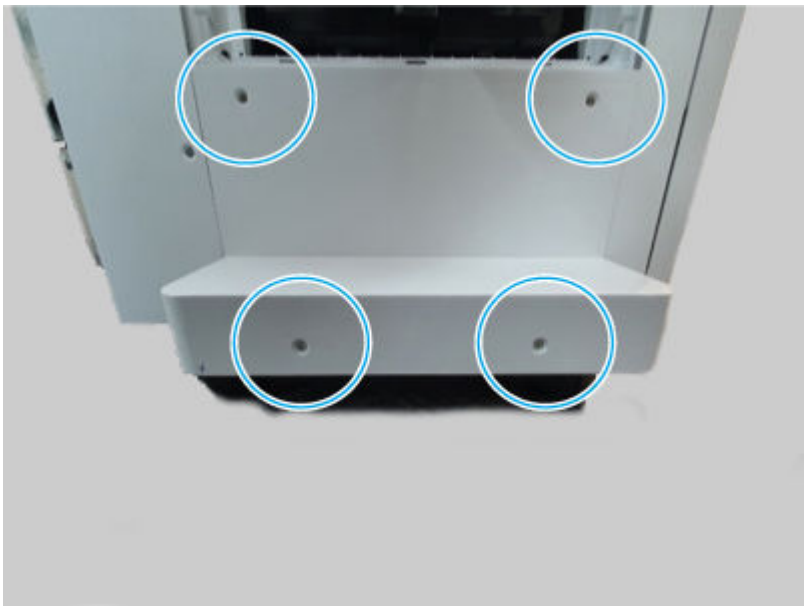


Remove the external finisher caster cover

Use the following procedure to remove and replace the external finisher caster cover.

- Remove four screws, and then remove the caster cover.

Figure 5-1936 Remove the cover

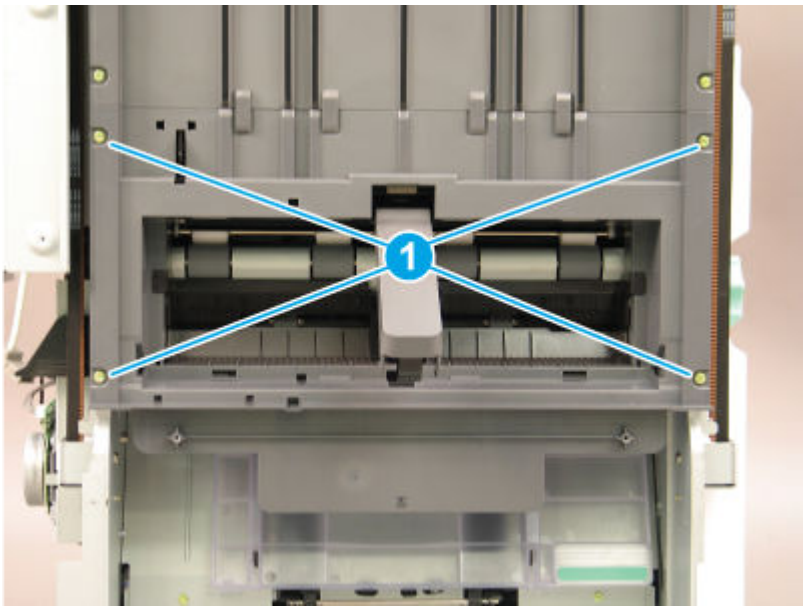


Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-1937 Remove four screws

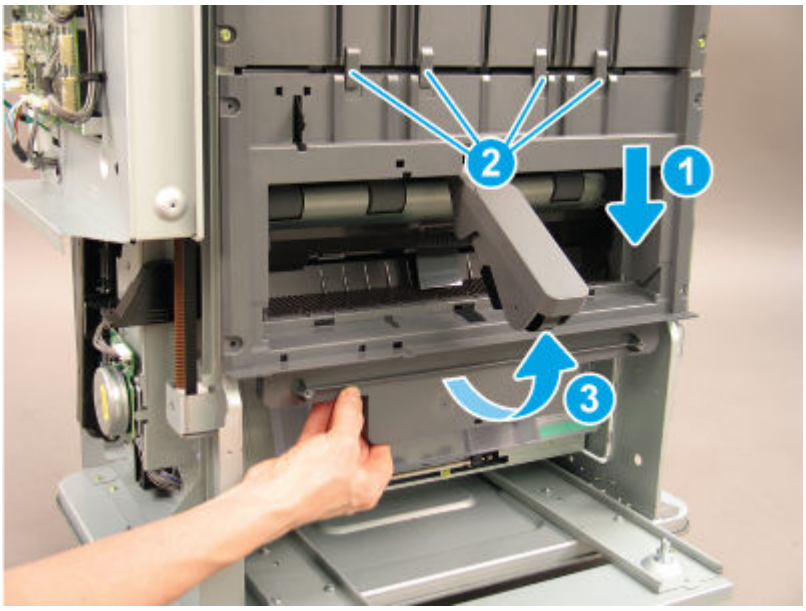


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

⚠ CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

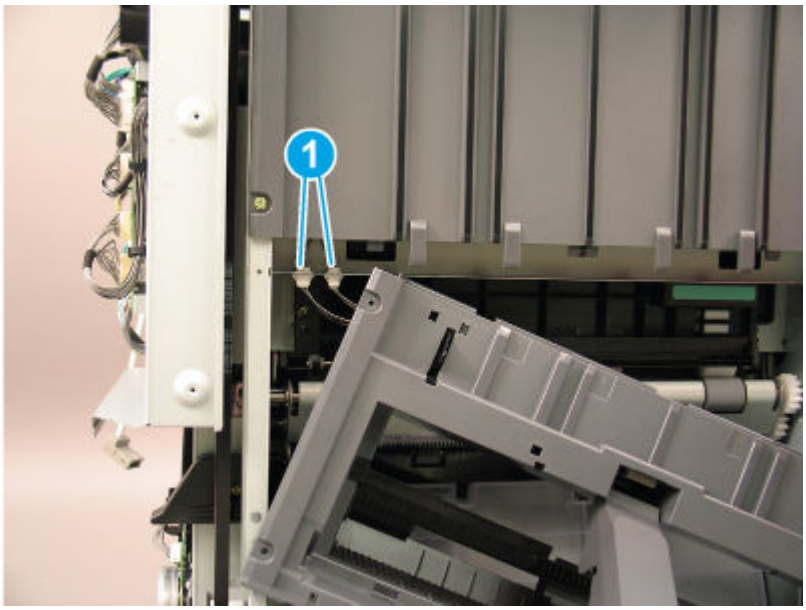
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-1938 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-1939 **Remove the cover**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Left lower cover

Learn about removing and replacing the external finisher left lower cover.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-206 Part information

Part number	Part description
5QK09-60106	Left lower cover (stacker)
8GS05-60124	Left lower cover (booklet)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Removal and replacement: Left upper cover

Learn about removing and replacing the external finisher left upper cover.

Mean time to repair: 15 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-207 Part information

Part number	Part description
8GS05-60118	Left upper cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

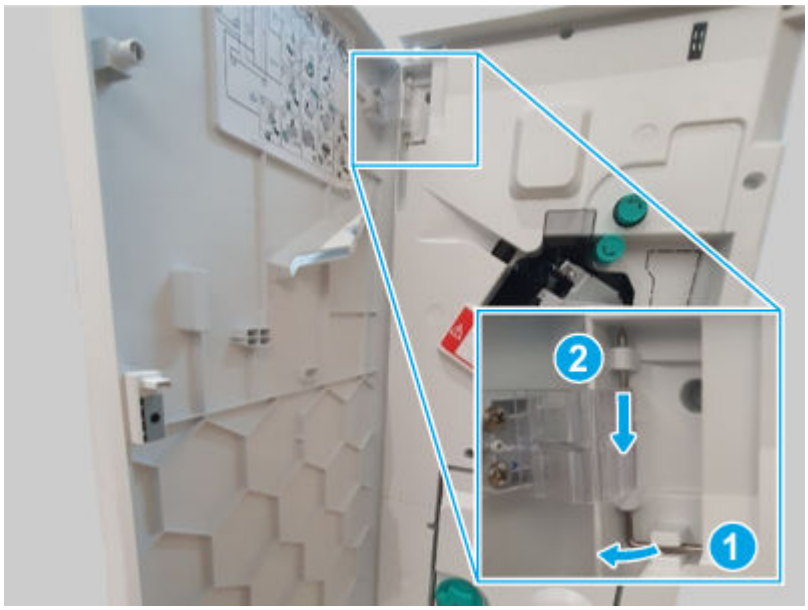
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

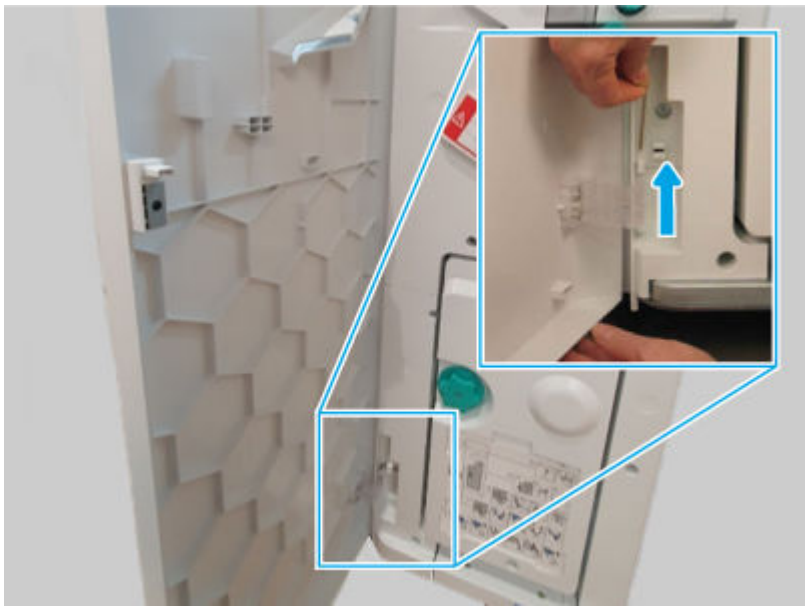
1. Release, and then remove the upper hinge pin.

Figure 5-1940 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1941 **Remove the door**



2. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

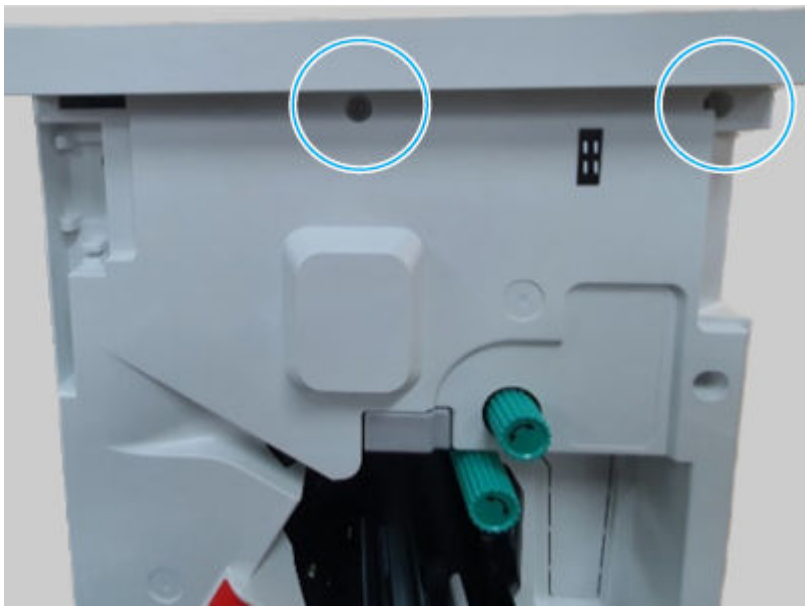
1. Remove three screws.

Figure 5-1942 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-1943 **Remove the cover**

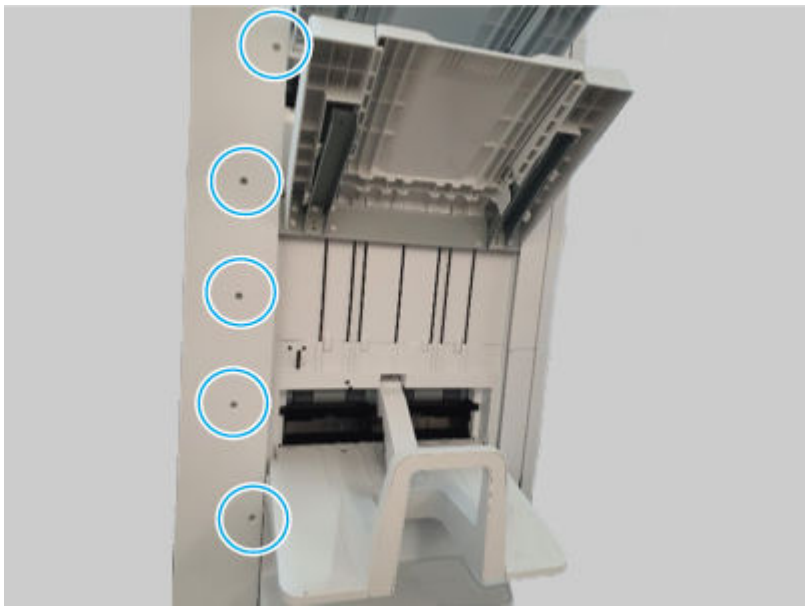


3. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

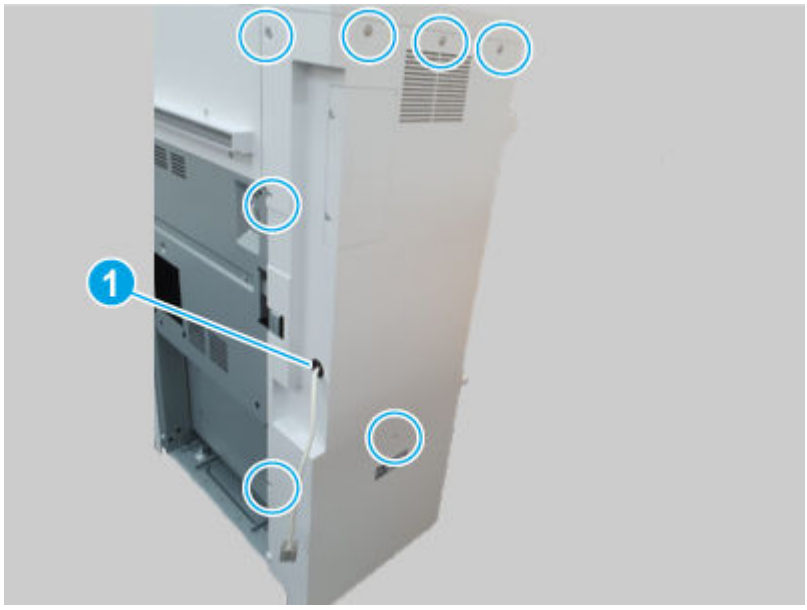
Figure 5-1944 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1945 **Remove the cover**

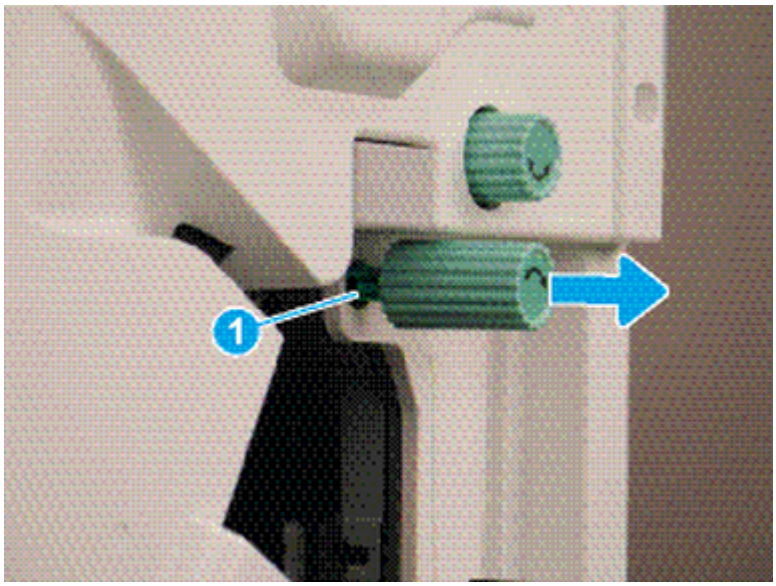


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

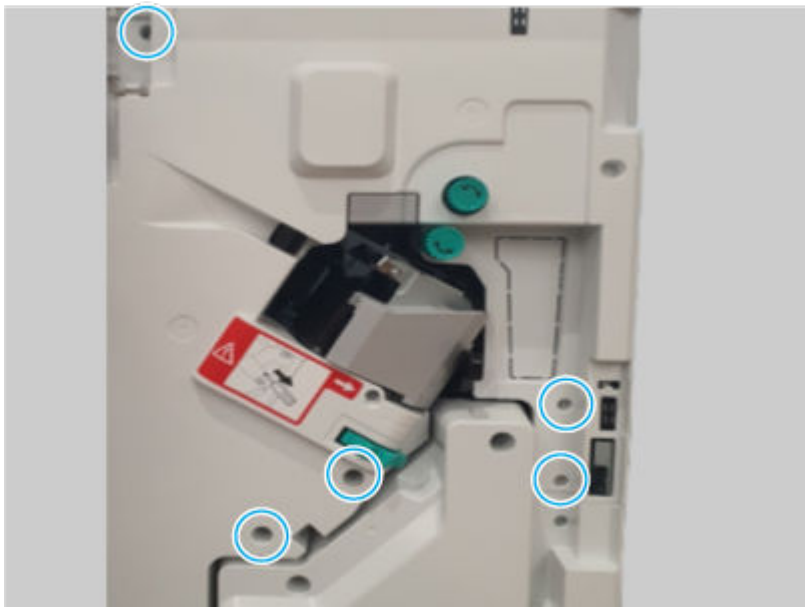
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1946 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1947 Remove the cover



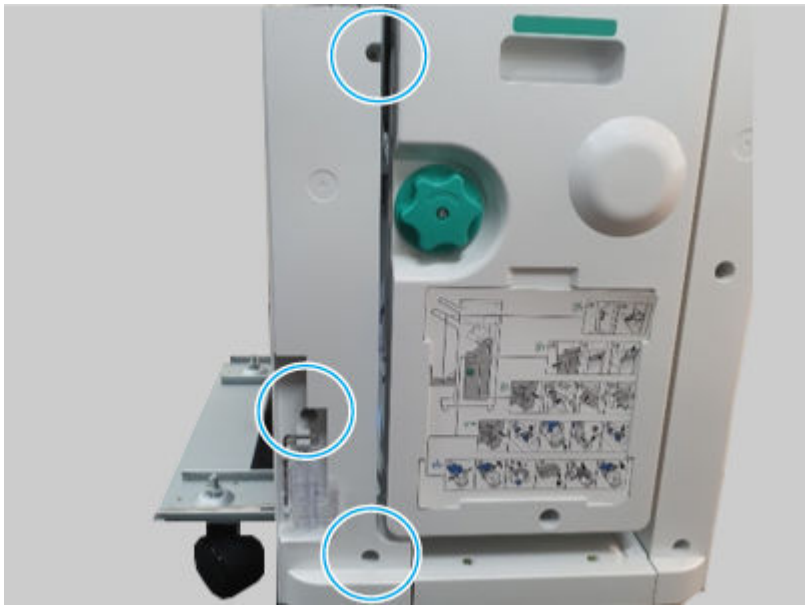
5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.

2. Remove three screws, and then remove the front lower left cover.

Figure 5-1948 Remove the cover

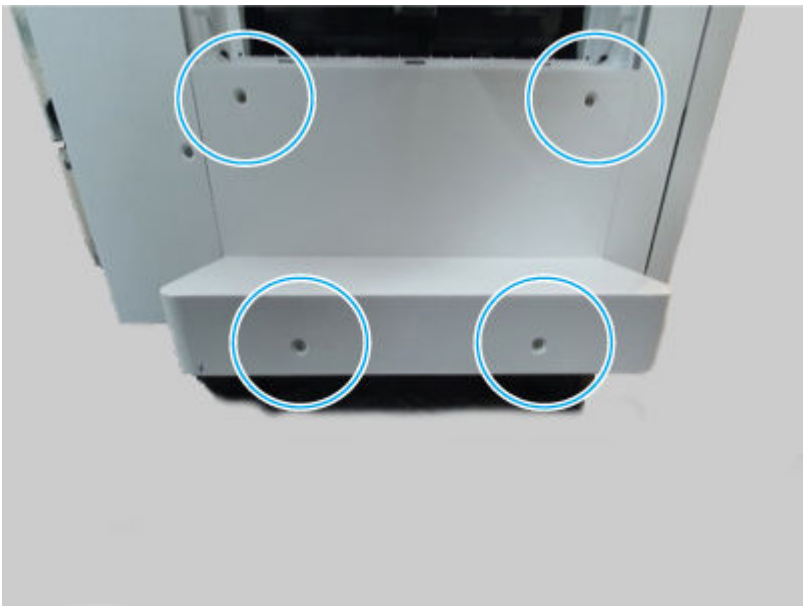


6. Remove the external finisher caster cover

Use the following procedure to remove and replace the external finisher caster cover.

- Remove four screws, and then remove the caster cover.

Figure 5-1949 Remove the cover

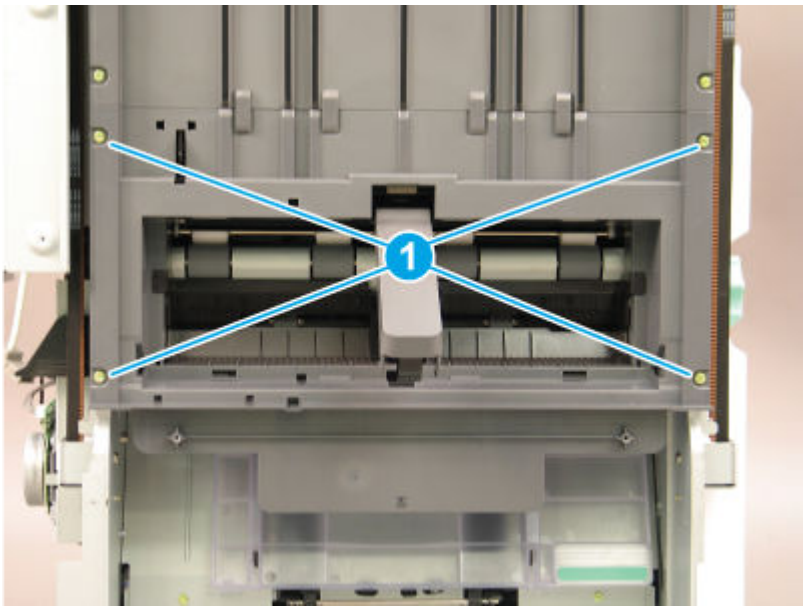


7. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-1950 Remove four screws

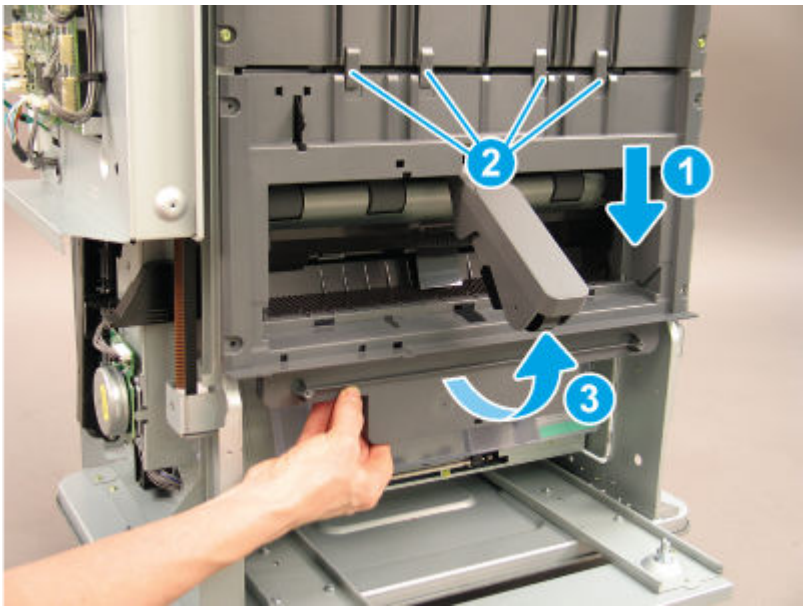


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

⚠ CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

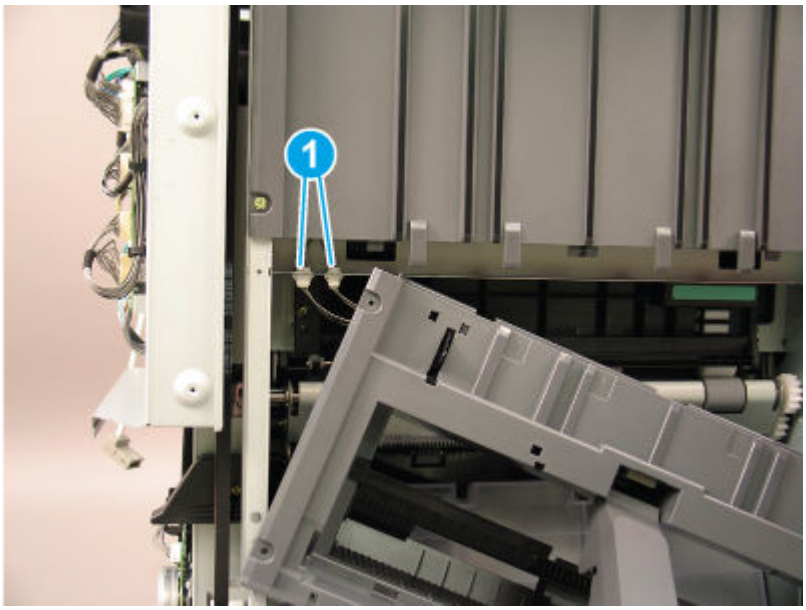
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-1951 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-1952 Remove the cover

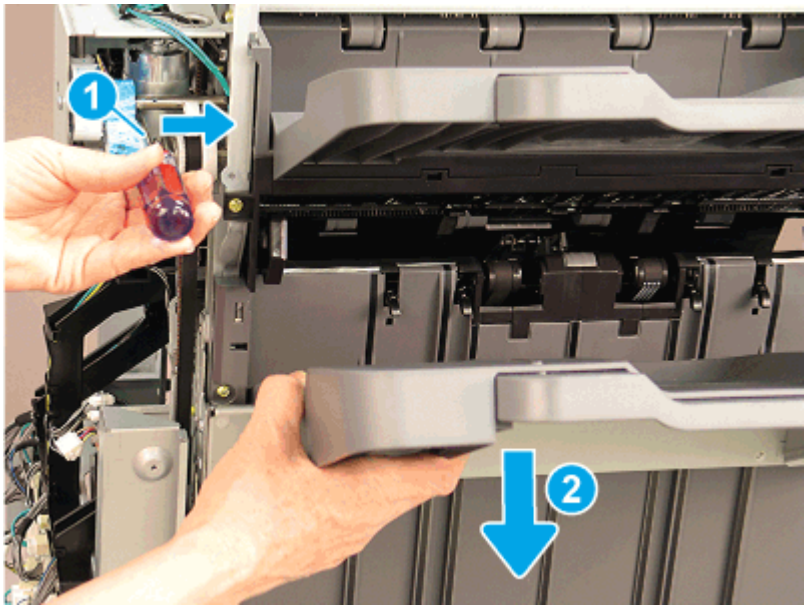


8. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

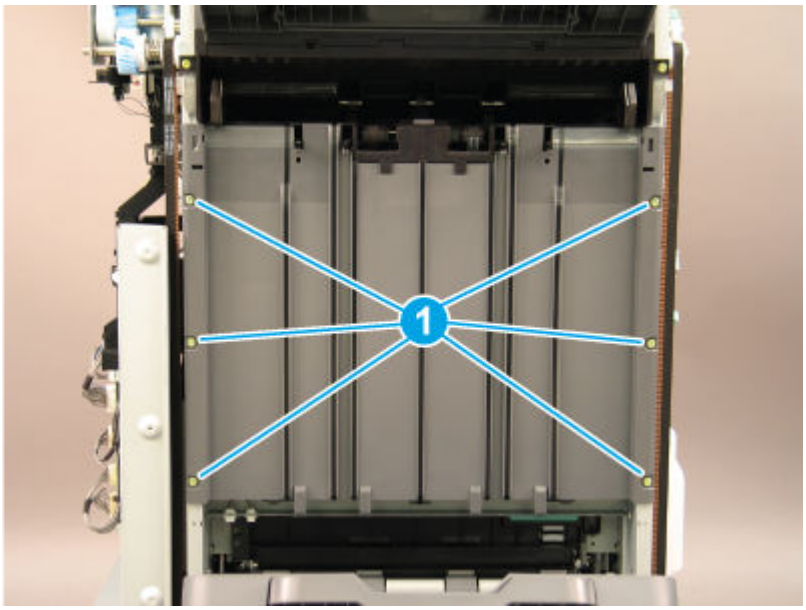
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-1953 Lower the tray



2. Remove six screws (callout 1).

Figure 5-1954 **Remove six screws**

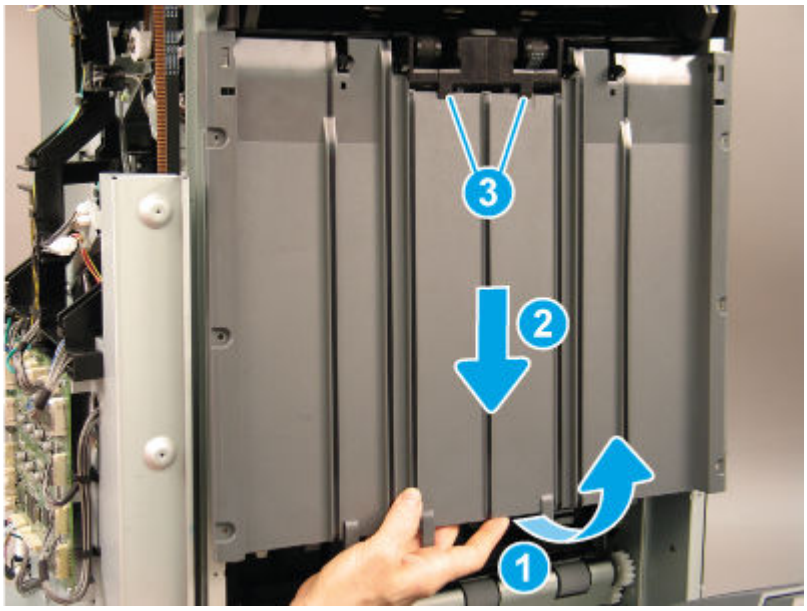


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

⚠ **CAUTION:** The cover is still attached to the finisher. Do not attempt to completely remove the cover.

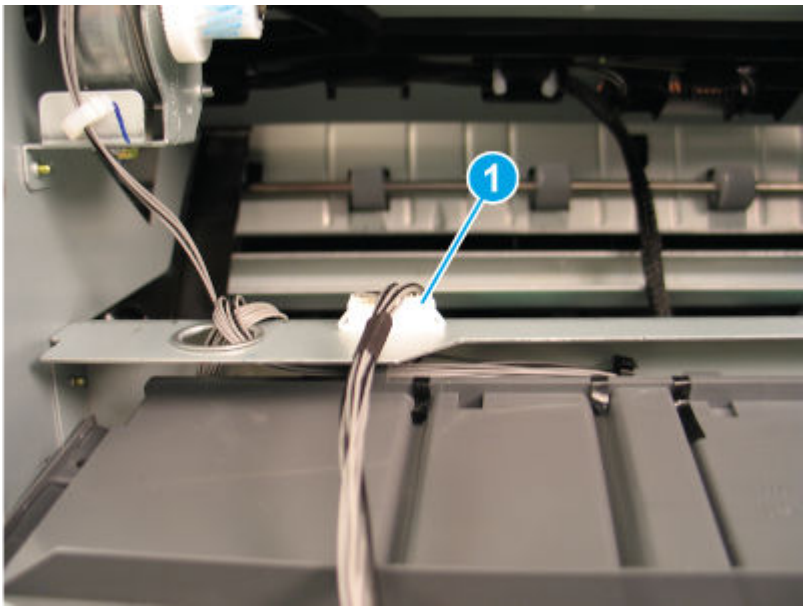
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-1955 **Release the cover**



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-1956 **Remove the cover**



9. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Booklet output tray

Learn about removing and replacing the external finisher booklet output tray.

Mean time to repair: 2 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-208 Part information

Part number	Part description
8GS05-60126	Booklet output tray

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

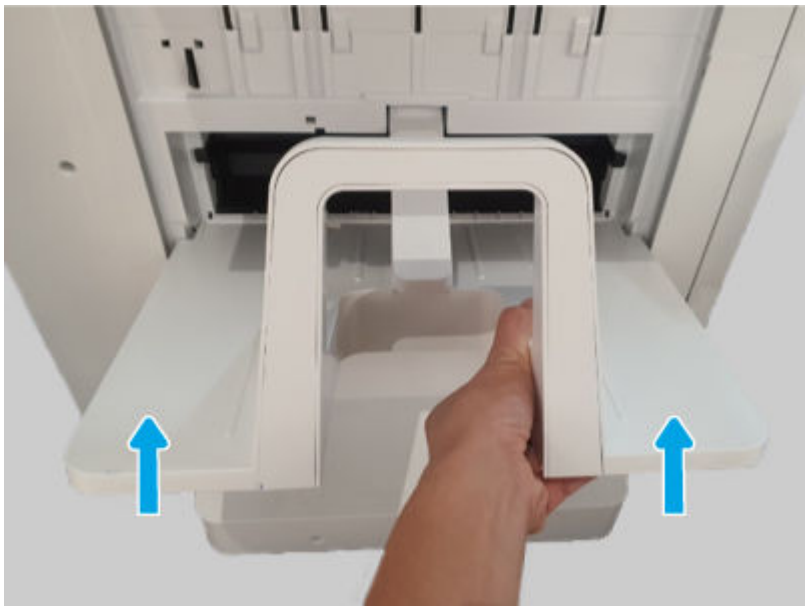
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher booklet output tray

Use the following procedure to remove and replace the external finisher booklet output tray.

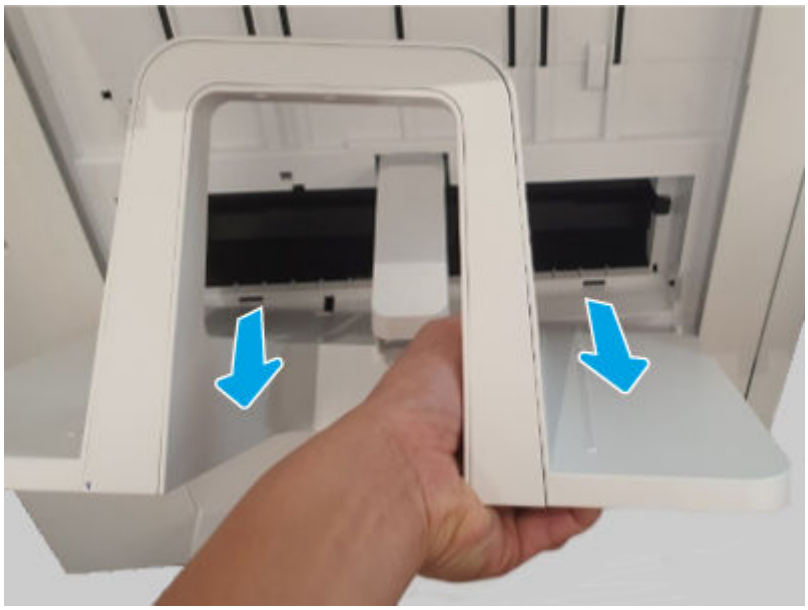
1. Rotate the tray up.

Figure 5-1957 **Rotate the tray**



2. Pull the booklet output tray out and away from the finisher to remove it.

Figure 5-1958 **Remove the tray**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Top output tray

Learn about removing and replacing the external finisher top output tray.

Mean time to repair: 1 minute

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-209 Part information

Part number	Part description
5QK09-40027	Top output tray

Required tools

- #2 JIS screwdriver with a magnetic tip

- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

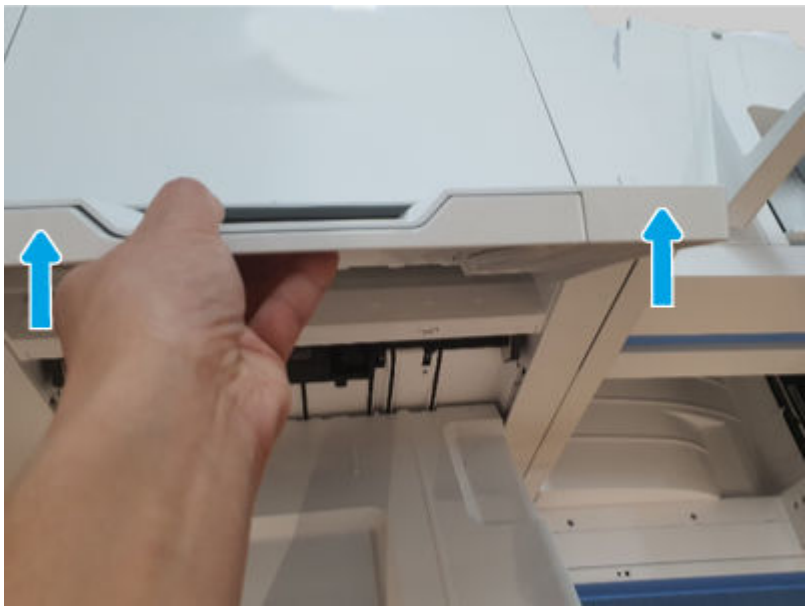
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher top output tray

Use the following procedure to remove and replace the external finisher top output tray.

1. Rotate the tray up.

Figure 5-1959 Rotate the tray



2. Pull the top output tray out and away from the finisher to remove it.

Figure 5-1960 **Remove the tray**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Main output tray

Learn about removing and replacing the external finisher main output tray.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-210 Part information

Part number	Part description
5QK09-40028	Main output tray

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

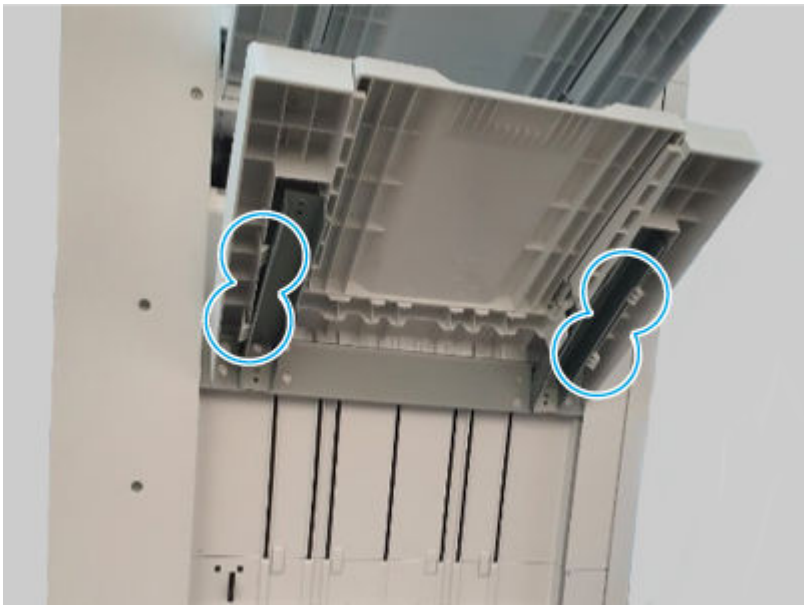
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher main output tray

Use the following procedure to remove and replace the external finisher main output tray.

- Release four tabs, and then remove the main output tray.

Figure 5-1961 **Remove the tray**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Rear cover

Learn about removing and replacing the external finisher rear cover.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-211 Part information

Part number	Part description
5QK09-40021	Rear cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

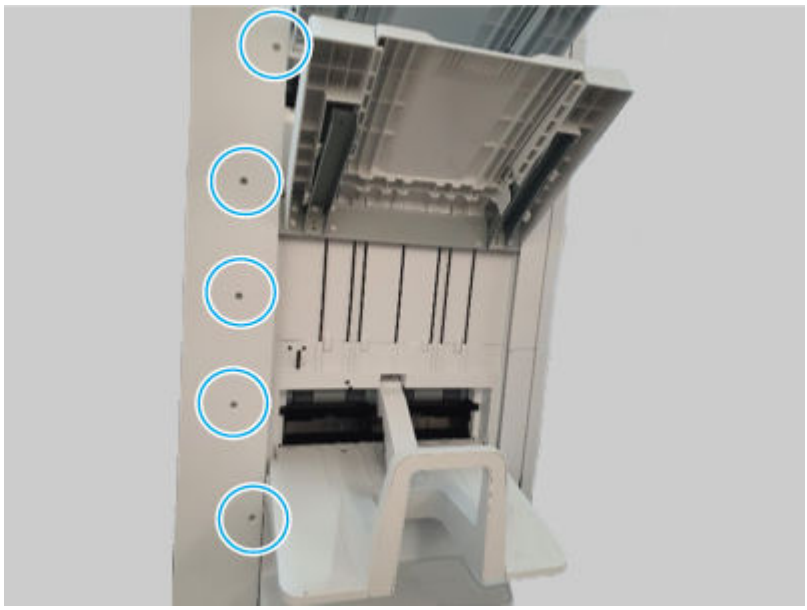
Print any pages necessary to make sure the printer is functioning correctly.

Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

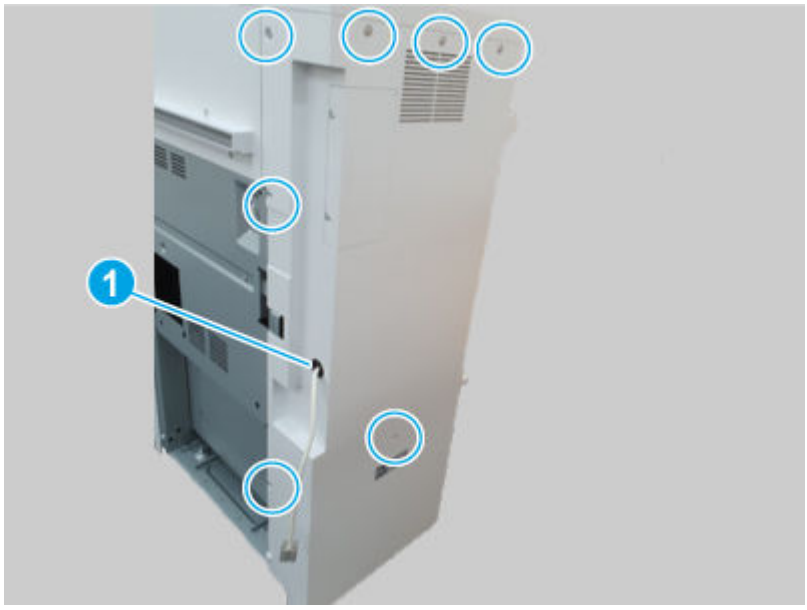
Figure 5-1962 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-1963 **Remove the cover**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Front cover

Learn about removing and replacing the external finisher front cover.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-212 Part information

Part number	Part description
5QK09-40019	Front cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

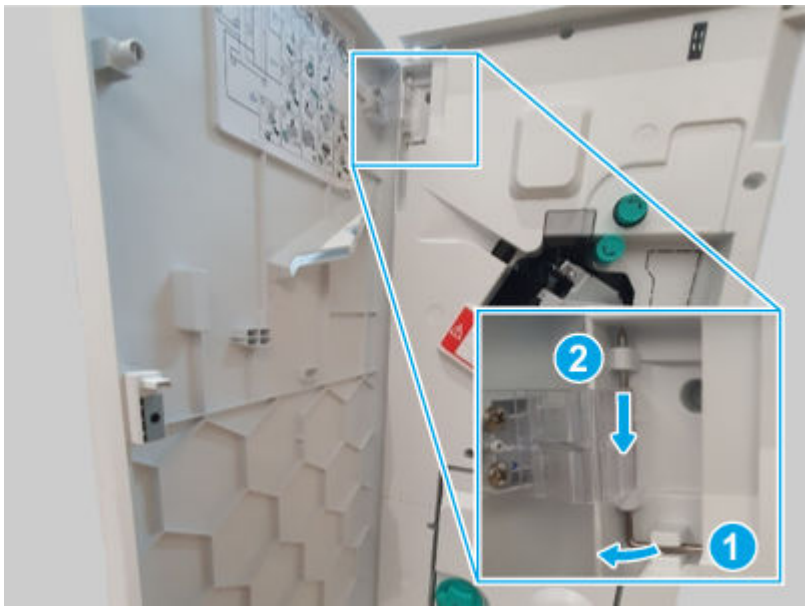
Print any pages necessary to make sure the printer is functioning correctly.

Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

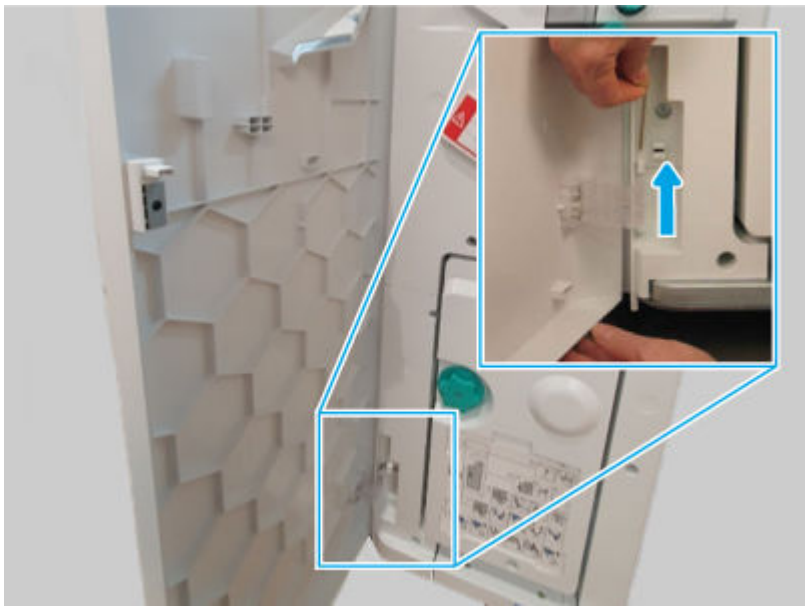
1. Release, and then remove the upper hinge pin.

Figure 5-1964 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1965 **Remove the door**



Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

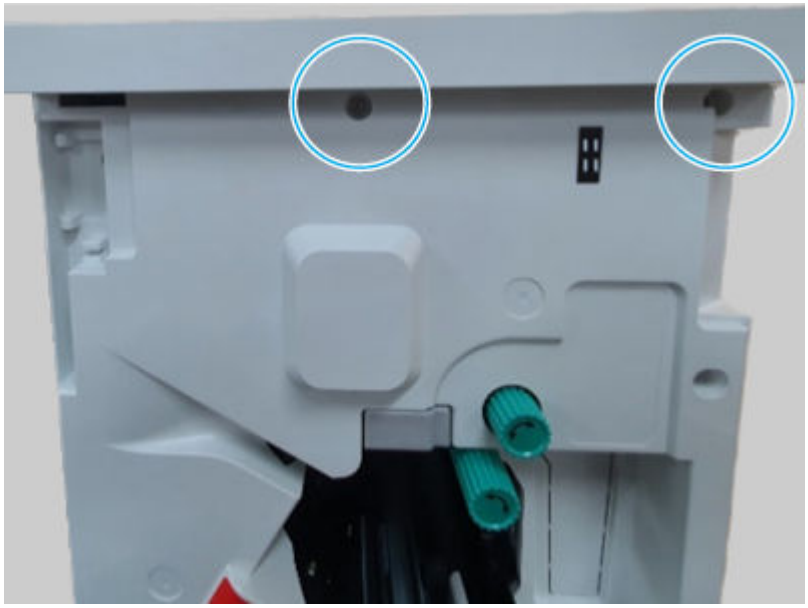
1. Remove three screws.

Figure 5-1966 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-1967 Remove the cover

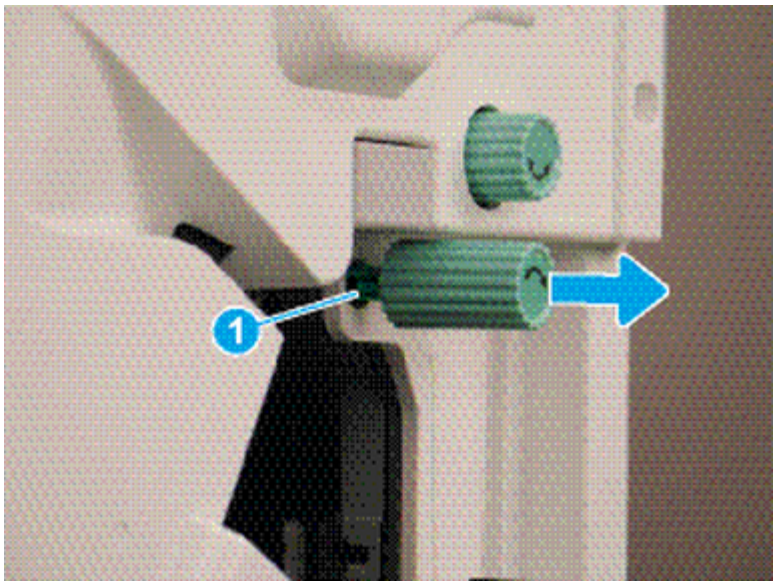


Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

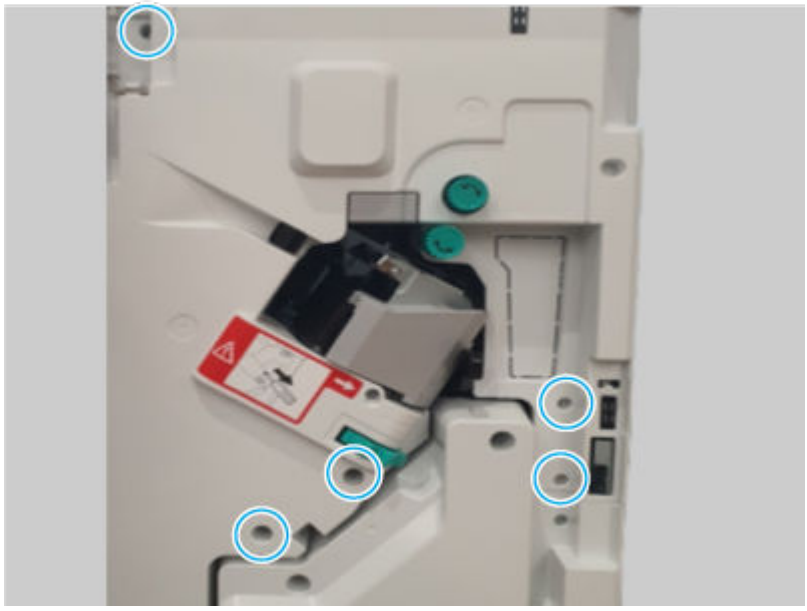
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1968 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1969 **Remove the cover**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Punch cover

Learn about removing and replacing the external finisher punch cover.

Mean time to repair: 1 minute

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-213 Part information

Part number	Part description
5QK09-40030	Punch cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

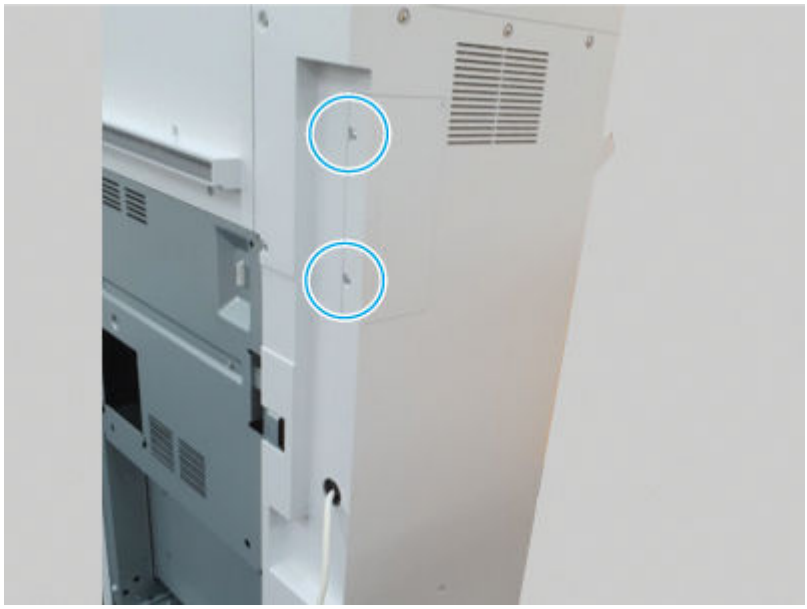
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher punch cover

Use the following procedure to remove and replace the external finisher punch cover.

- Remove two screws, and then remove the punch cover.

Figure 5-1970 **Remove the cover**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Top cover

Learn about removing and replacing the external finisher top cover.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-214 Part information

Part number	Part description
5QK09-60108	Top cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

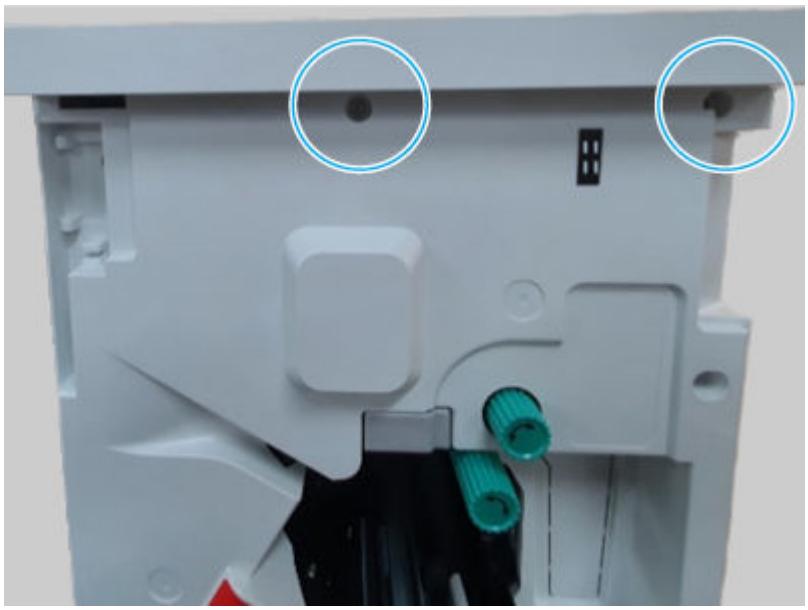
1. Remove three screws.

Figure 5-1971 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-1972 **Remove the cover**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Top door

Learn about removing and replacing the external finisher top door.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-215 Part information

Part number	Part description
5QK09-60107	Top door

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

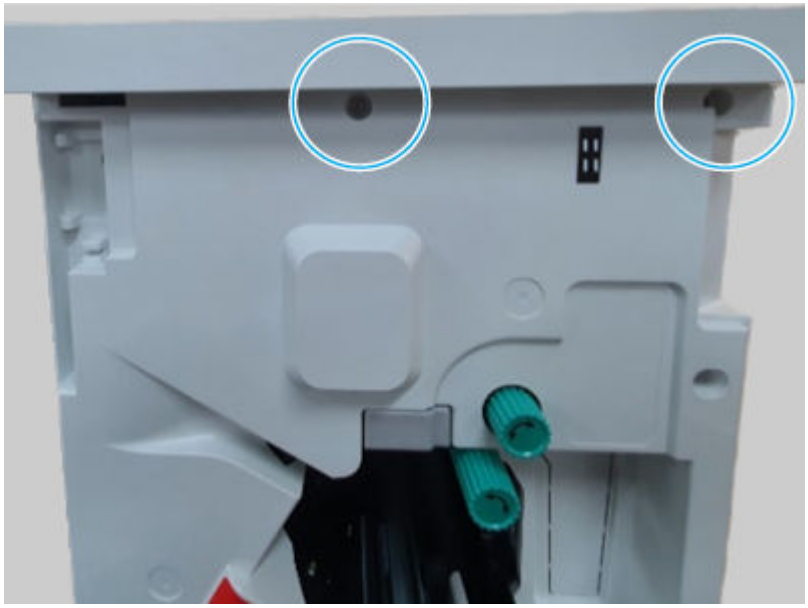
1. Remove three screws.

Figure 5-1973 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-1974 Remove the cover



2. Remove the external finisher top door

Use the following procedure to remove and replace the external finisher top door.

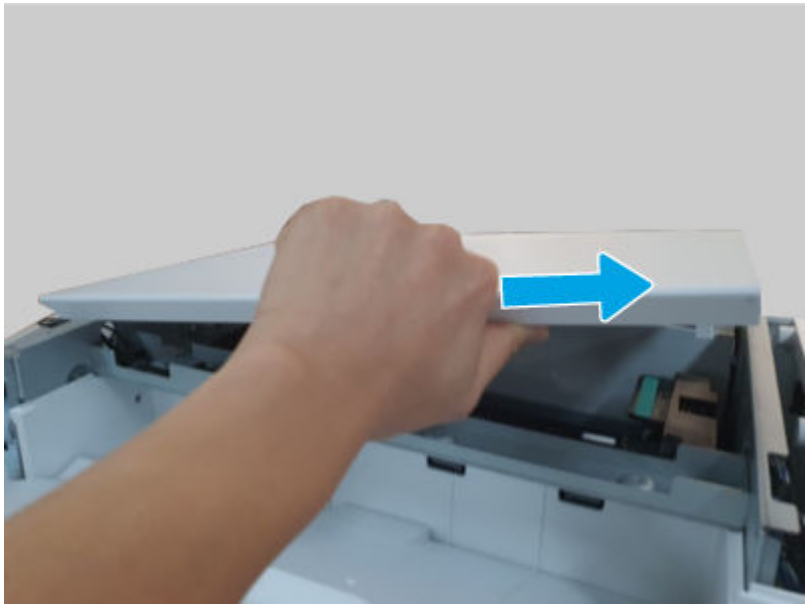
1. Remove the external finisher from the printer.
2. Remove one screw from the bracket.

Figure 5-1975 Remove one screw



3. Slide the top door as shown below to remove it.

Figure 5-1976 **Remove the door**



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Right upper cover

Learn about removing and replacing the external finisher right upper cover.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-216 Part information

Part number	Part description
5QK09-60109	Right upper cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

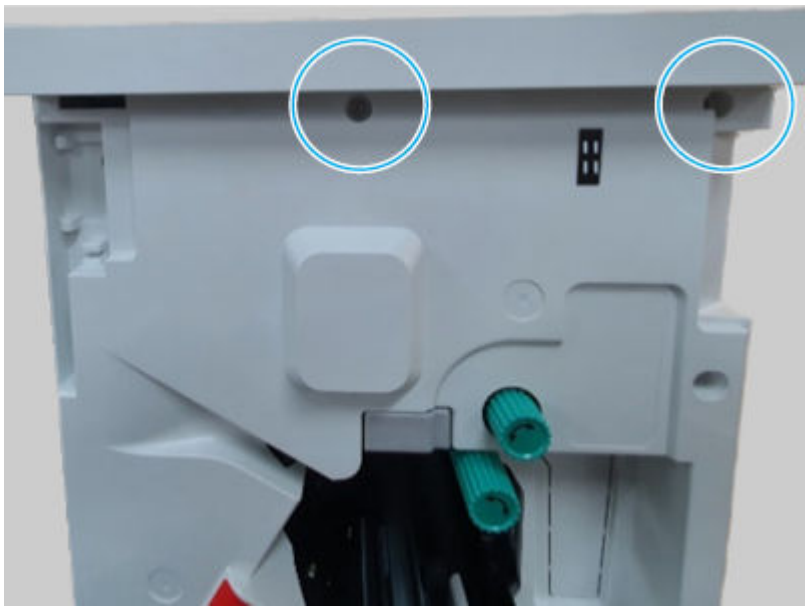
1. Remove three screws.

Figure 5-1977 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-1978 **Remove the cover**



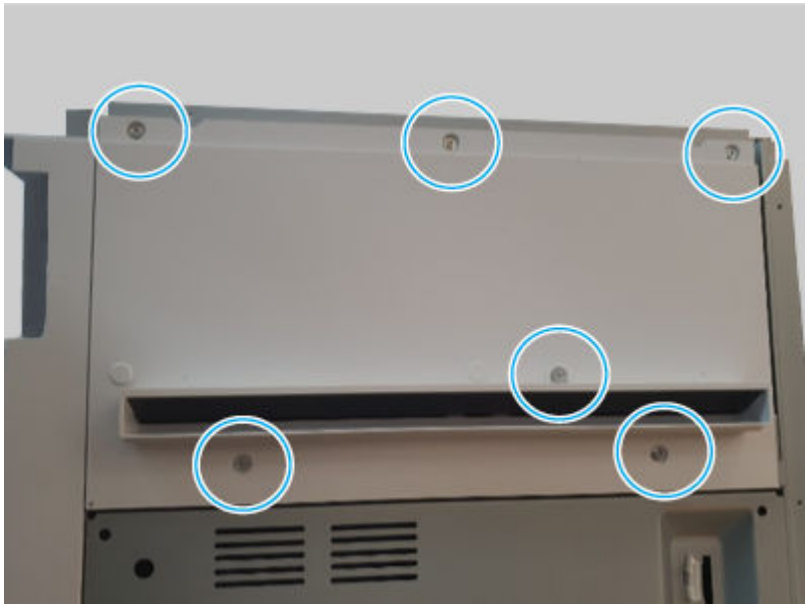
2. Remove the external finisher right upper cover

Use the following procedure to remove and replace the external finisher right upper cover.

1. Remove the external finisher from the printer.

2. Remove six screws, and then remove the right upper cover.

Figure 5-1979 **Remove the cover**



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Front lower left cover

Learn about removing and replacing the external finisher front lower left cover.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-217 Part information

Part number	Part description
5QK09-40047	Front lower left cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

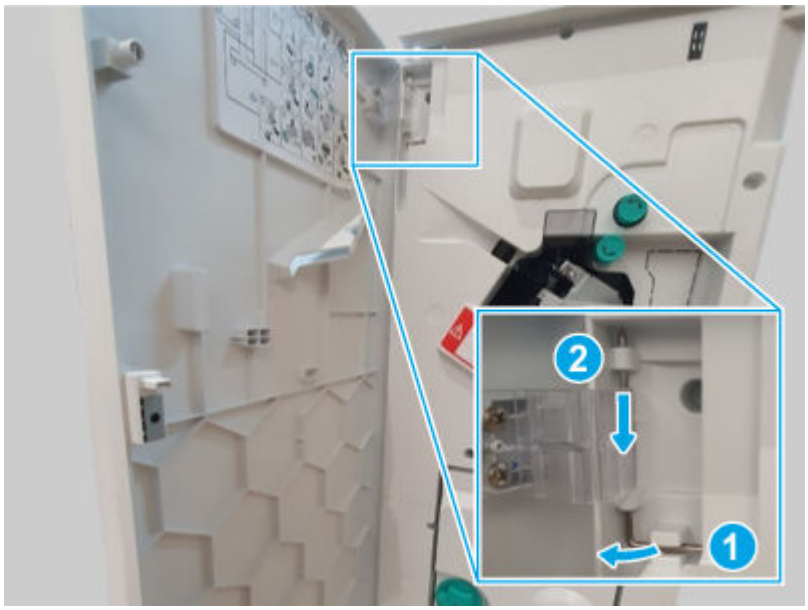
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

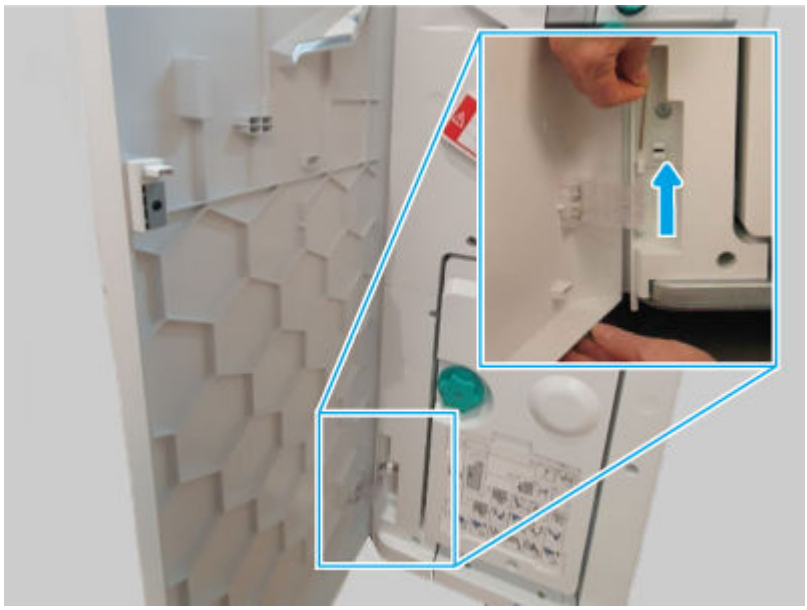
1. Release, and then remove the upper hinge pin.

Figure 5-1980 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-1981 **Remove the door**



2. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

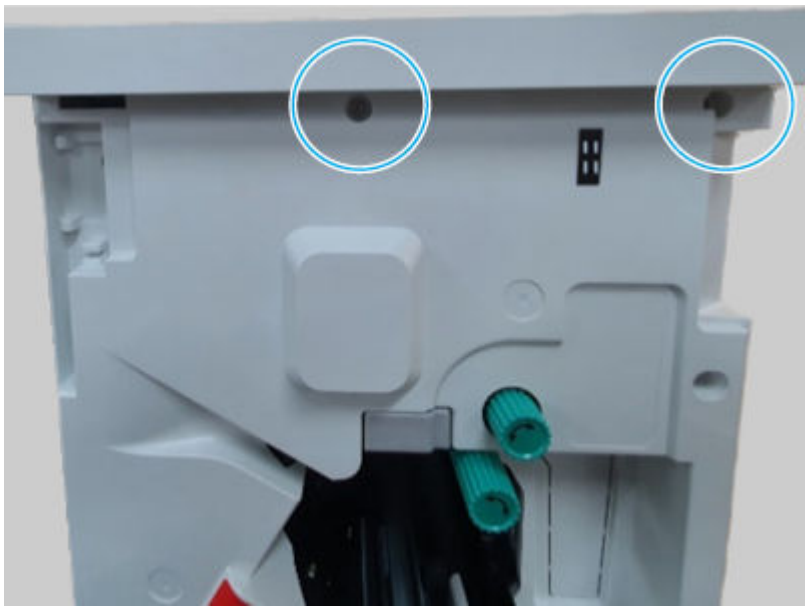
1. Remove three screws.

Figure 5-1982 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-1983 **Remove the cover**

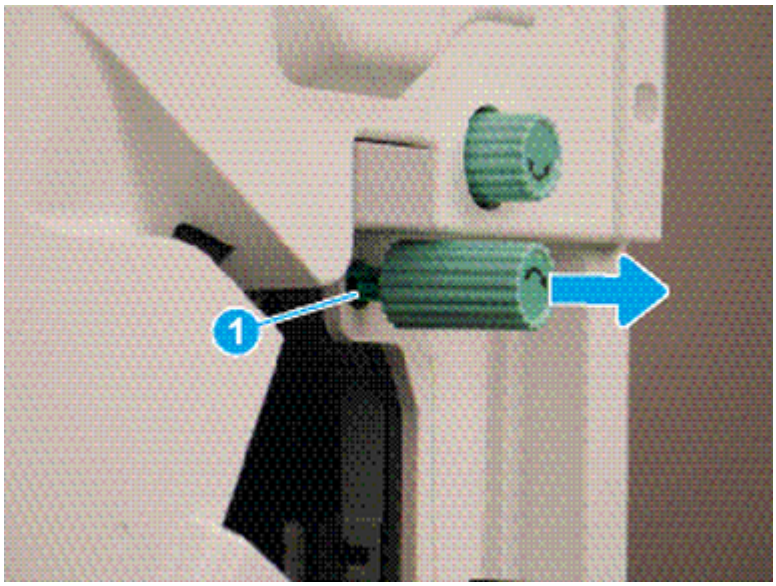


3. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

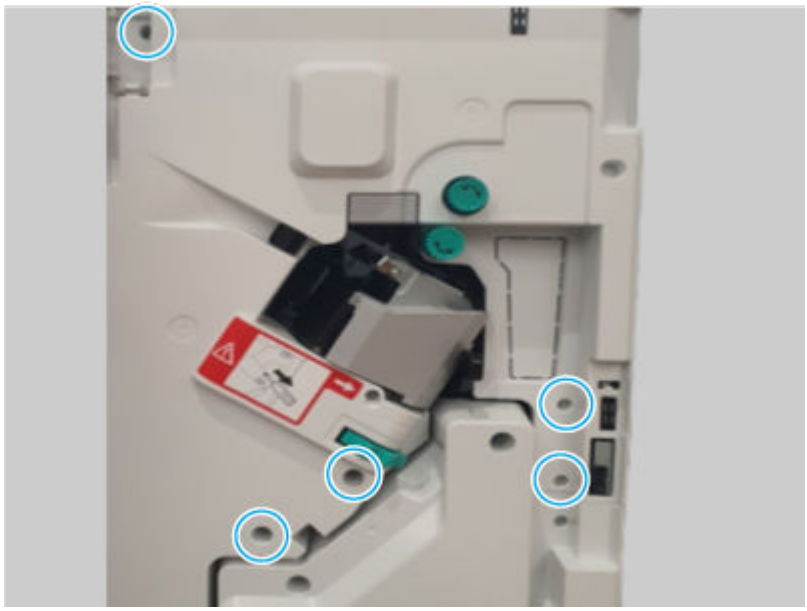
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-1984 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-1985 Remove the cover



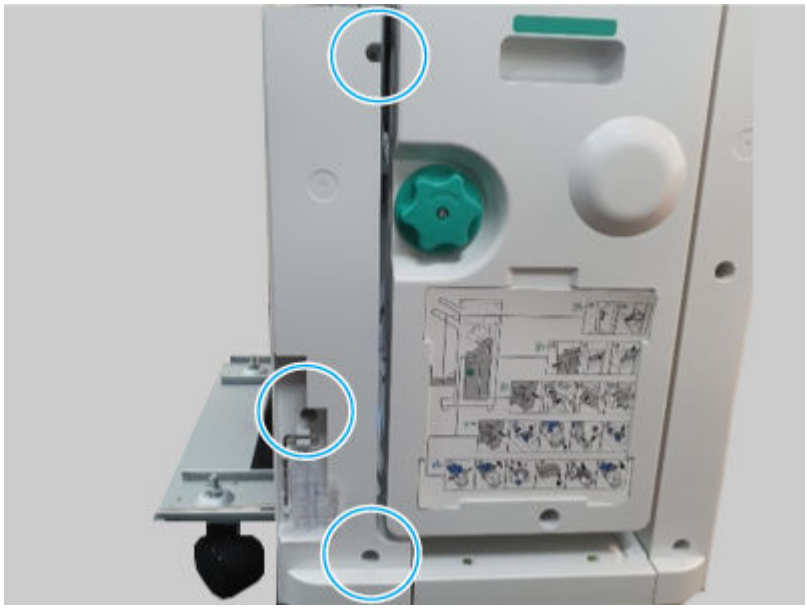
4. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.

2. Remove three screws, and then remove the front lower left cover.

Figure 5-1986 **Remove the cover**



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Front lower right cover

Learn about removing and replacing the external finisher front lower right cover.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-218 Part information

Part number	Part description
5QK09-40048	Front lower right cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front lower right cover

Use the following procedure to remove and replace the external finisher front lower right cover.

1. Remove the external finisher from the printer.

2. Remove three screws, and then remove the front lower right cover.

Figure 5-1987 **Remove the cover**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Shaft hinge - door

Learn about removing and replacing the external finisher shaft hinge - door.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-219 Part information

Part number	Part description
JC66-04767A	Shaft hinge - door

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

Remove the external finisher shaft hinge - door

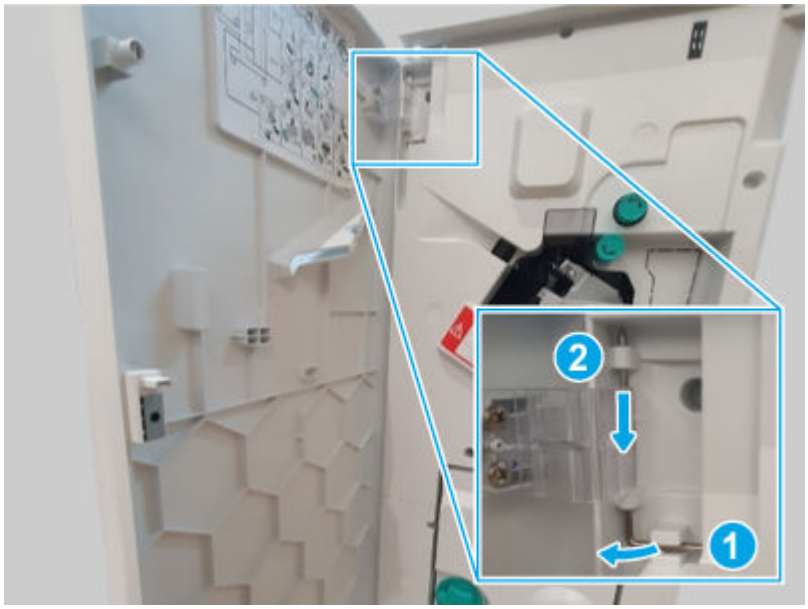
Use the following procedure to remove and replace the external finisher shaft hinge - door.

CAUTION: If both the upper and lower shaft hinges are removed the front door will not be attached to the finisher.

1. **Upper shaft hinge - door removal**: Release, and then remove the upper hinge pin.

⚠ CAUTION: When the upper shaft hinge is removed the top of the front door is not attached to the finisher. To avoid damage to the door, **do not** let the top of the door separate from the finisher.

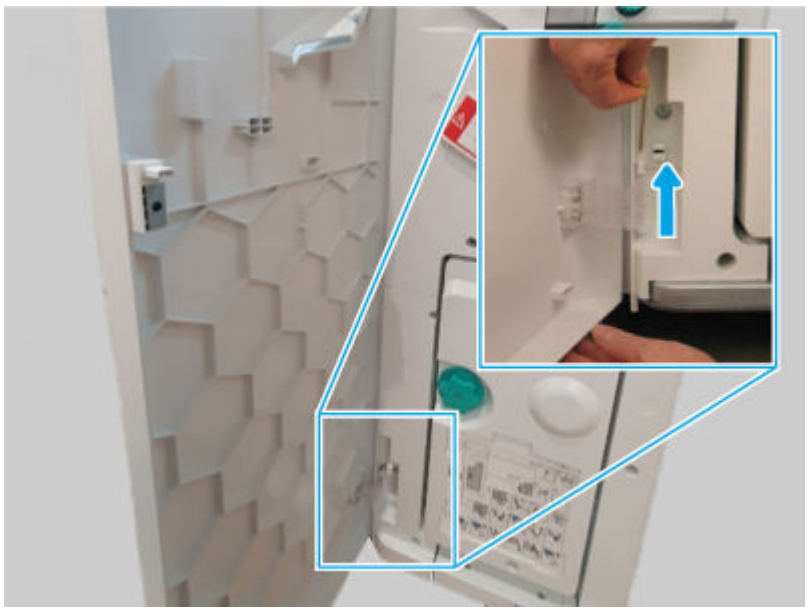
Figure 5-1988 **Remove the hinge pin**



2. **Lower shaft hinge - door removal** Support the door, release and remove the lower hinge pin, and then remove the front door

⚠ CAUTION: When the lower shaft hinge is removed the bottom of the front door is not attached to the finisher. To avoid damage to the door, **do not** let the bottom of the door separate from the finisher.

Figure 5-1989 **Remove the hinge pin**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Caster

Learn about removing and replacing the external finisher caster.

NOTE: Remove the external finisher form the printer.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-220 Part information

Part number	Part description
JC61-07452A	Caster

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

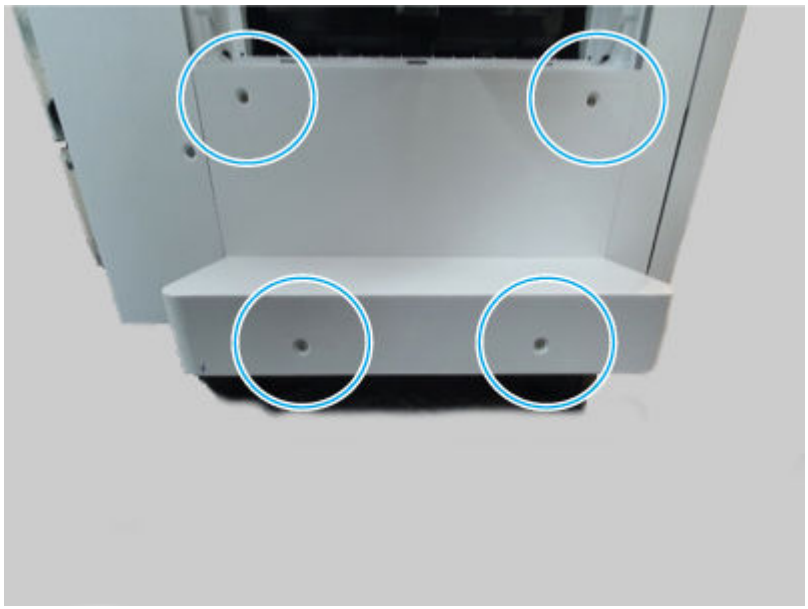
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher caster cover

Use the following procedure to remove and replace the external finisher caster cover.

- Remove four screws, and then remove the caster cover.

Figure 5-1990 Remove the cover



2. Remove the external finisher caster

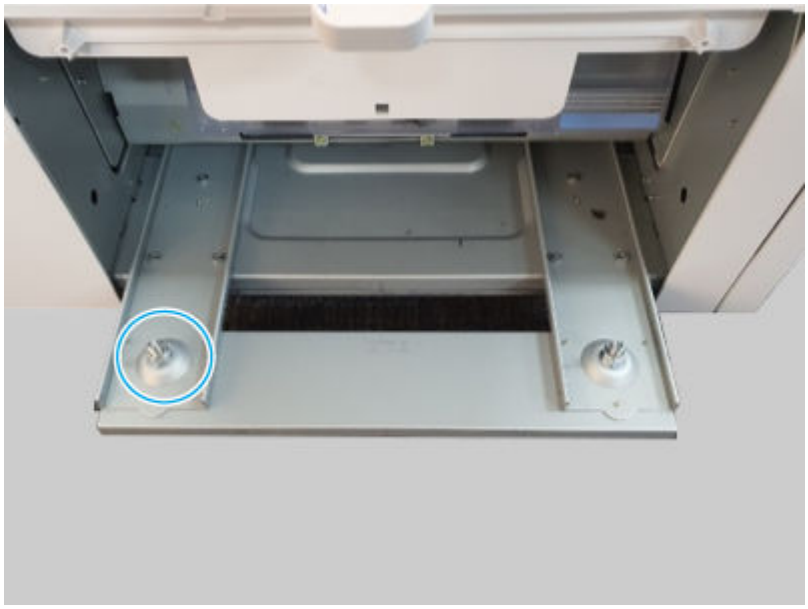
Use the following procedure to remove and replace the external finisher caster.

⚠ **WARNING!** The external finisher is not stable when one or more casters are removed and can easily tip over. To avoid personal injury or damage to the finisher, make sure to fully support the finisher when removing a caster.

1. Remove the external finisher from the printer.
2. Remove one fix nut.

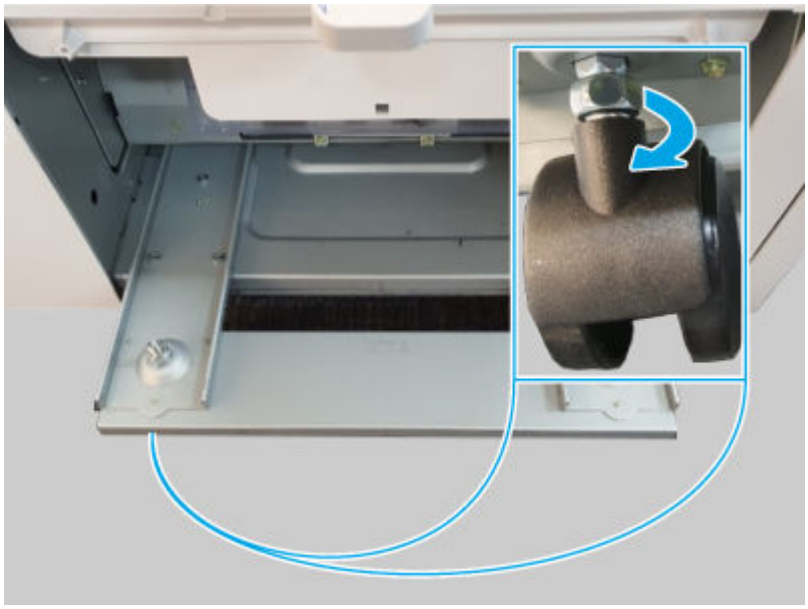
NOTE: Use a 12mm spanner wrench to remove the nut.

Figure 5-1991 Remove the nut



3. Rotate the caster as shown below to remove it. Repeat these steps for the remaining casters as needed.

Figure 5-1992 **Remove the caster**



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Caster fix nut

Learn about removing and replacing the external finisher caster fix nut.

NOTE: Remove the external finisher form the printer.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-221 Part information

Part number	Part description
JC61-07444A	Caster fix nut

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

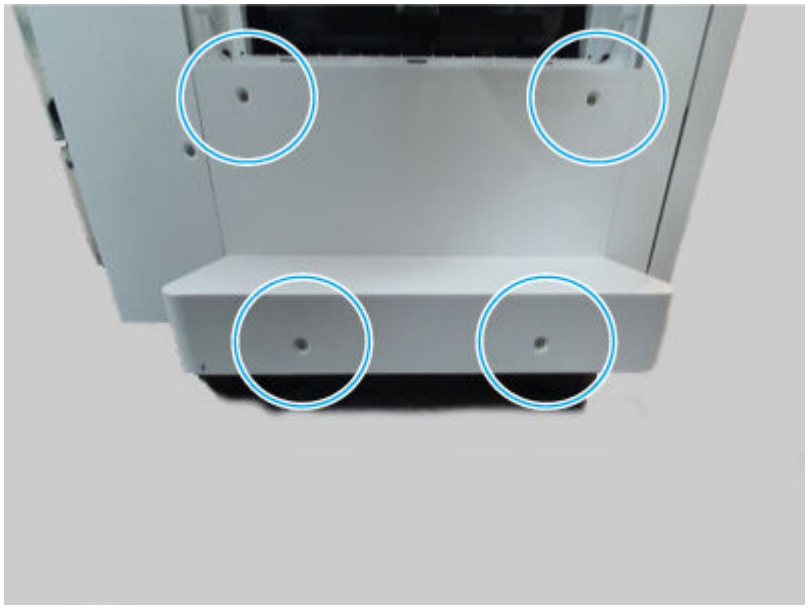
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher caster cover

Use the following procedure to remove and replace the external finisher caster cover.

- Remove four screws, and then remove the caster cover.

Figure 5-1993 Remove the cover



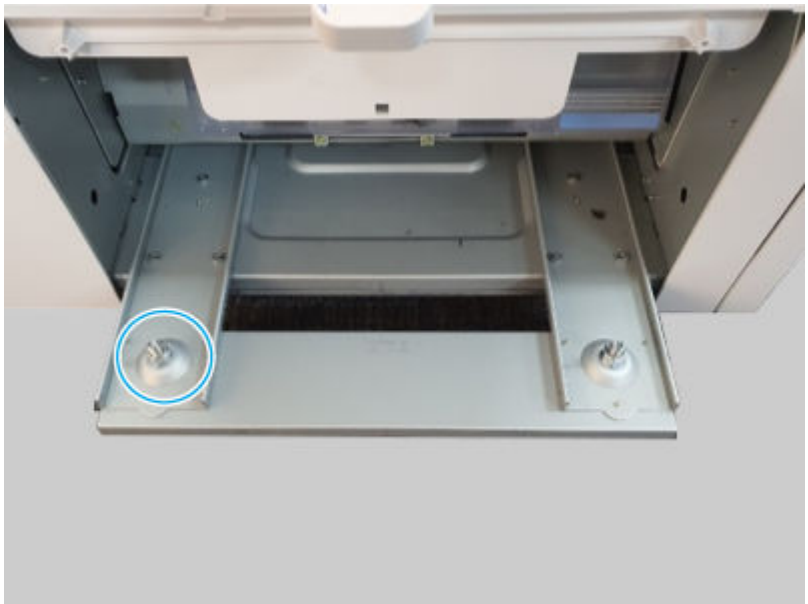
2. Remove the external finisher caster fix nut

Use the following procedure to remove and replace the external finisher caster fix nut.

1. Remove the external finisher from the printer.
2. Remove one fix nut. Repeat these steps for the remaining casters as needed.

NOTE: Use a 12mm spanner wrench to remove the nut.

Figure 5-1994 Remove the nut



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Booklet front cover

Learn about removing and replacing the external finisher booklet front cover.

NOTE: Remove the external finisher form the printer.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-222 Part information

Part number	Part description
JC90-01478B	Booklet front cover

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

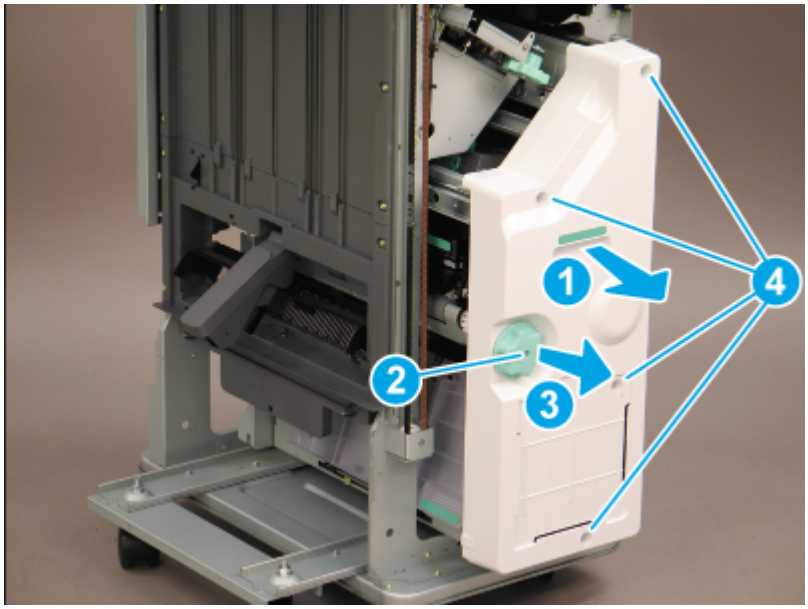
Print any pages necessary to make sure the printer is functioning correctly.

Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-1995 Remove the cover



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Bridge unit (or) Bridge unit with PQ Diagnostics

Review the external finisher bridge unit removal procedures.

Removal and replacement: Bridge unit (or) Bridge unit with PQ Diagnostics

Learn about removing and replacing the external finisher bridge unit.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-223 Part information

Part number	Part description
5QK09-60110	Bridge unit
63C80-60109	Bridge unit with PQ Diagnostics

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher bridge unit

Use the following procedure to remove and replace the external finisher bridge unit.

1. Open the finisher front door.

Figure 5-1996 **Open the door**



2. Pull the lock straight out of the finisher to release it.

Figure 5-1997 **Release the lock**



3. Slightly separate the finisher and printer, and then disconnect two connectors (or) three connectors in case of Bridge unit with PQ Diagnostics.

Figure 5-1998 Disconnect two connectors on front side



Figure 5-1999 For Bridge with PQ Diagnostics, disconnect one connector on formatter.



4. Remove 1 screw.



NOTE: Bridge unit with PQ diagnostics shown. Standard bridge unit will only have one cable on left side.

5. Slide the bridge unit off of the printer to remove it.

Figure 5-2000 **Remove the unit**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Bridge door sensor

Learn about removing and replacing the external finisher bridge door sensor.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-224 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Bridge door sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher bridge unit

Use the following procedure to remove and replace the external finisher bridge unit.

1. Open the finisher front door.

Figure 5-2001 **Open the door**



2. Pull the lock straight out of the finisher to release it.

Figure 5-2002 **Release the lock**



3. Slightly separate the finisher and printer, and then disconnect two connectors (or) three connectors in case of Bridge unit with PQ Diagnostics.

Figure 5-2003 **Disconnect two connectors on front side**



Figure 5-2004 For Bridge with PQ Diagnostics, disconnect one connector on formatter.



4. Remove 1 screw.



NOTE: Bridge unit with PQ diagnostics shown. Standard bridge unit will only have one cable on left side.

5. Slide the bridge unit off of the printer to remove it.

Figure 5-2005 **Remove the unit**

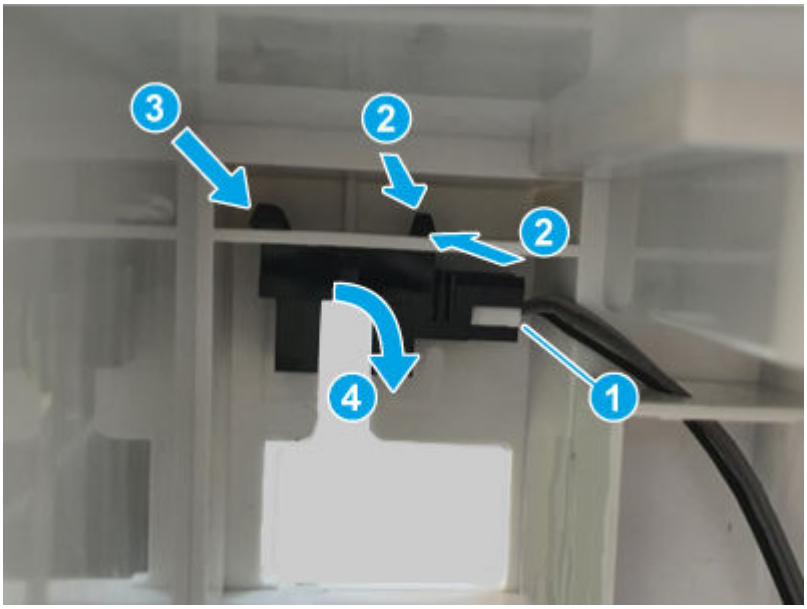


2. Remove the external finisher bridge door sensor

Use the following procedure to remove and replace the external finisher bridge door sensor.

- Do the following:
  - Disconnect one connector (callout 1).
  - Release the hooks (callout 2).
  - Slide the sensor assembly as shown below (callout 3).
  - Push the senor assembly as shown (callout 4) to remove it.

Figure 5-2006 Remove the sensor



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Bridge entrance sensor

Learn about removing and replacing the external finisher bridge entrance sensor.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-225 Part information

Part number	Part description
JC32-00020A	Sensor-RP (Bridge entrance sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher bridge unit

Use the following procedure to remove and replace the external finisher bridge unit.

1. Open the finisher front door.

Figure 5-2007 **Open the door**



2. Pull the lock straight out of the finisher to release it.

Figure 5-2008 **Release the lock**



3. Slightly separate the finisher and printer, and then disconnect two connectors (or) three connectors in case of Bridge unit with PQ Diagnostics.

Figure 5-2009 **Disconnect two connectors on front side**



Figure 5-2010 **For Bridge with PQ Diagnostics, disconnect one connector on formatter.**



4. Remove 1 screw.



NOTE: Bridge unit with PQ diagnostics shown. Standard bridge unit will only have one cable on left side.

5. Slide the bridge unit off of the printer to remove it.

Figure 5-2011 **Remove the unit**



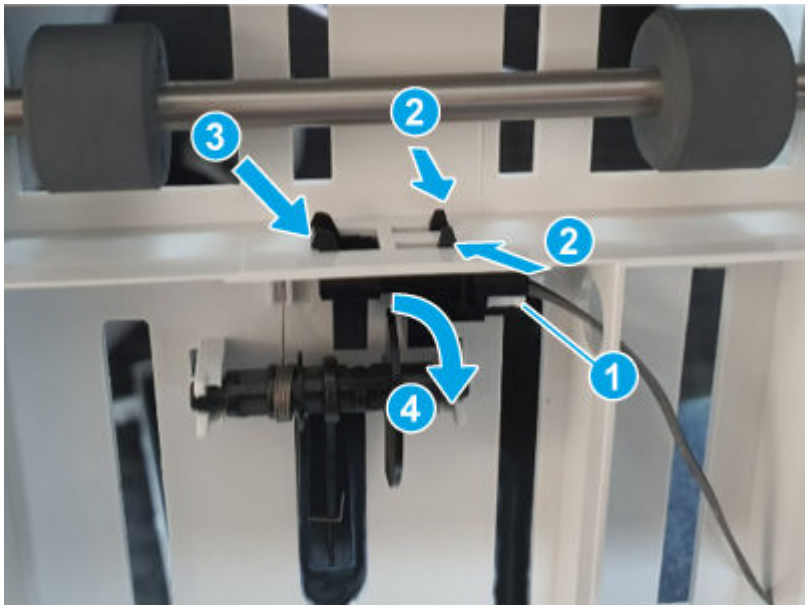
2. Remove the external finisher bridge entrance sensor

Use the following procedure to remove and replace the external finisher bridge entrance sensor.

- Do the following:
  - Disconnect one connector (callout 1).
  - Release the hooks (callout 2).

- Slide the sensor assembly as shown below (callout 3).
- Push the senor assembly as shown (callout 4) to remove it.

Figure 5-2012 **Remove the sensor**



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Bridge exit sensor

Learn about removing and replacing the external finisher bridge exit sensor.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-226 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Bridge exit sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher bridge unit

Use the following procedure to remove and replace the external finisher bridge unit.

1. Open the finisher front door.

Figure 5-2013 **Open the door**



2. Pull the lock straight out of the finisher to release it.

Figure 5-2014 **Release the lock**



3. Slightly separate the finisher and printer, and then disconnect two connectors (or) three connectors in case of Bridge unit with PQ Diagnostics.

Figure 5-2015 Disconnect two connectors on front side



Figure 5-2016 For Bridge with PQ Diagnostics, disconnect one connector on formatter.



4. Remove 1 screw.



NOTE: Bridge unit with PQ diagnostics shown. Standard bridge unit will only have one cable on left side.

5. Slide the bridge unit off of the printer to remove it.

Figure 5-2017 **Remove the unit**

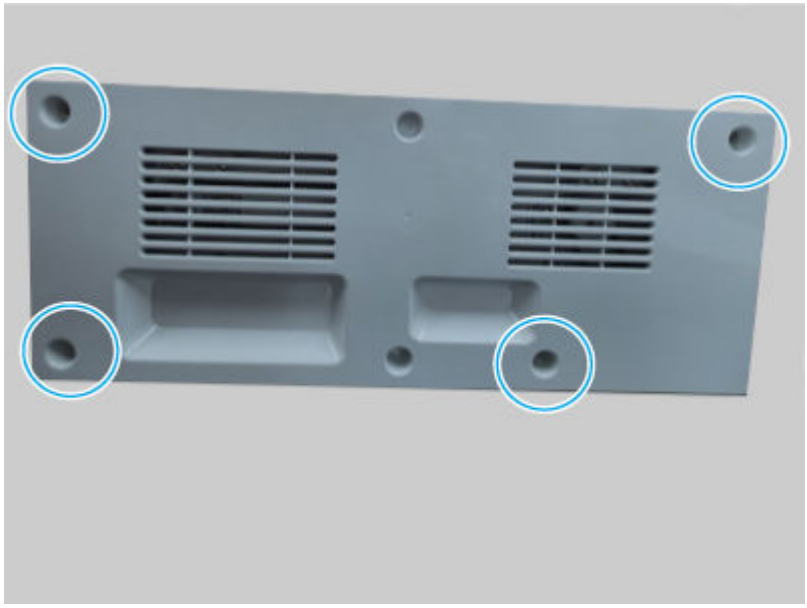


2. Remove the external finisher bridge exit sensor

Use the following procedure to remove and replace the external finisher bridge exit sensor.

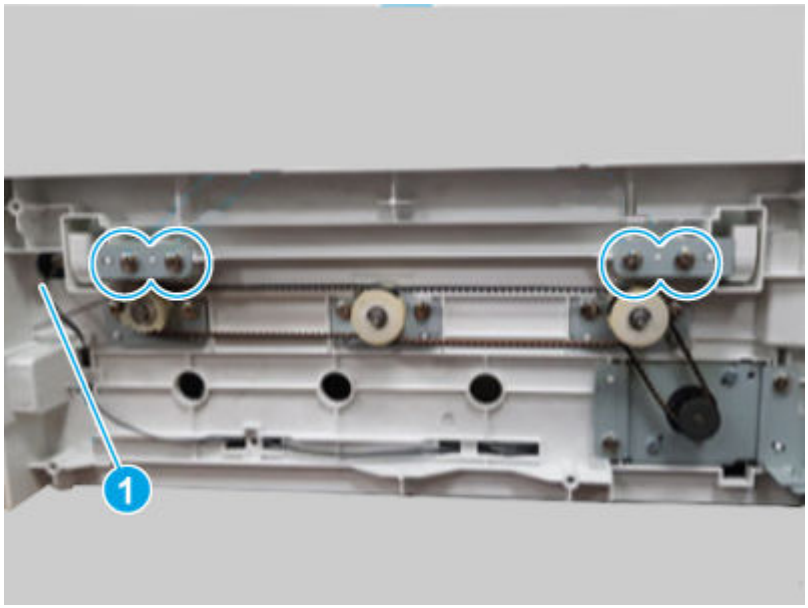
1. Remove four screws, and then remove the rear cover.

Figure 5-2018 **Remove the cover**



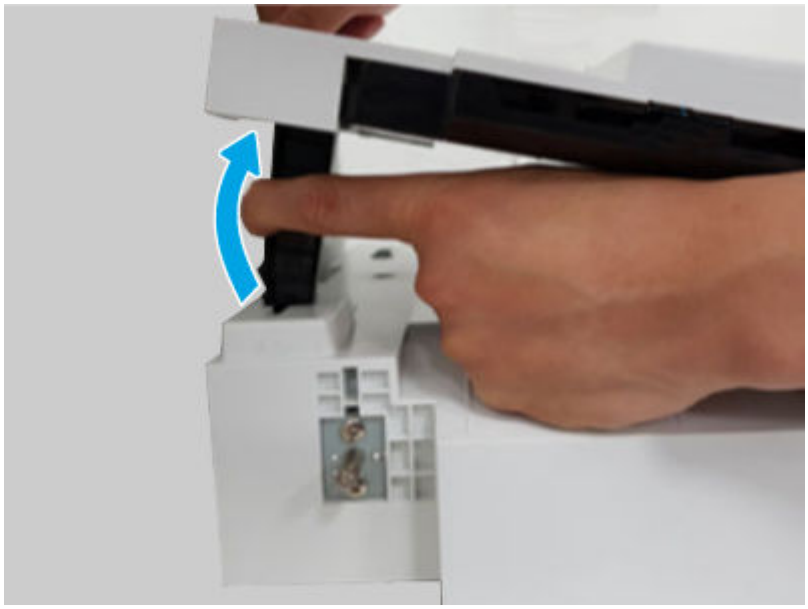
2. Remove four screws, and then remove the sheet-metal holder (callout 1).

Figure 5-2019 **Remove the holder**



3. Open the bridge door.

Figure 5-2020 **Open the door**



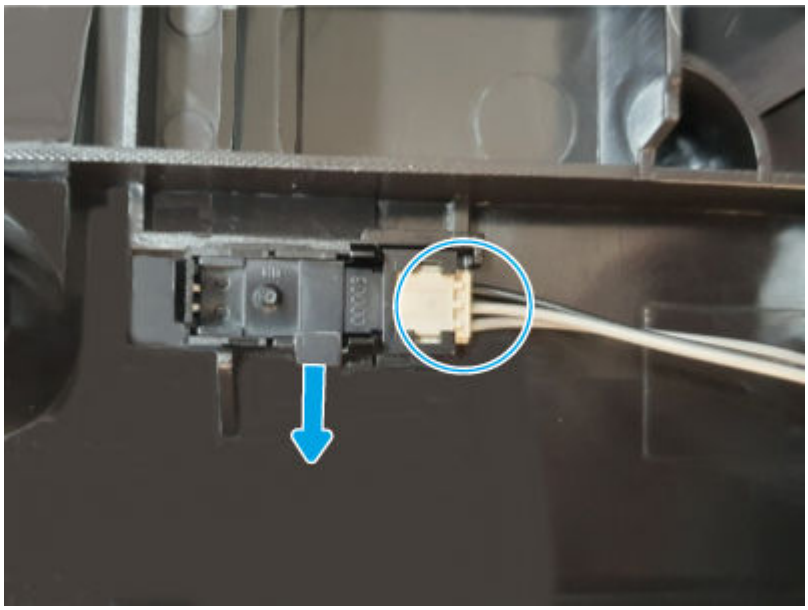
4. Remove thirteen screws, and then remove the inner cover.

Figure 5-2021 **Remove the cover**



5. Disconnect one connector, release one tab, and then remove the bridge exit sensor.

Figure 5-2022 **Remove the sensor**



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Bridge motor

Learn about removing and replacing the external finisher bridge motor.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-227 Part information

Part number	Part description
3SJ19-80501	Bridge motor

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher bridge unit

Use the following procedure to remove and replace the external finisher bridge unit.

1. Open the finisher front door.

Figure 5-2023 **Open the door**



2. Pull the lock straight out of the finisher to release it.

Figure 5-2024 **Release the lock**



3. Slightly separate the finisher and printer, and then disconnect two connectors (or) three connectors in case of Bridge unit with PQ Diagnostics.

Figure 5-2025 **Disconnect two connectors on front side**



Figure 5-2026 **For Bridge with PQ Diagnostics, disconnect one connector on formatter.**



4. Remove 1 screw.



NOTE: Bridge unit with PQ diagnostics shown. Standard bridge unit will only have one cable on left side.

5. Slide the bridge unit off of the printer to remove it.

Figure 5-2027 **Remove the unit**

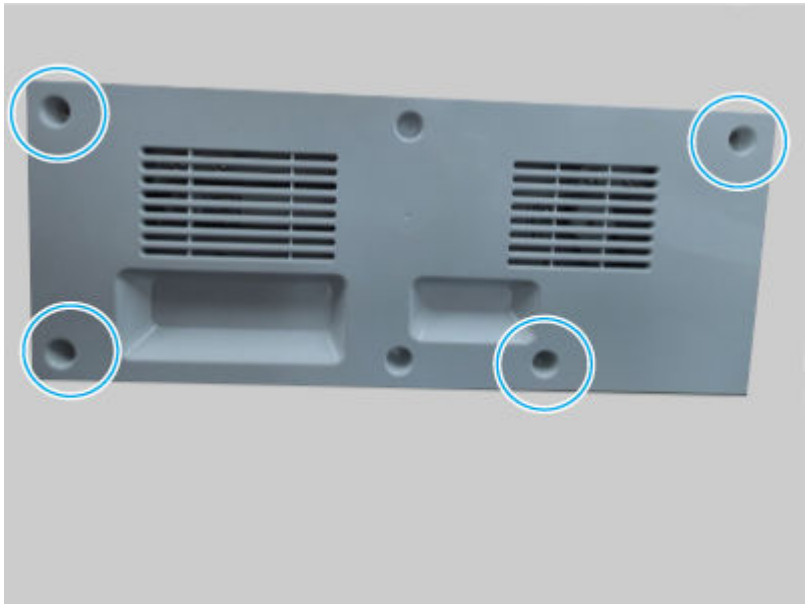


2. Remove the external finisher bridge motor

Use the following procedure to remove and replace the external finisher bridge motor.

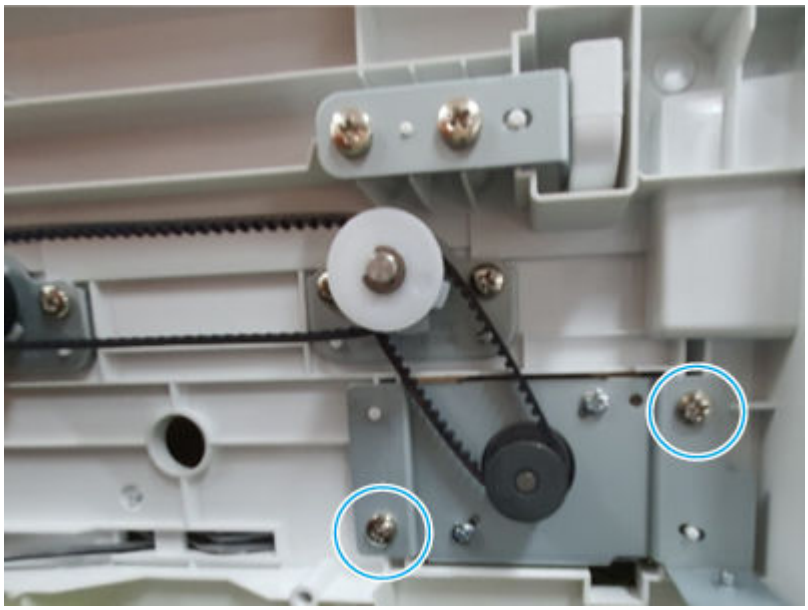
1. Remove four screws, and then remove the rear cover.

Figure 5-2028 **Remove the cover**



2. Remove two screws.

Figure 5-2029 **Remove two screws**



3. Disconnect one connector, and then remove the bridge motor..

Figure 5-2030 Remove the motor



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Entrance unit

Review the external finisher entrance unit removal procedures.

Removal and replacement: Entrance sensor

Learn about removing and replacing the external finisher entrance sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-228 Part information

Part number	Part description
JC32-00020A	Sensor-RP (Entrance sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

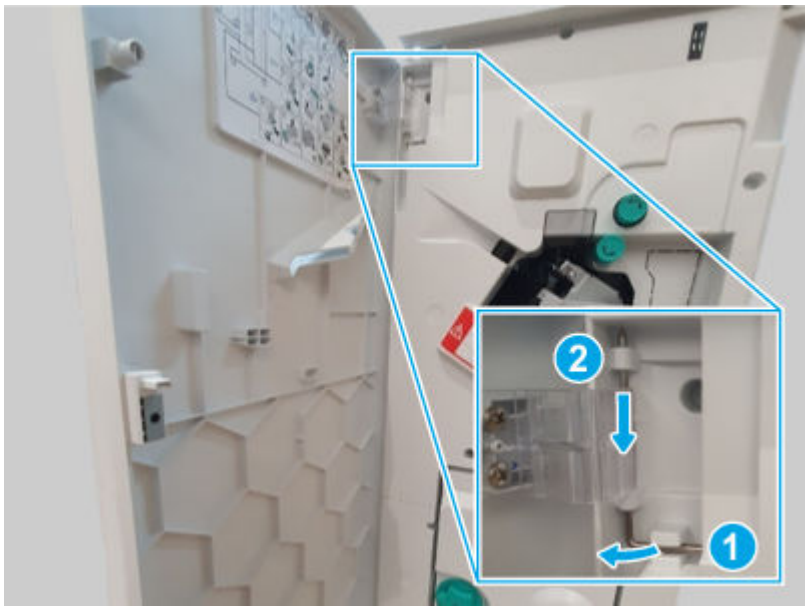
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

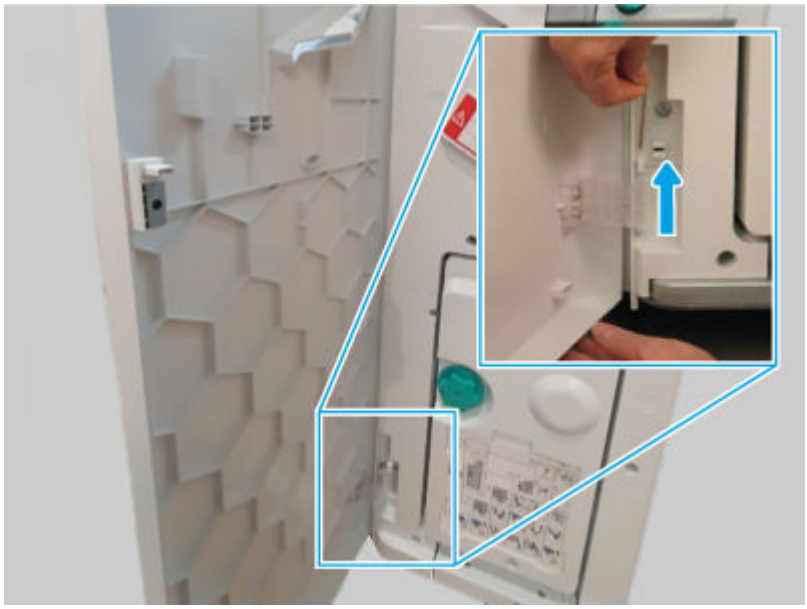
1. Release, and then remove the upper hinge pin.

Figure 5-2031 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2032 **Remove the door**



2. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

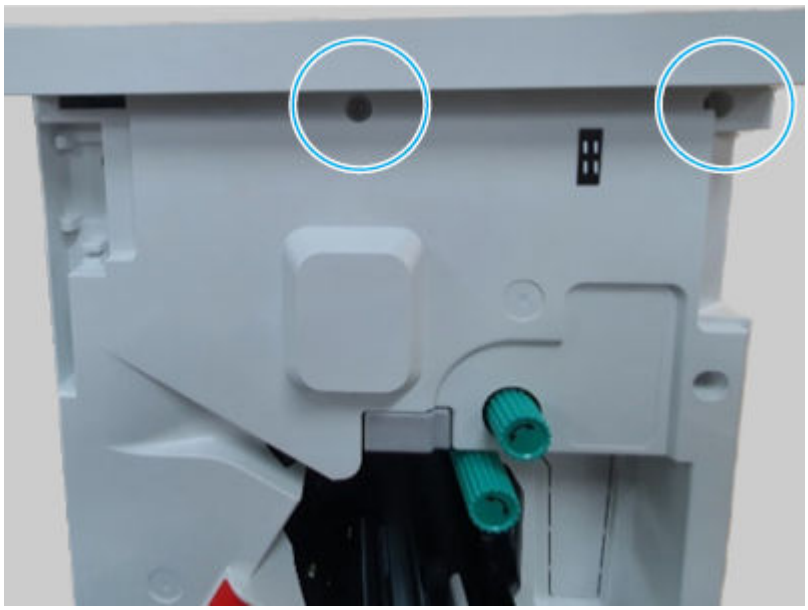
1. Remove three screws.

Figure 5-2033 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2034 **Remove the cover**

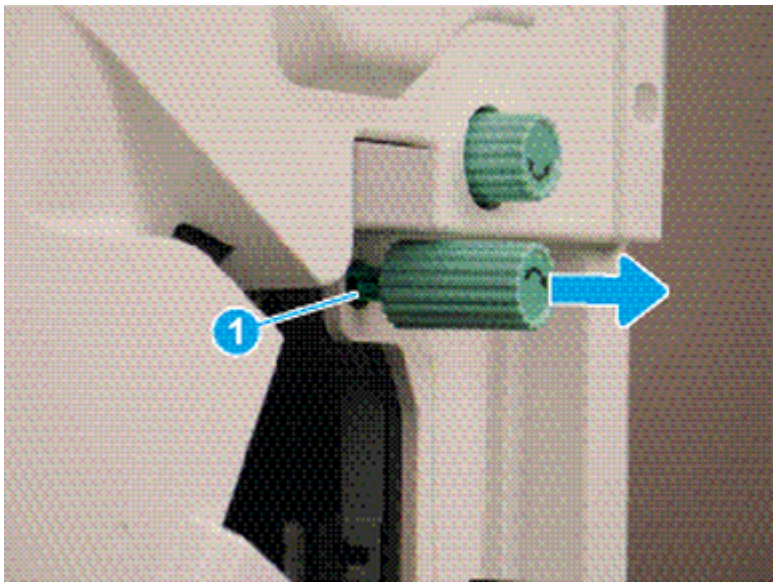


3. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

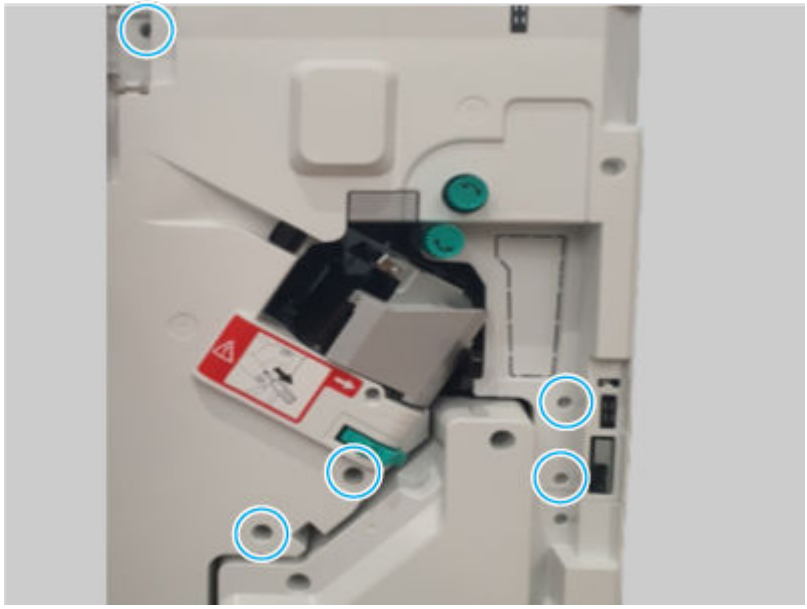
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2035 **Remove the knob**



2. Remove five screws, and then remove the front cover.

Figure 5-2036 **Remove the cover**



4. Remove the front lower cover

Use the following procedure to remove and replace the front lower cover.

- If Tray 2 and Tray 3 are installed, remove them now.

5. Remove the external finisher caster

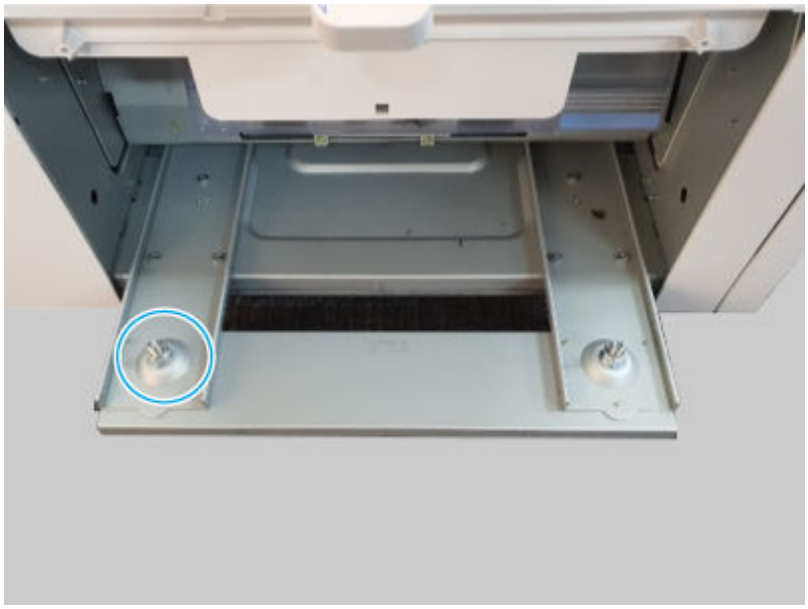
Use the following procedure to remove and replace the external finisher caster.

⚠ **WARNING!** The external finisher is not stable when one or more casters are removed and can easily tip over. To avoid personal injury or damage to the finisher, make sure to fully support the finisher when removing a caster.

1. Remove the external finisher from the printer.
2. Remove one fix nut.

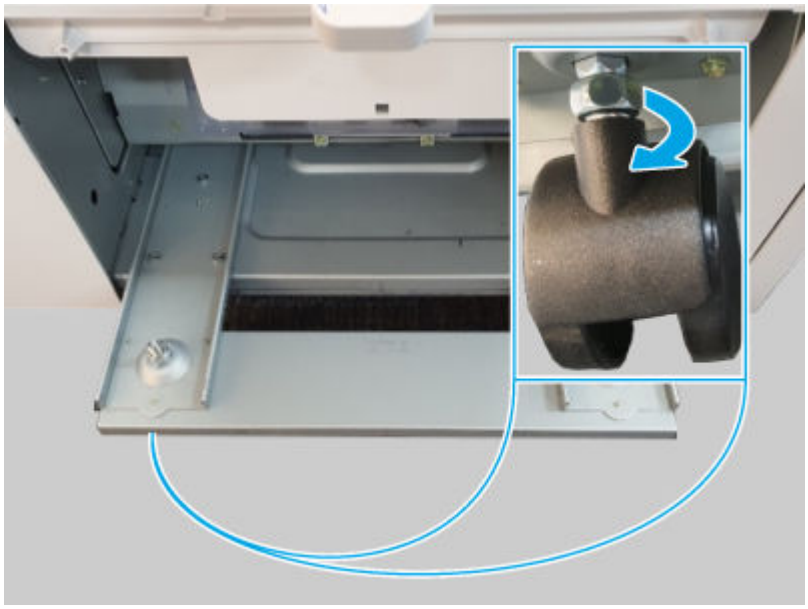
NOTE: Use a 12mm spanner wrench to remove the nut.

Figure 5-2037 **Remove the nut**



3. Rotate the caster as shown below to remove it. Repeat these steps for the remaining casters as needed.

Figure 5-2038 Remove the caster

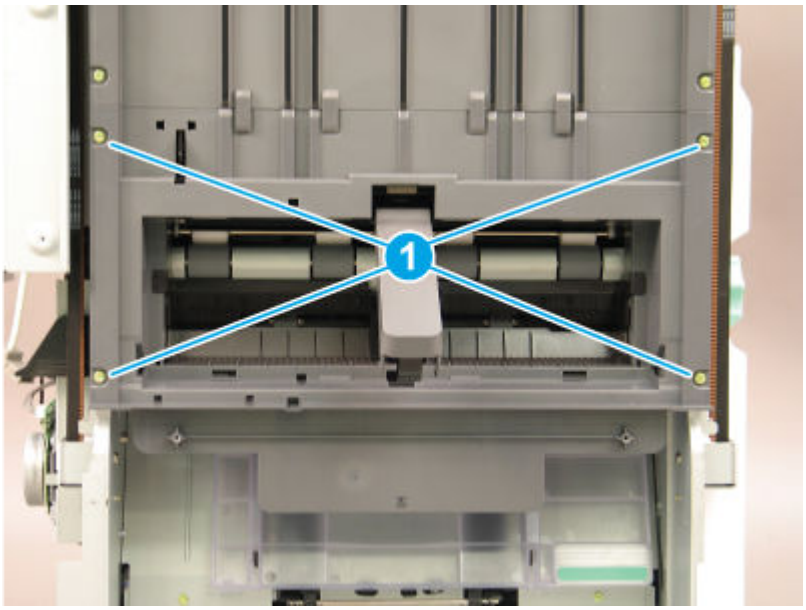


6. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-2039 Remove four screws

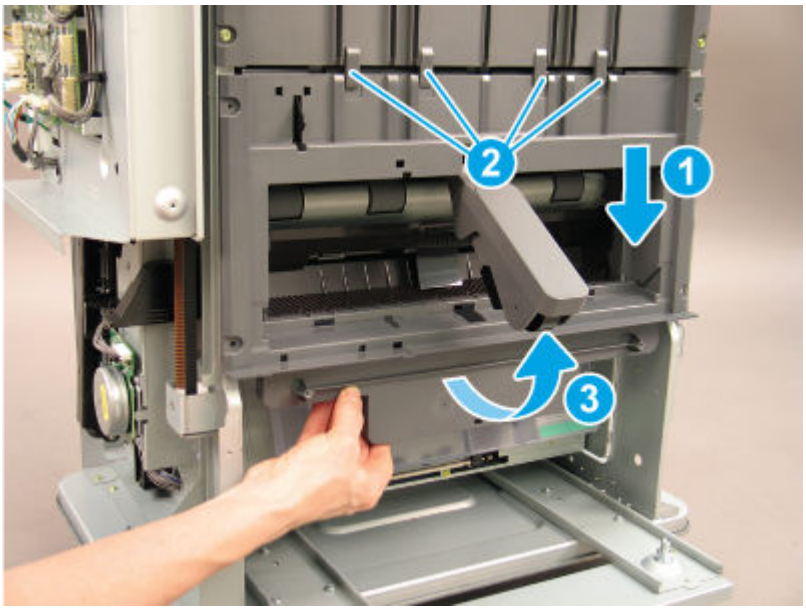


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

⚠ **CAUTION:** The cover is still attached to the finisher. Do not attempt to completely remove the cover.

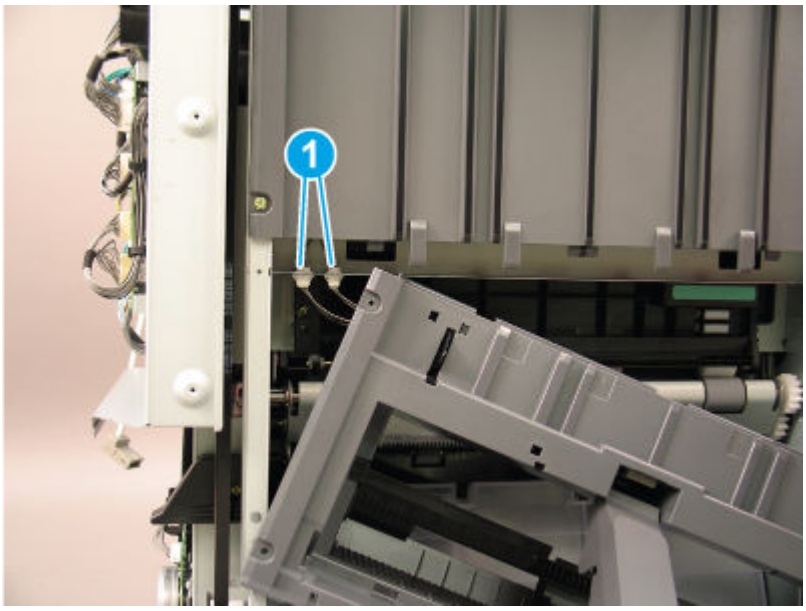
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-2040 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-2041 Remove the cover

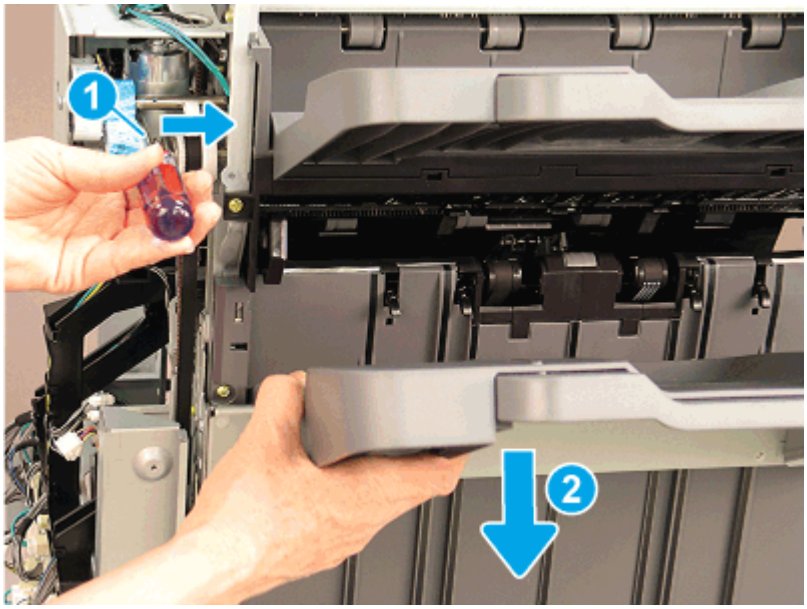


7. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

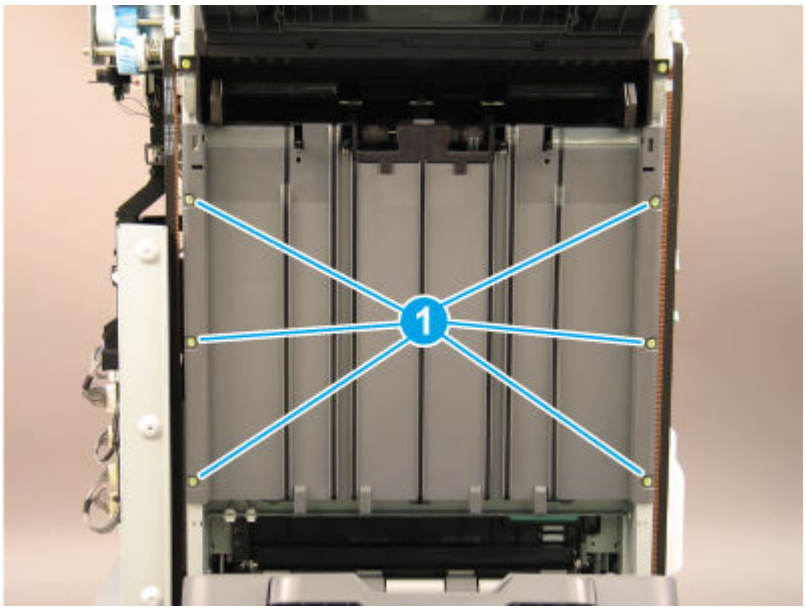
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-2042 Lower the tray



2. Remove six screws (callout 1).

Figure 5-2043 Remove six screws

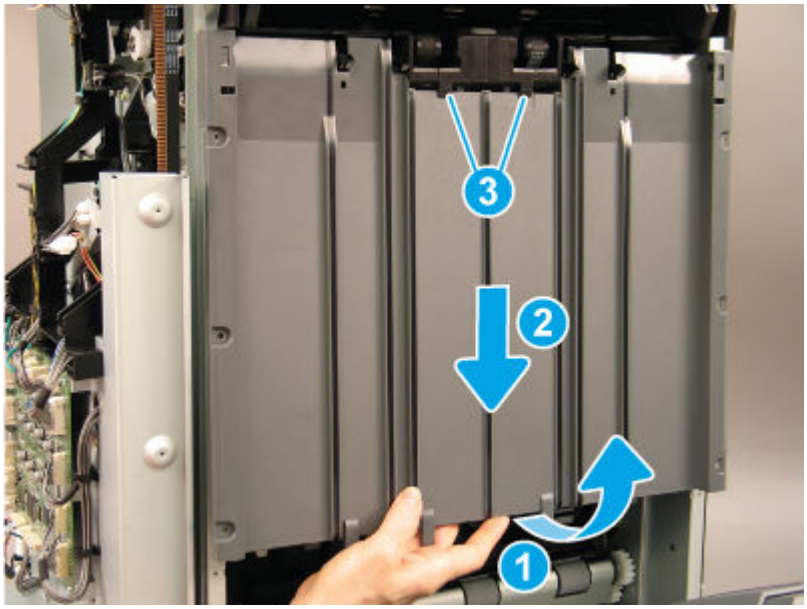


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

⚠ **CAUTION:** The cover is still attached to the finisher. Do not attempt to completely remove the cover.

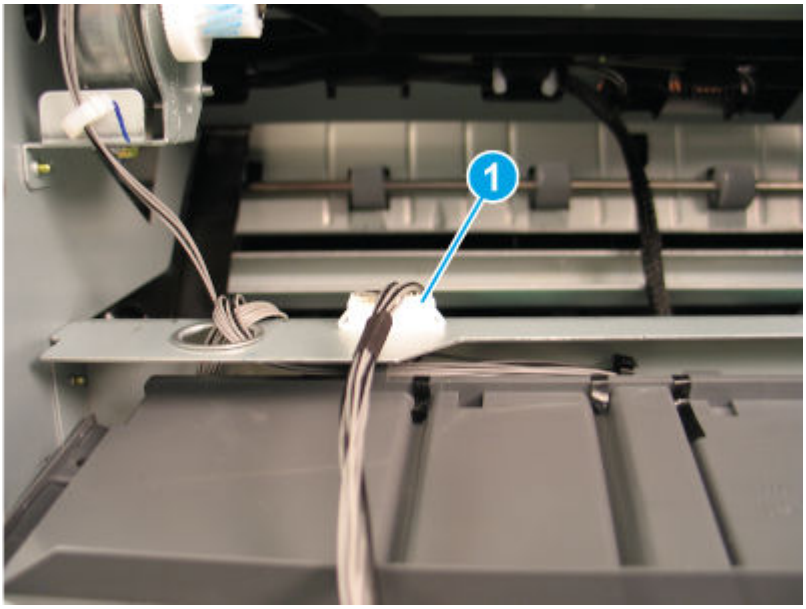
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-2044 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-2045 Remove the cover



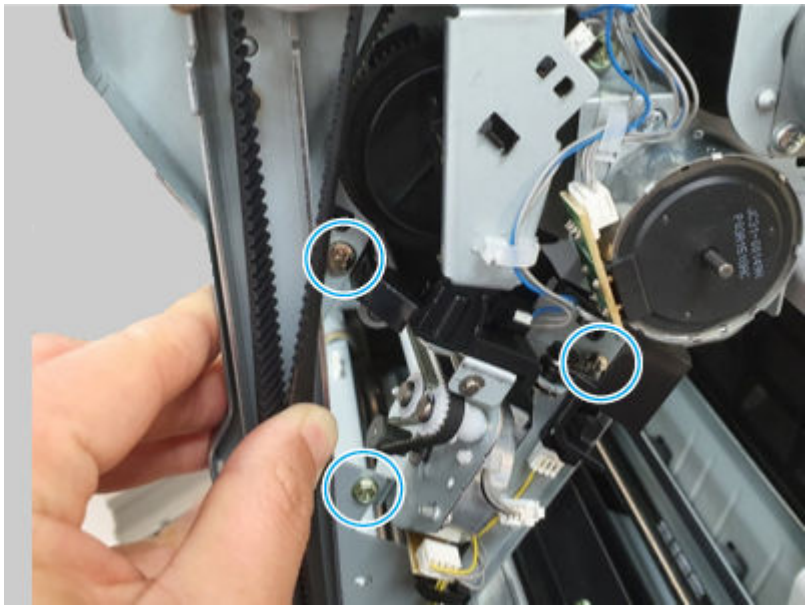
8. Remove the external finisher ejector unit

Use the following procedure to remove and replace the external finisher ejector unit.

1. Remove three screws.

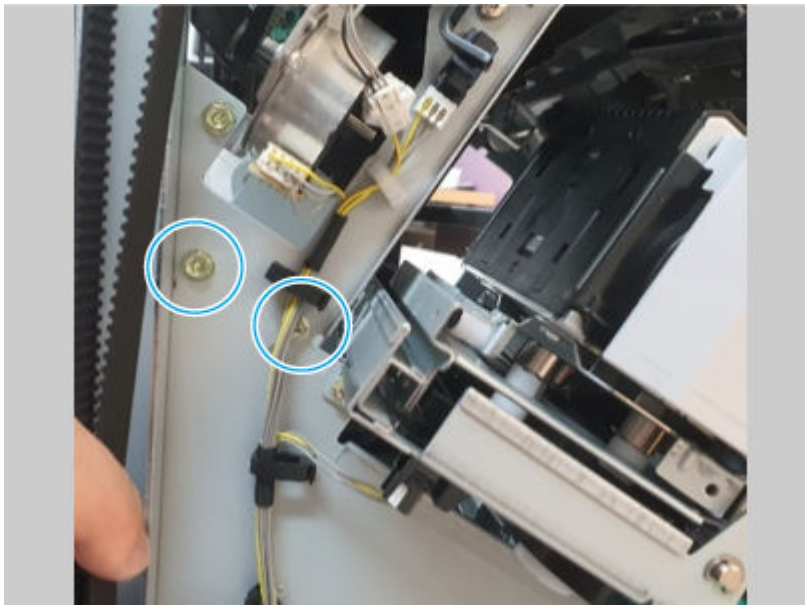
NOTE: Removing these screws allows the front tamper to be moved out of the way when the ejector unit is removed.

Figure 5-2046 Release the tamper



2. Remove two screws (located below the front tamper).

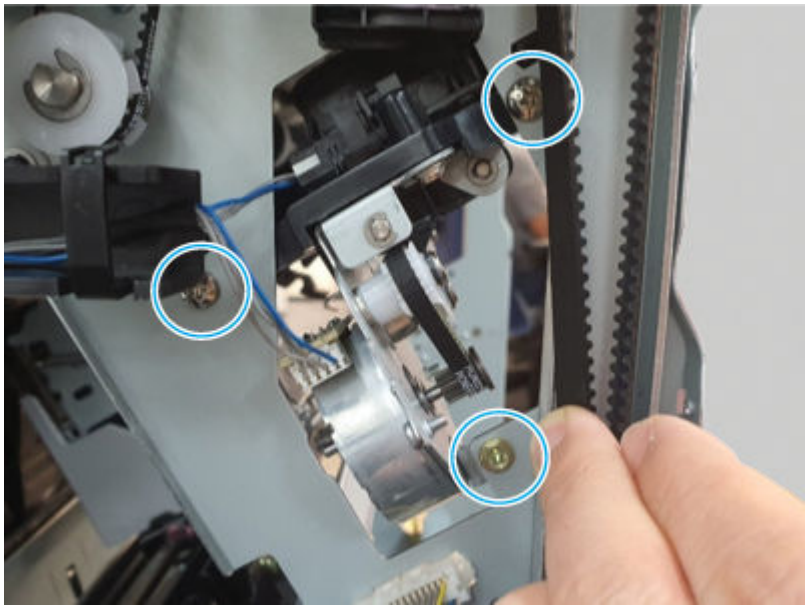
Figure 5-2047 Remove two screws



3. Remove three screws.

NOTE: Removing these screws allows the rear tamper to be moved out of the way when the ejector unit is removed.

Figure 5-2048 Release the tamper



4. Remove two screws (located below the rear tamper).

Figure 5-2049 Remove two screws

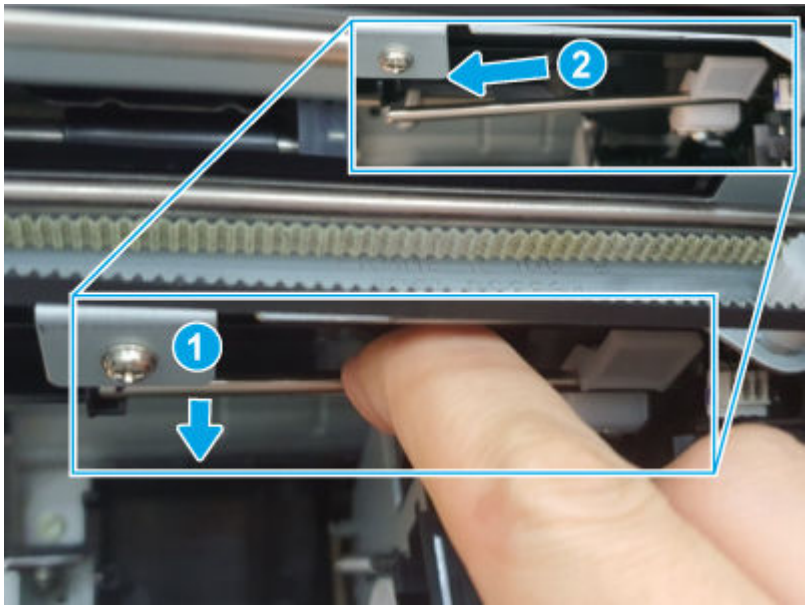


5. Do the following:

   a. Look inside the finisher through the stapler opening.

   b. Locate the shaft, pull down to release it (callout 1), and then slide it as shown below (callout 2) to remove it.

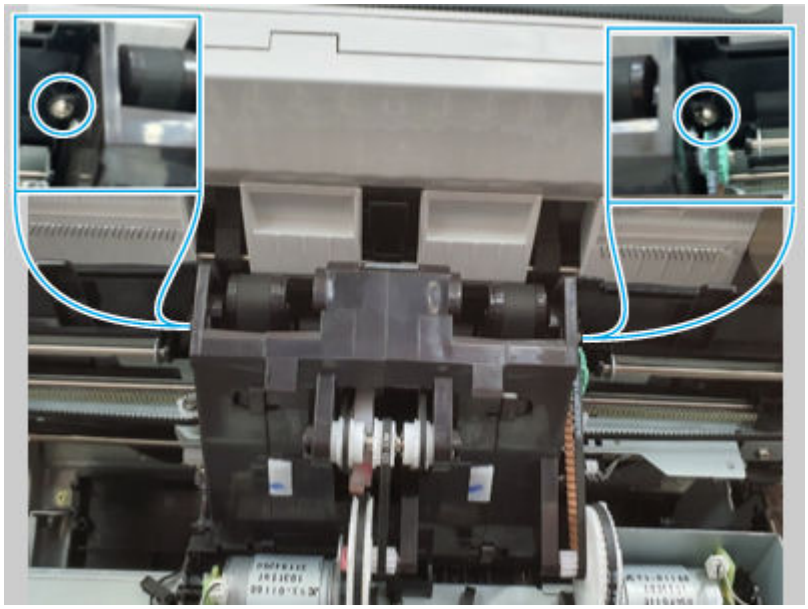
Figure 5-2050 Remove the shaft



6. Remove two screws, and then remove the ejector unit.

NOTE: Slightly lift up on the tampers to give the ejector unit clearance when removing it..

Figure 5-2051 Remove the unit



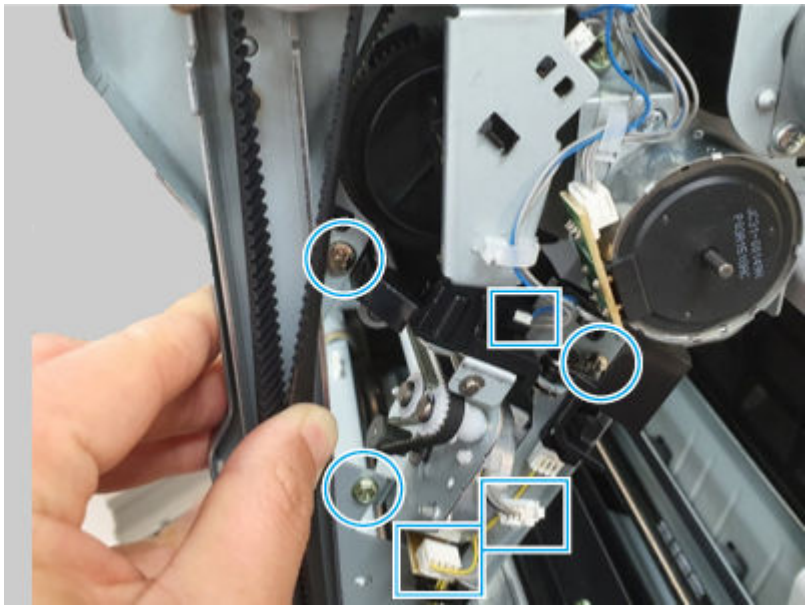
9. Remove the external finisher front tamper

Use the following procedure to remove and replace the external finisher front tamper.

- Disconnect three connectors, remove three screws, and then remove the front tamper.

NOTE: If the tamper unit is removed after the ejector unit to gain access to another assembly, the screws have already been removed.

Figure 5-2052 Remove the tamper

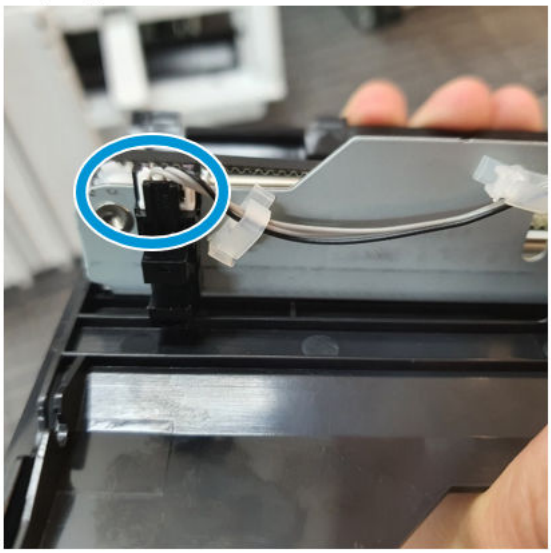


10. Remove the external finisher entrance sensor

Use the following procedure to remove and replace the external finisher entrance sensor.

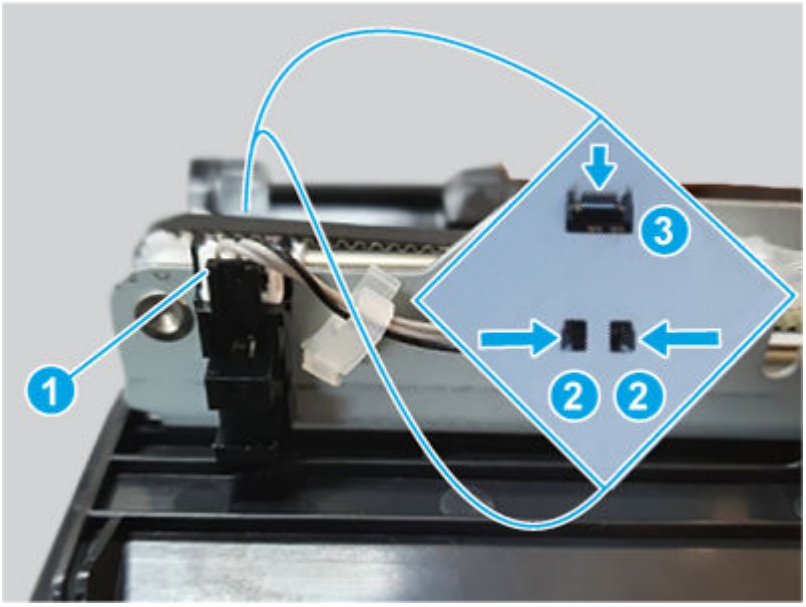
1. Disconnect the connector

Figure 5-2053 Disconnect the connector



2. Do the following:
   - Disconnect one connector (callout 1).
   - Release two hooks (callout 2).
   - Slide the sensor as shown below (callout 3).
   - Remove the entrance sensor.

Figure 5-2054 Remove the sensor



11. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Entrance motor assembly

Learn about removing and replacing the external finisher entrance motor assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-229 Part information

Part number	Part description
8GS05-60104	Entrance motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

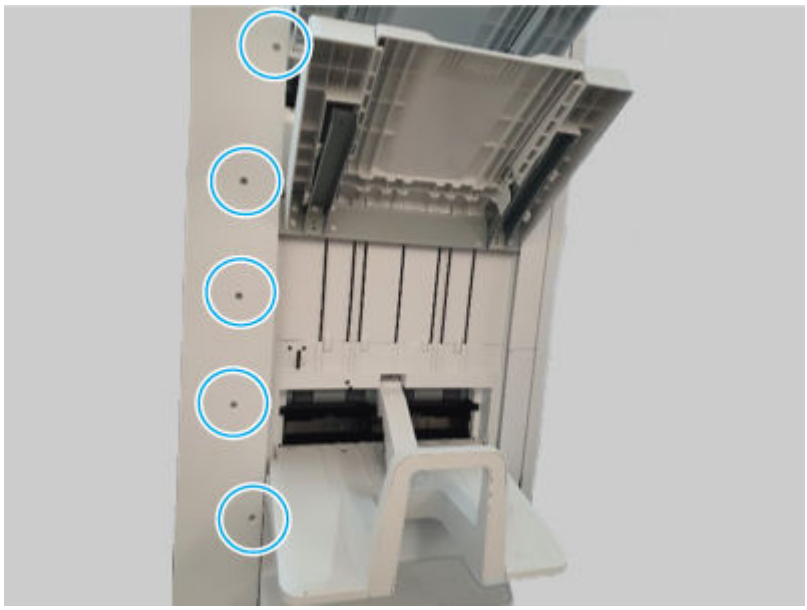
Print any pages necessary to make sure the printer is functioning correctly.

Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

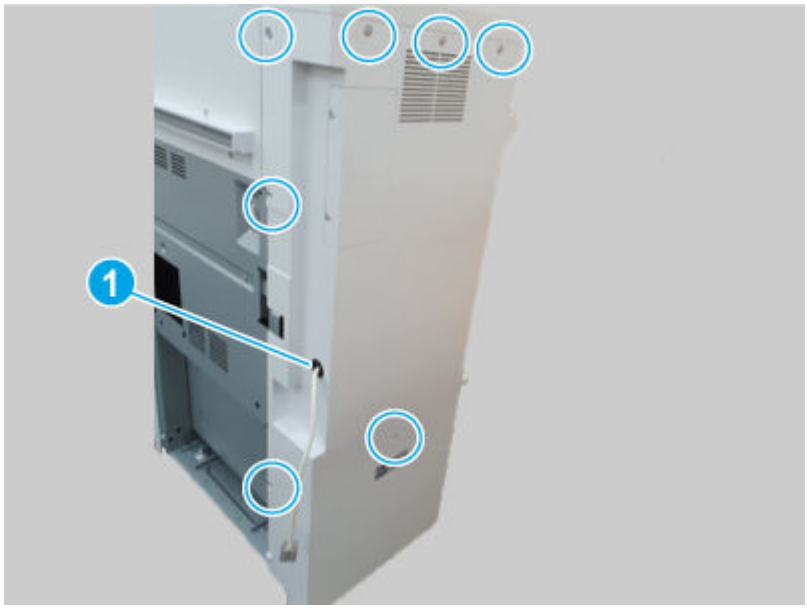
Figure 5-2055 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2056 Remove the cover

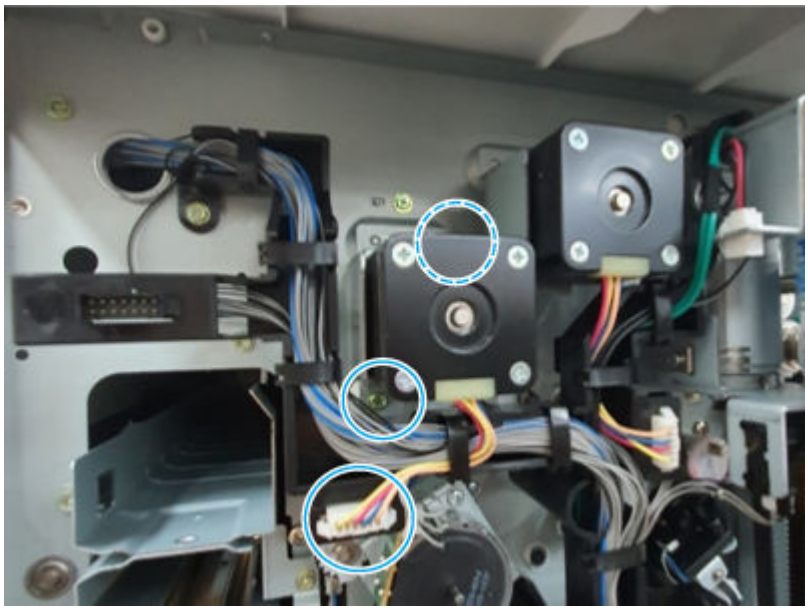


Remove the external finisher entrance motor assembly

Use the following procedure to remove and replace the external finisher entrance motor assembly.

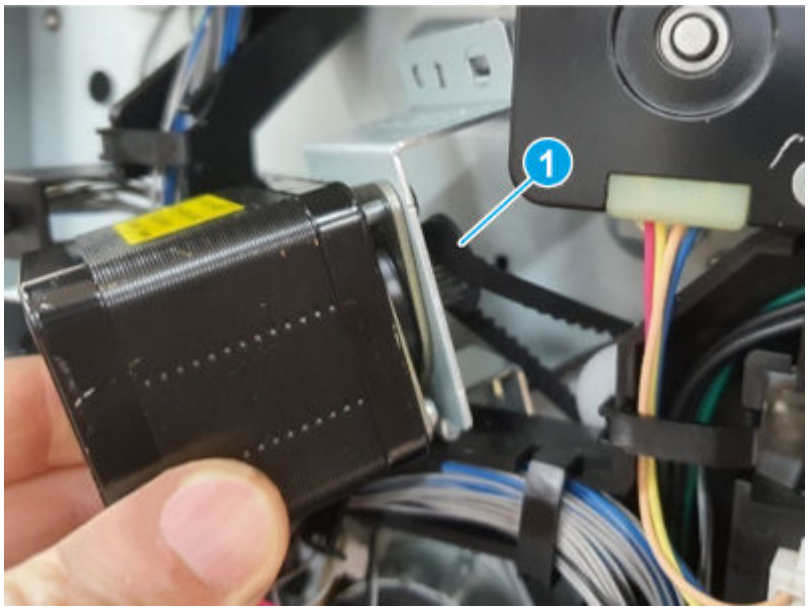
1. Disconnect one connector, and then remove two screws.

Figure 5-2057 Disconnect connector and remove screws



2. Slightly separate the entrance motor assembly from the finisher chassis, remove the belt (callout 1), and then remove the entrance motor assembly.

Figure 5-2058 Remove the assembly



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Entrance motor

Learn about removing and replacing the external finisher entrance motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-230 Part information

Part number	Part description
3SJ19-80501	Entrance motor

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

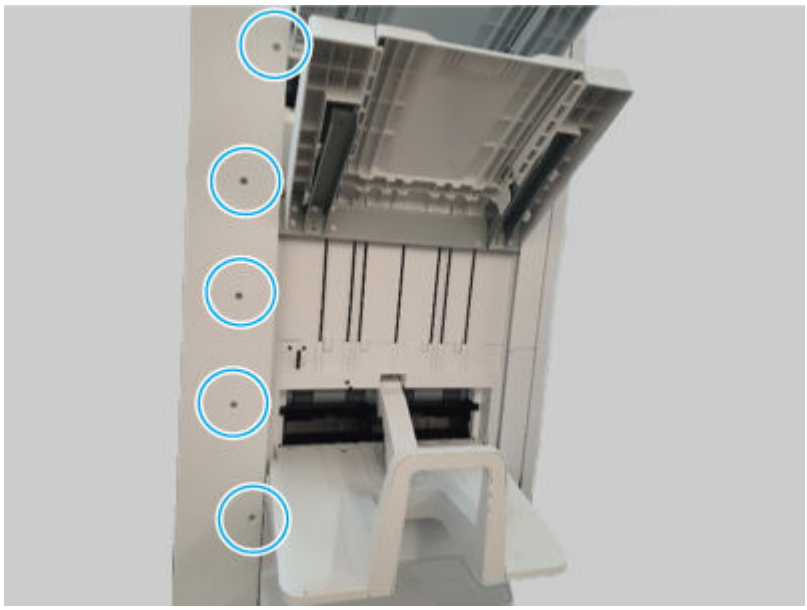
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

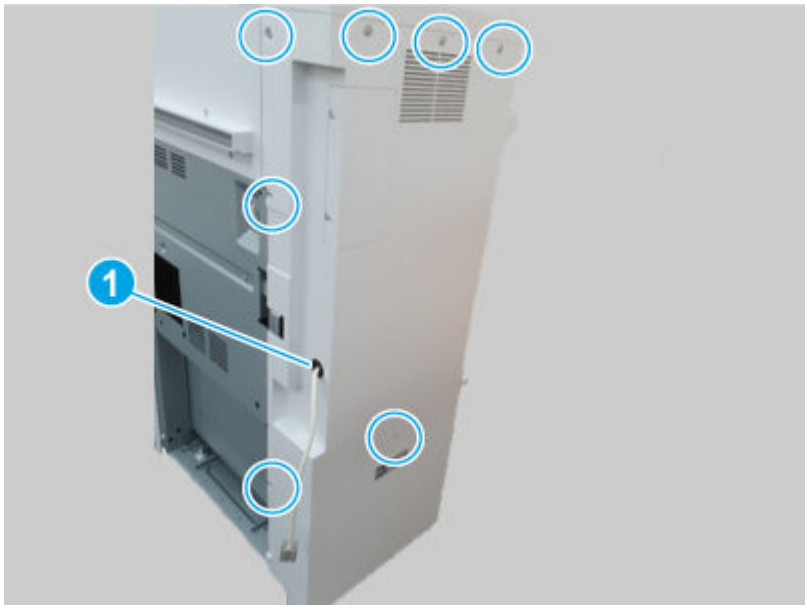
   Figure 5-2059 **Remove five screws**

2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2060 Remove the cover

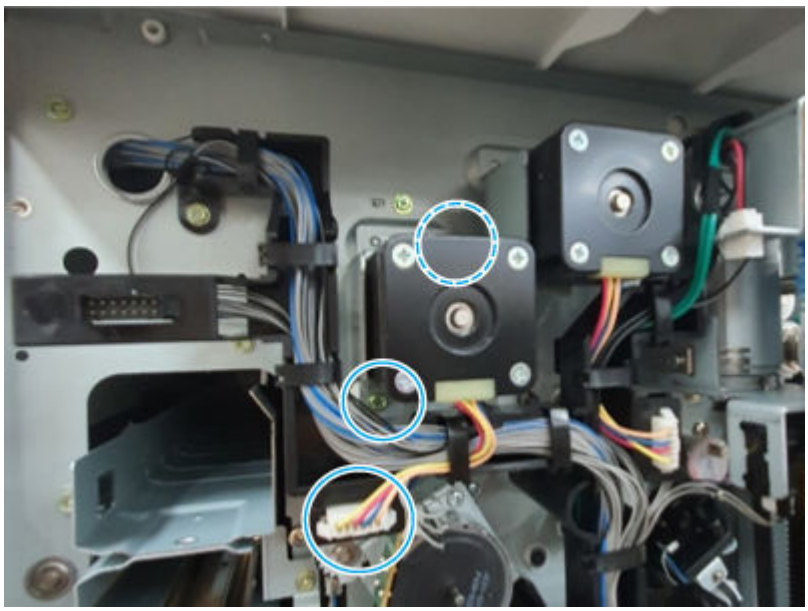


2. Remove the external finisher entrance motor assembly

Use the following procedure to remove and replace the external finisher entrance motor assembly.

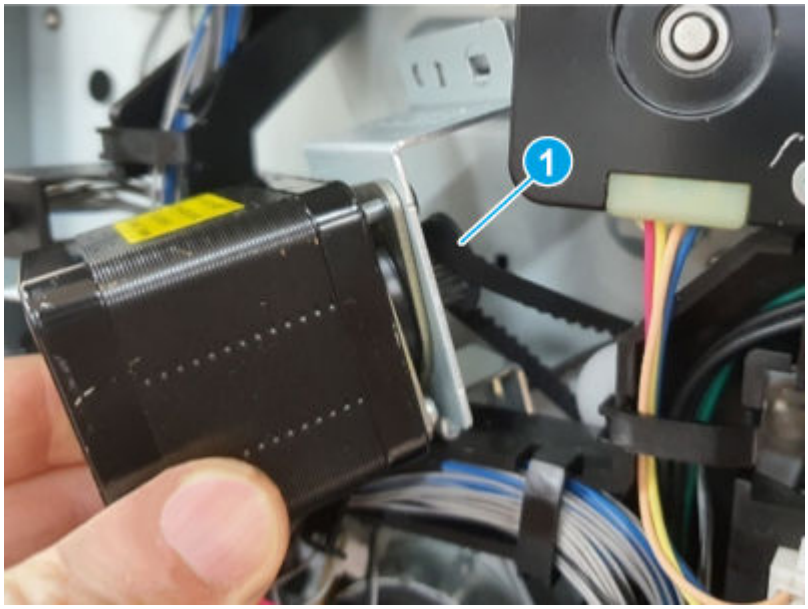
1. Disconnect one connector, and then remove two screws.

Figure 5-2061 Disconnect connector and remove screws



2. Slightly separate the entrance motor assembly from the finisher chassis, remove the belt (callout 1), and then remove the entrance motor assembly.

Figure 5-2062 Remove the assembly



3. Remove the external finisher entrance motor

Use the following procedure to remove and replace the external finisher entrance motor.

- Remove two screws, and then remove the entrance motor.

Figure 5-2063 Remove the motor



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Punch unit

Review the external finisher punch unit removal procedures.

Removal and replacement: Punch unit

Learn about removing and replacing the external finisher punch unit.

Mean time to repair: 5 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-231 Part information

Part number	Part description
Y1G10-67901	Punch unit (2-3 hole)
Y1G11-67901	Punch unit (2-4 hole)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher punch unit

Use the following procedure to remove and replace the external finisher punch unit.

- Disconnect two connectors, remove one screw, and then remove the punch unit.

Figure 5-2064 Remove the unit



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Tray diverter unit

Review the external finisher tray diverter unit removal procedures.

Removal and replacement: Top jam cover assembly

Learn about removing and replacing the external finisher top jam cover assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-232 Part information

Part number	Part description
JC90-01455A	Top jam cover assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

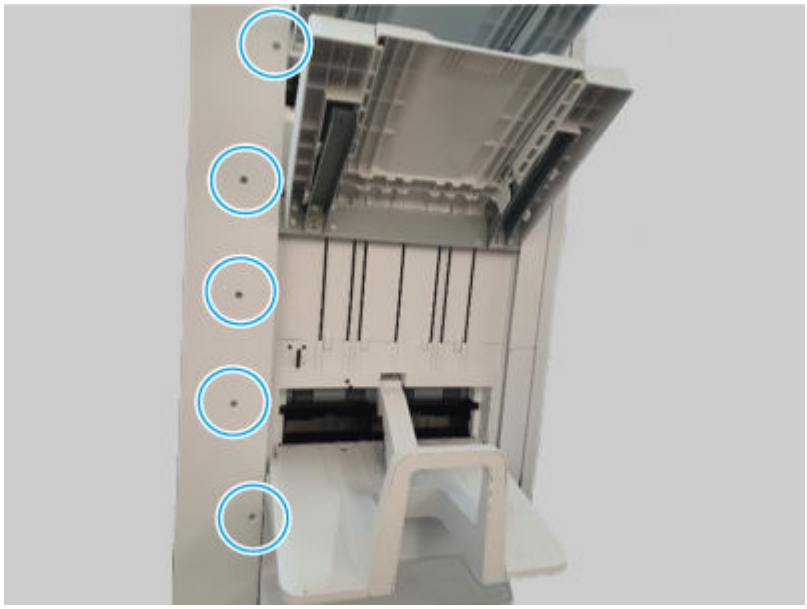
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

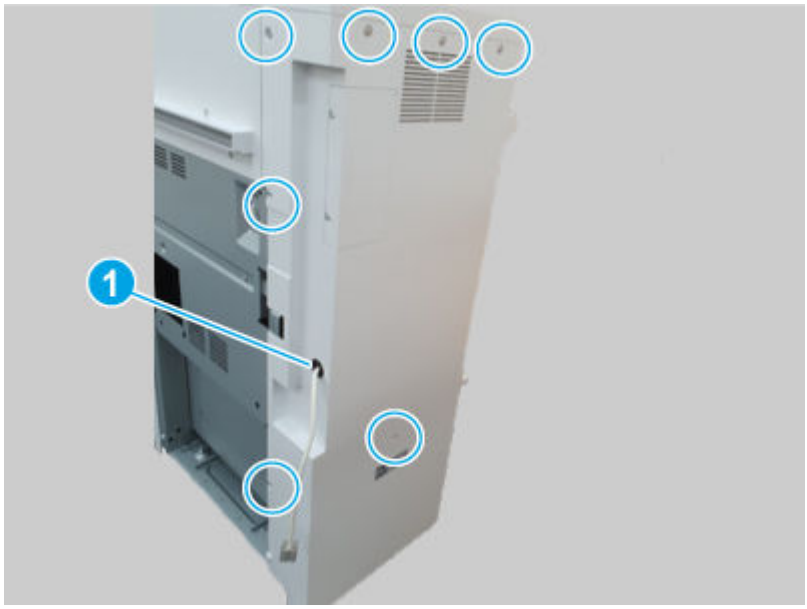
Figure 5-2065 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2066 Remove the cover

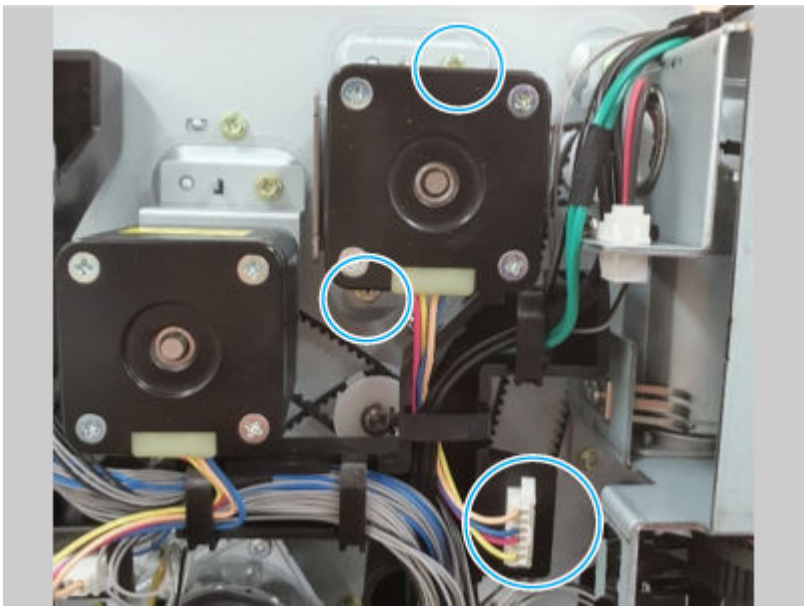


2. Remove the external finisher exit motor assembly

Use the following procedure to remove and replace the external finisher exit motor assembly.

- Disconnect one connector, remove two screws, and then remove the exit motor assembly.

Figure 5-2067 Remove the assembly

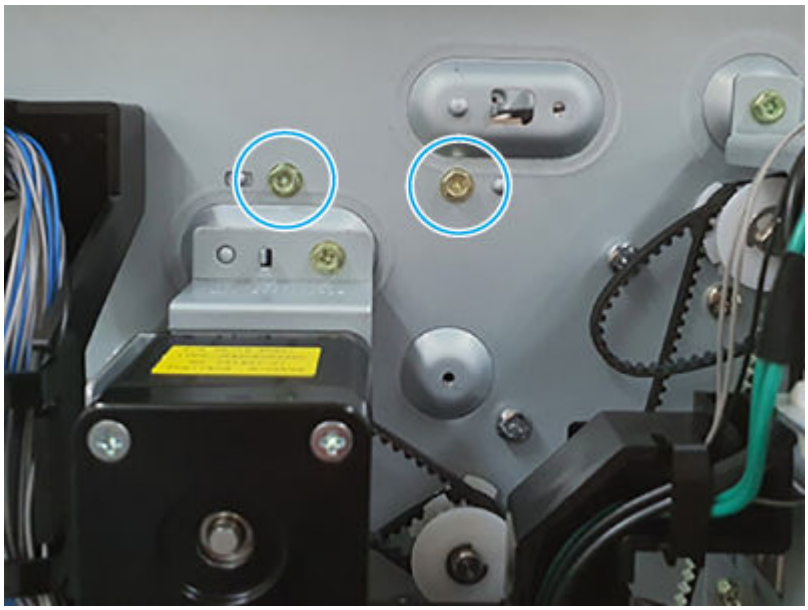


3. Remove the external finisher top jam cover assembly

Use the following procedure to remove and replace the external finisher top jam cover assembly.

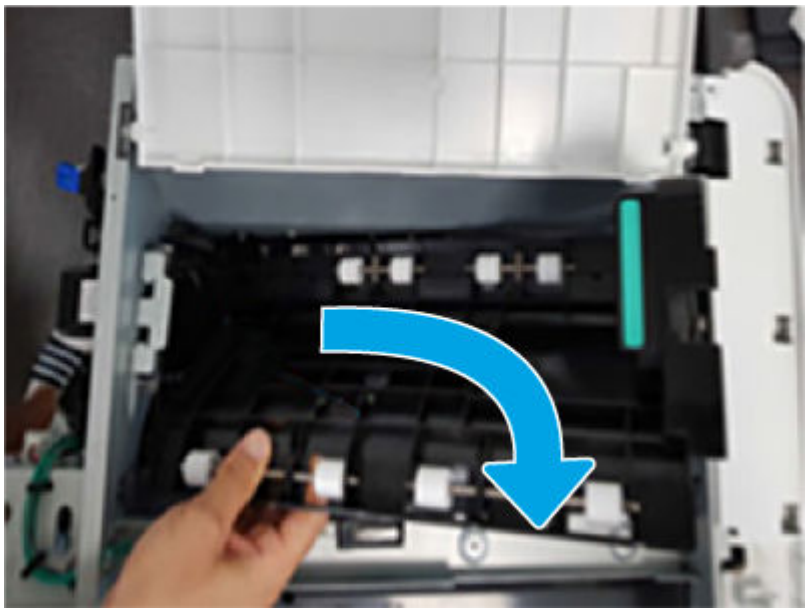
1. Remove two screws.

Figure 5-2068 **Remove two screws**



2. Pull the top jam cover assembly out of the finisher.

Figure 5-2069 **Remove the assembly**



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray diverter

Learn about removing and replacing the external finisher tray diverter.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-233 Part information

Part number	Part description
NA	Tray diverter

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

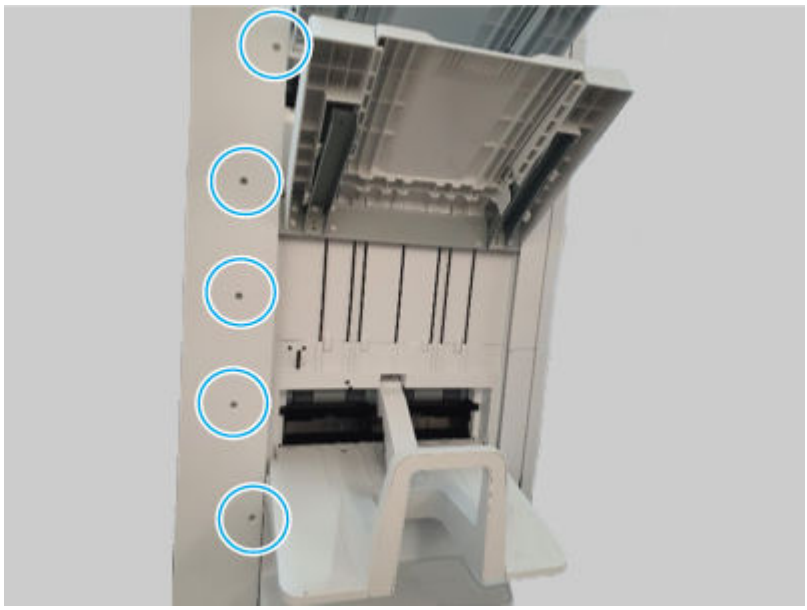
Print any pages necessary to make sure the printer is functioning correctly.

Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

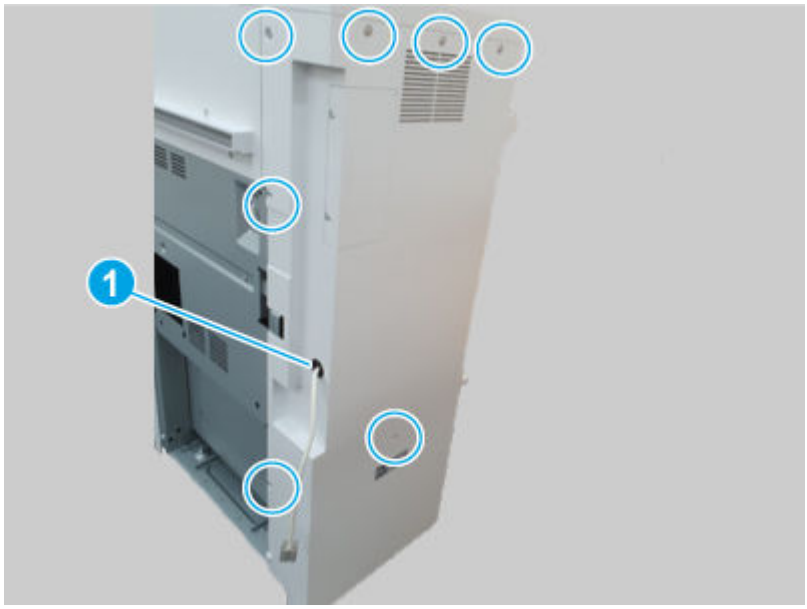
   Figure 5-2070 **Remove five screws**

2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2071 Remove the cover

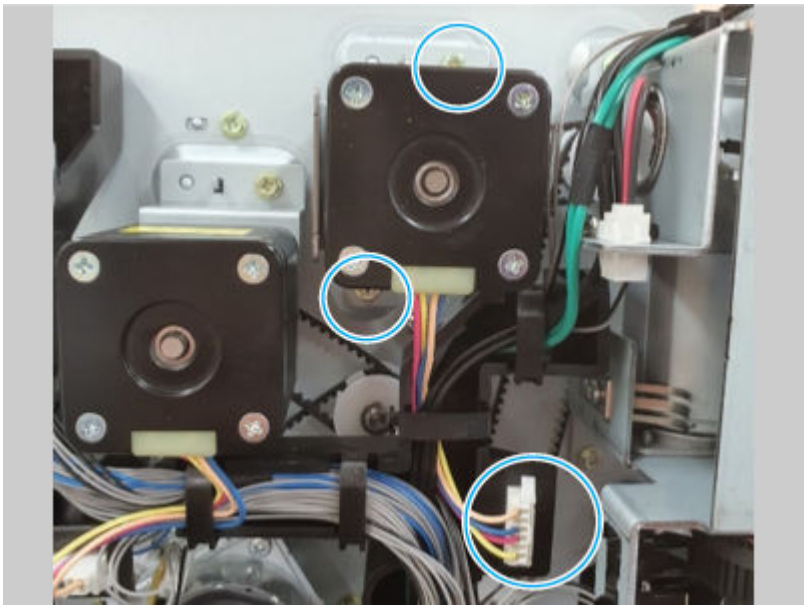


Remove the external finisher exit motor assembly

Use the following procedure to remove and replace the external finisher exit motor assembly.

- Disconnect one connector, remove two screws, and then remove the exit motor assembly.

Figure 5-2072 Remove the assembly

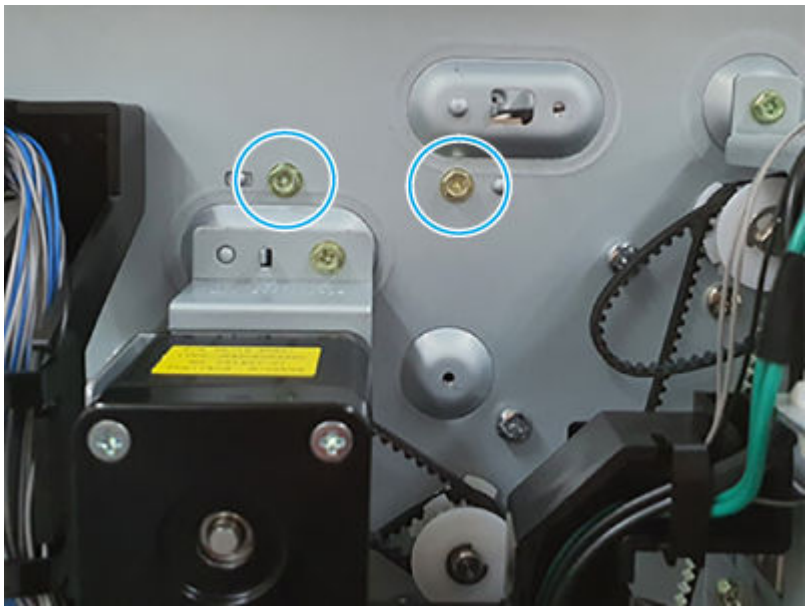


Remove the external finisher top jam cover assembly

Use the following procedure to remove and replace the external finisher top jam cover assembly.

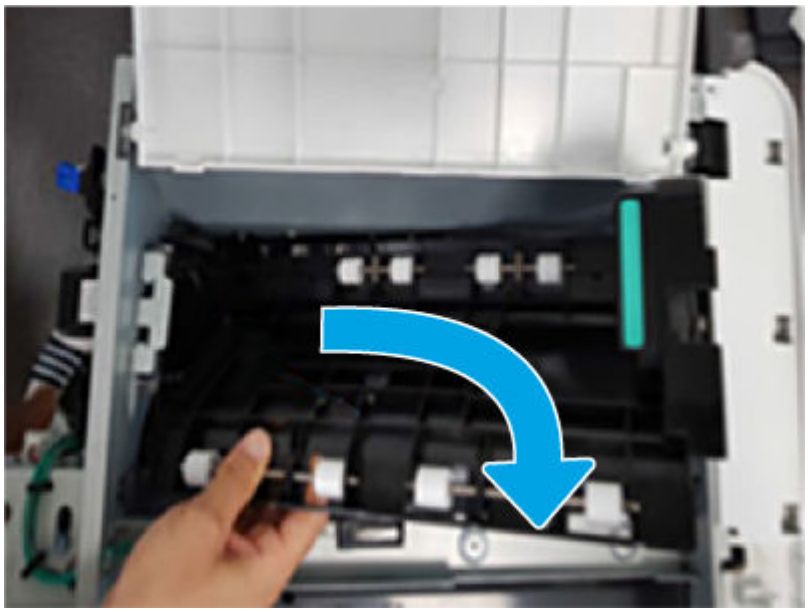
1. Remove two screws.

Figure 5-2073 **Remove two screws**



2. Pull the top jam cover assembly out of the finisher.

Figure 5-2074 **Remove the assembly**

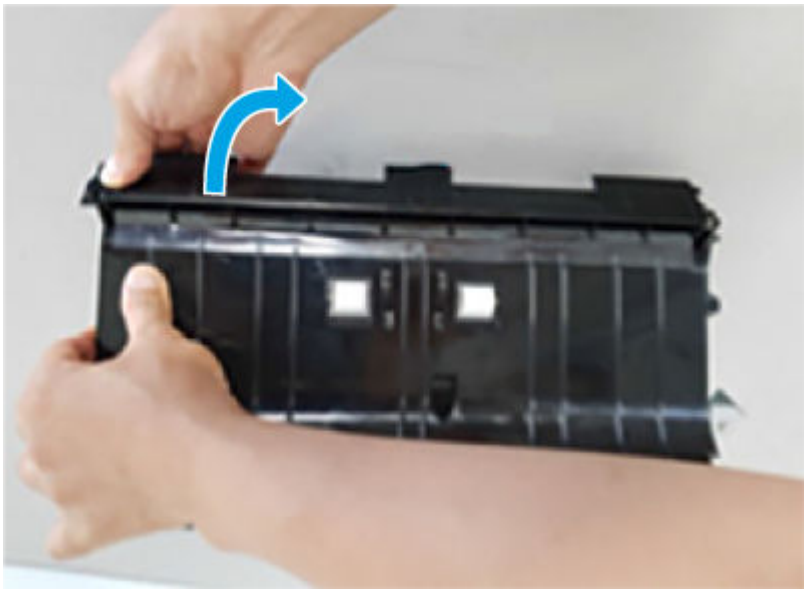


Remove the external finisher tray diverter

Use the following procedure to remove and replace the external finisher tray diverter.

- Carefully separate the tray diverter from the top jam cover assembly to remove it.

Figure 5-2075 **Remove the diverter**



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Top door open switch

Learn about removing and replacing the external finisher top door open switch.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-234 Part information

Part number	Part description
JC39-02631A	Top door open switch

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

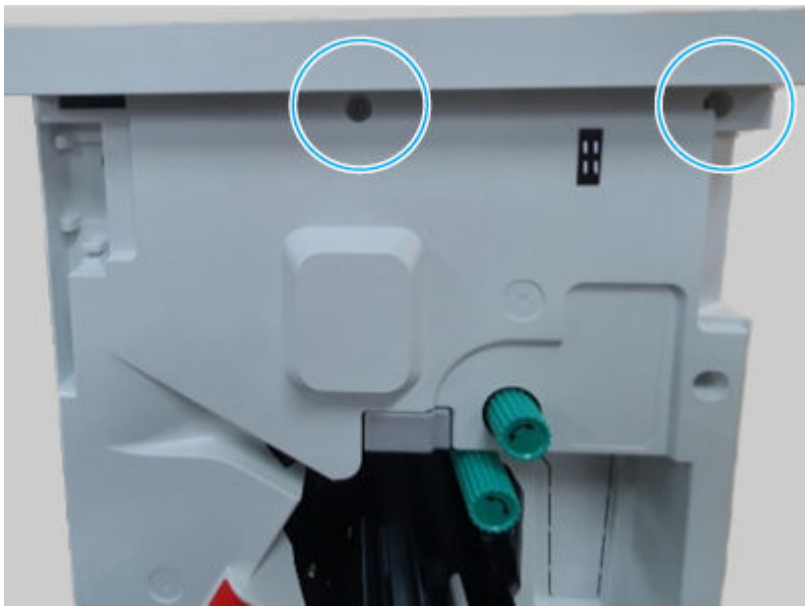
1. Remove three screws.

Figure 5-2076 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2077 **Remove the cover**

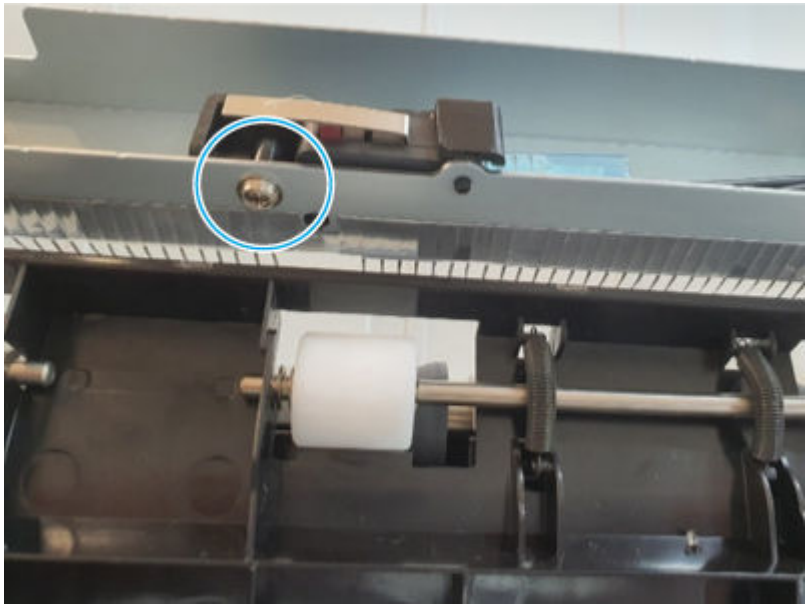


2. Remove the external finisher top door open switch

Use the following procedure to remove and replace the external finisher top door open switch.

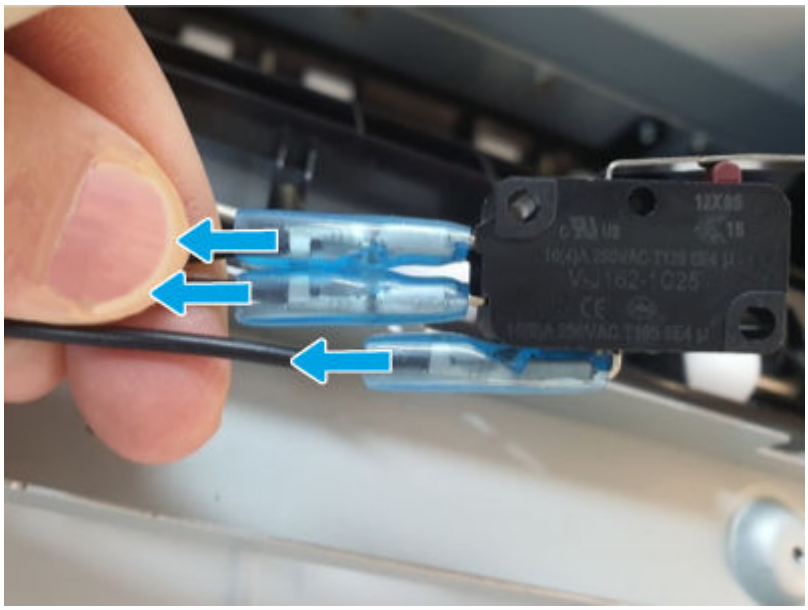
1. Remove one screw.

Figure 5-2078 **Remove one screw**



2. Separate the top door open switch from the finisher, and then disconnect three connectors to remove it.

Figure 5-2079 **Remove the switch**



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray diverter cam

Learn about removing and replacing the external finisher tray diverter cam.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-235 Part information

Part number	Part description
JC90-01458A	Tray diverter cam

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

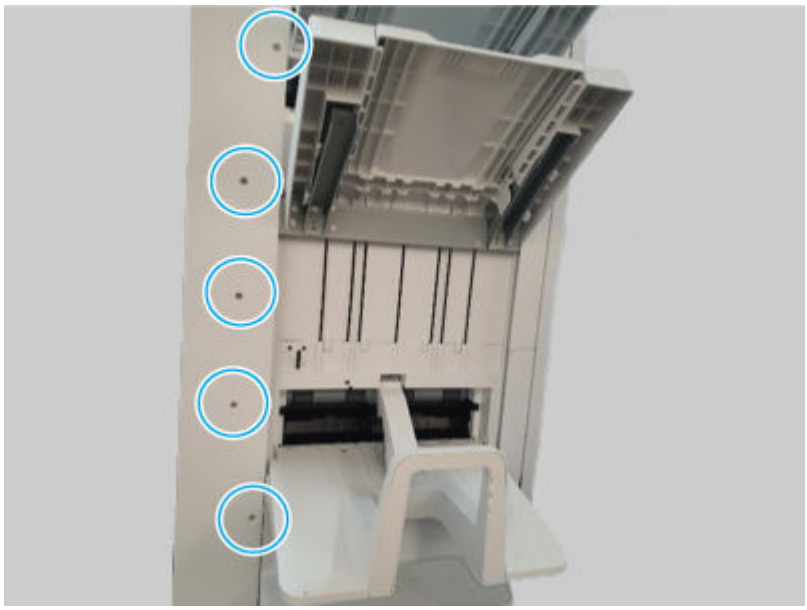
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

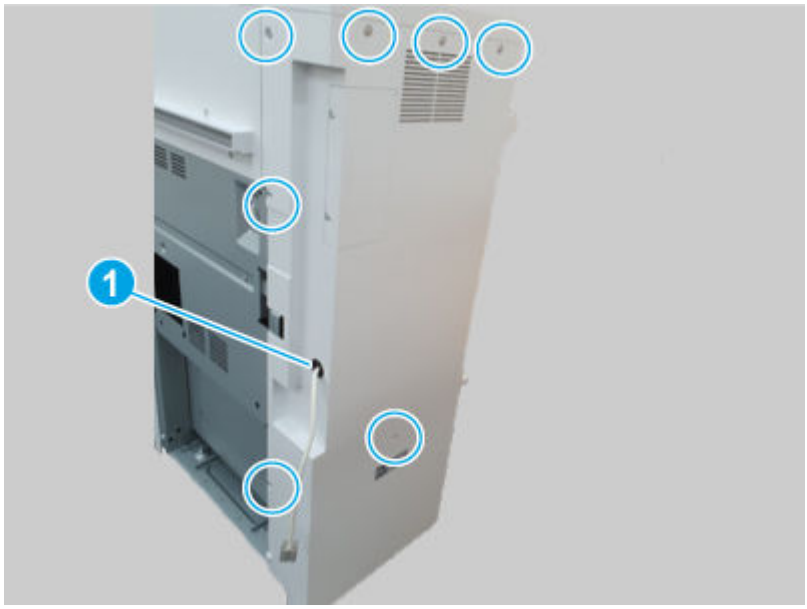
Figure 5-2080 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2081 Remove the cover



2. Remove the external finisher entrance motor

Use the following procedure to remove and replace the external finisher entrance motor.

- Remove two screws, and then remove the entrance motor.

Figure 5-2082 Remove the motor

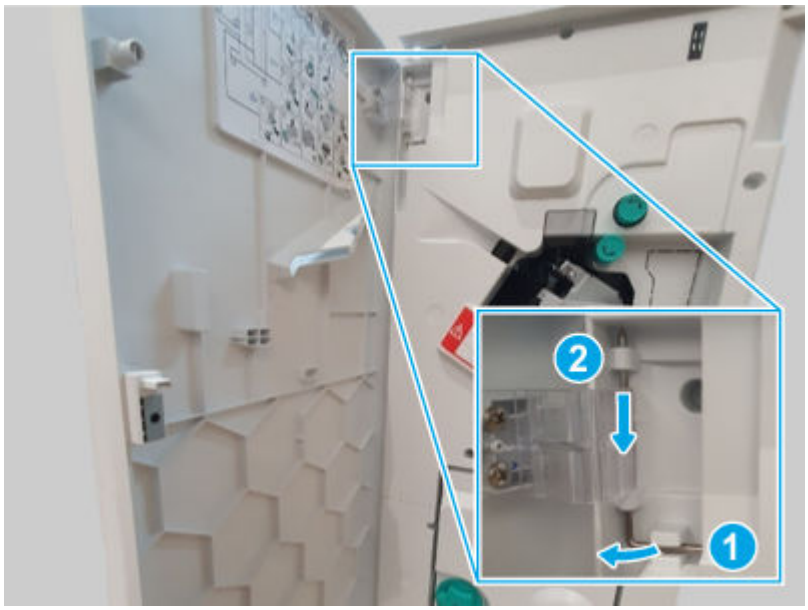


3. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

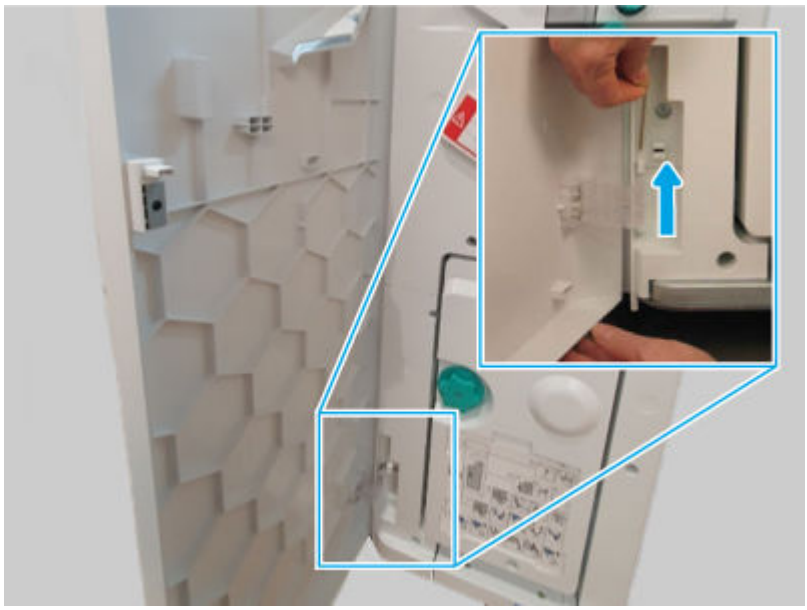
1. Release, and then remove the upper hinge pin.

Figure 5-2083 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2084 **Remove the door**



4. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

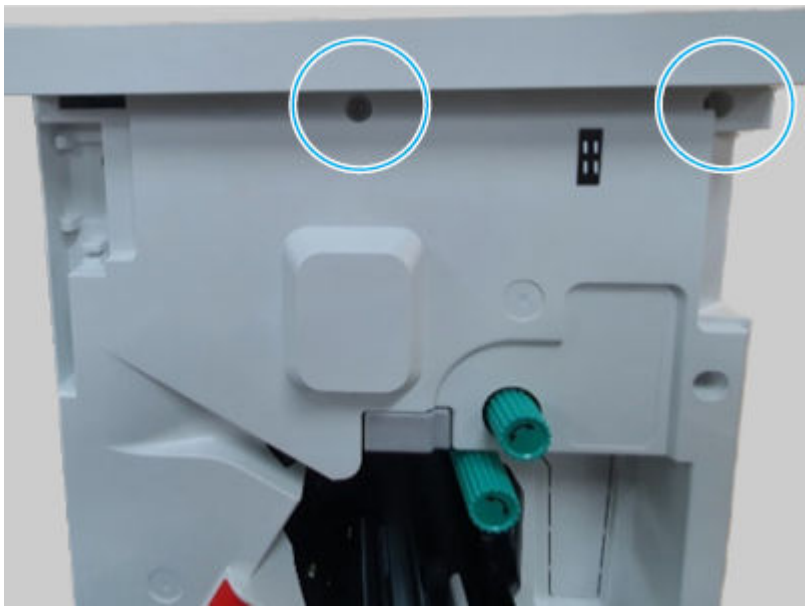
1. Remove three screws.

Figure 5-2085 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2086 **Remove the cover**

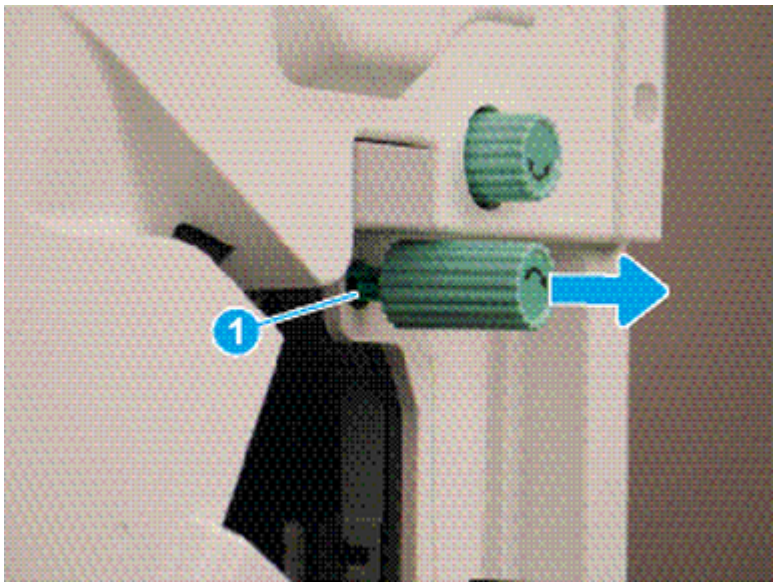


5. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

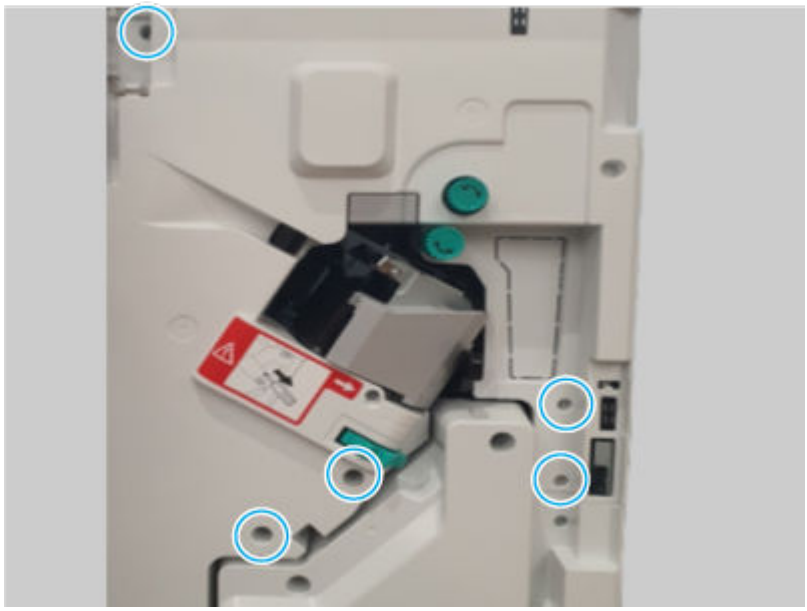
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2087 **Remove the knob**



2. Remove five screws, and then remove the front cover.

Figure 5-2088 **Remove the cover**

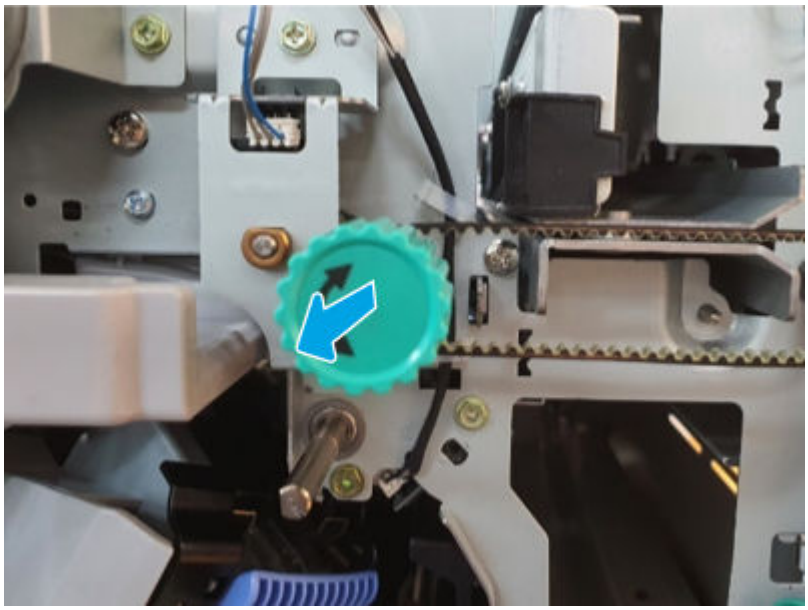


6. Remove the external finisher tray diverter home sensor

Use the following procedure to remove and replace the external finisher tray diverter home sensor.

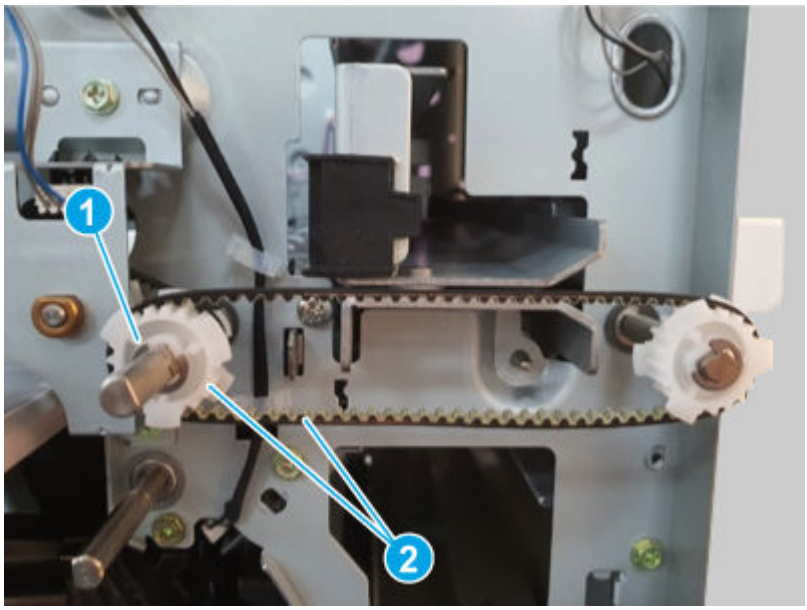
1. Remove the green handle.

Figure 5-2089 **Remove the handle**



2. Use a pair of tweezers to remove one e-ring (callout 1), and then remove the gear and belt (callout 2).

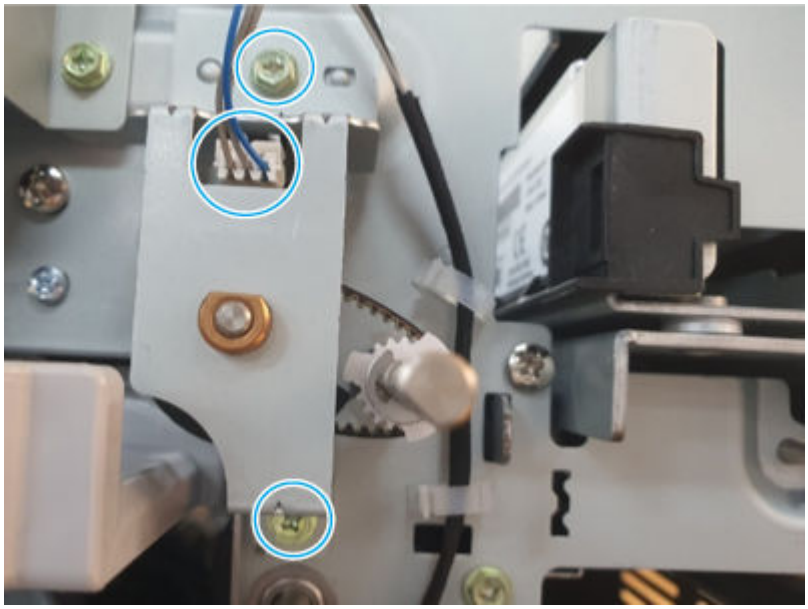
Figure 5-2090 **Remove the gear and belt**



3. Disconnect one connector, remove two screws, and then remove the sensor and bracket.

NOTE: If the tray diverter home sensor assembly is being removed to gain access to another part, stop now.

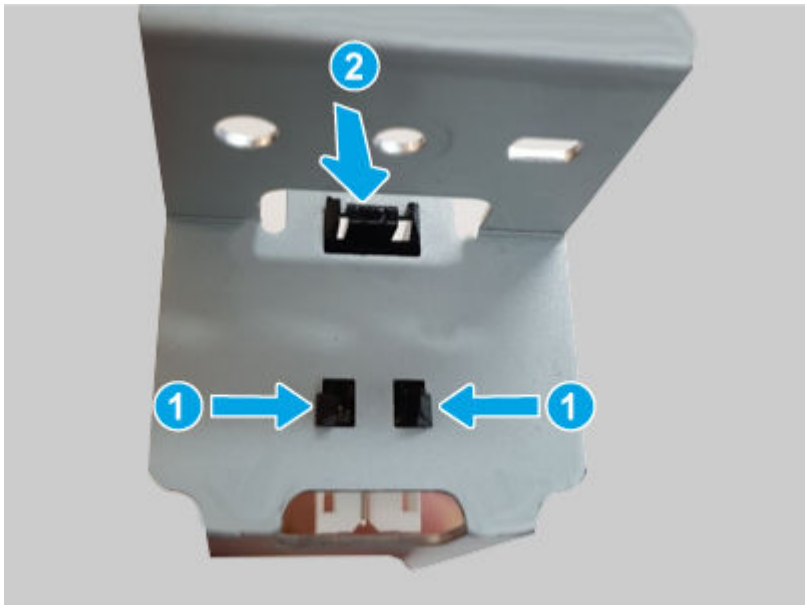
Figure 5-2091 Remove the sensor and bracket



4. Do the following:

   - Release the hooks (callout 1).
   - Slide the sensor assembly as shown below (callout 2).
   - Remove the tray diverter home position sensor from the bracket.

Figure 5-2092 Remove the sensor

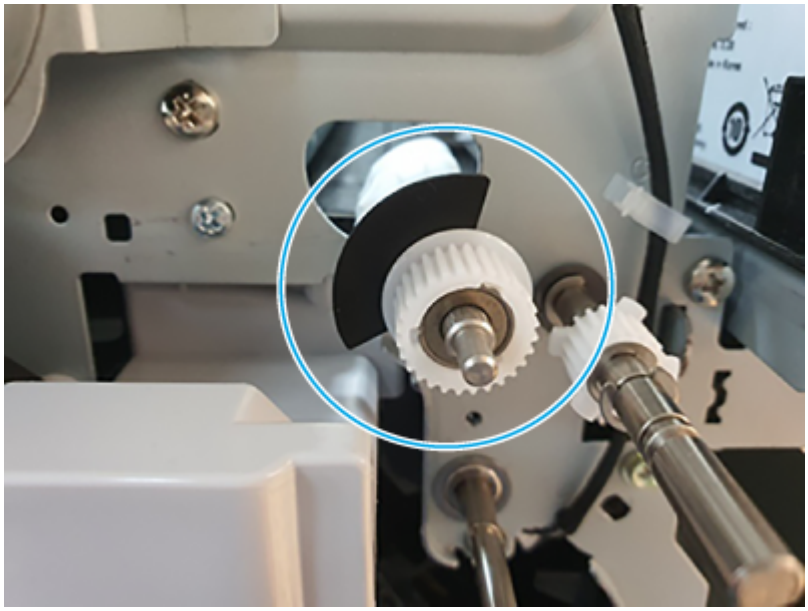


7. Remove the external finisher tray diverter cam

Use the following procedure to remove and replace the external finisher tray diverter cam

- Carefully slide the tray diverter cam off of the shaft to remove it.

Figure 5-2093 Remove the cam



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray diverter home sensor

Learn about removing and replacing the external finisher tray diverter home sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-236 Part information

Part number	Part description
0604-001415	Photo interrupter (Tray diverter home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

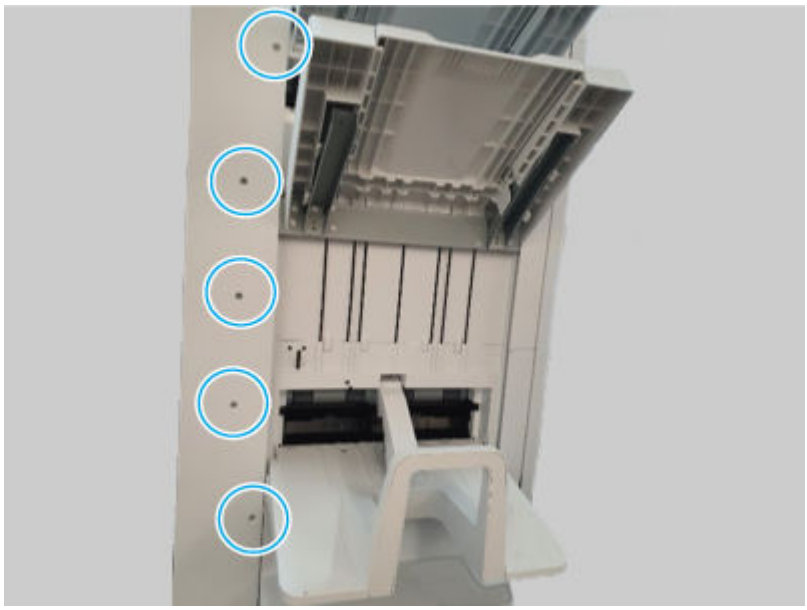
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

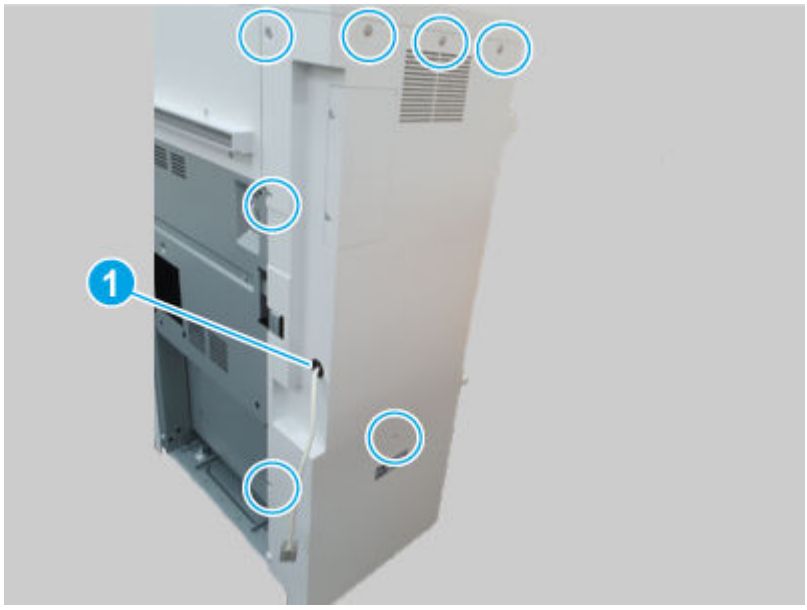
Figure 5-2094 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2095 Remove the cover

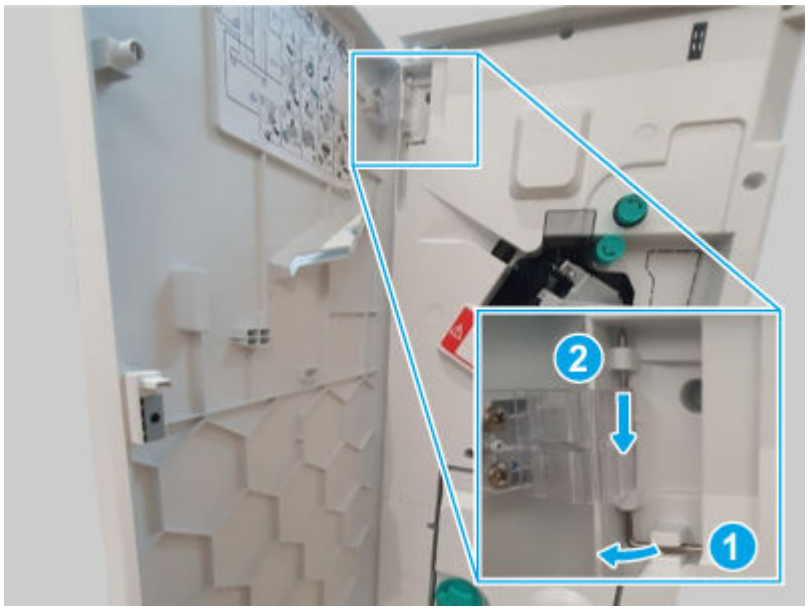


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

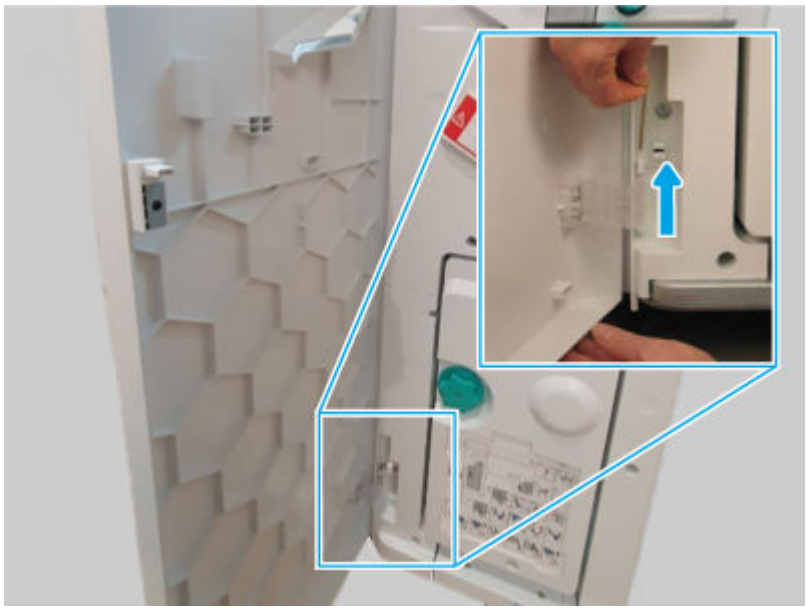
1. Release, and then remove the upper hinge pin.

Figure 5-2096 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2097 **Remove the door**



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

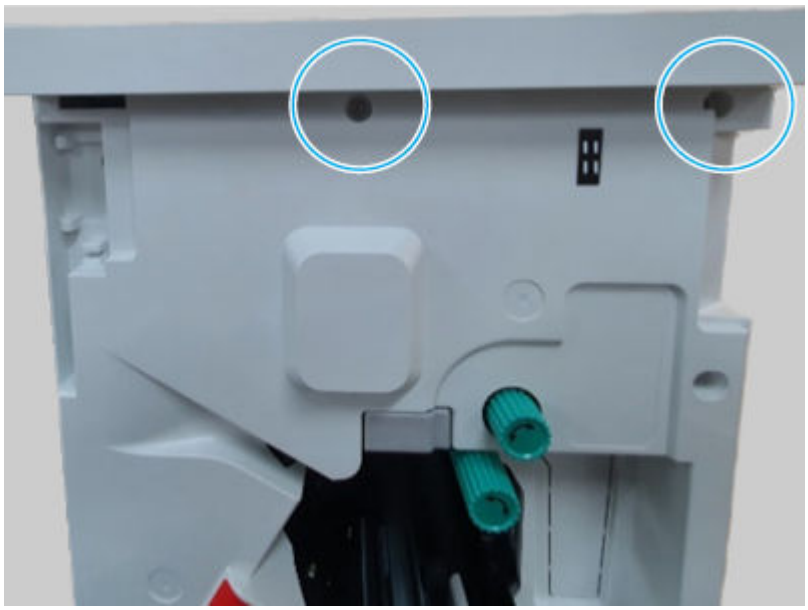
1. Remove three screws.

Figure 5-2098 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2099 **Remove the cover**

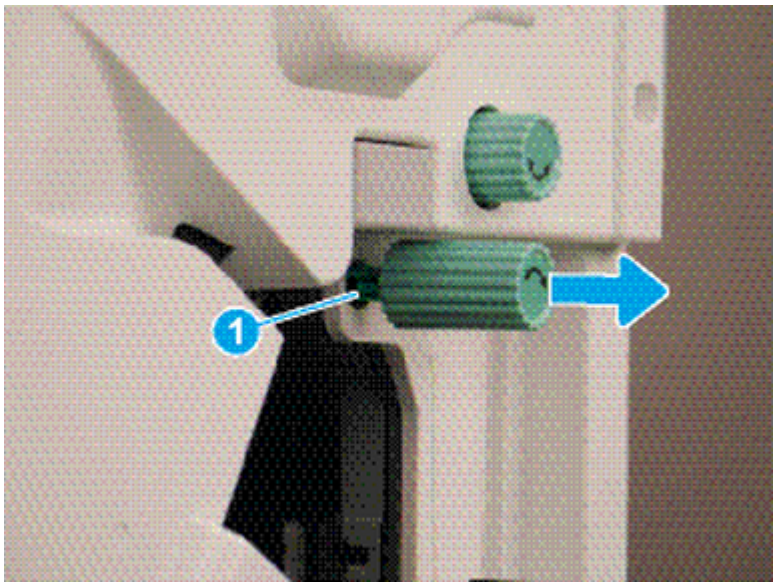


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

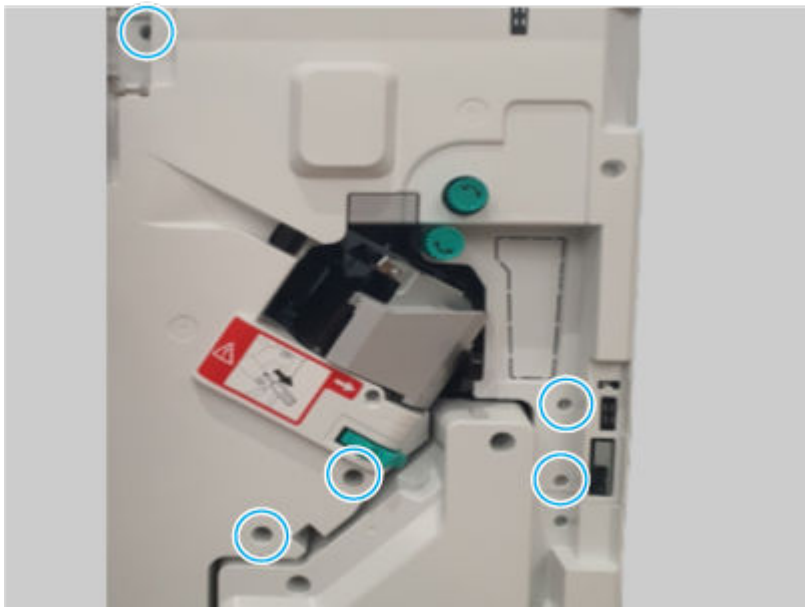
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2100 **Remove the knob**



2. Remove five screws, and then remove the front cover.

Figure 5-2101 **Remove the cover**

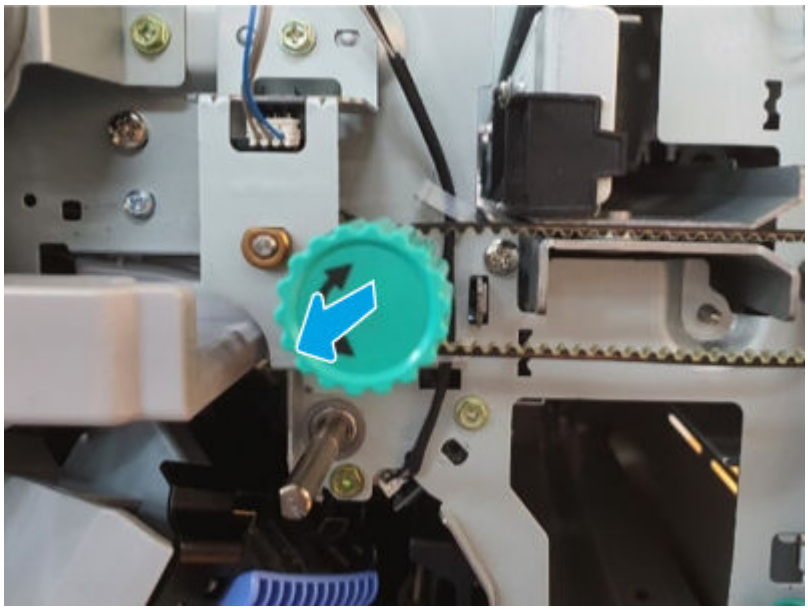


5. Remove the external finisher tray diverter home sensor

Use the following procedure to remove and replace the external finisher tray diverter home sensor.

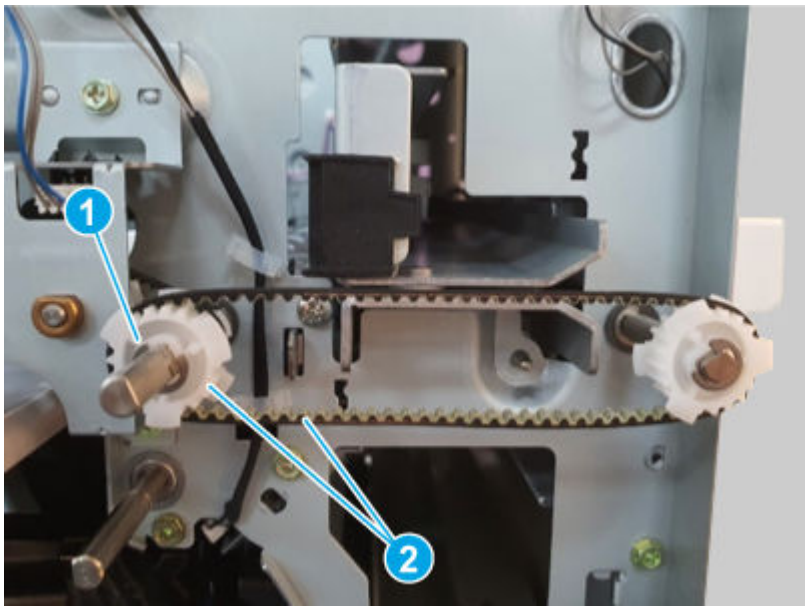
1. Remove the green handle.

Figure 5-2102 **Remove the handle**



2. Use a pair of tweezers to remove one e-ring (callout 1), and then remove the gear and belt (callout 2).

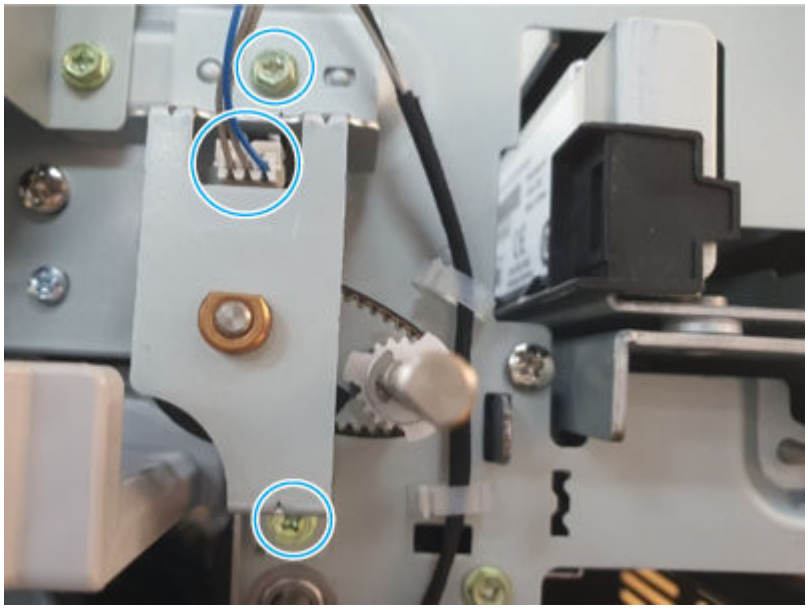
Figure 5-2103 **Remove the gear and belt**



3. Disconnect one connector, remove two screws, and then remove the sensor and bracket.

NOTE: If the tray diverter home sensor assembly is being removed to gain access to another part, stop now.

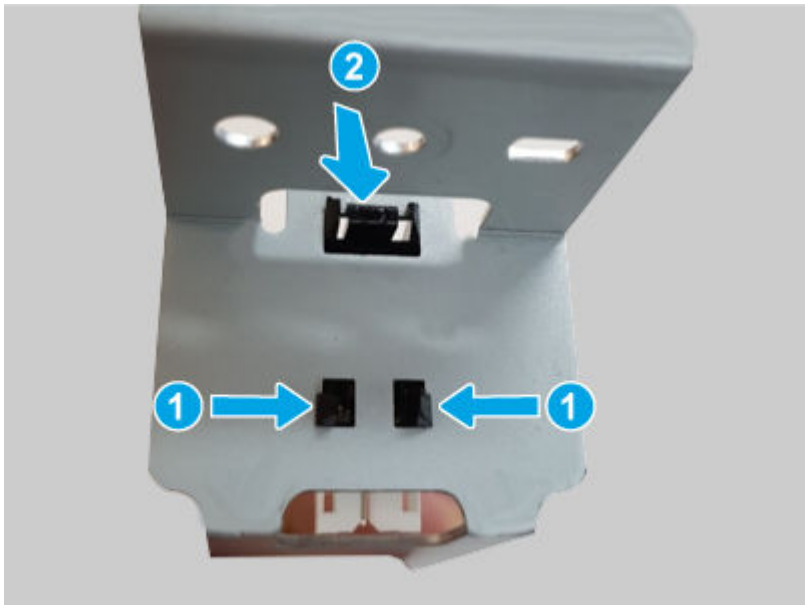
Figure 5-2104 Remove the sensor and bracket



4. Do the following:

   - Release the hooks (callout 1).
   - Slide the sensor assembly as shown below (callout 2).
   - Remove the tray diverter home position sensor from the bracket.

Figure 5-2105 Remove the sensor



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Top exit unit

Review the external finisher top exit unit removal procedures.

Removal and replacement: Top exit sensor

Learn about removing and replacing the external finisher top exit sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-237 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Top exit sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

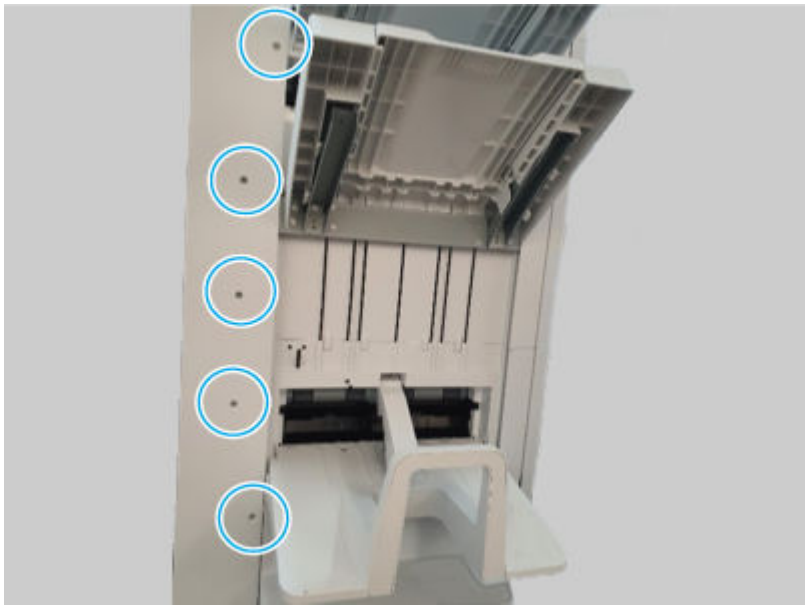
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

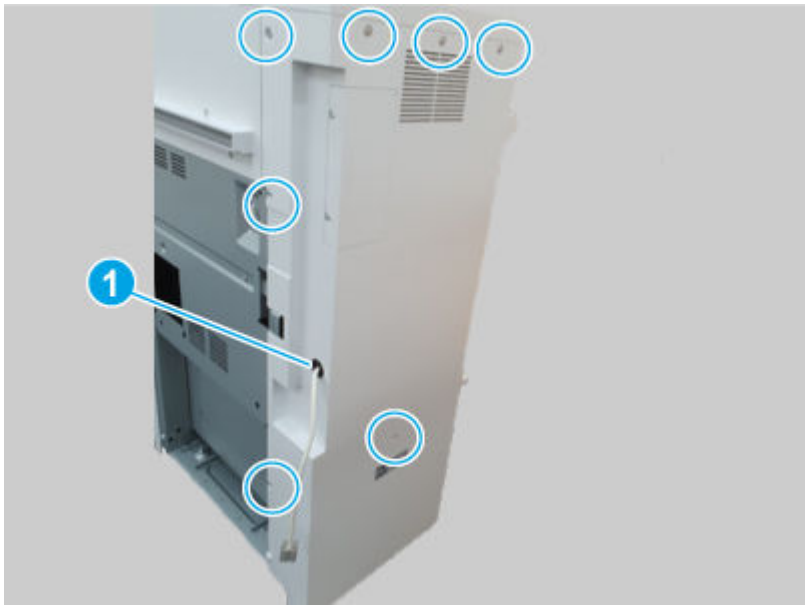
Figure 5-2106 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2107 Remove the cover

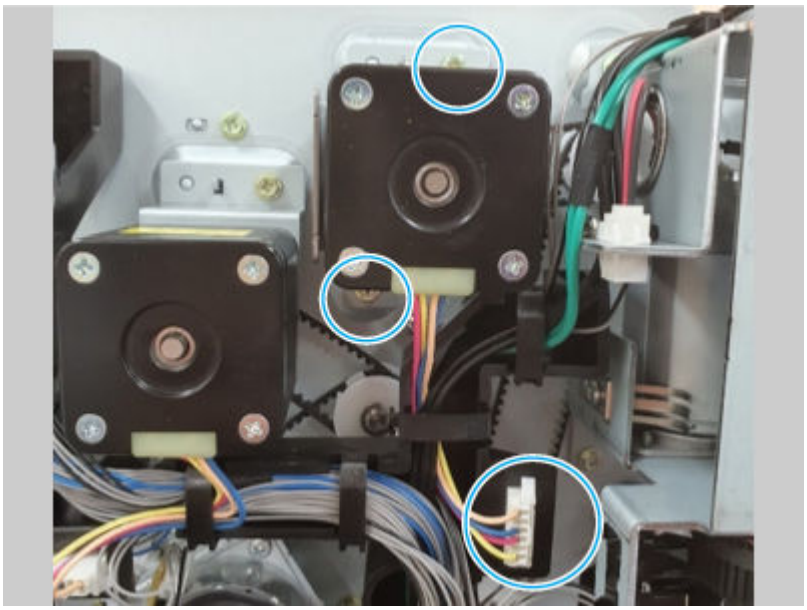


2. Remove the external finisher exit motor assembly

Use the following procedure to remove and replace the external finisher exit motor assembly.

- Disconnect one connector, remove two screws, and then remove the exit motor assembly.

Figure 5-2108 Remove the assembly

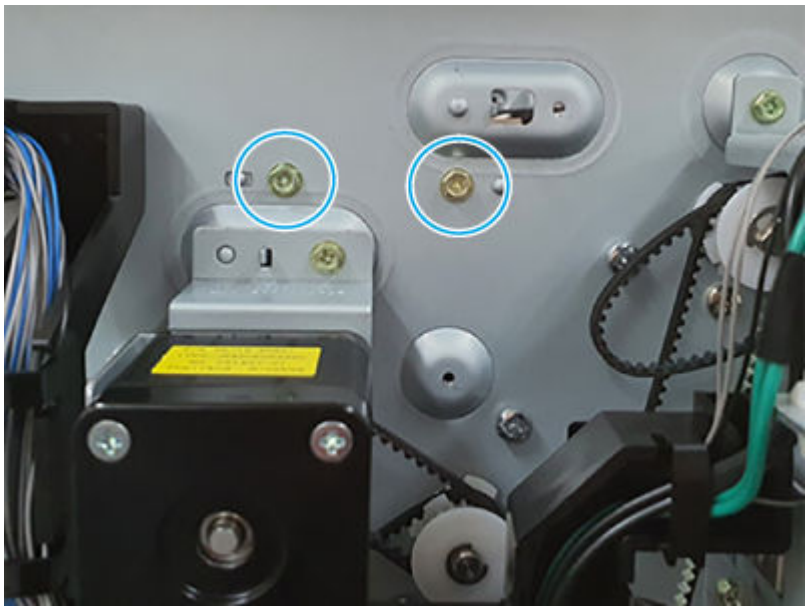


3. Remove the external finisher top jam cover assembly

Use the following procedure to remove and replace the external finisher top jam cover assembly.

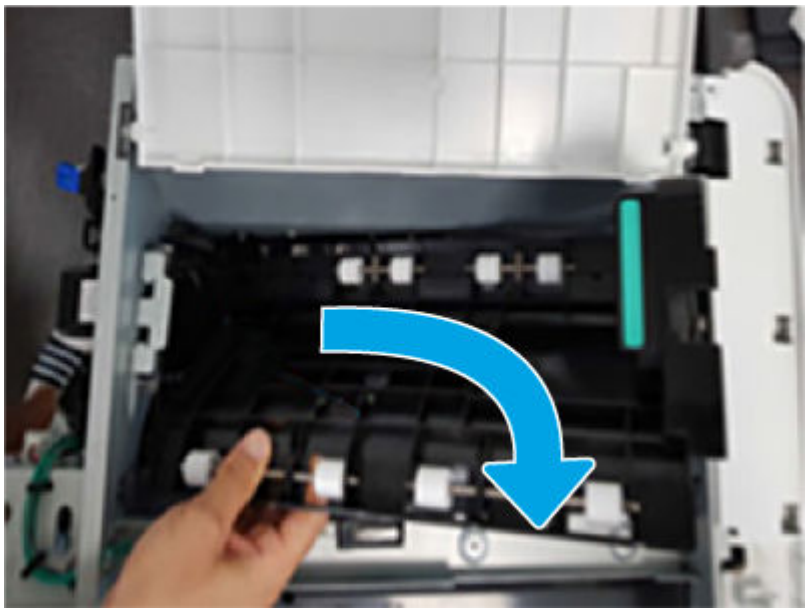
1. Remove two screws.

Figure 5-2109 **Remove two screws**



2. Pull the top jam cover assembly out of the finisher.

Figure 5-2110 **Remove the assembly**

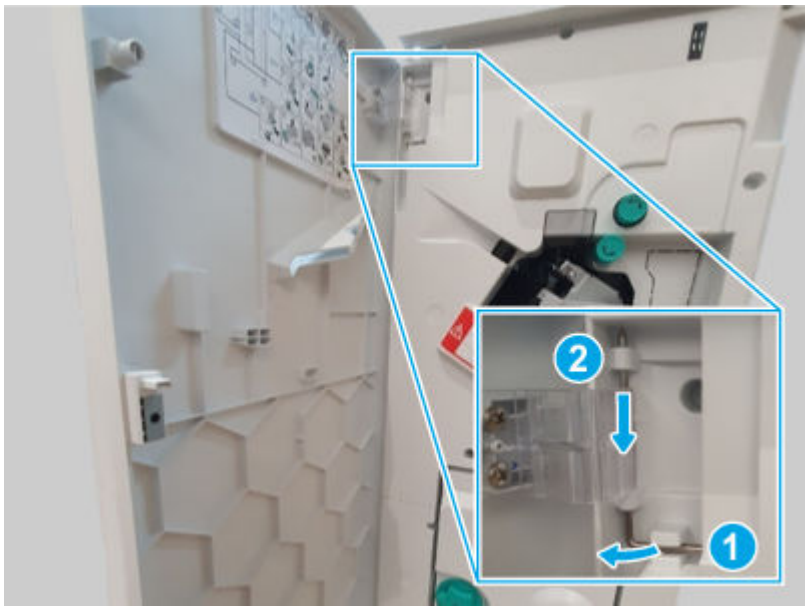


4. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

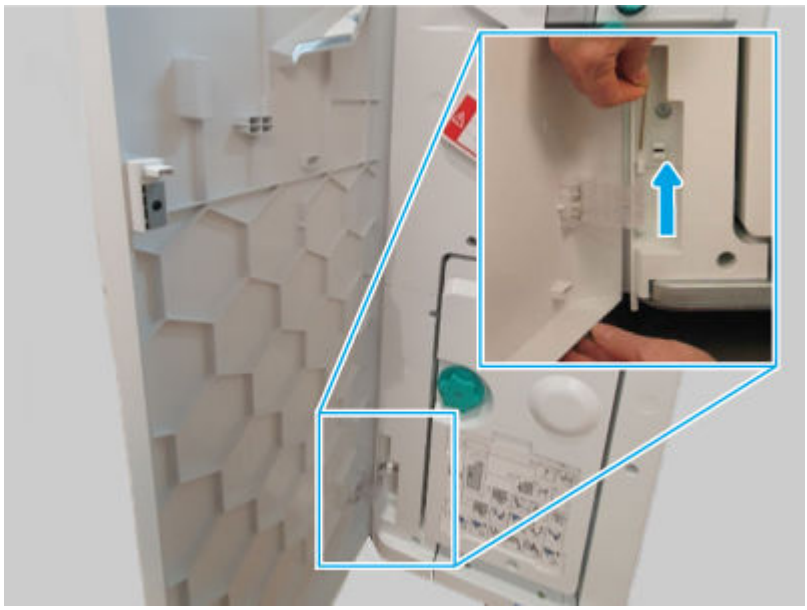
1. Release, and then remove the upper hinge pin.

Figure 5-2111 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2112 **Remove the door**



5. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

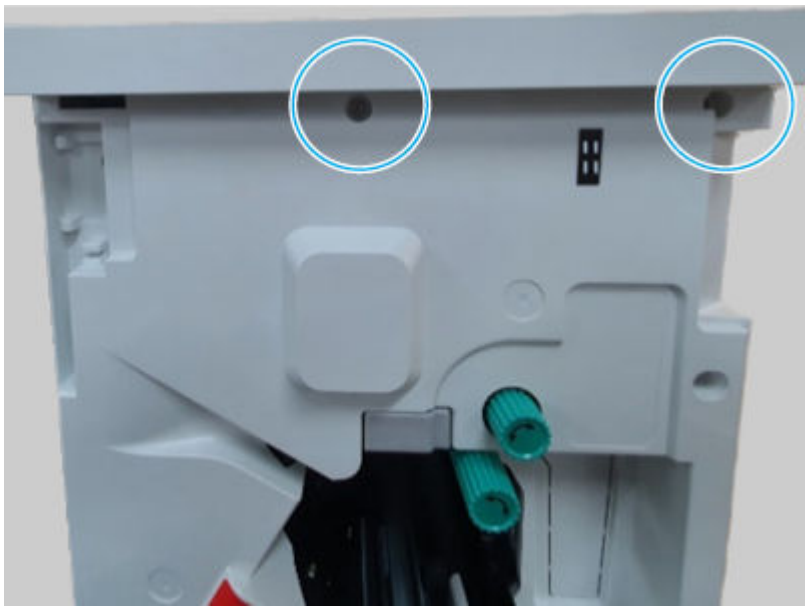
1. Remove three screws.

Figure 5-2113 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2114 **Remove the cover**

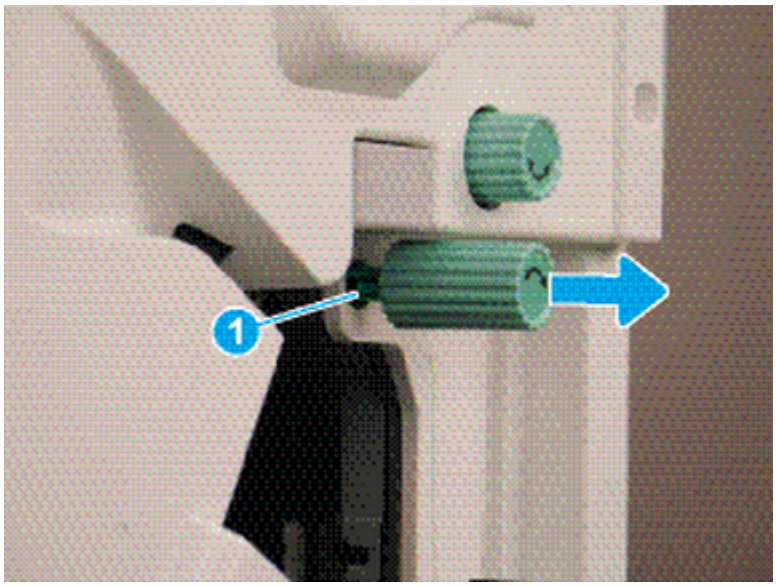


6. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

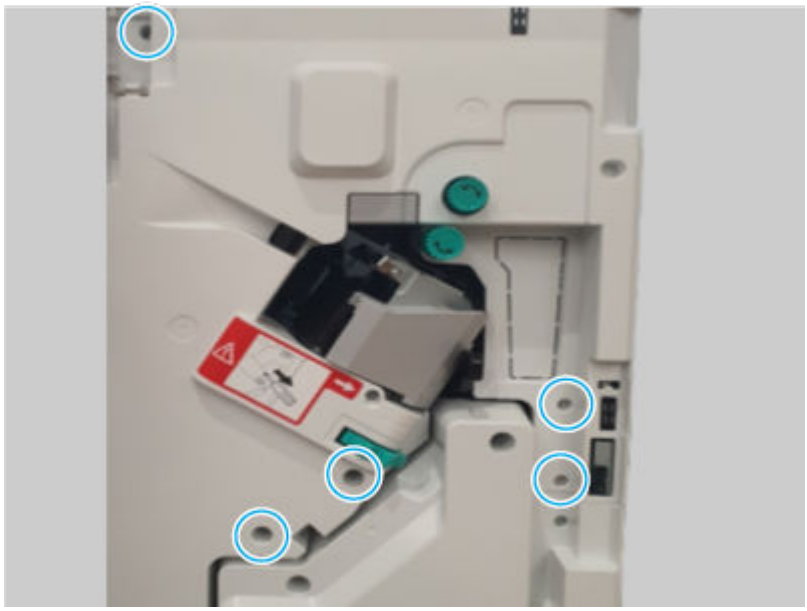
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2115 **Remove the knob**



2. Remove five screws, and then remove the front cover.

Figure 5-2116 **Remove the cover**

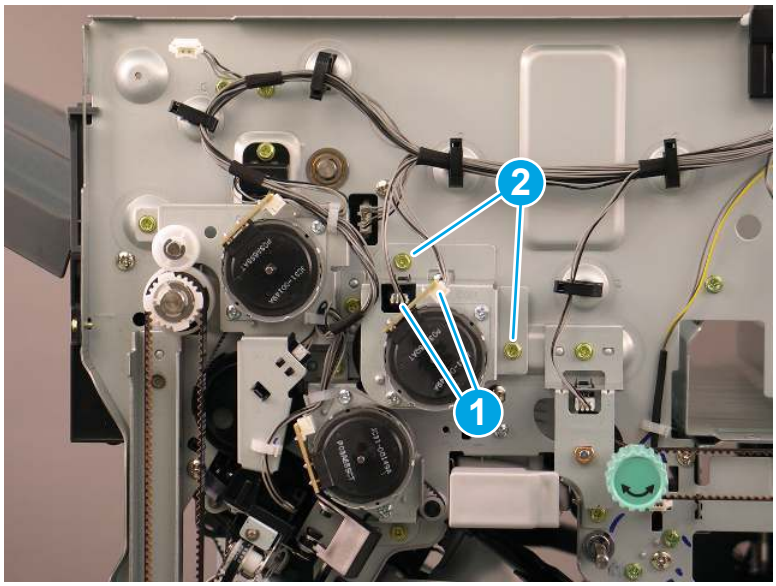


7. Remove the external finisher main exit cam motor assembly

Use the following procedure to remove and replace the external finisher main exit cam motor assembly.

- Disconnect two connectors (callout 1), remove two screws (callout 2), and then remove the main exit cam motor assembly.

Figure 5-2117 Remove the assembly

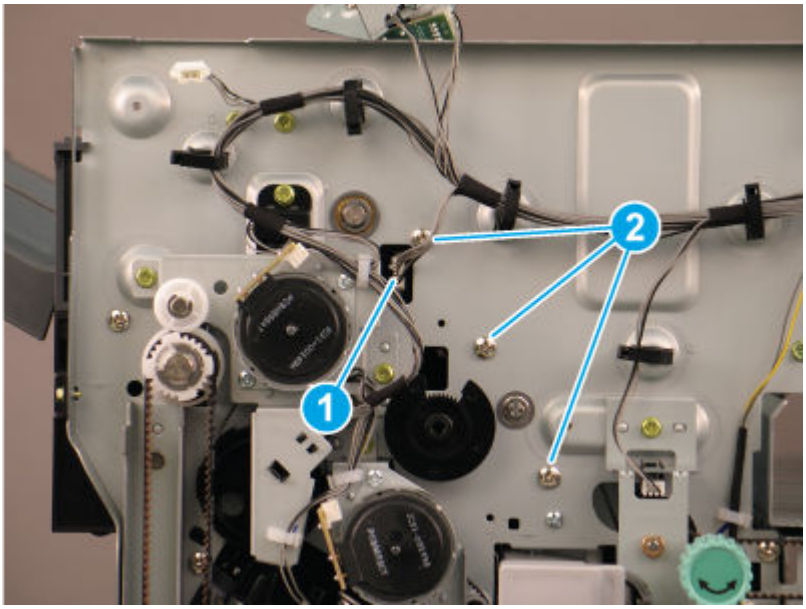


8. Remove the external finisher top lower feed assembly

Use the following procedure to remove and replace the external finisher top lower feed assembly.

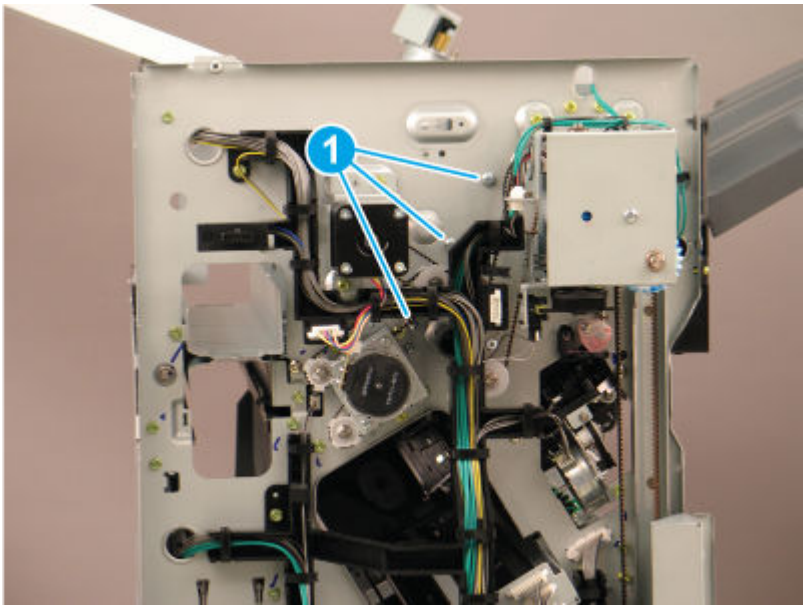
1. Disconnect one connector (callout 1), remove three screws (callout 2).

Figure 5-2118 Disconnect connector and remove screws



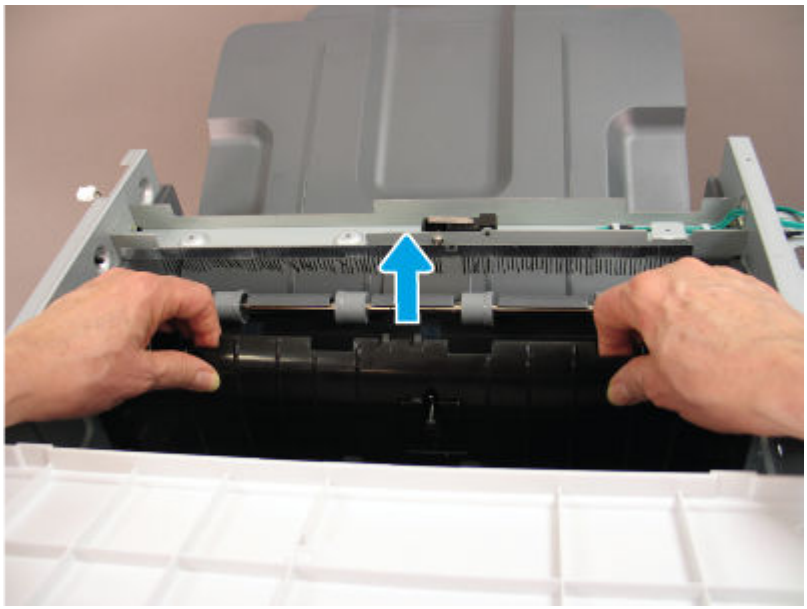
2. Remove three screws (callout 1).

Figure 5-2119 **Remove three screws**



3. Pull the top lower feed assembly straight up and out of the finisher.

Figure 5-2120 **Remove the assembly**



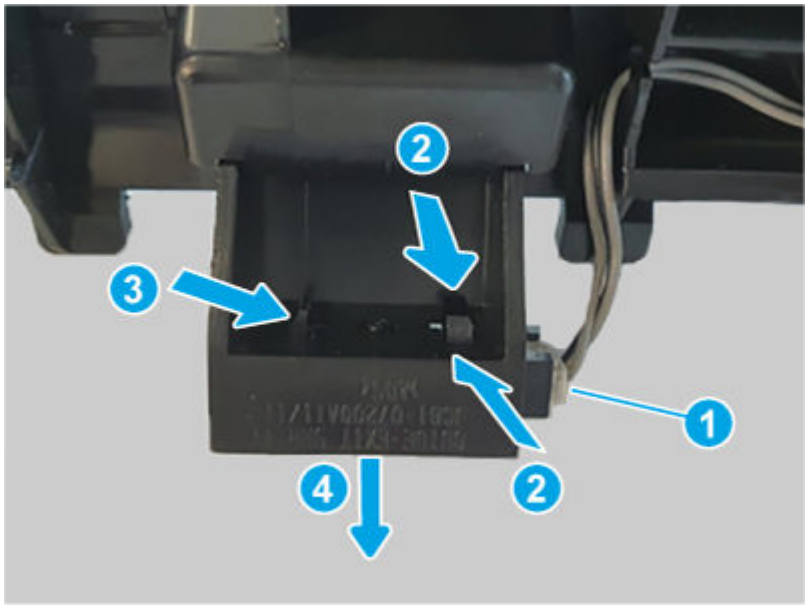
9. Remove the external finisher top exit sensor

Use the following procedure to remove and replace the external finisher top exit sensor.

- Do the following:
  - Disconnect one connector (callout 1).
  - Release the hooks (callout 2).

- Slide the sensor assembly as shown below (callout 3).
- Remove the top exit sensor (callout 4).

Figure 5-2121 **Remove the sensor**



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Exit motor assembly

Learn about removing and replacing the external finisher exit motor assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-238 Part information

Part number	Part description
8GS05-60106	Exit motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

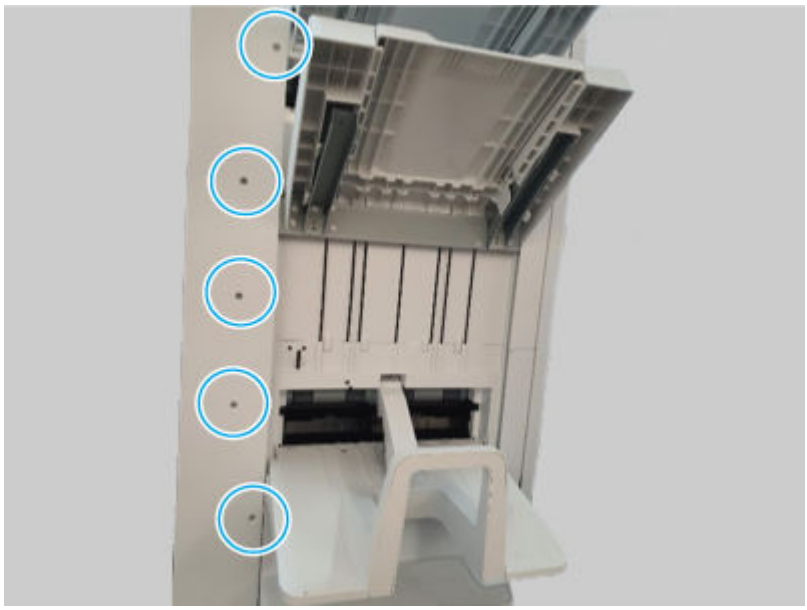
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

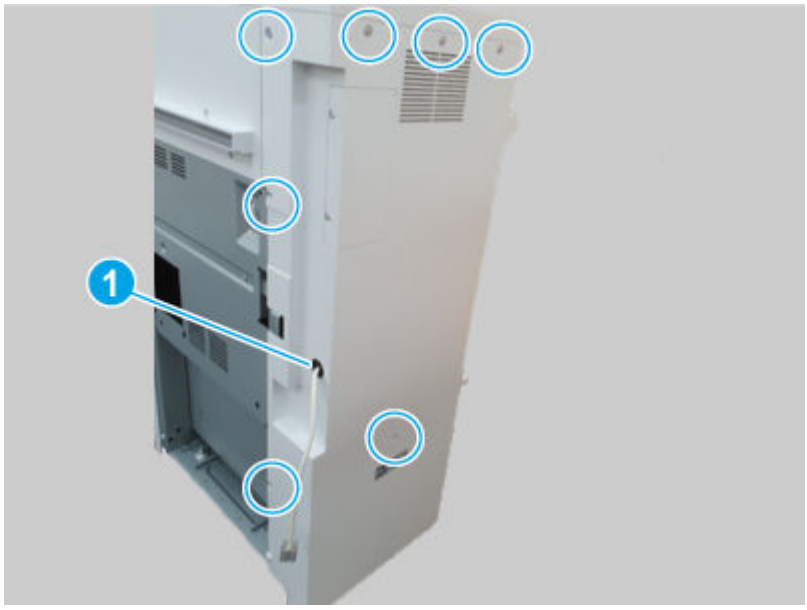
Figure 5-2122 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2123 **Remove the cover**

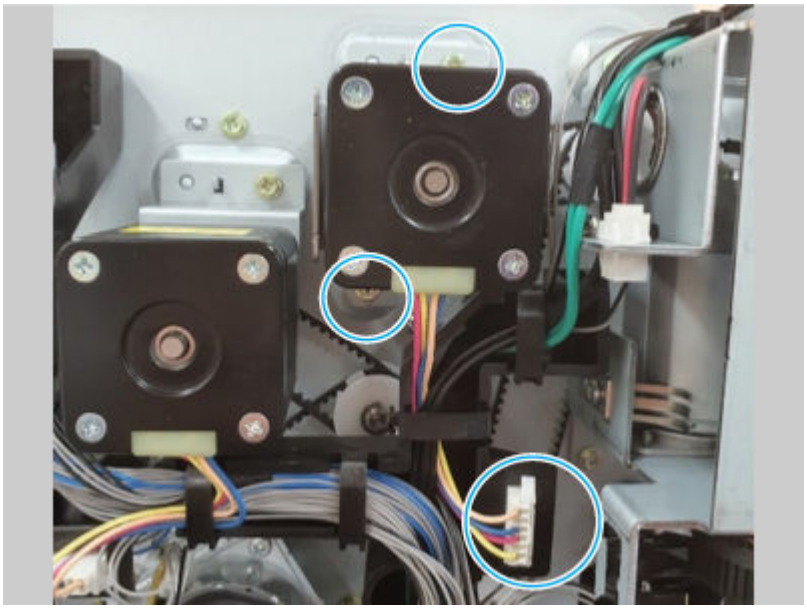


2. Remove the external finisher exit motor assembly

Use the following procedure to remove and replace the external finisher exit motor assembly.

- Disconnect one connector, remove two screws, and then remove the exit motor assembly.

Figure 5-2124 Remove the assembly



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Exit motor

Learn about removing and replacing the external finisher exit motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-239 Part information

Part number	Part description
3SJ19-80501	Exit motor

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

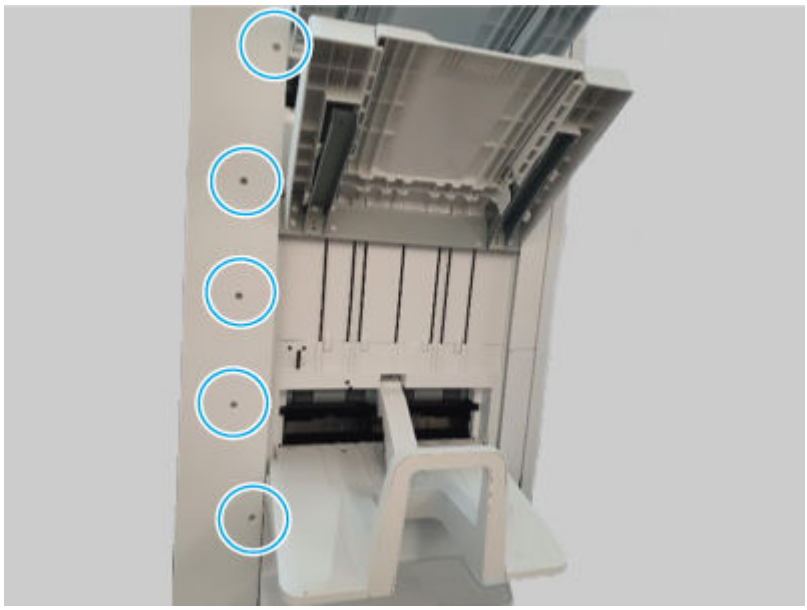
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

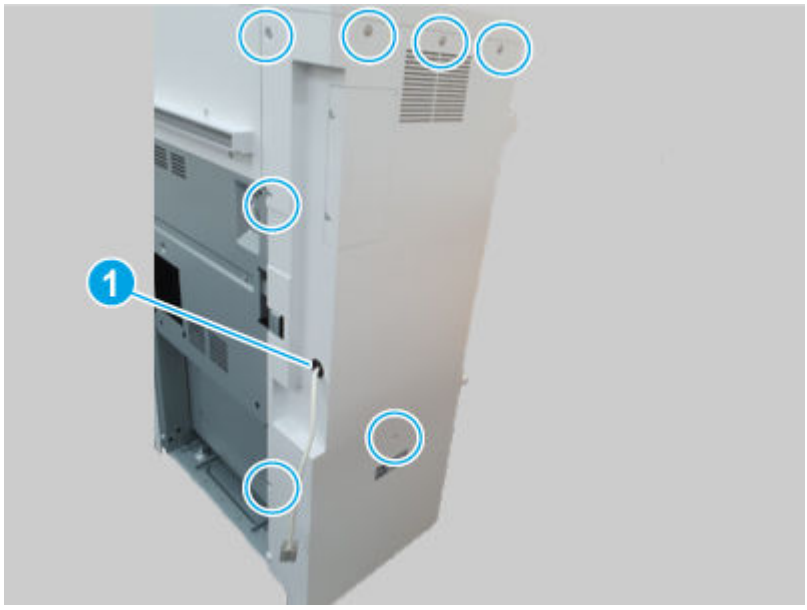
Figure 5-2125 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2126 **Remove the cover**

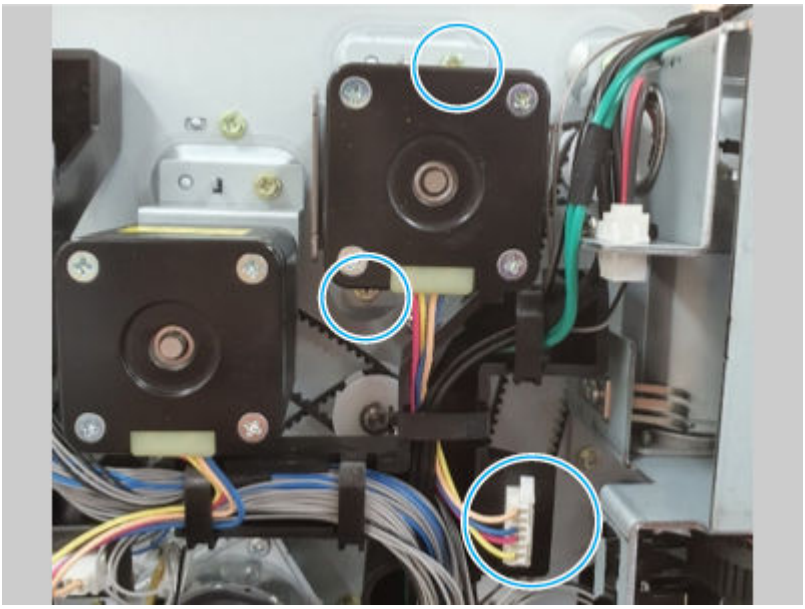


2. Remove the external finisher exit motor assembly

Use the following procedure to remove and replace the external finisher exit motor assembly.

- Disconnect one connector, remove two screws, and then remove the exit motor assembly.

Figure 5-2127 **Remove the assembly**



3. Remove the external finisher exit motor

Use the following procedure to remove and replace the external finisher exit motor.

- Remove two screws, and then remove the exit motor.

Figure 5-2128 **Remove the motor**



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Top output tray unit

Review the external finisher top output tray unit removal procedures.

Removal and replacement: Top lower feed assembly

Learn about removing and replacing the external finisher top lower feed assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-240 Part information

Part number	Part description
JC90-01454A	Top lower feed assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

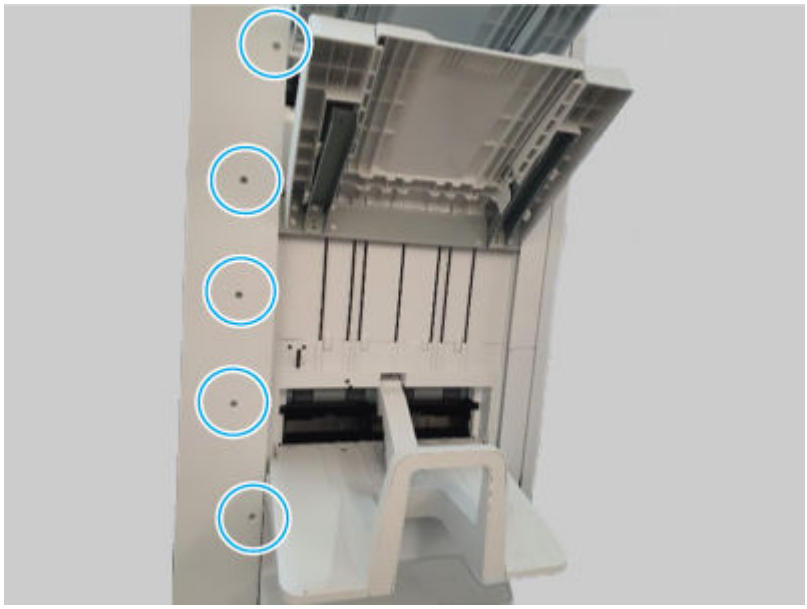
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

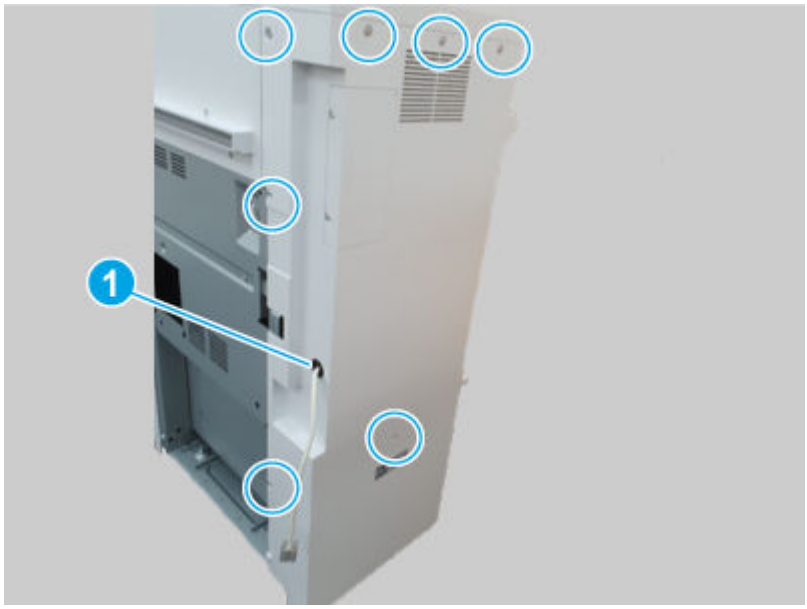
Figure 5-2129 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2130 Remove the cover

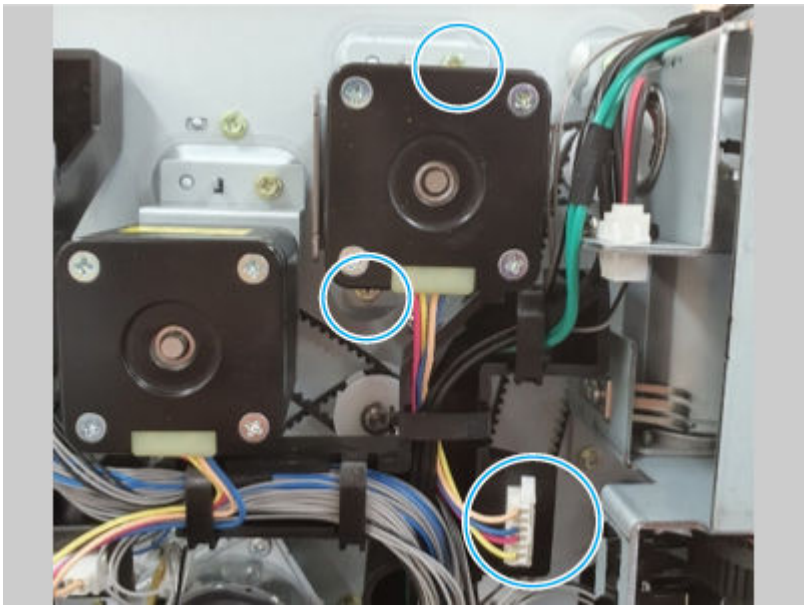


2. Remove the external finisher exit motor assembly

Use the following procedure to remove and replace the external finisher exit motor assembly.

- Disconnect one connector, remove two screws, and then remove the exit motor assembly.

Figure 5-2131 Remove the assembly

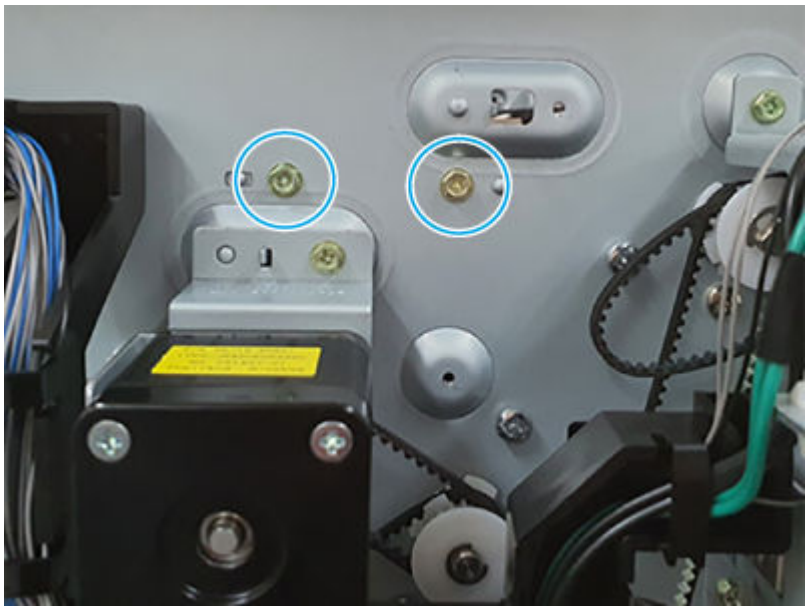


3. Remove the external finisher top jam cover assembly

Use the following procedure to remove and replace the external finisher top jam cover assembly.

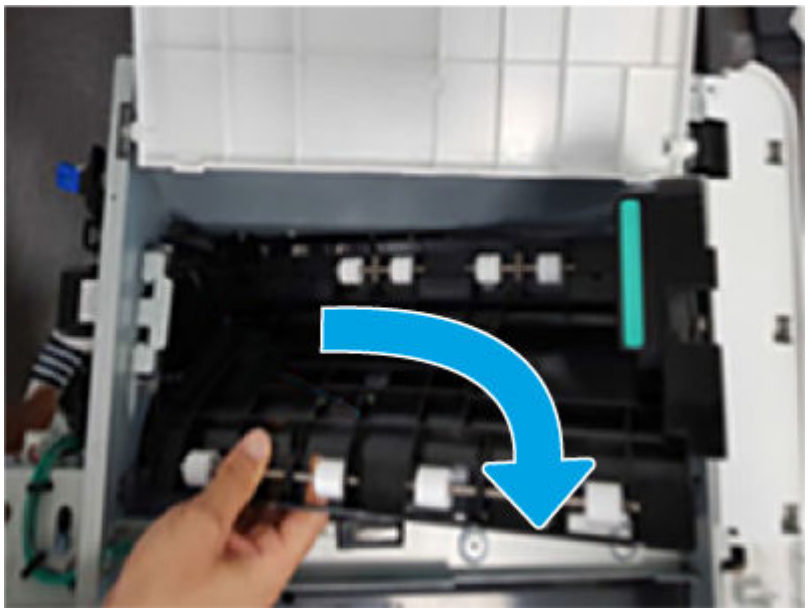
1. Remove two screws.

Figure 5-2132 **Remove two screws**



2. Pull the top jam cover assembly out of the finisher.

Figure 5-2133 **Remove the assembly**

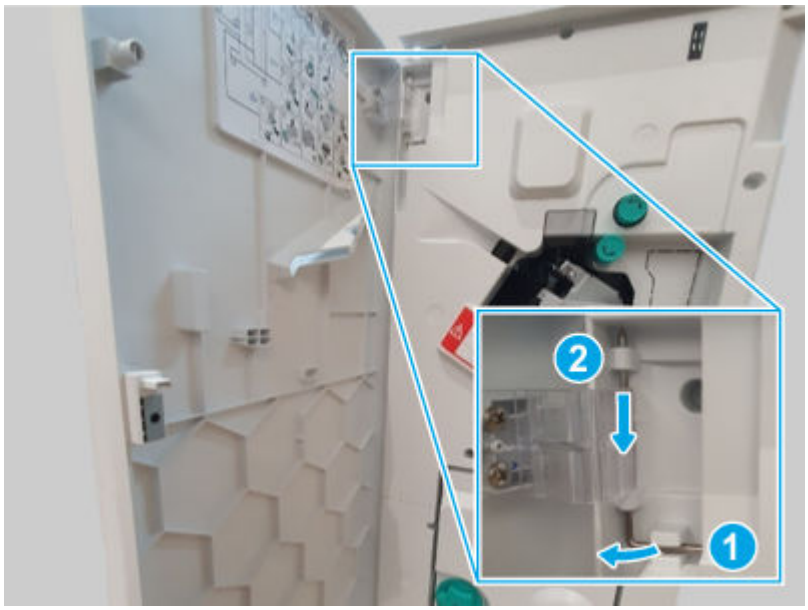


4. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

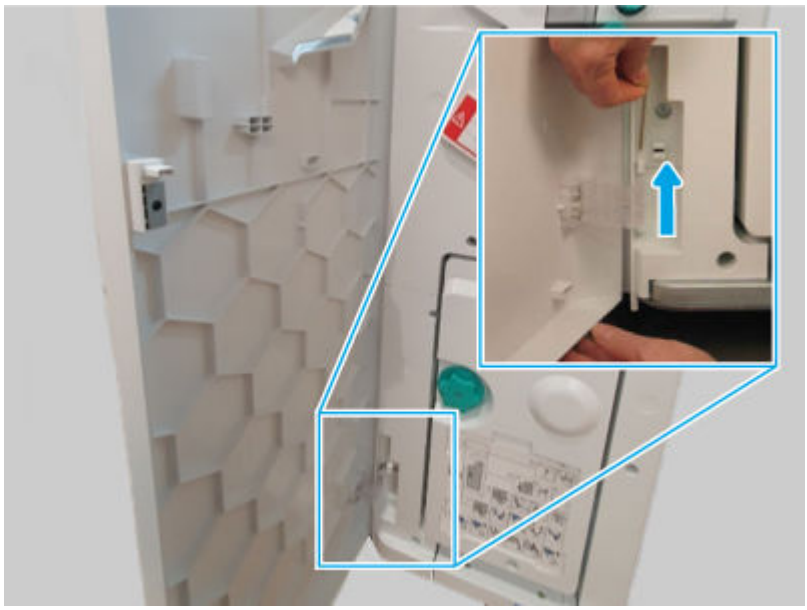
1. Release, and then remove the upper hinge pin.

Figure 5-2134 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2135 **Remove the door**



5. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

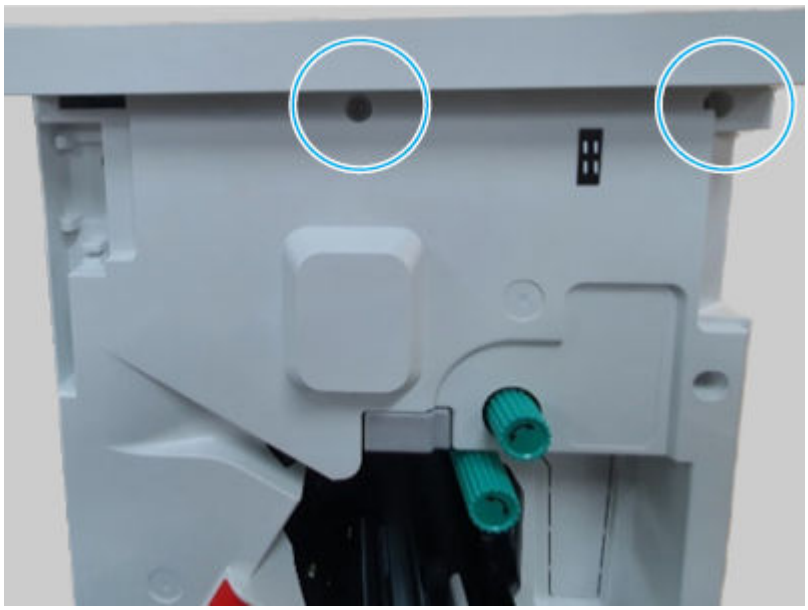
1. Remove three screws.

Figure 5-2136 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2137 **Remove the cover**

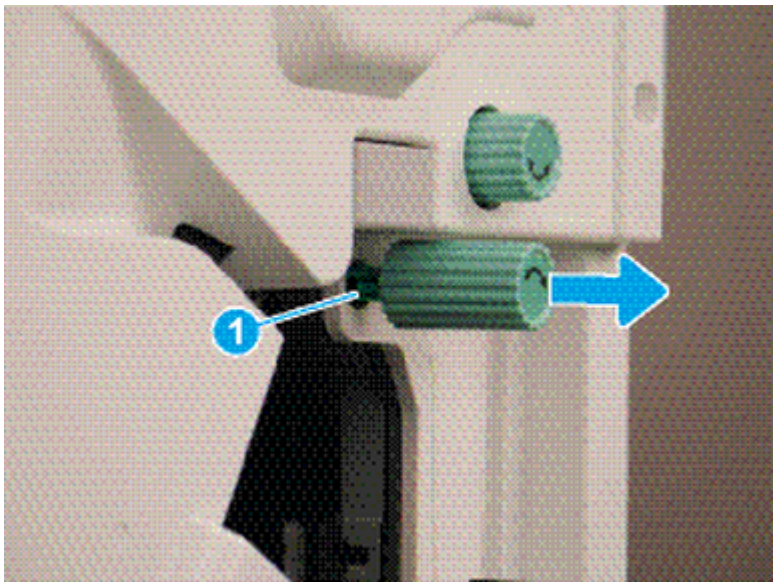


6. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

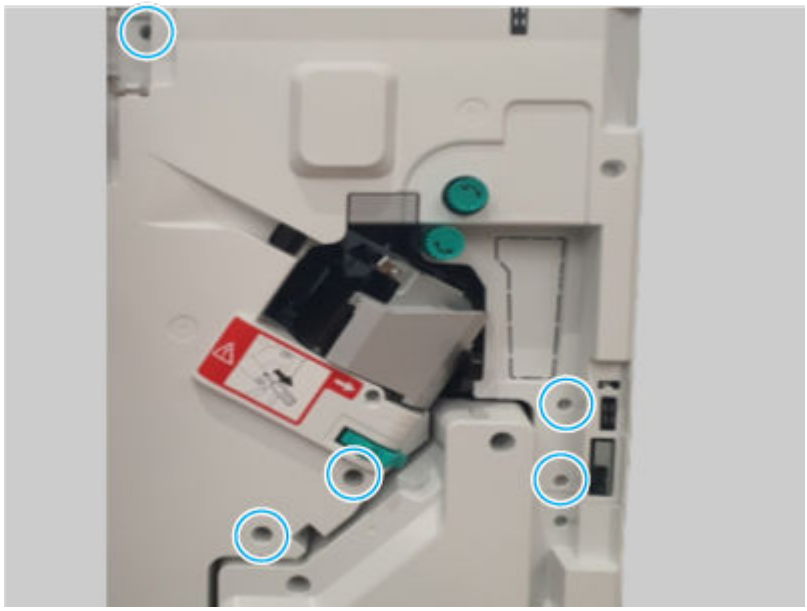
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2138 **Remove the knob**



2. Remove five screws, and then remove the front cover.

Figure 5-2139 **Remove the cover**

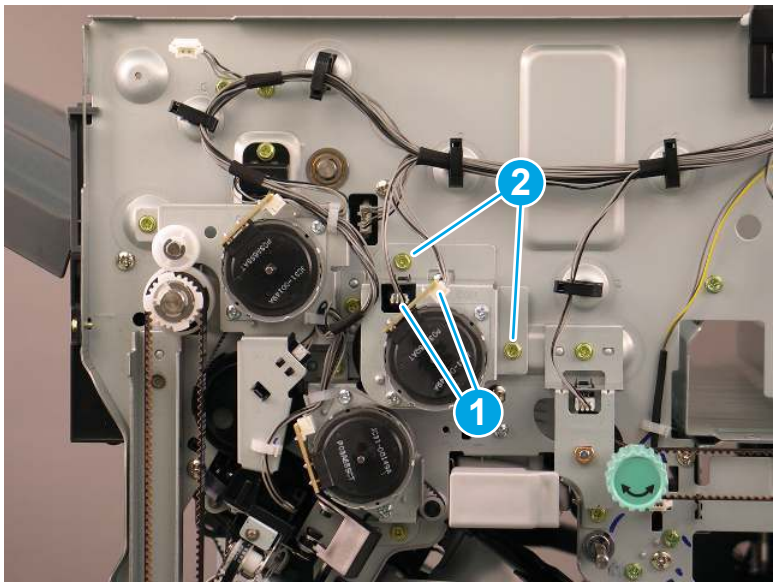


7. Remove the external finisher main exit cam motor assembly

Use the following procedure to remove and replace the external finisher main exit cam motor assembly.

- Disconnect two connectors (callout 1), remove two screws (callout 2), and then remove the main exit cam motor assembly.

Figure 5-2140 Remove the assembly

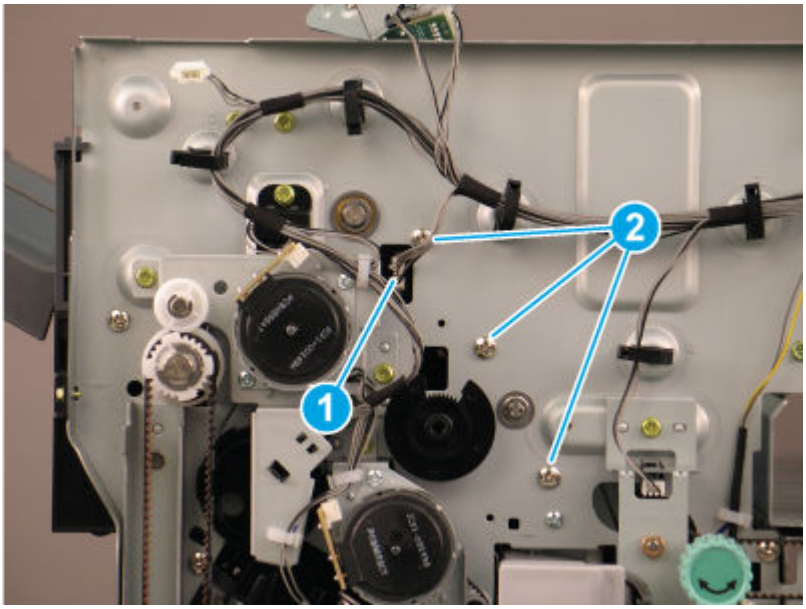


8. Remove the external finisher top lower feed assembly

Use the following procedure to remove and replace the external finisher top lower feed assembly.

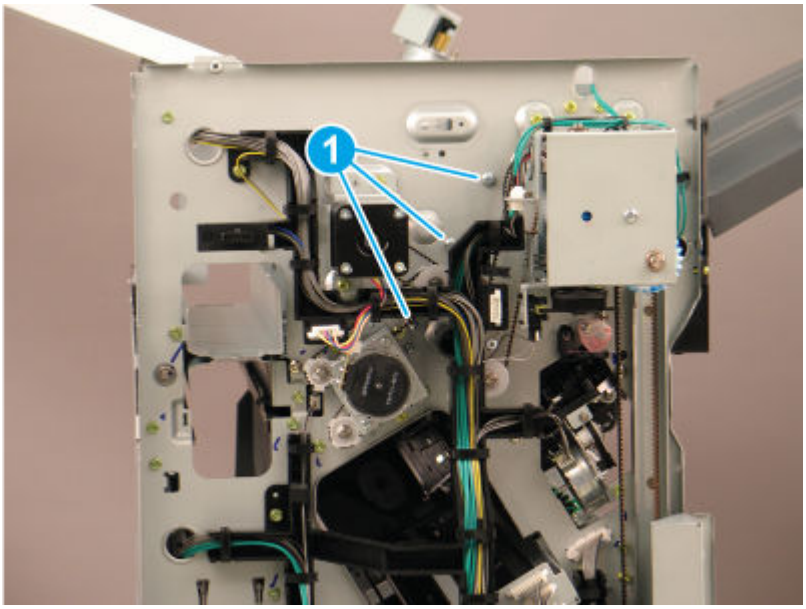
1. Disconnect one connector (callout 1), remove three screws (callout 2).

Figure 5-2141 Disconnect connector and remove screws



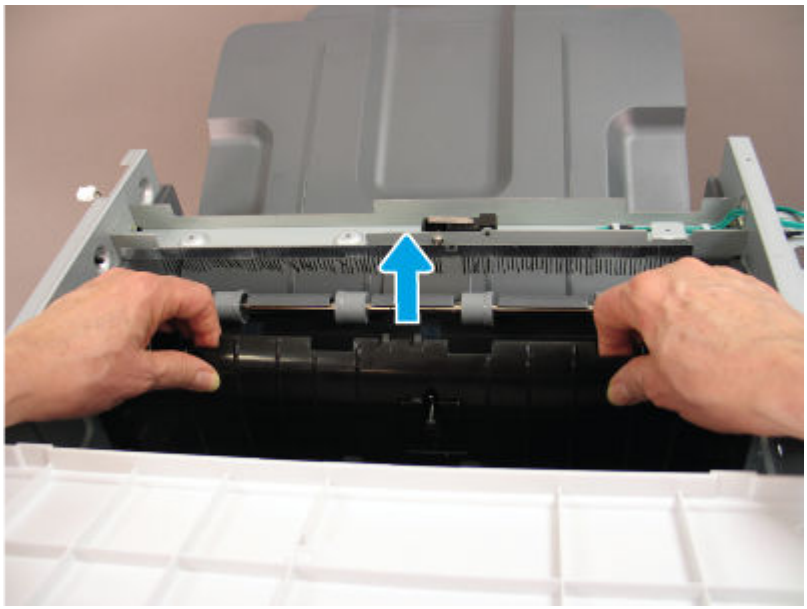
2. Remove three screws (callout 1).

Figure 5-2142 **Remove three screws**



3. Pull the top lower feed assembly straight up and out of the finisher.

Figure 5-2143 **Remove the assembly**



9. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Tray extension

Learn about removing and replacing the external finisher tray extension.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-241 Part information

Part number	Part description
5QK09-40029	Tray extension

Required tools

- #2 JIS screwdriver with a magnetic tip

- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

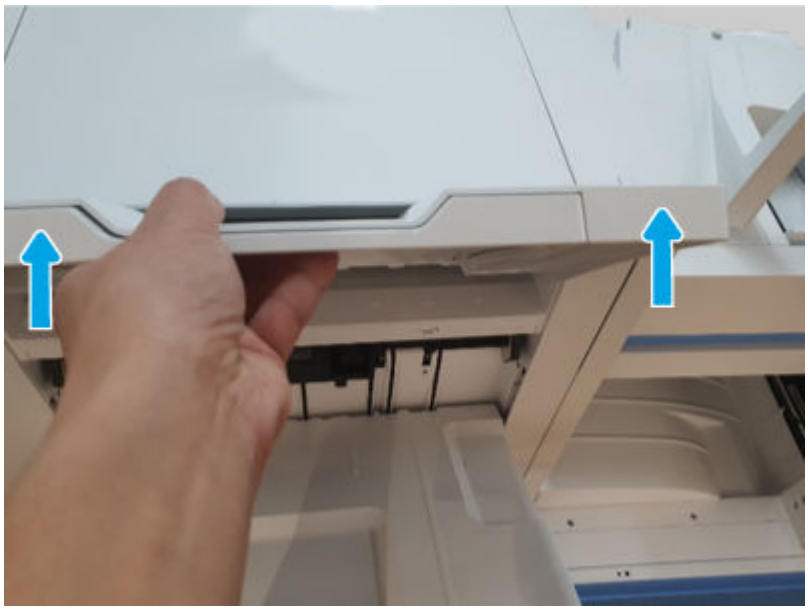
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher top output tray

Use the following procedure to remove and replace the external finisher top output tray.

1. Rotate the tray up.

Figure 5-2144 **Rotate the tray**



2. Pull the top output tray out and away from the finisher to remove it.

Figure 5-2145 **Remove the tray**

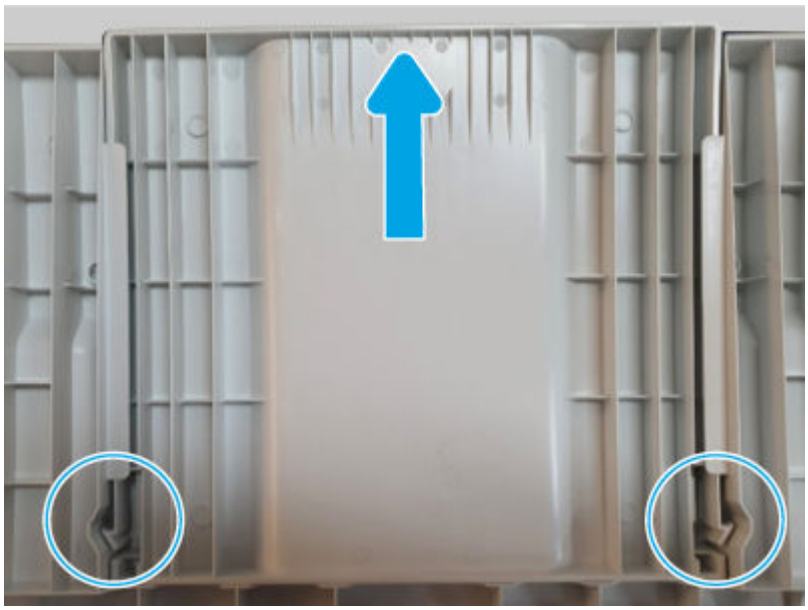


2. Remove the external finisher tray extension

Use the following procedure to remove and replace the external finisher tray extension.

- Release two hooks, and then slide the tray extension away from the top output tray to remove it.

Figure 5-2146 **Remove the tray extension**



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Top output tray paper full sensor

Learn about removing and replacing the external finisher top output tray paper full sensor.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-242 Part information

Part number	Part description
JC82-01039A	Tray sensor kit (Top output tray paper full sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

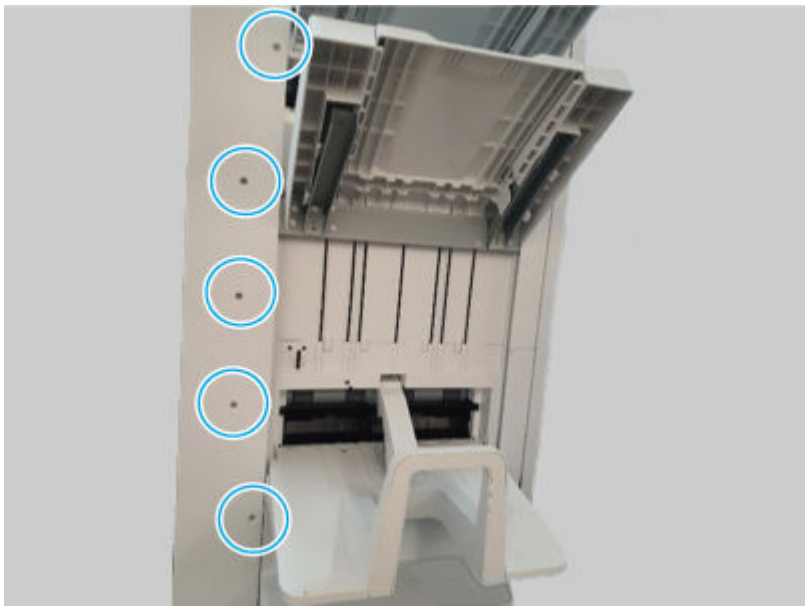
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

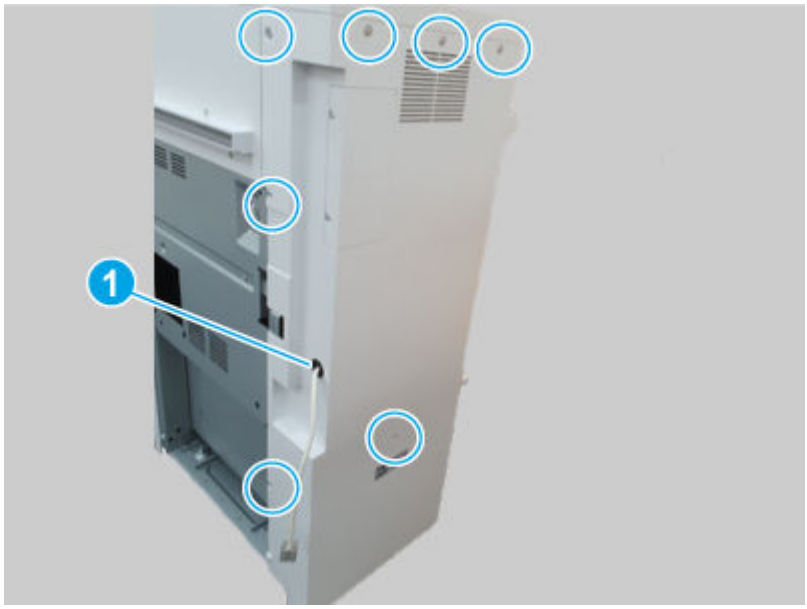
   Figure 5-2147 **Remove five screws**

2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2148 Remove the cover

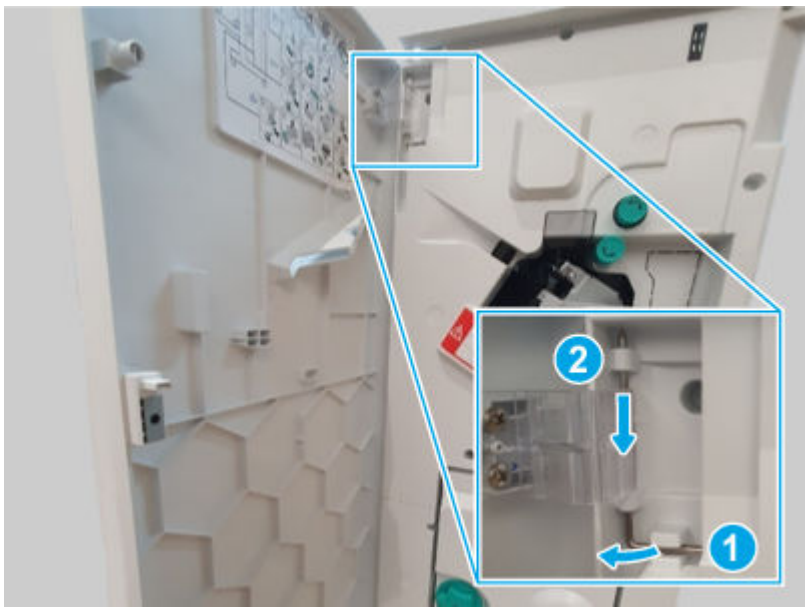


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

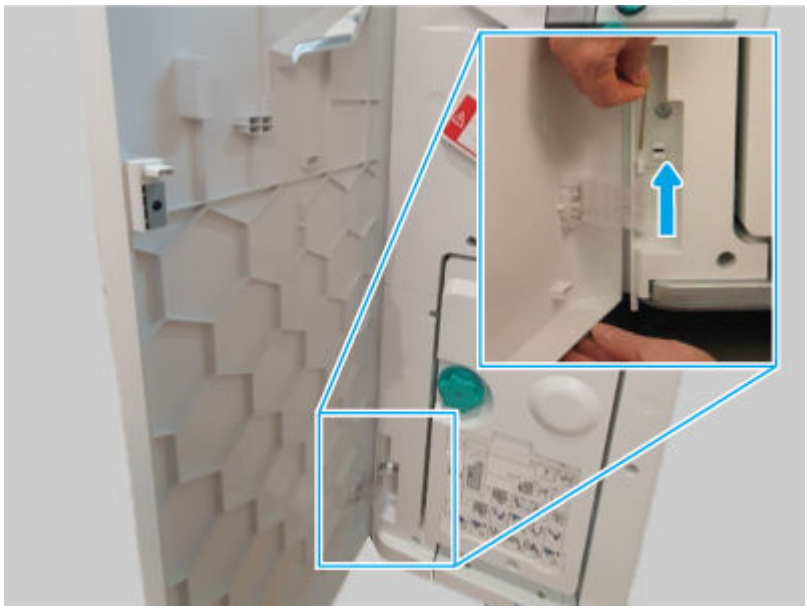
1. Release, and then remove the upper hinge pin.

Figure 5-2149 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2150 **Remove the door**



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

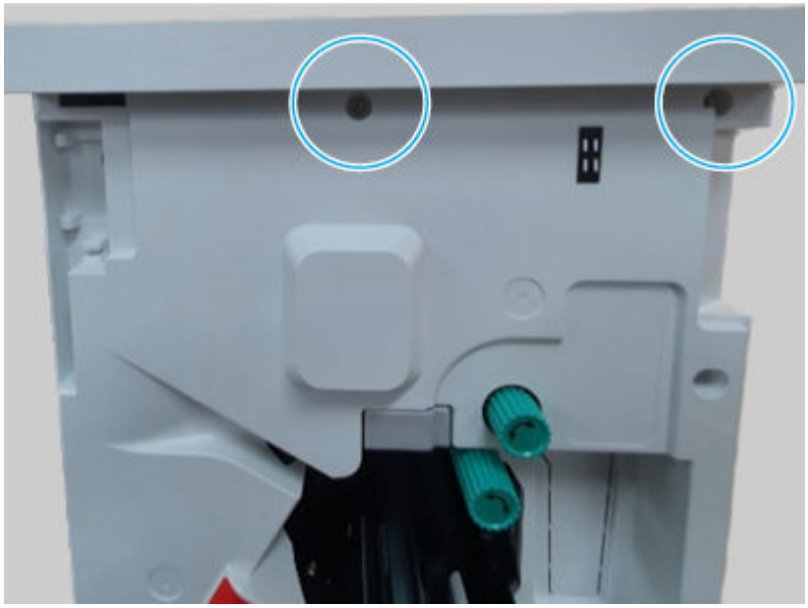
1. Remove three screws.

Figure 5-2151 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2152 **Remove the cover**

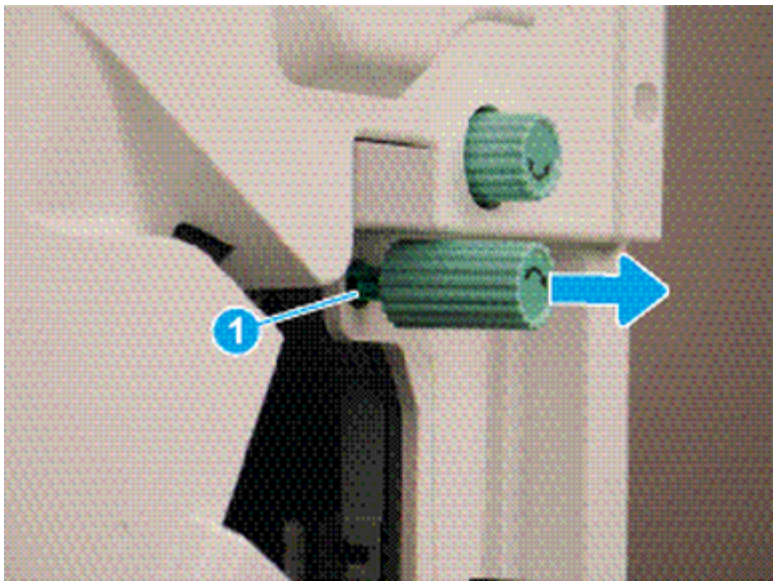


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

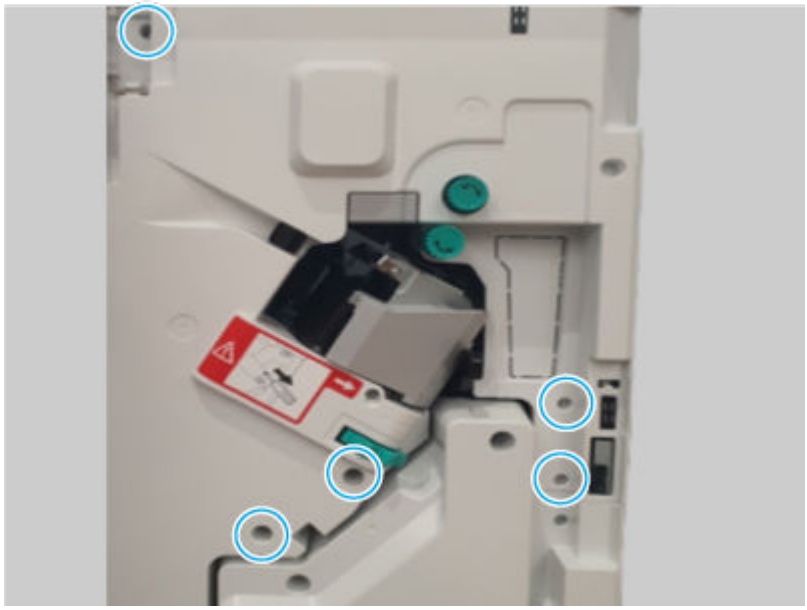
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2153 **Remove the knob**



2. Remove five screws, and then remove the front cover.

Figure 5-2154 Remove the cover

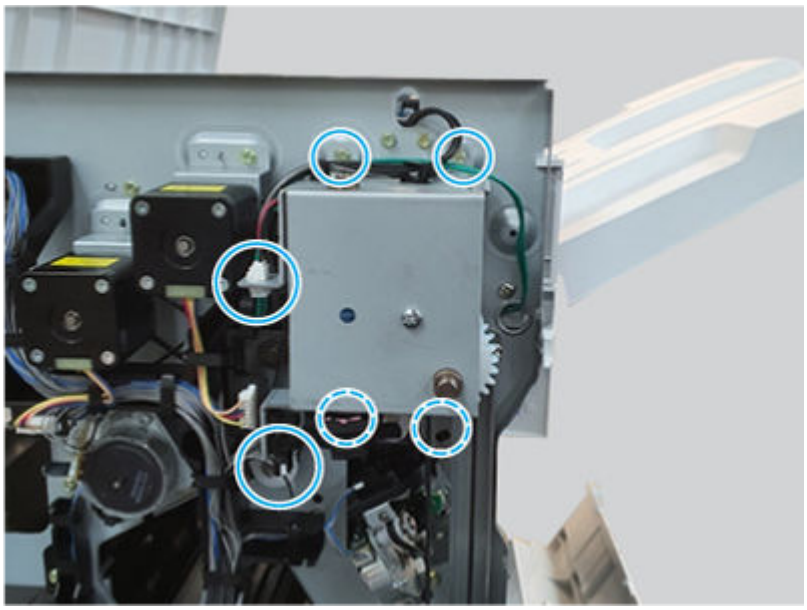


5. Remove the external finisher main output tray motor drive assembly

Use the following procedure to remove and replace the external finisher main output tray motor drive assembly.

- Disconnect two connectors, remove four screws, and then remove the main output tray motor drive assembly.

Figure 5-2155 Remove the sensor

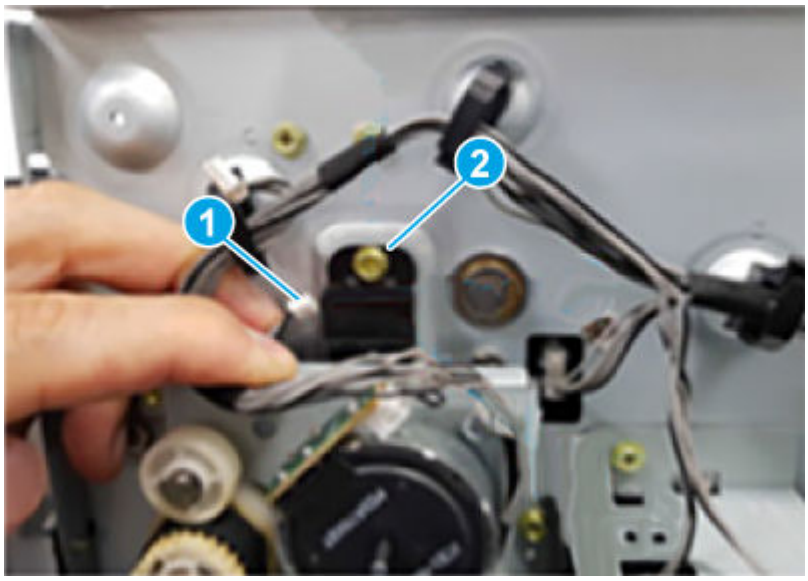


6. Remove the external finisher top output tray paper full sensor

Use the following procedure to remove and replace the external finisher top output tray paper full sensor.

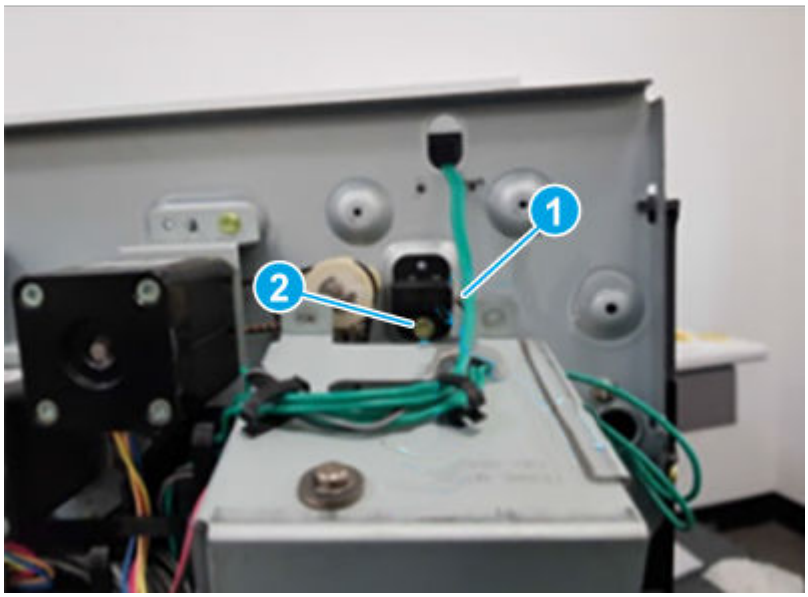
1. Disconnect one connector, and then remove one screw.

Figure 5-2156 Disconnect connector and remove the screw



2. Disconnect one connector, and then remove one screw.

Figure 5-2157 Disconnect connector and remove the screw



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Main exit unit

Review the external finisher main exit unit removal procedures.

Removal and replacement: Main exit sensor

Learn about removing and replacing the external finisher main exit sensor.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-243 Part information

Part number	Part description
JC32-00020A	Sensor-RP (Main exit sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

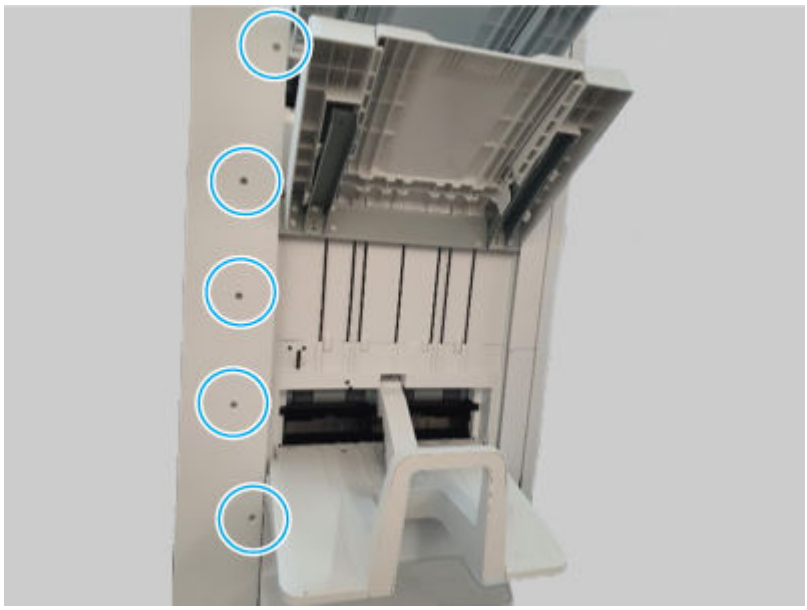
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

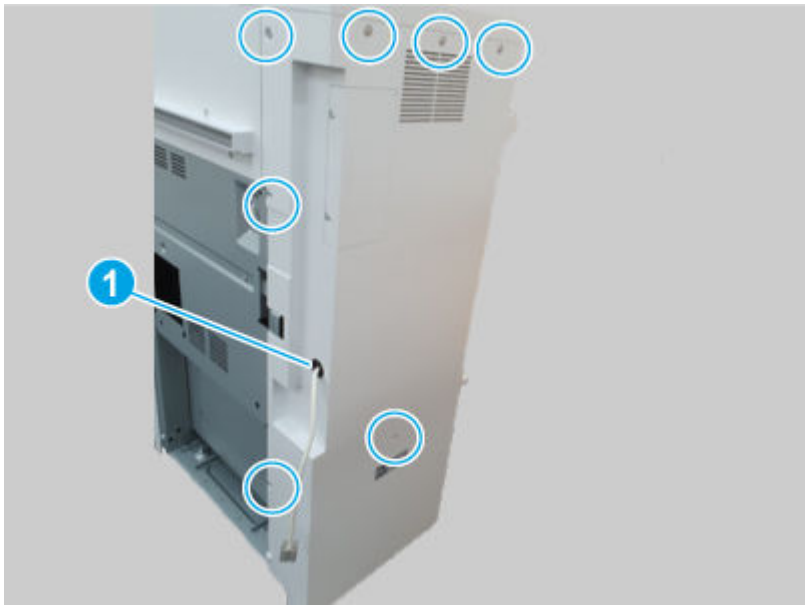
Figure 5-2158 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2159 Remove the cover

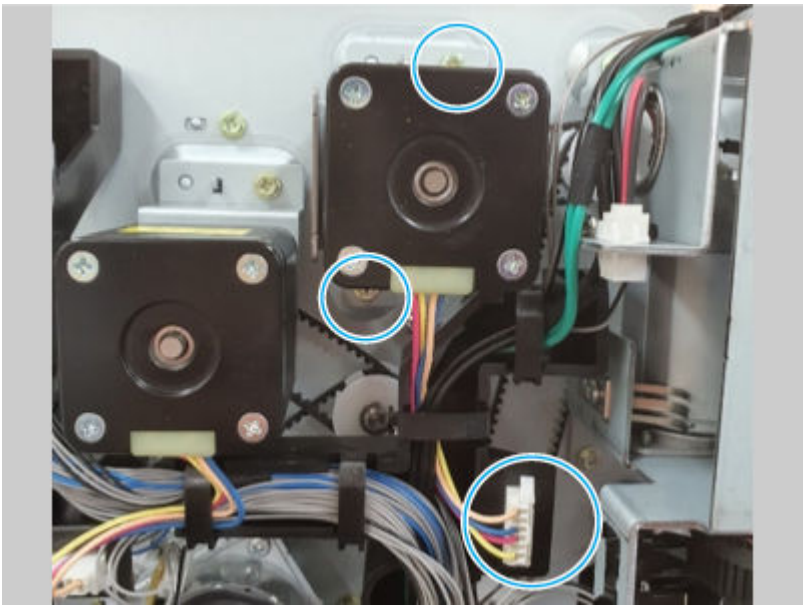


2. Remove the external finisher exit motor assembly

Use the following procedure to remove and replace the external finisher exit motor assembly.

- Disconnect one connector, remove two screws, and then remove the exit motor assembly.

Figure 5-2160 Remove the assembly

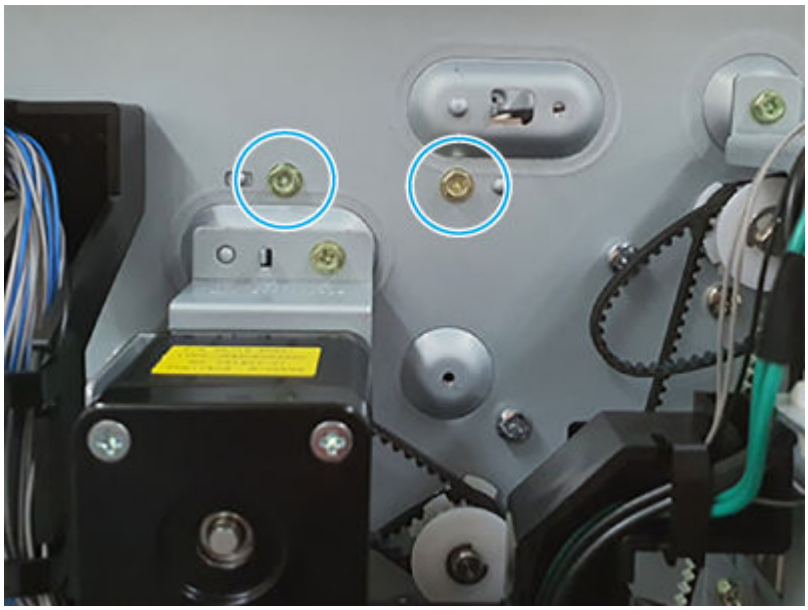


3. Remove the external finisher top jam cover assembly

Use the following procedure to remove and replace the external finisher top jam cover assembly.

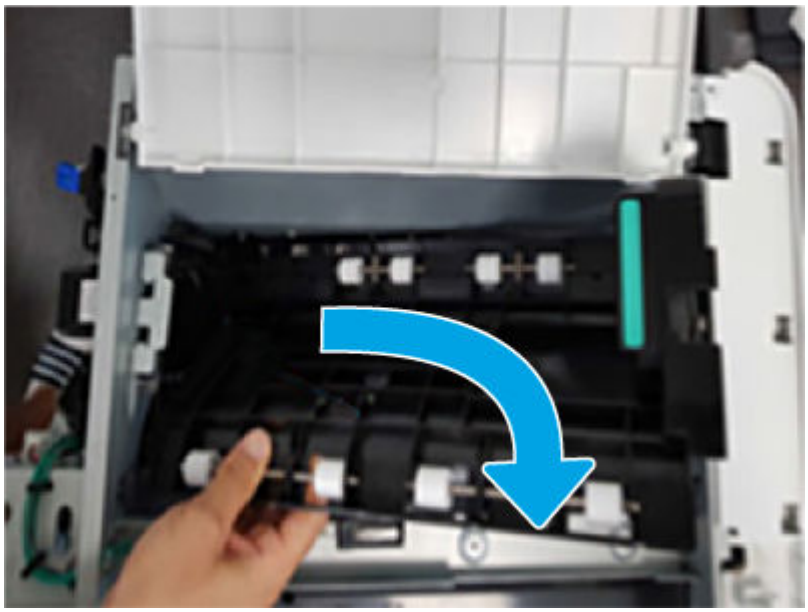
1. Remove two screws.

Figure 5-2161 **Remove two screws**



2. Pull the top jam cover assembly out of the finisher.

Figure 5-2162 **Remove the assembly**

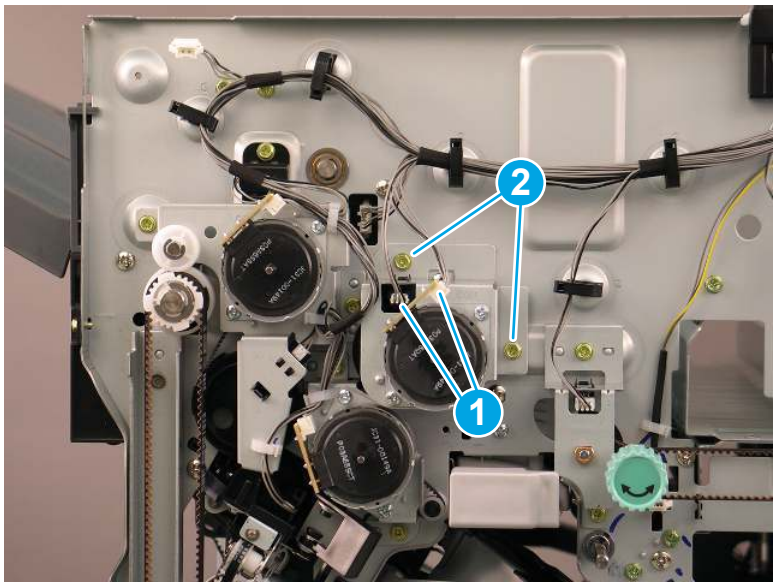


4. Remove the external finisher main exit cam motor assembly

Use the following procedure to remove and replace the external finisher main exit cam motor assembly.

- Disconnect two connectors (callout 1), remove two screws (callout 2), and then remove the main exit cam motor assembly.

Figure 5-2163 Remove the assembly

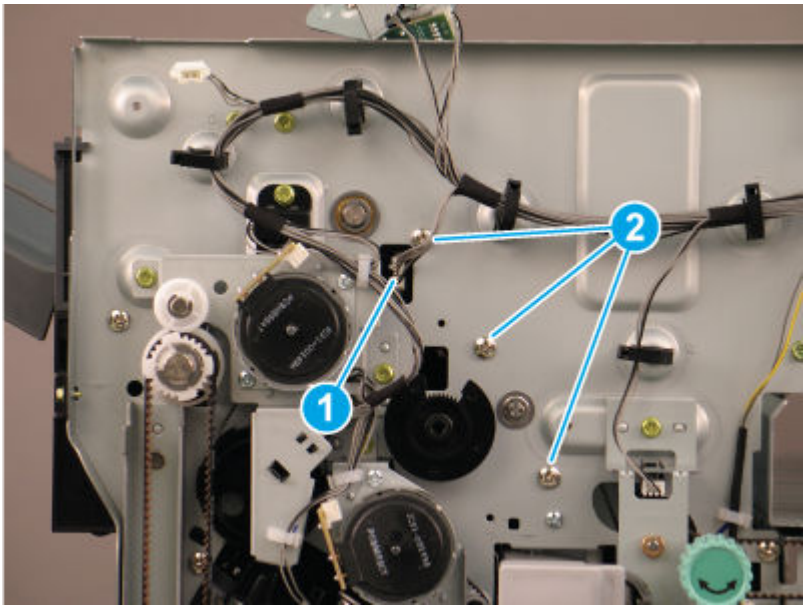


5. Remove the external finisher top lower feed assembly

Use the following procedure to remove and replace the external finisher top lower feed assembly.

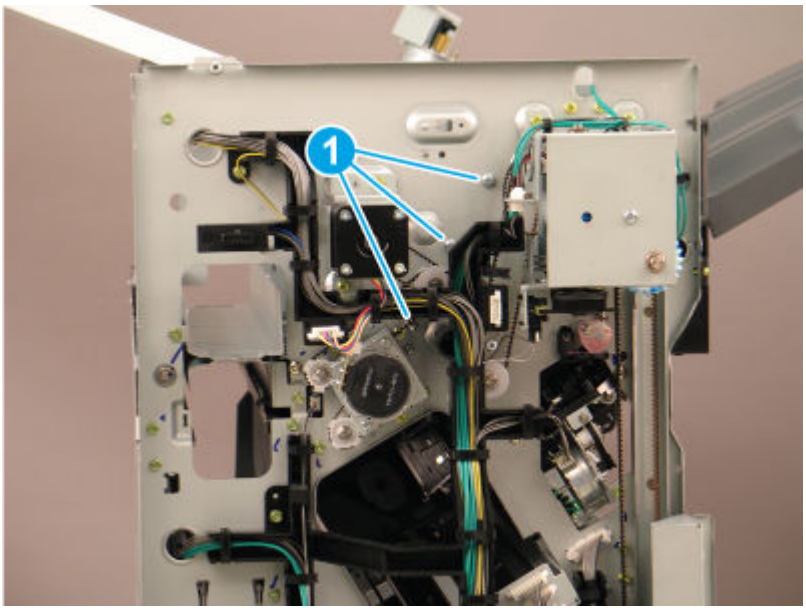
1. Disconnect one connector (callout 1), remove three screws (callout 2).

Figure 5-2164 Disconnect connector and remove screws



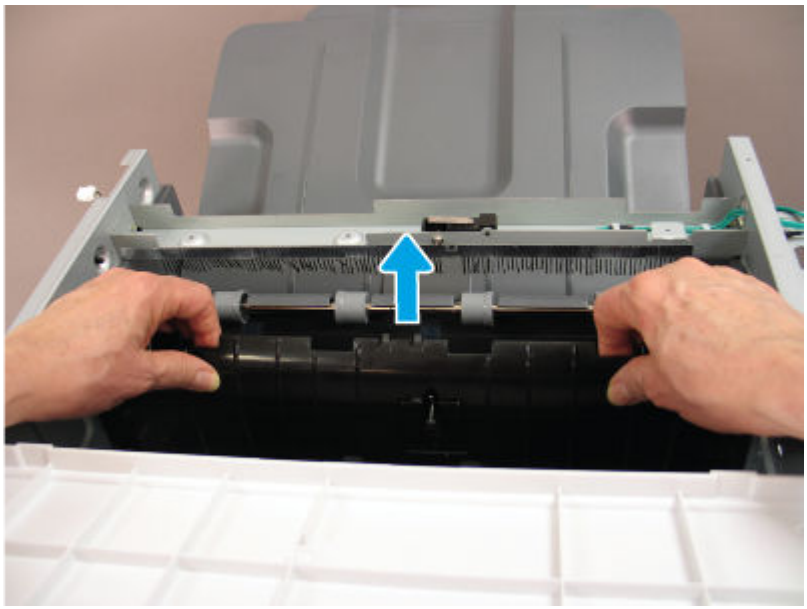
2. Remove three screws (callout 1).

Figure 5-2165 Remove three screws



3. Pull the top lower feed assembly straight up and out of the finisher.

Figure 5-2166 Remove the assembly

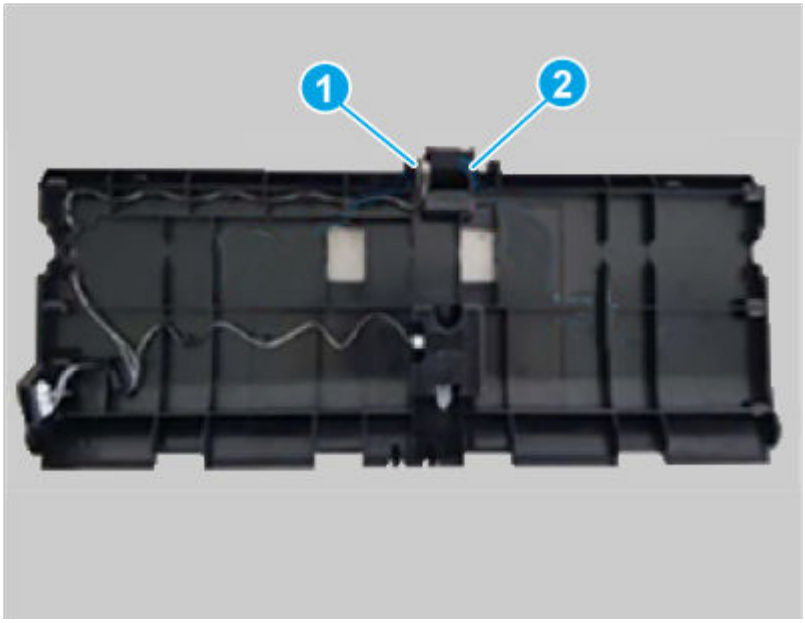


6. Remove the external finisher main exit sensor

Use the following procedure to remove and replace the external finisher main exit sensor.

- Disconnect one connector (callout 1), and then remove the main exit sensor (callout 2).

Figure 5-2167 **Remove the sensor**



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Main exit cam motor assembly

Learn about removing and replacing the external finisher main exit cam motor assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-244 Part information

Part number	Part description
JC90-01453A	Main exit cam motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

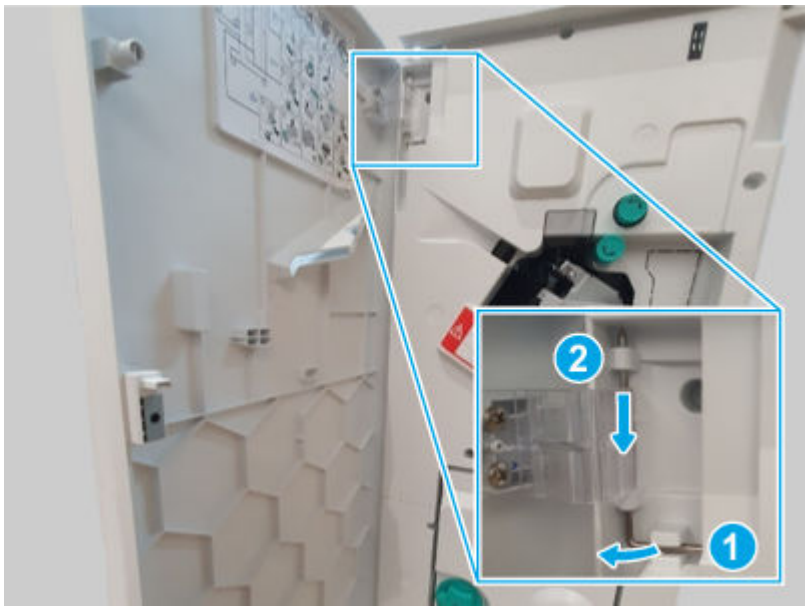
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

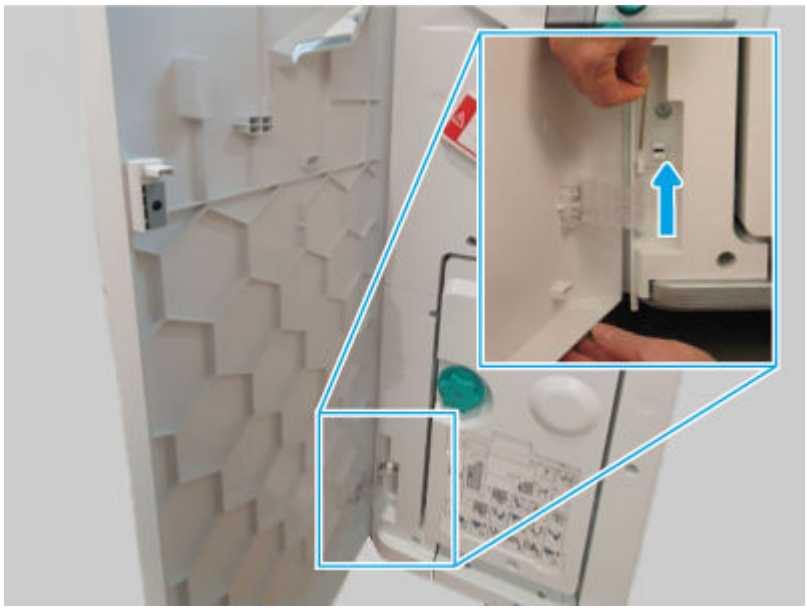
1. Release, and then remove the upper hinge pin.

Figure 5-2168 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2169 **Remove the door**



2. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

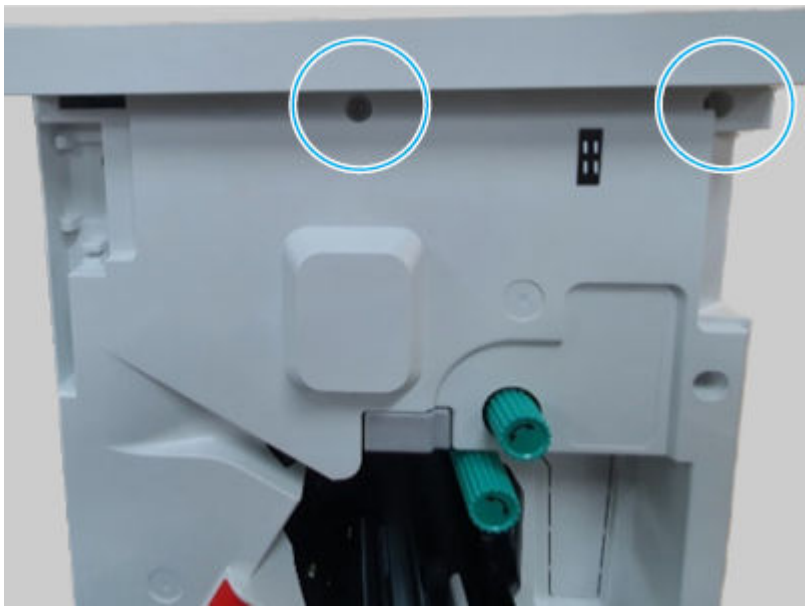
1. Remove three screws.

Figure 5-2170 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2171 **Remove the cover**

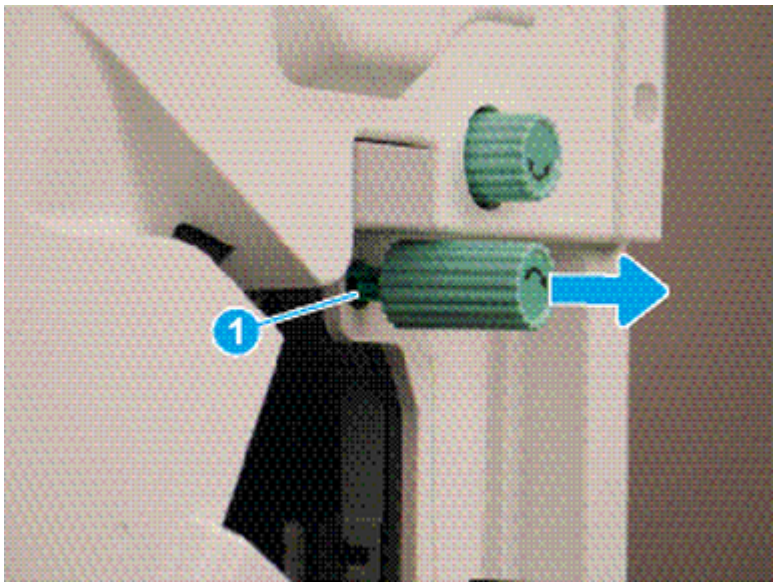


3. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

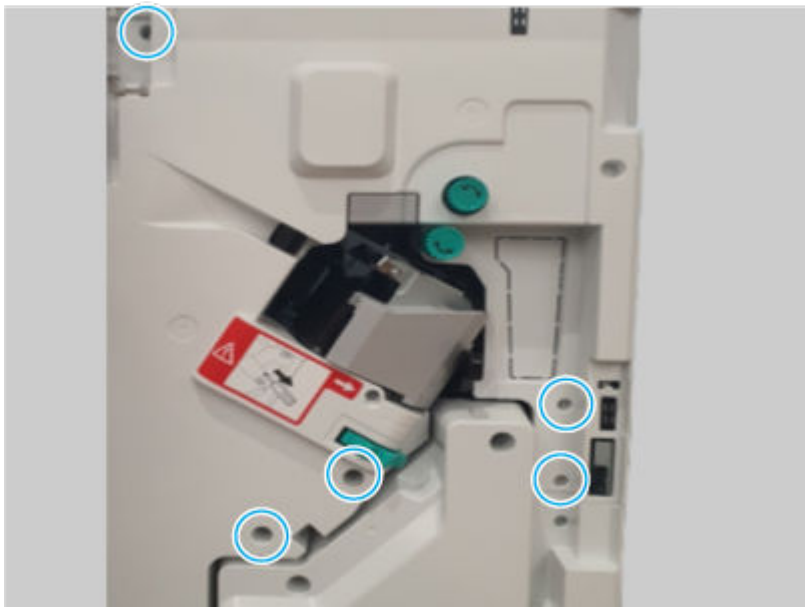
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2172 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-2173 Remove the cover

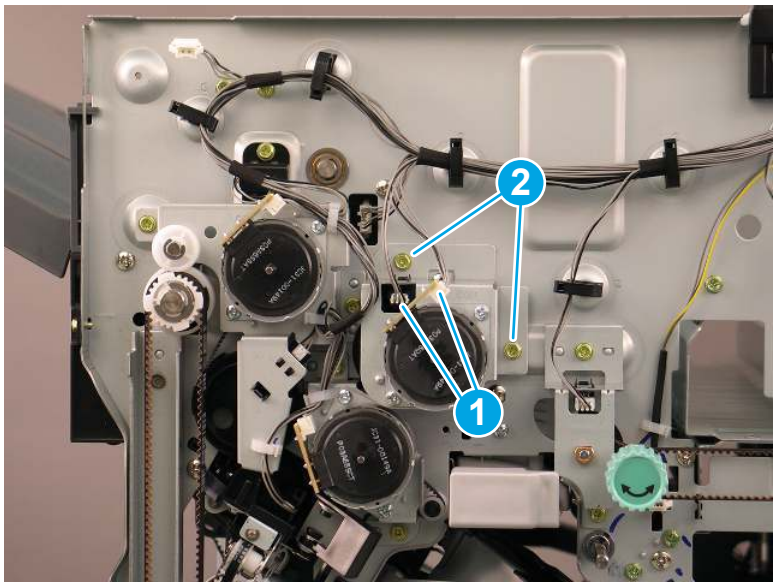


4. Remove the external finisher main exit cam motor assembly

Use the following procedure to remove and replace the external finisher main exit cam motor assembly.

- Disconnect two connectors (callout 1), remove two screws (callout 2), and then remove the main exit cam motor assembly.

Figure 5-2174 Remove the assembly



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Main exit cam home sensor

Learn about removing and replacing the external finisher main exit cam home sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-245 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Main exit cam home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

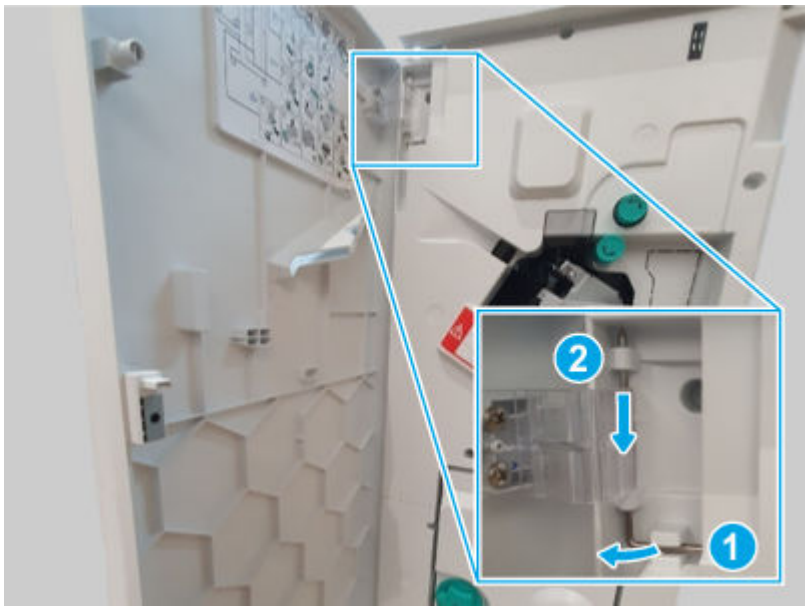
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

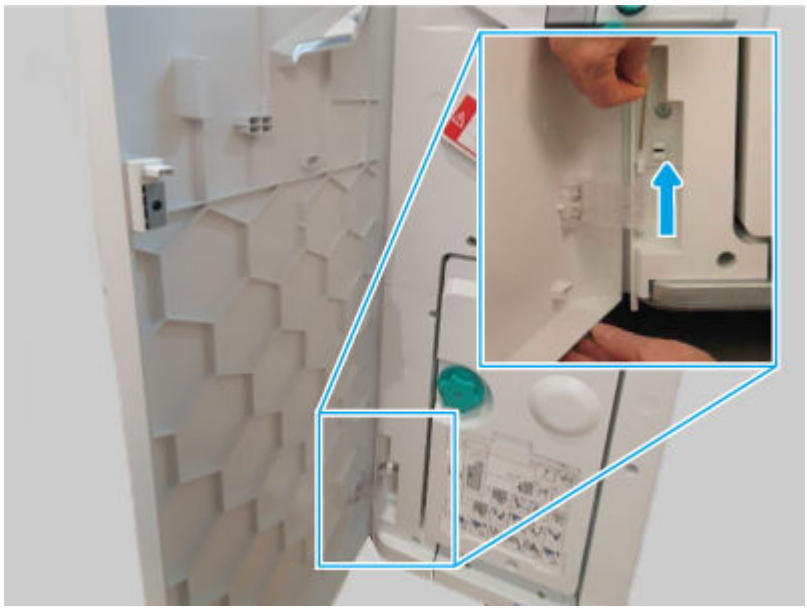
1. Release, and then remove the upper hinge pin.

Figure 5-2175 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2176 **Remove the door**



2. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

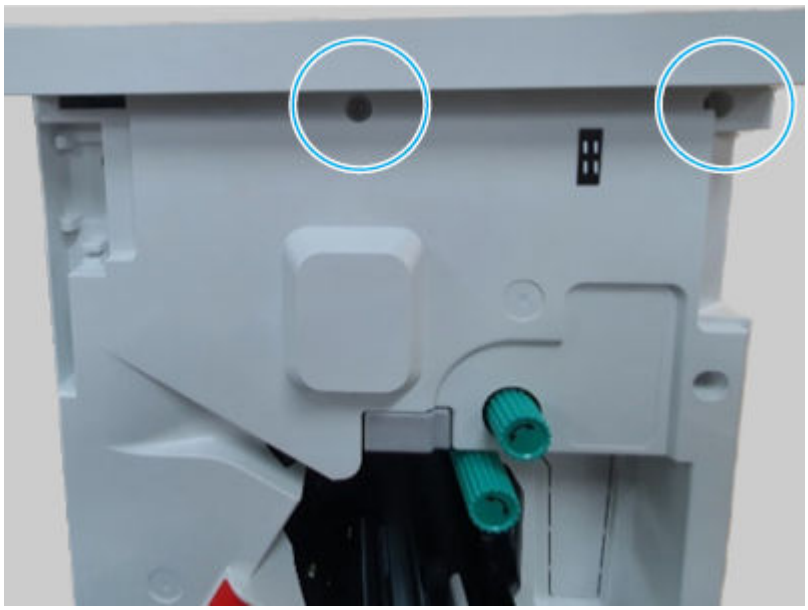
1. Remove three screws.

Figure 5-2177 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2178 **Remove the cover**

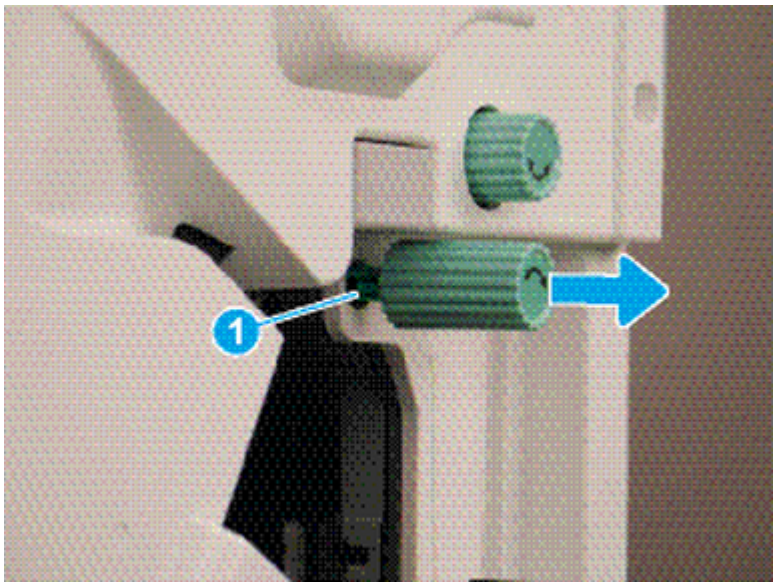


3. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

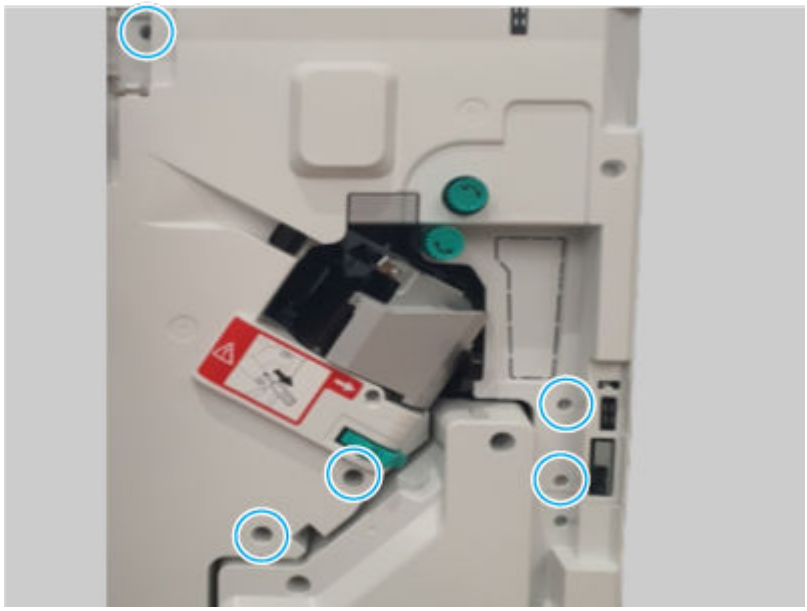
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2179 **Remove the knob**



2. Remove five screws, and then remove the front cover.

Figure 5-2180 **Remove the cover**

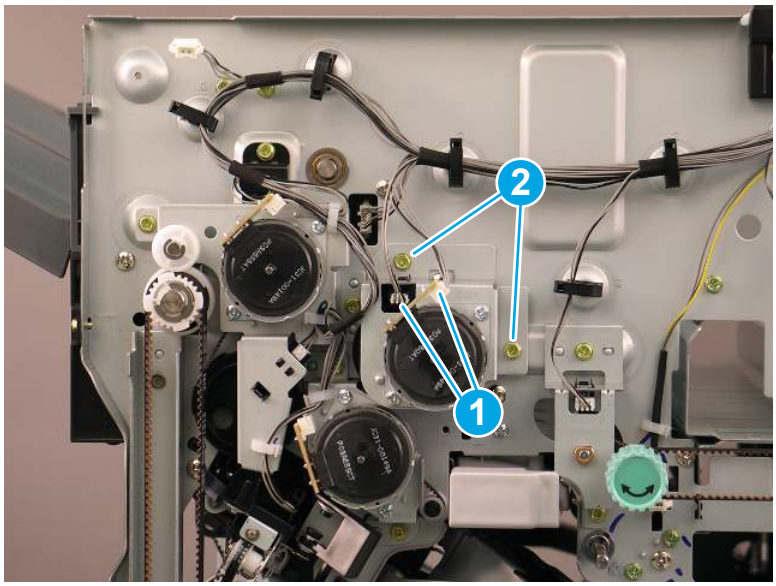


4. Remove the external finisher main exit cam motor assembly

Use the following procedure to remove and replace the external finisher main exit cam motor assembly.

- Disconnect two connectors (callout 1), remove two screws (callout 2), and then remove the main exit cam motor assembly.

Figure 5-2181 Remove the assembly

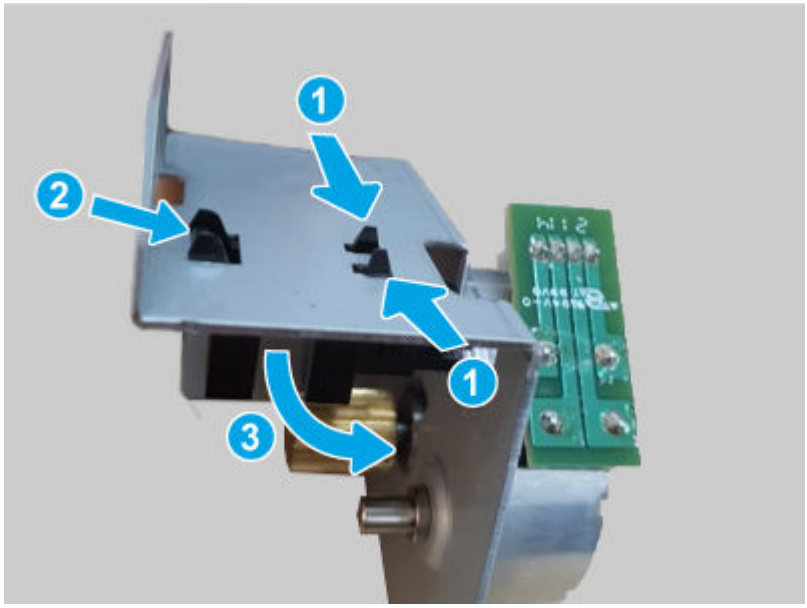


5. Remove the external finisher main exit cam home sensor

Use the following procedure to remove and replace the external finisher main exit cam home sensor.

- Do the following:
  - Release the hooks (callout 1).
  - Slide the sensor assembly as shown below (callout 2).
  - Remove the main exit cam home sensor from the bracket (callout 3).

Figure 5-2182 Remove the sensor



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Main exit cam motor

Learn about removing and replacing the external finisher main exit cam motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-246 Part information

Part number	Part description
JC90-01453A	Main exit cam motor

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

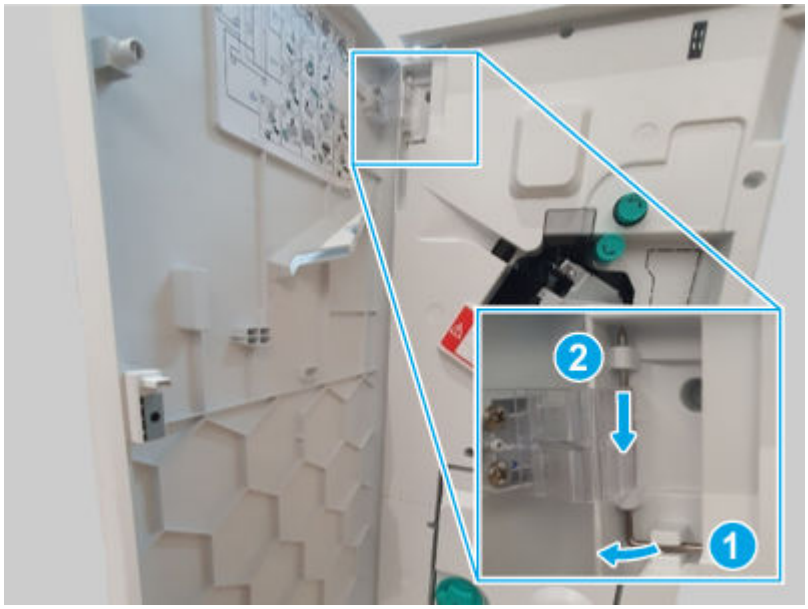
Print any pages necessary to make sure the printer is functioning correctly.

Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

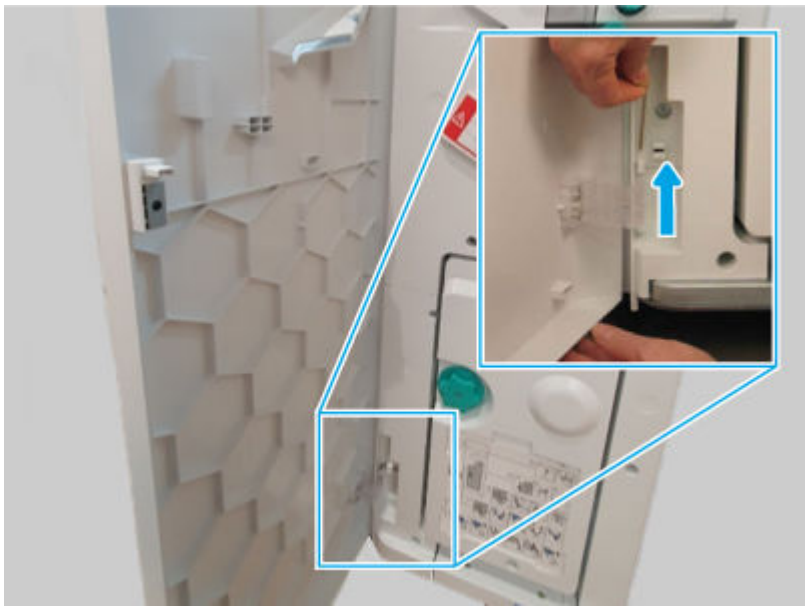
1. Release, and then remove the upper hinge pin.

Figure 5-2183 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2184 **Remove the door**



Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

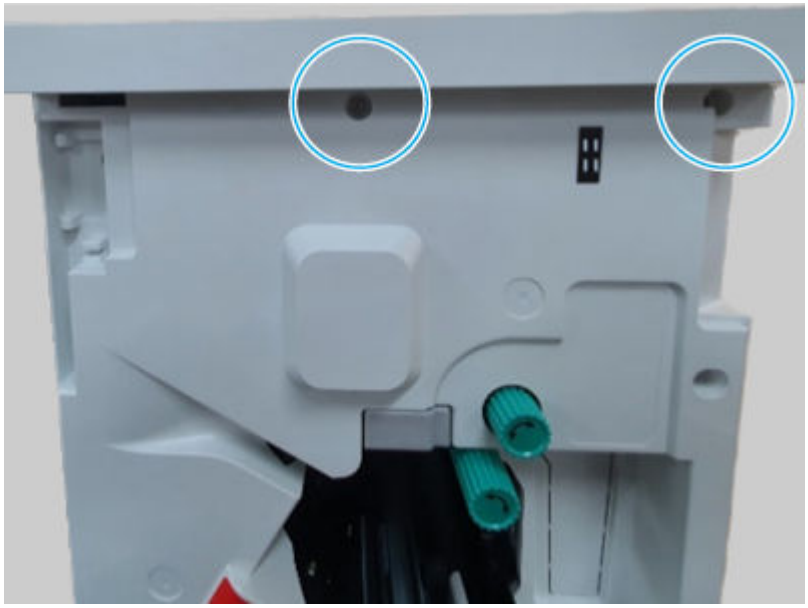
1. Remove three screws.

Figure 5-2185 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2186 **Remove the cover**

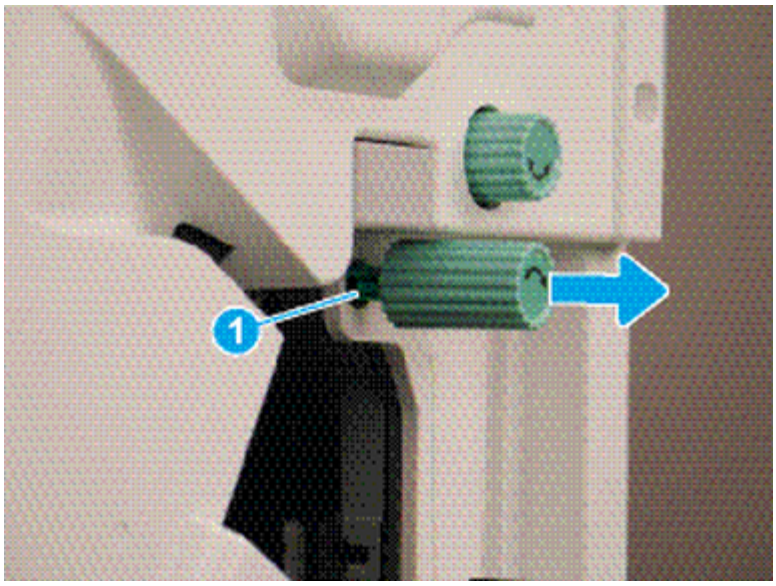


Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

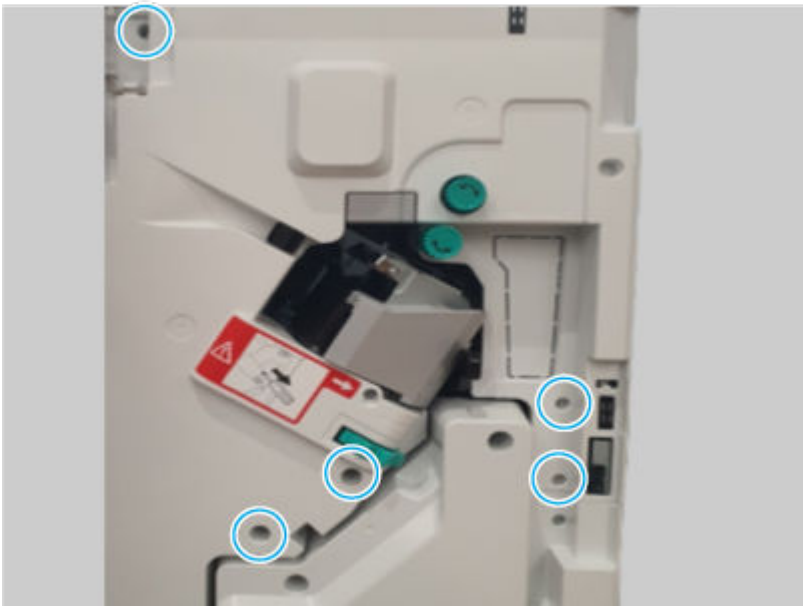
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2187 **Remove the knob**



2. Remove five screws, and then remove the front cover.

Figure 5-2188 Remove the cover

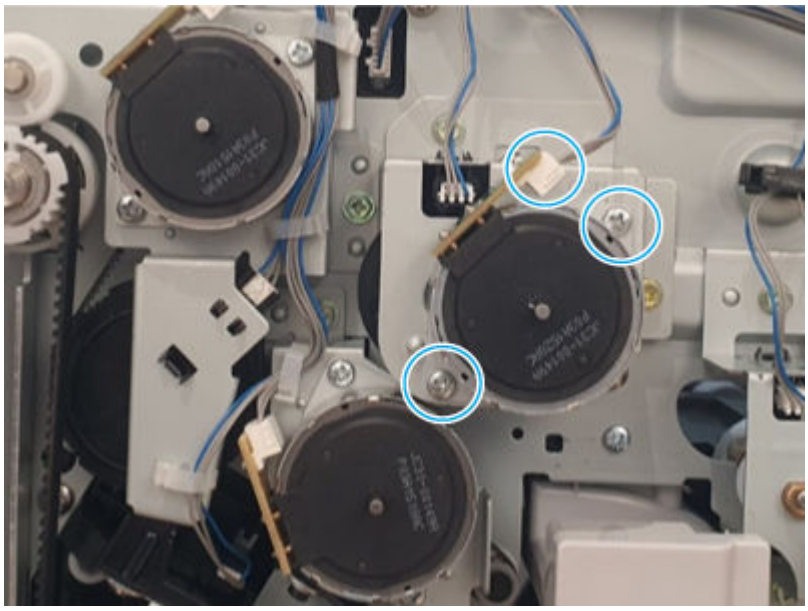


Remove the external finisher main exit cam motor

Use the following procedure to remove and replace the external finisher main exit cam motor.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the main exit cam motor.

Figure 5-2189 Remove the motor



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Front door switch

Learn about removing and replacing the external finisher front door switch.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-247 Part information

Part number	Part description
JC39-02309A	Front door switch

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

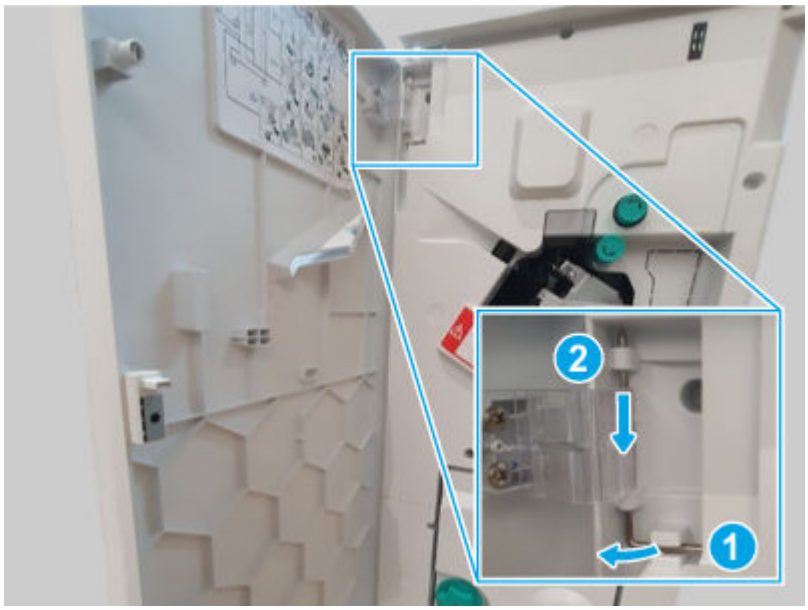
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

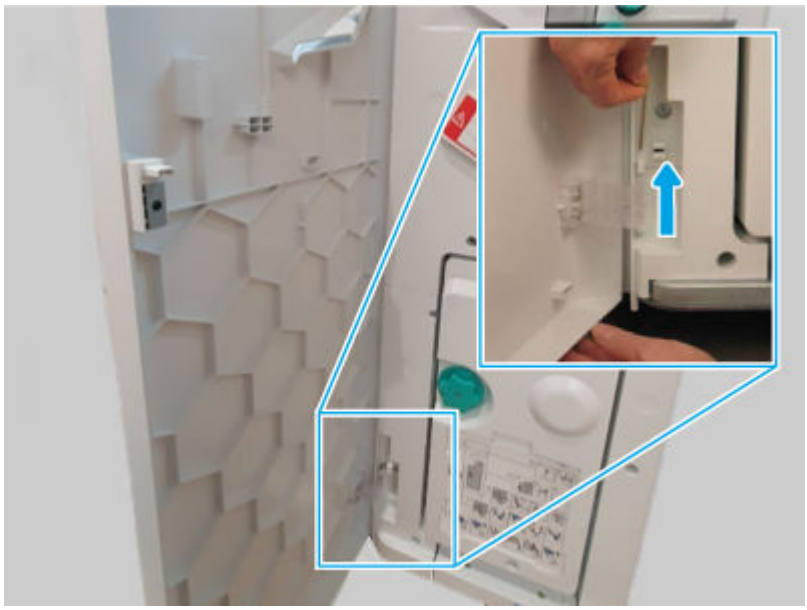
1. Release, and then remove the upper hinge pin.

Figure 5-2190 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2191 **Remove the door**



2. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

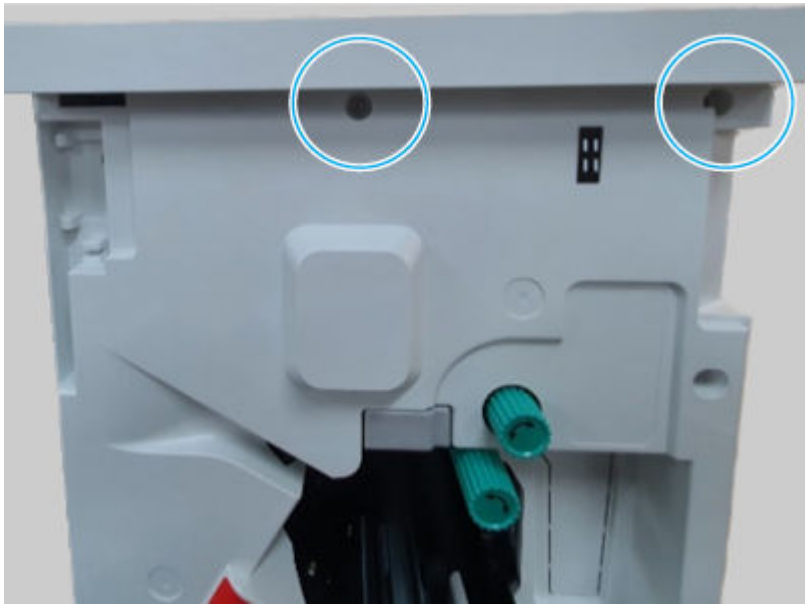
1. Remove three screws.

Figure 5-2192 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2193 **Remove the cover**

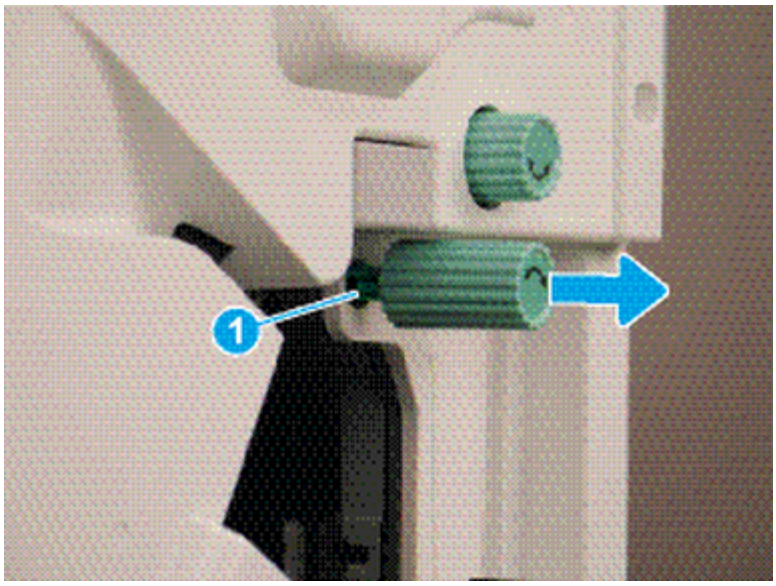


3. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

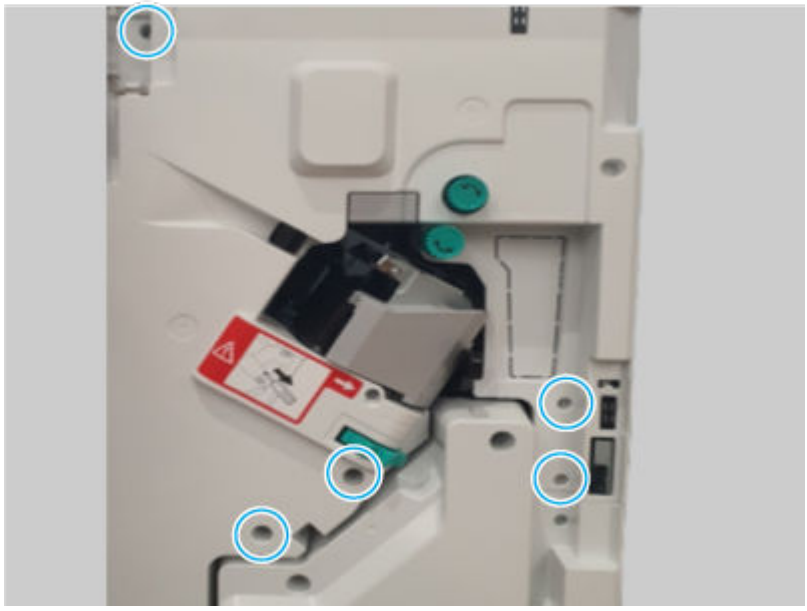
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2194 **Remove the knob**



2. Remove five screws, and then remove the front cover.

Figure 5-2195 **Remove the cover**



4. Remove the external finisher front door switch

Use the following procedure to remove and replace the external finisher front door switch.

1. Remove one screw, and then separate the switch and holder form the finisher.

⚠ CAUTION: Do not attempt to completely remove the switch. It is still attached by cables to the finisher.

Figure 5-2196 **Separate the switch and holder form the finisher**



2. Separate the switch from the holder, and then disconnect two connectors to remove the front door switch.

Figure 5-2197 Remove the switch



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Paddle unit

Review the external finisher paddle unit removal procedures.

Removal and replacement: Paddle

Learn about removing and replacing the external finisher paddle.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-248 Part information

Part number	Part description
JC90-01480A	Paddle

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

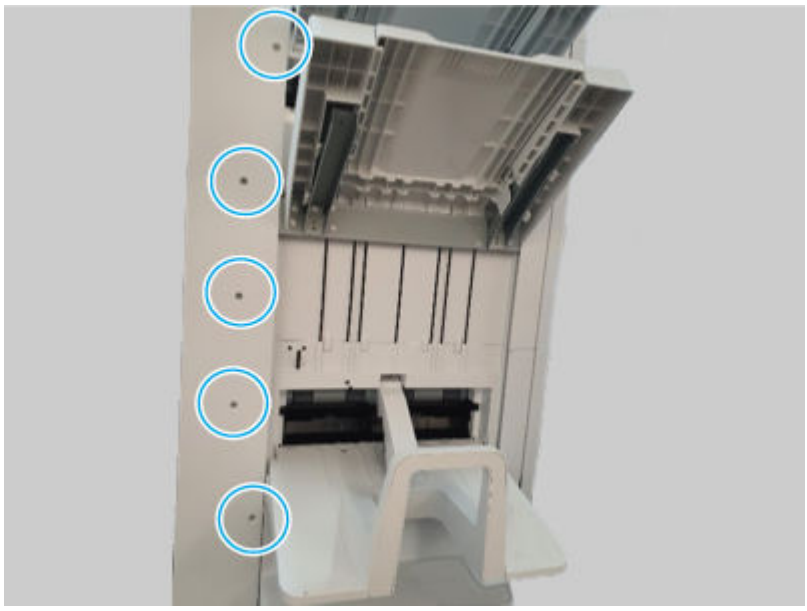
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

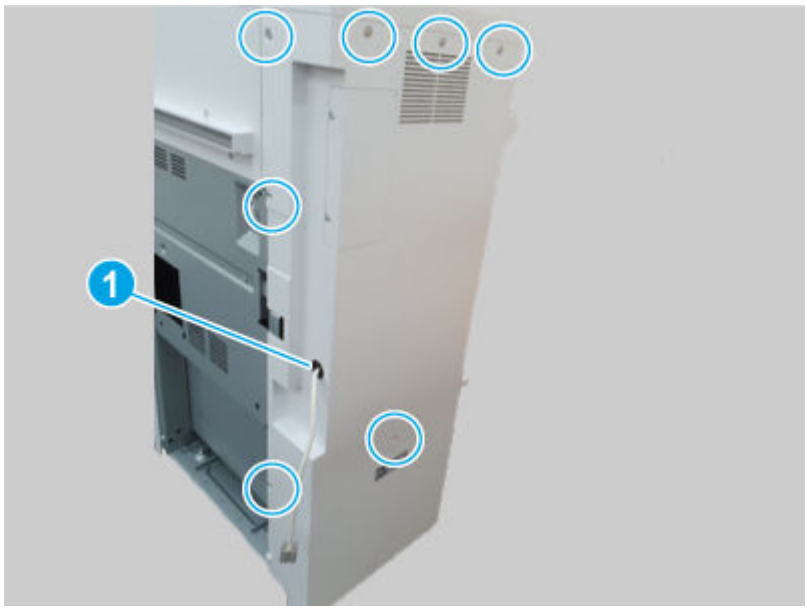
Figure 5-2198 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2199 **Remove the cover**

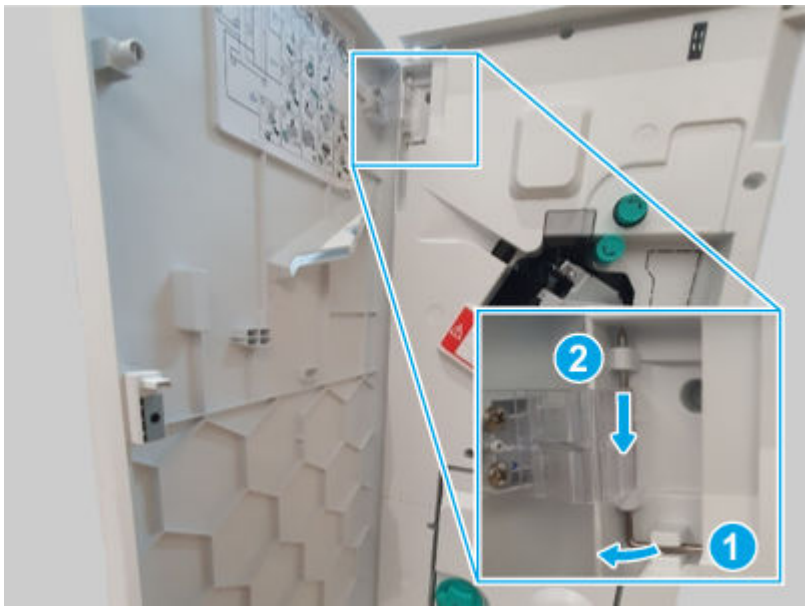


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

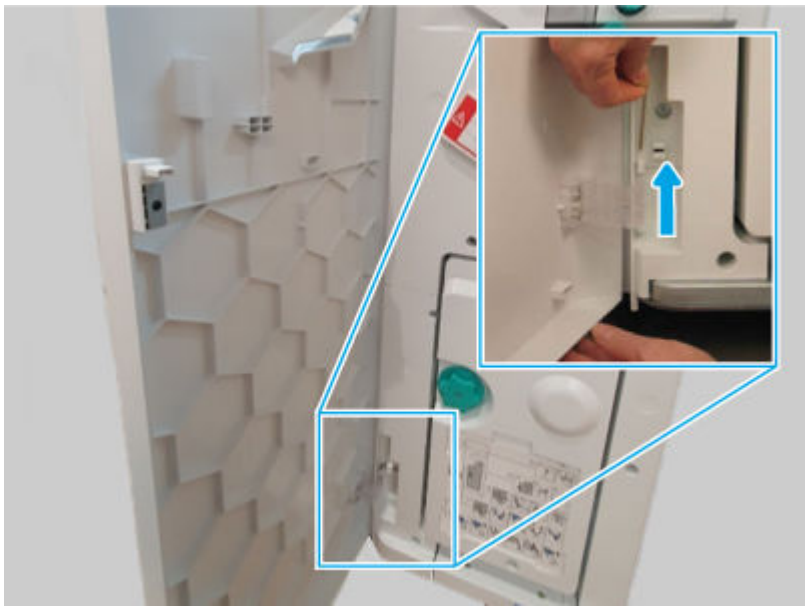
1. Release, and then remove the upper hinge pin.

Figure 5-2200 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2201 **Remove the door**



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

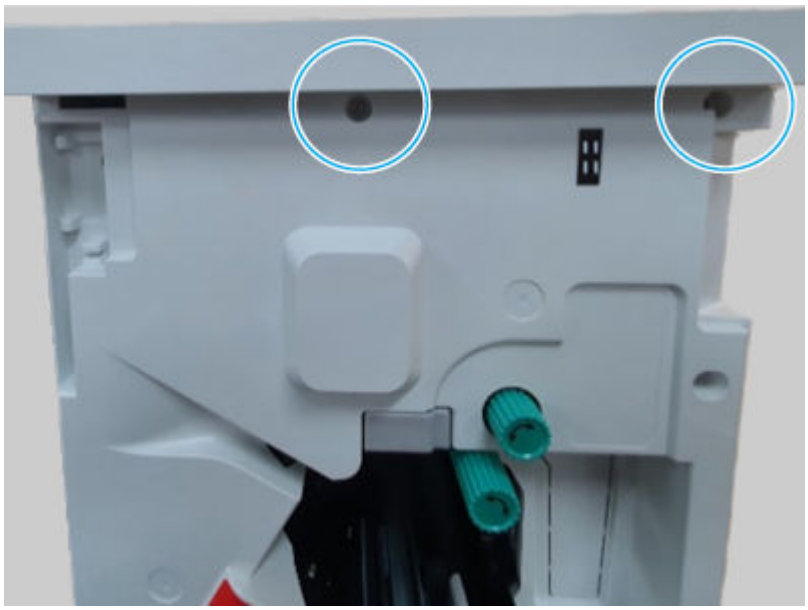
1. Remove three screws.

Figure 5-2202 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2203 **Remove the cover**

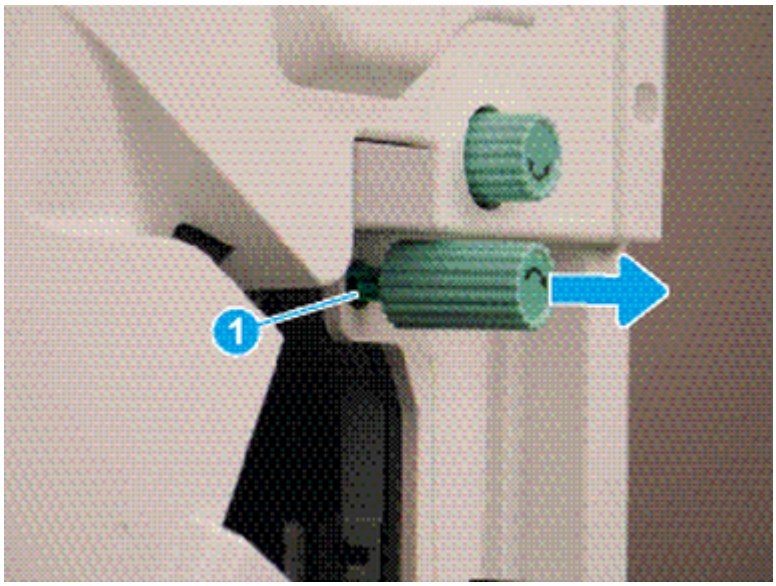


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

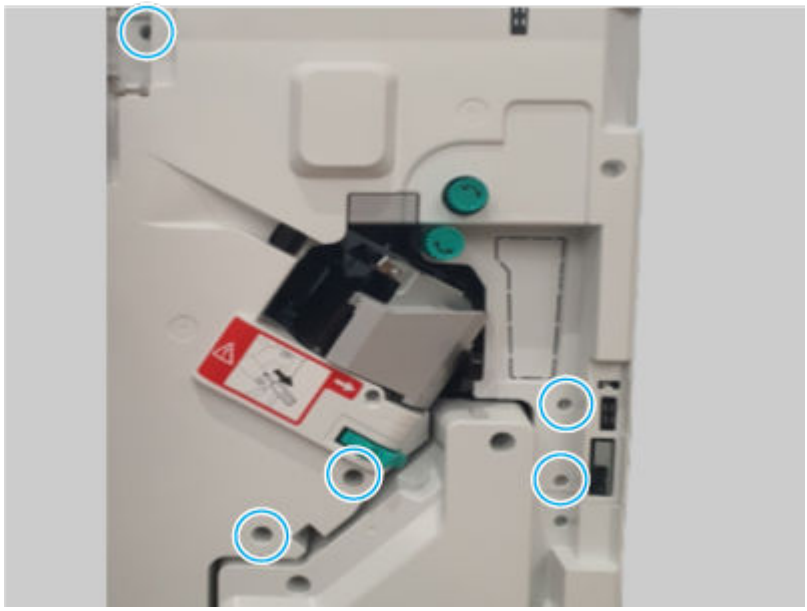
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2204 **Remove the knob**



2. Remove five screws, and then remove the front cover.

Figure 5-2205 **Remove the cover**



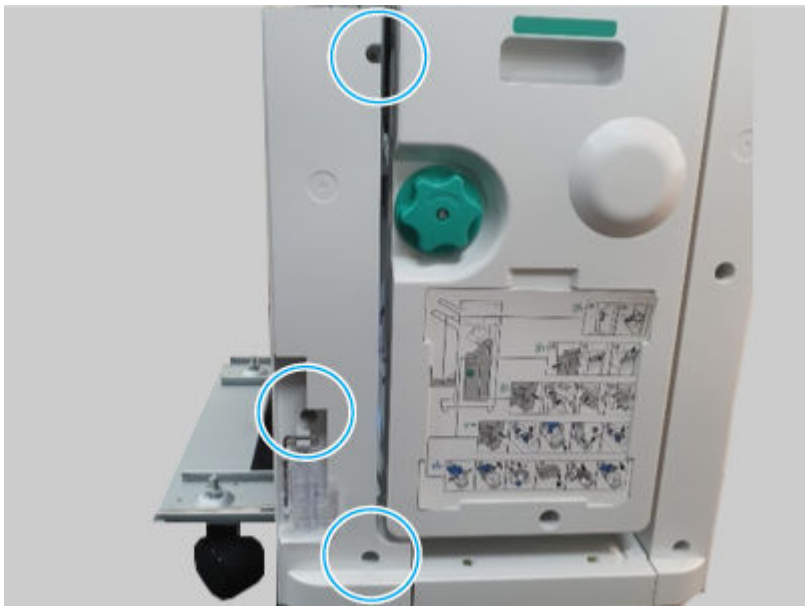
5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.

2. Remove three screws, and then remove the front lower left cover.

Figure 5-2206 **Remove the cover**

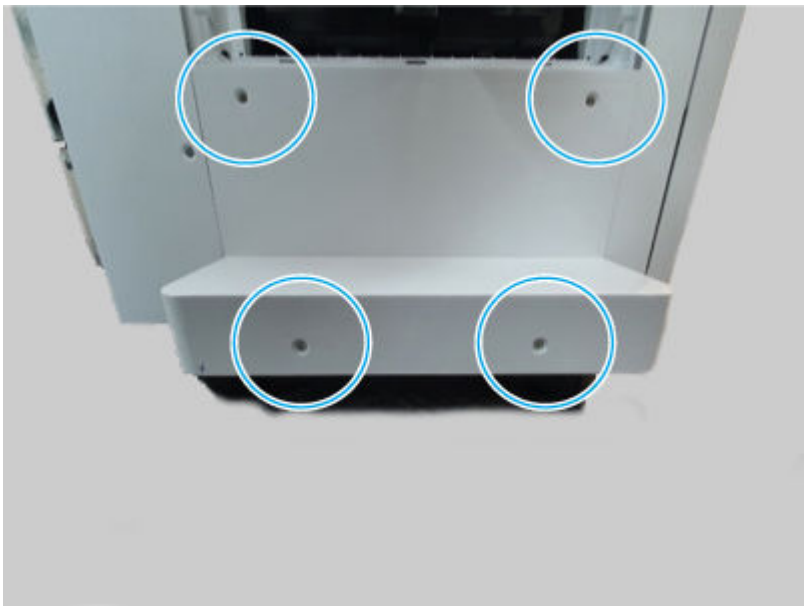


6. Remove the external finisher caster cover

Use the following procedure to remove and replace the external finisher caster cover.

- Remove four screws, and then remove the caster cover.

Figure 5-2207 **Remove the cover**

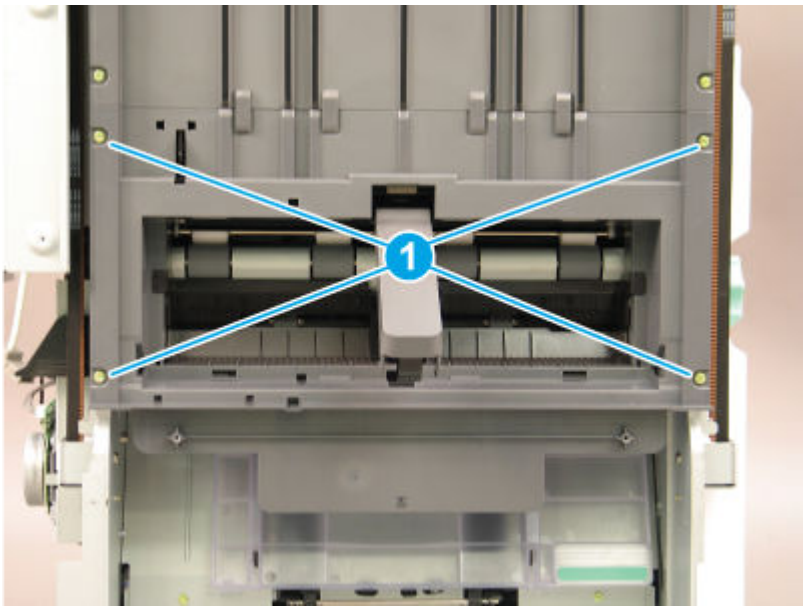


7. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-2208 **Remove four screws**

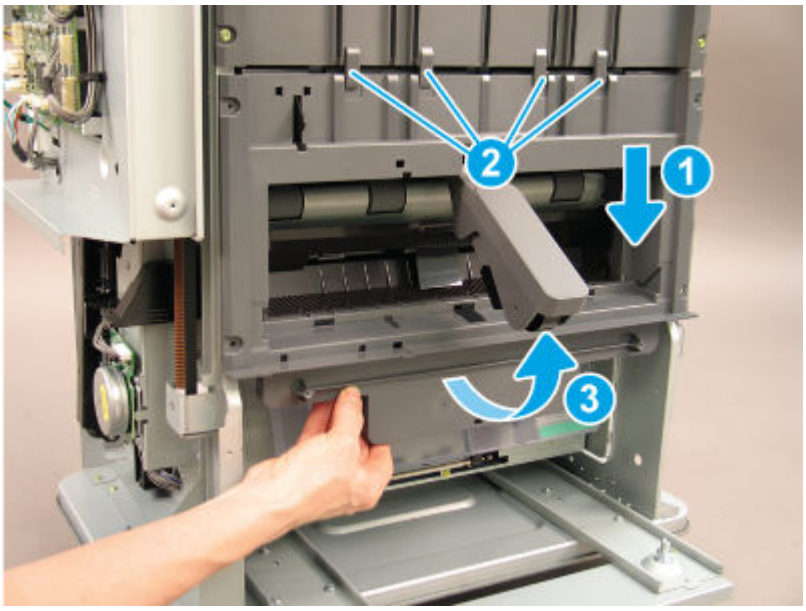


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

⚠ **CAUTION:** The cover is still attached to the finisher. Do not attempt to completely remove the cover.

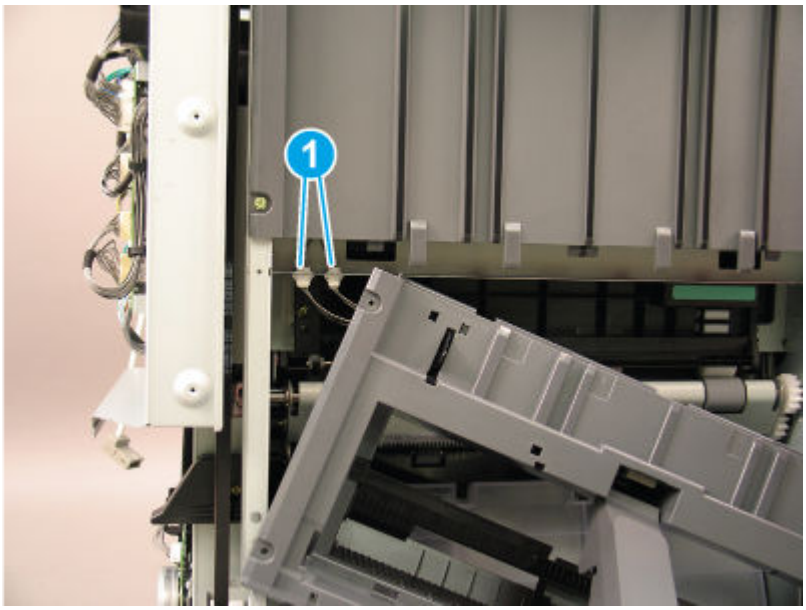
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-2209 **Release the cover**



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-2210 Remove the cover

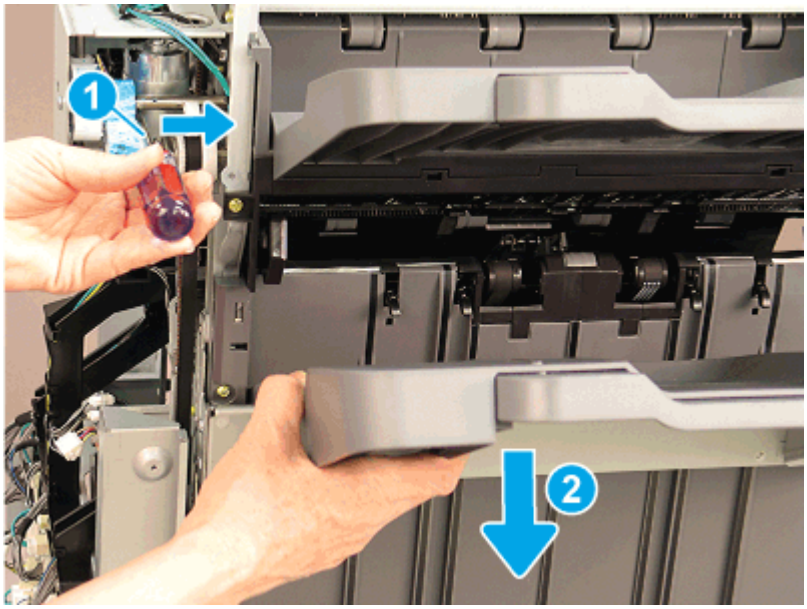


8. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

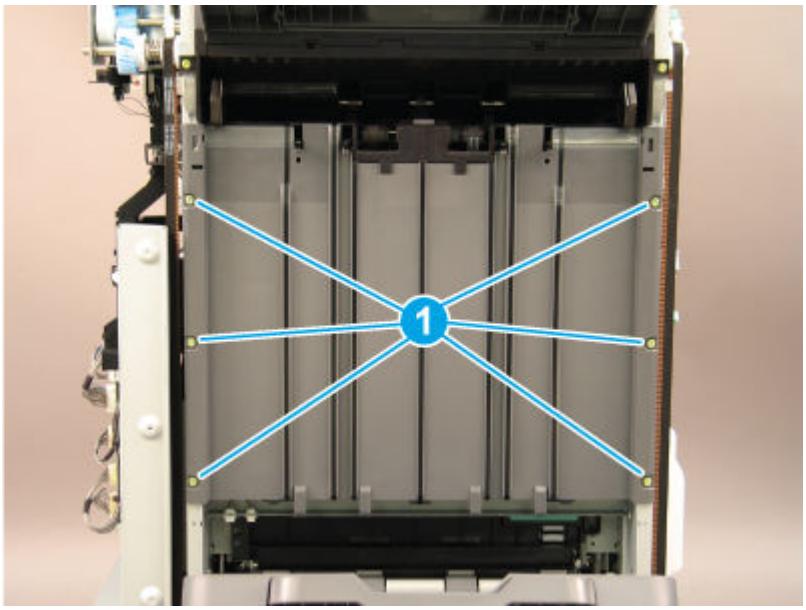
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-2211 Lower the tray



2. Remove six screws (callout 1).

Figure 5-2212 **Remove six screws**

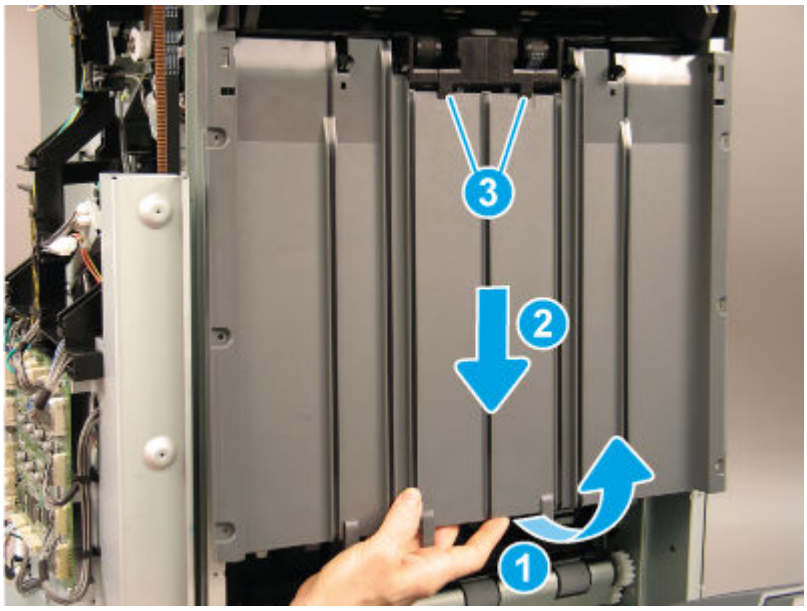


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

⚠ CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

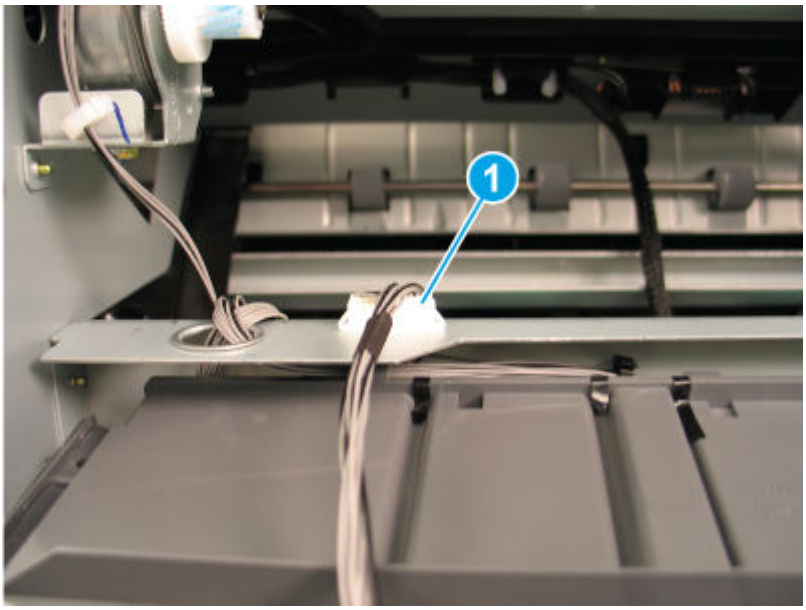
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-2213 **Release the cover**



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-2214 Remove the cover

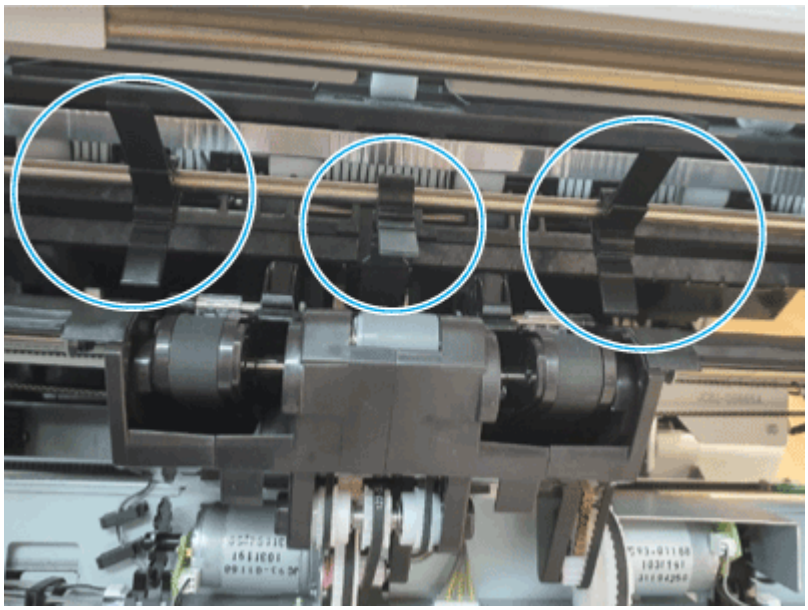


9. Remove the external finisher paddle

Use the following procedure to remove and replace the external finisher paddle.

- Pull the paddle straight out to remove it.

Figure 5-2215 Remove the paddle



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Paddle motor assembly

Learn about removing and replacing the external finisher paddle motor assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-249 Part information

Part number	Part description
JC90-01461A	Paddle motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

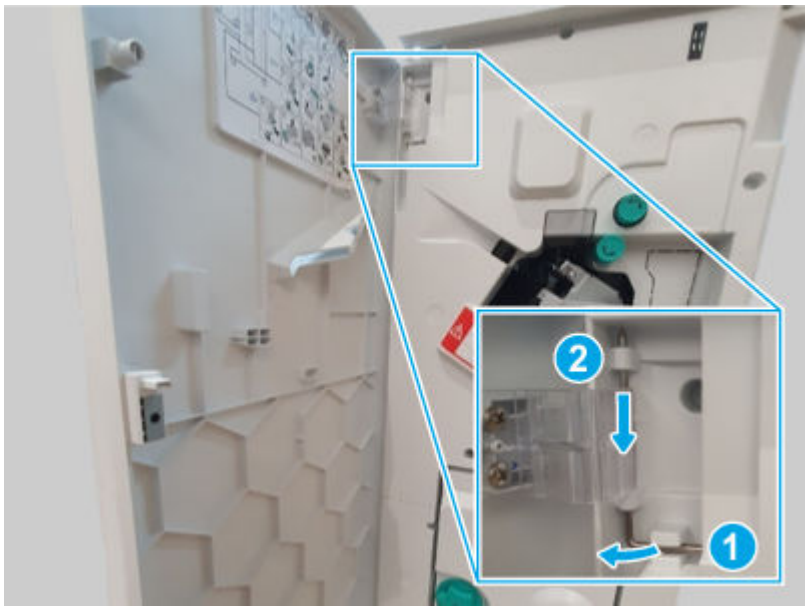
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

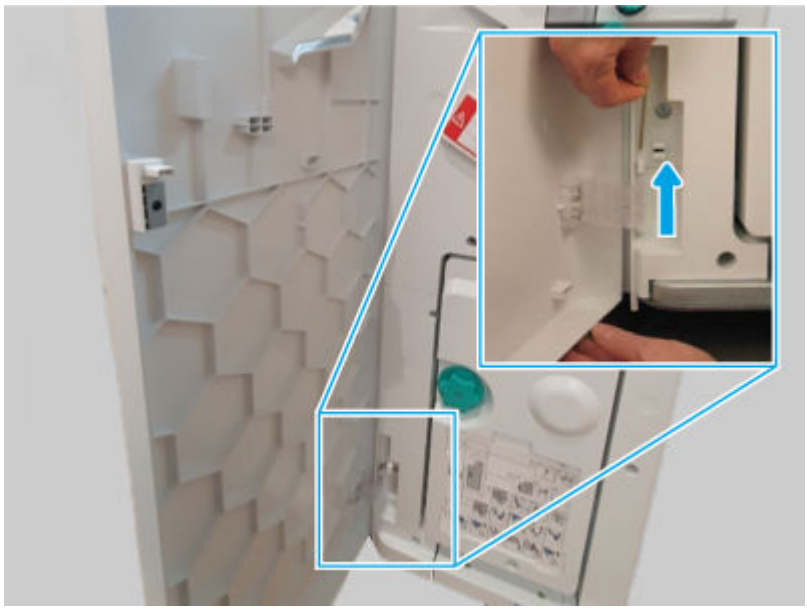
1. Release, and then remove the upper hinge pin.

Figure 5-2216 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2217 **Remove the door**



2. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

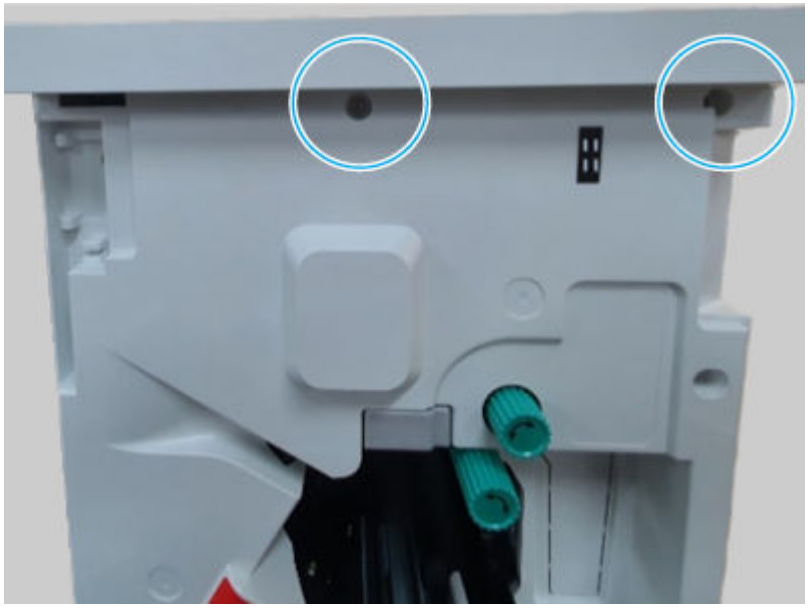
1. Remove three screws.

Figure 5-2218 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2219 **Remove the cover**

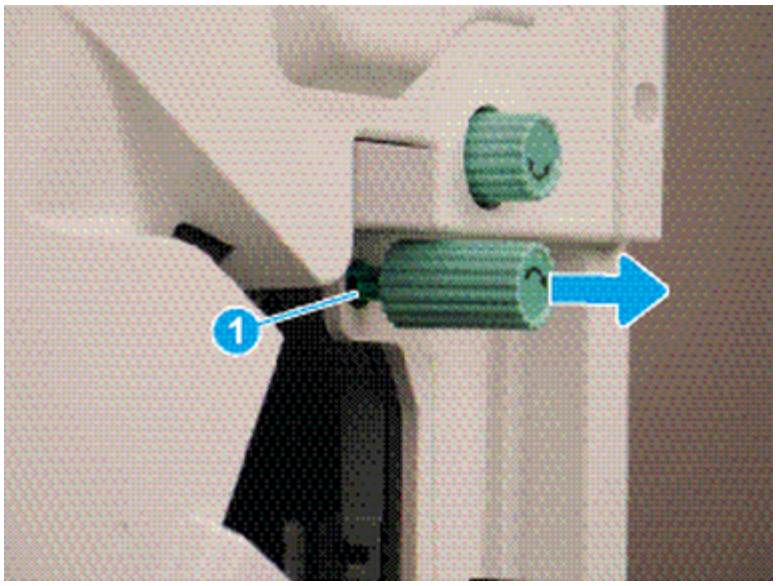


3. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

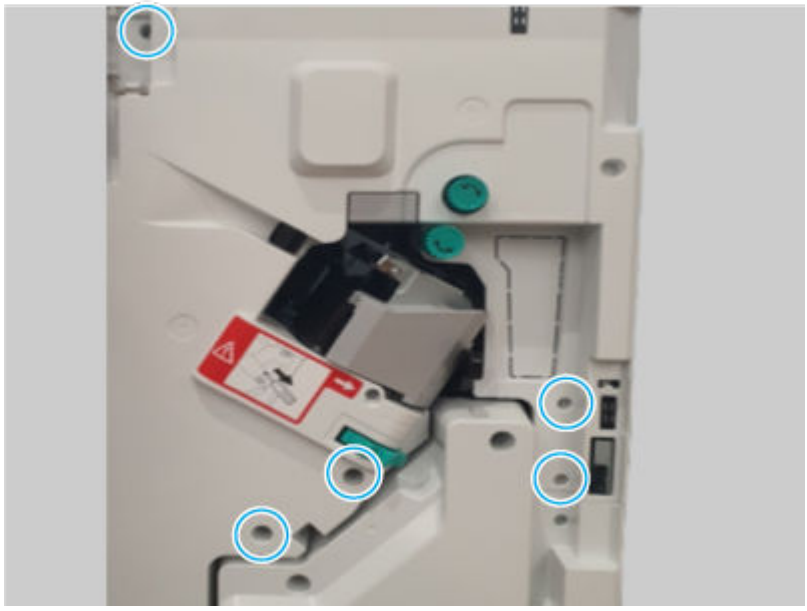
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2220 **Remove the knob**



2. Remove five screws, and then remove the front cover.

Figure 5-2221 **Remove the cover**

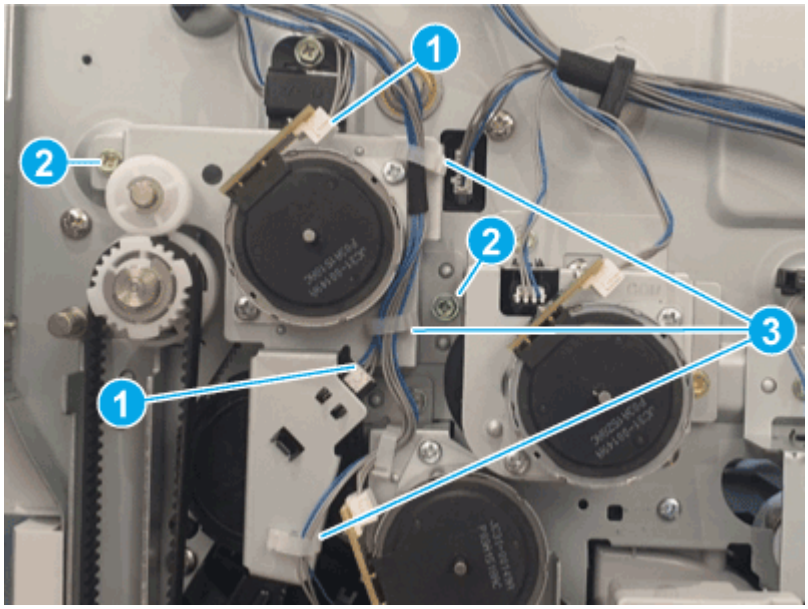


4. Remove the external finisher paddle motor assembly

Use the following procedure to remove and replace the external finisher paddle motor assembly.

- Do the following:
  a. Disconnect two connectors (callout 1).
  b. Remove two screws (callout 2).
  c. Release the wire harness from the retainers (callout 3), and then remove the paddle motor assembly.

Figure 5-2222 **Remove the assembly**



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Paddle home sensor

Learn about removing and replacing the external finisher paddle home sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-250 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Paddle home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

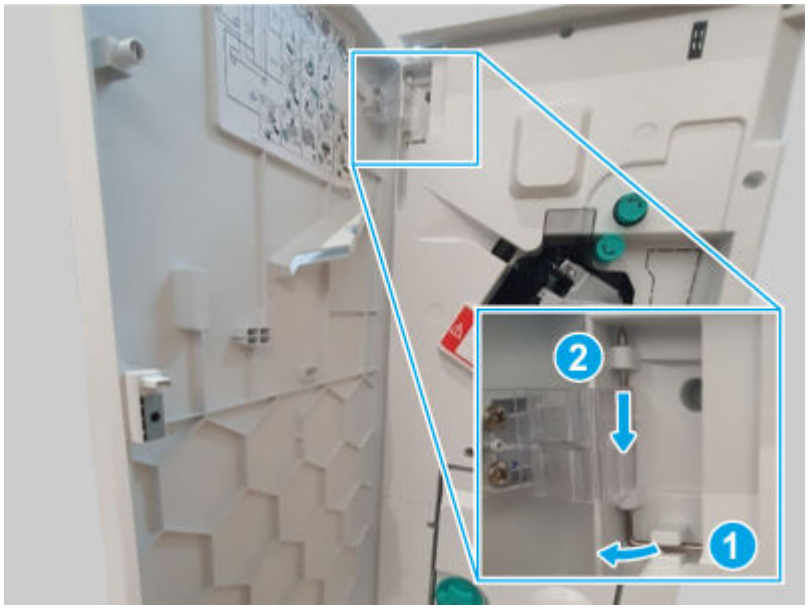
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

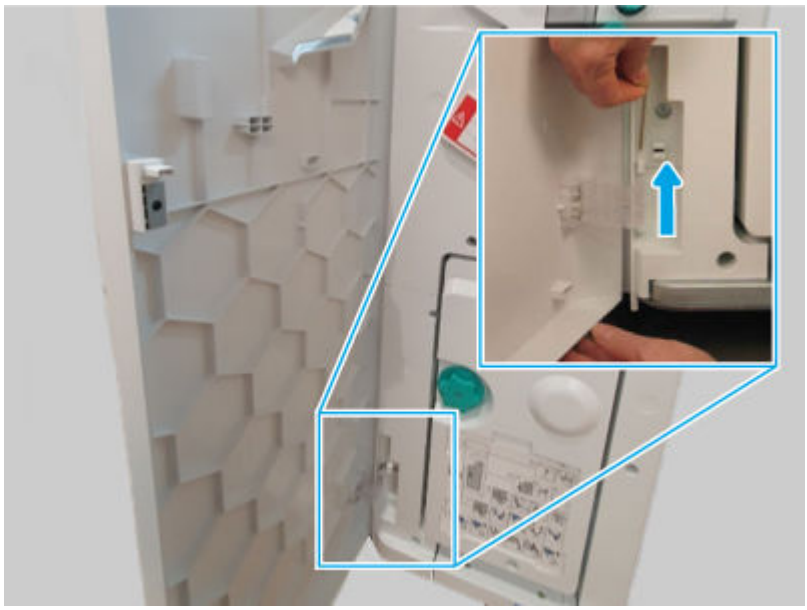
1. Release, and then remove the upper hinge pin.

Figure 5-2223 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2224 **Remove the door**



2. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

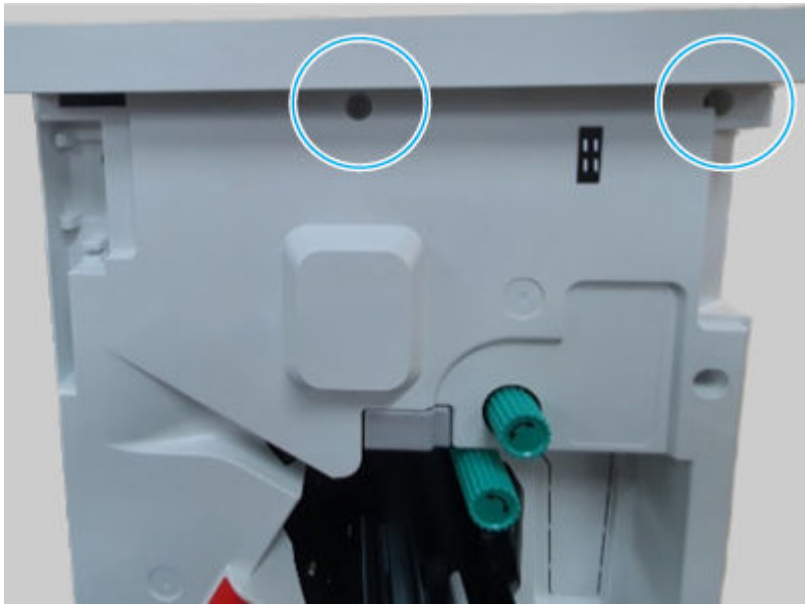
1. Remove three screws.

Figure 5-2225 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2226 **Remove the cover**

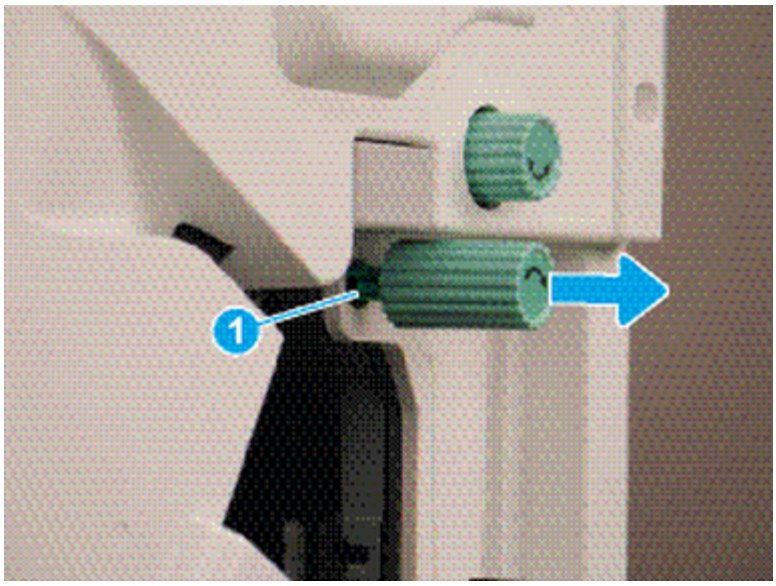


3. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

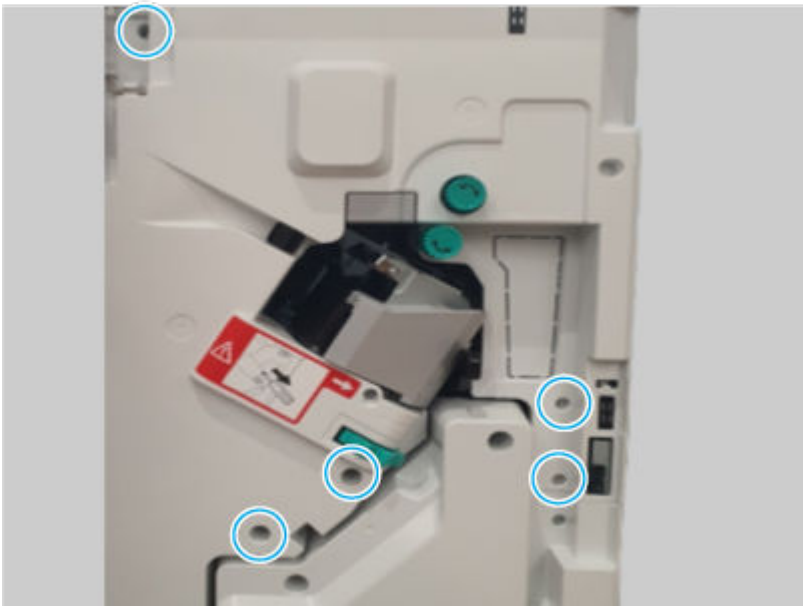
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2227 **Remove the knob**



2. Remove five screws, and then remove the front cover.

Figure 5-2228 **Remove the cover**

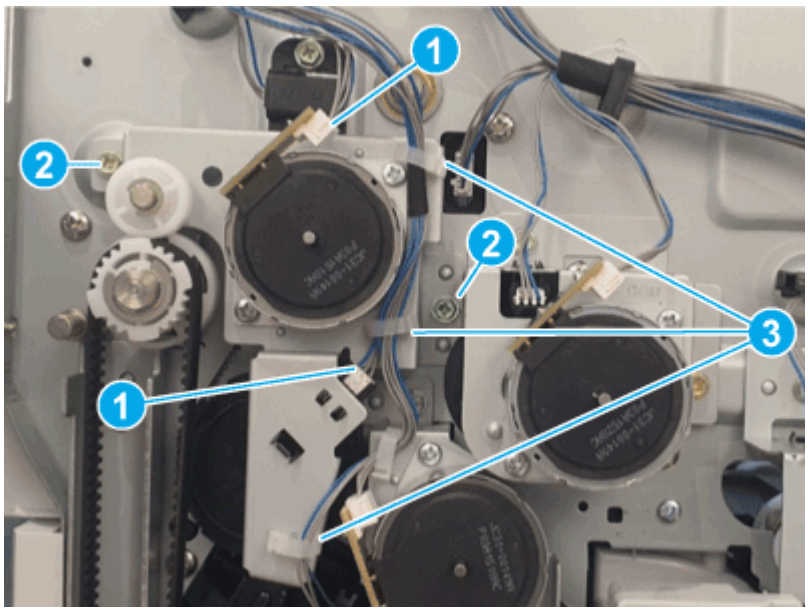


4. Remove the external finisher paddle motor assembly

Use the following procedure to remove and replace the external finisher paddle motor assembly.

- Do the following:
  a. Disconnect two connectors (callout 1).
  b. Remove two screws (callout 2).
  c. Release the wire harness from the retainers (callout 3), and then remove the paddle motor assembly.

Figure 5-2229 **Remove the assembly**



5. Remove the external finisher paddle home sensory

Use the following procedure to remove and replace the external finisher paddle home sensor.

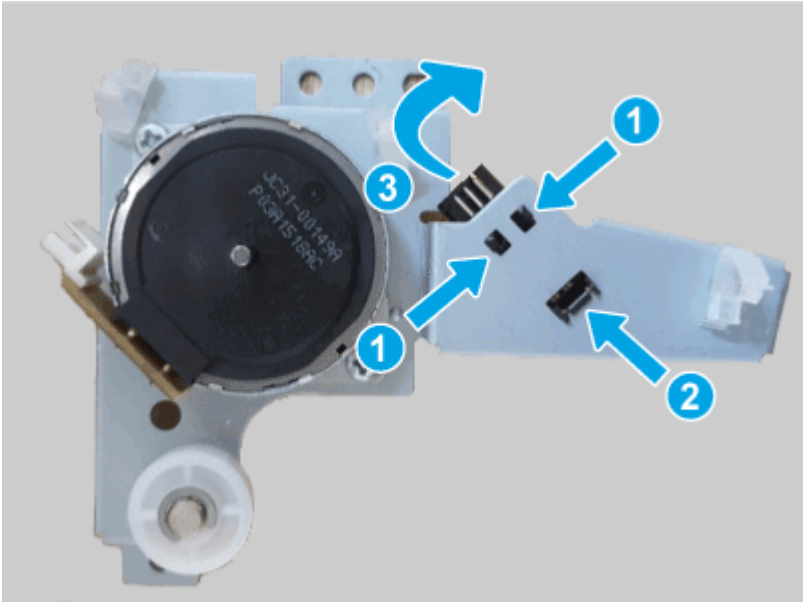
- Do the following:

  a. Release the hooks (callout 1).

  b. Slide the sensor assembly as shown below (callout 2).

  c. Remove the paddle home sensor from the bracket (callout 3).

  Figure 5-2230 **Remove the sensor**



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not

available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Paddle motor

Learn about removing and replacing the external finisher paddle motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-251 Part information

Part number	Part description
JC93-01001A	Drive-motor step (Paddle motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.

- Use the power switch to turn the power on.

Post service test

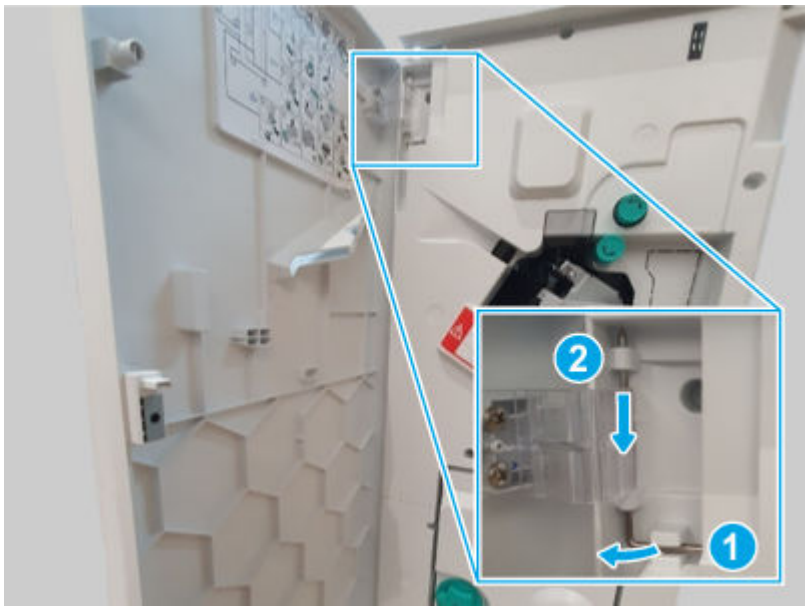
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

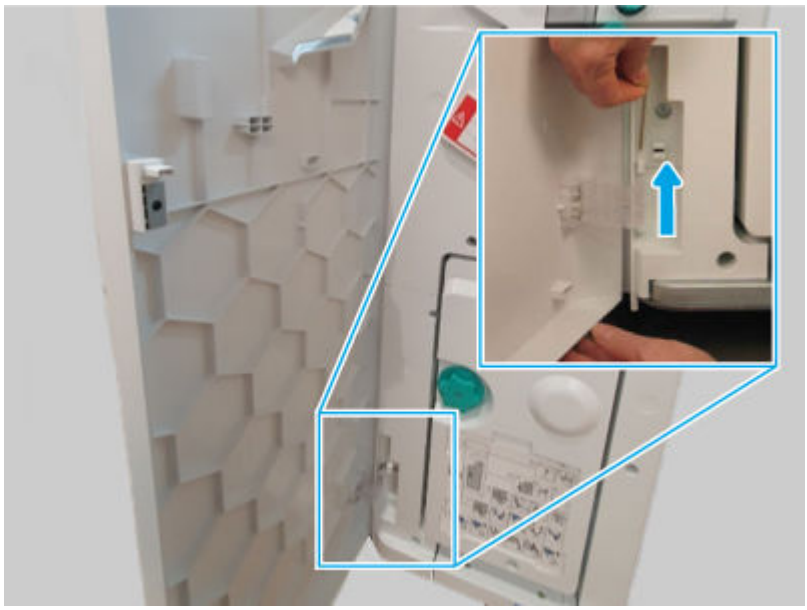
1. Release, and then remove the upper hinge pin.

Figure 5-2231 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2232 **Remove the door**



2. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

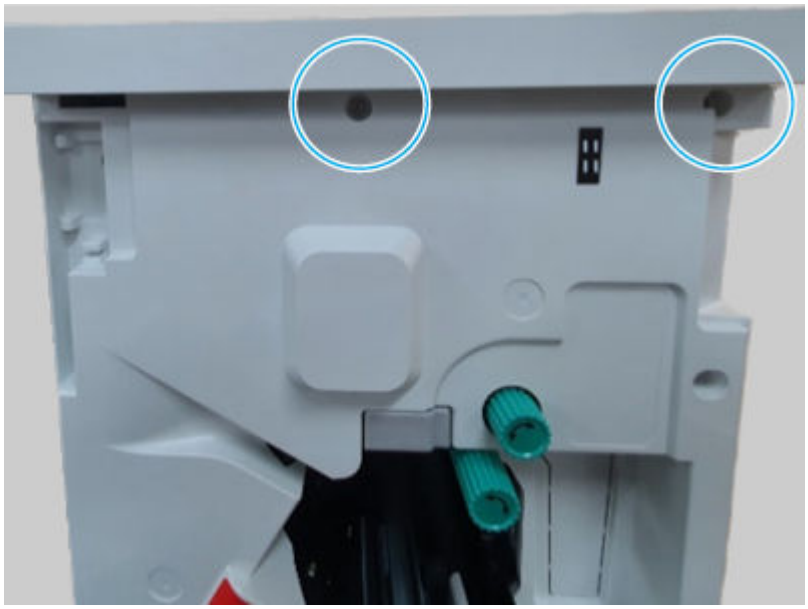
1. Remove three screws.

Figure 5-2233 Remove three screws



2. Remove two screws, and then remove the top cover.

Figure 5-2234 Remove the cover

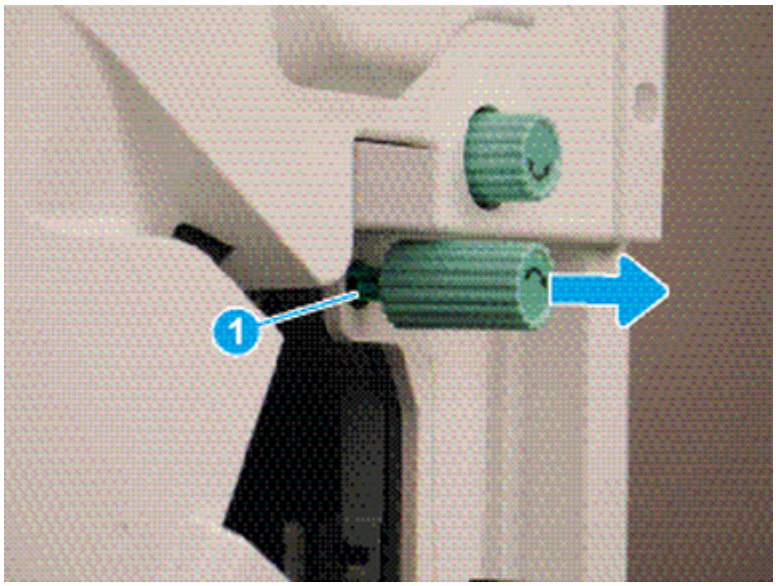


3. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

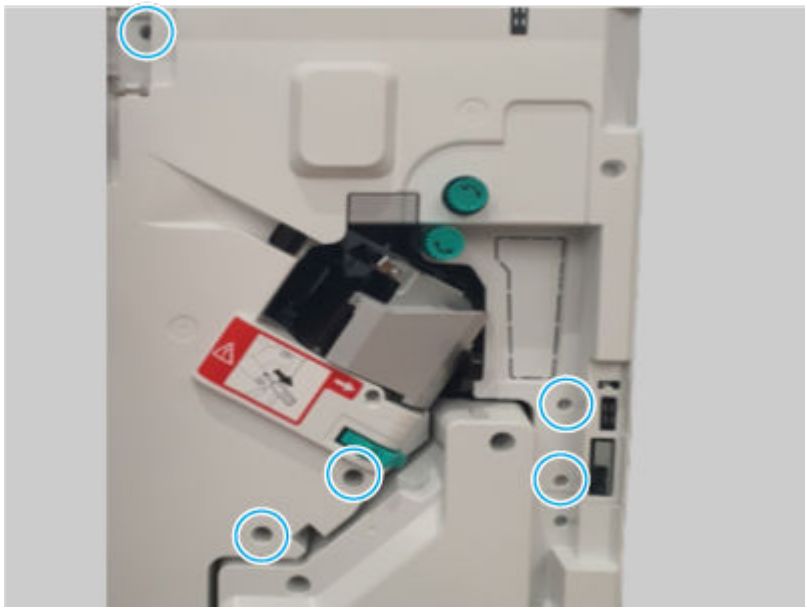
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2235 **Remove the knob**



2. Remove five screws, and then remove the front cover.

Figure 5-2236 **Remove the cover**

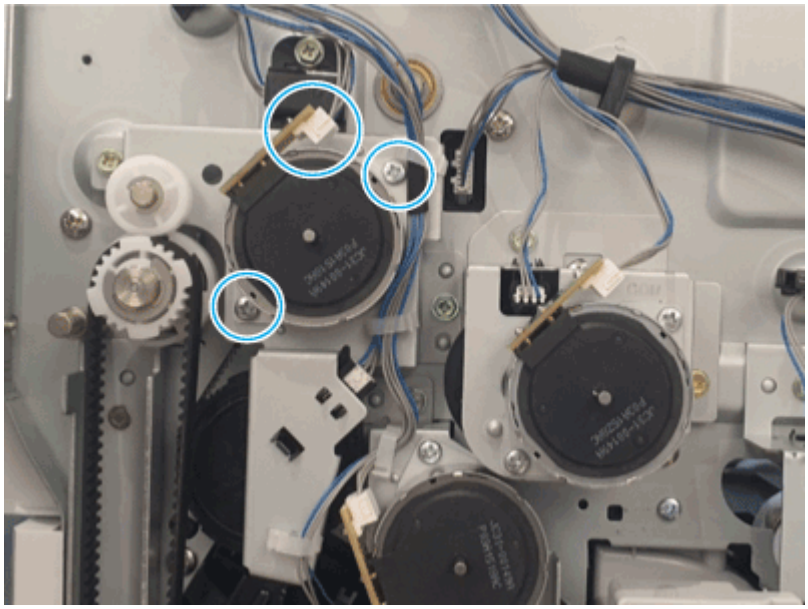


4. Remove the external finisher paddle motor

Use the following procedure to remove and replace the external finisher paddle motor.

- Disconnect one connector, remove two screws, and then remove the paddle motor.

Figure 5-2237 Remove the motor



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

End fence unit

Review the external finisher end fence unit removal procedures.

Removal and replacement: End fence home sensor

Learn about removing and replacing the external finisher end fence home sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-252 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (End fence sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

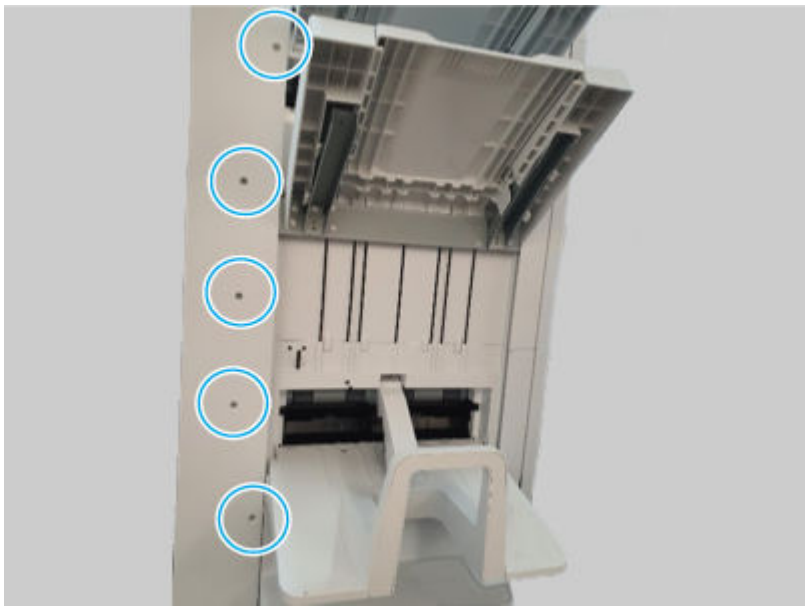
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

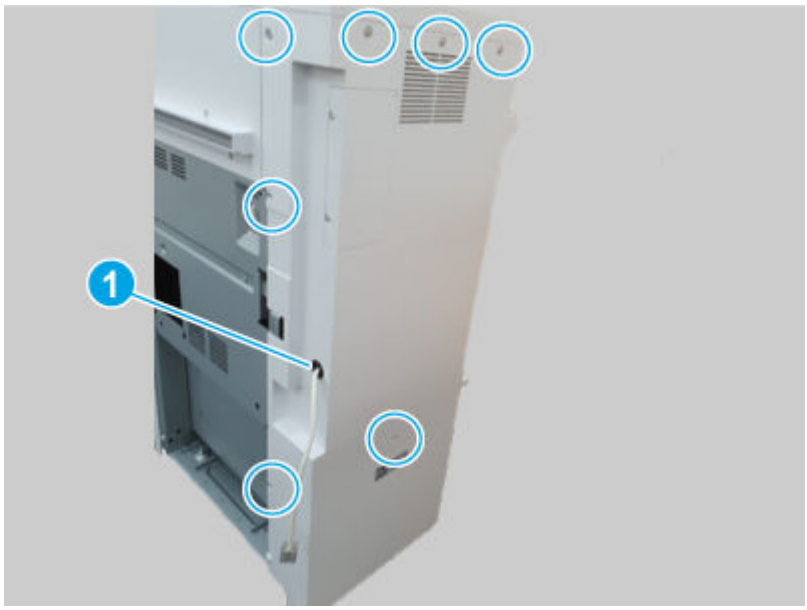
Figure 5-2238 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2239 **Remove the cover**

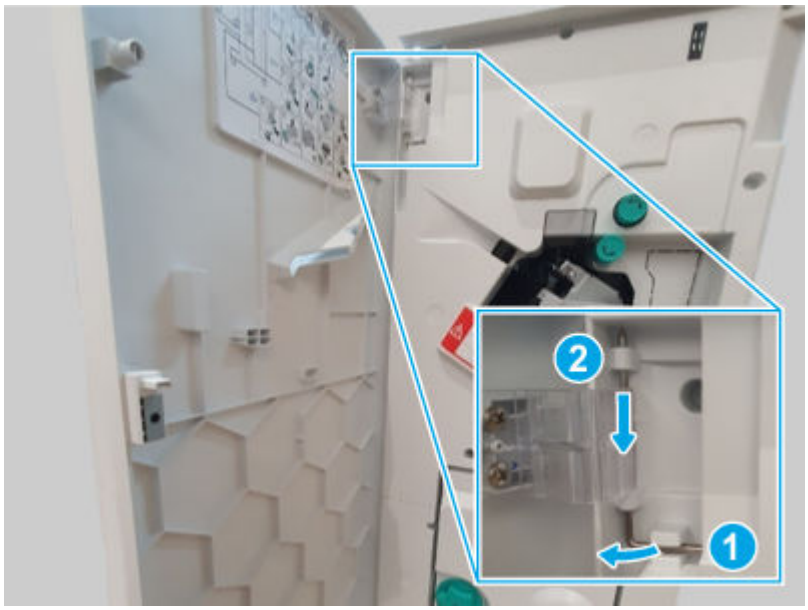


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

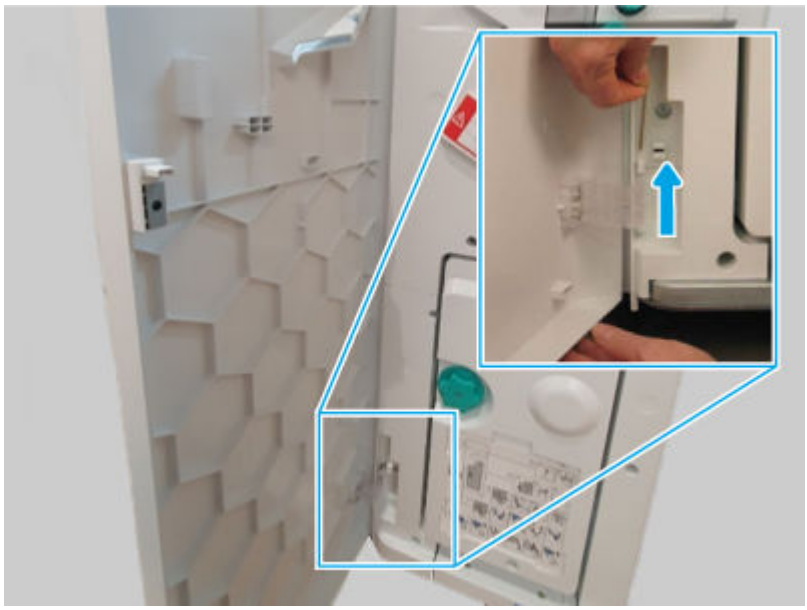
1. Release, and then remove the upper hinge pin.

Figure 5-2240 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2241 **Remove the door**



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

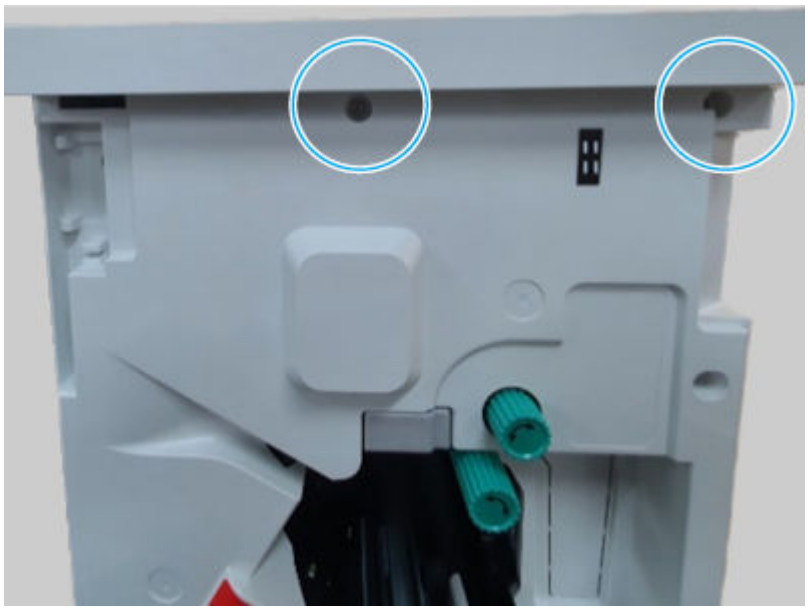
1. Remove three screws.

Figure 5-2242 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2243 **Remove the cover**

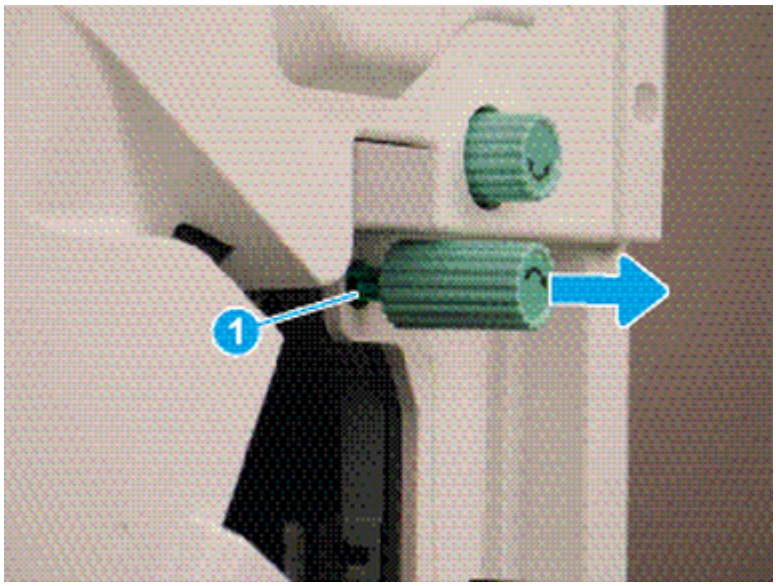


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

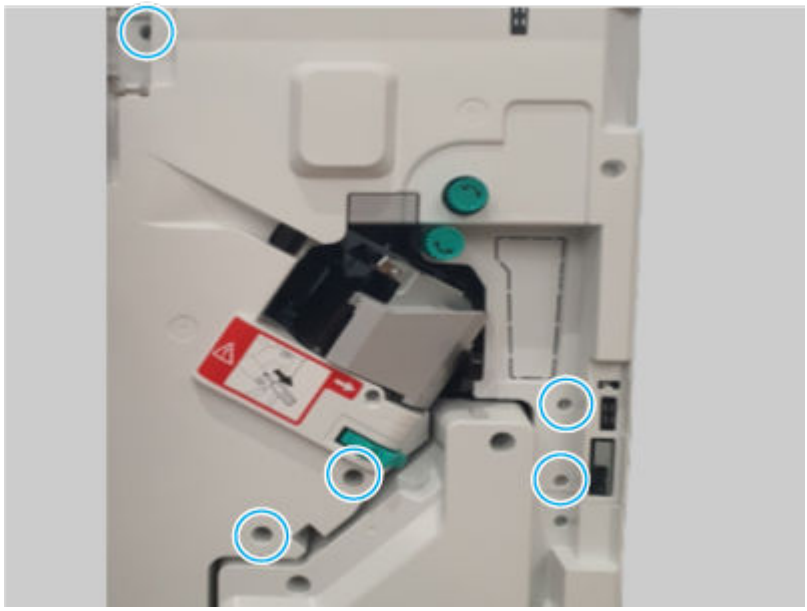
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2244 **Remove the knob**



2. Remove five screws, and then remove the front cover.

Figure 5-2245 **Remove the cover**



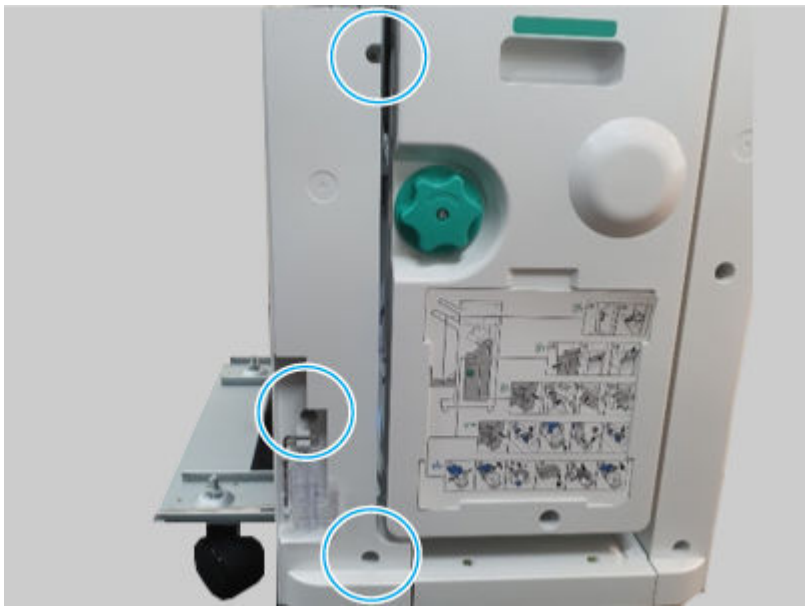
5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.

2. Remove three screws, and then remove the front lower left cover.

Figure 5-2246 Remove the cover

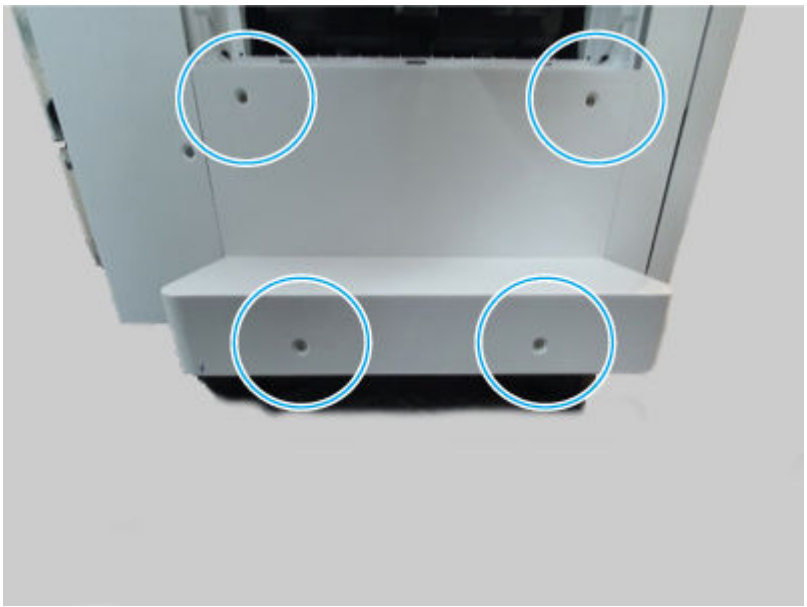


6. Remove the external finisher caster cover

Use the following procedure to remove and replace the external finisher caster cover.

- Remove four screws, and then remove the caster cover.

Figure 5-2247 Remove the cover

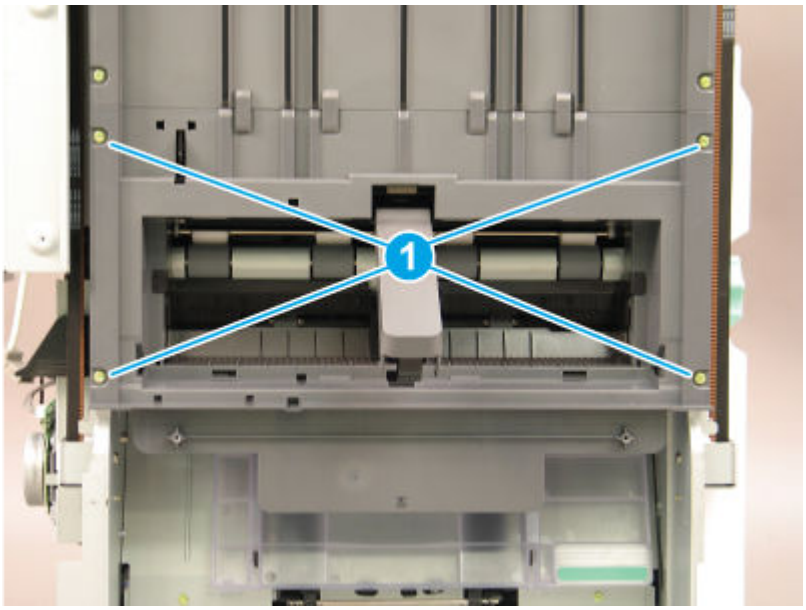


7. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-2248 **Remove four screws**

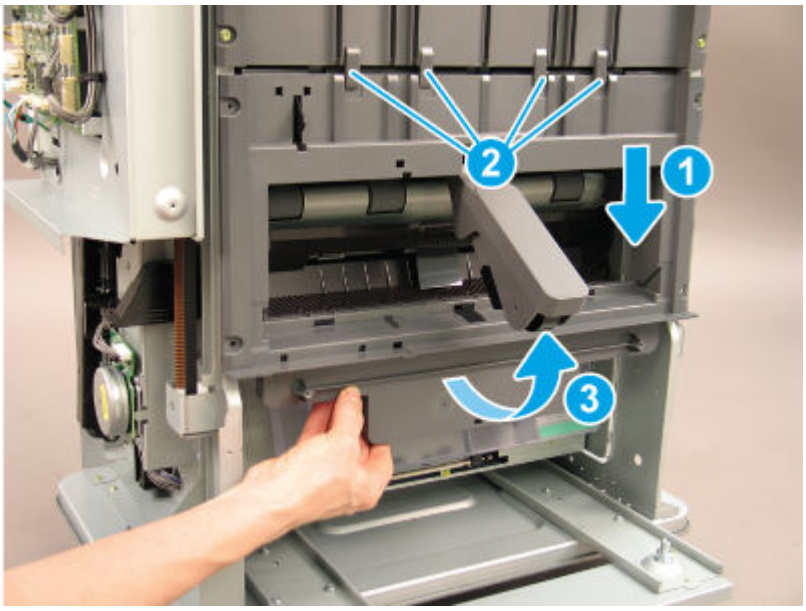


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

⚠ **CAUTION:** The cover is still attached to the finisher. Do not attempt to completely remove the cover.

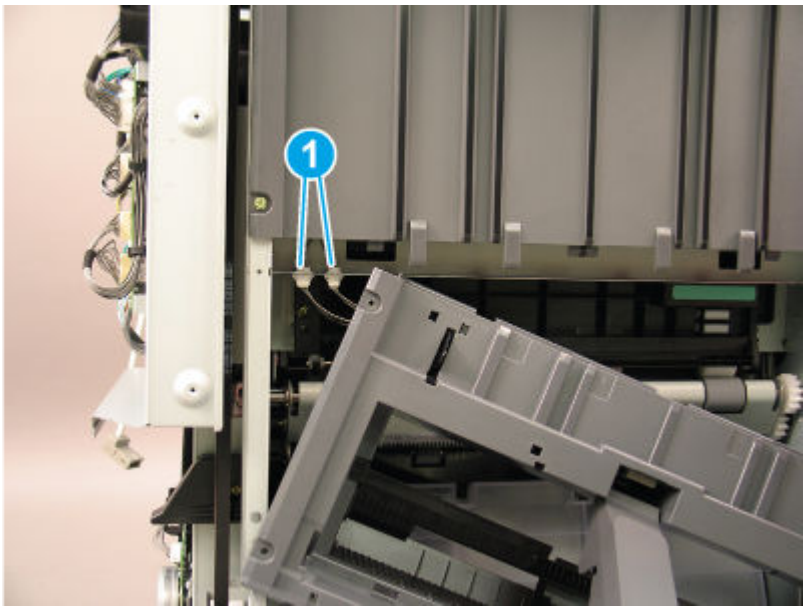
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-2249 **Release the cover**



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-2250 Remove the cover

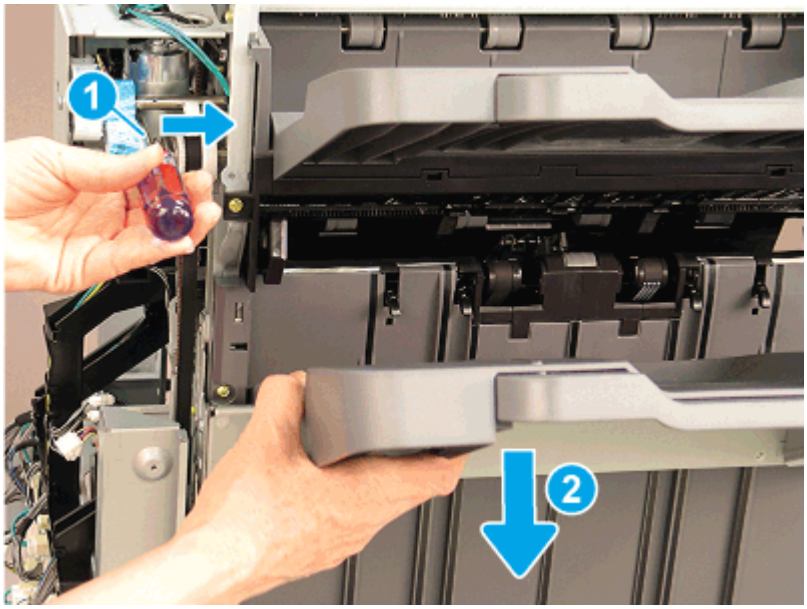


8. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

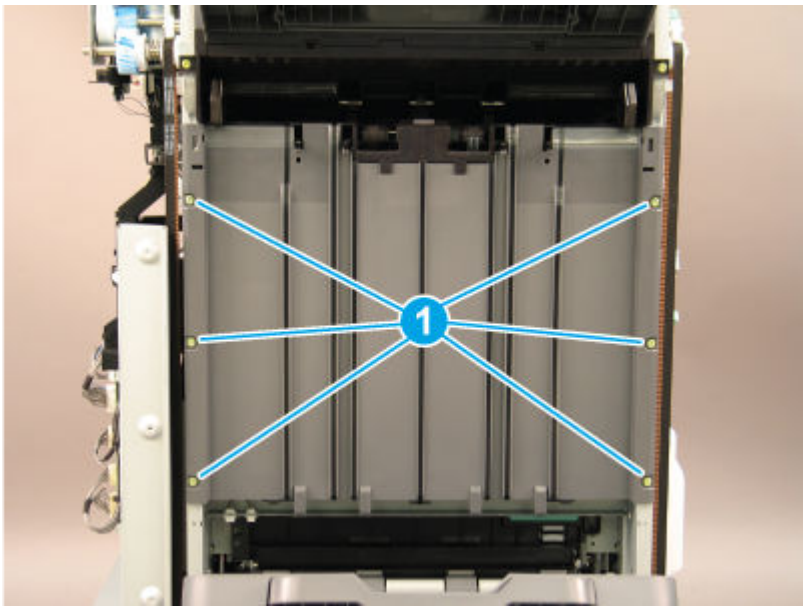
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-2251 Lower the tray



2. Remove six screws (callout 1).

Figure 5-2252 **Remove six screws**

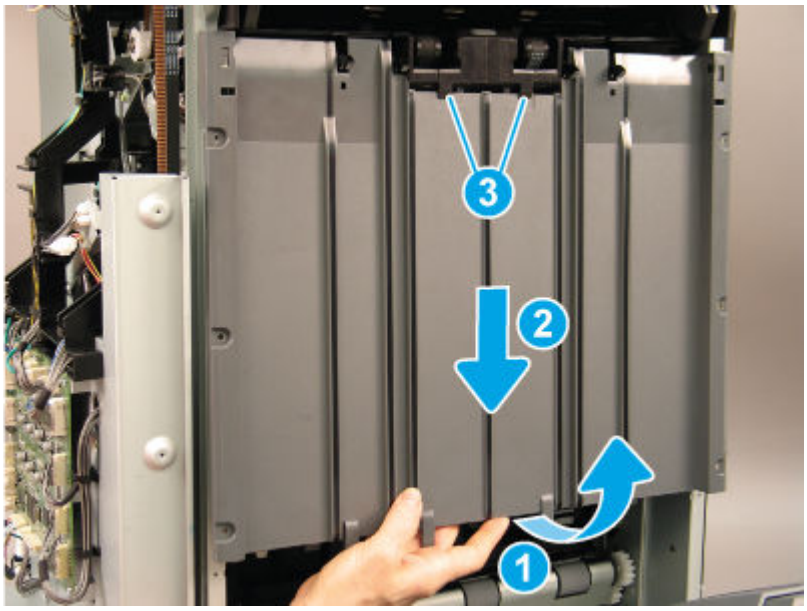


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

⚠ CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

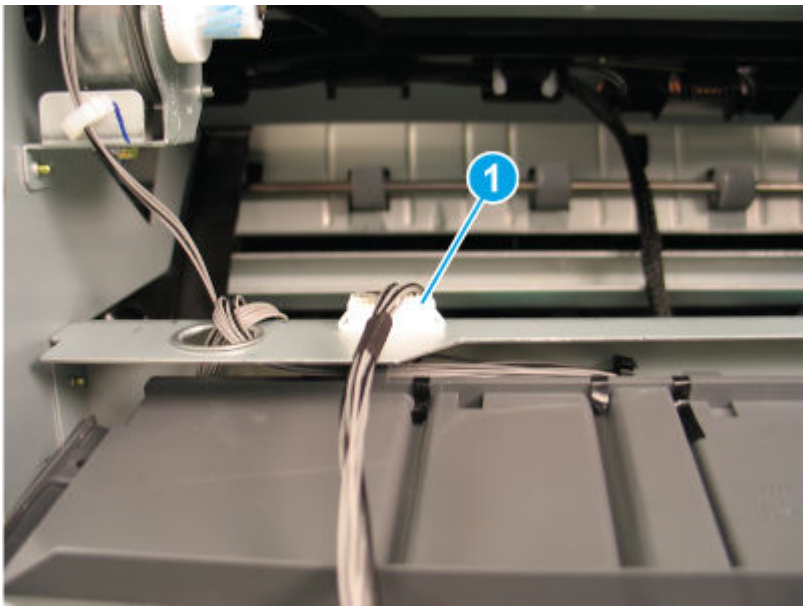
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-2253 **Release the cover**



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-2254 Remove the cover



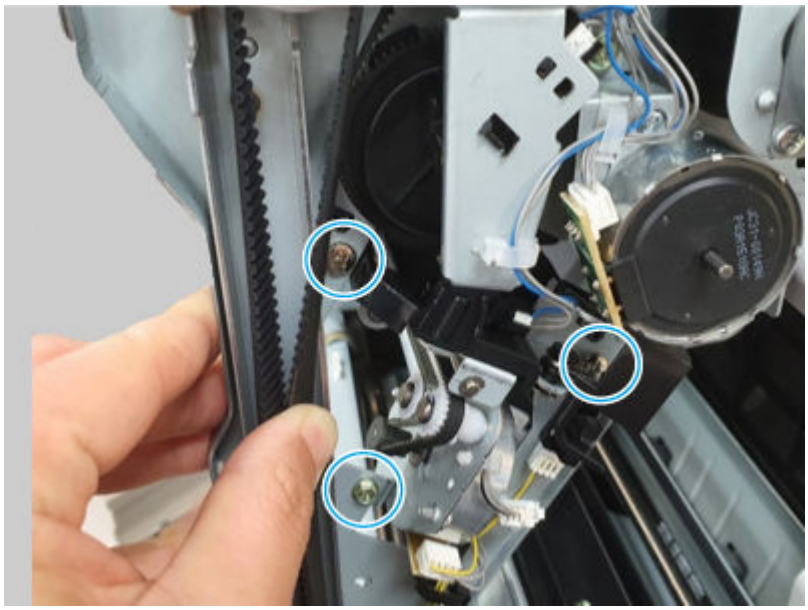
9. Remove the external finisher ejector unit

Use the following procedure to remove and replace the external finisher ejector unit.

1. Remove three screws.

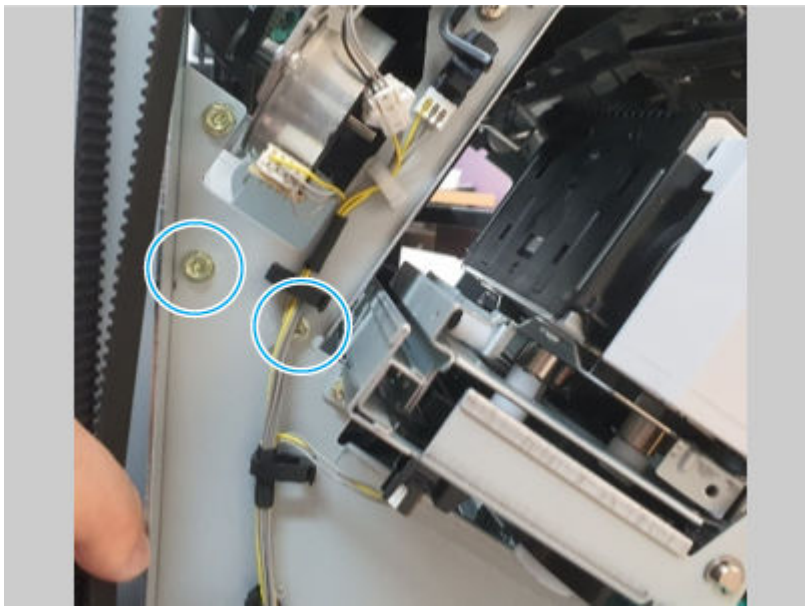
NOTE: Removing these screws allows the front tamper to be moved out of the way when the ejector unit is removed.

Figure 5-2255 Release the tamper



2. Remove two screws (located below the front tamper).

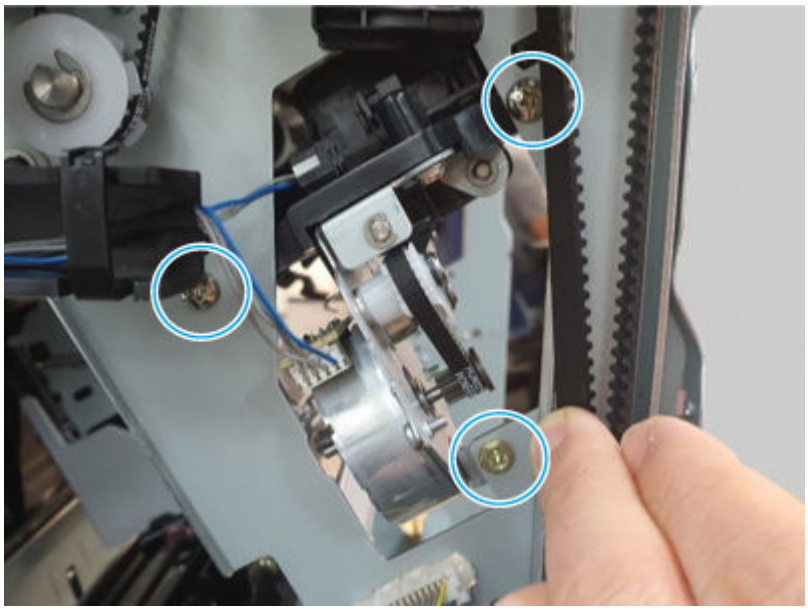
Figure 5-2256 Remove two screws



3. Remove three screws.

NOTE: Removing these screws allows the rear tamper to be moved out of the way when the ejector unit is removed.

Figure 5-2257 Release the tamper



4. Remove two screws (located below the rear tamper).

Figure 5-2258 Remove two screws

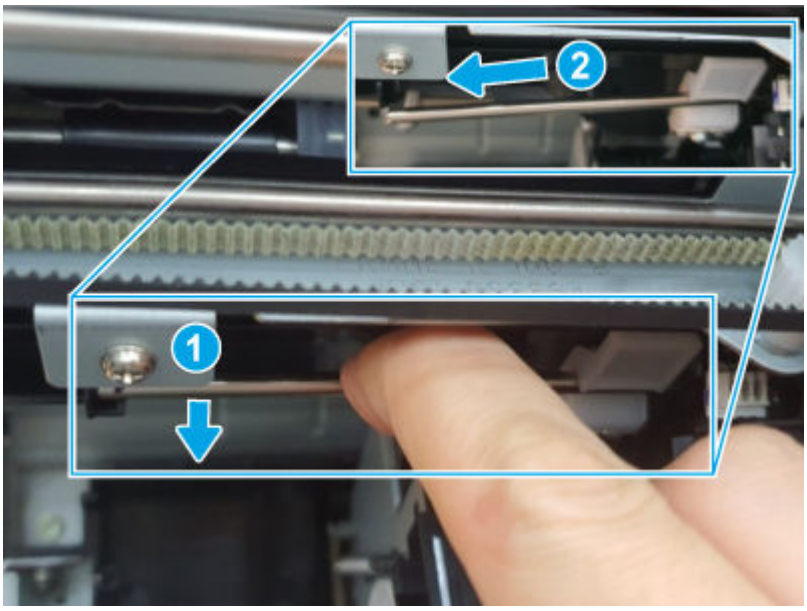


5. Do the following:

   a. Look inside the finisher through the stapler opening.

   b. Locate the shaft, pull down to release it (callout 1), and then slide it as shown below (callout 2) to remove it.

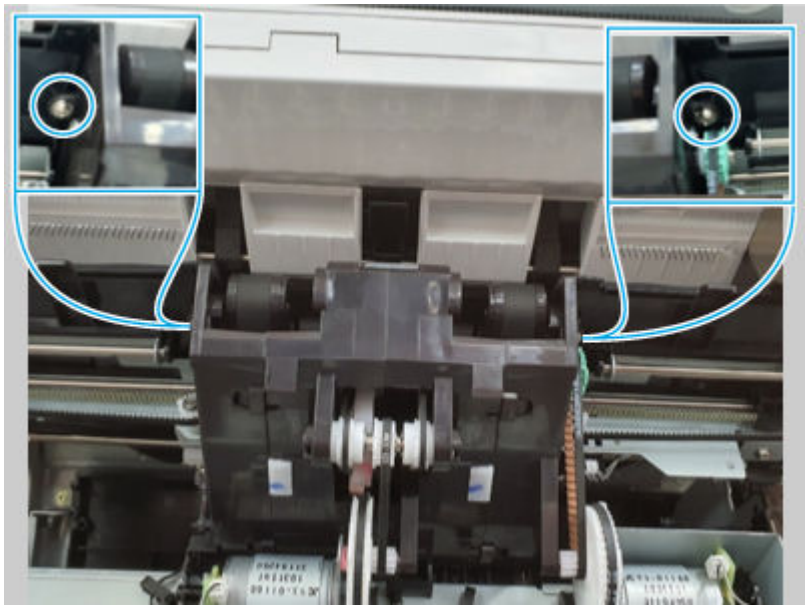
Figure 5-2259 Remove the shaft



6. Remove two screws, and then remove the ejector unit.

NOTE: Slightly lift up on the tampers to give the ejector unit clearance when removing it..

Figure 5-2260 Remove the unit



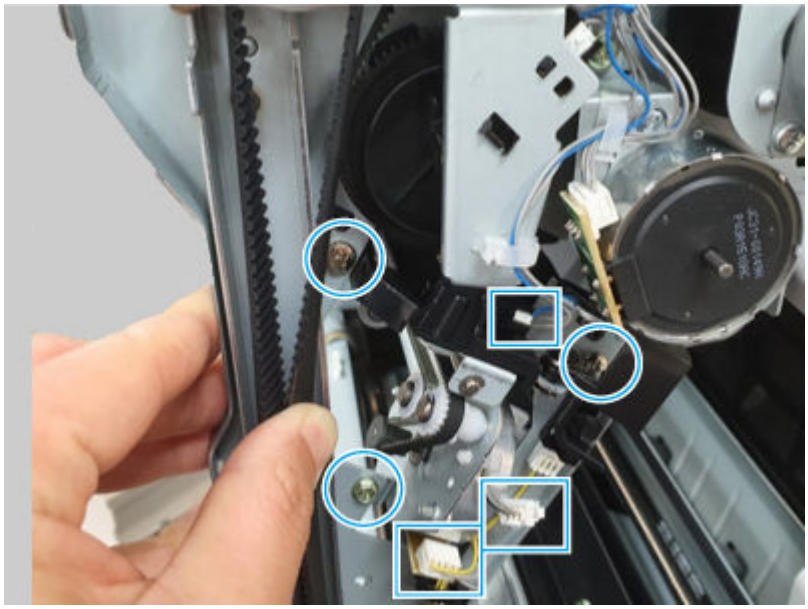
10. Remove the external finisher front tamper

Use the following procedure to remove and replace the external finisher front tamper.

- Disconnect three connectors, remove three screws, and then remove the front tamper.

NOTE: If the tamper unit is removed after the ejector unit to gain access to another assembly, the screws have already been removed.

Figure 5-2261 Remove the tamper

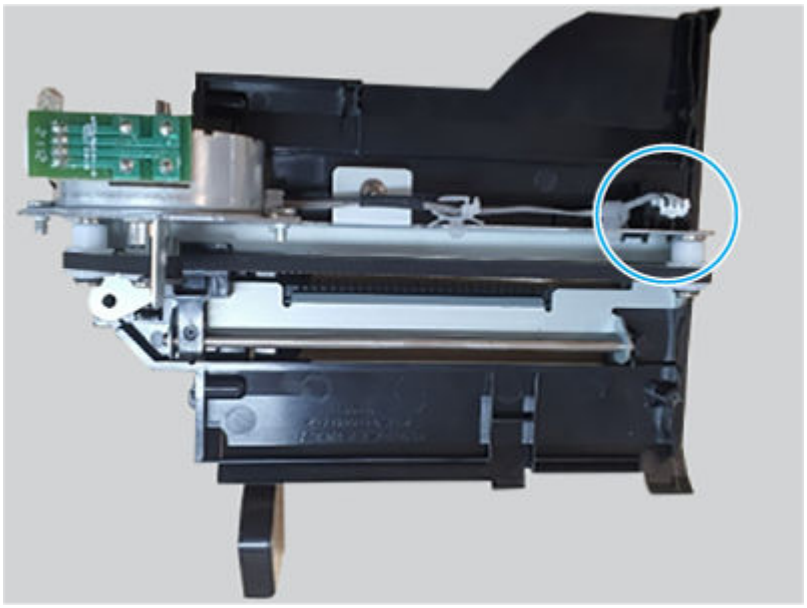


11. Remove the external finisher end fence home sensory

Use the following procedure to remove and replace the external finisher end fence home sensor.

- Disconnect one connector, and then remove the end fence home sensor.

Figure 5-2262 **Remove the sensor**



12. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: End fence motor assembly

Learn about removing and replacing the external finisher end fence motor assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-253 Part information

Part number	Part description
JC90-01467A	End fence motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

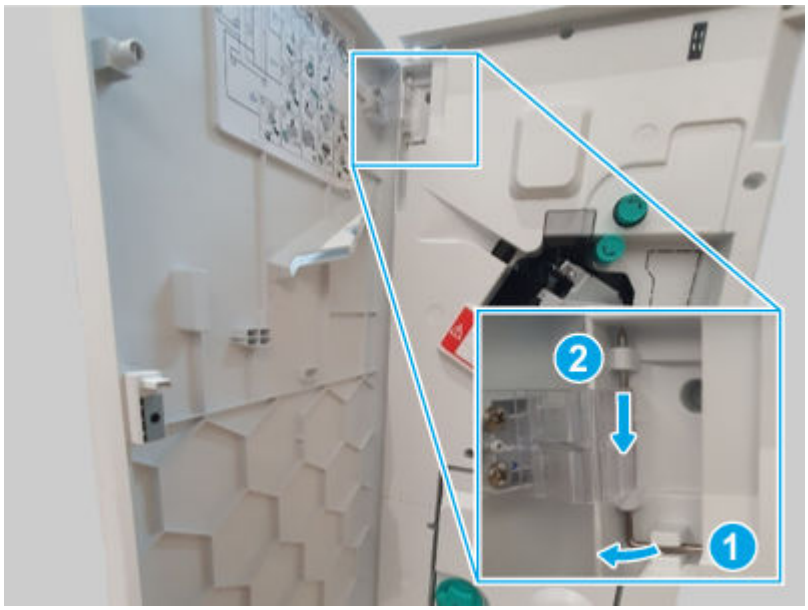
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

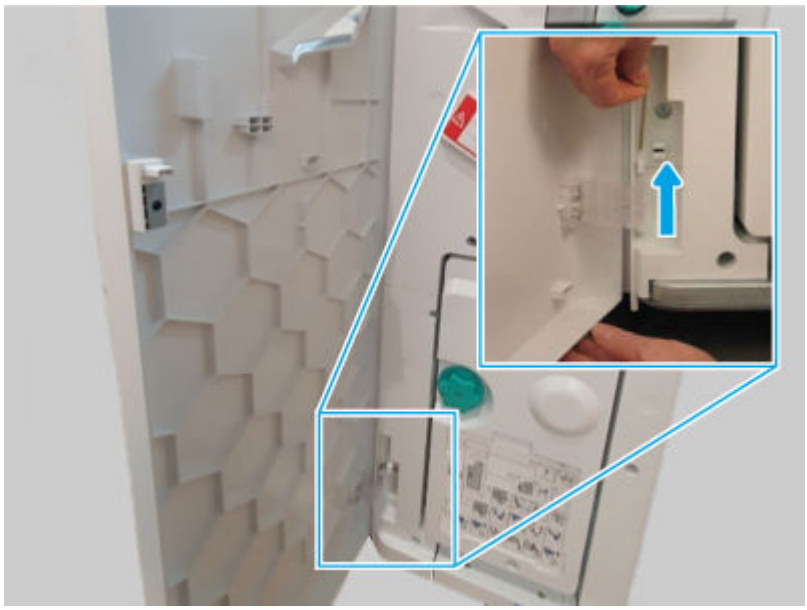
1. Release, and then remove the upper hinge pin.

Figure 5-2263 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2264 **Remove the door**



2. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

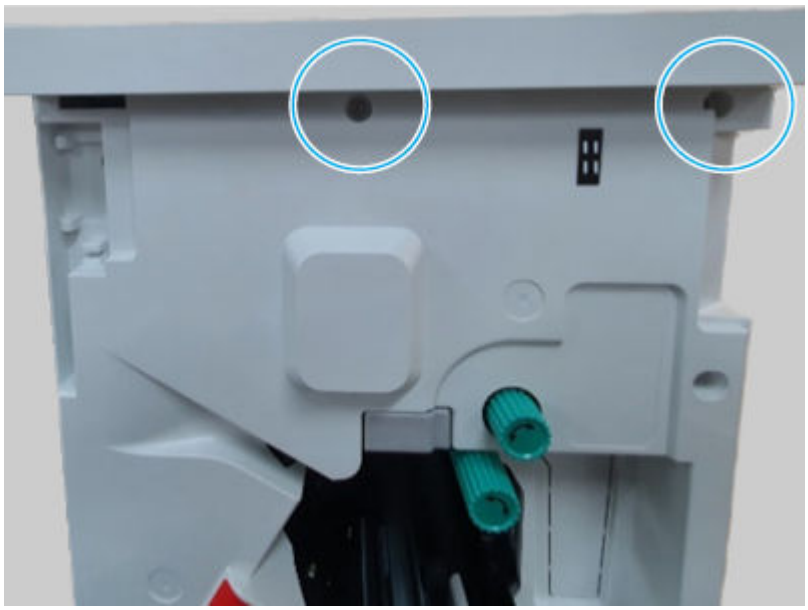
1. Remove three screws.

Figure 5-2265 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2266 **Remove the cover**

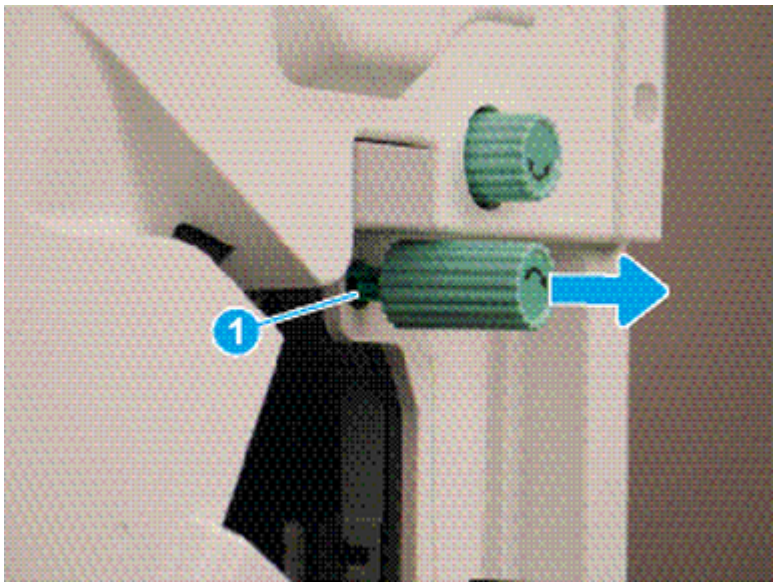


3. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

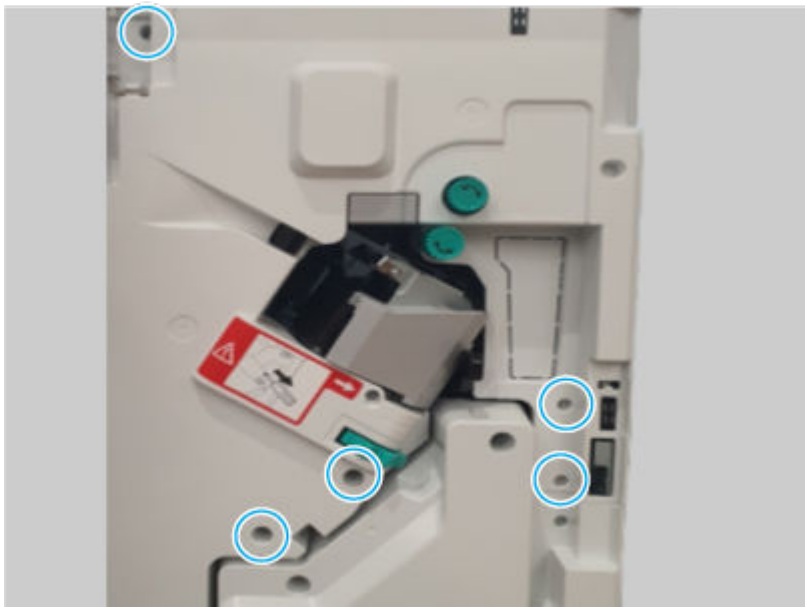
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2267 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-2268 Remove the cover

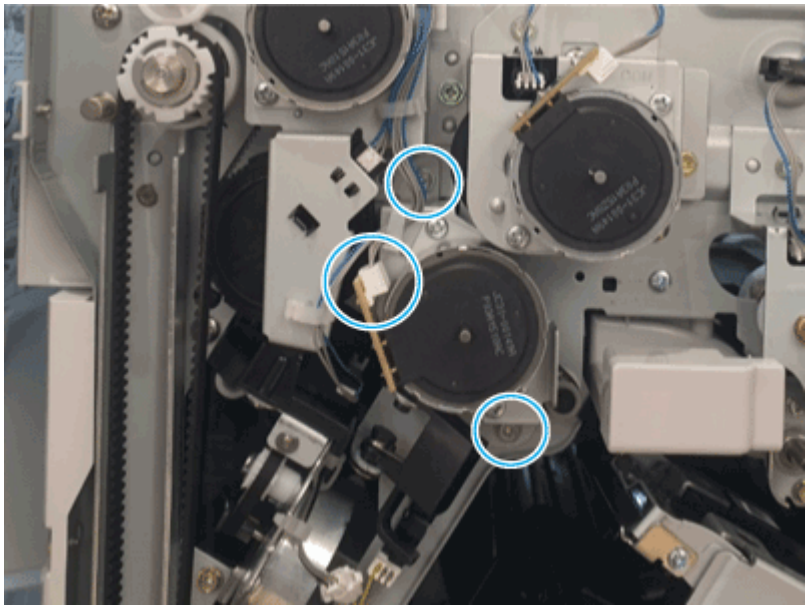


4. Remove the external finisher end fence motor assembly

Use the following procedure to remove and replace the external finisher end fence motor assembly.

- Disconnect one connector, remove two screws, and then remove the end fence motor assembly.

Figure 5-2269 Remove the assembly



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: End fence motor

Learn about removing and replacing the external finisher end fence motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-254 Part information

Part number	Part description
JC93-01001A	Drive-motor step (End fence motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

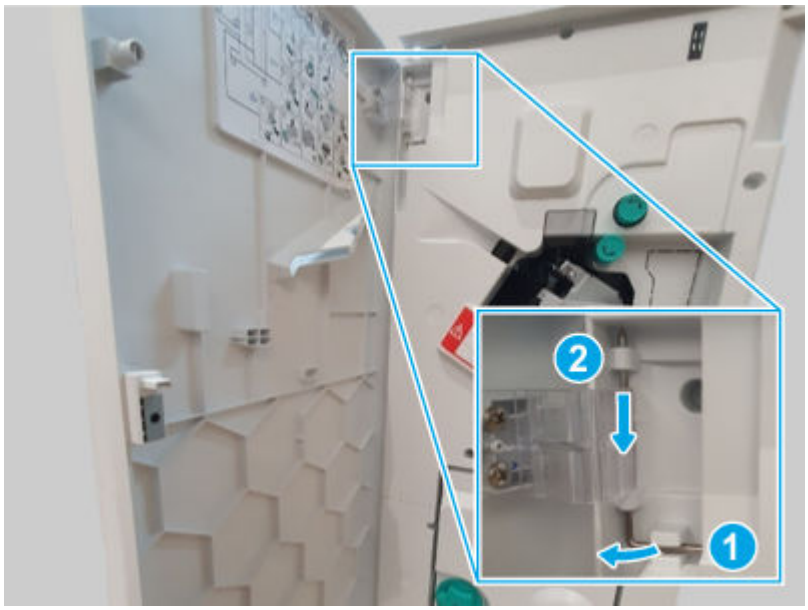
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

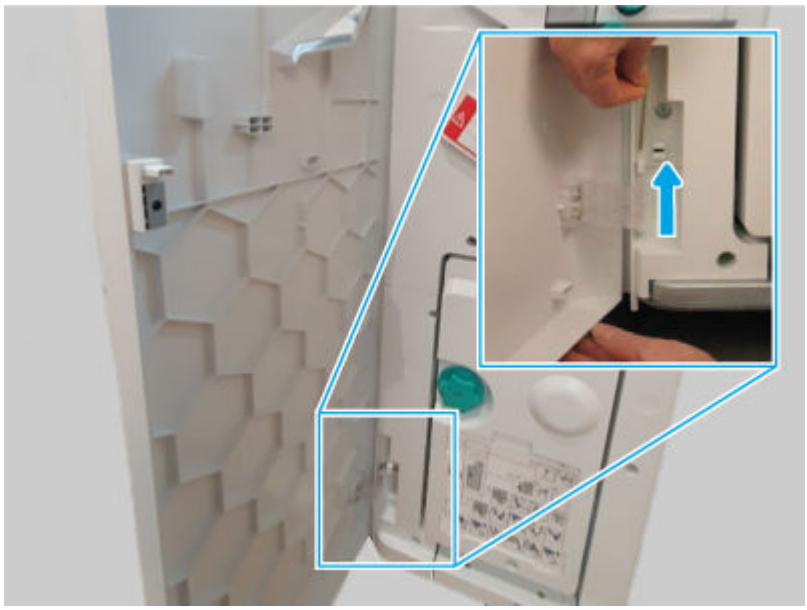
1. Release, and then remove the upper hinge pin.

Figure 5-2270 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2271 **Remove the door**



2. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

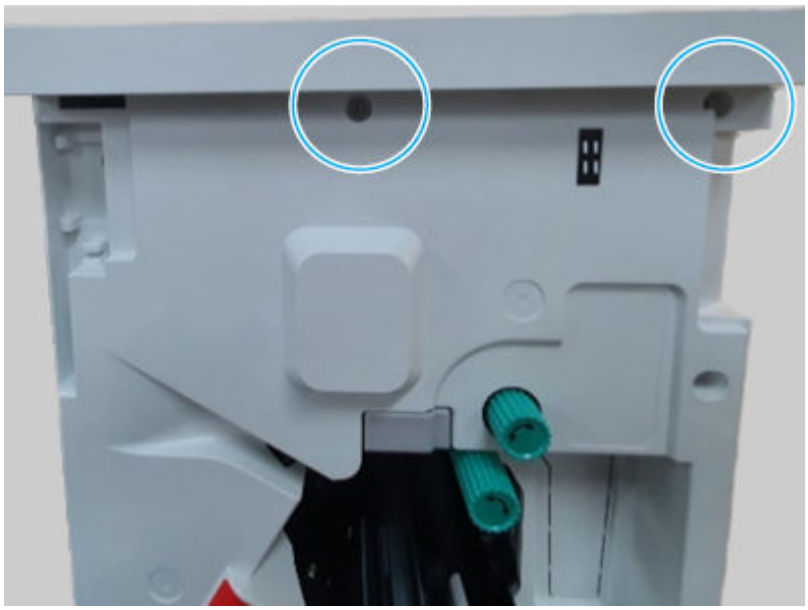
1. Remove three screws.

Figure 5-2272 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2273 **Remove the cover**

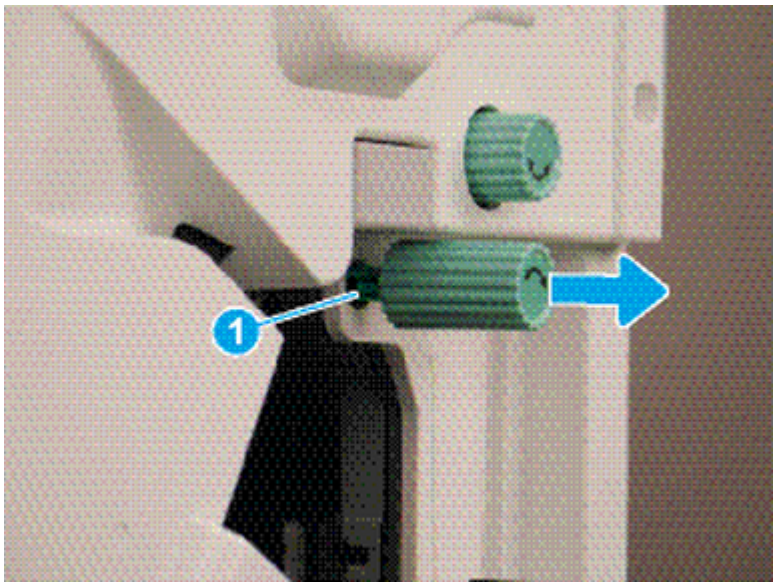


3. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

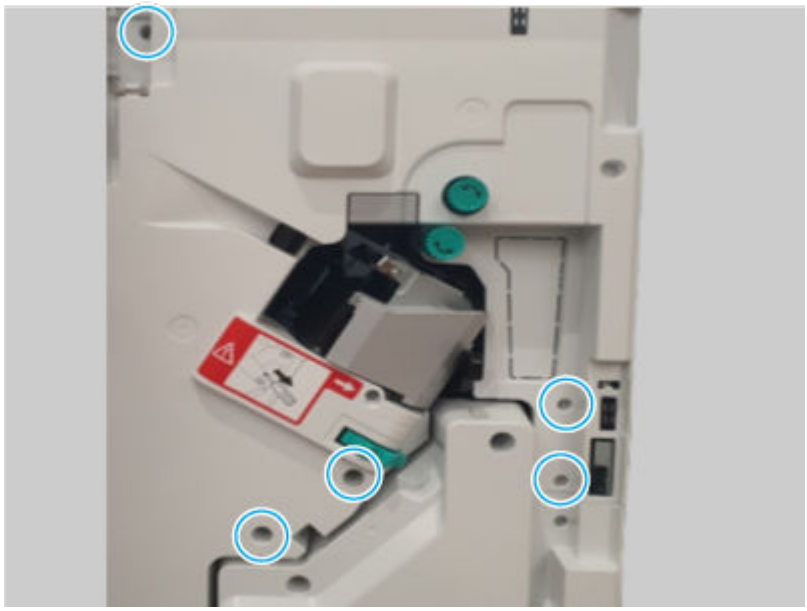
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2274 **Remove the knob**



2. Remove five screws, and then remove the front cover.

Figure 5-2275 **Remove the cover**

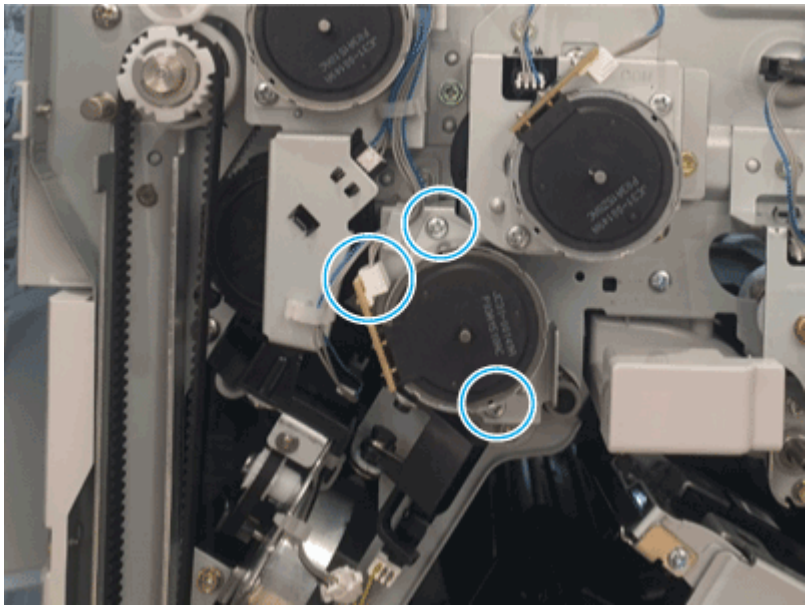


4. Remove the external finisher end fence motor

Use the following procedure to remove and replace the external finisher end fence motor.

- Disconnect one connector, remove two screws, and then remove the end fence motor.

Figure 5-2276 Remove the motor



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Main output tray top of stack switch guide

Learn about removing and replacing the external finisher main output tray top of stack switch guide.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-255 Part information

Part number	Part description
8GS05-40019	Main output tray top of stack switch guide

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

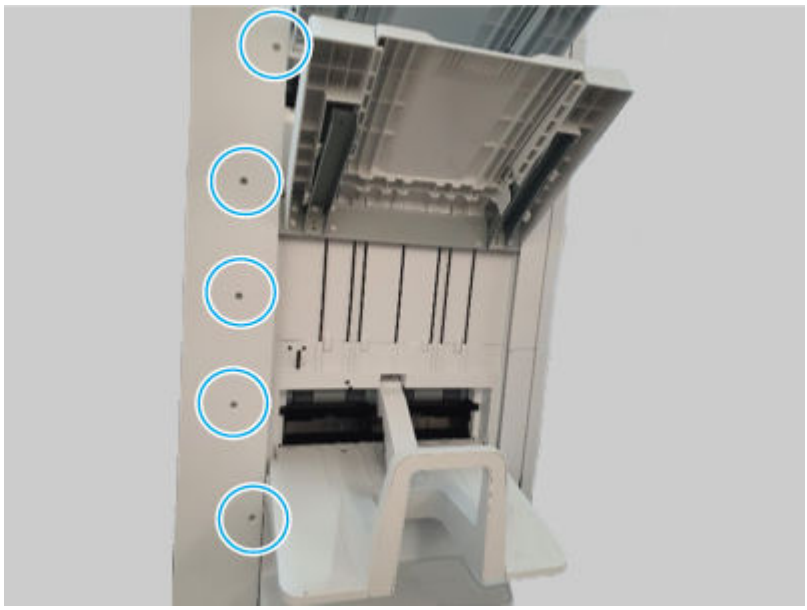
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

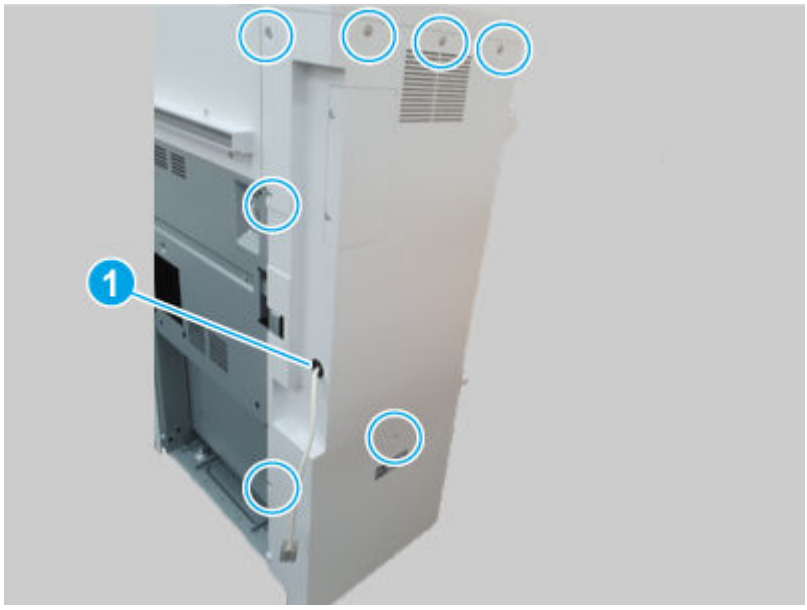
Figure 5-2277 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2278 Remove the cover

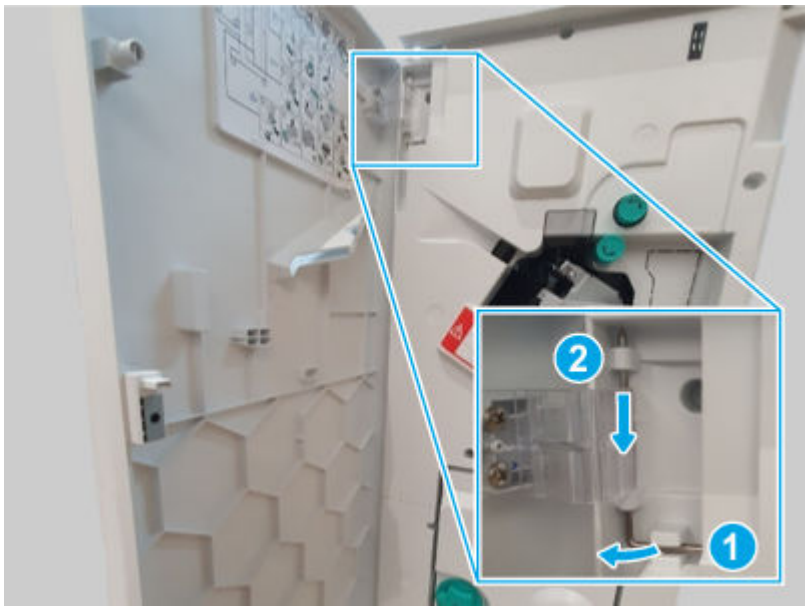


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

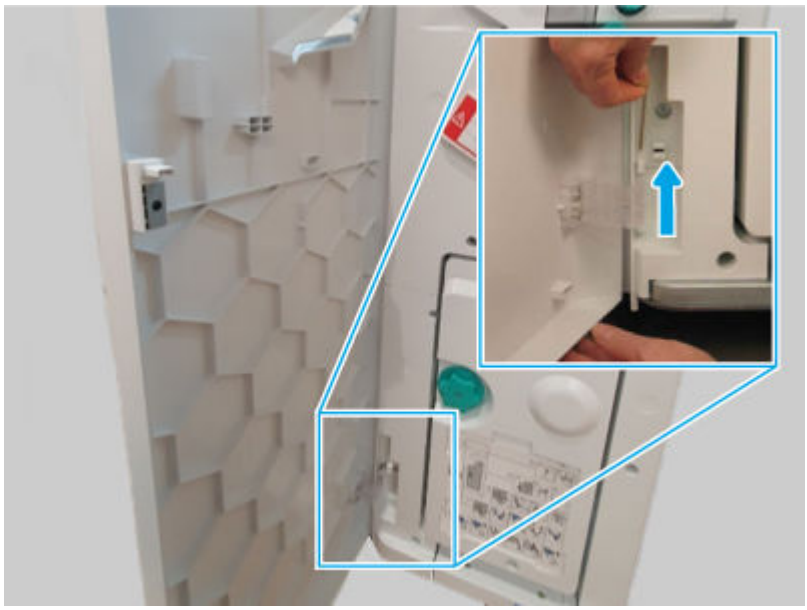
1. Release, and then remove the upper hinge pin.

Figure 5-2279 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2280 **Remove the door**



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

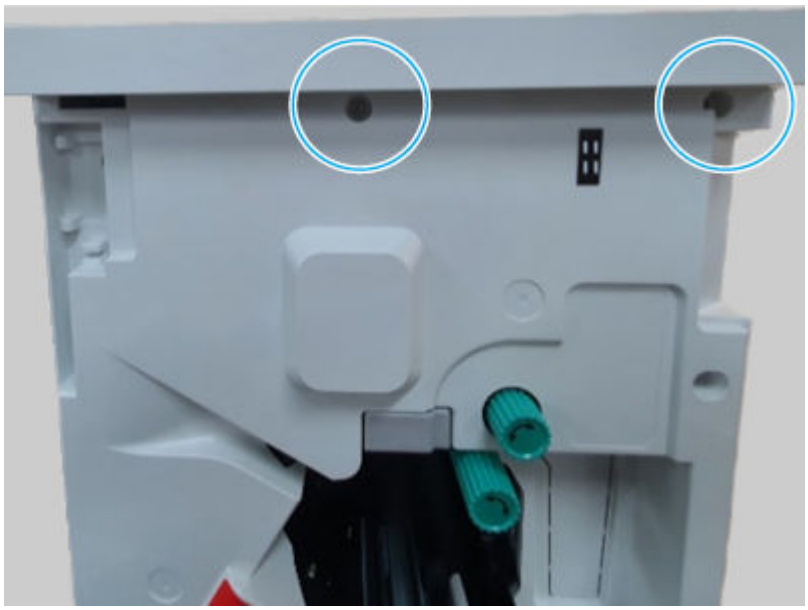
1. Remove three screws.

Figure 5-2281 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2282 **Remove the cover**

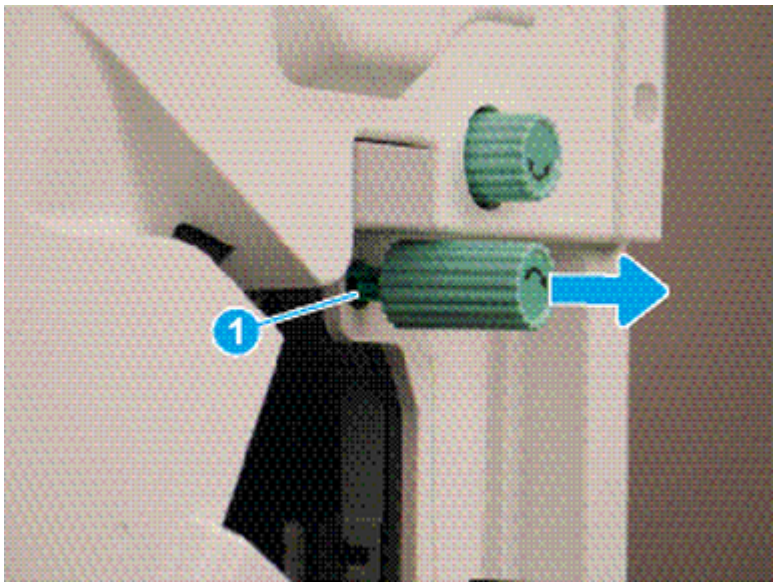


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

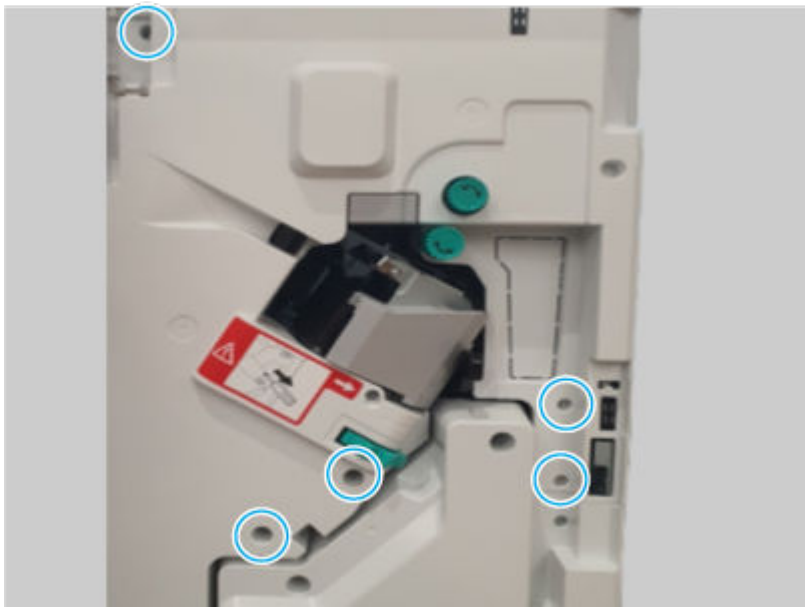
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2283 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-2284 Remove the cover

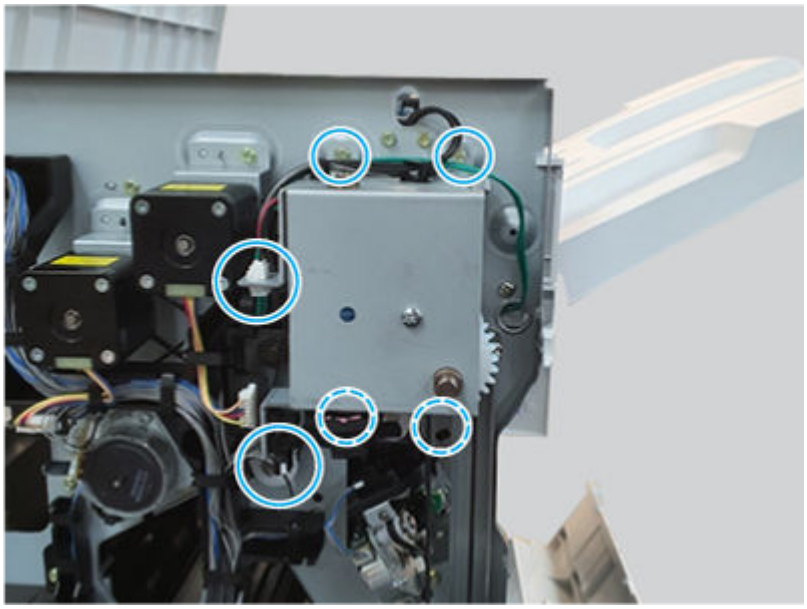


5. Remove the external finisher main output tray motor drive assembly

Use the following procedure to remove and replace the external finisher main output tray motor drive assembly.

- Disconnect two connectors, remove four screws, and then remove the main output tray motor drive assembly.

Figure 5-2285 Remove the sensor

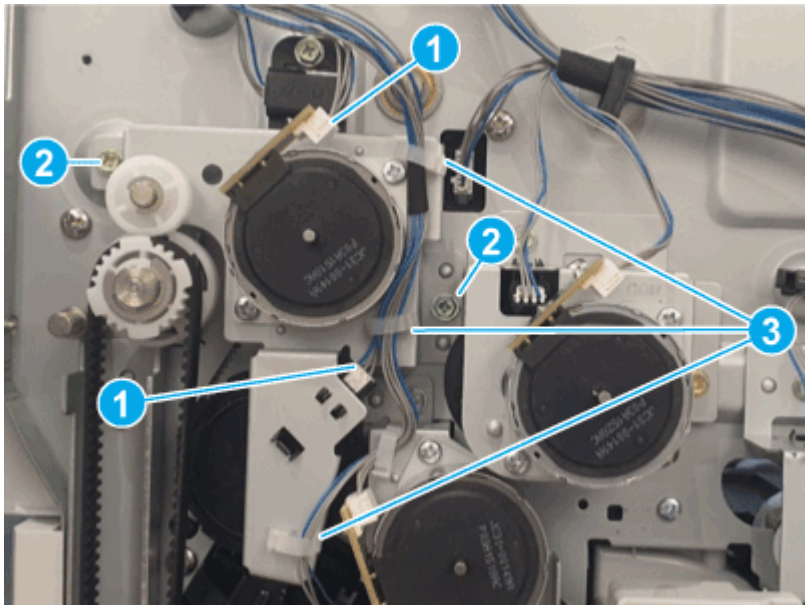


6. Remove the external finisher paddle motor assembly

Use the following procedure to remove and replace the external finisher paddle motor assembly.

- Do the following:
  a. Disconnect two connectors (callout 1).
  b. Remove two screws (callout 2).
  c. Release the wire harness from the retainers (callout 3), and then remove the paddle motor assembly.

Figure 5-2286 Remove the assembly

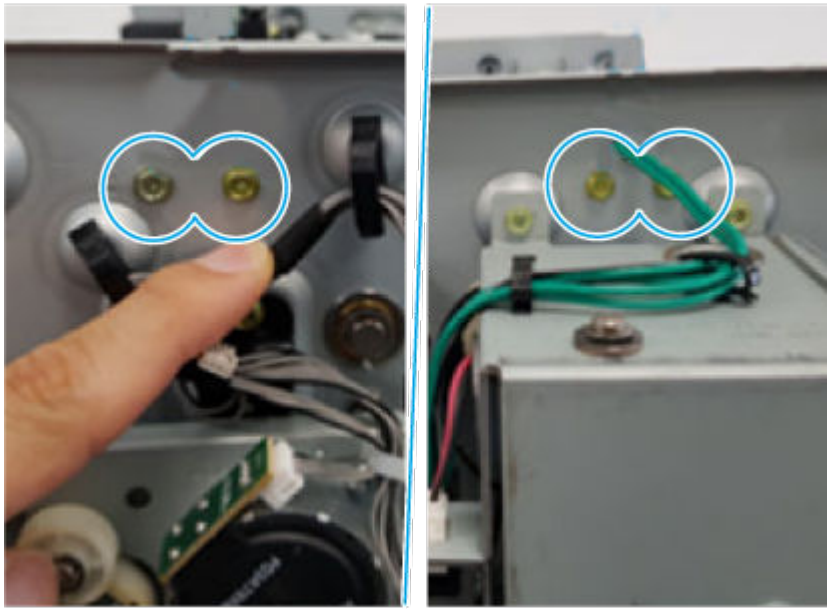


7. Remove the external finisher main output tray top of stack switch guide

Use the following procedure to remove and replace the external finisher main output tray top of stack switch guide.

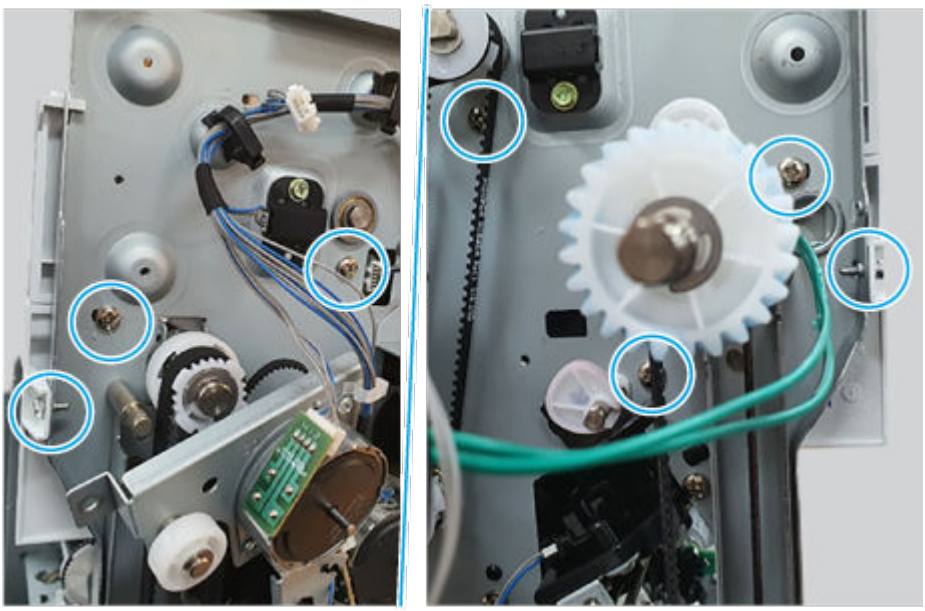
1. Remove four screws, and then remove the frame cover.

Figure 5-2287 Remove the cover



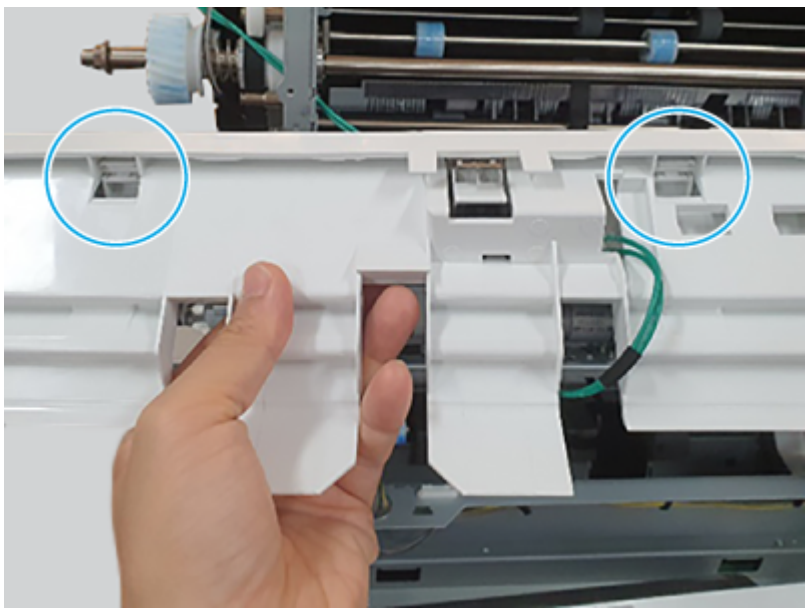
2. Remove seven screws, and then remove the top output tray.

Figure 5-2288 **Remove the tray**



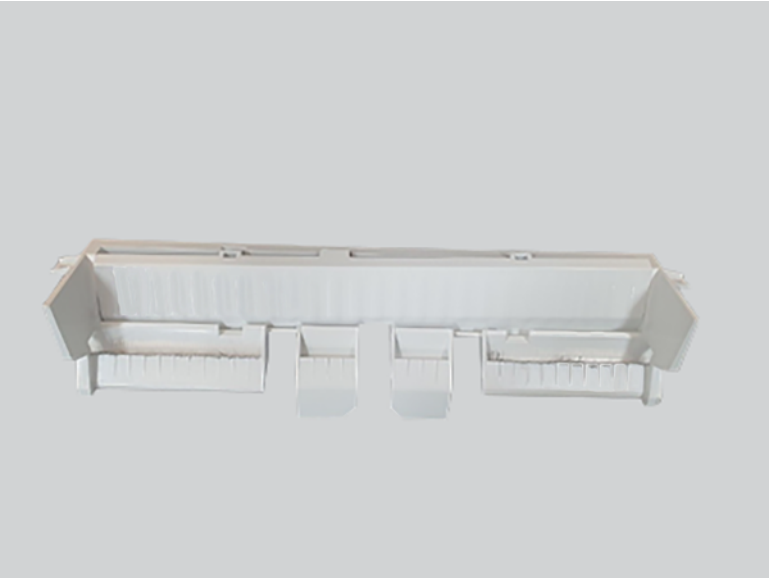
3. Release two hooks.

Figure 5-2289 **Release two hooks**



4. Remove the main output tray top of stack switch guide.

Figure 5-2290 **Remove the guide**



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Main output tray top of stack switch lower guide

Learn about removing and replacing the external finisher main output tray top of stack switch lower guide.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-256 Part information

Part number	Part description
8GS05-40020	Main output tray top of stack switch lower guide

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

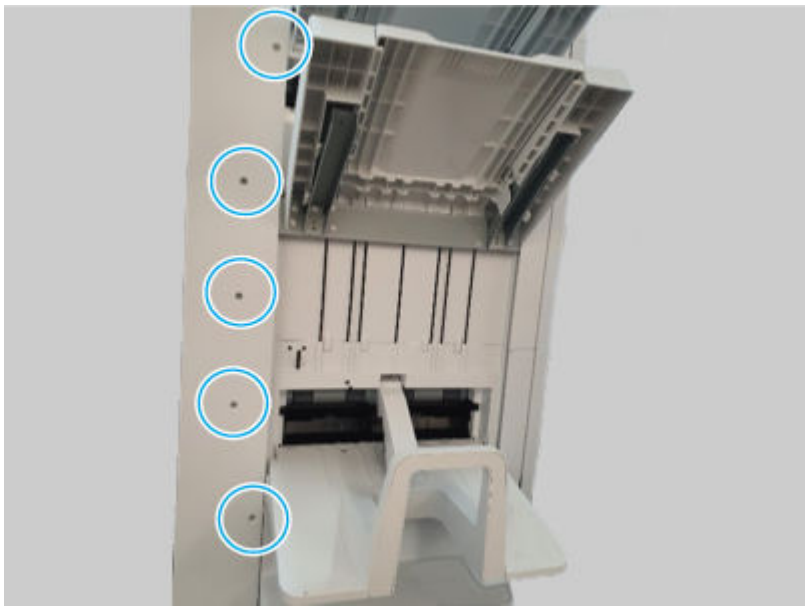
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

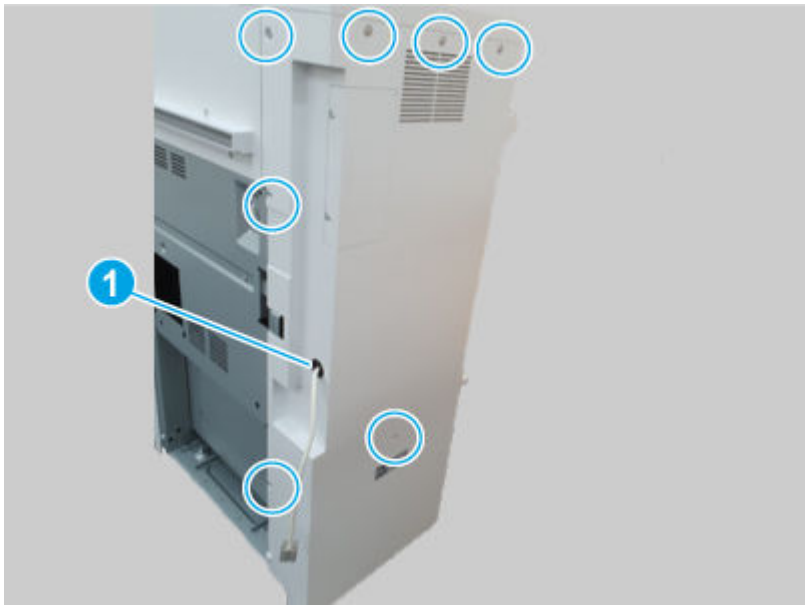
Figure 5-2291 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2292 **Remove the cover**

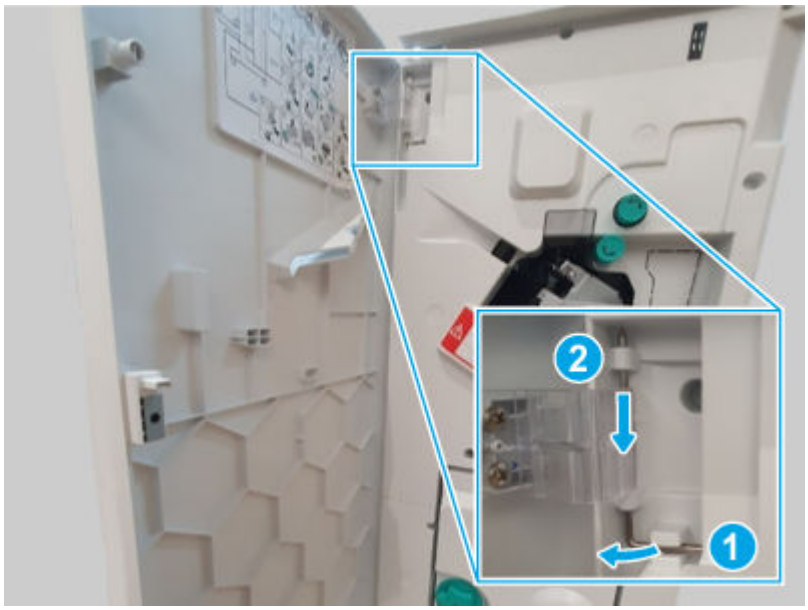


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

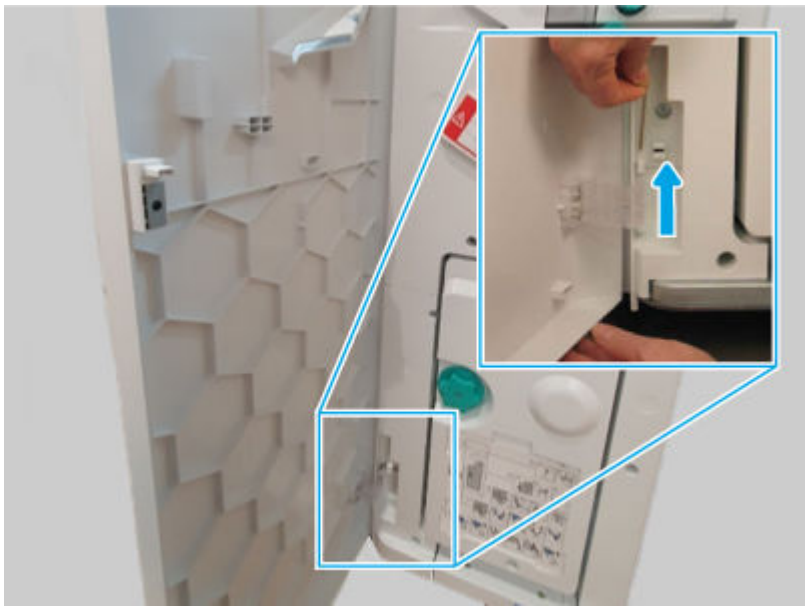
1. Release, and then remove the upper hinge pin.

Figure 5-2293 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2294 **Remove the door**



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

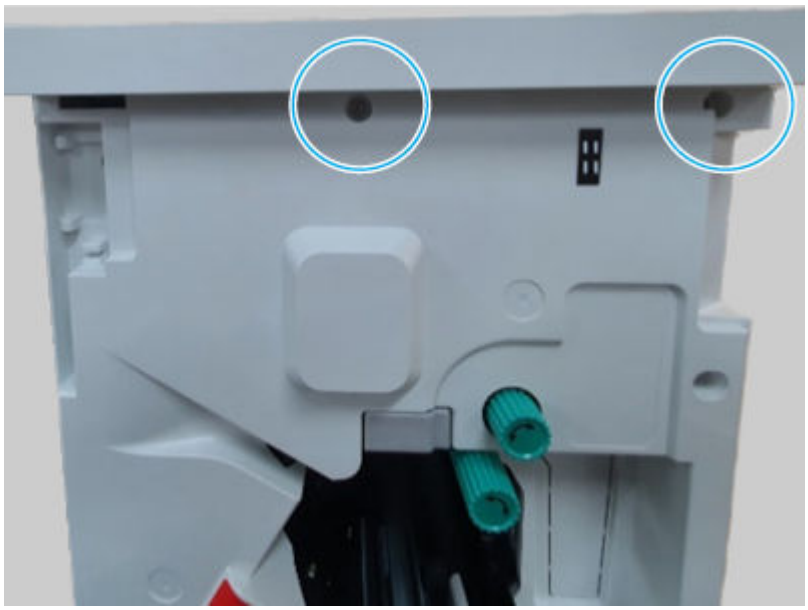
1. Remove three screws.

Figure 5-2295 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2296 **Remove the cover**

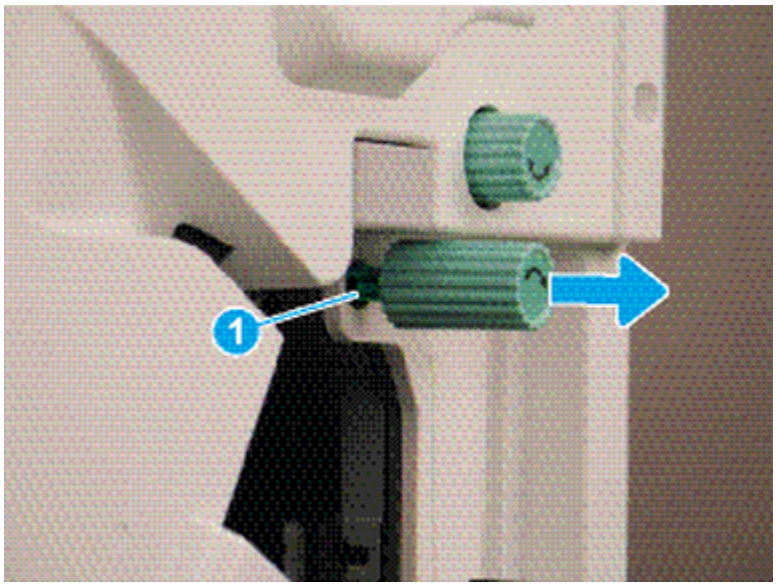


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

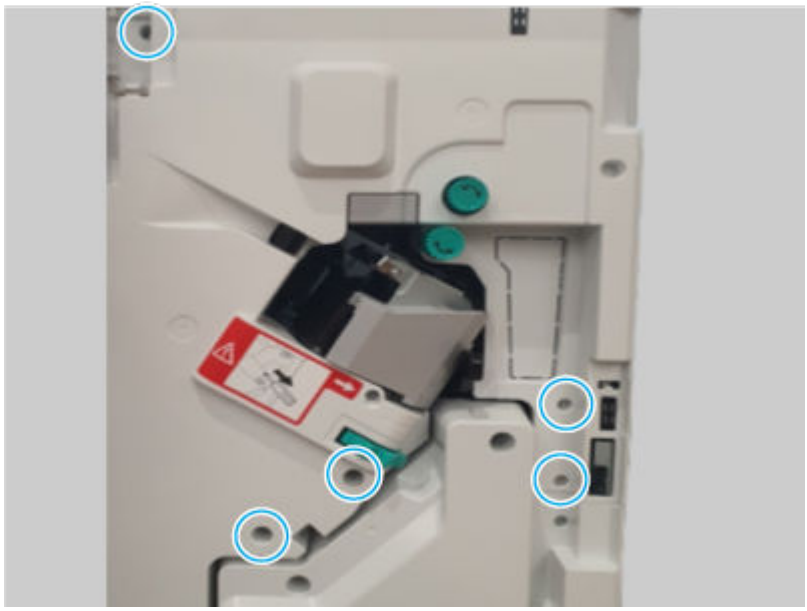
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2297 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-2298 Remove the cover

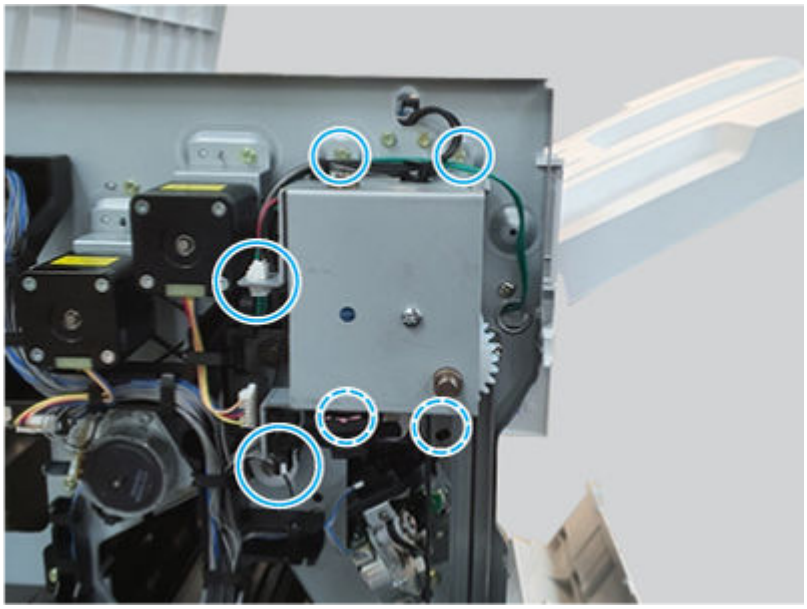


5. Remove the external finisher main output tray motor drive assembly

Use the following procedure to remove and replace the external finisher main output tray motor drive assembly.

- Disconnect two connectors, remove four screws, and then remove the main output tray motor drive assembly.

Figure 5-2299 Remove the sensor

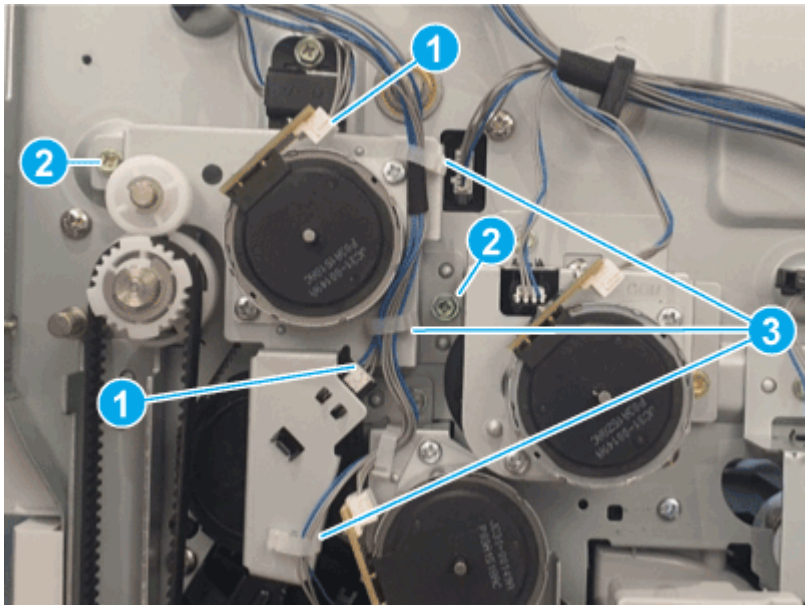


6. Remove the external finisher paddle motor assembly

Use the following procedure to remove and replace the external finisher paddle motor assembly.

- Do the following:
  a. Disconnect two connectors (callout 1).
  b. Remove two screws (callout 2).
  c. Release the wire harness from the retainers (callout 3), and then remove the paddle motor assembly.

Figure 5-2300 Remove the assembly

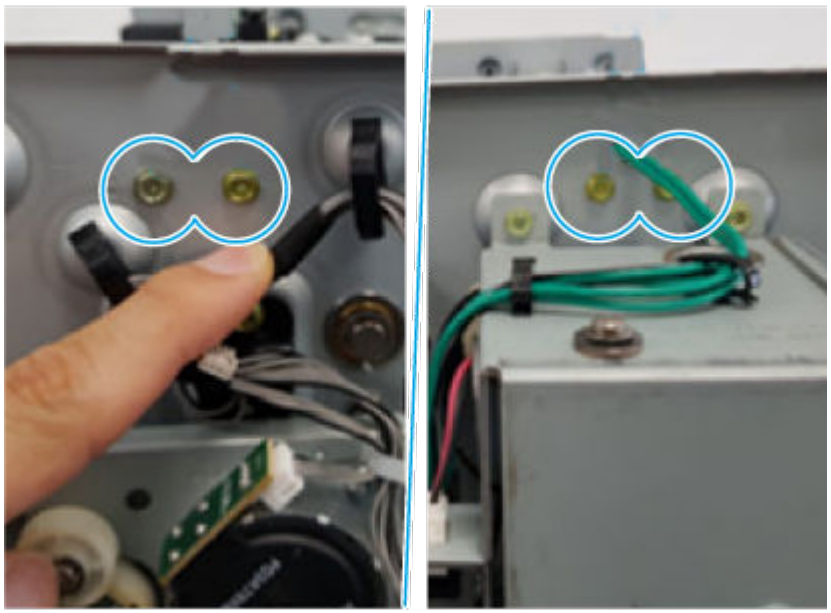


7. Remove the external finisher main output tray top of stack switch lower guide

Use the following procedure to remove and replace the external finisher main output tray top of stack switch lower guide.

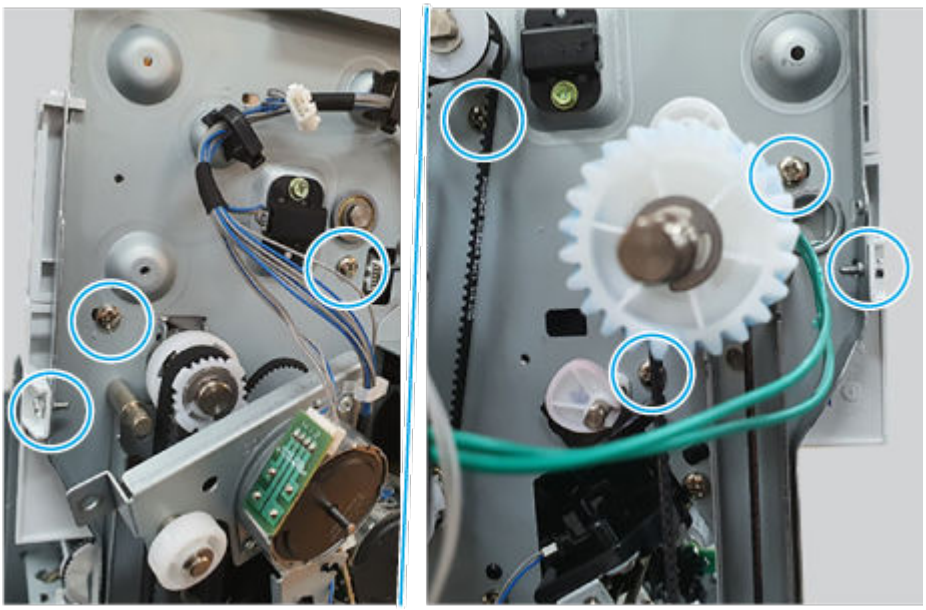
1. Remove four screws, and then remove the frame cover.

Figure 5-2301 Remove the cover



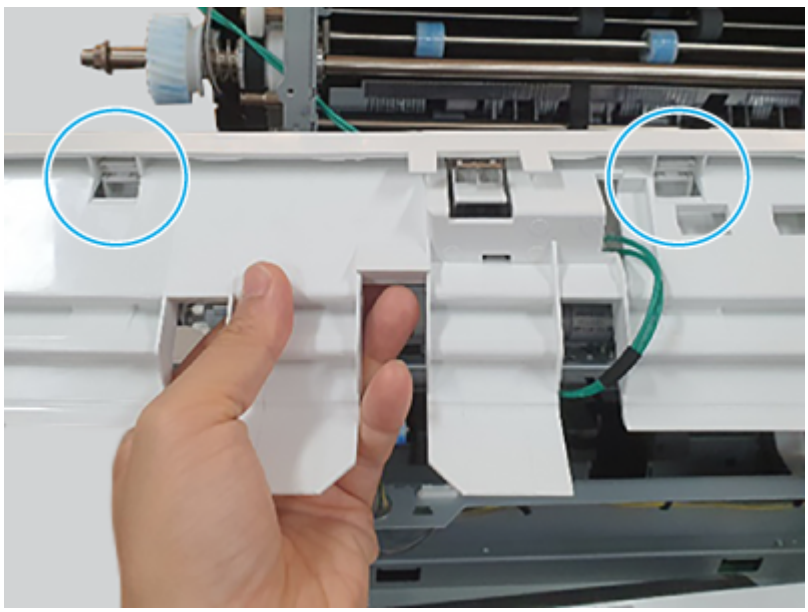
2. Remove seven screws, and then remove the top output tray.

Figure 5-2302 **Remove the tray**



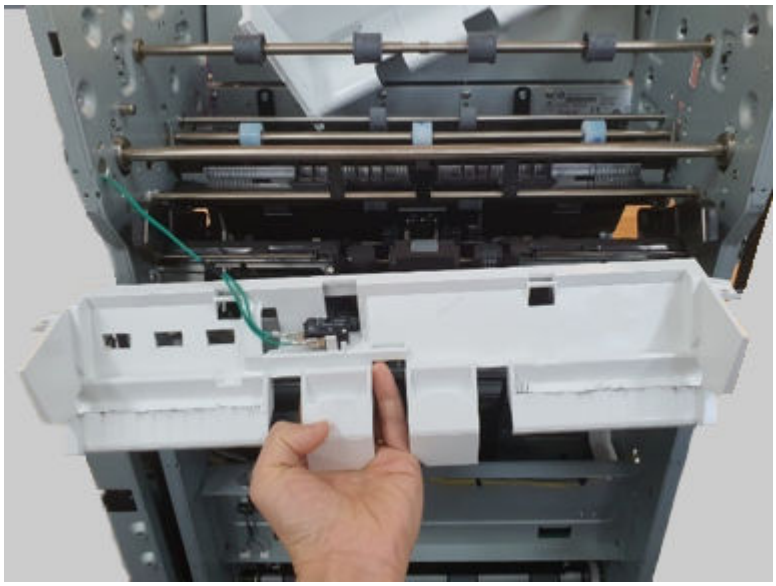
3. Release two hooks.

Figure 5-2303 **Release two hooks**



4. Remove the main output tray top of stack switch guide.

Figure 5-2304 **Remove the guide**



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Tamper unit

Review the external finisher tamper unit removal procedures.

Removal and replacement: Front tamper

Learn about removing and replacing the external finisher front tamper.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-257 Part information

Part number	Part description
JC82-00901A	Front tamper

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

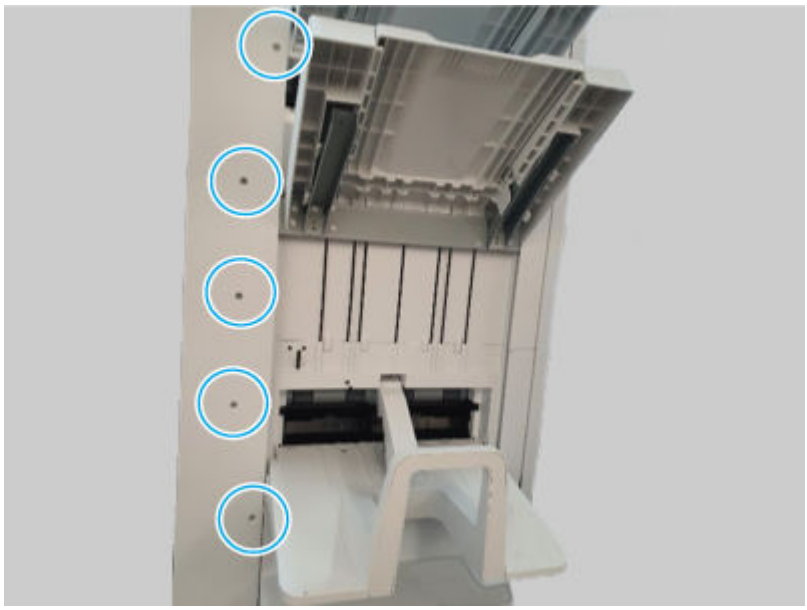
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

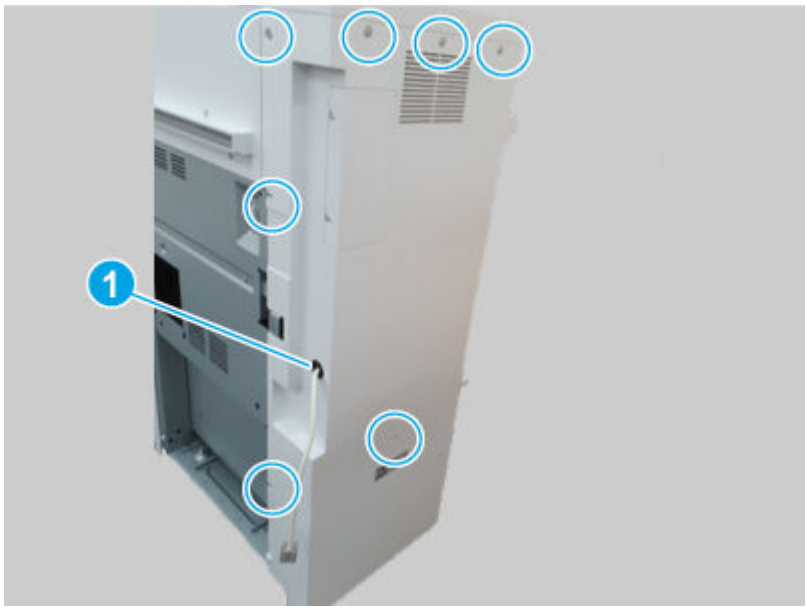
Figure 5-2305 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2306 **Remove the cover**

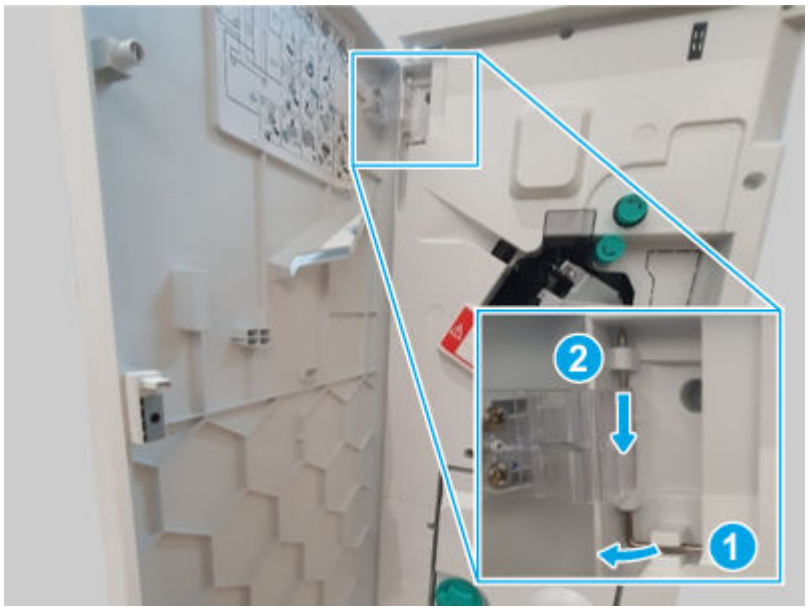


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

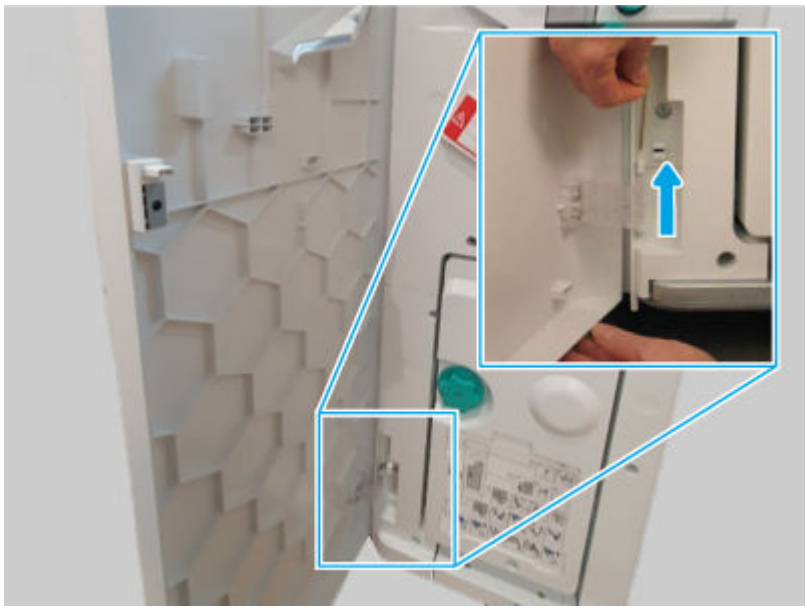
1. Release, and then remove the upper hinge pin.

Figure 5-2307 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2308 **Remove the door**



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

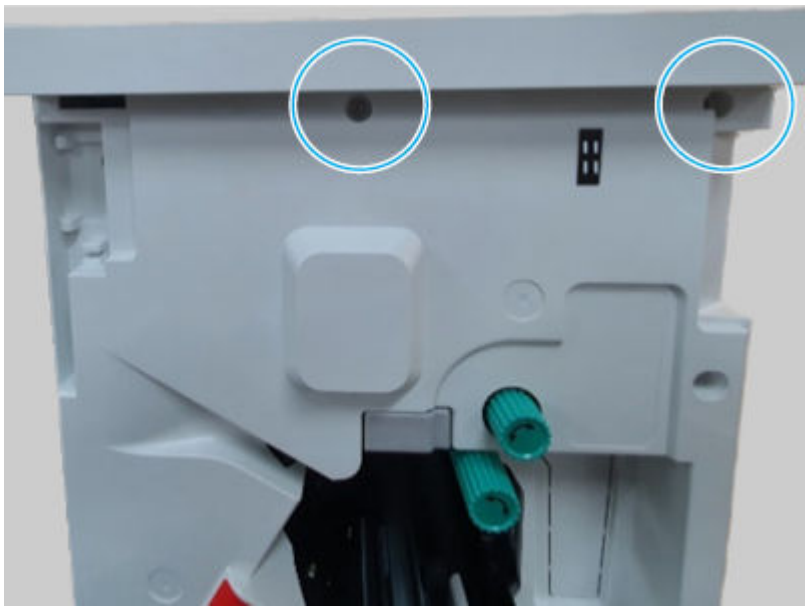
1. Remove three screws.

Figure 5-2309 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2310 **Remove the cover**

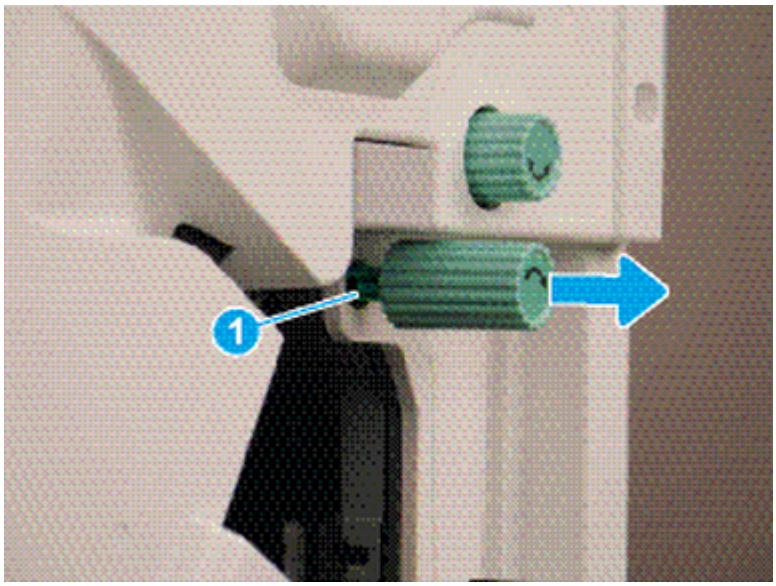


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

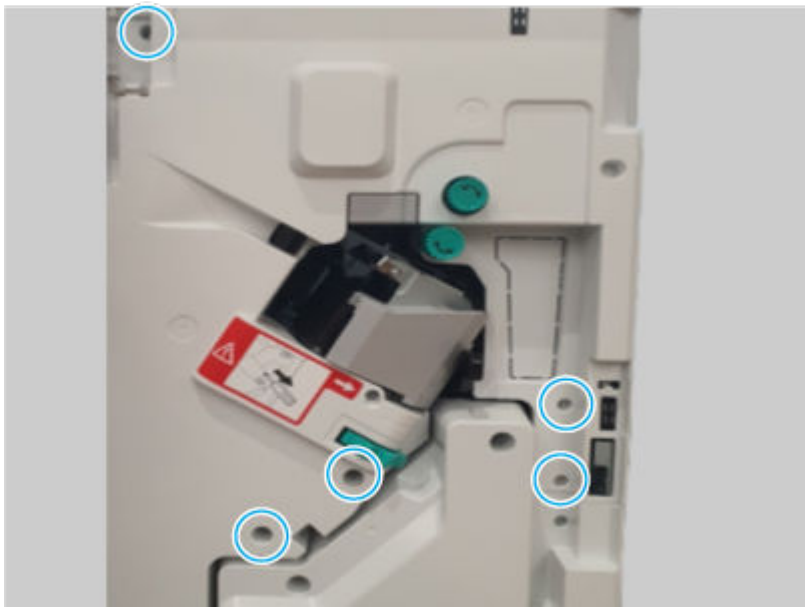
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2311 **Remove the knob**



2. Remove five screws, and then remove the front cover.

Figure 5-2312 **Remove the cover**



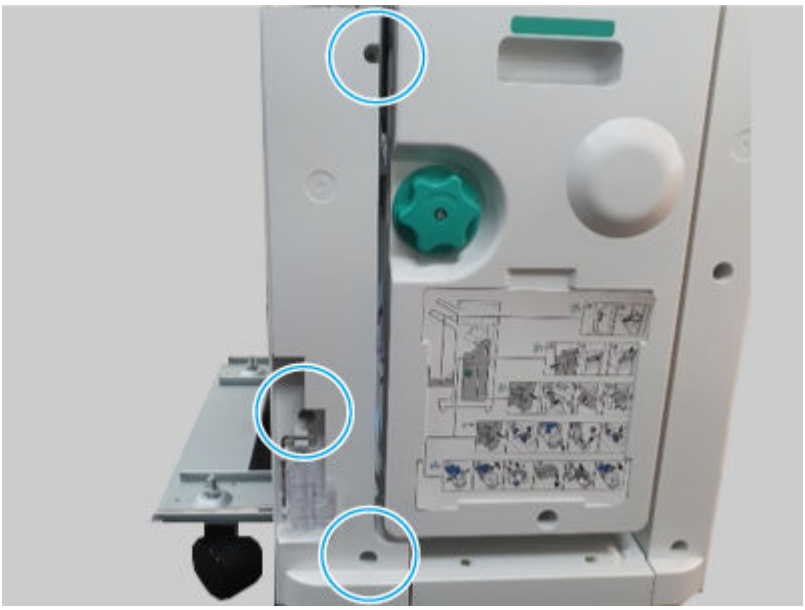
5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.

2. Remove three screws, and then remove the front lower left cover.

Figure 5-2313 **Remove the cover**



6. Remove the external finisher caster

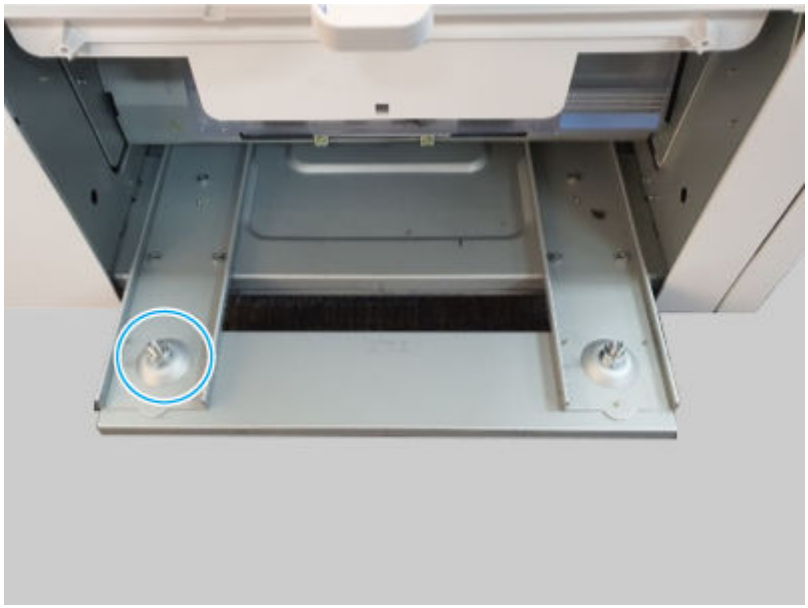
Use the following procedure to remove and replace the external finisher caster.

⚠ **WARNING!** The external finisher is not stable when one or more casters are removed and can easily tip over. To avoid personal injury or damage to the finisher, make sure to fully support the finisher when removing a caster.

1. Remove the external finisher from the printer.
2. Remove one fix nut.

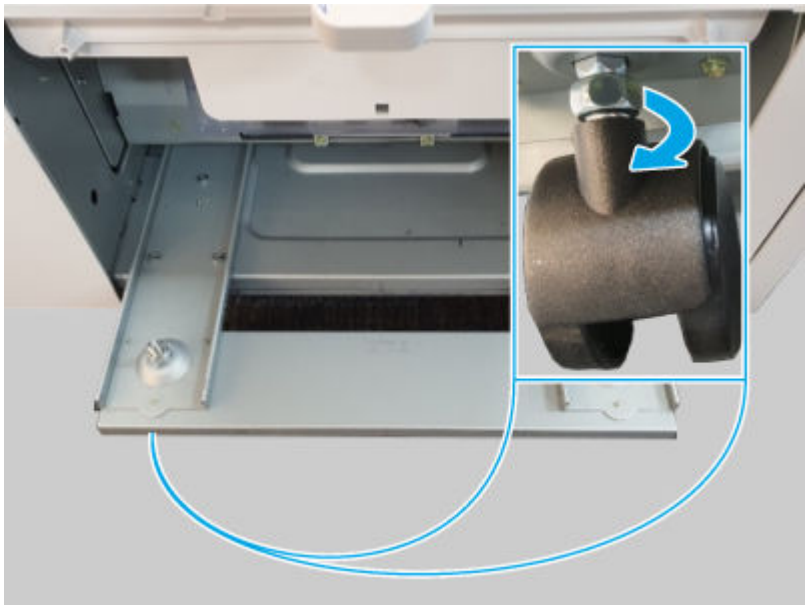
NOTE: Use a 12mm spanner wrench to remove the nut.

Figure 5-2314 Remove the nut



3. Rotate the caster as shown below to remove it. Repeat these steps for the remaining casters as needed.

Figure 5-2315 Remove the caster

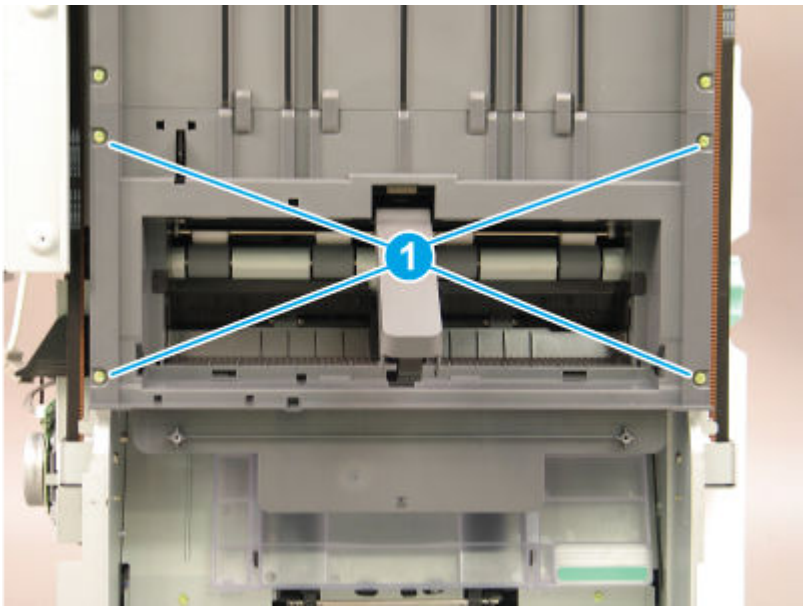


7. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-2316 Remove four screws

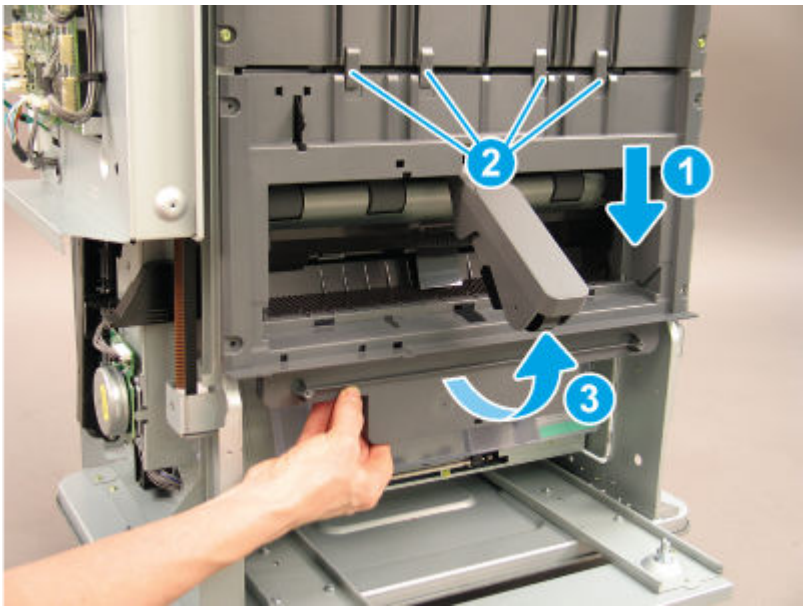


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

⚠ CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

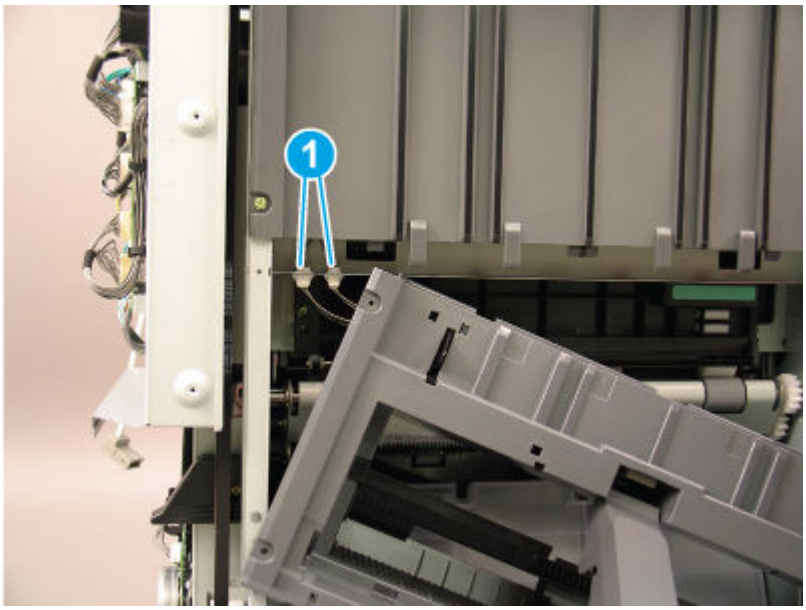
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-2317 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-2318 Remove the cover

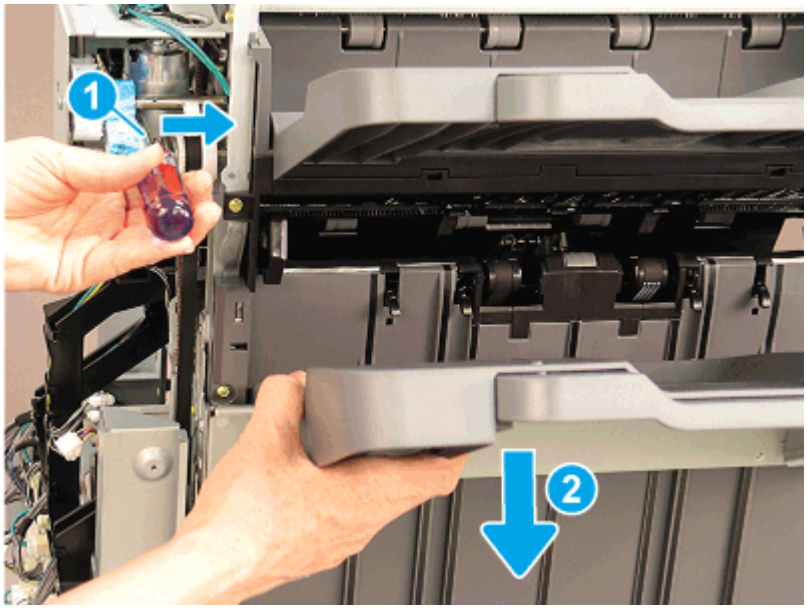


8. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

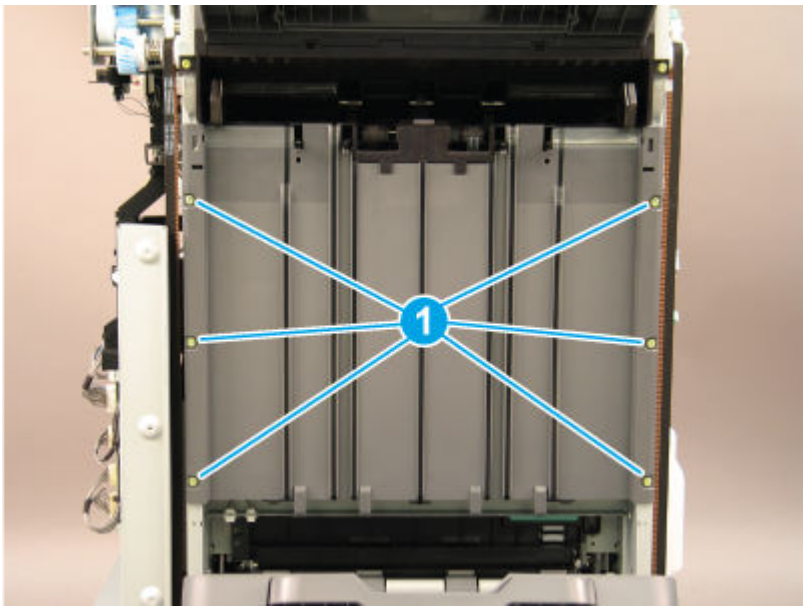
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-2319 Lower the tray



2. Remove six screws (callout 1).

Figure 5-2320 Remove six screws

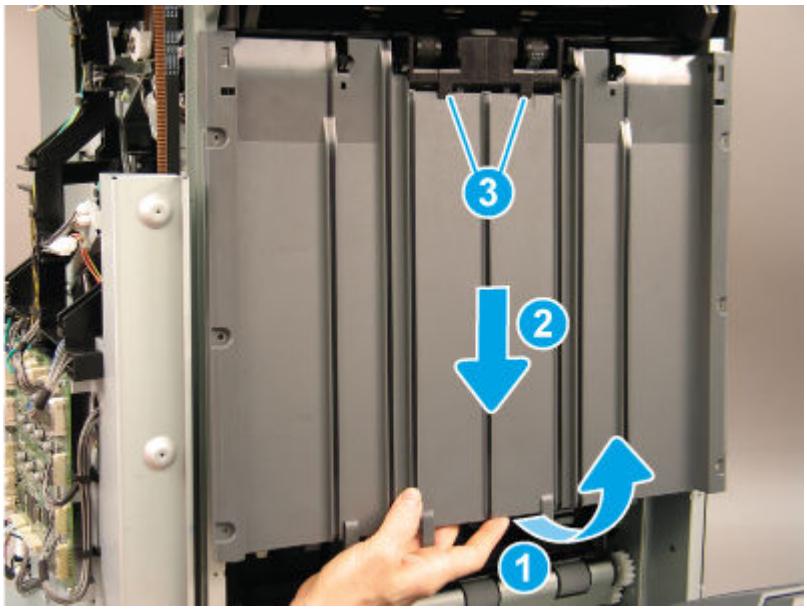


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

⚠ CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

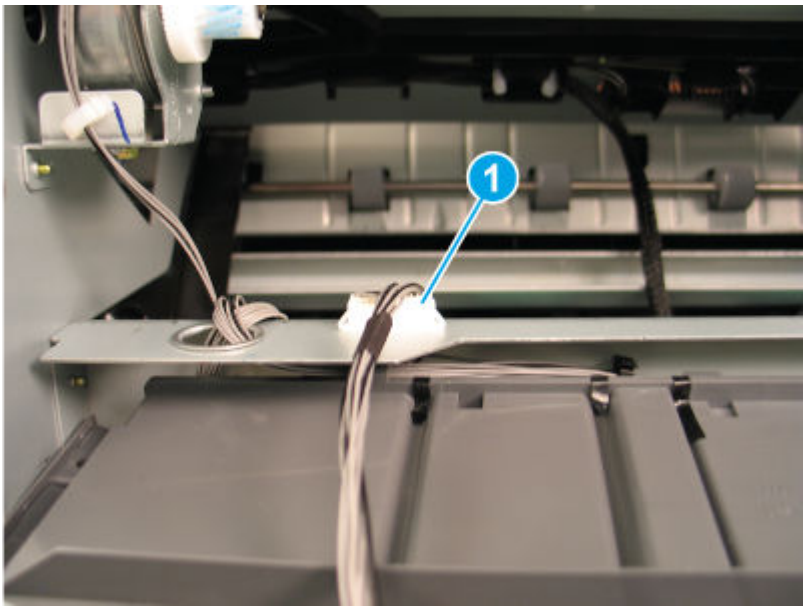
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-2321 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-2322 Remove the cover



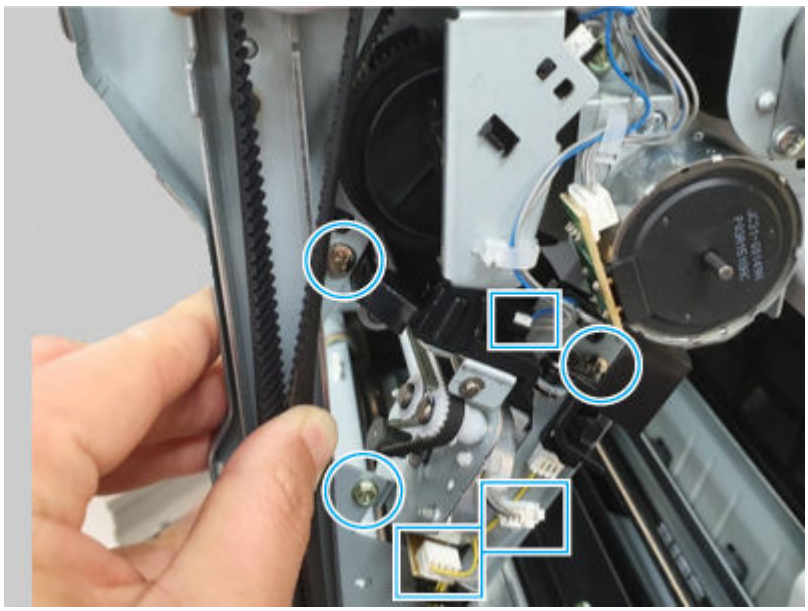
9. Remove the external finisher front tamper

Use the following procedure to remove and replace the external finisher front tamper.

- Disconnect three connectors, remove three screws, and then remove the front tamper.

NOTE: If the tamper unit is removed after the ejector unit to gain access to another assembly, the screws have already been removed.

Figure 5-2323 Remove the tamper



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Front tamper home sensor

Learn about removing and replacing the external finisher front tamper home sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-258 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Front tamper home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

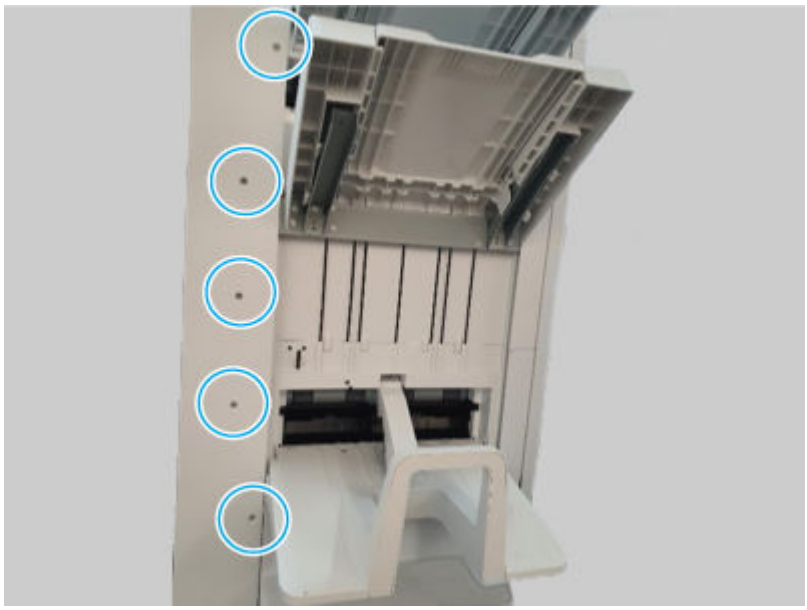
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

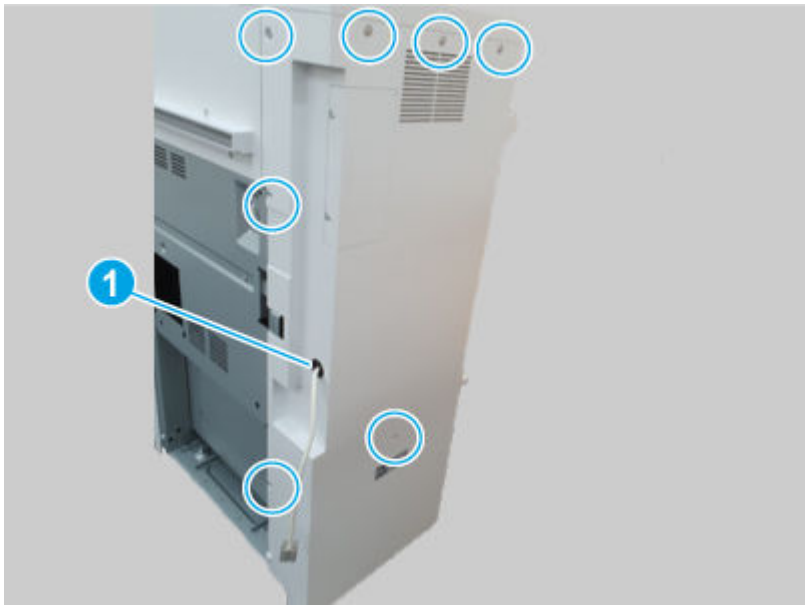
Figure 5-2324 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2325 Remove the cover

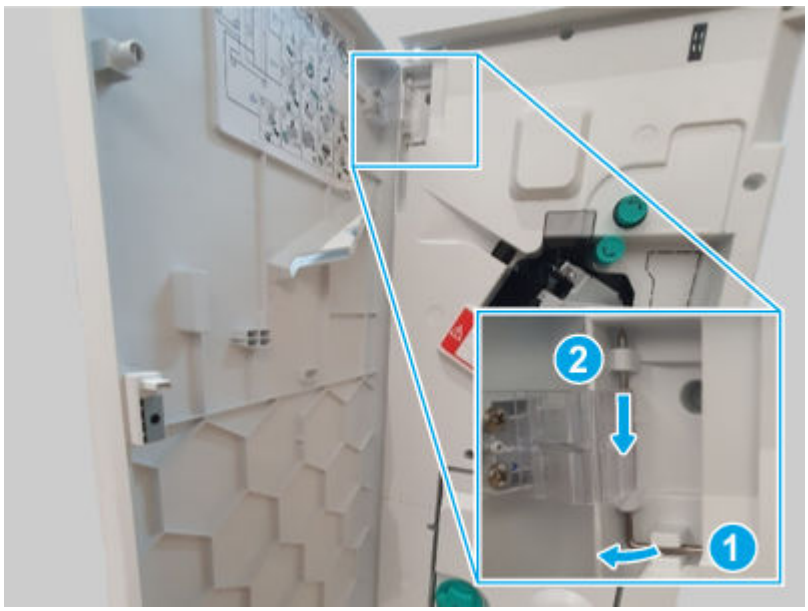


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

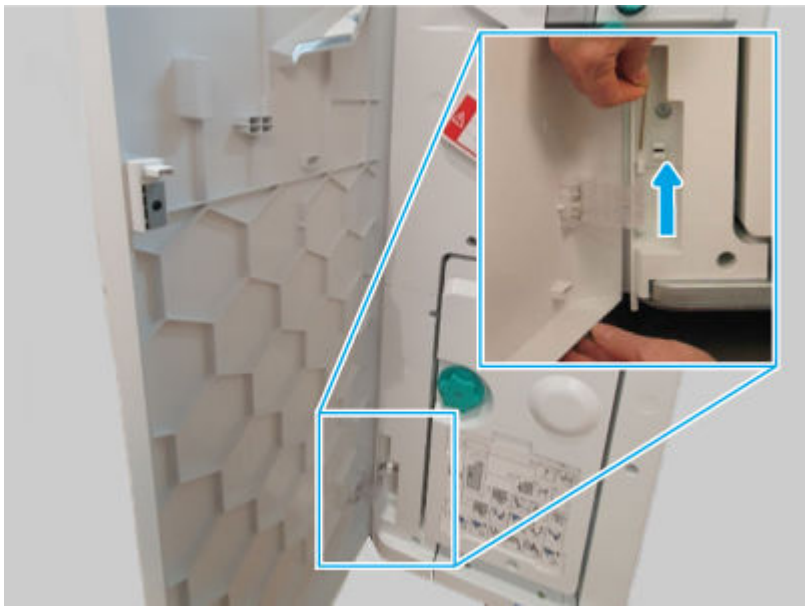
1. Release, and then remove the upper hinge pin.

Figure 5-2326 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2327 **Remove the door**



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

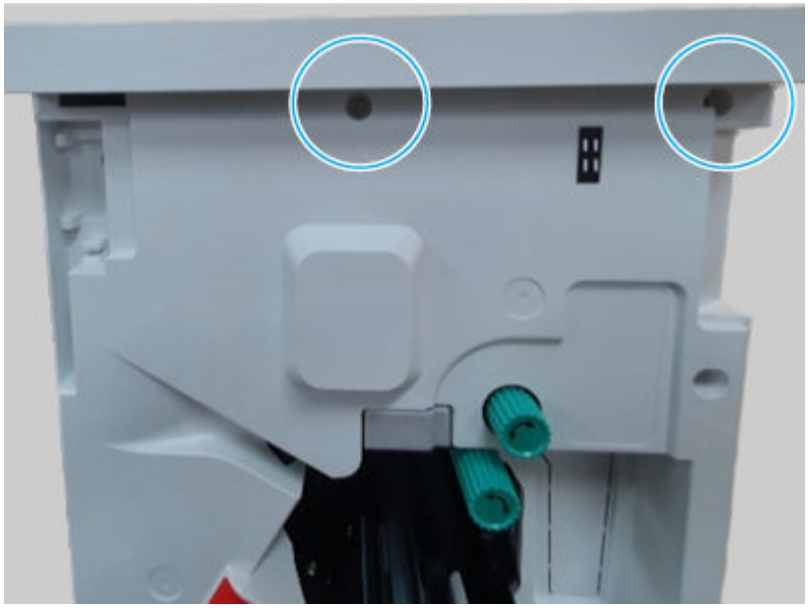
1. Remove three screws.

Figure 5-2328 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2329 Remove the cover

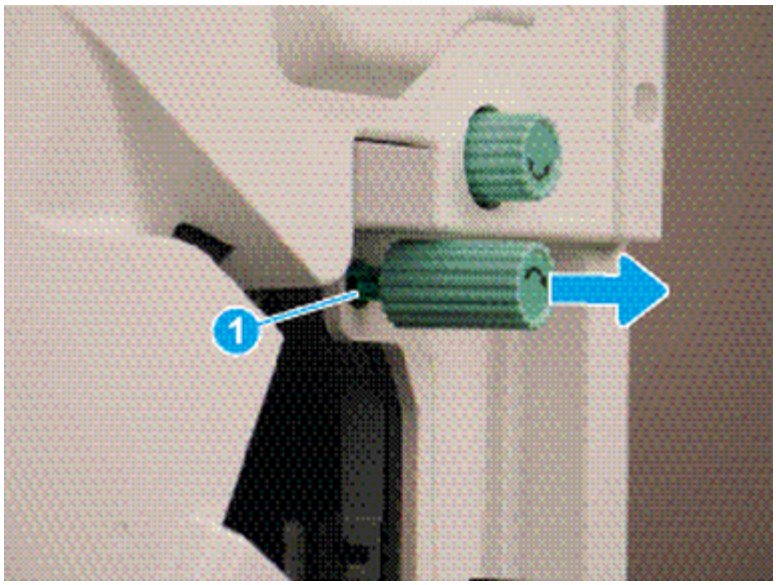


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

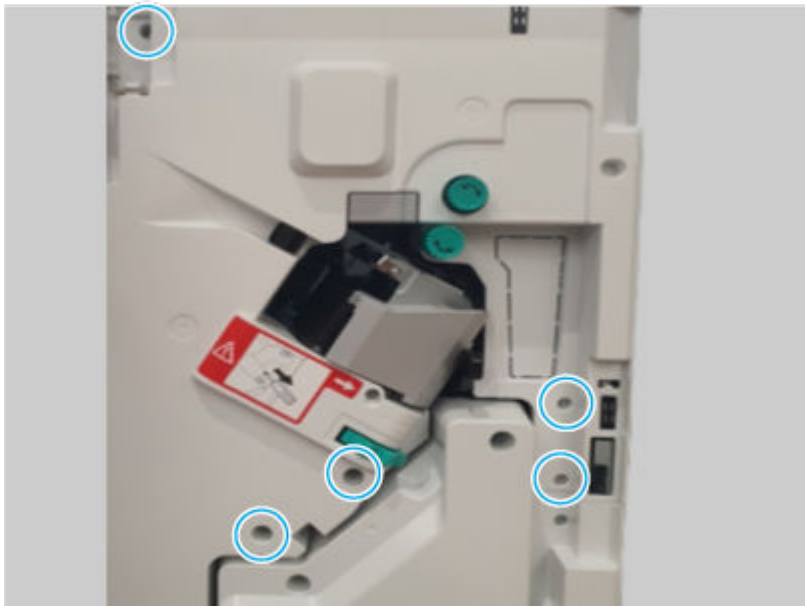
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2330 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-2331 **Remove the cover**

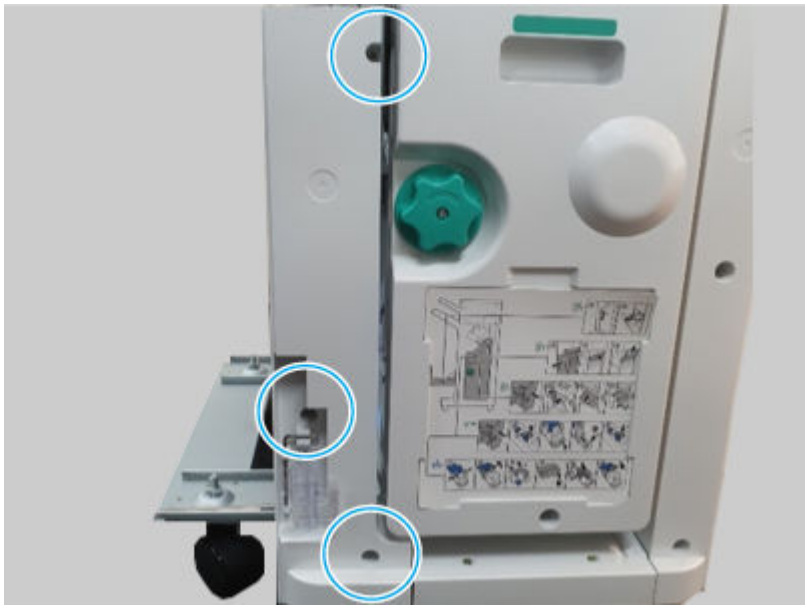


5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.
2. Remove three screws, and then remove the front lower left cover.

Figure 5-2332 **Remove the cover**

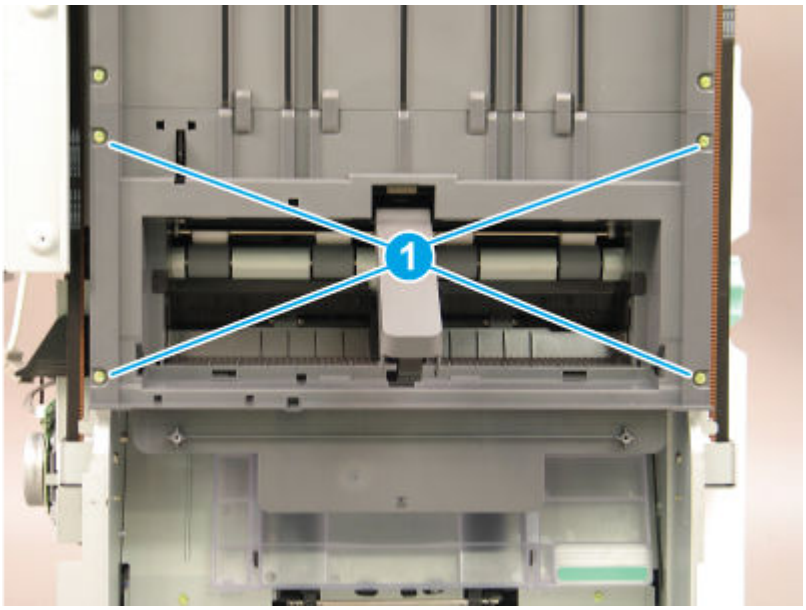


6. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-2333 Remove four screws

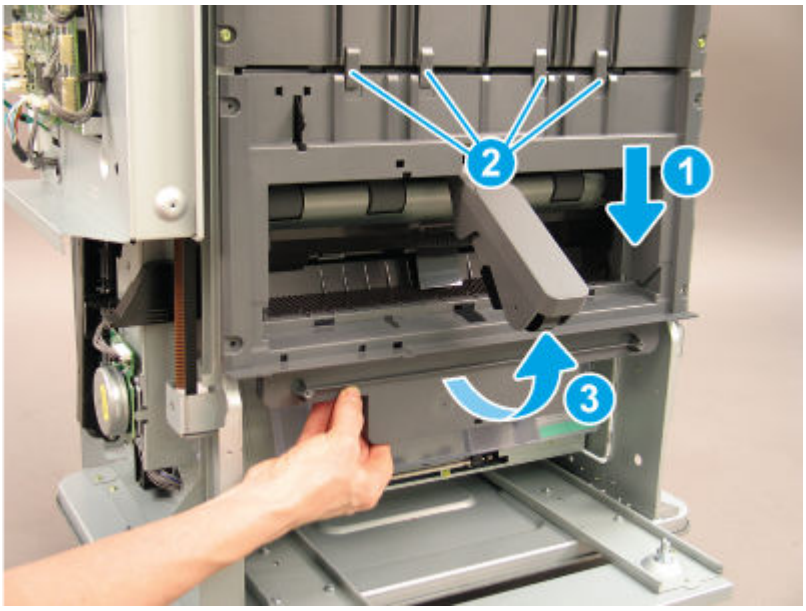


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

⚠ CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

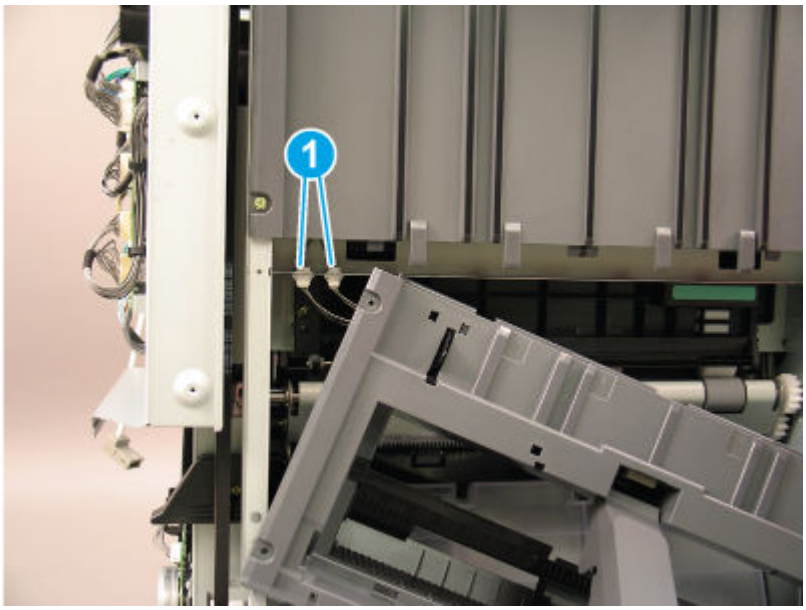
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-2334 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-2335 Remove the cover

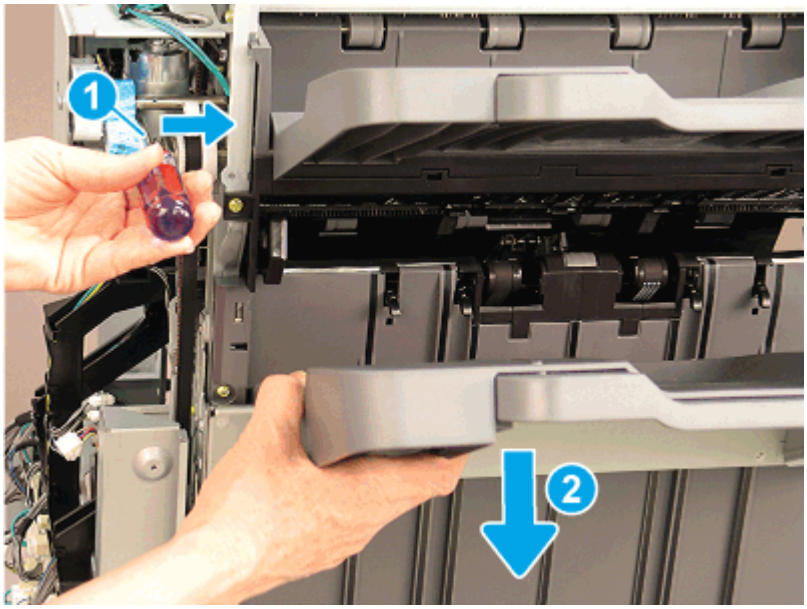


7. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

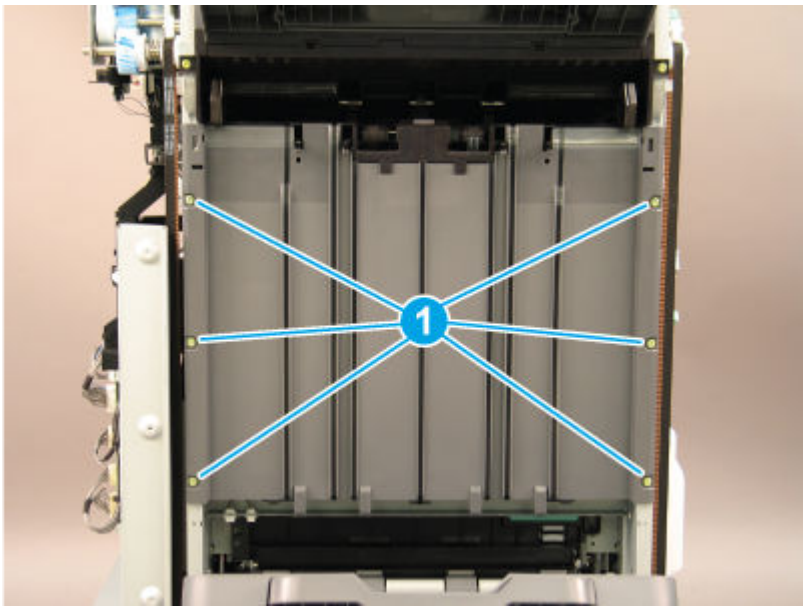
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-2336 Lower the tray



2. Remove six screws (callout 1).

Figure 5-2337 Remove six screws

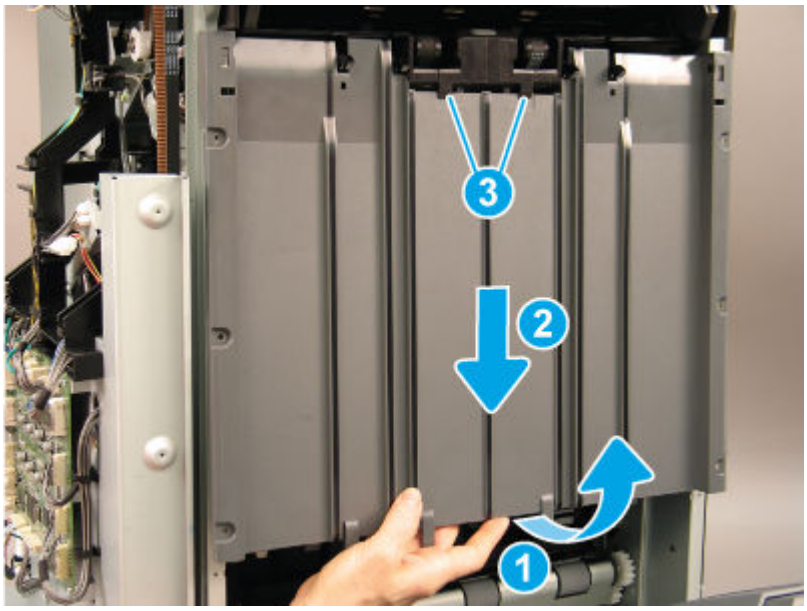


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

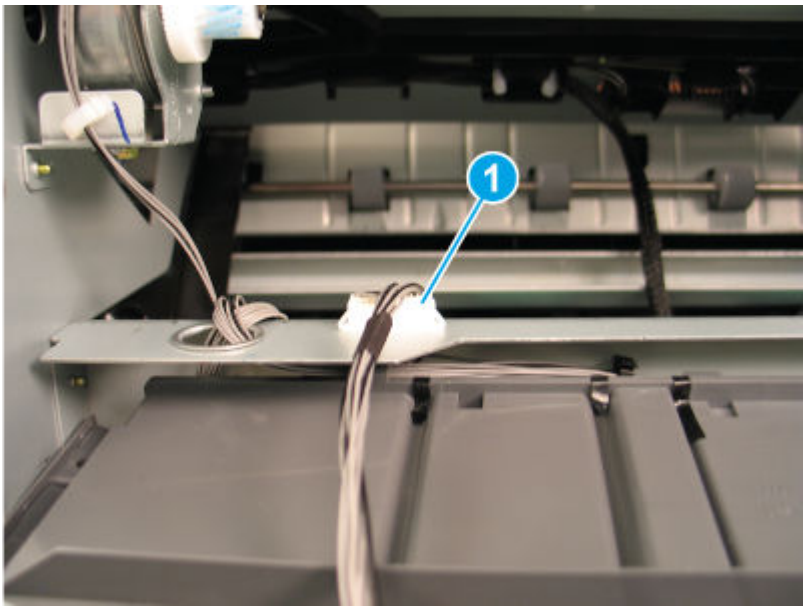
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-2338 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-2339 Remove the cover



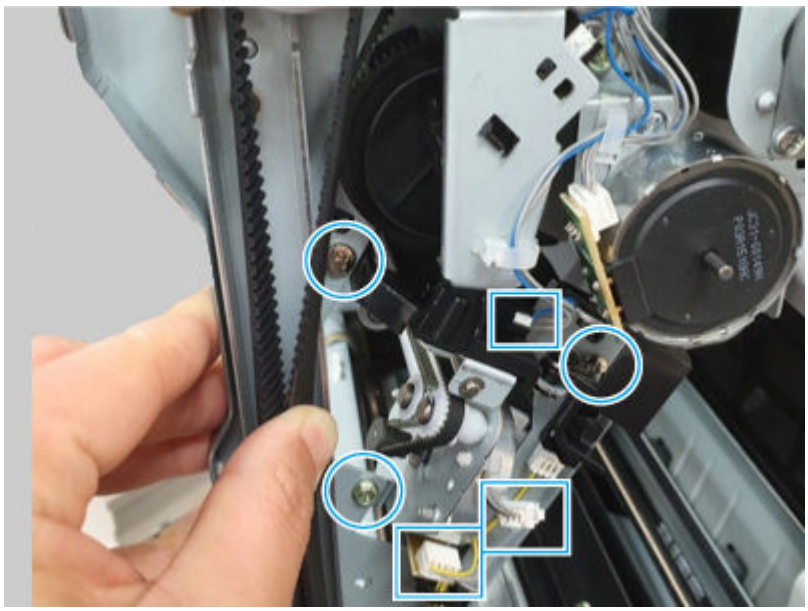
8. Remove the external finisher front tamper

Use the following procedure to remove and replace the external finisher front tamper.

- Disconnect three connectors, remove three screws, and then remove the front tamper.

NOTE: If the tamper unit is removed after the ejector unit to gain access to another assembly, the screws have already been removed.

Figure 5-2340 Remove the tamper

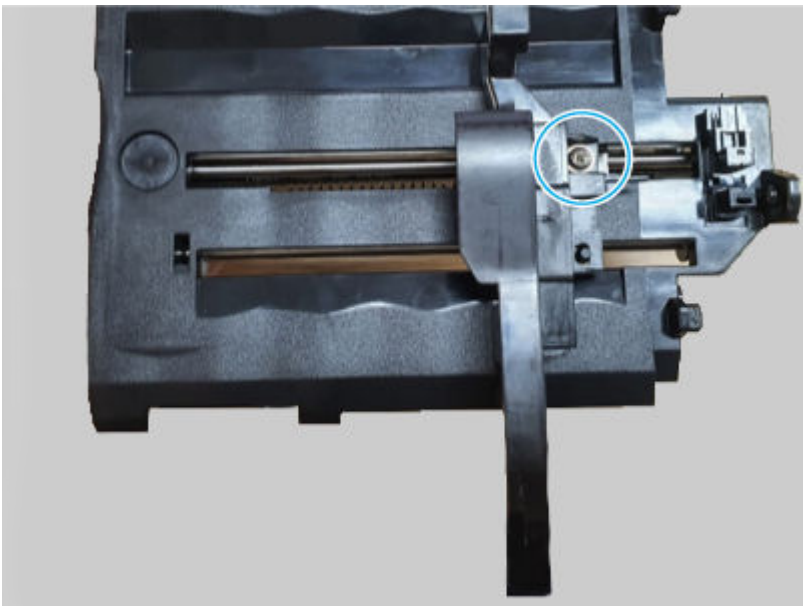


9. Remove the external finisher front tamper home sensor

Use the following procedure to remove and replace the external finisher front tamper home sensor.

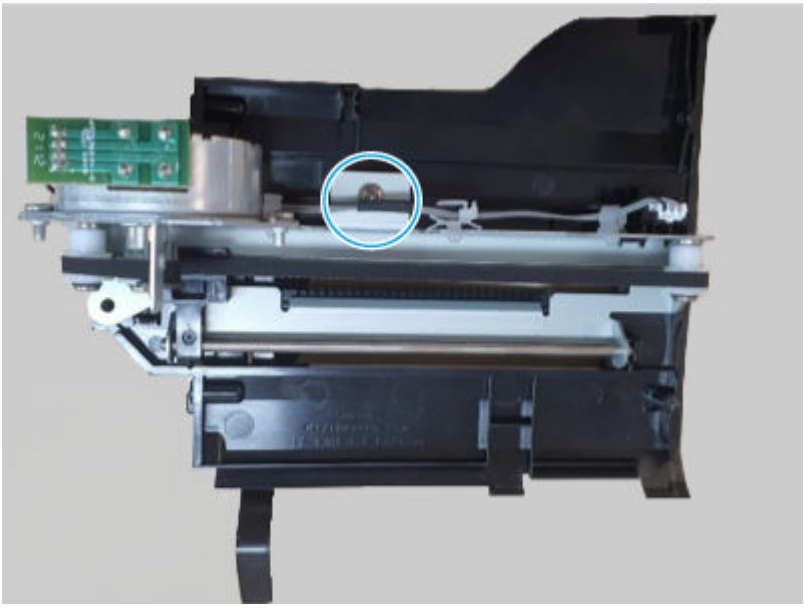
1. Remove one screw, and then remove the tamper.

Figure 5-2341 **Remove the tamper**



2. Remove one screw, and then remove the bracket.

Figure 5-2342 **Remove the bracket**



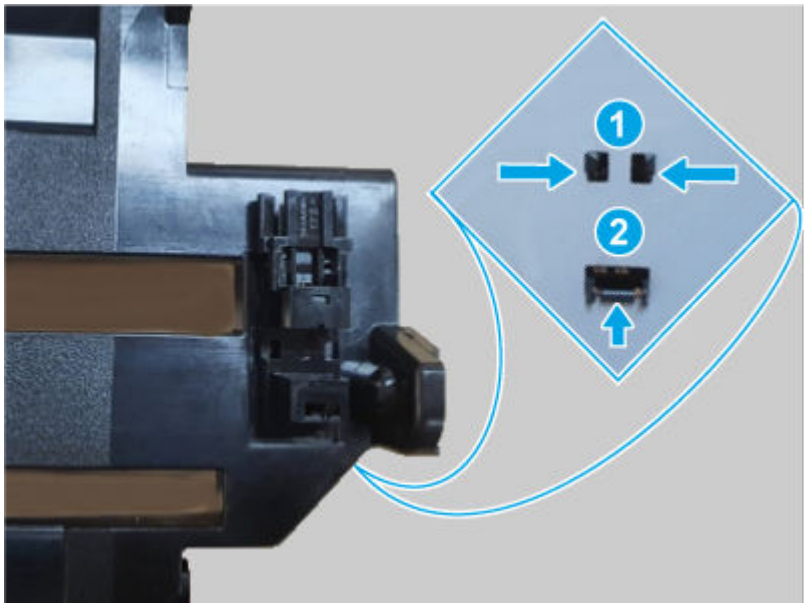
3. Do the following:

   a. Release the hooks (callout 1).

   b. Slide the sensor assembly as shown below (callout 2).

   c. Remove the tamper home sensor from the bracket.

Figure 5-2343 Remove the sensor



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Front tamper motor

Learn about removing and replacing the external finisher front tamper motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-259 Part information

Part number	Part description
JC93-01001A	Drive-motor step (Front tamper motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

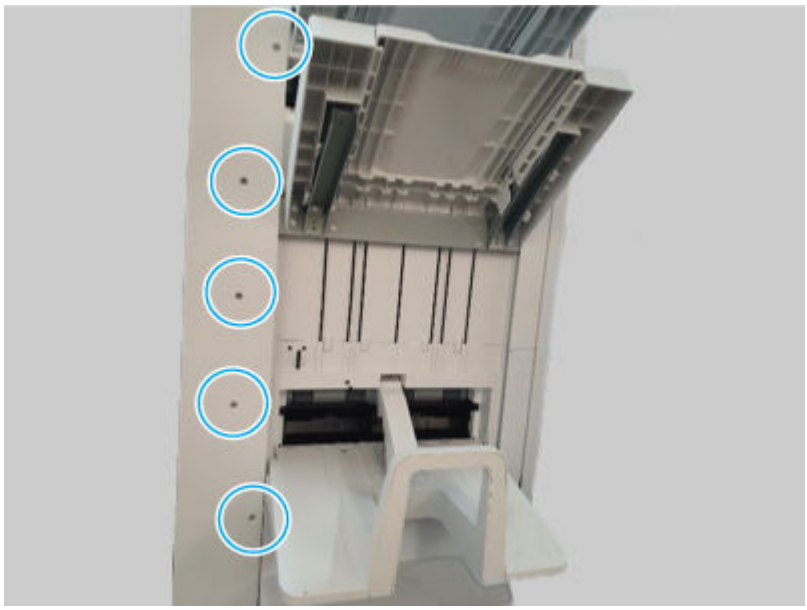
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

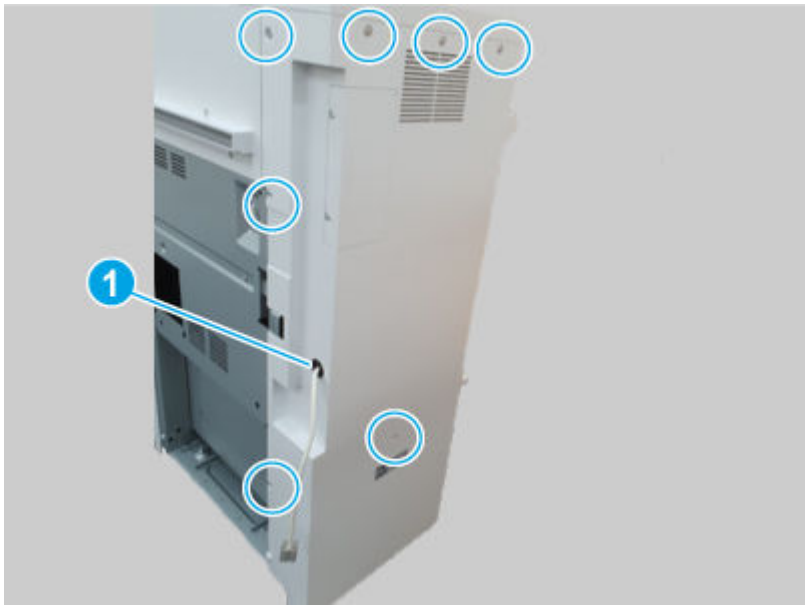
Figure 5-2344 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2345 **Remove the cover**

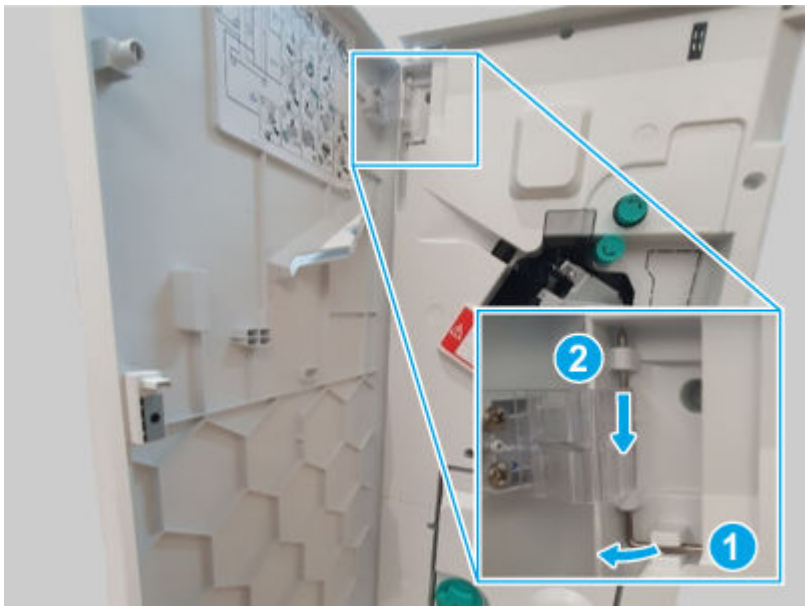


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

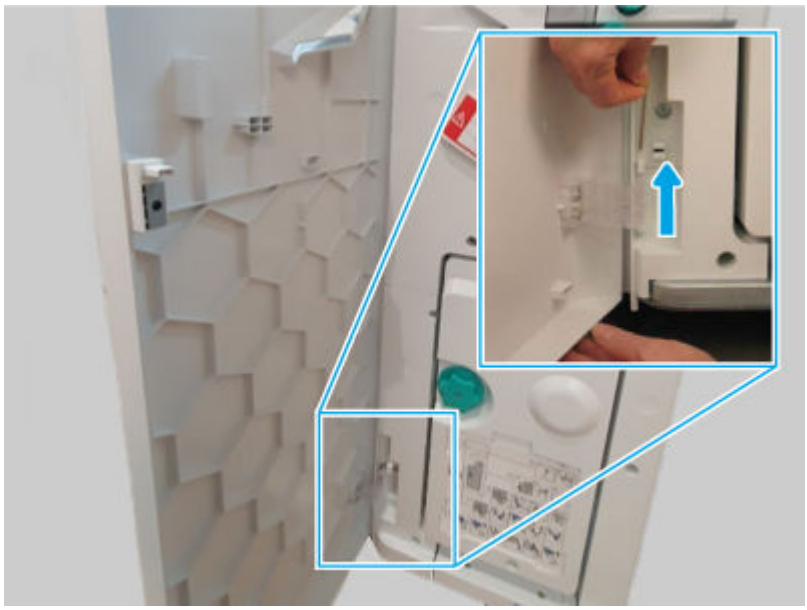
1. Release, and then remove the upper hinge pin.

Figure 5-2346 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2347 **Remove the door**



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

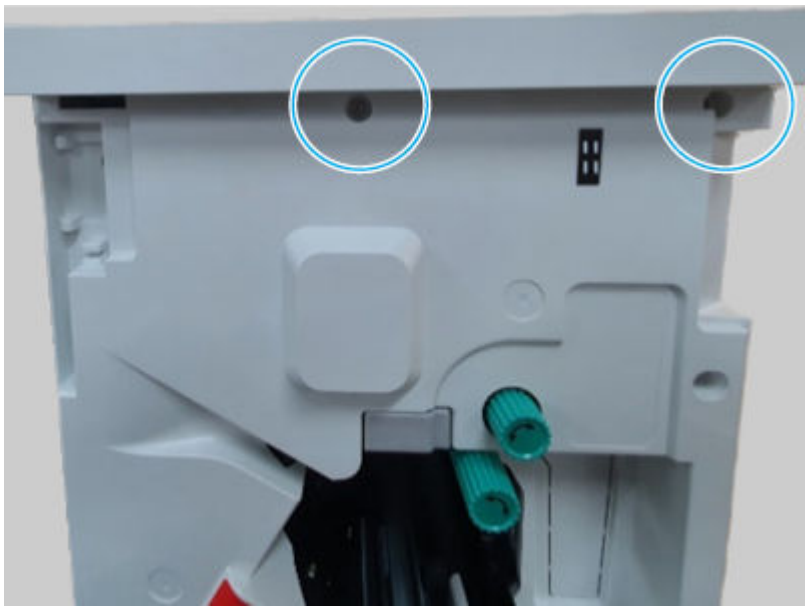
1. Remove three screws.

Figure 5-2348 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2349 **Remove the cover**

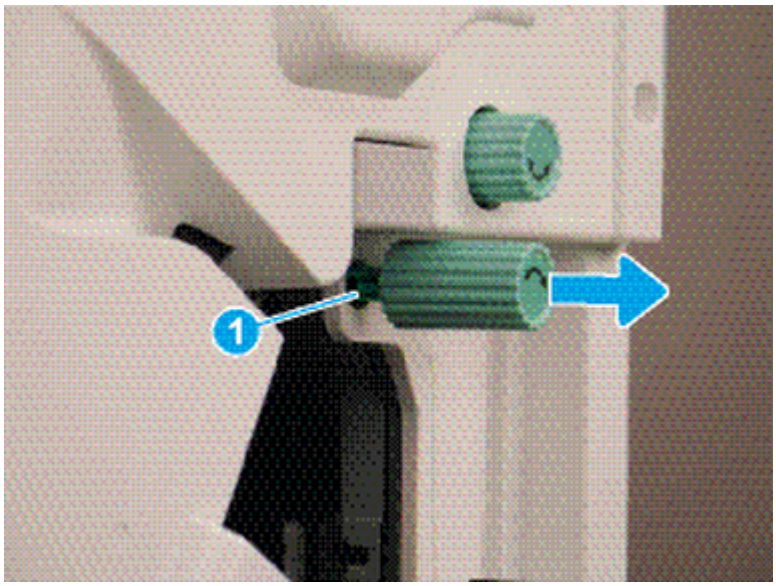


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

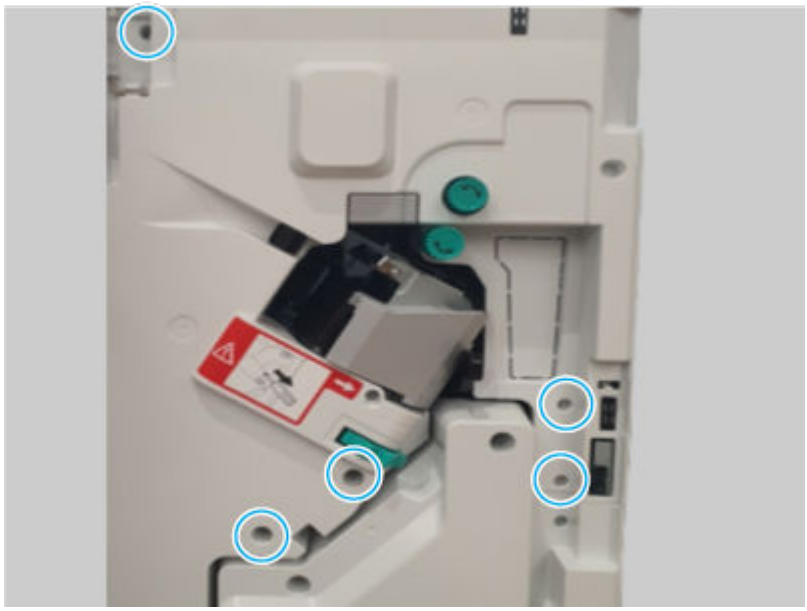
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2350 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-2351 Remove the cover



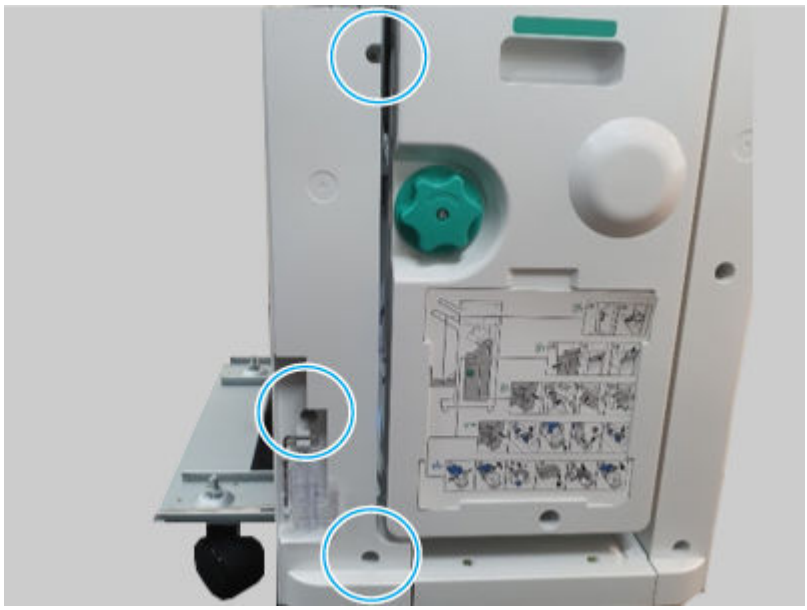
5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.

2. Remove three screws, and then remove the front lower left cover.

Figure 5-2352 Remove the cover

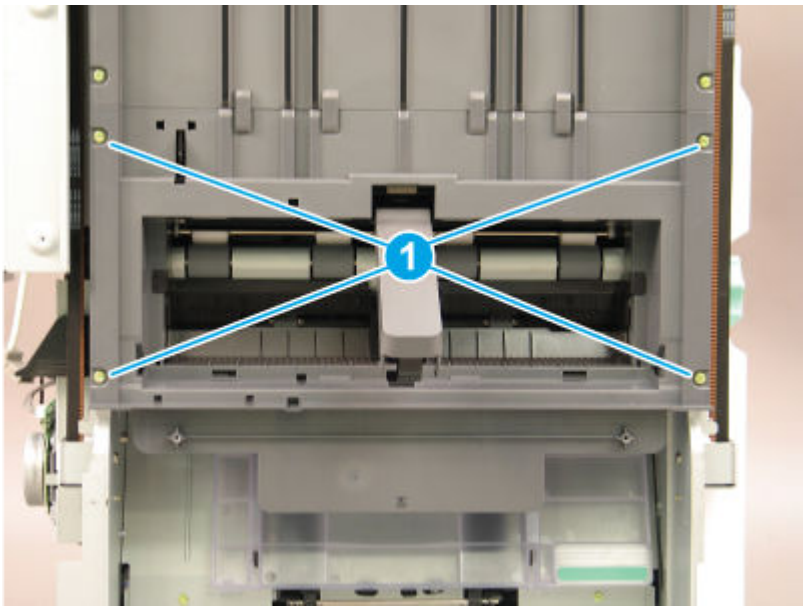


6. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-2353 Remove four screws

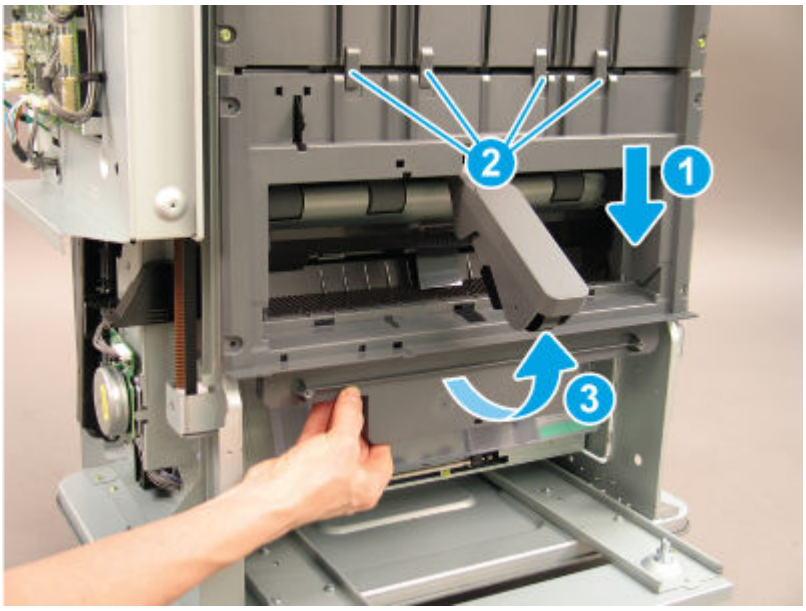


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

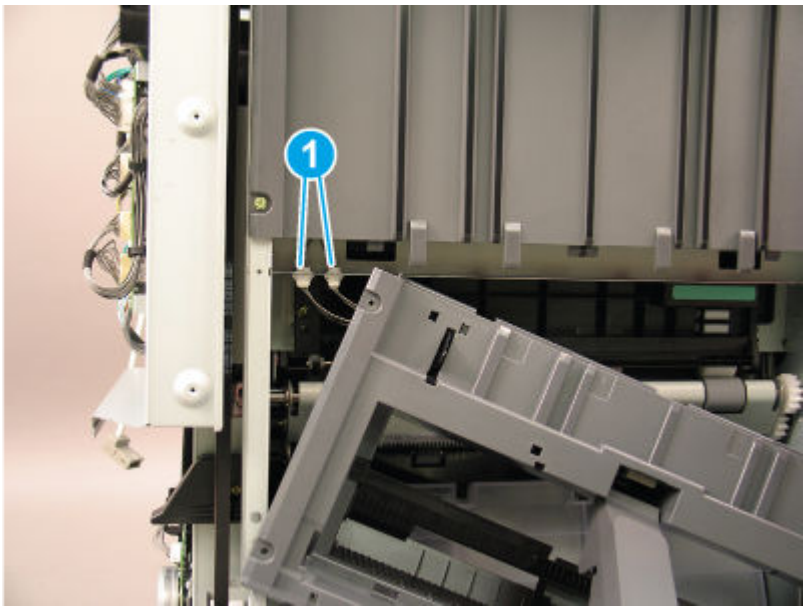
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-2354 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-2355 Remove the cover

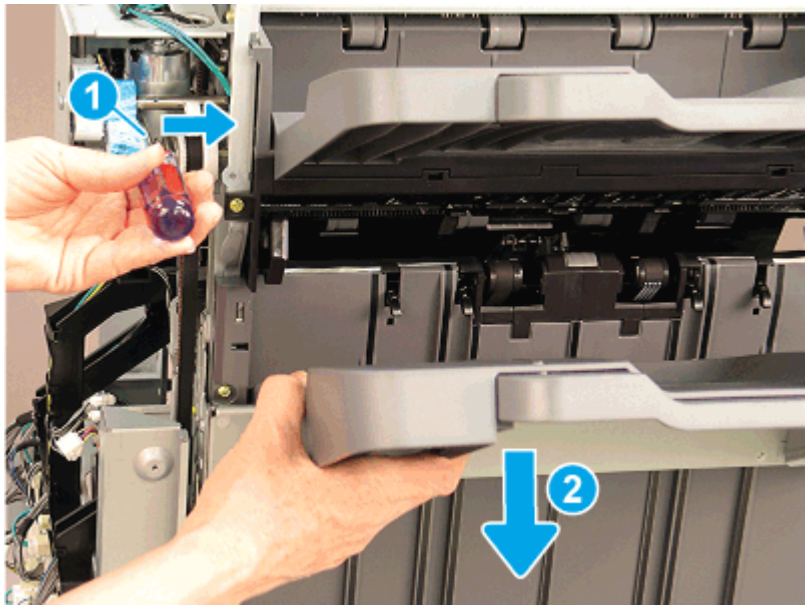


7. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

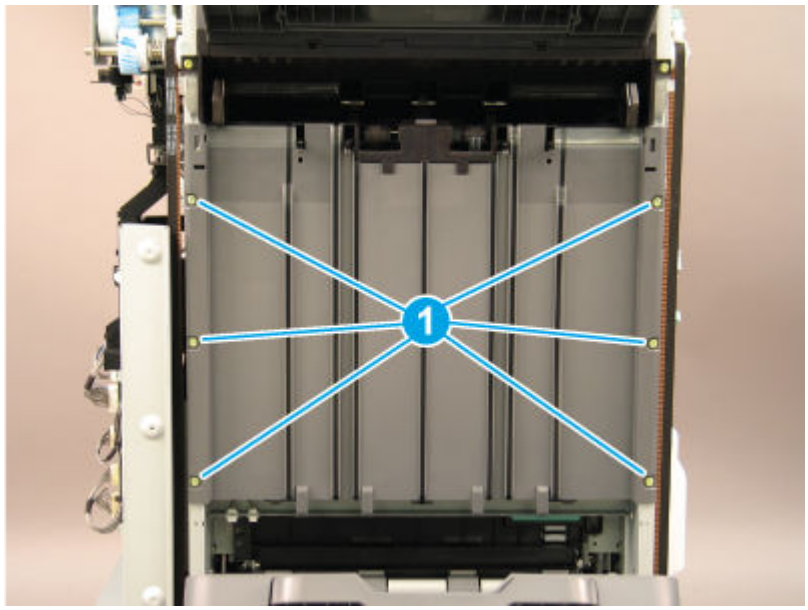
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-2356 Lower the tray



2. Remove six screws (callout 1).

Figure 5-2357 Remove six screws

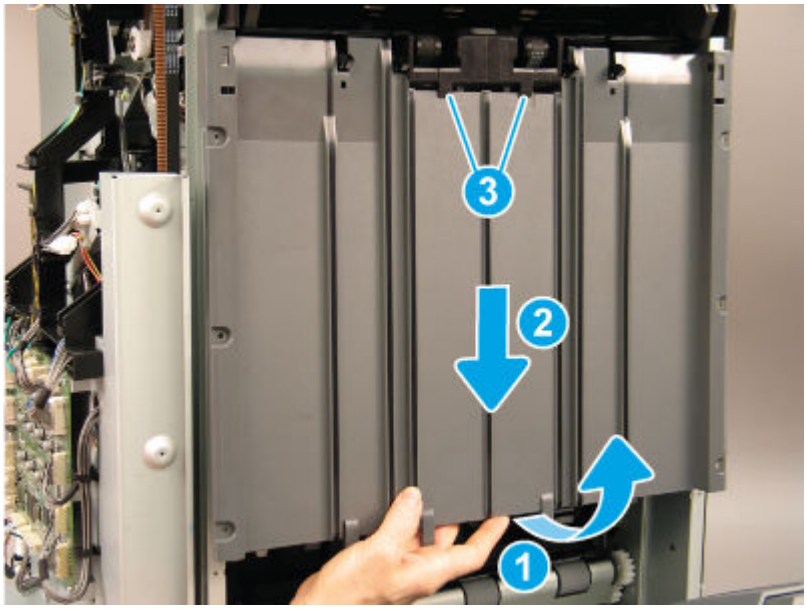


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

⚠ CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

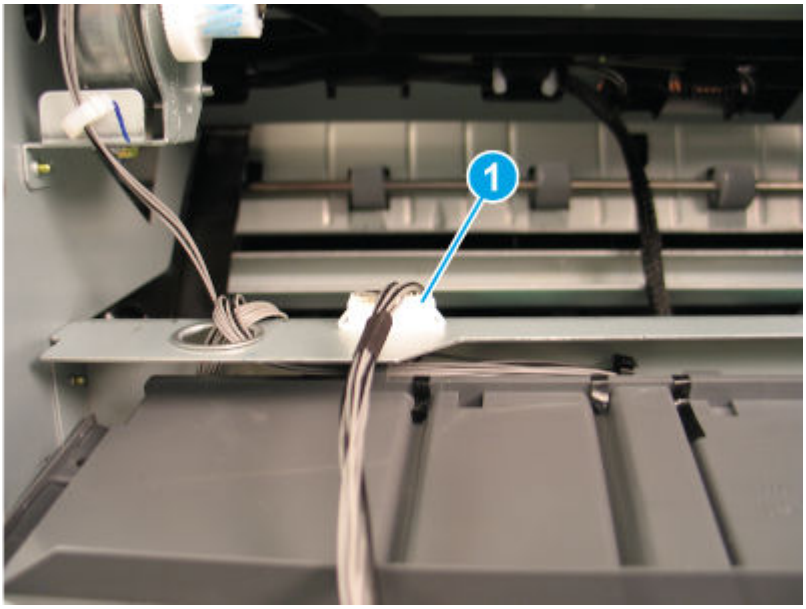
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-2358 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-2359 Remove the cover



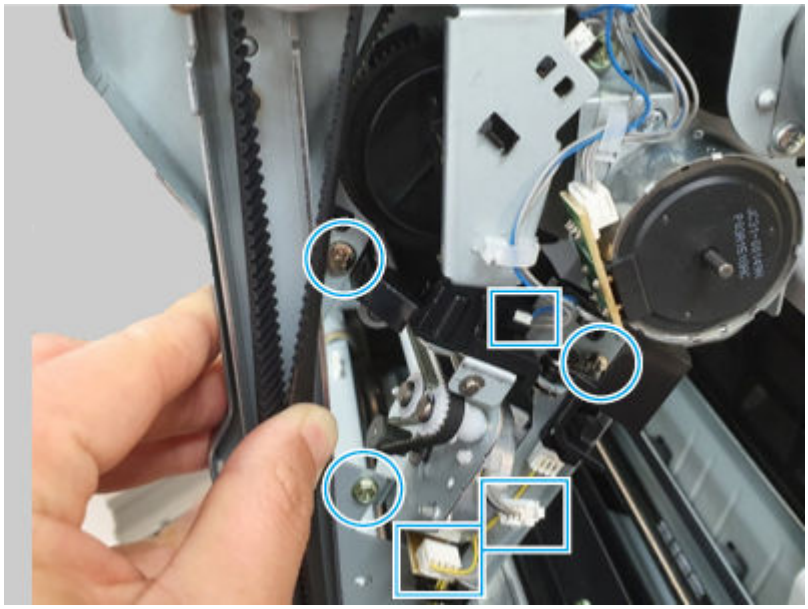
8. Remove the external finisher front tamper

Use the following procedure to remove and replace the external finisher front tamper.

- Disconnect three connectors, remove three screws, and then remove the front tamper.

NOTE: If the tamper unit is removed after the ejector unit to gain access to another assembly, the screws have already been removed.

Figure 5-2360 Remove the tamper

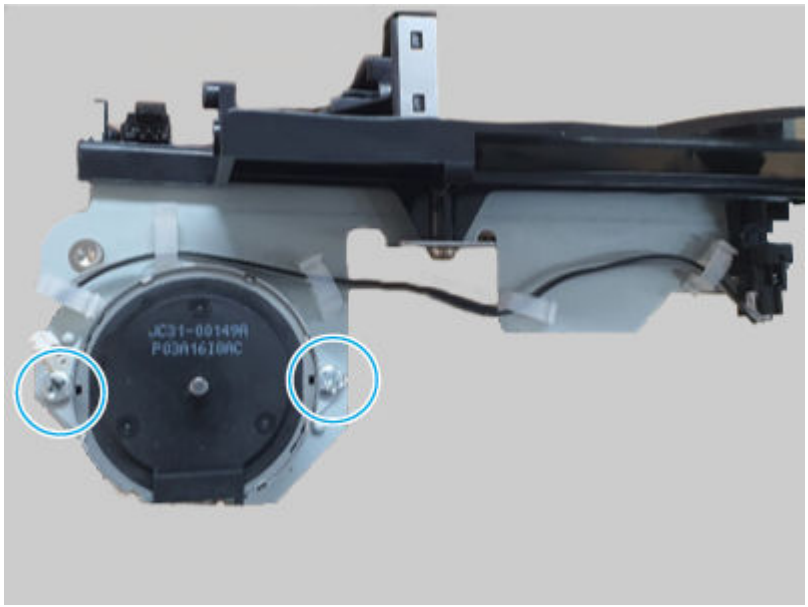


9. Remove the external finisher front tamper motor

Use the following procedure to remove and replace the external finisher front tamper motor.

- Remove two screws, and then remove the front tamper motor.

Figure 5-2361 Remove the motor



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Rear tamper

Learn about removing and replacing the external finisher rear tamper.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-260 Part information

Part number	Part description
JC82-00898A	Rear tamper

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

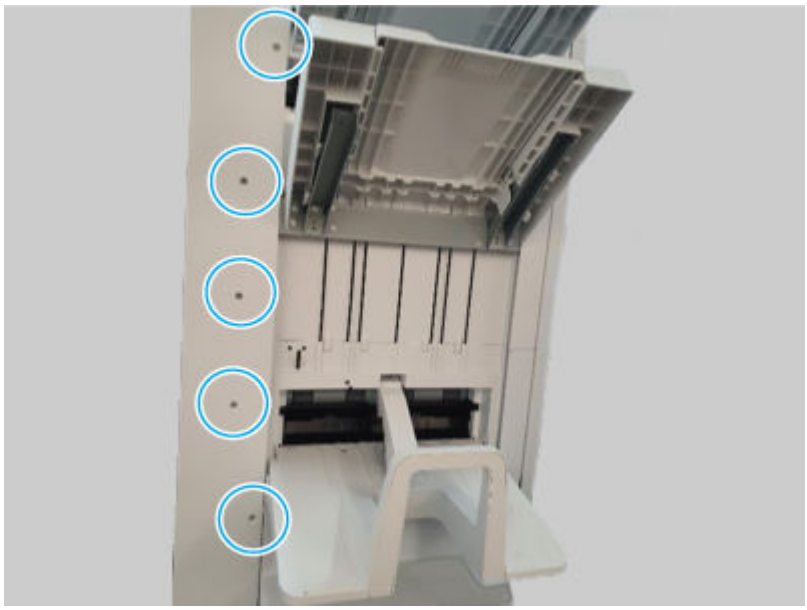
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

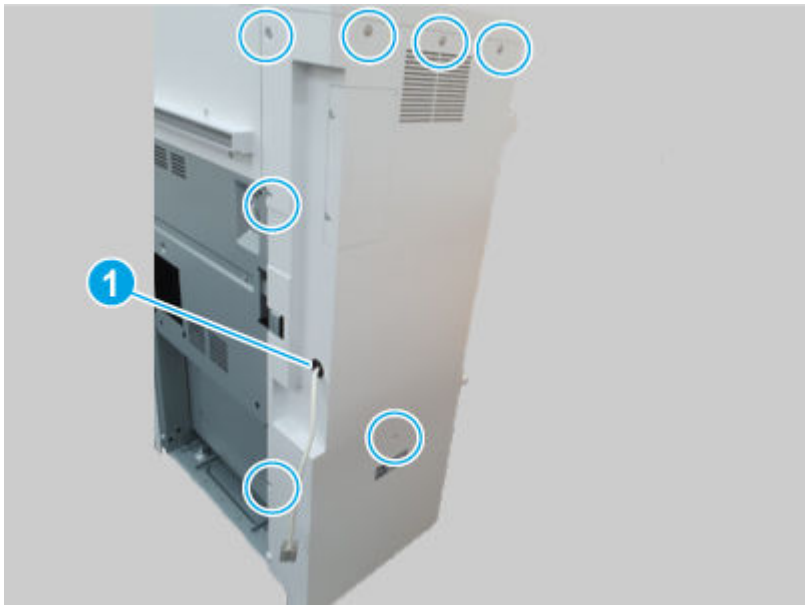
   Figure 5-2362 **Remove five screws**

2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2363 Remove the cover

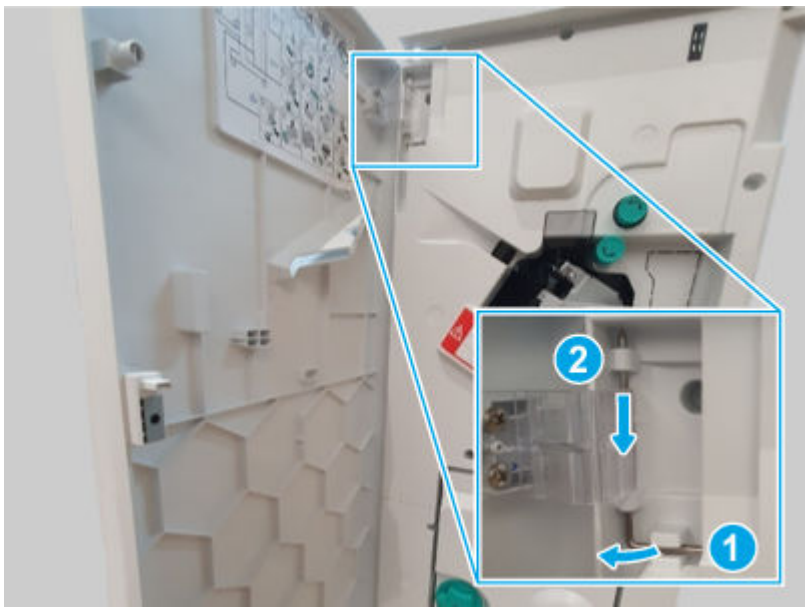


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

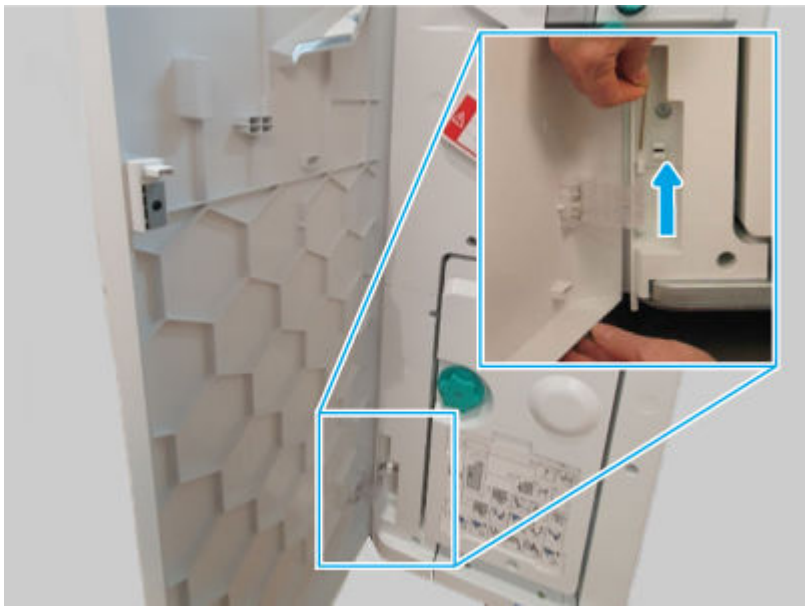
1. Release, and then remove the upper hinge pin.

Figure 5-2364 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2365 **Remove the door**



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

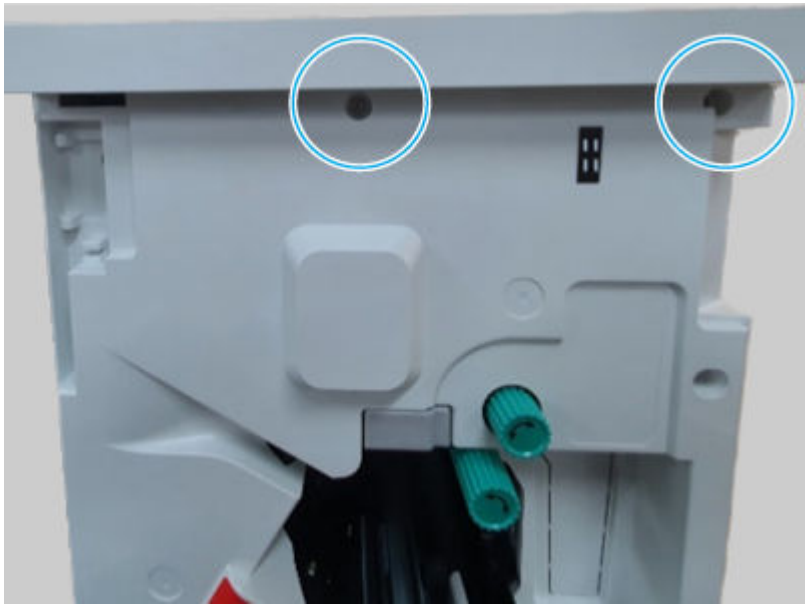
1. Remove three screws.

Figure 5-2366 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2367 Remove the cover

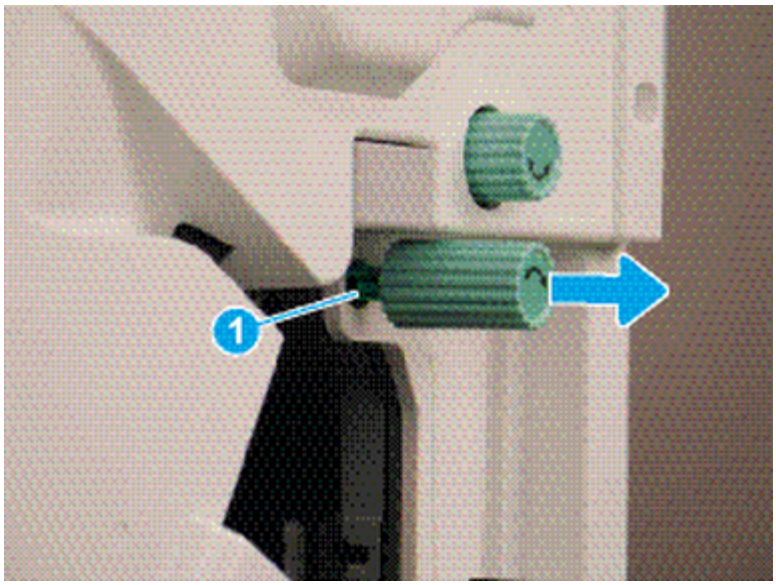


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

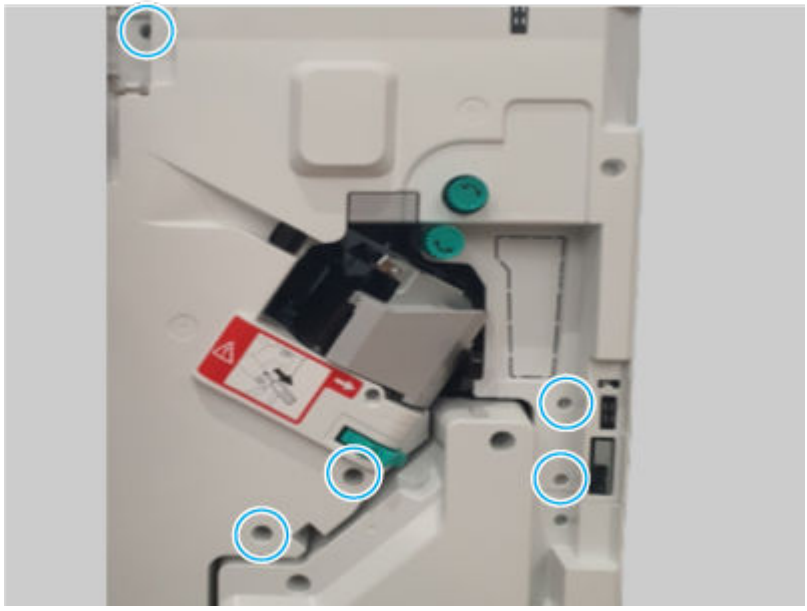
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2368 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-2369 **Remove the cover**

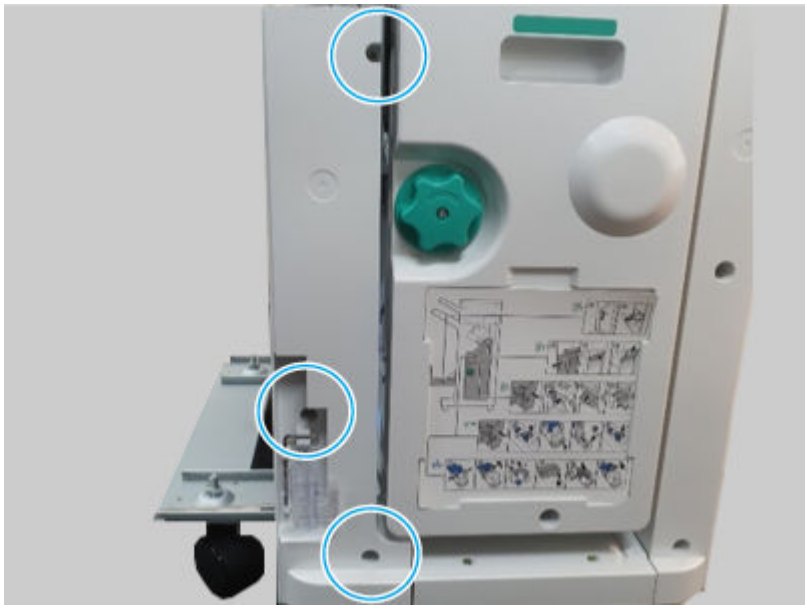


5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.
2. Remove three screws, and then remove the front lower left cover.

Figure 5-2370 **Remove the cover**

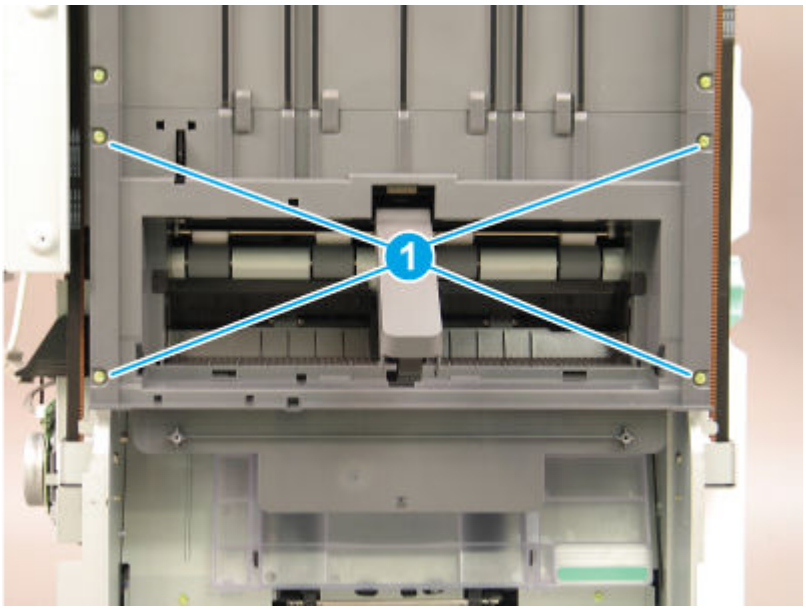


6. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-2371 **Remove four screws**

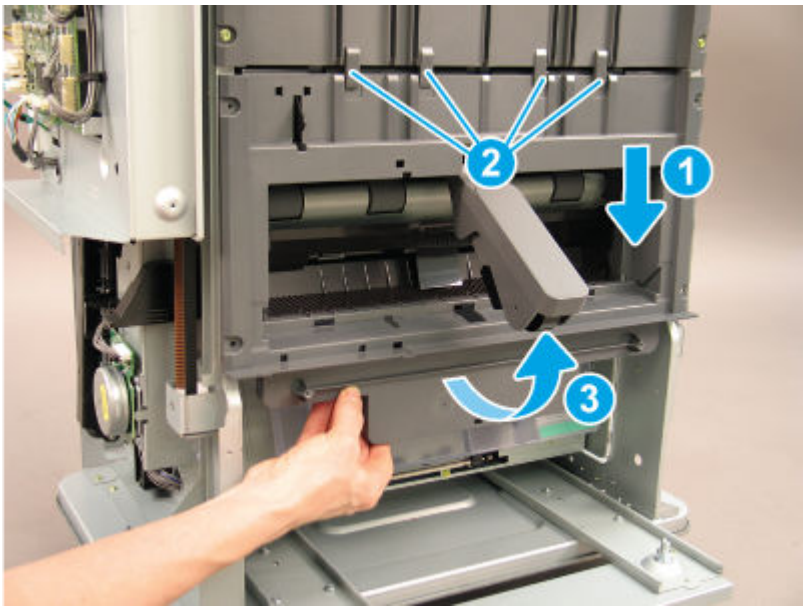


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

⚠ CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

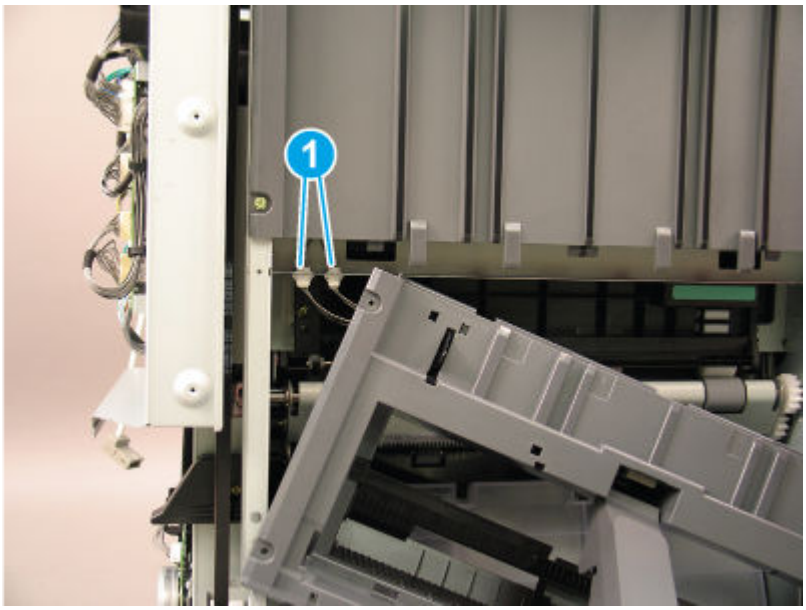
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-2372 **Release the cover**



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-2373 Remove the cover

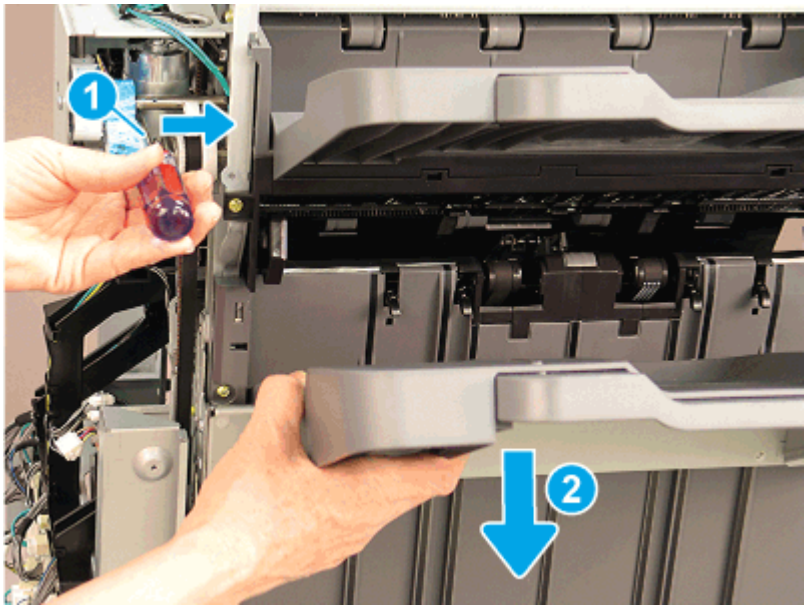


7. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

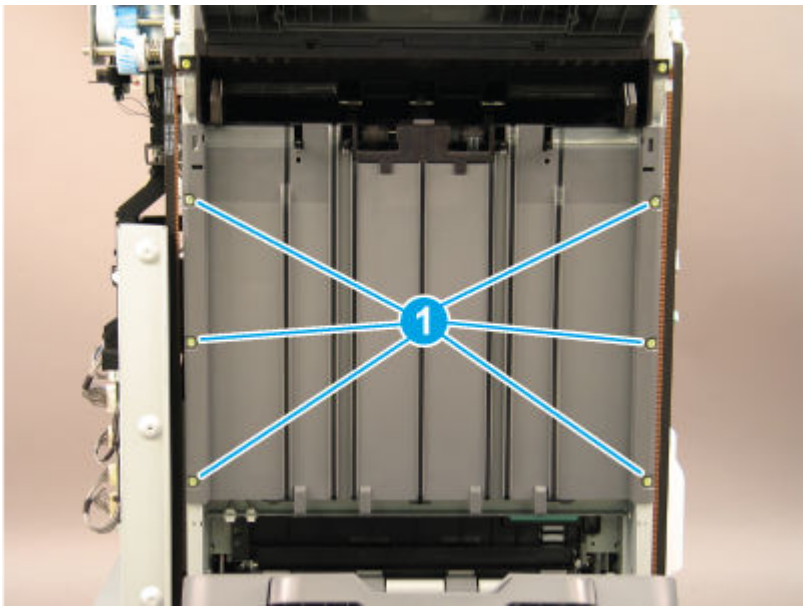
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-2374 Lower the tray



2. Remove six screws (callout 1).

Figure 5-2375 Remove six screws

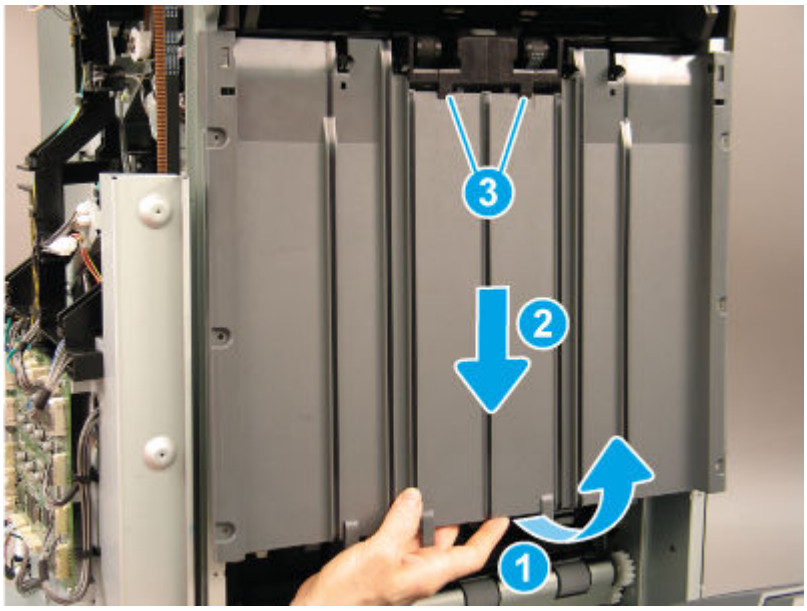


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

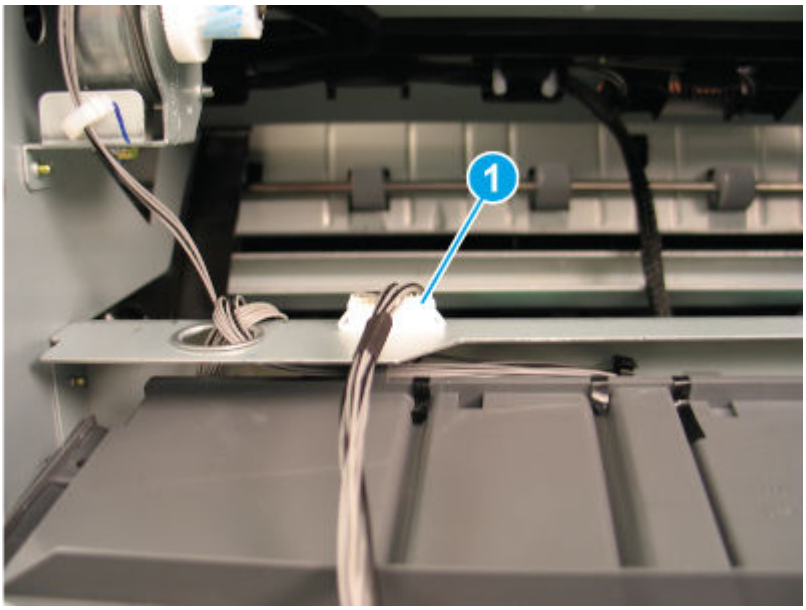
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-2376 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-2377 **Remove the cover**

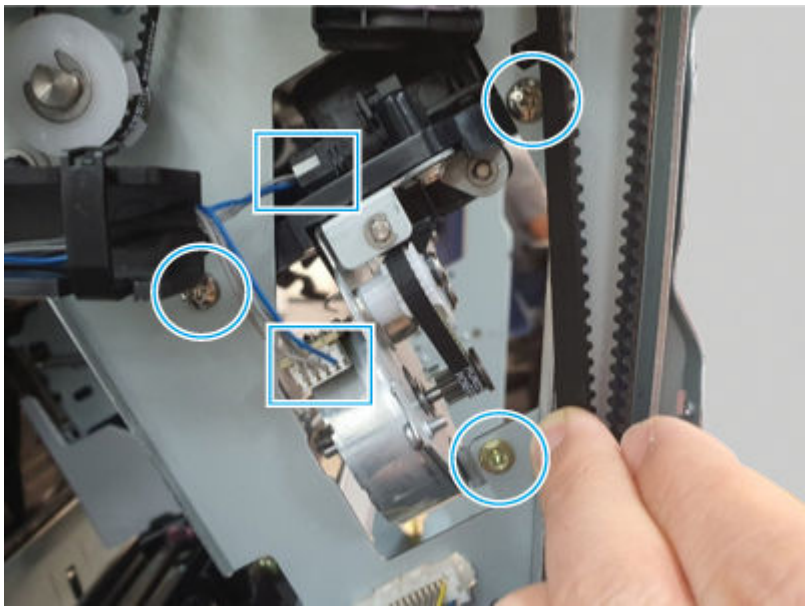


8. Remove the external finisher rear tamper

Use the following procedure to remove and replace the external finisher rear tamper.

- Disconnect two connectors, remove three screws, and then remove the rear tamper.

Figure 5-2378 **Remove the tamper**



9. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Rear tamper home sensor

Learn about removing and replacing the external finisher rear tamper home sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-261 **Part information**

Part number	Part description
3SJ00-60110	Photo interrupter (Rear tamper home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

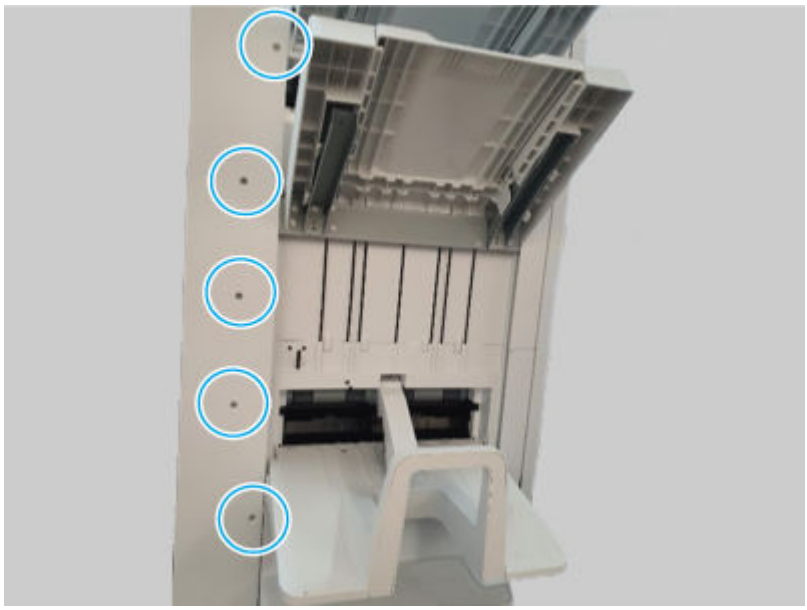
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

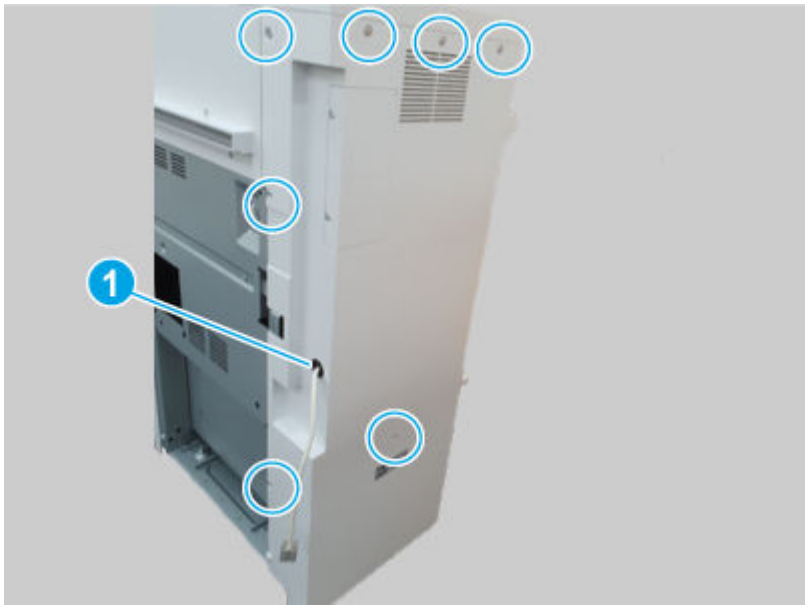
Figure 5-2379 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2380 Remove the cover

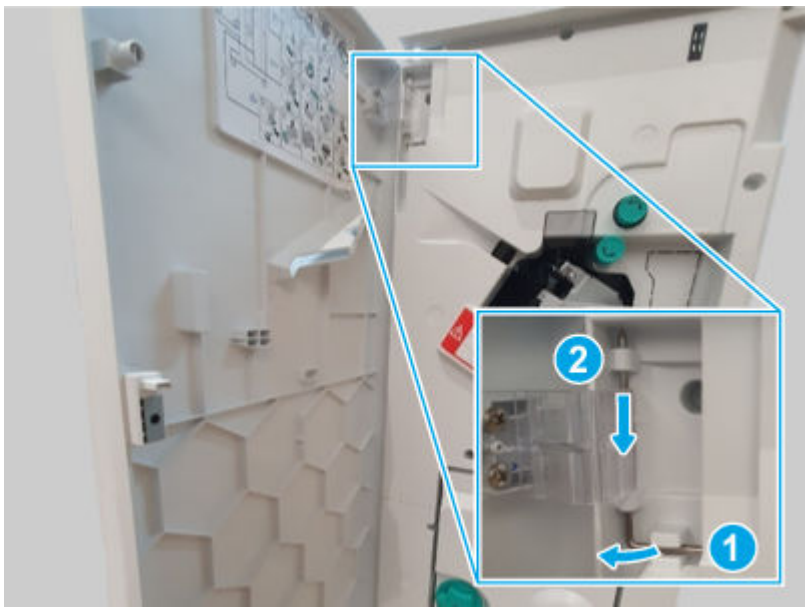


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

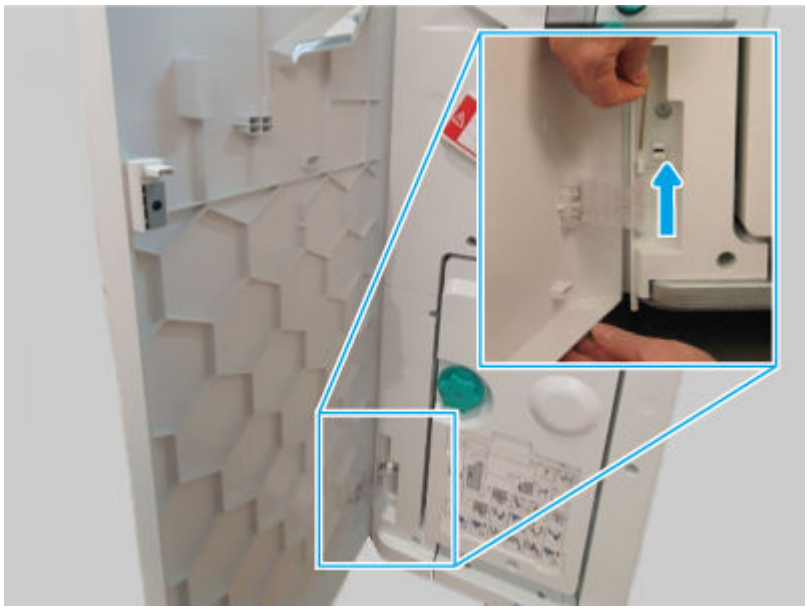
1. Release, and then remove the upper hinge pin.

Figure 5-2381 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2382 **Remove the door**



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

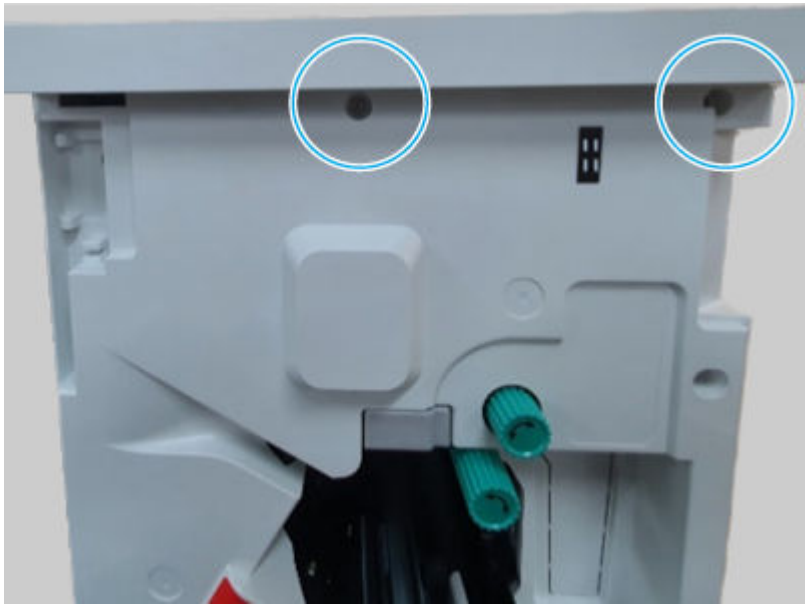
1. Remove three screws.

Figure 5-2383 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2384 Remove the cover

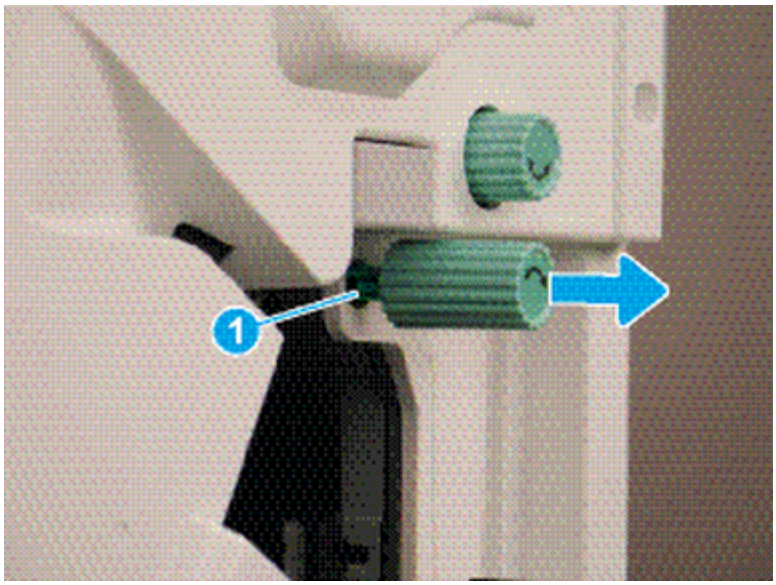


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

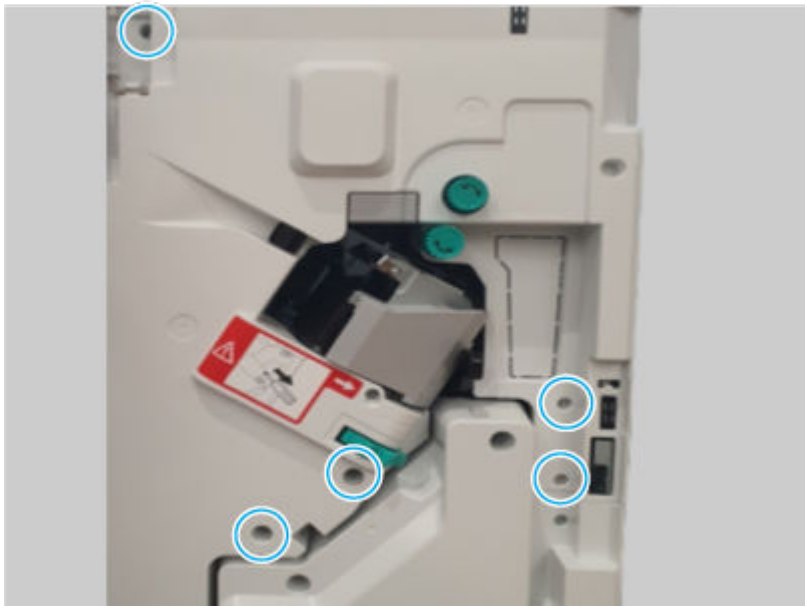
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2385 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-2386 **Remove the cover**

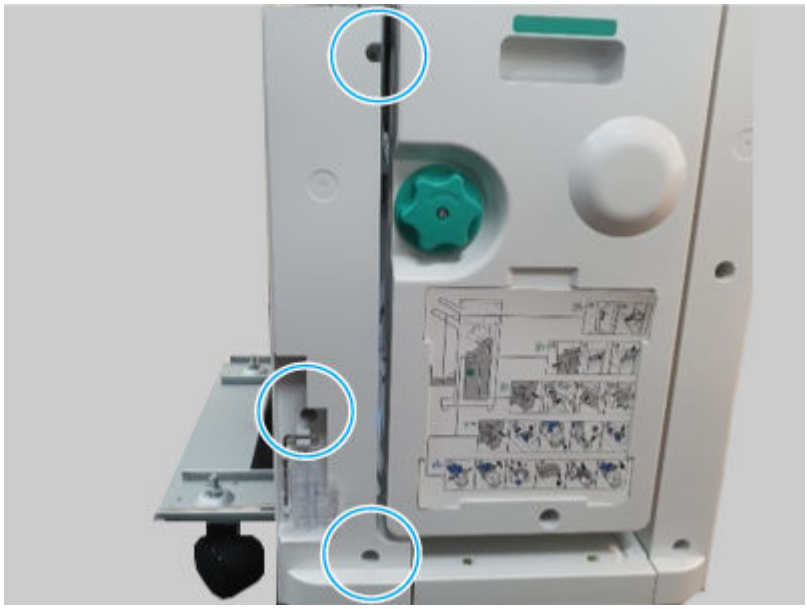


5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.
2. Remove three screws, and then remove the front lower left cover.

Figure 5-2387 **Remove the cover**

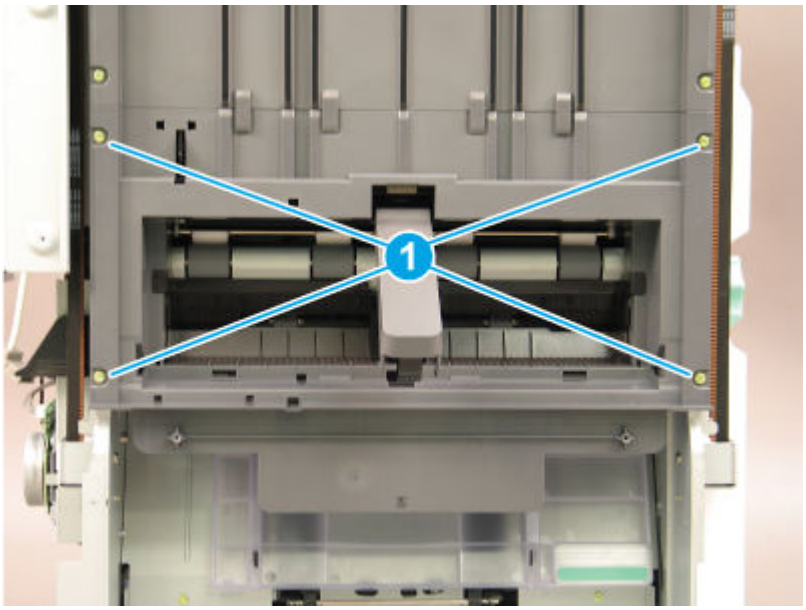


6. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-2388 Remove four screws

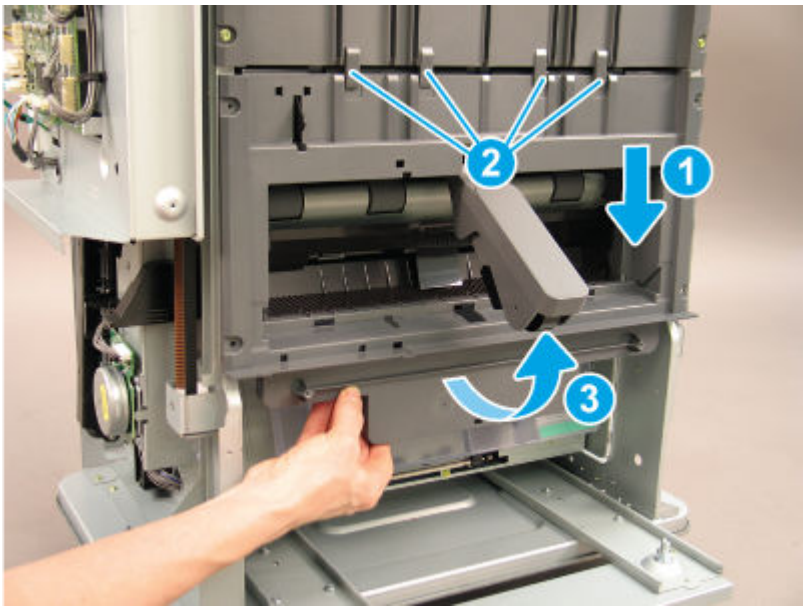


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

⚠ CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

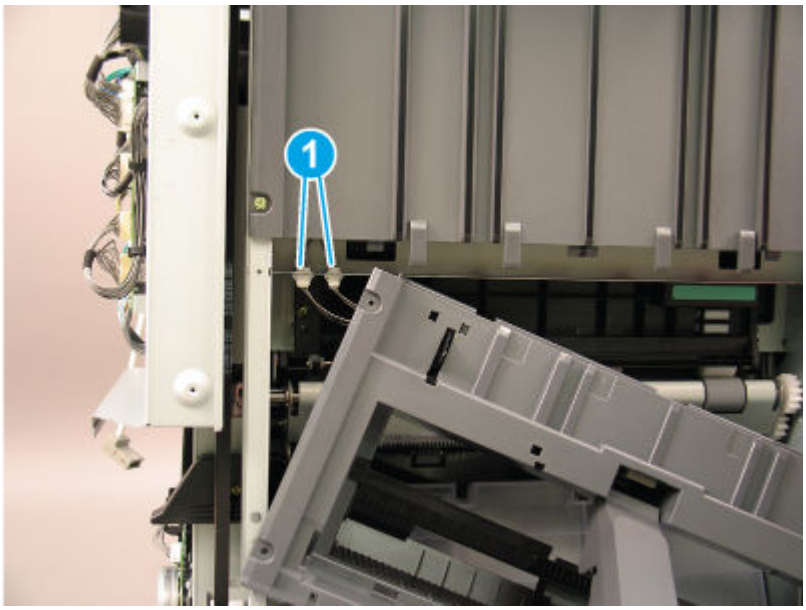
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-2389 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-2390 Remove the cover

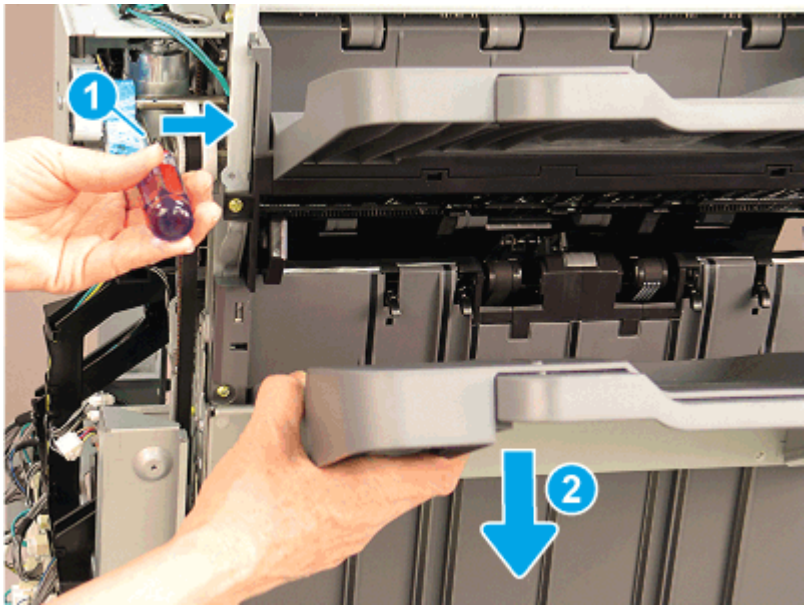


7. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

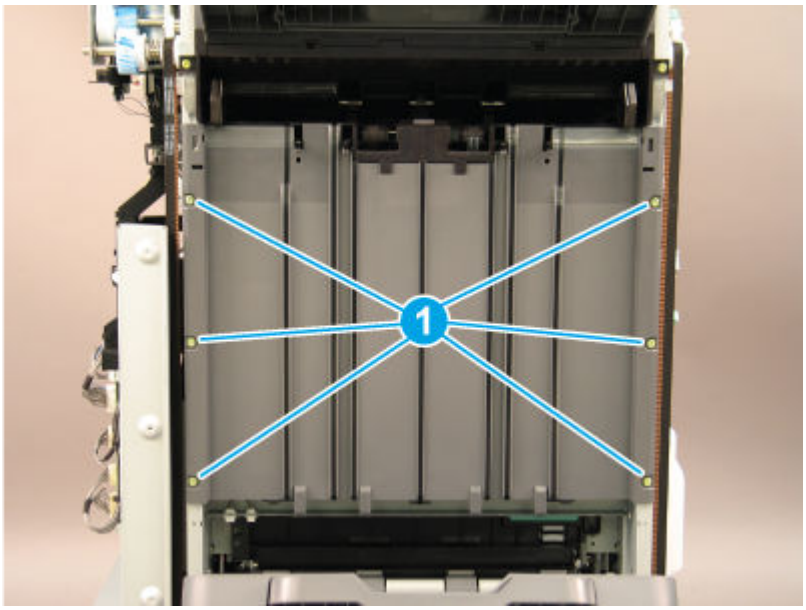
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-2391 Lower the tray



2. Remove six screws (callout 1).

Figure 5-2392 Remove six screws

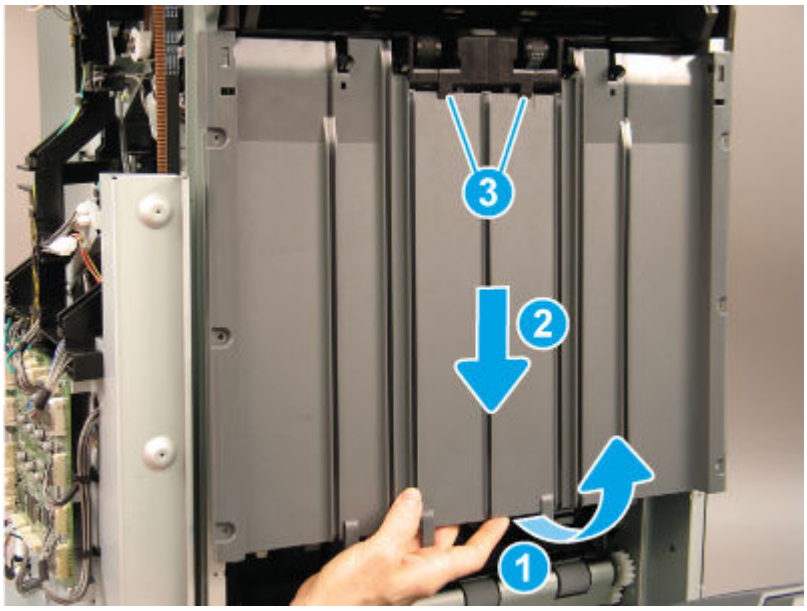


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

⚠ CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

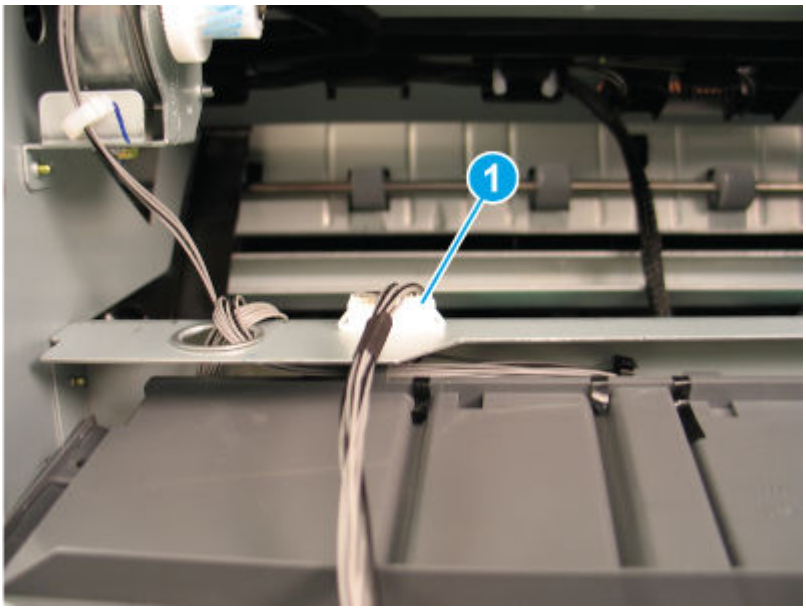
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-2393 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-2394 Remove the cover

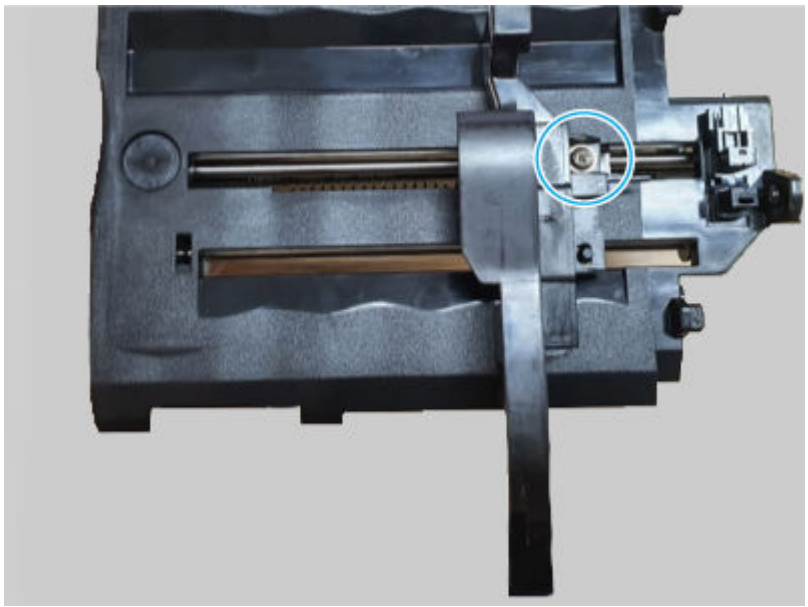


8. Remove the external finisher front tamper home sensor

Use the following procedure to remove and replace the external finisher front tamper home sensor.

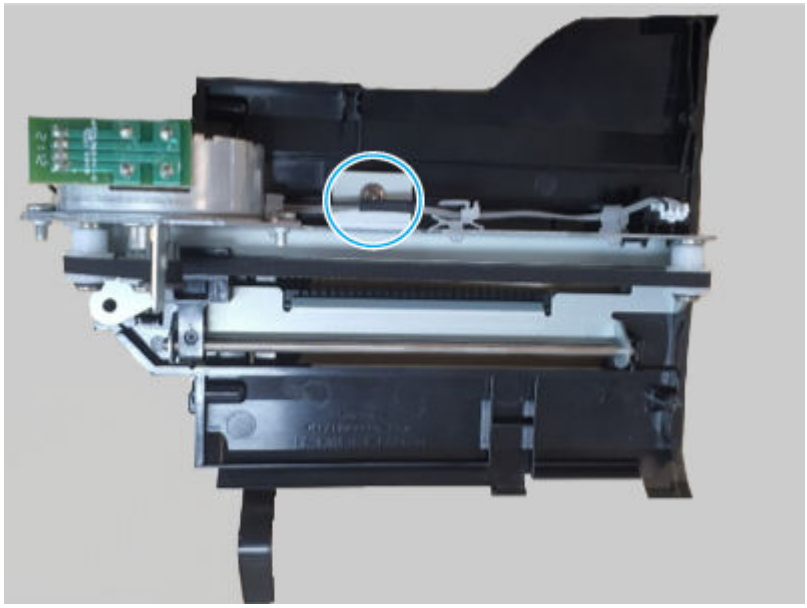
1. Remove one screw, and then remove the tamper.

Figure 5-2395 Remove the tamper



2. Remove one screw, and then remove the bracket.

Figure 5-2396 **Remove the bracket**



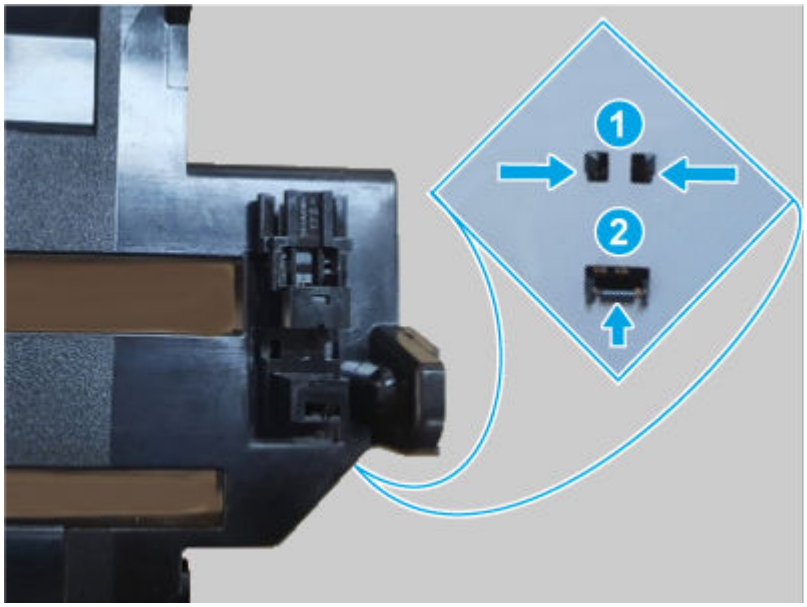
3. Do the following:

   a. Release the hooks (callout 1).

   b. Slide the sensor assembly as shown below (callout 2).

   c. Remove the tamper home sensor from the bracket.

Figure 5-2397 **Remove the sensor**



9. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Rear tamper motor

Learn about removing and replacing the external finisher rear tamper motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-262 Part information

Part number	Part description
JC93-01001A	Drive-motor step (Rear tamper motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

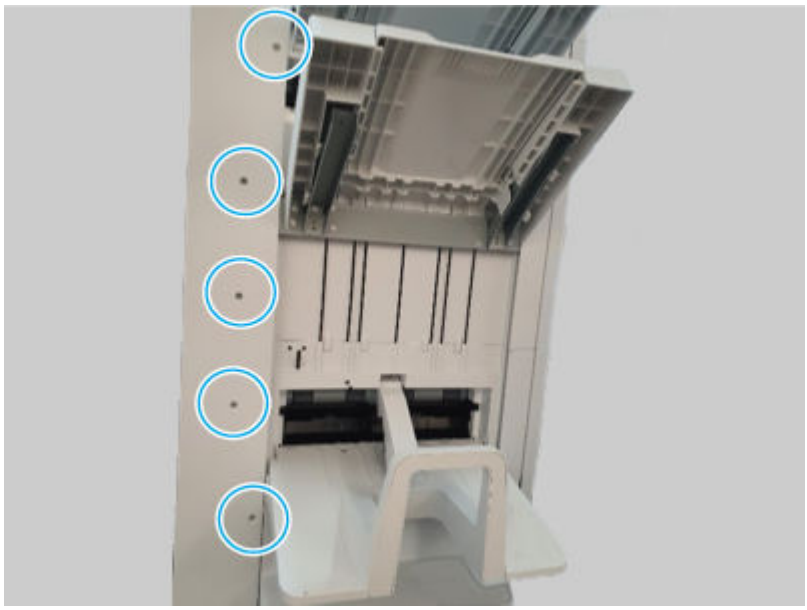
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

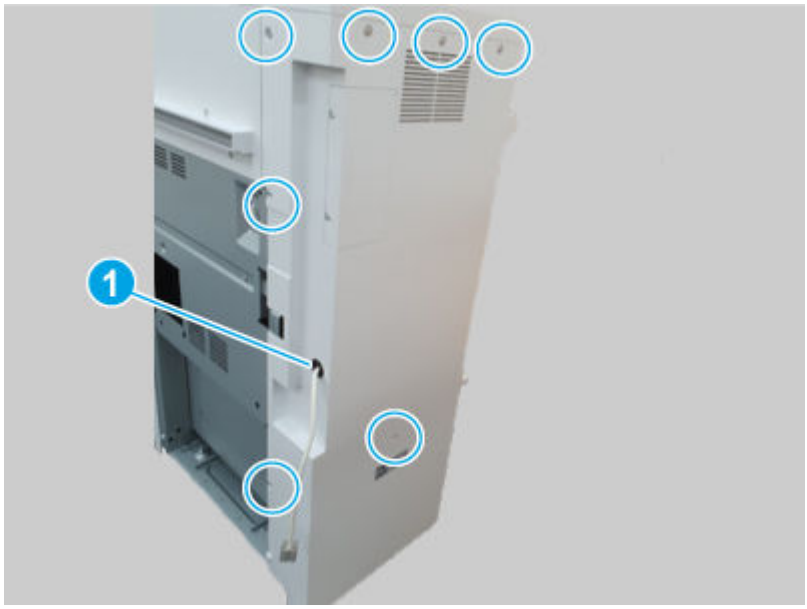
Figure 5-2398 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2399 Remove the cover

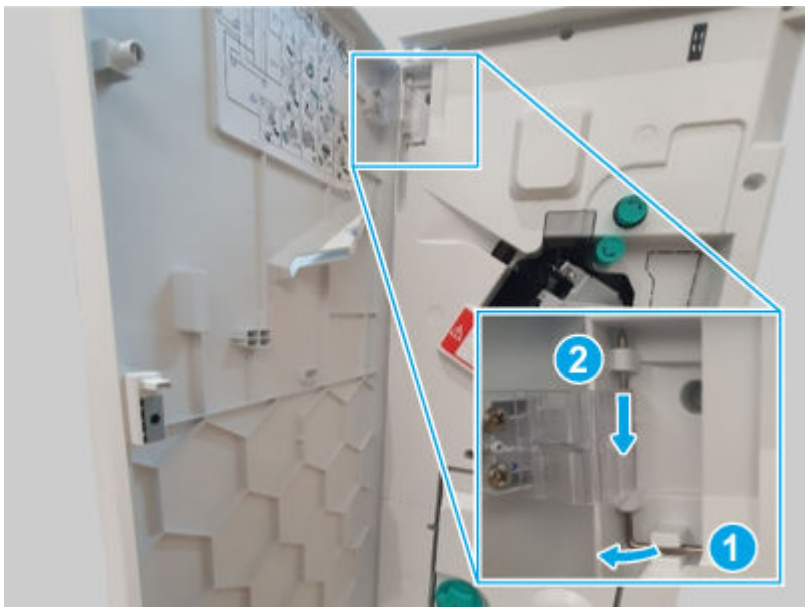


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

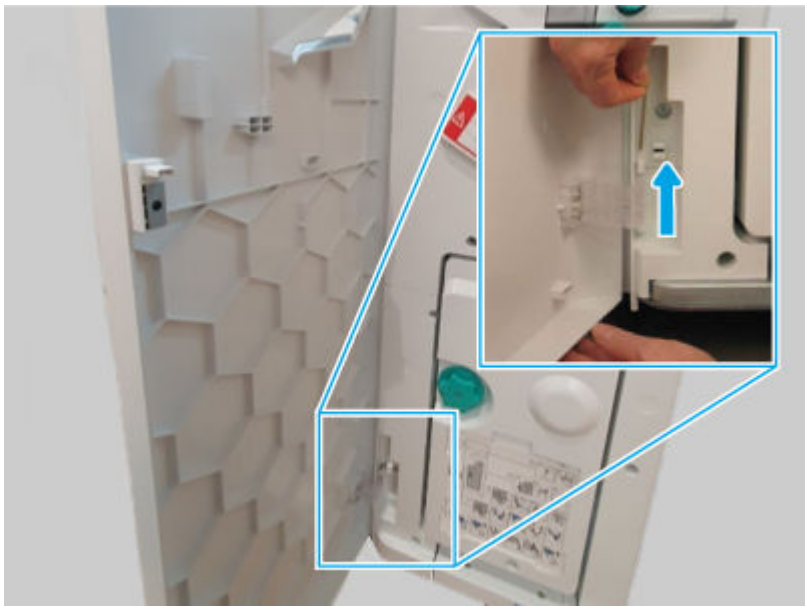
1. Release, and then remove the upper hinge pin.

Figure 5-2400 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2401 **Remove the door**



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

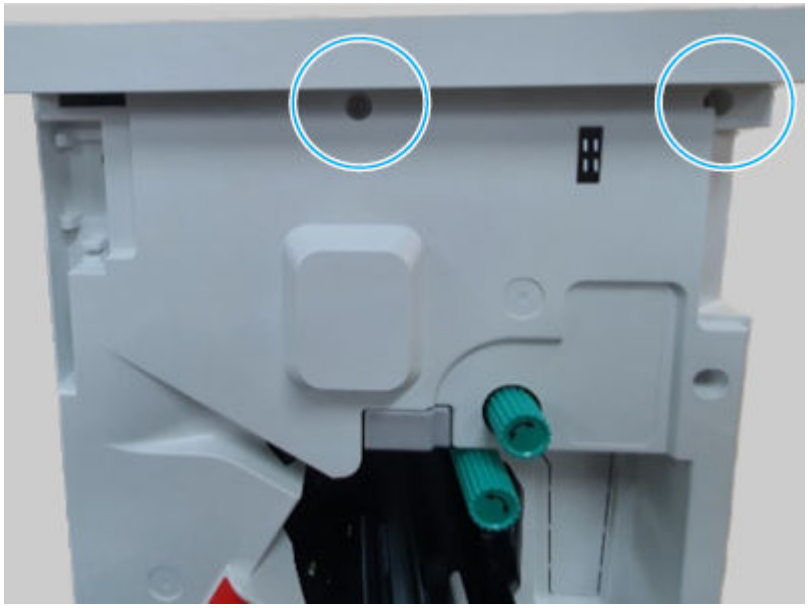
1. Remove three screws.

Figure 5-2402 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2403 Remove the cover

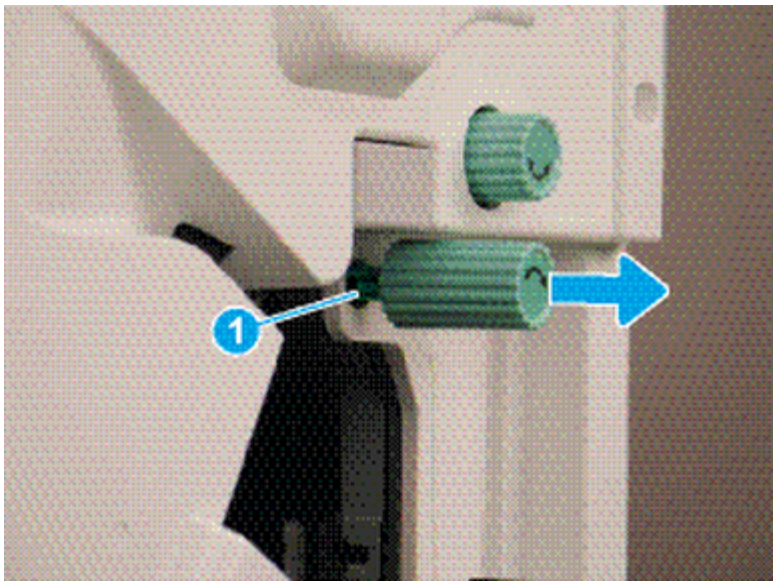


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

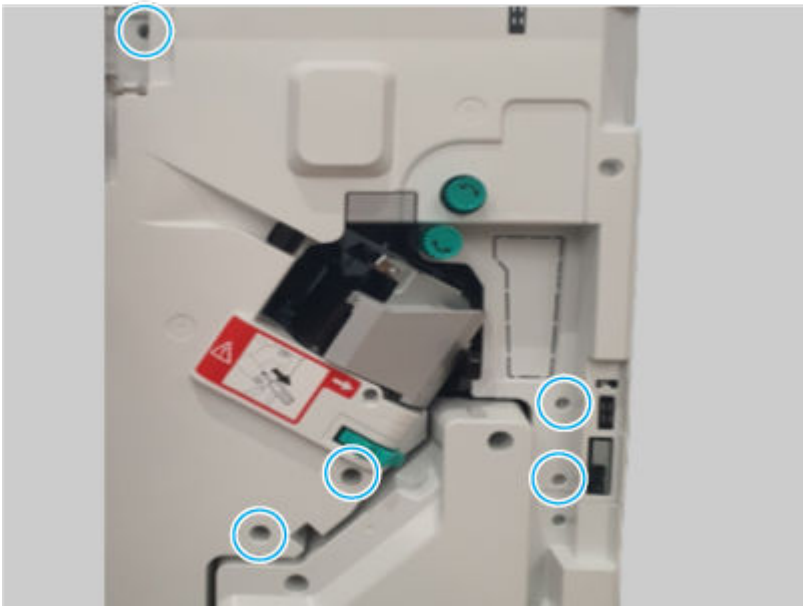
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2404 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-2405 Remove the cover

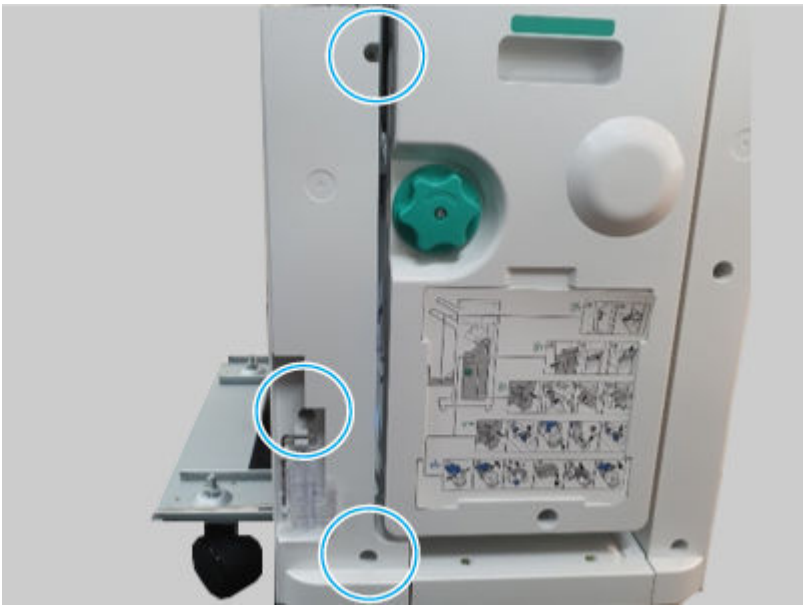


5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.
2. Remove three screws, and then remove the front lower left cover.

Figure 5-2406 Remove the cover



6. Remove the external finisher caster

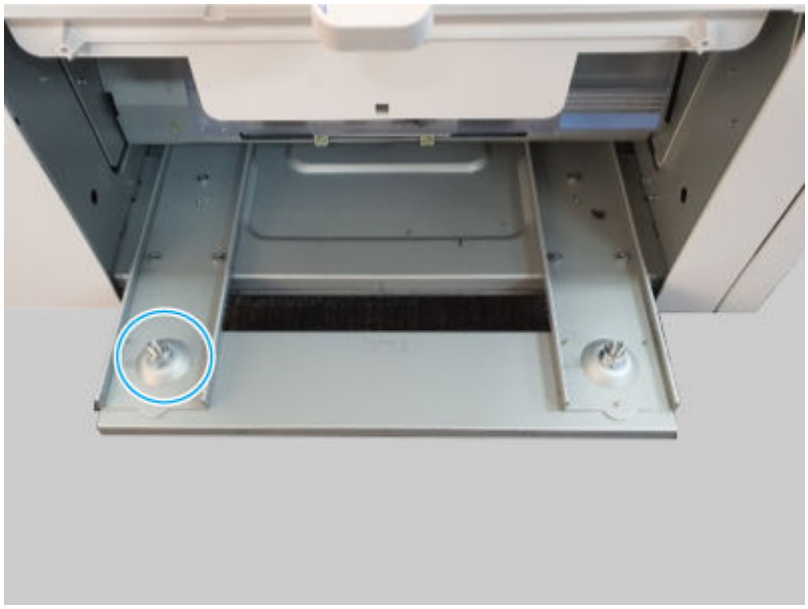
Use the following procedure to remove and replace the external finisher caster.

⚠ **WARNING!** The external finisher is not stable when one or more casters are removed and can easily tip over. To avoid personal injury or damage to the finisher, make sure to fully support the finisher when removing a caster.

1. Remove the external finisher from the printer.
2. Remove one fix nut.

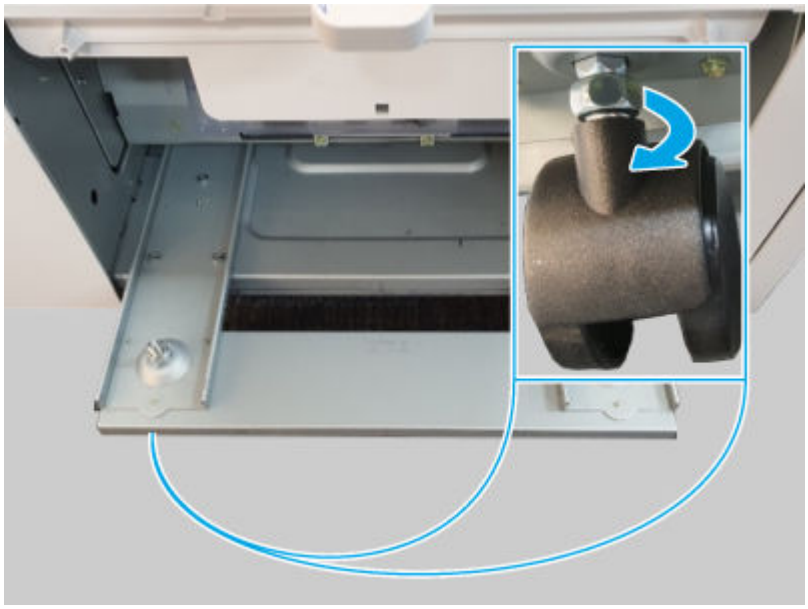
NOTE: Use a 12mm spanner wrench to remove the nut.

Figure 5-2407 **Remove the nut**



3. Rotate the caster as shown below to remove it. Repeat these steps for the remaining casters as needed.

Figure 5-2408 Remove the caster

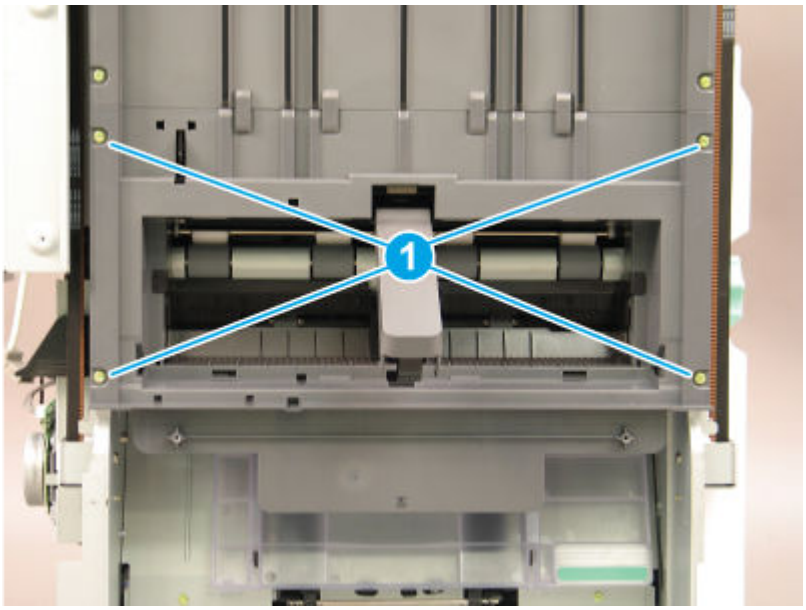


7. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-2409 Remove four screws

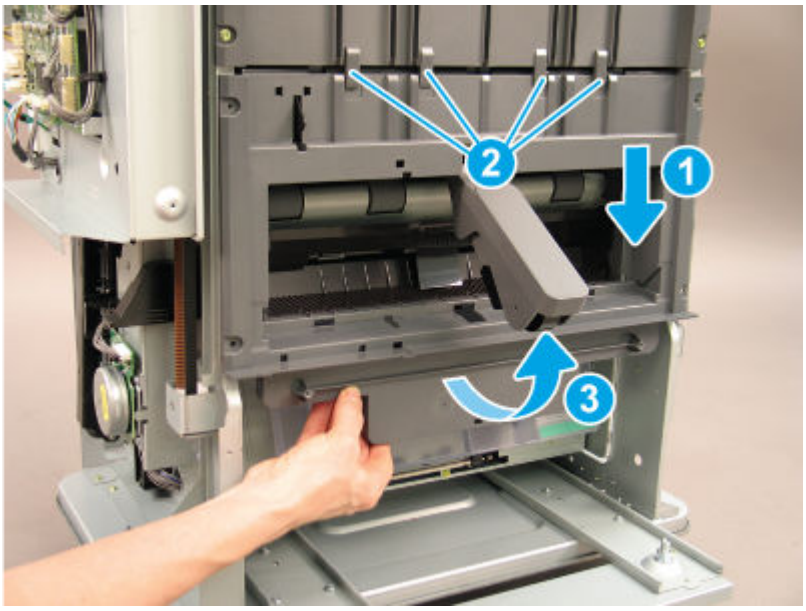


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

⚠ **CAUTION:** The cover is still attached to the finisher. Do not attempt to completely remove the cover.

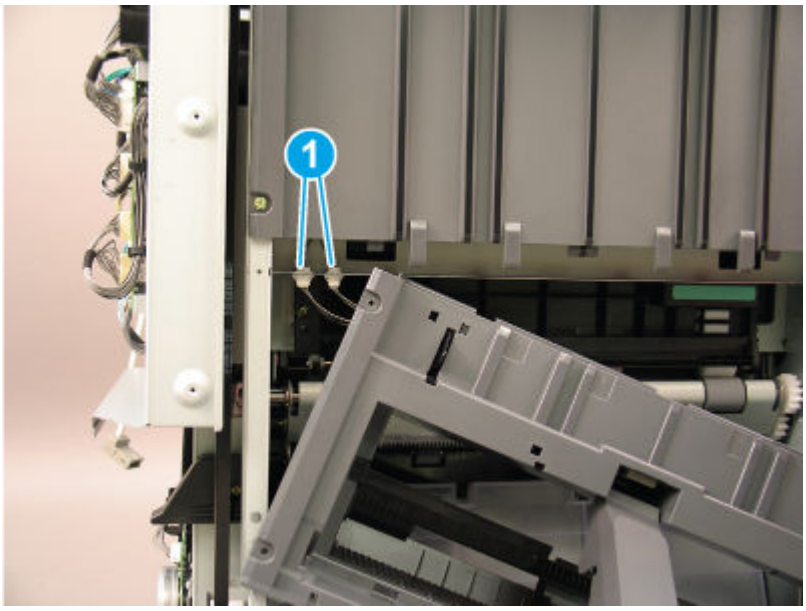
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-2410 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-2411 Remove the cover

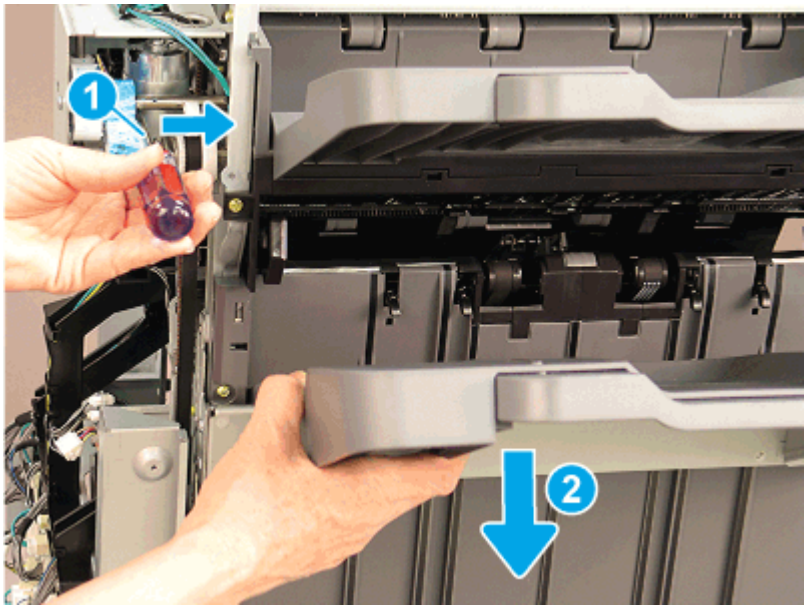


8. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

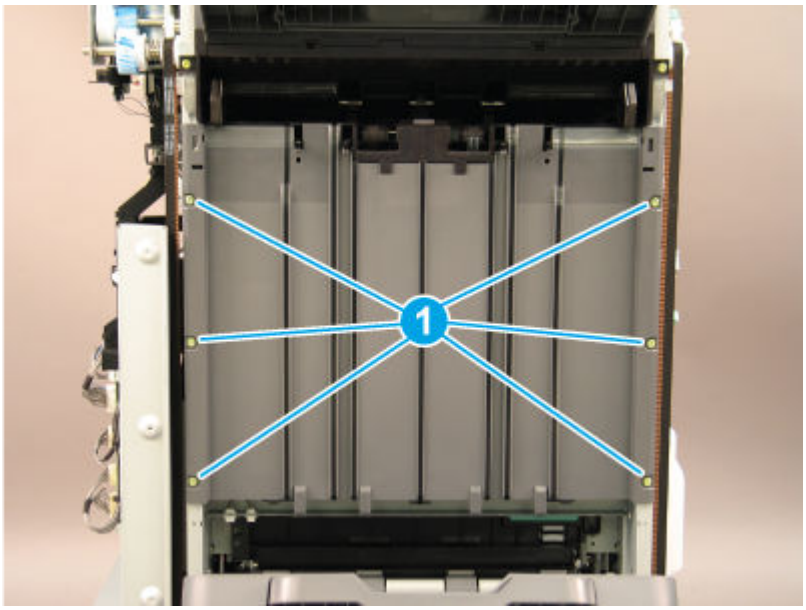
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-2412 **Lower the tray**



2. Remove six screws (callout 1).

Figure 5-2413 **Remove six screws**

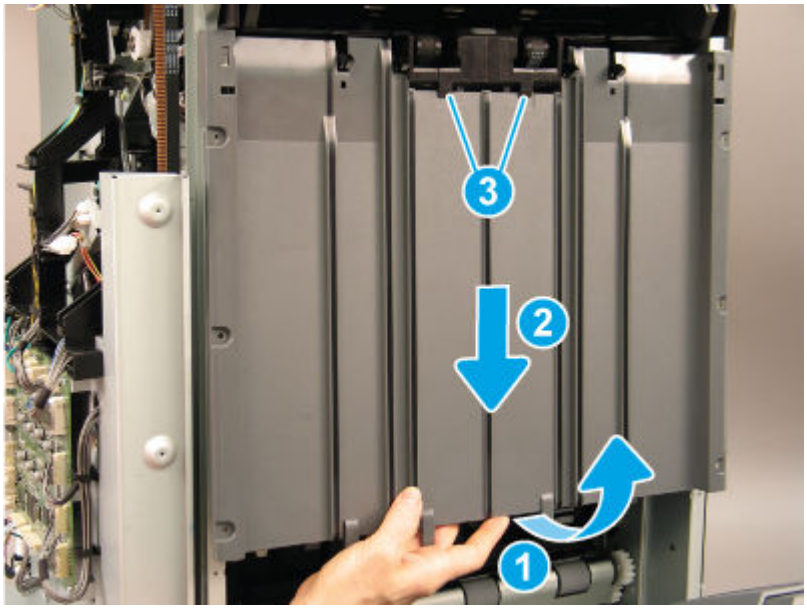


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

⚠ **CAUTION:** The cover is still attached to the finisher. Do not attempt to completely remove the cover.

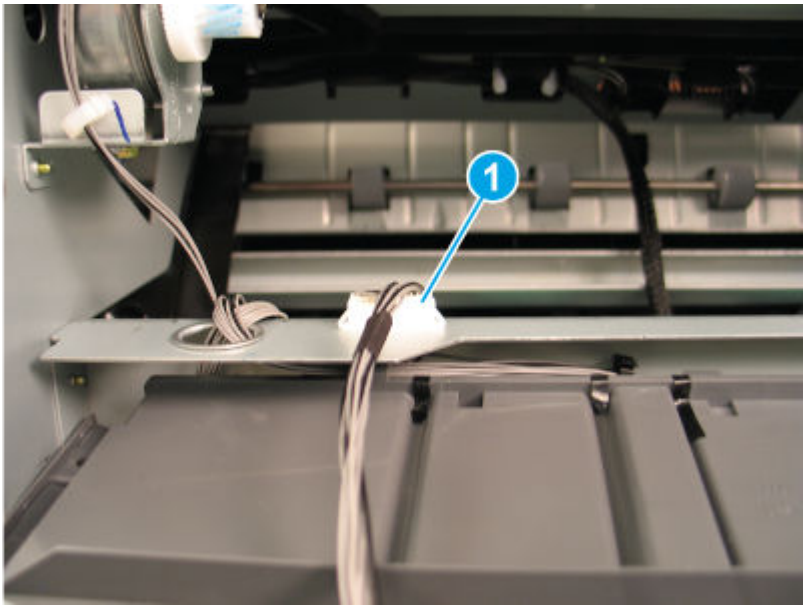
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-2414 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-2415 Remove the cover

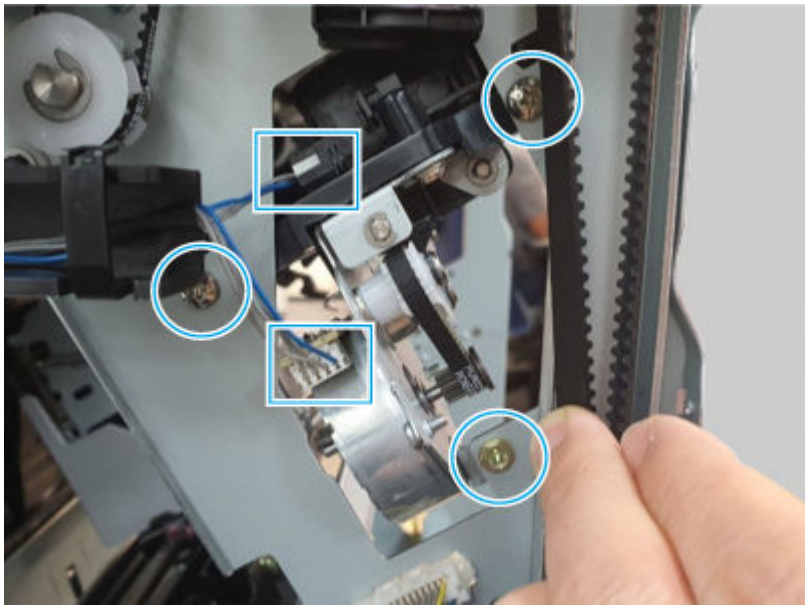


9. Remove the external finisher rear tamper

Use the following procedure to remove and replace the external finisher rear tamper.

- Disconnect two connectors, remove three screws, and then remove the rear tamper.

Figure 5-2416 Remove the tamper

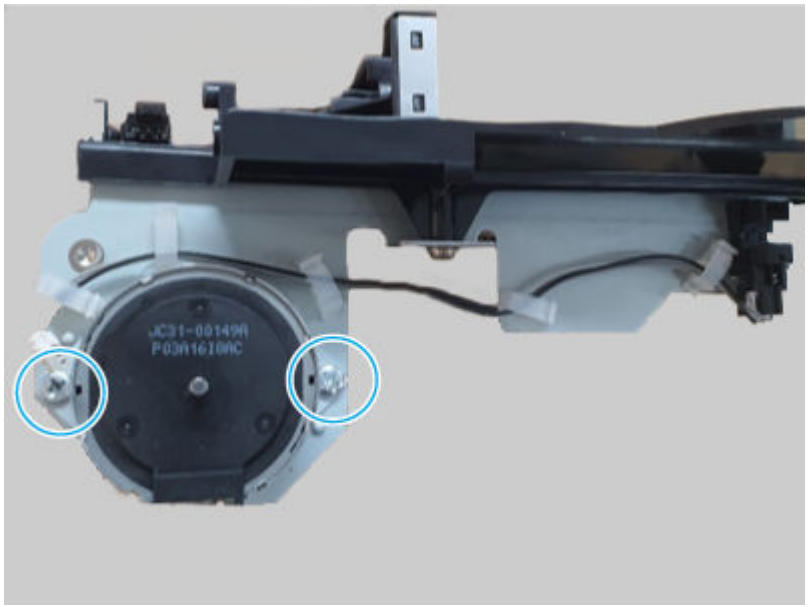


10. Remove the external finisher front tamper motor

Use the following procedure to remove and replace the external finisher front tamper motor.

- Remove two screws, and then remove the front tamper motor.

Figure 5-2417 Remove the motor



11. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Stapler unit

Review the external finisher stapler unit removal procedures.

Removal and replacement: Stapler unit

Learn about removing and replacing the external finisher stapler unit.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-263 Part information

Part number	Part description
JC82-00894A	Stapler unit

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

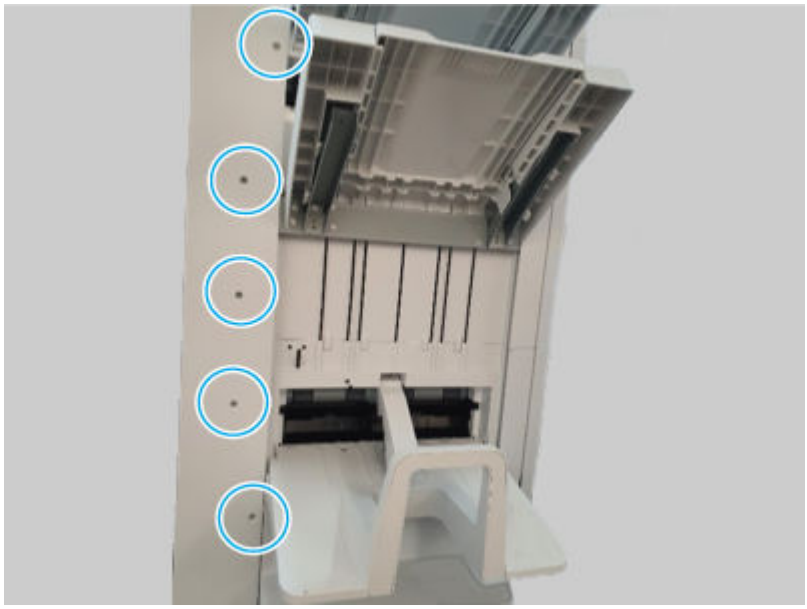
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

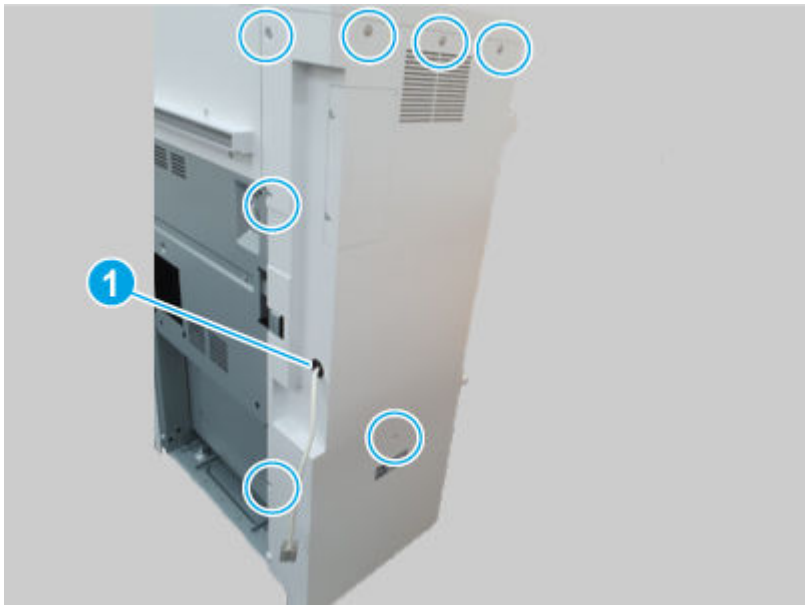
Figure 5-2418 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2419 Remove the cover

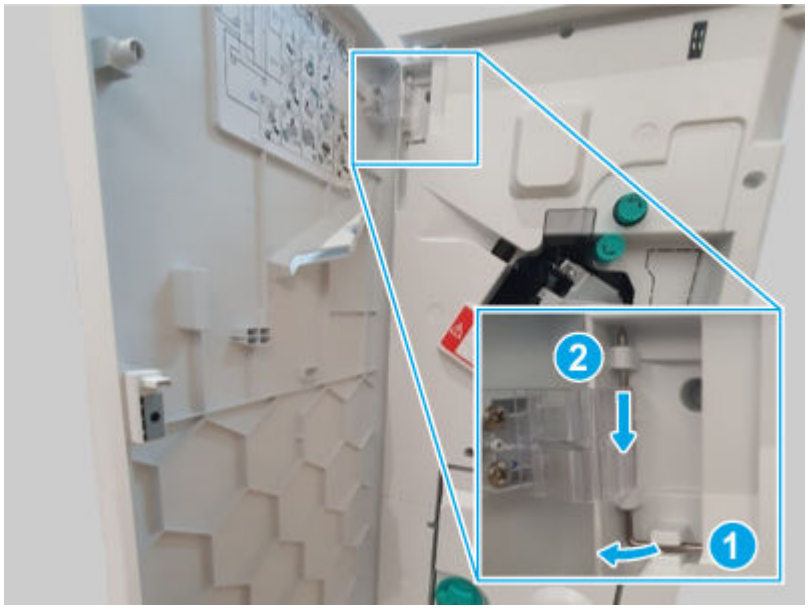


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

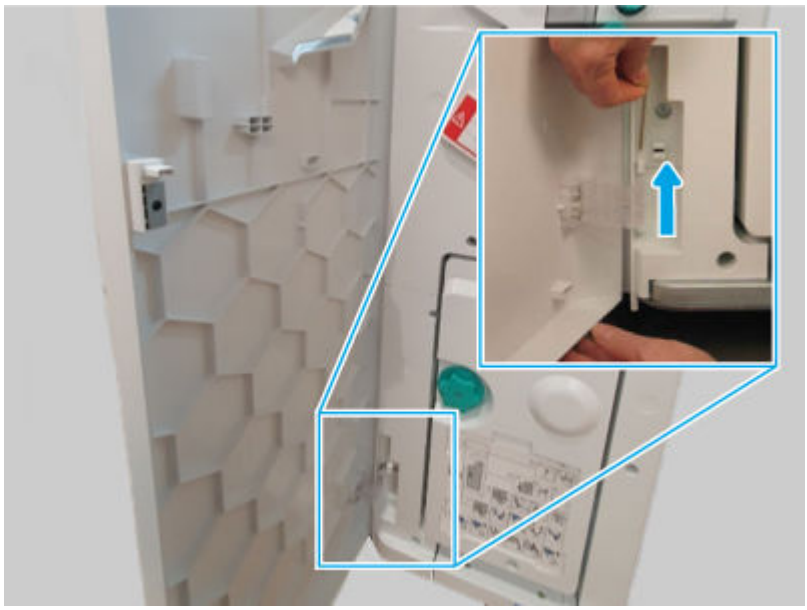
1. Release, and then remove the upper hinge pin.

Figure 5-2420 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2421 **Remove the door**



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

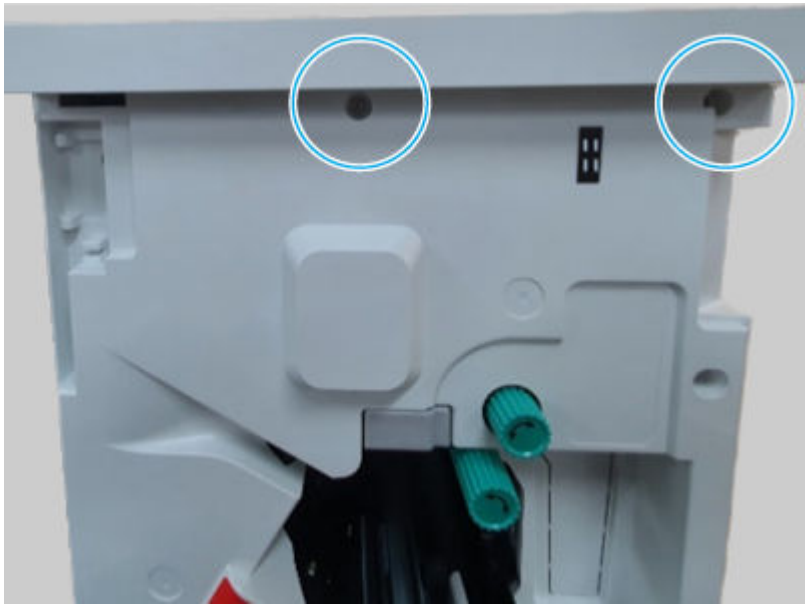
1. Remove three screws.

Figure 5-2422 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2423 **Remove the cover**

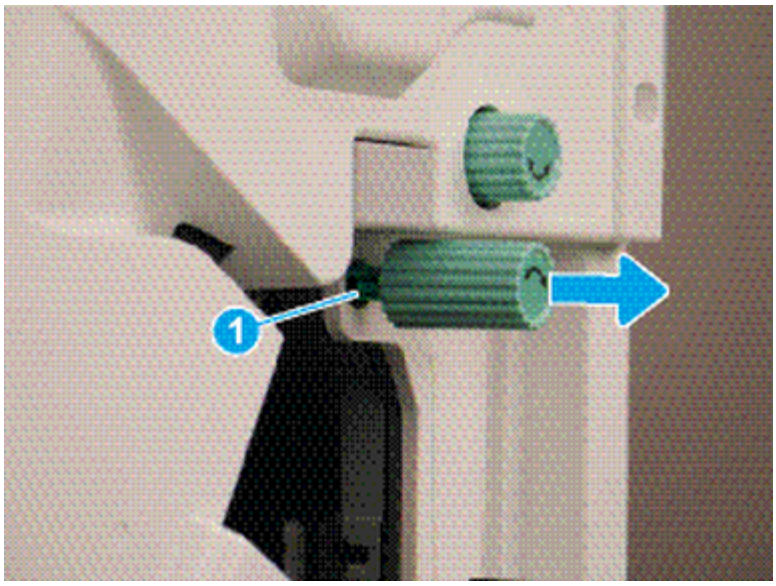


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

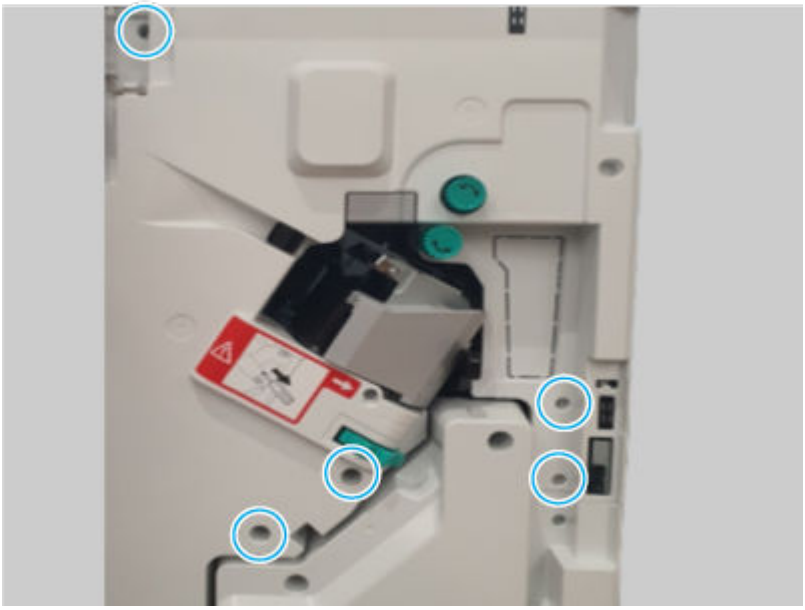
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2424 **Remove the knob**



2. Remove five screws, and then remove the front cover.

Figure 5-2425 **Remove the cover**

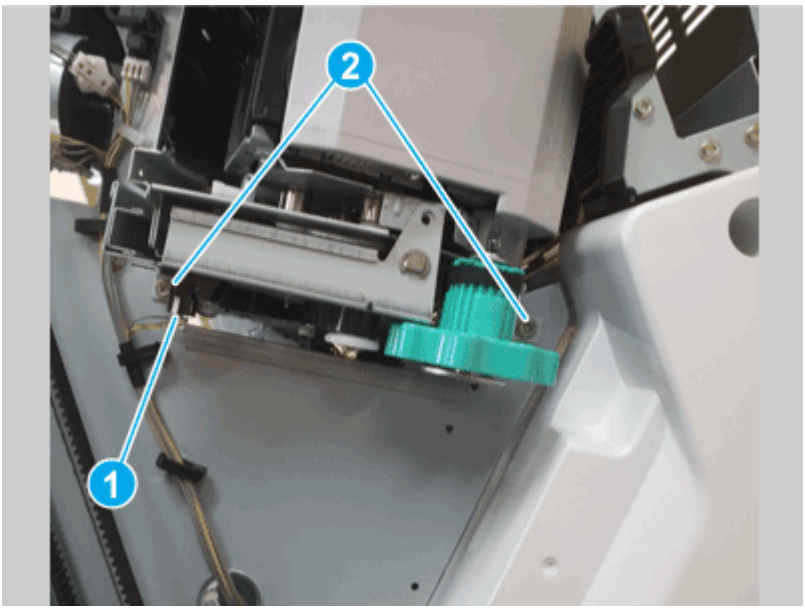


5. Remove the external finisher stapler unit

Use the following procedure to remove and replace the external finisher stapler unit.

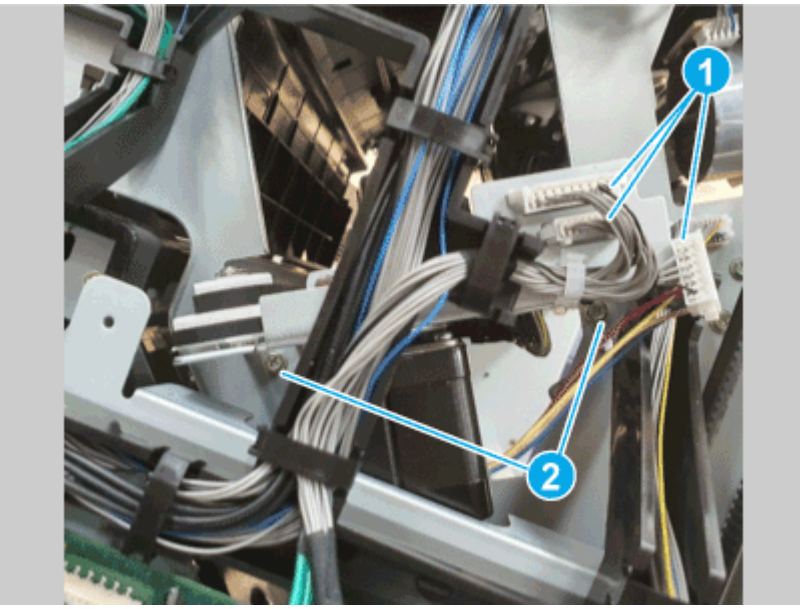
1. Disconnect one connector (callout 1), and then remove two screws (callout 2).

Figure 5-2426 **Disconnect connector and remove screws**



2. Disconnect three connectors (callout 1), remove two screws (callout 2), and then remove the stapler unit.

Figure 5-2427 Remove the unit



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Staple cartridge

Learn about removing and replacing the external finisher staple cartridge.

Mean time to repair: 1 minute

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-264 Part information

Part number	Part description
JC81-09882B	Staple cartridge

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher staple unit

Use the following procedure to remove and replace the external finisher staple unit.

- Grasp the blue handle, and then pull the staple cartridge straight out of the finisher to remove it.

Figure 5-2428 **Remove the cartridge**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Stapler front sensor

Learn about removing and replacing the external finisher stapler front sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 25 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-265 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Stapler front sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

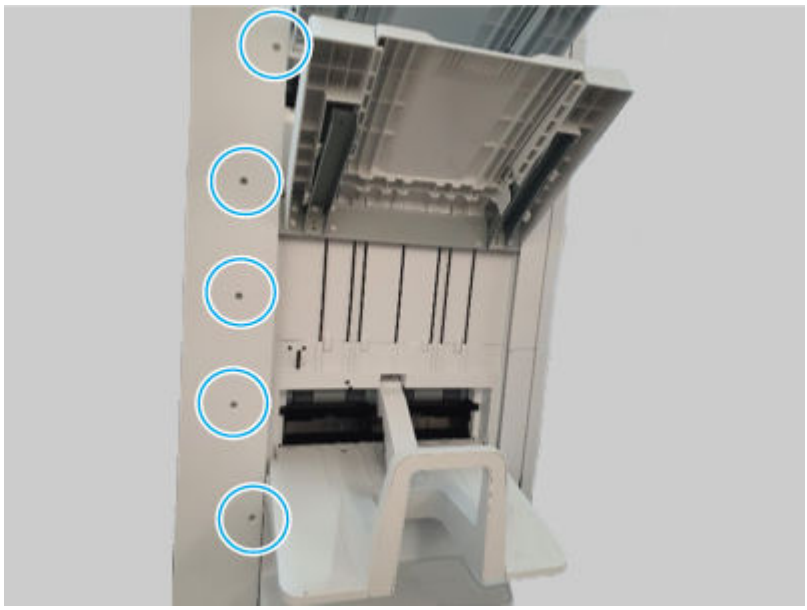
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

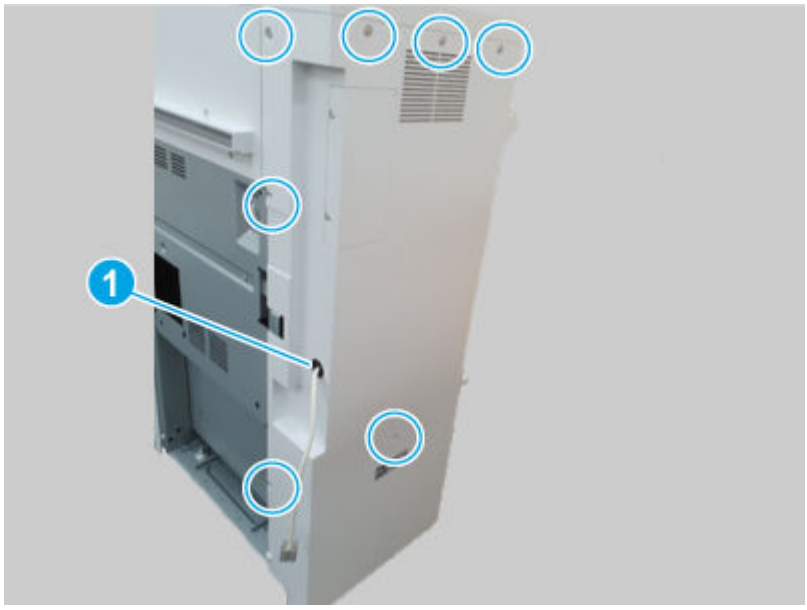
Figure 5-2429 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2430 **Remove the cover**

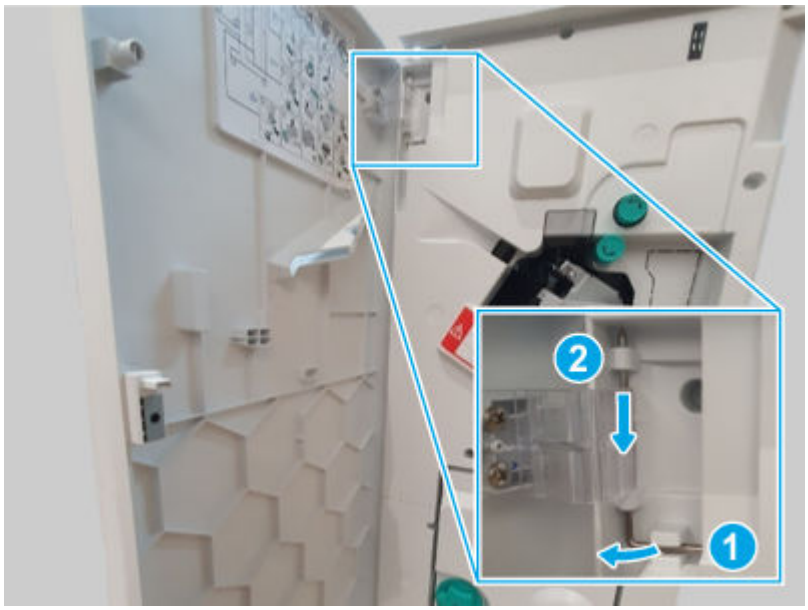


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

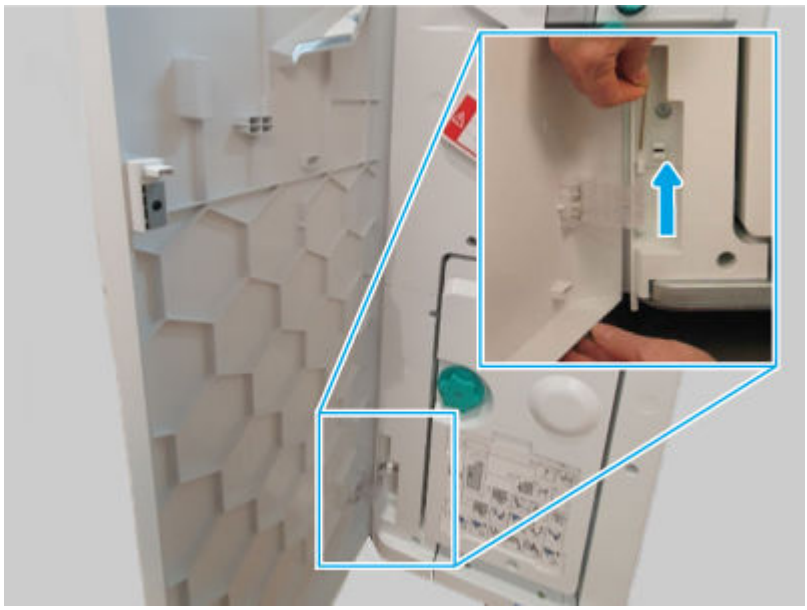
1. Release, and then remove the upper hinge pin.

Figure 5-2431 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2432 **Remove the door**



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

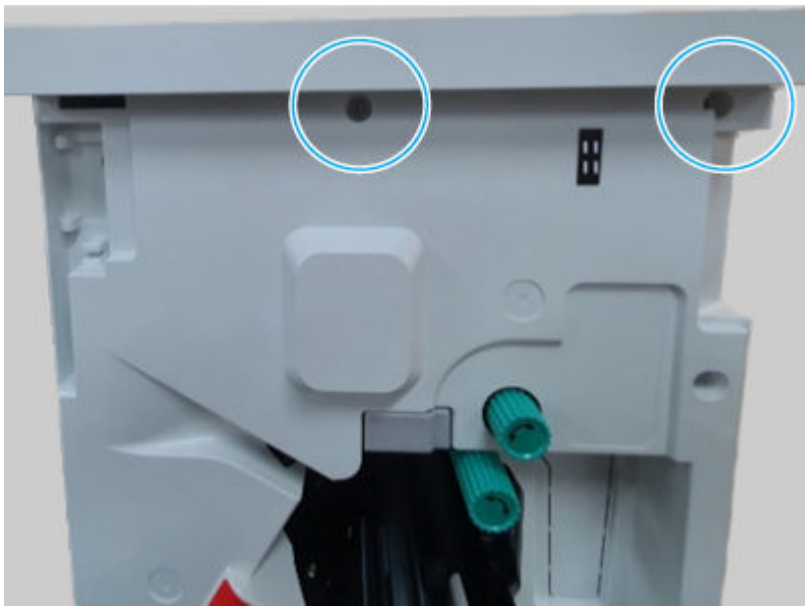
1. Remove three screws.

Figure 5-2433 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2434 **Remove the cover**

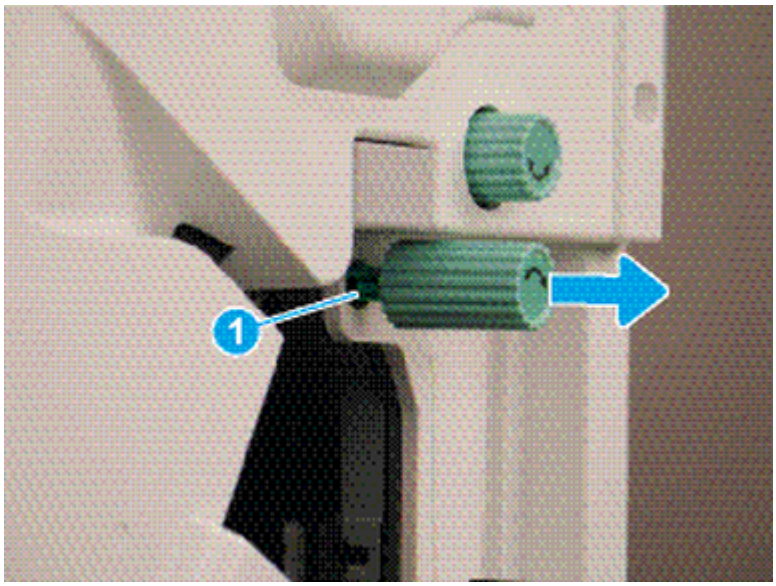


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

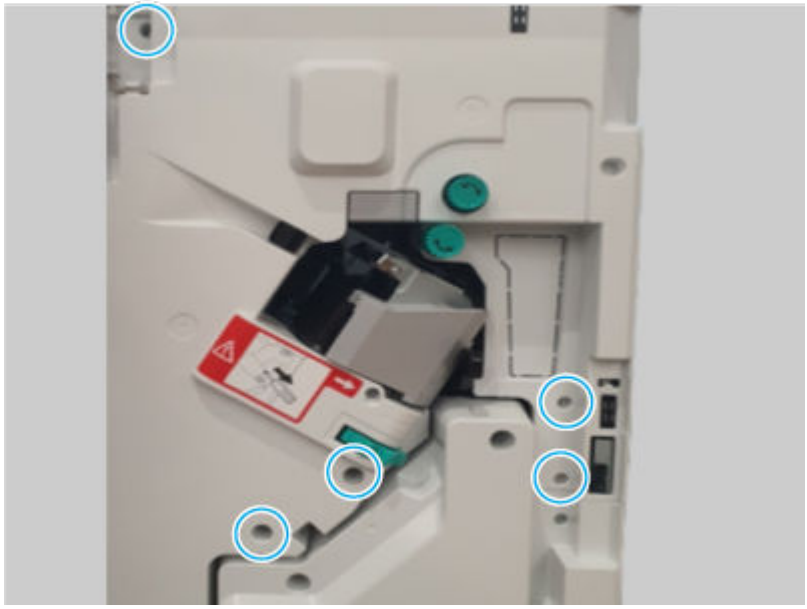
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2435 **Remove the knob**



2. Remove five screws, and then remove the front cover.

Figure 5-2436 **Remove the cover**

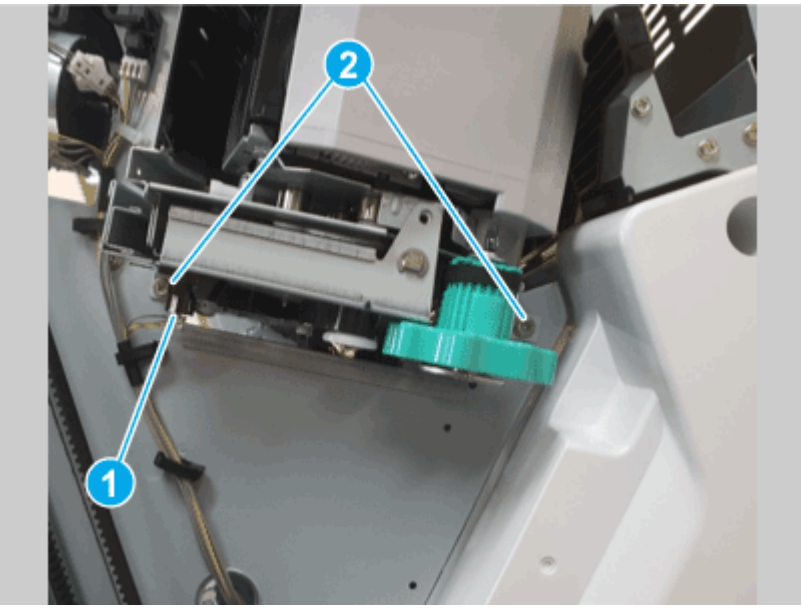


5. Remove the external finisher stapler unit

Use the following procedure to remove and replace the external finisher stapler unit.

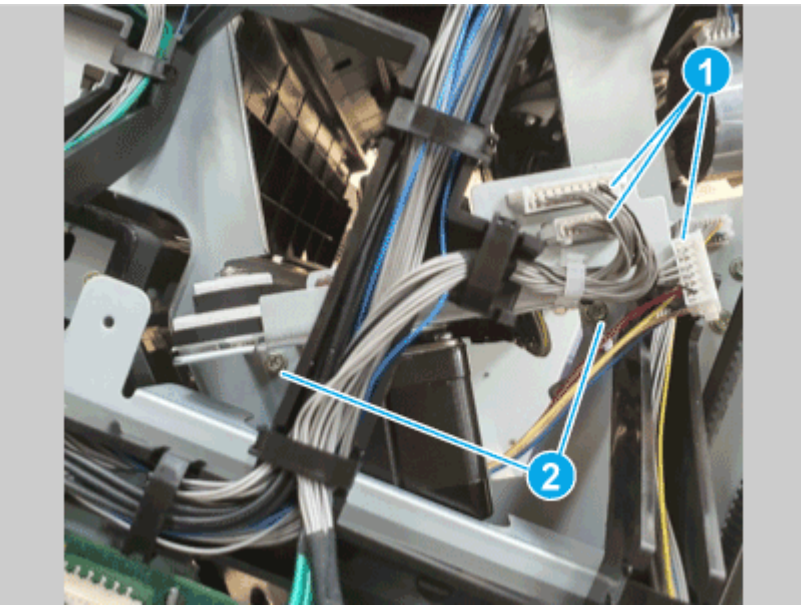
1. Disconnect one connector (callout 1), and then remove two screws (callout 2).

Figure 5-2437 **Disconnect connector and remove screws**



2. Disconnect three connectors (callout 1), remove two screws (callout 2), and then remove the stapler unit.

Figure 5-2438 **Remove the unit**



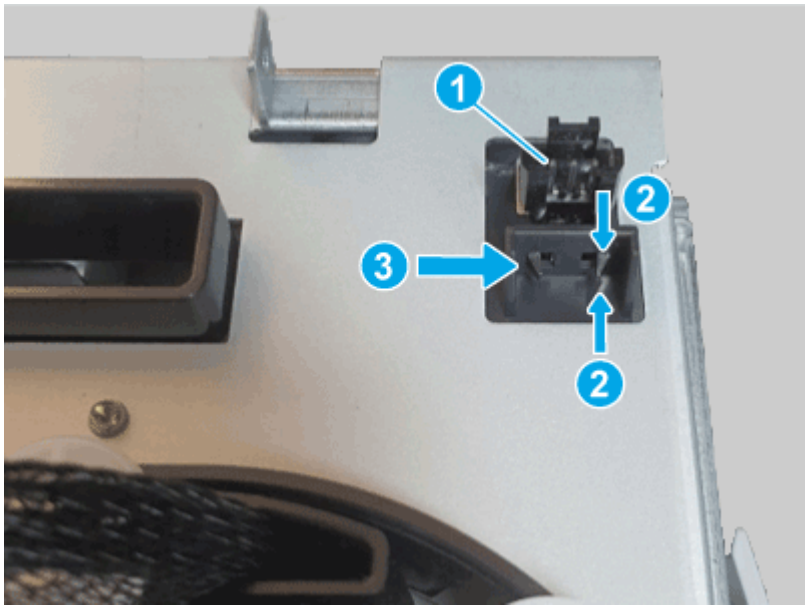
6. Remove the external finisher stapler front sensor

Use the following procedure to remove and replace the external finisher stapler front sensor.

- Do the following:
  - Disconnect one connector (callout 1).
  - Release the hooks (callout 2).

- Slide the sensor assembly as shown below (callout 3).
- Remove the stapler front sensor.

Figure 5-2439 **Remove the sensor**



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Stapler mid-front and mid-rear sensors

Learn about removing and replacing the external finisher stapler mid-front and mid-rear sensors.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-266 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Stapler mid-front sensor)
3SJ00-60110	Photo interrupter (Stapler mid-rear sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

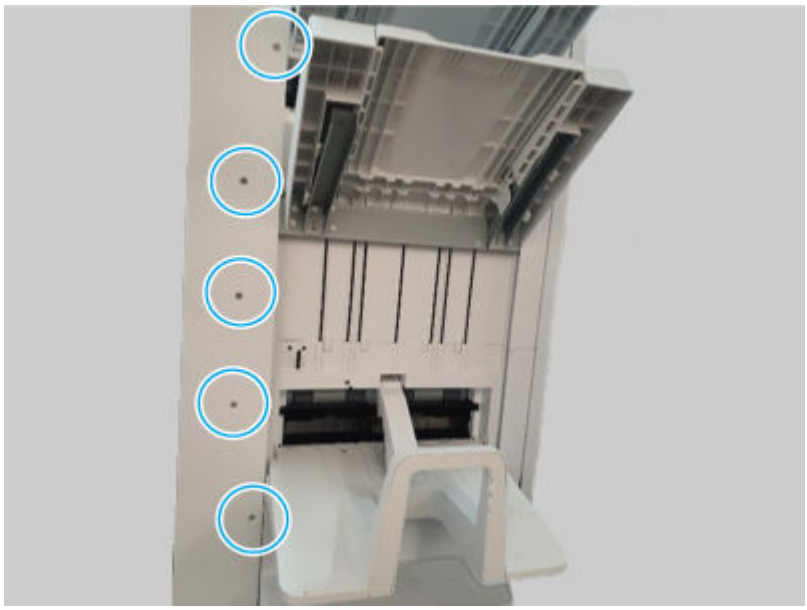
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

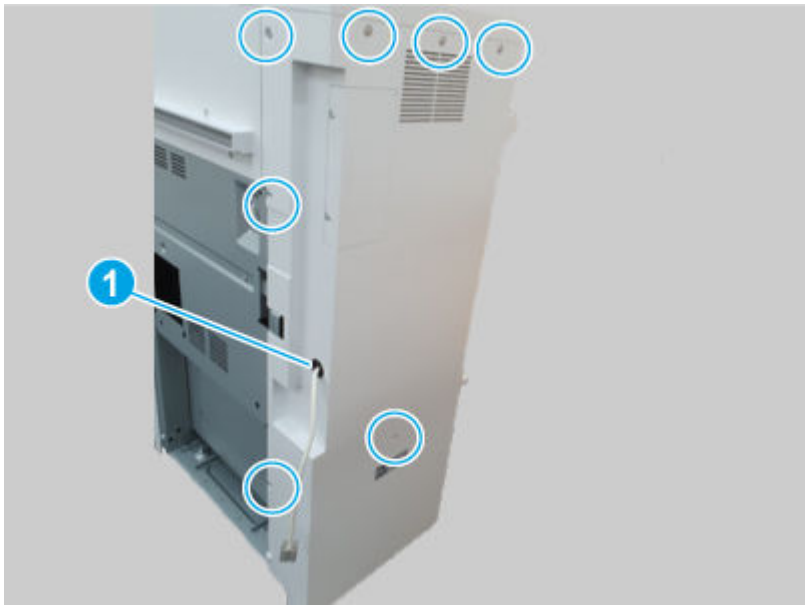
Figure 5-2440 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2441 **Remove the cover**

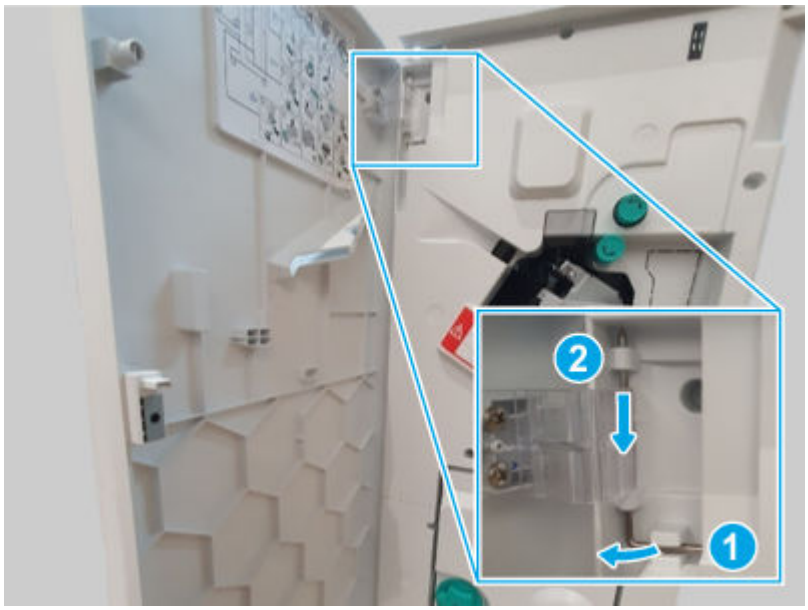


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

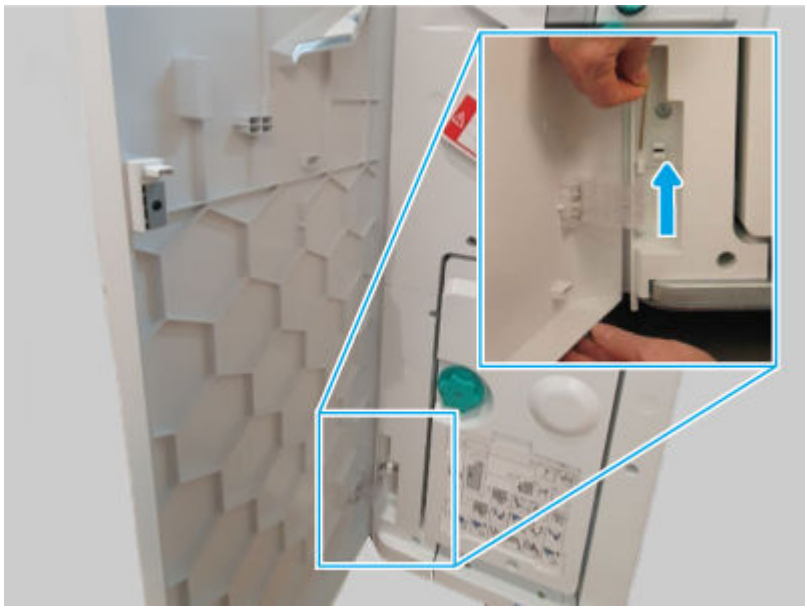
1. Release, and then remove the upper hinge pin.

Figure 5-2442 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2443 **Remove the door**



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

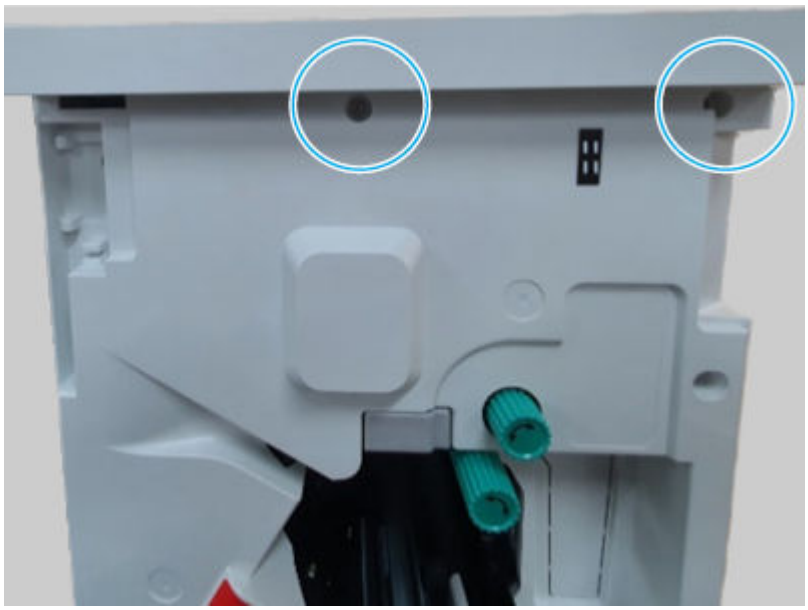
1. Remove three screws.

Figure 5-2444 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2445 **Remove the cover**

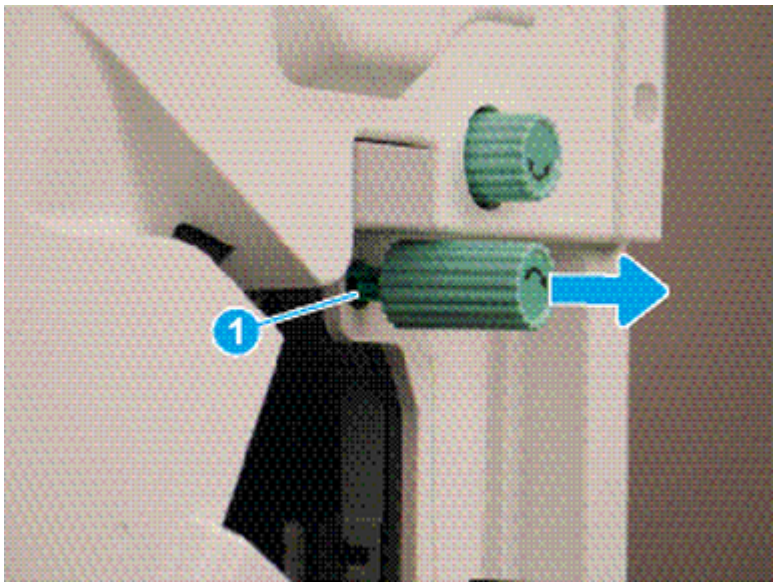


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

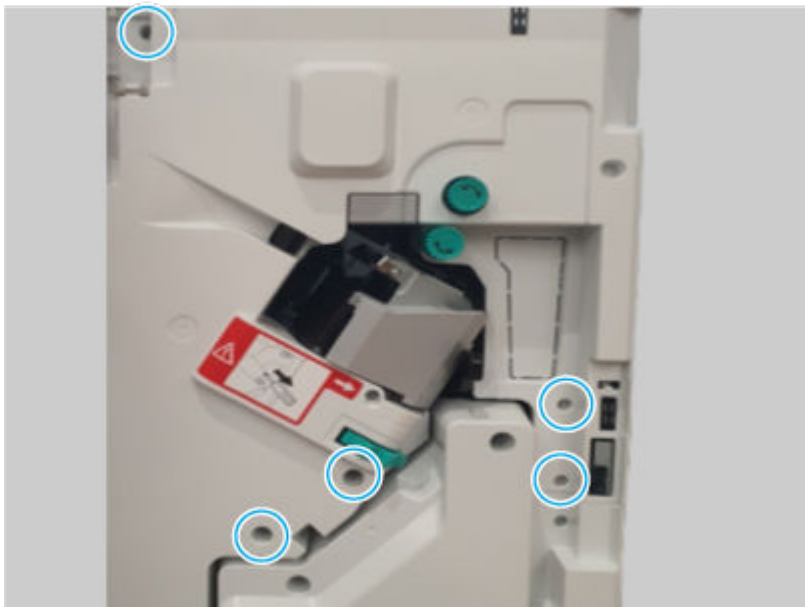
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2446 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-2447 Remove the cover

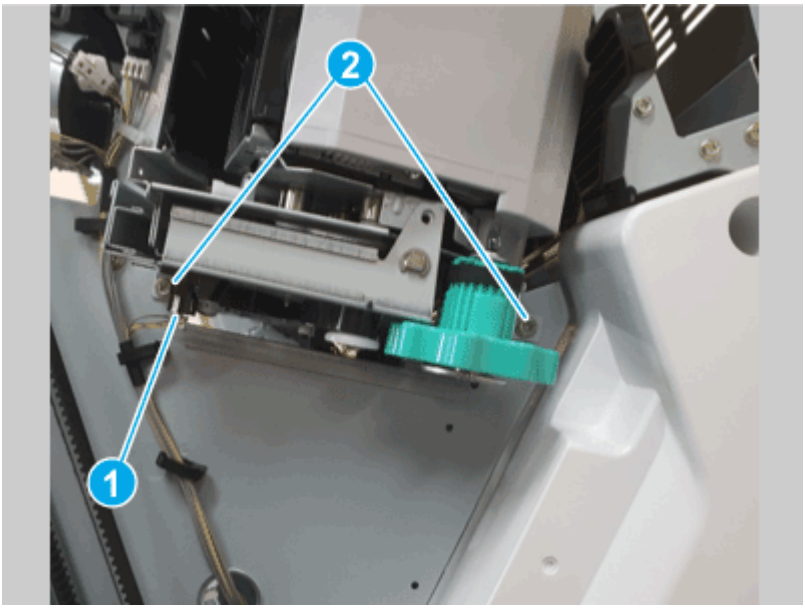


5. Remove the external finisher stapler unit

Use the following procedure to remove and replace the external finisher stapler unit.

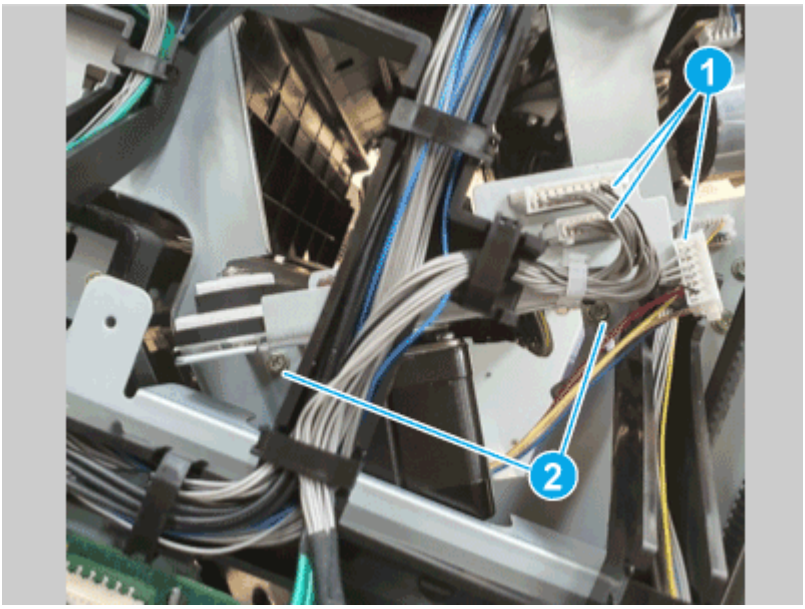
1. Disconnect one connector (callout 1), and then remove two screws (callout 2).

Figure 5-2448 **Disconnect connector and remove screws**



2. Disconnect three connectors (callout 1), remove two screws (callout 2), and then remove the stapler unit.

Figure 5-2449 **Remove the unit**



6. Remove the external finisher stapler mid-front and mid-rear sensors

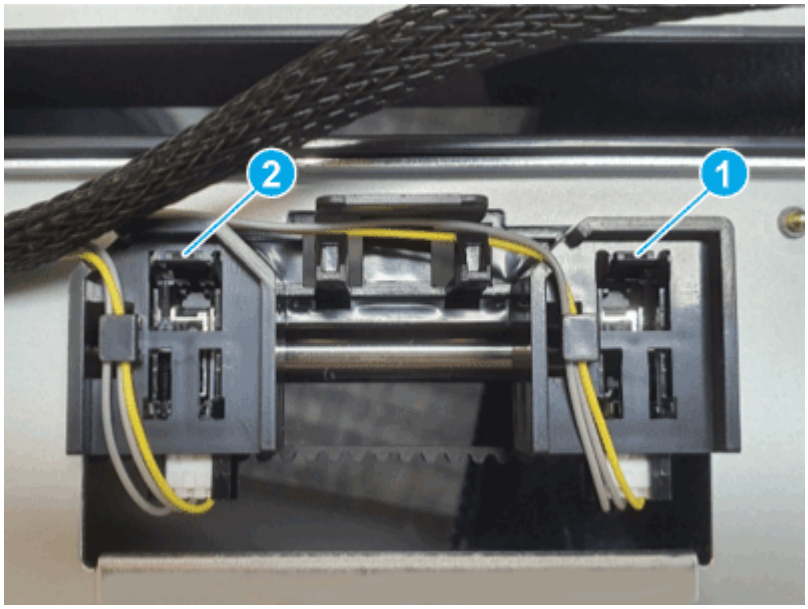
Use the following procedure to remove and replace the external finisher stapler mid-front and mid-rear sensors.

1. Locate the desired sensor.

   - **Callout 1**: Mid-front sensor

- **Callout 2**: Mid-rear sensor

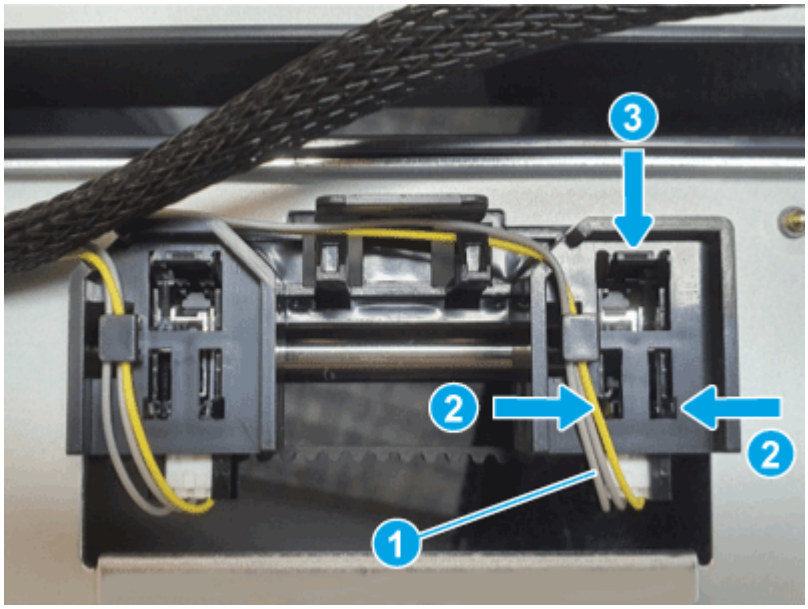
Figure 5-2450 **Locate the sensors**



2. Do the following:
   - Disconnect one connector (callout 1).
   - Release the hooks (callout 2).
   - Slide the sensor assembly as shown below (callout 3).
   - Remove the stapler mid-front sensor.

   NOTE: Repeat this step to remove the stapler mid-rear sensor if necessary.

Figure 5-2451 **Remove the sensor**



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Manual staple sensor

Learn about removing and replacing the external finisher manual staple sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-267 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Stapler manual staple sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

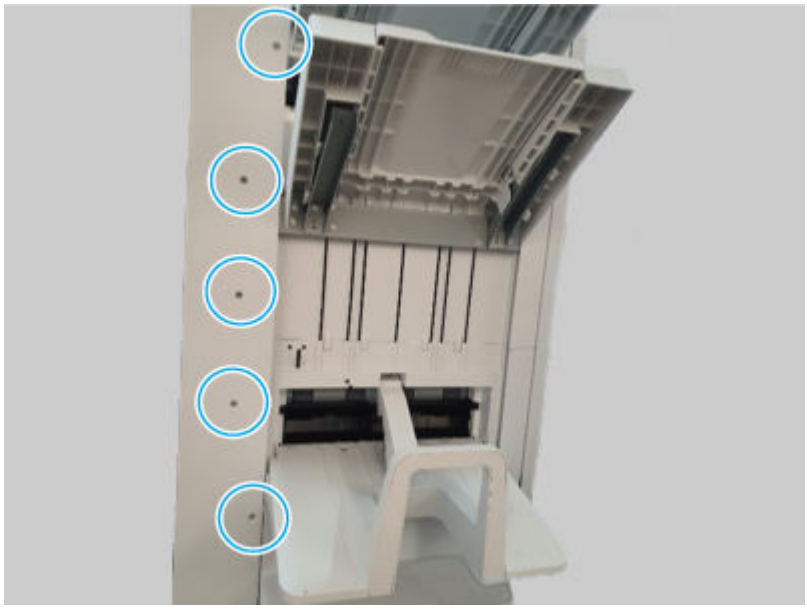
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

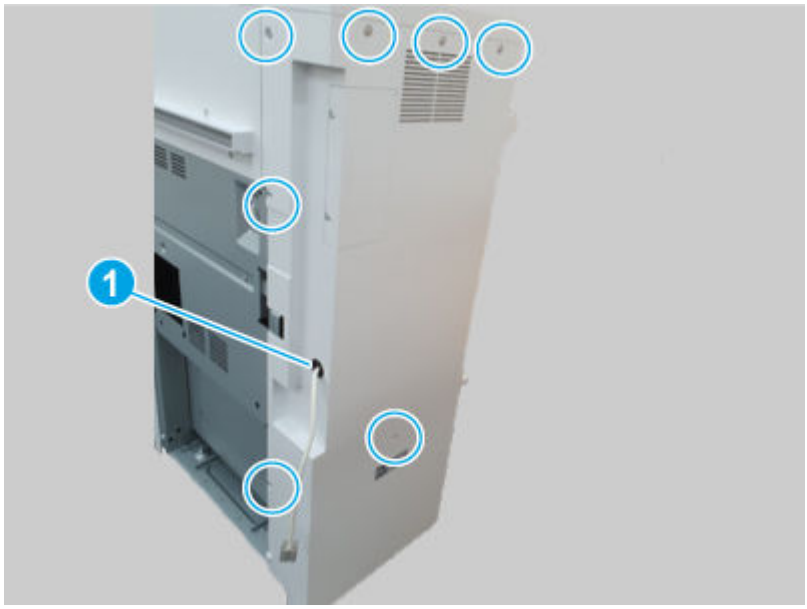
Figure 5-2452 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2453 Remove the cover

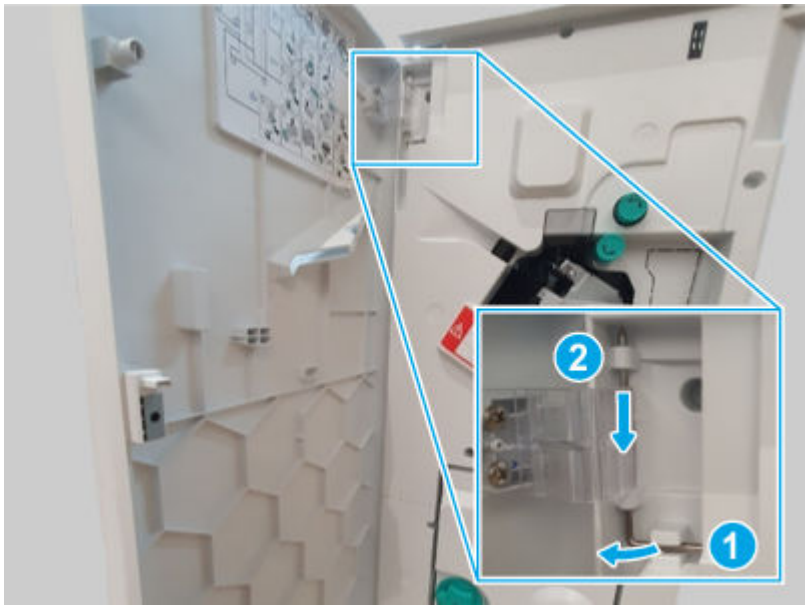


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

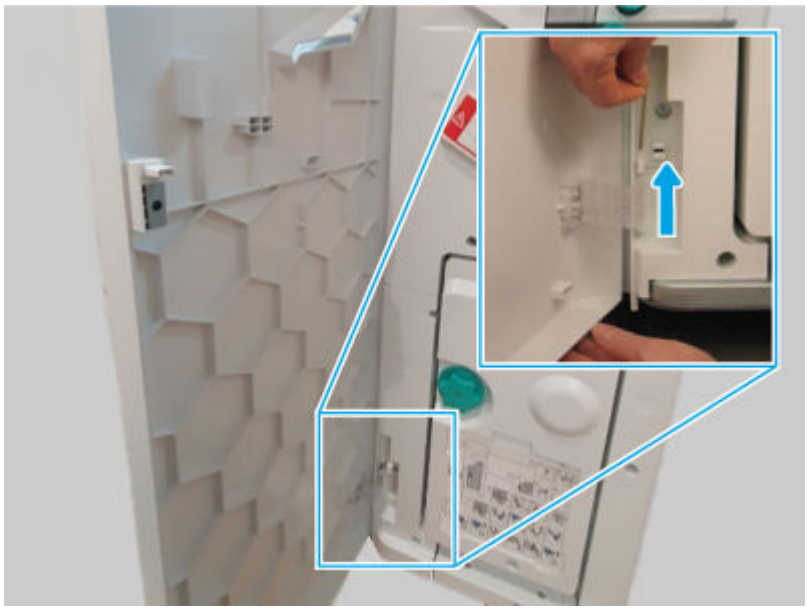
1. Release, and then remove the upper hinge pin.

Figure 5-2454 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2455 **Remove the door**



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

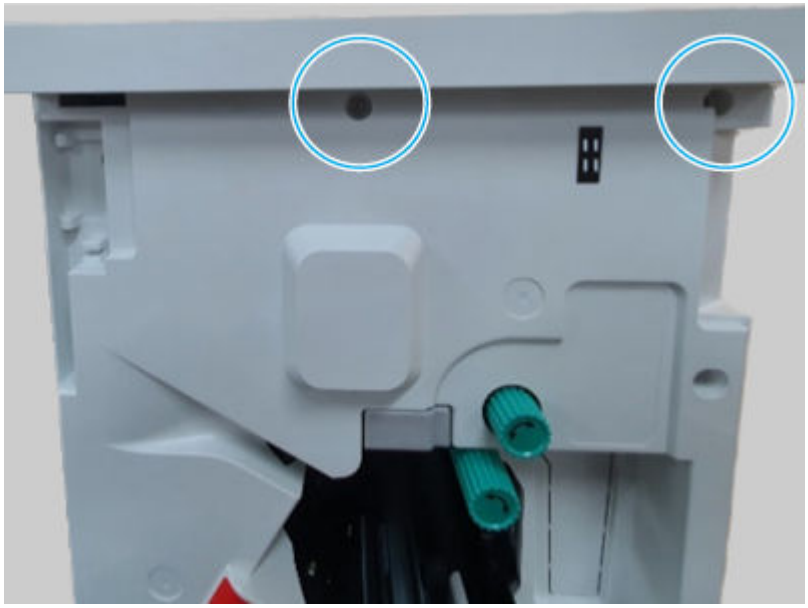
1. Remove three screws.

Figure 5-2456 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2457 Remove the cover

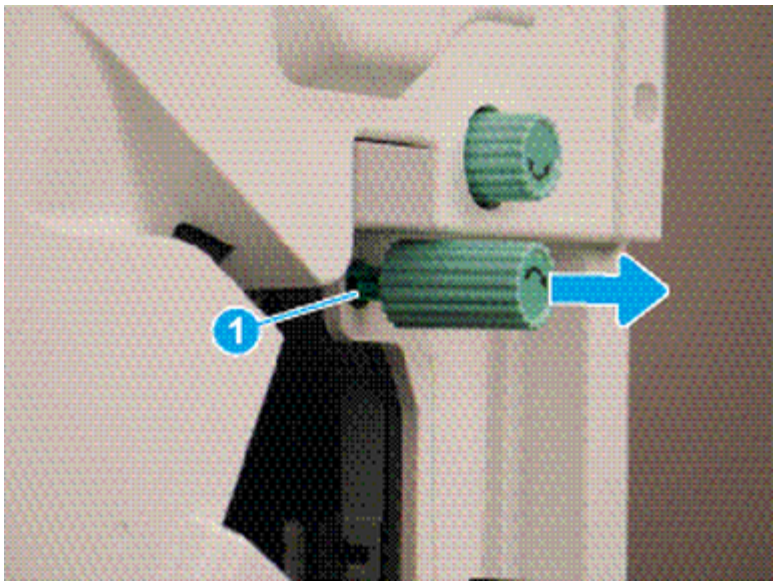


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

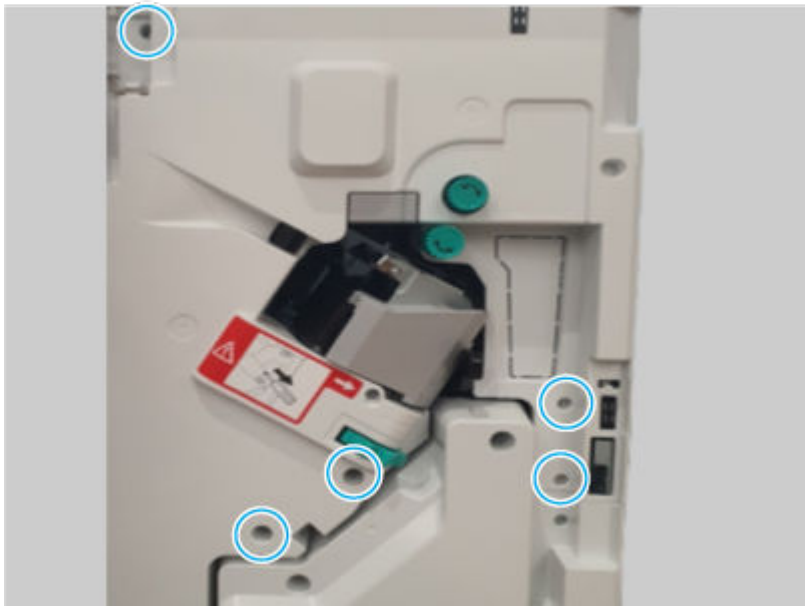
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2458 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-2459 Remove the cover

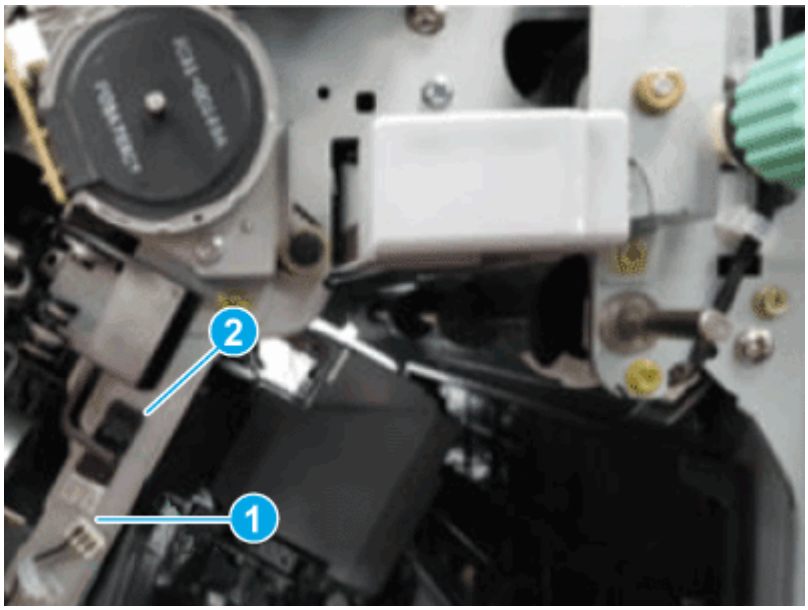


5. Remove the external finisher manual staple sensor

Use the following procedure to remove and replace the external finisher manual staple sensor.

- Disconnect one connector (callout 1), and then remove the manual staple sensor (callout 2).

Figure 5-2460 Remove the sensor



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Stapler position motor

Learn about removing and replacing the external finisher stapler position motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 25 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-268 Part information

Part number	Part description
JC31-00163A	Motor, step (Stapler position motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

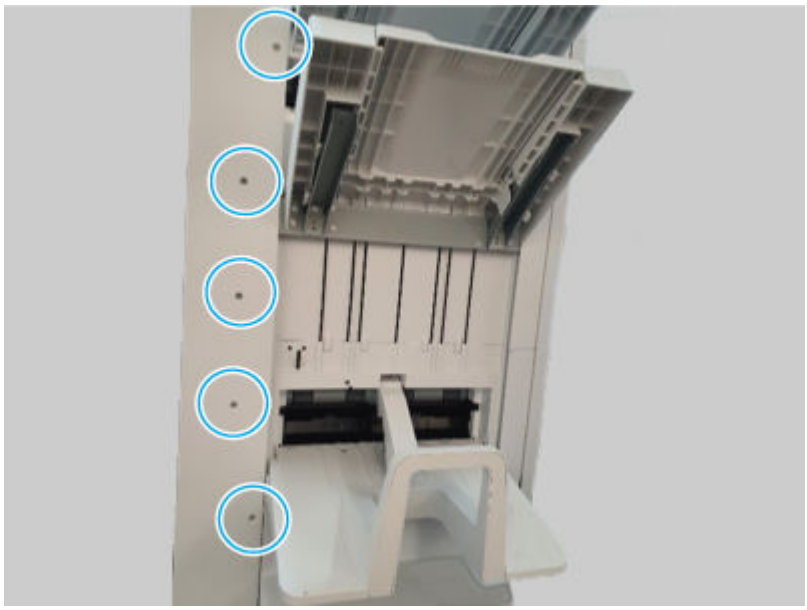
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

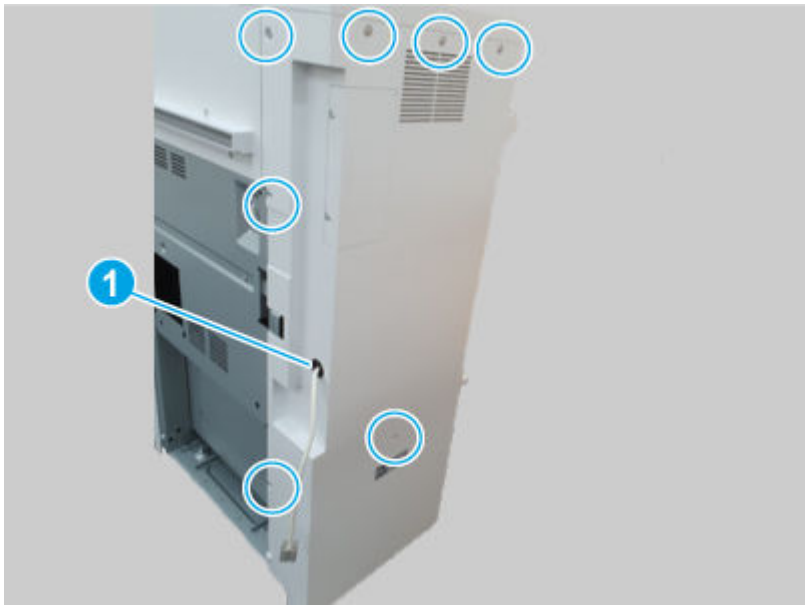
Figure 5-2461 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2462 Remove the cover

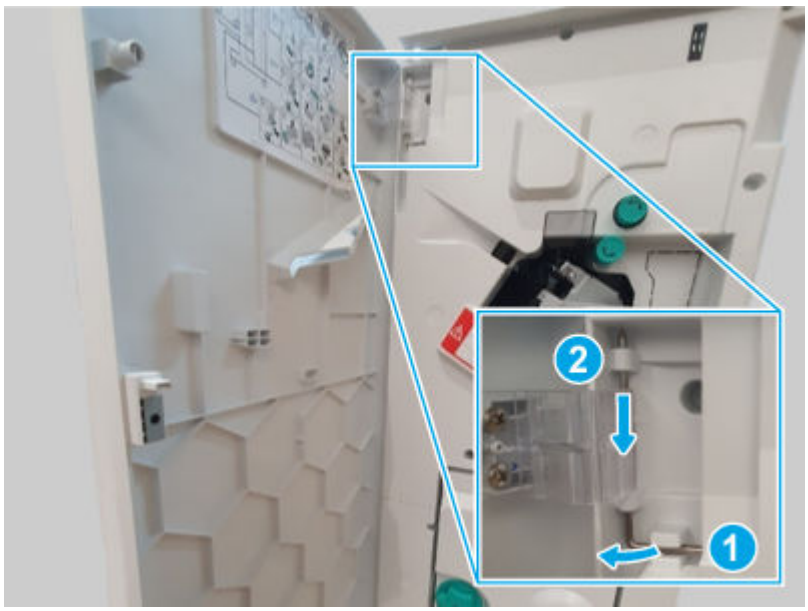


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

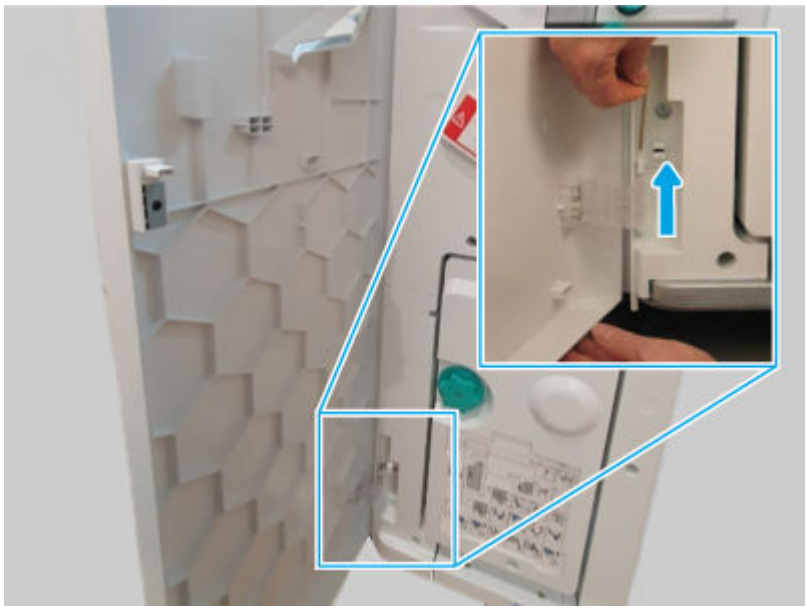
1. Release, and then remove the upper hinge pin.

Figure 5-2463 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2464 **Remove the door**



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

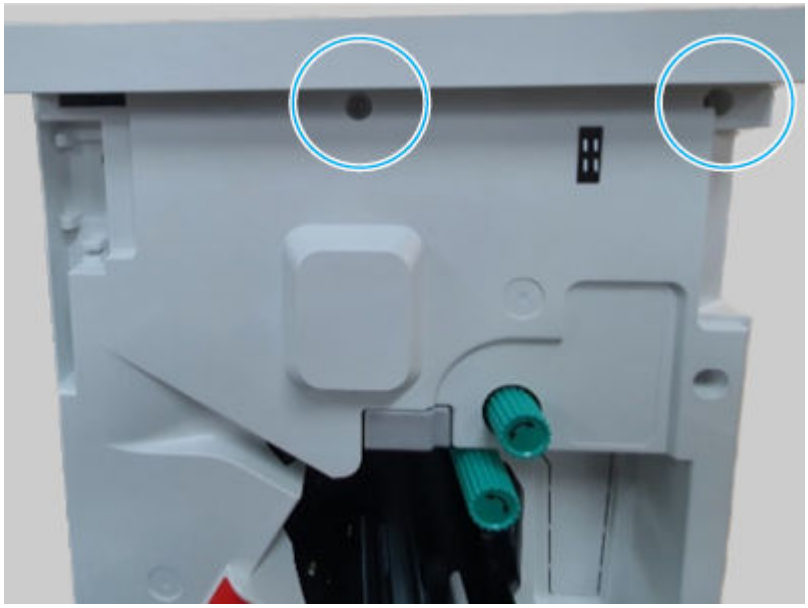
1. Remove three screws.

Figure 5-2465 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2466 Remove the cover

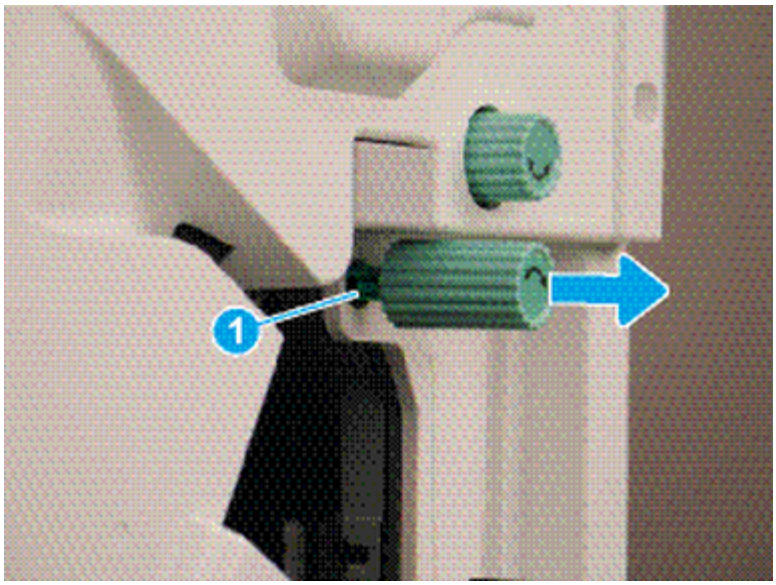


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

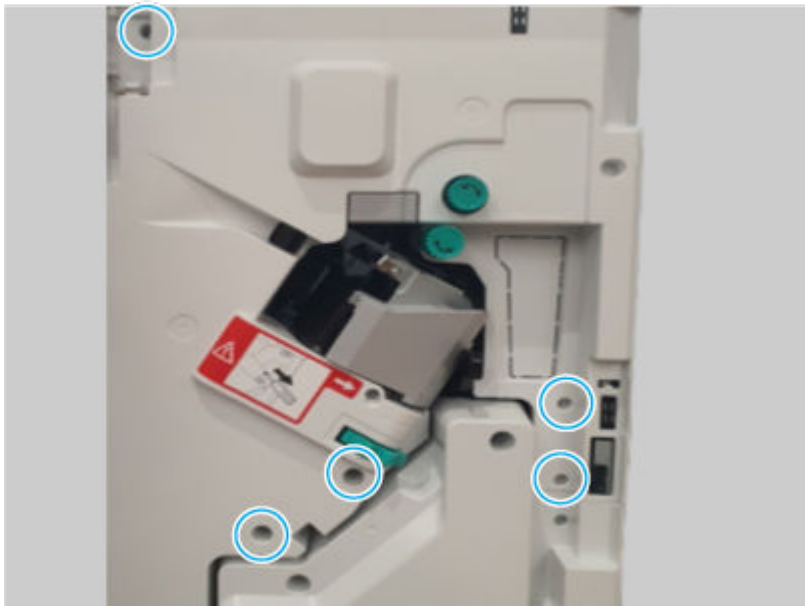
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2467 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-2468 **Remove the cover**

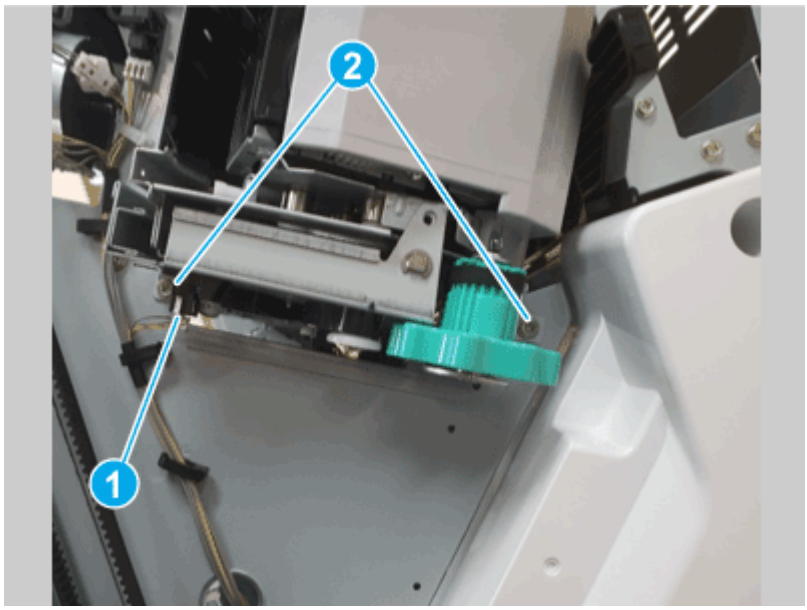


5. Remove the external finisher stapler unit

Use the following procedure to remove and replace the external finisher stapler unit.

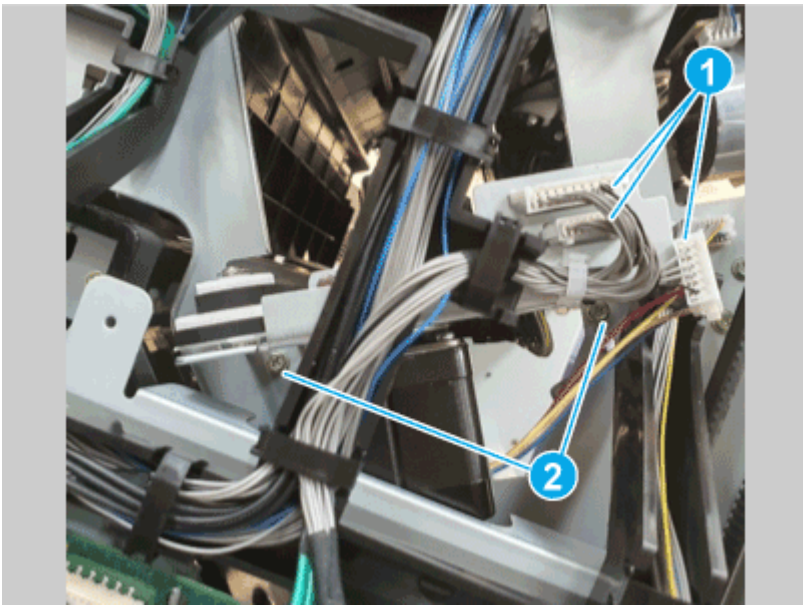
1. Disconnect one connector (callout 1), and then remove two screws (callout 2).

Figure 5-2469 **Disconnect connector and remove screws**



2. Disconnect three connectors (callout 1), remove two screws (callout 2), and then remove the stapler unit.

Figure 5-2470 Remove the unit

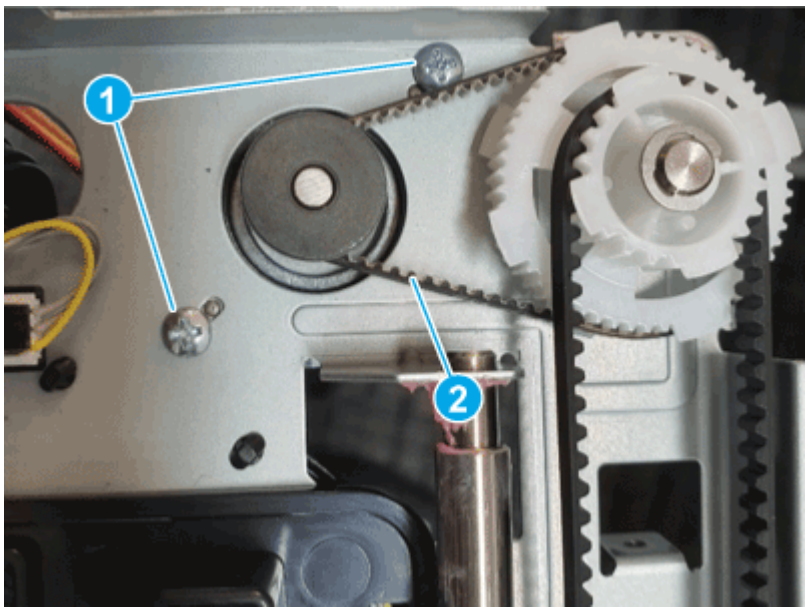


6. Remove the external finisher stapler position motor

Use the following procedure to remove and replace the external finisher stapler position motor.

- Remove two screws (callout 1), release the belt (callout 2), and then remove the stapler position motor.

Figure 5-2471 Remove the motor



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Ejector unit

Review the external finisher ejector unit removal procedures.

Removal and replacement: Ejector unit

Learn about removing and replacing the external finisher ejector unit.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-269 Part information

Part number	Part description
JC90-01802A	Ejector unit

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

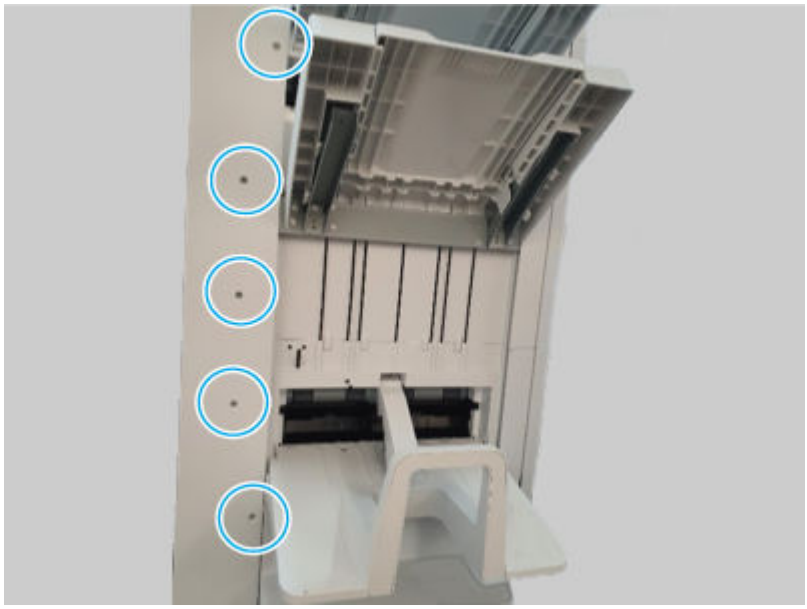
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

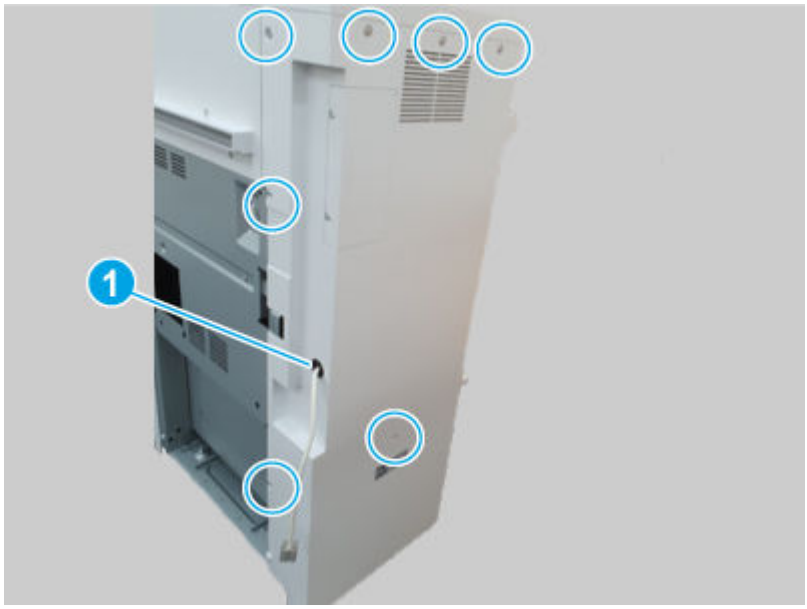
Figure 5-2472 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2473 Remove the cover

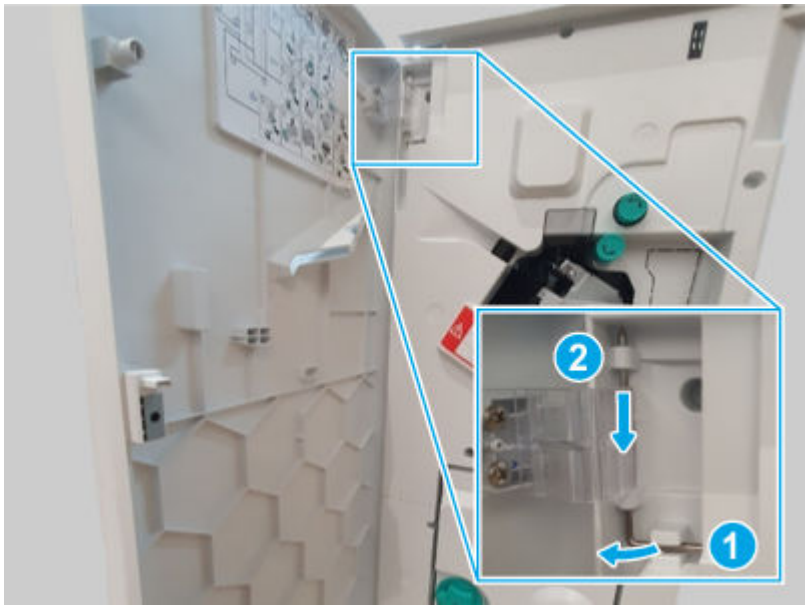


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

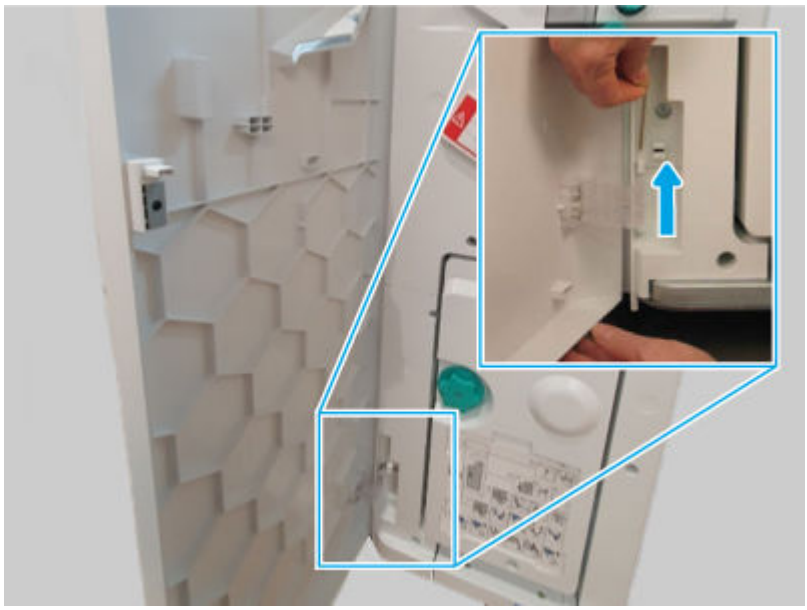
1. Release, and then remove the upper hinge pin.

Figure 5-2474 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2475 **Remove the door**



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

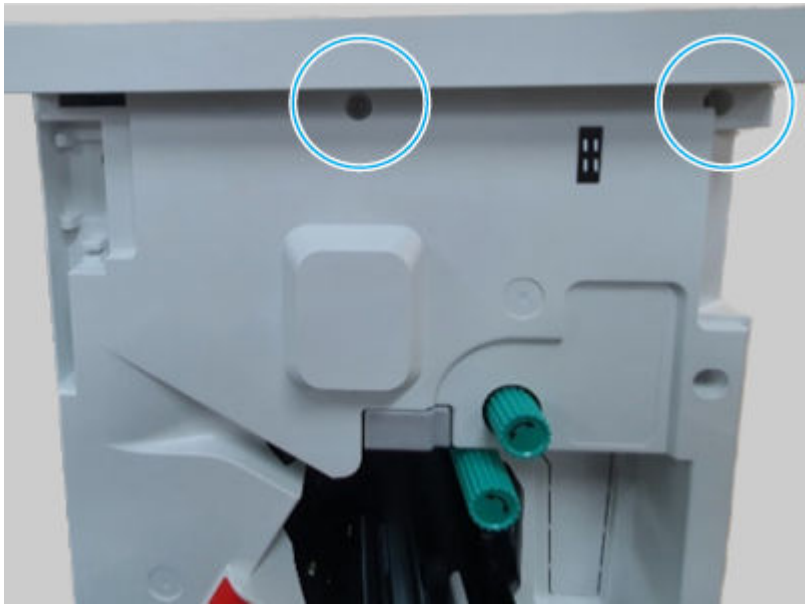
1. Remove three screws.

Figure 5-2476 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2477 **Remove the cover**

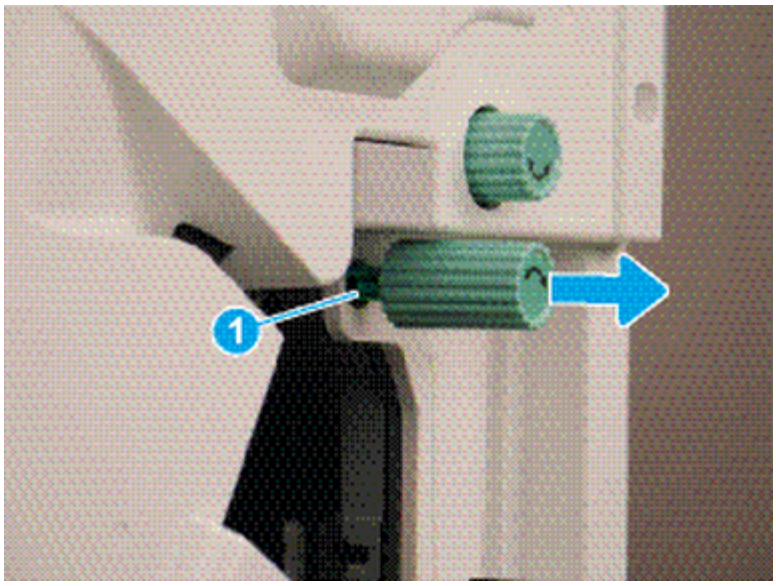


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

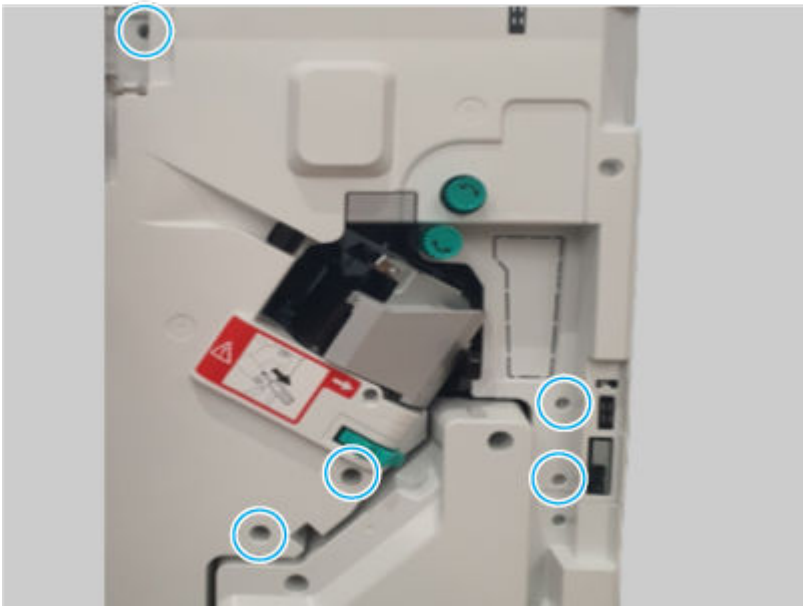
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2478 **Remove the knob**



2. Remove five screws, and then remove the front cover.

Figure 5-2479 Remove the cover

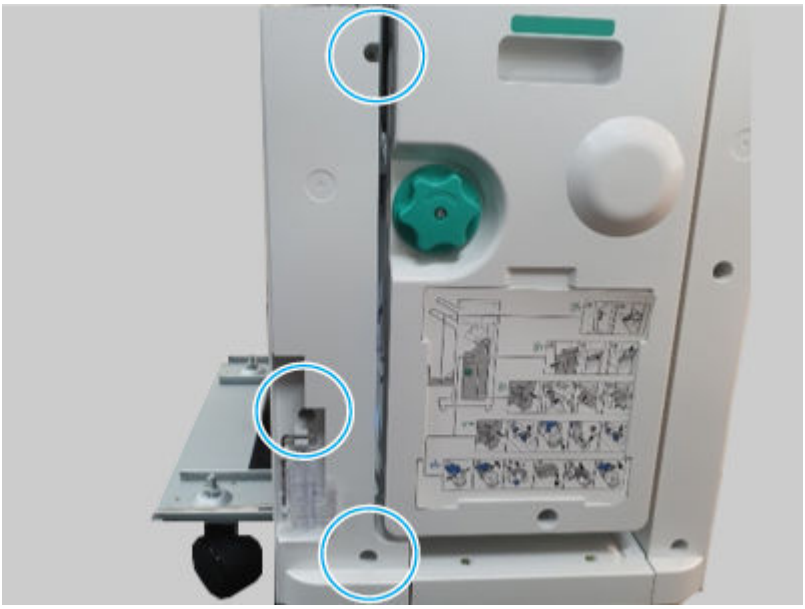


5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.
2. Remove three screws, and then remove the front lower left cover.

Figure 5-2480 Remove the cover



6. Remove the external finisher caster

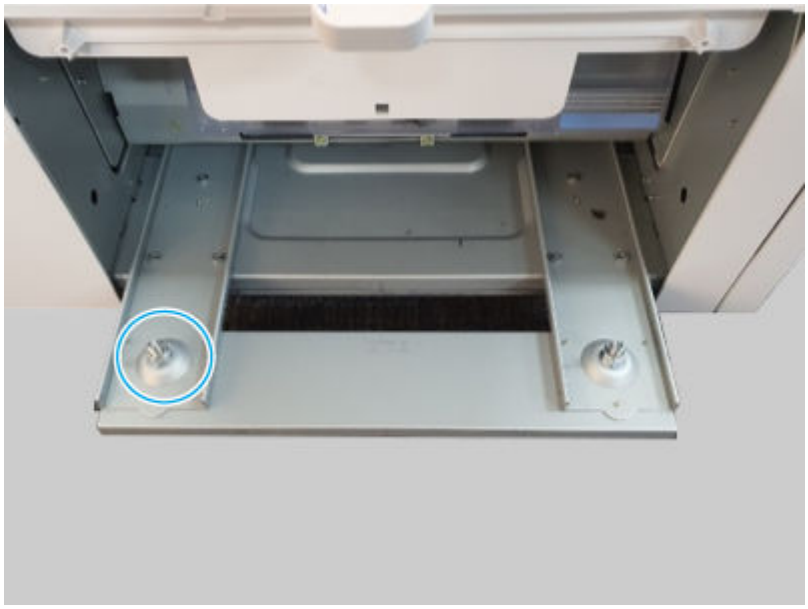
Use the following procedure to remove and replace the external finisher caster.

⚠ **WARNING!** The external finisher is not stable when one or more casters are removed and can easily tip over. To avoid personal injury or damage to the finisher, make sure to fully support the finisher when removing a caster.

1. Remove the external finisher from the printer.
2. Remove one fix nut.

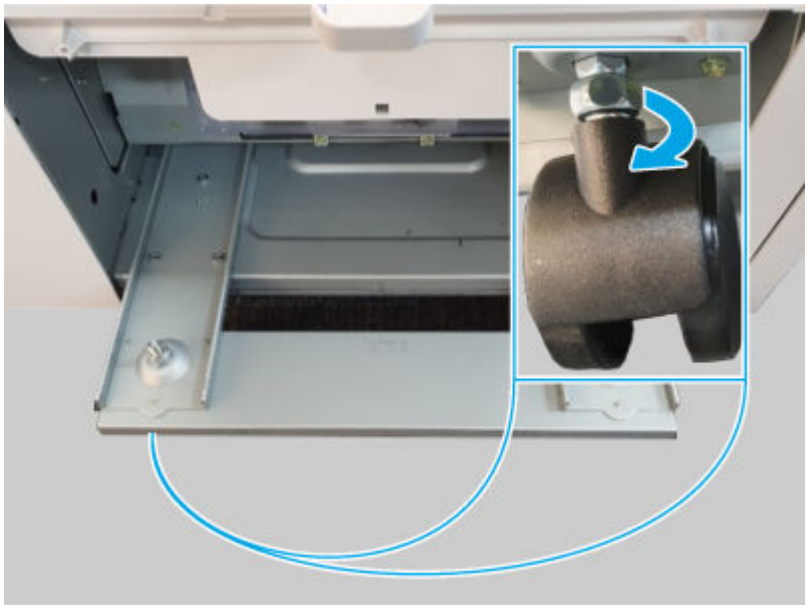
NOTE: Use a 12mm spanner wrench to remove the nut.

Figure 5-2481 Remove the nut



3. Rotate the caster as shown below to remove it. Repeat these steps for the remaining casters as needed.

Figure 5-2482 Remove the caster

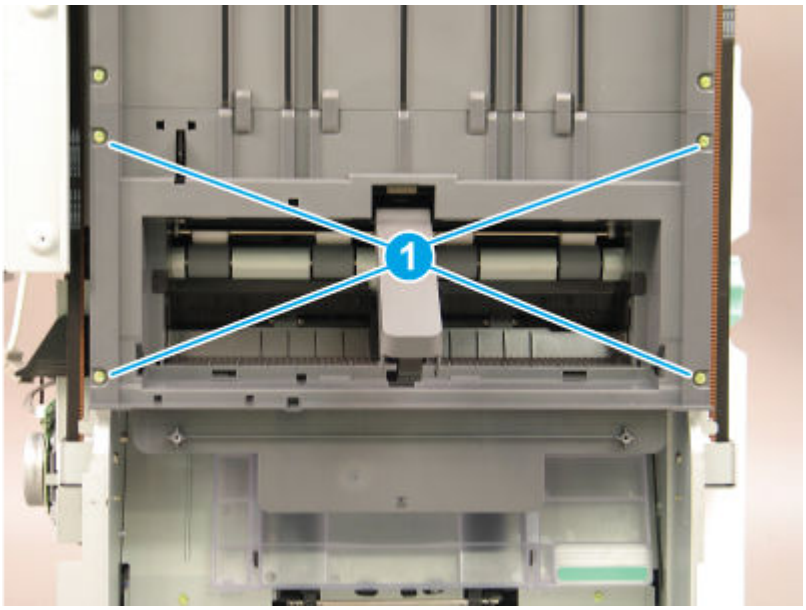


7. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-2483 Remove four screws

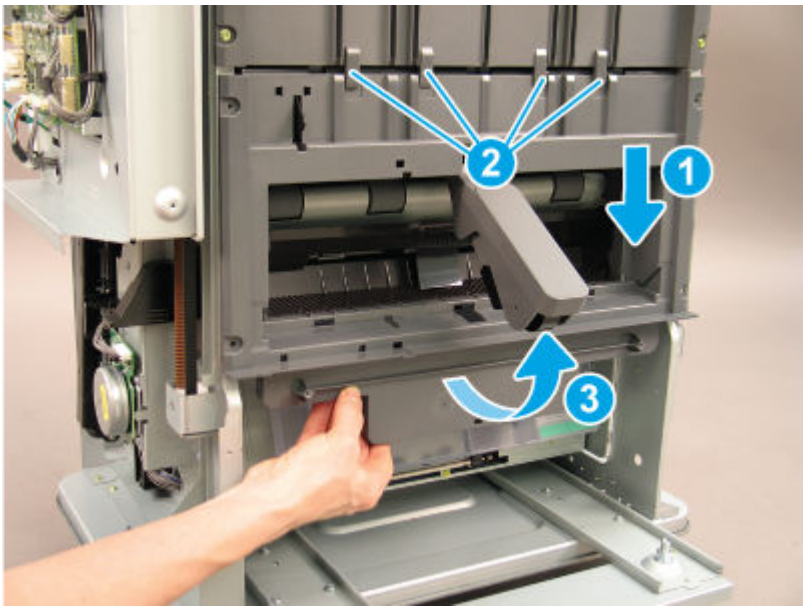


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

⚠ **CAUTION:** The cover is still attached to the finisher. Do not attempt to completely remove the cover.

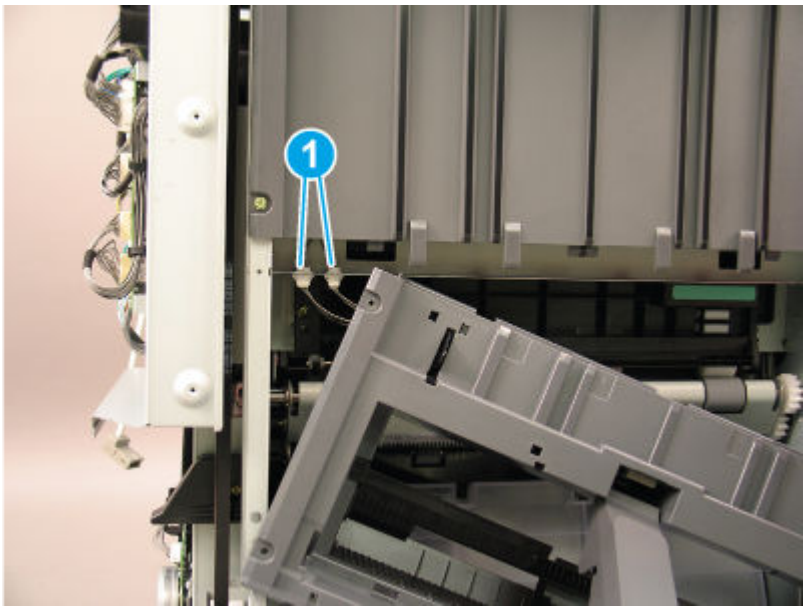
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-2484 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-2485 Remove the cover

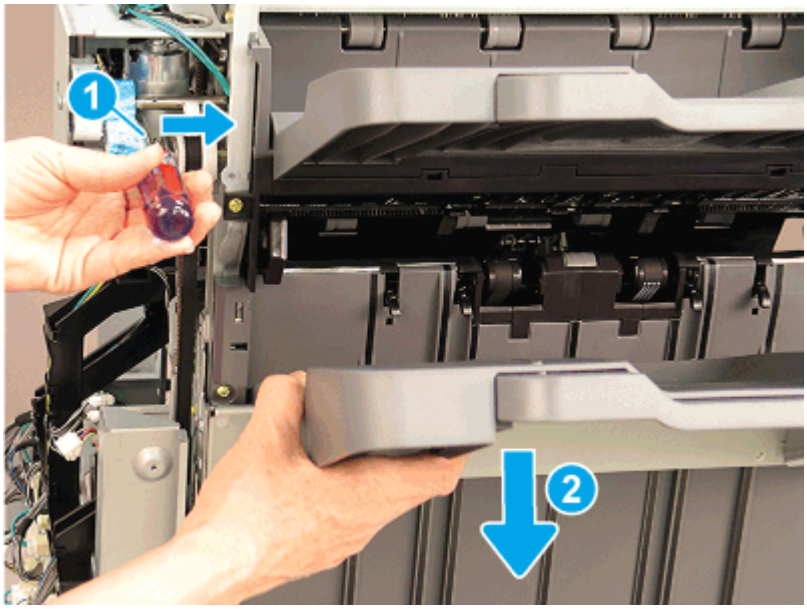


8. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

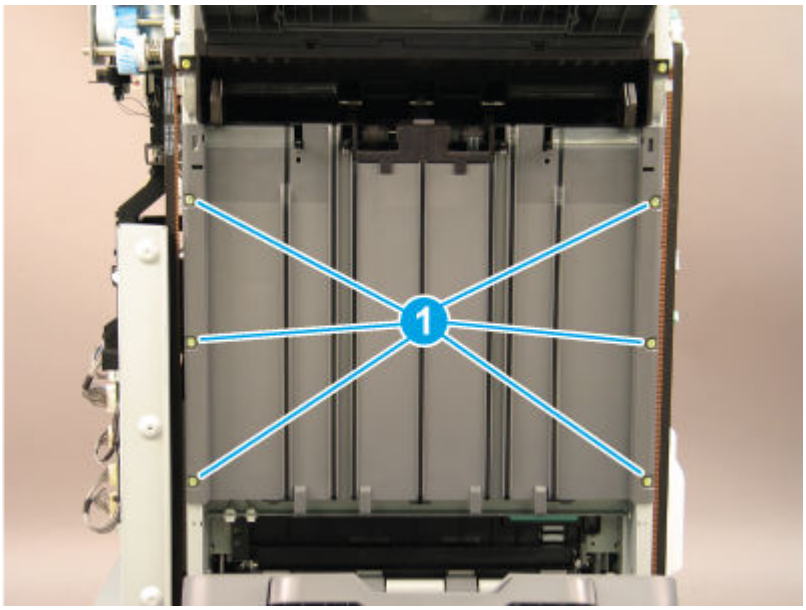
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-2486 **Lower the tray**



2. Remove six screws (callout 1).

Figure 5-2487 **Remove six screws**

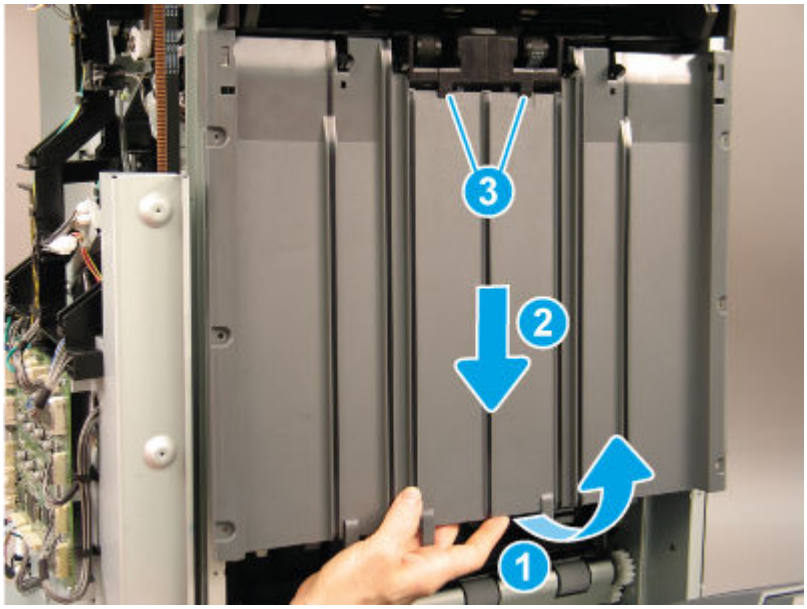


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

⚠ **CAUTION:** The cover is still attached to the finisher. Do not attempt to completely remove the cover.

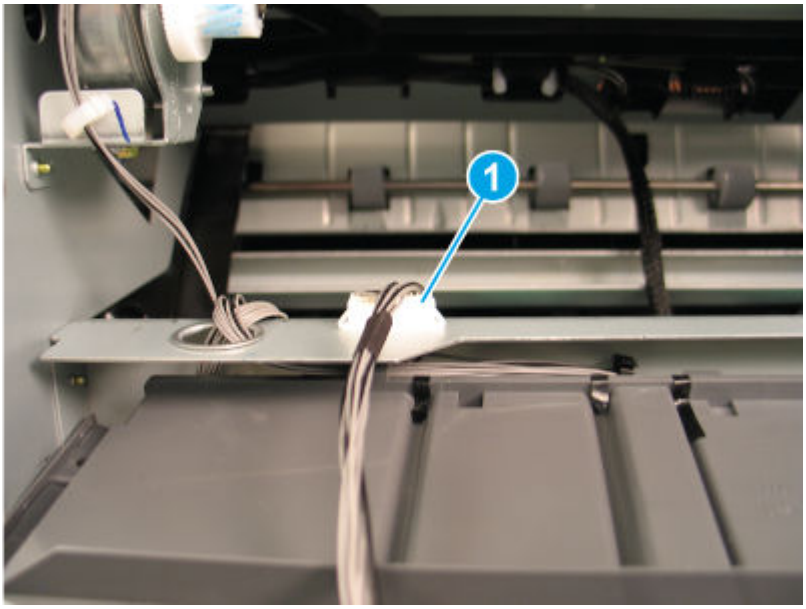
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-2488 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-2489 Remove the cover



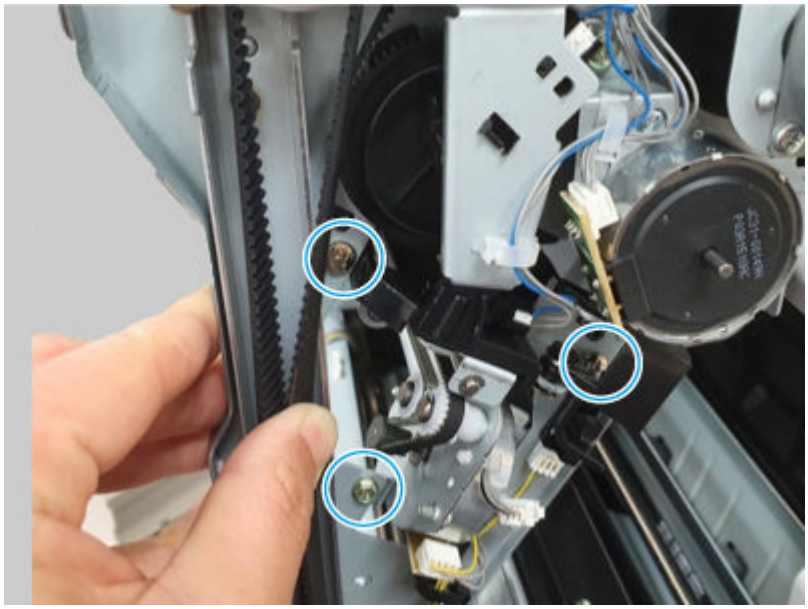
9. Remove the external finisher ejector unit

Use the following procedure to remove and replace the external finisher ejector unit.

1. Remove three screws.

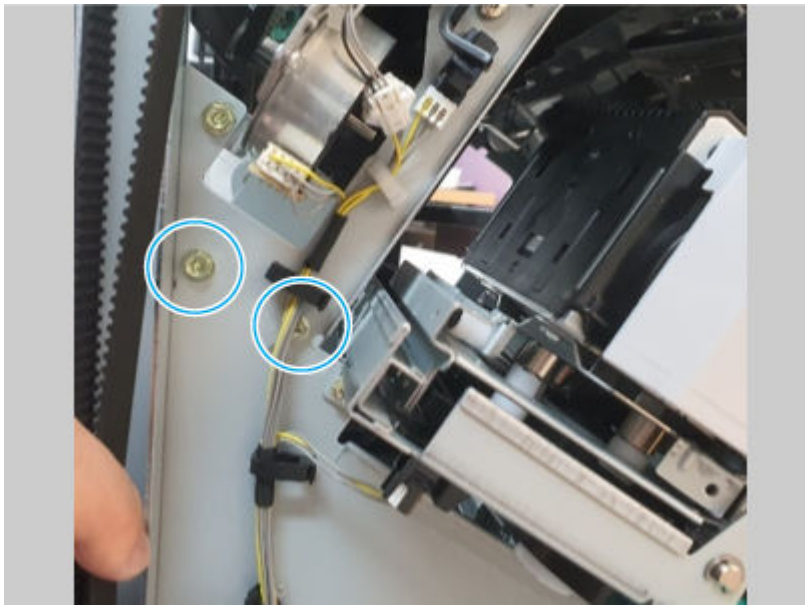
NOTE: Removing these screws allows the front tamper to be moved out of the way when the ejector unit is removed.

Figure 5-2490 Release the tamper



2. Remove two screws (located below the front tamper).

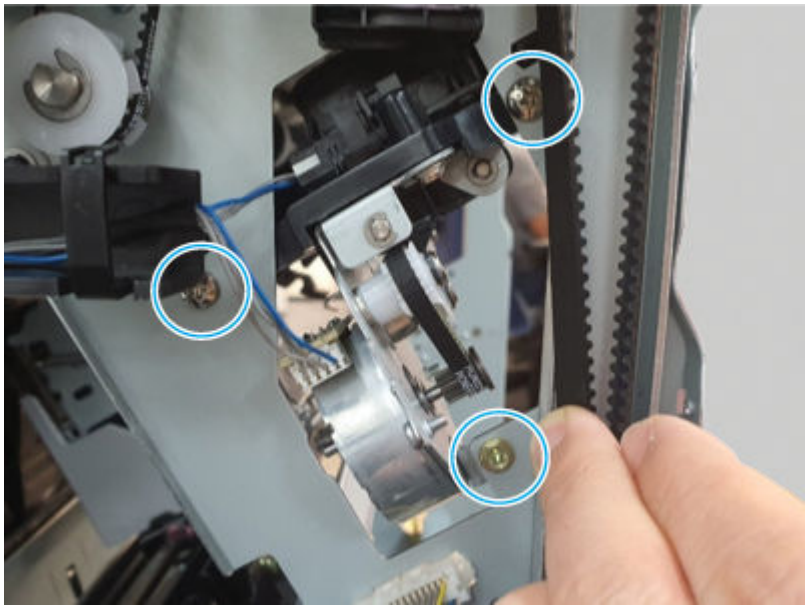
Figure 5-2491 Remove two screws



3. Remove three screws.

NOTE: Removing these screws allows the rear tamper to be moved out of the way when the ejector unit is removed.

Figure 5-2492 Release the tamper



4. Remove two screws (located below the rear tamper).

Figure 5-2493 Remove two screws

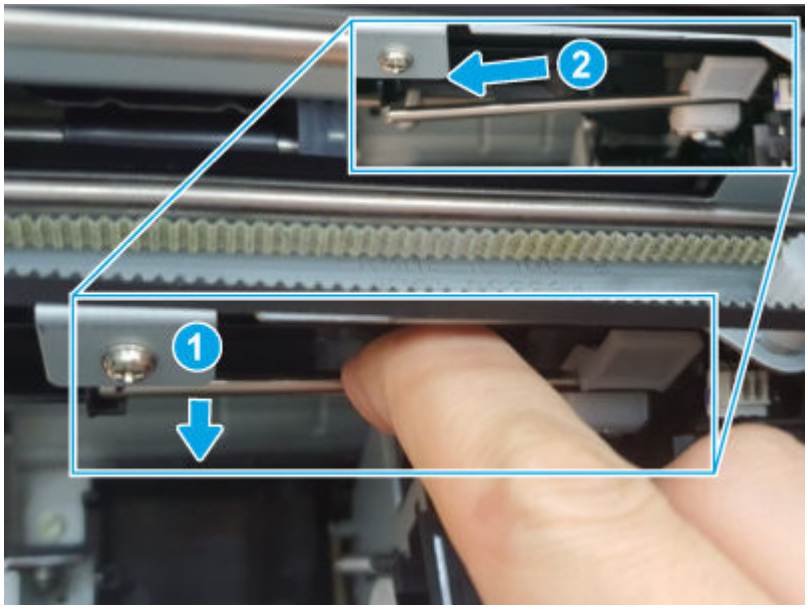


5. Do the following:

   a. Look inside the finisher through the stapler opening.

   b. Locate the shaft, pull down to release it (callout 1), and then slide it as shown below (callout 2) to remove it.

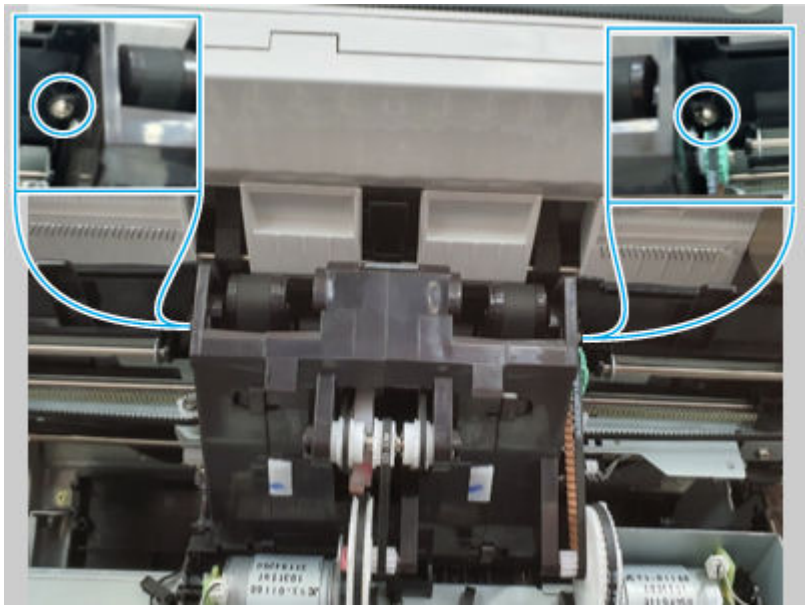
Figure 5-2494 Remove the shaft



6. Remove two screws, and then remove the ejector unit.

NOTE: Slightly lift up on the tampers to give the ejector unit clearance when removing it..

Figure 5-2495 Remove the unit



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Ejector sensor

Learn about removing and replacing the external finisher ejector sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-270 Part information

Part number	Part description
JC32-00020A	Sensor-RP (Ejector sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

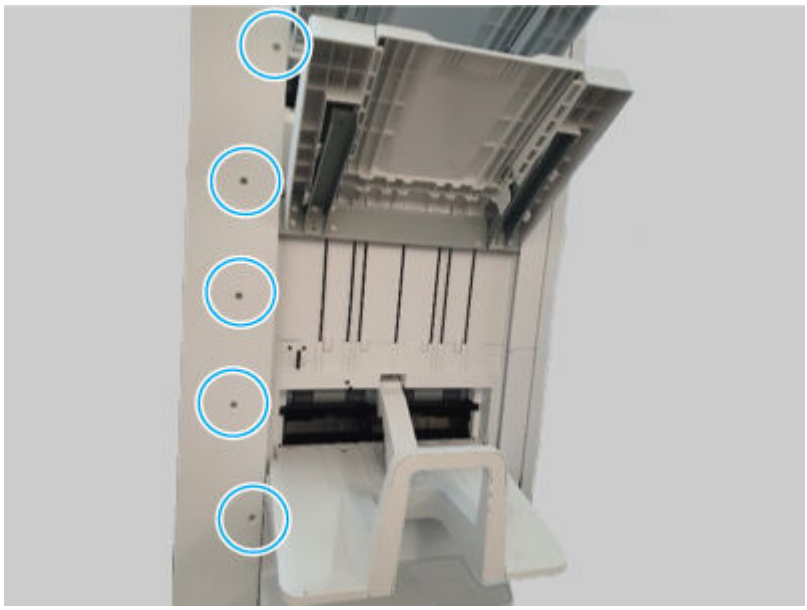
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

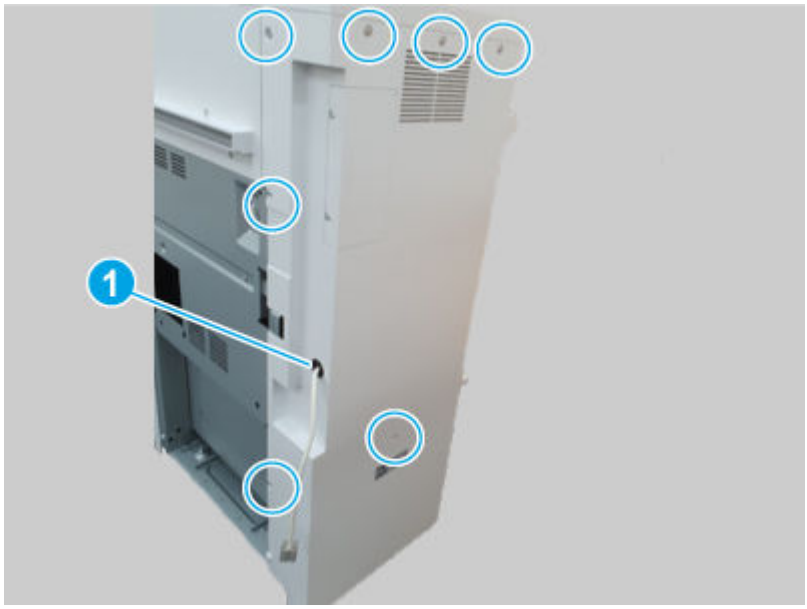
Figure 5-2496 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2497 Remove the cover

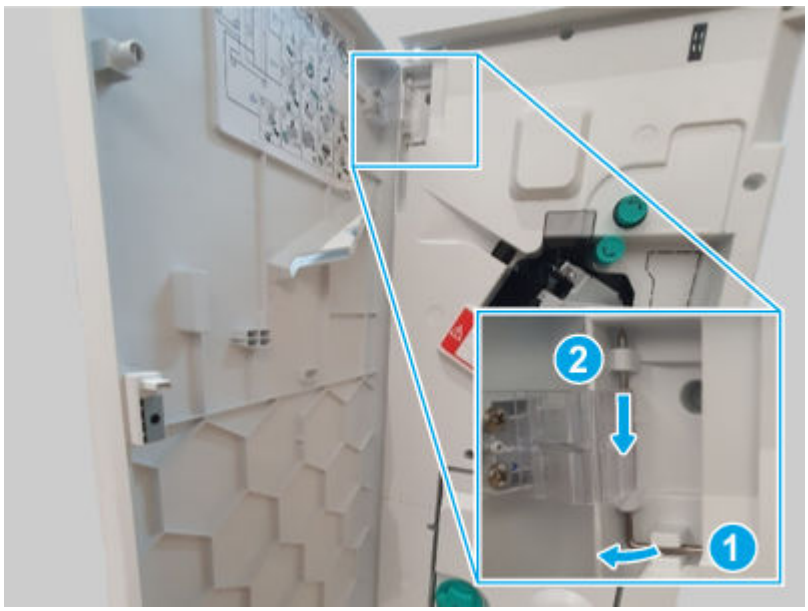


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

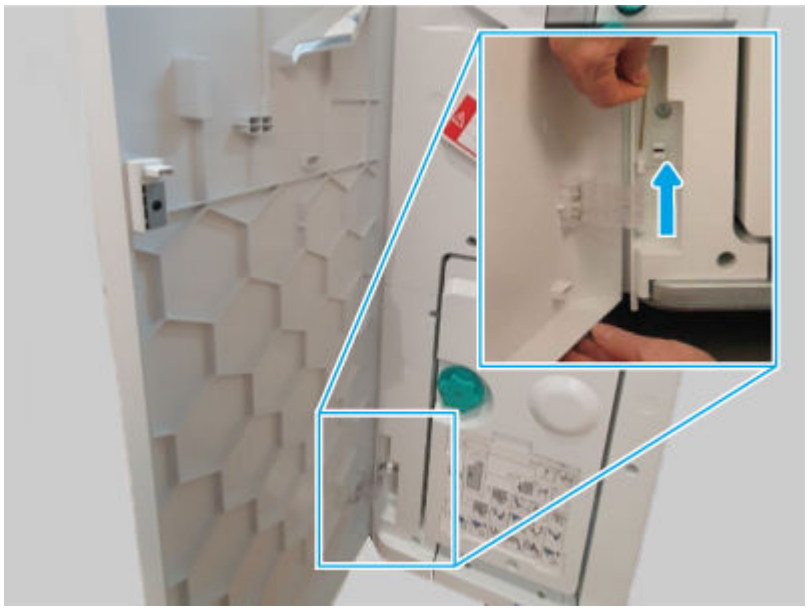
1. Release, and then remove the upper hinge pin.

Figure 5-2498 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2499 Remove the door



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

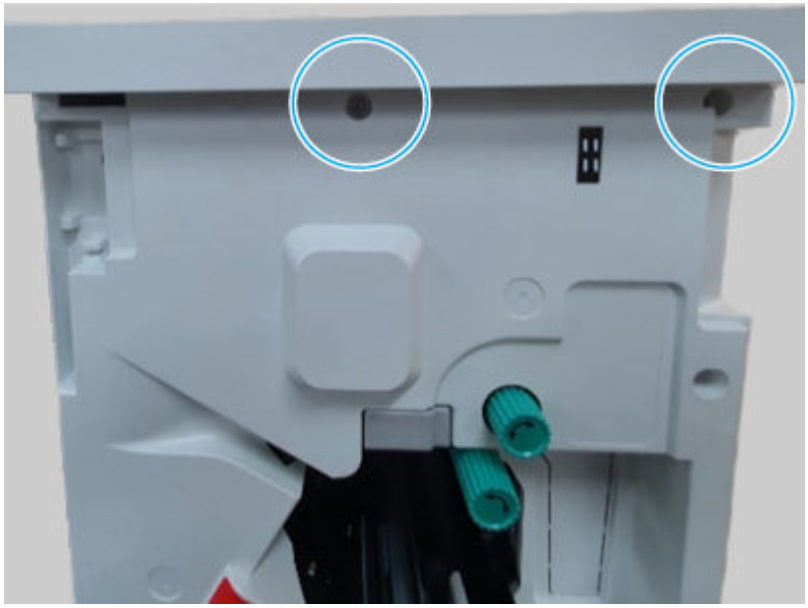
1. Remove three screws.

Figure 5-2500 Remove three screws



2. Remove two screws, and then remove the top cover.

Figure 5-2501 **Remove the cover**

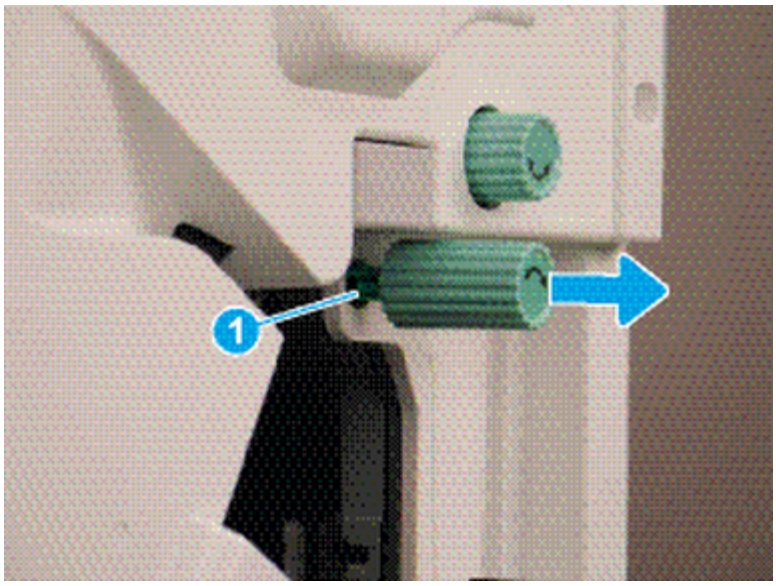


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

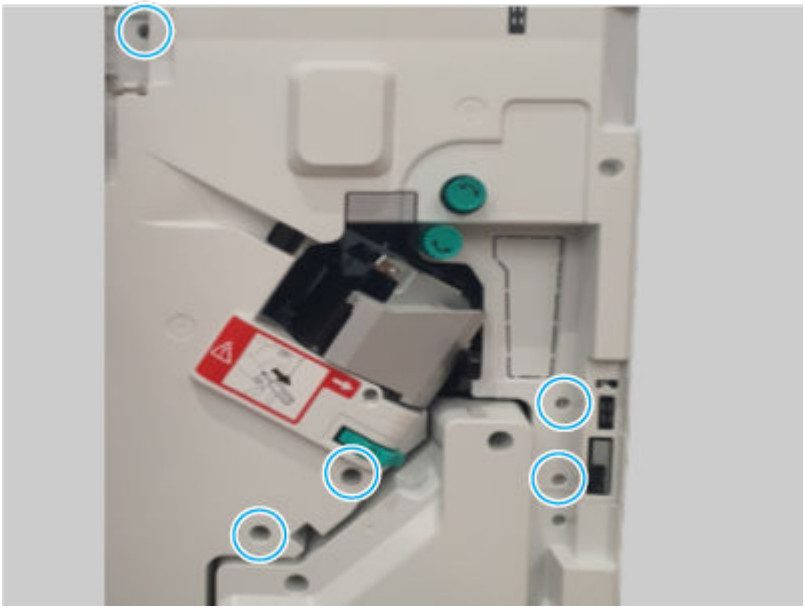
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2502 **Remove the knob**



2. Remove five screws, and then remove the front cover.

Figure 5-2503 Remove the cover

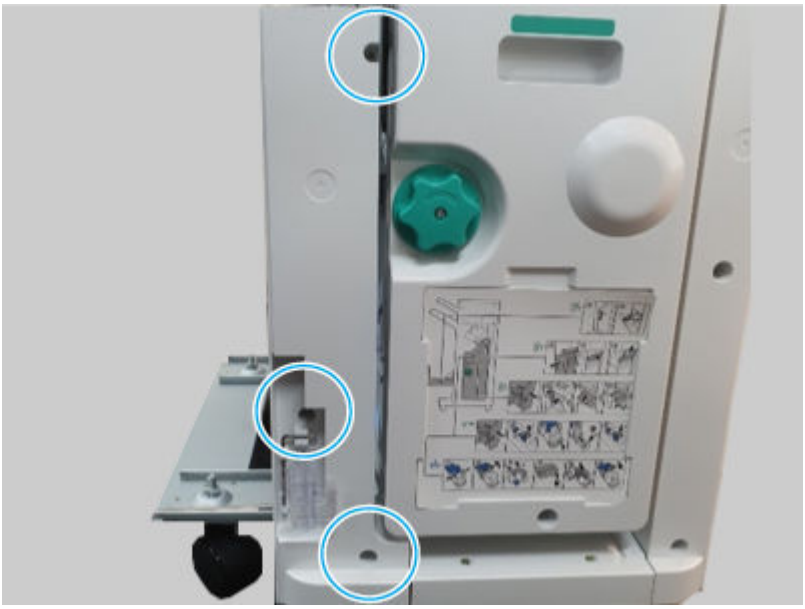


5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.
2. Remove three screws, and then remove the front lower left cover.

Figure 5-2504 Remove the cover



6. Remove the external finisher caster

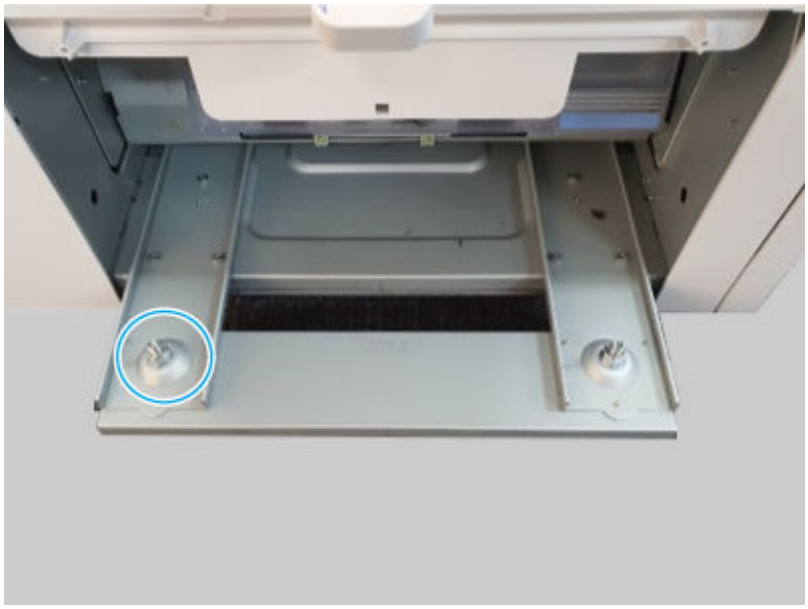
Use the following procedure to remove and replace the external finisher caster.

⚠ **WARNING!** The external finisher is not stable when one or more casters are removed and can easily tip over. To avoid personal injury or damage to the finisher, make sure to fully support the finisher when removing a caster.

1. Remove the external finisher from the printer.
2. Remove one fix nut.

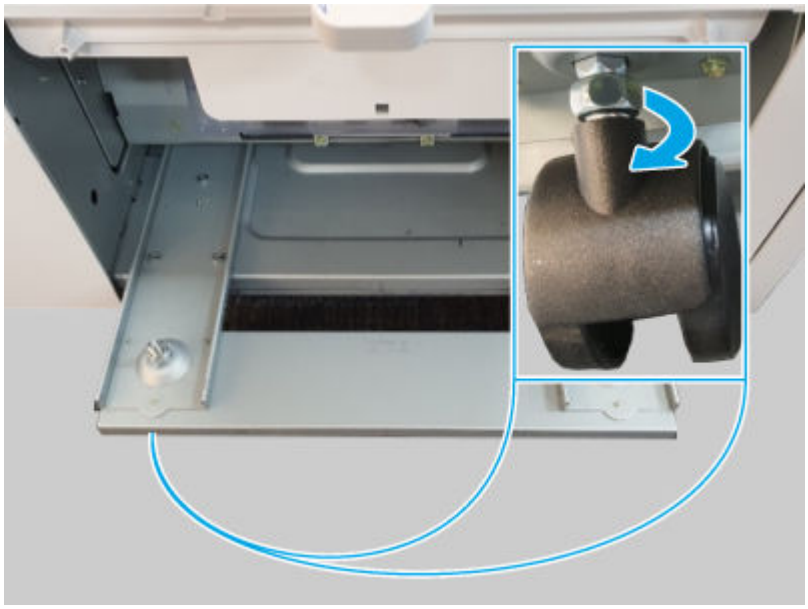
NOTE: Use a 12mm spanner wrench to remove the nut.

Figure 5-2505 Remove the nut



3. Rotate the caster as shown below to remove it. Repeat these steps for the remaining casters as needed.

Figure 5-2506 Remove the caster

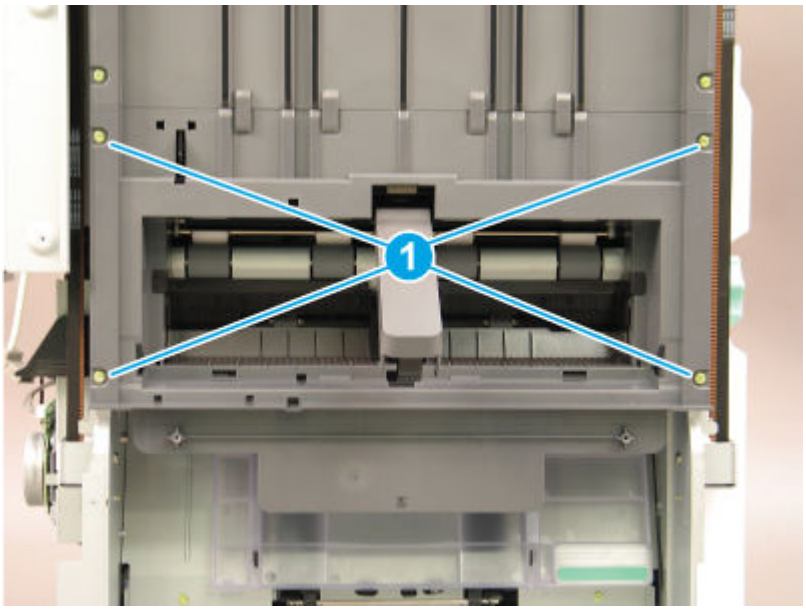


7. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-2507 Remove four screws

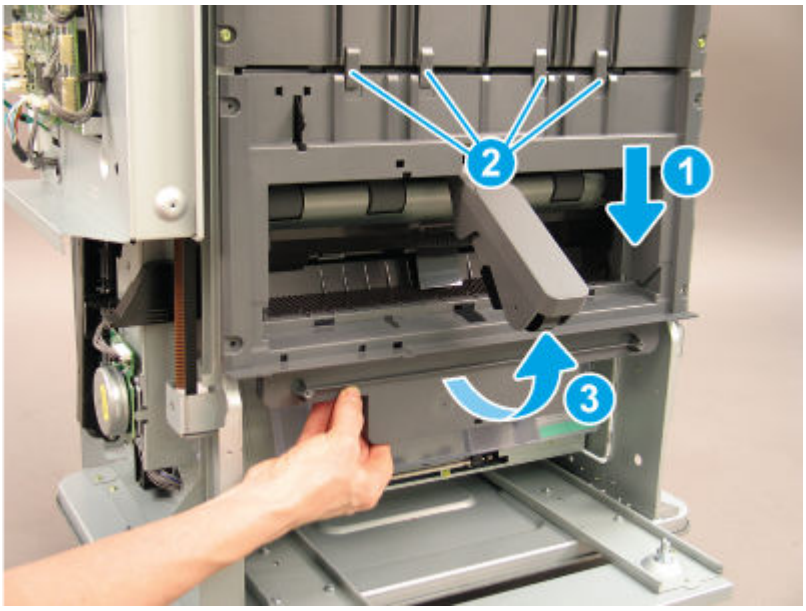


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

⚠ **CAUTION:** The cover is still attached to the finisher. Do not attempt to completely remove the cover.

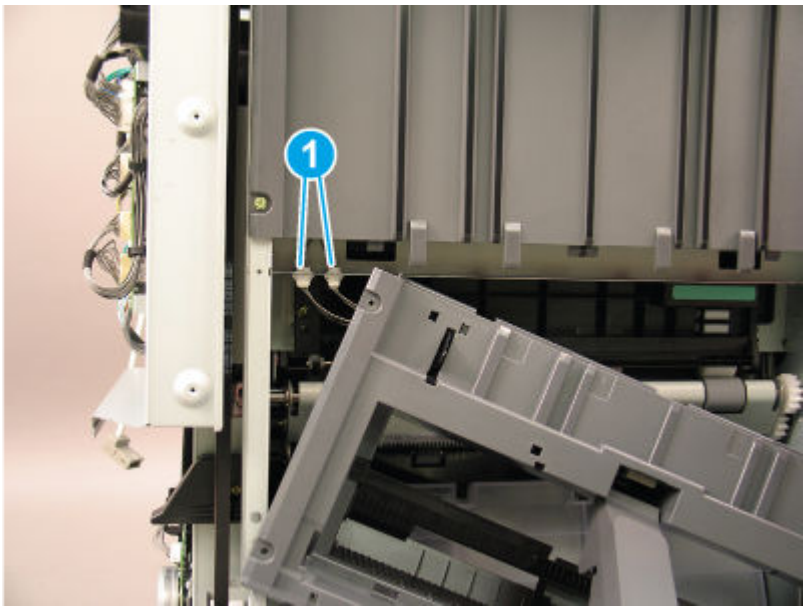
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-2508 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-2509 Remove the cover

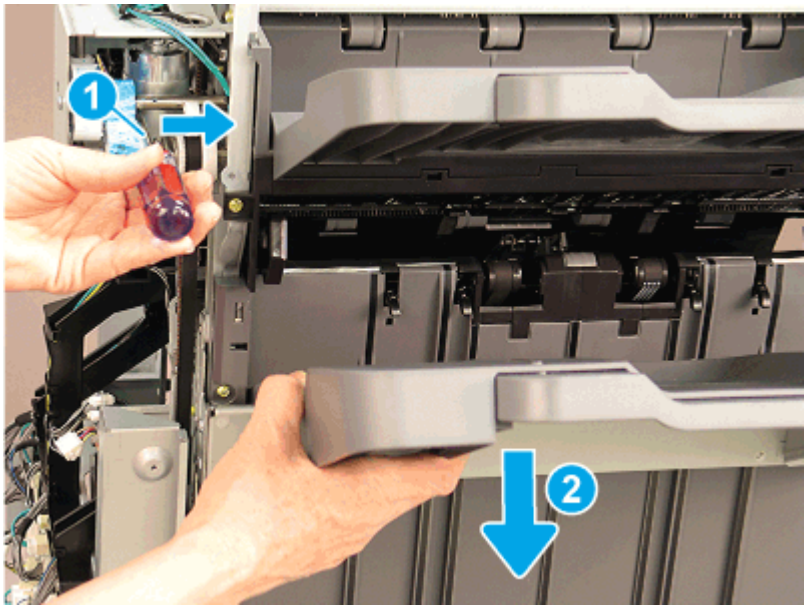


8. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

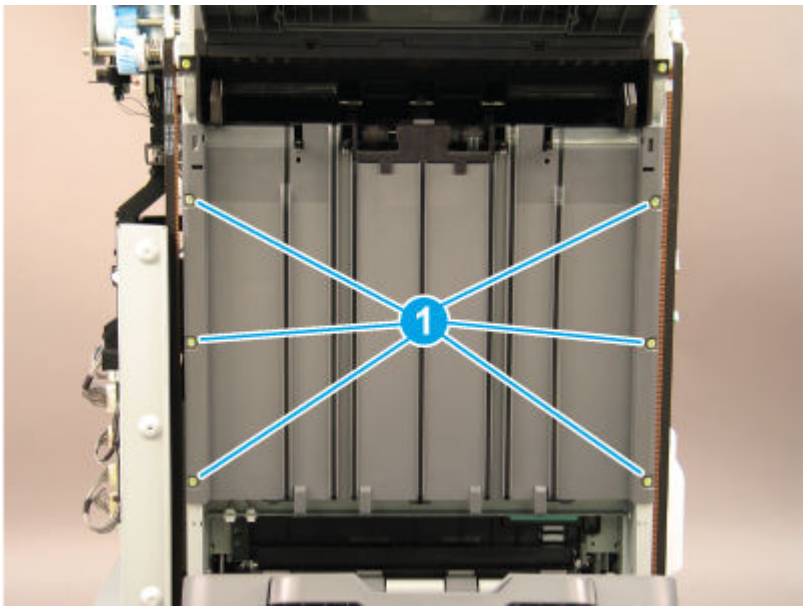
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-2510 Lower the tray



2. Remove six screws (callout 1).

Figure 5-2511 Remove six screws

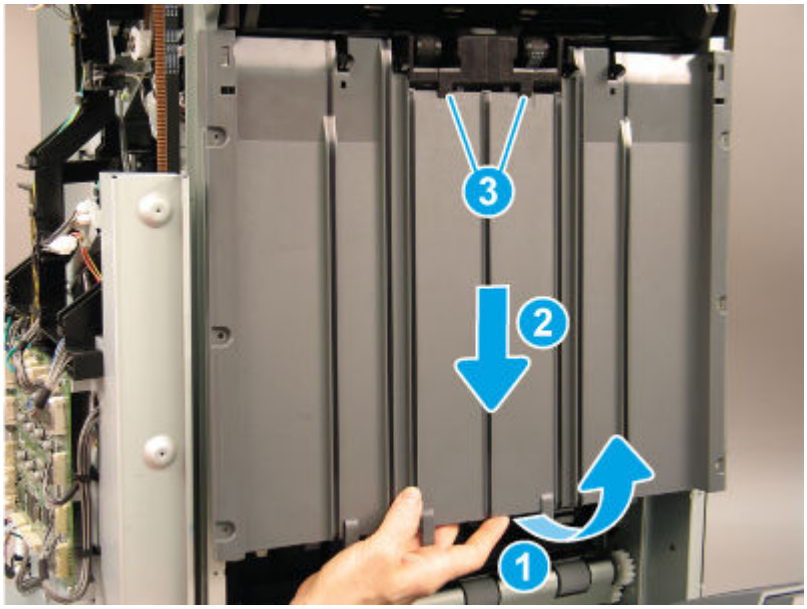


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

⚠ **CAUTION:** The cover is still attached to the finisher. Do not attempt to completely remove the cover.

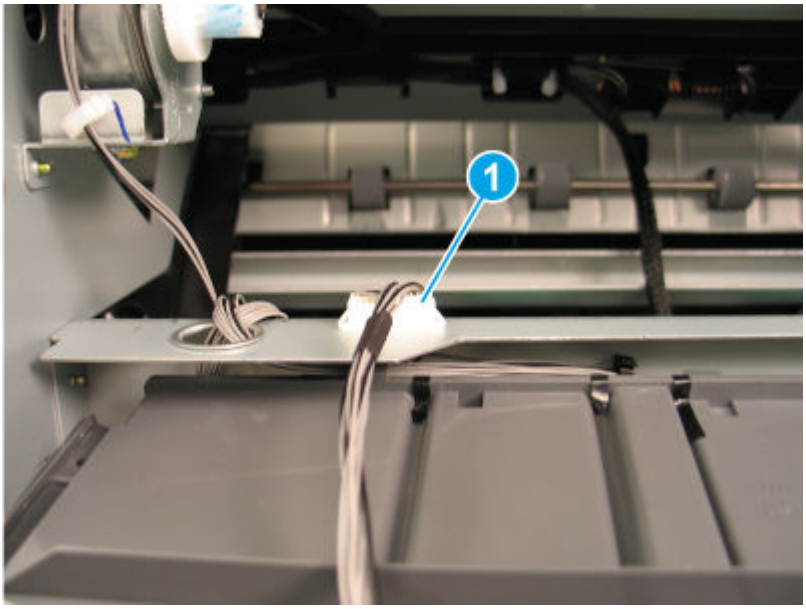
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-2512 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-2513 Remove the cover



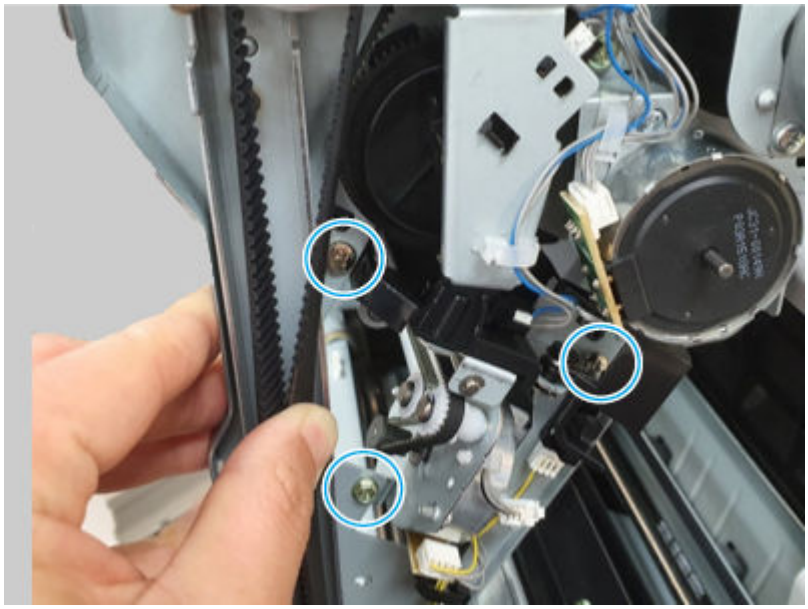
9. Remove the external finisher ejector unit

Use the following procedure to remove and replace the external finisher ejector unit.

1. Remove three screws.

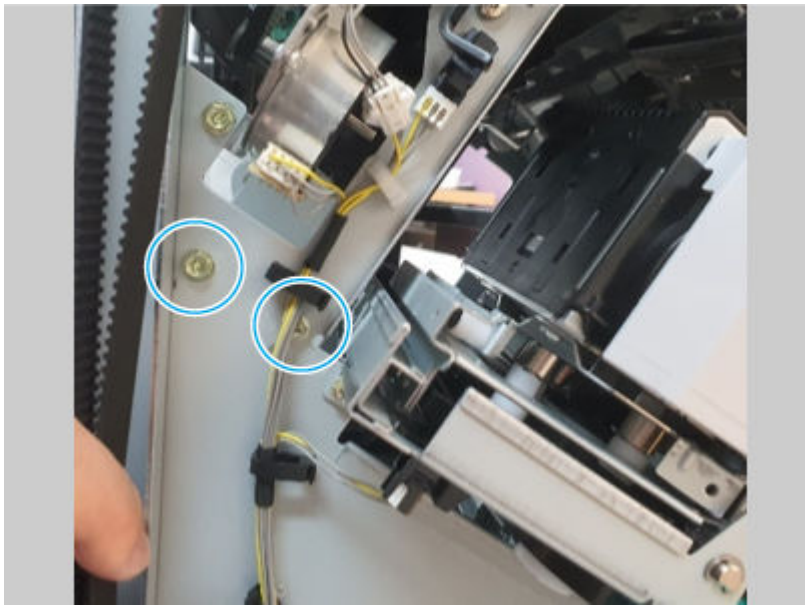
NOTE: Removing these screws allows the front tamper to be moved out of the way when the ejector unit is removed.

Figure 5-2514 Release the tamper



2. Remove two screws (located below the front tamper).

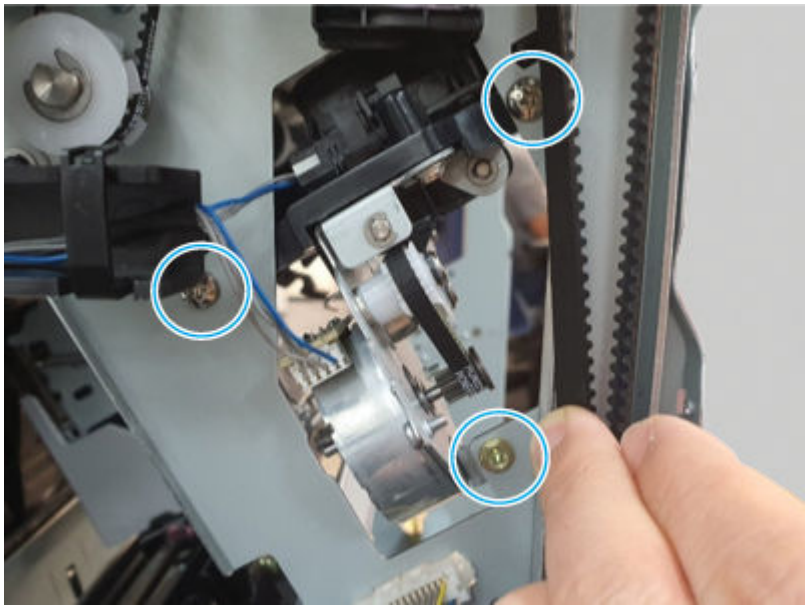
Figure 5-2515 Remove two screws



3. Remove three screws.

NOTE: Removing these screws allows the rear tamper to be moved out of the way when the ejector unit is removed.

Figure 5-2516 Release the tamper



4. Remove two screws (located below the rear tamper).

Figure 5-2517 Remove two screws

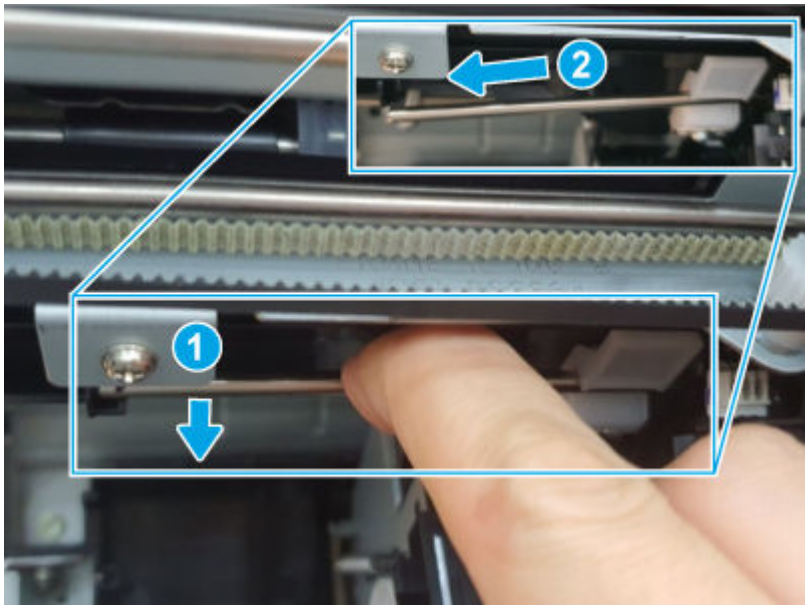


5. Do the following:

   a. Look inside the finisher through the stapler opening.

   b. Locate the shaft, pull down to release it (callout 1), and then slide it as shown below (callout 2) to remove it.

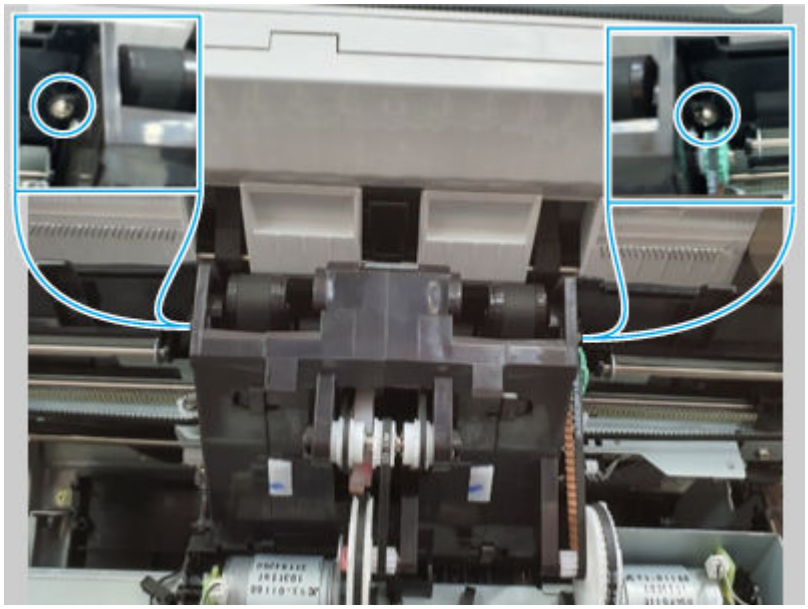
Figure 5-2518 Remove the shaft



6. Remove two screws, and then remove the ejector unit.

NOTE: Slightly lift up on the tampers to give the ejector unit clearance when removing it..

Figure 5-2519 Remove the unit

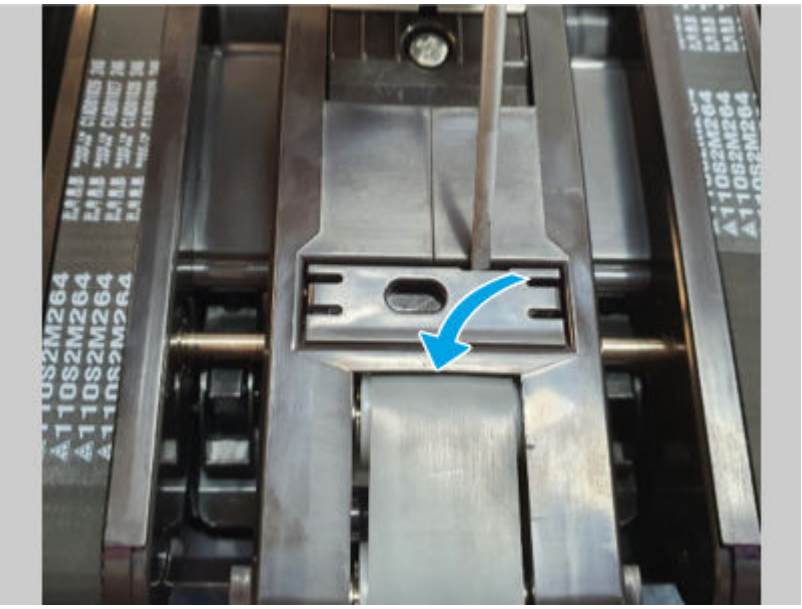


10. Remove the external finisher ejector sensor

Use the following procedure to remove and replace the external finisher ejector sensor.

1. Remove the ejector sensor cover.

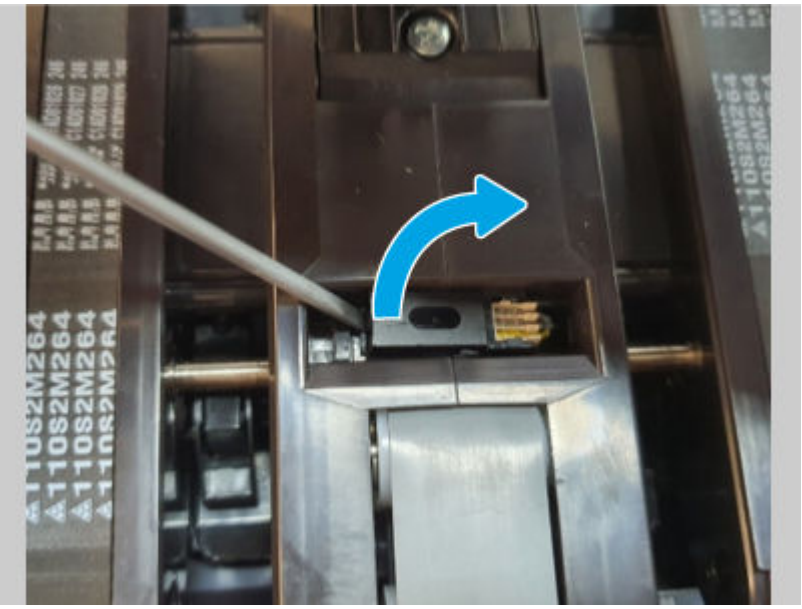
Figure 5-2520 Release the cover



2. Carefully separate the ejector sensor from the ejector unit.

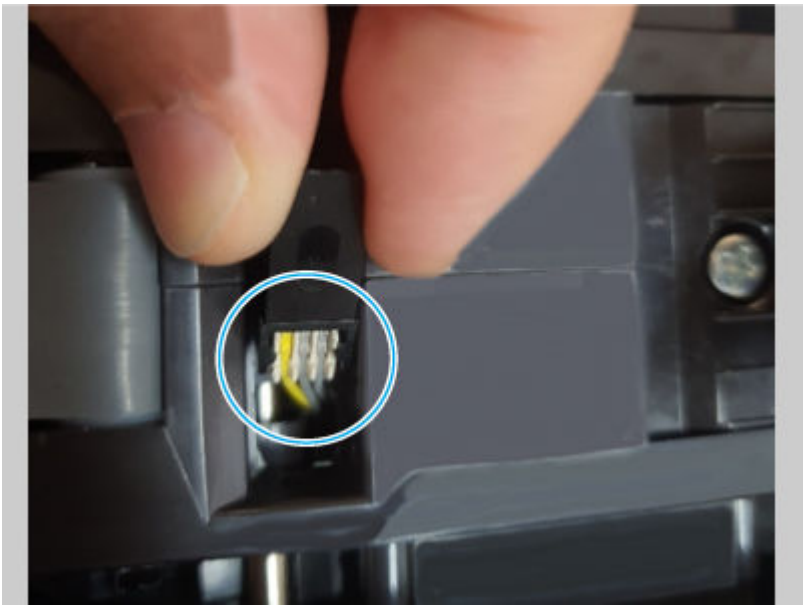
⚠ CAUTION: Do not attempt to completely remove the sensor. It is still attached to the ejector unit by a wire harness.

Figure 5-2521 Release the sensor



3. Disconnect one connector, and then remove the ejector sensor.

Figure 5-2522 **Remove the sensor**



11. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Ejector 1 home sensor

Learn about removing and replacing the external finisher ejector 1 home sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-271 Part information

Part number	Part description
0604-001415	Photo interrupter (Ejector 1 home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

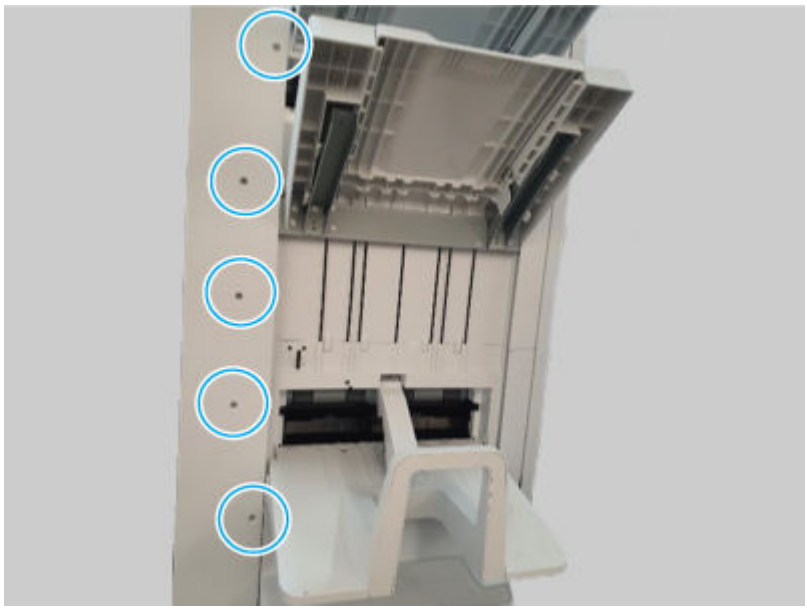
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

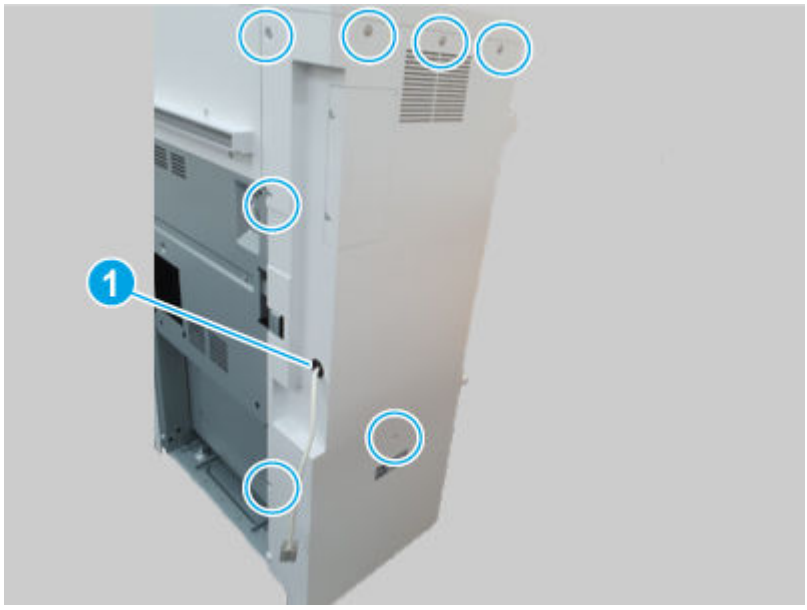
Figure 5-2523 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2524 Remove the cover

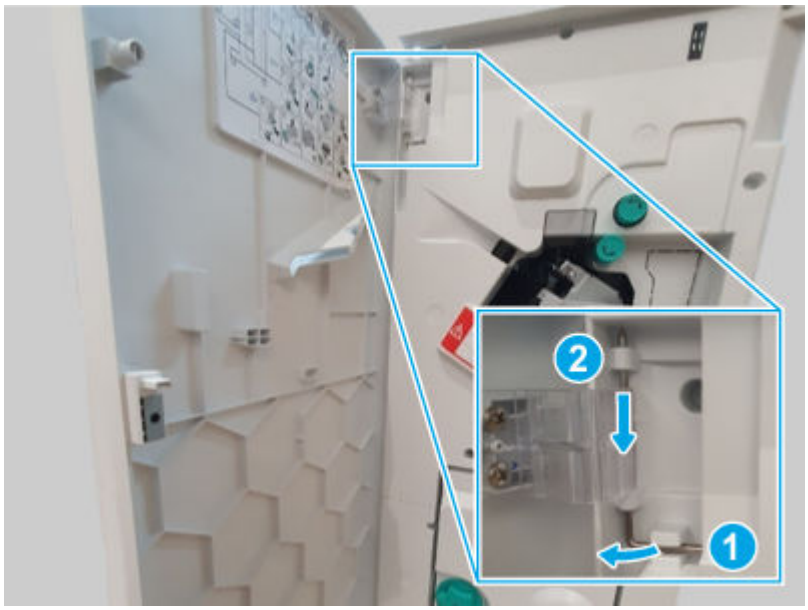


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

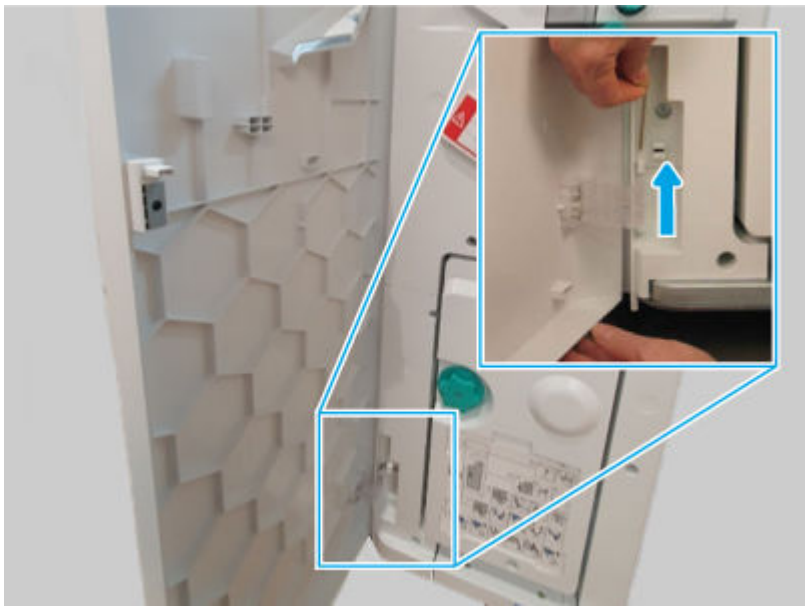
1. Release, and then remove the upper hinge pin.

Figure 5-2525 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2526 **Remove the door**



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

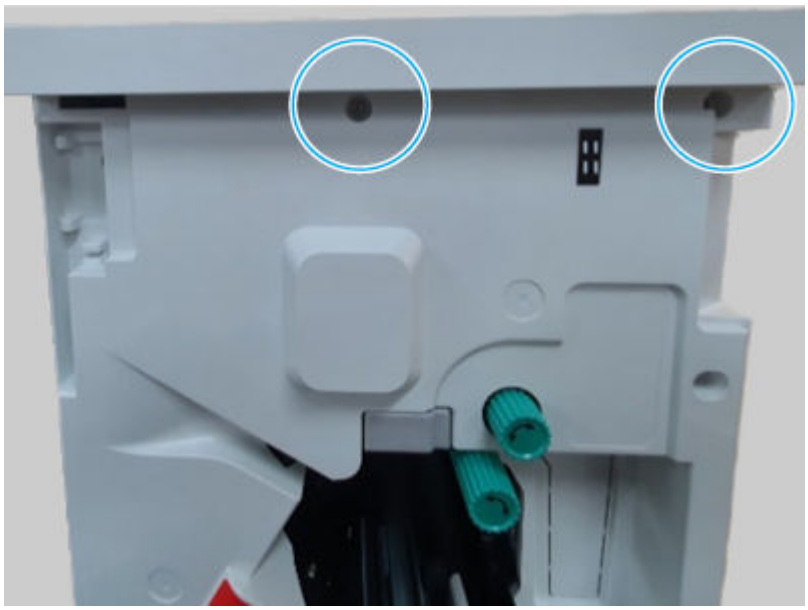
1. Remove three screws.

Figure 5-2527 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2528 **Remove the cover**

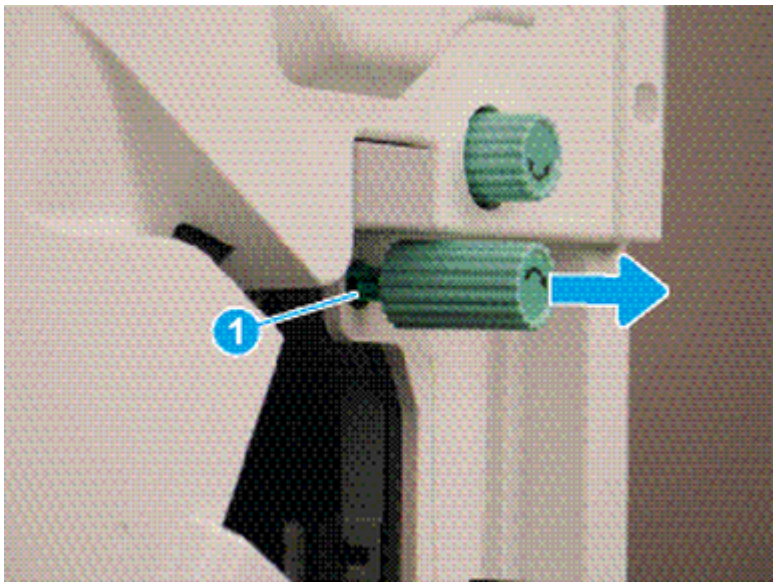


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

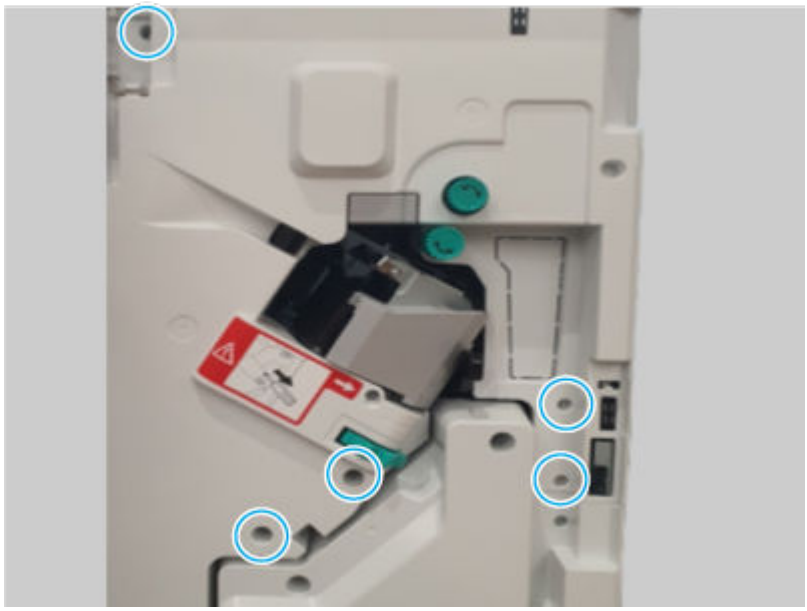
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2529 **Remove the knob**



2. Remove five screws, and then remove the front cover.

Figure 5-2530 **Remove the cover**



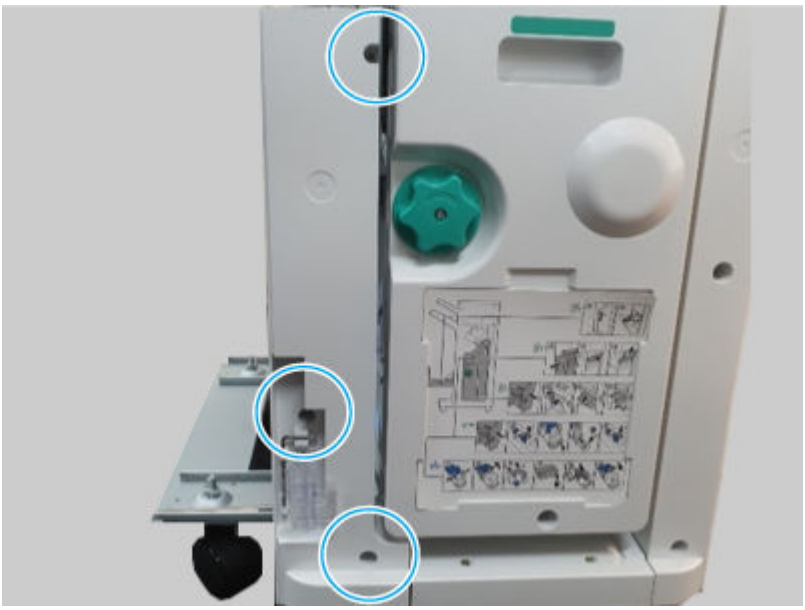
5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.

2. Remove three screws, and then remove the front lower left cover.

Figure 5-2531 **Remove the cover**



6. Remove the external finisher caster

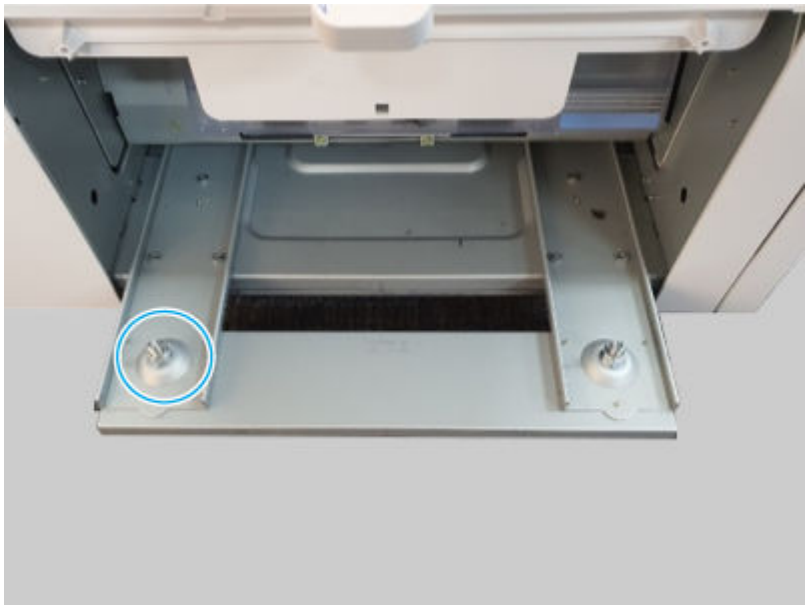
Use the following procedure to remove and replace the external finisher caster.

⚠ **WARNING!** The external finisher is not stable when one or more casters are removed and can easily tip over. To avoid personal injury or damage to the finisher, make sure to fully support the finisher when removing a caster.

1. Remove the external finisher from the printer.
2. Remove one fix nut.

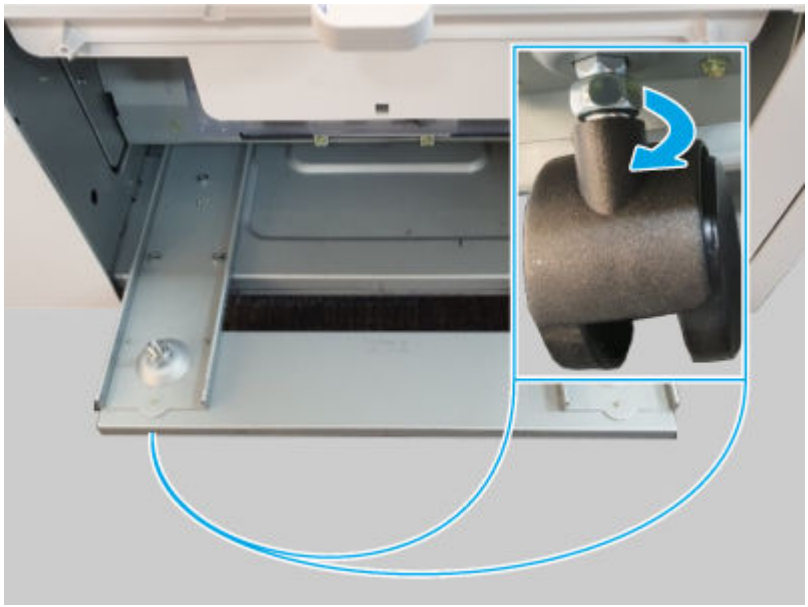
NOTE: Use a 12mm spanner wrench to remove the nut.

Figure 5-2532 Remove the nut



3. Rotate the caster as shown below to remove it. Repeat these steps for the remaining casters as needed.

Figure 5-2533 Remove the caster

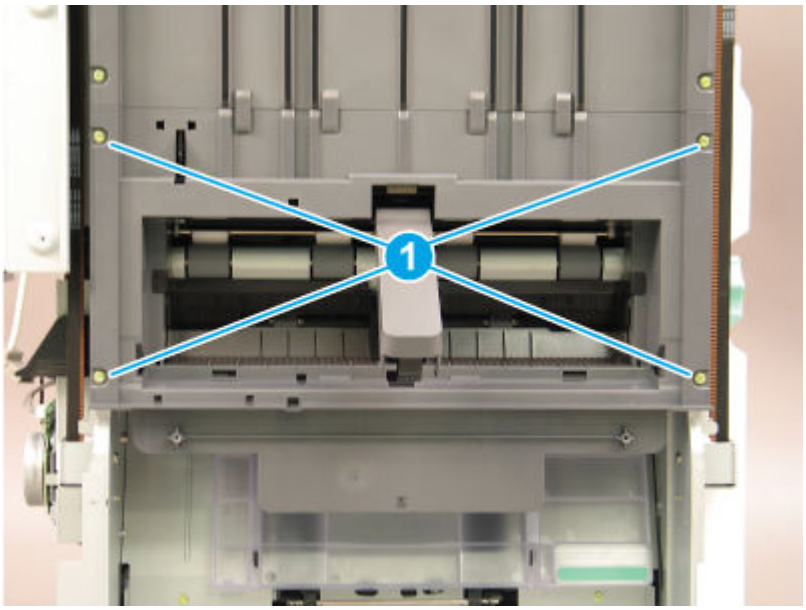


7. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-2534 Remove four screws

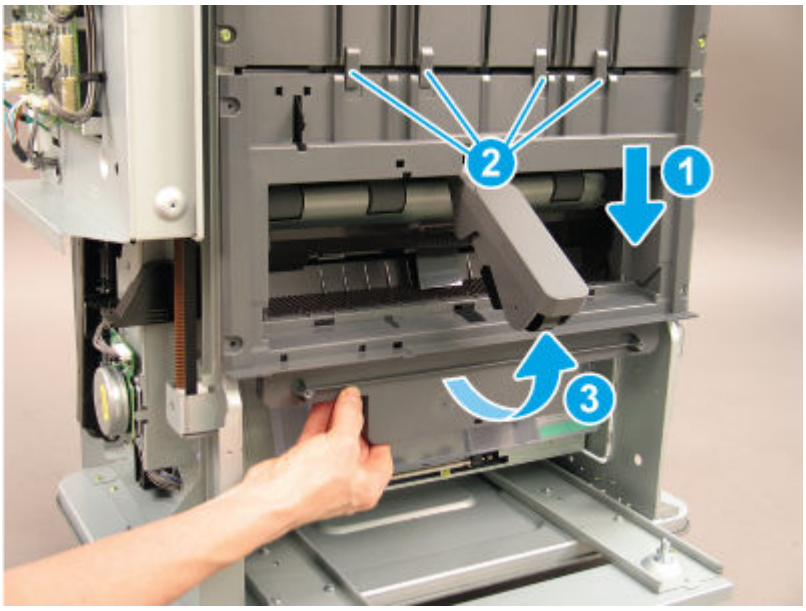


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

⚠ CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

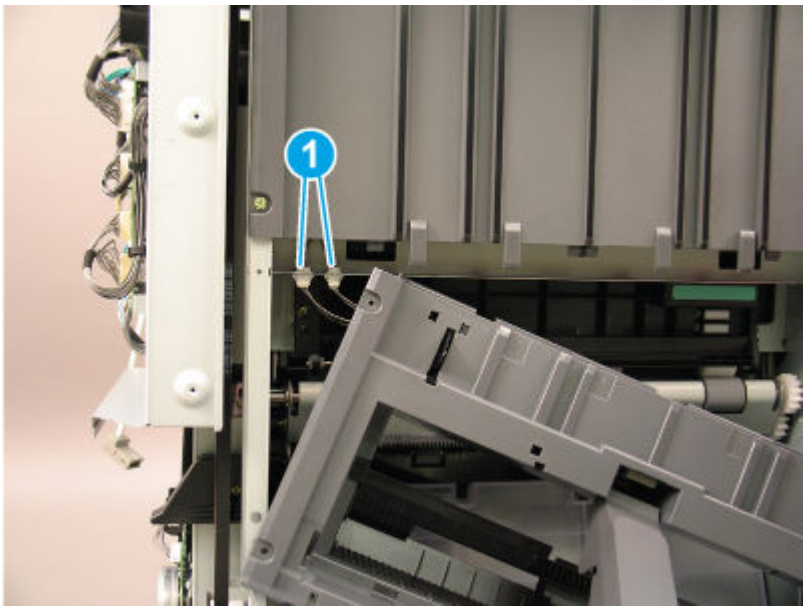
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-2535 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-2536 Remove the cover

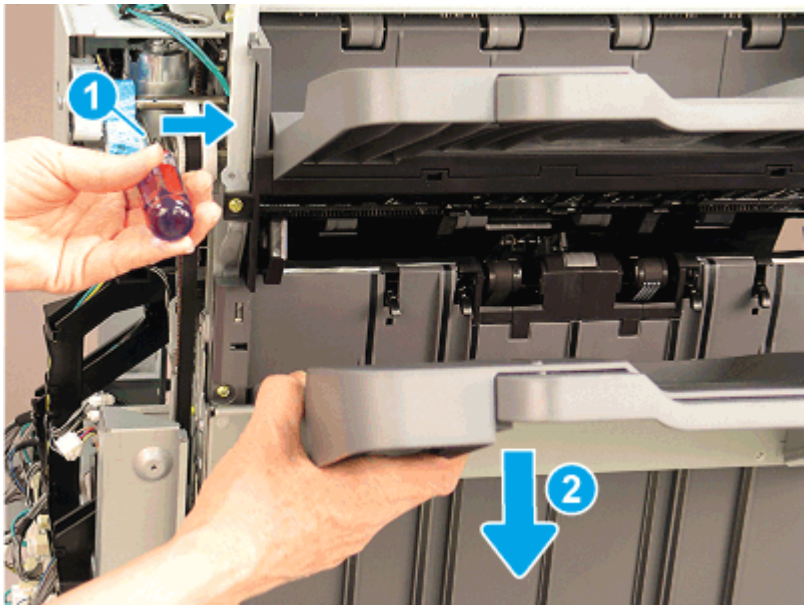


8. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

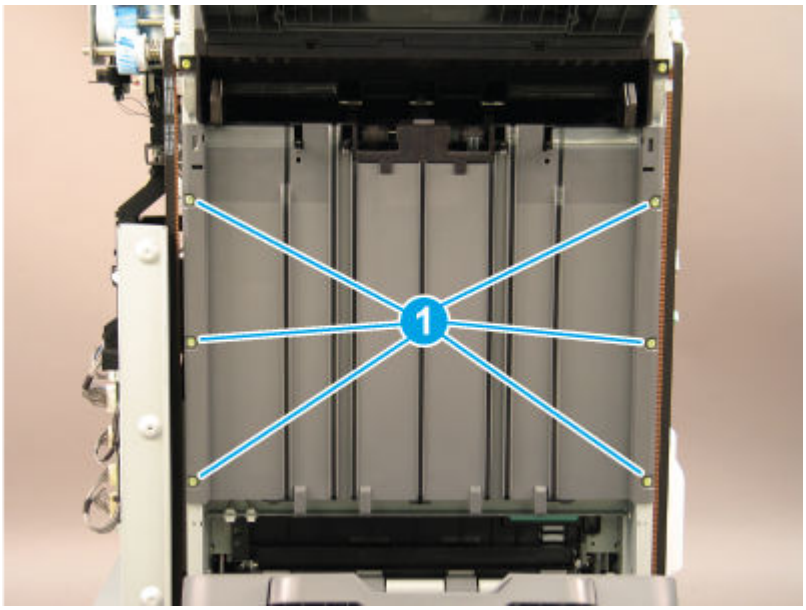
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-2537 Lower the tray



2. Remove six screws (callout 1).

Figure 5-2538 Remove six screws

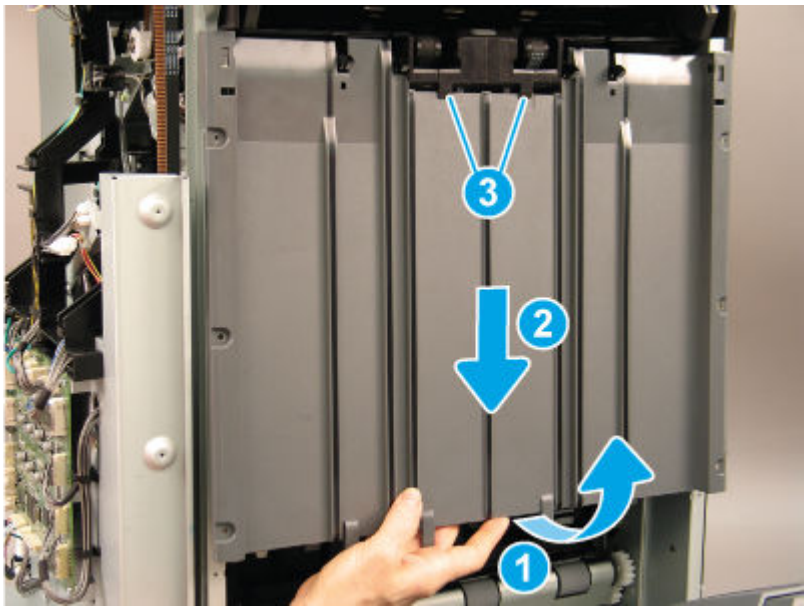


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

⚠ CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

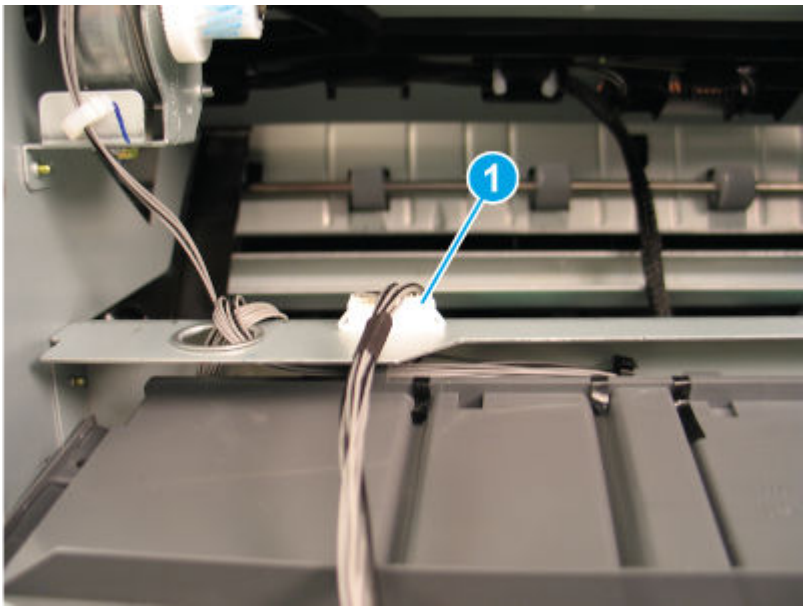
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-2539 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-2540 Remove the cover



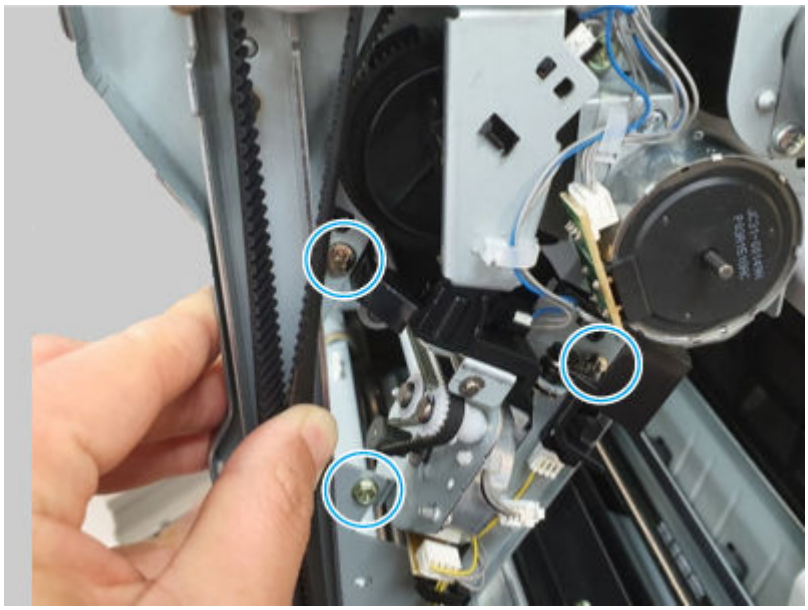
9. Remove the external finisher ejector unit

Use the following procedure to remove and replace the external finisher ejector unit.

1. Remove three screws.

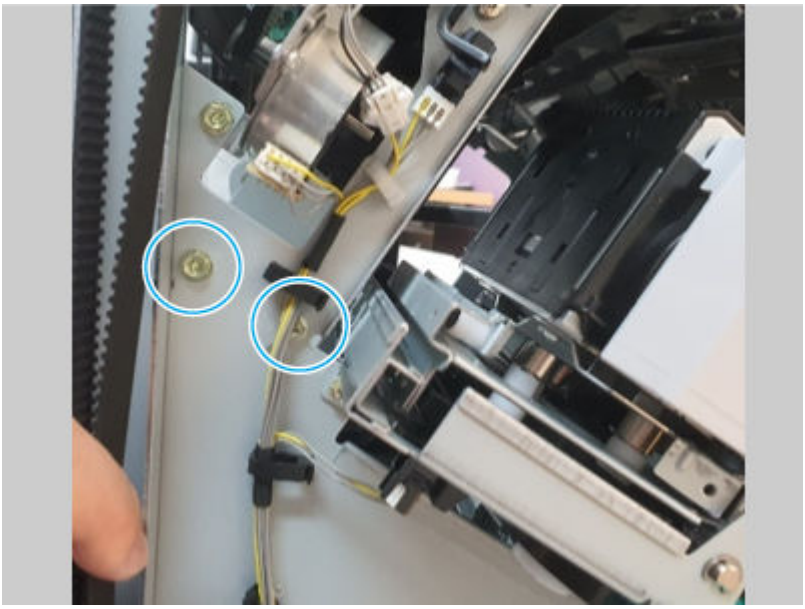
NOTE: Removing these screws allows the front tamper to be moved out of the way when the ejector unit is removed.

Figure 5-2541 Release the tamper



2. Remove two screws (located below the front tamper).

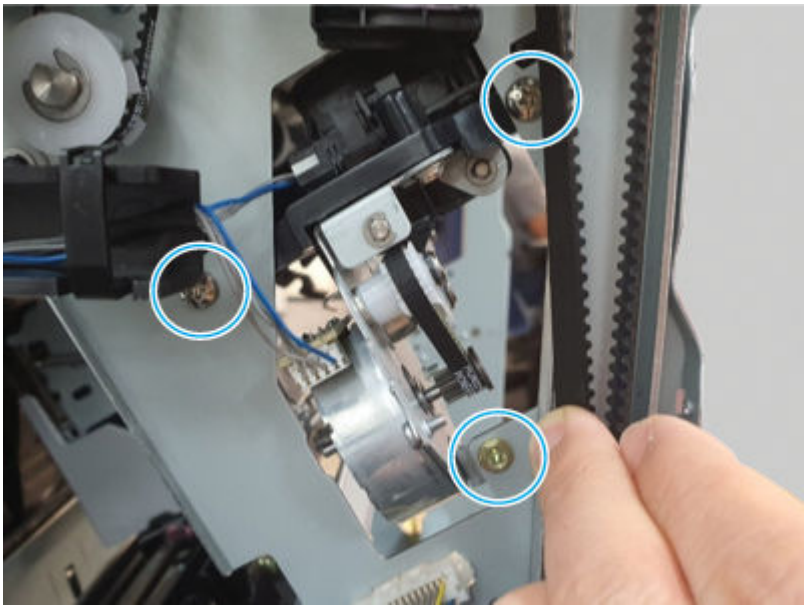
Figure 5-2542 Remove two screws



3. Remove three screws.

NOTE: Removing these screws allows the rear tamper to be moved out of the way when the ejector unit is removed.

Figure 5-2543 Release the tamper



4. Remove two screws (located below the rear tamper).

Figure 5-2544 Remove two screws

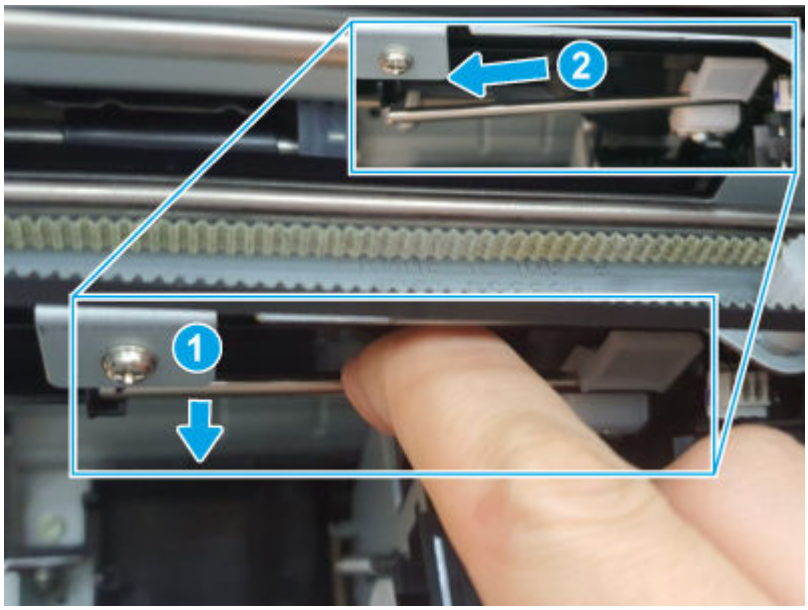


5. Do the following:

   a. Look inside the finisher through the stapler opening.

   b. Locate the shaft, pull down to release it (callout 1), and then slide it as shown below (callout 2) to remove it.

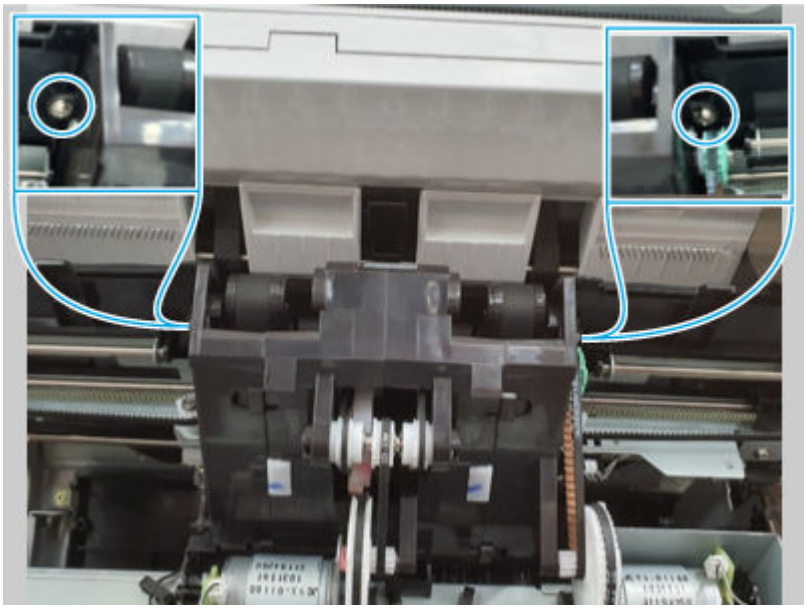
Figure 5-2545 Remove the shaft



6. Remove two screws, and then remove the ejector unit.

NOTE: Slightly lift up on the tampers to give the ejector unit clearance when removing it..

Figure 5-2546 Remove the unit

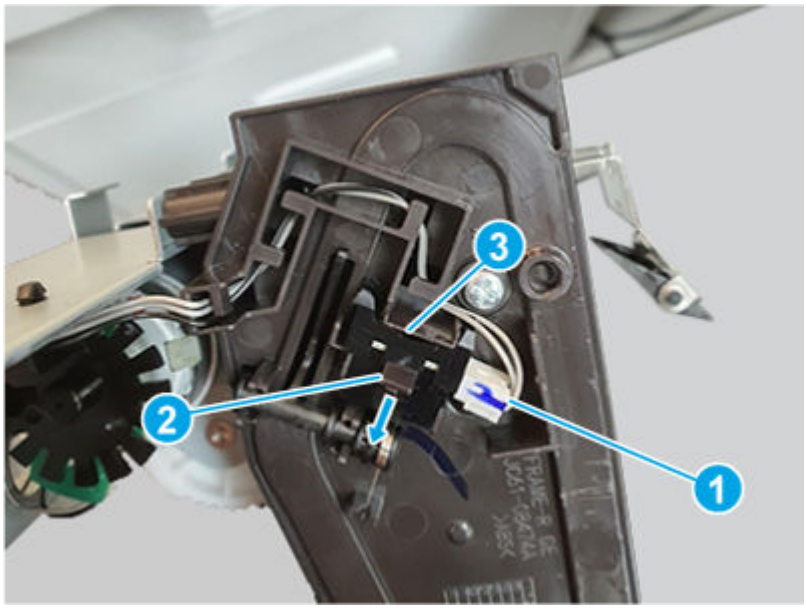


10. Remove the external finisher ejector 1 home sensor

Use the following procedure to remove and replace the external finisher ejector 1 home sensor.

- Do the following:
  a. Disconnect one connector (callout 1).
  b. Release the hook (callout 2).
  c. Remove the ejector 1 home sensor (callout 3).

Figure 5-2547 Remove the sensor



11. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Ejector 1 motor sensor

Learn about removing and replacing the external finisher ejector 1 motor sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-272 Part information

Part number	Part description
0604-001415	Photo interrupter (Ejector 1 motor sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

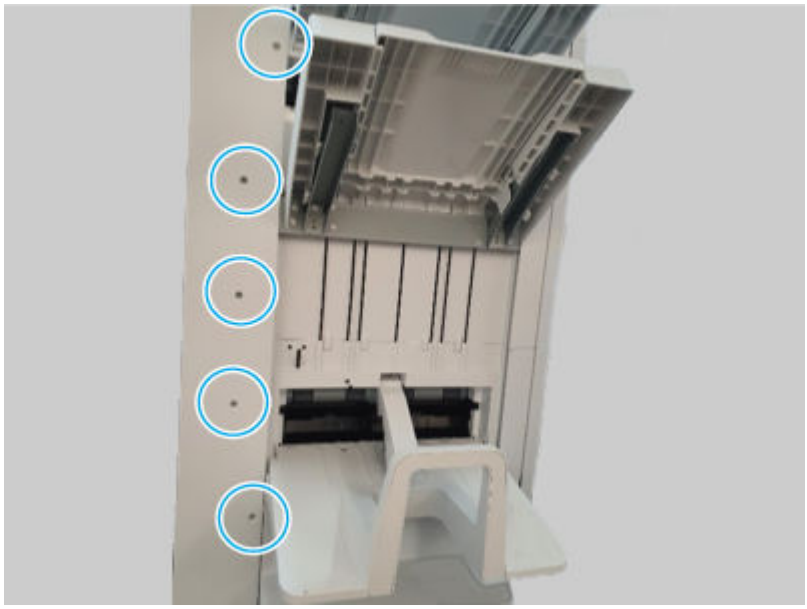
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

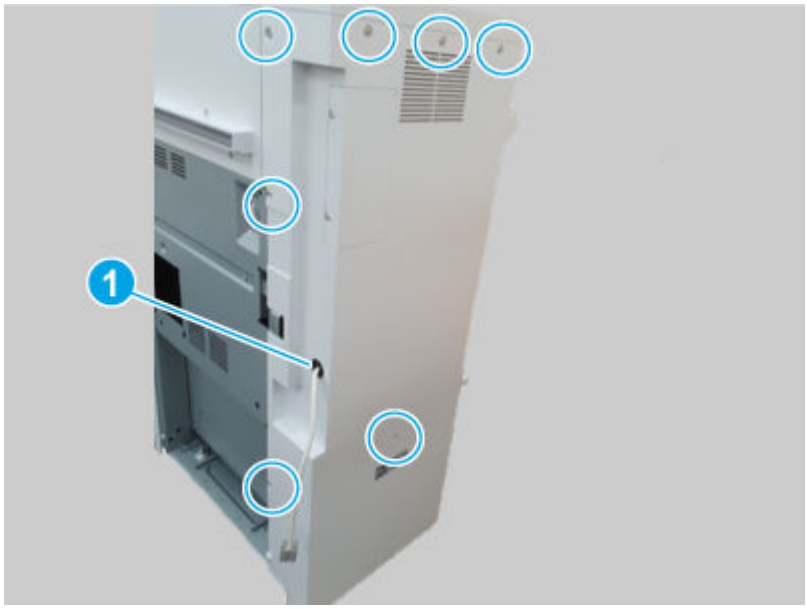
Figure 5-2548 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2549 Remove the cover

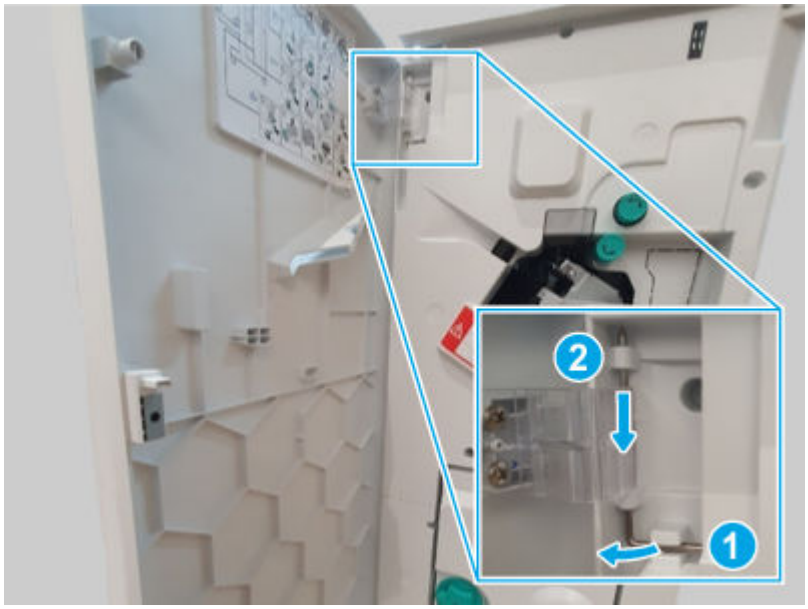


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

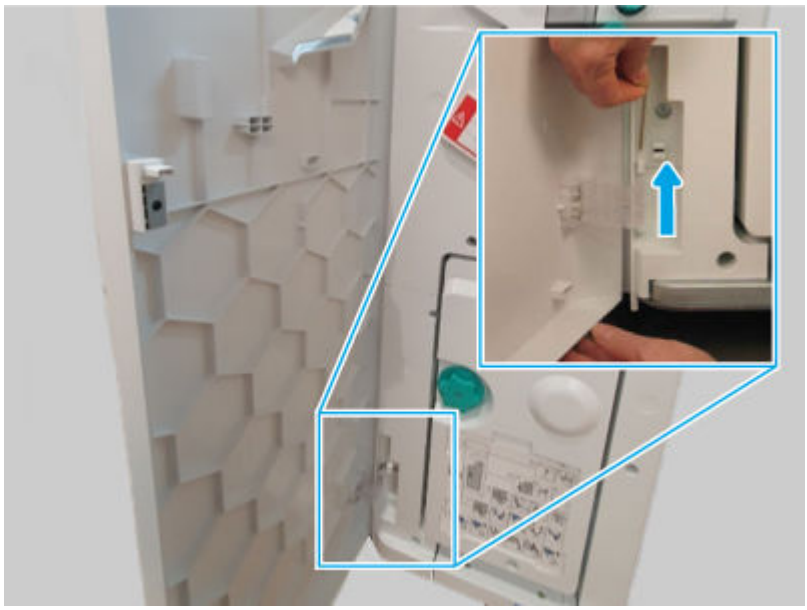
1. Release, and then remove the upper hinge pin.

Figure 5-2550 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2551 **Remove the door**



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

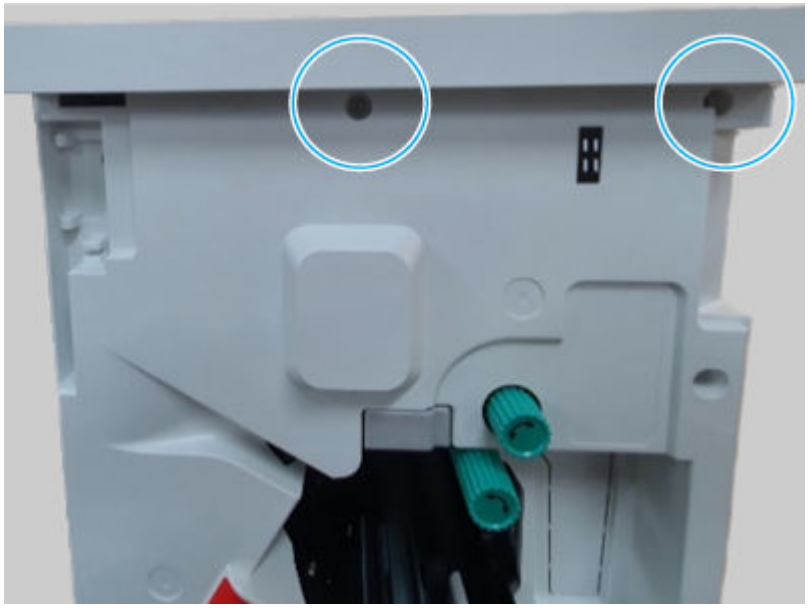
1. Remove three screws.

Figure 5-2552 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2553 Remove the cover

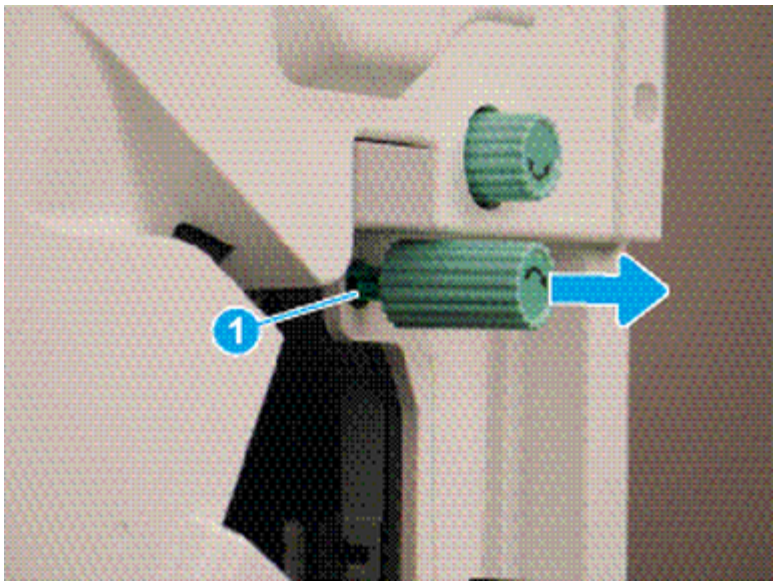


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

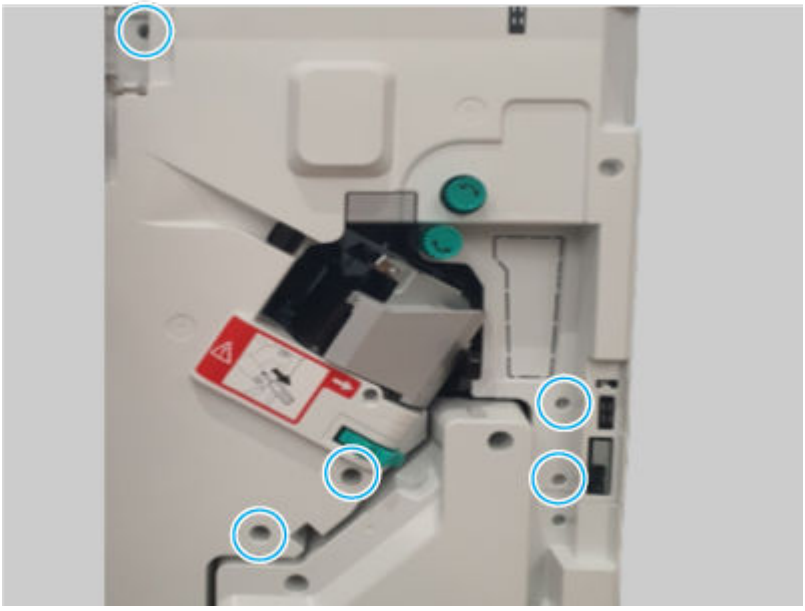
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2554 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-2555 Remove the cover

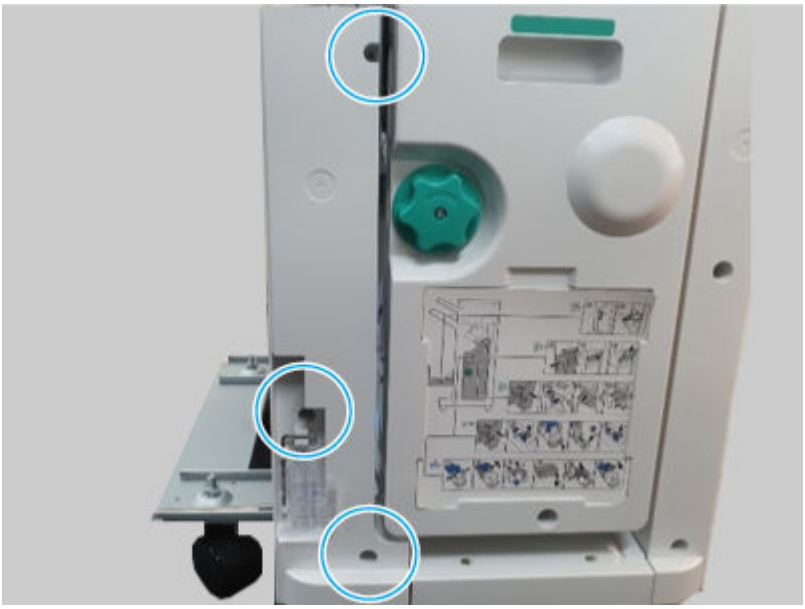


5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.
2. Remove three screws, and then remove the front lower left cover.

Figure 5-2556 Remove the cover



6. Remove the external finisher caster

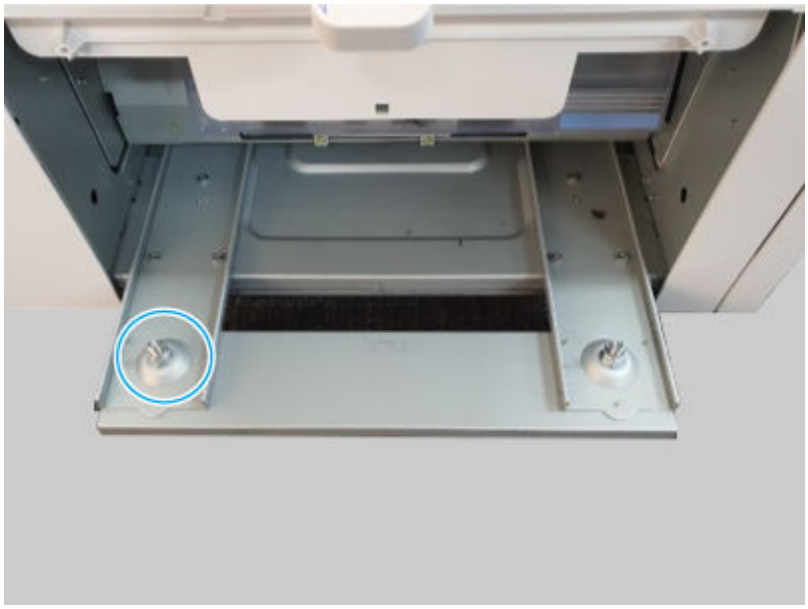
Use the following procedure to remove and replace the external finisher caster.

⚠ **WARNING!** The external finisher is not stable when one or more casters are removed and can easily tip over. To avoid personal injury or damage to the finisher, make sure to fully support the finisher when removing a caster.

1. Remove the external finisher from the printer.
2. Remove one fix nut.

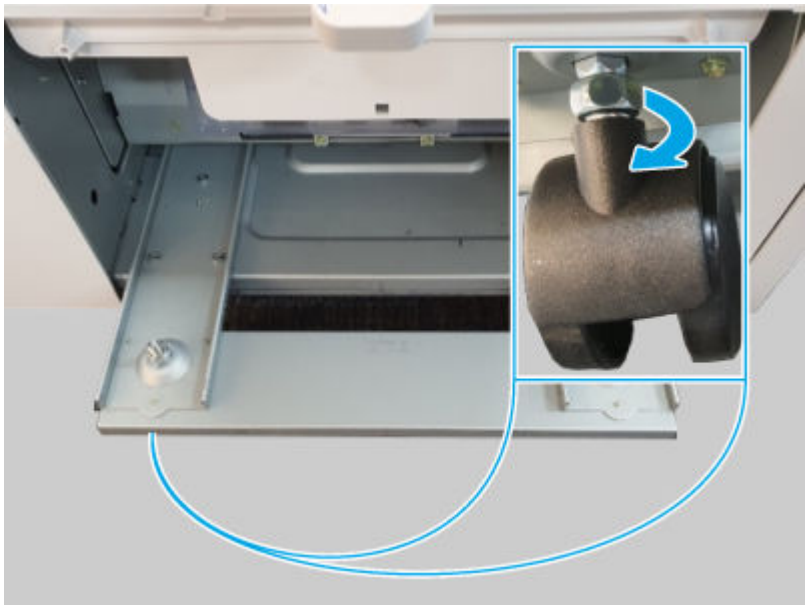
NOTE: Use a 12mm spanner wrench to remove the nut.

Figure 5-2557 **Remove the nut**



3. Rotate the caster as shown below to remove it. Repeat these steps for the remaining casters as needed.

Figure 5-2558 Remove the caster

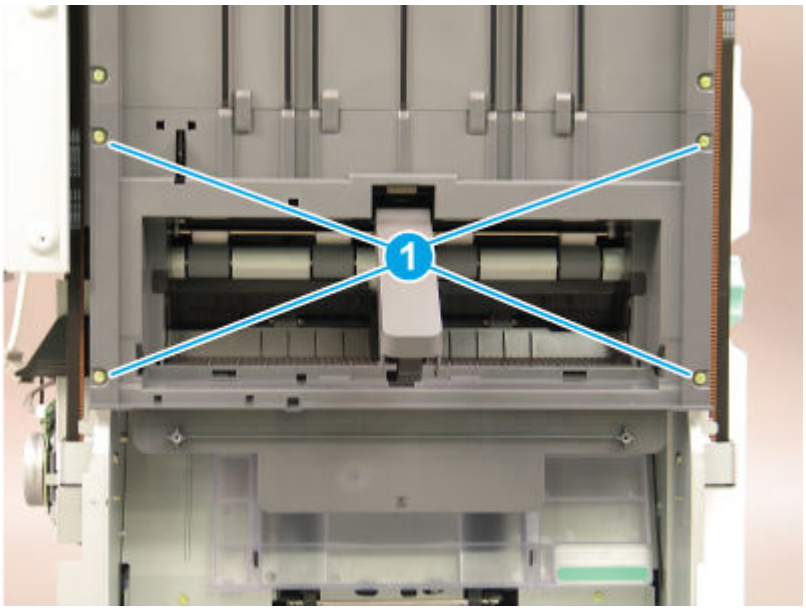


7. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-2559 Remove four screws

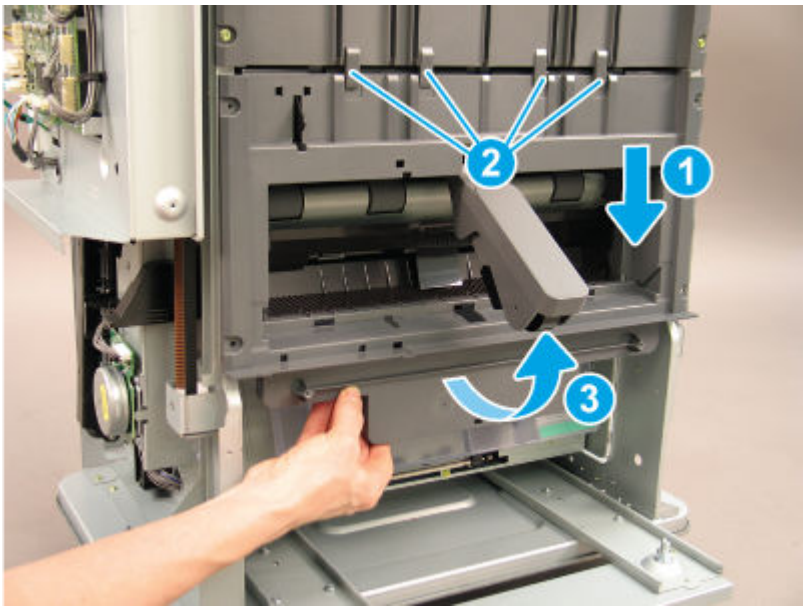


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

⚠ **CAUTION:** The cover is still attached to the finisher. Do not attempt to completely remove the cover.

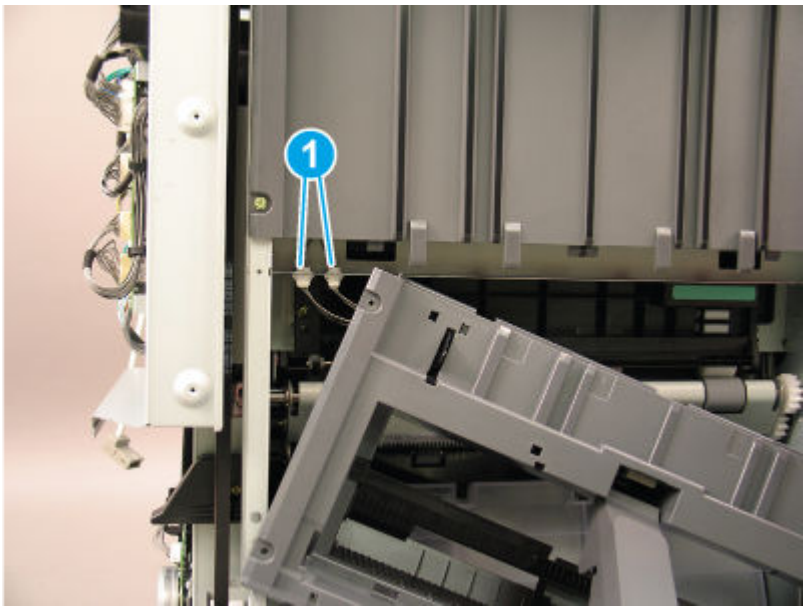
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-2560 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-2561 Remove the cover

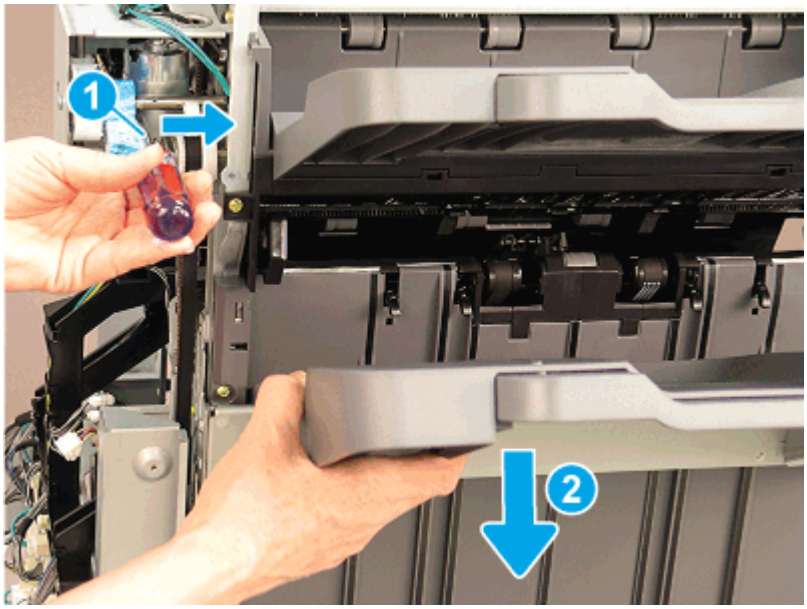


8. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

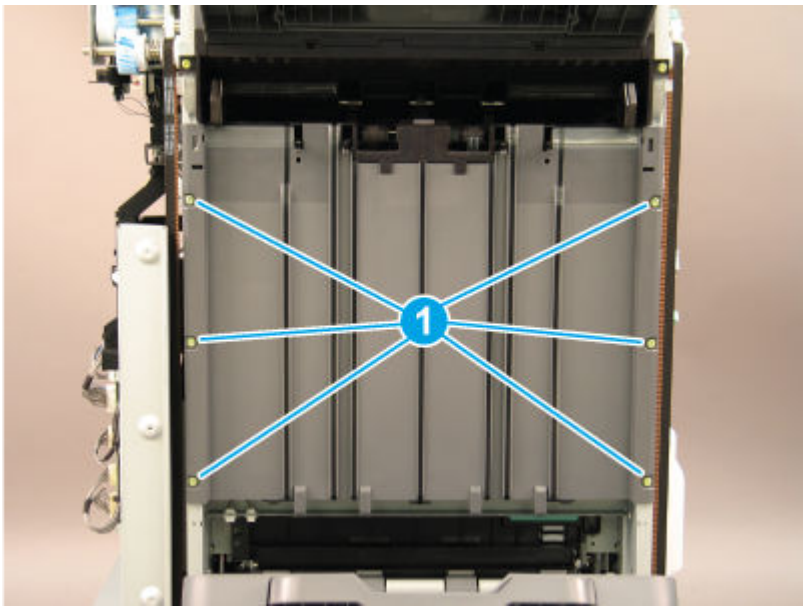
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-2562 Lower the tray



2. Remove six screws (callout 1).

Figure 5-2563 Remove six screws

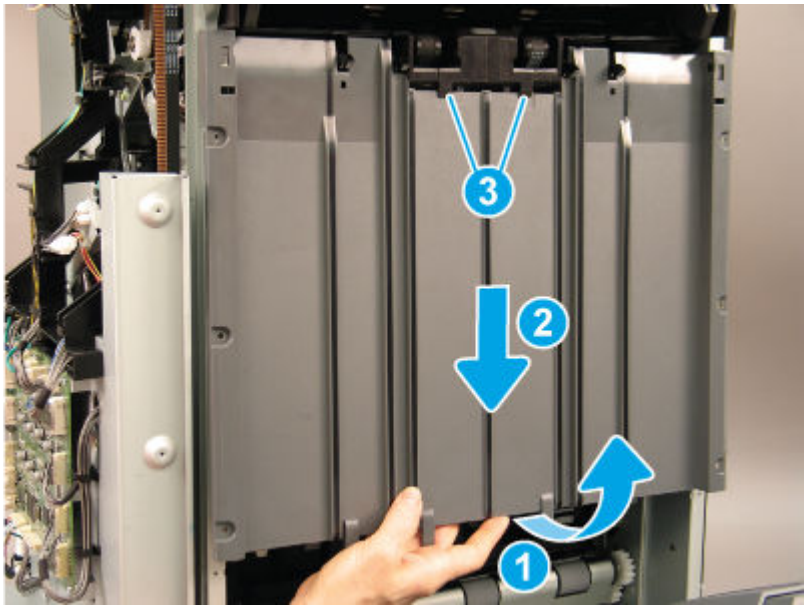


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

⚠ CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

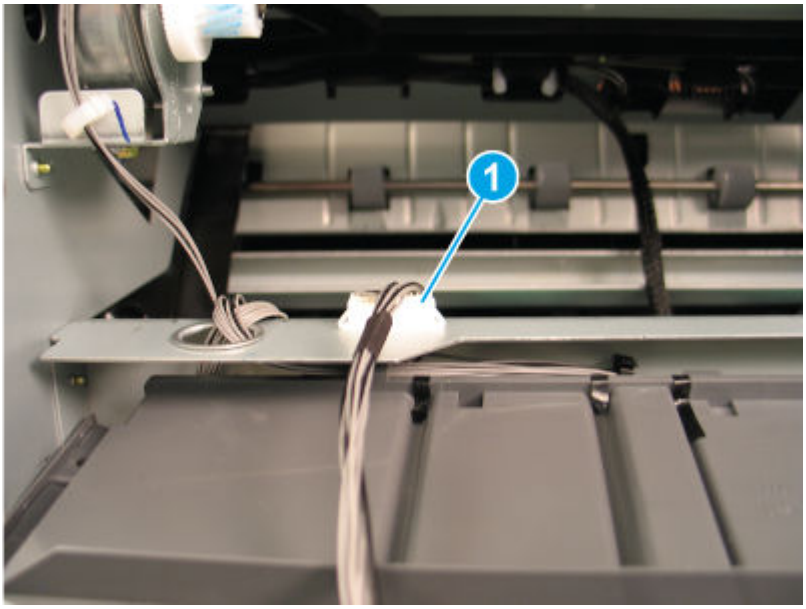
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-2564 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-2565 Remove the cover



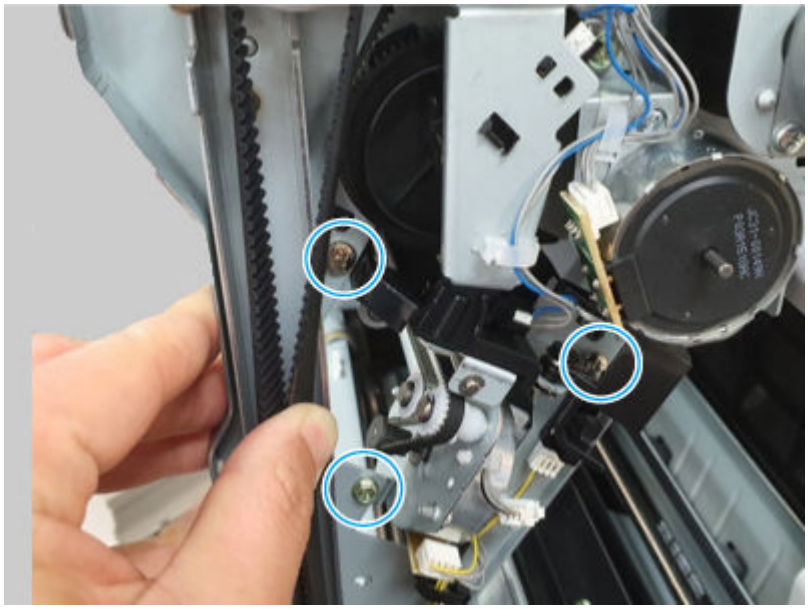
9. Remove the external finisher ejector unit

Use the following procedure to remove and replace the external finisher ejector unit.

1. Remove three screws.

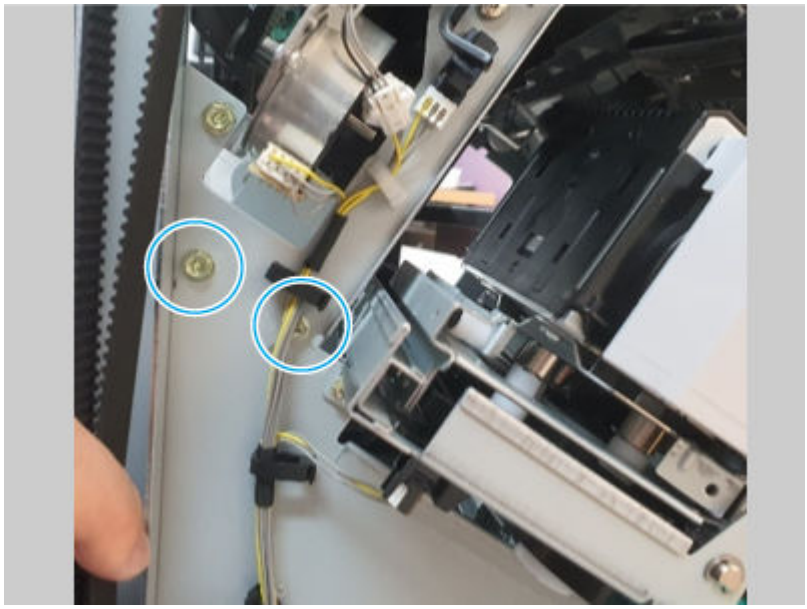
NOTE: Removing these screws allows the front tamper to be moved out of the way when the ejector unit is removed.

Figure 5-2566 Release the tamper



2. Remove two screws (located below the front tamper).

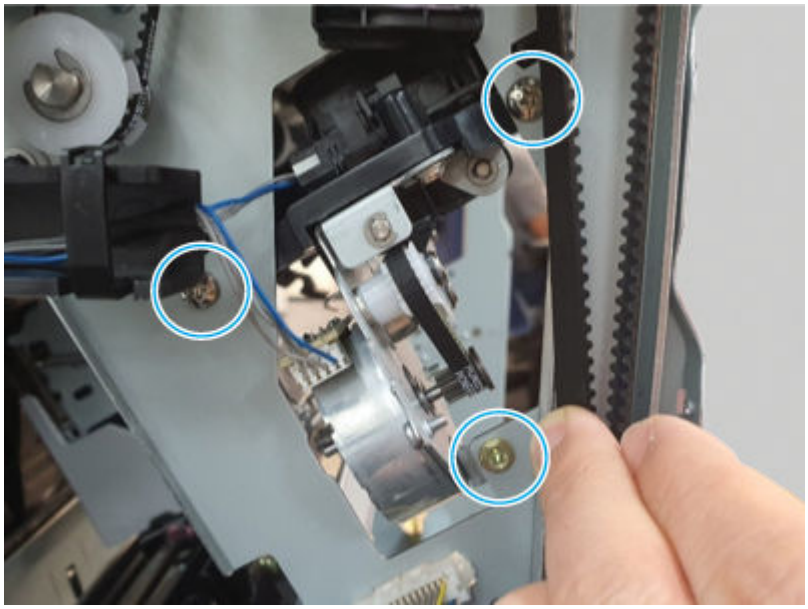
Figure 5-2567 Remove two screws



3. Remove three screws.

NOTE: Removing these screws allows the rear tamper to be moved out of the way when the ejector unit is removed.

Figure 5-2568 Release the tamper



4. Remove two screws (located below the rear tamper).

Figure 5-2569 Remove two screws

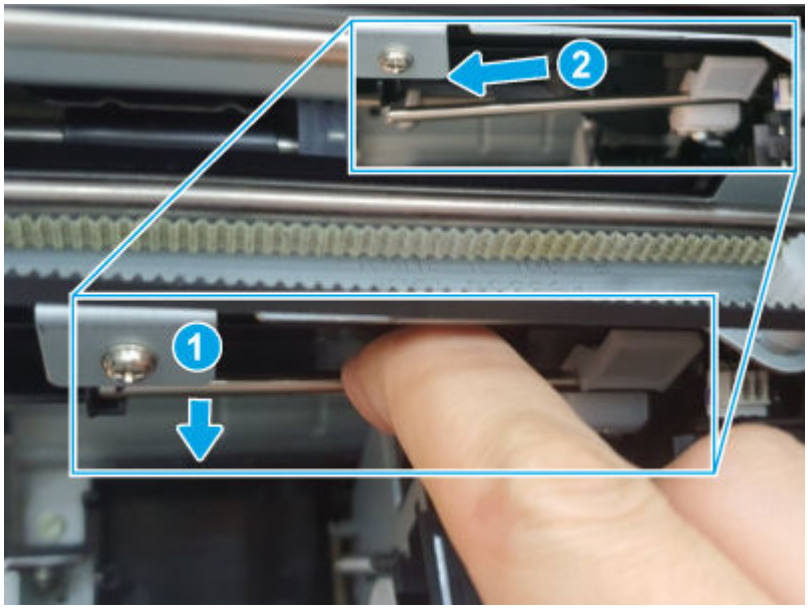


5. Do the following:

   a. Look inside the finisher through the stapler opening.

   b. Locate the shaft, pull down to release it (callout 1), and then slide it as shown below (callout 2) to remove it.

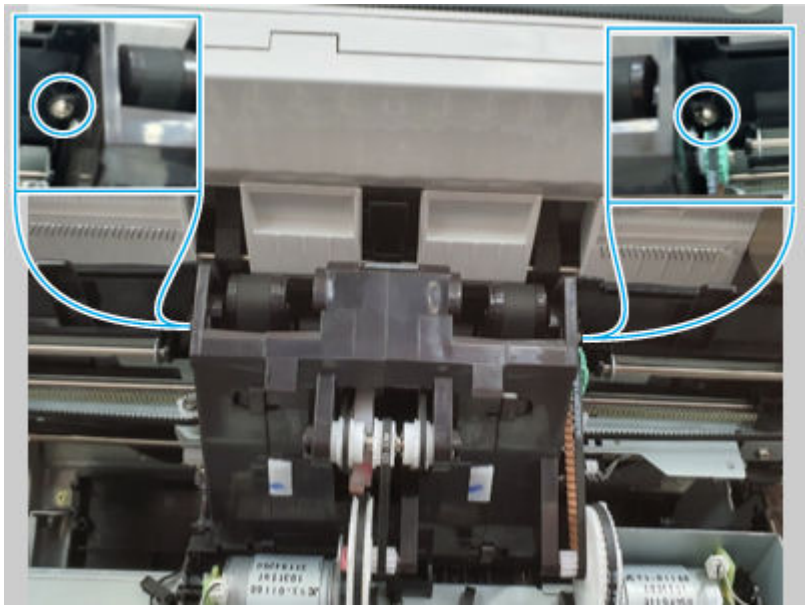
Figure 5-2570 Remove the shaft



6. Remove two screws, and then remove the ejector unit.

NOTE: Slightly lift up on the tampers to give the ejector unit clearance when removing it..

Figure 5-2571 Remove the unit



10. Remove the external finisher ejector 1 motor sensor

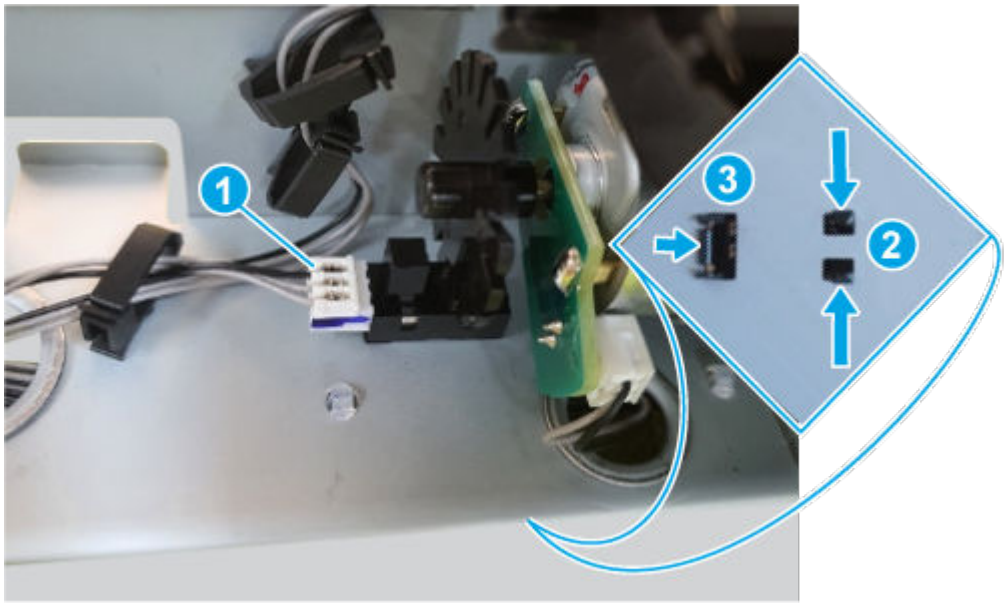
Use the following procedure to remove and replace the external finisher ejector 1 motor sensor.

- Do the following:
  a. Disconnect one connector (callout 1).
  b. Release the hooks (callout 2).

c. Slide the senor as shown below (callout 3)

d. Remove the ejector 1 motor sensor.

Figure 5-2572 **Remove the sensor**



11. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Ejector 2 motor sensor

Learn about removing and replacing the external finisher ejector 2 motor sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 30 minutes

Service level: Difficult

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-273 Part information

Part number	Part description
0604-001415	Photo interrupter (Ejector 2 motor sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

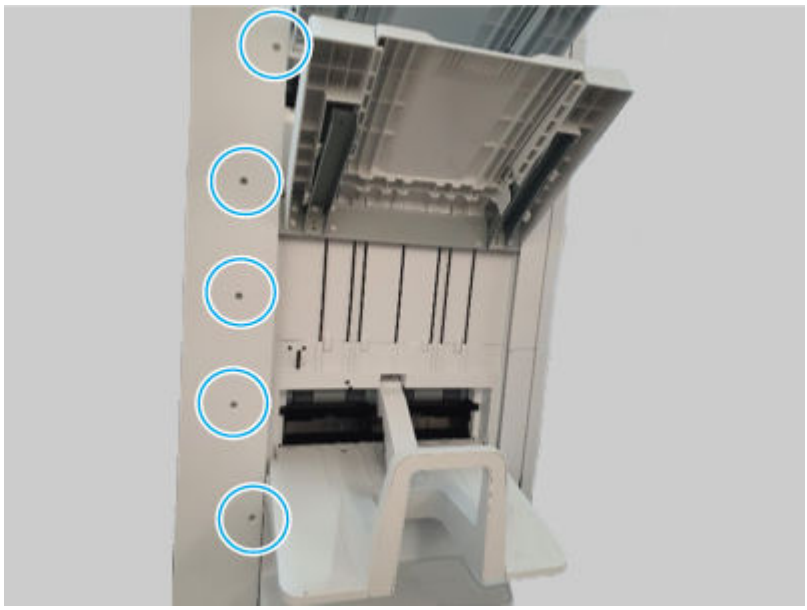
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

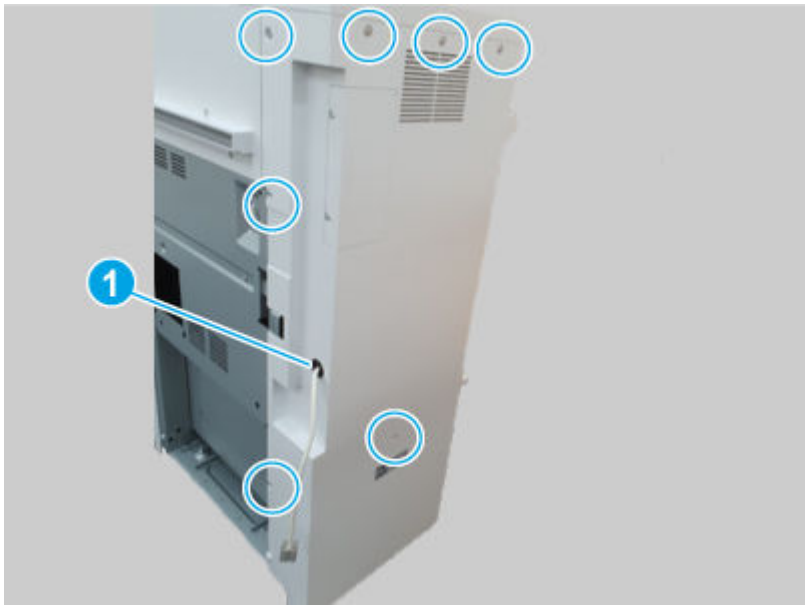
Figure 5-2573 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2574 **Remove the cover**

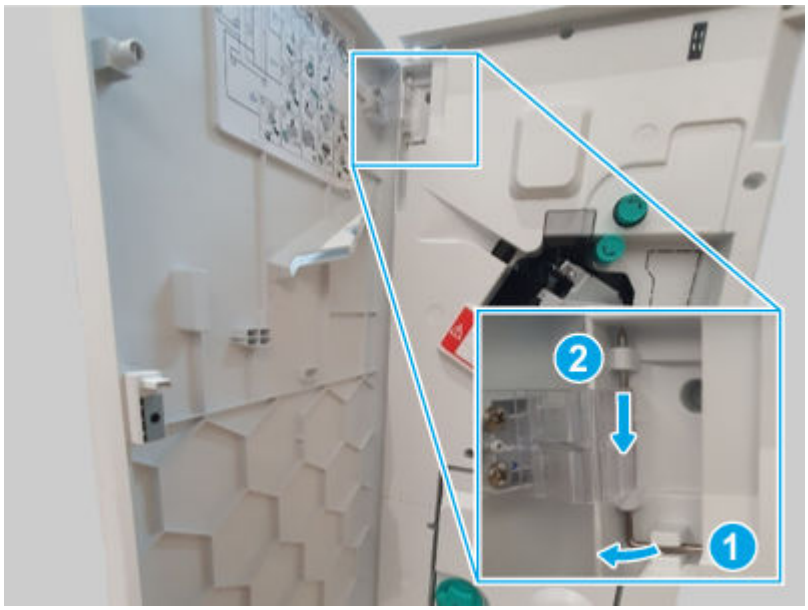


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

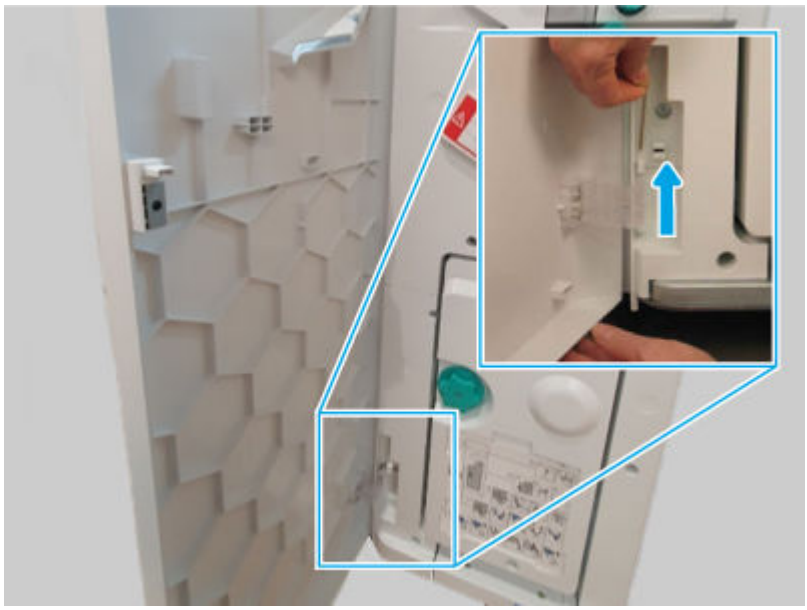
1. Release, and then remove the upper hinge pin.

Figure 5-2575 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2576 **Remove the door**



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

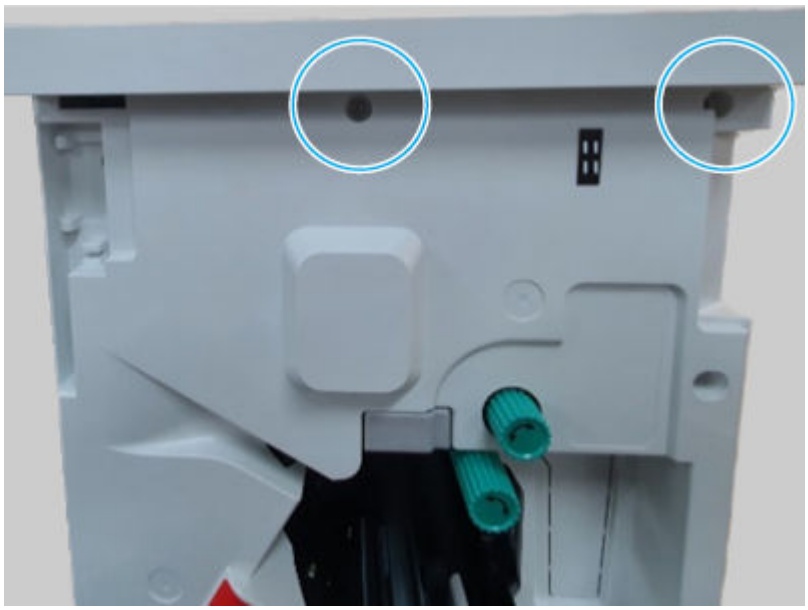
1. Remove three screws.

Figure 5-2577 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2578 **Remove the cover**

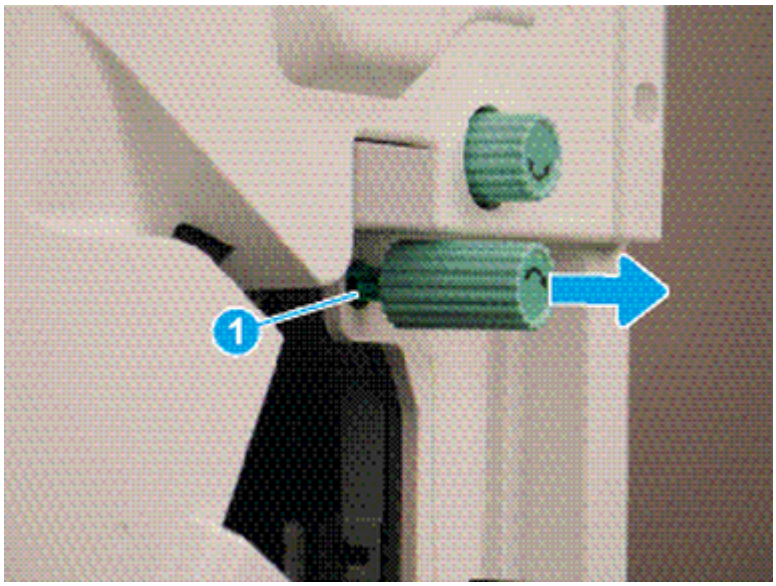


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

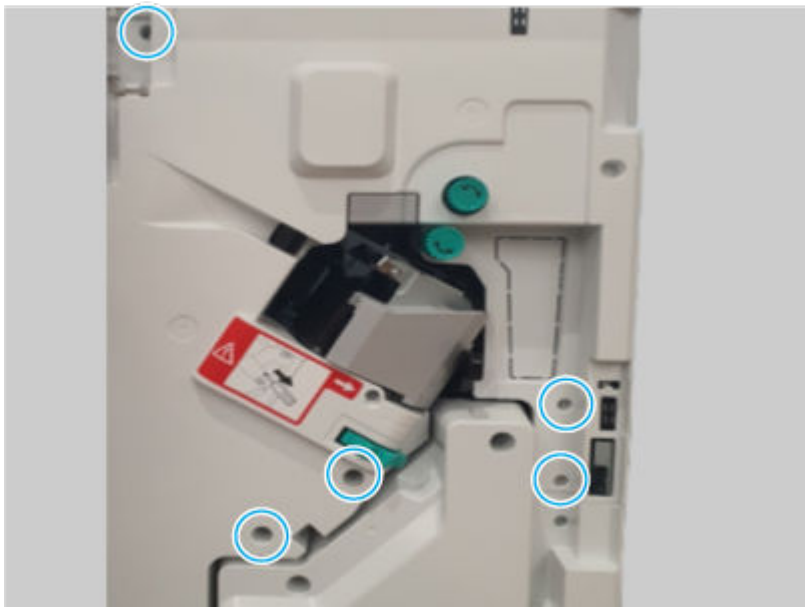
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2579 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-2580 Remove the cover



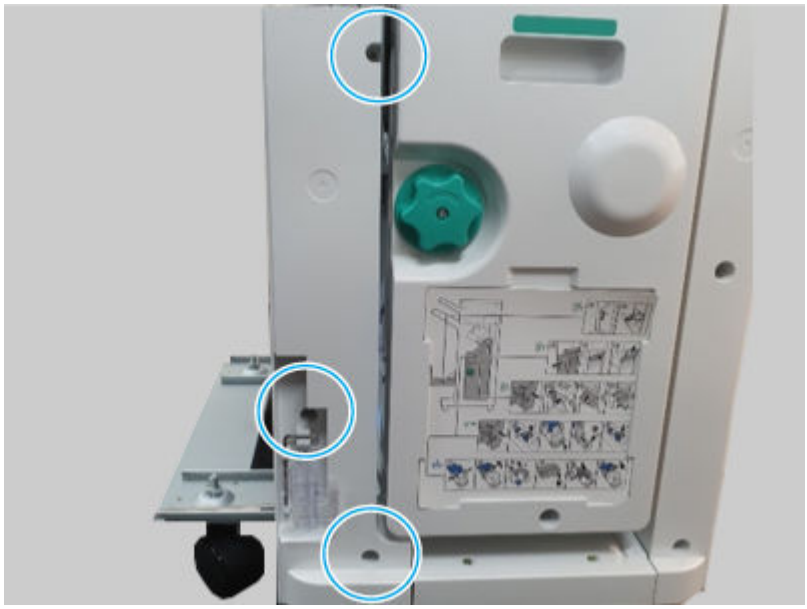
5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.

2. Remove three screws, and then remove the front lower left cover.

Figure 5-2581 **Remove the cover**



6. Remove the external finisher caster

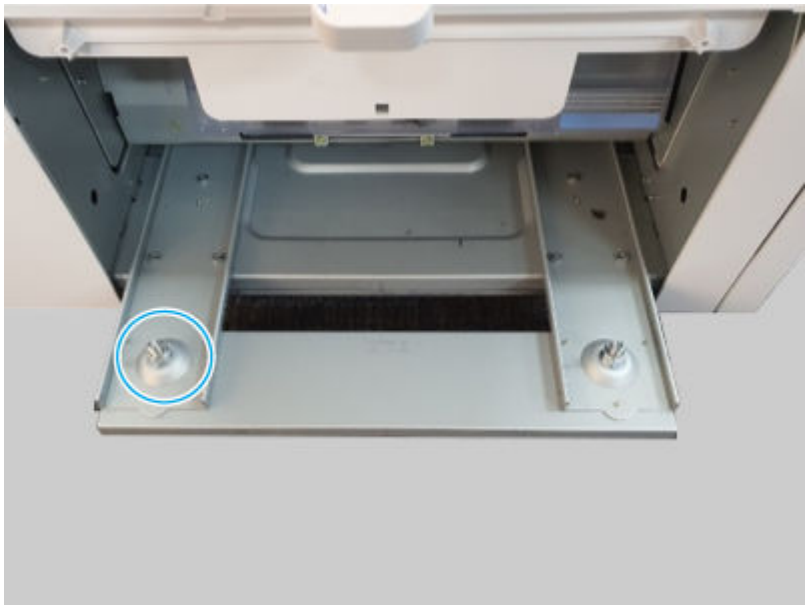
Use the following procedure to remove and replace the external finisher caster.

⚠ **WARNING!** The external finisher is not stable when one or more casters are removed and can easily tip over. To avoid personal injury or damage to the finisher, make sure to fully support the finisher when removing a caster.

1. Remove the external finisher from the printer.
2. Remove one fix nut.

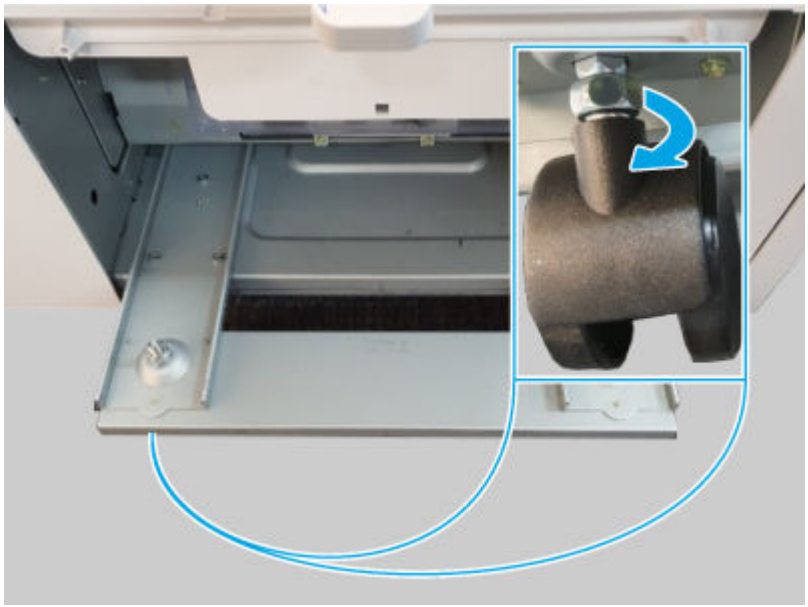
NOTE: Use a 12mm spanner wrench to remove the nut.

Figure 5-2582 Remove the nut



3. Rotate the caster as shown below to remove it. Repeat these steps for the remaining casters as needed.

Figure 5-2583 Remove the caster

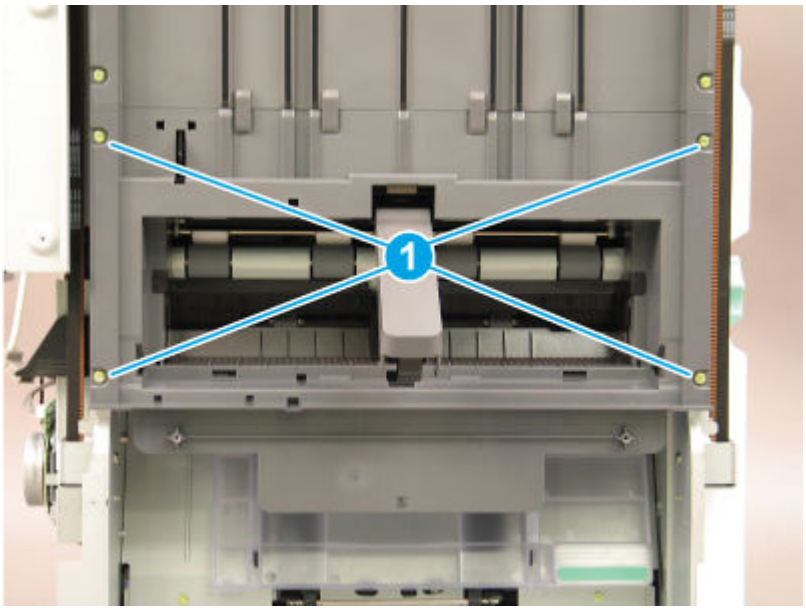


7. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-2584 Remove four screws

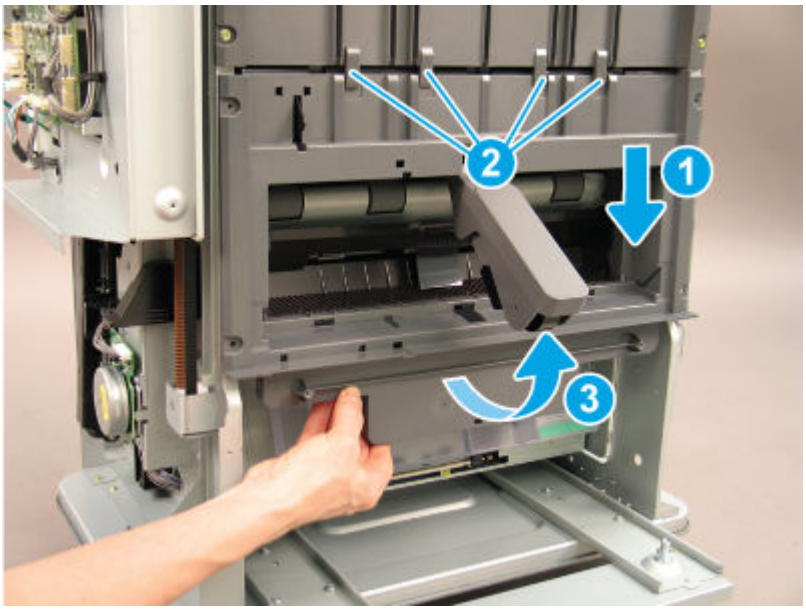


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

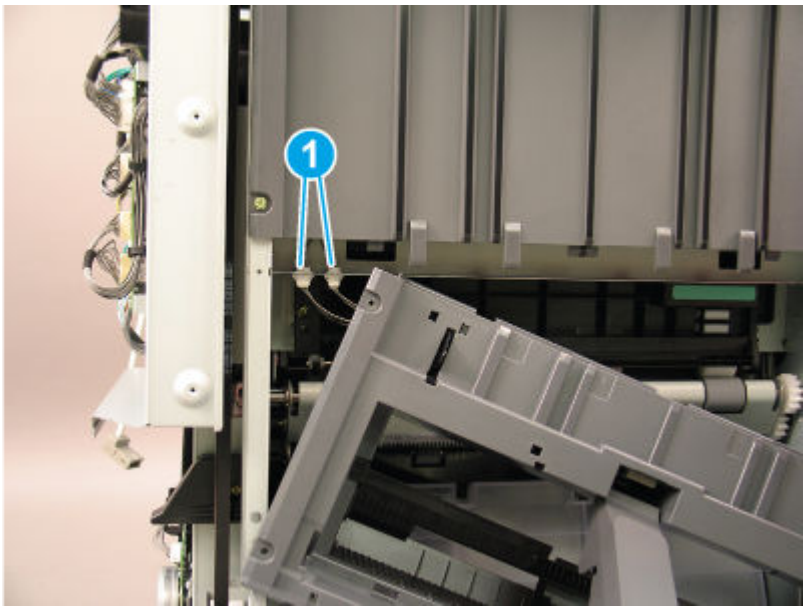
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-2585 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-2586 Remove the cover

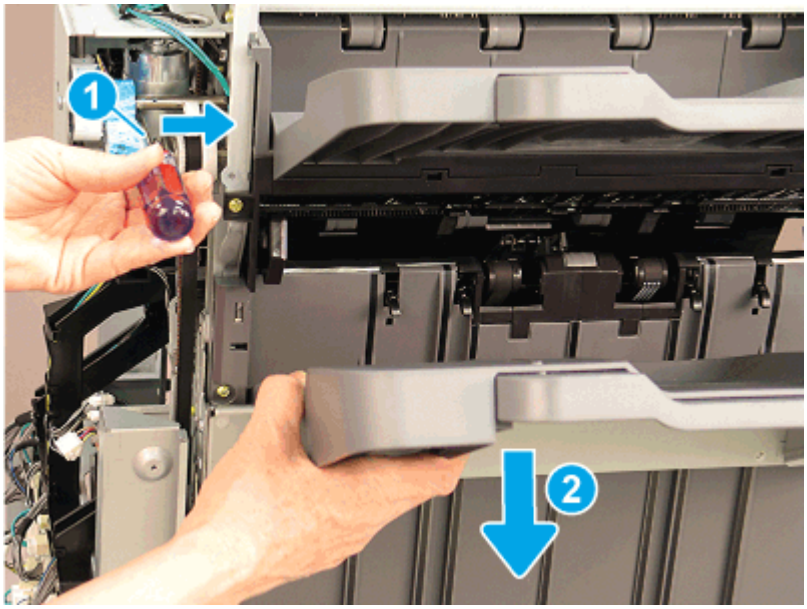


8. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

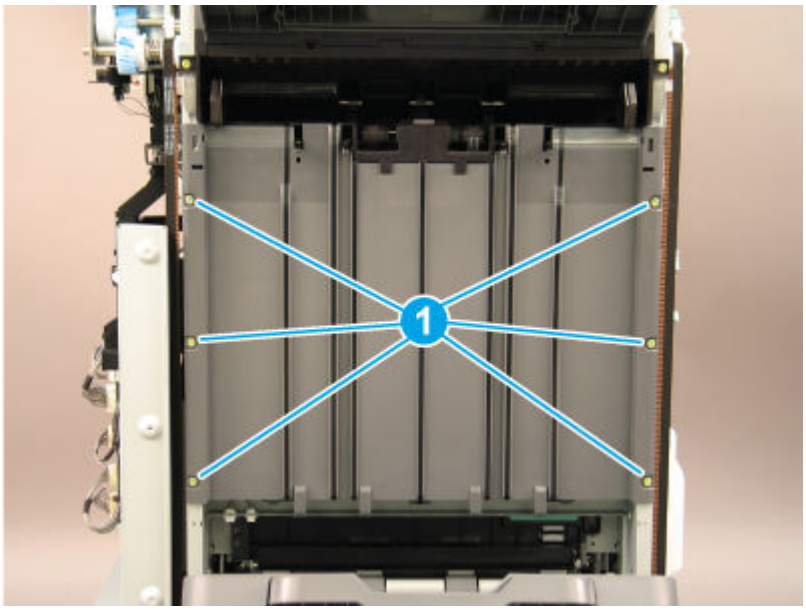
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-2587 Lower the tray



2. Remove six screws (callout 1).

Figure 5-2588 Remove six screws

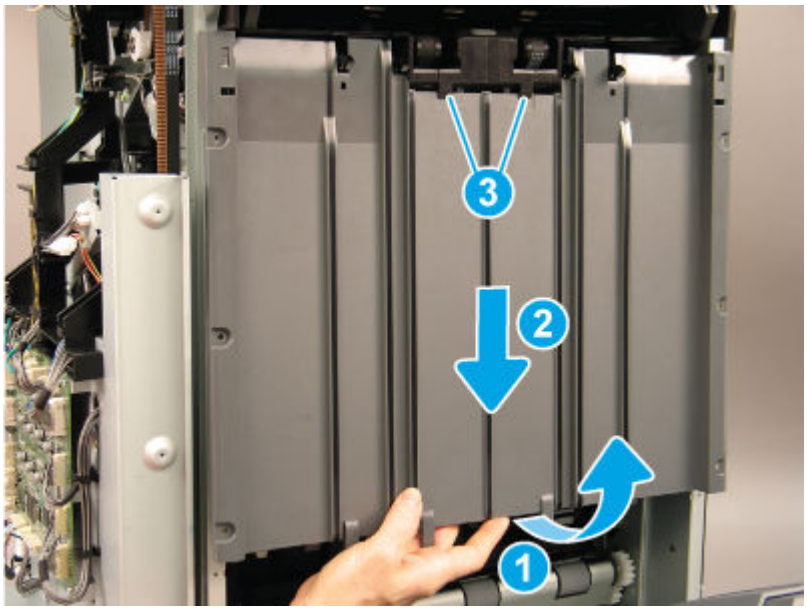


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

⚠ CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

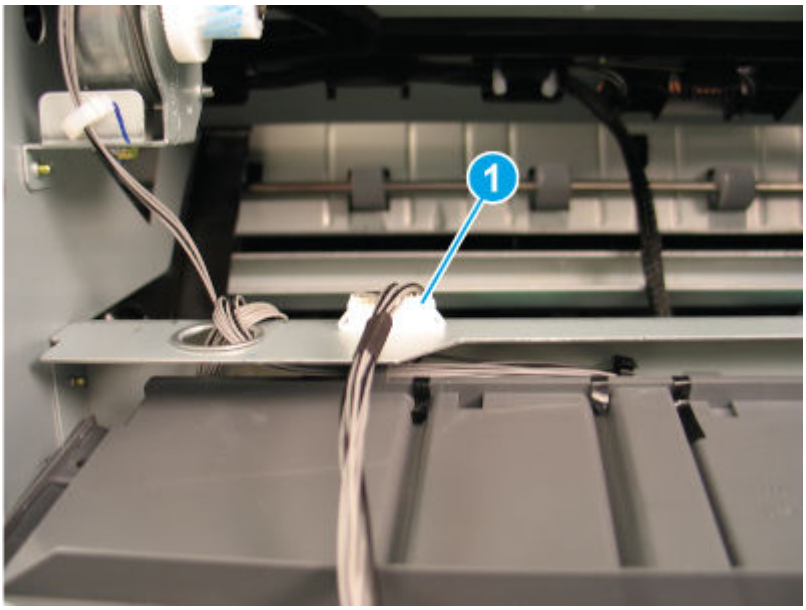
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-2589 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-2590 Remove the cover



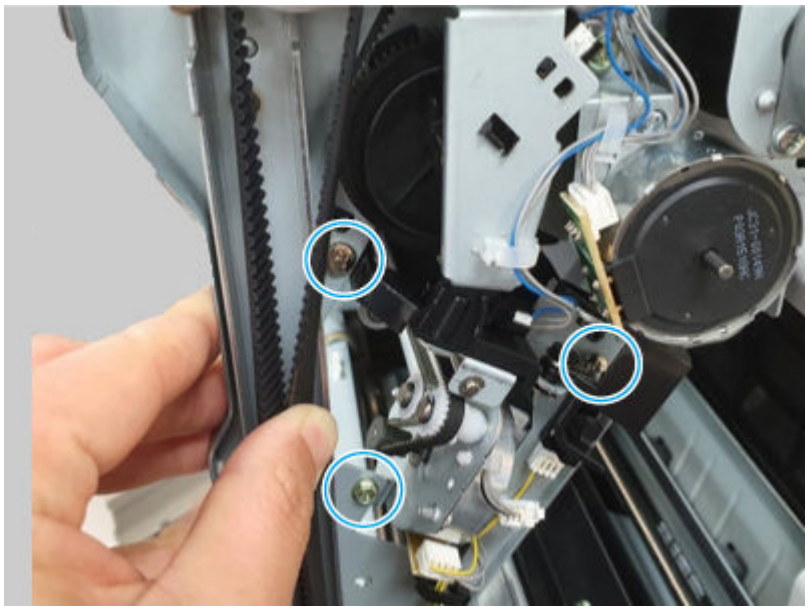
9. Remove the external finisher ejector unit

Use the following procedure to remove and replace the external finisher ejector unit.

1. Remove three screws.

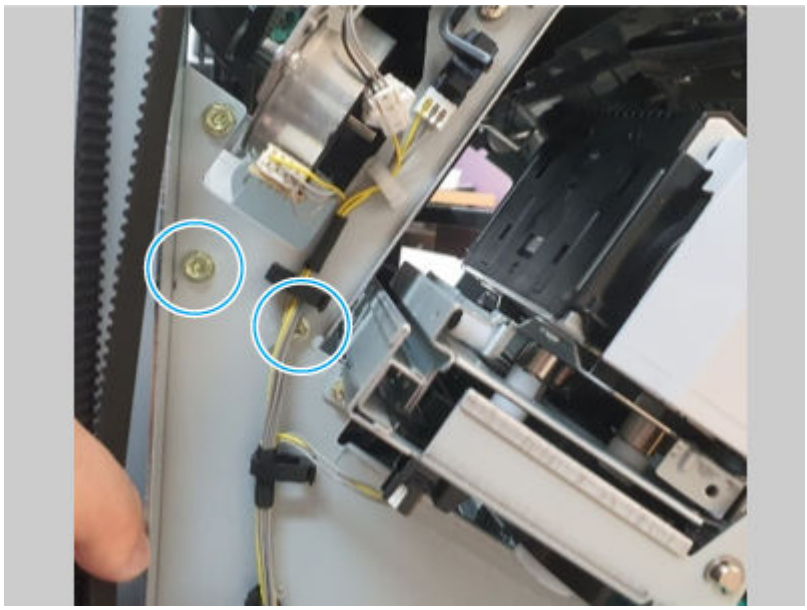
NOTE: Removing these screws allows the front tamper to be moved out of the way when the ejector unit is removed.

Figure 5-2591 Release the tamper



2. Remove two screws (located below the front tamper).

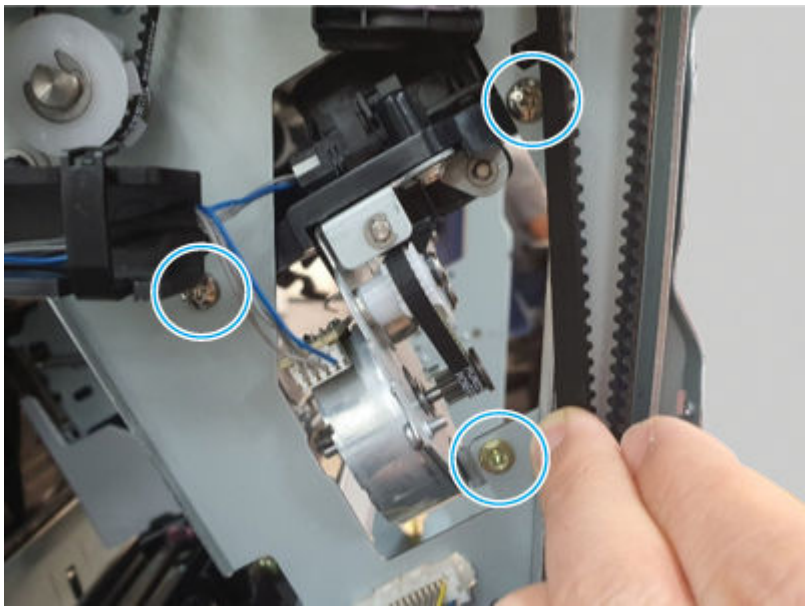
Figure 5-2592 **Remove two screws**



3. Remove three screws.

NOTE: Removing these screws allows the rear tamper to be moved out of the way when the ejector unit is removed.

Figure 5-2593 **Release the tamper**



4. Remove two screws (located below the rear tamper).

Figure 5-2594 Remove two screws

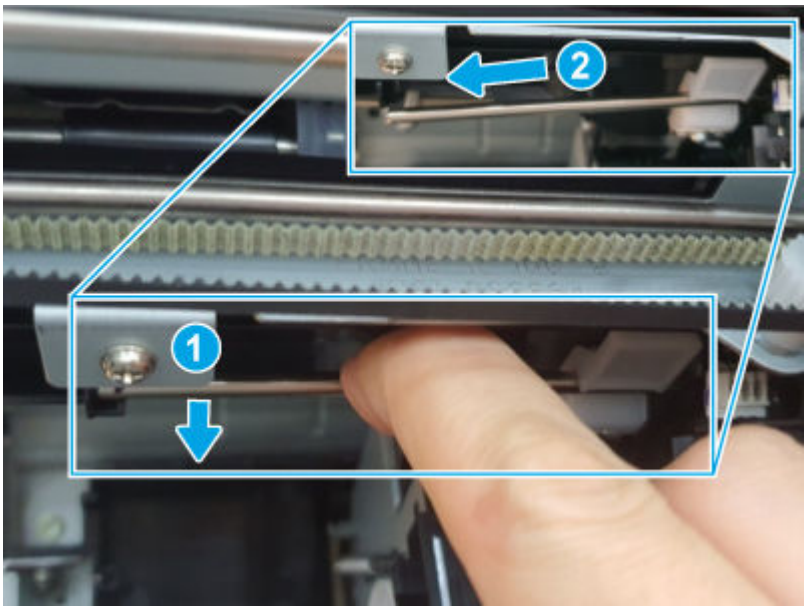


5. Do the following:

   a. Look inside the finisher through the stapler opening.

   b. Locate the shaft, pull down to release it (callout 1), and then slide it as shown below (callout 2) to remove it.

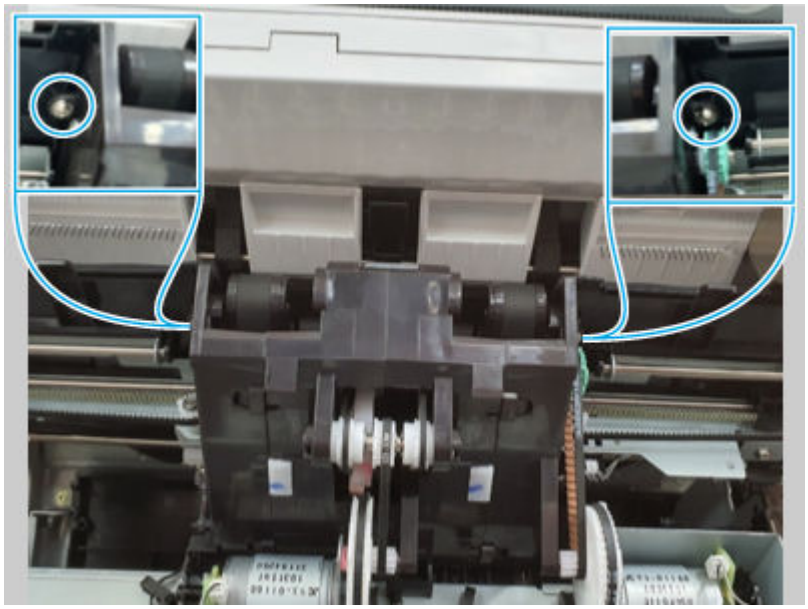
Figure 5-2595 Remove the shaft



6. Remove two screws, and then remove the ejector unit.

NOTE: Slightly lift up on the tampers to give the ejector unit clearance when removing it..

Figure 5-2596 Remove the unit

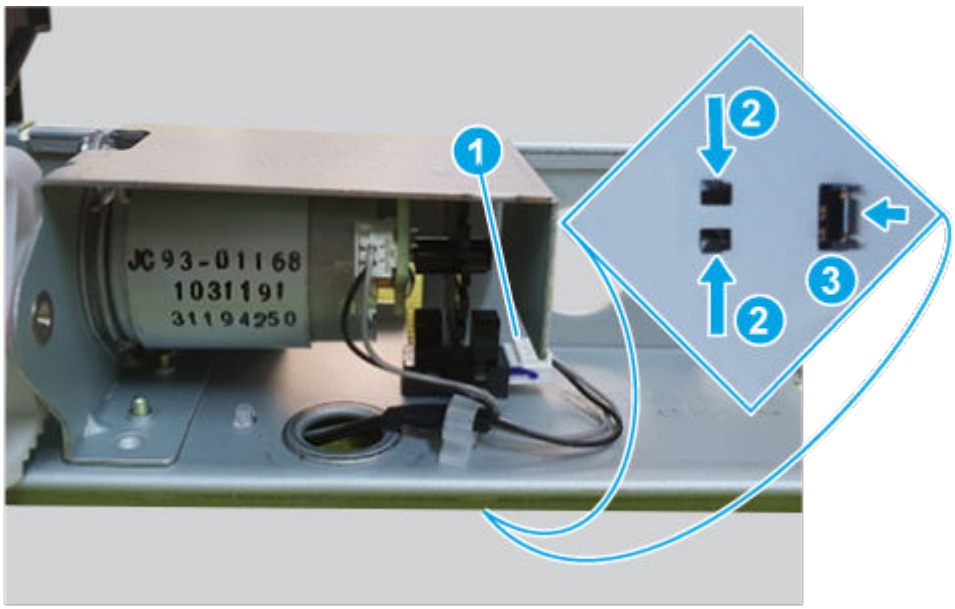


10. Remove the external finisher ejector 2 motor sensor

Use the following procedure to remove and replace the external finisher ejector 2 motor sensor.

- Do the following:
  a. Disconnect one connector (callout 1).
  b. Release the hooks (callout 2).
  c. Slide the senor as shown below (callout 3)
  d. Remove the ejector 2 motor sensor.

Figure 5-2597 Remove the sensor



11. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Main output tray unit

Review the external finisher main output tray unit removal procedures.

Removal and replacement: Main output tray

Learn about removing and replacing the external finisher main output tray.

Mean time to repair: 3 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-274 Part information

Part number	Part description
5QK09-40028	Main output tray

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

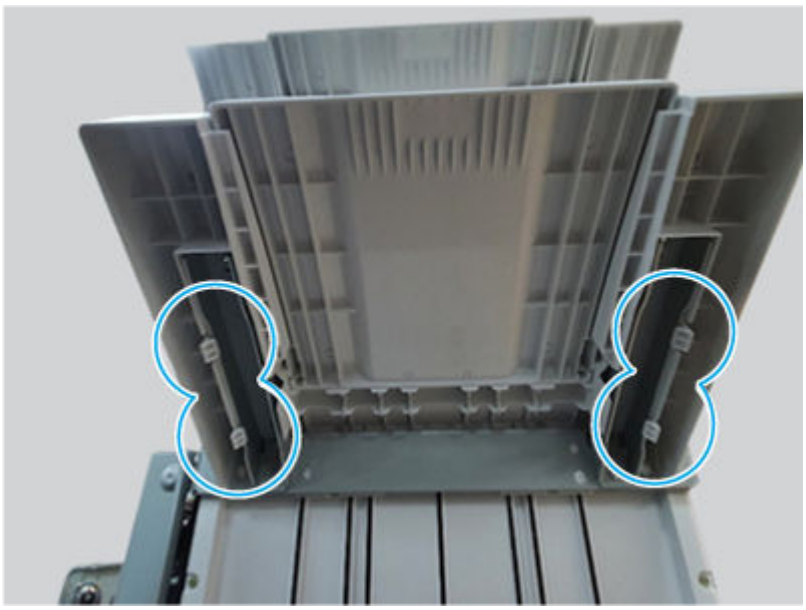
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher main output tray

Use the following procedure to remove and replace the external finisher main output tray.

- Release four hooks, and then remove the main output tray.

Figure 5-2598 Remove the tray



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Main output tray top of stack sensor

Learn about removing and replacing the external finisher main output tray top of stack sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-275 Part information

Part number	Part description
1404-001417	Tray sensor kit (Main output tray top of stack sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

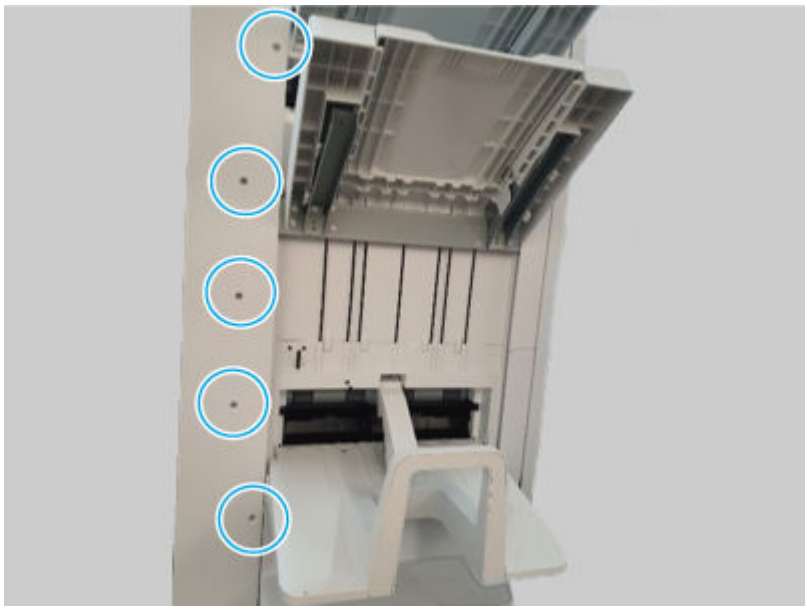
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

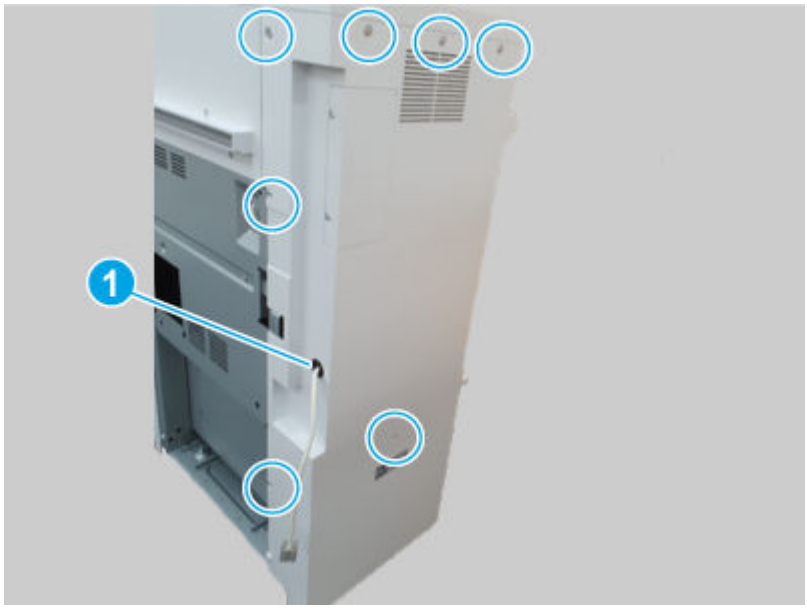
Figure 5-2599 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2600 Remove the cover

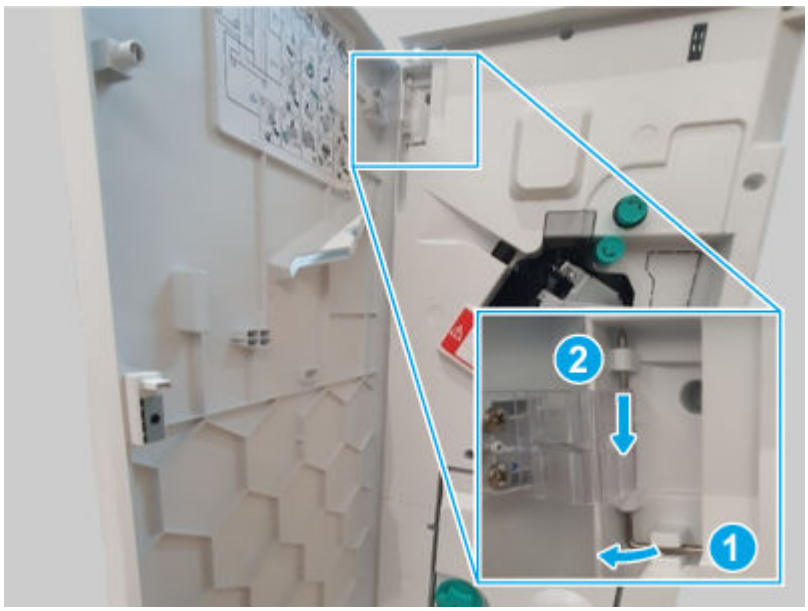


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

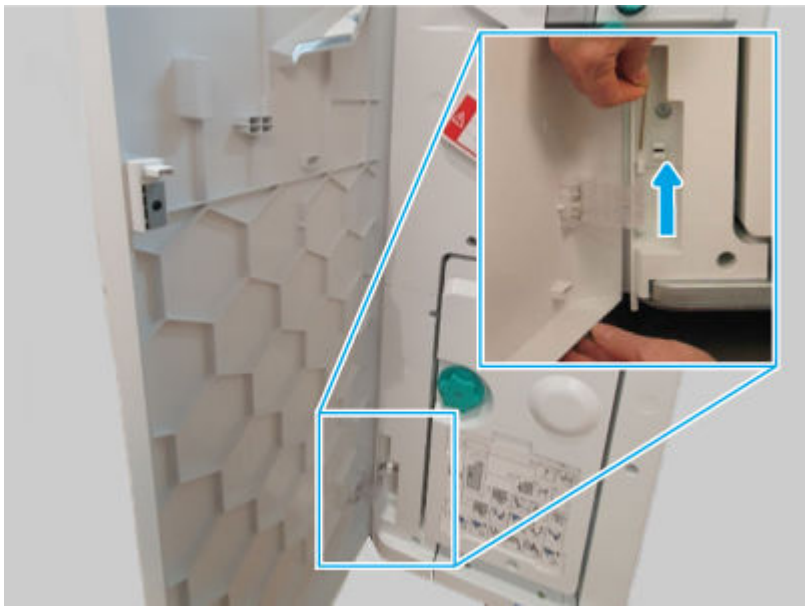
1. Release, and then remove the upper hinge pin.

Figure 5-2601 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2602 **Remove the door**



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

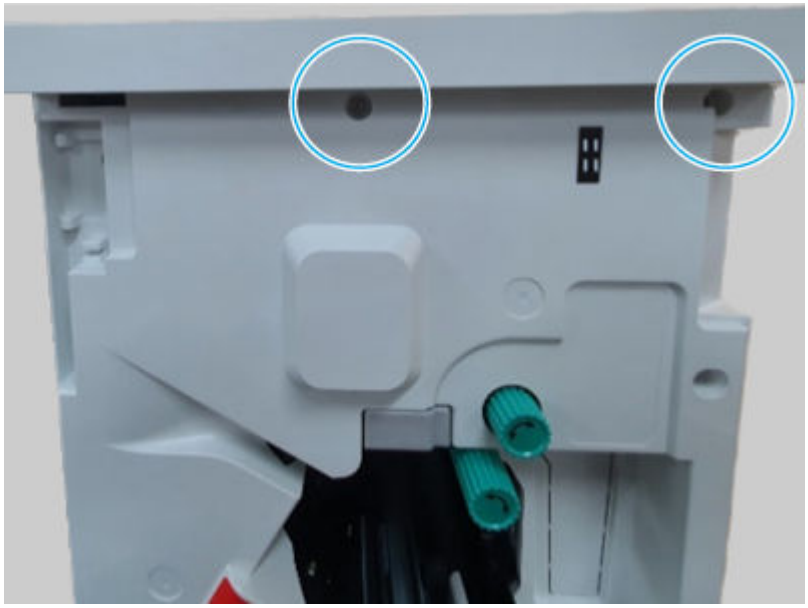
1. Remove three screws.

Figure 5-2603 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2604 Remove the cover

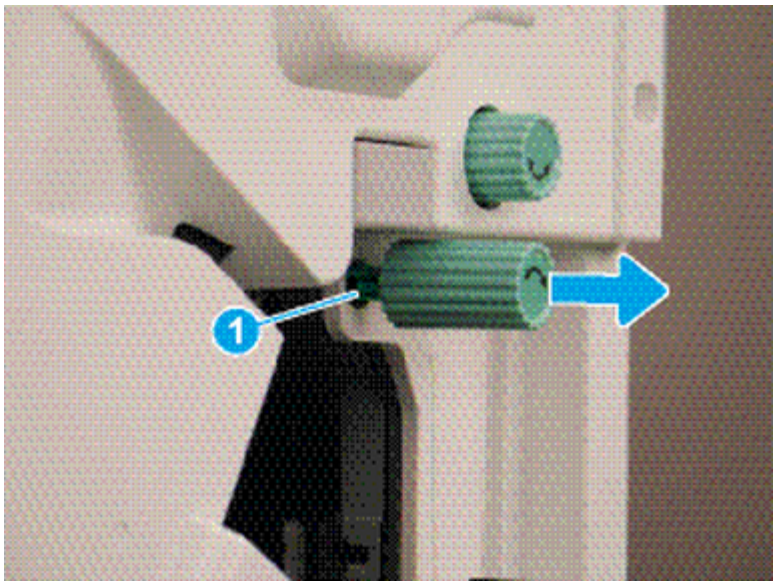


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

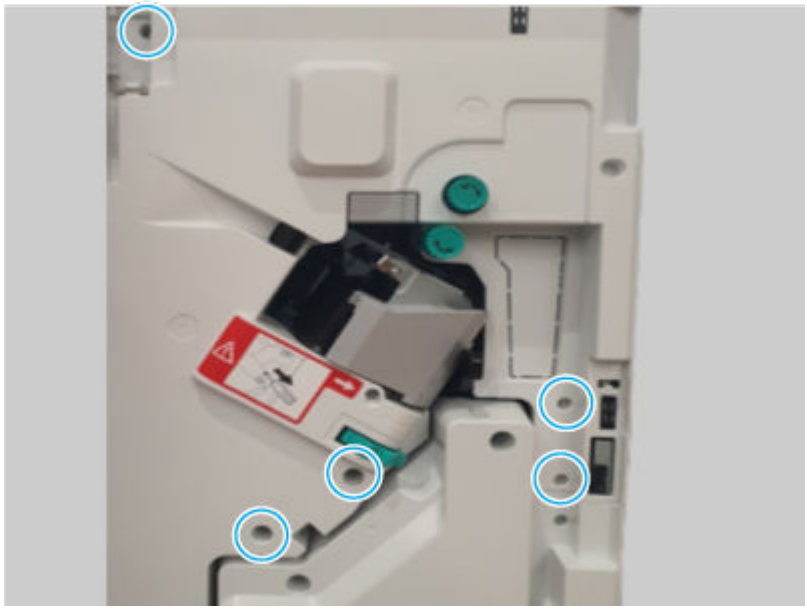
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2605 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-2606 **Remove the cover**

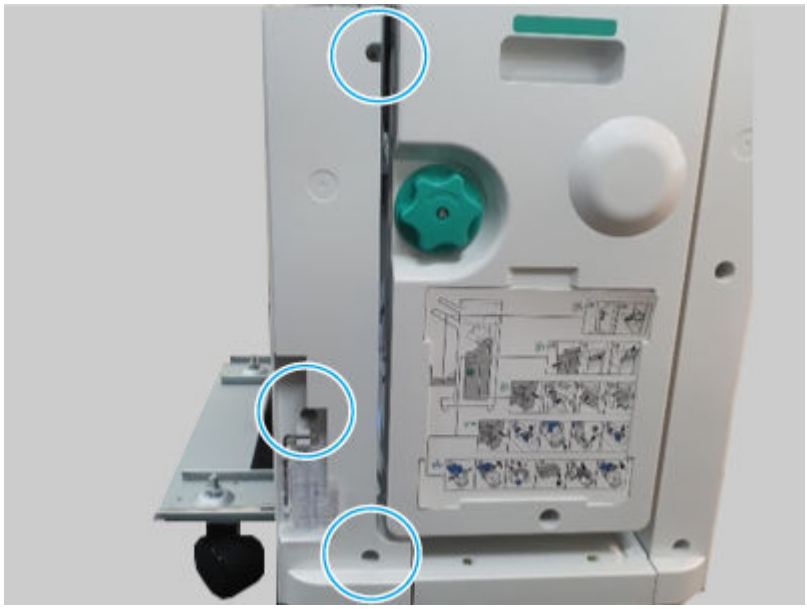


5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.
2. Remove three screws, and then remove the front lower left cover.

Figure 5-2607 **Remove the cover**



6. Remove the external finisher caster

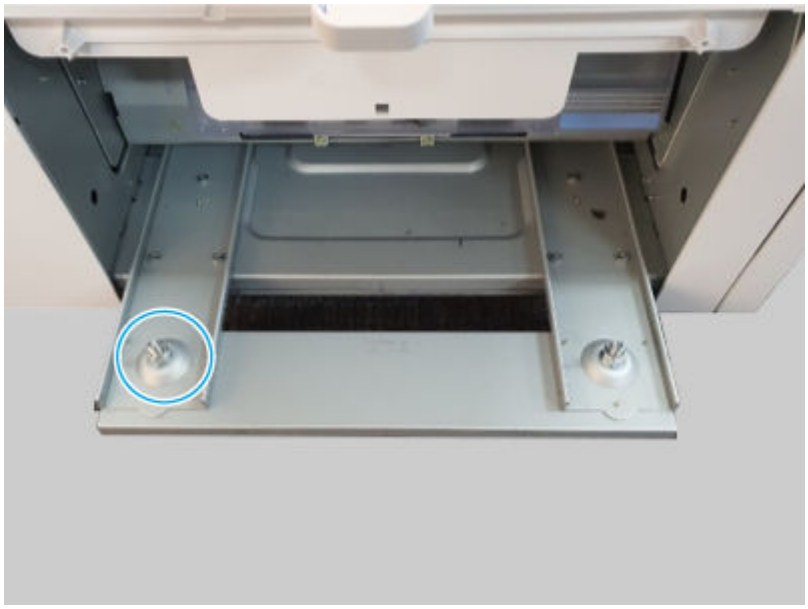
Use the following procedure to remove and replace the external finisher caster.

⚠ **WARNING!** The external finisher is not stable when one or more casters are removed and can easily tip over. To avoid personal injury or damage to the finisher, make sure to fully support the finisher when removing a caster.

1. Remove the external finisher from the printer.
2. Remove one fix nut.

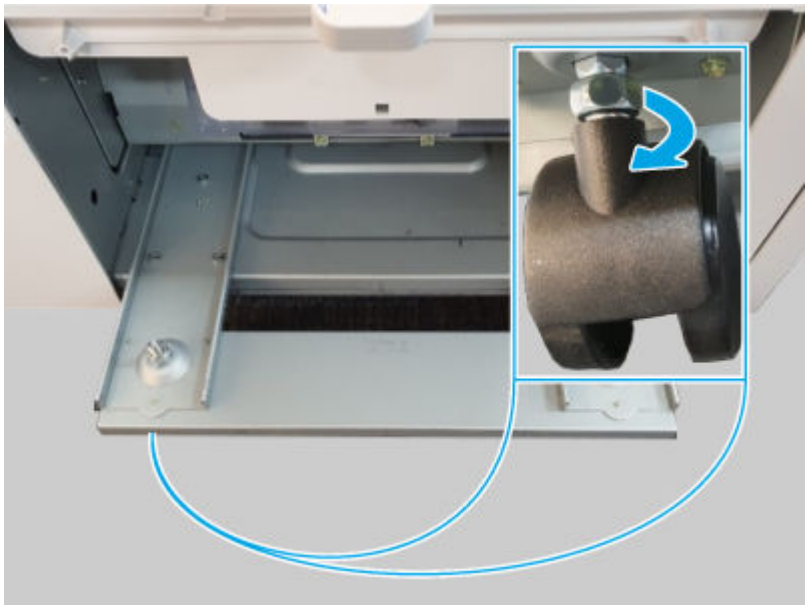
NOTE: Use a 12mm spanner wrench to remove the nut.

Figure 5-2608 **Remove the nut**



3. Rotate the caster as shown below to remove it. Repeat these steps for the remaining casters as needed.

Figure 5-2609 Remove the caster

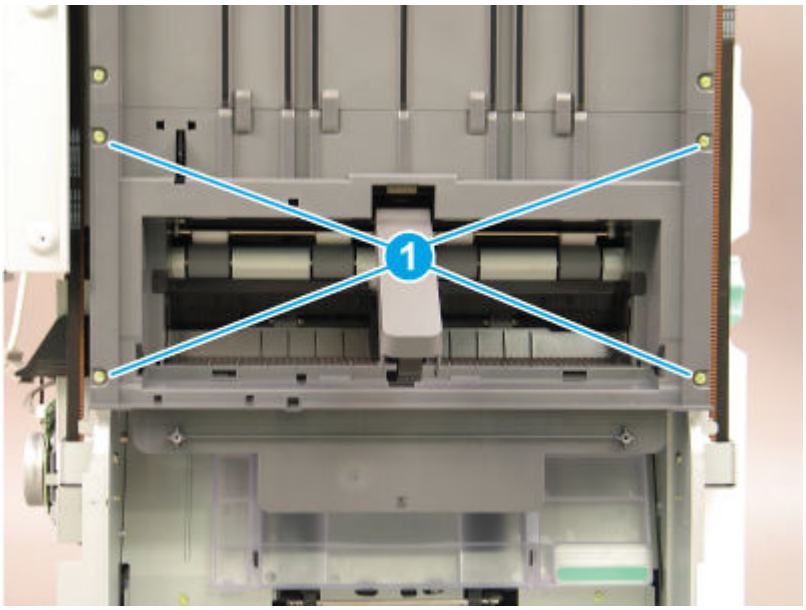


7. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-2610 Remove four screws

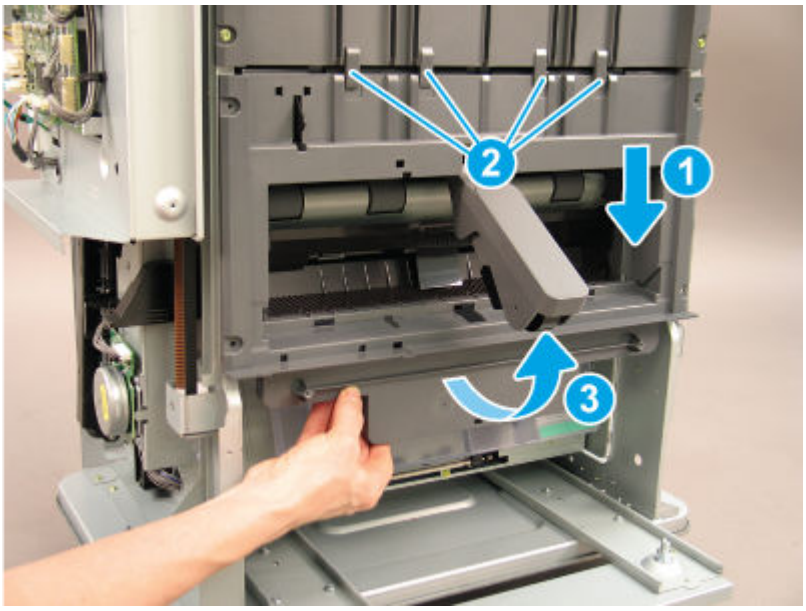


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

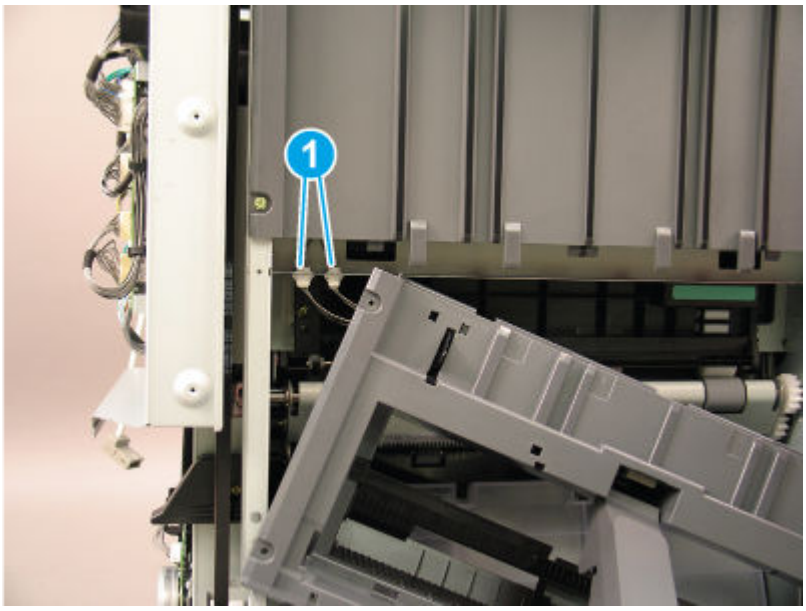
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-2611 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-2612 Remove the cover

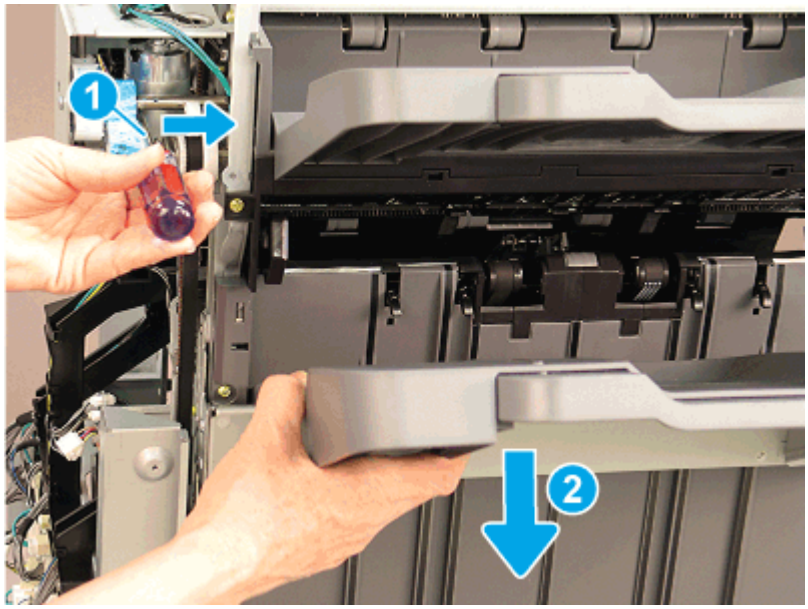


8. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

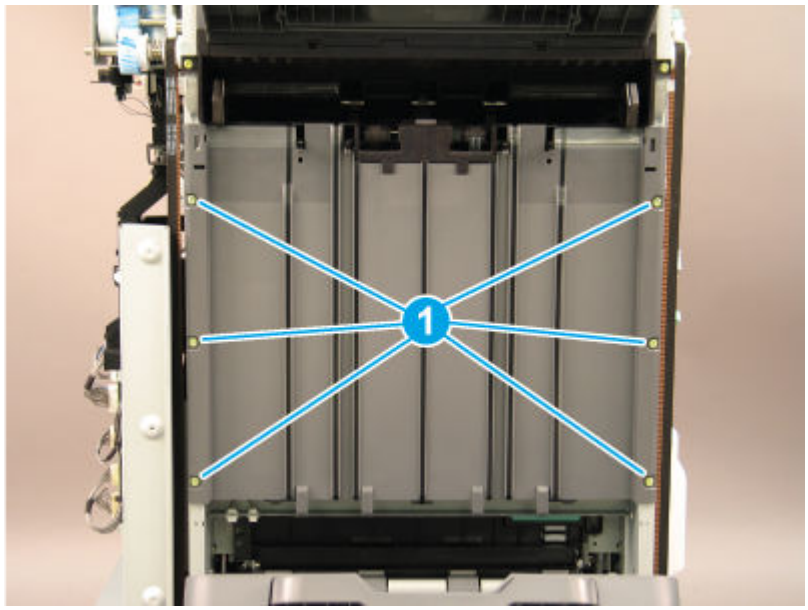
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-2613 **Lower the tray**



2. Remove six screws (callout 1).

Figure 5-2614 **Remove six screws**

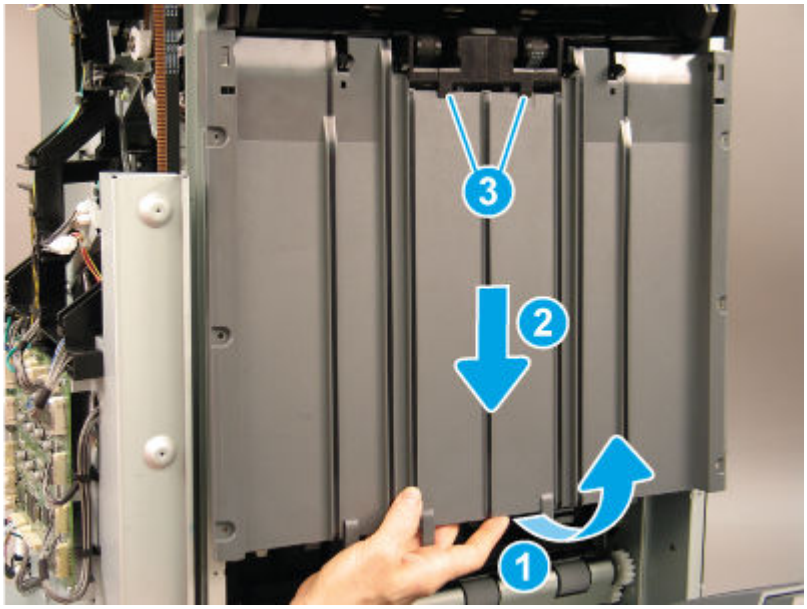


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

⚠ **CAUTION:** The cover is still attached to the finisher. Do not attempt to completely remove the cover.

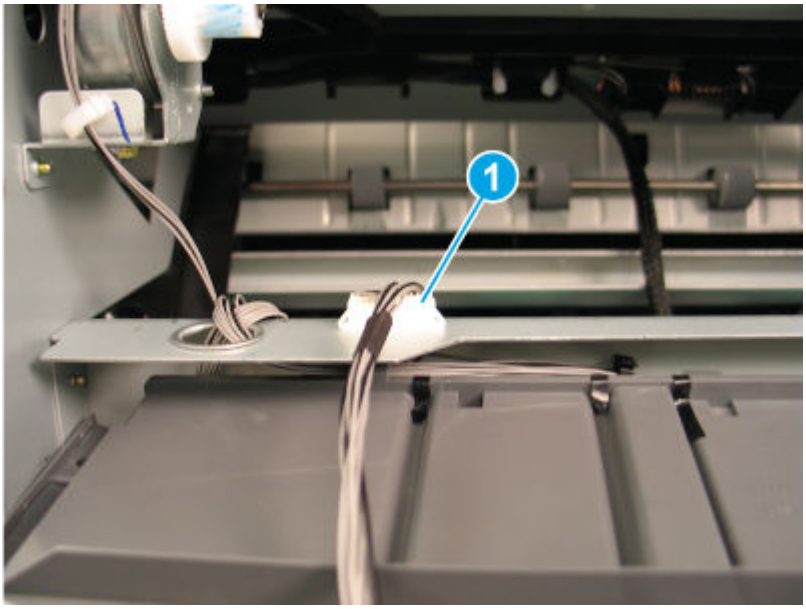
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-2615 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-2616 Remove the cover

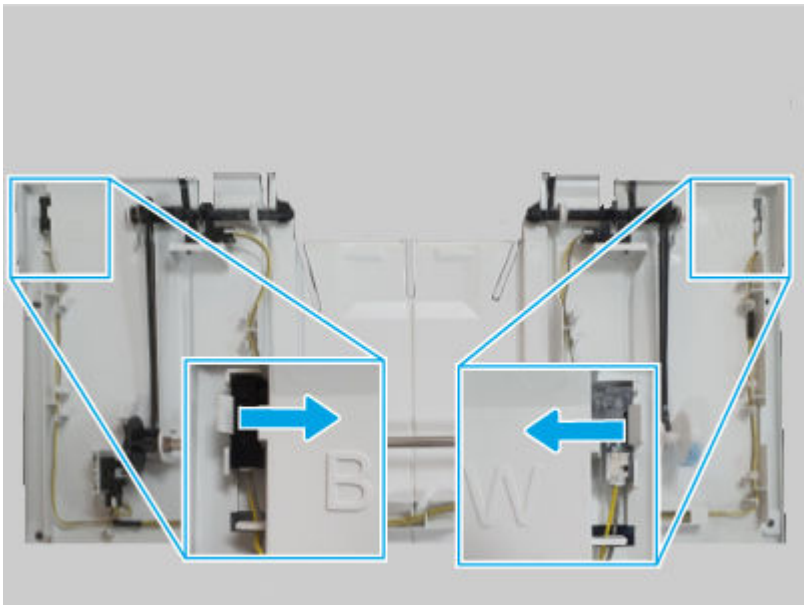


9. Remove the external finisher main output tray top of stack sensor

Use the following procedure to remove and replace the external finisher main output tray top of stack sensor.

- Release two hooks, and then remove the main output tray top of stack sensor.

Figure 5-2617 **Remove the sensor**



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Main output tray lower limit sensor

Learn about removing and replacing the external finisher main output tray lower limit sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-276 Part information

Part number	Part description
0604-001415	Photo interrupter (Main output tray lower limit sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

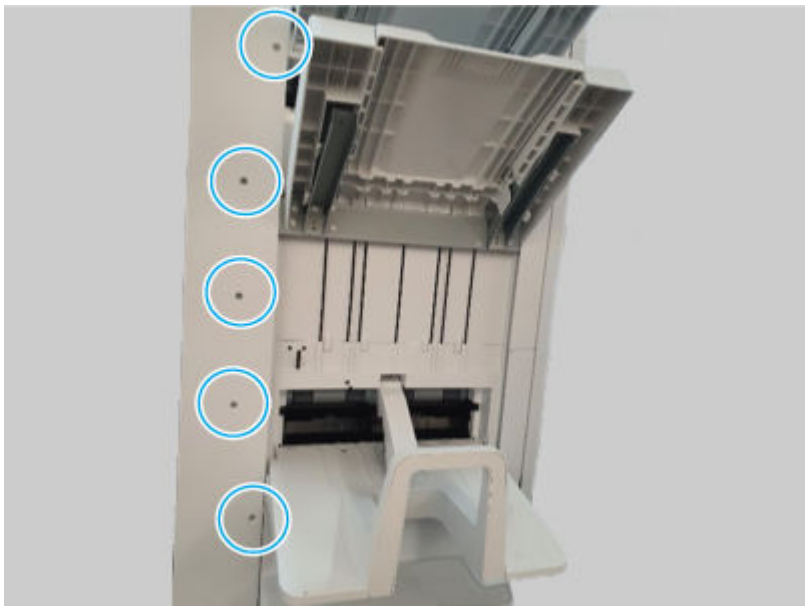
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

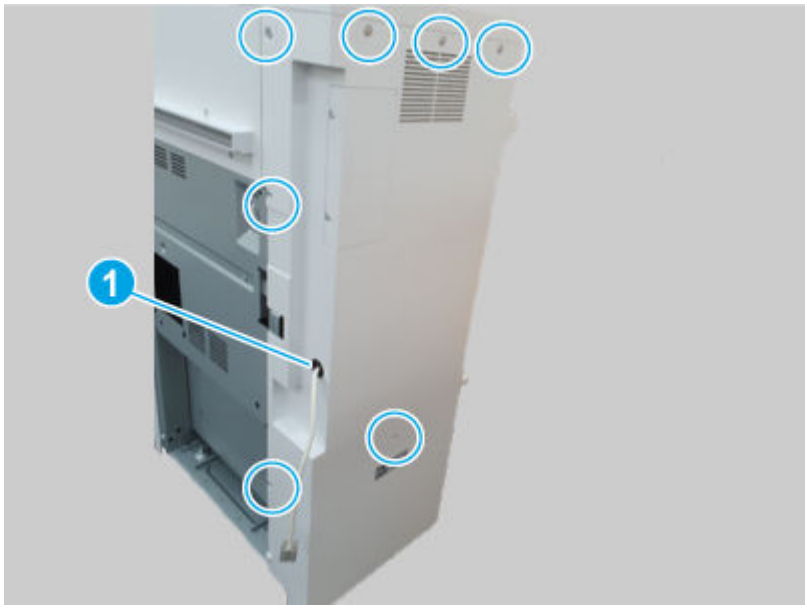
Figure 5-2618 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2619 **Remove the cover**

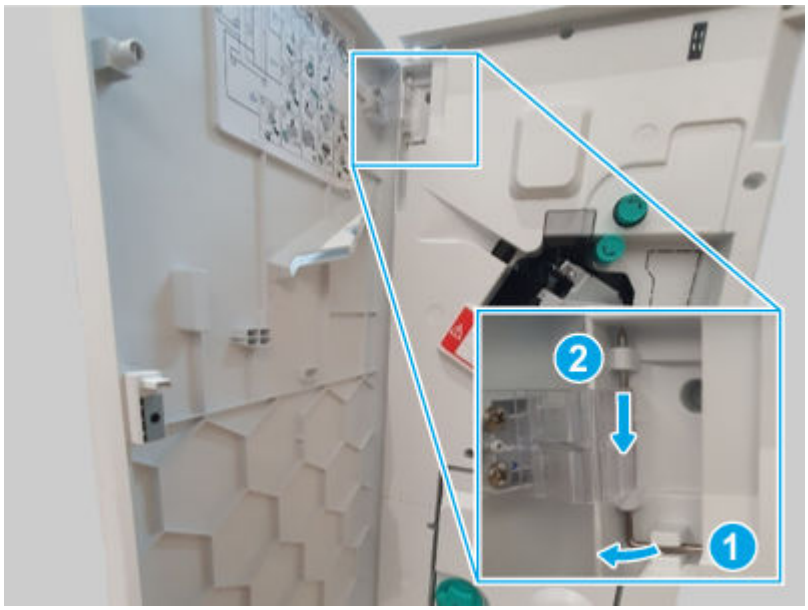


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

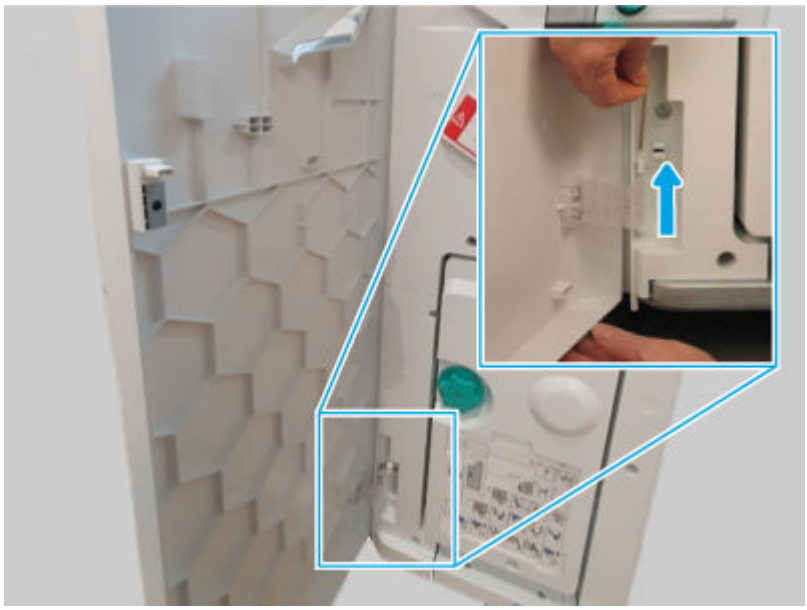
1. Release, and then remove the upper hinge pin.

Figure 5-2620 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2621 **Remove the door**



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

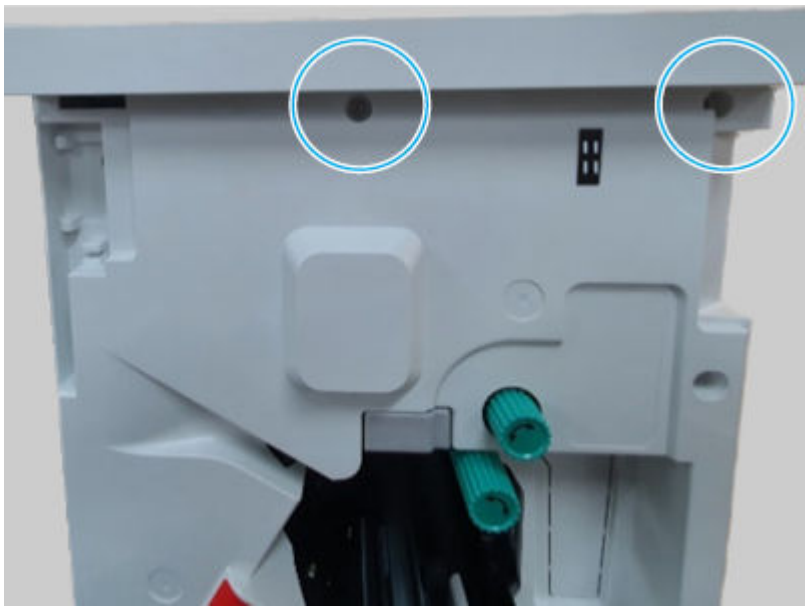
1. Remove three screws.

Figure 5-2622 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2623 **Remove the cover**

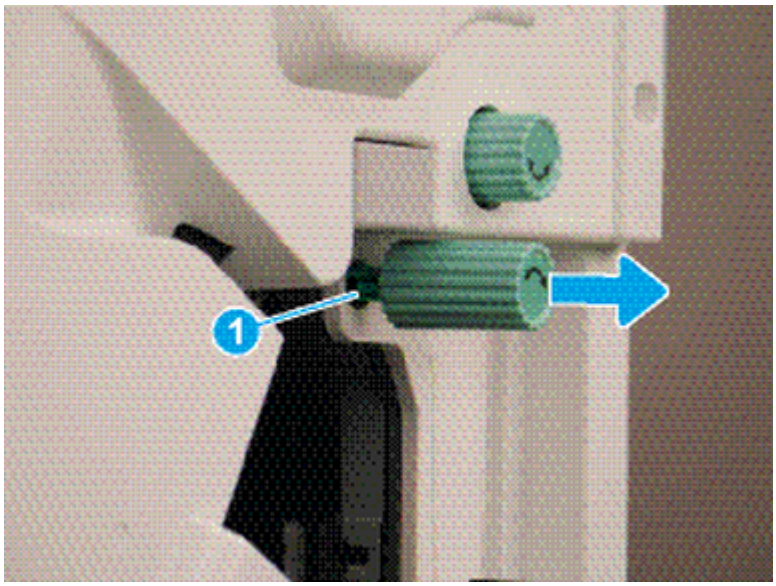


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

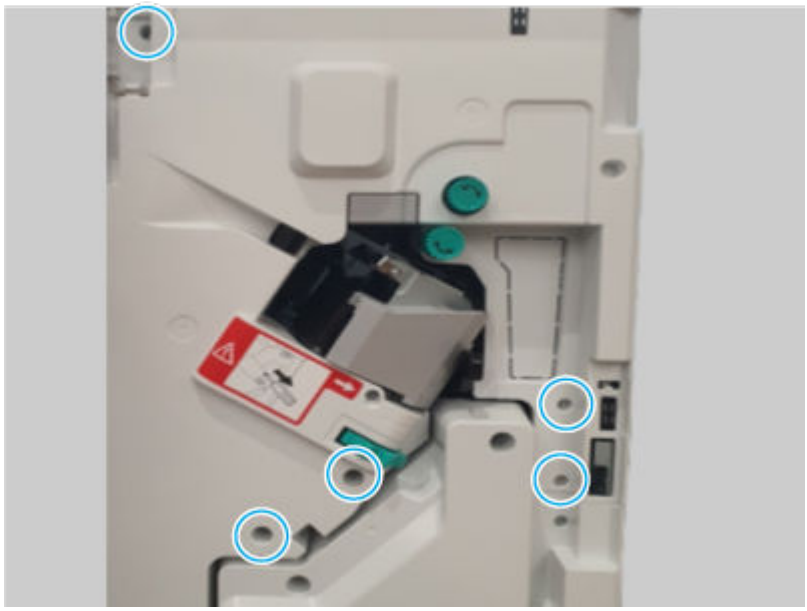
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2624 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-2625 Remove the cover



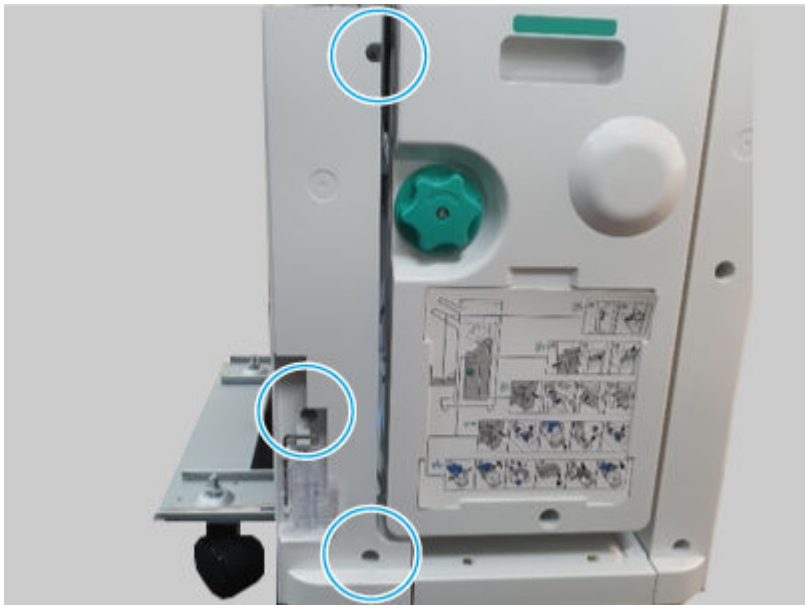
5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.

2. Remove three screws, and then remove the front lower left cover.

Figure 5-2626 **Remove the cover**



6. Remove the external finisher caster

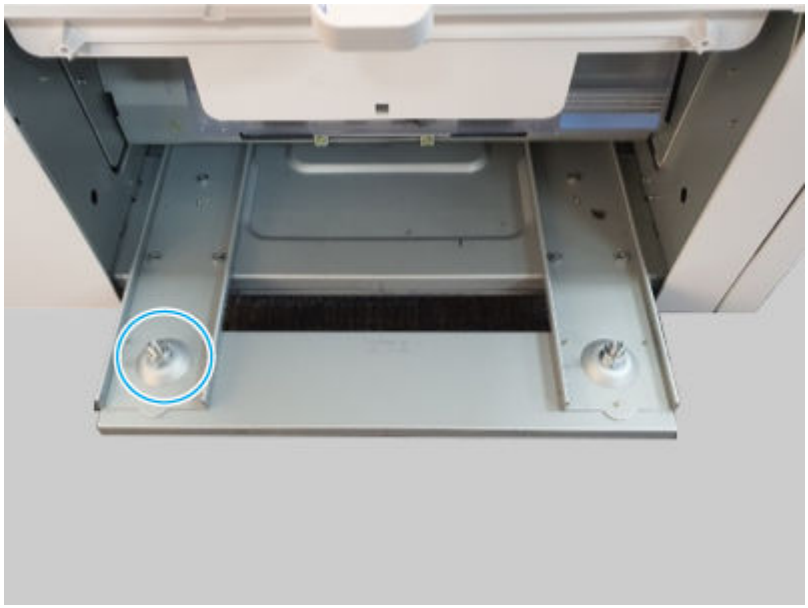
Use the following procedure to remove and replace the external finisher caster.

⚠ **WARNING!** The external finisher is not stable when one or more casters are removed and can easily tip over. To avoid personal injury or damage to the finisher, make sure to fully support the finisher when removing a caster.

1. Remove the external finisher from the printer.
2. Remove one fix nut.

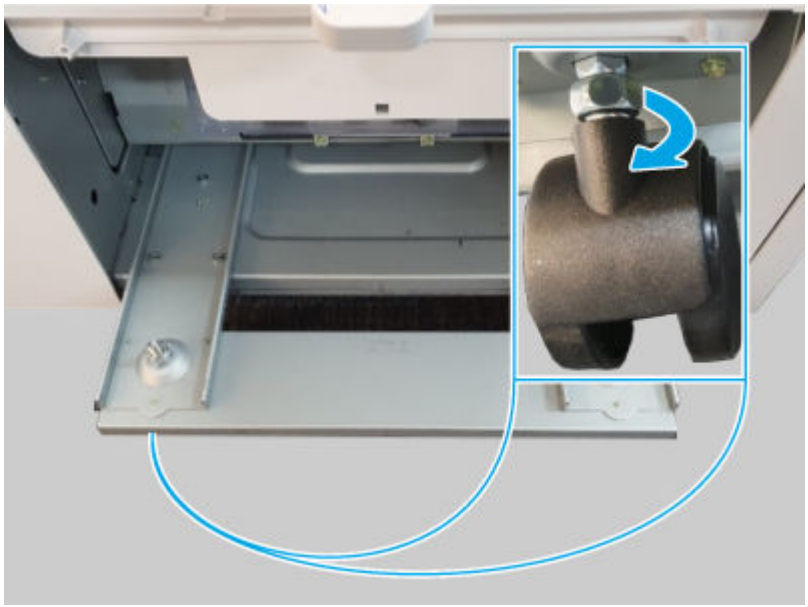
NOTE: Use a 12mm spanner wrench to remove the nut.

Figure 5-2627 Remove the nut



3. Rotate the caster as shown below to remove it. Repeat these steps for the remaining casters as needed.

Figure 5-2628 Remove the caster

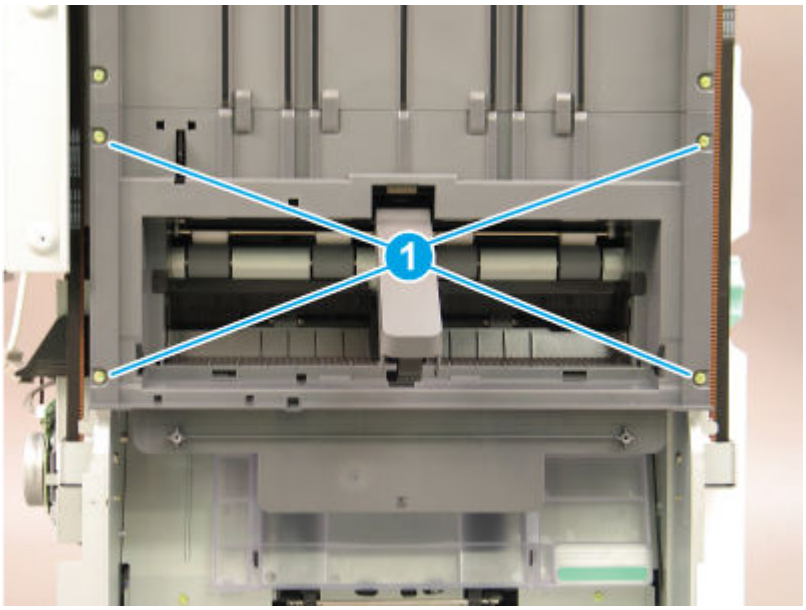


7. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-2629 Remove four screws

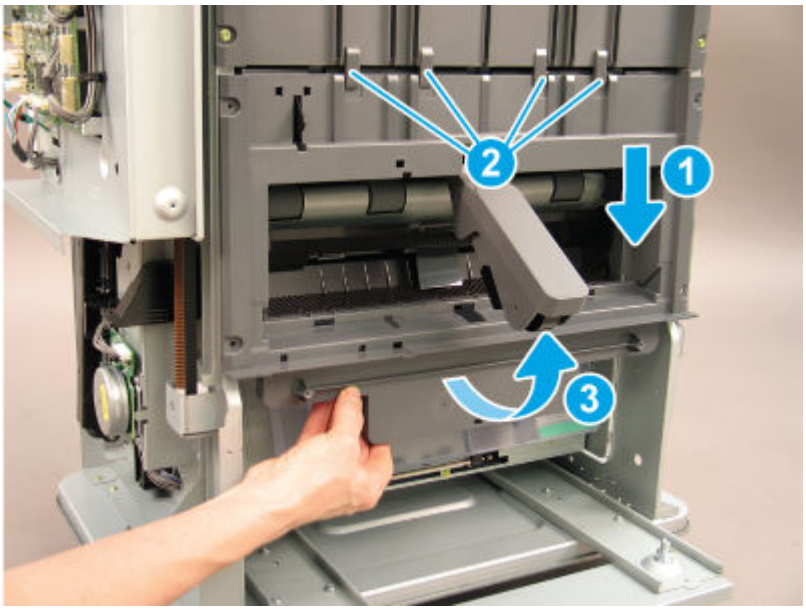


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

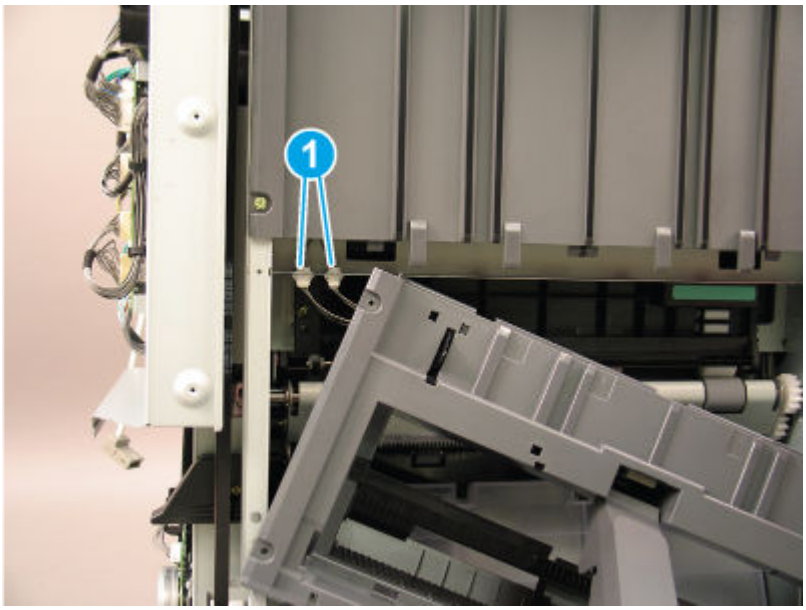
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-2630 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-2631 Remove the cover

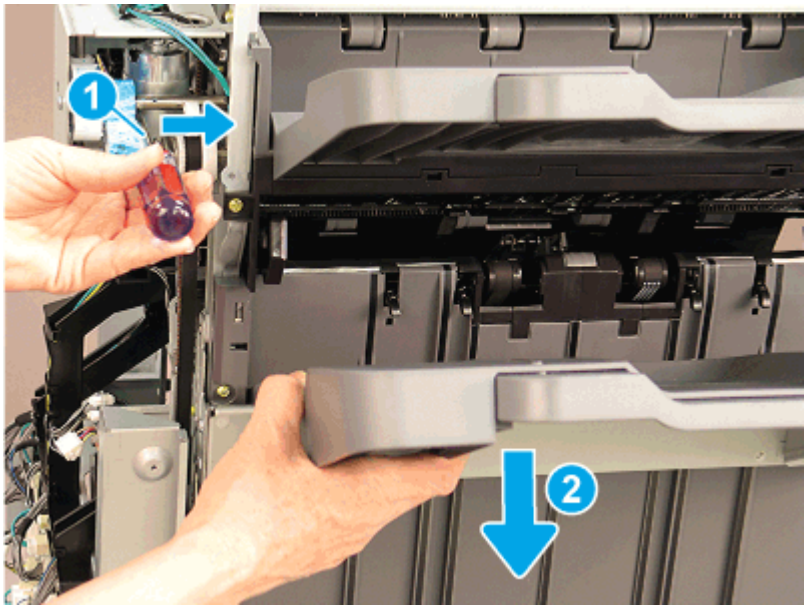


8. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

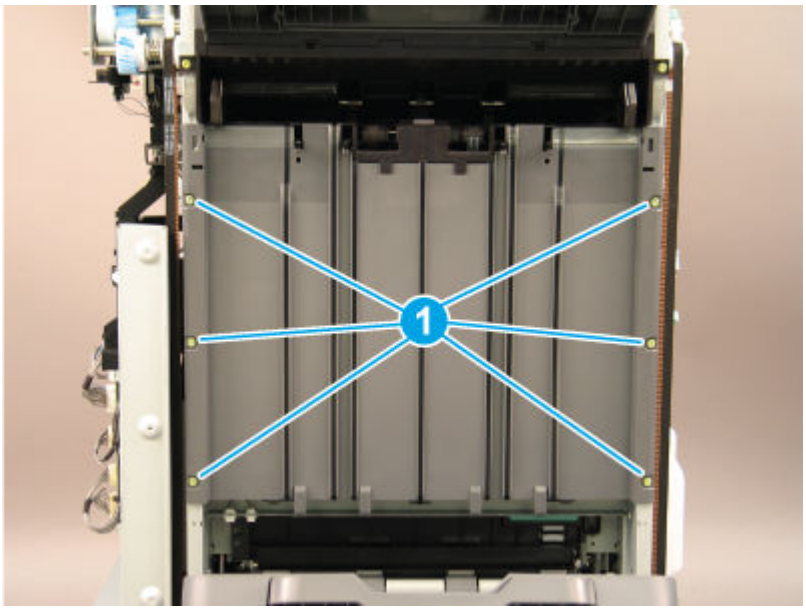
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-2632 Lower the tray



2. Remove six screws (callout 1).

Figure 5-2633 Remove six screws

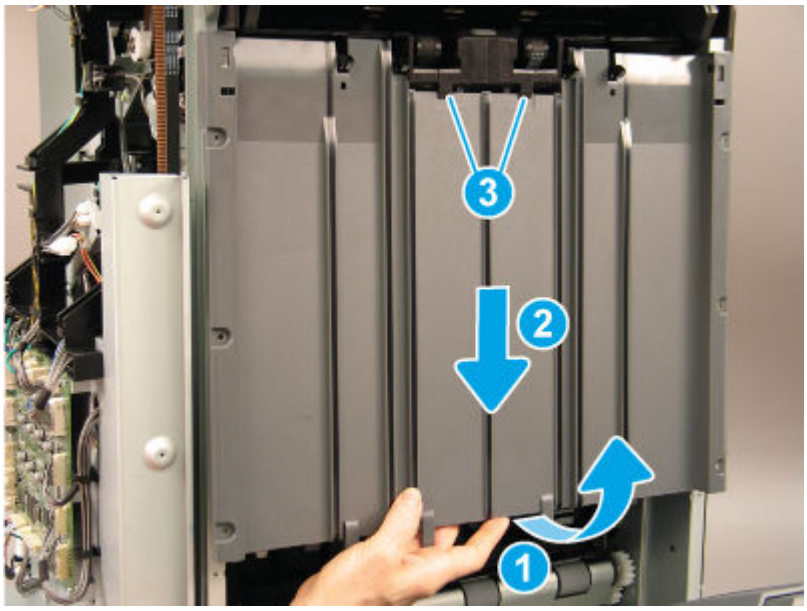


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

⚠ CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

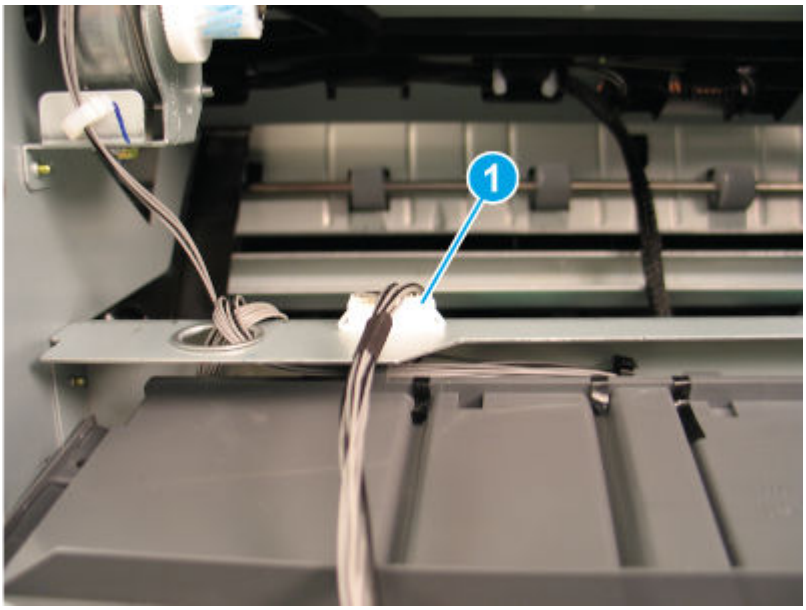
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-2634 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-2635 Remove the cover

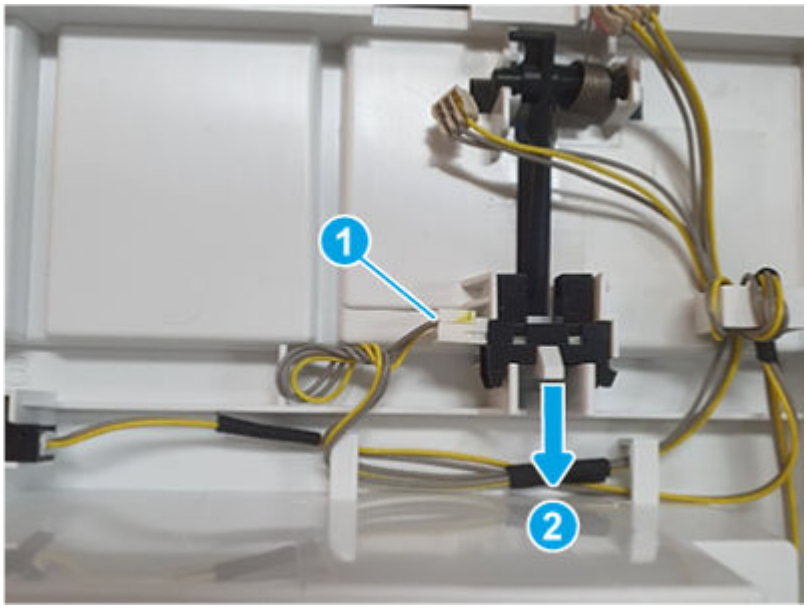


9. Remove the external finisher main output tray lower limit sensor

Use the following procedure to remove and replace the external finisher main output tray lower limit sensor.

- Disconnect one connector (callout 1), release one hook, and then remove the main output tray lower limit sensor.

Figure 5-2636 Remove the sensor



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Main output tray motor sensor

Learn about removing and replacing the external finisher main output tray motor sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-277 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Main output tray motor sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

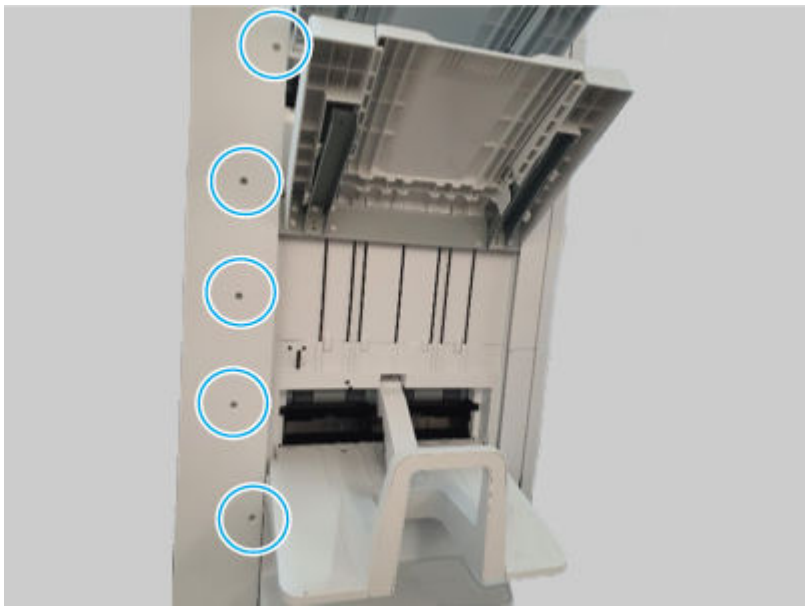
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

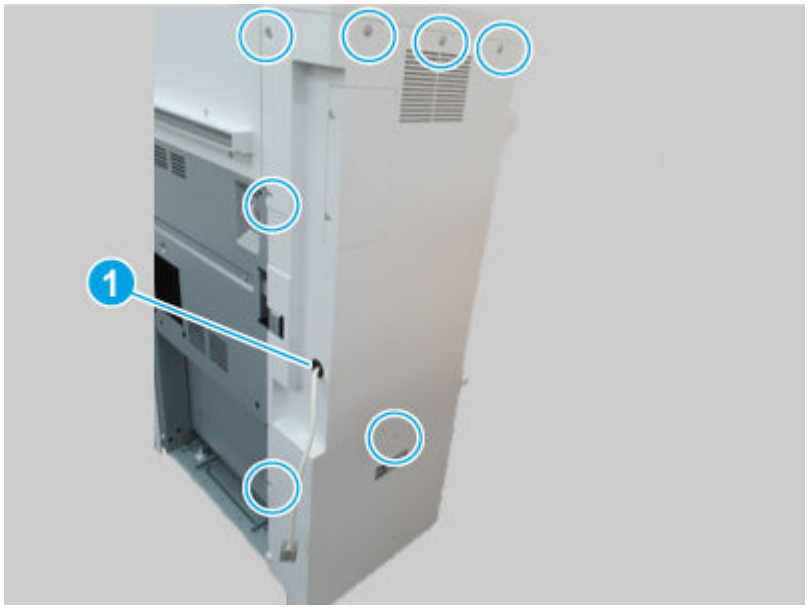
Figure 5-2637 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2638 Remove the cover

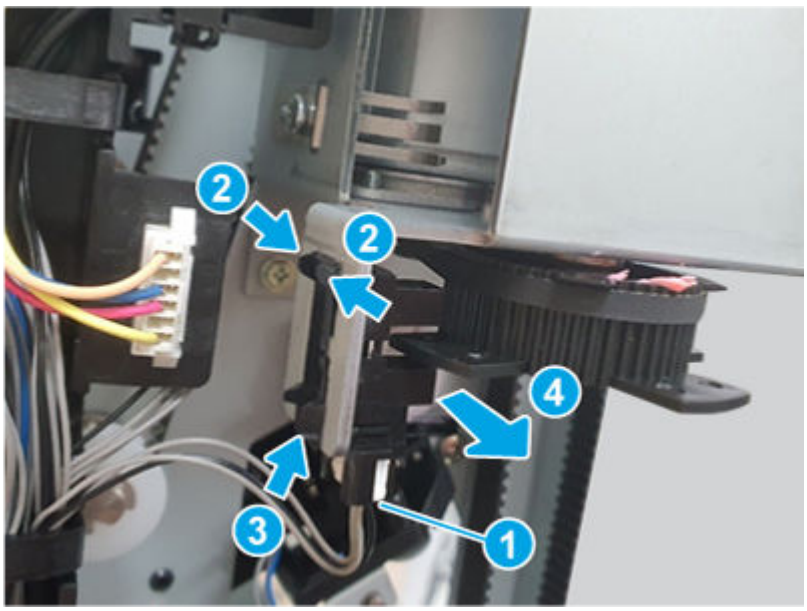


2. Remove the external finisher main output tray motor sensor

Use the following procedure to remove and replace the external finisher main output tray motor sensor.

- Do the following:
  a. Disconnect one connector (callout 1).
  b. Release the hooks (callout 2).
  c. Slide the senor as shown below (callout 3)
  d. Remove the main output tray motor sensor (callout 4).

Figure 5-2639 Remove the sensor



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Main output tray motor drive assembly

Learn about removing and replacing the external finisher main output tray motor drive assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-278 Part information

Part number	Part description
JC90-01415B	Main output tray motor drive assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

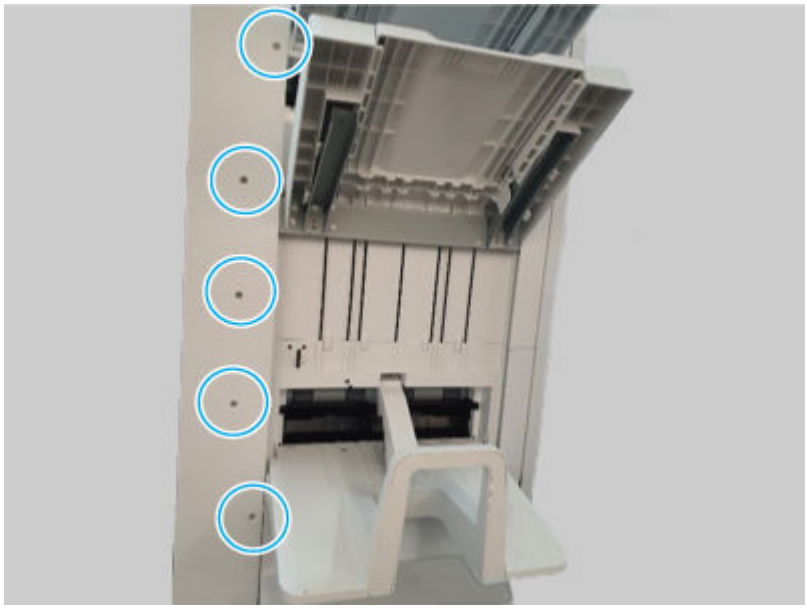
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

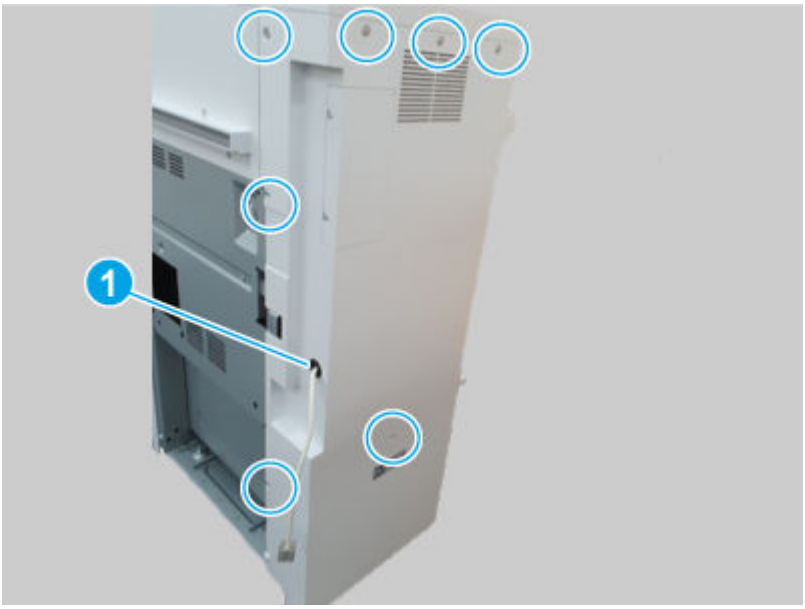
Figure 5-2640 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2641 Remove the cover

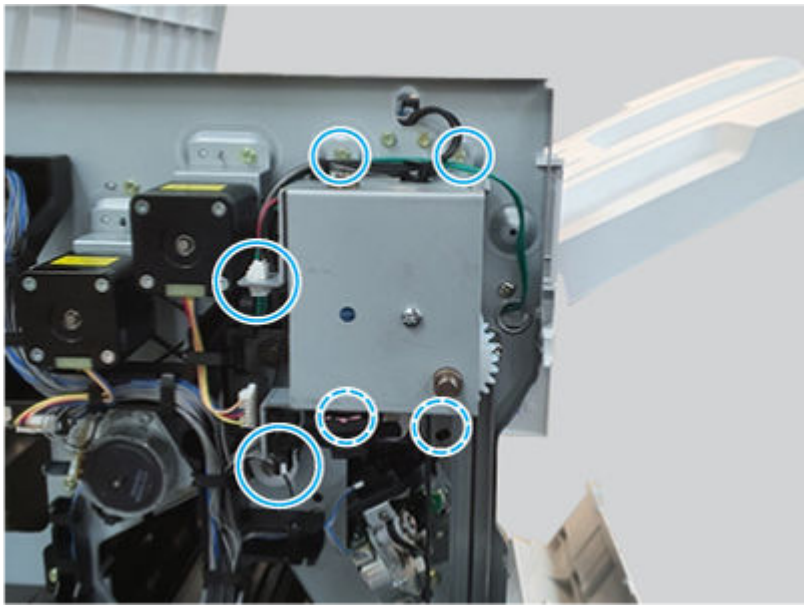


2. Remove the external finisher main output tray motor drive assembly

Use the following procedure to remove and replace the external finisher main output tray motor drive assembly.

- Disconnect two connectors, remove four screws, and then remove the main output tray motor drive assembly.

Figure 5-2642 Remove the sensor



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Main output tray top of stack switch

Learn about removing and replacing the external finisher main output tray top of stack switch.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-279 Part information

Part number	Part description
JC82-01039A	Tray sensor kit (Main output tray top of stack switch)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

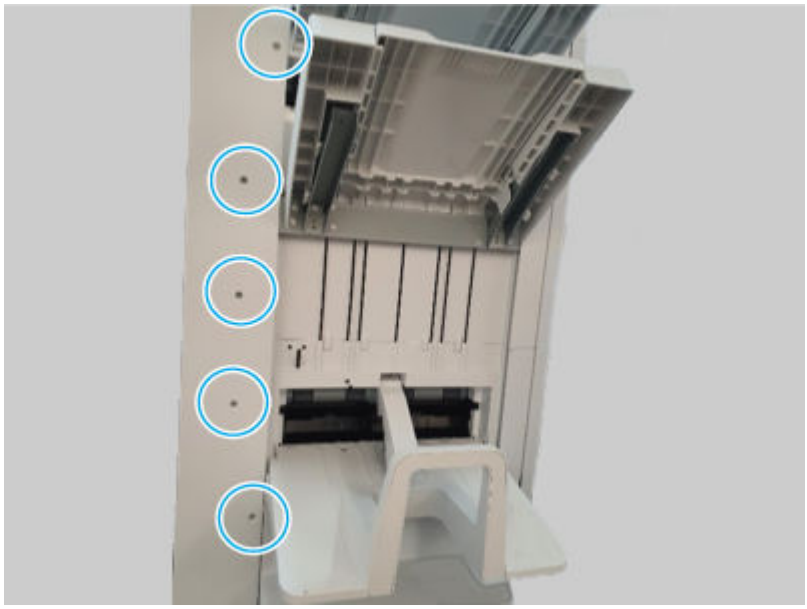
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

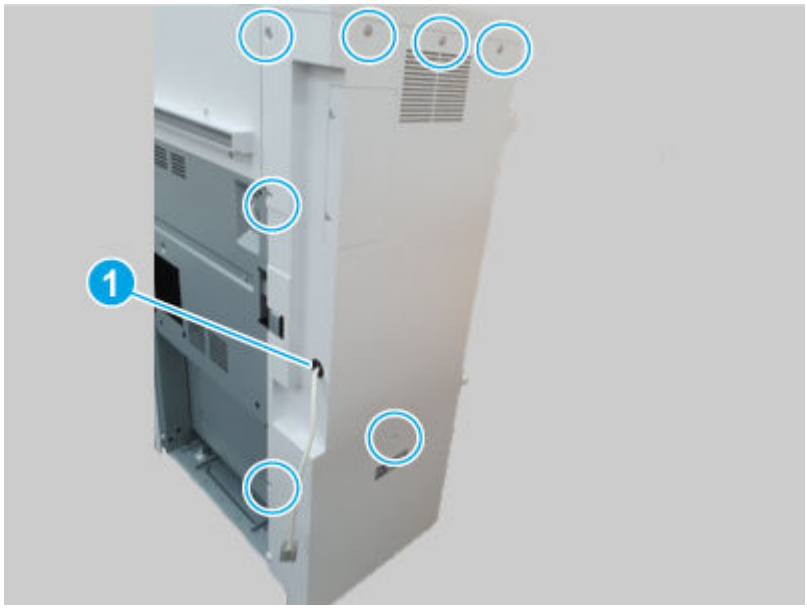
Figure 5-2643 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2644 Remove the cover

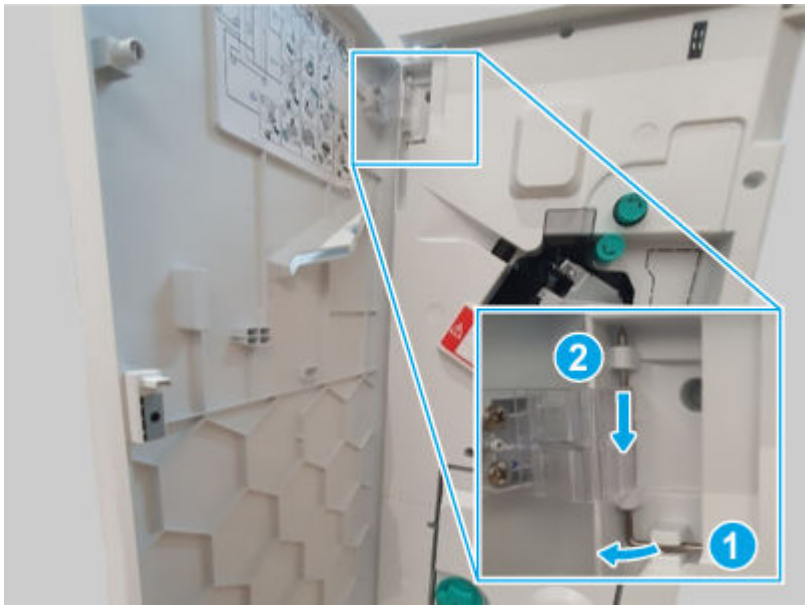


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

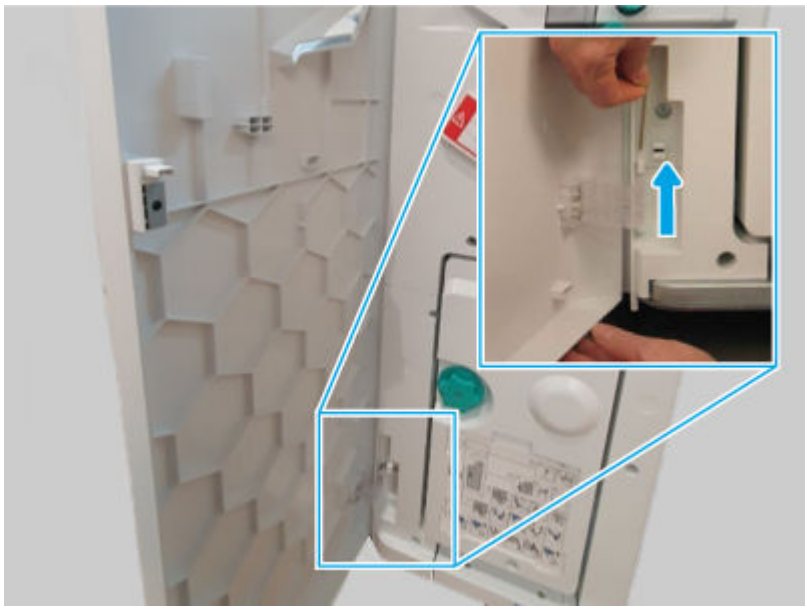
1. Release, and then remove the upper hinge pin.

Figure 5-2645 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2646 Remove the door



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

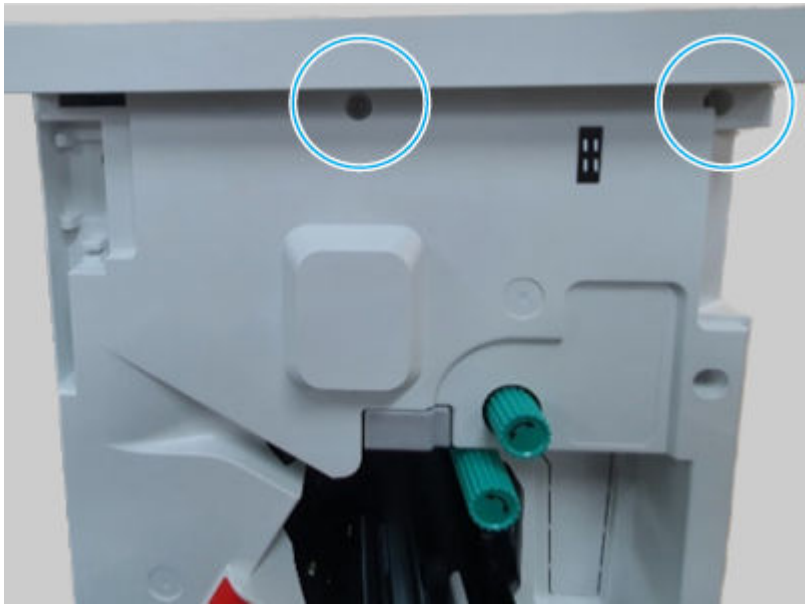
1. Remove three screws.

Figure 5-2647 Remove three screws



2. Remove two screws, and then remove the top cover.

Figure 5-2648 **Remove the cover**

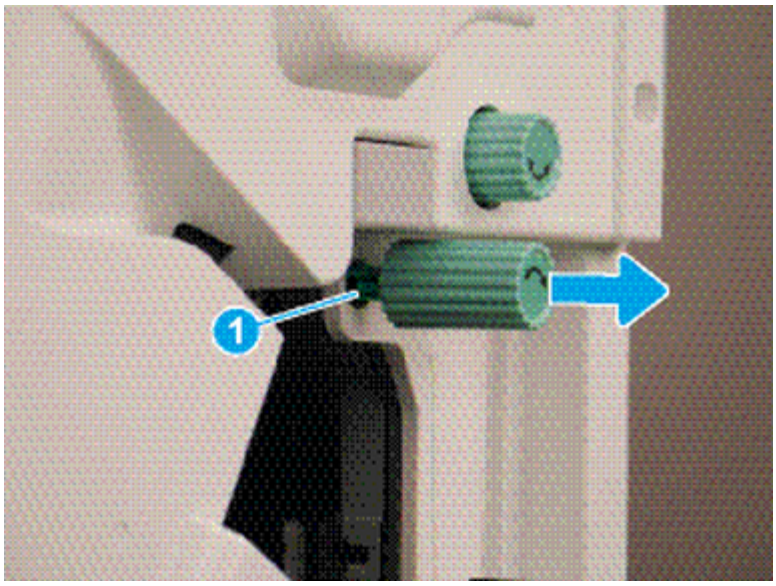


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

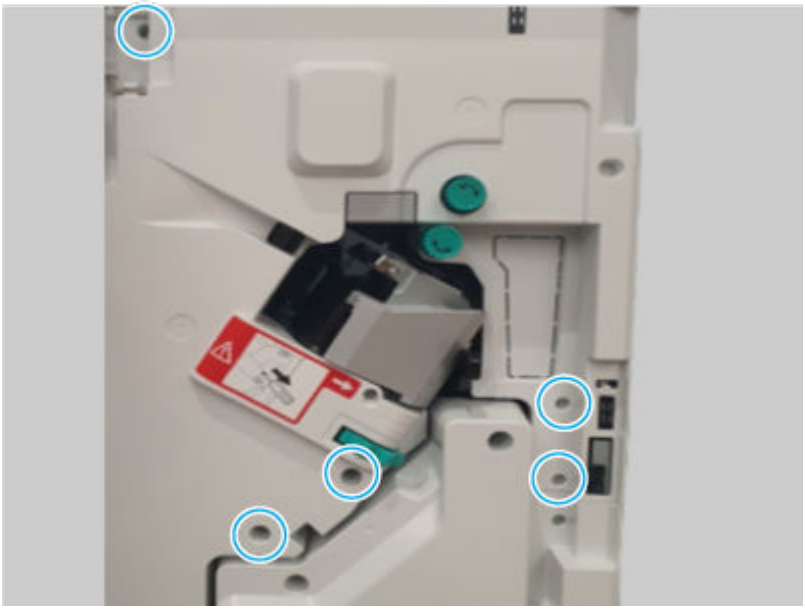
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2649 **Remove the knob**



2. Remove five screws, and then remove the front cover.

Figure 5-2650 Remove the cover

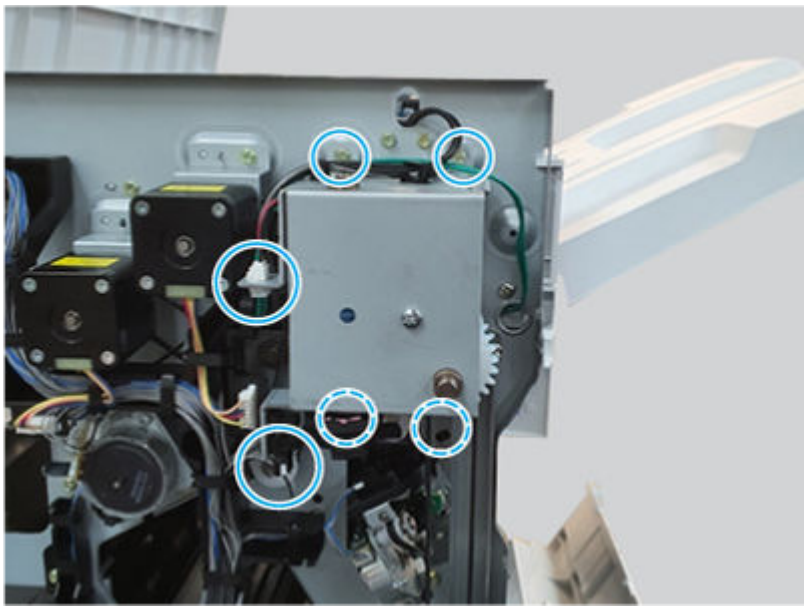


5. Remove the external finisher main output tray motor drive assembly

Use the following procedure to remove and replace the external finisher main output tray motor drive assembly.

- Disconnect two connectors, remove four screws, and then remove the main output tray motor drive assembly.

Figure 5-2651 Remove the sensor



6. Remove the external finisher paddle motor assembly

Use the following procedure to remove and replace the external finisher paddle motor assembly.

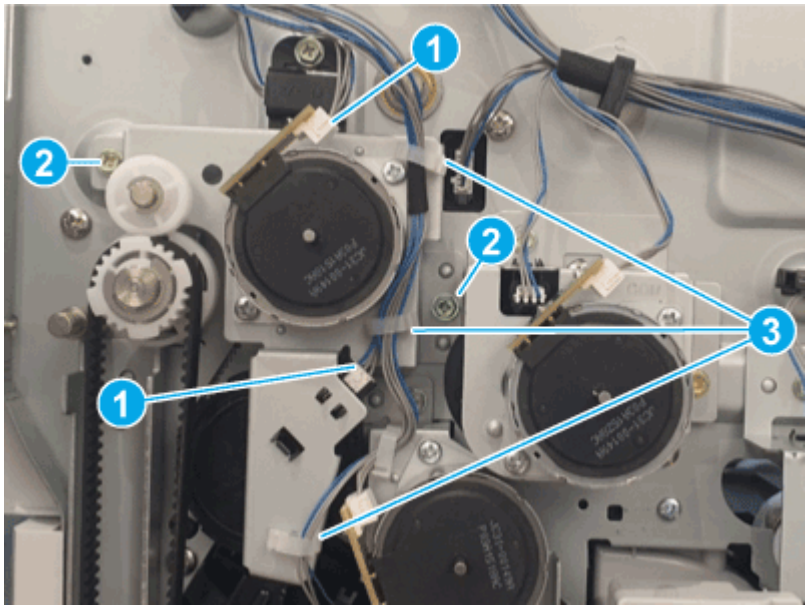
- Do the following:

  a. Disconnect two connectors (callout 1).

  b. Remove two screws (callout 2).

  c. Release the wire harness from the retainers (callout 3), and then remove the paddle motor assembly.

  Figure 5-2652 **Remove the assembly**

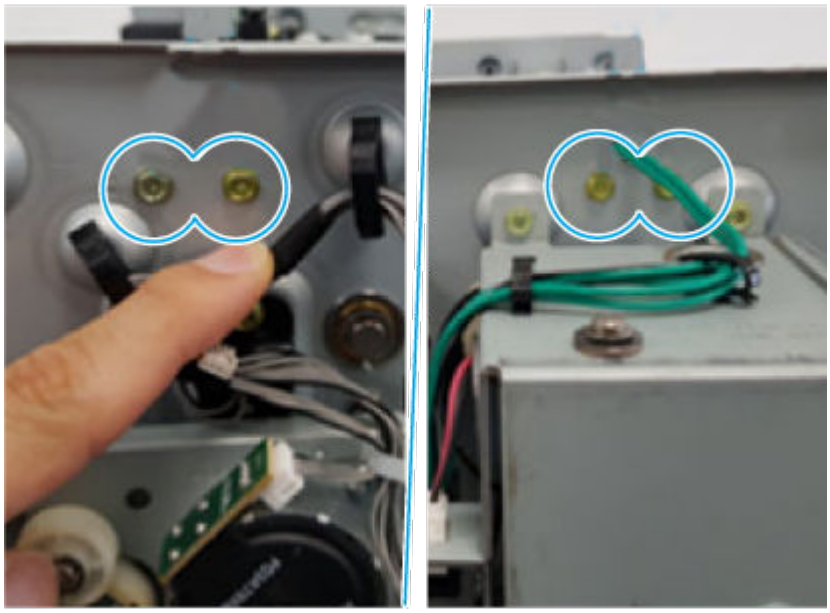
  

7. Remove the external finisher main output tray top of stack switch

Use the following procedure to remove and replace the external finisher main output tray top of stack switch.

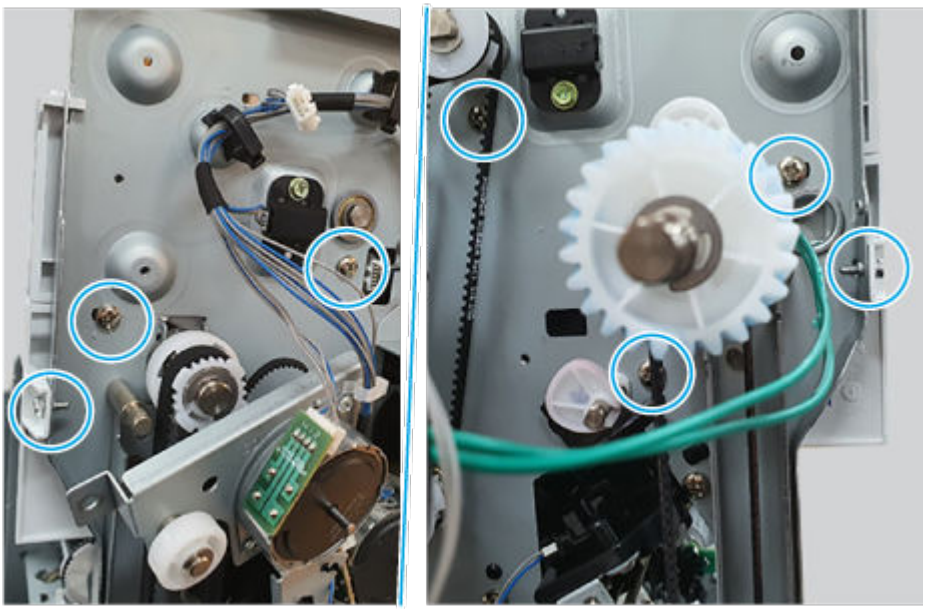
1. Remove four screws, and then remove the frame cover.

Figure 5-2653 Remove the cover



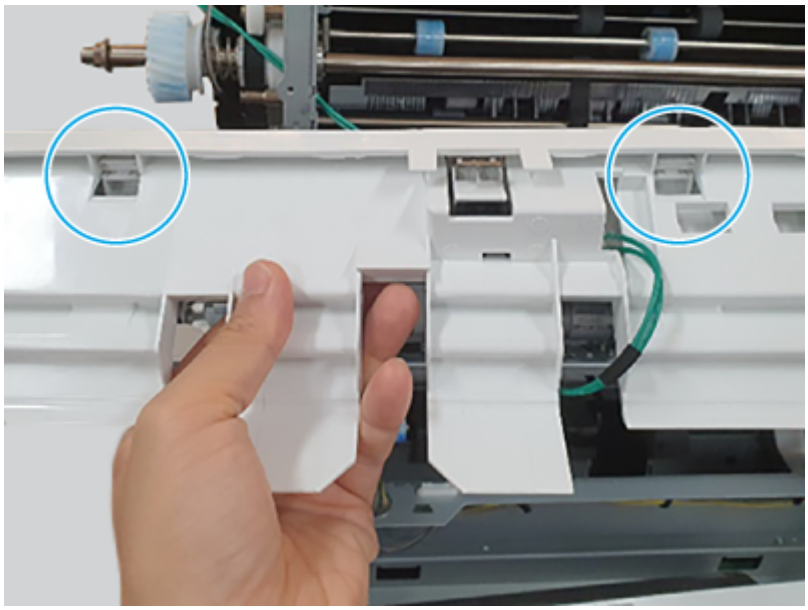
2. Remove seven screws, and then remove the top output tray.

Figure 5-2654 Remove the tray



3. Release two hooks.

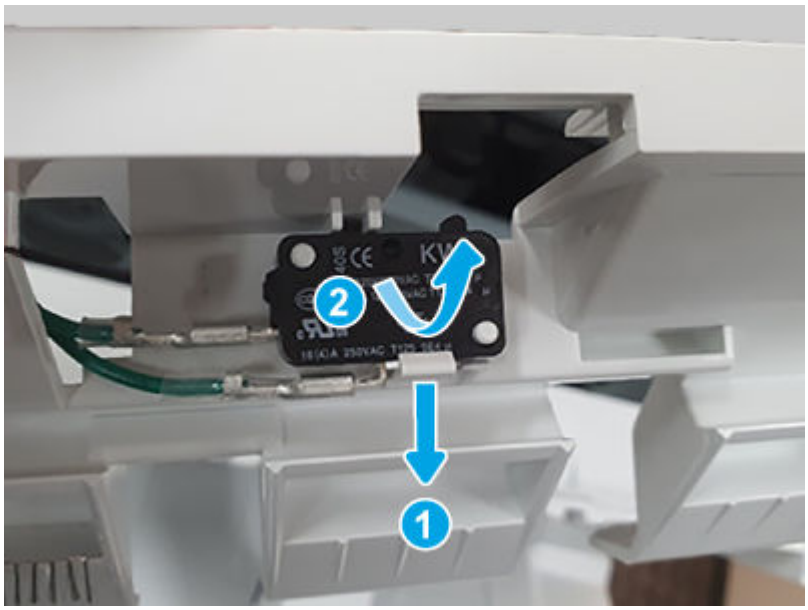
Figure 5-2655 **Release two hooks**



4. Release one hook, and then separate the senor from the assembly.

⚠ **CAUTION:** Do not attempt to completely remove the switch. It is still attached to the finisher by a wire harness and connector.

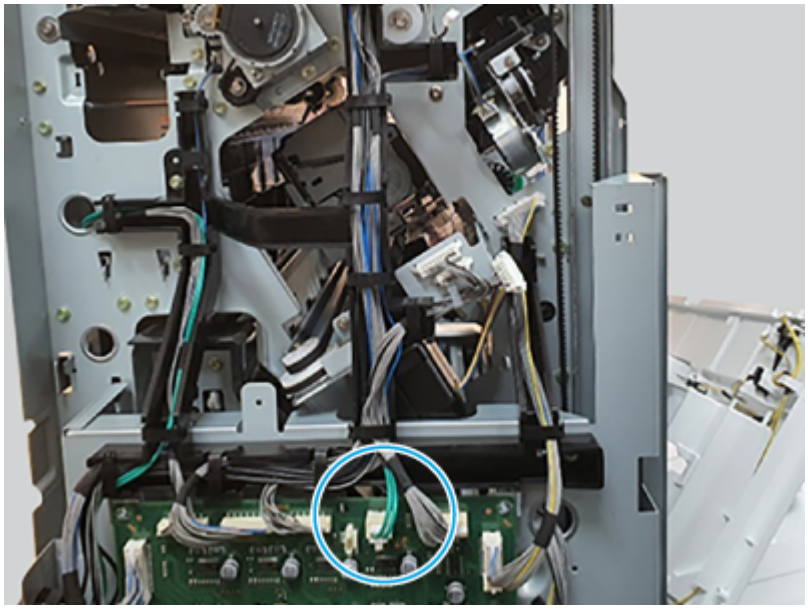
Figure 5-2656 **Release the sensor**



5. Disconnect one connector, and then remove the main output tray top of stack switch.

NOTE: Release the switch wire harness from the retainers as needed to remove the switch.

Figure 5-2657 Remove the switch



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Paper holding unit

Review the external finisher paper holding unit removal procedures.

Removal and replacement: Front and rear paper holding sensor

Learn about removing and replacing the external finisher front and rear paper holding sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-280 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Front paper holding sensor)
3SJ00-60110	Photo interrupter (Rear paper holding sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

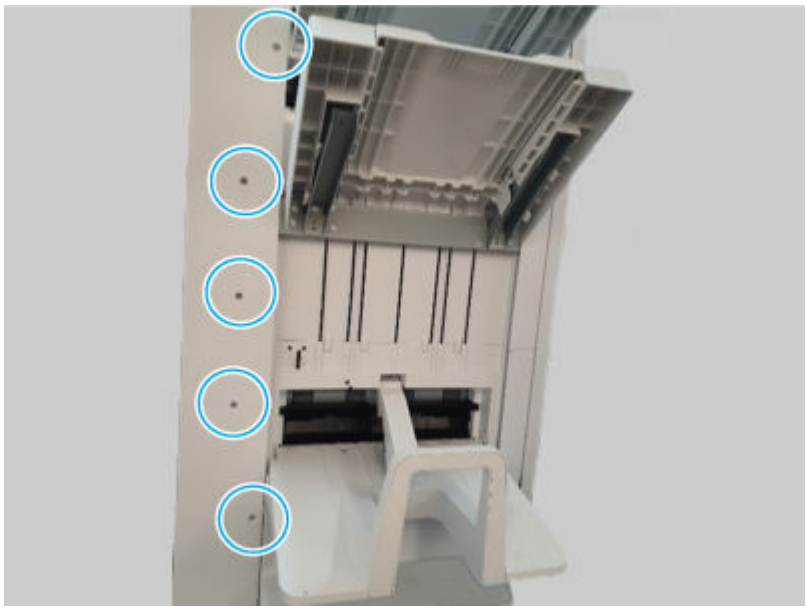
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

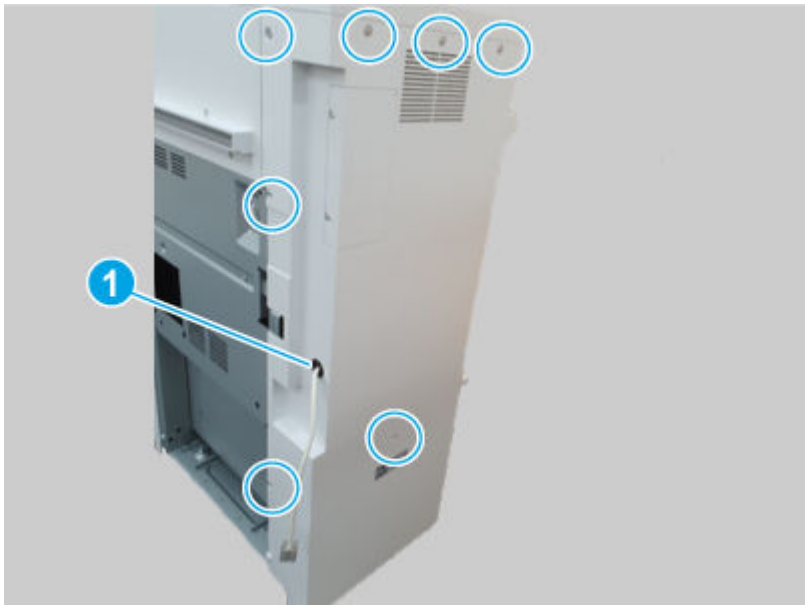
Figure 5-2658 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2659 Remove the cover

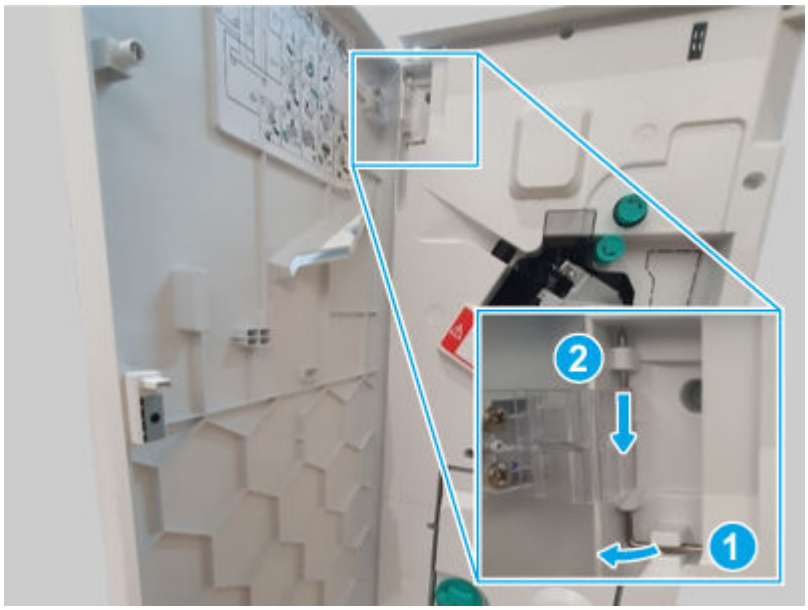


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

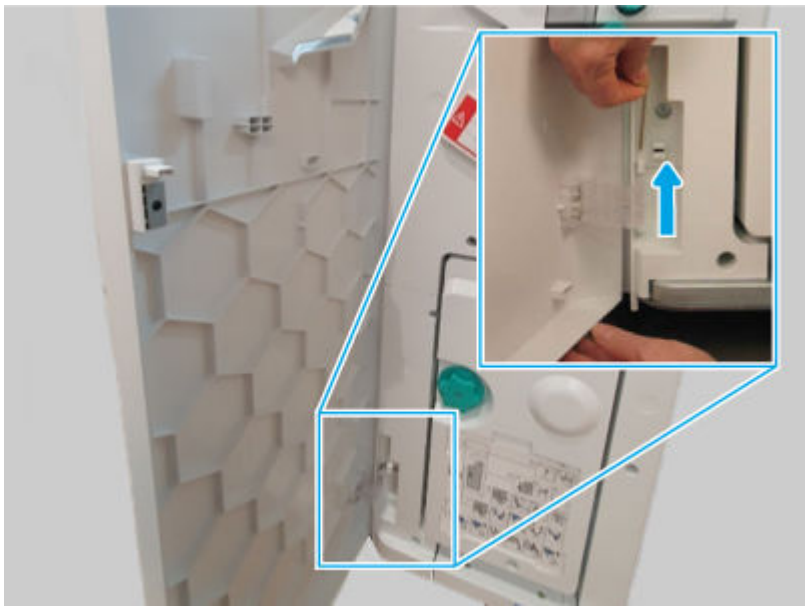
1. Release, and then remove the upper hinge pin.

Figure 5-2660 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2661 **Remove the door**



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

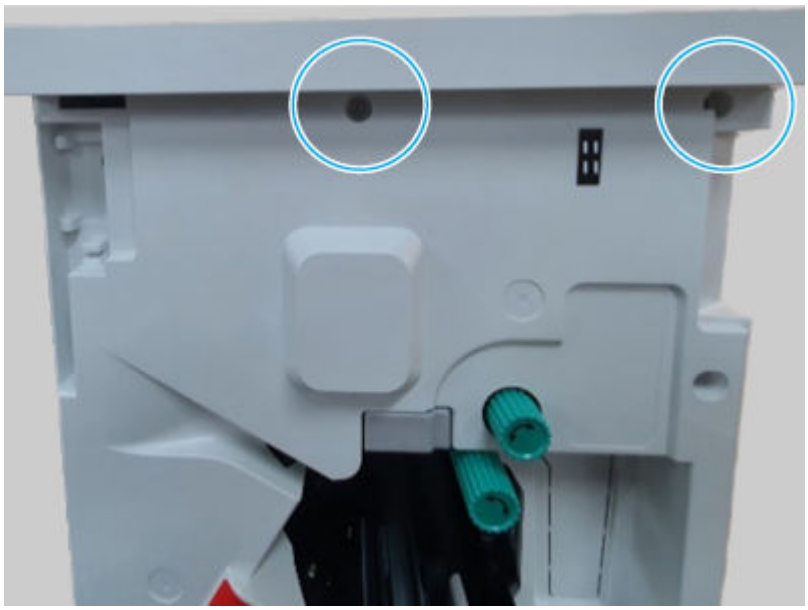
1. Remove three screws.

Figure 5-2662 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2663 **Remove the cover**

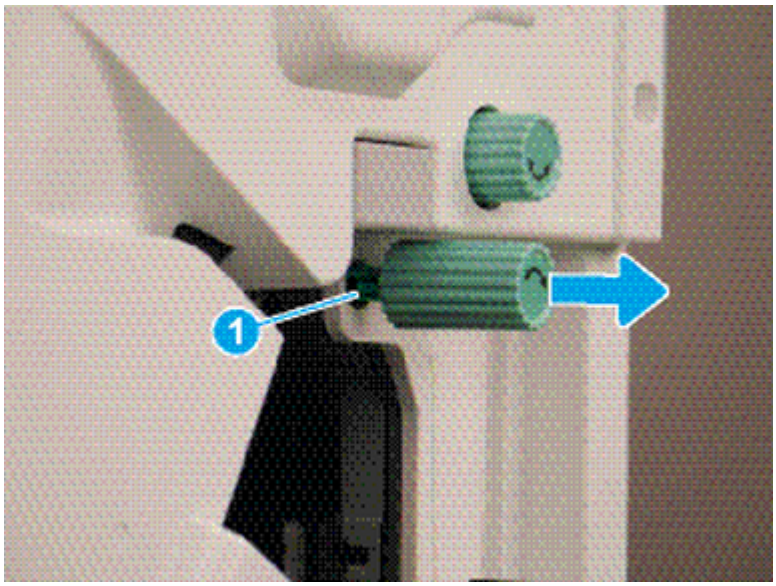


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

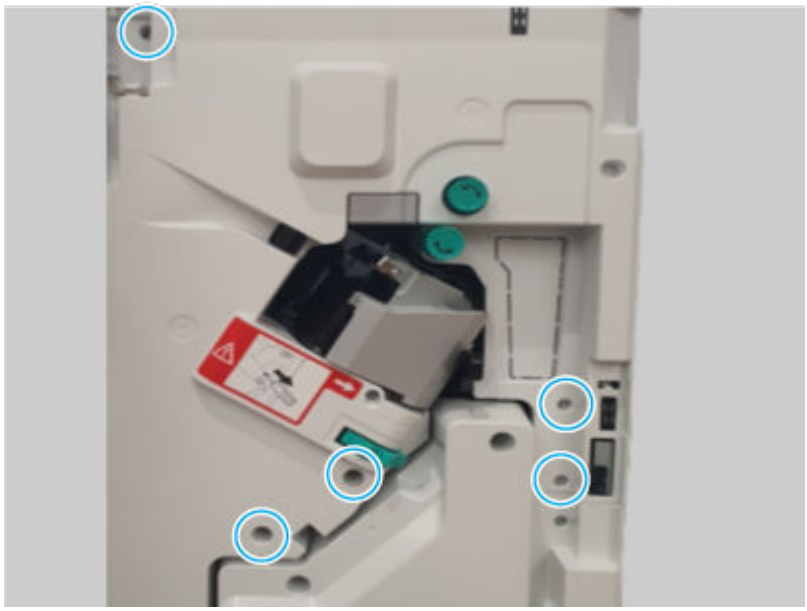
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2664 **Remove the knob**



2. Remove five screws, and then remove the front cover.

Figure 5-2665 **Remove the cover**



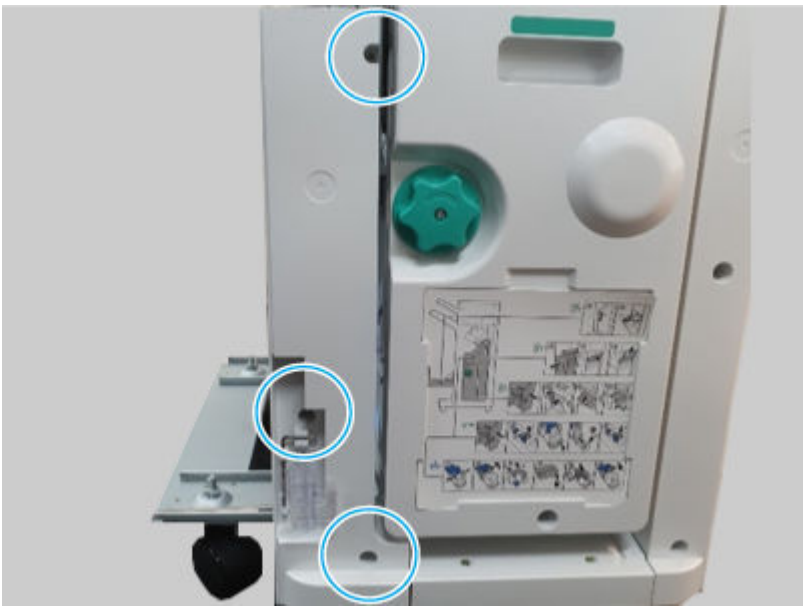
5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.

2. Remove three screws, and then remove the front lower left cover.

Figure 5-2666 **Remove the cover**



6. Remove the external finisher caster

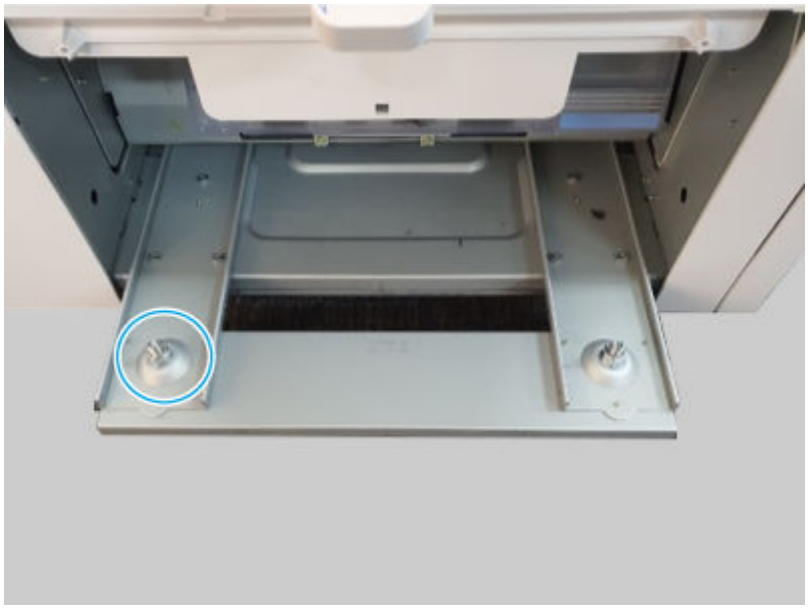
Use the following procedure to remove and replace the external finisher caster.

⚠ **WARNING!** The external finisher is not stable when one or more casters are removed and can easily tip over. To avoid personal injury or damage to the finisher, make sure to fully support the finisher when removing a caster.

1. Remove the external finisher from the printer.
2. Remove one fix nut.

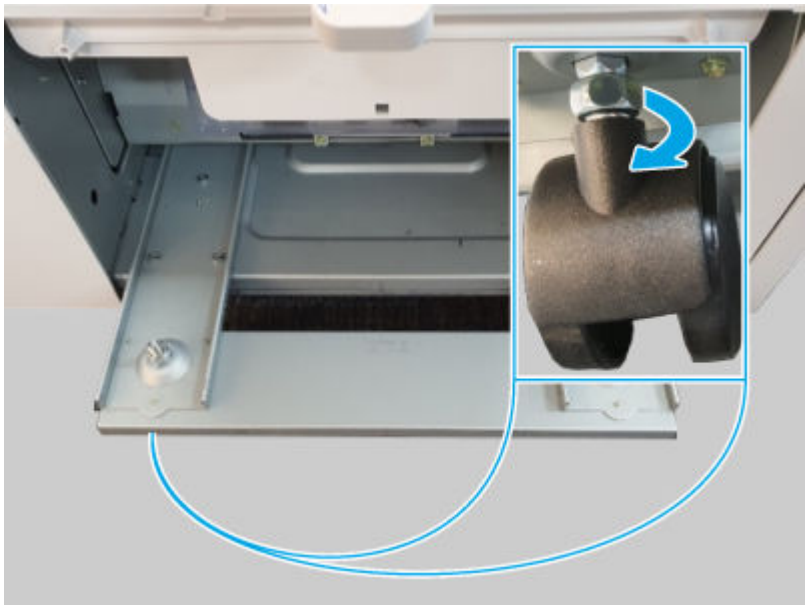
NOTE: Use a 12mm spanner wrench to remove the nut.

Figure 5-2667 Remove the nut



3. Rotate the caster as shown below to remove it. Repeat these steps for the remaining casters as needed.

Figure 5-2668 Remove the caster

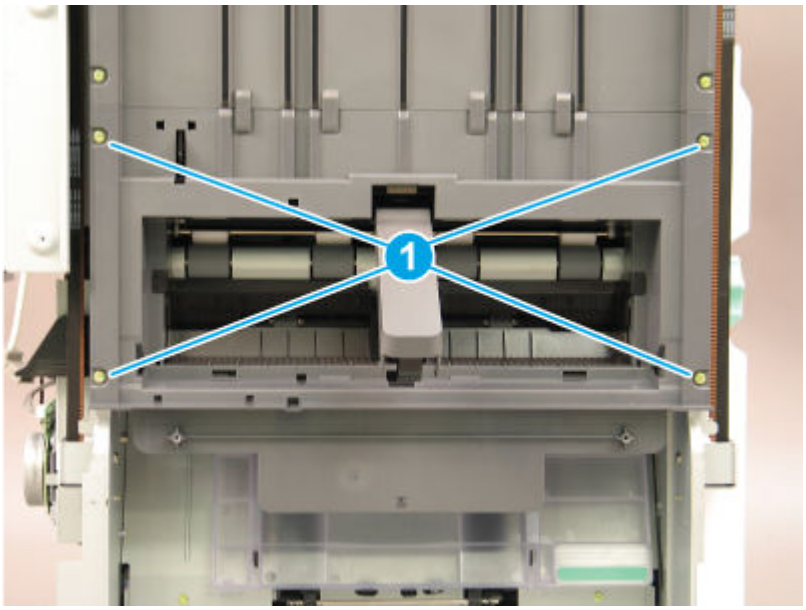


7. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-2669 Remove four screws

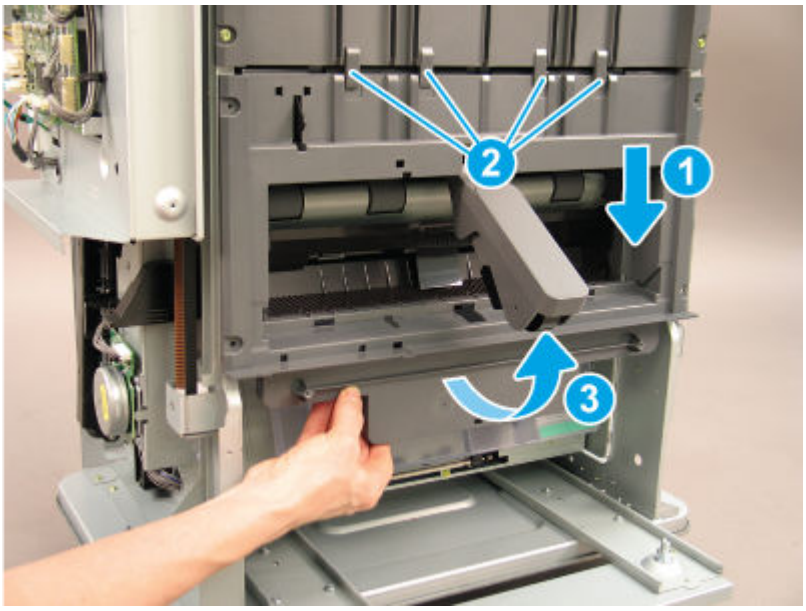


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

⚠ CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

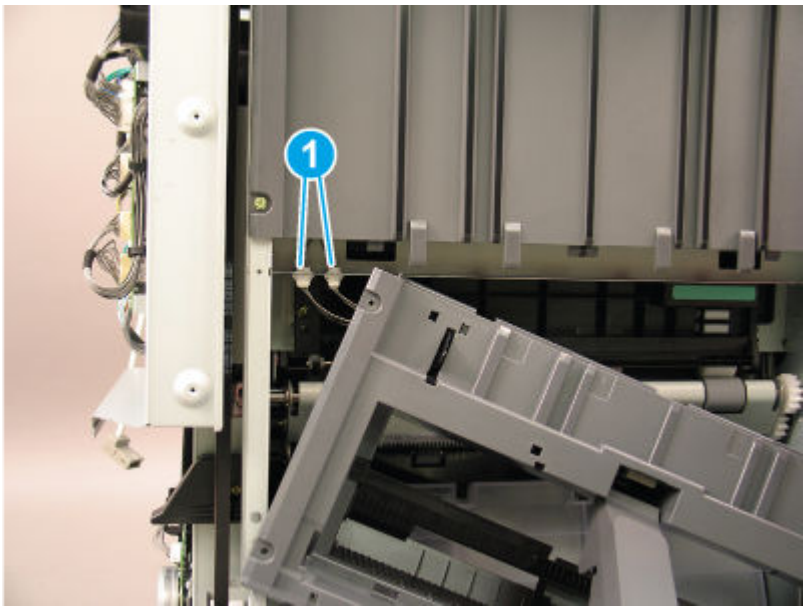
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-2670 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-2671 Remove the cover

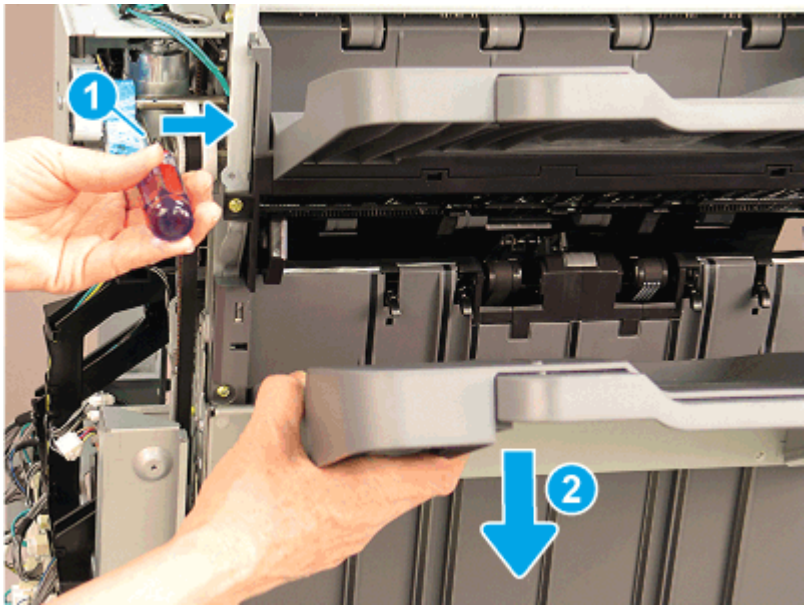


8. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

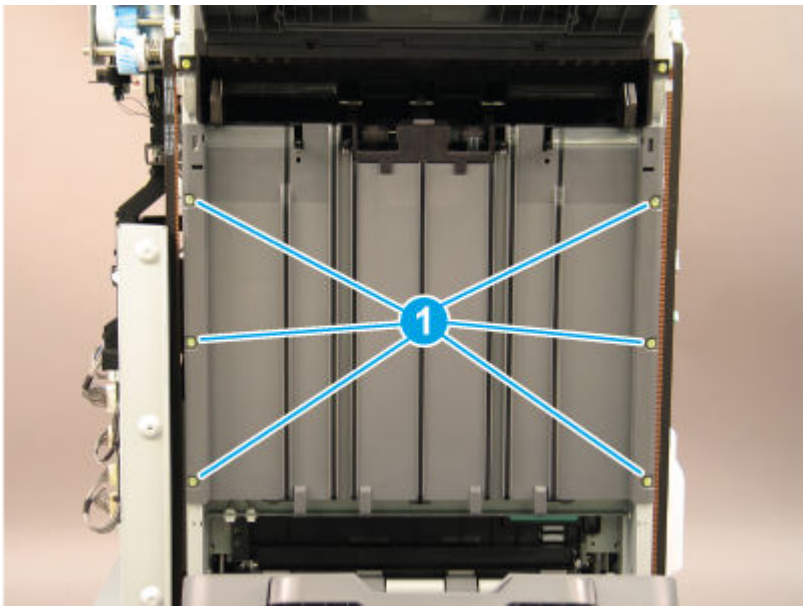
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-2672 Lower the tray



2. Remove six screws (callout 1).

Figure 5-2673 Remove six screws

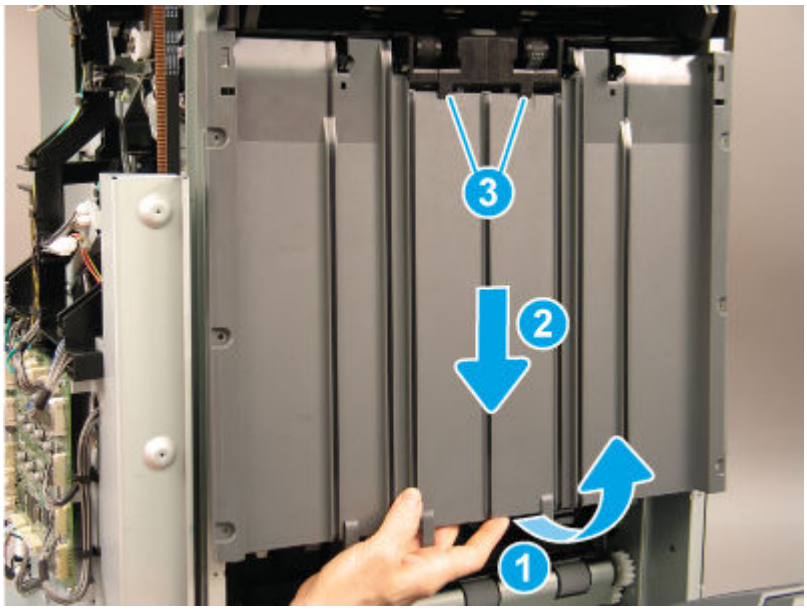


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

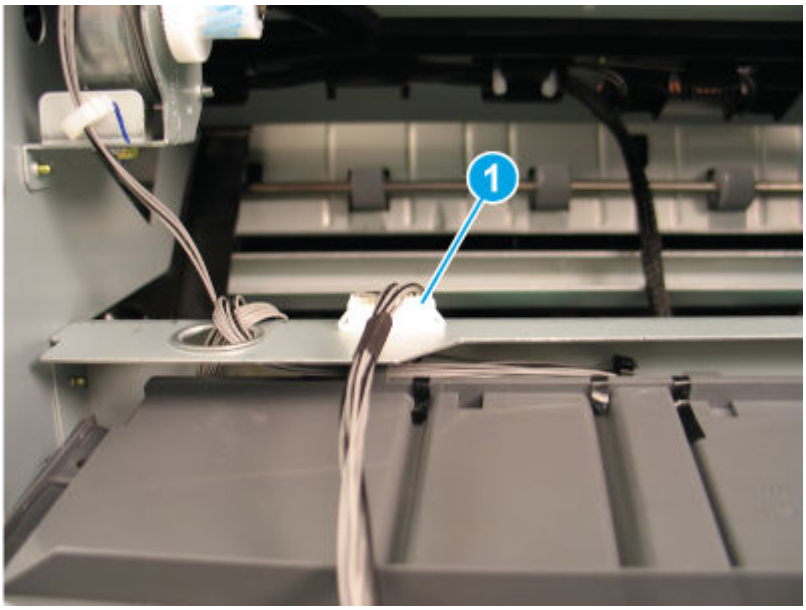
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-2674 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-2675 **Remove the cover**



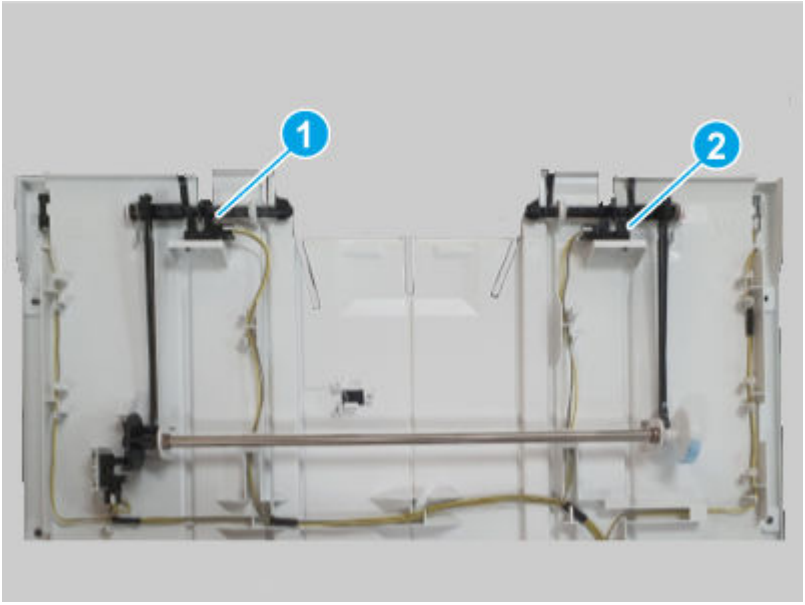
9. Remove the external finisher front and rear paper holding sensor

Use the following procedure to remove and replace the external finisher front and rear paper holding sensor.

1. Locate the desired sensor.

   - **Callout 1**: Front paper holding sensor
   - **Callout 1**: Rear paper holding sensor

Figure 5-2676 **Locate the sensor**

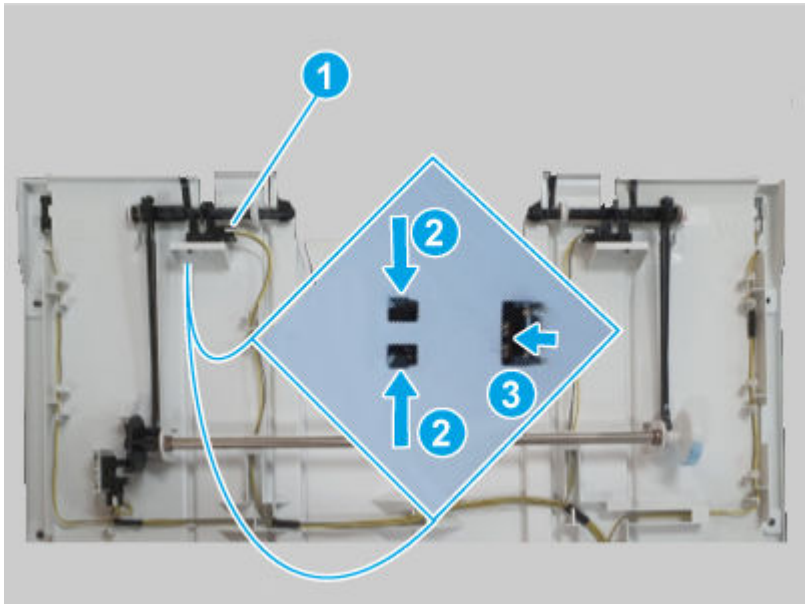


2. Do the following:

   - Disconnect one connector (callout 1).
   - Release two hooks (callout 2).
   - Slide the sensor as shown below (callout 3).
   - Remove the front paper holding sensor.

NOTE: Repeat this step to remove the rear paper holding sensor if necessary

Figure 5-2677 Remove the sensor



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not

available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Paper holding home sensor

Learn about removing and replacing the external finisher paper holding home sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-281 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Paper holding home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.

- Use the power switch to turn the power on.

Post service test

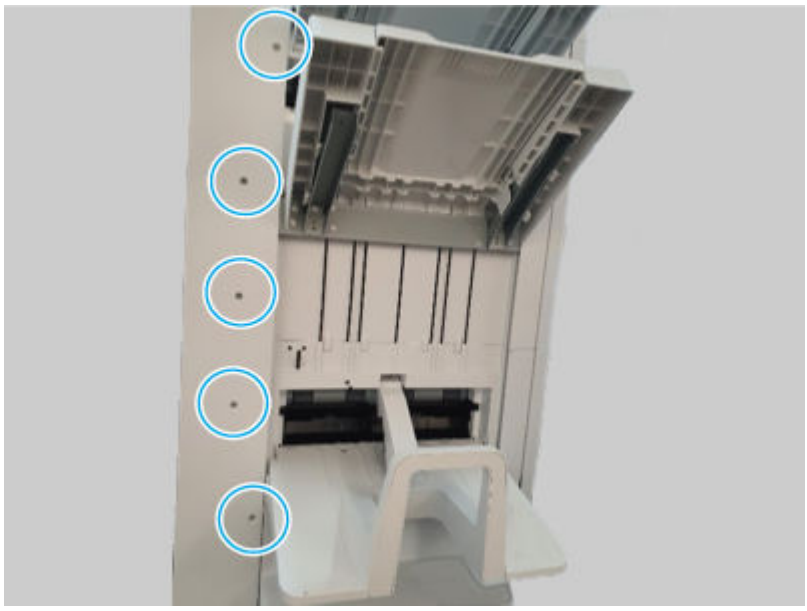
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

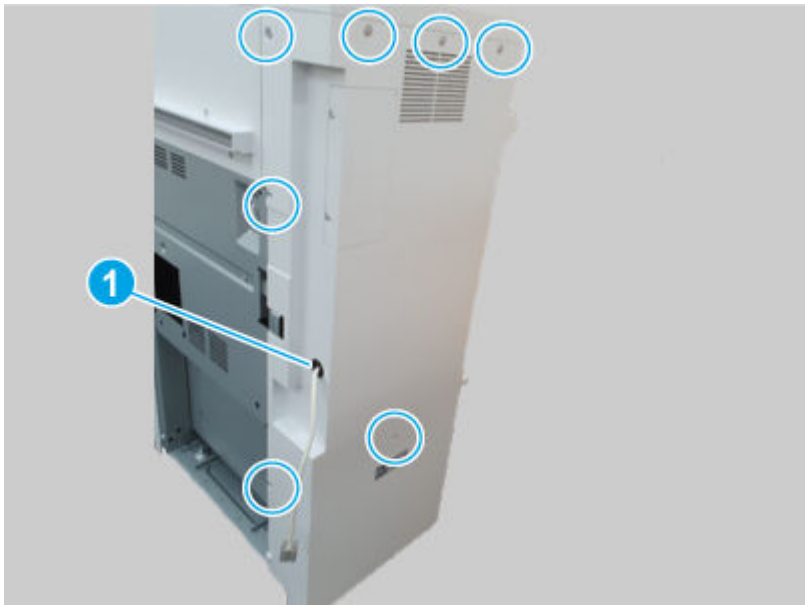
Figure 5-2678 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2679 Remove the cover

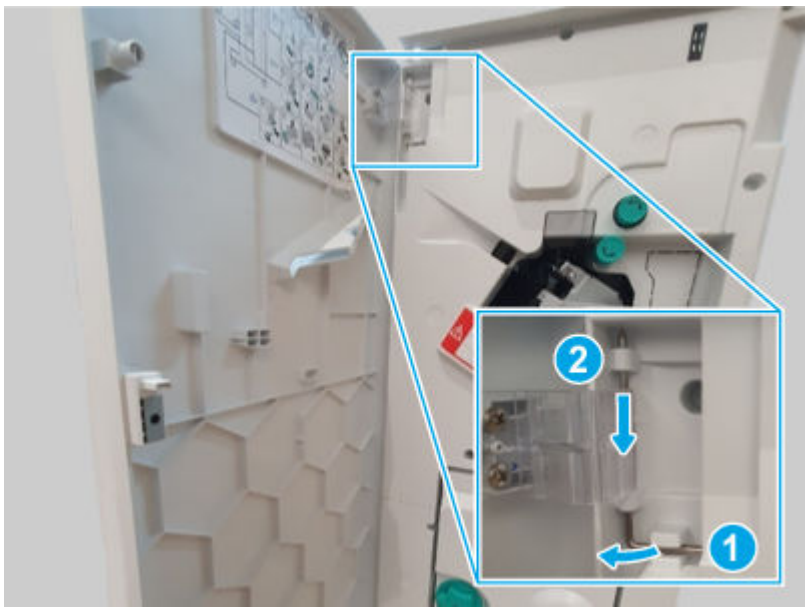


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

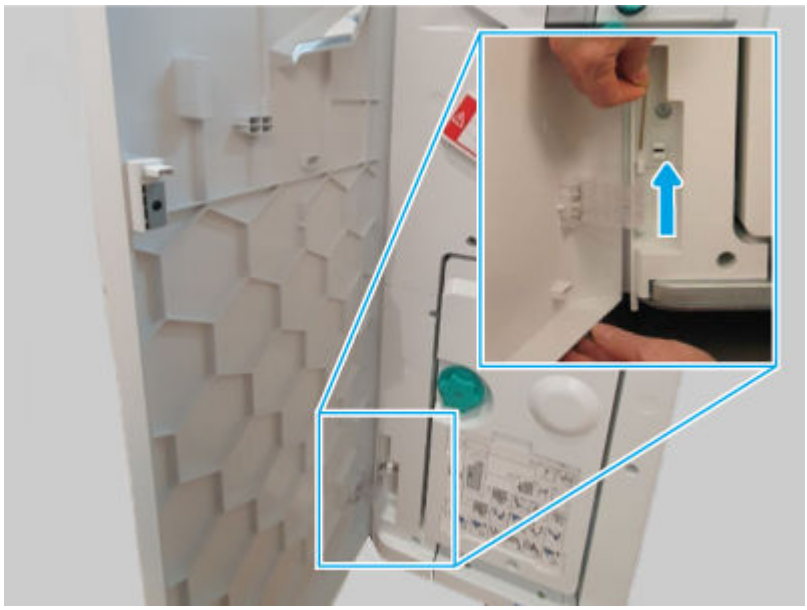
1. Release, and then remove the upper hinge pin.

Figure 5-2680 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2681 Remove the door



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

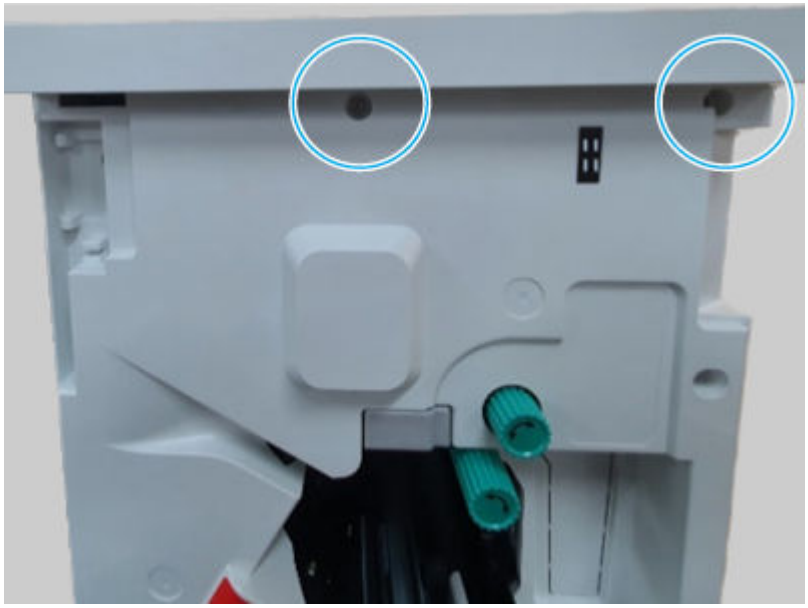
1. Remove three screws.

Figure 5-2682 Remove three screws



2. Remove two screws, and then remove the top cover.

Figure 5-2683 Remove the cover

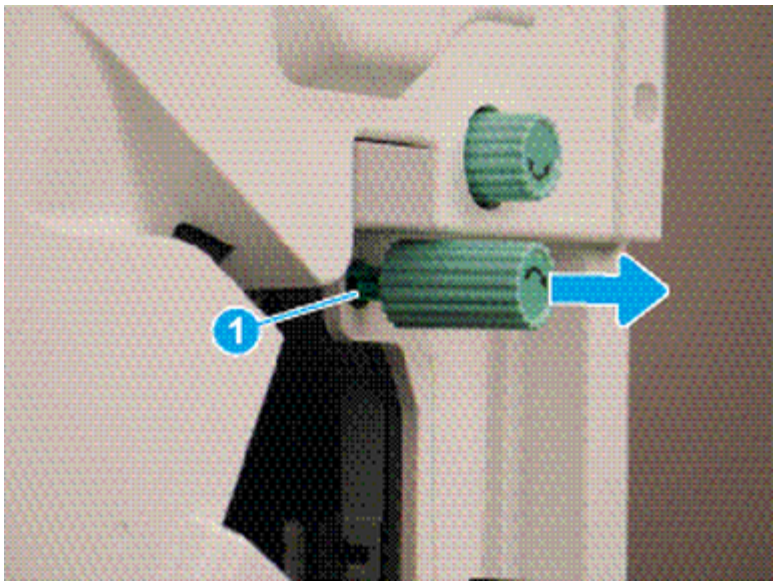


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

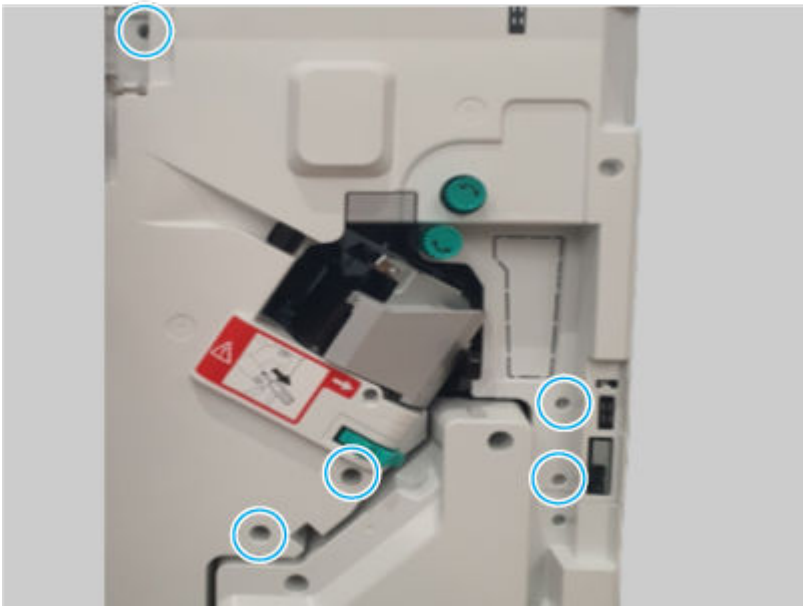
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2684 Remove the knob



2. Remove five screws, and then remove the front cover.

Figure 5-2685 Remove the cover

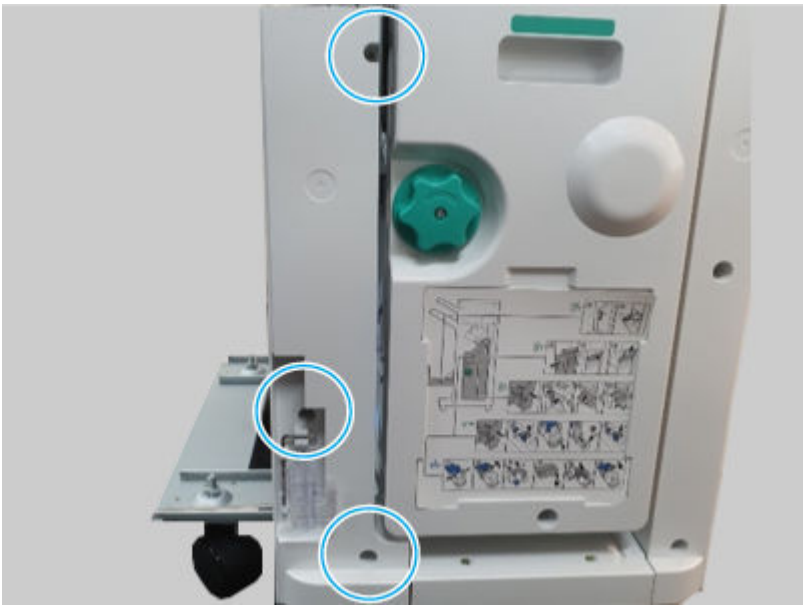


5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.
2. Remove three screws, and then remove the front lower left cover.

Figure 5-2686 Remove the cover



6. Remove the external finisher caster

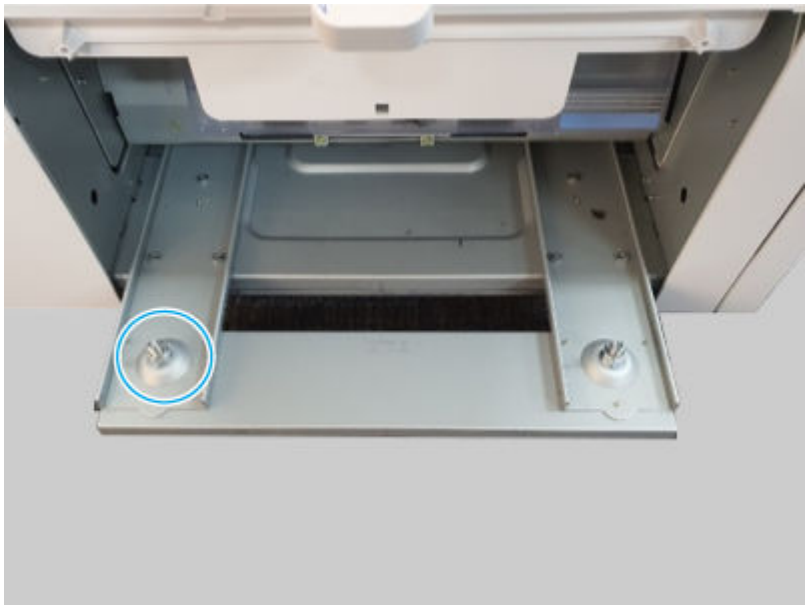
Use the following procedure to remove and replace the external finisher caster.

⚠ **WARNING!** The external finisher is not stable when one or more casters are removed and can easily tip over. To avoid personal injury or damage to the finisher, make sure to fully support the finisher when removing a caster.

1. Remove the external finisher from the printer.
2. Remove one fix nut.

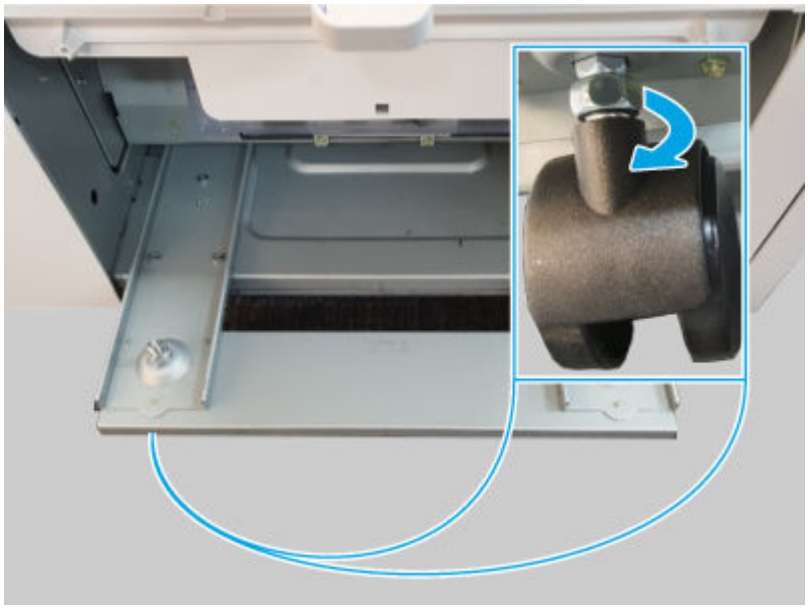
NOTE: Use a 12mm spanner wrench to remove the nut.

Figure 5-2687 **Remove the nut**



3. Rotate the caster as shown below to remove it. Repeat these steps for the remaining casters as needed.

Figure 5-2688 Remove the caster

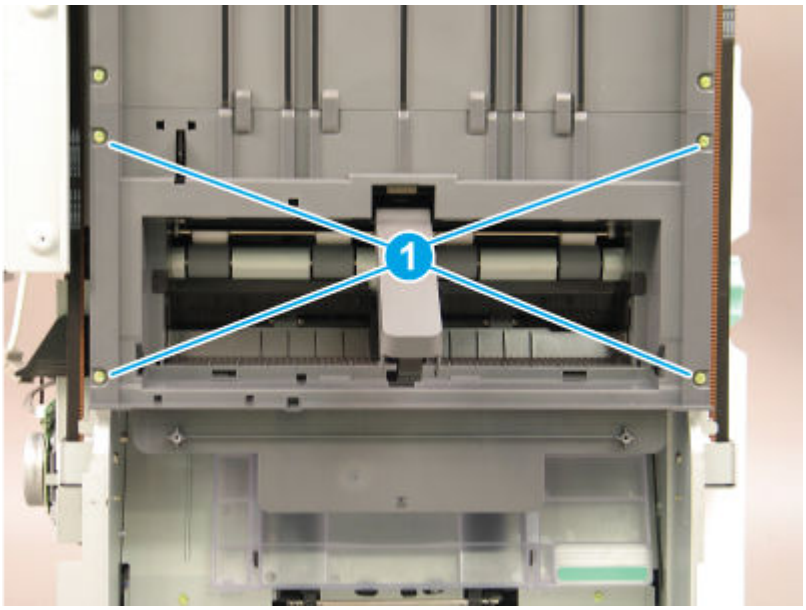


7. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-2689 Remove four screws

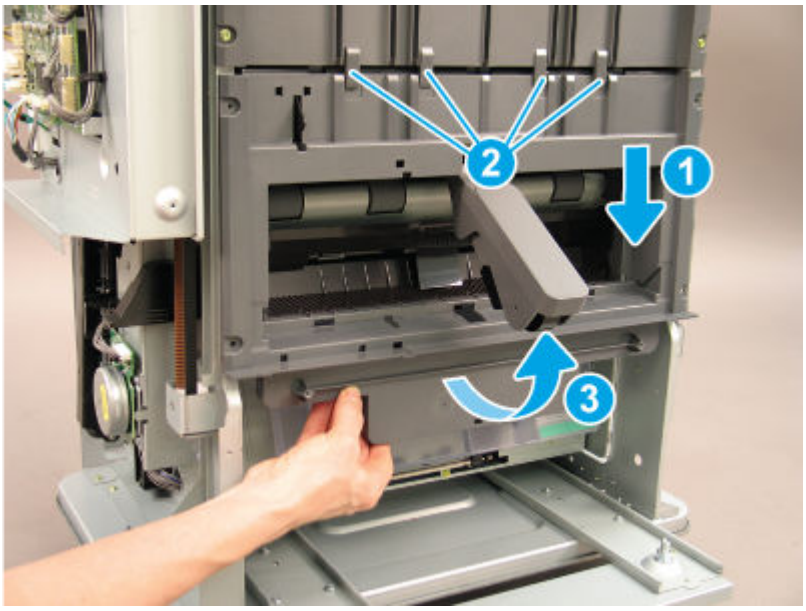


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

⚠ **CAUTION:** The cover is still attached to the finisher. Do not attempt to completely remove the cover.

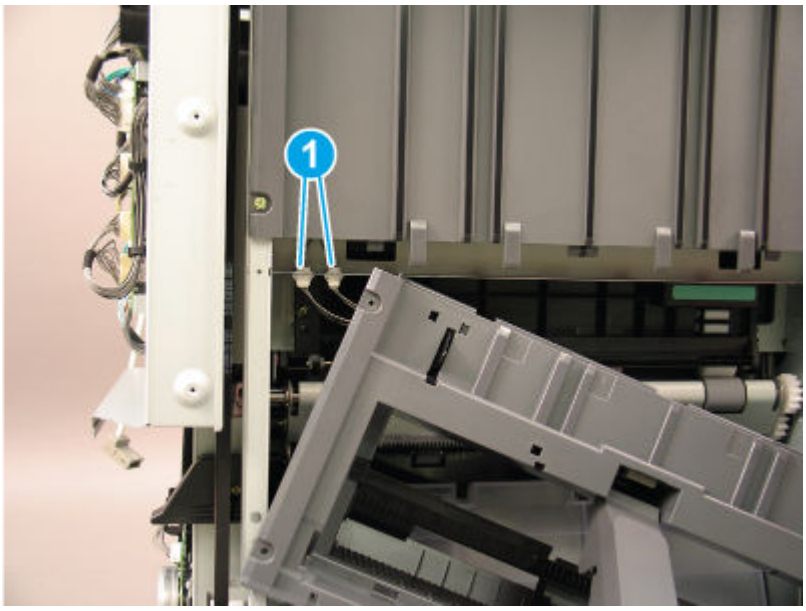
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-2690 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-2691 Remove the cover

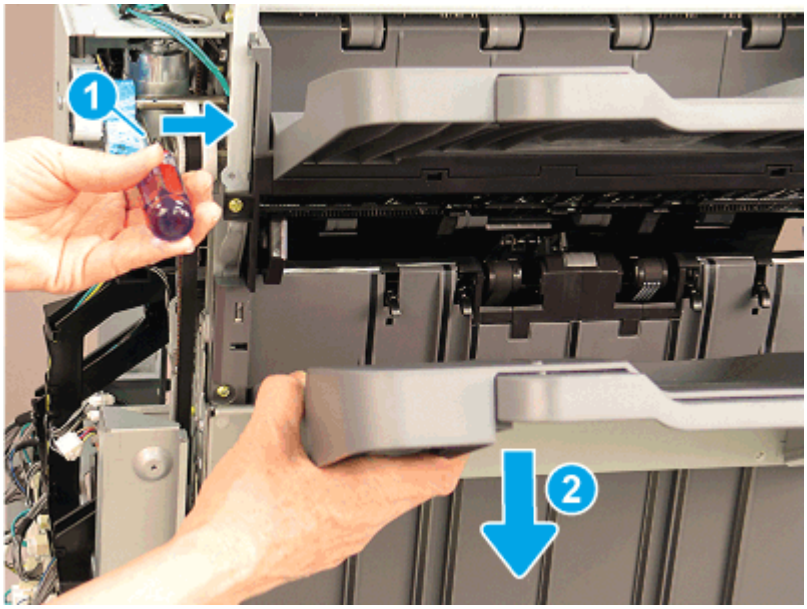


8. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

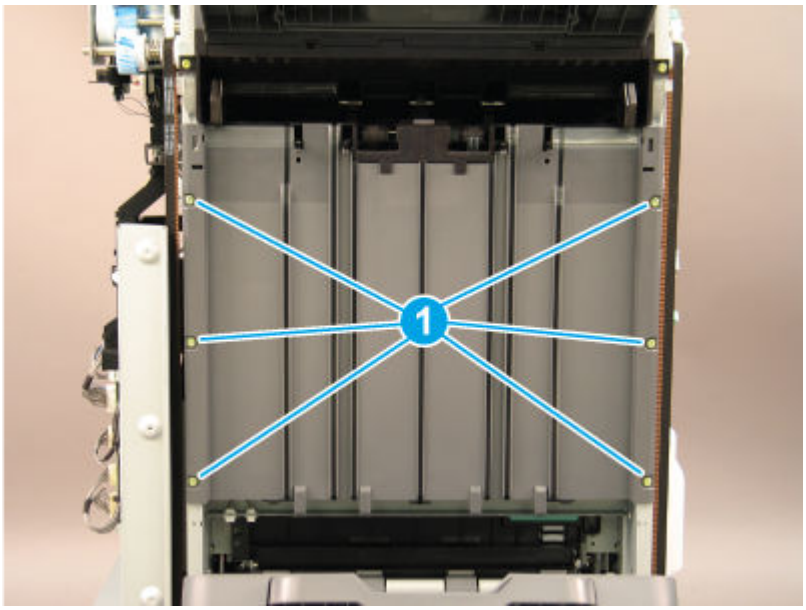
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-2692 Lower the tray



2. Remove six screws (callout 1).

Figure 5-2693 Remove six screws

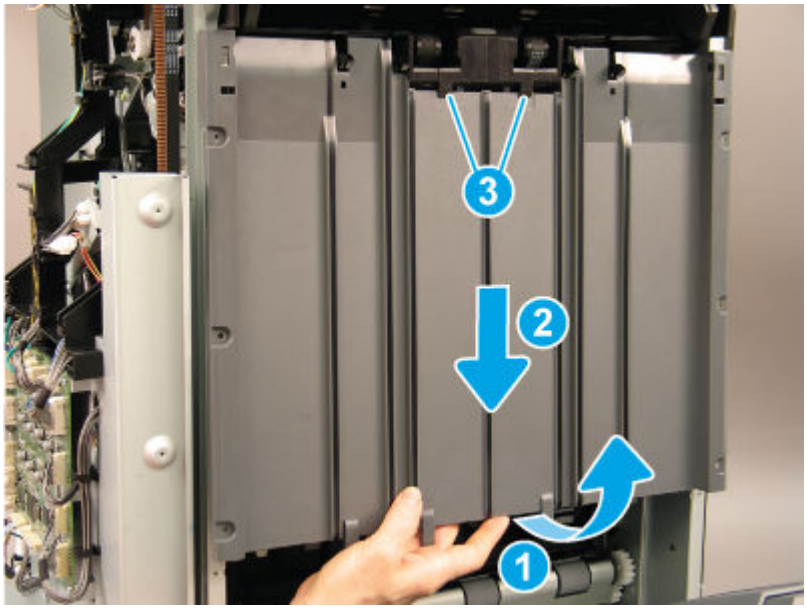


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

⚠ CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

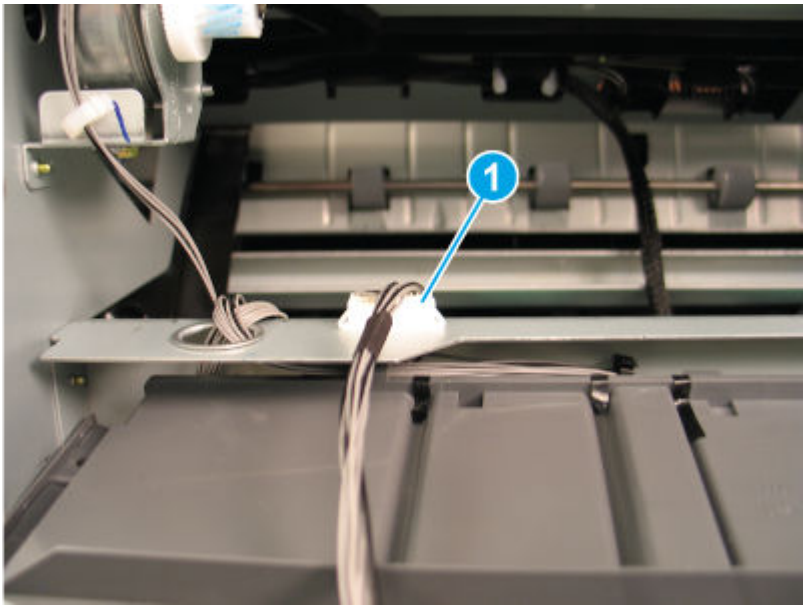
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-2694 Release the cover



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-2695 Remove the cover



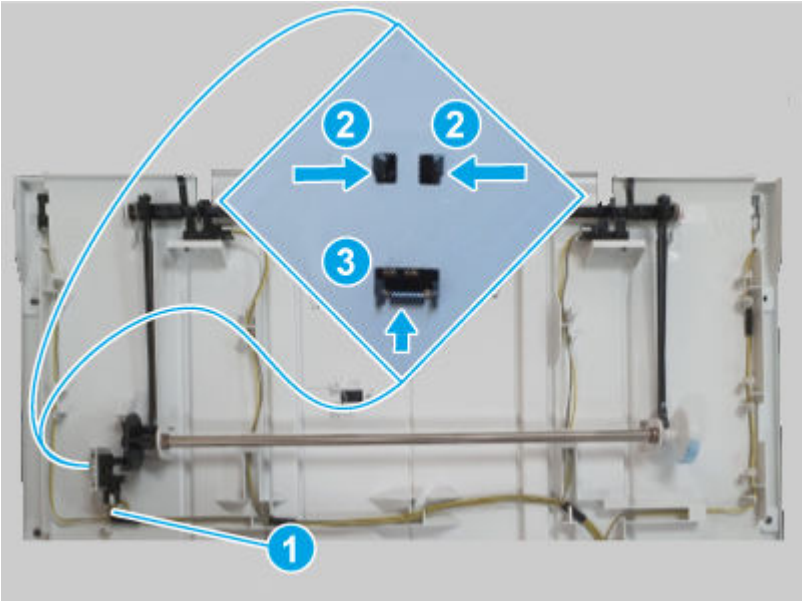
9. Remove the external finisher paper holding home sensor

Use the following procedure to remove and replace the external finisher paper holding home sensor.

- Do the following:
  - Disconnect one connector (callout 1).
  - Release two hooks (callout 2).
  - Slide the sensor as shown below (callout 3).

- Remove the paper holding home sensor.

Figure 5-2696 **Remove the sensor**



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Paper holding motor drive assembly

Learn about removing and replacing the external finisher paper holding motor drive assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-282 Part information

Part number	Part description
JC90-01414A	Paper holding motor drive assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

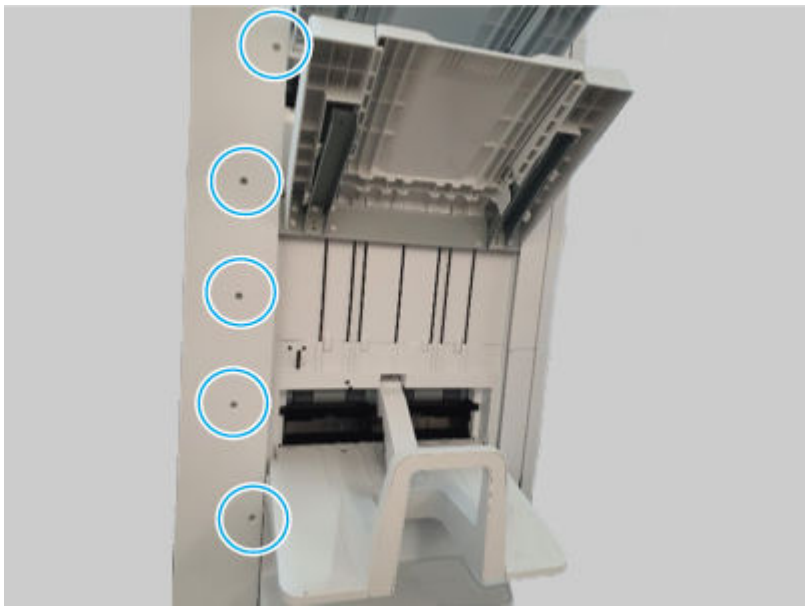
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

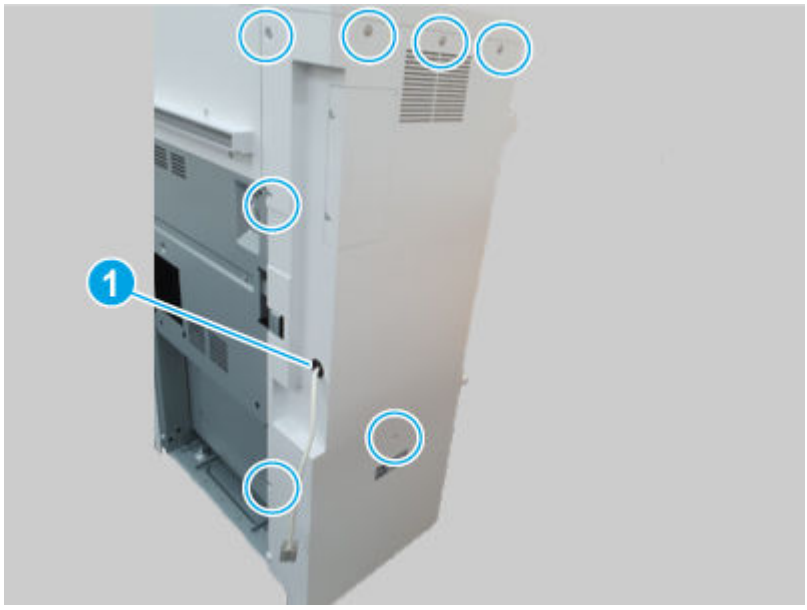
Figure 5-2697 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2698 Remove the cover

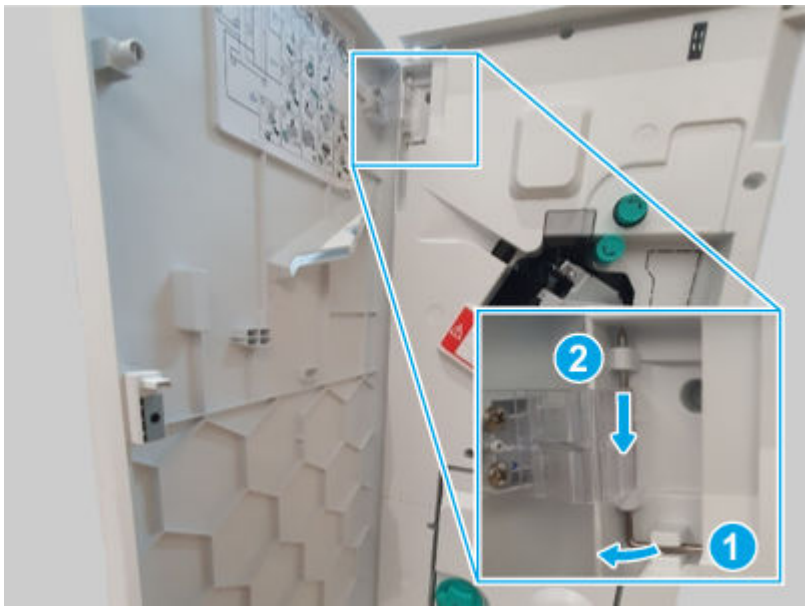


2. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

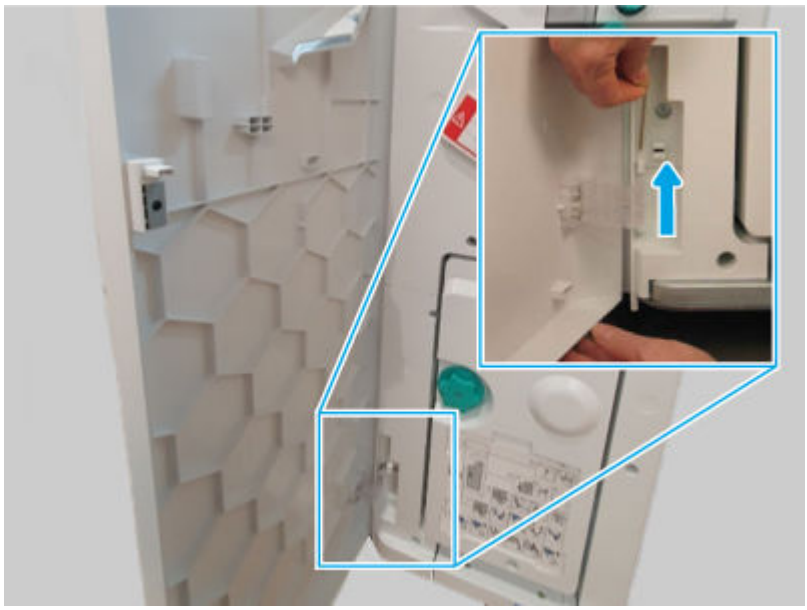
1. Release, and then remove the upper hinge pin.

Figure 5-2699 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2700 **Remove the door**



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

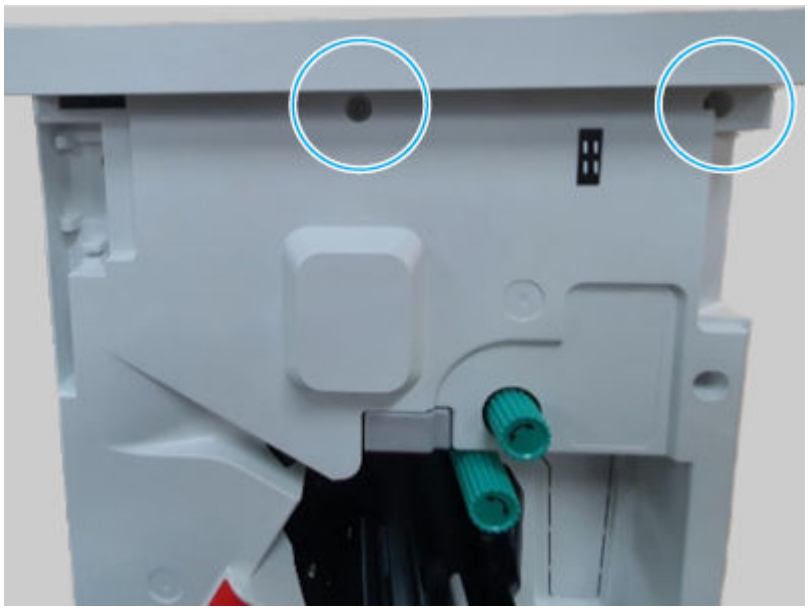
1. Remove three screws.

Figure 5-2701 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2702 **Remove the cover**

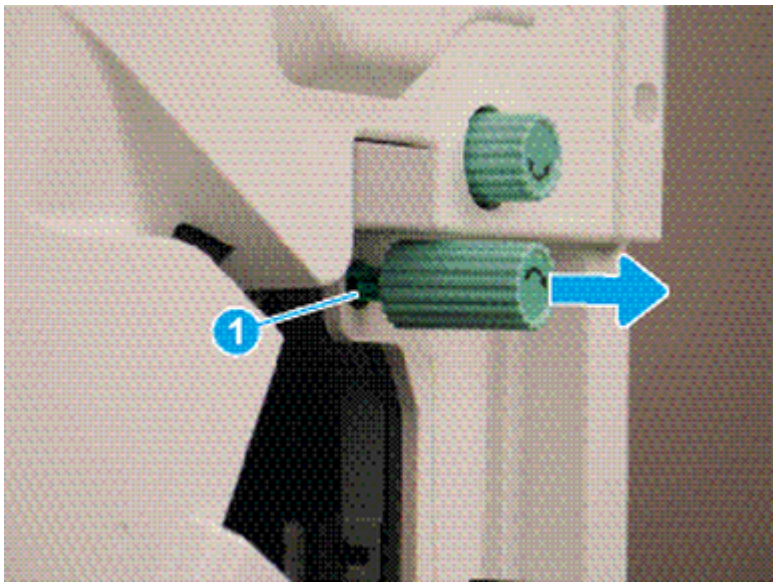


4. Remove the external finisher front cover

Use the following procedure to remove and replace the external finisher front cover.

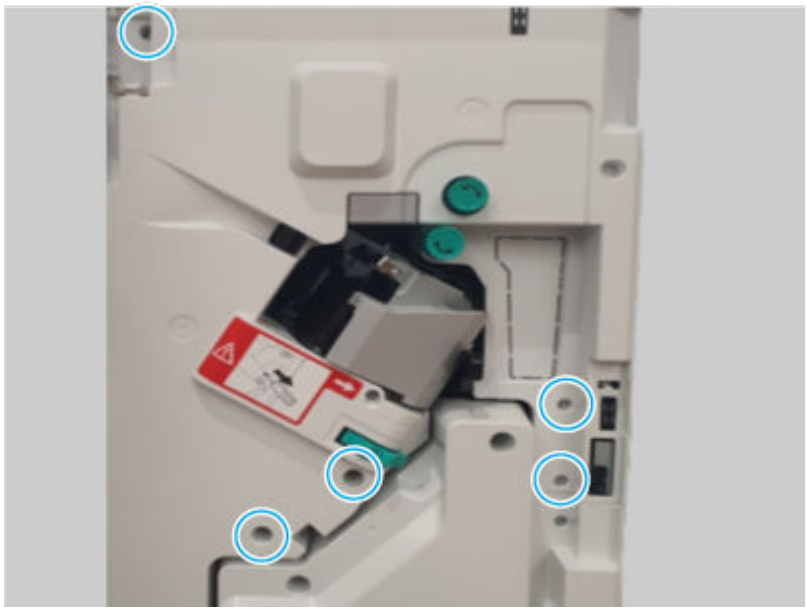
1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-2703 **Remove the knob**



2. Remove five screws, and then remove the front cover.

Figure 5-2704 **Remove the cover**



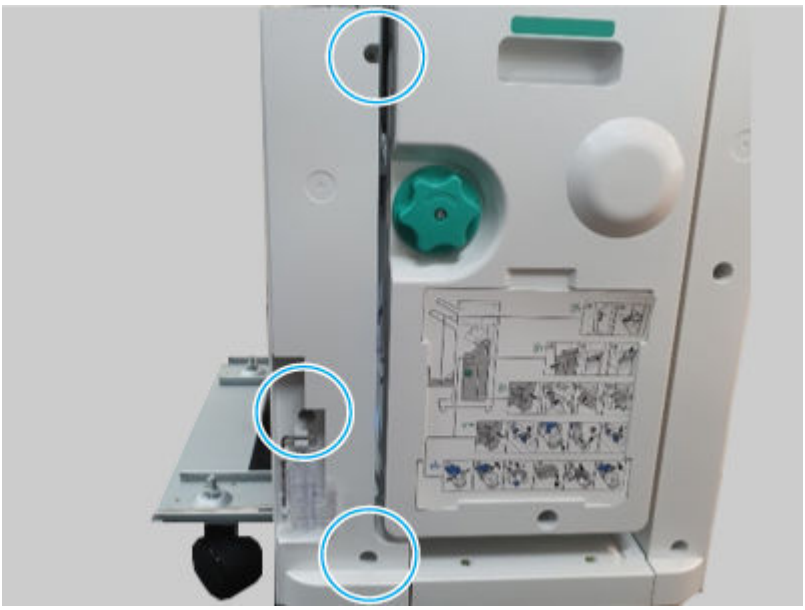
5. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.

2. Remove three screws, and then remove the front lower left cover.

Figure 5-2705 **Remove the cover**



6. Remove the external finisher caster

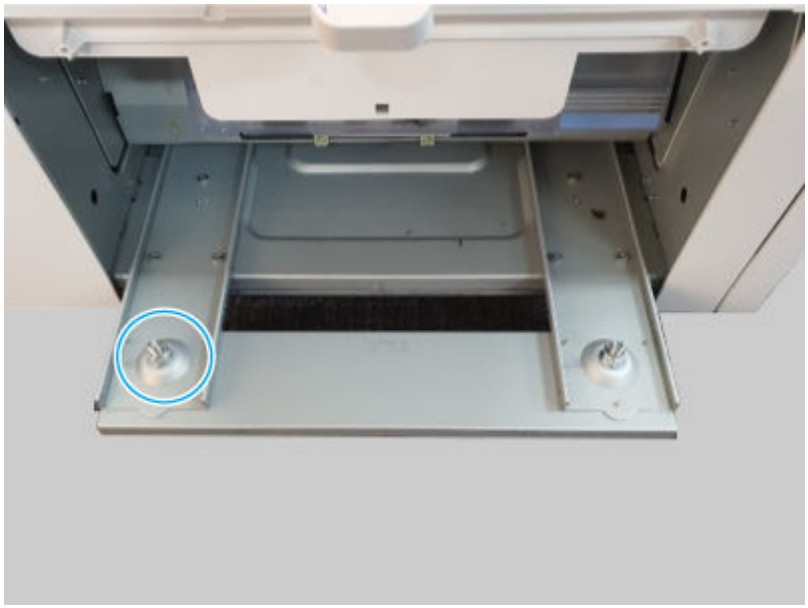
Use the following procedure to remove and replace the external finisher caster.

⚠ **WARNING!** The external finisher is not stable when one or more casters are removed and can easily tip over. To avoid personal injury or damage to the finisher, make sure to fully support the finisher when removing a caster.

1. Remove the external finisher from the printer.
2. Remove one fix nut.

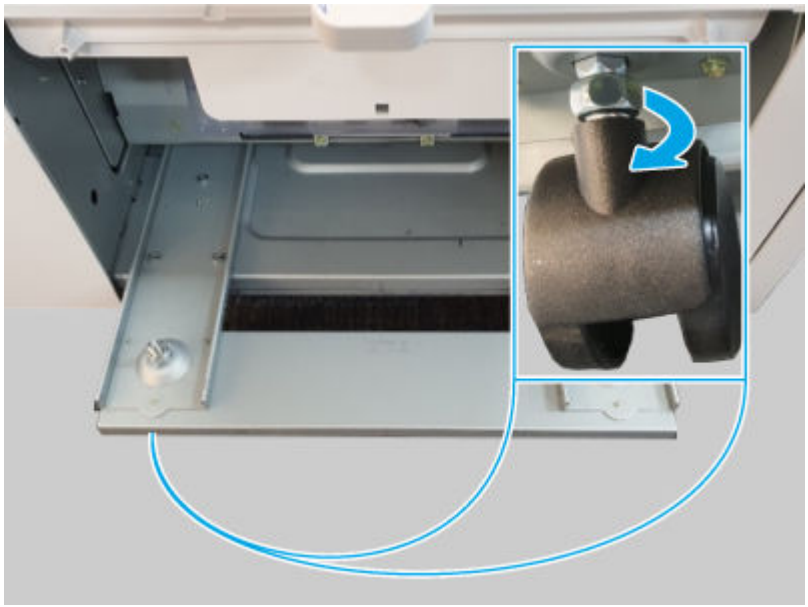
NOTE: Use a 12mm spanner wrench to remove the nut.

Figure 5-2706 Remove the nut



3. Rotate the caster as shown below to remove it. Repeat these steps for the remaining casters as needed.

Figure 5-2707 Remove the caster

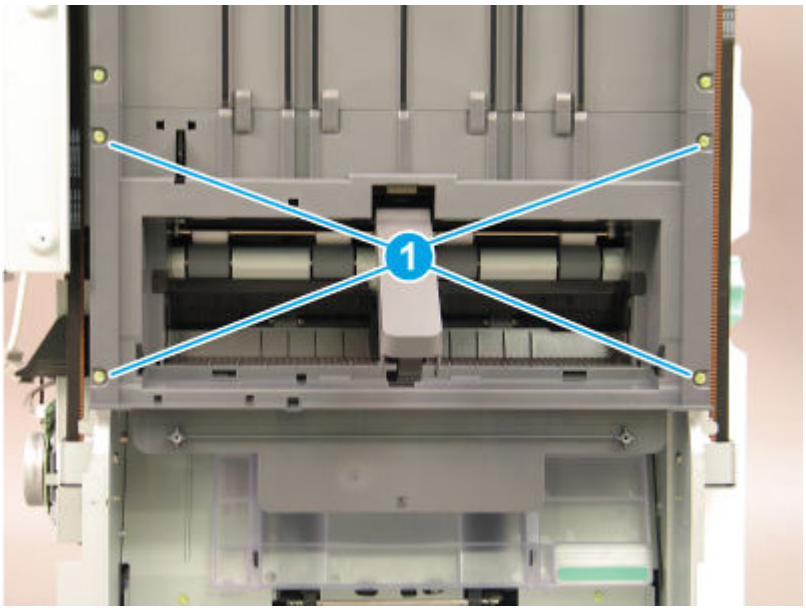


7. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-2708 Remove four screws

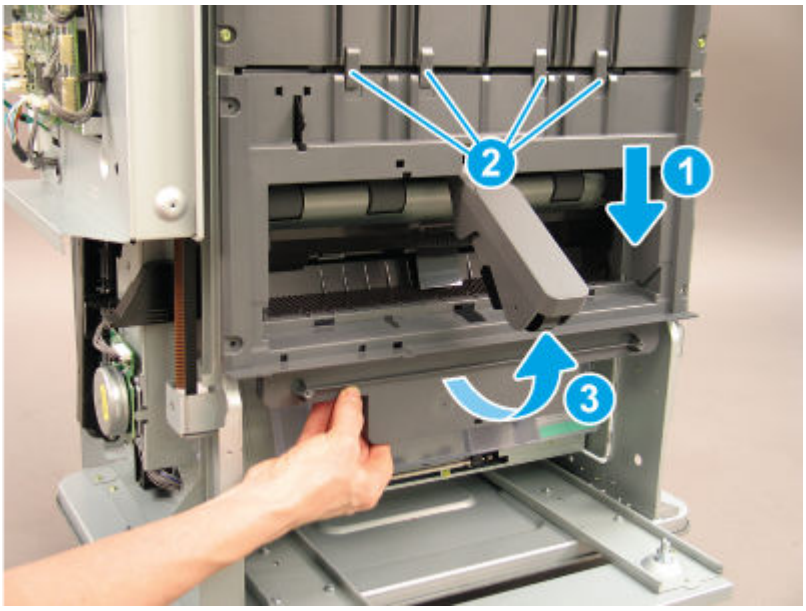


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

⚠ CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

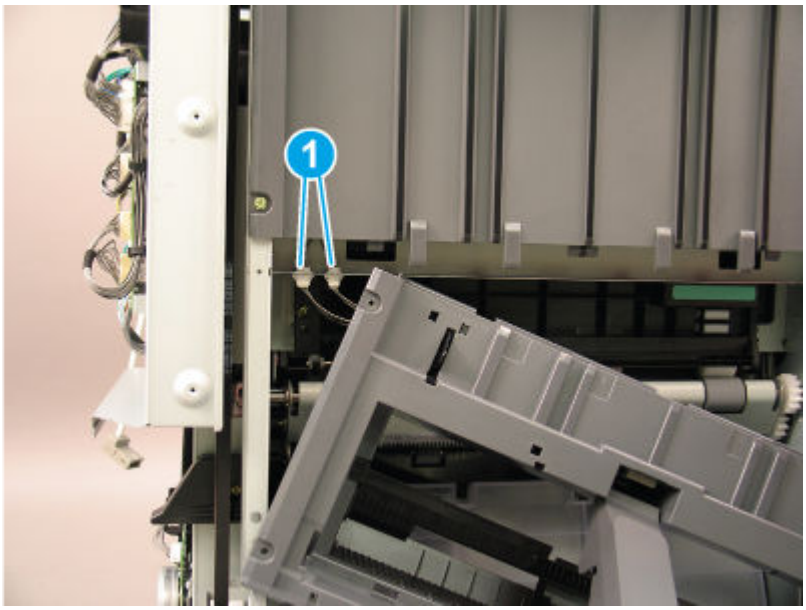
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-2709 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-2710 Remove the cover

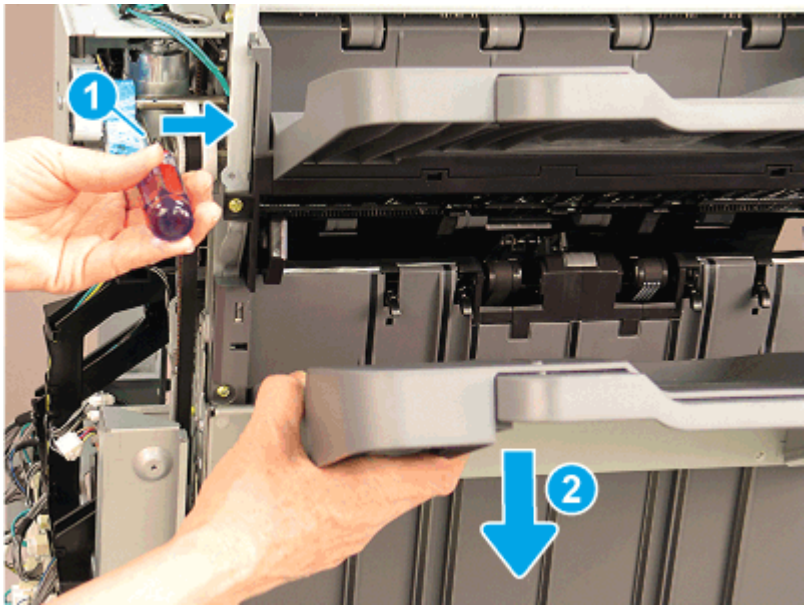


8. Remove the external finisher left upper cover

Use the following procedure to remove and replace the external finisher left upper cover.

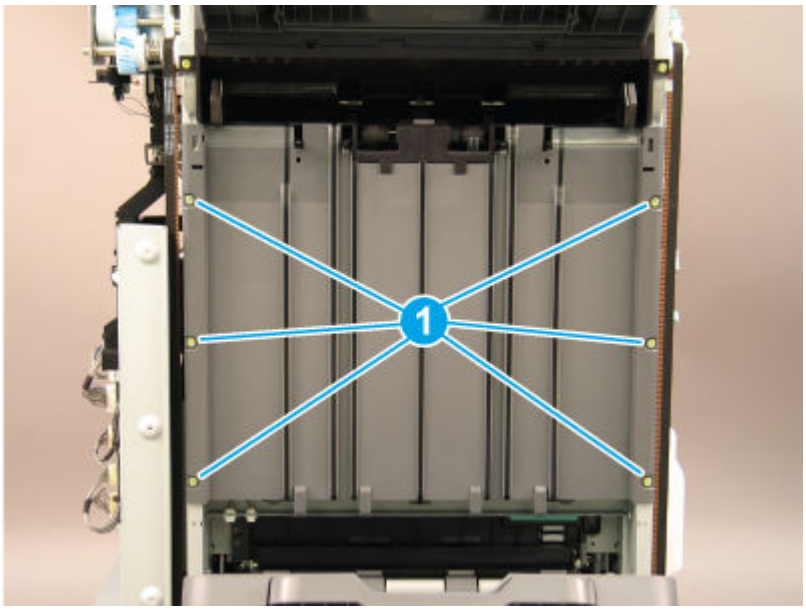
1. Bring the main output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-2711 Lower the tray



2. Remove six screws (callout 1).

Figure 5-2712 **Remove six screws**

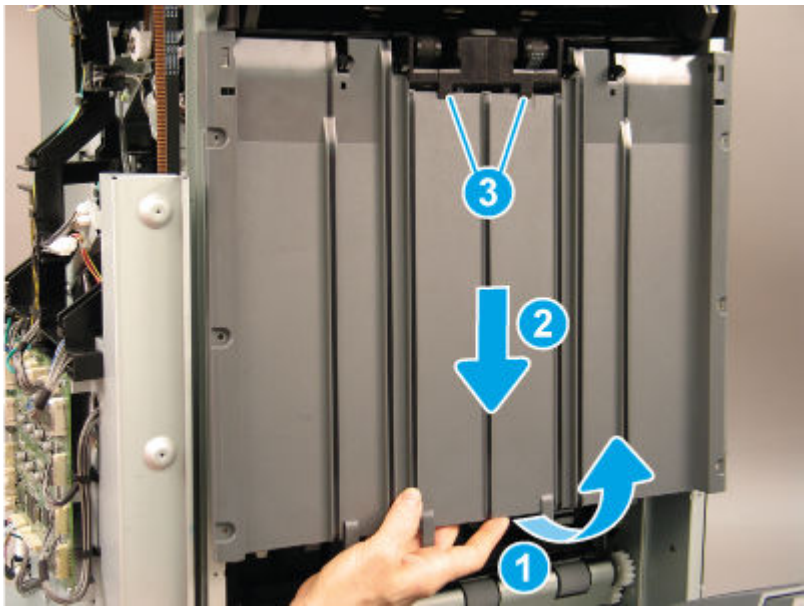


3. Rotate the lower edge of the cover away from the finisher (callout 1), and then slide the cover down (callout 2) to release it from two tabs (callout 3).

⚠ CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

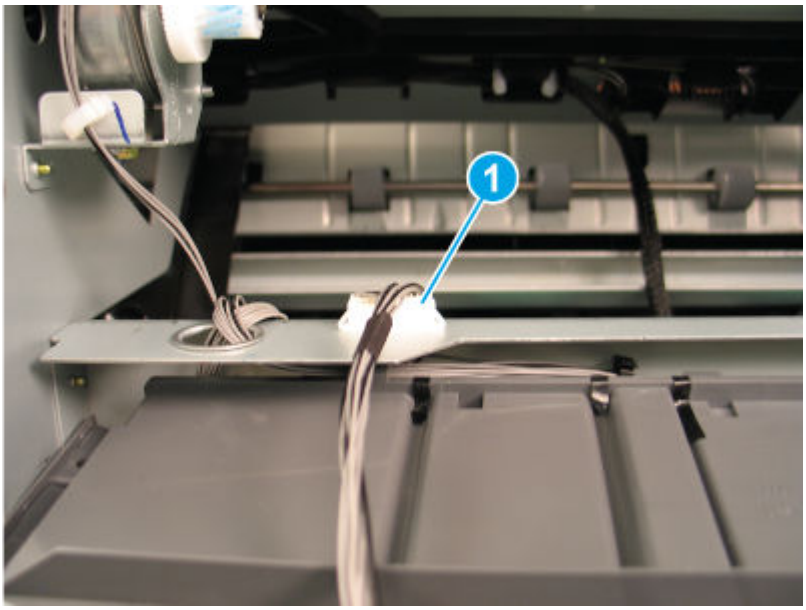
Reinstallation tip: Position the cover under the two tabs (callout 3) when reinstalling it.

Figure 5-2713 **Release the cover**



4. Disconnect one connector (callout 1), and then remove the left upper cover.

Figure 5-2714 **Remove the cover**

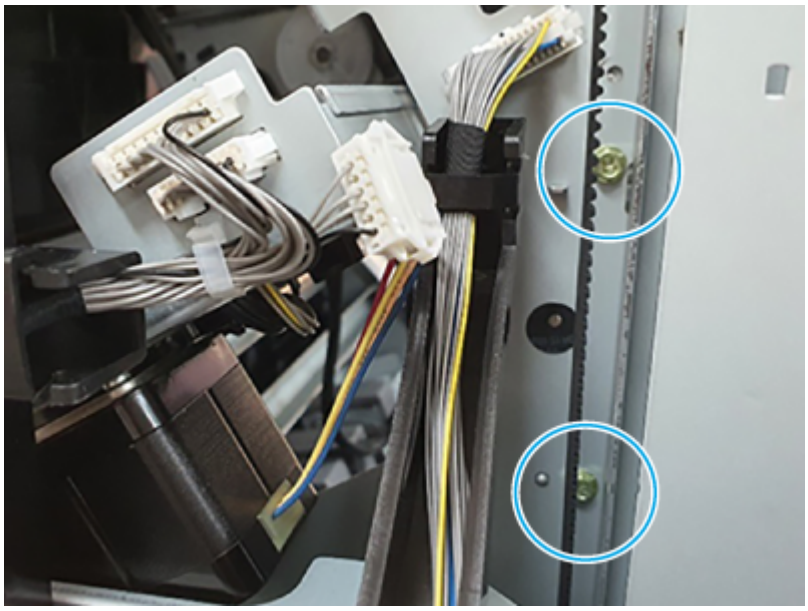


9. Remove the external finisher paper holding motor drive assembly

Use the following procedure to remove and replace the external finisher paper holding motor drive assembly.

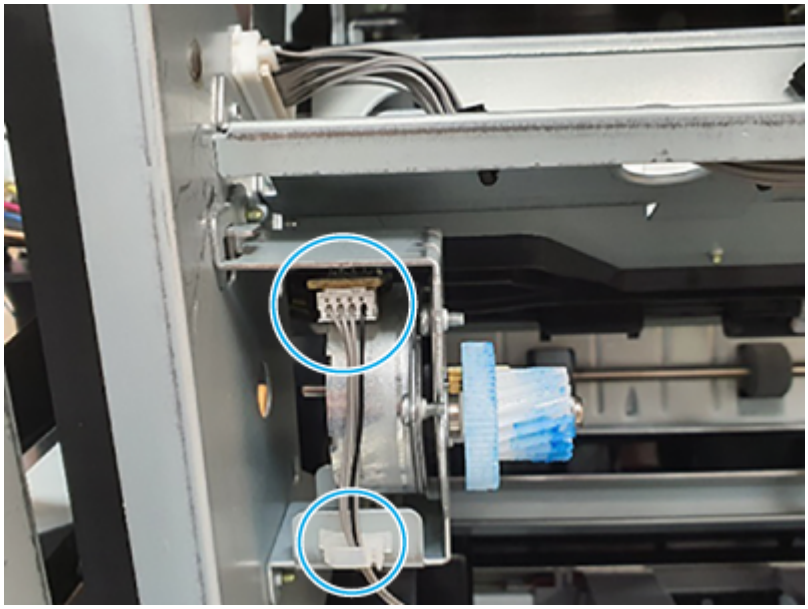
1. Remove two screws.

Figure 5-2715 **Remove two screws**



2. Disconnect one connector, release the wire harness from the retainer. and then remove the paper holding motor drive assembly.

Figure 5-2716 Remove the assembly



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Buffer unit

Review the external finisher buffer unit removal procedures.

Removal and replacement: Buffer solenoid assembly

Learn about removing and replacing the external finisher buffer solenoid assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-283 Part information

Part number	Part description
JC90-01675A	Buffer solenoid assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

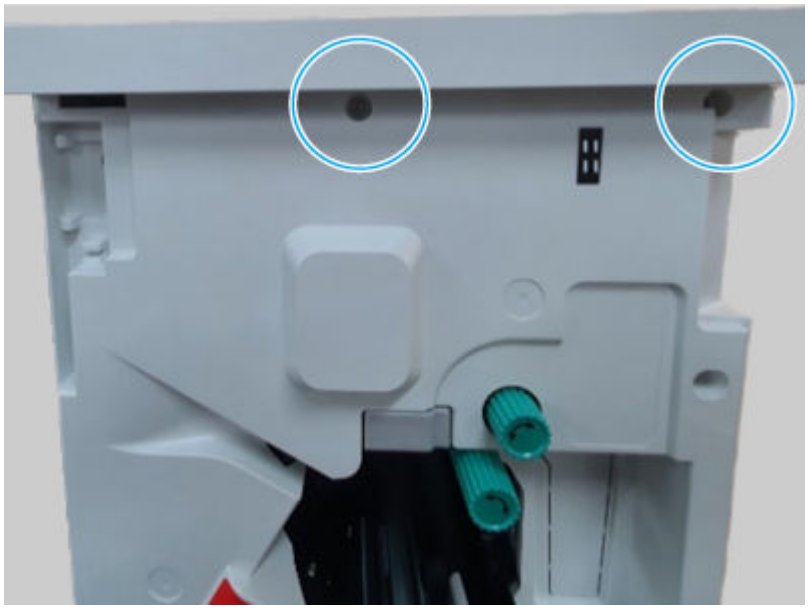
1. Remove three screws.

Figure 5-2717 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2718 **Remove the cover**



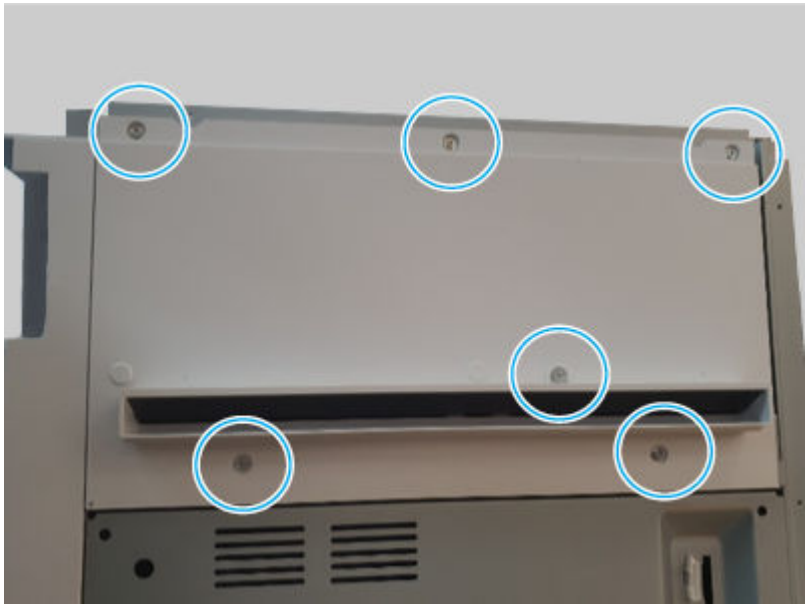
2. Remove the external finisher right upper cover

Use the following procedure to remove and replace the external finisher right upper cover.

1. Remove the external finisher from the printer.

2. Remove six screws, and then remove the right upper cover.

Figure 5-2719 **Remove the cover**

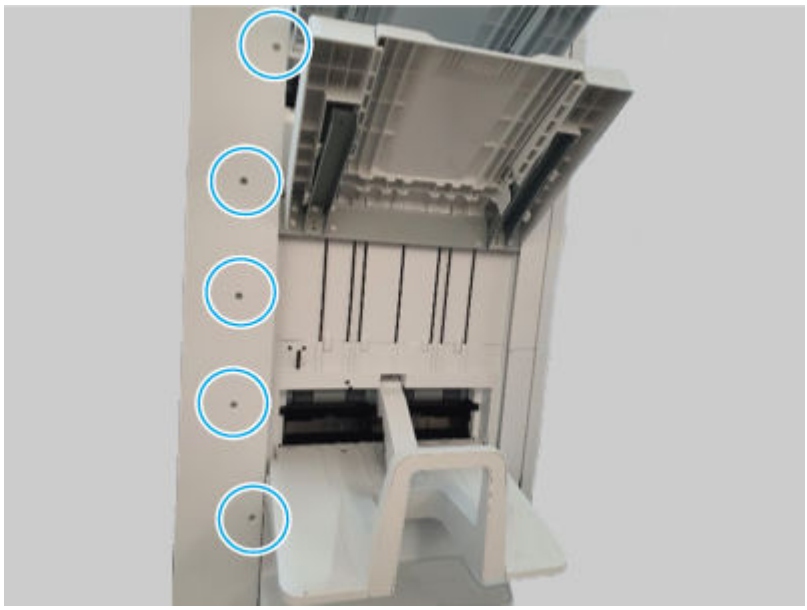


3. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

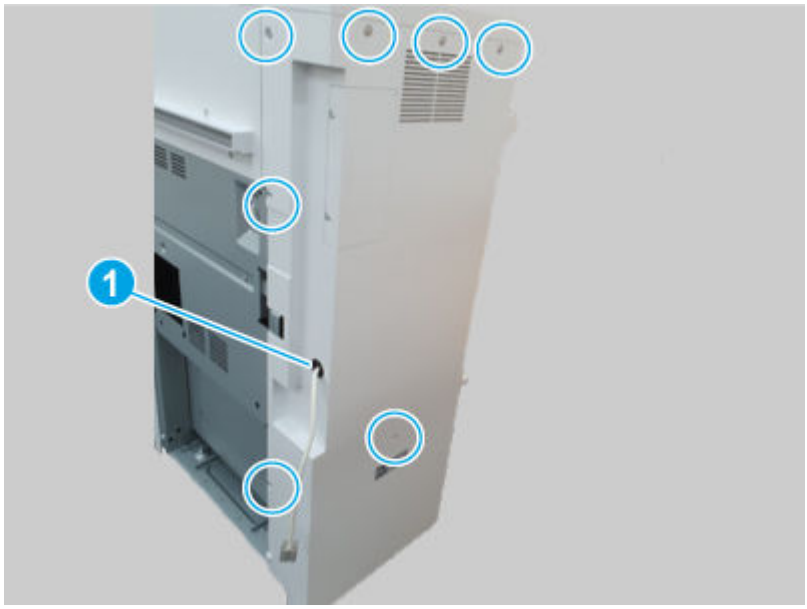
Figure 5-2720 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2721 Remove the cover

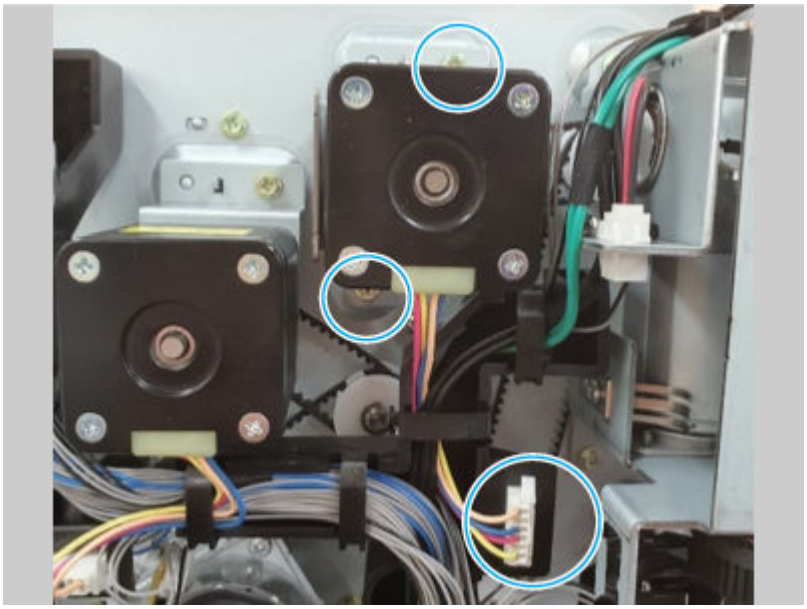


4. Remove the external finisher exit motor assembly

Use the following procedure to remove and replace the external finisher exit motor assembly.

- Disconnect one connector, remove two screws, and then remove the exit motor assembly.

Figure 5-2722 Remove the assembly

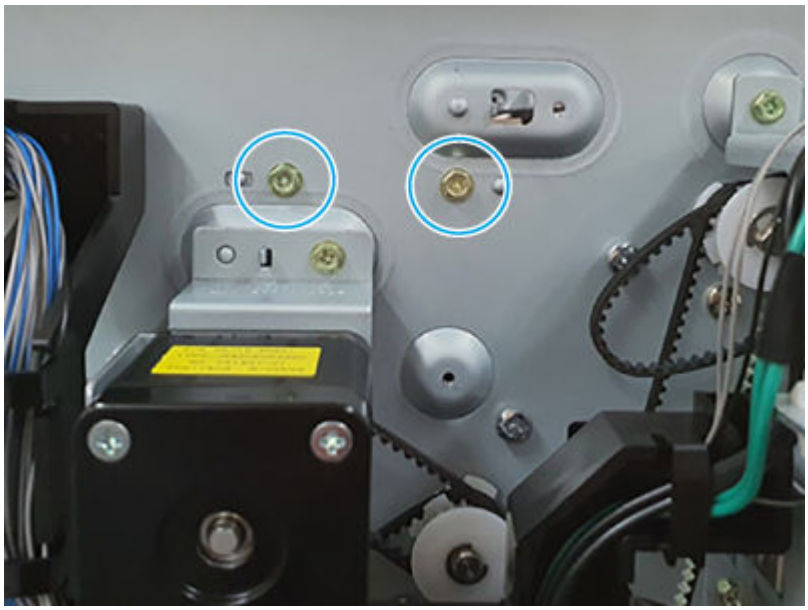


5. Remove the external finisher top jam cover assembly

Use the following procedure to remove and replace the external finisher top jam cover assembly.

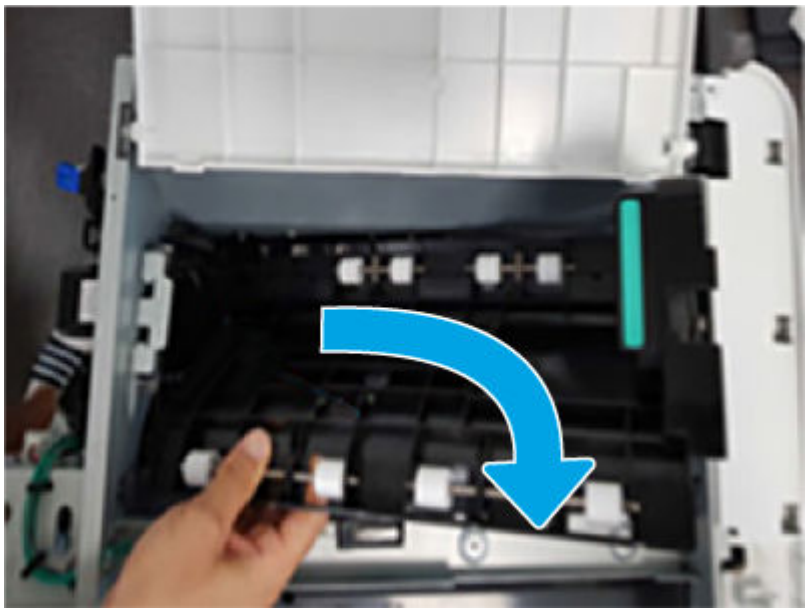
1. Remove two screws.

Figure 5-2723 **Remove two screws**



2. Pull the top jam cover assembly out of the finisher.

Figure 5-2724 **Remove the assembly**

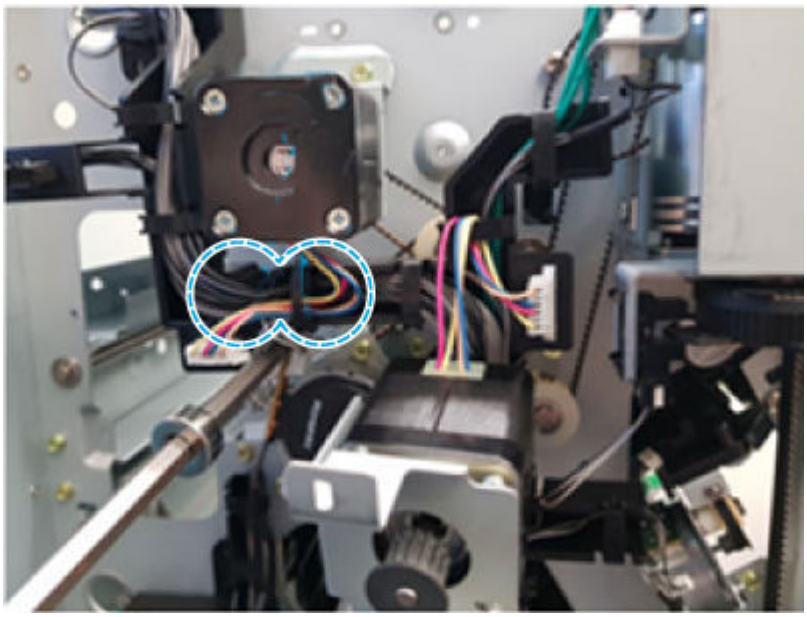


6. Remove the external finisher buffer solenoid assembly

Use the following procedure to remove and replace the external finisher buffer solenoid assembly.

1. Remove two screws.

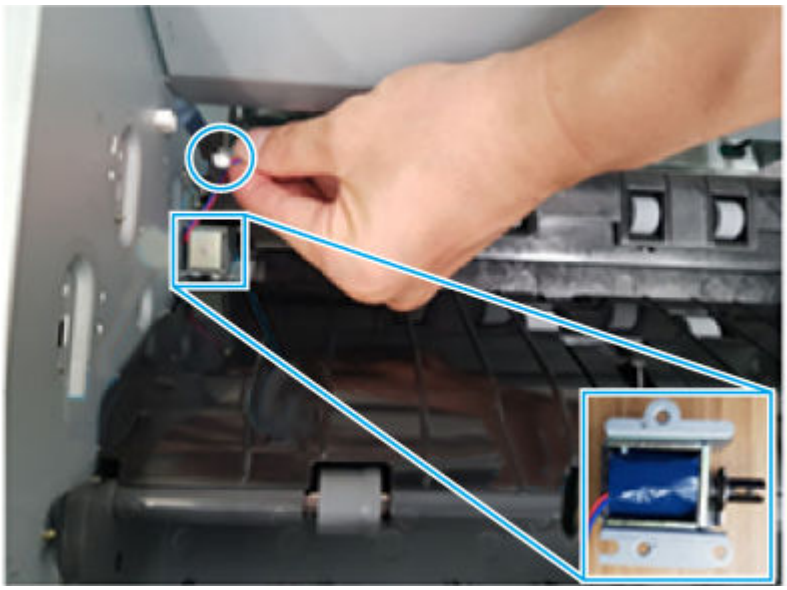
Figure 5-2725 **Remove two screws**



2. Disconnect one connector, and then remove the buffer solenoid assembly.

NOTE: Release the wire harness as necessary to remove the solenoid assembly.

Figure 5-2726 **Remove the assembly**



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Buffer motor

Learn about removing and replacing the external finisher buffer motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-284 Part information

Part number	Part description
JC93-01152A	Drive-motor step (Buffer motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

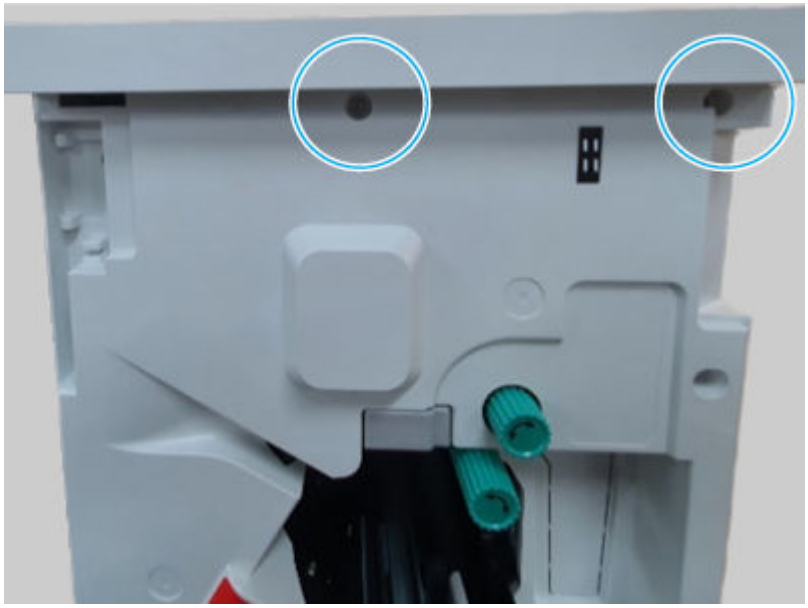
1. Remove three screws.

Figure 5-2727 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-2728 **Remove the cover**

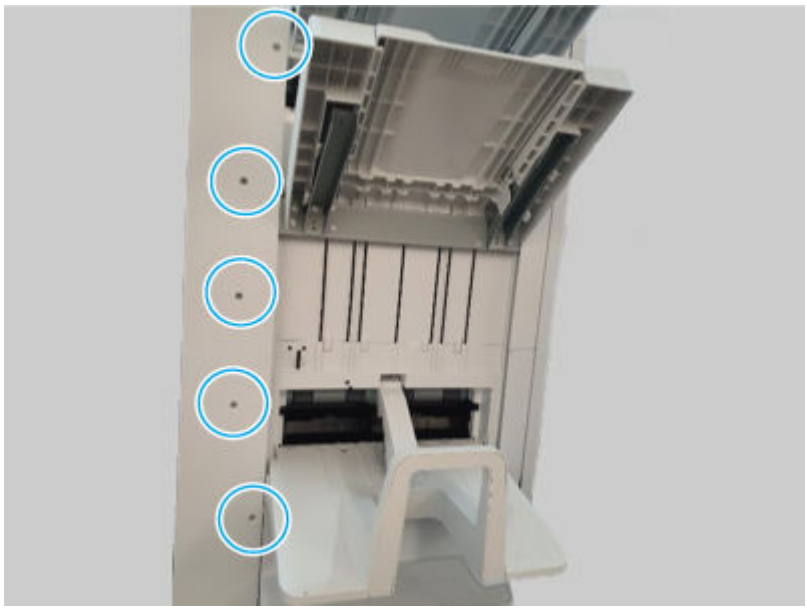


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

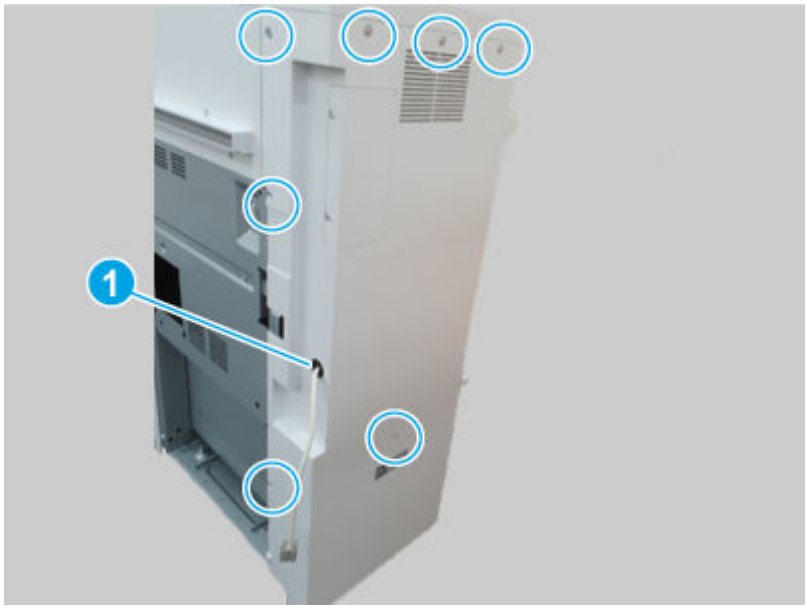
Figure 5-2729 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2730 Remove the cover

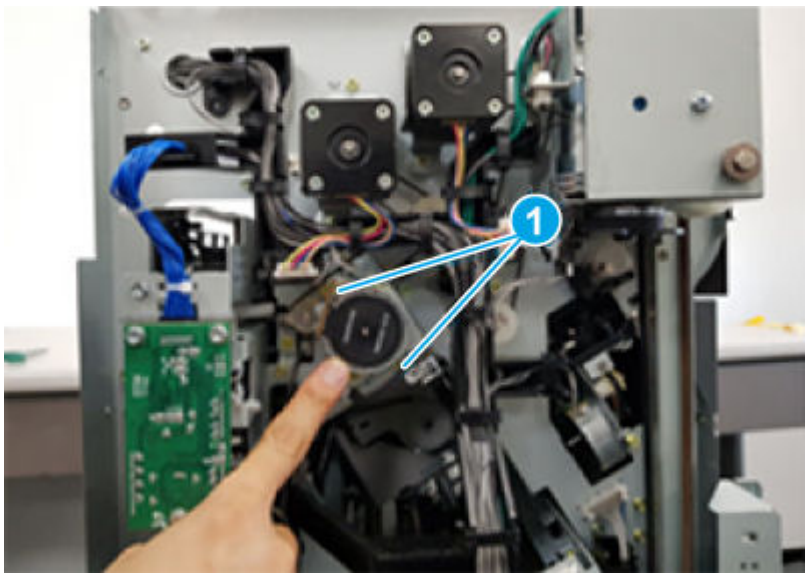


3. Remove the external finisher buffer motor

Use the following procedure to remove and replace the external finisher buffer motor.

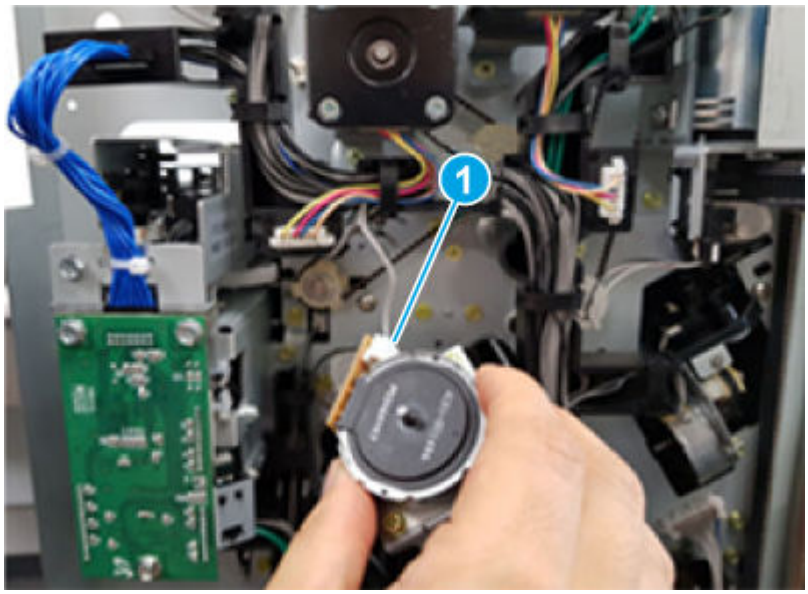
1. Remove two screws.

Figure 5-2731 Remove two screws



2. Disconnect one connector, and then remove the buffer motor.

Figure 5-2732 **Remove the motor**



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Booklet finisher (only)

Learn about booklet finisher (only) parts removal and replacement.

Booklet maker

Review the booklet finisher booklet maker removal procedures.

Removal and replacement: Booklet maker

Learn about removing and replacing the booklet finisher booklet maker.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-285 Part information

Part number	Part description
5QK09-60104	Booklet maker

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

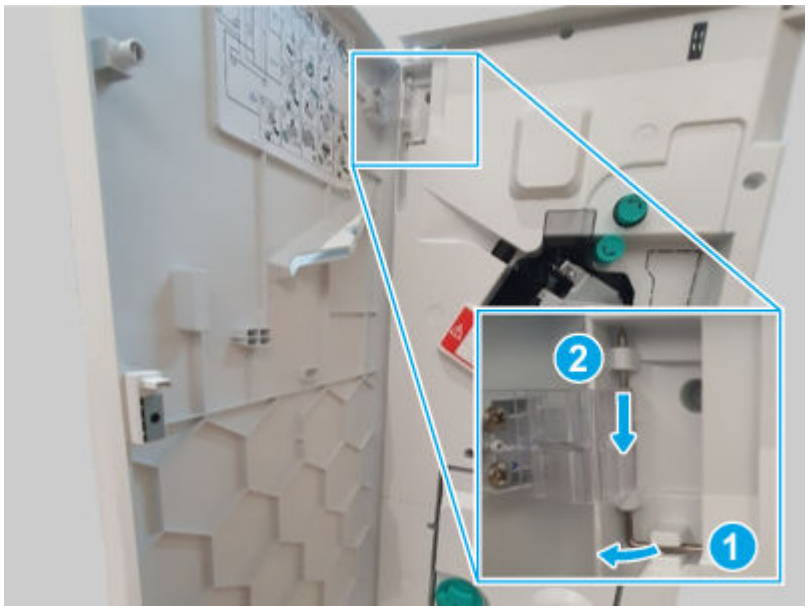
Print any pages necessary to make sure the printer is functioning correctly.

Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

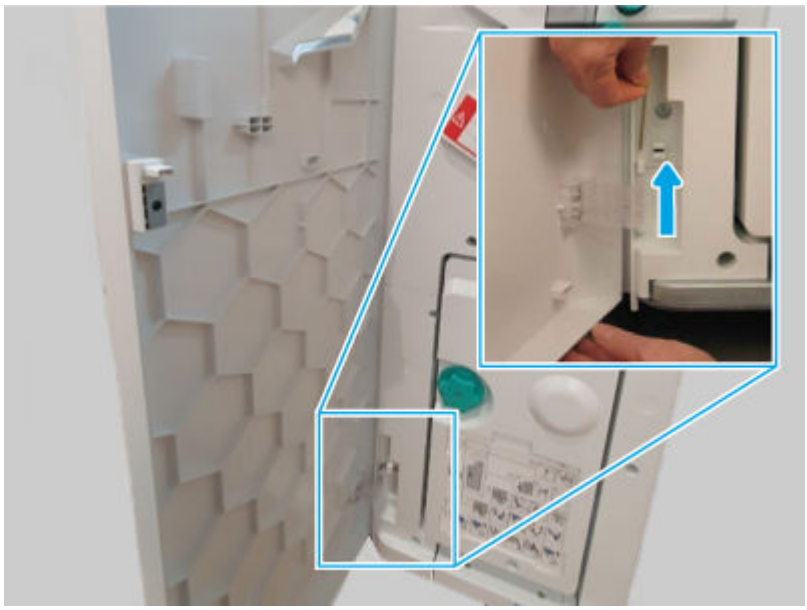
1. Release, and then remove the upper hinge pin.

   Figure 5-2733 **Remove the hinge pin**

2. Support the door, release and remove the lower hinge pin, and then remove the front door

   Figure 5-2734 **Remove the door**

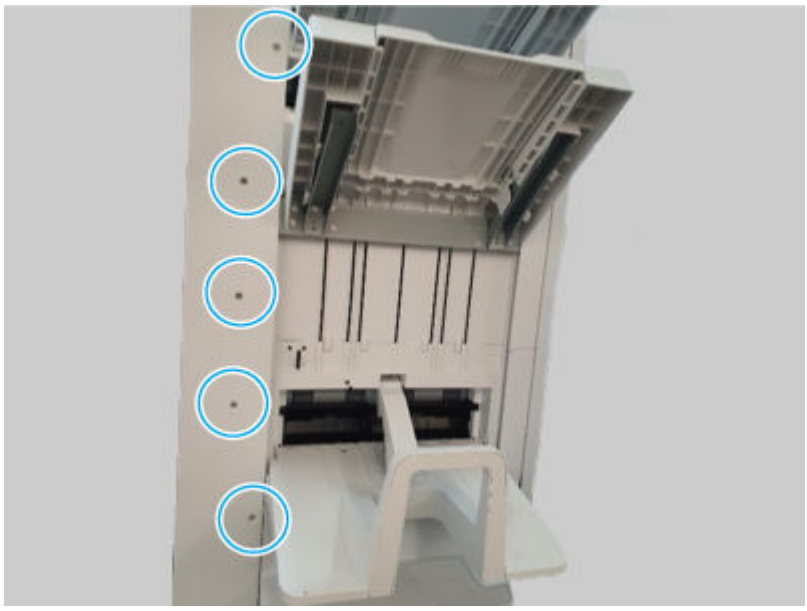
   

Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

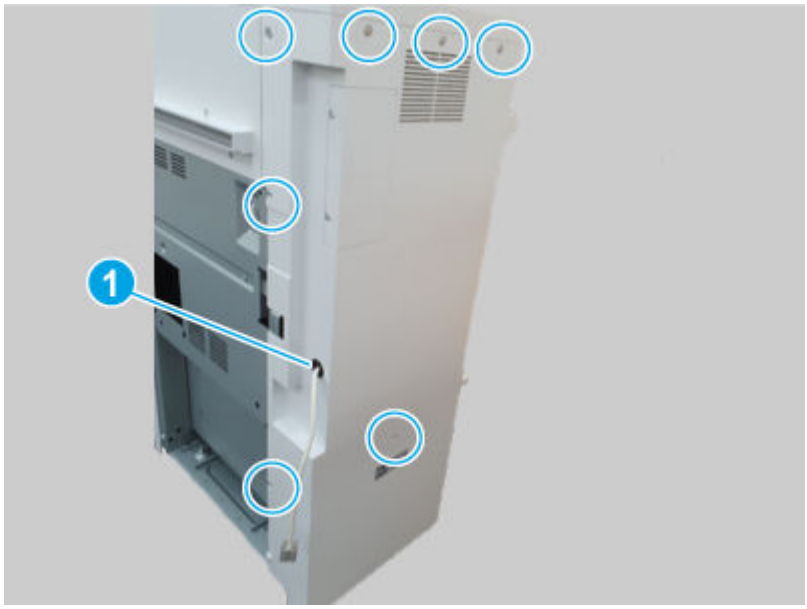
Figure 5-2735 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2736 **Remove the cover**



Remove the booklet finisher booklet maker

Use the following procedure to remove and replace the booklet finisher booklet maker.

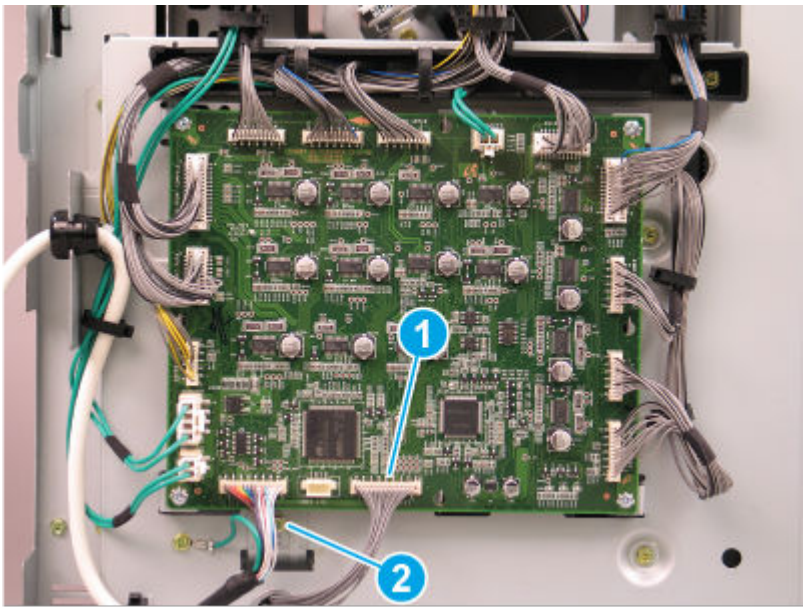
1. Slide the booklet maker out of the finisher.

Figure 5-2737 **Slide the booklet maker out**



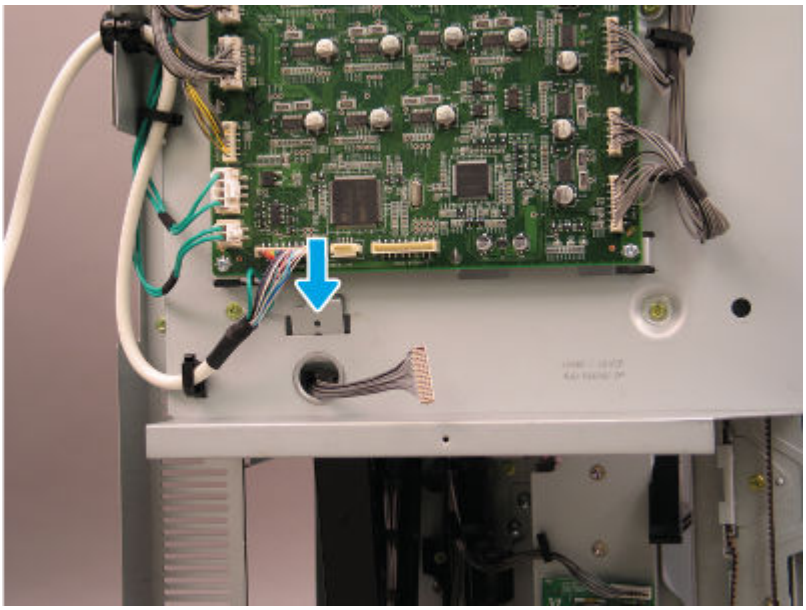
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-2738 **Disconnect connector and remove the screw**



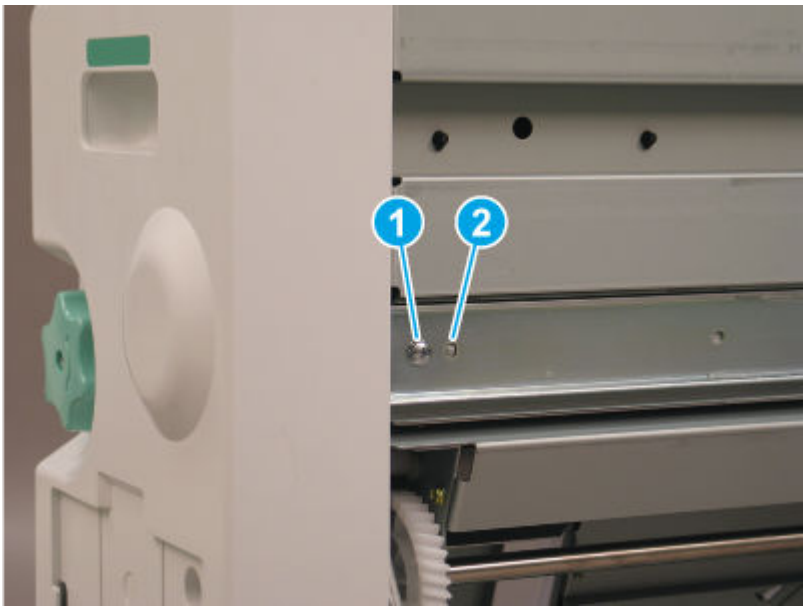
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-2739 Disconnect connector and remove the screw



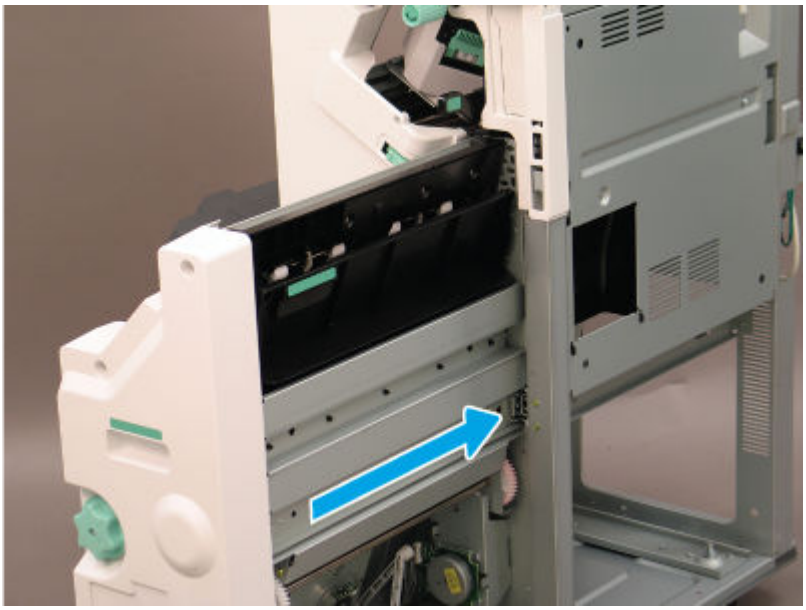
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-2740 Release the alignment pin



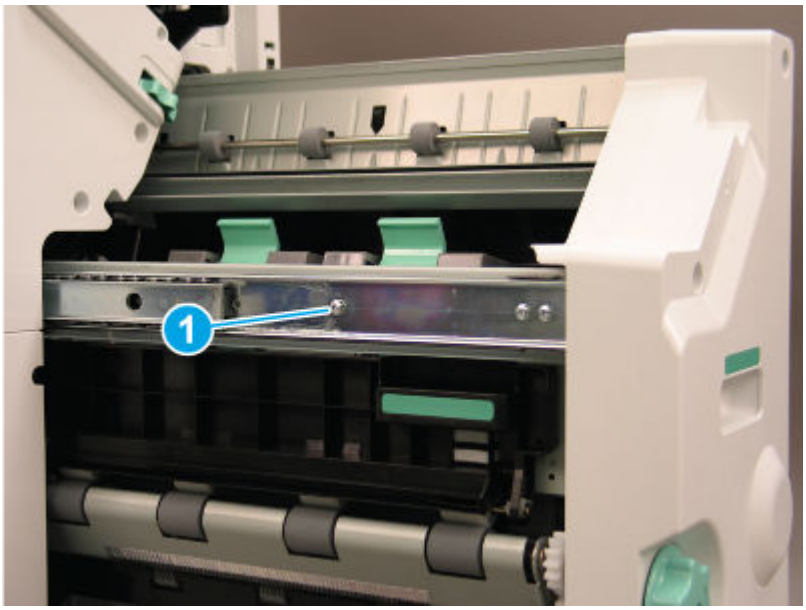
5. Slide the right rail toward the finisher.

Figure 5-2741 **Slide the rail in**



6. Remove one screw (callout 1) on the left side of the booklet maker.

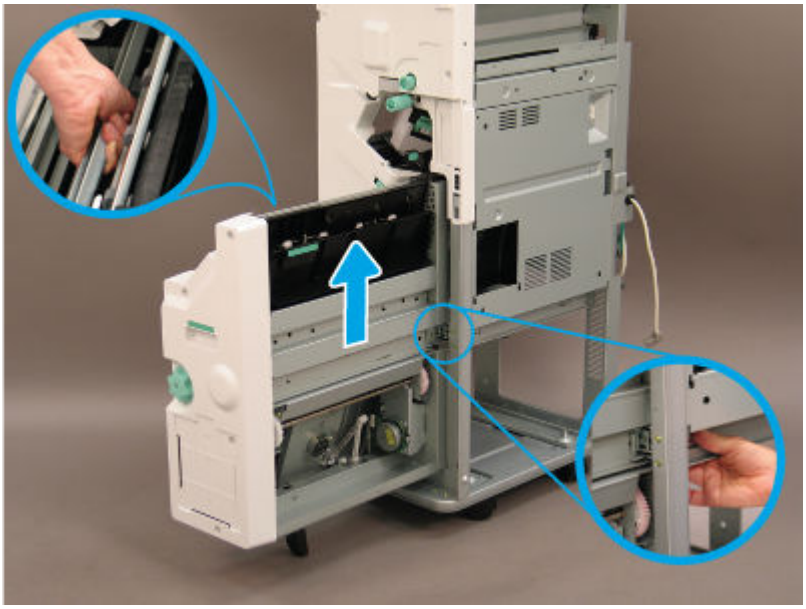
Figure 5-2742 **Remove one screw**



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-2743 Remove the booklet maker



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

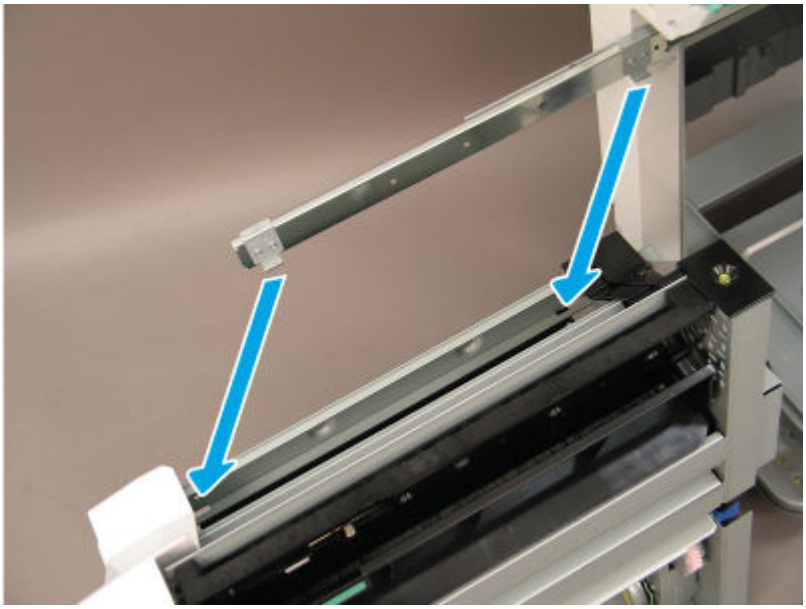
Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

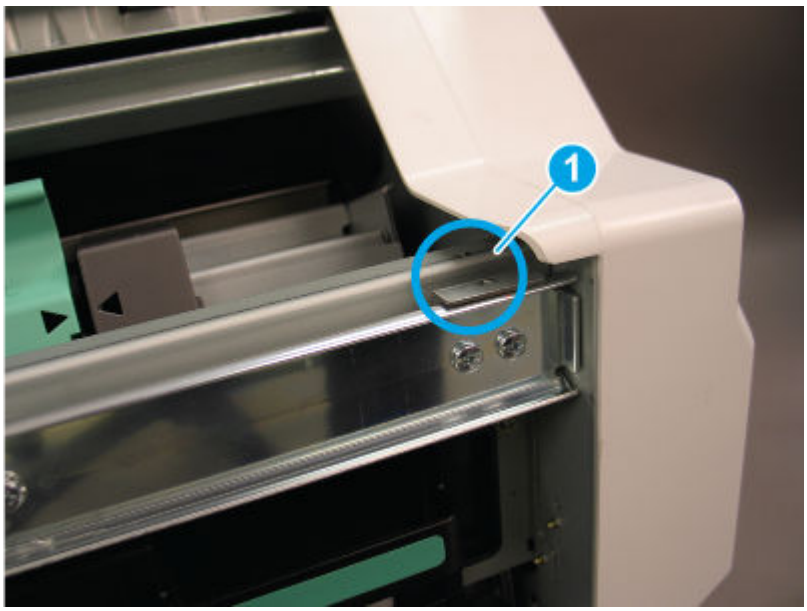
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-2744 **Position the hooks on the rail**



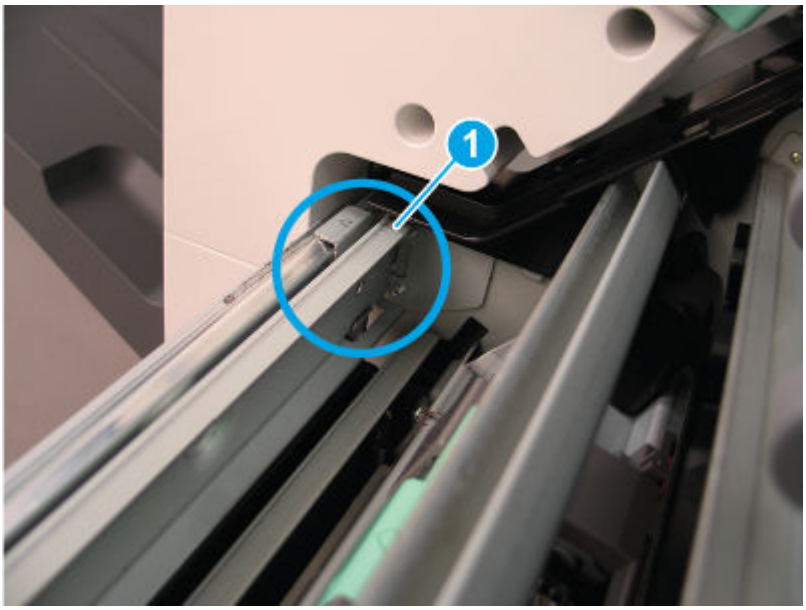
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-2745 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

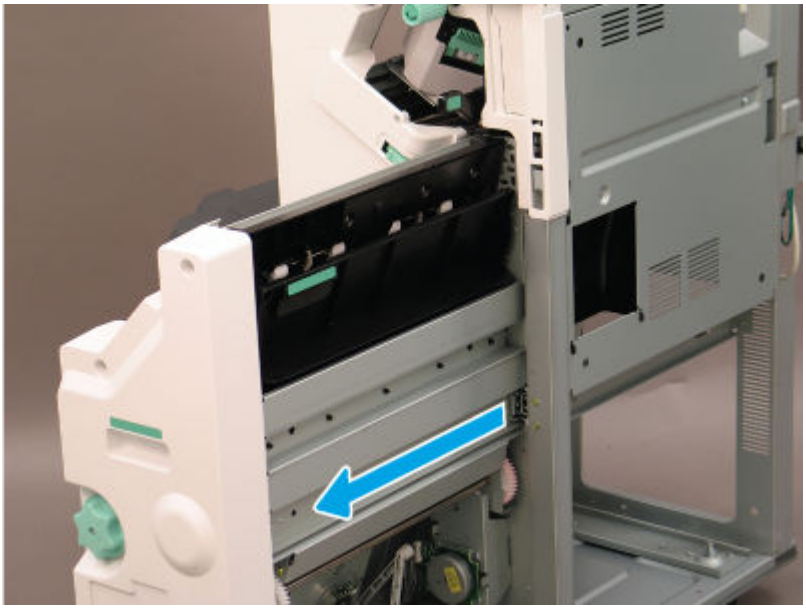
Figure 5-2746 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-2747 Attach the rail



Removal and replacement: Harness guide

Learn about removing and replacing the booklet finisher harness guide.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-286 Part information

Part number	Part description
JC90-01477A	Harness guide

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

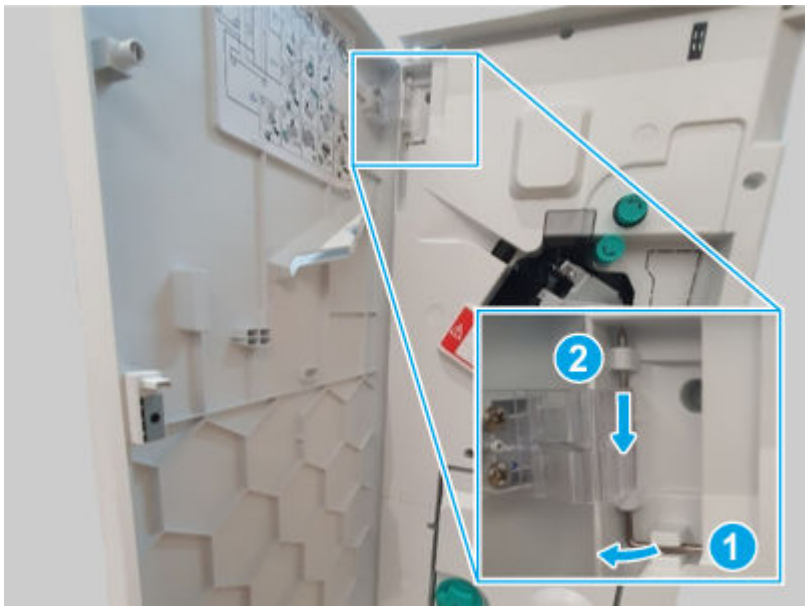
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

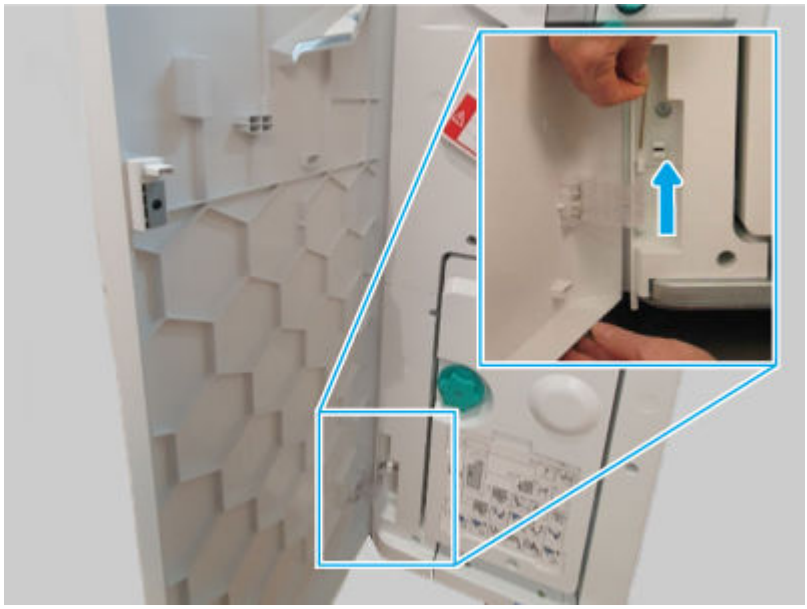
1. Release, and then remove the upper hinge pin.

Figure 5-2748 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2749 **Remove the door**

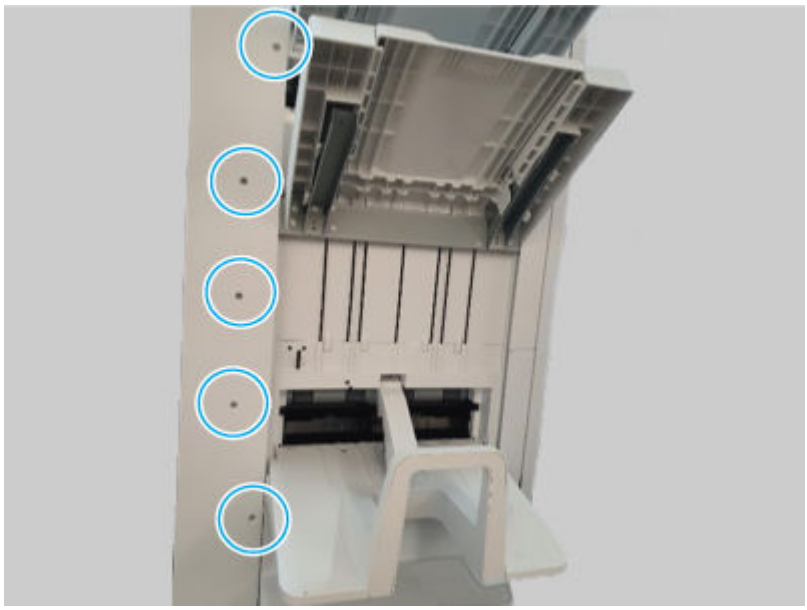


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

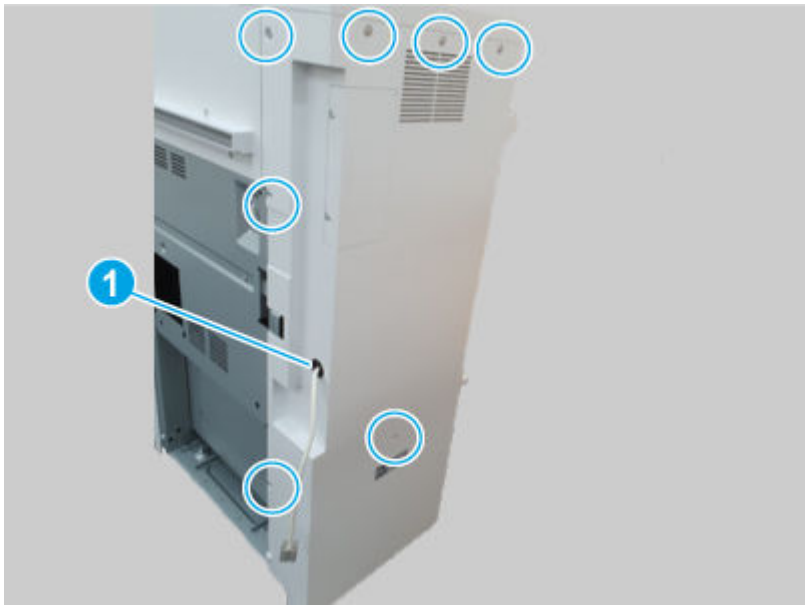
Figure 5-2750 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2751 Remove the cover

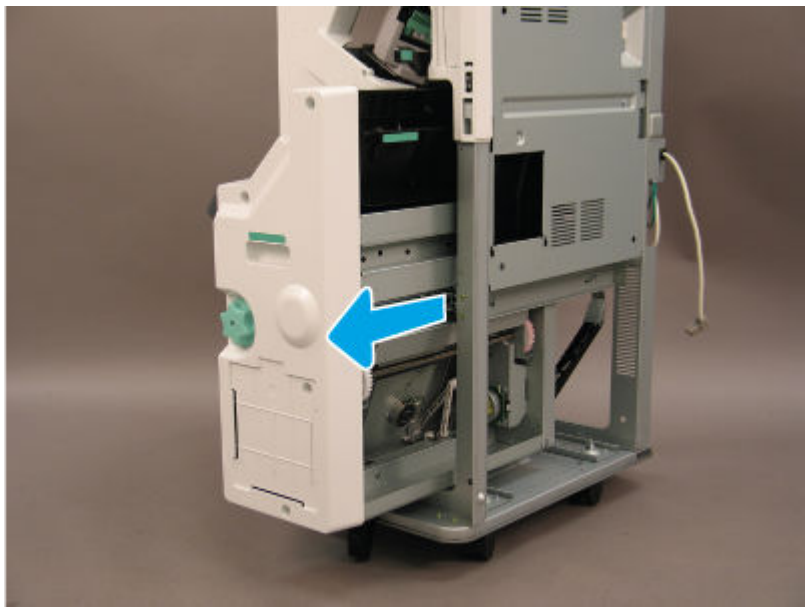


3. Remove the booklet finisher booklet maker

Use the following procedure to remove and replace the booklet finisher booklet maker.

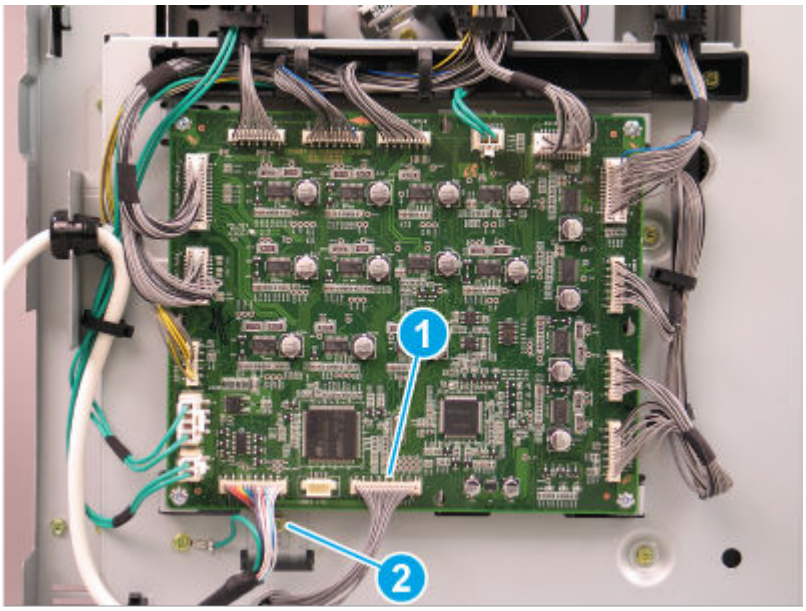
1. Slide the booklet maker out of the finisher.

Figure 5-2752 Slide the booklet maker out



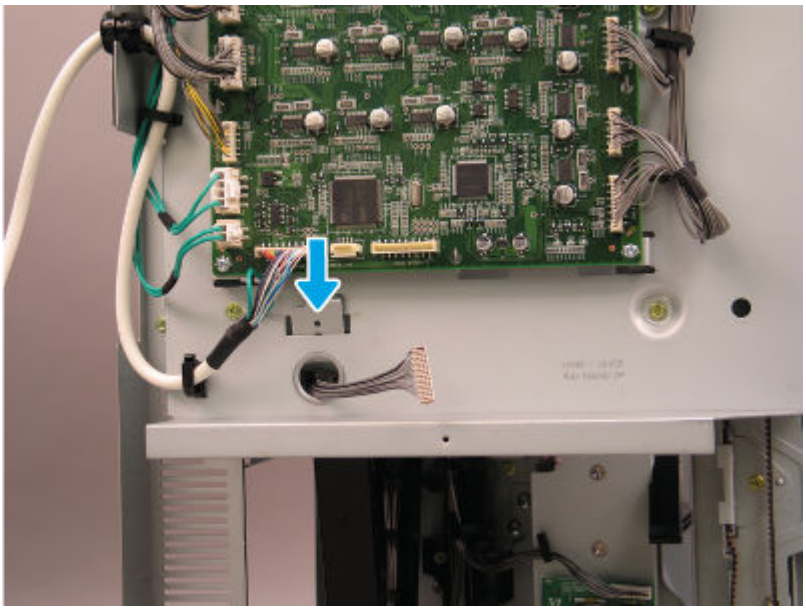
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-2753 Disconnect connector and remove the screw



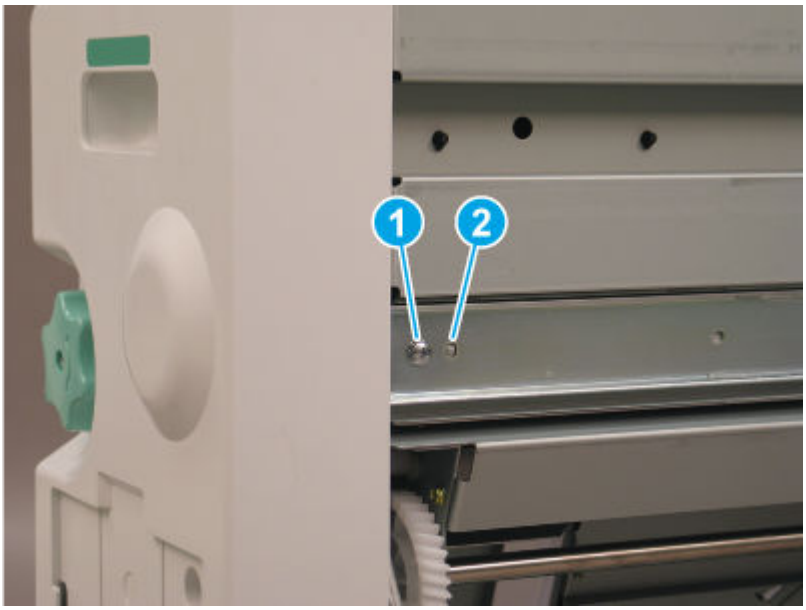
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-2754 Disconnect connector and remove the screw



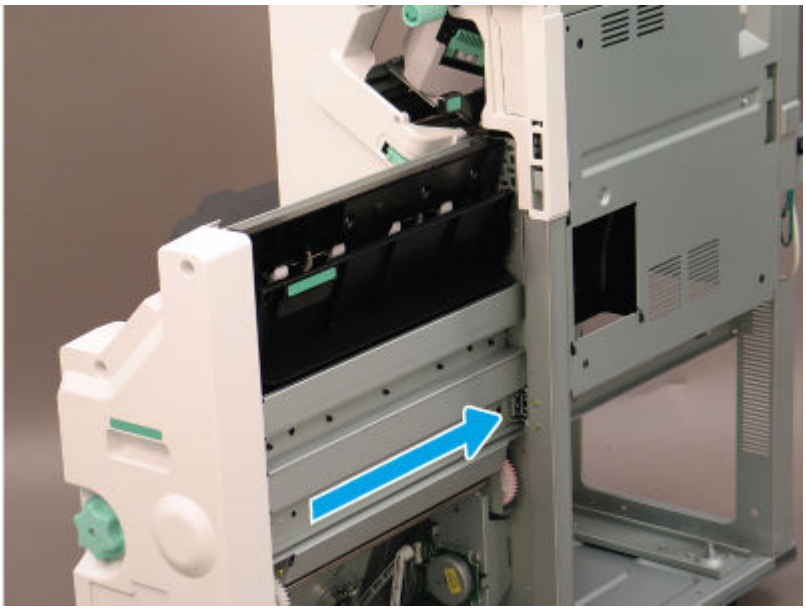
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-2755 **Release the alignment pin**



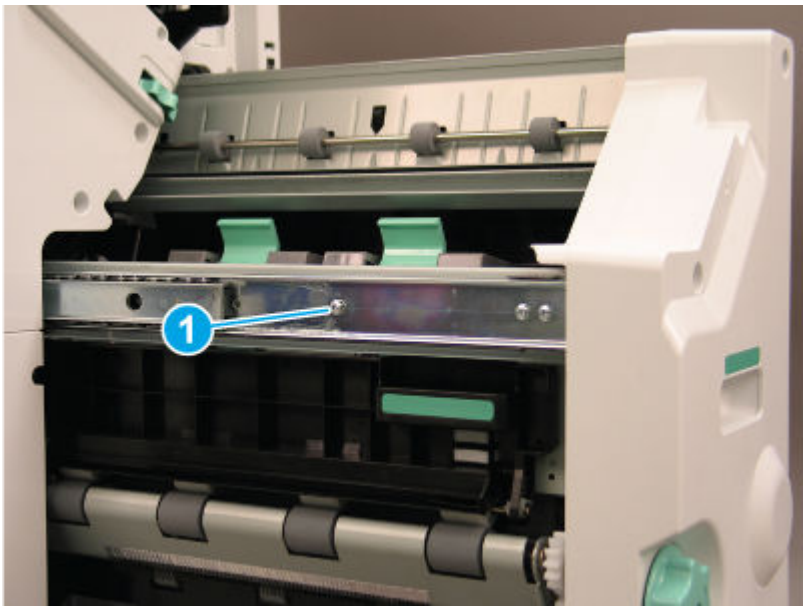
5. Slide the right rail toward the finisher.

Figure 5-2756 **Slide the rail in**



6. Remove one screw (callout 1) on the left side of the booklet maker.

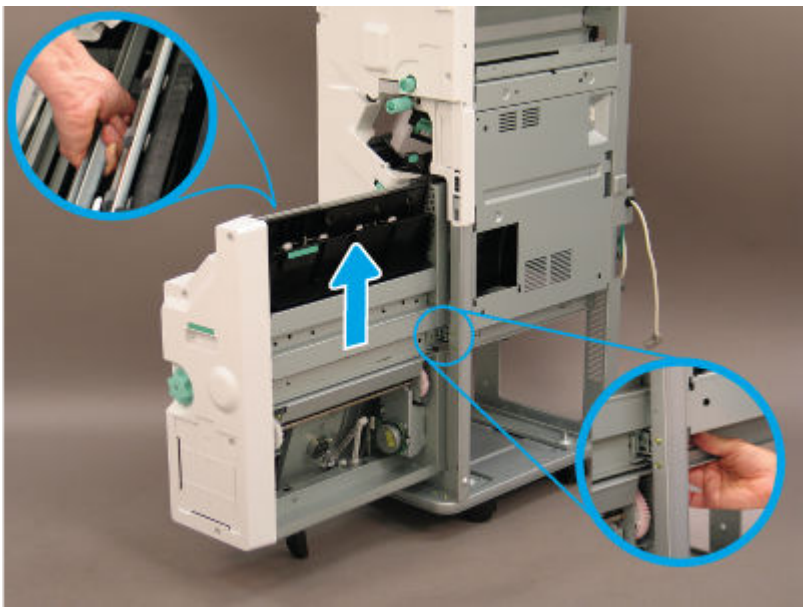
Figure 5-2757 Remove one screw



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-2758 Remove the booklet maker

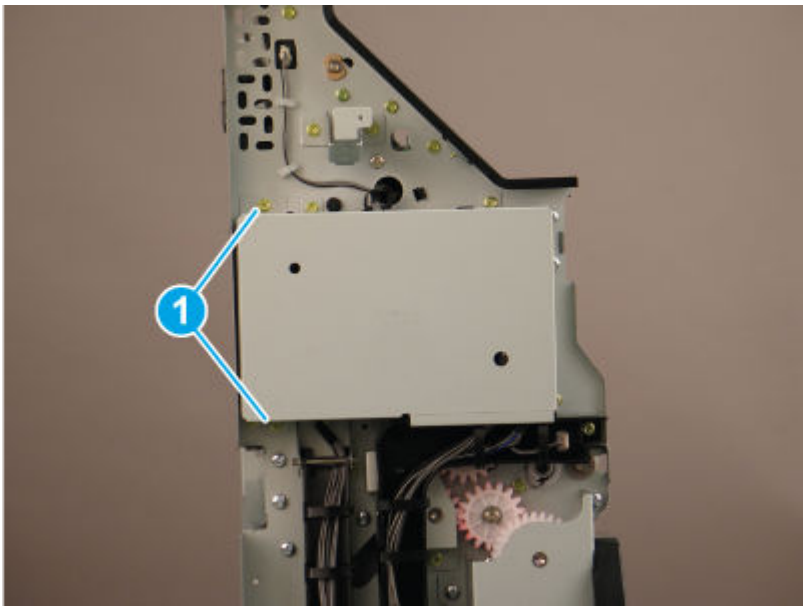


4. Remove the booklet finisher PCA

Use the following procedure to remove and replace the booklet finisher PCA.

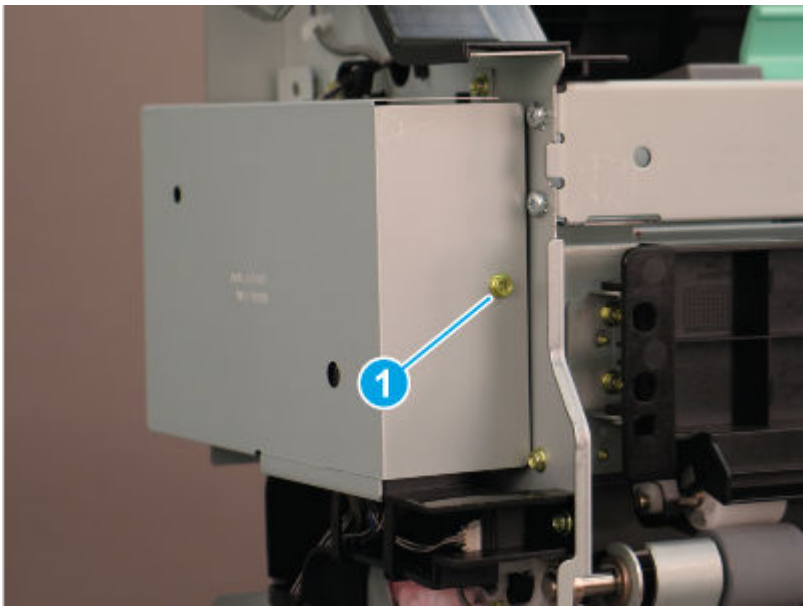
1. Remove two screws (callout 1).

Figure 5-2759 Remove two screws



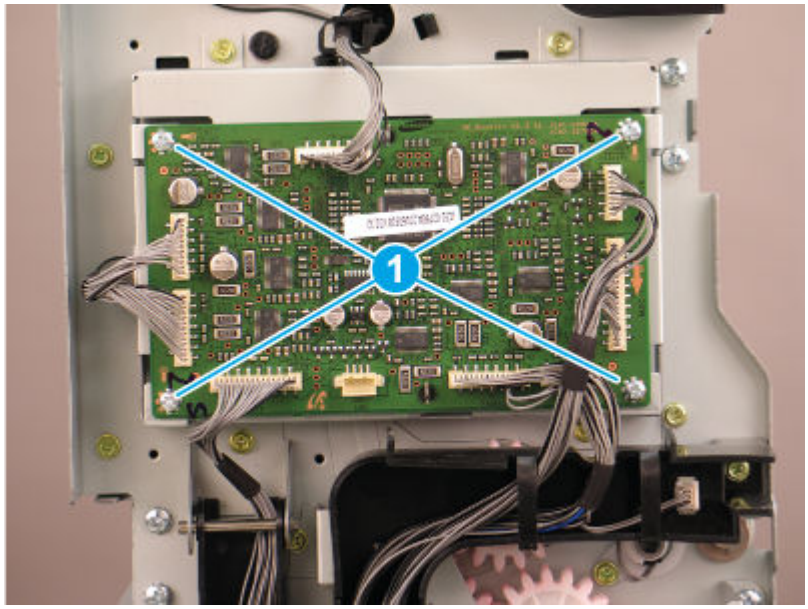
2. Remove one screw (callout 1).

Figure 5-2760 Remove one screw



3. Disconnect all of the connectors, remove four screws (callout 1), and then remove the booklet finisher PCA.

Figure 5-2761 Remove the PCA

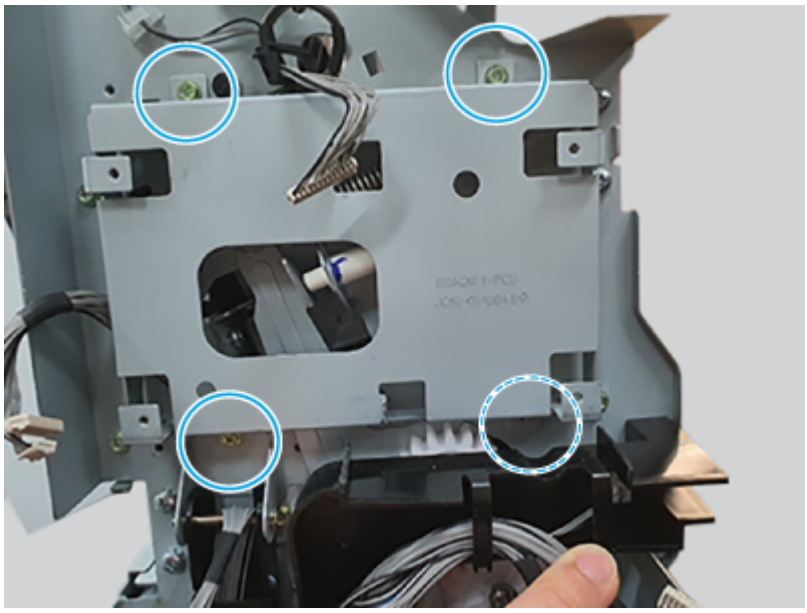


5. Remove the booklet finisher harness guide

Use the following procedure to remove and replace the booklet finisher harness guide.

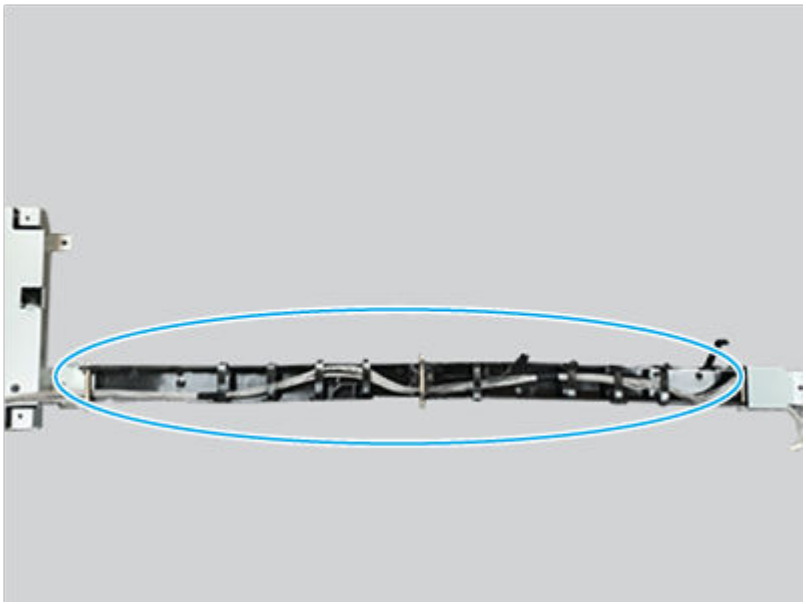
1. Remove four screws.

Figure 5-2762 Remove four screws



2. Release twelve retainers, and then remove the harness guide.

Figure 5-2763 **Remove the guide**



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

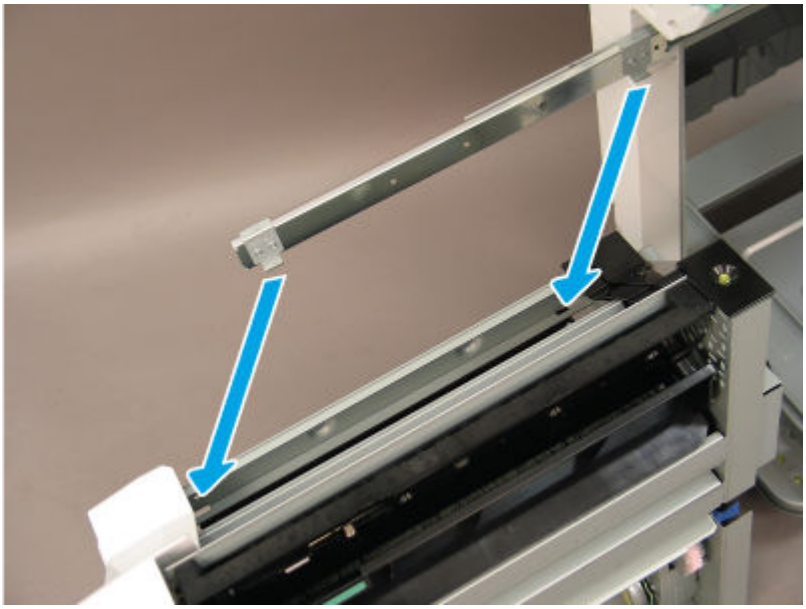
7. Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

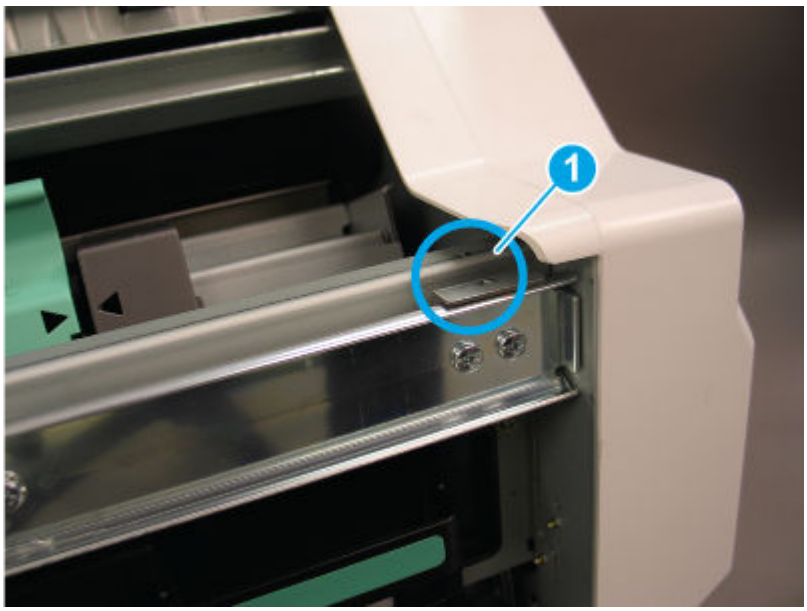
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-2764 **Position the hooks on the rail**



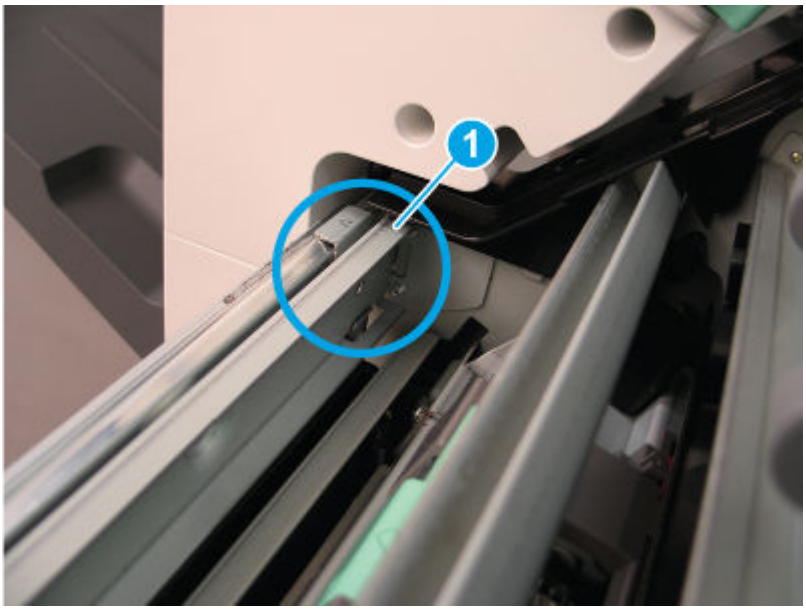
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-2765 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

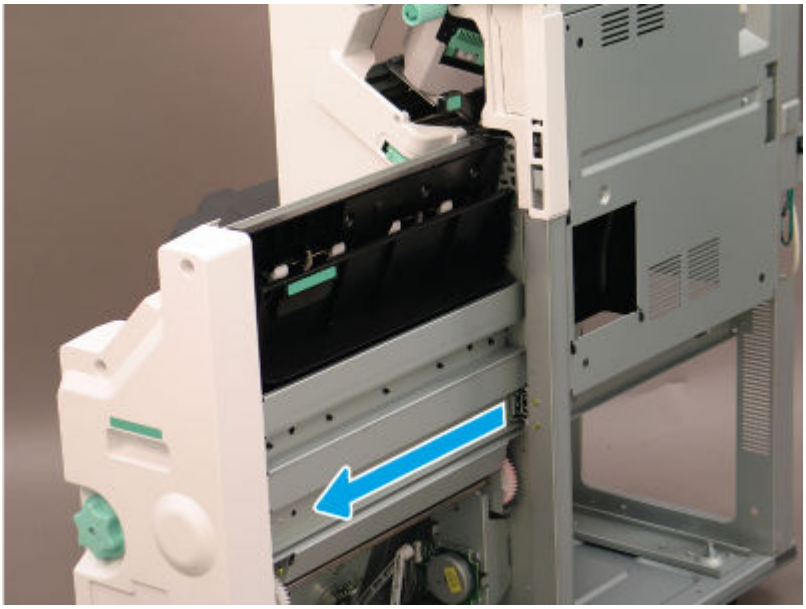
Figure 5-2766 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-2767 Attach the rail



Booklet entrance unit

Review the booklet finisher booklet entrance unit removal procedures.

Removal and replacement: Booklet entrance unit

Learn about removing and replacing the booklet finisher entrance unit.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-287 Part information

Part number	Part description
6GW51-60102	Booklet entrance unit

Required tools

- #2 JIS screwdriver with a magnetic tip

- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

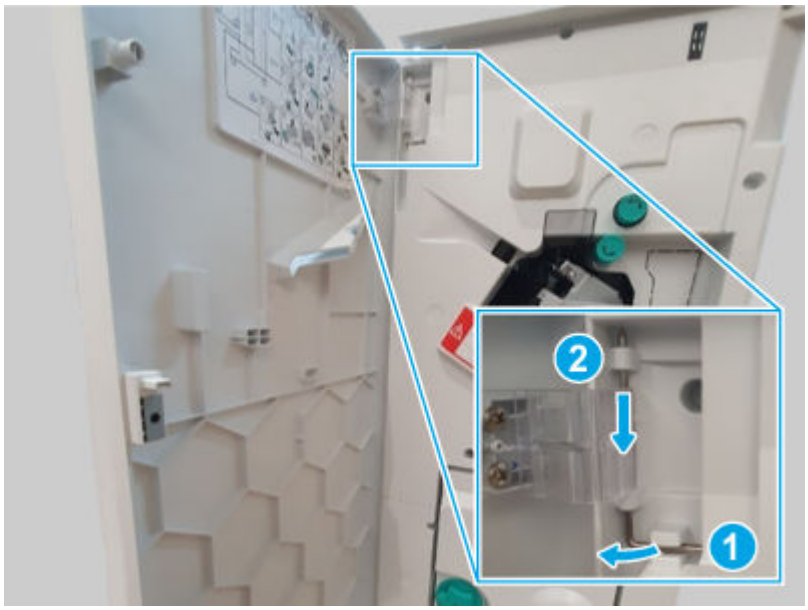
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

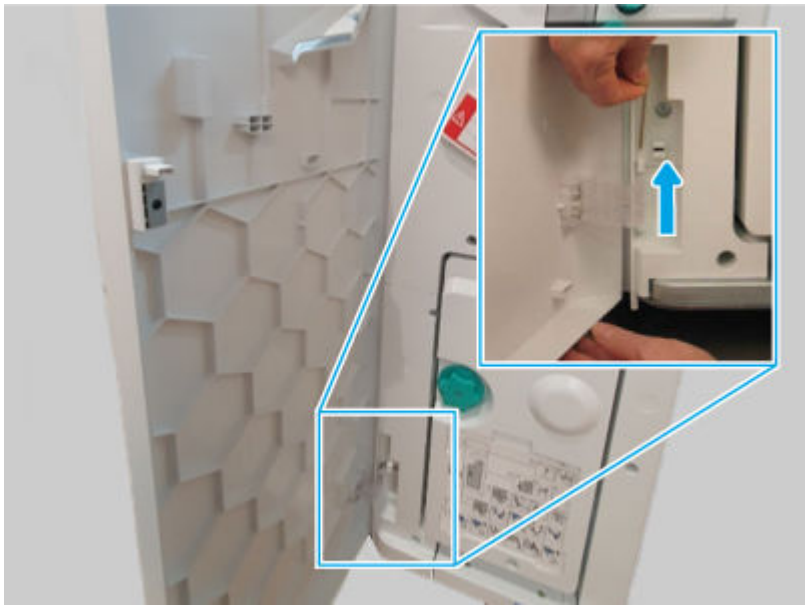
1. Release, and then remove the upper hinge pin.

Figure 5-2768 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2769 **Remove the door**

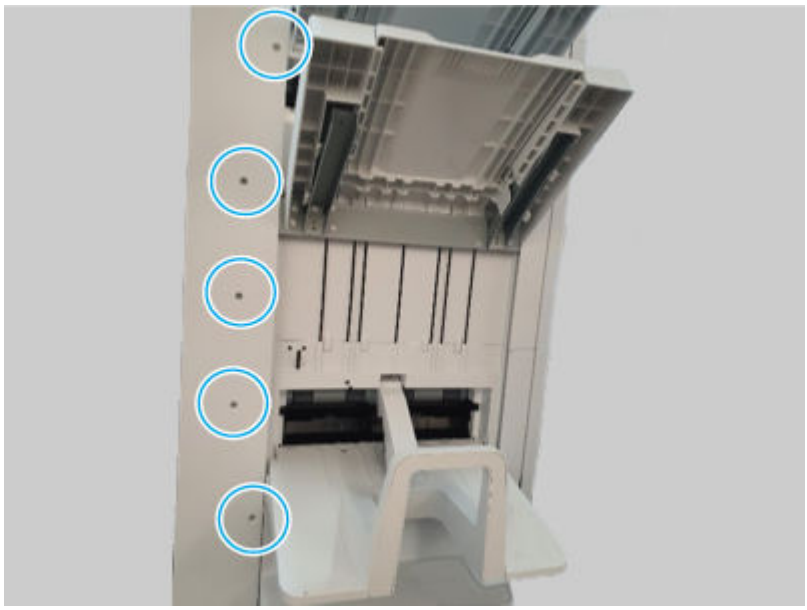


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

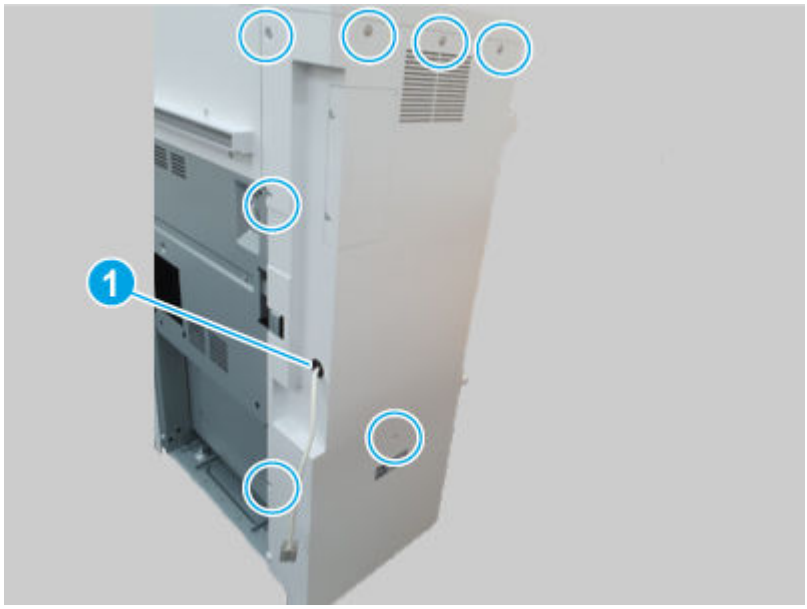
Figure 5-2770 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2771 Remove the cover

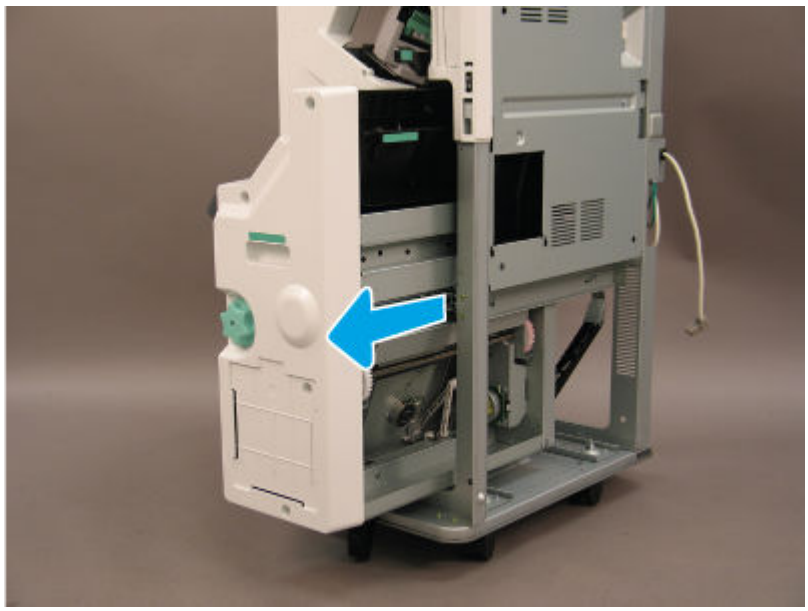


3. Remove the booklet finisher booklet maker

Use the following procedure to remove and replace the booklet finisher booklet maker.

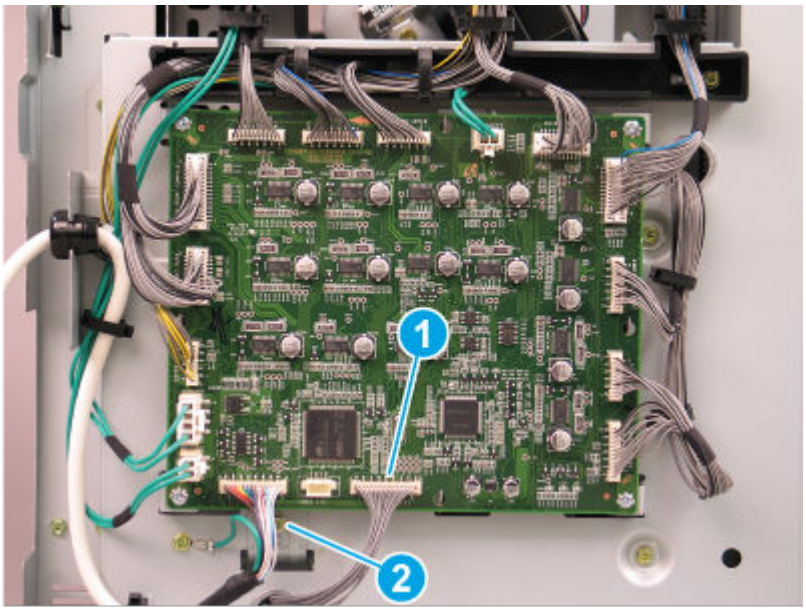
1. Slide the booklet maker out of the finisher.

Figure 5-2772 Slide the booklet maker out



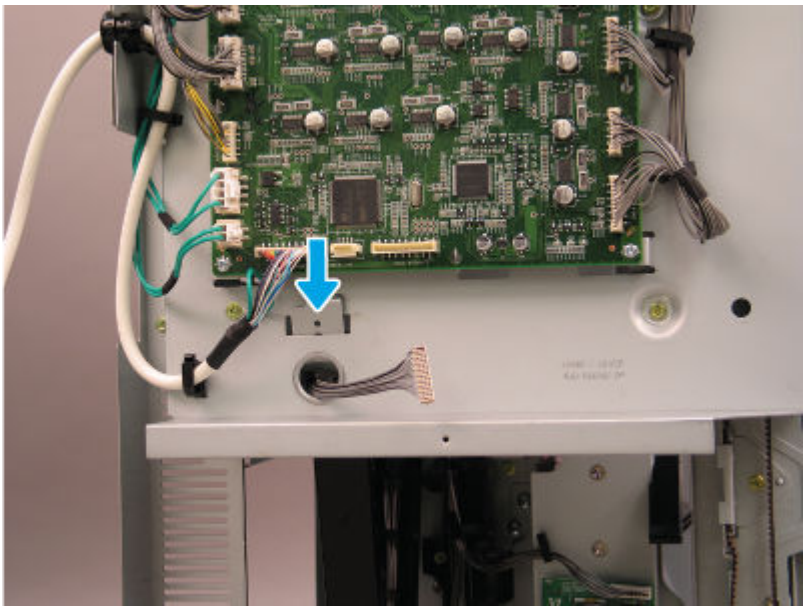
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-2773 Disconnect connector and remove the screw



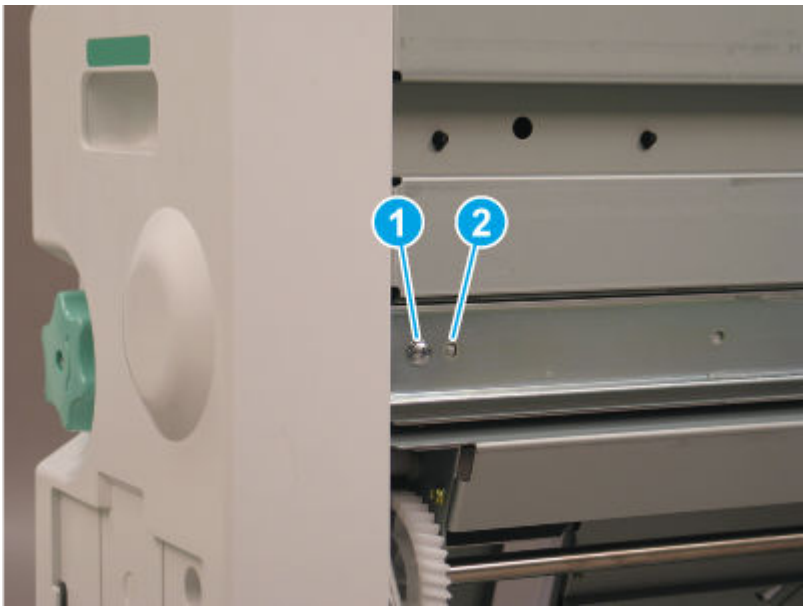
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-2774 Disconnect connector and remove the screw



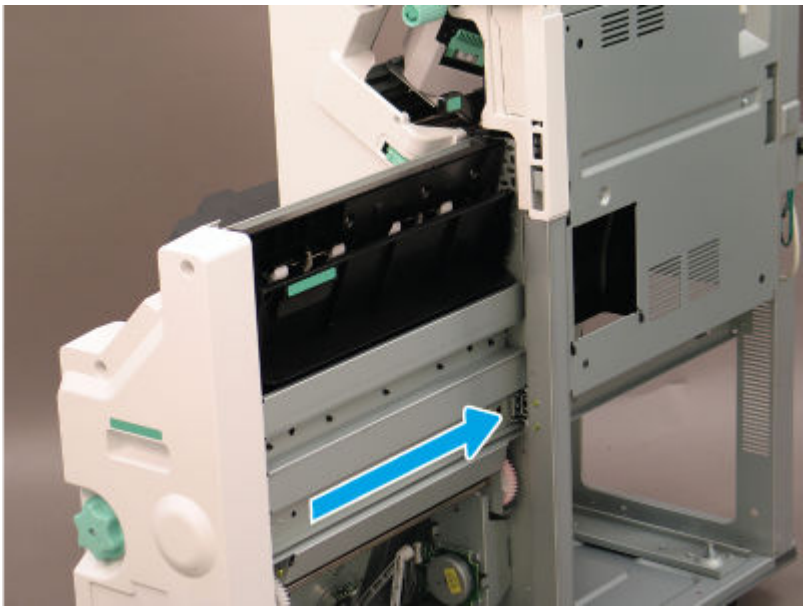
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-2775 **Release the alignment pin**



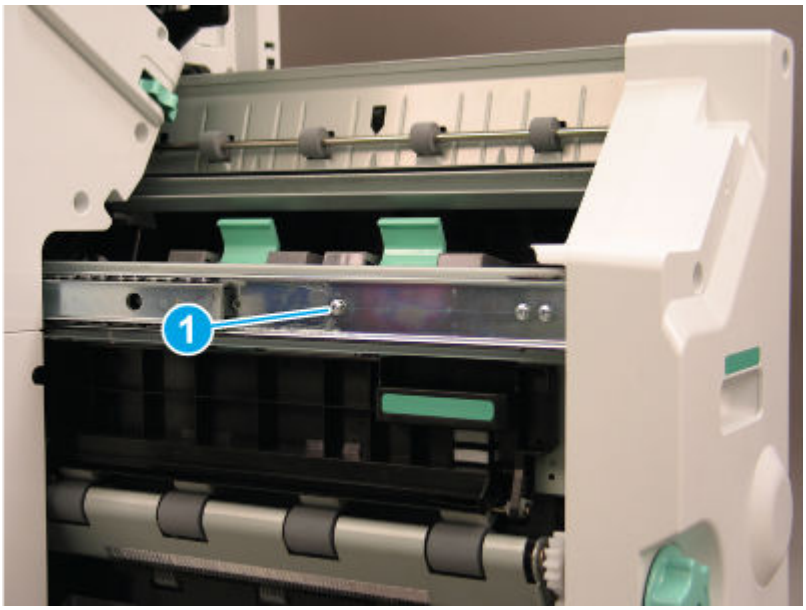
5. Slide the right rail toward the finisher.

Figure 5-2776 **Slide the rail in**



6. Remove one screw (callout 1) on the left side of the booklet maker.

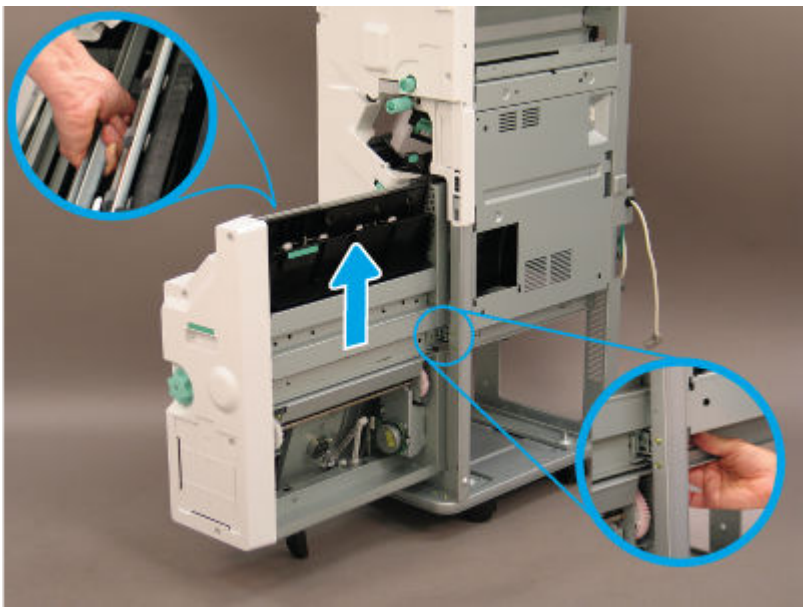
Figure 5-2777 Remove one screw



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-2778 Remove the booklet maker



4. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.

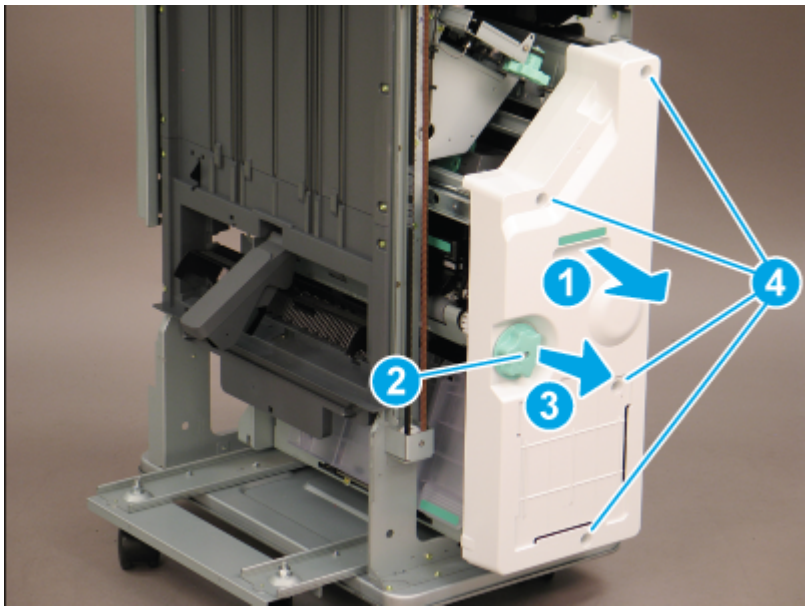
2. Do the following:

   a. Slide the booklet finisher slightly away from the finisher (callout 1).

   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).

   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2779 **Remove the cover**

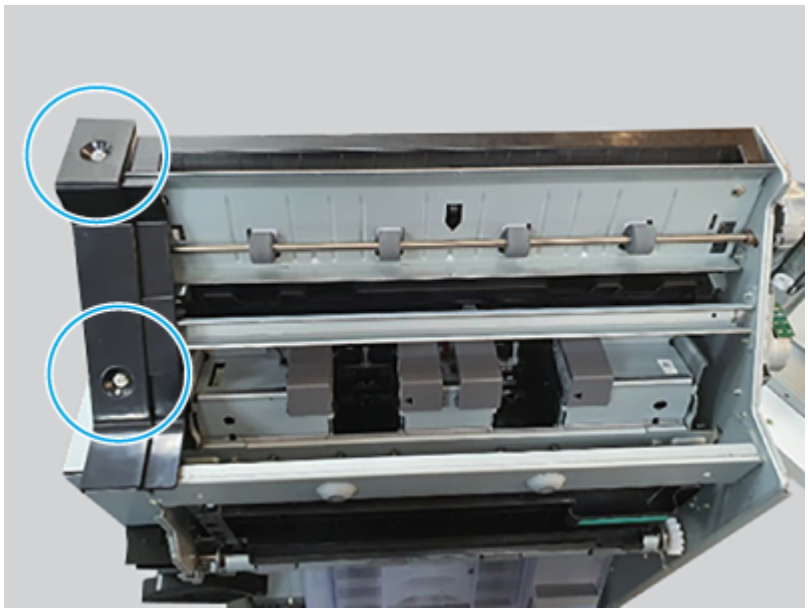


5. Remove the booklet finisher booklet entrance unit

Use the following procedure to remove and replace the booklet finisher entrance unit.

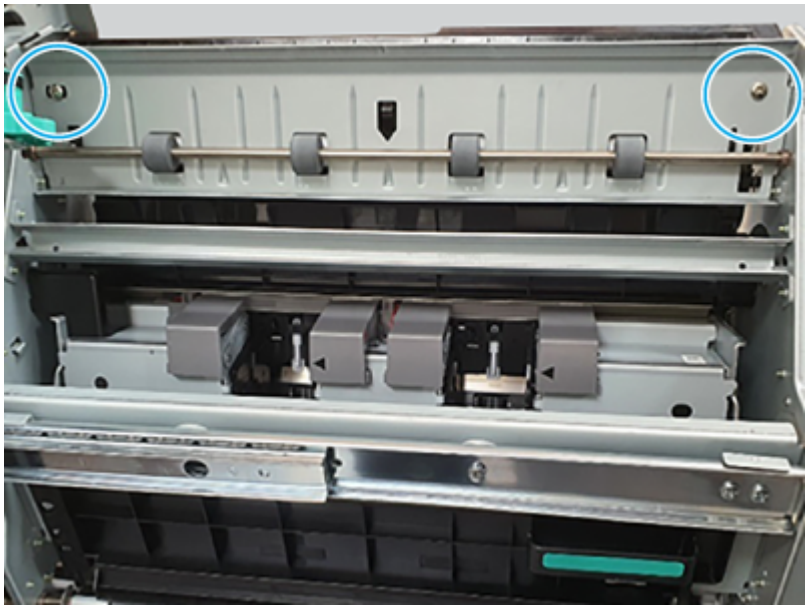
1. Remove two screws.

Figure 5-2780 **Remove two screws**



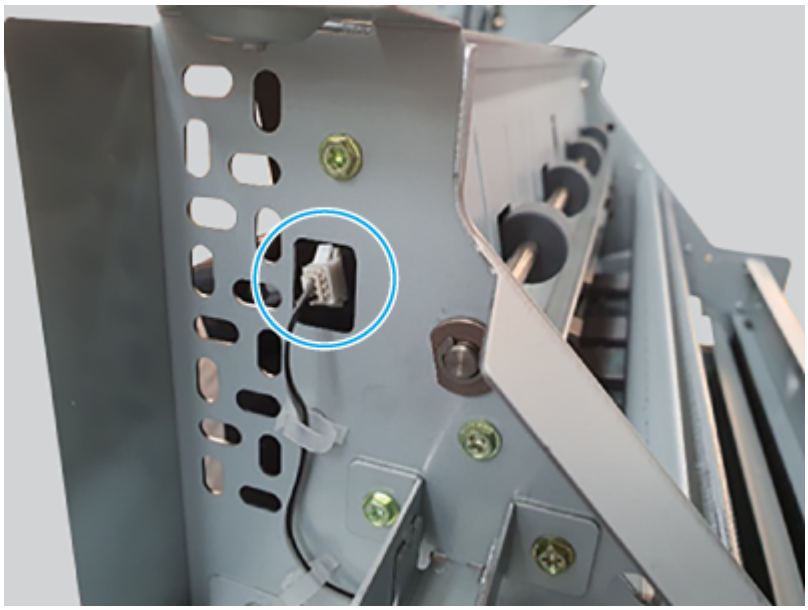
2. Remove two screws.

Figure 5-2781 **Remove two screws**



3. Disconnect one connector.

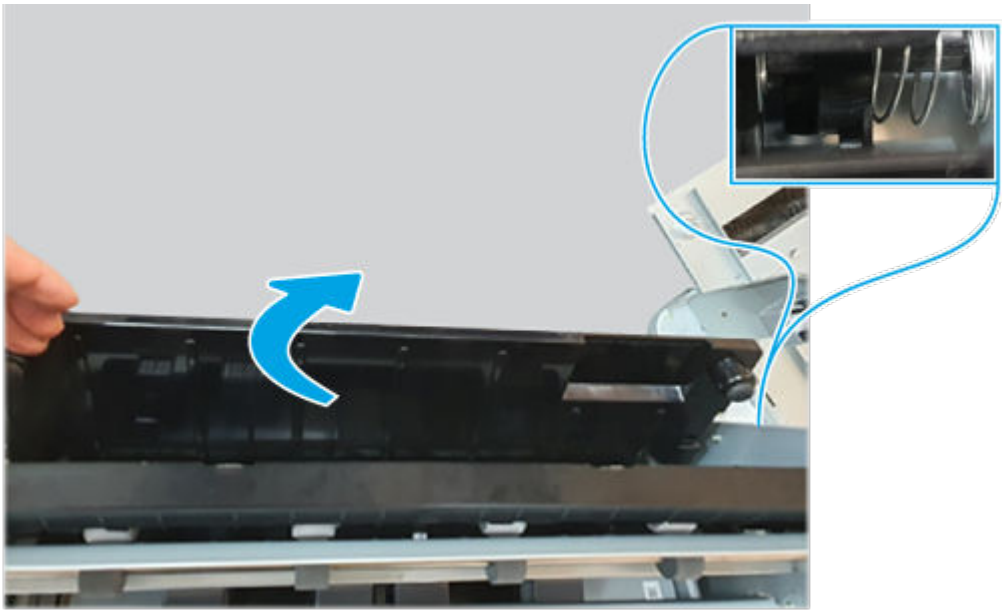
Figure 5-2782 **Disconnect one connector**



4. Remove the booklet entrance unit.

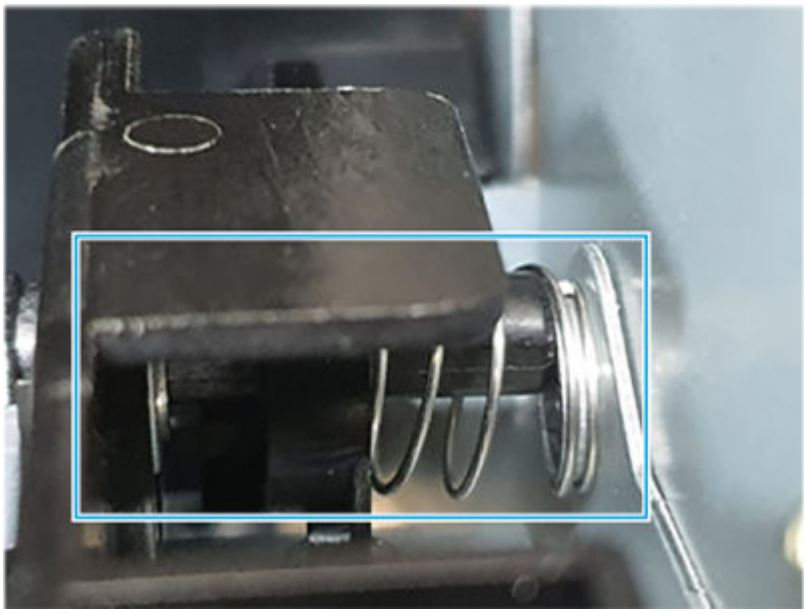
⚠ CAUTION: The spring and holder on the entrance unit are not captive. Do not lose them when handling the unit.

Figure 5-2783 **Remove the unit**



5. **Reinstall step**: Make sure that the spring on the unit is correctly positioned on the chassis of the booklet maker.

Figure 5-2784 **Reinstall the unit**



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

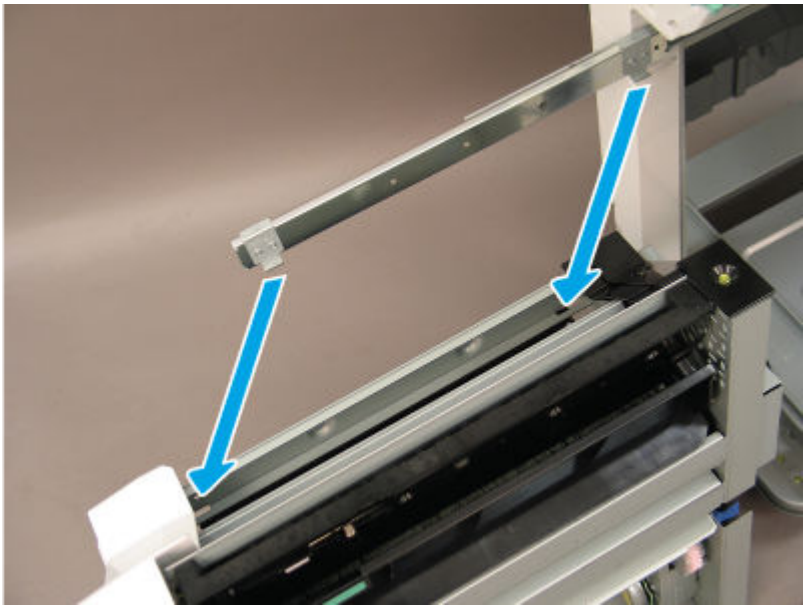
7. Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

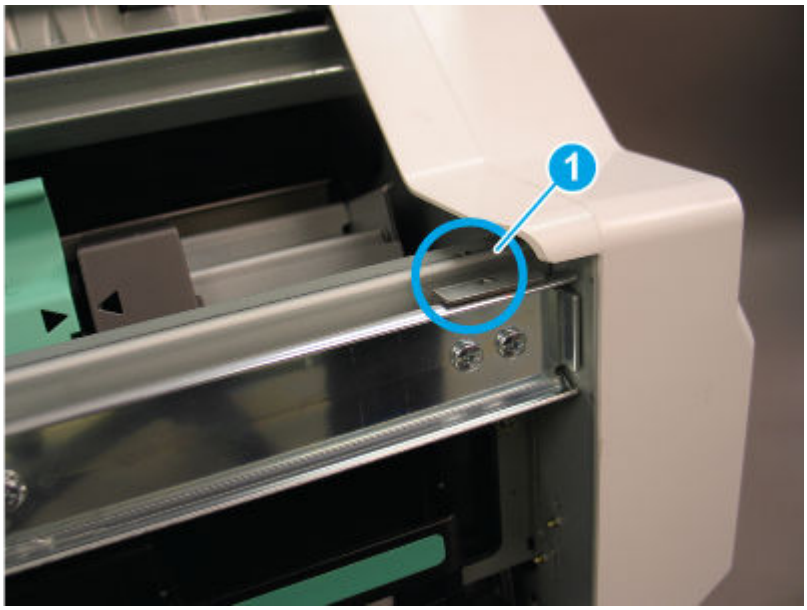
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-2785 Position the hooks on the rail



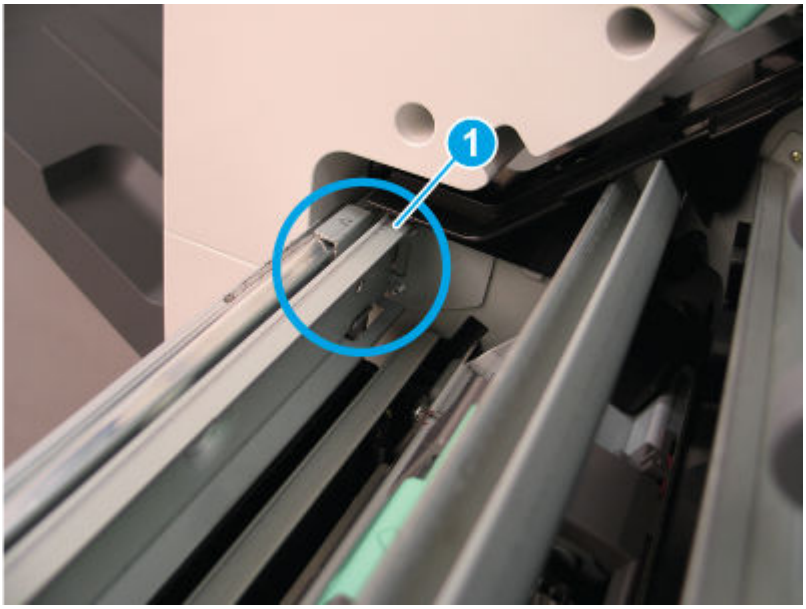
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-2786 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

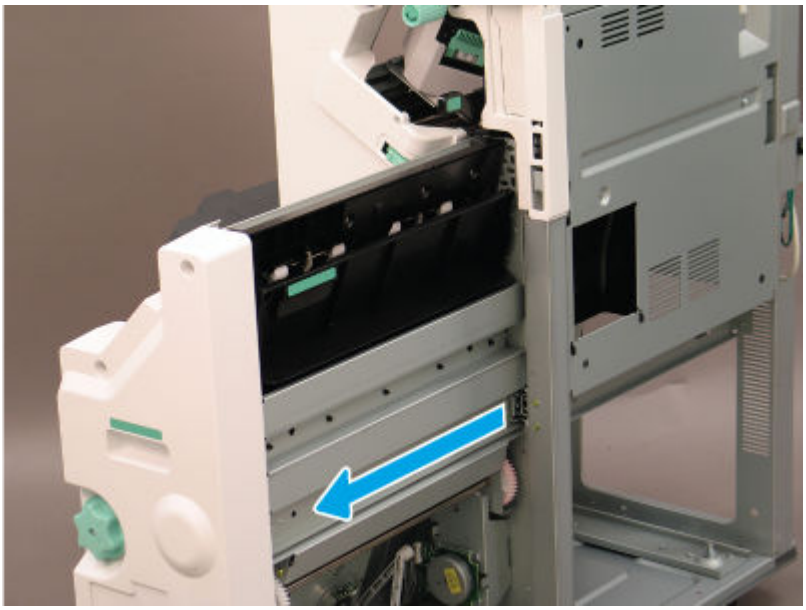
Figure 5-2787 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-2788 Attach the rail



Removal and replacement: Booklet entrance sensor

Learn about removing and replacing the booklet finisher entrance sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-288 Part information

Part number	Part description
0604-001415	Photo interrupter (Booklet entrance sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

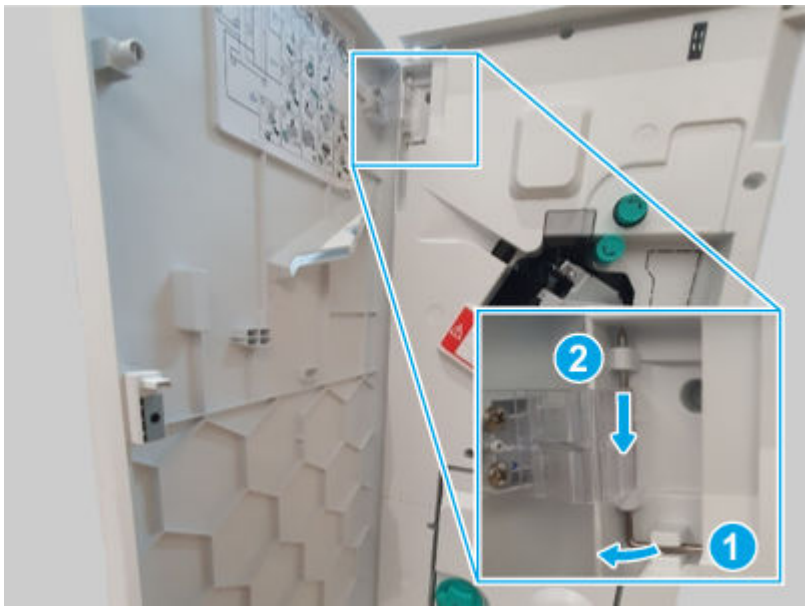
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

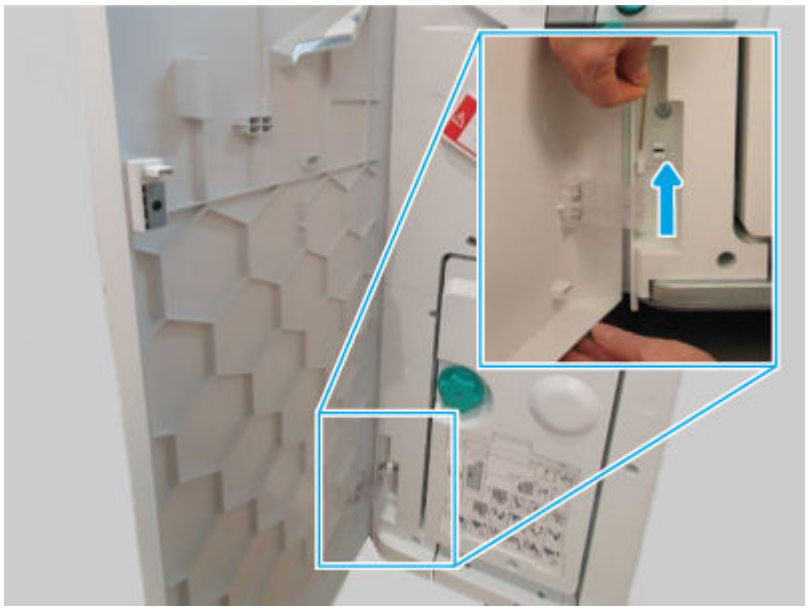
1. Release, and then remove the upper hinge pin.

Figure 5-2789 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2790 **Remove the door**

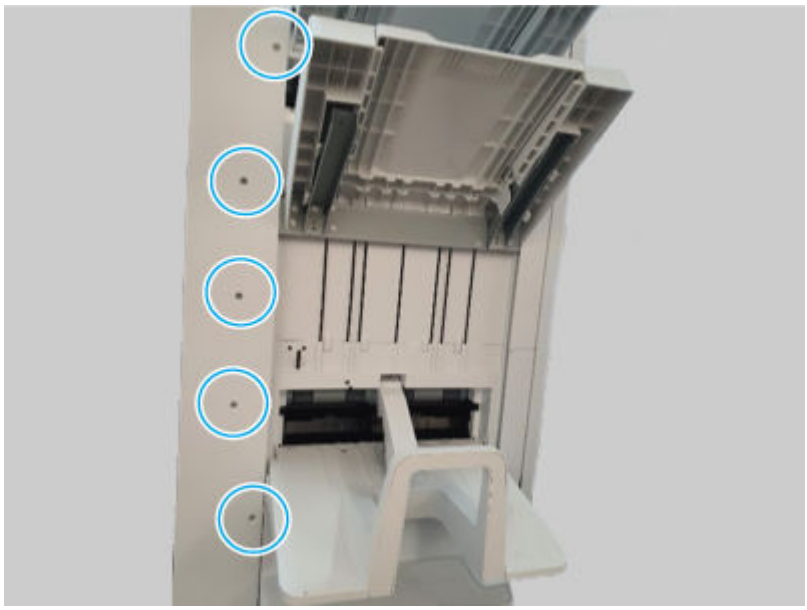


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

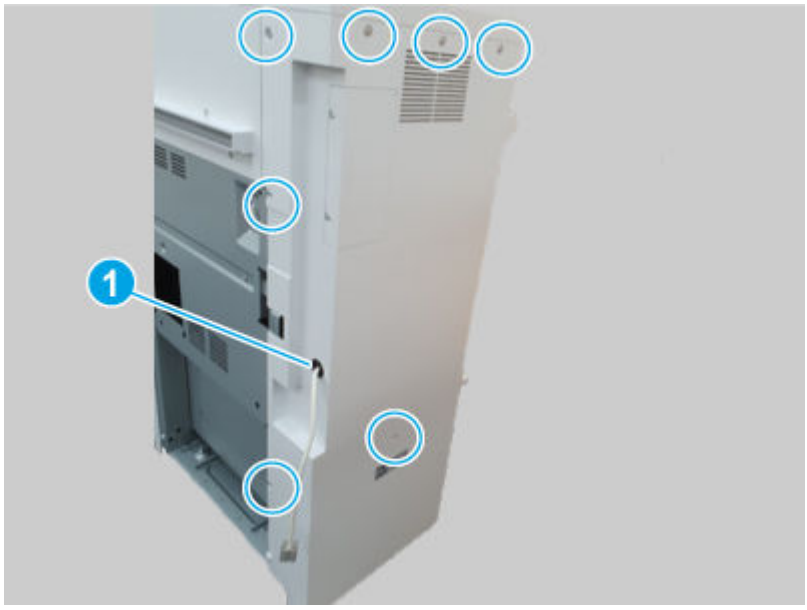
Figure 5-2791 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2792 Remove the cover



3. Remove the booklet finisher booklet maker

Use the following procedure to remove and replace the booklet finisher booklet maker.

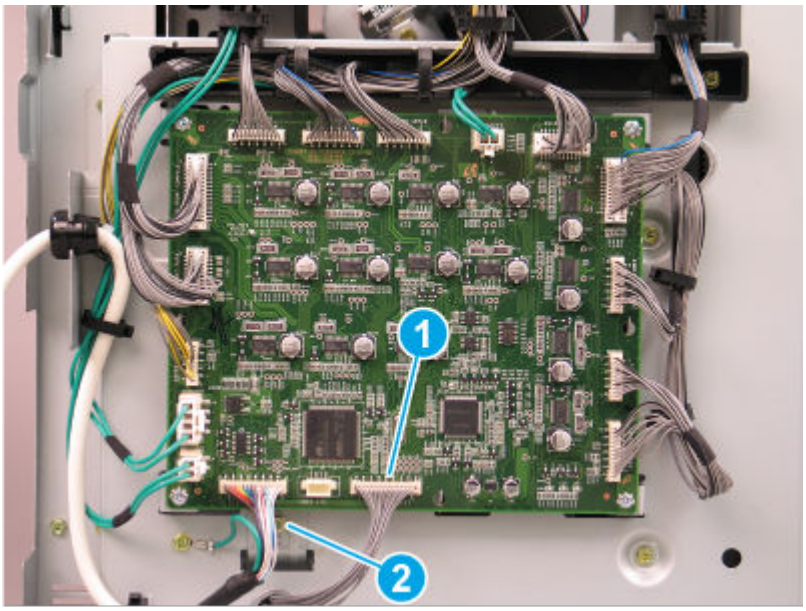
1. Slide the booklet maker out of the finisher.

Figure 5-2793 **Slide the booklet maker out**



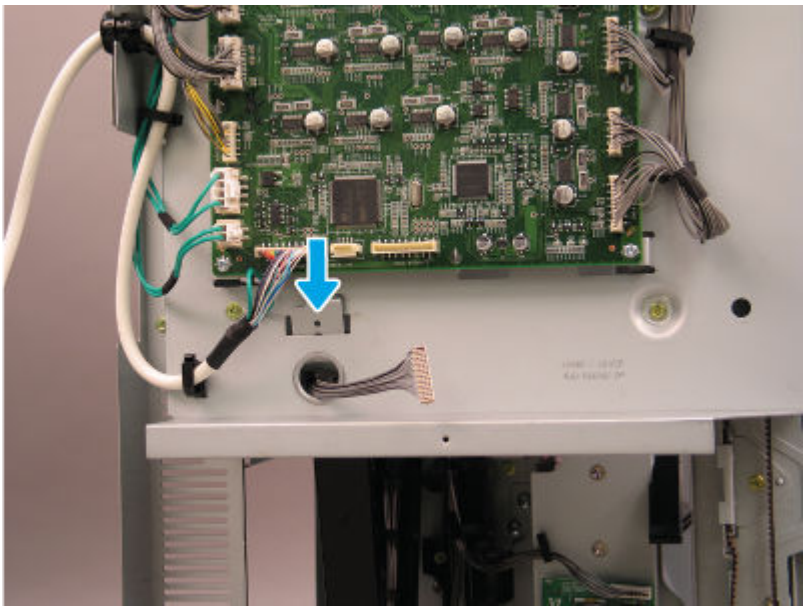
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-2794 **Disconnect connector and remove the screw**



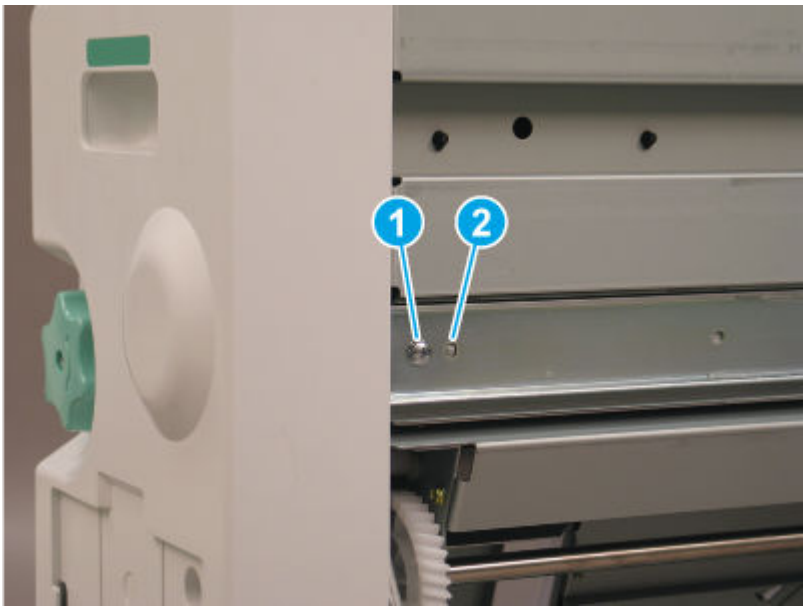
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-2795 Disconnect connector and remove the screw



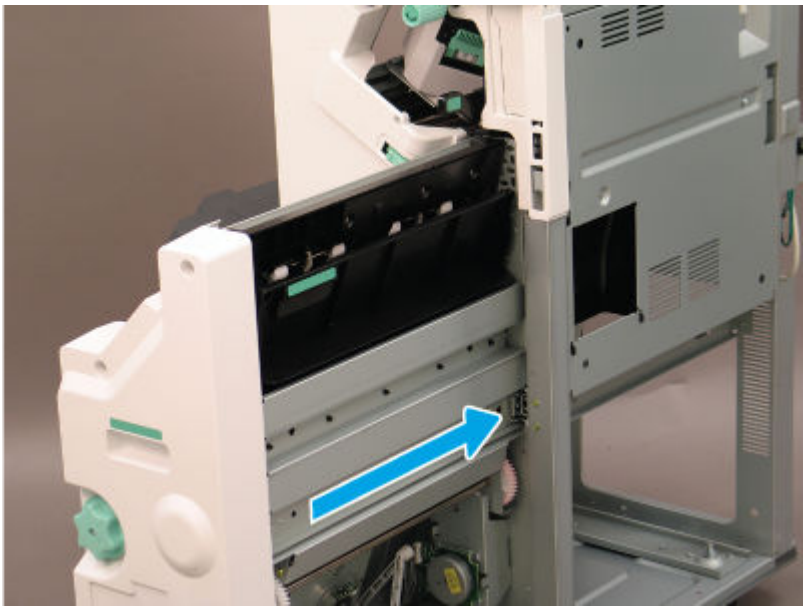
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-2796 Release the alignment pin



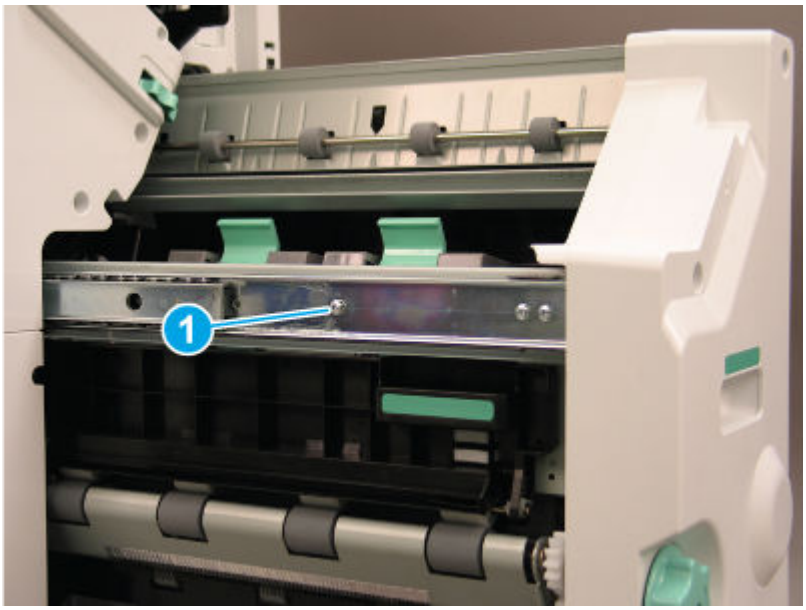
5. Slide the right rail toward the finisher.

Figure 5-2797 **Slide the rail in**



6. Remove one screw (callout 1) on the left side of the booklet maker.

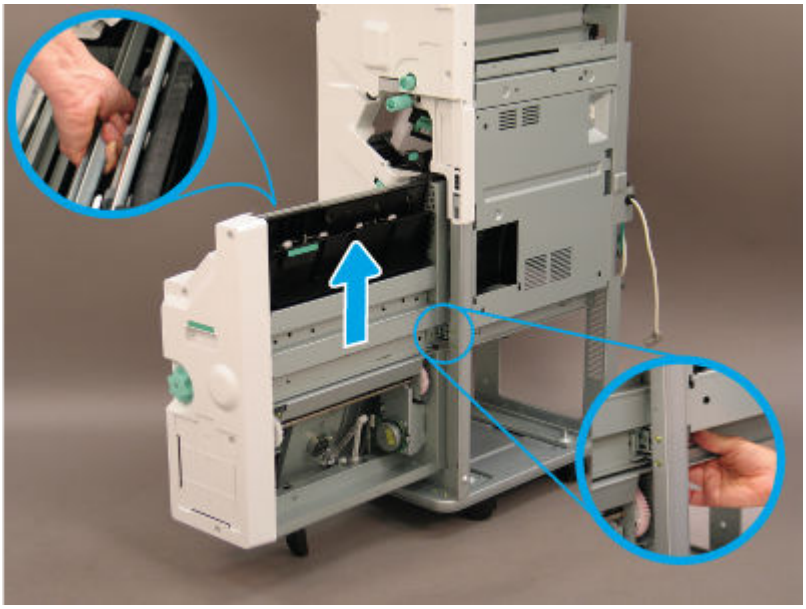
Figure 5-2798 **Remove one screw**



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-2799 Remove the booklet maker

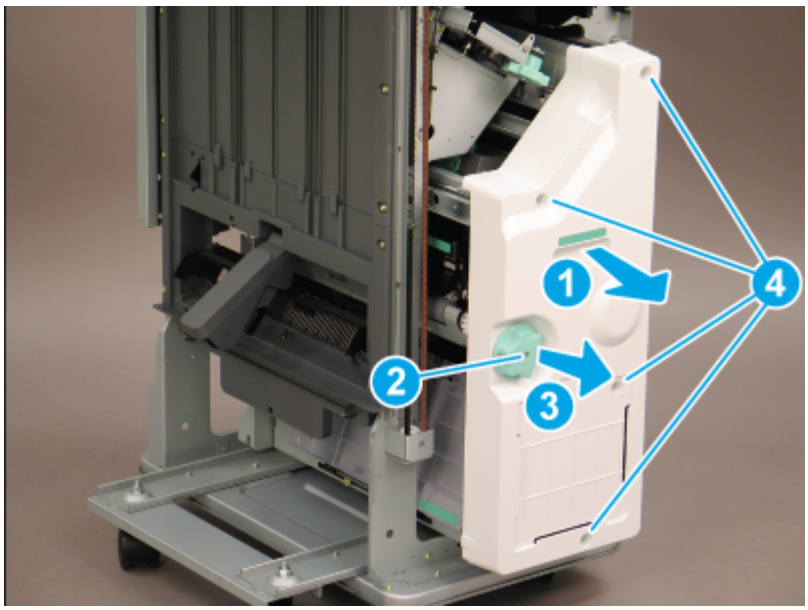


4. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2800 Remove the cover

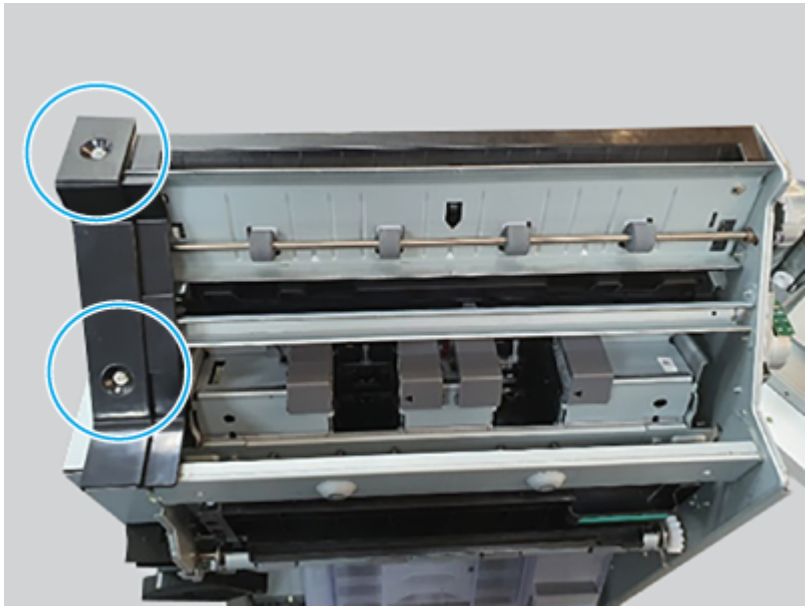


5. Remove the booklet finisher booklet entrance unit

Use the following procedure to remove and replace the booklet finisher entrance unit.

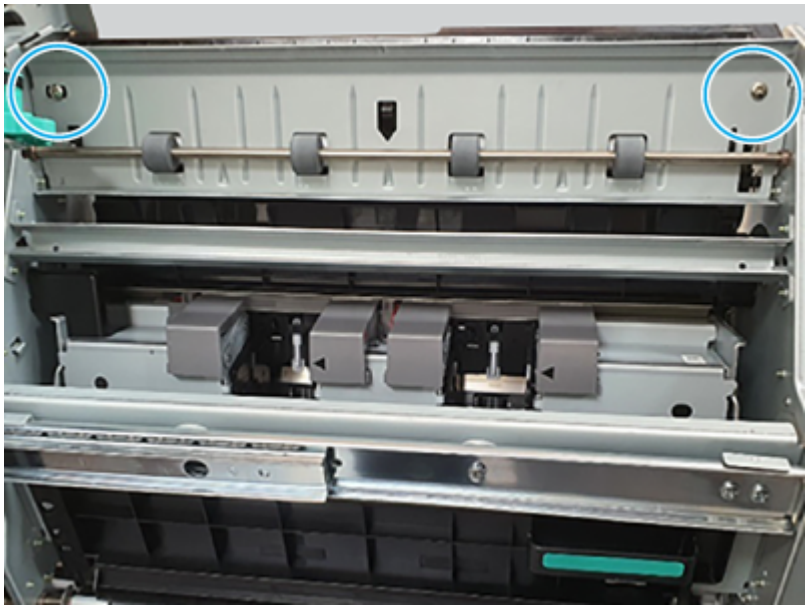
1. Remove two screws.

Figure 5-2801 **Remove two screws**



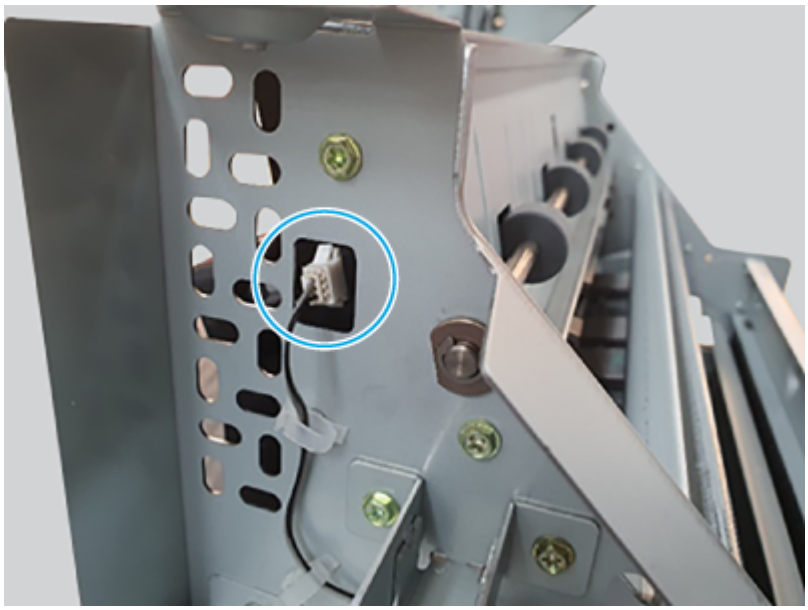
2. Remove two screws.

Figure 5-2802 **Remove two screws**



3. Disconnect one connector.

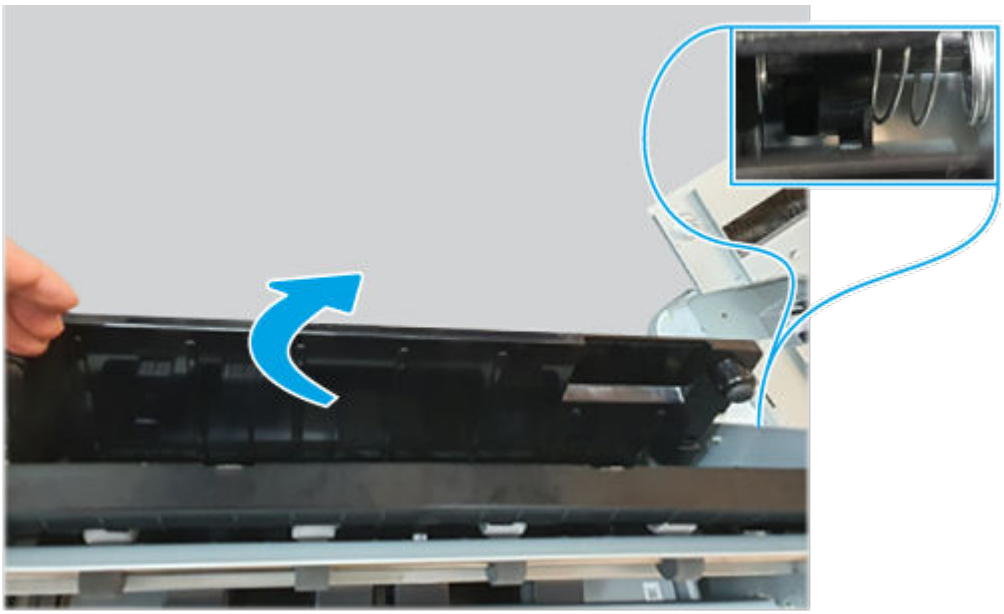
Figure 5-2803 Disconnect one connector



4. Remove the booklet entrance unit.

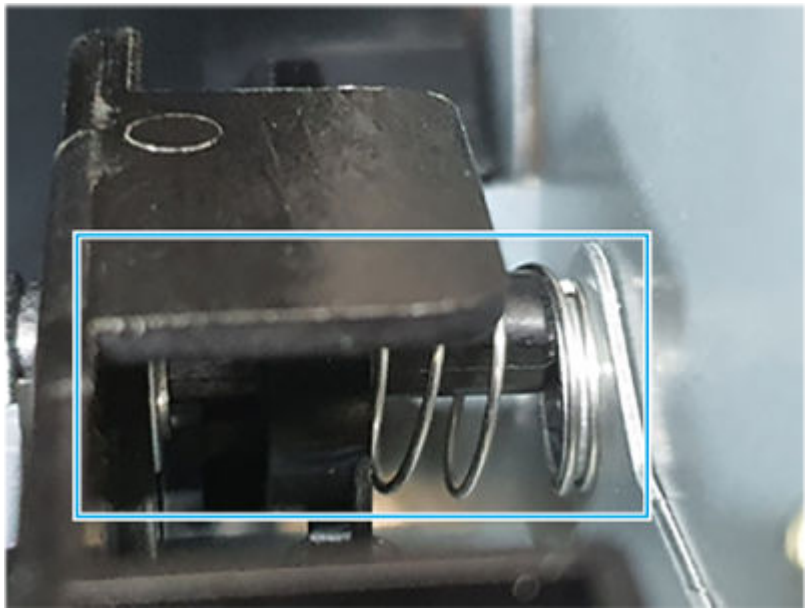
⚠ CAUTION: The spring and holder on the entrance unit are not captive. Do not lose them when handling the unit.

Figure 5-2804 Remove the unit



5. **Reinstall step**: Make sure that the spring on the unit is correctly positioned on the chassis of the booklet maker.

Figure 5-2805 **Reinstall the unit**



6. Remove the booklet finisher booklet entrance sensor

Use the following procedure to remove and replace the booklet finisher entrance sensor.

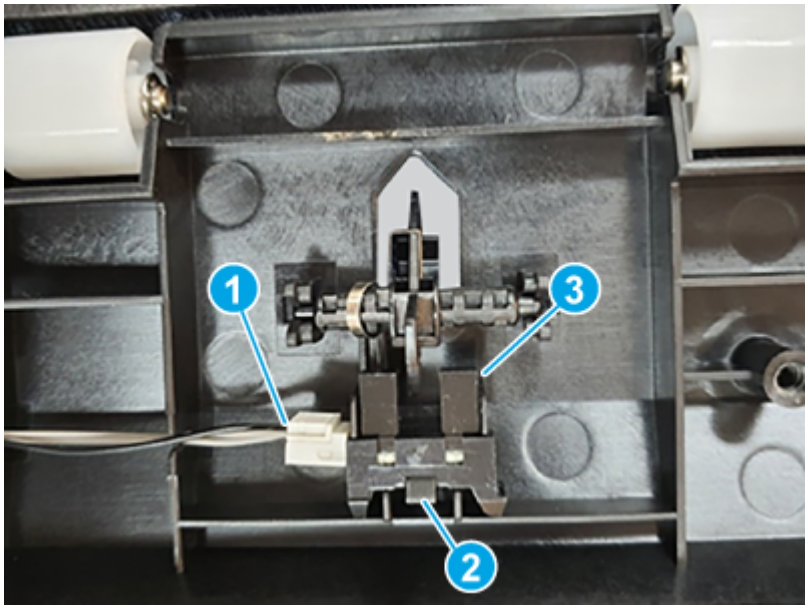
1. Remove three screws, and then remove the entrance actuator cover.

Figure 5-2806 **Remove the cover**



2. Disconnect one connector (callout 1), release one tab (callout 2), and then remove the booklet entrance sensor (callout 3).

Figure 5-2807 Remove the sensor



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

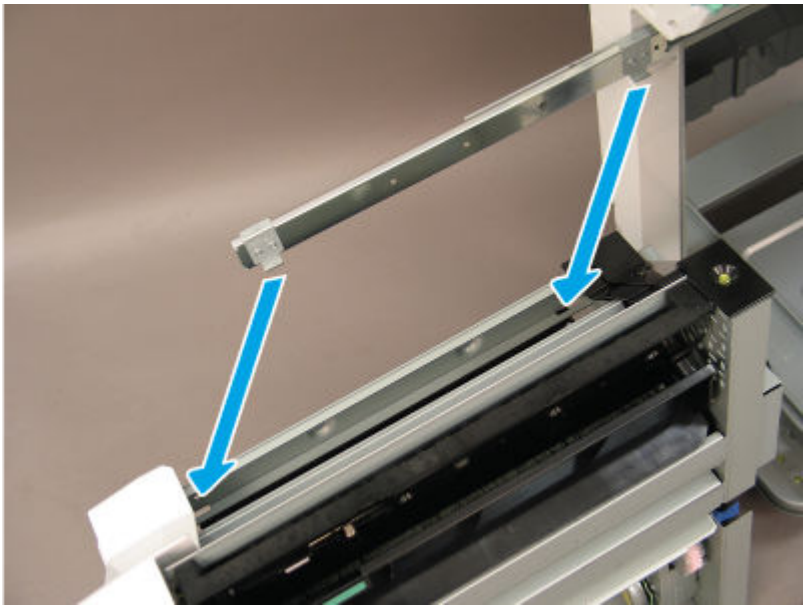
8. Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

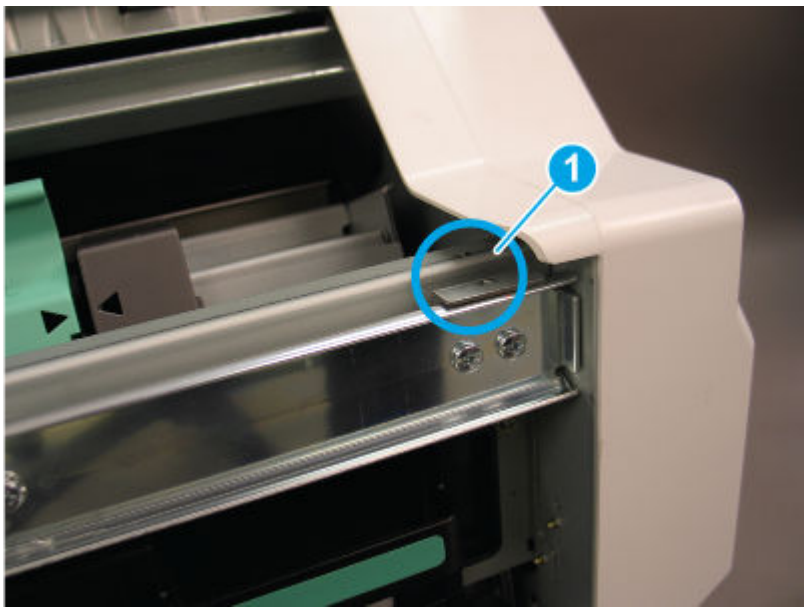
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-2808 **Position the hooks on the rail**



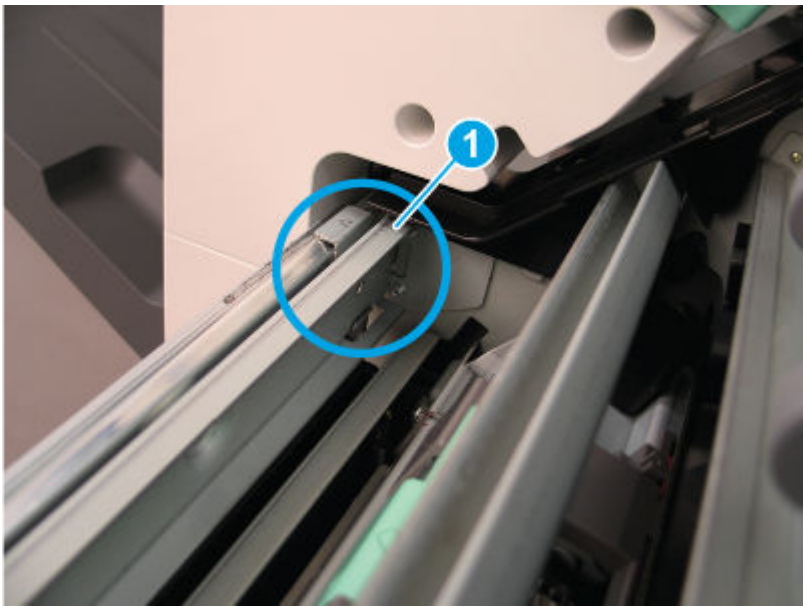
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-2809 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

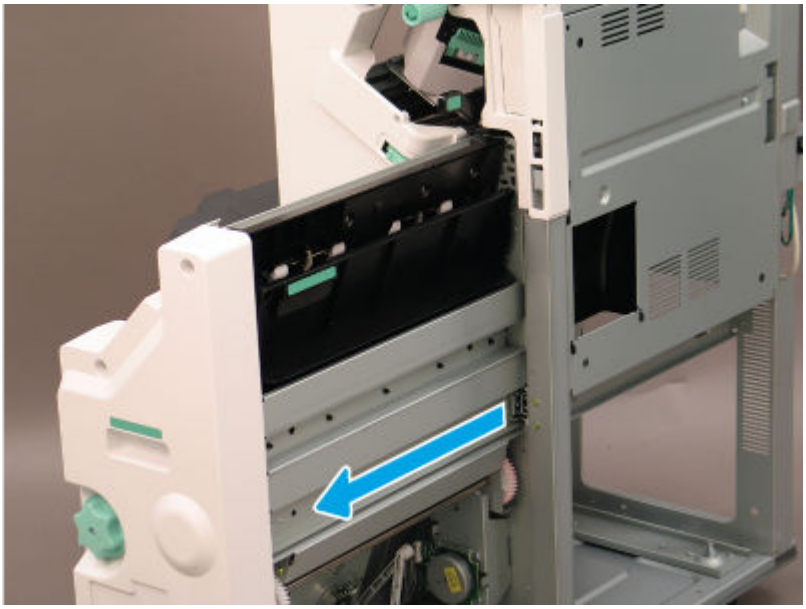
Figure 5-2810 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-2811 Attach the rail



Removal and replacement: Booklet entrance-presser motor assembly

Learn about removing and replacing the booklet finisher entrance-presser motor assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-289 Part information

Part number	Part description
JC90-01425A	Booklet entrance-presser motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

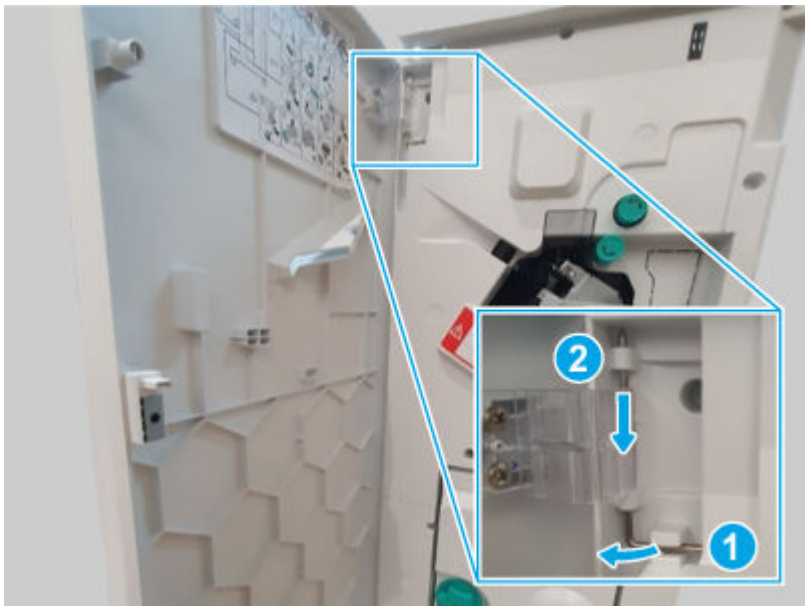
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

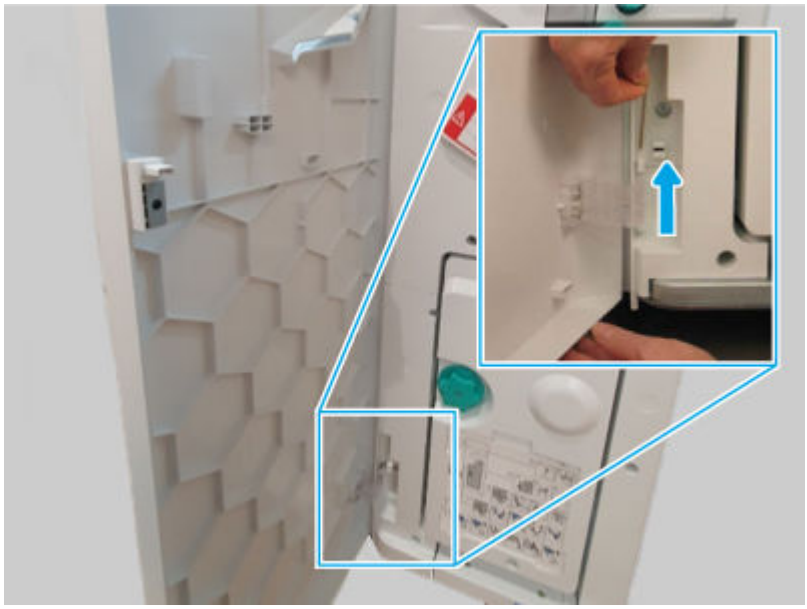
1. Release, and then remove the upper hinge pin.

Figure 5-2812 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2813 **Remove the door**

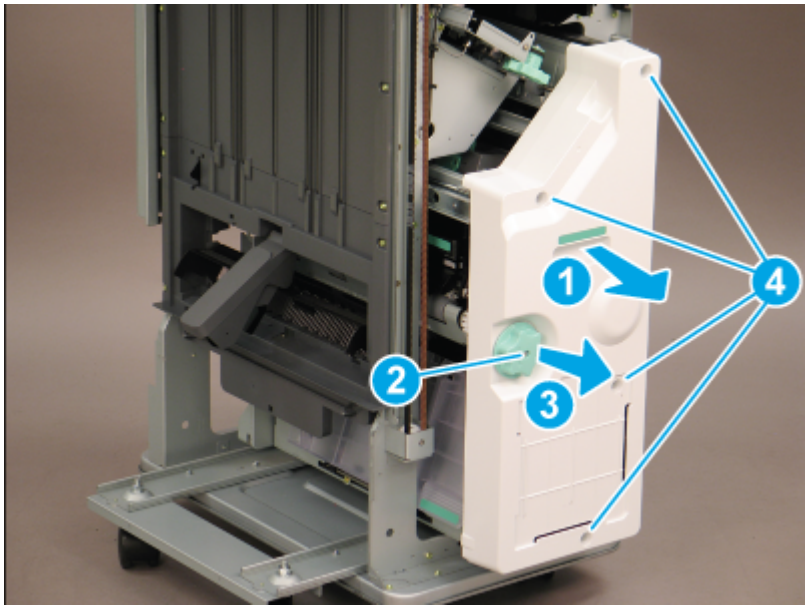


2. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2814 Remove the cover

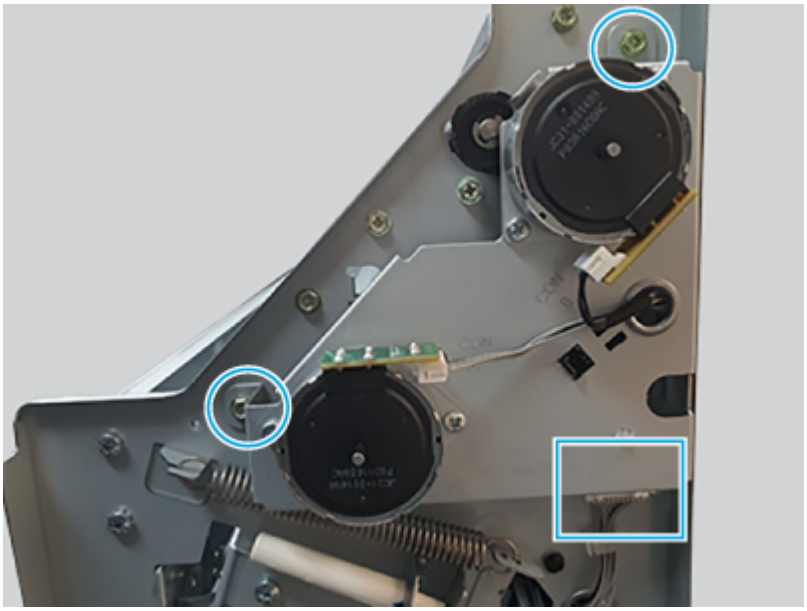


3. Remove the booklet finisher booklet entrance-presser motor assembly

Use the following procedure to remove and replace the booklet finisher entrance-presser motor assembly.

- Disconnect one connector, remove two screws, and then remove the booklet entrance-presser motor assembly.

Figure 5-2815 Remove the assembly



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Booklet entrance motor

Learn about removing and replacing the booklet finisher entrance motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-290 Part information

Part number	Part description
JC93-01152A	Drive-motor step (Booklet entrance motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

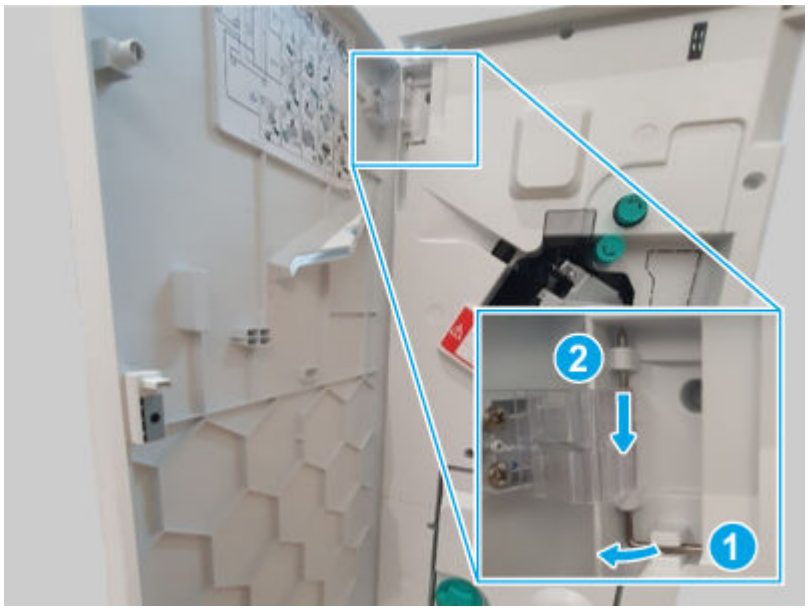
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

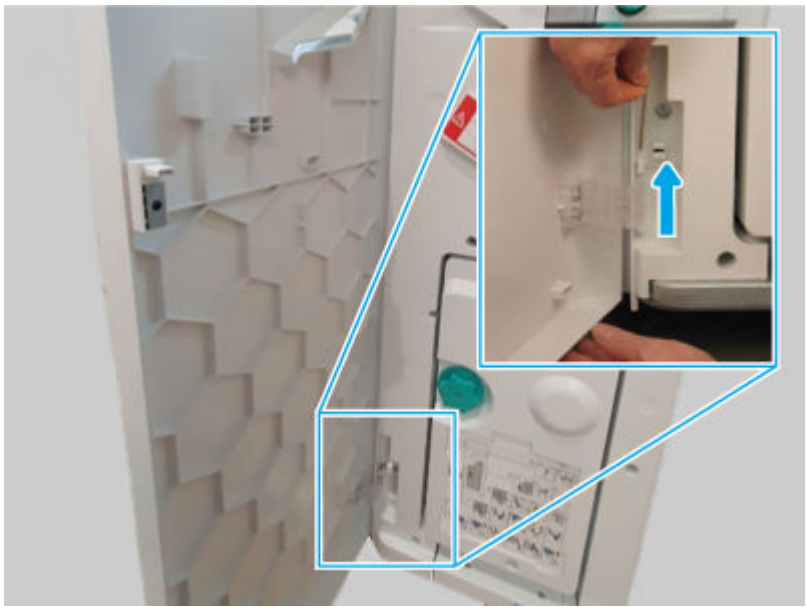
1. Release, and then remove the upper hinge pin.

Figure 5-2816 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2817 **Remove the door**

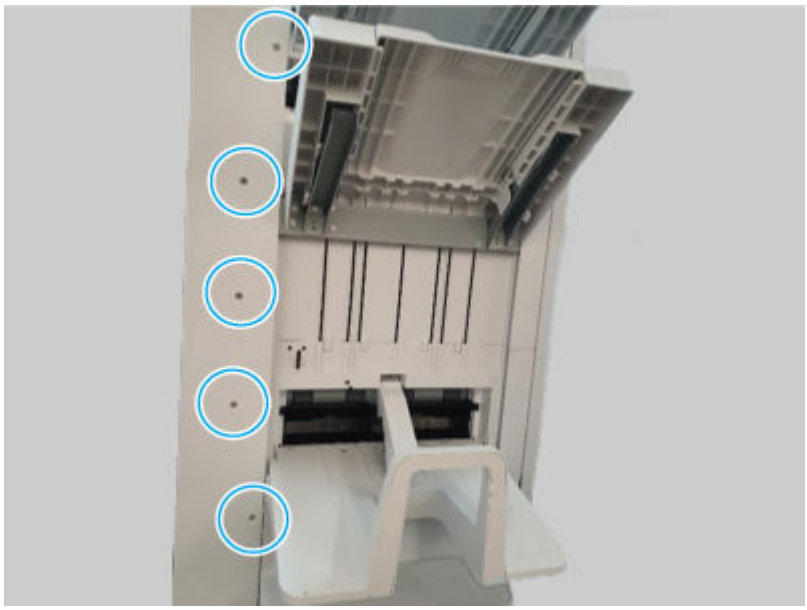


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

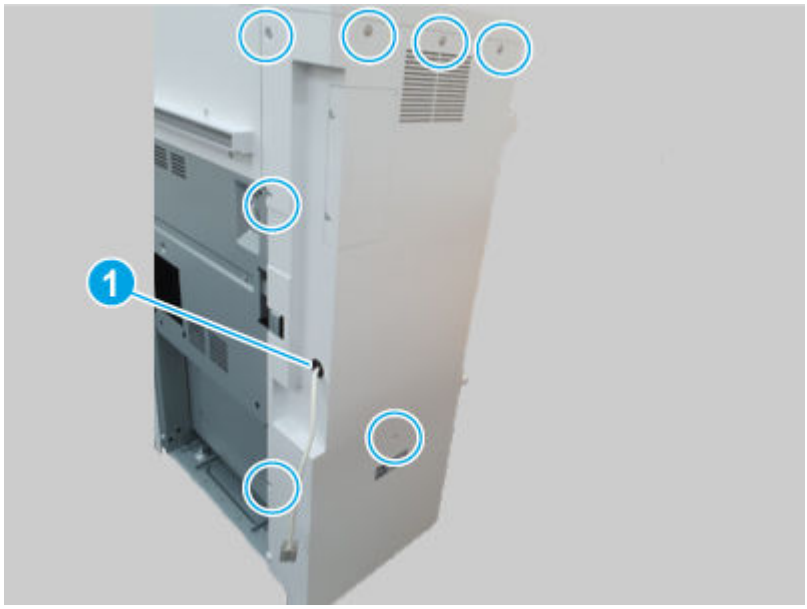
Figure 5-2818 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2819 Remove the cover

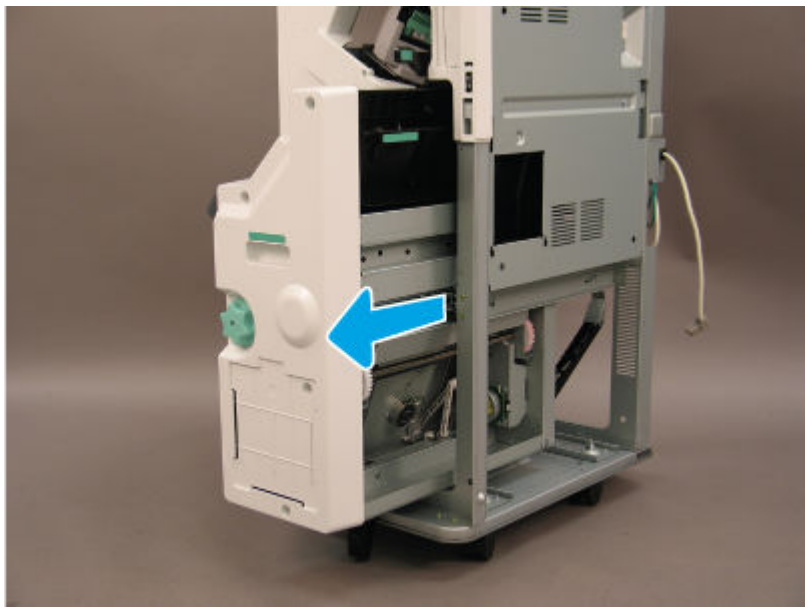


3. Remove the booklet finisher booklet maker

Use the following procedure to remove and replace the booklet finisher booklet maker.

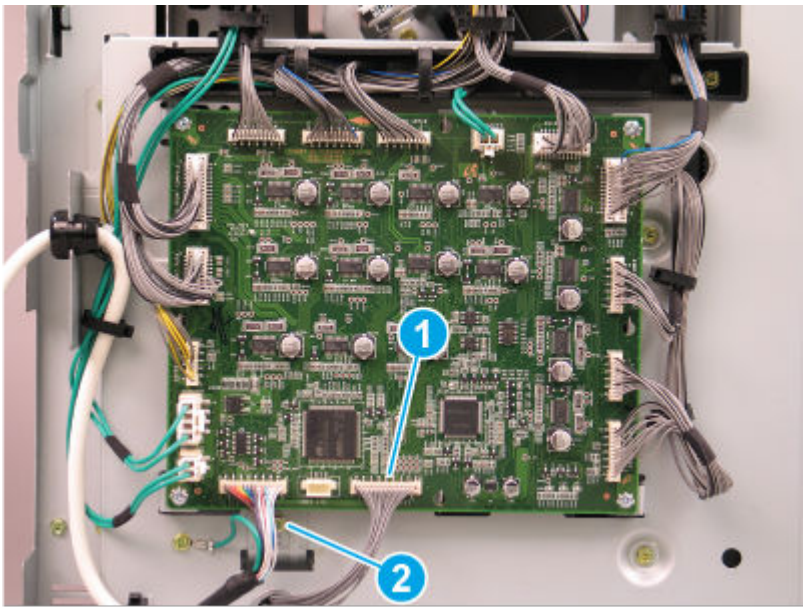
1. Slide the booklet maker out of the finisher.

Figure 5-2820 Slide the booklet maker out



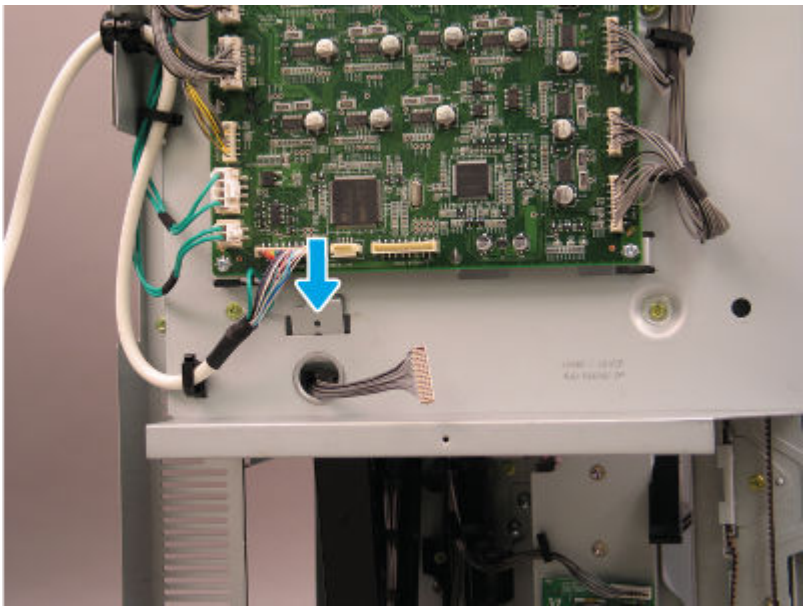
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-2821 **Disconnect connector and remove the screw**



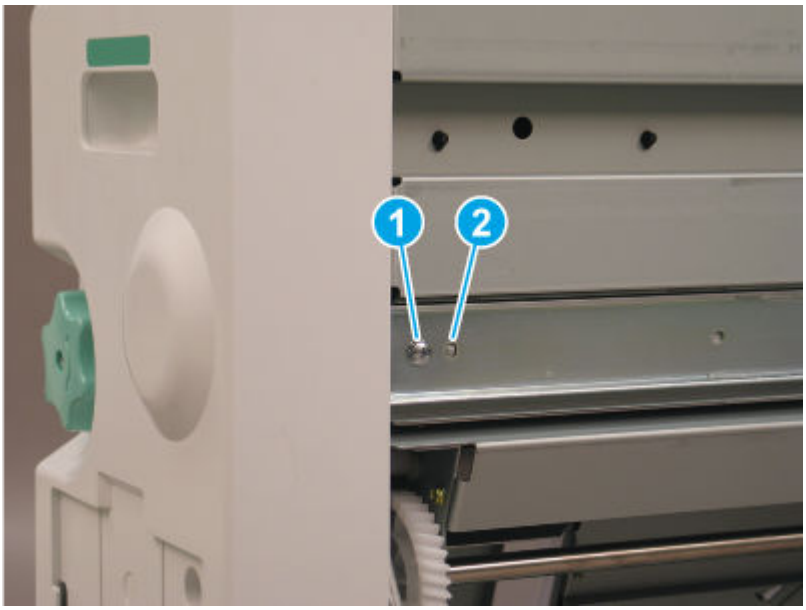
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-2822 **Disconnect connector and remove the screw**



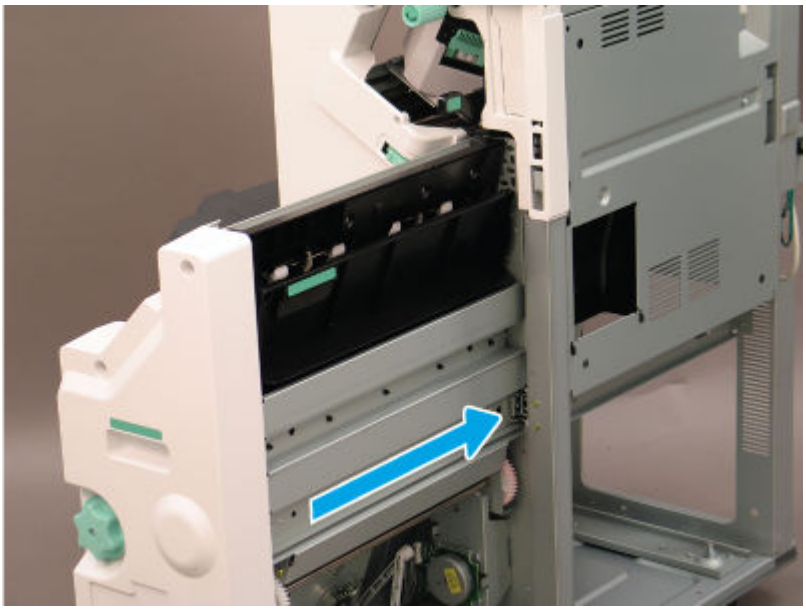
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-2823 **Release the alignment pin**



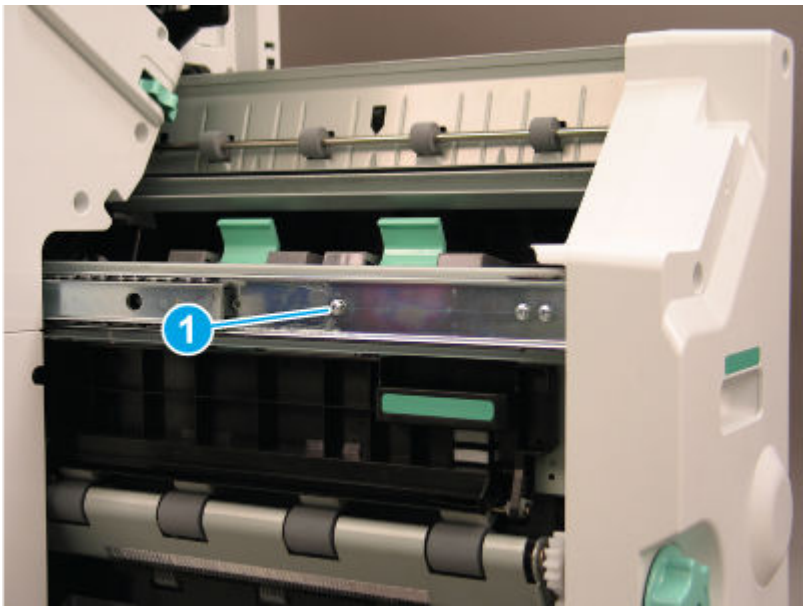
5. Slide the right rail toward the finisher.

Figure 5-2824 **Slide the rail in**



6. Remove one screw (callout 1) on the left side of the booklet maker.

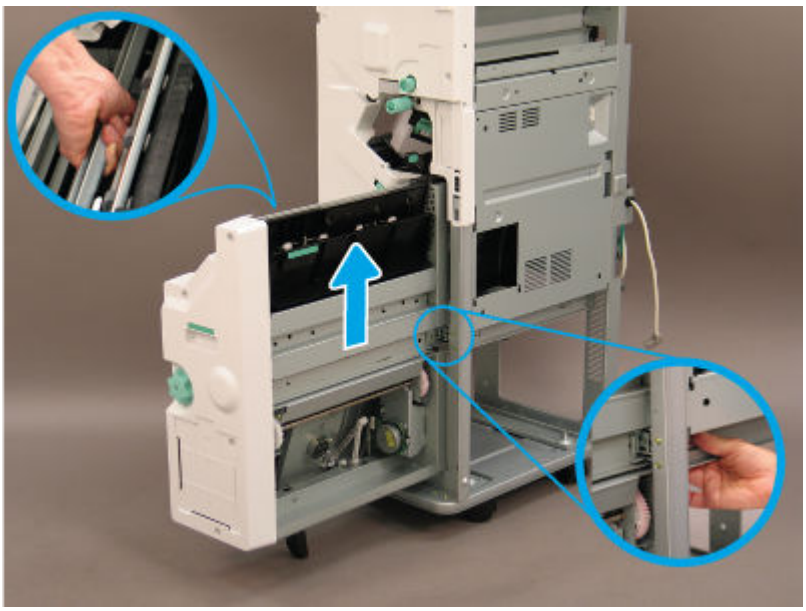
Figure 5-2825 Remove one screw



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-2826 Remove the booklet maker



4. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.

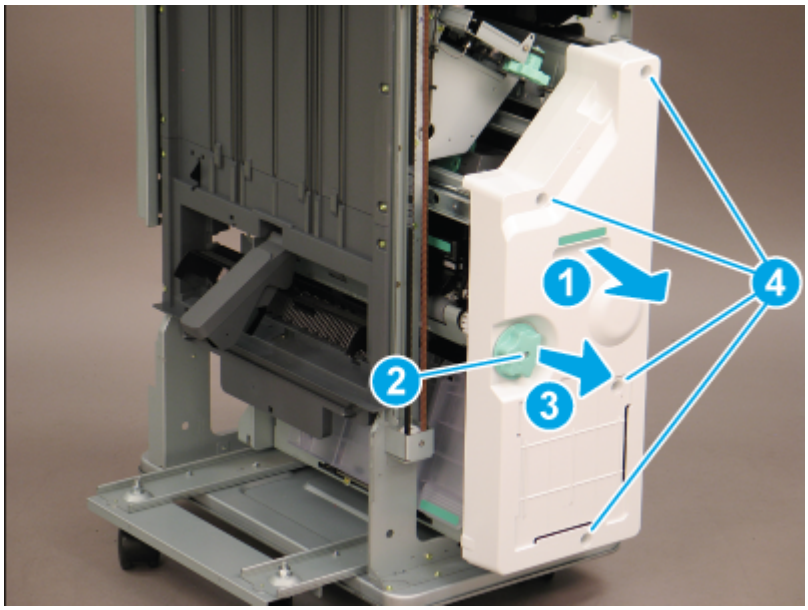
2. Do the following:

   a. Slide the booklet finisher slightly away from the finisher (callout 1).

   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).

   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2827 **Remove the cover**

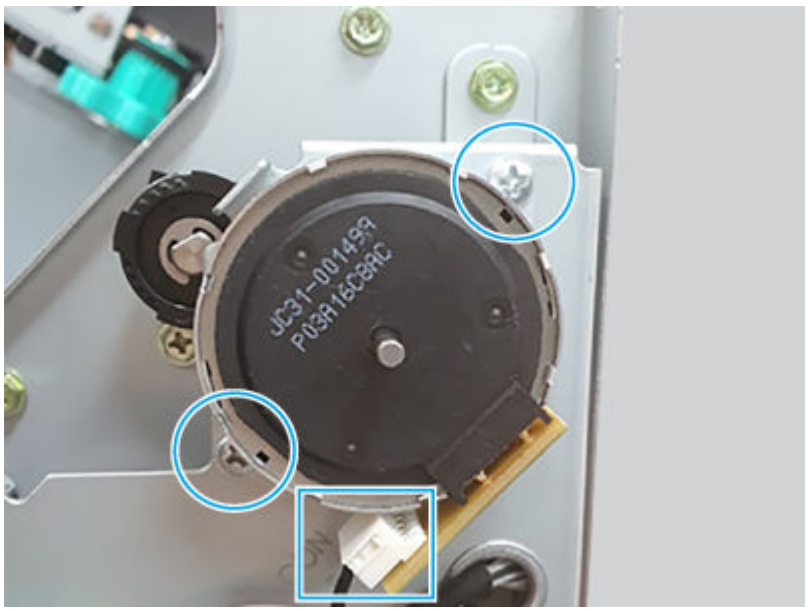


5. Remove the booklet finisher booklet entrance motor

Use the following procedure to remove and replace the booklet finisher entrance motor.

- Disconnect one connector. remove two screws, and then remove the entrance motor.

Figure 5-2828 **Remove the motor**



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

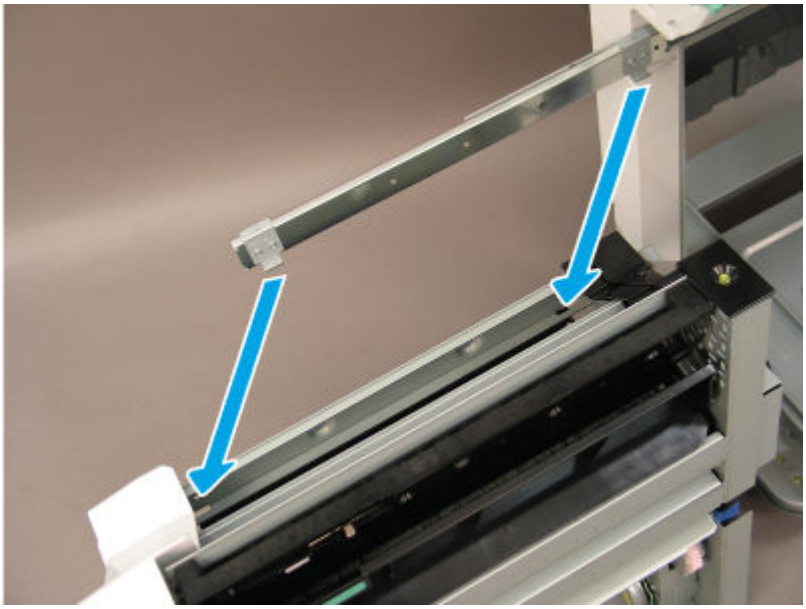
7. Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

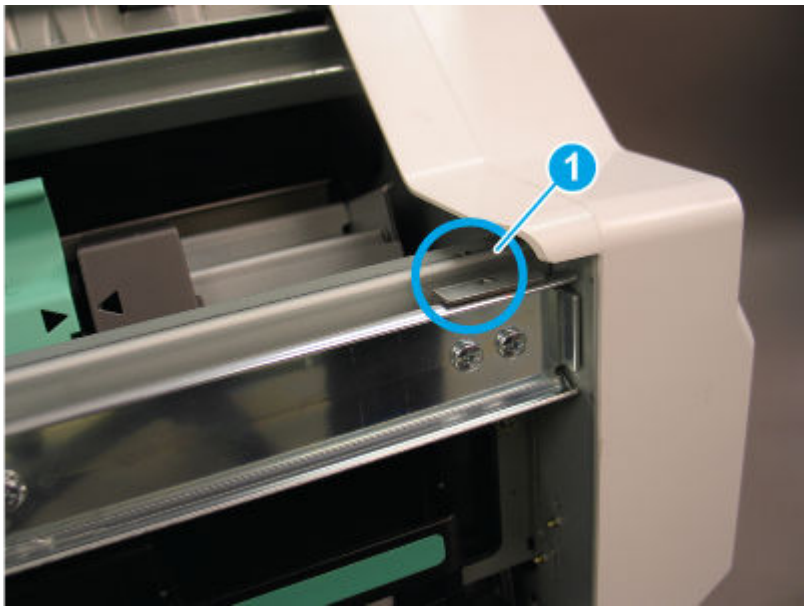
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-2829 Position the hooks on the rail



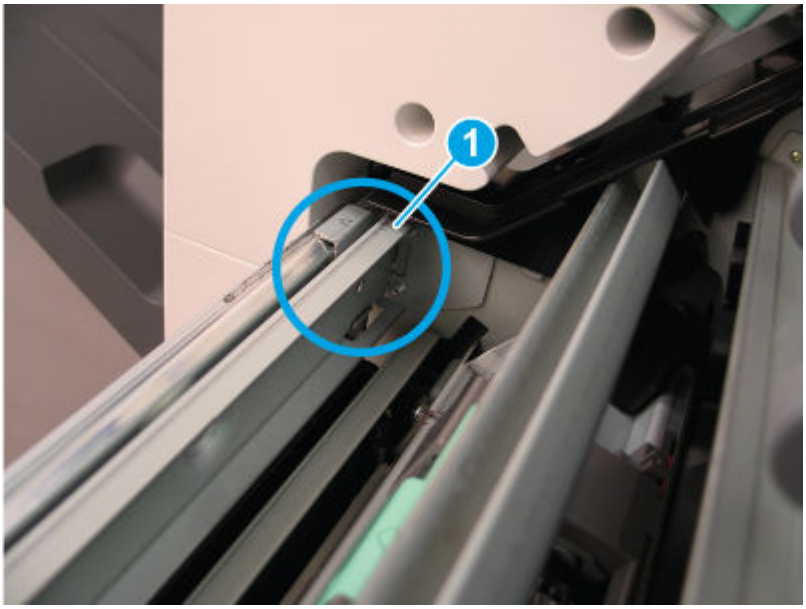
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-2830 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

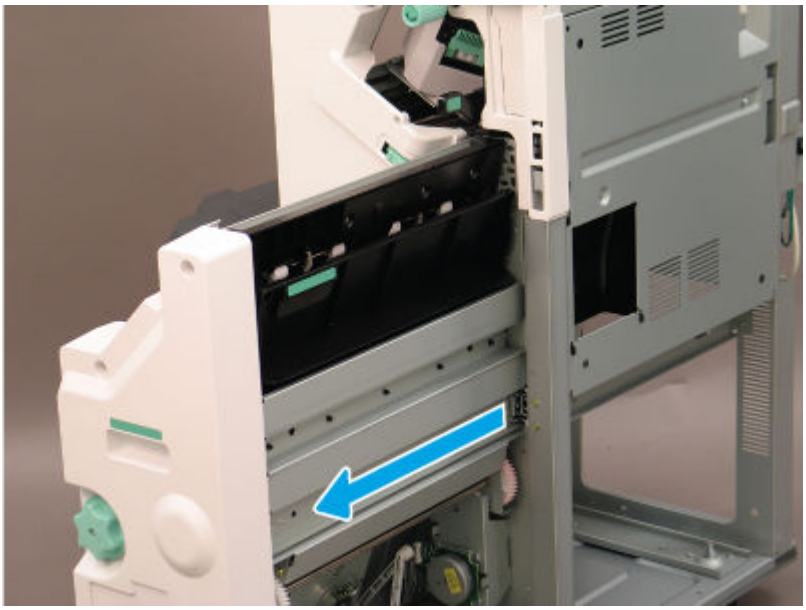
Figure 5-2831 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-2832 Attach the rail



Booklet paddle unit

Review the booklet finisher booklet paddle unit removal procedures.

Removal and replacement: Booklet paddle home sensor

Learn about removing and replacing the booklet finisher paddle home sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-291 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Booklet paddle home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

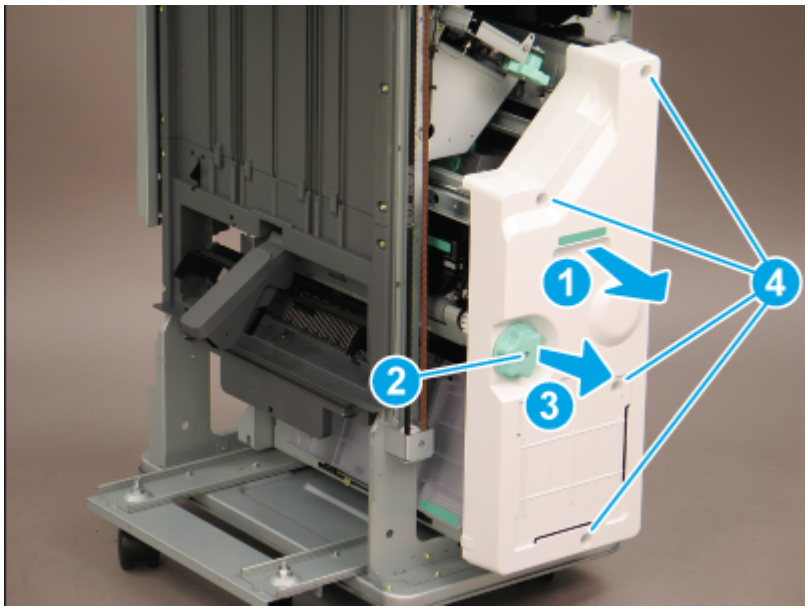
1. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).

c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2833 Remove the cover

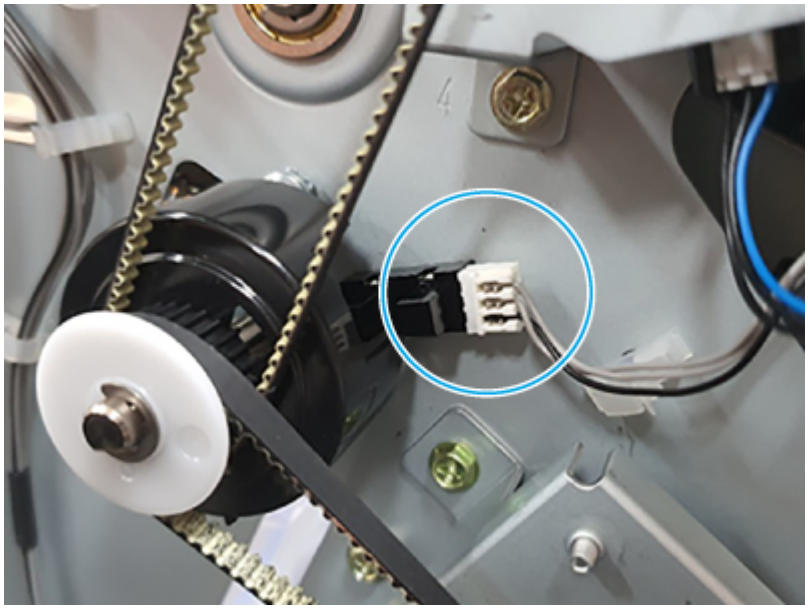


2. Remove the booklet finisher booklet paddle home sensor

Use the following procedure to remove and replace the booklet finisher paddle home sensor.

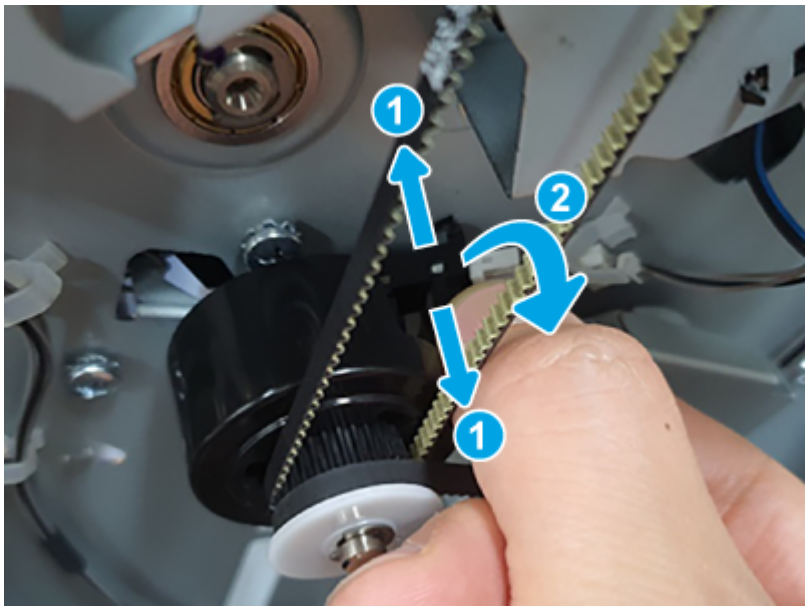
1. Disconnect one connector.

Figure 5-2834 Disconnect one connector



2. Release two tabs (callout 1), and then remove the booklet paddle home sensor (callout 2).

Figure 5-2835 Remove the sensor



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Booklet paddle motor assembly

Learn about removing and replacing the booklet finisher paddle motor assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-292 Part information

Part number	Part description
JC90-01430A	Booklet paddle motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.

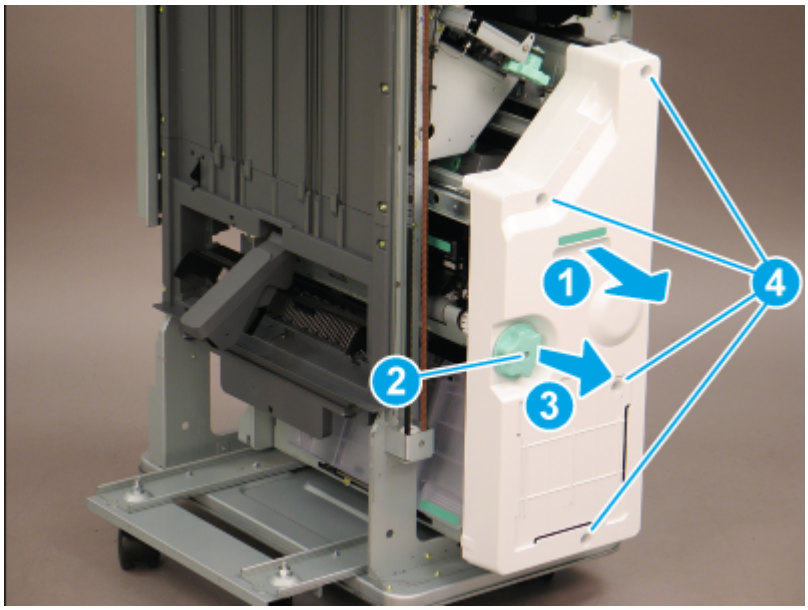
2. Do the following:

   a. Slide the booklet finisher slightly away from the finisher (callout 1).

   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).

   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2836 **Remove the cover**



2. Remove the booklet finisher booklet paddle motor assembly

Use the following procedure to remove and replace the booklet finisher paddle motor assembly.

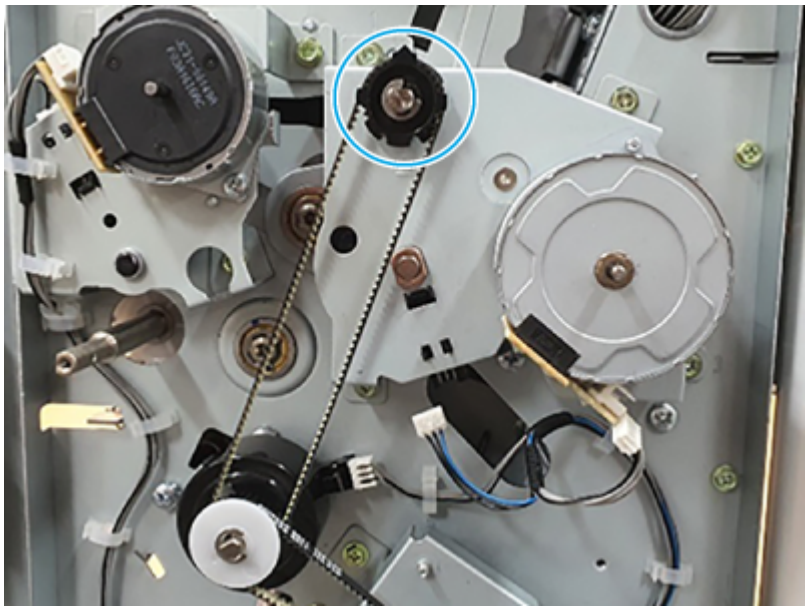
1. Disconnect two connectors.

Figure 5-2837 **Disconnect two connectors**



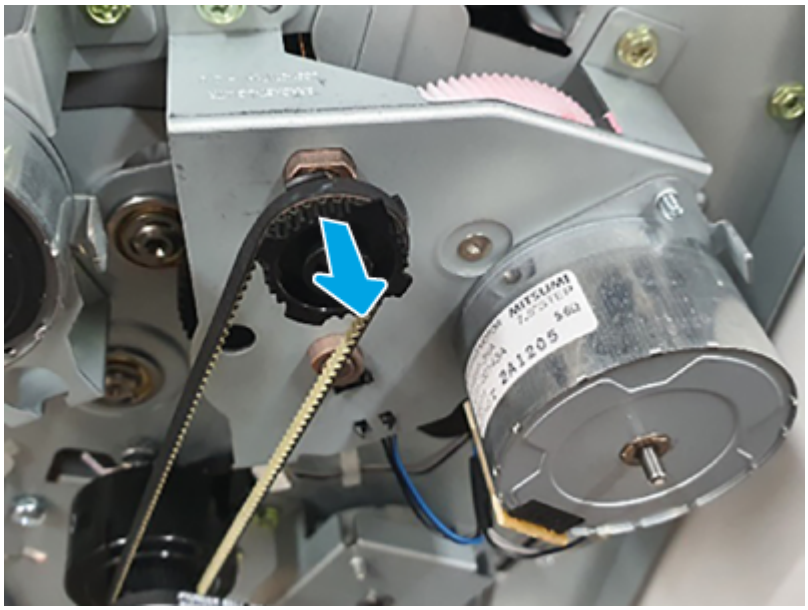
2. Use a pair of tweezers to remove one e-ring.

Figure 5-2838 Remove the e-ring



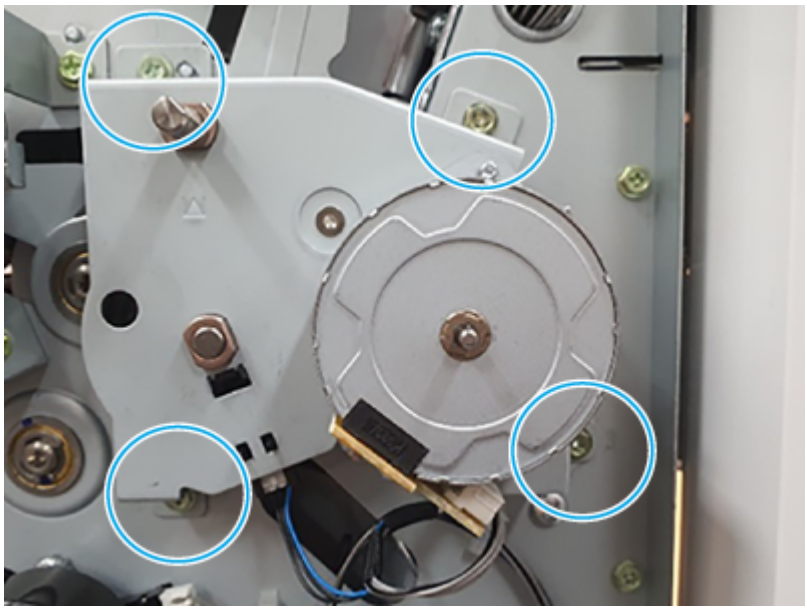
3. Remove the belt and gear.

Figure 5-2839 Remove the belt and gear



4. Remove four screws, and then remove the booklet paddle motor assembly.

Figure 5-2840 **Remove the assembly**



3. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Booklet paddle motor

Learn about removing and replacing the booklet finisher paddle motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-293 Part information

Part number	Part description
JC93-01001A	Drive-motor step (Booklet paddle motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.

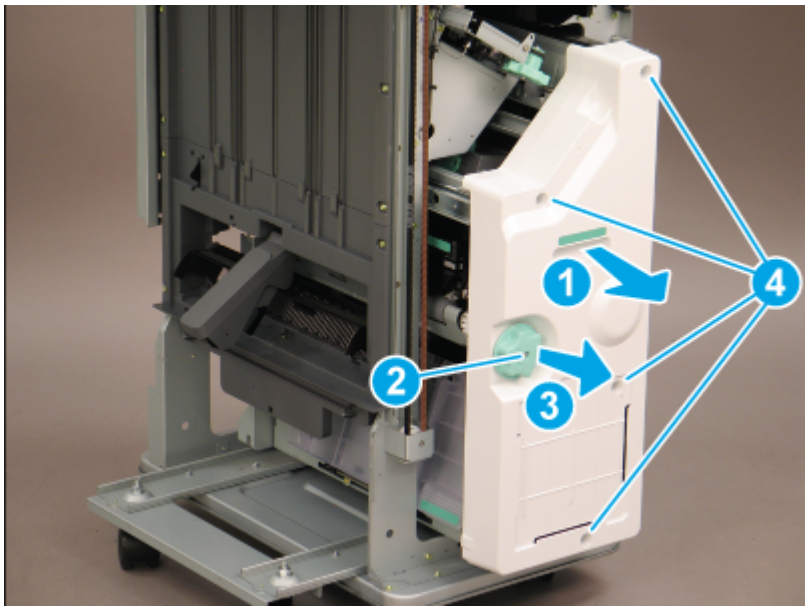
2. Do the following:

   a. Slide the booklet finisher slightly away from the finisher (callout 1).

   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).

   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2841 **Remove the cover**



2. Remove the booklet finisher booklet paddle motor assembly

Use the following procedure to remove and replace the booklet finisher paddle motor assembly.

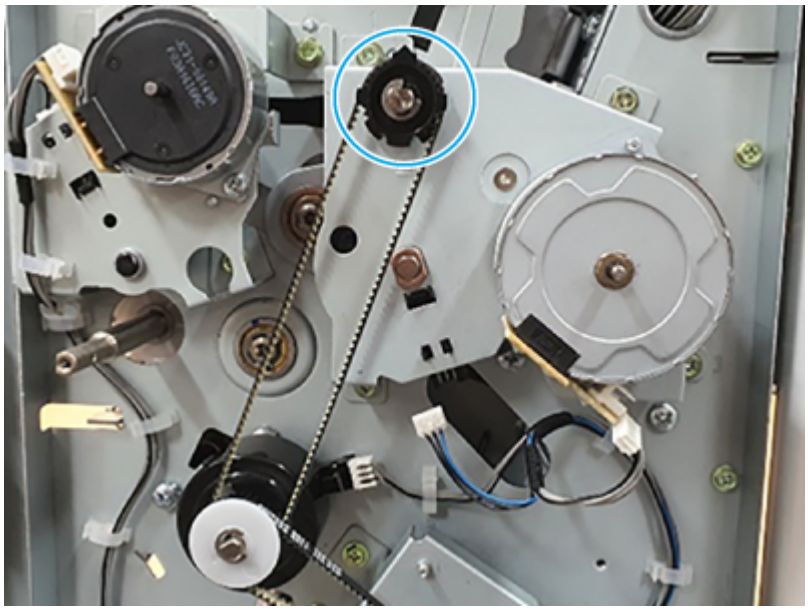
1. Disconnect two connectors.

Figure 5-2842 **Disconnect two connectors**



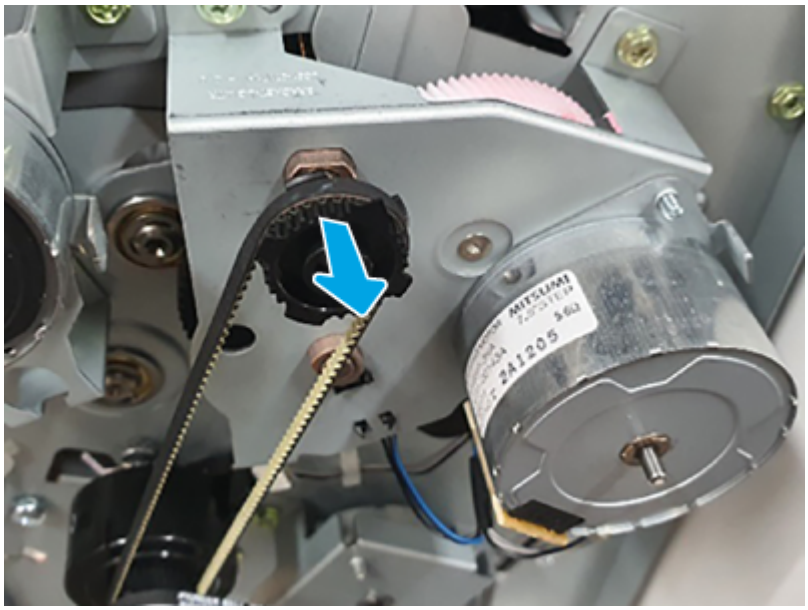
2. Use a pair of tweezers to remove one e-ring.

Figure 5-2843 Remove the e-ring



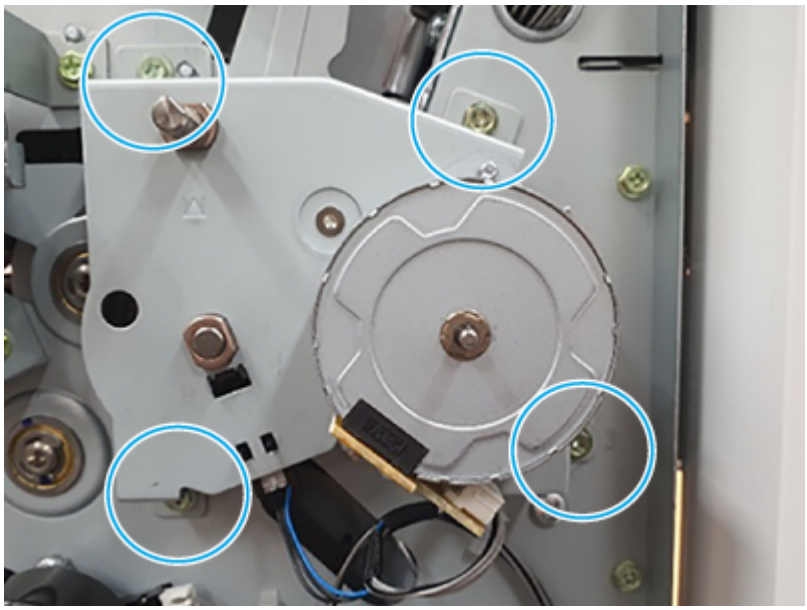
3. Remove the belt and gear.

Figure 5-2844 Remove the belt and gear



4. Remove four screws, and then remove the booklet paddle motor assembly.

Figure 5-2845 Remove the assembly

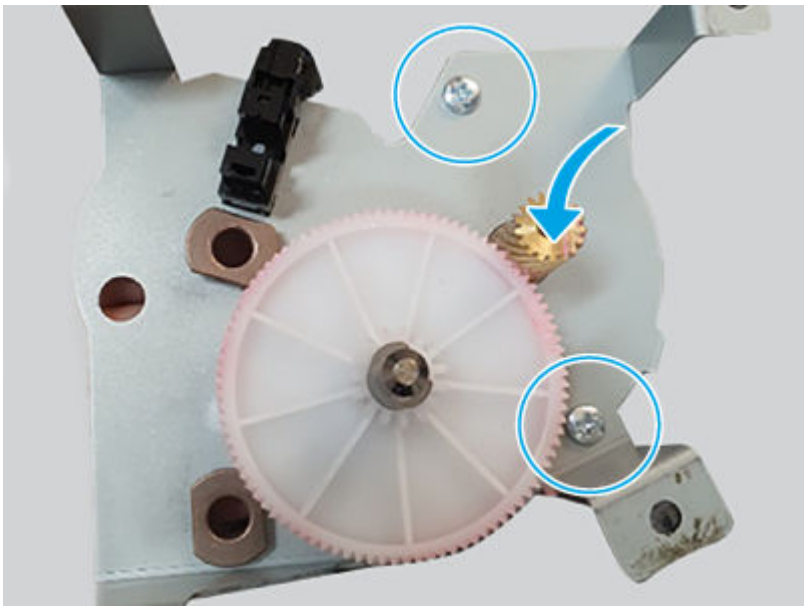


3. Remove the booklet finisher booklet paddle motor

Use the following procedure to remove and replace the booklet finisher paddle motor.

- Remove two screws, and then remove the booklet paddle motor.

Figure 5-2846 Remove the motor



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Booklet end fence unit

Review the booklet finisher booklet end fence unit removal procedures.

Removal and replacement: Booklet end fence home sensor

Learn about removing and replacing the booklet finisher end fence home sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 15 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-294 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Booklet end fence home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

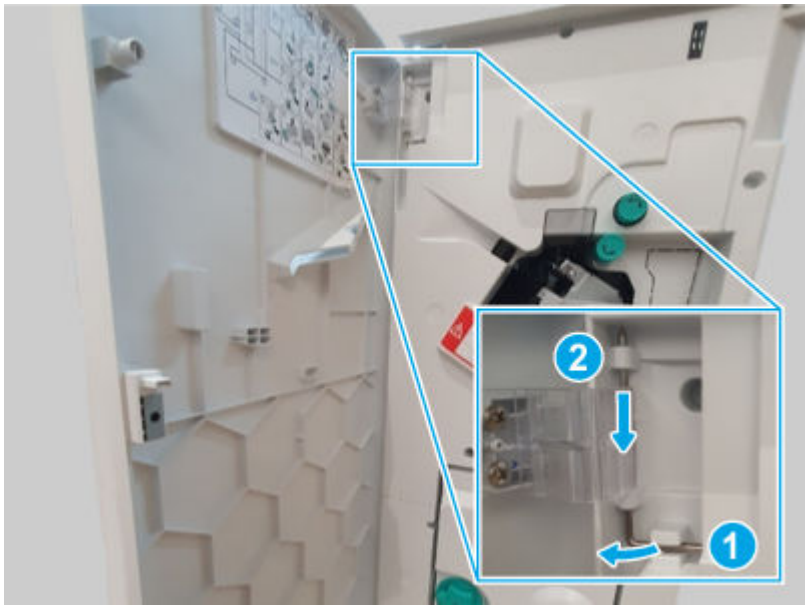
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

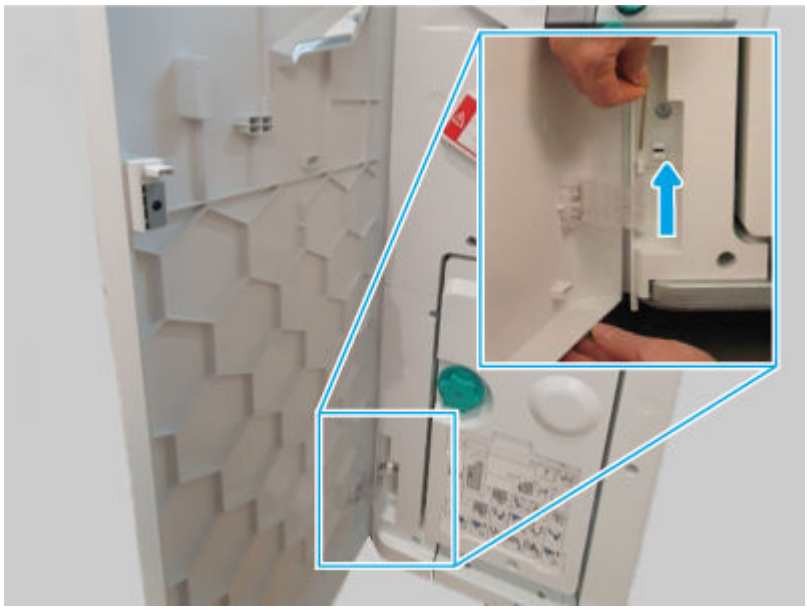
1. Release, and then remove the upper hinge pin.

Figure 5-2847 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2848 **Remove the door**

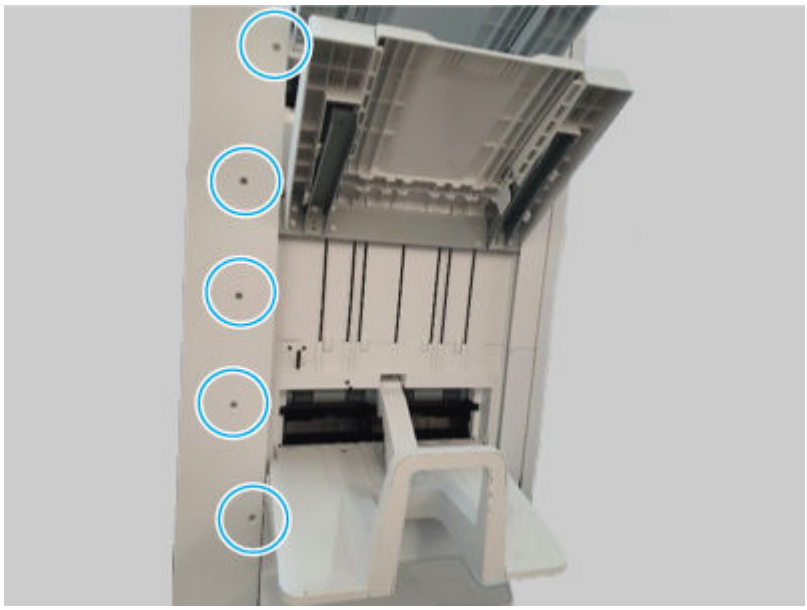


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

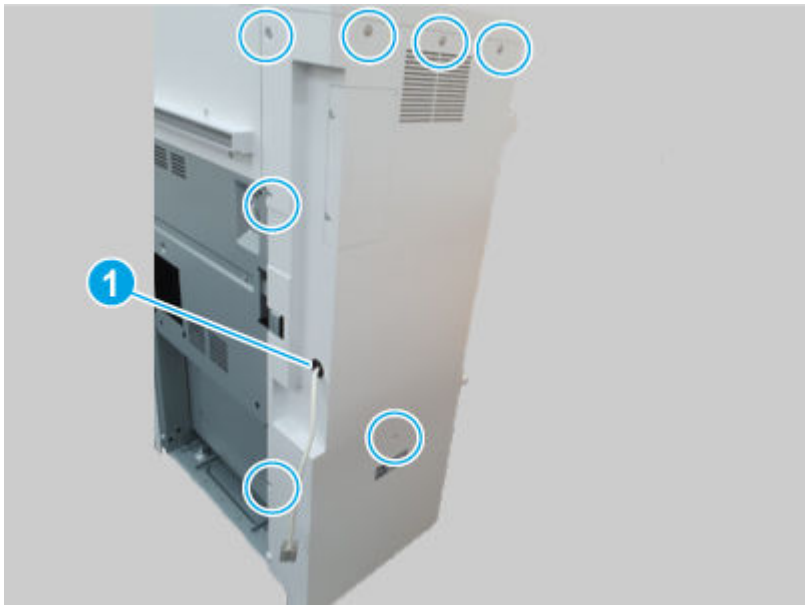
Figure 5-2849 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2850 Remove the cover

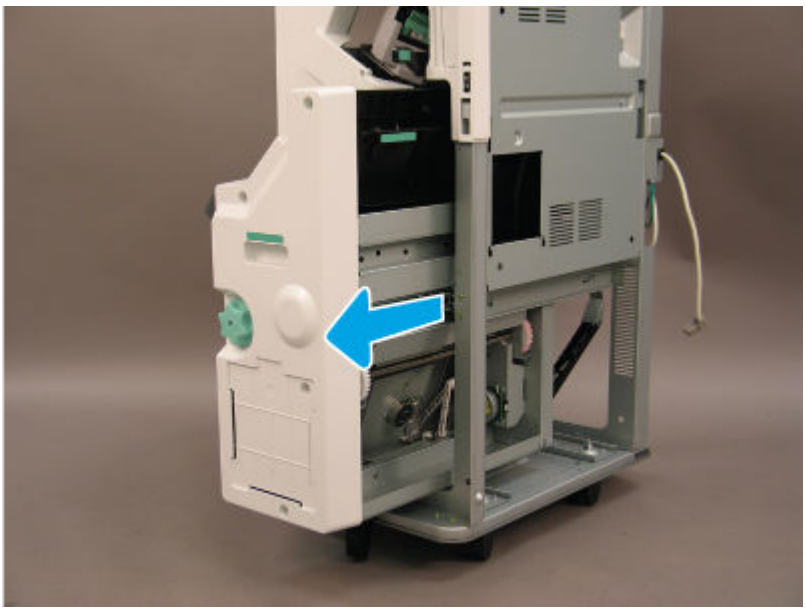


3. Remove the booklet finisher booklet maker

Use the following procedure to remove and replace the booklet finisher booklet maker.

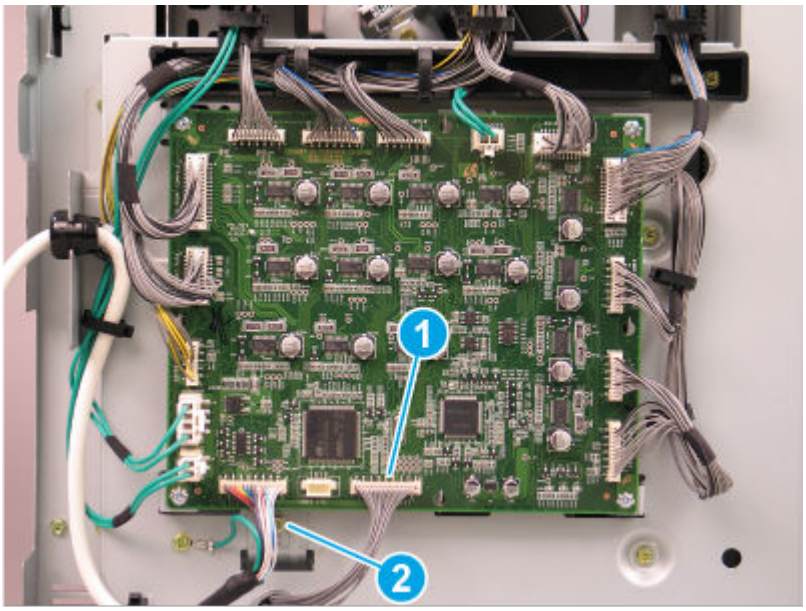
1. Slide the booklet maker out of the finisher.

Figure 5-2851 Slide the booklet maker out



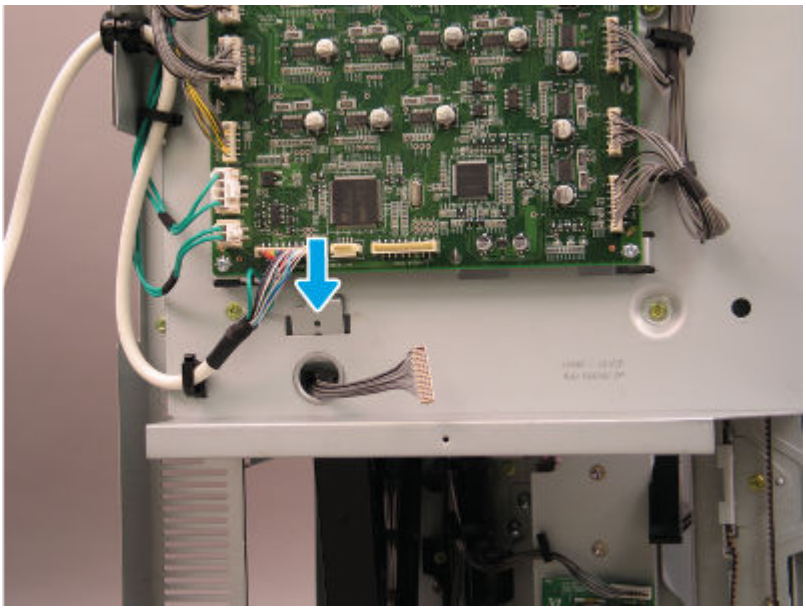
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-2852 Disconnect connector and remove the screw



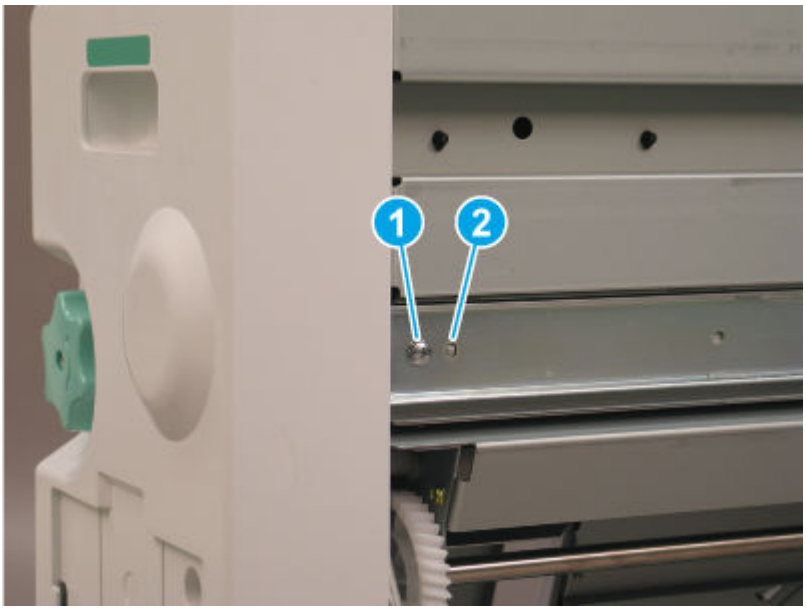
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-2853 Disconnect connector and remove the screw



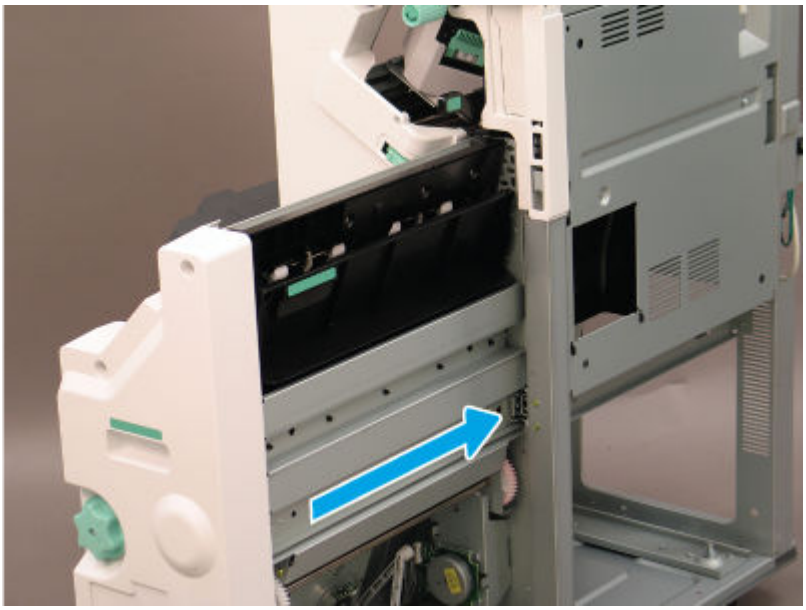
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-2854 **Release the alignment pin**



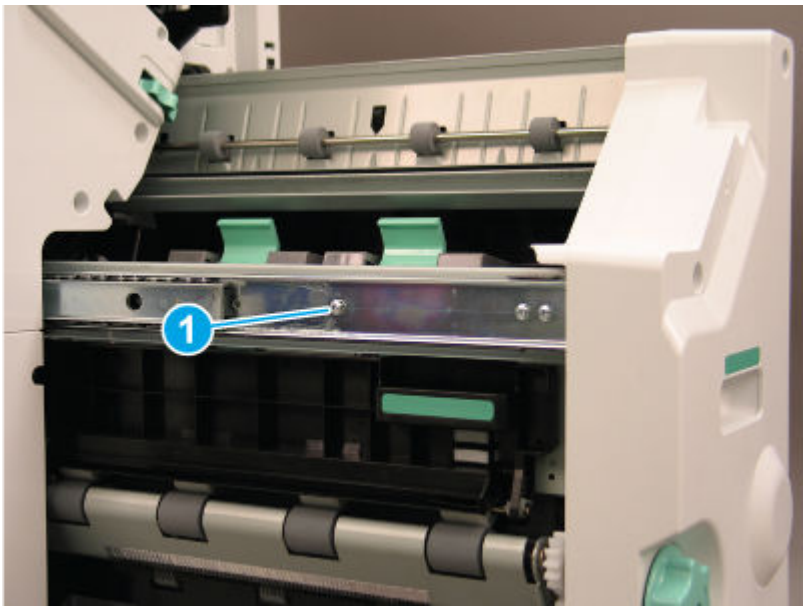
5. Slide the right rail toward the finisher.

Figure 5-2855 **Slide the rail in**



6. Remove one screw (callout 1) on the left side of the booklet maker.

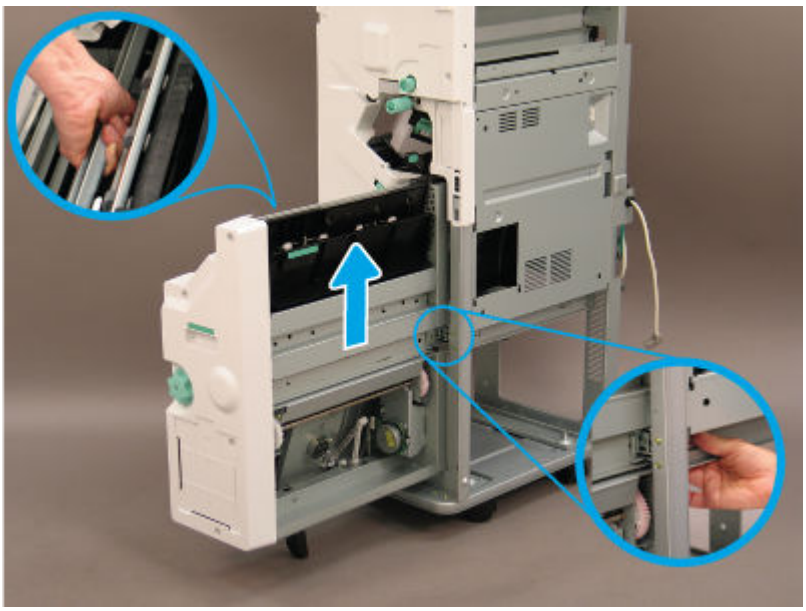
Figure 5-2856 Remove one screw



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-2857 Remove the booklet maker



4. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.

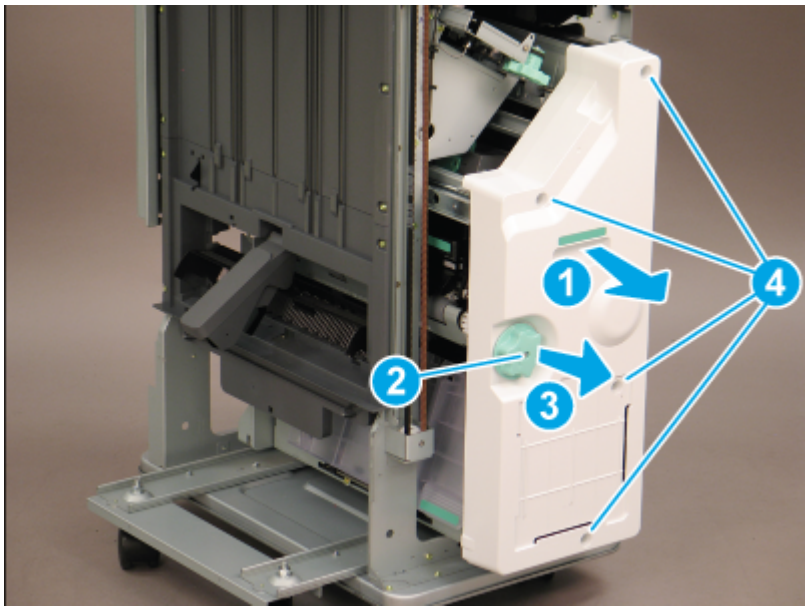
2. Do the following:

   a. Slide the booklet finisher slightly away from the finisher (callout 1).

   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).

   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2858 **Remove the cover**

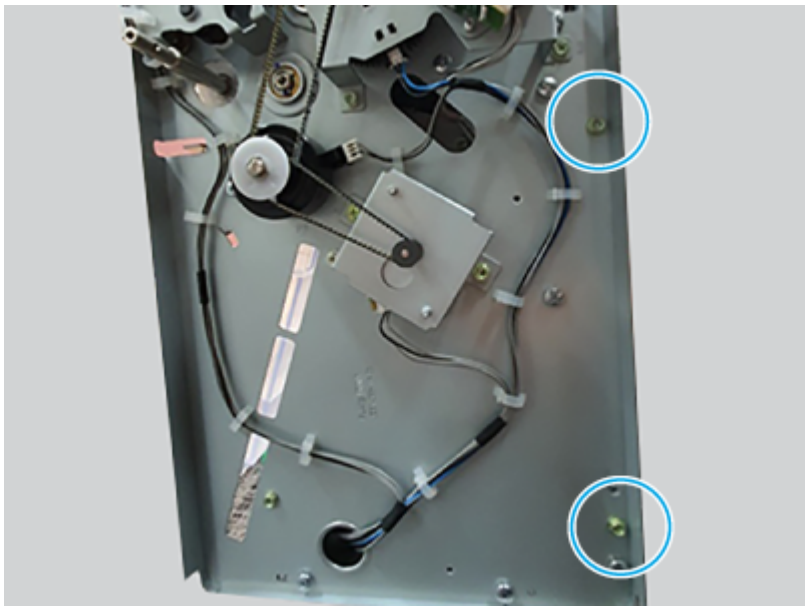


5. Remove the booklet finisher booklet end fence home sensor

Use the following procedure to remove and replace the booklet finisher end fence home sensor.

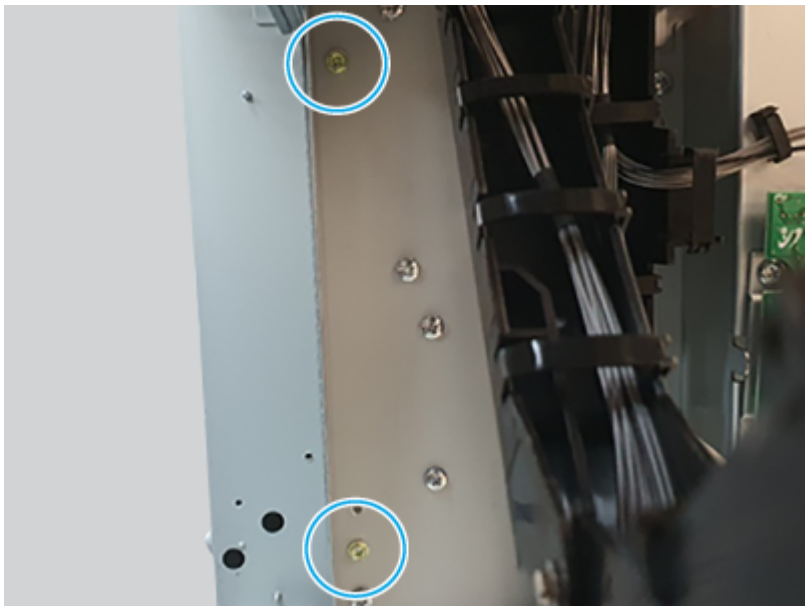
1. Remove two screws.

Figure 5-2859 **Remove two screws**



2. Remove two screws, and then remove the shield-r lower.

Figure 5-2860 **Remove the shield**



3. Move the upper jam guide out of the way.

Figure 5-2861 **Move the guide**



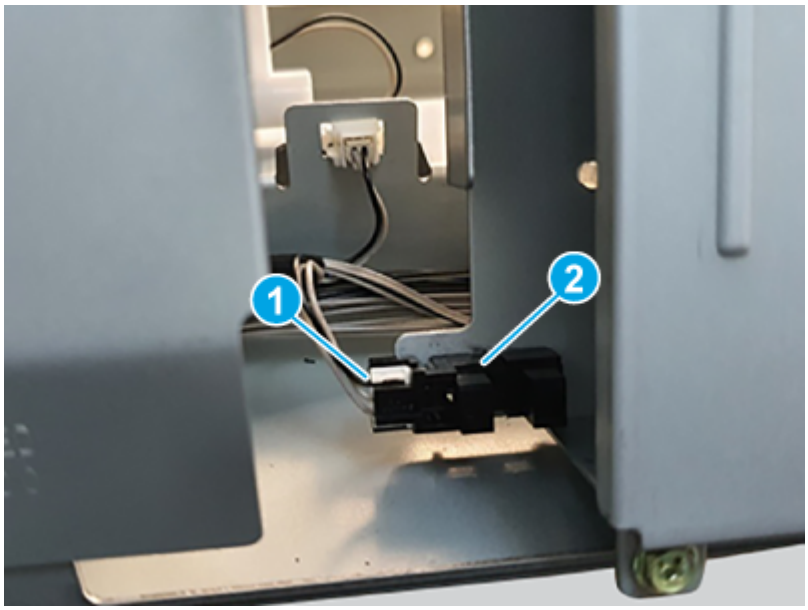
4. Lift up the booklet end fence.

Figure 5-2862 **Lift the fence**



5. Disconnect one connector (callout 1), and then remove the booklet end fence home sensor (callout 2).

Figure 5-2863 **Remove the sensor**



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

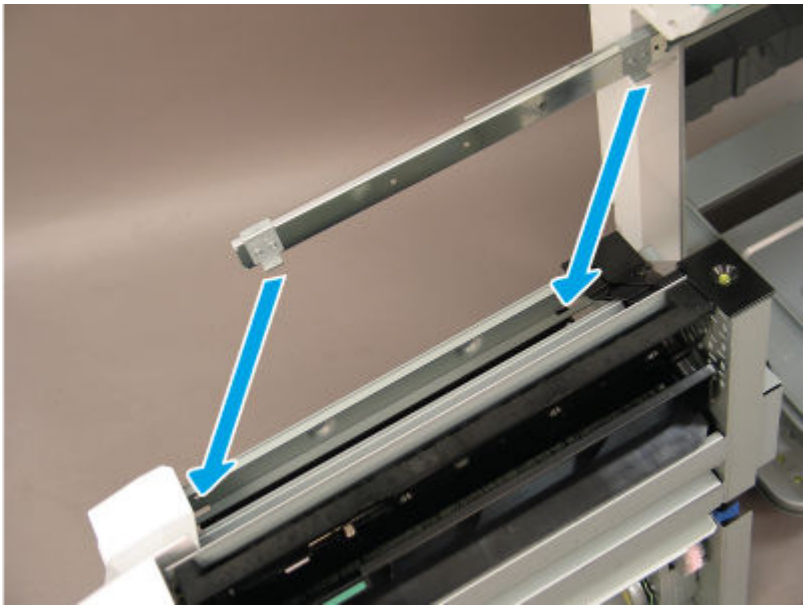
7. Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

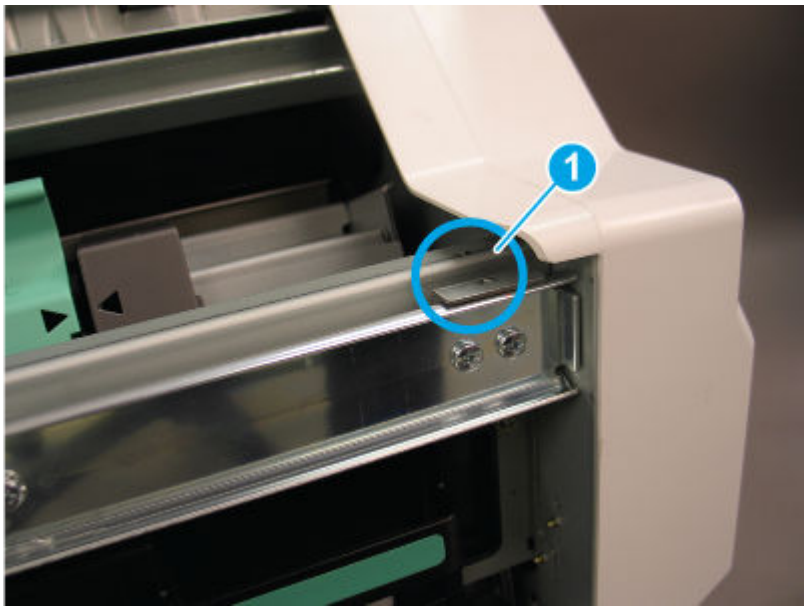
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-2864 Position the hooks on the rail



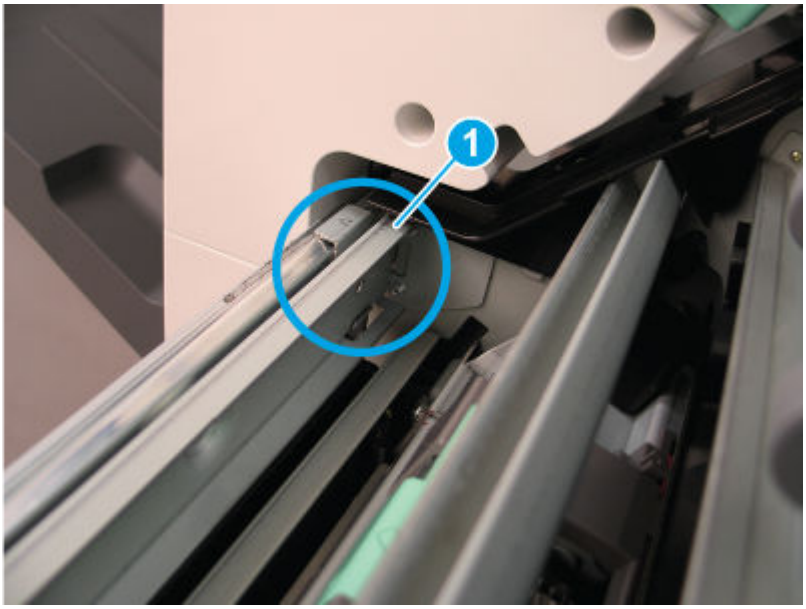
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-2865 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

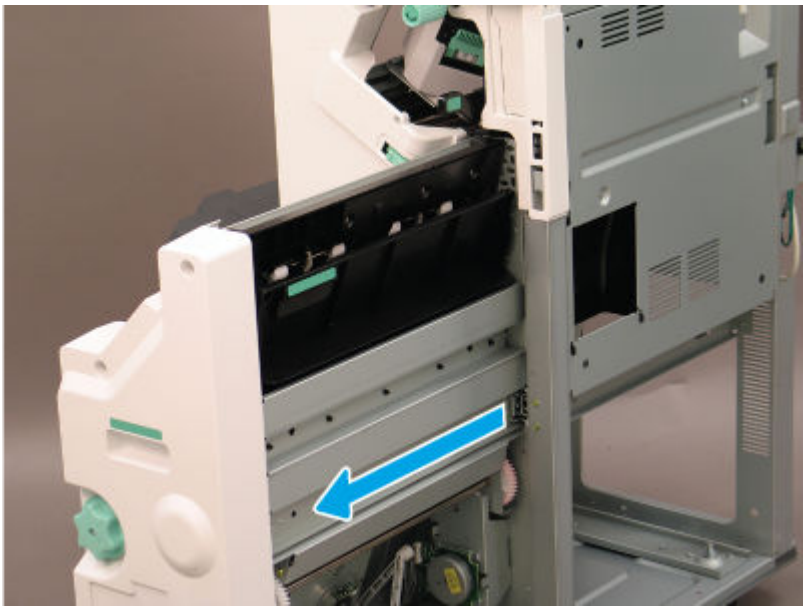
Figure 5-2866 **Check rail alignment (2 of 2)**



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-2867 **Attach the rail**



Removal and replacement: Booklet end fence motor

Learn about removing and replacing the booklet finisher end fence motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 25 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-295 Part information

Part number	Part description
JC93-01155A	Drive-motor step (Booklet end fence motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

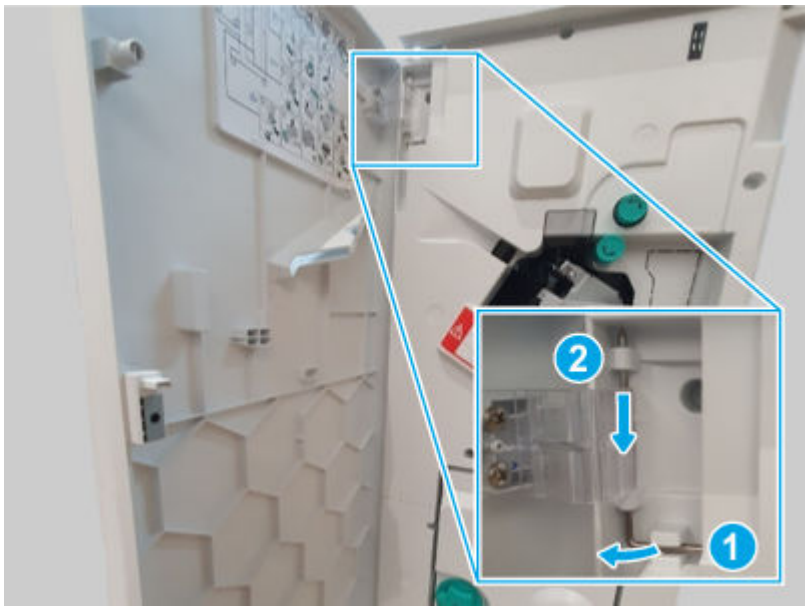
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

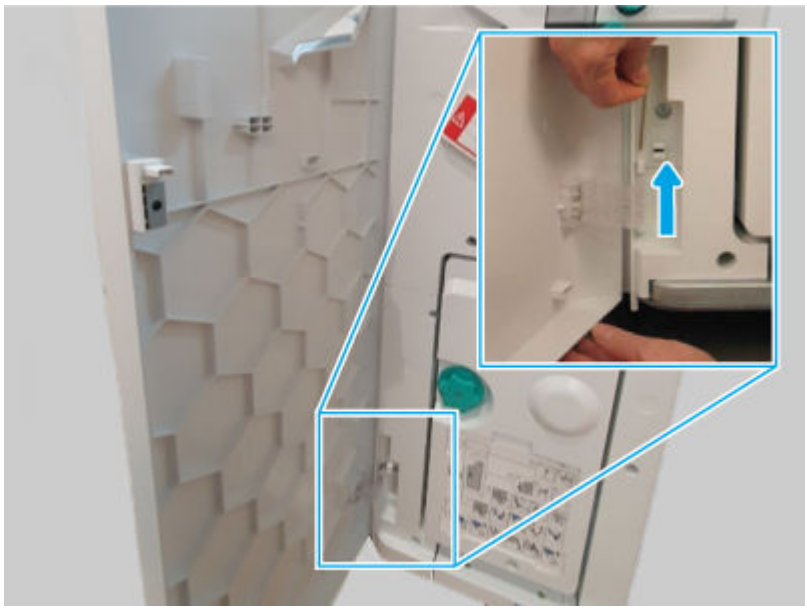
1. Release, and then remove the upper hinge pin.

Figure 5-2868 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2869 **Remove the door**

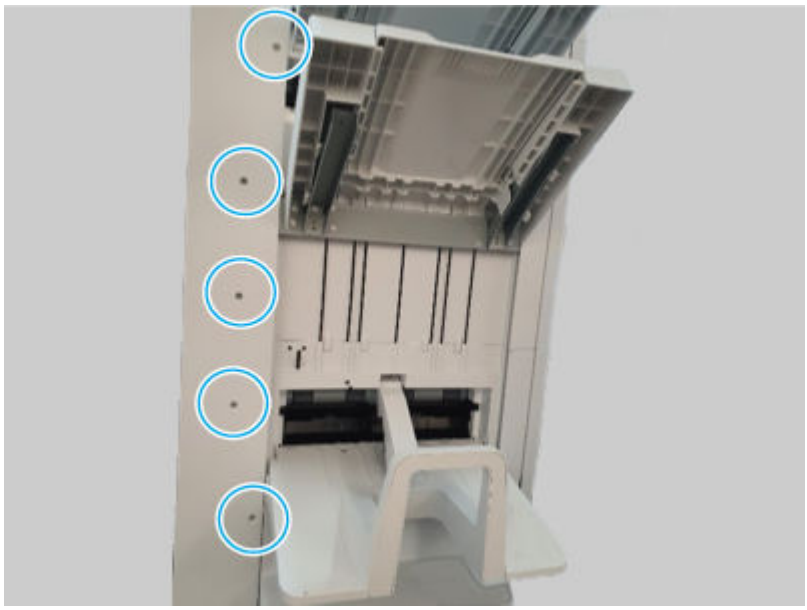


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

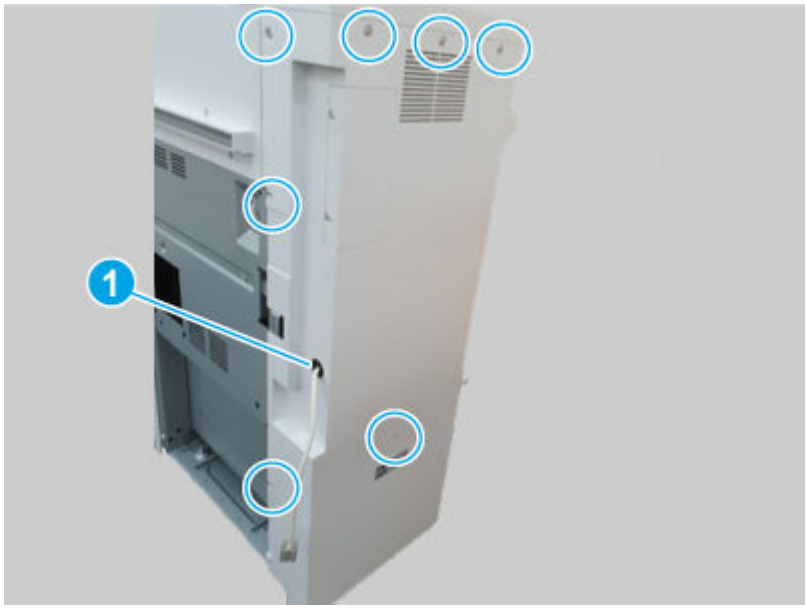
Figure 5-2870 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2871 **Remove the cover**



3. Remove the booklet finisher booklet maker

Use the following procedure to remove and replace the booklet finisher booklet maker.

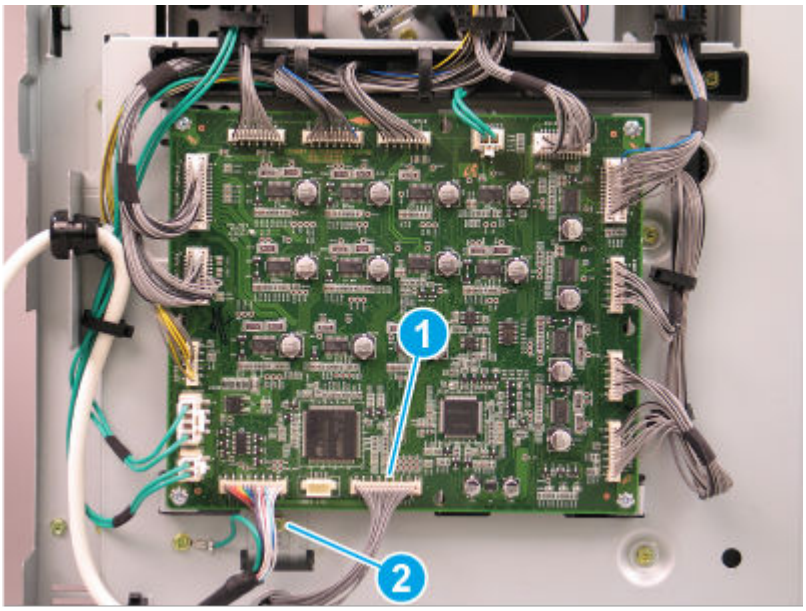
1. Slide the booklet maker out of the finisher.

Figure 5-2872 **Slide the booklet maker out**



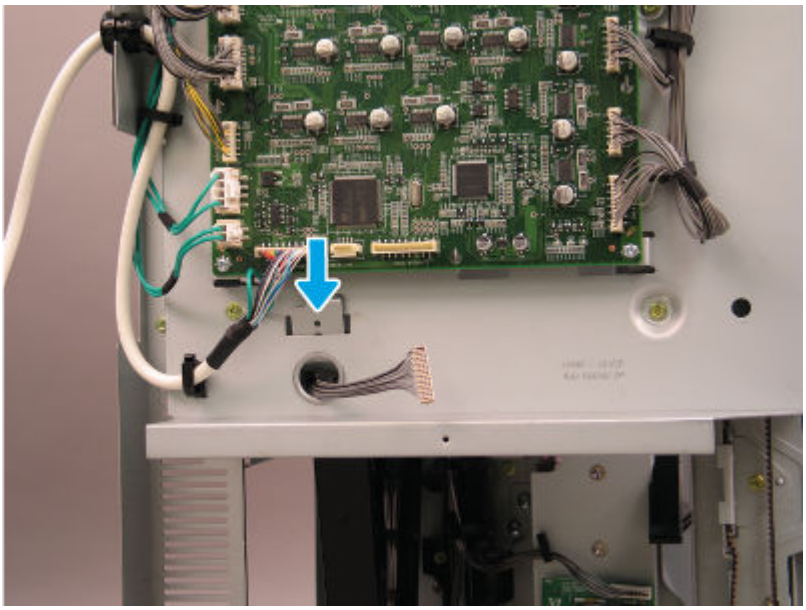
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-2873 **Disconnect connector and remove the screw**



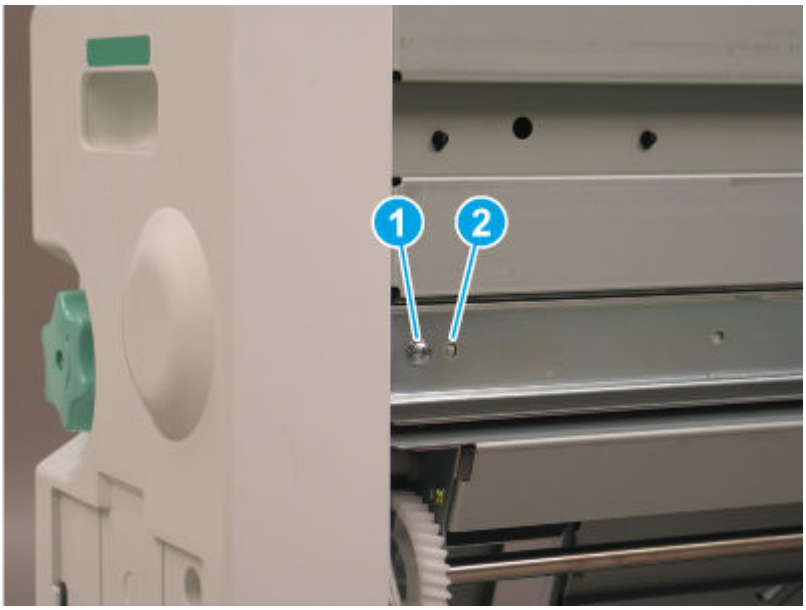
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-2874 Disconnect connector and remove the screw



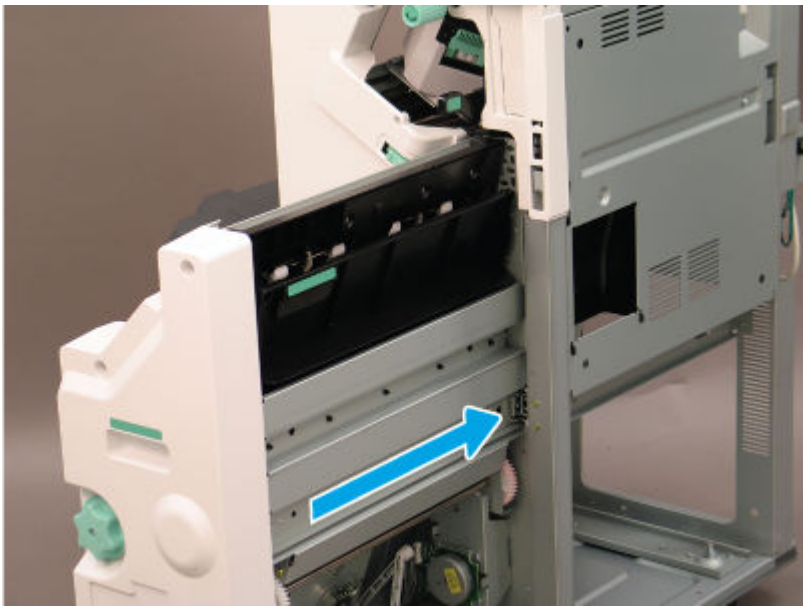
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-2875 Release the alignment pin



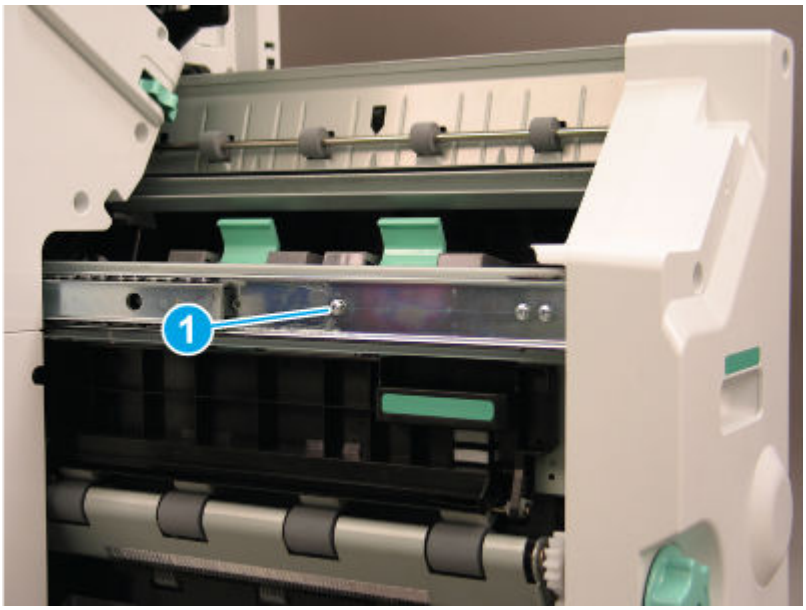
5. Slide the right rail toward the finisher.

Figure 5-2876 **Slide the rail in**



6. Remove one screw (callout 1) on the left side of the booklet maker.

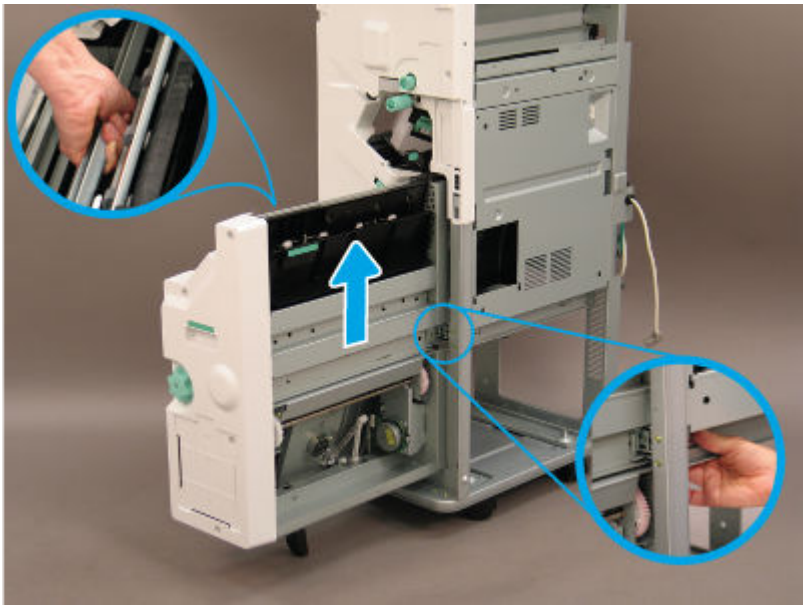
Figure 5-2877 **Remove one screw**



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-2878 Remove the booklet maker

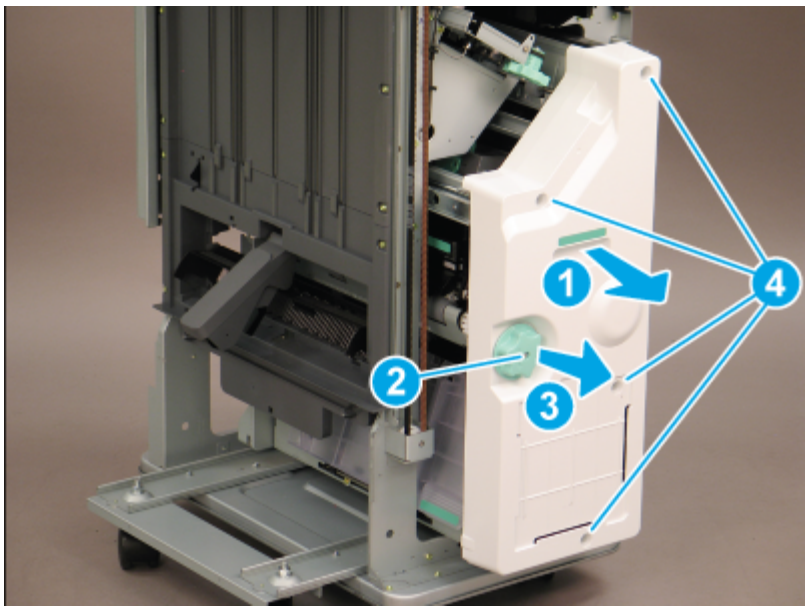


4. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2879 Remove the cover

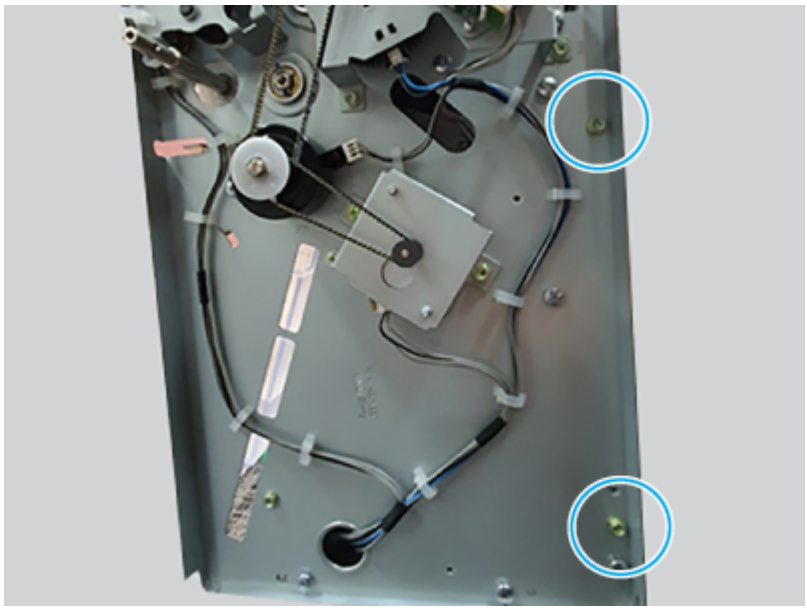


5. Remove the booklet finisher booklet end fence motor

Use the following procedure to remove and replace the booklet finisher end fence motor.

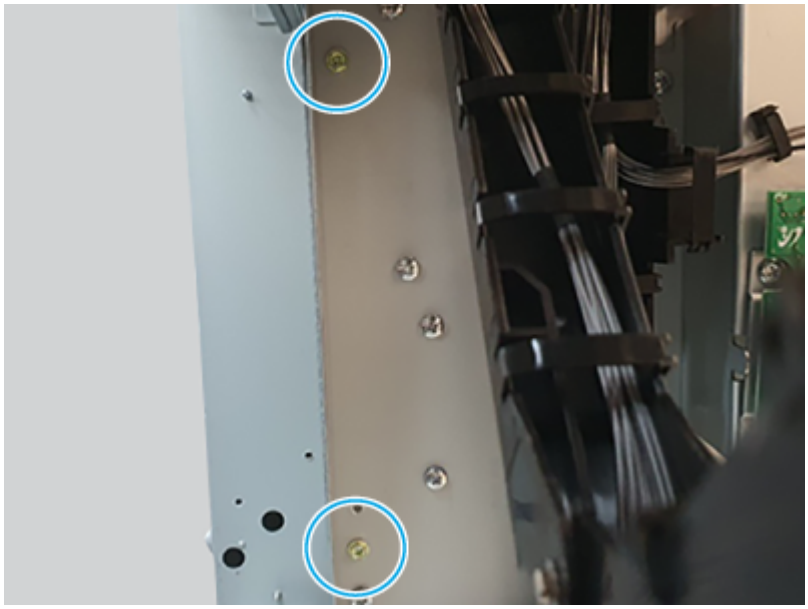
1. Remove two screws.

Figure 5-2880 **Remove two screws**



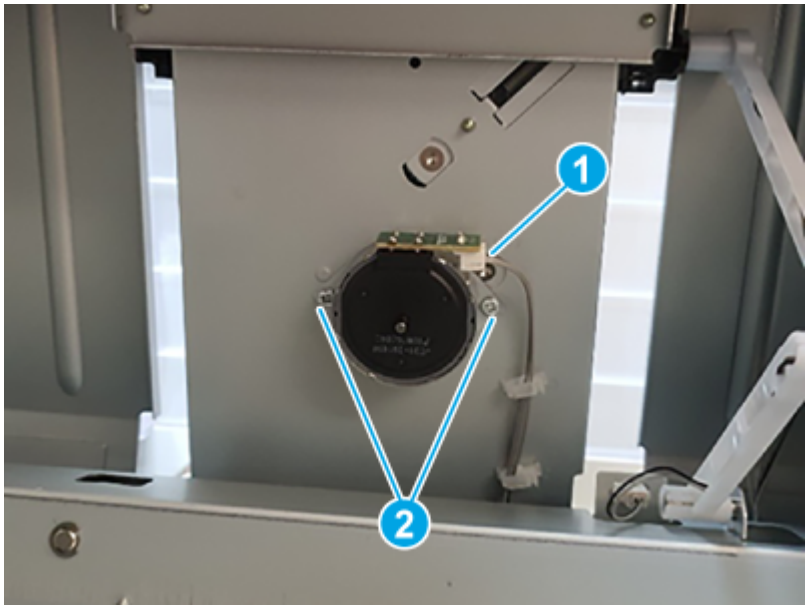
2. Remove two screws, and then remove the shield-r lower.

Figure 5-2881 **Remove the shield**



3. Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the booklet end fence motor.

Figure 5-2882 Remove the motor



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

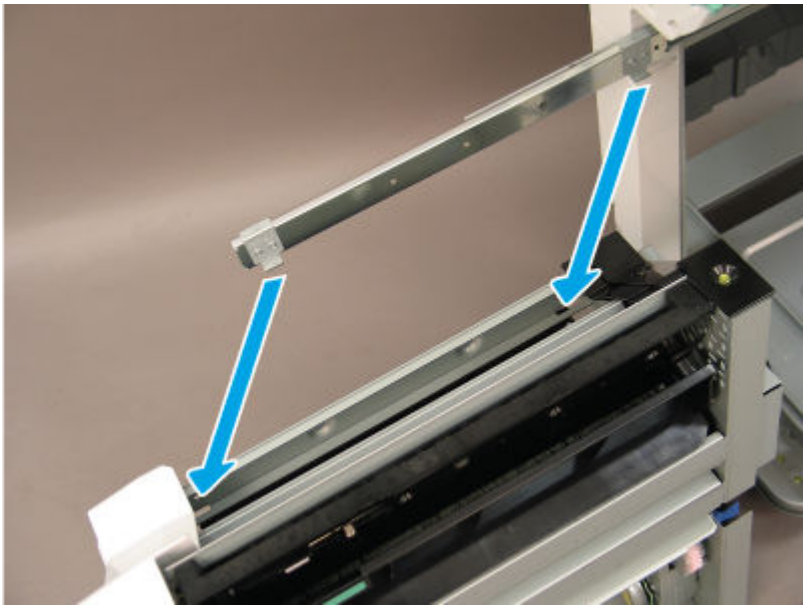
7. Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

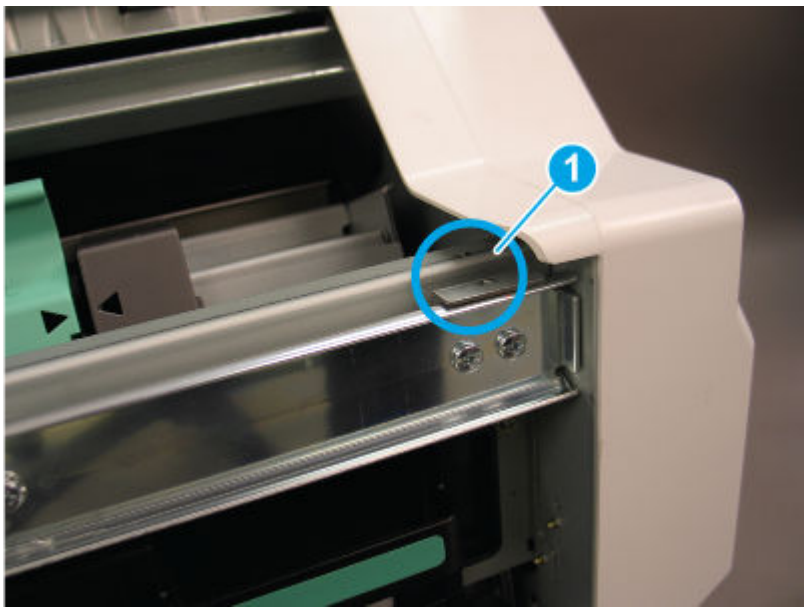
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-2883 **Position the hooks on the rail**



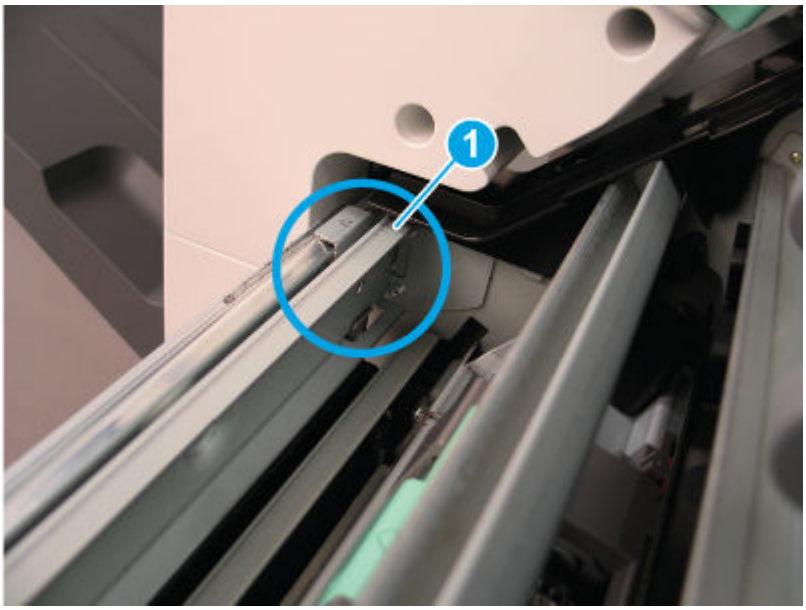
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-2884 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

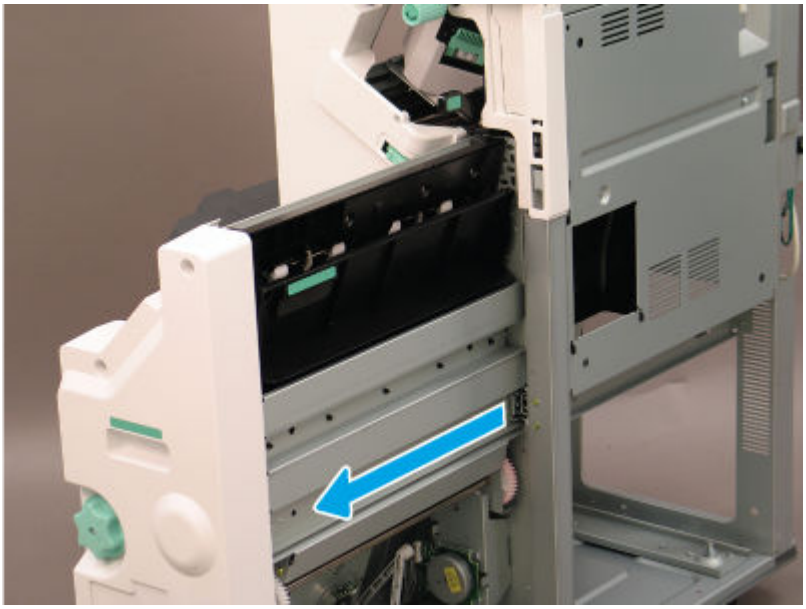
Figure 5-2885 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-2886 Attach the rail



Booklet presser unit

Review the booklet finisher booklet presser unit removal procedures.

Removal and replacement: Booklet presser home sensor

Learn about removing and replacing the booklet finisher presser home sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 25 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-296 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Booklet presser home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip

- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

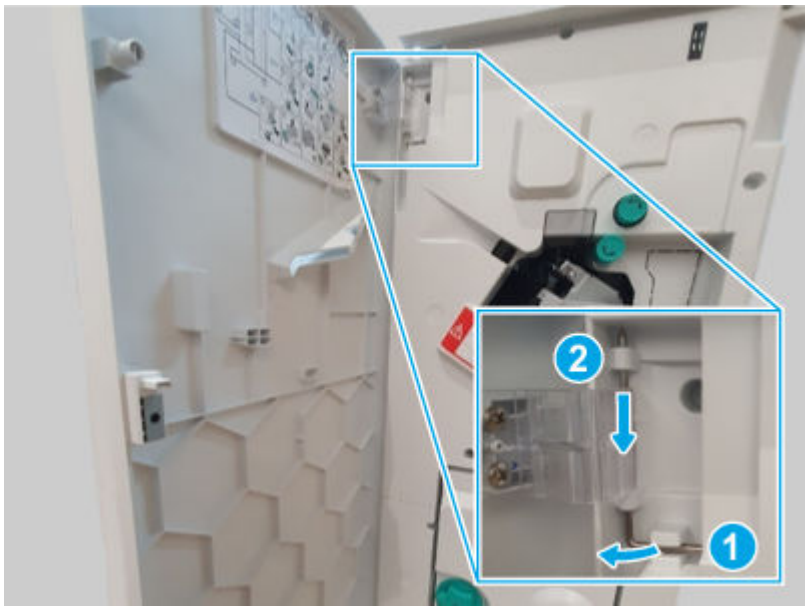
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

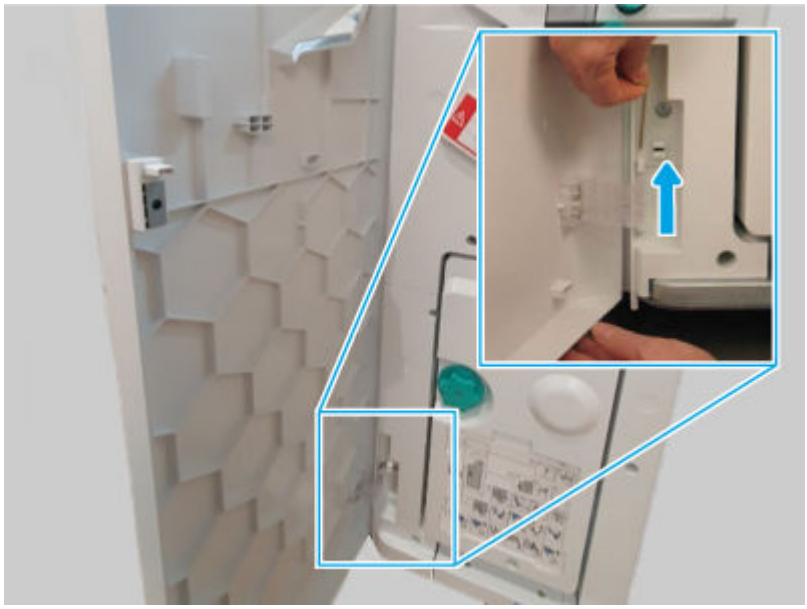
1. Release, and then remove the upper hinge pin.

Figure 5-2887 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2888 **Remove the door**

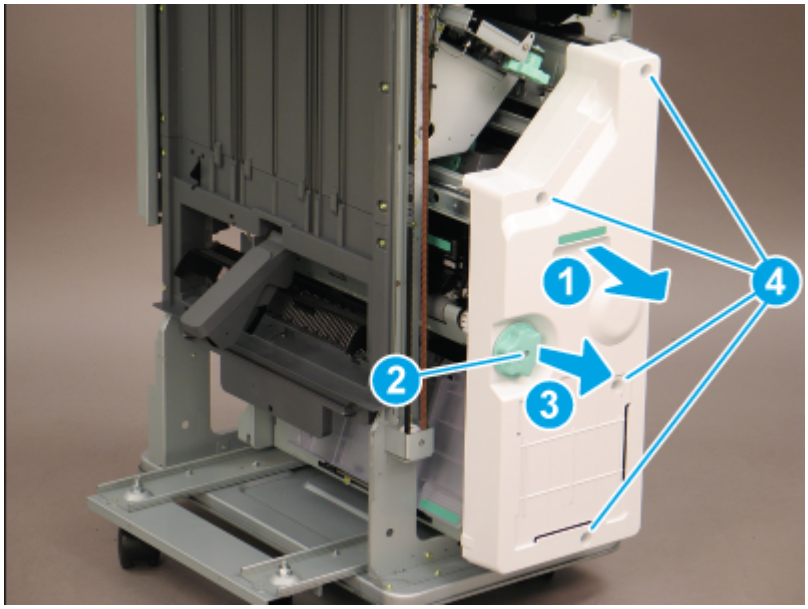


2. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2889 Remove the cover

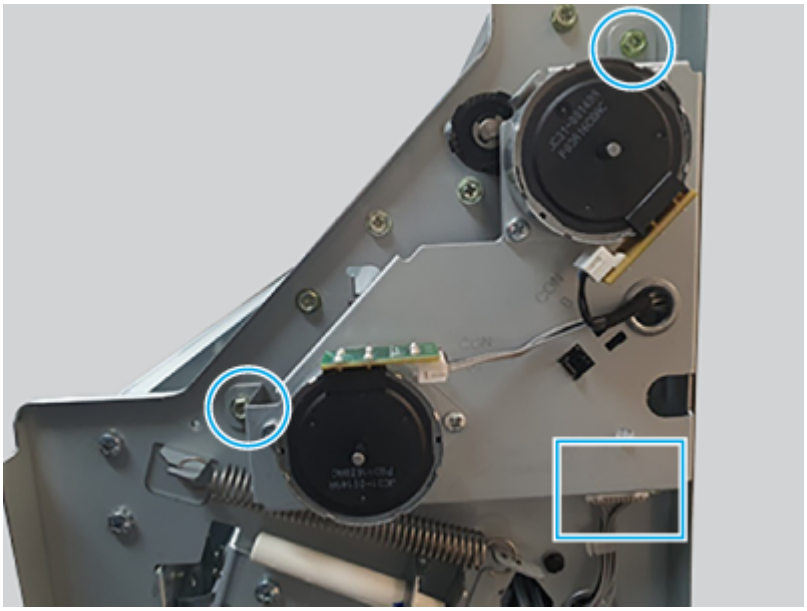


3. Remove the booklet finisher booklet entrance-presser motor assembly

Use the following procedure to remove and replace the booklet finisher entrance-presser motor assembly.

- Disconnect one connector, remove two screws, and then remove the booklet entrance-presser motor assembly.

Figure 5-2890 Remove the assembly

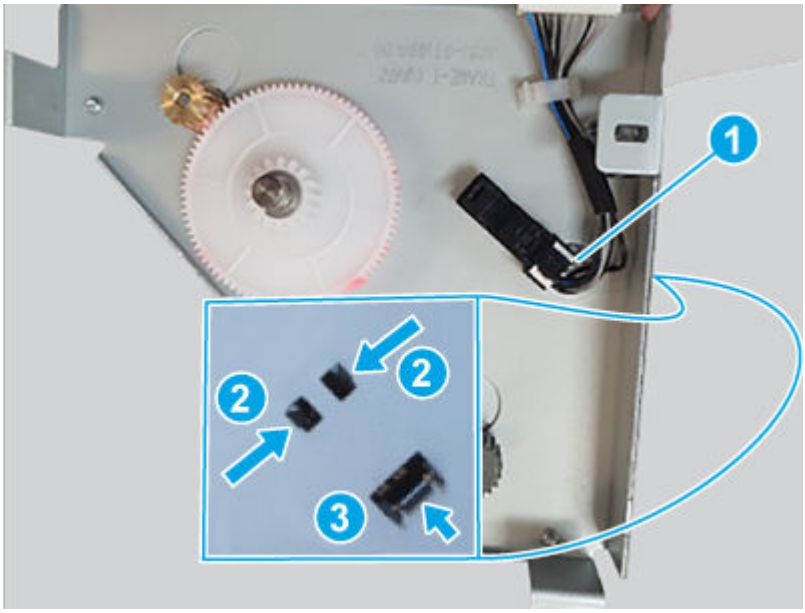


4. Remove the booklet finisher booklet presser home sensor

Use the following procedure to remove and replace the booklet finisher presser home sensor.

- Do the following:
  - Disconnect one connector (callout 1).
  - Release the hooks (callout 2).
  - Slide the sensor assembly as shown below (callout 3).
  - Remove the booklet presser home sensor from the bracket.

Figure 5-2891 Remove the sensor



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not

available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Booklet tamper

Learn about removing and replacing the booklet finisher tamper.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-297 Part information

Part number	Part description
JC90-01431A	Booklet tamper

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.

- Use the power switch to turn the power on.

Post service test

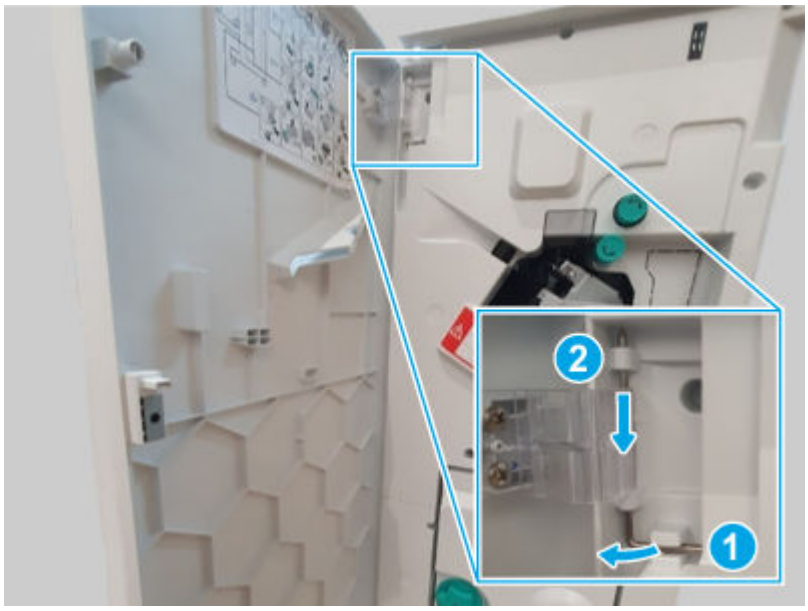
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

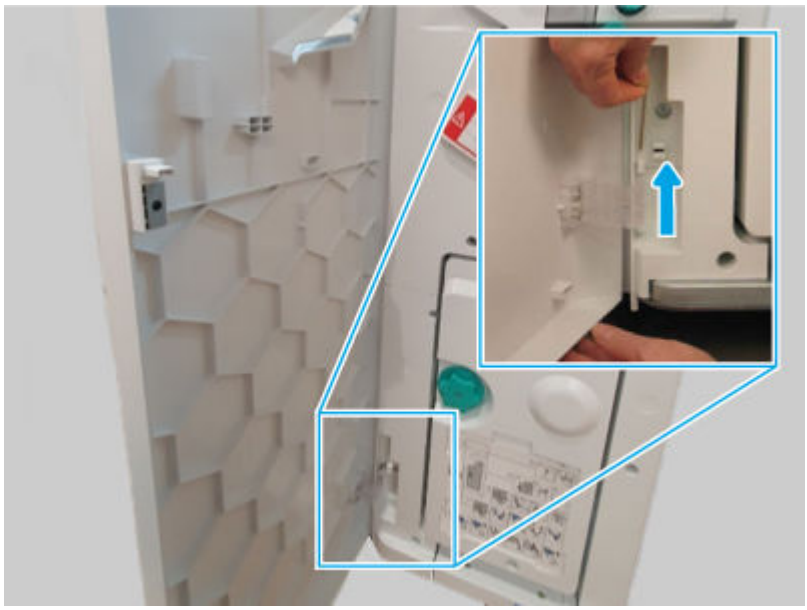
1. Release, and then remove the upper hinge pin.

Figure 5-2892 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2893 **Remove the door**

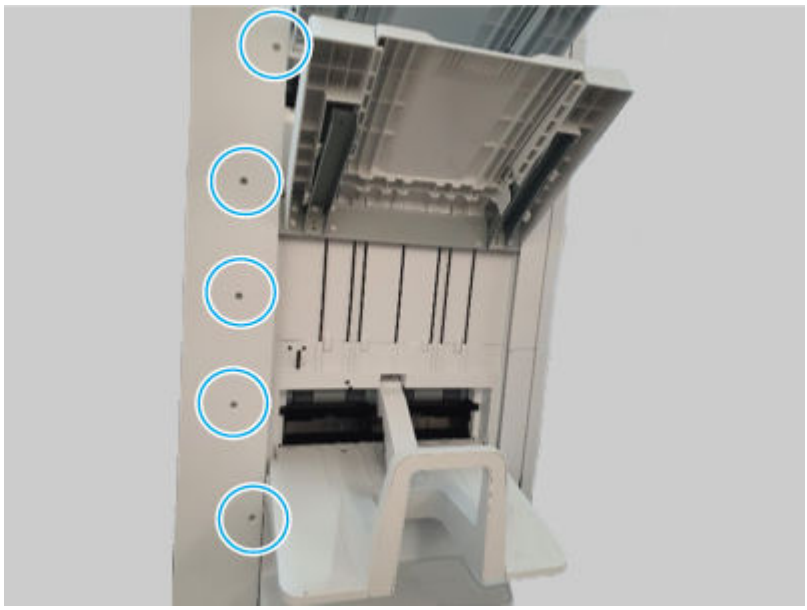


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

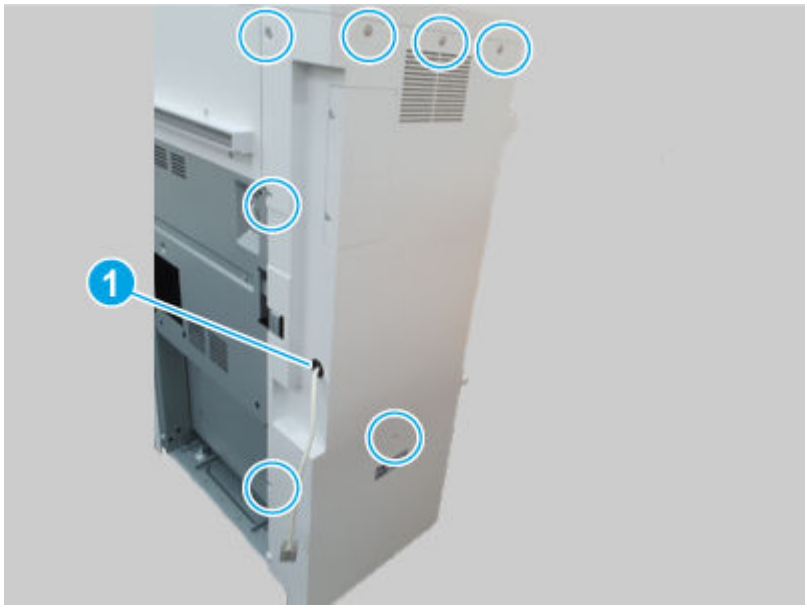
Figure 5-2894 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2895 **Remove the cover**



3. Remove the booklet finisher booklet maker

Use the following procedure to remove and replace the booklet finisher booklet maker.

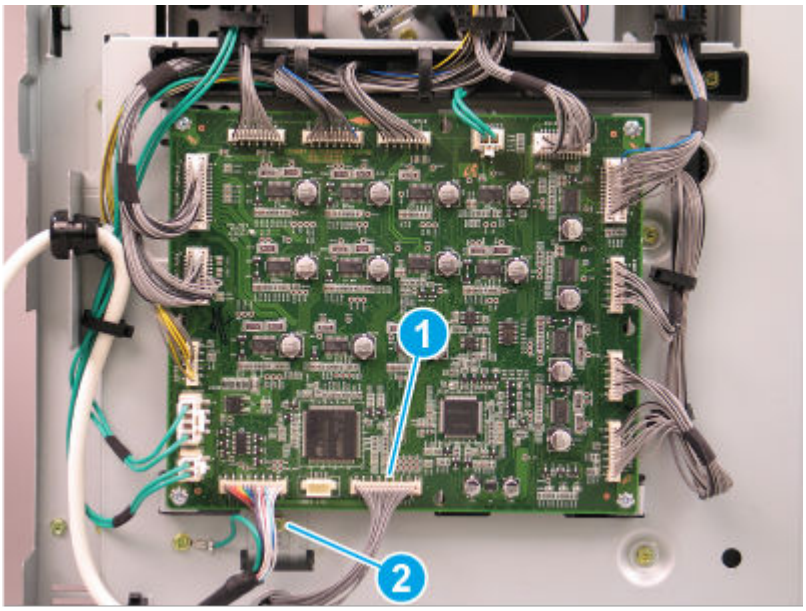
1. Slide the booklet maker out of the finisher.

Figure 5-2896 **Slide the booklet maker out**



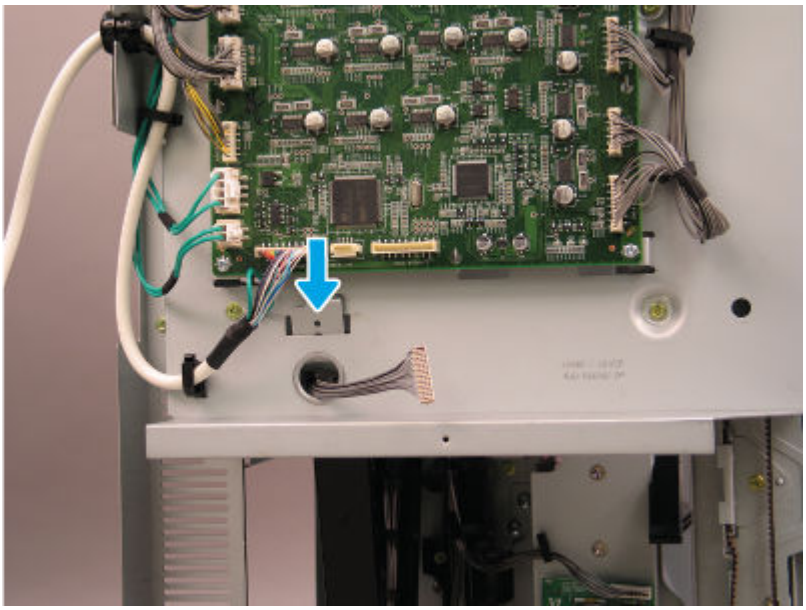
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-2897 **Disconnect connector and remove the screw**



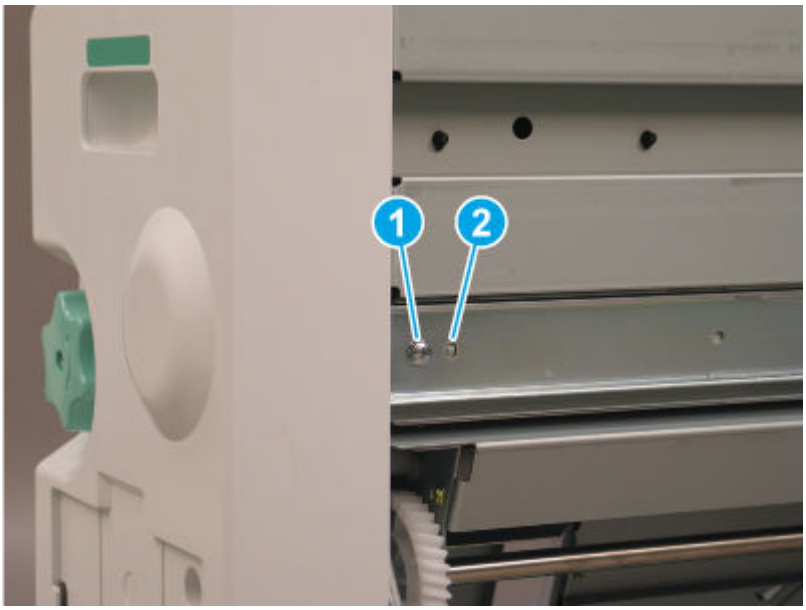
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-2898 Disconnect connector and remove the screw



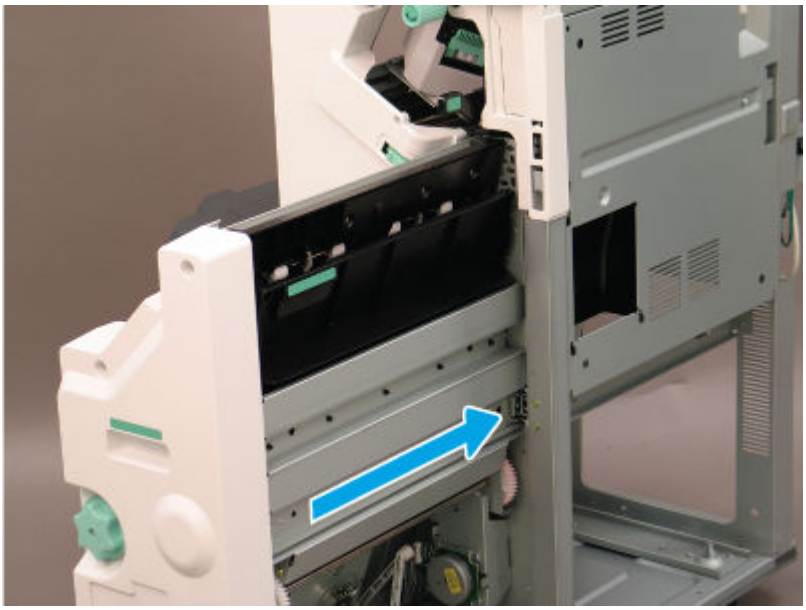
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-2899 Release the alignment pin



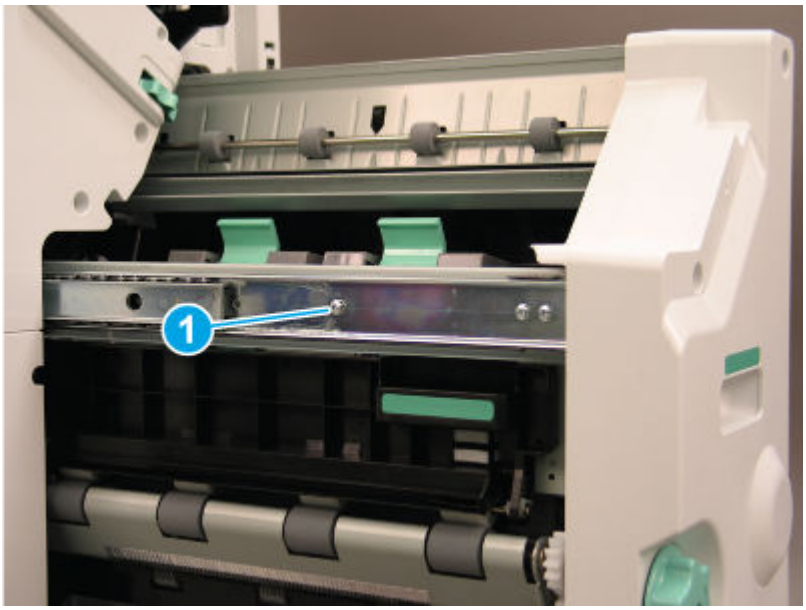
5. Slide the right rail toward the finisher.

Figure 5-2900 **Slide the rail in**



6. Remove one screw (callout 1) on the left side of the booklet maker.

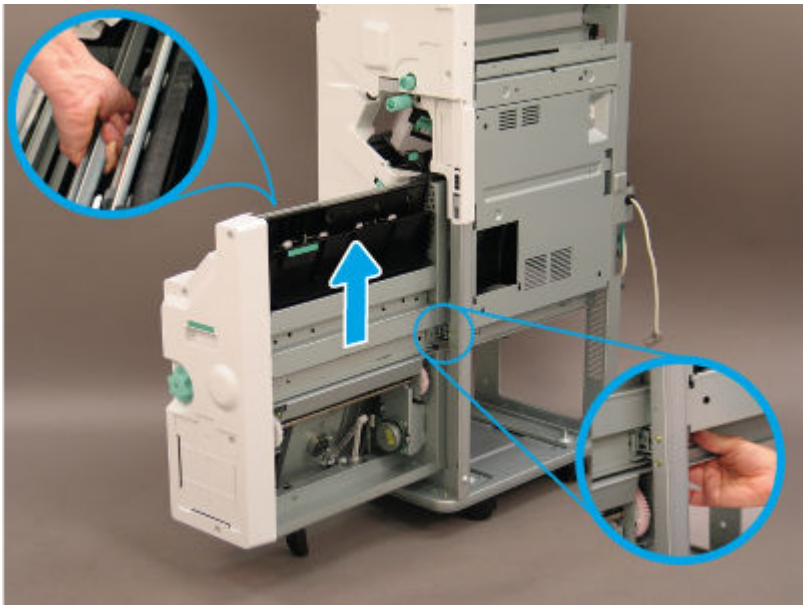
Figure 5-2901 **Remove one screw**



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-2902 Remove the booklet maker

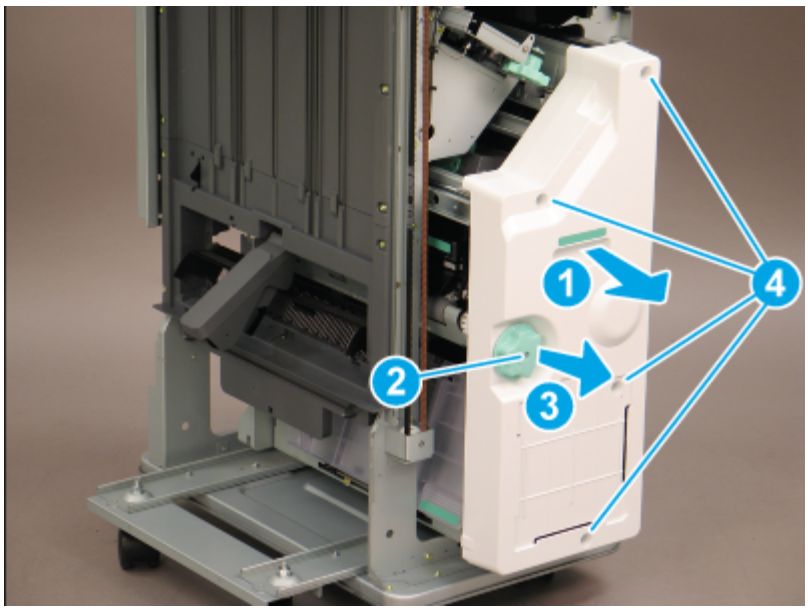


4. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2903 Remove the cover

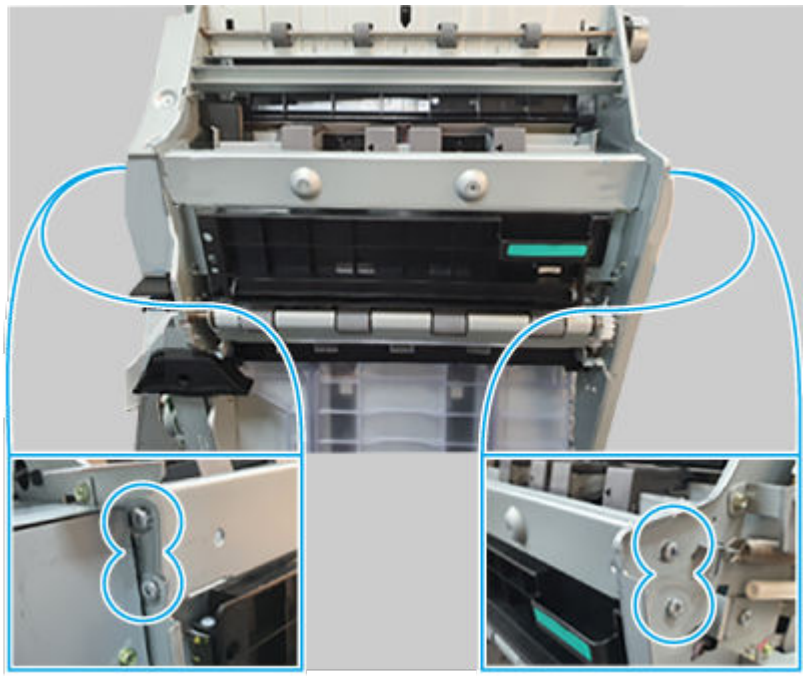


5. Remove the booklet finisher booklet tamper

Use the following procedure to remove and replace the booklet finisher tamper.

1. Remove four screws and the sheet-metal plate.

Figure 5-2904 **Remove four screws**



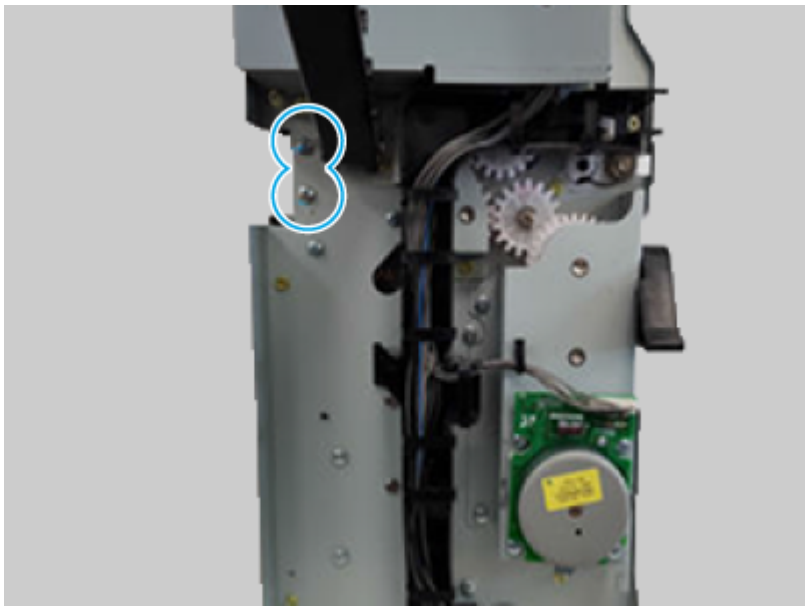
2. Remove two screws.

Figure 5-2905 **Remove two screws**



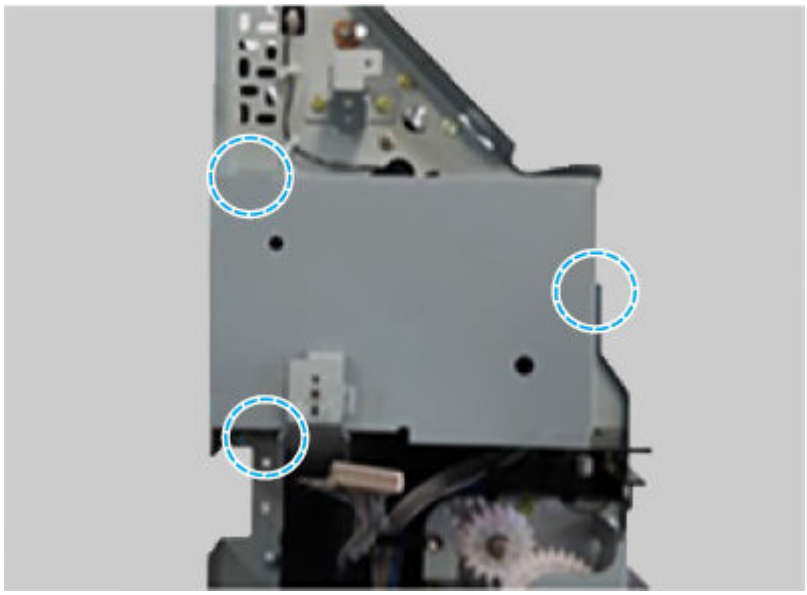
3. Remove two screws.

Figure 5-2906 **Remove two screws**



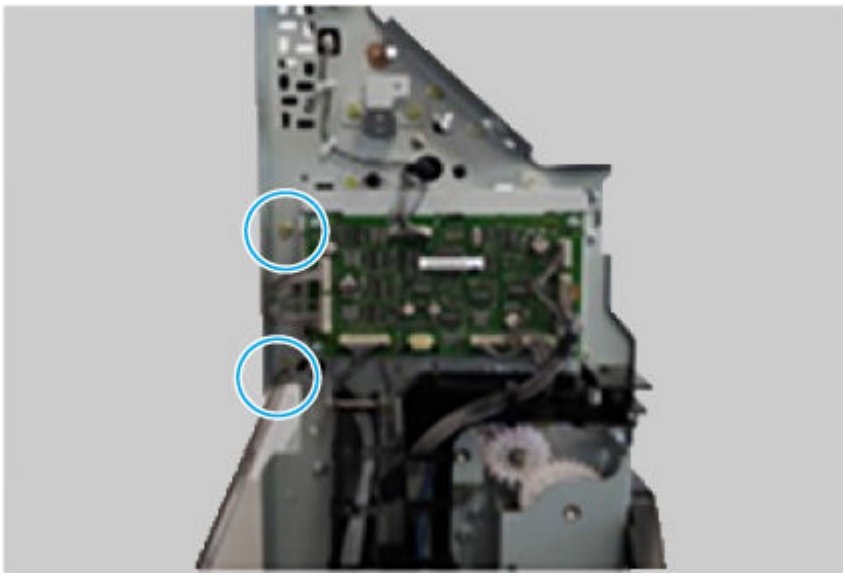
4. Remove three screws and the sheet-metal cover.

Figure 5-2907 **Remove three screws**



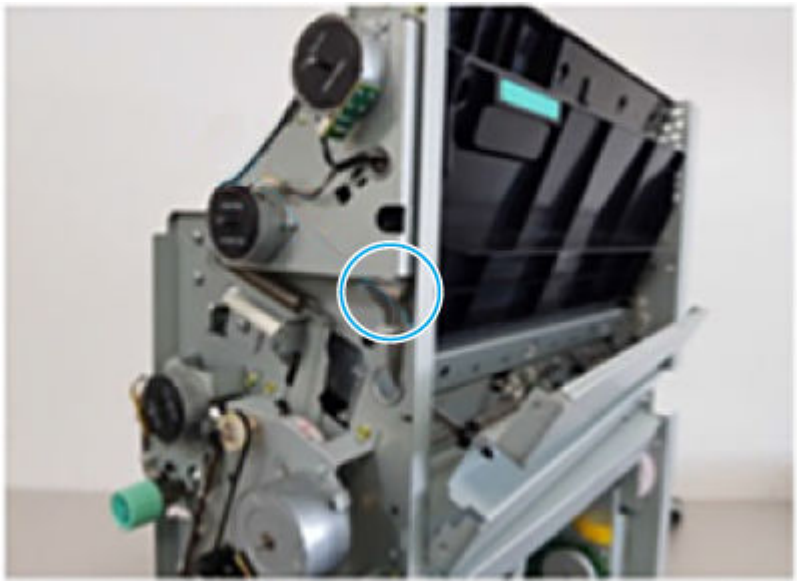
5. Remove two screws.

Figure 5-2908 **Remove two screws**



6. Disconnect one connector.

Figure 5-2909 **Disconnect one connector**



7. Disconnect one connector.

Figure 5-2910 **Disconnect one connector**



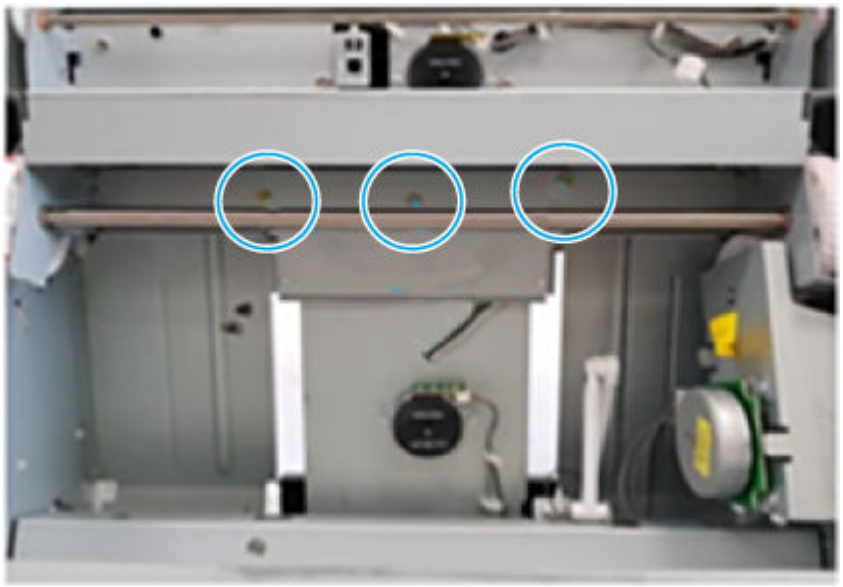
8. Remove two screws.

Figure 5-2911 **Remove two screws**



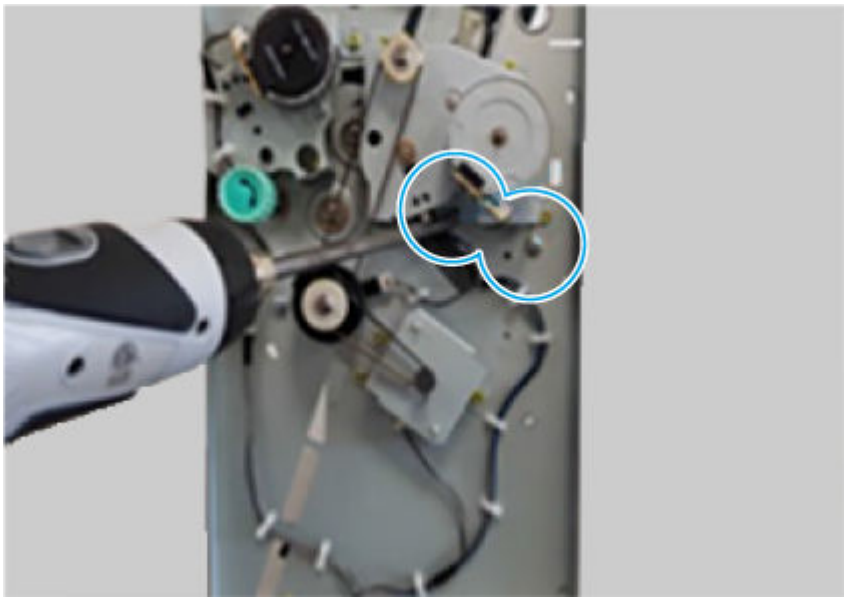
9. Remove three screws.

Figure 5-2912 **Remove three screws**



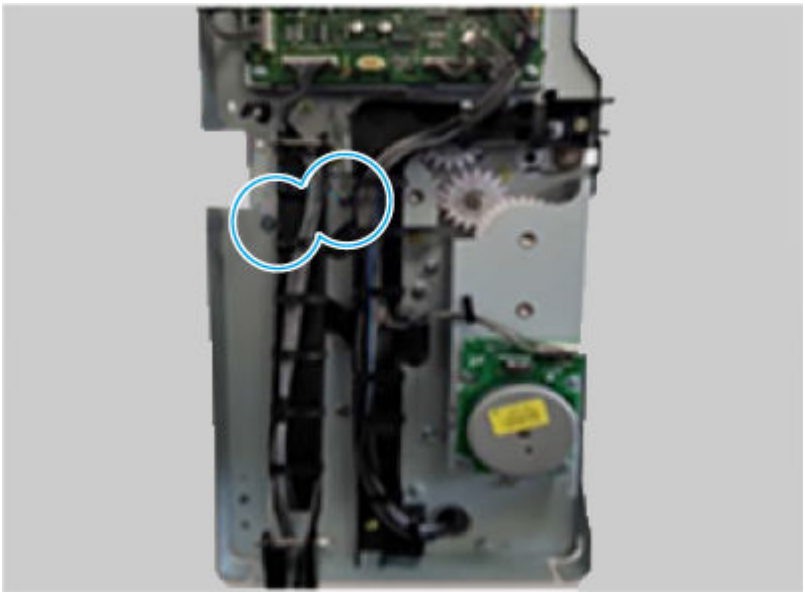
10. Remove two screws.

Figure 5-2913 **Remove two screws**



11. Remove two screws.

Figure 5-2914 Remove two screws



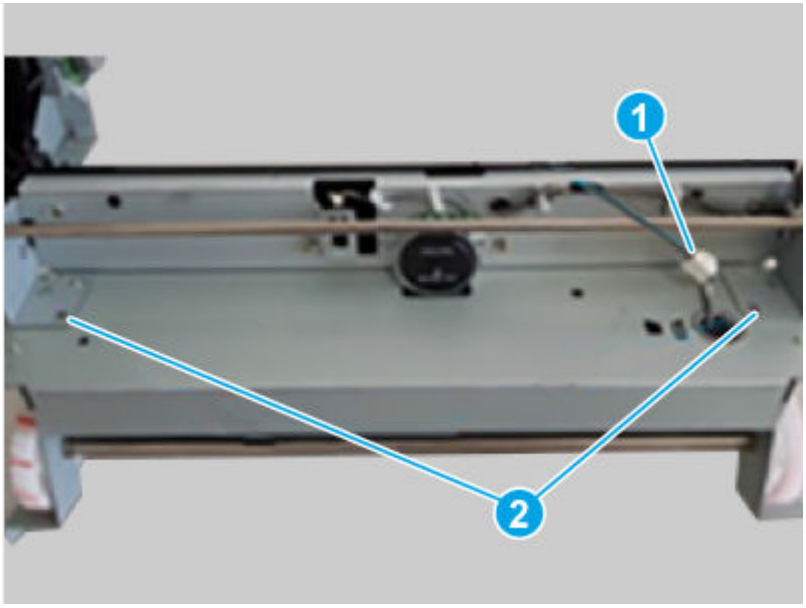
12. Disconnect one connector.

Figure 5-2915 Disconnect one connector



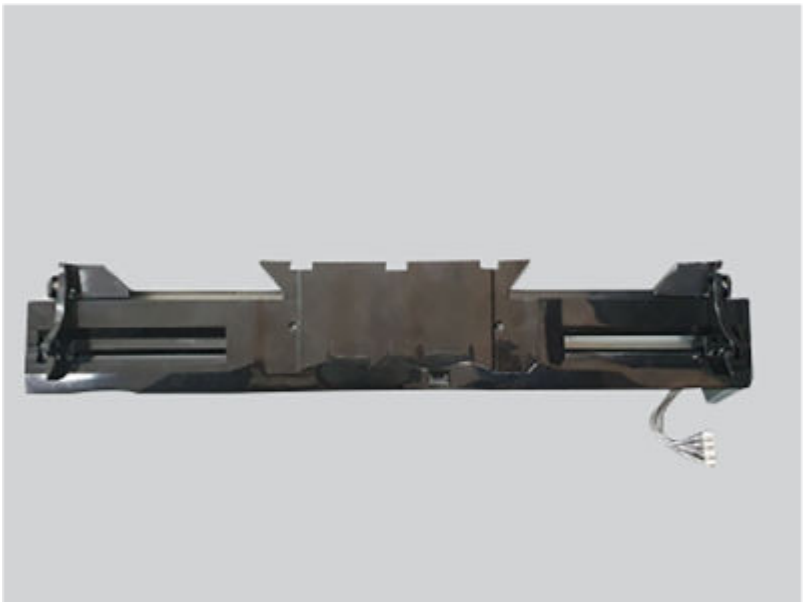
13. Disconnect one connector (callout 1), and then remove two screws (callout 2).

Figure 5-2916 **Disconnect connector and remove screws**



14. Remove the booklet tamper.

Figure 5-2917 **Remove the tamper**



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

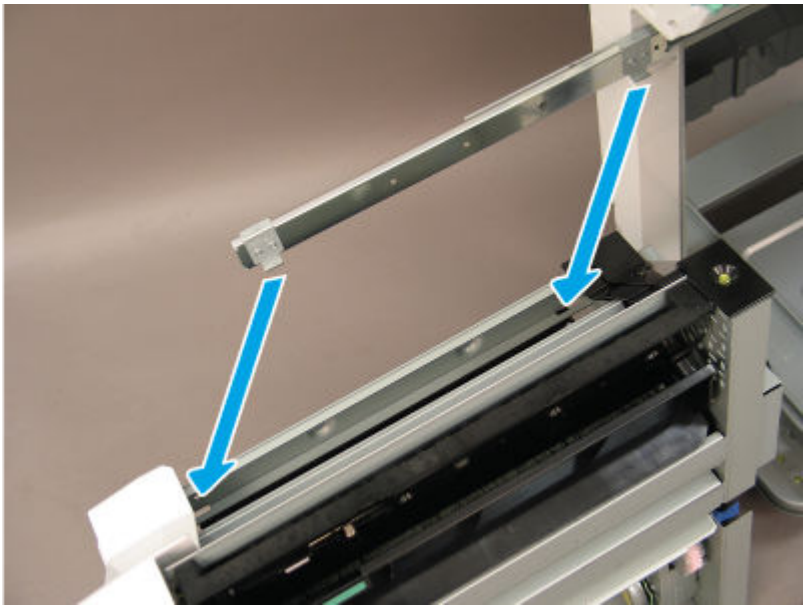
7. Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

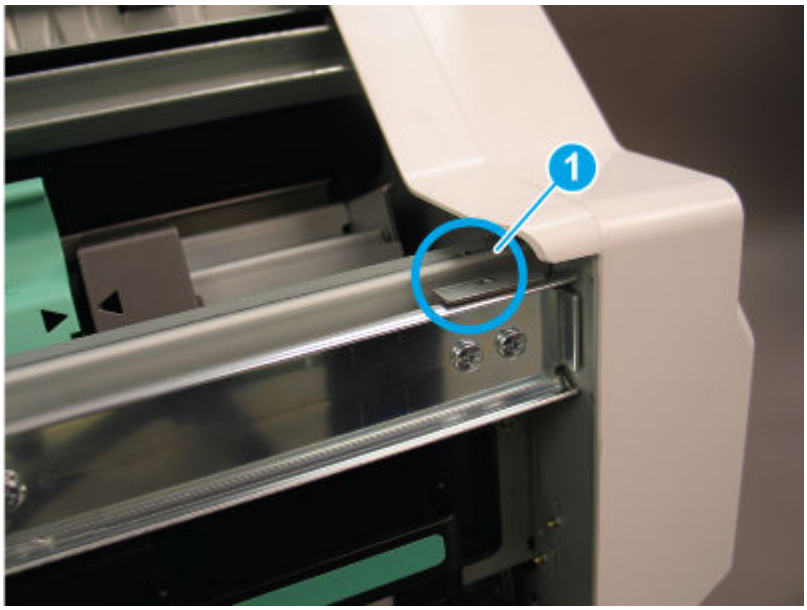
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-2918 Position the hooks on the rail



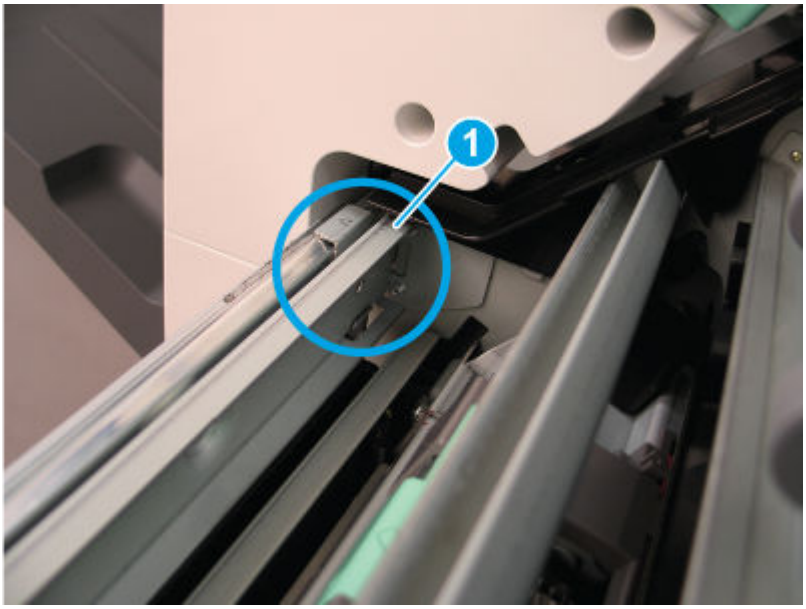
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-2919 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

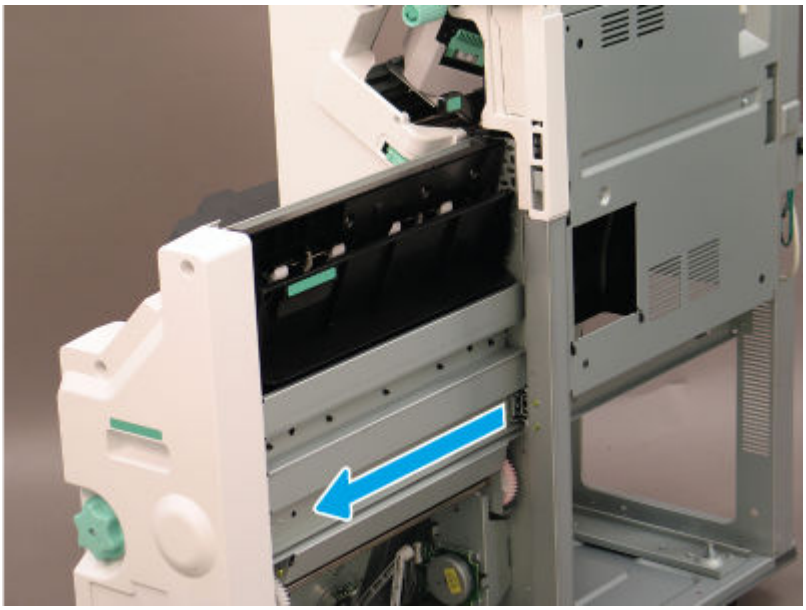
Figure 5-2920 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-2921 Attach the rail



Removal and replacement: Booklet tamper home sensor

Learn about removing and replacing the booklet finisher tamper home sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-298 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Booklet tamper home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

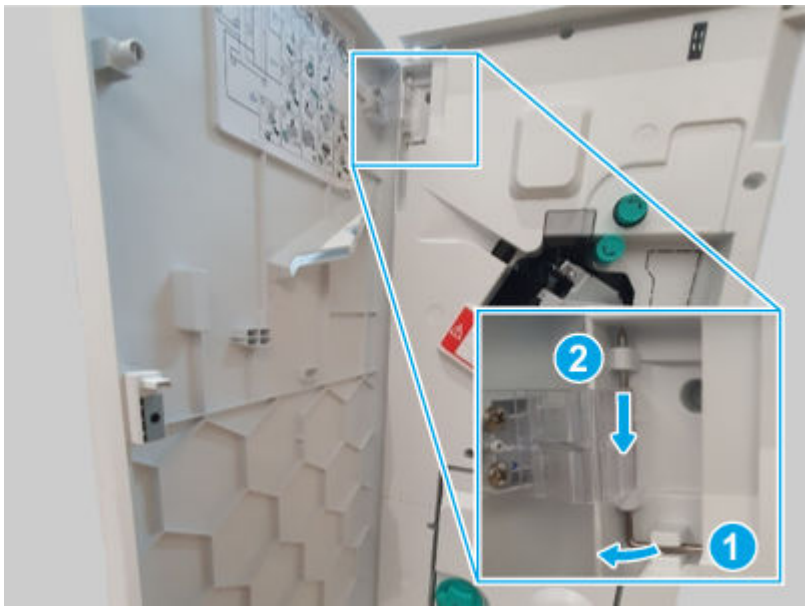
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

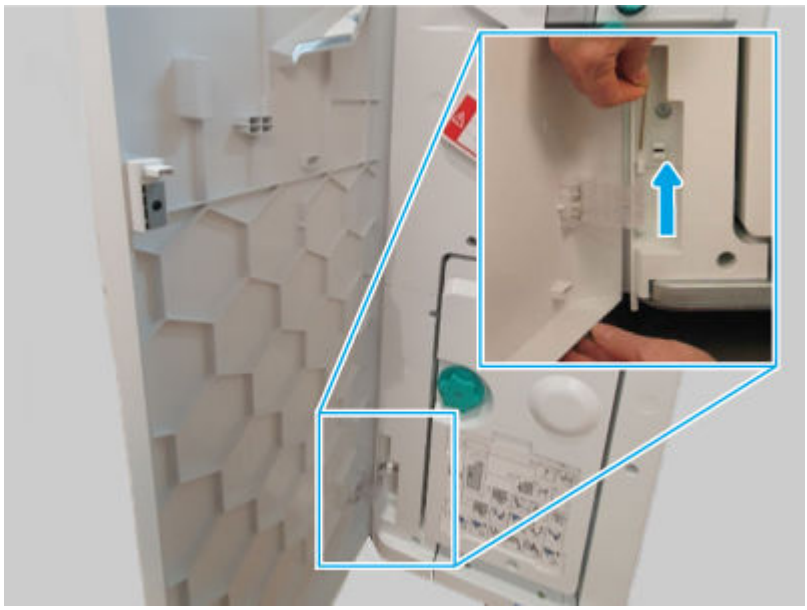
1. Release, and then remove the upper hinge pin.

Figure 5-2922 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2923 **Remove the door**

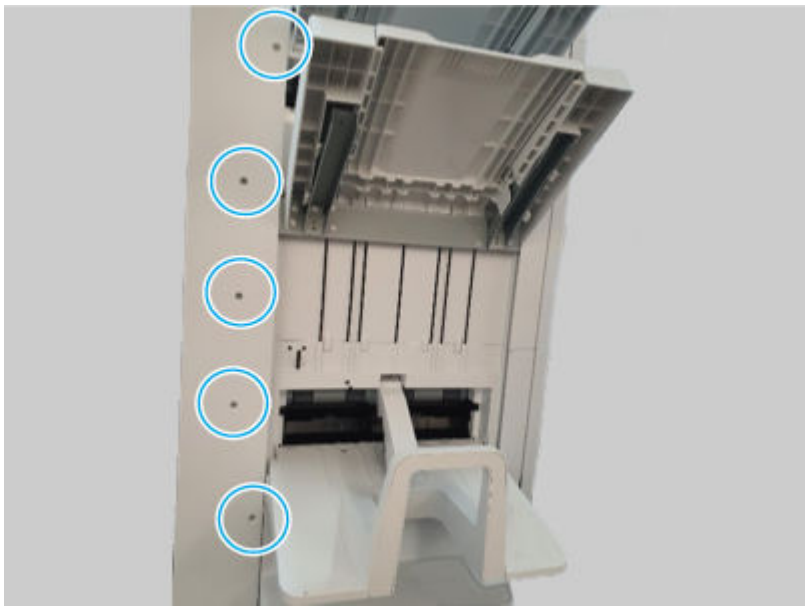


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

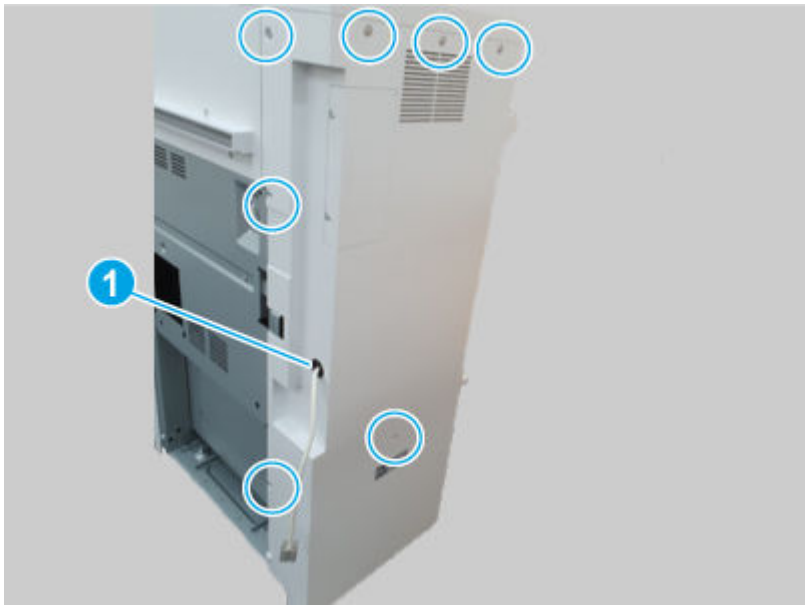
Figure 5-2924 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2925 **Remove the cover**



3. Remove the booklet finisher booklet maker

Use the following procedure to remove and replace the booklet finisher booklet maker.

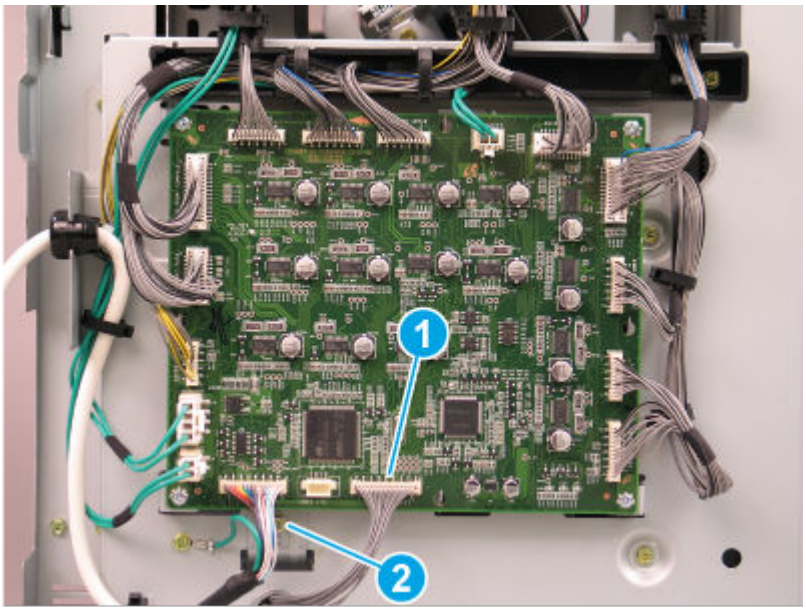
1. Slide the booklet maker out of the finisher.

Figure 5-2926 **Slide the booklet maker out**



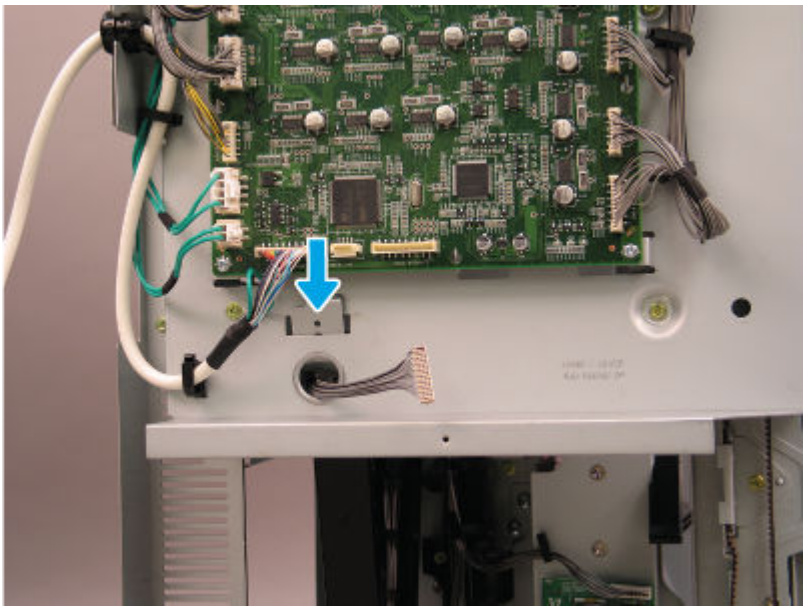
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-2927 **Disconnect connector and remove the screw**



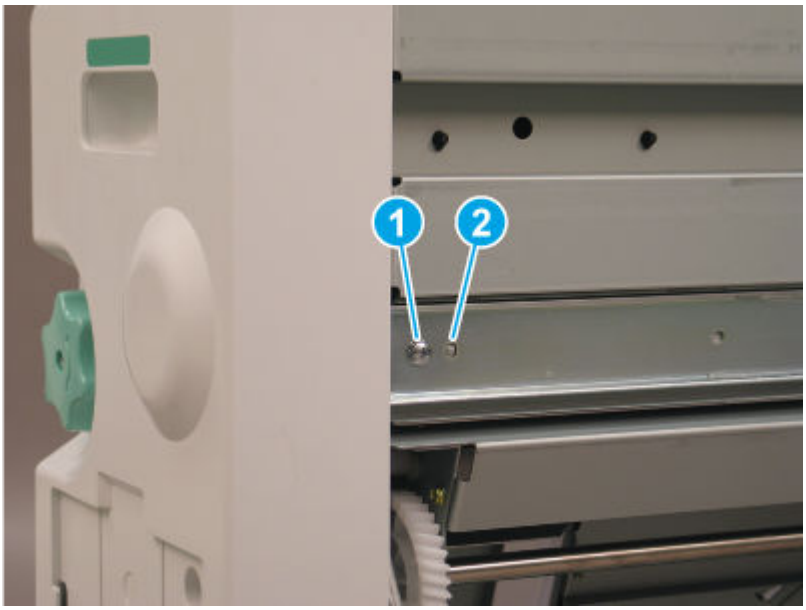
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-2928 **Disconnect connector and remove the screw**



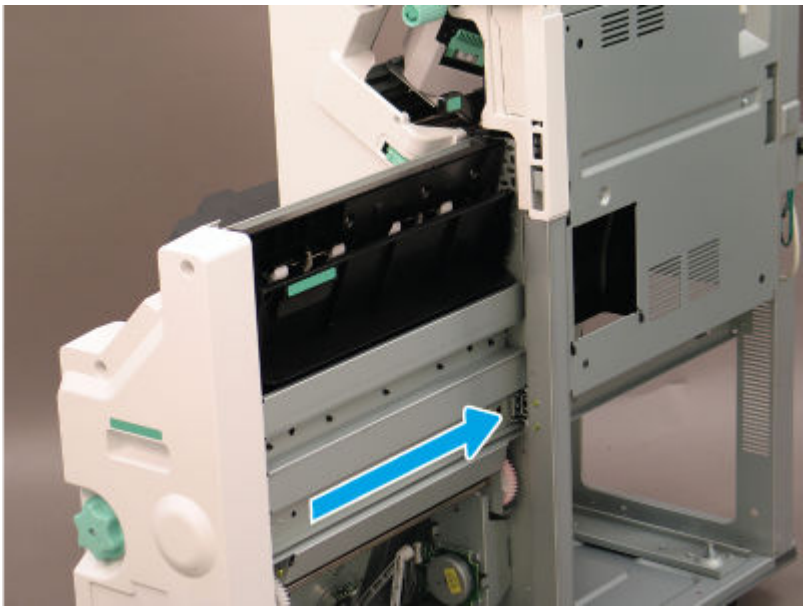
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-2929 **Release the alignment pin**



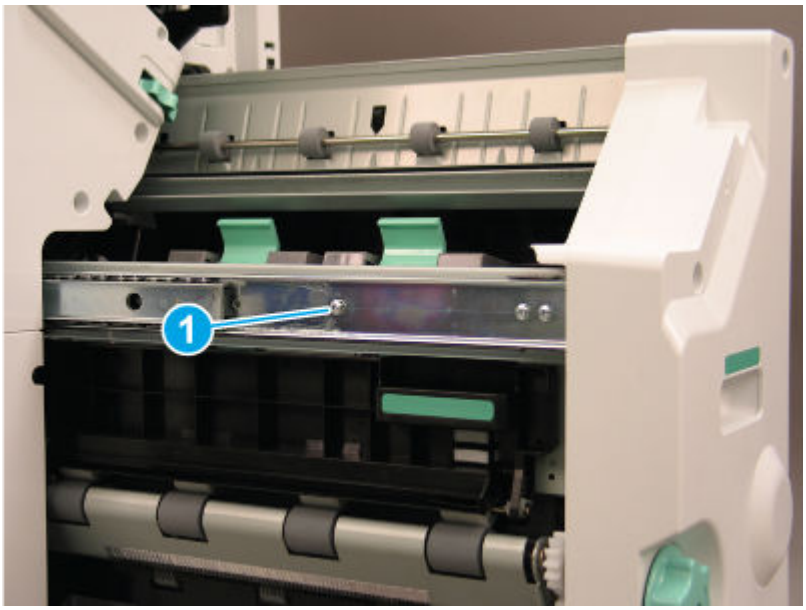
5. Slide the right rail toward the finisher.

Figure 5-2930 **Slide the rail in**



6. Remove one screw (callout 1) on the left side of the booklet maker.

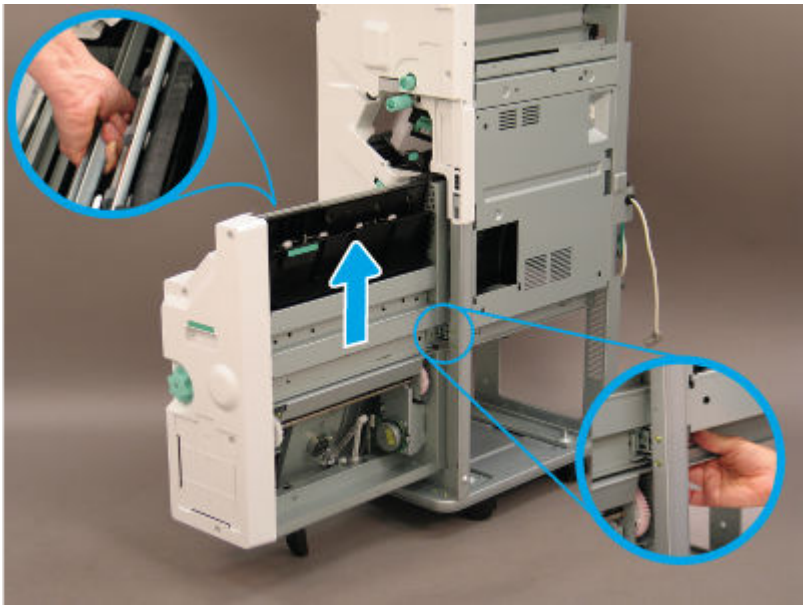
Figure 5-2931 **Remove one screw**



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-2932 Remove the booklet maker

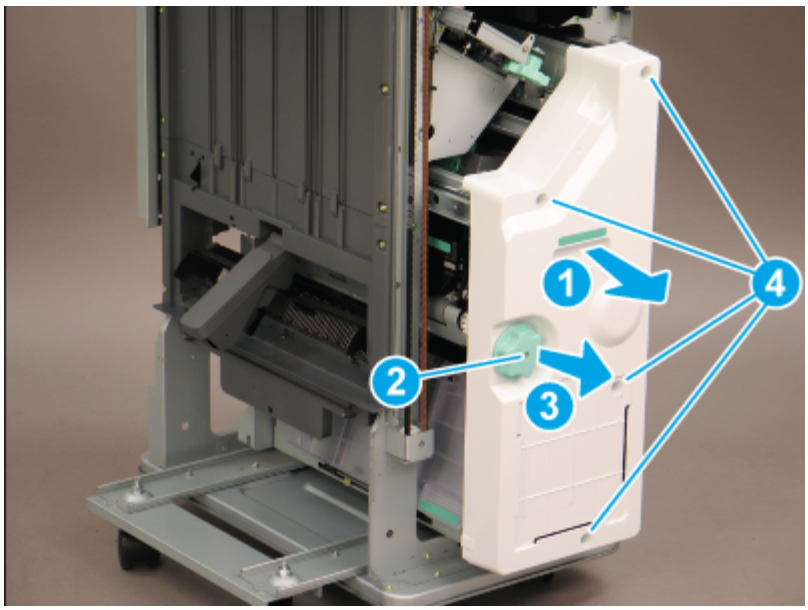


4. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2933 Remove the cover

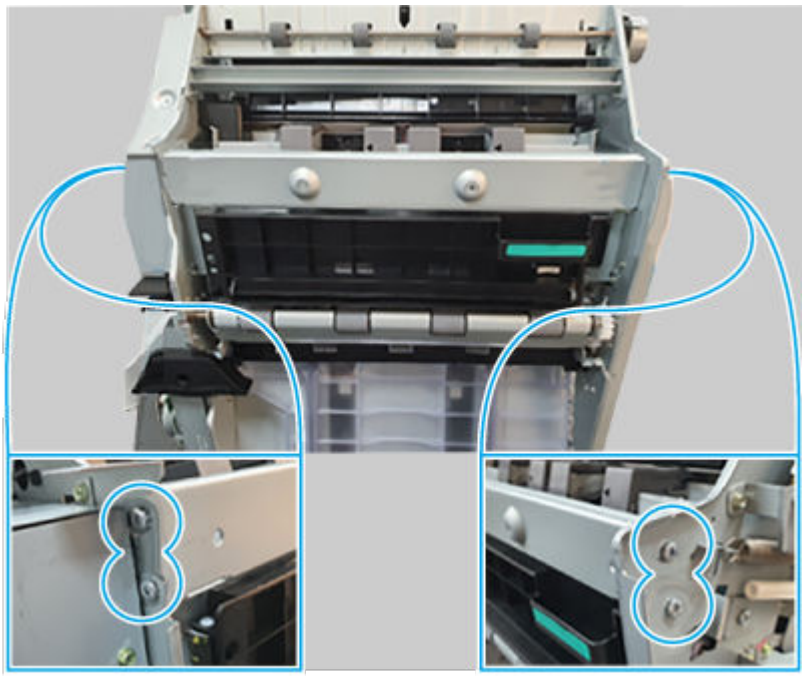


5. Remove the booklet finisher booklet tamper home sensor

Use the following procedure to remove and replace the booklet finisher tamper home sensor.

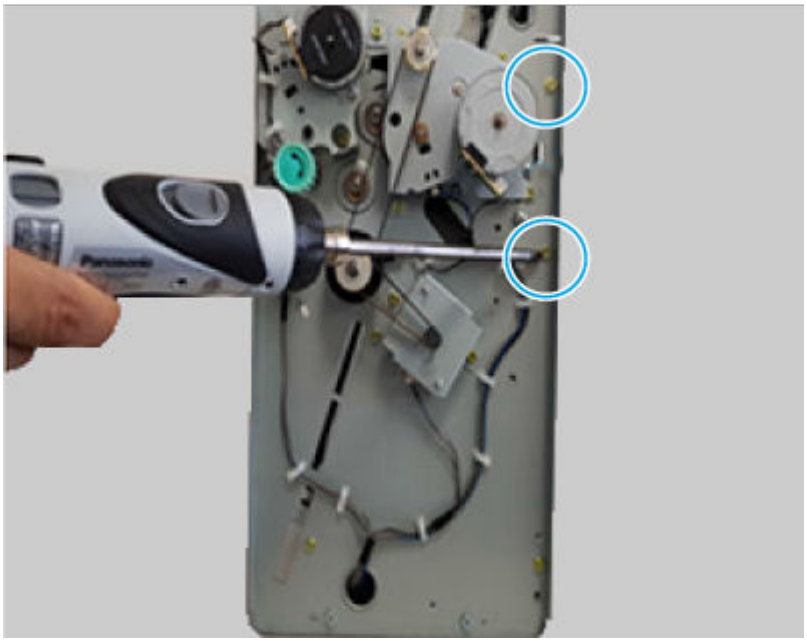
1. Remove four screws and the sheet-metal plate.

Figure 5-2934 Remove four screws



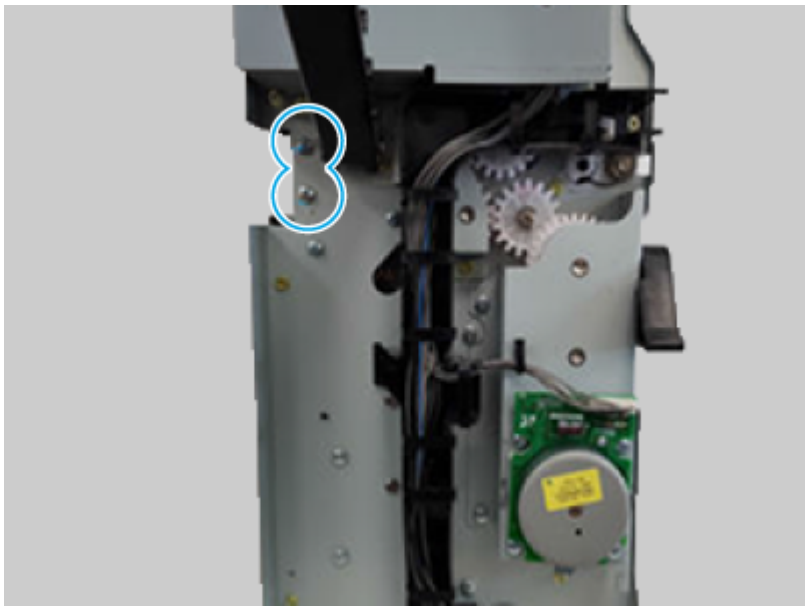
2. Remove two screws.

Figure 5-2935 Remove two screws



3. Remove two screws.

Figure 5-2936 **Remove two screws**



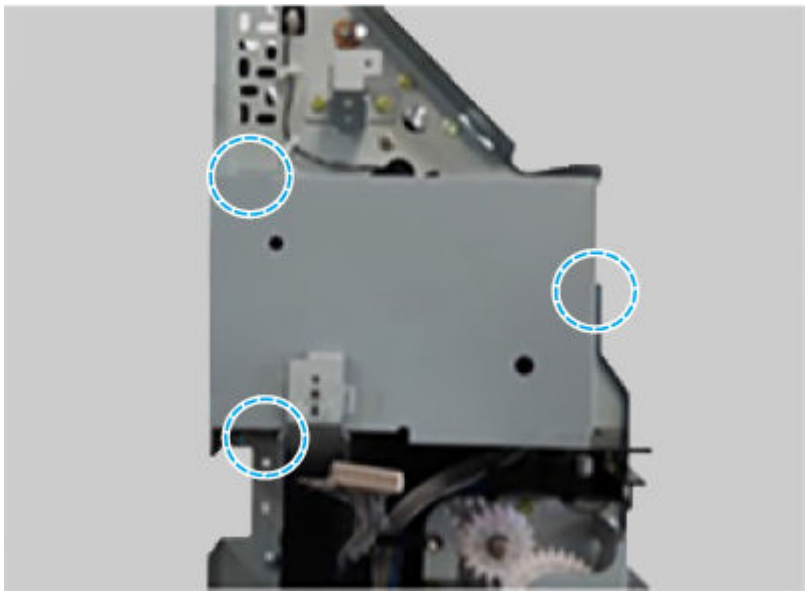
4. Remove two screws.

Figure 5-2937 **Remove two screws**



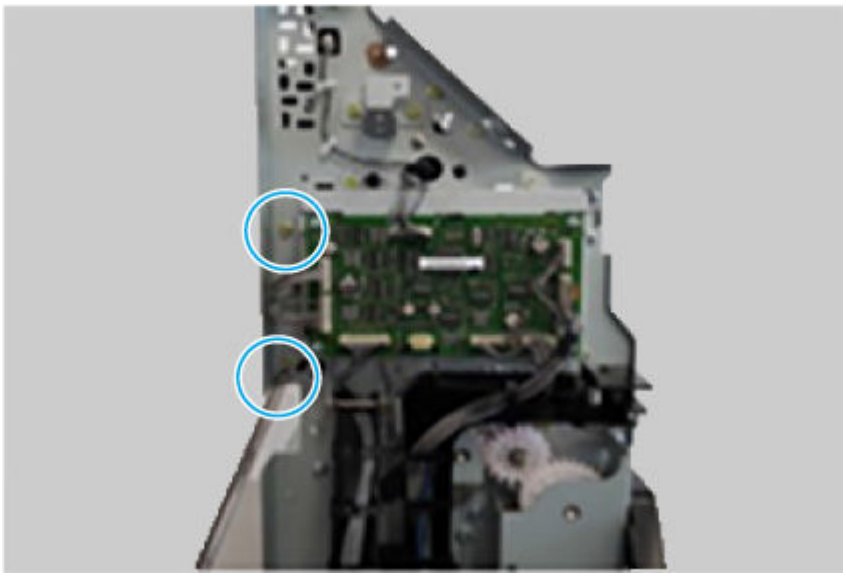
5. Remove three screws and the sheet-metal cover.

Figure 5-2938 Remove three screws



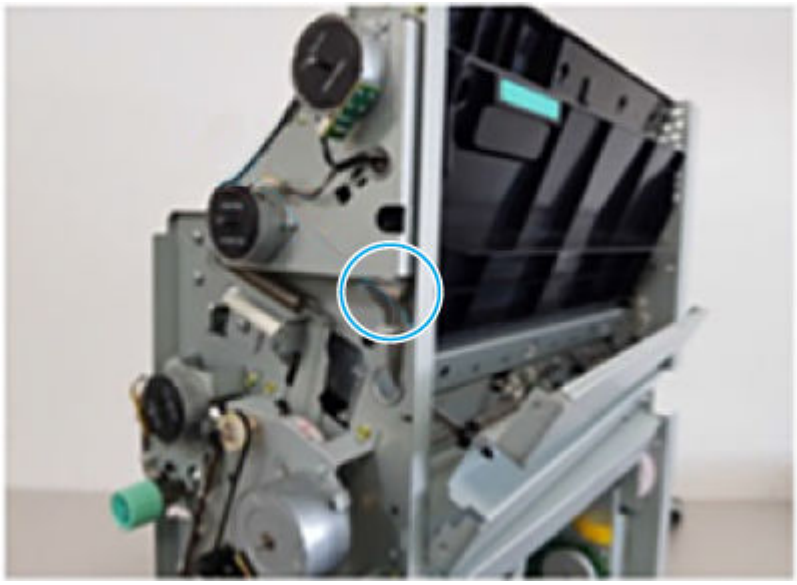
6. Remove two screws.

Figure 5-2939 Remove two screws



7. Disconnect one connector.

Figure 5-2940 **Disconnect one connector**



8. Disconnect one connector.

Figure 5-2941 **Disconnect one connector**



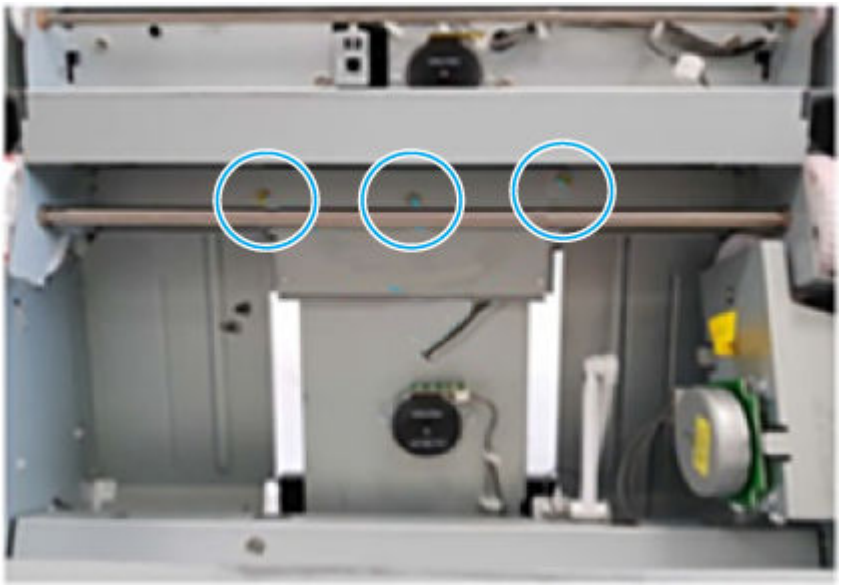
9. Remove two screws.

Figure 5-2942 Remove two screws



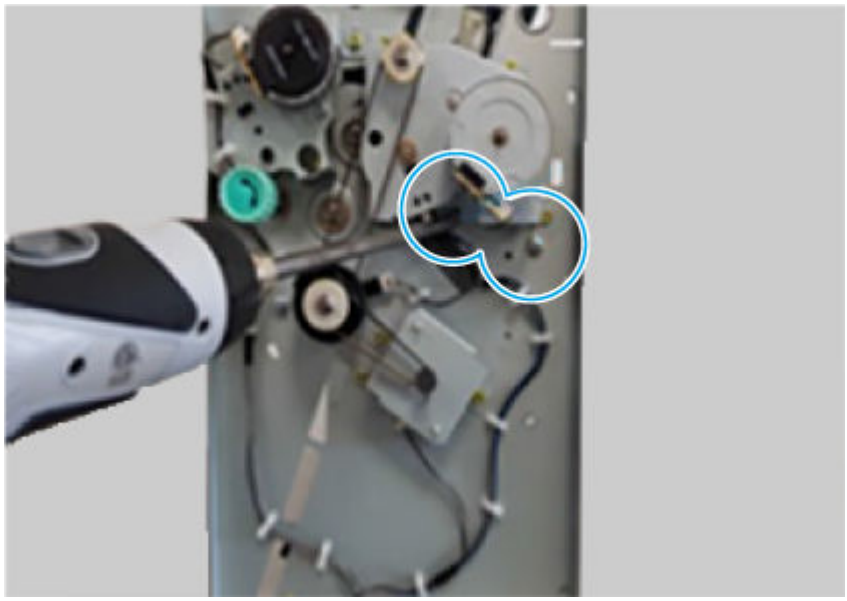
10. Remove three screws.

Figure 5-2943 Remove three screws



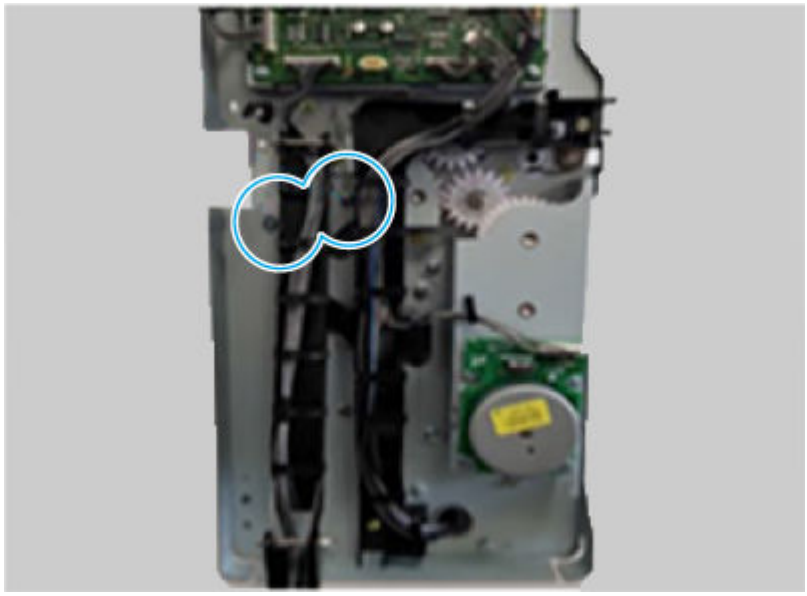
11. Remove two screws.

Figure 5-2944 **Remove two screws**



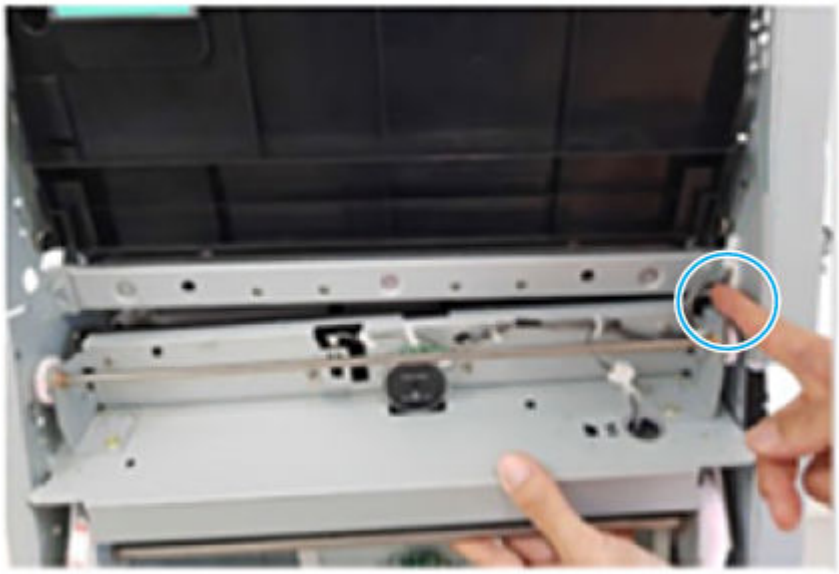
12. Remove two screws.

Figure 5-2945 **Remove two screws**



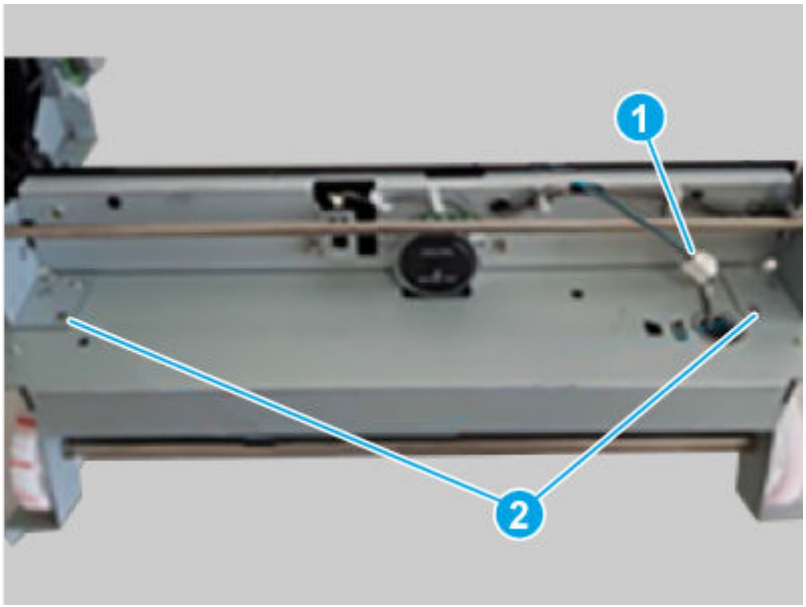
13. Disconnect one connector.

Figure 5-2946 Disconnect one connector



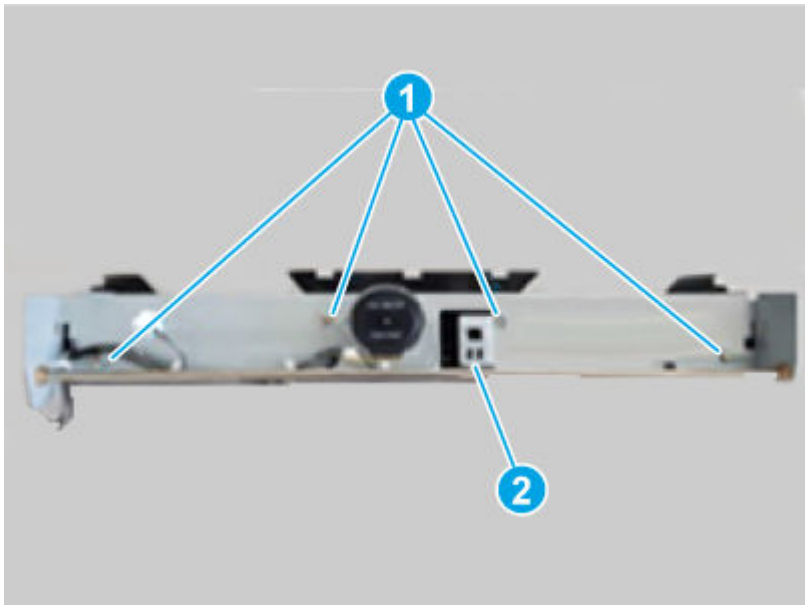
14. Disconnect one connector (callout 1), and then remove two screws (callout 2).

Figure 5-2947 Disconnect connector and remove screws



15. Remove four screws (callout 1), remove the cover, and then remove the booklet tamper home sensor (callout 2).

Figure 5-2948 **Remove the sensor**



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

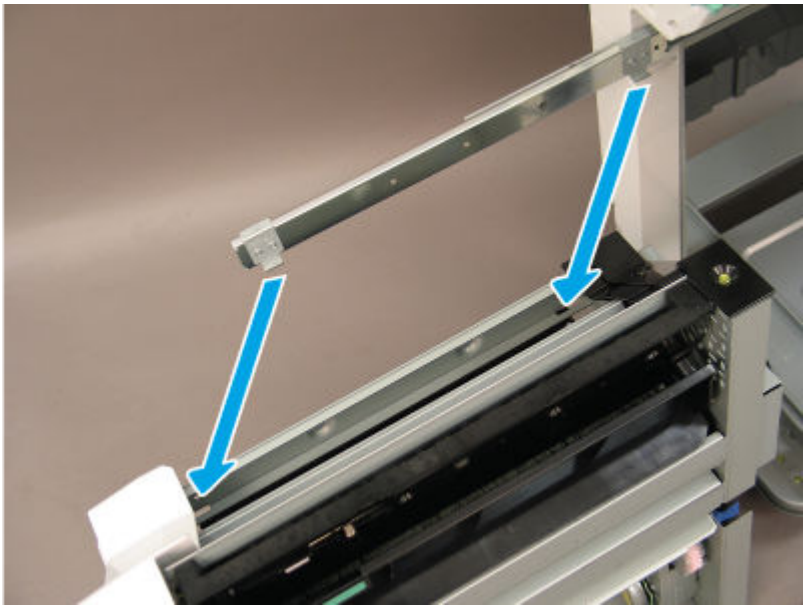
7. Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

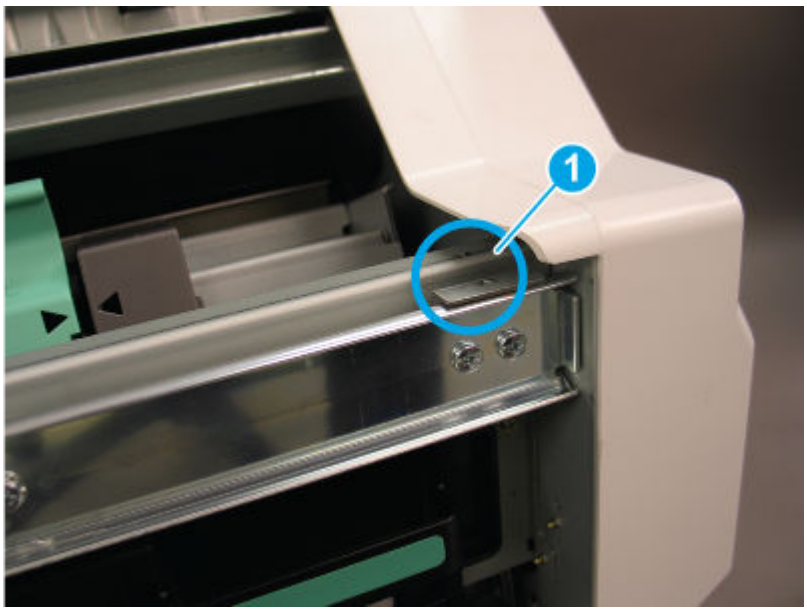
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-2949 **Position the hooks on the rail**



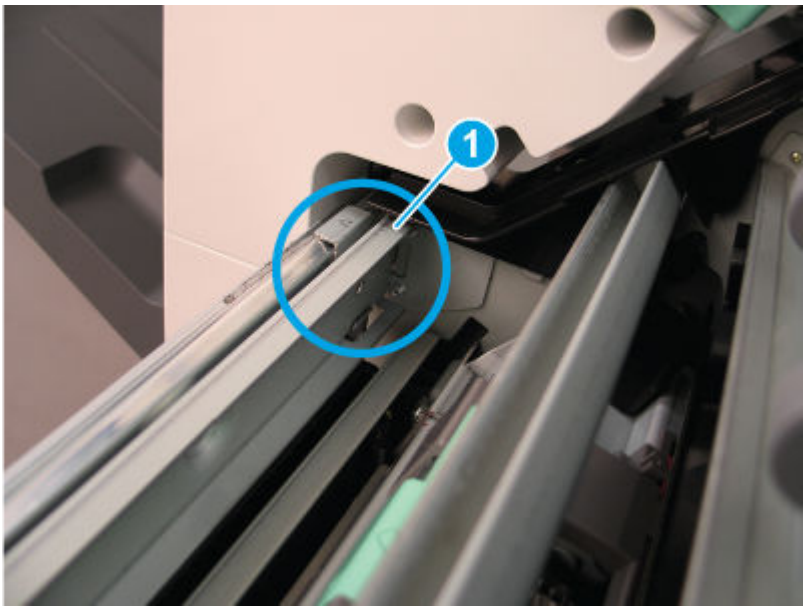
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-2950 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

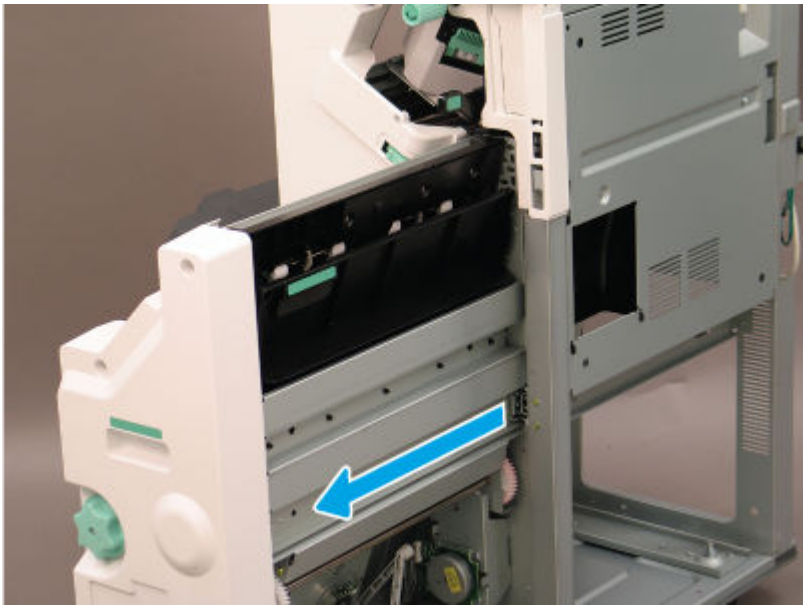
Figure 5-2951 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-2952 Attach the rail



Removal and replacement: Booklet tamper motor

Learn about removing and replacing the booklet finisher tamper motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-299 Part information

Part number	Part description
5QJ90-40126	Booklet tamper motor

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

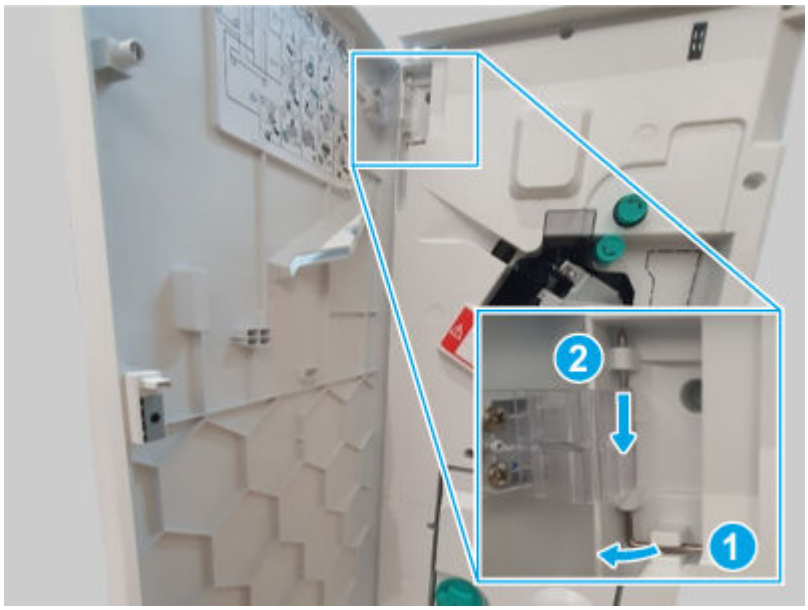
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

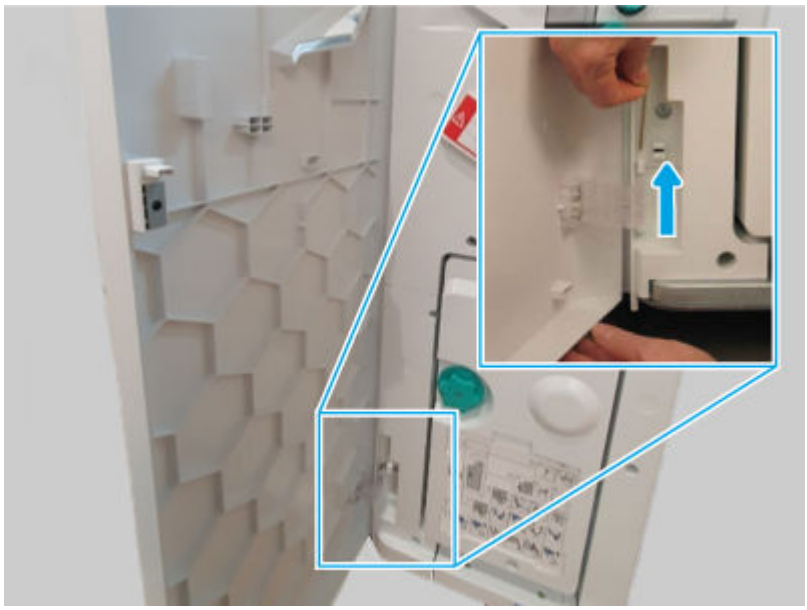
1. Release, and then remove the upper hinge pin.

Figure 5-2953 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2954 Remove the door

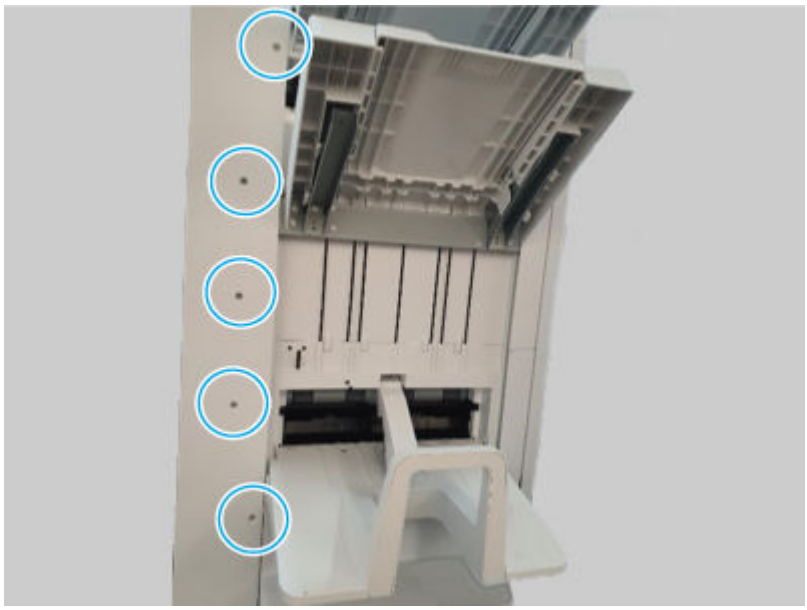


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

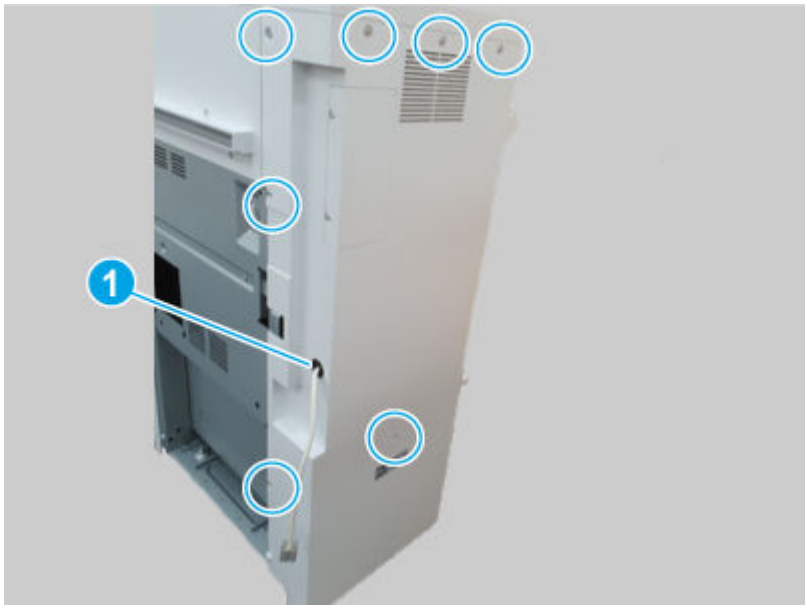
Figure 5-2955 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2956 Remove the cover

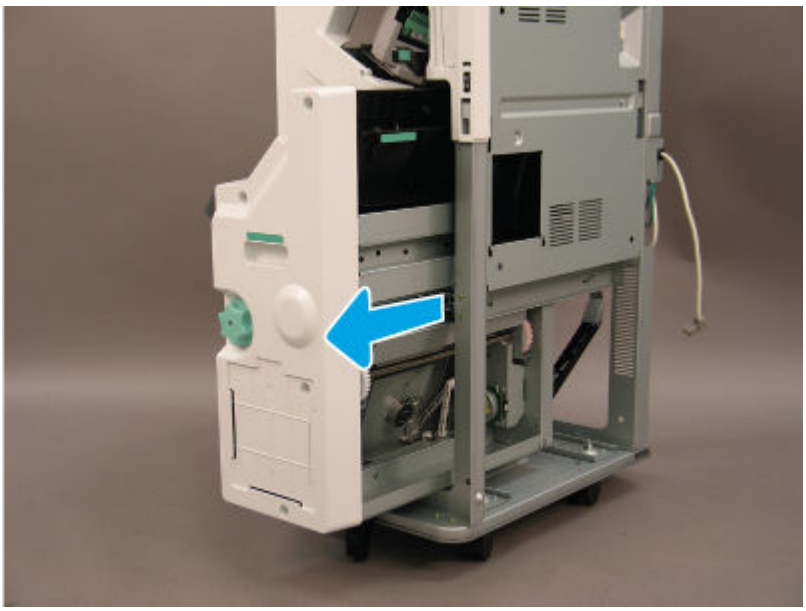


3. Remove the booklet finisher booklet maker

Use the following procedure to remove and replace the booklet finisher booklet maker.

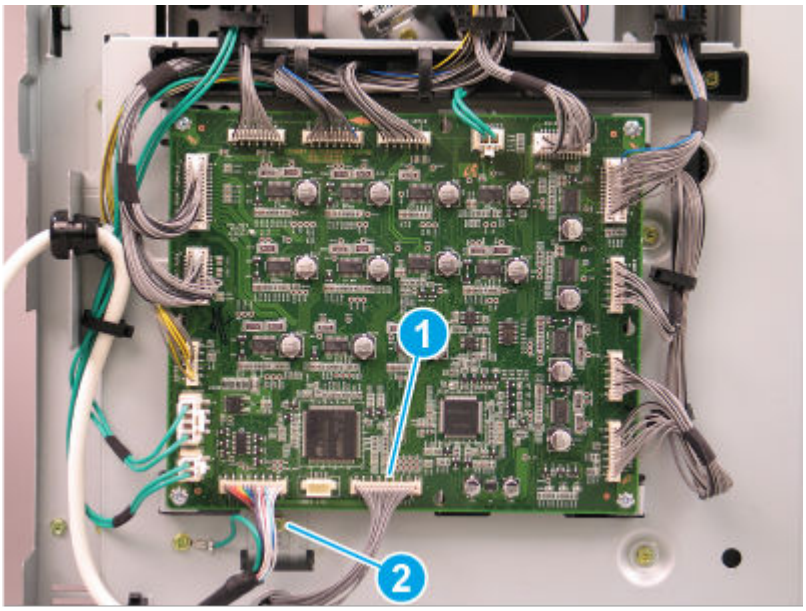
1. Slide the booklet maker out of the finisher.

Figure 5-2957 Slide the booklet maker out



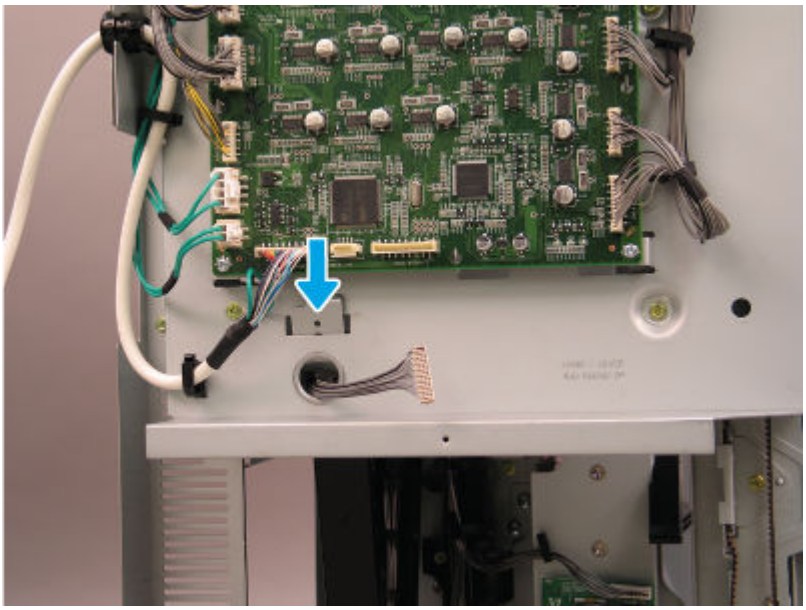
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-2958 Disconnect connector and remove the screw



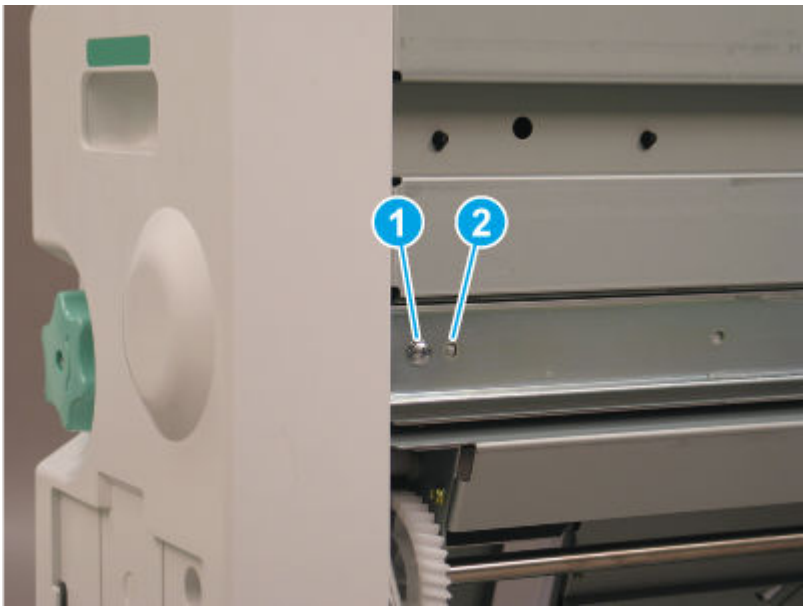
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-2959 Disconnect connector and remove the screw



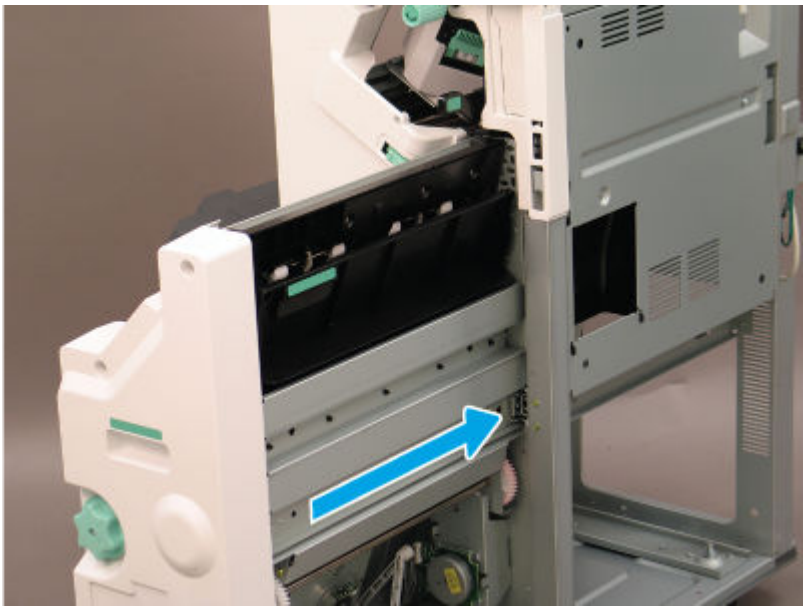
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-2960 **Release the alignment pin**



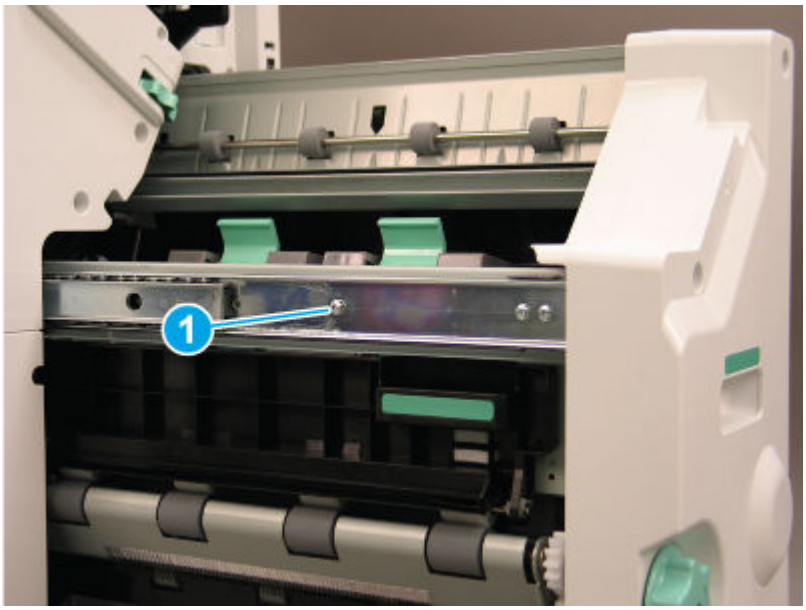
5. Slide the right rail toward the finisher.

Figure 5-2961 **Slide the rail in**



6. Remove one screw (callout 1) on the left side of the booklet maker.

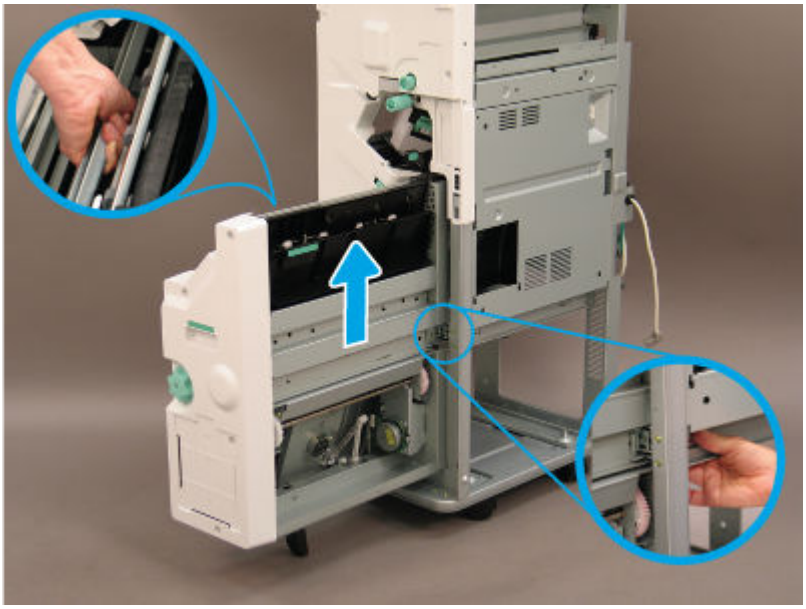
Figure 5-2962 Remove one screw



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-2963 Remove the booklet maker



4. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.

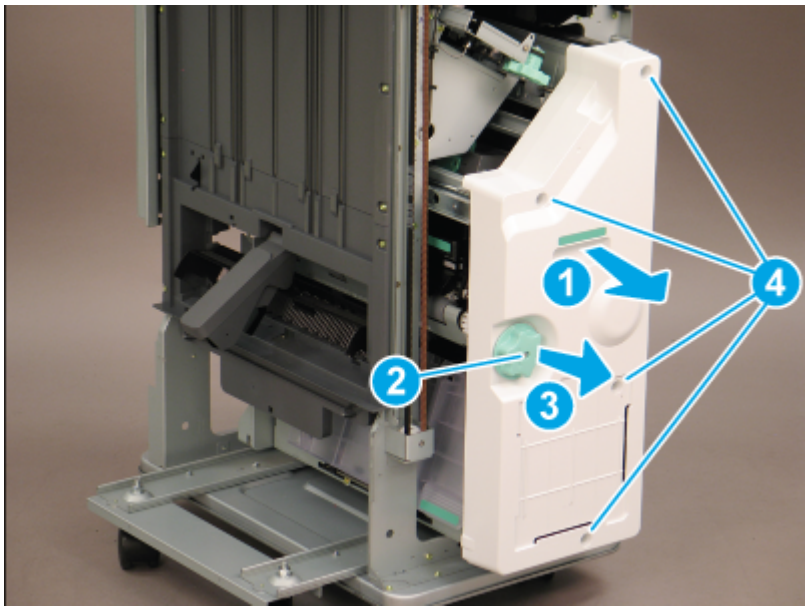
2. Do the following:

   a. Slide the booklet finisher slightly away from the finisher (callout 1).

   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).

   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2964 **Remove the cover**

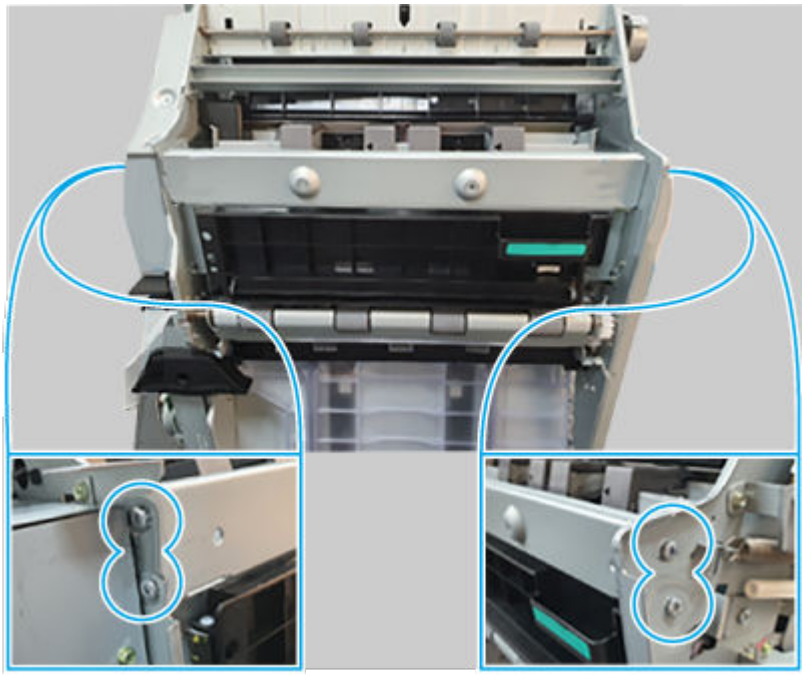


5. Remove the booklet finisher booklet tamper motor

Use the following procedure to remove and replace the booklet finisher tamper motor.

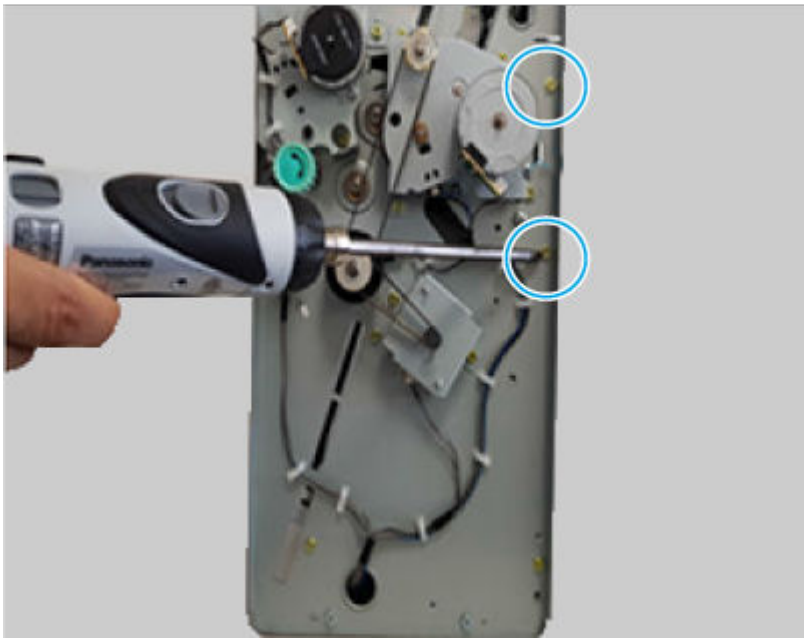
1. Remove four screws and the sheet-metal plate.

Figure 5-2965 Remove four screws



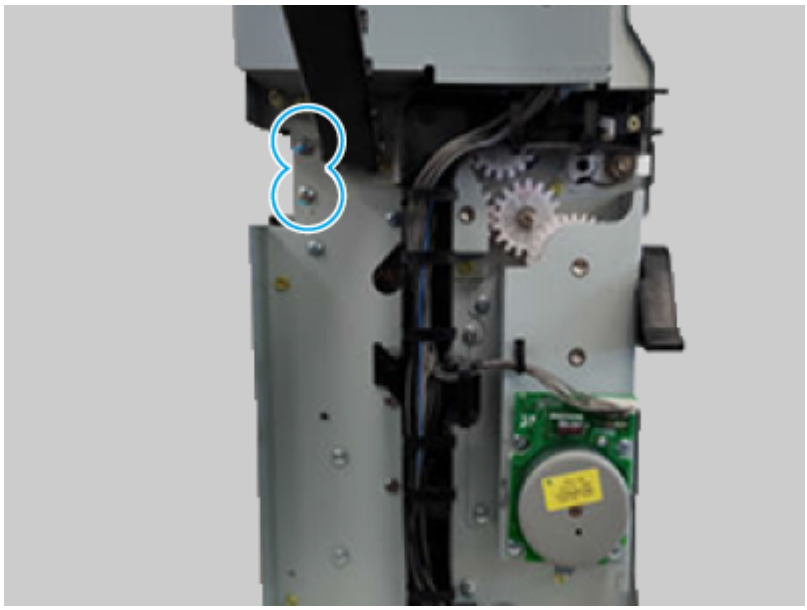
2. Remove two screws.

Figure 5-2966 Remove two screws



3. Remove two screws.

Figure 5-2967 **Remove two screws**



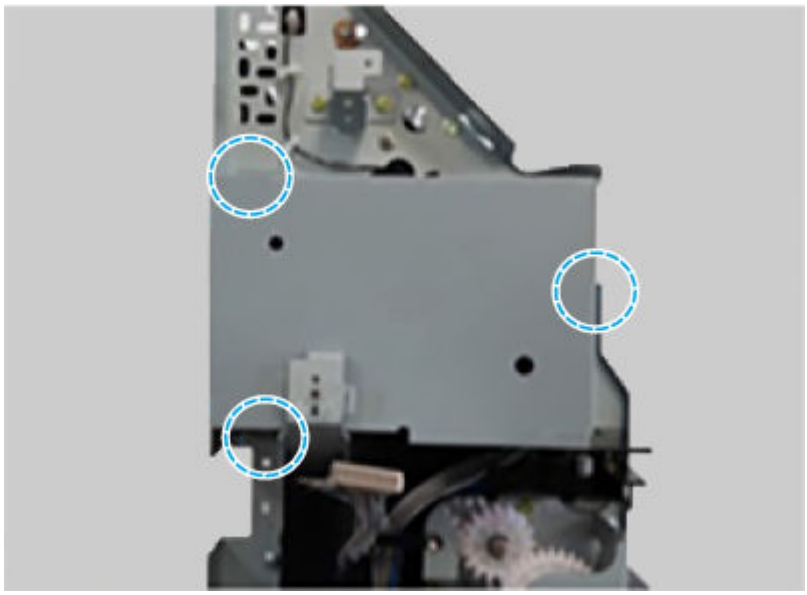
4. Remove two screws.

Figure 5-2968 **Remove two screws**



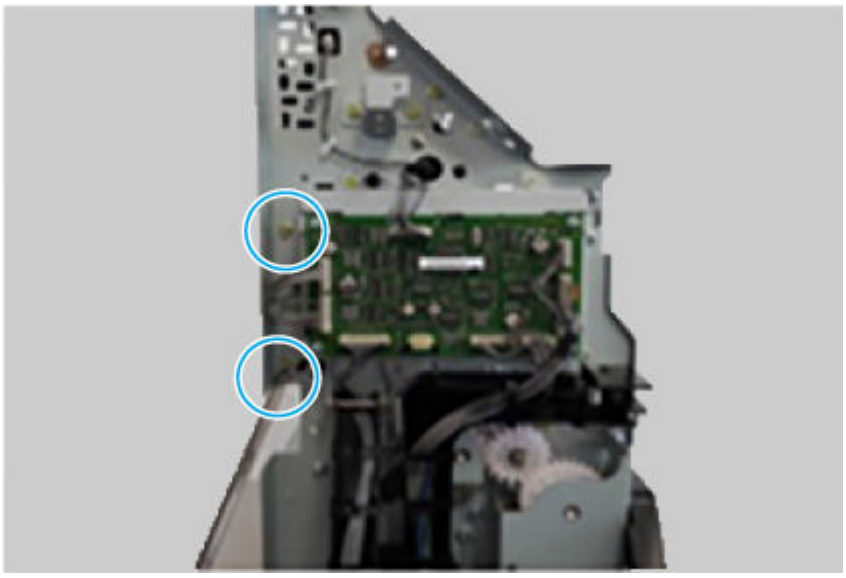
5. Remove three screws and the sheet-metal cover.

Figure 5-2969 Remove three screws



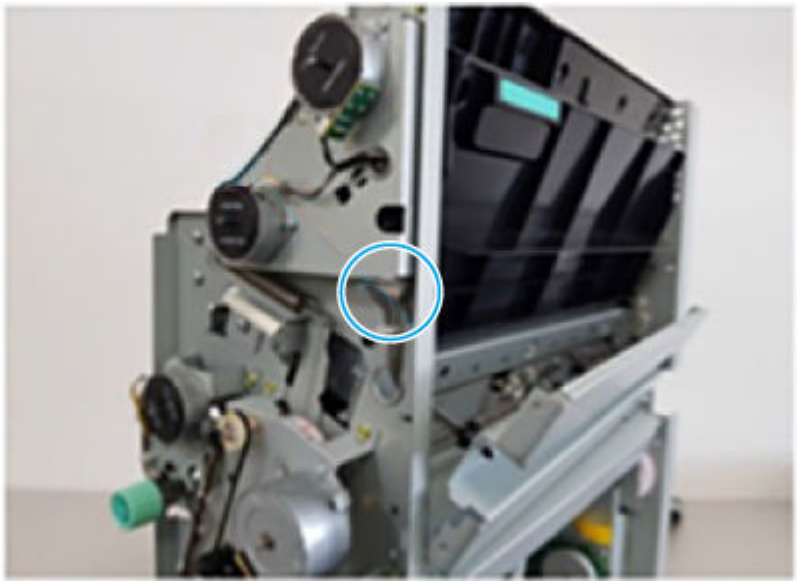
6. Remove two screws.

Figure 5-2970 Remove two screws



7. Disconnect one connector.

Figure 5-2971 **Disconnect one connector**



8. Disconnect one connector.

Figure 5-2972 **Disconnect one connector**



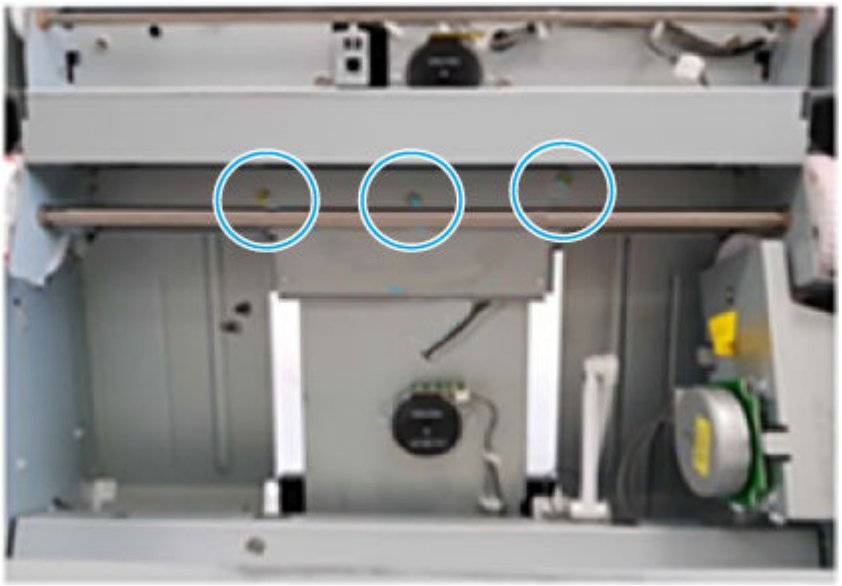
9. Remove two screws.

Figure 5-2973 Remove two screws



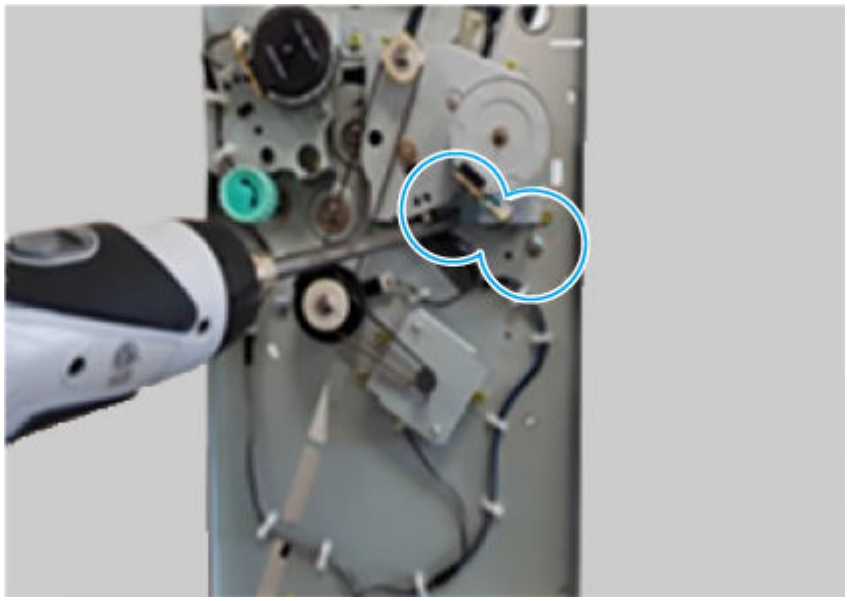
10. Remove three screws.

Figure 5-2974 Remove three screws



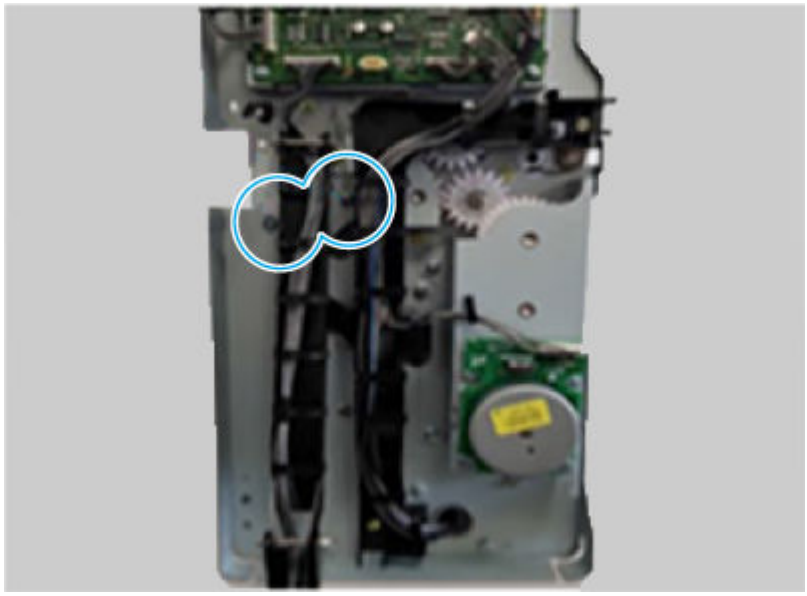
11. Remove two screws.

Figure 5-2975 **Remove two screws**



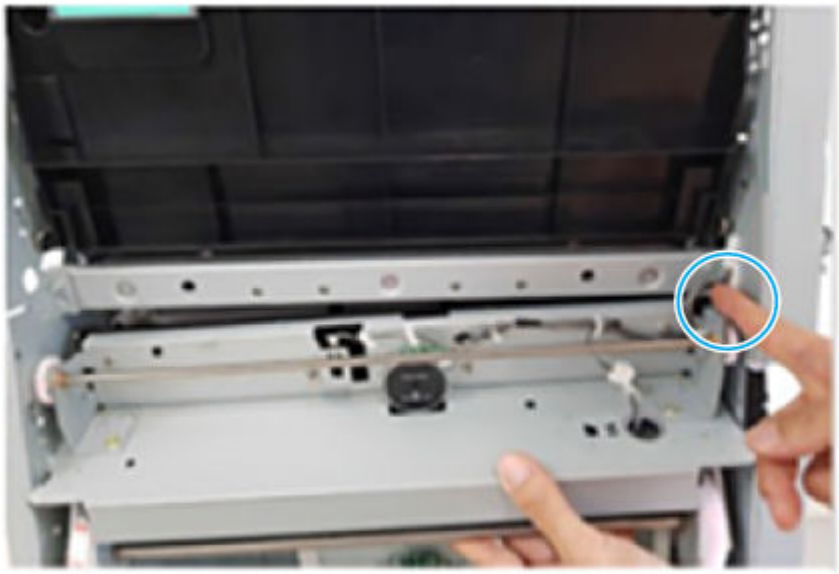
12. Remove two screws.

Figure 5-2976 **Remove two screws**



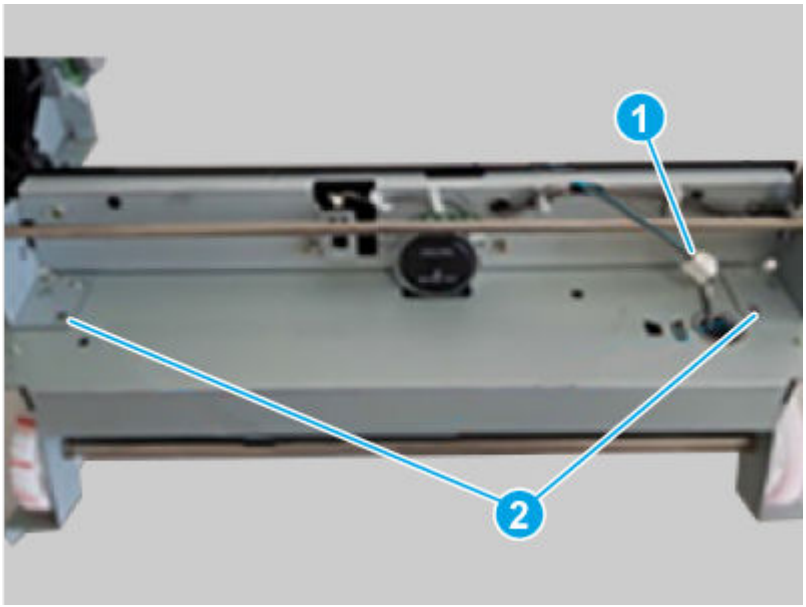
13. Disconnect one connector.

Figure 5-2977 Disconnect one connector



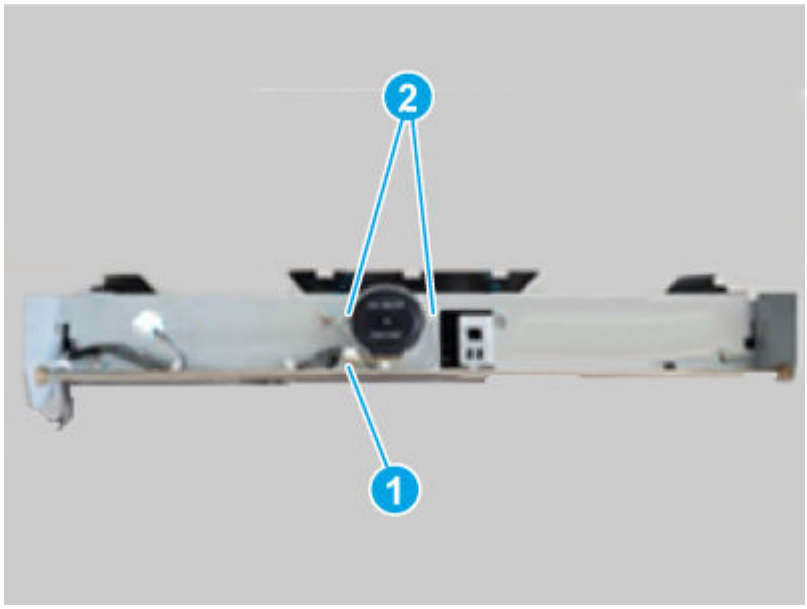
14. Disconnect one connector (callout 1), and then remove two screws (callout 2).

Figure 5-2978 Disconnect connector and remove screws



15. Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the booklet tamper motor.

Figure 5-2979 **Remove the motor**



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

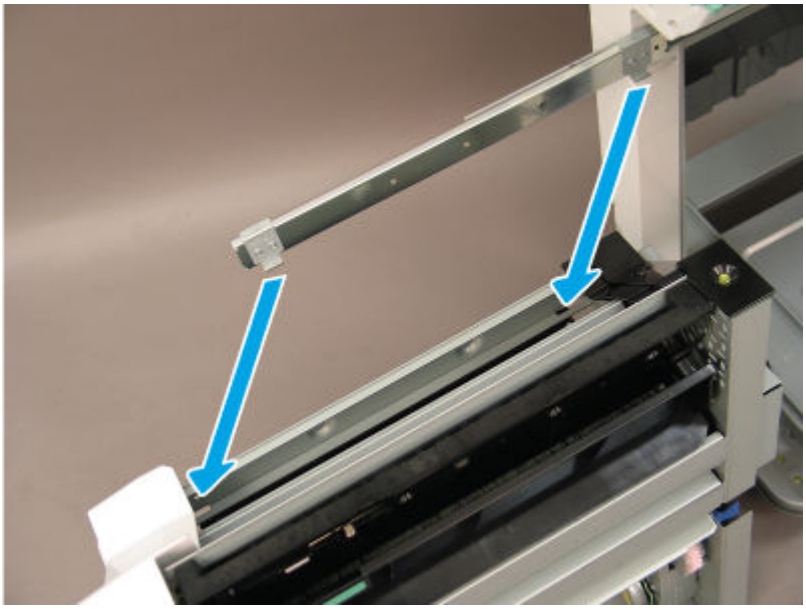
7. Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

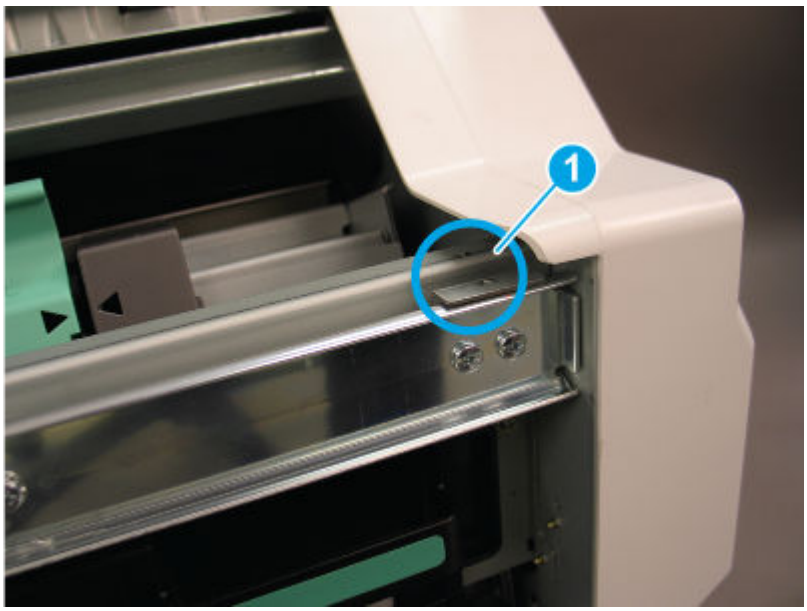
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-2980 **Position the hooks on the rail**



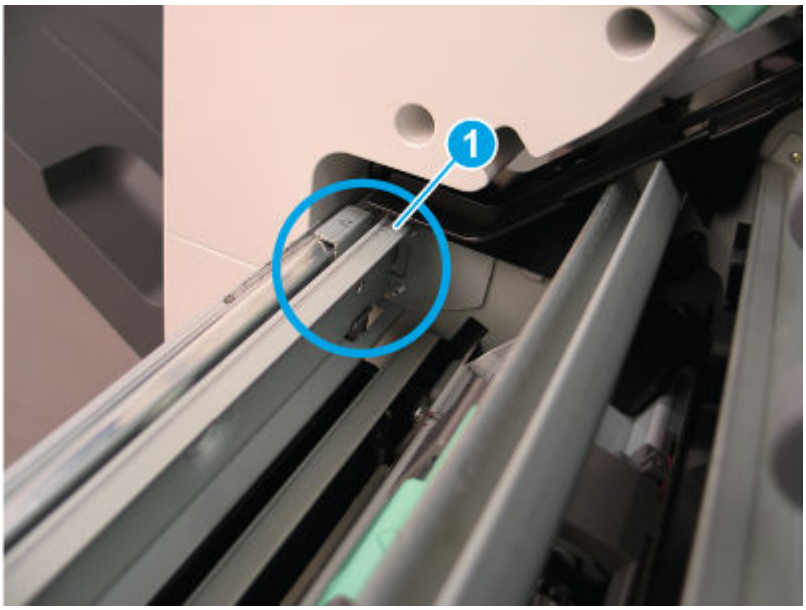
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-2981 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

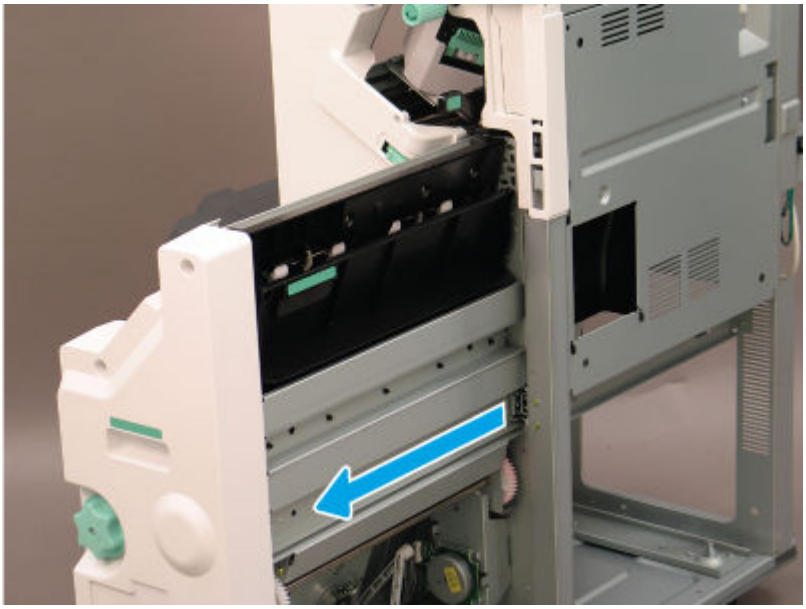
Figure 5-2982 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-2983 Attach the rail



Removal and replacement: Booklet tamper sensor

Learn about removing and replacing the booklet finisher tamper sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 30 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-300 Part information

Part number	Part description
JC32-00020A	Sensor-RP (Booklet tamper sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

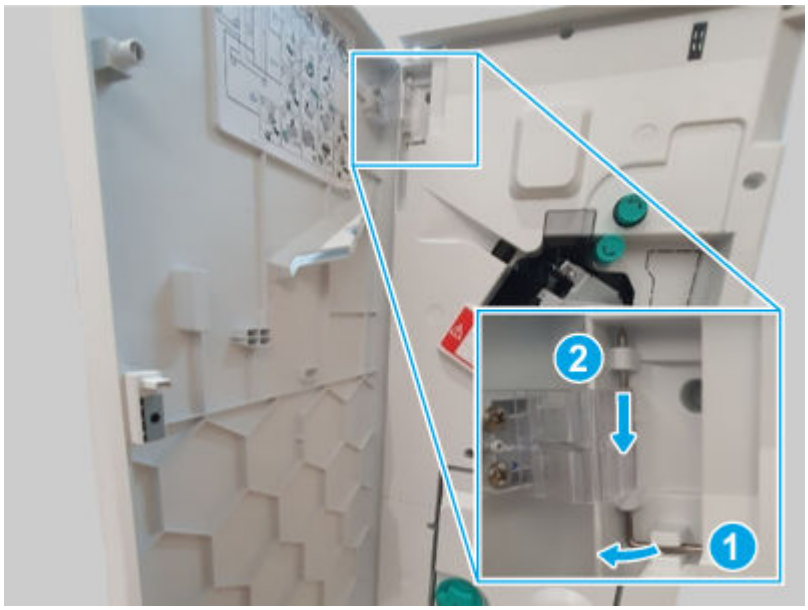
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

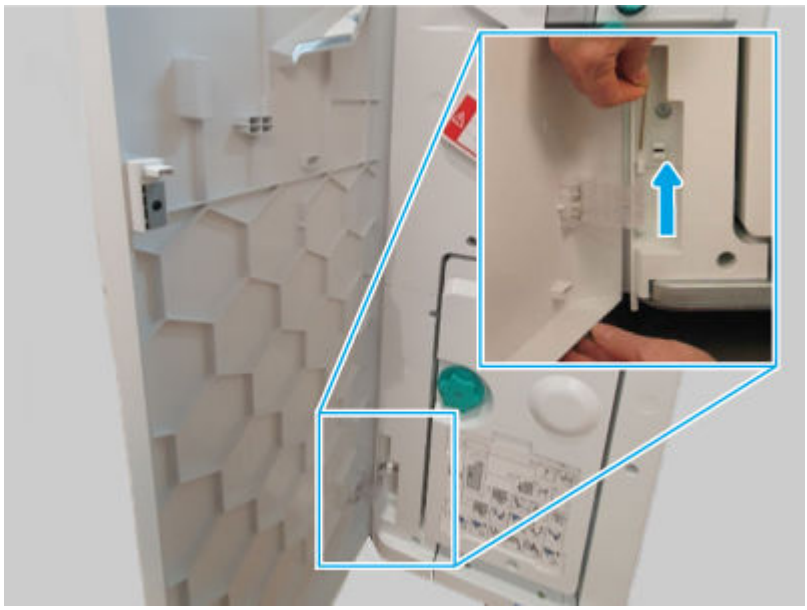
1. Release, and then remove the upper hinge pin.

Figure 5-2984 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-2985 Remove the door

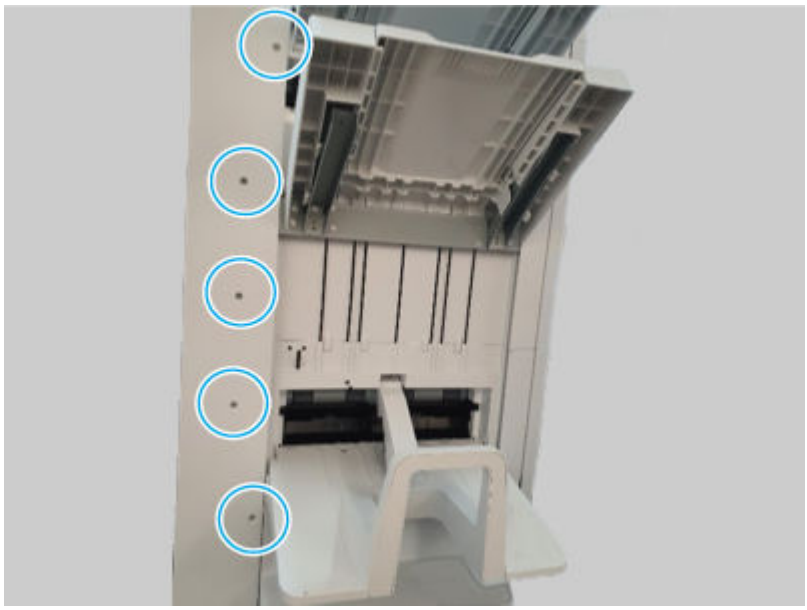


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

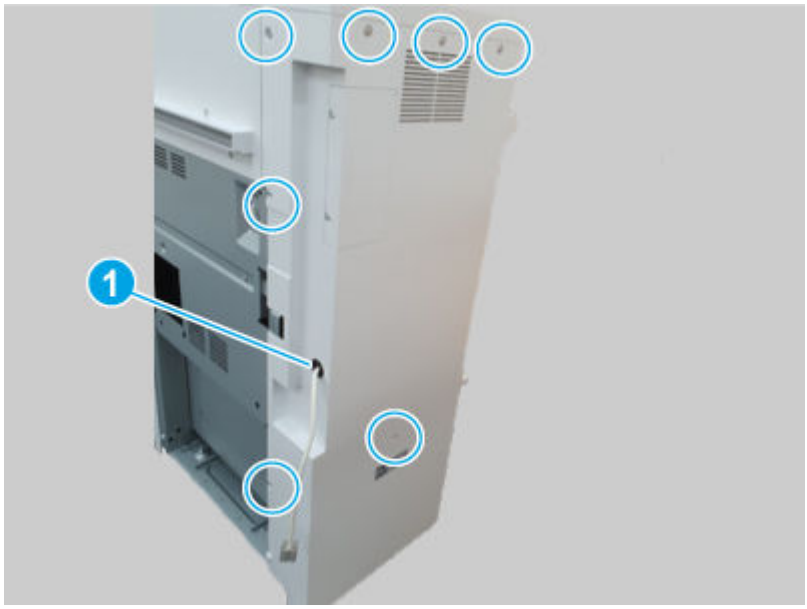
Figure 5-2986 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-2987 Remove the cover

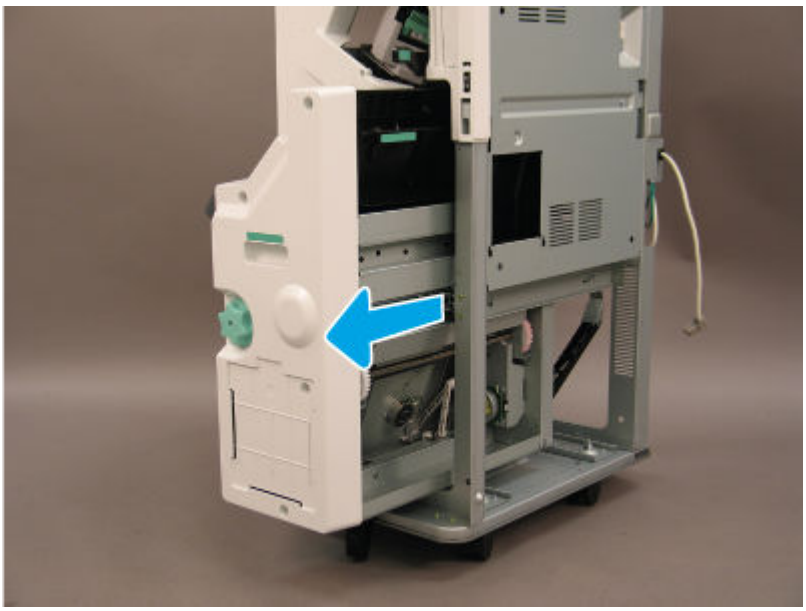


3. Remove the booklet finisher booklet maker

Use the following procedure to remove and replace the booklet finisher booklet maker.

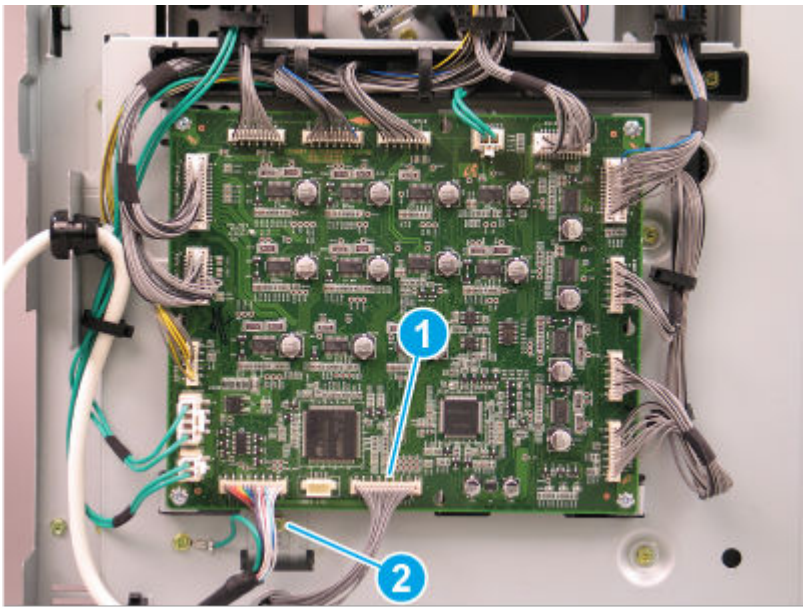
1. Slide the booklet maker out of the finisher.

Figure 5-2988 Slide the booklet maker out



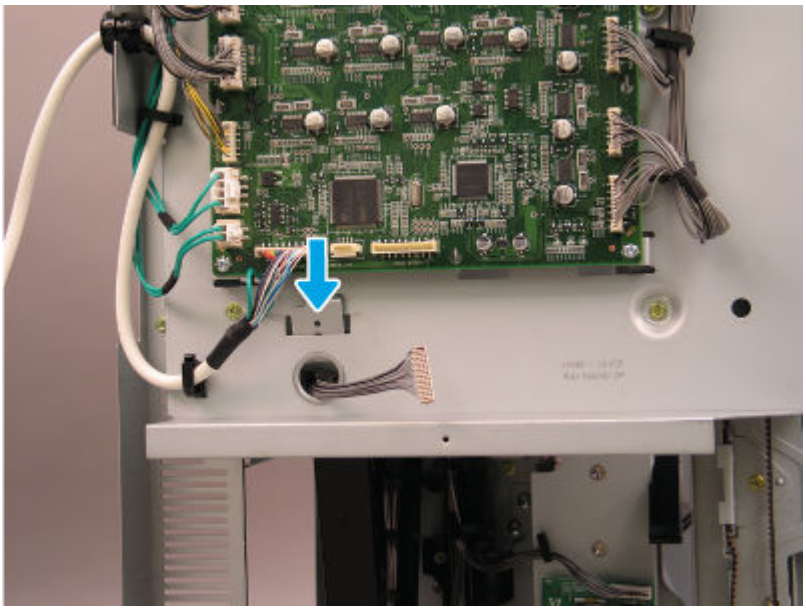
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-2989 Disconnect connector and remove the screw



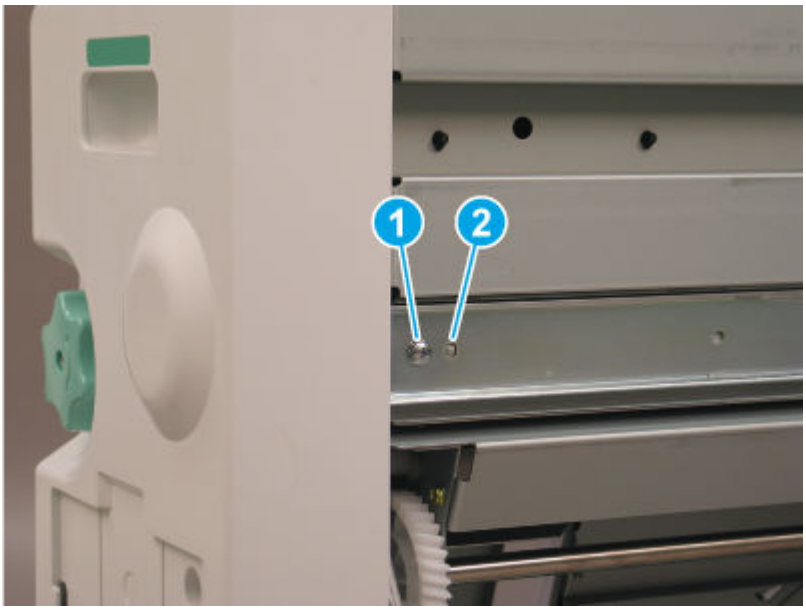
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-2990 Disconnect connector and remove the screw



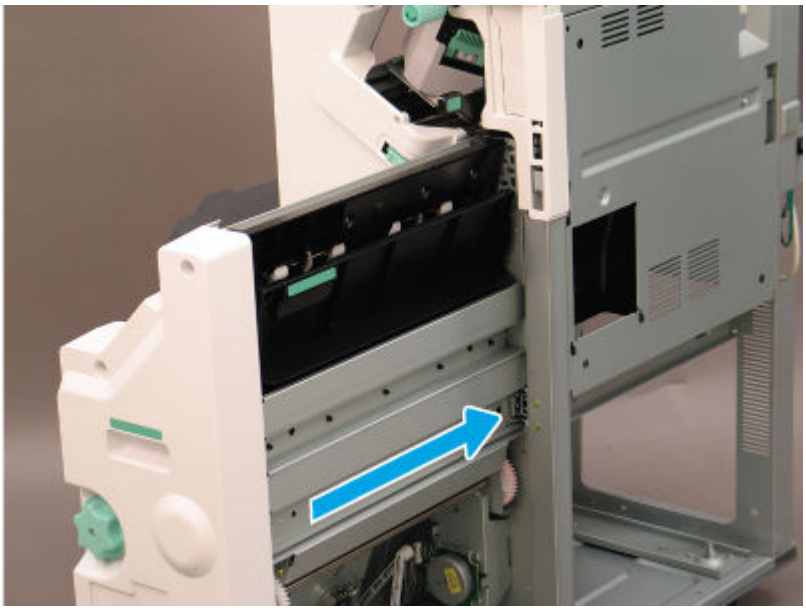
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-2991 **Release the alignment pin**



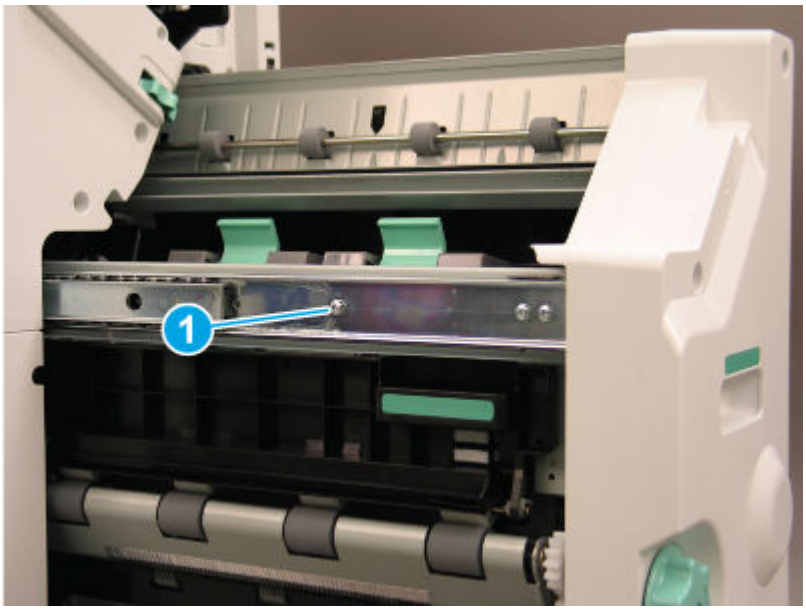
5. Slide the right rail toward the finisher.

Figure 5-2992 **Slide the rail in**



6. Remove one screw (callout 1) on the left side of the booklet maker.

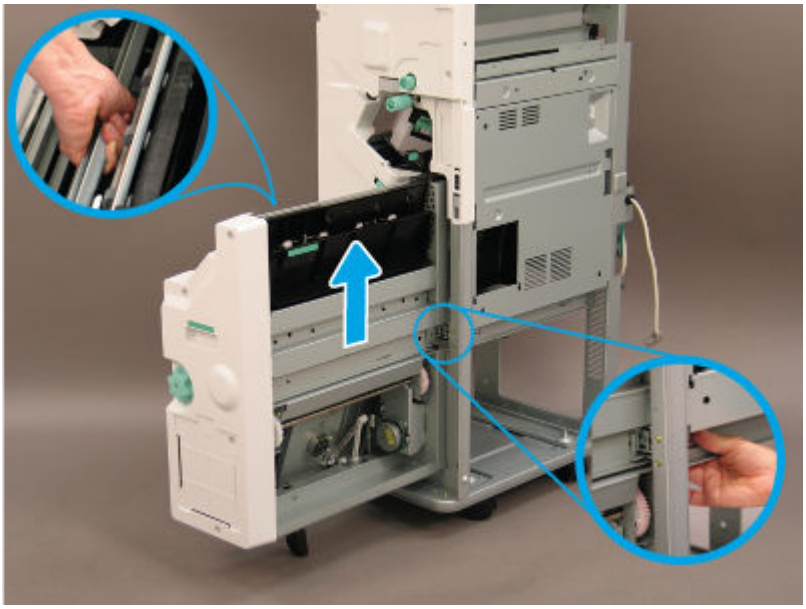
Figure 5-2993 Remove one screw



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-2994 Remove the booklet maker



4. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.

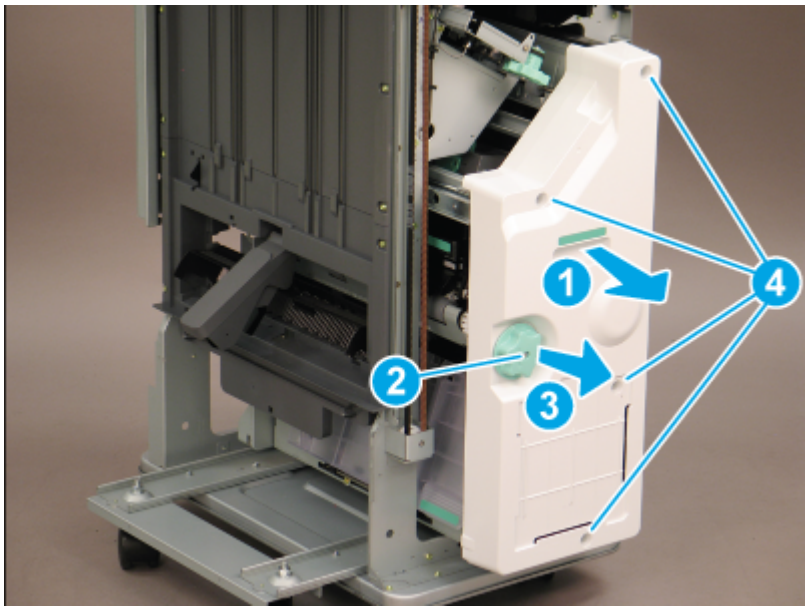
2. Do the following:

   a. Slide the booklet finisher slightly away from the finisher (callout 1).

   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).

   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-2995 **Remove the cover**

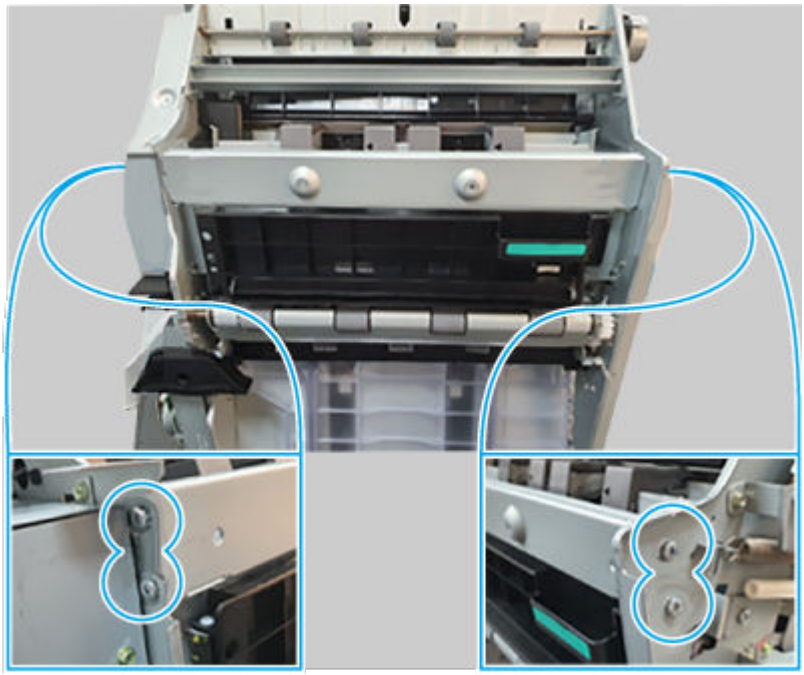


5. Remove the booklet finisher booklet tamper sensor

Use the following procedure to remove and replace the booklet finisher tamper sensor.

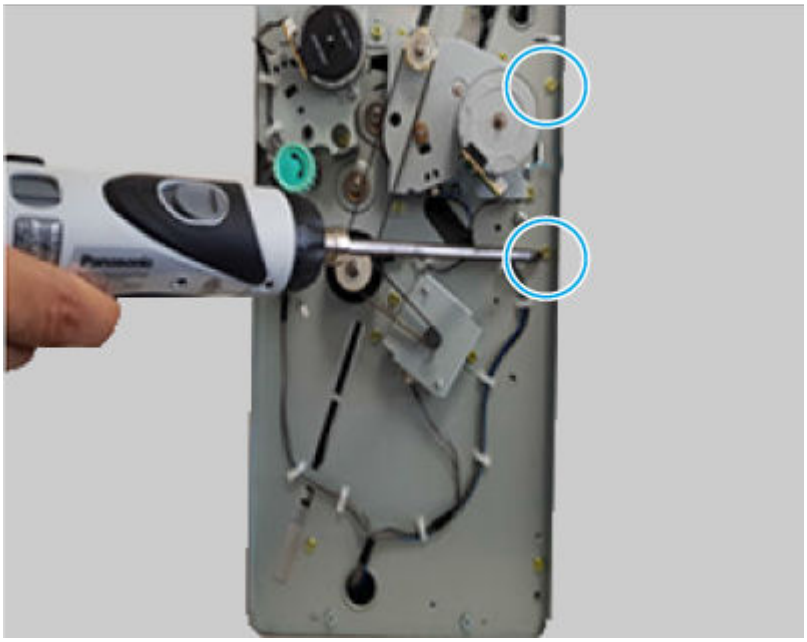
1. Remove four screws and the sheet-metal plate.

Figure 5-2996 Remove four screws



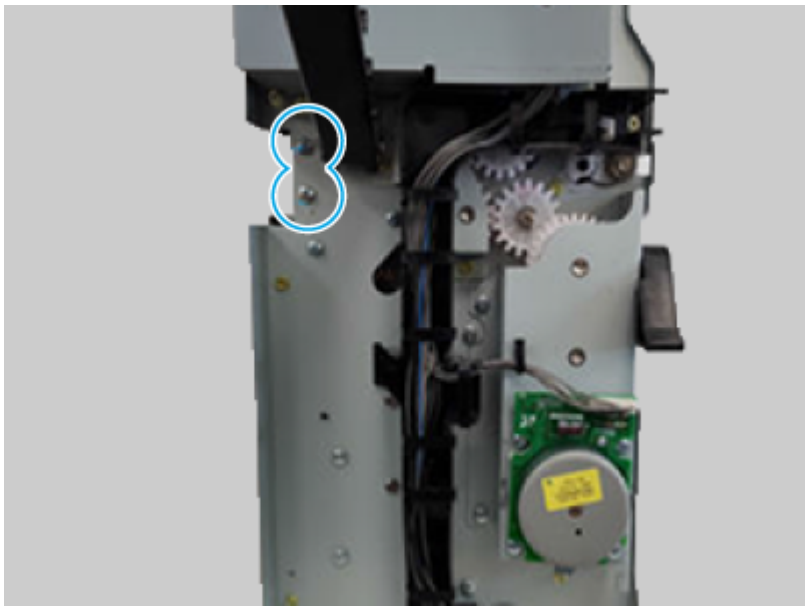
2. Remove two screws.

Figure 5-2997 Remove two screws



3. Remove two screws.

Figure 5-2998 Remove two screws



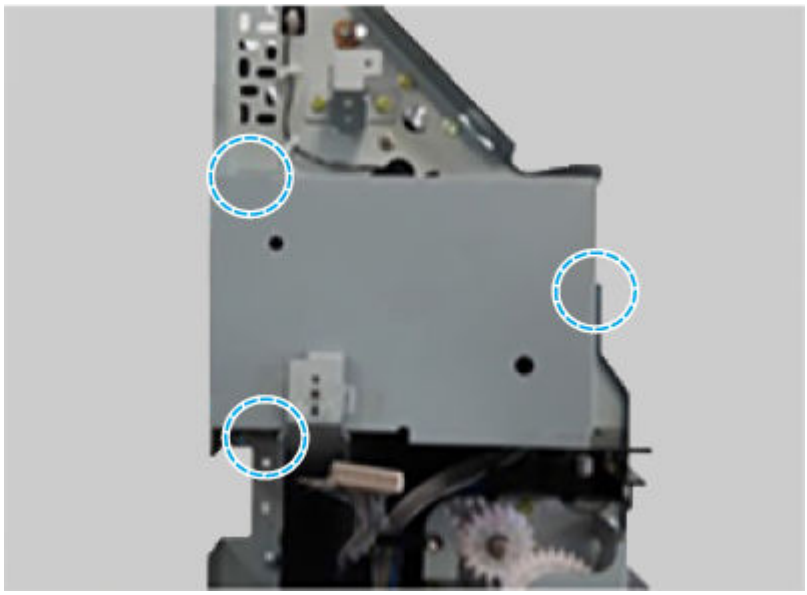
4. Remove two screws.

Figure 5-2999 Remove two screws



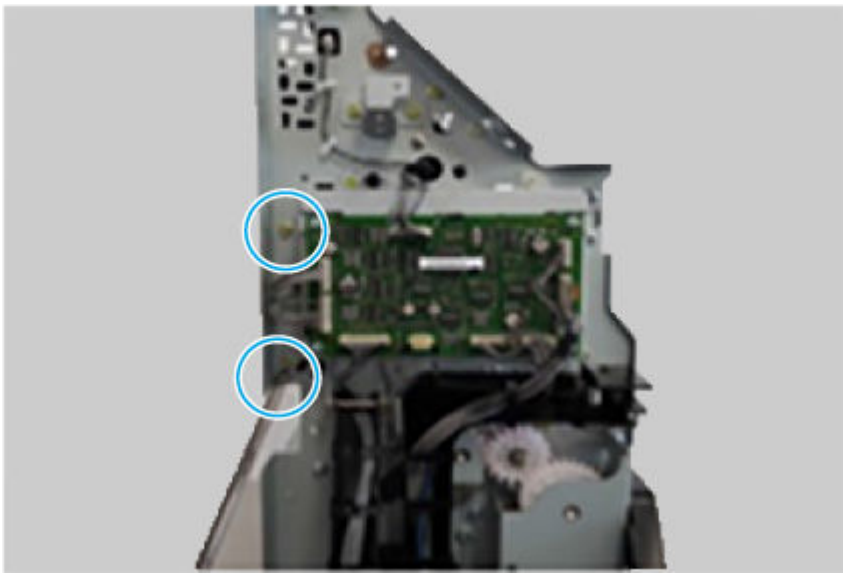
5. Remove three screws and the sheet-metal cover.

Figure 5-3000 Remove three screws



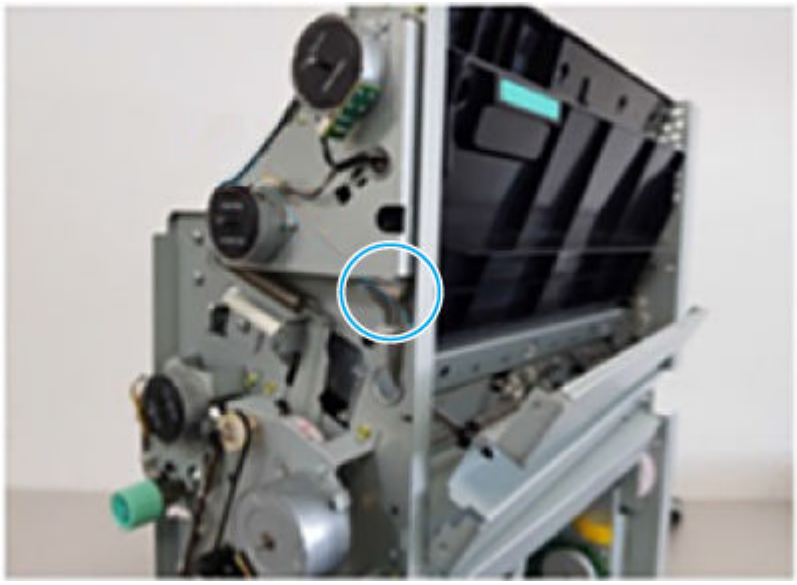
6. Remove two screws.

Figure 5-3001 Remove two screws



7. Disconnect one connector.

Figure 5-3002 Disconnect one connector



8. Disconnect one connector.

Figure 5-3003 Disconnect one connector



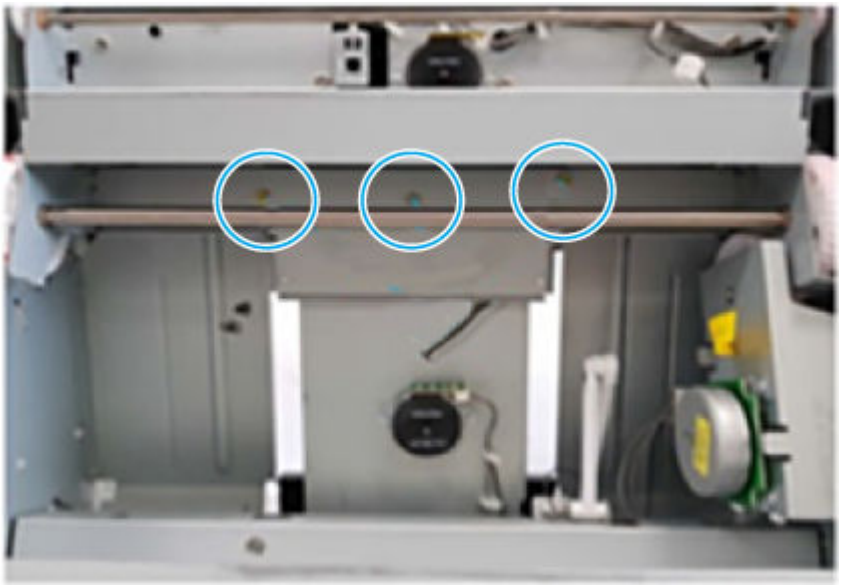
9. Remove two screws.

Figure 5-3004 Remove two screws



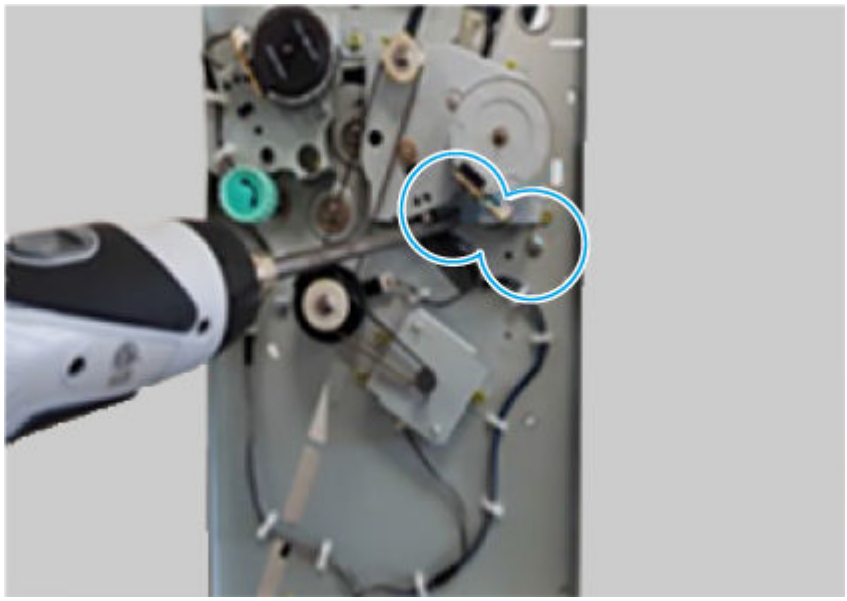
10. Remove three screws.

Figure 5-3005 Remove three screws



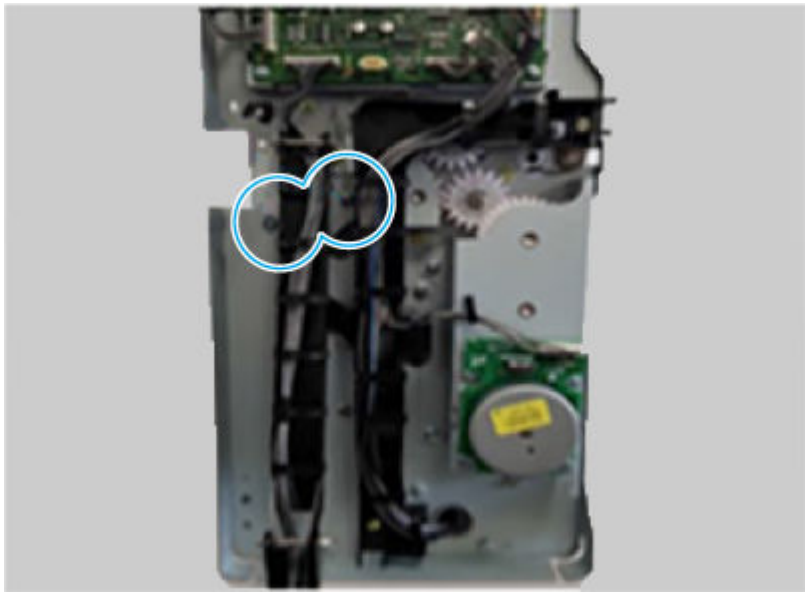
11. Remove two screws.

Figure 5-3006 **Remove two screws**



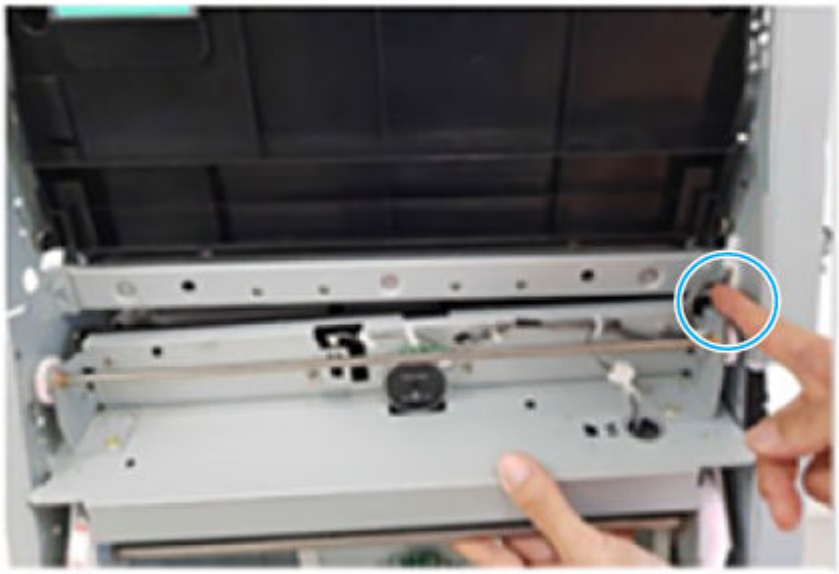
12. Remove two screws.

Figure 5-3007 **Remove two screws**



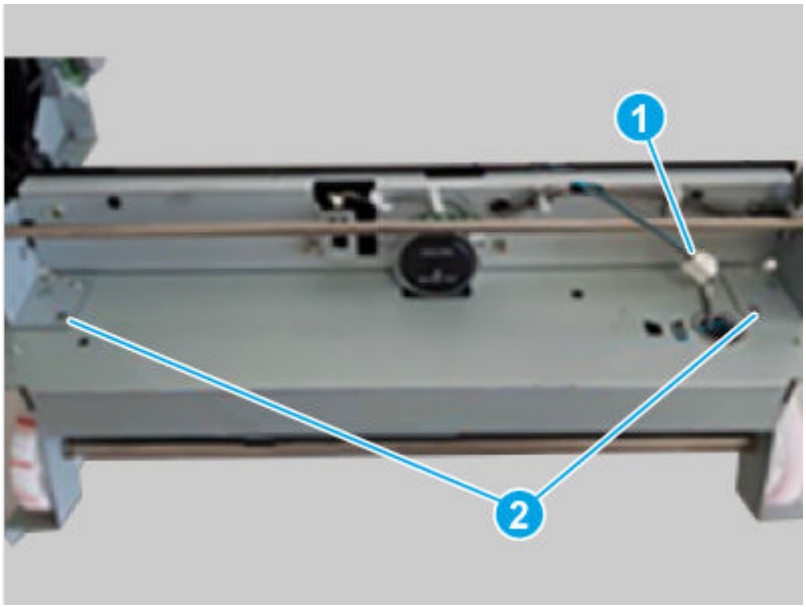
13. Disconnect one connector.

Figure 5-3008 Disconnect one connector



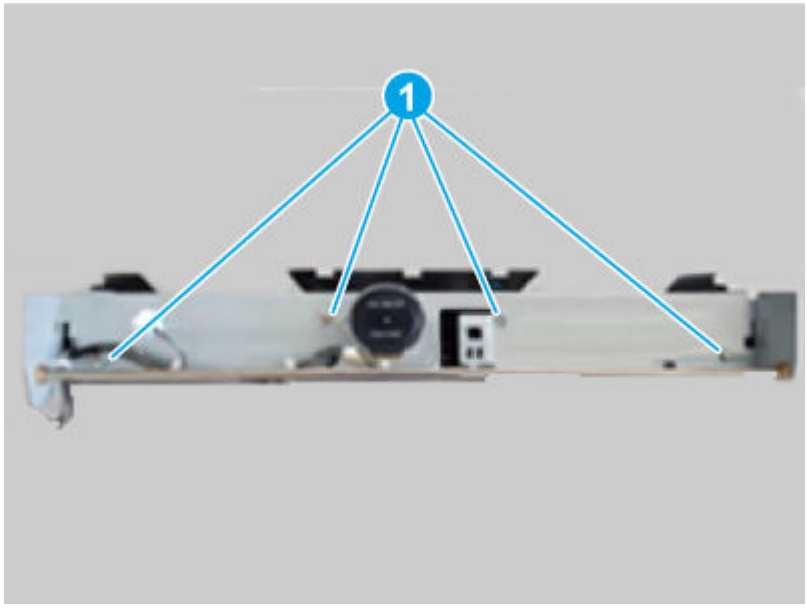
14. Disconnect one connector (callout 1), and then remove two screws (callout 2).

Figure 5-3009 Disconnect connector and remove screws



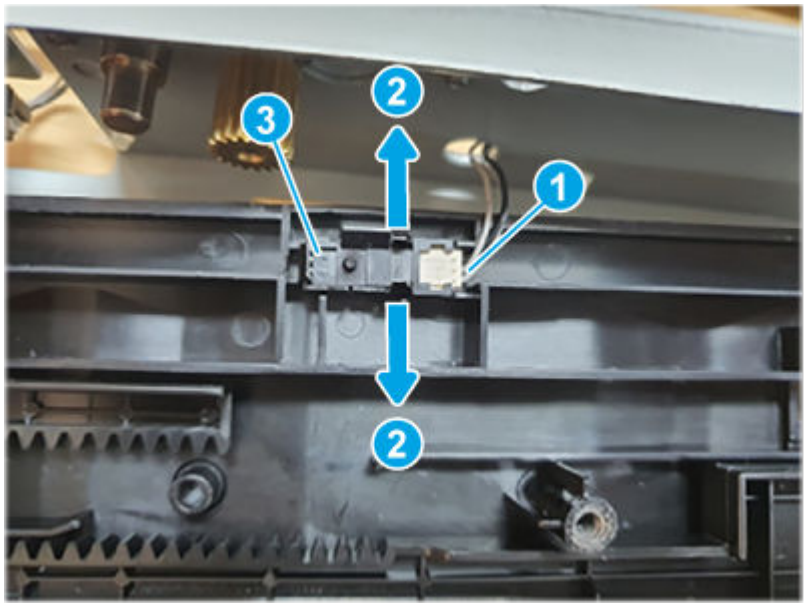
15. Remove four screws (callout 2), and then remove the sheet-metal cover.

Figure 5-3010 **Remove the cover**



16. Disconnect one connector (callout 1), release two tabs (callout 2), and then remove the booklet tamper sensor (callout 3).

Figure 5-3011 **Remove the sensor**



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

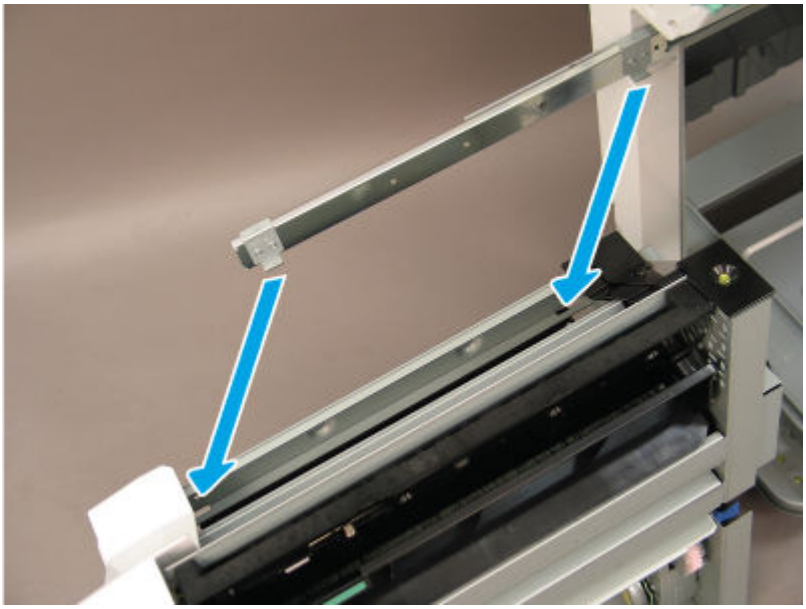
7. Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

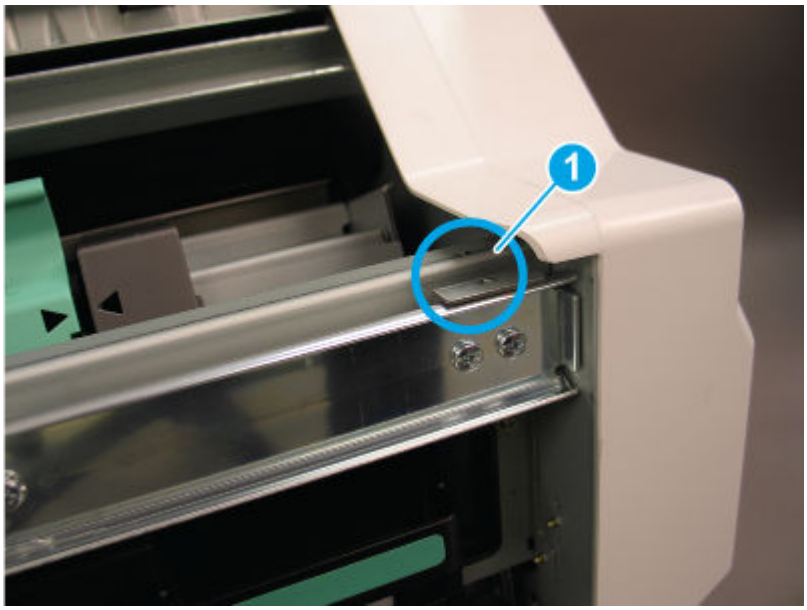
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-3012 Position the hooks on the rail



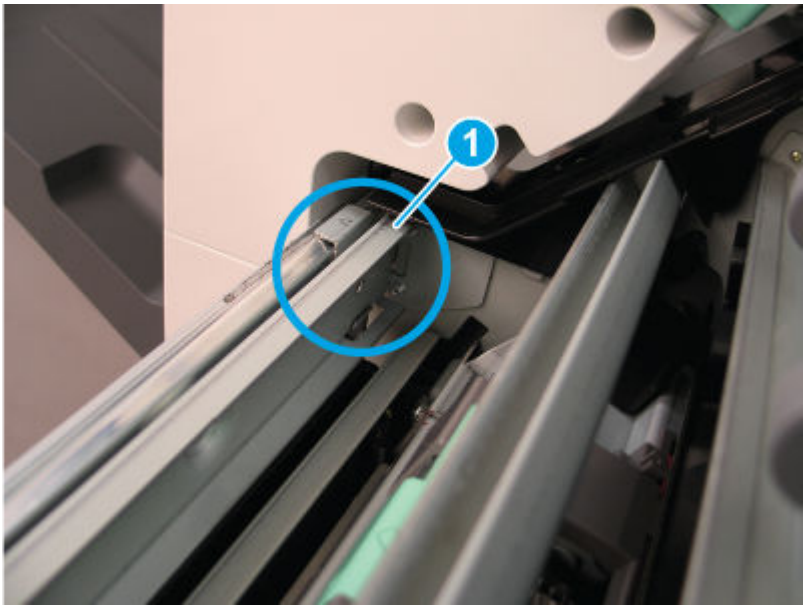
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-3013 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

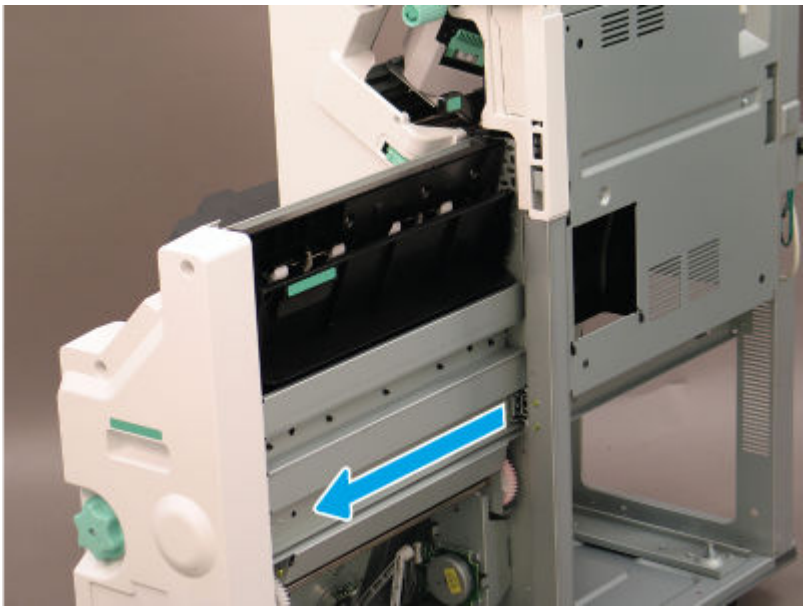
Figure 5-3014 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-3015 Attach the rail



Booklet stapler unit

Review the booklet finisher booklet stapler unit removal procedures.

Removal and replacement: Booklet stapler

Learn about removing and replacing the booklet finisher stapler.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-301 Part information

Part number	Part description
6GW51-40001	Booklet stapler

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

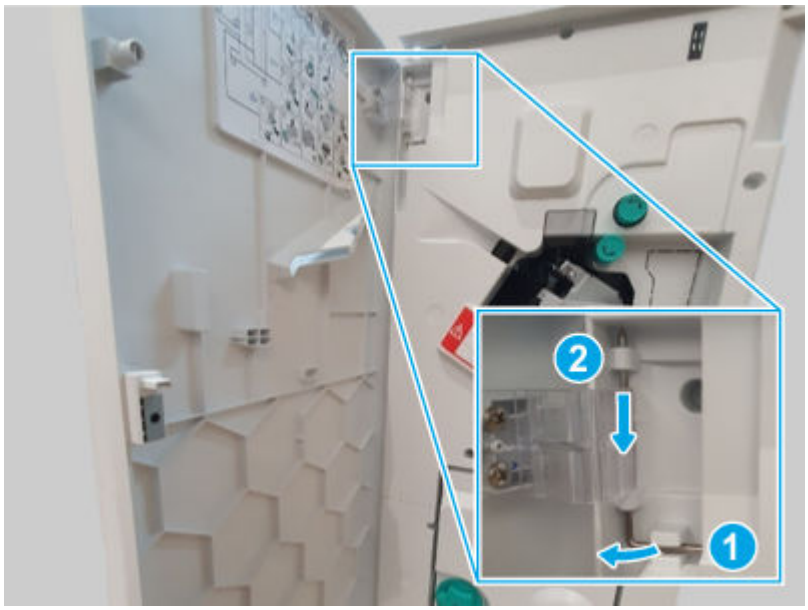
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

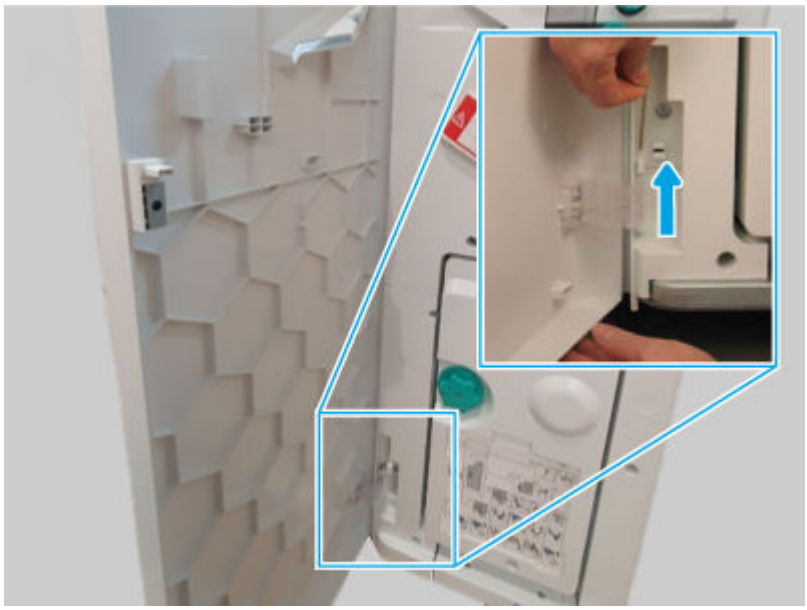
1. Release, and then remove the upper hinge pin.

Figure 5-3016 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-3017 Remove the door

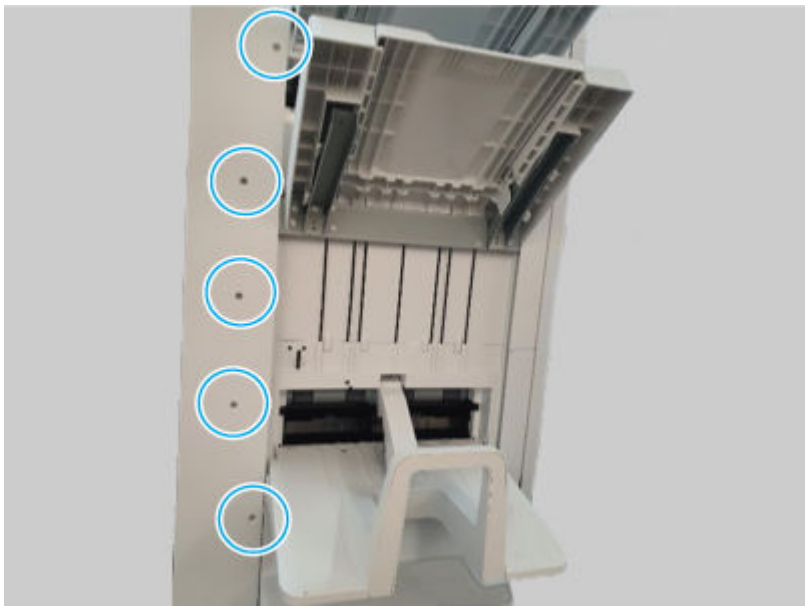


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

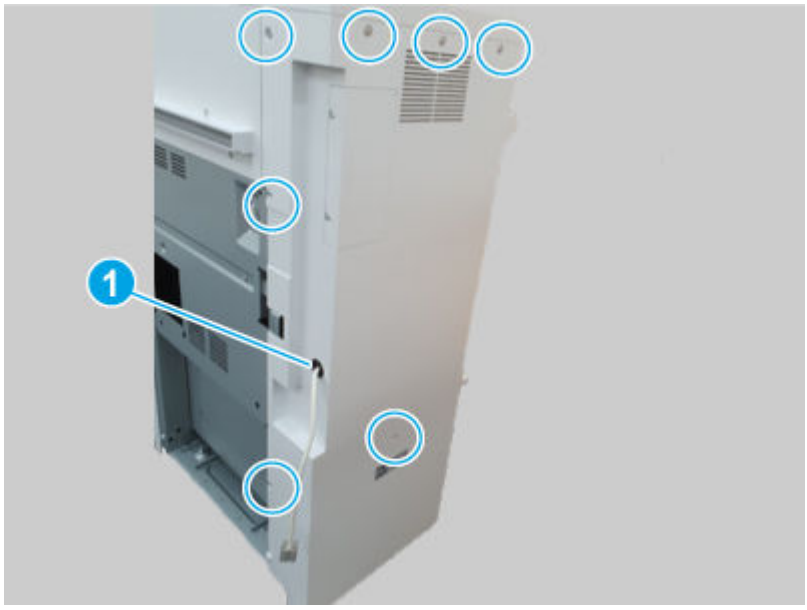
Figure 5-3018 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-3019 **Remove the cover**



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

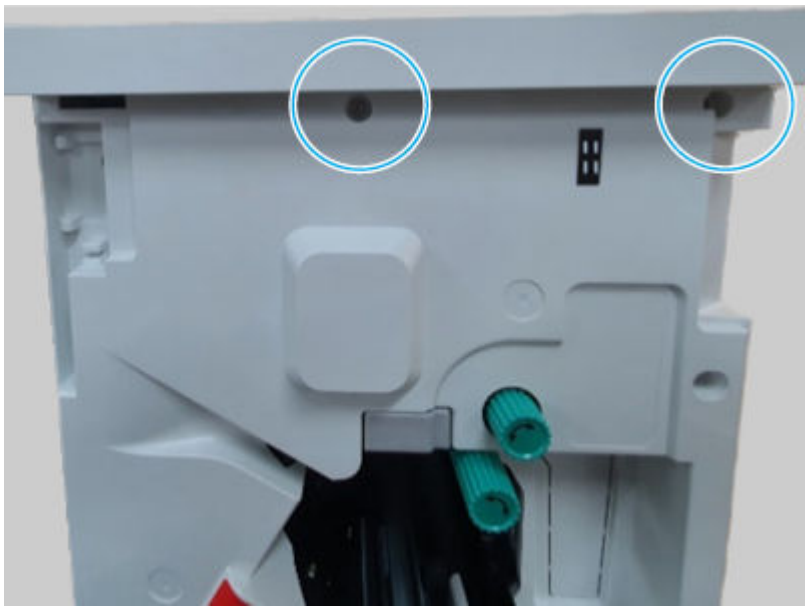
1. Remove three screws.

Figure 5-3020 Remove three screws



2. Remove two screws, and then remove the top cover.

Figure 5-3021 Remove the cover



4. Remove the booklet finisher booklet maker

Use the following procedure to remove and replace the booklet finisher booklet maker.

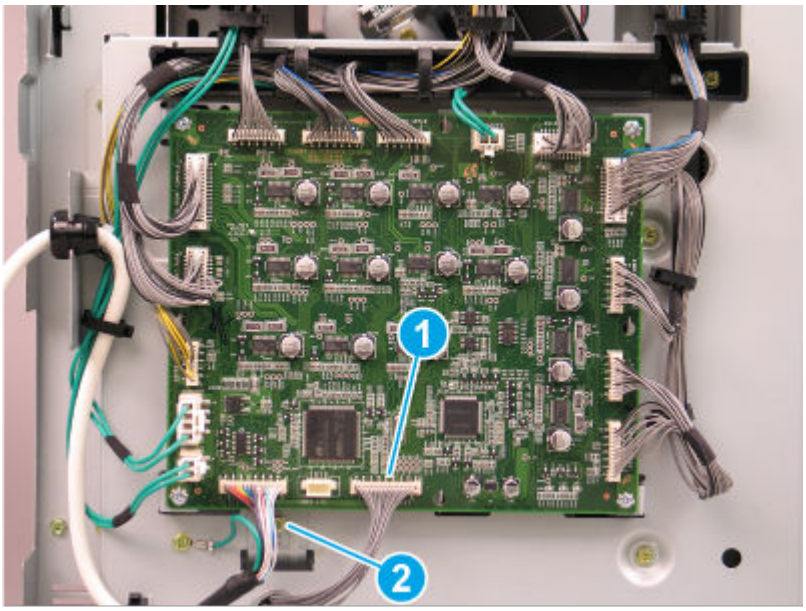
1. Slide the booklet maker out of the finisher.

Figure 5-3022 **Slide the booklet maker out**



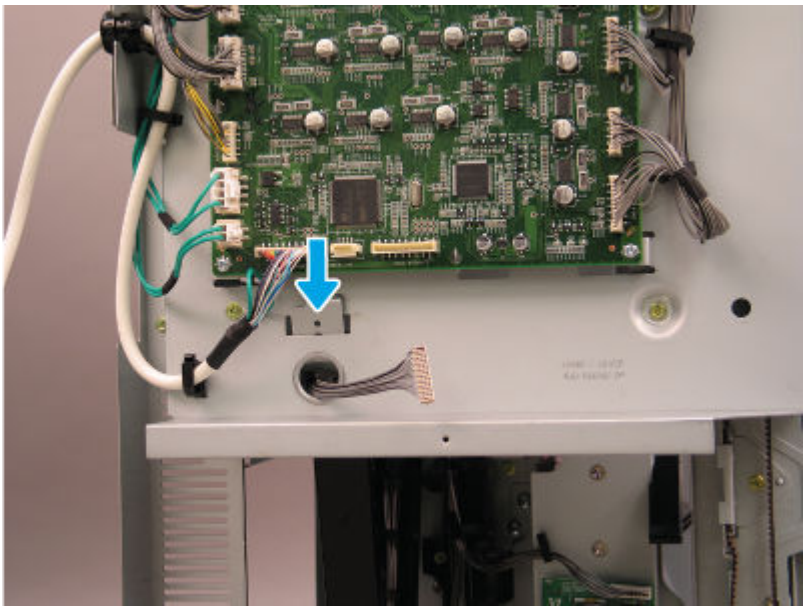
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-3023 **Disconnect connector and remove the screw**



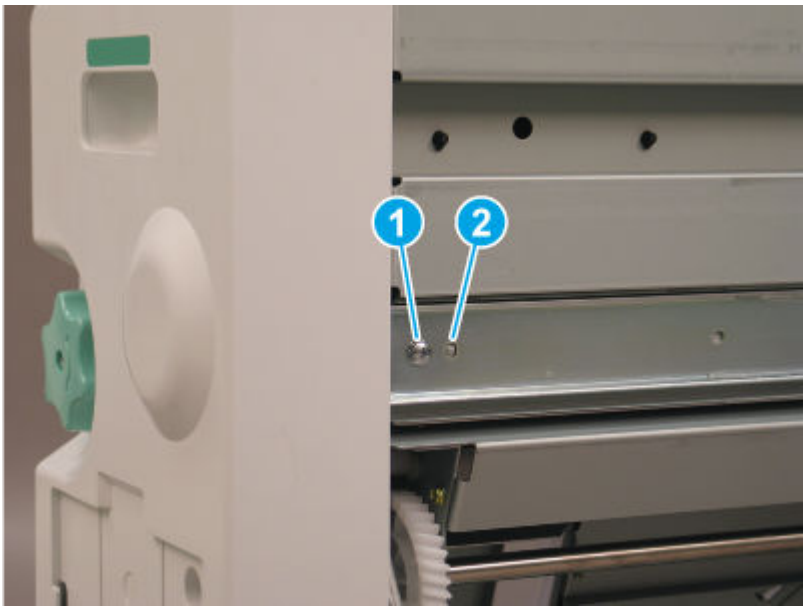
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-3024 **Disconnect connector and remove the screw**



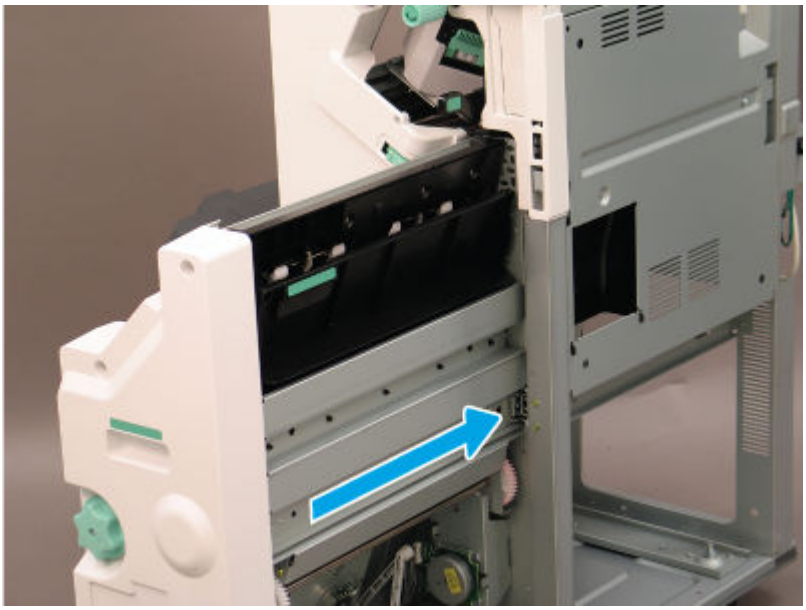
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-3025 **Release the alignment pin**



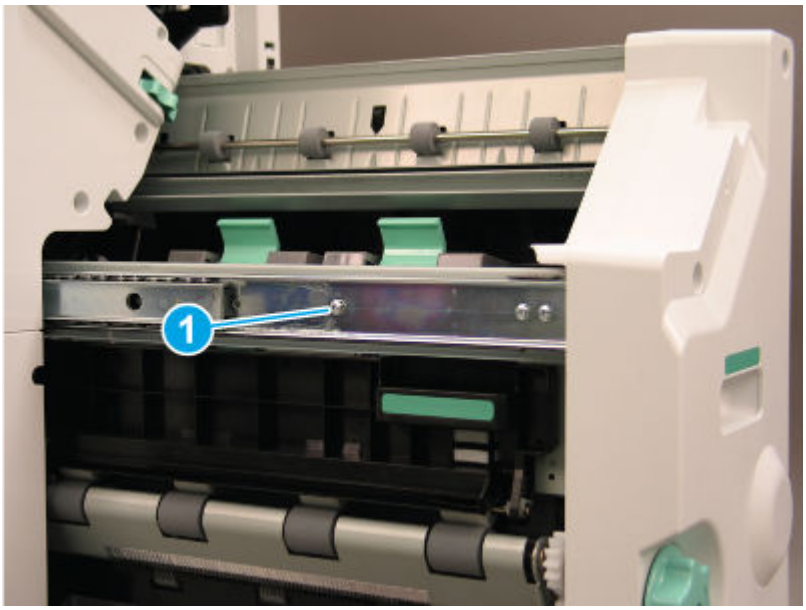
5. Slide the right rail toward the finisher.

Figure 5-3026 **Slide the rail in**



6. Remove one screw (callout 1) on the left side of the booklet maker.

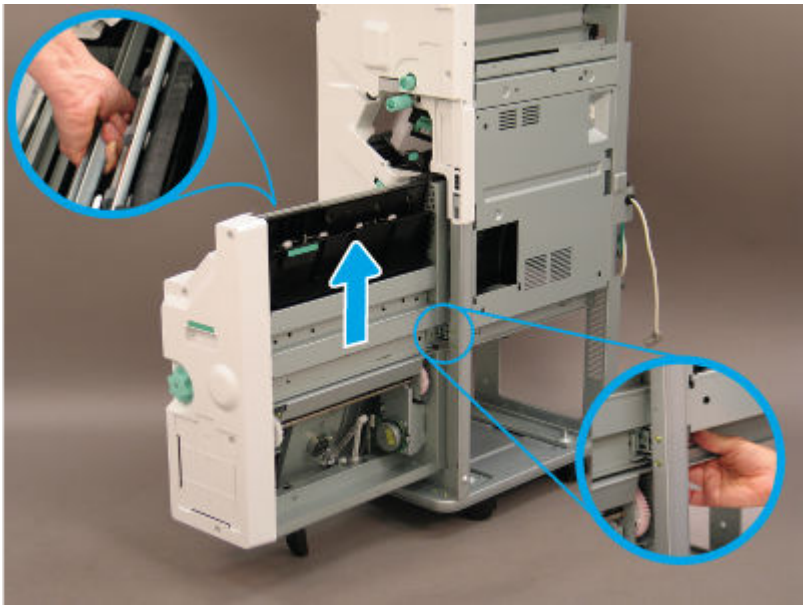
Figure 5-3027 **Remove one screw**



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-3028 Remove the booklet maker

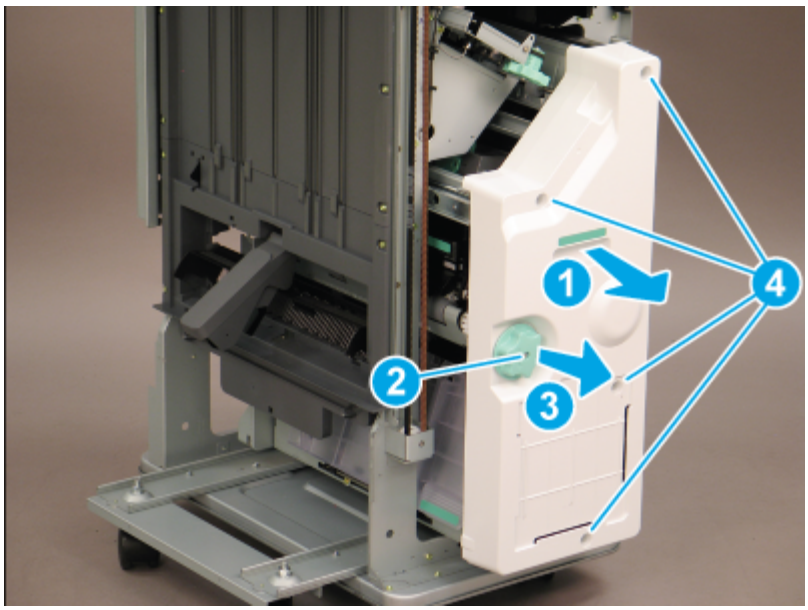


5. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-3029 Remove the cover



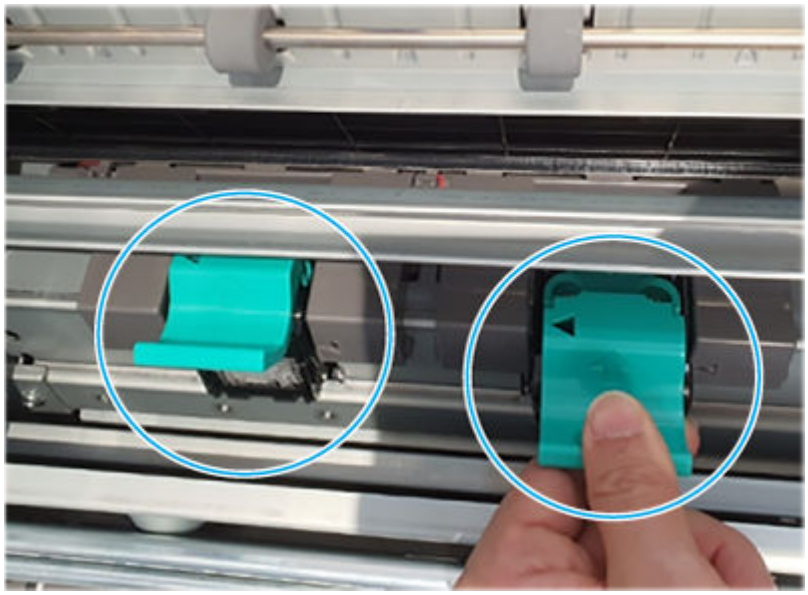
6. Remove the booklet finisher booklet staple cartridge

Use the following procedure to remove and replace the booklet finisher booklet staple cartridge.

1. Open the front door, and then pull the booklet maker out.
2. Remove the booklet staple cartridge.

NOTE: Repeat this step for the remaining cartridge.

Figure 5-3030 **Remove the cartridge**

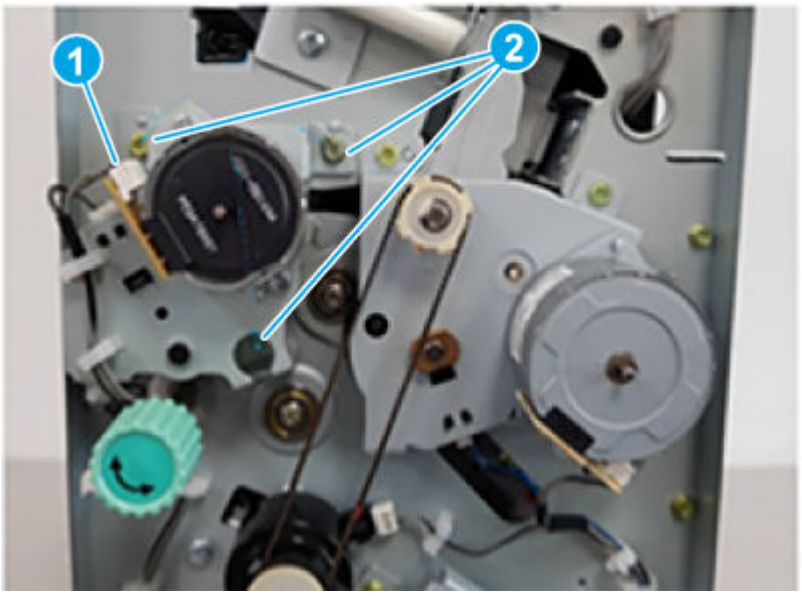


7. Remove the booklet finisher booklet diverter motor assembly

Use the following procedure to remove and replace the booklet finisher booklet diverter motor assembly.

- Disconnect one connector (callout 1), remove three screws (callout 2), and then remove the booklet diverter motor assembly.

Figure 5-3031 Remove the assembly

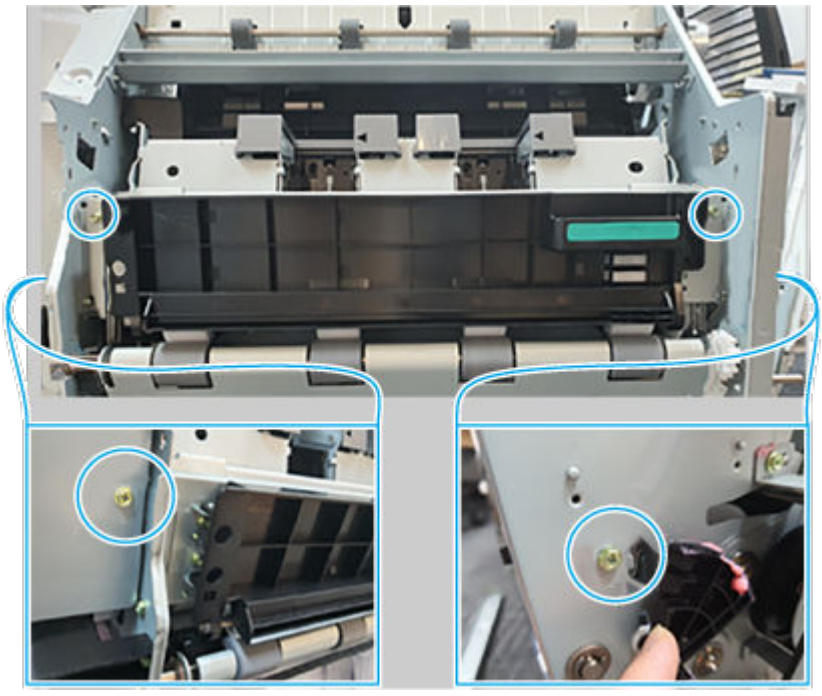


8. Remove the booklet finisher booklet c-fold blade assembly

Use the following procedure to remove and replace the booklet finisher c-fold blade assembly.

- Remove four screws, and then remove the c-fold blade assembly.

Figure 5-3032 Remove the assembly



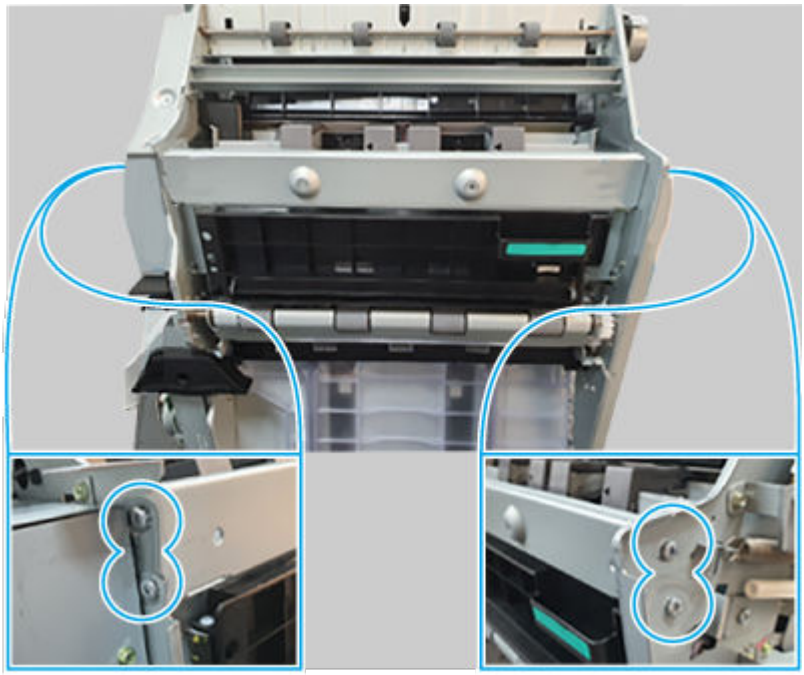
9. Remove the booklet finisher booklet tamper sensor

Use the following procedure to remove and replace the booklet finisher tamper sensor.

1. Remove four screws and the sheet-metal plate.

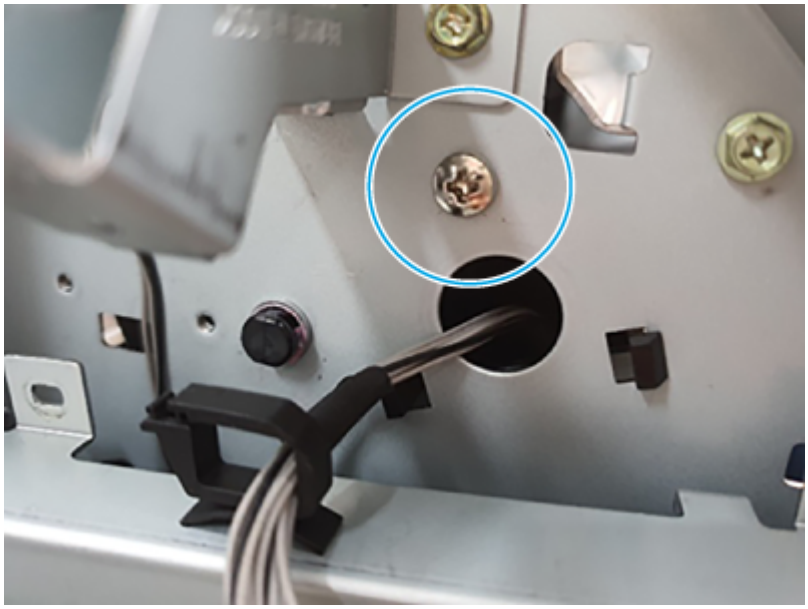
NOTE: The c-fold blade assembly is shown installed in the figure below. How ever it was remove in the previous step.

Figure 5-3033 Remove four screws



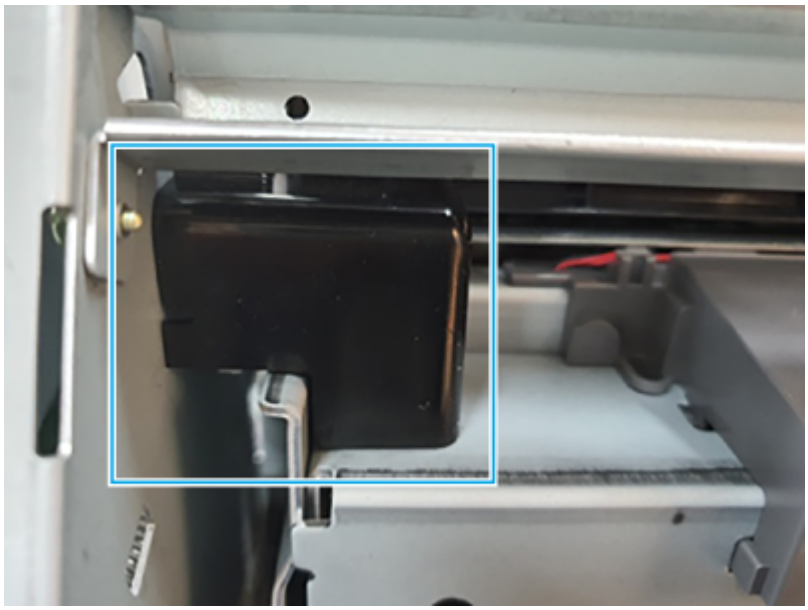
2. Remove one screw.

Figure 5-3034 Remove one screw



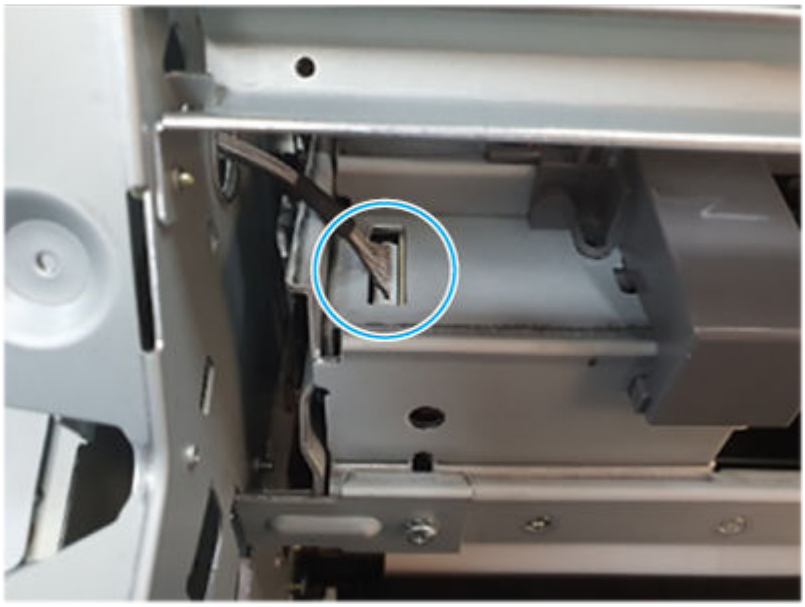
3. Remove the black-plastic cover.

Figure 5-3035 Remove the cover



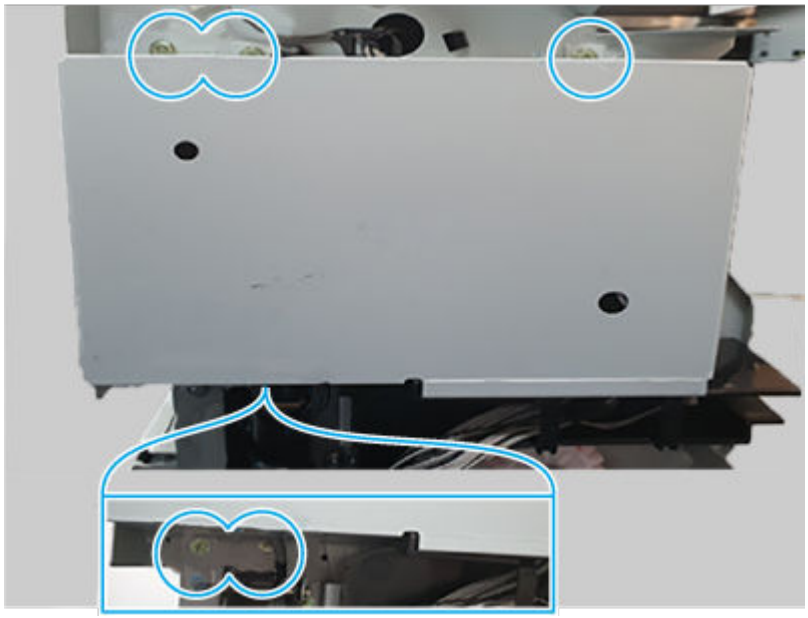
4. Disconnect one connector.

Figure 5-3036 Disconnect one connector



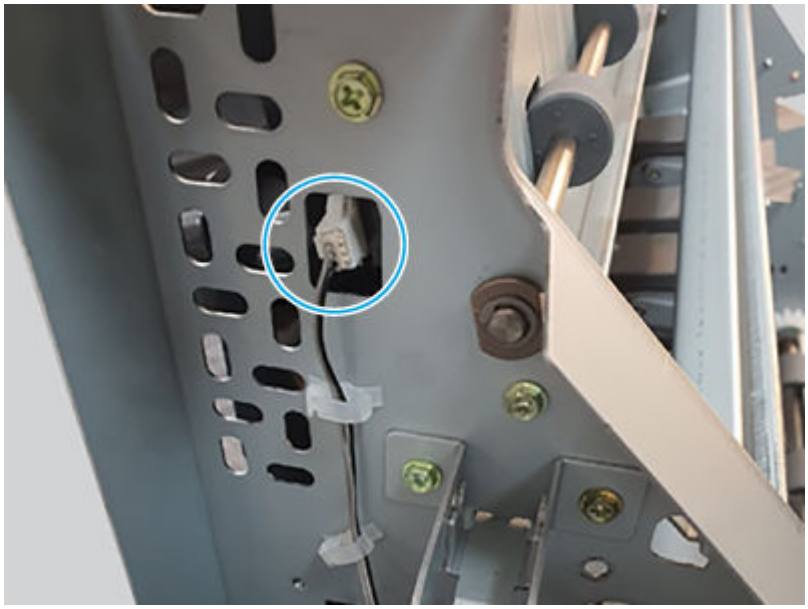
5. Remove five screws.

Figure 5-3037 Remove five screws



6. Disconnect one connector.

Figure 5-3038 Disconnect one connector



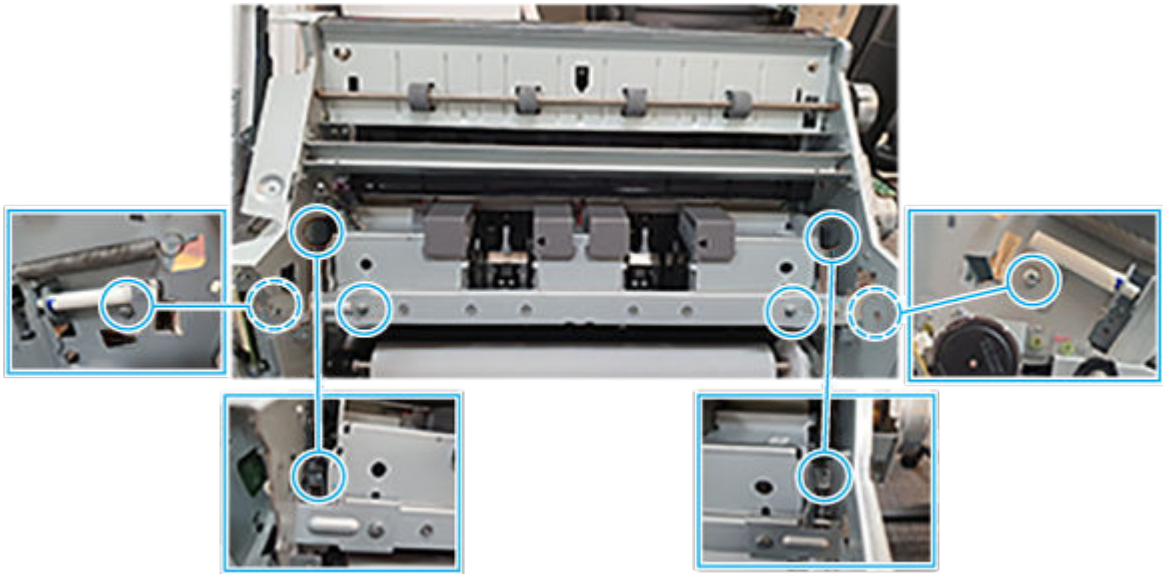
7. Disconnect two connectors.

Figure 5-3039 Disconnect two connectors



8. Remove six screws, and then remove the booklet stapler.

Figure 5-3040 Remove the stapler



10. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

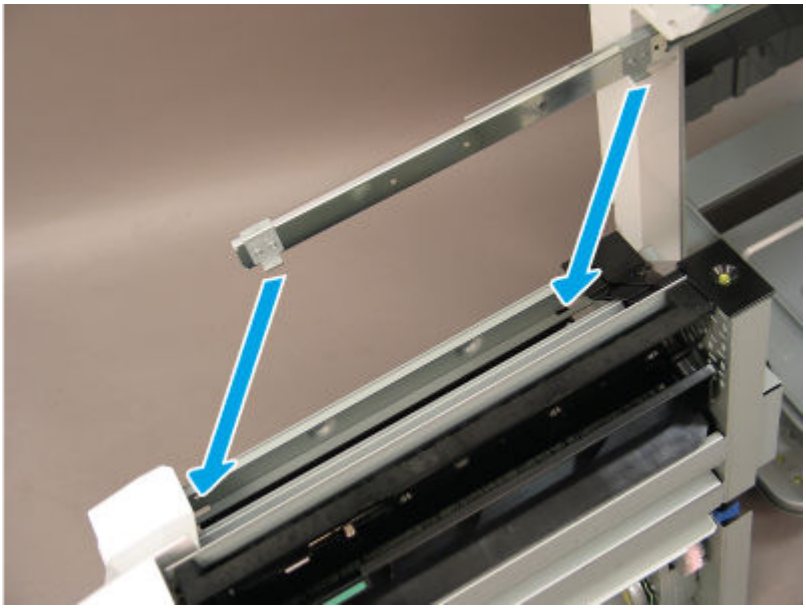
11. Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

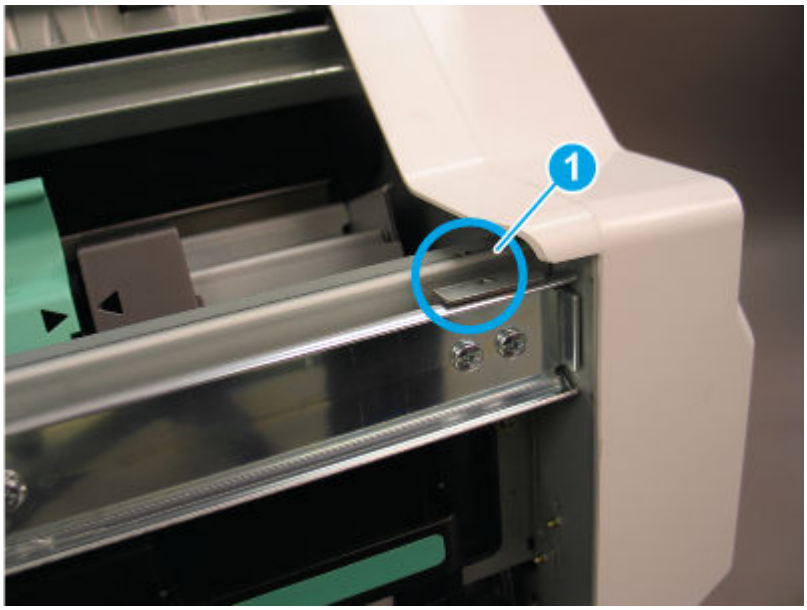
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-3041 Position the hooks on the rail



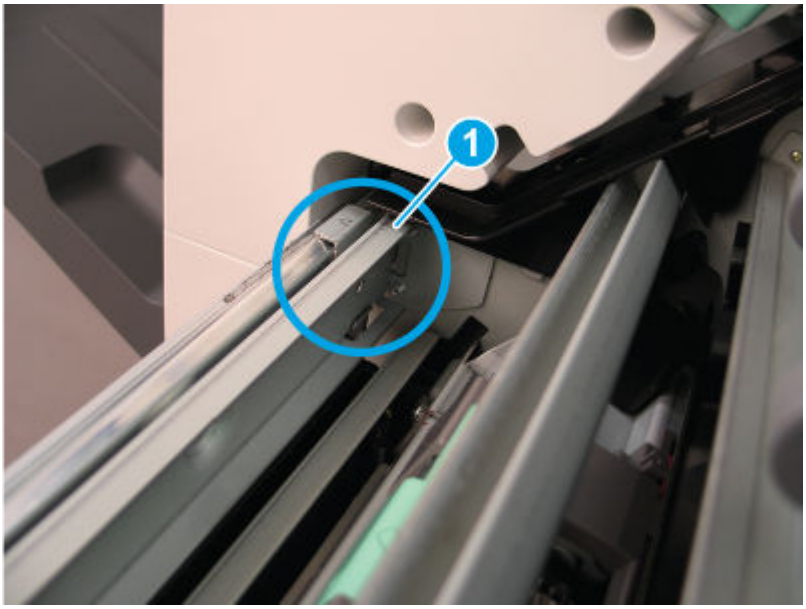
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-3042 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

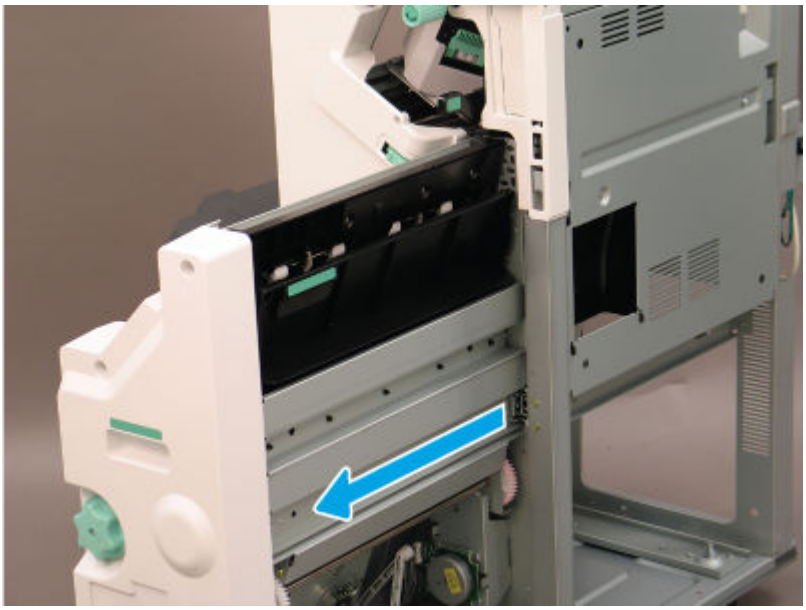
Figure 5-3043 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-3044 Attach the rail



Removal and replacement: Booklet staple cartridge

Learn about removing and replacing the booklet finisher staple cartridge.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-302 Part information

Part number	Part description
JC81-09881B	Booklet staple cartridge

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

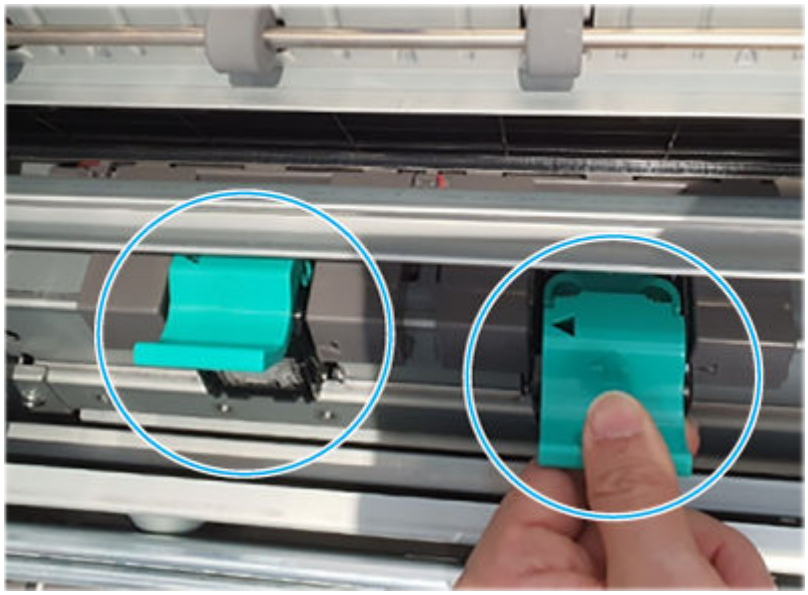
1. Remove the booklet finisher booklet staple cartridge

Use the following procedure to remove and replace the booklet finisher booklet staple cartridge.

1. Open the front door, and then pull the booklet maker out.
2. Remove the booklet staple cartridge.

> **NOTE:** Repeat this step for the remaining cartridge.

Figure 5-3045 Remove the cartridge



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Booklet fold unit

Review the booklet finisher booklet fold unit removal procedures.

Removal and replacement: Booklet c-fold blade assembly

Learn about removing and replacing the booklet finisher c-fold blade assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-303 Part information

Part number	Part description
JC90-01438A	Booklet c-fold blade assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

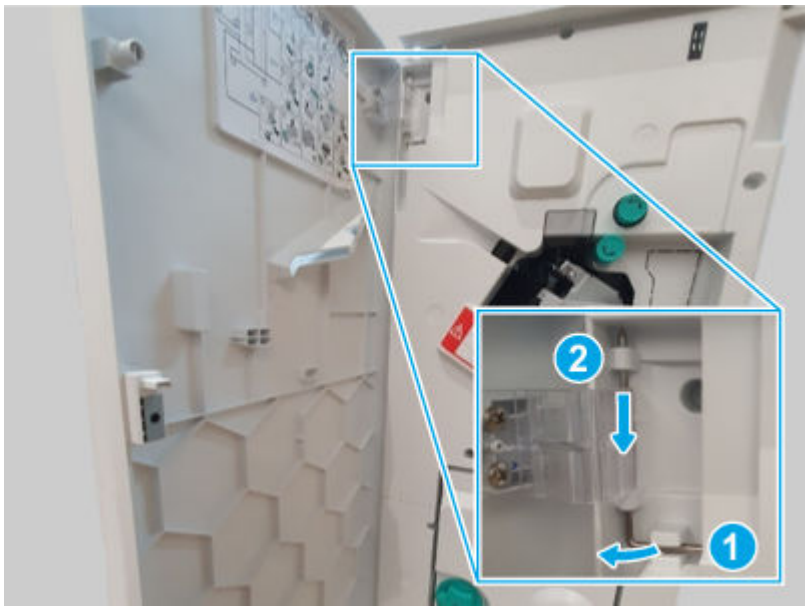
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

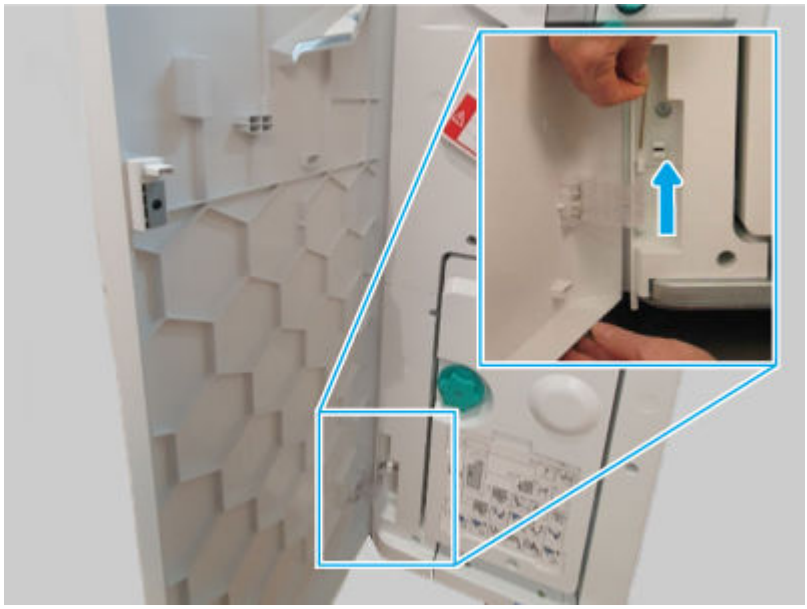
1. Release, and then remove the upper hinge pin.

Figure 5-3046 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-3047 **Remove the door**

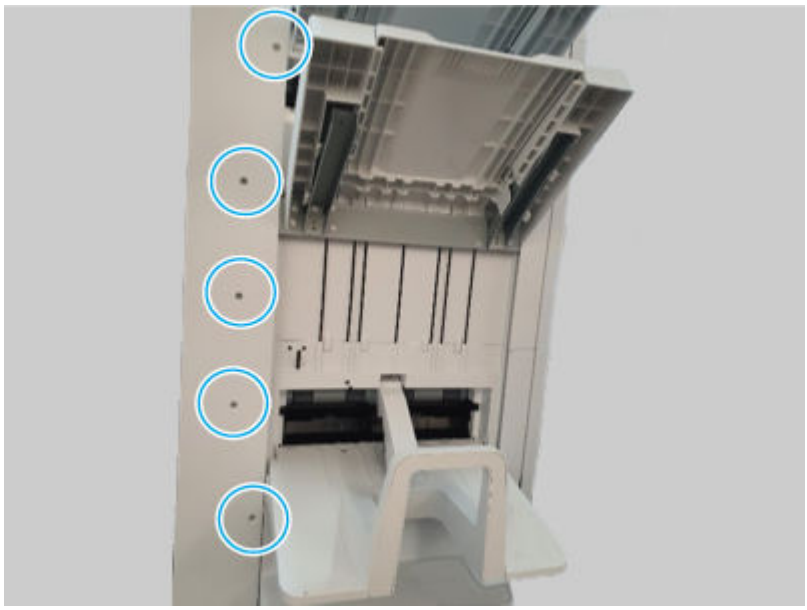


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

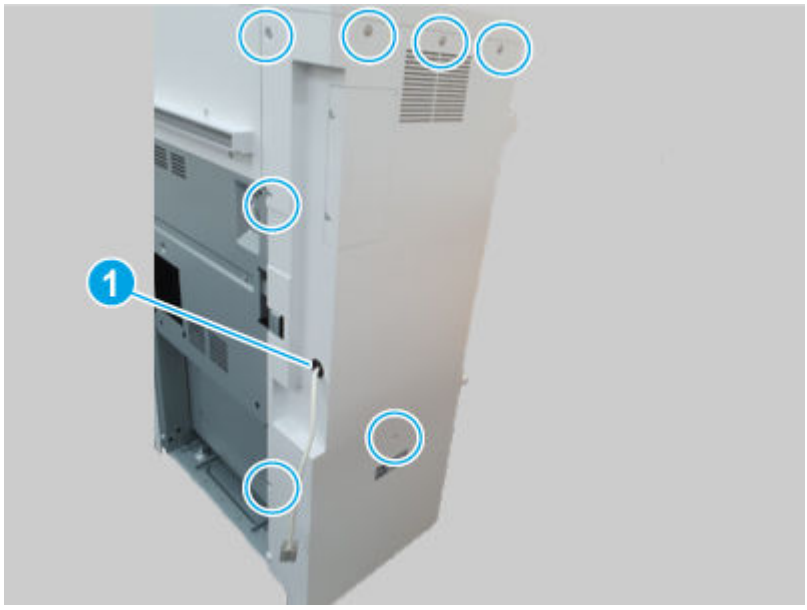
Figure 5-3048 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-3049 Remove the cover



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

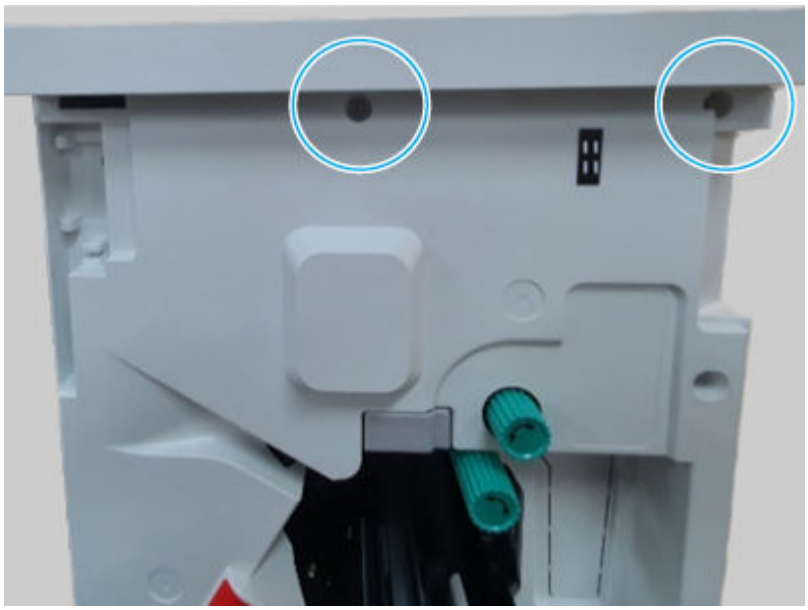
1. Remove three screws.

Figure 5-3050 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-3051 **Remove the cover**



4. Remove the booklet finisher booklet maker

Use the following procedure to remove and replace the booklet finisher booklet maker.

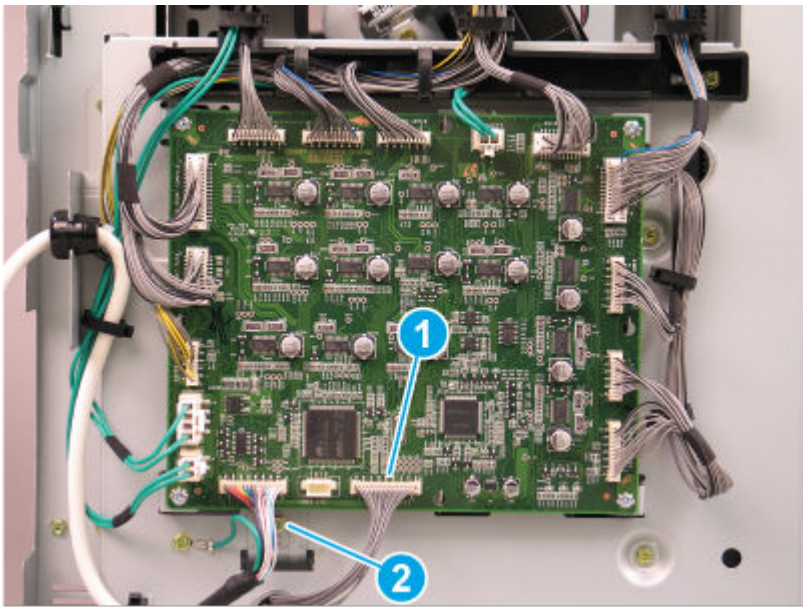
1. Slide the booklet maker out of the finisher.

Figure 5-3052 **Slide the booklet maker out**



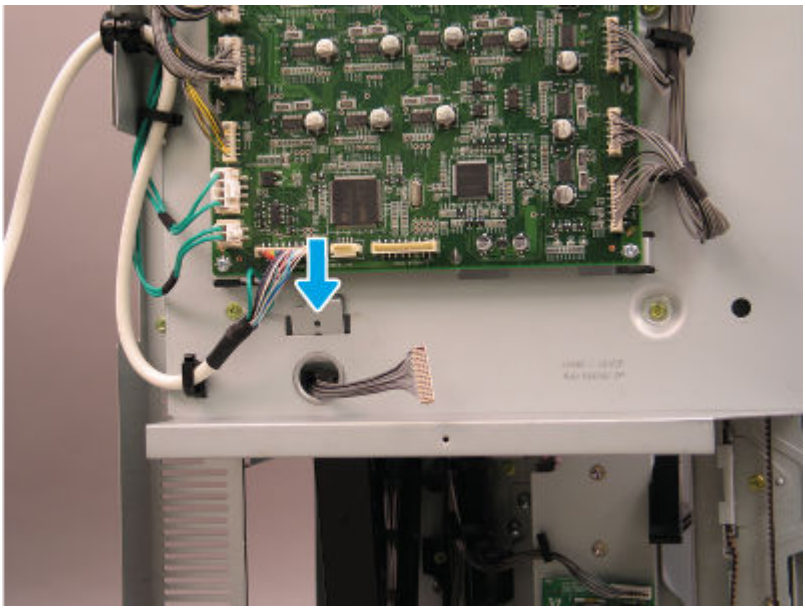
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-3053 **Disconnect connector and remove the screw**



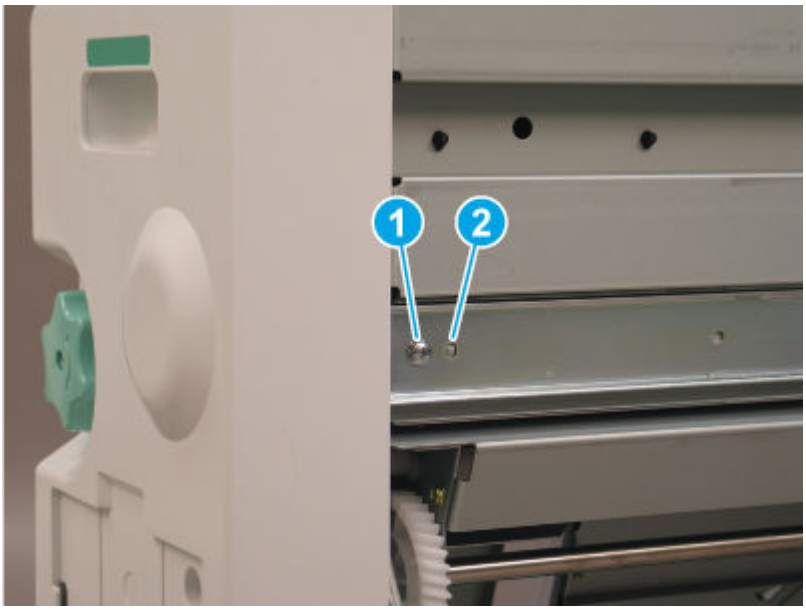
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-3054 Disconnect connector and remove the screw



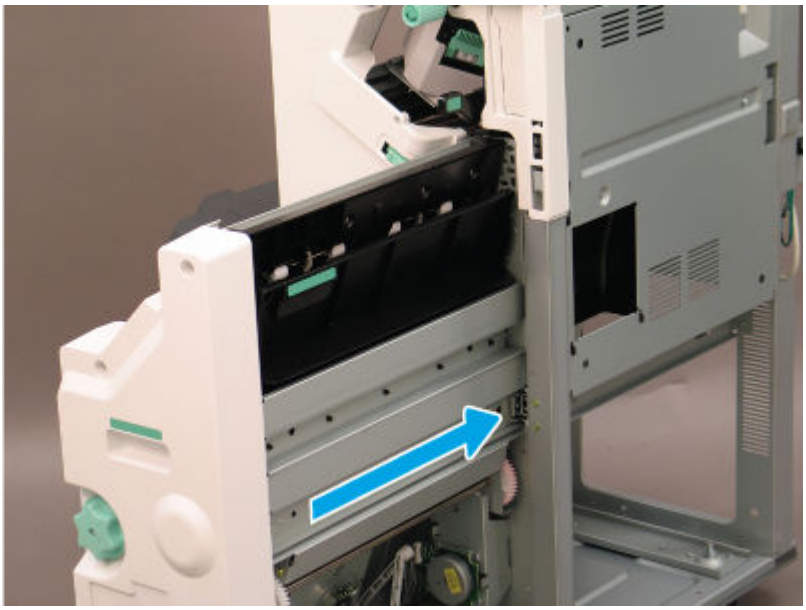
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-3055 Release the alignment pin



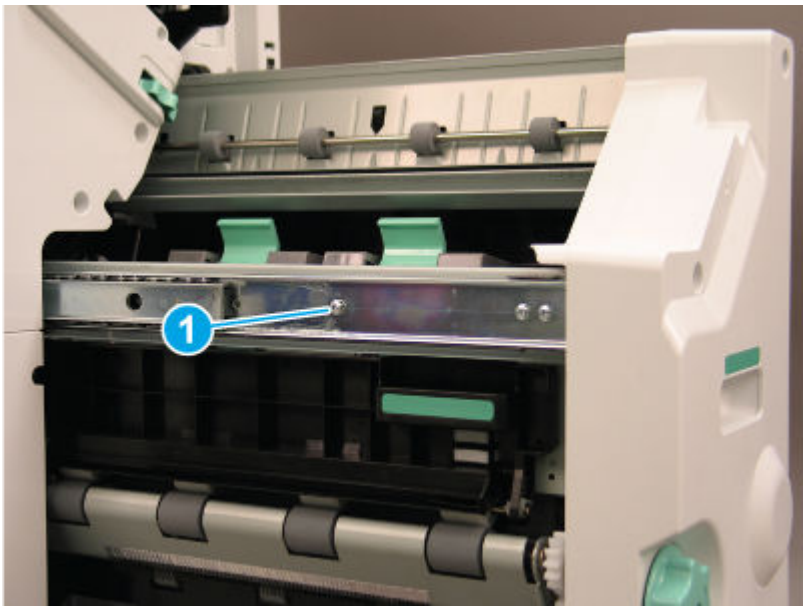
5. Slide the right rail toward the finisher.

Figure 5-3056 **Slide the rail in**



6. Remove one screw (callout 1) on the left side of the booklet maker.

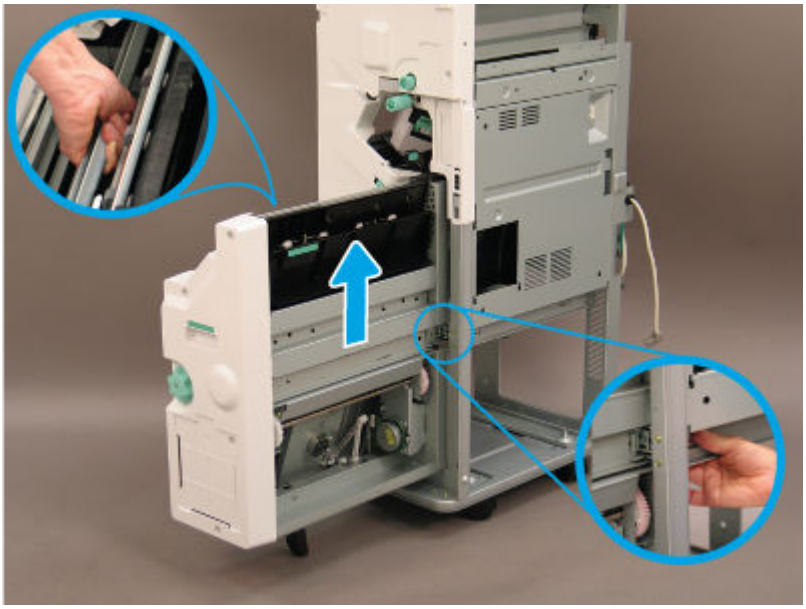
Figure 5-3057 **Remove one screw**



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-3058 Remove the booklet maker

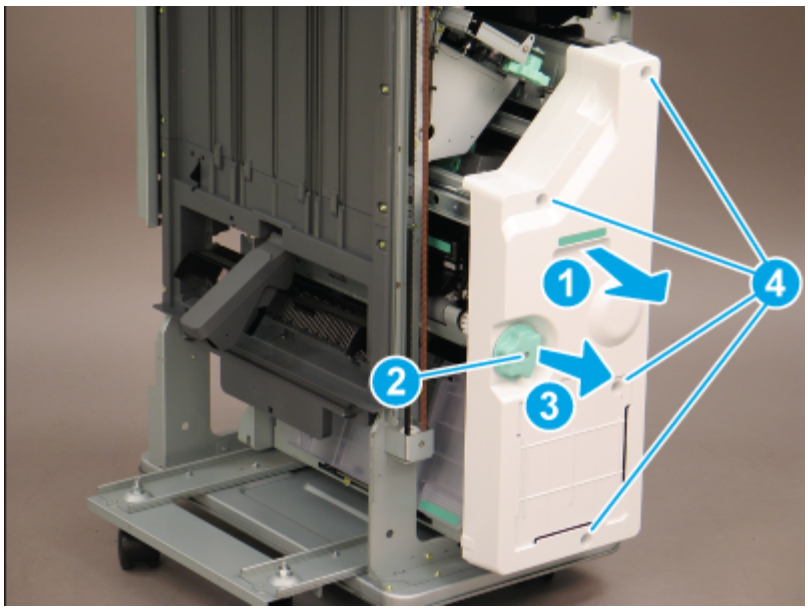


5. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-3059 Remove the cover

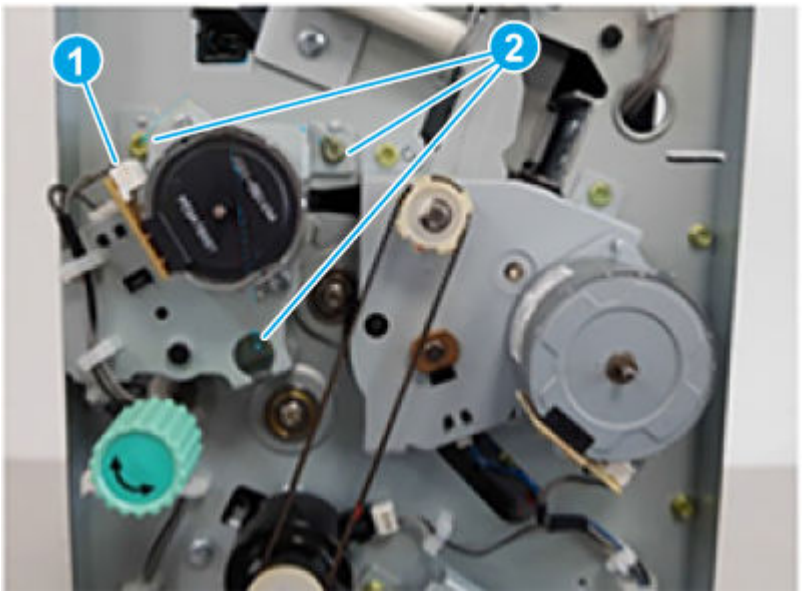


6. Remove the booklet finisher booklet diverter motor assembly

Use the following procedure to remove and replace the booklet finisher booklet diverter motor assembly.

- Disconnect one connector (callout 1), remove three screws (callout 2), and then remove the booklet diverter motor assembly.

Figure 5-3060 **Remove the assembly**

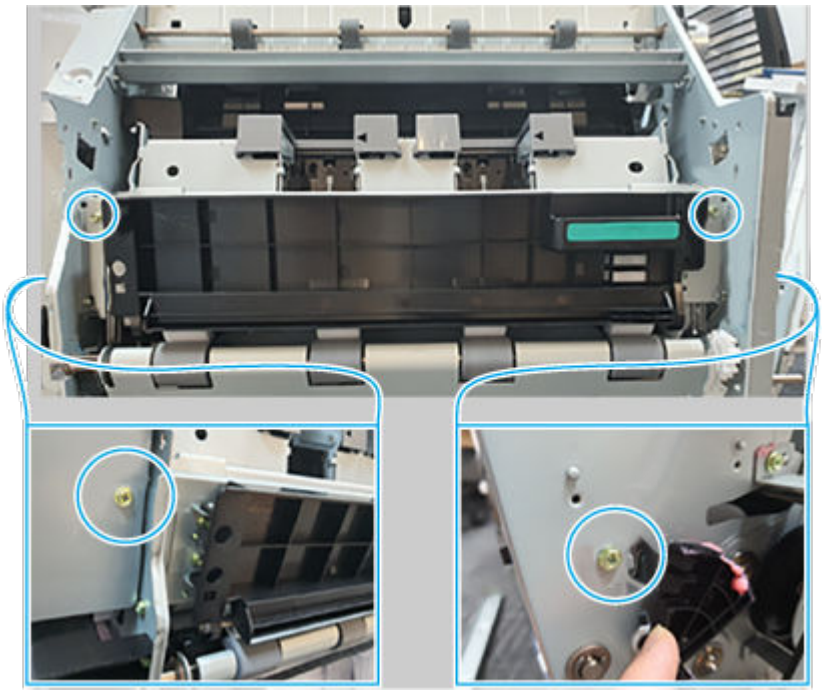


7. Remove the booklet finisher booklet c-fold blade assembly

Use the following procedure to remove and replace the booklet finisher c-fold blade assembly.

- Remove four screws, and then remove the c-fold blade assembly.

Figure 5-3061 **Remove the assembly**



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

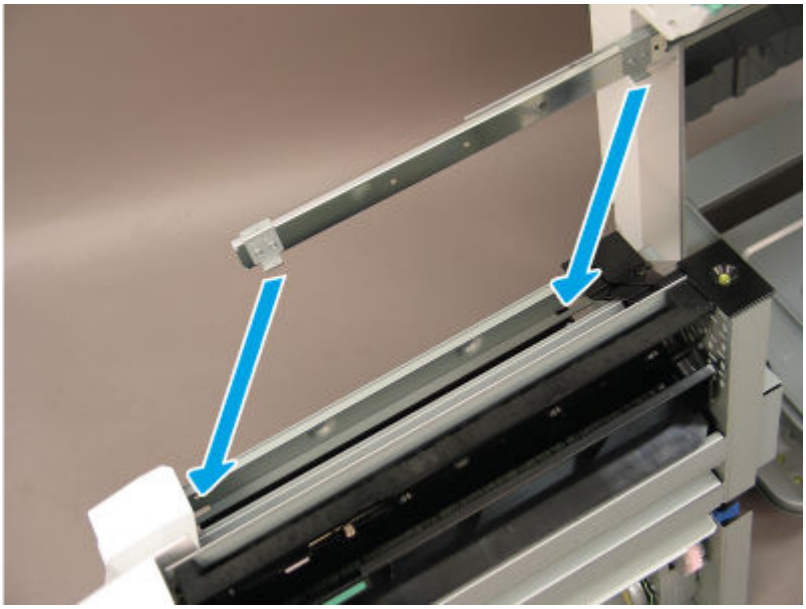
9. Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

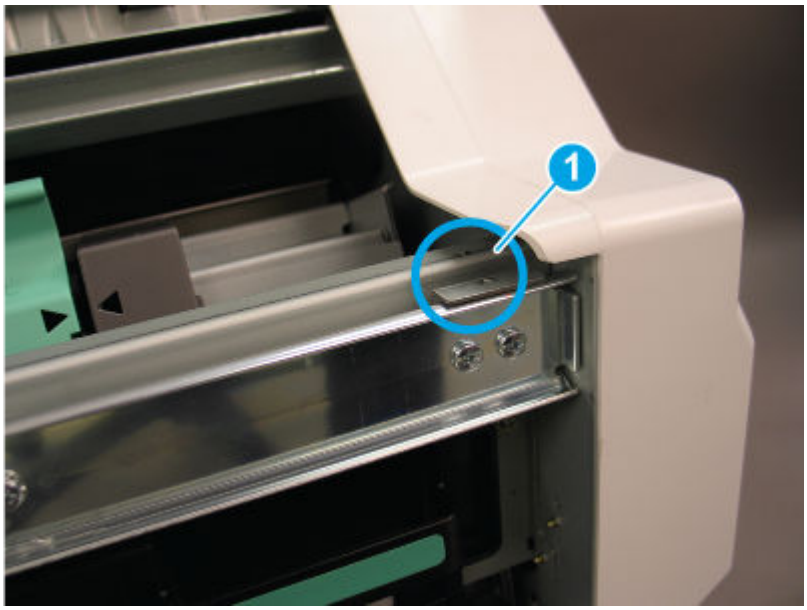
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-3062 Position the hooks on the rail



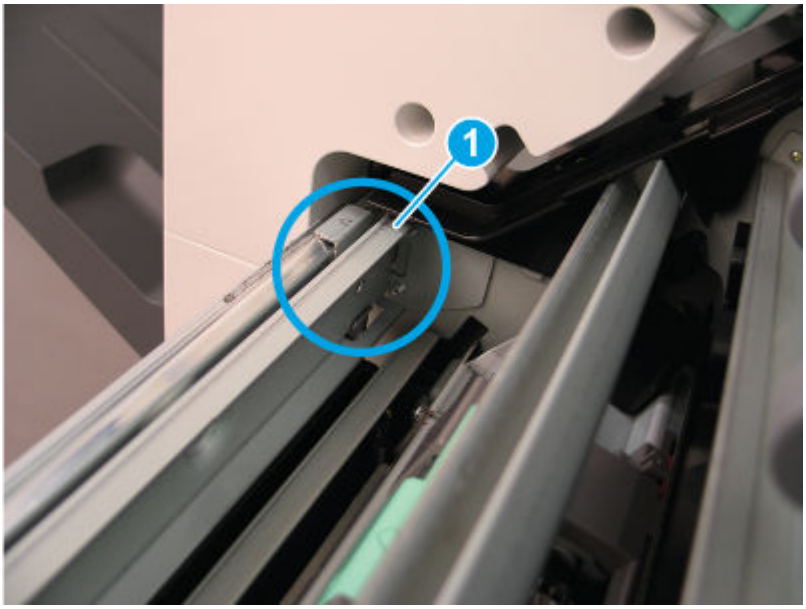
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-3063 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

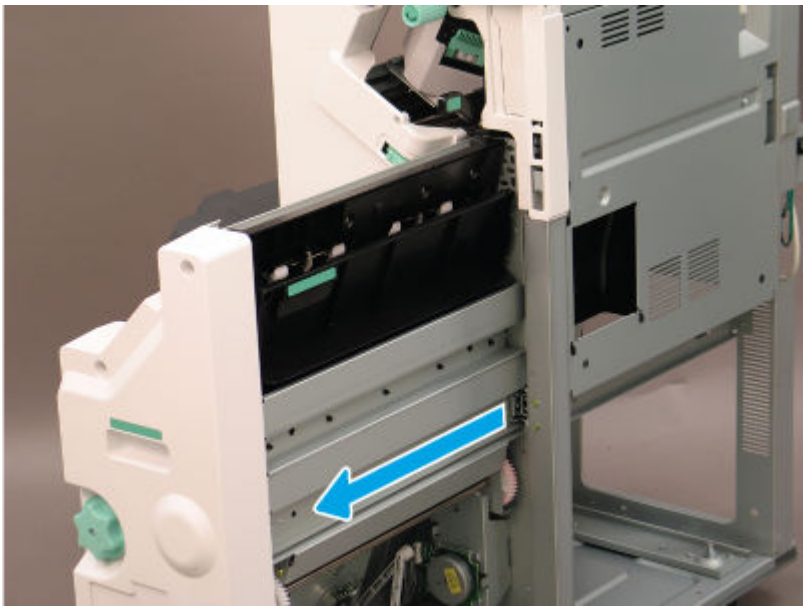
Figure 5-3064 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-3065 Attach the rail



Removal and replacement: Booklet c-fold blade home sensor

Learn about removing and replacing the booklet finisher c-fold blade home sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-304 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Booklet c-fold blade home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

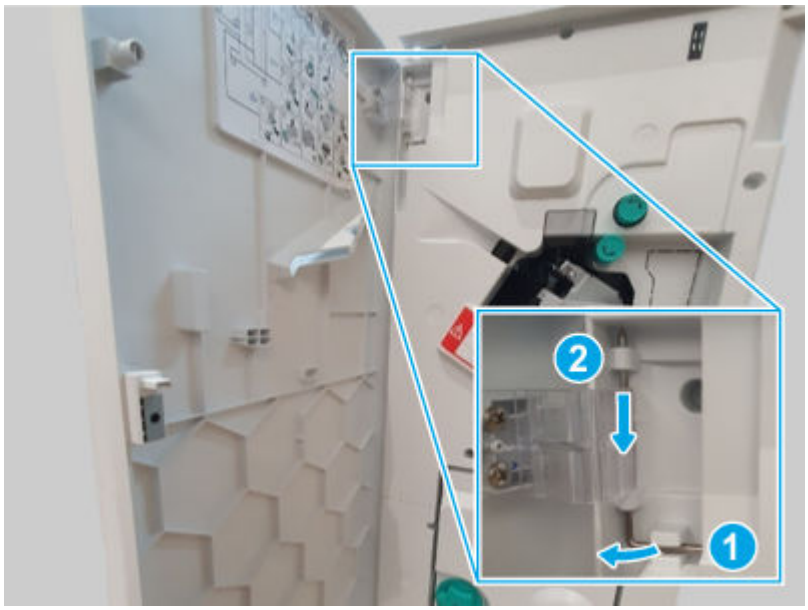
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

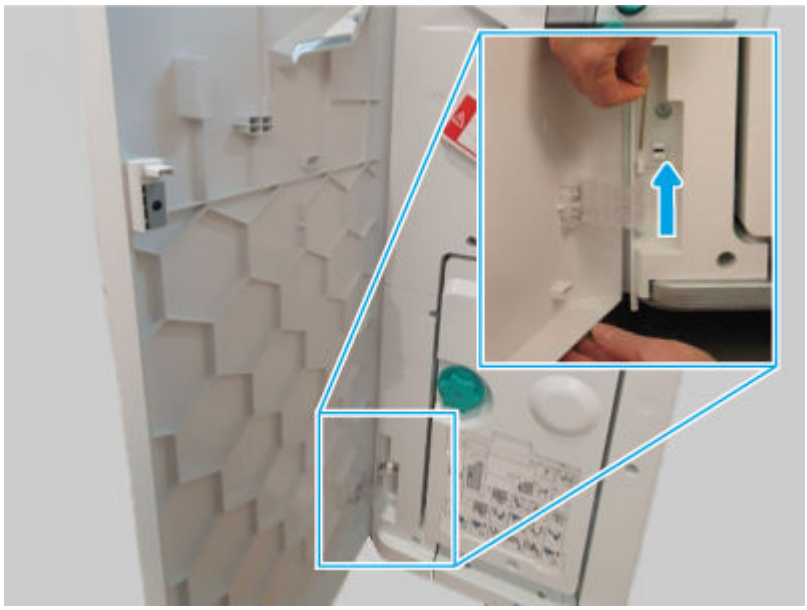
1. Release, and then remove the upper hinge pin.

Figure 5-3066 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-3067 **Remove the door**



2. Remove the external finisher booklet finisher front cover

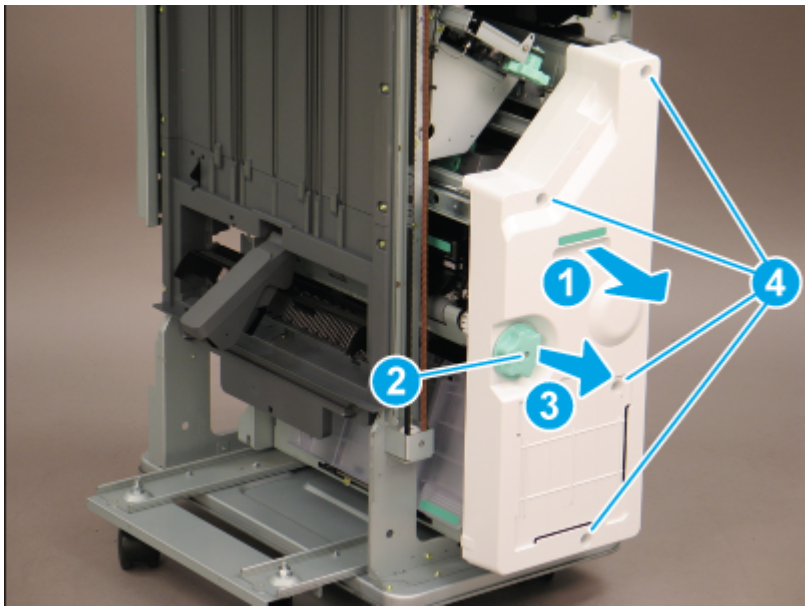
Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).

b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).

c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-3068 Remove the cover

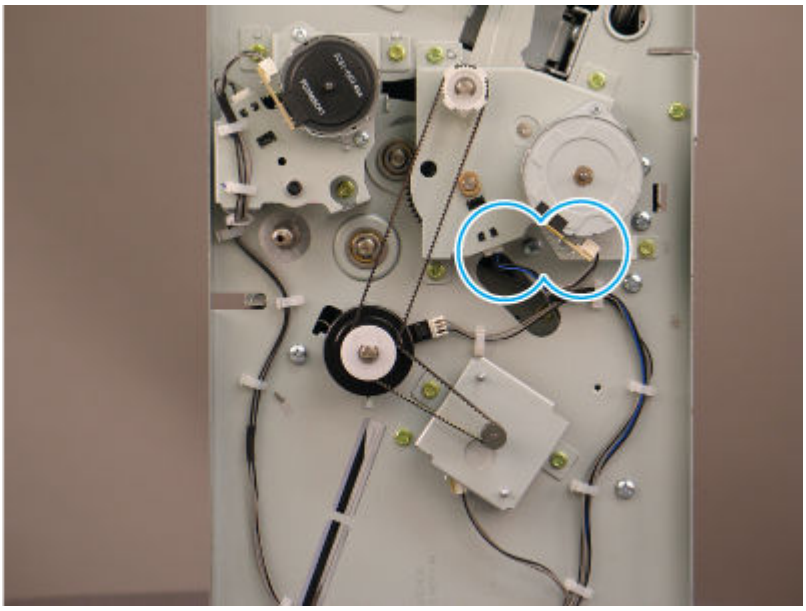


3. Remove the booklet finisher booklet c-fold blade motor assembly

Use the following procedure to remove and replace the booklet finisher c-fold blade motor assembly.

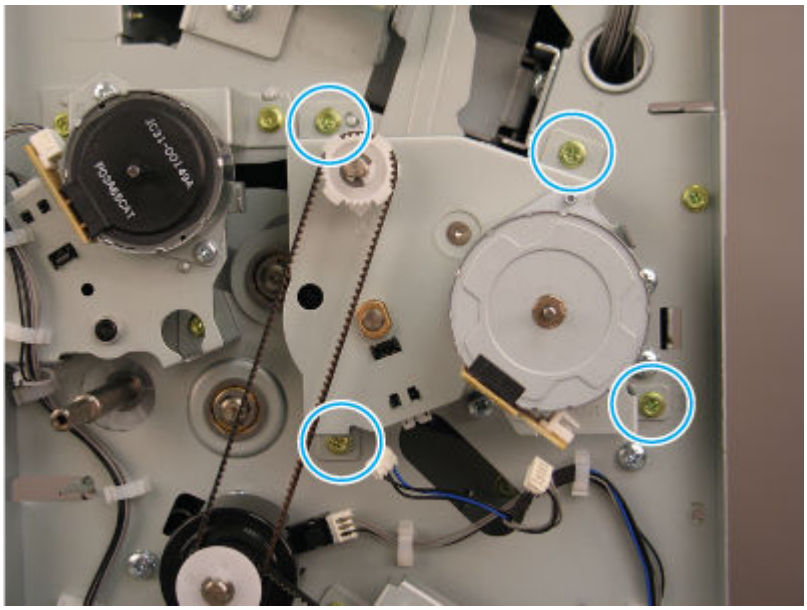
1. Disconnect two connectors.

Figure 5-3069 Disconnect two connectors



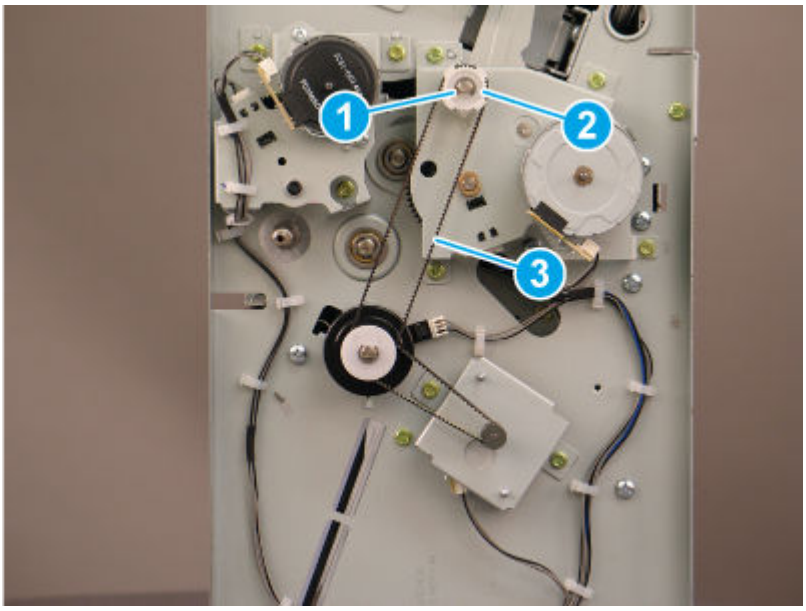
2. Remove four screws.

Figure 5-3070 Remove four screws



3. Use a pair of tweezers to remove one e-ring (callout 1), remove the gear (callout 2), and then release the belt (callout 3).

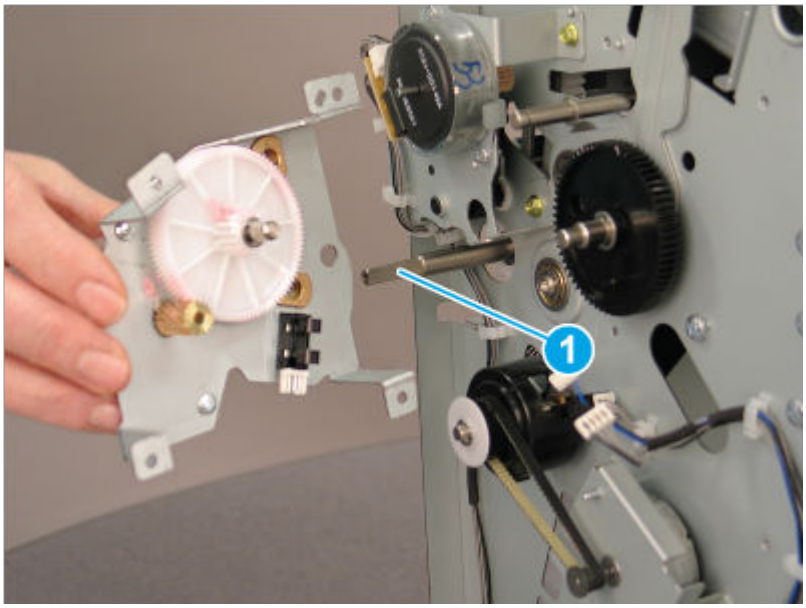
Figure 5-3071 Release the belt



4. Remove the booklet c-fold blade motor assembly.

⚠ CAUTION: Do not pull on the shaft (callout 1) while removing the bracket and motor. The shaft might become dislodged at the other end. If the shaft becomes dislodged, remove the booklet finisher PCA shield and PCA bracket to reinstall the shaft.

Figure 5-3072 Remove the assembly

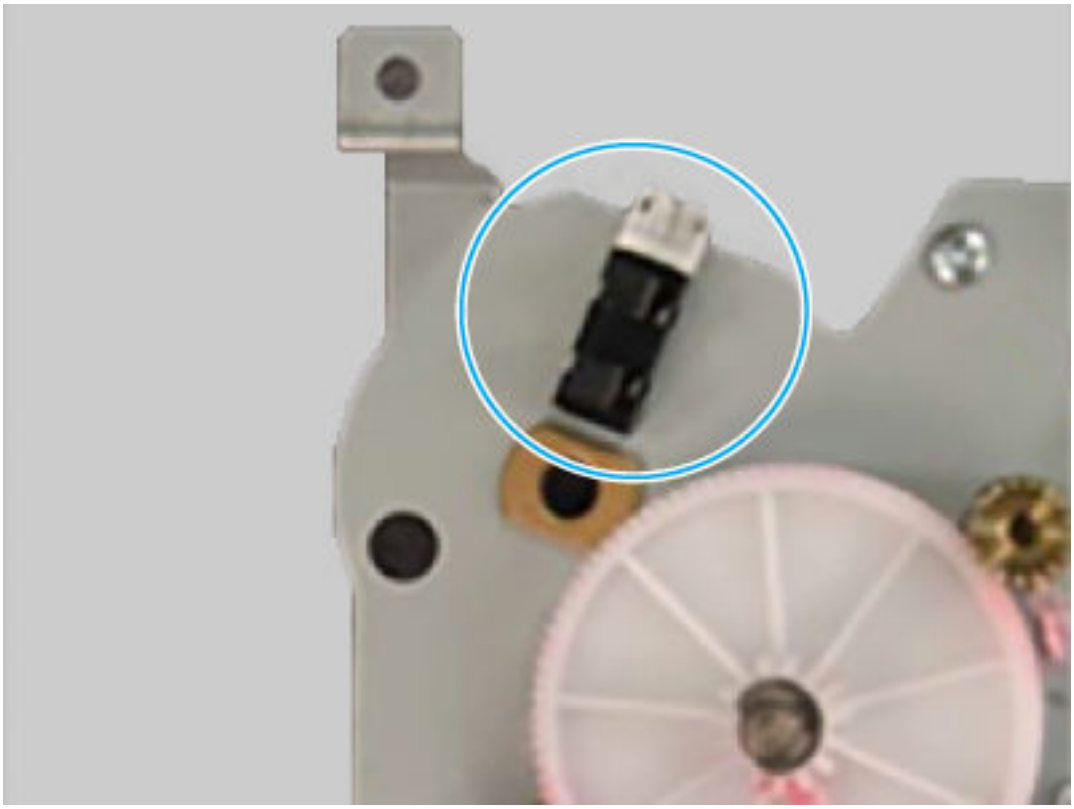


4. Remove the booklet finisher booklet c-fold blade home sensor

Use the following procedure to remove and replace the booklet finisher c-fold blade home sensor.

- Disconnect one connector, and then remove the c-fold blade home sensor.

Figure 5-3073 Remove the sensor



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Booklet c-fold blade motor assembly

Learn about removing and replacing the booklet finisher c-fold blade motor assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-305 Part information

Part number	Part description
JC90-01396A	Booklet c-fold blade motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

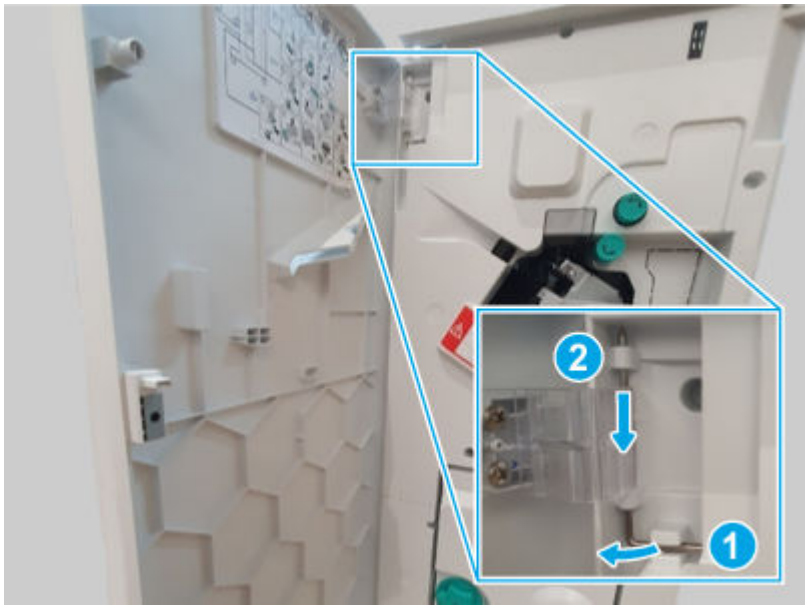
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

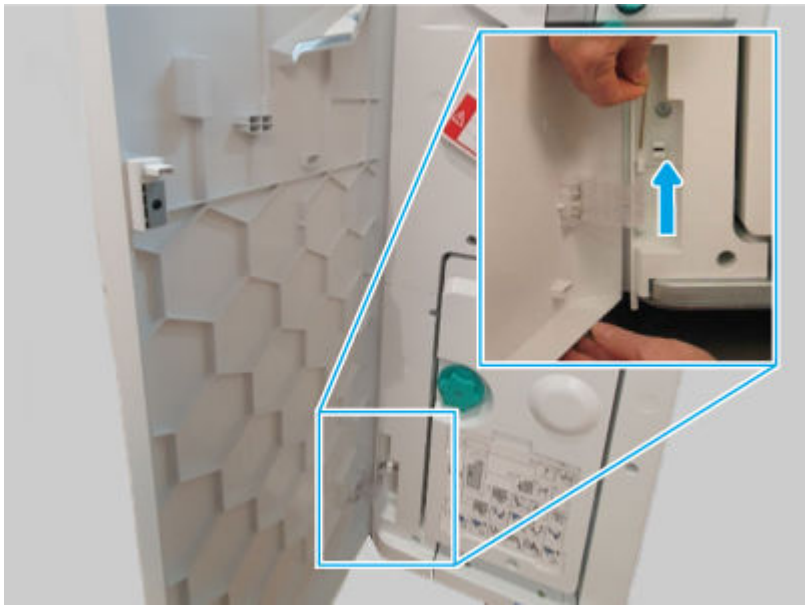
1. Release, and then remove the upper hinge pin.

Figure 5-3074 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-3075 **Remove the door**

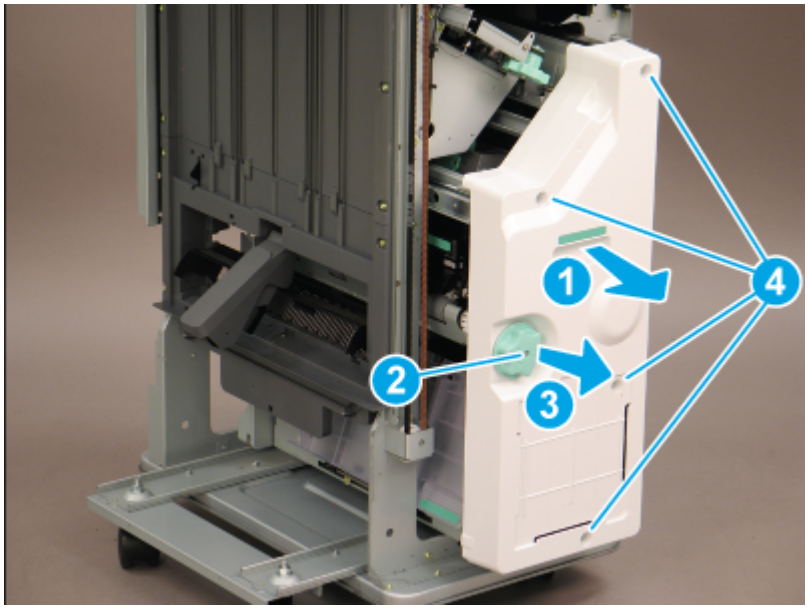


2. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-3076 Remove the cover

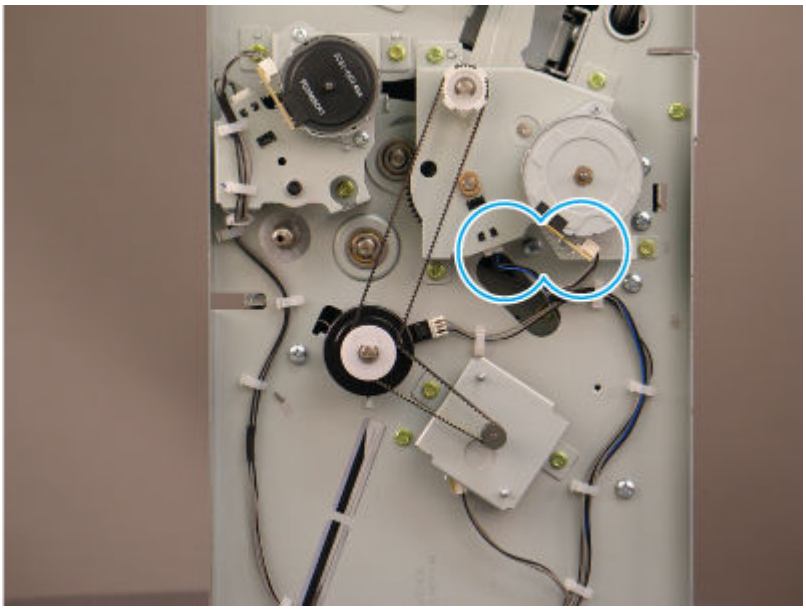


3. Remove the booklet finisher booklet c-fold blade motor assembly

Use the following procedure to remove and replace the booklet finisher c-fold blade motor assembly.

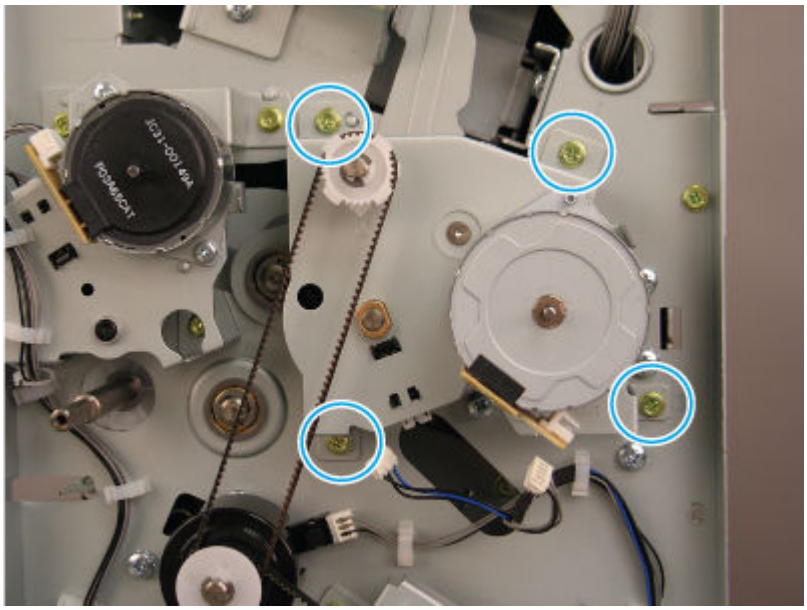
1. Disconnect two connectors.

Figure 5-3077 Disconnect two connectors



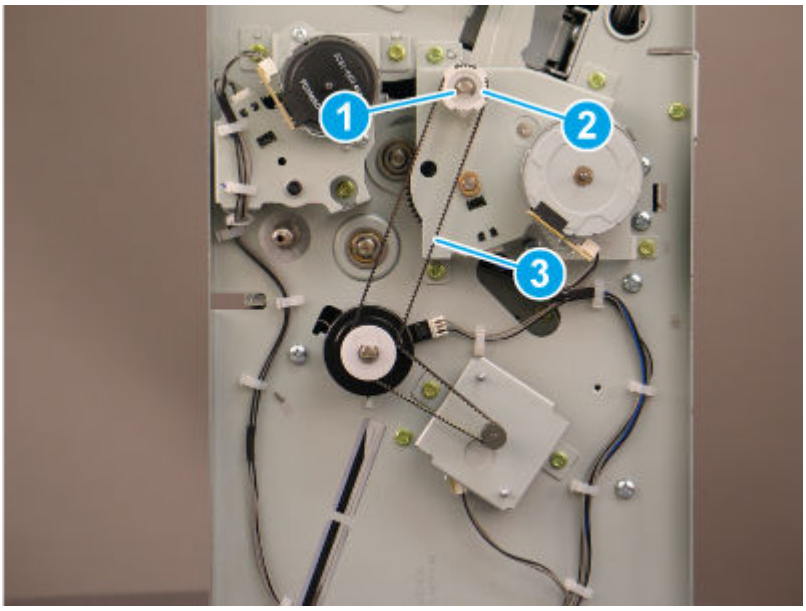
2. Remove four screws.

Figure 5-3078 Remove four screws



3. Use a pair of tweezers to remove one e-ring (callout 1), remove the gear (callout 2), and then release the belt (callout 3).

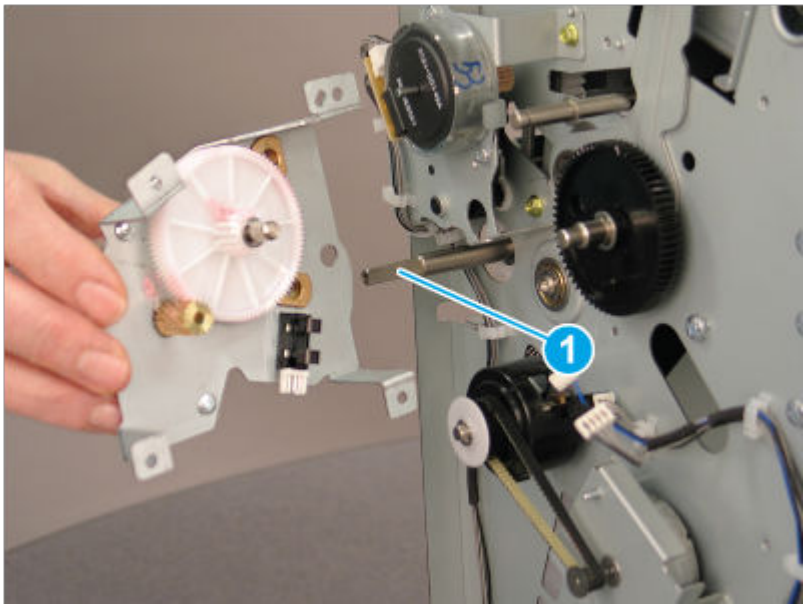
Figure 5-3079 Release the belt



4. Remove the booklet c-fold blade motor assembly.

⚠ CAUTION: Do not pull on the shaft (callout 1) while removing the bracket and motor. The shaft might become dislodged at the other end. If the shaft becomes dislodged, remove the booklet finisher PCA shield and PCA bracket to reinstall the shaft.

Figure 5-3080 Remove the assembly



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Booklet c-fold blade motor

Learn about removing and replacing the booklet finisher c-fold blade motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-306 Part information

Part number	Part description
JC93-01154A	Drive-motor step (Booklet c-fold blade motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

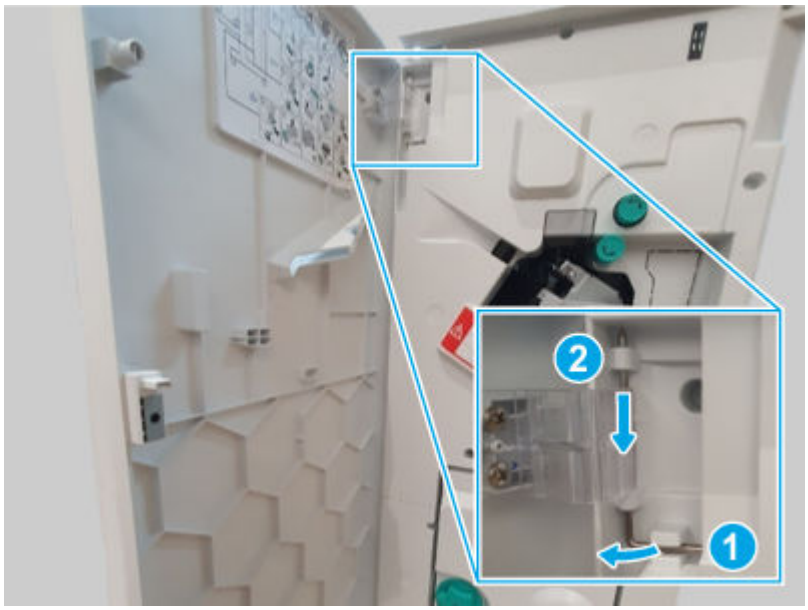
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

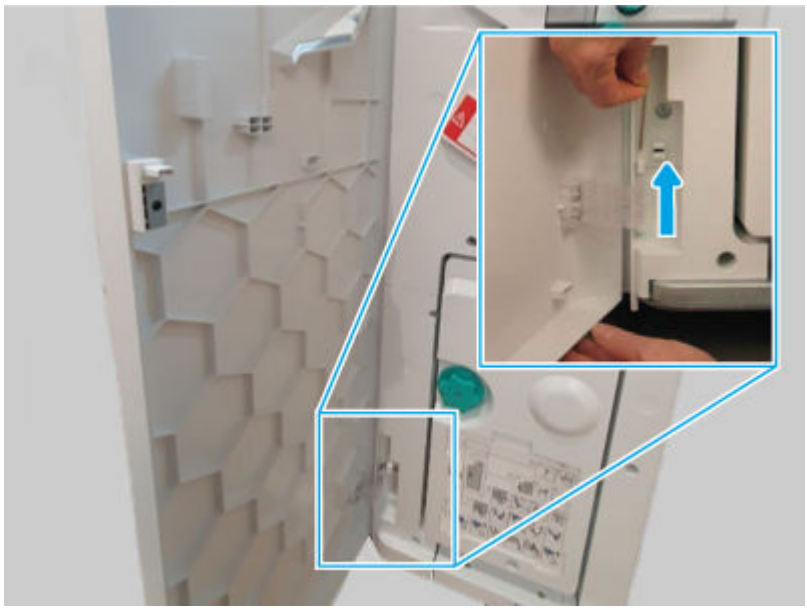
1. Release, and then remove the upper hinge pin.

Figure 5-3081 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-3082 **Remove the door**



2. Remove the external finisher booklet finisher front cover

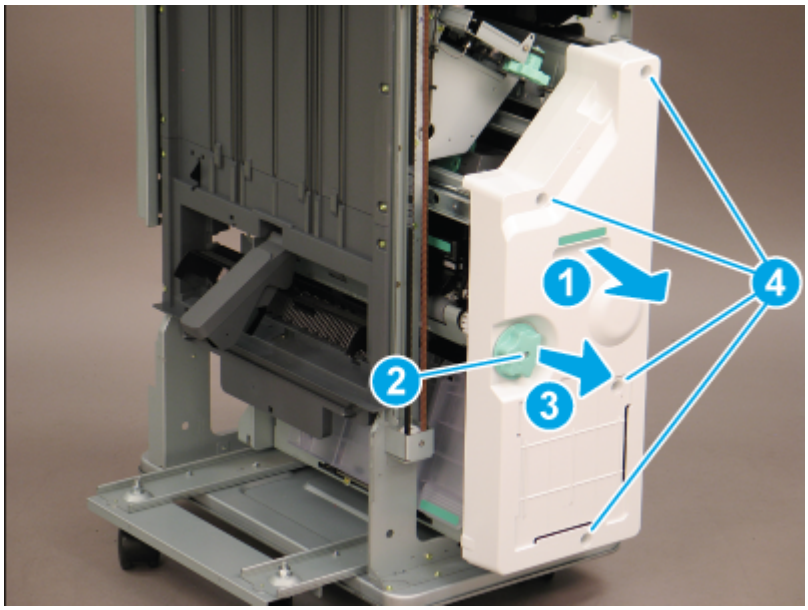
Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).

b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).

c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-3083 Remove the cover

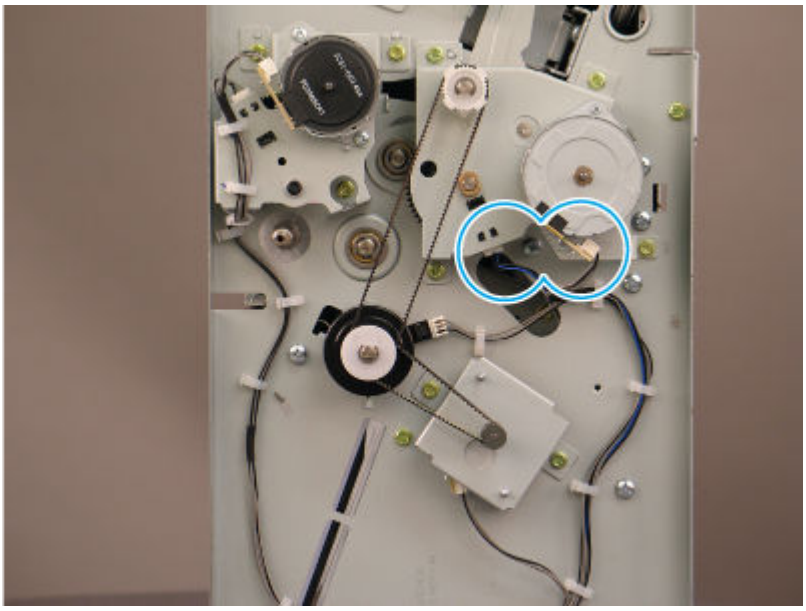


3. Remove the booklet finisher booklet c-fold blade motor assembly

Use the following procedure to remove and replace the booklet finisher c-fold blade motor assembly.

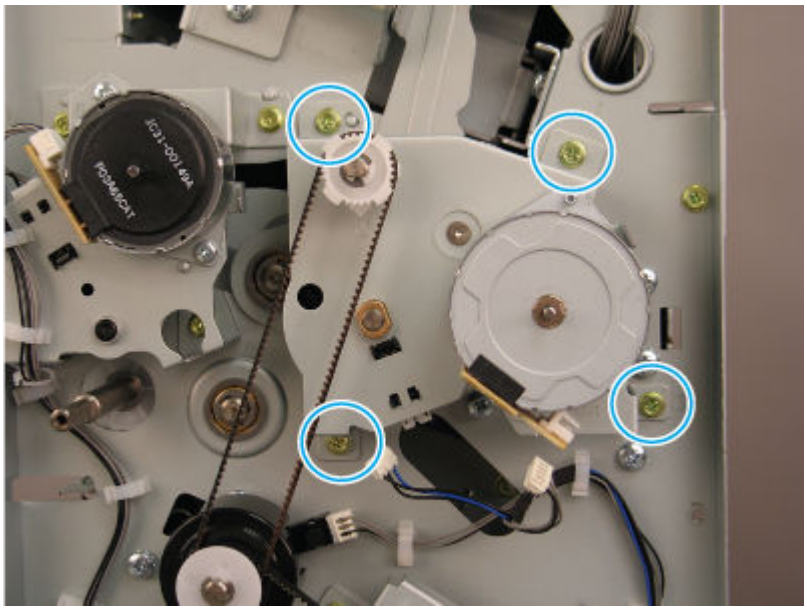
1. Disconnect two connectors.

Figure 5-3084 Disconnect two connectors



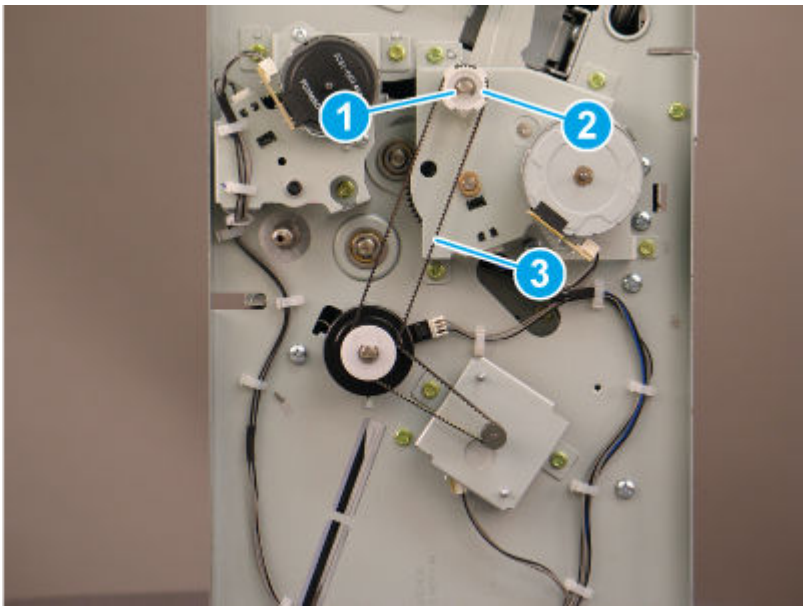
2. Remove four screws.

Figure 5-3085 Remove four screws



3. Use a pair of tweezers to remove one e-ring (callout 1), remove the gear (callout 2), and then release the belt (callout 3).

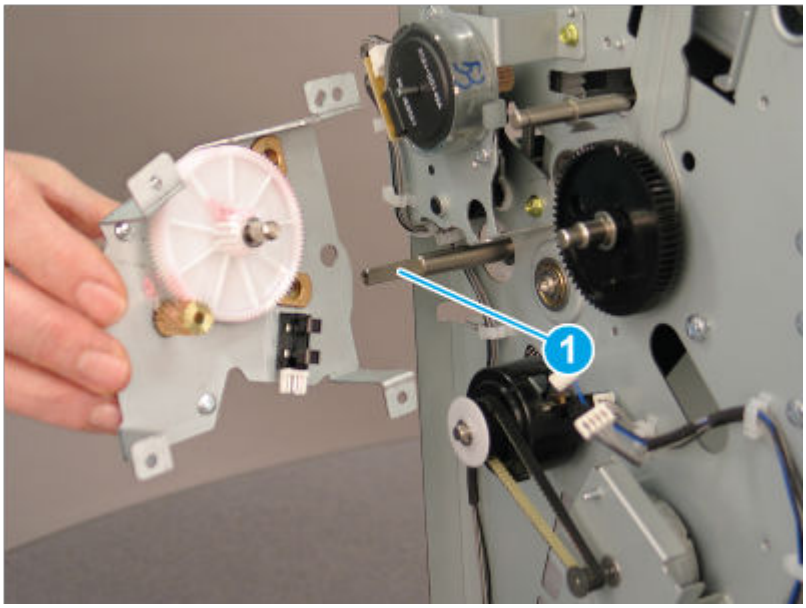
Figure 5-3086 Release the belt



4. Remove the booklet c-fold blade motor assembly.

⚠ CAUTION: Do not pull on the shaft (callout 1) while removing the bracket and motor. The shaft might become dislodged at the other end. If the shaft becomes dislodged, remove the booklet finisher PCA shield and PCA bracket to reinstall the shaft.

Figure 5-3087 Remove the assembly

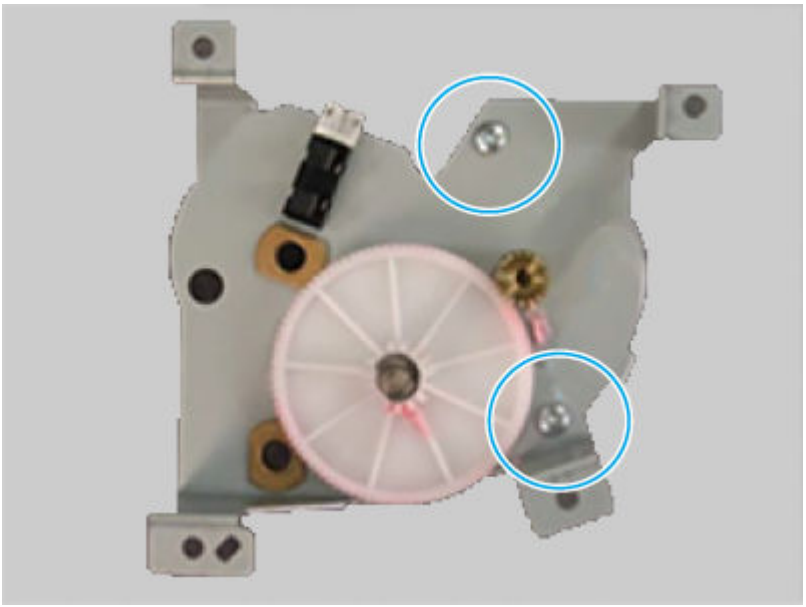


4. Remove the booklet finisher booklet c-fold blade motor

Use the following procedure to remove and replace the booklet finisher c-fold blade motor.

- Remove two screws, and then remove the booklet c-fold blade motor.

Figure 5-3088 Remove the motor



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Booklet blade home sensor

Learn about removing and replacing the booklet finisher blade home sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-307 Part information

Part number	Part description
3SJ00-60110	Photo interrupter (Booklet blade home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

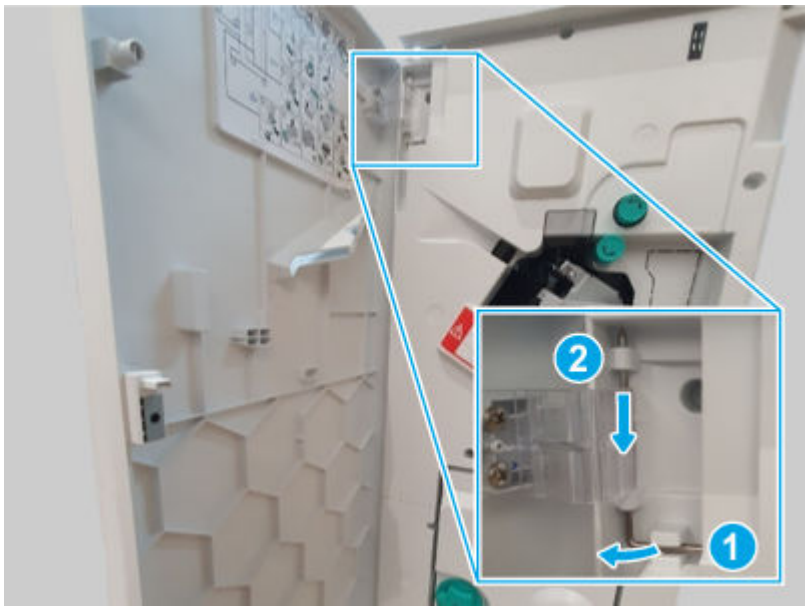
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

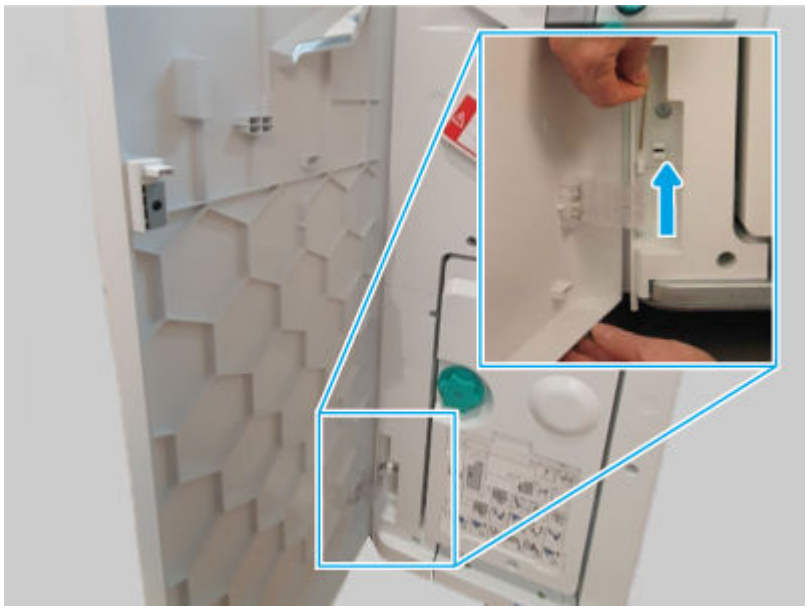
1. Release, and then remove the upper hinge pin.

Figure 5-3089 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-3090 Remove the door

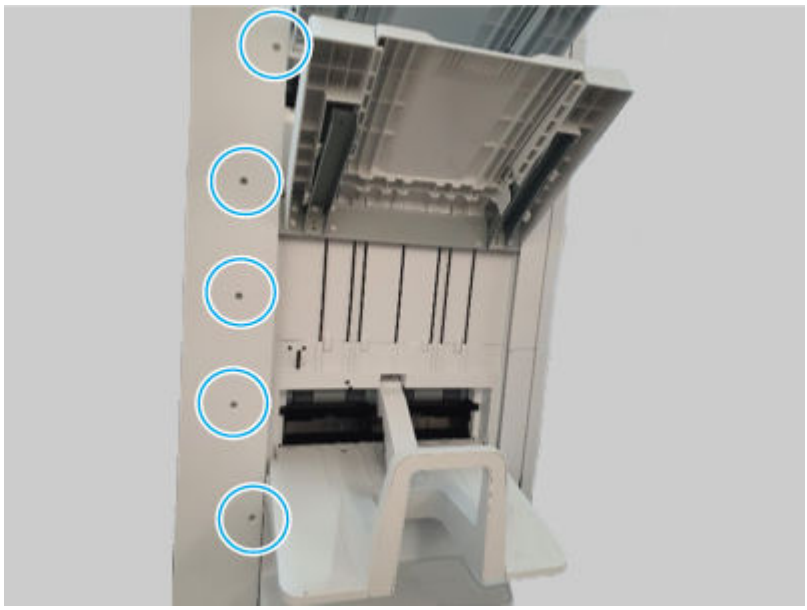


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

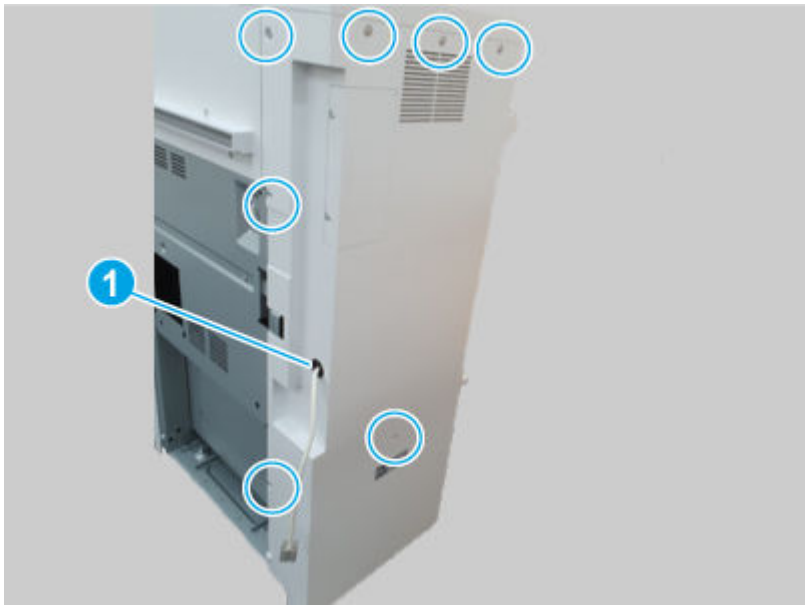
Figure 5-3091 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-3092 Remove the cover

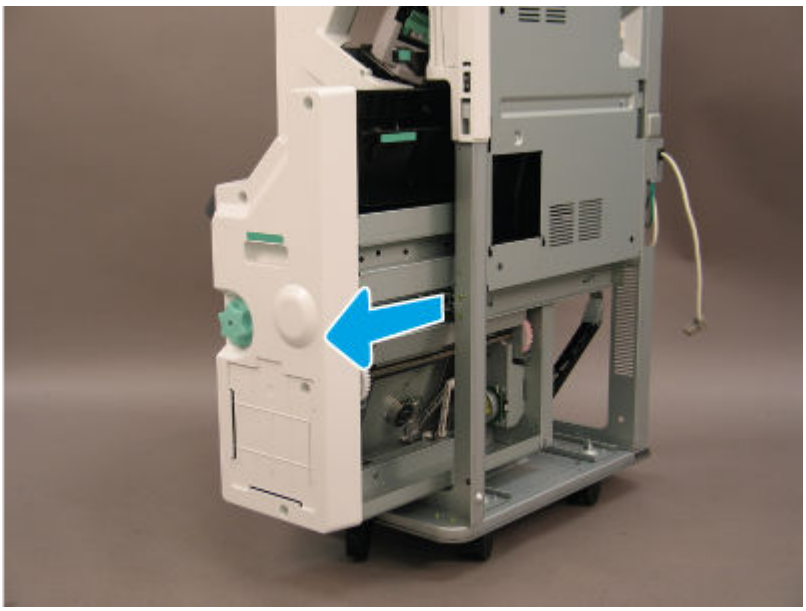


3. Remove the booklet finisher booklet maker

Use the following procedure to remove and replace the booklet finisher booklet maker.

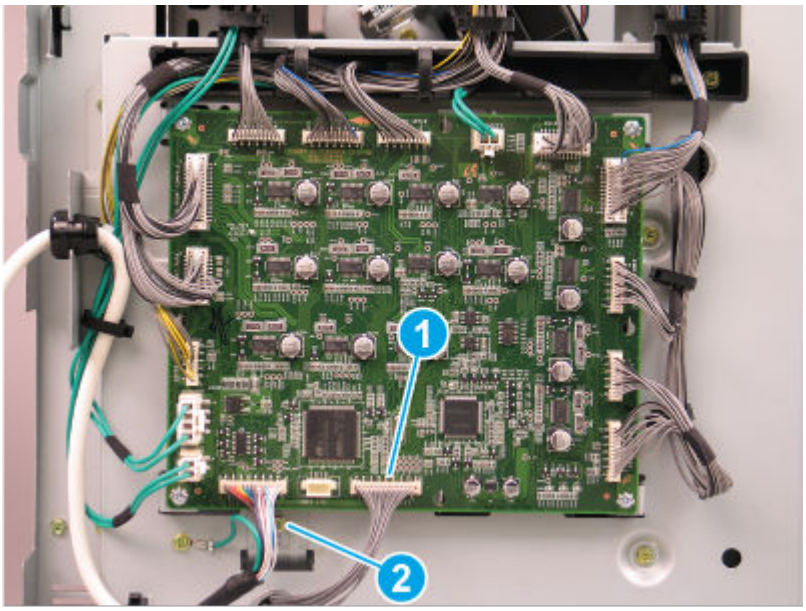
1. Slide the booklet maker out of the finisher.

Figure 5-3093 Slide the booklet maker out



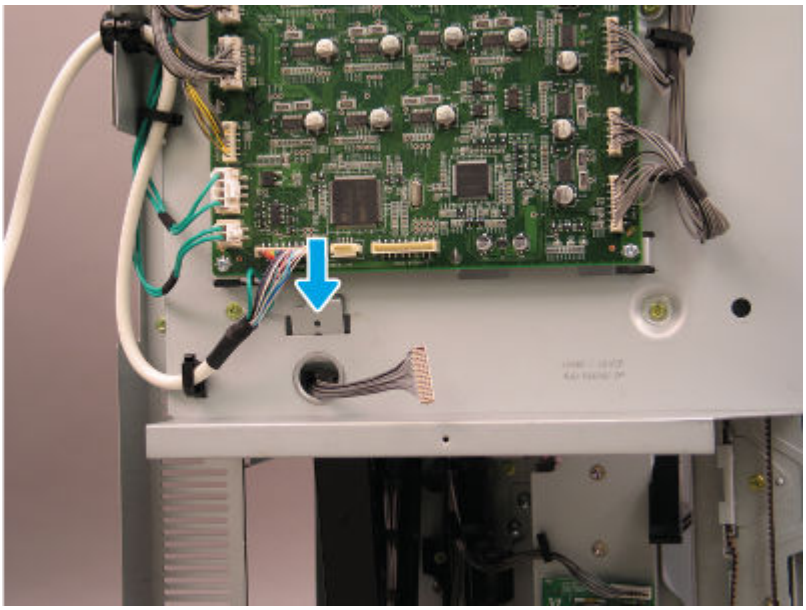
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-3094 Disconnect connector and remove the screw



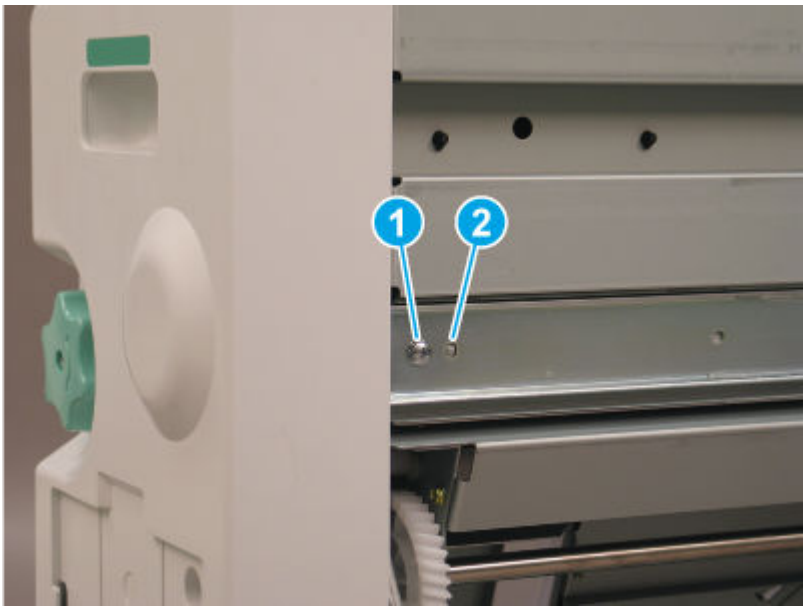
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-3095 Disconnect connector and remove the screw



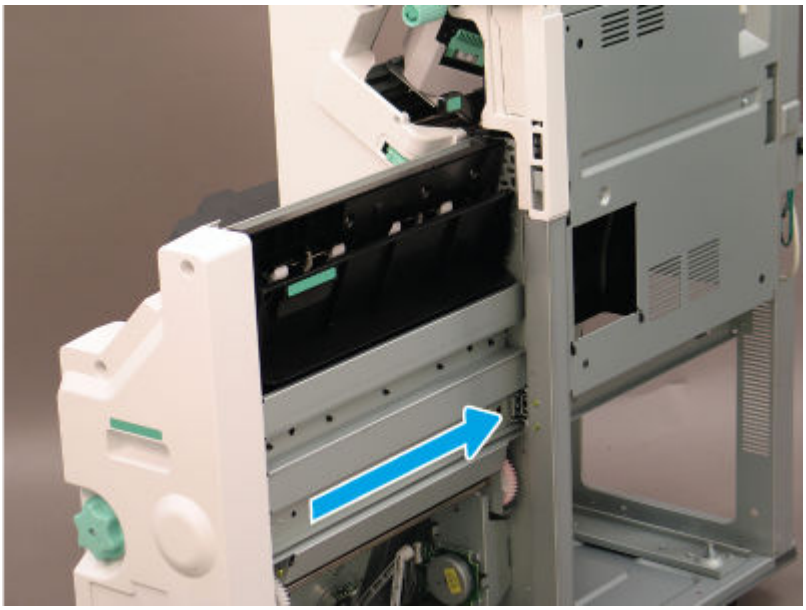
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-3096 **Release the alignment pin**



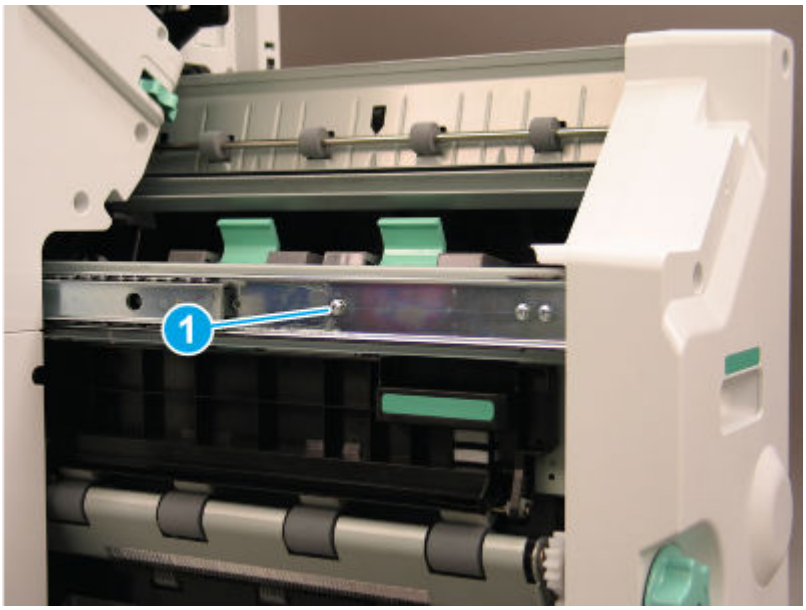
5. Slide the right rail toward the finisher.

Figure 5-3097 **Slide the rail in**



6. Remove one screw (callout 1) on the left side of the booklet maker.

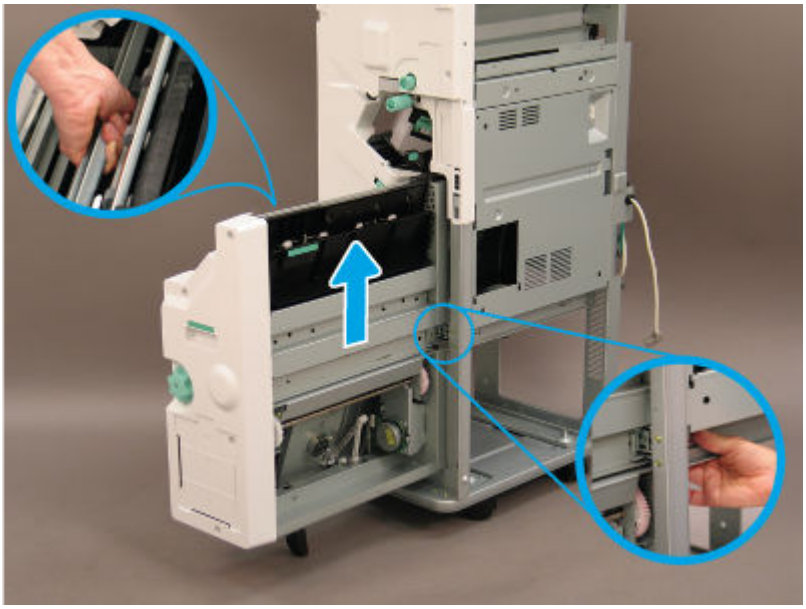
Figure 5-3098 Remove one screw



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-3099 Remove the booklet maker



4. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.

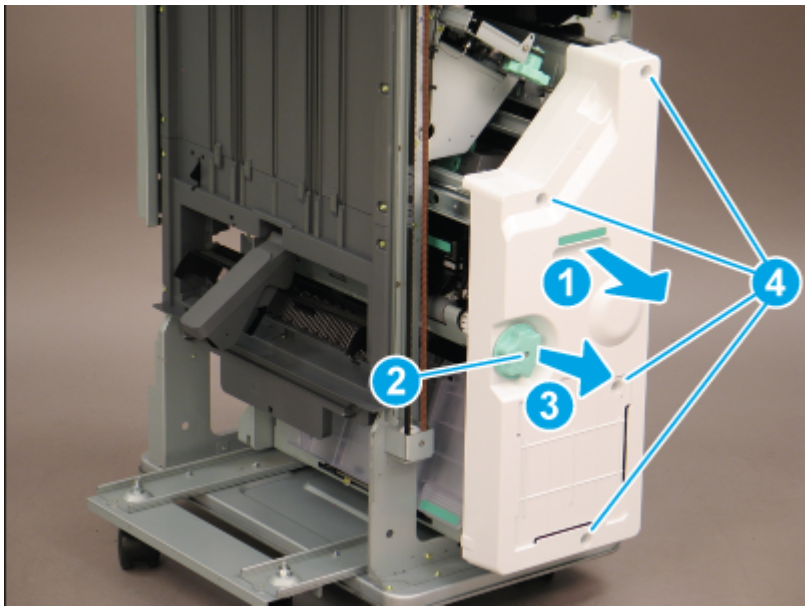
2. Do the following:

   a. Slide the booklet finisher slightly away from the finisher (callout 1).

   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).

   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-3100 **Remove the cover**

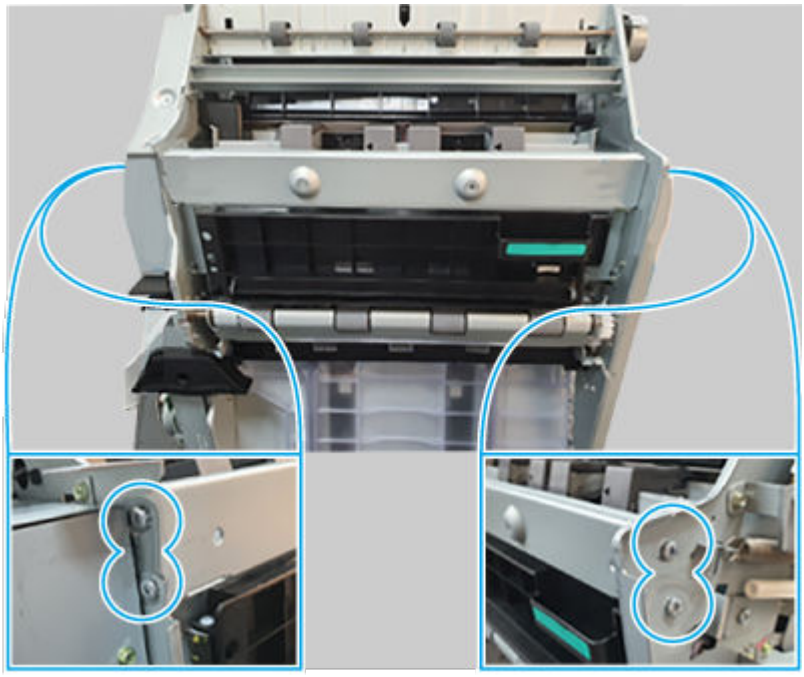


5. Remove the booklet finisher booklet blade home sensor

Use the following procedure to remove and replace the booklet finisher booklet blade home sensor.

1. Remove four screws and the sheet-metal plate.

Figure 5-3101 **Remove four screws**



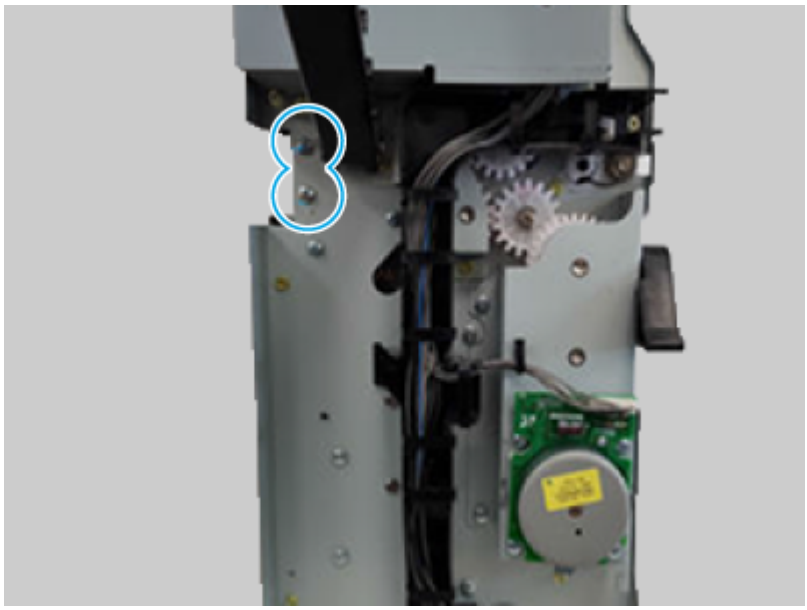
2. Remove two screws.

Figure 5-3102 **Remove two screws**



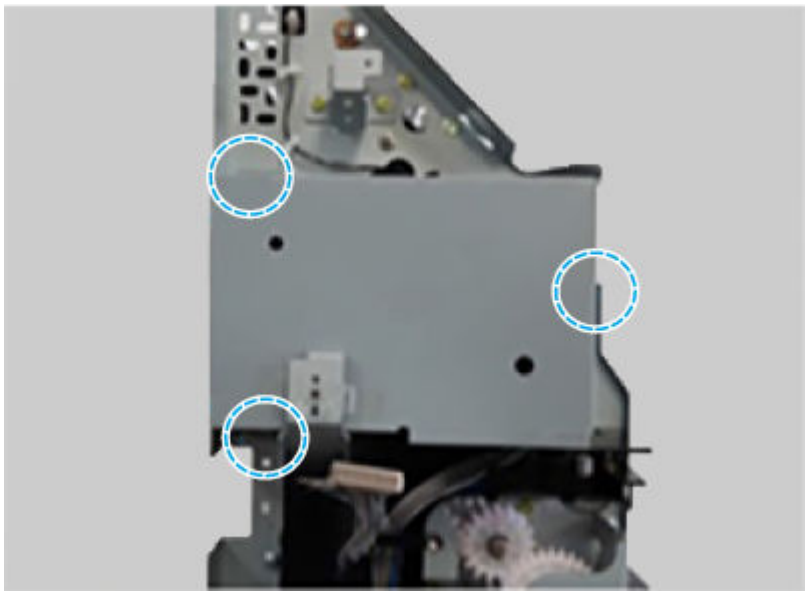
3. Remove two screws.

Figure 5-3103 **Remove two screws**



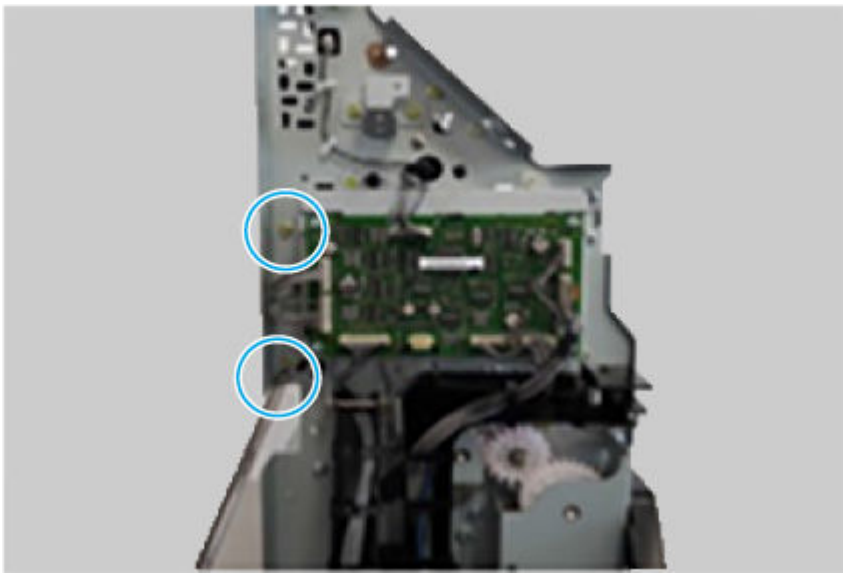
4. Remove three screws and the sheet-metal cover.

Figure 5-3104 **Remove three screws**



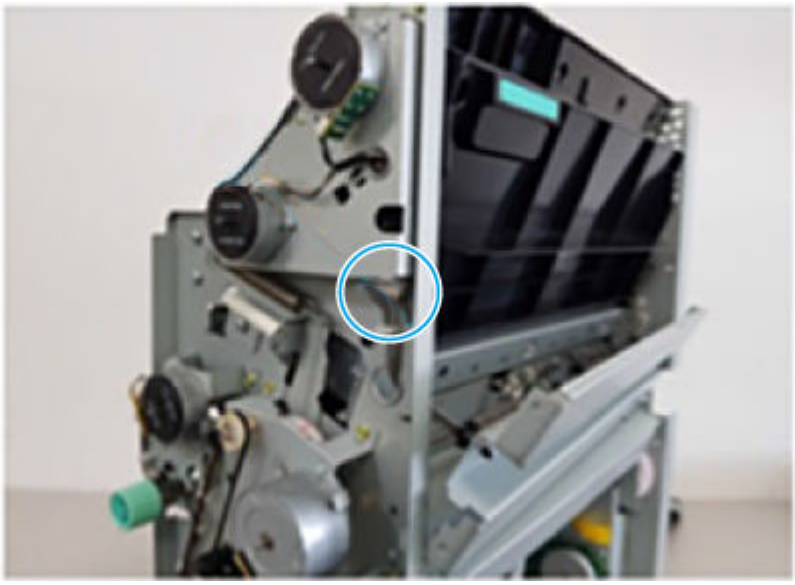
5. Remove two screws.

Figure 5-3105 Remove two screws



6. Disconnect one connector.

Figure 5-3106 Disconnect one connector



7. Disconnect one connector.

Figure 5-3107 **Disconnect one connector**



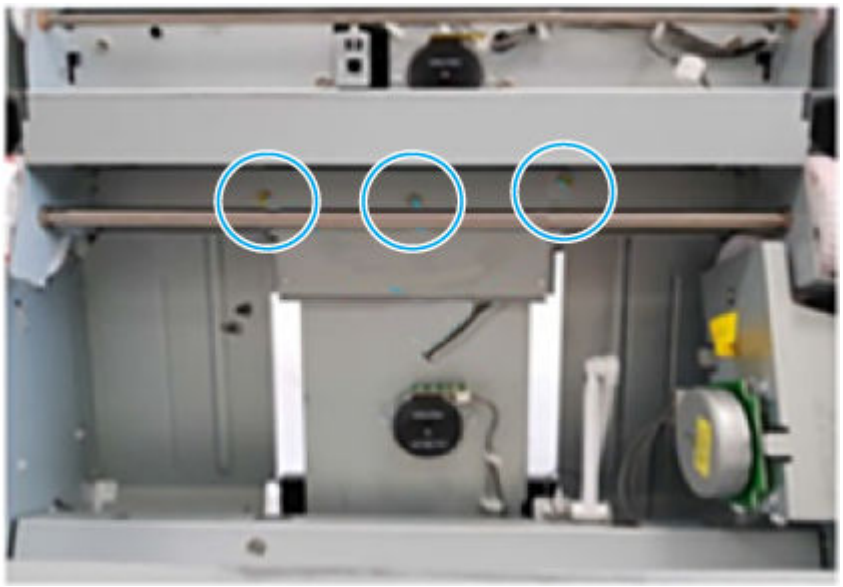
8. Remove two screws.

Figure 5-3108 **Remove two screws**



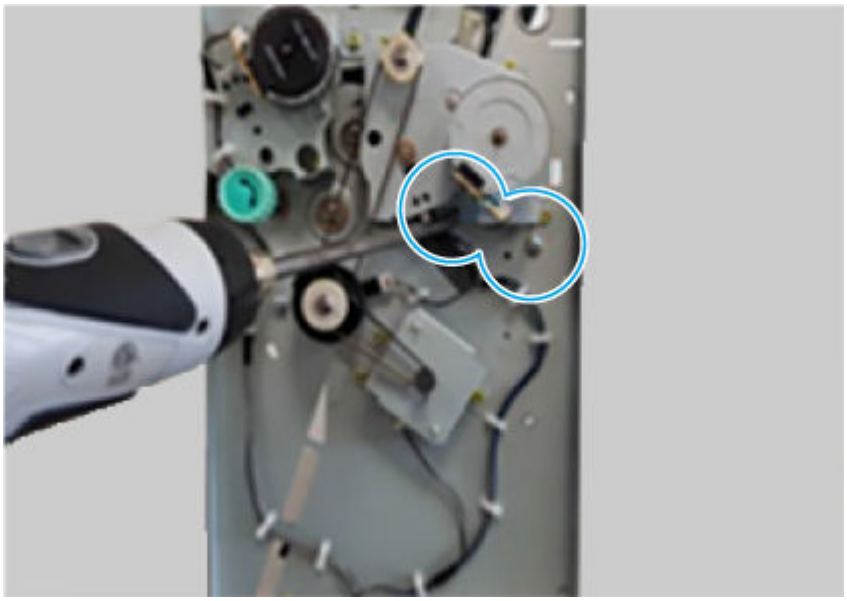
9. Remove three screws.

Figure 5-3109 **Remove three screws**



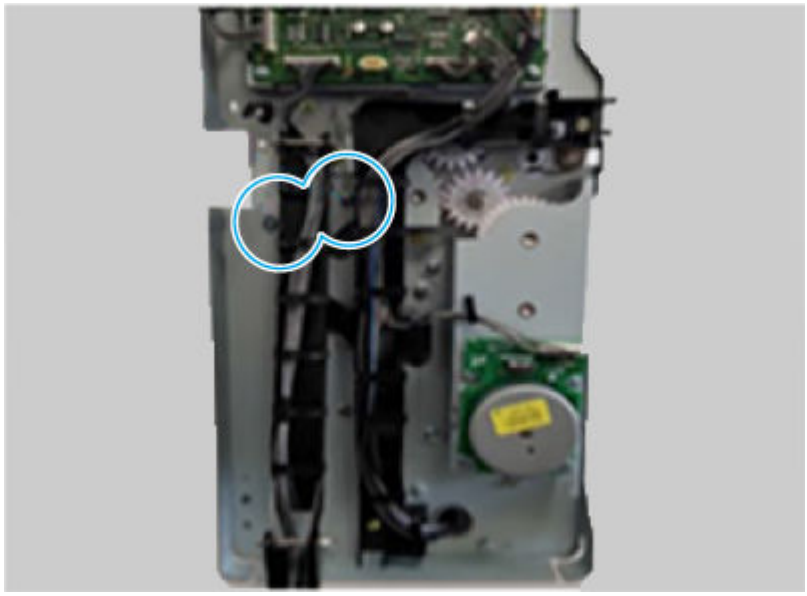
10. Remove two screws.

Figure 5-3110 **Remove two screws**



11. Remove two screws.

Figure 5-3111 Remove two screws



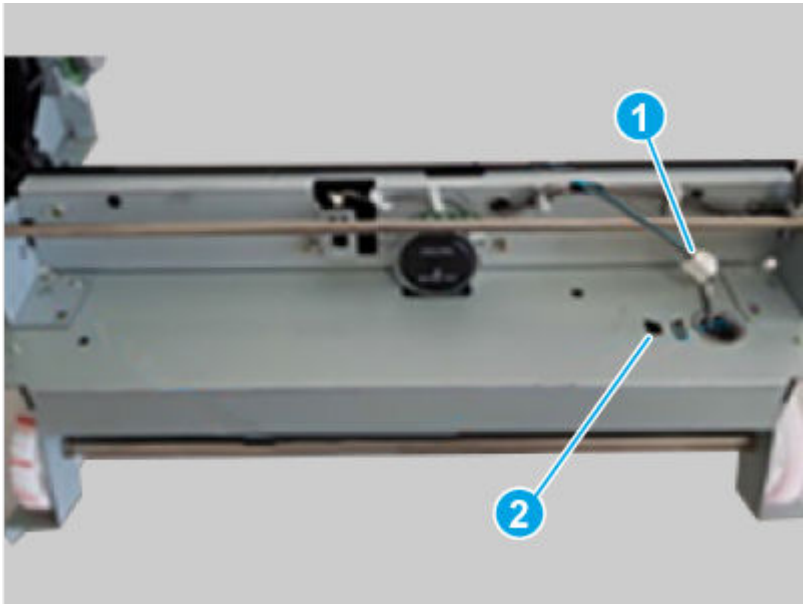
12. Disconnect one connector.

Figure 5-3112 Disconnect one connector



13. Disconnect one connector (callout 1), and then remove the booklet blade home sensor (callout 2).

Figure 5-3113 **Remove the sensor**



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

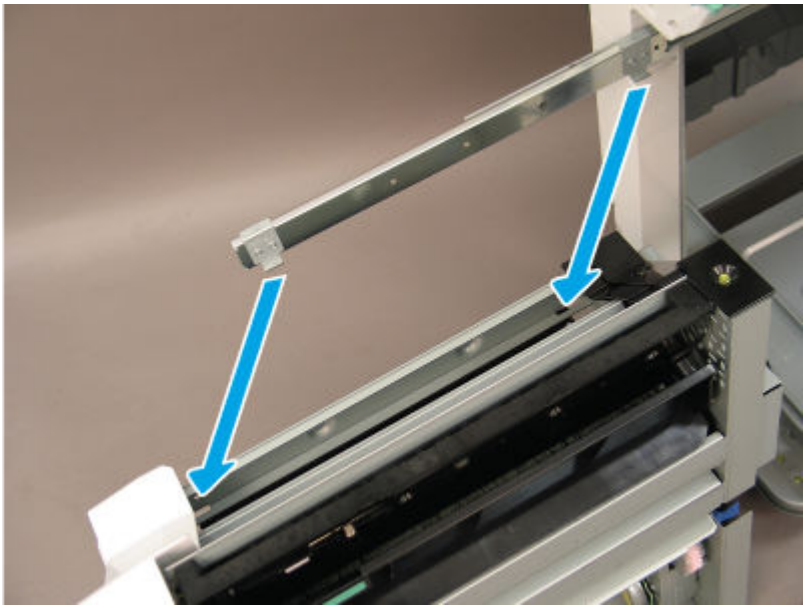
7. Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

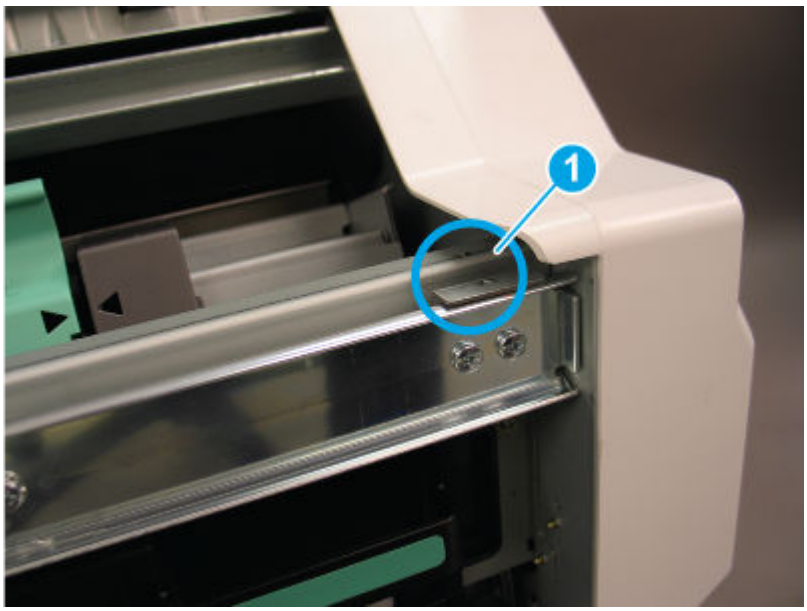
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-3114 **Position the hooks on the rail**



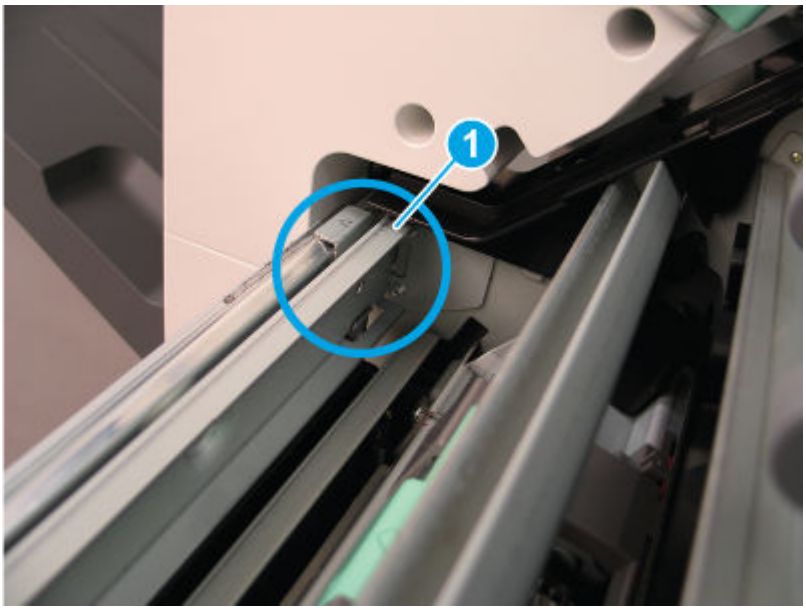
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-3115 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

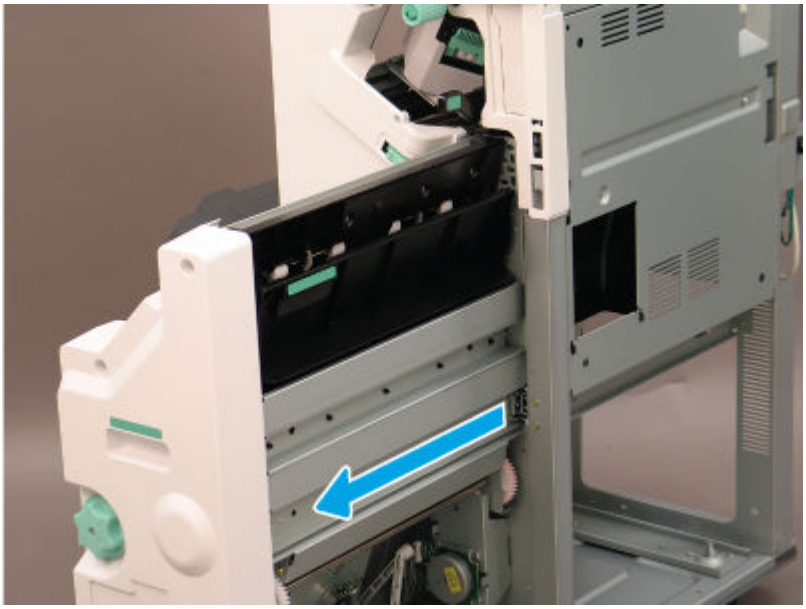
Figure 5-3116 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-3117 Attach the rail



Removal and replacement: Booklet blade motor

Learn about removing and replacing the booklet finisher blade motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-308 Part information

Part number	Part description
JC31-00144A	Motor BLDC (Booklet blade motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

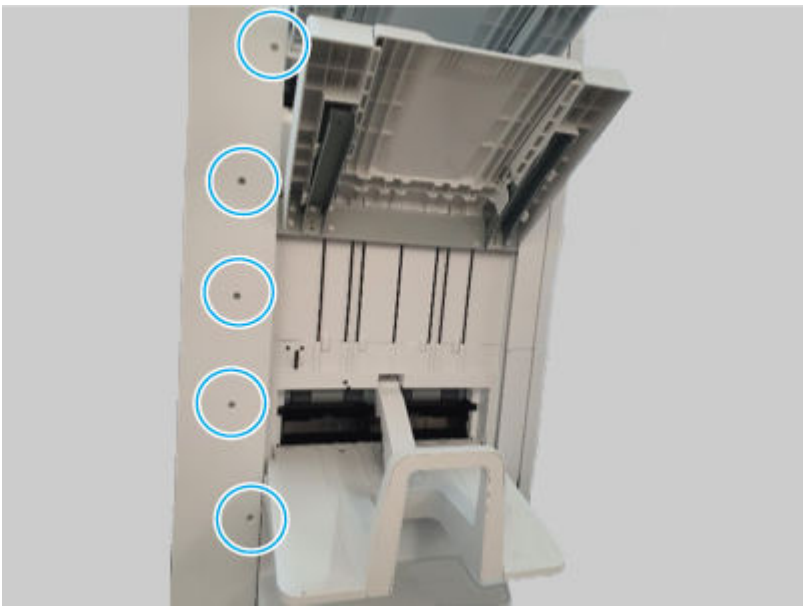
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

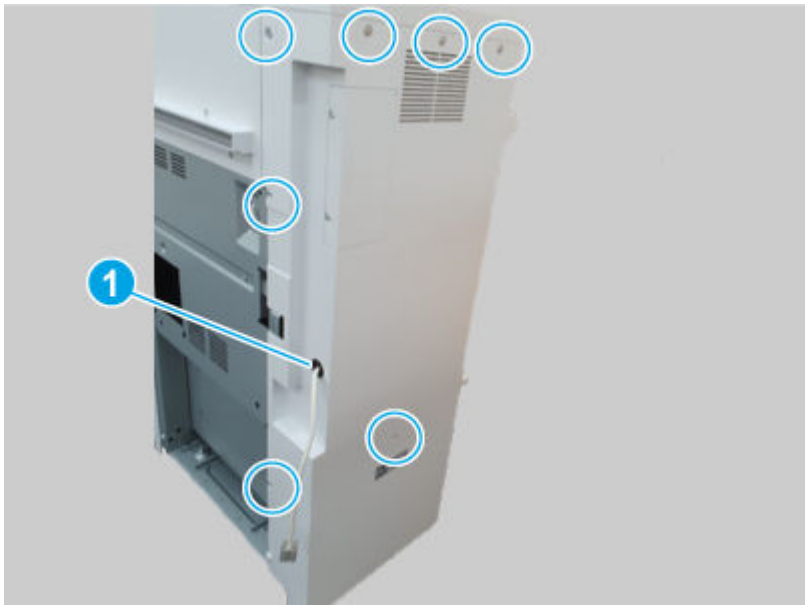
Figure 5-3118 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-3119 Remove the cover

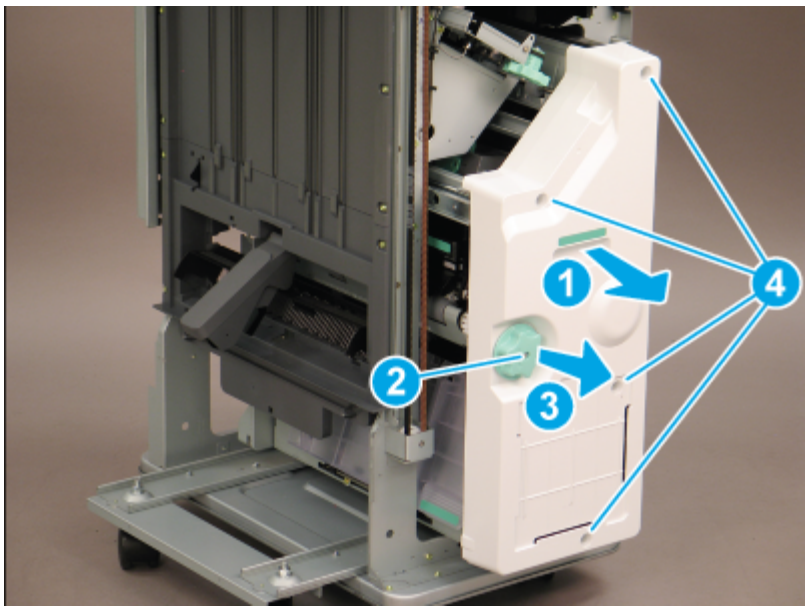


2. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-3120 Remove the cover

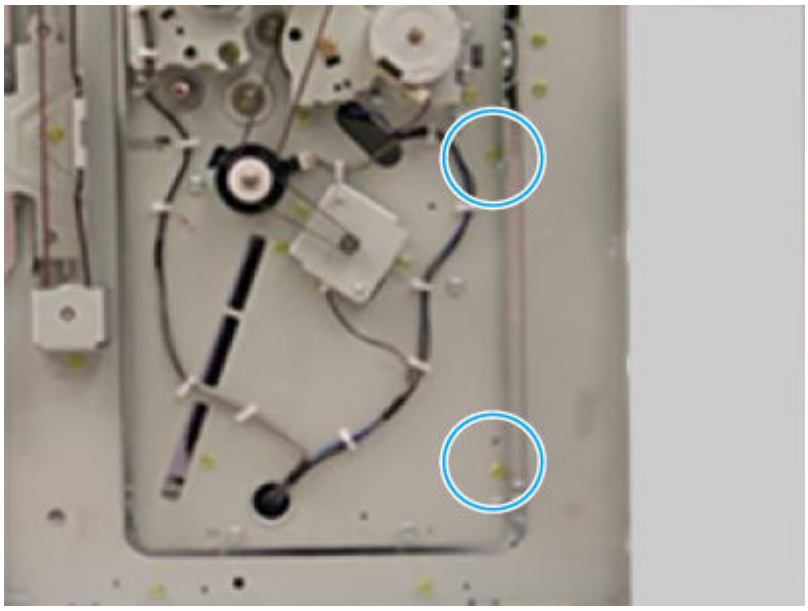


3. Remove the booklet finisher booklet blade motor

Use the following procedure to remove and replace the booklet finisher blade motor.

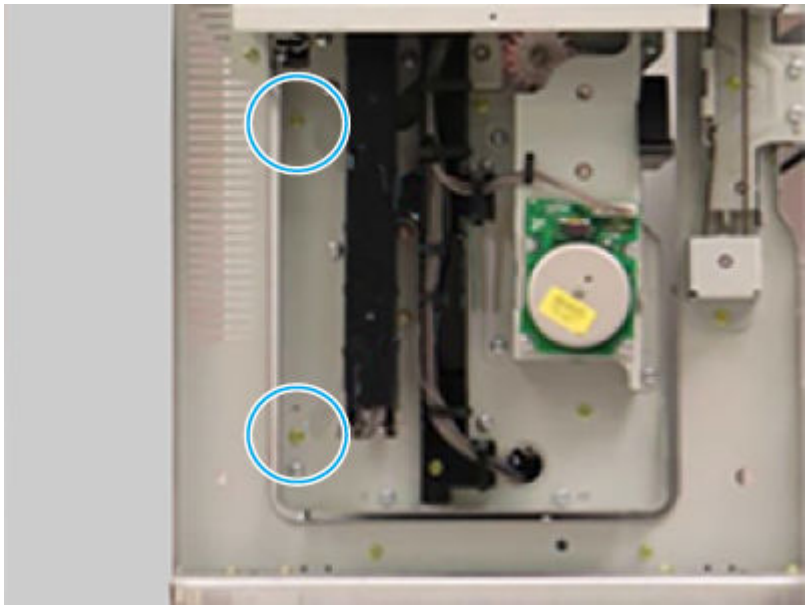
1. Remove two screws.

Figure 5-3121 **Remove two screws**



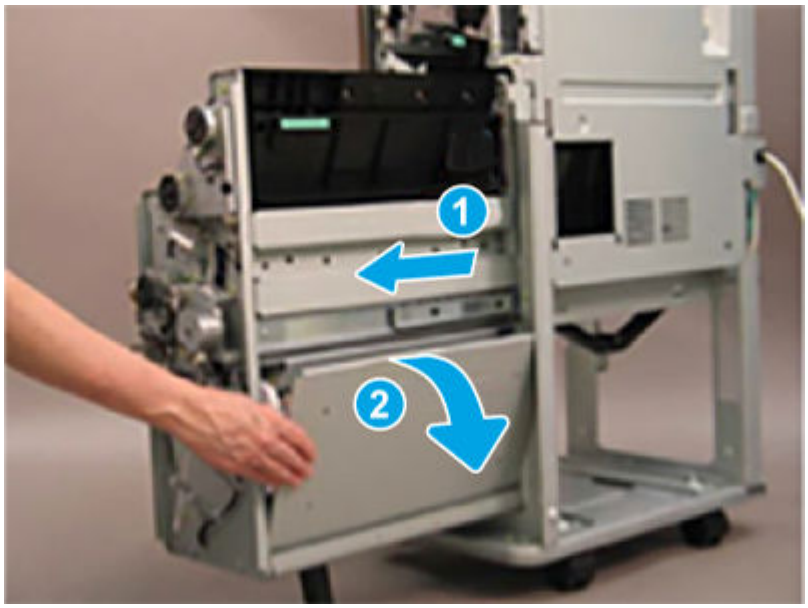
2. Remove two screws.

Figure 5-3122 **Remove two screws**



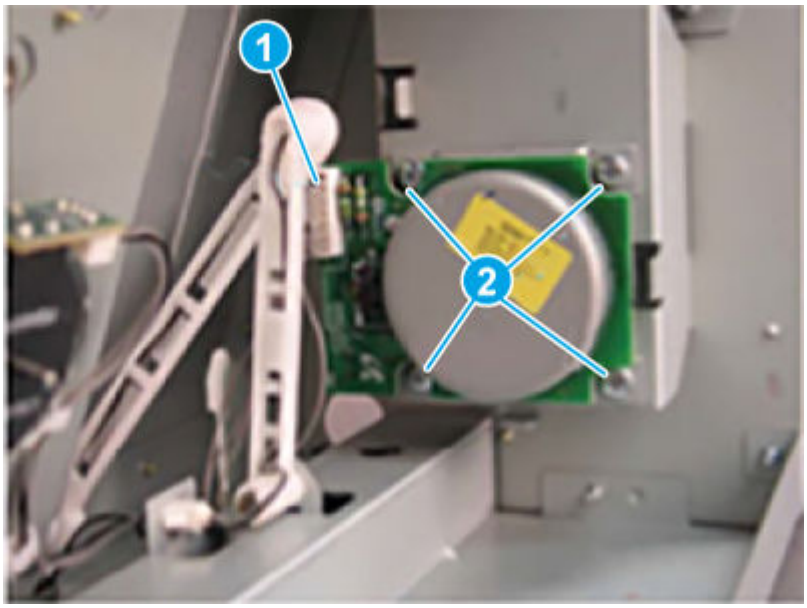
3. Remove the right lower plate.

Figure 5-3123 **Remove the plate**



4. Disconnect one connector (callout 1), remove four screws (callout 2), and then remove the booklet blade motor.

Figure 5-3124 **Remove the motor**



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Booklet fold motor assembly

Learn about removing and replacing the booklet finisher fold motor assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-309 Part information

Part number	Part description
JC90-01436A	Booklet fold motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

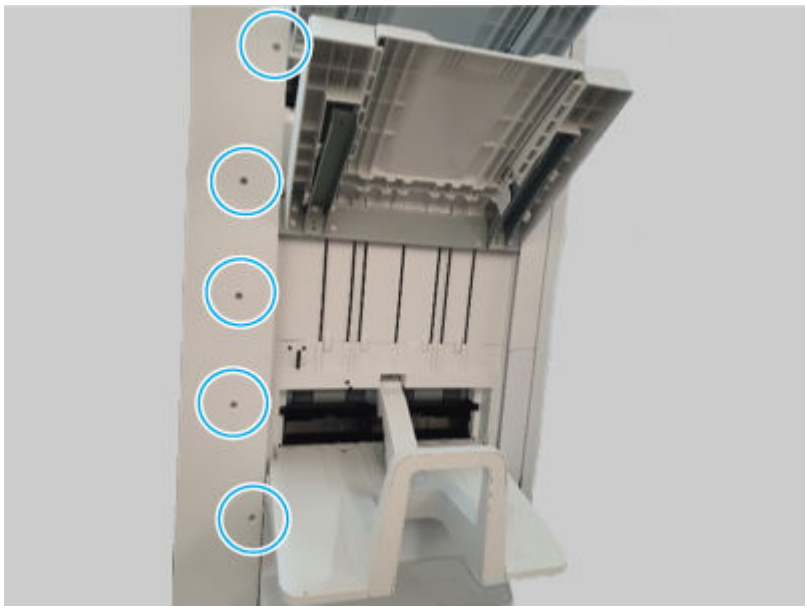
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

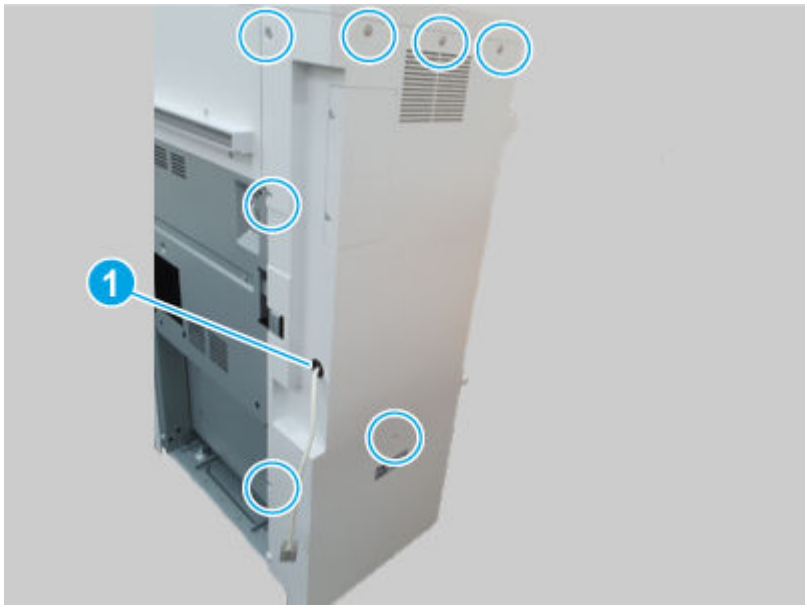
   Figure 5-3125 **Remove five screws**

2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-3126 Remove the cover

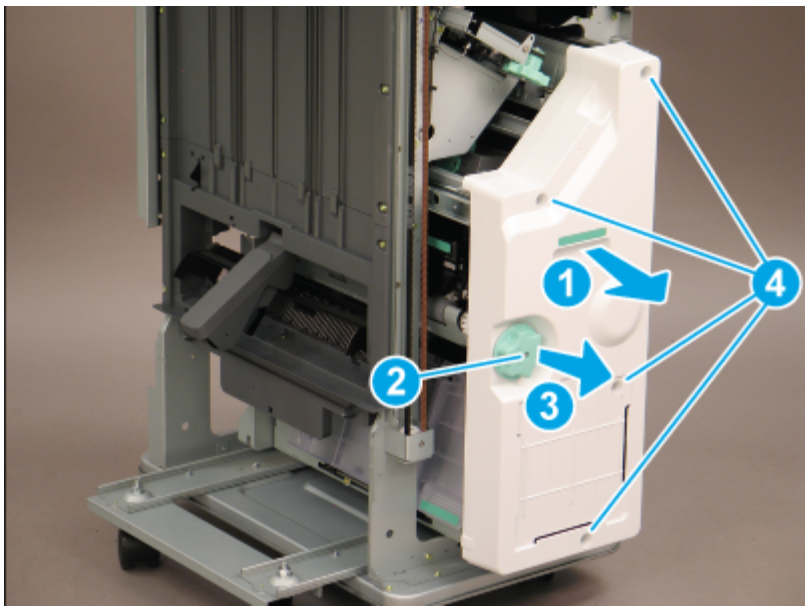


2. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-3127 Remove the cover

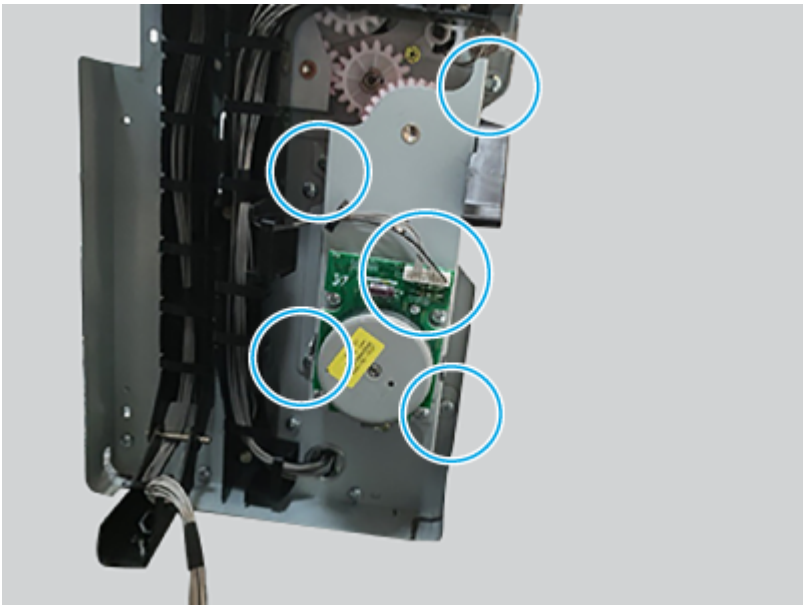


3. Remove the booklet finisher booklet fold motor assembly

Use the following procedure to remove and replace the booklet finisher fold motor assembly.

- Disconnect one connector, remove four screws, and then remove the booklet fold motor assembly.

Figure 5-3128 Remove the assembly



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Booklet fold motor

Learn about removing and replacing the booklet finisher fold motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-310 Part information

Part number	Part description
JC31-00144A	Motor BLDC (Booklet fold motor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

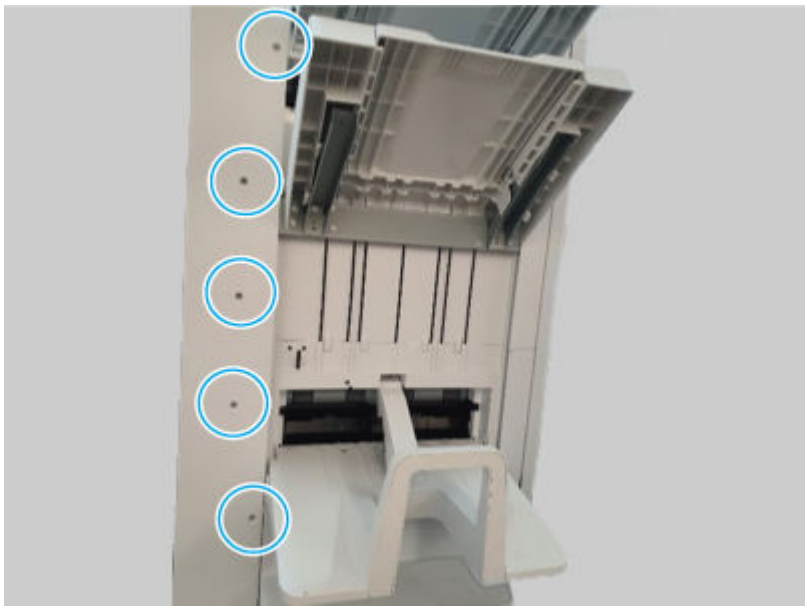
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

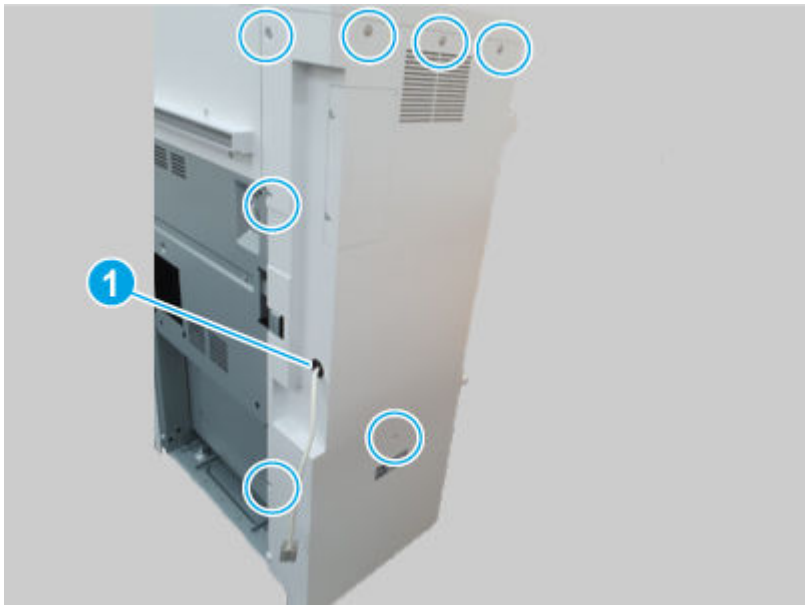
Figure 5-3129 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-3130 **Remove the cover**



2. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.

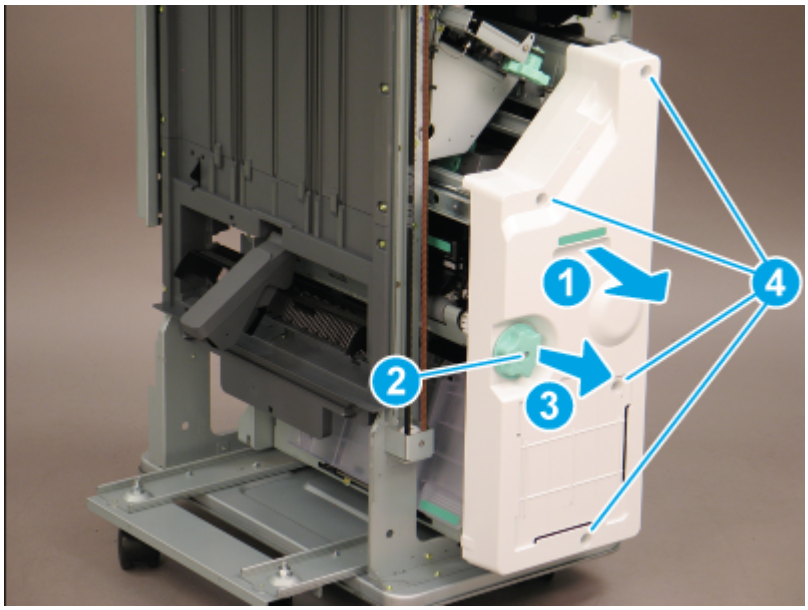
2. Do the following:

   a. Slide the booklet finisher slightly away from the finisher (callout 1).

   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).

   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-3131 **Remove the cover**

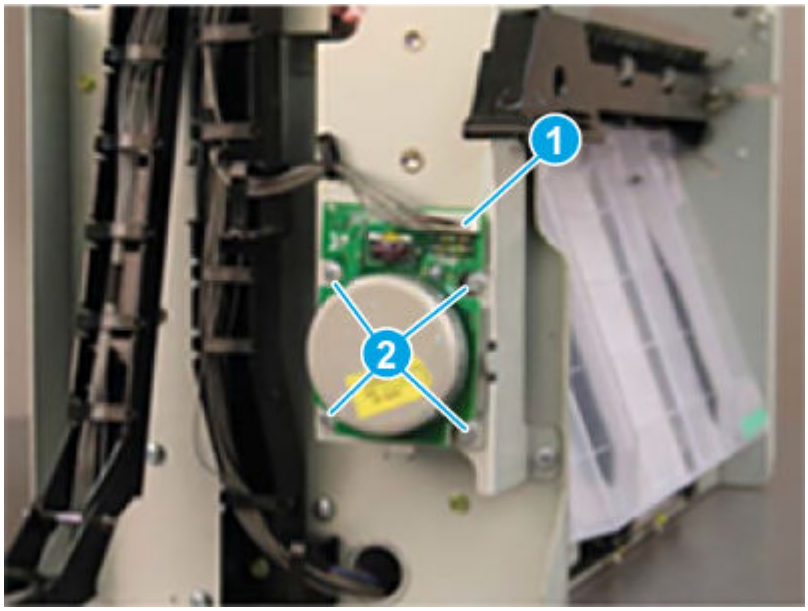


3. Remove the booklet finisher booklet fold motor

Use the following procedure to remove and replace the booklet finisher fold motor.

- Disconnect one connector (callout 1), remove four screws (callout 2), and then remove the booklet fold motor.

Figure 5-3132 Remove the motor



4. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Booklet diverter unit

Review the booklet finisher booklet diverter unit removal procedures.

Removal and replacement: Booklet diverter

Learn about removing and replacing the booklet finisher diverter.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-311 Part information

Part number	Part description
JC90-01398A	Booklet diverter

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

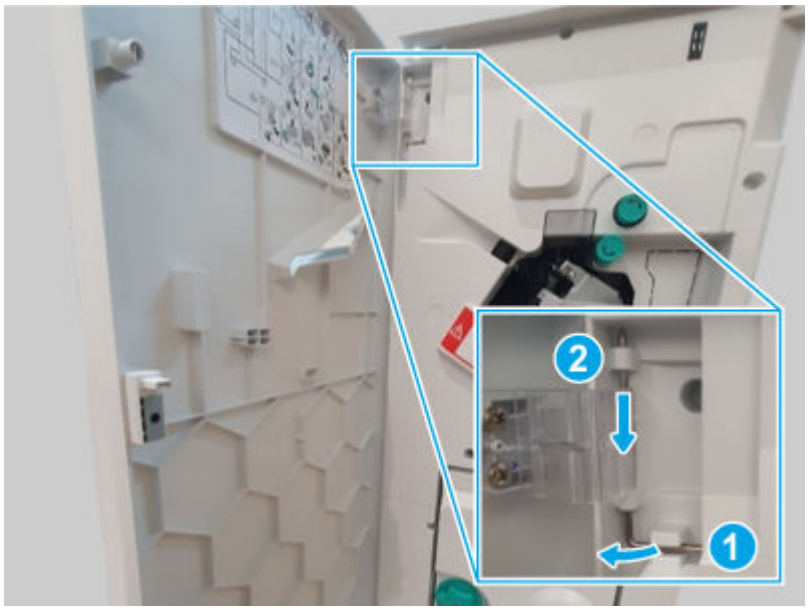
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

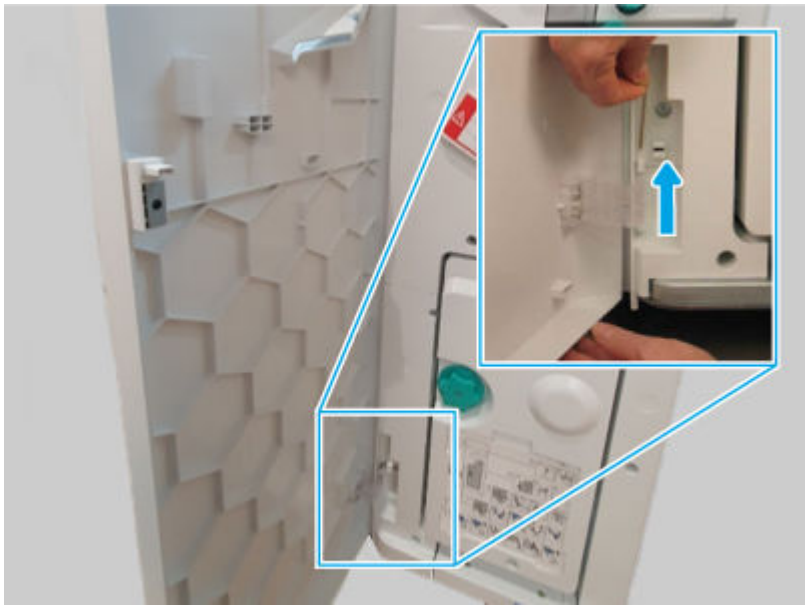
1. Release, and then remove the upper hinge pin.

Figure 5-3133 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-3134 **Remove the door**

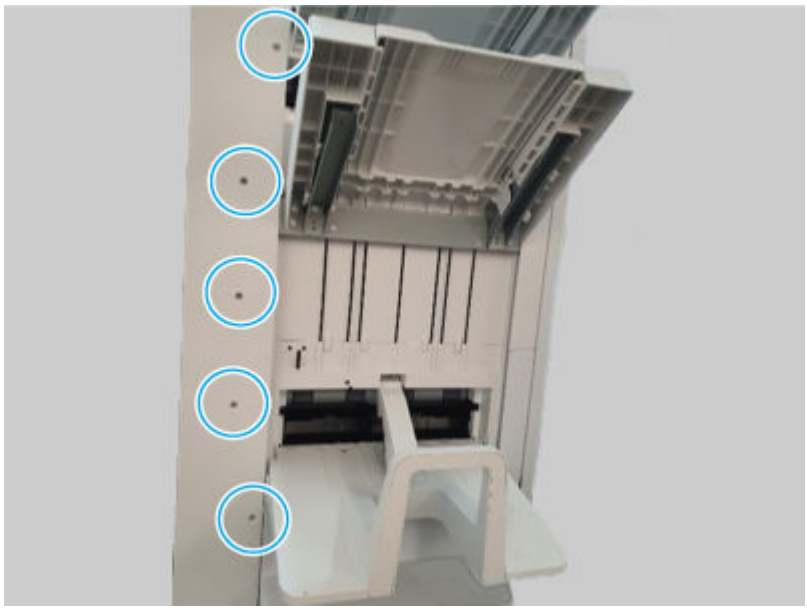


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

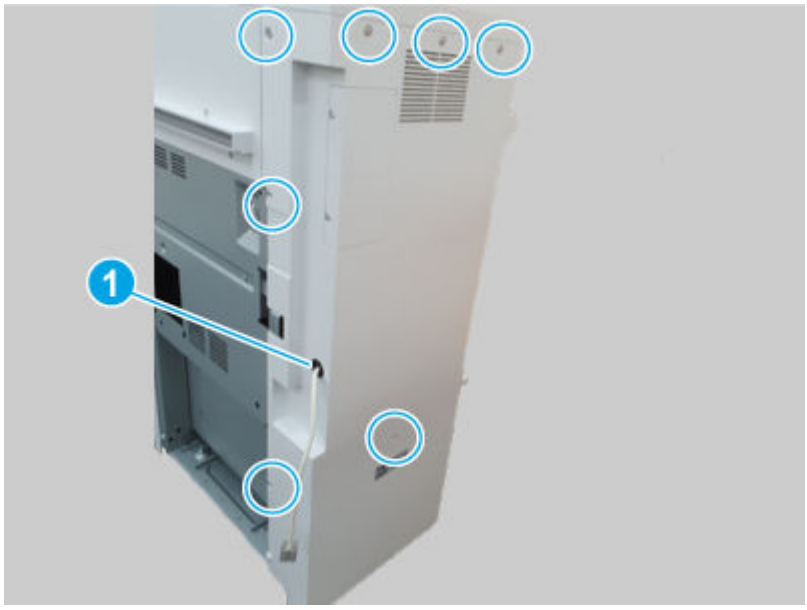
Figure 5-3135 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-3136 Remove the cover



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

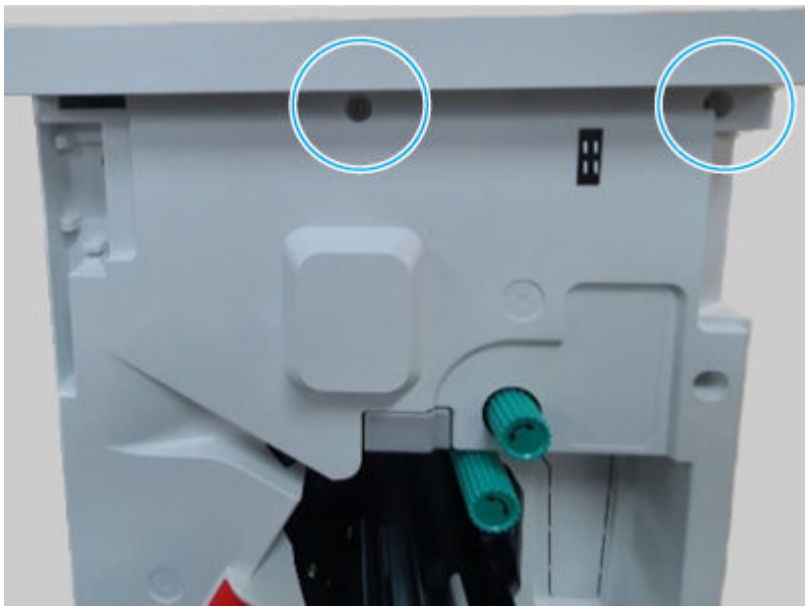
1. Remove three screws.

Figure 5-3137 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-3138 **Remove the cover**



4. Remove the booklet finisher booklet maker

Use the following procedure to remove and replace the booklet finisher booklet maker.

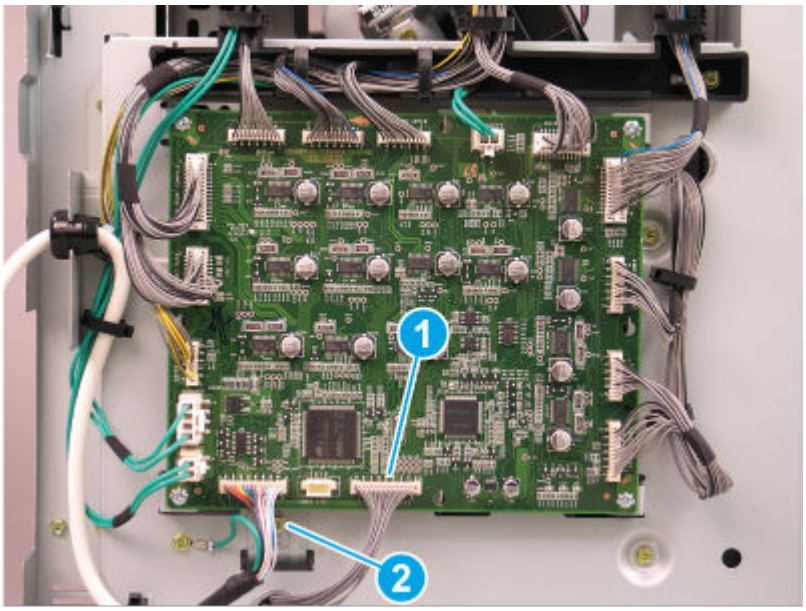
1. Slide the booklet maker out of the finisher.

Figure 5-3139 Slide the booklet maker out



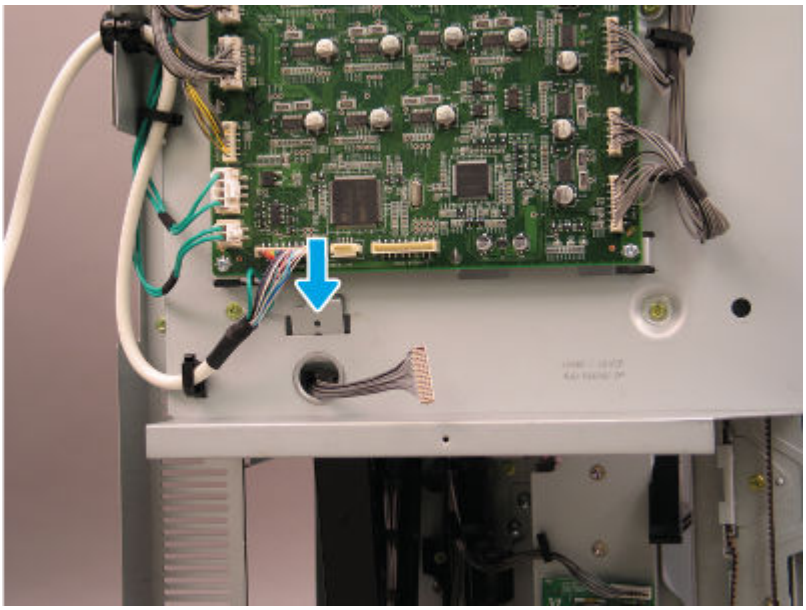
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-3140 Disconnect connector and remove the screw



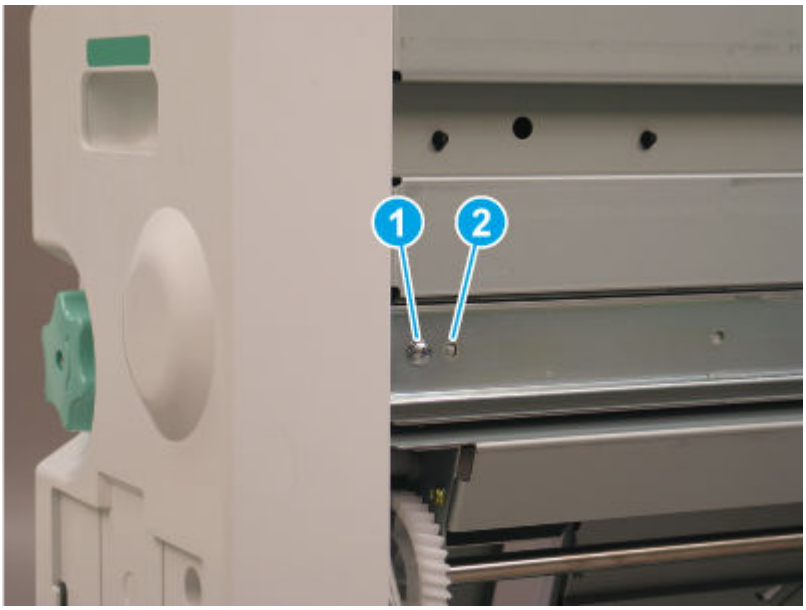
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-3141 **Disconnect connector and remove the screw**



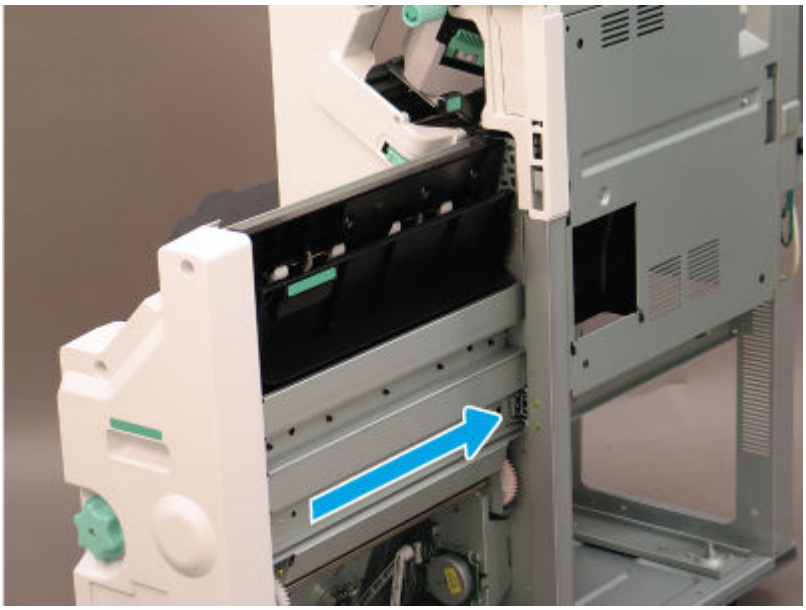
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-3142 **Release the alignment pin**



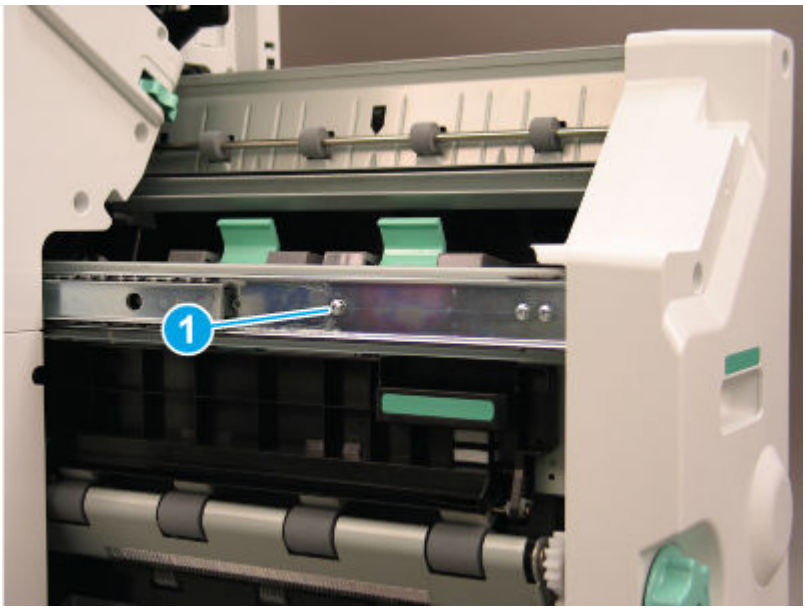
5. Slide the right rail toward the finisher.

Figure 5-3143 Slide the rail in



6. Remove one screw (callout 1) on the left side of the booklet maker.

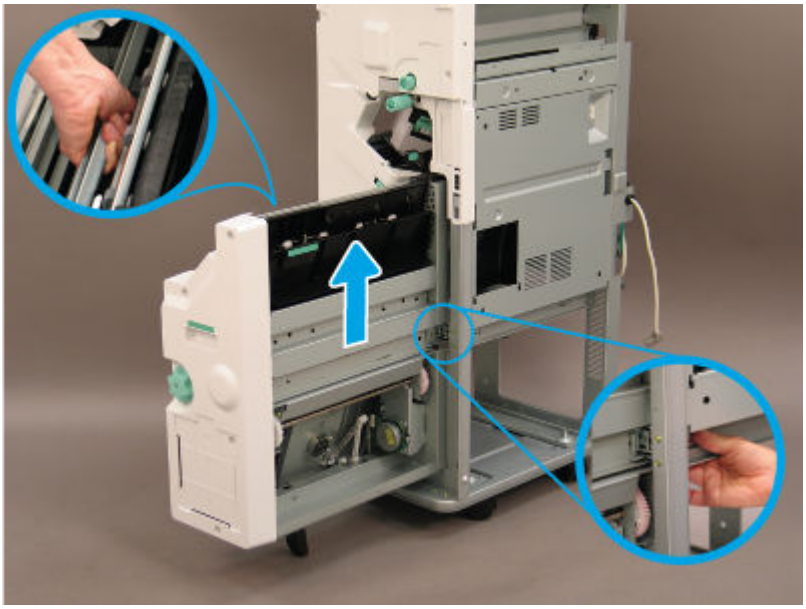
Figure 5-3144 Remove one screw



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-3145 Remove the booklet maker

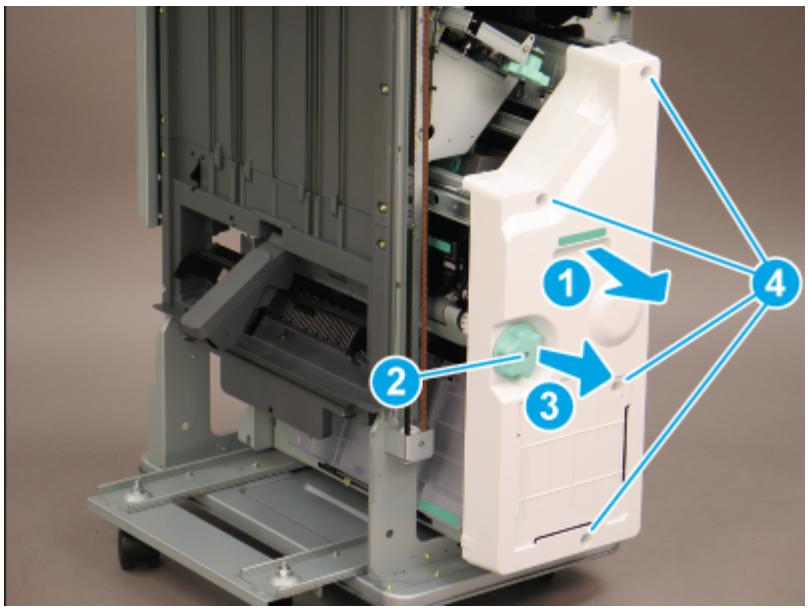


5. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-3146 Remove the cover

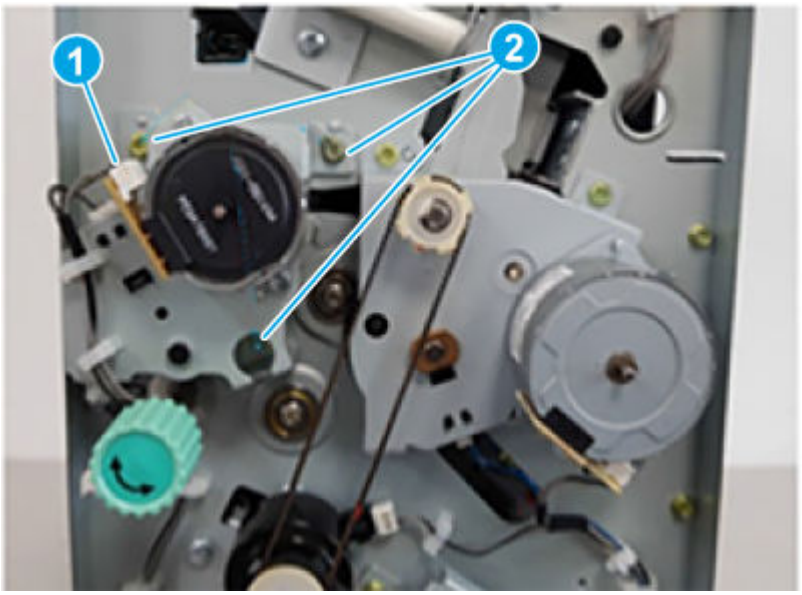


6. Remove the booklet finisher booklet diverter motor assembly

Use the following procedure to remove and replace the booklet finisher booklet diverter motor assembly.

- Disconnect one connector (callout 1), remove three screws (callout 2), and then remove the booklet diverter motor assembly.

Figure 5-3147 **Remove the assembly**

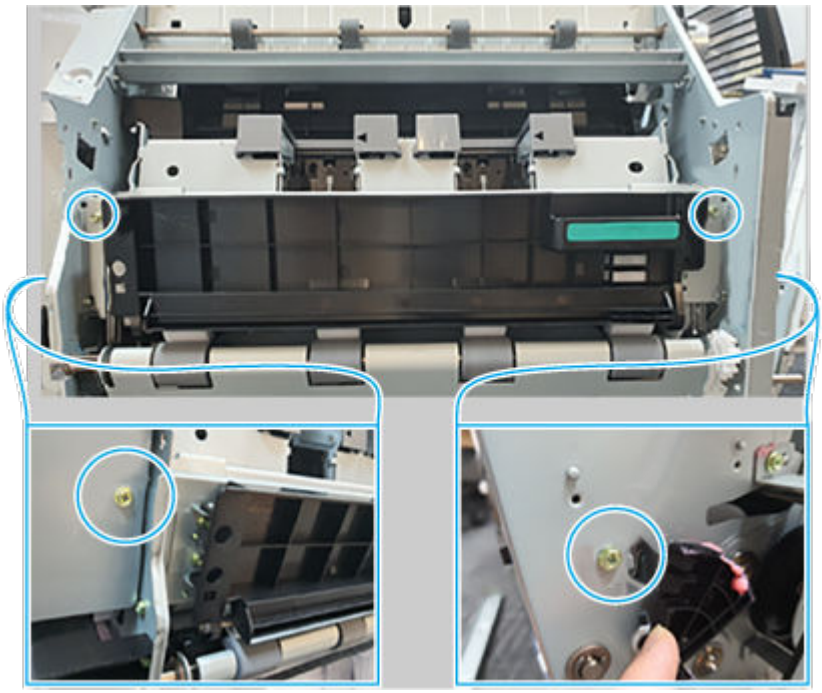


7. Remove the booklet finisher booklet c-fold blade assembly

Use the following procedure to remove and replace the booklet finisher c-fold blade assembly.

- Remove four screws, and then remove the c-fold blade assembly.

Figure 5-3148 **Remove the assembly**

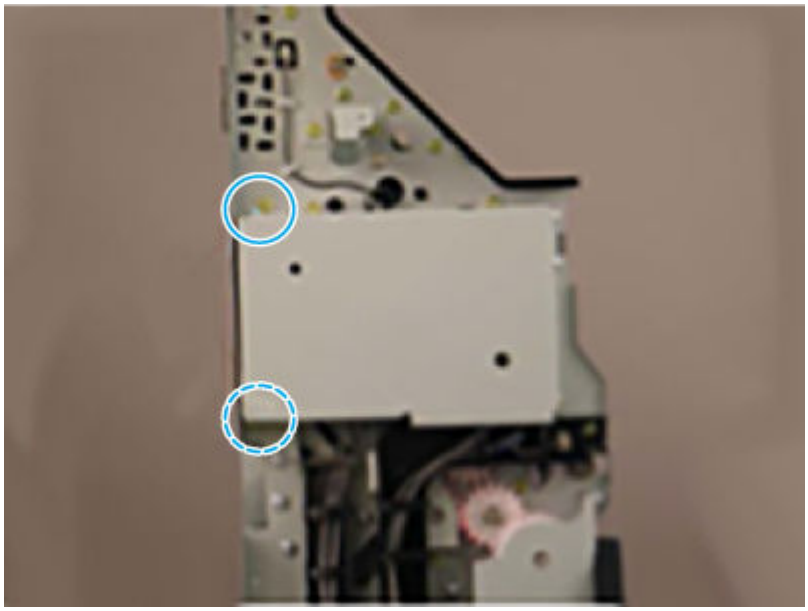


8. Remove the booklet finisher booklet diverter

Use the following procedure to remove and replace the booklet finisher booklet diverter.

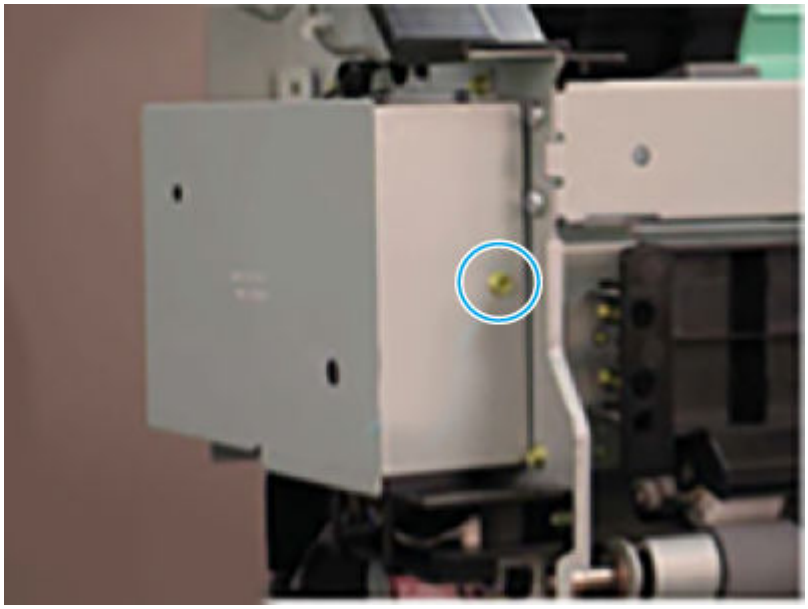
1. Remove two screws.

Figure 5-3149 **Remove two screws**



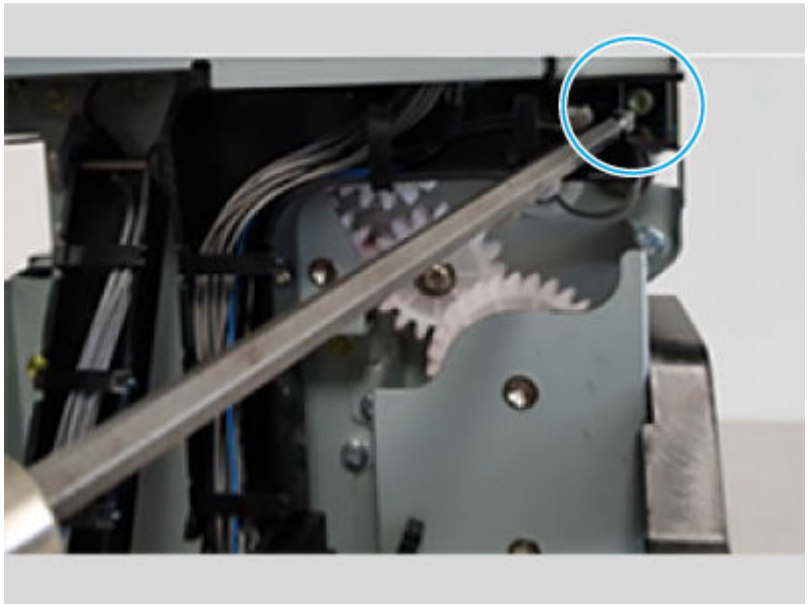
2. Remove one screw and the sheet-metal cover.

Figure 5-3150 **Remove one screw**



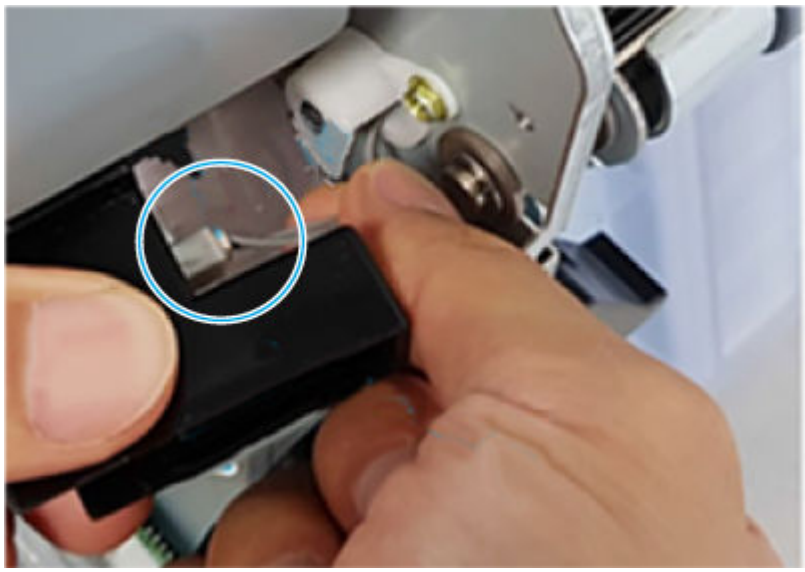
3. Remove one screw.

Figure 5-3151 **Remove one screw**



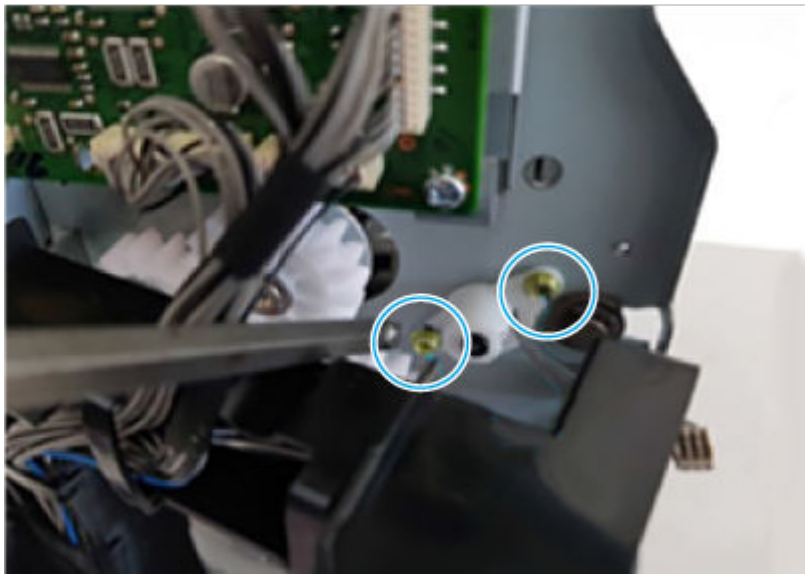
4. Remove the connector cover, and then disconnect one connector.

Figure 5-3152 **Disconnect one connector**



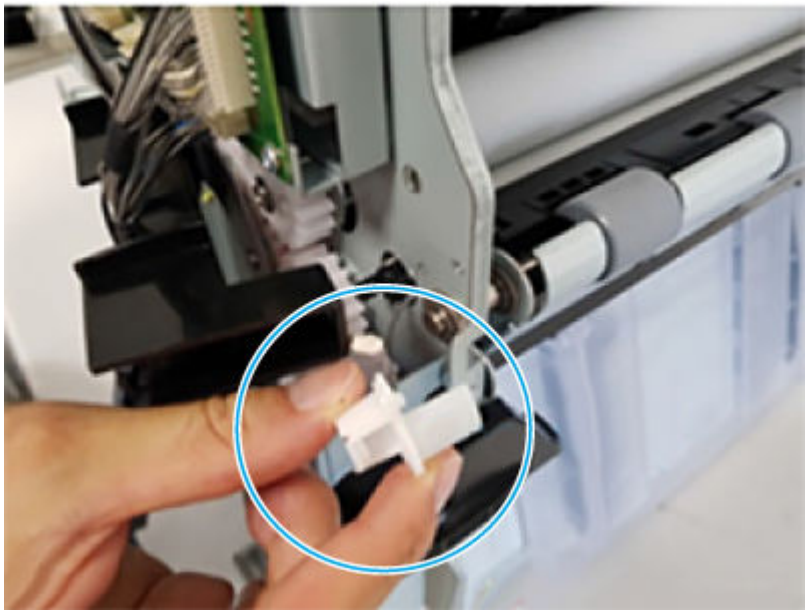
5. Remove two screws.

Figure 5-3153 Remove two screws



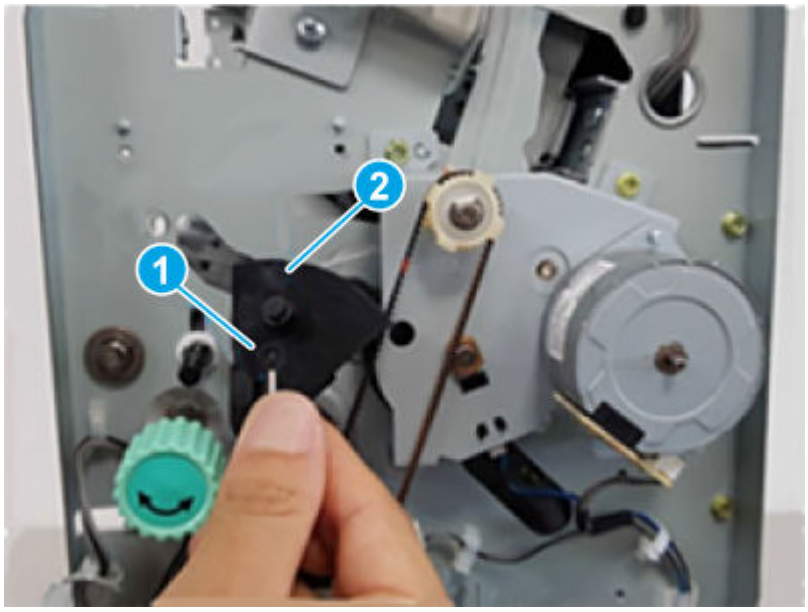
6. Remove the white-plastic bushing.

Figure 5-3154 Remove the bushing



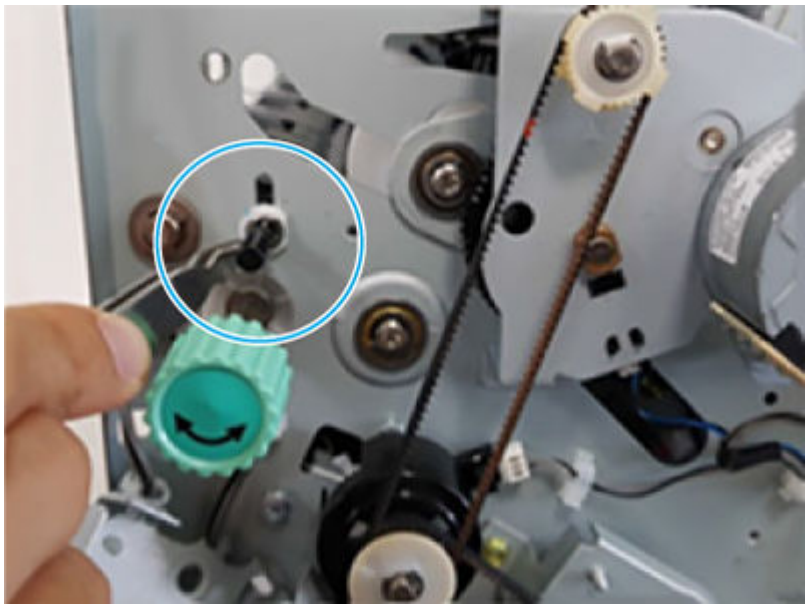
7. Use a pair of tweezers to remove one e-ring (callout 1), and then remove the actuator (callout 2).

Figure 5-3155 **Remove the actuator**



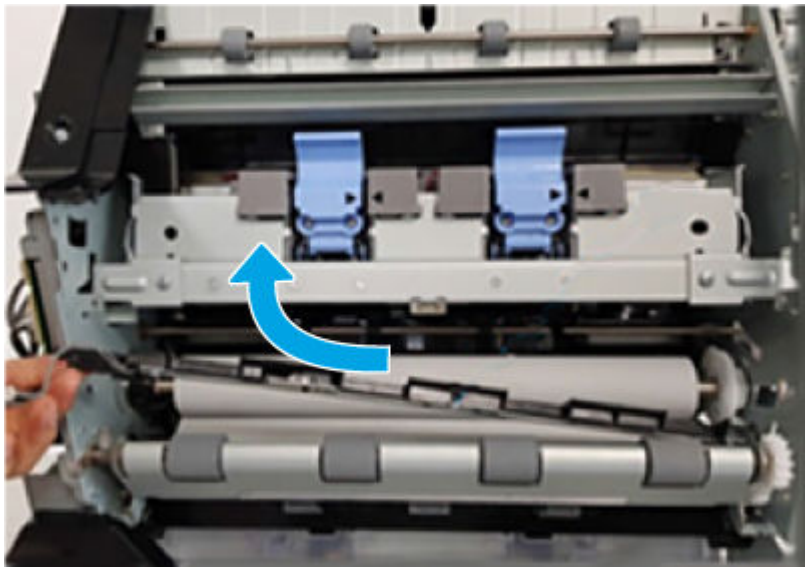
8. Remove the white-plastic bushing.

Figure 5-3156 **Remove the bushing**



9. Remove the booklet diverter.

Figure 5-3157 **Remove the diverter**



9. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

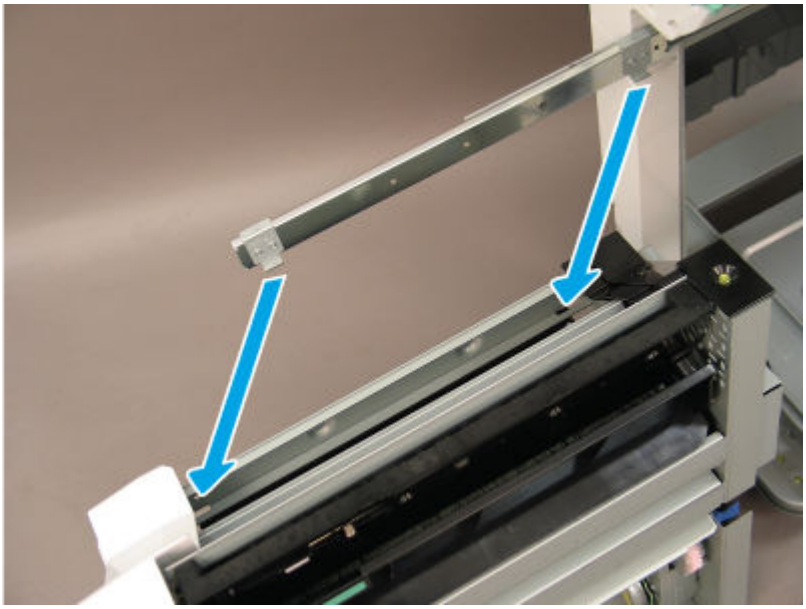
10. Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

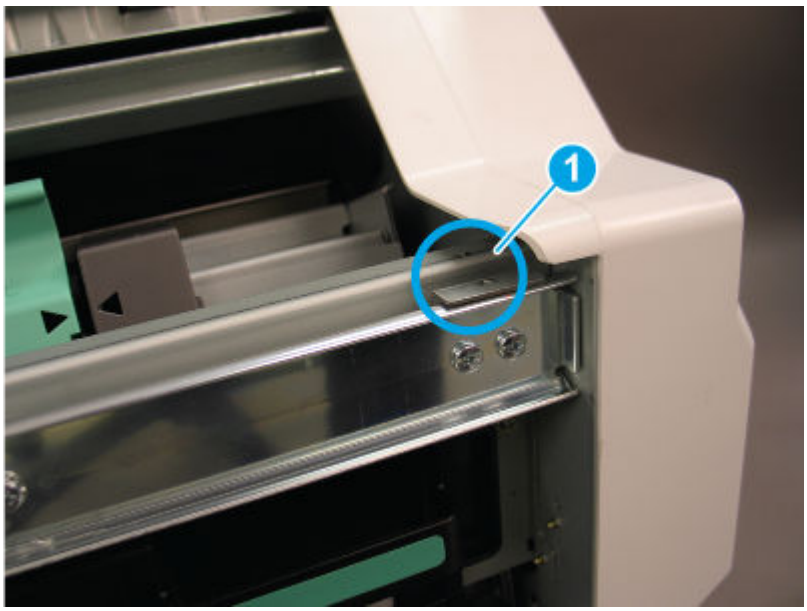
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-3158 **Position the hooks on the rail**



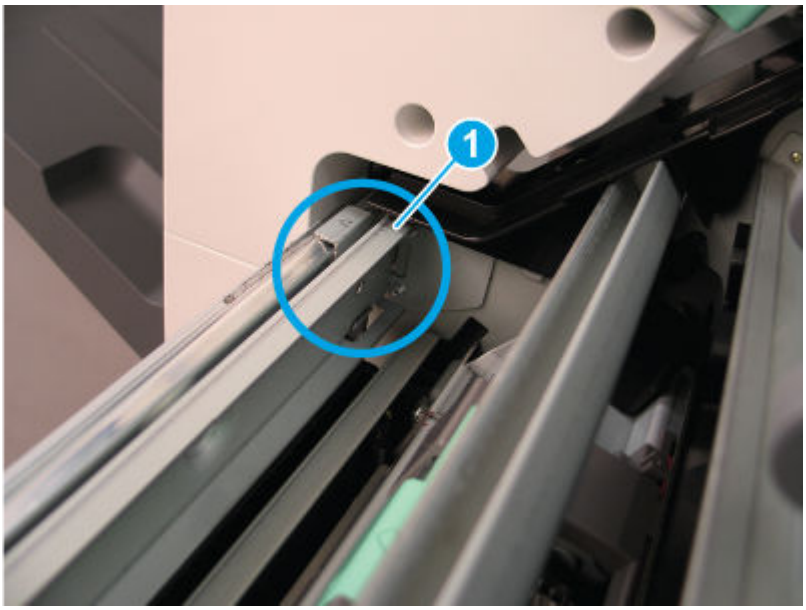
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-3159 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

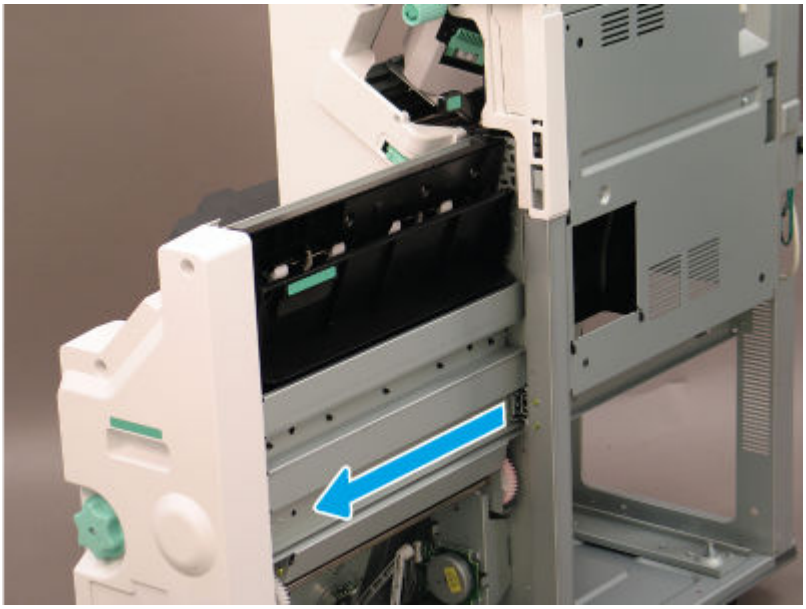
Figure 5-3160 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-3161 Attach the rail



Removal and replacement: Booklet diverter home sensor

Learn about removing and replacing the booklet finisher diverter home sensor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-312 Part information

Part number	Part description
0604-001415	Photo interrupter (Booklet diverter home sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

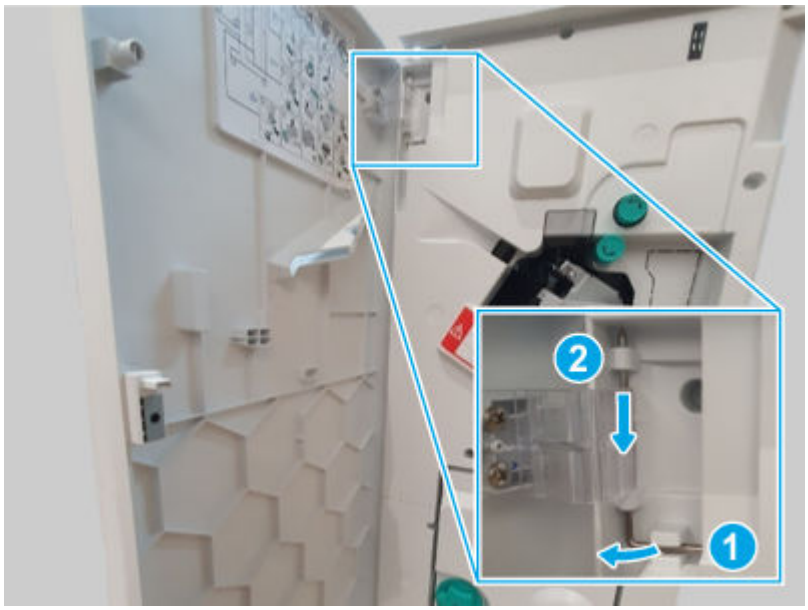
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

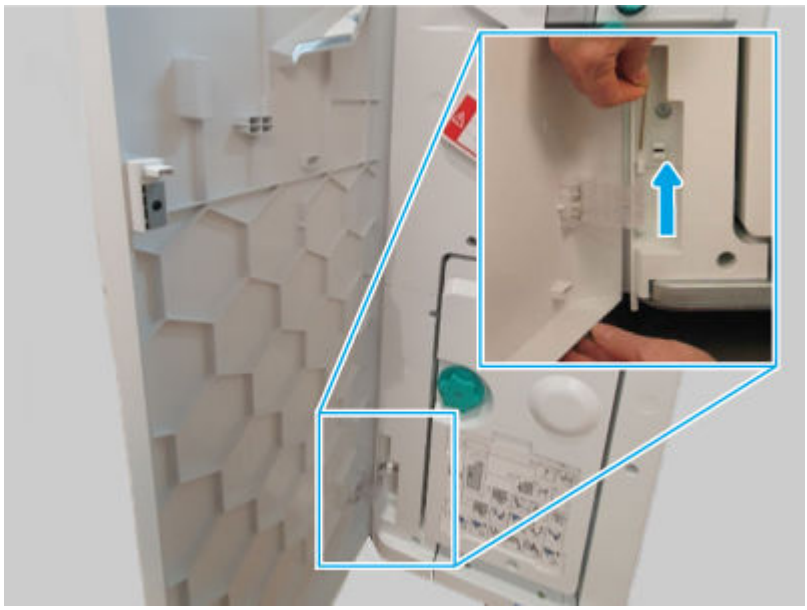
1. Release, and then remove the upper hinge pin.

Figure 5-3162 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-3163 Remove the door

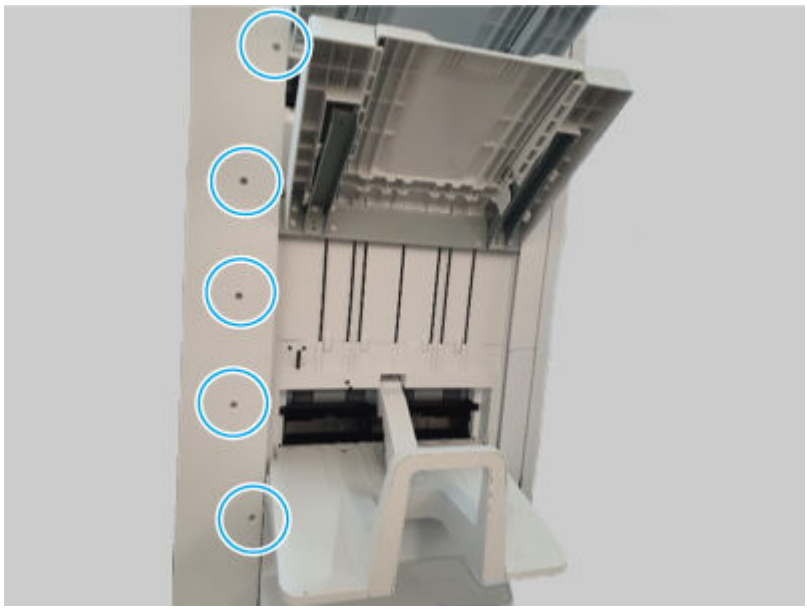


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

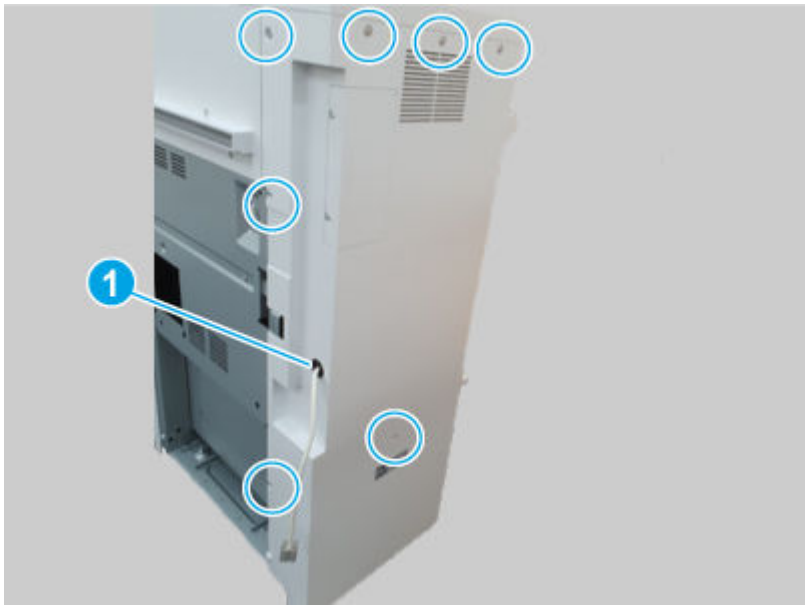
Figure 5-3164 Remove five screws



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-3165 Remove the cover



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

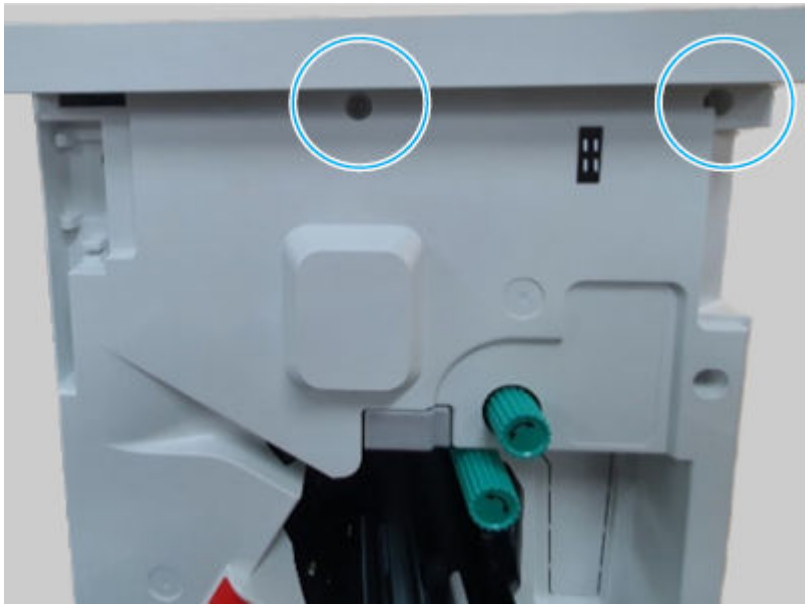
1. Remove three screws.

Figure 5-3166 Remove three screws



2. Remove two screws, and then remove the top cover.

Figure 5-3167 **Remove the cover**

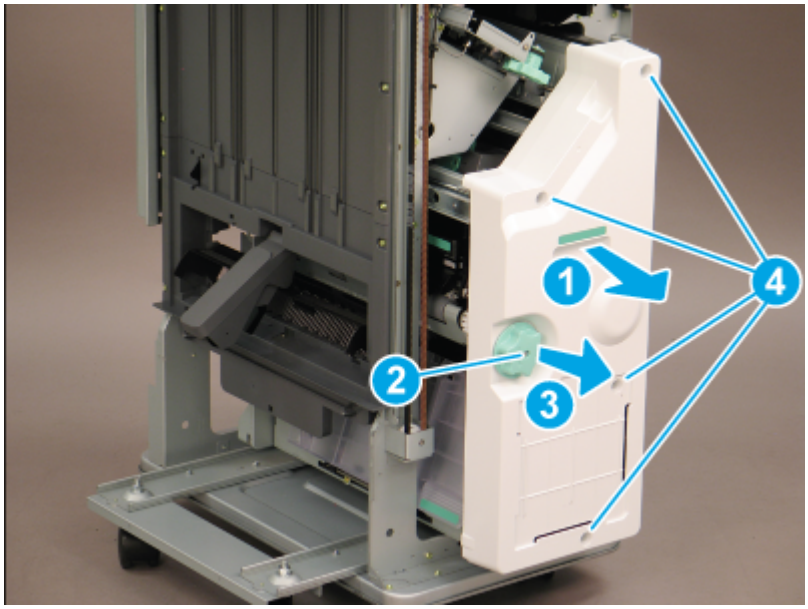


4. Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-3168 Remove the cover

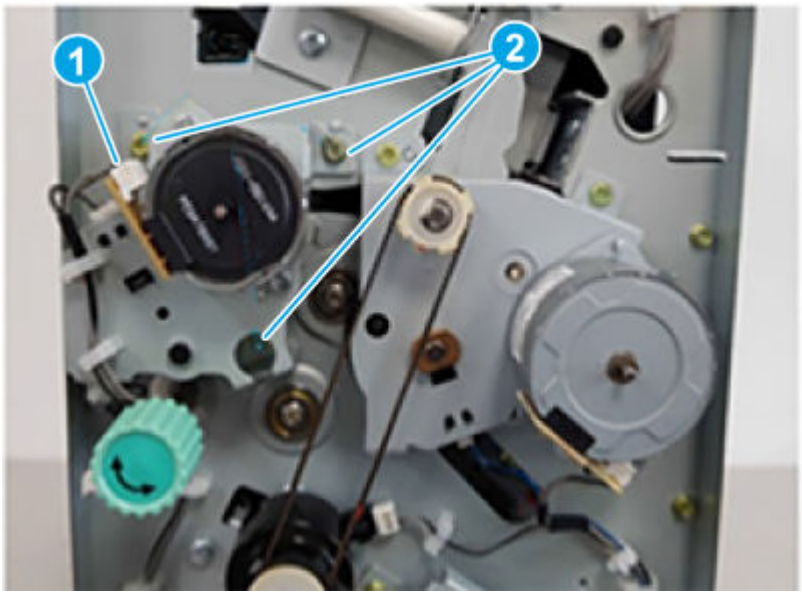


5. Remove the booklet finisher booklet diverter motor assembly

Use the following procedure to remove and replace the booklet finisher booklet diverter motor assembly.

- Disconnect one connector (callout 1), remove three screws (callout 2), and then remove the booklet diverter motor assembly.

Figure 5-3169 Remove the assembly

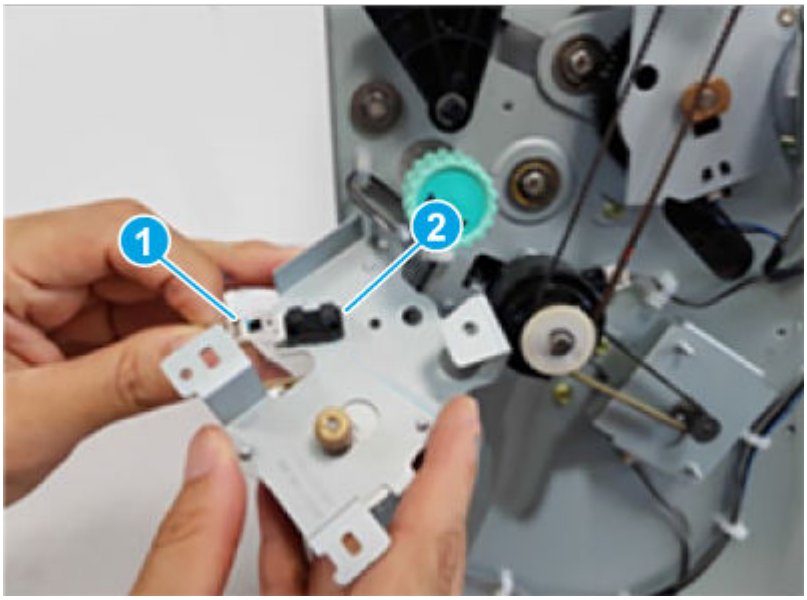


6. Remove the booklet finisher booklet diverter home sensor

Use the following procedure to remove and replace the booklet finisher booklet diverter home sensor.

- Disconnect one connector (callout 1), and then remove the booklet diverter home sensor.

Figure 5-3170 **Remove the sensor**



7. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Booklet diverter motor assembly

Learn about removing and replacing the booklet finisher diverter motor assembly.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-313 Part information

Part number	Part description
JC90-01397A	Booklet diverter motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

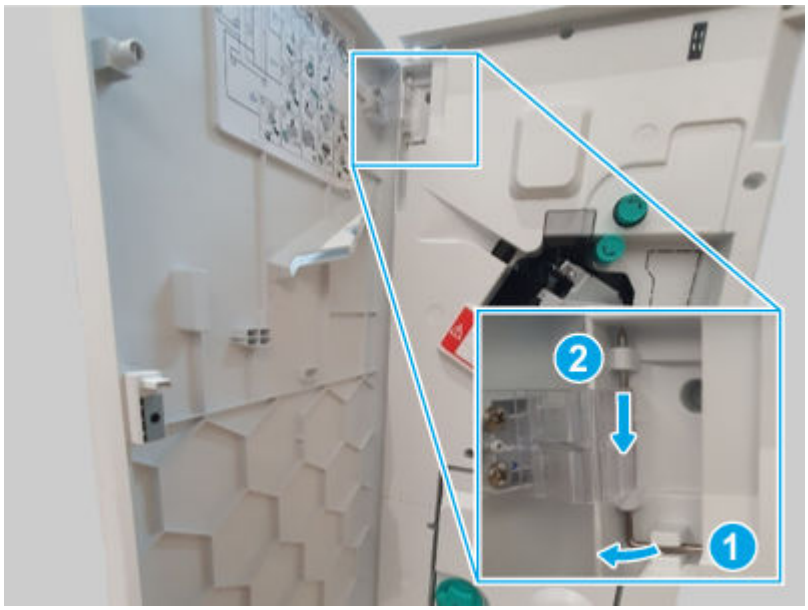
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

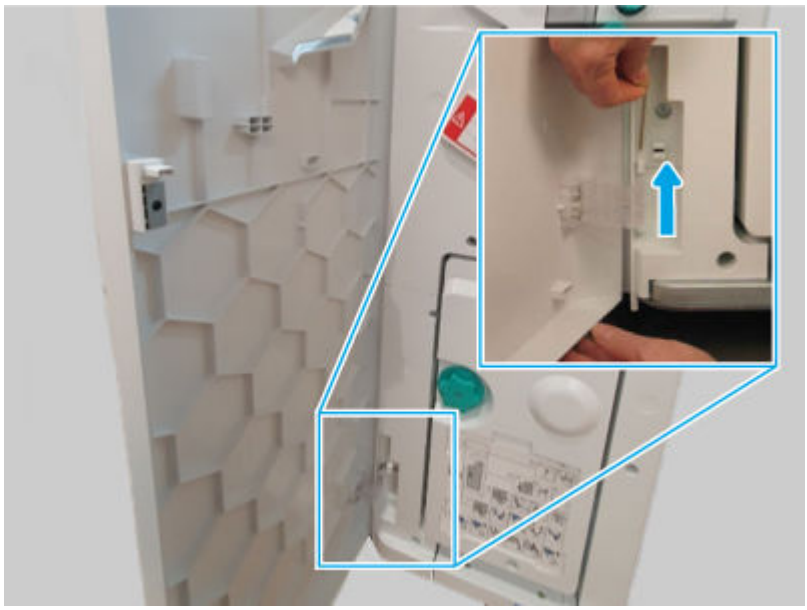
1. Release, and then remove the upper hinge pin.

Figure 5-3171 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-3172 **Remove the door**

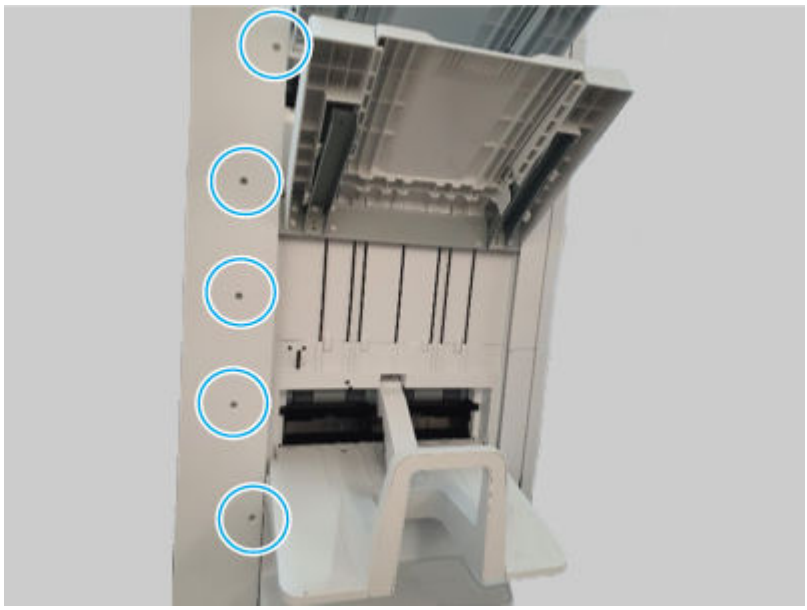


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

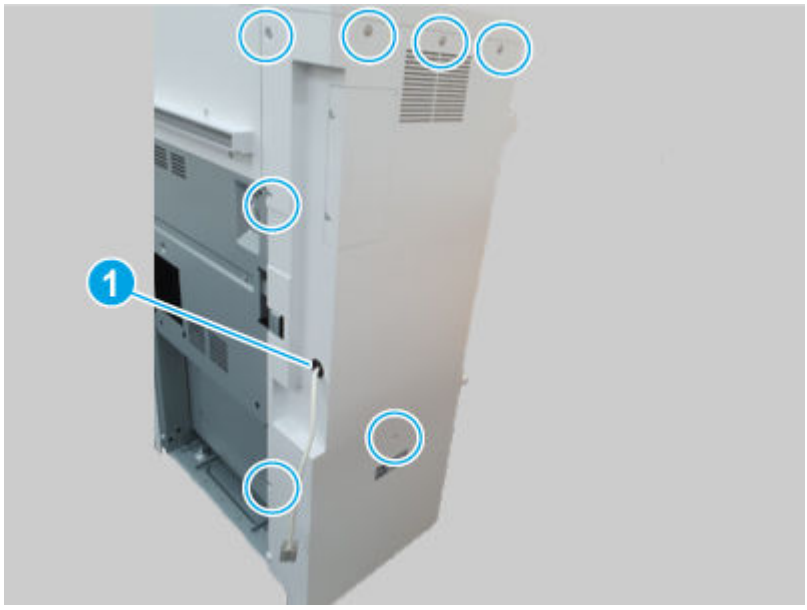
Figure 5-3173 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-3174 **Remove the cover**



3. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

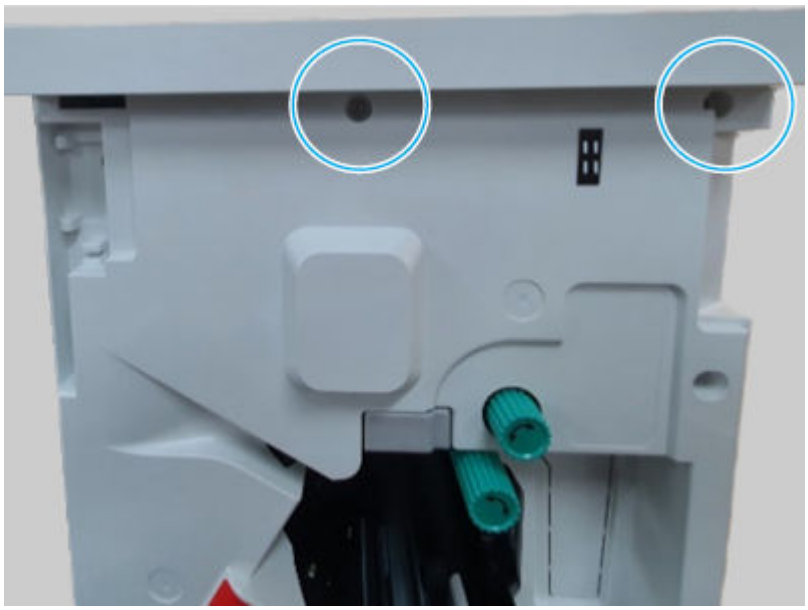
1. Remove three screws.

Figure 5-3175 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-3176 **Remove the cover**



4. Remove the external finisher booklet finisher front cover

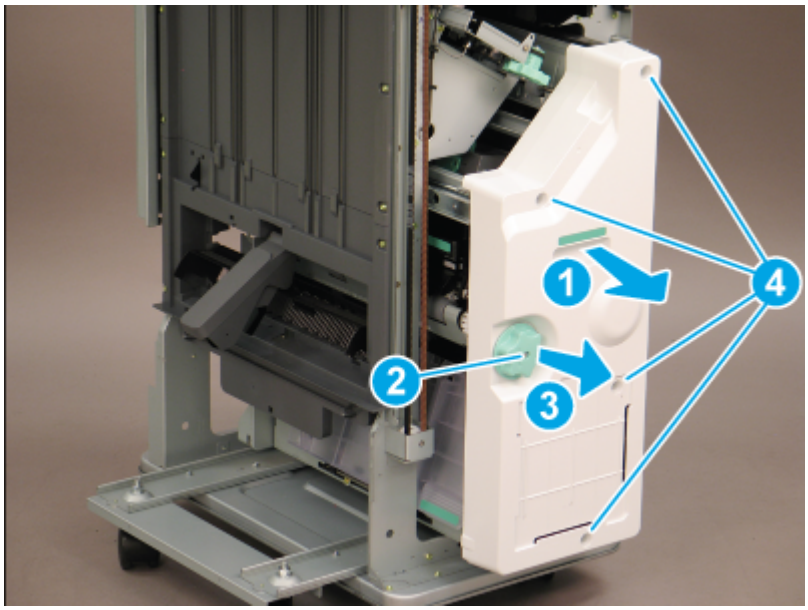
Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).

b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).

c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-3177 Remove the cover

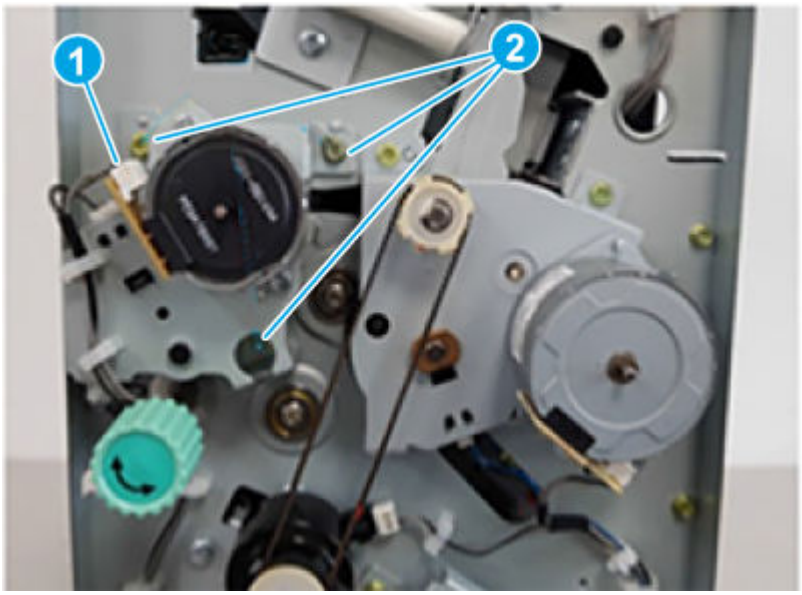


5. Remove the booklet finisher booklet diverter motor assembly

Use the following procedure to remove and replace the booklet finisher booklet diverter motor assembly.

- Disconnect one connector (callout 1), remove three screws (callout 2), and then remove the booklet diverter motor assembly.

Figure 5-3178 Remove the assembly



6. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Booklet diverter motor

Learn about removing and replacing the booklet finisher diverter motor.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-314 Part information

Part number	Part description
JC93-01153A	Booklet diverter motor

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

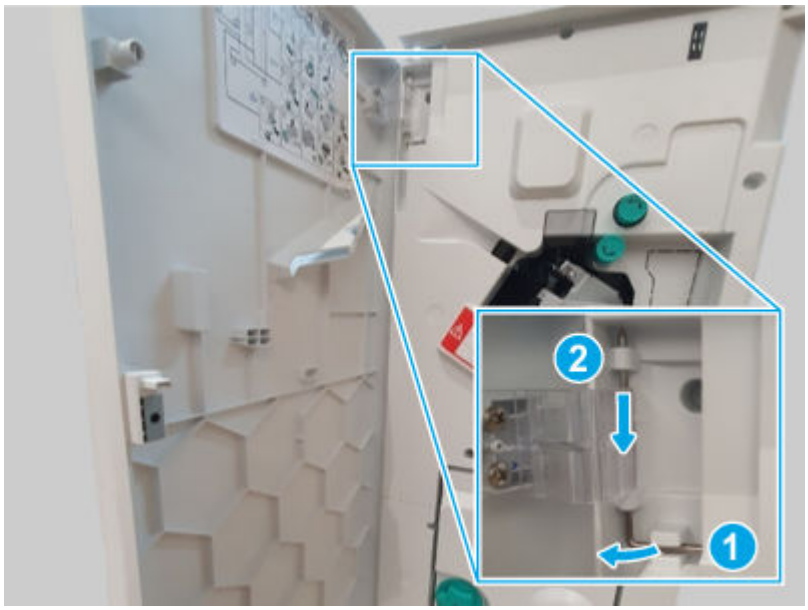
Print any pages necessary to make sure the printer is functioning correctly.

Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

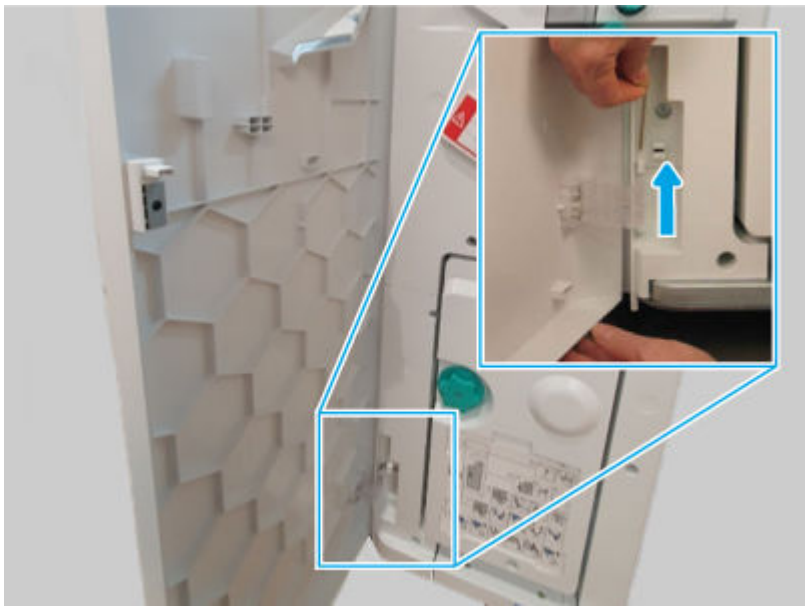
1. Release, and then remove the upper hinge pin.

Figure 5-3179 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-3180 **Remove the door**

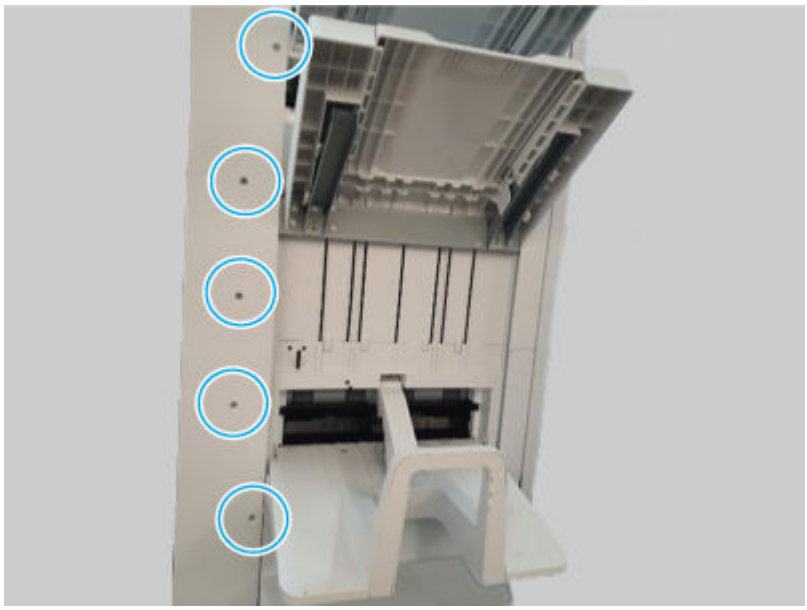


Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

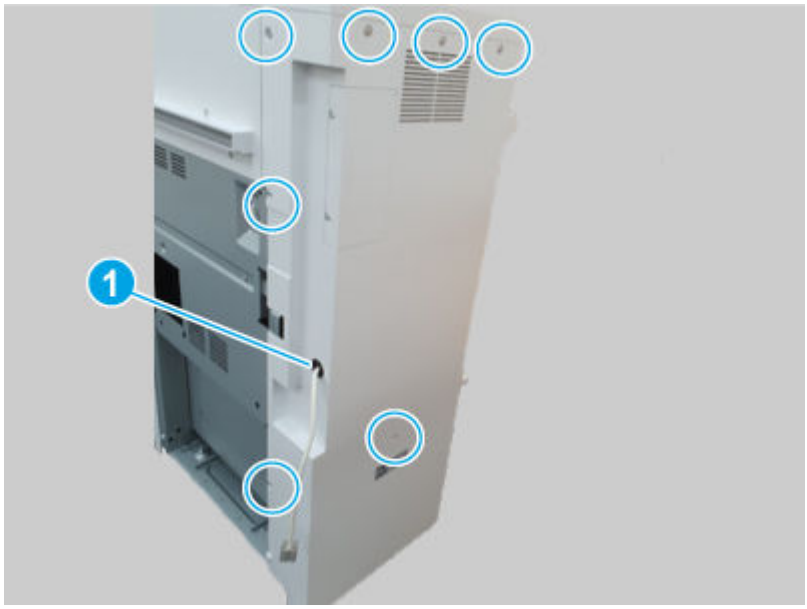
Figure 5-3181 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-3182 Remove the cover



Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

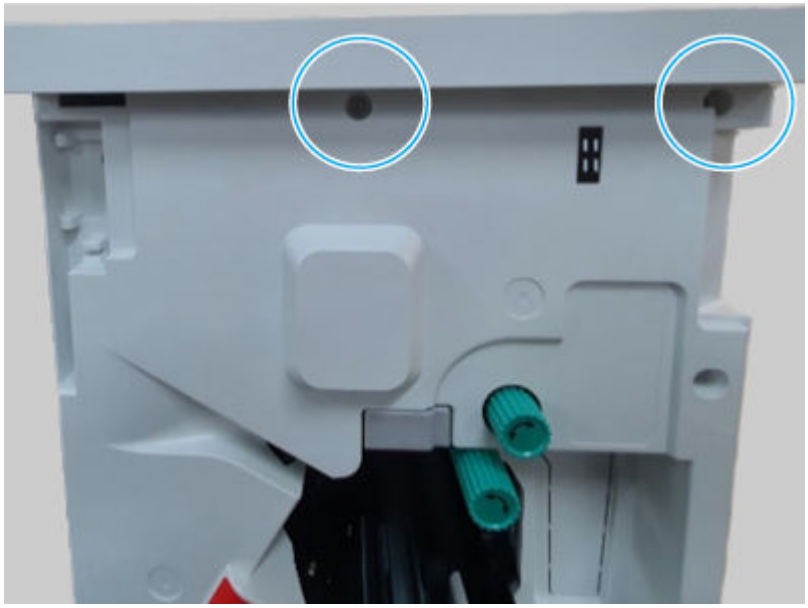
1. Remove three screws.

Figure 5-3183 Remove three screws



2. Remove two screws, and then remove the top cover.

Figure 5-3184 Remove the cover

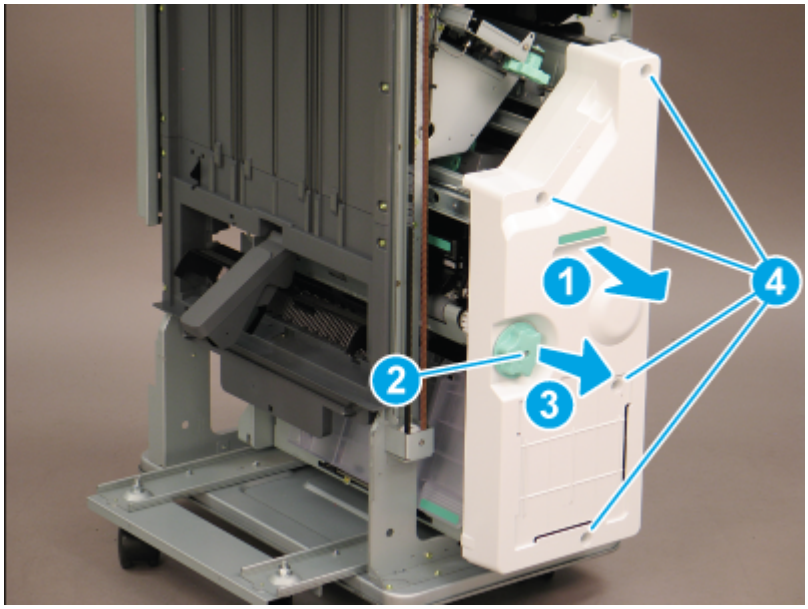


Remove the external finisher booklet finisher front cover

Use the following procedure to remove and replace the external finisher booklet finisher front cover.

1. Open the front door.
2. Do the following:
   a. Slide the booklet finisher slightly away from the finisher (callout 1).
   b. Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3).
   c. Remove four screws (callout 4), and then remove the booklet finisher front cover.

Figure 5-3185 Remove the cover

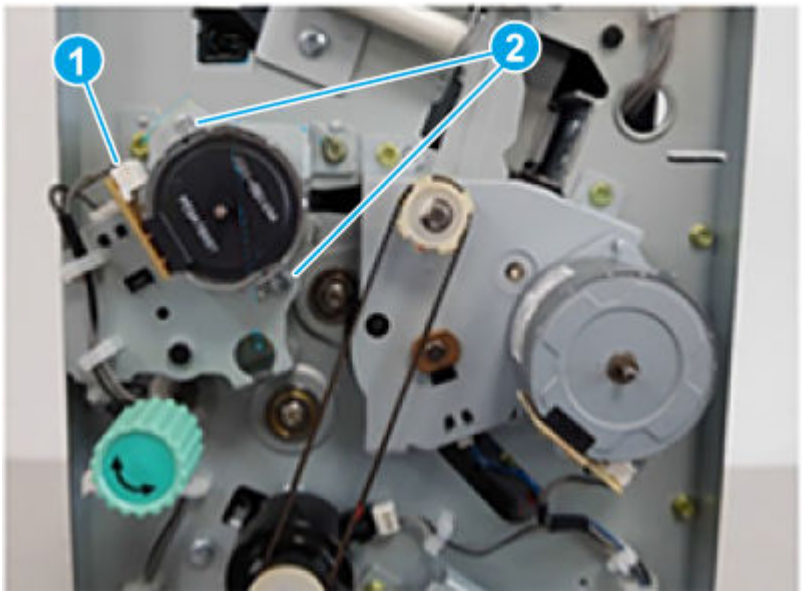


Remove the booklet finisher booklet diverter motor

Use the following procedure to remove and replace the booklet finisher booklet diverter motor.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the booklet diverter motor.

Figure 5-3186 Remove the motor



Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Booklet output tray unit

Review the booklet finisher booklet output tray unit removal procedures.

Removal and replacement: Booklet output tray

Learn about removing and replacing the booklet finisher output tray.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-315 Part information

Part number	Part description
8GS05-60126	Booklet output 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

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the booklet finisher booklet output tray

Use the following procedure to remove and replace the booklet finisher booklet output tray.

- Rotate the front of the tray up, and then pull it away from the finisher to remove it.

Figure 5-3187 **Remove the tray**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: Booklet output tray sensor

Learn about removing and replacing the booklet finisher output tray sensor.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-316 Part information

Part number	Part description
JC82-01039A	Tray sensor kit (Booklet output tray sensor)

Required tools

- #2 JIS screwdriver with a magnetic tip

- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

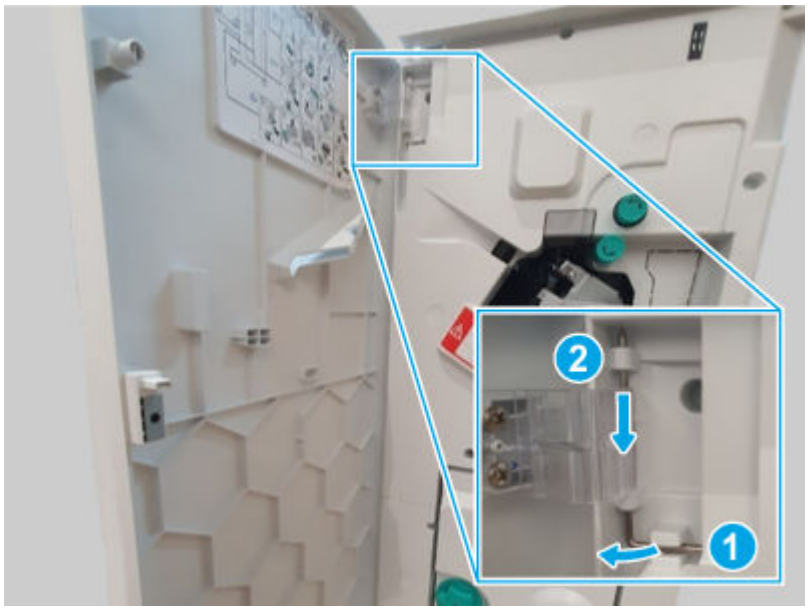
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

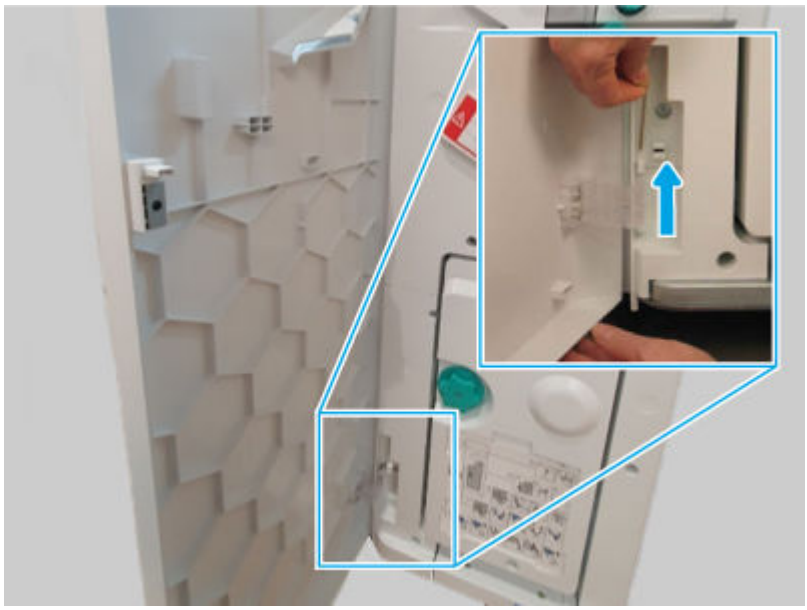
1. Release, and then remove the upper hinge pin.

Figure 5-3188 Remove the hinge pin



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-3189 Remove the door



2. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

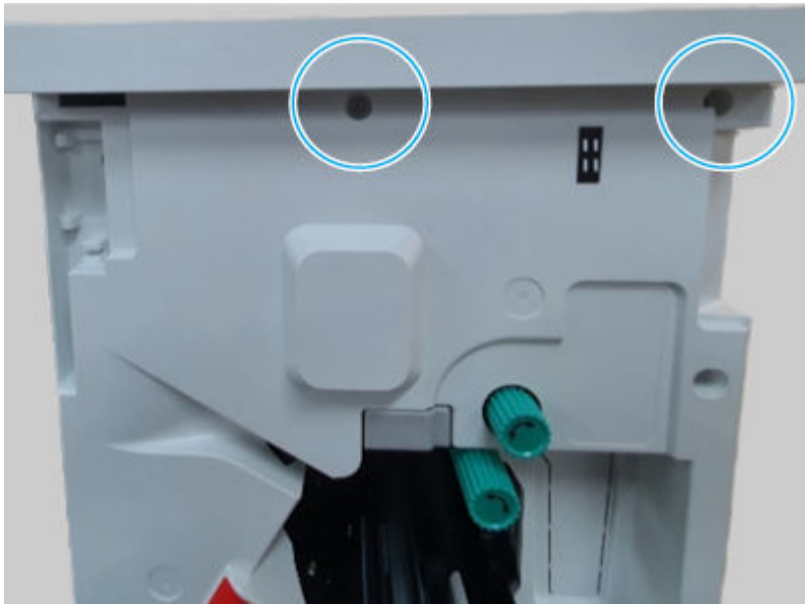
1. Remove three screws.

Figure 5-3190 Remove three screws



2. Remove two screws, and then remove the top cover.

Figure 5-3191 **Remove the cover**

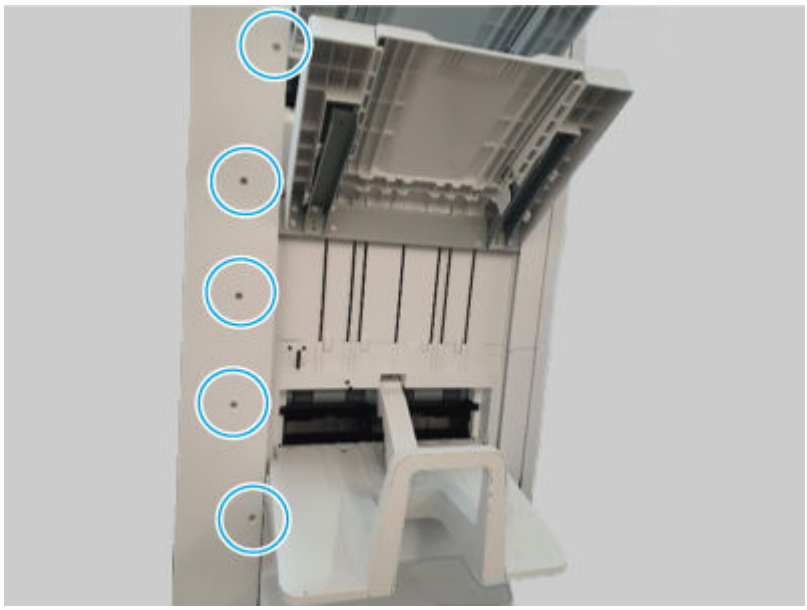


3. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

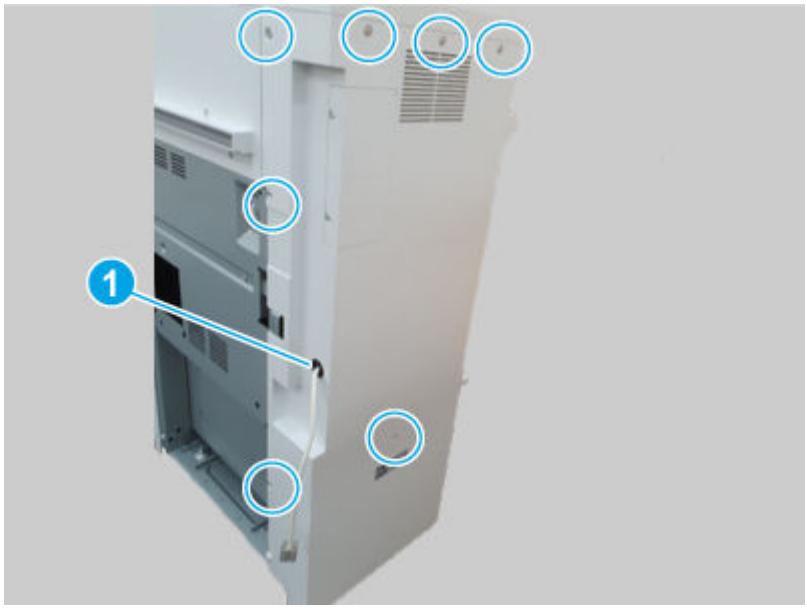
Figure 5-3192 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-3193 Remove the cover

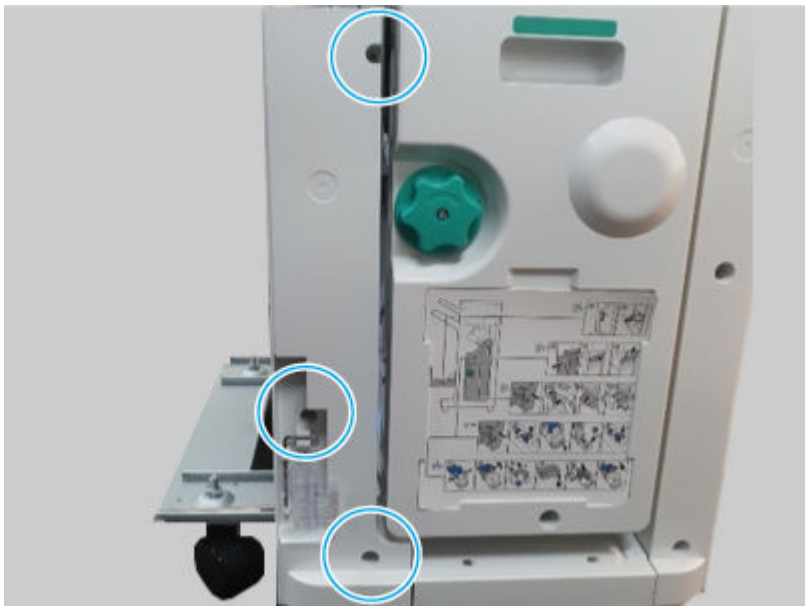


4. Remove the external finisher front lower left cover

Use the following procedure to remove and replace the external finisher front lower left cover.

1. Remove the external finisher from the printer.
2. Remove three screws, and then remove the front lower left cover.

Figure 5-3194 Remove the cover

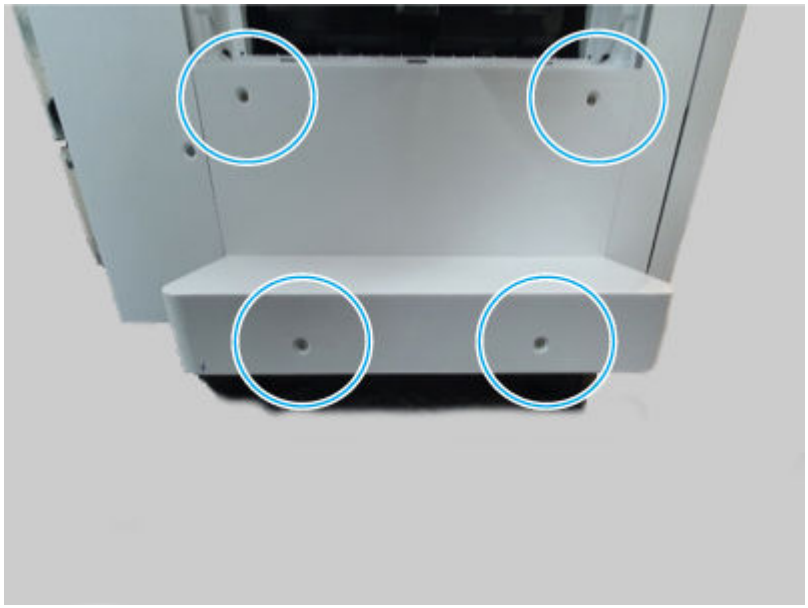


5. Remove the external finisher caster cover

Use the following procedure to remove and replace the external finisher caster cover.

- Remove four screws, and then remove the caster cover.

Figure 5-3195 Remove the cover

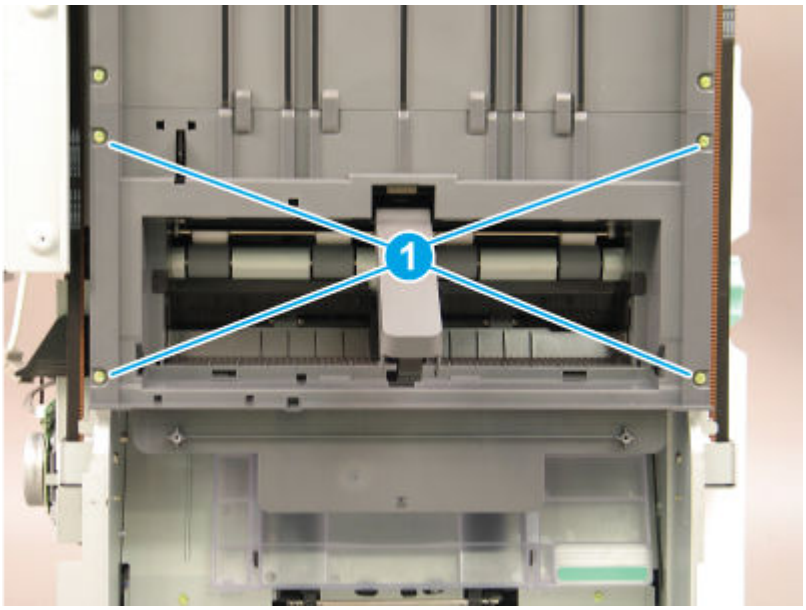


6. Remove the external finisher left lower cover

Use the following procedure to remove and replace the external finisher left lower cover.

1. Remove four screws (callout 1).

Figure 5-3196 Remove four screws

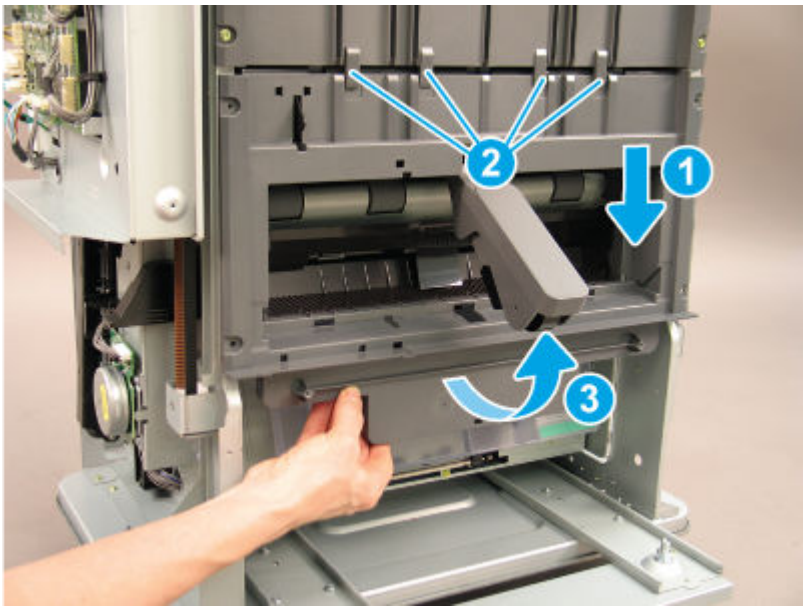


2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The cover is still attached to the finisher. Do not attempt to completely remove the cover.

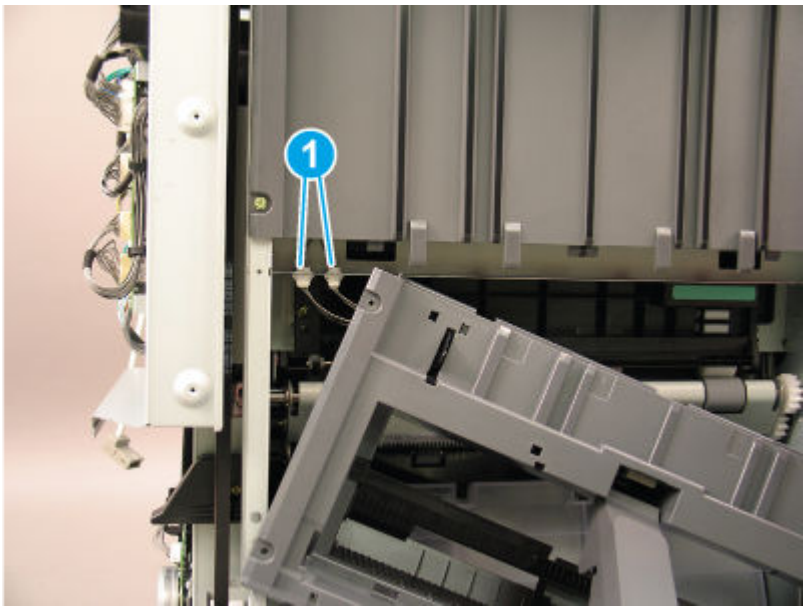
Reinstallation tip: Position the cover under the four tabs (callout 2) when reinstalling it.

Figure 5-3197 Release the cover



3. Disconnect two connectors (callout 1), and then remove the left lower cover.

Figure 5-3198 Remove the cover



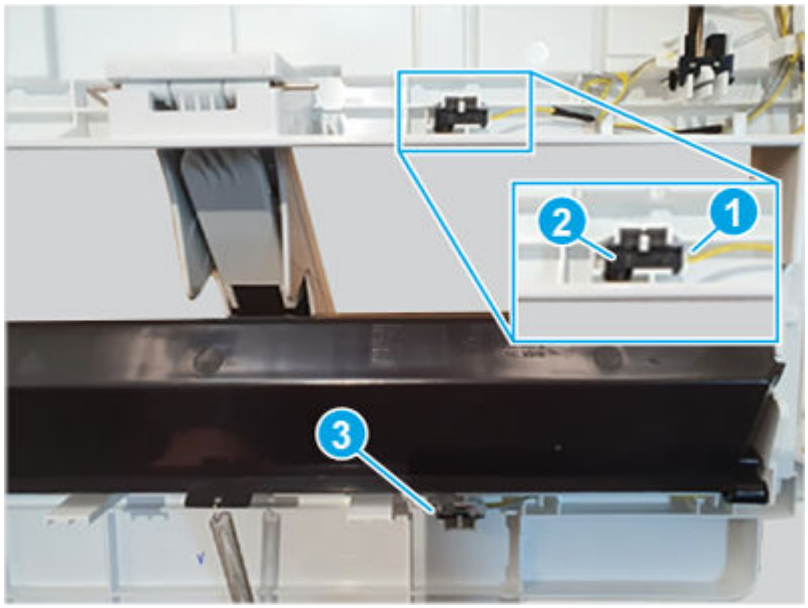
7. Remove the booklet finisher booklet output tray sensor

Use the following procedure to remove and replace the booklet finisher booklet output tray sensor.

- Disconnect one connector (callout 1), and then remove the booklet output tray sensor (callout 2).

NOTE: Repeat this step for the remaining sensor (callout 3) if necessary.

Figure 5-3199 Remove the sensor



8. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

PCA

Review the booklet finisher PCA removal procedures.

Removal and replacement: Main PCA

Learn about removing and replacing the booklet finisher main PCA.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-317 Part information

Part number	Part description
6GW55-60001	Booklet maker main PCA

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

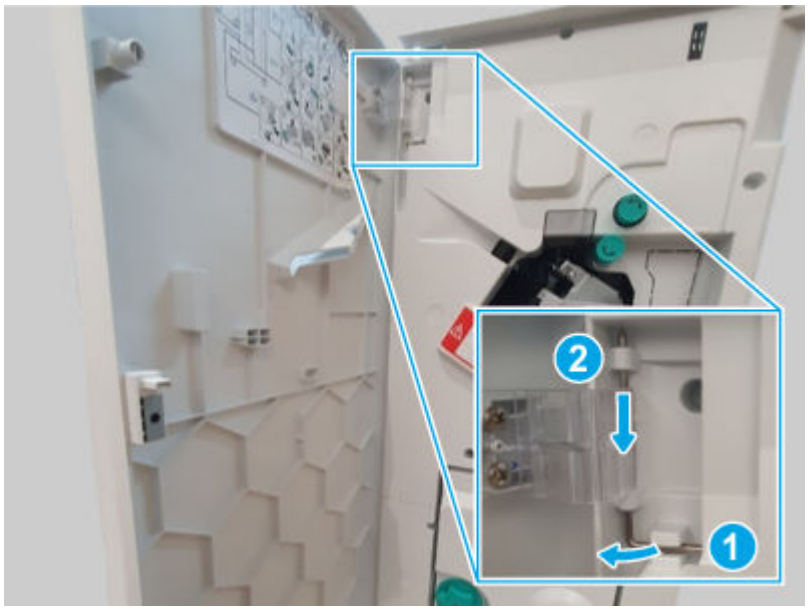
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

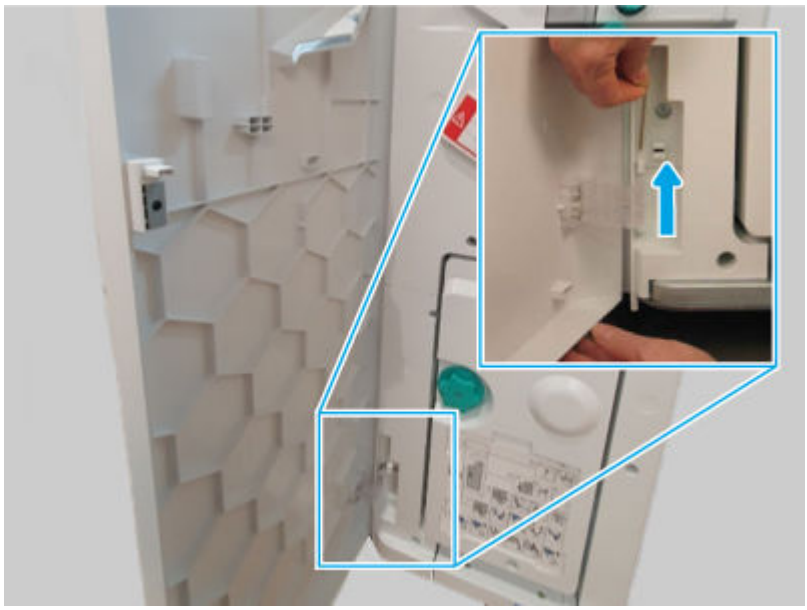
1. Release, and then remove the upper hinge pin.

Figure 5-3200 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-3201 **Remove the door**



2. Remove the external finisher top cover

Use the following procedure to remove and replace the external finisher top cover.

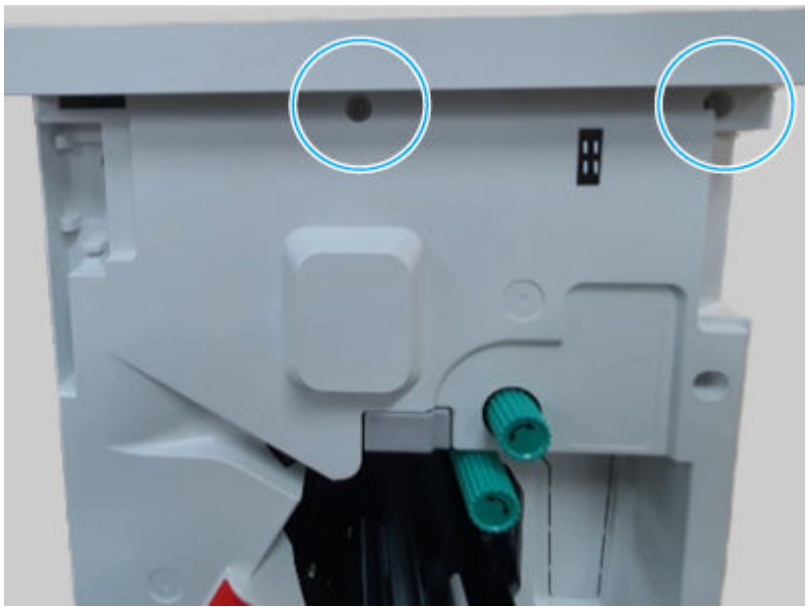
1. Remove three screws.

Figure 5-3202 **Remove three screws**



2. Remove two screws, and then remove the top cover.

Figure 5-3203 **Remove the cover**

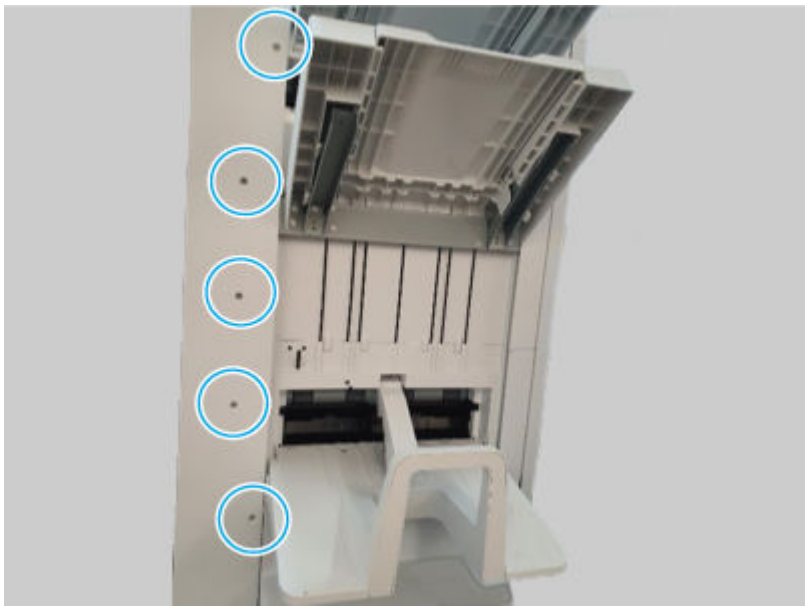


3. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

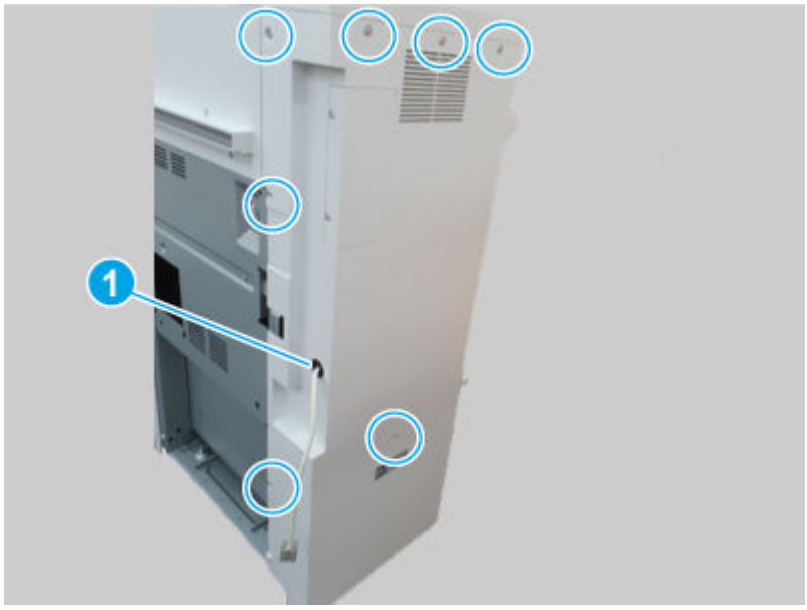
Figure 5-3204 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-3205 **Remove the cover**

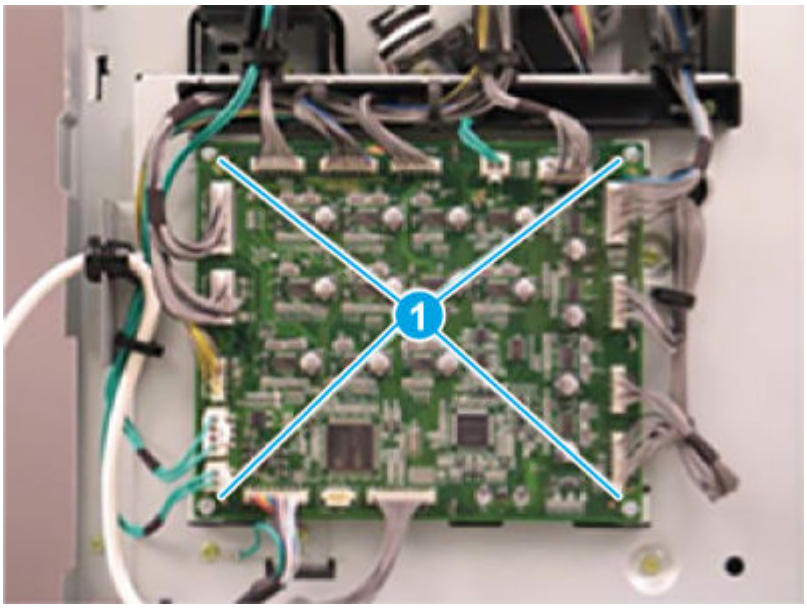


4. Remove the booklet finisher main PCA

Use the following procedure to remove and replace the booklet finisher main PCA.

- Disconnect all of the connectors, remove four screws (callout 1), and then remove the booklet finisher PCA.

Figure 5-3206 Remove the PCA



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Removal and replacement: PCA

Learn about removing and replacing the booklet finisher PCA.

NOTE: Remove the external finisher from the printer.

Mean time to repair: 10 minutes

Service level: Easy

Before performing service

Turn the printer power off

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-318 Part information

Part number	Part description
6GW51-60001	Booklet maker PCA

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

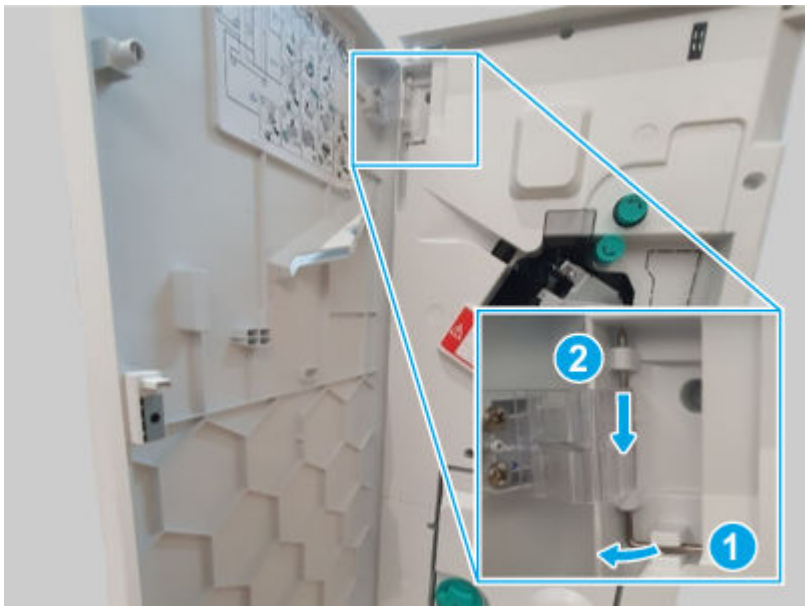
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher front door

Use the following procedure to remove and replace the external finisher front door.

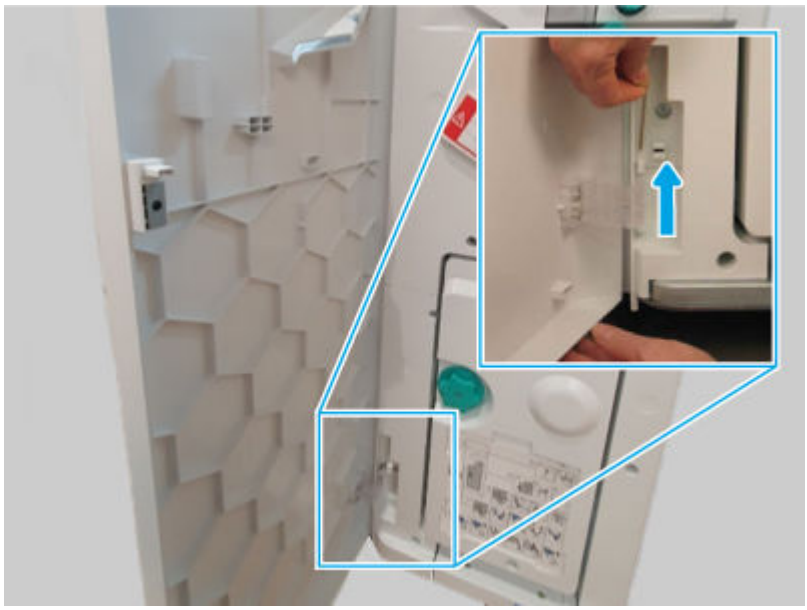
1. Release, and then remove the upper hinge pin.

Figure 5-3207 **Remove the hinge pin**



2. Support the door, release and remove the lower hinge pin, and then remove the front door

Figure 5-3208 **Remove the door**

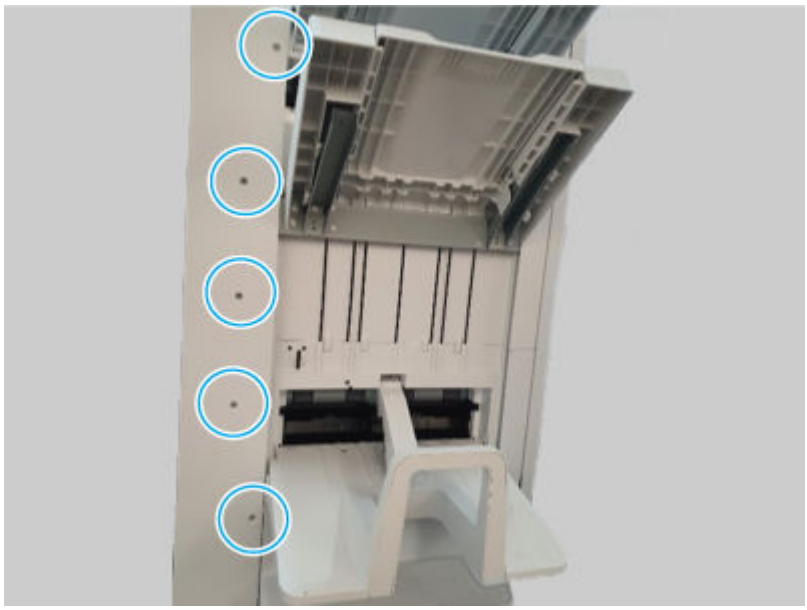


2. Remove the external finisher rear cover

Use the following procedure to remove and replace the external finisher rear cover.

1. Remove five screws.

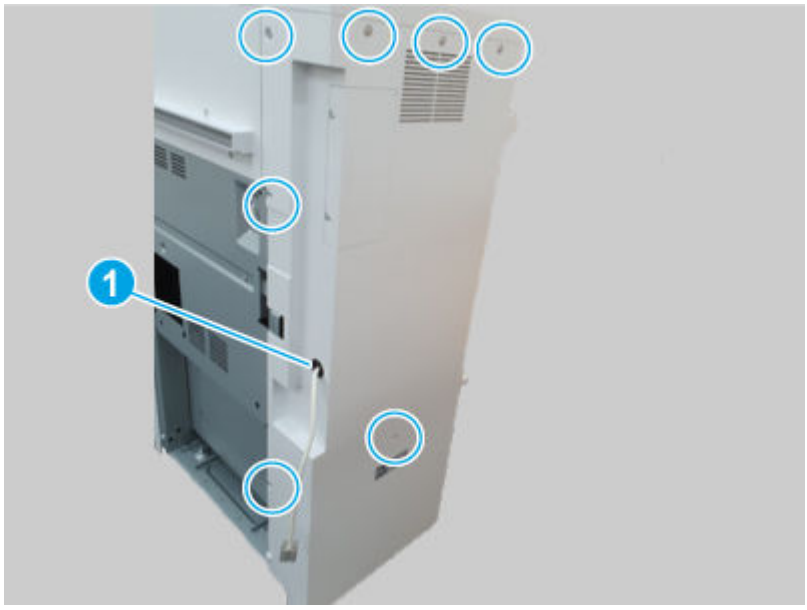
Figure 5-3209 **Remove five screws**



2. Remove seven screws, and then remove the rear cover.

NOTE: Thread the power cord through the hole in the cover as it is removed (callout 1).

Figure 5-3210 **Remove the cover**



3. Remove the booklet finisher booklet maker

Use the following procedure to remove and replace the booklet finisher booklet maker.

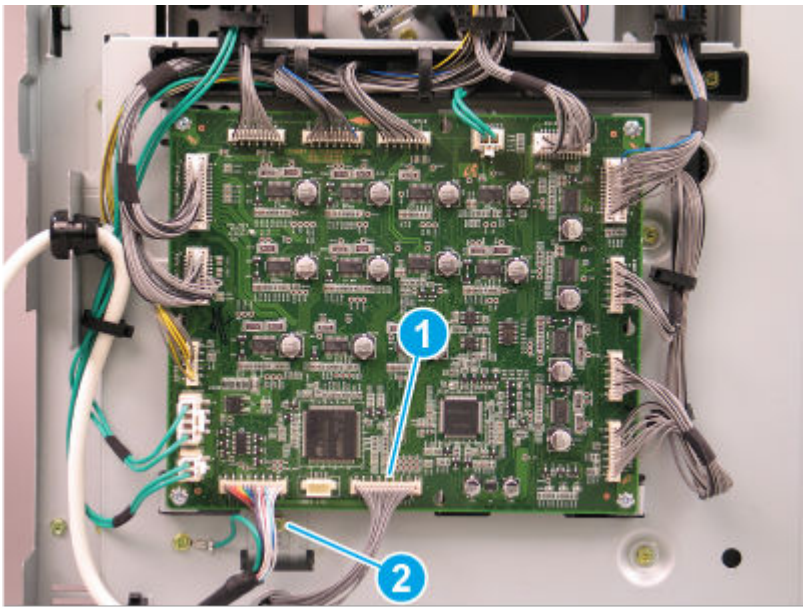
1. Slide the booklet maker out of the finisher.

Figure 5-3211 **Slide the booklet maker out**



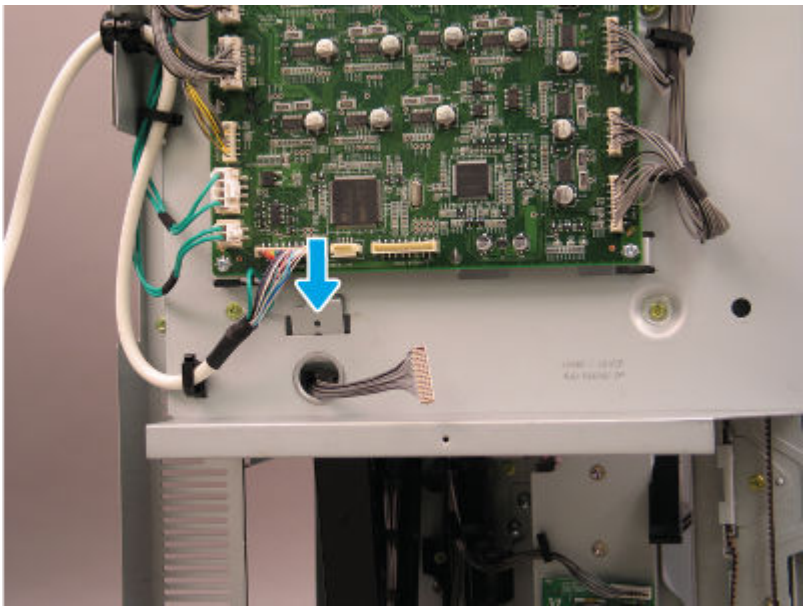
2. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-3212 **Disconnect connector and remove the screw**



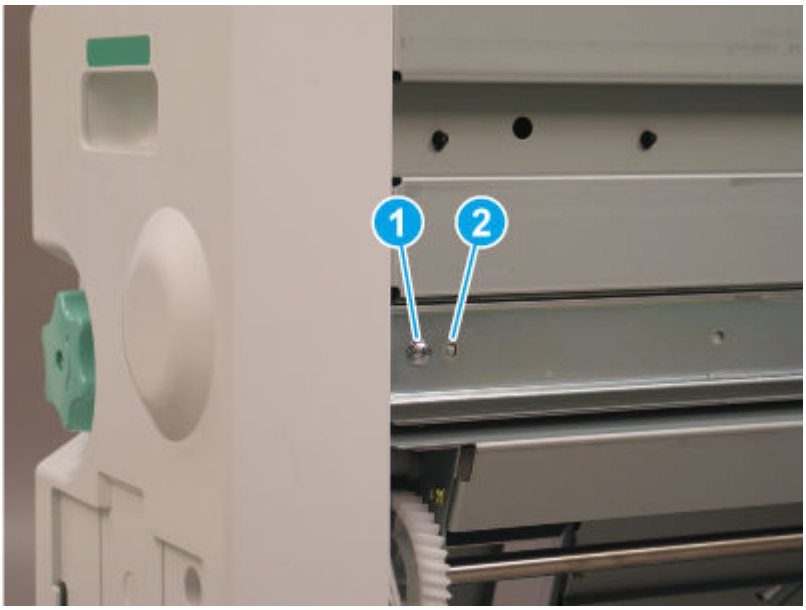
3. Release the metal bracket through the opening in the sheet-metal.

Figure 5-3213 **Disconnect connector and remove the screw**



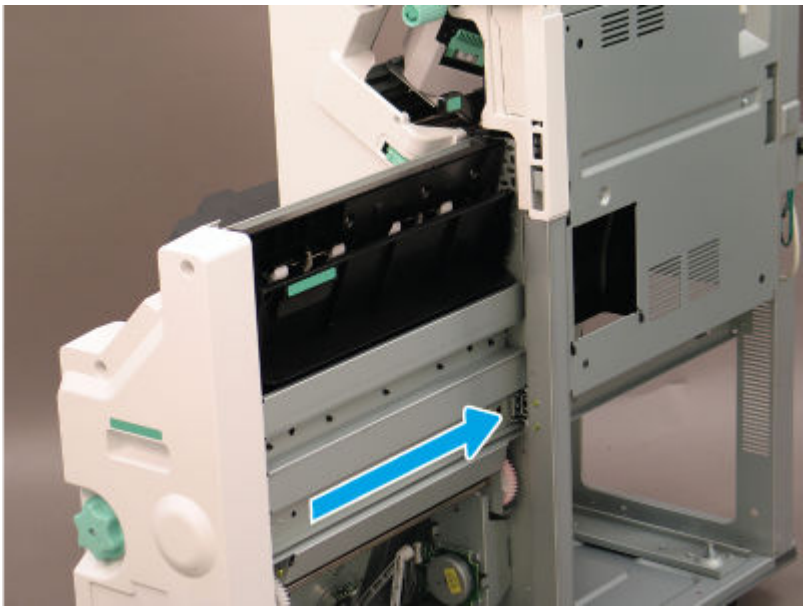
4. Remove one screw (callout 1), and then release the alignment pin (callout 2).

Figure 5-3214 **Release the alignment pin**



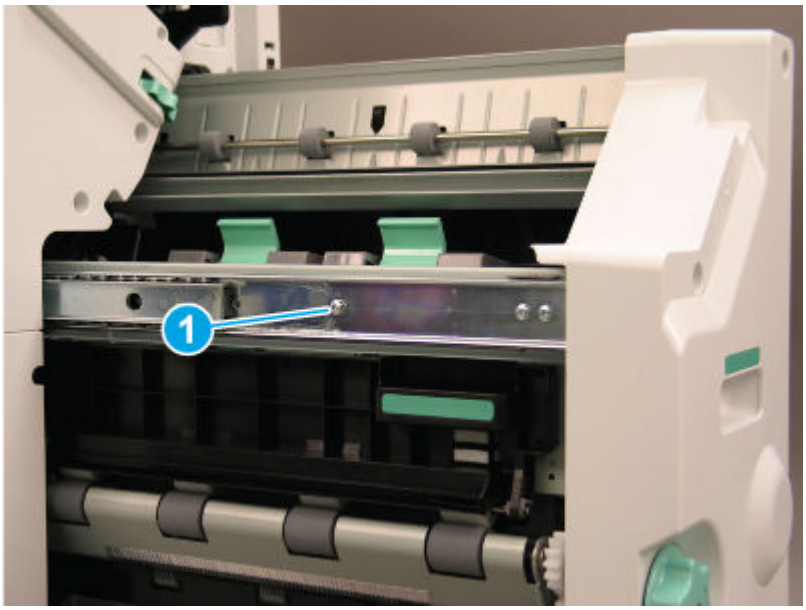
5. Slide the right rail toward the finisher.

Figure 5-3215 Slide the rail in



6. Remove one screw (callout 1) on the left side of the booklet maker.

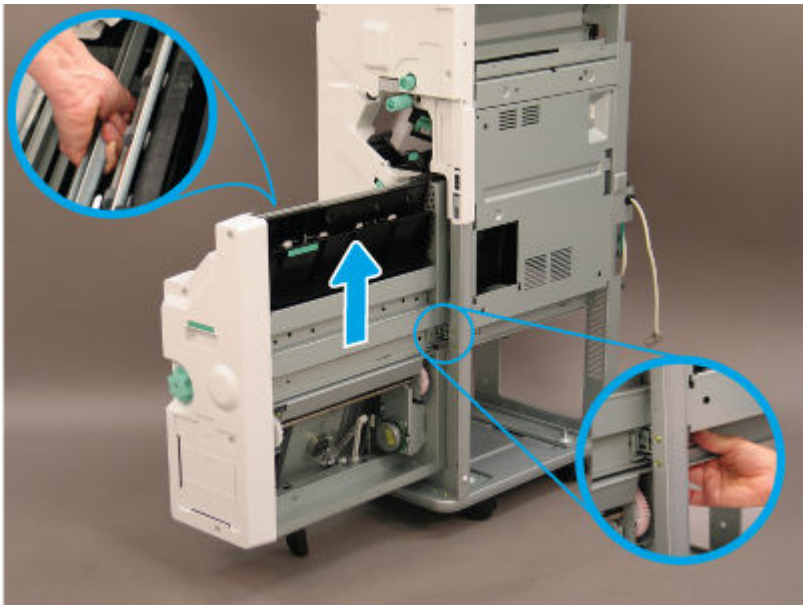
Figure 5-3216 Remove one screw



7. Lift the booklet maker up on the left side while pulling the right rail away from the finisher chassis to clear the sheet-metal. Remove the booklet maker unit.

IMPORTANT: Make sure to use the special installation instructions in this topic (located after the unpack and recycle step).

Figure 5-3217 Remove the booklet maker

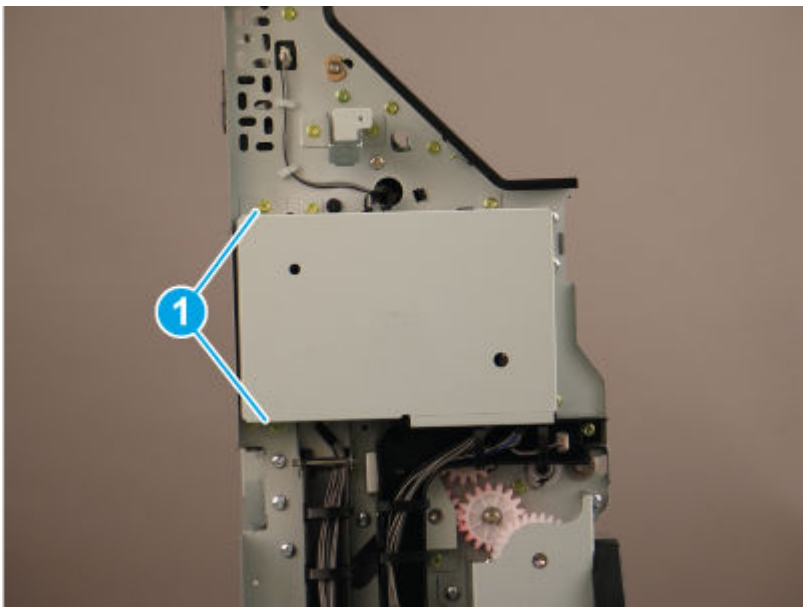


4. Remove the booklet finisher PCA

Use the following procedure to remove and replace the booklet finisher PCA.

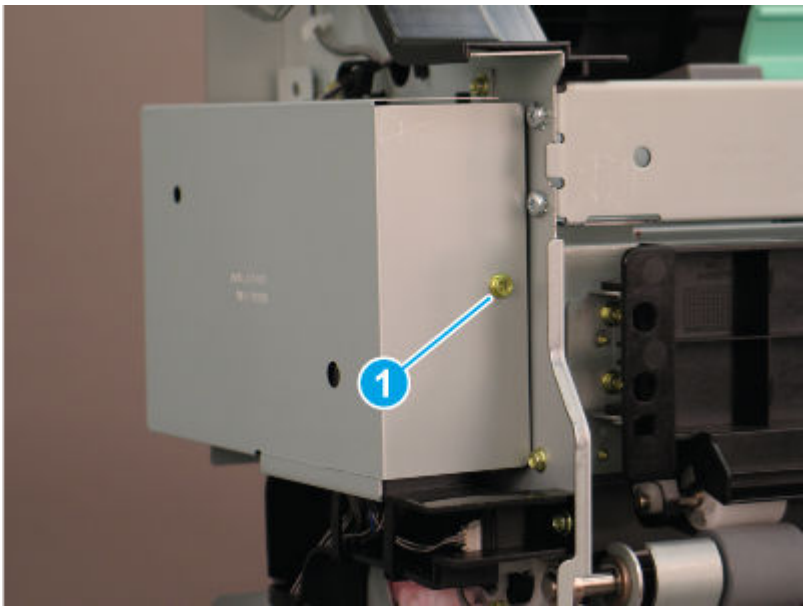
1. Remove two screws (callout 1).

Figure 5-3218 Remove two screws



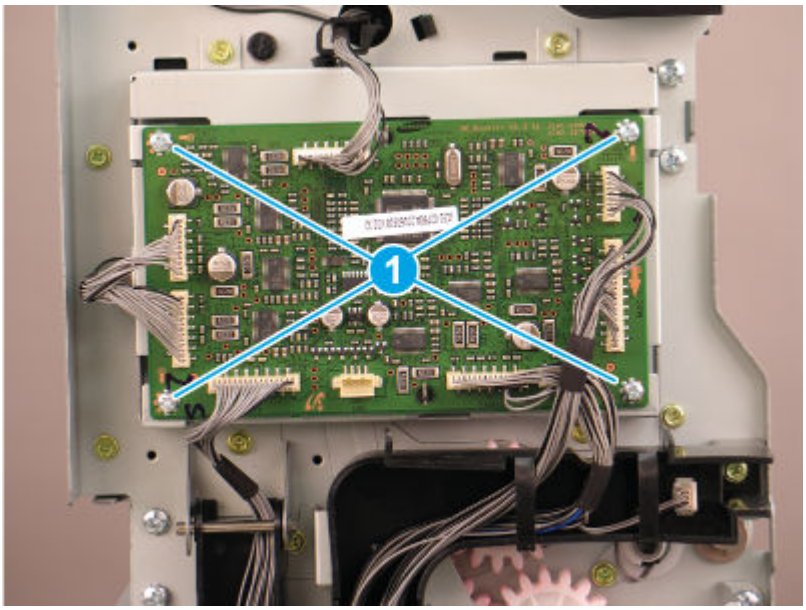
2. Remove one screw (callout 1).

Figure 5-3219 Remove one screw



3. Disconnect all of the connectors, remove four screws (callout 1), and then remove the booklet finisher PCA.

Figure 5-3220 Remove the PCA



5. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: 

Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

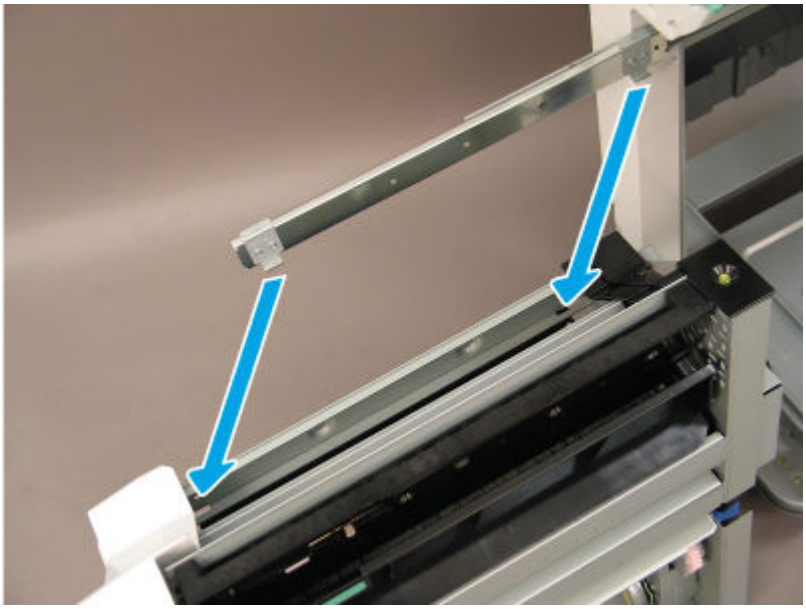
6. Special installation instructions: booklet finisher booklet maker

Use the following procedure to install the booklet finisher booklet maker.

NOTE: Use the special installation instructions to correctly install the booklet maker.

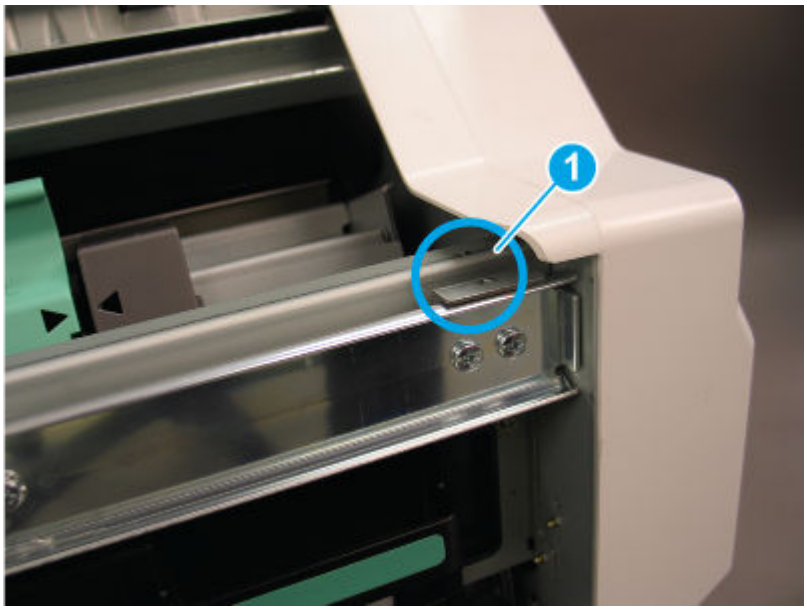
1. When installing the booklet finisher, position the hooks on the rail under the slots on the booklet maker.

Figure 5-3221 Position the hooks on the rail



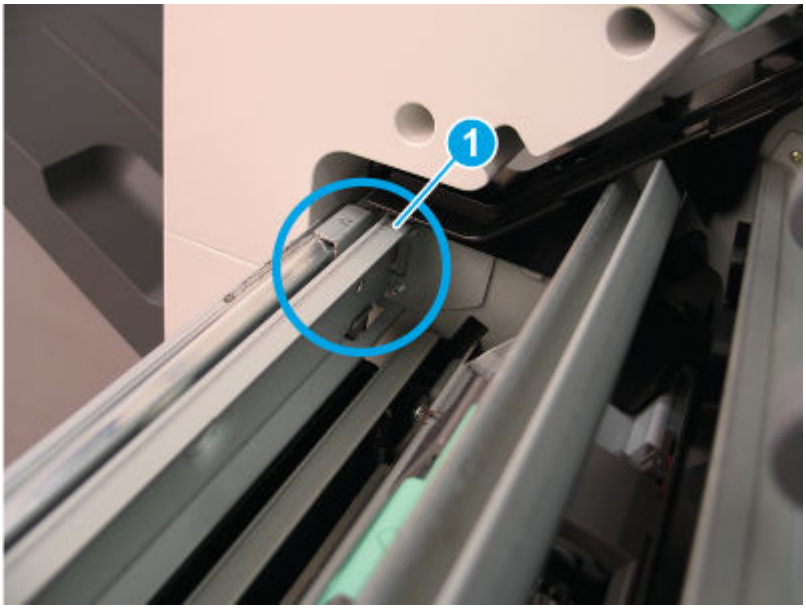
2. When installed correctly, the arrow on the front of the booklet maker aligns with the arrow on the finisher rail (callout 1).

Figure 5-3222 Check rail alignment (1 of 2)



3. When installed correctly, the arrow on the back of the booklet maker aligns with the arrow on the finisher rail (callout 1).

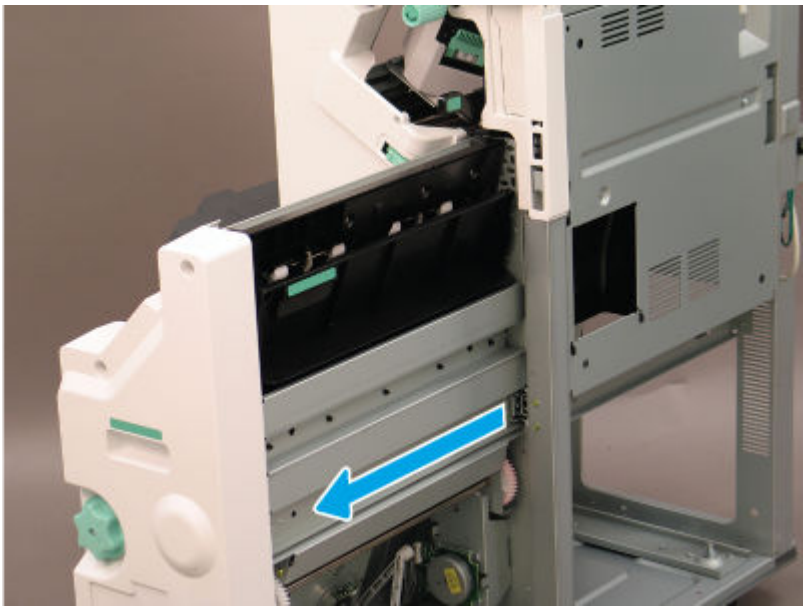
Figure 5-3223 Check rail alignment (2 of 2)



4. Extend the right rail away from the finisher and position it in the booklet maker slot.

NOTE: Continue the installation by reversing the removal steps.

Figure 5-3224 Attach the rail



Miscellaneous parts

Review the booklet finisher miscellaneous parts removal procedures.

Removal and replacement: Finisher mounting brackets

Learn about removing and replacing the external finisher mounting brackets.

Mean time to repair: 20 minutes

Service level: Medium

Before performing service

Turn the printer power off

- Disconnect the power cable.

> ⚠ **WARNING!** To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cord before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 5-319 Part information

Part number	Part description
JC90-01442A	Finisher mount bracket

Required tools

- #2 JIS screwdriver with a magnetic tip
- Tweezers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove the external finisher mounting brackets

Use the following procedure to remove and replace the external finisher mounting brackets.

- Remove four screws, and then remove the external finisher mounting brackets.

Figure 5-3225 **Remove the brackets**



2. Unpack the replacement assembly

Follow these steps to unpack the replacement assembly.

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

NOTE: If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

6 Parts and diagrams

Printer parts information including exploded assembly diagrams and part number lists.

Base printer

Learn about the printer engine parts and assemblies.

Covers

Learn about base printer cover service parts.

Parts and diagrams: Covers

Parts diagram and parts list for the printer covers.

Figure 6-1 Covers

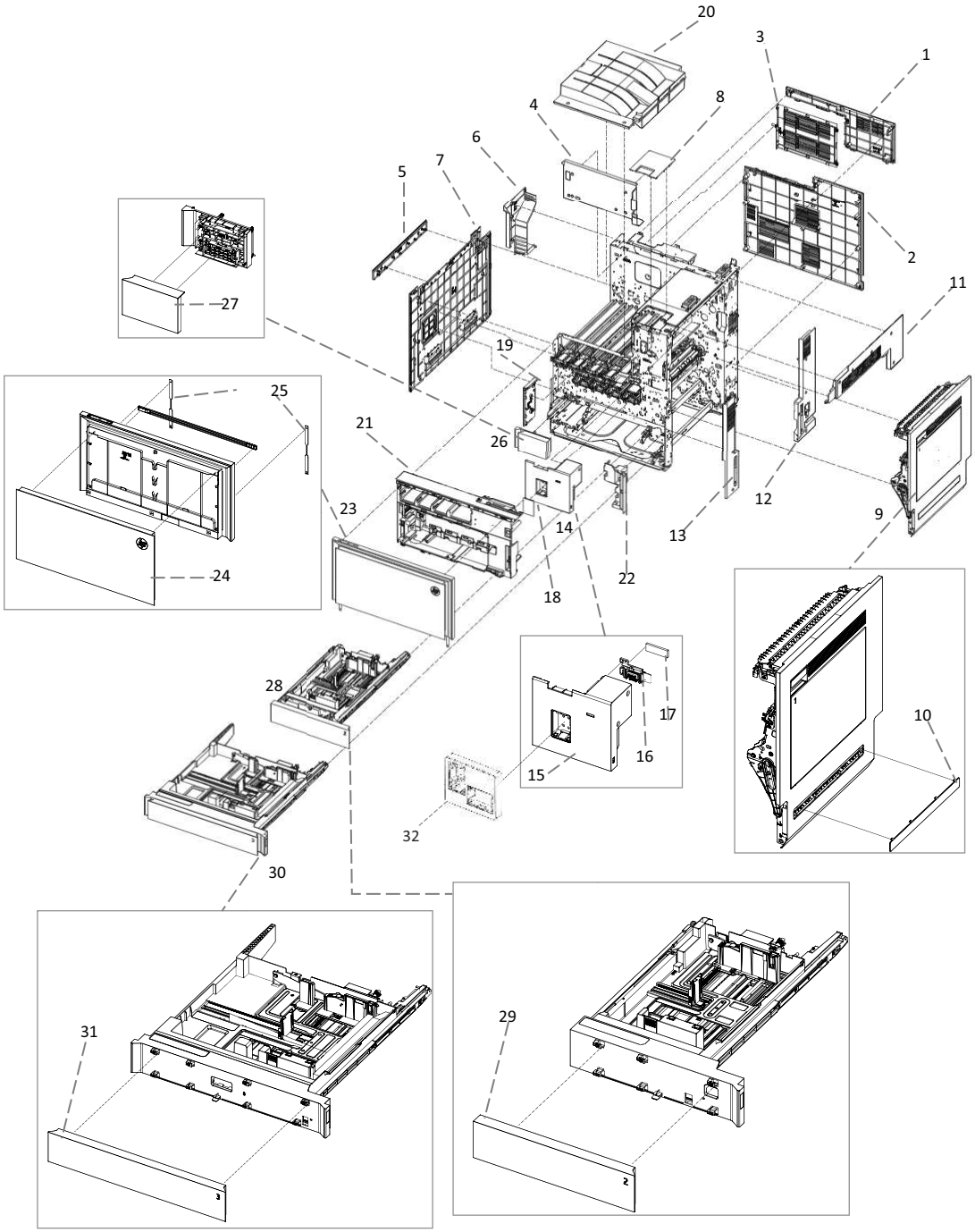


Table 6-1 Covers

Ref No	Part number	Description	Qty
1, C1	6ER04-40008	Rear upper cover	1
2, C2	6ER04-40019	Rear lower cover	1
3, C3	6ER04-61005	Controller cover	1

Table 6-1 Covers (continued)

Ref No	Part number	Description	Qty
4, C4	6ER04-40028	Exit rear cover	1
5, C5	JC63-04862B	Left top cover	1
6, C6	6ER04-40027	Left upper cover	1
7, C7	6ER04-40049	Left cover	1
8, C9	6ER04-40026	Middle upper cover	1
9, U1	JC95-02247A	Right door assembly	1
10, C10	JC63-04918B	Right door sHCI dummy cover	1
11, C11	6ER04-40021	Right upper cover	1
12, C12	6ER04-61003	Right rear cover	1
13, C13	6ER04-40005	Right front cover	1
14, C14	6ER04-61006	Right middle cover assembly	1
15	6ER04-40025	Right middle cover	1
16	6EQ94-40029	Power key	1
17, P13	3SJ33-60007	PCA -power key	1
18, C15	6EQ94-40032	HIP cover	1
19, C16	6ER04-40036	Middle left cover	1
20, C17	6ER04-61004	Exit cover stacker	1
21, C18	6ER04-40048	Inner cover	1
22, C19	6ER04-40030	Front lower cover	1
23, C20	6ER04-61001	Front cover assembly	1
24	6ER04-40003	Front cover - Blue CMF Panel	1
25	JC61-04626A	Tie stopper	1
26, C21	6ER04-40050	TCU cover assembly	1
27	5QK03-40044	TCU cover - Blue CMF Panel	1
28, U3	JC90-01853A	Tray 2	1
29, C22	5QK03-40027	Tray 2 cover - Blue CMF panel	1
30, U4	5QK09-60121	Tray 3	1
31, C23	5QK09-40058	Tray 3 cover - Blue CMF panel	1
32	63C82-67029	Card reader rotation adapter kit	1
Not Shown	X3A92-67924	Kit-Screws c-clips e-clips kit	1

Feeding system

Learn about base printer feeding system service parts.

Tray 1

Learn about base printer Tray 1 service parts.

Parts and diagrams: Tray 1

Parts diagram and parts list for the printer Tray 1.

Figure 6-2 Tray 1

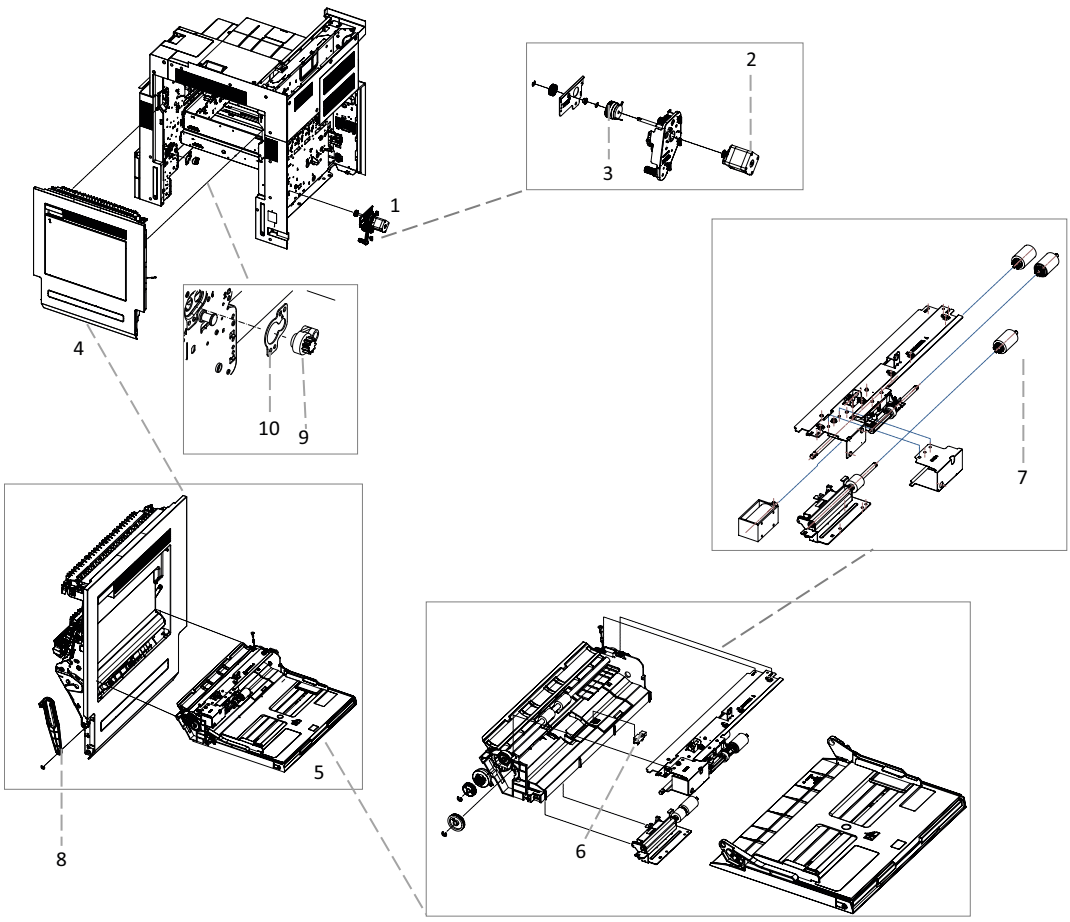


Table 6-2 Tray 1

Ref No	Part number	Description	Qty
1, U7	JC93-01664A	Feed drive assembly	1
2, M1	JC31-00189A	Drive-motor step (Feed motor)	1
3, CL1	JC47-00037A	Electric clutch (Tray 1 clutch)	1
4, U1	JC95-02247A	Right door assembly	1
5, U2	JC90-01844A	Tray 1 unit	1
6, S1	0604-001490	Photo interrupter (Tray 1 paper empty sensor)	1
7, K1	5RC03-67001	Tray 1 roller kit	1
8	JC66-04398A	Right door front link	1

Table 6-2 Tray 1 (continued)

Ref No	Part number	Description	Qty
9	JC66-01425A	Right door front damper	1
10	JC61-08935A	Right door front damper bracket	1

Tray 2, 3

Learn about base printer Tray 2, 3 service parts.

Parts and diagrams: Tray 2, 3

Parts diagram and parts list for the printer Tray 2, 3.

Figure 6-3 Tray 2, 3

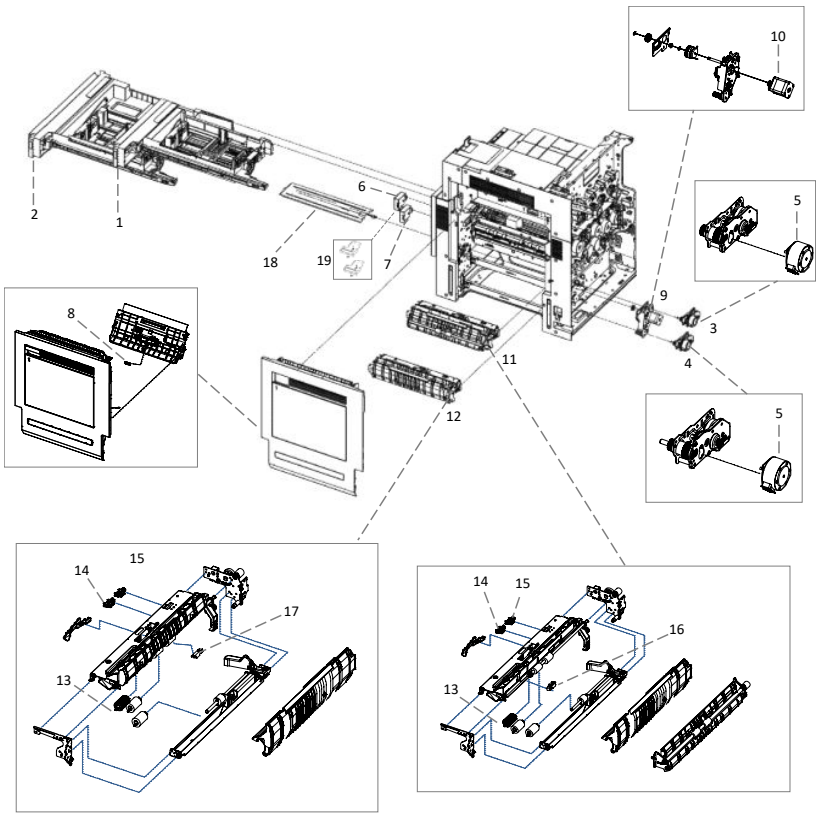


Table 6-3 Tray 2, 3

Ref No	Part number	Description	Qty
1, U3	JC90-01853A	Tray 2	1
2, U4	5QK09-60121	Tray 3	1
3, U9	JC93-01663A	Tray 2 pickup drive assembly	1

Table 6-3 Tray 2, 3 (continued)

Ref No	Part number	Description	Qty
4, U9	JC93-01663A	Tray 3 pickup drive assembly	1
5, M2	JC93-01083A	Drive-motor step (Pickup motor)	2
6, S5	JC93-01408A	Frame sub-sensor paper size RU (Tray 2 tray open, paper size sensor)	1
7, S5	JC93-01408A	Frame sub-sensor paper size RU (Tray 3 tray open, paper size sensor)	1
8, S1	0604-001490	Photo interrupter (Tray 2 feed sensor)	1
9, 0	JC93-01664A	Feed drive assembly	1
10, M1	JC31-00189A	Drive-motor step (Feed motor)	1
11, U5	JC93-01694A	Tray 2 pickup assembly	1
12	JC93-01695A	Tray 3 pickup assembly	1
13, K2	5PN66-67001	Tray 2, 3 roller kit	1
14, O0	3SJ00-60110	Photo interrupter (Tray 2, 3 paper empty sensor)	1
15, O0	3SJ00-60110	Photo interrupter (Tray 2, 3 stack height sensor)	1
16, S1	0604-001490	Photo interrupter (Tray 2 prefeed sensor)	1
17, S8	0604-001381	Photo interrupter (Tray 3 prefeed sensor)	1
18, U61	Y1G22-67901	Tray heater 110V	1
18, U61	Y1G22-67902	Tray heater 220V	1
19	JC93-01370A	Tray sub-auto closing unit	

Registration and loop sensors

Learn about base printer registration and loop sensors service parts.

Parts and diagrams: Registration and loop sensors

Parts diagram and parts list for the printer registration and loop sensors.

Figure 6-4 Registration and loop sensors

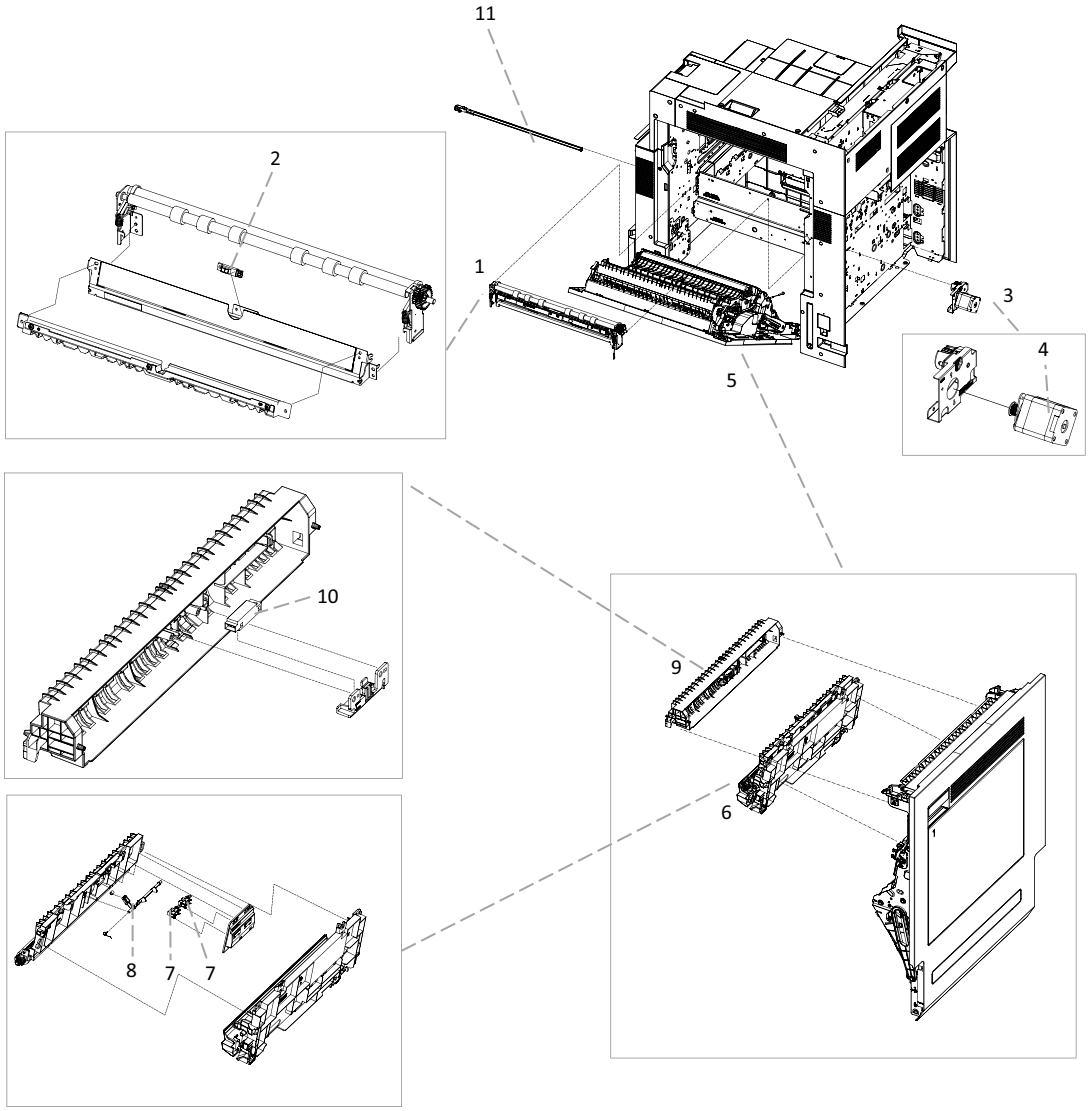


Table 6-4 Registration and loop sensors

Ref No	Part number	Description	Qty
1, U11	8GS05-60128	Registration unit	1
2, S8	0604-001381	Photo interrupter (Registration sensor)	1
3, U12	JC93-01665A	Registration drive assembly	1
4, M1	JC31-00189A	Drive-motor step (Registration motor)	1
5, U1	JC95-02247A	Right door assembly	1
6, U13	5PN80-67002	Second transfer(T2) assembly	1
7, S12	3SJ00-60110	Photo interrupter (Loop sensor 1, 2)	1
8	JC66-04423A	Loop actuator	1

Table 6-4 Registration and loop sensors (continued)

Ref No	Part number	Description	Qty
9, U14	JC95-02249A	Right door exit assembly	1
10, S14	0960-5271	Paper sensor (Fuser out sensor)	1
11, U15	JC93-01026B	Paper dust holder assembly	1

Exit unit

Learn about base printer exit unit service parts.

Parts and diagrams: Exit unit

Parts diagram and parts list for the printer exit unit.

Figure 6-5 Exit unit

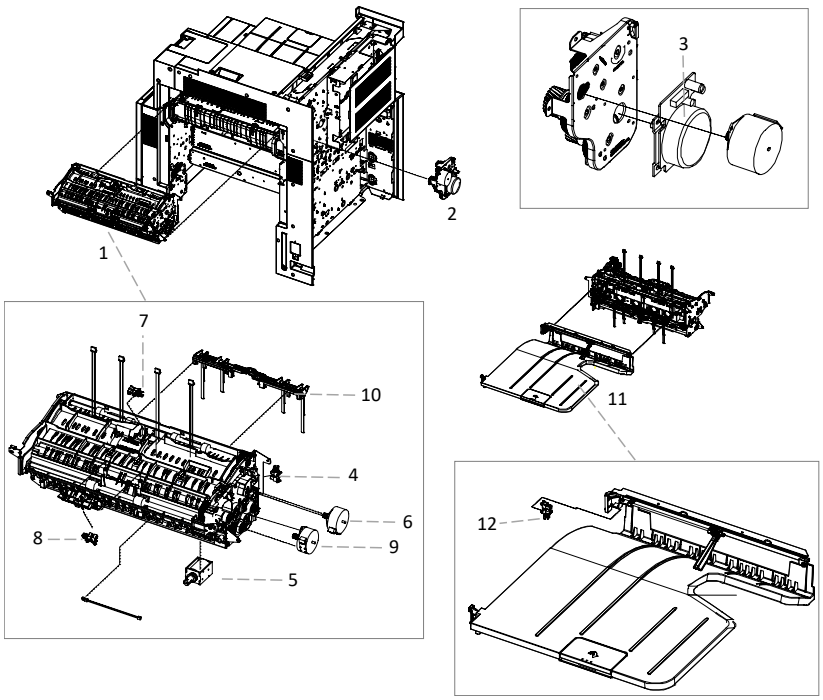


Table 6-5 Exit unit

Ref No	Part number	Description	Qty
1, U16	JC90-01856A	Exit unit	1
2, U53	JC93-01850A	Fuser and exit drive assembly	1
3, M29	JC31-00144G	Motor BLDC (Fuser and exit motor)	1
4, S15	3SJ00-60110	Photo interrupter (Out bin 1 full sensor)	1
5, SL2	JC33-00031B	Solenoid, lifting (Return gate solenoid)	1

Table 6-5 Exit unit (continued)

Ref No	Part number	Description	Qty
6, M5	JC93-00336A	Drive-motor step (Exit 2 motor)	1
7, S17	3SJ00-60110	Photo interrupter (Exit 2 sensor)	1
8, S18	3SJ00-60110	Photo interrupter (Duplex jam 1 sensor)	1
9, M5	JC93-00336A	Drive-motor step (Duplex 1 motor)	1
10, U18	JC90-01865A	Exit stack guide	1
12, S16	3SJ00-60110	Photo interrupter (Out bin full 2 sensor [Optional])	1

Duplex

Learn about base printer duplex service parts.

Parts and diagrams: Duplex

Parts diagram and parts list for the printer duplex).

Figure 6-6 Duplex

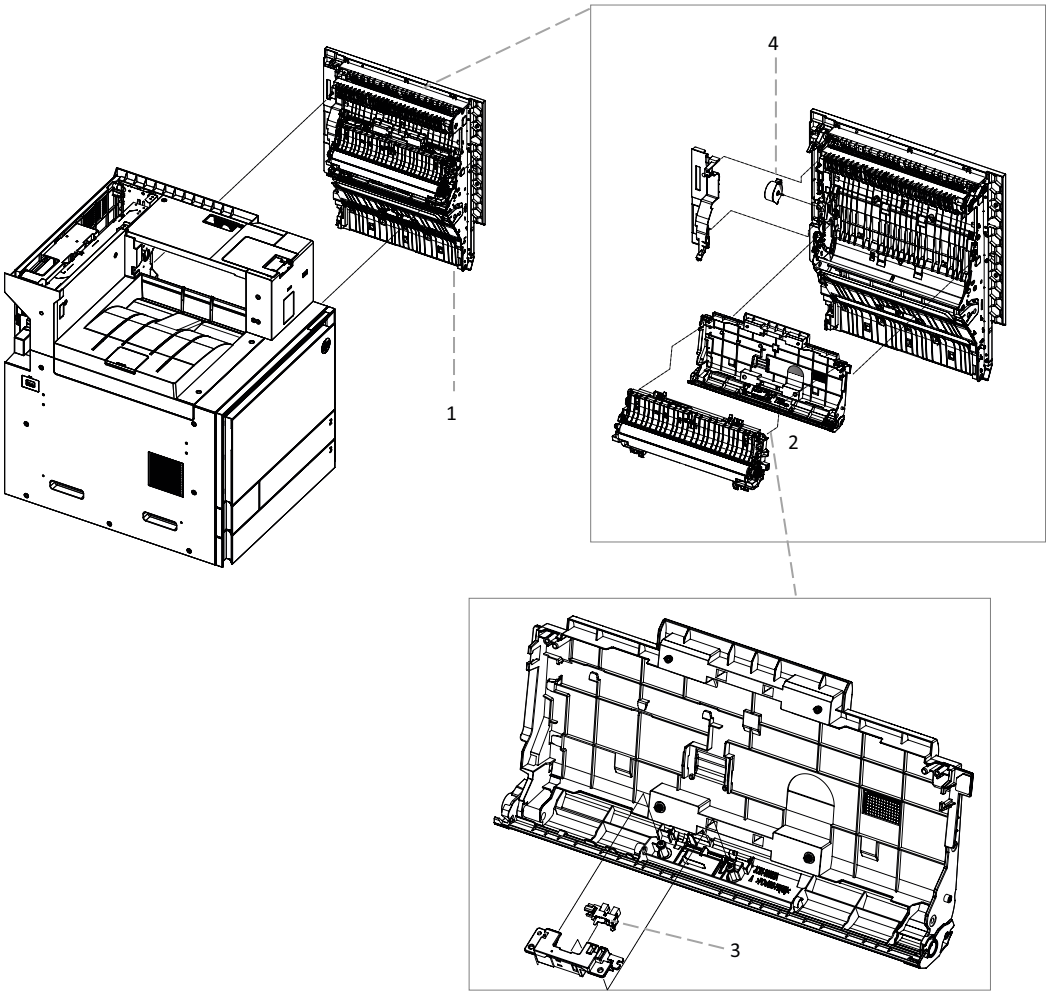


Table 6-6 Duplex

Ref No	Part number	Description	Qty
1, U1	JC95-02247A	Right door assembly	1
2, U19	JC95-02250A	Duplex assembly	1
3, S19	3SJ00-60110	Photo interrupter Duplex jam 2 sensor	1
4, M7	JC93-01085A	Drive-motor step (Duplex 2 motor)	1

Toner flow

Learn about base printer toner flow service parts.

Toner cartridge

Learn about base printer toner cartridge service parts.

Parts and diagrams: Toner

Parts diagram and parts list for the printer toner.

Figure 6-7 Toner

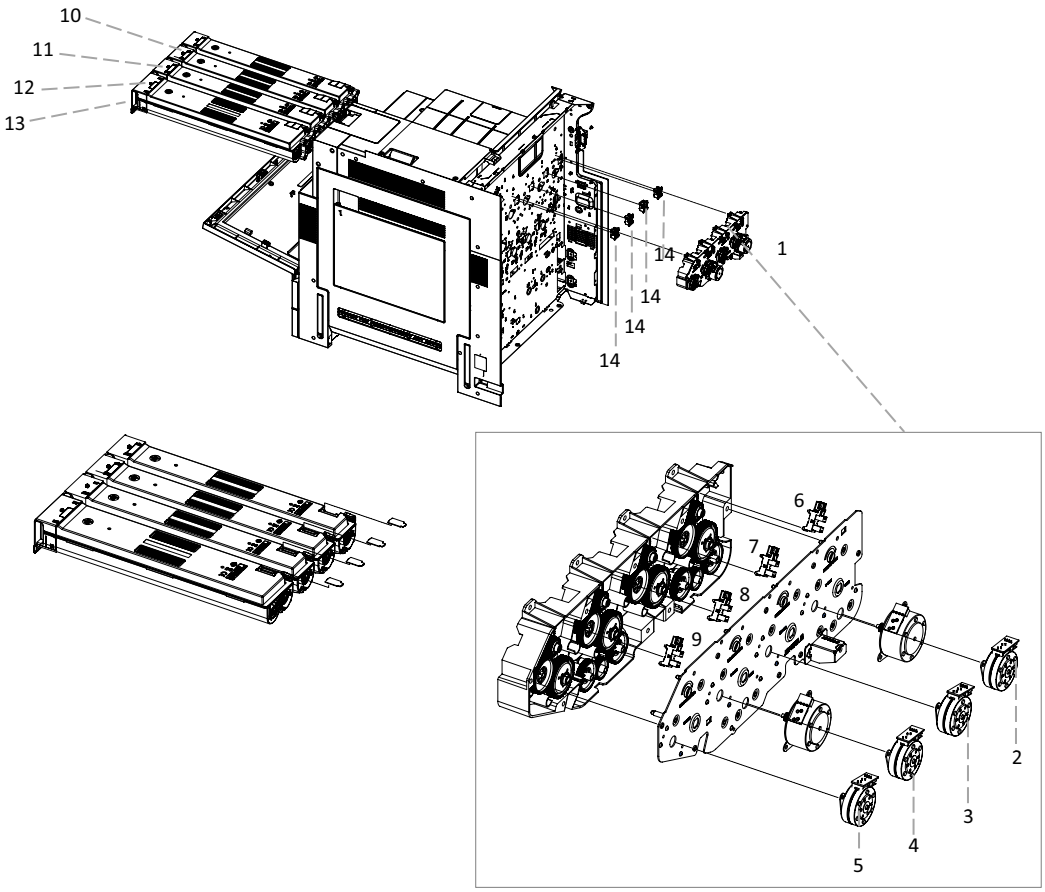


Table 6-7 Toner

Ref No	Part number	Description	Qty
1, U20	JC93-01666A	Toner and reservoir drive assembly	1
2, M8	SS216-80501	Yellow toner dispense motor	1
3, M8	SS216-80501	Magenta toner dispense motor	1
4, M8	SS216-80501	Cyan toner dispense motor	1
5, M8	SS216-80501	Black toner dispense motor	1
6, S20	3SJ00-60110	Photo interrupter (Yellow toner dispense motor sensor)	1
7, S21	3SJ00-60110	Photo interrupter (Magenta toner dispense motor sensor)	1
8, S22	3SJ00-60110	Photo interrupter (Cyan toner dispense motor sensor)	1
9, S23	3SJ00-60110	Photo interrupter (Black toner dispense motor sensor)	1

Table 6-7 Toner (continued)

Ref No	Part number	Description	Qty
10, U21	W2252-67002	Yellow toner cartridge	1
10, U25	W2252-67003	Yellow toner cartridge - Contract	1
11, U22	W2253-67002	Magenta toner cartridge	1
11, U26	W2253-67003	Magenta toner cartridge -Contract	1
12, U23	W2251-67002	Cyan toner cartridge	1
12, U27	W2251-67003	Cyan toner cartridge -Contract	1
13, U24	W2250-67002	Black toner cartridge	1
13, U28	W2250-67003	Black toner cartridge -Contract	1
14, U29	JC93-01277A	Toner cartridge CRUM module assembly	4

Reservoir

Learn about base printer reservoir service parts.

Parts and diagrams: Reservoir

Parts diagram and parts list for the printer reservoir.

Figure 6-8 Reservoir

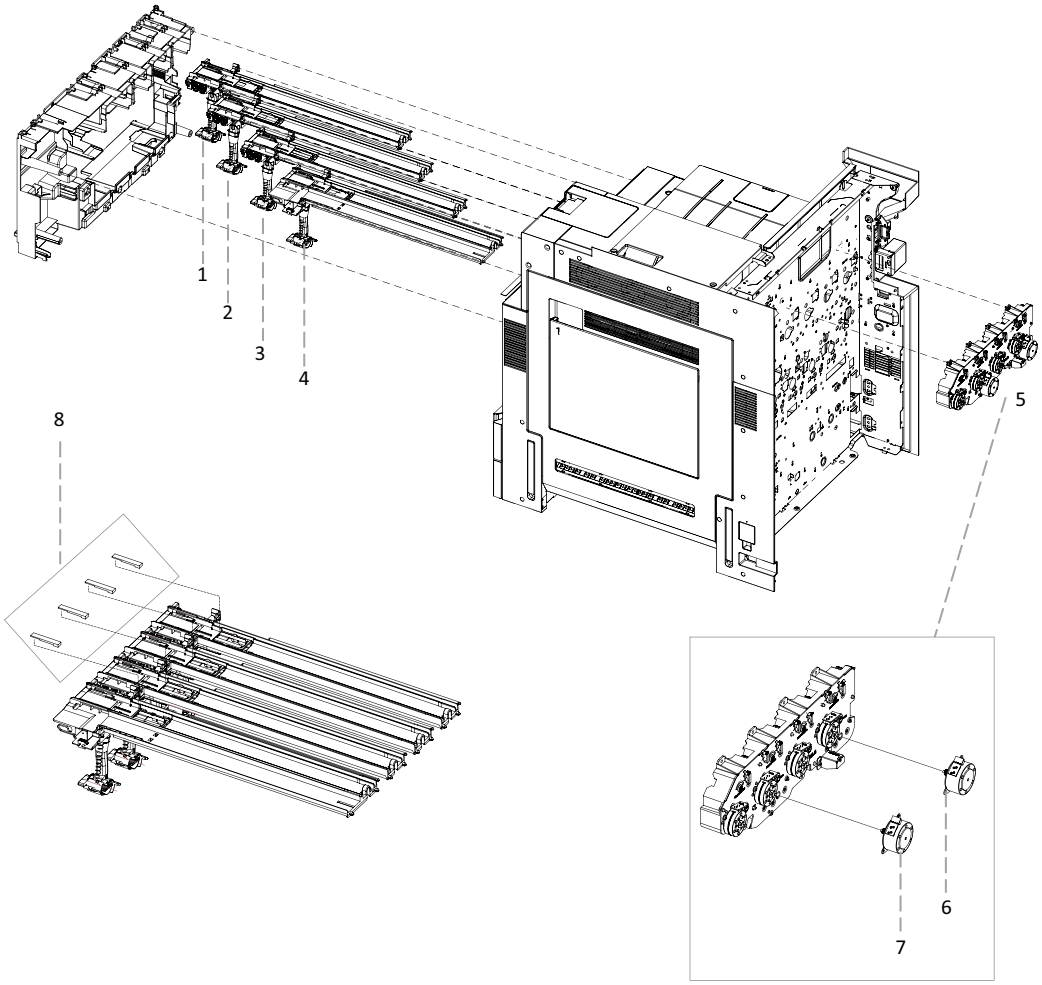


Table 6-8 Reservoir

Ref No	Part number	Description	Qty
1, U30	5QK03-60130	Yellow reservoir unit	1
2, U31	5QK03-60130	Magenta reservoir unit	1
3, U30	5QK03-60130	Cyan reservoir unit	1
4, U33	5QK03-60129	Black reservoir unit	1
5, U20	JC93-01666A	Toner and reservoir drive assembly	1
6, M12	JC93-01659A	Drive-motor step (Yellow, magenta toner reservoir motor)	1
7, M12	JC93-01659A	Drive-motor step (Cyan, black toner reservoir motor)	1
8	Not orderable (order reservoir unit)	Toner residual amount sensor	1

Toner collection unit (TCU)

Learn about base printer TCU service parts.

Parts and diagrams: Toner collection unit

Parts diagram and parts list for the printer toner collection unit.

Figure 6-9 Toner collection unit

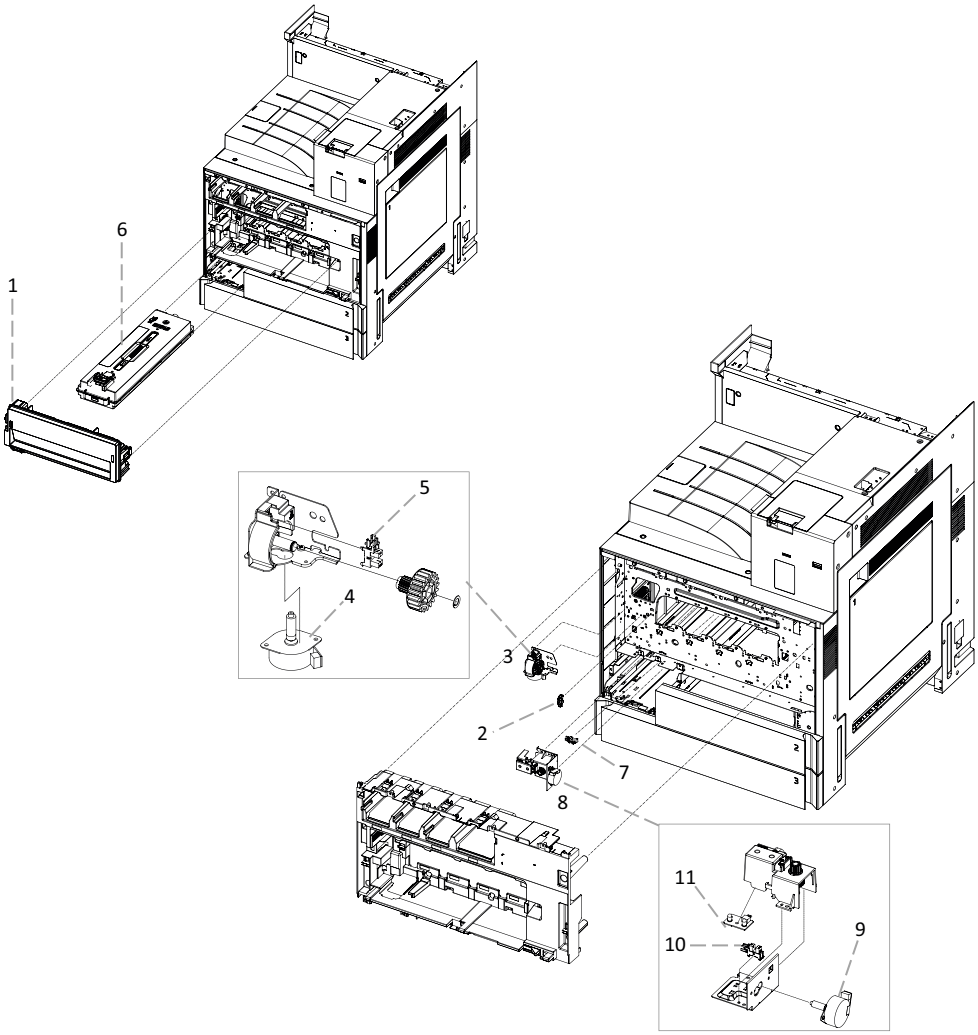


Table 6-9 Toner collection unit

Ref No	Part number	Description	Qty
1, U34	JC96-13015A	Toner collection duct unit	1
2, S28	3SJ00-60110	Photo interrupter (toner collection duct unit detection sensor)	1
3, U35	JC93-01669A	Toner collection duct unit drive assembly	1
4, M15	JC31-00110C	Motor circuit step (toner collection duct unit motor)	1

Table 6-9 Toner collection unit (continued)

Ref No	Part number	Description	Qty
5, S29	3SJ00-60110	Photo interrupter (toner collection duct unit motor sensor)	1
6, U36	A91Z4-67001	Toner collection unit	1
7, S30	3SJ00-60110	Photo interrupter (Toner collection unit detection sensor)	1
8, U37	JC93-01668A	Toner collection unit drive assembly	1
9, M15	JC31-00110C	Motor circuit step (Toner collection unit motor)	1
10, S31	3SJ00-60110	Photo interrupter (Toner collection unit motor sensor)	1
11, S32	JC92-02471A	Toner collection unit full sensor	1

Image creation

Learn about base printer image creation service parts.

Laser scanner unit (LSU)

Learn about base printer LSU service parts.

Parts and diagrams: Laser scanner unit

Parts diagram and parts list for the printer laser scanner unit.

Figure 6-10 Laser scanner unit

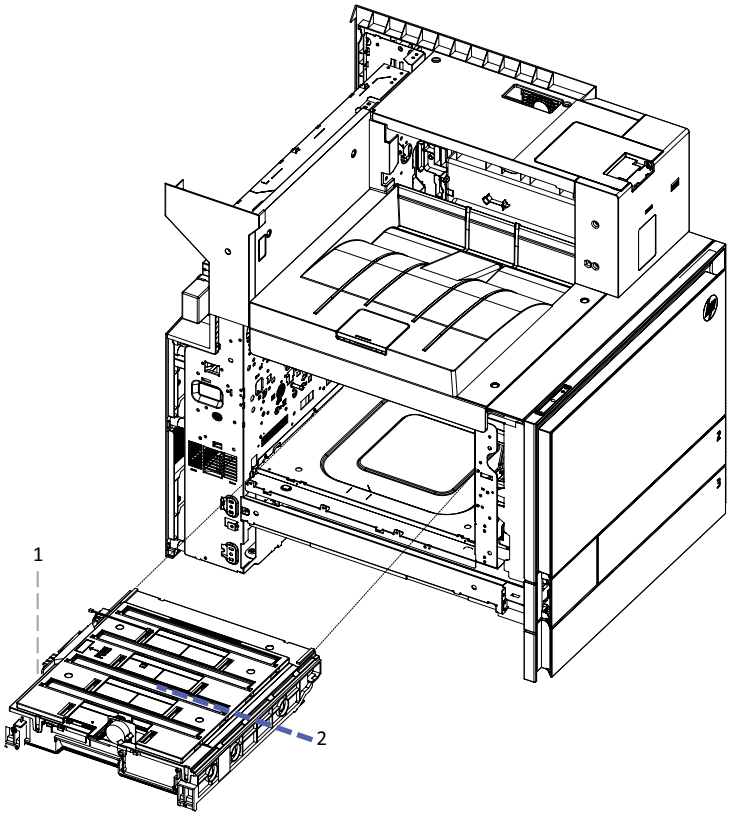


Table 6-10 Laser scanner unit

Ref No	Part number	Description	Qty
1, U38	JC97-05149A	Laser scanner unit (LSU)	1
2	3SJ19-20001	Motor DC-Polygon	1

Developer

Learn about base printer developer service parts.

Parts and diagrams: Developer

Parts diagram and parts list for the printer developer.

Figure 6-11 Developer

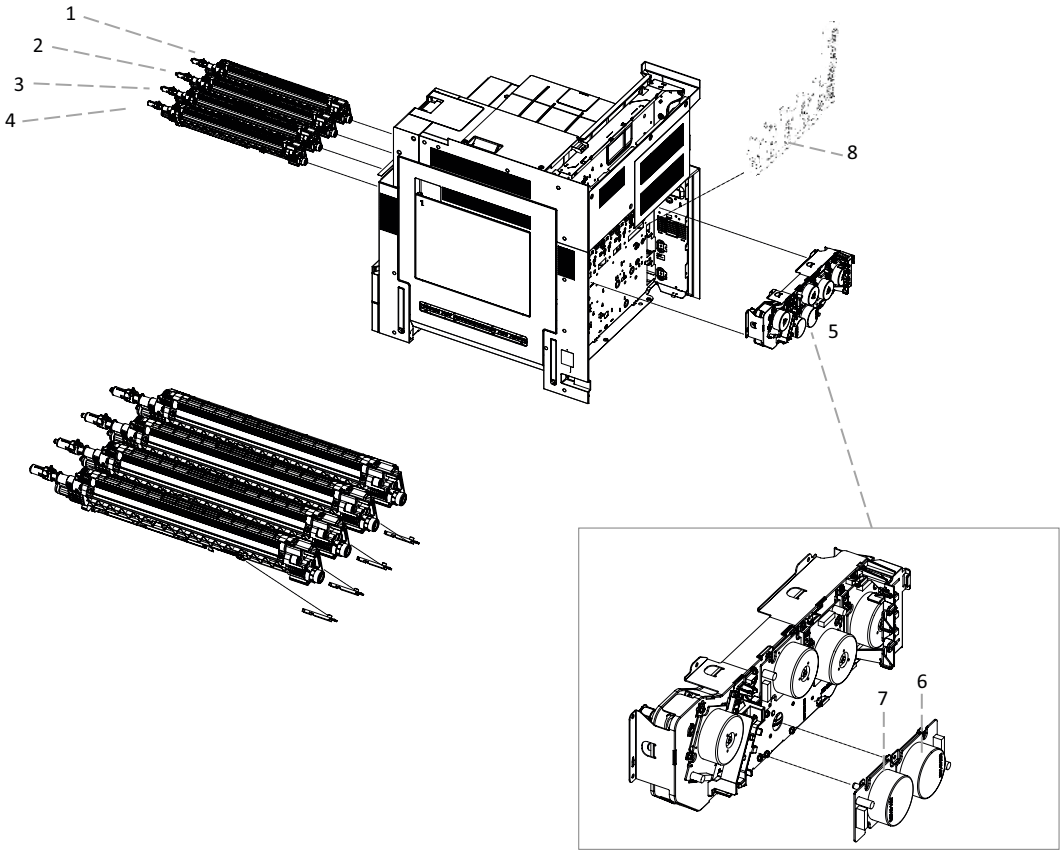


Table 6-11 Developer

Ref No	Part number	Description	Qty
1, U43	5PN73-67002	Yellow developer unit	1
2, U44	5PN74-67002	Magenta developer unit	1
3, U45	5PN75-67002	Cyan developer unit	1
4, U46	5PN72-67002	Black developer unit	1
5, U47	JC93-01661A	Drum and developer drive assembly	1
6, M25	JC31-00184B	Motor BLDC (Yellow, magenta, cyan developer motor)	1
7, M25	JC31-00184B	Motor BLDC (Black developer motor)	1
8	JC93-01024A	Rear HV frame assembly	1
Not shown, K4	5PN73-67001	Yellow developer powder kit	1
Not shown, K5	5PN74-67001	Magenta developer powder kit	1
Not shown, K6	5PN75-67001	Cyan developer powder kit	1

Table 6-11 Developer (continued)

Ref No	Part number	Description	Qty
Not shown, K7	5PN72-67001	Black developer powder kit	1

Drum

Learn about base printer drum service parts.

Parts and diagrams: Drum

Parts diagram and parts list for the printer drum.

Figure 6-12 Drum

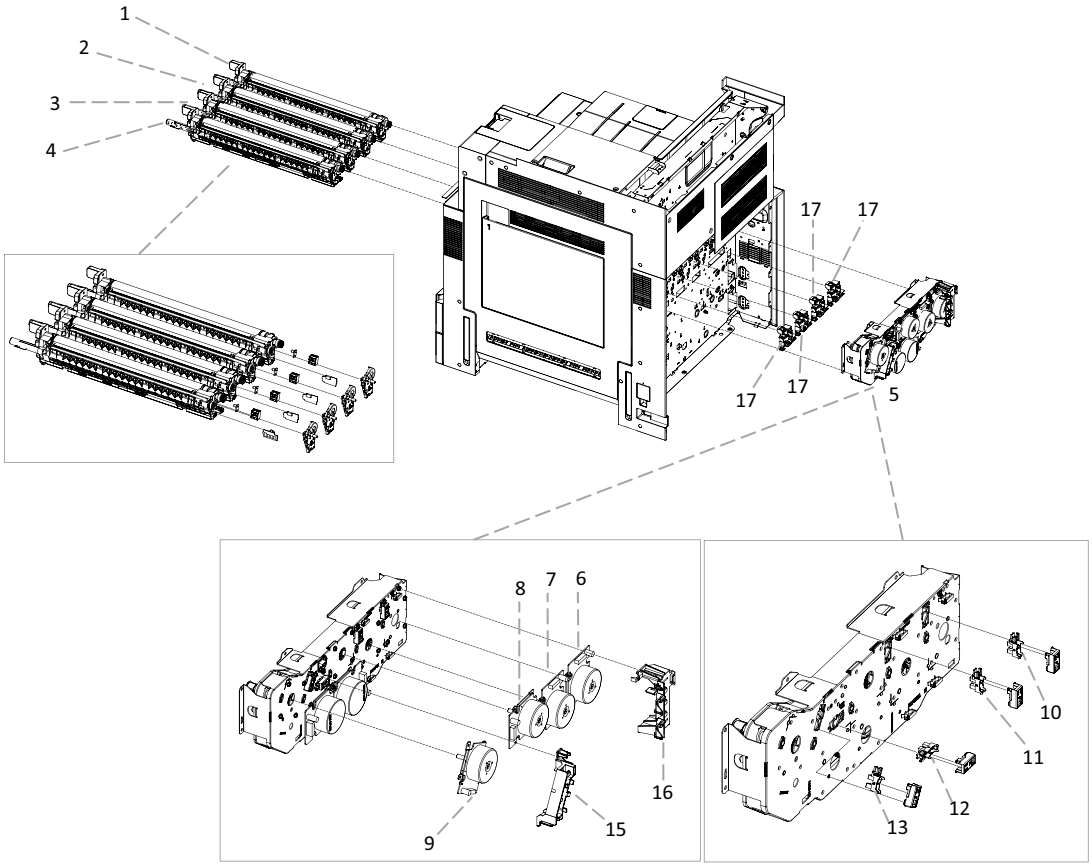


Table 6-12 Drum

Ref No	Part number	Description	Qty
1, U39	W2257-67001	Yellow drum unit	1
2, U40	W2257-67001	Magenta drum unit	1
3, U41	W2257-67001	Cyan drum unit	1

Table 6-12 Drum (continued)

Ref No	Part number	Description	Qty
4, U42	W2256-67001	Black drum unit	1
5, U47	JC93-01661A	Drum and developer drive assembly	1
6, M21	JC31-00123C	Motor BLDC (Yellow drum motor)	1
7, M22	JC31-00123C	Motor BLDC (Magenta drum motor)	1
8, M23	JC31-00123C	Motor BLDC (Cyan drum motor)	1
9, M24	JC31-00123C	Motor BLDC (Black drum and ITB motor)	1
10, S39	3SJ00-60110	Photo interrupter (Yellow drum home sensor)	1
11, S40	3SJ00-60110	Photo interrupter (Magenta drum home sensor)	1
12, S41	3SJ00-60110	Photo interrupter (Cyan drum home sensor)	1
13, S42	3SJ00-60110	Photo interrupter (Black drum home sensor)	1
15	JC61-08699A	Left cable guide	1
16	JC61-08700A	Right cable guide	1
17	JC93-01275A	OPC CRUM module assembly	4

ITB

Learn about base printer ITB service parts.

Parts and diagrams: ITB

Parts diagram and parts list for the printer ITB.

Figure 6-13 ITB

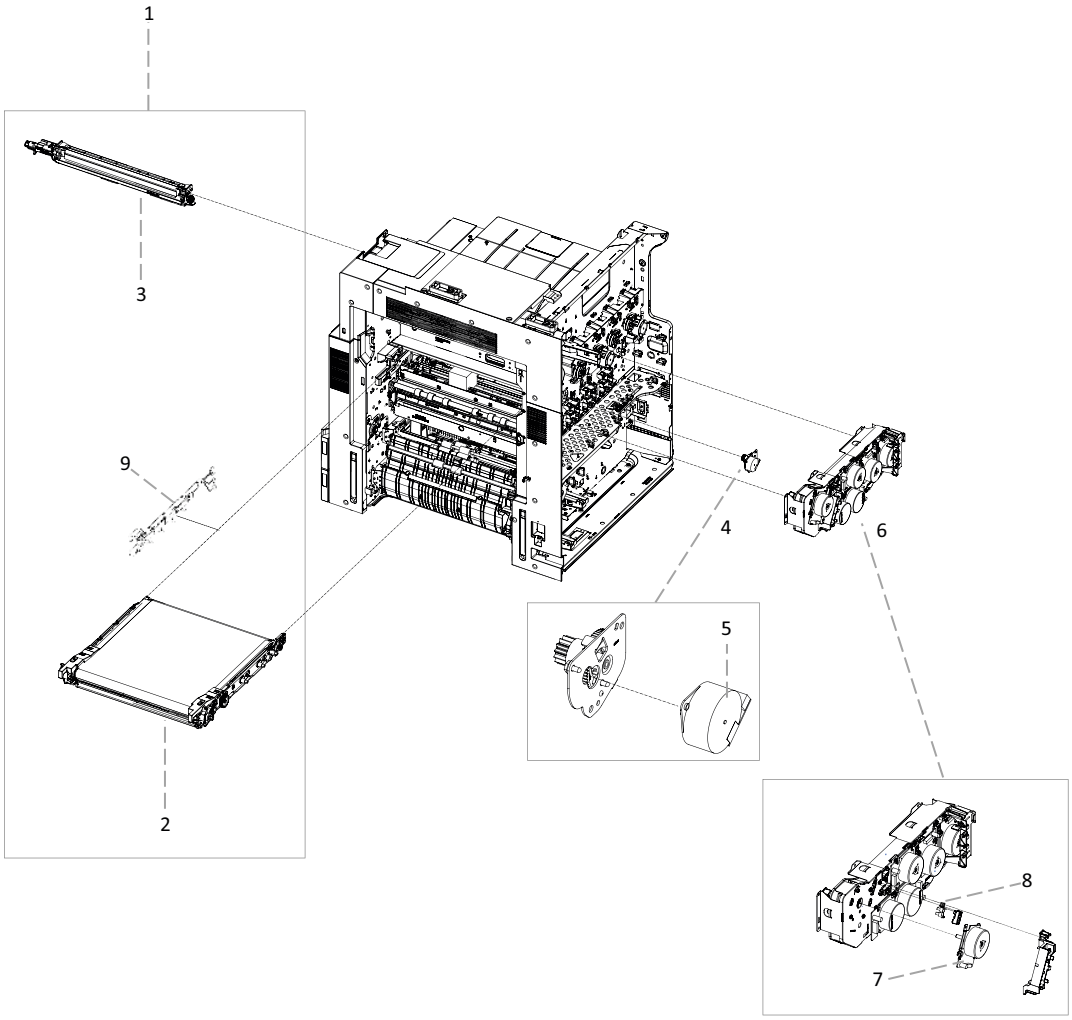


Table 6-13 ITB

Ref No	Part number	Description	Qty
1, K7	5PN78-67001	ITB and ITB cleaning unit kit	1
2, U48	JC93-01691A	ITB	1
3, U50	5PN79-67001	ITB cleaning unit	1
4, U49	JC93-01068A	ITB engage motor assembly	1
5, M27	JC31-00110B	ITB engage motor	1
6, U47	JC93-01661A	Drum and developer drive assembly	1
7, M21	JC31-00123C	Motor BLDC (Black drum and ITB motor)	1
8, S42	3SJ00-60110	Photo interrupter (Black drum home sensor)	1
9	5QK03-64004	Guide rail HV frame assembly	1

CPR

Learn about base printer CPR service parts.

Parts and diagrams: CPR

Parts diagram and parts list for the printer color plane registration.

Figure 6-14 CPR

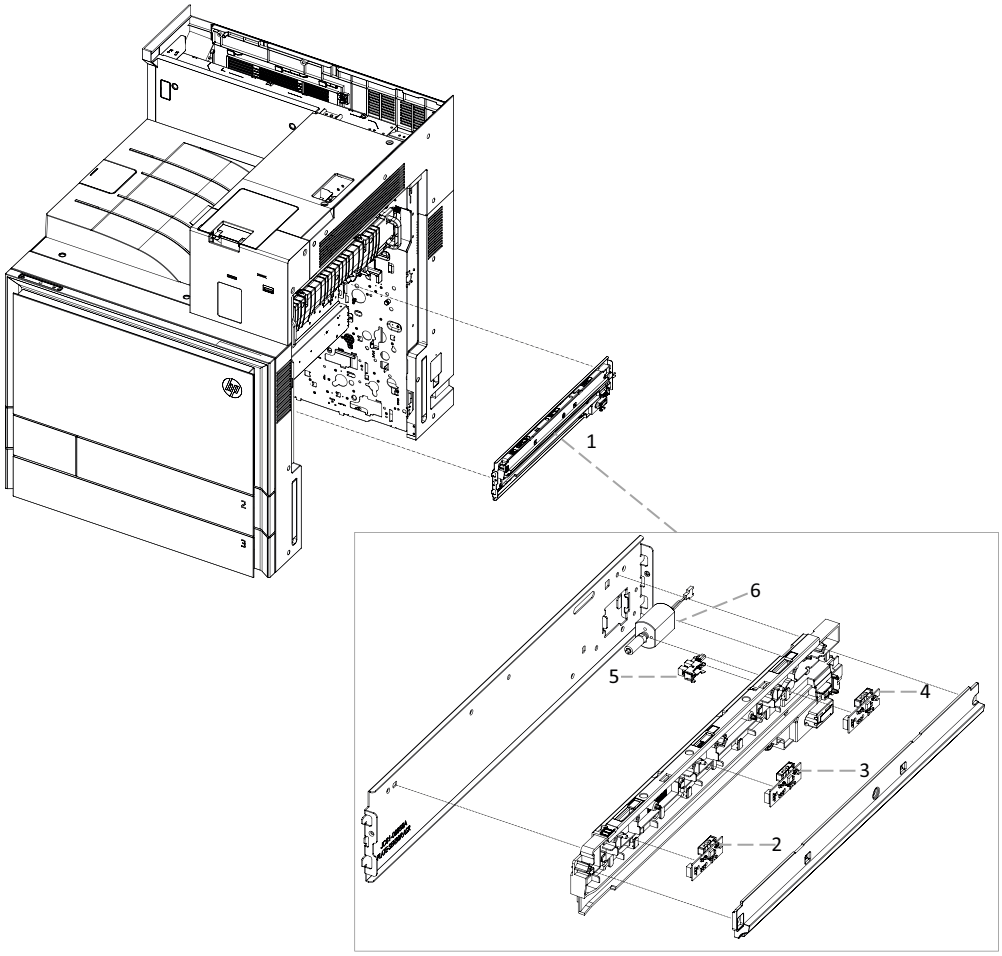


Table 6-14 CPR

Ref No	Part number	Description	Qty
1, -	5QK03-60102	CPR unit	1
2, S48	JC32-00014A	CPR sensor (Front CPR sensor)	1
3, S49	JC32-00014A	CPR sensor (Center CPR sensor)	1
4	JC32-00014A	CPR sensor (Rear CPR sensor)	1
5, S51	3SJ00-60110	Photo interrupter (CPR shutter sensor)	1
6, M28	JC31-00078A	Motor DC (CPR shutter motor)	1

Fuser

Learn about base printer fuser service parts.

Parts and diagrams: Fuser

Parts diagram and parts list for the printer fuser.

Figure 6-15 fuser

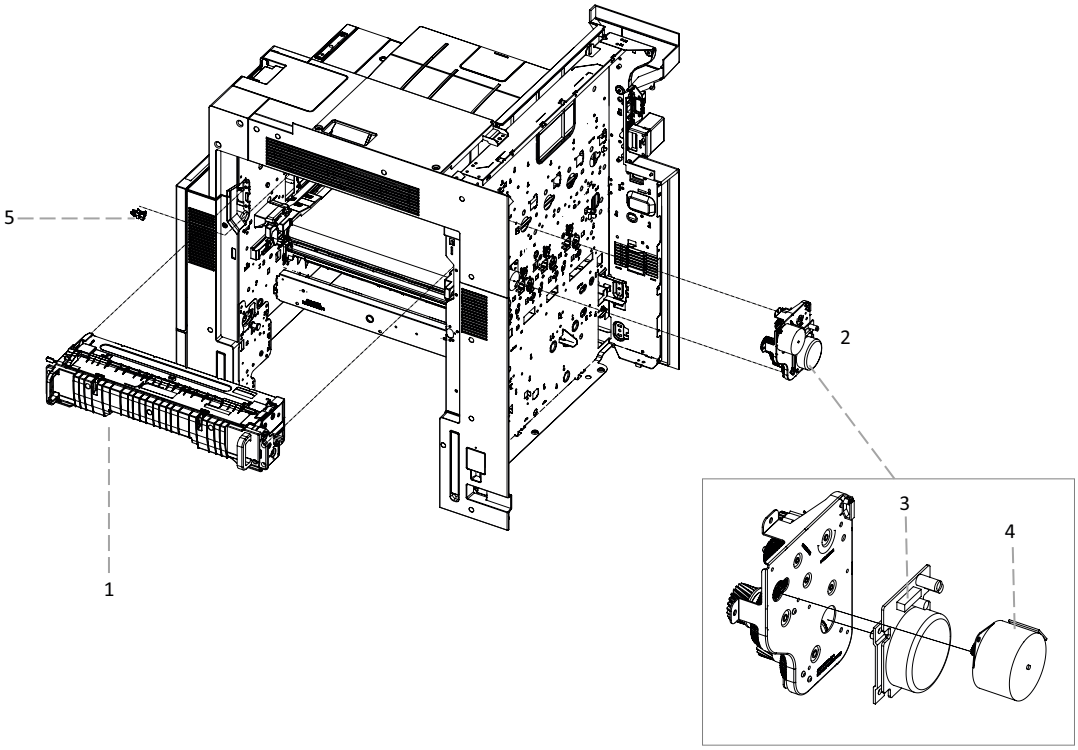


Table 6-15 fuser

Ref No	Part number	Description	Qty
1, U52-1	5PN53-67001	Fuser unit -100V	1
1, U52-2	5PN76-67001	Fuser unit -110V	1
1, U52-3	5PN77-67001	Fuser unit -220V	1
2	JC93-01850A	Fuser and exit drive assembly	1
3, M29	JC31-00144G	Motor BLDC (Fuser and exit motor)	1
4, M30	JC93-01084A	Drive-motor step (Fuser gap motor)	1
5, S55	3SJ00-60110	Photo interrupter (Fuser gap sensor)	1

Sensor and fan

Learn about base printer sensor and fan service parts.

Parts and diagrams: Sensor and fan

Parts diagram and parts list for the printer sensor and fan.

Figure 6-16 **Sensor and fan**

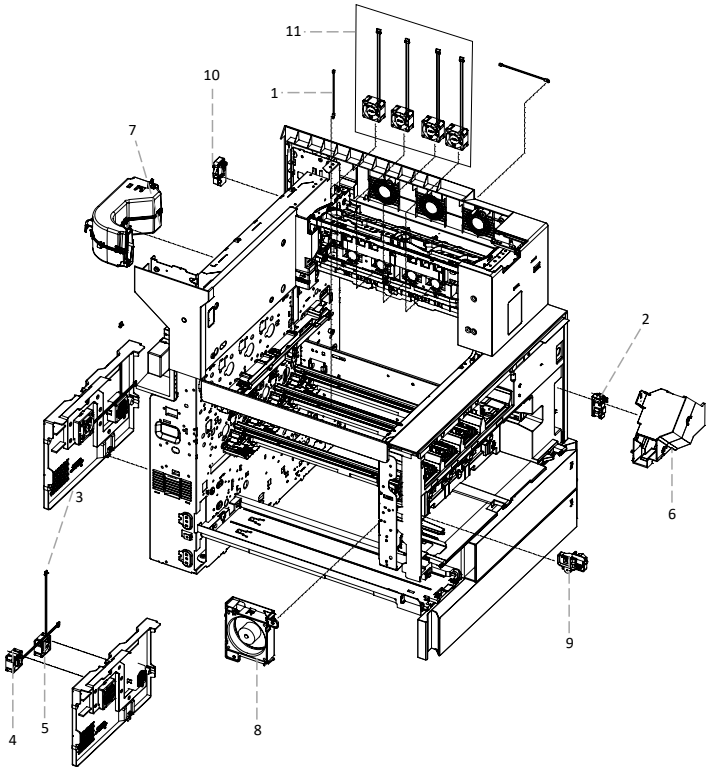


Table 6-16 **Sensor and fan**

Ref No	Part number	Description	Qty
1, S56	1404-001417	Thermistor (Inner temperature sensor)	1
2, U54	5QJ90-40002	Outer environment sensor assembly	1
3	JC93-01795A	LVPS FDB fan assembly	1
4, F1	JC31-00198A	Fan (LVPS fan)	1
5, F2	JC31-00154A	Fan (FDB fan)	1
6, U55	JC93-01725A	Front fan assembly	1
7, U56	5QK03-40103	Fuser fan duct assembly	1
8, U57	JC93-01019A	LSU fan assembly	1
9, S58	JC93-00466A	Front door open switch	1
10, S59	JC93-01467A	Switch (Right door switch assembly)	1
11	JC31-00154A	Exit fan1, 2, 3, 4	4

PCA

Learn about base printer PCA service parts.

Parts and diagrams: PCA

Parts diagram and parts list for the printer covers.

Figure 6-17 PCA

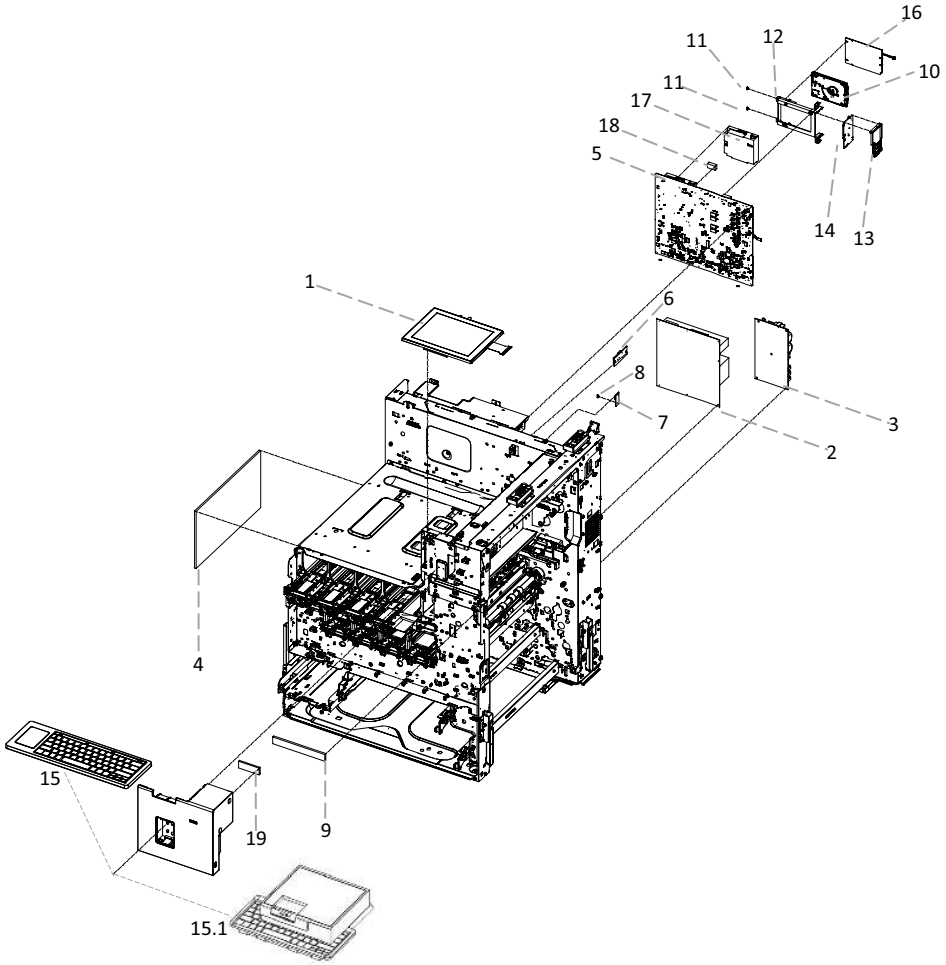


Table 6-17 PCA

Ref No	Part number	Description	Qty
1, U58	5QK42-60104	Control-panel assembly 25.6 cm (10.1 in 2nd)	1
2, P11-1	JC44-00150C	Low Voltage Power Supply (LVPS), 220V	1
2, P11-2	JC44-00149C	Low Voltage Power Supply (LVPS), 110V	1
3, P12-1	JC44-00236C	Fuser drive board (FDB), 220V	1
3, P12-2	JC44-00235C	Fuser drive board (FDB), 110V	1
4, P10	JC44-00240C	High Voltage Power Supply (HVPS)	1

Table 6-17 PCA (continued)

Ref No	Part number	Description	Qty
5, P1	6CF14-67001	Main PCA (Formatter)	1
6, P7	3SJ06-60001	Island of Data (IOD) PCA	1
7, P8	T3U64-60001 (Not orderable and not used in printer.)	Echo PCA (Not orderable and not used in printer.)	1
9, P6	3SJ04-60002	USB Hub PCA	1
10, P5	0950-5111	Solid-state drive 256GB	1
11	6ER04-40035	Rivet-SSD	1
12	NA	NA	
13	5851-8707	Cradle-Riser Card	1
14, P3-1	3SJ01-60002	Riser for SSD	1
15.1, U60-3	63C82-67003	Keyboard (drawer type) Assy – E8 series US English	1
15.1, U60-4	63C82-67005	Keyboard (drawer type) Assy – E8 series UK English	1
Not shown	5851-6019	Keyboard overlay kit (FR, IT, RU, DE,ES,UK Kybd)	1
Not shown	5851-6020	Keyboard overlay kit (FR-CN, ES-LA, ES,US Kybd)	1
Not shown	5851-6021	Keyboard overlay kit (FR-SW, DE-SW, DA,UK Kybd)	1
Not shown	5851-6022	Keyboard overlay kit (ZHTW, ZHCN)	1
Not shown	5851-6023	Keyboard overlay kit (ES, PT)	1
Not shown	5851-6024	Keyboard overlay kit (JA-KG, JA-KT)	1
16, P4	6HN30-67001	Accelerator(Optional)	1
17, P18-1	7ZA08-67001	Single Fax Card (WW)(Optional)	1
17, P18-2	7ZA09-67001	Single Fax Card (BBU)(Optional)	1
17, P18-3	5QK14-67001	Dual Fax Card (WW)(Optional)	1
17, P18-4	7ZA07-67001	Dual Fax Card (BBU)(Optional)	1
18	3SJ03-60001(Not Orderable)	TPM	1
19, P13	3SJ33-60007	PCA -power key	1

ADF / Image scanner assembly

Learn about the ADF and sub-scanner parts and assemblies.

Image scanner assembly (ISA)

Learn about the integrated-scanner assembly parts and assemblies.

Parts and diagrams: Image scanner assembly (ISA)

Parts diagram and parts list for the printer ISA.

Figure 6-18 ISA

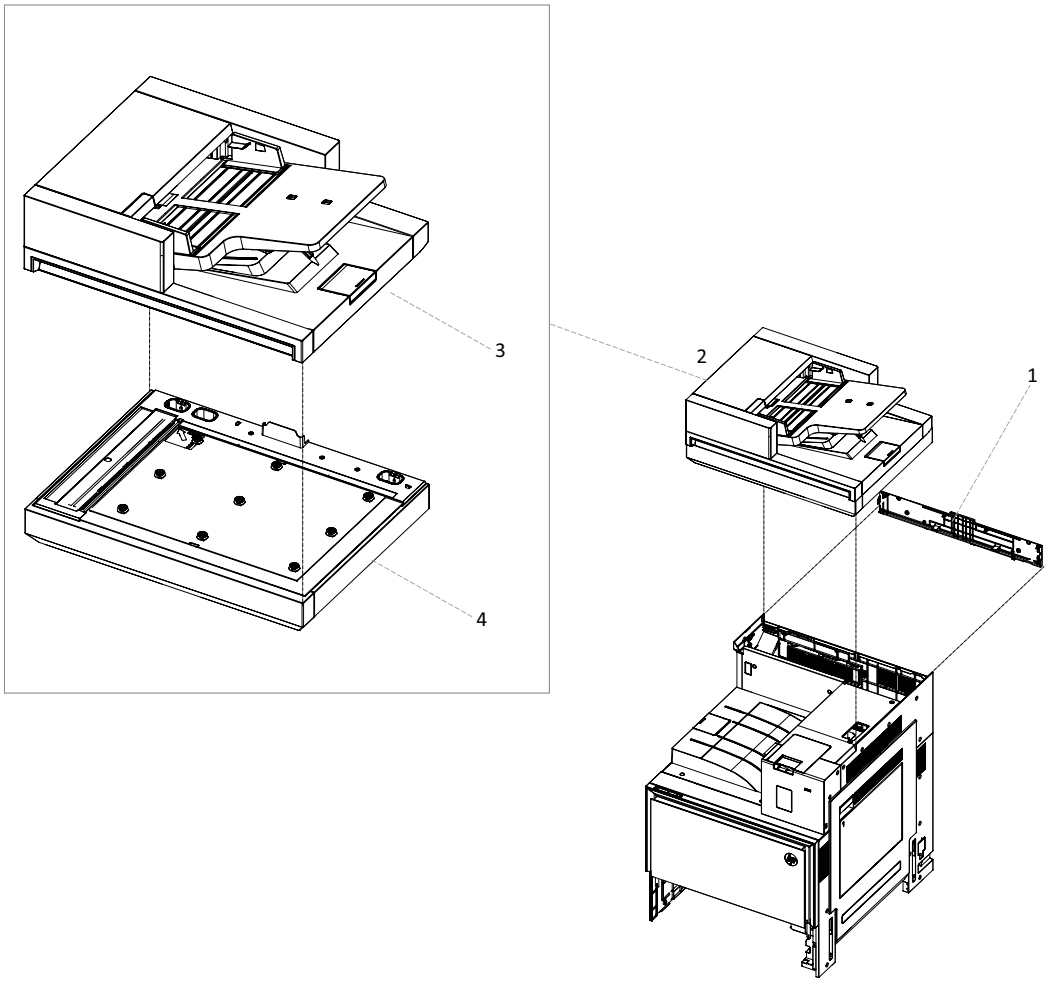


Table 6-18 ISA

Ref No, Callout	Part number	Description	Qty
1	3SJ11-40008	Cover Rear	1
2	5QK38-67002	HP LaserJet 180ipm 200 sheet DADF high speed Scanner	1
2	5QK39-67002	HP LaserJet 300ipm 300 sheet Flow DADF high speed Scanner	1
3	5QK08-67014	300sh flow ADF (white backing and suspension clips included) NOTE: Availability of this part will vary depending on regional supply and demand conditions.	1
3, U602	5QJ90-67011	200sh ADF	1
4, U801	3SJ32-60103	Tarot HS platen	1

300sh flow ADF

Learn about the 300sh flow ADF parts and assemblies.

Parts and diagrams: 300sh flow ADF (1 of 2)

Parts diagram and parts list for the printer ADF.

Figure 6-19 300sh flow ADF (1 of 2)

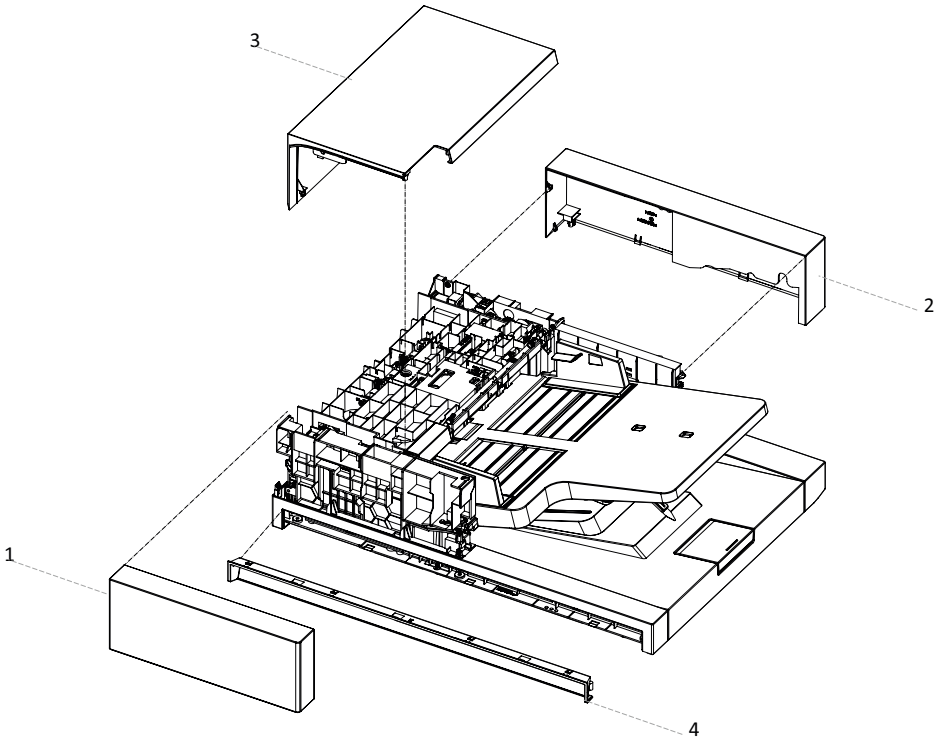


Table 6-19 300sh flow ADF (1 of 2)

Ref No, Callout	Part number	Description	Qty
1, C501	5QJ90-40049	ADF front cover	1
2, C502	5QJ90-40041	ADF rear cover	1
3, C503	5QJ90-40054	ADF top cover	1
4, C505	5QJ90-40056	ADF Blue CMF panel	1

Parts and diagrams: 300sh flow ADF (2 of 2)

Parts diagram and parts list for the printer ADF.

Figure 6-20 300sh flow ADF (2 of 2)

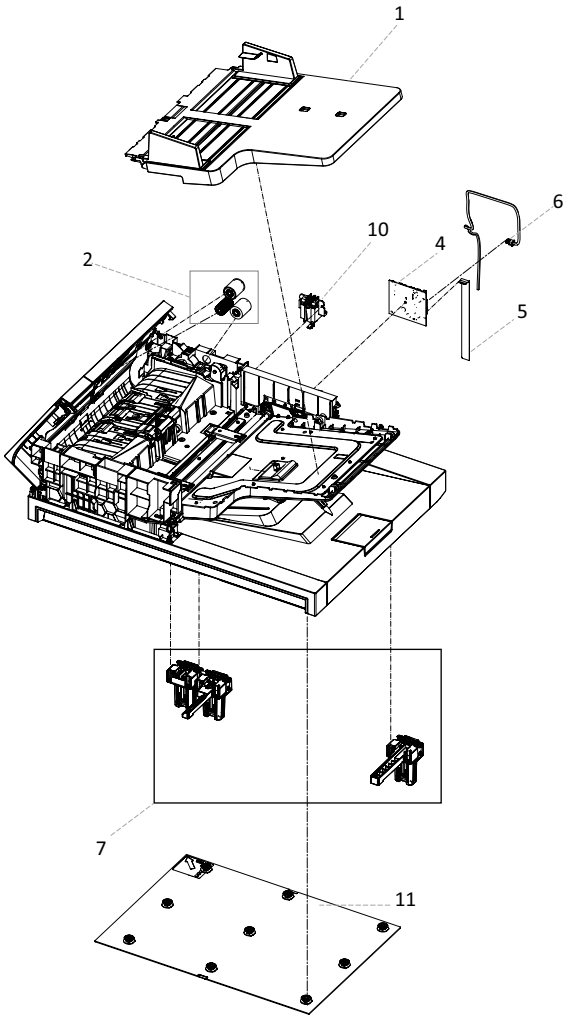


Table 6-20 300sh flow ADF (2 of 2)

Ref No, Callout	Part number	Description	Qty
1, C504 (**Not orderable**)	Not applicable NOTE: This part number is not orderable and not used as a replaceable part.	ADF input tray NOTE: ADF input tray is not used as a replaceable part for the printer.	Not applicable
2, K501	A91Z5-67001	ADF roller kit	1
4, P501	Z9Y05-60004	300sh ADF PCA	1
5	Z9Y05-50002	ADF FFC cable to SSA	1
6	Z9Y05-50003	ADF Power cable	1
7	5QK08-67003	SVC-Hinge Kit (right, middle, left)	1
10	Z9Y05-60016	Damper module	1

Table 6-20 300sh flow ADF (2 of 2) (continued)

Ref No, Callout	Part number	Description	Qty
11	5QK08-67005	SVC-A3 White Backing Kit	1

200sh ADF

Learn about the 200sh ADF parts and assemblies.

Parts and diagrams: 200sh ADF (1 of 2)

Parts diagram and parts list for the printer ADF.

Figure 6-21 200sh ADF (1 of 2)

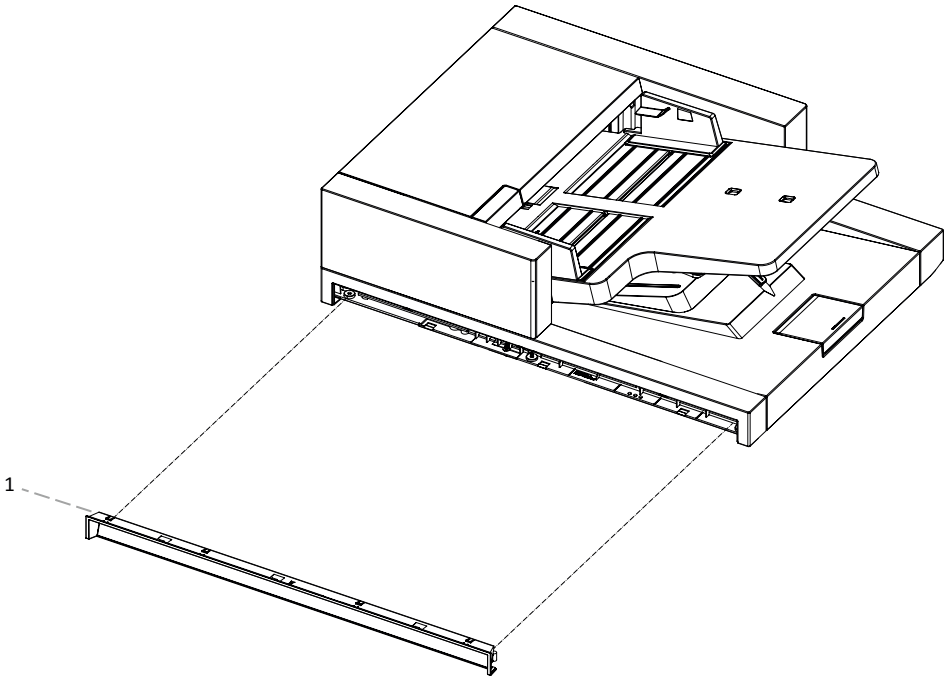


Table 6-21 200sh ADF (1 of 2)

Ref No, Callout	Part number	Description	Qty
1, C605	5QJ90-40056	ADF Blue CMF panel	1

Parts and diagrams: 200sh ADF (2 of 2)

Parts diagram and parts list for the printer ADF.

Figure 6-22 200sh ADF (2 of 2)

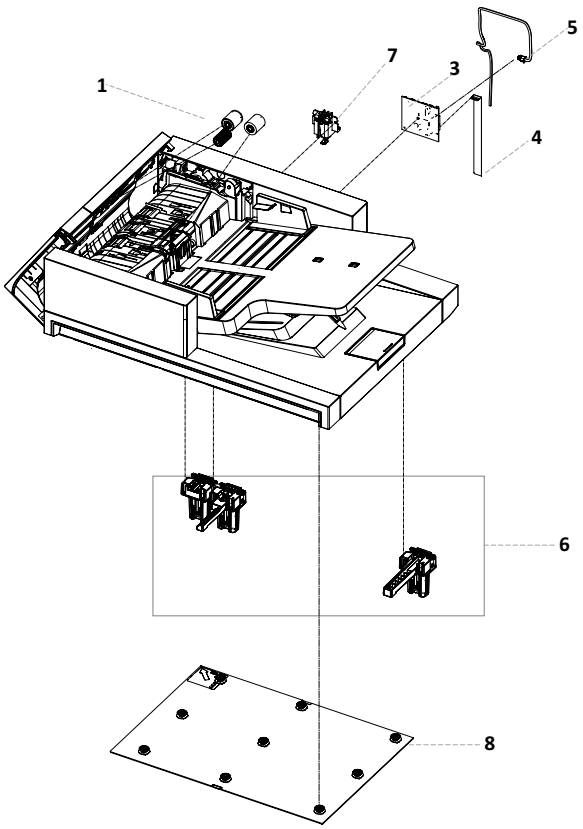


Table 6-22 200sh ADF (2 of 2)

Ref No, Callout	Part number	Description	Qty
1, K601	5851-7202	ADF roller kit	1
3, P601-1	5QJ90-67013	200sh ENT ADF PCA	1
4	5QJ90-67009	ADF FFC cable to SSA	1
5	5QJ90-67010	ADF Power cable	1
6, K602	5QJ90-67004	Hinge Kit	1
7	5QJ90-67006	Damper module	1
8, K603	5QK08-67005	A3 White Backing Kit	1

Tarot HS platen

Learn about the tarot HS platen parts and assemblies.

Parts and diagrams: Tarot HS platen

Parts diagram and parts list for the printer tarot HS platen.

Figure 6-23 Tarot HS platen

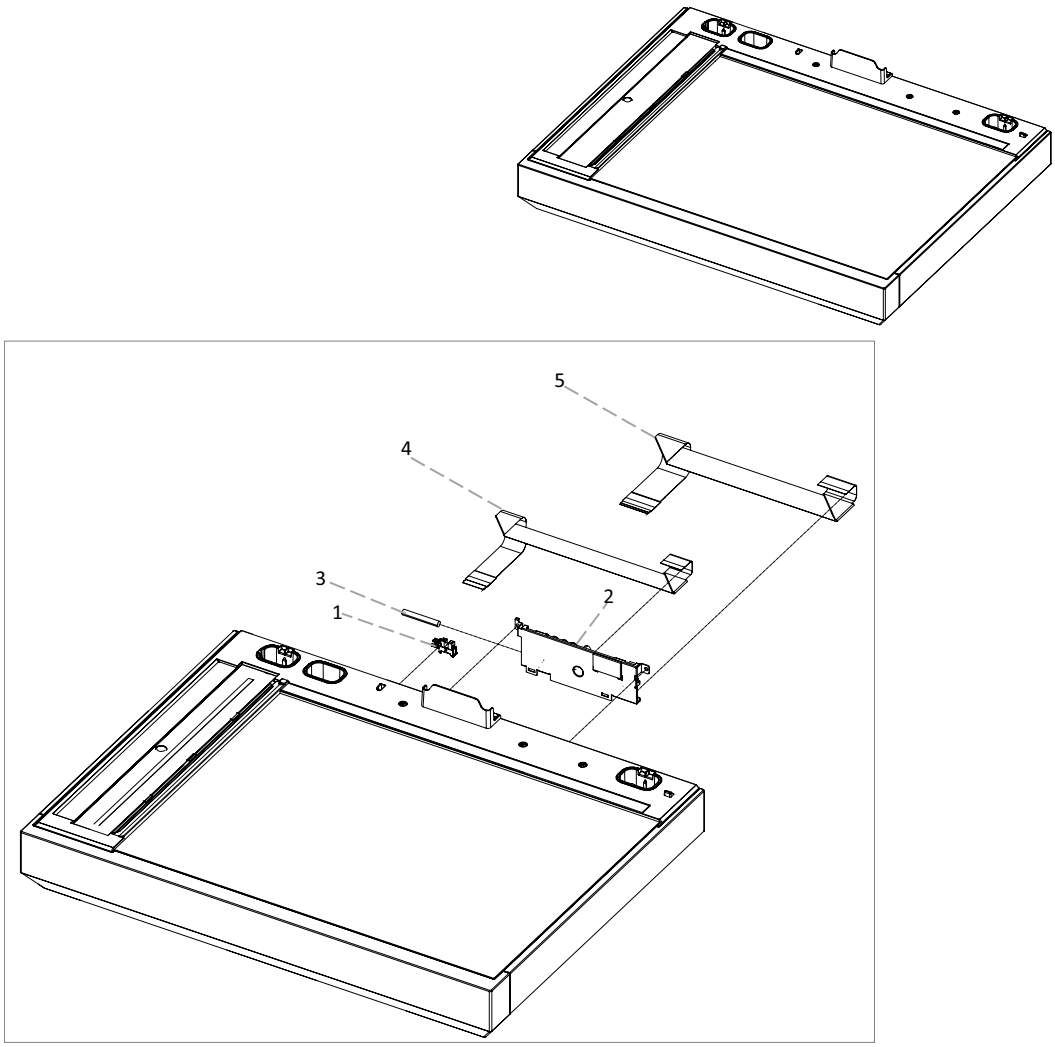


Table 6-23 Tarot HS platen

Ref No, Callout	Part number	Description	Qty
1, S803	3SJ00-60110	Photo interrupter (ADF open sensor)	1
2, S801	3SJ32-60104	Tarot HS platen PCA	1
3	3SJ11-50006	Discrete power cable	1
4	5QK08-67011	SVC-Flat Cable, Tarot SCB 50pin	1
5	5QK08-67012	SVC-Flat Cable, Tarot SCB 68pin	1

Input devices

Learn about input device parts and assemblies.

Department Dual cassette feeder (DCF, Tray 4, 5)

Learn about the DCF parts and assemblies.

Parts and diagrams: DCF (1 of 2)

Parts diagram and parts list for the printer DCF.

Figure 6-24 DCF (1 of 2)

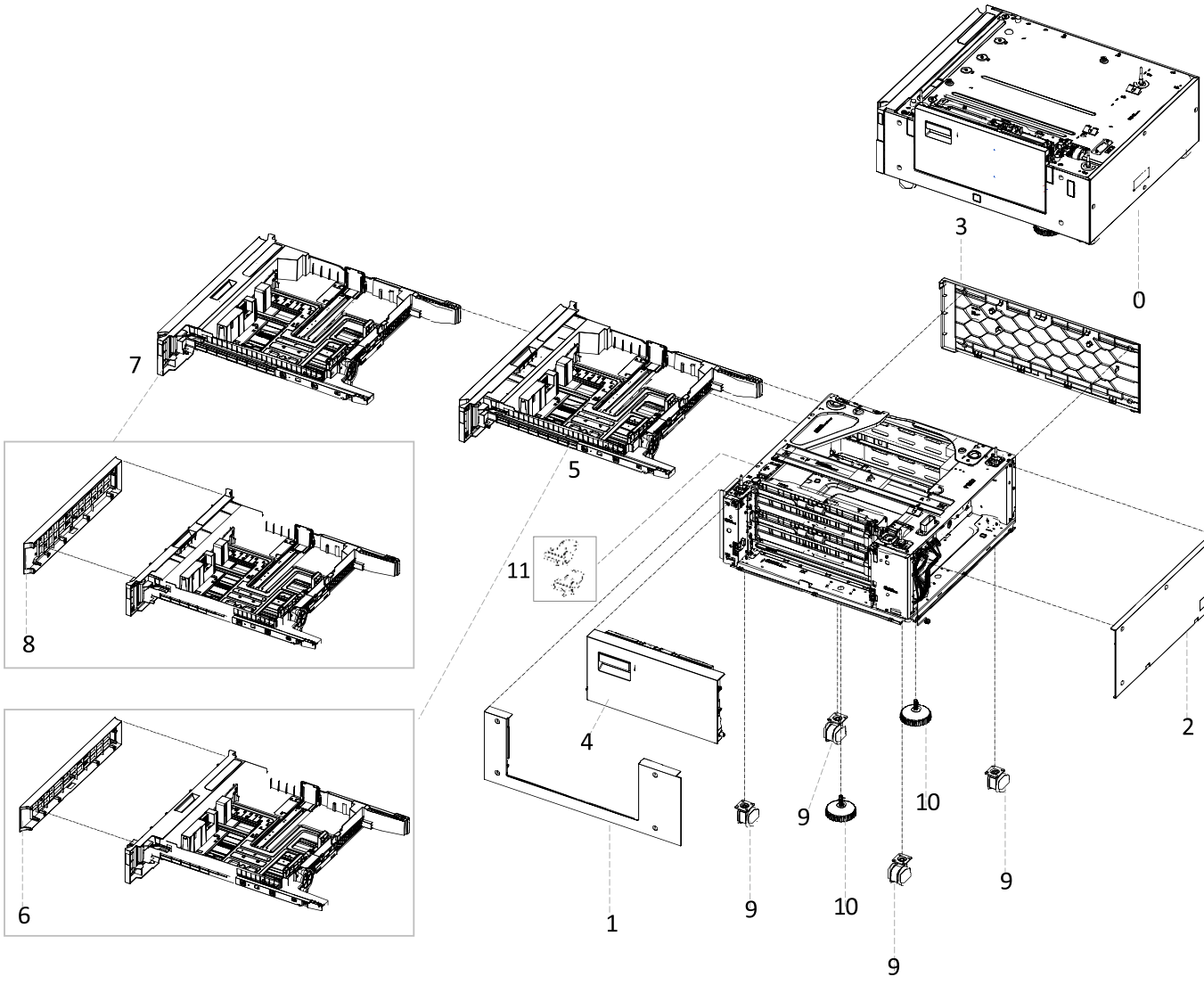


Table 6-24 DCF (1 of 2)

Ref No	Part number	Description	Qty
0	6GW47-67001	DCF	1
1	5QK08-40006	DCF right cover	1
2	5QK08-40007	DCF rear cover	1
3	5QK08-40008	DCF left cover	1

Table 6-24 DCF (1 of 2) (continued)

Ref No	Part number	Description	Qty
4	5QK08-61004	DCF right door	1
5	5QK08-61007	Tray 4 cassette	1
6	5QK08-40011	Tray 4 Blue CMF panel	1
7	5QK08-61005	Tray 5 cassette	1
8	5QK08-40012	Tray 5 Blue CMF panel	1
9	6109-001138	Caster wheel	1
10	JC61-04871A	Guide - adjust	1
11	JC90-01677A	Tray sub-auto closing unit	2

Parts and diagrams: DCF (2 of 2)

Parts diagram and parts list for the printer DCF.

Figure 6-25 DCF (2 of 2)

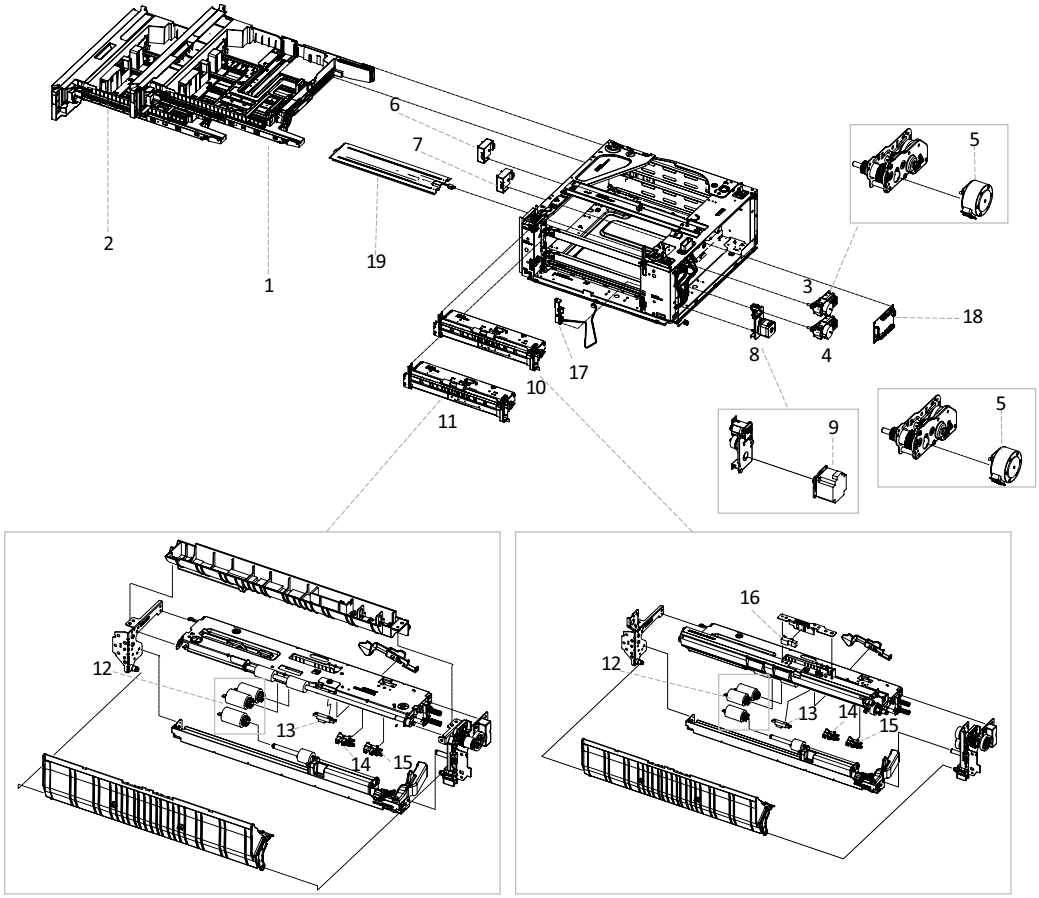


Table 6-25 DCF (2 of 2)

Ref No	Part number	Description	Qty
1	5QK08-61007	Tray 4 cassette	1
2	5QK08-61005	Tray 5 cassette	1
3	JC93-01663A	Tray 4 pickup drive assembly	1
4	JC93-01663A	Tray 5 pickup drive assembly	1
5	JC93-01083A	Drive-motor step (Tray 4, 5 pickup motor)	1
6	JC93-01408A	Frame sub-sensor paper size RU (Tray 4 tray open, paper size sensor)	1
7	JC93-01408A	Frame sub-sensor paper size RU (Tray 5 tray open, paper size sensor)	1
8	JC93-01135A	DCF feed drive assembly	1
9	JC31-00177A	Motor, step (DCF feed motor)	1
10	5QK08-61009	Tray 4 pickup assembly	1

Table 6-25 DCF (2 of 2) (continued)

Ref No	Part number	Description	Qty
11	5QK08-61010	Tray 5 pickup assembly	1
12	5PN66-67001	Tray 4, 5 roller kit	1
13	0604-001381	Photo interrupter (Prefeed 4, 5 sensor)	1
14	3SJ00-60110	Photo interrupter (DCF paper empty sensor)	1
15	3SJ00-60110	Photo interrupter (DCF stack height sensor)	1
16	0604-001490	Photo interrupter (feed sensor)	1
17	JC90-01385A	Right door open switch holder assy	1
17	JC39-02268A	DCF Dpt_Door open switch sensor and harness	1
18	6GW47-60001	PCA-DCF Department	1
19	Y1G22-67901	Tray heater 110V	1
19	Y1G22-67902	Tray heater 220V	1

Output device

Learn about output device parts and assemblies.

Stapler/Stacker finisher

Learn about the stapler/stacker parts and assemblies.

Parts and diagrams: Stapler/Stacker finisher (1 of 4)

Parts diagram and parts list for the stapler/stacker finisher.

Figure 6-26 **Stapler/Stacker finisher (1 of 4)**

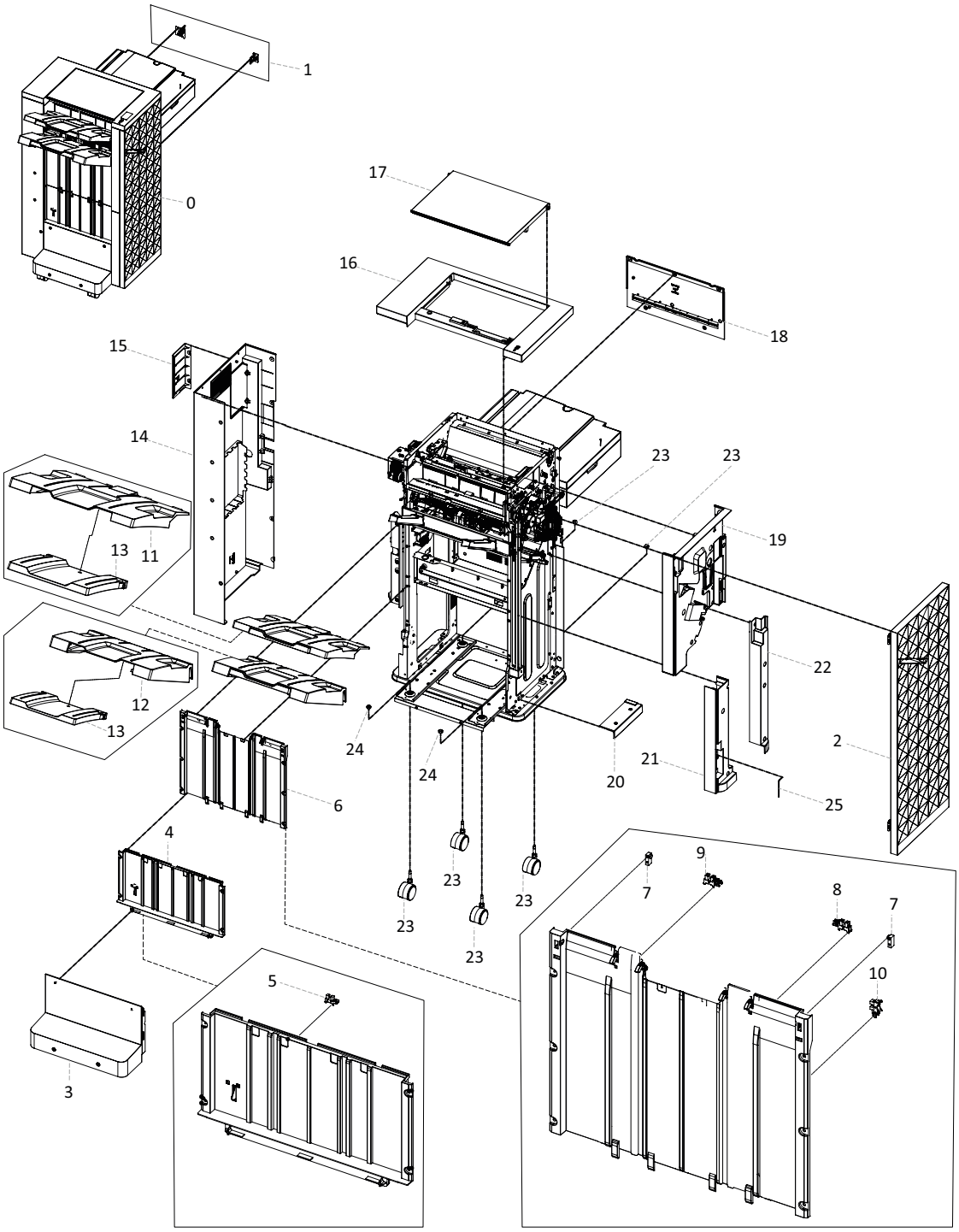


Table 6-26 Stapler/Stacker finisher (1 of 4)

Ref No	Part number	Description	Qty
0	6GW55-67001	Stapler/Stacker finisher	1
1	JC90-01442A	Finisher mount bracket	1
2	5QK09-60106	Front door	1
3	8GS05-40018	Caster cover	1
4	8GS05-60122	Left lower cover	1
5	0604-001415	Main output tray lower limit sensor	1
6	8GS05-60118	Left upper cover	1
7	JC82-01039A	Main output tray top of stack sensor	1
8	3SJ00-60110	Front paper holding sensor	1
9	3SJ00-60110	Rear paper holding sensor	1
10	3SJ00-60110	Paper holding home sensor	1
11	5QK09-40027	Top output tray	1
12	5QK09-40028	Main output tray	1
13	5QK09-40029	Tray extension	1
14	5QK09-40021	Rear cover	1
15	5QK09-40030	Punch cover	1
16	5QK09-60108	Top cover	1
17	5QK09-60107	Top door	1
18	5QK09-60109	Right upper cover	1
19	5QK09-40019	Front cover	1
20	5QK09-40020	Front lower cover	1
21	5QK09-40047	Front lower left cover	1
22	5QK09-40048	Front lower right cover	1
23	JC61-07452A	Caster	1
24	JC61-07444A	Caster fix nut	1
25	JC66-04767A	Shaft hinge - door	1

Parts and diagrams: Stapler/Stacker finisher (2 of 4)

Parts diagram and parts list for the stapler/stacker finisher.

Figure 6-27 Stapler/Stacker finisher (2 of 4)

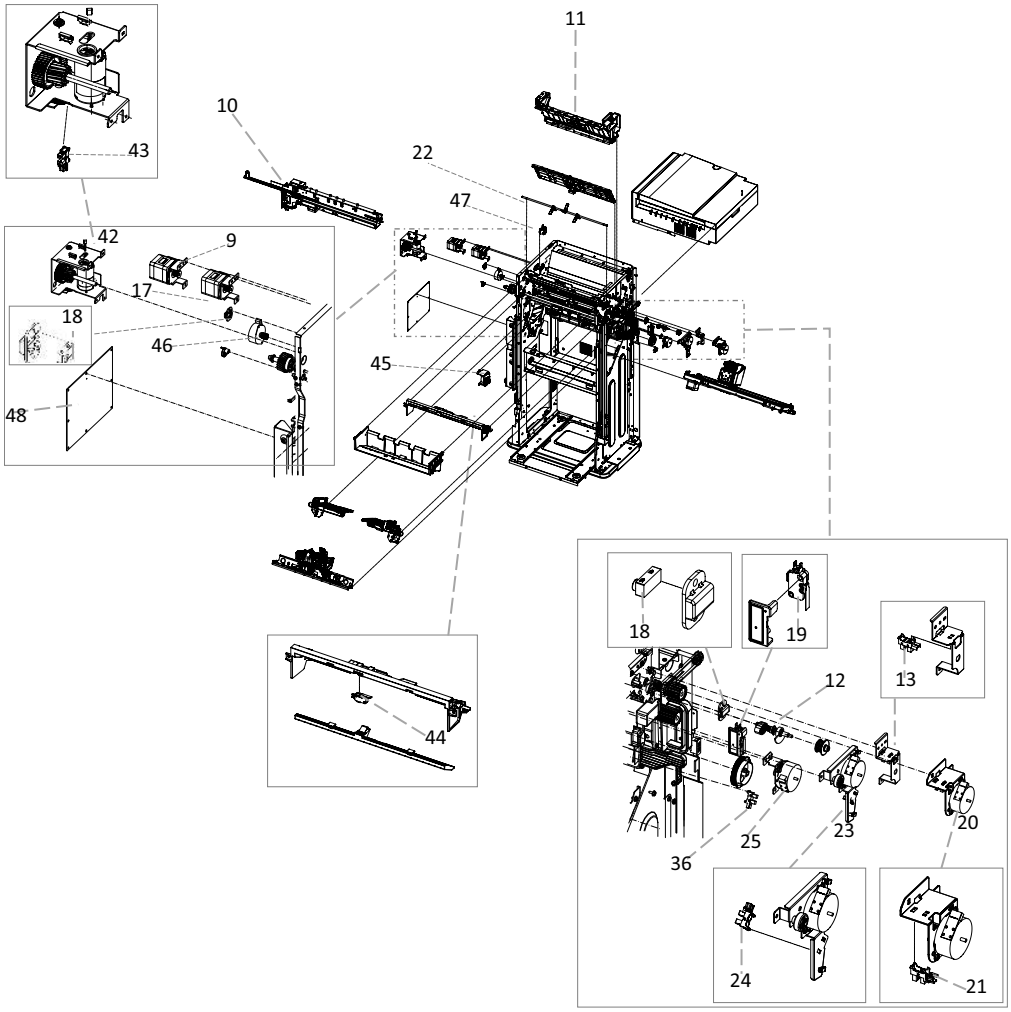


Table 6-27 Stapler/Stacker finisher (2 of 4)

Ref No	Part number	Description	Qty
9	8GS05-60104	Entrance motor assembly	1
10	Y1G10-67901	Punch unit 2-3 hole	1
10	Y1G11-67901	Punch unit 2-4 hole	1
11	JC90-01455A	Top jam cover assembly	1
12	JC90-01458A	Tray diverter cam	1
13	0604-001415	Tray diverter home sensor	1
17	8GS05-60106	Exit motor assembly	1
18	JC82-01039A	Top output tray paper full sensor	1

Table 6-27 Stapler/Stacker finisher (2 of 4) (continued)

Ref No	Part number	Description	Qty
19	JC39-02309A	Front door switch	1
20	JC90-01453A	Main exit cam motor assembly	1
21	3SJ00-60110	Main exit cam home sensor	1
22	JC90-01480A	Paddle	1
23	JC90-01461A	Paddle motor assembly	1
24	3SJ00-60110	Paddle home sensor	1
25	JC90-01467A	End fence motor assembly	1
36	0604-001415	Manual staple senor	1
42	JC90-01415B	Main output tray motor drive assembly	1
43	3SJ00-60110	Main output tray motor sensor	1
44	JC39-02316A	Main output tray top of stack switch	1
45	JC90-01414A	Paper holding motor drive assembly	1
46	JC93-01152A	Buffer motor	1
47	JC90-01675A	Buffer solenoid assembly	1
48	6GW55-60001	Main PCA	1

Parts and diagrams: Stapler/Stacker finisher (3 of 4)

Parts diagram and parts list for the stapler/stacker finisher.

Figure 6-28 **Stapler/Stacker finisher (3 of 4)**

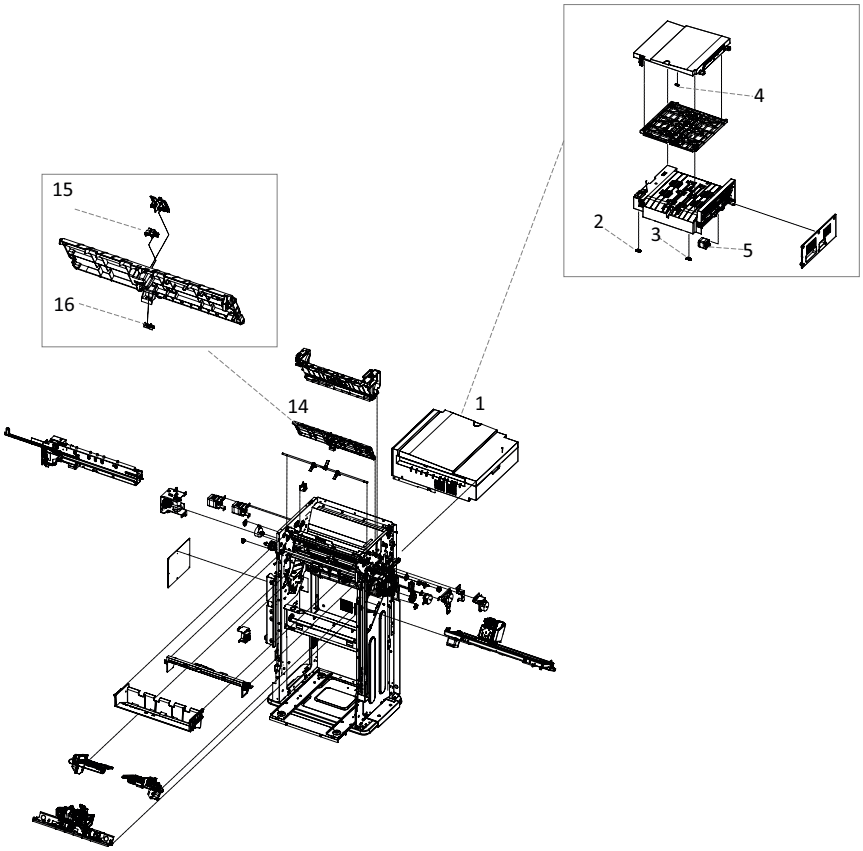


Table 6-28 **Stapler/Stacker finisher (3 of 4)**

Ref No	Part number	Description	Qty
1	5QK09-60110	Bridge unit	1
2	3SJ00-60110	Bridge door sensor	1
3	JC32-00020A	Bridge entrance sensor	1
4	3SJ00-60110	Bridge exit sensor	1
5	3SJ19-80501	Bridge motor	1
14	JC90-01454A	Top lower feed assembly	1
15	JC32-00020A	Main exit sensor	1
16	3SJ00-60110	Top exit sensor	1
17	8GS05-60106	Exit motor assembly	1

Parts and diagrams: Stapler/Stacker finisher (4 of 4)

Parts diagram and parts list for the stapler/stacker finisher.

Figure 6-29 **Stapler/Stacker finisher (4 of 4)**

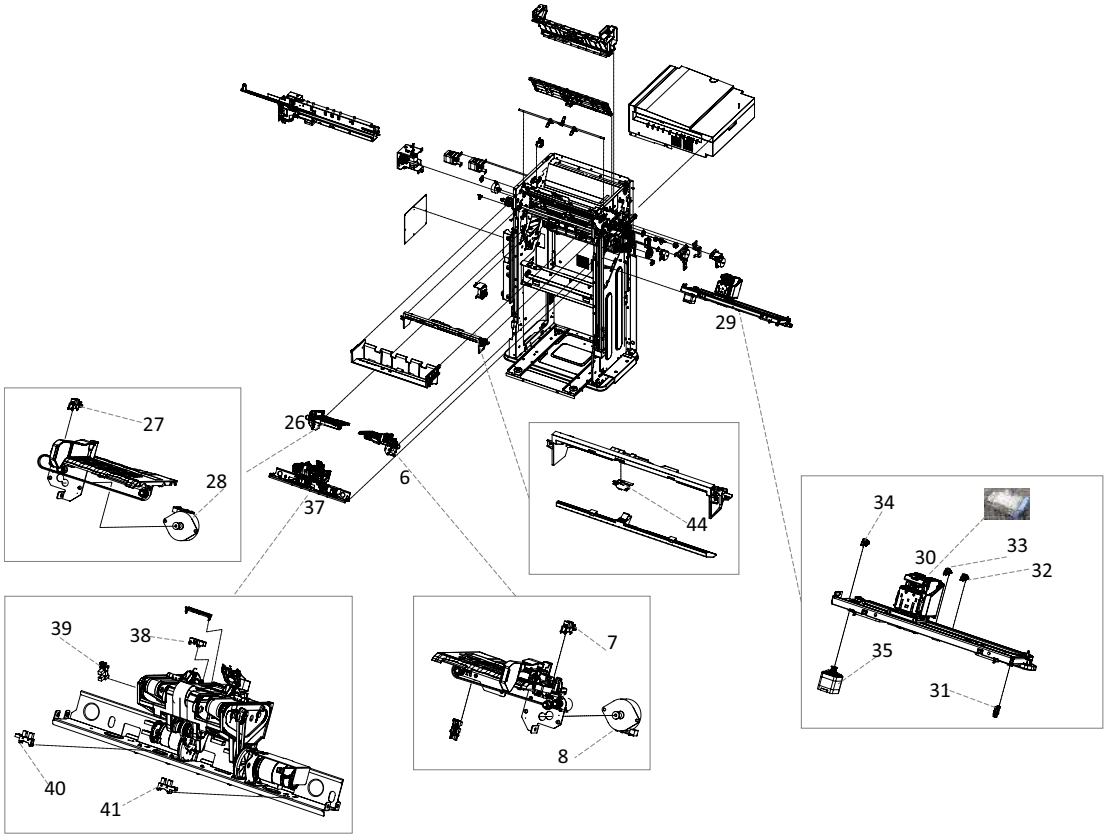


Table 6-29 **Stapler/Stacker finisher (4 of 4)**

Ref No	Part number	Description	Qty
6	JC82-00901A	Front tamper	1
7	3SJ00-60110	Front tamper home sensor	1
8	JC93-01001A	Front tamper motor	1
26	JC82-00898A	Rear tamper	1
27	3SJ00-60110	Rear tamper home sensor	1
28	JC93-01001A	Rear tamper motor	1
29	JC82-00894A	Staple unit	1
30	JC81-09882B	Staple cartridge	1
31	3SJ00-60110	Staple front sensor	1
32	3SJ00-60110	Staple mid-front sensor	1
33	3SJ00-60110	Staple mid-rear sensor	1
34	3SJ00-60110	Staple rear sensor	1

Table 6-29 Stapler/Stacker finisher (4 of 4) (continued)

Ref No	Part number	Description	Qty
35	JC31-00163A	Staple position motor	1
37	JC90-01802A	Ejector unit	1
38	JC32-00020A	Ejector sensor	1
39	0604-001415	Ejector1 home sensor	1
40	0604-001415	Ejector1 motor sensor	1
41	0604-001415	Ejector2 motor sensor	1

Booklet finisher

Learn about the booklet finisher parts and assemblies.

Parts and diagrams: Booklet finisher (1 of 5)

Parts diagram and parts list for the printer booklet finisher.

Figure 6-30 **Booklet finisher (1 of 5)**

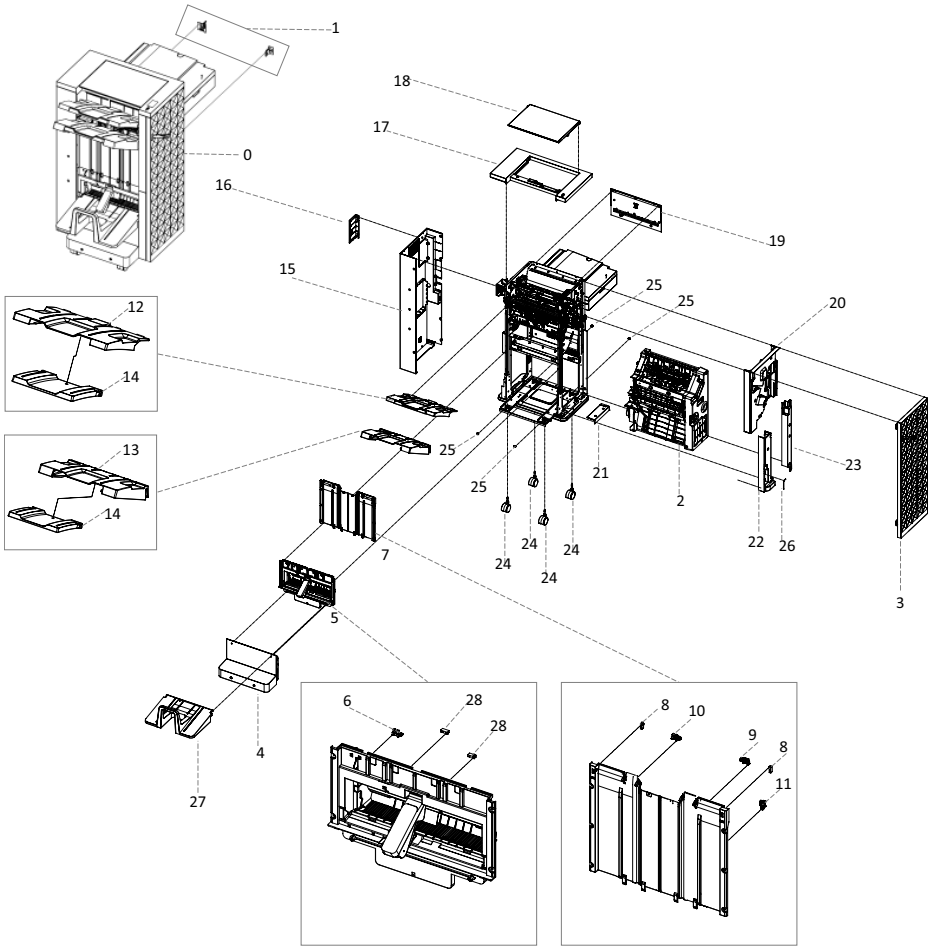


Table 6-30 **Booklet finisher (1 of 5)**

Ref No	Part number	Description	Qty
0	6GW51-67001	Booklet finisher	1
1	JC90-01442A	Finisher mount bracket	1
2	5QK09-60104	Booklet maker unit	1
3	5QK09-60106	Front door	1
4	8GS05-40018	Caster cover	1
5	8GS05-60124	Left lower cover (Booklet)	1
6	0604-001415	Main output tray lower limit sensor	1

Table 6-30 Booklet finisher (1 of 5) (continued)

Ref No	Part number	Description	Qty
7	8GS05-60118	Left upper cover	1
8	JC82-01039A	Main output tray top of stack sensor	1
9	3SJ00-60110	Front paper holding sensor	1
10	3SJ00-60110	Rear paper holding sensor	1
11	3SJ00-60110	Paper holding home sensor	1
12	5QK09-40027	Top output tray	1
13	5QK09-40028	Main output tray	1
14	5QK09-40029	Tray extension	1
15	5QK09-40021	Rear cover	1
16	5QK09-40030	Punch cover	1
17	5QK09-60108	Top cover	1
18	5QK09-60107	Top door	1
19	5QK09-60109	Right upper cover	1
20	5QK09-40019	Front cover	1
21	5QK09-40020	Front lower cover	1
22	5QK09-40047	Front lower left cover	1
23	5QK09-40048	Front lower right cover	1
24	JC61-07452A	Caster	1
25	JC61-07444A	Caster fix nut	1
26	JC66-04767A	Shaft hinge - door	1
27	8GS05-60126	Booklet output tray	1
28	JC82-01039A	Booklet output tray sensor	1

Parts and diagrams: Booklet finisher (2 of 5)

Parts diagram and parts list for the printer booklet finisher.

Figure 6-31 **Booklet finisher (2 of 5)**

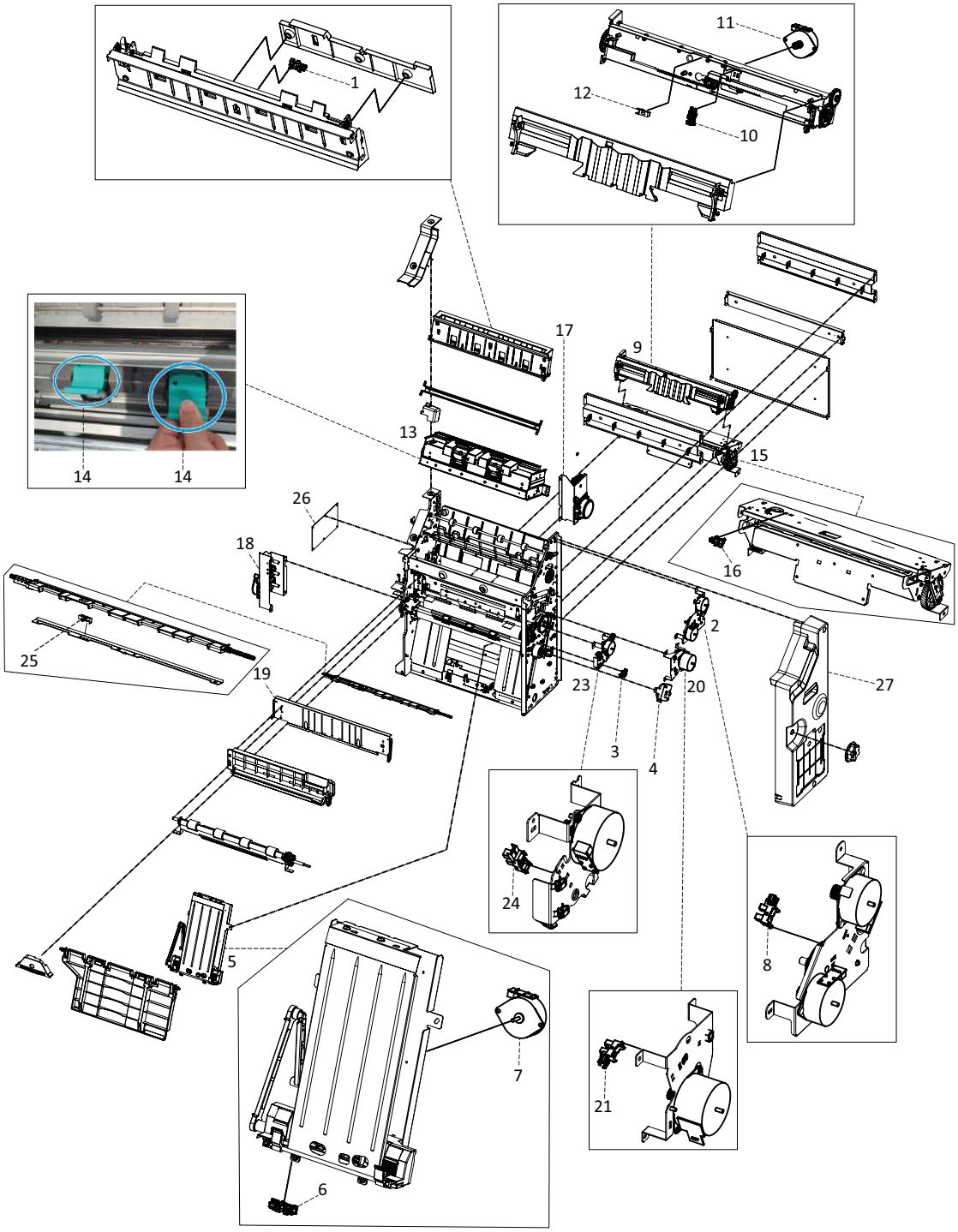


Table 6-31 Booklet finisher (2 of 5)

Ref No	Part number	Description	Qty
1	0604-001415	Booklet entrance sensor	1
2	JC90-01425A	Booklet entrance-presser motor assembly	1
3	3SJ00-60110	Booklet paddle home sensor	1
4	JC90-01430A	Booklet paddle motor assembly	1
5	JC90-01432A	Booklet end fence	1
6	3SJ00-60110	Booklet end fence home sensor	1
7	JC93-01155A	Booklet end fence motor	1
8	3SJ00-60110	Booklet presser home sensor	1
9	JC90-01431A	Booklet tamper	1
10	3SJ00-60110	Booklet tamper home sensor	1
11	JC93-01155A	Booklet tamper motor	1
12	JC32-00020A	Booklet tamper sensor	1
13	6GW51-40001	Booklet stapler	1
14	JC81-09881B	Booklet stapler cartridge	1
15	JC90-01437A	Booklet blade	1
16	3SJ00-60110	Booklet blade home sensor	1
17	JC90-01435A	Booklet blade motor assembly	1
18	JC90-01436A	Booklet fold motor assembly	1
19	JC90-01438A	Booklet c-fold blade	1
20	JC90-01396A	Booklet c-fold blade motor assembly	1
21	3SJ00-60110	Booklet c-fold blade home sensor	1
22	JC90-01398A	Booklet diverter	1
23	JC90-01397A	Booklet diverter motor assembly	1
24	0604-001415	Booklet diverter home sensor	1
25	JC32-00020A	Booklet exit sensor	1
26	6GW51-60001	Booklet maker PCA	1
27	JC90-01478B	Booklet front cover	1

Parts and diagrams: Booklet finisher (3 of 5)

Parts diagram and parts list for the printer booklet finisher.

Figure 6-32 **Booklet finisher (3 of 5)**

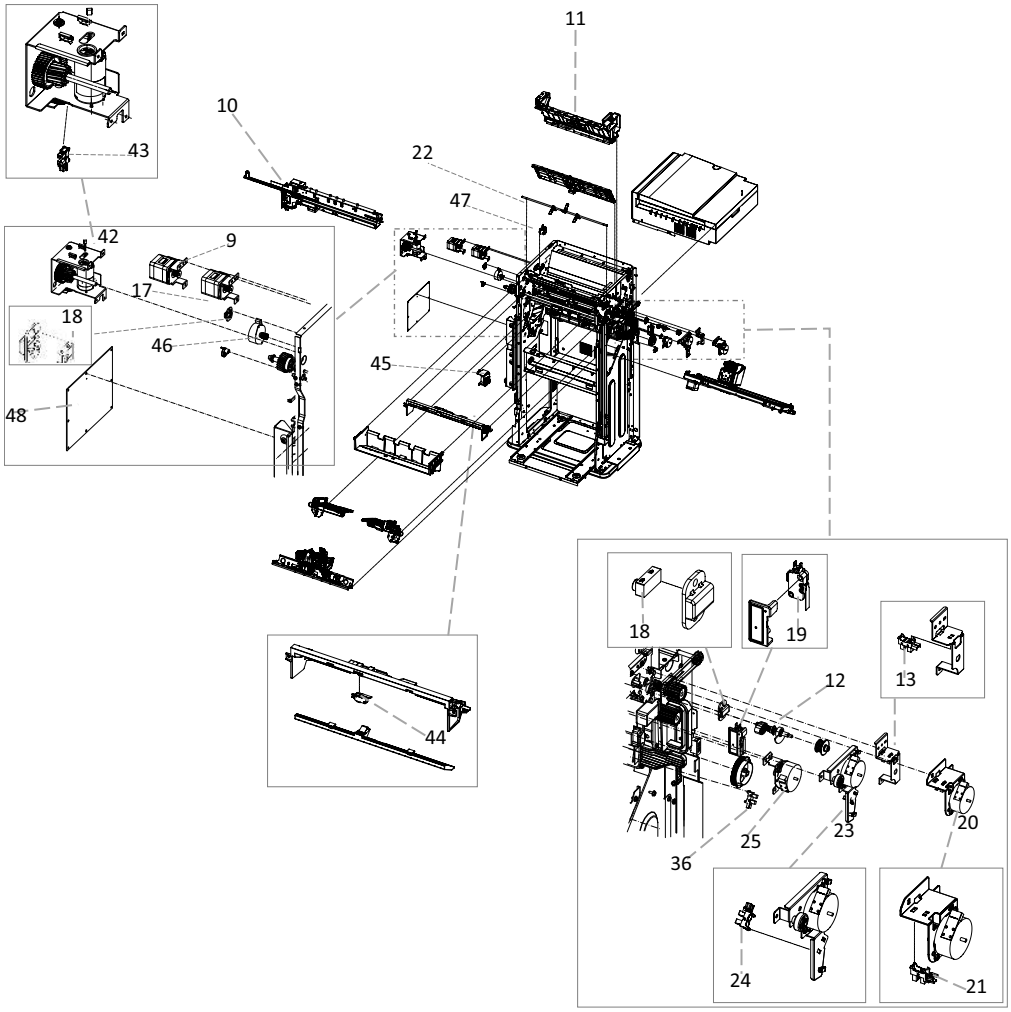


Table 6-32 **Booklet finisher (3 of 5)**

Ref No	Part number	Description	Qty
9	8GS05-60104	Entrance motor assembly	1
10	Y1G10-67901	Punch unit 2-3 hole	1
10	Y1G11-67901	Punch unit 2-4 hole	1
10	Y1G12-67901	Punch unit Swedish hole	1
11	JC90-01455A	Top jam cover assembly	1
12	JC90-01458A	Tray diverter cam	1
13	0604-001415	Tray diverter home sensor	1
17	8GS05-60106	Exit motor assembly	1

Table 6-32 Booklet finisher (3 of 5) (continued)

Ref No	Part number	Description	Qty
18	JC82-01039A	Top output tray paper full sensor	1
19	JC39-02309A	Front door switch	1
20	JC90-01453A	Main exit cam motor assembly	1
21	3SJ00-60110	Main exit cam home sensor	1
22	JC90-01480A	Paddle	1
23	JC90-01461A	Paddle motor assembly	1
24	3SJ00-60110	Paddle home sensor	1
25	JC90-01467A	End fence motor assembly	1
36	0604-001415	Manual staple senor	1
42	JC90-01415B	Main output tray motor drive assembly	1
43	3SJ00-60110	Main output tray motor sensor	1
44	JC39-02316A	Main output tray top of stack switch	1
45	JC90-01414A	Paper holding motor drive assembly	1
46	JC93-01152A	Buffer motor	1
47	JC90-01675A	Buffer solenoid assembly	1
48	6GW55-60001	Main PCA	1

Parts and diagrams: Booklet finisher (4 of 5)

Parts diagram and parts list for the printer booklet finisher.

Figure 6-33 **Booklet finisher (4 of 5)**

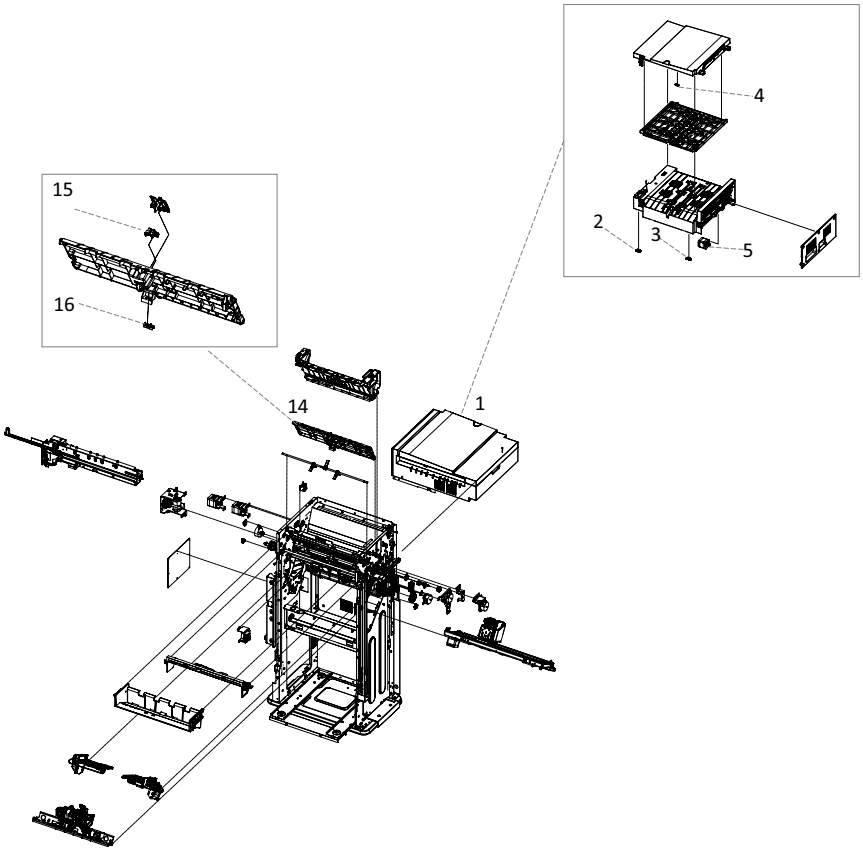


Table 6-33 **Booklet finisher (4 of 4)**

Ref No	Part number	Description	Qty
1	5QK09-60110	Bridge unit	1
2	3SJ00-60110	Bridge door sensor	1
3	JC32-00020A	Bridge entrance sensor	1
4	3SJ00-60110	Bridge exit sensor	1
5	3SJ19-80501	Bridge motor	1
14	JC90-01454A	Top lower feed assembly	1
15	JC32-00020A	Main exit sensor	1
16	3SJ00-60110	Top exit sensor	1
17	8GS05-60106	Exit motor assembly	1

Parts and diagrams: Booklet finisher (5 of 5)

Parts diagram and parts list for the printer booklet finisher.

Figure 6-34 **Booklet finisher (5 of 5)**

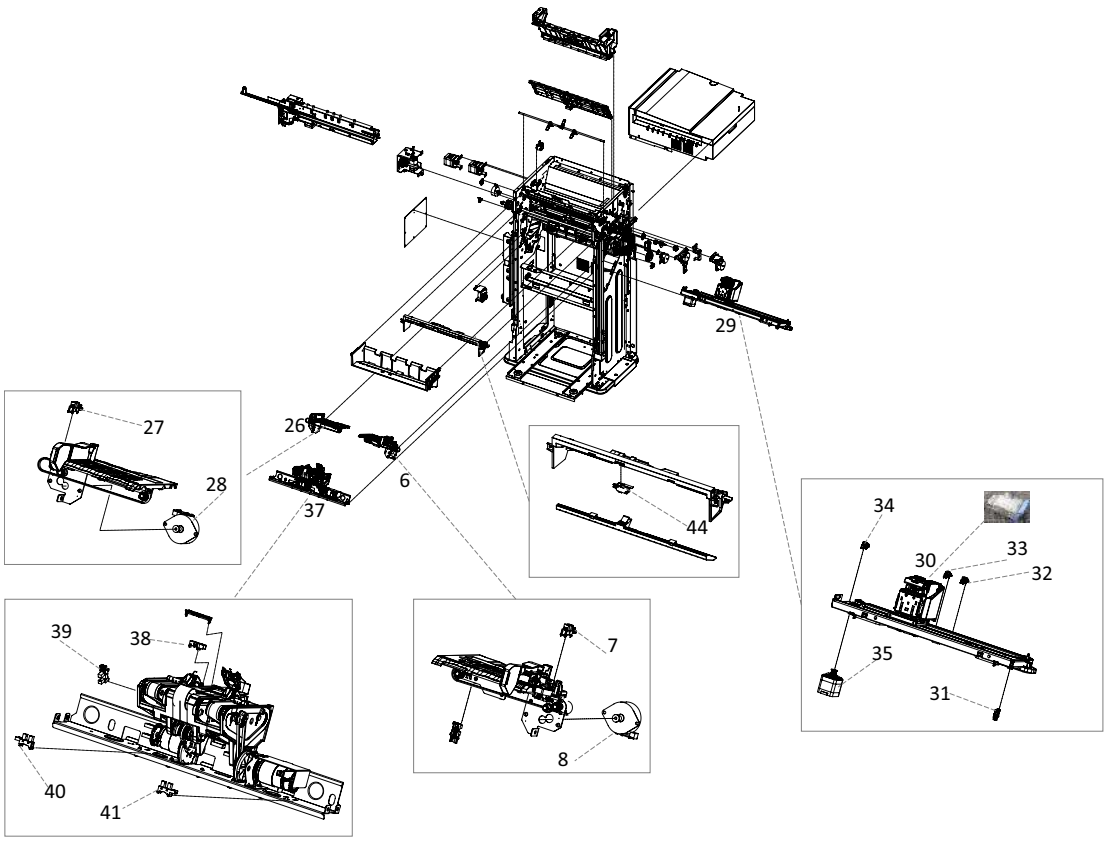


Table 6-34 **Booklet finisher (5 of 5)**

Ref No	Part number	Description	Qty
6	JC82-00901A	Front tamper	1
7	3SJ00-60110	Front tamper home sensor	1
8	JC93-01001A	Front tamper motor	1
26	JC82-00898A	Rear tamper	1
27	3SJ00-60110	Rear tamper home sensor	1
28	JC93-01001A	Rear tamper motor	1
29	JC82-00894A	Staple unit	1
30	JC81-09882B	Staple cartridge	1
31	3SJ00-60110	Staple front sensor	1
32	3SJ00-60110	Staple mid-front sensor	1
33	3SJ00-60110	Staple mid-rear sensor	1
34	3SJ00-60110	Staple rear sensor	1

Table 6-34 Booklet finisher (5 of 5) (continued)

Ref No	Part number	Description	Qty
35	JC31-00163A	Staple position motor	1
37	JC90-01802A	Ejector unit	1
38	JC32-00020A	Ejector sensor	1
39	0604-001415	Ejector1 home sensor	1
40	0604-001415	Ejector1 motor sensor	1
41	0604-001415	Ejector2 motor sensor	1

Alphabetical parts list

Table 6-35 **Alphabetical parts list**

Description	Part number	Table and page
Tray 2 pickup drive assembly	JC93-01663A	Tray 2, 3 on page 2441
200sh ADF	5QJ90-67011	ISA on page 2462
200sh ENT ADF PCA	5QJ90-67013	200sh ADF (2 of 2) on page 2467
300sh ADF PCA	Z9Y05-60004	300sh flow ADF (2 of 2) on page 2464
300sh flow ADF (white backing and suspension clips included)	5QK08-67014	ISA on page 2462
A3 White Backing Kit	5QK08-67005	200sh ADF (2 of 2) on page 2467
ADF Blue CMF panel	5QJ90-40056	300sh flow ADF (1 of 2) on page 2463
ADF Blue CMF panel	5QJ90-40056	200sh ADF (1 of 2) on page 2466
ADF FFC cable to SSA	5QJ90-67009	200sh ADF (2 of 2) on page 2467
ADF FFC cable to SSA	Z9Y05-50002	300sh flow ADF (2 of 2) on page 2464
ADF Power cable	5QJ90-67010	200sh ADF (2 of 2) on page 2467
ADF Power cable	Z9Y05-50003	300sh flow ADF (2 of 2) on page 2464
ADF front cover	5QJ90-40049	300sh flow ADF (1 of 2) on page 2463
ADF input tray	Not applicable	300sh flow ADF (2 of 2) on page 2464
ADF rear cover	5QJ90-40041	300sh flow ADF (1 of 2) on page 2463
ADF roller kit	5851-7202	200sh ADF (2 of 2) on page 2467
ADF roller kit	A91Z5-67001	300sh flow ADF (2 of 2) on page 2464
ADF top cover	5QJ90-40054	300sh flow ADF (1 of 2) on page 2463
Accelerator(Optional)	6HN30-67001	PCA on page 2460
Black developer powder kit	5PN72-67001	Developer on page 2453
Black developer unit	5PN72-67002	Developer on page 2453
Black drum unit	W2256-67001	Drum on page 2454
Black reservoir unit	5QK03-60129	Reservoir on page 2449
Black toner dispense motor	SS216-80501	Toner on page 2447
Booklet blade	JC90-01437A	Booklet finisher (2 of 5) on page 2484

Table 6-35 Alphabetical parts list (continued)

Description	Part number	Table and page
Booklet blade home sensor	3SJ00-60110	Booklet finisher (2 of 5) on page 2484
Booklet blade motor assembly	JC90-01435A	Booklet finisher (2 of 5) on page 2484
Booklet c-fold blade	JC90-01438A	Booklet finisher (2 of 5) on page 2484
Booklet c-fold blade home sensor	3SJ00-60110	Booklet finisher (2 of 5) on page 2484
Booklet c-fold blade motor assembly	JC90-01396A	Booklet finisher (2 of 5) on page 2484
Booklet diverter	JC90-01398A	Booklet finisher (2 of 5) on page 2484
Booklet diverter home sensor	0604-001415	Booklet finisher (2 of 5) on page 2484
Booklet diverter motor assembly	JC90-01397A	Booklet finisher (2 of 5) on page 2484
Booklet end fence	JC90-01432A	Booklet finisher (2 of 5) on page 2484
Booklet end fence home sensor	3SJ00-60110	Booklet finisher (2 of 5) on page 2484
Booklet end fence motor	JC93-01155A	Booklet finisher (2 of 5) on page 2484
Booklet entrance sensor	0604-001415	Booklet finisher (2 of 5) on page 2484
Booklet entrance-presser motor assembly	JC90-01425A	Booklet finisher (2 of 5) on page 2484
Booklet exit sensor	JC32-00020A	Booklet finisher (2 of 5) on page 2484
Booklet finisher	6GW51-67001	Booklet finisher (1 of 5) on page 2481
Booklet fold motor assembly	JC90-01436A	Booklet finisher (2 of 5) on page 2484
Booklet front cover	JC90-01478B	Booklet finisher (2 of 5) on page 2484
Booklet maker PCA	6GW51-60001	Booklet finisher (2 of 5) on page 2484
Booklet maker unit	5QK09-60104	Booklet finisher (1 of 5) on page 2481
Booklet output tray	8GS05-60126	Booklet finisher (1 of 5) on page 2481
Booklet output tray sensor	JC82-01039A	Booklet finisher (1 of 5) on page 2481
Booklet paddle home sensor	3SJ00-60110	Booklet finisher (2 of 5) on page 2484

Table 6-35 Alphabetical parts list (continued)

Description	Part number	Table and page
Booklet paddle motor assembly	JC90-01430A	Booklet finisher (2 of 5) on page 2484
Booklet presser home sensor	3SJ00-60110	Booklet finisher (2 of 5) on page 2484
Booklet stapler	6GW51-40001	Booklet finisher (2 of 5) on page 2484
Booklet stapler cartridge	JC81-09881B	Booklet finisher (2 of 5) on page 2484
Booklet tamper	JC90-01431A	Booklet finisher (2 of 5) on page 2484
Booklet tamper home sensor	3SJ00-60110	Booklet finisher (2 of 5) on page 2484
Booklet tamper motor	JC93-01155A	Booklet finisher (2 of 5) on page 2484
Booklet tamper sensor	JC32-00020A	Booklet finisher (2 of 5) on page 2484
Bridge door sensor	3SJ00-60110	Stapler/Stacker finisher (3 of 4) on page 2478
Bridge door sensor	3SJ00-60110	Booklet finisher (4 of 4) on page 2487
Bridge entrance sensor	JC32-00020A	Stapler/Stacker finisher (3 of 4) on page 2478
Bridge entrance sensor	JC32-00020A	Booklet finisher (4 of 4) on page 2487
Bridge exit sensor	3SJ00-60110	Stapler/Stacker finisher (3 of 4) on page 2478
Bridge exit sensor	3SJ00-60110	Booklet finisher (4 of 4) on page 2487
Bridge motor	3SJ19-80501	Stapler/Stacker finisher (3 of 4) on page 2478
Bridge motor	3SJ19-80501	Booklet finisher (4 of 4) on page 2487
Bridge unit	5QK09-60110	Stapler/Stacker finisher (3 of 4) on page 2478
Bridge unit	5QK09-60110	Booklet finisher (4 of 4) on page 2487
Buffer motor	JC93-01152A	Stapler/Stacker finisher (2 of 4) on page 2476
Buffer motor	JC93-01152A	Booklet finisher (3 of 5) on page 2485
Buffer solenoid assembly	JC90-01675A	Stapler/Stacker finisher (2 of 4) on page 2476
Buffer solenoid assembly	JC90-01675A	Booklet finisher (3 of 5) on page 2485

Table 6-35 Alphabetical parts list (continued)

Description	Part number	Table and page
CPR sensor	JC32-00014A	CPR on page 2457
CPR sensor	JC32-00014A	CPR on page 2457
CPR sensor	JC32-00014A	CPR on page 2457
CPR unit	5QK03-60102	CPR on page 2457
Card reader rotation adapter kit	63C82-67029	Covers on page 2438
Caster	JC61-07452A	Stapler/Stacker finisher (1 of 4) on page 2475
Caster	JC61-07452A	Booklet finisher (1 of 5) on page 2481
Caster cover	8GS05-40018	Stapler/Stacker finisher (1 of 4) on page 2475
Caster cover	8GS05-40018	Booklet finisher (1 of 5) on page 2481
Caster fix nut	JC61-07444A	Stapler/Stacker finisher (1 of 4) on page 2475
Caster fix nut	JC61-07444A	Booklet finisher (1 of 5) on page 2481
Caster wheel	6109-001138	DCF (1 of 2) on page 2470
Control-panel assembly 25.6 cm 10.1 in 2nd	5QK42-60104	PCA on page 2460
Controller cover	6ER04-61005	Covers on page 2438
Cover Rear	3SJ11-40008	ISA on page 2462
Cradle-Riser Card	5851-8707	PCA on page 2460
Cyan developer powder kit	5PN75-67001	Developer on page 2453
Cyan developer unit	5PN75-67002	Developer on page 2453
Cyan drum unit	W2257-67001	Drum on page 2454
Cyan reservoir unit	5QK03-60130	Reservoir on page 2449
Cyan toner cartridge	W2251-67002	Toner on page 2447
Cyan toner dispense motor	SS216-80501	Toner on page 2447
DCF	6GW47-67001	DCF (1 of 2) on page 2470
DCF Dpt_Door open switch sensor and harness	JC39-02268A	DCF (2 of 2) on page 2472
DCF feed drive assembly	JC93-01135A	DCF (2 of 2) on page 2472
DCF left cover	5QK08-40008	DCF (1 of 2) on page 2470
DCF rear cover	5QK08-40007	DCF (1 of 2) on page 2470
DCF right cover	5QK08-40006	DCF (1 of 2) on page 2470
DCF right door	5QK08-61004	DCF (1 of 2) on page 2470
Damper module	5QJ90-67006	200sh ADF (2 of 2) on page 2467

Table 6-35 Alphabetical parts list (continued)

Description	Part number	Table and page
Damper module	Z9Y05-60016	300sh flow ADF (2 of 2) on page 2464
Discrete power cable	3SJ11-50006	Tarot HS platen on page 2468
Drive-motor step	JC31-00189A	Tray 1 on page 2440
Drive-motor step	JC31-00189A	Tray 2, 3 on page 2441
Drive-motor step	JC31-00189A	Registration and loop sensors on page 2443
Drive-motor step	JC93-00336A	Exit unit on page 2444
Drive-motor step	JC93-00336A	Exit unit on page 2444
Drive-motor step	JC93-01083A	Tray 2, 3 on page 2441
Drive-motor step	JC93-01083A	DCF (2 of 2) on page 2472
Drive-motor step	JC93-01084A	fuser on page 2458
Drive-motor step	JC93-01085A	Duplex on page 2446
Drive-motor step	JC93-01659A	Reservoir on page 2449
Drive-motor step	JC93-01659A	Reservoir on page 2449
Drum and developer drive assembly	JC93-01661A	Developer on page 2453
Drum and developer drive assembly	JC93-01661A	Drum on page 2454
Drum and developer drive assembly	JC93-01661A	ITB on page 2456
Dual Fax Card (BBU)(Optional)	7ZA07-67001	PCA on page 2460
Dual Fax Card (WW)(Optional)	5QK14-67001	PCA on page 2460
Duplex assembly	JC95-02250A	Duplex on page 2446
Echo PCA (Not orderable and not used in printer.)	T3U64-60001 (Not orderable and not used in printer.)	PCA on page 2460
Ejector sensor	JC32-00020A	Stapler/Stacker finisher (4 of 4) on page 2479
Ejector sensor	JC32-00020A	Booklet finisher (5 of 5) on page 2488
Ejector unit	JC90-01802A	Stapler/Stacker finisher (4 of 4) on page 2479
Ejector unit	JC90-01802A	Booklet finisher (5 of 5) on page 2488
Ejector1 home sensor	0604-001415	Stapler/Stacker finisher (4 of 4) on page 2479
Ejector1 home sensor	0604-001415	Booklet finisher (5 of 5) on page 2488
Ejector1 motor sensor	0604-001415	Stapler/Stacker finisher (4 of 4) on page 2479
Ejector1 motor sensor	0604-001415	Booklet finisher (5 of 5) on page 2488

Table 6-35 Alphabetical parts list (continued)

Description	Part number	Table and page
Ejector2 motor sensor	0604-001415	Stapler/Stacker finisher (4 of 4) on page 2479
Ejector2 motor sensor	0604-001415	Booklet finisher (5 of 5) on page 2488
Electric clutch	JC47-00037A	Tray 1 on page 2440
End fence motor assembly	JC90-01467A	Stapler/Stacker finisher (2 of 4) on page 2476
End fence motor assembly	JC90-01467A	Booklet finisher (3 of 5) on page 2485
Entrance motor assembly	8GS05-60104	Stapler/Stacker finisher (2 of 4) on page 2476
Entrance motor assembly	8GS05-60104	Booklet finisher (3 of 5) on page 2485
Exit cover stacker	6ER04-61004	Covers on page 2438
Exit fan1, 2, 3, 4	JC31-00154A	Sensor and fan on page 2459
Exit motor assembly	8GS05-60106	Stapler/Stacker finisher (2 of 4) on page 2476
Exit motor assembly	8GS05-60106	Stapler/Stacker finisher (3 of 4) on page 2478
Exit motor assembly	8GS05-60106	Booklet finisher (3 of 5) on page 2485
Exit motor assembly	8GS05-60106	Booklet finisher (4 of 4) on page 2487
Exit rear cover	6ER04-40028	Covers on page 2438
Exit stack guide	JC90-01865A	Exit unit on page 2444
Exit unit	JC90-01856A	Exit unit on page 2444
Fan	JC31-00154A	Sensor and fan on page 2459
Fan	JC31-00198A	Sensor and fan on page 2459
Feed drive assembly	JC93-01664A	Tray 2, 3 on page 2441
Finisher mount bracket	JC90-01442A	Stapler/Stacker finisher (1 of 4) on page 2475
Finisher mount bracket	JC90-01442A	Booklet finisher (1 of 5) on page 2481
Frame sub-sensor paper size RU	JC93-01408A	Tray 2, 3 on page 2441
Frame sub-sensor paper size RU	JC93-01408A	Tray 2, 3 on page 2441
Frame sub-sensor paper size RU	JC93-01408A	DCF (2 of 2) on page 2472
Frame sub-sensor paper size RU	JC93-01408A	DCF (2 of 2) on page 2472
Front cover	5QK09-40019	Stapler/Stacker finisher (1 of 4) on page 2475
Front cover	5QK09-40019	Booklet finisher (1 of 5) on page 2481

Table 6-35 Alphabetical parts list (continued)

Description	Part number	Table and page
Front cover - Blue CMF Panel	6ER04-40003	Covers on page 2438
Front cover assembly	6ER04-61001	Covers on page 2438
Front door	5QK09-60106	Stapler/Stacker finisher (1 of 4) on page 2475
Front door	5QK09-60106	Booklet finisher (1 of 5) on page 2481
Front door open switch	JC93-00466A	Sensor and fan on page 2459
Front door switch	JC39-02309A	Stapler/Stacker finisher (2 of 4) on page 2476
Front door switch	JC39-02309A	Booklet finisher (3 of 5) on page 2485
Front fan assembly	JC93-01725A	Sensor and fan on page 2459
Front lower cover	5QK09-40020	Stapler/Stacker finisher (1 of 4) on page 2475
Front lower cover	5QK09-40020	Booklet finisher (1 of 5) on page 2481
Front lower cover	6ER04-40030	Covers on page 2438
Front lower left cover	5QK09-40047	Stapler/Stacker finisher (1 of 4) on page 2475
Front lower left cover	5QK09-40047	Booklet finisher (1 of 5) on page 2481
Front lower right cover	5QK09-40048	Stapler/Stacker finisher (1 of 4) on page 2475
Front lower right cover	5QK09-40048	Booklet finisher (1 of 5) on page 2481
Front paper holding sensor	3SJ00-60110	Stapler/Stacker finisher (1 of 4) on page 2475
Front paper holding sensor	3SJ00-60110	Booklet finisher (1 of 5) on page 2481
Front tamper	JC82-00901A	Stapler/Stacker finisher (4 of 4) on page 2479
Front tamper	JC82-00901A	Booklet finisher (5 of 5) on page 2488
Front tamper home sensor	3SJ00-60110	Stapler/Stacker finisher (4 of 4) on page 2479
Front tamper home sensor	3SJ00-60110	Booklet finisher (5 of 5) on page 2488
Front tamper motor	JC93-01001A	Stapler/Stacker finisher (4 of 4) on page 2479
Front tamper motor	JC93-01001A	Booklet finisher (5 of 5) on page 2488
Fuser and exit drive assembly	JC93-01850A	Exit unit on page 2444
Fuser and exit drive assembly	JC93-01850A	fuser on page 2458

Table 6-35 Alphabetical parts list (continued)

Description	Part number	Table and page
Fuser drive board (FDB), 220V	JC44-00236C	PCA on page 2460
Fuser fan duct assembly	5QK03-40103	Sensor and fan on page 2459
Fuser unit -100V	5PN53-67001	fuser on page 2458
Fuser unit -110V	5PN76-67001	fuser on page 2458
Fuser unit -220V	5PN77-67001	fuser on page 2458
Guide - adjust	JC61-04871A	DCF (1 of 2) on page 2470
Guide rail HV frame assembly	5QK03-64004	ITB on page 2456
HIP cover	6EQ94-40032	Covers on page 2438
HP LaserJet 180ipm 200 sheet DADF high speed Scanner	5QK38-67002	ISA on page 2462
HP LaserJet 300ipm 300 sheet Flow DADF high speed Scanner	5QK39-67002	ISA on page 2462
High Voltage Power Supply (HVPS)	JC44-00240C	PCA on page 2460
Hinge Kit	5QJ90-67004	200sh ADF (2 of 2) on page 2467
ITB	JC93-01691A	ITB on page 2456
ITB and ITB cleaning unit kit	5PN78-67001	ITB on page 2456
ITB cleaning unit	5PN79-67001	ITB on page 2456
ITB engage motor	JC31-00110B	ITB on page 2456
ITB engage motor assembly	JC93-01068A	ITB on page 2456
Inner cover	6ER04-40048	Covers on page 2438
Island of Data (IOD) PCA	3SJ06-60001	PCA on page 2460
Keyboard (drawer type) Assy – E8 series UK English	63C82-67005	PCA on page 2460
Keyboard (drawer type) Assy – E8 series US English	63C82-67003	PCA on page 2460
Keyboard overlay kit (ES, PT)	5851-6023	PCA on page 2460
Keyboard overlay kit (FR, IT, RU, DE,ES,UK Kybd)	5851-6019	PCA on page 2460
Keyboard overlay kit (FR-CN, ES-LA, ES,US Kybd)	5851-6020	PCA on page 2460
Keyboard overlay kit (FR-SW, DE-SW, DA,UK Kybd)	5851-6021	PCA on page 2460
Keyboard overlay kit (JA-KG, JA-KT)	5851-6024	PCA on page 2460
Keyboard overlay kit (ZHTW, ZHCN)	5851-6022	PCA on page 2460
Kit-Screws c-clips e-clips kit	X3A92-67924	Covers on page 2438
LSU fan assembly	JC93-01019A	Sensor and fan on page 2459
LVPS FDB fan assembly	JC93-01795A	Sensor and fan on page 2459
Laser scanner unit (LSU)	JC97-05149A	Laser scanner unit on page 2452
Left cable guide	JC61-08699A	Drum on page 2454
Left cover	6ER04-40049	Covers on page 2438

Table 6-35 Alphabetical parts list (continued)

Description	Part number	Table and page
Left lower cover	8GS05-60122	Stapler/Stacker finisher (1 of 4) on page 2475
Left lower cover (Booklet)	8GS05-60124	Booklet finisher (1 of 5) on page 2481
Left top cover	JC63-04862B	Covers on page 2438
Left upper cover	8GS05-60118	Stapler/Stacker finisher (1 of 4) on page 2475
Left upper cover	8GS05-60118	Booklet finisher (1 of 5) on page 2481
Loop actuator	JC66-04423A	Registration and loop sensors on page 2443
Low Voltage Power Supply (LVPS), 110V	JC44-00149C	PCA on page 2460
Low Voltage Power Supply (LVPS), 220V	JC44-00150C	PCA on page 2460
Magenta developer powder kit	5PN74-67001	Developer on page 2453
Magenta developer unit	5PN74-67002	Developer on page 2453
Magenta drum unit	W2257-67001	Drum on page 2454
Magenta reservoir unit	5QK03-60130	Reservoir on page 2449
Magenta toner cartridge	W2253-67002	Toner on page 2447
Magenta toner cartridge -Contract	W2253-67003	Toner on page 2447
Magenta toner dispense motor	SS216-80501	Toner on page 2447
Main PCA	6GW55-60001	Stapler/Stacker finisher (2 of 4) on page 2476
Main PCA	6GW55-60001	Booklet finisher (3 of 5) on page 2485
Main PCA (Formatter)	6CF14-67001	PCA on page 2460
Main exit cam home sensor	3SJ00-60110	Stapler/Stacker finisher (2 of 4) on page 2476
Main exit cam home sensor	3SJ00-60110	Booklet finisher (3 of 5) on page 2485
Main exit cam motor assembly	JC90-01453A	Stapler/Stacker finisher (2 of 4) on page 2476
Main exit cam motor assembly	JC90-01453A	Booklet finisher (3 of 5) on page 2485
Main exit sensor	JC32-00020A	Stapler/Stacker finisher (3 of 4) on page 2478
Main exit sensor	JC32-00020A	Booklet finisher (4 of 4) on page 2487
Main output tray	5QK09-40028	Stapler/Stacker finisher (1 of 4) on page 2475
Main output tray	5QK09-40028	Booklet finisher (1 of 5) on page 2481

Table 6-35 Alphabetical parts list (continued)

Description	Part number	Table and page
Main output tray lower limit sensor	0604-001415	Stapler/Stacker finisher (1 of 4) on page 2475
Main output tray lower limit sensor	0604-001415	Booklet finisher (1 of 5) on page 2481
Main output tray motor drive assembly	JC90-01415B	Stapler/Stacker finisher (2 of 4) on page 2476
Main output tray motor drive assembly	JC90-01415B	Booklet finisher (3 of 5) on page 2485
Main output tray motor sensor	3SJ00-60110	Stapler/Stacker finisher (2 of 4) on page 2476
Main output tray motor sensor	3SJ00-60110	Booklet finisher (3 of 5) on page 2485
Main output tray top of stack sensor	JC82-01039A	Stapler/Stacker finisher (1 of 4) on page 2475
Main output tray top of stack sensor	JC82-01039A	Booklet finisher (1 of 5) on page 2481
Main output tray top of stack switch	JC39-02316A	Stapler/Stacker finisher (2 of 4) on page 2476
Main output tray top of stack switch	JC39-02316A	Booklet finisher (3 of 5) on page 2485
Manual staple senor	0604-001415	Stapler/Stacker finisher (2 of 4) on page 2476
Manual staple senor	0604-001415	Booklet finisher (3 of 5) on page 2485
Middle left cover	6ER04-40036	Covers on page 2438
Middle upper cover	6ER04-40026	Covers on page 2438
Motor BLDC	JC31-00123C	Drum on page 2454
Motor BLDC	JC31-00123C	Drum on page 2454
Motor BLDC	JC31-00123C	Drum on page 2454
Motor BLDC	JC31-00123C	Drum on page 2454
Motor BLDC	JC31-00123C	ITB on page 2456
Motor BLDC	JC31-00144G	Exit unit on page 2444
Motor BLDC	JC31-00144G	fuser on page 2458
Motor BLDC	JC31-00184B	Developer on page 2453
Motor BLDC	JC31-00184B	Developer on page 2453
Motor DC	JC31-00078A	CPR on page 2457
Motor circuit step	JC31-00110C	Toner collection unit on page 2450
Motor circuit step	JC31-00110C	Toner collection unit on page 2450
Motor, step	JC31-00177A	DCF (2 of 2) on page 2472

Table 6-35 Alphabetical parts list (continued)

Description	Part number	Table and page
OPC CRUM module assembly	JC93-01275A	Drum on page 2454
Outer environment sensor assembly	5QJ90-40002	Sensor and fan on page 2459
PCA -power key	3SJ33-60007	Covers on page 2438
PCA -power key	3SJ33-60007	PCA on page 2460
PCA-DCF Department	6GW47-60001	DCF (2 of 2) on page 2472
Paddle	JC90-01480A	Stapler/Stacker finisher (2 of 4) on page 2476
Paddle	JC90-01480A	Booklet finisher (3 of 5) on page 2485
Paddle home sensor	3SJ00-60110	Stapler/Stacker finisher (2 of 4) on page 2476
Paddle home sensor	3SJ00-60110	Booklet finisher (3 of 5) on page 2485
Paddle motor assembly	JC90-01461A	Stapler/Stacker finisher (2 of 4) on page 2476
Paddle motor assembly	JC90-01461A	Booklet finisher (3 of 5) on page 2485
Paper dust holder assembly	JC93-01026B	Registration and loop sensors on page 2443
Paper holding home sensor	3SJ00-60110	Stapler/Stacker finisher (1 of 4) on page 2475
Paper holding home sensor	3SJ00-60110	Booklet finisher (1 of 5) on page 2481
Paper holding motor drive assembly	JC90-01414A	Stapler/Stacker finisher (2 of 4) on page 2476
Paper holding motor drive assembly	JC90-01414A	Booklet finisher (3 of 5) on page 2485
Paper sensor	0960-5271	Registration and loop sensors on page 2443
Photo interrupter	0604-001381	Tray 2, 3 on page 2441
Photo interrupter	0604-001381	Registration and loop sensors on page 2443
Photo interrupter	0604-001381	DCF (2 of 2) on page 2472
Photo interrupter	0604-001490	Tray 1 on page 2440
Photo interrupter	0604-001490	Tray 2, 3 on page 2441
Photo interrupter	0604-001490	Tray 2, 3 on page 2441
Photo interrupter	0604-001490	DCF (2 of 2) on page 2472
Photo interrupter	3SJ00-60110	Tray 2, 3 on page 2441
Photo interrupter	3SJ00-60110	Tray 2, 3 on page 2441
Photo interrupter	3SJ00-60110	Registration and loop sensors on page 2443

Table 6-35 Alphabetical parts list (continued)

Description	Part number	Table and page
Photo interrupter	3SJ00-60110	Exit unit on page 2444
Photo interrupter	3SJ00-60110	Exit unit on page 2444
Photo interrupter	3SJ00-60110	Exit unit on page 2444
Photo interrupter	3SJ00-60110	Exit unit on page 2444
Photo interrupter	3SJ00-60110	Duplex on page 2446
Photo interrupter	3SJ00-60110	Toner on page 2447
Photo interrupter	3SJ00-60110	Toner on page 2447
Photo interrupter	3SJ00-60110	Toner on page 2447
Photo interrupter	3SJ00-60110	Toner on page 2447
Photo interrupter	3SJ00-60110	Toner collection unit on page 2450
Photo interrupter	3SJ00-60110	Toner collection unit on page 2450
Photo interrupter	3SJ00-60110	Toner collection unit on page 2450
Photo interrupter	3SJ00-60110	Toner collection unit on page 2450
Photo interrupter	3SJ00-60110	Drum on page 2454
Photo interrupter	3SJ00-60110	Drum on page 2454
Photo interrupter	3SJ00-60110	Drum on page 2454
Photo interrupter	3SJ00-60110	Drum on page 2454
Photo interrupter	3SJ00-60110	ITB on page 2456
Photo interrupter	3SJ00-60110	CPR on page 2457
Photo interrupter	3SJ00-60110	fuser on page 2458
Photo interrupter	3SJ00-60110	Tarot HS platen on page 2468
Photo interrupter	3SJ00-60110	DCF (2 of 2) on page 2472
Photo interrupter	3SJ00-60110	DCF (2 of 2) on page 2472
Power key	6EQ94-40029	Covers on page 2438
Punch cover	5QK09-40030	Stapler/Stacker finisher (1 of 4) on page 2475
Punch cover	5QK09-40030	Booklet finisher (1 of 5) on page 2481
Punch unit 2-3 hole	Y1G10-67901	Stapler/Stacker finisher (2 of 4) on page 2476
Punch unit 2-3 hole	Y1G10-67901	Booklet finisher (3 of 5) on page 2485
Punch unit 2-4 hole	Y1G11-67901	Stapler/Stacker finisher (2 of 4) on page 2476

Table 6-35 Alphabetical parts list (continued)

Description	Part number	Table and page
Punch unit 2-4 hole	Y1G11-67901	Booklet finisher (3 of 5) on page 2485
Punch unit Swedish hole	Y1G12-67901	Booklet finisher (3 of 5) on page 2485
Rear HV frame assembly	JC93-01024A	Developer on page 2453
Rear cover	5QK09-40021	Stapler/Stacker finisher (1 of 4) on page 2475
Rear cover	5QK09-40021	Booklet finisher (1 of 5) on page 2481
Rear lower cover	6ER04-40019	Covers on page 2438
Rear paper holding sensor	3SJ00-60110	Stapler/Stacker finisher (1 of 4) on page 2475
Rear paper holding sensor	3SJ00-60110	Booklet finisher (1 of 5) on page 2481
Rear tamper	JC82-00898A	Stapler/Stacker finisher (4 of 4) on page 2479
Rear tamper	JC82-00898A	Booklet finisher (5 of 5) on page 2488
Rear tamper home sensor	3SJ00-60110	Stapler/Stacker finisher (4 of 4) on page 2479
Rear tamper home sensor	3SJ00-60110	Booklet finisher (5 of 5) on page 2488
Rear tamper motor	JC93-01001A	Stapler/Stacker finisher (4 of 4) on page 2479
Rear tamper motor	JC93-01001A	Booklet finisher (5 of 5) on page 2488
Rear upper cover	6ER04-40008	Covers on page 2438
Registration drive assembly	JC93-01665A	Registration and loop sensors on page 2443
Registration unit	8GS05-60128	Registration and loop sensors on page 2443
Right cable guide	JC61-08700A	Drum on page 2454
Right door assembly	JC95-02247A	Covers on page 2438
Right door assembly	JC95-02247A	Tray 1 on page 2440
Right door assembly	JC95-02247A	Registration and loop sensors on page 2443
Right door assembly	JC95-02247A	Duplex on page 2446
Right door exit assembly	JC95-02249A	Registration and loop sensors on page 2443
Right door front damper	JC66-01425A	Tray 1 on page 2440
Right door front damper bracket	JC61-08935A	Tray 1 on page 2440
Right door front link	JC66-04398A	Tray 1 on page 2440

Table 6-35 Alphabetical parts list (continued)

Description	Part number	Table and page
Right door open switch holder assy	JC90-01385A	DCF (2 of 2) on page 2472
Right door sHCI dummy cover	JC63-04918B	Covers on page 2438
Right front cover	6ER04-40005	Covers on page 2438
Right middle cover	6ER04-40025	Covers on page 2438
Right middle cover assembly	6ER04-61006	Covers on page 2438
Right rear cover	6ER04-61003	Covers on page 2438
Right upper cover	5QK09-60109	Stapler/Stacker finisher (1 of 4) on page 2475
Right upper cover	5QK09-60109	Booklet finisher (1 of 5) on page 2481
Right upper cover	6ER04-40021	Covers on page 2438
Riser for SSD	3SJ01-60002	PCA on page 2460
Rivet-SSD	6ER04-40035	PCA on page 2460
SVC-A3 White Backing Kit	5QK08-67005SVC-A3 White Backing Kit	300sh flow ADF (2 of 2) on page 2464
SVC-Flat Cable, Tarot SCB 50pin	5QK08-67011	Tarot HS platen on page 2468
SVC-Flat Cable, Tarot SCB 68pin	5QK08-67012	Tarot HS platen on page 2468
SVC-Hinge Kit (right, middle, left)	5QK08-67003	300sh flow ADF (2 of 2) on page 2464
Shaft hinge - door	JC66-04767A	Stapler/Stacker finisher (1 of 4) on page 2475
Shaft hinge - door	JC66-04767A	Booklet finisher (1 of 5) on page 2481
Single Fax Card (BBU)(Optional)	7ZA09-67001	PCA on page 2460
Single Fax Card (WW)(Optional)	7ZA08-67001	PCA on page 2460
Solenoid, lifting	JC33-00031B	Exit unit on page 2444
Staple cartridge	JC81-09882B	Stapler/Stacker finisher (4 of 4) on page 2479
Staple cartridge	JC81-09882B	Booklet finisher (5 of 5) on page 2488
Staple front sensor	3SJ00-60110	Stapler/Stacker finisher (4 of 4) on page 2479
Staple front sensor	3SJ00-60110	Booklet finisher (5 of 5) on page 2488
Staple mid-front sensor	3SJ00-60110	Stapler/Stacker finisher (4 of 4) on page 2479
Staple mid-front sensor	3SJ00-60110	Booklet finisher (5 of 5) on page 2488
Staple mid-rear sensor	3SJ00-60110	Stapler/Stacker finisher (4 of 4) on page 2479

Table 6-35 Alphabetical parts list (continued)

Description	Part number	Table and page
Staple mid-rear sensor	3SJ00-60110	Booklet finisher (5 of 5) on page 2488
Staple position motor	JC31-00163A	Stapler/Stacker finisher (4 of 4) on page 2479
Staple position motor	JC31-00163A	Booklet finisher (5 of 5) on page 2488
Staple rear sensor	3SJ00-60110	Stapler/Stacker finisher (4 of 4) on page 2479
Staple rear sensor	3SJ00-60110	Booklet finisher (5 of 5) on page 2488
Staple unit	JC82-00894A	Stapler/Stacker finisher (4 of 4) on page 2479
Staple unit	JC82-00894A	Booklet finisher (5 of 5) on page 2488
Stapler/Stacker finisher	6GW55-67001	Stapler/Stacker finisher (1 of 4) on page 2475
Switch	JC93-01467A	Sensor and fan on page 2459
TCU cover - Blue CMF Panel	5QK03-40044	Covers on page 2438
TCU cover assembly	6ER04-40050	Covers on page 2438
TPM	3SJ03-60001(Not Orderable)	PCA on page 2460
Tarot HS platen	3SJ32-60103	ISA on page 2462
Tarot HS platen PCA	3SJ32-60104	Tarot HS platen on page 2468
Thermistor	1404-001417	Sensor and fan on page 2459
Tie stopper	JC61-04626A	Covers on page 2438
Toner and reservoir drive assembly	JC93-01666A	Toner on page 2447
Toner and reservoir drive assembly	JC93-01666A	Reservoir on page 2449
Toner collection duct unit	JC96-13015A	Toner collection unit on page 2450
Toner collection duct unit drive assembly	JC93-01669A	Toner collection unit on page 2450
Toner collection unit	A91Z4-67001	Toner collection unit on page 2450
Toner collection unit drive assembly	JC93-01668A	Toner collection unit on page 2450
Toner collection unit full sensor	JC92-02471A	Toner collection unit on page 2450
Top cover	5QK09-60108	Stapler/Stacker finisher (1 of 4) on page 2475
Top cover	5QK09-60108	Booklet finisher (1 of 5) on page 2481

Table 6-35 Alphabetical parts list (continued)

Description	Part number	Table and page
Top door	5QK09-60107	Stapler/Stacker finisher (1 of 4) on page 2475
Top door	5QK09-60107	Booklet finisher (1 of 5) on page 2481
Top exit sensor	3SJ00-60110	Stapler/Stacker finisher (3 of 4) on page 2478
Top exit sensor	3SJ00-60110	Booklet finisher (4 of 4) on page 2487
Top jam cover assembly	JC90-01455A	Stapler/Stacker finisher (2 of 4) on page 2476
Top jam cover assembly	JC90-01455A	Booklet finisher (3 of 5) on page 2485
Top lower feed assembly	JC90-01454A	Stapler/Stacker finisher (3 of 4) on page 2478
Top lower feed assembly	JC90-01454A	Booklet finisher (4 of 4) on page 2487
Top output tray	5QK09-40027	Stapler/Stacker finisher (1 of 4) on page 2475
Top output tray	5QK09-40027	Booklet finisher (1 of 5) on page 2481
Top output tray paper full sensor	JC82-01039A	Stapler/Stacker finisher (2 of 4) on page 2476
Top output tray paper full sensor	JC82-01039A	Booklet finisher (3 of 5) on page 2485
Tray 1 roller kit	5RC03-67001	Tray 1 on page 2440
Tray 1 unit	JC90-01844A	Tray 1 on page 2440
Tray 2	JC90-01853A	Covers on page 2438
Tray 2	JC90-01853A	Tray 2, 3 on page 2441
Tray 2 cover - Blue CMF panel	5QK03-40027	Covers on page 2438
Tray 2 pickup assembly	JC93-01694A	Tray 2, 3 on page 2441
Tray 2, 3 roller kit	5PN66-67001	Tray 2, 3 on page 2441
Tray 3	5QK09-60121	Covers on page 2438
Tray 3	5QK09-60121	Tray 2, 3 on page 2441
Tray 3 cover - Blue CMF panel	5QK09-40058	Covers on page 2438
Tray 3 pickup assembly	JC93-01695A	Tray 2, 3 on page 2441
Tray 3 pickup drive assembly	JC93-01663A	Tray 2, 3 on page 2441
Tray 4 Blue CMF panel	5QK08-40011	DCF (1 of 2) on page 2470
Tray 4 cassette	5QK08-61007	DCF (1 of 2) on page 2470
Tray 4 cassette	5QK08-61007	DCF (2 of 2) on page 2472
Tray 4 pickup assembly	5QK08-61009	DCF (2 of 2) on page 2472

Table 6-35 Alphabetical parts list (continued)

Description	Part number	Table and page
Tray 4 pickup drive assembly	JC93-01663A	DCF (2 of 2) on page 2472
Tray 4, 5 roller kit	5PN66-67001	DCF (2 of 2) on page 2472
Tray 5 Blue CMF panel	5QK08-40012	DCF (1 of 2) on page 2470
Tray 5 cassette	5QK08-61005	DCF (1 of 2) on page 2470
Tray 5 cassette	5QK08-61005	DCF (2 of 2) on page 2472
Tray 5 pickup assembly	5QK08-61010	DCF (2 of 2) on page 2472
Tray 5 pickup drive assembly	JC93-01663A	DCF (2 of 2) on page 2472
Tray diverter cam	JC90-01458A	Stapler/Stacker finisher (2 of 4) on page 2476
Tray diverter cam	JC90-01458A	Booklet finisher (3 of 5) on page 2485
Tray diverter home sensor	0604-001415	Stapler/Stacker finisher (2 of 4) on page 2476
Tray diverter home sensor	0604-001415	Booklet finisher (3 of 5) on page 2485
Tray extension	5QK09-40029	Stapler/Stacker finisher (1 of 4) on page 2475
Tray extension	5QK09-40029	Booklet finisher (1 of 5) on page 2481
Tray heater 110V	Y1G22-67901	Tray 2, 3 on page 2441
Tray heater 110V	Y1G22-67901	DCF (2 of 2) on page 2472
Tray heater 220V	Y1G22-67902	Tray 2, 3 on page 2441
Tray heater 220V	Y1G22-67902	DCF (2 of 2) on page 2472
Tray sub-auto closing unit	JC90-01677A	DCF (1 of 2) on page 2470
Tray sub-auto closing unit	JC93-01370A	Tray 2, 3 on page 2441
USB Hub PCA	3SJ04-60002	PCA on page 2460
Yellow developer powder kit	5PN73-67001	Developer on page 2453
Yellow developer unit	5PN73-67002	Developer on page 2453
Yellow drum unit	W2257-67001	Drum on page 2454
Yellow reservoir unit	5QK03-60130	Reservoir on page 2449
Yellow toner cartridge	W2252-67002	Toner on page 2447
Yellow toner cartridge - Contract	W2252-67003	Toner on page 2447
Yellow toner dispense motor	SS216-80501	Toner on page 2447

Numerical parts list

Table 6-36 **Numerical parts list**

Part number	Description	Table and page
0604-001381	Photo interrupter	Tray 2, 3 on page 2441
0604-001381	Photo interrupter	Registration and loop sensors on page 2443
0604-001381	Photo interrupter	DCF (2 of 2) on page 2472
0604-001415	Booklet diverter home sensor	Booklet finisher (2 of 5) on page 2484
0604-001415	Booklet entrance sensor	Booklet finisher (2 of 5) on page 2484
0604-001415	Ejector1 home sensor	Stapler/Stacker finisher (4 of 4) on page 2479
0604-001415	Ejector1 home sensor	Booklet finisher (5 of 5) on page 2488
0604-001415	Ejector1 motor sensor	Stapler/Stacker finisher (4 of 4) on page 2479
0604-001415	Ejector1 motor sensor	Booklet finisher (5 of 5) on page 2488
0604-001415	Ejector2 motor sensor	Stapler/Stacker finisher (4 of 4) on page 2479
0604-001415	Ejector2 motor sensor	Booklet finisher (5 of 5) on page 2488
0604-001415	Main output tray lower limit sensor	Stapler/Stacker finisher (1 of 4) on page 2475
0604-001415	Main output tray lower limit sensor	Booklet finisher (1 of 5) on page 2481
0604-001415	Manual staple senor	Stapler/Stacker finisher (2 of 4) on page 2476
0604-001415	Manual staple senor	Booklet finisher (3 of 5) on page 2485
0604-001415	Tray diverter home sensor	Stapler/Stacker finisher (2 of 4) on page 2476
0604-001415	Tray diverter home sensor	Booklet finisher (3 of 5) on page 2485
0604-001490	Photo interrupter	Tray 1 on page 2440
0604-001490	Photo interrupter	Tray 2, 3 on page 2441
0604-001490	Photo interrupter	Tray 2, 3 on page 2441
0604-001490	Photo interrupter	DCF (2 of 2) on page 2472
0960-5271	Paper sensor	Registration and loop sensors on page 2443
1404-001417	Thermistor	Sensor and fan on page 2459
3SJ00-60110	Booklet blade home sensor	Booklet finisher (2 of 5) on page 2484

Table 6-36 Numerical parts list (continued)

Part number	Description	Table and page
3SJ00-60110	Booklet c-fold blade home sensor	Booklet finisher (2 of 5) on page 2484
3SJ00-60110	Booklet end fence home sensor	Booklet finisher (2 of 5) on page 2484
3SJ00-60110	Booklet paddle home sensor	Booklet finisher (2 of 5) on page 2484
3SJ00-60110	Booklet presser home sensor	Booklet finisher (2 of 5) on page 2484
3SJ00-60110	Booklet tamper home sensor	Booklet finisher (2 of 5) on page 2484
3SJ00-60110	Bridge door sensor	Stapler/Stacker finisher (3 of 4) on page 2478
3SJ00-60110	Bridge door sensor	Booklet finisher (4 of 4) on page 2487
3SJ00-60110	Bridge exit sensor	Stapler/Stacker finisher (3 of 4) on page 2478
3SJ00-60110	Bridge exit sensor	Booklet finisher (4 of 4) on page 2487
3SJ00-60110	Front paper holding sensor	Stapler/Stacker finisher (1 of 4) on page 2475
3SJ00-60110	Front paper holding sensor	Booklet finisher (1 of 5) on page 2481
3SJ00-60110	Front tamper home sensor	Stapler/Stacker finisher (4 of 4) on page 2479
3SJ00-60110	Front tamper home sensor	Booklet finisher (5 of 5) on page 2488
3SJ00-60110	Main exit cam home sensor	Stapler/Stacker finisher (2 of 4) on page 2476
3SJ00-60110	Main exit cam home sensor	Booklet finisher (3 of 5) on page 2485
3SJ00-60110	Main output tray motor sensor	Stapler/Stacker finisher (2 of 4) on page 2476
3SJ00-60110	Main output tray motor sensor	Booklet finisher (3 of 5) on page 2485
3SJ00-60110	Paddle home sensor	Stapler/Stacker finisher (2 of 4) on page 2476
3SJ00-60110	Paddle home sensor	Booklet finisher (3 of 5) on page 2485
3SJ00-60110	Paper holding home sensor	Stapler/Stacker finisher (1 of 4) on page 2475
3SJ00-60110	Paper holding home sensor	Booklet finisher (1 of 5) on page 2481
3SJ00-60110	Photo interrupter	Tray 2, 3 on page 2441
3SJ00-60110	Photo interrupter	Tray 2, 3 on page 2441

Table 6-36 Numerical parts list (continued)

Part number	Description	Table and page
3SJ00-60110	Photo interrupter	Registration and loop sensors on page 2443
3SJ00-60110	Photo interrupter	Exit unit on page 2444
3SJ00-60110	Photo interrupter	Exit unit on page 2444
3SJ00-60110	Photo interrupter	Exit unit on page 2444
3SJ00-60110	Photo interrupter	Exit unit on page 2444
3SJ00-60110	Photo interrupter	Duplex on page 2446
3SJ00-60110	Photo interrupter	Toner on page 2447
3SJ00-60110	Photo interrupter	Toner on page 2447
3SJ00-60110	Photo interrupter	Toner on page 2447
3SJ00-60110	Photo interrupter	Toner on page 2447
3SJ00-60110	Photo interrupter	Toner collection unit on page 2450
3SJ00-60110	Photo interrupter	Toner collection unit on page 2450
3SJ00-60110	Photo interrupter	Toner collection unit on page 2450
3SJ00-60110	Photo interrupter	Toner collection unit on page 2450
3SJ00-60110	Photo interrupter	Drum on page 2454
3SJ00-60110	Photo interrupter	Drum on page 2454
3SJ00-60110	Photo interrupter	Drum on page 2454
3SJ00-60110	Photo interrupter	Drum on page 2454
3SJ00-60110	Photo interrupter	ITB on page 2456
3SJ00-60110	Photo interrupter	CPR on page 2457
3SJ00-60110	Photo interrupter	fuser on page 2458
3SJ00-60110	Photo interrupter	Tarot HS platen on page 2468
3SJ00-60110	Photo interrupter	DCF (2 of 2) on page 2472
3SJ00-60110	Photo interrupter	DCF (2 of 2) on page 2472
3SJ00-60110	Rear paper holding sensor	Stapler/Stacker finisher (1 of 4) on page 2475
3SJ00-60110	Rear paper holding sensor	Booklet finisher (1 of 5) on page 2481
3SJ00-60110	Rear tamper home sensor	Stapler/Stacker finisher (4 of 4) on page 2479
3SJ00-60110	Rear tamper home sensor	Booklet finisher (5 of 5) on page 2488
3SJ00-60110	Staple front sensor	Stapler/Stacker finisher (4 of 4) on page 2479

Table 6-36 Numerical parts list (continued)

Part number	Description	Table and page
3SJ00-60110	Staple front sensor	Booklet finisher (5 of 5) on page 2488
3SJ00-60110	Staple mid-front sensor	Stapler/Stacker finisher (4 of 4) on page 2479
3SJ00-60110	Staple mid-front sensor	Booklet finisher (5 of 5) on page 2488
3SJ00-60110	Staple mid-rear sensor	Stapler/Stacker finisher (4 of 4) on page 2479
3SJ00-60110	Staple mid-rear sensor	Booklet finisher (5 of 5) on page 2488
3SJ00-60110	Staple rear sensor	Stapler/Stacker finisher (4 of 4) on page 2479
3SJ00-60110	Staple rear sensor	Booklet finisher (5 of 5) on page 2488
3SJ00-60110	Top exit sensor	Stapler/Stacker finisher (3 of 4) on page 2478
3SJ00-60110	Top exit sensor	Booklet finisher (4 of 4) on page 2487
3SJ01-60002	Riser for SSD	PCA on page 2460
3SJ03-60001(Not Orderable)	TPM	PCA on page 2460
3SJ04-60002	USB Hub PCA	PCA on page 2460
3SJ06-60001	Island of Data (IOD) PCA	PCA on page 2460
3SJ11-40008	Cover Rear	ISA on page 2462
3SJ11-50006	Discrete power cable	Tarot HS platen on page 2468
3SJ19-80501	Bridge motor	Stapler/Stacker finisher (3 of 4) on page 2478
3SJ19-80501	Bridge motor	Booklet finisher (4 of 4) on page 2487
3SJ32-60103	Tarot HS platen	ISA on page 2462
3SJ32-60104	Tarot HS platen PCA	Tarot HS platen on page 2468
3SJ33-60007	PCA -power key	Covers on page 2438
3SJ33-60007	PCA -power key	PCA on page 2460
5851-6019	Keyboard overlay kit (FR, IT, RU, DE,ES,UK Kybd)	PCA on page 2460
5851-6020	Keyboard overlay kit (FR-CN, ES-LA, ES,US Kybd)	PCA on page 2460
5851-6021	Keyboard overlay kit (FR-SW, DE-SW, DA,UK Kybd)	PCA on page 2460
5851-6022	Keyboard overlay kit (ZHTW, ZHCN)	PCA on page 2460
5851-6023	Keyboard overlay kit (ES, PT)	PCA on page 2460
5851-6024	Keyboard overlay kit (JA-KG, JA-KT)	PCA on page 2460

Table 6-36 Numerical parts list (continued)

Part number	Description	Table and page
5851-7202	ADF roller kit	200sh ADF (2 of 2) on page 2467
5851-8707	Cradle-Riser Card	PCA on page 2460
5PN53-67001	Fuser unit -100V	fuser on page 2458
5PN66-67001	Tray 2, 3 roller kit	Tray 2, 3 on page 2441
5PN66-67001	Tray 4, 5 roller kit	DCF (2 of 2) on page 2472
5PN72-67001	Black developer powder kit	Developer on page 2453
5PN72-67002	Black developer unit	Developer on page 2453
5PN73-67001	Yellow developer powder kit	Developer on page 2453
5PN73-67002	Yellow developer unit	Developer on page 2453
5PN74-67001	Magenta developer powder kit	Developer on page 2453
5PN74-67002	Magenta developer unit	Developer on page 2453
5PN75-67001	Cyan developer powder kit	Developer on page 2453
5PN75-67002	Cyan developer unit	Developer on page 2453
5PN76-67001	Fuser unit -110V	fuser on page 2458
5PN77-67001	Fuser unit -220V	fuser on page 2458
5PN78-67001	ITB and ITB cleaning unit kit	ITB on page 2456
5PN79-67001	ITB cleaning unit	ITB on page 2456
5QJ90-40002	Outer environment sensor assembly	Sensor and fan on page 2459
5QJ90-40041	ADF rear cover	300sh flow ADF (1 of 2) on page 2463
5QJ90-40049	ADF front cover	300sh flow ADF (1 of 2) on page 2463
5QJ90-40054	ADF top cover	300sh flow ADF (1 of 2) on page 2463
5QJ90-40056	ADF Blue CMF panel	300sh flow ADF (1 of 2) on page 2463
5QJ90-40056	ADF Blue CMF panel	200sh ADF (1 of 2) on page 2466
5QJ90-67004	Hinge Kit	200sh ADF (2 of 2) on page 2467
5QJ90-67006	Damper module	200sh ADF (2 of 2) on page 2467
5QJ90-67009	ADF FFC cable to SSA	200sh ADF (2 of 2) on page 2467
5QJ90-67010	ADF Power cable	200sh ADF (2 of 2) on page 2467
5QJ90-67011	200sh ADF	ISA on page 2462
5QJ90-67013	200sh ENT ADF PCA	200sh ADF (2 of 2) on page 2467

Table 6-36 Numerical parts list (continued)

Part number	Description	Table and page
5QK03-40027	Tray 2 cover - Blue CMF panel	Covers on page 2438
5QK03-40044	TCU cover - Blue CMF Panel	Covers on page 2438
5QK03-40103	Fuser fan duct assembly	Sensor and fan on page 2459
5QK03-60102	CPR unit	CPR on page 2457
5QK03-60129	Black reservoir unit	Reservoir on page 2449
5QK03-60130	Cyan reservoir unit	Reservoir on page 2449
5QK03-60130	Magenta reservoir unit	Reservoir on page 2449
5QK03-60130	Yellow reservoir unit	Reservoir on page 2449
5QK03-64004	Guide rail HV frame assembly	ITB on page 2456
5QK08-40006	DCF right cover	DCF (1 of 2) on page 2470
5QK08-40007	DCF rear cover	DCF (1 of 2) on page 2470
5QK08-40008	DCF left cover	DCF (1 of 2) on page 2470
5QK08-40011	Tray 4 Blue CMF panel	DCF (1 of 2) on page 2470
5QK08-40012	Tray 5 Blue CMF panel	DCF (1 of 2) on page 2470
5QK08-61004	DCF right door	DCF (1 of 2) on page 2470
5QK08-61005	Tray 5 cassette	DCF (1 of 2) on page 2470
5QK08-61005	Tray 5 cassette	DCF (2 of 2) on page 2472
5QK08-61007	Tray 4 cassette	DCF (1 of 2) on page 2470
5QK08-61007	Tray 4 cassette	DCF (2 of 2) on page 2472
5QK08-61009	Tray 4 pickup assembly	DCF (2 of 2) on page 2472
5QK08-61010	Tray 5 pickup assembly	DCF (2 of 2) on page 2472
5QK08-67003	SVC-Hinge Kit (right, middle, left)	300sh flow ADF (2 of 2) on page 2464
5QK08-67005	A3 White Backing Kit	200sh ADF (2 of 2) on page 2467
5QK08-67005SVC-A3 White Backing Kit	SVC-A3 White Backing Kit	300sh flow ADF (2 of 2) on page 2464
5QK08-67011	SVC-Flat Cable, Tarot SCB 50pin	Tarot HS platen on page 2468
5QK08-67012	SVC-Flat Cable, Tarot SCB 68pin	Tarot HS platen on page 2468
5QK08-67014	300sh flow ADF (white backing and suspension clips included)	ISA on page 2462
5QK09-40019	Front cover	Stapler/Stacker finisher (1 of 4) on page 2475
5QK09-40019	Front cover	Booklet finisher (1 of 5) on page 2481
5QK09-40020	Front lower cover	Stapler/Stacker finisher (1 of 4) on page 2475

Table 6-36 Numerical parts list (continued)

Part number	Description	Table and page
5QK09-40020	Front lower cover	Booklet finisher (1 of 5) on page 2481
5QK09-40021	Rear cover	Stapler/Stacker finisher (1 of 4) on page 2475
5QK09-40021	Rear cover	Booklet finisher (1 of 5) on page 2481
5QK09-40027	Top output tray	Stapler/Stacker finisher (1 of 4) on page 2475
5QK09-40027	Top output tray	Booklet finisher (1 of 5) on page 2481
5QK09-40028	Main output tray	Stapler/Stacker finisher (1 of 4) on page 2475
5QK09-40028	Main output tray	Booklet finisher (1 of 5) on page 2481
5QK09-40029	Tray extension	Stapler/Stacker finisher (1 of 4) on page 2475
5QK09-40029	Tray extension	Booklet finisher (1 of 5) on page 2481
5QK09-40030	Punch cover	Stapler/Stacker finisher (1 of 4) on page 2475
5QK09-40030	Punch cover	Booklet finisher (1 of 5) on page 2481
5QK09-40047	Front lower left cover	Stapler/Stacker finisher (1 of 4) on page 2475
5QK09-40047	Front lower left cover	Booklet finisher (1 of 5) on page 2481
5QK09-40048	Front lower right cover	Stapler/Stacker finisher (1 of 4) on page 2475
5QK09-40048	Front lower right cover	Booklet finisher (1 of 5) on page 2481
5QK09-40058	Tray 3 cover - Blue CMF panel	Covers on page 2438
5QK09-60104	Booklet maker unit	Booklet finisher (1 of 5) on page 2481
5QK09-60106	Front door	Stapler/Stacker finisher (1 of 4) on page 2475
5QK09-60106	Front door	Booklet finisher (1 of 5) on page 2481
5QK09-60107	Top door	Stapler/Stacker finisher (1 of 4) on page 2475
5QK09-60107	Top door	Booklet finisher (1 of 5) on page 2481
5QK09-60108	Top cover	Stapler/Stacker finisher (1 of 4) on page 2475

Table 6-36 Numerical parts list (continued)

Part number	Description	Table and page
5QK09-60108	Top cover	Booklet finisher (1 of 5) on page 2481
5QK09-60109	Right upper cover	Stapler/Stacker finisher (1 of 4) on page 2475
5QK09-60109	Right upper cover	Booklet finisher (1 of 5) on page 2481
5QK09-60110	Bridge unit	Stapler/Stacker finisher (3 of 4) on page 2478
5QK09-60110	Bridge unit	Booklet finisher (4 of 4) on page 2487
5QK09-60121	Tray 3	Covers on page 2438
5QK09-60121	Tray 3	Tray 2, 3 on page 2441
5QK14-67001	Dual Fax Card (WW)(Optional)	PCA on page 2460
5QK38-67002	HP LaserJet 180ipm 200 sheet DADF high speed Scanner	ISA on page 2462
5QK39-67002	HP LaserJet 300ipm 300 sheet Flow DADF high speed Scanner	ISA on page 2462
5QK42-60104	Control-panel assembly 25.6 cm 10.1 in 2nd	PCA on page 2460
5RC03-67001	Tray 1 roller kit	Tray 1 on page 2440
6109-001138	Caster wheel	DCF (1 of 2) on page 2470
63C82-67003	Keyboard (drawer type) Assy – E8 series US English	PCA on page 2460
63C82-67005	Keyboard (drawer type) Assy – E8 series UK English	PCA on page 2460
63C82-67029	Card reader rotation adapter kit	Covers on page 2438
6CF14-67001	Main PCA (Formatter)	PCA on page 2460
6EQ94-40029	Power key	Covers on page 2438
6EQ94-40032	HIP cover	Covers on page 2438
6ER04-40003	Front cover - Blue CMF Panel	Covers on page 2438
6ER04-40005	Right front cover	Covers on page 2438
6ER04-40008	Rear upper cover	Covers on page 2438
6ER04-40019	Rear lower cover	Covers on page 2438
6ER04-40021	Right upper cover	Covers on page 2438
6ER04-40025	Right middle cover	Covers on page 2438
6ER04-40026	Middle upper cover	Covers on page 2438
6ER04-40028	Exit rear cover	Covers on page 2438
6ER04-40030	Front lower cover	Covers on page 2438
6ER04-40035	Rivet-SSD	PCA on page 2460
6ER04-40036	Middle left cover	Covers on page 2438
6ER04-40048	Inner cover	Covers on page 2438

Table 6-36 Numerical parts list (continued)

Part number	Description	Table and page
6ER04-40049	Left cover	Covers on page 2438
6ER04-40050	TCU cover assembly	Covers on page 2438
6ER04-61001	Front cover assembly	Covers on page 2438
6ER04-61003	Right rear cover	Covers on page 2438
6ER04-61004	Exit cover stacker	Covers on page 2438
6ER04-61005	Controller cover	Covers on page 2438
6ER04-61006	Right middle cover assembly	Covers on page 2438
6GW47-60001	PCA-DCF Department	DCF (2 of 2) on page 2472
6GW47-67001	DCF	DCF (1 of 2) on page 2470
6GW51-40001	Booklet stapler	Booklet finisher (2 of 5) on page 2484
6GW51-60001	Booklet maker PCA	Booklet finisher (2 of 5) on page 2484
6GW51-67001	Booklet finisher	Booklet finisher (1 of 5) on page 2481
6GW55-60001	Main PCA	Stapler/Stacker finisher (2 of 4) on page 2476
6GW55-60001	Main PCA	Booklet finisher (3 of 5) on page 2485
6GW55-67001	Stapler/Stacker finisher	Stapler/Stacker finisher (1 of 4) on page 2475
6HN30-67001	Accelerator(Optional)	PCA on page 2460
7ZA07-67001	Dual Fax Card (BBU)(Optional)	PCA on page 2460
7ZA08-67001	Single Fax Card (WW)(Optional)	PCA on page 2460
7ZA09-67001	Single Fax Card (BBU)(Optional)	PCA on page 2460
8GS05-40018	Caster cover	Stapler/Stacker finisher (1 of 4) on page 2475
8GS05-40018	Caster cover	Booklet finisher (1 of 5) on page 2481
8GS05-60104	Entrance motor assembly	Stapler/Stacker finisher (2 of 4) on page 2476
8GS05-60104	Entrance motor assembly	Booklet finisher (3 of 5) on page 2485
8GS05-60106	Exit motor assembly	Stapler/Stacker finisher (2 of 4) on page 2476
8GS05-60106	Exit motor assembly	Stapler/Stacker finisher (3 of 4) on page 2478
8GS05-60106	Exit motor assembly	Booklet finisher (3 of 5) on page 2485
8GS05-60106	Exit motor assembly	Booklet finisher (4 of 4) on page 2487

Table 6-36 Numerical parts list (continued)

Part number	Description	Table and page
8GS05-60118	Left upper cover	Stapler/Stacker finisher (1 of 4) on page 2475
8GS05-60118	Left upper cover	Booklet finisher (1 of 5) on page 2481
8GS05-60122	Left lower cover	Stapler/Stacker finisher (1 of 4) on page 2475
8GS05-60124	Left lower cover (Booklet)	Booklet finisher (1 of 5) on page 2481
8GS05-60126	Booklet output tray	Booklet finisher (1 of 5) on page 2481
8GS05-60128	Registration unit	Registration and loop sensors on page 2443
A91Z4-67001	Toner collection unit	Toner collection unit on page 2450
A91Z5-67001	ADF roller kit	300sh flow ADF (2 of 2) on page 2464
JC31-00078A	Motor DC	CPR on page 2457
JC31-00110B	ITB engage motor	ITB on page 2456
JC31-00110C	Motor circuit step	Toner collection unit on page 2450
JC31-00110C	Motor circuit step	Toner collection unit on page 2450
JC31-00123C	Motor BLDC	Drum on page 2454
JC31-00123C	Motor BLDC	Drum on page 2454
JC31-00123C	Motor BLDC	Drum on page 2454
JC31-00123C	Motor BLDC	Drum on page 2454
JC31-00123C	Motor BLDC	ITB on page 2456
JC31-00144G	Motor BLDC	Exit unit on page 2444
JC31-00144G	Motor BLDC	fuser on page 2458
JC31-00154A	Exit fan1, 2, 3, 4	Sensor and fan on page 2459
JC31-00154A	Fan	Sensor and fan on page 2459
JC31-00163A	Staple position motor	Stapler/Stacker finisher (4 of 4) on page 2479
JC31-00163A	Staple position motor	Booklet finisher (5 of 5) on page 2488
JC31-00177A	Motor, step	DCF (2 of 2) on page 2472
JC31-00184B	Motor BLDC	Developer on page 2453
JC31-00184B	Motor BLDC	Developer on page 2453
JC31-00189A	Drive-motor step	Tray 1 on page 2440
JC31-00189A	Drive-motor step	Tray 2, 3 on page 2441

Table 6-36 Numerical parts list (continued)

Part number	Description	Table and page
JC31-00189A	Drive-motor step	Registration and loop sensors on page 2443
JC31-00198A	Fan	Sensor and fan on page 2459
JC32-00014A	CPR sensor	CPR on page 2457
JC32-00014A	CPR sensor	CPR on page 2457
JC32-00014A	CPR sensor	CPR on page 2457
JC32-00020A	Booklet exit sensor	Booklet finisher (2 of 5) on page 2484
JC32-00020A	Booklet tamper sensor	Booklet finisher (2 of 5) on page 2484
JC32-00020A	Bridge entrance sensor	Stapler/Stacker finisher (3 of 4) on page 2478
JC32-00020A	Bridge entrance sensor	Booklet finisher (4 of 4) on page 2487
JC32-00020A	Ejector sensor	Stapler/Stacker finisher (4 of 4) on page 2479
JC32-00020A	Ejector sensor	Booklet finisher (5 of 5) on page 2488
JC32-00020A	Main exit sensor	Stapler/Stacker finisher (3 of 4) on page 2478
JC32-00020A	Main exit sensor	Booklet finisher (4 of 4) on page 2487
JC33-00031B	Solenoid, lifting	Exit unit on page 2444
JC39-02268A	DCF Dpt_Door open switch sensor and harness	DCF (2 of 2) on page 2472
JC39-02309A	Front door switch	Stapler/Stacker finisher (2 of 4) on page 2476
JC39-02309A	Front door switch	Booklet finisher (3 of 5) on page 2485
JC39-02316A	Main output tray top of stack switch	Stapler/Stacker finisher (2 of 4) on page 2476
JC39-02316A	Main output tray top of stack switch	Booklet finisher (3 of 5) on page 2485
JC44-00149C	Low Voltage Power Supply (LVPS), 110V	PCA on page 2460
JC44-00150C	Low Voltage Power Supply (LVPS), 220V	PCA on page 2460
JC44-00236C	Fuser drive board (FDB), 220V	PCA on page 2460
JC44-00240C	High Voltage Power Supply (HVPS)	PCA on page 2460
JC47-00037A	Electric clutch	Tray 1 on page 2440
JC61-04626A	Tie stopper	Covers on page 2438
JC61-04871A	Guide - adjust	DCF (1 of 2) on page 2470
JC61-07444A	Caster fix nut	Stapler/Stacker finisher (1 of 4) on page 2475

Table 6-36 Numerical parts list (continued)

Part number	Description	Table and page
JC61-07444A	Caster fix nut	Booklet finisher (1 of 5) on page 2481
JC61-07452A	Caster	Stapler/Stacker finisher (1 of 4) on page 2475
JC61-07452A	Caster	Booklet finisher (1 of 5) on page 2481
JC61-08699A	Left cable guide	Drum on page 2454
JC61-08700A	Right cable guide	Drum on page 2454
JC61-08935A	Right door front damper bracket	Tray 1 on page 2440
JC63-04862B	Left top cover	Covers on page 2438
JC63-04918B	Right door sHCI dummy cover	Covers on page 2438
JC66-01425A	Right door front damper	Tray 1 on page 2440
JC66-04398A	Right door front link	Tray 1 on page 2440
JC66-04423A	Loop actuator	Registration and loop sensors on page 2443
JC66-04767A	Shaft hinge - door	Stapler/Stacker finisher (1 of 4) on page 2475
JC66-04767A	Shaft hinge - door	Booklet finisher (1 of 5) on page 2481
JC81-09881B	Booklet stapler cartridge	Booklet finisher (2 of 5) on page 2484
JC81-09882B	Staple cartridge	Stapler/Stacker finisher (4 of 4) on page 2479
JC81-09882B	Staple cartridge	Booklet finisher (5 of 5) on page 2488
JC82-00894A	Staple unit	Stapler/Stacker finisher (4 of 4) on page 2479
JC82-00894A	Staple unit	Booklet finisher (5 of 5) on page 2488
JC82-00898A	Rear tamper	Stapler/Stacker finisher (4 of 4) on page 2479
JC82-00898A	Rear tamper	Booklet finisher (5 of 5) on page 2488
JC82-00901A	Front tamper	Stapler/Stacker finisher (4 of 4) on page 2479
JC82-00901A	Front tamper	Booklet finisher (5 of 5) on page 2488
JC82-01039A	Booklet output tray sensor	Booklet finisher (1 of 5) on page 2481
JC82-01039A	Main output tray top of stack sensor	Stapler/Stacker finisher (1 of 4) on page 2475
JC82-01039A	Main output tray top of stack sensor	Booklet finisher (1 of 5) on page 2481

Table 6-36 Numerical parts list (continued)

Part number	Description	Table and page
JC82-01039A	Top output tray paper full sensor	Stapler/Stacker finisher (2 of 4) on page 2476
JC82-01039A	Top output tray paper full sensor	Booklet finisher (3 of 5) on page 2485
JC90-01385A	Right door open switch holder assy	DCF (2 of 2) on page 2472
JC90-01396A	Booklet c-fold blade motor assembly	Booklet finisher (2 of 5) on page 2484
JC90-01397A	Booklet diverter motor assembly	Booklet finisher (2 of 5) on page 2484
JC90-01398A	Booklet diverter	Booklet finisher (2 of 5) on page 2484
JC90-01414A	Paper holding motor drive assembly	Stapler/Stacker finisher (2 of 4) on page 2476
JC90-01414A	Paper holding motor drive assembly	Booklet finisher (3 of 5) on page 2485
JC90-01415B	Main output tray motor drive assembly	Stapler/Stacker finisher (2 of 4) on page 2476
JC90-01415B	Main output tray motor drive assembly	Booklet finisher (3 of 5) on page 2485
JC90-01425A	Booklet entrance-presser motor assembly	Booklet finisher (2 of 5) on page 2484
JC90-01430A	Booklet paddle motor assembly	Booklet finisher (2 of 5) on page 2484
JC90-01431A	Booklet tamper	Booklet finisher (2 of 5) on page 2484
JC90-01432A	Booklet end fence	Booklet finisher (2 of 5) on page 2484
JC90-01435A	Booklet blade motor assembly	Booklet finisher (2 of 5) on page 2484
JC90-01436A	Booklet fold motor assembly	Booklet finisher (2 of 5) on page 2484
JC90-01437A	Booklet blade	Booklet finisher (2 of 5) on page 2484
JC90-01438A	Booklet c-fold blade	Booklet finisher (2 of 5) on page 2484
JC90-01442A	Finisher mount bracket	Stapler/Stacker finisher (1 of 4) on page 2475
JC90-01442A	Finisher mount bracket	Booklet finisher (1 of 5) on page 2481
JC90-01453A	Main exit cam motor assembly	Stapler/Stacker finisher (2 of 4) on page 2476
JC90-01453A	Main exit cam motor assembly	Booklet finisher (3 of 5) on page 2485

Table 6-36 Numerical parts list (continued)

Part number	Description	Table and page
JC90-01454A	Top lower feed assembly	Stapler/Stacker finisher (3 of 4) on page 2478
JC90-01454A	Top lower feed assembly	Booklet finisher (4 of 4) on page 2487
JC90-01455A	Top jam cover assembly	Stapler/Stacker finisher (2 of 4) on page 2476
JC90-01455A	Top jam cover assembly	Booklet finisher (3 of 5) on page 2485
JC90-01458A	Tray diverter cam	Stapler/Stacker finisher (2 of 4) on page 2476
JC90-01458A	Tray diverter cam	Booklet finisher (3 of 5) on page 2485
JC90-01461A	Paddle motor assembly	Stapler/Stacker finisher (2 of 4) on page 2476
JC90-01461A	Paddle motor assembly	Booklet finisher (3 of 5) on page 2485
JC90-01467A	End fence motor assembly	Stapler/Stacker finisher (2 of 4) on page 2476
JC90-01467A	End fence motor assembly	Booklet finisher (3 of 5) on page 2485
JC90-01478B	Booklet front cover	Booklet finisher (2 of 5) on page 2484
JC90-01480A	Paddle	Stapler/Stacker finisher (2 of 4) on page 2476
JC90-01480A	Paddle	Booklet finisher (3 of 5) on page 2485
JC90-01675A	Buffer solenoid assembly	Stapler/Stacker finisher (2 of 4) on page 2476
JC90-01675A	Buffer solenoid assembly	Booklet finisher (3 of 5) on page 2485
JC90-01677A	Tray sub-auto closing unit	DCF (1 of 2) on page 2470
JC90-01802A	Ejector unit	Stapler/Stacker finisher (4 of 4) on page 2479
JC90-01802A	Ejector unit	Booklet finisher (5 of 5) on page 2488
JC90-01844A	Tray 1 unit	Tray 1 on page 2440
JC90-01853A	Tray 2	Covers on page 2438
JC90-01853A	Tray 2	Tray 2, 3 on page 2441
JC90-01856A	Exit unit	Exit unit on page 2444
JC90-01865A	Exit stack guide	Exit unit on page 2444
JC92-02471A	Toner collection unit full sensor	Toner collection unit on page 2450
JC93-00336A	Drive-motor step	Exit unit on page 2444

Table 6-36 Numerical parts list (continued)

Part number	Description	Table and page
JC93-00336A	Drive-motor step	Exit unit on page 2444
JC93-00466A	Front door open switch	Sensor and fan on page 2459
JC93-01001A	Front tamper motor	Stapler/Stacker finisher (4 of 4) on page 2479
JC93-01001A	Front tamper motor	Booklet finisher (5 of 5) on page 2488
JC93-01001A	Rear tamper motor	Stapler/Stacker finisher (4 of 4) on page 2479
JC93-01001A	Rear tamper motor	Booklet finisher (5 of 5) on page 2488
JC93-01019A	LSU fan assembly	Sensor and fan on page 2459
JC93-01024A	Rear HV frame assembly	Developer on page 2453
JC93-01026B	Paper dust holder assembly	Registration and loop sensors on page 2443
JC93-01068A	ITB engage motor assembly	ITB on page 2456
JC93-01083A	Drive-motor step	Tray 2, 3 on page 2441
JC93-01083A	Drive-motor step	DCF (2 of 2) on page 2472
JC93-01084A	Drive-motor step	fuser on page 2458
JC93-01085A	Drive-motor step	Duplex on page 2446
JC93-01135A	DCF feed drive assembly	DCF (2 of 2) on page 2472
JC93-01152A	Buffer motor	Stapler/Stacker finisher (2 of 4) on page 2476
JC93-01152A	Buffer motor	Booklet finisher (3 of 5) on page 2485
JC93-01155A	Booklet end fence motor	Booklet finisher (2 of 5) on page 2484
JC93-01155A	Booklet tamper motor	Booklet finisher (2 of 5) on page 2484
JC93-01275A	OPC CRUM module assembly	Drum on page 2454
JC93-01370A	Tray sub-auto closing unit	Tray 2, 3 on page 2441
JC93-01408A	Frame sub-sensor paper size RU	Tray 2, 3 on page 2441
JC93-01408A	Frame sub-sensor paper size RU	Tray 2, 3 on page 2441
JC93-01408A	Frame sub-sensor paper size RU	DCF (2 of 2) on page 2472
JC93-01408A	Frame sub-sensor paper size RU	DCF (2 of 2) on page 2472
JC93-01467A	Switch	Sensor and fan on page 2459
JC93-01659A	Drive-motor step	Reservoir on page 2449
JC93-01659A	Drive-motor step	Reservoir on page 2449
JC93-01661A	Drum and developer drive assembly	Developer on page 2453

Table 6-36 Numerical parts list (continued)

Part number	Description	Table and page
JC93-01661A	Drum and developer drive assembly	Drum on page 2454
JC93-01661A	Drum and developer drive assembly	ITB on page 2456
JC93-01663A	Tray 2 pickup drive assembly	Tray 2, 3 on page 2441
JC93-01663A	Tray 3 pickup drive assembly	Tray 2, 3 on page 2441
JC93-01663A	Tray 4 pickup drive assembly	DCF (2 of 2) on page 2472
JC93-01663A	Tray 5 pickup drive assembly	DCF (2 of 2) on page 2472
JC93-01664A	Feed drive assembly	Tray 2, 3 on page 2441
JC93-01665A	Registration drive assembly	Registration and loop sensors on page 2443
JC93-01666A	Toner and reservoir drive assembly	Toner on page 2447
JC93-01666A	Toner and reservoir drive assembly	Reservoir on page 2449
JC93-01668A	Toner collection unit drive assembly	Toner collection unit on page 2450
JC93-01669A	Toner collection duct unit drive assembly	Toner collection unit on page 2450
JC93-01691A	ITB	ITB on page 2456
JC93-01694A	Tray 2 pickup assembly	Tray 2, 3 on page 2441
JC93-01695A	Tray 3 pickup assembly	Tray 2, 3 on page 2441
JC93-01725A	Front fan assembly	Sensor and fan on page 2459
JC93-01795A	LVPS FDB fan assembly	Sensor and fan on page 2459
JC93-01850A	Fuser and exit drive assembly	Exit unit on page 2444
JC93-01850A	Fuser and exit drive assembly	fuser on page 2458
JC95-02247A	Right door assembly	Covers on page 2438
JC95-02247A	Right door assembly	Tray 1 on page 2440
JC95-02247A	Right door assembly	Registration and loop sensors on page 2443
JC95-02247A	Right door assembly	Duplex on page 2446
JC95-02249A	Right door exit assembly	Registration and loop sensors on page 2443
JC95-02250A	Duplex assembly	Duplex on page 2446
JC96-13015A	Toner collection duct unit	Toner collection unit on page 2450
JC97-05149A	Laser scanner unit (LSU)	Laser scanner unit on page 2452
Not applicable	ADF input tray	300sh flow ADF (2 of 2) on page 2464
SS216-80501	Black toner dispense motor	Toner on page 2447
SS216-80501	Cyan toner dispense motor	Toner on page 2447

Table 6-36 Numerical parts list (continued)

Part number	Description	Table and page
SS216-80501	Magenta toner dispense motor	Toner on page 2447
SS216-80501	Yellow toner dispense motor	Toner on page 2447
T3U64-60001 (Not orderable and not used in printer.)	Echo PCA (Not orderable and not used in printer.)	PCA on page 2460
W2251-67002	Cyan toner cartridge	Toner on page 2447
W2252-67002	Yellow toner cartridge	Toner on page 2447
W2252-67003	Yellow toner cartridge - Contract	Toner on page 2447
W2253-67002	Magenta toner cartridge	Toner on page 2447
W2253-67003	Magenta toner cartridge -Contract	Toner on page 2447
W2256-67001	Black drum unit	Drum on page 2454
W2257-67001	Cyan drum unit	Drum on page 2454
W2257-67001	Magenta drum unit	Drum on page 2454
W2257-67001	Yellow drum unit	Drum on page 2454
X3A92-67924	Kit-Screws c-clips e-clips kit	Covers on page 2438
Y1G10-67901	Punch unit 2-3 hole	Stapler/Stacker finisher (2 of 4) on page 2476
Y1G10-67901	Punch unit 2-3 hole	Booklet finisher (3 of 5) on page 2485
Y1G11-67901	Punch unit 2-4 hole	Stapler/Stacker finisher (2 of 4) on page 2476
Y1G11-67901	Punch unit 2-4 hole	Booklet finisher (3 of 5) on page 2485
Y1G12-67901	Punch unit Swedish hole	Booklet finisher (3 of 5) on page 2485
Y1G22-67901	Tray heater 110V	Tray 2, 3 on page 2441
Y1G22-67901	Tray heater 110V	DCF (2 of 2) on page 2472
Y1G22-67902	Tray heater 220V	Tray 2, 3 on page 2441
Y1G22-67902	Tray heater 220V	DCF (2 of 2) on page 2472
Z9Y05-50002	ADF FFC cable to SSA	300sh flow ADF (2 of 2) on page 2464
Z9Y05-50003	ADF Power cable	300sh flow ADF (2 of 2) on page 2464
Z9Y05-60004	300sh ADF PCA	300sh flow ADF (2 of 2) on page 2464
Z9Y05-60016	Damper module	300sh flow ADF (2 of 2) on page 2464

Glossary of terms

802.11

802.11 is a set of standards for wireless local area network (WLAN) communication, developed by the IEEE LAN/MAN Standards Committee (IEEE 802).

802.11b/g/n

802.11b/g/n can share the same hardware and use the 2.4 GHz band. 802.11b supports bandwidth up to 11 Mbps, 802.11n supports bandwidth up to 150 Mbps. 802.11b/g/n devices might occasionally suffer interferences from microwave ovens, cordless telephones, and Bluetooth devices.

AC

An electric current that reverses its direction many times a second at regular intervals. For example, the 110V line current found in a typical US electrical wall receptacle.

AC Control Module (PageWide)

The AC Control Module controls the heating elements in the airflow assembly. Functions include voltage monitoring (ensuring correct operation in a low-quality-power environment), isolation (low voltage heater control signals are isolated from the high voltage AC power for safety), AC switching (power is switched on/off to the heater), and heating element configuration (heating element configuration is changed between series and parallel for temperature predictability).

ADF

An Automatic Document Feeder (ADF) is a device that automatically feeds an original sheet (or multiple sheets) of paper into the image scanner. The document feeder is a component of the integrated scanner assembly (ADF and image scanner).

Airflow System (PageWide)

The airflow system conditions the printed pages to avoid page curling due to the ink on the page. The airflow system functionally consists of a fan and heating elements. The pressurized air is blown on the page through the nozzles that are placed on the paper path of the airflow system between print and eject zone.

BOOTP

Bootstrap Protocol. A network protocol used by a network client to obtain its IP address automatically. This is usually done in the bootstrap process of computers or operating systems running on them. The BOOTP servers assigns an IP address from a pool of addresses to each client. BOOTP enables “diskless workstation” computers to obtain an IP address prior to loading any advanced operating system.

CCD

A Charged Coupled Device (CCD) is the scanner module which enables a scan job. A CCD locking mechanism is used to hold the CCD module to prevent any damage when the printer is moved.

CIS

A Contact Image Sensor (CIS) scanner captures an image using the printer's optical path. Red, green, and blue LEDs sequentially illuminate a small strip of the document (often called a raster line), and the optical system captures each color in a single row of Charged Coupled Device (CCD) sensors that cover the entire page width.

Collation

Collation is a process of printing a multiple-copy job in sets. When collation is selected, the device prints an entire set before printing additional copies.

Control Panel

The control panel is a flat, typically vertical panel or screen where the user can control and/or monitor the printer. The control panel is found on the front of the printer.

Coverage

Coverage is the printing term used for a toner usage measurement on printing. For example, 5% coverage means that an A4 sided paper has about 5% image or text on it. If the paper or original has complicated images or a large amount of text, the coverage will be higher and at the same time, a toner usage will be as much as the coverage.

DC

An electric current flowing in one direction only. Typically, a low voltage load current supplied to an electrical assembly.

DCC

The DC controller (DCC) controls the operation of the printer sub-systems and electrical components. the DCC sends out various signals to operate motors, solenoids, and other printer components based on the print command and image data that the host computer sends the formatter.

Default

The value or setting that is in effect when a printer is unboxed, reset, or initialized.

DHCP

Dynamic Host Configuration Protocol (DHCP) is a client-server networking protocol. A DHCP server provides configuration parameters specific to the DHCP client host requesting, generally, information required by the client host to participate on an IP network. The DHCP also provides a mechanism for allocation of IP addresses to client hosts.

Digital Send Software

Digital send software allows a mufti-function printer (MFP) to scan and send information quickly and securely to email, network folders, other printers, and fax services.

DIMM

A Dual Inline Memory Module (DIMM) is a small circuit board that holds memory. The DIMM stores all data within the printer, such as printing data and received fax data.

DPI

Dots Per Inch (DPI) is a measurement of resolution that is used for scanning and printing. Generally, higher DPI results in a higher resolution (more visible detail in the image and a larger file size).

Duplex

A mechanism that automatically turns over a sheet of paper so that the printer can print (or scan) on both sides of the paper. A printer equipped with a duplex unit can print on both sides of the paper during one print cycle.

Duty Cycle

Duty cycle is the page quantity which does not affect printer performance for a month. Generally, the printer has the lifespan limitation such as pages per year. The lifespan means the average capacity of print-outs, usually within the warranty period. For example, if the duty cycle is 48,000 pages per month the printer limit is 2,400 pages a day (assuming 20 working days/month).

Dynamic Security

Dynamic Security is a toner cartridge design and process for authenticating genuine HP supplies. HP printers use toner cartridges that have security chips or electronic circuitry. Cartridges using a non-HP chip, or modified chip, or non-HP circuitry might not work (now or in the future).

e-Duplex

Single-pass electronic duplex (e-Duplex) printer use two separate scan modules to scan the front-side and back-side of an e-duplex copy job page in a single pass through the document feeder.

EMC

EMC is a measure of a device's ability to operate as intended in its shared operating environment while, at the same time, not affecting the ability of other equipment within the same environment to operate as intended.

EMI

EMI is the electromagnetic energy which affects the functioning of an electronic device. Electronic devices (like printers) are a source of EMI. Because it is rare for electronics to operate in isolation, products are generally engineered to function in the presence of some amount of EMI.

eMMC

An embedded Multi-Media Card is a compact memory device consisting of NAND flash memory and a simple storage controller.

Emulation

Emulation is a technique of one machine obtaining the same results as another. An emulator duplicates the functions of one system with a different system, so that the second system behaves like the first system. Emulation focuses on exact reproduction of external behavior. This is different from simulation, which concerns an abstract model of the system being simulated, often considering its internal state.

EPS

Encapsulated PostScript (EPS) is a PostScript (PS) code file which is used for storing font and vector graphic image information.

ESD

An electrostatic discharge (ESD) is a sudden flow of electricity between two electrically charged objects caused by contact, an electrical short, or dielectric breakdown. Discharge of built up static electricity.

Ethernet

Ethernet is a frame-based computer networking technology for local area networks (LANs). It defines wiring and signaling for the physical layer, and frame formats and protocols for the media access control (MAC)/data link layer of the OSI model. Ethernet is mostly standardized as IEEE 802.3. Ethernet has become the most widespread LAN technology in use during the 1990s to present.

Ferrite

A ferrite is used to reduce the amount of radio frequency noise (or interference) in a wire or cable. A ferrite enables proper EMC/EMI performance for regulatory purposes.

FFC

Flat Flexible Cables (FFCs) are designed for Printed Circuit Assembly (PCA) to PCA connections (for example, connecting a fax PCA to the formatter).

FIH

A Foreign Interface Harness (FIH) is a port that enables HP multifunction printers (MFPs) to use third-party devices to extend the capabilities of the MFP.

Firmware

The formatter stores the printer firmware. A remote firmware upgrade process is used to overwrite and upgrade the firmware.

Flash memory

Flash memory is non-volatile, meaning it retains stored data even when the power is turned off.

Flow integrated scanner assembly

A printer scanner assembly that includes a slide-out external physical keyboard.

Formatter (LaserJet)

The formatter controls printer functions like receiving and processes print data, developing and coordinating data placement and timing with the DC controller PCA, storing font and customer configuration information, communicating with the host computer, and monitoring control panel functions and relaying printer status information through the control panel.

FTP

FTP stands for File Transfer Protocol. FTP is a protocol designed for transferring files over the Internet. Files stored on an FTP server can be accessed using an FTP client, such as a web browser, FTP software program, or a command line interface.

Fuser Unit

The fuser unit is part of a laser printer that adheres the toner onto the printed page. It consists of a heat roller and a pressure roller. After toner is transferred onto the paper, the fuser unit applies heat and pressure to make sure that the toner stays on the paper permanently (which is why paper is warm when it comes out of a laser printer).

Gateway

A connection between computer networks, or between a computer network and a telephone line. A gateway is used to connect two different computer networks, especially a connection to the Internet.

Grayscale

Shades of gray that represent light and dark portions of a color image printed in monochrome. Colors are represented by a range of gray shades from white to black.

Halftone

Halftone is a way of reproducing a photograph or other image in which the various tones of gray or color are produced by variously sized dots of ink or toner. Halftone simulates grayscale by varying the number of dots. Highly colored areas consist of a large number of dots, while lighter areas consist of a smaller number of dots.

HDD

A Hard-Disk Drive (HDD) (commonly referred to as a hard drive or hard disk) is a non-volatile storage device which stores digitally-encoded data on rapidly rotating platters with magnetic surfaces.

IEEE

The Institute of Electrical and Electronics Engineers (IEEE) is an international non-profit, professional organization for the advancement of technology related to electricity.

Image scanner

The image scanner (or Sub Scanner Assembly) contains the components to digitally scan an original source document. The image scanner is a component of the integrated scanner assembly (ADF and image scanner).

IP address

An Internet Protocol (IP) address is a unique number that a device uses in order to identify and communicate with other devices on a network utilizing the Internet Protocol standard.

IPM

The Images Per Minute (IPM) is a method of measuring the speed of a printer. An IPM rate indicates the number of single-sided sheets a printer can complete in one minute.

IPP

The Internet Printing Protocol (IPP) defines a standard protocol for printing and managing print jobs, media size, resolution, etc. IPP can be used locally, or over the internet to reach hundreds of printers. IPP also supports access control, authentication, and encryption, making it a capable and secure printing solution.

ISA

The Integrated Scanner Assembly (ISA) includes the document feeder and image scanner.

ISO

The International Organization for Standardization (ISO) is an international standard-setting body composed of representatives from national standards bodies. In produces world-wide industrial and commercial standards.

JBIG

Joint Bi-level Image Experts Group (JBIG) is an image compression standard with no loss of accuracy or quality. It was designed for compression of binary images, particularly for faxes, but can also be used for other images.

JPEG

Joint Photographic Experts Group (JPEG) is a commonly used standard method of loss compression for photographic images. It is the format used for storing and transmitting photographs on the World Wide Web.

LDAP

The Lightweight Directory Access Protocol (LDAP) is a networking protocol for querying and modifying directory services running over TCP/IP.

LED

A Light-Emitting Diode (LED) is a semiconductor device that can indicate the status of a printer (formatter LEDs) or a component in a contact image sensor (CIS) scanner that helps capture an image.

LEDM

Low end data model (LEDM) provides one consistent data representation method and defines the dynamic and capabilities tickets shared between clients and devices, as well as the access protocol, event, security, and discovery methods.

LVPS - SMPS

Low Voltage Power Supplies (LVPS) and Switching Mode Power Supplies (SMPS) supply direct current (DC) voltages to various printer components and assemblies.

MAC address

Media Access Control (MAC) address is a unique identifier associated with a network adapter. MAC address is a unique 48-bit identifier usually written as 12 hexadecimal characters grouped in pairs (for example, 00-00-0c-34-11-4e). This address is usually hard-coded into a Network Interface Card (NIC) by the manufacturer and used as an aid for routers trying to locate machines on a large network.

MEt

HP Memory Enhancement technology (MEt) effectively doubles the standard memory through a variety of font- and data-compression methods. MEt is available only in Printer Command Language (PCL) mode; it is not functional when printing in PostScript (PS) mode.

MFP

A Multi Function Printer (MFP) is a printer that incorporates multiple functionalities in a single physical body. For example, an MFP printer can scan, digitally send, fax, copy, and print.

MHV

Miniature High Voltage (MHV) is designed for high voltage applications of BNC connectors (DC voltage between 500 V and 5 kV).

Modem

A device that modulates a carrier signal to encode digital information, and also demodulates such a carrier signal to decode transmitted information.

MPCA (PageWide)

The MPCA integrates both formatter (LaserJet) and engine control electronics (DC controller) into a single assembly. The Main PCA (MPCA) controls printer functions like receiving and processes print data, developing and coordinating data placement, storing font and customer configuration information, communicating with the host computer, and monitoring control panel functions and relaying printer status information through the control panel.

NAND

NAND is not an acronym (the term is short for **NOT AND** a Boolean operator and logic gate). NAND (flash) memory is non-volatile, meaning it retains stored data even when the power is turned off.

NVRAM

Nonvolatile random access memory (NVRAM) is used to store I/O and information about the print environment configuration (stored data even when the power is turned off).

OPC

Organic Photo Conductor (OPC) is a mechanism that makes a virtual image for print using a laser beam emitted from a laser printer. It is usually green or rust colored and has a cylinder shape. An imaging unit containing a drum slowly wears the drum surface during its usage in the printer, and it should be replaced appropriately due to wear from contact with the cartridge development brush, cleaning mechanism, and paper.

Originals

The first example of something, such as a document, photograph, or text which is copied, reproduced, or translated to produce additional copies. The original itself is not copied or derived from something else.

PCA

Printed Circuit Assembly (PCA). Once the printed circuit board (PCB) is complete, electronic components must be assembled to form a functional printed circuit assembly or PCA.

PCL

Printer Command Language (PCL) is a Page Description Language (PDL) developed by HP as a printer protocol. PCL has become an industry standard. Originally developed for early Inkjet printers, PCL has been released in varying levels for thermal, dot matrix printers and laser printers.

PDF

Portable Document Format (PDF) is a proprietary file format developed by Adobe Systems. A PDF represents two dimension documents in a device independent and resolution independent format.

PJL

Printer job language (PJL) is an integral part of printer configuration, in addition to the standard PCL and PostScript (PS). With standard cabling, the printer can use PJL to perform a variety of functions like dynamic I/O switching, context-sensitive switching, and isolation of print environment settings from one print job to the next.

PML

Printer management language (PML) allows remote configuration of the printer and status read-back from the printer through the I/O ports.

PostScript (PS)

PostScript (PS) is a Page Description Language (PDL) and programming language used primarily in electronic and desktop publishing. PostScript is run in an interpreter to generate an image.

PPM

Pages Per Minute (PPM) is a method of measurement for determining how fast a printer works, meaning the number of pages a printer can produce in one minute.

Print Media

Media like paper, envelopes, labels, and transparencies which can be used in a printer, scanner, fax, or copier.

Printer Driver

A program used to send commands and transfer data from the computer to the printer.

Printhead (PageWide)

The printhead converts the digital firing instructions from the printer electronics into properly formed and timed microscopic drops of the four ink colors.

Printhead Wiper (PageWide)

The printhead wiper system keeps the printhead nozzles firing correctly throughout the life of the printer as it performs the wiping and capping functions. The wiping function cleans the nozzles of ink residue and particulates. The capping function keeps the nozzles moist during storage and when the printer is idle.

Protocol

A convention or standard that controls or enables the connection, communication, and data transfer between two computing endpoints.

RAM

Random Access Memory (RAM) is the printer memory device where the data in current use is kept so it can be quickly retrieved by the device's processor. This memory is an important factor in avoiding errors and printing documents properly. Printer memory is used to store, and process print jobs as they are sent to the printer from a computer. After printing, the job is cleared from the memory to make room for more print jobs. Printer memory is directly linked to two print characteristics: speed and print quality. More memory allows you to print faster and print larger, high-quality graphics.

REDI sensor

An optical reflective edge detection interrupter (REDI) sensor. Usually used in conjunction with mirrors to sense the presence or absence of paper in the paper path. These sensors are carefully aligned and calibrated at the factory, so care must be taken when servicing these sensors.

Resolution

The sharpness of an image is measured in Dots Per Inch (DPI). The higher the DPI, the greater the resolution.

SCB

The Scanner Control Board (SCB) controls the functions of the image scanner components in the Sub Scanner Assembly (SSA).

Service fluid and aerosol management systems (PageWide)

There are two types of service fluid, shipping fluid and ink. The service fluid management system is contained entirely within the duplex module. Service fluid is discharged as droplets from the printhead, and then collected in a container inside the duplex module. Some of the droplets are called aerosol because they are lighter than air. Aerosol can float inside the printer and collect on the lens of optical sensors, producing false failures. The aerosol management system transports the aerosol and collects it in a safe place. Aerosol management consists of an aerosol fan, mounted on the rear wall of the air flow assembly, which creates air flow that pulls the aerosol through the holes in the platen and into the aerosol filter inside the duplex module.

SFP

A single-function printer only processes print jobs sent from a host computer or from an USB port on the printer.

SMB

Server Message Block (SMB) is a network protocol mainly applied to share files, printers, serial ports, and miscellaneous communications between nodes on a network. SMB also provides an authenticated inter-process communication mechanism.

SMTP

Simple Mail Transfer Protocol (SMTP) is the standard for email transmissions across the internet. SMTP is a relatively simple, text-based protocol, where one or more recipient of a message is specified, and the message text is transferred. It is a client server protocol where the client transmits an email message to the server.

SODIMM

Small outline dual in-line memory module (SODIMM) is a thin profile memory storage device (a smaller alternative to a standard DIMM device).

SSA

The Sub-Scanner Assembly is the image scanner component of the Integrated Scanner Assembly (ISA, which includes the document feeder and the image scanner).

SSD

An SSD (Solid State Drive) is a type of storage device that uses flash memory to store data.

Subnet Mask

The subnet mask is used in conjunction with the network address to determine which part of the address is the network address and which part is the host address.

TCP/IP

The Transmission Control Protocol (TCP) and the Internet Protocol (IP) are the set of communications protocols that implement the protocol stack on which the internet and most commercial networks run.

TIFF

Tagged Image File Format (TIFF) is a variable-resolution bit mapped image format. TIFF describes image data that typically come from scanners. TIFF images use tags, keywords defining the characteristics of the image that is included in the file. This flexible and platform-independent format can be used for pictures that have been made by various image processing applications.

Toner Cartridge

A bottle or container that holds toner, which is used in a machine like a printer. Toner is a powder used in laser printers and photocopiers. The toner forms the text and images on printed paper. Toner can be fused by a combination of heat/pressure from the fuser, causing it to bind the fibers in the paper.

TPM

The HP Trusted Platform Module (TPM) is a security accessory for printers. The TPM strengthens protection of encrypted credentials and data stored on your printer. Certificate private keys are both generated by and protected by the TPM. Once installed, the printer and the TPM are sealed, and the printer owns the TPM. The TPM may not be moved to another device without losing its ownership from the original printer. Installing a TPM accessory might necessitate a firmware upgrade. The TPM prevents the printer from starting if the TPM is missing. If the TPM is removed from the printer, a control-panel error message appears indicating that the TPM is missing.

NOTE: The TPM is not a service part for some printer models. Check the printer service manual to determine if the TPM is a replaceable service part.

TWAIN

An industry standard for scanners and software. By using a TWAIN compliant scanner with TWAIN-compliant software, a scan can be initiated from the program. TWAIN is an image capture API for Microsoft Windows and Apple Macintosh operating systems.

URL

Uniform Resource Locator (URL) is the global address of documents and resources on the internet. The first part of the address indicates what protocol to use. The second part specifies the IP address or the domain name where the resource is located.

USB

Universal Serial Bus (USB) is a standard that was developed by the USB Implementers Forum, Inc., to connect computers and peripherals. Unlike the parallel port, USB is designed to concurrently connect a single computer USB port to multiple peripherals.

Walk-up USB

Some printers support direct printing from a USB flash drive (the walk-up USB port is usually near the control panel).

Watermark

A watermark is a recognizable image or pattern in paper that appears lighter when viewed by transmitted light. Watermarks were first introduced in Bologna, Italy in 1282. Watermarks have been used by paper makers to identify their product, and also on postage stamps, currency, and other government documents to discourage counterfeiting.

XPS

XML Paper Specification (XPS) is a specification for a Page Description Language (PDL) and a new document format developed by Microsoft. This has benefits for portable document and electronic documents. It is an XML-based specification based on a new print path and vector-based, device-independent document format.

ZIF Connector

Zero insertion force (ZIF) connectors use a mechanical locking method to secure Flat Flexible Cables (FFCs) to a Printed Circuit Assembly (PCA).

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