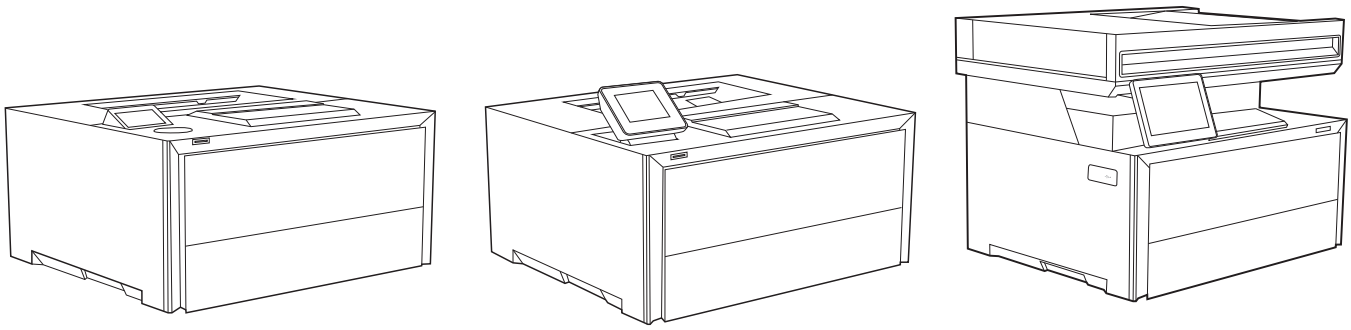
HP LaserJet Pro 4006, 4007, 4008
HP LaserJet Pro MFP 4112, 4113, 4114

Repair Manual



hp.com/support/ljpro4000
hp.com/support/ljpro4110mfp

HP LaserJet Pro 4006, 4007, 4008, HP LaserJet Pro MFP 4112, 4113, 4114 - Repair manual

SUMMARY

This guide provides troubleshooting and repair information.

Legal information

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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 on page viii 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 on page iii.

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 Printer overview

Review the location of features on the printer, the physical and technical specifications of the printer, and where to locate setup information.

The following information is correct at the time of publication. For current information, see https://www.hp.com/support/ljpro4000 or https://www.hp.com/support/ljpro4110mfp

For more information:

HP's all-inclusive help for the printer includes the following information:

- Install and configure
- Learn and use
- Solve problems
- Download software and firmware updates
- Join support forums
- Find warranty and regulatory information

Warning icons

Use caution if you see a warning icon on your HP printer, as indicated in the icon definitions.

Figure 1-1 Caution: Electric shock



Figure 1-2 Caution: Hot surface



Figure 1-3 Caution: Keep body parts away from moving parts



Figure 1-4 Caution: Sharp edge in close proximity



Figure 1-5 Warning



Potential shock hazard

Review this important safety information.

- Read and understand these safety statements to avoid an electrical shock hazard.
- Always follow basic safety precautions when using this product to reduce risk of injury from fire or electric shock.
- Read and understand all instructions in the user guide.
- Observe all warnings and instructions marked on the product.
- Use only a grounded electrical outlet when connecting the product to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.
- Do not touch the contacts on any of the sockets on the product. Replace damaged cords immediately.
- Unplug this product from wall outlets before cleaning.
- Do not install or use this product near water or when you are wet.
- Install the product securely on a stable surface.
- Install the product in a protected location where no one can step on or trip over the power cord.
- Do not place anything on top of the product. (For example, water, small metal or heavy objects, candles, lit cigarettes, etc.).

  This could result in electric shock or fire.

Printer views

Identify certain parts of the printer and the control panel.

Printer front view (4006dw, 4007dw, 4008dw)

Identify the parts on the front of the printer.

Figure 1-6 Printer front view

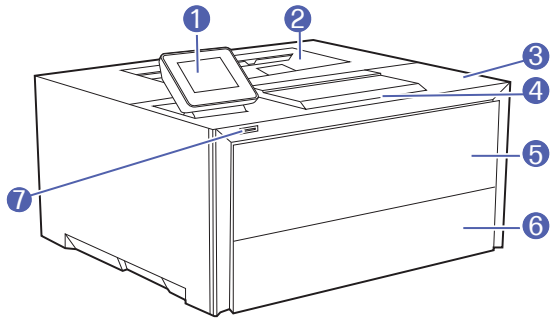


Table 1-1 Printer front components

Number	Description
1	Control panel screen
2	Output bin
3	Toner cartridge access door (Printer PIN location)
4	Output bin extension
5	Tray 1
6	Tray 2
7	Power on/off button

Printer front view (4006, 4007, 4008) (d, dn, n models)

Identify the parts on the front of the printer.

Figure 1-7 Printer front view

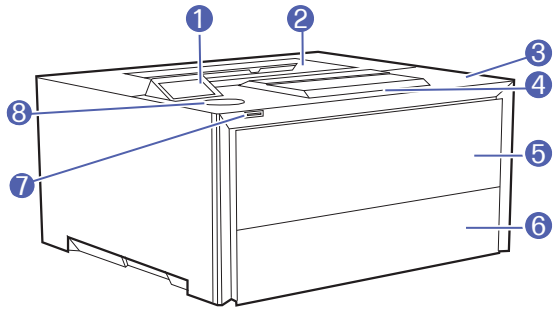


Table 1-2 Printer front components

Number	Description
1	Control panel screen
2	Output bin
3	Toner cartridge access door (Printer PIN location)
4	Output bin extension
5	Tray 1
6	Tray 2
7	Power on/off button
8	Control panel interface

Printer front view (MFP 4112, 4113, 4114)

Identify the parts on the front of the printer.

Figure 1-8 Printer front view

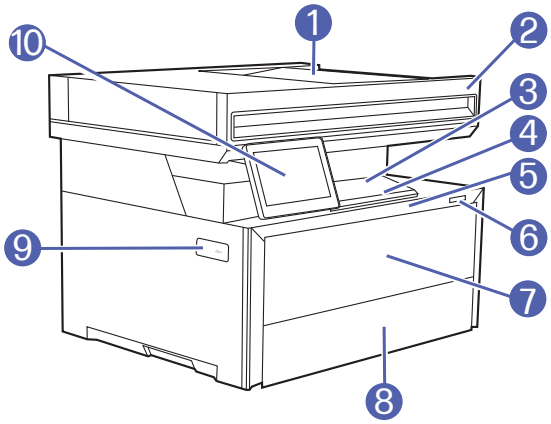


Table 1-3 Printer front components

Number	Description
1	Document feeder
2	Scanner
3	Output bin
4	Output bin extension
5	Toner cartridge access door (Printer PIN location)
6	Power on/off button
7	Tray 1
8	Tray 2
9	Walk-up USB port (for printing and scanning without a computer)
10	Color touchscreen control panel (tilts up for easier viewing)

Printer rear view (4006dw, 4007dw, 4008dw)

Identify the parts on the rear of the printer.

Figure 1-9 Printer rear view

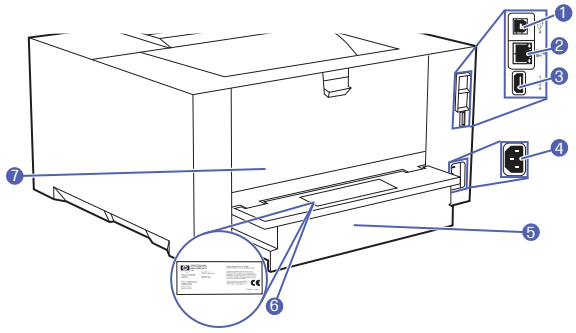


Table 1-4 Printer rear components

Number	Description
1	USB interface port used for connecting the printer via USB
2	Ethernet port
3	USB port (for job storage and private printing)
4	Power connection
5	Tray 2 extends out the rear of printer. **NOTE:** Tray 2 and Tray 3 extend past the rear of the printer when Letter, A4, or Legal paper is loaded.
6	Serial number and product number label
7	Rear door (provides access for clearing jams)

Printer rear view (4006, 4007, 4008) (d, dn, n models)

Identify the parts on the rear of the printer.

Figure 1-10 Printer rear view

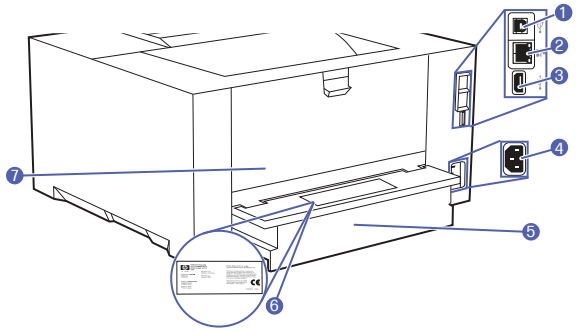


Table 1-5 Printer rear components

Number	Description
1	USB interface port used for connecting the printer via USB

Table 1-5 Printer rear components (continued)

Number	Description
2	Ethernet port **NOTE:** Ethernet not included on 4007d and 4008d models
3	USB port (for job storage and private printing) **NOTE:** Host USB not included in 4007d and 4008d models.
4	Power connection
5	Tray 2 extends out the rear of printer. **NOTE:** Tray 2 and Tray 3 extend past the rear of the printer when Letter, A4, or Legal paper is loaded.
6	Serial number and product number label
7	Rear door (provides access for clearing jams)

Printer rear view (MFP 4112, 4113, 4114)

Identify the parts on the rear of the printer.

Figure 1-11 Printer rear view

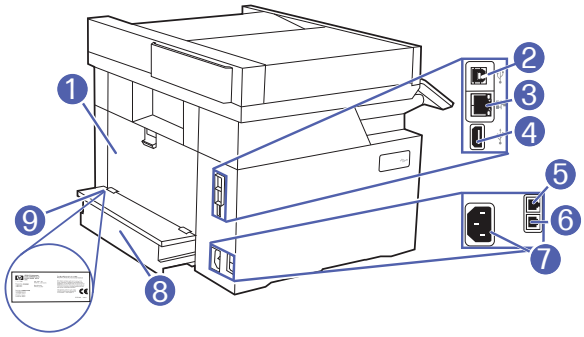


Table 1-6 Printer rear components

Number	Description
1	Rear door (provides access for clearing jams)
2	USB interface port used for connecting the printer via USB
3	Ethernet port
4	USB port (for job storage and private printing)
5	Fax "line in" port (for attaching the fax phone line to the printer) **NOTE:** Fax models only.
6	Telephone "line out" port (for attaching an extension phone, answering machine, or other device) **NOTE:** Fax models only. This port should remain covered when not in use.
7	Power connection
8	Tray 2 extends out the rear of printer. **NOTE:** Tray 2 and tray 3 extend past the rear of the printer when Letter, A4, or Legal paper is loaded.

Table 1-6 Printer rear components (continued)

Number	Description
9	Serial number and product number label

Control panel view (4006dw, 4007dw, 4008dw)

Use the touchscreen control panel to obtain printer and job status information, and to configure the printer.

NOTE: The features that appear on the control panel and the order in which they appear can vary, depending on the printer configuration.

NOTE: While the control panel does not have a standard Cancel button, during many printer processes a Cancel option appears on the control panel. This permits users to cancel a process before the printer completes it.

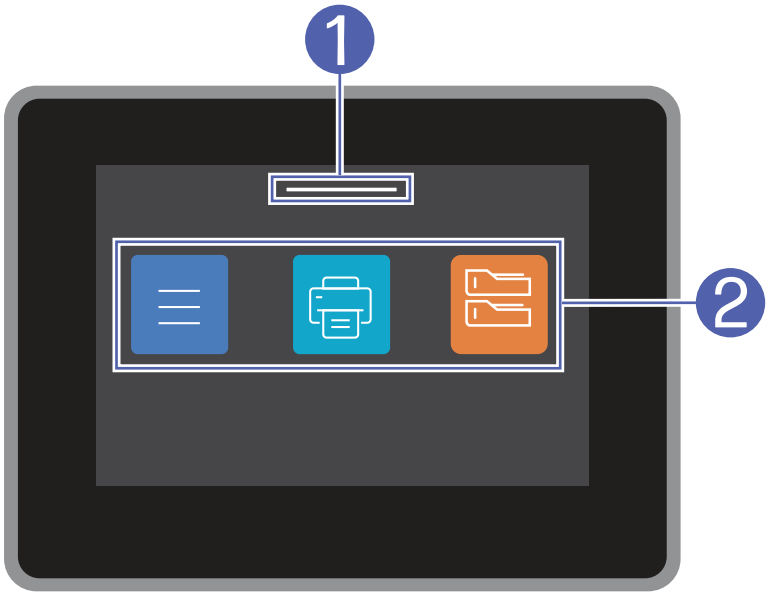


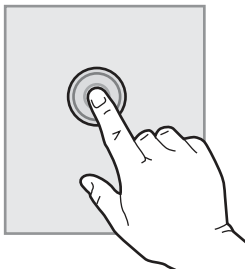
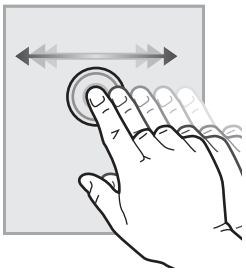
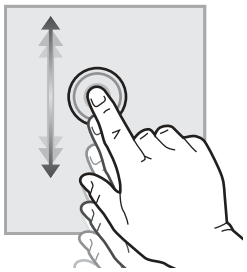
Table 1-7 Function features

Callout	Item	Description
1	**Status Center**	Touch to view the printer status.
2	**Function buttons**	Touch to perform common tasks. Includes the Menu used to open common sub-menus.

How to use the touchscreen control panel

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

Table 1-8 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.

Control panel view (4006, 4007, 4008) (d, dn, n models)

The control-panel display provides access to the printer features.

For information about using the control keypad, see How to use the keypad control panel on page 9.

NOTE: The features that appear on the control panel screen and the order in which they appear can vary, depending on the printer configuration.

Figure 1-12 Printer control panel (SFP)

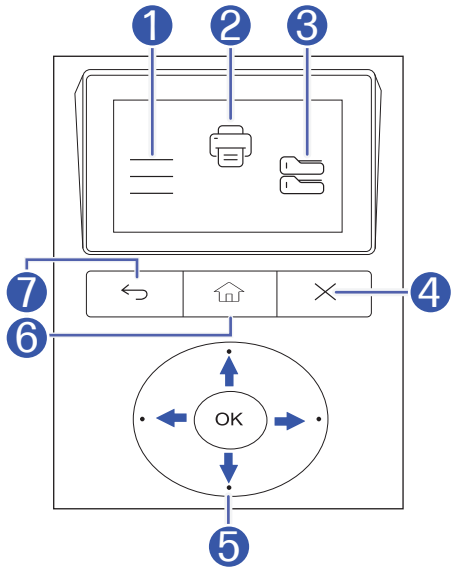


Table 1-9 Control panel elements

Callout	Element	Description
1	Menu icon	Open the Menu to access common sub-menus.
2	Print icon	Select the Print icon to start a print job from the control panel.
3	Trays icon	Select the Trays icon to change Tray settings including paper Size or Type.
4	Cancel button	Select the Cancel button to abort an in process job and return to the Home screen.
5	Keypad (navigation arrows and OK button)	Use the arrows buttons on the keypad to navigate the menus and use the OK button to select menus and options.
6	Home button	Select the Home button to return to the Home screen.
7	Go Back button	Select the Back button to return to the previous screen.
n/a	Sign in/Sign out icon (optional)	Select this item to enter a password for the printer, if one has been assigned.

How to use the keypad control panel

Use the following actions to operate the printer's control panel interface.

Table 1-10 Keypad control panel actions

Action	Description	Example
Select icons	Select icons to cancel an action or open a menu.	Select icons on the control panel display such as the Print icon or Trays icon by using the control pad arrows to highlight the icon with a box and then pressing the **OK** button to select.
Press arrows	Press the control pad arrows to navigate up or down, and right or left.	Scroll through the Menu options using the control pad arrows.
Press buttons	Press buttons to select options, cancel a process, or to return to either a previous menu or the home screen.	Press buttons to perform actions such as the following: • Press the **OK** button to select an item. • Press the button to cancel a process before the printer completes it. • Press the home button to return to the main menu. • Press the button to return to the previous menu or option.

Control-panel view (MFP 4112, 4113, 4114)

Use the touchscreen control panel to obtain printer and job status information, and to configure the printer.

NOTE: Tilt the control panel for easier viewing.

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

Figure 1-13 Printer control panel (MFP)

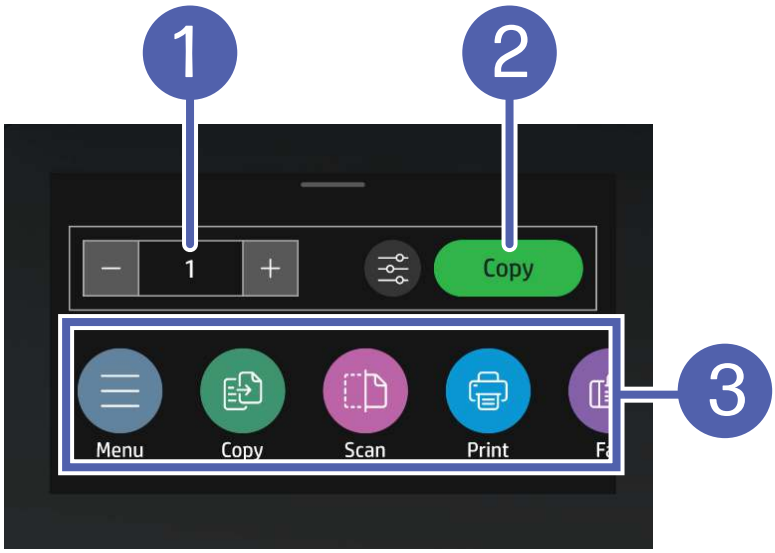


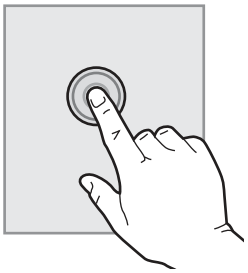
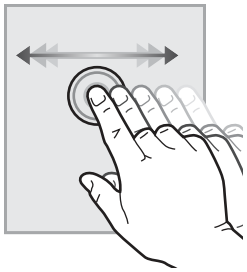
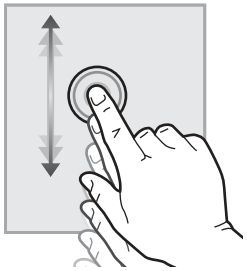
Table 1-11 Control panel elements

Callout	Element	Description
1	Number of copies field	Touch the field to adjust the number of copies to be printed.
2	Copy button	Touch the Copy button to start a copy job.
3	Applications area Includes the Menu.	Select 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. Open the Menu to access the following common sub-menus: • Copy • Scan • Print • Fax • Info • Quick Sets • Contacts • Jobs • Supplies • Trays • Settings • Tools • Privacy • Help

How to use the touchscreen control panel

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

Table 1-12 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 Menu icon to view the sub-menus.
Swipe 	Touch the screen and then move your finger horizontally to scroll the screen sideways.	Swipe until the Help icon 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 sub-menus under Menu.

Control panel icons

Learn about the control-panel **icons**.

Use the following icons to open menus or perform actions on the control panel.

Control panel icons

Icons available on single function printers.

Table 1-13 Control panel icons

Icon	Menu item	Submenu(s)	Description
	**Sign in** icon	Sign-in Method User Name Password	Select the Sign-in Method option to change the user type: • Device Administrator • Printer User
	**Menu** icon	Copy (MFP only) Scan (MFP only) Print Fax (MFP only) Info Quick Sets (MFP only) Contacts (MFP only) Jobs Supplies Trays Settings Tools Privacy Help	Select this option to open other menus.
	**Copy**	Document Copy • Number of copies • Sides • Trays	Select to copy a document.
	**Scan**	Scan to Email Scan to Network Folder Scan to USB Scan to Sharepoint Scan to Computer	Select to scan a document.
	**Print**	Print from USB Print from Job Storage Quick Forms	Select an option to either print from a list of forms, from job storage, or from a USB drive inserted in the USB port.
	**Trays**	Type Size	Select an option to view available paper/media sizes or types for Tray 1, Tray 2, or another installed tray.

Table 1-13 Control panel icons (continued)

Icon	Menu item	Submenu(s)	Description
	**Fax** (MFP only)	Fax Setup Send To Dialing Preference Original Sides Resolution	Select to fax a document.
	**USB** (MFP only)	Print from USB Scan to USB Firmware Update	Use the USB icon to print or scan files to a USB drive inserted in a USB port on the printer. Select the Firmware Update option to upgrade the firmware on an MFP using a firmware file saved to a USB drive inserted into the USB port on the front of the printer.
	**Supplies**	Cartridges • Estimated Level • Installed • Recommended	Select an option to view the estimated toner levels of each cartridge, recommended levels, installed cartridge numbers, and any supply warnings.
	**Jobs**	In progress Upcoming History Guest (MFP only) - not visible from icon? Service (MFP only) - not visible from icon?	Jobs icon displays the status of print jobs.
	**Help**	How to Videos Working Smart Tips Digital Office Tips Environmental Tips Printer Information	Help icon displays a list of help options including printer information, tips, and videos.
	n/a	Open/Return to the Home screen.	Home button
	n/a	n/a	Back or return arrow button. There is no menu item associated.
	n/a	n/a	Navigation arrow buttons used to scroll menus.
	n/a	n/a	Cancel button. There is no menu item associated.

Printer specifications

Determine the specifications for your printer model.

Technical specifications 4006, 4007 (d, dn, n models)

Review the technical specifications for the printer.

See https://www.hp.com/support/ljpro4000 or https://www.hp.com/support/ljpro4110mfp for current information.

Product numbers for each model

- 4006n - 8X3D2A
- 4006dn - 8X3D4A
- 4007d - 8X3E2A
- 4007dn - 8X3E1A
- 4007n - 8X3D8A

Table 1-14 Paper handling specifications

Paper handling features	4006dn	4006n	4007d	4007dn	4007n
Tray 1 (100-sheet capacity)	✓	✓	✓	✓	✓
Tray 2 (250-sheet capacity) [1]	✓	✓	✓	✓	✓
Optional 550-sheet accessory tray	Optional	Optional	Optional	Optional	Optional
Automatic duplex printing	✓		✓	✓	

[1] When loaded with **A4 or letter-size paper**, Tray 2 extends from the rear of the printer approximately 54 mm (2.12 in). When loaded with **legal-size paper**, Tray 2 extends from the rear of the printer approximately 110 mm (4.31 in).

Table 1-15 Connectivity specifications

Connectivity features	4006dn	4006n	4007d	4007dn	4007n
10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓	✓	✓	✓
Hi-Speed rear USB 2.0	✓	✓	✓	✓	✓

Table 1-16 Print specifications

Print features	4006dn	4006n	4007d	4007dn	4007n
Prints up to 47 pages per minute (ppm) on A4 and 45 ppm on letter-sized paper	✓	✓	✓	✓	✓
Job storage and private printing	✓	✓	✓	✓	✓

Table 1-17 Other specifications

Other features	4006dn	4006n	4007d	4007dn	4007n
512 MB memory	✓	✓	✓	✓	✓
Control panel with control pad	✓	✓	✓	✓	✓

Technical specifications (4008d, dn)

Review the technical specifications for the printer.

See https://www.hp.com/support/ljpro4000 or https://www.hp.com/support/ljpro4110mfp for current information.

Product numbers for each model

- 4008d - 8X3E8A
- 4008dn - 8X3E6A

Table 1-18 Paper handling specifications

Paper handling features	4008d	4008dn
Tray 1 (100-sheet capacity)	✓	✓
Tray 2 (250-sheet capacity)[1]	✓	✓
Optional 550-sheet accessory tray	Optional	Optional
Automatic duplex printing	✓	✓

[1] When loaded with **A4 or letter-size paper**, Tray 2 extends from the rear of the printer approximately 54 mm (2.12 in). When loaded with **legal-size paper**, Tray 2 extends from the rear of the printer approximately 110 mm (4.31 in).

Table 1-19 Connectivity specifications

Connectivity features	4008d	4008dn
10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓
Hi-Speed rear USB 2.0	✓	✓

Table 1-20 Print specifications

Print features	4008d	4008dn
Prints up to 47 pages per minute (ppm) on A4 and 45 ppm on letter-sized paper	✓	✓
Job storage and private printing	✓	✓

Table 1-21 Other specifications

Other features	4008d	4008dn
512 MB memory	✓	✓
Control panel with control pad	✓	✓

Technical specifications 4006, 4007, 4008 (dw models)

See https://www.hp.com/support/ljpro4000 or https://www.hp.com/support/ljpro4110mfp for current information.

Product numbers for each model

- 4006dw - 8X3D6A
- 4007dw - 8X3E0A
- 4008dw - 8X3E7A

Table 1-22 Paper handling specifications

Paper handling features	4006dw	4007dw	4008dw
Tray 1 (100-sheet capacity)	✓	✓	✓
Tray 2 (250-sheet capacity) [1]	✓	✓	✓
Optional 550-sheet accessory tray	Optional	Optional	Optional
Automatic duplex printing	✓	✓	✓

[1] When loaded with **A4 or letter-size paper**, Tray 2 extends from the rear of the printer approximately 54 mm (2.12 in). When loaded with **legal-size paper**, Tray 2 extends from the rear of the printer approximately 110 mm (4.31 in).

Table 1-23 Connectivity specifications

Connectivity features	4006dw	4007dw	4008dw
10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓	✓
Hi-Speed rear USB 2.0	✓	✓	✓
Built-in dual-band wireless card supporting wi-fi functionality WiFi6 802.11a/b/g/n/ac/ax (2.4 / 5 GHz)	✓	✓	✓

Table 1-24 Print specifications

Print features	4006dw	4007dw	4008dw
Prints up to 47 pages per minute (ppm) on A4 and 45 ppm on letter-sized paper	✓	✓	✓
Job storage and private printing	✓	✓	✓

Table 1-25 Other specifications

Other features	4006dw	4007dw	4008dw
512 MB memory	✓	✓	✓
Color touchscreen control panel	✓	✓	✓

Technical specifications (4112dw, fdn, fdw)

Review the technical specifications for the printer.

See https://www.hp.com/support/ljpro4000 or https://www.hp.com/support/ljpro4110mfp for current information.

Product numbers for each model

- 4112dw - #8X3F4A
- 4112fdn - #8X3F0A
- 4112fdw - #8X3F2A

Table 1-26 Paper handling specifications

Paper handling features	4112dw	4112fdn	4112fdw
Tray 1 (100-sheet capacity)	✓	✓	✓
Tray 2 (250-sheet capacity)[1]	✓	✓	✓
Optional 550-sheet accessory tray	Optional	Optional	Optional
Automatic duplex printing	✓	✓	✓

[1] When loaded with **A4 or letter-size paper**, Tray 2 extends from the rear of the printer approximately 54 mm (2.12 in). When loaded with **legal-size paper**, Tray 2 extends from the rear of the printer approximately 110 mm (4.31 in).

Table 1-27 Connectivity specifications

Connectivity features	4112dw	4112fdn	4112fdw
10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓	✓
Hi-Speed rear USB 2.0	✓	✓	✓
Walk-up USB port	✓	✓	✓

Table 1-27 Connectivity specifications (continued)

Connectivity features	4112dw	4112fdn	4112fdw
Built-in dual-band wireless card supporting wi-fi functionality	✓	Not available	✓
Wi-Fi 6 802.11a/b/g/n/ac/ax (2.4 / 5 GHz)	✓	Not available	✓

Table 1-28 Print specifications

Print features	4112dw	4112fdn	4112fdw
Prints up to 45 pages per minute (ppm) on A4 and 47 ppm on letter-sized paper	✓	✓	✓
Job storage and private printing	✓	✓	✓

Table 1-29 Copy and scan specifications

Copy and scan features	4112dw	4112fdn	4112fdw
Copies up to 40 pages per minute (ppm) in black and white (single-sided, letter) and 67 images per minute (ipm)	✓	✓	✓
50-page document feeder with dual-head scanning for single-pass duplex copying and scanning	✓	✓	✓
Scan to E-mail, Scan to USB, and Scan to Network Folder options	✓	✓	✓

Table 1-30 Other specifications

Other features	4112dw	4112fdn	4112fdw
512 MB memory	✓	✓	✓
Color touchscreen control panel	✓	✓	✓
Fax features	Not available	✓	✓
HP Digital Fax (Fax to Email and Fax to Network Folder options)	Not available	✓	✓

Technical specifications (4113dw, fdn, fdw)

Review the technical specifications for the printer.

See https://www.hp.com/support/ljpro4000 or https://www.hp.com/support/ljpro4110mfp for current information.

Product numbers for each model

- 4113dw - #8X3F6A
- 4113fdn - #8X3F8A
- 4113fdw - #8X3G0A

Table 1-31 Paper handling specifications

Paper handling features	4113dw	4113fdn	4113fdw
Tray 1 (100-sheet capacity)	✓	✓	✓
Tray 2 (250-sheet capacity) [1]	✓	✓	✓
Optional 550-sheet accessory tray	Optional	Optional	Optional
Automatic duplex printing	✓	✓	✓

[1] When loaded with **A4 or letter-size paper**, Tray 2 extends from the rear of the printer approximately 54 mm (2.12 in). When loaded with **legal-size paper**, Tray 2 extends from the rear of the printer approximately 110 mm (4.31 in).

Table 1-32 Connectivity specifications

Connectivity features	4113dw	4113fdn	4113fdw
10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓	✓
Hi-Speed rear USB 2.0	✓	✓	✓
Walk-up USB port	✓	✓	✓
Built-in dual-band wireless card supporting wi-fi functionality	✓	Not available	✓
Wi-Fi 6 802.11a/b/g/n/ac/ax (2.4 / 5 GHz)	✓	Not available	✓

Table 1-33 Print specifications

Print features	4113dw	4113fdn	4113fdw
Prints up to 45 pages per minute (ppm) on A4 and 47 ppm on letter-sized paper	✓	✓	✓
Job storage and private printing	✓	✓	✓

Table 1-34 Copy and scan specifications

Copy and scan features	4113dw	4113fdn	4113fdw
For **Single-sided, Letter-size**: Copies/scans up to 40 pages per minute (ppm) in black and white. For **Double-sided, Letter-size**: Scans up to 64 images per minute (ipm) in black and white.	✓	✓	✓
50-page document feeder with dual-head scanning for single-pass duplex copying and scanning	✓	✓	✓
Scan to E-mail, Scan to USB, and Scan to Network Folder options	✓	✓	✓

Table 1-35 Other specifications

Other features	4113dw	4113fdn	4113fdw
512 MB memory	✓	✓	✓
Color touchscreen control panel	✓	✓	✓
Fax features	Not available	✓	✓
HP Digital Fax (Fax to Email and Fax to Network Folder options)	Not available	✓	✓

Technical specifications (4113dwg, fdng, fdwg)

Review the technical specifications for the printer.

See https://www.hp.com/support/ljpro4000 or https://www.hp.com/support/ljpro4110mfp for current information.

Product numbers for each model

- 4113dwg - #B09RYA
- 4113fdng - #B09RZA
- 4113fdwg - #B09S0A

Table 1-36 Paper handling specifications

Paper handling features	4113dwg	4113fdng	4113fdwg
Tray 1 (100-sheet capacity)	✓	✓	✓
Tray 2 (250-sheet capacity) [1]	✓	✓	✓

Table 1-36 Paper handling specifications (continued)

Paper handling features	4113dwg	4113fdng	4113fdwg
Optional 550-sheet accessory tray	Optional	Optional	Optional
Automatic duplex printing	✓	✓	✓

[1] When loaded with **A4 or letter-size paper**, Tray 2 extends from the rear of the printer approximately 54 mm (2.12 in). When loaded with **legal-size paper**, Tray 2 extends from the rear of the printer approximately 110 mm (4.31 in).

Table 1-37 Connectivity specifications

Connectivity features	4113dwg	4113fdng	4113fdwg
10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓	✓
Hi-Speed rear USB 2.0	✓	✓	✓
Walk-up USB port	✓	✓	✓
Built-in dual-band wireless card supporting wi-fi functionality	✓	Not available	✓
Wi-Fi 6 802.11a/b/g/n/ac/ax (2.4 / 5 GHz)	✓	Not available	✓

Table 1-38 Print specifications

Print features	4113dwg	4113fdng	4113fdwg
Prints up to 45 pages per minute (ppm) on A4 and 47 ppm on letter-sized paper	✓	✓	✓
Job storage and private printing	✓	✓	✓

Table 1-39 Copy and scan specifications

Copy and scan features	4113dwg	4113fdng	4113fdwg
For **Single-sided, Letter-size**: Copies/scans up to 38 pages per minute (ppm) in black and white. For **Double-sided, Letter-size**: Scans up to 64 images per minute (ipm) in black and white.	✓	✓	✓
50-page document feeder with dual-head scanning for single-pass duplex copying and scanning	✓	✓	✓
Scan to E-mail, Scan to USB, and Scan to Network Folder options	✓	✓	✓

Table 1-40 Other specifications

Other features	4113dwg	4113fdng	4113fdwg
512 MB memory	✓	✓	✓
Color touchscreen control panel	✓	✓	✓
Fax features	Not available	✓	✓
HP Digital Fax (Fax to Email and Fax to Network Folder options)	Not available	✓	✓

Technical specifications (4114dw, fdn, fdw)

Review the technical specifications for the printer.

See https://www.hp.com/support/ljpro4000 or https://www.hp.com/support/ljpro4110mfp for current information.

Product numbers for each model

- 4114dw - #8X3G4A
- 4114fdn - #8X3G5A
- 4114fdw - #8X3G6A

Table 1-41 Paper handling specifications

Paper handling features	4114dw	4114fdn	4114fdw
Tray 1 (100-sheet capacity)	✓	✓	✓
Tray 2 (250-sheet capacity) [1]	✓	✓	✓
Optional 550-sheet accessory tray	Optional	Optional	Optional
Automatic duplex printing	✓	✓	✓

[1] When loaded with **A4 or letter-size paper**, Tray 2 extends from the rear of the printer approximately 54 mm (2.12 in). When loaded with **legal-size paper**, Tray 2 extends from the rear of the printer approximately 110 mm (4.31 in).

Table 1-42 Connectivity specifications

Connectivity features	4114dw	4114fdn	4114fdw
10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓	✓
Hi-Speed rear USB 2.0	✓	✓	✓
Walk-up USB port	✓	✓	✓
Built-in dual-band wireless card supporting wi-fi functionality	✓	Not available	✓
Wi-Fi 6 802.11a/b/g/n/ac/ax (2.4 / 5 GHz)	✓	Not available	✓

Table 1-43 Print specifications

Print features	4114dw	4114fdn	4114fdw
Prints up to 45 pages per minute (ppm) on A4 and 47 ppm on letter-sized paper	✓	✓	✓
Job storage and private printing	✓	✓	✓

Table 1-44 Copy and scan specifications

Copy and scan features	4114dw	4114fdn	4114fdw
For **Single-sided, Letter-size**: Copies/scans up to 40 pages per minute (ppm) in black and white. For **Double-sided, Letter-size**: Scans up to 64 images per minute (ipm) in black and white.	✓	✓	✓
50-page document feeder with dual-head scanning for single-pass duplex copying and scanning	✓	✓	✓
Scan to E-mail, Scan to USB, and Scan to Network Folder options	✓	✓	✓

Table 1-45 Other specifications

Other features	4114dw	4114fdn	4114fdw
512 MB memory	✓	✓	✓
Color touchscreen control panel	✓	✓	✓
Fax features	Not available	✓	✓
HP Digital Fax (Fax to Email and Fax to Network Folder options)	Not available	✓	✓

Supported operating systems

The following information applies to the printer-specific Windows and HP print drivers for macOS and to the software installer.

Windows and macOS: Windows and Mac computers and Android and Apple mobile devices are supported with this printer.

1. Go to support.hp.com.
2. Enter the printer name to get the printer drivers.

Linux: For information and print drivers for Linux, go to developers.hp.com/hp-linux-imaging-and-printing.

UNIX: For information and print drivers for UNIX, go to www.hp.com/go/unixmodelscripts.

Citrix Ready Kit Certification - Up to Citrix Server 7.18: For more information, go to citrixready.citrix.com.

Supported operating systems and print drivers

NOTE: HP software and drivers are no longer supported in Windows 7, Windows Server 2008, and Windows Server 2008 R2. For more information, see the following document on HP's support web site:

HP printers - HP software and drivers no longer supported in Windows 7, Windows Server 2008, and Windows Server 2008 R2

Table 1-46 Supported operating systems and print drivers

Operating system	Print driver installed (from the software on the web)
Windows 11 21H2 64-bit and ARM64 Windows 10 22H2 64-bit and ARM64	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 2025 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 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.
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.
Chrome OS (Chromebook)	Chromebook devices are supported for printing using the HP Smart app, but they are not fully supported for printer setup.
macOS 15 Sequoia, macOS 14 Sonoma, macOS Ventura v13.0	To install the print driver, download HP Easy Start from 123.hp.com. Follow the steps provided to install the printer software and print driver.

Table 1-46 Supported operating systems and print drivers (continued)

Operating system	Print driver installed (from the software on the web)
HPLIP	The HPLIP solution has an automatic installer available for download from hpLIP and is supported in Linux on the following: **NOTE:** HPLIP support is tested by RCB on the following: Almalinux 9.6, RHEL 9, Ubuntu 22.04, and Ubuntu 24.04. • Almalinux (9.5,9.6) • Boss (5.0) • Debian (7.0, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.7, 7.8, 7.9, 8.0, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6, 8.7, 8.8, 9.1, 9.2, 9.3, 9.4, 9.5, 9.6, 9.7, 9.8, 9.9, 10.10.1, 10.2, 10.3, 10.4, 10.5, 10.6, 10.7, 10.8, 10.9, 11, 12) • Elementary OS (6, 6.1,7) • Fedora (22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40) • Linux Mint (17, 17.1, 17.2, 17.3, 18, 18.1, 18.2, 18.3, 19, 19.1,19.2,19.3, 20.04, 20.1, 20.2, 20.3, 21.0, 21.1, 21.3, 22) • Manjaro Linux (17.1.4, 18.0, 18.0.4, 18.1.0, 18.1.2, 19.0, 20.0, 20.2, 21.0, 21.2, 21.3) • MX Linux (21, 21.1, 21.2, 21.3, 23) • Red Hat Enterprise Linux (8.0, 8.2, 8.3, 8.4, 8.5, 8.6, 8.7, 9.0, 9.1) • SUSE Linux (13.2, 42.1, 42.2, 42.3, 15.0, 15.1, 15.2, 15.3, 15.4, 15.5) • Ubuntu (12.04, 14.04, 15.10, 16.04, 16.10, 17.04, 17.10, 18.04,18.10,19.04,19.10, 20.04, 20.10, 21.04, 21.10, 22.04, 22.10, 23.04, 23.10, 24.04) • Zorin (16, 17.1)

NOTE: For a current list of supported operating systems, go to https://support.hp.com for HP's all-inclusive help for the printer.

Minimum system requirements

Table 1-47 Minimum system requirements for Apple®, Windows®, Chromebook, and mobile devices (iOS/Android)

Apple®	Microsoft®	Chromebook	Mobile devices: iOS, Android
• **Operating systems**: – macOS 15 Sequoia – macOS 14 Sonoma – macOS 13 Ventura • **Hard drive**: 2 GB hard drive • **Connectivity**: – Internet connection – USB port	• **Operating systems**: – Windows® 11, 64-bit – Windows® 10, 64-bit • **Hard drive**: 2 GB hard drive • **Connectivity**: – Internet connection – USB port	• **Operating systems**: Chrome OS® • **CPU**: Pentium 4 processor • **Hard drive**: 100 MB hard drive • **RAM**: 128 MB RAM	**Operating systems**: • iOS • Android

Table 1-48 Minimum system requirements for Android, Linux, and SAP

Android	Linux	SAP
• Citrix XenApp & XenDesktop 2303 (OSV) • Fedora 31, 32 ,33, 34, 35 • Harmony	Linux Mint 20.1, 20.2	Ubuntu 20.04, 20.10, 21.04, 21.10

Printer space requirements

Learn about the printer space requirements.

HP recommends that 30 mm (1.81 in) be added to the printer dimensions to make sure there is sufficient space to open doors and covers, and to provide proper ventilation. See the sections *Printer dimensions (SFP)* and/or *Printer dimensions (MFP)*.

Mobile printing solutions

HP offers multiple mobile printing solutions to enable easy printing to an HP printer from a laptop, tablet, smartphone, or other mobile device.

To see the full list of mobile printing options available for your printer, go to *Printers that can use mobile printing solutions*.

NOTE: Update the printer firmware to ensure all mobile printing capabilities are supported.

- Wi-Fi Direct on wireless models
- AirPrint
- Android Printing

- HP Smart app

Printer dimensions (4006, 4007, 4008)

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

Figure 1-14 Dimensions

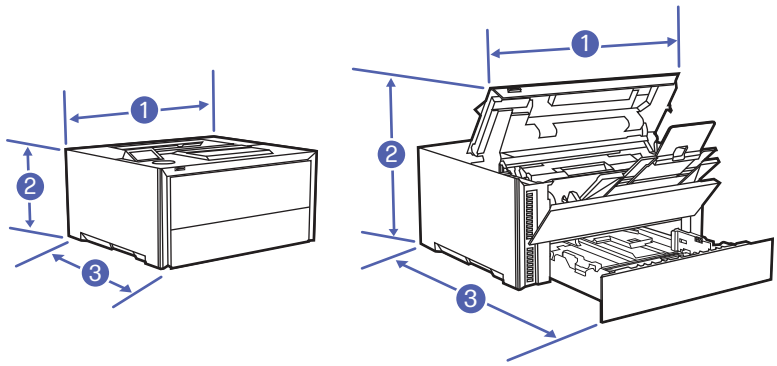


Table 1-49 Dimensions for the printer

Measurement	Printer fully closed	Printer fully opened
1. Width	369 mm (14.5 in)	369 mm (14.5 in)
2. Height	193 mm (7.6 in)	302 mm (11.9 in)
3. Depth (mm) Ltr/A4	375 mm (14.7 in)	557 mm (21.9 in)
3. Depth (mm) Legal	435 mm (17.1 in)	557 mm (21.9 in)
Weight (with cartridges)	7.6 kg (16.8 lb)	7.6 kg (16.8 lb)

Figure 1-15 Dimensions for the printer with the optional 550-sheet tray

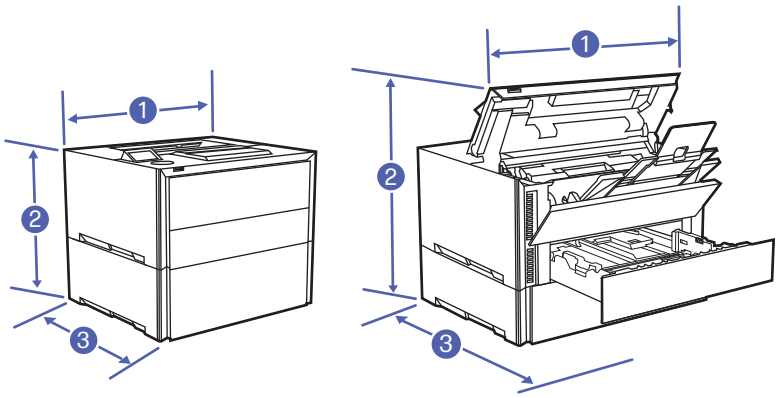


Table 1-50 Dimensions for the printer with the optional 550-sheet tray

Measurement	Printer fully closed	Printer fully opened
1. Width	369 mm (14.5 in)	369 mm (14.5 in)
2. Height	323 mm (12.7 in)	432 mm (17 in)
3. Depth (mm) Ltr/A4	375 mm (14.7 in)	606 mm (23.9 in)

Table 1-50 Dimensions for the printer with the optional 550-sheet tray (continued)

Measurement	Printer fully closed	Printer fully opened
3. Depth (mm) Legal	435 mm (17.1 in)	606 mm (23.9 in)
Weight (with cartridges)	11.1 kg (24.5 lb)	11.1 kg (24.5 lb)

Printer dimensions (4006dw, 4007dw, 4008dw)

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

Figure 1-16 Dimensions

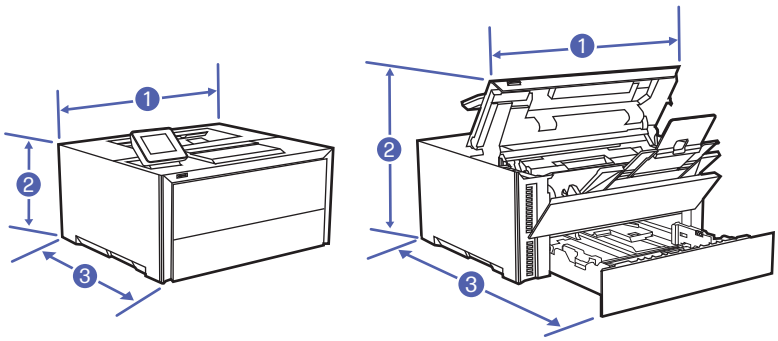


Table 1-51 Dimensions for the printer 4006dw, 4007dw, 4008dw

Measurement	Printer fully closed	Printer fully opened
1. Width	369 mm (14.5 in)	369 mm (14.5 in)
2. Height	204 mm (8 in)	302 mm (11.9 in)
3. Depth (mm) Ltr/A4	375 mm (14.7 in)	557 mm (21.9 in)
3. Depth (mm) Legal	435 mm (17.1 in)	557 mm (21.9 in)
Weight (with cartridges)	7.7 kg (17 lb)	7.7 kg (17 lb)

Figure 1-17 Dimensions for the printer with the optional 550-sheet tray

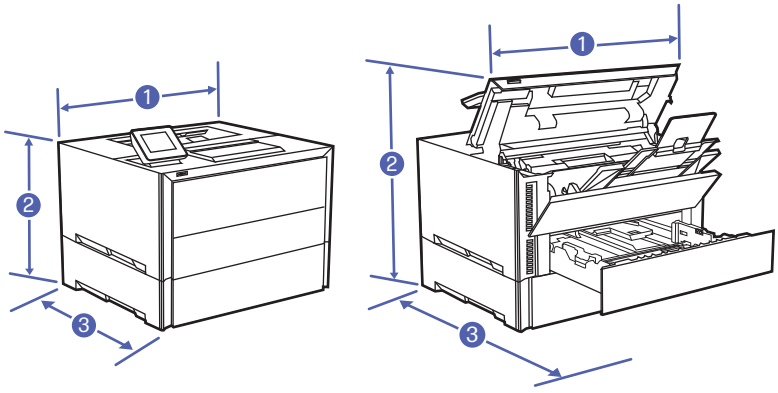


Table 1-52 Dimensions for the printer with the optional 550-sheet tray

Measurement	Printer fully closed	Printer fully opened
1. Width	369 mm (14.5 in)	369 mm (14.5 in)
2. Height	334 mm (13.1 in)	432 mm (17.1 in)
3. Depth (mm) Ltr/A4	375 mm (14.7 in)	606 mm (23.9 in)
3. Depth (mm) Legal	435 mm (17.1 in)	606 mm (23.9 in)
Weight (with cartridges)	11.2 kg (24.7 lb)	11.2 kg (24.7 lb)

Printer dimensions (MFP 4112, 4113, 4114)

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

Figure 1-18 Printer dimensions

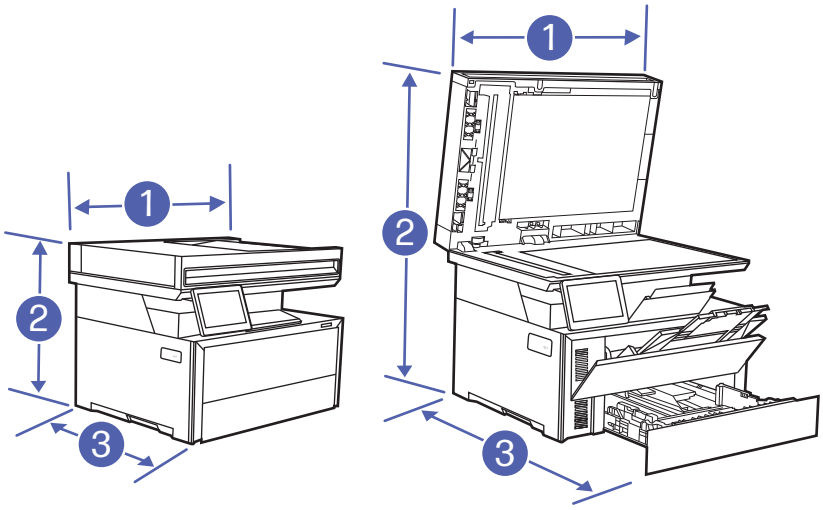


Table 1-53 Printer dimensions

Measurement	Printer fully closed	Printer fully opened
1. Width	420 mm (16.5 in)	452 mm (17.8 in)
2. Height	307 mm (12.1 in)	558 mm (22 in)
3. Depth (mm) Ltr/A4	386 mm (15.1 in)	557 mm (21.2 in)
3. Depth (mm) Legal	446 mm (17.5 in)	557 mm (21.2 in)
Weight (with cartridges)	12.5 kg (27 lb)	12.5 kg (27 lb)

Figure 1-19 Dimensions for the printer with the optional 550-sheet tray

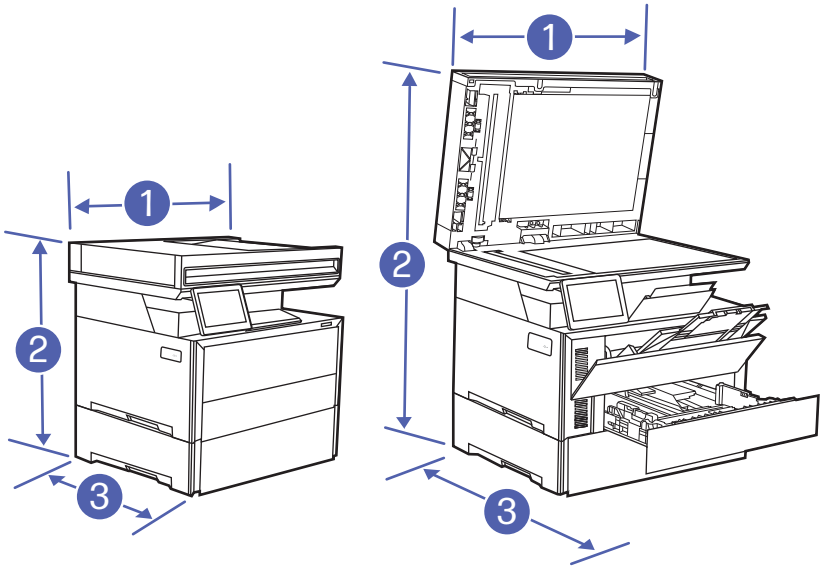


Table 1-54 Dimensions for the printer with the optional 550-sheet tray

Measurement	Printer fully closed	Printer fully opened
1. Width	420 mm (16.5 in)	452 mm (17.8 in)
2. Height	437 mm (17.2 in)	688 mm (27.1 in)
3. Depth (mm) Ltr/A4	386 mm (15.2 in)	557 mm (22 in)
3. Depth (mm) Legal	446 mm (17.5 in)	557 mm (22 in)
Weight (with cartridges)	16.1 kg (35.5 lb)	16.1 kg (35.5 lb)

Power consumption, electrical specifications, and acoustic emissions

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

See https://www.hp.com/support/ljpro4000 or https://www.hp.com/support/ljpro4110mfp for current information.

⚠ **CAUTION:** Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This will damage the printer and void the printer warranty.

Operating-environment range

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

Table 1-55 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% RH

Printer hardware setup and software installation

For basic setup instructions, see the Hardware Installation Guide that came with the printer. For additional instructions, go to HP support on the web.

Go to https://www.hp.com/support/ljpro4000 or https://www.hp.com/support/ljpro4110mfp for HP's all-inclusive help for the printer, which includes the following information:

- Install and configure
- Learn and use
- Solve problems
- Download software and firmware updates
- Join support forums
- Find warranty and regulatory information
- Find instructions about how to use the Microsoft Add Printer tool

Input devices

Learn about input device configuration and specifications.

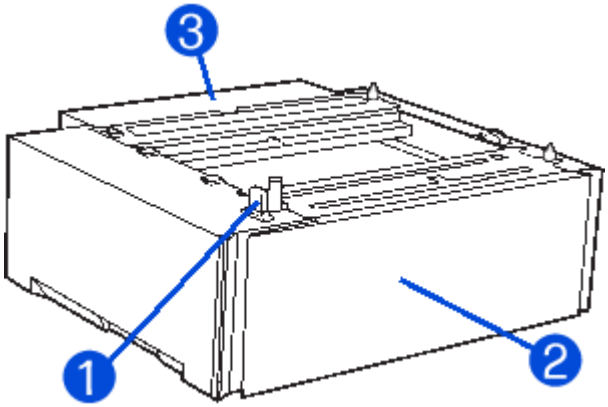
Information (input devices)

Learn about the printer input devices.

550-sheet paper feeder front view

Identify the parts on the 550-sheet paper feeder.

Figure 1-20 550-sheet paper feeder front view



Number	Description
1	Drawer connector
2	Tray 3 (cassette)
3	550-sheet paper feeder (whole unit)

Table 1-56 Accessories

Product	Item	Product Description	Part Number
MFP	HP LaserJet 550-Sheet Gray Input Tray	HP LaserJet 550-Sheet Gray Input Tray	A4BU3A
MFP	HP LaserJet 550-Sheet Blue Input Tray	HP LaserJet 550-Sheet Blue Input Tray	A4BU4A
SFP	HP LaserJet 550-Sheet Gray Input Tray	HP LaserJet 550-Sheet Gray Input Tray	A1PF3A
SFP	HP LaserJet 550-Sheet Blue Input Tray	HP LaserJet 550-Sheet Blue Input Tray	A1PF4A

2 Printer installation and maintenance

Learn about printer installation and maintenance.

Document feeder and scanner

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

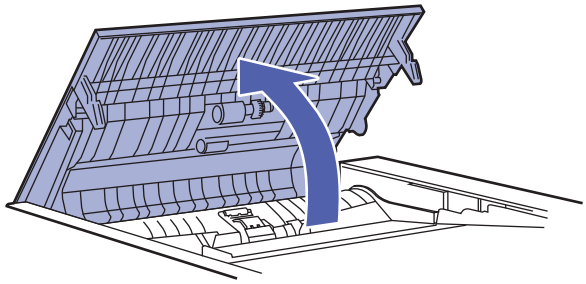
Clean the pickup rollers and separation pad in the document feeder (MFP)

Learn about cleaning the document feeder rollers and pads.

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

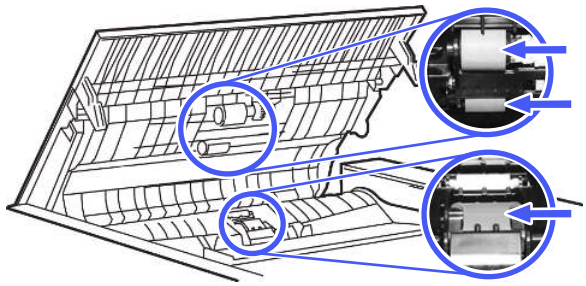
NOTE: The figures in this topic show a typical MFP printer. However, the procedure is correct for all MFP printers.

1. . Open the document-feeder cover.

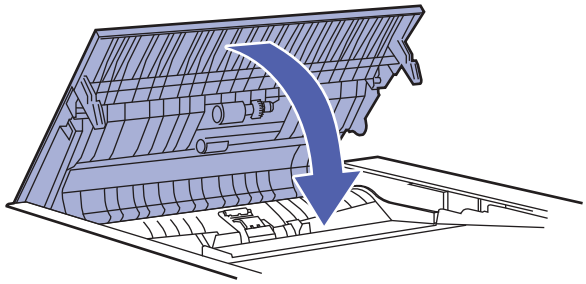


2. . Remove any visible lint or dust from each of the feed rollers and the separation pad using compressed air or a clean lint-free cloth moistened with warm water.

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



3. . Close the document-feeder cover.



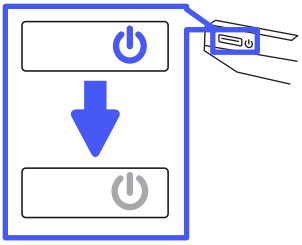
Check the scanner glass for dirt and smudges

Learn about solving copy-quality debris problems.

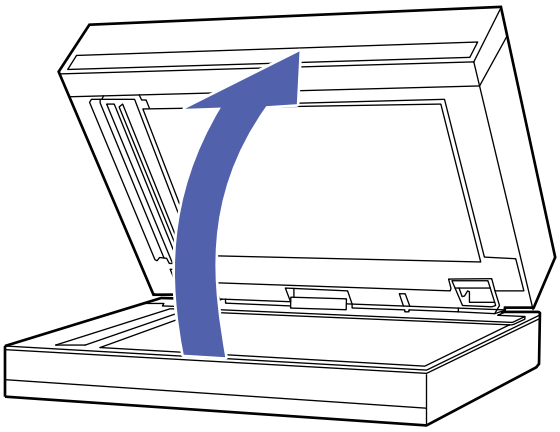
Over time, specks of debris might collect on the scanner glass and document feeder white plastic backing, which might cause print defects. Use the following procedure to clean the scanner if the printed pages have streaks, unwanted lines, black dots, poor print quality, or unclear text.

View a video of cleaning the document feeder glass and flatbed glass.

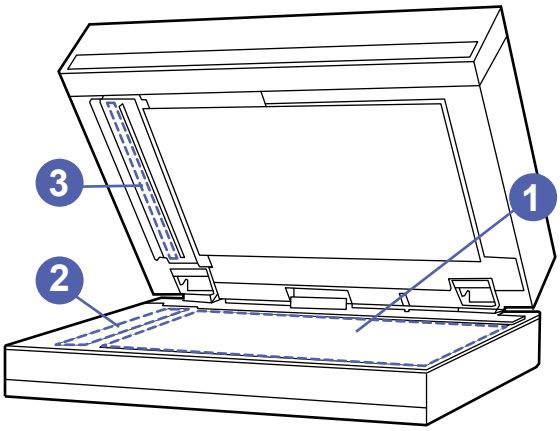
1. Press the power button to turn the printer off, and then disconnect the power cable from the electrical outlet.



2. Open the scanner lid.



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

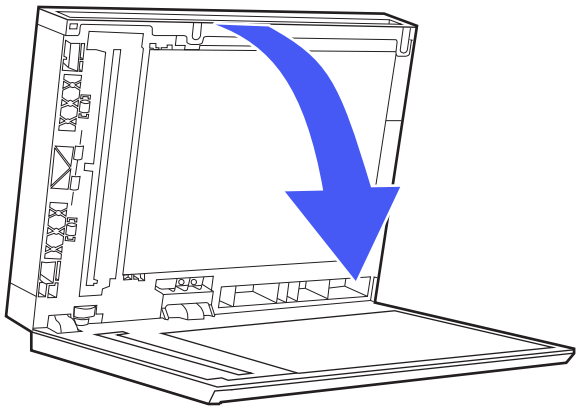


⚠ **CAUTION:** Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the printer; these can damage the printer. Do not place liquids directly on the glass or platen. They might seep and damage the printer.

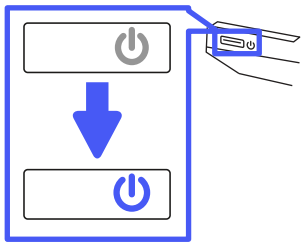
NOTE: If you are having trouble with streaks on copies when you are using the document feeder, be sure to clean the small strips of glass on the left side of the scanner (callout 2, callout 3).

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

5. Close the scanner lid.



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



Base printer

Learn about the base printer installation and maintenance.

Supplies and long-life consumables (LLCs)

Learn about supplies and LLCs.

Replace the toner cartridge

To ensure optimal print quality, replace the toner cartridge when the printer alerts you that the toner is low or empty.

Toner cartridge information

Learn about when to order and replace toner cartridges.

The printer indicates when the toner-cartridge level is low and very low. The actual toner cartridge life remaining can vary. Consider having a replacement cartridge available to install when print quality is no longer acceptable.

Continue printing with the current cartridge until redistributing the toner no longer yields acceptable print quality. To redistribute the toner, remove the toner cartridge from the printer and gently rock the cartridge back and forth end to end. For graphical representation, see the cartridge replacement instructions. Reinsert the toner cartridge into the printer, and then close the cover.

To purchase cartridges or check cartridge compatibility for the printer, go to www.hp.com/go/suresupply. Scroll to the bottom of the page and verify that the country/region is correct.

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

Table 2-1 Toner cartridges (4006, 4007, 4008 models only)

Product model	Part Description	Part Number (New)
HP LaserJet Pro 4006	HP 161A Black Original LaserJet Toner Cartridge	W1610A
HP LaserJet Pro 4006	HP 161X High Yield Black Original LaserJet Toner Cartridge	W1610X
HP LaserJet Pro 4007	HP 162A Black Original LaserJet Toner Cartridge	W1620A
HP LaserJet Pro 4007	HP 162X High Yield Black Original LaserJet Toner Cartridge	W1620X
HP LaserJet Pro 4008	HP 164A Black Original LaserJet Toner Cartridge	W1640A
HP LaserJet Pro 4008	HP 164X High Yield Black Original LaserJet Toner Cartridge	W1640X

Table 2-2 Toner cartridges (MFP 4112 models only) - Americas, New Zealand, Australia and Rest of World

Product model	Part Description	Part Number (New)
HP LaserJet Pro MFP 4112	HP 161A Black Original LaserJet Toner Cartridge (Standard-capacity replacement black toner cartridge)	W1610A
HP LaserJet Pro MFP 4112	HP 161X High Yield Black Original LaserJet Toner Cartridge (High-capacity replacement black toner cartridge)	W1610X

Table 2-3 Toner cartridges (4113 models only) - Europe, Middle East, Africa (EMEA)

Product model	Part Description	Part Number (New)
HP LaserJet Pro MFP 4113	HP 162A Black Original LaserJet Toner Cartridge (Standard-capacity replacement black toner cartridge)	W1620A
HP LaserJet Pro MFP 4113	HP 162X High Yield Black Original LaserJet Toner Cartridge (High-capacity replacement black toner cartridge)	W1620X

Table 2-4 Toner cartridges (4114 models only) - China/India

Product model	Part Description	Part Number (New)
HP LaserJet Pro MFP 4114	HP 164A Black Original LaserJet Toner Cartridge (Standard-capacity replacement black toner cartridge)	W1640A
HP LaserJet Pro MFP 4114	HP 164X High Yield Black Original LaserJet Toner Cartridge (High-capacity replacement black toner cartridge)	W1640X

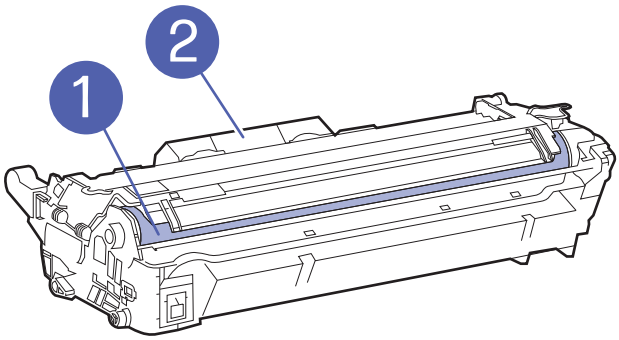
NOTE: High-yield toner cartridges contain more toner than standard cartridges for increased page yield. For more information, go to www.hp.com/go/toneryield.

Do not remove the toner cartridge from its package until it is time to replace it.

CAUTION: To prevent damage to the toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

The following illustration shows the toner cartridge components.

Figure 2-1 Toner cartridge components



Number	Description
1	Imaging drum **CAUTION:** Do not touch the imaging drum. Fingerprints can cause print-quality problems.
2	Memory chip

CAUTION: If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

NOTE: Information about recycling used toner cartridges is in the toner cartridge box or at www.hp.com/hprecycle.

Table 2-5 Rollers (SFP and MFP)

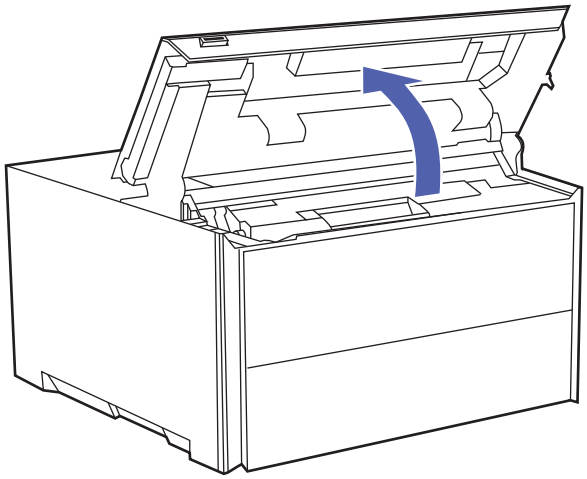
Item	Self replacement options	Part number
ROLLER, MULTI-PURPOSE Tray 1	Mandatory	RL3-0679-000CN
PAD, MULTI-PURPOSE SEPARATION Tray 1	Mandatory	RL3-0684-000CN
PAPER PICK-UP ROLLER ASS'Y Tray 2	Mandatory	RM2-5452-010CN
SEPARATION ROLLER ASS'Y Tray 2	Mandatory	RM3-0394-000CN
OPF PAPER PICK-UP ROLLER ASS'Y Tray 3	Mandatory	RM3-0947-000CN
OPF SEPARATION ROLLER ASS'Y Tray 3	Mandatory	RM3-1081-000CN

Replace the toner cartridge

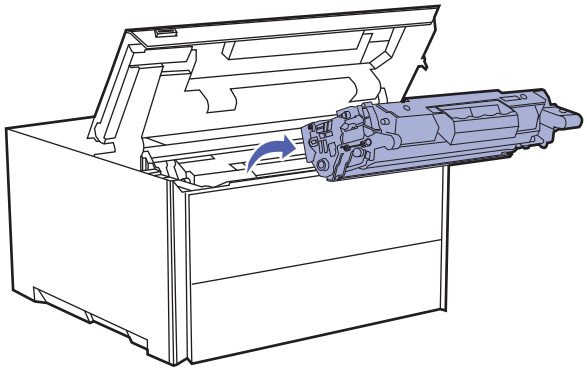
Follow these steps to replace the toner cartridge.

View a video of how to replace the toner cartridge

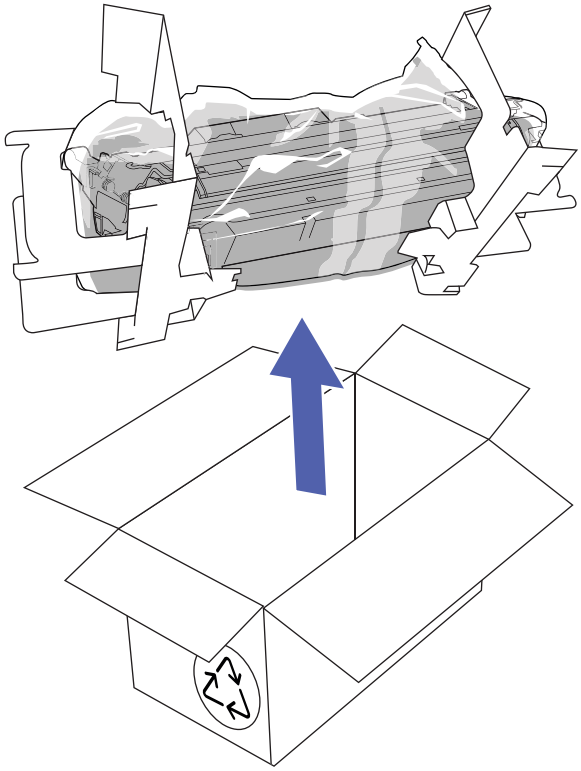
1. Open the top door.



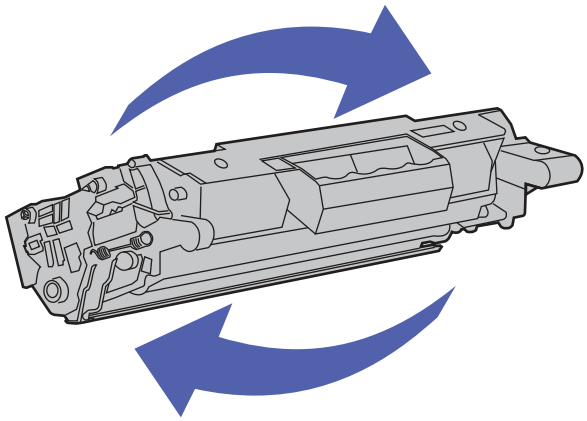
2. Grasp the handle on the toner cartridge, and then pull the toner cartridge out to remove it.



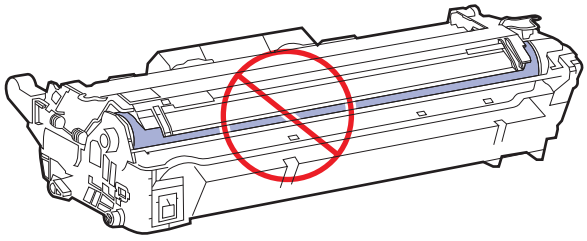
3. Remove the new toner cartridge package from the box, and then remove it from the packaging.



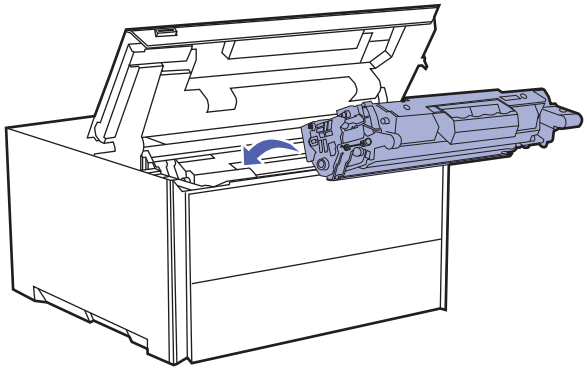
4. Hold both ends of the toner cartridge and rock it end to end to distribute the toner evenly inside the cartridge.



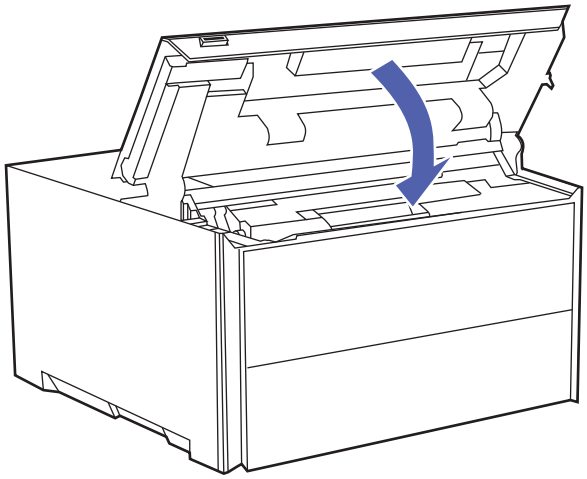
5. Do not touch the imaging drum on the bottom of the toner cartridge. Fingerprints on the imaging drum can cause print-quality problems. Also, do not expose the cartridge to light unnecessarily.



6. Insert the new toner cartridge into the printer.



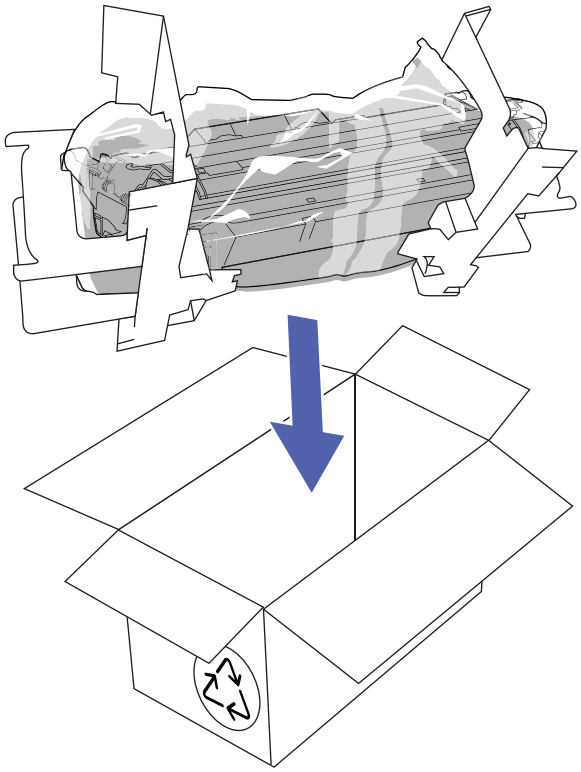
7. Close the top door.



8. Pack the used toner cartridge into the box the new cartridge came in, or use a large cardboard box and fill it with several cartridges you need to recycle. See the enclosed recycling guide for information about recycling.

   In the US, a pre-paid shipping label is included in the box. In other countries/regions, go to www.hp.com/hprecycle to print a pre-paid shipping label.

   Adhere the pre-paid shipping label to the box, and return the used cartridge to HP for recycling.

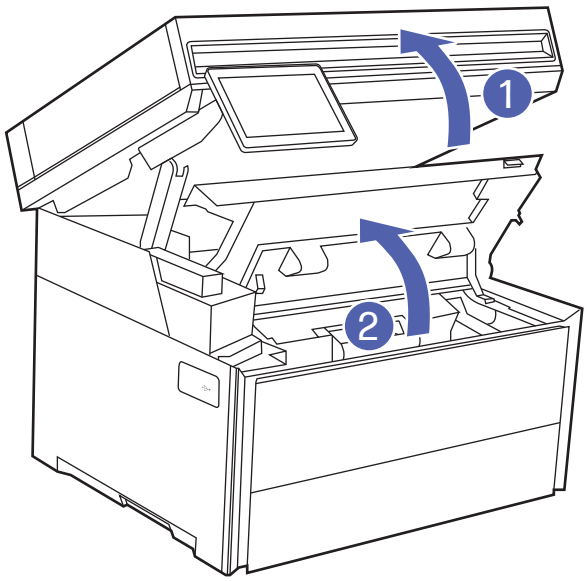


Replace the toner cartridge

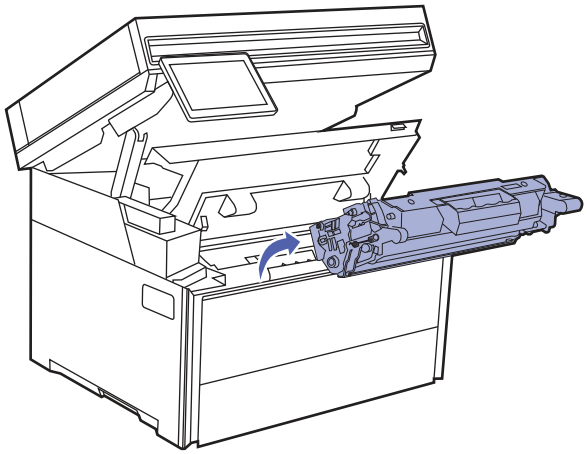
Follow these steps to replace the toner cartridges.

View a video of how to replace the toner cartridges

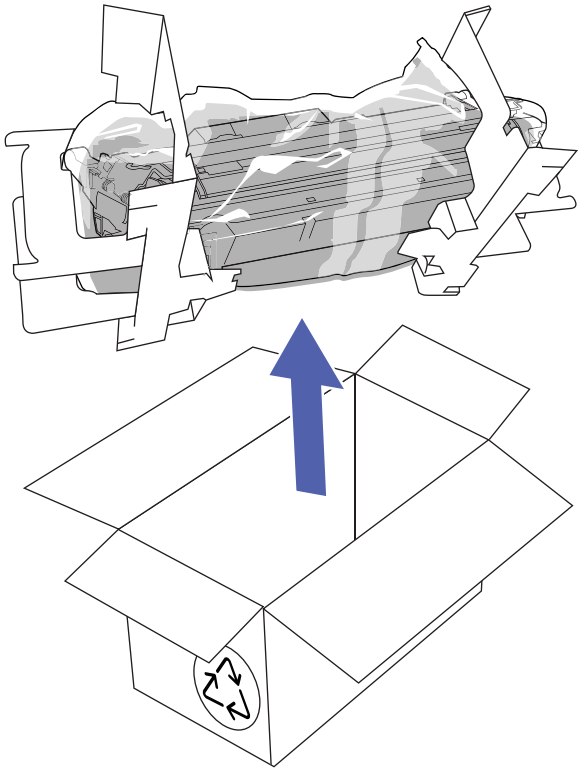
1. Open the toner cartridge access door by lifting the scanner (callout 1), and then lifting the cartridge door (callout 2).



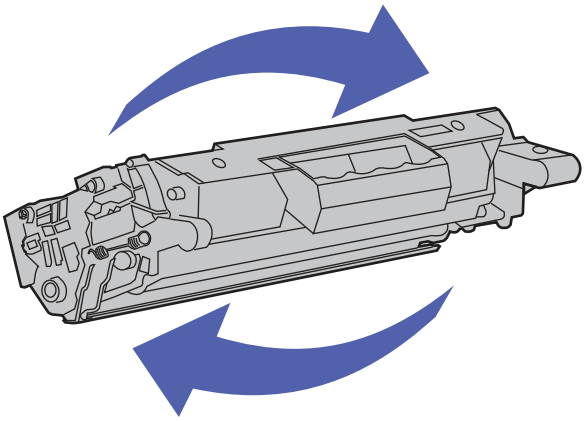
2. Grasp the handle on the toner cartridge, and then pull the toner cartridge out to remove it.



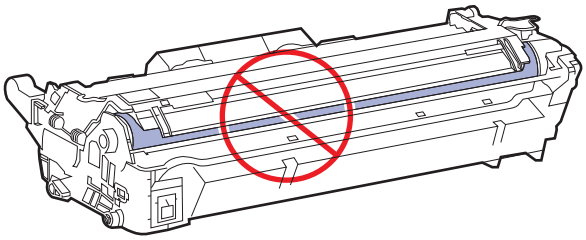
3. Remove the new toner cartridge package from the box, and then remove it from the packaging.



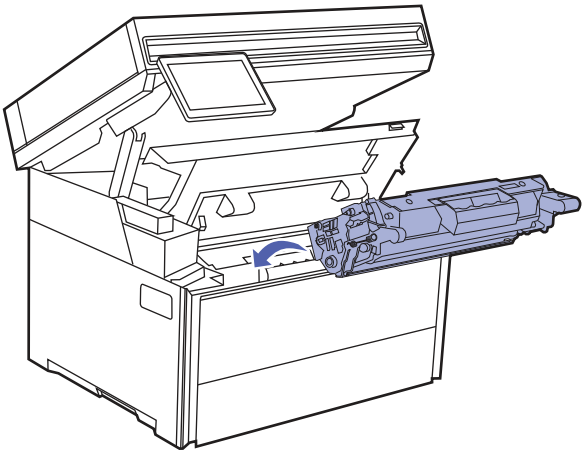
4. Hold both ends of the toner cartridge and rock it end to end, to distribute the toner evenly inside the cartridge.



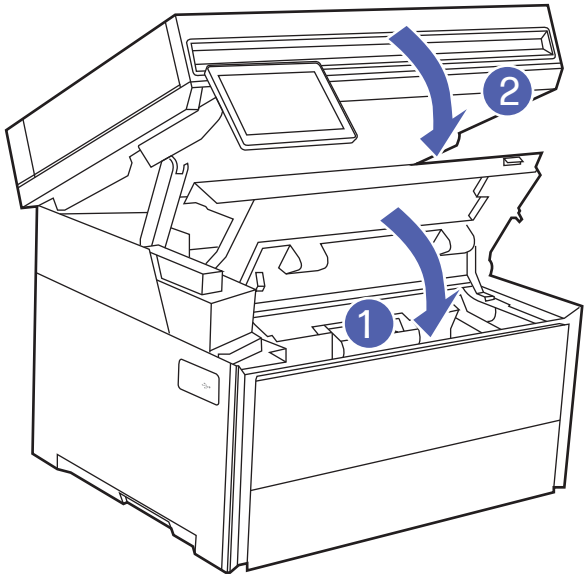
5. Do not touch the imaging drum on the bottom of the toner cartridge. Fingerprints on the imaging drum can cause print-quality problems. Also, do not expose the cartridge to light unnecessarily.



6. Insert the new toner cartridge into the printer.



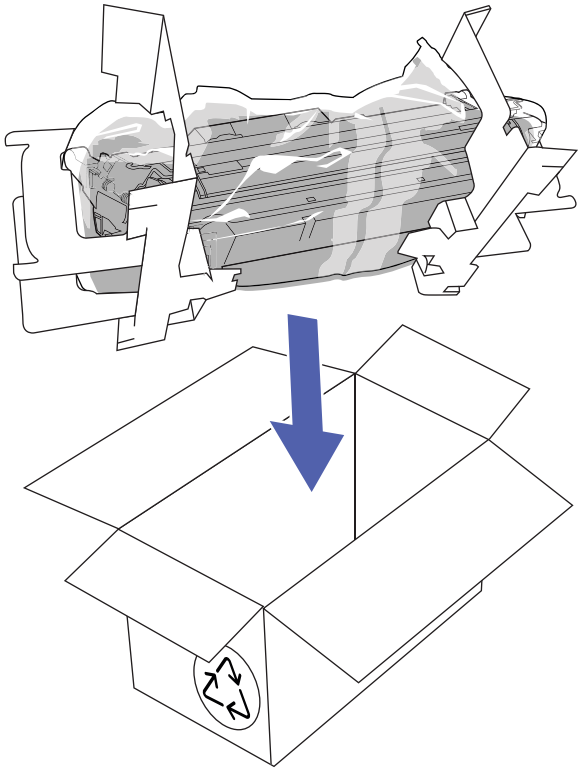
7. Close the toner cartridge access door and lower the scanner.



8. Pack the used toner cartridge into the box the new cartridge came in, or use a large cardboard box and fill it with several cartridges you need to recycle. See the enclosed recycling guide for information about recycling.

   In the US, a pre-paid shipping label is included in the box. In other countries/regions, go to www.hp.com/hprecycle to print a pre-paid shipping label.

   Adhere the pre-paid shipping label to the box, and return the used cartridge to HP for recycling.

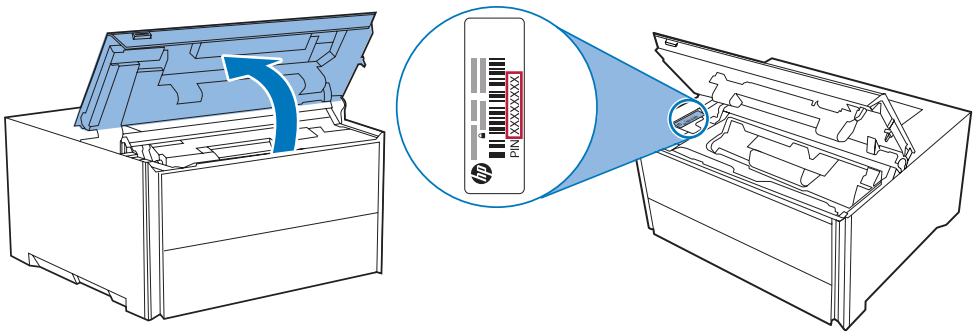


Security setup

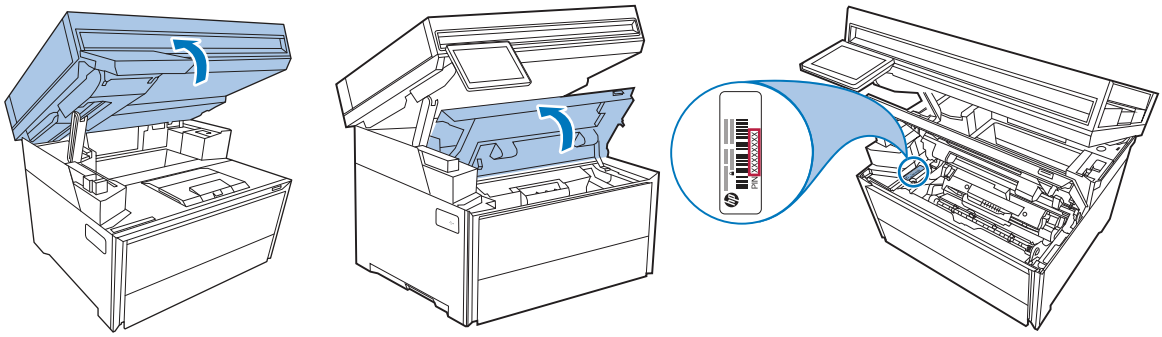
Review the following information about the printer security features.

IMPORTANT: Access to the Embedded Web Server (EWS) requires a personal identification number (PIN). The default PIN for this printer is located on a sticker inside the front door. Use this PIN to open the EWS when prompted.

The default PIN (password) can be changed in the EWS (**Settings** > **Security** > **Password Settings**).



OR



Introduction

The printer includes several security features to restrict who has access to configuration settings, to secure data, and to prevent access to valuable hardware components.

Assign or change the system password using the Embedded Web Server

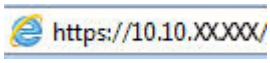
Assign an administrator password for access to the printer and the HP Embedded Web Server so that unauthorized users cannot change the printer settings.

Access to the Embedded Web Server (EWS) requires a personal identification number (PIN). The default PIN for this printer is located on a sticker inside the front door. Use this PIN to open the EWS when prompted.

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

1. Open the HP Embedded Web Server (EWS):
   a. From the Home screen on the printer control panel, touch the Wireless icon or the Ethernet icon to view the printer's IP address or host name.

b. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the Enter key on the computer keyboard. The EWS opens.



NOTE: If a message displays in the web browser indicating that the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

2. On the EWS Home page, select the **Settings** tab.
3. Select **Security** from the left pane to expand the options.
4. Select the **Password Settings** option.
5. Type the password.
6. Re-enter the password in the **Confirm Password** field and then select **Apply**.

NOTE: Make note of the password and store it in a safe place.

Cleaning

Learn about printer cleaning techniques and procedures.

Print a cleaning page

Learn how to print a cleaning page.

During the printing process, paper, toner, and dust particles can accumulate inside the printer and can cause print-quality issues such as toner specks or spatter, smears, streaks, lines, or repeating marks.

1. OK button to display the Home screen.
2. Open the print quality menu (depending on the type of control panel).
   - **Menu** > **Tools** > **Troubleshooting** > **Print Quality**
   - **Menu** > **Tools** > **Troubleshooting** > **Print Quality Tools**.

     OR
   - **Setup icon** > **Printer Maintenance** > **Print Quality Tools**.
3. Select the Cleaning Page option.
4. When prompted, load plain Letter or A4 size paper into the paper tray, and then select OK.

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

Clean the Tray 1 roller and separation pad

Learn about cleaning the Tray 1 roller and separation pad.

Before performing service

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

1. **Turn the printer power off and wait 30 seconds.**
2. Disconnect the power cable.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 2-6 Part information

Part number	Part description
RL3-0679-000CN	Roller, multiple-purpose
RL3-0684-000CN	Pad, multiple-purpose separation

Required tools

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

After performing service

1. **Turn the printer power on.**
2. Connect the power cable.
3. Use the power switch to turn the power on.

Post service test

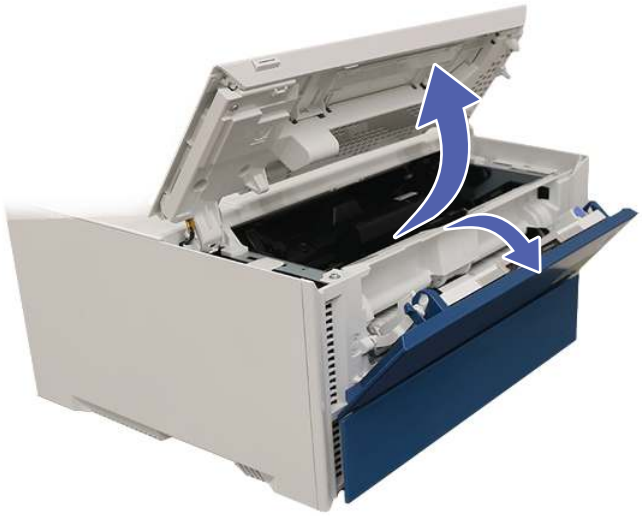
Print any pages necessary to make sure the printer is functioning correctly.

Remove the roller

Follow these steps for removing the roller.

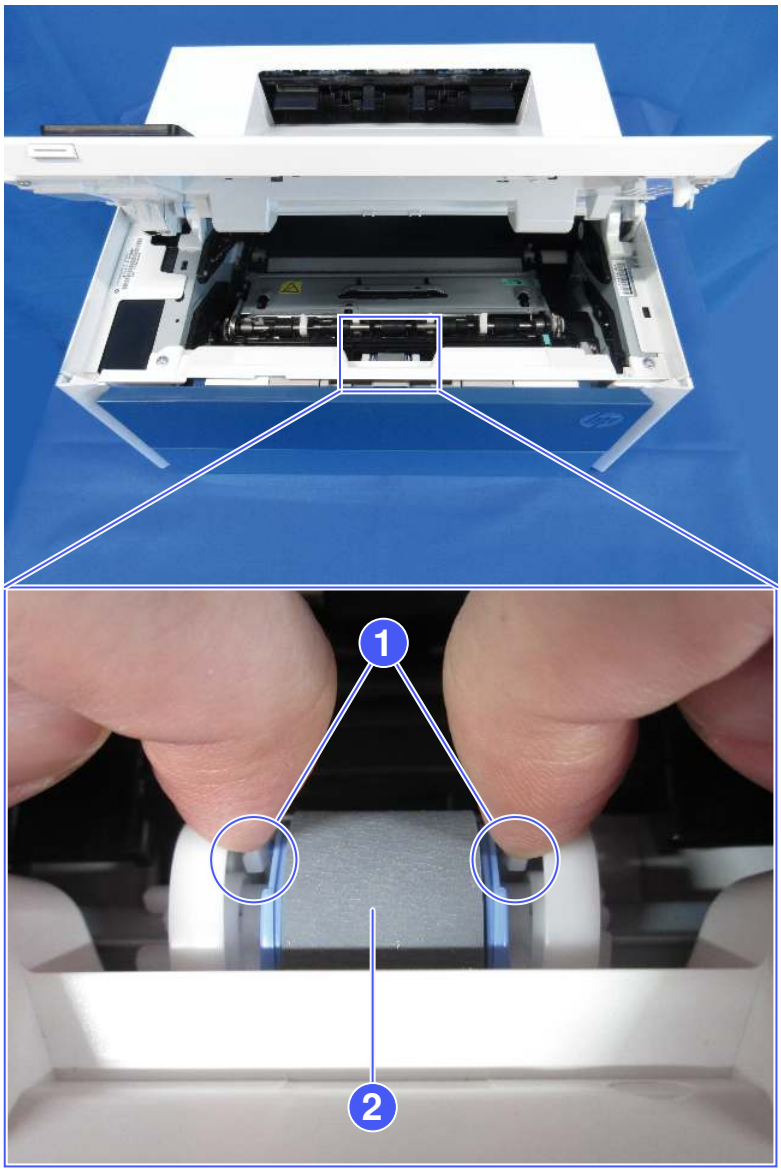
1. Open the toner-cartridge door.

Figure 2-2 Open toner door



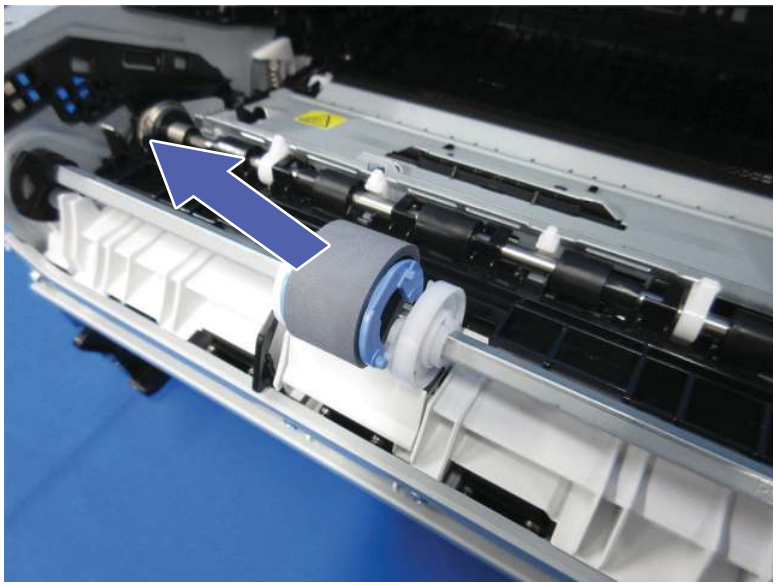
2. Release two tabs between the roller collar and roller.

Figure 2-3 Release the roller



3. Remove the roller.

Figure 2-4 Remove the roller



Clean the Tray 1 roller and separation pad

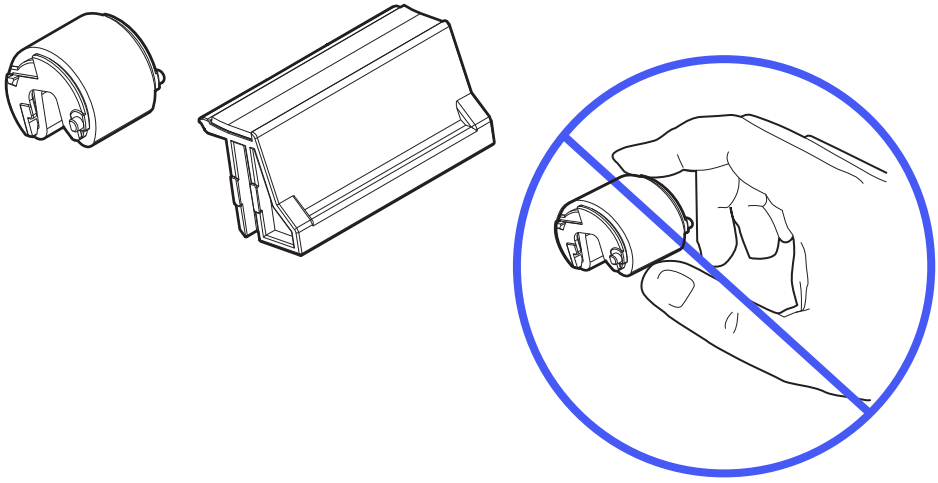
Carefully clean the Tray 1 roller and separation pad.

- Clean the Tray 1 roller and separation pad.

NOTE: With the Tray 1 roller removed the separation pad is accessible in the printer (it does not need to be removed to be cleaned.

- Use a damp, lint-free cloth to gently clean the rollers.

CAUTION: When handling the roller and/or pad, avoid touching the spongy surfaces. Skin oils and fingerprints on a roller surface can cause print-quality problems.



Install the roller

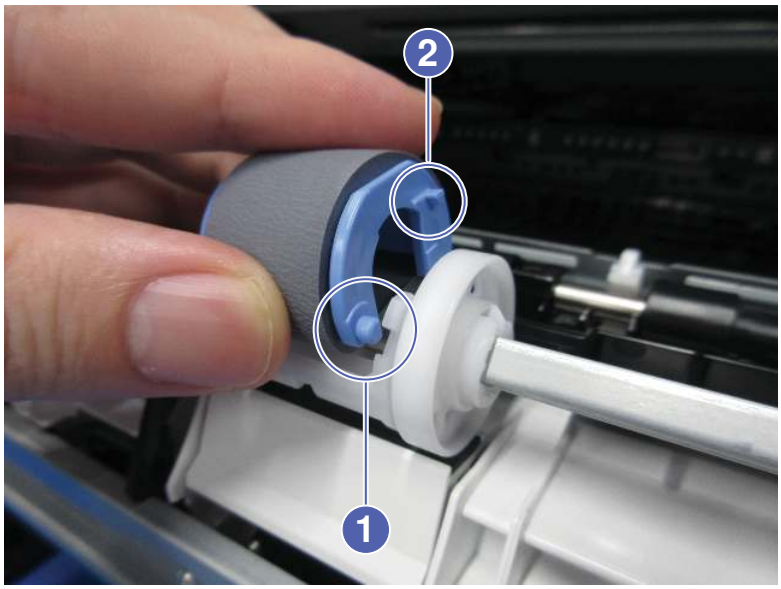
Follow these steps to reinstall the roller.

CAUTION:

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

NOTE: The pin (callout 1) is on the front side and the tab (callout 2) is on the rear side.

Figure 2-5 Install the roller



2. Close the toner-cartridge door.

Clean the Tray 2 rollers

Learn about cleaning the Tray 2 rollers.

Before performing service

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

1. **Turn the printer power off and wait 30 seconds.**
2. Disconnect the power cable.

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 2-7 Part information

Part number	Part description
RM2-5452-010CN	Tray 2 Pickup Roller
RM3-0394-000CN	Separation assembly (Tray 2)

Required tools

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

After performing service

1. **Turn the printer power on.**
2. Connect the power cable.
3. 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 Tray 2

Follow these steps to remove Tray 2.

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

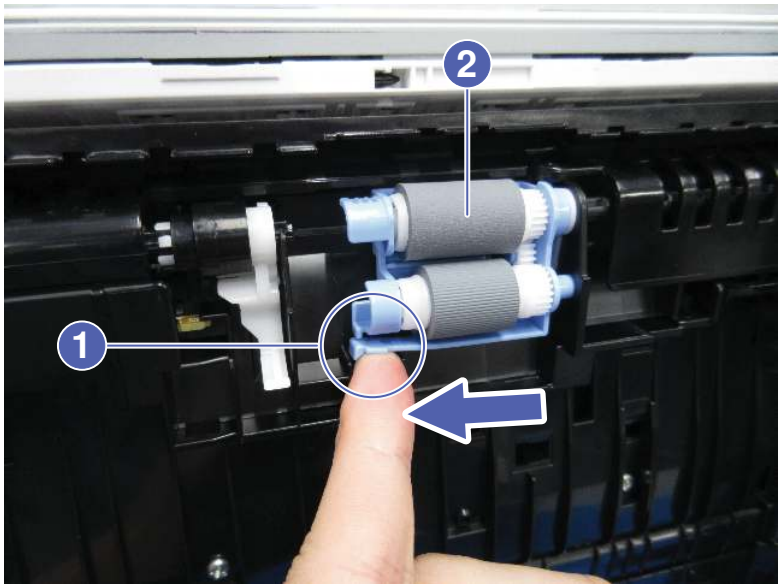
Figure 2-6 Remove the tray



Remove the pickup roller assembly (Tray 2)

Follow these steps to remove the pickup roller assembly (Tray 2).

- Release one tab (callout 1), and then slide the roller holder (callout 2) in the indicated direction to remove it.



Clean the Tray 2 rollers

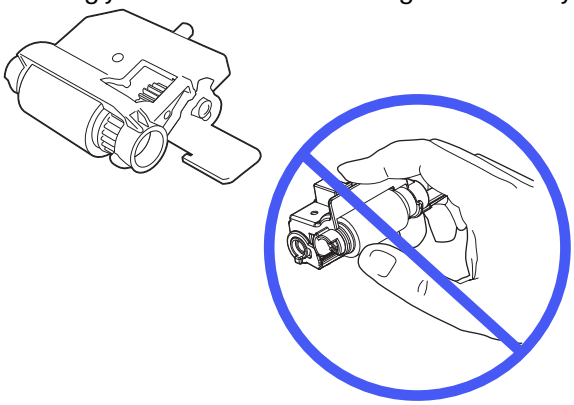
Learn about cleaning the Tray 2 rollers.

- Clean the Tray 2 rollers.

NOTE: The roller in the tray (cassette) can be cleaned without removing it from the tray.

- Use a damp, lint-free cloth to gently clean the rollers.

CAUTION: Do not touch the spongy portion of the roller. Skin oils on the roller can cause paper-handling and print-quality problems. HP recommends using disposable gloves or thoroughly washing your hands before handling the assembly.



Install the pickup roller assembly (Tray 2)

Follow these steps to install the pickup roller assembly (Tray 2).

1. Position the roller holder assembly in the printer as shown.

Figure 2-7 Install the roller holder

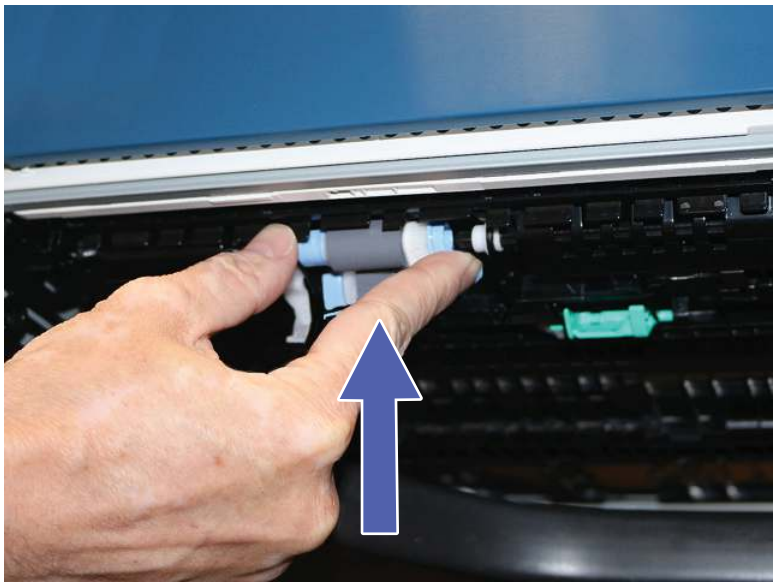
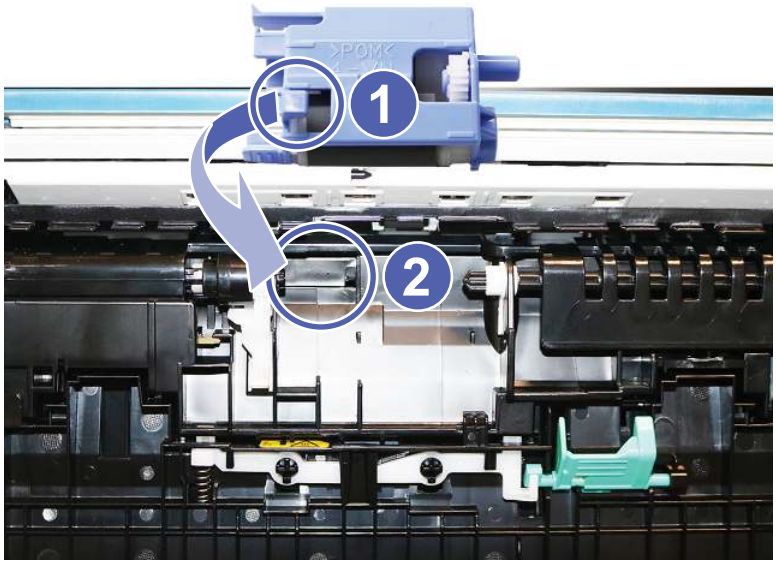


Figure 2-8 Align the tab with the slot

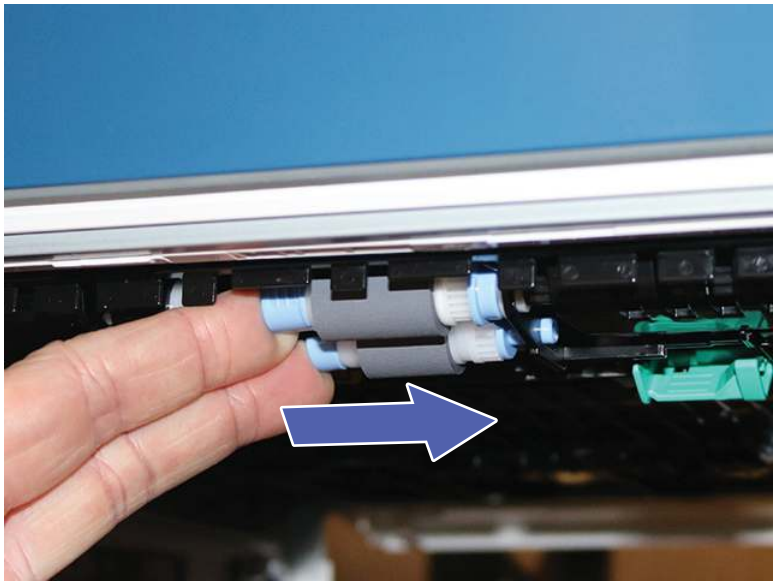
NOTE: When installing the roller assembly align that tab on the top (callout 1) with the slot in the printer (callout 2).



2. Slide the roller holder assembly toward the right side of the printer.

NOTE: Make sure that the assembly snaps into place.

Figure 2-9 Slide roller holder assembly to the right

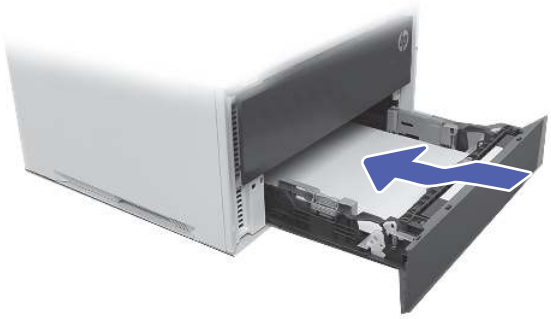


Install Tray 2

Follow these steps to install Tray 2.

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

Figure 2-10 Remove the tray



Removal and replacement: Transfer roller (SFP/MFP)

Learn how to remove and replace the transfer roller.

Mean time to repair: 2 minutes

Service level: CSR A

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**

2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 2-8 Part information

Part number	Part description
RM3-2089-000CN	Transfer Roller

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.

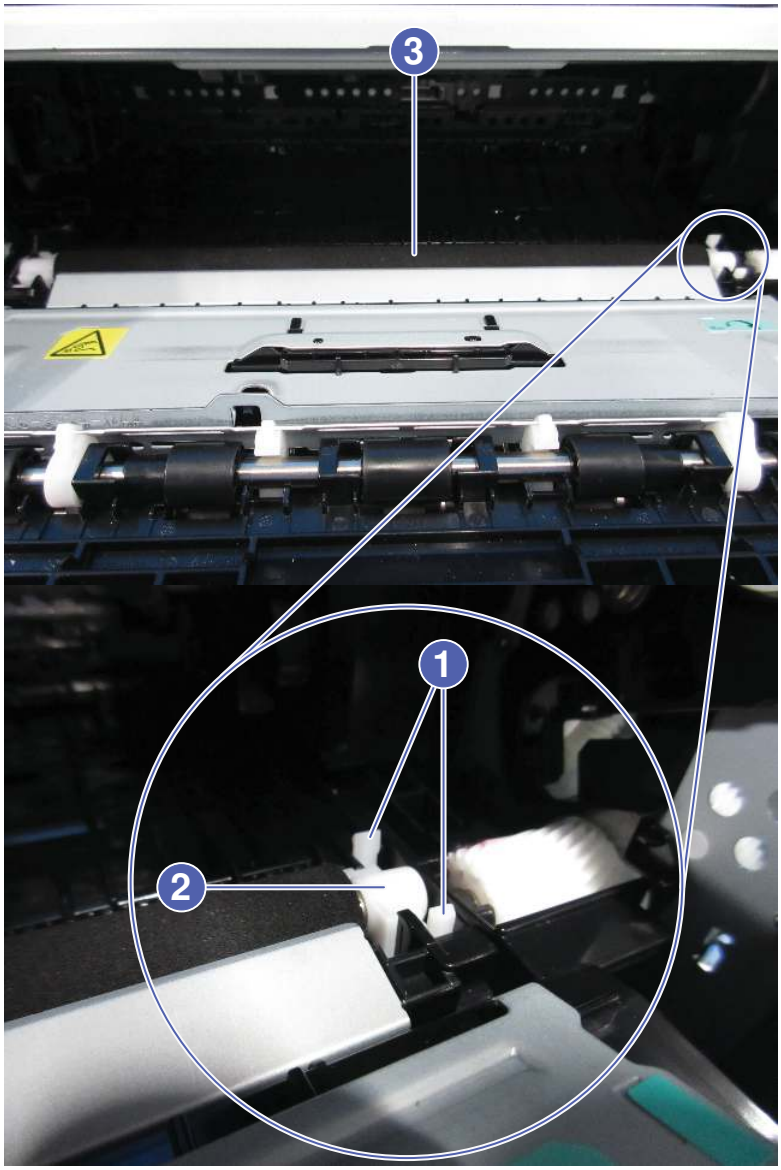
1. Remove the transfer roller

Follow these steps to remove the transfer roller.

1. Open the cartridge door cover and remove the toner cartridge.

2. Release two tabs (callout 1), and then remove the bearing (callout 2).

Figure 2-11 Remove the transfer roller



3. Remove the transfer roller (callout 3) from the printer.

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. Install the transfer roller

Follow these steps to remove Tray 2.

CAUTION: Do not touch the spongy portion of the roller. Skin oils on the roller can cause paper-handling and print-quality problems. HP recommends using disposable gloves or thoroughly washing your hands before handling the assembly.

NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

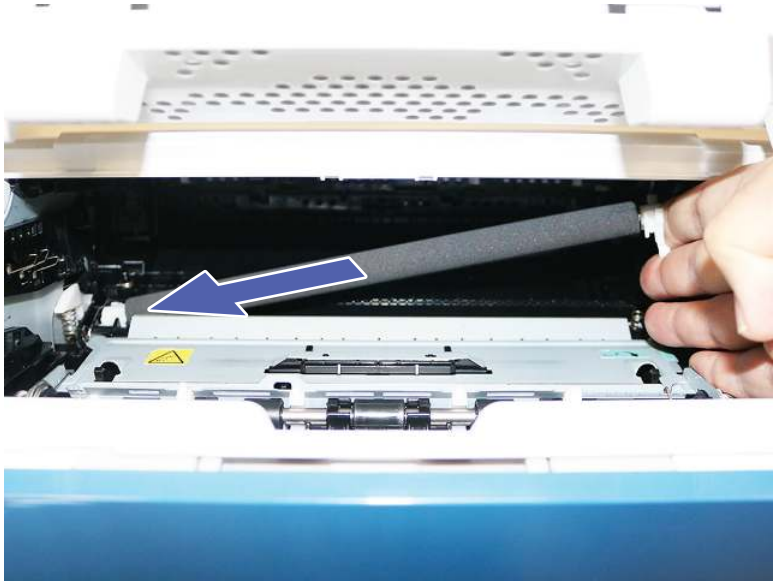
1. Place the bushing on the new transfer roller.

Figure 2-12 Place the bushing on the transfer roller



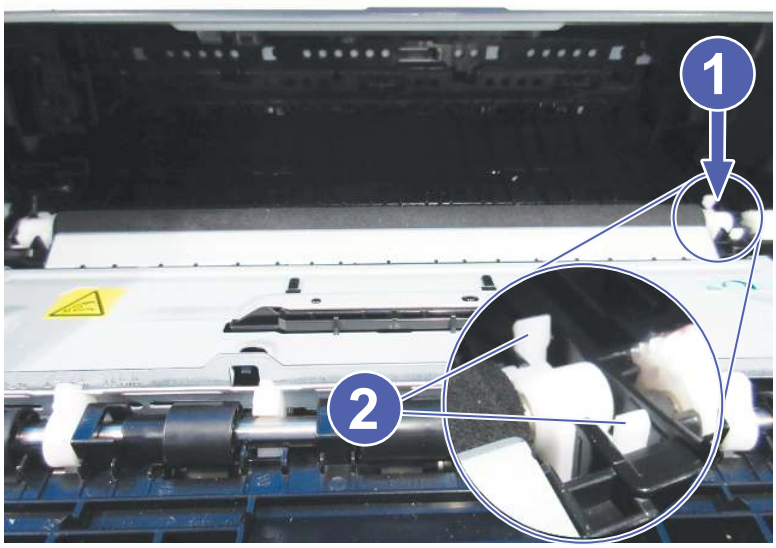
2. Install the transfer roller on the left side first then snapping into tabs on the right side.

Figure 2-13 Install the transfer roller



3. Lower the transfer roller bushing on the right side (callout1) and ensure that it is seated correctly in the holder (callout 2).

Figure 2-14 Ensure the transfer roller is installed



4. Install the toner cartridge and close the cartridge door.

Input devices

Learn about input device installation and maintenance.

Cleaning

Learn about input device cleaning techniques and procedures.

Clean the Tray 3 rollers

Learn about cleaning the Tray 3 rollers.

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

If the part is damaged and cannot be cleaned, use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts.

Table 2-9 Part information

Part number	Part description
RM3-0947-000CN	Paper pickup roller assembly
RM3-0394-000CN	Separation roller assembly

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.

Remove optional Tray 3

Follow these steps to remove optional Tray 3.

1. Remove the optional paper tray from the printer.

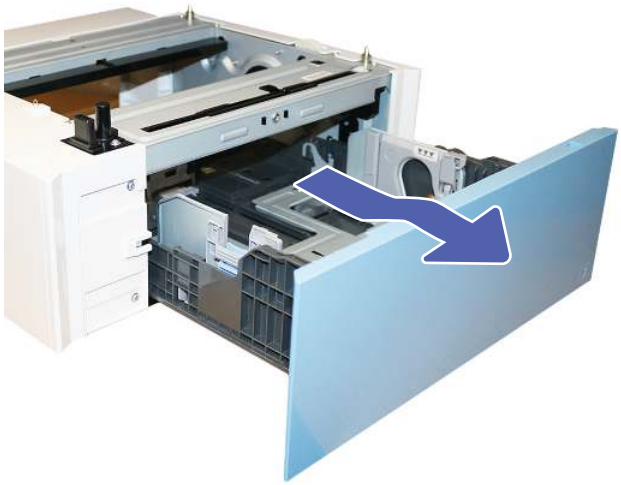
2. Pull the tray straight out of the printer until it stops.

Figure 2-15 Pull the tray out of the printer



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

Figure 2-16 Release and remove the tray

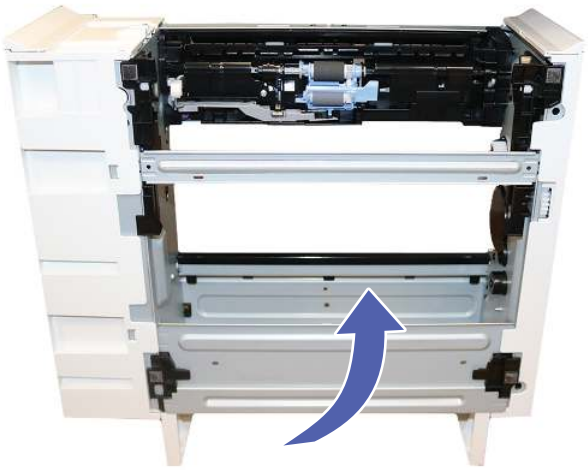


Remove the pickup roller assembly (optional Tray 3)

Follow these steps to remove the pickup roller assembly (optional Tray 3).

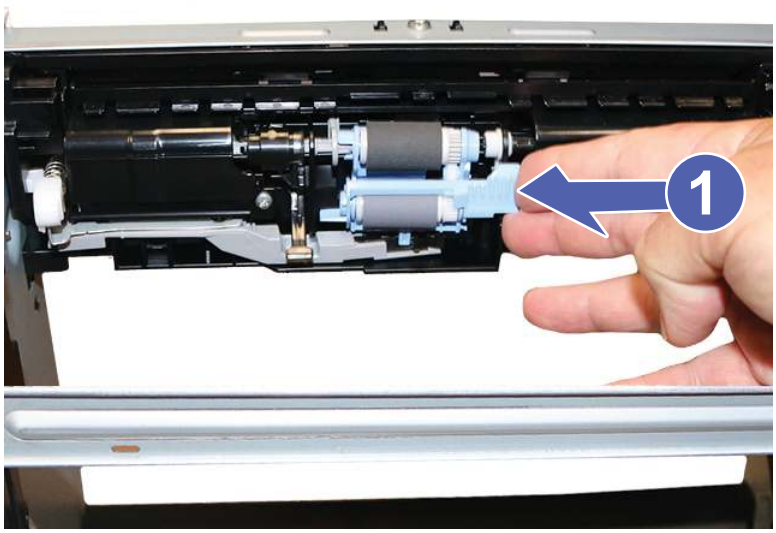
1. Place the 550 sheet feeder with its rear side being the bottom so that the front side becomes the top face.

Figure 2-17 Place the tray on the rear side



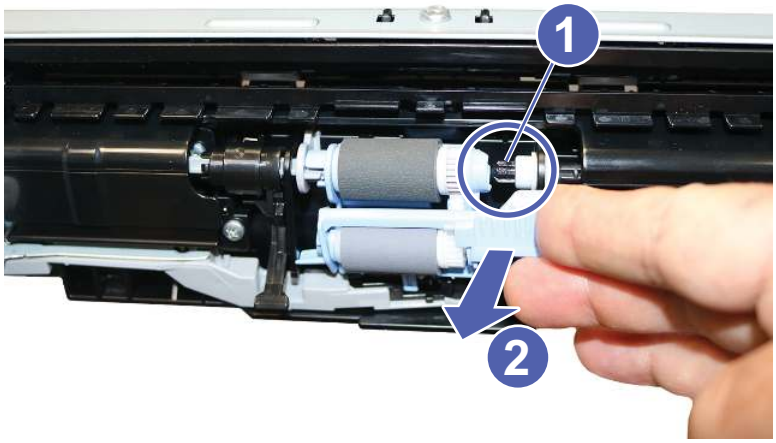
2. Move the tray 3 pickup roller assembly (callout 1) to the left.

Figure 2-18 Release the roller



3. Ensure that the roller assembly has cleared the shaft on the right side (callout 1). Pull the roller assembly forward to remove it (callout 2).

Figure 2-19 Remove the roller



4. Remove the tray 3 pickup roller assembly (callout 2) from the shaft (callout 1).

Figure 2-20 Remove the roller



Clean the 550-sheet paper feeder (Tray 3) rollers

Learn about cleaning the Tray 3 rollers.

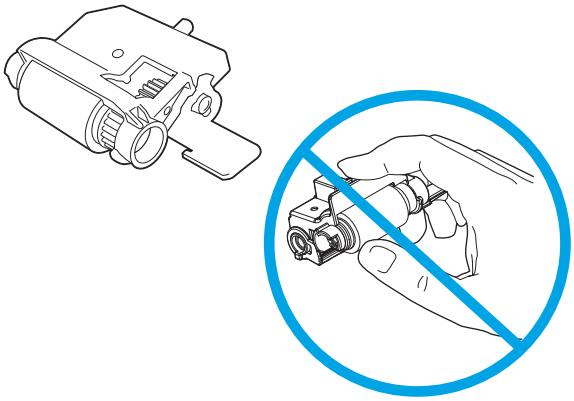
TIP: The roller in the tray (cassette) can be cleaned without removing it from the tray.

- Clean the 550-sheet paper feeder (Tray 3) rollers.

- Use a damp, lint-free cloth to gently clean the rollers.

CAUTION: Do not touch the spongy portion of the roller. Skin oils on the roller can cause paper-handling and print-quality problems. HP recommends using disposable gloves or thoroughly washing your hands before handling the assembly.

Figure 2-21 Clean the rollers



Install the pickup roller assembly (optional Tray 3)

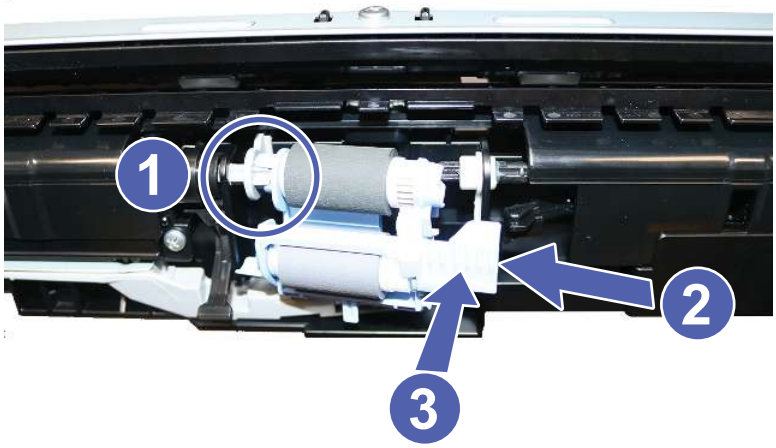
Follow these steps to install the pickup roller assembly (optional Tray 3).

CAUTION: Do not touch the spongy portion of the roller. Skin oils on the roller can cause paper-handling and print-quality problems. HP recommends using disposable gloves or thoroughly washing your hands before handling the assembly.

- Install the left end of the assembly on the spring-loaded shaft (callout 1), and then slide it to the left to compress the shaft (callout 2) and then move the roller assembly back on to the shaft on the left side (callout 3).

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

Figure 2-22 Install the roller assembly

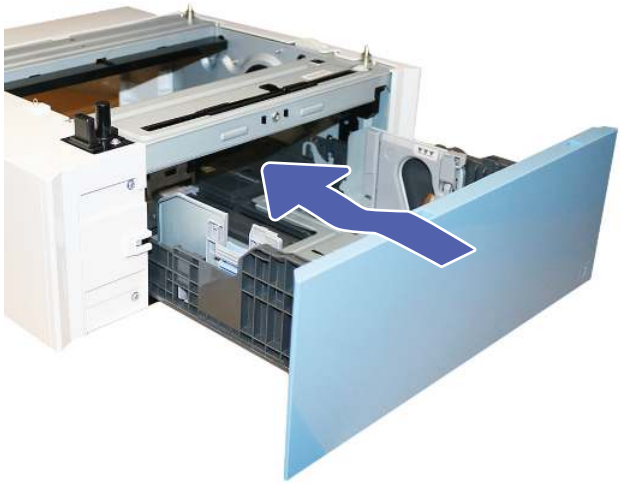


Install optional Tray 3

Follow these steps to install optional Tray 3.

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

Figure 2-23 Install the tray



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

3 Solve problems

Learn about solving printer problems.

Determine the problem source

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

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

- Use the pre-troubleshooting check list to gather information about the problem from the customer.
- Use the troubleshooting flowchart to pinpoint the root cause of hardware malfunctions. The flowchart guides you to the section of this chapter that contains steps for correcting the malfunction.

Before beginning any troubleshooting procedure, check the following issues:

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

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

Pre-troubleshooting checklist

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

Table 3-1 Pre-troubleshooting checklist

General topic	Questions
Environment	• Is the printer installed on a solid, level surface (+/- 1°)? • Is the power-supply voltage within ± 10 volts of the specified power source? • Is the power-supply plug inserted in the printer and the wall outlet (not a surge protector)? • Is the operating environment within the specified parameters? • Is the printer exposed to ammonia gas, such as that produced by diazo copiers or office cleaning materials? **NOTE:** Diazo copiers produce ammonia gas as part of the copying processes. Ammonia gas (from cleaning supplies or a diazo copier) can have an adverse effect on some printer components (for example, the toner cartridge or cartridges OPC). • Is the printer exposed to direct sunlight? • Is the printer exposed to an air conditioning or heating vent that can cause temperature fluctuations?
Media	• Does the customer use only supported media? • Is the media in good condition (no curls, folds, or distortion)? • Is the media stored correctly and within environmental limits?

Table 3-1 Pre-troubleshooting checklist (continued)

General topic	Questions
Input trays	• Is the amount of media in the tray within specifications? • Is the media correctly placed in the tray? • Are the paper guides aligned with the stack (no gaps in the stack or excessive pressure causing the stack to bow)? • Is the tray (or trays) correctly installed in the printer?
Toner cartridge	• Is the toner cartridge (or cartridges) installed correctly? **NOTE:** If country/region specific toner cartridges are available for the printer, make sure the correct cartridge is installed.
Transfer unit and fuser	• Are the transfer unit and fuser installed correctly? **NOTE:** For printers with an intermediate transfer belt (ITB), is the ITB installed correctly and fully seated. If a replacement ITB was installed, was all of the packing materials removed?
Covers	• Is the toner cartridge door closed?
Condensation	• Does condensation occur following a temperature change (particularly in winter following cold storage)? If so, wipe affected parts dry or leave the printer on for 10 to 20 minutes. • Was a toner cartridge (or cartridges) opened soon after being moved from a cold to a warm room? If so, allow the toner cartridge (or cartridges) to sit at room temperature for 1 to 2 hours.
Miscellaneous	• Check for and remove any non-HP components (toner cartridges, memory modules, and EIO cards) from the printer. • Remove the printer from the network and ensure that the failure is associated with the printer before beginning troubleshooting. • For any color print-quality issues (color printers only), calibrate the printer, and then print a diagnostics page to verify print quality.

Troubleshooting flowchart

This flowchart highlights the general processes to follow to quickly isolate and solve printer hardware problems.

Each row depicts a major troubleshooting step. Follow a “yes” answer to a question to proceed to the next major step. A “no” answer indicates that more testing is needed. Go to the appropriate section in this chapter and follow the instructions there. After completing the instructions, go to the next major step in this troubleshooting flowchart.

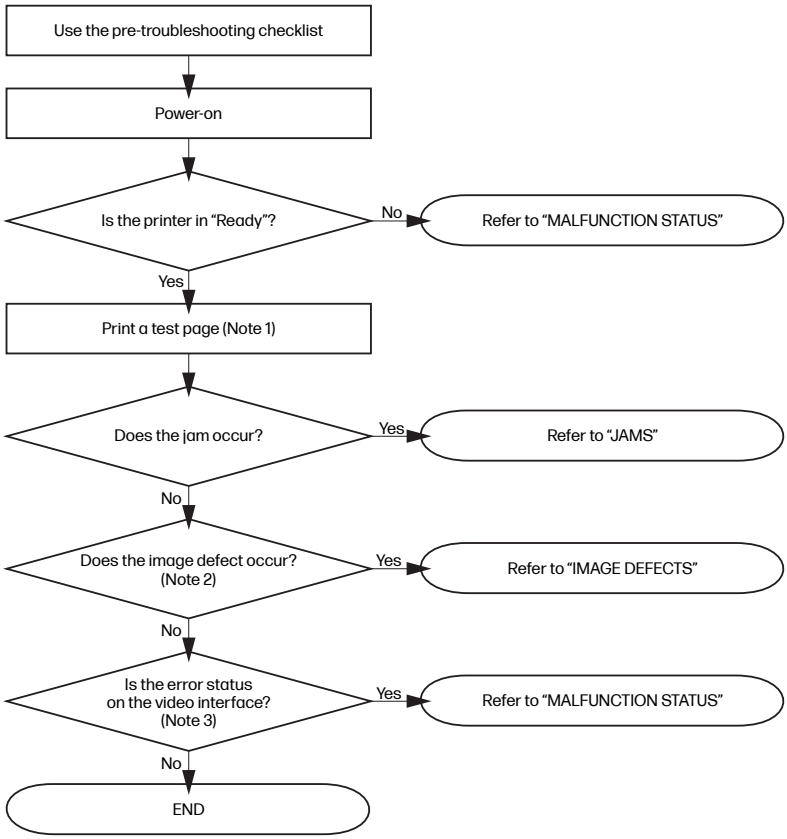


Table 3-2 Troubleshooting flowchart table

Step	Troubleshooting		Action
1 Power on	Is the printer on and does a readable message display? Yes ↓	No →	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. During normal operation cooling fans and/or motors should be operating. Place a hand over fan intake or exhaust vents to determine if the fan or fans are spinning. Lean close to the printer to hear motors rotating. If fans and/or motors are operating, the dc side of the power supply is functioning. Always make sure that the printer is plugged into a known-functioning wall receptacle. Remove power strips and plug the printer directly into a wall receptacle. After the control panel display is functional, continue to step 2.

Table 3-2 Troubleshooting flowchart table (continued)

Step	Troubleshooting		Action
2 Control panel messages	Does the message **Ready** display on the control panel? Yes ↓	No →	Use the control panel message document (CPMD) section in this manual to correct any displayed error messages. After the errors have been corrected, continue to step 3.
3 Event log	Open the Troubleshooting menu and print an event log to see the history of errors with this printer. Does the event log print? Yes ↓	No →	If the event log does not print, check for error messages. If paper jams inside the printer, see the jams section of the printer service manual. If error messages display on the control panel when trying to print an event log, see the control panel message document (CPMD) section of this manual. After successfully printing and evaluating the event log, continue to step 4.
4 Information pages	Open the Reports menu and print the configuration pages to verify that all the accessories are installed. Are all the accessories installed? Yes ↓	No →	If accessories that are installed are not listed on the configuration page, remove the accessory and reinstall it. Make sure that the most recent firmware is installed. See the firmware upgrade section of this manual for more information. After evaluating the configuration pages, continue to step 5.
5 Print quality	Does the print quality meet the customer's requirements? Yes ↓	No →	Compare the images with the sample defects in the Image-quality troubleshooting section of this manual. Solve print-quality and copy-quality issues as needed. After the print quality is acceptable, continue to step 6.

Table 3-2 Troubleshooting flowchart table (continued)

Step	Troubleshooting		Action
6 Interface	Can the customer print successfully from the host computer? Yes. This is the end of the troubleshooting process.	No →	Verify that all I/O cables are connected correctly and that a valid IP address is listed on the HP Jetdirect configuration page. If error messages display on the control panel or appear in the event log, see the control-panel message document (CPMD) section of this manual. When the customer can print from the host computer, this is the end of the troubleshooting process.

Firmware upgrades

Learn about printer firmware upgrades.

HP offers periodic printer updates. Use either the EWS or the control panel to upgrade the printer firmware.

For a firmware upgrade using the control panel, download the most recent firmware to a USB drive from hp.com:

1. Go to the firmware download page.
   a. Go to https://support.hp.com/us-en.
   b. Select your country/region.
   c. Select **Software and Drivers**.
   d. Select the **Printer** option.
   e. Type the printer family such as 'LaserJet Pro' and then type the model number in the search field.
   f. Select your printer model from the list.

   NOTE: More than one printer model might be listed. Make sure to select the correct model so that the upgraded firmware supports all of the printer functions.

   The software and driver download page for the printer series opens.
2. Expand the printer firmware section.
3. Locate the firmware download, and then select **Download**.

   The download saves automatically to your browser Downloads folder.
4. Copy the file to a USB drive.

USB flash drive (control-panel menu)

Learn how to perform a USB flash drive firmware upgrade.

NOTE: On newer HP LaserJet Pro printers, this method is only available on MFP models.

1. Copy the .bdl file to a portable USB flash drive.

   NOTE: If the firmware file has not already been downloaded, go to Firmware upgrades on page 75 for more information.

2. Open the following menus:
   - Menu
   - Tools
   - Maintenance
   - Firmware
   - Update Printer from USB
3. When prompted, insert a USB storage device in the walk-up USB port, and then select the Refresh item.
4. Navigate to and then select the correct .bdl file.

   TIP: If there is more than one .bdl file on the storage device, make sure to select the correct file for this printer.

5. Select the Upgrade item.

   NOTE: The upgrade process can take 10 minutes or longer to complete.

6. When the upgrade is complete, the printer initializes.
7. After a firmware update, print a configuration page and verify that the latest firmware version is installed.

Update the firmware using the Embedded Web Server

Follow the instructions below to access the Embedded Web Server (EWS) and update the printer firmware.

Your printer must be connected to an IP-based network before you can access the EWS.

1. Locate the printer's IP on the printer control panel:
   a. From the Home screen on the printer control panel, touch the Menu icon, and then touch Info.
   b. Touch Connectivity to display the IP address or host name of the printer.
   c. Make note of the IP address as you will need it in the next step.
2. Open the Embedded Web Server (EWS):
   a. On your computer, open a web browser.

b. In the browser address line, type the IP address or host name exactly as it displays on the printer control panel.

Figure 3-1 Example of an IP address in a browser address bar



c. Press the Enter key on the computer keyboard.

NOTE: If a message displays in the web browser indicating that the website might not be safe, select the Advanced option to continue to the website. Accessing this website will not harm the computer.

The EWS opens.

IMPORTANT: Access to the Embedded Web Server (EWS) menus requires a personal identification number (PIN). The default PIN for this printer is located on a sticker inside the front door. Use this PIN to log in when prompted.

The default PIN can be changed by a user or administrator.

3. On the EWS Home page, click **General** in the left navigation pane to expand the menu, and then click **Firmware Update**.

   When prompted, enter the PIN.

   The program checks to see whether the printer has the most recent firmware.

4. If the firmware needs to be upgraded, click **Check for Update**, and follow the onscreen instructions.

Comprehensive list of troubleshooting tools

Learn about the printer troubleshooting tools.

Engine test

Learn about troubleshooting the printer using the engine test diagnostic.

When the engine test is performed, a test page with lines prints if the engine is functioning correctly.

NOTE: Depending on printer models, either a simplex engine test page, a duplex engine test page, or both simplex and duplex engine test pages might be available.

Open and close the cartridge door three times within a three second time period to print a simplex engine test page. Open and close the door four times within a three second period to print a duplex engine test page.

Control panel diagnostics

Learn about troubleshooting control panel problems.

The printer includes diagnostic tests for the control panel. This mode allows for troubleshooting issues with the LEDs (2-line control panels), display, and the buttons.

1. At the printer control panel, press the OK button or press the home button to get started from the Home screen.
2. Open the Service menu.

   Menu > **Tools** > **Service**
3. Select the Service Tests option.
4. Depending on your printer type, select one of the following tests:
   - Display Test
   - Infinite H's
   - Key Test (SFP)
   - Continuous Copy (MFP)
   - Continuous Flatbed Copy (MFP)
   - Scan Motor Test (MFP)
   - Walk-Up USB Port Test (MFP)
5. Select OK.

LED Diagnostics (formatter)

Learn about troubleshooting the printer using formatter LEDs.

Network LEDs (network models only)

The onboard network solution has two network port LEDs. When the printer is connected to a properly working network through a network cable, 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 of the network cable connections. In addition, you can try to manually configure the network card link speed setting by using the printer control-panel.

Change the Link Speed setting on the control panel

1. Open the menus.
   - Press the OK button, or
   - Select the Menu option.
2. Open the following menus: Settings > Network > Ethernet.
3. Select the Link Speed option.
4. Select the appropriate link speed.

Control panel LEDs

The state of the Ready and Attention lights on the printer signals the printer status. The following table outlines the possible control-panel LED states.

Table 3-3 Control panel LEDs

Ready light state	Attention light state	Printer status
On	Off	Ready
Blinking	Blinking	Initializing
Blinking	Off	Receiving data/processing job or canceling job
Off	Blinking	Error message

Diagrams: Block diagrams

View block diagrams for the printer.

Cross section diagrams

View printer and paper feeder cross section diagrams.

Cross-sectional view of the printer

Figure 3-2 Cross-sectional view of the printer

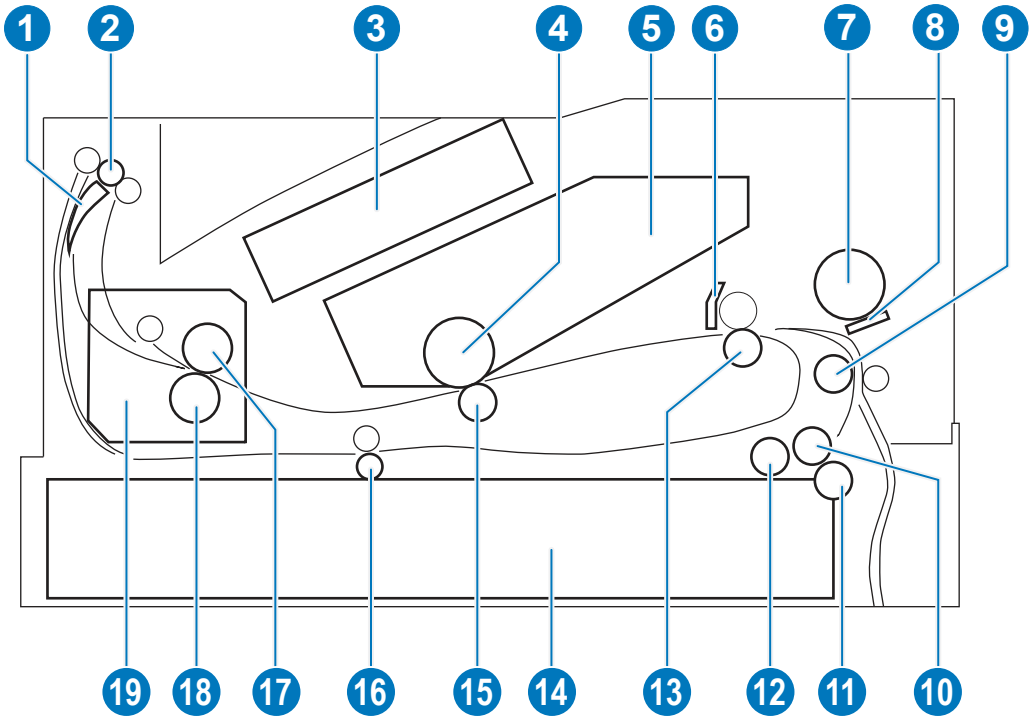


Table 3-4 Printer components

Callout No.	Description	Callout No.	Description
1	Duplex flapper	11	Tray 2 separation roller
2	Output roller	12	Tray 2 pickup roller
3	Laser scanner ass'y	13	Registration roller
4	Photosensitive drum	14	Tray 2
5	Cartridge	15	Transfer roller
6	Registration shutter	16	Duplex feed roller
7	Tray 1 pickup roller	17	Fuser film
8	Tray 1 separation pad	18	Pressure roller
9	Feed roller	19	Fuser
10	Tray 2 feed roller		

Cross-sectional view of the 550-sheet paper feeder

Figure 3-3 Cross-sectional view of the 550-sheet paper feeder

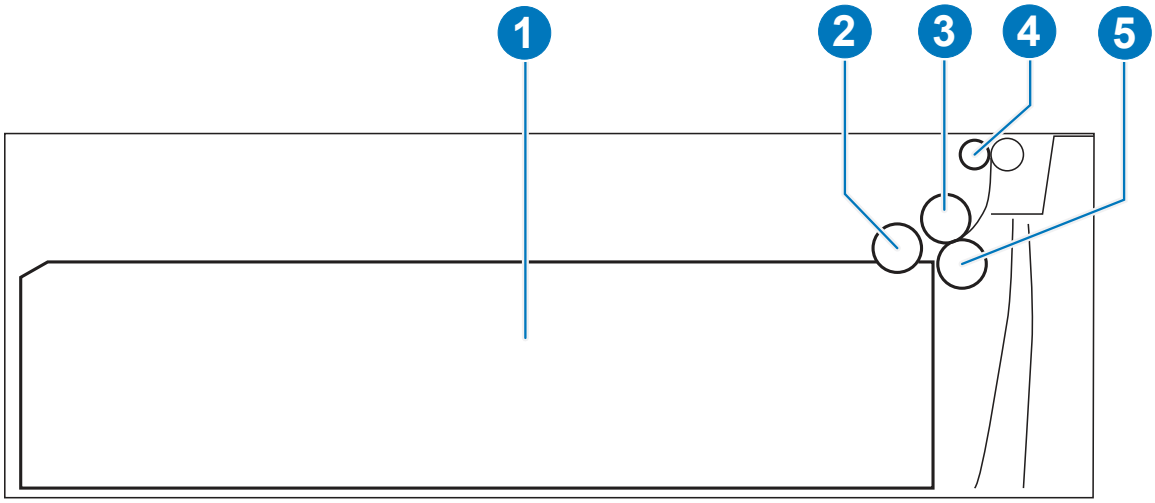


Table 3-5 550-sheet paper components

Callout No.	Part Description
1	Tray 3
2	Tray 3 pickup roller
3	Tray 3 feed roller
4	Feed roller
5	Tray 3 separation roller

Connector locations for DC controller PCA

View the printed circuit assembly (PCA) diagrams of the connector locations for the DC controller PCA and the 1x550-sheet paper feeder.

Connector locations for the DC controller

Figure 3-4 DC controller PCA connector locations

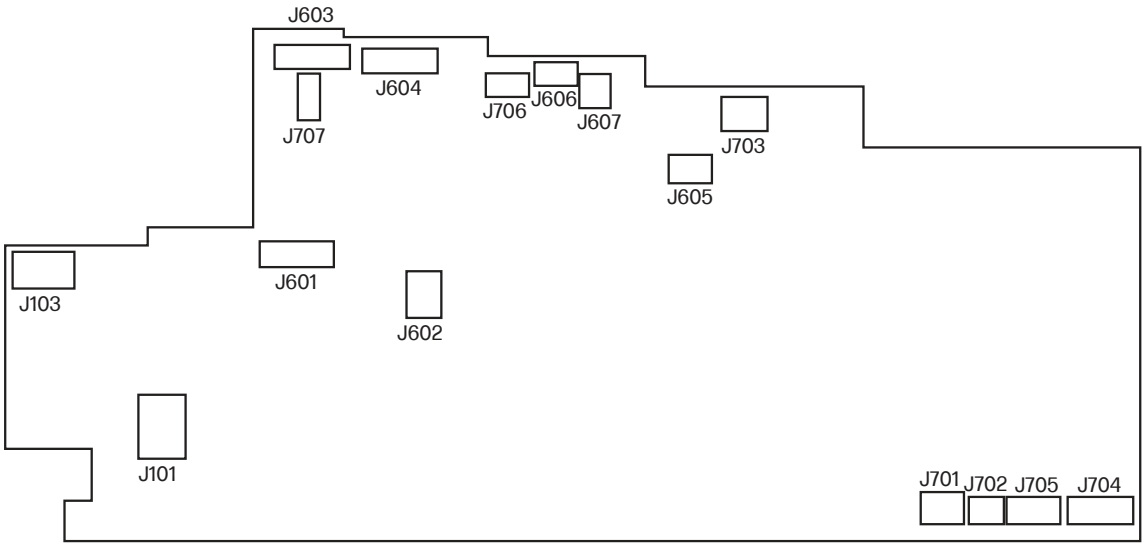


Table 3-6 DC controller PCA connections

J#	Parts
J101	Power inlet
J102	Not shown
J103	Fuser
J104	
J601	Formatter
J602	Formatter
J603	Laser PCA
J604	Connecting PCA
J605	Connecting PCA
J606	Power switch PCA
J607	E-label
J701	Tray 2 media out sensor PCA
J702	Tray 1 media out sensor PCA
J703	FAN
J704	Paper feeder
J705	Duplex Feed sensor PCA*
J705	Registration Media width sensor PCA*
J705	Registration sensor PCA*
J706	Toner level sensor PCA
J707	FD1 Media full sensor PCA

Connector locations for the PF controller PCA (550-sheet paper feeder)

Figure 3-5 1x550-sheet paper feeder PCA connectors

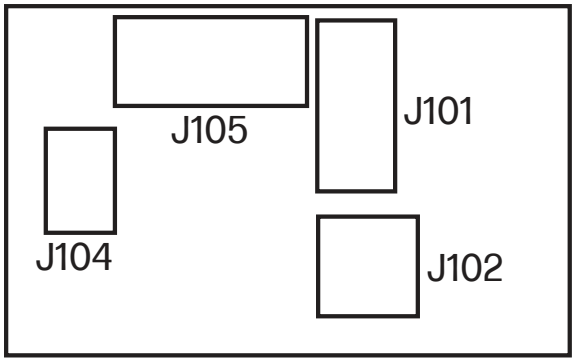


Table 3-7 1x550-sheet paper feeder PCA connectors

J#	Parts
J101	Printer
J102	Tray3 Cassette presence sensor
J104	PF connecting PCA
J5504	Tray 3 Media out sensor PCA*
J5504	Tray3 Media surface sensor PCA*

Location of parts (base printer)

View the location of parts for major components in the printer.

Location of parts: Main assembly

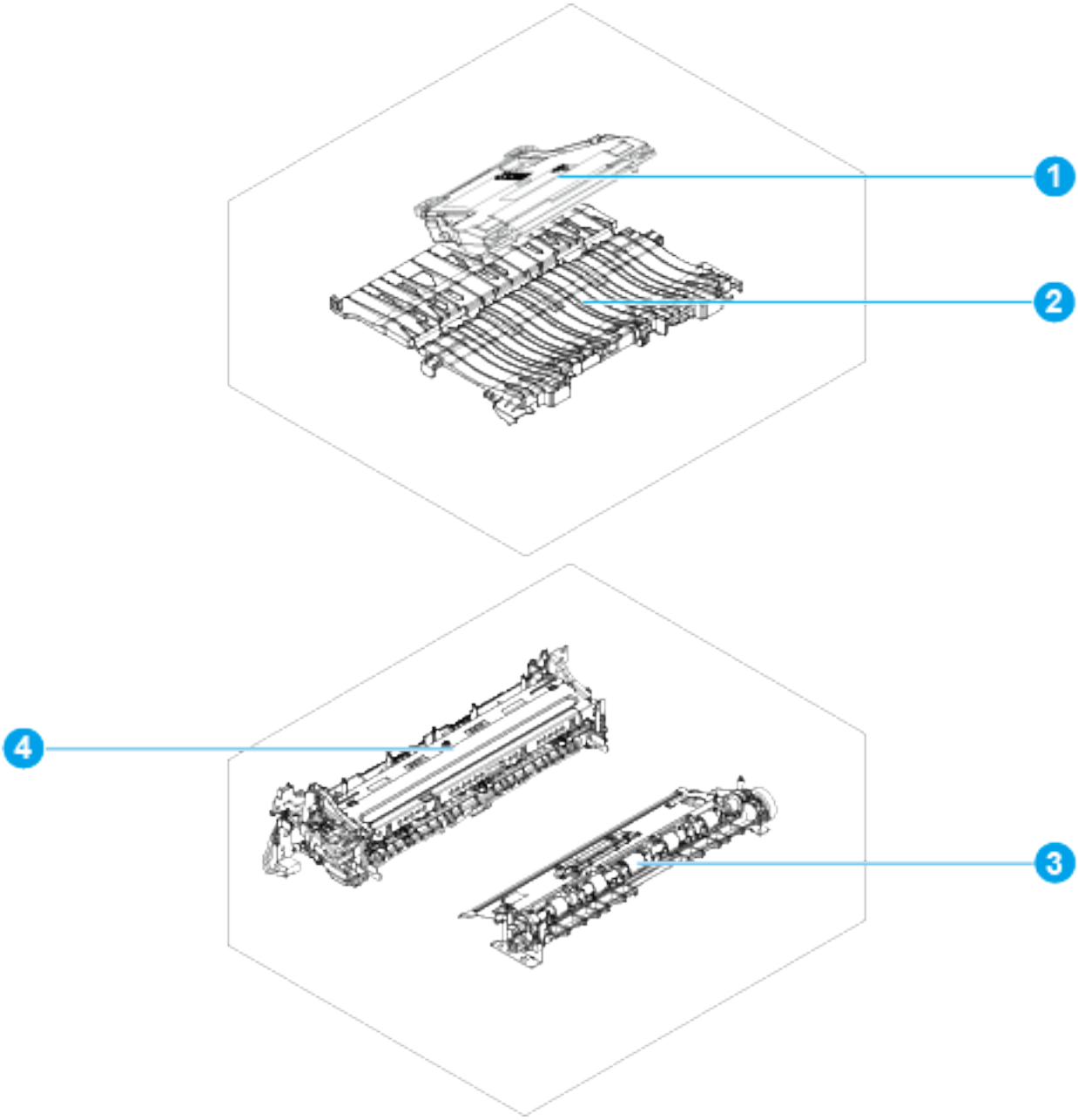


Table 3-8 Location of parts: Main assembly (base printer)

Callout No.	Part Description
1	Laser scanner ass'y
2	Duplex feed ass'y
3	Registration ass'y
4	Fuser

Location of parts: PCAs

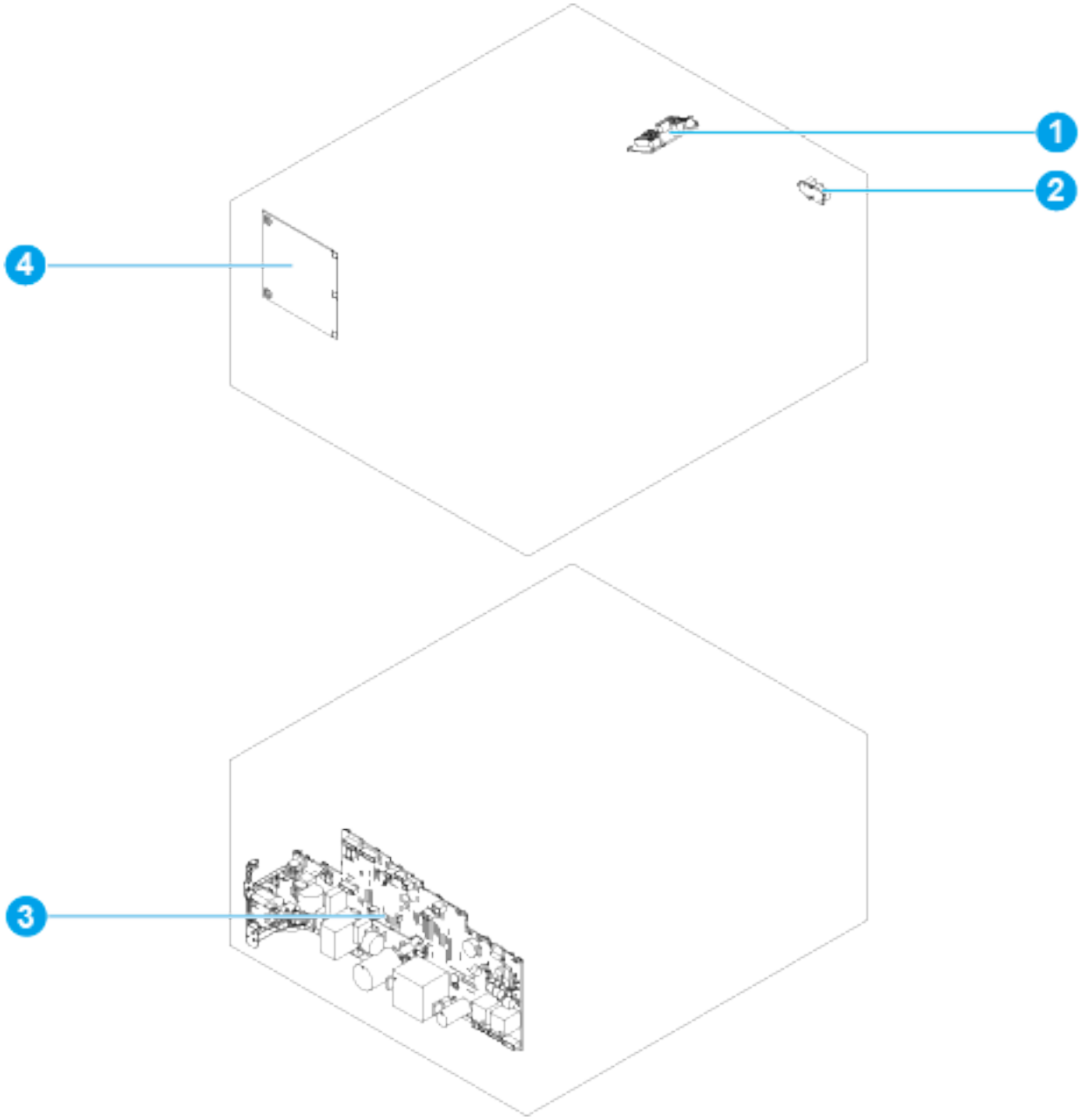


Table 3-9 Location of parts: PCAs (base printer)

Callout No.	Part Description
1	Connecting PCA
2	Door sensor PCA
3	Engine controller PCA
4	Formatter PCA

Location of parts: Rollers and pads

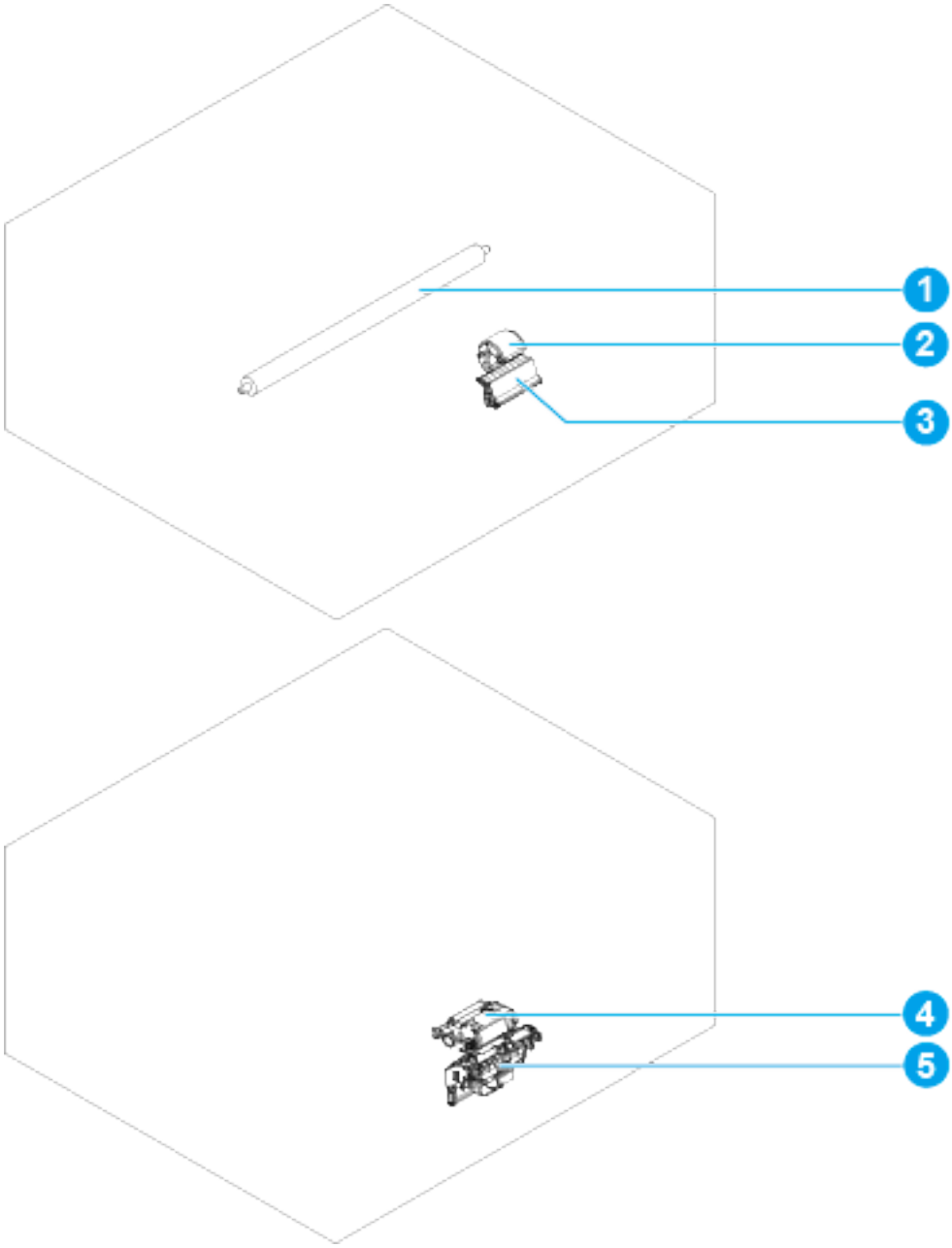


Table 3-10 Location of parts: Rollers and pads (base printer)

Callout No.	Part Description
1	Transfer roller
2	Tray 1 pickup roller ass'y
3	Tray 1 separation pad
4	Tray 2 pickup roller ass'y

Table 3-10 Location of parts: Rollers and pads (base printer) (continued)

Callout No.	Part Description
5	Tray 2 separation roller ass'y

Location of parts: Motors and fans

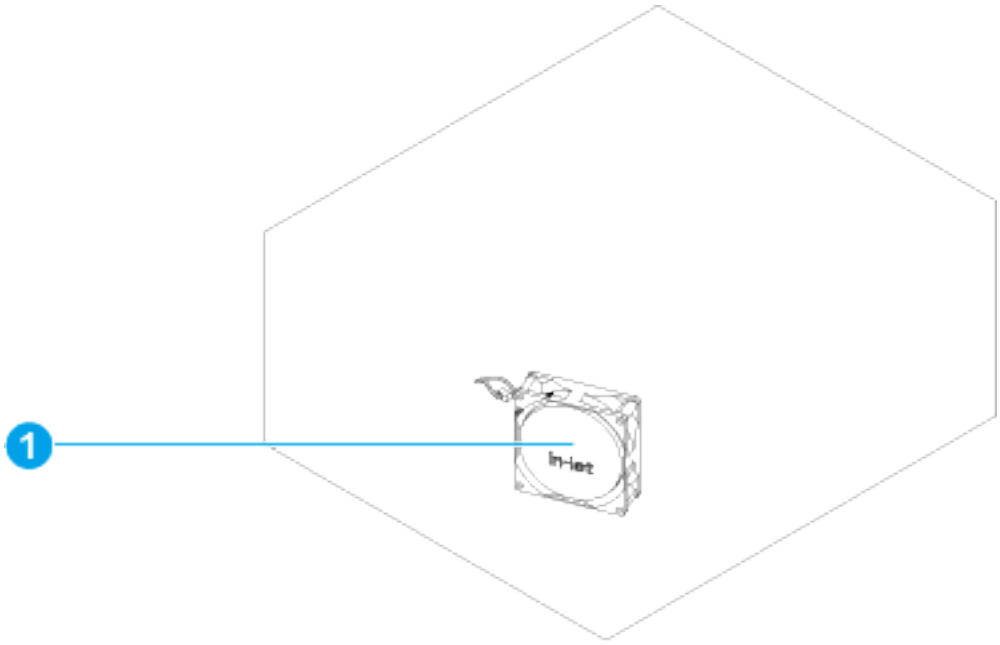


Table 3-11 Location of parts: Motors and fans (base printer)

Callout No.	Part Description
1	Main Fan

Location of parts (550-sheet feeder)

View the location of parts for the optional 550-sheet paper feeder (Tray 3).

Location of parts: External Door and Cover

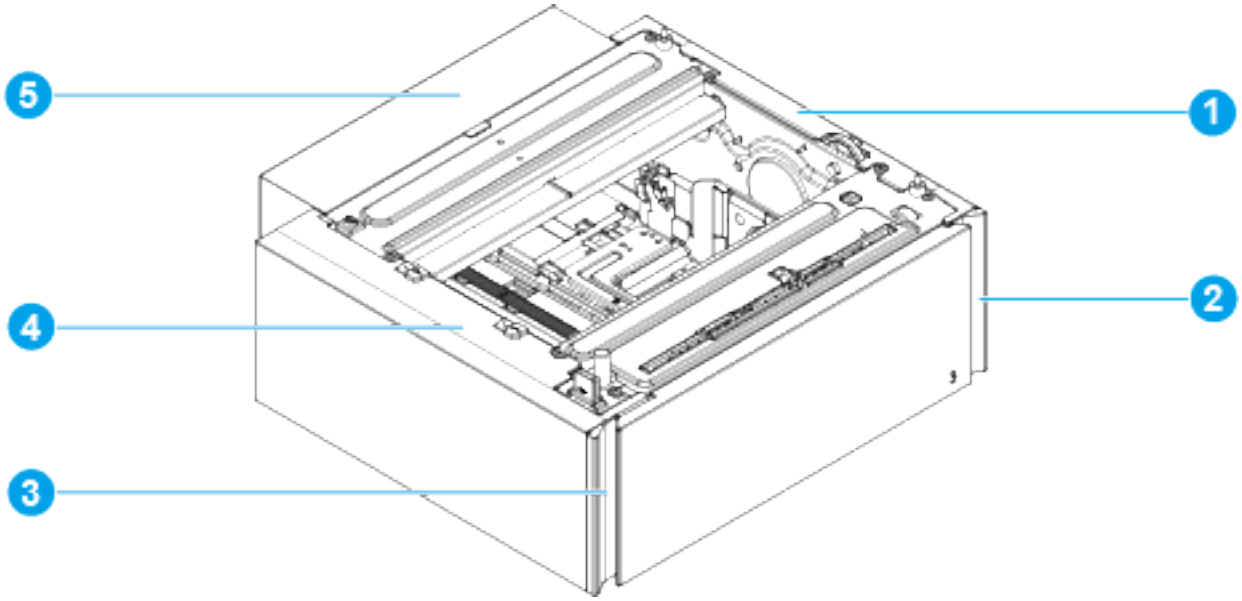


Table 3-12 Location of parts: External Door and Cover (550-sheet feeder)

Callout No.	Part Description
1	Right cover
2	Right front cover
3	Left front cover
4	Left cover
5	Rear cover

Location of parts: Main Assembly

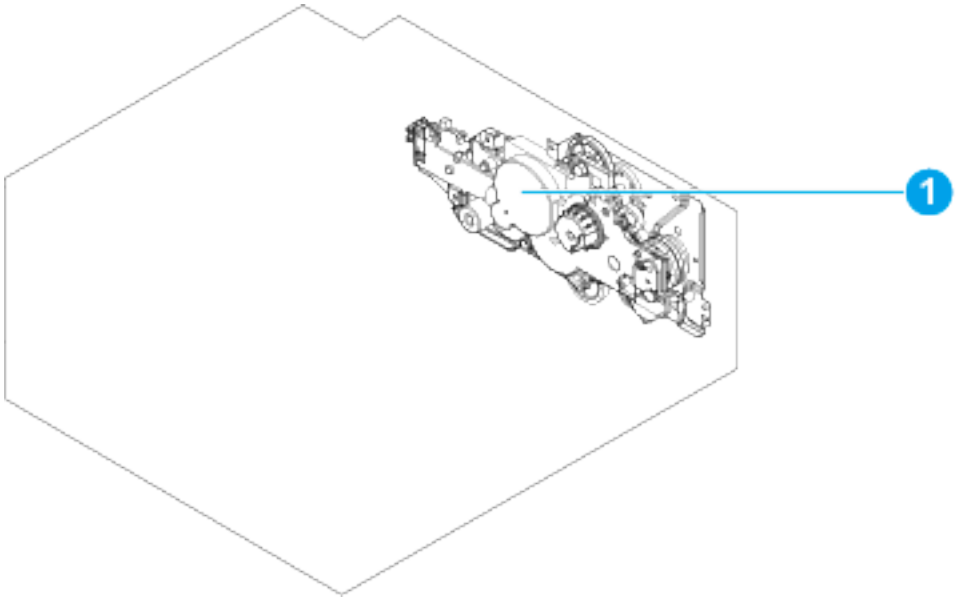


Table 3-13 Location of parts: Main drive assembly (550-sheet feeder)

Callout No.	Part Description
1	PF drive ass'y

Location of parts: Main PCA

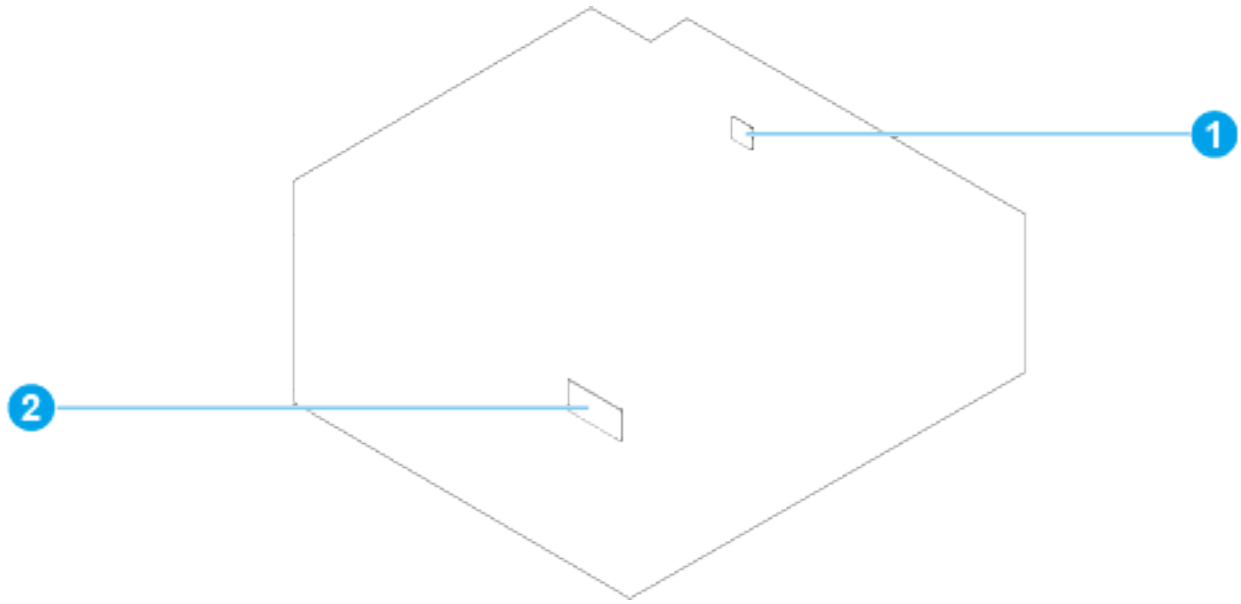
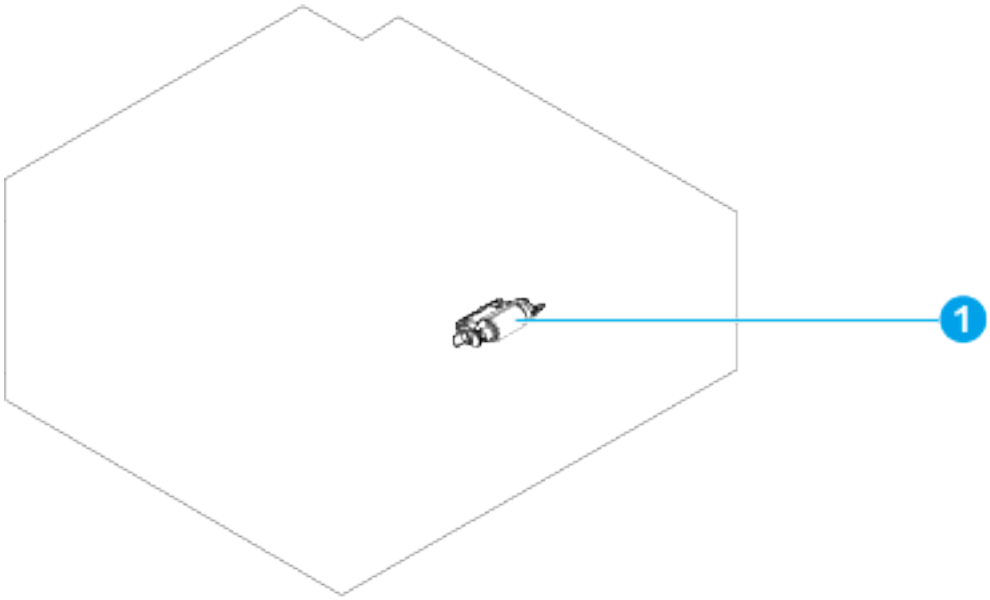


Table 3-14 Location of parts: Main PCA (550-sheet feeder)

Callout No.	Part Description
1	PF Connecting PCA
2	PF Controller PCA

Location of parts: Tray 3 rollers



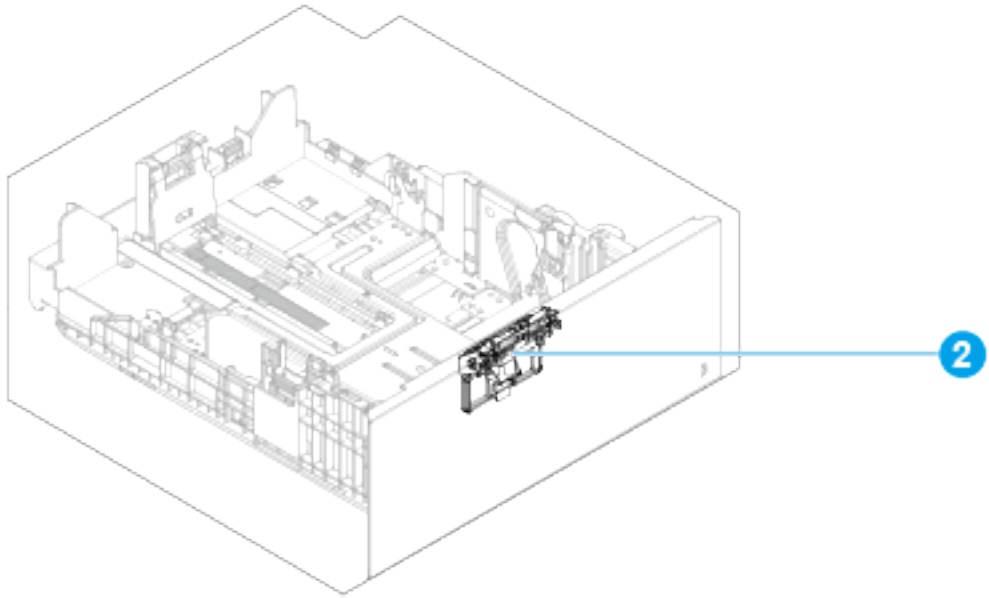


Table 3-15 Location of parts: Rollers (550-sheet feeder)

Callout No.	Part Description
1	Tray 3 pickup roller ass'y
2	Tray 3 separation roller ass'y

Find troubleshooting reports

Learn about where to find the various reports for troubleshooting on the control-panel.

To access available reports, open the relevant **Menu** item using the following as a guide, and then use one of the following options to print the report.

- **MFP**: Touch the **Print** button to print the page.
- **SFP**: Navigate to and select the **Print** item at the top of the menu to print the page.

Table 3-16 Types of reports and where to find them

Report	Control-panel location	Description
Configuration Report	**Tools** > **Reports** > **Status Reports**	Printer configuration information such as the installed firmware revision, total installed memory, and the Embedded Web Server (EWS) IP address.
Connectivity Status Report	**Tools** > **Reports** > **Status Reports**	Printer connectivity information. For example, information about the IP status and wired adapter details.
Event Log	**Tools** > **Reports** > **Status Reports**	List of printer events and errors in the Event Log. For example, information about the date/time, type, and description of the error.
HP Supplies Status Report	**Tools** > **Reports** > **Status Reports**	Printer supplies information such as the cartridge status and how to order supplies.
Job Log	**Tools** > **Reports** > **Status Reports**	Printer job log information such as the user, job name, and date of printer jobs.
Network Configuration	**Tools** > **Reports** > **Status Reports**	Printer network configuration information such as IPV4/IPV6 settings, security settings, and automatic firmware updates.
Network Configuration Report	**Tools** > **Service (password protected)** > **Connectivity**	
Network Reports	**Settings** > **Network** > **Network Reports**	
Network Security Report	**Tools** > **Reports** > **Status Reports**	Printer network information. For example, information about 802.1x and certificates.
Security and Privacy Report	**Tools** > **Reports** > **Status Reports**	Security and Privacy report.

Table 3-16 Types of reports and where to find them (continued)

Report	Control-panel location	Description
Usage Report	**Tools** > **Reports** > **Status Reports**	Printer usage information. For example, information about calculated equivalent impressions (by type) and scan counts by destination (MFP only).
Web Access Test Report	**Tools** > **Reports** > **Status Reports**	Printer web access information For example, information about errors, gateway and DNS testing, and the current configuration.
Wi-Fi Direct Report	**Tools** > **Reports** > **Status Reports**	Printer wi-fi information such as how to print using wi-fi direct with different operating systems.
Wi-Fi Network Test Results	**Tools** > **Reports** > **Status Reports**	Results of a printer wi-fi network test such as information about errors/ solutions, diagnostic results, and current configuration.
Wi-Fi Network Test	**Tools** > **Service (password protected)** > **Connectivity**	Printer wi-fi network test information. For example, information about errors/ solutions, diagnostic results, and current configuration.
Wi-Fi Metrics Data Report	**Tools** > **Service (password protected)** > **Connectivity**	

Menu options

Learn about the sub-menus listed under the main control-panel **Menu**.

To access the menus, select Menu on the control-panel Home screen.

Print menu

Learn about the control-panel **Print** menu.

To access printing options, open the following menus: **Menu** > **Print**.

Table 3-17 Print menu

Menu item	Submenu	Description
Quick Forms	Notebook Paper Graphing Paper Checklists Music Paper	Select from a list of forms.
Print from Job Storage	n/a	Print from a list of available files in Job Storage. **NOTE:** This feature must be enabled from the printer home page (EWS).
Print from USB	n/a	Print from a list of available files on a USB drive inserted in the USB port.

Info menu

Learn about the control-panel **Info** menu.

To access printer information, open the following menus: **Menu** > **Info**.

Table 3-18 Info menu

Menu item	Submenu	Description
Printer	Model Name Model Number Serial Number Product Number Ethernet Mac Address Wi-Fi Mac Address Service ID Date-Time Firmware Version	Use the Printer item to view printer information. Select Firmware Version to display the installed firmware version identification number.
Connectivity	Wi-Fi (Wi-Fi Models only) Ethernet (network models only) Wi-Fi Direct (Wi-Fi models only)	Use the Connectivity item to view the status and host name for Wi-Fi and Wi-Fi Direct network connections. Select Ethernet to open the following network settings: • IP Address • Host Name • Bonjour Name • IPv6 (toggle on/off and set the configuration method - DHCP/Auto IP/Manual) • MAC Address

Jobs menu

Learn about the control-panel **Jobs** menu.

To view the status of pending jobs, open the following menus: **Menu** > **Jobs**.

Table 3-19 Jobs menu

Menu item	Submenu	Description
Jobs	In progress Upcoming History Guest (MFP only) Service (MFP only)	Displays the status of print jobs. Select History to view a list of past print jobs.

Supplies menu

Learn about the control-panel **Supplies** menu.

To view supplies information, open the following menus: **Menu** > **Supplies**.

Table 3-20 Supplies menu

Menu item	Submenu	Description
Cartridges	Estimated Level Installed Recommended	Displays a graphical representation of the toner levels of each cartridge. Select an option to view the estimated toner levels of each cartridge, recommended levels, installed cartridge numbers. Select a cartridge level bar to display the cartridge numbers, and any supply warnings: • Cartridge warnings (if applicable) • Cartridge number

Trays menu

Learn about the control-panel **Trays** menu.

To access tray information, open the following menus: **Menu** > **Trays**.

Table 3-21 Trays menu

Menu item	Submenu	Description
Tray 1	Type Size	Select an option to view available paper/media sizes or types for Tray 1.
Tray 2	Type Size	Select an option to view available paper/media sizes or types for Tray 2.
Tray x (optional trays - if installed)	Type Size	Select an option to view available paper/media sizes or types from Tray 3, an optional paper feeder, or another installed tray.

Fax menu (MFP only)

Learn about the control-panel **Fax** menu.

To access tray information, open the following menus: **Menu** > **Fax**.

Table 3-22 Fax menu

Menu item	Submenu	Description
TBD		
TBD		

Settings menu

Learn about the control-panel **Settings** menu.

To access the printer settings, open the following menus: **Menu** > **Settings**.

The following submenus are listed:

- **General**
- **Network**
- **HP Cloud Connection**
- **Firmware Update**
- **Print**
- **Fax** (MFP only)
- **Tray**
- **Supplies**

Table 3-23 General settings

Menu item	Submenu(s)	Description
Date and Time	• Time Zone • Date • Time	Set the date, time, and time zone. **NOTE:** Select Save to save the settings.
Energy	• Sleep • Auto Shutdown • Voltage frequency	Set the printer power management behavior.
Display	• Display Brightness • Language • Volume • Continuable Events • Inactivity timeout	Choose from a list of available languages. Toggle the Quiet mode setting on/off. Set the amount of inactivity time before the printer goes to sleep.
Quiet Mode	n/a	
Location	n/a	
Jam recovery	n/a	Set the printer jam recovery behavior.

Table 3-24 Network settings

Menu item	Submenu(s)	Description
Wi-fi (wireless models only)	• Wi-Fi • Wi-Fi Set up Wizard • WPS	Use the Wi-Fi item to toggle this option on/off. Use the Wi-Fi Setup Wizard item to quickly connect to available Wi-Fi routers (select Start). Use the WPS (Wi-Fi Protected Setup) option to set up a Wi-Fi connection using the WPS function of a router (select Start).
Wi-fi (wireless models only), cont.	• Wi-Fi Details – Strength – IP Address – Band Frequency – Network Name – Host Name – Bonjour Name – IPV6 Status – MAC Address	Use the Wi-Fi Details option to view the configuration settings.
Wi-fi (wireless models only), cont.	• Test the Wi-Fi Connection • IPV4 • IPv6 • 5GHz Band Frequency	Use these settings to change IPv4 or IPv6 settings, and the Test Wi-Fi Connection option to print a test report. Use the 5 GHz Band Frequency item to toggle the option on/off.

Table 3-24 Network settings (continued)

Menu item	Submenu(s)	Description
Wi-fi (wireless models only), cont.	• Configuration Summary – IPV4 – IP Address – Subnet mask – Gateway – Configuration Method – DHCP Server – Domain Name – Primary DNS – Secondary DNS – IPV6 – Link-Local address – Stateless – DHCPv6 – Manual – Domain Name – Primary DNS – Secondary DNS – Proxy	Use the Configuration Summary option to view a summary of the Wi-Fi configuration settings. Select Print Details to print the summary.
Ethernet (network models only)	• Ethernet Details – IP Address – Host Name – Bonjour Name – IPV6 Status – MAC Address • IPv4 • IPv6 • Link Speed	Use the Ethernet Details option to view the configuration settings. Use these settings to change IPv4 or IPv6 settings, the IP address, MAC address, or Bonjour name for Ethernet connections. **CAUTION:** Changing the IP address removes the printer from the network. Use the Link Speed option to select from a list of available speeds.

Table 3-24 Network settings (continued)

Menu item	Submenu(s)	Description
Ethernet (network models only), cont.	• Configuration Summary – IPV4 – IP Address – Subnet mask – Gateway – Configuration Method – DHCP Server – Domain Name – Primary DNS – Secondary DNS – IPV6 – Link-Local address – Stateless – DHCPv6 – Manual – Domain Name – Primary DNS – Secondary DNS – Proxy	Use the Configuration Summary option to view a summary of the Ethernet configuration settings including the Primary DNS settings and the DNS configuration method. Select Print Details to print the summary.
Wi-Fi Direct (SFP models only)	• Wi-Fi Direct • View Details • Wi-Fi Direct Name • Channel • Connection Method	Use the View Details option to display the Wi-Fi Direct configuration settings. Use these settings to change the Wi-Fi Direct name, the channel setting, the connection method (automatic or manual), and other Wi-Fi Direct settings.
Bluetooth Low Energy (SFP models only)	n/a	Use the Bluetooth Low Energy item to toggle the setting on/off. **NOTE:** Bluetooth Low Energy is an ultra-low power wireless technology that provides connections between the printer and other devices. This feature is enabled by default.

Table 3-24 Network settings (continued)

Menu item	Submenu(s)	Description
AirPrint IPv4 IPv6 Host Name Bonjour Name Proxy	n/a	Use these settings to turn on/off AirPrint, IPv4 or IPv6 settings, or to set a unique bonjour name or host name. **NOTE:** After changing the Bonjour Name, anyone connected to the printer will need to reconnect. Select Proxy to set up a proxy server. • Toggle the option on/off • Select a Proxy Type (Configuration Script or Manual) • Use Proxy Server to change the proxy server IP address. • Select Apply to save the settings.
Security	• Disable Firewall • Reset 802.1x Authentication • Reset Security • Announcement Agent	Use these settings to enable or disable firewall protection, to reset 802.1x Authentication, or to restore security defaults. Use the Announcement Agent item to toggle the option on/off. **NOTE:** When enabled , the printer uses the Device Announcement Agent to locate the Security Manager server, and then requests secure communications.
Network Reports	• Network Configuration Report • Network Security Report	Select Print to print the report.
Restore Network Settings	• Yes • No	Use the Restore Network Settings item to restore network setting defaults. **CAUTION:** This item restores all network settings to original values including proxy settings and the administrator password for the Embedded Web Server (EWS).

Table 3-25 HP Cloud Connection settings

Menu item	Submenu(s)	Description
HP Cloud Connection	n/a	

Table 3-26 Firmware Update settings

Menu item	Submenu(s)	Description
Firmware Update	• Allow Upgrades: • Auto Update (Recommended) • Notify	Use this item to set firmware update behavior (HP recommends using the Auto Update setting). **NOTE:** Firmware updates can improve, enhance, or extend your printer's functionality and features, protect against security threats, and serve other purposes. **NOTE:** All custom settings are reset when an upgrade is installed including the following configurations: • Administrator passwords • Network configurations • Stored jobs (if available) • HP Workpath licenses (if available) • Selected country/region and language • Web Services account information

Table 3-27 Print settings

Menu item	Submenu(s)	Description
Default Print Options	• PCL and Postscript	
System Print Options	n/a	
Print Quality	• Less Paper curl • Toner Density	

Table 3-28 Fax settings (MFP only)

Menu item	Submenu(s)	Description
Fax Setup	• Fax Header Name • Fax Header Test	Use these settings to set up fax and perform a fax header test. To finish the fax setup process, select Next to answer a series of questions to complete the fax setup process. **NOTE:** If required, a prompt will indicate a distinctive ring setting is required.

Table 3-28 Fax settings (MFP only) (continued)

Menu item	Submenu(s)	Description
Fax Send	• Fax Dialing	Use the Fax Dialing item to set the following: • Redial on Error (use a slider bar to set sensitivity) • Redial on No Answer (use a slider bar to set sensitivity) • Redial on Busy (use a slider bar to set sensitivity) • Redial Interval (use a slider bar to set interval) • Fax Send Speed (choose from Slow (9600 bps), Medium (14400 bps), or Fast (33600 bps)) • Pulse Dialing Mode (toggle on/off) • Dialing Prefix (enter a dialing prefix if one is required)
Fax Send, cont.	• Scan and Fax Method • Fax Number Confirmation • Error Correction Mode • Fax Header • Enable Billing Code • Notification – Do not notify – Notify when job completes – Notify only if job fails	Use these settings turn the fax setting options On/Off. Select Notification to configure sent fax alerts.

Table 3-28 Fax settings (MFP only) (continued)

Menu item	Submenu(s)	Description
Fax Receive	• Auto Answer • Rings to Answer • Ringer Volume – Low – High – Off • All Standard Rings • Stamp Received Faxes • Fit to Page • Paper Tray – Tray 1 – Tray 2 – Automatic fax delivery bins. • Fax Printing • Blocked Fax Numbers • Notification – Do not notify – Notify when job completes – Notify only if job fails • Error Correction Mode	Use to set the ring volume, to select a distinctive fax ring tone from the standard list, or set the number of rings before the printer answers for a fax. Select Paper Tray to choose from which tray faxes print by default. Select Blocked Fax Numbers to view or manage a list of blocked numbers. Use the toggle switch to turn On/Off the following options: • Auto Answer • Error Correction Mode • Stamp Received Faxes • Fit to Page • Fax Printing Select Notification to configure received fax alerts.
Fax Forwarding	• Fax Forwarding • Print and Forward • Forwarding Number	Use the toggle switch to turn On/Off the following options: • Fax Forwarding • Print and Forward Use the Forwarding Number option to enter a phone number where faxes should be forwarded.
Fax Archive	n/a	Follow the instructions on the control-panel display to configure the Fax Archive option.

Table 3-29 Tray settings

Menu item	Submenu(s)	Description
Manual Feed	(On/Off toggle switch)	Use the Manual Feed Prompt item to select manual feed behavior. Toggle the Manual Feed item on/off.

Table 3-29 Tray settings (continued)

Menu item	Submenu(s)	Description
Size/Type Prompt	n/a	Toggle the Size/Type Prompt item on/off.
Paper Out Action	• Auto Continue Timeout (Select Time) • Auto Continue Action (Select Option)	Use the Paper Out Action item to set the paper out behavior. Set the Auto Continue Time-Out (set a specific time period) and Auto Continue Action (cancel or override prompt) items.
Override Paper Size Errors	n/a	

Table 3-30 Supplies settings

Menu item	Submenu(s)	Description
Low Thresholds	n/a	Use the Low Warnings Thresholds item to set a percentage of remaining toner that triggers the warning.
Very Low Behavior	• Continue • Prompt to Continue • Stop	Use to configure cartridge behavior when toner levels are low.
Store Supply Usage Data	n/a	Toggle the switch to turn this option On/Off.
Cartridge Protection	n/a	Toggle the switch to turn this option On/Off. **NOTE:** Enabling cartridge protection is permanent. It cannot be disabled after enabling.
Authorized HP Cartridge Policy	n/a	Toggle the switch to turn this option On/Off.

Tools menu

Learn about the control-panel **Tools** menu.

To access the printer tools, open the following menus: **Menu** > **Tools**.

The following submenus are listed:

- **Troubleshooting**
- **Reports**
- **Maintenance**
- **Service**

Table 3-31 Troubleshooting menu

Menu item	Submenu(s)	Description
Print quality	• Cleaning Page • Image Registration	Select Cleaning Page > Print and select to start a cleaning operation. **NOTE:** The cleaning process takes a few minutes to complete.
Fax	• Fax T.30 Trace Report	Use the Fax T.30 Trace Report item to select from: • Never automatically print • Print after every fax • Print only after sending faxes • Print only after receiving faxes • Print only after problems sending faxes • Print only after problems receiving faxes • Print after any fax problems
Fax, cont.	• JBIG Compression • Fax Test Report • Clear Fax Activity Log • PBX Ring Detect	Select an option to either print a Fax Test report, to clear the fax log and memory, or to enable/disable PBX Ring Detect **NOTE:** Enabling PBX Mode prevents false detection of extension phones being picked up if the voltage changes between rings. Select the JBIG Compression option to....

Table 3-32 Reports menu

Menu item	Submenu(s)	Description
Status Reports	• Configuration report • Connectivity Status Report • Job Log • Network Configuration • Network Security Report • Security and Privacy Report • HP Supplies Status Report • Usage Report • Web Access Test Report • Wi-fi Direct Report (Wi-Fi models only) • Wi-Fi Network Test Results (Wi-Fi models only)	

Table 3-32 Reports menu (continued)

Menu item	Submenu(s)	Description
Fax Reports	• Fax Activity Log • Billing Codes Report • Fax Call Report • Caller ID Report • Fax T.30 Trace Report • Blocked Fax List • Event Log	

Table 3-33 Maintenance menu

Menu item	Submenu(s)	Description
Backup and Restore	• Backup Data • Restore Data from Backup	
Export and Import	• Export Settings • Import Settings	
Restore Settings	• Reset Printer Supply Region • Restore Network Settings • Reset User Settings • Reset User Data • Restore All Factory Defaults	Select an option to reset the Printer Supply Region, or to restore settings to the original network, user, or factory default settings. Select Restore to begin the process or select Cancel to exit without resetting. **NOTE:** After selecting Restore All Factory Defaults, all configurations are reset including the following settings: • Administrator passwords • Network configurations • Stored jobs (if available) • HP Workpath licenses (if available) • Web Services account information

Table 3-33 Maintenance menu (continued)

Menu item	Submenu(s)	Description
Firmware	• Firmware Version • Revision • Date Code • Check for Update	Use these options to determine the currently installed firmware version number, revision, and/or date code. Use the Check for Update option to automatically check for and install an available firmware upgrade. **NOTE:** All custom settings are reset when an upgrade is installed including the following configurations: • Administrator passwords • Network configurations • Stored jobs (if available) • HP Workpath licenses (if available) • Selected country/region and language • Web Services account information

Table 3-34 Service menu

Menu item	Submenu(s)	Description
Service	To access the Service menu, first enter the default service personal identification number (PIN).	The default PIN for this printer is located on a on a sticker adhered to the front of the toner cartridge tray. **NOTE:** If the default PIN has been changed, contact the printer administrator.
Information	• Model Number • Control Panel Code • Serial Number • Country/Region Language • Service Counts • Firmware version • Event Log • Wi-Fi Region (Wi-Fi models only)	Use this menu to determine the printer product number, serial number, country/region and language setting, the Wi-Fi region setting, and the currently installed firmware version number. To set the language for the printer, select the country/region where the printer is installed from the list of available country/regions. Select the Event Log option to view a list of the latest event log entries.

Table 3-34 Service menu (continued)

Menu item	Submenu(s)	Description
Service Resets	• Reset User Setting • Reset User Data • Reset All Factory Defaults	Use this menu to reset only customer settings, only customer unique data, or to select the Restore All Factory Defaults option to reset all configured settings to factory defaults. • Select Proceed to begin the process, or • Select Dismiss to exit without resetting. **NOTE:** If Restore All Factory Defaults is selected, all settings are reset to factory defaults including the following configurations: • Administrator passwords • Network configurations • Stored jobs (if available) • HP Workpath licenses (if available) • Web Services account information
Service Resets, cont.	• Repair mode	Use the Repair Mode item to test print using a different set of toner cartridges. Immediately after selecting OK, install one or more test cartridges in the printer. **NOTE:** The printer remains in Repair Mode until up to 75 pages have been printed using the test cartridges.
System Configuration	• Serial Number • Service ID • Ethernet Mac Address • Wi-Fi Mac Address	Use the Serial Number item to restore/change the printer serial number if necessary. Select Set to set the number. Use the Service ID item to display the service ID number. Use the Ethernet Mac Address item to change the Ethernet Mac address. Use the Wi-Fi Mac Address item to change the Wi-Fi Mac address.
Diagnostics	• Fax – Fax Regulatory Test Mode – Fax V.29 Speed	Use to test the Fax Regulatory or to set the Fax V.29 Speed.
Connectivity	• Network Configuration Report • Wi-Fi Test • Wi-Fi Metrics Data Report	Use this menu to print network configuration and wi-fi metrics reports, and to perform a Wi-Fi connectivity test results page.

Table 3-34 Service menu (continued)

Menu item	Submenu(s)	Description
Service Tests	• Scan Motor Test • Continuous Flatbed Copy • Continuous Copy • Display Test • Infinite H's • Walk-Up USB Port Test	Use this menu to perform service tests. • Scan Motor Test - Select the Start to rotate the scan motor through a cycle. • Continuous Flatbed Copy - Place a page on the flatbed and select Proceed to continuously scan a page from the flatbed. • Continuous Copy - Place a page in the ADF and select Proceed to continuously scan and print the page until the Dismiss button is selected. • Display Test - Use to test the control-panel display. Select Proceed to begin a series of onscreen prompts. • Walk-Up USB Port Test - Insert a USB storage device in the front USB port, and then select Start to test the front USB port. If the message **USB Device Connected** displays, the test was successful.

Privacy menu

Learn about the control-panel **Privacy** menu.

To access privacy options, open the following menus: **Menu** > **Privacy**.

Table 3-35 Privacy menu

Menu item	Submenu(s)	Description
Required Data	n/a	Use to view the data required for printer usage.
Printer Analytics	n/a	Use to view printer analytics.

Help menu

Learn about the control-panel **Help** menu.

To access helpful resources, open the following menus: **Menu** > **Help**.

Table 3-36 Help menu

Menu item	Submenu(s)	Description
How to Videos	n/a	Use to view a list of helpful videos on how to perform common printer tasks.
Working Smart Tips	n/a	Use to view a list of working smart tips.

Table 3-36 Help menu (continued)

Menu item	Submenu(s)	Description
Digital Office Tips	n/a	Use to view a list of digital office tips.
Environmental Tips	n/a	Use to view tips on how to best set up your printing environment.
Printer Information	n/a	Use to view information about the printer.

Power on troubleshooting

Learn about power on troubleshooting.

Power-on checks

Learn about power-on checks.

The basic printer functions should start up when the printer is connected to 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

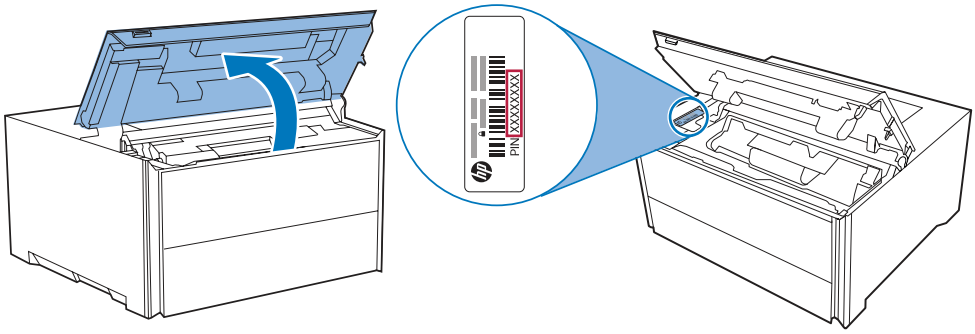
Learn about general power on troubleshooting.

Troubleshooting power-on or blank control panel problems

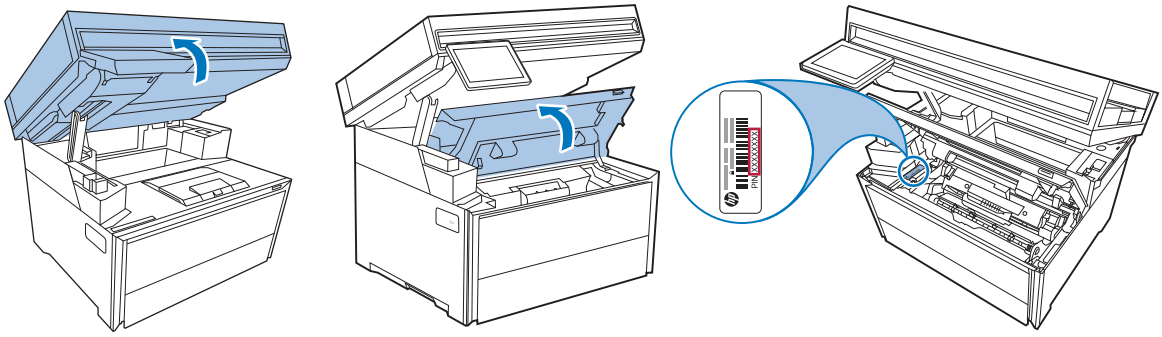
If the printer is not powering on correctly, use the following steps to begin troubleshooting the problem.

IMPORTANT: Access to the Embedded Web Server (EWS) requires a personal identification number (PIN). The default PIN for this printer is located on a sticker inside the front door. Use this PIN to open the EWS when prompted.

The default PIN (password) can be changed in the EWS (**Settings** > **Security** > **Password Settings**).



OR



1. Verify that power is available to the printer. If the printer is plugged into a surge protector or uninterruptible power supply (UPS), remove it. Plug the printer directly into a known operating wall

receptacle (make sure that the wall receptacle provides the correct voltage and current for the printer).

NOTE: Unplug any other devices on the same circuit that the printer is using.

2. Try another known operating wall receptacle and a different power cord.
3. To eliminate a thermal switch issue, unplug the power cord and leave it unplugged for over 20 minutes. Re-attach the power cord, and then turn the power on again.
4. Look for illuminated lights on the control panel and formatter LEDs.

NOTE: Operational fans, motors, and control-panel lights indicate the following:

- AC power is present at the printer.
- The power supply is providing either or both 24 Vdc and 5 Vdc voltages.
- The DC controller microprocessor is functioning.

5. If the printer powers on, but the control panel is blank, make sure that the control-panel display wire harness or harnesses and flat flexible cable or cables (FFCs) are connected.

NOTE: If the printer has frozen while in Sleep mode or Sleep delay, loading a document in the document feeder or pressing a control-panel button should cause the printer to wake up from Sleep mode or Sleep delay.

If the control panel is not responding, or if it appears black or blank, try the following:

a. Turn the printer power off, and then on again.

b. Verify that the system is correctly functioning by printing a test page. Does the test page print correctly?

Is the printer HP Embedded Web Server (EWS) accessible?

c. Verify that the control panel is correctly functioning. If it is not, turn the printer off and reseat the control-panel assembly cable connections at the control-panel assembly and the formatter.

d. Try upgrading the firmware. If the firmware upgrade fails to resolve the problem, and the printer still freezes while in Sleep mode or Sleep delay, elevate the case.

e. If the error persists and the EWS functions correctly, replace the control-panel assembly.

6. If normal start-up noises are not heard, turn the printer off, and then remove any installed accessories.
7. Turn the printer on, and then listen for start-up noises. If normal start-up noises are heard, the problem might be with an accessory.
8. Perform an engine test.

9. If the engine test page prints, the print engine is operating normally. Replace the formatter. The **formatter and DC controller must be paired** by using a special HP Android application.

> ⚠ **CAUTION:** Under **NO** circumstances should a formatter from a different printer be installed during the repair or troubleshooting processes. The formatter and the DC controller (DCC) are paired and a replacement formatter (or DCC) requires using a special HP Android application to make them compatible.

10. If after replacing the formatter normal start-up noises are still not heard, replace the DC controller. The **formatter and DC controller must be paired** by using a special HP Android application.

11. If the print engine appears to be correctly operating (the engine test page successfully printed) and the control panel is still blank, replace the power supply.

Troubleshooting an unresponsive printer

If the printer powers up normally and the control panel displays correctly, but the printer appears unresponsive to print jobs, use the following steps to troubleshoot the issue.

1. For network connection errors, verify that the network port is active and that the cables are securely seated.

   a. Check the network cable connections between the printer and the computer or network port. Make sure that the connections are secure.

   b. Make sure that the cables are not faulty by trying different cables, if possible.

2. Check the network LEDs (callout 1) to see if they indicate any issues.

> **NOTE:** The figure below is representational only. Network LED location varies by printer.

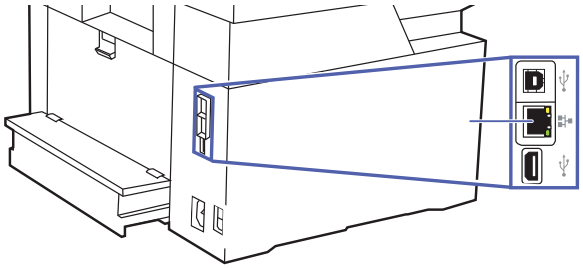


Table 3-37 Network LEDs

LED light pattern	Description
	Solid green light and flashing yellow light indicates a successful network connection.
	No lights on indicates a faulty network connection. Disconnect and reconnect the cable to the port. In the Network Menu, verify the link settings and make sure that the port is enabled.

3. Print a configuration page and a printer status report.

   a. Open the menus.

   - Press the OK button to open the menus, or

- From the Home screen on the printer control panel, swipe down on the dash board, and touch Setup icon .
- Select the Menu option.

b. Use the arrow buttons ◆ to navigate to and open the following menus: **Tools** > **Reports** > **Status Reports**

c. Select the Configuration report or Printer Configuration Report option.

NOTE: The Printer status report includes a System Events section with limited error code information.

To print an entire event code log: **Printer Maintenance** > **Troubleshooting** > **Event Log**.

d. Select the Printer Status Report. option.

4. Check to see if there is a newer version of the firmware available (find the currently installed version on the Printer Status Report). If there is, update the firmware.

NOTE: If firmware updates are enabled on the printer, go to the control panel navigate to Printer Maintenance > Update the Printer > Check Now. If an update is available, the control panel will prompt you to install it or wait until later. If the latest firmware is already installed, a message appears stating the most current updates have been installed.

If the event log on the Printer status report. shows a recent error, resolve the problem.

5. Verify that the correct print driver for this printer is installed. Check the program to make sure that the print driver for this printer is used. The print driver can be downloaded from support.hp.com.

6. Print a short document from a different program that has worked in the past. If this solution works, the problem is with the program. If this solution does not work (the document does not print), complete these steps:

a. Try printing the job from another computer that has the printer software installed.

b. If the printer is connected to the network, connect the printer directly to a host computer with a USB cable. Redirect the printer to the correct port, or reinstall the software (make sure to select the new connection type).

For more information about troubleshooting an unresponsive printer and about troubleshooting connectivity issues, see the "Performance and connectivity troubleshooting" section of the Service manual.

Engine diagnostics

Learn about internal engine diagnostics that help in troubleshooting print quality, paper path, noise, assembly, and timing issues.

Engine test

When the engine test is performed, a test page with lines prints if the engine is functioning correctly.

To perform an engine test, make sure the printer is in the Ready state, and then do one of the following (depending on whether the printer is a simplex or duplex model):

Simplex models

- Open and close the cartridge door 4 times in no more than 4 seconds.

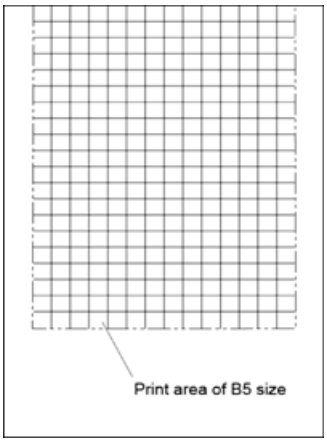
  One sheet of the test pattern (B5-sized print area) prints from Tray 2.

Duplex models

- Open and close the cartridge door 5 times in no more than 4 seconds.

  One sheet of the test pattern (B5-sized print area) prints from Tray 2.

Figure 3-6 Engine test page



Use the solve problems checklist

If the printer is not correctly functioning, complete the steps (in the order given) in the following checklist.

If the printer fails a checklist step, follow the corresponding troubleshooting suggestions for that step. If a checklist step resolves the problem, skip the remaining checklist items.

1. Make sure that the printer is set up correctly.
   a. Press the power button to turn on the printer or to deactivate the Auto-Off mode.
   b. Check the power-cable connections.
   c. Make sure that the line voltage is correct for the printer power configuration. See the label that is on the printer for voltage requirements. If you are using a power strip and its voltage is not within specifications, plug the printer directly into the wall. If it is already plugged into the wall, try a different outlet.
2. Check the cable connections.
   a. Check the cable connection between the printer and the computer. Make sure that the connection is secure.
   b. Make sure that the cable itself is not faulty, by using a different cable if possible.
   c. Check the network connection: Make sure that the network light is lit. The network light is next to the network port on the rear of the printer.

      If the printer remains unable to connect to the network, uninstall and then reinstall the printer. If the error persists, contact a network administrator.
3. Check to see if any messages appear on the control panel.

4. Make sure that the paper you are using meets specifications.
5. Make sure that the paper is loaded correctly in the input tray.
6. Make sure that the printer software is installed correctly.
7. Verify that you have installed the printer driver for this printer, and that you are selecting this printer from the list of available printers.
8. Print a configuration page.

   - **2-line control panels**: On the printer control panel, press the OK button to access the Main Menu, and then use the arrow buttons ◀▶ to navigate to the Reports menu, then select OK button. Use the arrow buttons ◀▶ to navigate to and select Configuration Report.
   - **Touchscreen control panels**: From the Home screen on the printer control panel, swipe down on the dash board, touch Setup icon , and then scroll through to open the Reports menu. Navigate to and select Configuration Report.

   After printing the configuration page, check the following

   a. If the page does not print, verify that the input tray contains paper and that the paper is properly loaded.
   b. Make sure that each toner cartridge is installed correctly.
   c. If the page jams in the printer, clear the jam.
   d. If the print quality is unacceptable, complete the following steps:

      - Verify that the print settings are correct for the paper you are using.
      - Solve print-quality problems.

9. Print a small document from a different program that has printed in the past. If this solution works, then the problem is with the program you are using. If this solution does not work (the document does not print), complete these steps:

   a. Try printing the job from another computer that has the printer software installed.
   b. Check the cable connection. Direct the printer to the correct port, or reinstall the software, selecting the connection type you are using.

Control panel messages document (CPMD)

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

NOTE: A complete CPMD is not included in this 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.

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 3-38 ERROR CODES: The first two characters

Error code	System Component	System Error Description
10.WX.YZ	Supplies	Supply error or supply memory error.
11.WX.YZ	Real-time clock	Internal error with the clock on the formatter.
13.WX.YZ	Jam	Paper jam or open door jam 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.
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.
46.WX.YZ	Engine	Engine communication error.
50.WX.YZ	Fuser	Fuser error.
51.WX.YZ	Laser scanner	Laser scanner beam error.
52.WX.YZ	Laser scanner	Laser scanner startup error.
54.WX.YZ	Sensor	Sensor error (not jam related).

Table 3-38 ERROR CODES: The first two characters (continued)

Error code	System Component	System Error Description
55.WX.YZ	DC controller	DC controller communication error.
56.WX.YZ	Paper handling	Paper input/output or accessory error.
57.WX.YZ	Fan	Fan error.
58.WX.YZ	Sensor	Engine sensor failure.
59.WX.YZ	Motor	Motor error.
60.WX.YZ	Tray motor error	Tray lifting or pick up error.
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.
F0.WX.YZ.ZZ	Firmware related error	Firmware relate errors This can include any of the following Firmware error types: • System • Connectivity • Scanner • Security • Job • Send • IOT

Printer service information (4006-4008, 4112-4114)

The default PIN for this printer is located on a sticker adhered to the inside of the toner cartridge door.

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

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

Clear paper jams (4006, 4007, 4008)

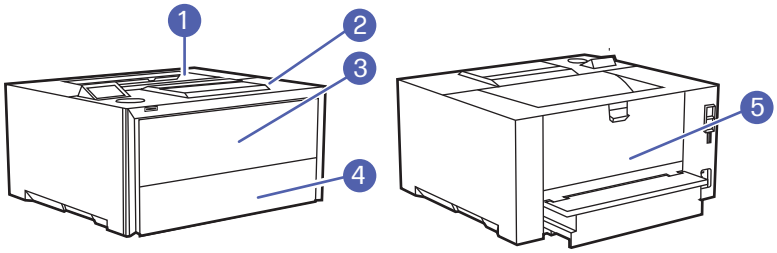
Use the procedures in this section to clear jammed paper from the printer paper path.

NOTE: Images used might not reflect your exact model and configuration.

Paper jam locations

Jams can occur in these locations.

Figure 3-7 Paper jam locations



Number	Description
1	Output bin
2	Toner cartridge access door
3	Tray 1
4	Tray 2
5	Rear door/Duplexer

Experiencing frequent or recurring paper jams?

Follow the steps to solve problems with frequent paper jams. If the first step does not resolve the problem continue with the next step until you have resolved the problem.

1. If paper has jammed in the printer, clear the jam and then print a configuration page to test the printer.
2. Check that the tray is configured for the correct paper size and type on the printer control panel. Adjust paper settings if necessary.
   a. At the printer, use the control panel interface to select the Menu option, and then press **OK**.
   b. Use the control panel interface to select Trays, and then press the **OK**.
   c. Use the control panel interface to select the tray from the list.
   d. Use the control panel interface to select Paper Size, and then select the size of paper that is in the tray.
   e. Use the control panel interface to select Paper Type, and then select the type of paper that is in the tray.
3. Turn the printer off, wait 30 seconds, and then turn it on again.
4. Print a cleaning page to remove excess toner from inside the printer:

a. At the printer, use the control panel interface to select the Menu option, and then press **OK**.

b. Use the control panel interface to select Tools, and then press **OK**.

c. Use the control panel interface to select the following items:

   i. Troubleshooting

   ii. Print Quality

   iii. Cleaning Page

5. Print a configuration page to test the printer:

   a. At the printer, use the control panel interface to select the Menu option, and then press **OK**.

   b. Use the control panel interface to select Tools, and then press **OK**.

   c. Use the control panel interface to select the following items:

      i. Reports

      ii. Status Reports

      iii. Configuration Report

   d. Use the control panel interface to select Print at the top of the list of reports, and then press **OK** to print the Configuration Page.

If none of these steps resolves the problem, the printer might need service. Contact HP customer support.

13.02 jam error in tray 1

Use the following procedure to clear paper jams in Tray 1.

Recommended action for customers

When a jam occurs, the control panel displays a message that assists in clearing the jam.

- **13.02.yz Paper jam in Tray 1**

Y and Z are variables and can be any of the following 0-9 or A-F.

View a video of how to clear a jam in Tray 1

1. Look inside Tray 1 and remove any jammed paper by pulling it straight out.



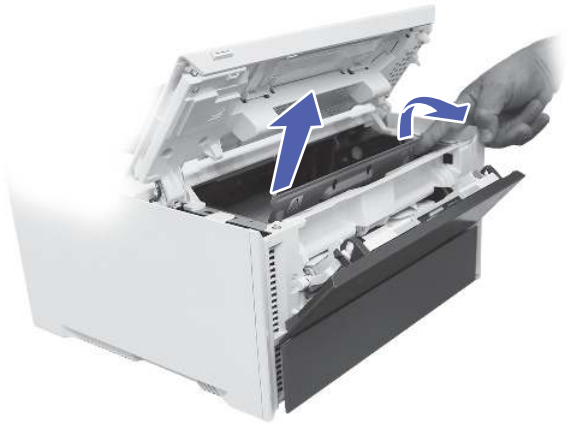
2. If you cannot see the jammed paper, open the toner cartridge access door (callout 1) and remove the toner cartridge (callout 2).



Callout 1: Open top cover.

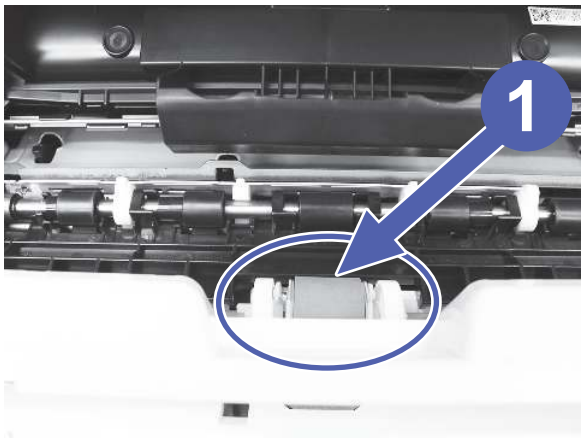
Callout 2: Remove toner cartridge.

3. Lift the metal flap to access the jammed paper. Remove any jammed paper and close the metal flap.



4. With the top cover open, locate and clean the feed roller for Tray 1.

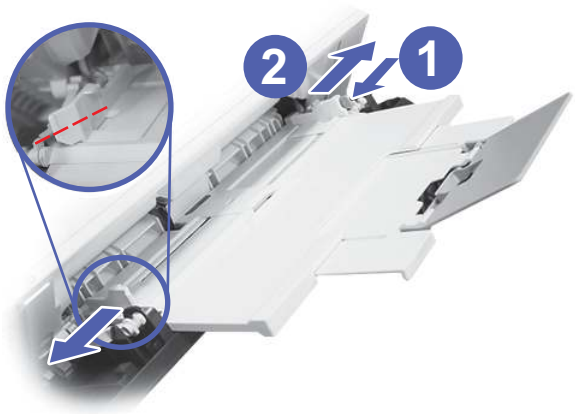
NOTE: Use a dampened lint-free cloth to clean the roller.



Callout 1: Tray 1 roller

5. Install the toner cartridge and close the top cover.
6. Make sure the type and quality of the paper being used meets the HP specifications for the printer.
7. Reopen Tray 1 and load the paper into the tray.
   - Ensure the tray is not overfilled. Paper should be below the detent in callout image.
   - Ensure the tray guides are set to the correct paper size.

   To adjust guides, press the adjust lever in the direction indicated (callout 1), and then move the guides to the desired paper size (callout 2).



8. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

13.03 jam error in tray 2

Use the following procedure to check for a paper jam in Tray 2.

Recommended action for customers

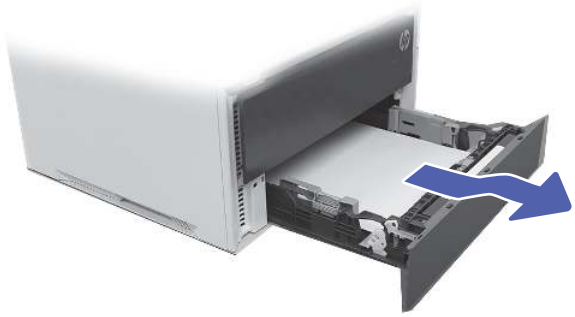
When a jam occurs, the control panel displays a message that assists in clearing the jam.

- **13.03.yz Paper jam in Tray 2**

Y and Z are variables and can be any of the following 0-9 or A-F.

View a video of how to clear a jam in Tray 2

1. Pull the tray completely out of the printer.



2. Remove any jammed or damaged sheets of paper.



3. Reinsert and close Tray 2.



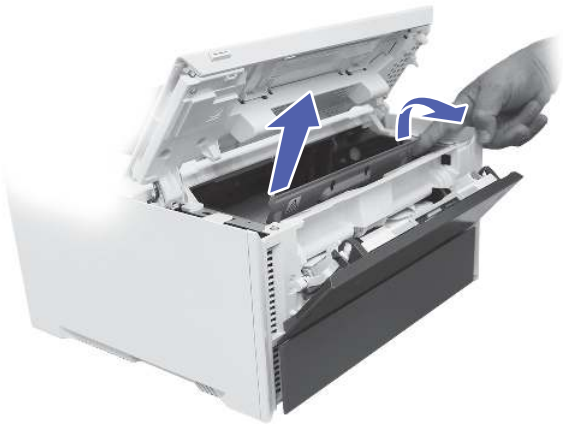
4. If you cannot see the jammed paper, open the toner cartridge access door (callout 1) and remove the toner cartridge (callout 2).



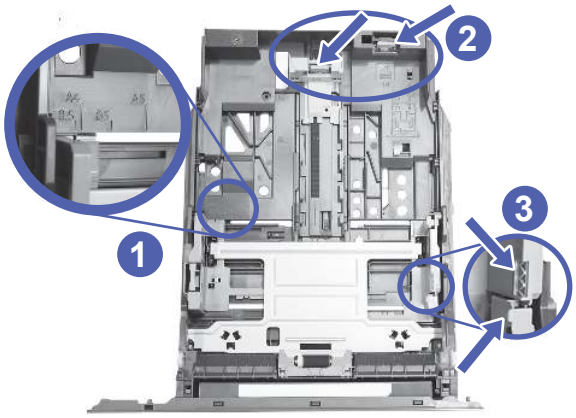
Callout 1: Open top cover.

Callout 2: Remove toner cartridge.

5. Lift the metal flap to access the jammed paper. Remove any jammed paper, and then close the metal flap.



6. Ensure the type and quality of the paper being used meets the HP specifications for the printer.
7. If the error persists, ensure the tray width and length guides match the paper size loaded in the tray and the tray is not over filled above the fill mark (line below triangles, callout 3). See the following image for guidance.



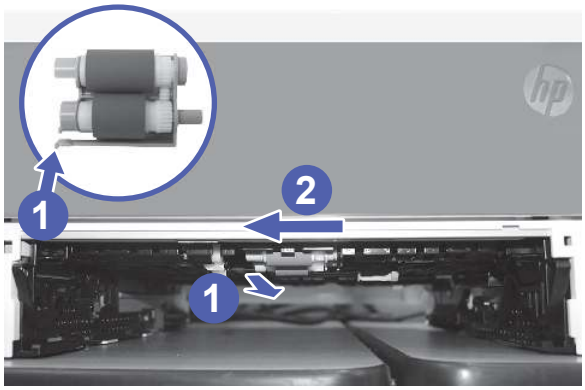
NOTE: When reinserting the paper, make sure the paper guides are adjusted properly for the paper size.

8. If the error persists, clean the tray pick, feed, and separation rollers.
   a. Remove Tray 2.

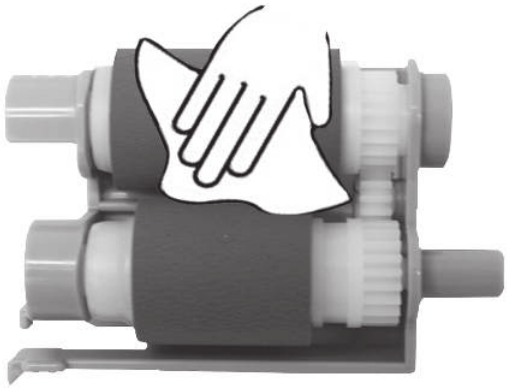


   b. Remove the tray roller assembly.

      Pull the tab forward (callout 1) and then slide the rollers in the indicated direction to remove it.



c. Clean the rollers with a dampened lint-free cloth.



d. Reinstall the roller by sliding them back onto the shaft.

e. Install Tray 2.

f. Adjust the guides and install the paper.

9. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

13.08, 13.09, 13.14, or 13.15 Jam error in the rear door (SFP)

Use the following procedure to check for paper in all possible jam locations inside the rear door.

Recommended action for customers

When a jam occurs, the control panel displays a message that assists in clearing the jam.

- **13.08.yz Paper jam in rear door**
- **13.09.yz Paper jam in rear door**
- **13.14.yz Paper jam in rear door**
- **13.15.yz Paper jam in rear door**

Y and Z are variables and can be any of the following 0-9 or A-F.

1. Check the output area of the printer. If the paper is extending out, slowly pull it out of the printer.



2. If the paper is difficult to remove, open the toner cartridge access door and the rear door, then remove the jammed paper slowly.







3. Remove any jammed or damaged sheets of paper from the rear door of the printer.

CAUTION: The fuser is located above the rear door, and it is hot. Do not attempt to reach into the area above the rear door until the fuser is cool.

NOTE: Check all places inside the rear door for paper.



4. Close the rear door.
5. If the error persists, ensure the type and quality of the paper being used meets the HP specifications for the printer.
6. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

13.10, 13.11, 13.13 jam error in the output bin (SFP)

Use the following procedure to check for paper in all possible jam locations related to the output bin.

Recommended action for customers

When a jam occurs, the control panel displays an error message that assists in clearing the jam.

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

NOTE: The control panel on the printer might look different than the one in the image.



2. If the paper is difficult to remove, open the toner cartridge access door and the rear door, then remove the paper jam slowly.







3. If the paper cannot be removed, with the rear door open, remove the paper from there.



4. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

13.08, 13.09, Jam error in the fuser area (SFP)

Use the following procedure to check for paper in all possible jam locations in the fuser area.

Recommended action for customers

When a jam occurs, the control panel displays a message that assists in clearing the jam.

- **Jam in rear door**

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

1. Check the output area of the printer. If the paper is extending out, slowly pull it out of the printer.



2. Open the toner cartridge access door.

NOTE: Opening the cartridge door releases the fuser pressure roller and makes it easier to remove the jammed paper.



3. Open the rear door of the printer.



4. Remove any jammed or damaged sheets of paper from the rear door of the printer.

CAUTION: The fuser is located above the rear door, and it is hot. Do not attempt to reach into the area above the rear door until the fuser is cool.

NOTE: Check all places inside the rear door for paper.





If paper sticking out of the fuser cannot be removed from the printer through the output bin, grab both sides of the sheet and pull the page down, and then out of the printer.

5. Close the rear door.
6. If the error persists, ensure the type and quality of the paper being used meets the HP specifications for the printer.
7. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

13.14, 13.15 jam error in the duplexer

Use the following procedure to check for paper in all possible jam locations in the duplex area.

Recommended action for customers

When a jam occurs, the control panel displays a message 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.

View a video of how to clear a jam in the duplexer

1. Pull the tray completely out of the printer.



2. Remove any jammed or damaged sheets of paper seen.



3. If no paper is found, lower the duplex path tray.



4. Remove paper from duplex path as needed.



5. If no paper is found in the duplex tray area, open the toner cartridge access door.

NOTE: Opening the cartridge door releases the fuser pressure roller and makes it easier to remove the jammed paper.



6. Open the rear door.



7. Remove any jammed or damaged sheets of paper from the rear door of the printer.

CAUTION: The fuser is located above the rear door, and it is hot. Do not attempt to reach into the area above the rear door until the fuser is cool.

NOTE: Check all places inside the rear door for paper.



8. If the error persists, ensure the type and quality of the paper being used meets the HP specifications for the printer.
9. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Clear paper jams (MFP 4112, 4113, 4114)

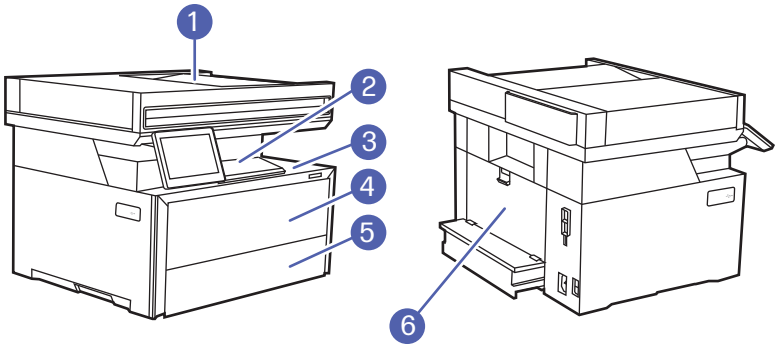
Use the procedures in this section to clear jammed paper from the printer paper path.

NOTE: Images used might not reflect your exact model and configuration.

Paper jam locations

Jams can occur in these locations.

Figure 3-8 Jam locations



Number	Description
1	Document feeder
2	Output bin
3	Toner cartridge access door
4	Tray 1
5	Tray 2
6	Rear door/Duplexer

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 jam error in the document feeder

Use the following procedure to check for paper in all possible jam locations related to the document feeder.

Recommended action for customers

When a jam occurs, the control panel displays an error message that assists in clearing the jam.

View a video of how to clear a jam in the document feeder

1. Open the document feeder cover.



2. Remove any jammed paper.



3. Close the document feeder cover.

4. Open the scanner lid and remove gently any visible jammed paper.



5. Lower the scanner lid.
6. If no paper is seen in either of the first two locations, lift the document feeder input tray and check for jammed paper.



7. If the error persists, ensure that the paper meets the document feeder (ADF) specifications for the printer.
8. Ensure the paper is loaded correctly in the input tray.
    a. Ensure the input tray is not overloaded.
    b. Adjust the tray guides to the correct paper size.
    c. Align the paper stack in the center of the input tray so it is straight and parallel with the direction of travel into the document feeder paper path.



NOTE: To avoid jams, make sure the guides in the document feeder input tray are adjusted correctly. Remove all staples, paper clips, or tape from the original documents.

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

9. Clean the document feeder rollers and separation pad.

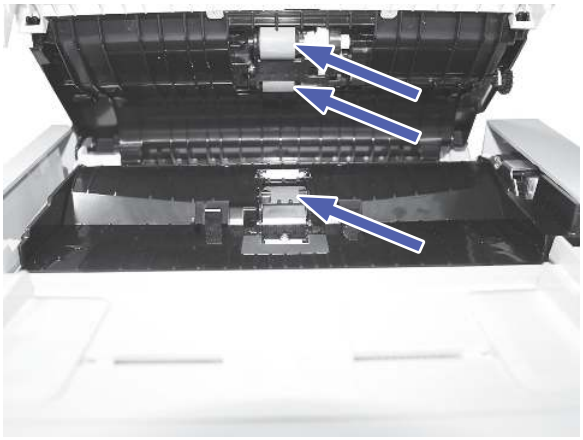
   a. Open the document feeder.

   b. Inspect the document feeder kit rollers and separation pad for any visible lint or dust.

   c. Using a clean lint-free cloth moistened with warm water, gently wipe each feed roller and the separation pad to remove any lint or dust.

   d. Ensure all rollers and the pad are dry before closing the document feeder.

      View the How to Clean the Pick Rollers in HP LaserJet and PageWide Printers for detailed instructions.



10. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

13.10, 13.11, 13.13 jam error in the output bin (MFP)

Use the following procedure to check for paper in all possible jam locations related to the output bin.

Recommended action for customers

When a jam occurs, the control panel displays an error message that assists in clearing the jam.

1. If paper is visible in the output bin, lift the scanner (callout 1) and then grasp the leading edge of the paper and remove it (callout 2).



2. If the paper cannot be removed, open the rear door to remove the paper.





3. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

13.08, 13.09, 13.14, or 13.15 Jam error in the rear door (MFP)

Use the following procedure to check for paper in all possible jam locations inside the rear door.

Recommended action for customers

When a jam occurs, the control panel displays a message that assists in clearing the jam.

- **13.08.yz Paper jam in rear door**
- **13.09.yz Paper jam in rear door**
- **13.14.yz Paper jam in rear door**
- **13.15.yz Paper jam in rear door**

Y and Z are variables and can be any of the following 0-9 or A-F.

1. Check the output area of the printer. If the paper is extending out, slowly pull it out of the printer.



2. If the paper is difficult to remove, open the toner cartridge access door and the rear door. Remove the jammed paper slowly.





3. Remove any jammed or damaged sheets of paper from the rear door of the printer.

CAUTION: The fuser is located above the rear door, and it is hot. Do not attempt to reach into the area above the rear door until the fuser is cool.

NOTE: Check all places inside the rear door for paper.



4. Close the rear door.
5. If the error persists, ensure the type and quality of the paper being used meets the HP specifications for the printer.
6. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

13.08, 13.09, Jam error in the fuser area (MFP)

Use the following procedure to check for paper in all possible jam locations in the fuser area.

Recommended action for customers

When a jam occurs, the control panel displays a message that assists in clearing the jam.

- **Jam in rear door**

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

1. Check the output area of the printer. If the paper is extending out, slowly pull it out of the printer.



2. Open the toner cartridge access door by lifting the scanner, and then lifting the cartridge door.

NOTE: Opening the cartridge door releases the fuser pressure roller and makes it easier to remove the jammed paper.



3. Open the rear door located at the rear of the printer.



4. Remove any jammed or damaged sheets of paper from the rear door of the printer.

CAUTION: The fuser is located above the rear door, and it is hot. Do not attempt to reach into the area above the rear door until the fuser is cool.

NOTE: Check all places inside the rear door for paper.





If paper sticking out of the fuser cannot be removed from the printer through the output bin, grab both sides of the sheet and pull the page down, and then out of the printer.

5. Close the rear door.
6. If the error persists, ensure the type and quality of the paper being used meets the HP specifications for the printer.
7. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

13.14, 13.15 jam error in the duplexer

Use the following procedure to check for paper in all possible jam locations in the duplex area.

Recommended action for customers

When a jam occurs, the control panel displays a message 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.

View a video of how to clear a jam in the duplexer

1. Pull the tray completely out of the printer.



2. Remove any jammed or damaged sheets of paper seen.



3. If no paper is found, lower the duplex path tray.



4. Remove paper from duplex path as needed.



5. If no paper is found in the duplex tray area, open the toner cartridge access door.

NOTE: Opening the cartridge door releases the fuser pressure roller and makes it easier to remove the jammed paper.



6. Open the rear door.



7. Remove any jammed or damaged sheets of paper from the rear door of the printer.

CAUTION: The fuser is located above the rear door, and it is hot. Do not attempt to reach into the area above the rear door until the fuser is cool.

NOTE: Check all places inside the rear door for paper.



8. If the error persists, ensure the type and quality of the paper being used meets the HP specifications for the printer.
9. If the error persists, contact your HP-authorized service or support provider, or contact customer support at www.hp.com/go/contactHP.

Solve paper handling problems

Review the following information to solve paper handling problems.

Printer feeds incorrect page size

Review the following information when the printer feeds an incorrect page size.

Table 3-39 Printer feeds incorrect page size

Cause	Solution
The correct size paper is not loaded in the tray.	Load the correct size paper in the tray.
The correct size paper is not selected in the software program or printer driver.	Confirm that the settings in the software program and printer driver are correct, because the software program settings override the printer driver and control panel settings, and the printer driver settings override the control panel settings.
The correct size paper for the tray is not selected in the printer control panel.	From the control panel, select the correct size paper for the tray.
The paper size is not configured correctly for the tray.	Print a configuration page to determine the paper size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the paper guides are touching the paper.

Printer pulls from incorrect tray

Review the following information when the printer pulls from an incorrect tray.

Table 3-40 Printer pulls from incorrect tray

Cause	Solution
A driver for a different printer is in use.	Use a driver for this printer.
The specified tray is empty.	Load paper in the specified tray.
The paper size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the paper size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the guides are touching the paper.

Printer will not duplex or duplexes incorrectly (duplex models)

Review the following information when the printer will not duplex or duplexes incorrectly.

Table 3-41 Printer will not duplex (print 2-sided jobs) or duplexes incorrectly

Cause	Solution
The duplex job is trying to use unsupported paper.	Verify that the paper is supported for duplex printing.
The printer driver is not set up for duplex printing.	Set up the printer driver to enable duplex printing.
The first page is printing on the back of preprinted forms or letterhead.	Load preprinted forms and letterhead in Tray 1 with the letterhead or printed side down, with the top of the page leading into the printer. For Tray 2-X, load the paper printed side up with the top of the page toward the right of the printer.
The printer model does not support automatic 2-sided printing.	The printer model does not support automatic 2-sided printing.

Paper does not feed from Tray 2-X

Review the following information when the paper does not feed from Tray 2-X.

Table 3-42 Paper does not feed from Tray 2-X

Cause	Solution
The correct size paper is not loaded.	Load the correct size paper.
The input tray is empty.	Load paper in the input tray.
The correct paper type for the input tray is not selected in the printer control panel.	From the printer control panel, select the correct paper type for the input tray. Trays configured for a paper type with a specific weight range will not match a print job that specifies an exact weight, even if the specified weight is within the weight range.
Paper from a previous jam has not been completely removed.	Open the printer and remove any paper in the paper path. Closely inspect the fuser area for jams.
None of the optional trays appear as input tray options.	The optional trays only display as available if they are installed. Verify that any optional trays are correctly installed. Verify that the printer driver has been configured to recognize the optional trays.
An optional tray is incorrectly installed.	Print a configuration page to confirm that the optional tray is installed. If not, verify that the tray is correctly attached to the printer.
The paper size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the paper size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the guides are touching the paper.

Output is curled or wrinkled

Review the following information when the output is curled or wrinkled.

Table 3-43 Output is curled or wrinkled

Cause	Solution
Paper does not meet the specifications for this printer.	Use only paper that meets the HP paper specifications for this printer. Non-recycled, 75 g/m2 (20 lb) paper is optimal for office use.
The correct paper type for the input tray is not selected in the printer control panel.	From the printer control panel, select the correct paper type for the input tray. Trays configured for a paper type with a specific weight range will not match a print job that specifies an exact weight, even if the specified weight is within the weight range.
Paper is damaged or in poor condition.	Remove paper from the input tray and load paper that is in good condition.
The printer is operating in an excessively humid environment.	Verify that the printing environment is within humidity specifications.
The print job consist of large, solid-filled areas.	Large, solid-filled areas can cause excessive curl. Try using a different pattern.
Paper used was not stored correctly and might have absorbed moisture.	Remove paper and replace it with paper from a fresh, unopened package. Store paper in a plastic bag to protect it from humidity.
Paper has poorly cut edges.	Remove paper, flex it, rotate it 180 degrees or turn it over, and then reload it into the input tray. Do not fan paper. If the problem persists, replace the paper.

Table 3-43 Output is curled or wrinkled (continued)

Cause	Solution
The specific paper type was not configured for the tray or selected in the software.	Configure the software for the paper (see the software documentation). Configure the tray for the paper.
The paper has previously been used for a print job.	Do not re-use paper.

The printer does not pick up paper

If the printer does not pick up paper from the tray, try these solutions.

NOTE: Tray 1 and Tray 2 are optimal for paper pickup when using special paper or media other than 20lb plain paper. For Tray 1 and Tray 2 the printer increases the number of attempts to pick up a page, which increases the reliability of successfully picking the page from the tray and decreases the possibility of a mispick jam.

HP recommends using Tray 1 if the printer is experiencing excessive or reoccurring jams from trays other than Tray 2, or for print jobs that require media other than 20lb plain paper.

1. Open the printer and remove any jammed sheets of paper.
2. Load the tray with the correct size of paper for the job.
3. Make sure the paper size and type are set correctly on the printer control panel.
4. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray.
5. Check the printer control panel to see if the printer is waiting for an acknowledgment to the feed the paper manually prompt. Load paper, and continue.
6. The rollers above the tray might be contaminated. Clean the rollers with a lint-free cloth dampened with warm water.

The printer picks up multiple sheets of paper

If the printer picks up multiple sheets of paper from the tray, try these solutions.

1. Remove the stack of paper from the tray and flex it, rotate it 180 degrees, and flip it over. *Do not fan the paper*. Return the stack of paper to the tray.
2. Use only paper that meets HP specifications for this printer.
3. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.
5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray.
6. Make sure the printing environment is within recommended specifications.
7. The tray pick and/or feed rollers might be contaminated. Clean the rollers with a lint-free cloth dampened with warm water.

The document feeder jams, skews, or picks up multiple sheets of paper (MFP)

Learn about MFP document feeder paper handling problems.

Review the following information when the document feeder jams, skews, or picks up multiple sheets of paper.

- Check to see if there are areas on the page that might have had staples removed. This can cause jams and/or mispicks.
- The original might have something on it, such as staples or self-adhesive notes that must be removed.
- Check that all rollers are in place and correctly installed.
- Make sure that the top document-feeder cover is closed.
- The pages might not be placed correctly. Straighten the pages and adjust the paper guides to center the stack.
- The paper guides must be touching the sides of the paper stack to work correctly. Make sure that the paper stack is straight, and the guides are against the paper stack.
- The document feeder input tray or output bin might contain more than the maximum number of pages. Make sure the paper stack fits below the guides in the input tray and remove pages from the output bin.
- Verify that there are no pieces of paper, staples, paper clips, or other debris in the paper path.
- Clean the document-feeder rollers and the separation pad. Use compressed air or a clean, lint-free cloth moistened with warm water. If misfeeds still occur, replace the rollers.
- Use the control panel menus to check the status of the document-feeder kit and replace it if necessary.

Paper does not feed automatically

Review the following information when the paper does not feed automatically.

Table 3-44 Paper does not feed automatically

Cause	Solution
Manual feed is selected in the software program.	Load Tray 1 with paper, or, if the paper is loaded, press the OK button.
The correct size paper is not loaded.	Load the correct size paper.
The input tray is empty.	Load paper into the input tray.
Paper from a previous jam has not been completely removed.	Open the printer and remove any paper in the paper path.
The paper size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the paper size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the rear and width paper guides are touching the paper.

Image-quality troubleshooting

Learn about image-quality troubleshooting.

Use the information in this topic to troubleshoot and resolve image-quality (what you see on the final printed page) problems including copy-quality, print-quality, and color problems (color printers only).

Various printer hardware problems can cause image-quality defects. This topic is a guide to the steps used to isolate the specific areas of the printer that are causing image-quality defects on the printed page, and to provide solutions to resolve those image-quality defects.

Image-quality problems are defined as:

- **Print-quality (PQ) problems**: PQ problems are associated with the print engine (printer base) of an MFP printer (single function non MFP image-quality problems are always PQ defects). PQ defects appear on pages that are **printed** by the print engine and not fed through an integrated scanner assembly (ISA).
- **Copy-quality (CQ) problems**: CQ problems are associated with the integrated-scanner assembly (ISA) portion of an MFP printer. CQ defects appear on pages that are **copied** using the document feeder or flatbed glass.

If the print defect is already known to be a PQ or CQ problem, skip to the appropriate troubleshooting topic listed below. Otherwise, follow the steps in the next section below to get started troubleshooting image-quality problems.

- **Print-quality (PQ) problems**: See Print-quality troubleshooting on page 151.
- **Copy-quality (CQ) problems**: See Copy-quality troubleshooting on page 162.

Get started troubleshooting image-quality problems

Print a Configuration page to identify whether the defect is a PQ (print engine) or CQ (ISA) problem.

NOTE: If the image defect appears on the printed page, the issue is a print-quality (PQ) problem (associated with the print engine and not the document feeder or flatbed glass) and not a CQ problem.

Make sure that the page is printed on **plain paper**.

1. Open the Tools menu.
2. Open the following menus: **Reports** > **Status reports**.
3. Select the Configuration report option.

Does the page show any image-quality defects?

- **Yes**: If defects appear on the printed page the issue is PQ related. See Print-quality troubleshooting on page 151.
- **No**: If defects does not appear on the printed page the issue is CQ related. See Copy-quality troubleshooting on page 162.

Print-quality troubleshooting

Learn about the print-quality (PQ) troubleshooting.

Print quality (PQ) problems are issues such as spots, streaks, or other defects visible on the printed page.

Visible defects associated with a multi-function printer (MFP) with copy/scan capabilities could be related to either the print function OR the copy function. Whereas, PQ defects on pages that are **printed** from single function (non-MFP) printers and not fed through an integrated scanner assembly (ISA) are always associated with the print engine.

Print from a different software program

Try printing from a different software program.

If the page prints correctly, the problem is with the software program from which you were printing.

Check the paper-type setting for the print job

Check the paper type setting when printing from a software program and the printed pages have smears, fuzzy or dark print, curled paper, scattered dots of toner, loose toner, or small areas of missing toner.

Check the paper type setting on the control panel

Check the paper type setting on the printer control panel, and change the setting as needed.

1. Open the Trays menu.
2. Select the tray from which you are printing (Tray 1, Tray 2, etc.).
3. Select the Size and Type that matches the paper or media in the tray.

NOTE: To receive a prompt to adjust these settings every time paper is loaded, open the following menus **Settings** > **Tray** and select the Size/Type Prompt option to enable it.

4. Open the Settings menu.
5. Open the following menus: **Print** > **Print Quality**
6. Adjust the Less Paper Curl or Toner Density settings as needed.

Check the paper type setting (Windows)

Check the paper type setting for Windows, and change the setting as needed.

NOTE: The print driver settings will override any control panel settings.

1. From the software program, select the **Print** option.
2. Select the printer, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. From the **Paper Type** drop-down list, click the **More...** option.
5. Expand the list of **Type is:** options.
6. Expand the category of paper types that best describes your paper.
7. Select the option for the type of paper you are using, and click the **OK** button.
8. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.

Check the paper type setting (macOS)

Check the paper type setting for macOS, and change the setting as needed.

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the printer.
3. Click **Show Details** or **Copies & Pages**.
4. Open the menus drop-down list, and then click the **Paper/Quality** menu.
5. Select a type from the **Media Type** drop-down list.
6. Click the **Print** button.

Check toner-cartridge status

Follow these steps to check the estimated life remaining in the toner cartridges and if applicable, the status of other replaceable maintenance parts.

Step one: Print an HP Supplies Status Report

The supplies status report indicates the cartridge status.

1. Open the Tools menu.
2. Open the following menus: **Reports** > **Status Reports**
3. Select the HP Supplies Status Report option.

Step two: Check supplies status

Check the supplies status report as follows.

1. Look at the supplies status report to check the percent of life remaining for the toner cartridges and, if applicable, the status of other replaceable maintenance parts.

   Print quality problems can occur when using a toner cartridge that is at its estimated end of life. The supplies status page indicates when a supply level is very low. After an HP supply has reached the very low threshold, HP's premium protection warranty on that supply has ended.

   The toner cartridge does not need to be replaced now unless the print quality is no longer acceptable. Consider having a replacement available to install when print quality is no longer acceptable.

   If you determine that you need to replace a toner cartridge or other replaceable maintenance parts, the supplies status page lists the genuine HP part numbers.

2. Check to see if you are using a genuine HP cartridge.

   A genuine HP toner cartridge has the word "HP" on it, or has the HP logo on it. For more information on identifying HP cartridges go to www.hp.com/go/learnaboutsupplies.

Print a cleaning page

Learn about printing a cleaning page.

Clean the paper path

During the printing process, paper, toner, and dust particles can accumulate inside the printer. Over time, this buildup can cause print-quality problems such as toner specks or smearing. This printer has a cleaning mode that can correct and prevent these types of problems

1. Open the Tools menu.
2. Open the following menus: **Troubleshooting** > **Print Quality**
3. Select the Cleaning page option.
4. Touch **Print**.
5. When prompted, load plain paper in Tray 1, and then press OK.

Wait until the cleaning process is complete. Discard the page that prints.

Check paper and the printing environment

Use the following information to check the paper selection and the printing environment.

Step one: Use paper that meets HP specifications

Some print-quality problems arise from using paper that does not meet HP specifications.

- Always use a paper type and weight that this printer supports.
- Use paper that is of good quality and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, staples, and curled or bent edges.
- Use paper that has not been previously printed on.
- Use paper that does not contain metallic material, such as glitter.
- Use paper that is designed for use in laser printers. Do not use paper that is designed only for use in Inkjet printers.
- Use paper that is not too rough. Using smoother paper generally results in better print quality.

Step two: Check the environment

The environment can directly affect print quality and is a common cause of print-quality or paper-feeding issues. Try the following solutions:

- Move the printer away from drafty locations, such as open windows or doors, or air-conditioning vents.
- Make sure the printer is not exposed to temperatures or humidity outside of printer specifications.
- Do not place the printer in a confined space, such as a cabinet.
- Place the printer on a sturdy, level surface.
- Remove anything that is blocking the vents on the printer. The printer requires good air flow on all sides, including the top.
- Protect the printer from airborne debris, dust, steam, grease, or other elements that can leave residue inside the printer.

Try a different print driver

Try a different print driver when printing from a software program and the printed pages have unexpected lines in graphics, missing text, missing graphics, incorrect formatting, or substituted fonts.

Download a different print driver from the HP support Web site: https://www.hp.com/support/ljpro4000 or https://www.hp.com/support/ljpro4110mfp.

Troubleshoot image defects

Review examples of image defects and steps to resolve these defects.

Table 3-45 Image defects table quick reference

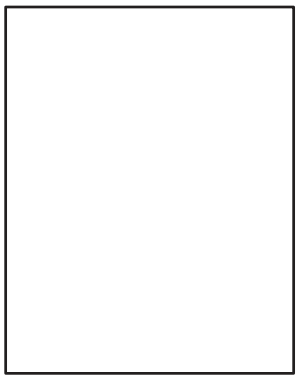
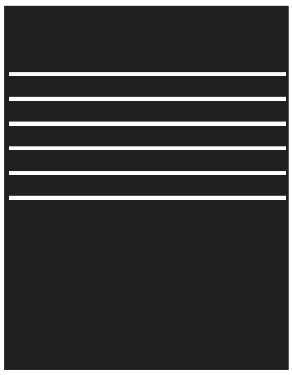
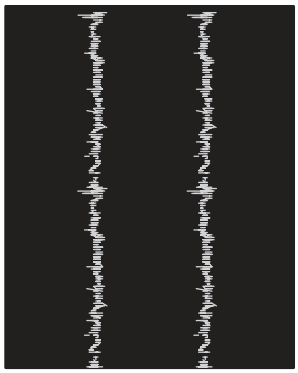
Sample	Description	Possible solutions
Table 3-52 Light print on page 160 	Table 3-50 Gray background or dark print on page 159 	Table 3-48 Blank page – No print on page 158 
Table 3-47 Black page on page 157 	Table 3-46 Banding defects on page 157 	Table 3-54 Streak defects on page 161 

Table 3-45 Image defects table quick reference (continued)

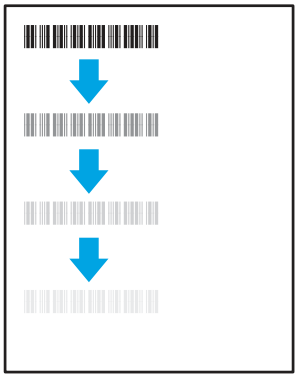
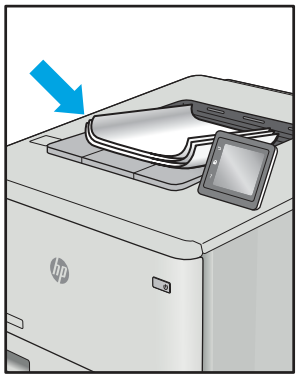
Sample	Description	Possible solutions
Table 3-49 Fixing/fuser defects on page 158	Table 3-51 Image placement defects on page 159	Table 3-53 Output defects on page 160
		

Image defects, no matter the cause, can often be resolved using the same steps. Use the following steps as a starting point for solving image defect issues.

1. Reprint the document. Print quality defects can be intermittent in nature or can go away completely with continued printing.
2. Check the condition of the cartridge or cartridges. If a cartridge is in a **Very Low** state (it has passed the rated life), replace the cartridge.
3. Make sure that the driver and tray print mode settings match the media that is loaded in the tray. Try using a different ream of media or a different tray. Try using a different print mode.
4. Make sure that the printer is within the supported operating temperature/humidity range.
5. Make sure that the paper type, size, and weight are supported by the printer. See support.hp.com for a list of the supported paper sizes and types for the printer.

NOTE: The term “fusing” refers to the part of the printing process where toner is affixed to paper.

The following examples depict letter-size paper that has passed through the printer short edge first.

Table 3-46 Banding defects

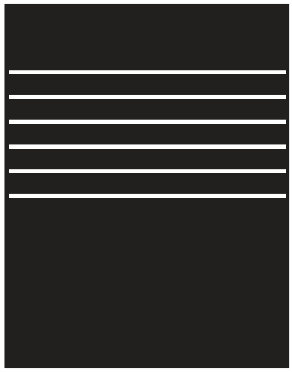
Sample	Description	Possible solutions
	Dark or light lines which repeat down the length of the page, and are wide-pitch and/or impulse bands. They might be sharp or soft in nature. The defect displays only in areas of fill, not in text or sections with no printed content.	1. Reprint the document. 2. Try printing from another tray. 3. Replace the cartridge. 4. Use a different paper type. 5. **Enterprise models only:** From the Home screen on the printer control panel, go to the Adjust Paper Types menu, and then choose a print mode that is designed for a slightly heavier media than what you are using. This slows the print speed and might improve the print quality. 6. If the issue persists, go to support.hp.com.

Table 3-47 Black page

Sample	Description	Possible solutions
	The entire printed page is black.	1. Visually inspect the cartridge to check for damage. 2. Make sure that the cartridge is installed correctly. 3. Replace the cartridge. 4. If the issue persists, go to support.hp.com.

Table 3-48 Blank page — No print

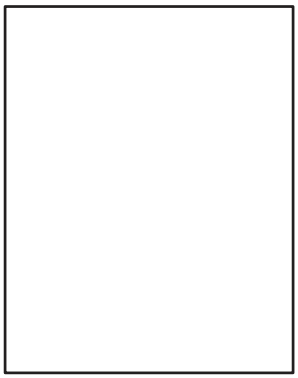
Sample	Description	Possible solutions
	The page is completely blank and contains no printed content.	1. Make sure that the cartridges are genuine HP cartridges. 2. Make sure that the cartridge is installed correctly. 3. Print with a different cartridge. 4. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a lighter paper type. 5. If the issue persists, go to support.hp.com.

Table 3-49 Fixing/fuser defects

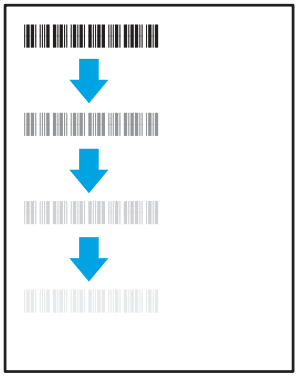
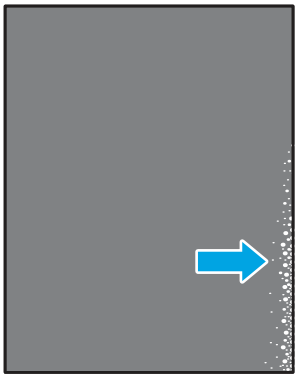
Sample	Description	Possible solutions
	Slight shadows or offsets of the image are repeated down the page. The repeated image might fade with each recurrence.	1. Reprint the document. 2. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a lighter weight paper type. 3. If the issue persists, go to support.hp.com.
	Toner rubs off along either edge of the page. This defect is more common at the edges of high-coverage jobs, and on light media types, but can occur anywhere on the page.	1. Reprint the document. 2. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a heavier paper type. 3. **Enterprise models only:** From the printer control panel, go to the Edge-to-Edge menu and then select Normal. Reprint the document. 4. **Enterprise models only:** From the printer control panel, select Auto Include Margins and then reprint the document. 5. If the issue persists, go to support.hp.com.

Table 3-50 Gray background or dark print

Sample	Description	Possible solutions
	The image or text is darker than expected and/or the background is gray.	1. Make sure that the paper in the trays has not already been run through the printer. 2. Use a different paper type. 3. Reprint the document. 4. **Mono models only:** From the Home screen on the printer control panel, go to the Adjust Toner Density menu, and then adjust the toner density to a lower level. 5. Make sure that the printer is within the supported operating temperature and humidity range. 6. Replace the cartridge. 7. If the issue persists, go to support.hp.com.

Table 3-51 Image placement defects

Sample	Description	Possible solutions
	The image is not centered, or is skewed on the page. The defect occurs when the paper is not positioned properly as it is pulled from the tray and moves through the paper path.	1. Reprint the document. 2. Remove the paper and then reload the tray. Make sure that all the paper edges are even on all sides. 3. Make sure that the top of the paper stack is below the tray-full indicator. Do not overfill the tray. 4. Make sure that the paper guides are adjusted to the correct size for the paper. Do not adjust the paper guides tightly against the paper stack. Adjust them to the indentations or markings in the tray. 5. If the issue persists, go to support.hp.com.

Table 3-52 Light print

Sample	Description	Possible solutions
	The printed content is light or faded on the entire page.	1. Reprint the document. 2. Remove the cartridge, and then shake it to redistribute the toner. Reinsert the toner cartridges into the printer and close the cover. For a graphical representation of this procedure, see *Replace the toner cartridges*. 3. **Mono models only:** Make sure that the EconoMode setting is disabled, both at the printer control panel and in the print driver. 4. Make sure that the cartridge is installed correctly. 5. Print a Supplies Status Page and check the life and usage of the cartridge. 6. Replace the cartridge. 7. If the issue persists, go to support.hp.com.

Table 3-53 Output defects

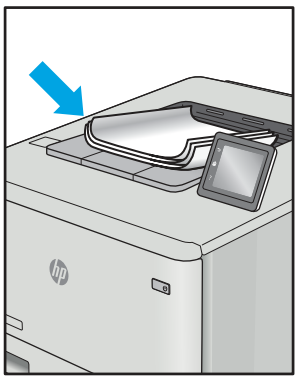
Sample	Description	Possible solutions
	Printed pages have curled edges. The curled edge can be along the short or long side of the paper. Two types of curl are possible: • **Positive curl:** The paper curls toward the printed side. The defect occurs in dry environments or when printing high-coverage pages. • **Negative curl:** The paper curls away from the printed side. The defect occurs in high-humidity environments or when printing low-coverage pages.	1. Reprint the document. 2. **Positive curl:** From the printer control panel, select a heavier paper type. The heavier paper type creates a higher temperature for printing. **Negative curl:** From the printer control panel, select a lighter paper type. The lighter paper type creates a lower temperature for printing. Try storing the paper in a dry environment prior to use, or use freshly opened paper. 3. Print in duplex mode. 4. If the issue persists, go to support.hp.com.

Table 3-53 Output defects (continued)

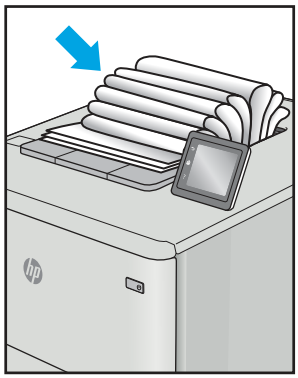
Sample	Description	Possible solutions
	The paper does not stack well in the output tray. The stack might be uneven, skewed, or the pages might be pushed out of the tray and onto the floor. Any of the following conditions can cause this defect: • Extreme paper curl • The paper in the tray is wrinkled or deformed • The paper is a non-standard paper type, such as envelopes • The output tray is too full	1. Reprint the document. 2. Extend the output bin extension. 3. If the defect is caused by extreme paper curl, refer to the troubleshooting steps for "Output curl." 4. Use a different paper type. 5. Use freshly opened paper. 6. Remove the paper from the output tray before the tray gets too full. 7. If the issue persists, go to support.hp.com.

Table 3-54 Streak defects

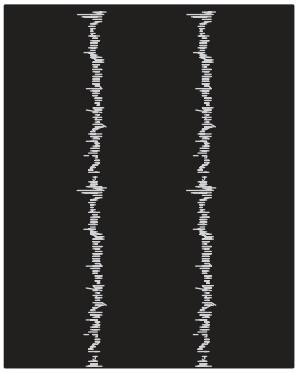
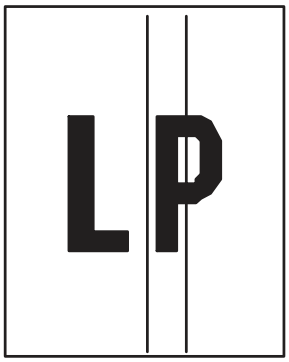
Sample	Description	Possible solutions
	Light vertical streaks that usually span the length of the page. The defect displays only in areas of fill, not in text or sections with no printed content.	1. Reprint the document. 2. Remove the cartridge, and then shake it to redistribute the toner. Reinsert the toner cartridges into the printer and close the cover. For a graphical representation of this procedure, see *Replace the toner cartridges*. 3. If the issue persists, go to support.hp.com. **NOTE:** Both light and dark vertical streaks can occur when the printing environment is outside the specified range for temperature or humidity. Refer to your printer's environmental specifications for allowable temperature and humidity levels.

Table 3-54 Streak defects (continued)

Sample	Description	Possible solutions
	Dark vertical lines which occur down the length of the page. The defect might occur anywhere on the page, in areas of fill or in sections with no printed content.	1. Reprint the document. 2. Remove the cartridge, and then shake it to redistribute the toner. Reinsert the toner cartridges into the printer and close the cover. For a graphical representation of this procedure, see *Replace the toner cartridges*. 3. Print a cleaning page. 4. Check the toner level in the cartridge. 5. If the issue persists, go to support.hp.com.

Copy-quality troubleshooting

Learn about copy-quality troubleshooting.

NOTE: Copy-quality (CQ) problems are associated with the integrated-scanner assembly (ISA) portion of an MFP printer. CQ defects appear on pages that are **copied** using the document feeder or flatbed glass.

Identify the location and type of the CQ problem

Resolving CQ problems involves isolating the defect to the document feeder or flatbed glass. Comparing printed output between the document feeder and the flatbed glass might determine the ISA location that is causing the CQ defect.

NOTE: If a CQ defect appears on printed output from both the document feeder **and** the flatbed glass, carefully inspect the original source for a print-quality (PQ) problem.

Document feeder isolation test

1. Mark a printed page in a way that clearly identifies it as the source document used in this isolation procedure.
2. Place the source page in the document feeder, and then make a copy.
3. Mark the copied output page to clearly identify it as output from the document feeder.
4. Compare the original and copied pages. Defects appearing on the copied page are caused by a problem in the document feeder.

Flatbed isolation test

1. Mark a printed page in a way that clearly identifies it as the source document used in this isolation procedure.
2. Place the source page on the flatbed glass, and then make a copy.
3. Mark the copied output page to clearly identify it as output from the flatbed.

4. Compare the original and copied pages. Defects appearing on the copied page are caused by a problem in the flatbed.

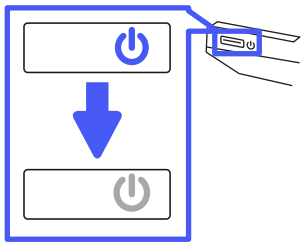
Check the scanner glass for dirt and smudges

Learn about solving copy-quality debris problems.

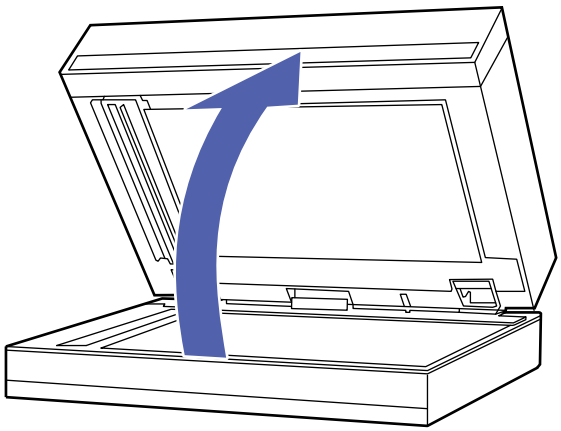
Over time, specks of debris might collect on the scanner glass and document feeder white plastic backing, which might cause print defects. Use the following procedure to clean the scanner if the printed pages have streaks, unwanted lines, black dots, poor print quality, or unclear text.

View a video of cleaning the document feeder glass and flatbed glass.

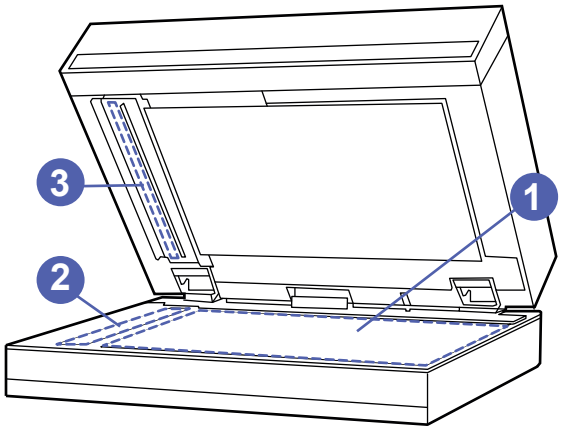
1. Press the power button to turn the printer off, and then disconnect the power cable from the electrical outlet.



2. Open the scanner lid.



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

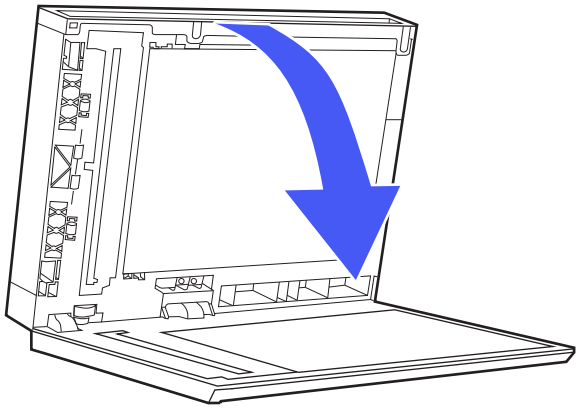


CAUTION: Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the printer; these can damage the printer. Do not place liquids directly on the glass or platen. They might seep and damage the printer.

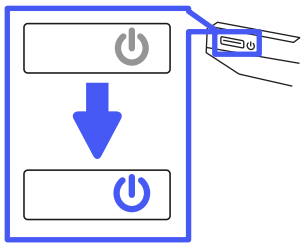
NOTE: If you are having trouble with streaks on copies when you are using the document feeder, be sure to clean the small strips of glass on the left side of the scanner (callout 2, callout 3).

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

5. Close the scanner lid.



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



Modify printer settings to improve scan or copy quality

Learn about printer settings to improve scan or copy quality.

Optimize printer settings to potentially improve scan or copy quality.

Image Adjustment settings

From the printer Home screen: **Copy** > **Settings**

Select from the following items.

- Quality: Sets in image quality settings for copies.
  - Best
  - Normal (default)
  - Draft
- Lighter/Darker: Adjust the Contrast setting to increase or decrease the difference between the lightest and darkest color on the page.
- Enhancements: Specifies the type of content in the original document, so the copy is the best match for the original.
  - None (default)
  - Mixed
  - Text
  - Photo

Performance and connectivity troubleshooting

Learn about performance and connectivity troubleshooting.

Solve performance problems

Review the following information and procedures to solve performance problems.

NOTE: Tray 1 and Tray 2 are optimal for paper pickup when using special paper or media other than 75-80gsm (20lb) plain paper. For Tray 1 and Tray 2 the printer increases the number of attempts to pick up a page, which increases the reliability of successfully picking the page from the tray and decreases the possibility of a mis-pick jam.

HP recommends using Tray 1 if the printer is experiencing excessive or reoccurring jams from trays other than Tray 1, or for print jobs that require media other than 75-80gsm (20lb) plain paper.

Factors affecting print performance

Review the following information about factors affecting print performance.

Table 3-55 Solve performance problems

Problem	Cause	Solution
Pages print but are totally blank.	The document might contain blank pages.	Check the original document to see if content is present on all of the pages.
Pages print but are totally blank.	The printer might be malfunctioning.	To check the printer, print a Configuration page.
Pages print but are totally blank.	Make sure that the printer is not feeding multiple pages (especially if very thin paper is used).	Make sure that the paper meets HP specifications for this printer. For a complete list of specific HP-brand paper that this printer supports, go to https://www.hp.com/support/ljpro4000 or https://www.hp.com/support/ljpro4110mfp.
Pages print very slowly. **NOTE:** Some software programs process print jobs slowly.	Heavier paper types can slow the print job.	Print on a different type of paper.
Pages print very slowly. **NOTE:** Some software programs process print jobs slowly.	Complex pages can print slowly.	Proper fusing might require a slower print speed to ensure the best print quality.
Pages print very slowly. **NOTE:** Some software programs process print jobs slowly.	Large batches, narrow paper, and special paper such as gloss, transparency, cardstock, and HP Tough Paper can slow the print job.	Print in smaller batches, on a different type of paper, or on a different size of paper.
Pages did not print.	The printer might not be pulling paper correctly.	Make sure paper is loaded in the tray correctly.
Pages did not print.	The paper is jamming in the printer.	Clear the jam.

Table 3-55 Solve performance problems (continued)

Problem	Cause	Solution
Pages did not print.	The USB cable might be defective or incorrectly connected.	• Disconnect the USB cable at both ends and reconnect it. • Try printing a job that has printed in the past. • Try using a different USB cable.
Pages did not print.	Other devices are running on the host computer.	The printer might not share a USB port. If an external hard drive or network switchbox is connected to the same port as the printer, the other device might be interfering with the printer. To connect and use the printer, disconnect the other device or use two USB ports on the host computer.
Pages did not print.	The print job might not have arrived at the printer.	Check the printer status queue. Also, the Printing message should appear on the control panel display.

Print speeds

Print speed is the number of pages that print in one minute. Print speed depends on different engine-process speeds or operational pauses between printed pages during normal printer operation. Factors that determine the print speed of the printer include the following:

- Page formatting time

  The printer must pause for each page to be formatted before it prints. Complex pages take more time to format, resulting in reduced print speed. However, most jobs print at full engine speed.

- Media size

  Legal-size media reduces print speed because it is longer than the standard Letter- or A4–size media. A reduced print speed is used when printing on narrow media to prevent the edges of the fuser from overheating.

- Media mode

  Some media types require a reduced print speed to achieve maximum print quality on that media. For example, glossy, heavy, and specialty media (for example, envelopes or photos) require a reduced print speed. To maximize the print speed for special media types, make sure that the correct media type in the print driver is selected.

- Printer temperature

  To prevent printer damage, print speed is reduced if the printer reaches a specific internal temperature (thermal slow down). The starting temperature of the printer, ambient environment temperature, and the print job size effect the number of pages that can be printed before the printer reduces the print speed. Thermal slow down reduces print speed by printing four pages and then pausing for an amount of time before printing continues.

- Other print speed reduction factors

  Other factors (especially during large print jobs) that can cause reduced print speeds include:

- Density control sequence; occurs every 150 pages and takes about 120 seconds

The printer does not print

If the printer does not print at all, try the following solutions.

1. Make sure the printer is turned on and that the control panel indicates it is ready.
   - If the control panel does not indicate the printer is ready, turn the printer off and then on again.
   - If the control panel indicates the printer is ready, try sending the job again.
2. If the control panel indicates the printer has an error, resolve the error and then try sending the job again.
3. Make sure the cables are all connected correctly. If the printer is connected to a network, check the following items:
   - Check the bottom LED next to the network connection on the printer. If the network is active, the light is green.
   - Make sure that a network cable and not a phone cord is used to connect to the network.
   - Make sure the network router, hub, or switch is turned on and that it is working correctly.
4. Install the HP software for the printer. Using generic printer drivers can cause delays clearing jobs from the print queue.
5. From the list of printers on your computer, right-click the name of this product, click **Properties**, and open the **Ports** tab.
   - If a network cable is used to connect to the network, make sure the printer name listed on the **Ports** tab matches the one on the printer configuration page.
   - If a USB cable is used, and the printer is connected to a wireless network, make sure the box is checked next to **Virtual printer port for USB**.
6. If a personal firewall system on the computer is used, it might be blocking communication with the printer. Try temporarily disabling the firewall to see if it is the source of the problem.
7. If the host computer or the printer is connected to a wireless network, low signal quality or interference might be delaying print jobs.

The printer prints slowly

If the printer prints, but it seems slow, try the following solutions.

1. Make sure the computer meets the minimum specifications for this printer. For a list of specifications, go to this Web site: https://www.hp.com/support/ljpro4000 or https://www.hp.com/support/ljpro4110mfp.
2. When the printer is configured to print on some paper types, such as heavy paper, the printer prints more slowly so it can correctly fuse the toner to the paper. If the paper type setting is not correct for the type of paper you are using, change the setting to the correct paper type.
3. If the host computer or the printer is connected to a wireless network, low signal quality or interference might be delaying print jobs.

Solve wired network problems

Review the following information and procedures to solve wired network problems.

Introduction

Learn about solving wired network problems.

Certain types of problems can indicate there is a network communication problem. These problems include the following issues:

- The periodic loss of ability to communicate with the printer
- The printer cannot be found during driver installation
- A periodic failure to print

Check the items in this topic to verify that the printer is communicating with the network. Before beginning, print a configuration page from the printer control panel and locate the printer IP address that is listed on this page.

Poor physical connection

Use the following procedure when the printer has a poor physical connection.

1. Verify that the printer is attached to the correct network port using a cable of the correct length.
2. Verify that cable connections are secure.
3. Look at the network port connection on the back of the printer, and verify that the amber activity light and the green link-status light are lit.
4. If the problem continues, try a different cable or port on the hub.

The computer is using the incorrect IP address for the printer

Use the following procedure when the computer is using the incorrect IP address for the printer.

1. Open the printer properties and click the **Ports** tab. Verify that the current IP address for the printer is selected. The printer IP address is listed on the printer configuration page.
2. If you installed the printer using the HP standard TCP/IP port, select the box labeled **Always print to this printer, even if its IP address changes**.
3. If you installed the printer using a Microsoft standard TCP/IP port, use the hostname instead of the IP address.
4. If the IP address is correct, delete the printer and then add it again.

The computer is unable to communicate with the printer

Use the following procedure when the computer is unable to communicate with the printer.

1. Test network communication by pinging the network.
    a. Open a command-line prompt on your computer.
        - For Windows, click **Start**, click **Run**, type `cmd`, and then press Enter.
        - For macOS, go to **Applications**, then **Utilities**, and open **Terminal**.

b. Type `ping` followed by the IP address for your printer.

c. If the window displays round-trip times, the network is working.

2. If the ping command failed, verify that the network hubs are on, and then verify that the network settings, the printer, and the computer are all configured for the same network.

The printer is using incorrect link and duplex settings for the network

HP recommends leaving these settings in automatic mode (the default setting). If you change these settings, you must also change them for your network.

New software programs might be causing compatibility problems

Verify that any new software programs are correctly installed and that they use the correct print driver.

The computer or workstation might be set up incorrectly

Use the following procedure when the computer or workstation might be set up incorrectly.

1. Check the network drivers, print drivers, and the network redirection settings.
2. Verify that the operating system is configured correctly.

The printer is disabled, or other network settings are incorrect

Use the following procedure when the printer is disabled, or other network settings are incorrect.

1. Review the configuration page to check the status of the network protocol. Enable it if necessary.
2. Reconfigure the network settings if necessary.

4 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.

Customer-replaceable units

Learn about customer-replaceable parts removal and replacement.

Customer self-repair (CSR) A parts and accessories

Learn about removal and replacement of Customer self-repair (CSR) A parts.

These parts and accessories that a customer can replace without any tools and without assistance from a field technician.

Removal and replacement: Tray 2 pickup roller assembly (SFP/MFP)

Learn how to remove and replace the Tray 2 pickup roller.

Mean time to repair: 2 minutes

Service level: CSR A

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-1 Parts information

Part number	Part description
RM2-5452-010CN	Paper pick-up roller assembly

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 Tray 2

Follow these steps to remove Tray 2.

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

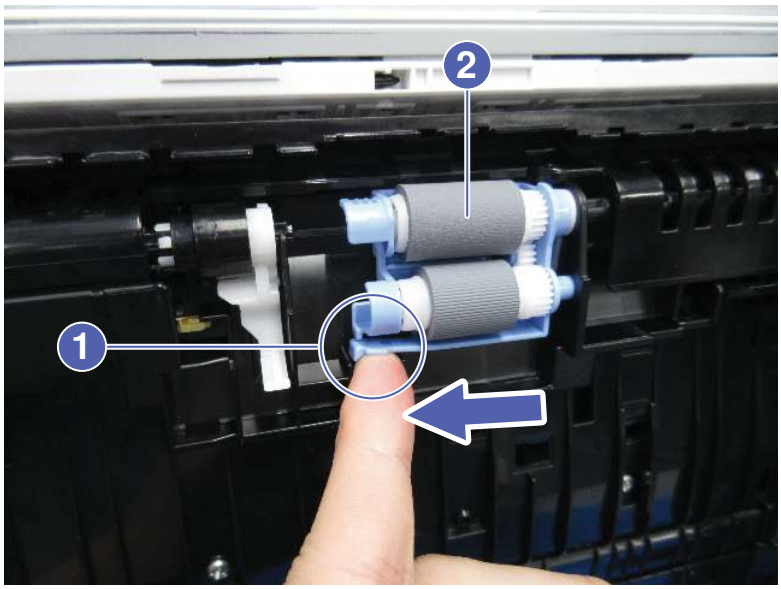
Figure 4-1 Remove the tray



2. Remove the pickup roller assembly (Tray 2)

Follow these steps to remove the pickup roller assembly (Tray 2).

- Release one tab (callout 1), and then slide the roller holder (callout 2) in the indicated direction to remove it.



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. Install the pickup roller assembly (Tray 2)

Follow these steps to install the pickup roller assembly (Tray 2).

1. Position the roller holder assembly in the printer as shown.

Figure 4-2 Install the roller holder

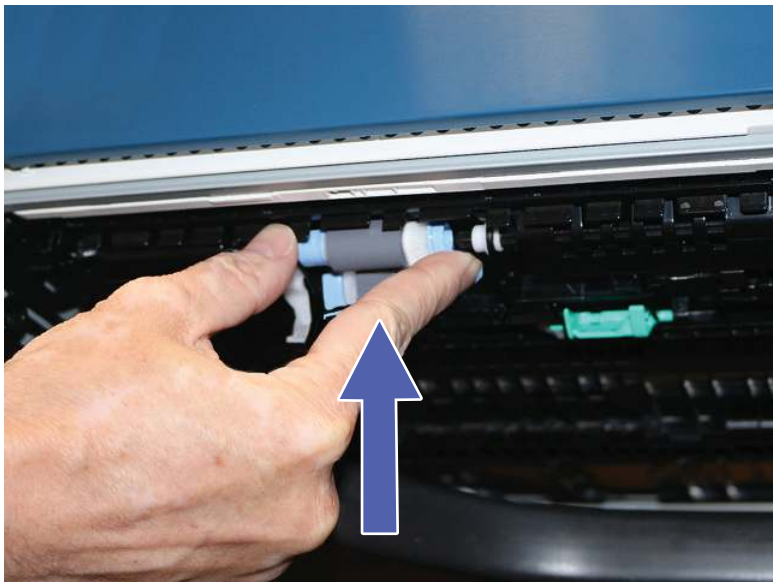
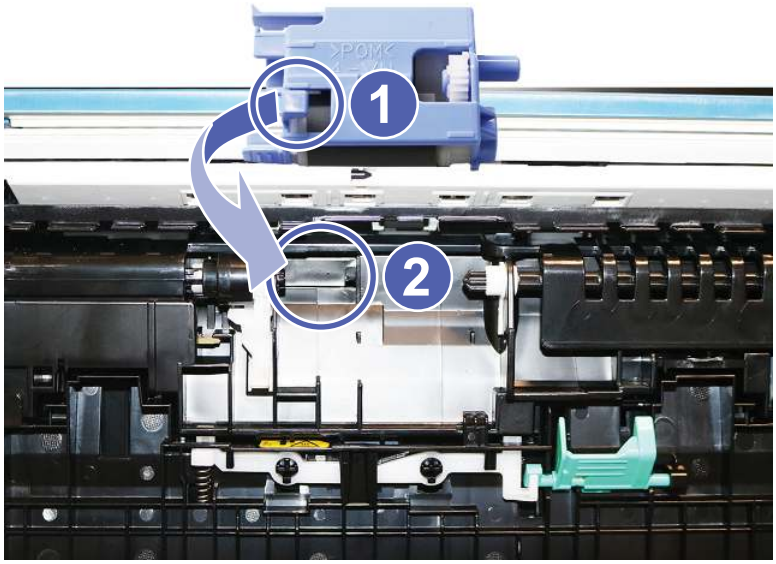


Figure 4-3 Align the tab with the slot

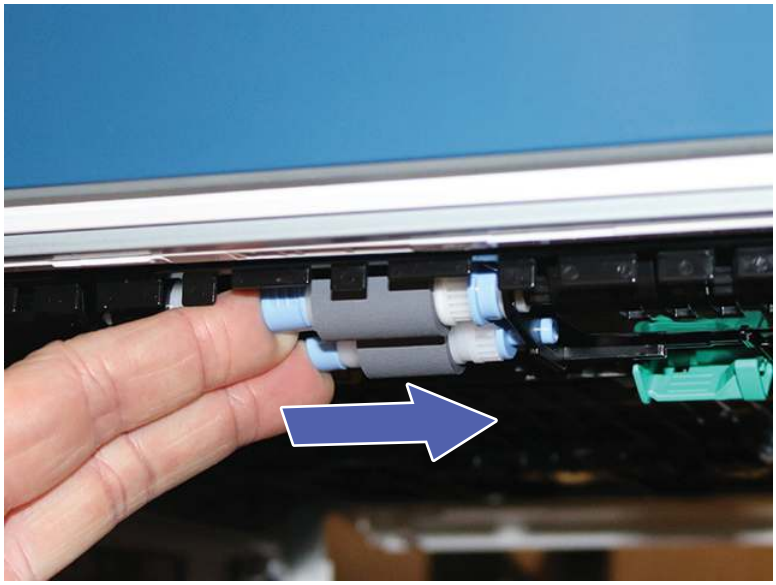
NOTE: When installing the roller assembly align that tab on the top (callout 1) with the slot in the printer (callout 2).



2. Slide the roller holder assembly toward the right side of the printer.

NOTE: Make sure that the assembly snaps into place.

Figure 4-4 Slide roller holder assembly to the right

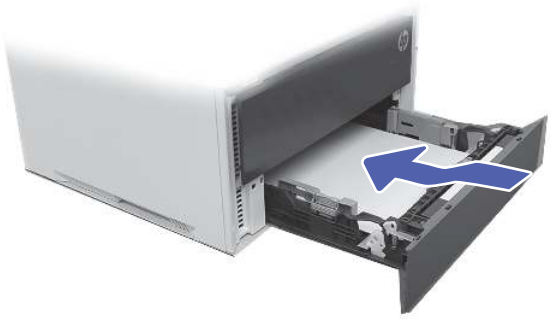


5. Install Tray 2

Follow these steps to install Tray 2.

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

Figure 4-5 Remove the tray



Removal and replacement: Tray 2 separation roller assembly (SFP/MFP)

Learn how to remove and replace the Tray 2 separation roller.

Mean time to repair: 2 minutes

Service level: CSR A

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**

2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-2 Part information

Part number	Part description
RM3-0394-000CN	Separation roller assembly

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 Tray 2

Follow these steps to remove Tray 2.

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

Figure 4-6 Remove the tray

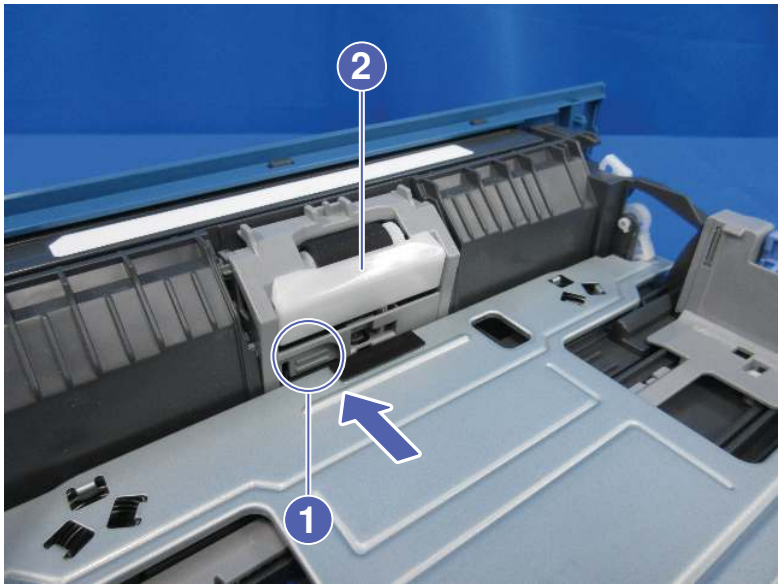


2. Remove the separation pad roller assembly (Tray 2)

Follow these steps to remove the separation pad roller assembly (Tray 2).

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

Figure 4-7 Release 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.

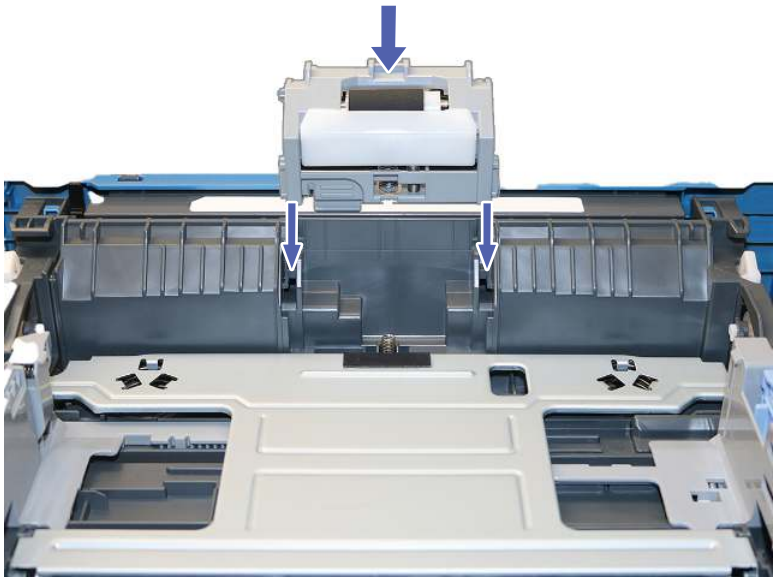
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

4. Install the separation pad roller assembly (optional Tray 3)

Follow these steps to install the separation pad roller assembly (optional Tray 3).

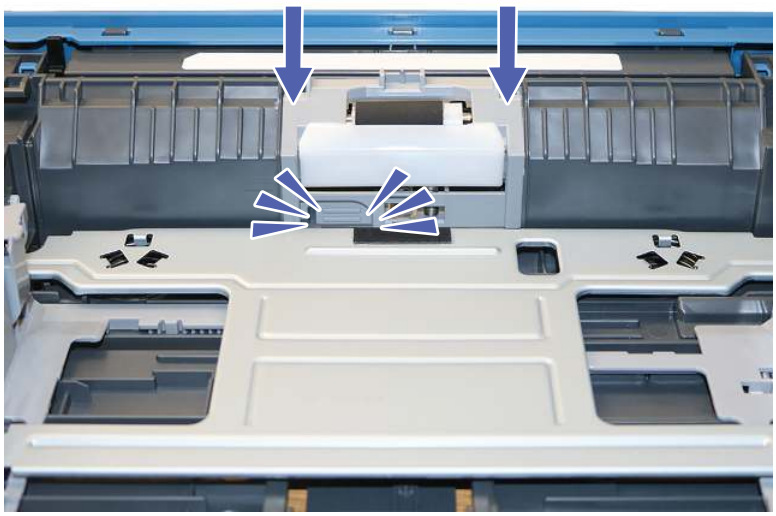
1. Install the assembly in the slots in the cassette.

Figure 4-8 Align the roller assembly with the tray



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

Figure 4-9 Install the roller assembly

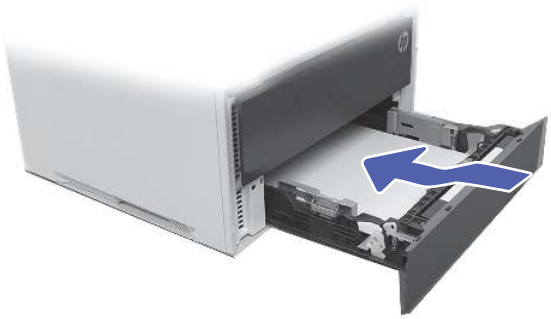


5. Install Tray 2

Follow these steps to install Tray 2.

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

Figure 4-10 Remove the tray



Removal and replacement: Transfer roller (SFP/MFP)

Learn how to remove and replace the transfer roller.

Mean time to repair: 2 minutes

Service level: CSR A

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-3 Part information

Part number	Part description
RM3-2089-000CN	Transfer Roller

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.

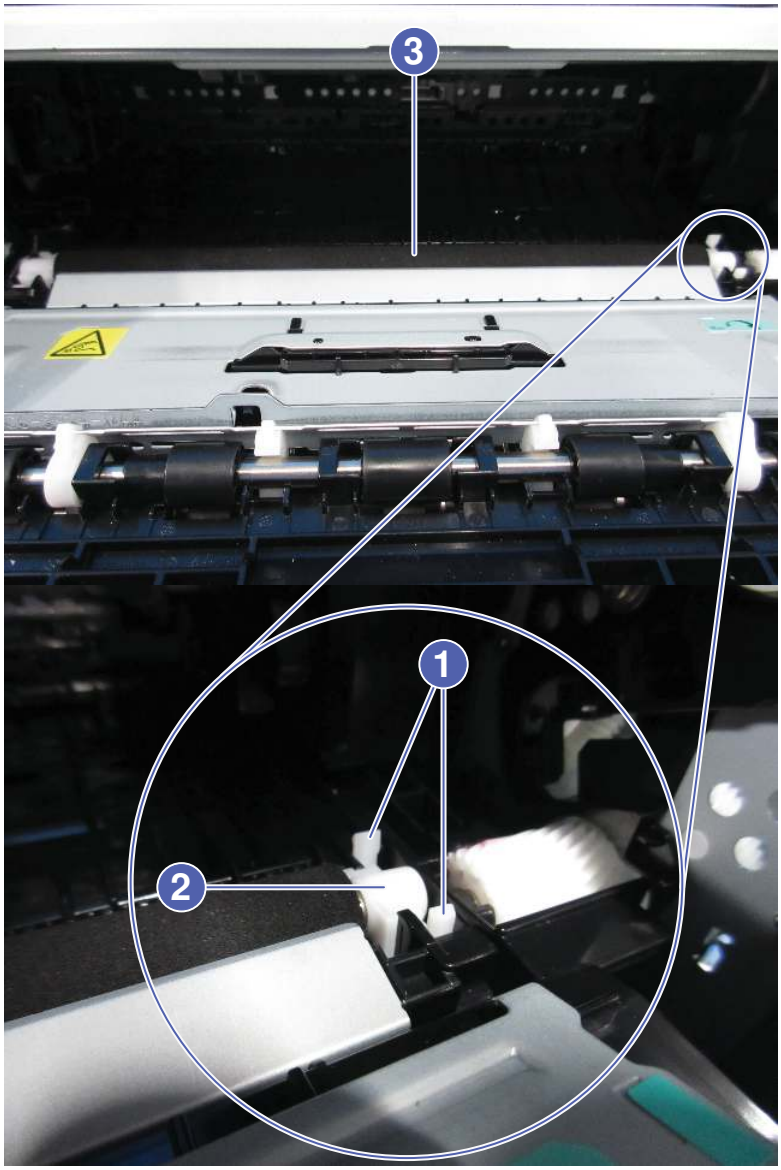
1. Remove the transfer roller

Follow these steps to remove the transfer roller.

1. Open the cartridge door cover and remove the toner cartridge.

2. Release two tabs (callout 1), and then remove the bearing (callout 2).

Figure 4-11 Remove the transfer roller



3. Remove the transfer roller (callout 3) from the printer.

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. Install the transfer roller

Follow these steps to remove Tray 2.

CAUTION: Do not touch the spongy portion of the roller. Skin oils on the roller can cause paper-handling and print-quality problems. HP recommends using disposable gloves or thoroughly washing your hands before handling the assembly.

NOTE: A SFP printer is shown in this section. However, the procedure is correct for all printer models.

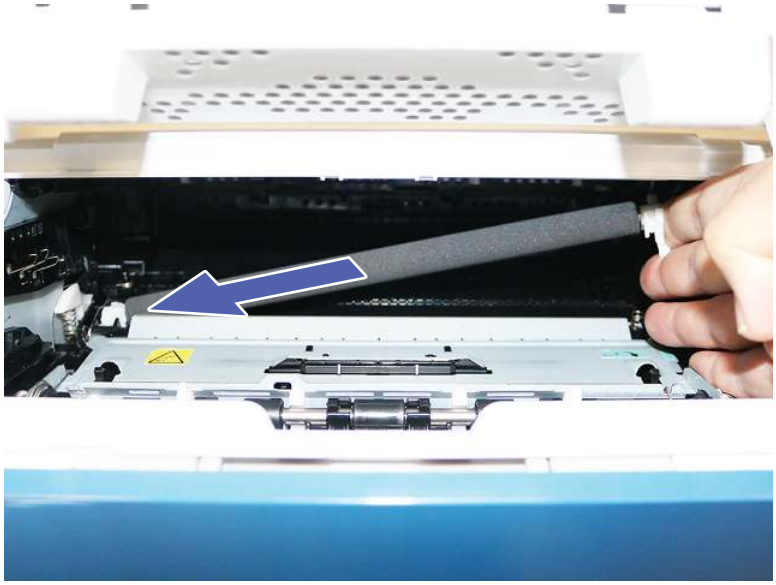
1. Place the bushing on the new transfer roller.

Figure 4-12 Place the bushing on the transfer roller



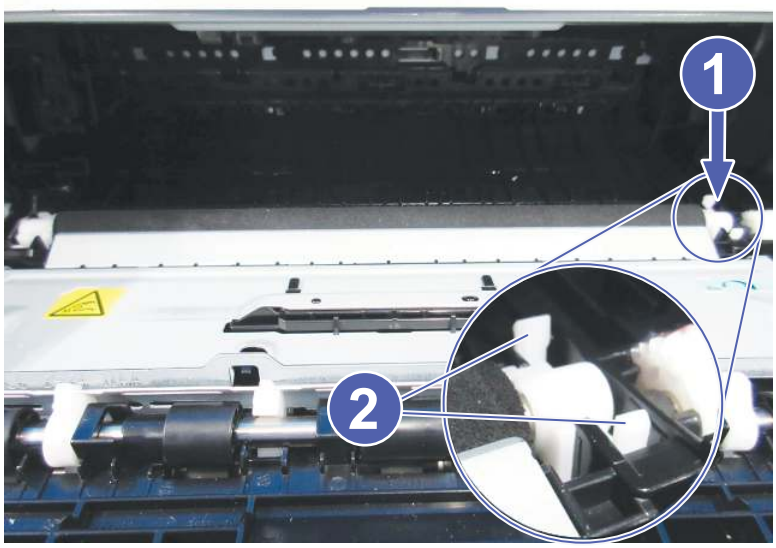
2. Install the transfer roller on the left side first then snapping into tabs on the right side.

Figure 4-13 Install the transfer roller



3. Lower the transfer roller bushing on the right side (callout1) and ensure that it is seated correctly in the holder (callout 2).

Figure 4-14 Ensure the transfer roller is installed



4. Install the toner cartridge and close the cartridge door.

Removal and replacement: Tray 3 pickup roller assembly (SFP/MFP)

Learn how to remove and replace the Tray 3 pickup roller.

Mean time to repair: 2 minutes

Service level: CSR A

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-4 **Part information**

Part number	Part description
RM3-0947-000CN	Paper pickup roller assembly

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 optional Tray 3

Follow these steps to remove optional Tray 3.

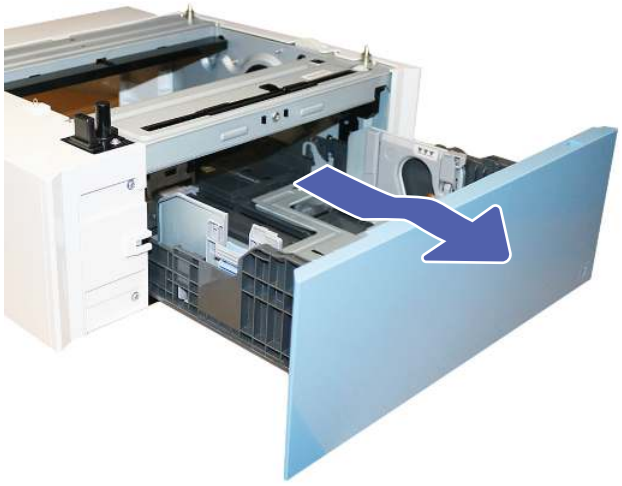
1. Remove the optional paper tray from the printer.
2. Pull the tray straight out of the printer until it stops.

Figure 4-15 Pull the tray out of the printer



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

Figure 4-16 Release and remove the tray

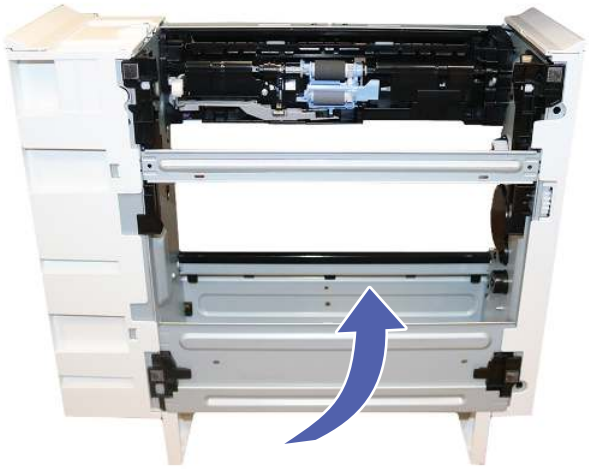


2. Remove the pickup roller assembly (optional Tray 3)

Follow these steps to remove the pickup roller assembly (optional Tray 3).

1. Place the 550 sheet feeder with its rear side being the bottom so that the front side becomes the top face.

Figure 4-17 Place the tray on the rear side



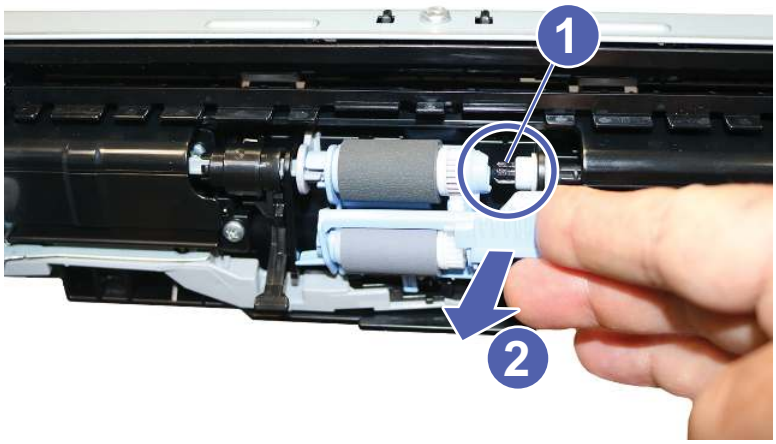
2. Move the tray 3 pickup roller assembly (callout 1) to the left.

Figure 4-18 Release the roller



3. Ensure that the roller assembly has cleared the shaft on the right side (callout 1). Pull the roller assembly forward to remove it (callout 2).

Figure 4-19 Remove the roller



4. Remove the tray 3 pickup roller assembly (callout 2) from the shaft (callout 1).

Figure 4-20 Remove the roller



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. Install the pickup roller assembly (optional Tray 3)

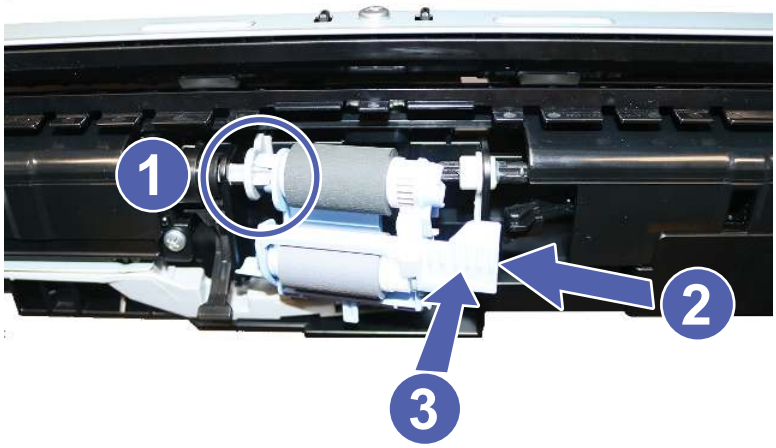
Follow these steps to install the pickup roller assembly (optional Tray 3).

CAUTION: Do not touch the spongy portion of the roller. Skin oils on the roller can cause paper-handling and print-quality problems. HP recommends using disposable gloves or thoroughly washing your hands before handling the assembly.

- Install the left end of the assembly on the spring-loaded shaft (callout 1), and then slide it to the left to compress the shaft (callout 2) and then move the roller assembly back on to the shaft on the left side (callout 3).

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

Figure 4-21 Install the roller assembly

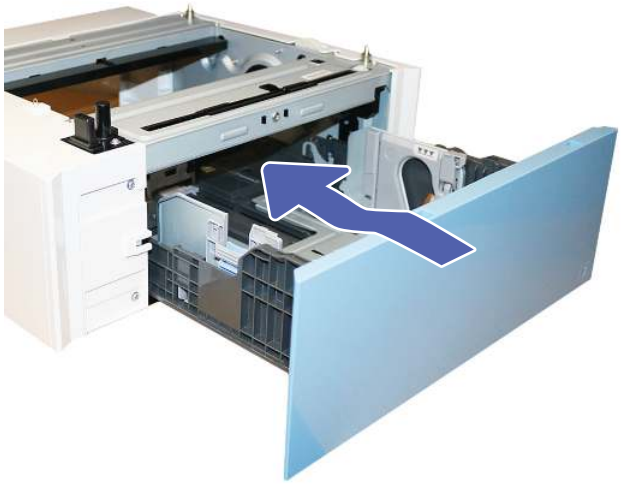


5. Install optional Tray 3

Follow these steps to install optional Tray 3.

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

Figure 4-22 Install the tray



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

Removal and replacement: Tray 3 separation roller assembly (SFP/MFP)

Learn how to remove and replace the Tray 3 separation roller.

Mean time to repair: 2 minutes

Service level: CSR A

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-5 Part information

Part number	Part description
RM3-1081-000CN	Separation roller assembly

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 optional Tray 3

Follow these steps to remove optional Tray 3.

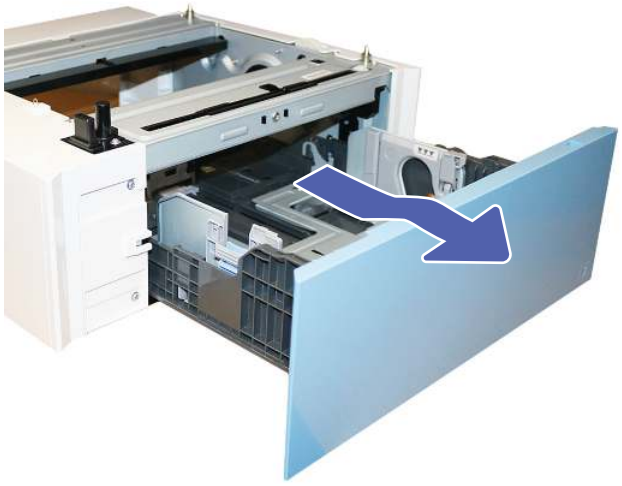
1. Remove the optional paper tray from the printer.
2. Pull the tray straight out of the printer until it stops.

Figure 4-23 Pull the tray out of the printer



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

Figure 4-24 Release and remove the tray

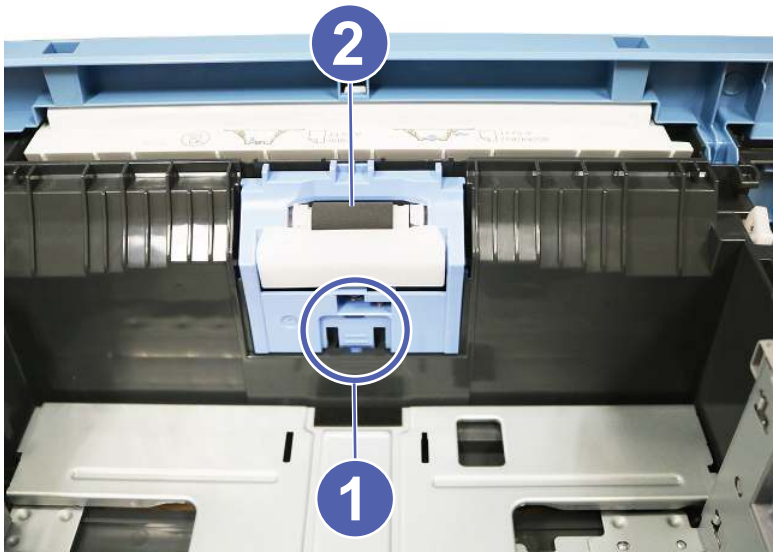


2. Remove the separation roller assembly (optional Tray 3)

Follow these steps to remove the separation roller assembly (optional Tray 3).

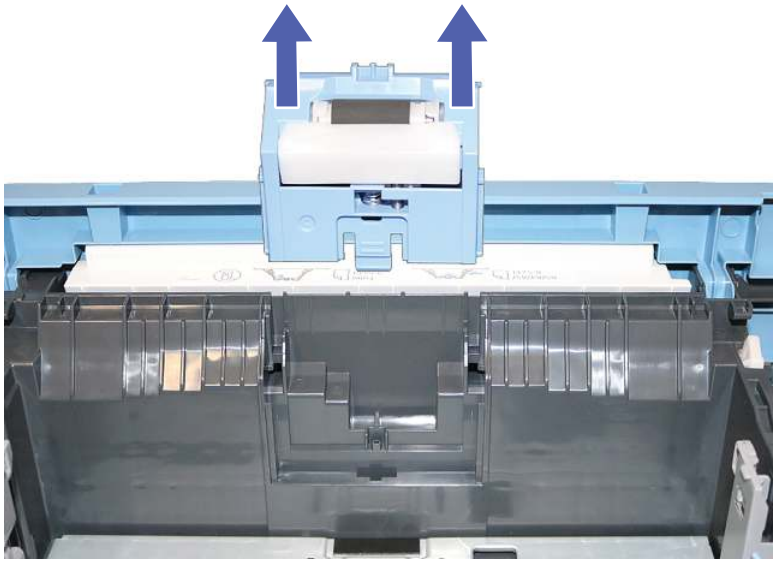
1. Press the locking lever (callout 1), and then pull the separation roller assembly (callout 2) straight up to release it.

Figure 4-25 Release the assembly



2. Remove the assembly.

Figure 4-26 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.

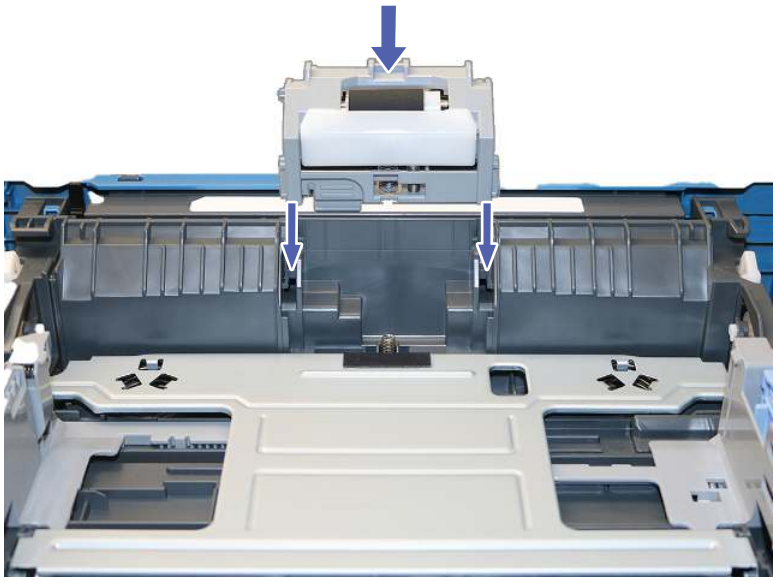
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

4. Install the separation pad roller assembly (optional Tray 3)

Follow these steps to install the separation pad roller assembly (optional Tray 3).

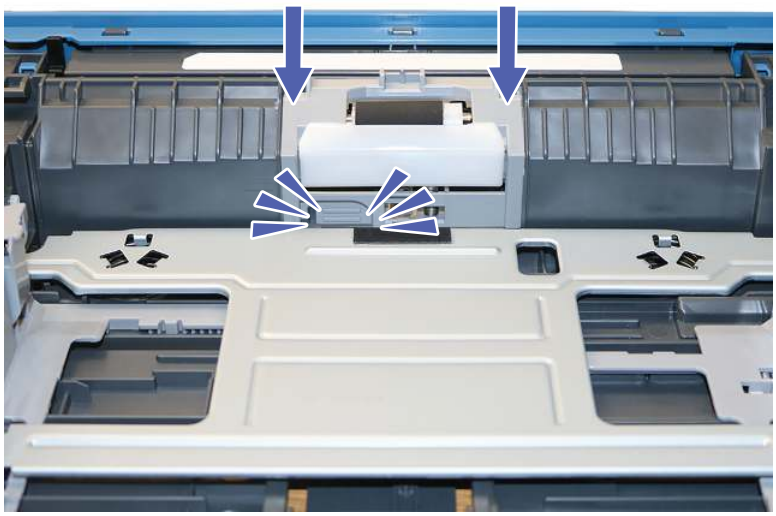
1. Install the assembly in the slots in the cassette.

Figure 4-27 Align the roller assembly with the tray



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

Figure 4-28 Install the roller assembly

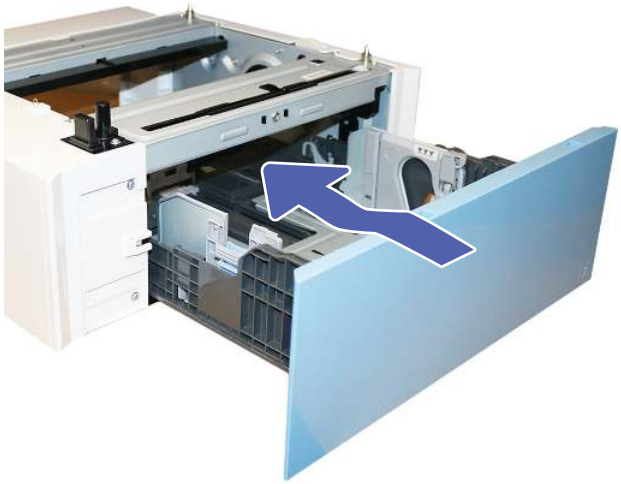


5. Install optional Tray 3

Follow these steps to install optional Tray 3.

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

Figure 4-29 Install the tray



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

Removal and replacement: Tray 2 or Tray 3 cassette (SFP/MFP)

Learn how to remove and replace the Tray 2 or Tray 3 cassette.

View a video of how to remove and replace Tray 2 cassette.

View a video of how to remove and replace Tray 3 cassette.

Mean time to repair: 2 minutes

Service level: CSR A

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).

2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-6 Part information

Part number	Part description
RM3-0270-000CN	Cassette assembly SFP Blue
RM3-2088-000CN	Cassette assembly SFP Gray
RM3-2084-000CN	Cassette assembly MFP Blue
RM3-2087-000CN	Cassette assembly MFP Gray

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 optional Tray 3

Follow these steps to remove optional Tray 3.

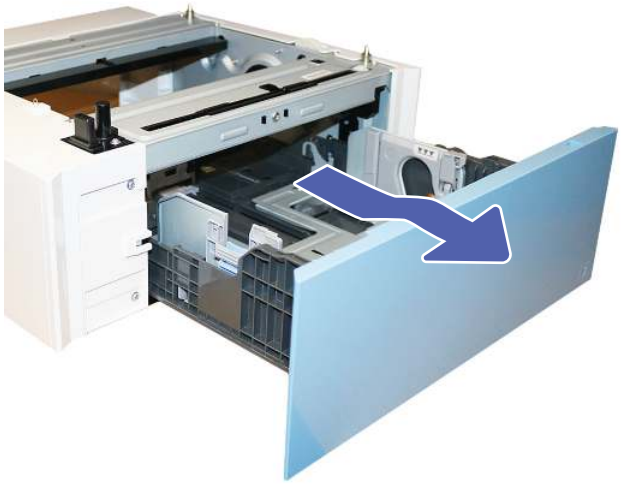
1. Remove the optional paper tray from the printer.
2. Pull the tray straight out of the printer until it stops.

Figure 4-30 Pull the tray out of the printer



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

Figure 4-31 Release and 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.

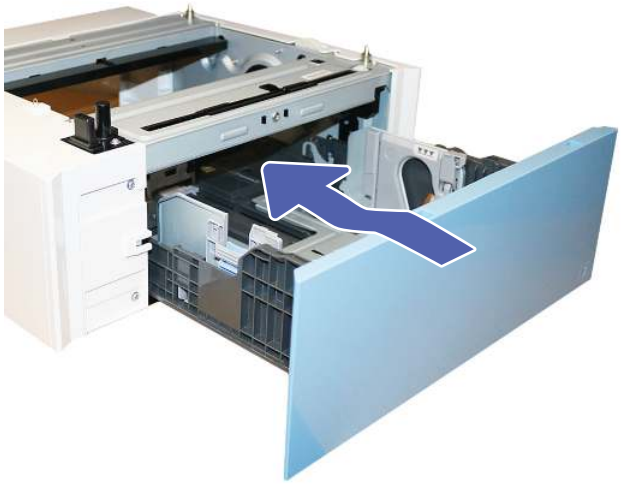
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

3. Install optional Tray 3

Follow these steps to install optional Tray 3.

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

Figure 4-32 Install the tray



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

Field-replaceable units (FRUs)

Learn about FRU parts removal and replacement.

Document feeder and scanner

Learn how to remove and replace document feeder and scanner parts.

Removal and replacement: ISA (MFP)

Learn how to remove and replace the integrated scanner assembly (ISA).

Mean time to repair: 22 minutes

Service level: Medium

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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 integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

Table 4-7 Part information

Part number	Part description
4RA80-67007	Duplex ISA assembly GSO (Blue) (Includes folded cables)
4RA80-67008	Duplex ISA assembly GSO (Gray) (Includes folded cables)

Required tools

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

Post service test

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

Use the document feeder to make a copy to ensure that it is functioning correctly.

1. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-33 Remove front left cover

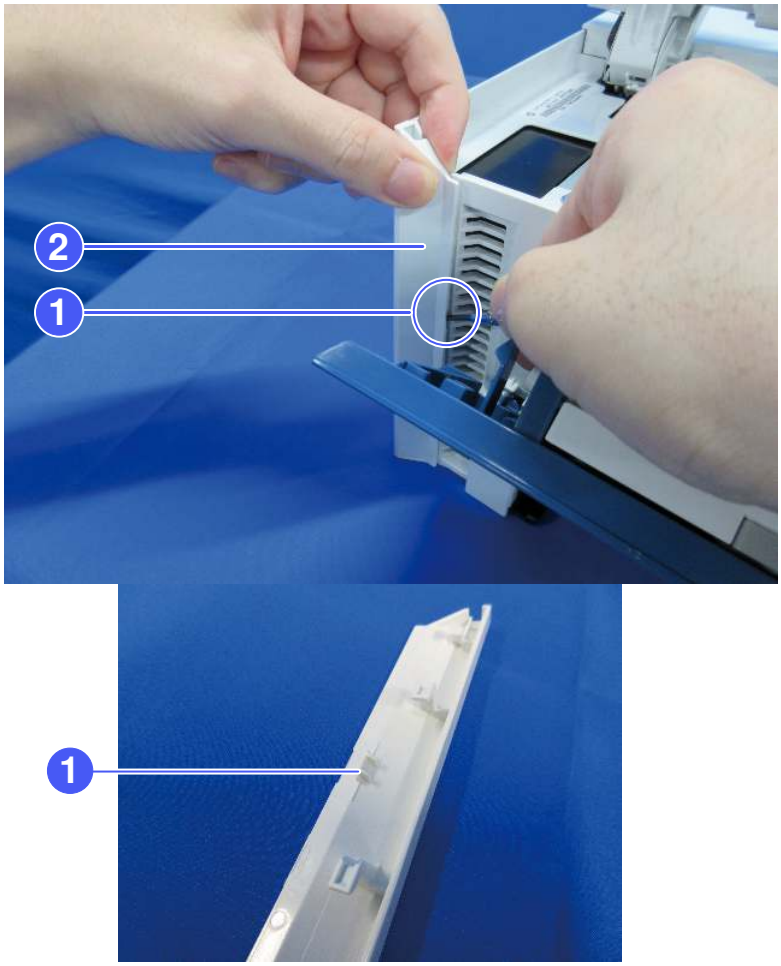


Figure 4-34 Close up of notch for screwdriver

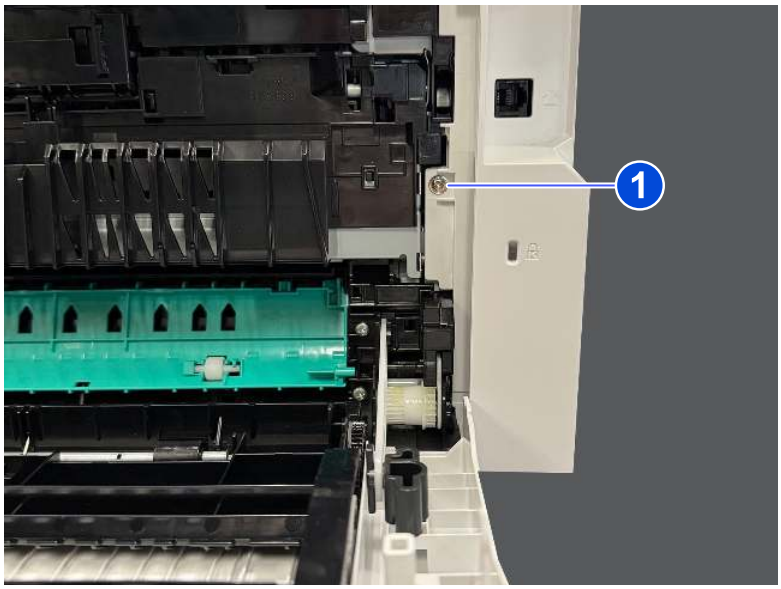


2. Remove the left cover (MFP)

Follow these steps to remove the left cover.

1. Remove one screw and free the ground wire (callout 1).

Figure 4-35 Remove ground screw



2. Perform the following:

- Place the printer on its right side so that the left side is the face up.

IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

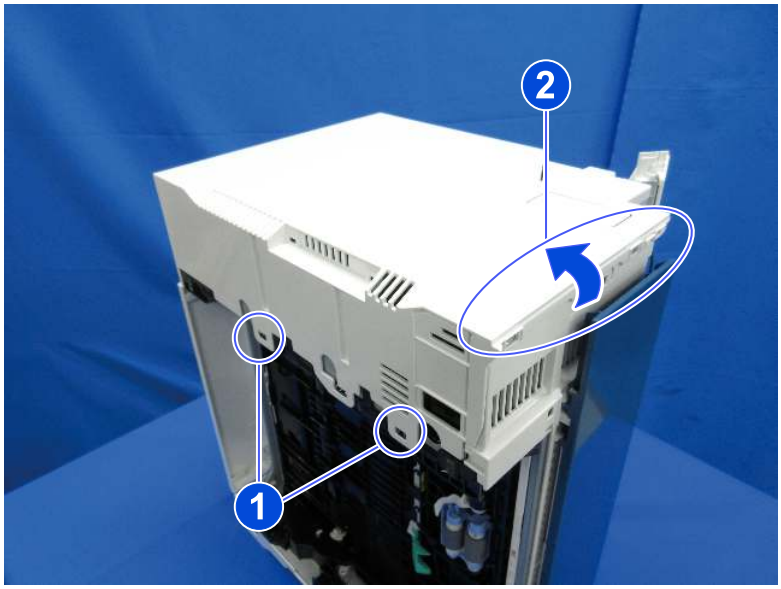
- Release three tabs (callout 1).

- Pull the front part of the left cover (callout 2) in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

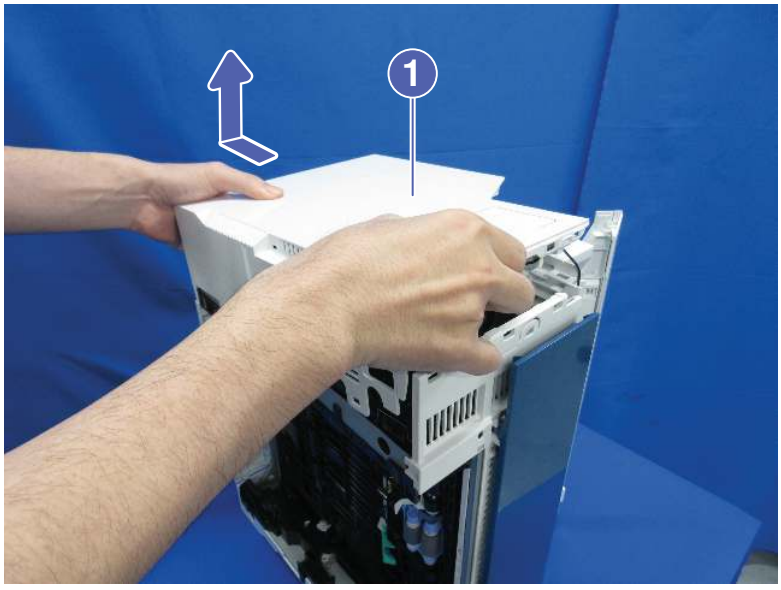
TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket.

Figure 4-36 Release cover tabs



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

Figure 4-37 Remove the cover



3. Remove the integrated scanner assembly (ISA) FFC cover (MFP only)

Follow these steps to remove the integrated scanner assembly (ISA) FFC cover (MFP only).

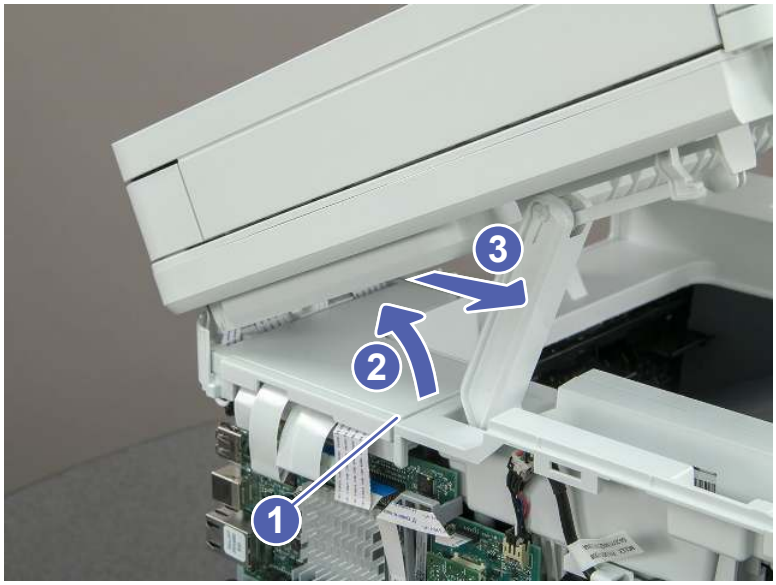
1. If the ISA is not already raised, raise it now.

Figure 4-38 Raise the ISA



2. Release the tab (callout 1), rotate the front edge of the cover up (callout 2), and then slide it toward the front of the printer to remove it (callout 3).

Figure 4-39 Remove the ISA FFC cover



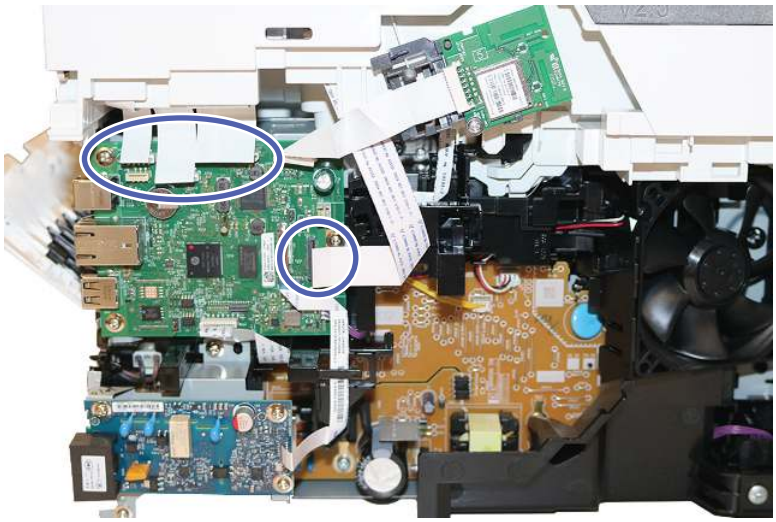
4. Remove the integrated scanner assembly (MFP only)

Follow these steps to remove the integrated scanner assembly (MFP only).

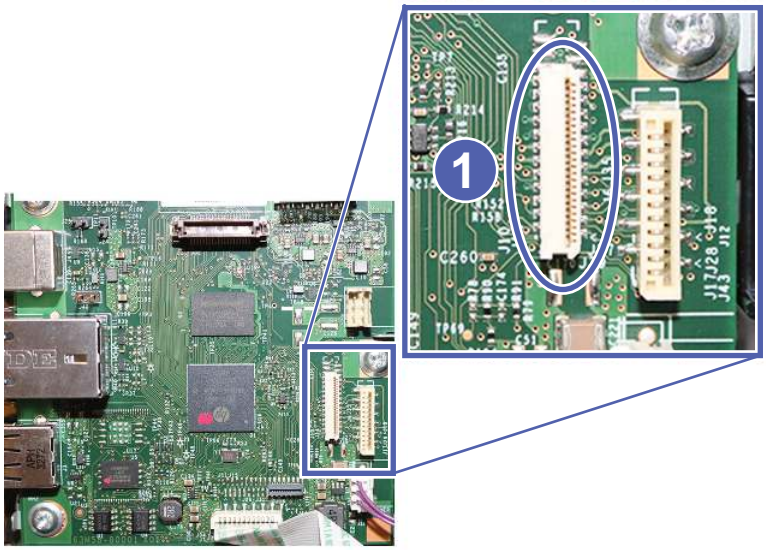
NOTE: MFP models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

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

Figure 4-40 Disconnect the FFCs



NOTE: When installing the FFC on the right side of the formatter, it must go into the innermost ZIF connector (callout 1).



2. Remove one screw (callout 1), and then release the ground wire from the guide.

Figure 4-41 Release the ground wire



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

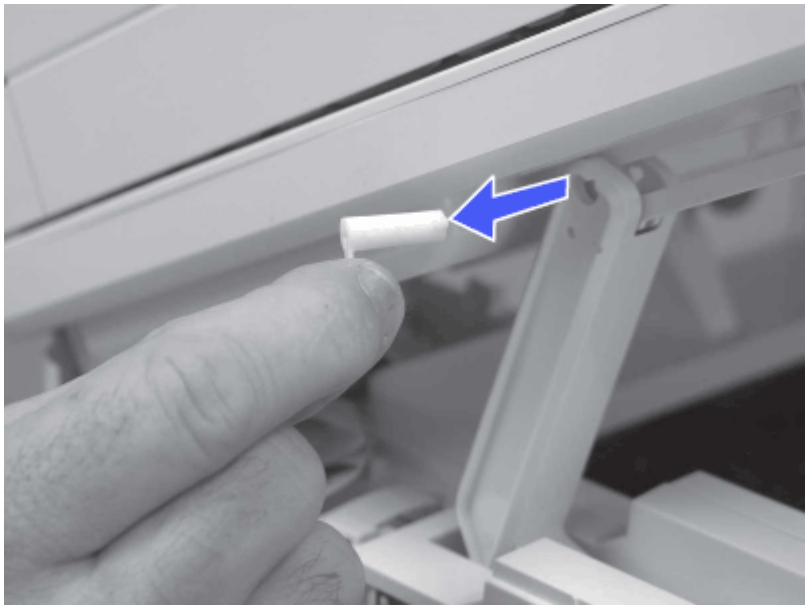
Figure 4-42 Release one tab and rotate the slider pin



4. Remove the slider pin.

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

Figure 4-43 Remove the pin



5. While firmly holding the ISA, rotate the ISA towards the rear of the printer until it stops.

Figure 4-44 Rotate the ISA towards the rear of the printer



6. Slide the ISA over and up as shown to remove from the printer.

Figure 4-45 Release the ISA



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.

Base printer: Covers, panels, and doors

Learn how to remove and replace covers, panels, and doors on the base printer.

Removal and replacement: Front left cover (MFP/SFP)

Learn how to remove and replace the front left cover.

Mean time to repair: 9 minutes

Service level: Easy

Before performing service

WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-8 Part information

Part number	Part description
RC6-4122-000CN	Cover, Left front

Required tools

- Small flat-blade screwdriver

Post service test

Make sure that toner cartridge door correctly opens and closes.

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

1. Remove Tray 2 and open printer

Follow these steps.

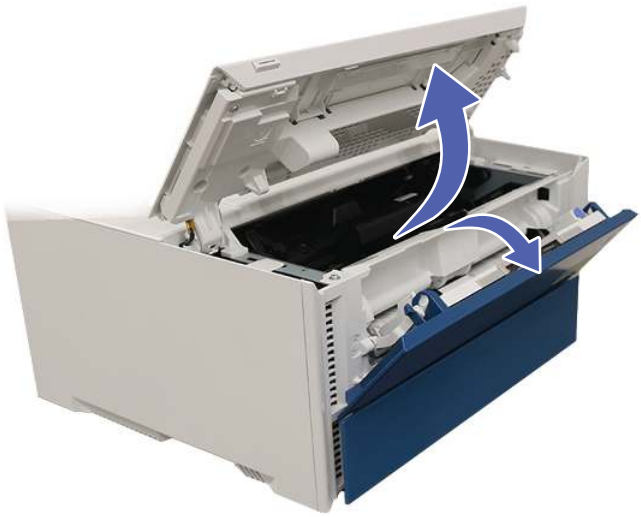
1. Remove Tray 2.

Figure 4-46 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

Open toner cartridge door and Tray 1



2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-47 Remove front left cover

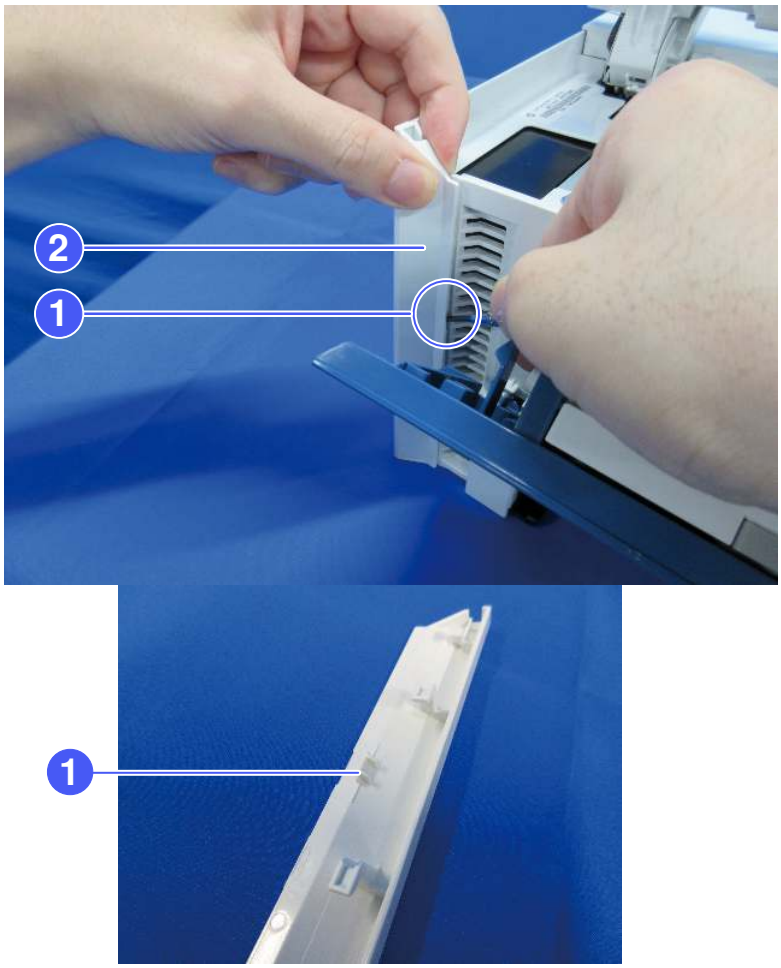


Figure 4-48 Close up of notch for screwdriver



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: Left cover (SFP)

Learn how to remove and replace the left cover.

Mean time to repair: 9 minutes

Service level: Easy

Before performing service

WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.

4. Remove Tray 2.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-9 Part information

Part number	Part description
RC6-4116-000CN	Cover, Left SF

Required tools

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

Post service test

Make sure that toner cartridge door correctly opens and closes.

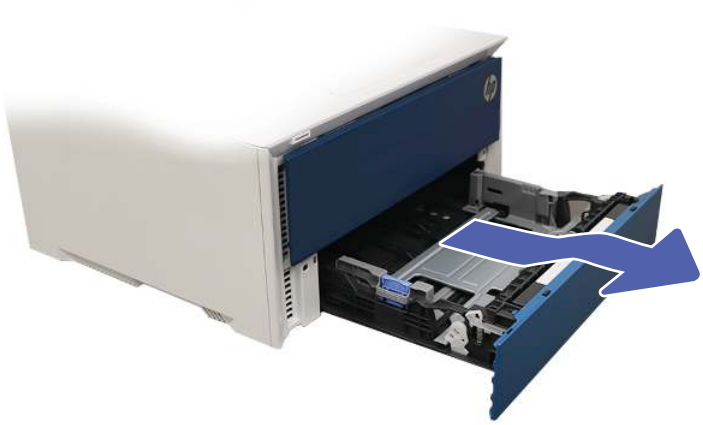
Make sure that the printer initializes to a **Ready** state.

1. Remove Tray 2 and open printer

Follow these steps.

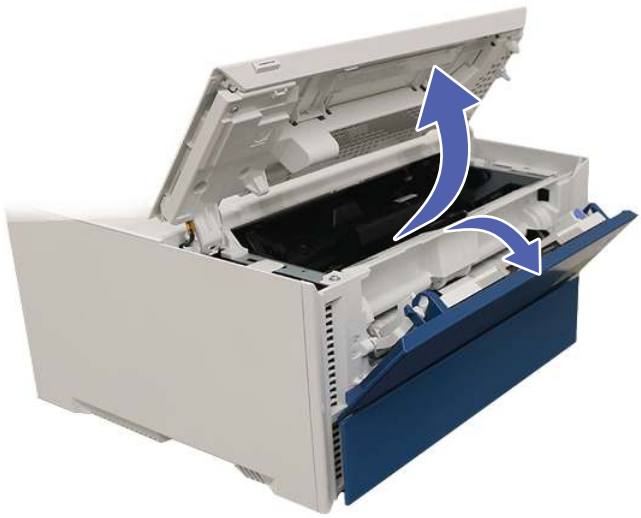
1. Remove Tray 2.

Figure 4-49 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

Open toner cartridge door and Tray 1



2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-50 Remove front left cover

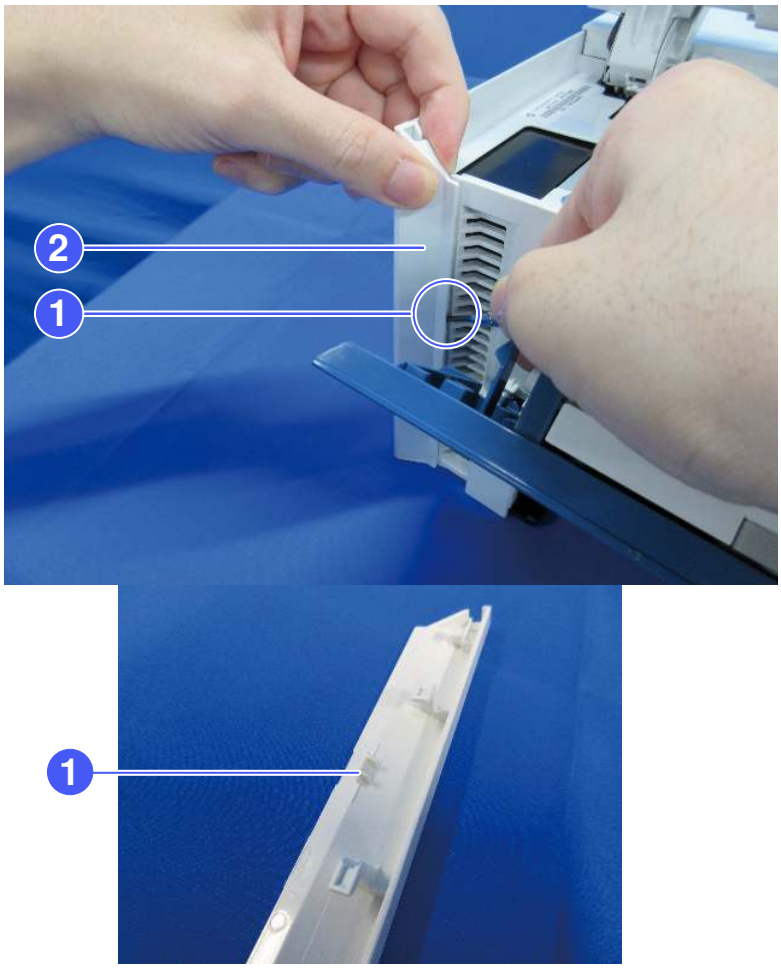


Figure 4-51 Close up of notch for screwdriver

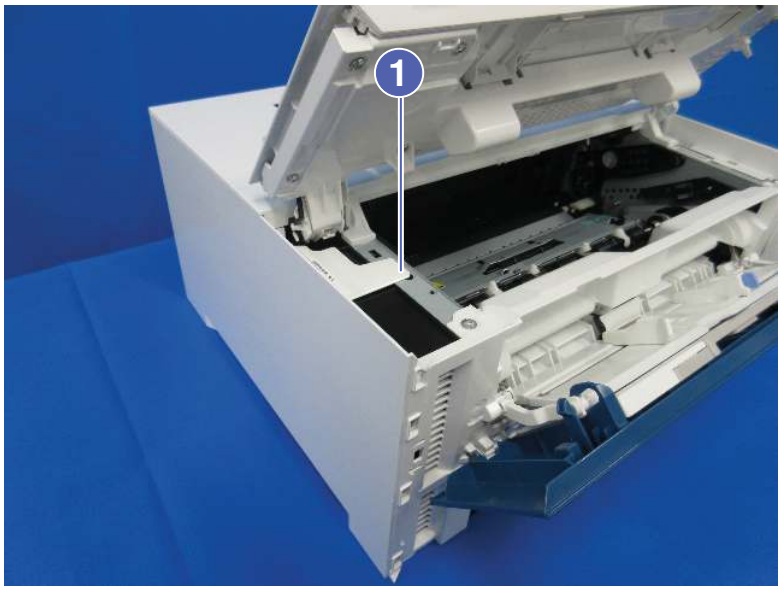


3. Remove the left cover (SFP)

Follow these steps to remove the left cover.

1. Release one tab (callout 1).

Figure 4-52 Release tab

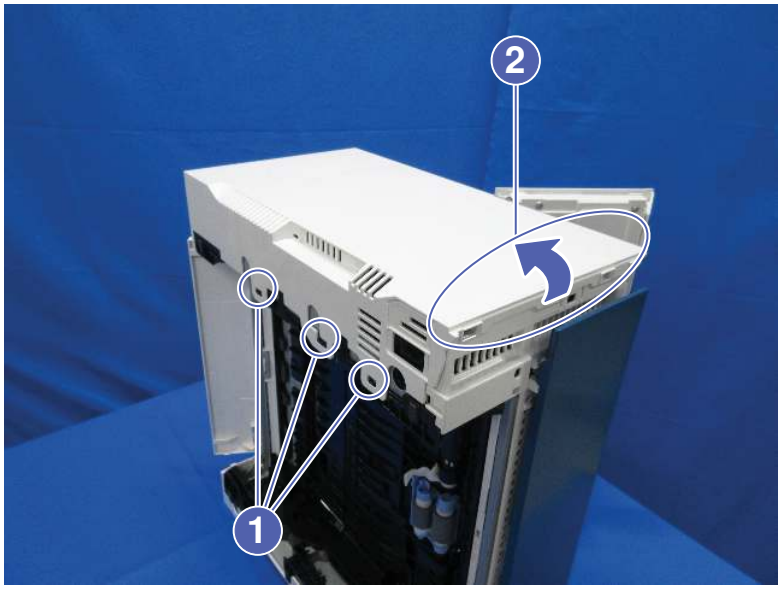


2. Perform the following:

   - For easier access, place the printer so that it is resting on the right side. The left side is now facing up.
   - Release three tabs (callout 1).
   - Pull the front part (callout 2) of the left cover in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

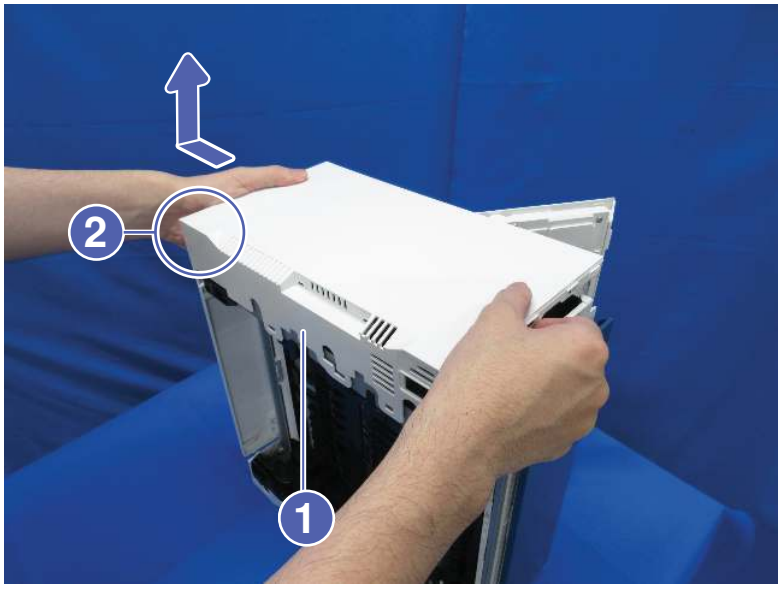
Figure 4-53 Release the left cover



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket (callout 2).

Figure 4-54 Remove left 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 (MFP)

Learn how to remove and replace the left cover.

Mean time to repair: 9 minutes

Service level: Easy

Before performing service

WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-10 Part information

Part number	Part description
RC6-4268-000CN	Cover, left MFP

Required tools

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

Post service test

Make sure that toner cartridge door correctly opens and closes.

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

1. Remove Tray 2 and open printer

Follow these steps.

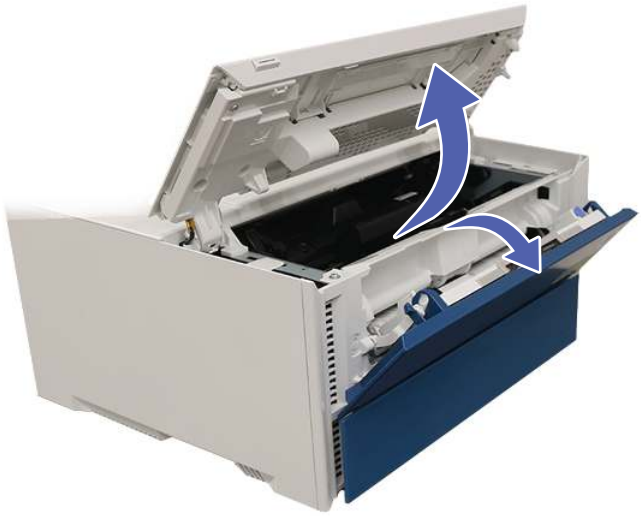
1. Remove Tray 2.

   Figure 4-55 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

   Open toner cartridge door and Tray 1



2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-56 Remove front left cover

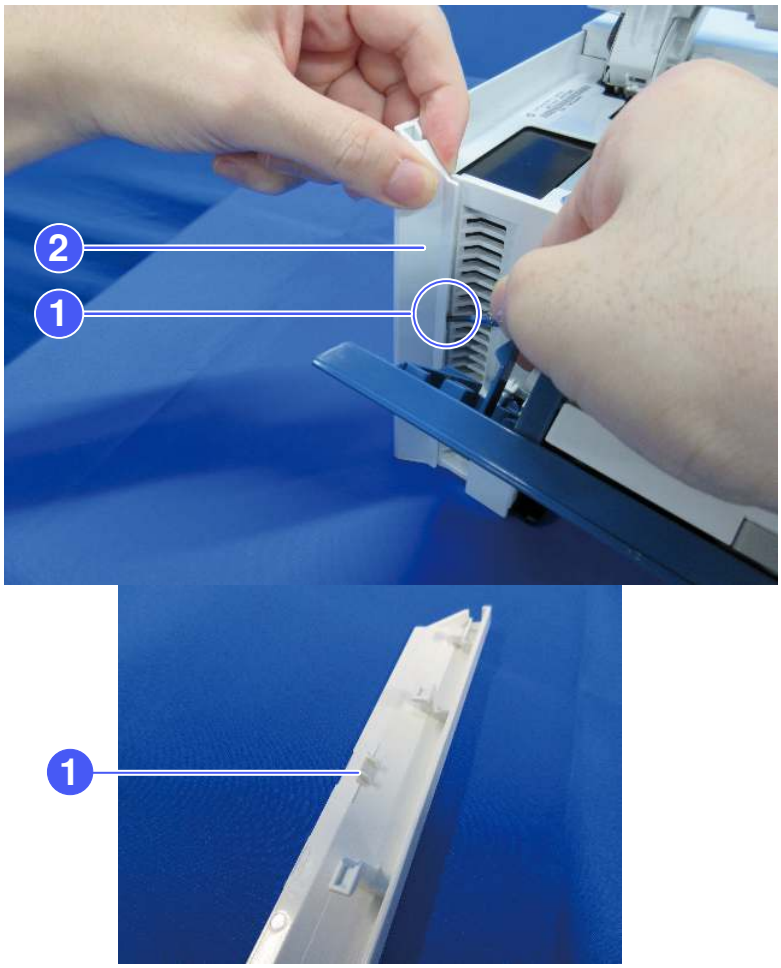


Figure 4-57 Close up of notch for screwdriver

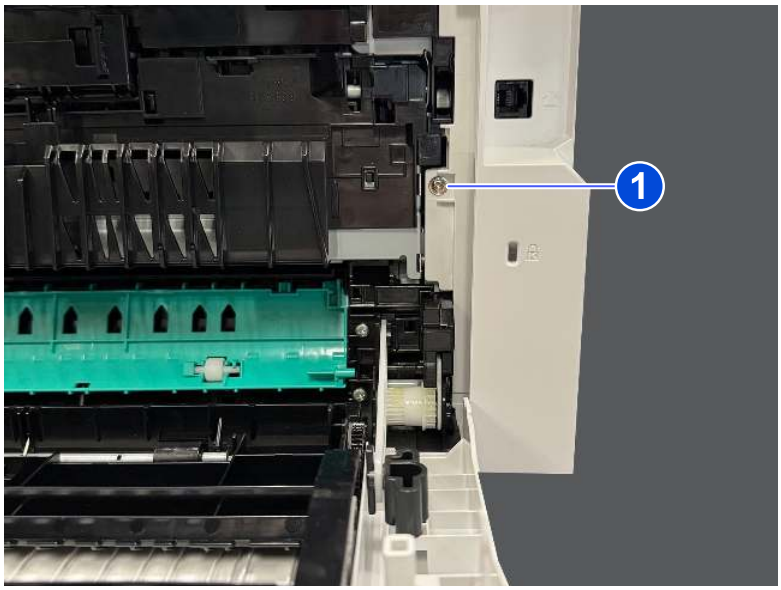


3. Remove the left cover (MFP)

Follow these steps to remove the left cover.

1. Remove one screw and free the ground wire (callout 1).

Figure 4-58 Remove ground screw



2. Perform the following:

- Place the printer on its right side so that the left side is the face up.

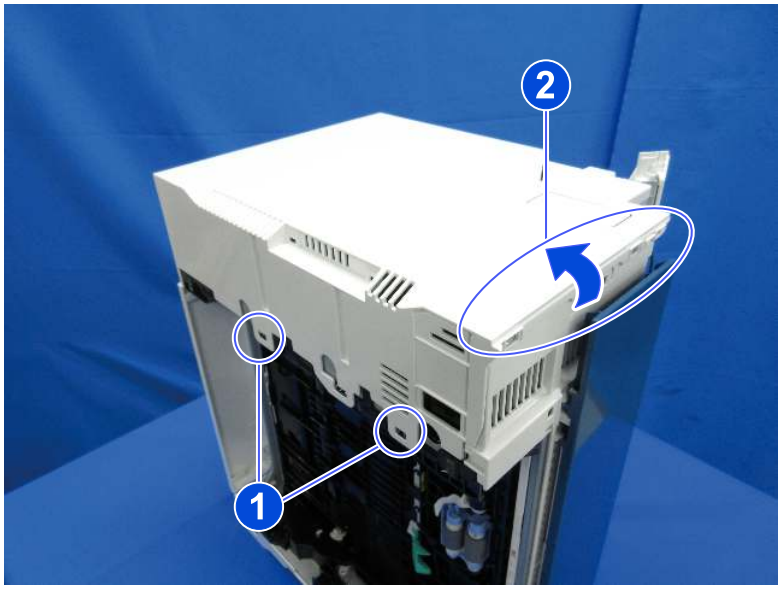
IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

- Release three tabs (callout 1).
- Pull the front part of the left cover (callout 2) in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

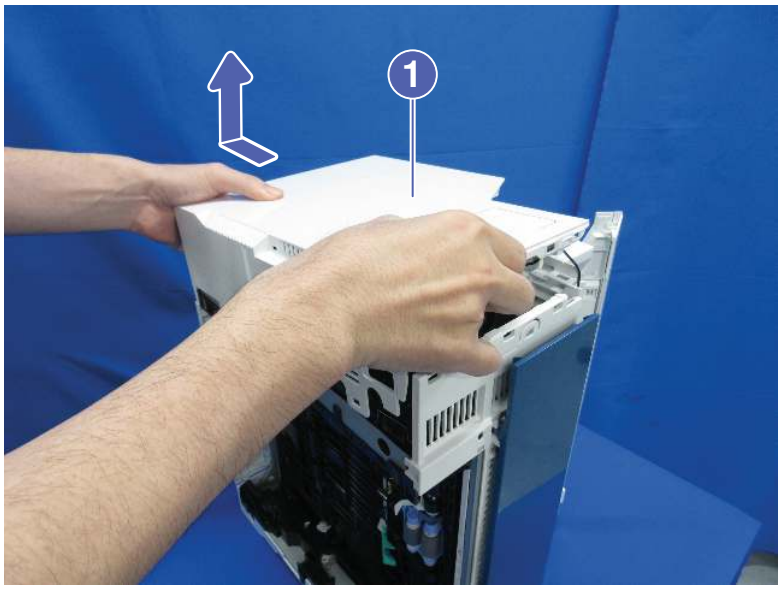
TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket.

Figure 4-59 Release cover tabs



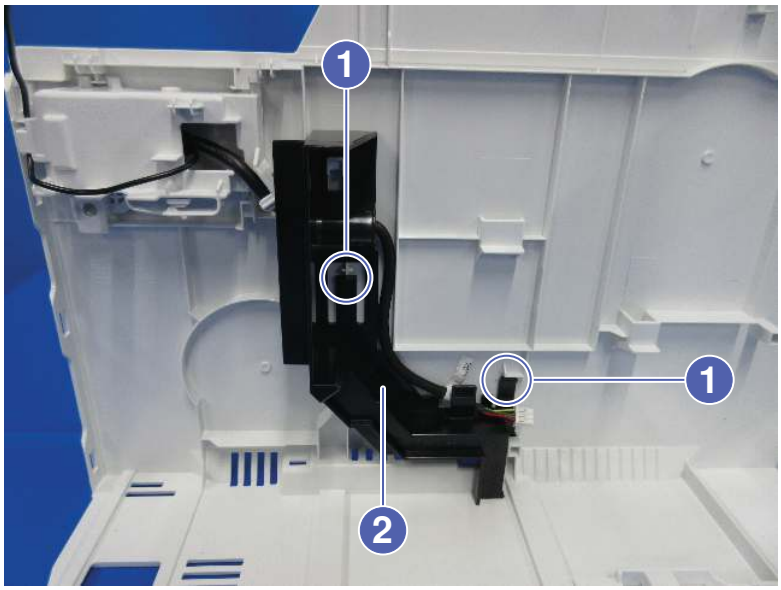
3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

Figure 4-60 Remove the cover



4. Remove the cable guide (callout 2) by sliding upward while removing two tabs (callout 1).

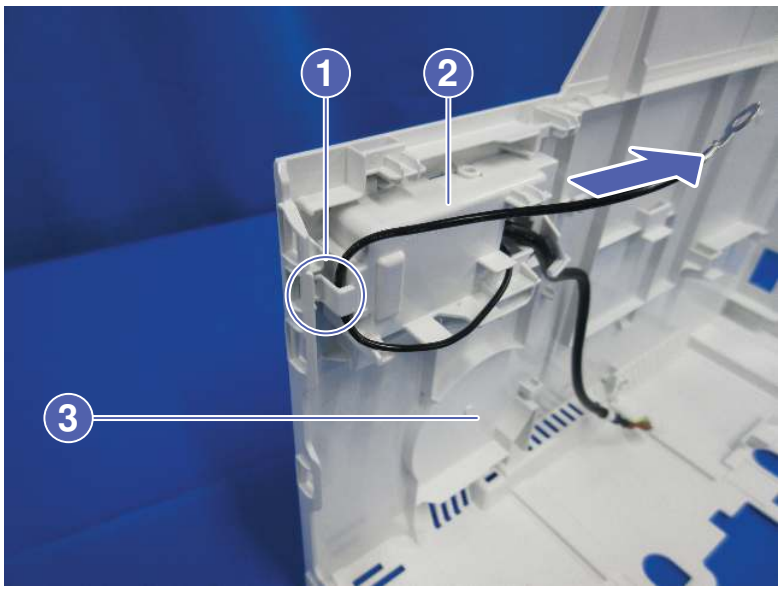
Figure 4-61 Remove cable guide



5. Perform the following:

- Release one tab (callout 1).
- Slide the USB assembly (callout 2) in the arrow direction.
- Remove the USB assembly (callout 2) from the left cover (callout 3).

Figure 4-62 Remove USB 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.

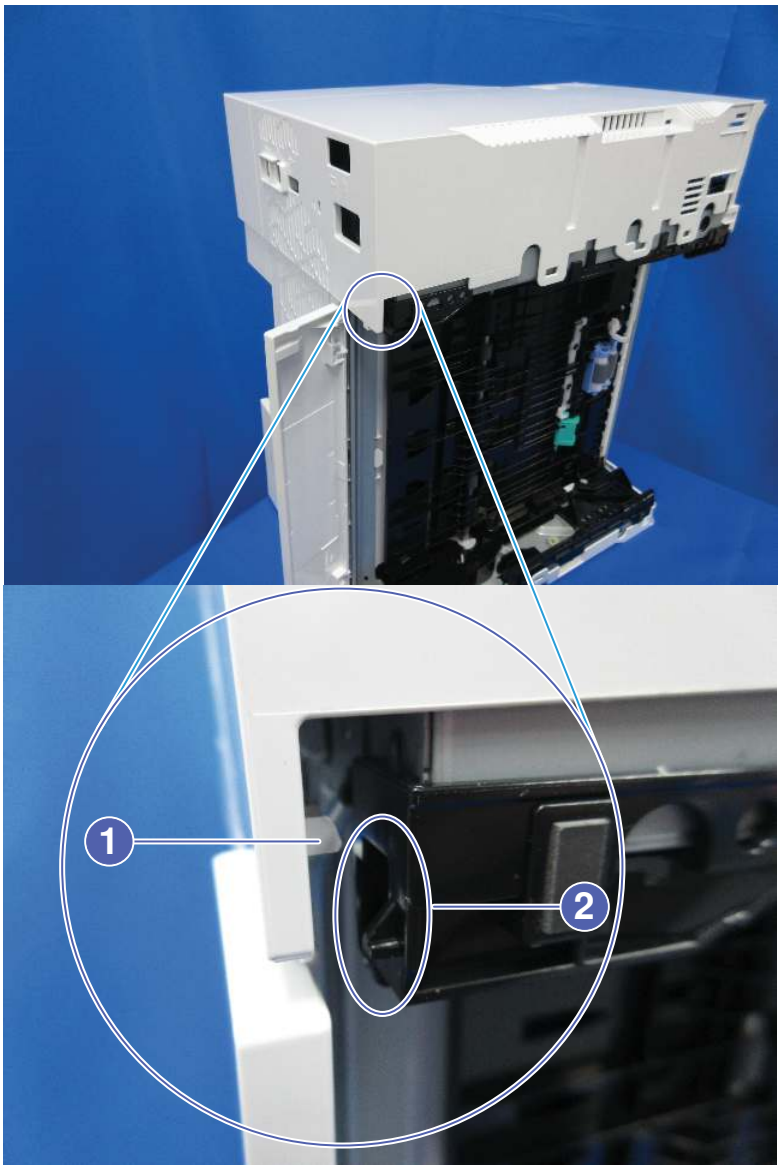
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

5. Install the left cover (MFP)

Follow these steps to remove the left cover.

- When installing the left cover, ensure that the alignment boss (callout 1) on the left cover fits into the hole (callout 2) on the main body.

Figure 4-63 Install cover



Removal and replacement: Front right cover (SFP/MFP)

Learn how to remove and replace the front right cover.

Mean time to repair: 9 minutes

Service level: Easy

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**

2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-11 Part information

Part number	Part description
RC6-4123-000CN	Cover, Right front

Required tools

- Small flat-blade screwdriver

Post service test

Make sure that toner cartridge door correctly opens and closes.

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

1. Remove Tray 2 and open printer

Follow these steps.

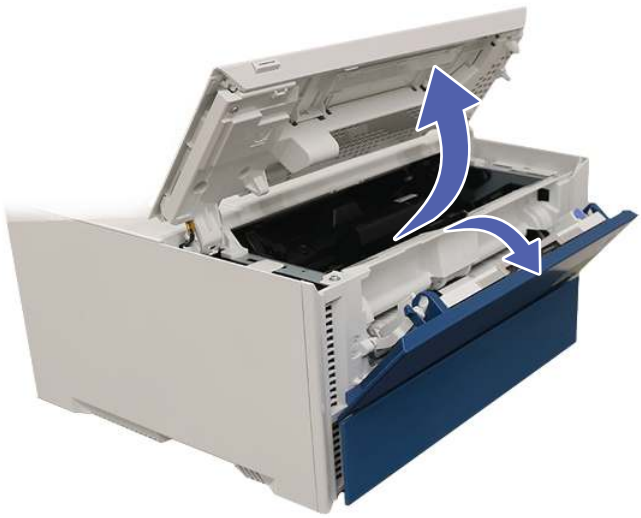
1. Remove Tray 2.

Figure 4-64 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

Open toner cartridge door and Tray 1

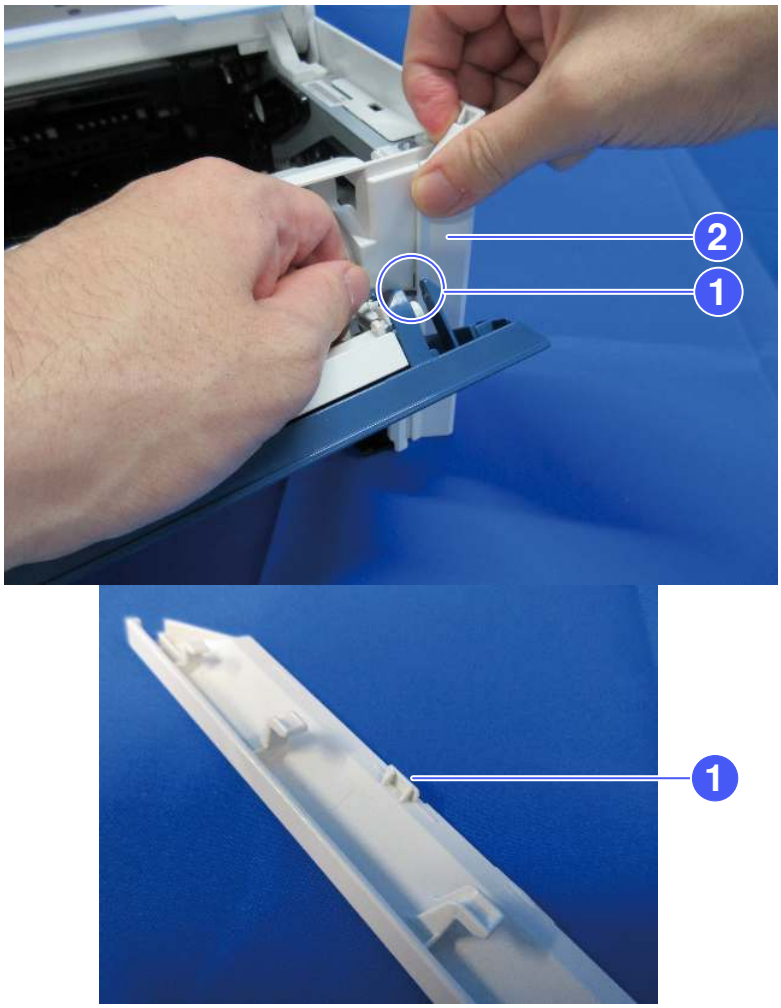


2. Remove the right front cover

Follow these steps to remove the right front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) then slide the cover up and off of the printer.

Figure 4-65 Remove right front cover



NOTE: The notch on the left cover is in the same place as on the right side.

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 cover (SFP)

Learn how to remove and replace the right cover.

Mean time to repair: 9 minutes

Service level: Easy

Before performing service

WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-12 Part information

Part number	Part description
RC6-4117-000CN	Cover, Right

Required tools

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

Post service test

Make sure that toner cartridge door correctly opens and closes.

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

1. Remove Tray 2 and open printer

Follow these steps.

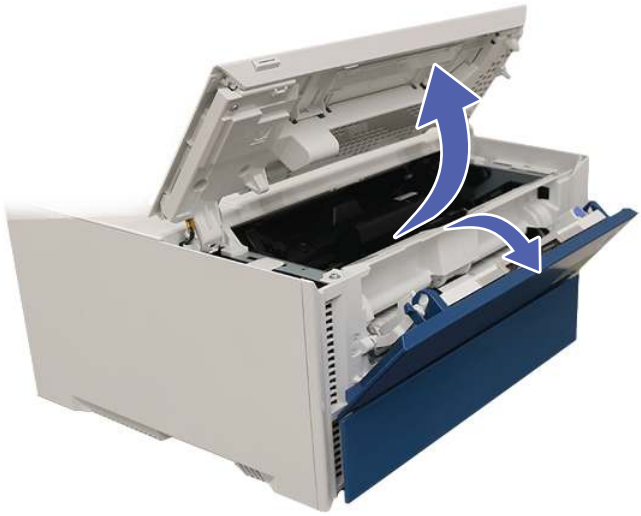
1. Remove Tray 2.

   Figure 4-66 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

   Open toner cartridge door and Tray 1

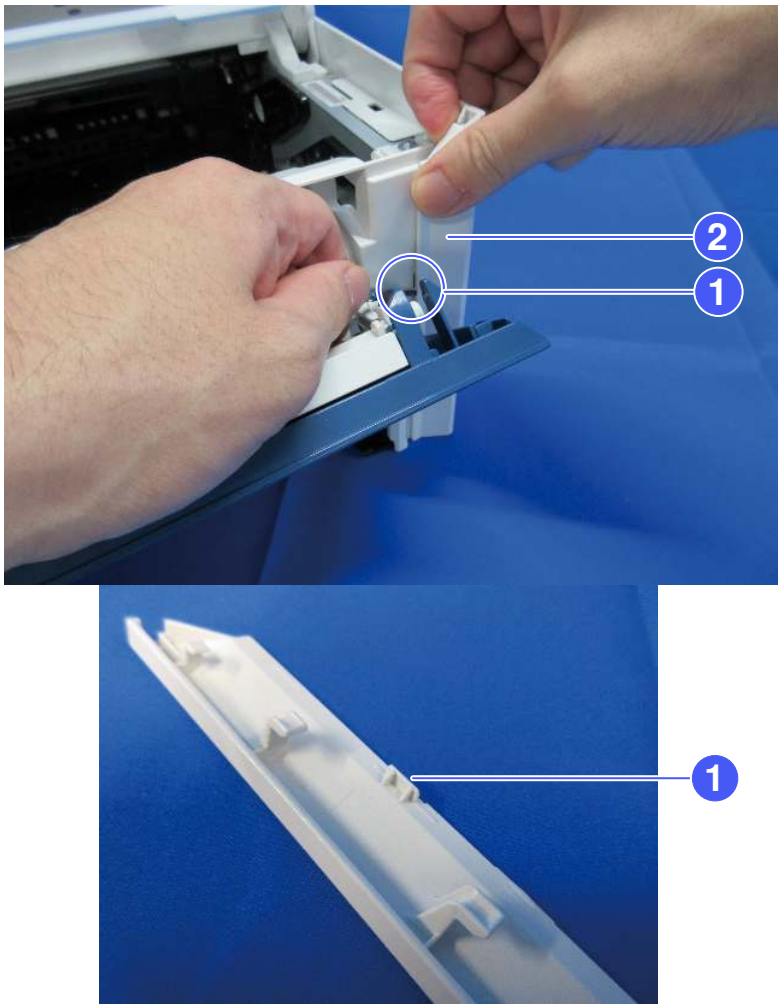


2. Remove the right front cover

Follow these steps to remove the right front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) then slide the cover up and off of the printer.

Figure 4-67 Remove right front cover



NOTE: The notch on the left cover is in the same place as on the right side.

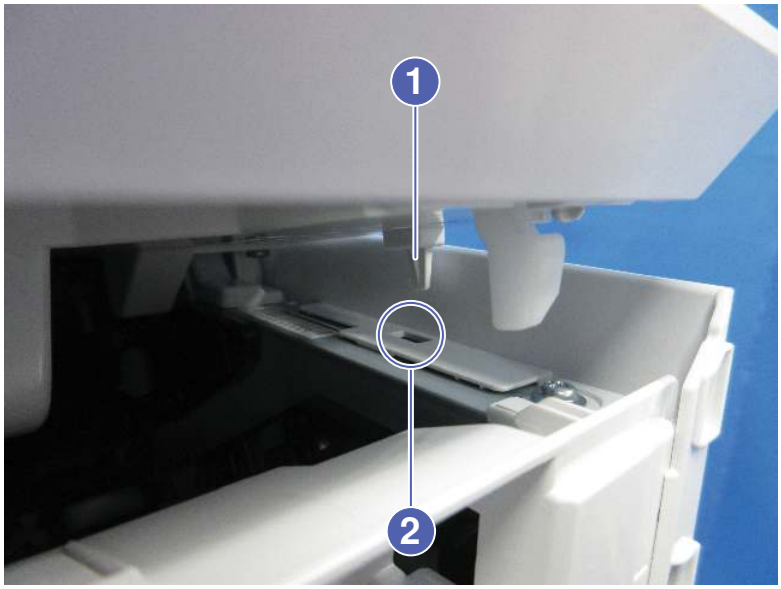
3. Remove the right cover (SFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

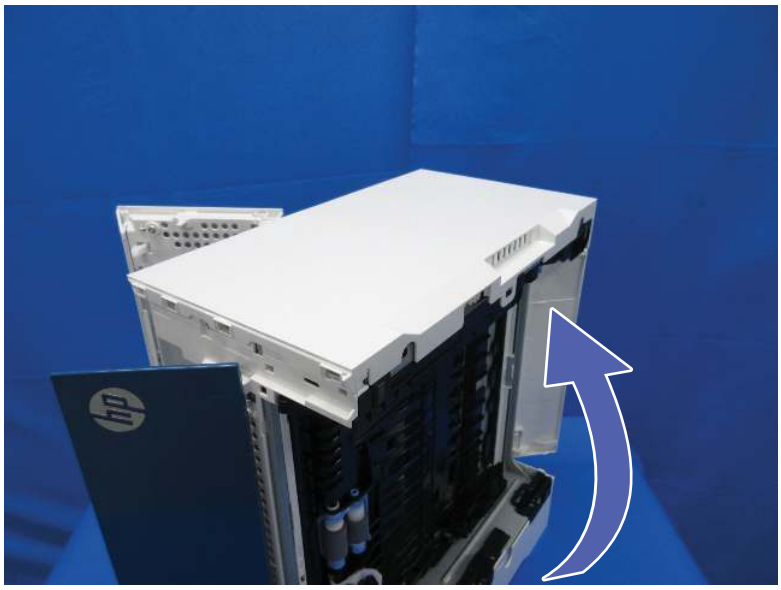
NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-68 Ensure the cartridge door is open



2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

Figure 4-69 Place printer on side

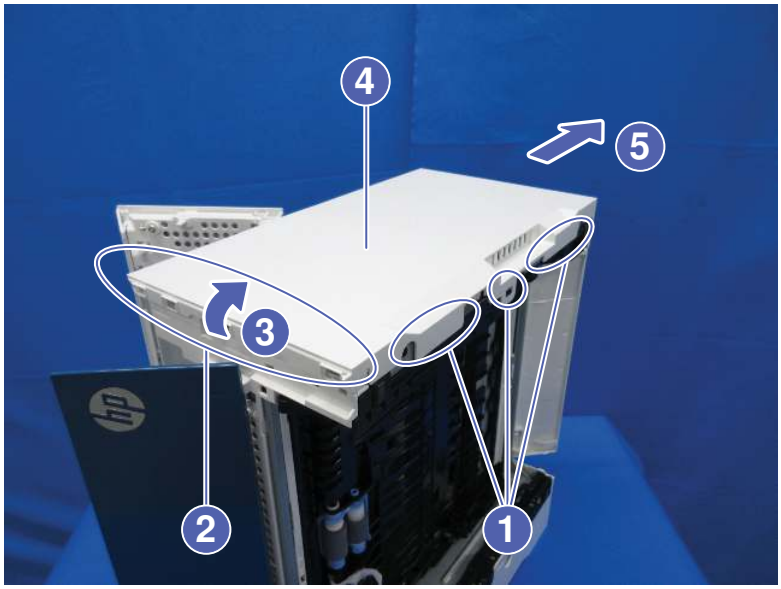


3. Perform the following:

   - Release three tabs (callout 1).
   - The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
   - Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. The cover will not slide without tilting the cover up slightly.

Figure 4-70 Remove right 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: Right cover (MFP)

Learn how to remove and replace the right cover.

Mean time to repair: 9 minutes

Service level: Easy

Before performing service

WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-13 Part information

Part number	Part description
RC6-4117-000CN	Cover, Right

Required tools

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

Post service test

Make sure that toner cartridge door correctly opens and closes.

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

1. Remove Tray 2 and open printer

Follow these steps.

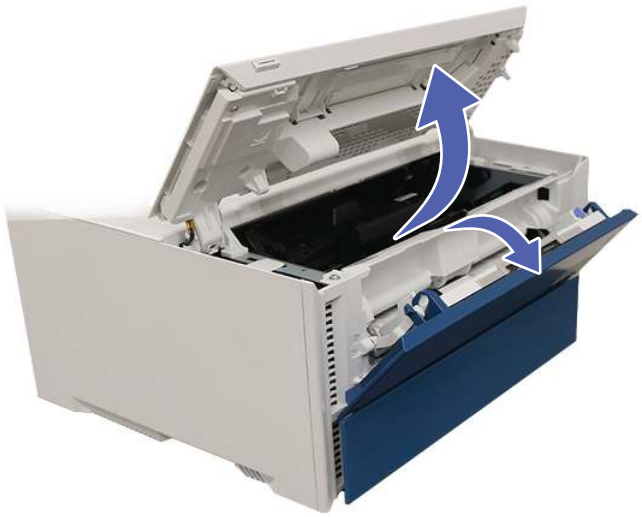
1. Remove Tray 2.

Figure 4-71 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

Open toner cartridge door and Tray 1

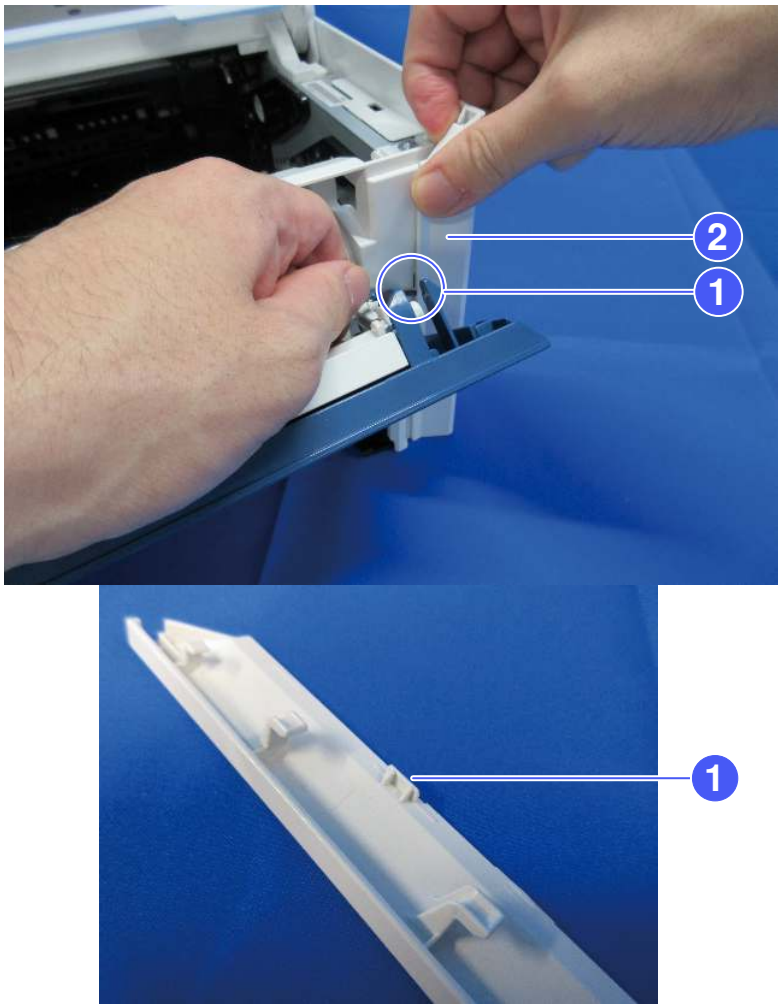


2. Remove the right front cover

Follow these steps to remove the right front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) then slide the cover up and off of the printer.

Figure 4-72 Remove right front cover



NOTE: The notch on the left cover is in the same place as on the right side.

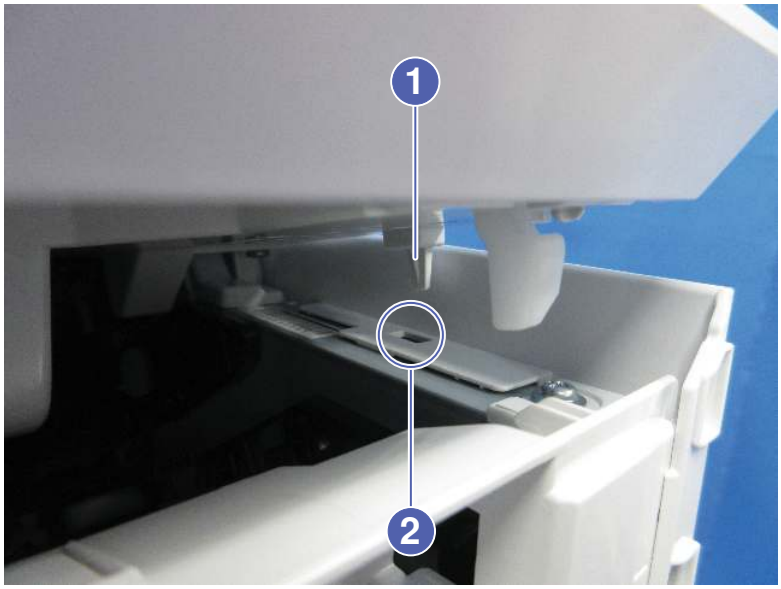
3. Remove the right cover (MFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-73 Ensure the cartridge door is open



2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

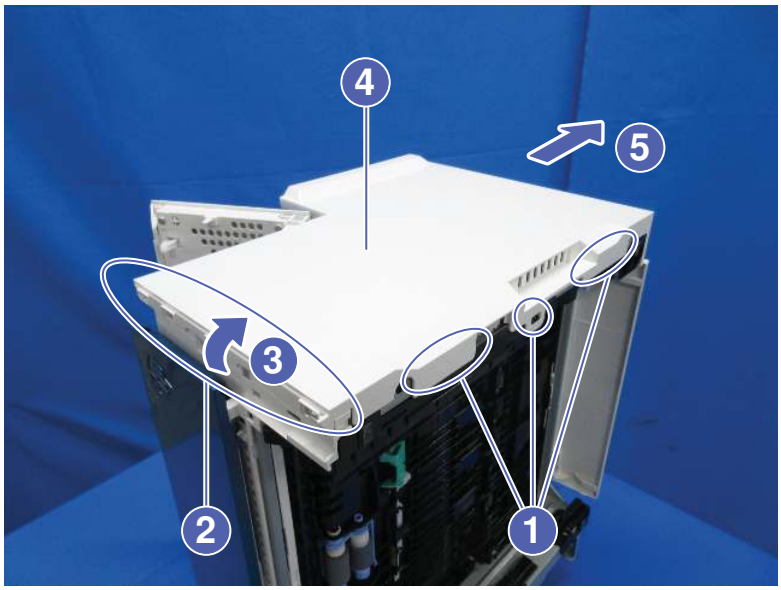
IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

3. Perform the following:

   - Release three tabs (callout 1).
   - The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
   - Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. You cannot slide the cover without tilting the cover up slightly.

Figure 4-74 Remove 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: Front cover assembly (SFP)

Learn how to remove and replace the front cover.

Mean time to repair: 9 minutes

Service level: Easy

Before performing service

WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.

4. Remove Tray 2.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-14 Part information

Part number	Part description
RM3-0201-000CN	Multipurpose door assembly SFP except CHINA/INDIA model (Blue)
RM3-0412-000CN	Multipurpose door assembly SFP CHINA/INDIA (Gray)

Required tools

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

Post service test

Make sure that toner cartridge door correctly opens and closes.

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

1. Remove Tray 2 and open printer

Follow these steps.

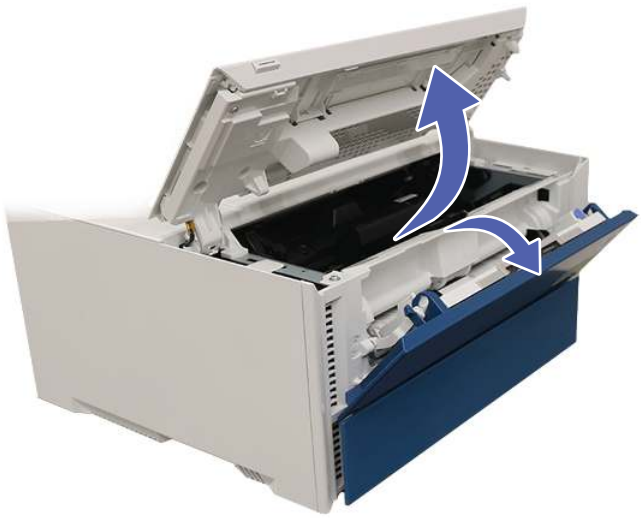
1. Remove Tray 2.

Figure 4-75 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

Open toner cartridge door and Tray 1



2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-76 Remove front left cover

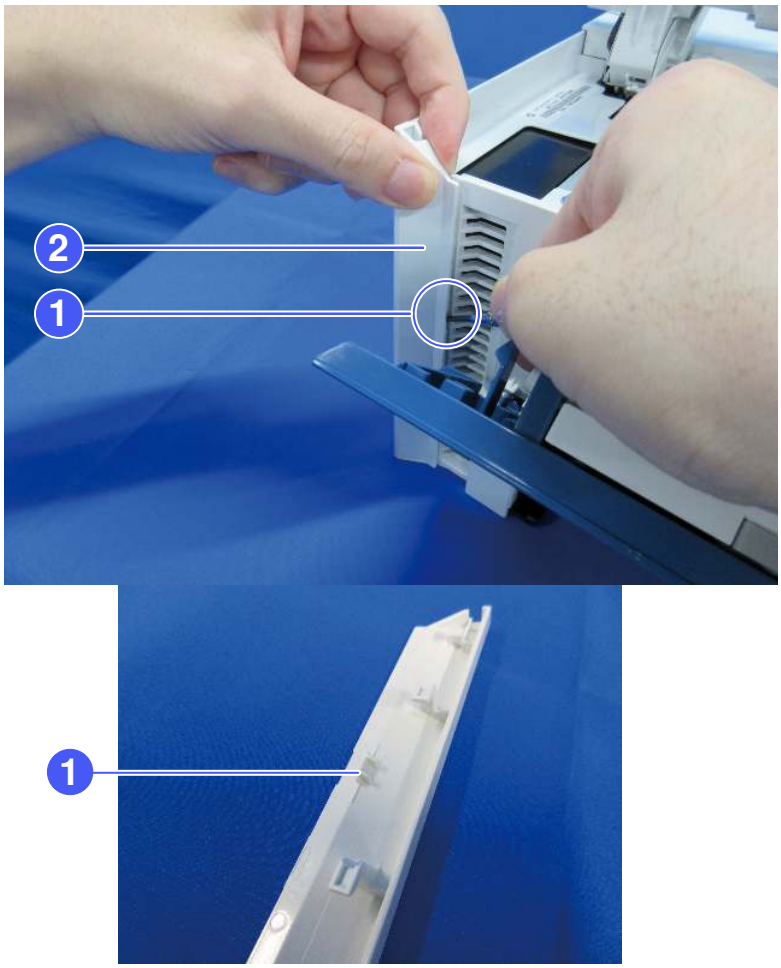


Figure 4-77 Close up of notch for screwdriver

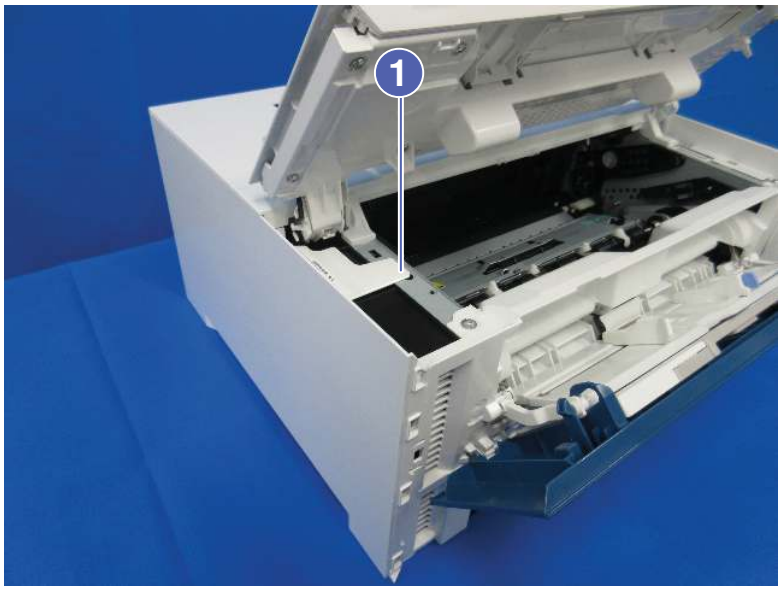


3. Remove the left cover (SFP)

Follow these steps to remove the left cover.

1. Release one tab (callout 1).

Figure 4-78 Release tab

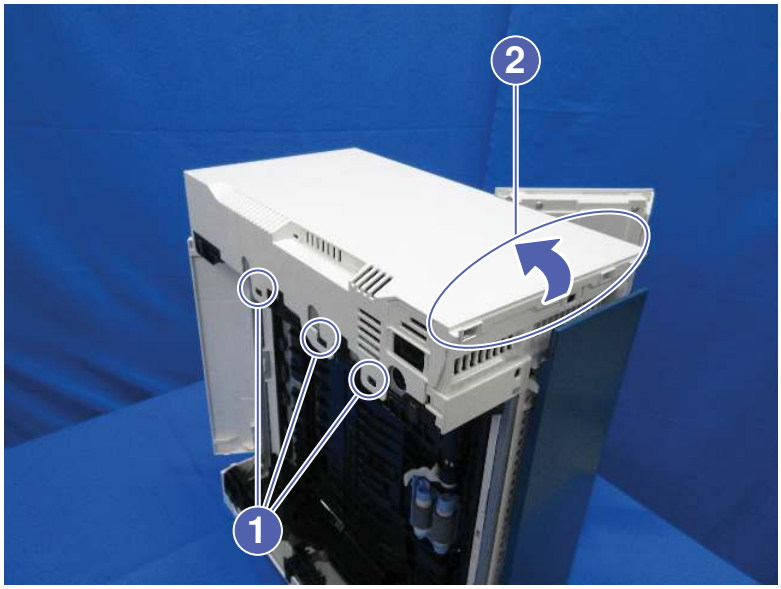


2. Perform the following:

   - For easier access, place the printer so that it is resting on the right side. The left side is now facing up.
   - Release three tabs (callout 1).
   - Pull the front part (callout 2) of the left cover in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

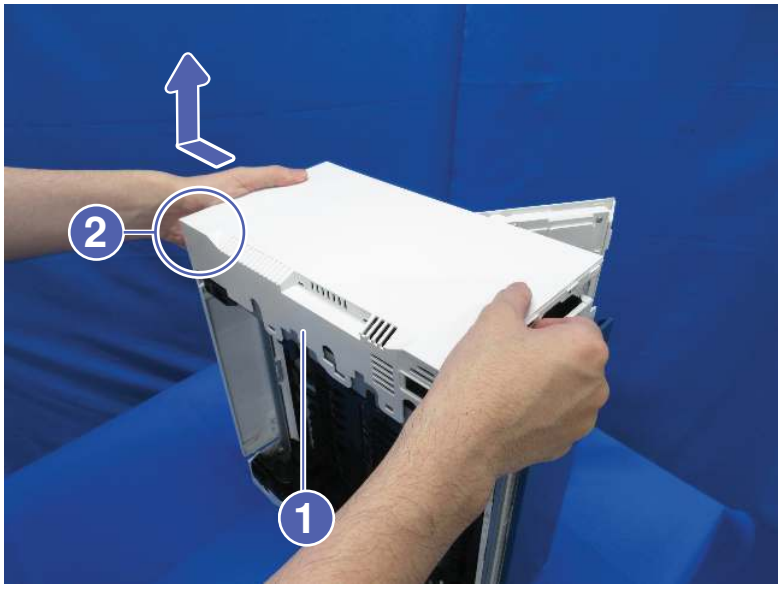
Figure 4-79 Release the left cover



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket (callout 2).

Figure 4-80 Remove left cover

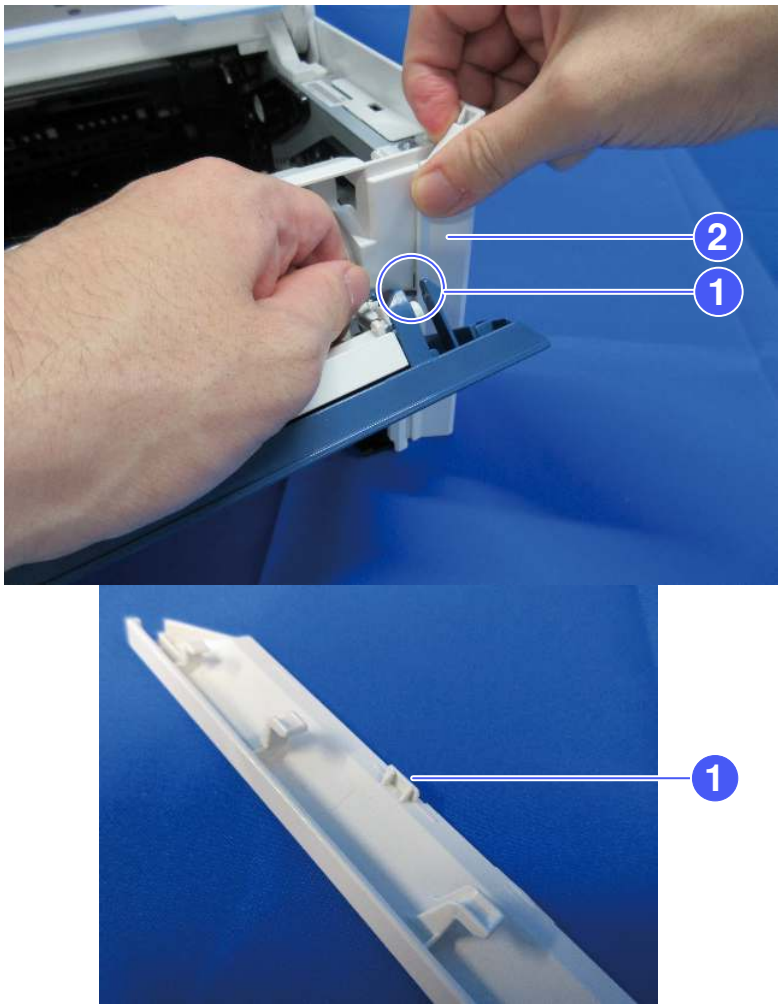


4. Remove the right front cover

Follow these steps to remove the right front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) then slide the cover up and off of the printer.

Figure 4-81 Remove right front cover



NOTE: The notch on the left cover is in the same place as on the right side.

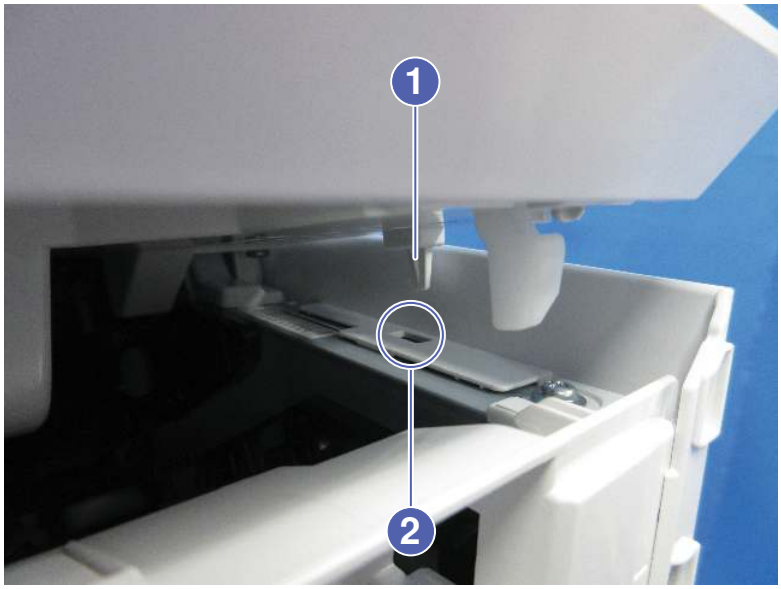
5. Remove the right cover (SFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

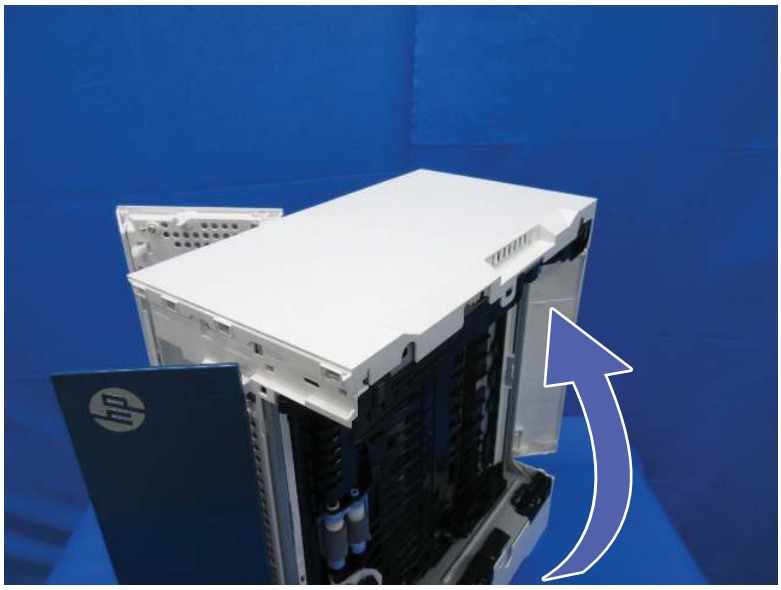
NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-82 Ensure the cartridge door is open



2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

Figure 4-83 Place printer on side

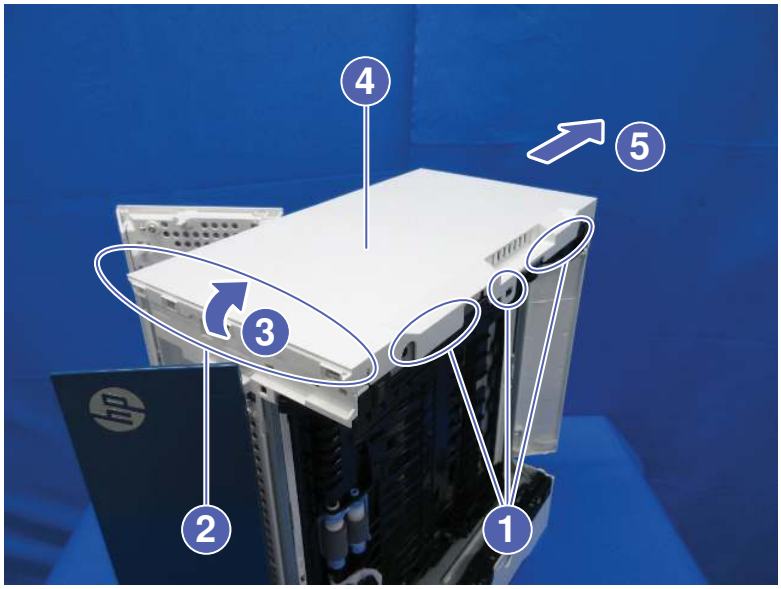


3. Perform the following:

   - Release three tabs (callout 1).
   - The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
   - Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. The cover will not slide without tilting the cover up slightly.

Figure 4-84 Remove right cover

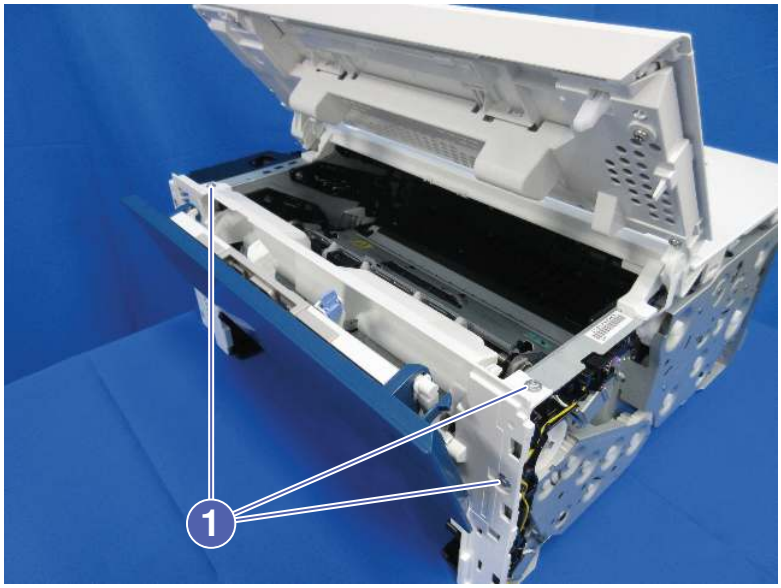


6. Remove the front cover (SFP)

Follow these steps to remove the front cover.

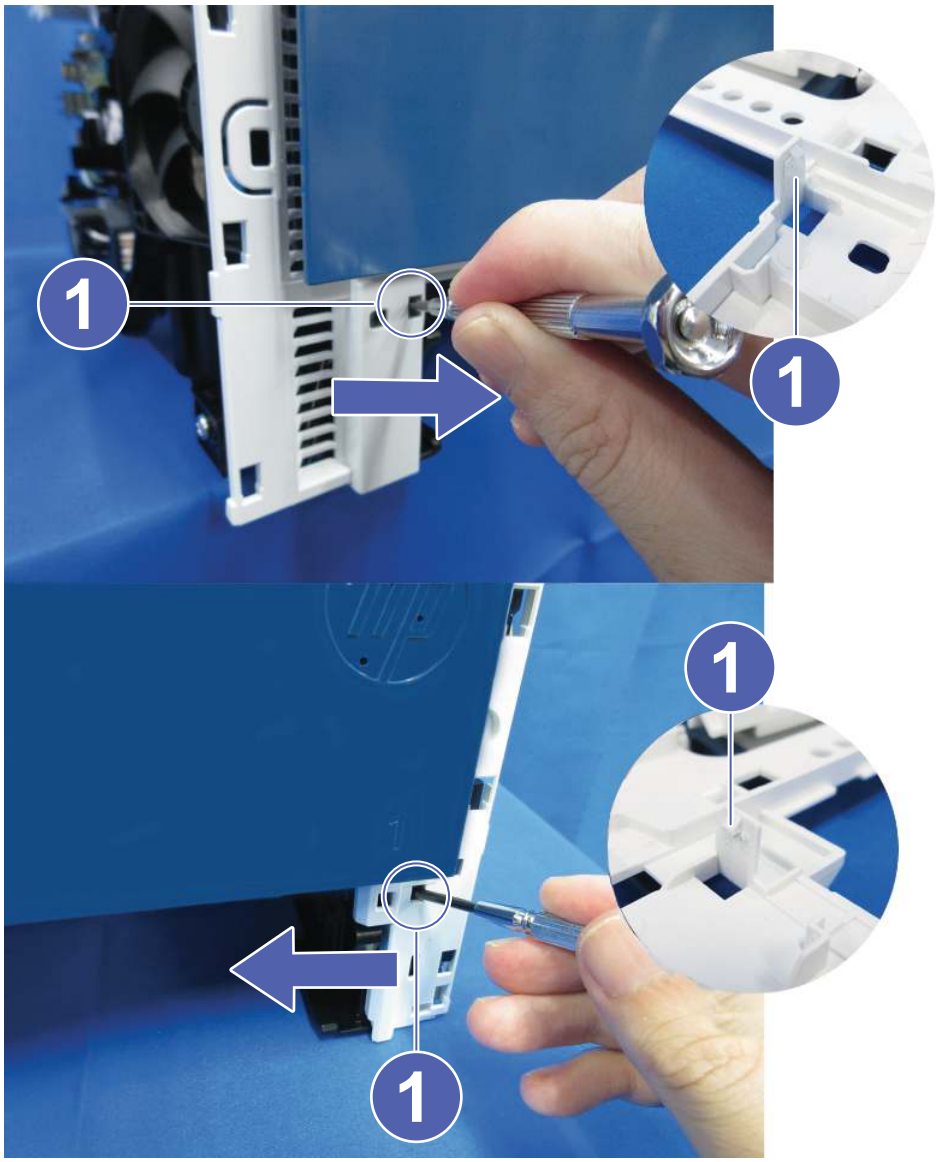
1. Remove three screws (callout 1).

Figure 4-85 Remove screws



2. Release the two tabs (callout 1) by bending them in the direction of the arrow.

Figure 4-86 Release tabs



3. Remove the cover lock.

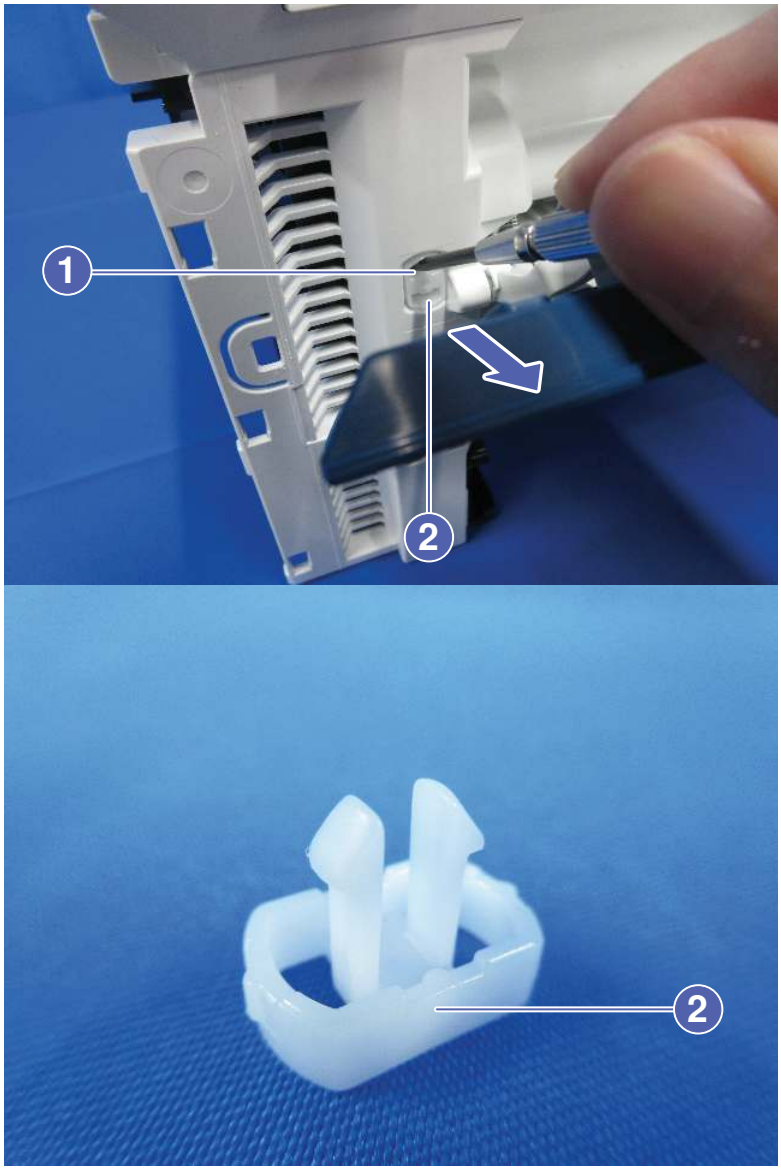
   a. Keep the front cover assembly pulled slightly toward you.

   b. Release one tab (callout 1) by bending it downward.

   c. Remove the cover lock (callout 2) by sliding it in the direction of the arrow.

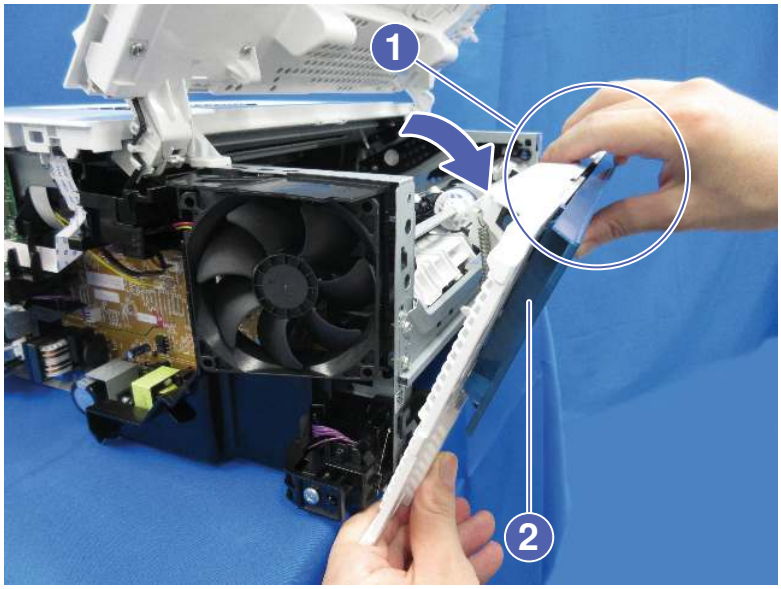
IMPORTANT: Make sure not to lose the small cover lock (callout 2) it must be used if a new cover is required.

Figure 4-87 Remove lock



4. Pull the upper part (callout 1) of the front cover assembly in the direction of the arrow. Then remove the front cover assembly (callout 2) by sliding it downward.

Figure 4-88 Remove front cover 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.

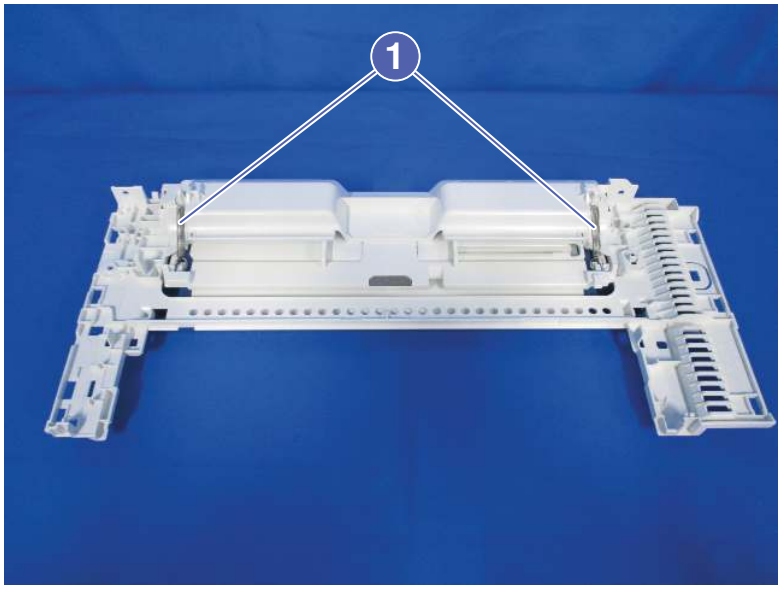
8. Install the front cover

Follow these steps to install the front cover.

1. If replacing the front cover with a service part, the service front cover does not come with Tray 1 spring (callout 1), remove the springs from the original part and reattach them on the service part.

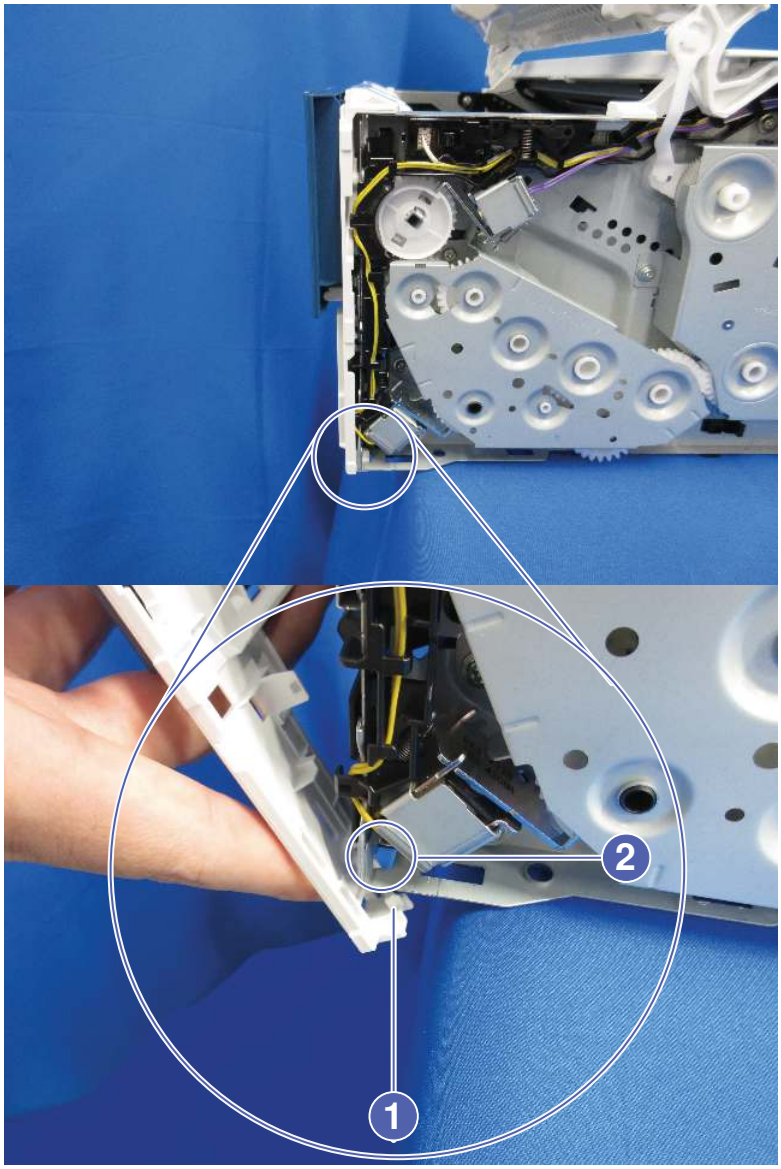
IMPORTANT: Be careful not to forget to attach the Tray 1 spring.

Figure 4-89 Reuse these springs



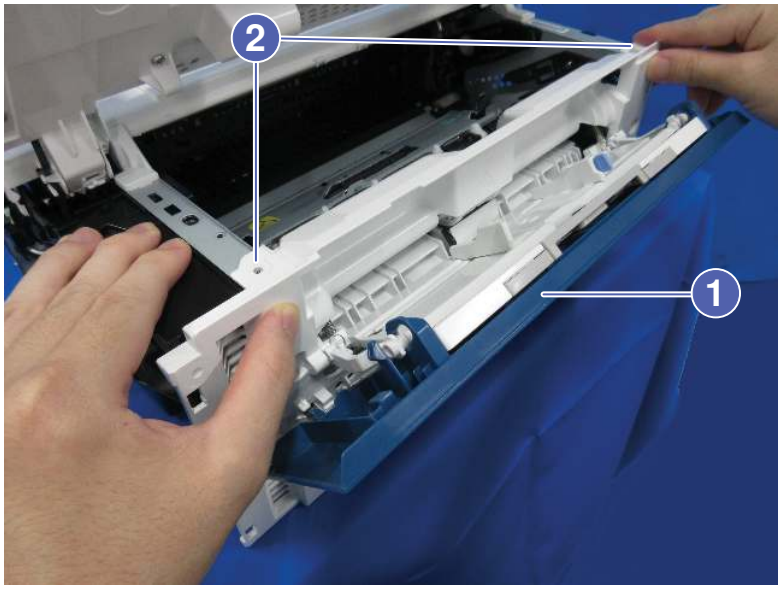
2. When installing the front cover, fit the alignment boss (callout 1) of the front cover into the hole (callout 2) of the main body frame.

Figure 4-90 Fit cover into alignment location



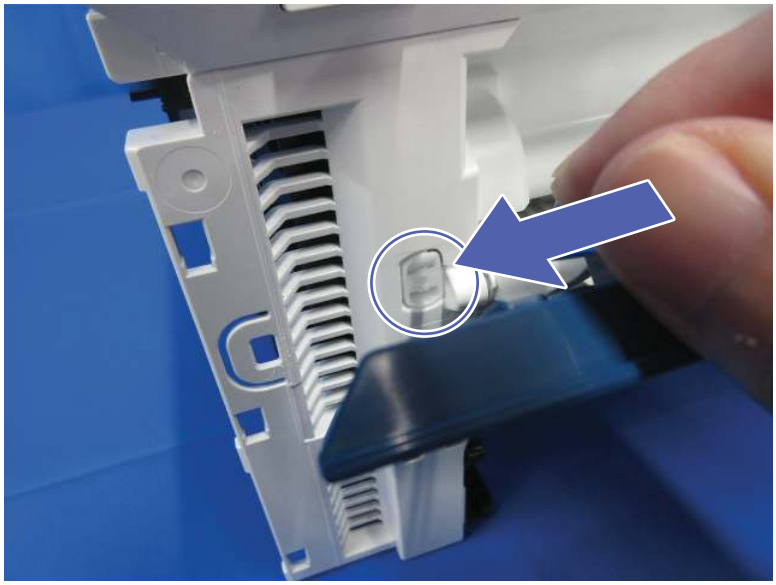
3. Ensure that the tray one is opened on the front cover, then align the screw holes (callout 2) on the cover with the printer.

Figure 4-91 Align screw holes



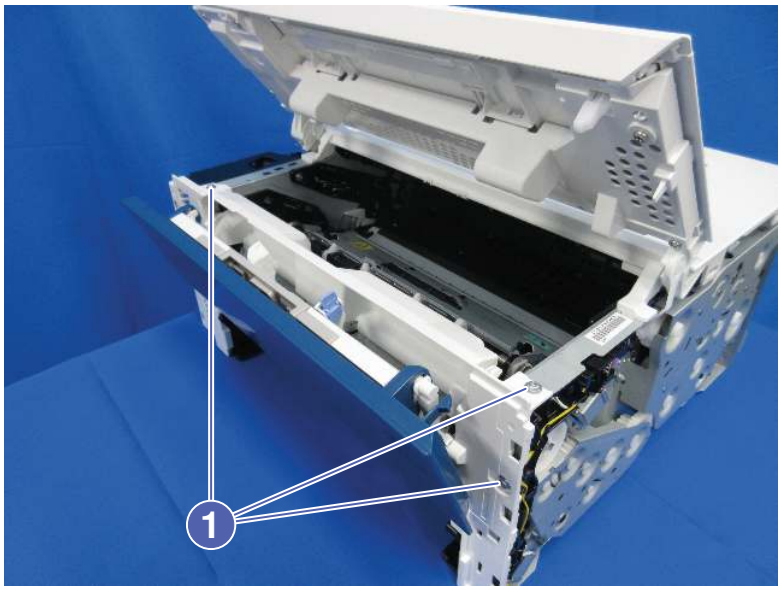
4. Install the cover lock.

Figure 4-92 Install lock



5. Install three screws (callout 1).

Figure 4-93 Install screws



Removal and replacement: Front cover assembly (MFP)

Learn how to remove and replace the front cover.

Mean time to repair: 9 minutes

Service level: Easy

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-15 Part information

Part number	Part description
RM3-0202-000CN	Multipurpose door assembly, MFP except CHINA/INDIA model (Blue)
RM3-0413-000CN	Multipurpose door assembly, MFP CHINA/INDIA (Gray)

Required tools

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

Post service test

Make sure that toner cartridge door correctly opens and closes.

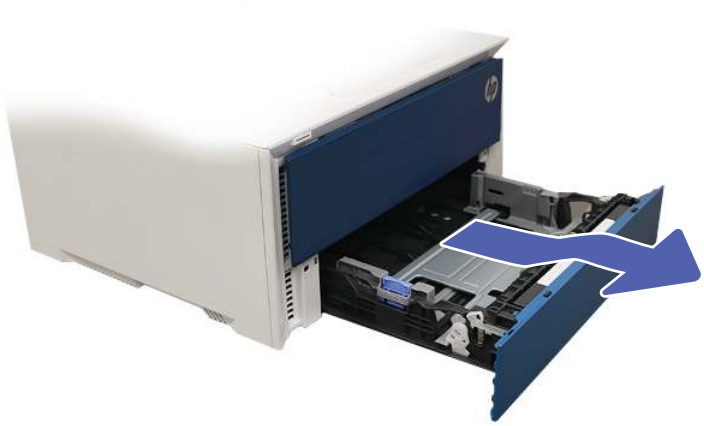
Make sure that the printer initializes to a **Ready** state.

1. Remove Tray 2 and open printer

Follow these steps.

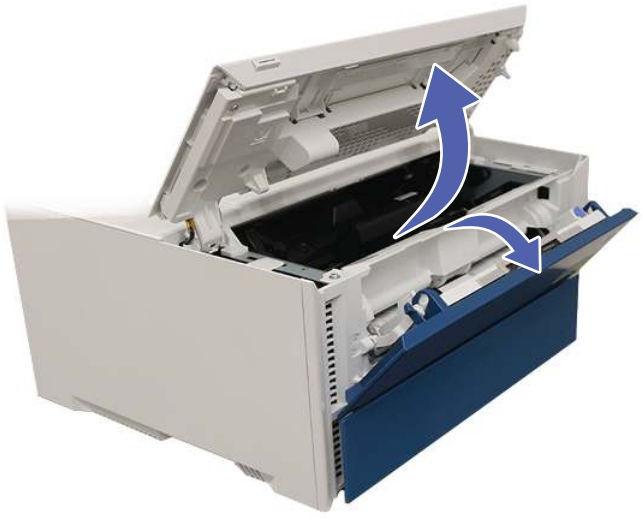
1. Remove Tray 2.

Figure 4-94 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

Open toner cartridge door and Tray 1

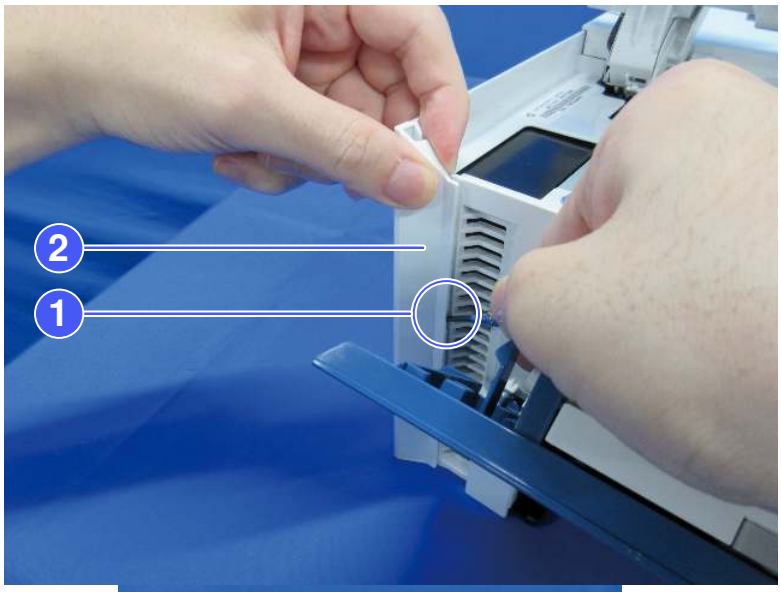


2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-95 Remove front left cover



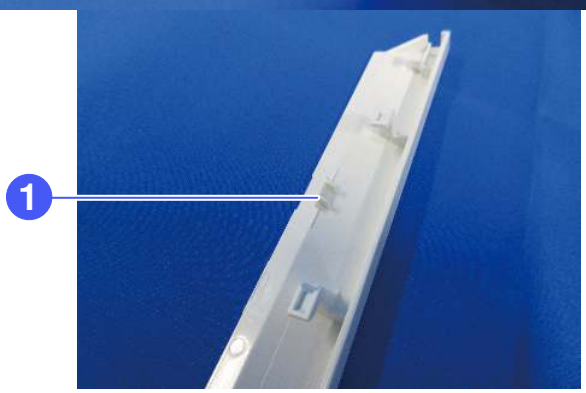


Figure 4-96 Close up of notch for screwdriver

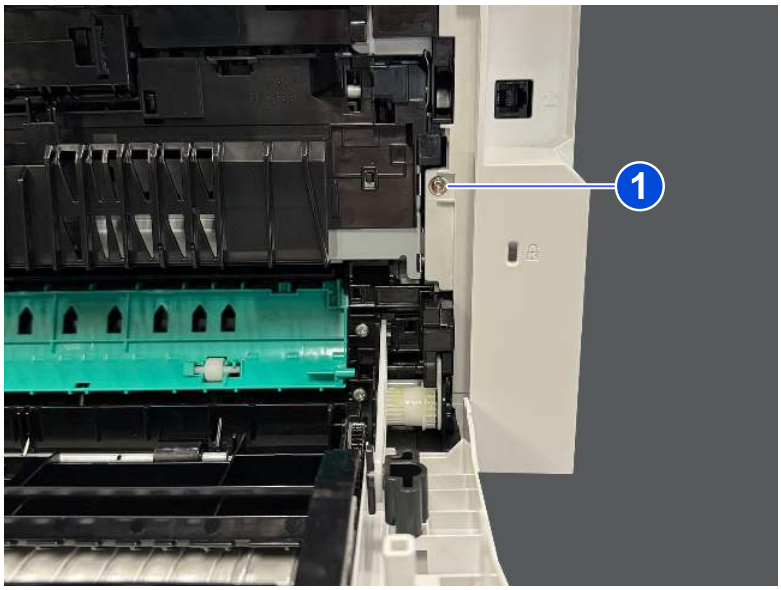


3. Remove the left cover (MFP)

Follow these steps to remove the left cover.

1. Remove one screw and free the ground wire (callout 1).

Figure 4-97 Remove ground screw



2. Perform the following:

- Place the printer on its right side so that the left side is the face up.

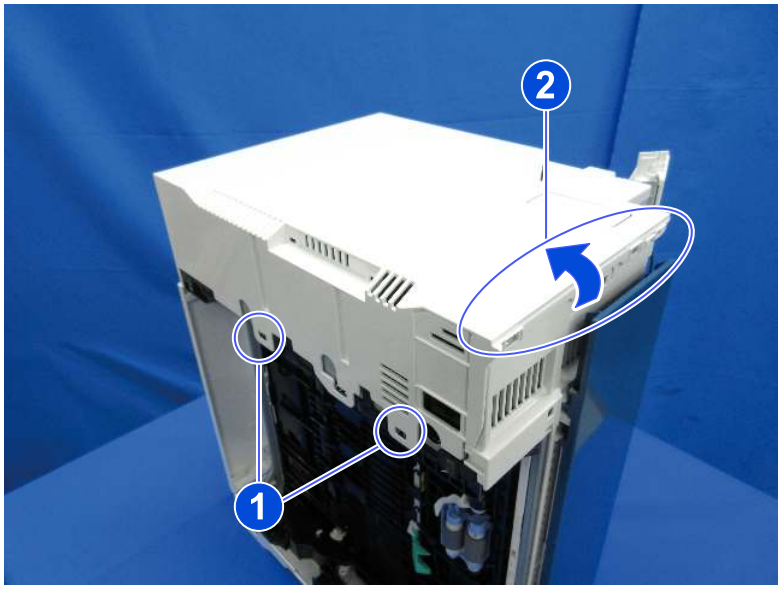
IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

- Release three tabs (callout 1).
- Pull the front part of the left cover (callout 2) in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

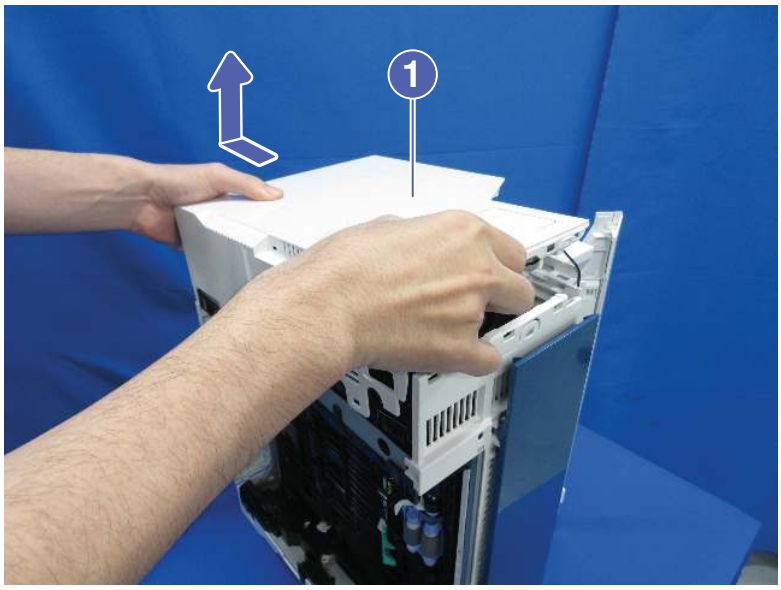
TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket.

Figure 4-98 Release cover tabs



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

Figure 4-99 Remove the cover

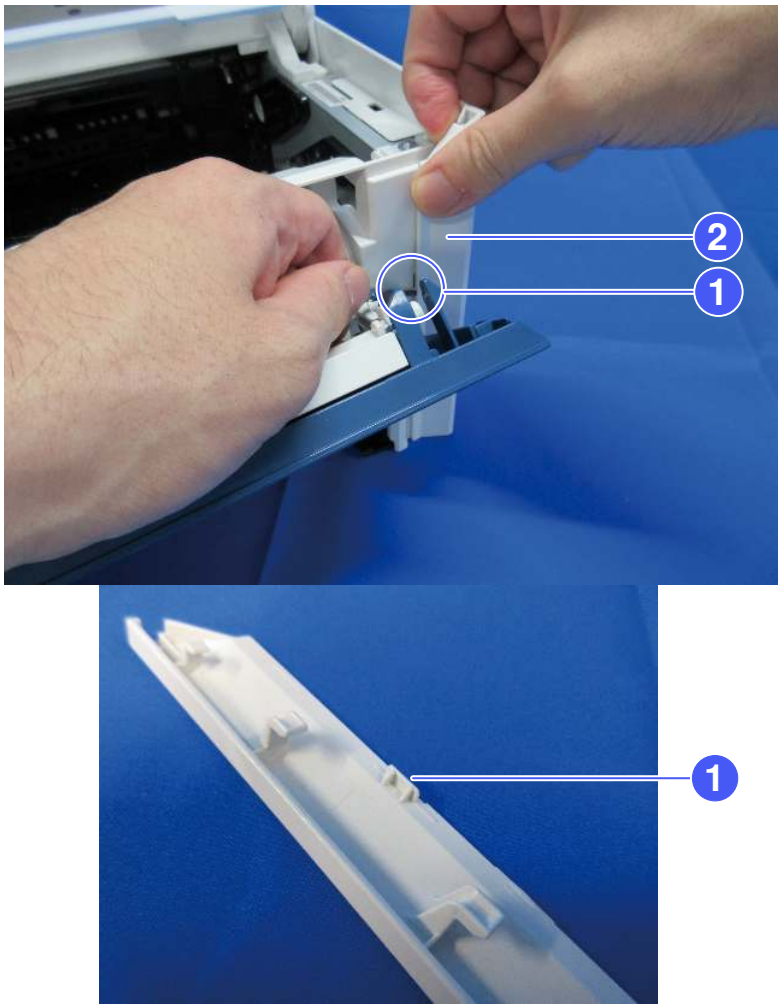


4. Remove the right front cover

Follow these steps to remove the right front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) then slide the cover up and off of the printer.

Figure 4-100 Remove right front cover



NOTE: The notch on the left cover is in the same place as on the right side.

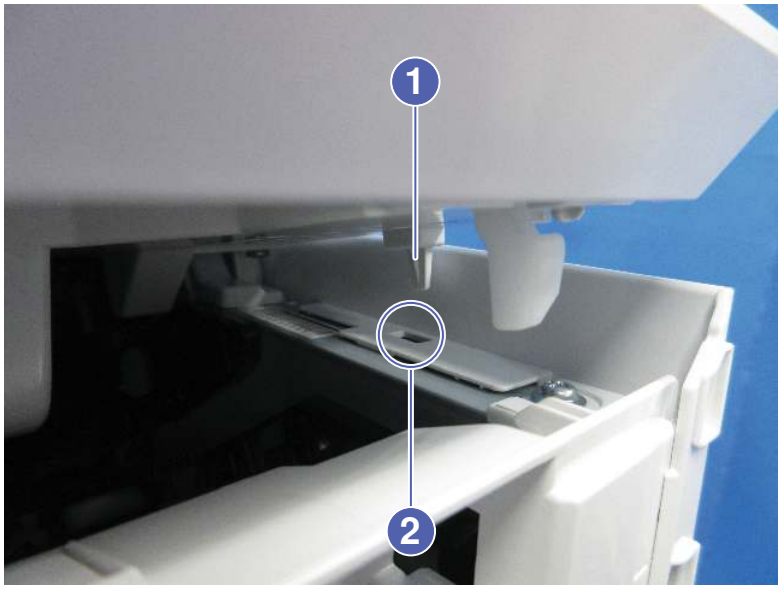
5. Remove the right cover (MFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-101 Ensure the cartridge door is open



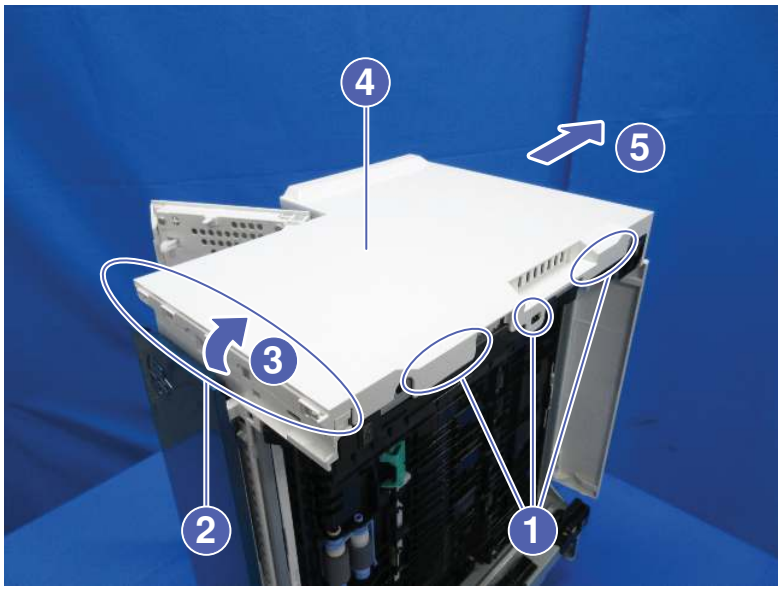
2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

3. Perform the following:
   - Release three tabs (callout 1).
   - The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
   - Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. You cannot slide the cover without tilting the cover up slightly.

Figure 4-102 Remove cover

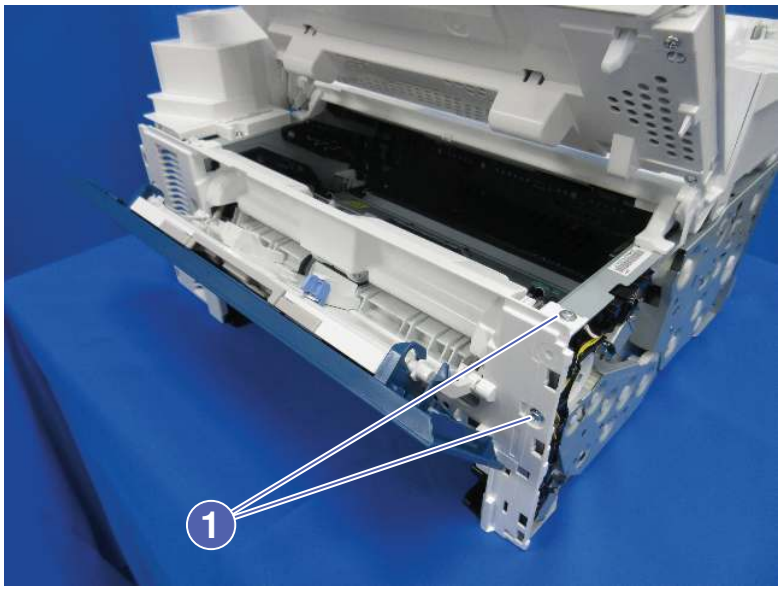


6. Remove the front cover (MFP)

Follow these steps to remove the front cover.

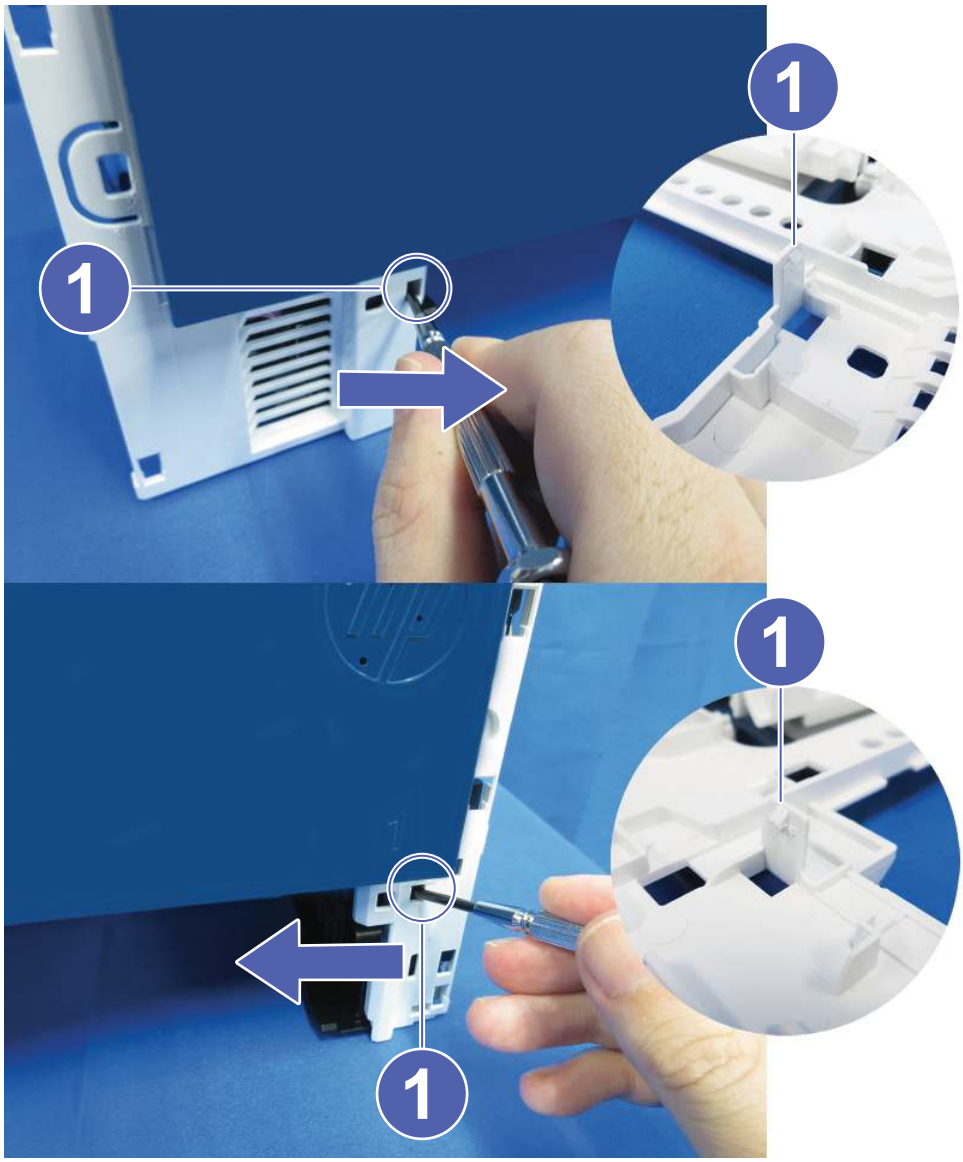
1. Remove two screws (callout 1).

Figure 4-103 Remove screws



2. Release the two tabs (callout 1) by bending them in the direction of the arrow.

Figure 4-104 Release tabs



3. Remove the cover lock.

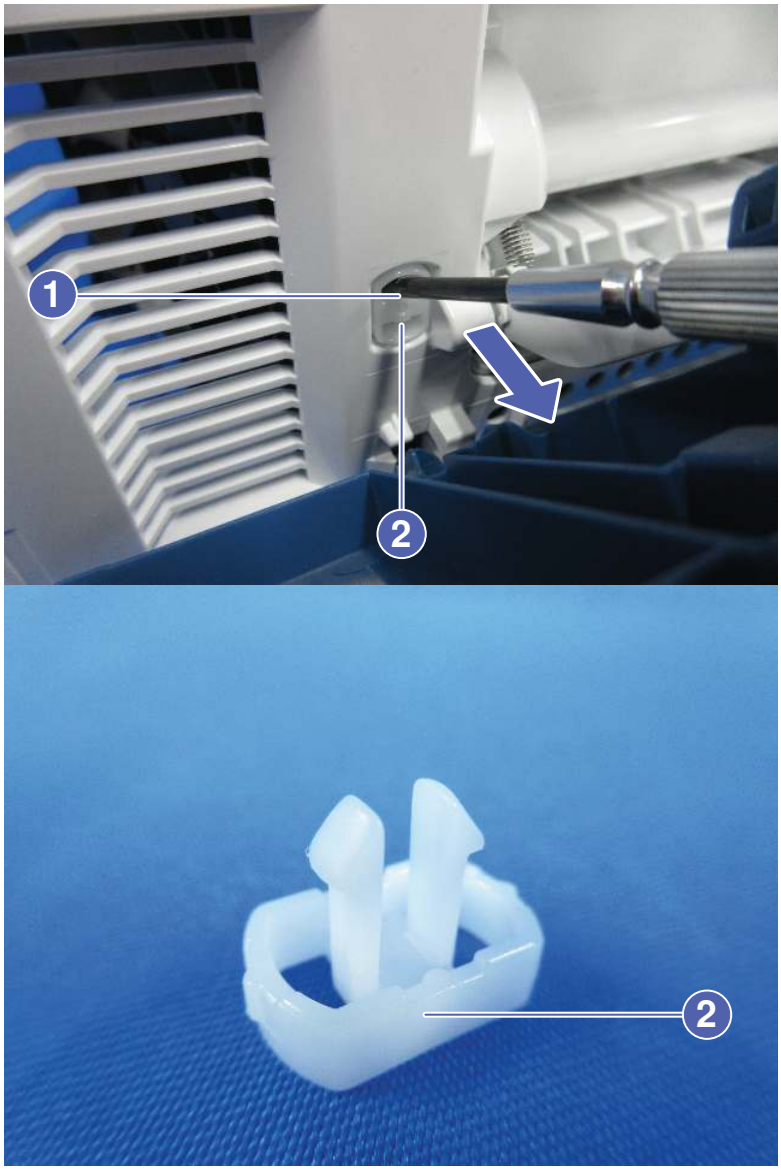
   a. Keep the front cover assembly pulled slightly toward you.

   b. Release one tab (callout 1) by bending it downward.

   c. Remove the cover lock (callout 2) by sliding it in the direction of the arrow.

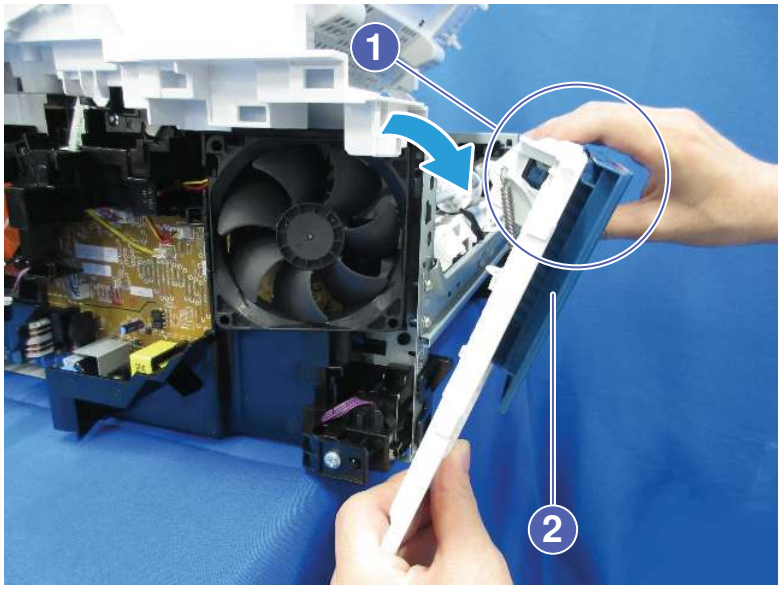
IMPORTANT: Make sure not to lose the small cover lock (callout 2) it must be used if a new cover is required.

Figure 4-105 Remove the lock



4. Pull the upper part (callout 1) of the front cover assembly in the direction of the arrow. Then remove the front cover assembly (callout 2) by sliding it downward.

Figure 4-106 Remove the front cover 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.

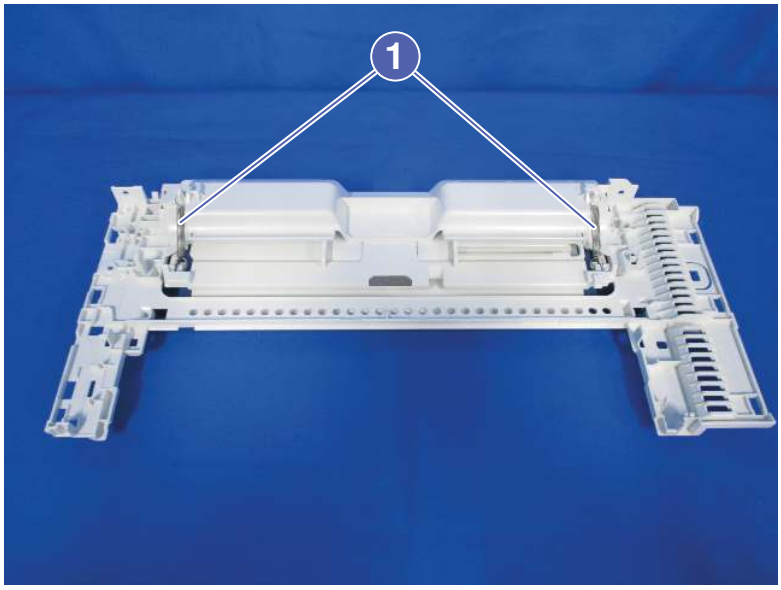
8. Install the front cover

Follow these steps to install the front cover.

1. If replacing the front cover with a service part, the service front cover does not come with Tray 1 spring (callout 1), remove the spring from the original part and reattach them on the service part.

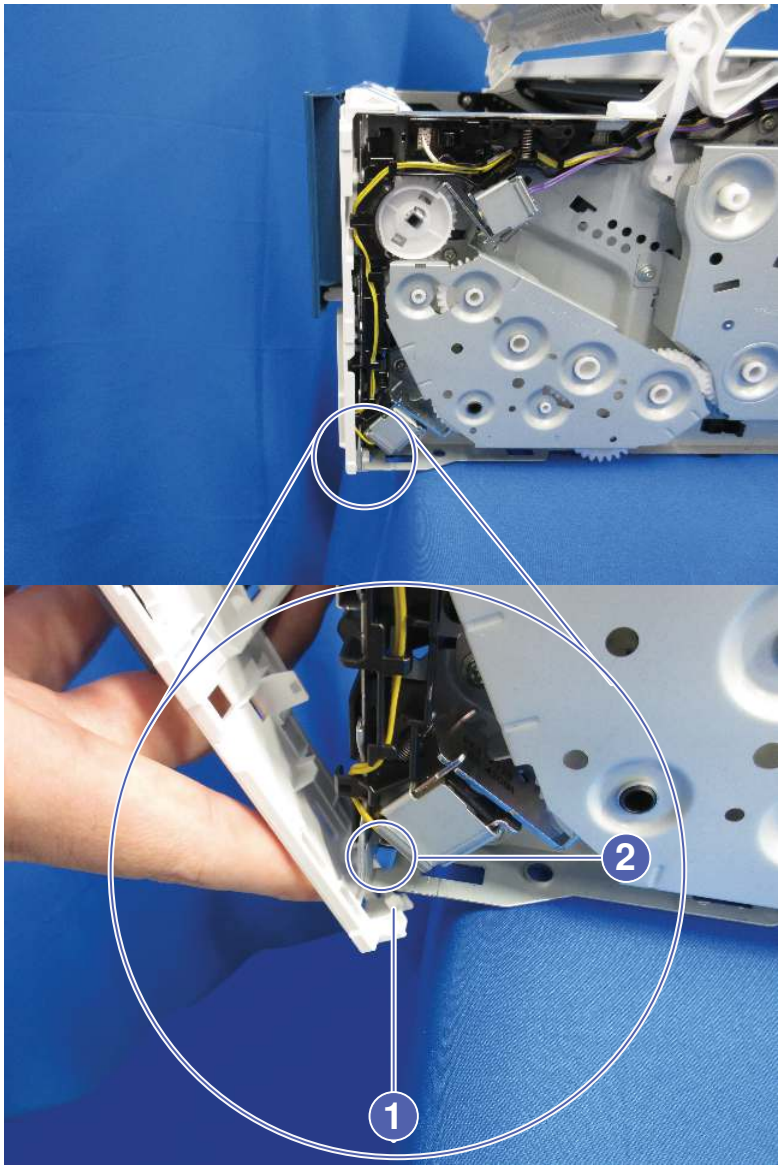
IMPORTANT: Be careful not to forget to attach the Tray 1 spring.

Figure 4-107 Reuse these springs



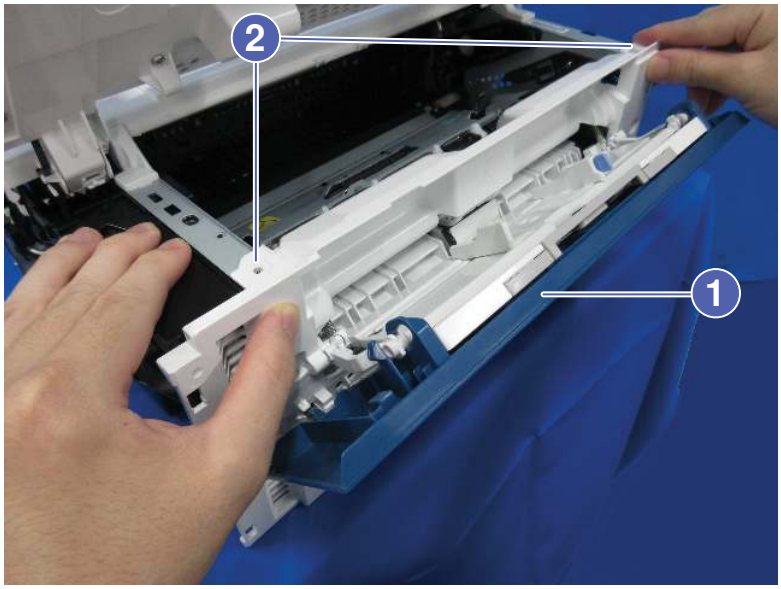
2. When installing the front cover, fit the alignment boss (callout 1) of the front cover into the hole (callout 2) of the main body frame.

Figure 4-108 Fit cover into alignment location



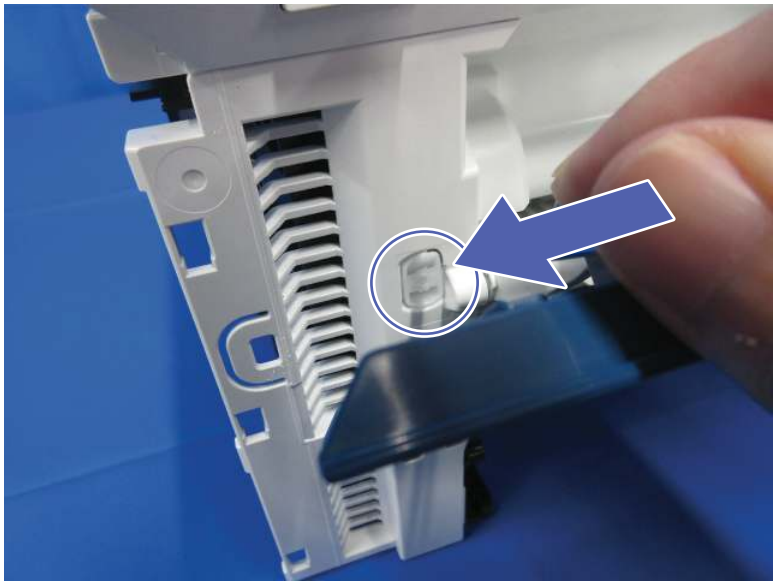
3. Ensure that the tray one is opened on the front cover, then align the screw holes (callout 2) on the cover with the printer.

Figure 4-109 Align screw holes



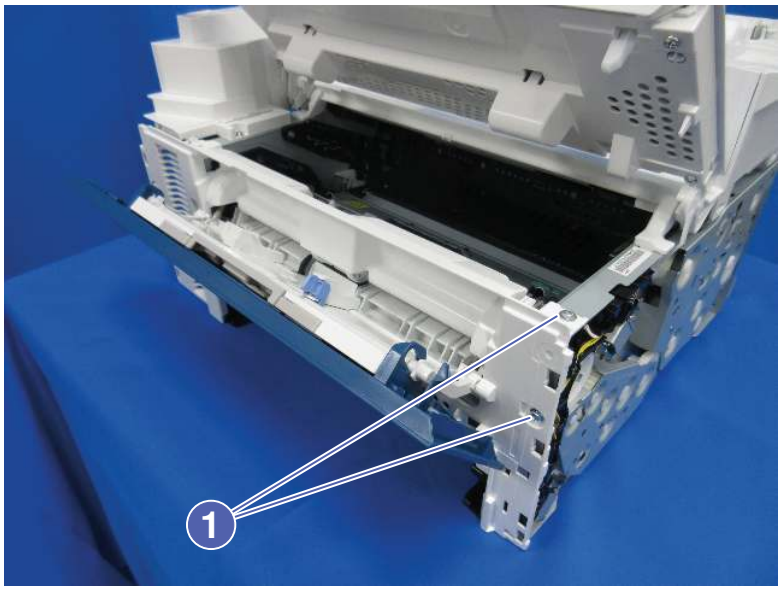
4. Install the cover lock.

Figure 4-110 Install lock



5. Install two screws (callout 1).

Figure 4-111 Install screws



Removal and replacement: Rear door assembly (SFP)

Learn how to remove and replace the rear door assembly.

Mean time to repair: 13 minutes

Service level: Easy

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-16 Part information

Part number	Part description
RM3-0229-000CN	Rear door assembly (MFP/SFP)

Required tools

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

Post service test

Make sure that toner cartridge door correctly opens and closes.

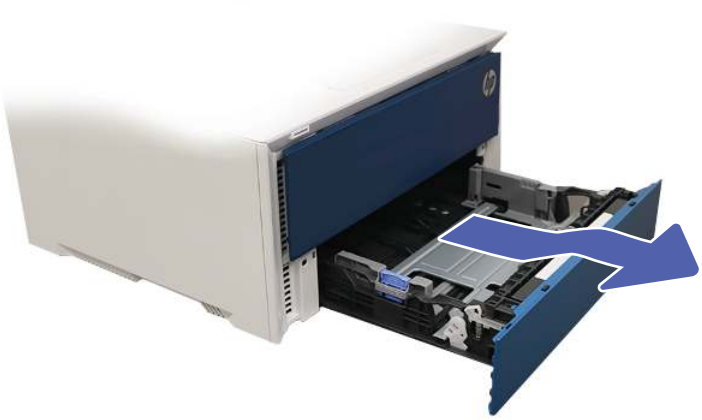
Make sure that the printer initializes to a **Ready** state.

1. Remove Tray 2 and open printer

Follow these steps.

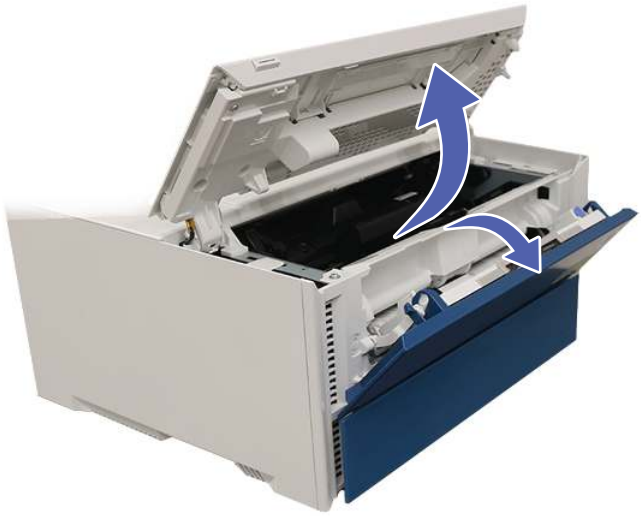
1. Remove Tray 2.

   Figure 4-112 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

   Open toner cartridge door and Tray 1



2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-113 Remove front left cover

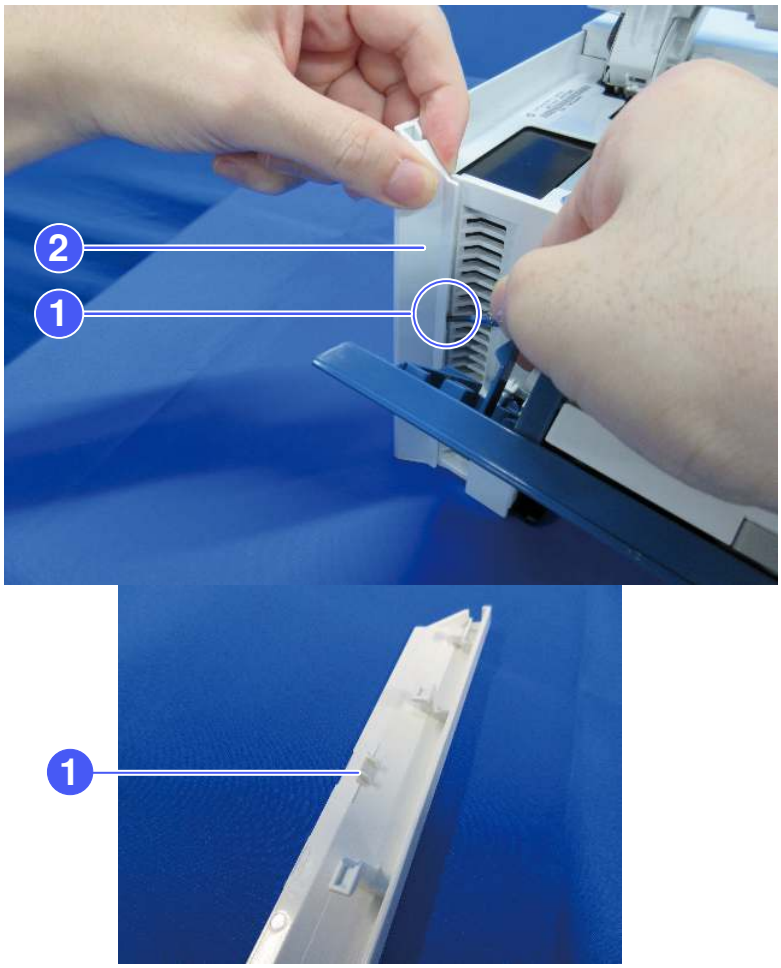


Figure 4-114 Close up of notch for screwdriver

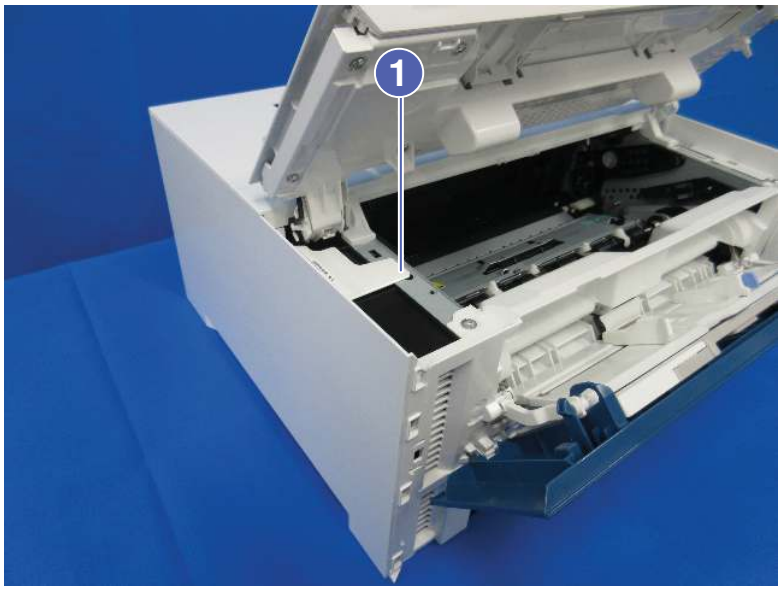


3. Remove the left cover (SFP)

Follow these steps to remove the left cover.

1. Release one tab (callout 1).

Figure 4-115 Release tab

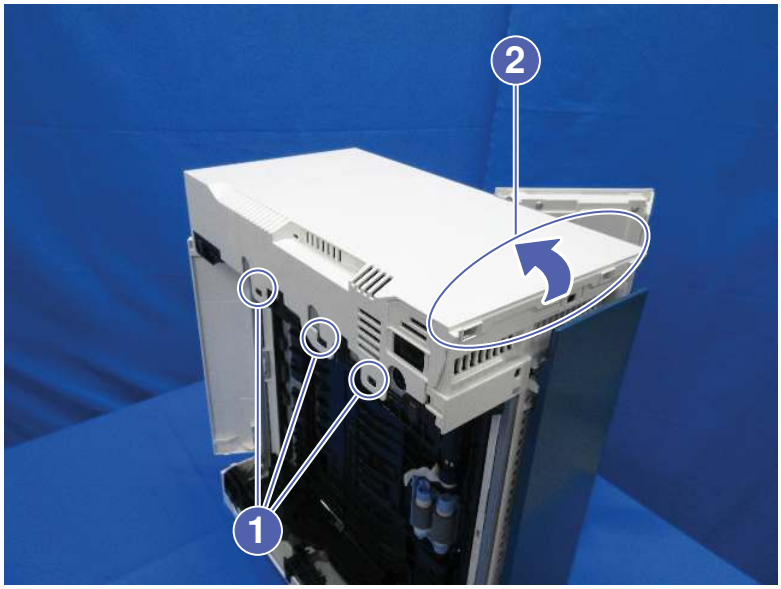


2. Perform the following:

   - For easier access, place the printer so that it is resting on the right side. The left side is now facing up.
   - Release three tabs (callout 1).
   - Pull the front part (callout 2) of the left cover in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

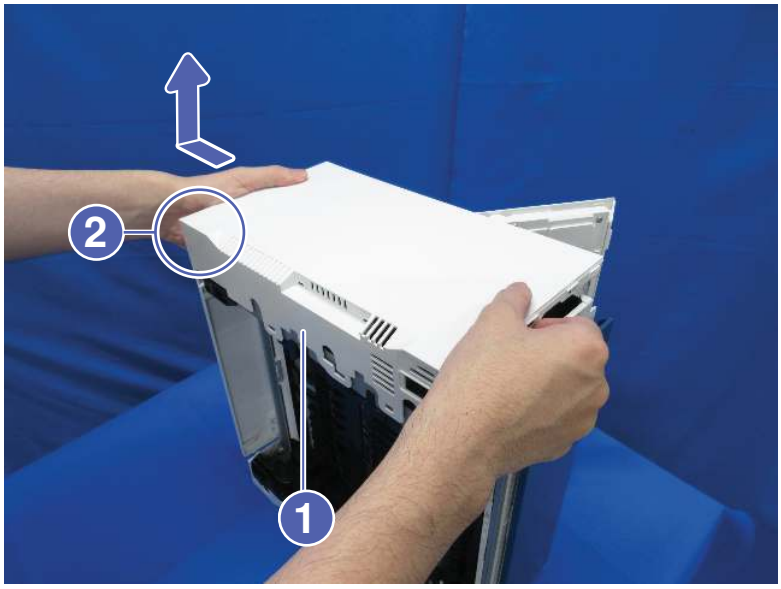
Figure 4-116 Release the left cover



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket (callout 2).

Figure 4-117 Remove left cover

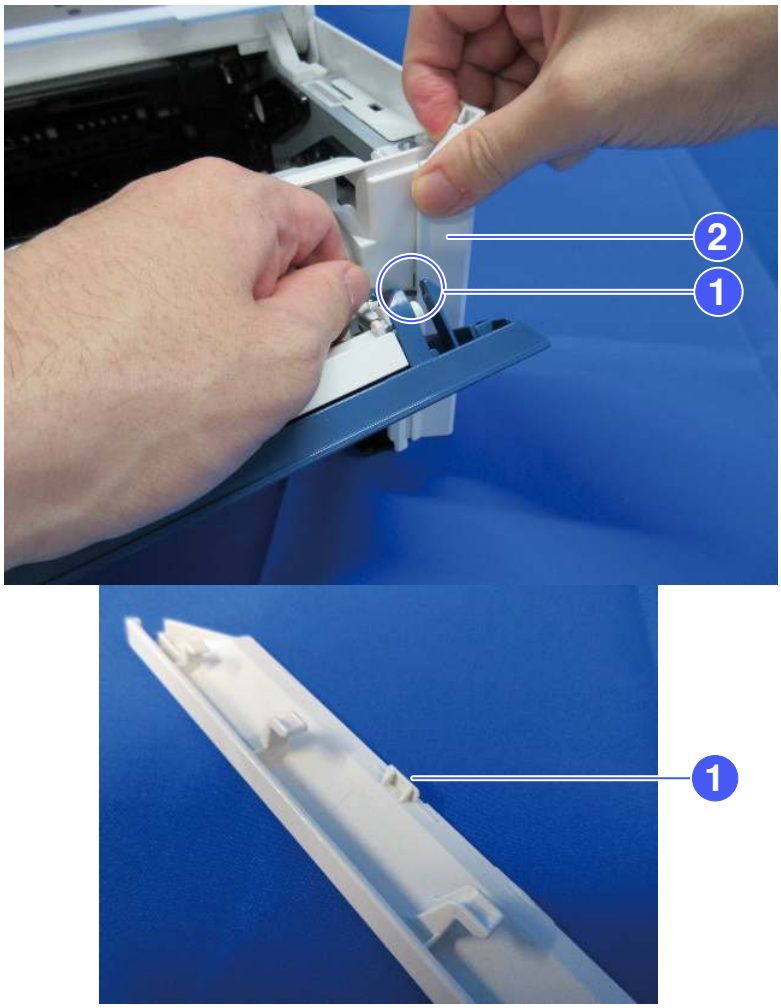


4. Remove the right front cover

Follow these steps to remove the right front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) then slide the cover up and off of the printer.

Figure 4-118 Remove right front cover



NOTE: The notch on the left cover is in the same place as on the right side.

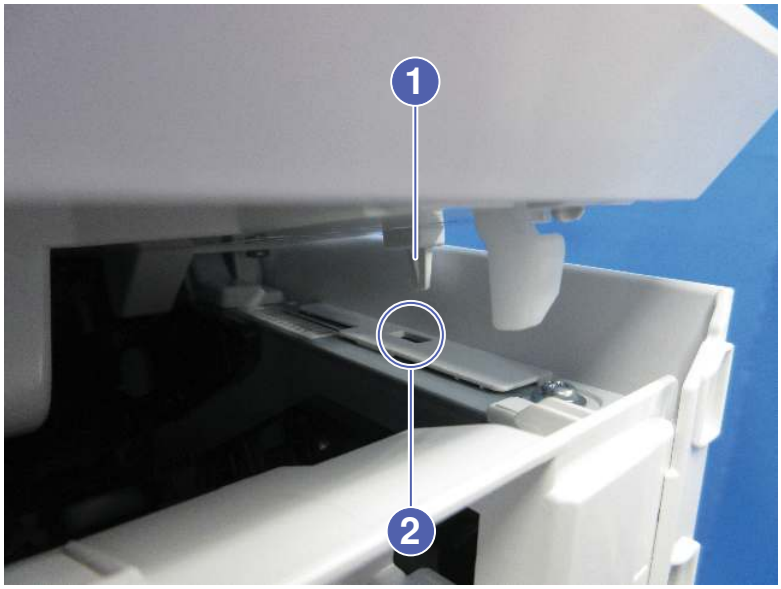
5. Remove the right cover (SFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

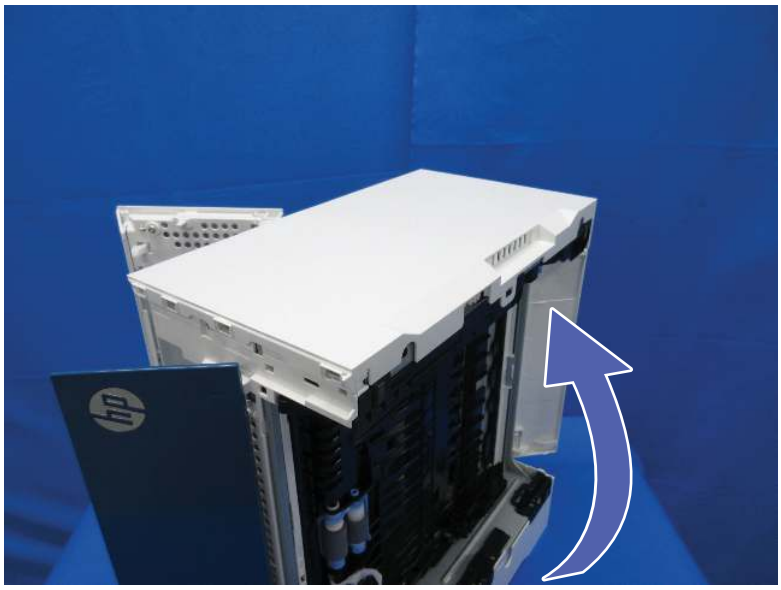
NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-119 Ensure the cartridge door is open



2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

Figure 4-120 Place printer on side

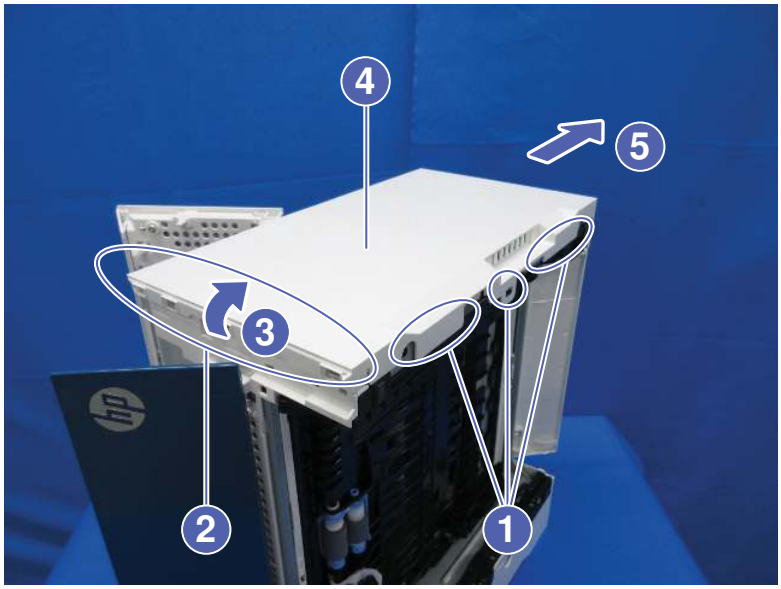


3. Perform the following:

   - Release three tabs (callout 1).
   - The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
   - Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. The cover will not slide without tilting the cover up slightly.

Figure 4-121 Remove right cover



6. Remove the rear door assembly (SFP)

Follow these steps to remove the rear door assembly.

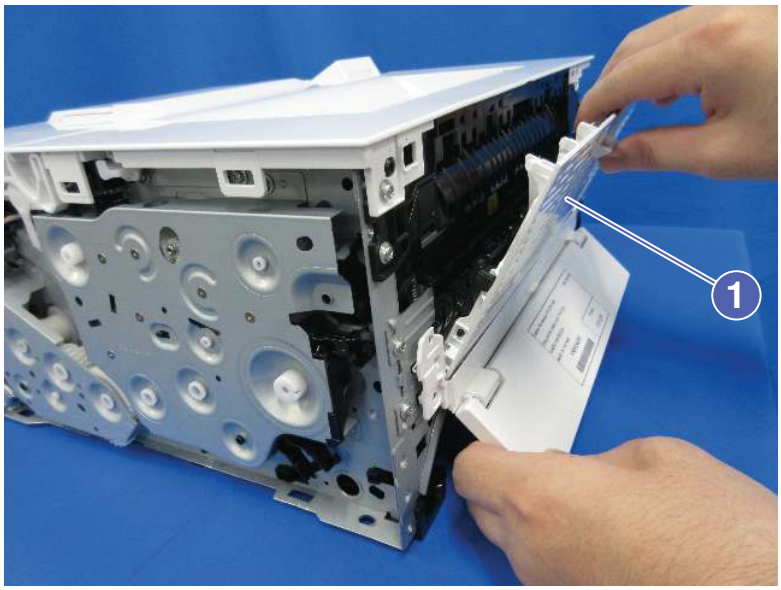
1. Remove four screws (callout 1).

Figure 4-122 Remove four screws



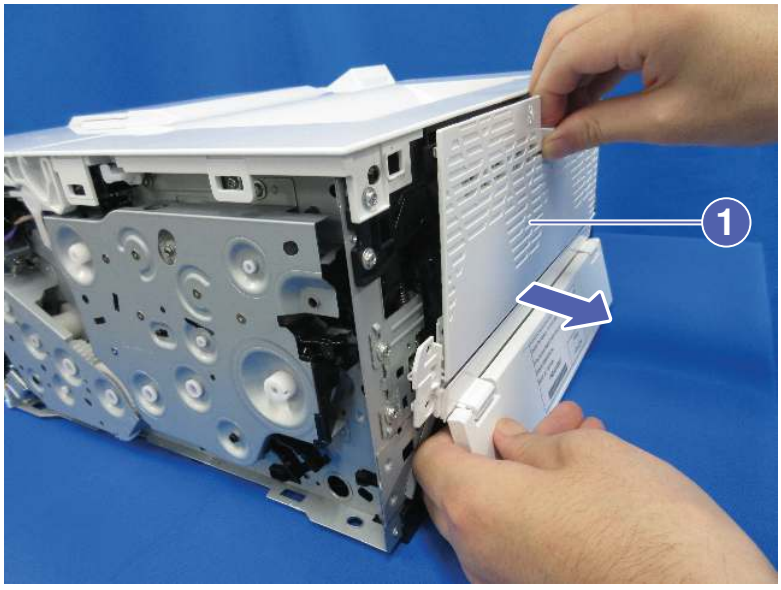
2. Open the rear door (callout 1) and pull it out slightly toward you.

Figure 4-123 Pull the rear door outwards



3. While closing the rear door (callout 1), pull the door in the direction of the arrow to remove it.

Figure 4-124 Remove the door 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: Rear door assembly (MFP)

Learn how to remove and replace the rear door assembly.

Mean time to repair: 13 minutes

Service level: Easy

Before performing service

WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-17 Part information

Part number	Part description
RM3-0229-000CN	Rear door assembly (MFP/SFP)

Required tools

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

Post service test

Make sure that toner cartridge door correctly opens and closes.

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

1. Remove Tray 2 and open printer

Follow these steps.

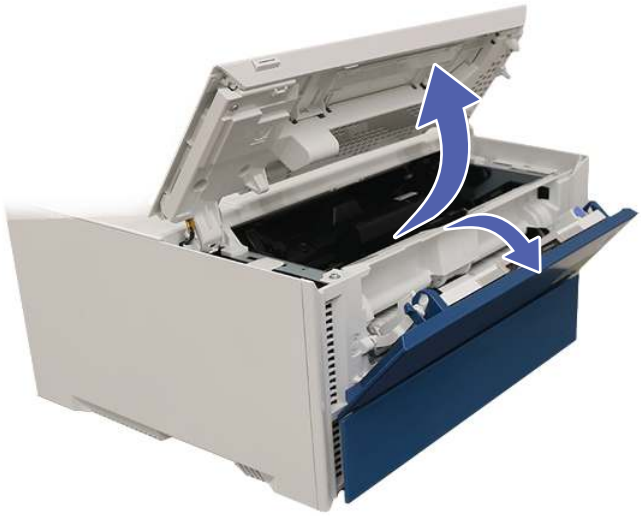
1. Remove Tray 2.

   Figure 4-125 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

   Open toner cartridge door and Tray 1



2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-126 Remove front left cover

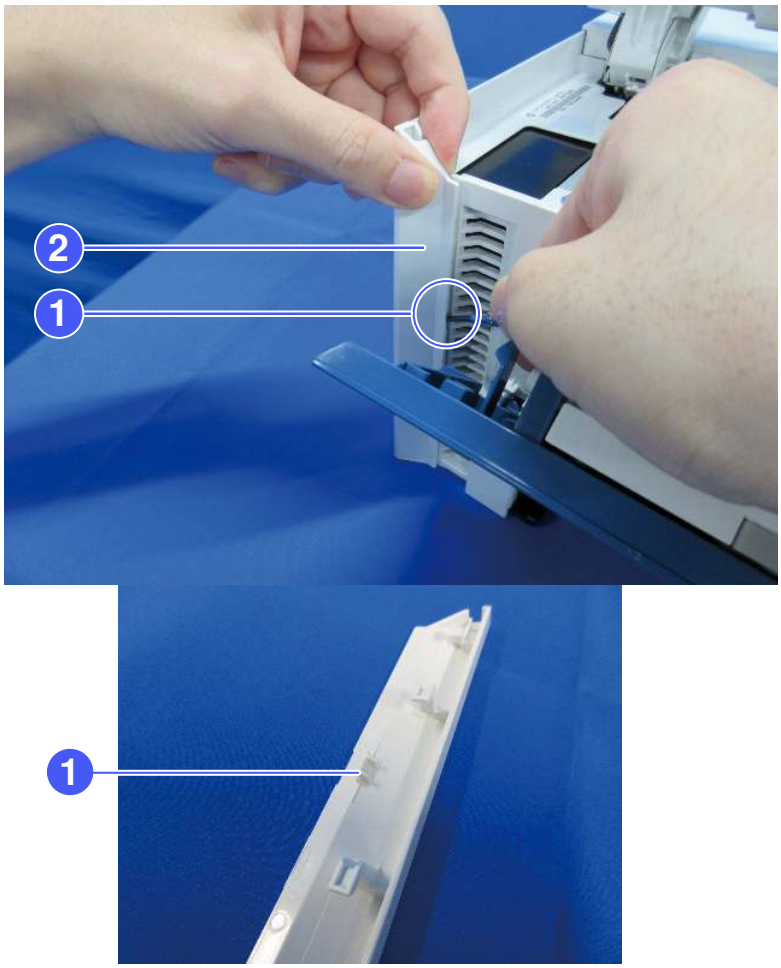


Figure 4-127 Close up of notch for screwdriver

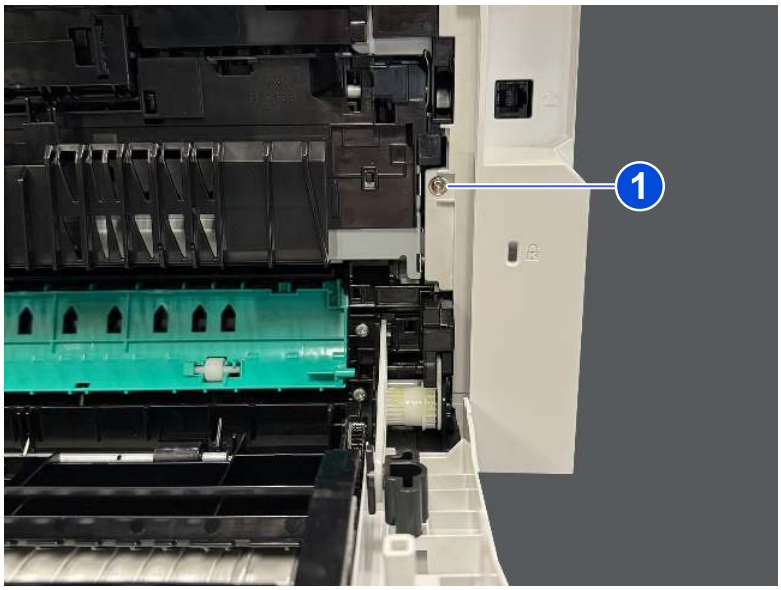


3. Remove the left cover (MFP)

Follow these steps to remove the left cover.

1. Remove one screw and free the ground wire (callout 1).

Figure 4-128 Remove ground screw



2. Perform the following:

- Place the printer on its right side so that the left side is the face up.

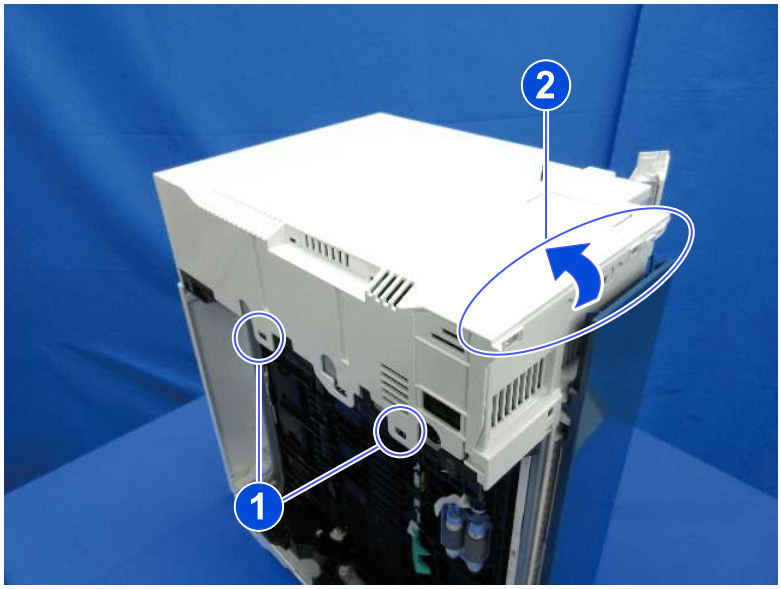
IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

- Release three tabs (callout 1).
- Pull the front part of the left cover (callout 2) in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

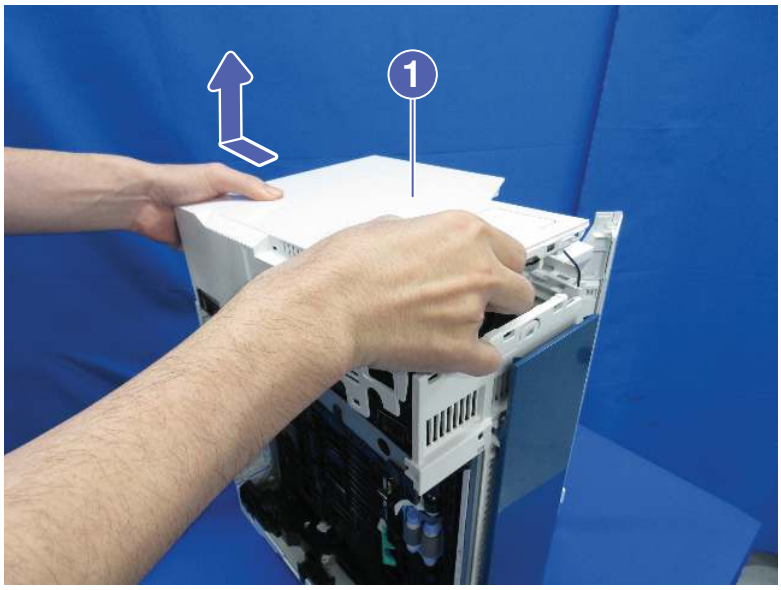
TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket.

Figure 4-129 Release cover tabs



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

Figure 4-130 Remove the cover

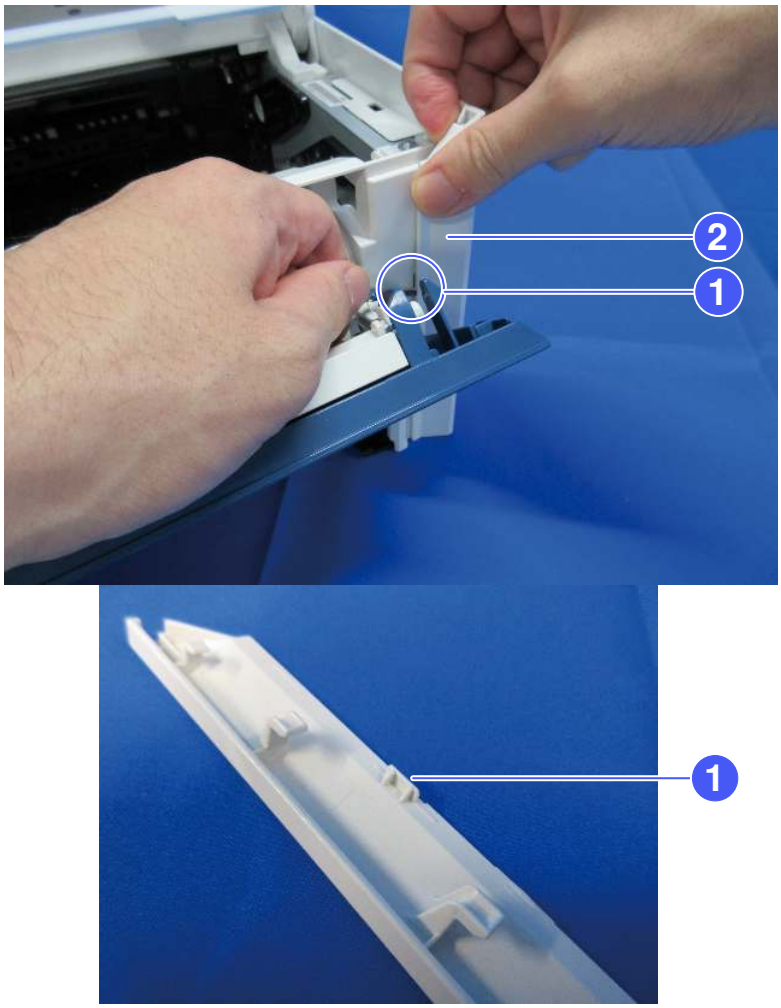


4. Remove the right front cover

Follow these steps to remove the right front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) then slide the cover up and off of the printer.

Figure 4-131 Remove right front cover



NOTE: The notch on the left cover is in the same place as on the right side.

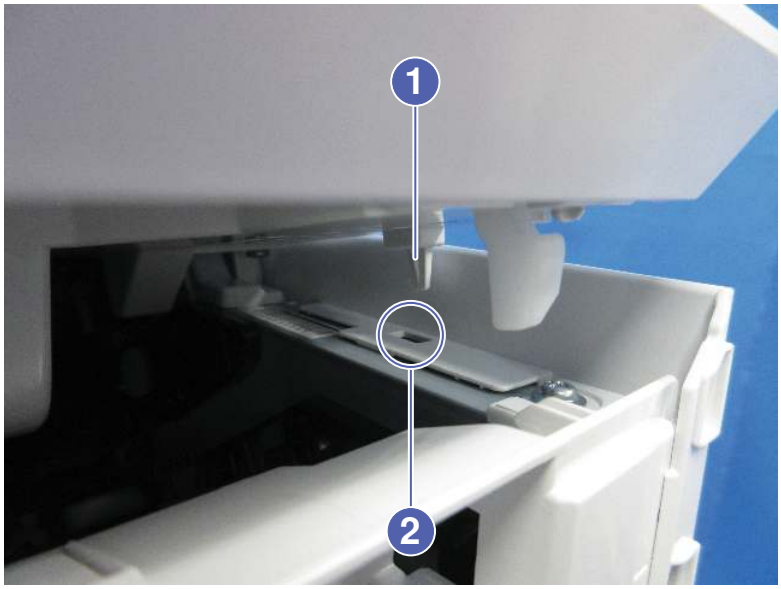
5. Remove the right cover (MFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-132 Ensure the cartridge door is open



2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

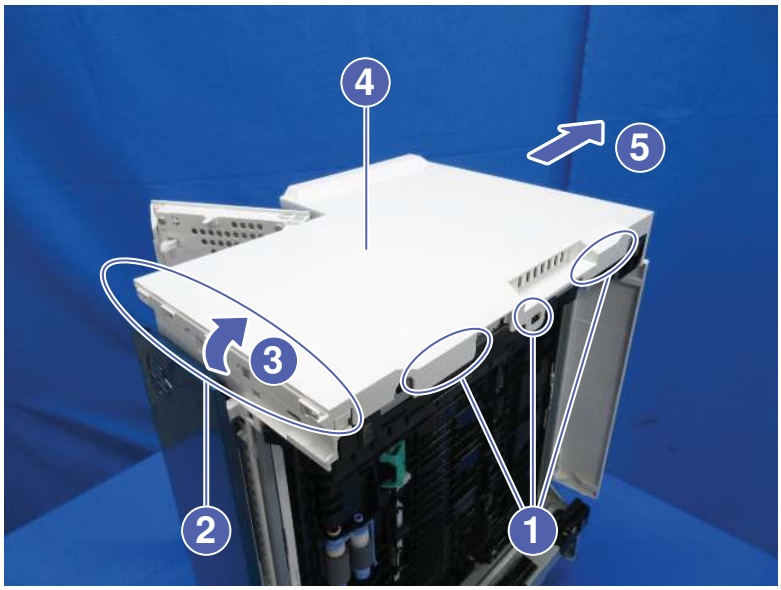
IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

3. Perform the following:

   - Release three tabs (callout 1).
   - The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
   - Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. You cannot slide the cover without tilting the cover up slightly.

Figure 4-133 Remove cover

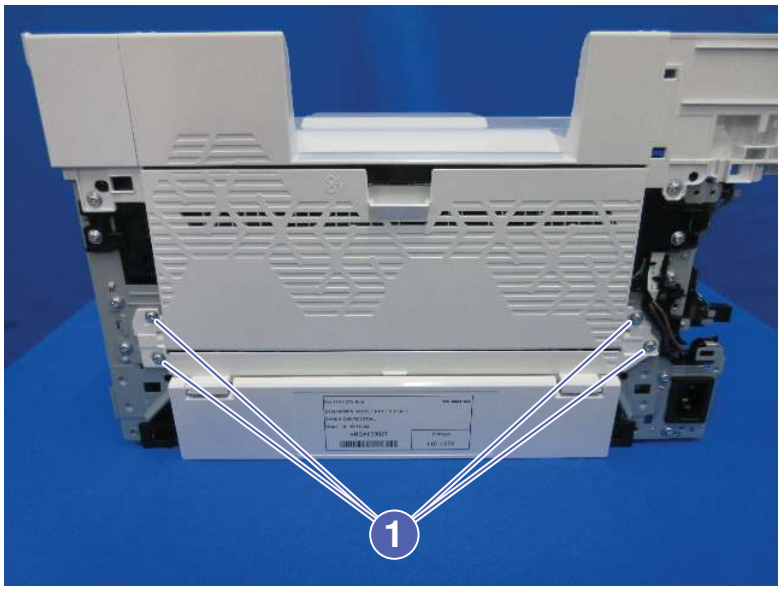


6. Remove the rear door assembly (MFP)

Follow these steps to remove the rear door assembly.

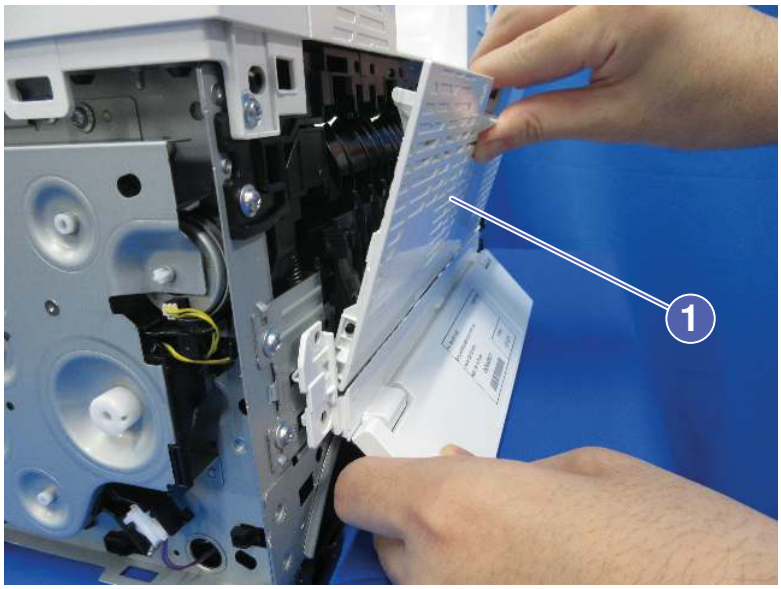
1. Remove four screws (callout 1).

Figure 4-134 Remove screws



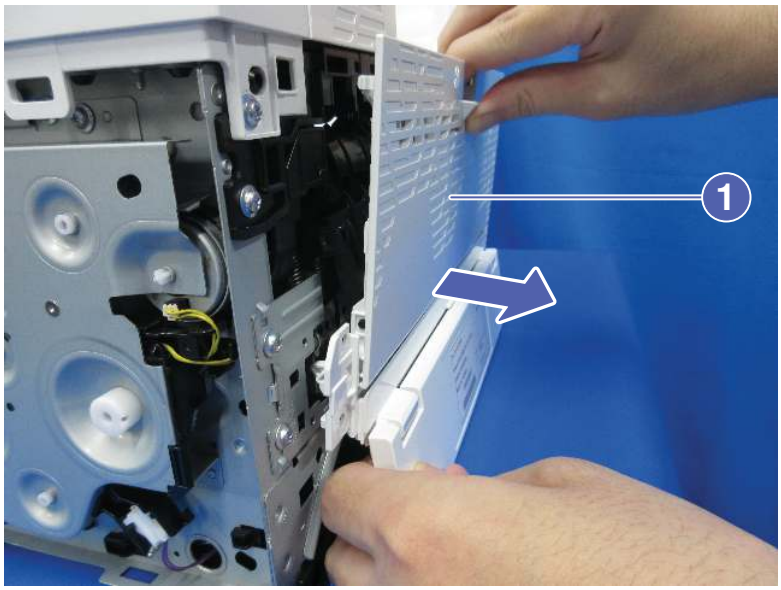
2. Open the rear door (callout 1) and pull it out slightly toward you.

Figure 4-135 Pull slightly out



3. While closing the rear door (callout 1), slide door in the direction of the arrow to remove it.

Figure 4-136 Remove cover



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: Top cover assembly (SFP)

Learn how to remove and replace the top cover.

Mean time to repair: 14 minutes

Service level: Easy

Before performing service

WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-18 Part information

Part number	Part description
RM3-2098-000CN	Top cover assembly SF

Required tools

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

Post service test

Make sure that toner cartridge door correctly opens and closes.

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

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove Tray 2 and open printer

Follow these steps.

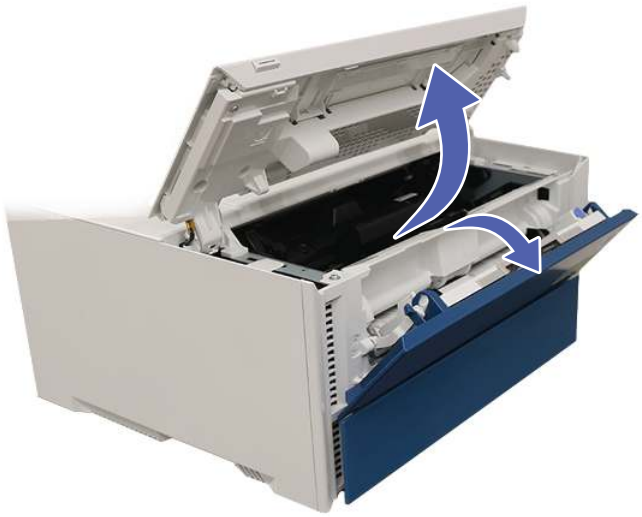
1. Remove Tray 2.

   Figure 4-137 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

   Open toner cartridge door and Tray 1



2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-138 Remove front left cover

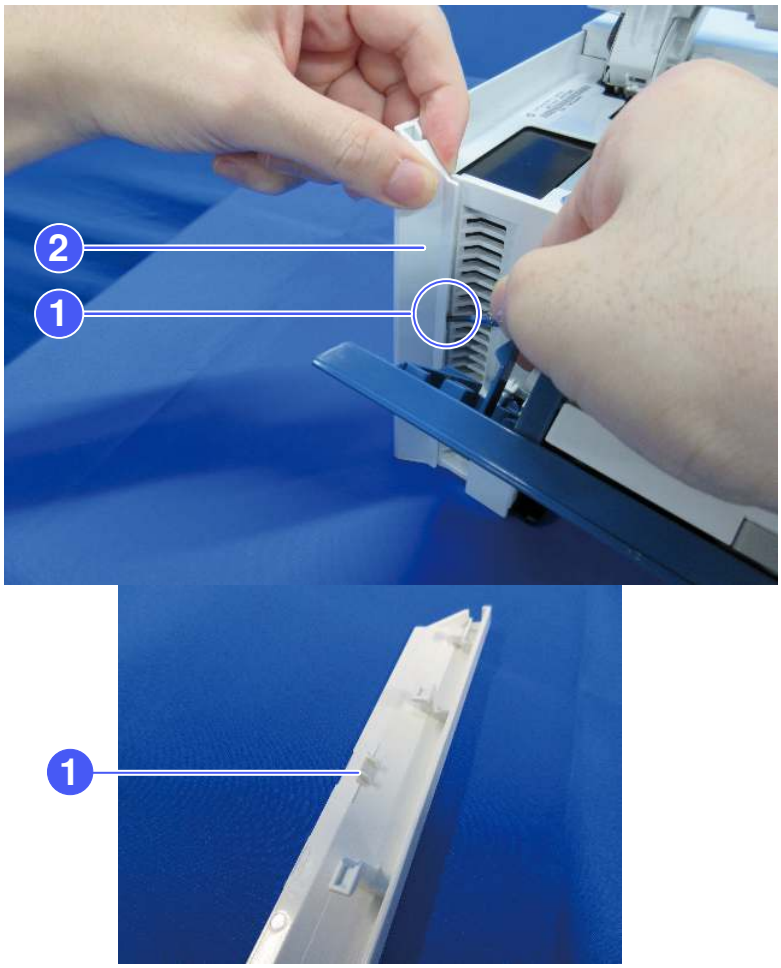


Figure 4-139 Close up of notch for screwdriver

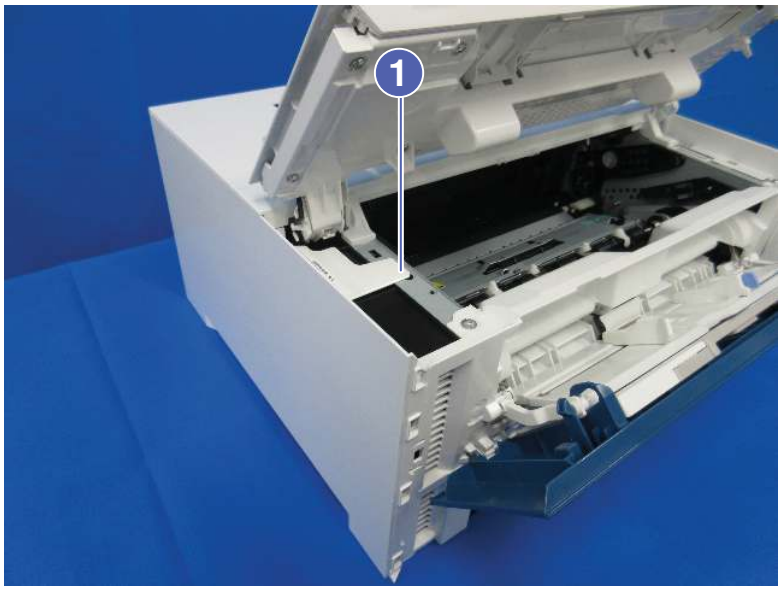


3. Remove the left cover (SFP)

Follow these steps to remove the left cover.

1. Release one tab (callout 1).

Figure 4-140 Release tab

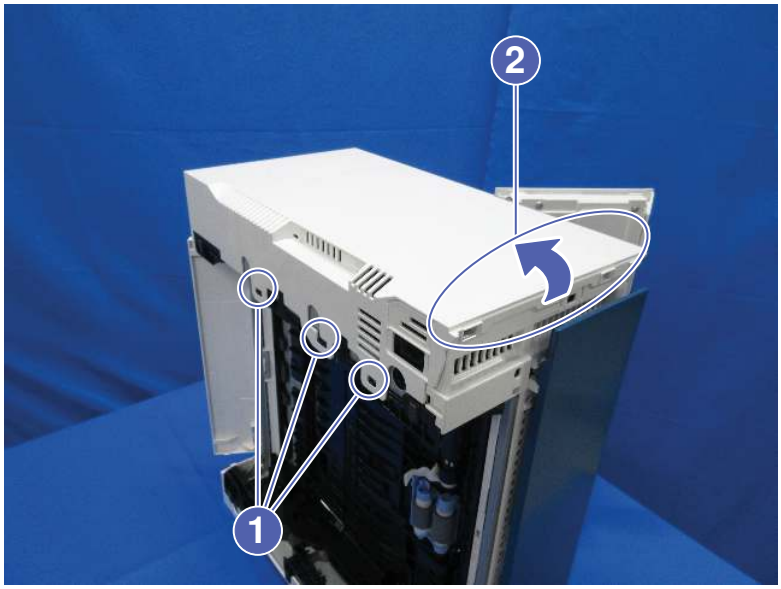


2. Perform the following:

   - For easier access, place the printer so that it is resting on the right side. The left side is now facing up.
   - Release three tabs (callout 1).
   - Pull the front part (callout 2) of the left cover in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

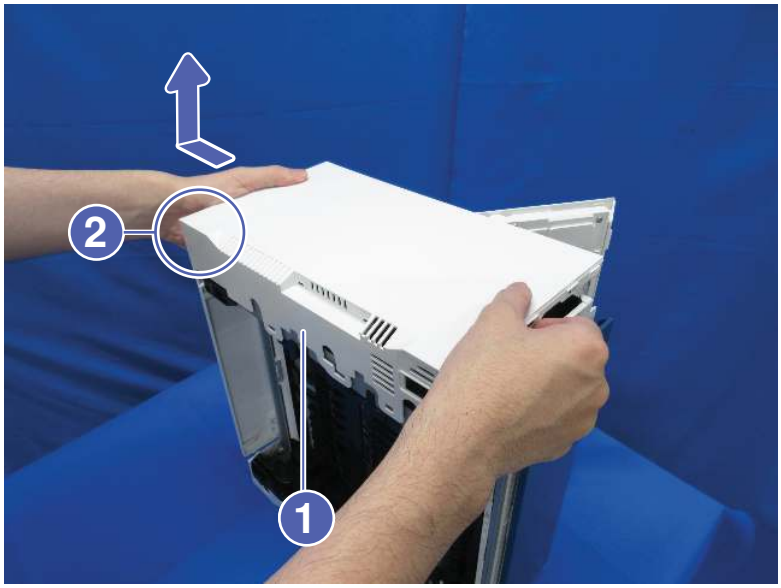
Figure 4-141 Release the left cover



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket (callout 2).

Figure 4-142 Remove left cover

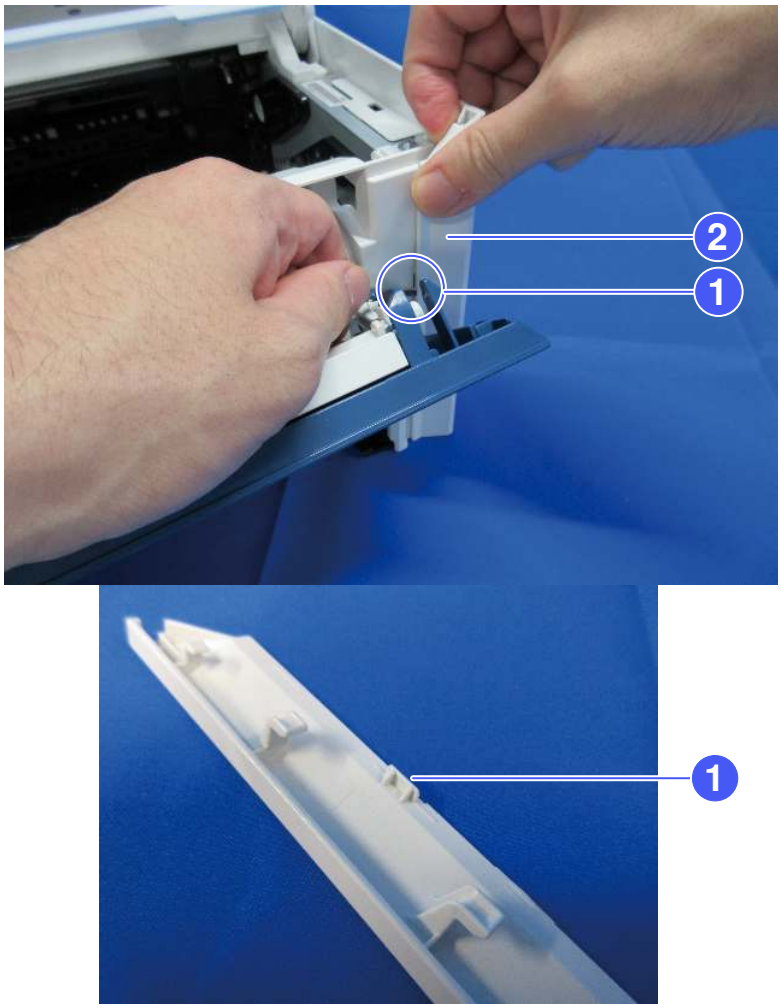


4. Remove the right front cover

Follow these steps to remove the right front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) then slide the cover up and off of the printer.

Figure 4-143 Remove right front cover



NOTE: The notch on the left cover is in the same place as on the right side.

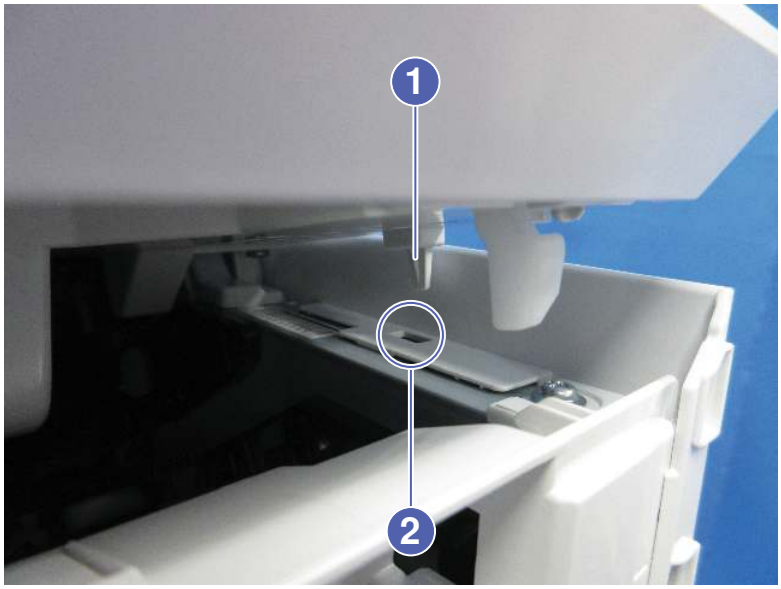
5. Remove the right cover (SFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

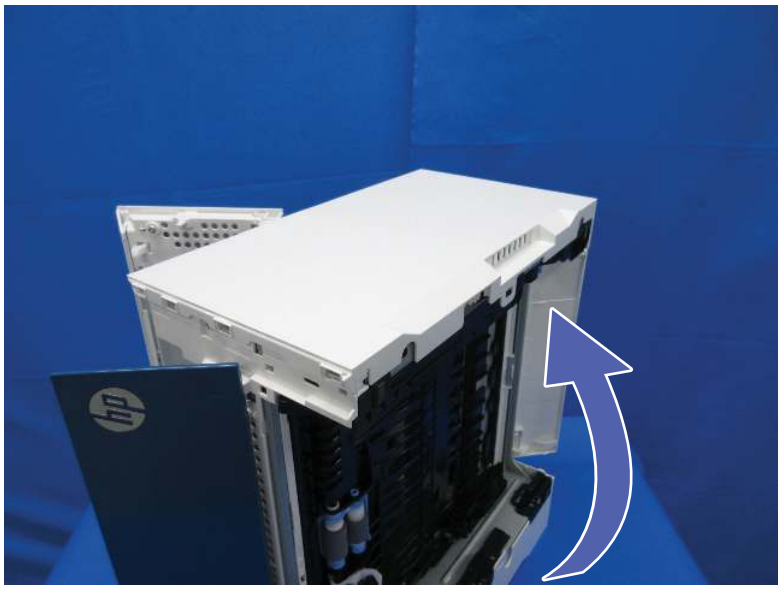
NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-144 Ensure the cartridge door is open



2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

Figure 4-145 Place printer on side

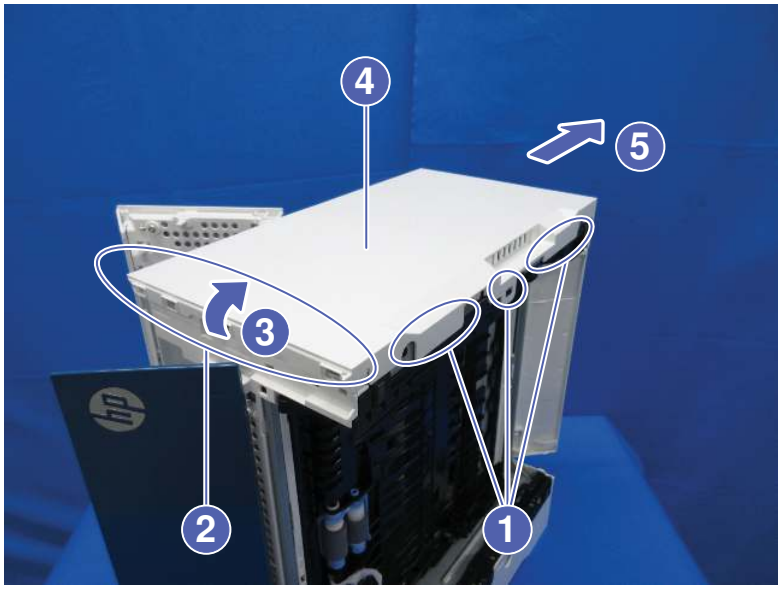


3. Perform the following:

   - Release three tabs (callout 1).
   - The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
   - Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. The cover will not slide without tilting the cover up slightly.

Figure 4-146 Remove right cover



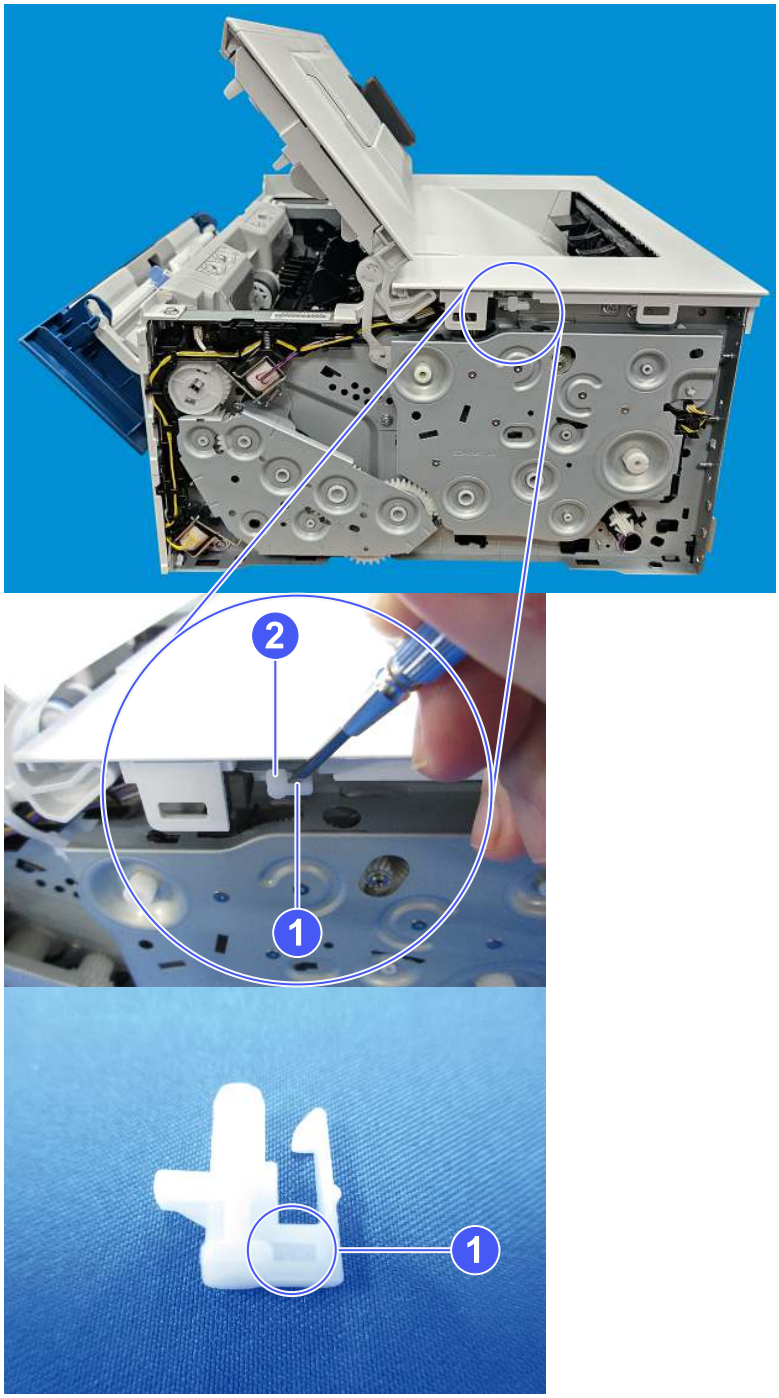
6. Remove the top cover (SFP)

Follow these steps to remove the top cover (SFP).

1. Press a small flat blade screwdriver against the recessed part (callout 1) of the lock pin and pull out the lock pin (callout 2).

IMPORTANT: This locking pin must be saved to install the service part.

Figure 4-147 Remove the locking pin



2. While lowering one tab (callout 1) downward, the door link (callout 2) is removed by sliding in the arrow direction.

NOTE: The door link is loose once detached from the door and can fall off the link arm to which it is connected. Note how the door link arm attaches to the link arm on the side of the printer to reinstall.

Figure 4-148 Detach the link arm

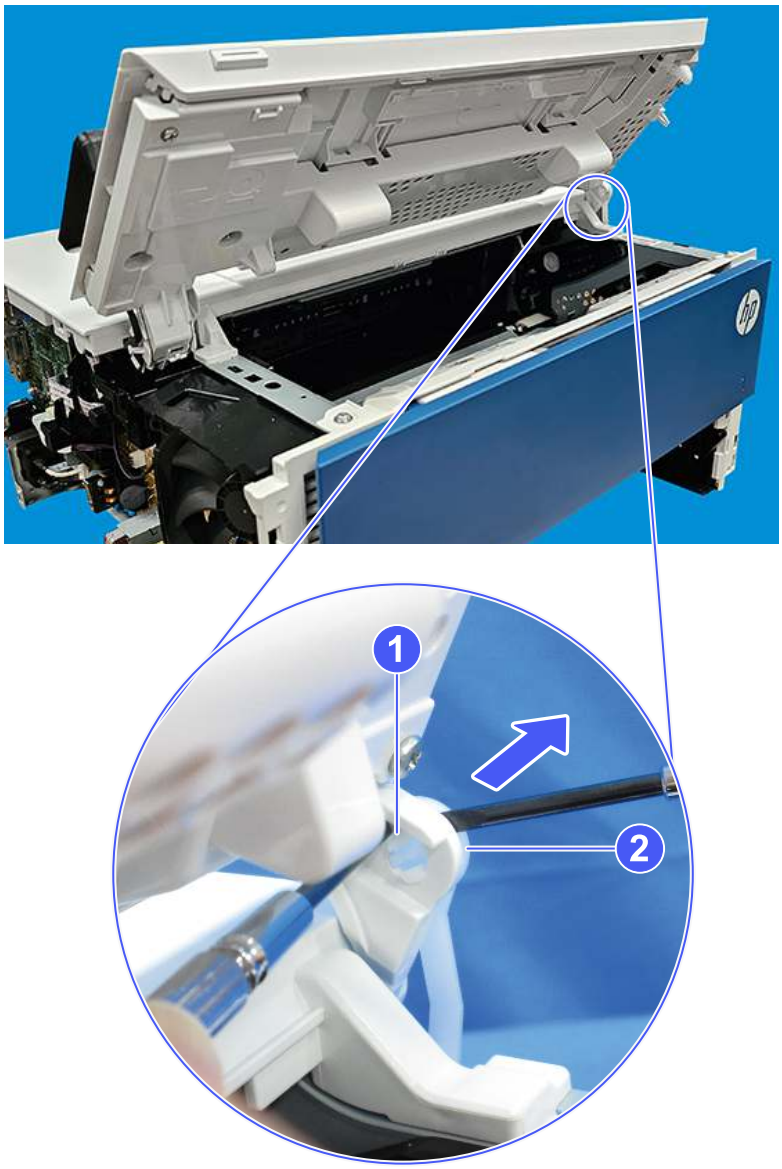
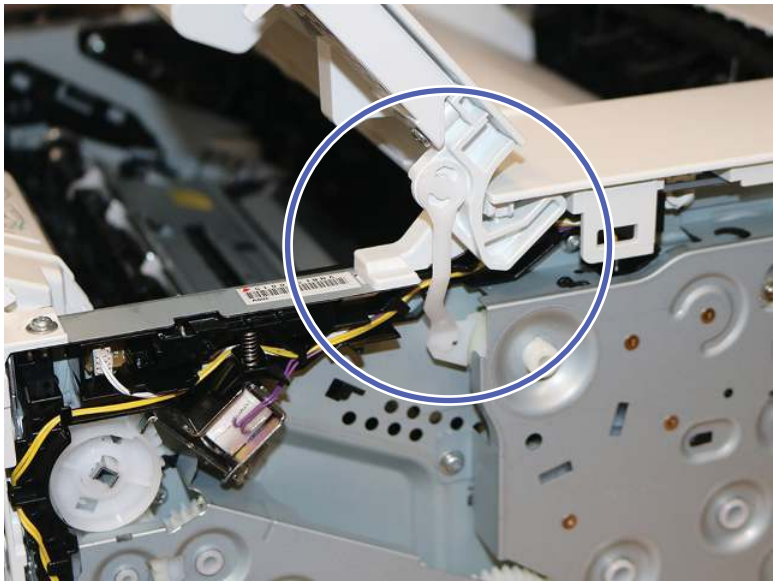
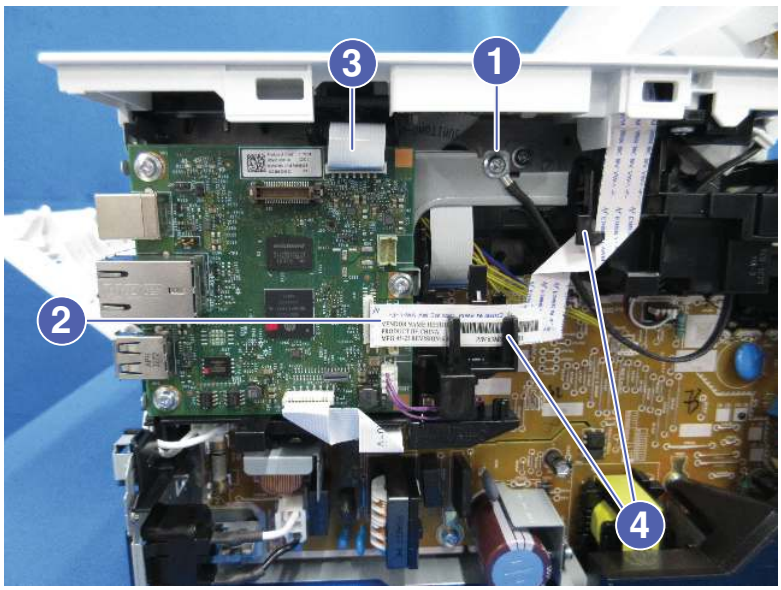


Figure 4-149 Outside view of the door arm link

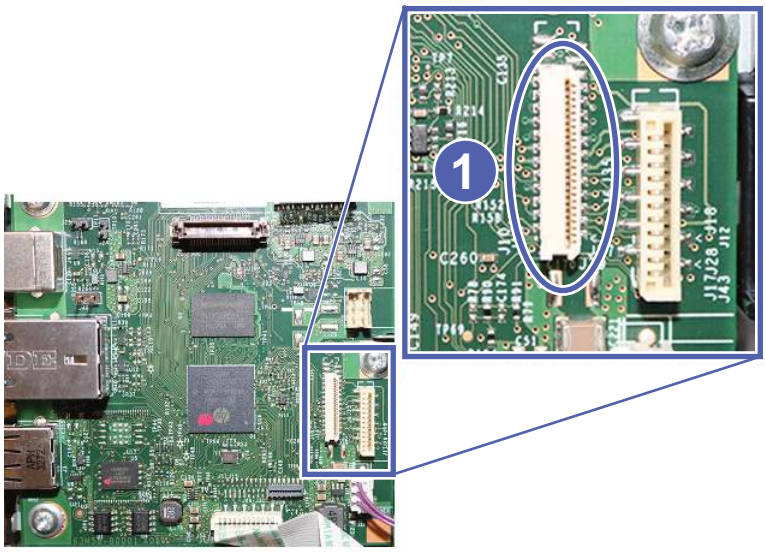


3. On the left side of the printer, perform the following:
   - Remove one screw (callout 1).
   - Remove the FFC (callout 2).
   - Remove the FFC (callout 3) (for Wireless model only).
   - Release the FFC (callout 2) from the cable guide (callout 4).

Figure 4-150 Remove the FFCs and ground

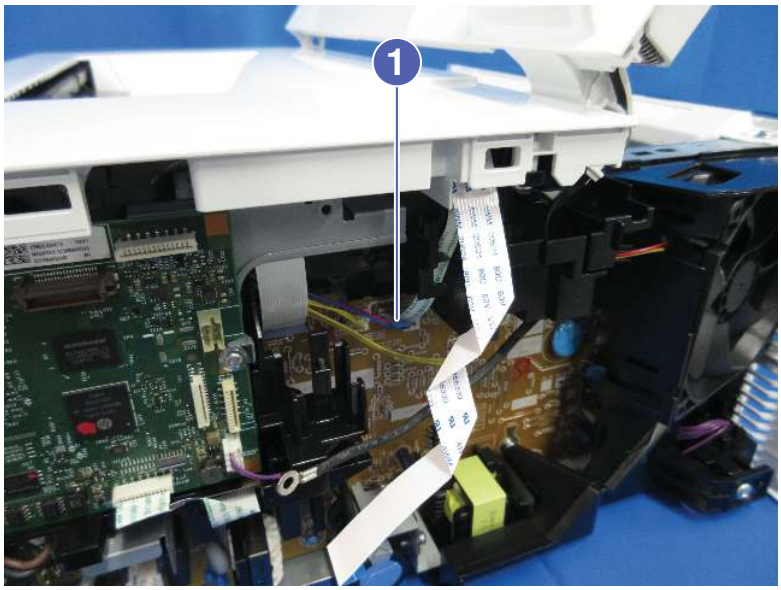


NOTE: When installing the FFC, it must go into the innermost ZIF connector (callout 1).



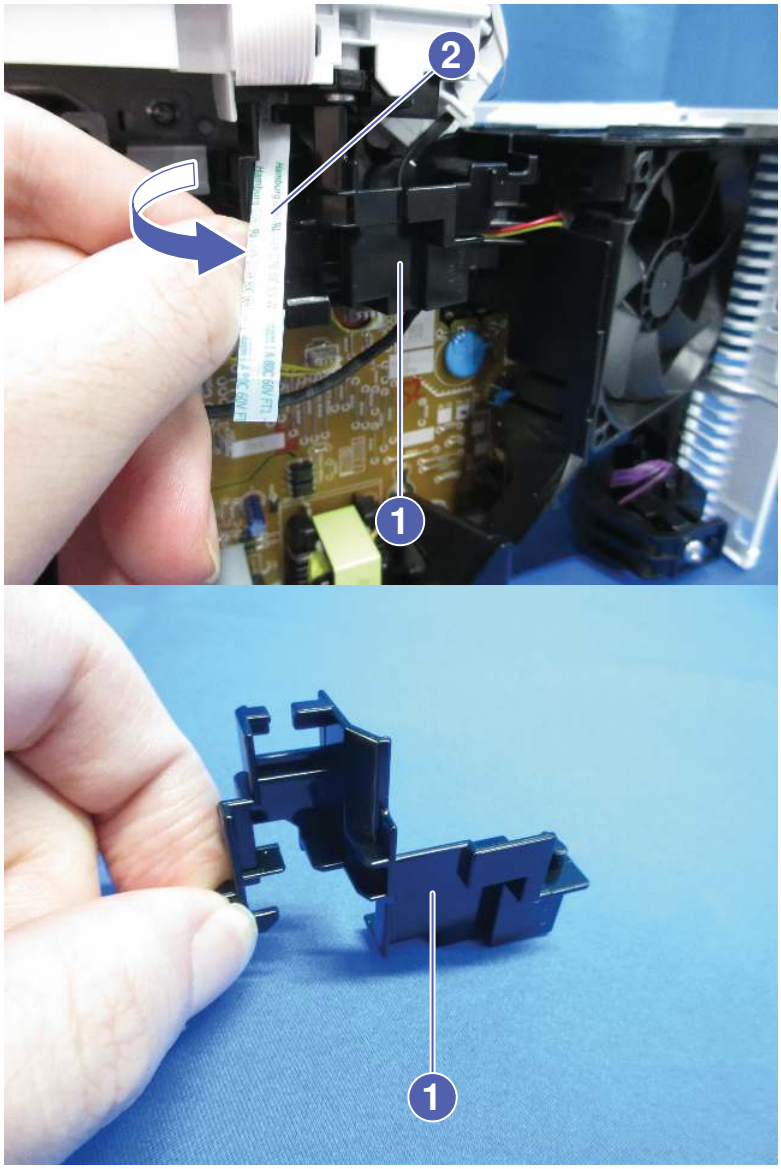
4. Remove the small FFC (callout 1).

Figure 4-151 Remove the small FFC



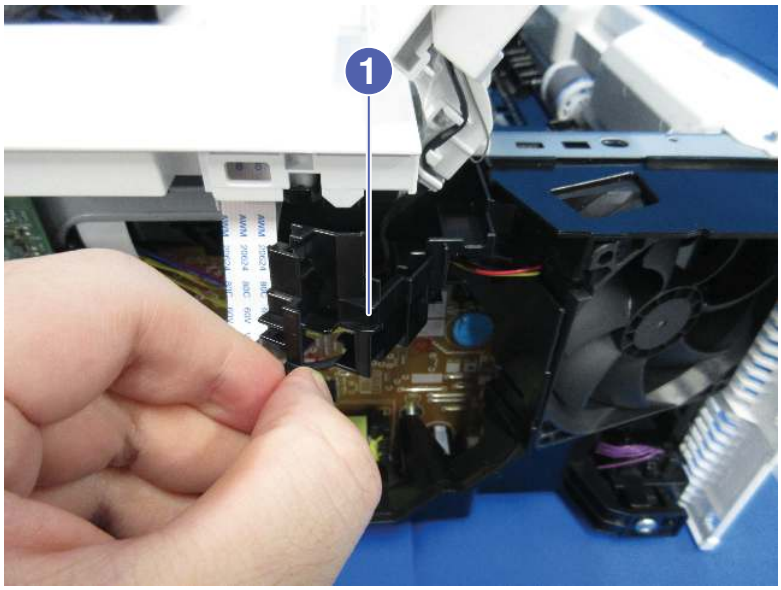
5. Rotate the cable guide (callout 1) in the direction of the arrow, then release the FFC (callout 2) from the cable guide (callout 1).

Figure 4-152 Remove the cable guide



6. Remove the cable guide (callout 1) by sliding downward.

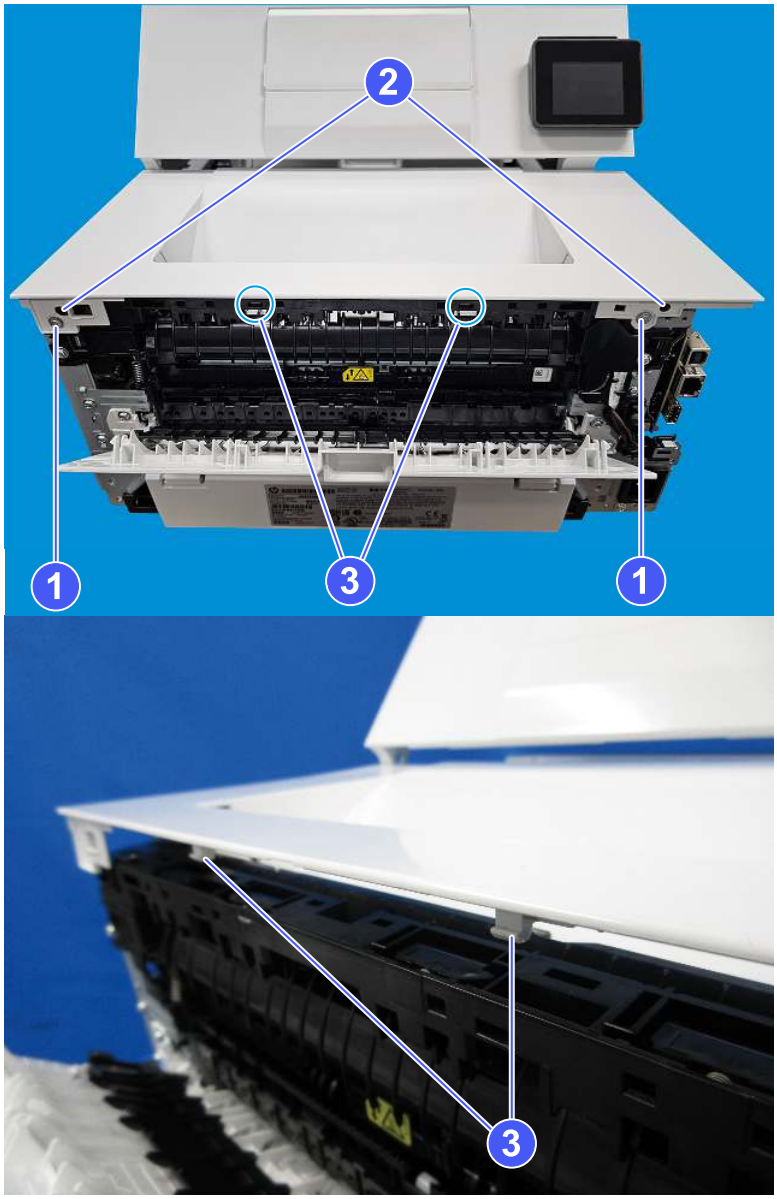
Figure 4-153 Remove the cable guide



NOTE: Keep the cable guide for reinstall.

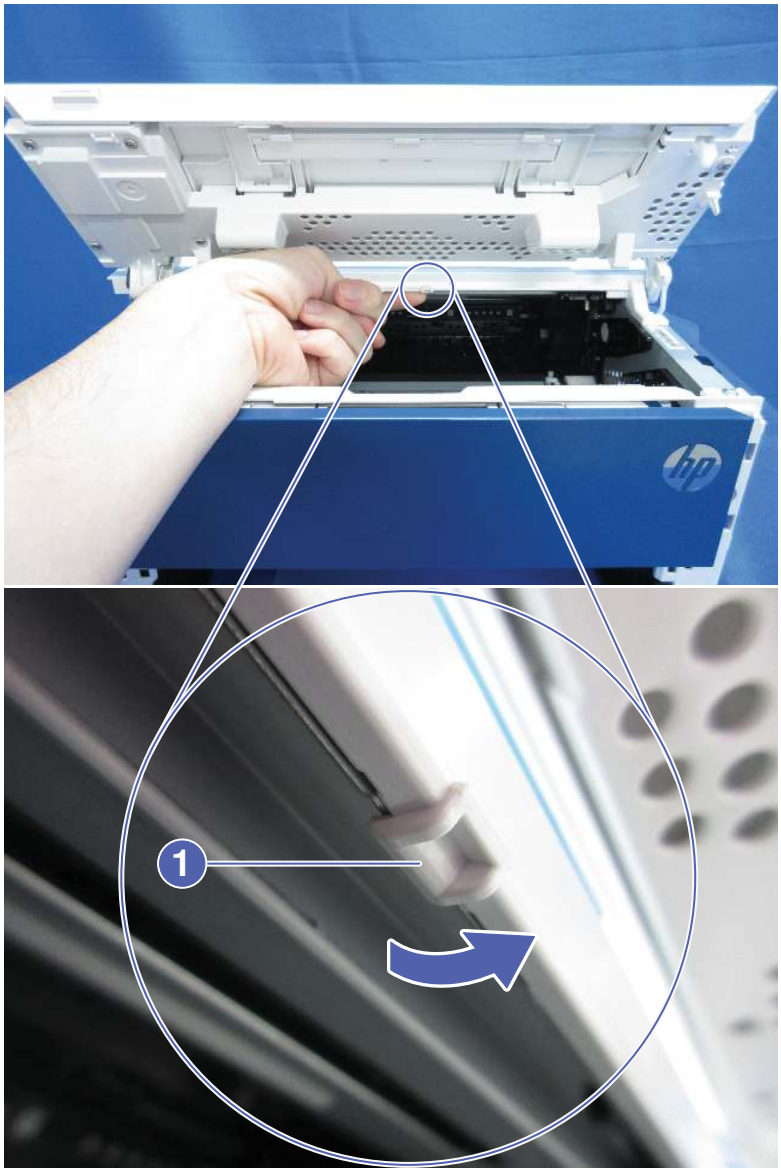
7. Perform the following:
   - Remove two screws (callout 1)
   - Release two bosses (callout 2).
   - Release two tabs (callout 3).

Figure 4-154 Remove the screws and release the tabs



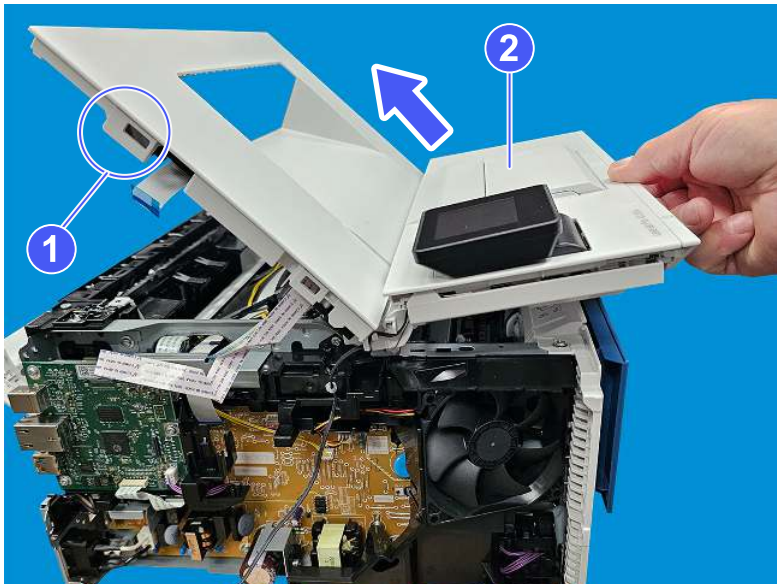
8. Lifting the rear of the top cover, release one tab (callout 1) by pulling forward in the direction of the arrow.

Figure 4-155 Release the tab



9. Lift the rear part (callout 1) of the top cover assembly, then slide the top cover assembly (callout 2) in the direction of the arrow to remove it.

Figure 4-156 Remove the top cover



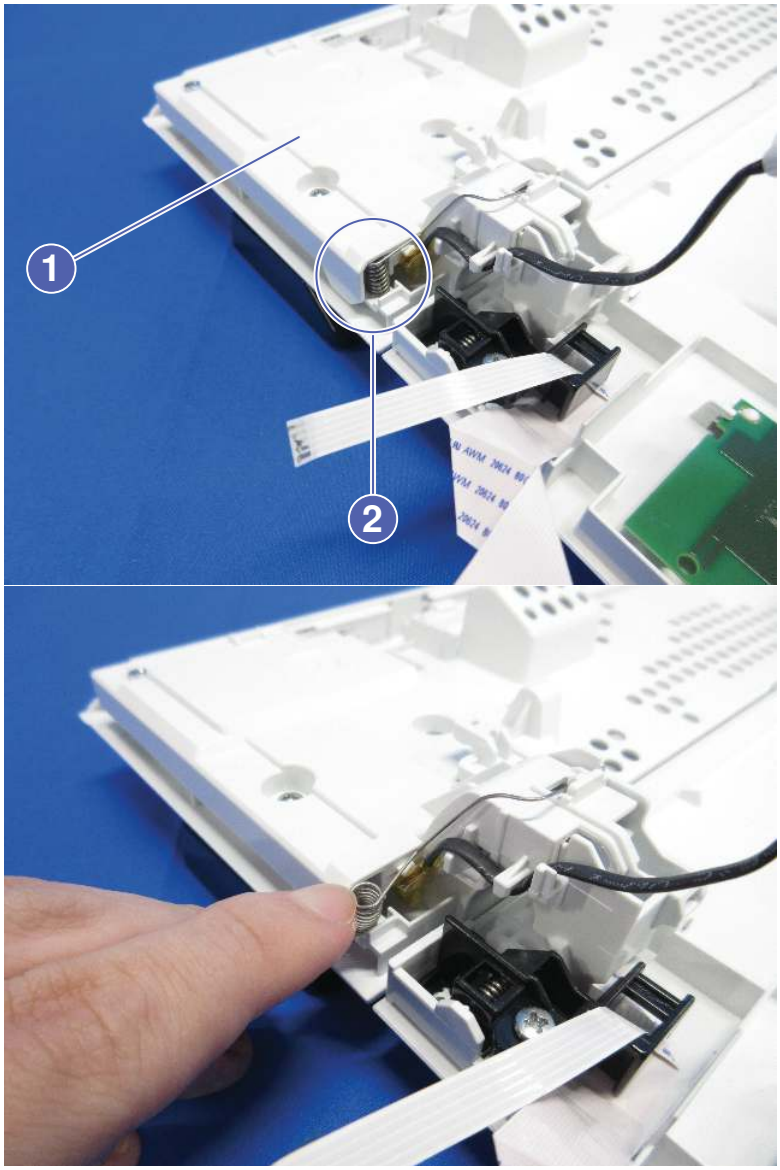
IMPORTANT: This completes the removal of the top cover.

When replacing the top cover use the following steps.

10. If the top cover assembly needs to be replaced with a service part, perform the following.

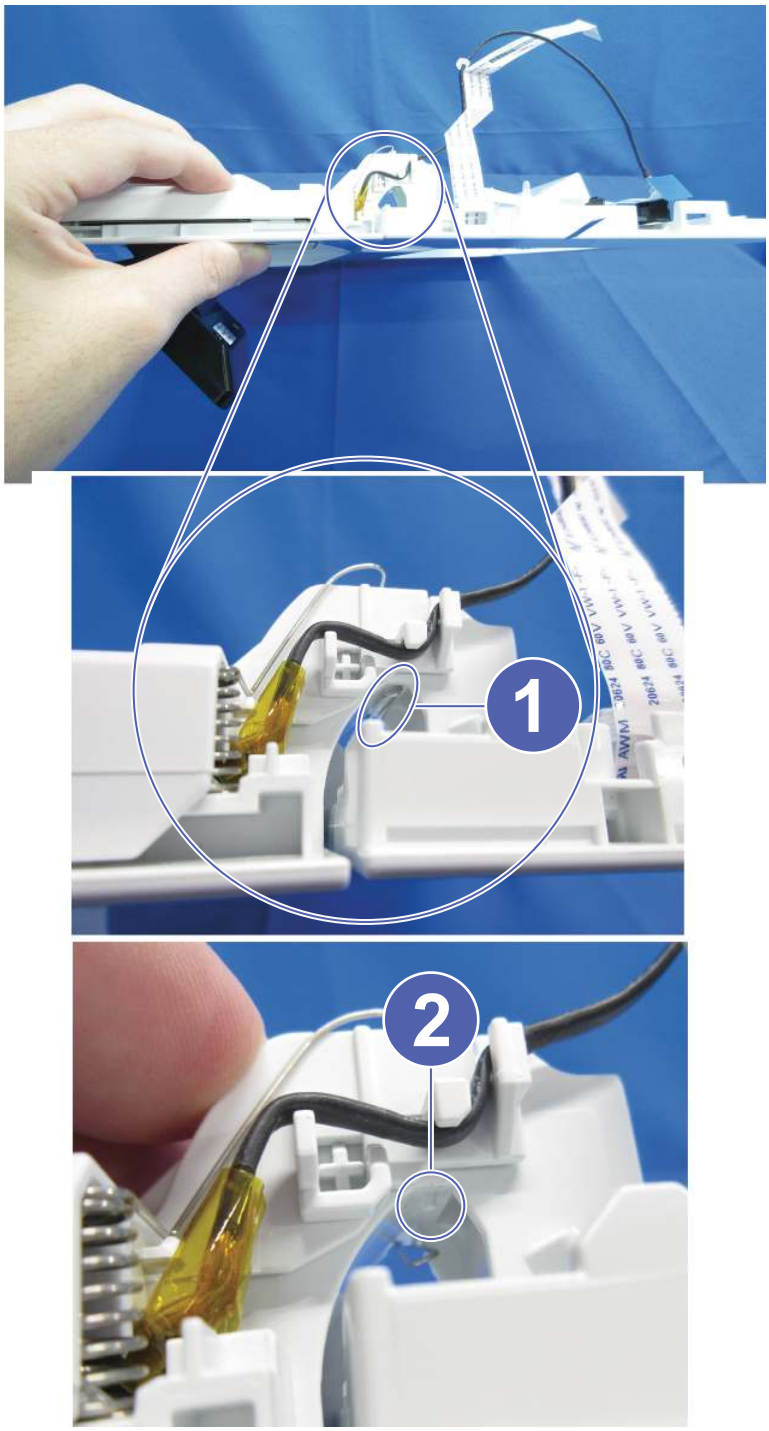
a. Remove the spring (callout 2) from cartridge door assembly. By first removing the spring on the left side as shown.

Figure 4-157 Release the spring



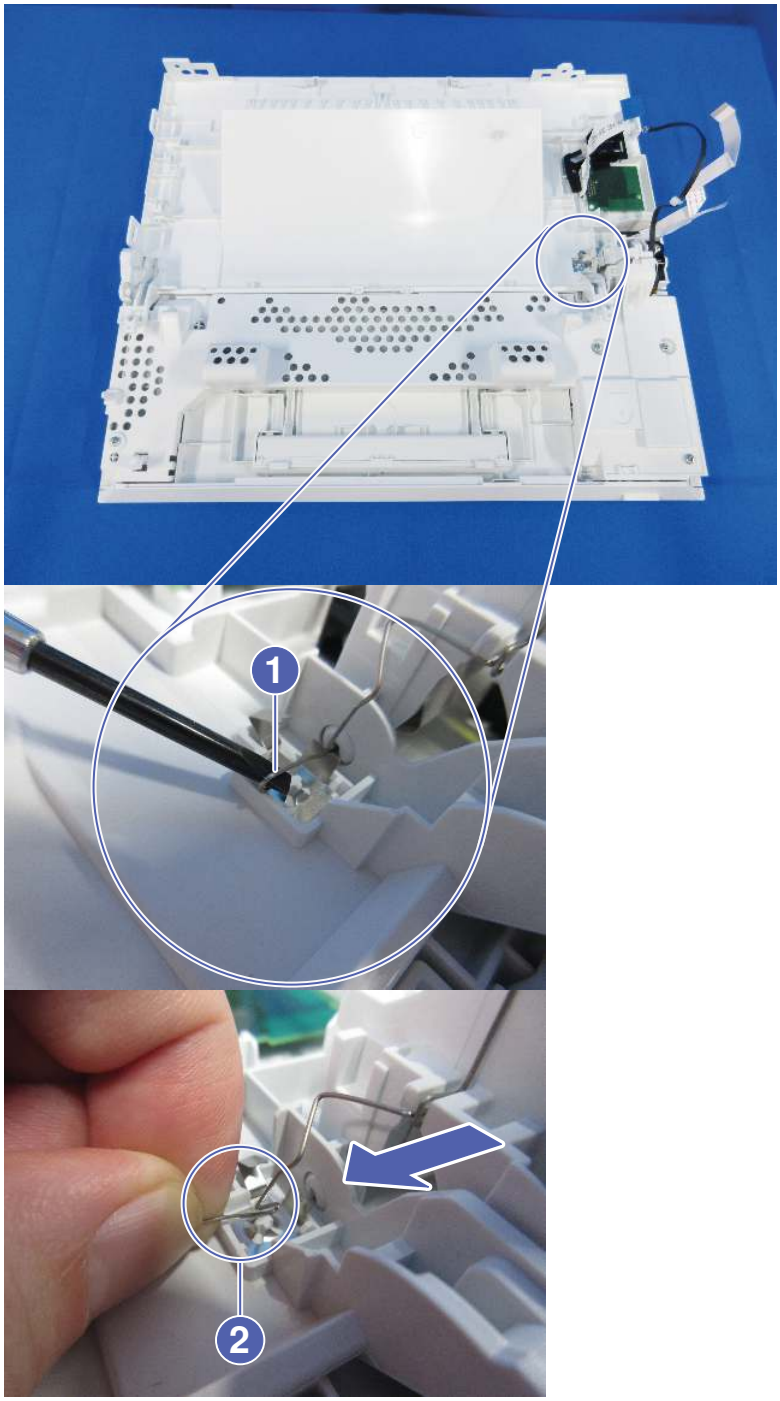
b. Remove spring (callout 1) from boss (callout 2).

Figure 4-158 Release the spring loop



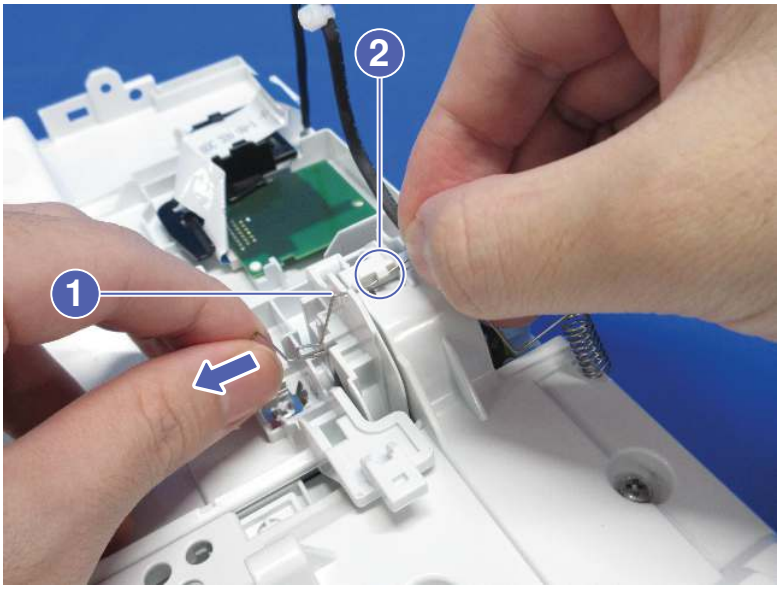
c. Lift the end of the spring (callout 1) slightly, and then pull out the spring (callout 2) in the direction of the arrow.

Figure 4-159 Pull the spring out



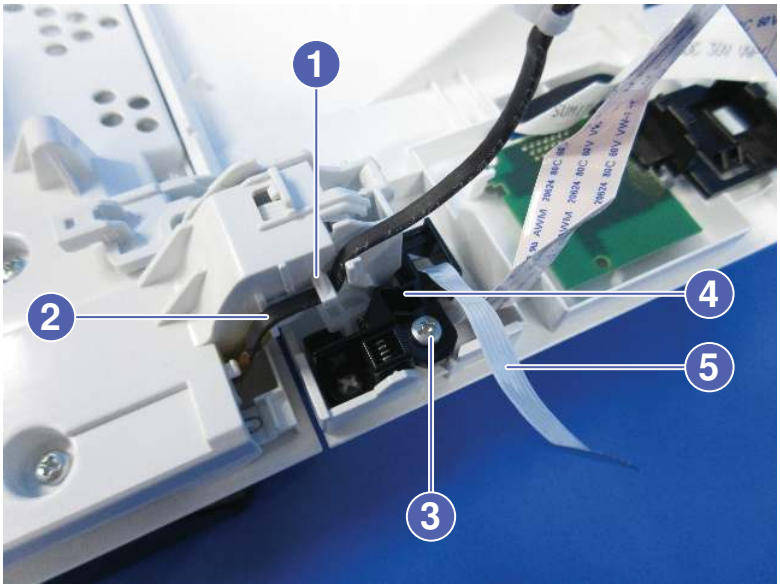
d. The spring (callout 1) is detached from the hook (callout 2), then the spring (callout 1) is removed while sliding it in the direction of the arrow.

Figure 4-160 Remove the spring



e. Remove the ground cable (callout 2) from the cable guide (callout 1). Remove one screw (callout 3), then remove the latch (callout 4). Release the FFC (callout 5) from the latch (callout 4).

Figure 4-161 Remove ground cable



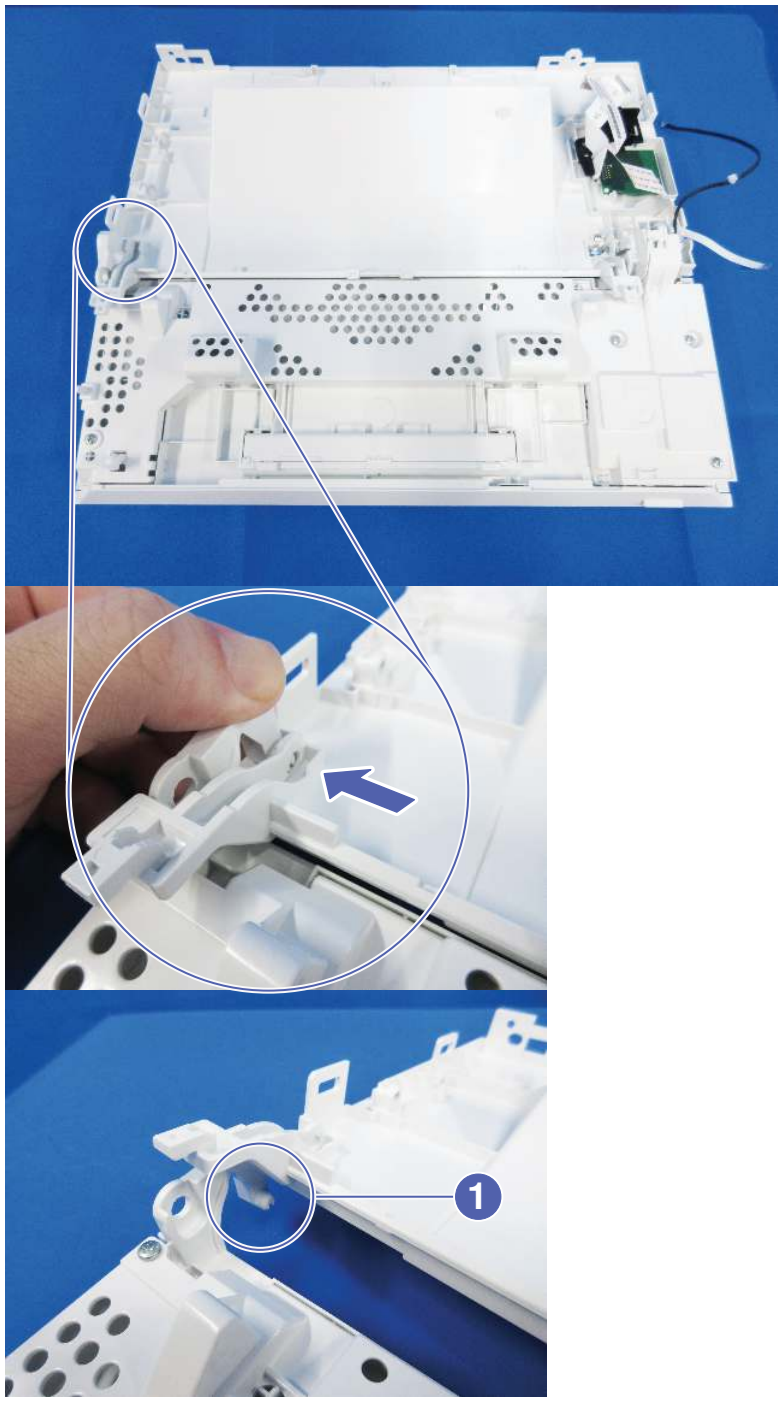
f. Position the two halves of the top cover at an angle as shown.

Figure 4-162 Align the top cover



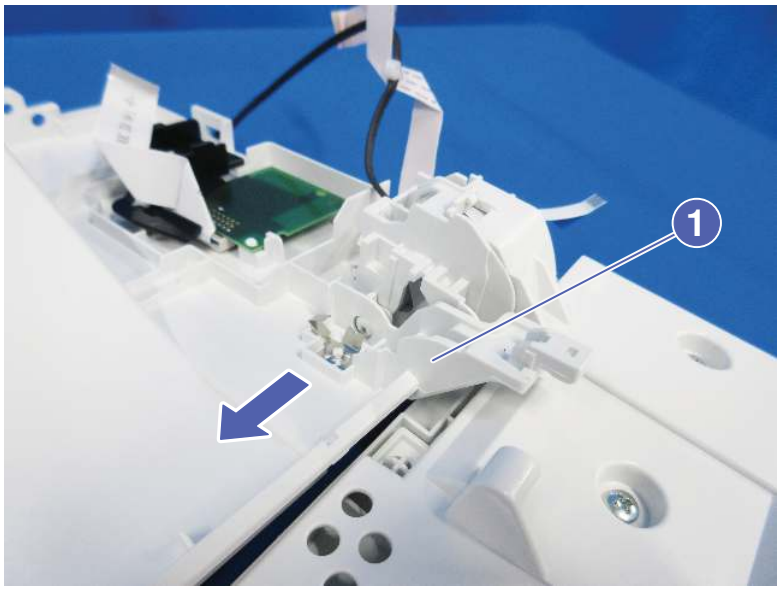
g. Remove the shaft (callout 1) by bending the cover in the direction of the arrow.

Figure 4-163 Release post



h. Slide the top cover assembly (callout 1) in the direction of the arrow to remove it.

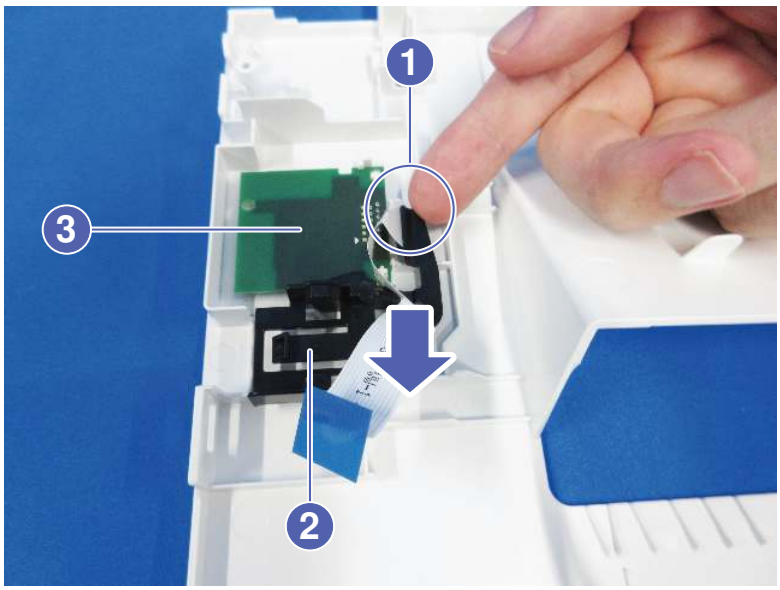
Figure 4-164 Slide top cover in the direction of the arrow



i. Lift the end of the Wi-Fi retaining bracket (callout 1), then slide the holder (callout 2) in the direction of the arrow to remove it. Remove the Wi-Fi PCA (callout 3).

NOTE: For Wireless models only. IMPORTANT: When reinstalling the Wireless PCA, the PCA must be installed before the retaining bracket.

Figure 4-165 Remove the Wi-Fi PCA



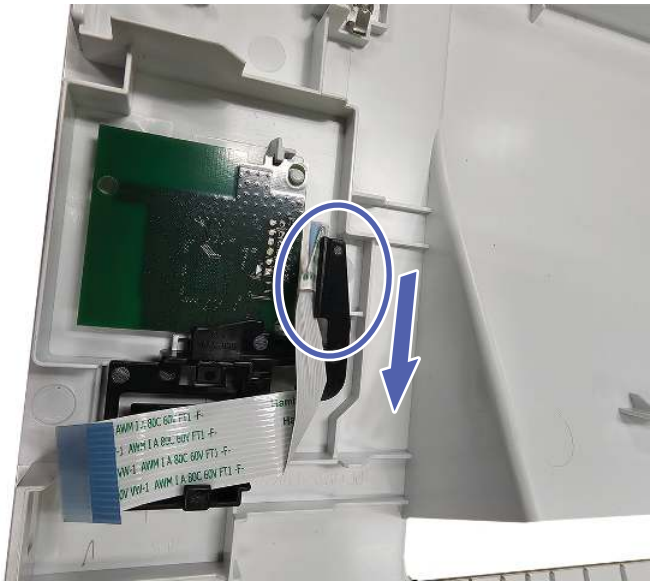
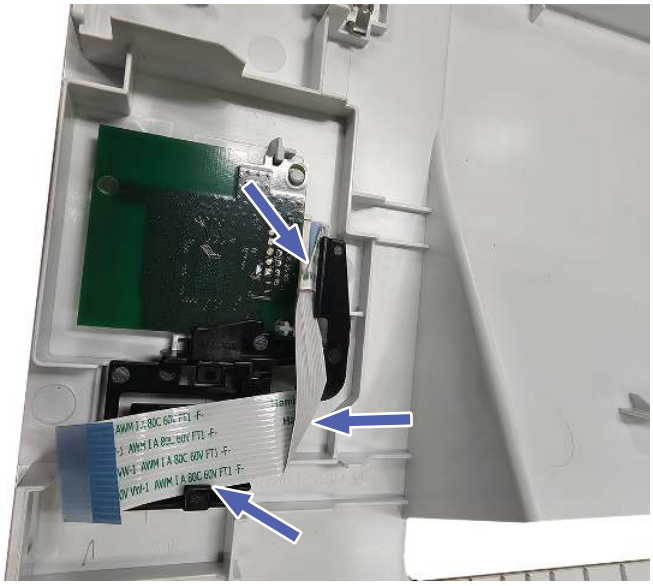


Figure 4-166 When reinstalling note the proper layout of Wi-Fi FFC



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.

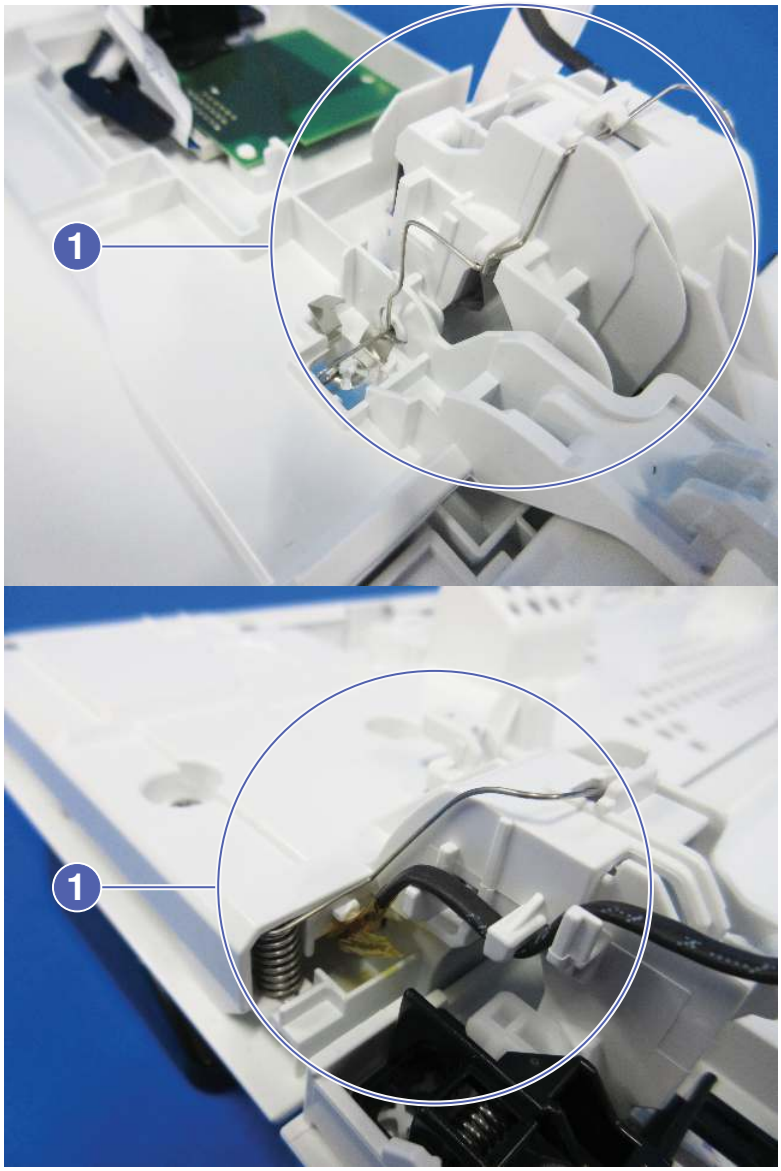
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

8. Install the top cover

Follow these steps to install the front cover.

1. Be careful not to forget to assemble the contact spring (callout 1).

Figure 4-167 Install spring



2. To assemble the top cover assembly, confirm that the alienation lever (callout 1) is in an alienated state. If it is in the abutting state, pull the alienation lever in the direction of the arrow to bring it into the alienation state.

Figure 4-168 Alienation state

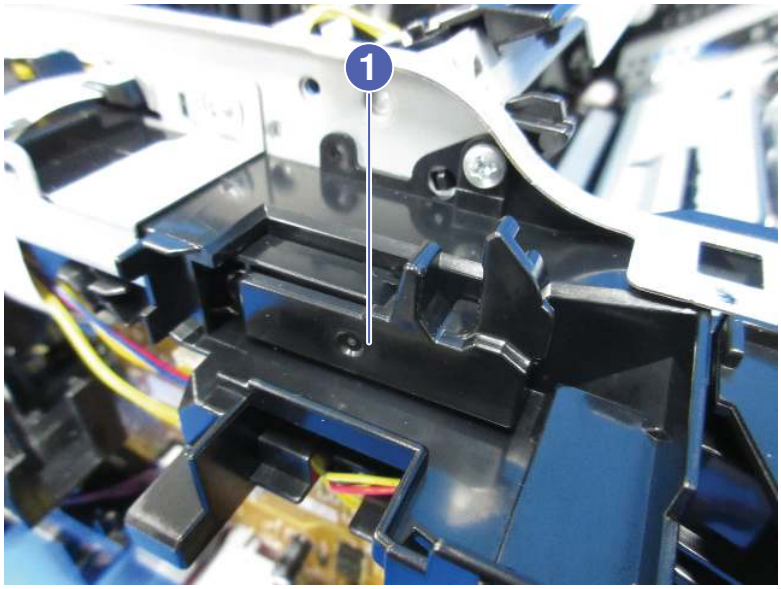
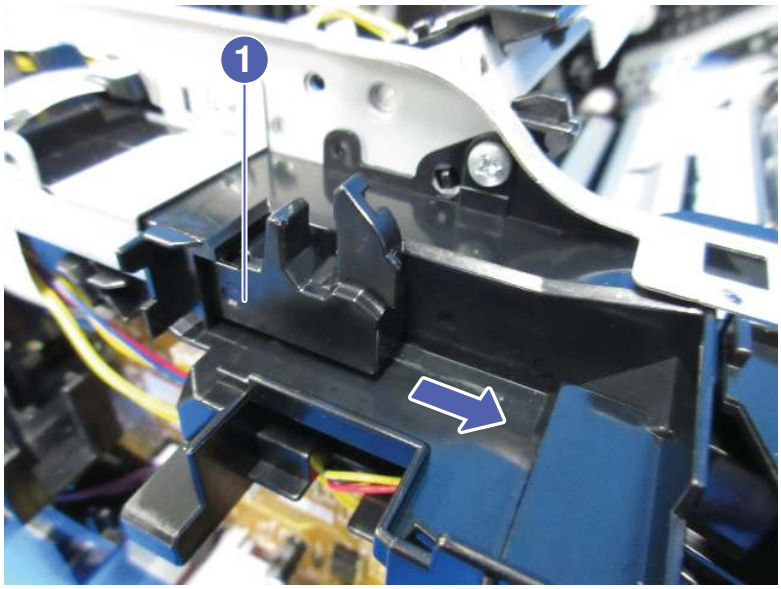
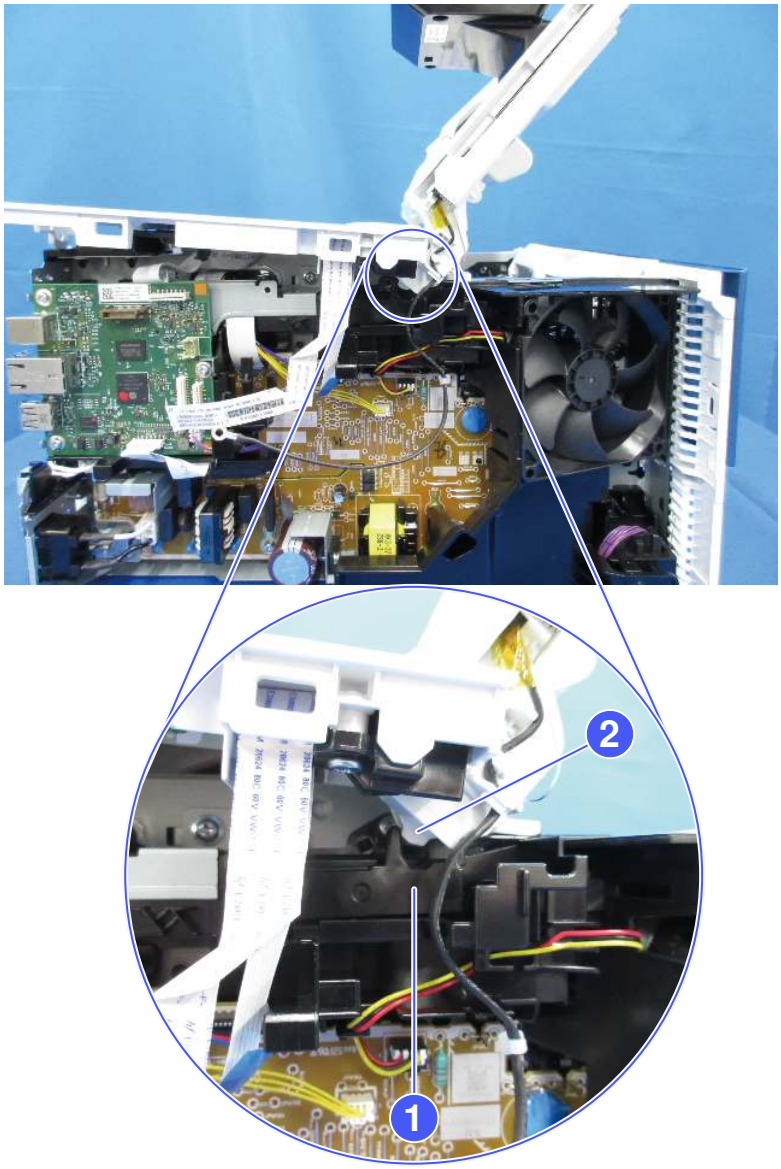


Figure 4-169 Abutting state



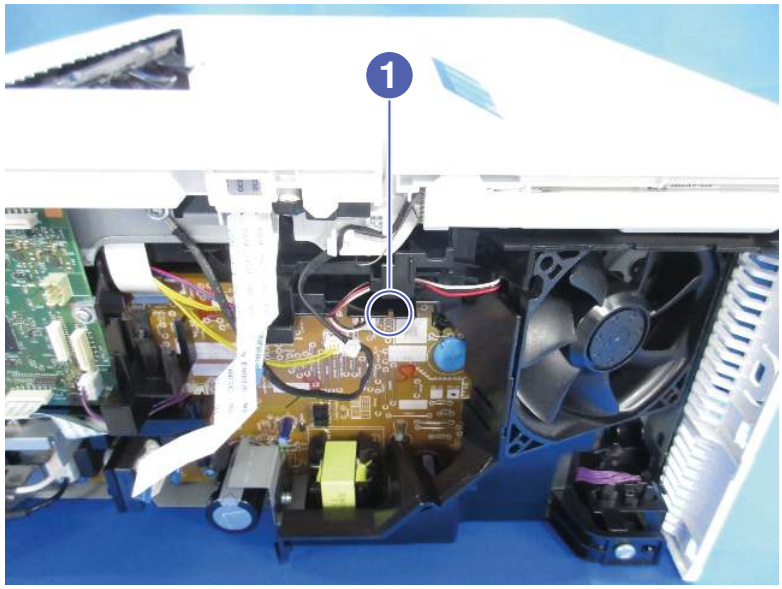
3. The arm (callout 2) of the cartridge door assembly is fitted into a U-shaped area in the lever (callout 1). When the cartridge door assembly is assembled in an open state, lever (callout 1) and arm (callout 2) are easily engaged.

Figure 4-170 Cartridge door installation

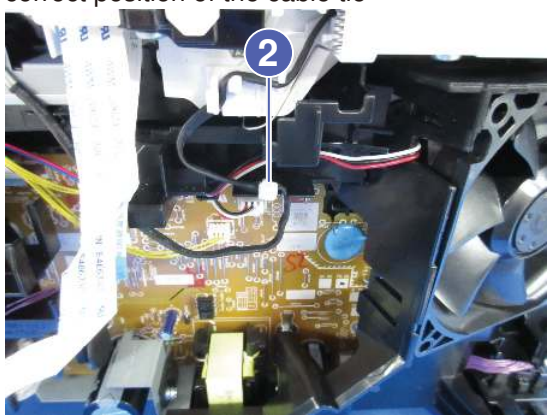


4. When assembling the ground cable to the slit (callout 1) of the rib, the cable tie (callout 2) shall be placed above the slit (callout 1).

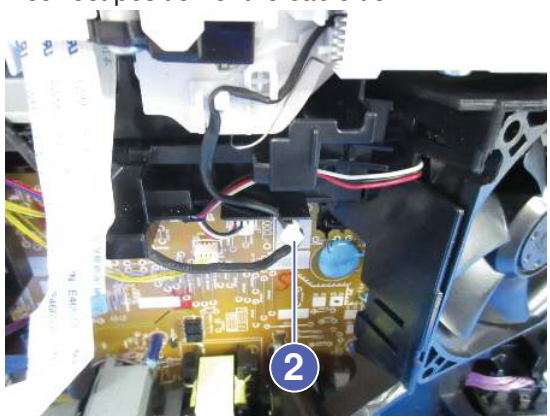
Figure 4-171 Ground cable position



correct position of the cable tie

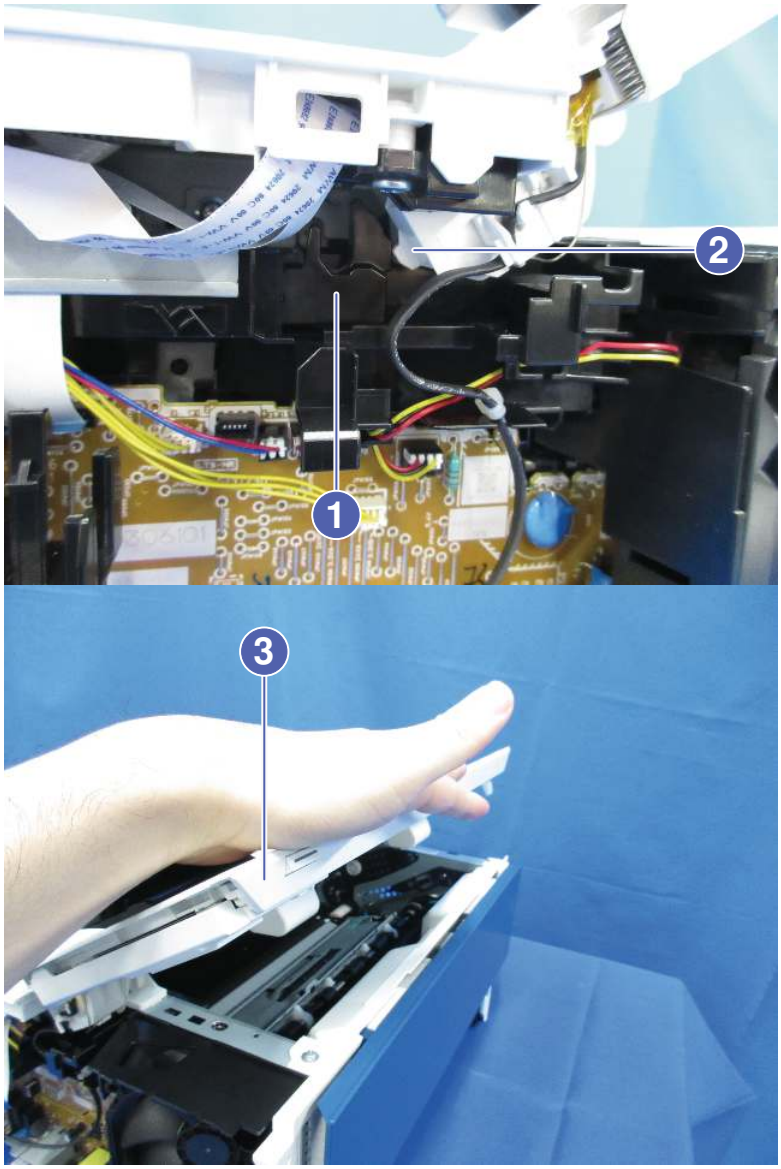


incorrect position of the cable tie



5. If the arm (callout 2) of the cartridge door assembly is not properly seated within the U-shaped area of the lever (callout 1), the cartridge door assembly (callout 3) cannot be closed. If it cannot be closed, do not force it. Instead, refer to the notes on assembly 3 and reassemble accordingly.

Figure 4-172 Ensure the door is properly installed



Removal and replacement: Top cover assembly (MFP)

Learn how to remove and replace the top cover.

Mean time to repair: 14 minutes

Service level: Easy

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**

2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-19 Part information

Part number	Part description
RM3-2107-000CN	Top cover assembly MFP

Required tools

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

Post service test

Make sure that toner cartridge door correctly opens and closes.

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

Print any pages necessary to make sure the printer is functioning correctly.

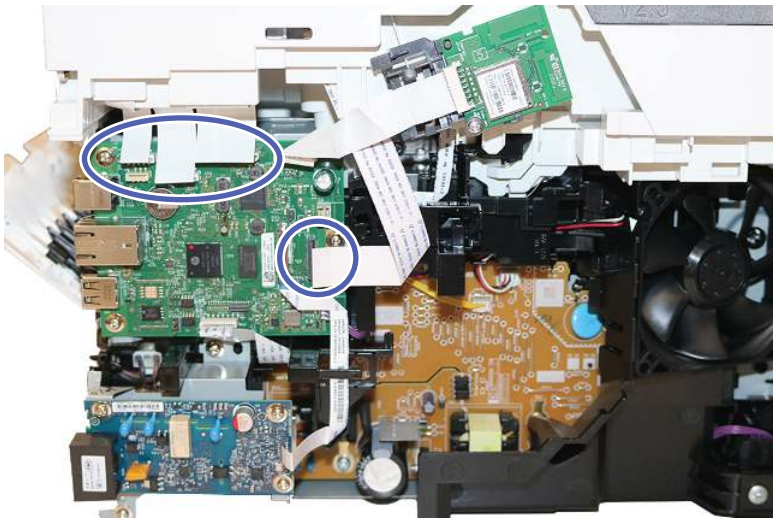
1. Remove the integrated scanner assembly (MFP only)

Follow these steps to remove the integrated scanner assembly (MFP only).

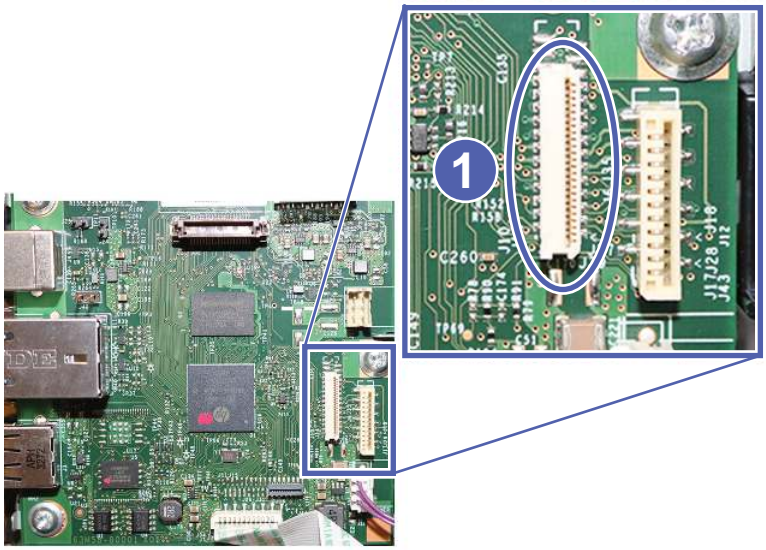
NOTE: MFP models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

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

Figure 4-173 Disconnect the FFCs



NOTE: When installing the FFC on the right side of the formatter, it must go into the innermost ZIF connector (callout 1).



2. Remove one screw (callout 1), and then release the ground wire from the guide.

Figure 4-174 Release the ground wire



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

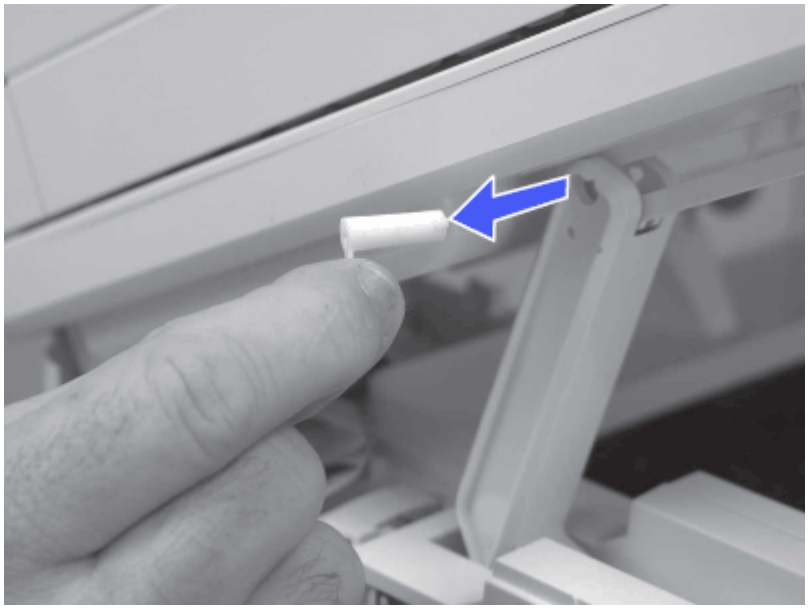
Figure 4-175 Release one tab and rotate the slider pin



4. Remove the slider pin.

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

Figure 4-176 Remove the pin



5. While firmly holding the ISA, rotate the ISA towards the rear of the printer until it stops.

Figure 4-177 Rotate the ISA towards the rear of the printer



6. Slide the ISA over and up as shown to remove from the printer.

Figure 4-178 Release the ISA



2. Remove Tray 2 and open printer

Follow these steps.

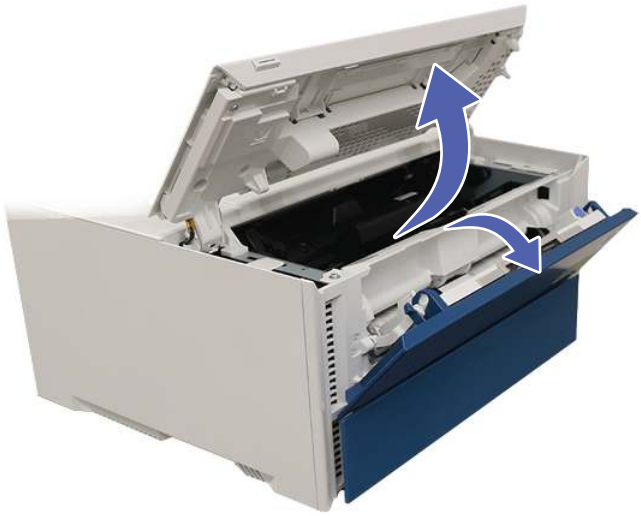
1. Remove Tray 2.

Figure 4-179 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

Open toner cartridge door and Tray 1



3. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-180 Remove front left cover

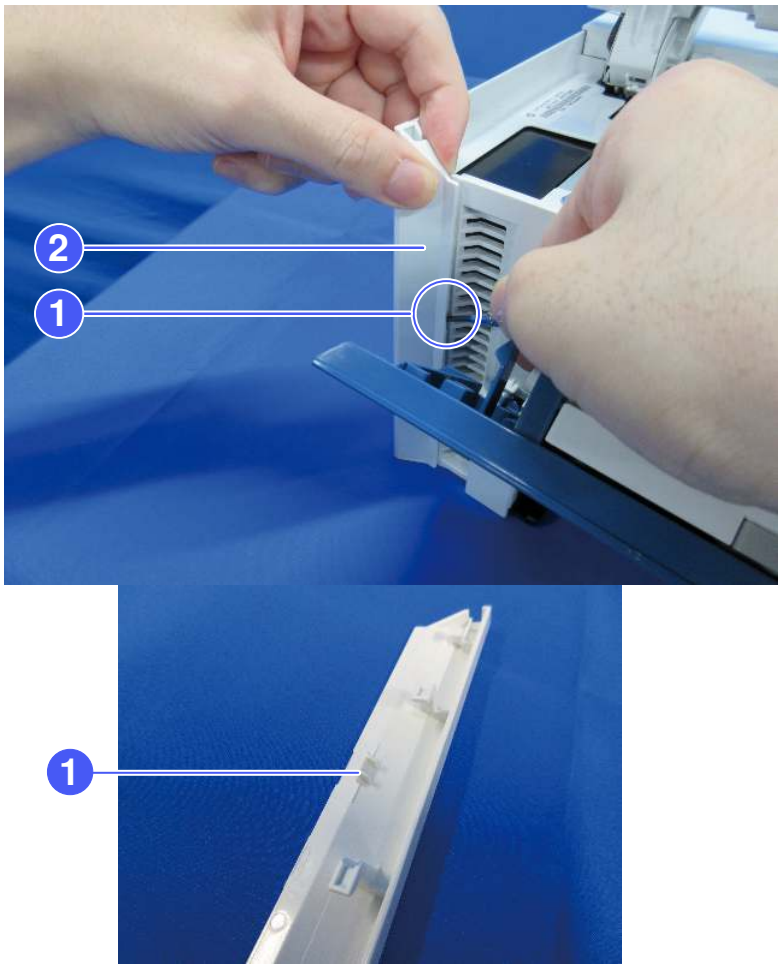


Figure 4-181 Close up of notch for screwdriver

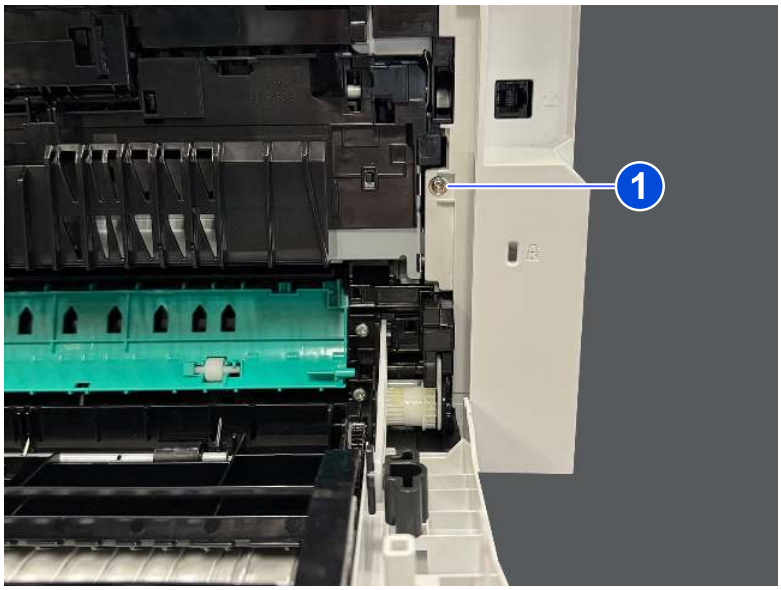


4. Remove the left cover (MFP)

Follow these steps to remove the left cover.

1. Remove one screw and free the ground wire (callout 1).

Figure 4-182 Remove ground screw



2. Perform the following:

- Place the printer on its right side so that the left side is the face up.

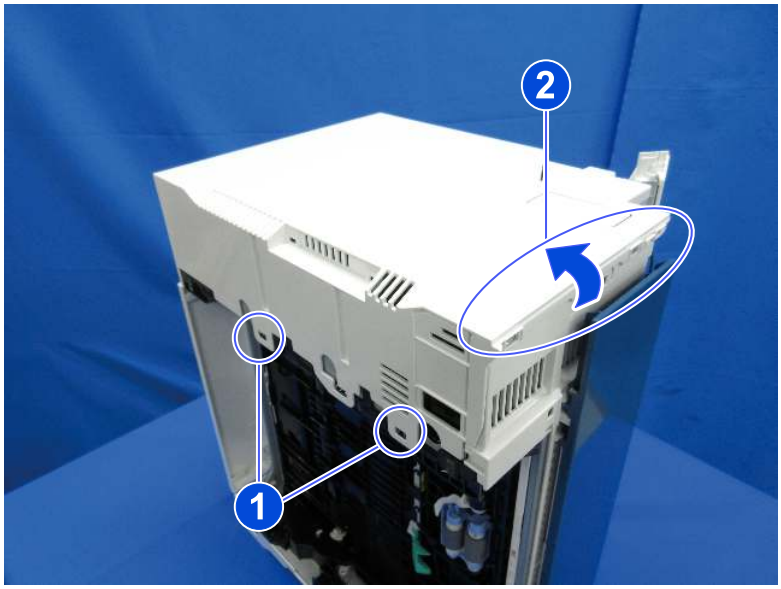
IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

- Release three tabs (callout 1).
- Pull the front part of the left cover (callout 2) in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

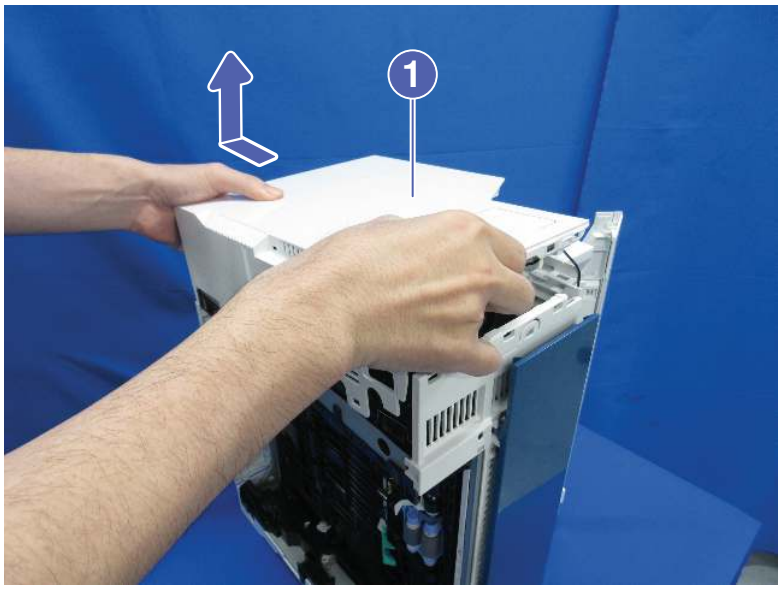
TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket.

Figure 4-183 Release cover tabs



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

Figure 4-184 Remove the cover

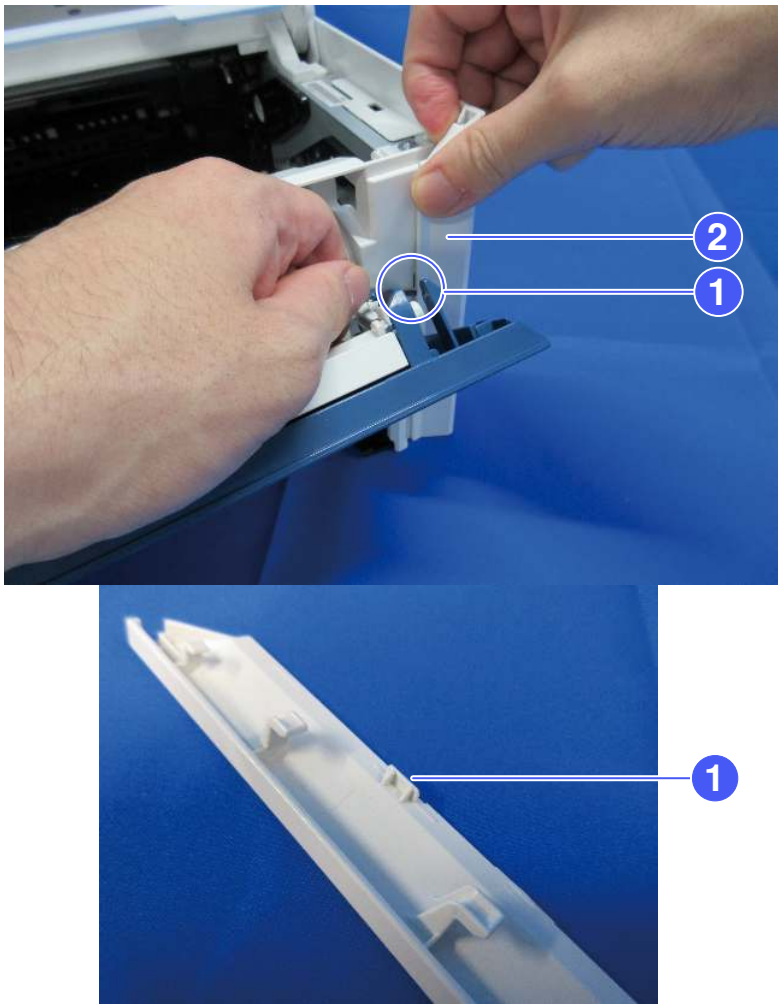


5. Remove the right front cover

Follow these steps to remove the right front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) then slide the cover up and off of the printer.

Figure 4-185 Remove right front cover



NOTE: The notch on the left cover is in the same place as on the right side.

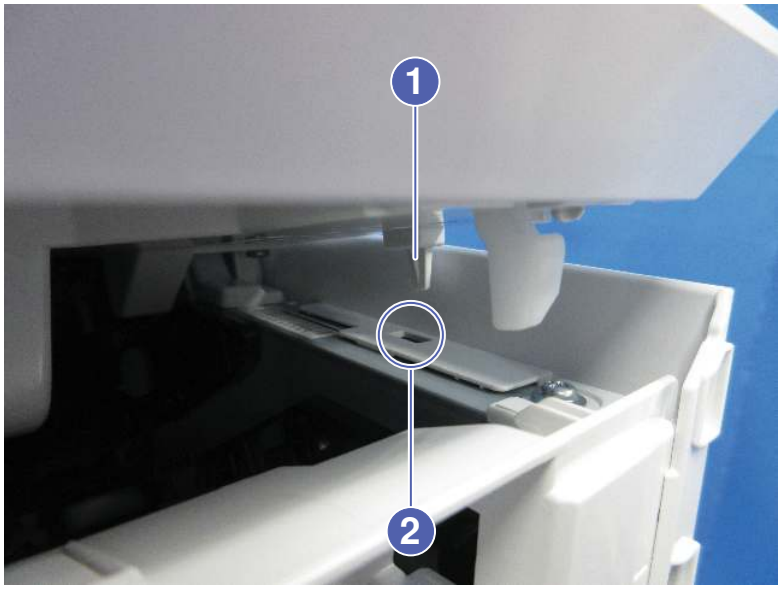
6. Remove the right cover (MFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-186 Ensure the cartridge door is open



2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

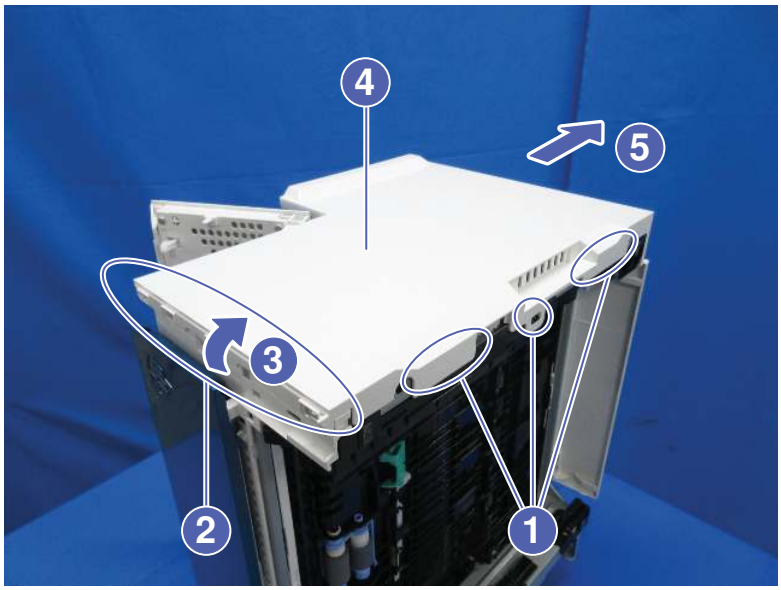
IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

3. Perform the following:

   - Release three tabs (callout 1).
   - The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
   - Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. You cannot slide the cover without tilting the cover up slightly.

Figure 4-187 Remove cover



7. Remove the top cover (MFP)

Follow these steps to remove the top cover.

1. While lowering one tab (callout 1) downward, the door link (callout 2) is removed by sliding in the arrow direction.

NOTE: The door link is loose after it is detached from the door and can fall off the link arm which it is connected. Note how the door link arm attaches to the link arm on the side of the printer for installation.

Figure 4-188 Release door link

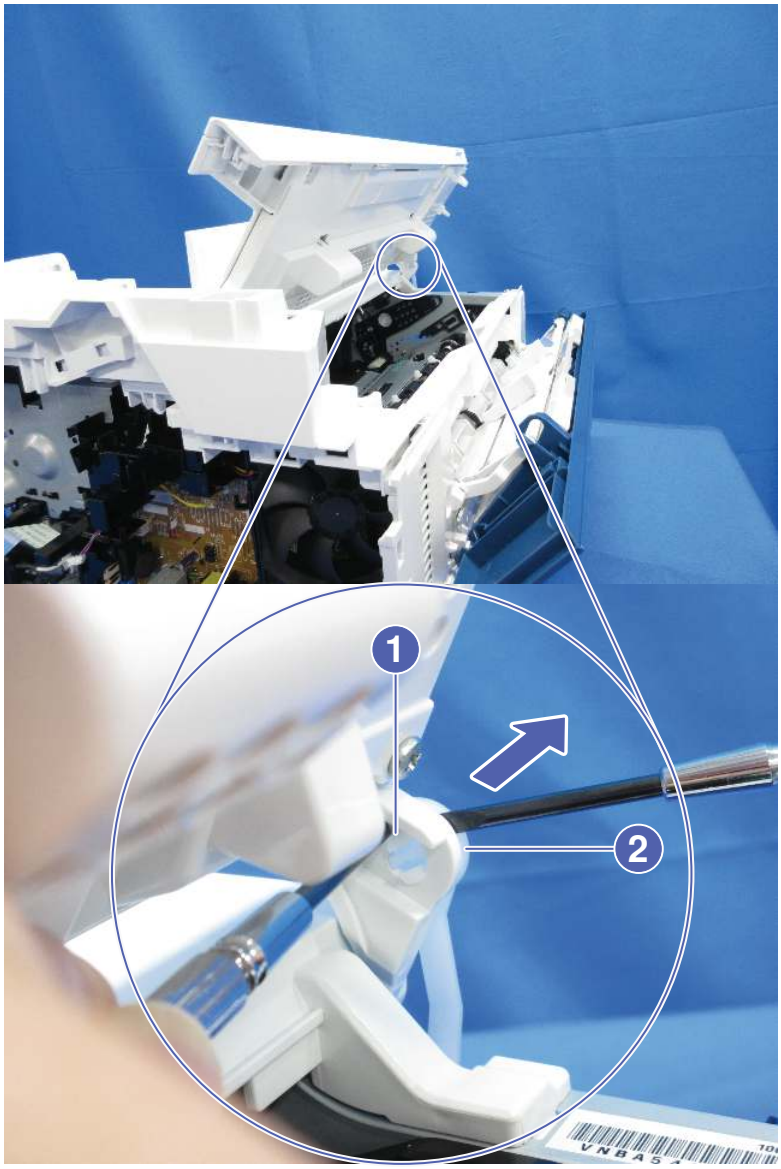
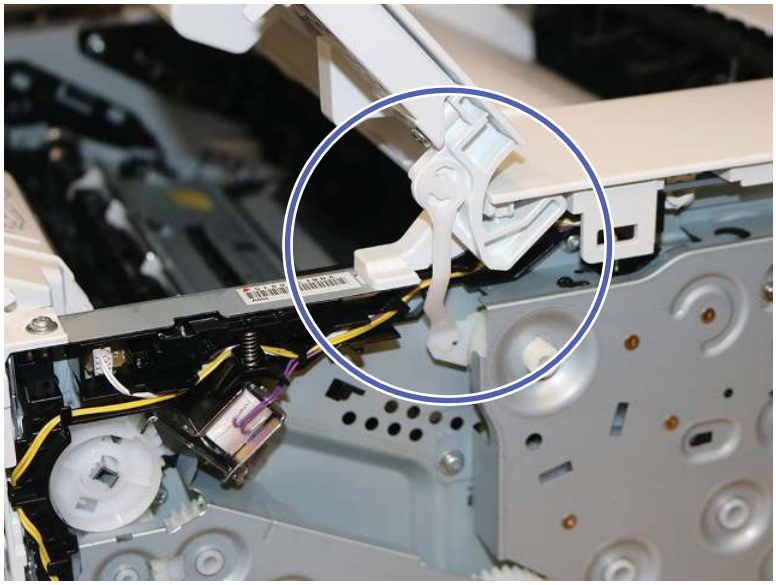
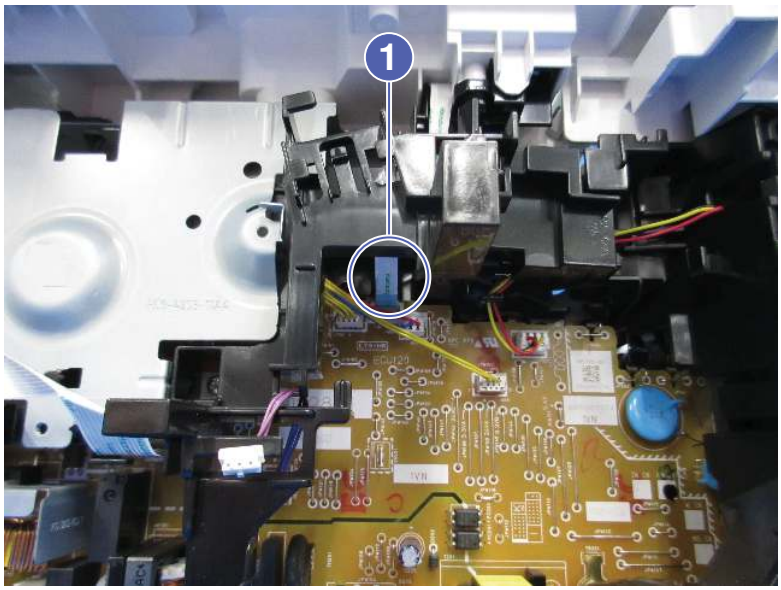


Figure 4-189 Outside view of the door arm link



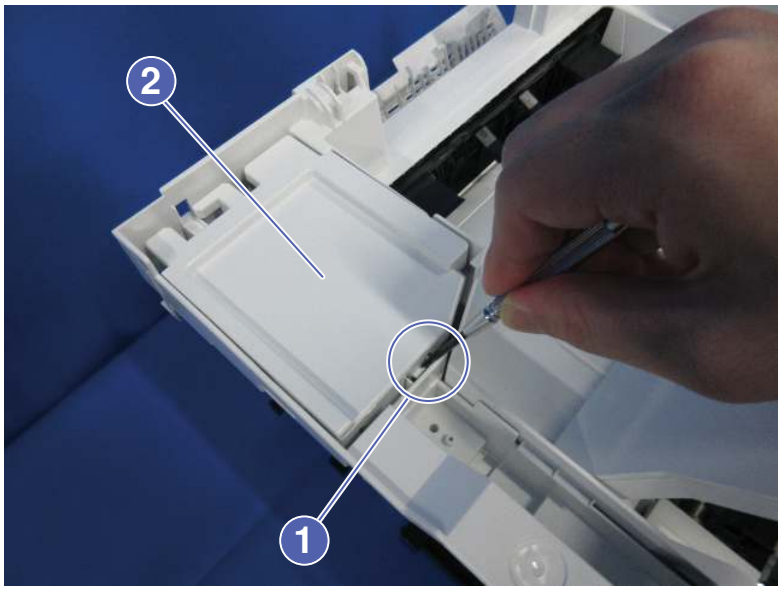
2. On the left side of the printer, remove the FFC (callout 1).

Figure 4-190 Remove FFC



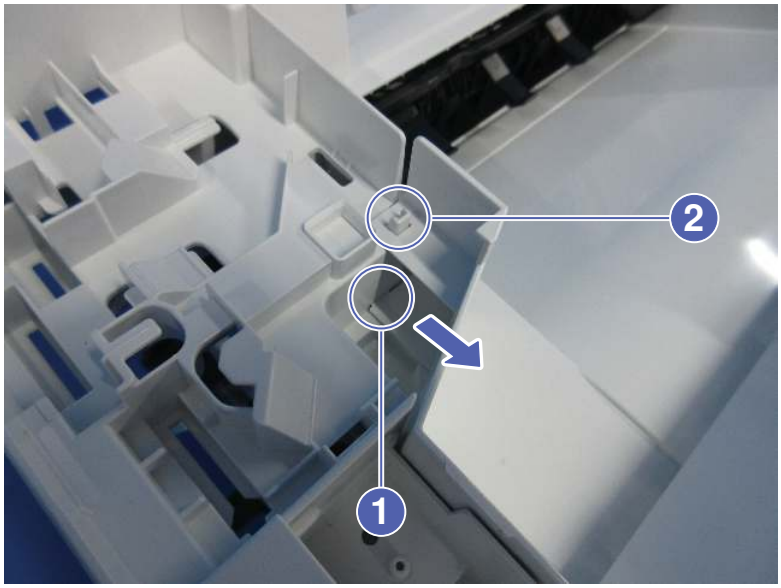
3. Release one tab (callout 1), then remove the FFC cover (callout 2).

Figure 4-191 Remove FFC cover



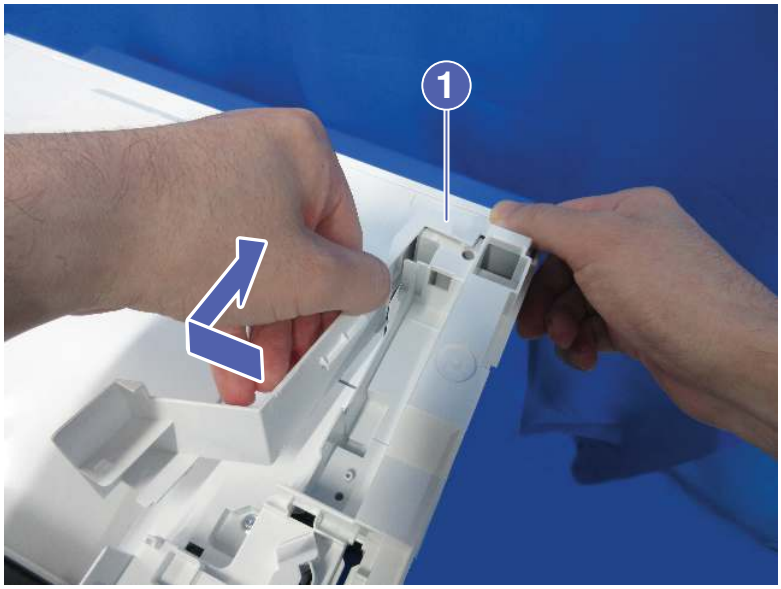
4. Disengage one alignment boss (callout 1) in the direction of the arrow, then release one alignment boss (callout 2).

Figure 4-192 Release boss



5. Close the cartridge door assembly, then remove the left inner pillar cover (callout 1) by moving it in the direction of the arrow.

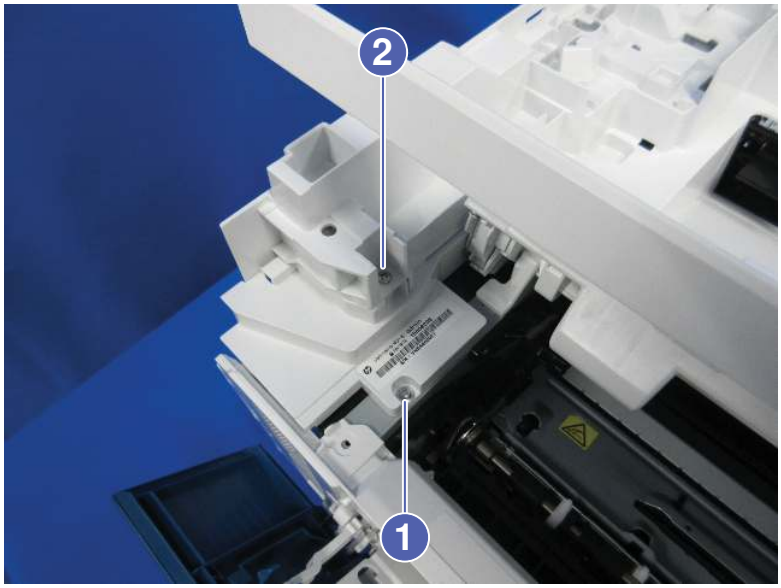
Figure 4-193 Remove inner left pillar



6. Perform the following:

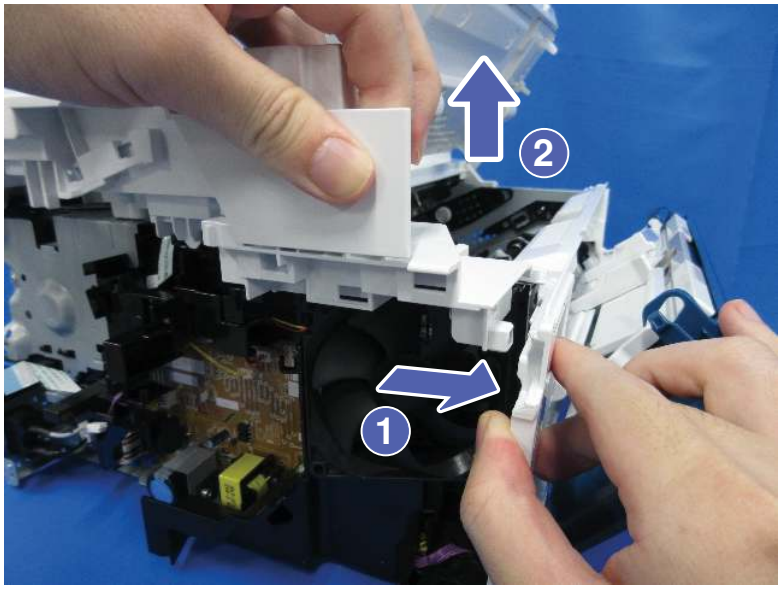
- Open the cartridge door assembly.
- Remove one M3x8 screw (callout 1).
- Remove one M3x10 screw (callout 2).

Figure 4-194 Remove screws



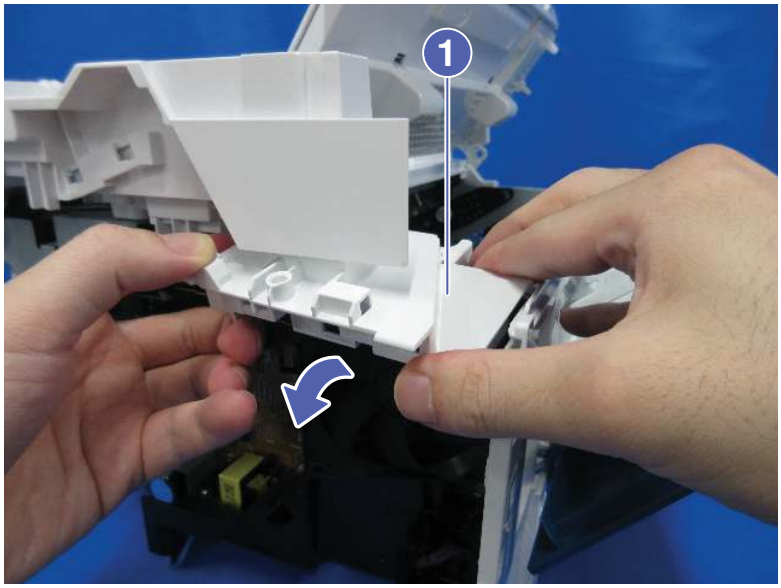
7. Pull the front cover assembly (callout 1) in the arrow direction, then pull the top cover assembly up in the arrow (callout 2) direction.

Figure 4-195 Release top cover



8. Pull the left pillar cover (callout 1) in the direction of the arrow to remove it.

Figure 4-196 Remove left pillar cover



9. Remove one screw (callout 1).

Figure 4-197 Remove the screw



10. Remove one screw (callout 1).

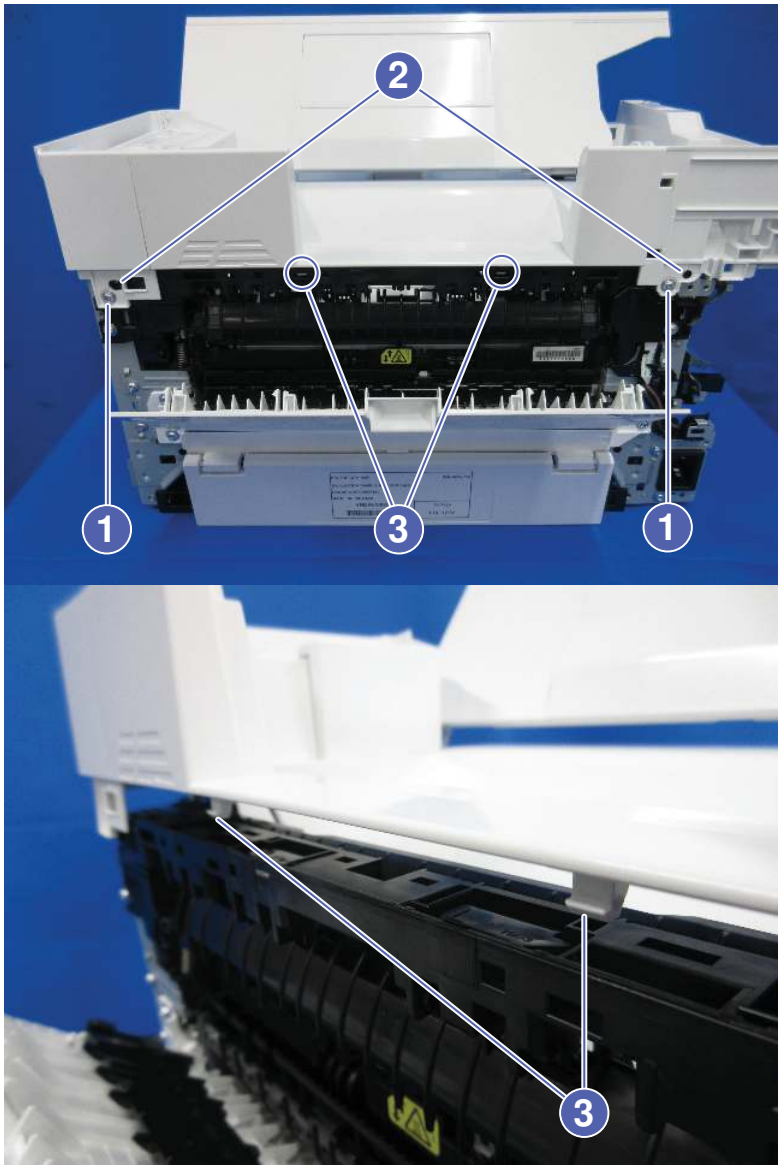
Figure 4-198 Remove screw



11. Perform the following:

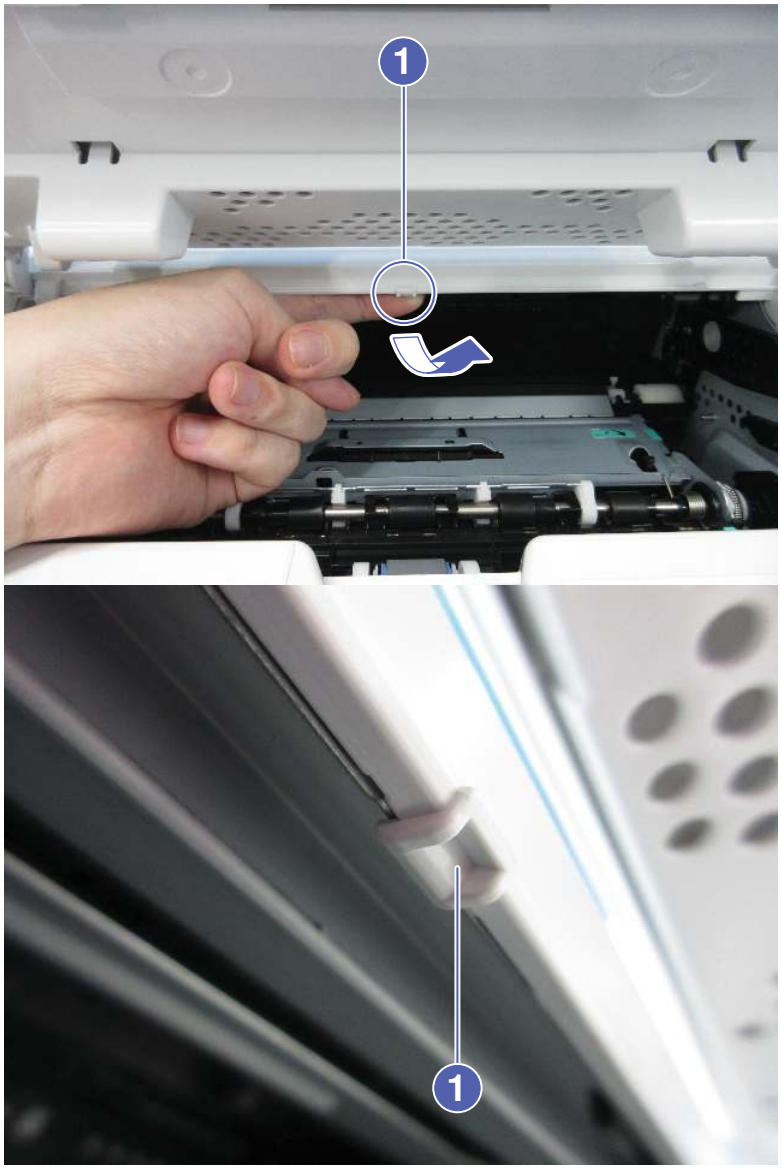
- Remove two screws (callout 1).
- Release two bosses (callout 2).
- Release two tabs (callout 2).

Figure 4-199 Remove screws and release tabs



12. Lifting the rear of the top cover, release one tab (callout 1) by pulling forward in the direction of the arrow.

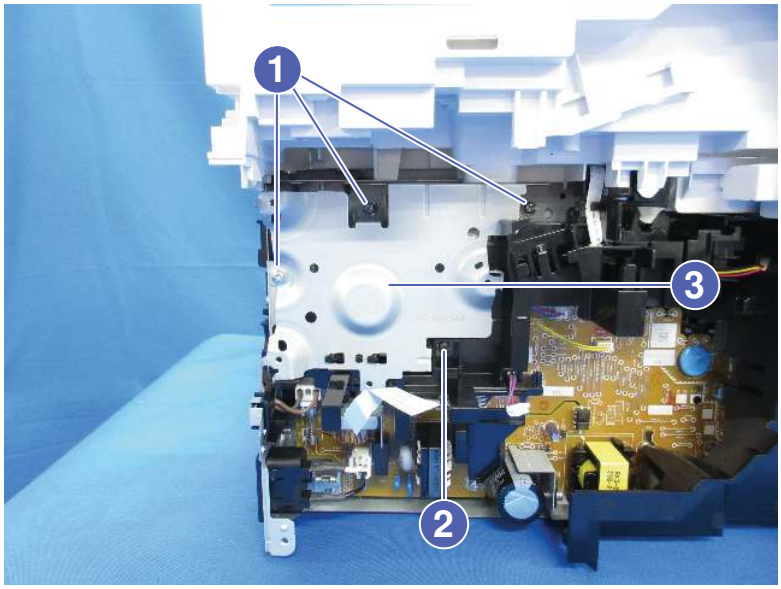
Figure 4-200 Release tab



13. Perform the following:

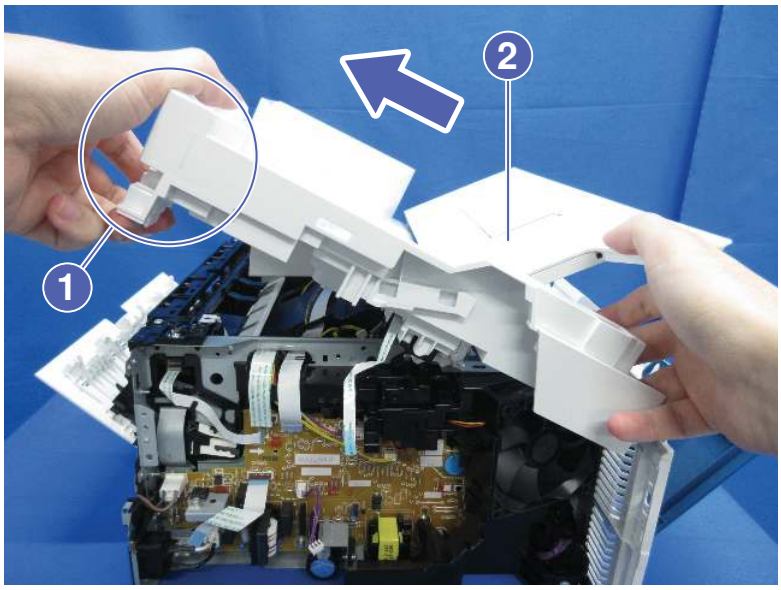
- Remove three screws (callout 1).
- Remove one screw with washer (callout 2).
- Remove the formatter stay (callout 3).

Figure 4-201 Remove formatter stay



14. Lift the rear part (callout 1) of the top cover assembly, then slide the top cover (callout 2) in the direction of the arrow to remove it.

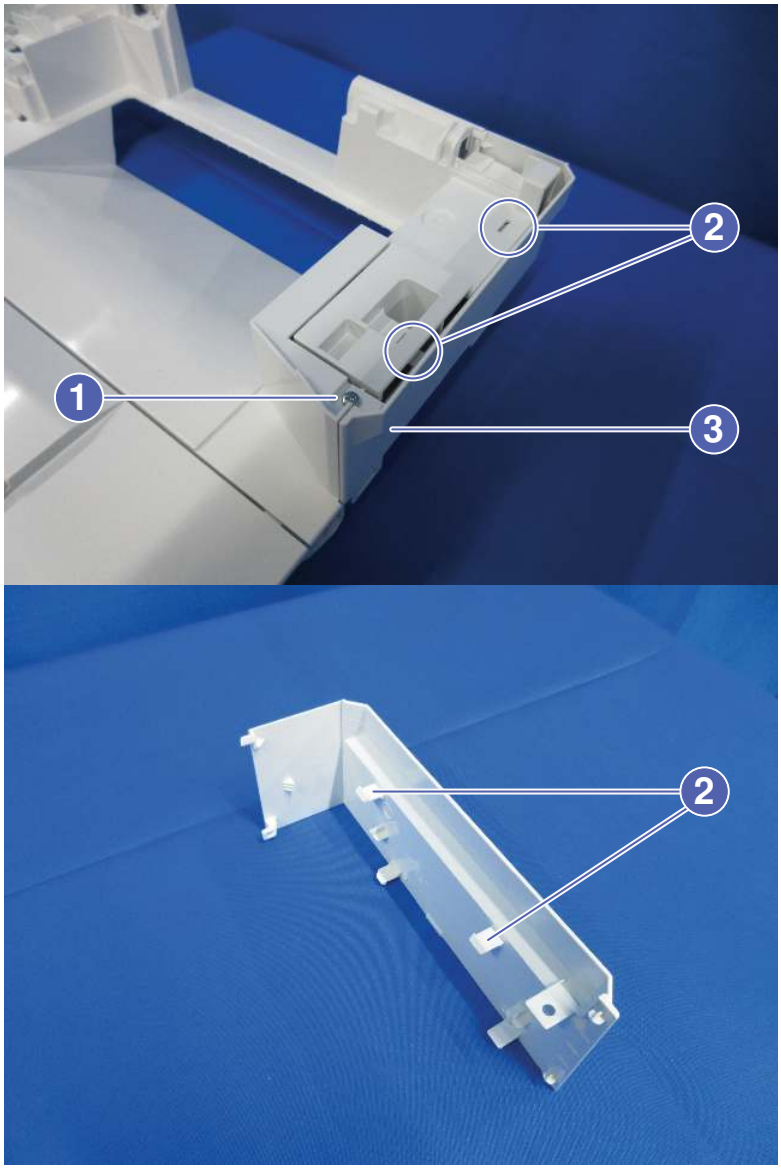
Figure 4-202 Remove cover



15. Perform the following:

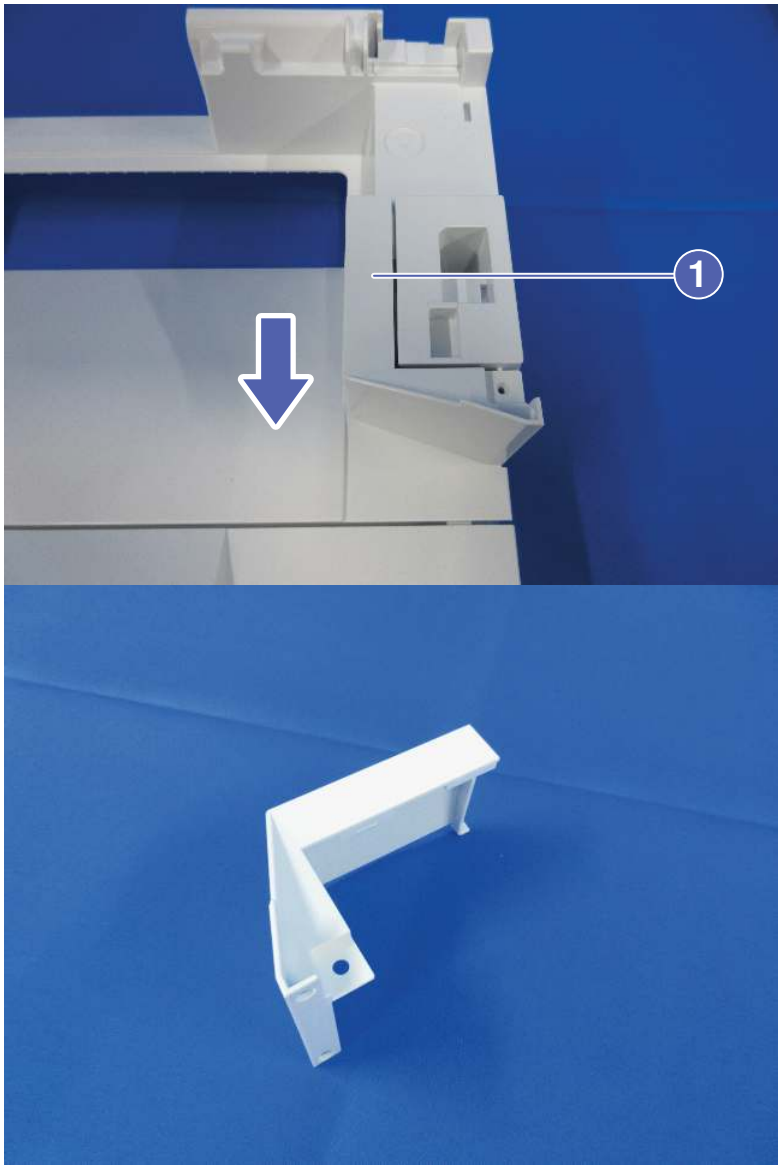
- Remove one screw (callout 1).
- Release two tabs (callout 2).
- Remove the right pillar cover (callout 3).

Figure 4-203 Remove pillar cover



16. While lifting the rear end (callout 1) of the right inner pillar cover, the right inner pillar cover (callout 2) is pulled in the direction of an arrow to be removed.

Figure 4-204 Remove pillar cover



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. Install the top cover

Follow these steps to install the front cover.

1. To assemble the top cover assembly, confirm that the alienation lever (callout 1) is in an alienated state. If it is in the abutting state, pull the alienation lever in the direction of the arrow to bring it into the alienation state.

Figure 4-205 Alienation state

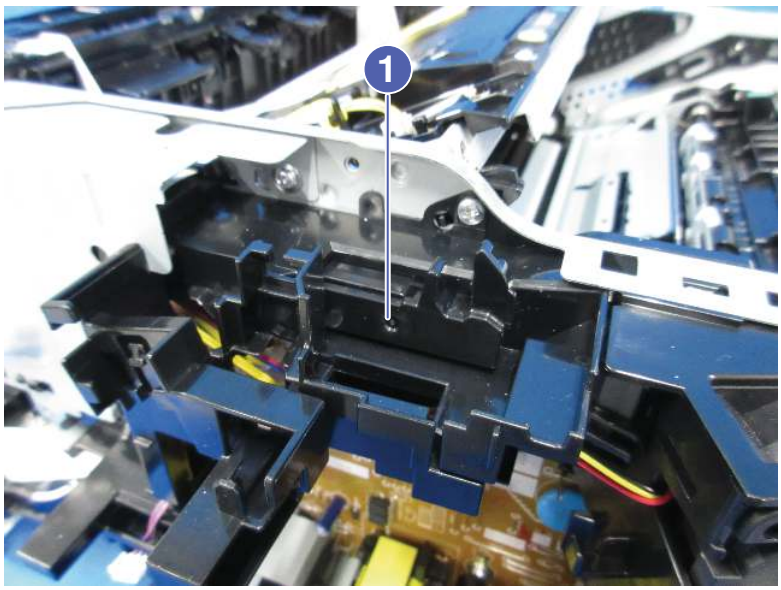
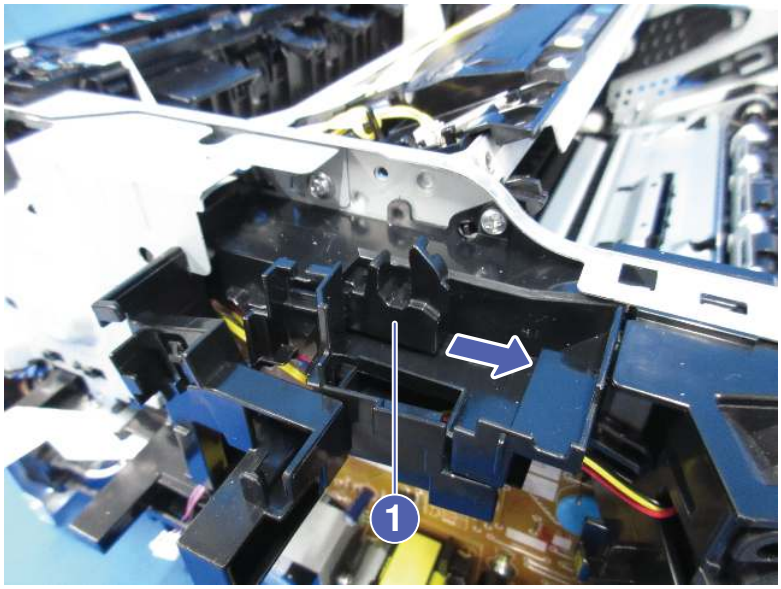
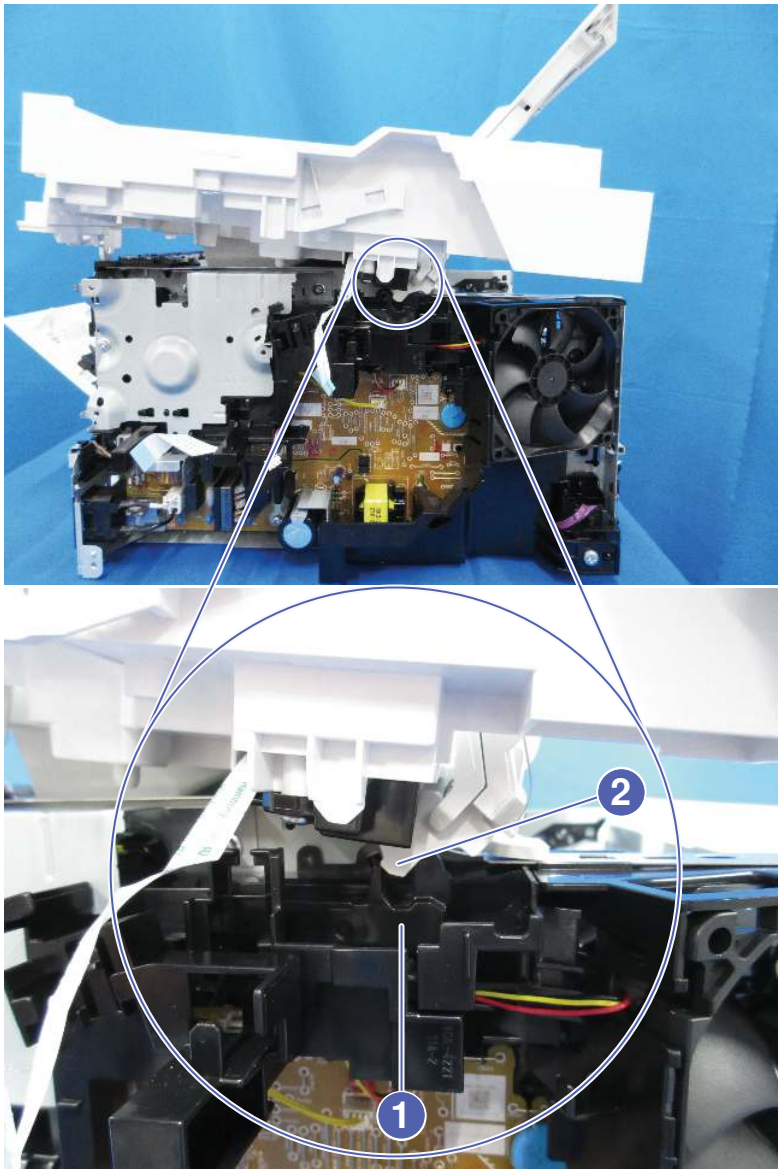


Figure 4-206 Abutting state



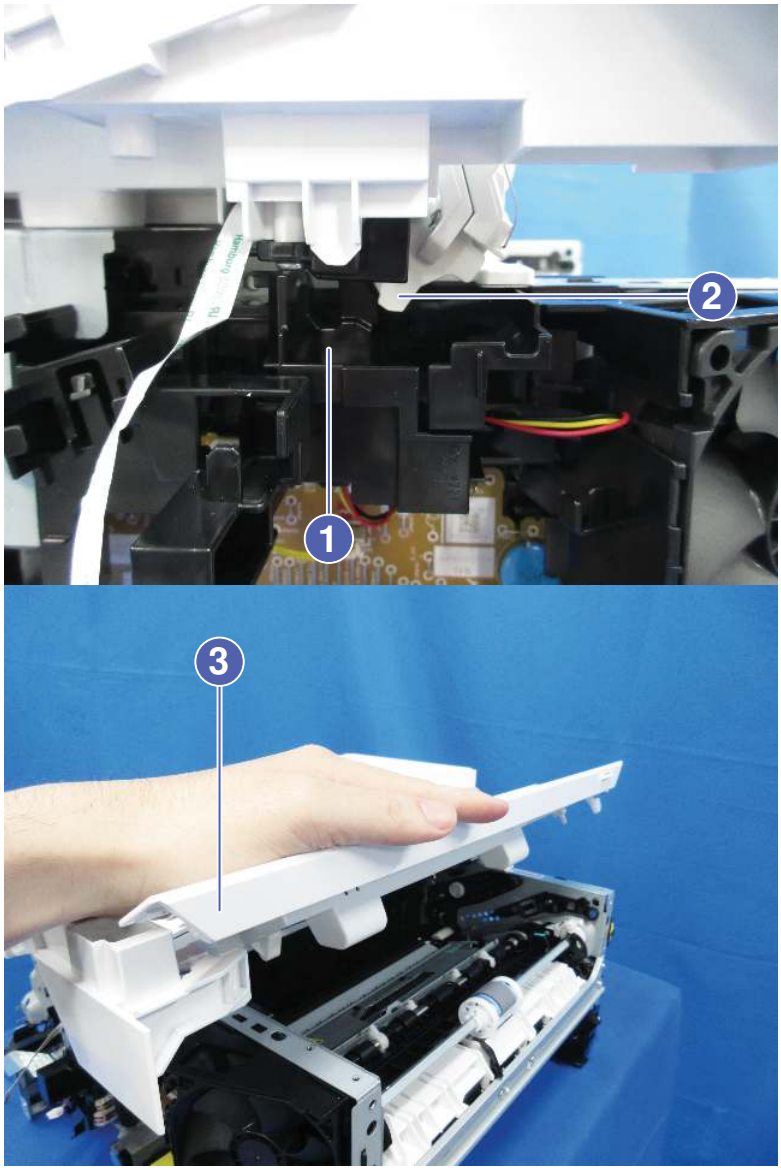
2. The arm (callout 2) of the cartridge door assembly is fitted into a U-shaped area in the lever (callout 1). When the cartridge door assembly is assembled in an open state, lever (callout 1) and arm (callout 2) are easily engaged.

Figure 4-207 Align door arm



3. If the arm (callout 2) of the cartridge door assembly is not correctly seated within the U-shaped area of the lever (callout 1), the cartridge door assembly (callout 3) cannot be closed. If it cannot be closed, do not force it. Instead, refer to the notes on assembly 3 and reassemble accordingly.

Figure 4-208 Install door



Removal and replacement: Cartridge door assembly (SFP, N/DN/D only)

Learn how to remove and replace the cartridge door assembly.

Mean time to repair: 6 minutes

Service level: Easy

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**

2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-20 Part information

Part number	Part description
RM3-2107-000CN	Top Cover Assembly

Required tools

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

Post service test

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

1. Remove Tray 2 and open printer

Follow these steps.

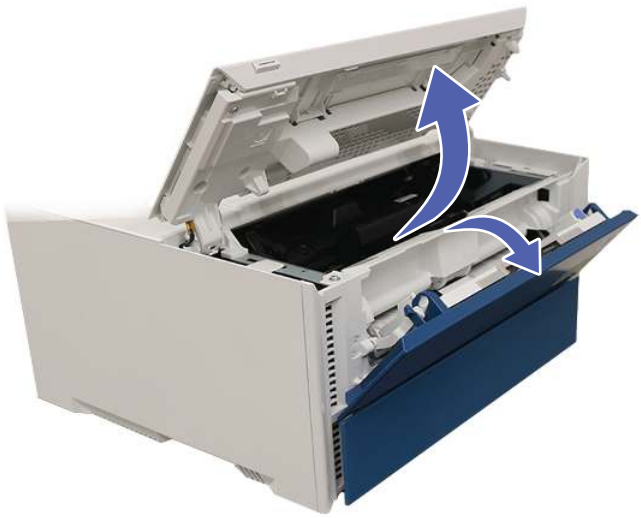
1. Remove Tray 2.

Figure 4-209 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

Open toner cartridge door and Tray 1



2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-210 Remove front left cover

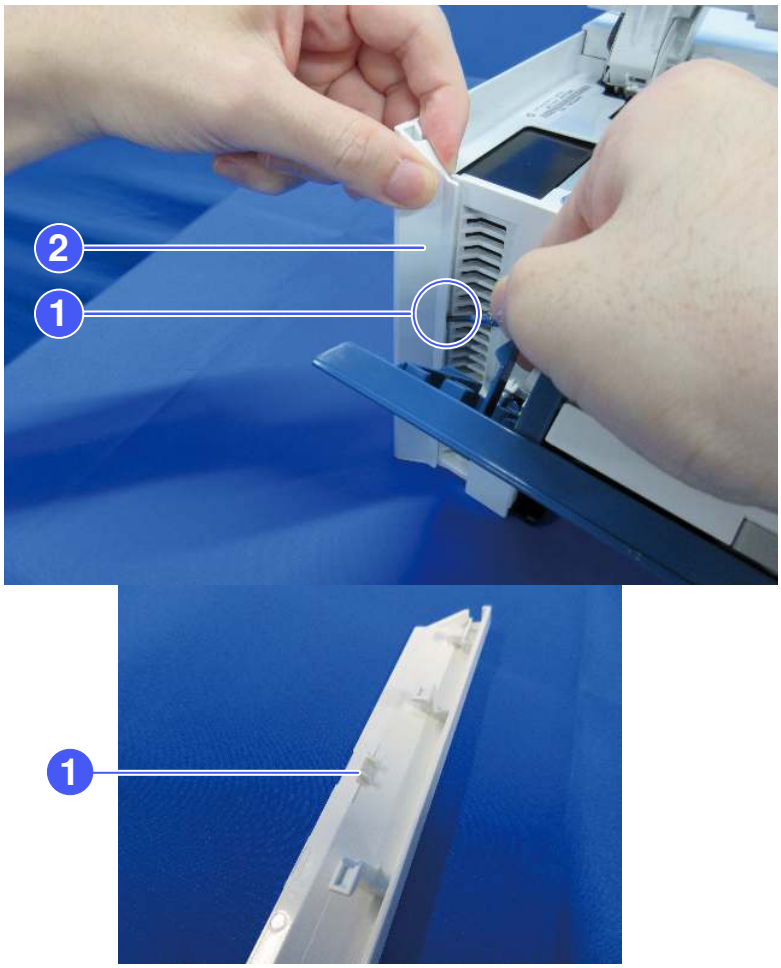


Figure 4-211 Close up of notch for screwdriver

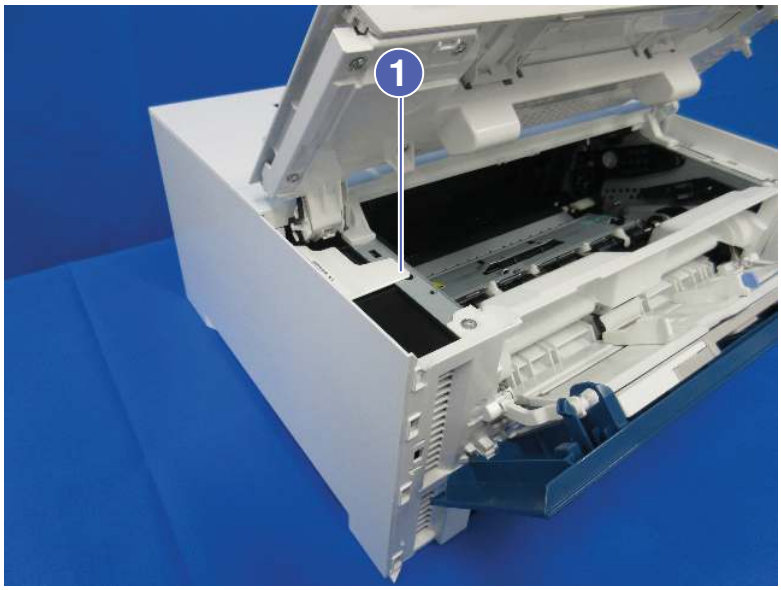


3. Remove the left cover (SFP)

Follow these steps to remove the left cover.

1. Release one tab (callout 1).

Figure 4-212 Release tab

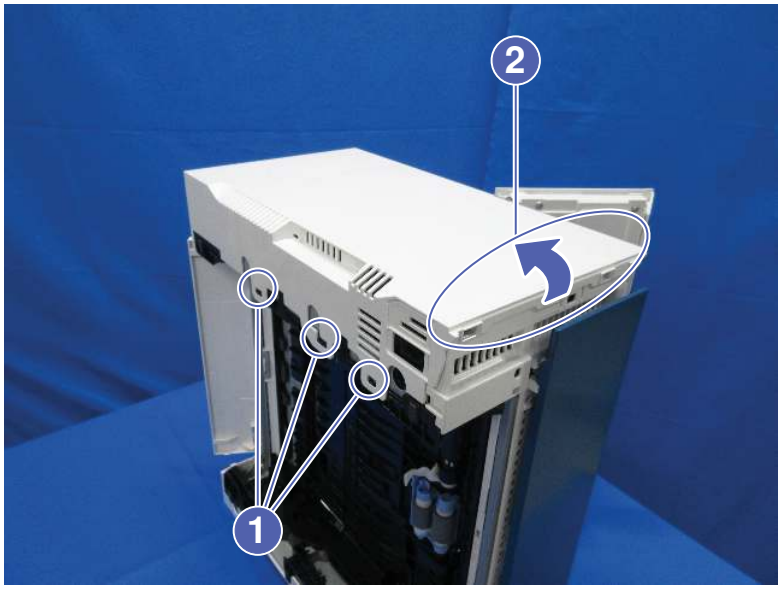


2. Perform the following:

   - For easier access, place the printer so that it is resting on the right side. The left side is now facing up.
   - Release three tabs (callout 1).
   - Pull the front part (callout 2) of the left cover in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

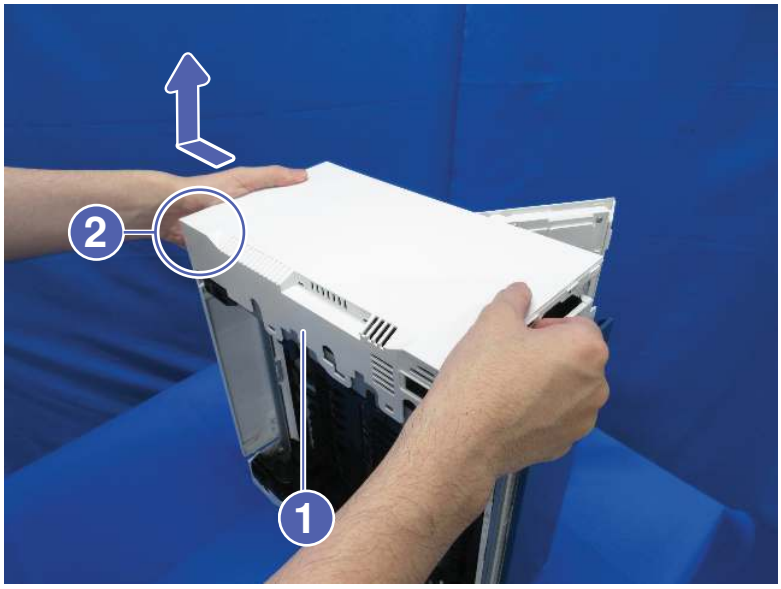
Figure 4-213 Release the left cover



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket (callout 2).

Figure 4-214 Remove left cover



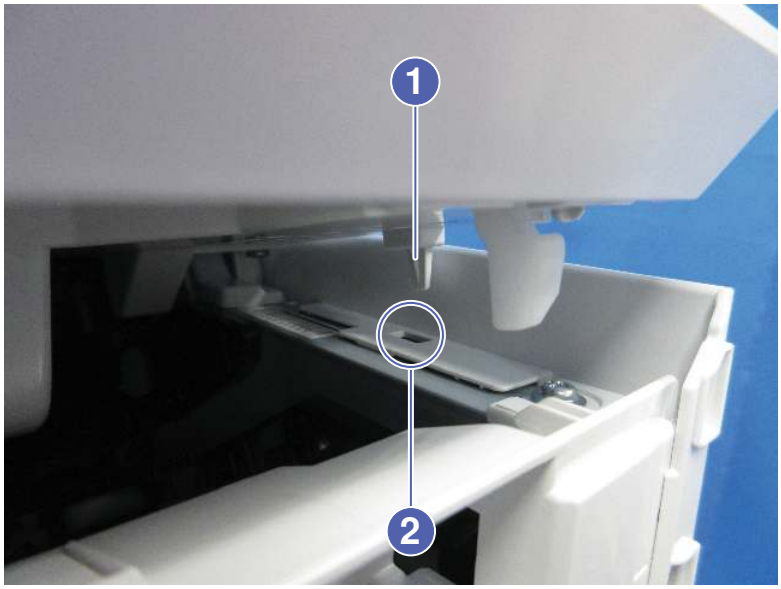
4. Remove the right cover (SFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

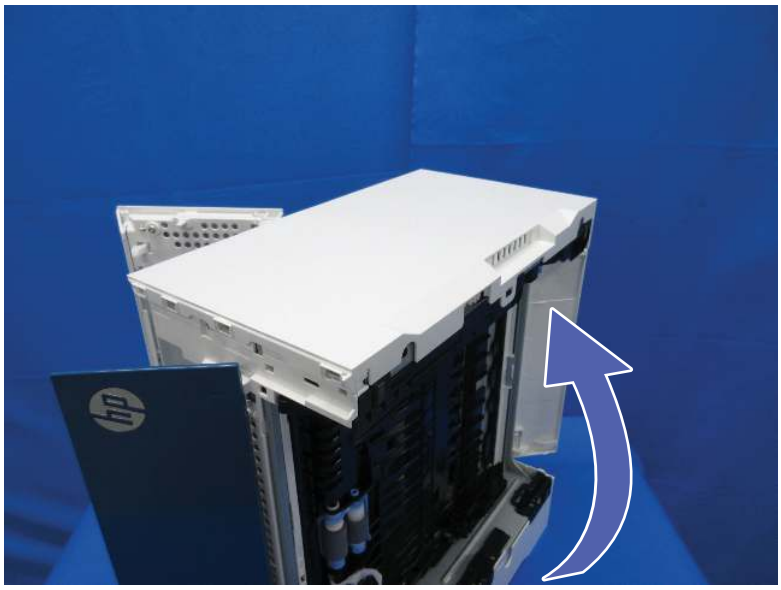
NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-215 Ensure the cartridge door is open



2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

Figure 4-216 Place printer on side

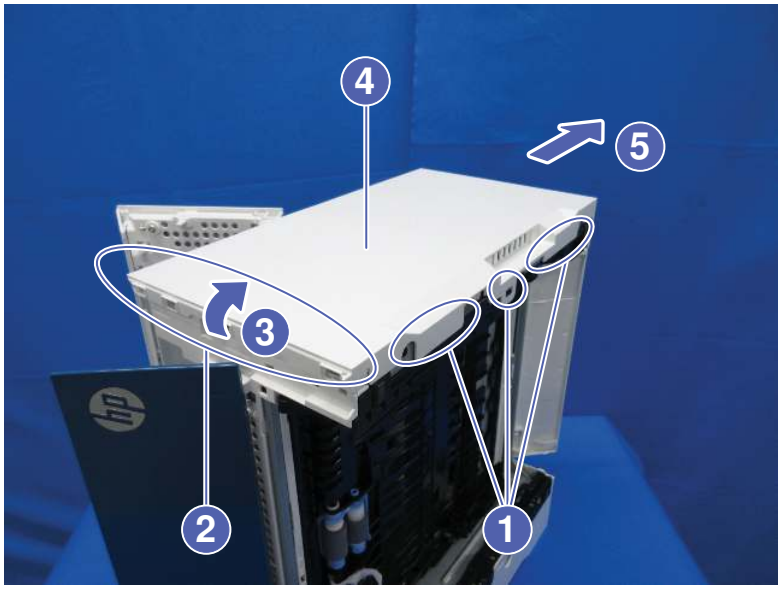


3. Perform the following:

   - Release three tabs (callout 1).
   - The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
   - Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. The cover will not slide without tilting the cover up slightly.

Figure 4-217 Remove right cover



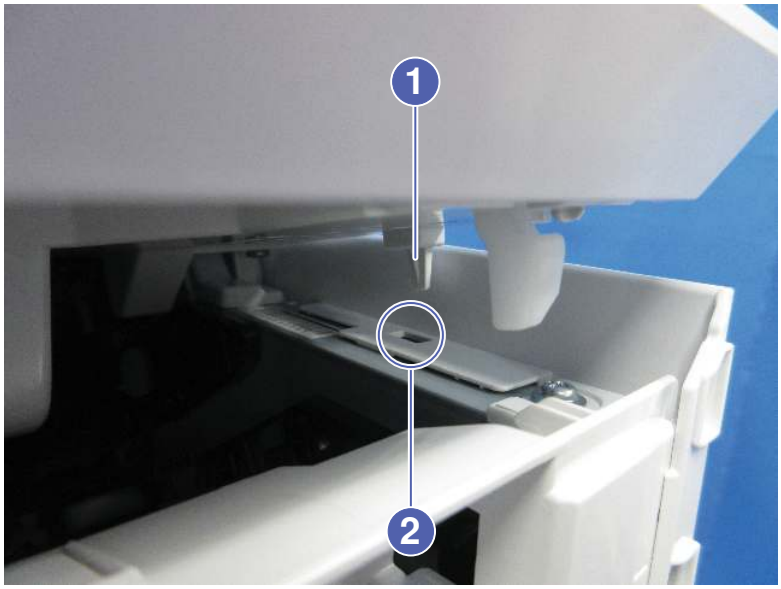
5. Remove the right cover (SFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

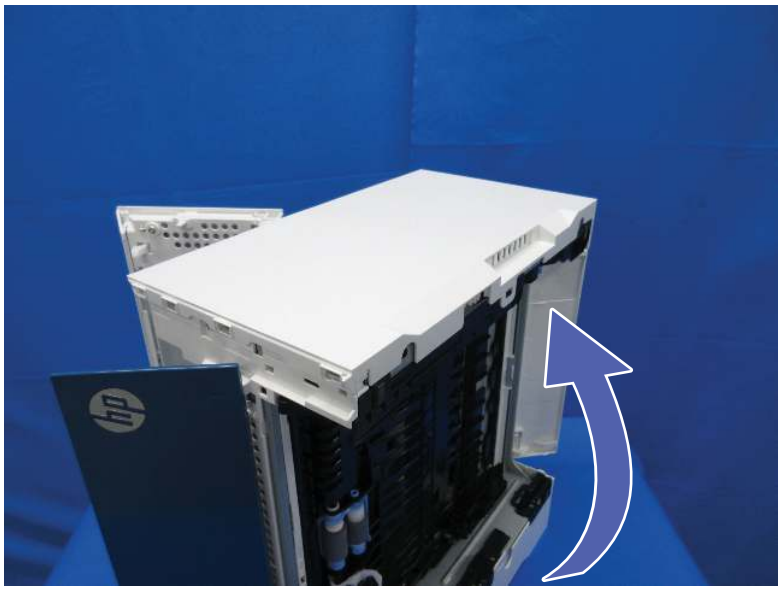
NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-218 Ensure the cartridge door is open



2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

Figure 4-219 Place printer on side

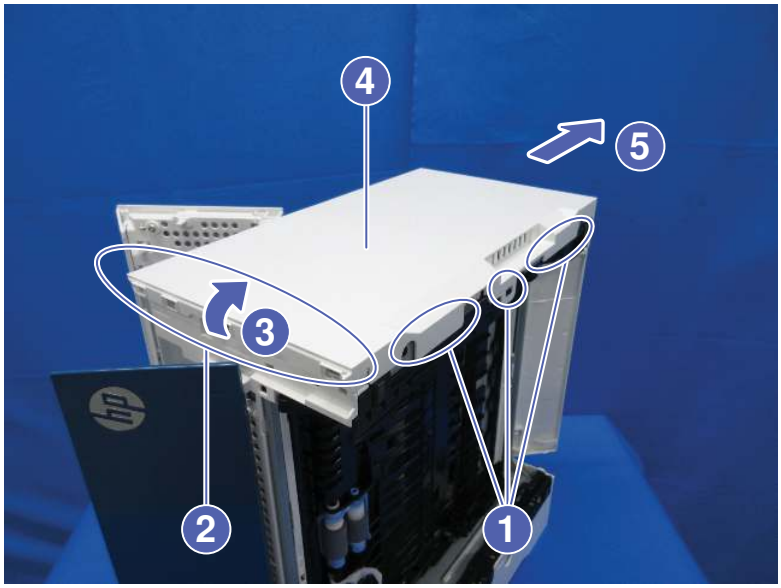


3. Perform the following:

- Release three tabs (callout 1).
- The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
- Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. The cover will not slide without tilting the cover up slightly.

Figure 4-220 Remove right cover



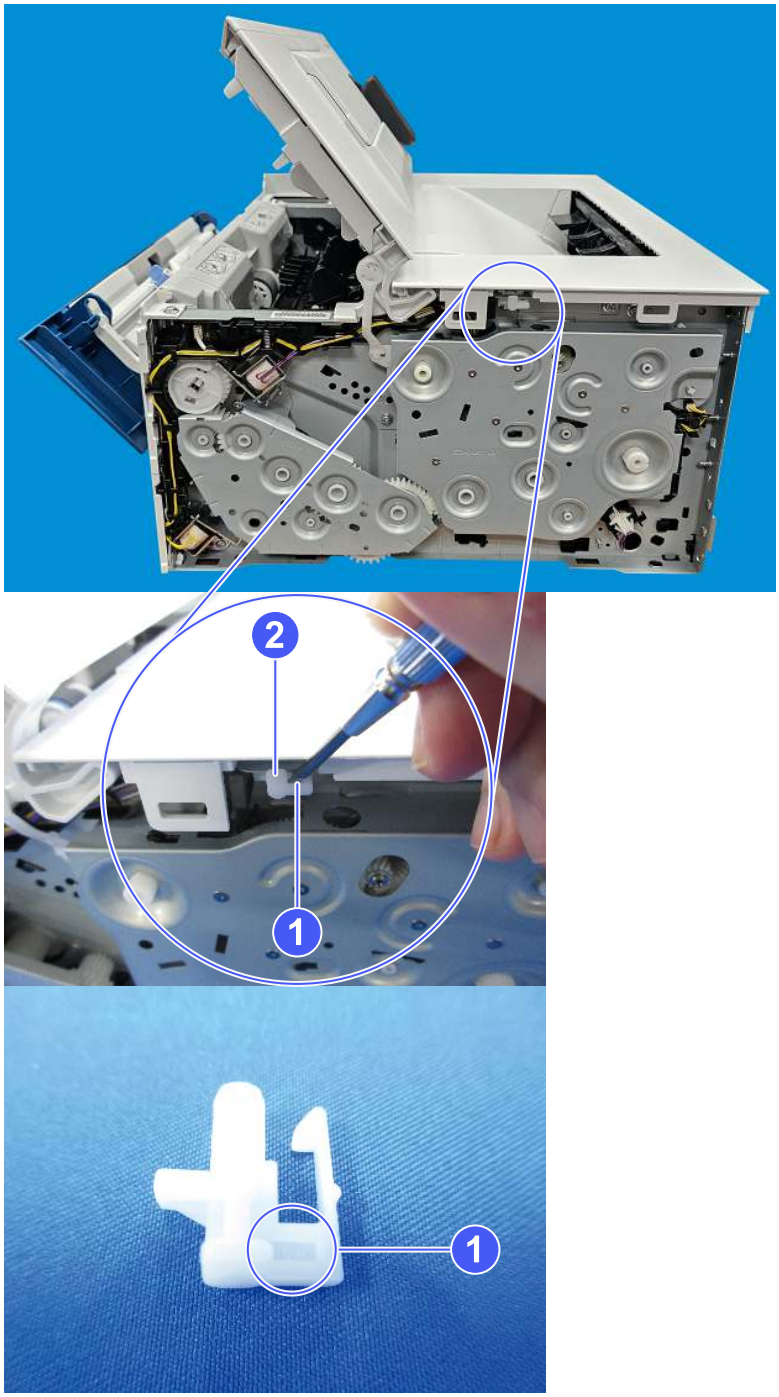
6. Remove the top cover (SFP)

Follow these steps to remove the top cover (SFP).

1. Press a small flat blade screwdriver against the recessed part (callout 1) of the lock pin and pull out the lock pin (callout 2).

IMPORTANT: This locking pin must be saved to install the service part.

Figure 4-221 Remove the locking pin



2. While lowering one tab (callout 1) downward, the door link (callout 2) is removed by sliding in the arrow direction.

NOTE: The door link is loose once detached from the door and can fall off the link arm to which it is connected. Note how the door link arm attaches to the link arm on the side of the printer to reinstall.

Figure 4-222 Detach the link arm

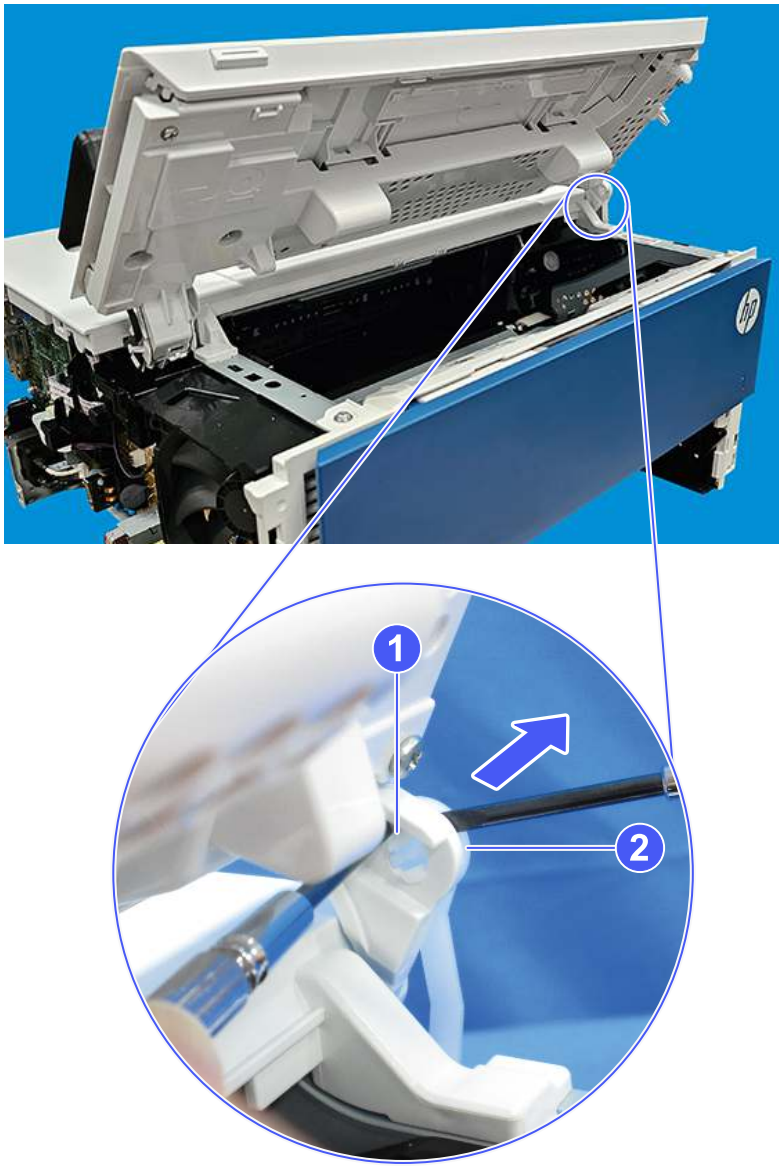
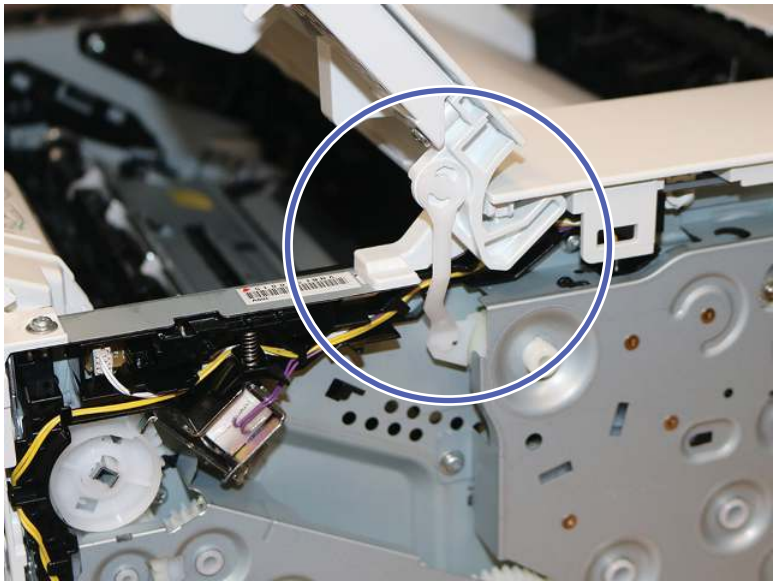
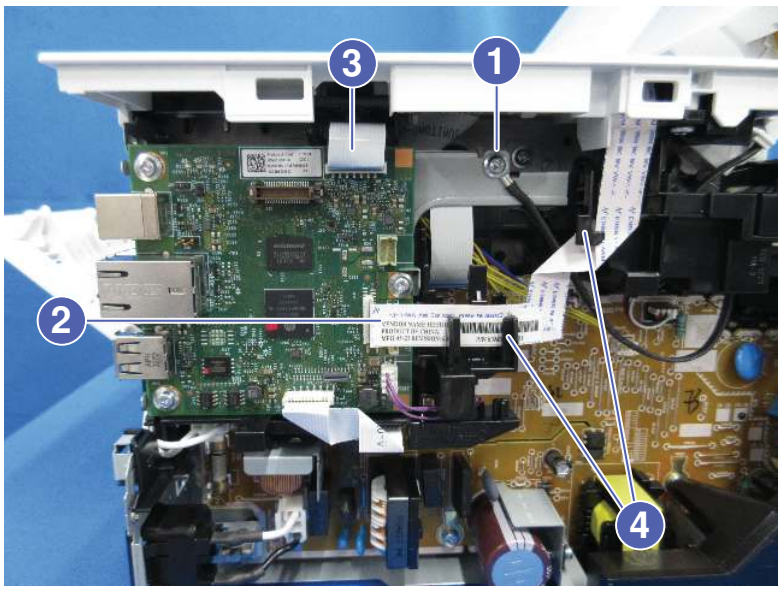


Figure 4-223 Outside view of the door arm link

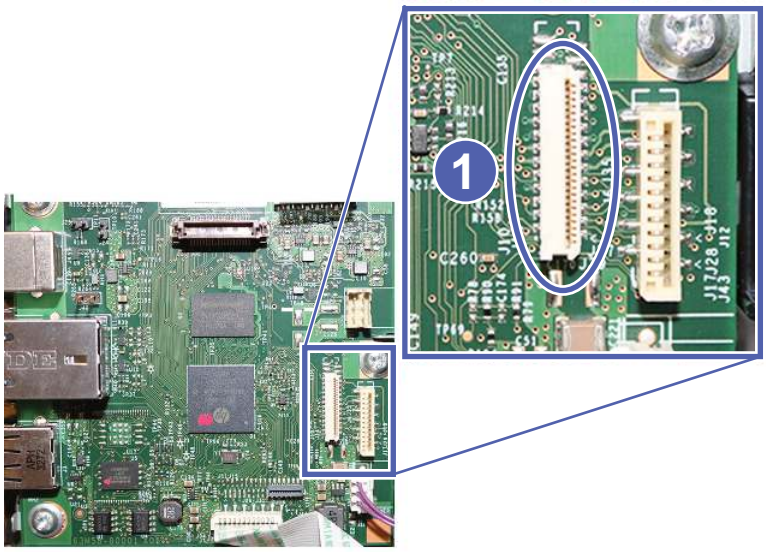


3. On the left side of the printer, perform the following:
   - Remove one screw (callout 1).
   - Remove the FFC (callout 2).
   - Remove the FFC (callout 3) (for Wireless model only).
   - Release the FFC (callout 2) from the cable guide (callout 4).

Figure 4-224 Remove the FFCs and ground

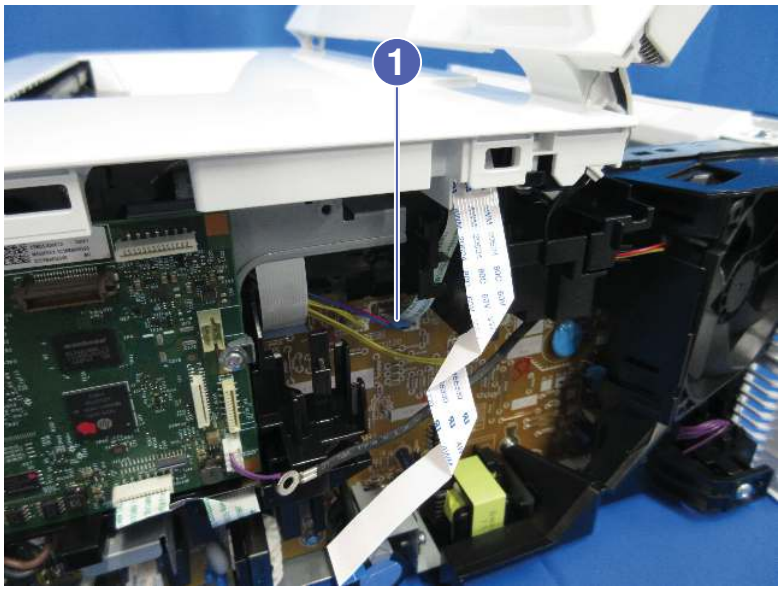


NOTE: When installing the FFC, it must go into the innermost ZIF connector (callout 1).



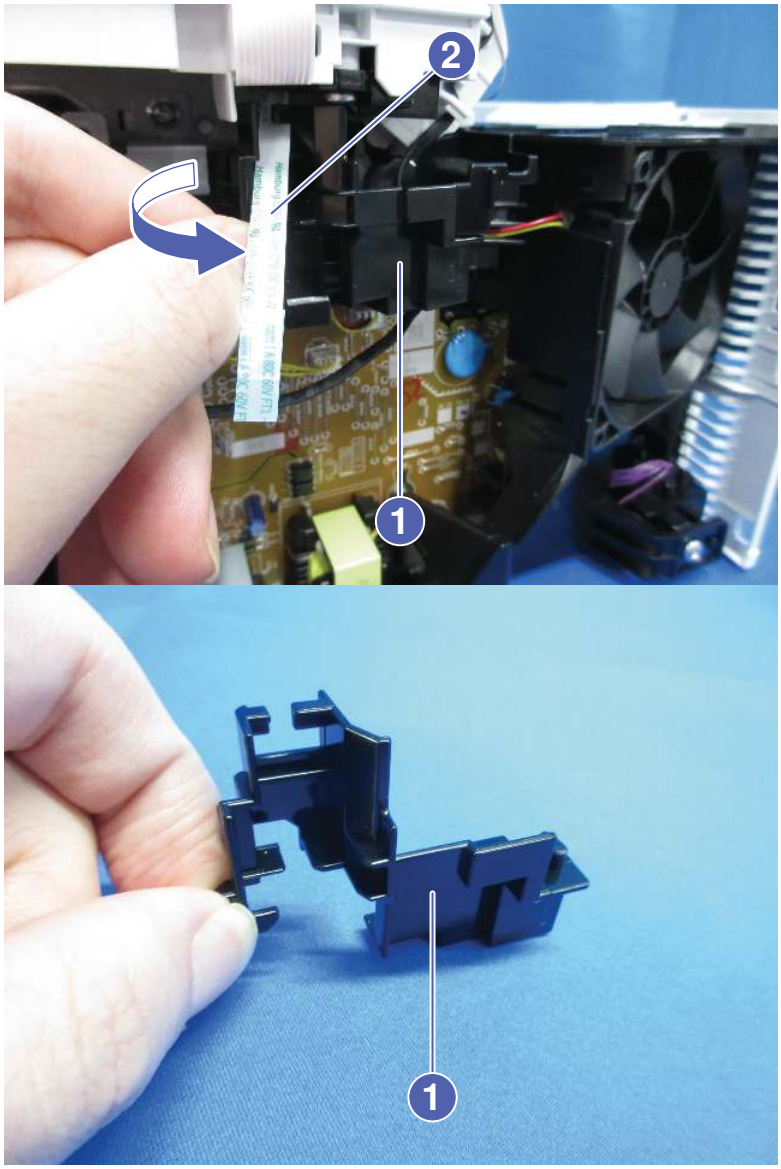
4. Remove the small FFC (callout 1).

Figure 4-225 Remove the small FFC



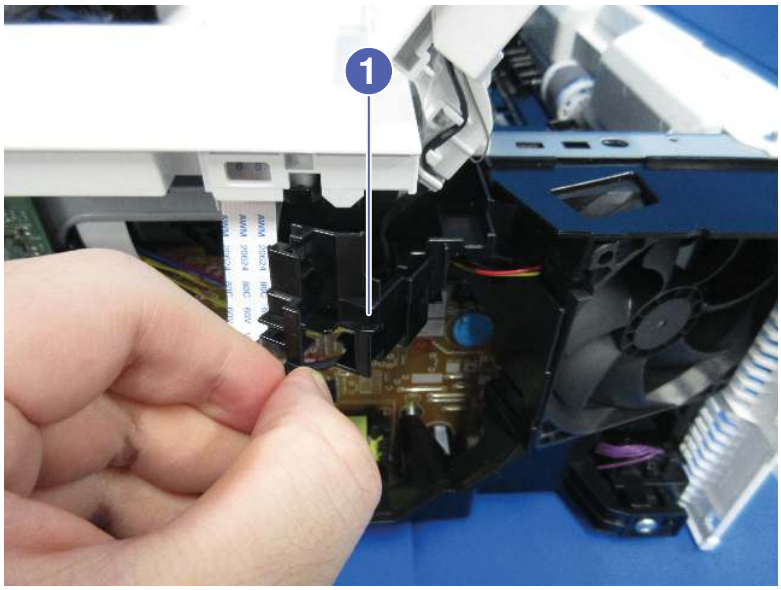
5. Rotate the cable guide (callout 1) in the direction of the arrow, then release the FFC (callout 2) from the cable guide (callout 1).

Figure 4-226 Remove the cable guide



6. Remove the cable guide (callout 1) by sliding downward.

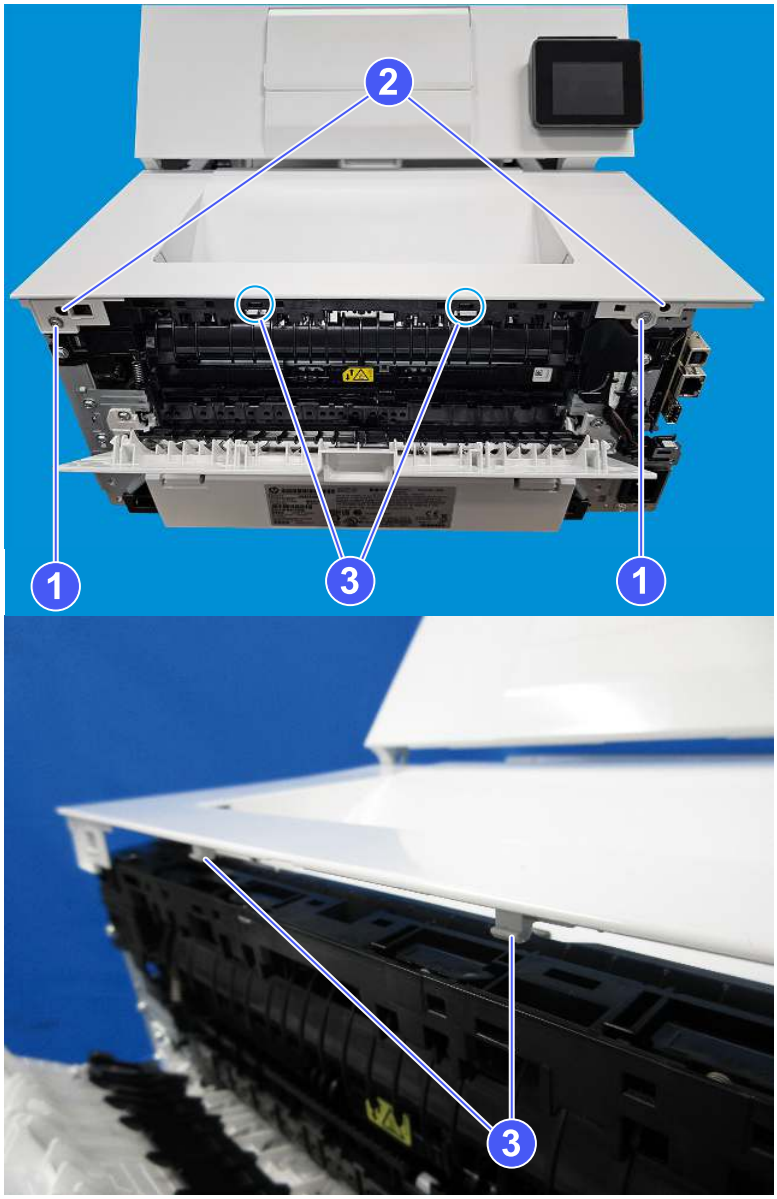
Figure 4-227 Remove the cable guide



NOTE: Keep the cable guide for reinstall.

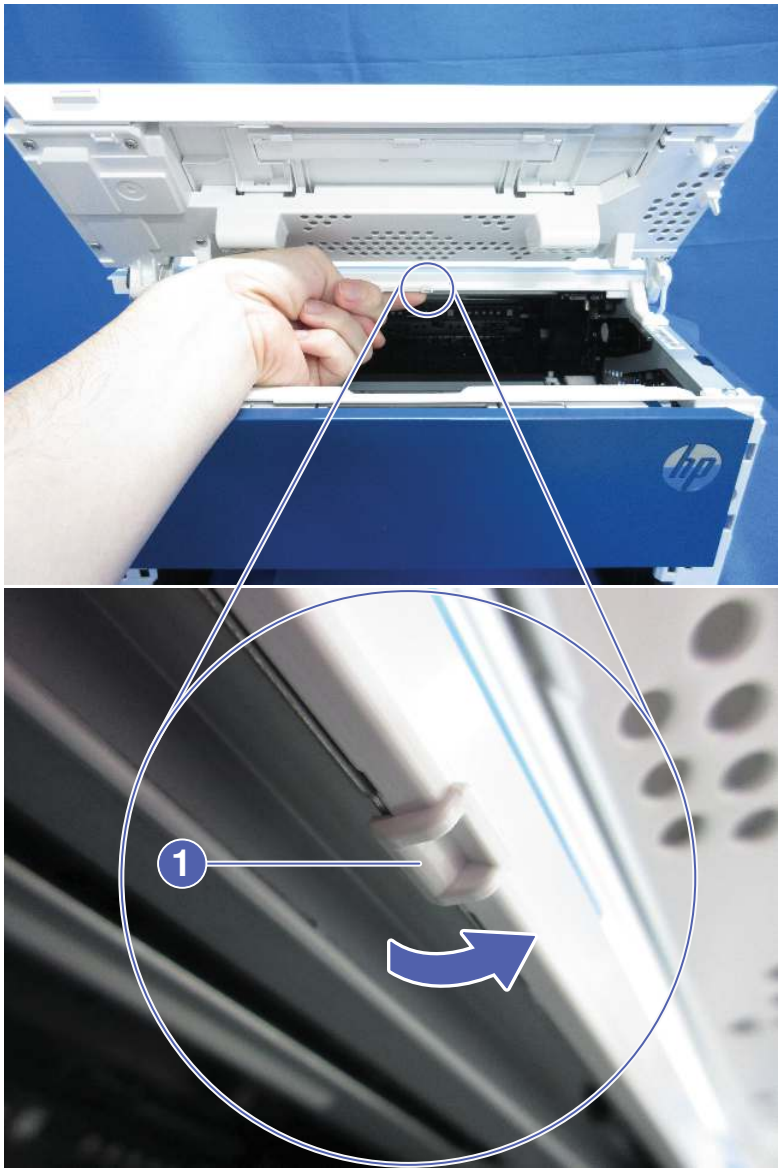
7. Perform the following:
   - Remove two screws (callout 1)
   - Release two bosses (callout 2).
   - Release two tabs (callout 3).

Figure 4-228 Remove the screws and release the tabs



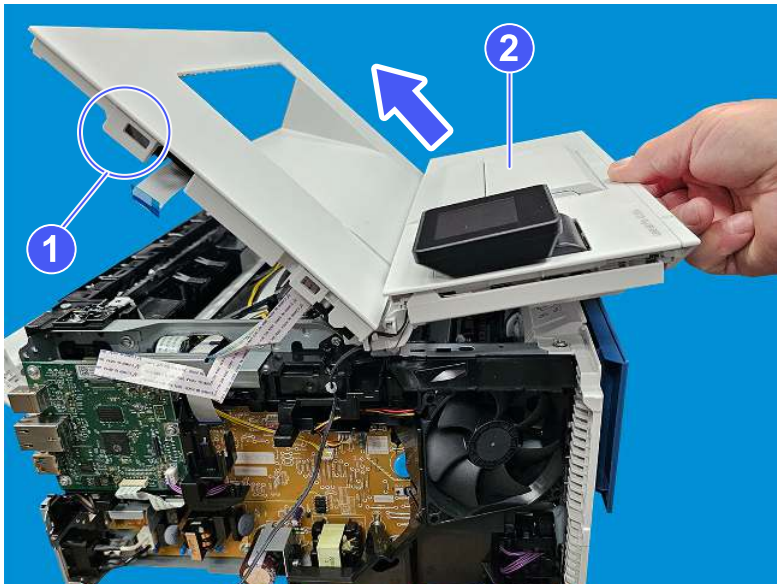
8. Lifting the rear of the top cover, release one tab (callout 1) by pulling forward in the direction of the arrow.

Figure 4-229 Release the tab



9. Lift the rear part (callout 1) of the top cover assembly, then slide the top cover assembly (callout 2) in the direction of the arrow to remove it.

Figure 4-230 Remove the top cover

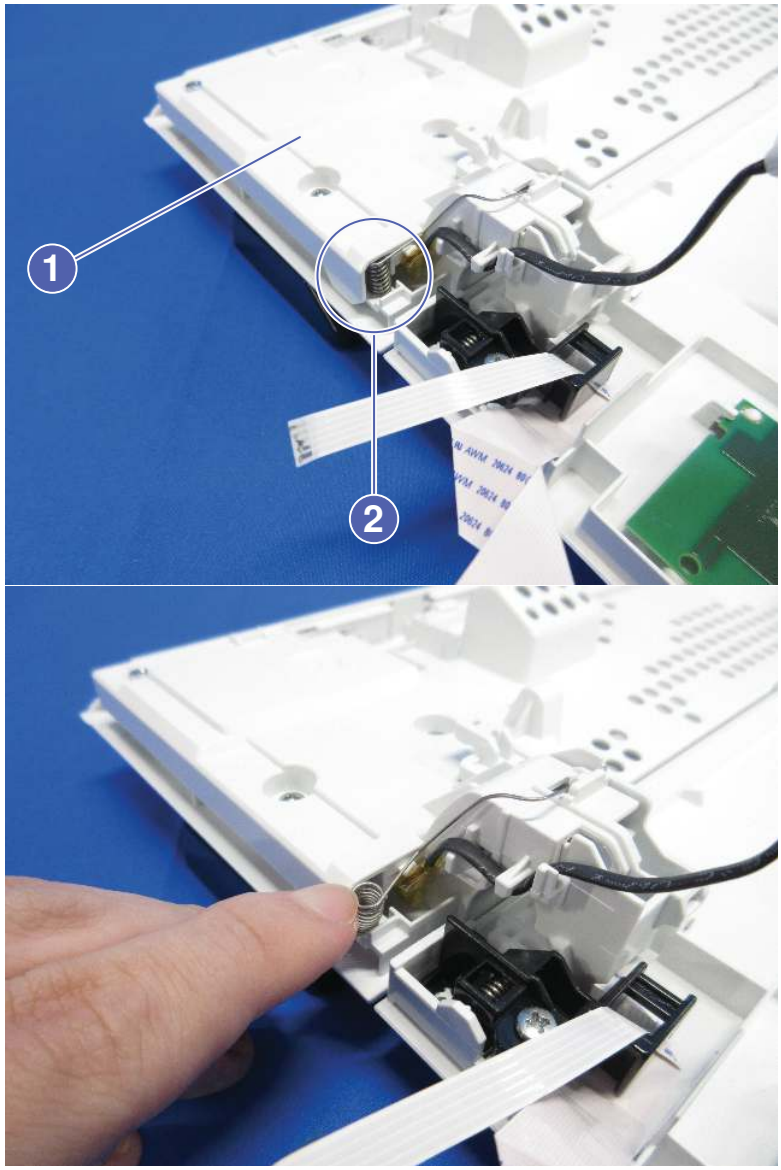


IMPORTANT: This completes the removal of the top cover when needing to replace other internal parts.

10. If the top cover assembly needs to be replaced with a service part, perform the following.

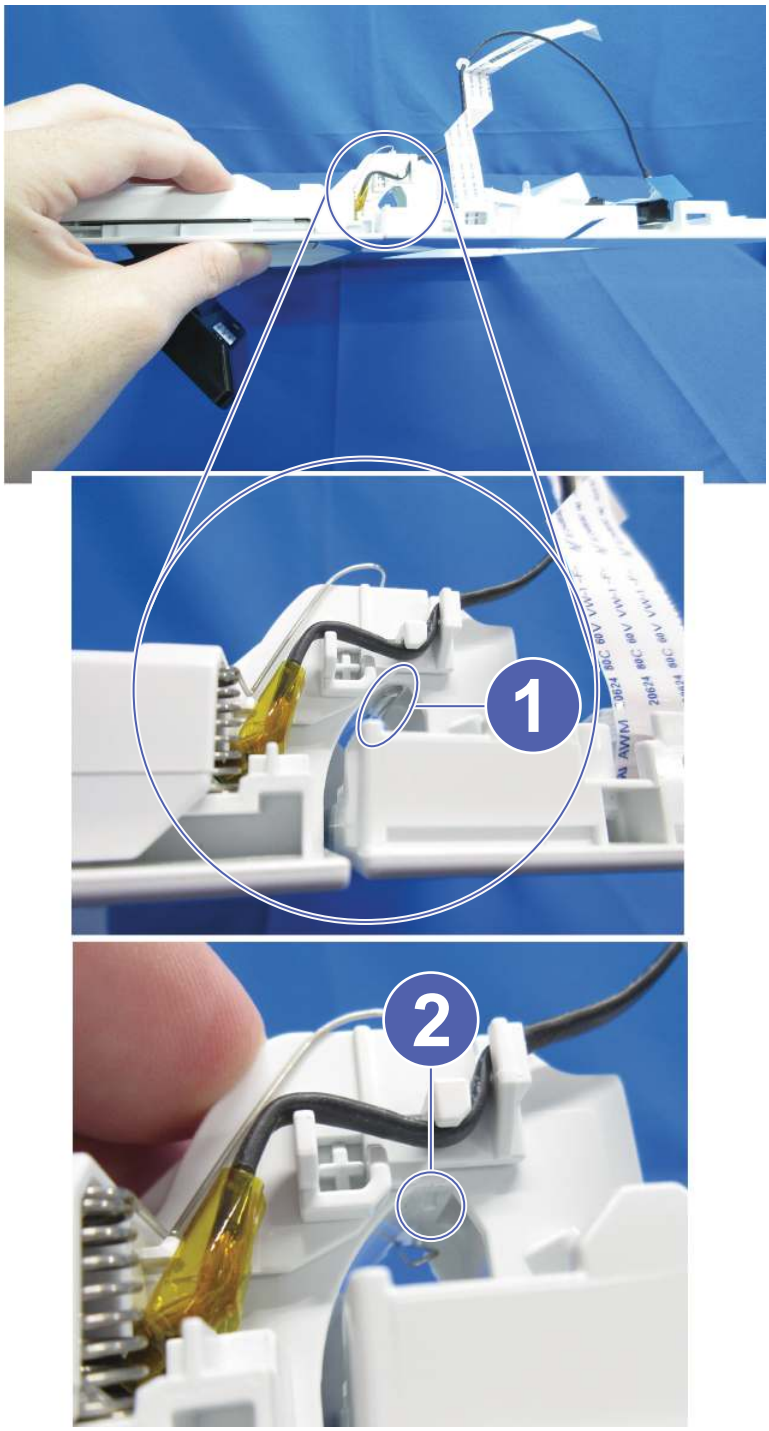
a. Remove the spring (callout 2) from cartridge door assembly. By first removing the spring on the left side as shown.

Figure 4-231 Release the spring



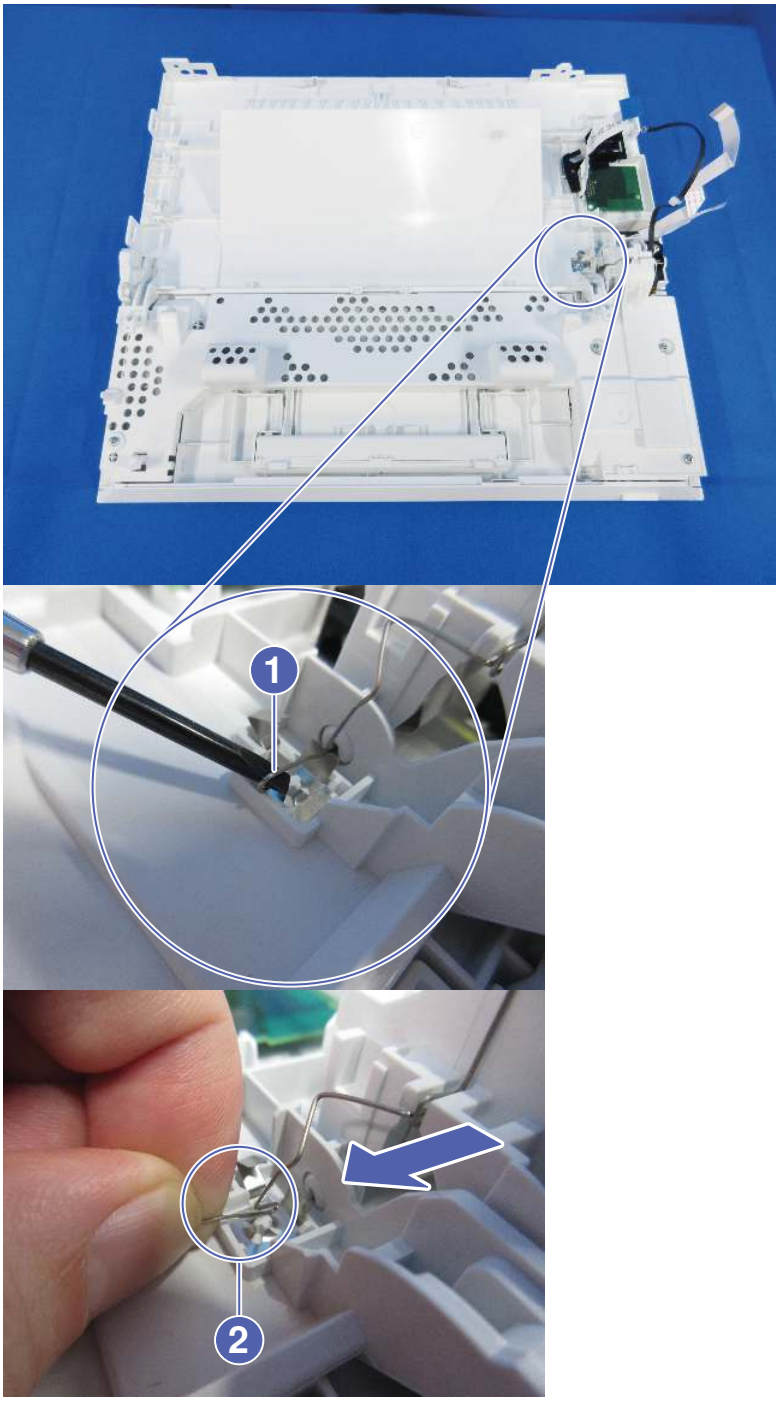
b. Remove spring (callout 1) from boss (callout 2).

Figure 4-232 Release the spring loop



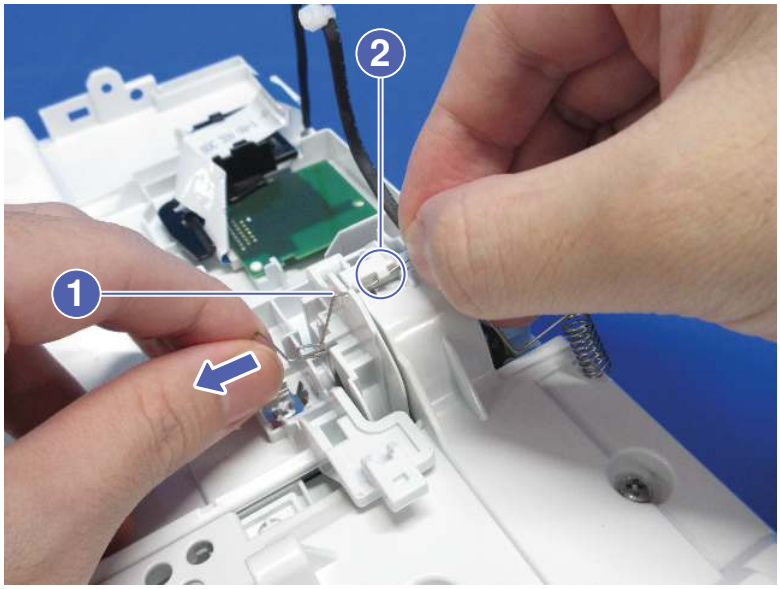
c. Lift the end of the spring (callout 1) slightly, and then pull out the spring (callout 2) in the direction of the arrow.

Figure 4-233 Pull the spring out



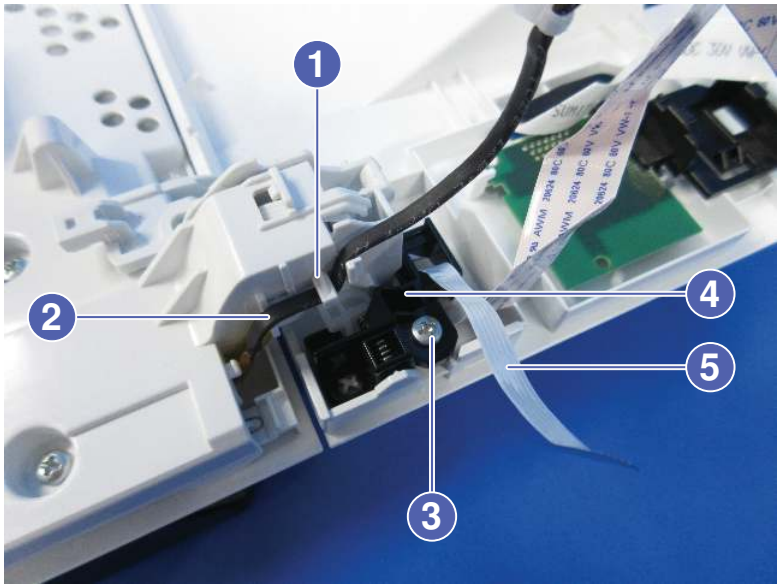
d. The spring (callout 1) is detached from the hook (callout 2), then the spring (callout 1) is removed while sliding it in the direction of the arrow.

Figure 4-234 Remove the spring



e. Remove the ground cable (callout 2) from the cable guide (callout 1). Remove one screw (callout 3), then remove the latch (callout 4). Release the FFC (callout 5) from the latch (callout 4).

Figure 4-235 Remove ground cable



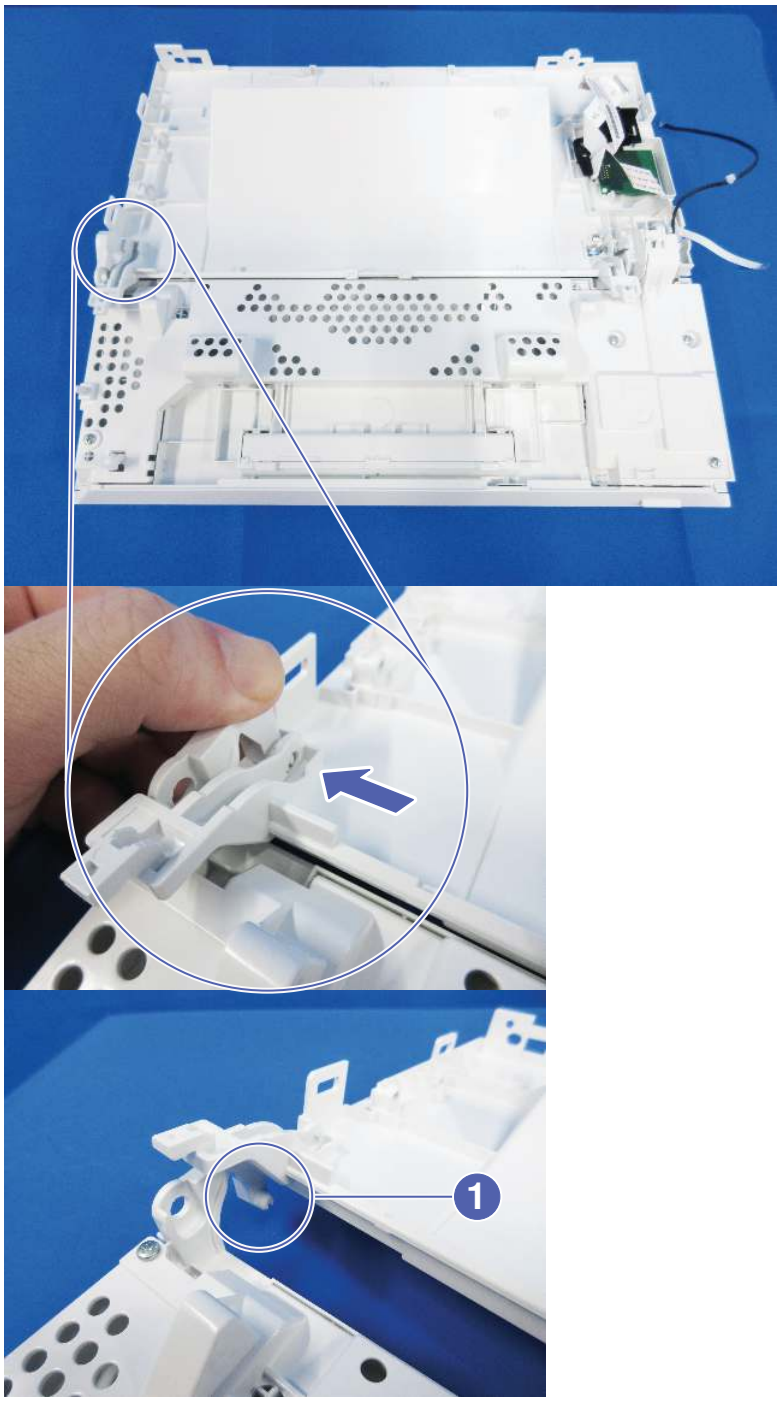
f. Position the two halves of the top cover at an angle and then remove the shaft (callout 1) by bending it in the direction of the arrow.

Figure 4-236 Align the top cover



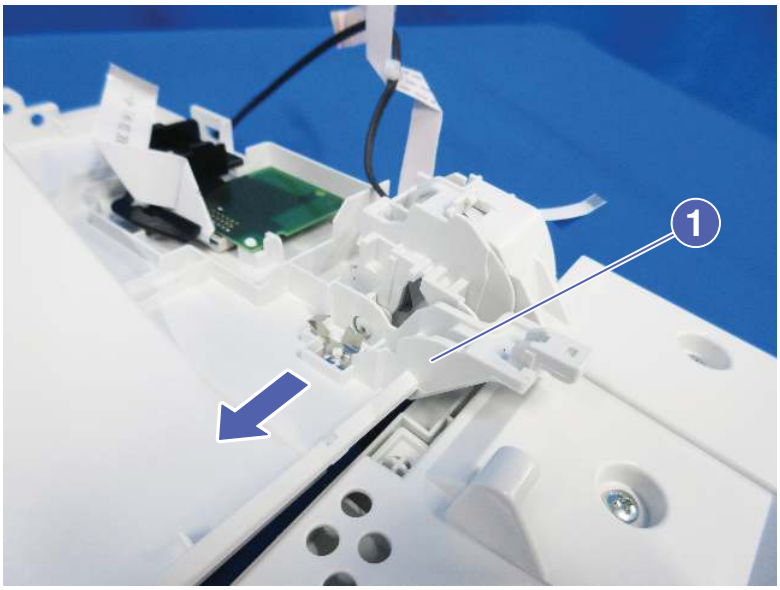
g. Remove the shaft (callout 1) by bending the cover in the direction of the arrow.

Figure 4-237 Release post



h. Slide the top cover assembly (callout 1) in the direction of the arrow to remove it.

Figure 4-238 Slide top cover in the direction of the arrow

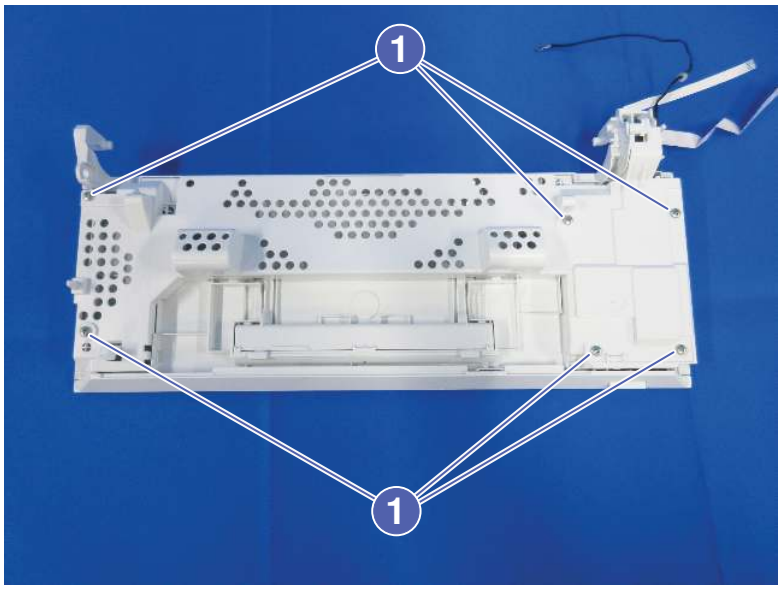


7. Remove the cartridge door assembly (Network SFP)

Follow these steps to remove the cartridge door assembly.

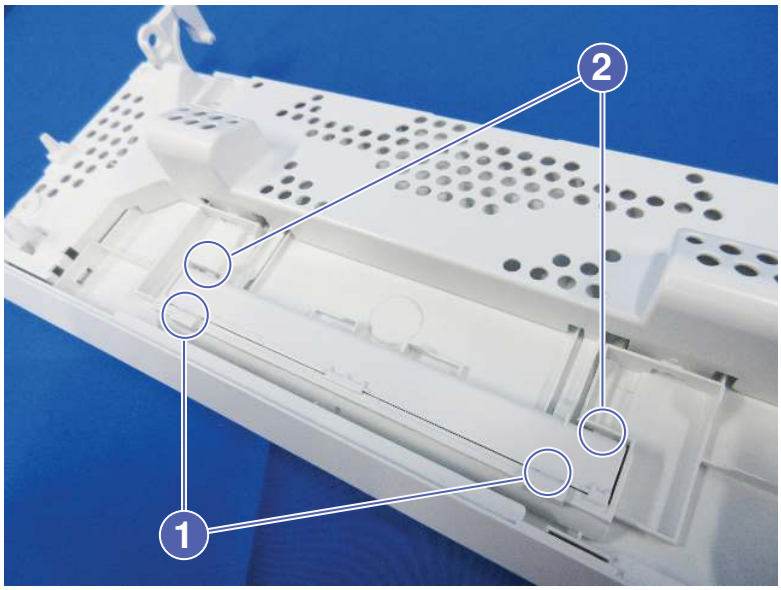
1. Remove six screws (callout 1).

Figure 4-239 Remove screws



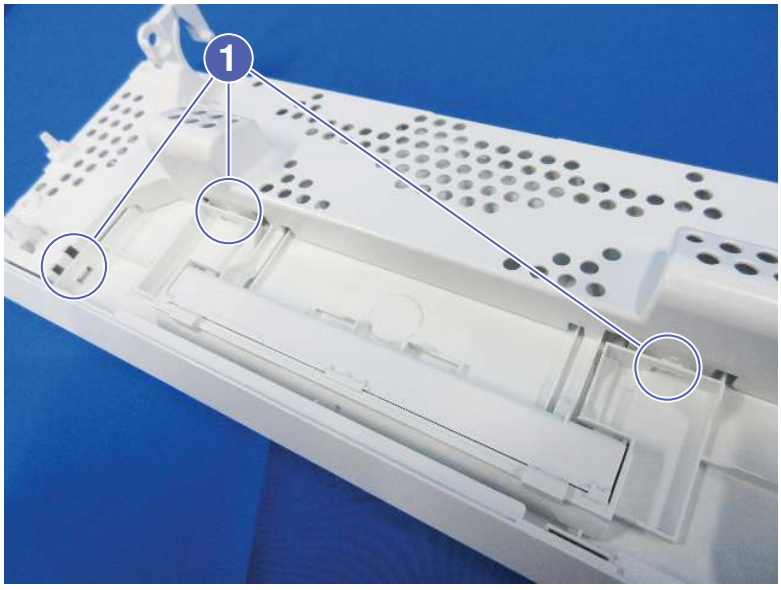
2. Release two tabs (callout 1) and release two tabs (callout 2).

Figure 4-240 Release tabs



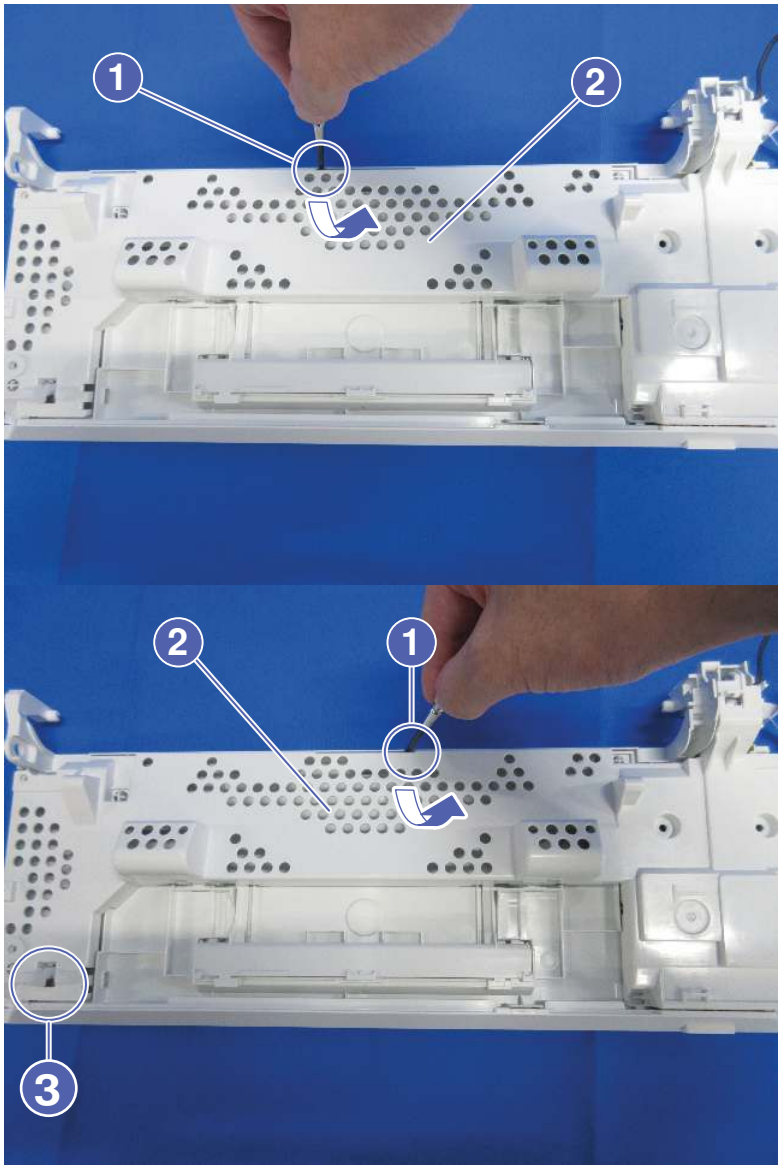
3. Release three tabs (callout 1).

Figure 4-241 Release 3 tabs



4. Use a small flat-blade screwdriver and gently pry between the inner cover and the cartridge door assembly. Then move the screwdriver in the direction of the arrow and slightly lift the inner cover (callout 2).

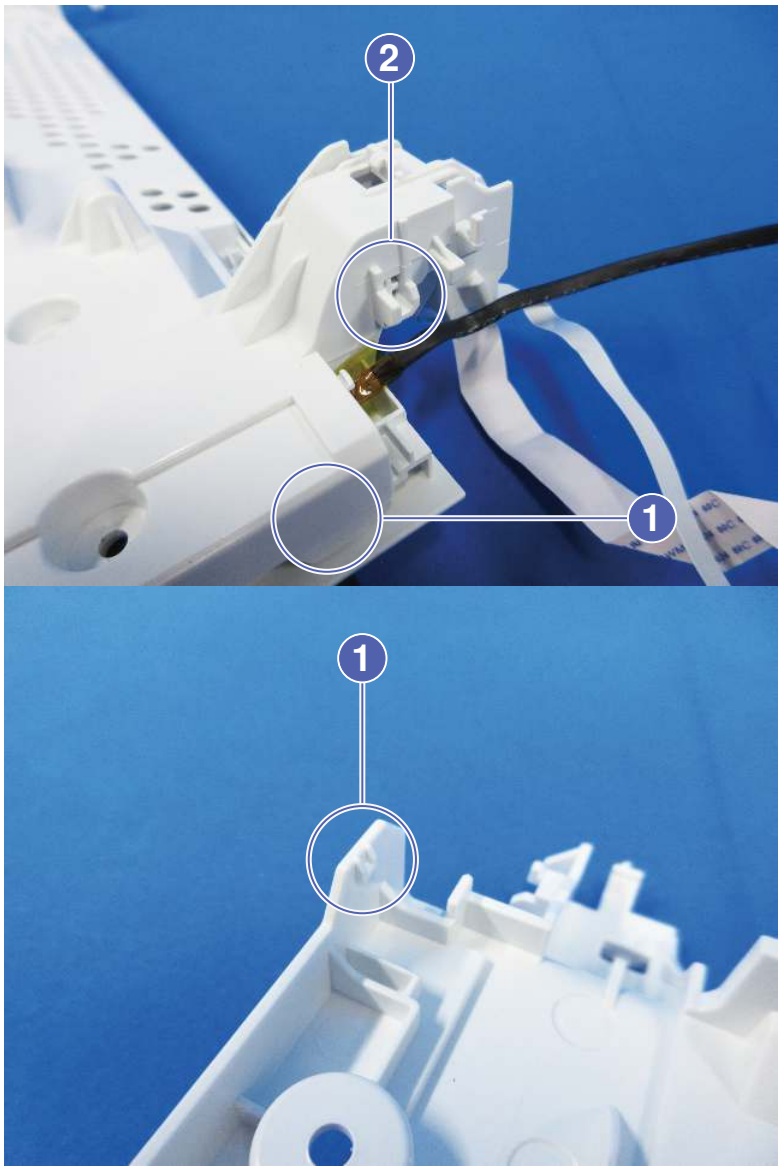
Figure 4-242 Lift inner cover



NOTE: Be careful not to lose the latch with spring when you pull the inner cover off (callout 3).

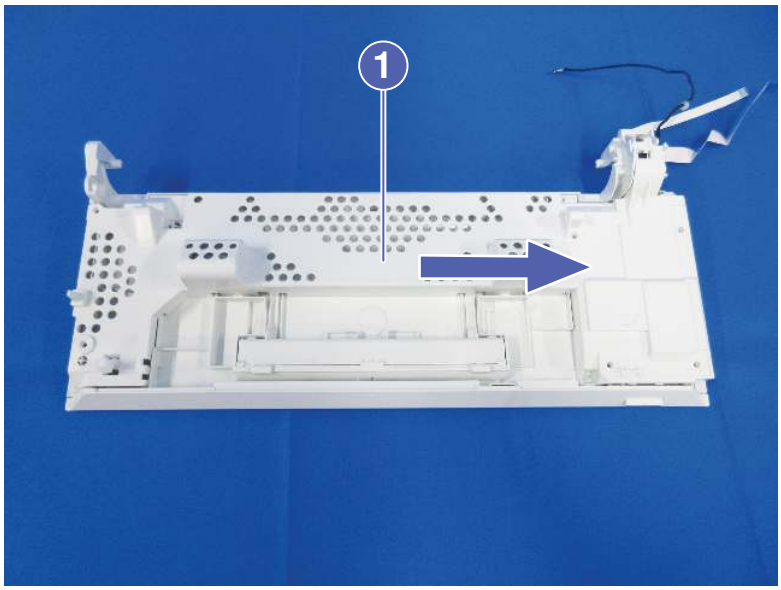
5. Release one tab (callout 1) and one alignment boss (callout 2).

Figure 4-243 Release tab and boss



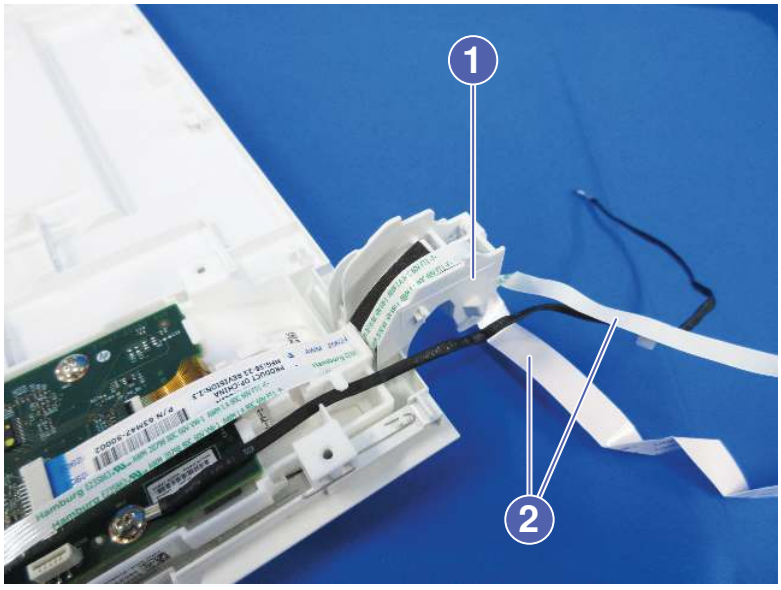
6. Remove the inner cover (callout 1) by sliding it in the direction shown to release it.

Figure 4-244 Remove inner cover



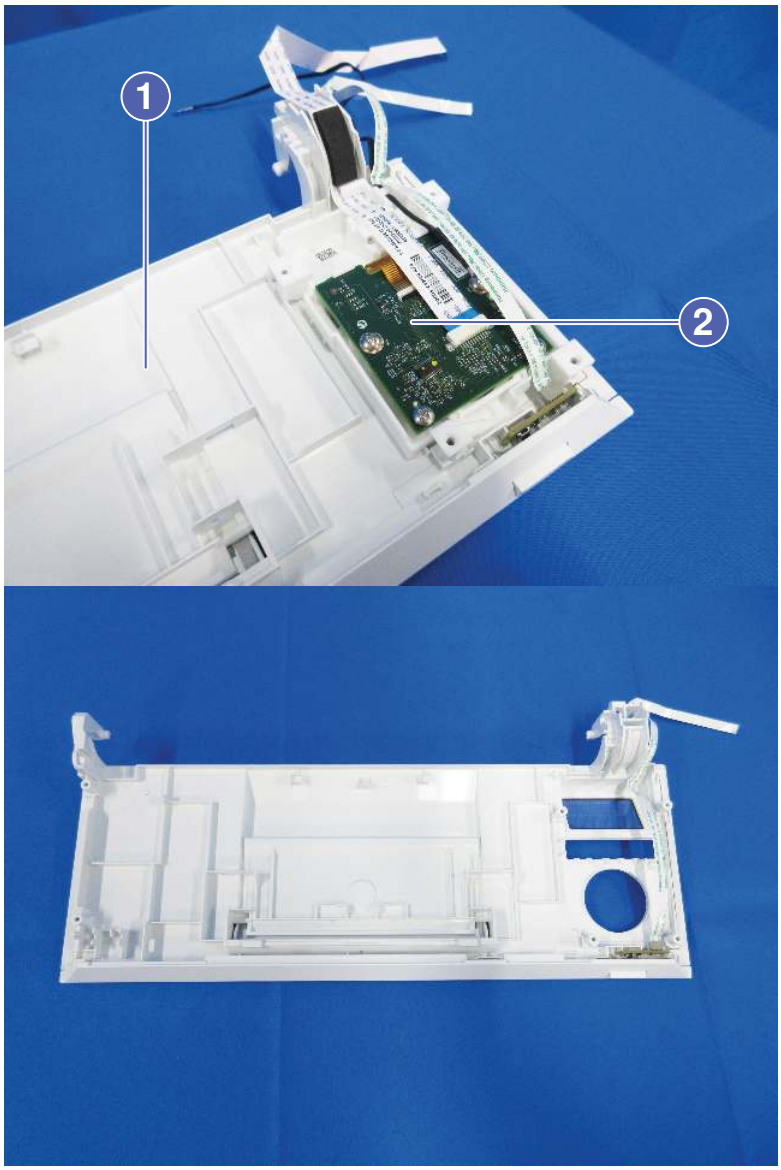
7. Release the FFC (callout 2) from the arm (callout 1).

Figure 4-245 Release FFC



8. Remove the control panel assembly (callout 2) from cartridge door assembly (callout 1).

Figure 4-246 Remove control panel



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: Cartridge door assembly (SFP, DW models)

Learn how to remove and replace the cartridge door assembly.

Mean time to repair: 6 minutes

Service level: Easy

Before performing service

WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-21 Part information

Part number	Part description
RM3-2096-000CN	Cartridge door assembly SF DW only

Required tools

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

Post service test

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

1. Remove Tray 2 and open printer

Follow these steps.

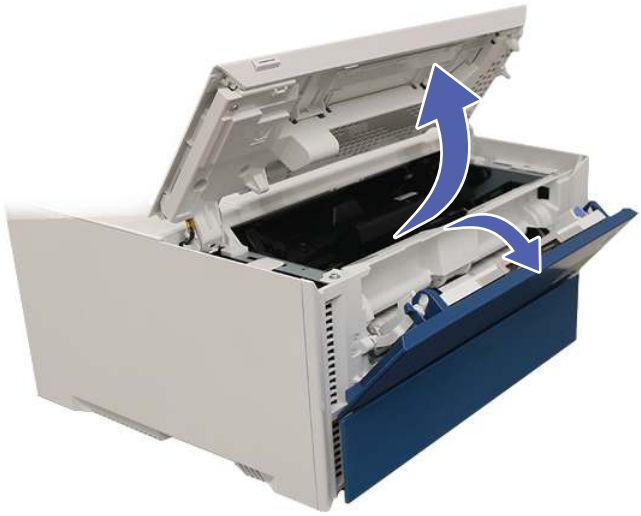
1. Remove Tray 2.

   Figure 4-247 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

   Open toner cartridge door and Tray 1



2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-248 Remove front left cover

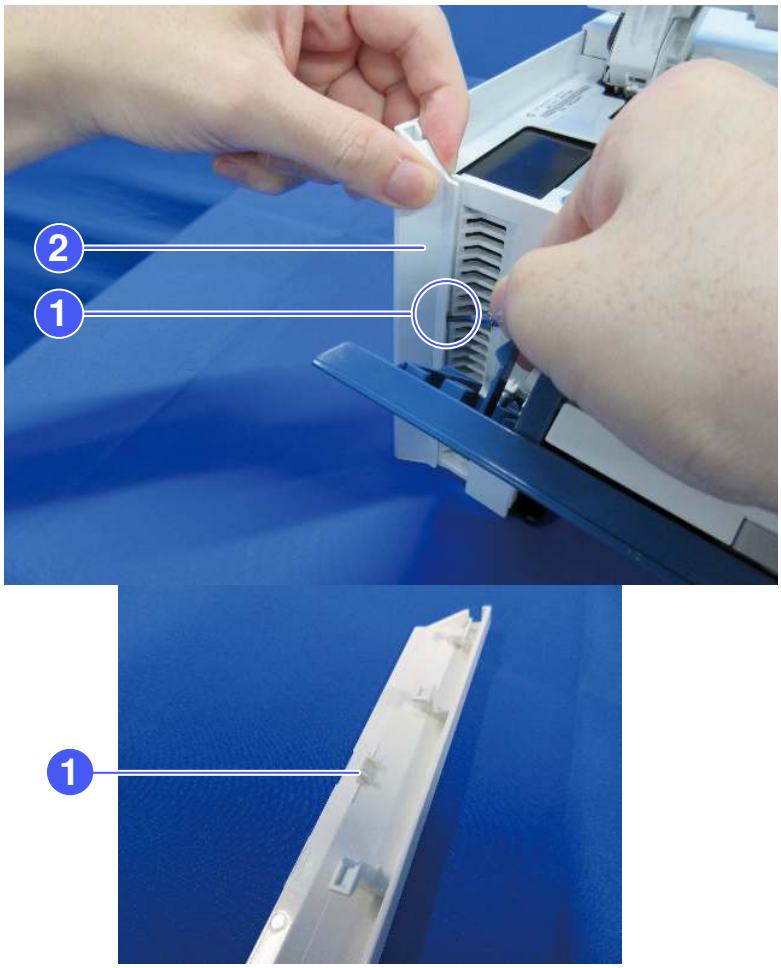


Figure 4-249 Close up of notch for screwdriver

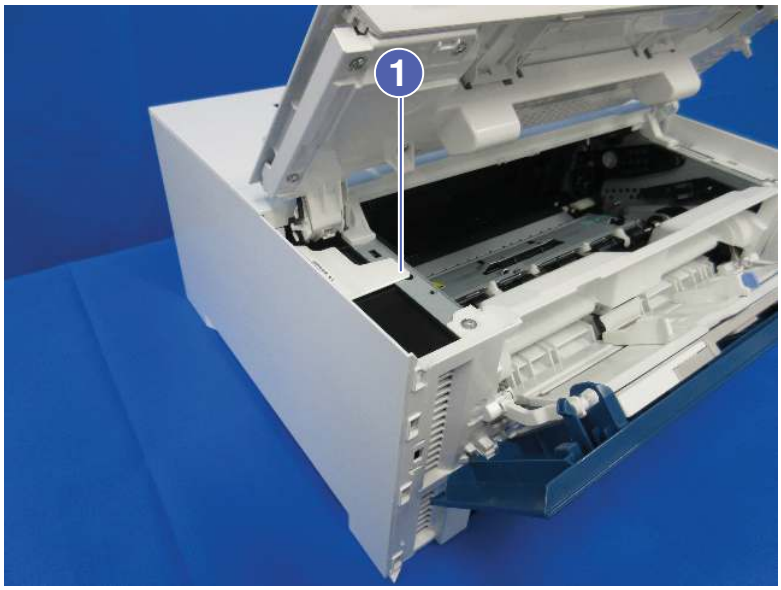


3. Remove the left cover (SFP)

Follow these steps to remove the left cover.

1. Release one tab (callout 1).

Figure 4-250 Release tab

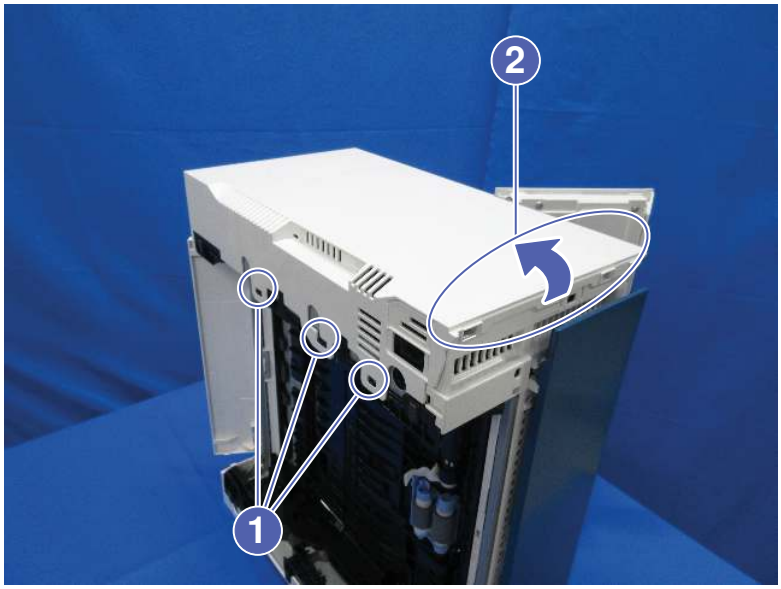


2. Perform the following:

   - For easier access, place the printer so that it is resting on the right side. The left side is now facing up.
   - Release three tabs (callout 1).
   - Pull the front part (callout 2) of the left cover in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

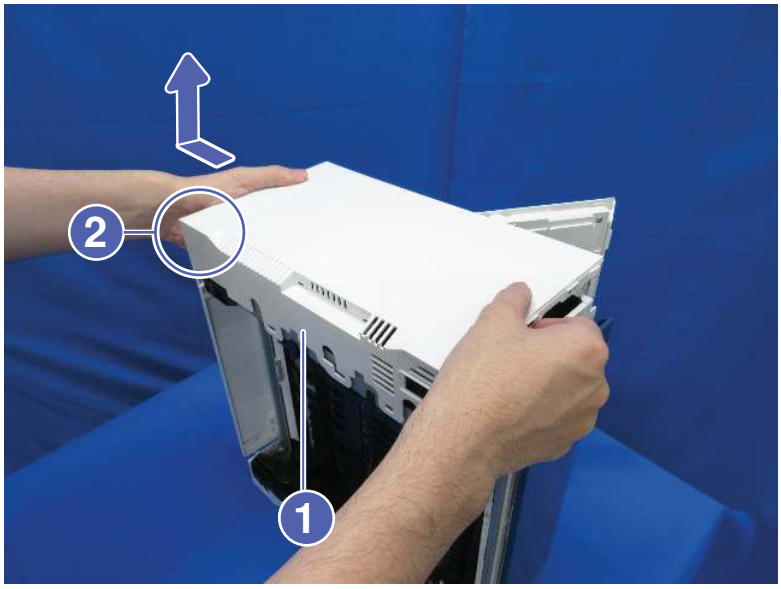
Figure 4-251 Release the left cover



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket (callout 2).

Figure 4-252 Remove left cover



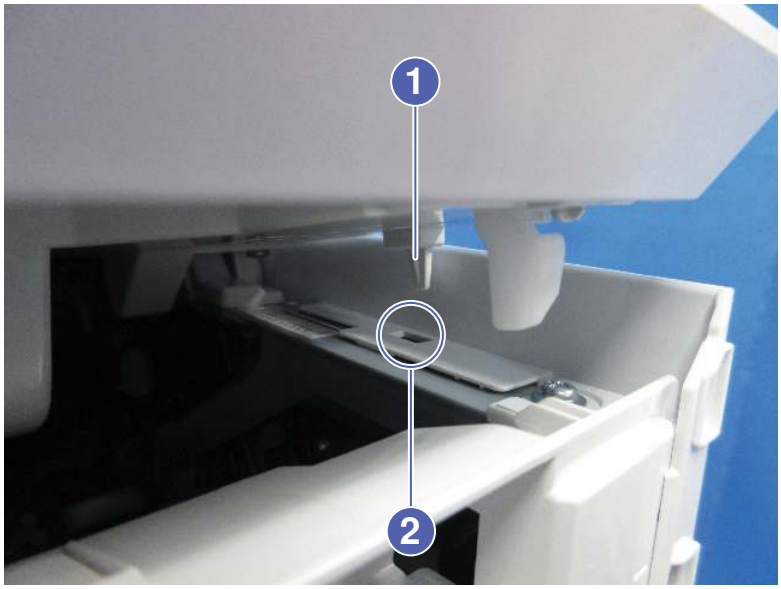
4. Remove the right cover (SFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

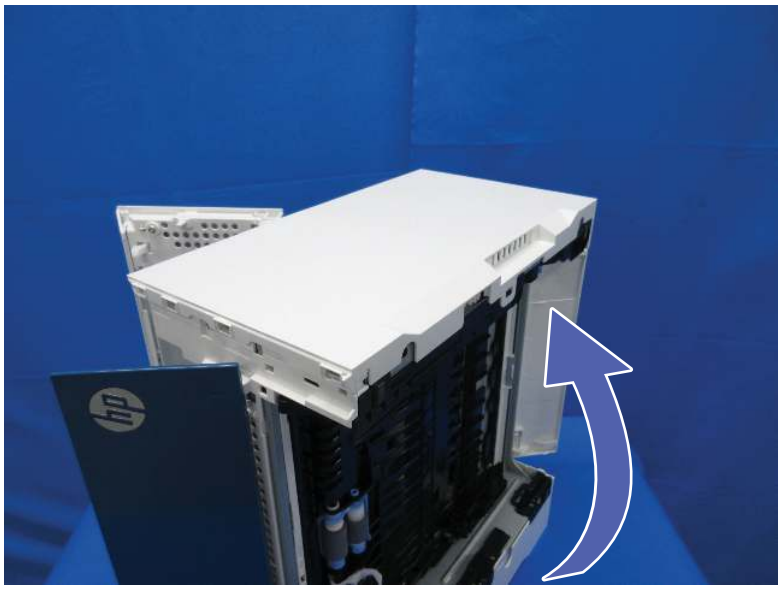
NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-253 Ensure the cartridge door is open



2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

Figure 4-254 Place printer on side

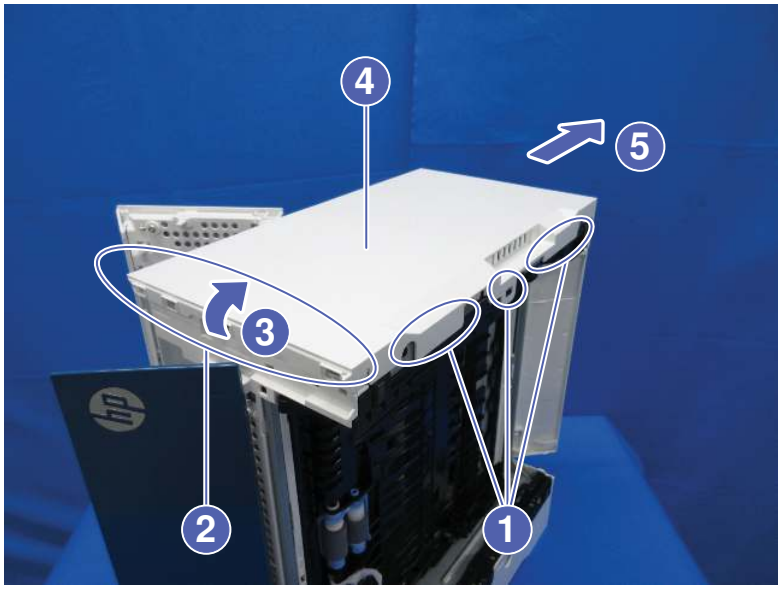


3. Perform the following:

   - Release three tabs (callout 1).
   - The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
   - Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. The cover will not slide without tilting the cover up slightly.

Figure 4-255 Remove right cover



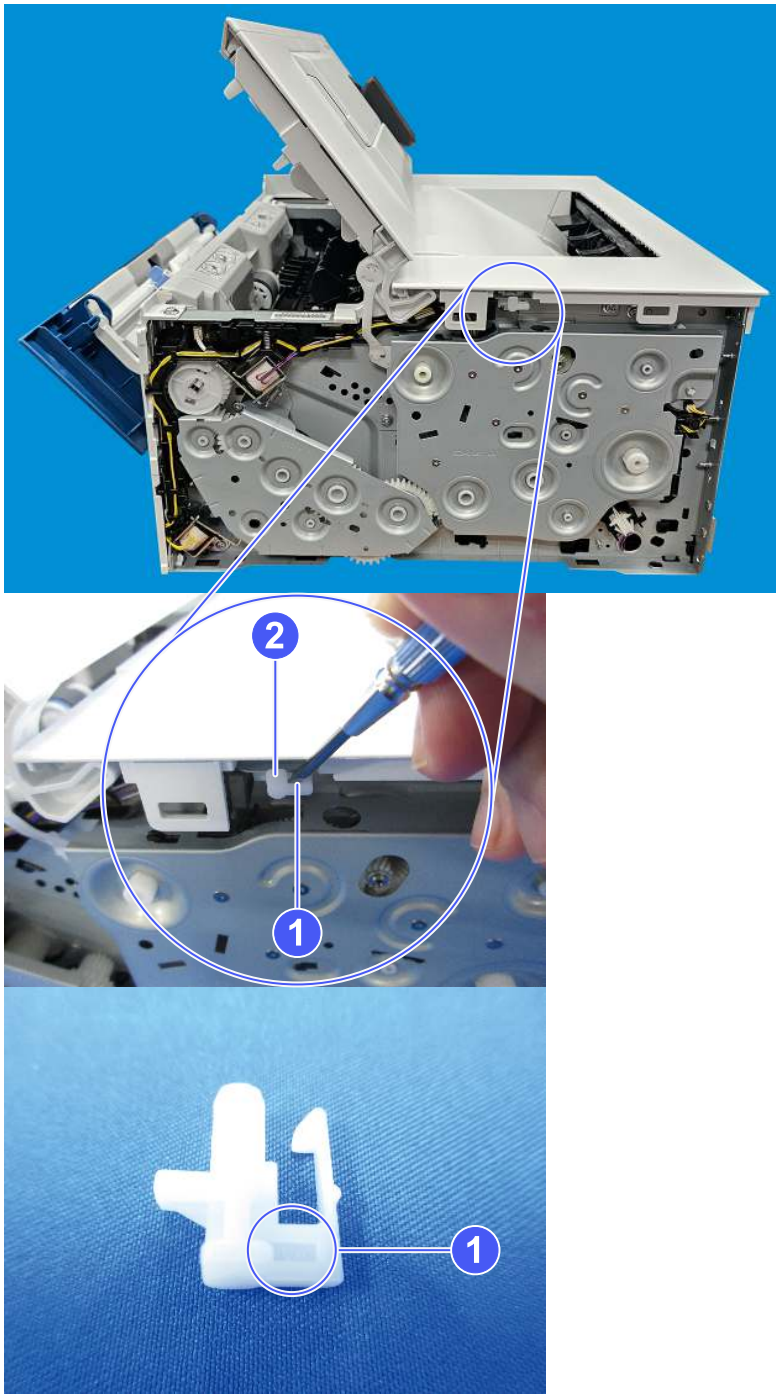
5. Remove the top cover (SFP)

Follow these steps to remove the top cover (SFP).

1. Press a small flat blade screwdriver against the recessed part (callout 1) of the lock pin and pull out the lock pin (callout 2).

IMPORTANT: This locking pin must be saved to install the service part.

Figure 4-256 Remove the locking pin



2. While lowering one tab (callout 1) downward, the door link (callout 2) is removed by sliding in the arrow direction.

NOTE: The door link is loose once detached from the door and can fall off the link arm to which it is connected. Note how the door link arm attaches to the link arm on the side of the printer to reinstall.

Figure 4-257 Detach the link arm

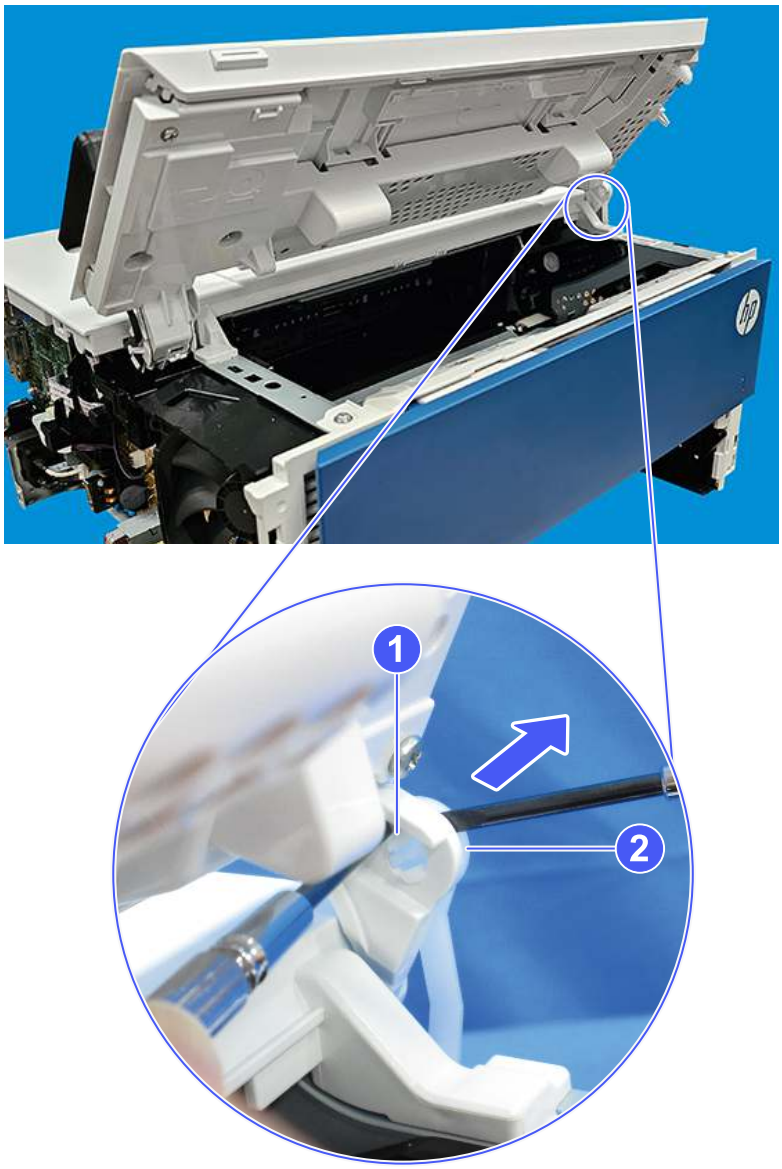
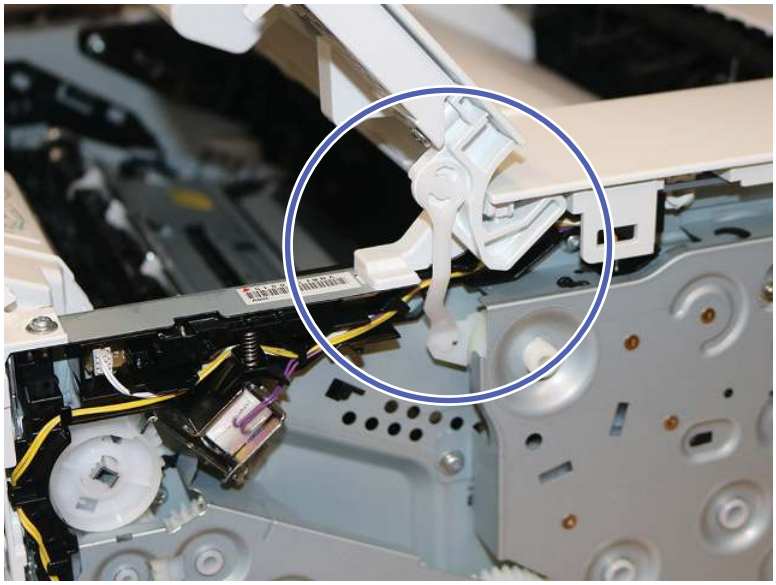
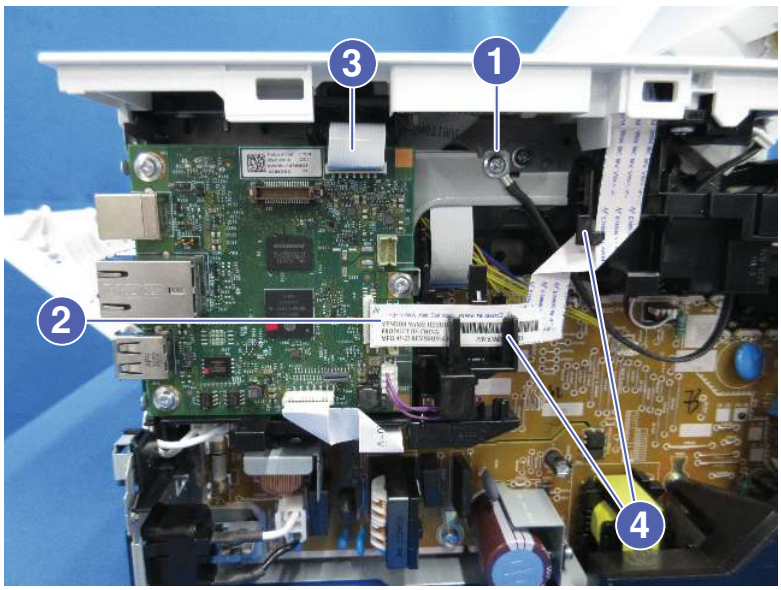


Figure 4-258 Outside view of the door arm link

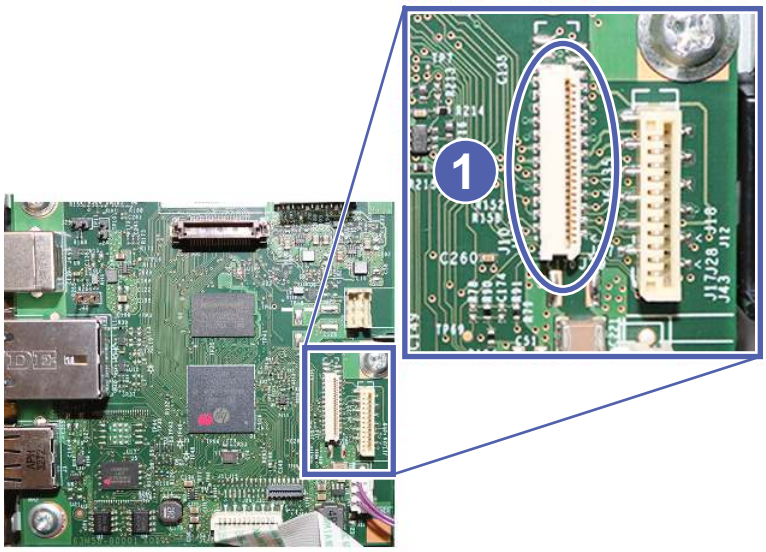


3. On the left side of the printer, perform the following:
   - Remove one screw (callout 1).
   - Remove the FFC (callout 2).
   - Remove the FFC (callout 3) (for Wireless model only).
   - Release the FFC (callout 2) from the cable guide (callout 4).

Figure 4-259 Remove the FFCs and ground

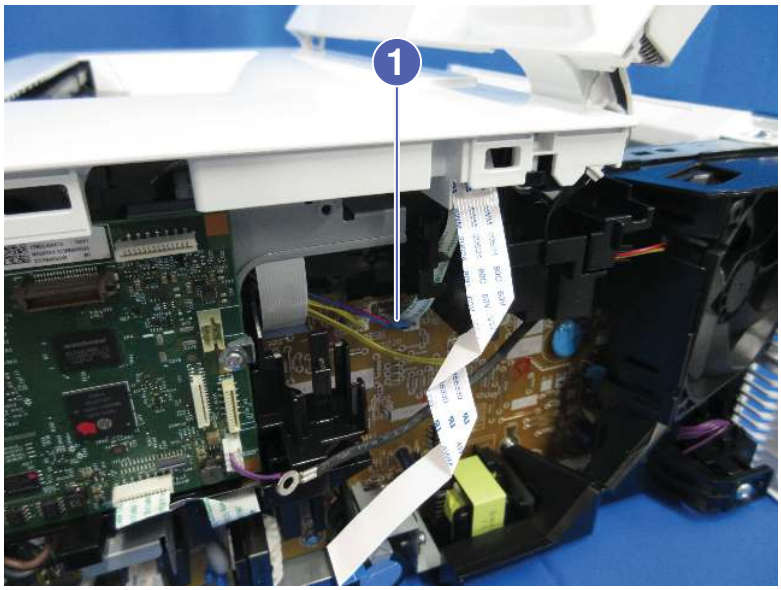


NOTE: When installing the FFC, it must go into the innermost ZIF connector (callout 1).



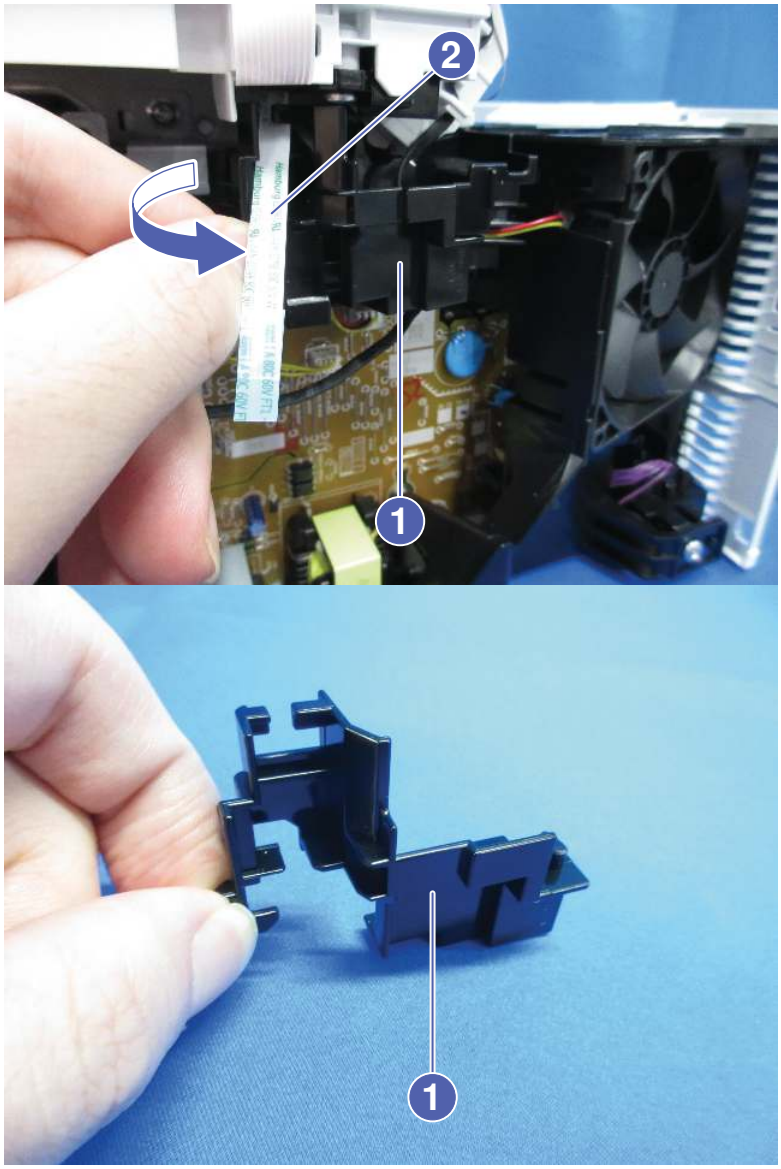
4. Remove the small FFC (callout 1).

Figure 4-260 Remove the small FFC



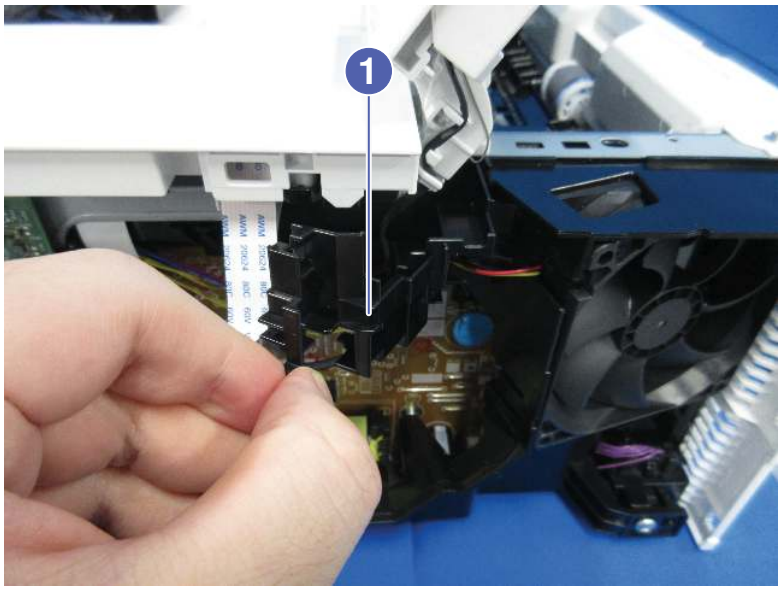
5. Rotate the cable guide (callout 1) in the direction of the arrow, then release the FFC (callout 2) from the cable guide (callout 1).

Figure 4-261 Remove the cable guide



6. Remove the cable guide (callout 1) by sliding downward.

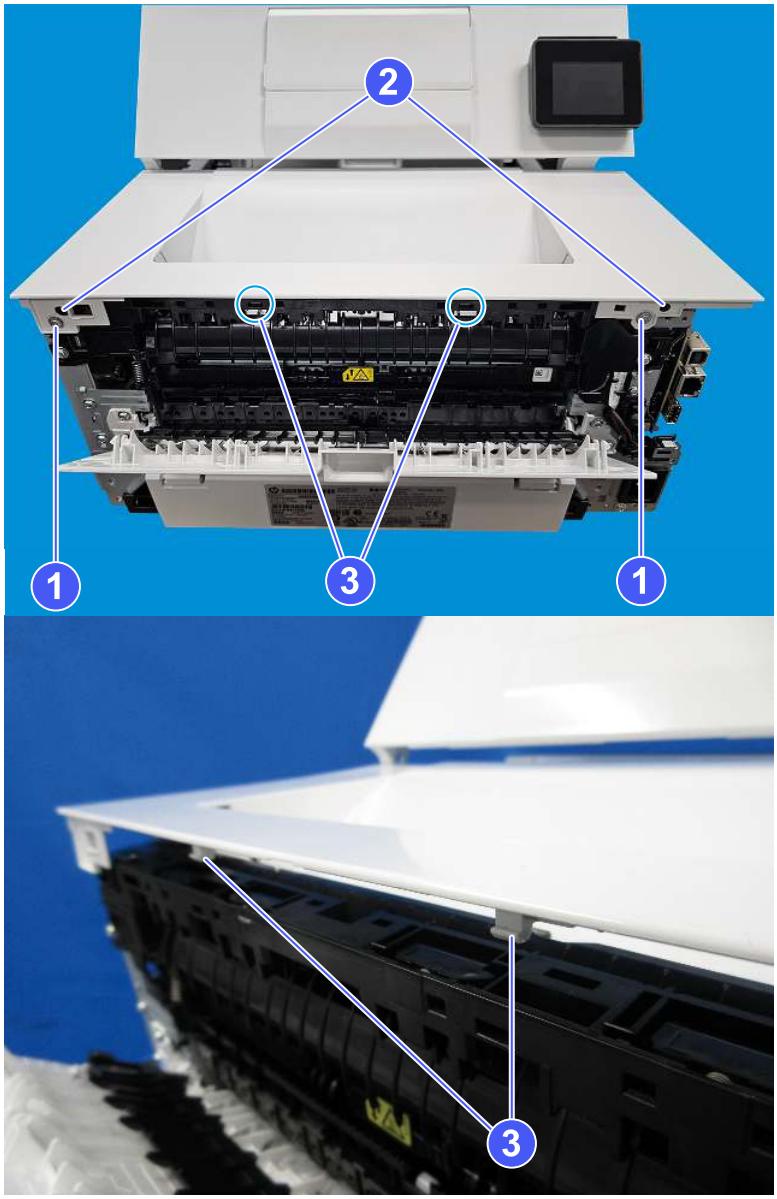
Figure 4-262 Remove the cable guide



NOTE: Keep the cable guide for reinstall.

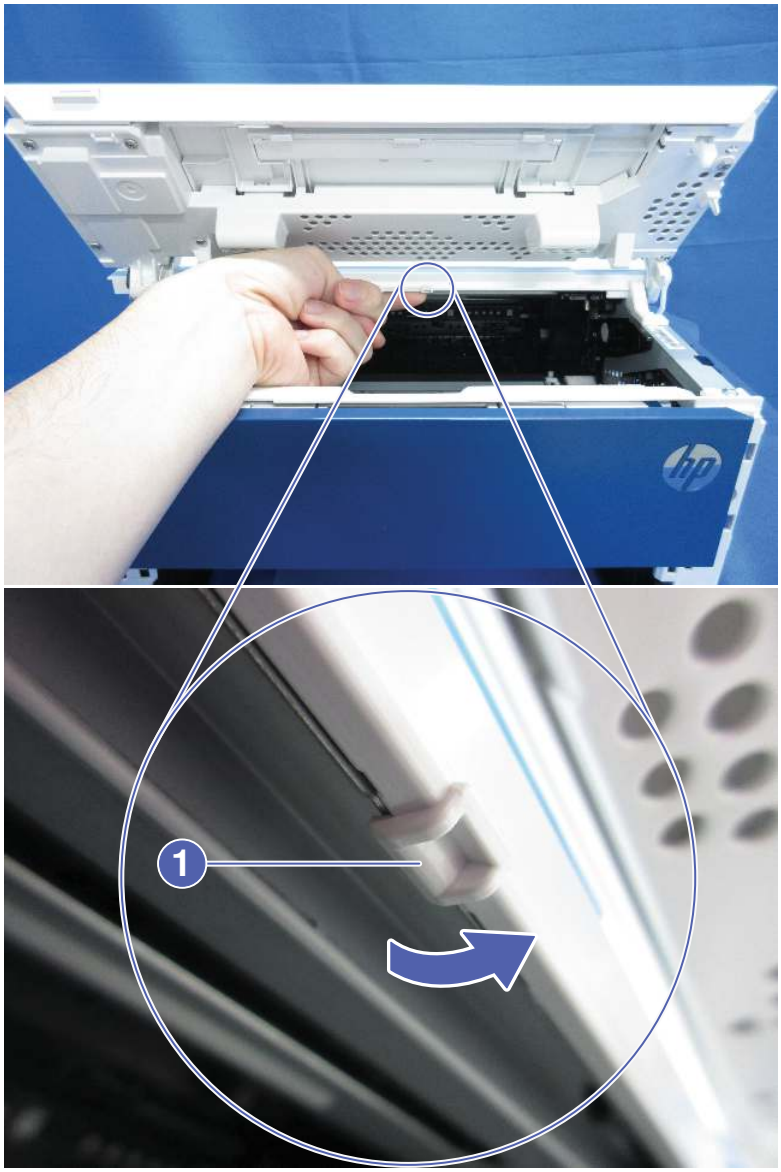
7. Perform the following:
   - Remove two screws (callout 1)
   - Release two bosses (callout 2).
   - Release two tabs (callout 3).

Figure 4-263 Remove the screws and release the tabs



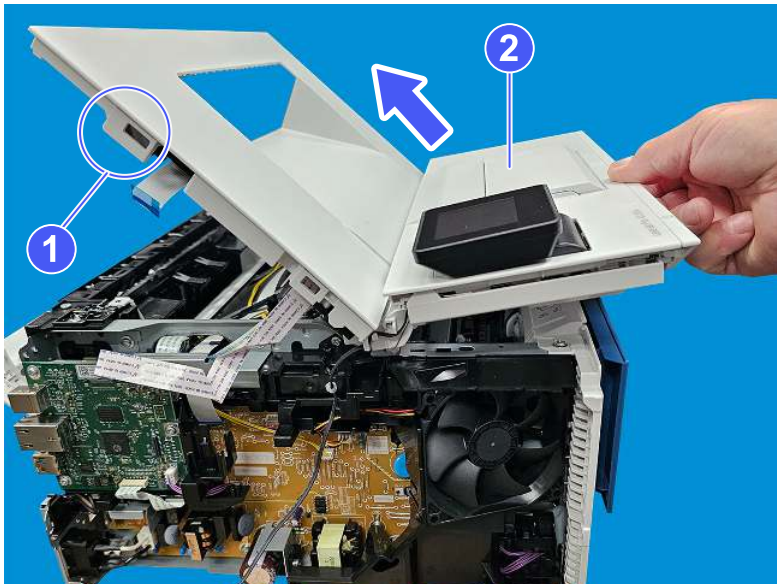
8. Lifting the rear of the top cover, release one tab (callout 1) by pulling forward in the direction of the arrow.

Figure 4-264 Release the tab



9. Lift the rear part (callout 1) of the top cover assembly, then slide the top cover assembly (callout 2) in the direction of the arrow to remove it.

Figure 4-265 Remove the top cover



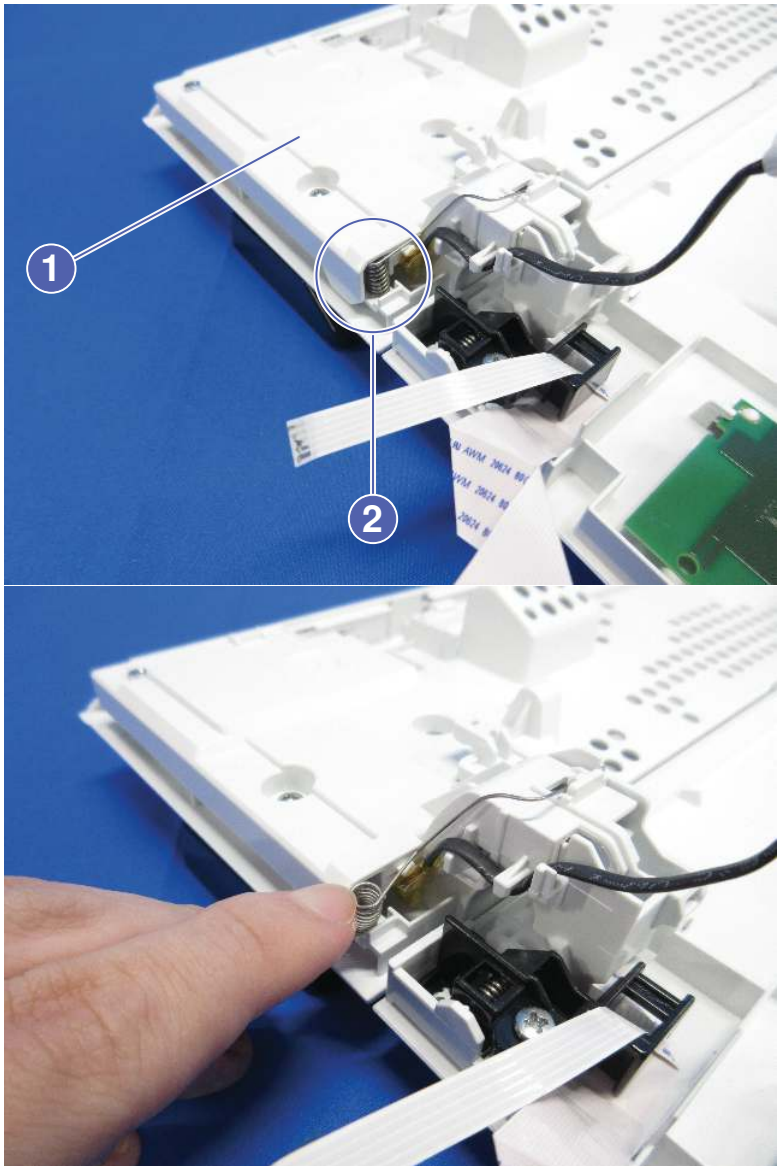
IMPORTANT: This completes the removal of the top cover.

When replacing the top cover use the following steps.

10. If the top cover assembly needs to be replaced with a service part, perform the following.

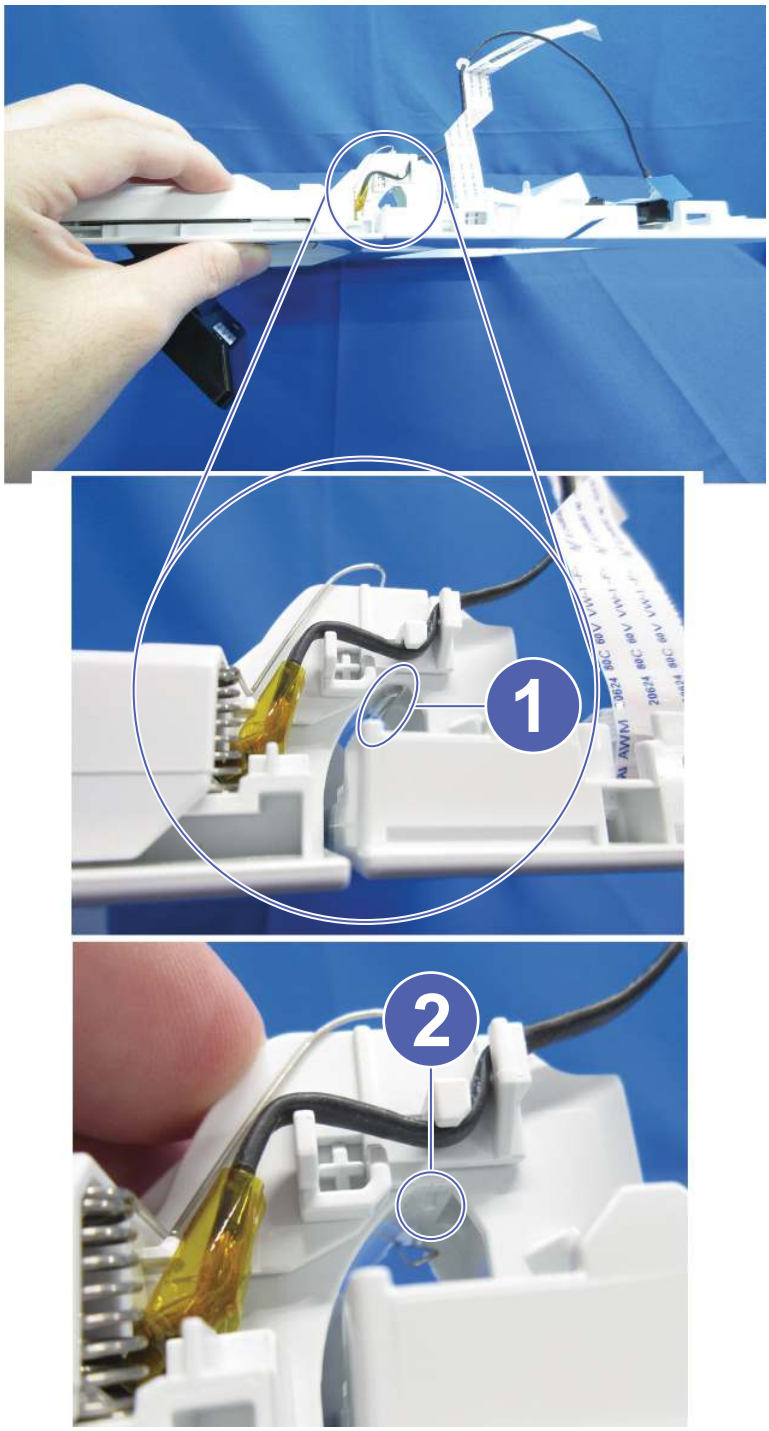
a. Remove the spring (callout 2) from cartridge door assembly. By first removing the spring on the left side as shown.

Figure 4-266 Release the spring



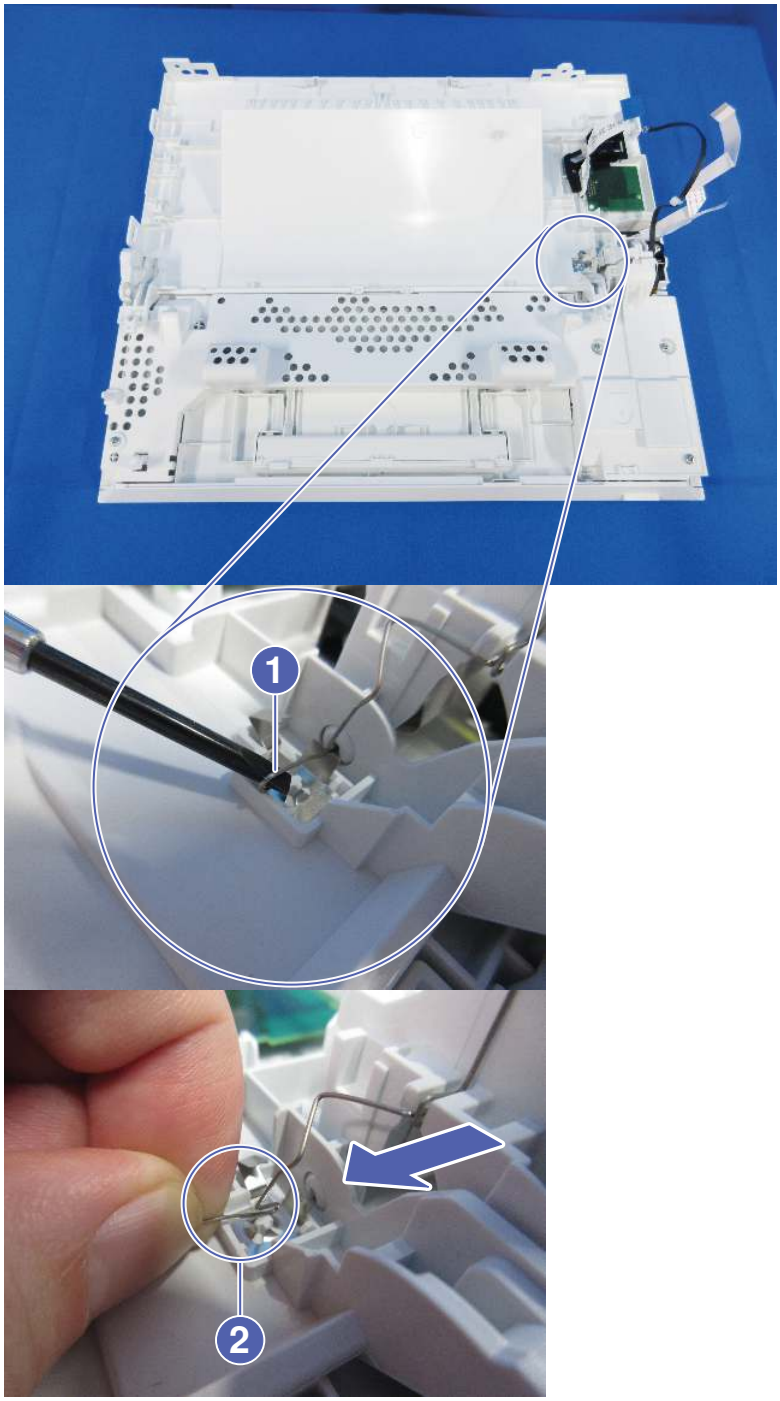
b. Remove spring (callout 1) from boss (callout 2).

Figure 4-267 Release the spring loop



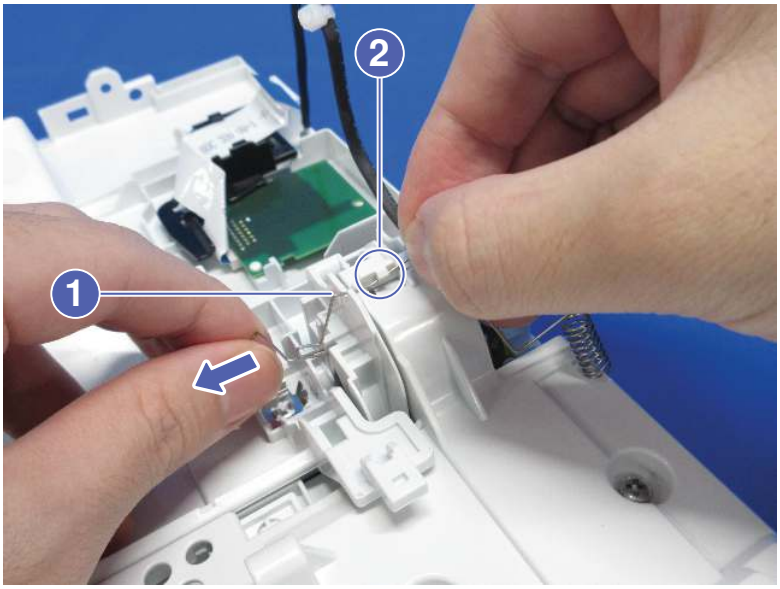
c. Lift the end of the spring (callout 1) slightly, and then pull out the spring (callout 2) in the direction of the arrow.

Figure 4-268 Pull the spring out



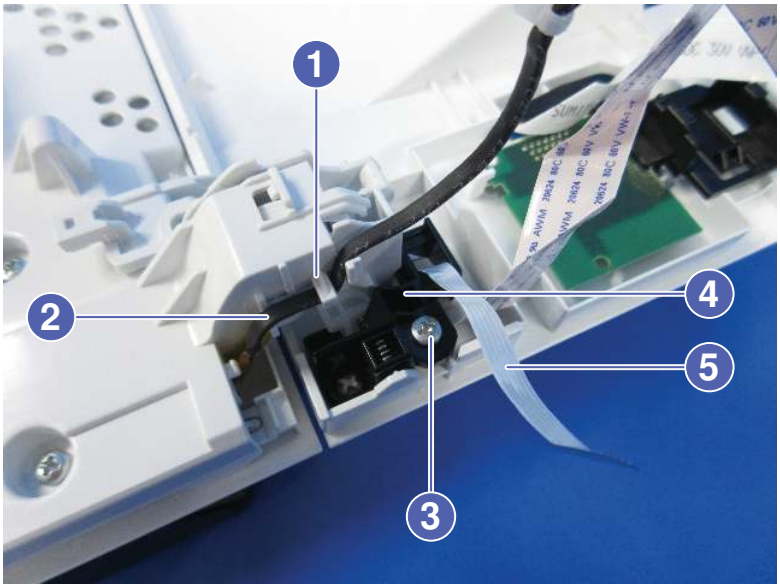
d. The spring (callout 1) is detached from the hook (callout 2), then the spring (callout 1) is removed while sliding it in the direction of the arrow.

Figure 4-269 Remove the spring



e. Remove the ground cable (callout 2) from the cable guide (callout 1). Remove one screw (callout 3), then remove the latch (callout 4). Release the FFC (callout 5) from the latch (callout 4).

Figure 4-270 Remove ground cable



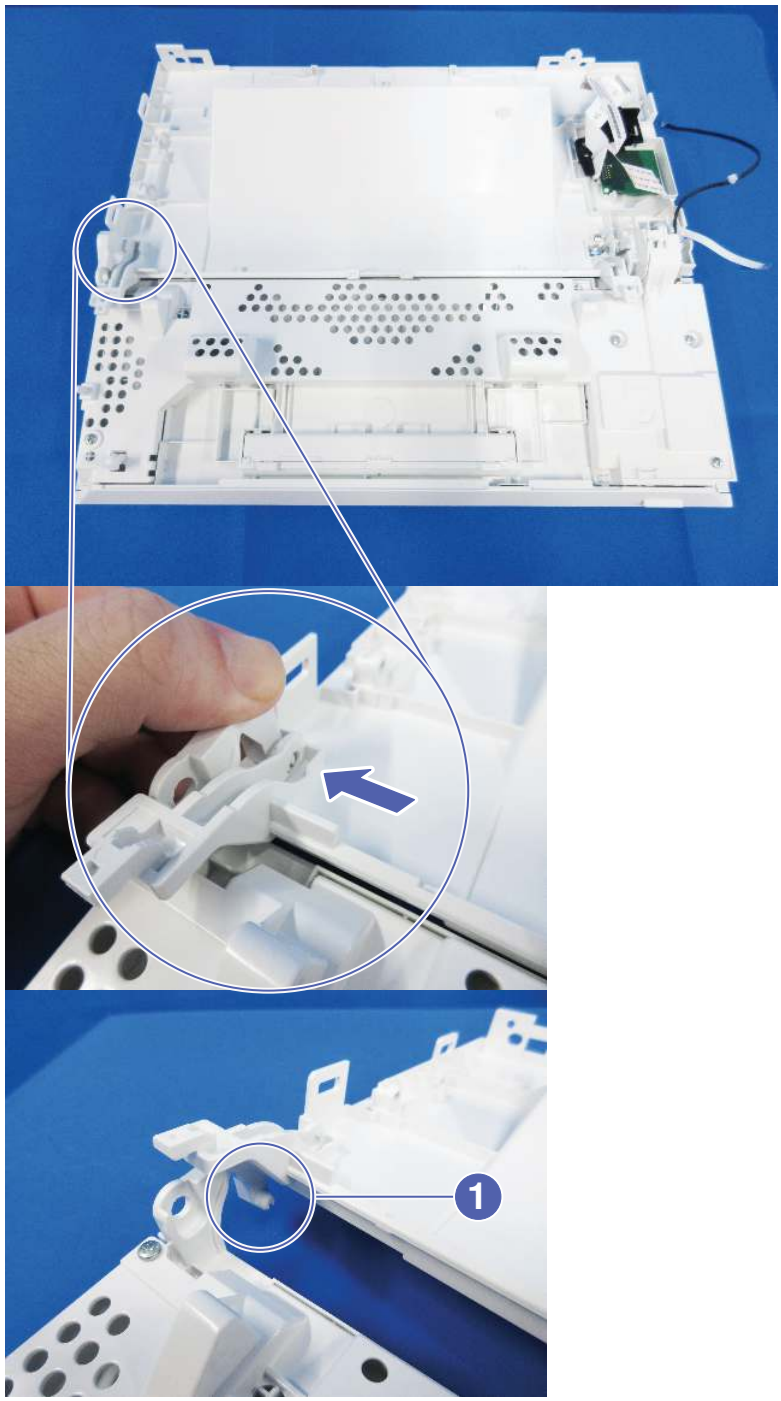
f. Position the two halves of the top cover at an angle as shown.

Figure 4-271 Align the top cover



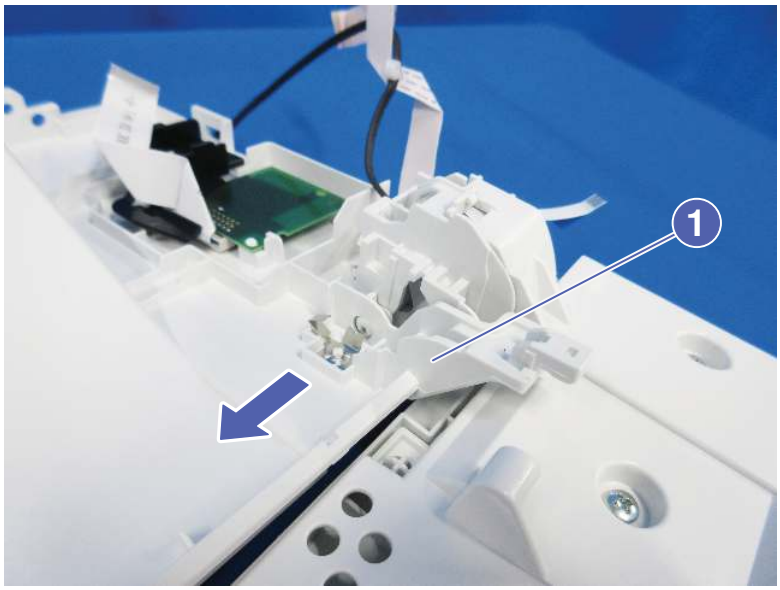
g. Remove the shaft (callout 1) by bending the cover in the direction of the arrow.

Figure 4-272 Release post



h. Slide the top cover assembly (callout 1) in the direction of the arrow to remove it.

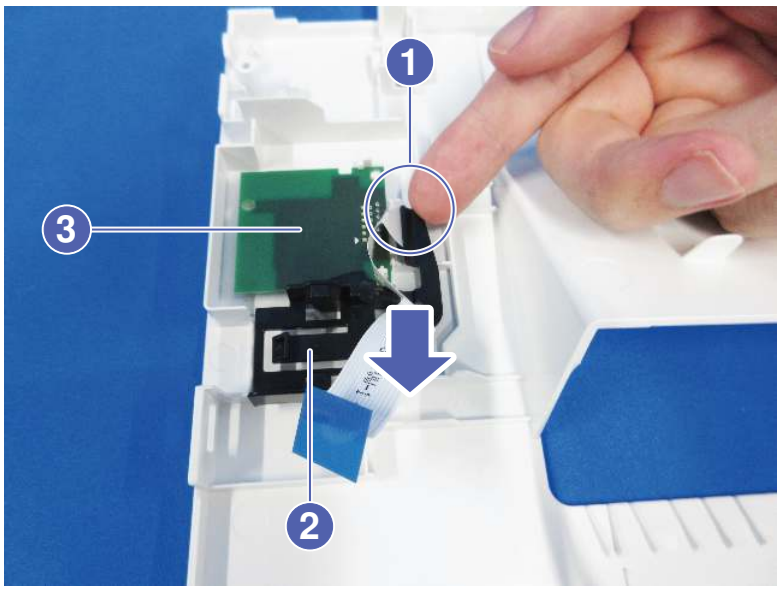
Figure 4-273 Slide top cover in the direction of the arrow



i. Lift the end of the Wi-Fi retaining bracket (callout 1), then slide the holder (callout 2) in the direction of the arrow to remove it. Remove the Wi-Fi PCA (callout 3).

NOTE: For Wireless models only. IMPORTANT: When reinstalling the Wireless PCA, the PCA must be installed before the retaining bracket.

Figure 4-274 Remove the Wi-Fi PCA



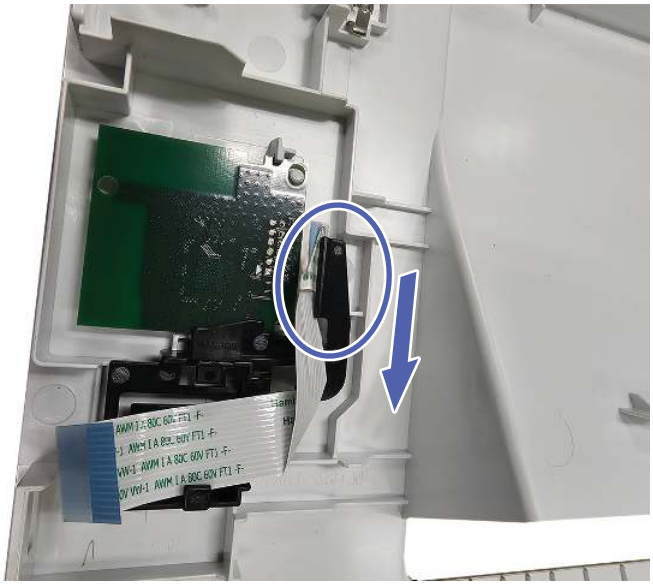
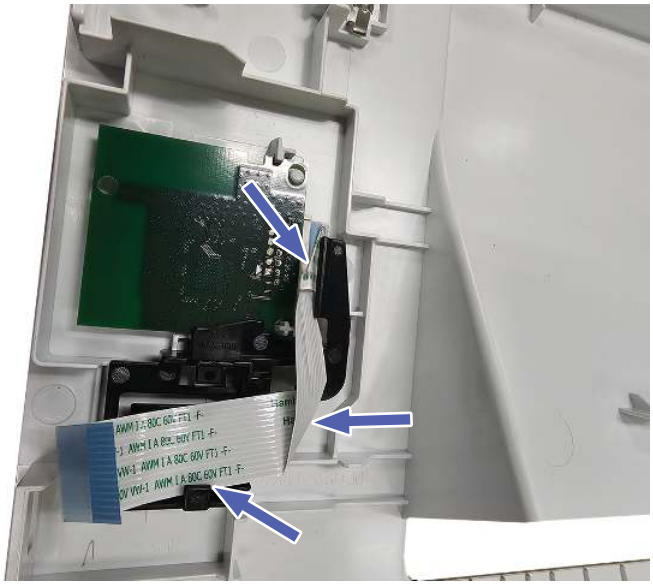


Figure 4-275 When reinstalling note the proper layout of Wi-Fi FFC

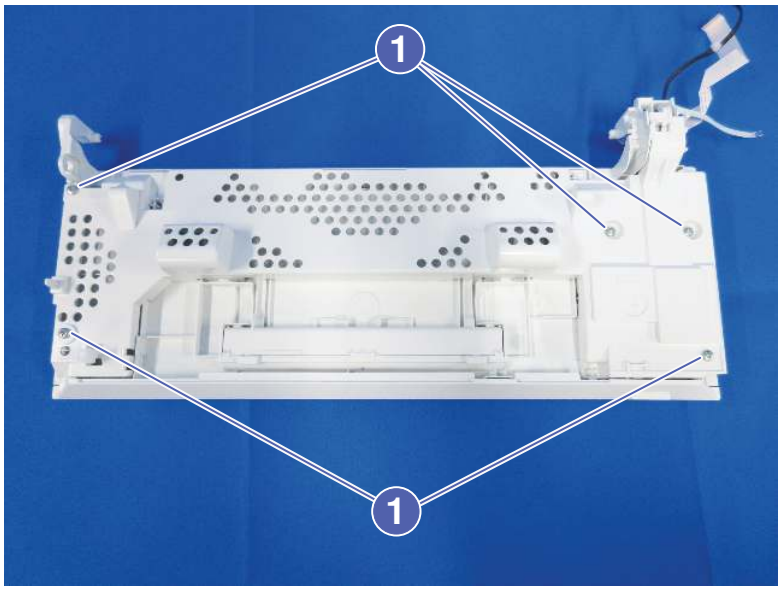


6. Remove the cartridge door assembly (WiFi SFP)

Follow these steps to remove the cartridge door assembly.

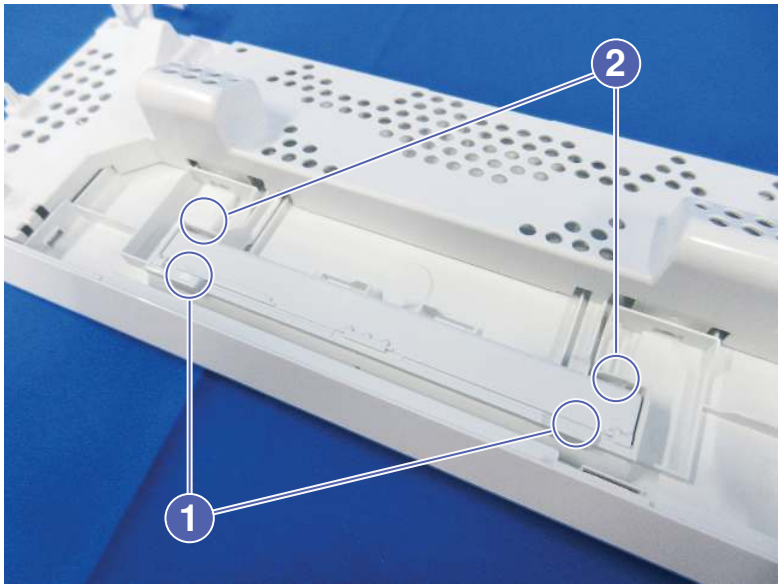
1. Remove six screws (callout 1).

Figure 4-276 Remove screws



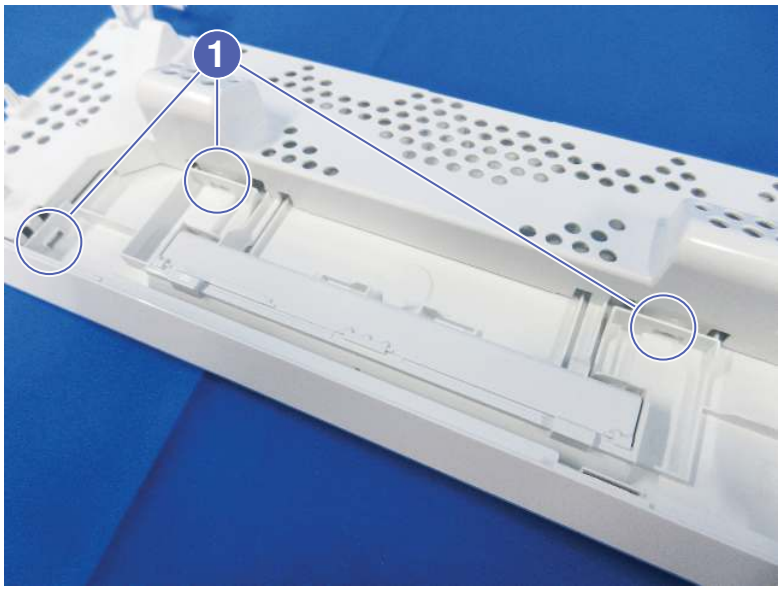
2. Release two tabs (callout 1) and release two tabs (callout 2).

Figure 4-277 Release tabs



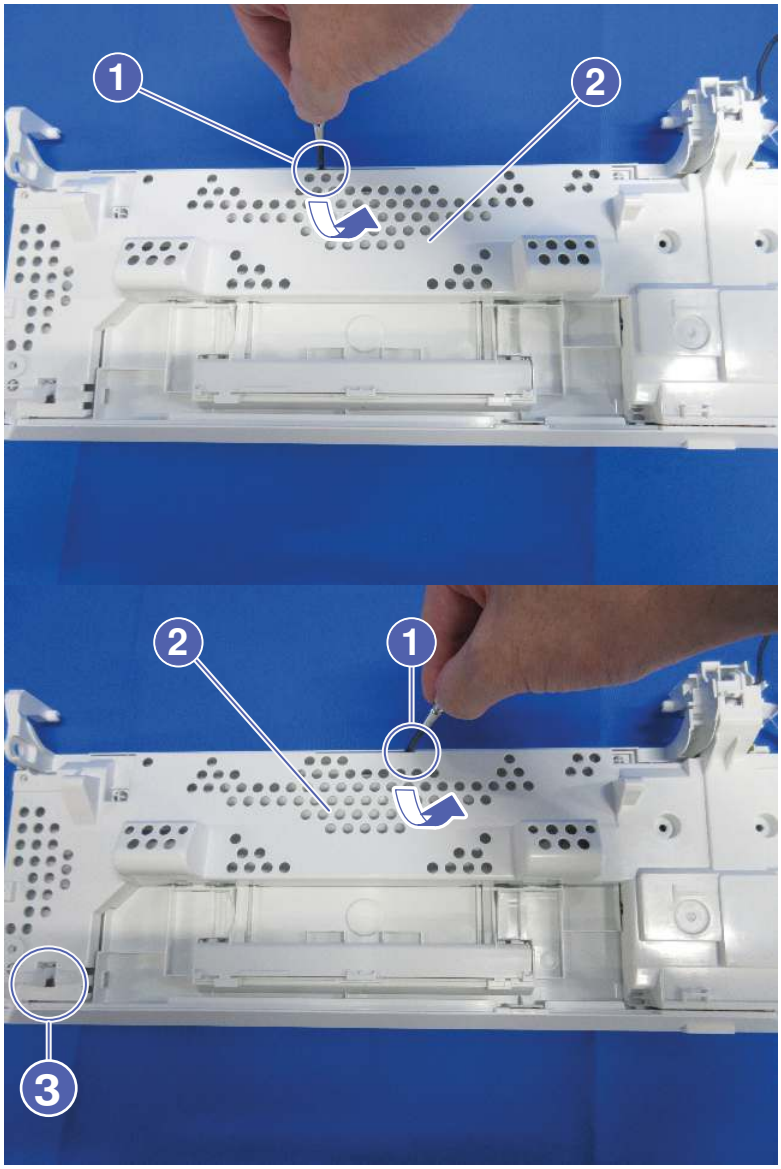
3. Release three tabs (callout 1).

Figure 4-278 Release tabs



4. Use a small flat-blade screwdriver and gently pry between the inner cover and the cartridge door assembly. Then move the screwdriver in the direction of the arrow and slightly lift the inner cover (callout 2).

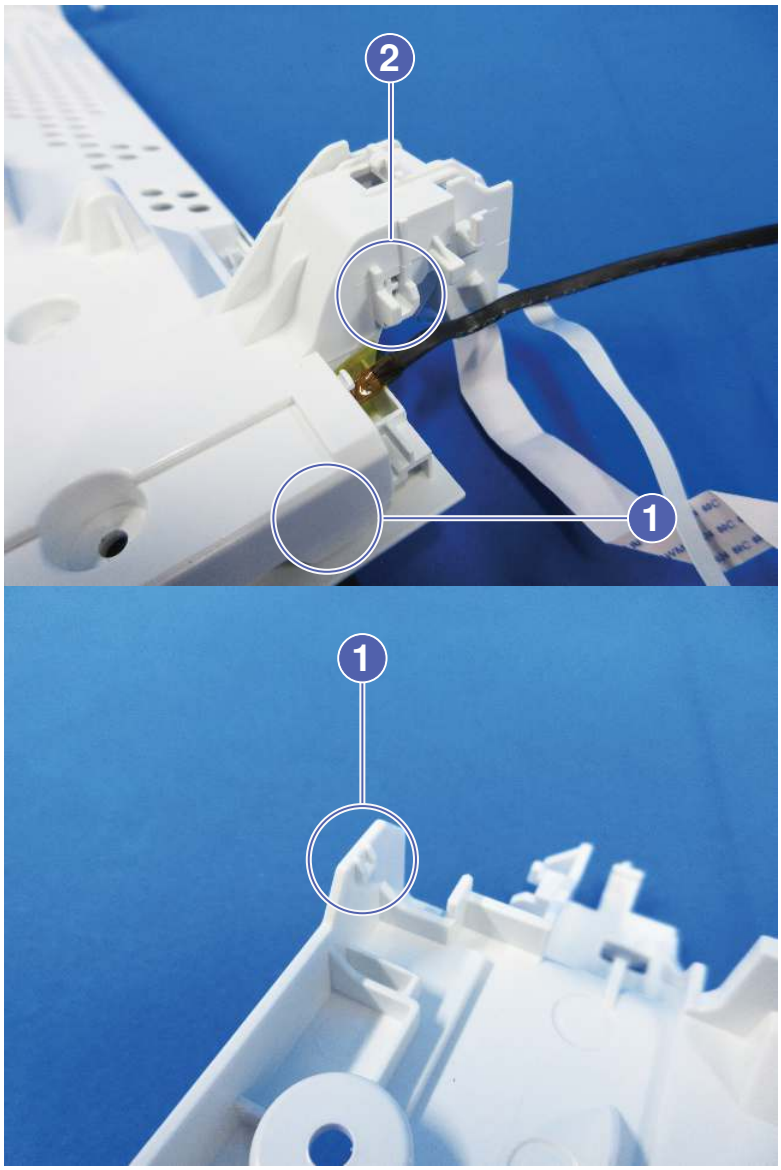
Figure 4-279 Lift inner cover



NOTE: Be careful not to lose the latch with spring when you pull the inner cover off.

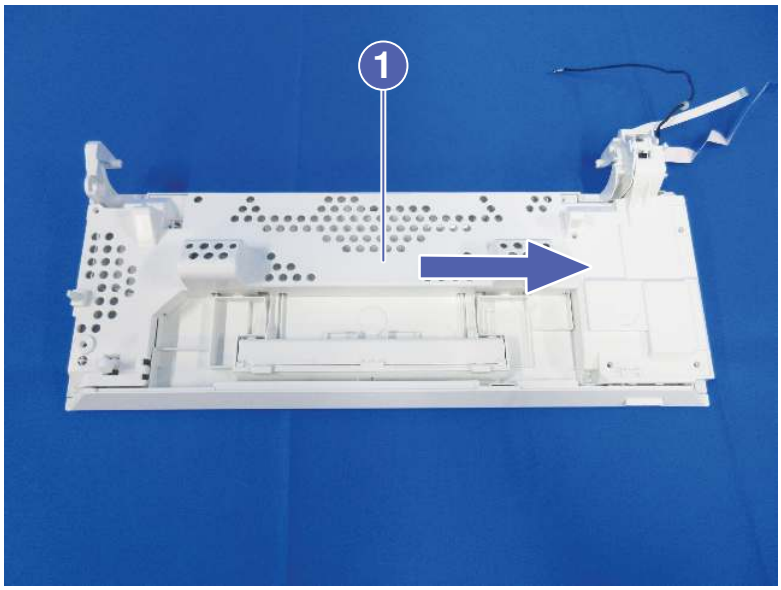
5. Release one tab (callout 1) and one alignment boss (callout 2).

Figure 4-280 Release tab



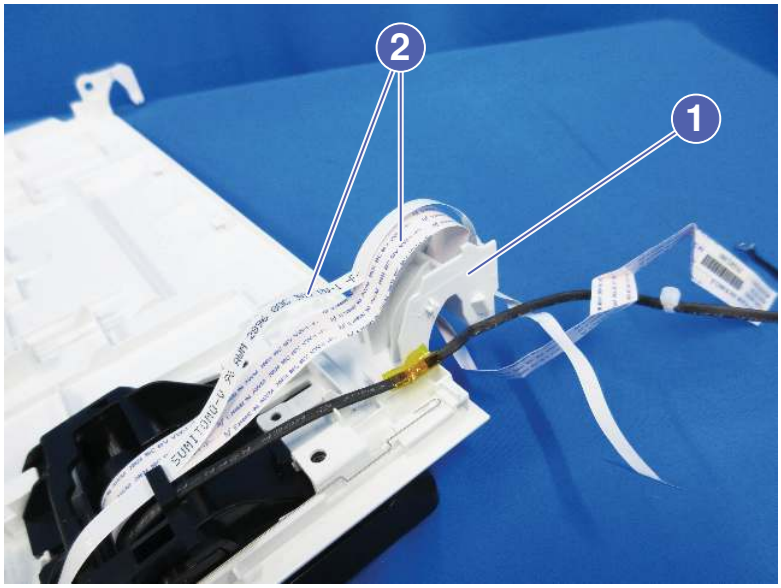
6. Remove the inner cover (callout 1) by sliding it in the direction shown to release it.

Figure 4-281 Remove inner cover



7. Release the FFC (callout 2) from the arm (callout 1).

Figure 4-282 Release the FFC



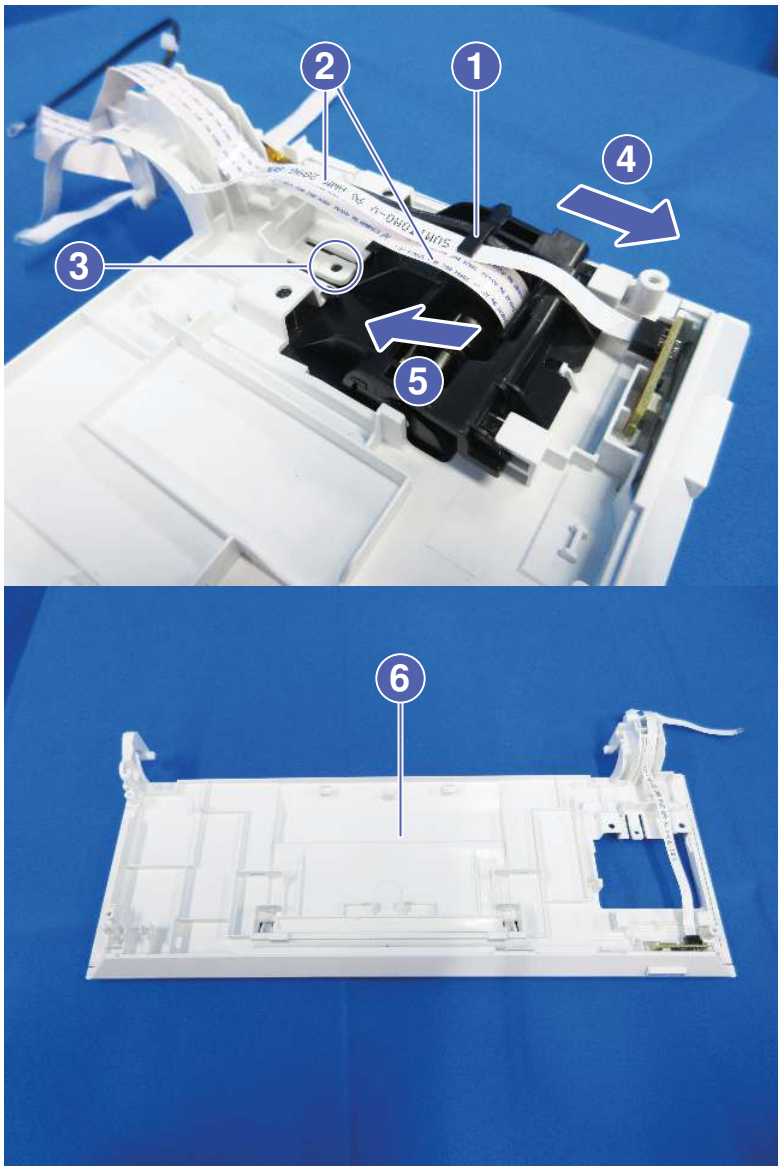
8. To remove the control panel perform the following:

- Release the FFC (callout 2) from the control panel assembly (callout 1).
- Release one boss (callout 3).
- Shift the control panel assembly (callout1) in the direction of the arrow (callout 4).
- Gently lift up and slide the control panel assembly (callout 1) in the direction of the arrow (callout 5).

- Remove the control panel assembly (callout 1) from cartridge door assembly (callout 6).

NOTE: When reinstalling, the power switch PCA will become loose and will hinder install of inner cover if it's not in the correct position.

Figure 4-283 Remove control panel



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: Cartridge door assembly MFP

Learn how to remove and replace the cartridge door assembly.

Mean time to repair:

Service level:

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-22 Part information

Part number	Part description
No Part # in colab	

Required tools

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

Post service test

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

1. Remove Tray 2 and open printer

Follow these steps.

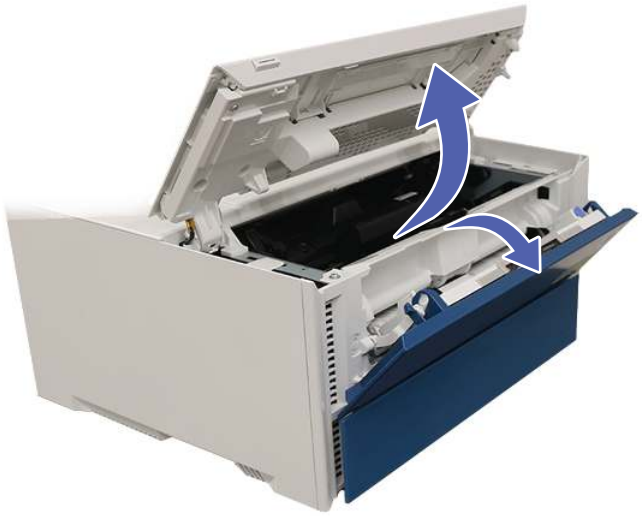
1. Remove Tray 2.

   Figure 4-284 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

   Open toner cartridge door and Tray 1



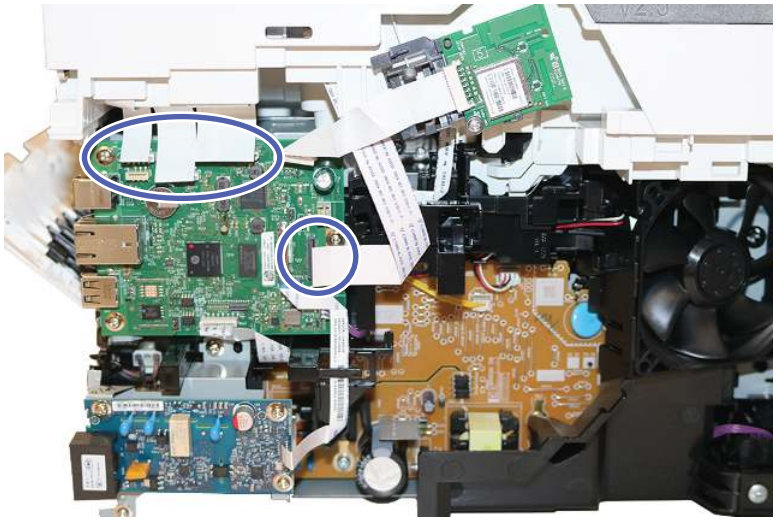
2. Remove the integrated scanner assembly (MFP only)

Follow these steps to remove the integrated scanner assembly (MFP only).

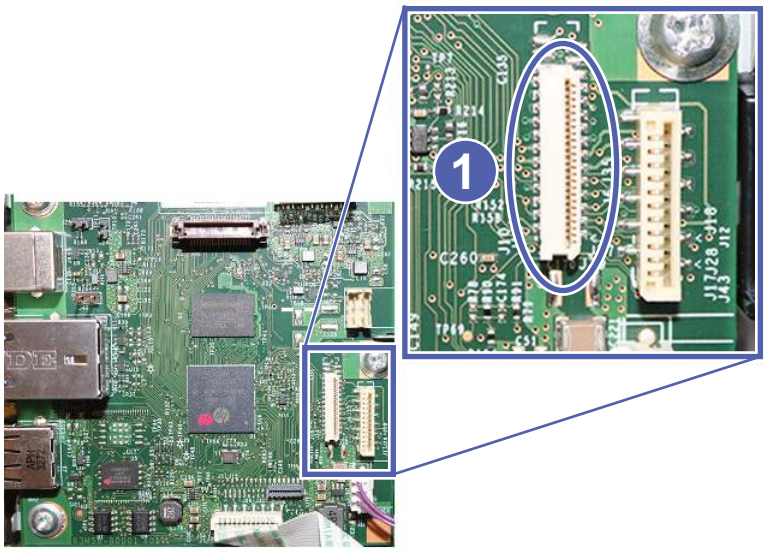
NOTE: MFP models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

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

Figure 4-285 Disconnect the FFCs



NOTE: When installing the FFC on the right side of the formatter, it must go into the innermost ZIF connector (callout 1).



2. Remove one screw (callout 1), and then release the ground wire from the guide.

Figure 4-286 Release the ground wire



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

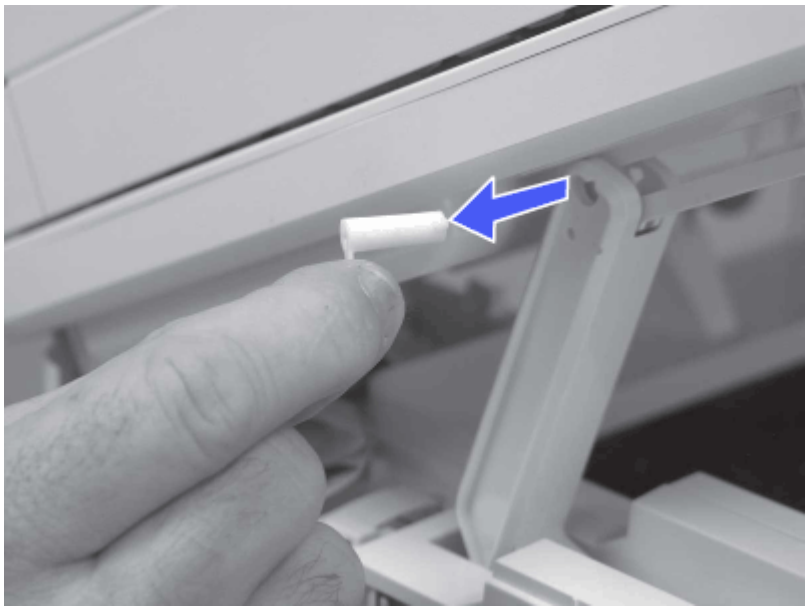
Figure 4-287 Release one tab and rotate the slider pin



4. Remove the slider pin.

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

Figure 4-288 Remove the pin



5. While firmly holding the ISA, rotate the ISA towards the rear of the printer until it stops.

Figure 4-289 Rotate the ISA towards the rear of the printer



6. Slide the ISA over and up as shown to remove from the printer.

Figure 4-290 Release the ISA



3. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-291 Remove front left cover

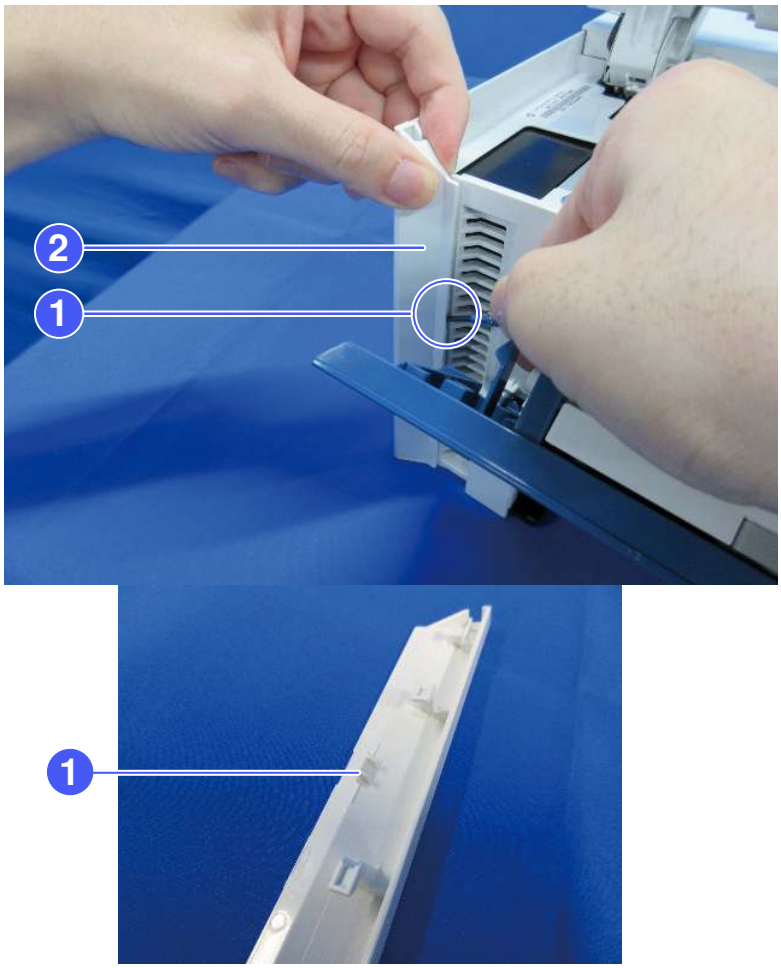


Figure 4-292 Close up of notch for screwdriver

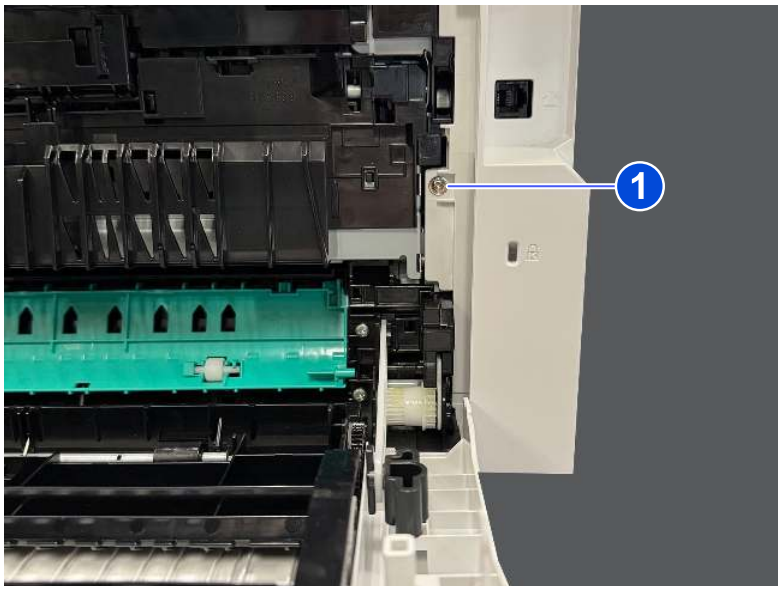


4. Remove the left cover (MFP)

Follow these steps to remove the left cover.

1. Remove one screw and free the ground wire (callout 1).

Figure 4-293 Remove ground screw



2. Perform the following:

- Place the printer on its right side so that the left side is the face up.

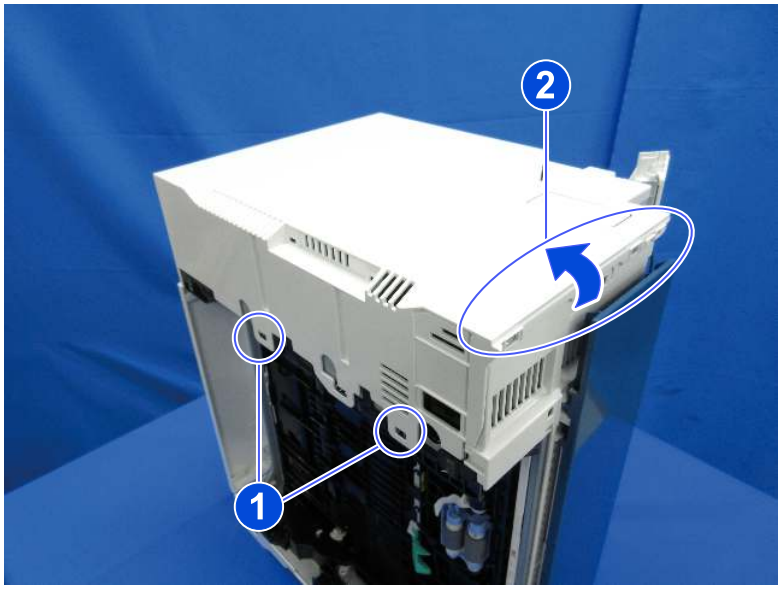
IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

- Release three tabs (callout 1).
- Pull the front part of the left cover (callout 2) in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

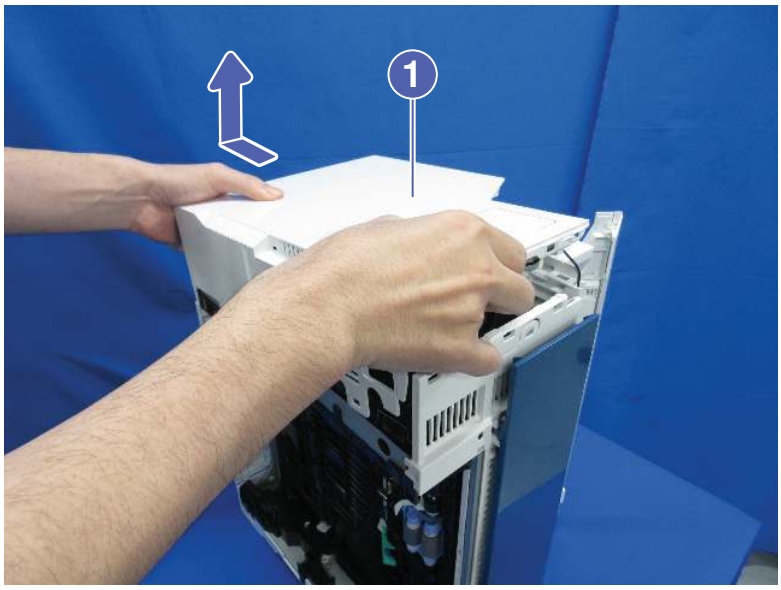
TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket.

Figure 4-294 Release cover tabs



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

Figure 4-295 Remove the cover

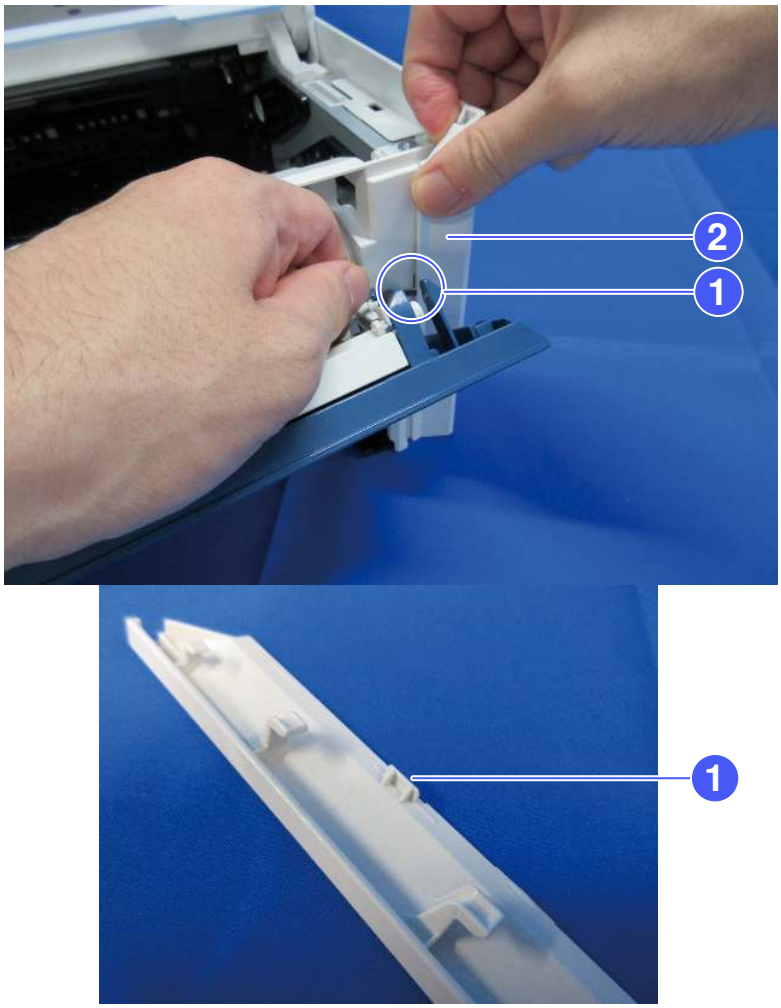


5. Remove the right front cover

Follow these steps to remove the right front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) then slide the cover up and off of the printer.

Figure 4-296 Remove right front cover



NOTE: The notch on the left cover is in the same place as on the right side.

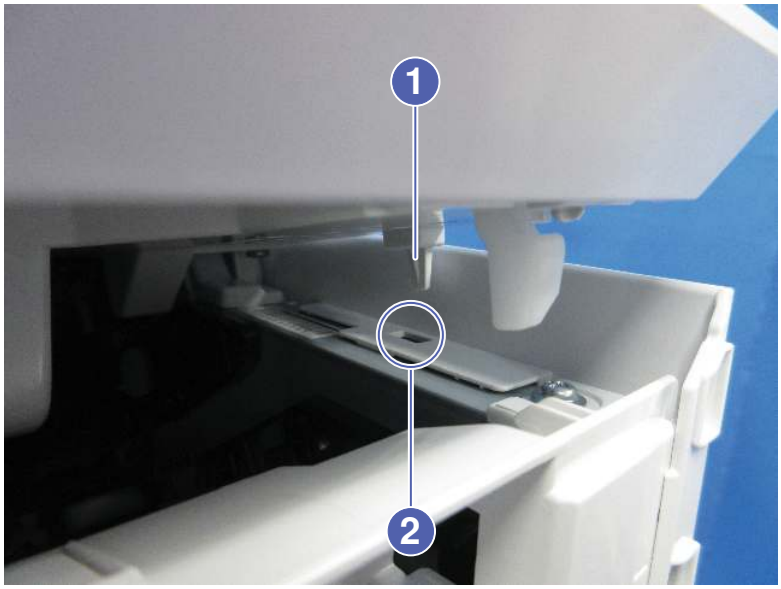
6. Remove the right cover (MFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-297 Ensure the cartridge door is open



2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

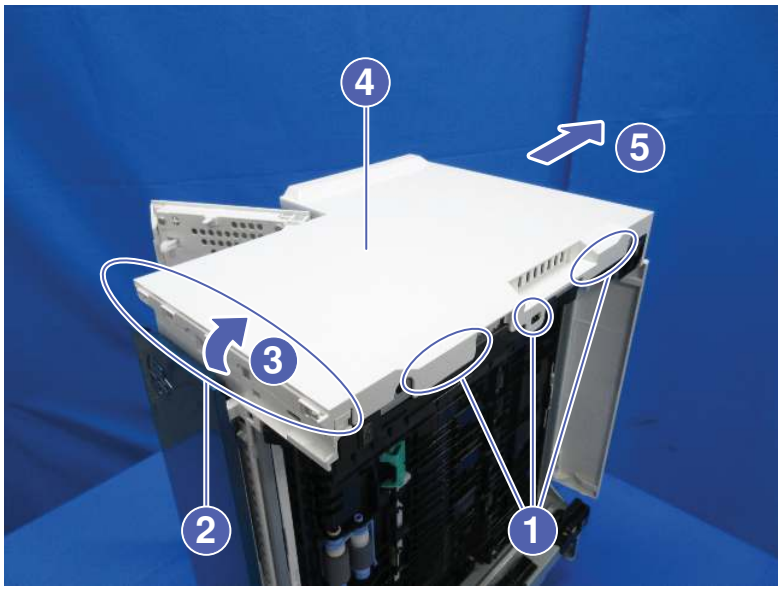
IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

3. Perform the following:

   - Release three tabs (callout 1).
   - The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
   - Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. You cannot slide the cover without tilting the cover up slightly.

Figure 4-298 Remove cover



7. Remove the top cover (MFP)

Follow these steps to remove the top cover.

1. While lowering one tab (callout 1) downward, the door link (callout 2) is removed by sliding in the arrow direction.

NOTE: The door link is loose after it is detached from the door and can fall off the link arm which it is connected. Note how the door link arm attaches to the link arm on the side of the printer for installation.

Figure 4-299 Release door link

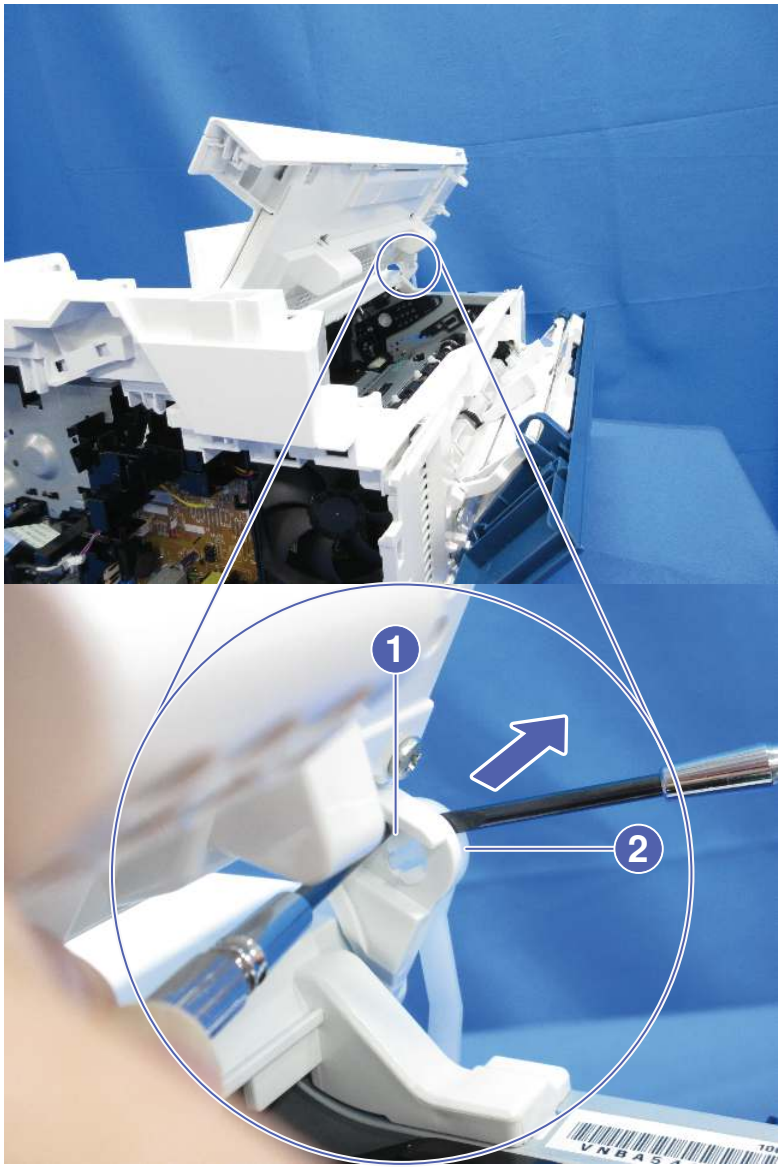
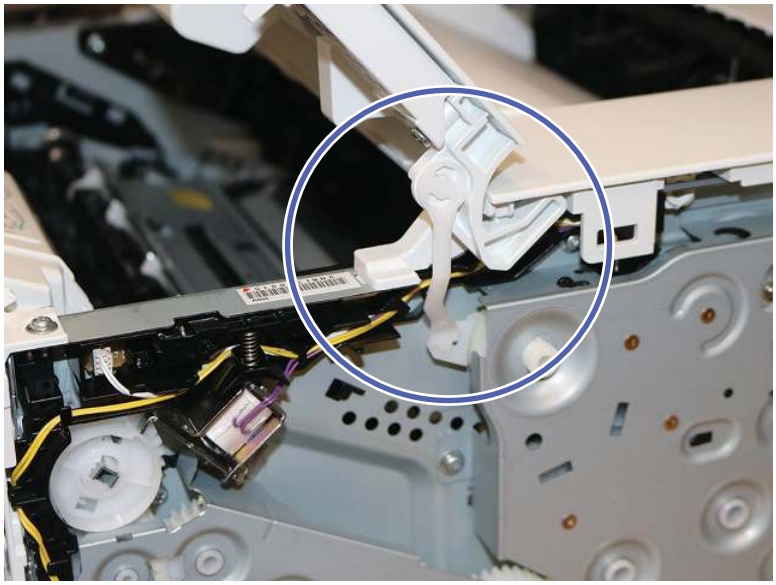
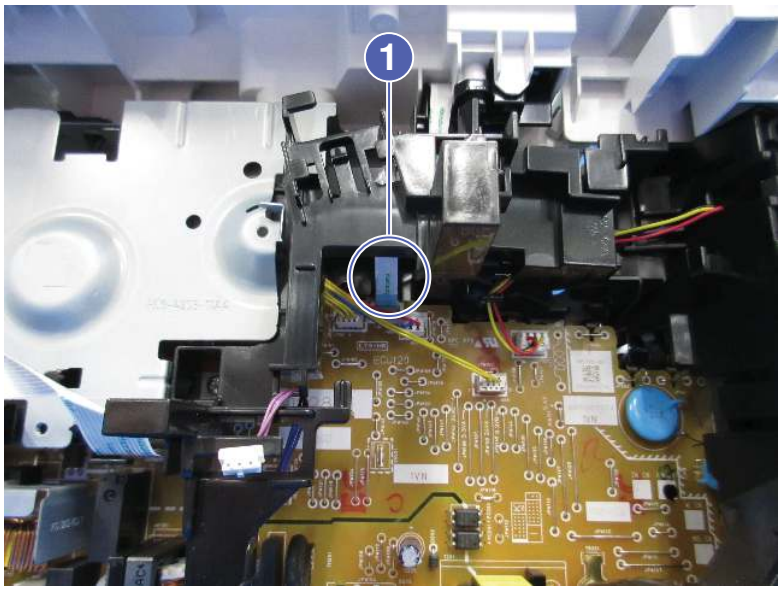


Figure 4-300 Outside view of the door arm link



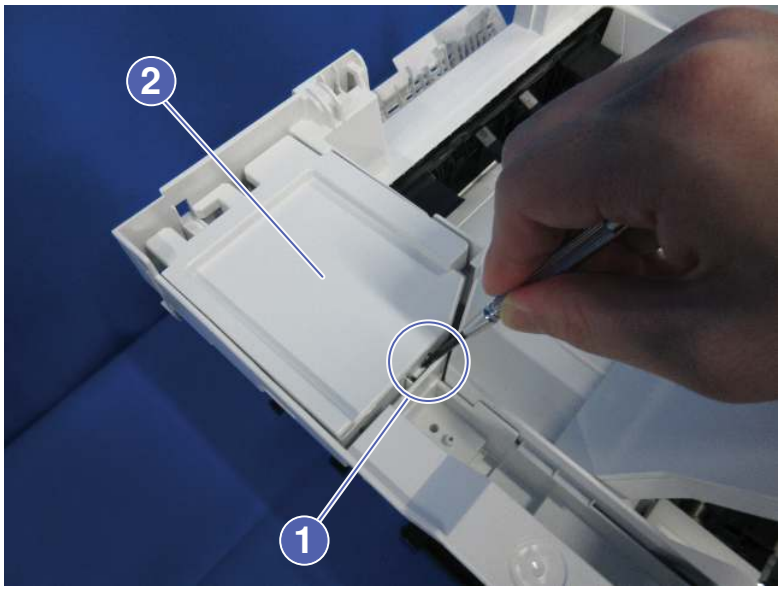
2. On the left side of the printer, remove the FFC (callout 1).

Figure 4-301 Remove FFC



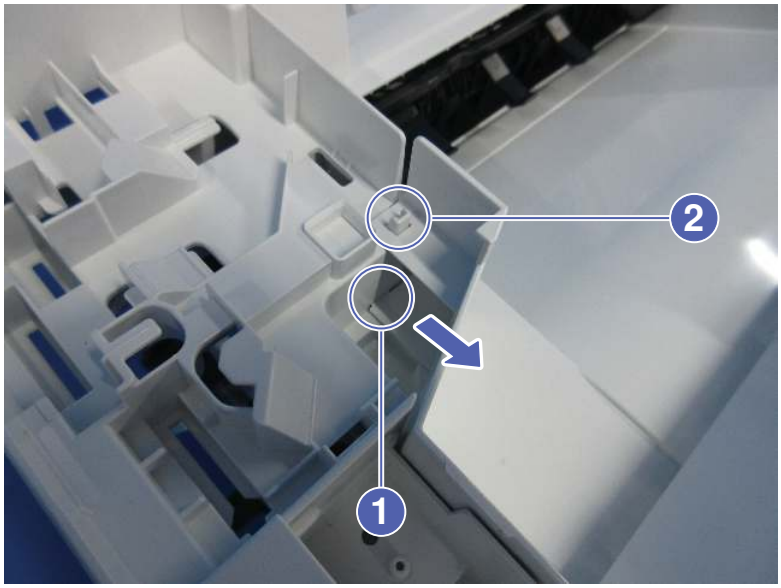
3. Release one tab (callout 1), then remove the FFC cover (callout 2).

Figure 4-302 Remove FFC cover



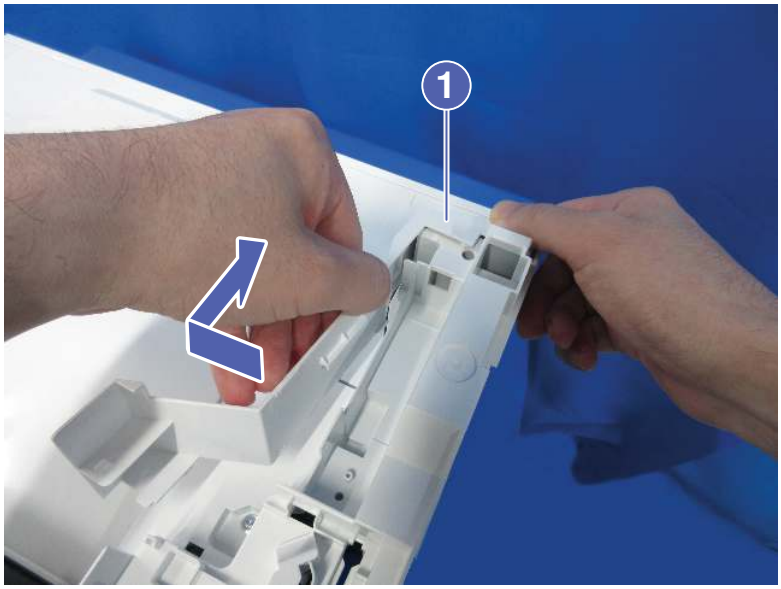
4. Disengage one alignment boss (callout 1) in the direction of the arrow, then release one alignment boss (callout 2).

Figure 4-303 Release boss



5. Close the cartridge door assembly, then remove the left inner pillar cover (callout 1) by moving it in the direction of the arrow.

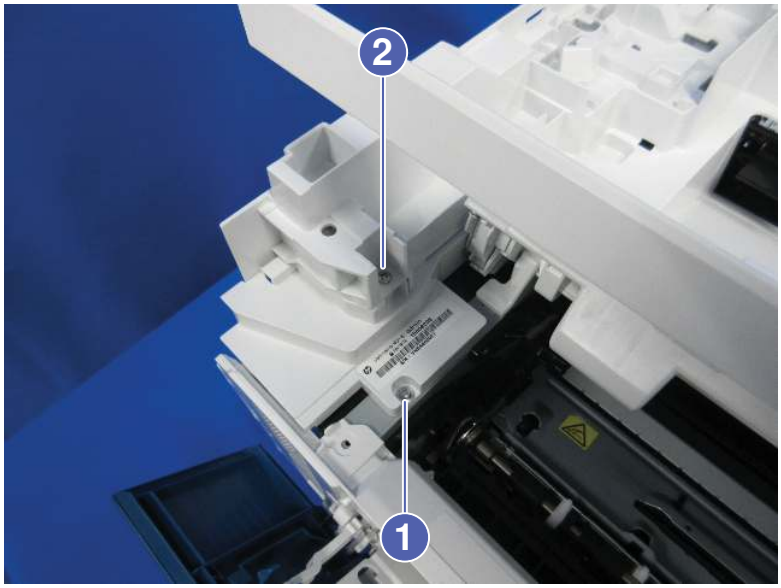
Figure 4-304 Remove inner left pillar



6. Perform the following:

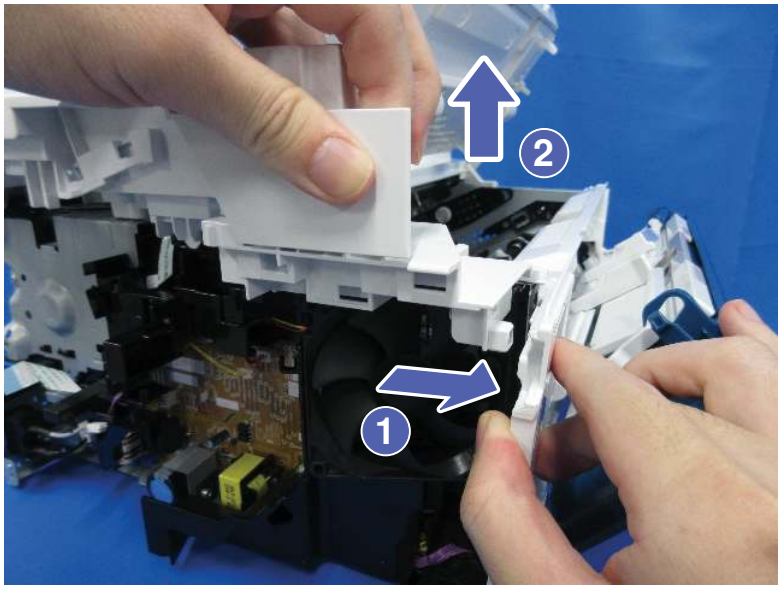
- Open the cartridge door assembly.
- Remove one M3x8 screw (callout 1).
- Remove one M3x10 screw (callout 2).

Figure 4-305 Remove screws



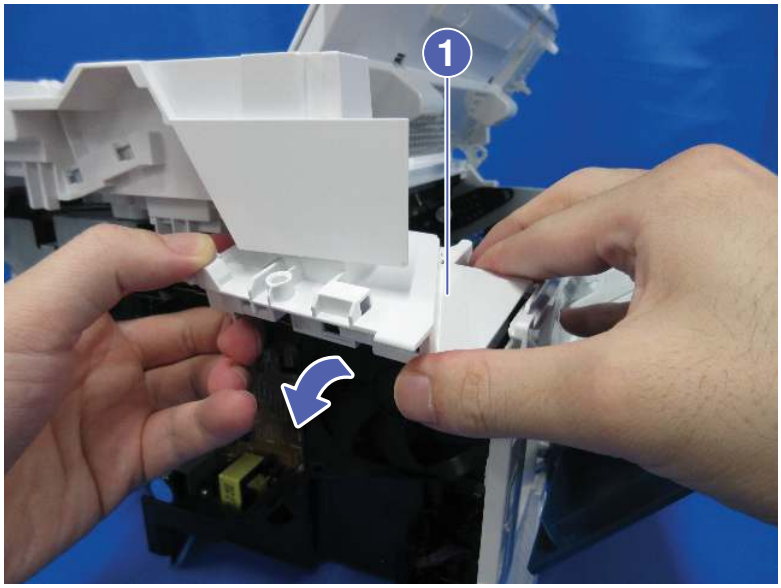
7. Pull the front cover assembly (callout 1) in the arrow direction, then pull the top cover assembly up in the arrow (callout 2) direction.

Figure 4-306 Release top cover



8. Pull the left pillar cover (callout 1) in the direction of the arrow to remove it.

Figure 4-307 Remove left pillar cover



9. Remove one screw (callout 1).

Figure 4-308 Remove the screw



10. Remove one screw (callout 1).

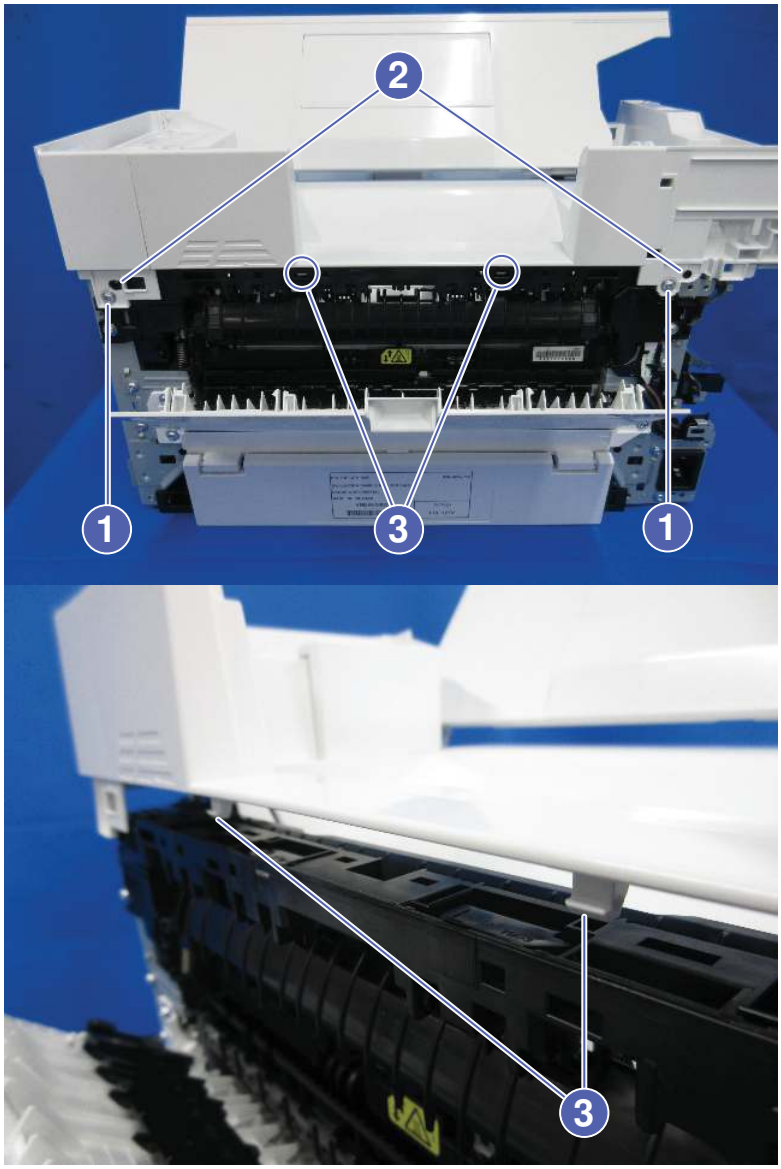
Figure 4-309 Remove screw



11. Perform the following:

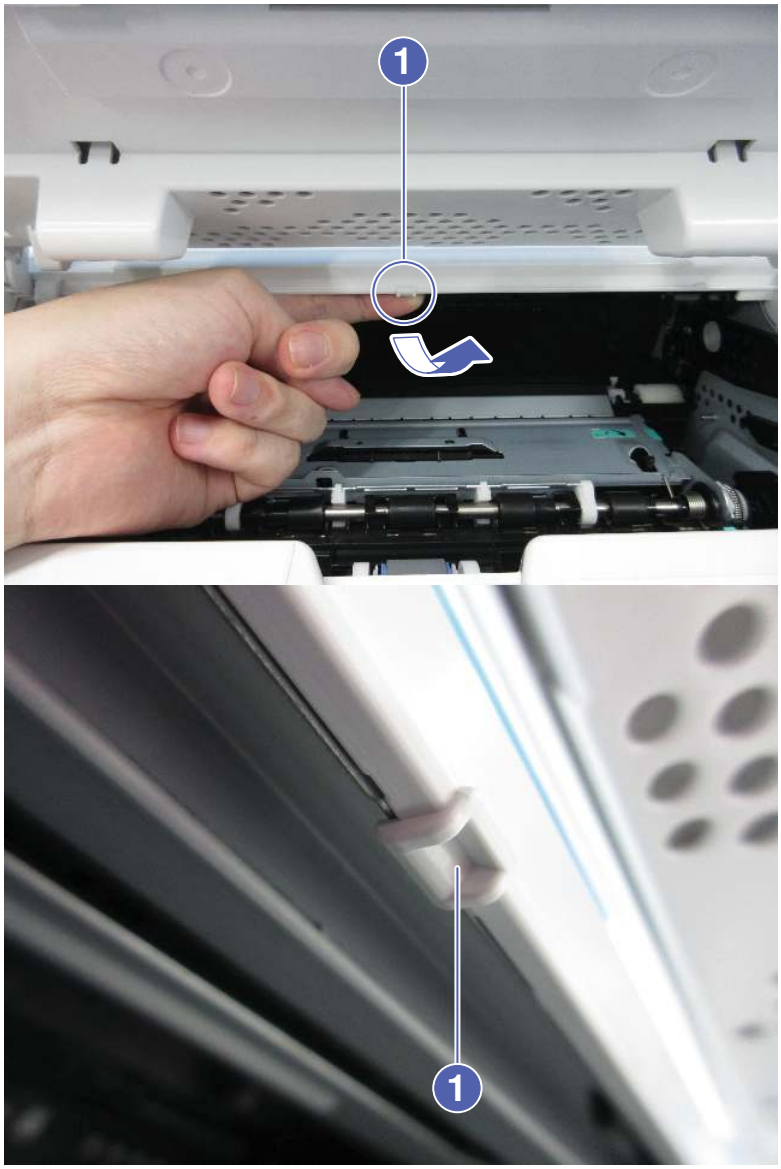
- Remove two screws (callout 1).
- Release two bosses (callout 2).
- Release two tabs (callout 2).

Figure 4-310 Remove screws and release tabs



12. Lifting the rear of the top cover, release one tab (callout 1) by pulling forward in the direction of the arrow.

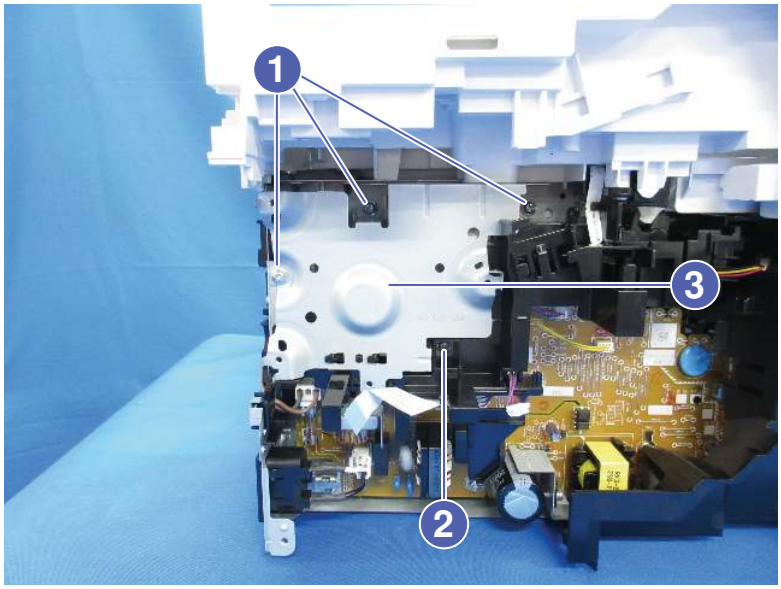
Figure 4-311 Release tab



13. Perform the following:

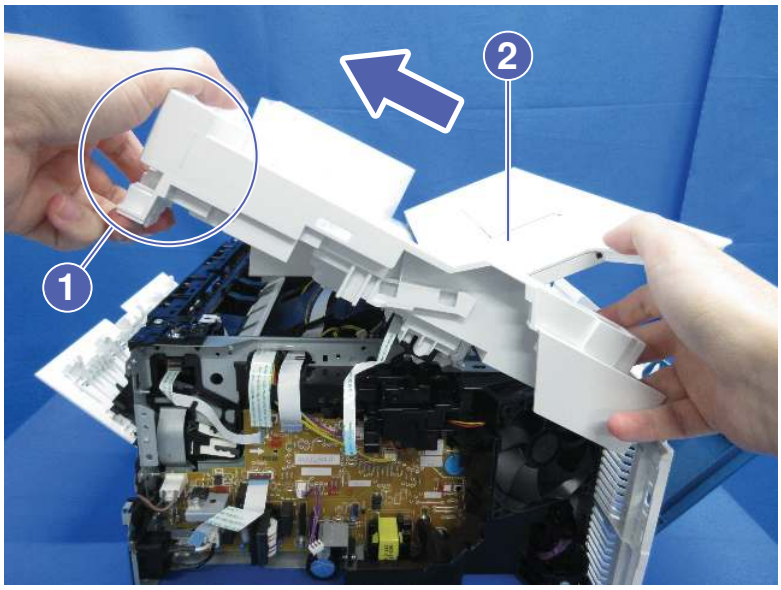
- Remove three screws (callout 1).
- Remove one screw with washer (callout 2).
- Remove the formatter stay (callout 3).

Figure 4-312 Remove formatter stay



14. Lift the rear part (callout 1) of the top cover assembly, then slide the top cover (callout 2) in the direction of the arrow to remove it.

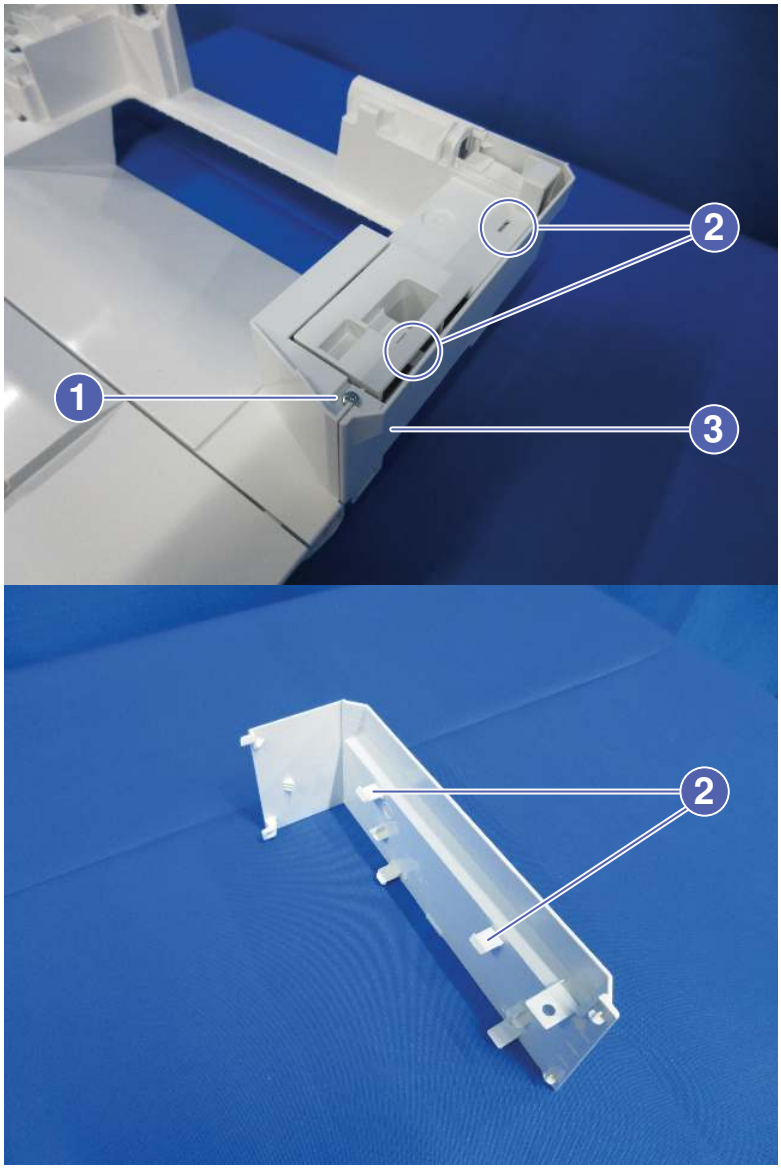
Figure 4-313 Remove cover



15. Perform the following:

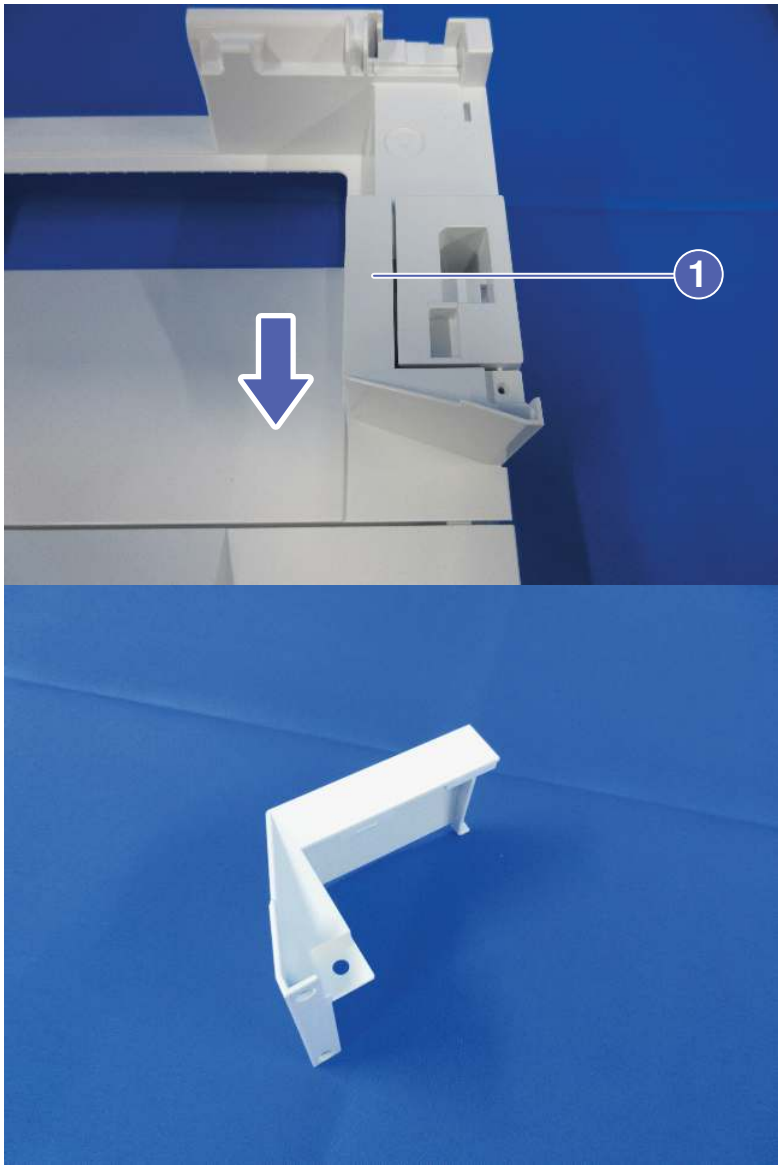
- Remove one screw (callout 1).
- Release two tabs (callout 2).
- Remove the right pillar cover (callout 3).

Figure 4-314 Remove pillar cover



16. While lifting the rear end (callout 1) of the right inner pillar cover, the right inner pillar cover (callout 2) is pulled in the direction of an arrow to be removed.

Figure 4-315 Remove pillar cover

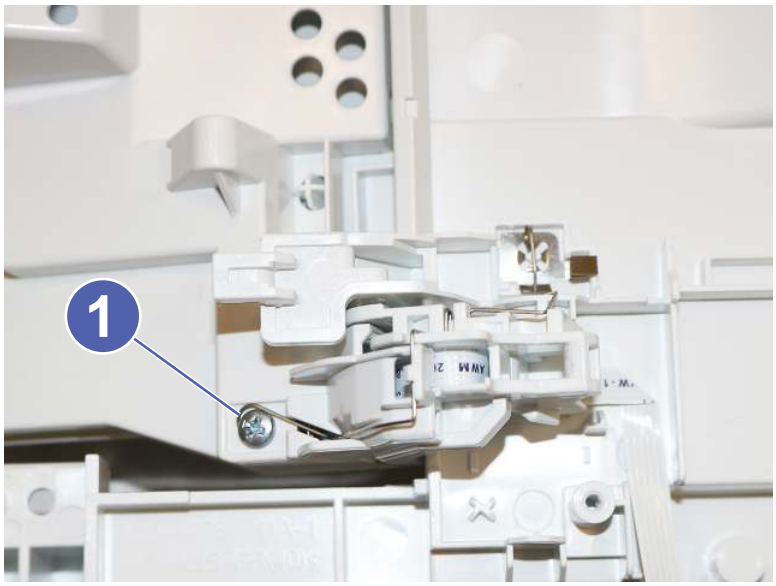


8. Remove the cartridge door assembly (MFP)

Follow these steps to remove the cartridge door assembly.

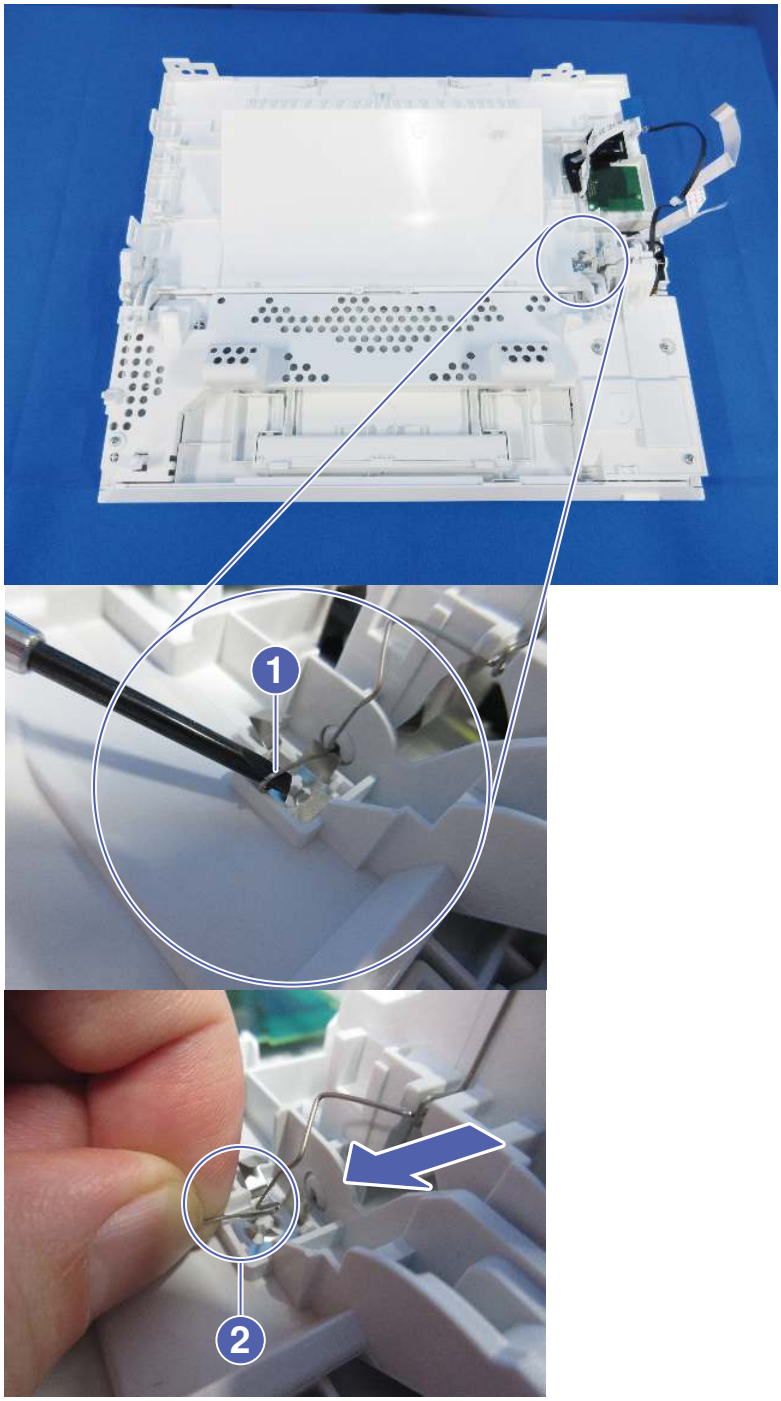
1. Remove one screw to release wire (callout 1).

Figure 4-316 Pull the spring out



2. Lift the end of the spring (callout 1) slightly, and then pull out the spring (callout 2) in the direction of the arrow.

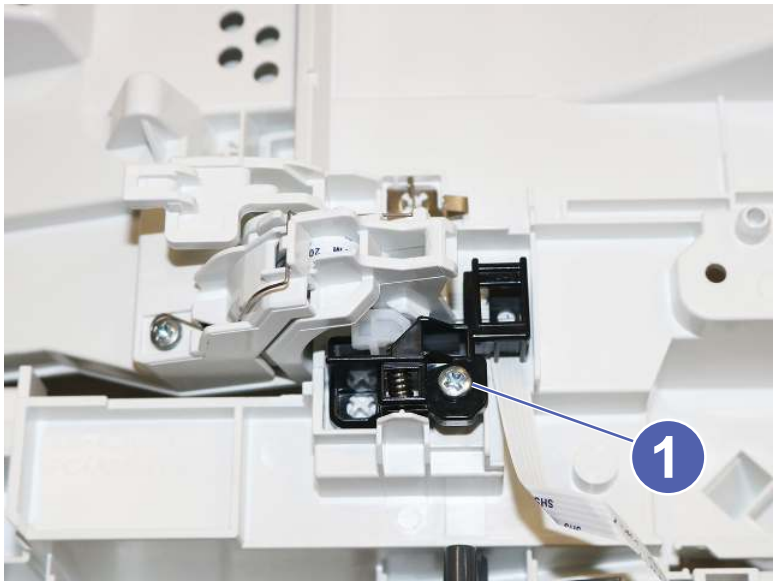
Figure 4-317 Pull the spring out



3. Remove the spring from the cover assembly.

4. Remove one screw (callout 1), then remove the black latch assembly.

Figure 4-318 Remove ground cable



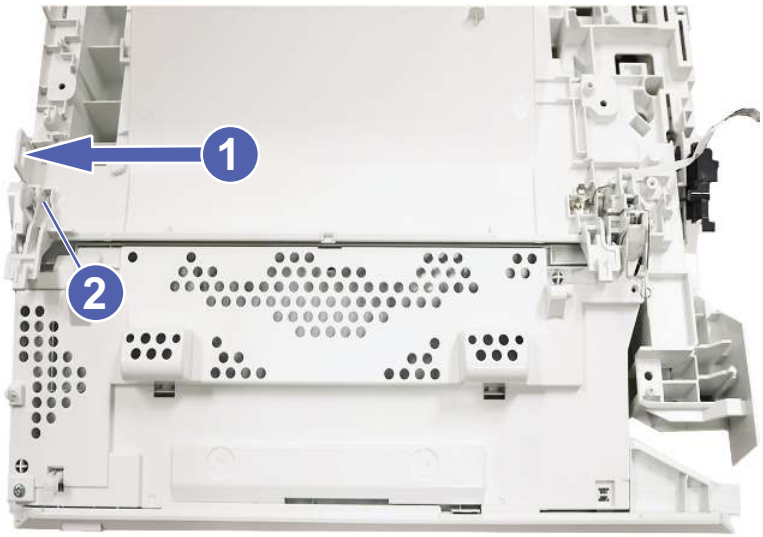
5. Position the two half's of the top cover at an angle and then remove the shaft (callout 1) by bending it in the direction of the arrow.

Figure 4-319 Align top cover



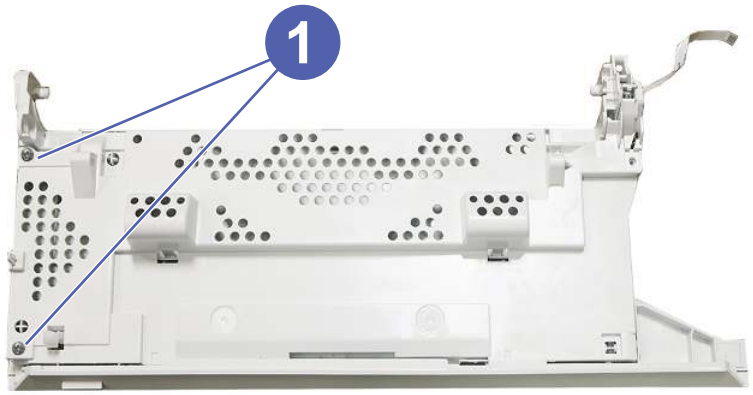
6. Remove the shaft (callout 1) by bending the cover in the direction of the arrow. Slide the top cover assembly in the direction of the arrow to remove it.

Figure 4-320 Separate covers



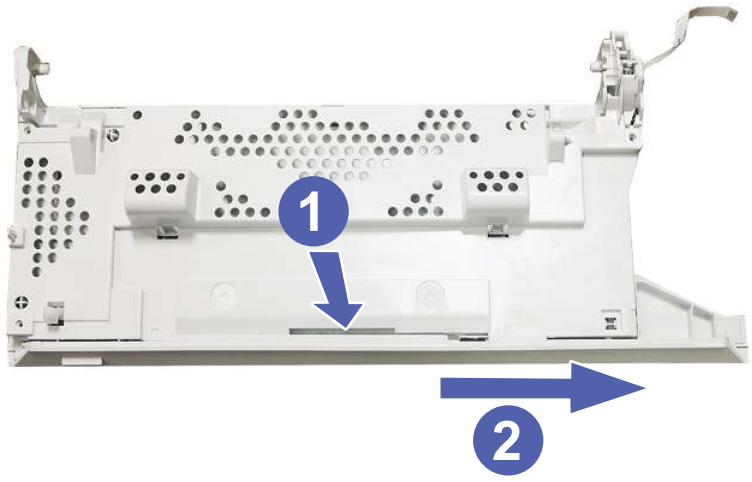
7. Remove two screws (callout 1).

Figure 4-321 Remove screws



8. Release one tabs (callout 1) and the slide the small front cover in the direction of the arrow (callout 2).

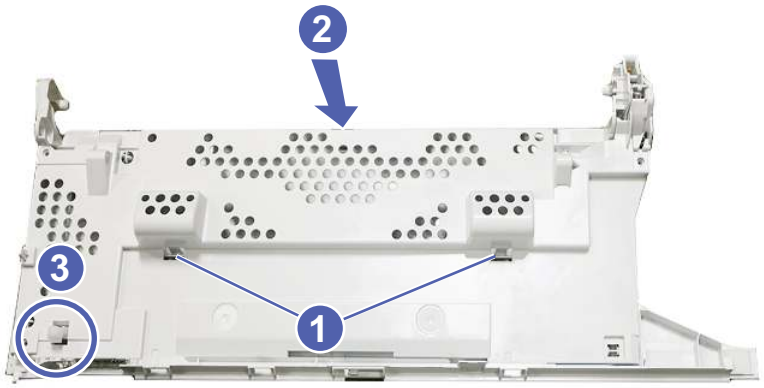
Figure 4-322 Remove small cover



9. Release two tabs (callout 1_ then use a small flat-blade screwdriver and gently pry between the inner cover and the cartridge door assembly (callout 2) to separate them.

NOTE: Be careful not to loose the latch with spring when you pull the inner cover off.

Figure 4-323 Separate the covers



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 (SFP)

Learn how to remove and replace the output bin.

Mean time to repair: 16 minutes

Service level: Medium

Before performing service

WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-23 Part information

Part number	Part description
RC6-4134-000CN	Cover, Paper delivery

Required tools

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

Post service test

Make sure that toner cartridge door correctly opens and closes.

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

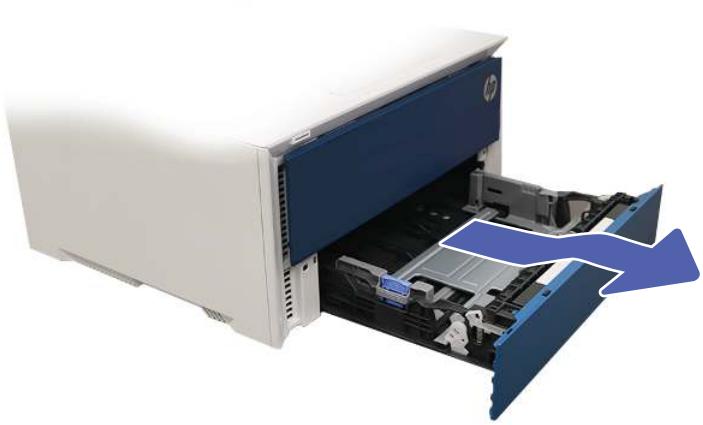
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove Tray 2 and open printer

Follow these steps.

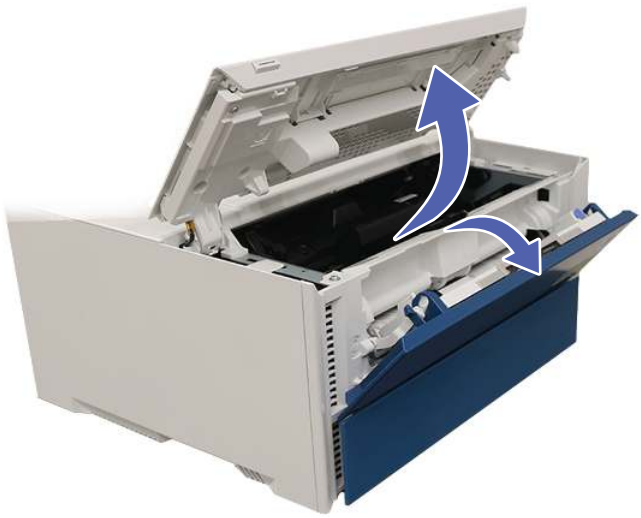
1. Remove Tray 2.

Figure 4-324 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

Open toner cartridge door and Tray 1



2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-325 Remove front left cover

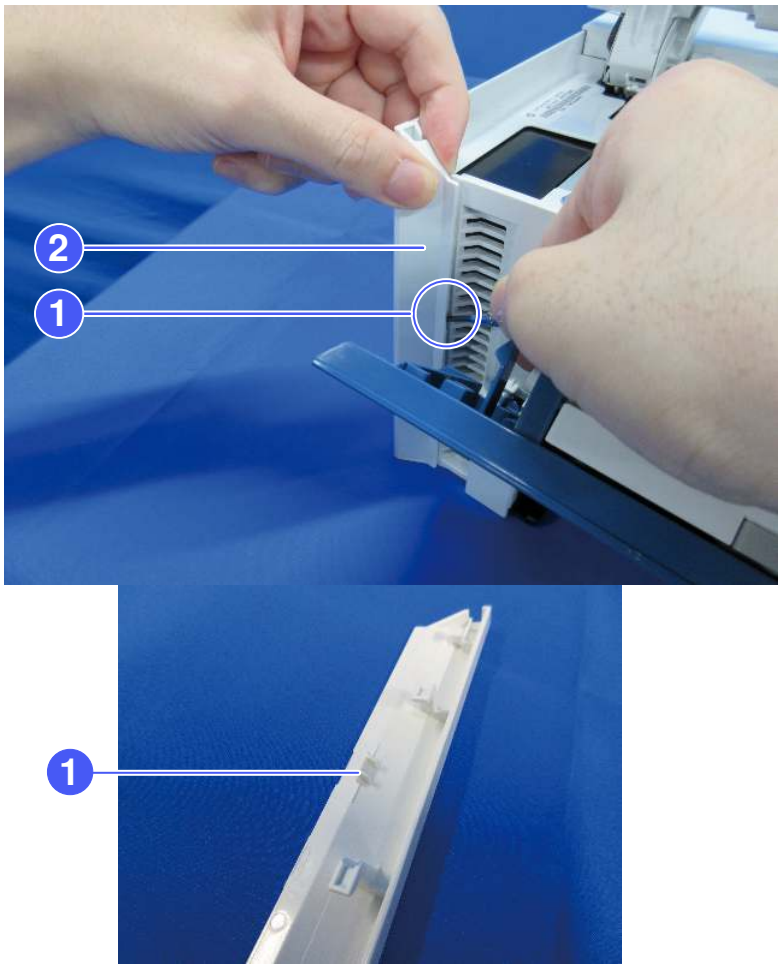


Figure 4-326 Close up of notch for screwdriver

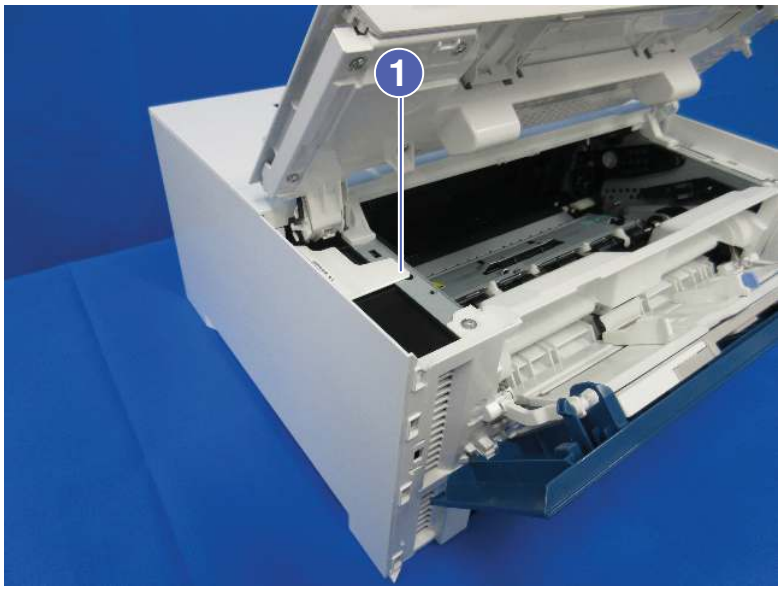


3. Remove the left cover (SFP)

Follow these steps to remove the left cover.

1. Release one tab (callout 1).

Figure 4-327 Release tab

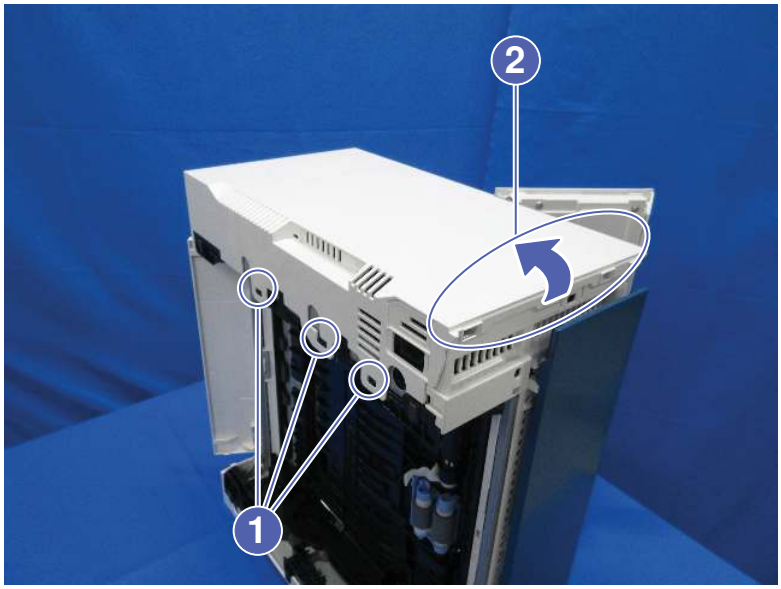


2. Perform the following:

   - For easier access, place the printer so that it is resting on the right side. The left side is now facing up.
   - Release three tabs (callout 1).
   - Pull the front part (callout 2) of the left cover in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

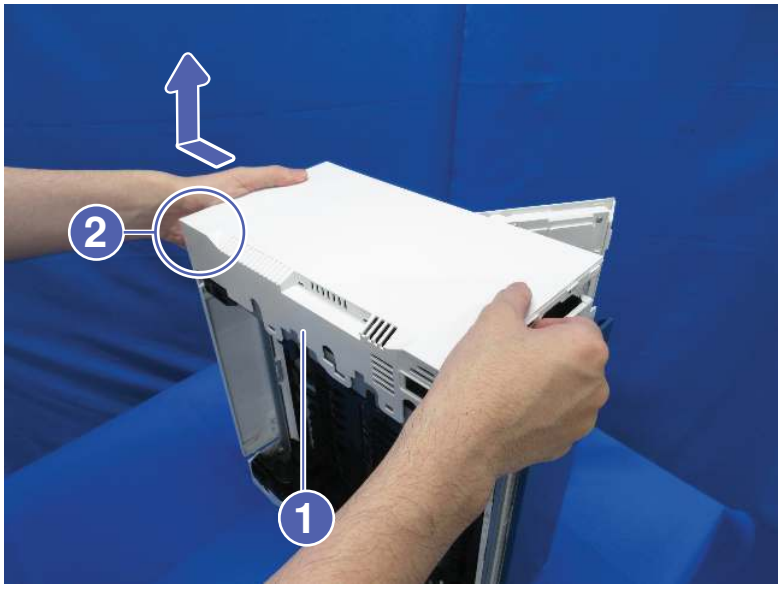
Figure 4-328 Release the left cover



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket (callout 2).

Figure 4-329 Remove left cover



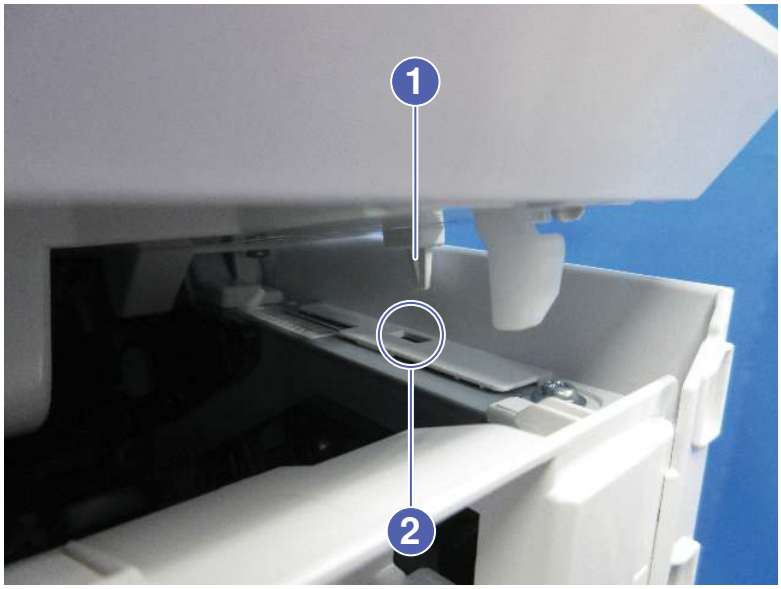
4. Remove the right cover (SFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

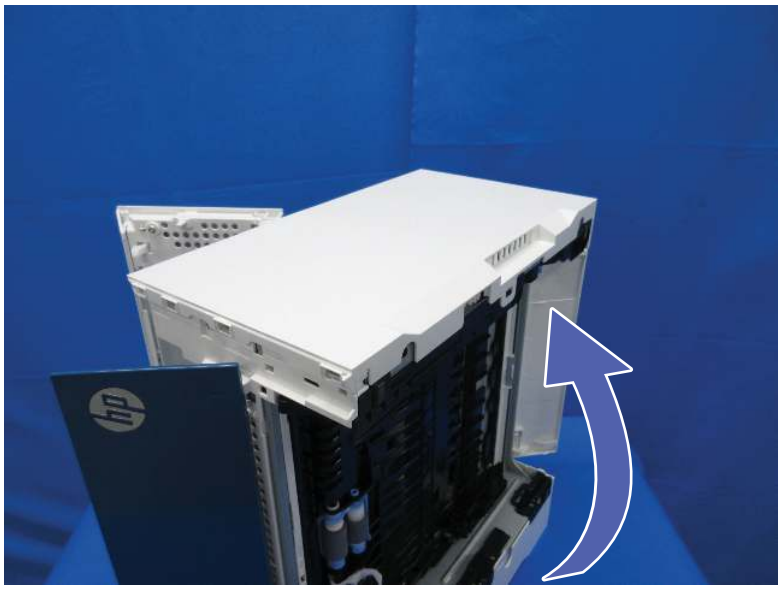
NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-330 Ensure the cartridge door is open



2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

Figure 4-331 Place printer on side

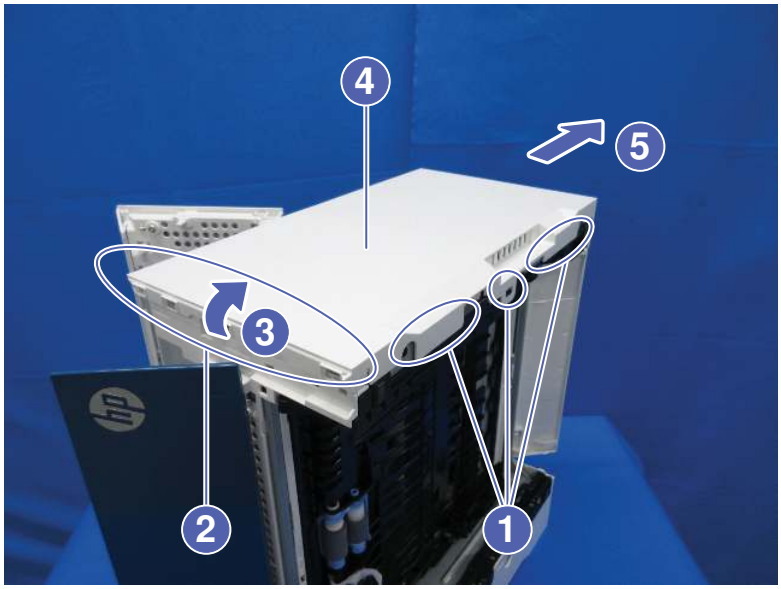


3. Perform the following:

   - Release three tabs (callout 1).
   - The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
   - Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. The cover will not slide without tilting the cover up slightly.

Figure 4-332 Remove right cover



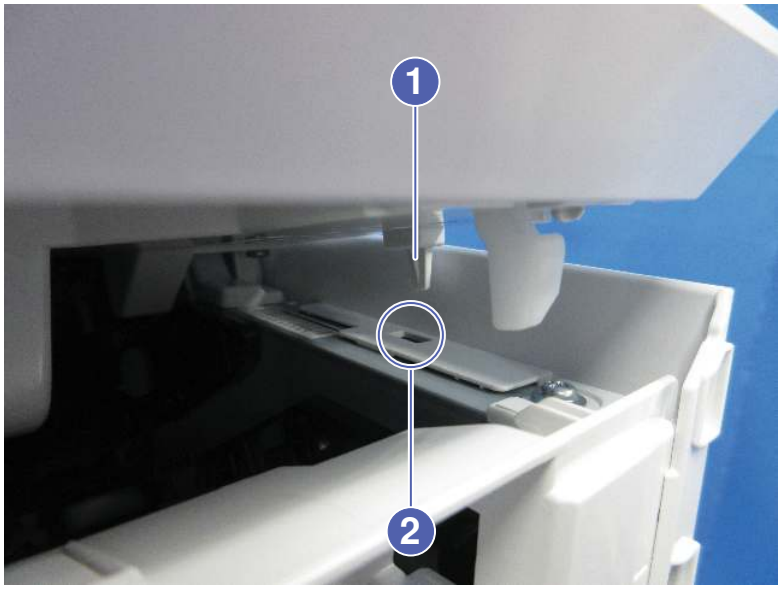
5. Remove the right cover (SFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

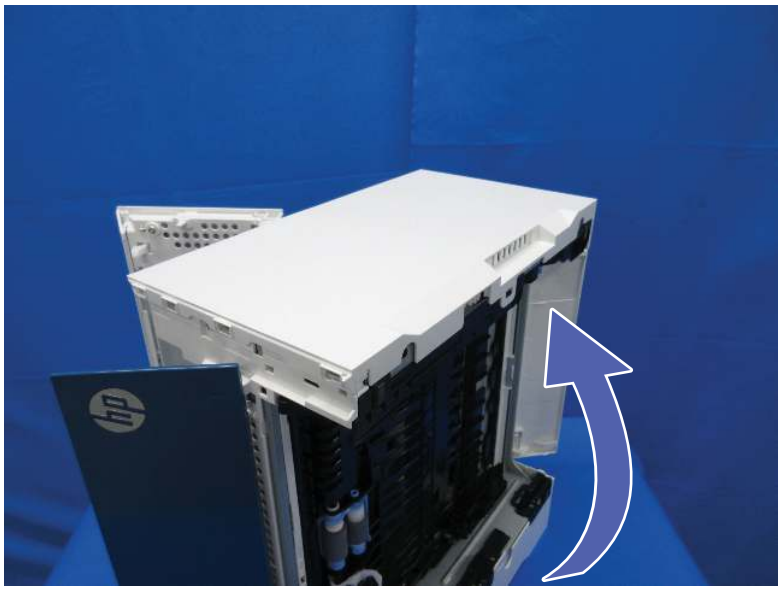
NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-333 Ensure the cartridge door is open



2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

Figure 4-334 Place printer on side

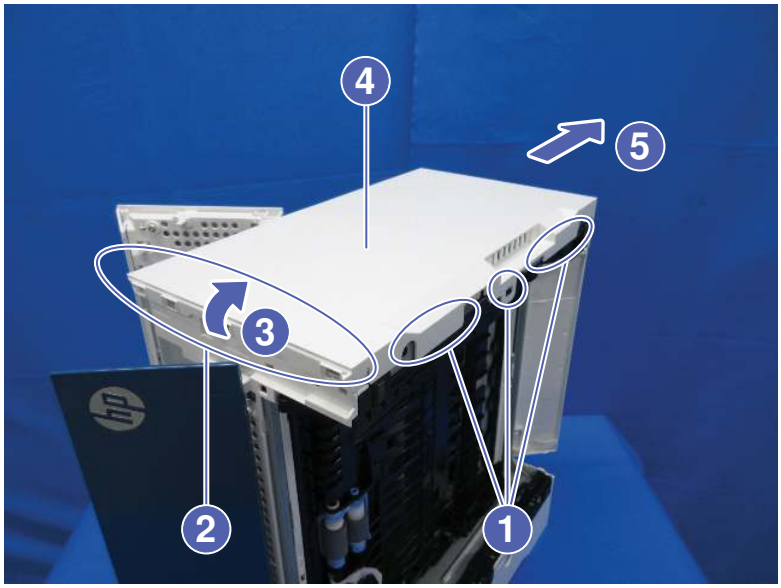


3. Perform the following:

- Release three tabs (callout 1).
- The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
- Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. The cover will not slide without tilting the cover up slightly.

Figure 4-335 Remove right cover



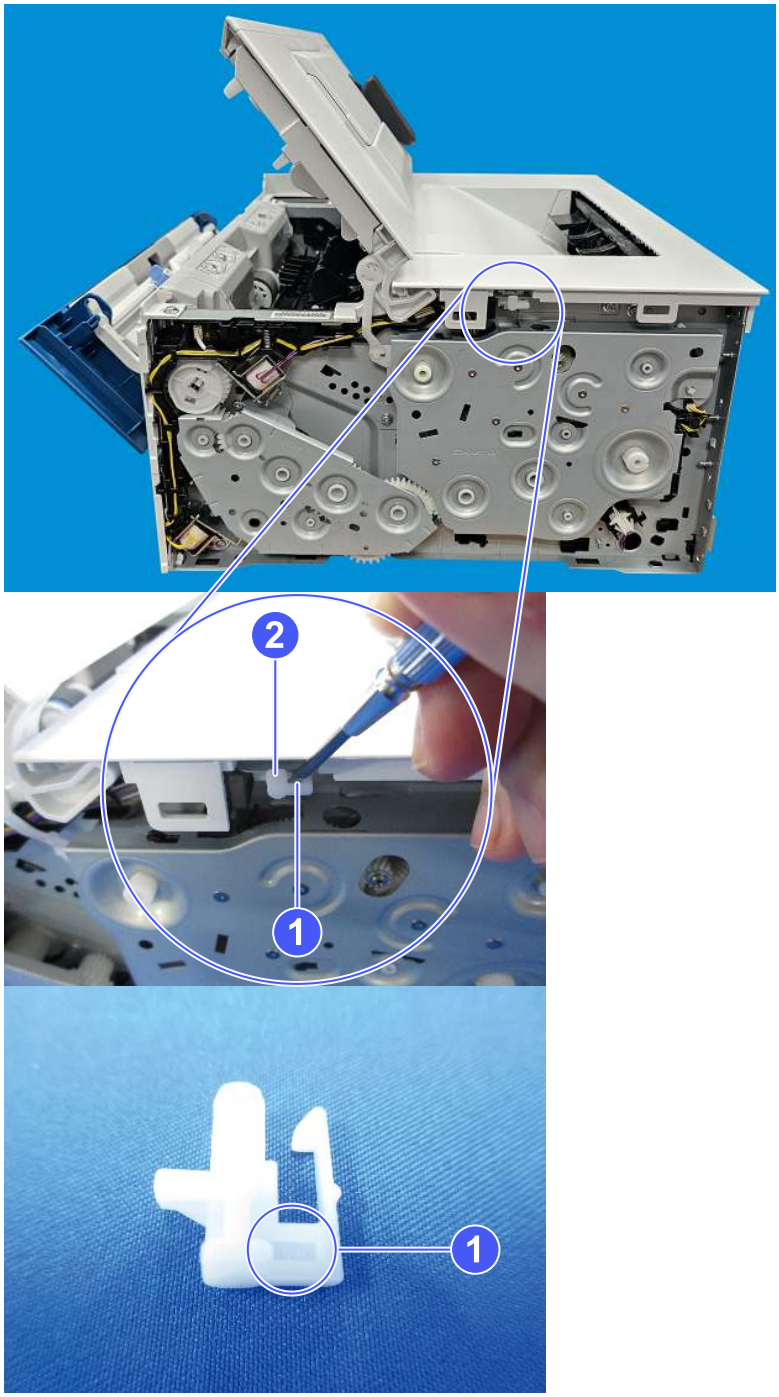
6. Remove the top cover (SFP)

Follow these steps to remove the top cover (SFP).

1. Press a small flat blade screwdriver against the recessed part (callout 1) of the lock pin and pull out the lock pin (callout 2).

IMPORTANT: This locking pin must be saved to install the service part.

Figure 4-336 Remove the locking pin



2. While lowering one tab (callout 1) downward, the door link (callout 2) is removed by sliding in the arrow direction.

NOTE: The door link is loose once detached from the door and can fall off the link arm to which it is connected. Note how the door link arm attaches to the link arm on the side of the printer to reinstall.

Figure 4-337 Detach the link arm

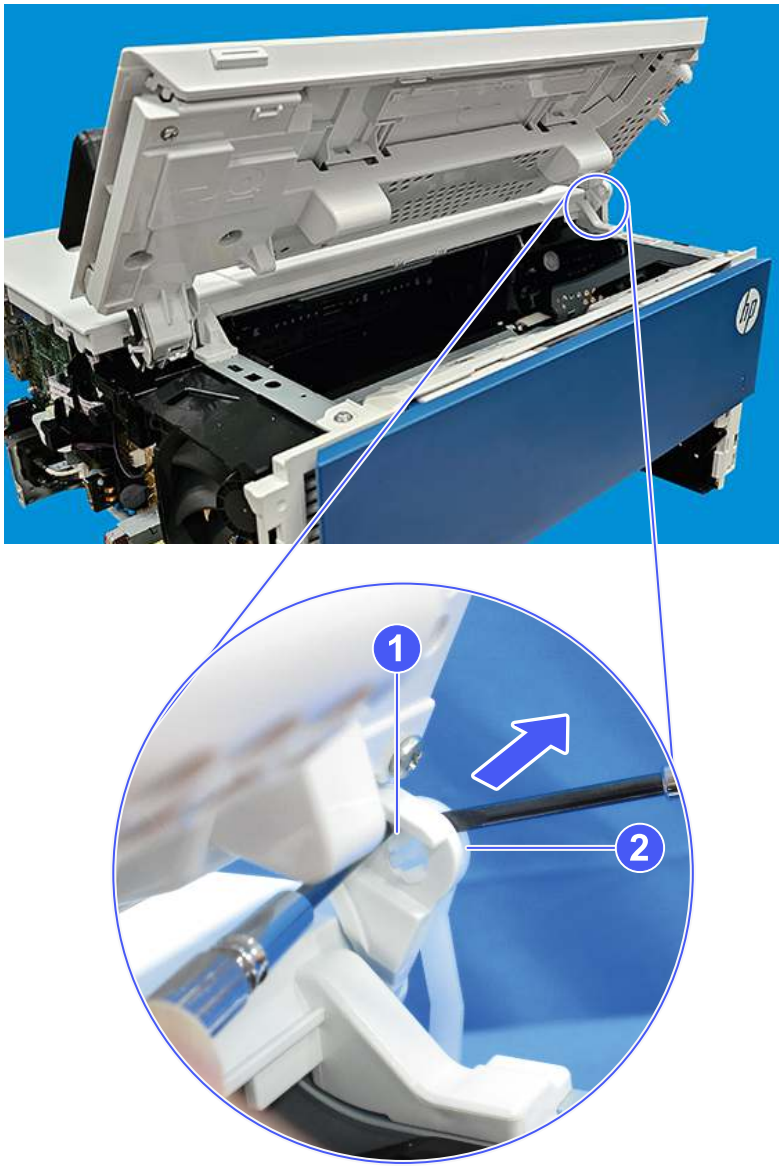
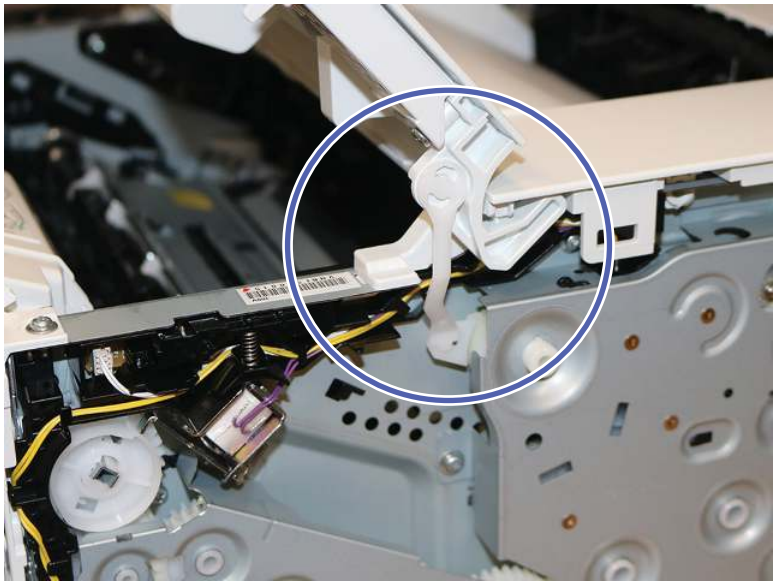
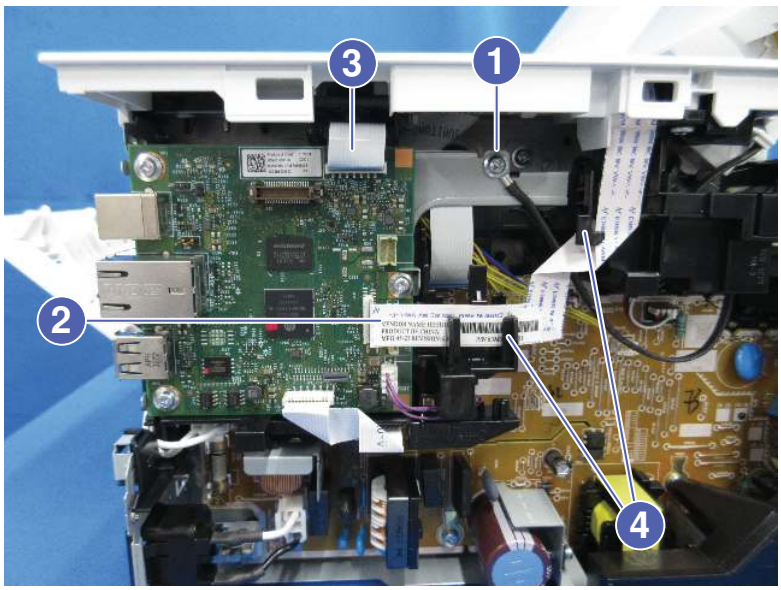


Figure 4-338 Outside view of the door arm link

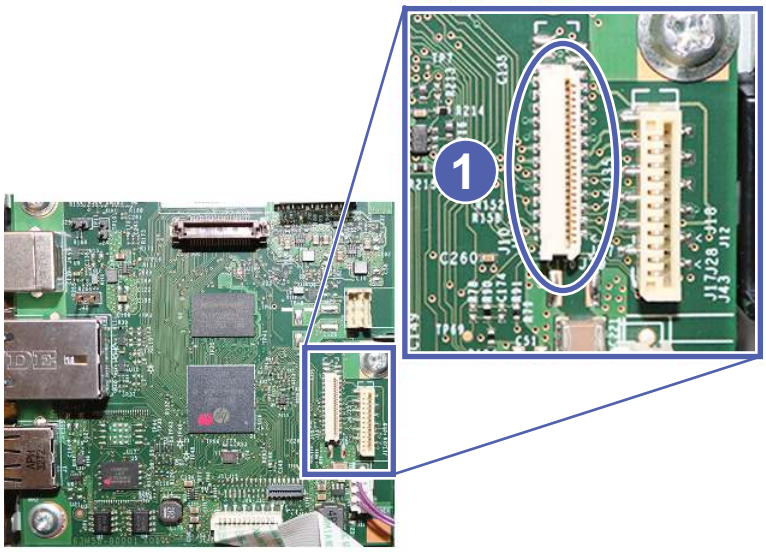


3. On the left side of the printer, perform the following:
   - Remove one screw (callout 1).
   - Remove the FFC (callout 2).
   - Remove the FFC (callout 3) (for Wireless model only).
   - Release the FFC (callout 2) from the cable guide (callout 4).

Figure 4-339 Remove the FFCs and ground

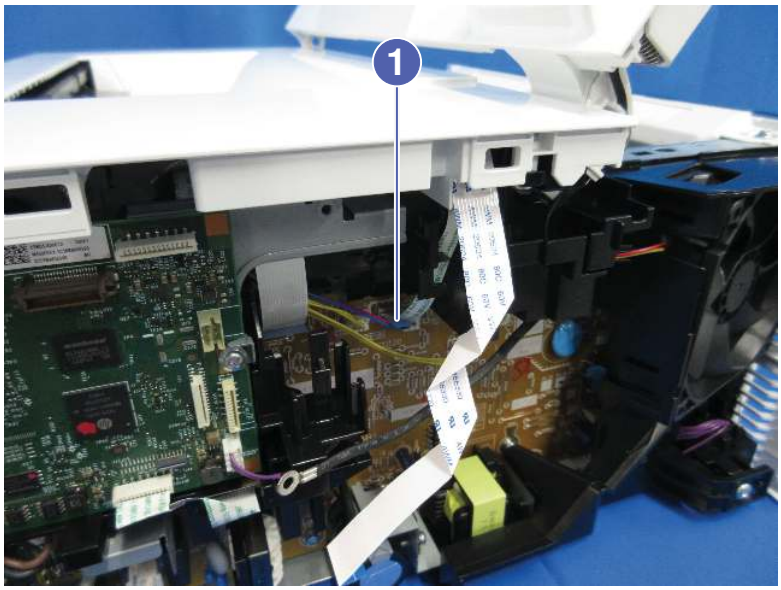


NOTE: When installing the FFC, it must go into the innermost ZIF connector (callout 1).



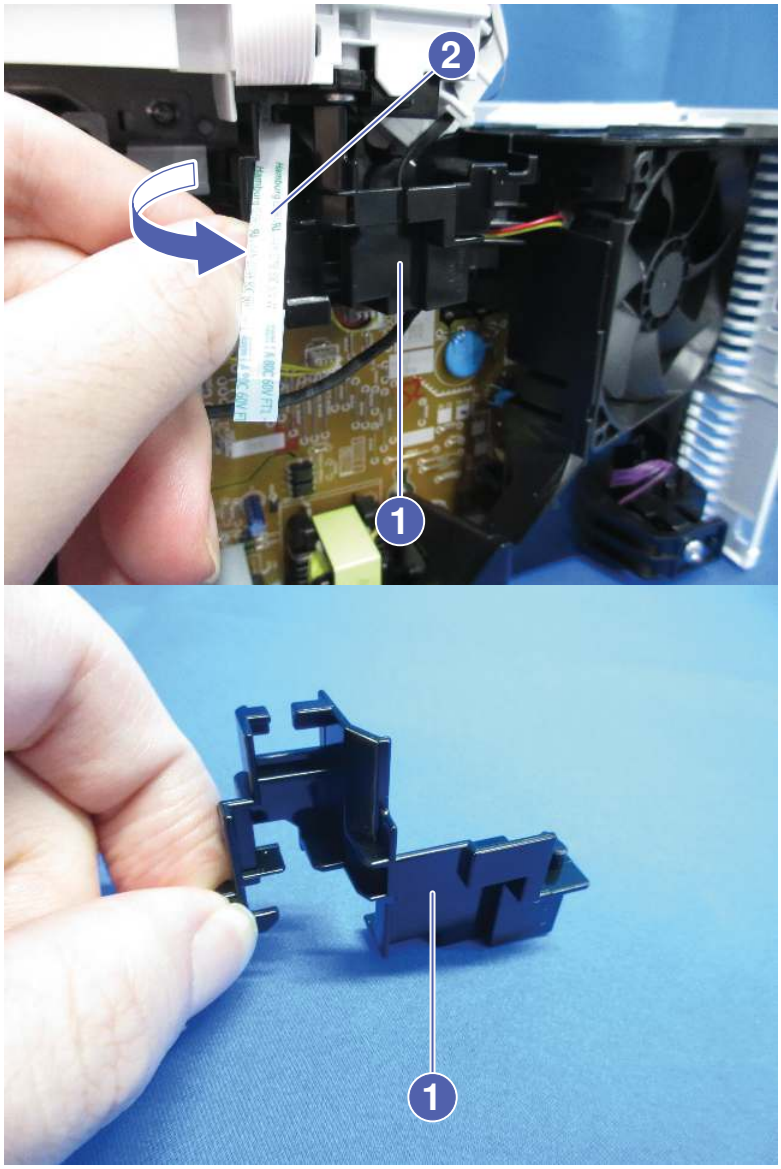
4. Remove the small FFC (callout 1).

Figure 4-340 Remove the small FFC



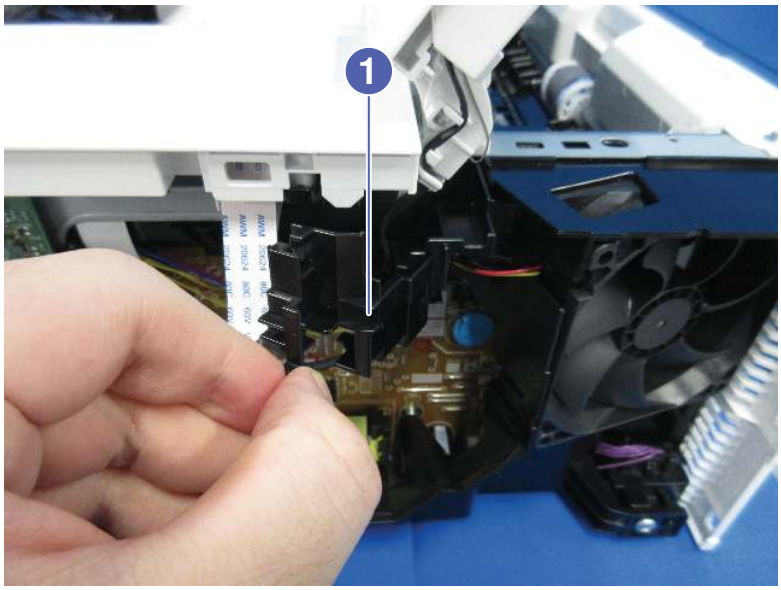
5. Rotate the cable guide (callout 1) in the direction of the arrow, then release the FFC (callout 2) from the cable guide (callout 1).

Figure 4-341 Remove the cable guide



6. Remove the cable guide (callout 1) by sliding downward.

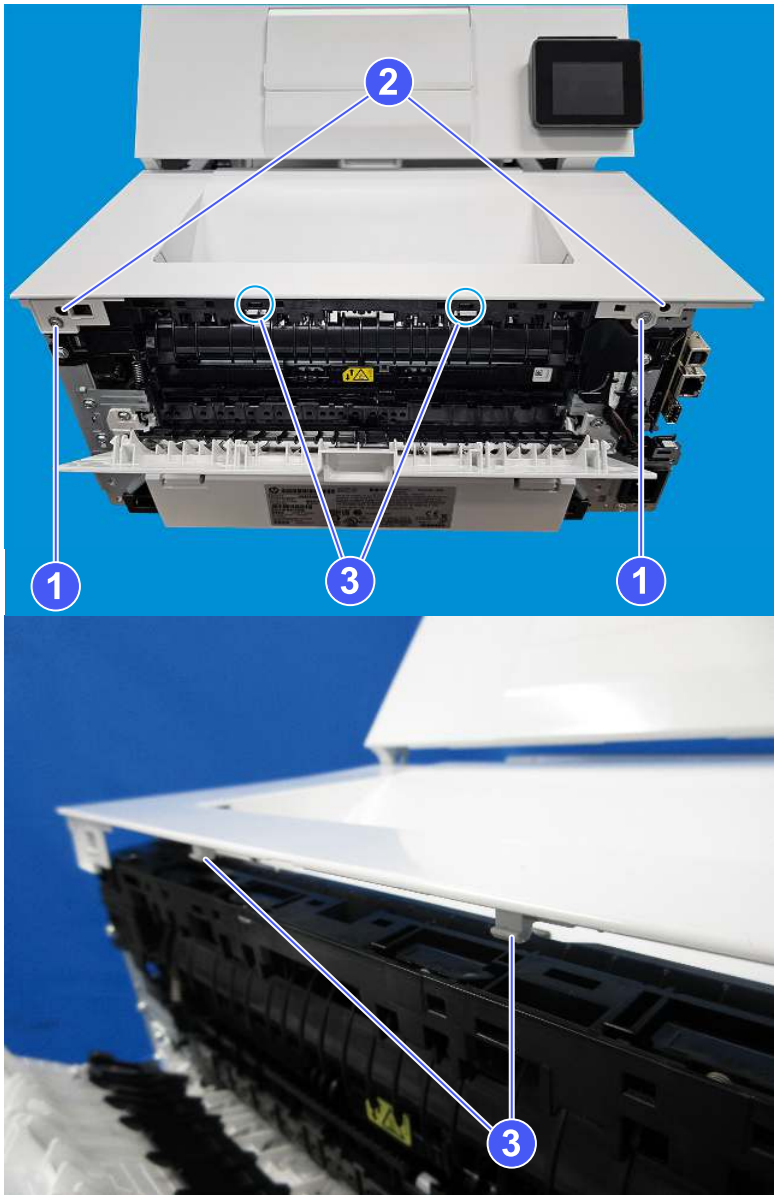
Figure 4-342 Remove the cable guide



NOTE: Keep the cable guide for reinstall.

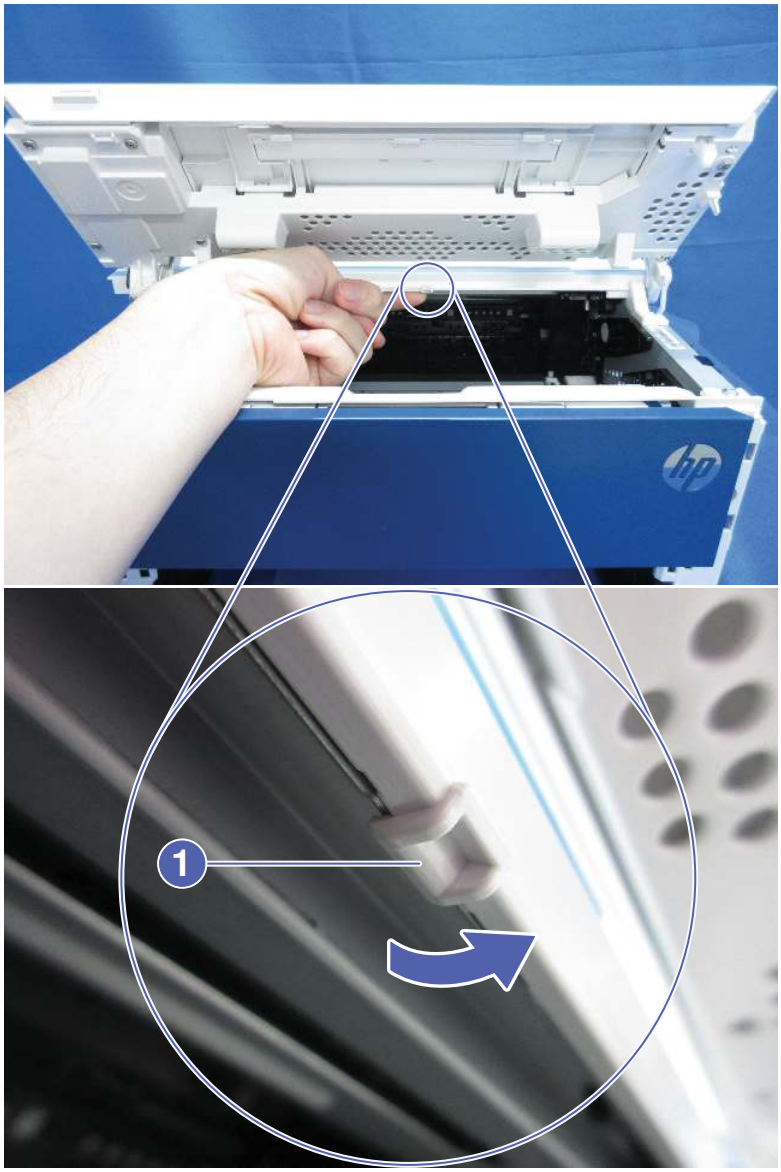
7. Perform the following:
   - Remove two screws (callout 1)
   - Release two bosses (callout 2).
   - Release two tabs (callout 3).

Figure 4-343 Remove the screws and release the tabs



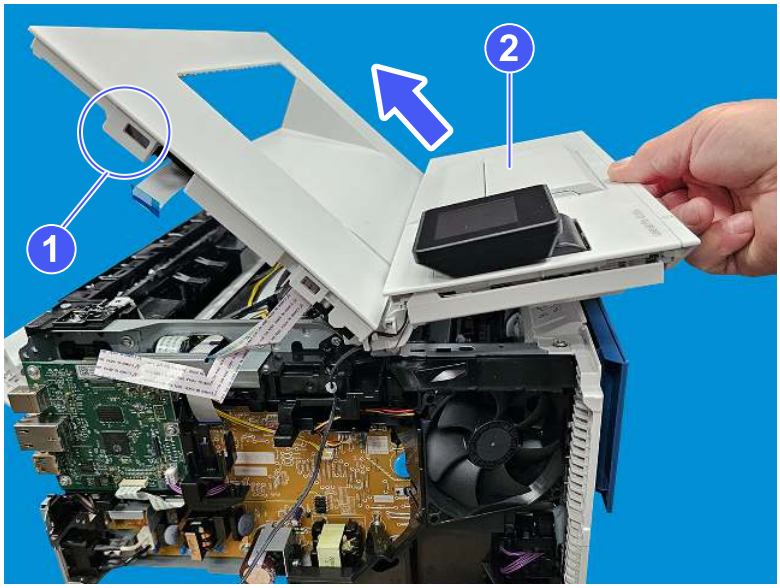
8. Lifting the rear of the top cover, release one tab (callout 1) by pulling forward in the direction of the arrow.

Figure 4-344 Release the tab



9. Lift the rear part (callout 1) of the top cover assembly, then slide the top cover assembly (callout 2) in the direction of the arrow to remove it.

Figure 4-345 Remove the top cover



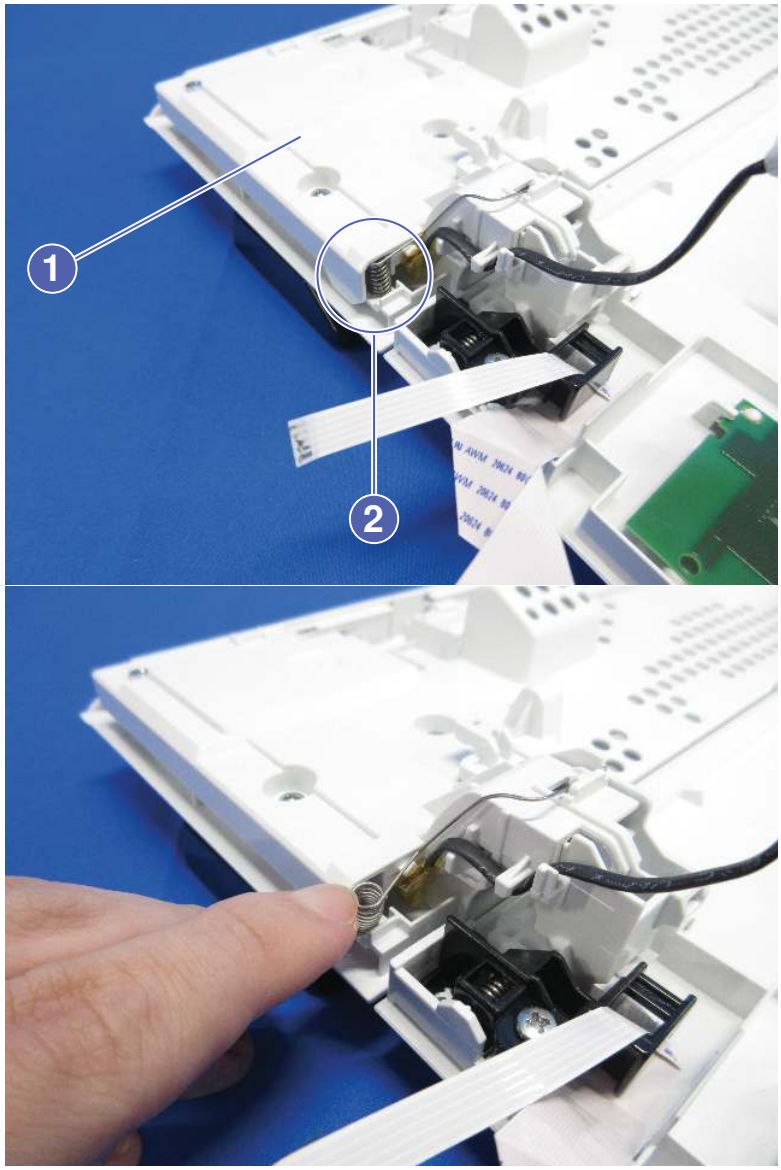
IMPORTANT: This completes the removal of the top cover.

When replacing the top cover use the following steps.

10. If the top cover assembly needs to be replaced with a service part, perform the following.

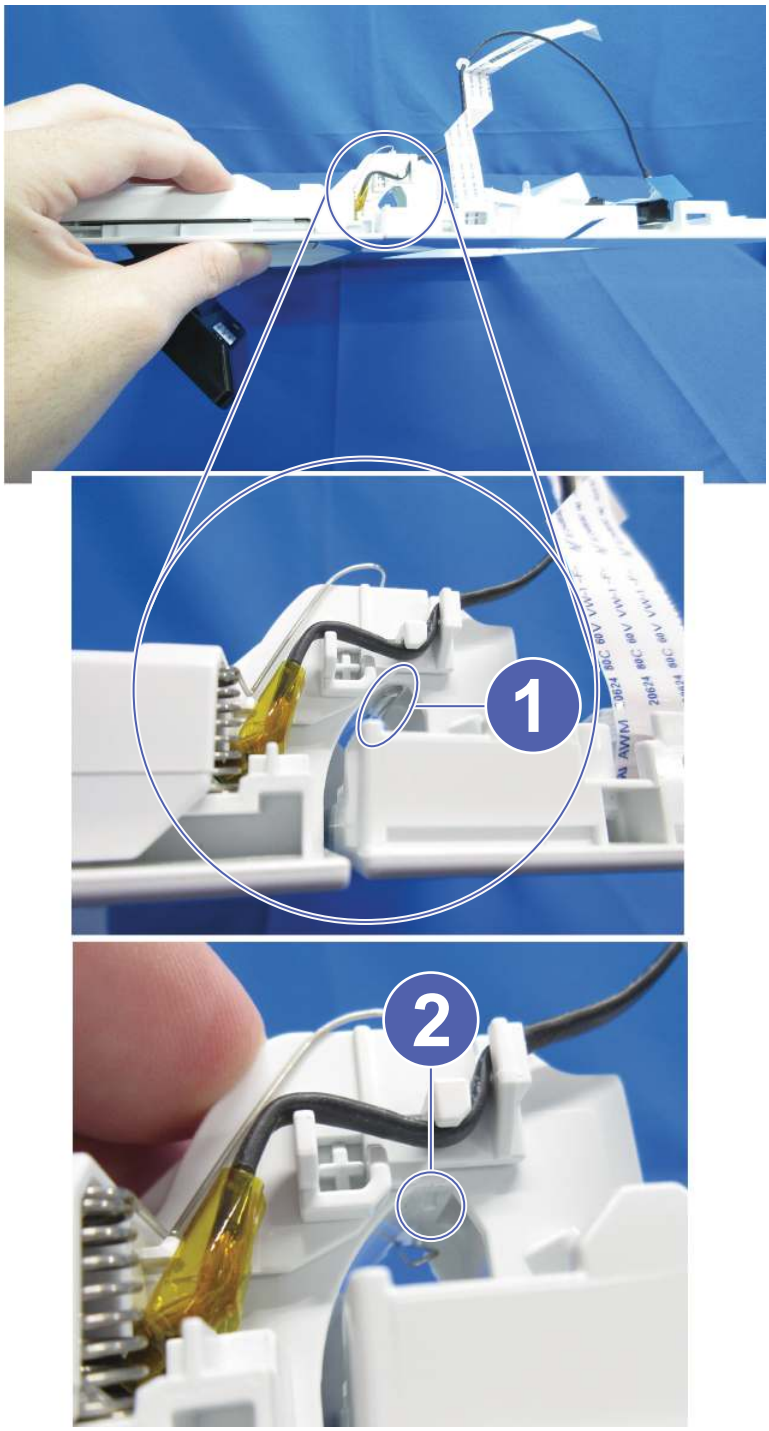
a. Remove the spring (callout 2) from cartridge door assembly. By first removing the spring on the left side as shown.

Figure 4-346 Release the spring



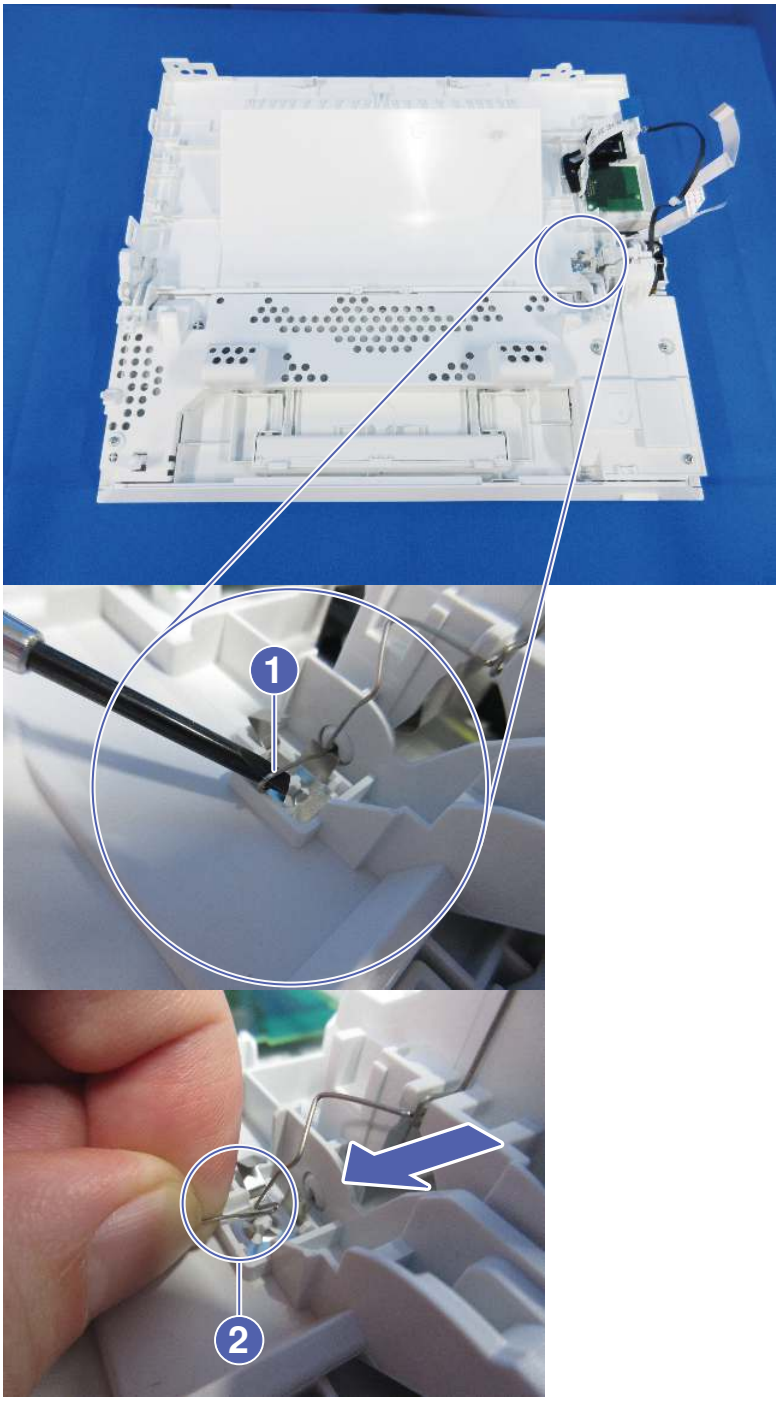
b. Remove spring (callout 1) from boss (callout 2).

Figure 4-347 Release the spring loop



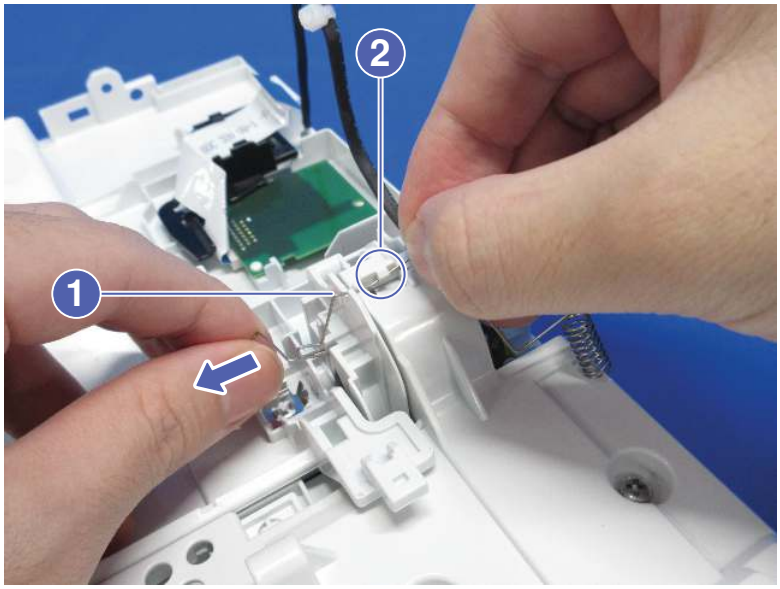
c. Lift the end of the spring (callout 1) slightly, and then pull out the spring (callout 2) in the direction of the arrow.

Figure 4-348 Pull the spring out



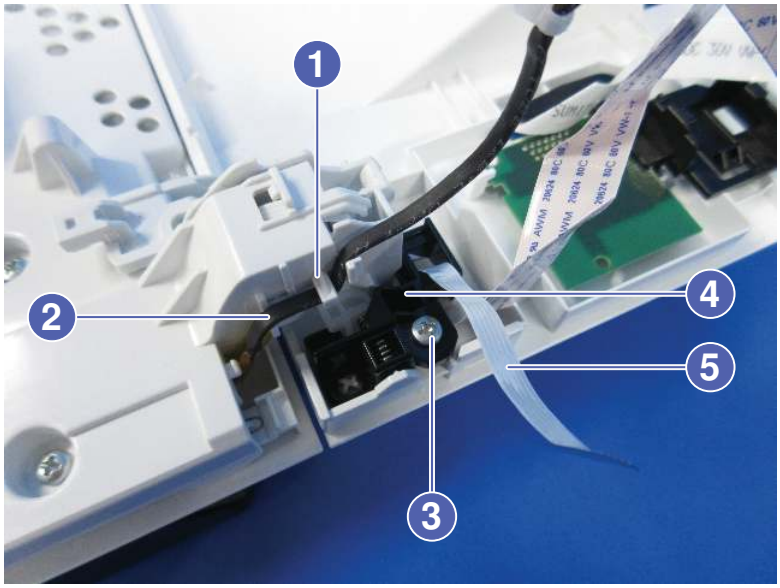
d. The spring (callout 1) is detached from the hook (callout 2), then the spring (callout 1) is removed while sliding it in the direction of the arrow.

Figure 4-349 Remove the spring



e. Remove the ground cable (callout 2) from the cable guide (callout 1). Remove one screw (callout 3), then remove the latch (callout 4). Release the FFC (callout 5) from the latch (callout 4).

Figure 4-350 Remove ground cable



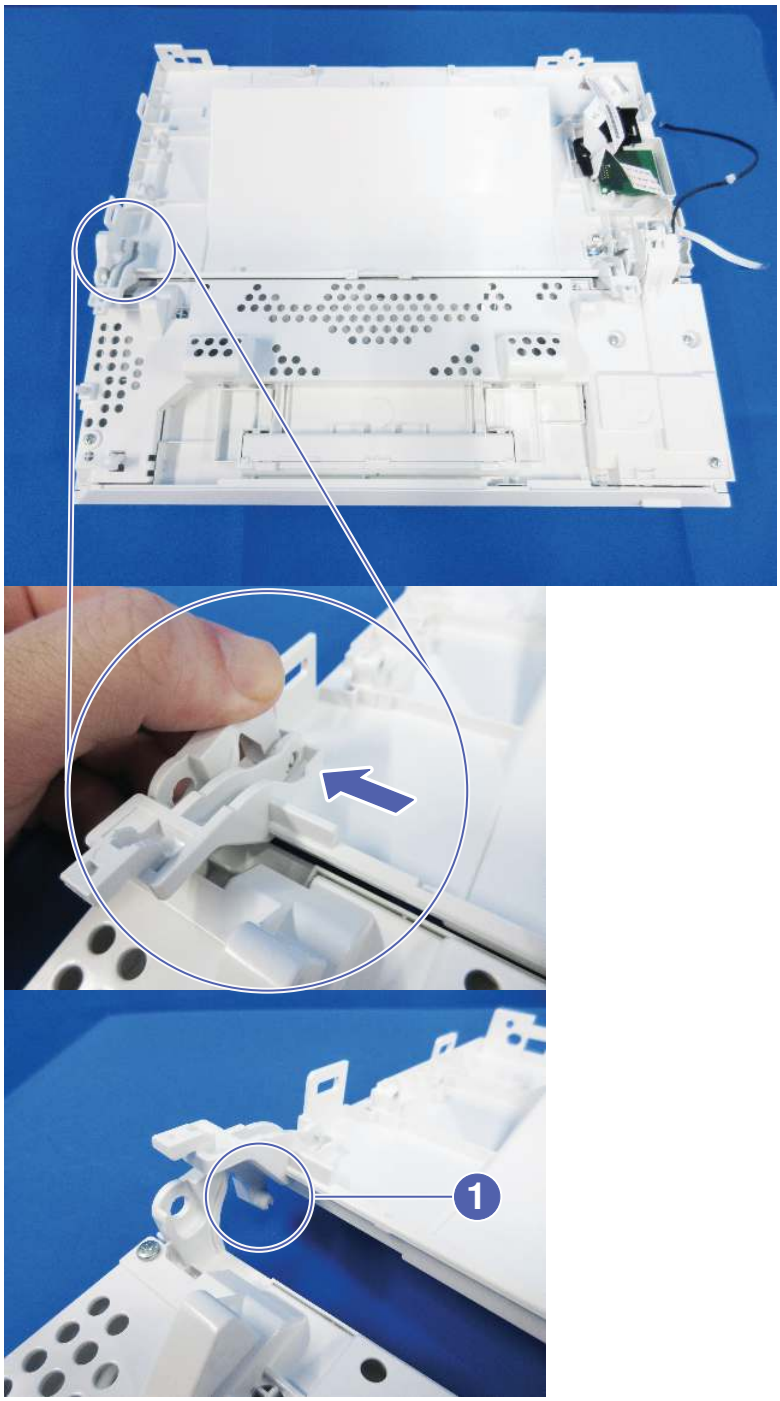
f. Position the two halves of the top cover at an angle as shown.

Figure 4-351 Align the top cover



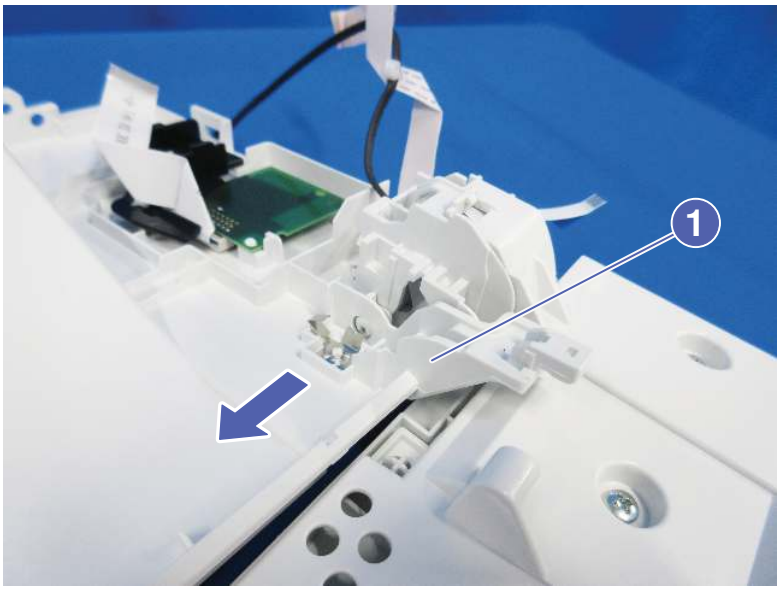
g. Remove the shaft (callout 1) by bending the cover in the direction of the arrow.

Figure 4-352 Release post



h. Slide the top cover assembly (callout 1) in the direction of the arrow to remove it.

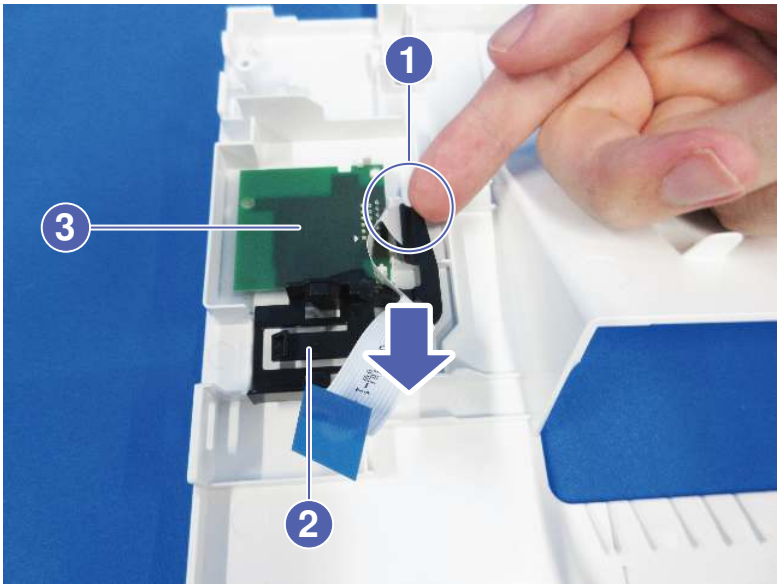
Figure 4-353 Slide top cover in the direction of the arrow



i. Lift the end of the Wi-Fi retaining bracket (callout 1), then slide the holder (callout 2) in the direction of the arrow to remove it. Remove the Wi-Fi PCA (callout 3).

NOTE: For Wireless models only. IMPORTANT: When reinstalling the Wireless PCA, the PCA must be installed before the retaining bracket.

Figure 4-354 Remove the Wi-Fi PCA



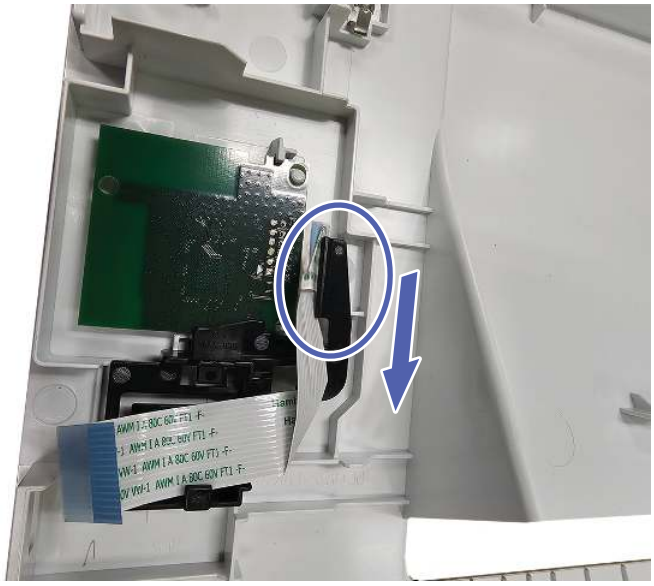
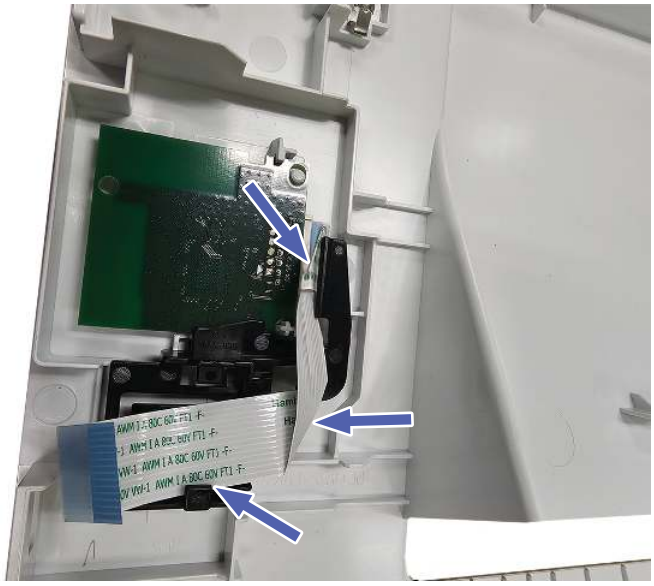


Figure 4-355 When reinstalling note the proper layout of Wi-Fi FFC

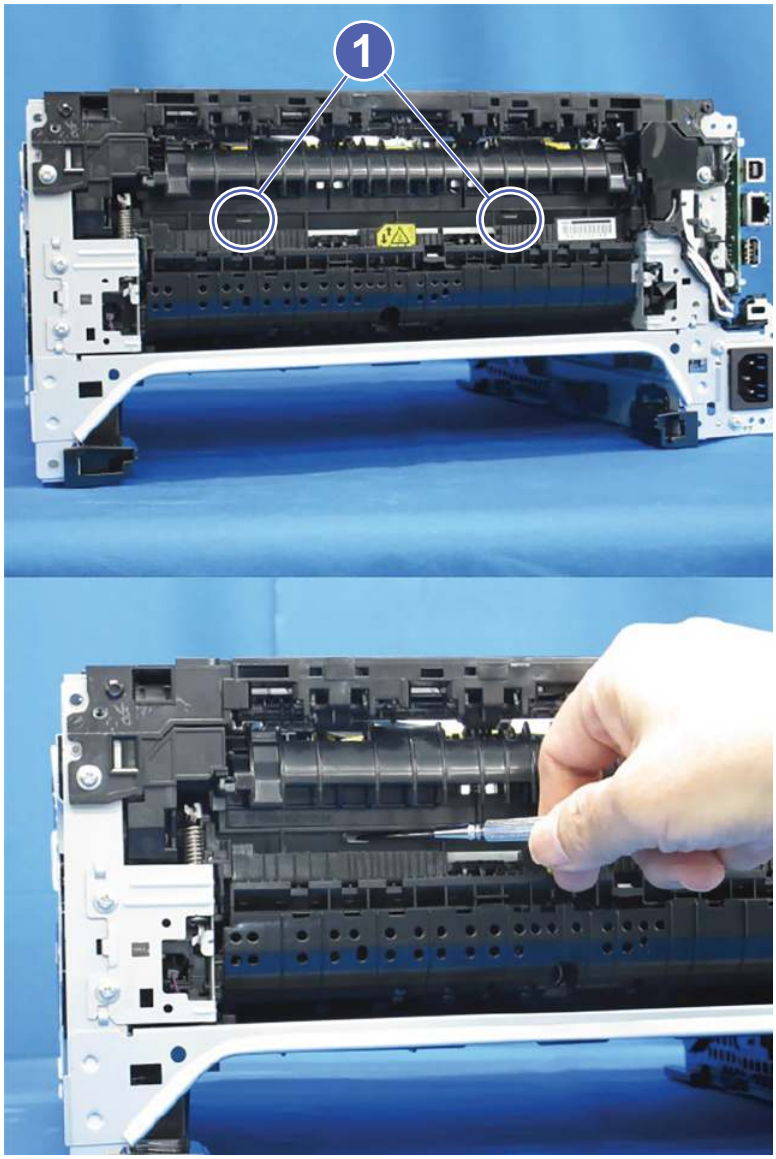


7. Remove the paper delivery tray (output bin)

Follow these steps to remove the paper delivery tray (output bin).

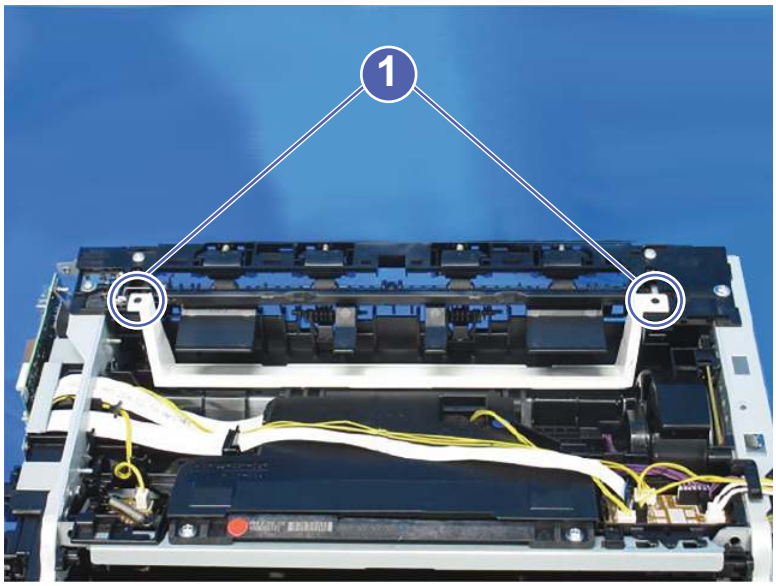
1. Release two tabs (callout 1).

Figure 4-356 Release two tabs



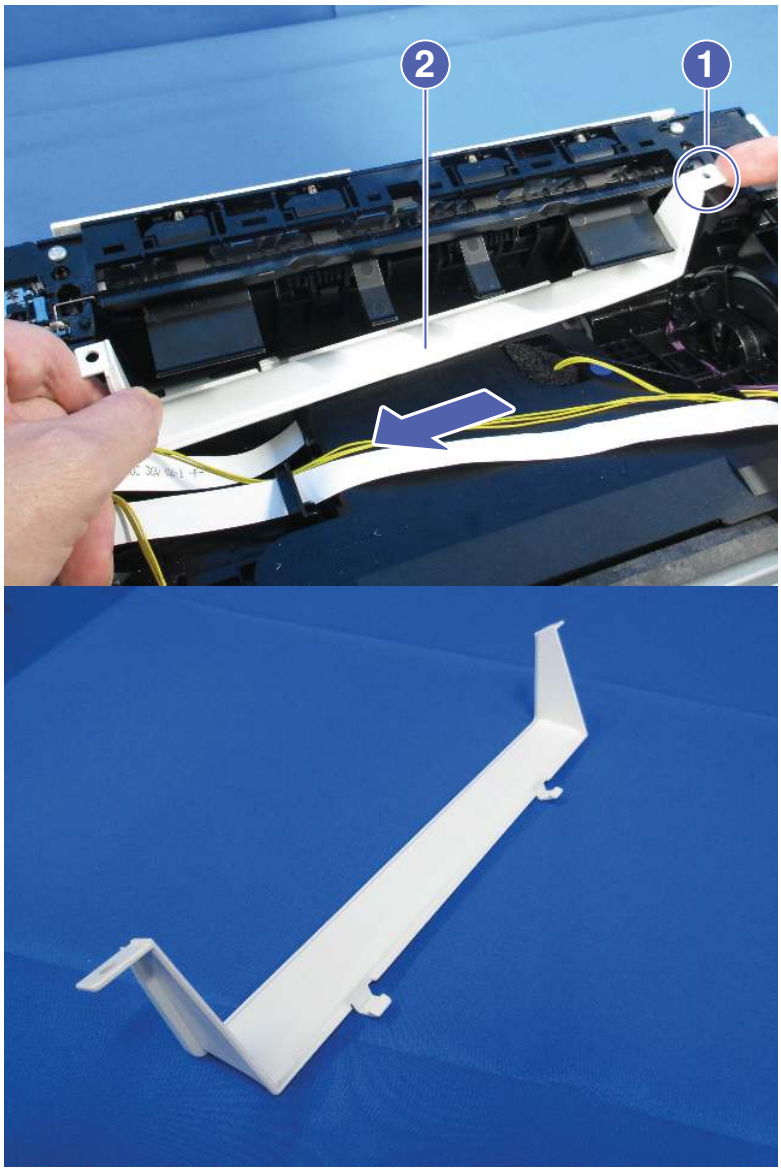
2. Release the two alignment bosses (callout 1).

Figure 4-357 Release alignment bosses



3. Remove the output tray (callout 2).

Figure 4-358 Remove the tray



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: Output bin (MFP)

Learn how to remove and replace the output bin.

Mean time to repair: 16 minutes

Service level: Medium

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-24 Part information

Part number	Part description
RC6-4134-000CN	Cover, Paper delivery

Required tools

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

Post service test

Make sure that toner cartridge door correctly opens and closes.

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

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove Tray 2 and open printer

Follow these steps.

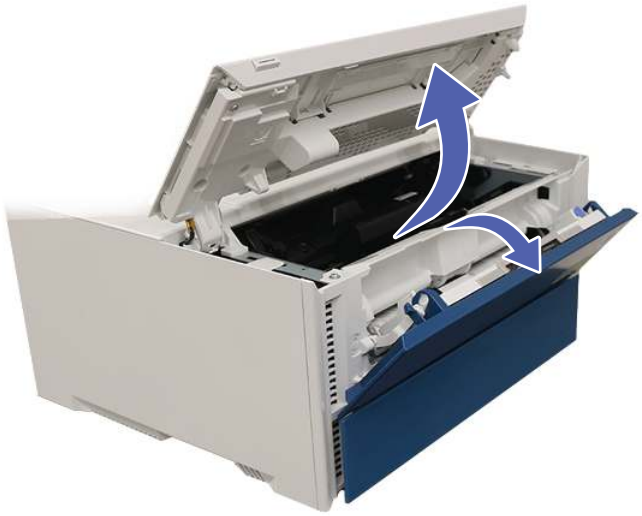
1. Remove Tray 2.

   Figure 4-359 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

   Open toner cartridge door and Tray 1



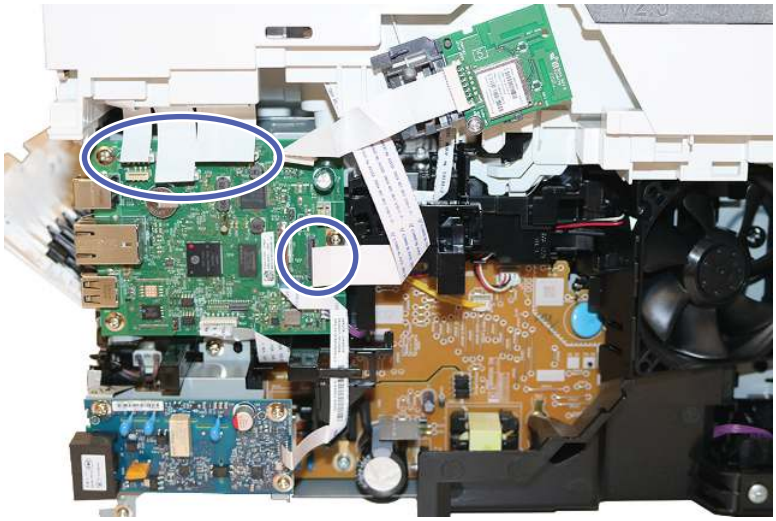
2. Remove the integrated scanner assembly (MFP only)

Follow these steps to remove the integrated scanner assembly (MFP only).

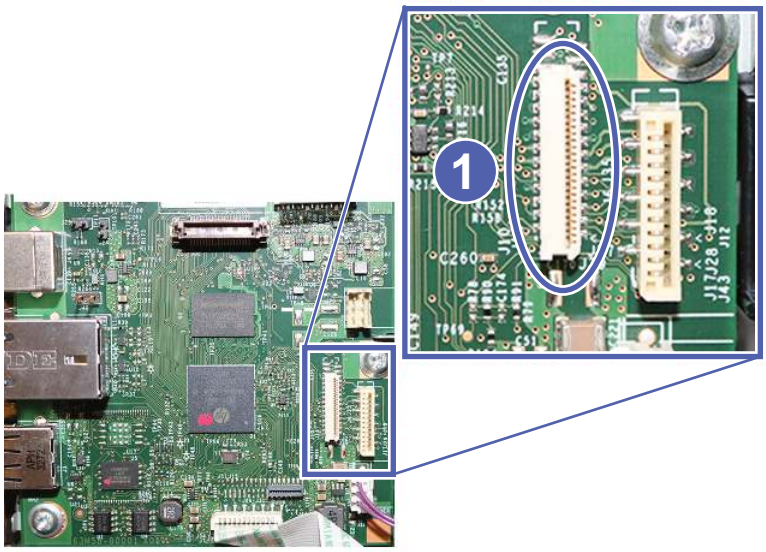
NOTE: MFP models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

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

Figure 4-360 Disconnect the FFCs



NOTE: When installing the FFC on the right side of the formatter, it must go into the innermost ZIF connector (callout 1).



2. Remove one screw (callout 1), and then release the ground wire from the guide.

Figure 4-361 Release the ground wire



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

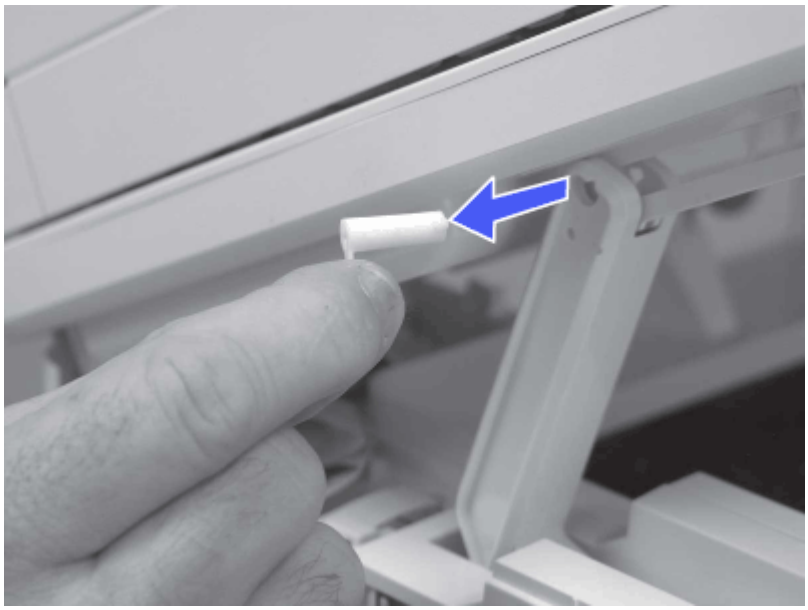
Figure 4-362 Release one tab and rotate the slider pin



4. Remove the slider pin.

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

Figure 4-363 Remove the pin



5. While firmly holding the ISA, rotate the ISA towards the rear of the printer until it stops.

Figure 4-364 Rotate the ISA towards the rear of the printer



6. Slide the ISA over and up as shown to remove from the printer.

Figure 4-365 Release the ISA



3. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-366 Remove front left cover

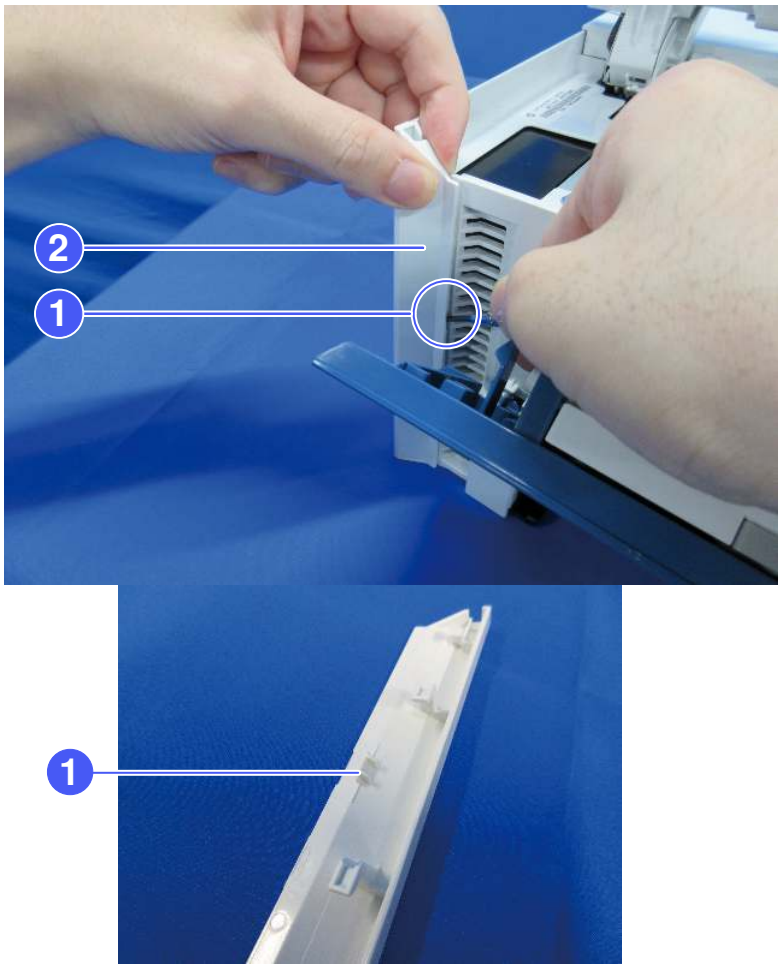


Figure 4-367 Close up of notch for screwdriver

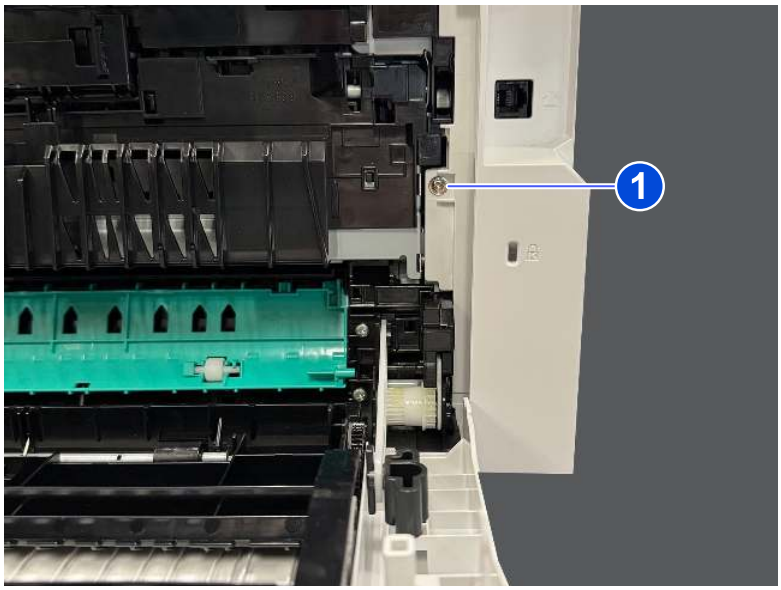


4. Remove the left cover (MFP)

Follow these steps to remove the left cover.

1. Remove one screw and free the ground wire (callout 1).

Figure 4-368 Remove ground screw



2. Perform the following:

- Place the printer on its right side so that the left side is the face up.

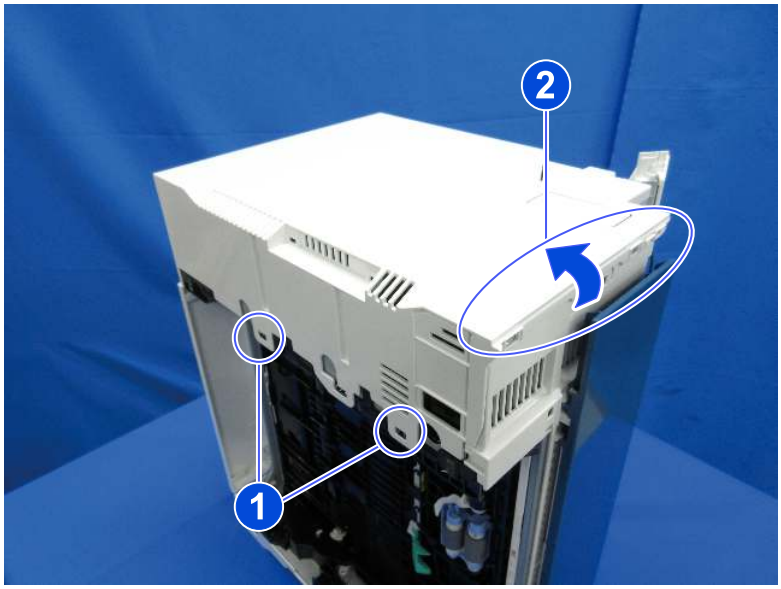
IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

- Release three tabs (callout 1).
- Pull the front part of the left cover (callout 2) in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

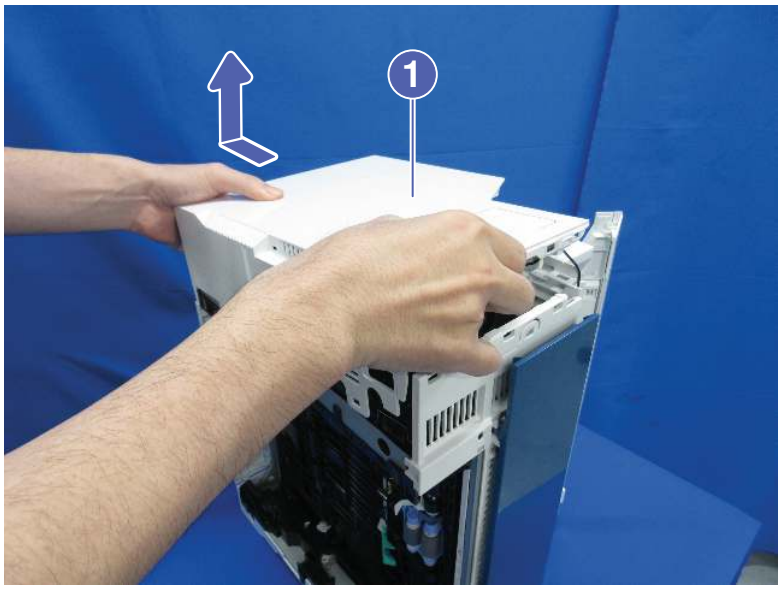
TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket.

Figure 4-369 Release cover tabs



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

Figure 4-370 Remove the cover

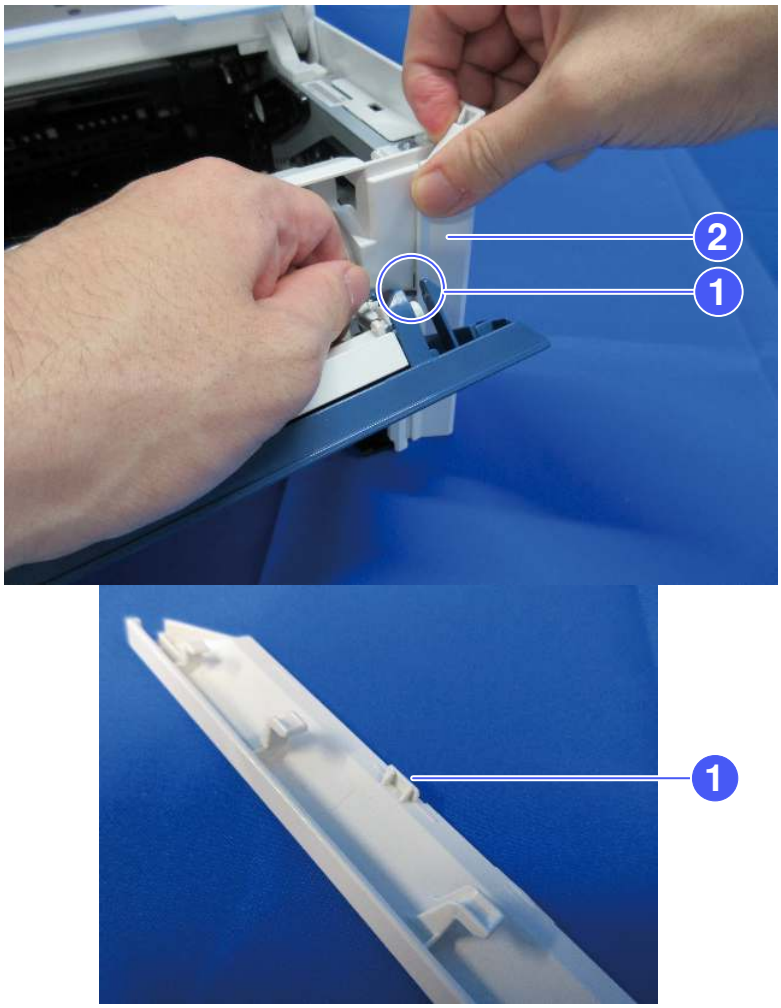


5. Remove the right front cover

Follow these steps to remove the right front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) then slide the cover up and off of the printer.

Figure 4-371 Remove right front cover



NOTE: The notch on the left cover is in the same place as on the right side.

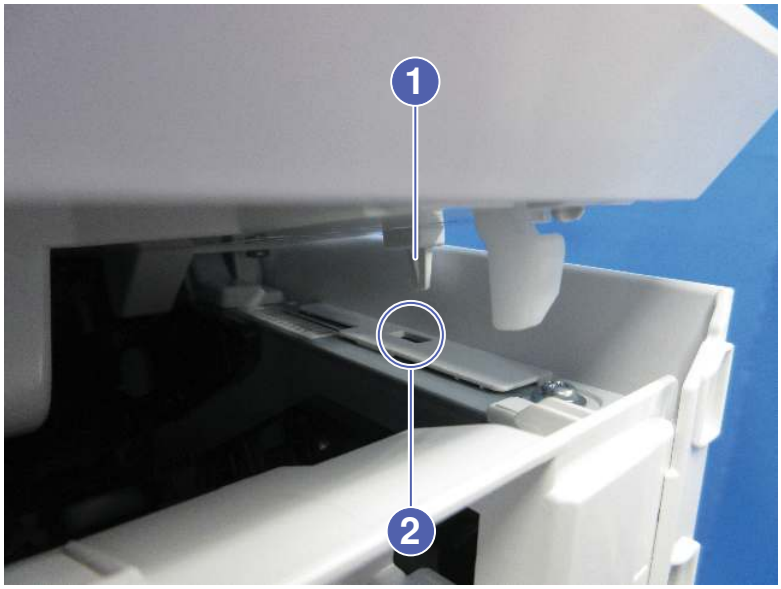
6. Remove the right cover (MFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-372 Ensure the cartridge door is open



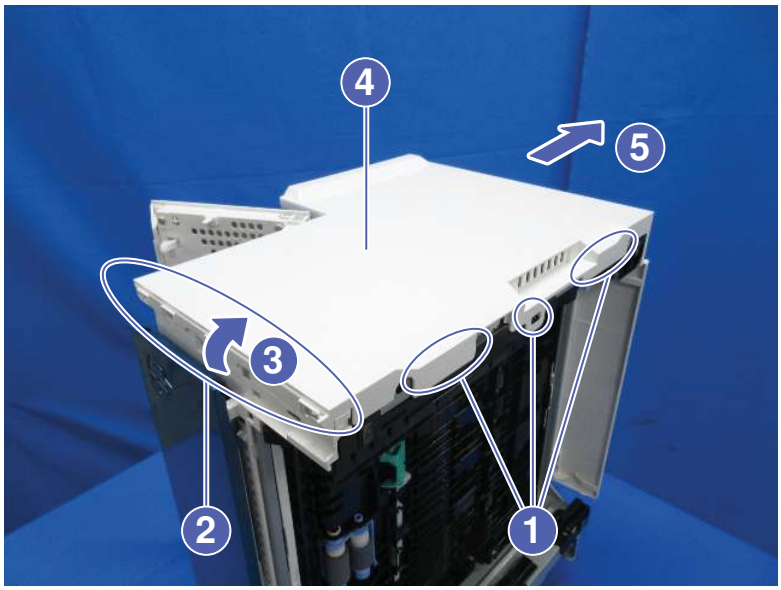
2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

3. Perform the following:
   - Release three tabs (callout 1).
   - The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
   - Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. You cannot slide the cover without tilting the cover up slightly.

Figure 4-373 Remove cover



7. Remove the top cover (MFP)

Follow these steps to remove the top cover.

1. While lowering one tab (callout 1) downward, the door link (callout 2) is removed by sliding in the arrow direction.

NOTE: The door link is loose after it is detached from the door and can fall off the link arm which it is connected. Note how the door link arm attaches to the link arm on the side of the printer for installation.

Figure 4-374 Release door link

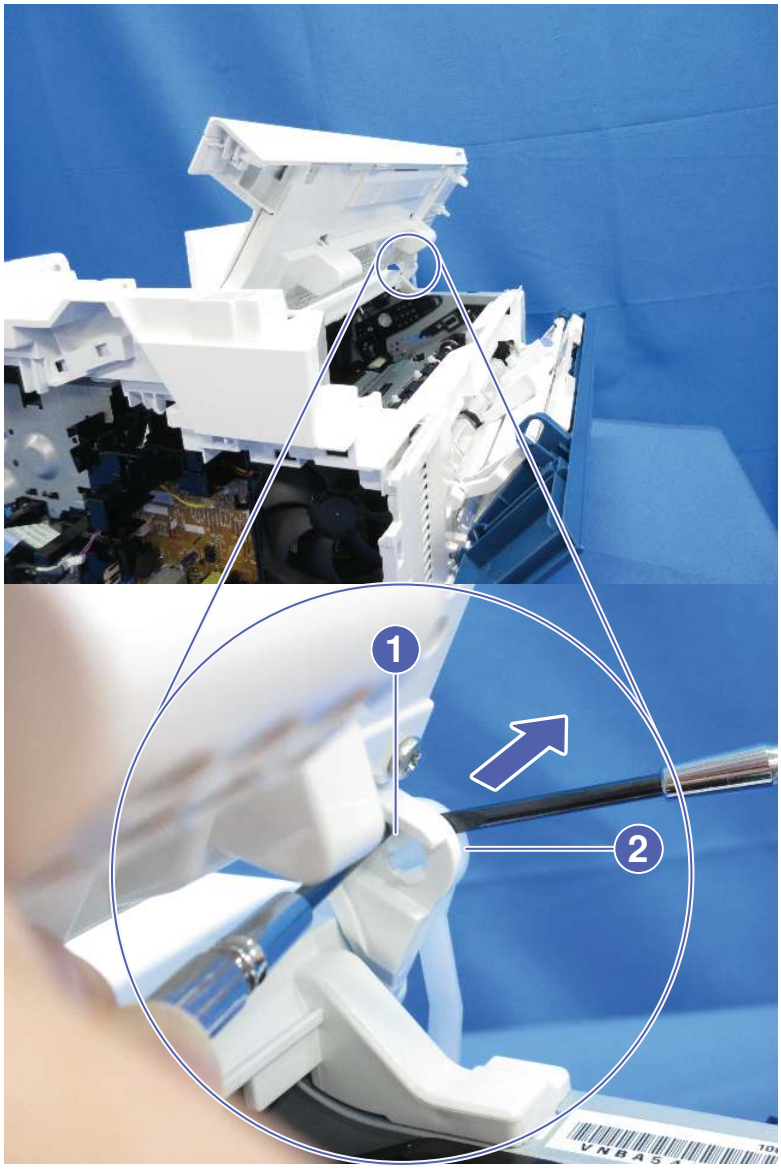
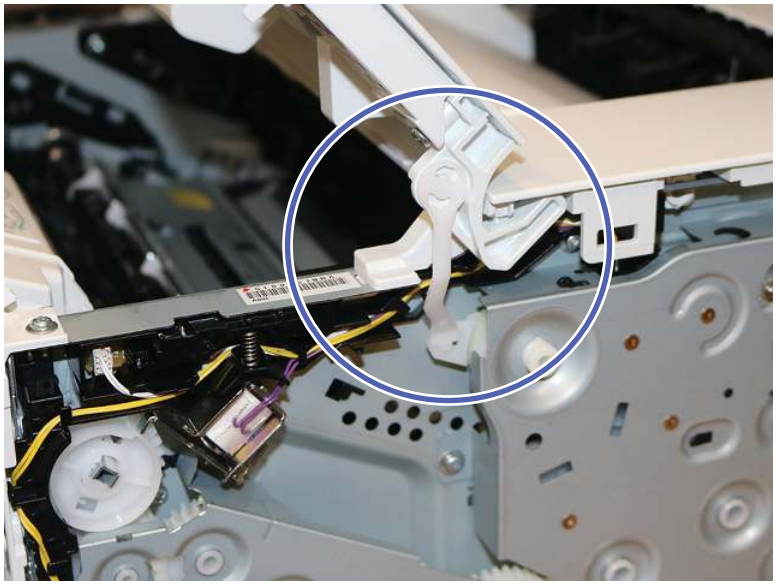
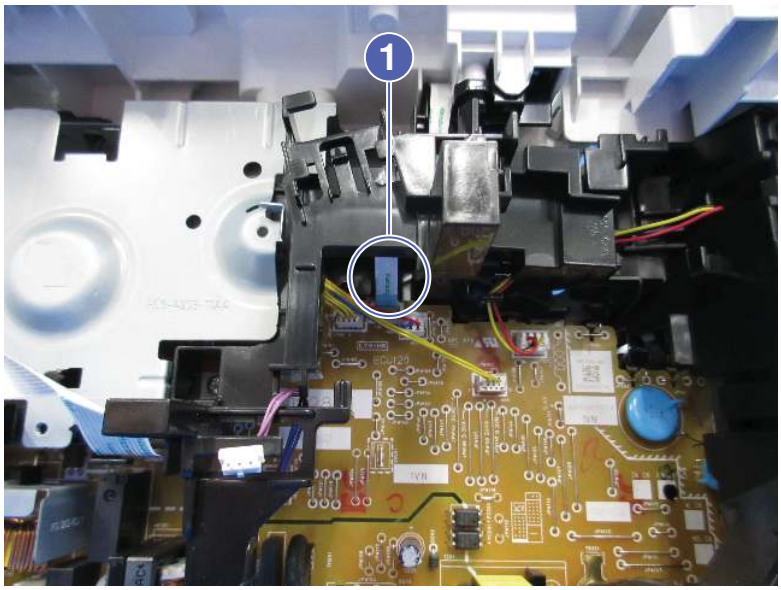


Figure 4-375 Outside view of the door arm link



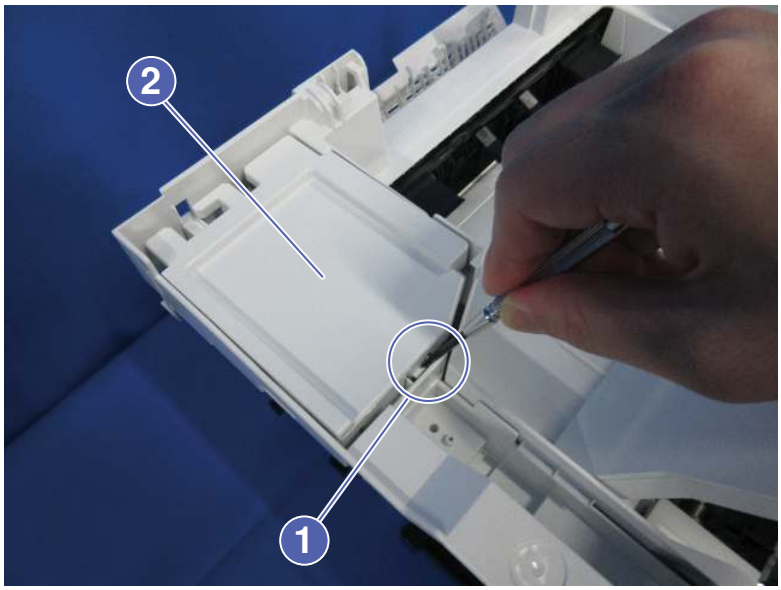
2. On the left side of the printer, remove the FFC (callout 1).

Figure 4-376 Remove FFC



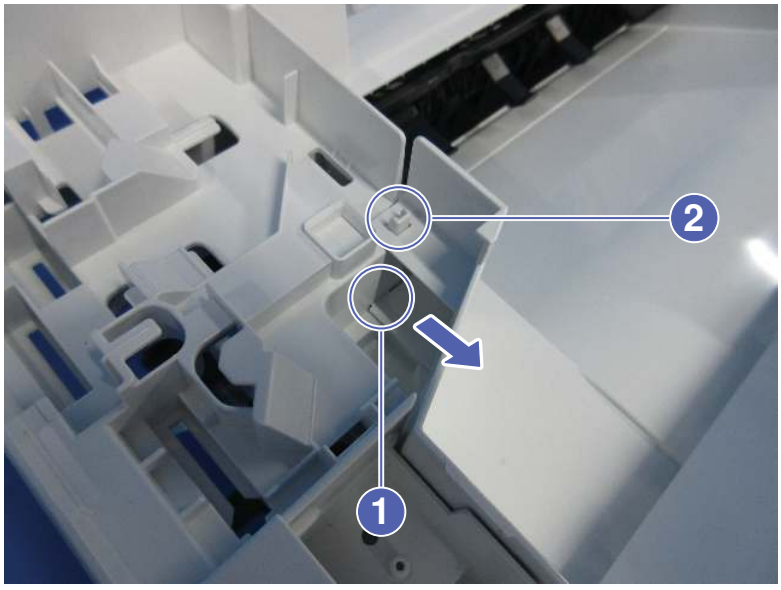
3. Release one tab (callout 1), then remove the FFC cover (callout 2).

Figure 4-377 Remove FFC cover



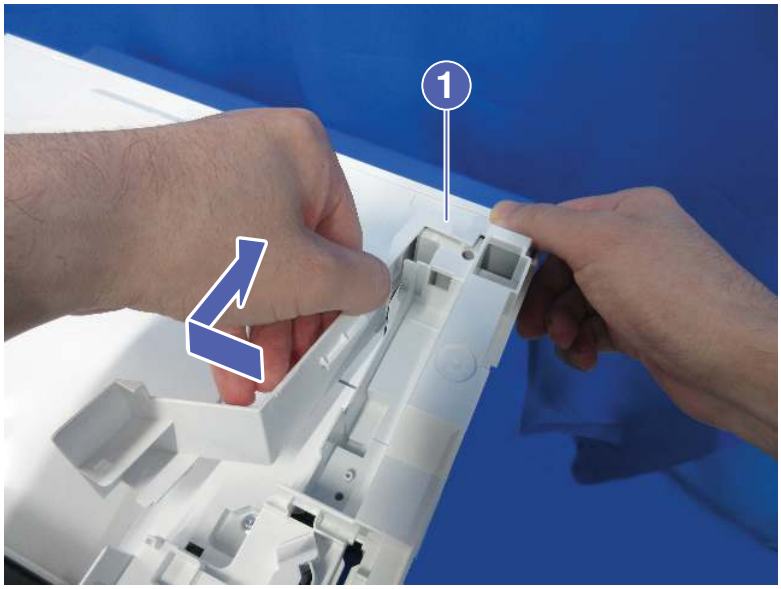
4. Disengage one alignment boss (callout 1) in the direction of the arrow, then release one alignment boss (callout 2).

Figure 4-378 Release boss



5. Close the cartridge door assembly, then remove the left inner pillar cover (callout 1) by moving it in the direction of the arrow.

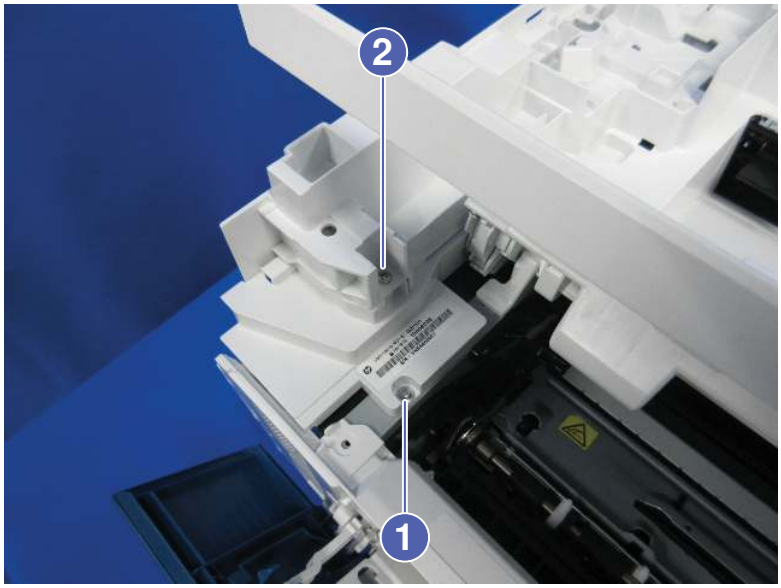
Figure 4-379 Remove inner left pillar



6. Perform the following:

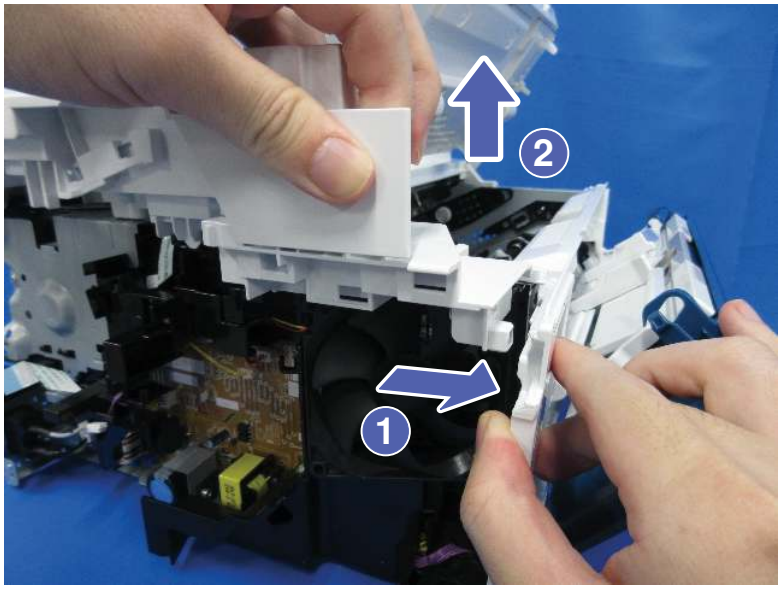
- Open the cartridge door assembly.
- Remove one M3x8 screw (callout 1).
- Remove one M3x10 screw (callout 2).

Figure 4-380 Remove screws



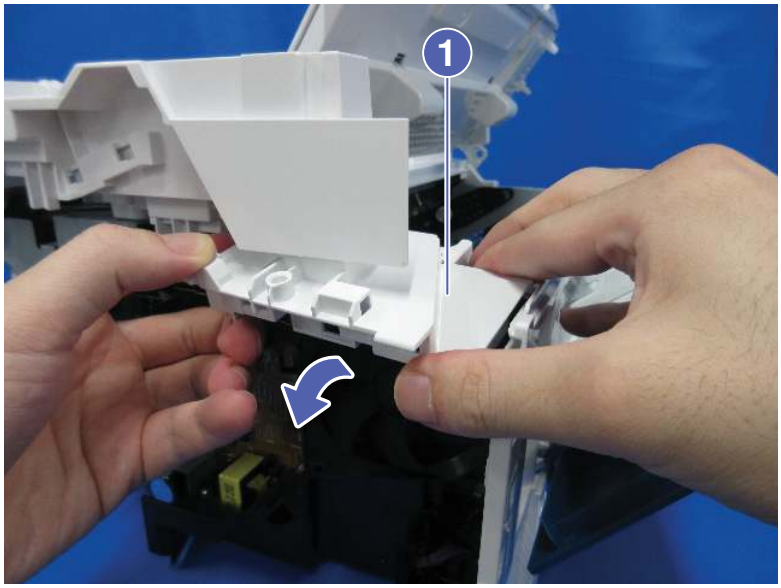
7. Pull the front cover assembly (callout 1) in the arrow direction, then pull the top cover assembly up in the arrow (callout 2) direction.

Figure 4-381 Release top cover



8. Pull the left pillar cover (callout 1) in the direction of the arrow to remove it.

Figure 4-382 Remove left pillar cover



9. Remove one screw (callout 1).

Figure 4-383 Remove the screw



10. Remove one screw (callout 1).

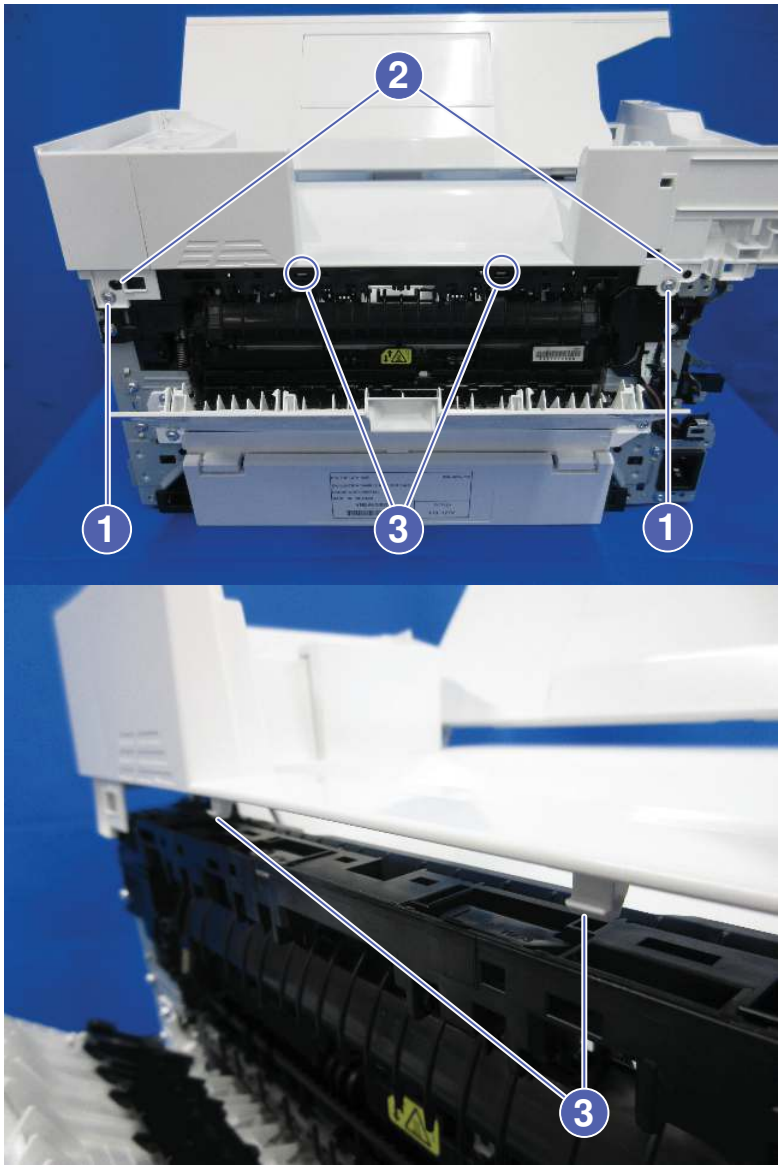
Figure 4-384 Remove screw



11. Perform the following:

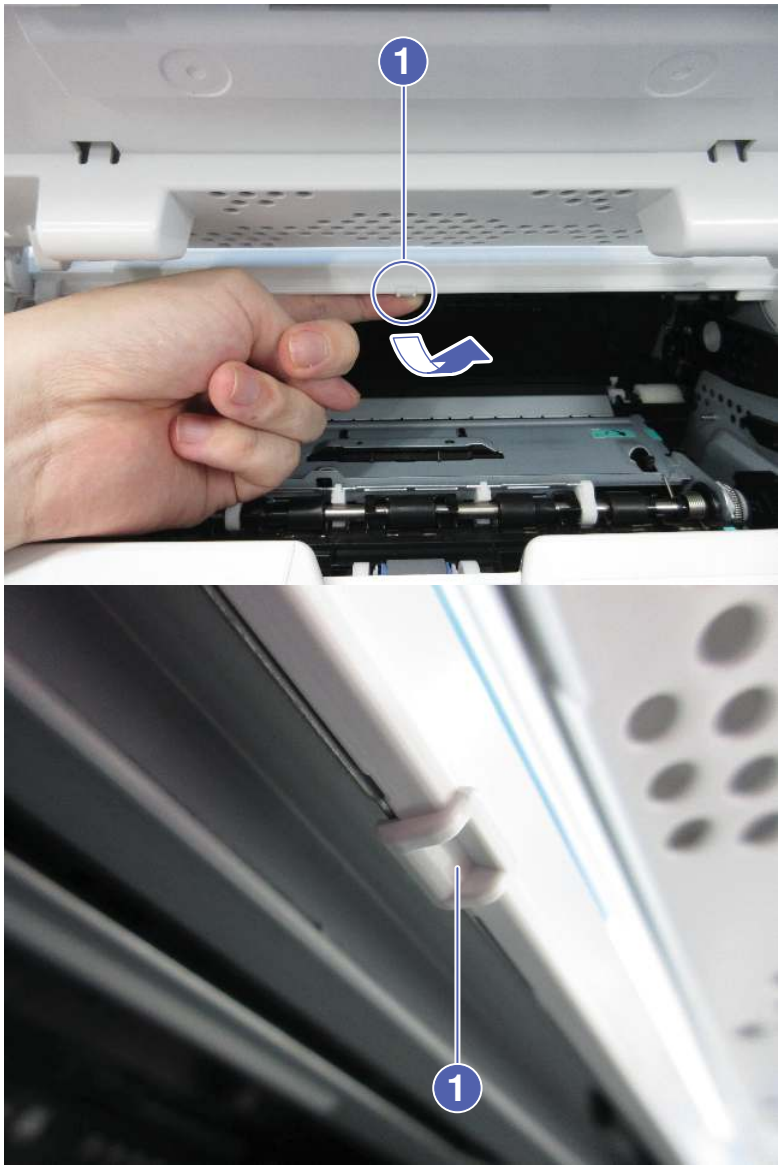
- Remove two screws (callout 1).
- Release two bosses (callout 2).
- Release two tabs (callout 2).

Figure 4-385 Remove screws and release tabs



12. Lifting the rear of the top cover, release one tab (callout 1) by pulling forward in the direction of the arrow.

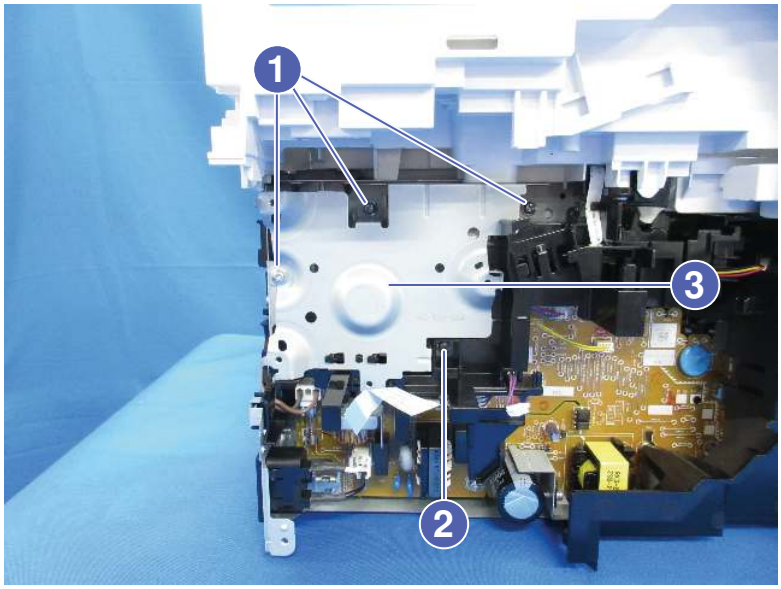
Figure 4-386 Release tab



13. Perform the following:

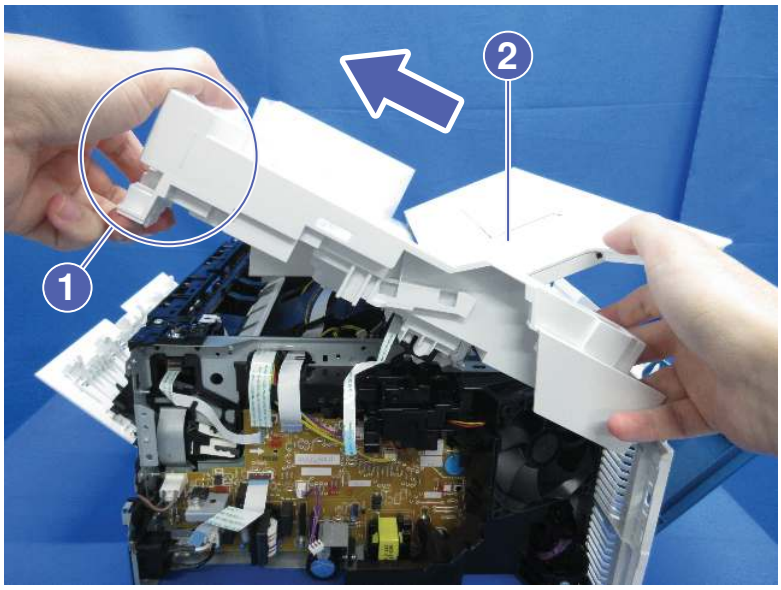
- Remove three screws (callout 1).
- Remove one screw with washer (callout 2).
- Remove the formatter stay (callout 3).

Figure 4-387 Remove formatter stay



14. Lift the rear part (callout 1) of the top cover assembly, then slide the top cover (callout 2) in the direction of the arrow to remove it.

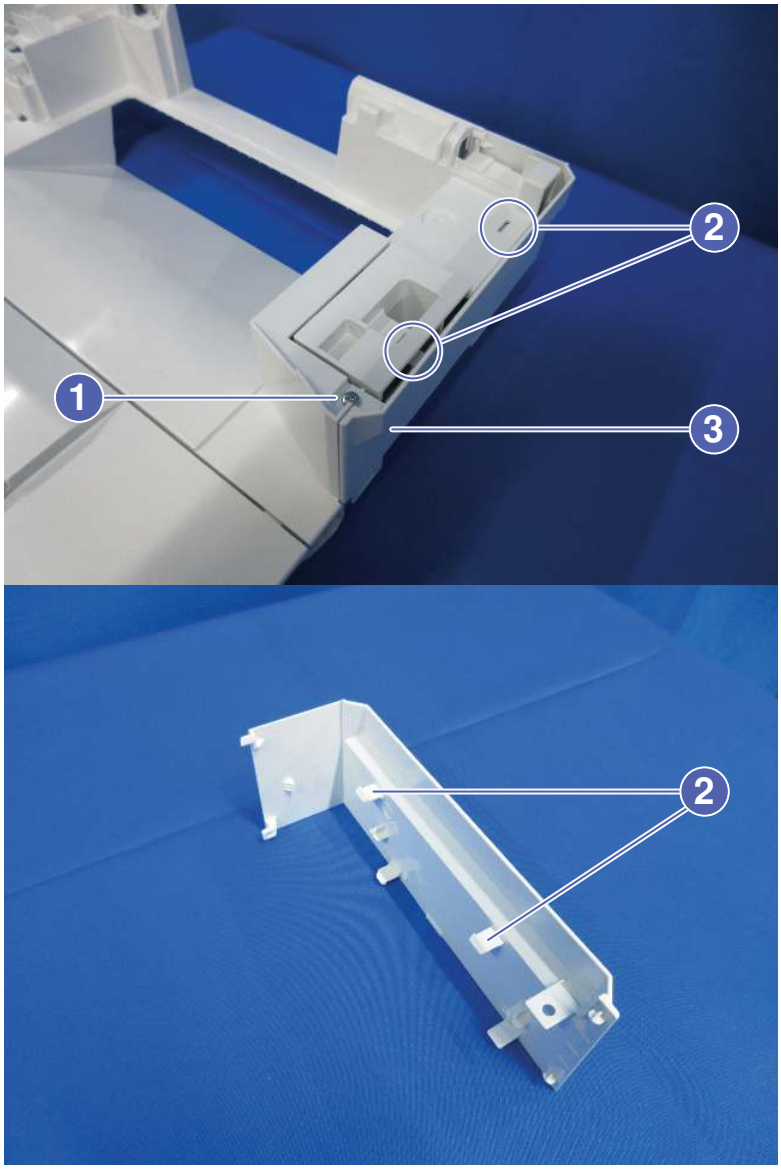
Figure 4-388 Remove cover



15. Perform the following:

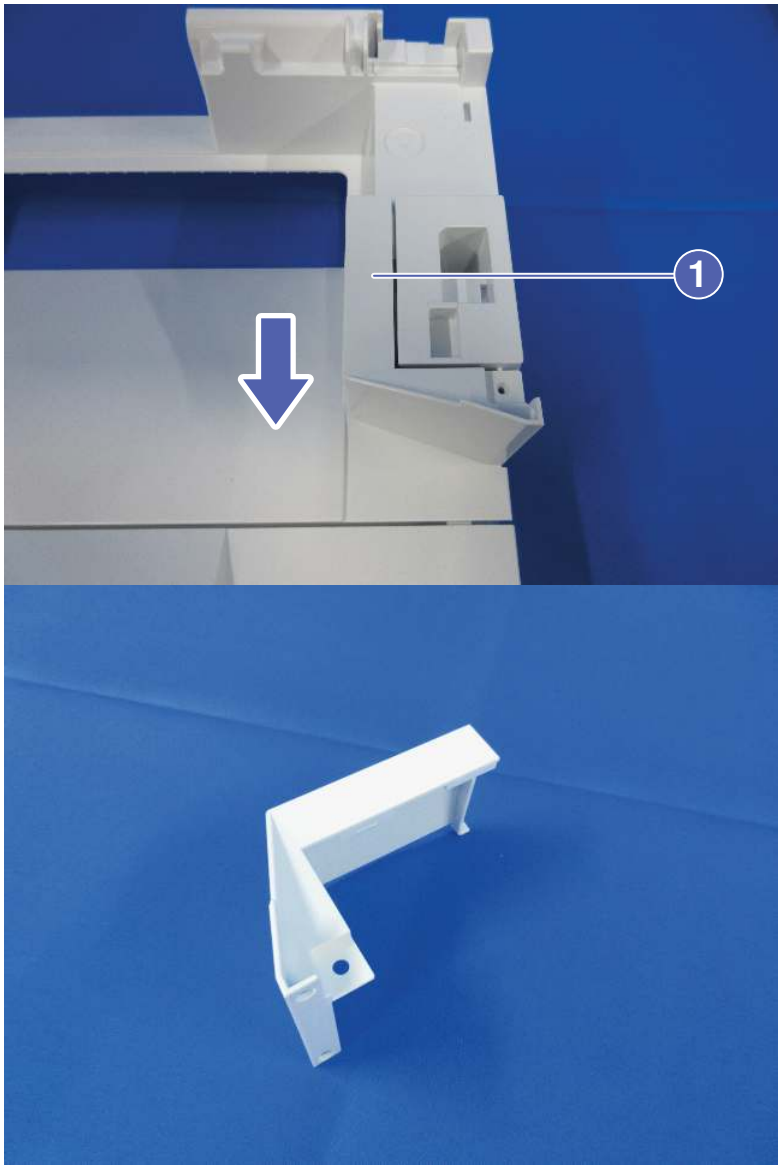
- Remove one screw (callout 1).
- Release two tabs (callout 2).
- Remove the right pillar cover (callout 3).

Figure 4-389 Remove pillar cover



16. While lifting the rear end (callout 1) of the right inner pillar cover, the right inner pillar cover (callout 2) is pulled in the direction of an arrow to be removed.

Figure 4-390 Remove pillar cover

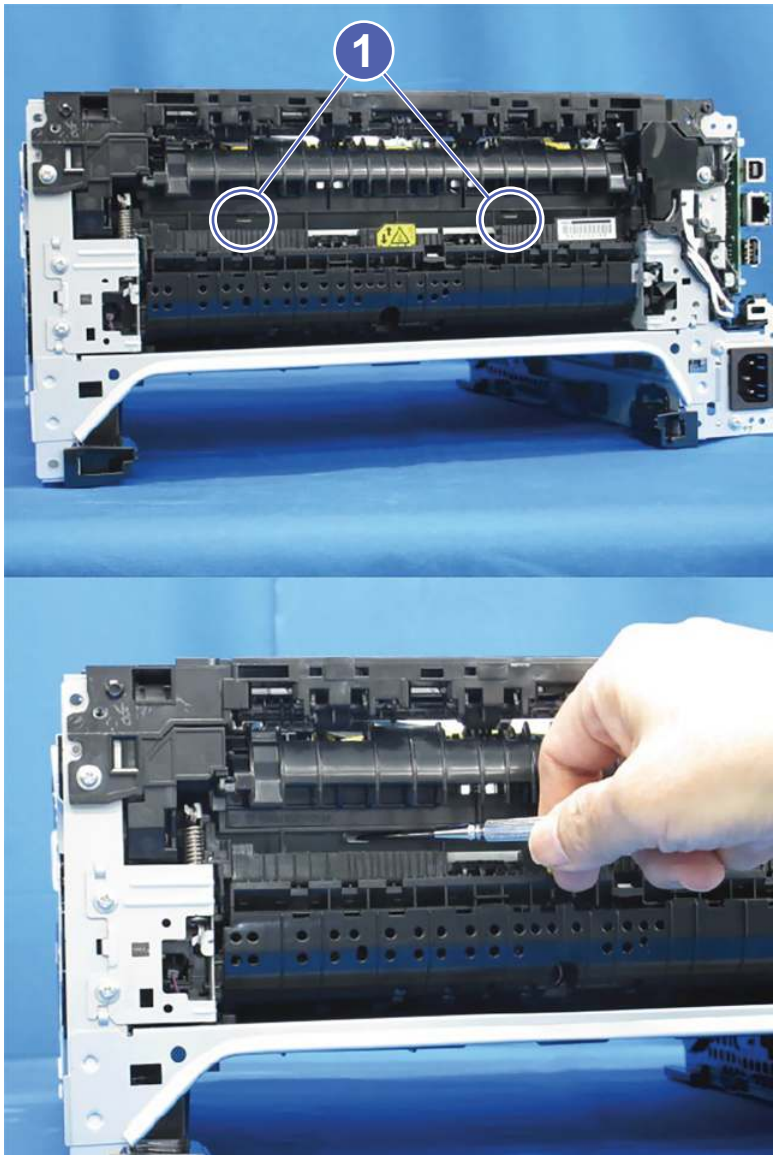


8. Remove the paper delivery tray (output bin)

Follow these steps to remove the paper delivery tray (output bin).

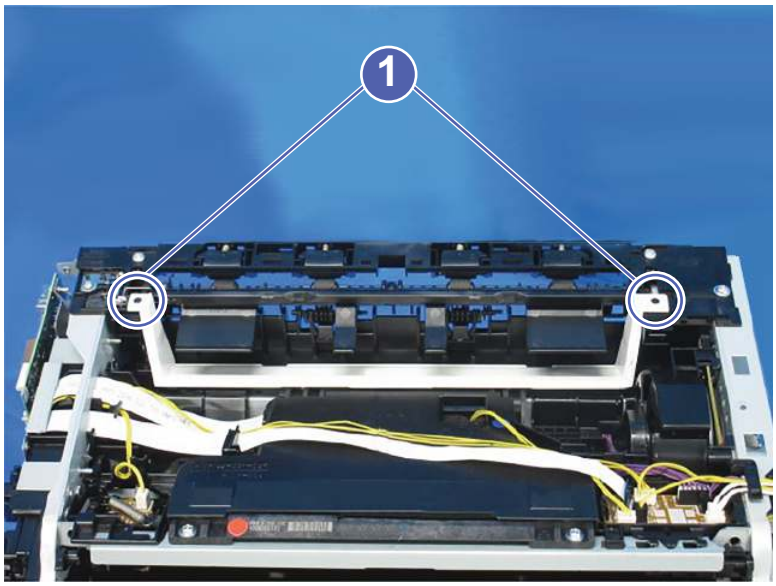
1. Release two tabs (callout 1).

Figure 4-391 Release two tabs



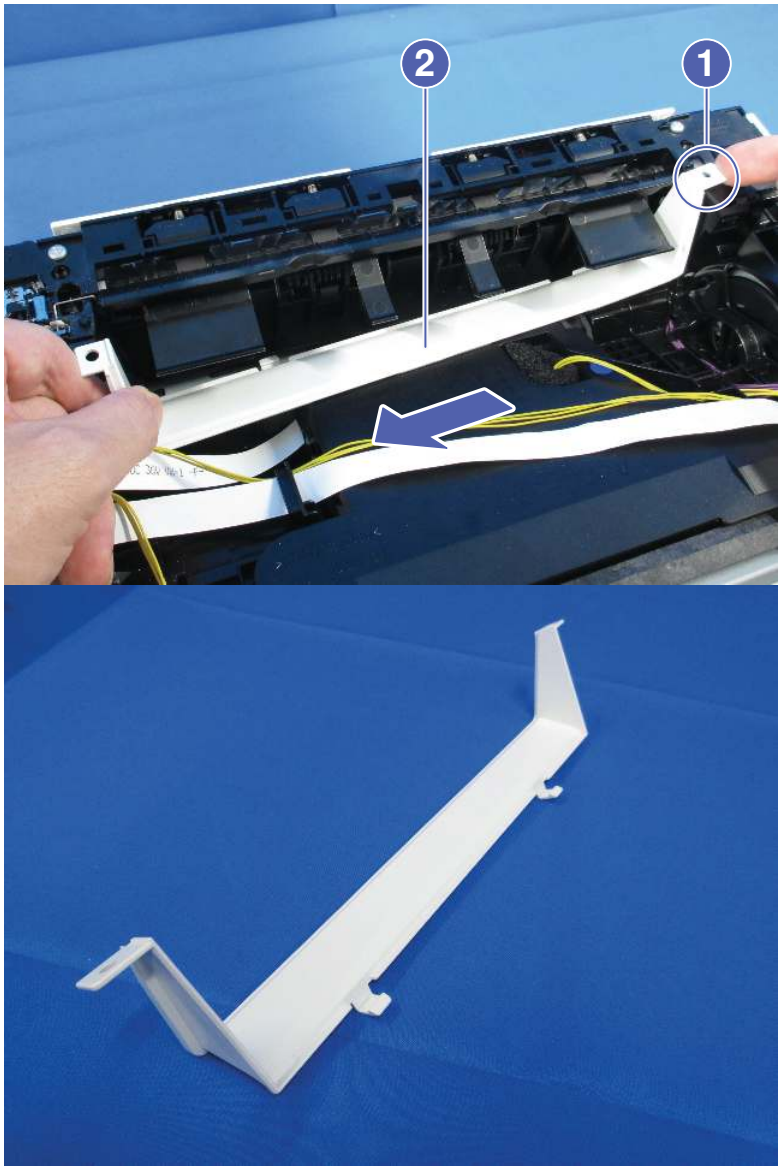
2. Release the two alignment bosses (callout 1).

Figure 4-392 Release alignment bosses



3. Remove the output tray (callout 2).

Figure 4-393 Remove the tray



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. Install the top cover

Follow these steps to install the front cover.

1. To assemble the top cover assembly, confirm that the alienation lever (callout 1) is in an alienated state. If it is in the abutting state, pull the alienation lever in the direction of the arrow to bring it into the alienation state.

Figure 4-394 Alienation state

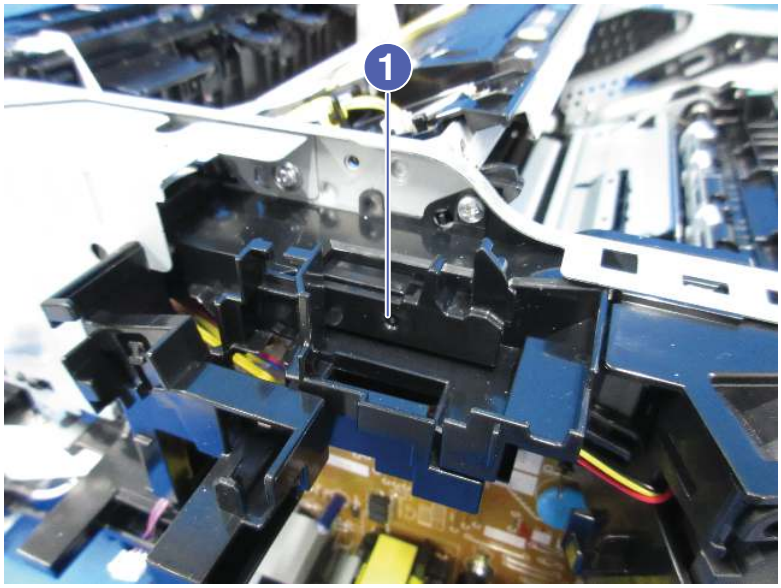
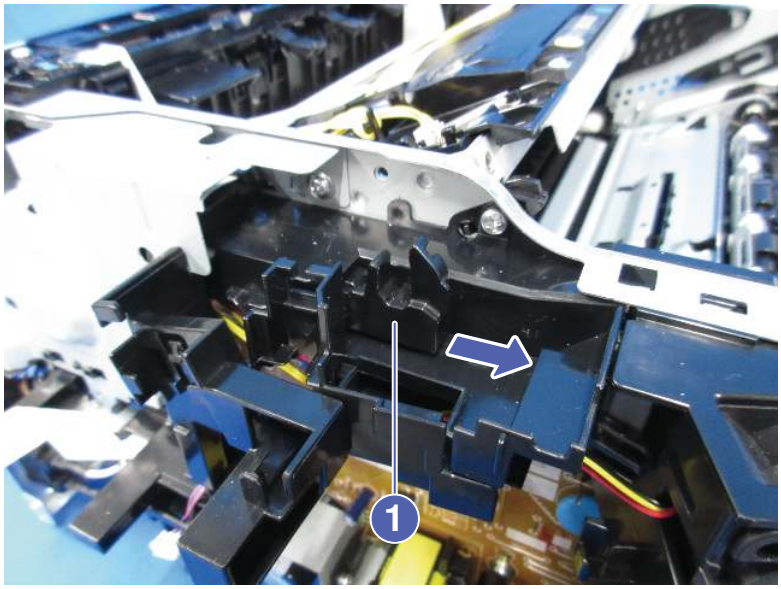
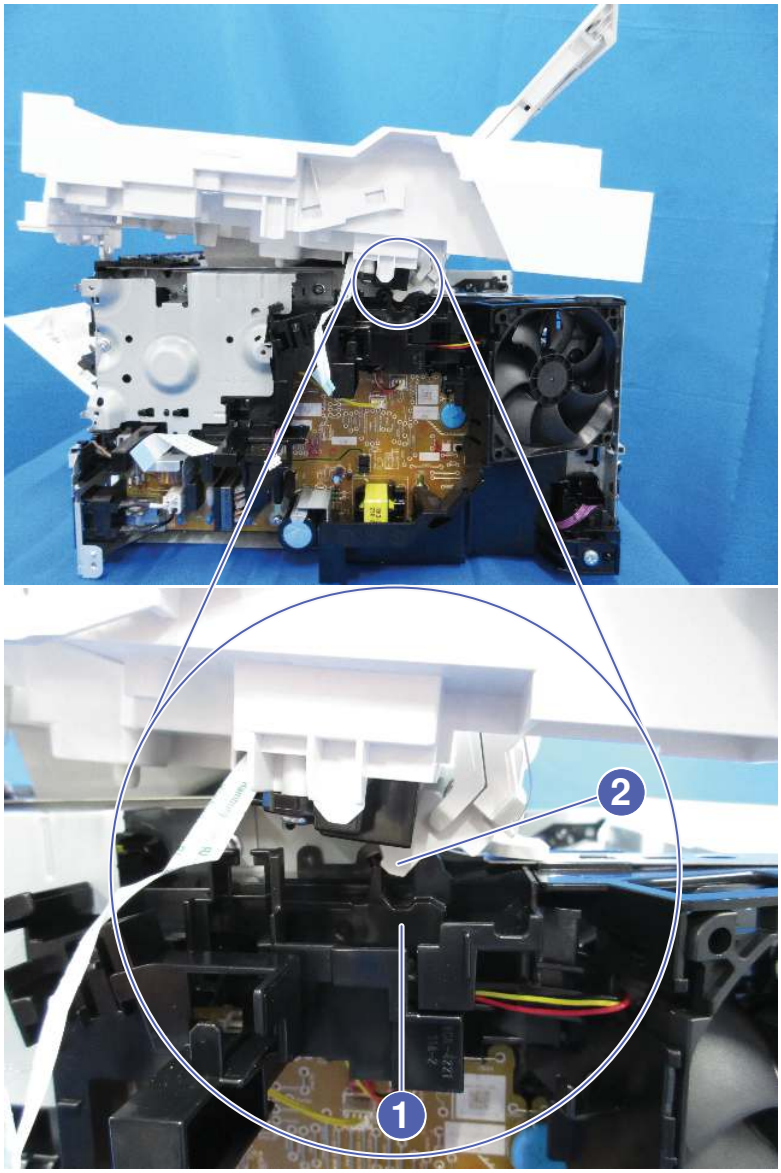


Figure 4-395 Abutting state



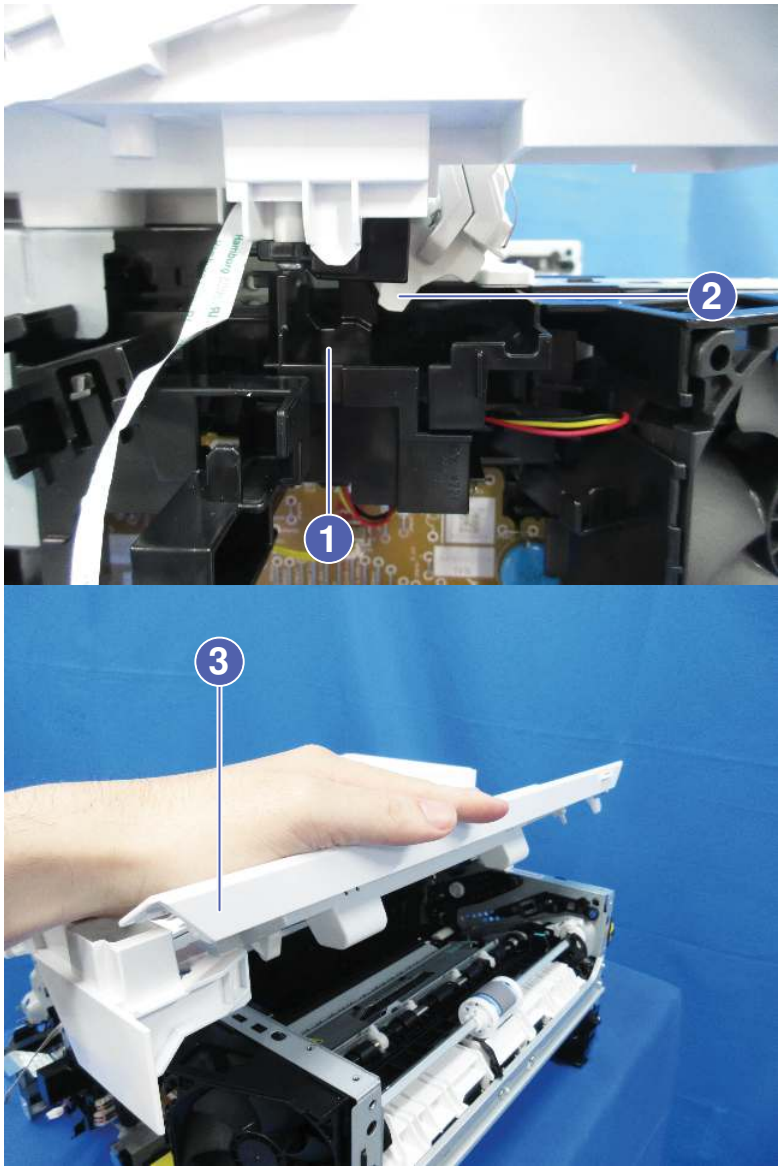
2. The arm (callout 2) of the cartridge door assembly is fitted into a U-shaped area in the lever (callout 1). When the cartridge door assembly is assembled in an open state, lever (callout 1) and arm (callout 2) are easily engaged.

Figure 4-396 Align door arm



3. If the arm (callout 2) of the cartridge door assembly is not correctly seated within the U-shaped area of the lever (callout 1), the cartridge door assembly (callout 3) cannot be closed. If it cannot be closed, do not force it. Instead, refer to the notes on assembly 3 and reassemble accordingly.

Figure 4-397 Install door



Base printer: Internal parts and assemblies

Learn how to remove and replace internal parts and assemblies on the base printer.

Removal and replacement: Tray 1 separation pad SFP

Learn how to remove and replace the Tray 1 separation pad.

Mean time to repair: 6 minutes

Service level: Easy

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2, and then remove the toner cartridge.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-25 Part information

Part number	Part description
RL3-0684-000CN	Pad, multiple-purpose separation

Required tools

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

Post service test

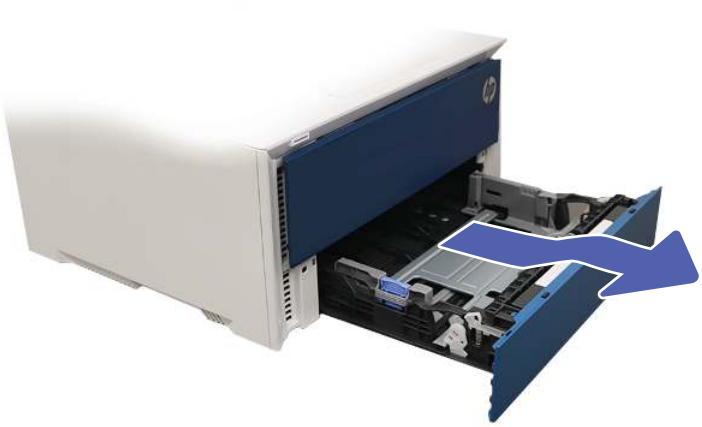
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove Tray 2 and open printer

Follow these steps.

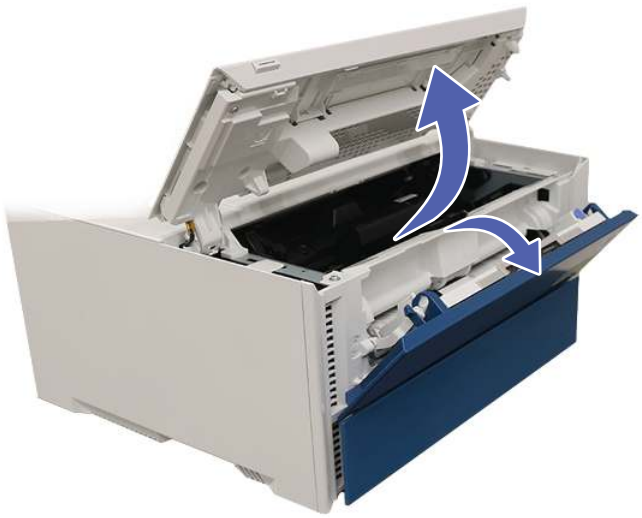
1. Remove Tray 2.

Figure 4-398 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

Open toner cartridge door and Tray 1

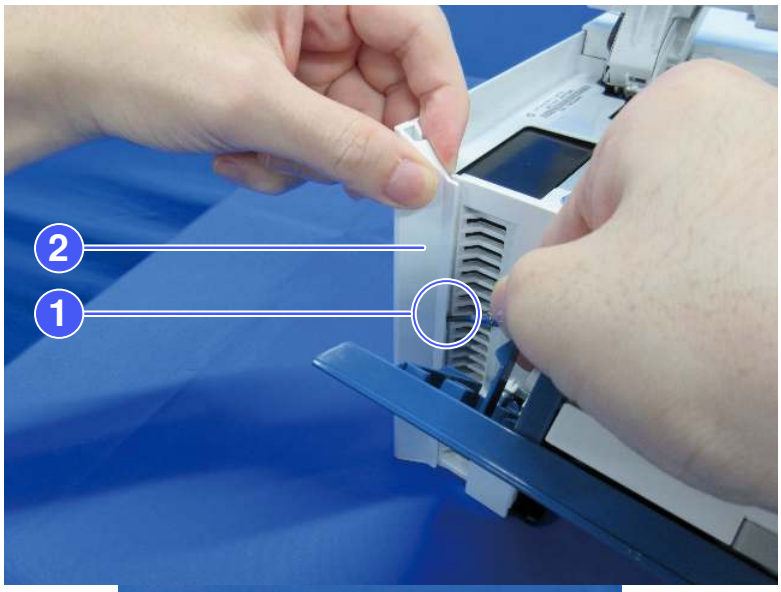


2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-399 Remove front left cover



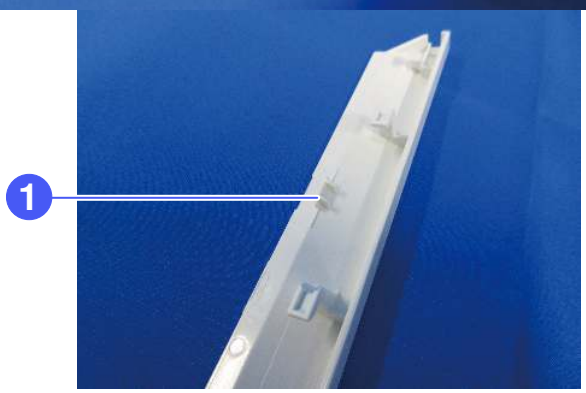


Figure 4-400 Close up of notch for screwdriver

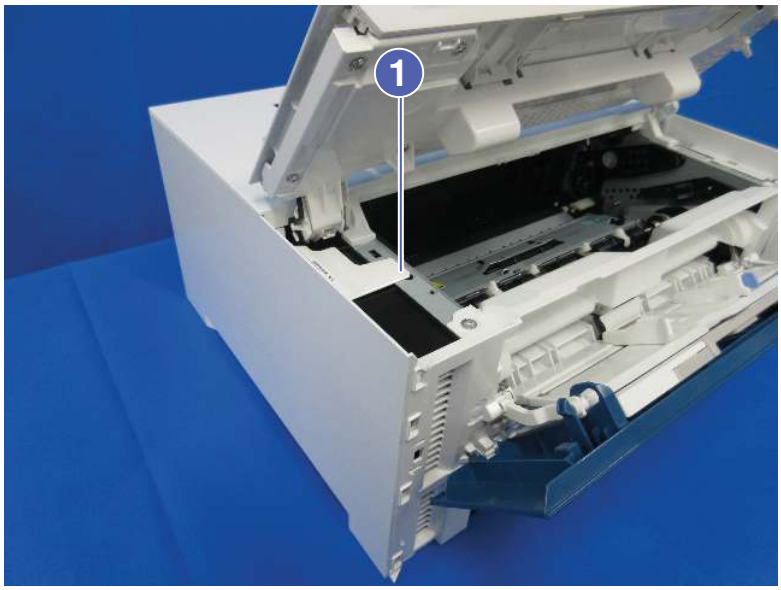


3. Remove the left cover (SFP)

Follow these steps to remove the left cover.

1. Release one tab (callout 1).

Figure 4-401 Release tab

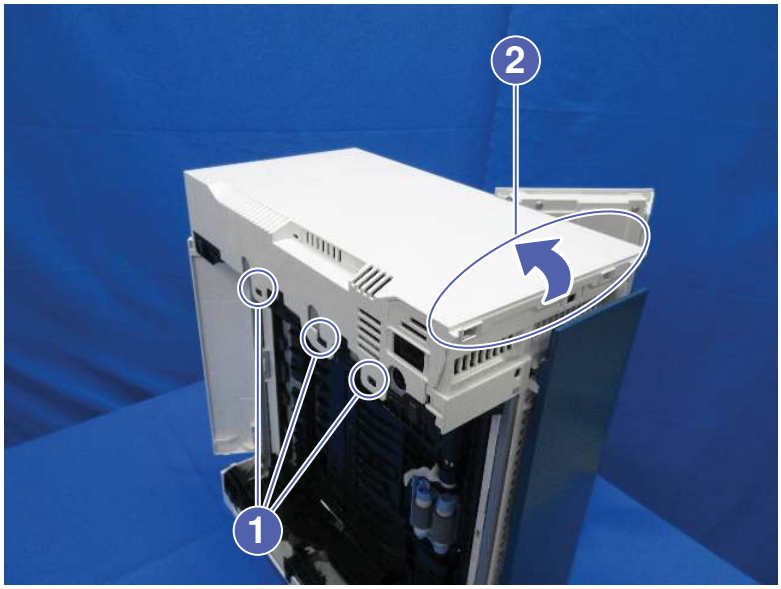


2. Perform the following:

   - For easier access, place the printer so that it is resting on the right side. The left side is now facing up.
   - Release three tabs (callout 1).
   - Pull the front part (callout 2) of the left cover in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

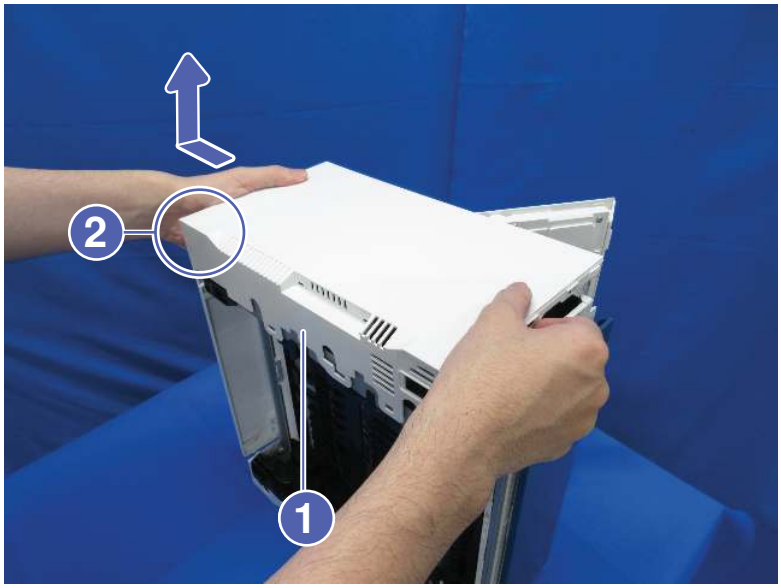
Figure 4-402 Release the left cover



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket (callout 2).

Figure 4-403 Remove left cover

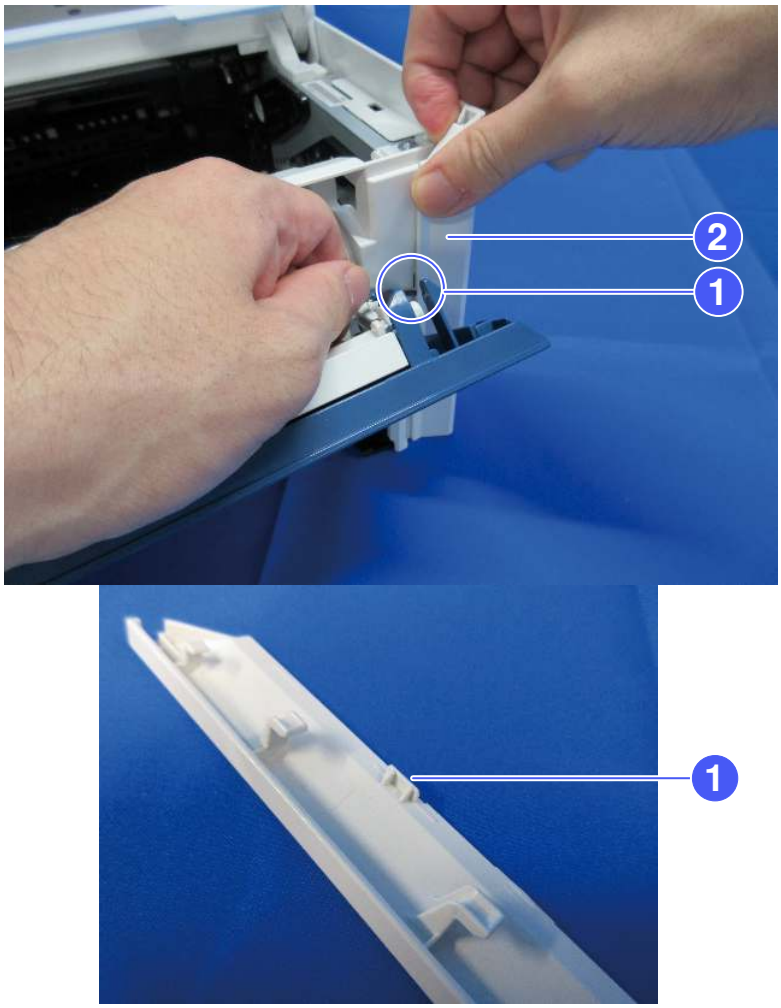


4. Remove the right front cover

Follow these steps to remove the right front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) then slide the cover up and off of the printer.

Figure 4-404 Remove right front cover



NOTE: The notch on the left cover is in the same place as on the right side.

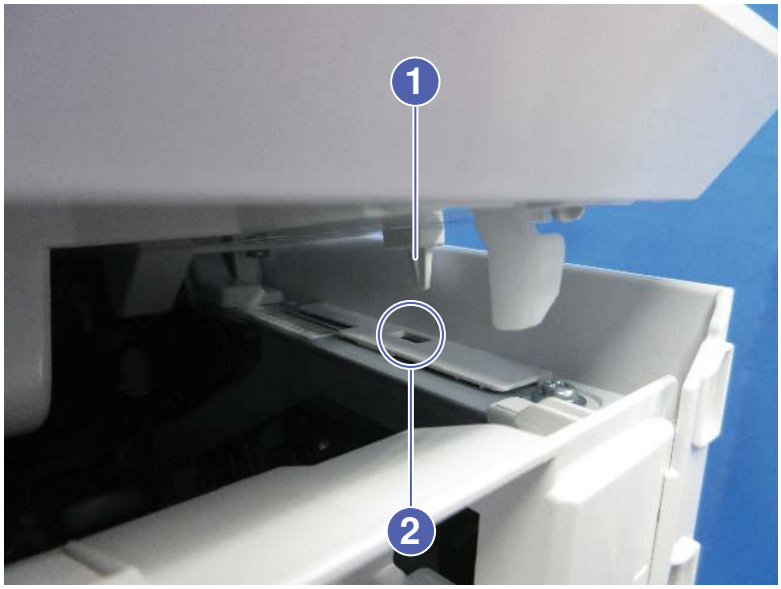
5. Remove the right cover (SFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

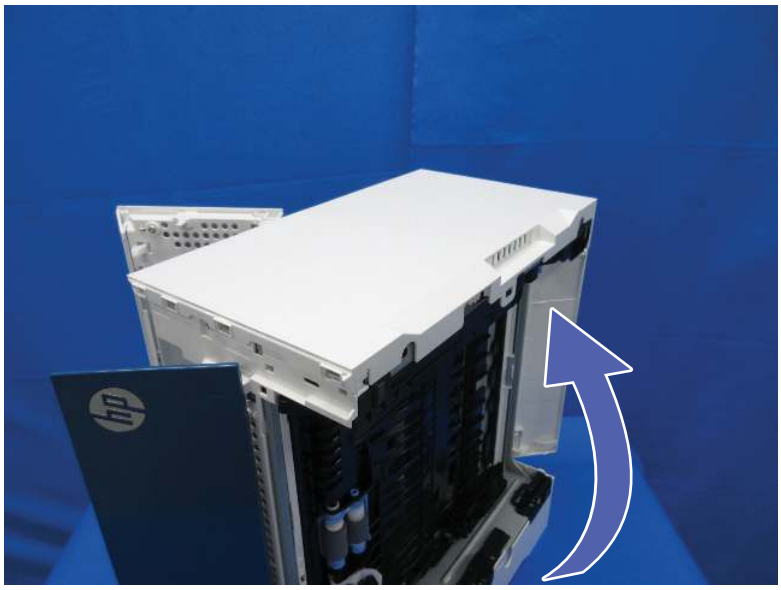
NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-405 Ensure the cartridge door is open



2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

Figure 4-406 Place printer on side

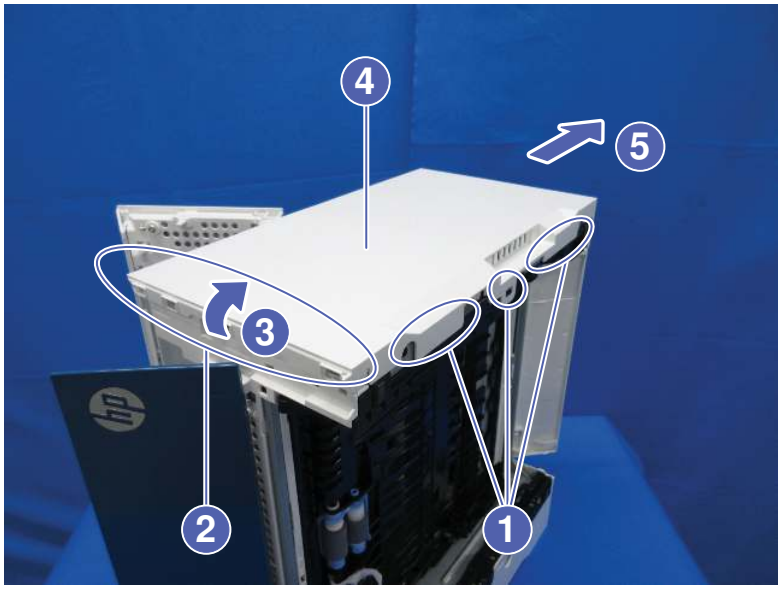


3. Perform the following:

   - Release three tabs (callout 1).
   - The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
   - Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. The cover will not slide without tilting the cover up slightly.

Figure 4-407 Remove right cover

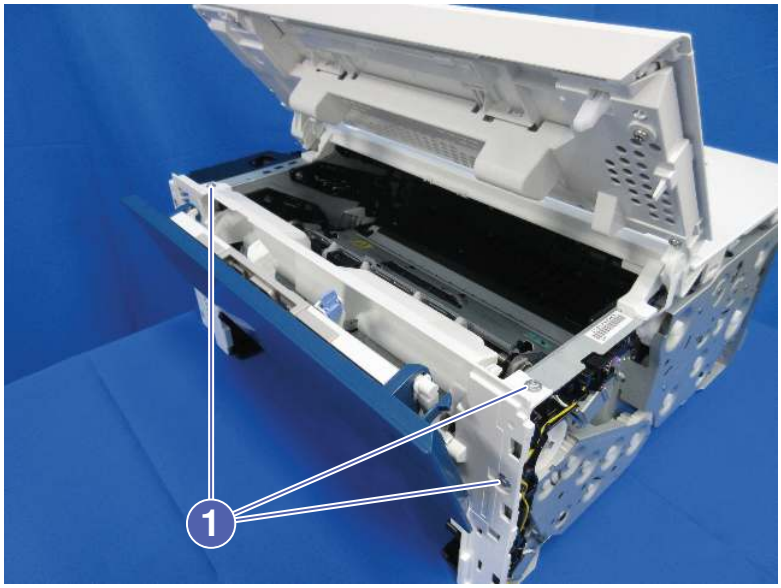


6. Remove the front cover (SFP)

Follow these steps to remove the front cover.

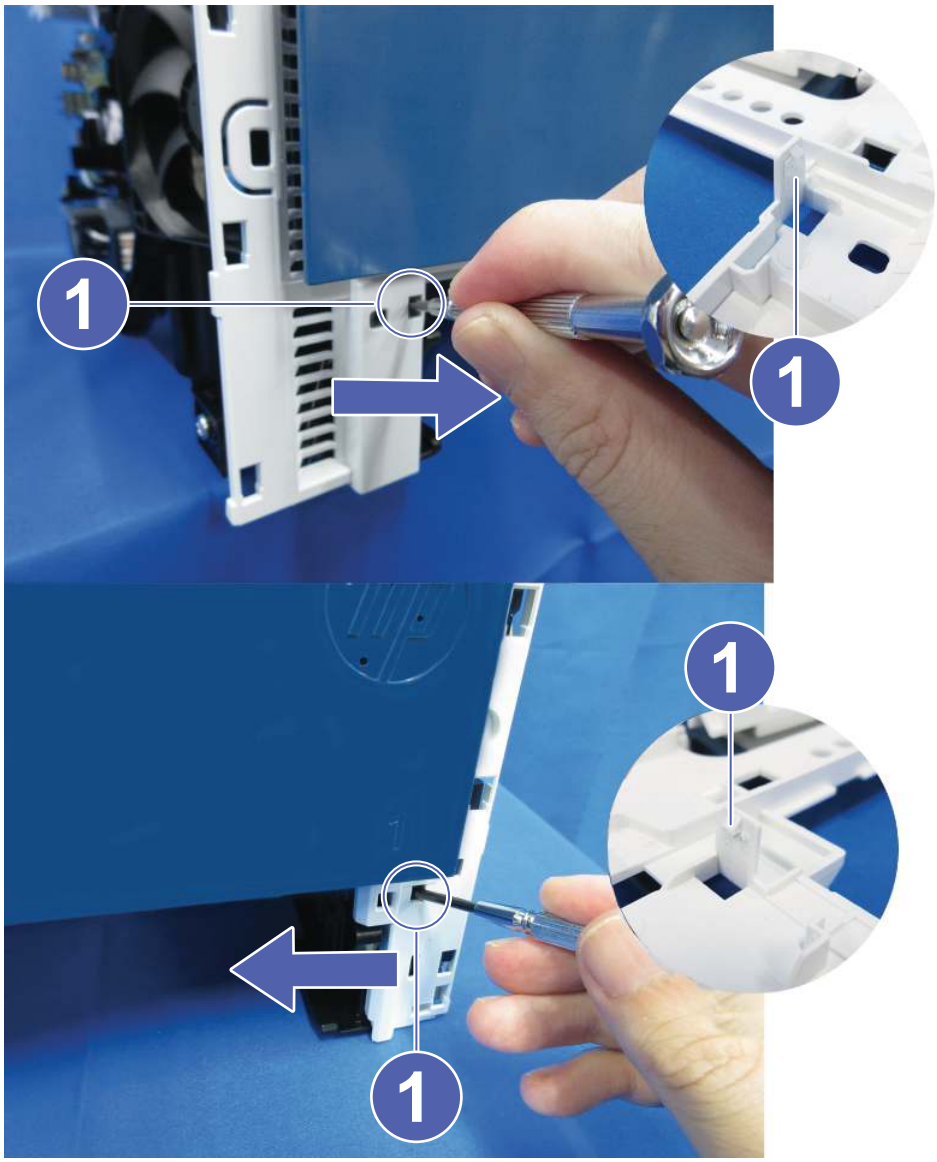
1. Remove three screws (callout 1).

Figure 4-408 Remove screws



2. Release the two tabs (callout 1) by bending them in the direction of the arrow.

Figure 4-409 Release tabs



3. Remove the cover lock.

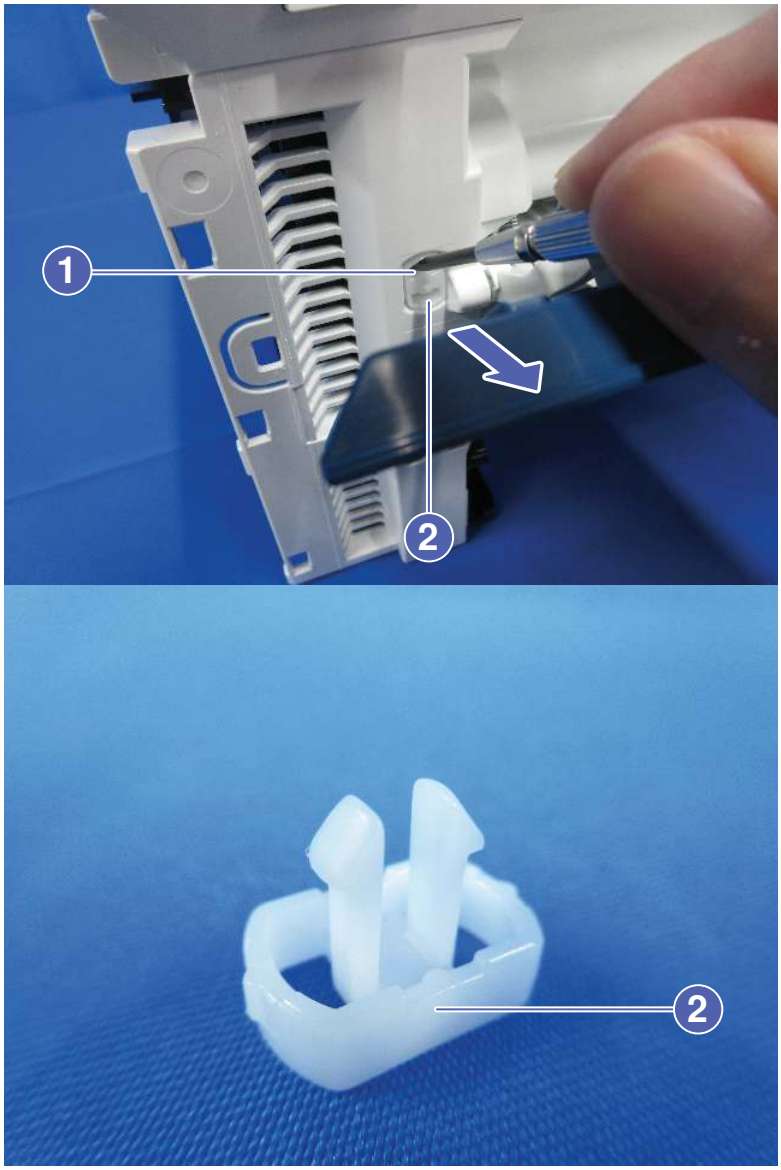
   a. Keep the front cover assembly pulled slightly toward you.

   b. Release one tab (callout 1) by bending it downward.

   c. Remove the cover lock (callout 2) by sliding it in the direction of the arrow.

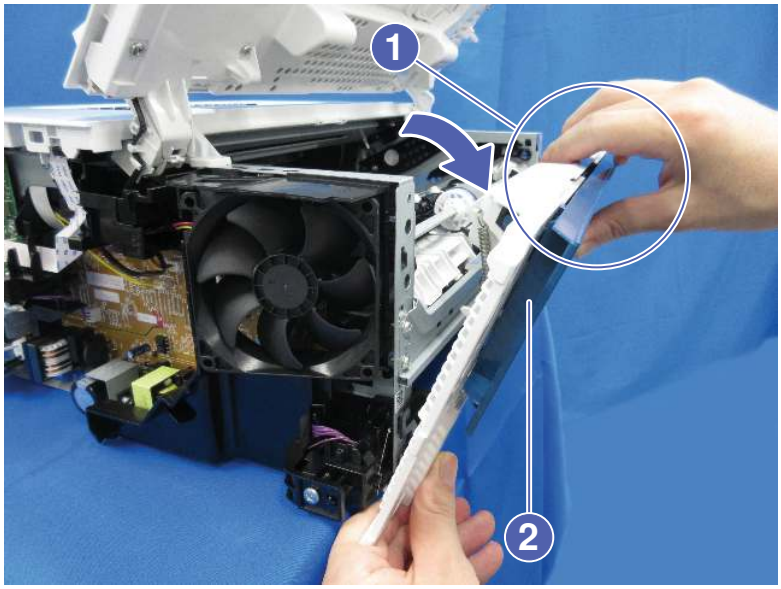
IMPORTANT: Make sure not to lose the small cover lock (callout 2) it must be used if a new cover is required.

Figure 4-410 Remove lock



4. Pull the upper part (callout 1) of the front cover assembly in the direction of the arrow. Then remove the front cover assembly (callout 2) by sliding it downward.

Figure 4-411 Remove front cover assembly

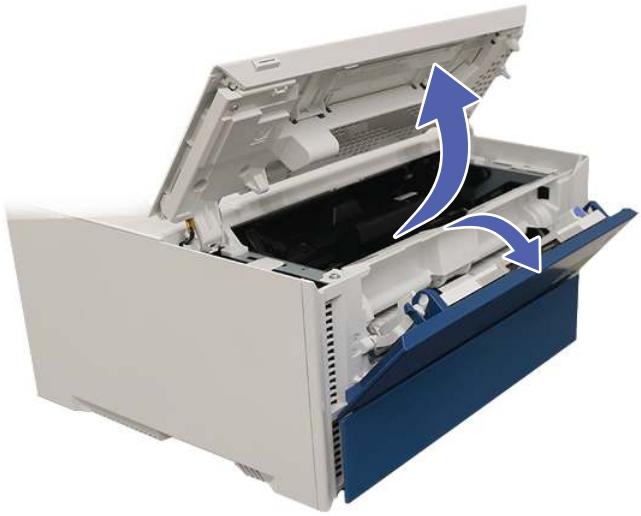


7. Remove the roller

Follow these steps for removing the roller.

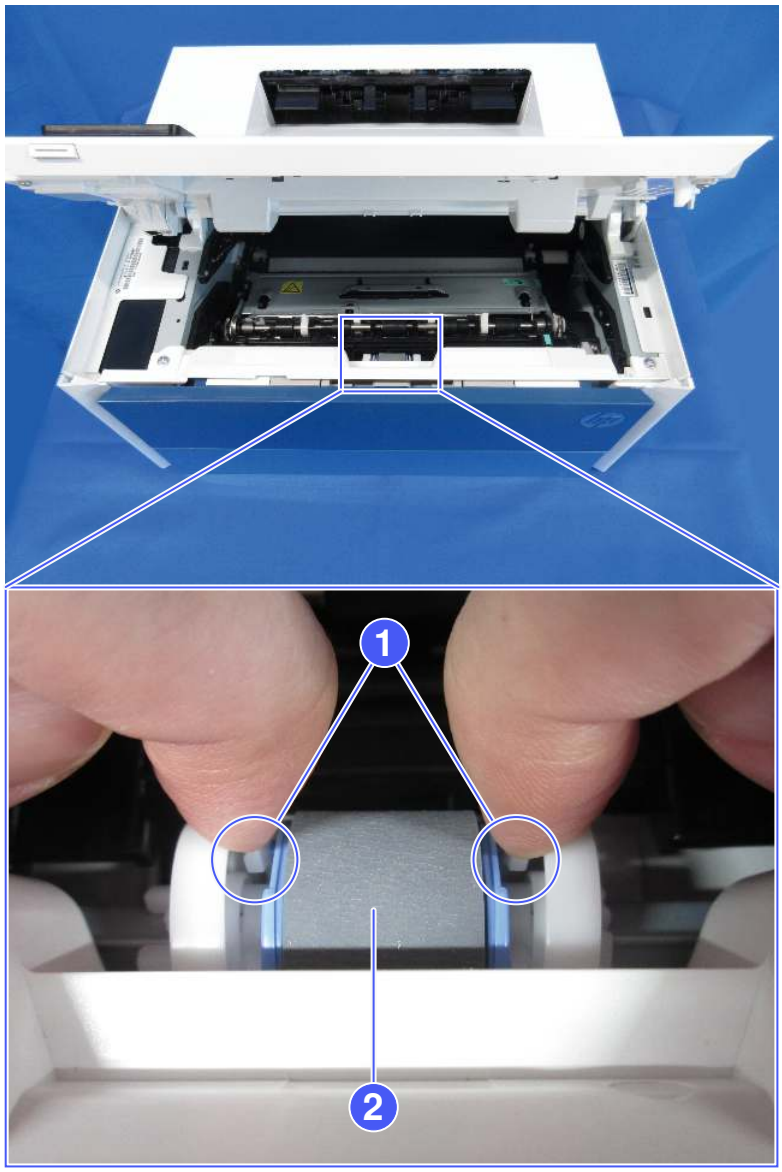
1. Open the toner-cartridge door.

Figure 4-412 Open toner door



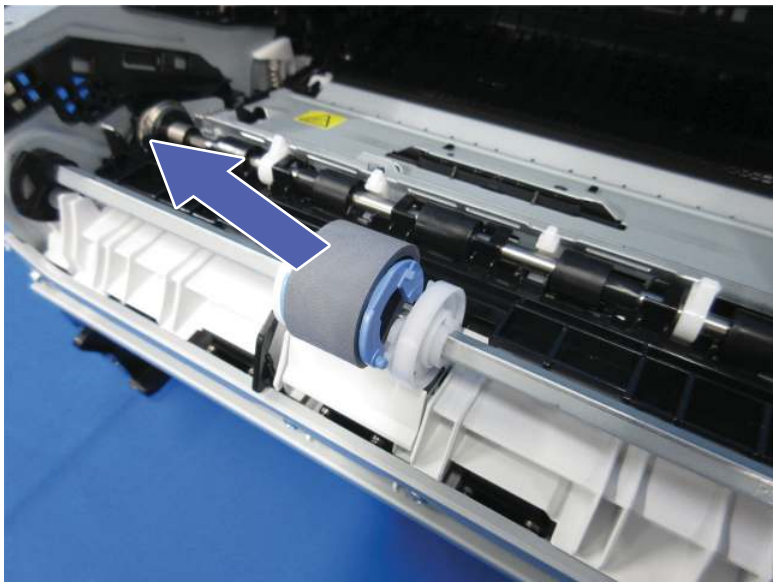
2. Release two tabs between the roller collar and roller.

Figure 4-413 Release the roller



3. Remove the roller.

Figure 4-414 Remove the roller



8. Remove the roller

Follow these steps to remove the roller.

1. Release one tab (callout 1), and then slightly slide roller holder (callout 2) in the arrow direction.

Figure 4-415 Release the tab and move the holder

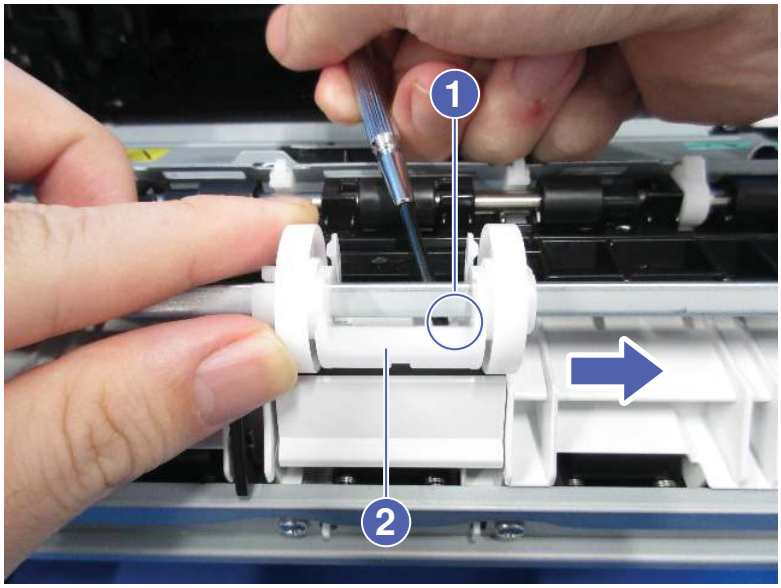
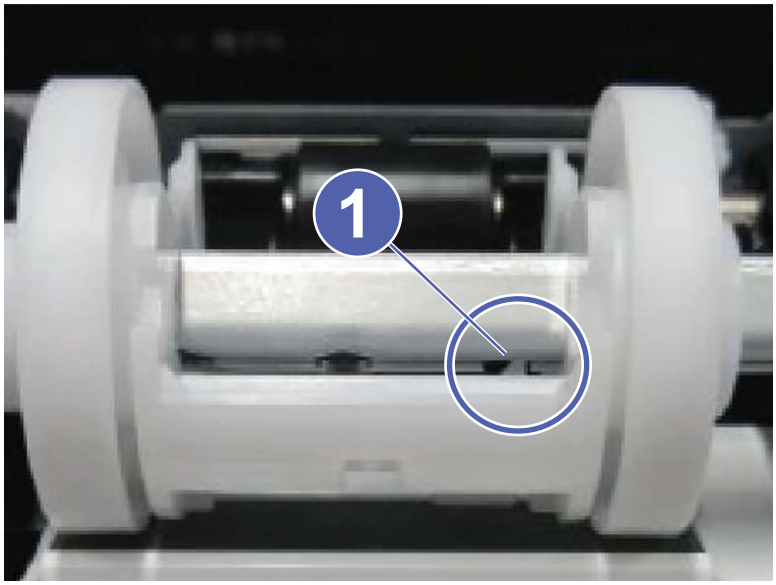
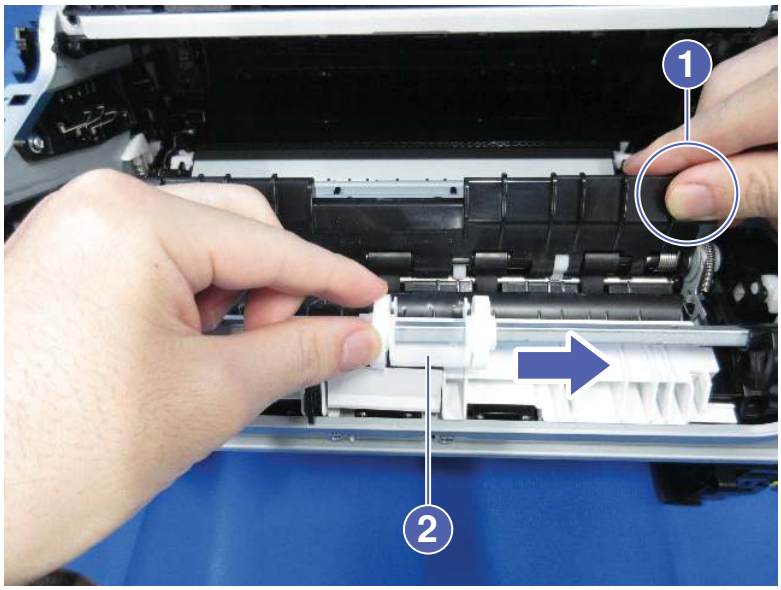


Figure 4-416 Close up of tab location



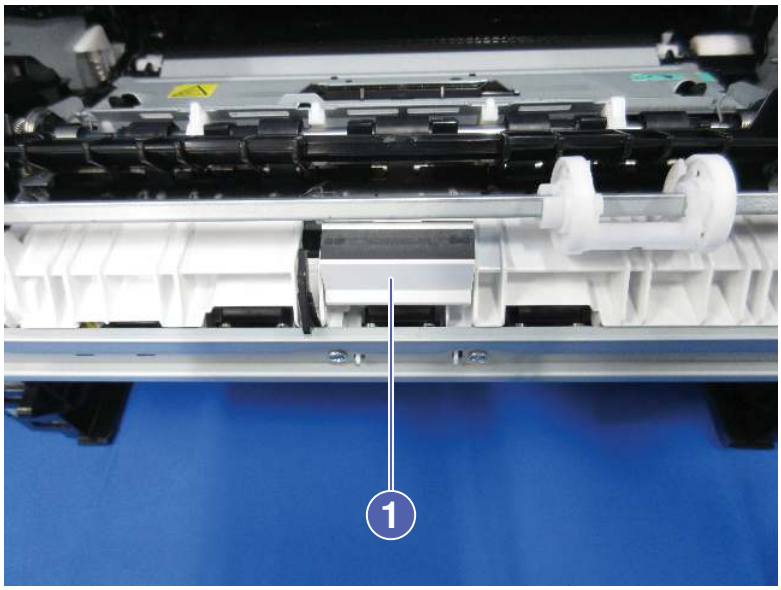
2. Lift the jam clearance lever (callout 1) and then slide the roller holder (callout 2) in the direction of the arrow.

Figure 4-417 Slide the holder



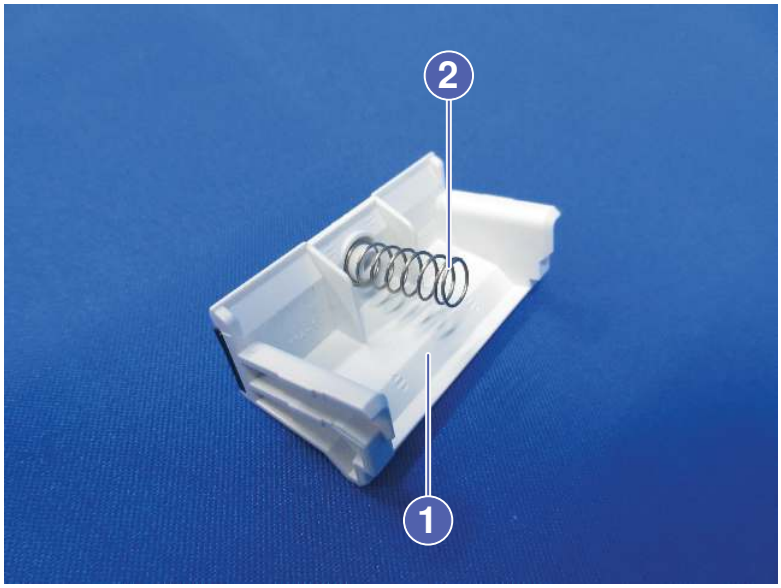
3. Remove the Tray 1 separation pad (callout 1).

Figure 4-418 Lift the separation pad out



4. Remove the spring (callout 2) from the Tray 1 separation pad (callout 1).

Figure 4-419 Remove spring and save



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.

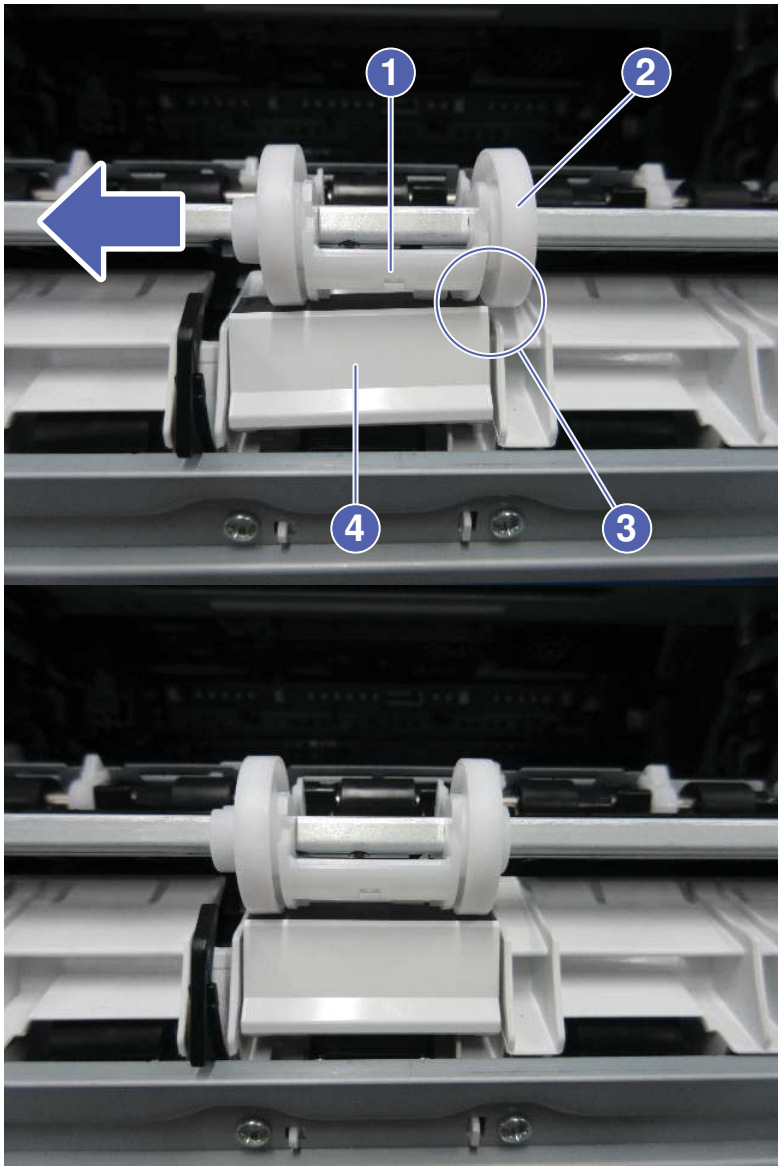
10. Install the roller holder

Follow these steps to install the roller.

- When returning the roller holder (callout 1) to its original position, the end of the tray 1 separation pad (callout 3) interferes with the roller (callout 2), preventing the roller holder (callout 1) from being set

in the correct position. Press the tray 1 separation pad (callout 4) downward and then slide the roller holder (callout 1) in the direction of the arrow to install into correct position.

Figure 4-420 Install the roller holder



Removal and replacement: Tray 1 separation pad MFP

Learn how to remove and replace the Tray 1 separation pad.

Mean time to repair: 6 minutes

Service level: Easy

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**

2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2, and then remove the toner cartridge.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-26 Part information

Part number	Part description
RL3-0684-000CN	Pad, multiple-purpose separation

Required tools

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

Post service test

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove Tray 2 and open printer

Follow these steps.

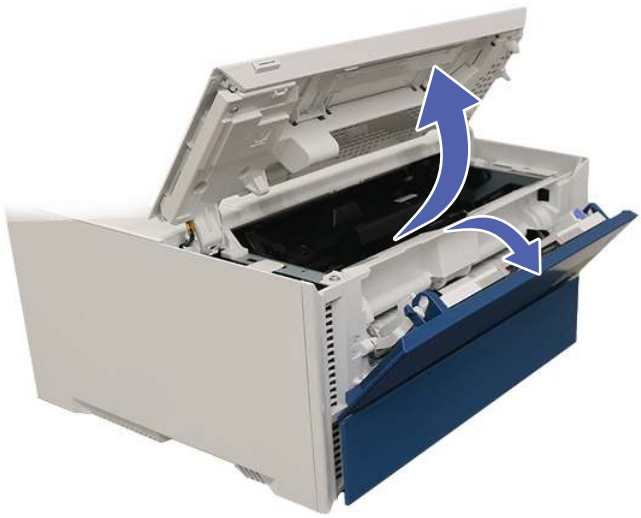
1. Remove Tray 2.

Figure 4-421 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

Open toner cartridge door and Tray 1



2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-422 Remove front left cover

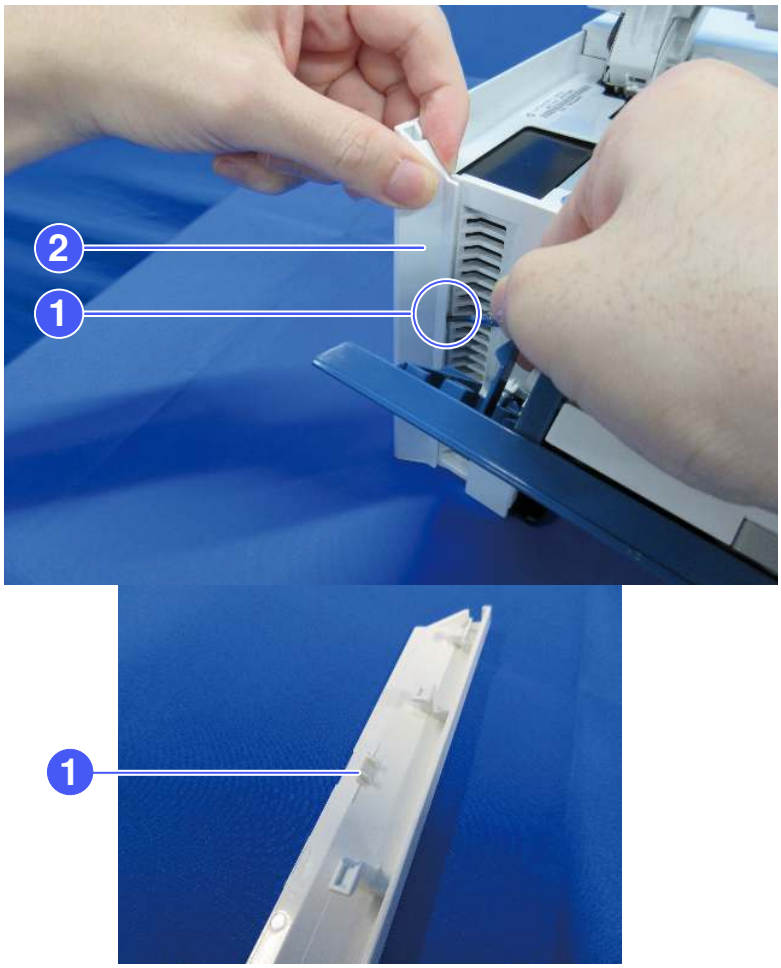


Figure 4-423 Close up of notch for screwdriver

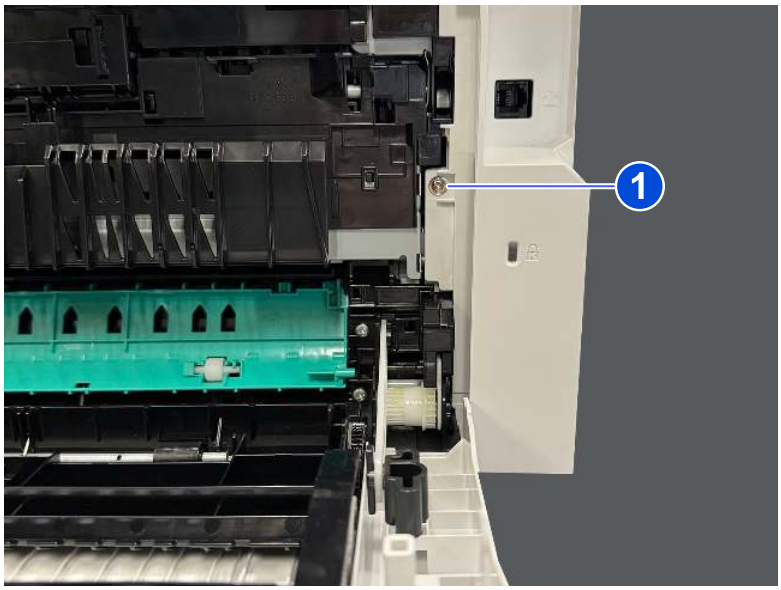


3. Remove the left cover (MFP)

Follow these steps to remove the left cover.

1. Remove one screw and free the ground wire (callout 1).

Figure 4-424 Remove ground screw



2. Perform the following:

- Place the printer on its right side so that the left side is the face up.

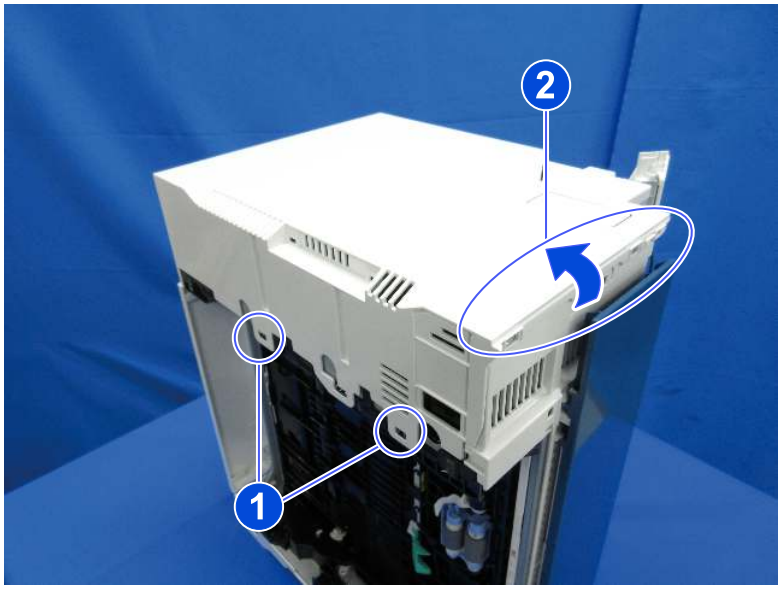
IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

- Release three tabs (callout 1).
- Pull the front part of the left cover (callout 2) in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

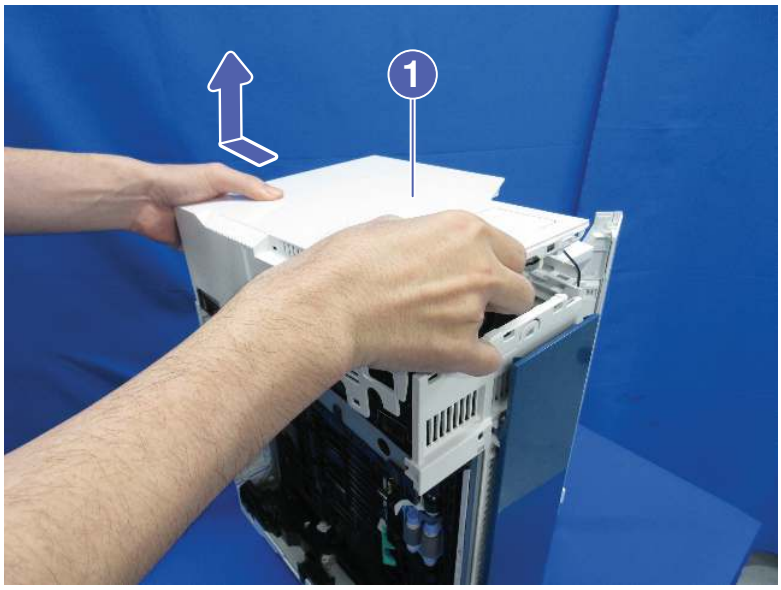
TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket.

Figure 4-425 Release cover tabs



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

Figure 4-426 Remove the cover

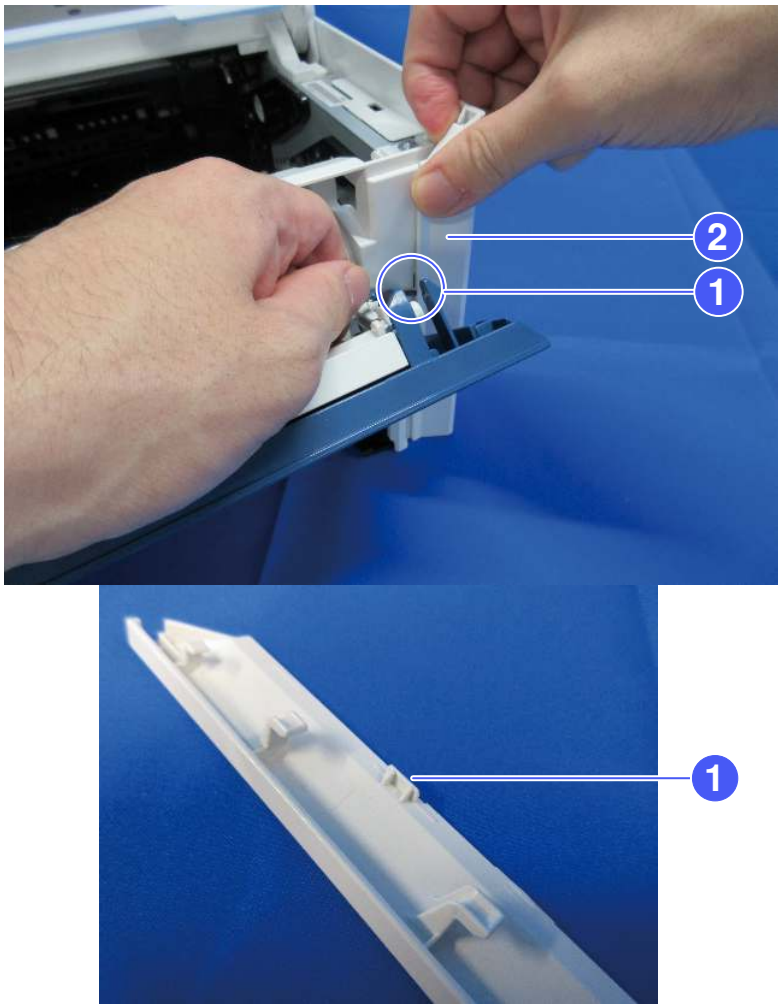


4. Remove the right front cover

Follow these steps to remove the right front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) then slide the cover up and off of the printer.

Figure 4-427 Remove right front cover



NOTE: The notch on the left cover is in the same place as on the right side.

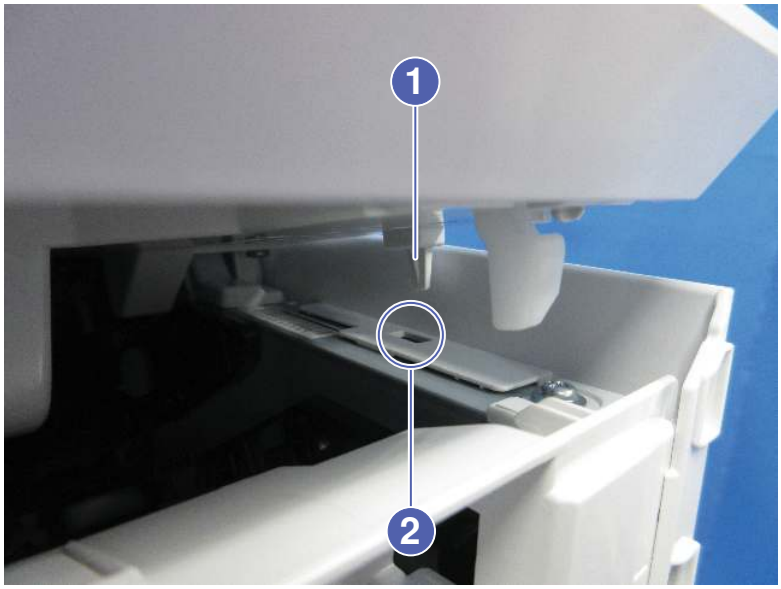
5. Remove the right cover (MFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-428 Ensure the cartridge door is open



2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

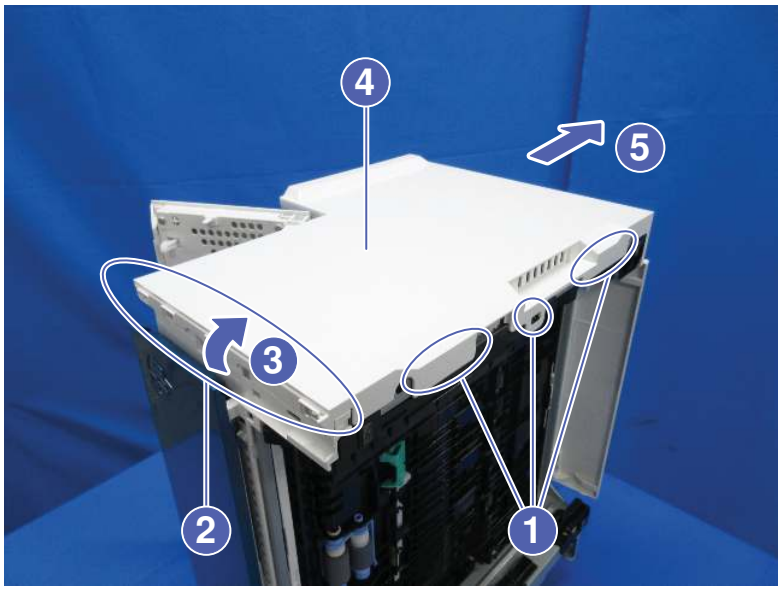
IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

3. Perform the following:

   - Release three tabs (callout 1).
   - The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
   - Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. You cannot slide the cover without tilting the cover up slightly.

Figure 4-429 Remove cover

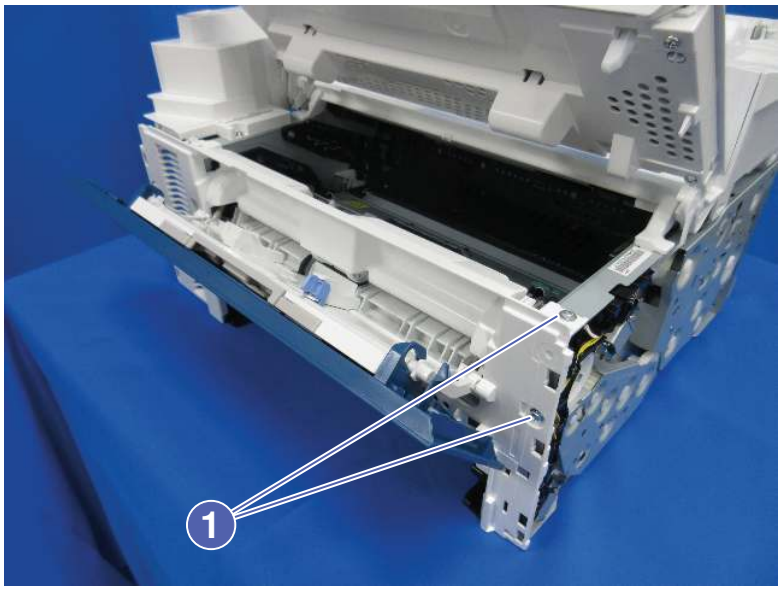


6. Remove the front cover (MFP)

Follow these steps to remove the front cover.

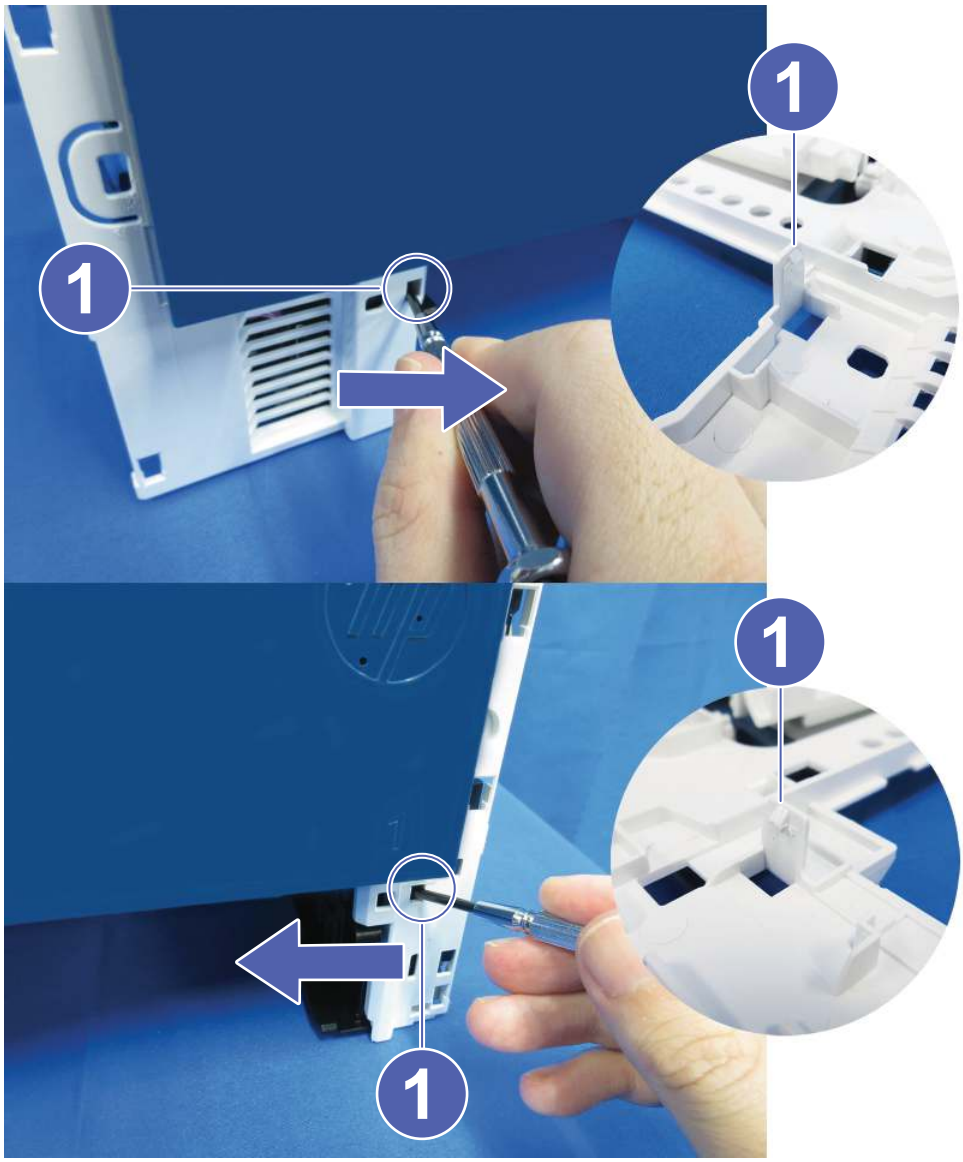
1. Remove two screws (callout 1).

Figure 4-430 Remove screws



2. Release the two tabs (callout 1) by bending them in the direction of the arrow.

Figure 4-431 Release tabs



3. Remove the cover lock.

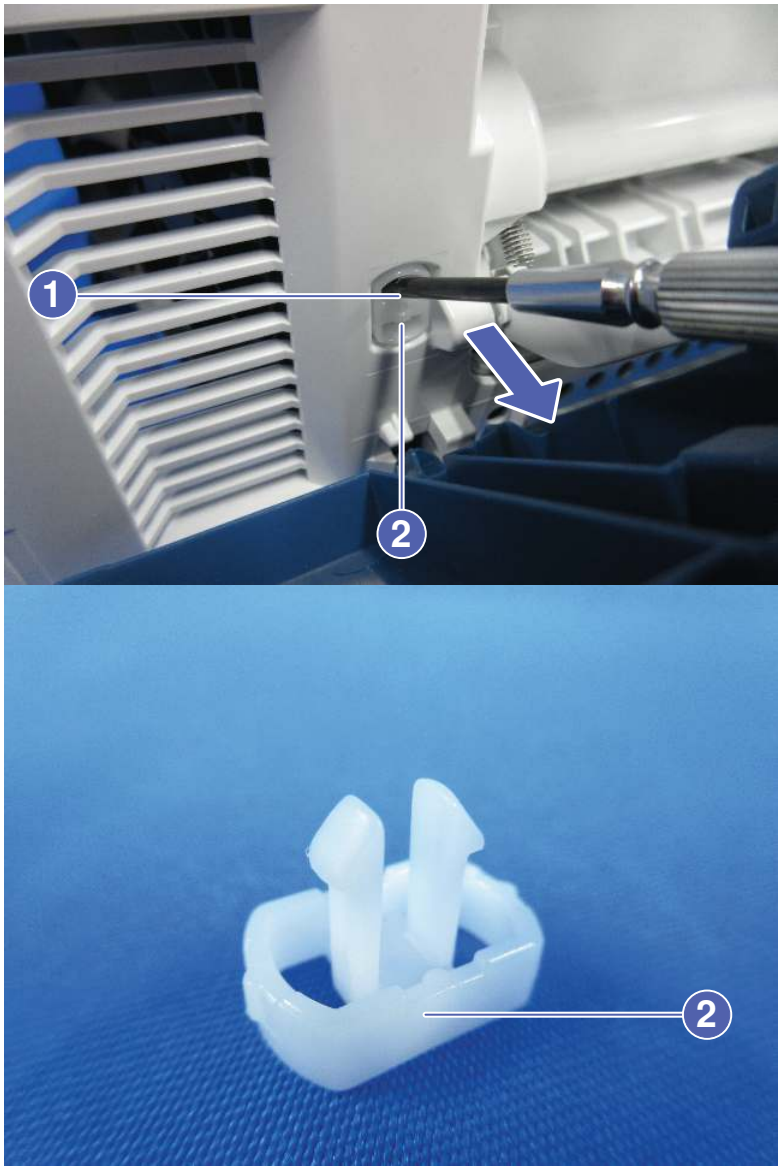
   a. Keep the front cover assembly pulled slightly toward you.

   b. Release one tab (callout 1) by bending it downward.

   c. Remove the cover lock (callout 2) by sliding it in the direction of the arrow.

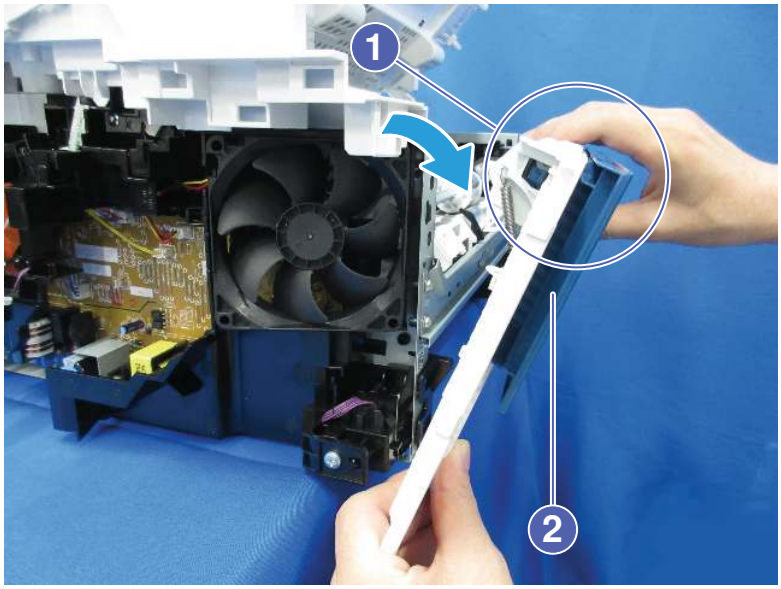
IMPORTANT: Make sure not to lose the small cover lock (callout 2) it must be used if a new cover is required.

Figure 4-432 Remove the lock



4. Pull the upper part (callout 1) of the front cover assembly in the direction of the arrow. Then remove the front cover assembly (callout 2) by sliding it downward.

Figure 4-433 Remove the front cover assembly

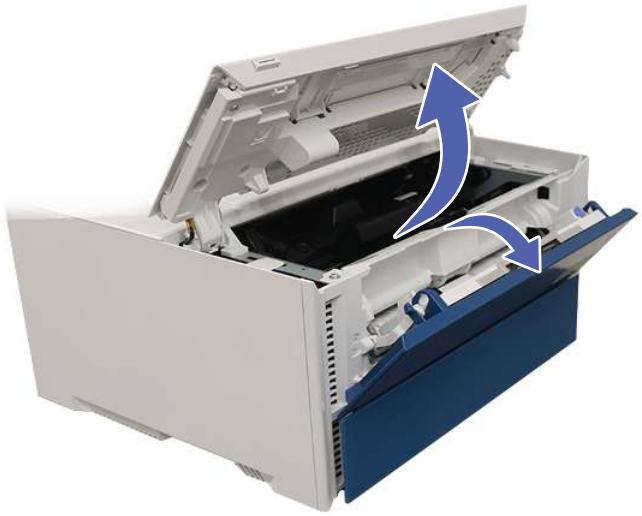


7. Remove the roller

Follow these steps for removing the roller.

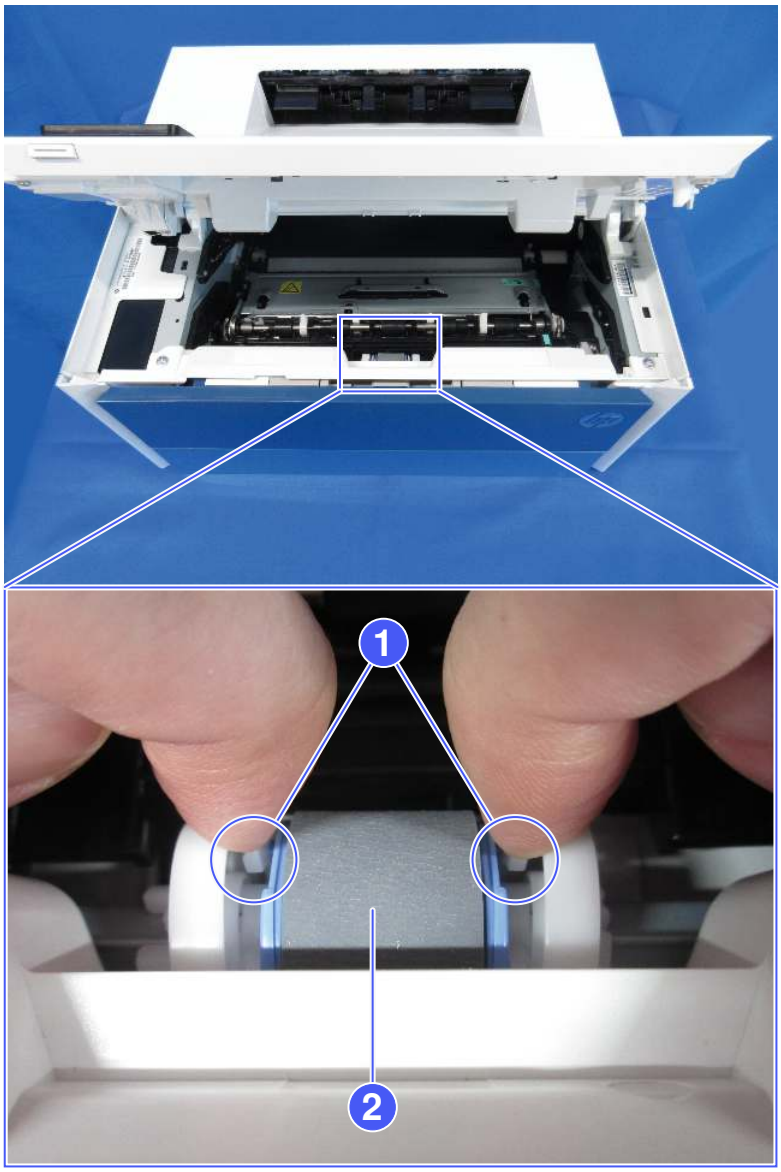
1. Open the toner-cartridge door.

Figure 4-434 Open toner door



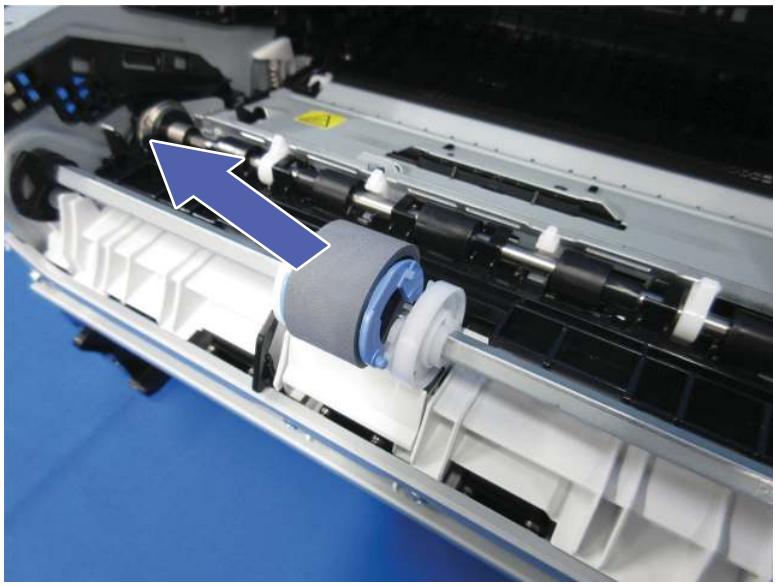
2. Release two tabs between the roller collar and roller.

Figure 4-435 Release the roller



3. Remove the roller.

Figure 4-436 Remove the roller



8. Remove the roller

Follow these steps to remove the roller.

1. Release one tab (callout 1), and then slightly slide roller holder (callout 2) in the arrow direction.

Figure 4-437 Release the tab and move the holder

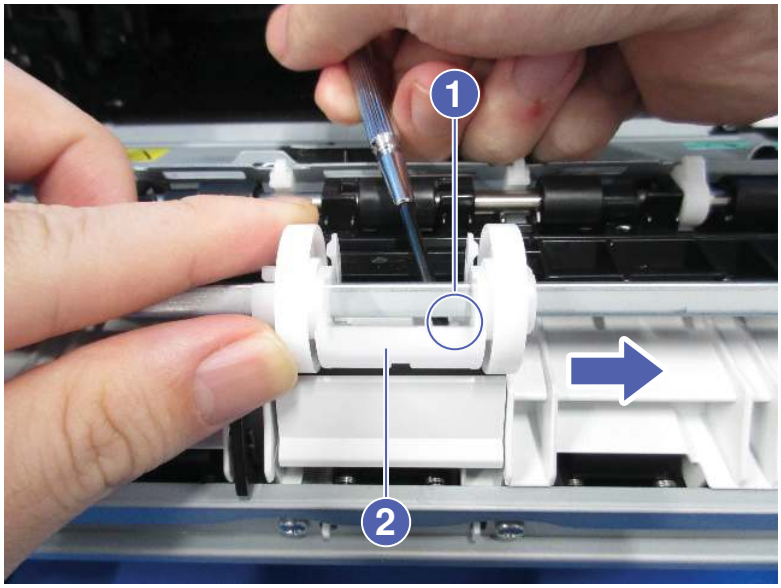
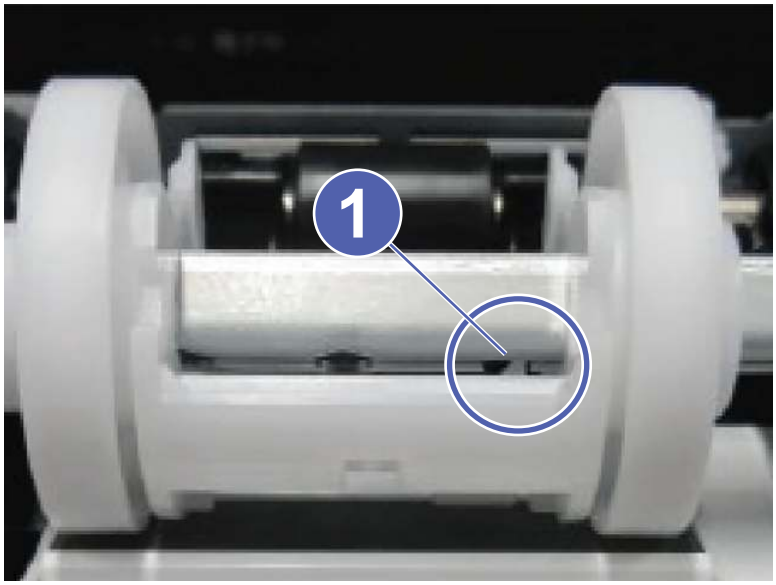
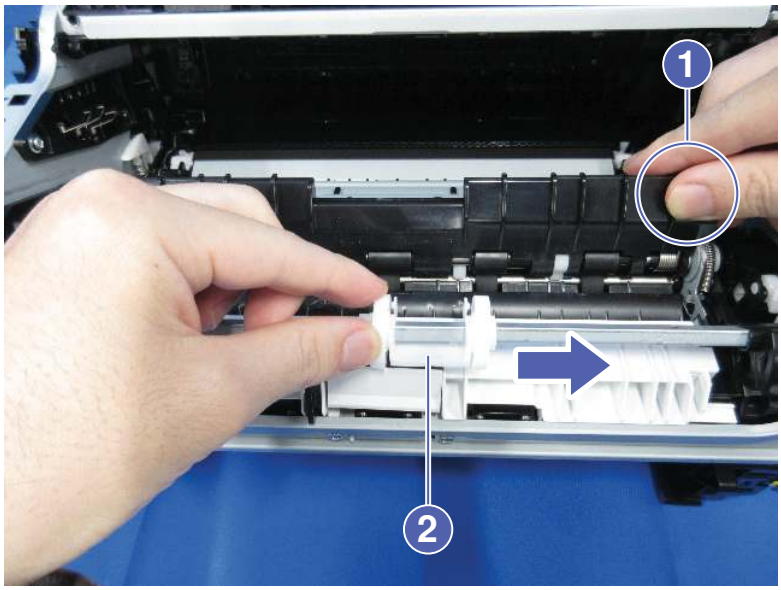


Figure 4-438 Close up of tab location



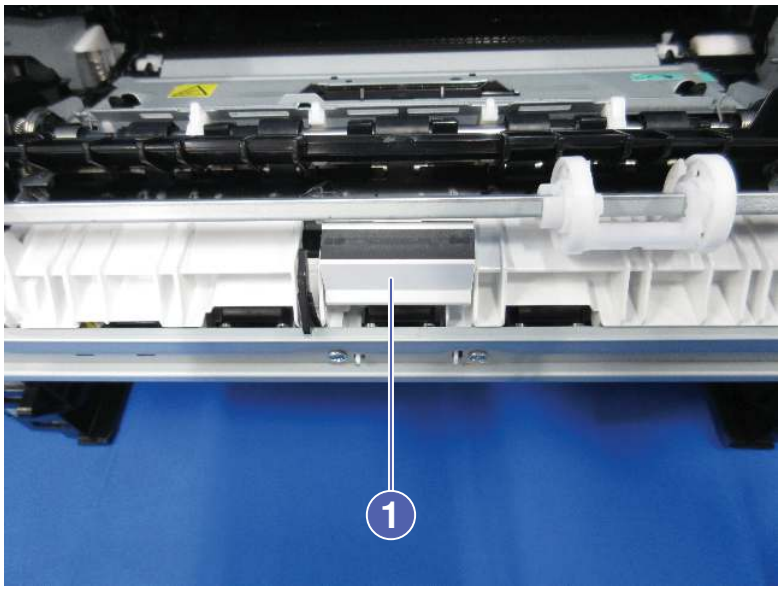
2. Lift the jam clearance lever (callout 1) and then slide the roller holder (callout 2) in the direction of the arrow.

Figure 4-439 Slide the holder



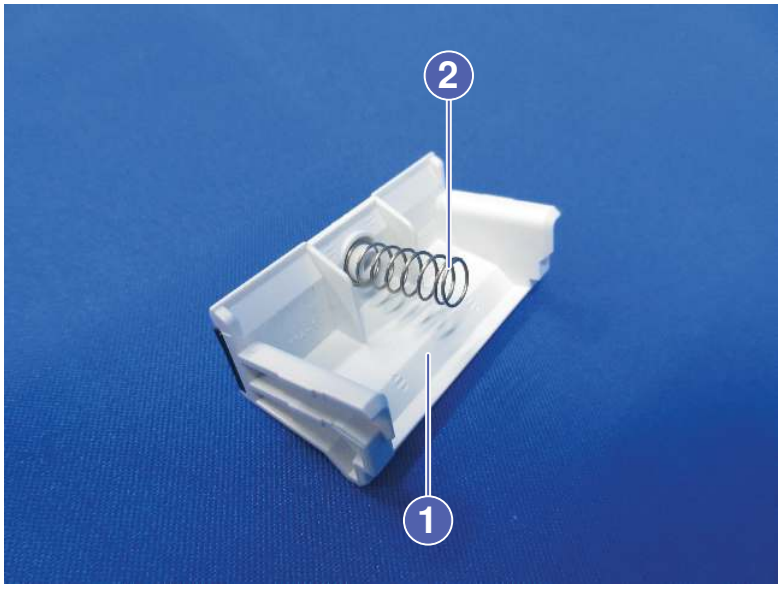
3. Remove the Tray 1 separation pad (callout 1).

Figure 4-440 Lift the separation pad out



4. Remove the spring (callout 2) from the Tray 1 separation pad (callout 1).

Figure 4-441 Remove spring and save



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.

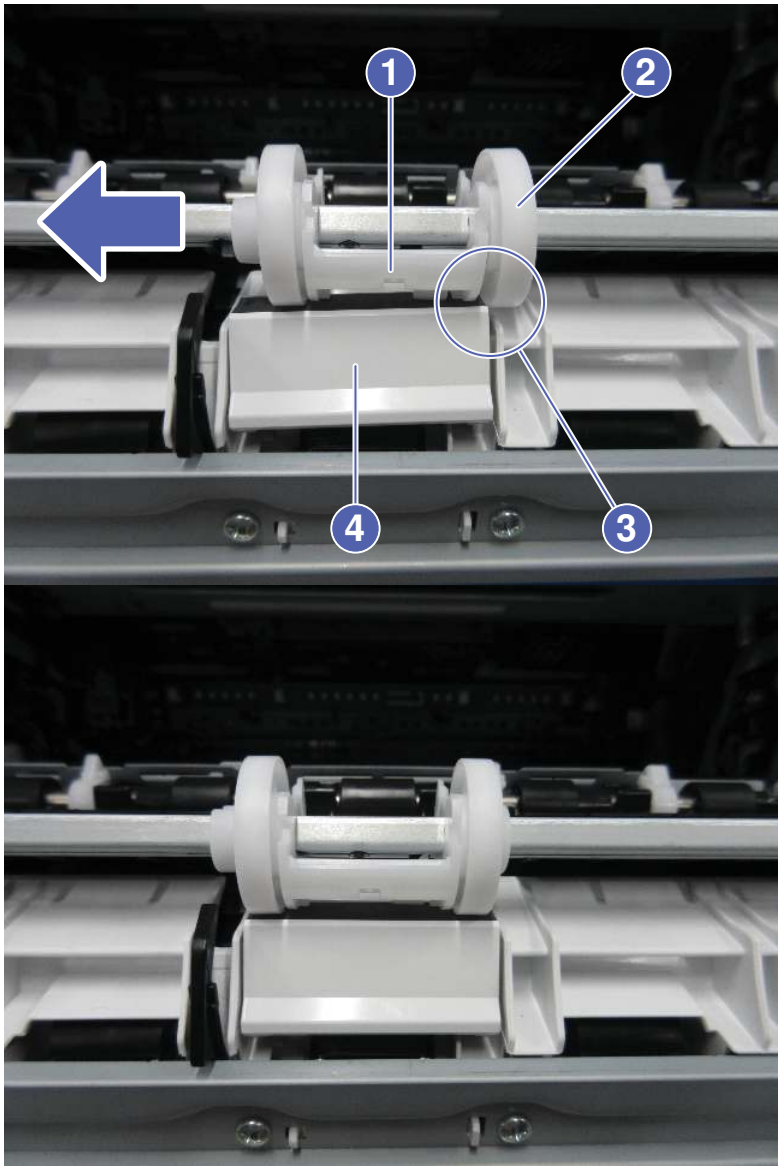
10. Install the roller holder

Follow these steps to install the roller.

- When returning the roller holder (callout 1) to its original position, the end of the tray 1 separation pad (callout 3) interferes with the roller (callout 2), preventing the roller holder (callout 1) from being set

in the correct position. Press the tray 1 separation pad (callout 4) downward and then slide the roller holder (callout 1) in the direction of the arrow to install into correct position.

Figure 4-442 Install the roller holder



Removal and replacement: Laser scanner assembly (SFP)

Learn how to remove and replace the laser scanner flat-flexible cable (FFC).

Mean time to repair: 19 minutes SFP

Service level: Medium SFP

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**

2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2, and then remove the toner cartridge.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-27 Part information

Part number	Part description
RM3-0756-000CN	Laser scanner assembly

Required tools

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

Post service test

Make sure that toner cartridge door correctly opens and closes.

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

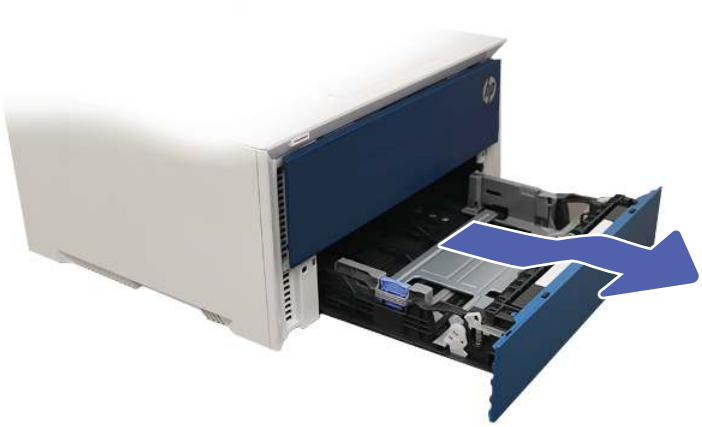
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove Tray 2 and open printer

Follow these steps.

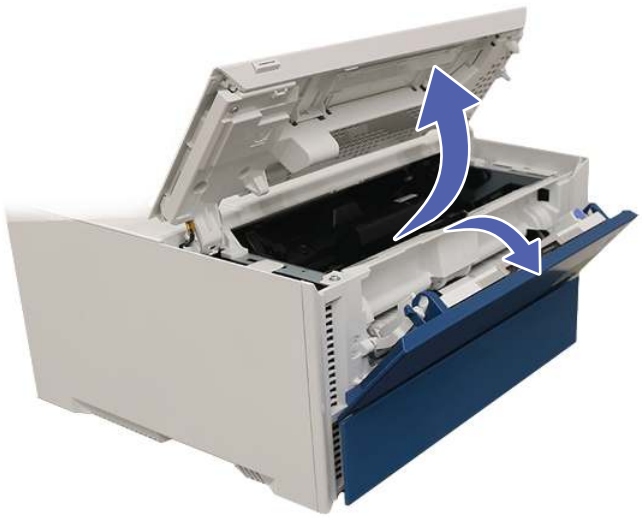
1. Remove Tray 2.

Figure 4-443 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

Open toner cartridge door and Tray 1

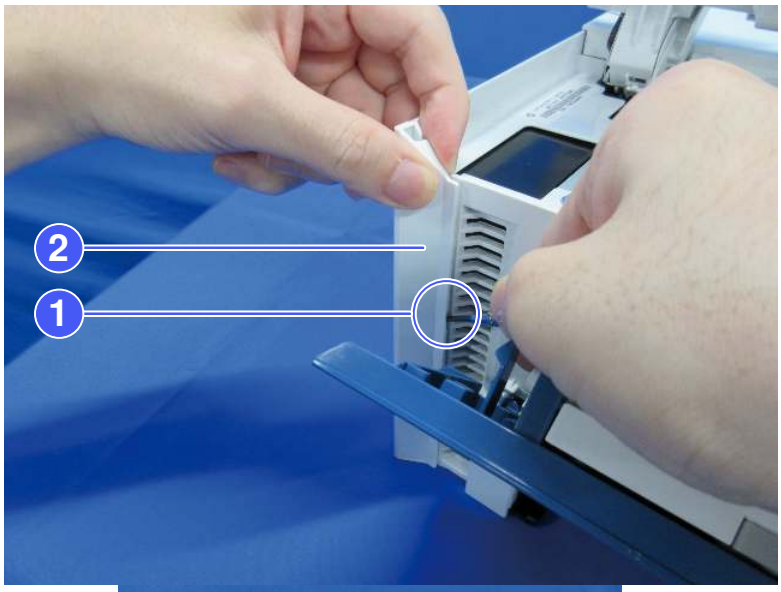


2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-444 Remove front left cover



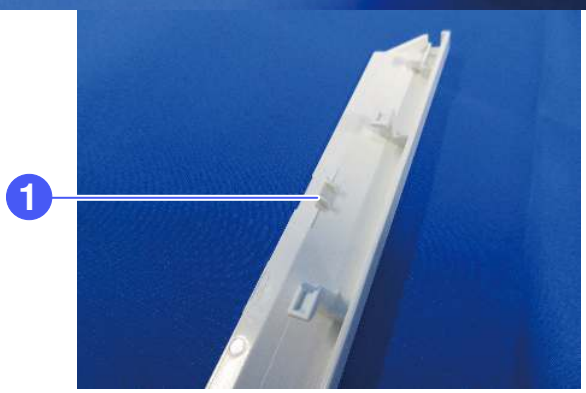


Figure 4-445 Close up of notch for screwdriver

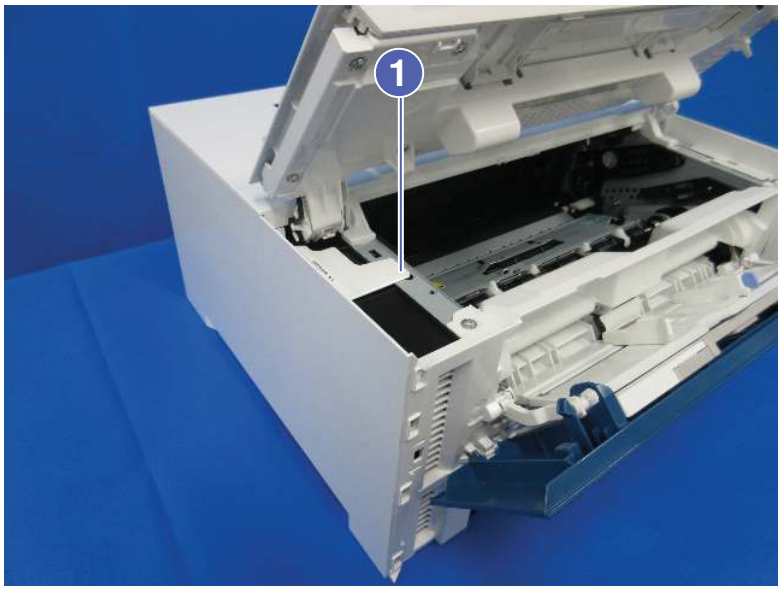


3. Remove the left cover (SFP)

Follow these steps to remove the left cover.

1. Release one tab (callout 1).

Figure 4-446 Release tab

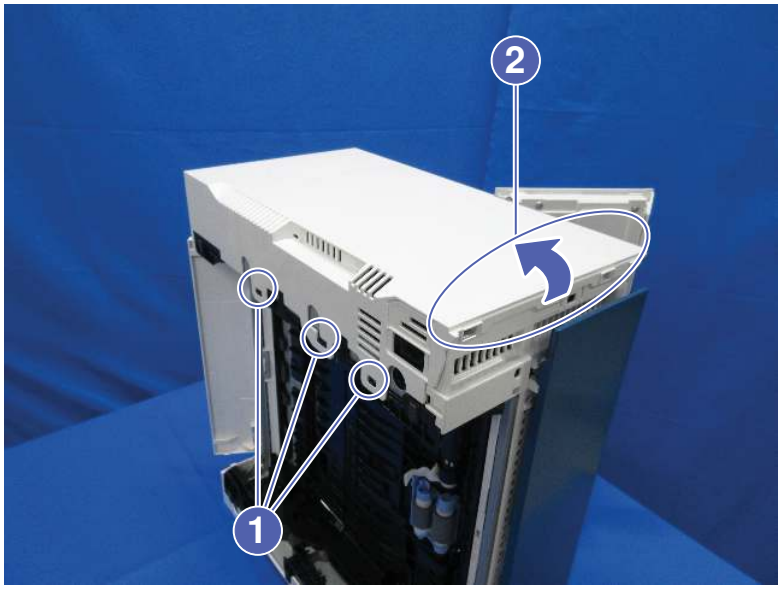


2. Perform the following:

   - For easier access, place the printer so that it is resting on the right side. The left side is now facing up.
   - Release three tabs (callout 1).
   - Pull the front part (callout 2) of the left cover in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

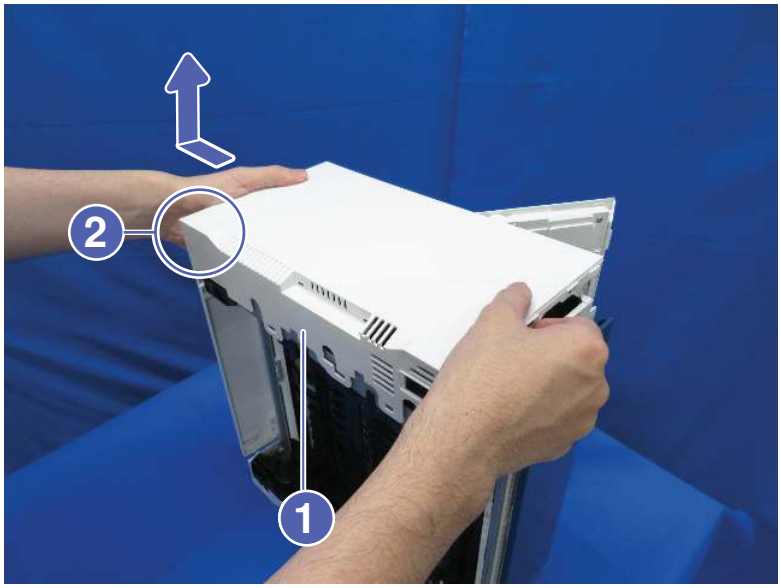
Figure 4-447 Release the left cover



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket (callout 2).

Figure 4-448 Remove left cover



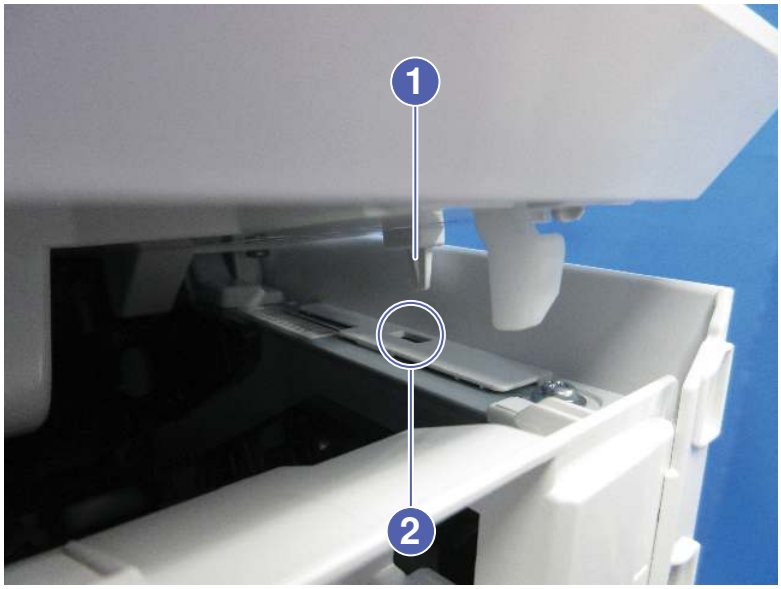
4. Remove the right cover (SFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

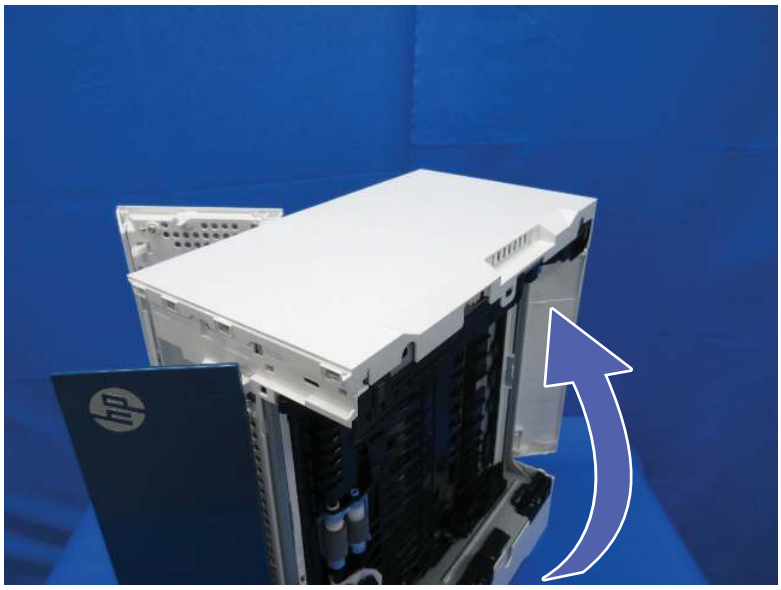
NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-449 Ensure the cartridge door is open



2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

Figure 4-450 Place printer on side

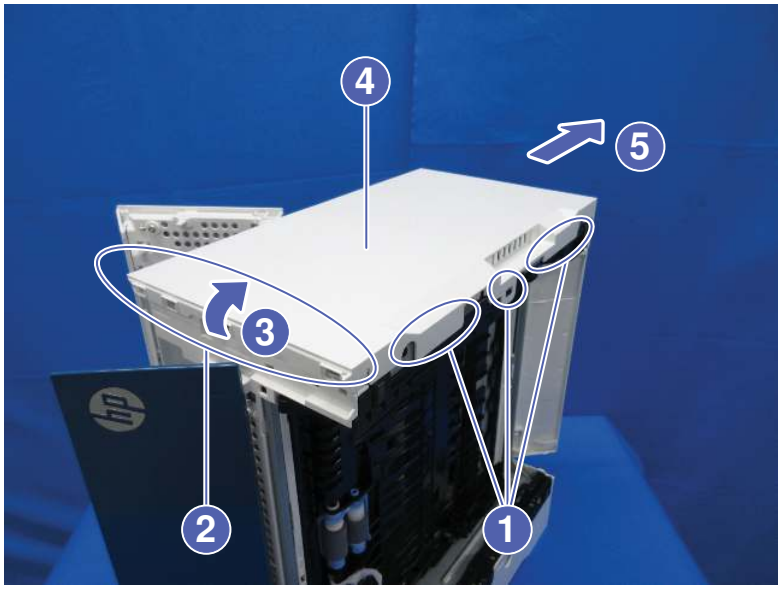


3. Perform the following:

   - Release three tabs (callout 1).
   - The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
   - Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. The cover will not slide without tilting the cover up slightly.

Figure 4-451 Remove right cover



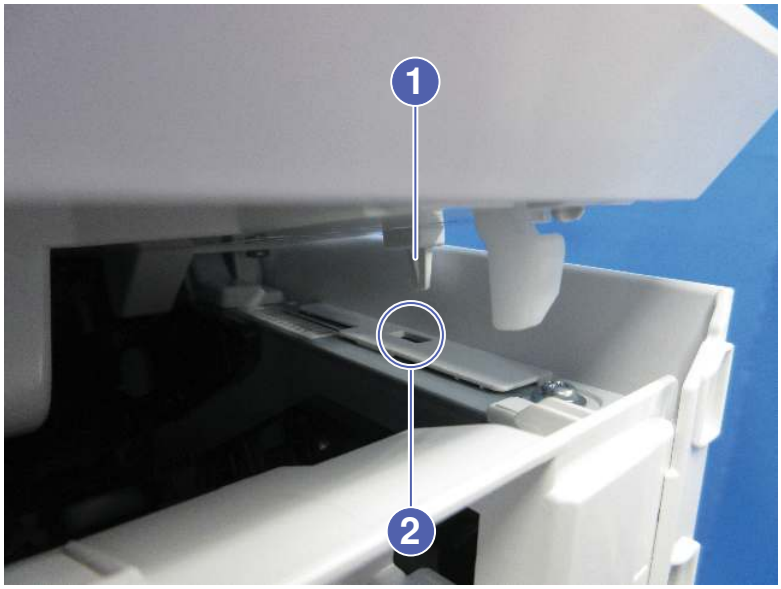
5. Remove the right cover (SFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

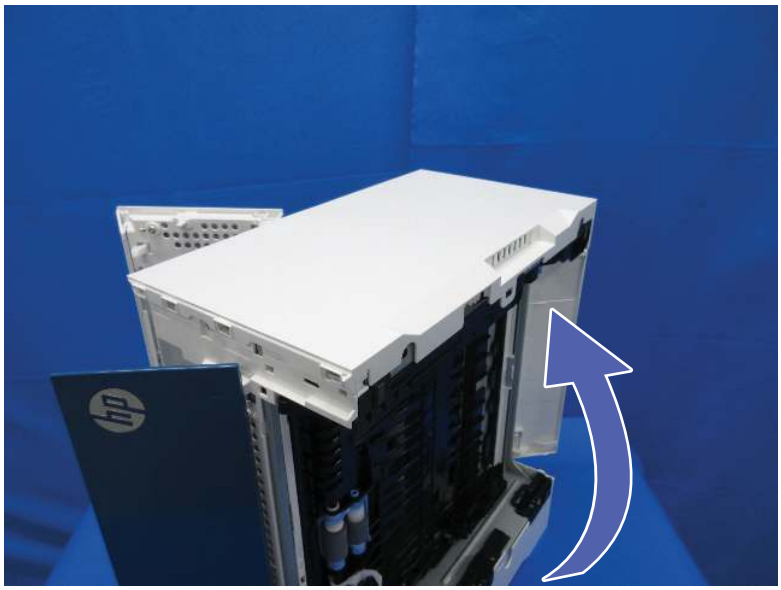
NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-452 Ensure the cartridge door is open



2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

Figure 4-453 Place printer on side

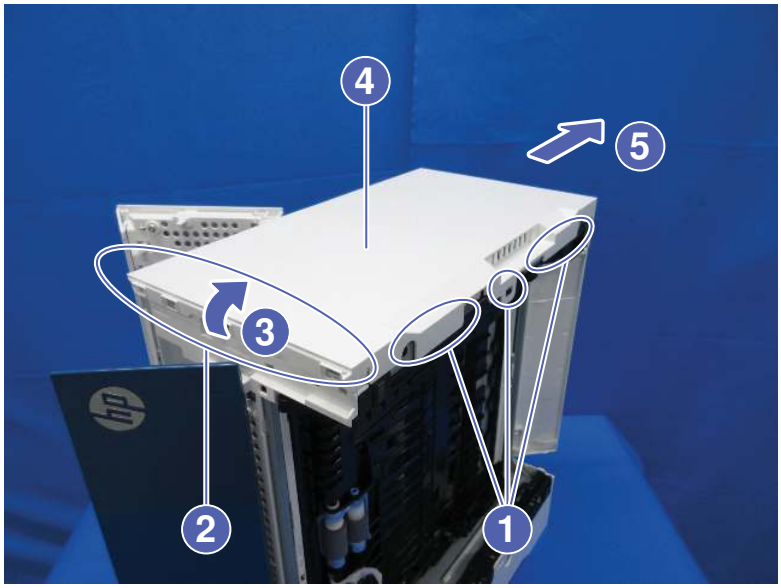


3. Perform the following:

- Release three tabs (callout 1).
- The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
- Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. The cover will not slide without tilting the cover up slightly.

Figure 4-454 Remove right cover



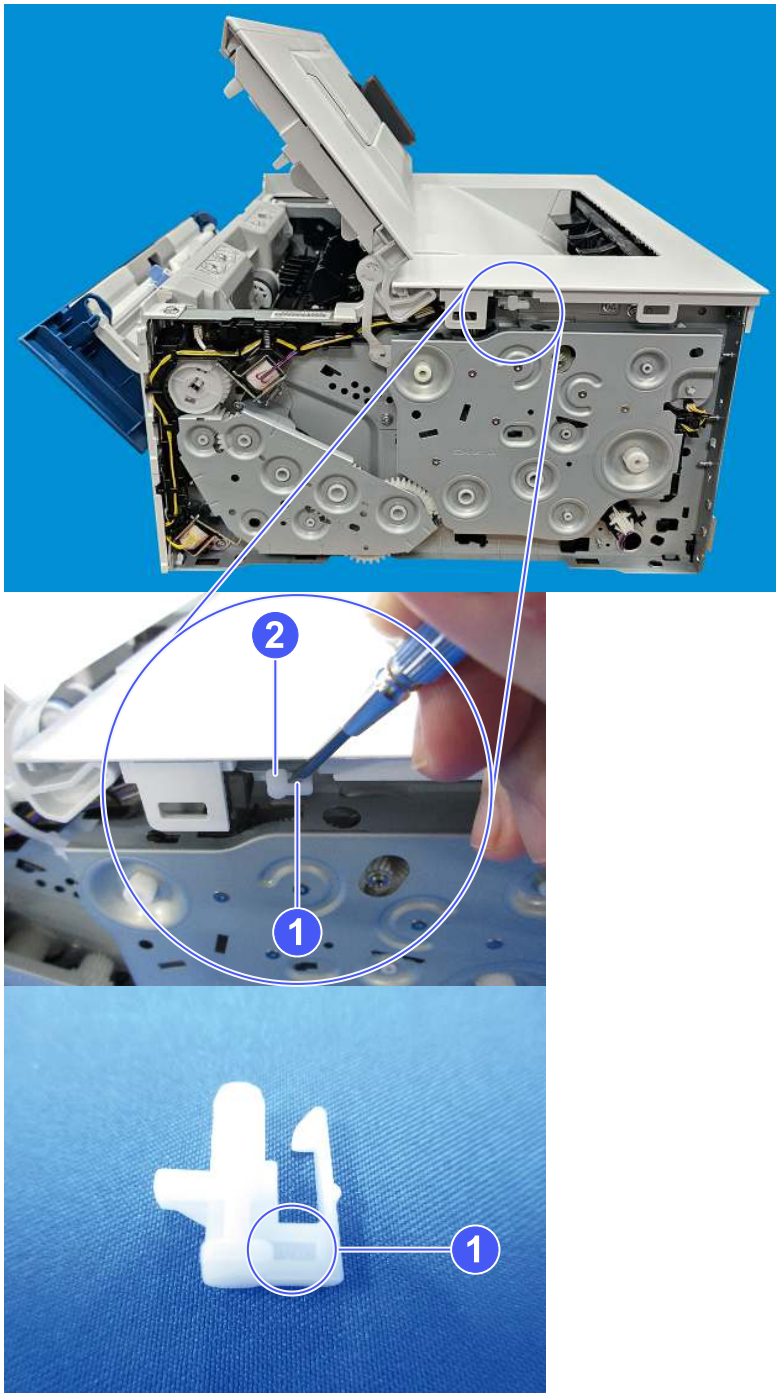
6. Remove the top cover (SFP)

Follow these steps to remove the top cover (SFP).

1. Press a small flat blade screwdriver against the recessed part (callout 1) of the lock pin and pull out the lock pin (callout 2).

IMPORTANT: This locking pin must be saved to install the service part.

Figure 4-455 Remove the locking pin



2. While lowering one tab (callout 1) downward, the door link (callout 2) is removed by sliding in the arrow direction.

NOTE: The door link is loose once detached from the door and can fall off the link arm to which it is connected. Note how the door link arm attaches to the link arm on the side of the printer to reinstall.

Figure 4-456 Detach the link arm

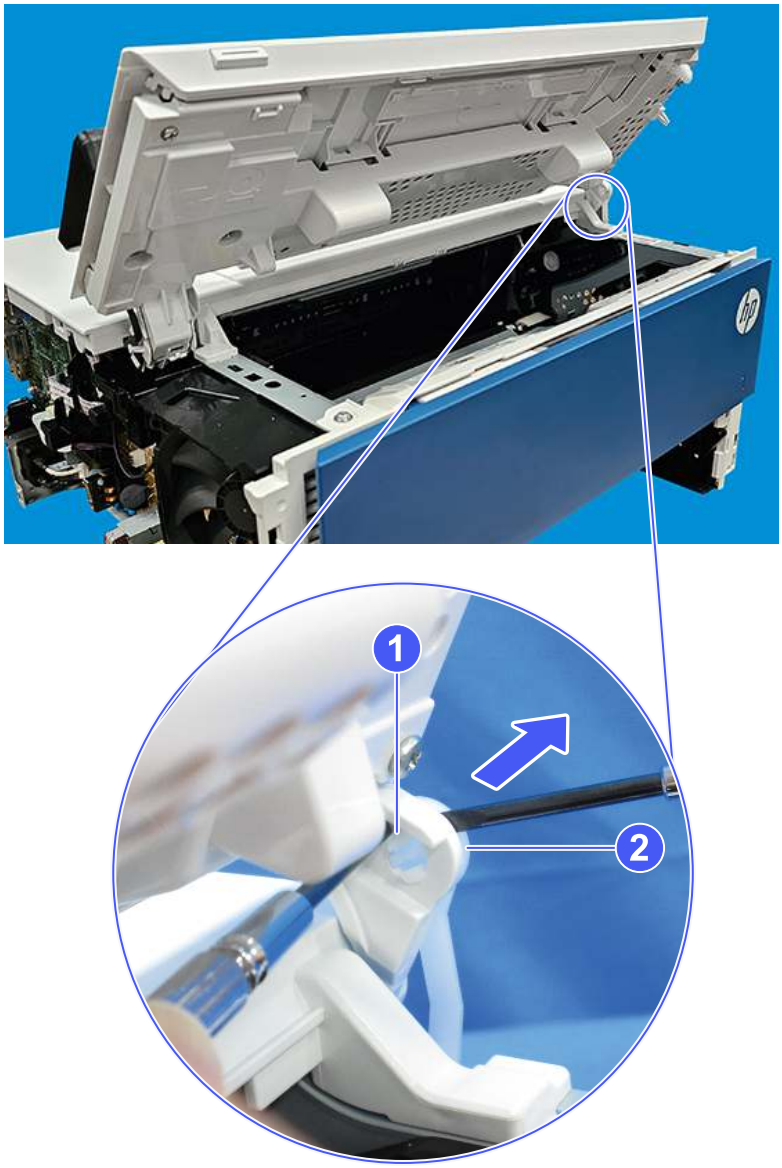
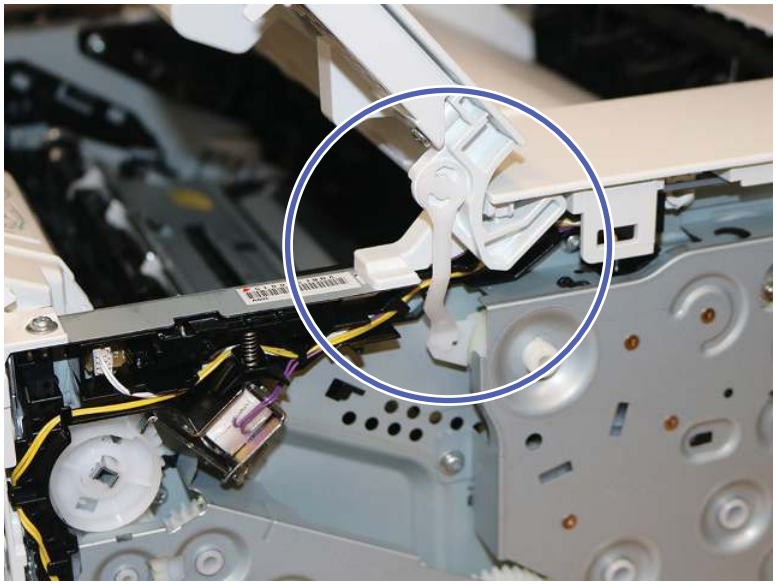
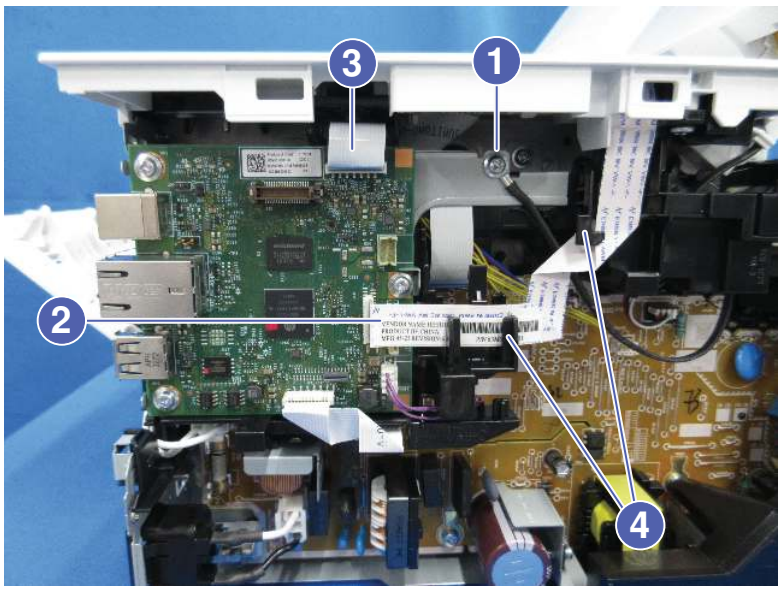


Figure 4-457 Outside view of the door arm link

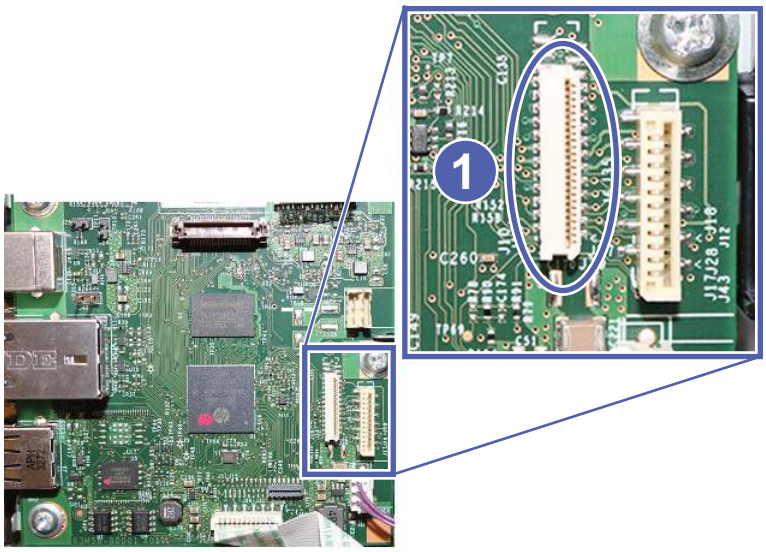


3. On the left side of the printer, perform the following:
   - Remove one screw (callout 1).
   - Remove the FFC (callout 2).
   - Remove the FFC (callout 3) (for Wireless model only).
   - Release the FFC (callout 2) from the cable guide (callout 4).

Figure 4-458 Remove the FFCs and ground

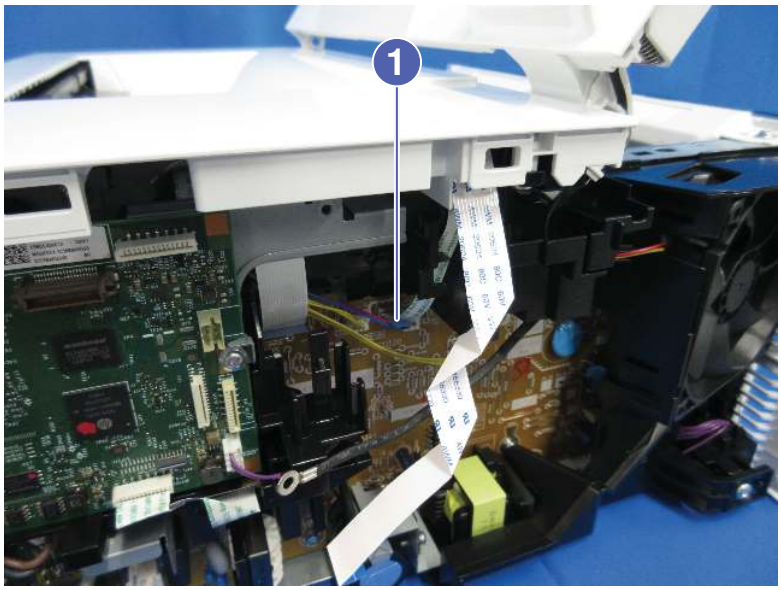


NOTE: When installing the FFC, it must go into the innermost ZIF connector (callout 1).



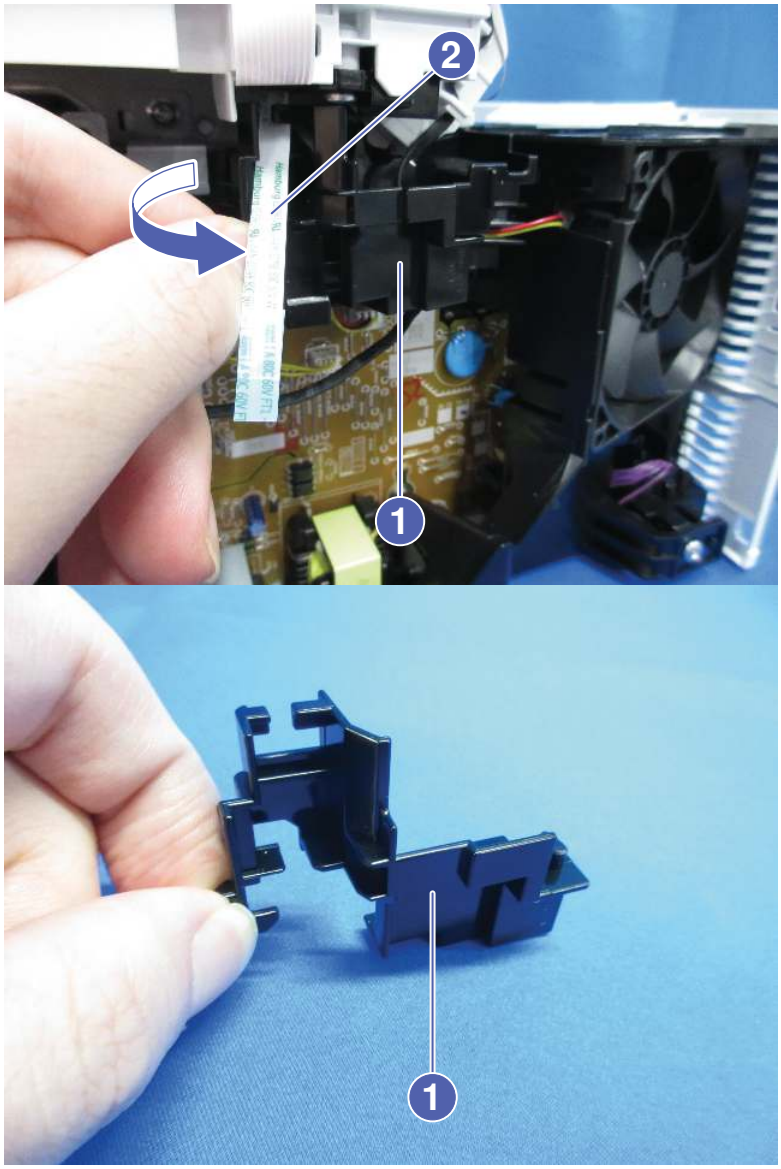
4. Remove the small FFC (callout 1).

Figure 4-459 Remove the small FFC



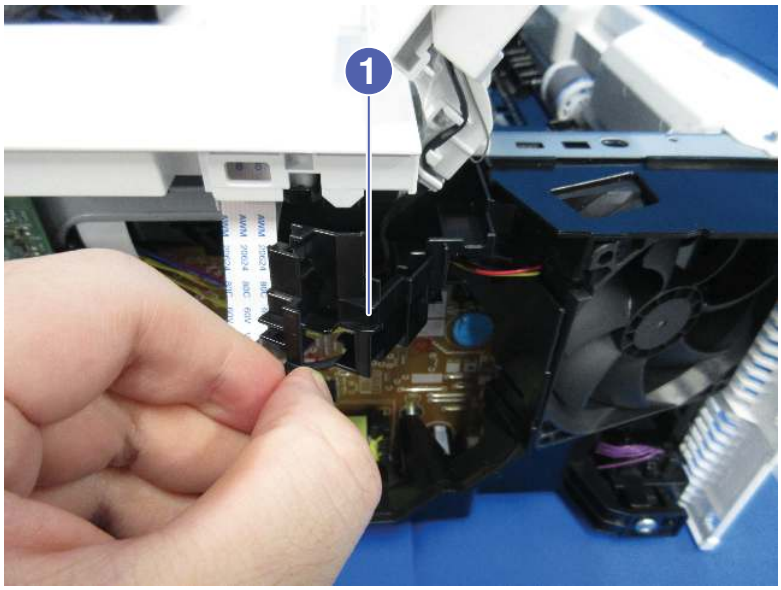
5. Rotate the cable guide (callout 1) in the direction of the arrow, then release the FFC (callout 2) from the cable guide (callout 1).

Figure 4-460 Remove the cable guide



6. Remove the cable guide (callout 1) by sliding downward.

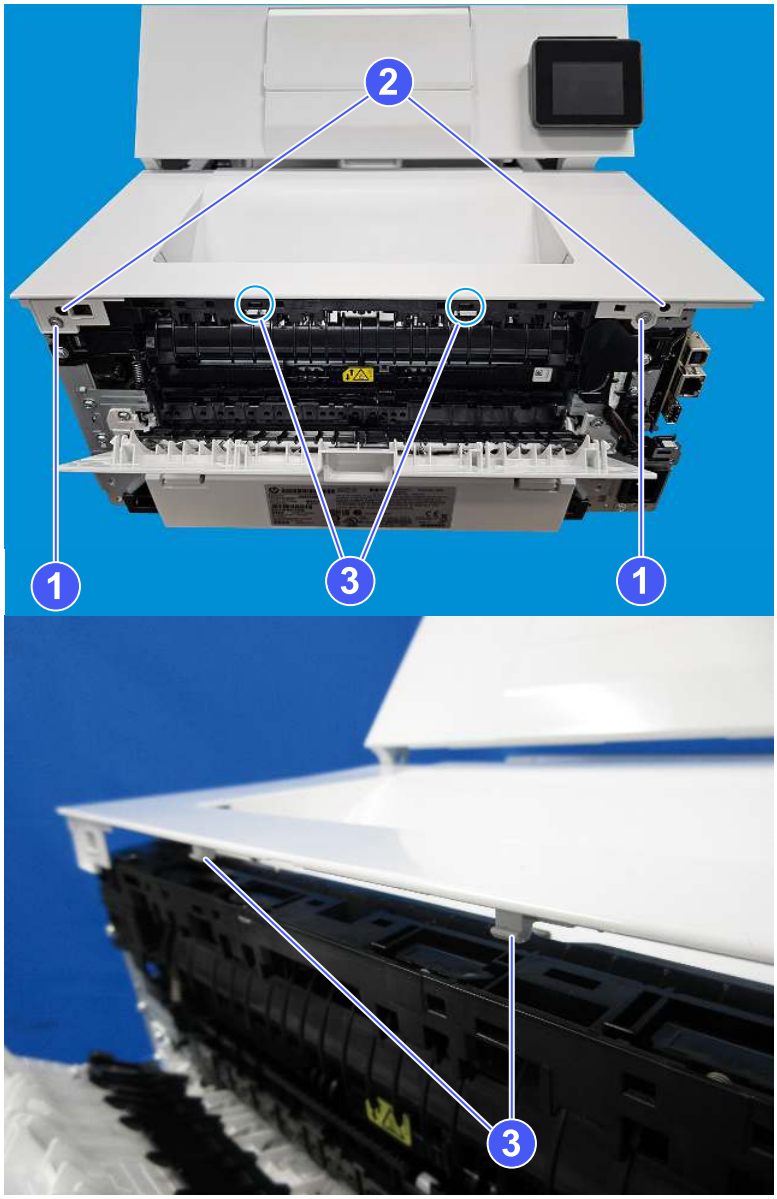
Figure 4-461 Remove the cable guide



NOTE: Keep the cable guide for reinstall.

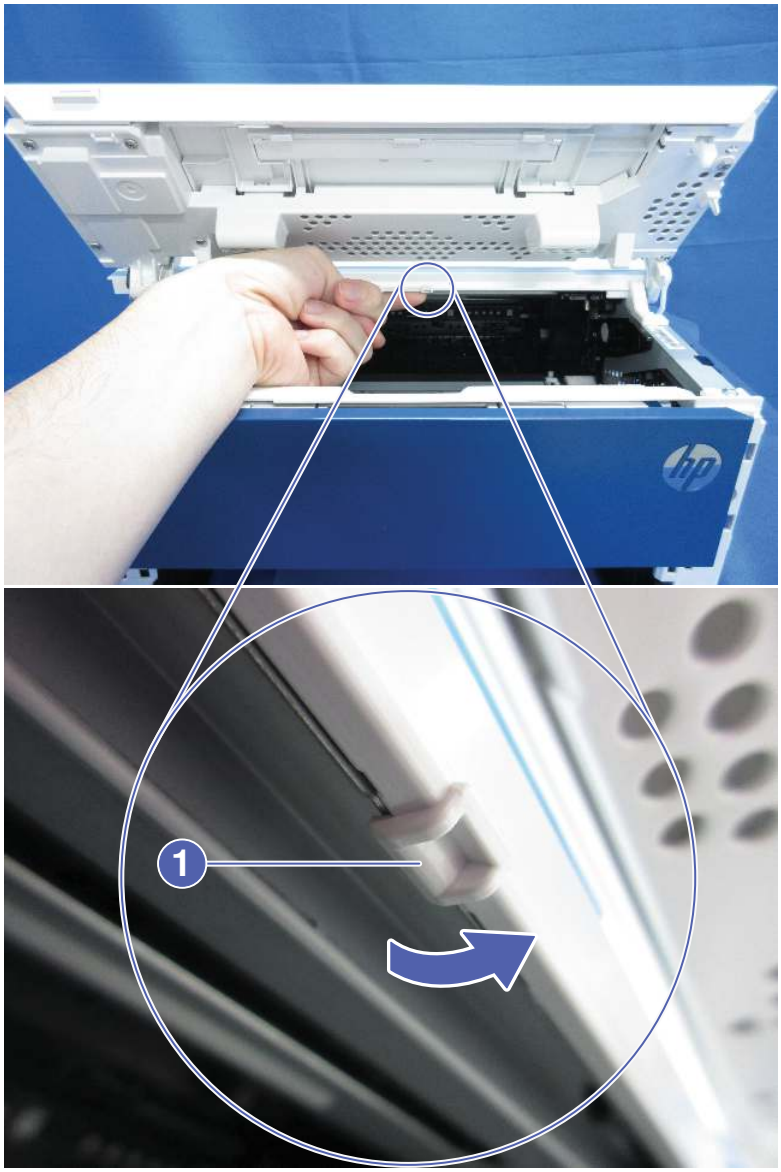
7. Perform the following:
   - Remove two screws (callout 1)
   - Release two bosses (callout 2).
   - Release two tabs (callout 3).

Figure 4-462 Remove the screws and release the tabs



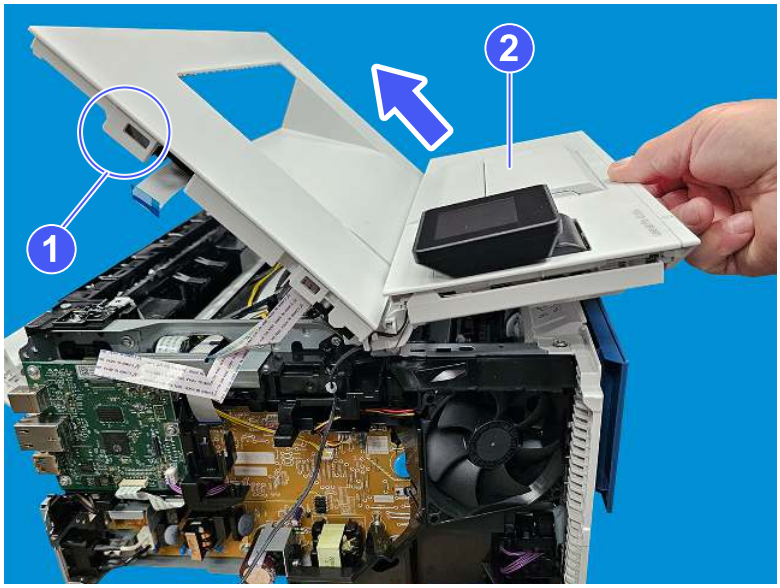
8. Lifting the rear of the top cover, release one tab (callout 1) by pulling forward in the direction of the arrow.

Figure 4-463 Release the tab



9. Lift the rear part (callout 1) of the top cover assembly, then slide the top cover assembly (callout 2) in the direction of the arrow to remove it.

Figure 4-464 Remove the top cover



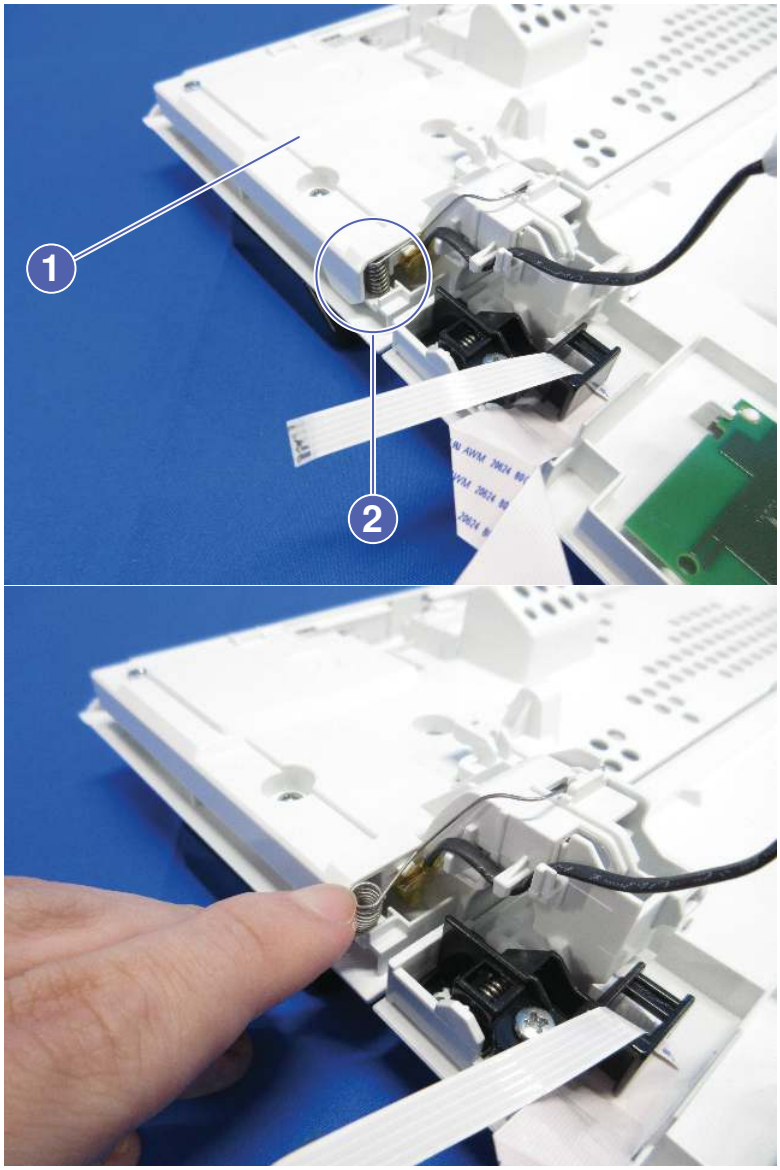
IMPORTANT: This completes the removal of the top cover.

When replacing the top cover use the following steps.

10. If the top cover assembly needs to be replaced with a service part, perform the following.

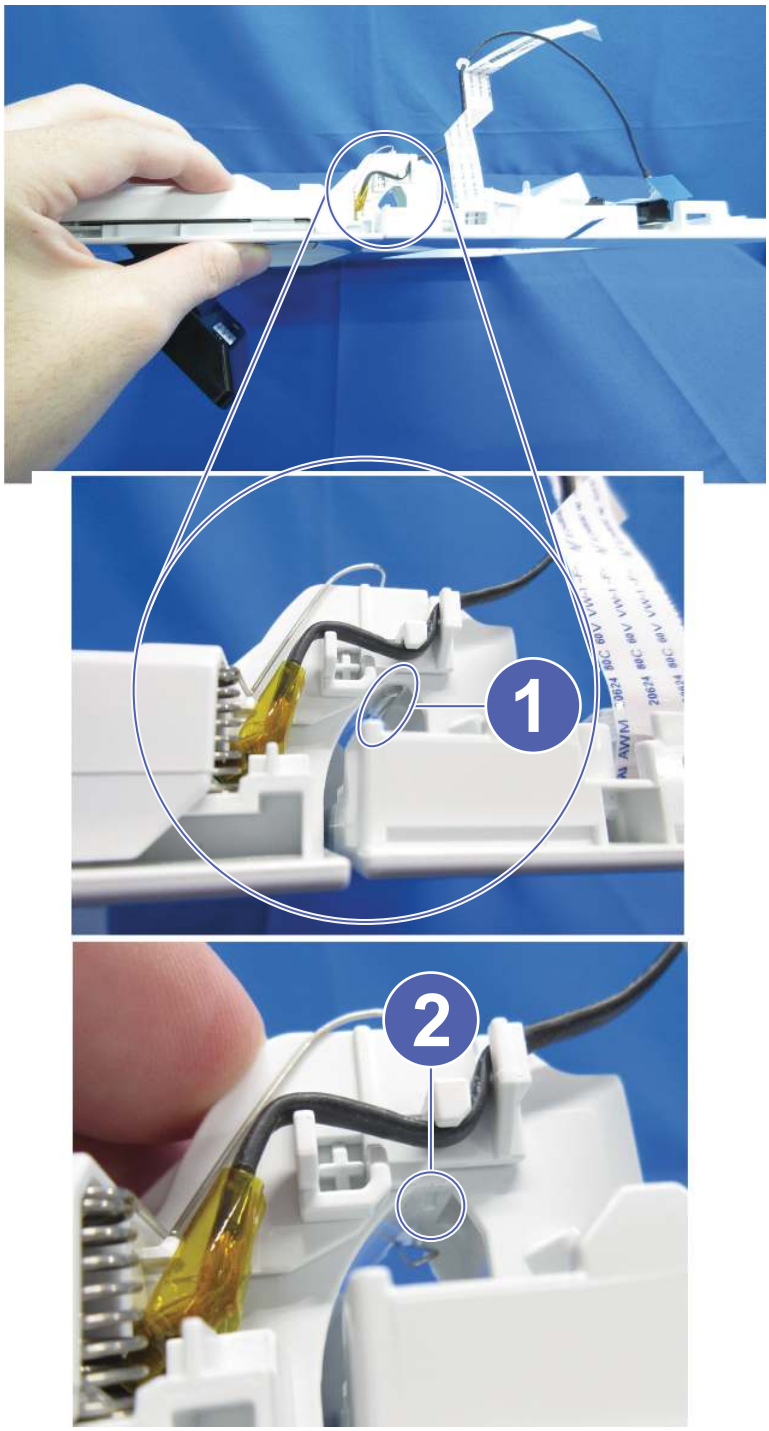
a. Remove the spring (callout 2) from cartridge door assembly. By first removing the spring on the left side as shown.

Figure 4-465 Release the spring



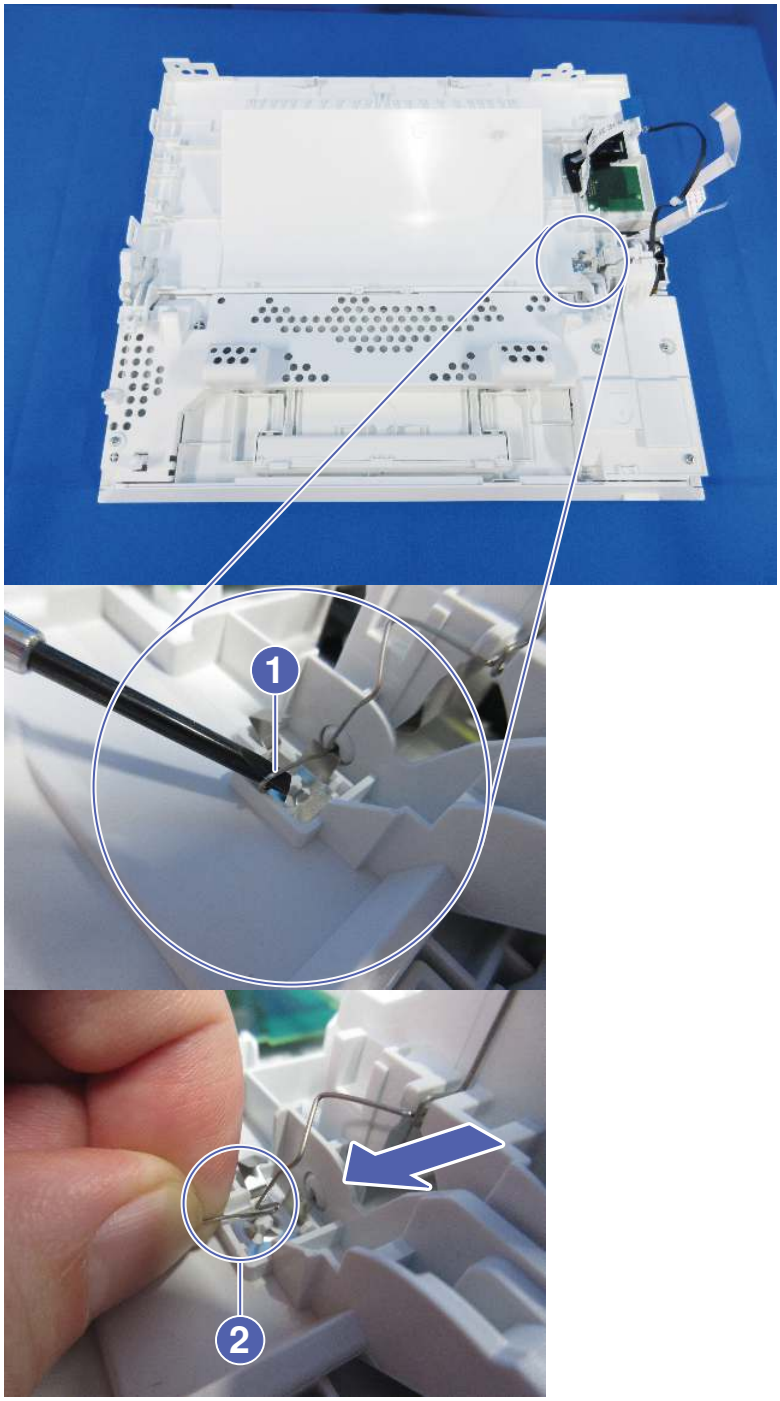
b. Remove spring (callout 1) from boss (callout 2).

Figure 4-466 Release the spring loop



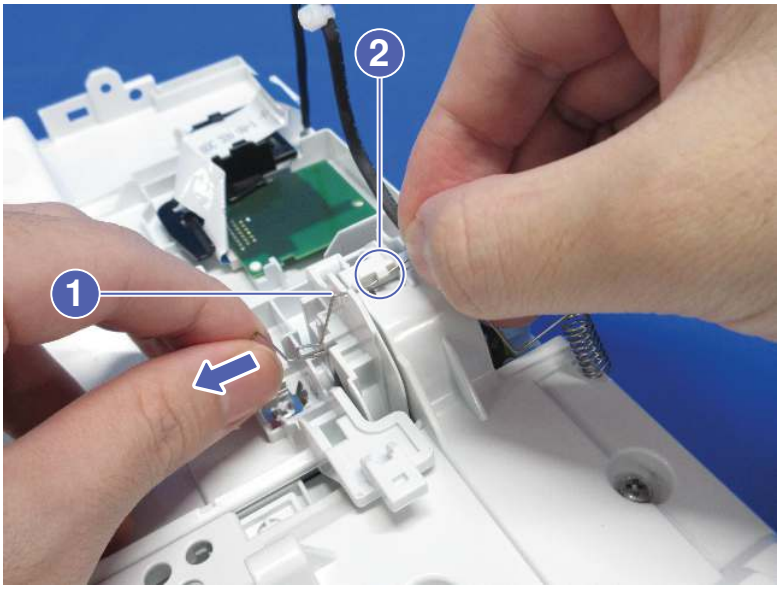
c. Lift the end of the spring (callout 1) slightly, and then pull out the spring (callout 2) in the direction of the arrow.

Figure 4-467 Pull the spring out



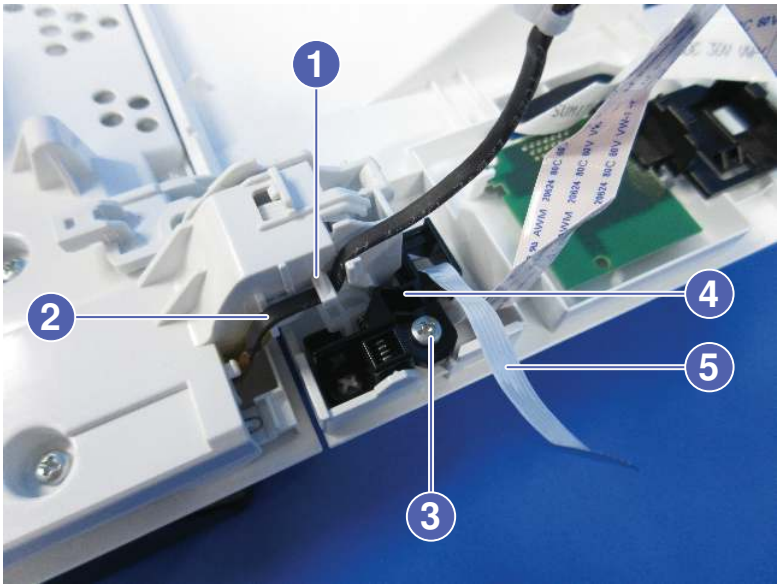
d. The spring (callout 1) is detached from the hook (callout 2), then the spring (callout 1) is removed while sliding it in the direction of the arrow.

Figure 4-468 Remove the spring



e. Remove the ground cable (callout 2) from the cable guide (callout 1). Remove one screw (callout 3), then remove the latch (callout 4). Release the FFC (callout 5) from the latch (callout 4).

Figure 4-469 Remove ground cable



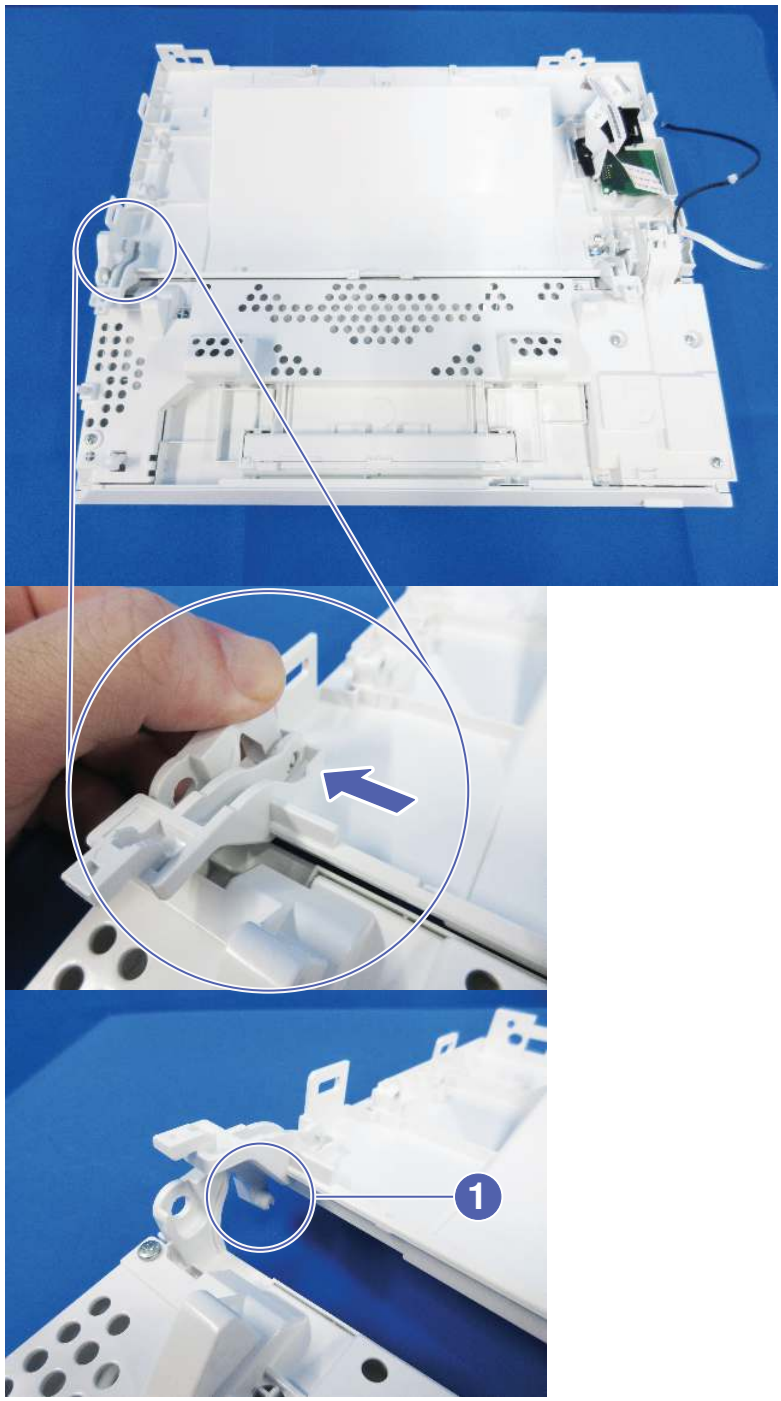
f. Position the two halves of the top cover at an angle as shown.

Figure 4-470 Align the top cover



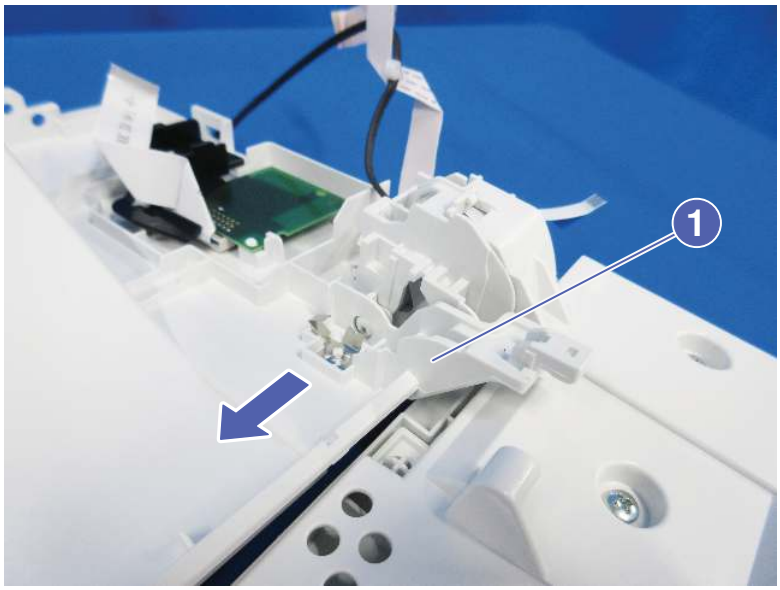
g. Remove the shaft (callout 1) by bending the cover in the direction of the arrow.

Figure 4-471 Release post



h. Slide the top cover assembly (callout 1) in the direction of the arrow to remove it.

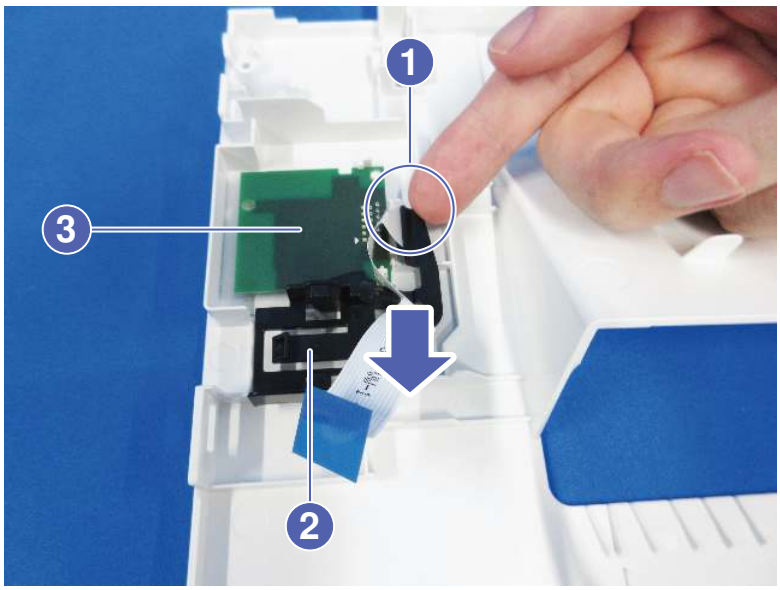
Figure 4-472 Slide top cover in the direction of the arrow



i. Lift the end of the Wi-Fi retaining bracket (callout 1), then slide the holder (callout 2) in the direction of the arrow to remove it. Remove the Wi-Fi PCA (callout 3).

NOTE: For Wireless models only. IMPORTANT: When reinstalling the Wireless PCA, the PCA must be installed before the retaining bracket.

Figure 4-473 Remove the Wi-Fi PCA



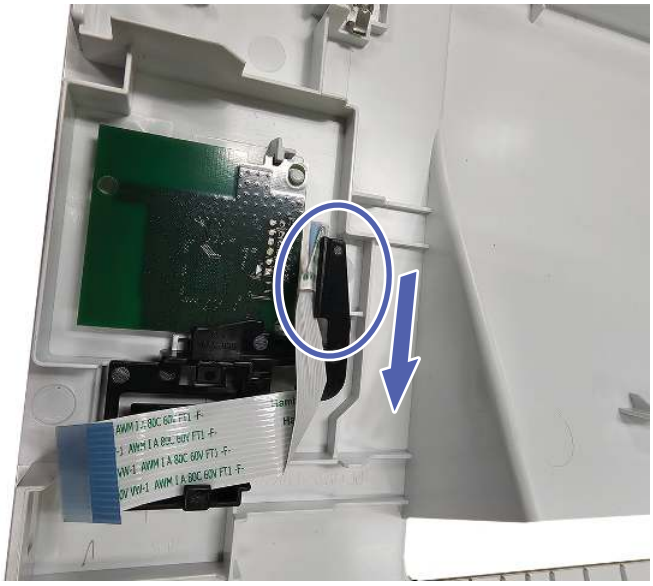
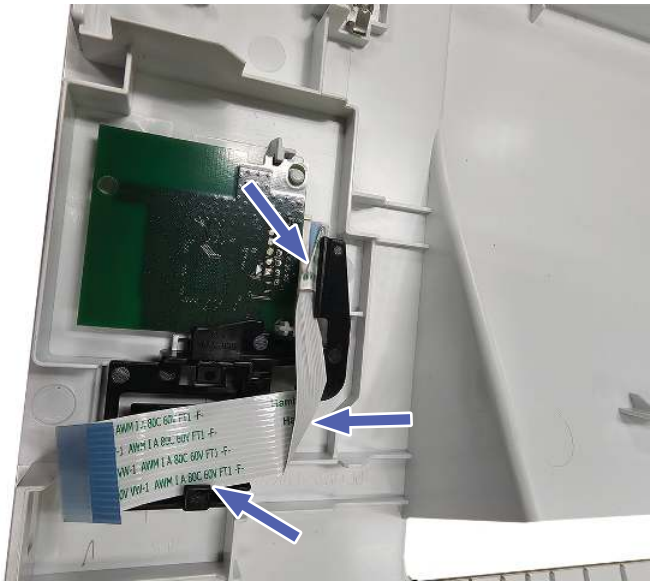


Figure 4-474 When reinstalling note the proper layout of Wi-Fi FFC

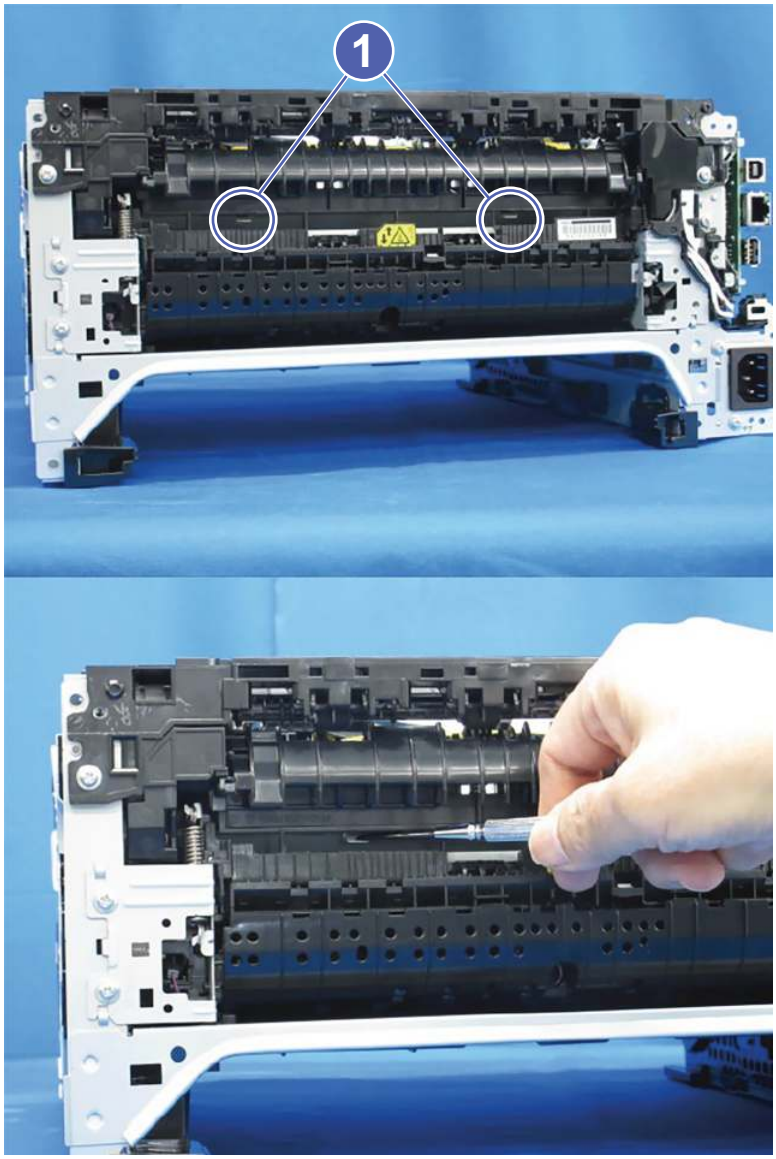


7. Remove the paper delivery tray (output bin)

Follow these steps to remove the paper delivery tray (output bin).

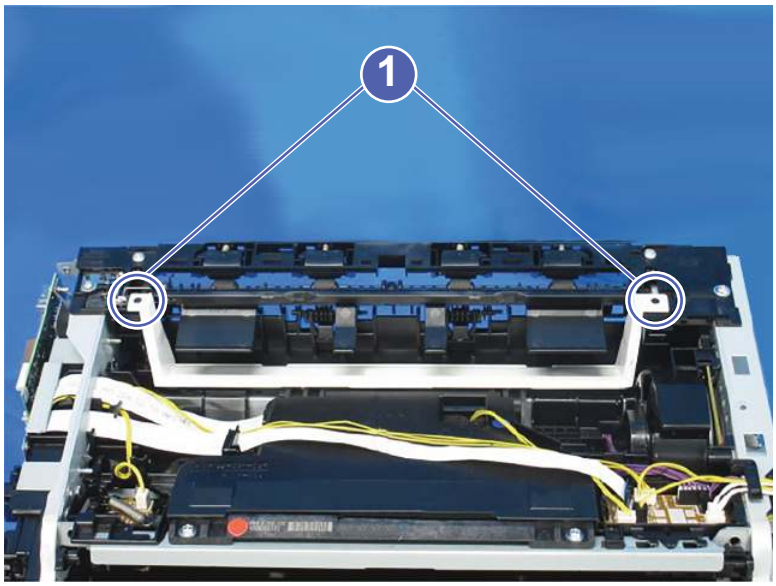
1. Release two tabs (callout 1).

Figure 4-475 Release two tabs



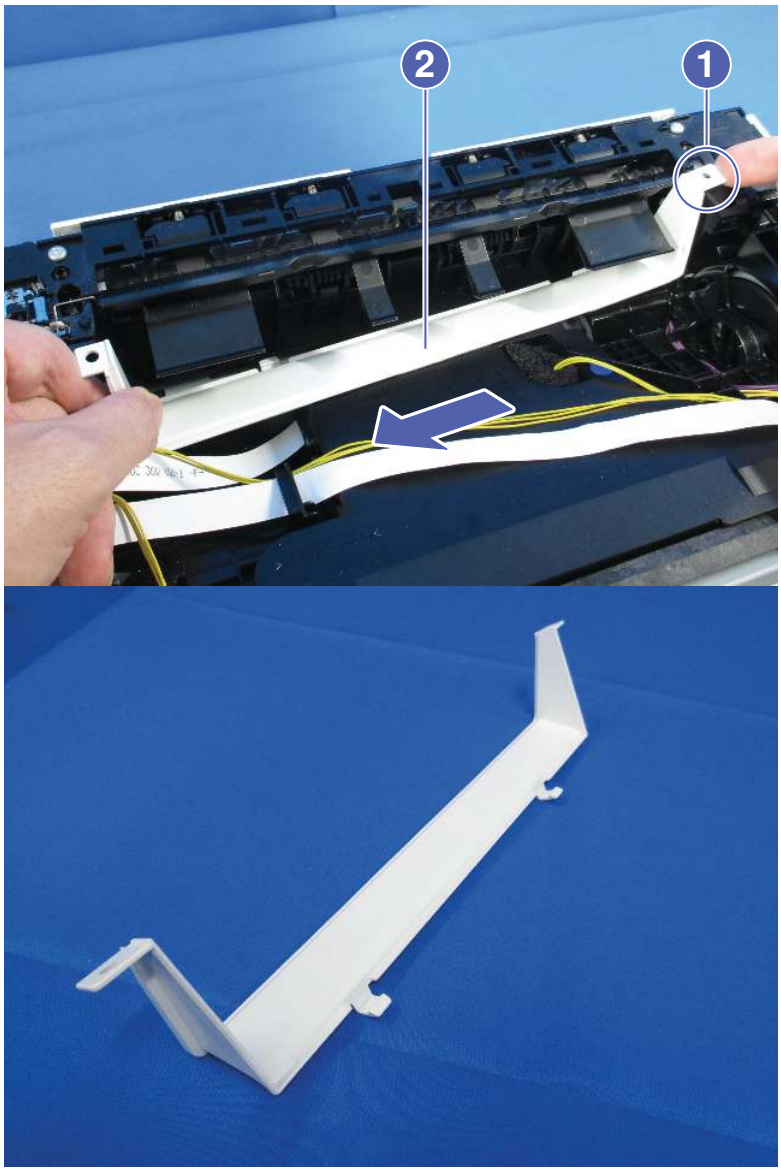
2. Release the two alignment bosses (callout 1).

Figure 4-476 Release alignment bosses



3. Remove the output tray (callout 2).

Figure 4-477 Remove the tray



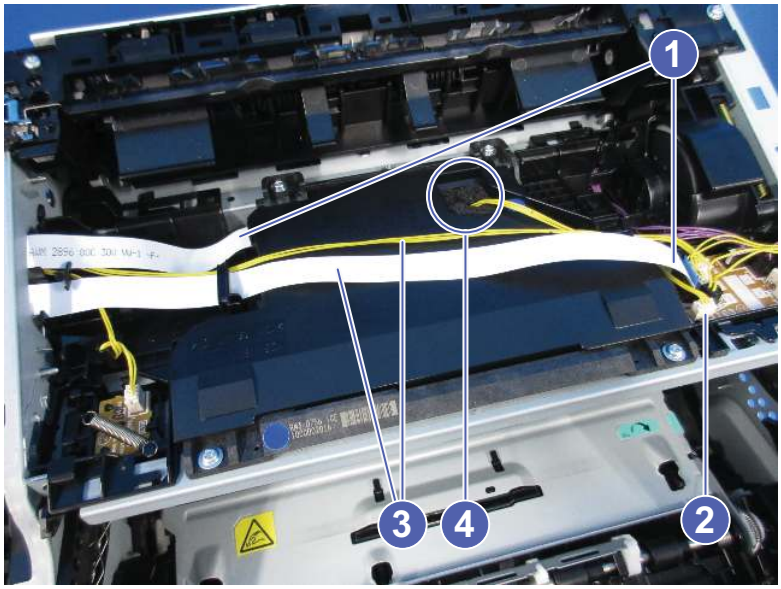
8. Remove the laser scanner assembly

Follow these steps to remove the laser scanner.

1. Perform the following:
   - Remove two FFCs (callout 1).
   - Disconnect one connector (callout 2).
   - Remove the FFC (callout 3) and the cable (callout 3) are removed from the upper part of the laser scanner assembly.
   - Remove the dust-proof sponge (callout 4).

NOTE: Make sure to keep the sponge for installing the new part.

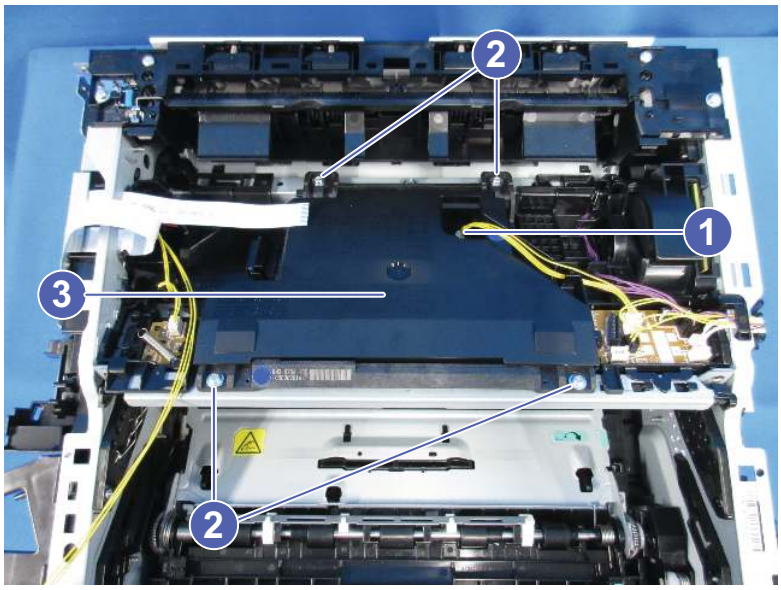
Figure 4-478 Remove the laser scanner assembly



2. Perform the following:

   - Disconnect one connector (callout 1).
   - Remove four screws (callout 2).
   - Remove the laser scanner assembly (callout 2).

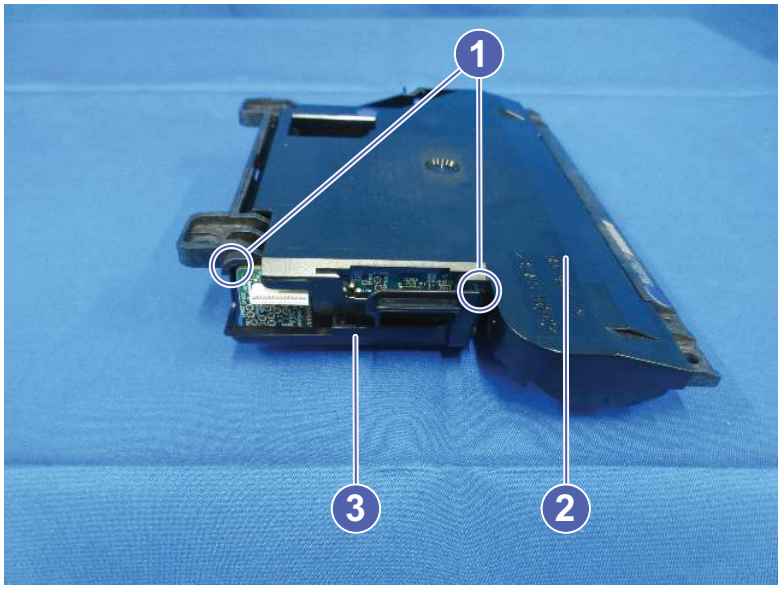
Figure 4-479 Remove screws and connections



3. Release two tabs (callout 1), then remove the cover (callout 3) from the laser scanner assembly (callout 2).

NOTE: Cover is required for new laser scanner assembly.

Figure 4-480 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.

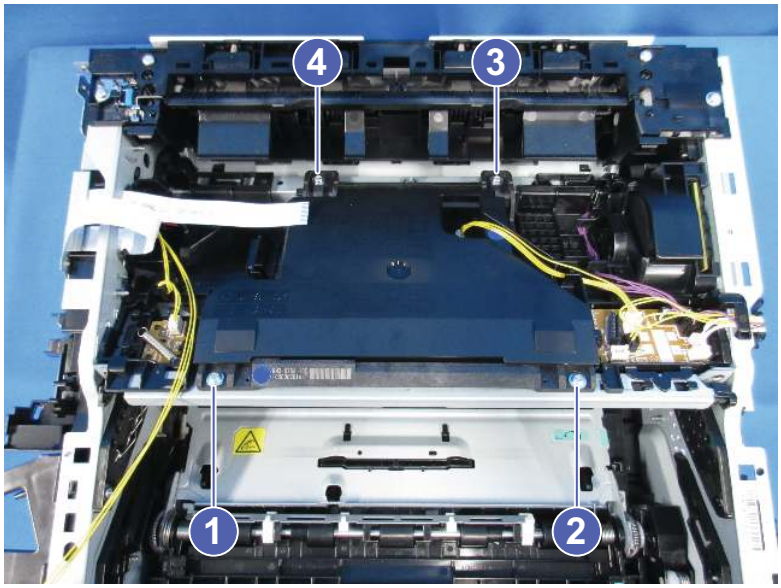
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

10. Install the laser scanner assembly

Follow these steps to install the laser scanner.

- When installing the new laser scanner assembly, tighten the screws in the sequence shown in the following image.

Figure 4-481 Reinstall laser scanner assembly



Removal and replacement: Laser scanner assembly (MFP)

Learn how to remove and replace the laser scanner assembly.

Mean time to repair: 30 minutes MFP

Service level: Difficult MFP

Before performing service

WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2, and then remove the toner cartridge.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-28 Part information

Part number	Part description
RM3-0756-000CN	Laser scanner assembly

Required tools

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

Post service test

Make sure that toner cartridge door correctly opens and closes.

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

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove Tray 2 and open printer

Follow these steps.

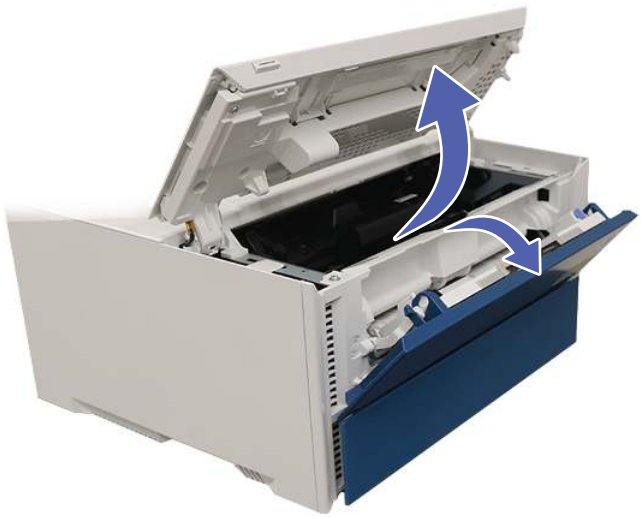
1. Remove Tray 2.

Figure 4-482 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

Open toner cartridge door and Tray 1



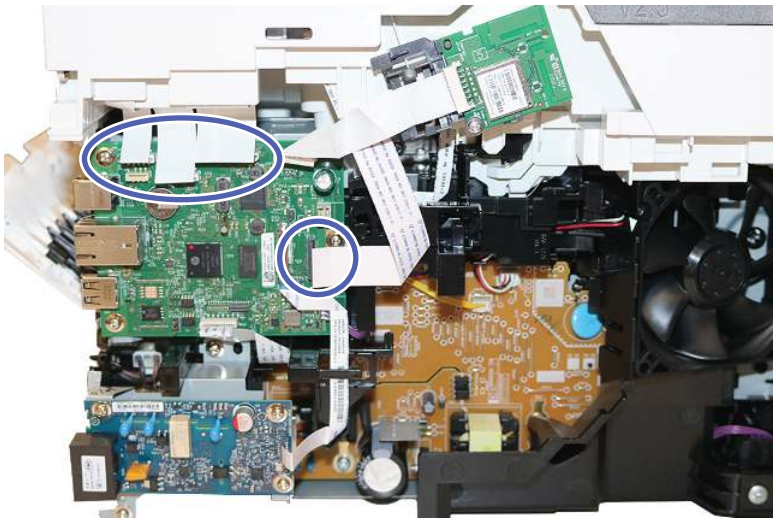
2. Remove the integrated scanner assembly (MFP only)

Follow these steps to remove the integrated scanner assembly (MFP only).

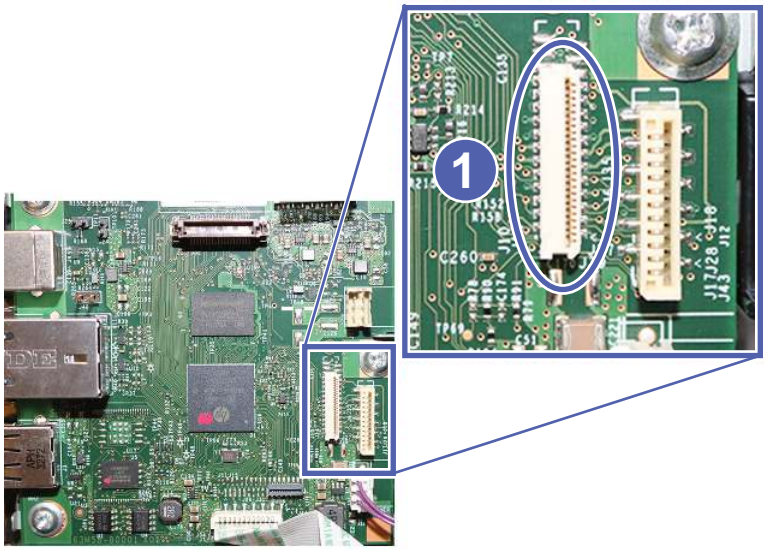
NOTE: MFP models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

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

Figure 4-483 Disconnect the FFCs



NOTE: When installing the FFC on the right side of the formatter, it must go into the innermost ZIF connector (callout 1).



2. Remove one screw (callout 1), and then release the ground wire from the guide.

Figure 4-484 Release the ground wire



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

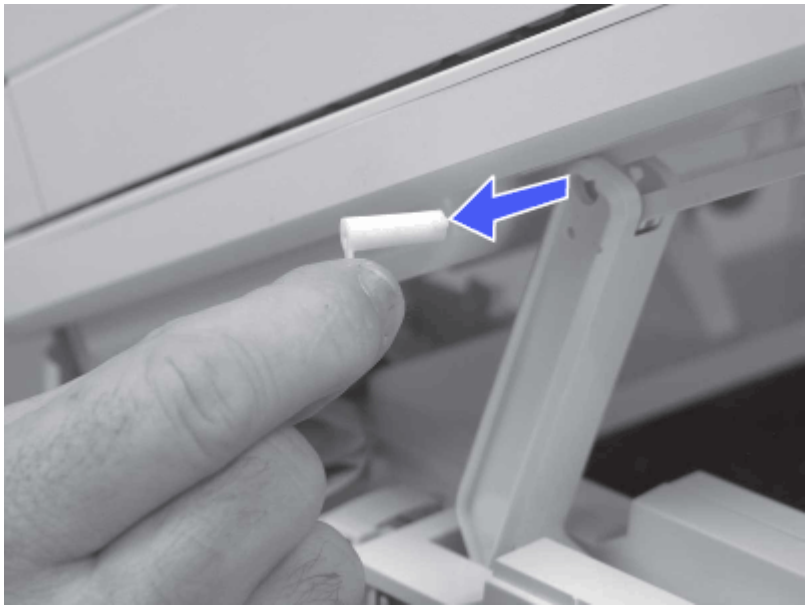
Figure 4-485 Release one tab and rotate the slider pin



4. Remove the slider pin.

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

Figure 4-486 Remove the pin



5. While firmly holding the ISA, rotate the ISA towards the rear of the printer until it stops.

Figure 4-487 Rotate the ISA towards the rear of the printer



6. Slide the ISA over and up as shown to remove from the printer.

Figure 4-488 Release the ISA



3. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-489 Remove front left cover

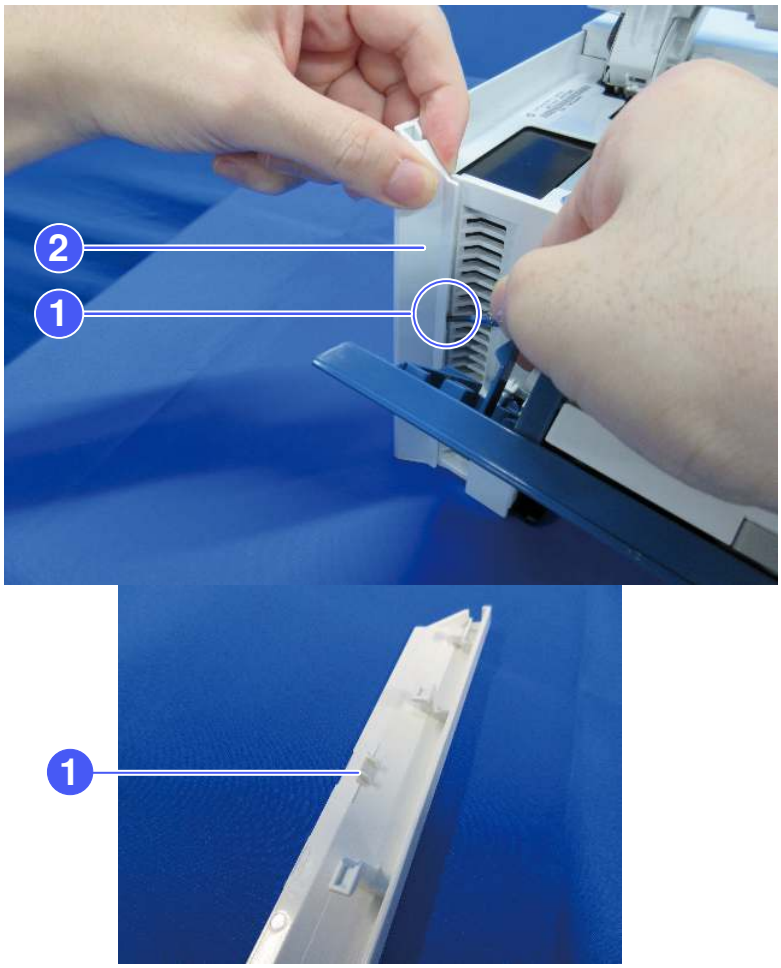


Figure 4-490 Close up of notch for screwdriver

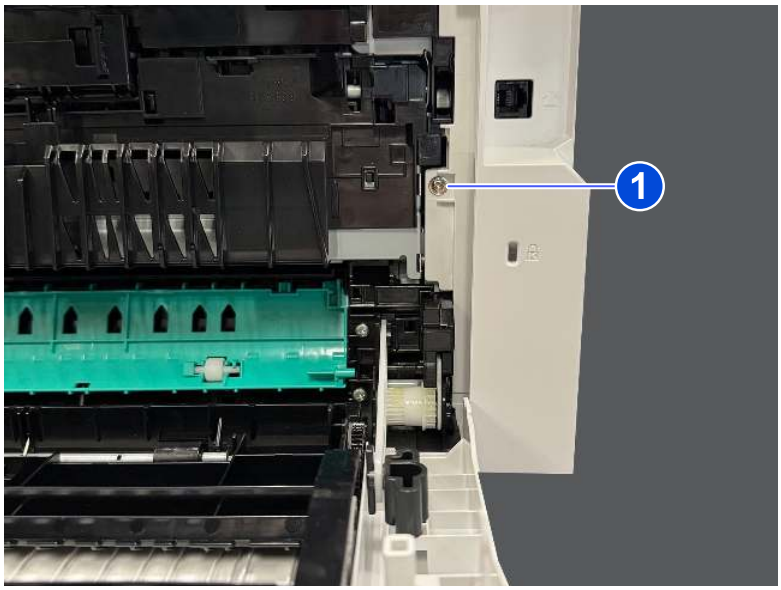


4. Remove the left cover (MFP)

Follow these steps to remove the left cover.

1. Remove one screw and free the ground wire (callout 1).

Figure 4-491 Remove ground screw



2. Perform the following:

- Place the printer on its right side so that the left side is the face up.

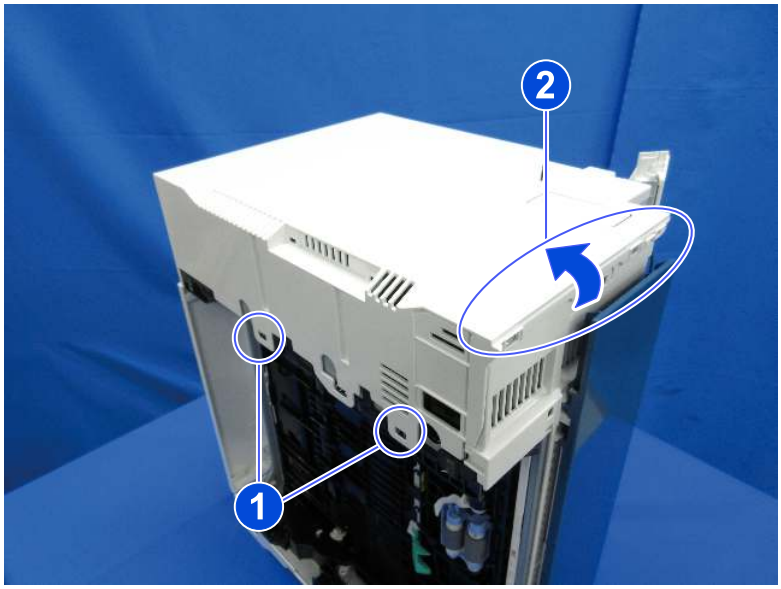
IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

- Release three tabs (callout 1).
- Pull the front part of the left cover (callout 2) in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

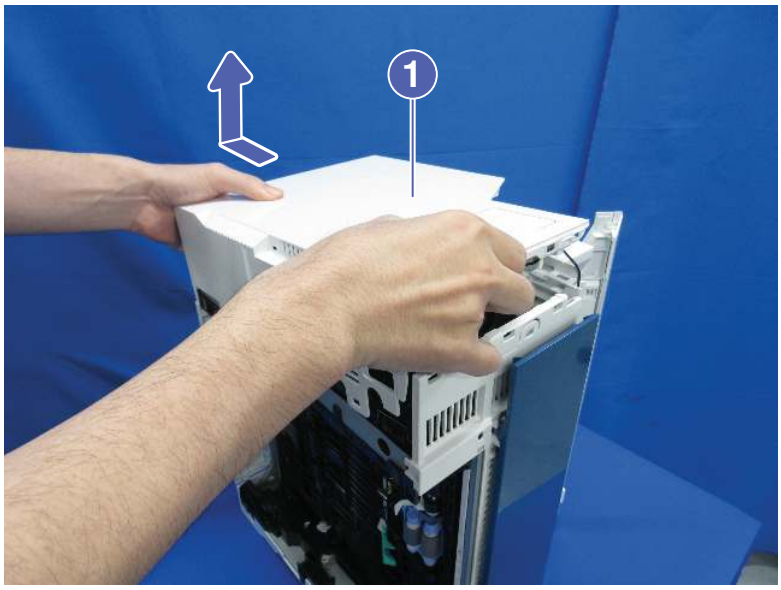
TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket.

Figure 4-492 Release cover tabs



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

Figure 4-493 Remove the cover

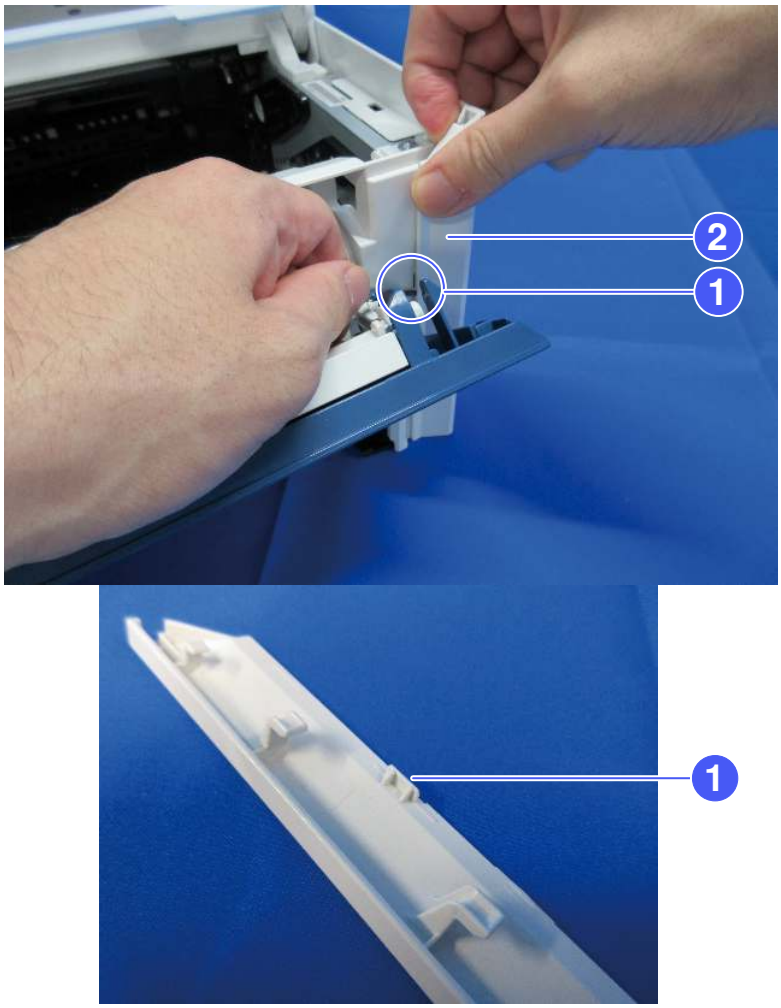


5. Remove the right front cover

Follow these steps to remove the right front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) then slide the cover up and off of the printer.

Figure 4-494 Remove right front cover



NOTE: The notch on the left cover is in the same place as on the right side.

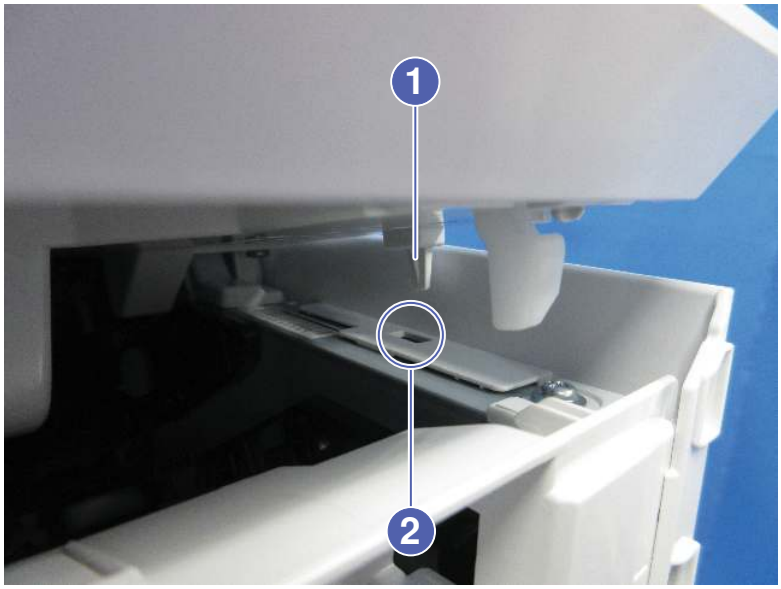
6. Remove the right cover (MFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-495 Ensure the cartridge door is open



2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

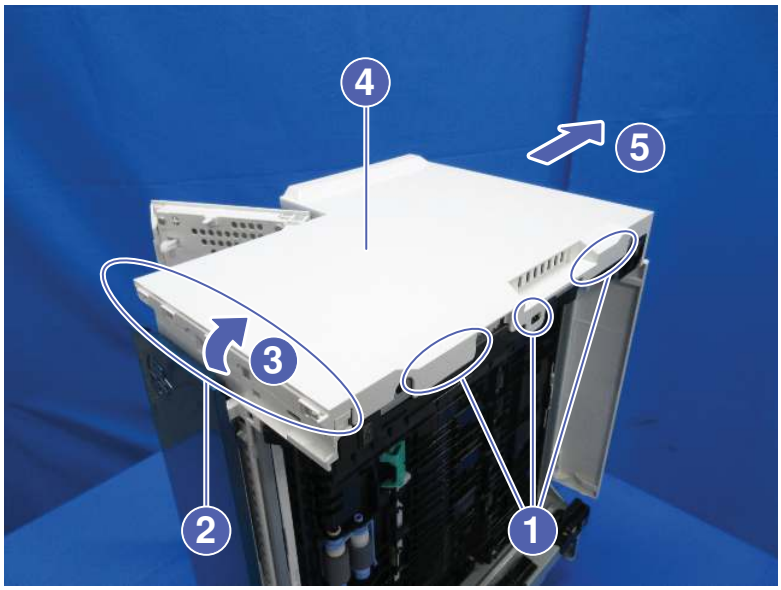
IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

3. Perform the following:

   - Release three tabs (callout 1).
   - The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
   - Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. You cannot slide the cover without tilting the cover up slightly.

Figure 4-496 Remove cover



7. Remove the top cover (MFP)

Follow these steps to remove the top cover.

1. While lowering one tab (callout 1) downward, the door link (callout 2) is removed by sliding in the arrow direction.

NOTE: The door link is loose after it is detached from the door and can fall off the link arm which it is connected. Note how the door link arm attaches to the link arm on the side of the printer for installation.

Figure 4-497 Release door link

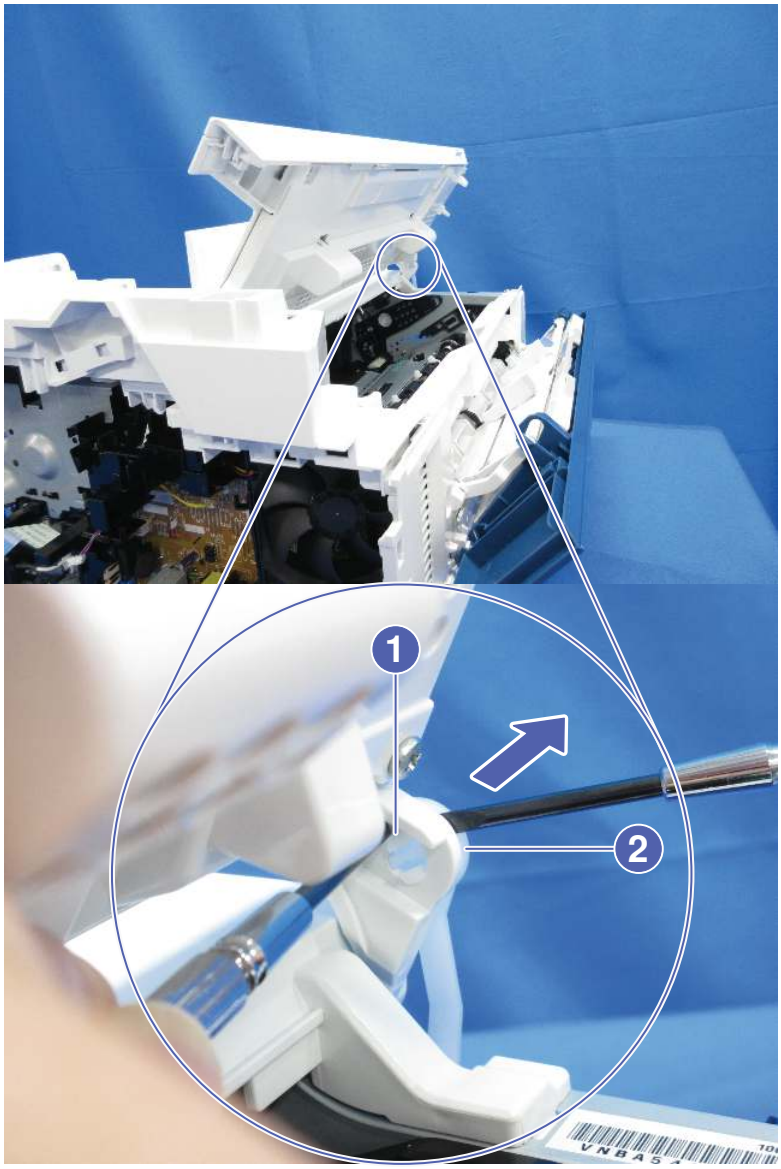
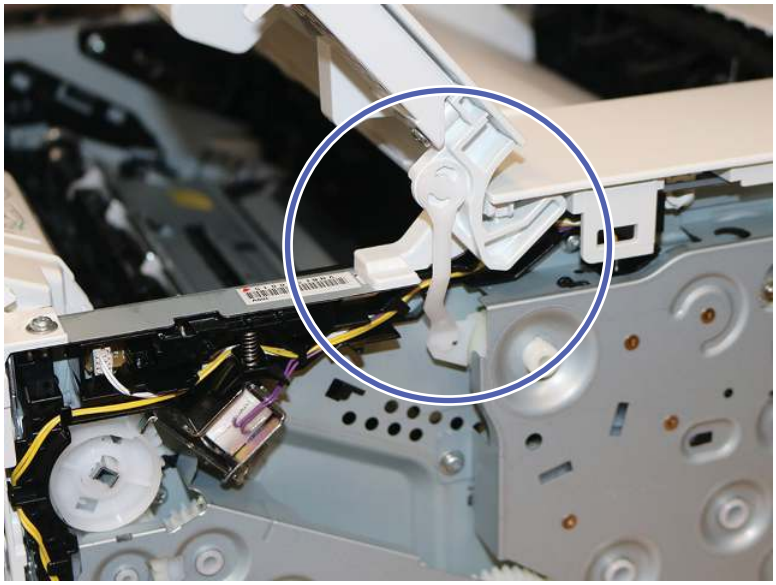
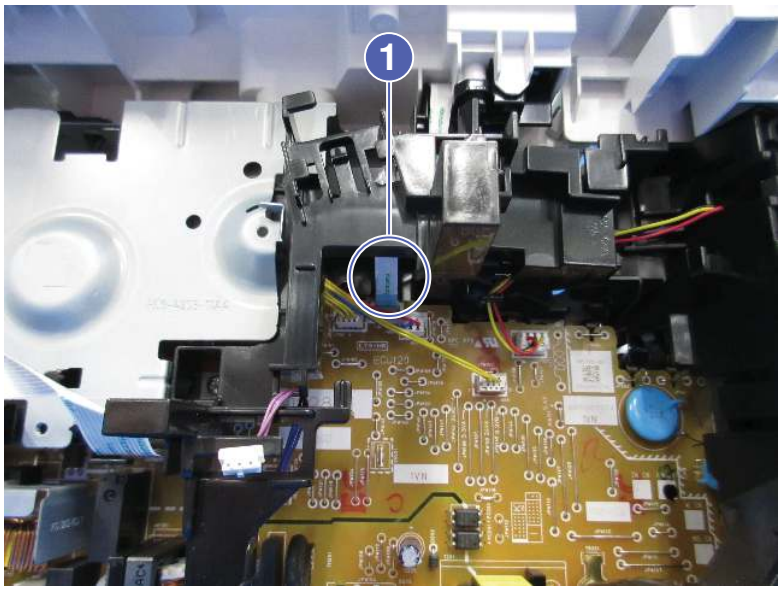


Figure 4-498 Outside view of the door arm link



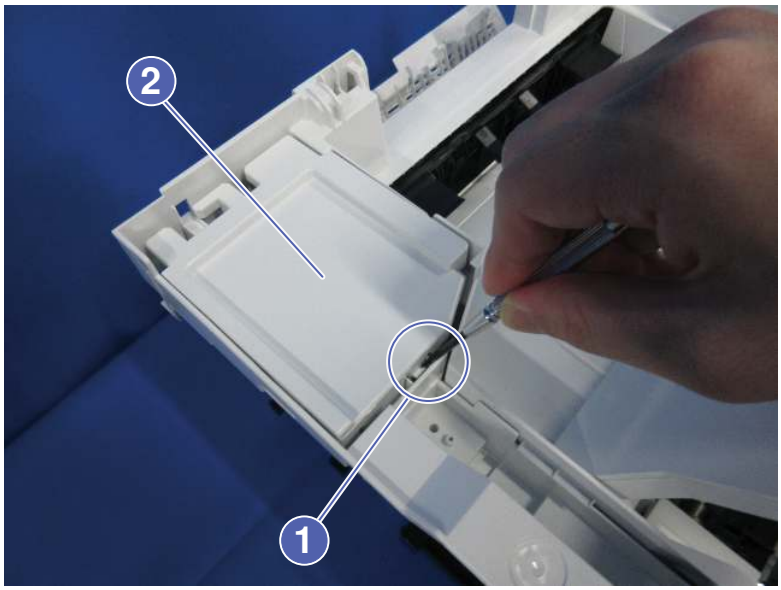
2. On the left side of the printer, remove the FFC (callout 1).

Figure 4-499 Remove FFC



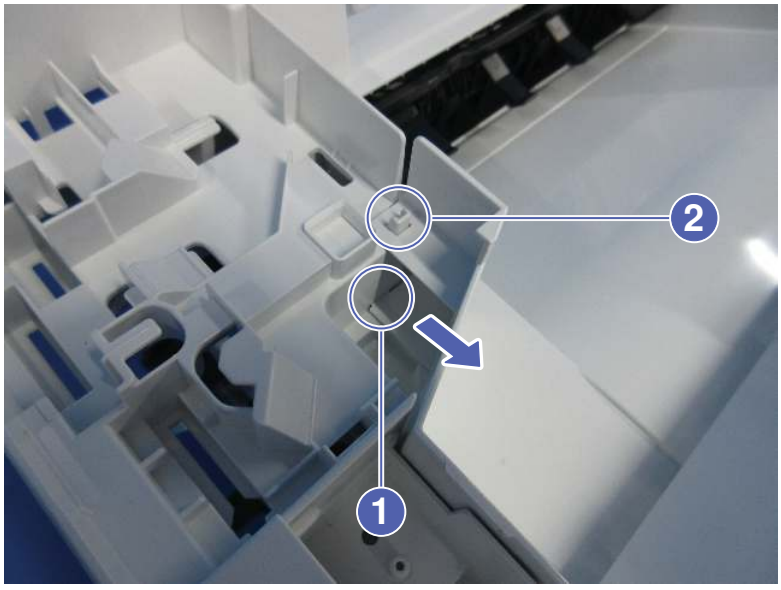
3. Release one tab (callout 1), then remove the FFC cover (callout 2).

Figure 4-500 Remove FFC cover



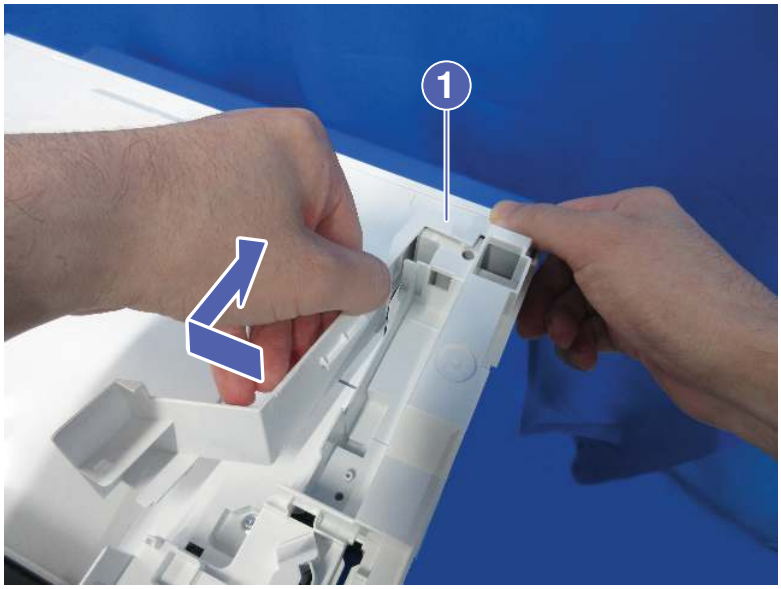
4. Disengage one alignment boss (callout 1) in the direction of the arrow, then release one alignment boss (callout 2).

Figure 4-501 Release boss



5. Close the cartridge door assembly, then remove the left inner pillar cover (callout 1) by moving it in the direction of the arrow.

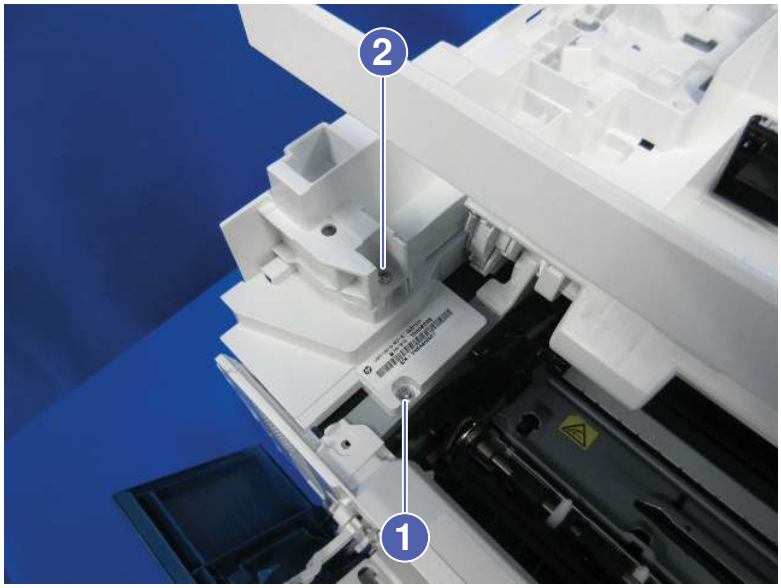
Figure 4-502 Remove inner left pillar



6. Perform the following:

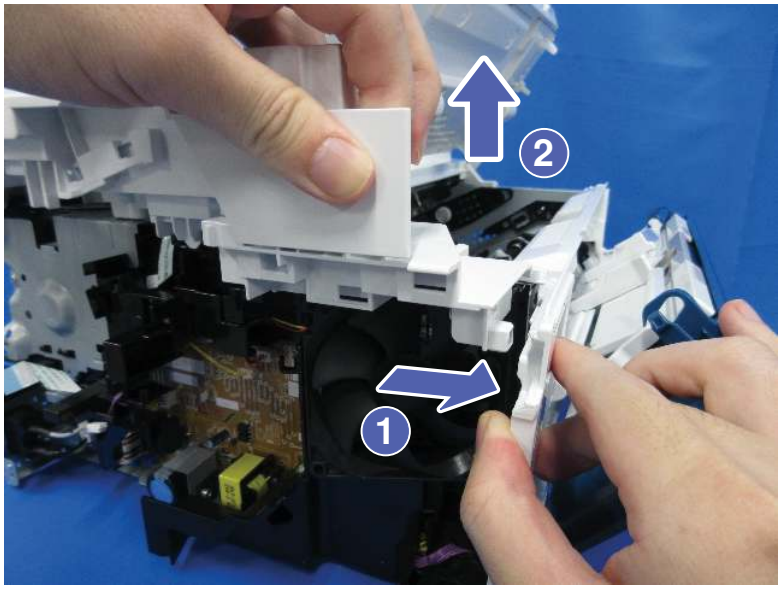
- Open the cartridge door assembly.
- Remove one M3x8 screw (callout 1).
- Remove one M3x10 screw (callout 2).

Figure 4-503 Remove screws



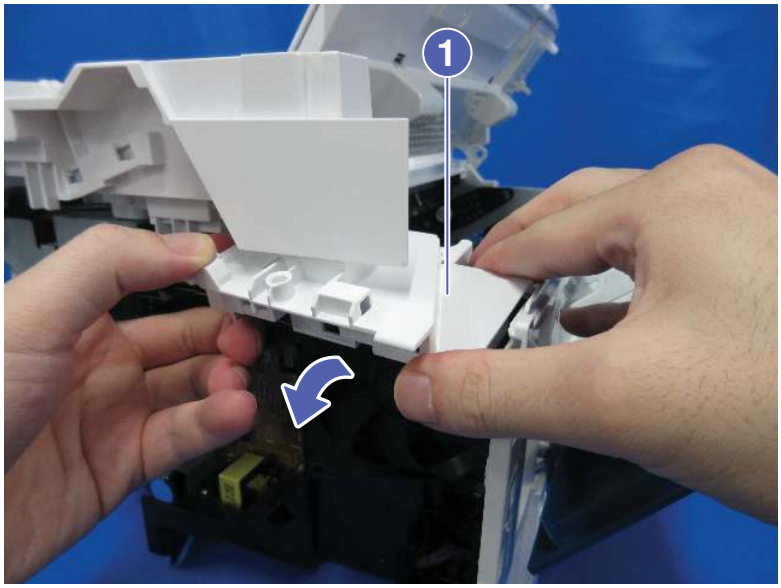
7. Pull the front cover assembly (callout 1) in the arrow direction, then pull the top cover assembly up in the arrow (callout 2) direction.

Figure 4-504 Release top cover



8. Pull the left pillar cover (callout 1) in the direction of the arrow to remove it.

Figure 4-505 Remove left pillar cover



9. Remove one screw (callout 1).

Figure 4-506 Remove the screw



10. Remove one screw (callout 1).

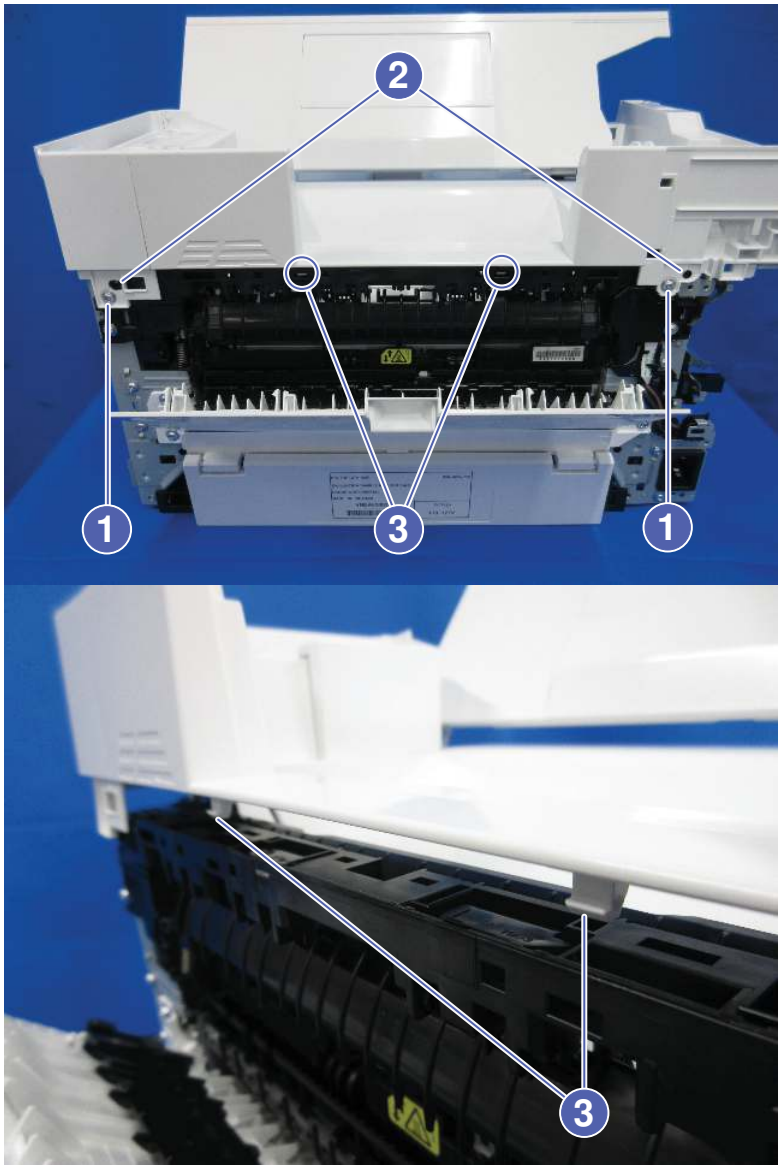
Figure 4-507 Remove screw



11. Perform the following:

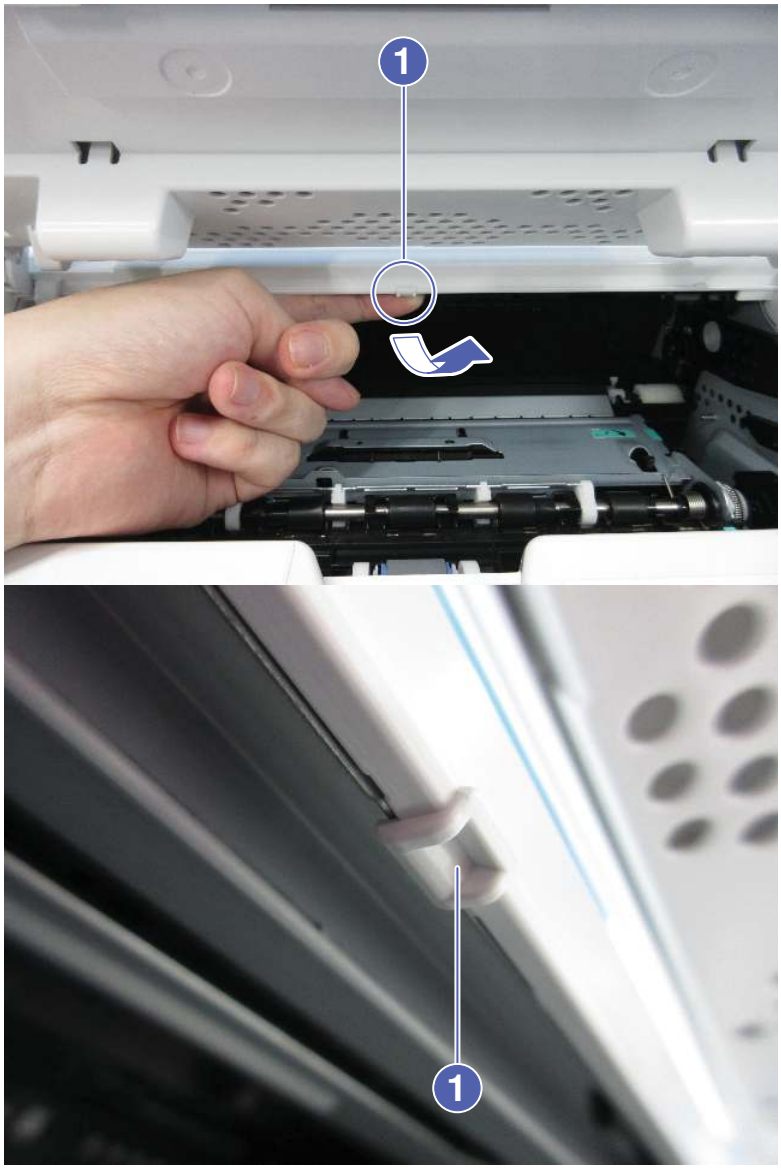
- Remove two screws (callout 1).
- Release two bosses (callout 2).
- Release two tabs (callout 2).

Figure 4-508 Remove screws and release tabs



12. Lifting the rear of the top cover, release one tab (callout 1) by pulling forward in the direction of the arrow.

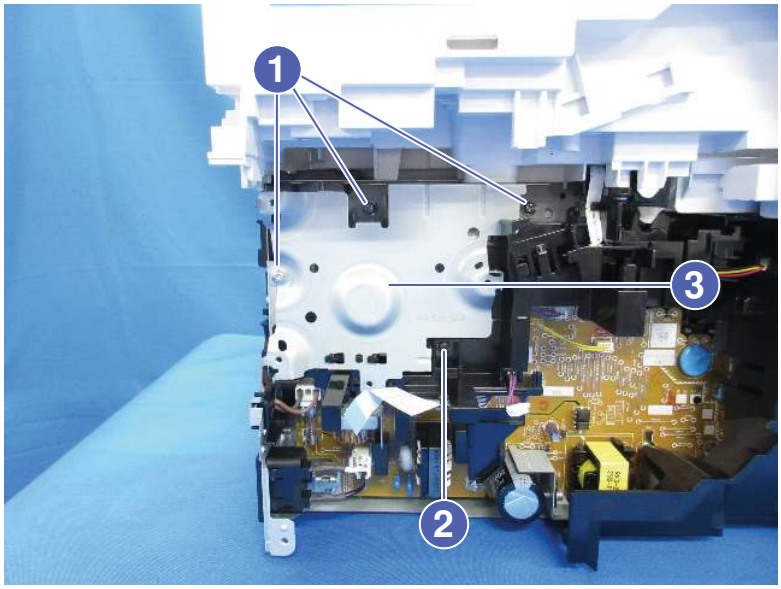
Figure 4-509 Release tab



13. Perform the following:

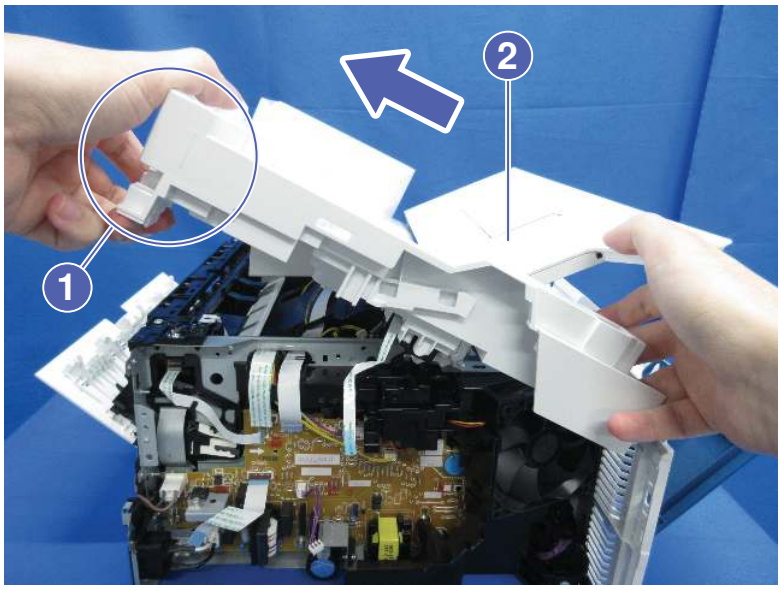
- Remove three screws (callout 1).
- Remove one screw with washer (callout 2).
- Remove the formatter stay (callout 3).

Figure 4-510 Remove formatter stay



14. Lift the rear part (callout 1) of the top cover assembly, then slide the top cover (callout 2) in the direction of the arrow to remove it.

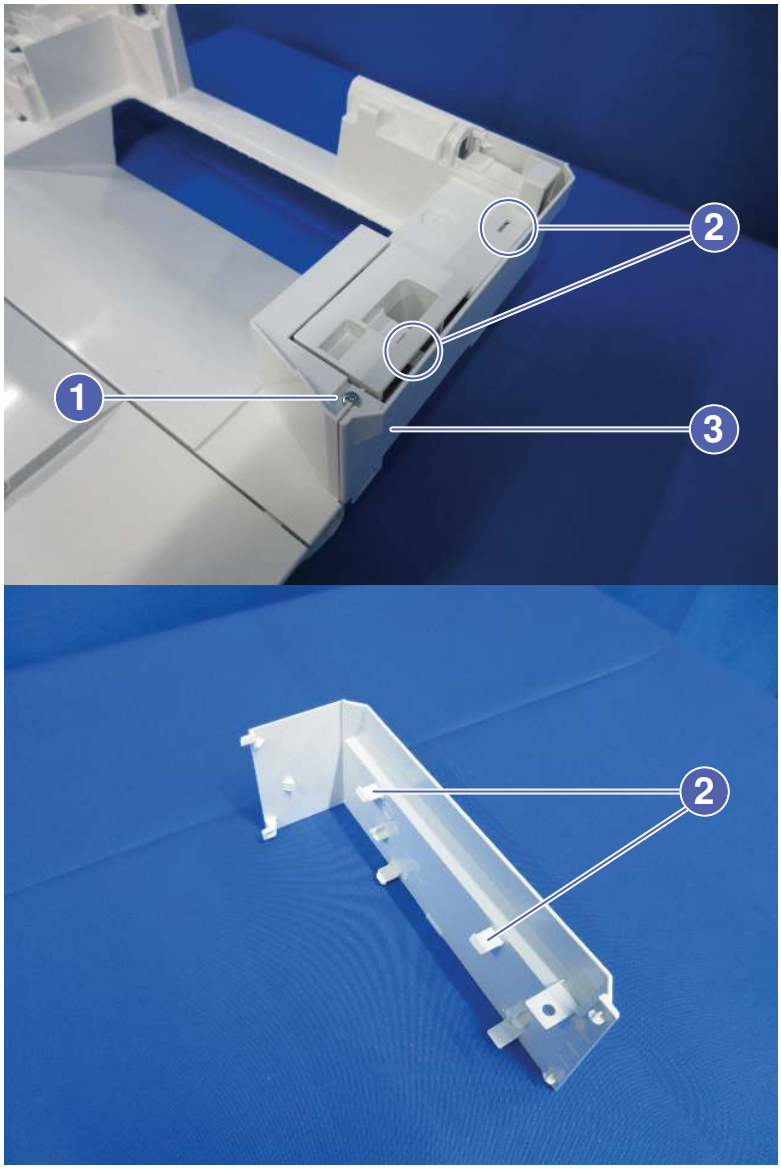
Figure 4-511 Remove cover



15. Perform the following:

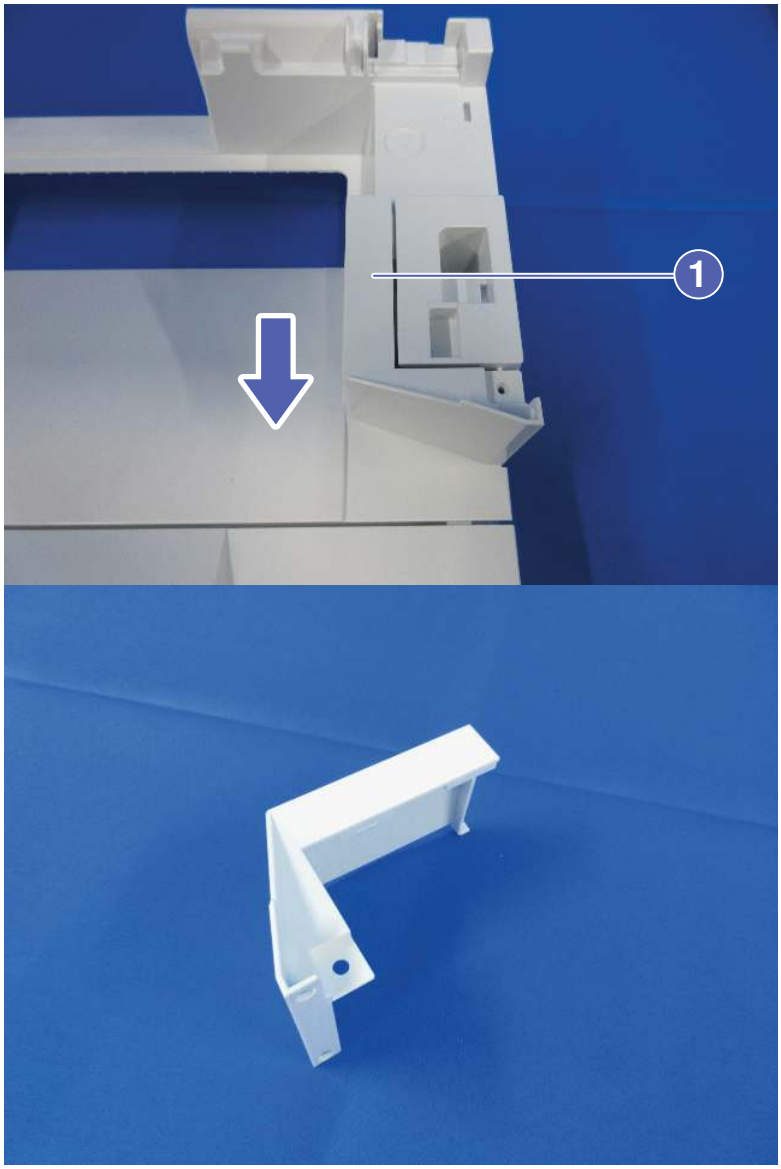
- Remove one screw (callout 1).
- Release two tabs (callout 2).
- Remove the right pillar cover (callout 3).

Figure 4-512 Remove pillar cover



16. While lifting the rear end (callout 1) of the right inner pillar cover, the right inner pillar cover (callout 2) is pulled in the direction of an arrow to be removed.

Figure 4-513 Remove pillar cover

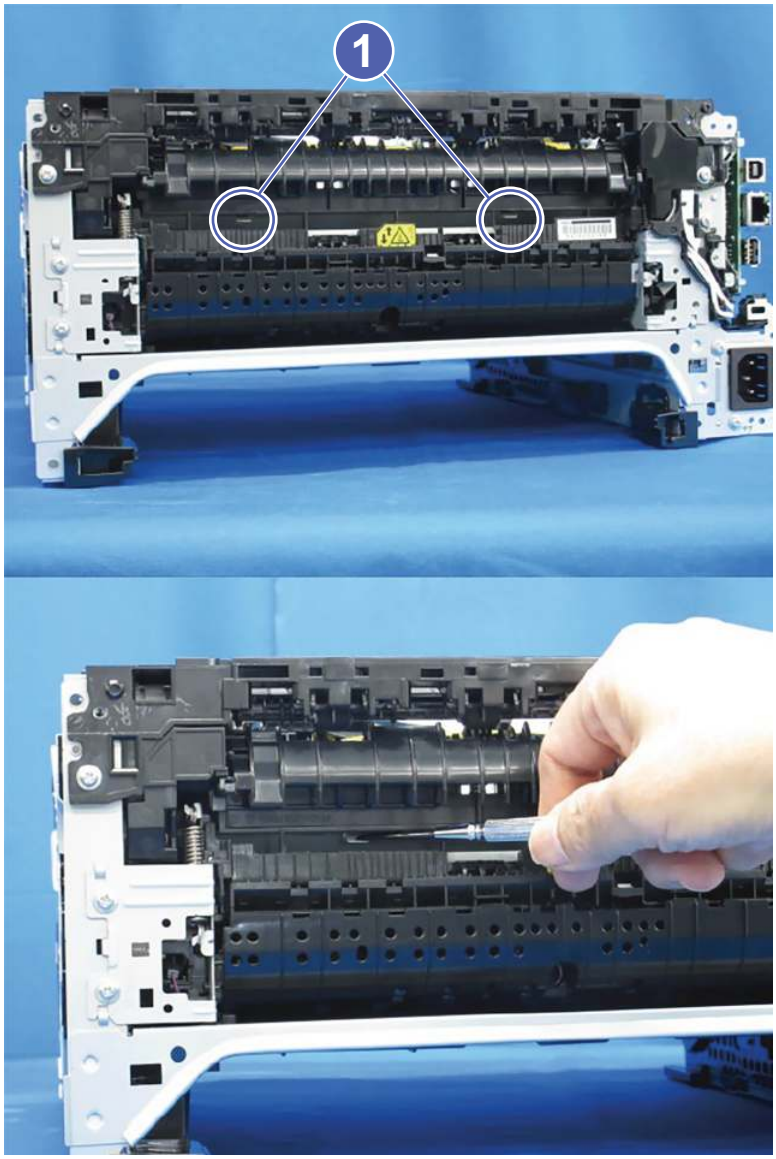


8. Remove the paper delivery tray (output bin)

Follow these steps to remove the paper delivery tray (output bin).

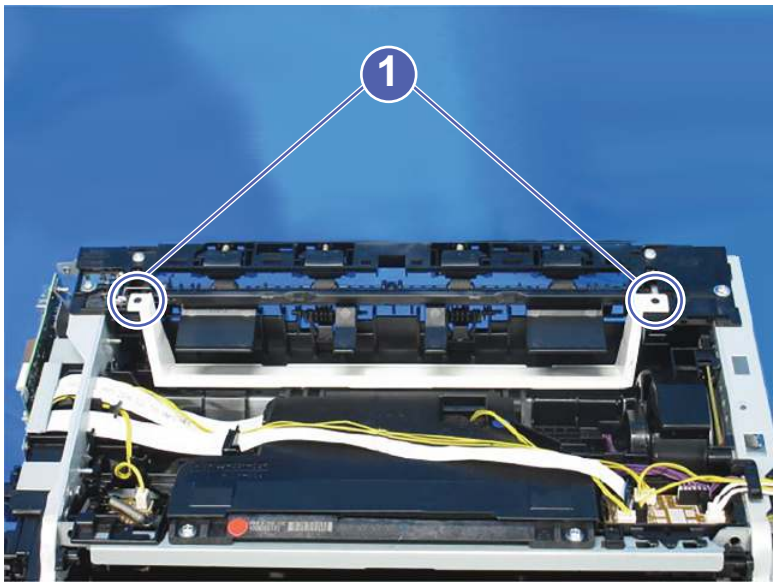
1. Release two tabs (callout 1).

Figure 4-514 Release two tabs



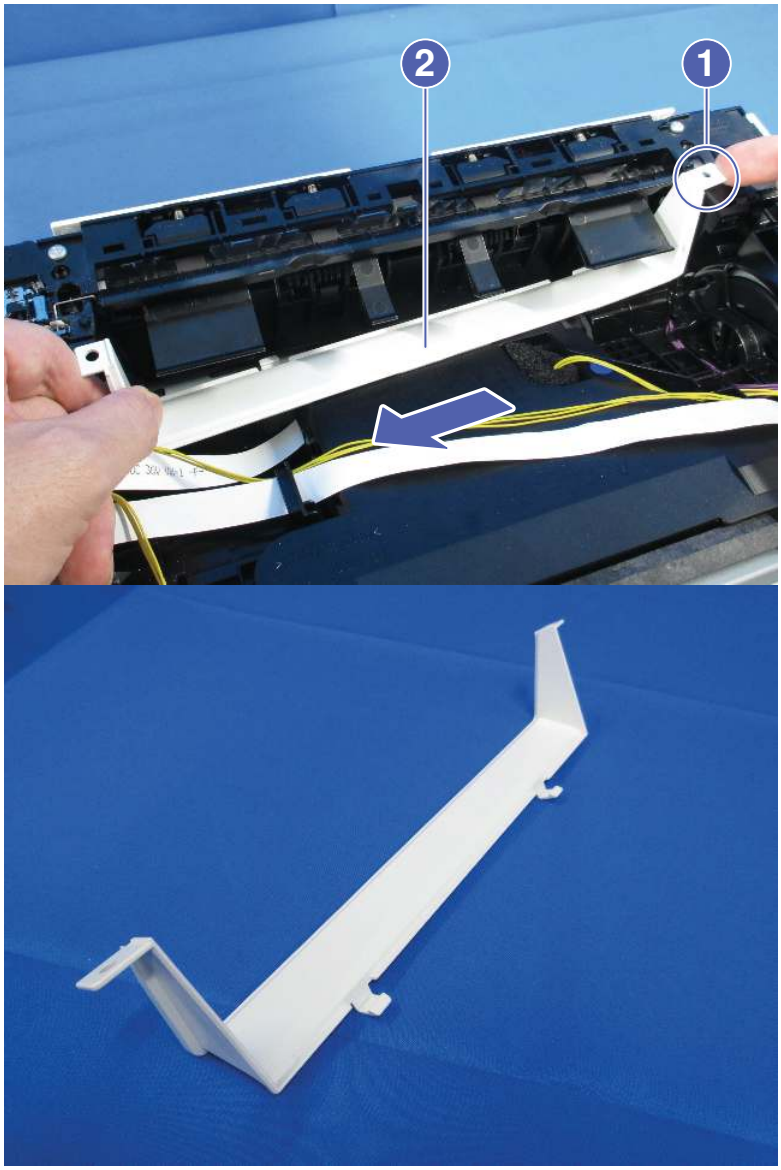
2. Release the two alignment bosses (callout 1).

Figure 4-515 Release alignment bosses



3. Remove the output tray (callout 2).

Figure 4-516 Remove the tray



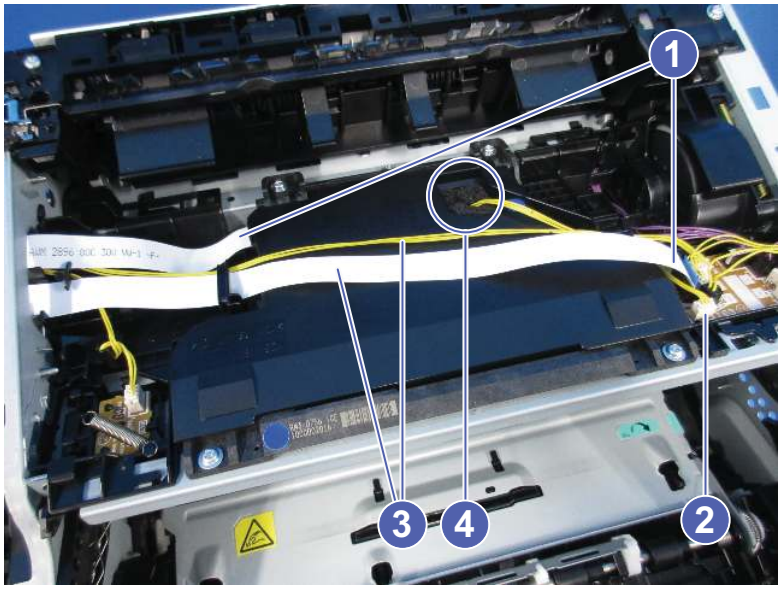
9. Remove the laser scanner assembly

Follow these steps to remove the laser scanner.

1. Perform the following:
   - Remove two FFCs (callout 1).
   - Disconnect one connector (callout 2).
   - Remove the FFC (callout 3) and the cable (callout 3) are removed from the upper part of the laser scanner assembly.
   - Remove the dust-proof sponge (callout 4).

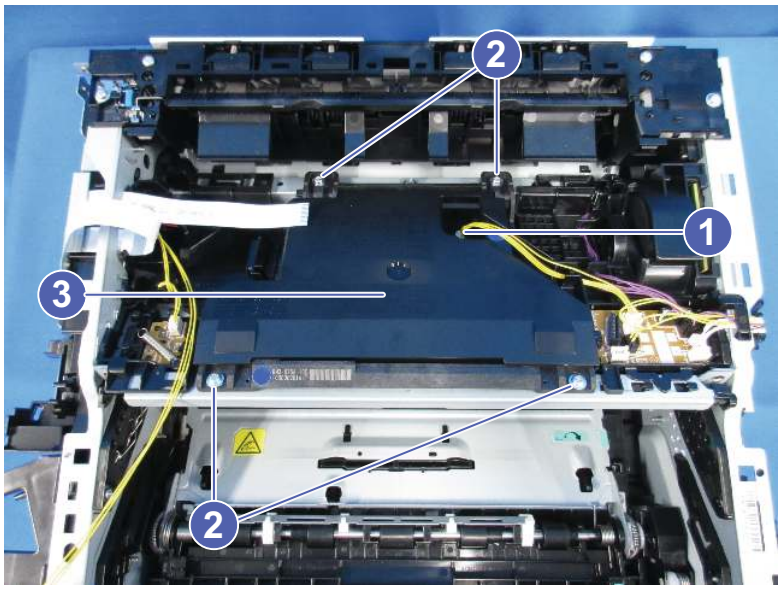
NOTE: Make sure to keep the sponge for installing the new part.

Figure 4-517 Remove the laser scanner assembly



2. Perform the following:
   - Disconnect one connector (callout 1).
   - Remove four screws (callout 2).
   - Remove the laser scanner assembly (callout 2).

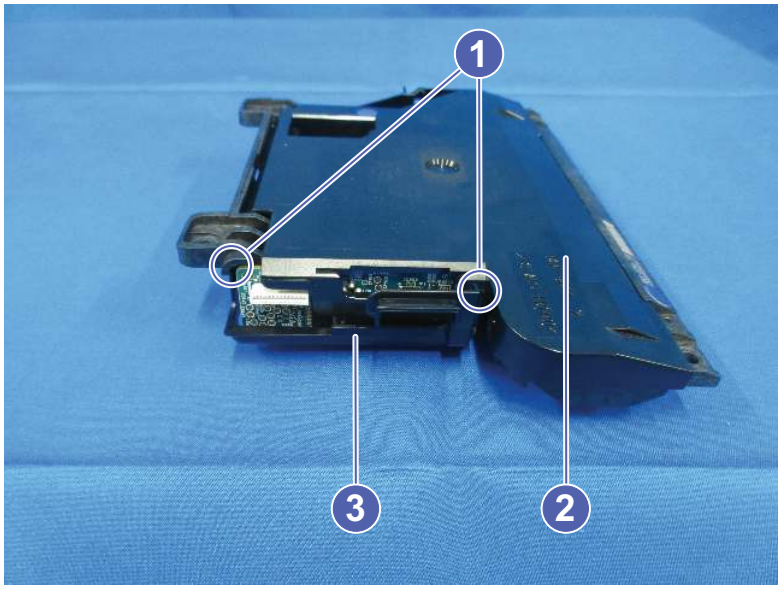
Figure 4-518 Remove screws and connections



3. Release two tabs (callout 1), then remove the cover (callout 3) from the laser scanner assembly (callout 2).

NOTE: Cover is required for new laser scanner assembly.

Figure 4-519 Remove the cover



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.

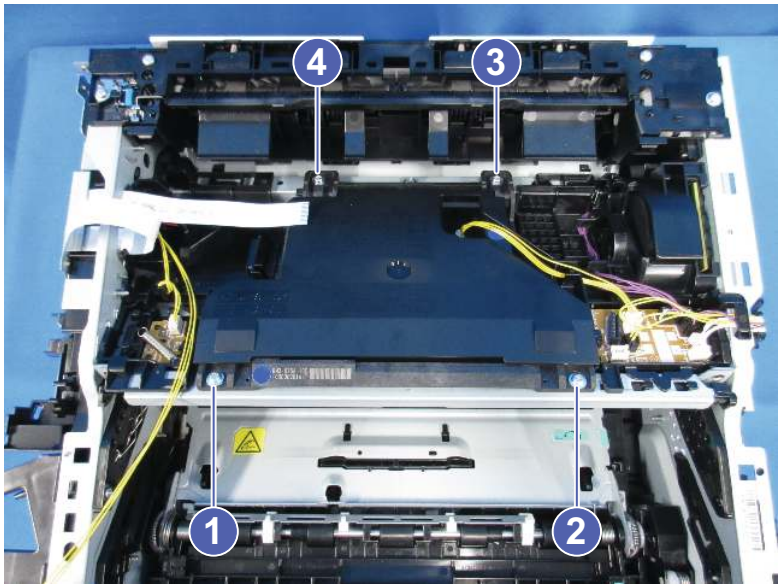
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

11. Install the laser scanner assembly

Follow these steps to install the laser scanner.

- When installing the new laser scanner assembly, tighten the screws in the sequence shown in the following image.

Figure 4-520 Reinstall laser scanner assembly



Removal and replacement: Fuser (SFP)

Learn how to remove and replace the fuser assembly.

View a video of how to remove and replace the fuser.

Mean time to repair: 13 minutes

Service level: Easy

Before performing service

WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2, and then remove the toner cartridge.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-29 Part information

Part number	Part description
RM3-0382-000CN	Fixing Assembly 110V (MFP/SFP)
RM3-0383-000CN	Fixing Assembly 220V

Required tools

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

Post service test

Make sure that toner cartridge door correctly opens and closes.

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

1. Remove Tray 2 and open printer

Follow these steps.

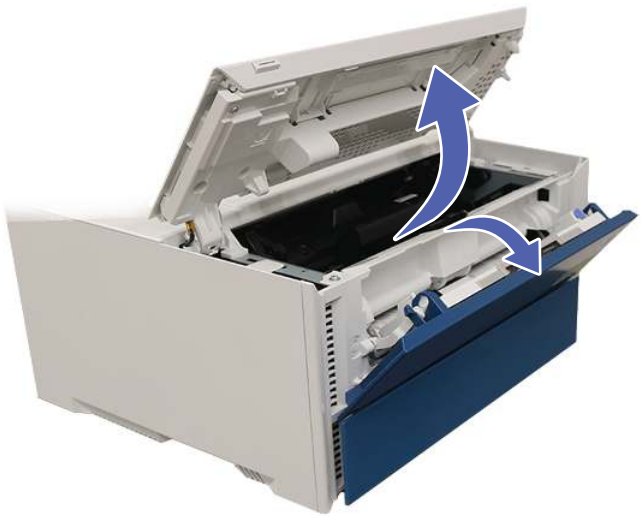
1. Remove Tray 2.

Figure 4-521 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

Open toner cartridge door and Tray 1



2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-522 Remove front left cover

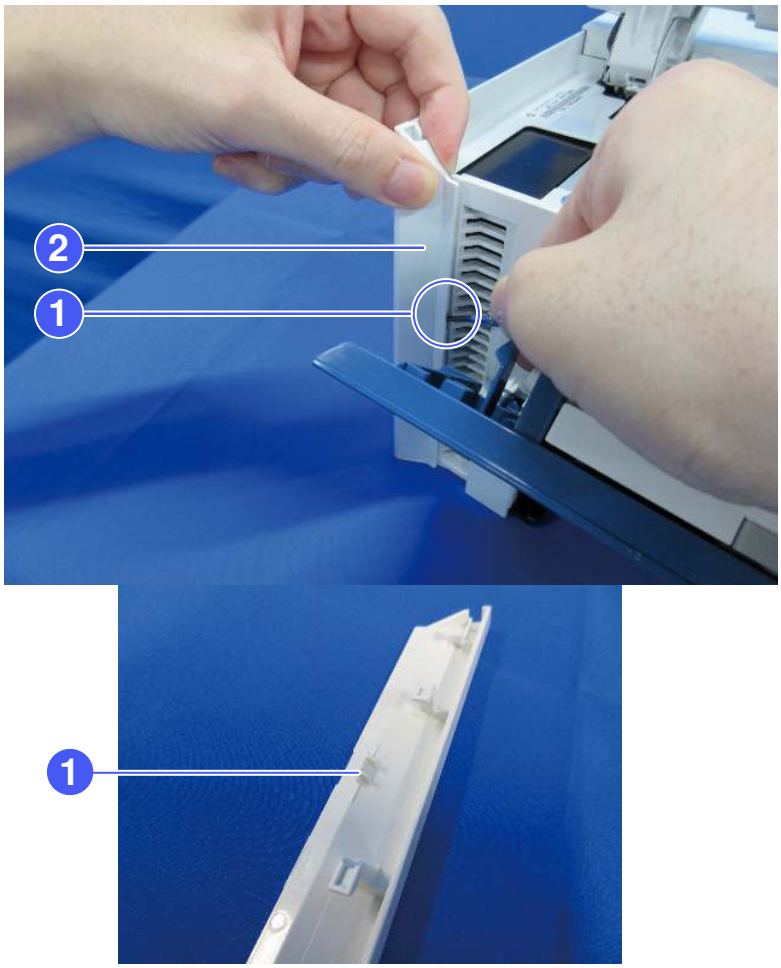


Figure 4-523 Close up of notch for screwdriver

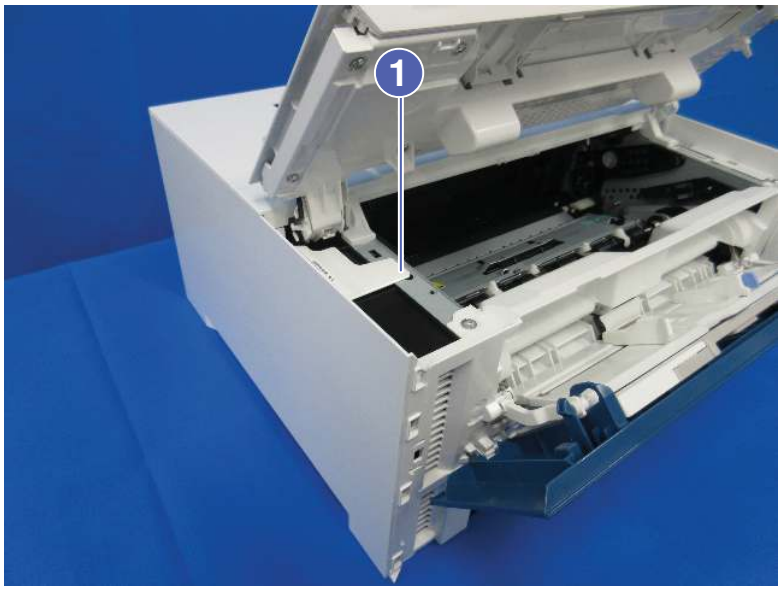


3. Remove the left cover (SFP)

Follow these steps to remove the left cover.

1. Release one tab (callout 1).

Figure 4-524 Release tab

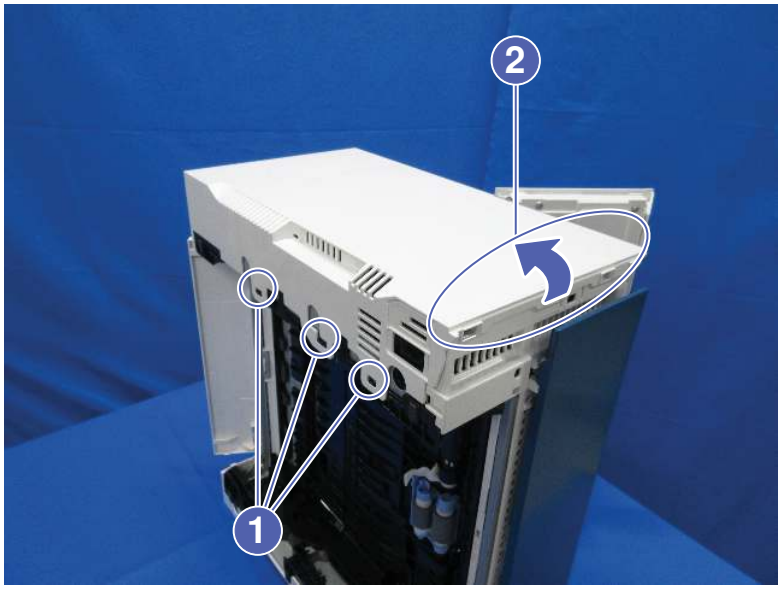


2. Perform the following:

   - For easier access, place the printer so that it is resting on the right side. The left side is now facing up.
   - Release three tabs (callout 1).
   - Pull the front part (callout 2) of the left cover in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

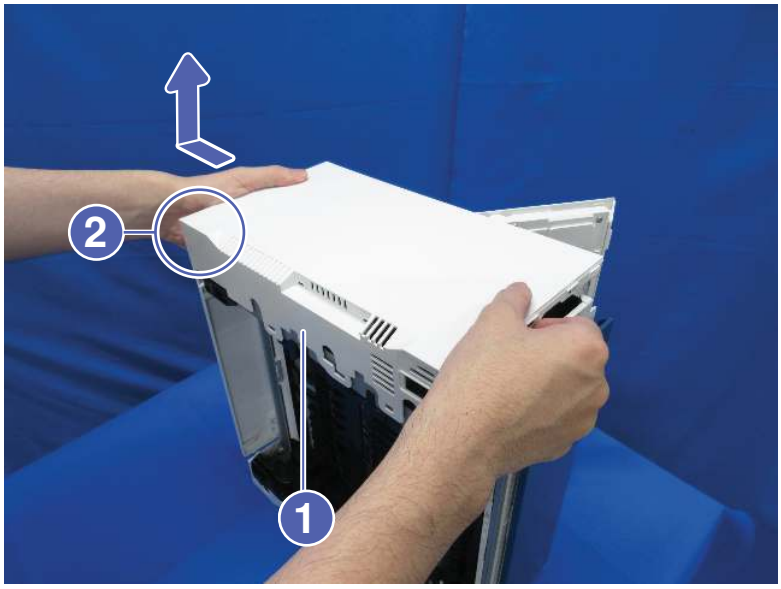
Figure 4-525 Release the left cover



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket (callout 2).

Figure 4-526 Remove left cover

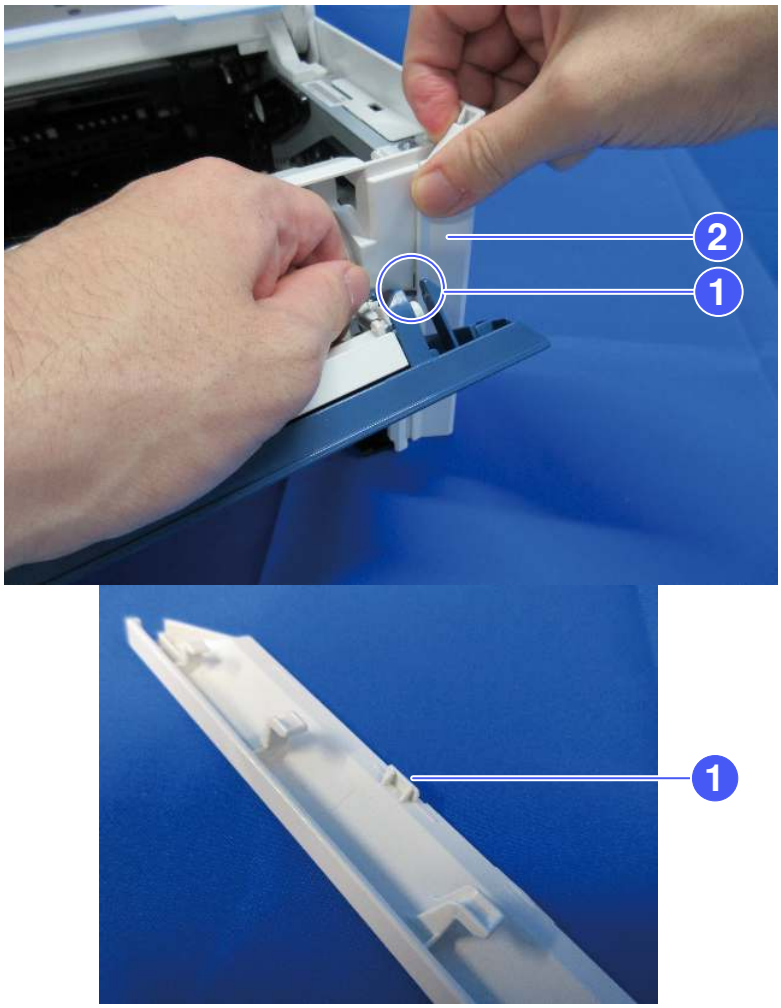


4. Remove the right front cover

Follow these steps to remove the right front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) then slide the cover up and off of the printer.

Figure 4-527 Remove right front cover



NOTE: The notch on the left cover is in the same place as on the right side.

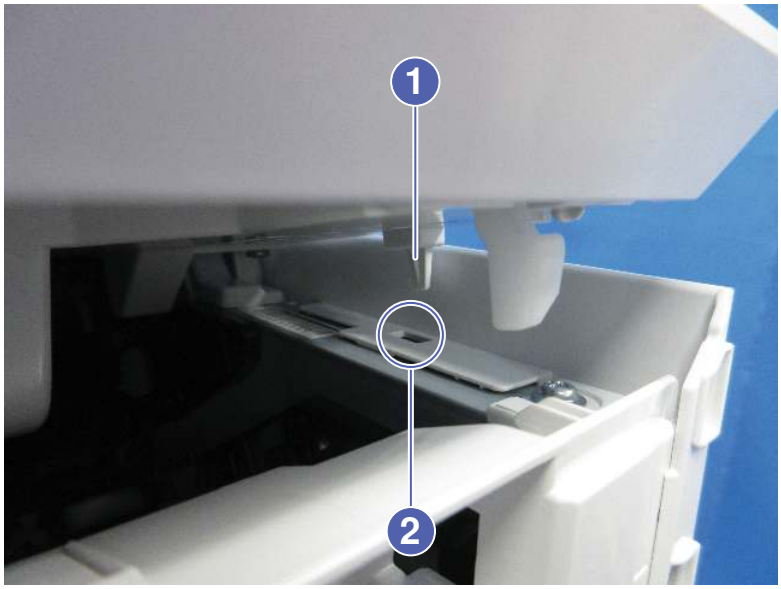
5. Remove the right cover (SFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

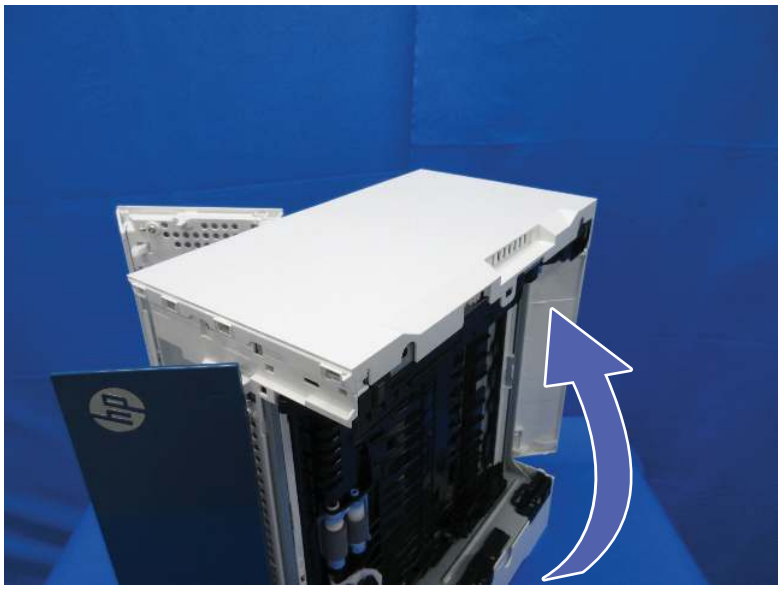
NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-528 Ensure the cartridge door is open



2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

Figure 4-529 Place printer on side

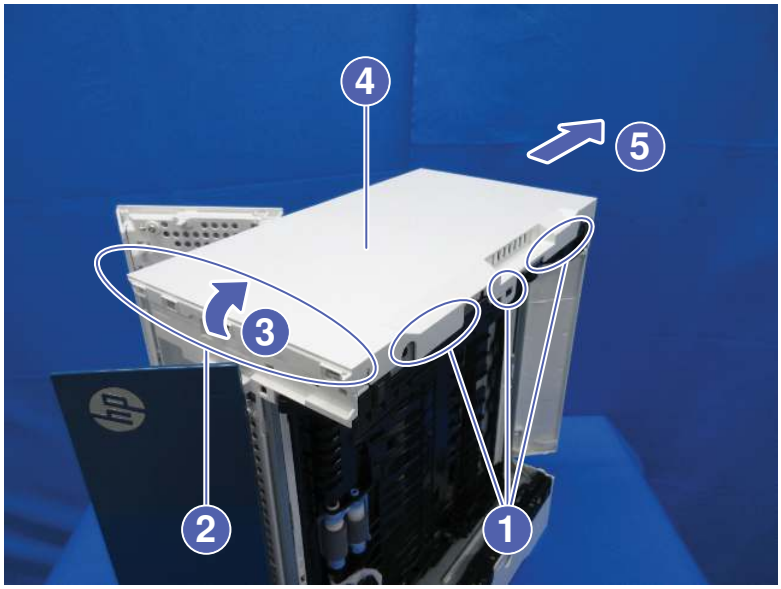


3. Perform the following:

   - Release three tabs (callout 1).
   - The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
   - Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. The cover will not slide without tilting the cover up slightly.

Figure 4-530 Remove right cover

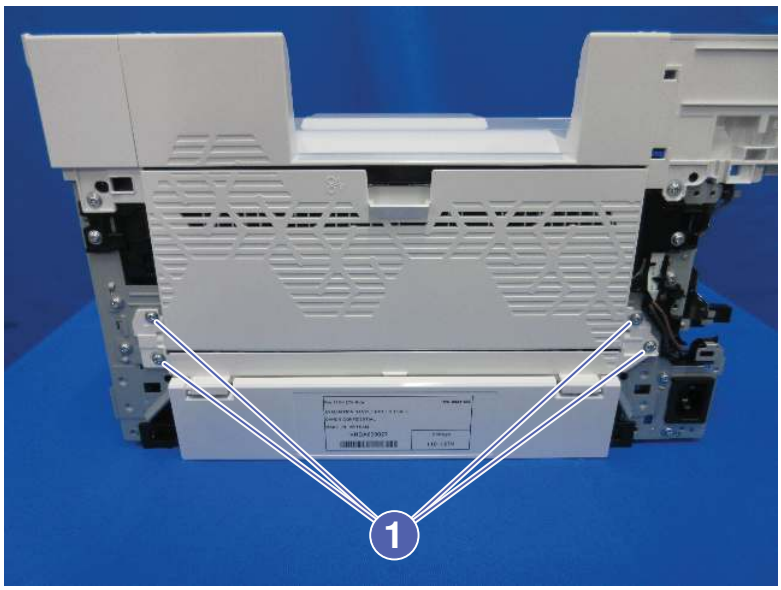


6. Remove the rear door assembly (SFP)

Follow these steps to remove the rear door assembly.

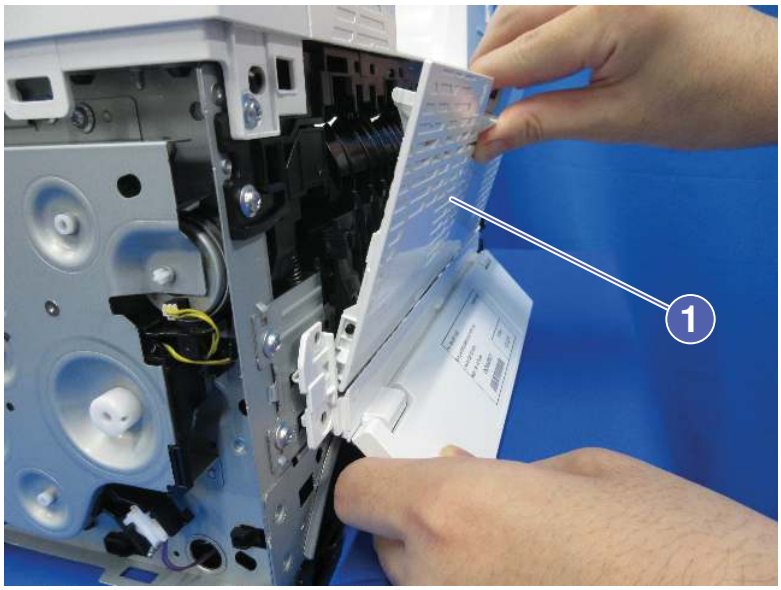
1. Remove four screws (callout 1).

Figure 4-531 Remove four screws



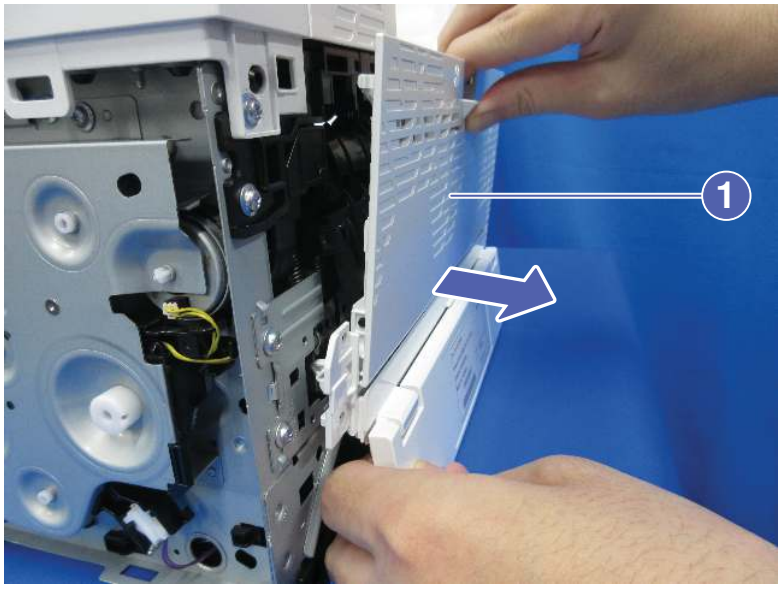
2. Open the rear door (callout 1) and pull it out slightly toward you.

Figure 4-532 Pull the rear door outwards



3. While closing the rear door (callout 1), pull the door in the direction of the arrow to remove it.

Figure 4-533 Remove the door assembly

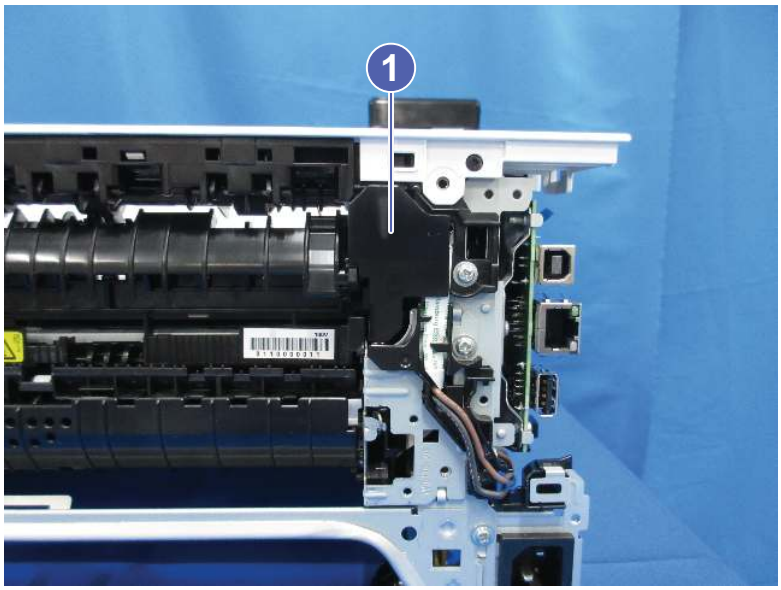


7. Remove the fuser

Follow these steps to remove the fuser.

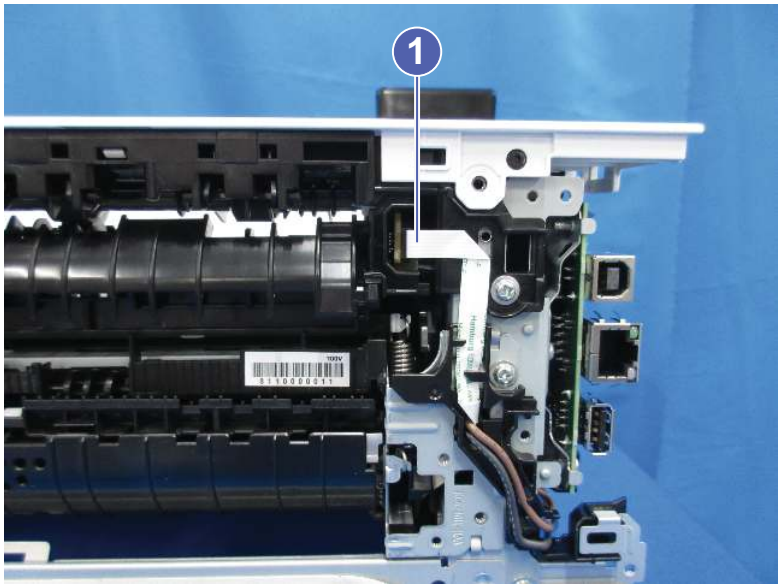
1. Remove the FFC cover (callout 1) by pulling it toward you.

Figure 4-534 Remove FFC cover



2. Remove the FFC (callout 1), then release the cable (callout 3) from cable guide (callout 2).

Figure 4-535 Remove FFC



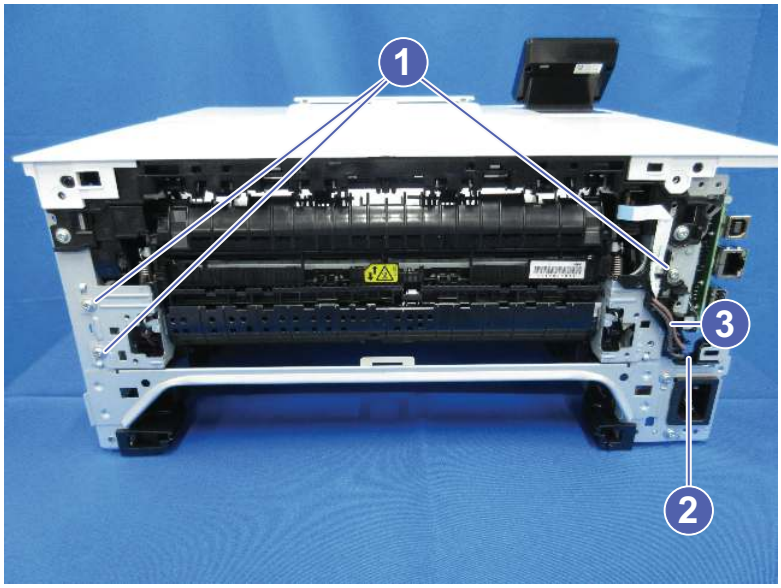
3. Disconnect one cable assembly (callout 1).

Figure 4-536 Disconnect one cable



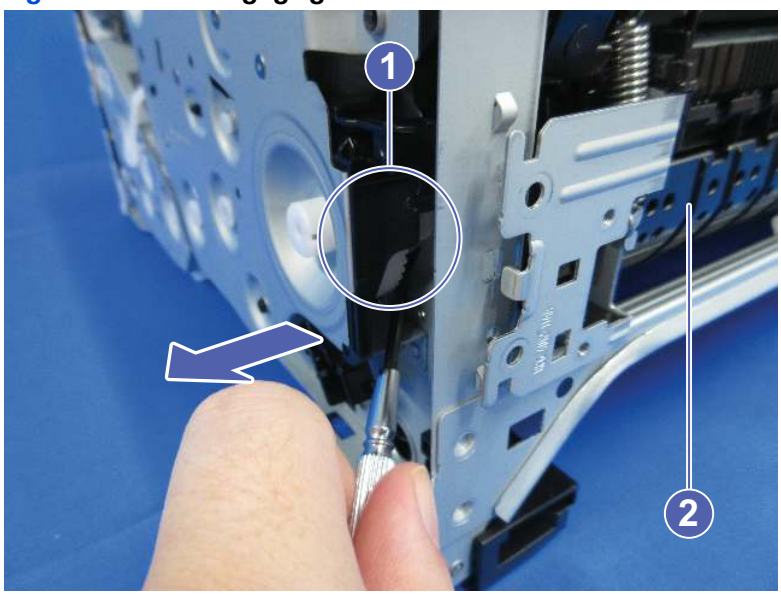
4. Remove three screws (callout 1). Release cable (callout 3) from cable stay (callout 2).

Figure 4-537 Remove three screws



5. Slide the spring loaded gear (callout 1) in the direction of the arrow to disengage it from the fuser (callout 2). Then pull the fuser out slightly.

Figure 4-538 Disengage gear



6. Confirmed that the gear (callout 1) has been released based on the condition of mold hole (callout 2). If the mold hole is filled (callout 3), it indicates that the gear has been released.

Figure 4-539 Fuser gear still engaged

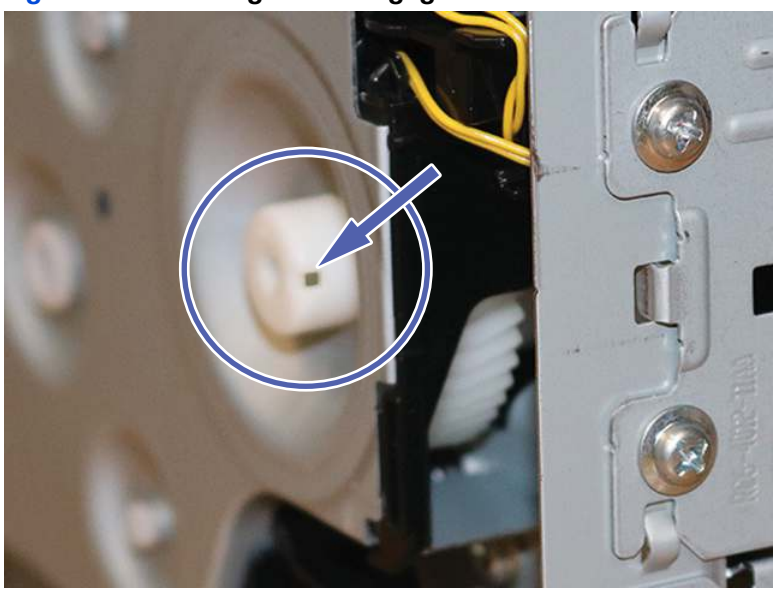
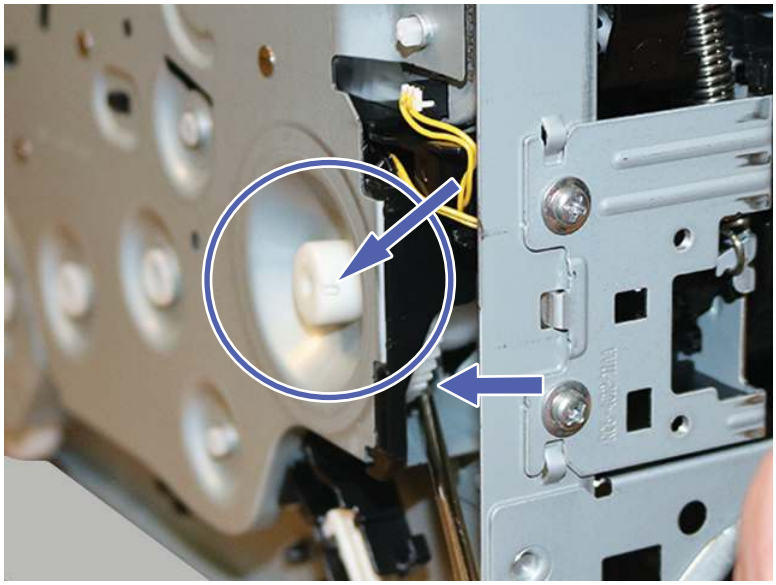


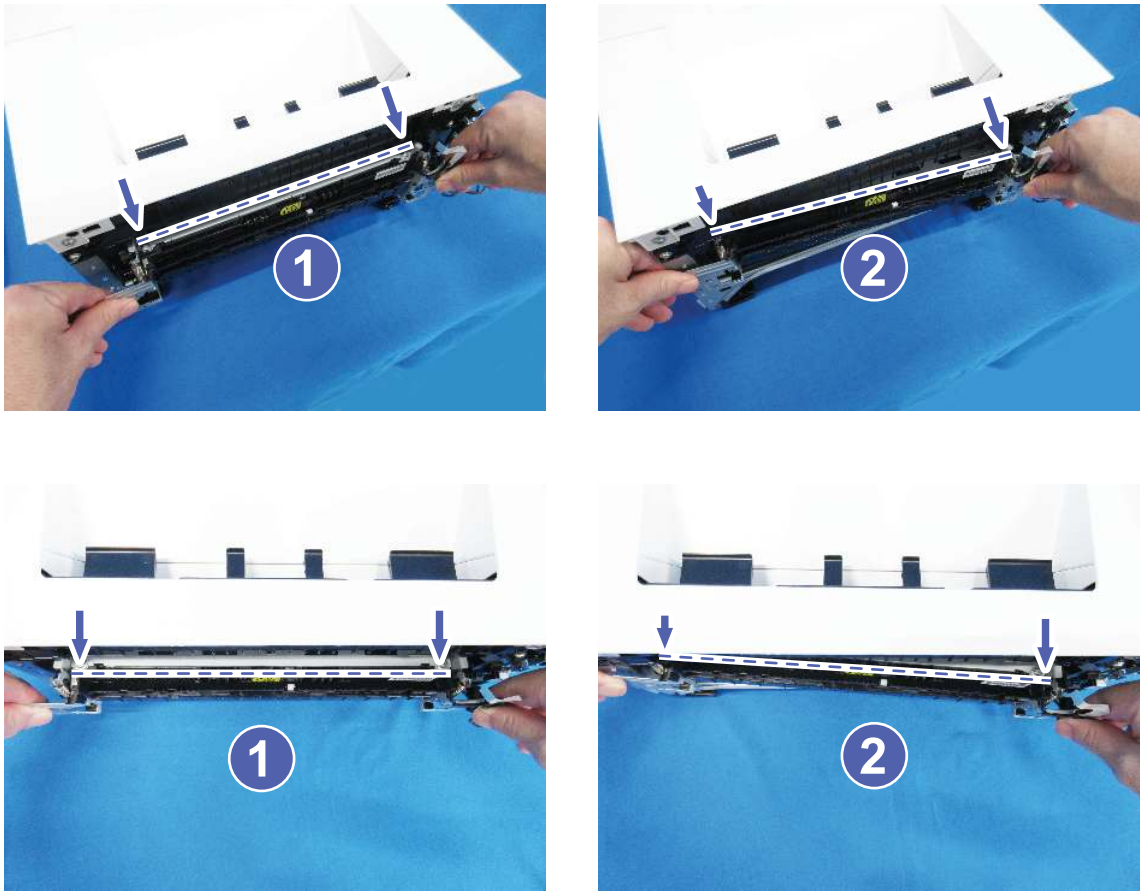
Figure 4-540 Fuser gear disengaged



7. Open the toner cartridge door.
8. Remove the fuser, pulling it vertically from the printer (callout 1).

NOTE: If the fuser cannot be removed, do not force it. Instead, review step 5 and 6 again, ensure it can be removed vertically, and then proceed to remove it.

Figure 4-541 Remove the fuser



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.

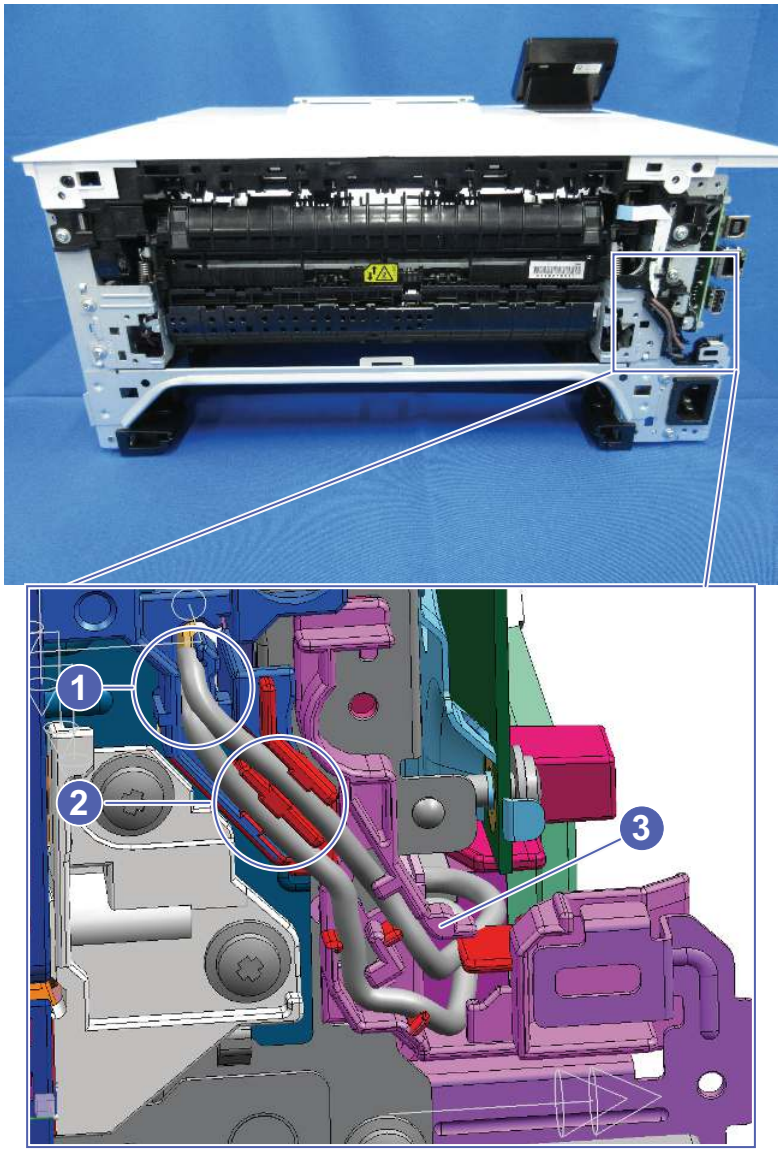
9. Install the fuser

Follow these steps when installing the fuser.

1. Open the toner access door.
2. When installing the new fuser, ensure that the following points are observed when routing the AC cables.
   - Do not cross the AC cables (callout 1).

     NOTE: Crossing the wires in the harness causes them to pinch when all parts are reassembled.
   - Place the AC cables in the bundle guide (callout 2).
   - Route the AC cables under the bottom section of the guide (callout 3).

Figure 4-542 Install the fuser



Removal and replacement: Fuser (MFP)

Learn how to remove and replace the fuser assembly.

View a video of how to remove and replace the fuser.

Mean time to repair: 13 minutes

Service level: Easy

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.

3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.

4. Remove Tray 2, and then remove the toner cartridge.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-30 Part information

Part number	Part description
RM3-0382-000CN	Fixing Assembly 110V (MFP/SFP)
RM3-0383-000CN	Fixing Assembly 220V

Required tools

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

Post service test

Make sure that toner cartridge door correctly opens and closes.

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

1. Remove Tray 2 and open printer

Follow these steps.

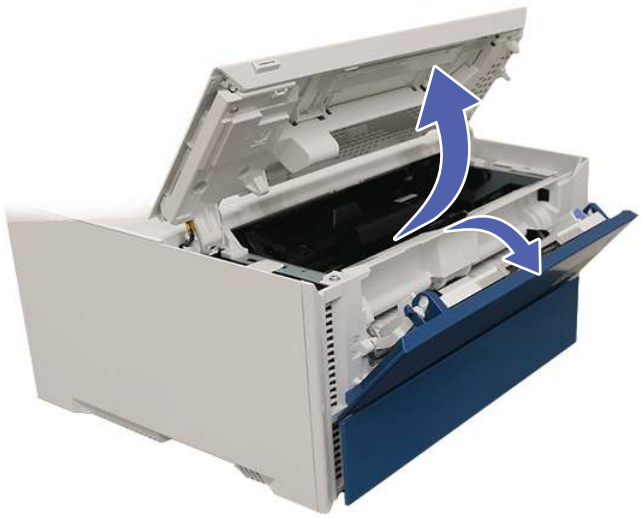
1. Remove Tray 2.

Figure 4-543 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

Open toner cartridge door and Tray 1



2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-544 Remove front left cover

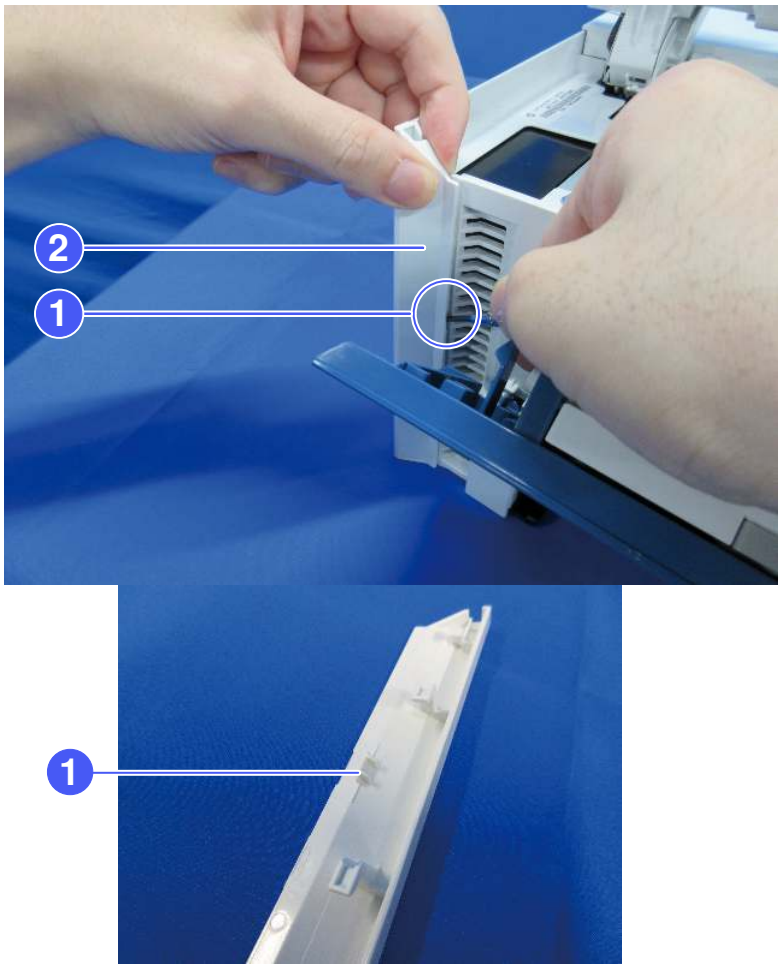


Figure 4-545 Close up of notch for screwdriver

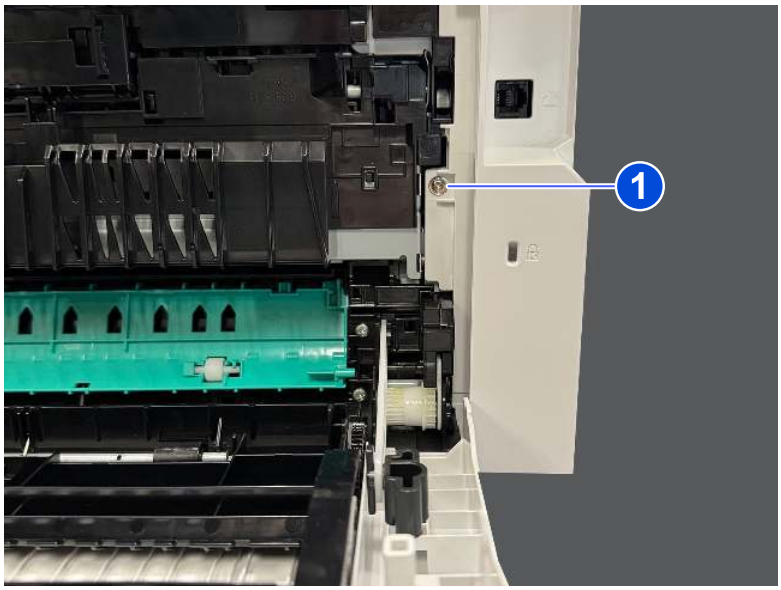


3. Remove the left cover (MFP)

Follow these steps to remove the left cover.

1. Remove one screw and free the ground wire (callout 1).

Figure 4-546 Remove ground screw



2. Perform the following:

- Place the printer on its right side so that the left side is the face up.

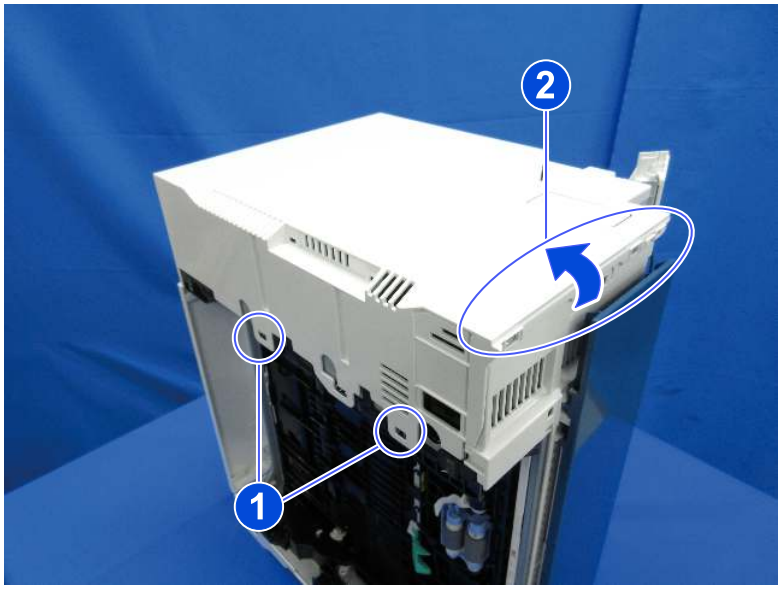
IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

- Release three tabs (callout 1).
- Pull the front part of the left cover (callout 2) in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

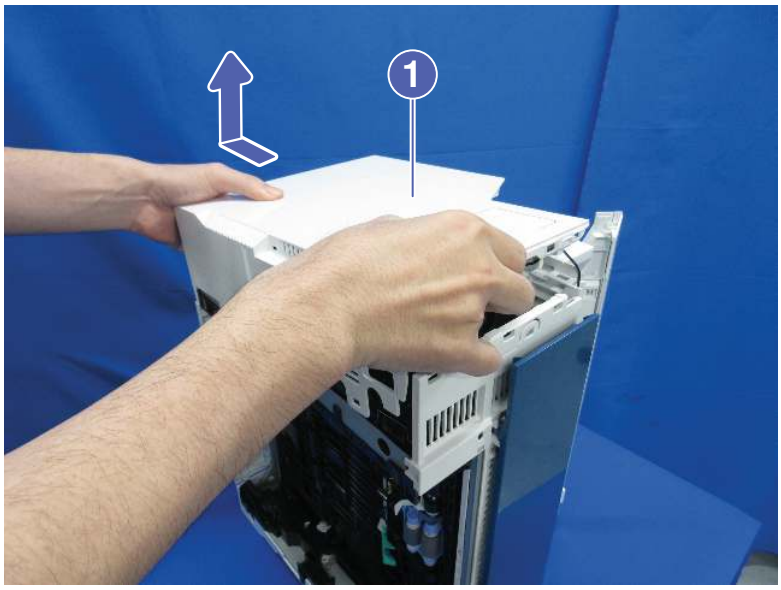
TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket.

Figure 4-547 Release cover tabs



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

Figure 4-548 Remove the cover

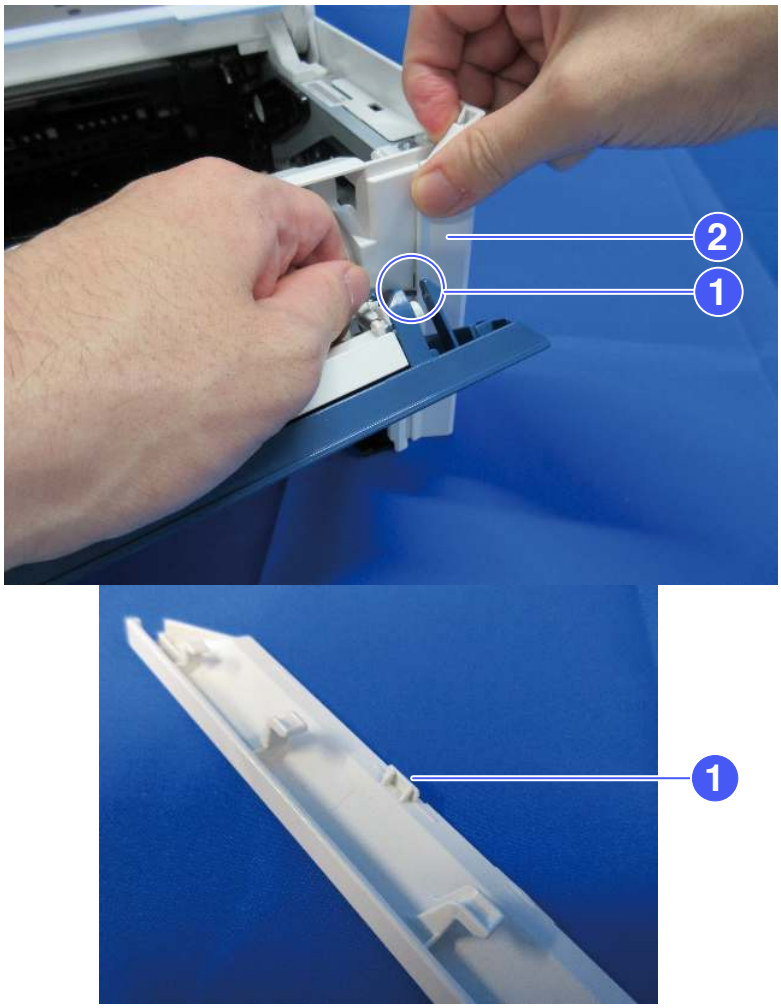


4. Remove the right front cover

Follow these steps to remove the right front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) then slide the cover up and off of the printer.

Figure 4-549 Remove right front cover



NOTE: The notch on the left cover is in the same place as on the right side.

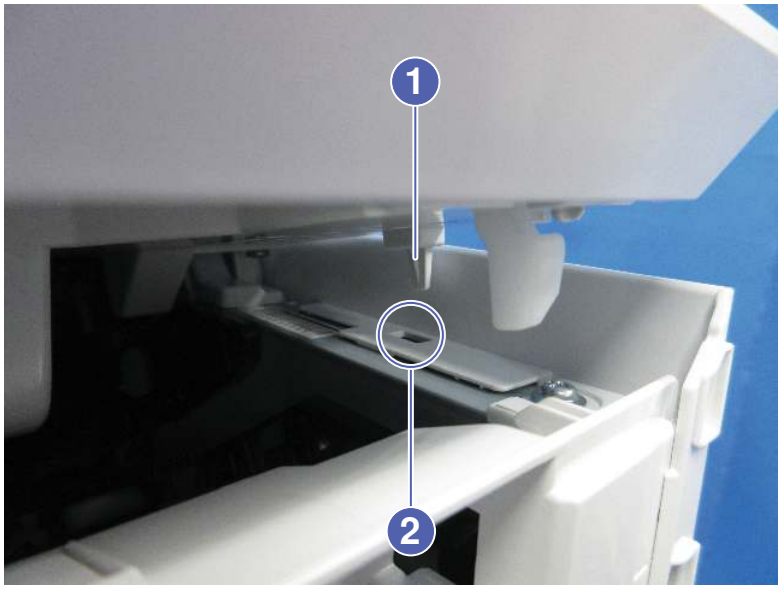
5. Remove the right cover (MFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-550 Ensure the cartridge door is open



2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

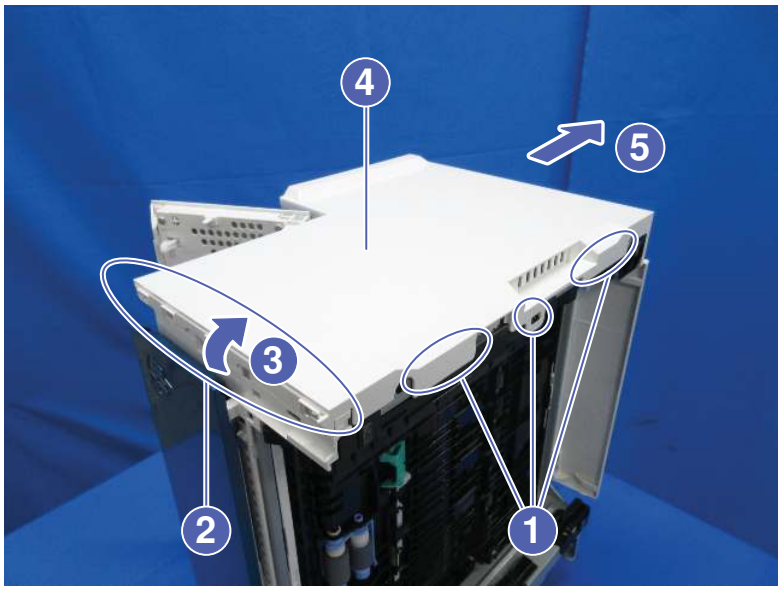
IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

3. Perform the following:

   - Release three tabs (callout 1).
   - The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
   - Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. You cannot slide the cover without tilting the cover up slightly.

Figure 4-551 Remove cover

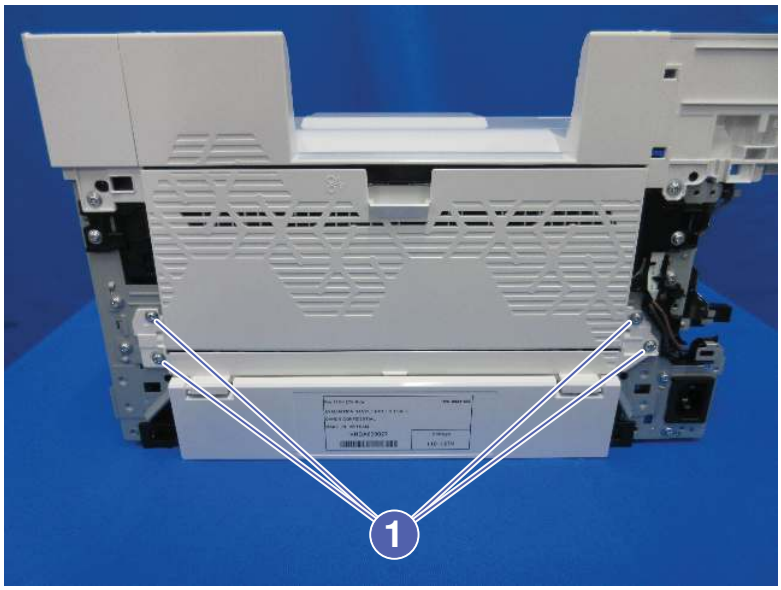


6. Remove the rear door assembly (MFP)

Follow these steps to remove the rear door assembly.

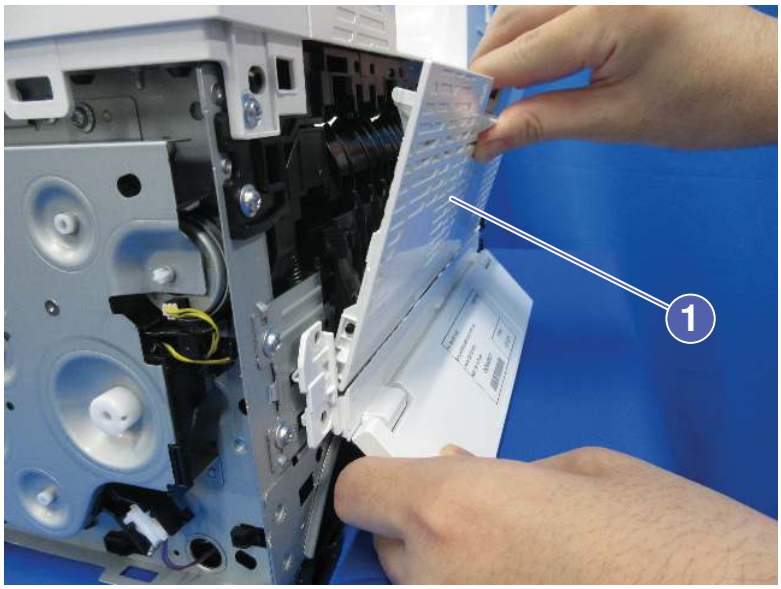
1. Remove four screws (callout 1).

Figure 4-552 Remove screws



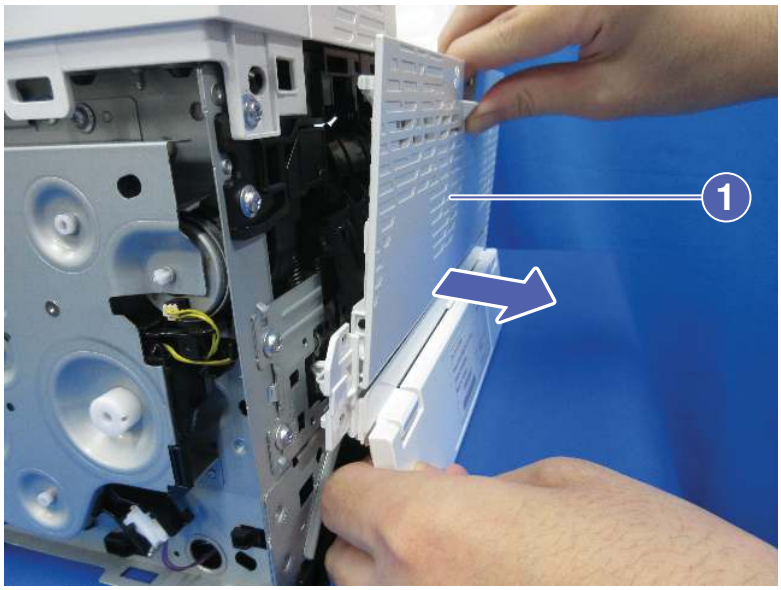
2. Open the rear door (callout 1) and pull it out slightly toward you.

Figure 4-553 Pull slightly out



3. While closing the rear door (callout 1), slide door in the direction of the arrow to remove it.

Figure 4-554 Remove cover

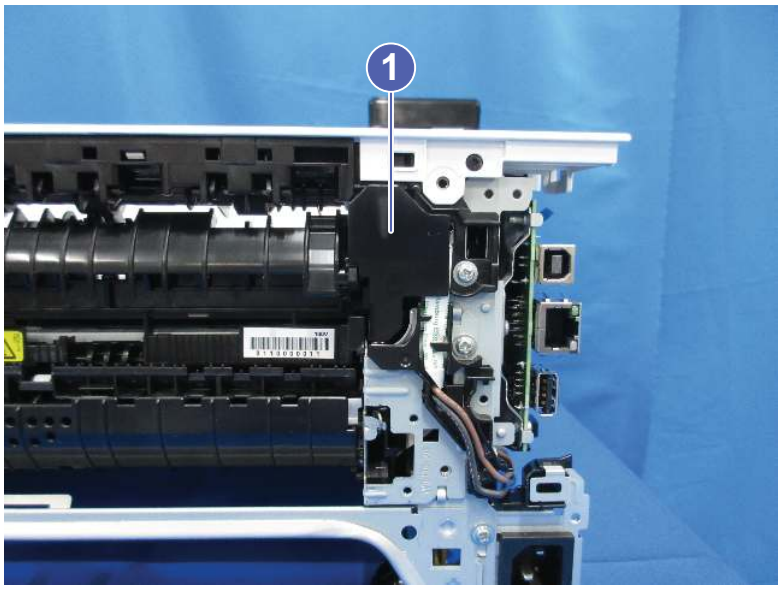


7. Remove the fuser

Follow these steps to remove the fuser.

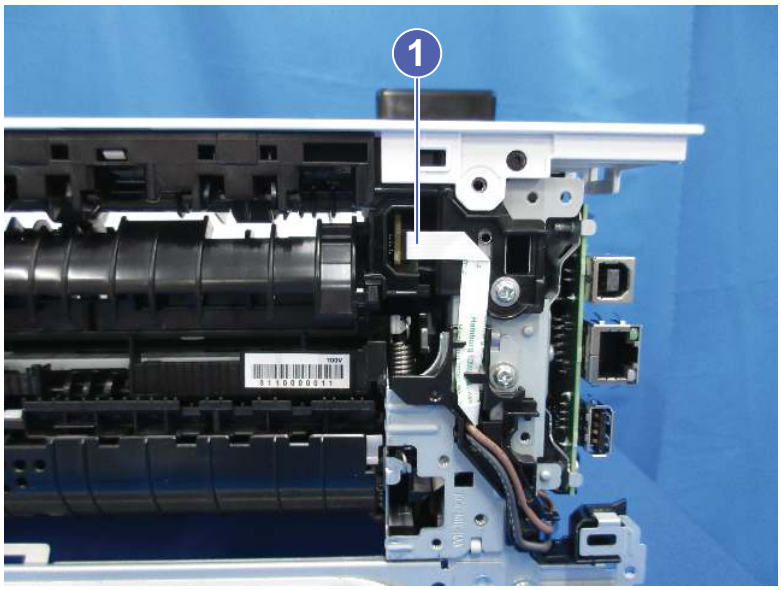
1. Remove the FFC cover (callout 1) by pulling it toward you.

Figure 4-555 Remove FFC cover



2. Remove the FFC (callout 1), then release the cable (callout 3) from cable guide (callout 2).

Figure 4-556 Remove FFC



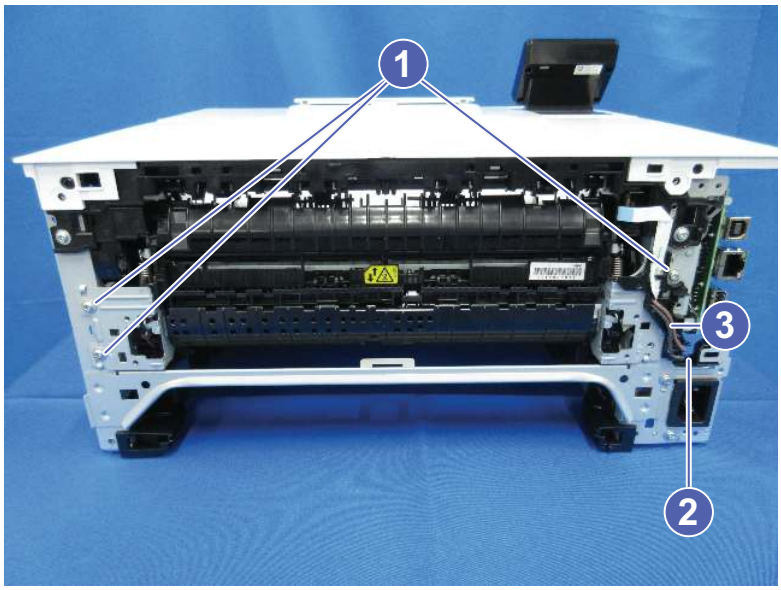
3. Disconnect one cable assembly (callout 1).

Figure 4-557 Disconnect one cable



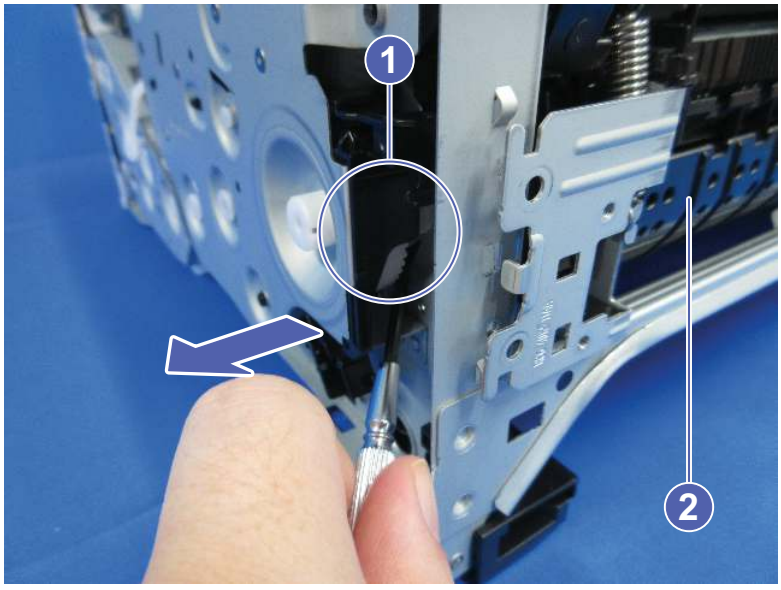
4. Remove three screws (callout 1). Release cable (callout 3) from cable stay (callout 2).

Figure 4-558 Remove three screws



5. Slide the spring loaded gear (callout 1) in the direction of the arrow to disengage it from the fuser (callout 2). Then pull the fuser out slightly.

Figure 4-559 Disengage gear



6. Confirmed that the gear (callout 1) has been released based on the condition of mold hole (callout 2). If the mold hole is filled (callout 3), it indicates that the gear has been released.

Figure 4-560 Fuser gear still engaged

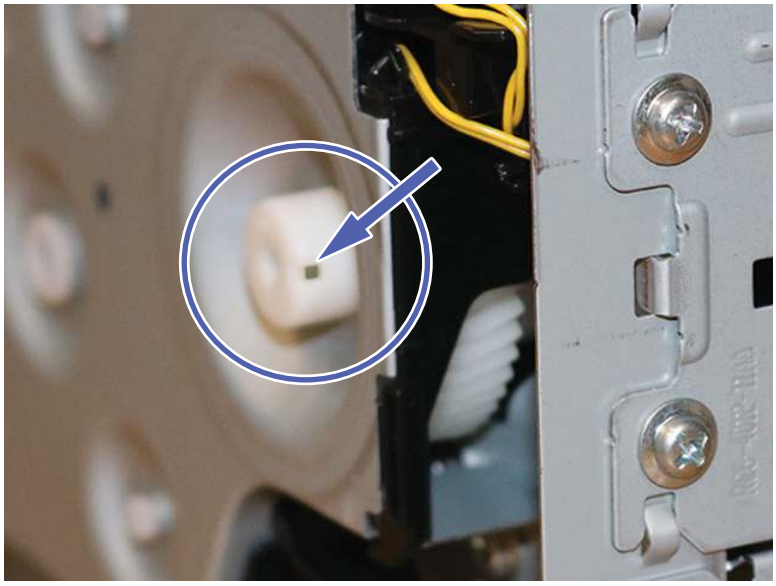
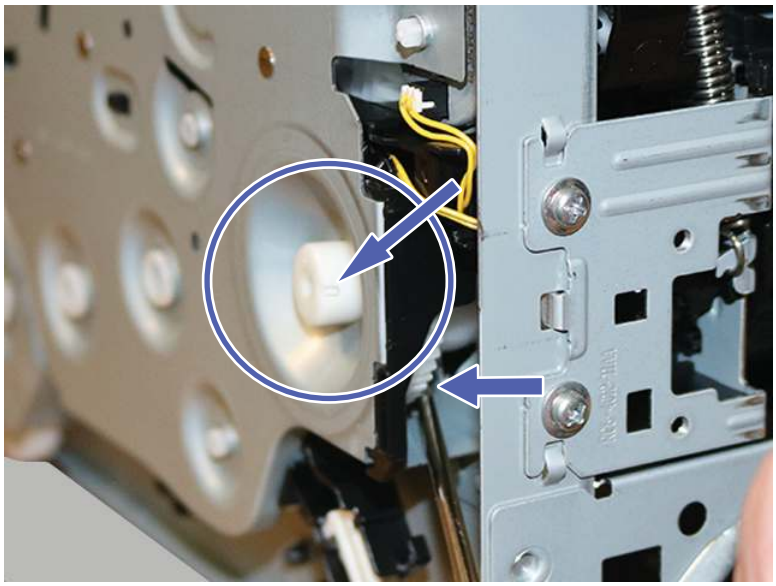


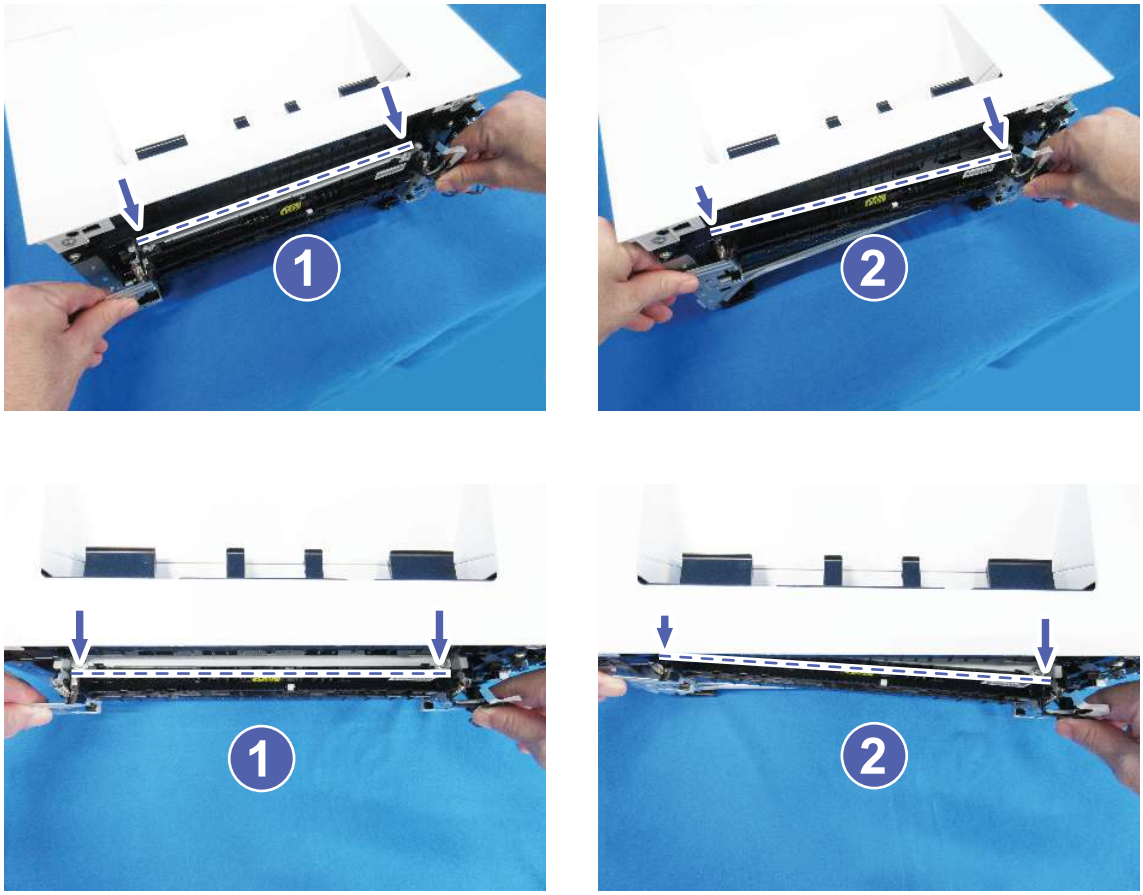
Figure 4-561 Fuser gear disengaged



7. Open the toner cartridge door.
8. Remove the fuser, pulling it vertically from the printer (callout 1).

NOTE: If the fuser cannot be removed, do not force it. Instead, review step 5 and 6 again, ensure it can be removed vertically, and then proceed to remove it.

Figure 4-562 Remove the fuser



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.

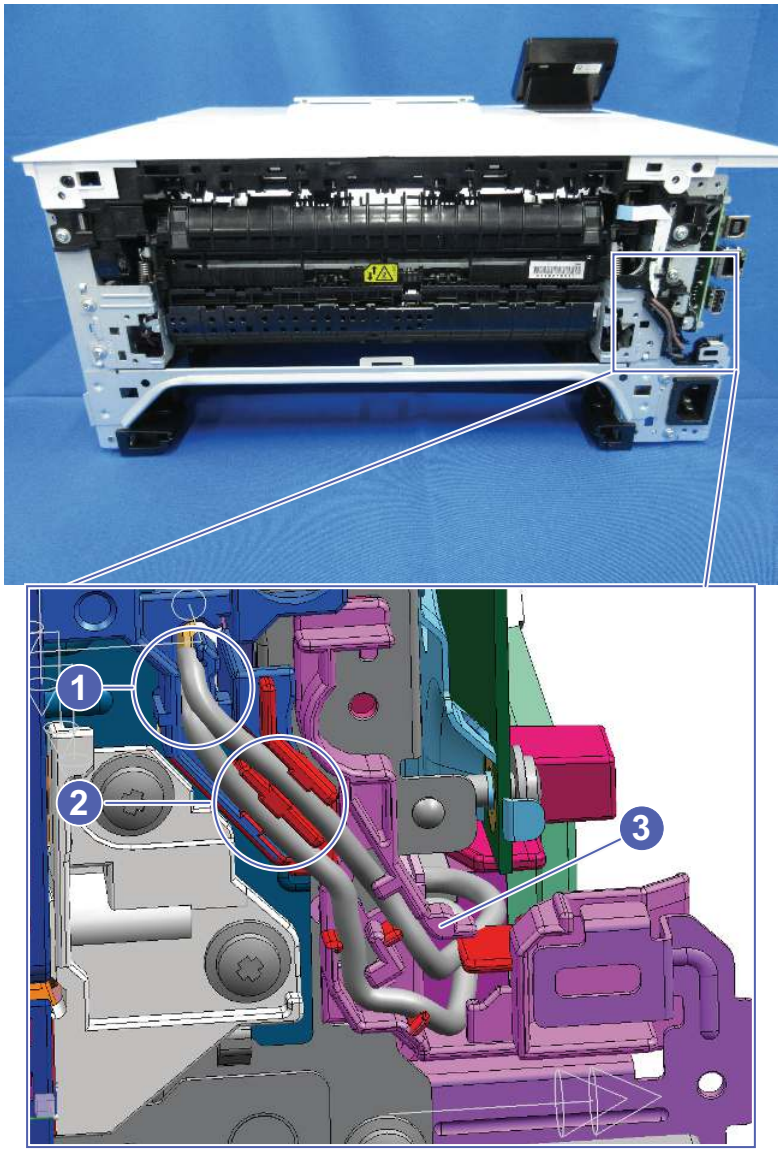
9. Install the fuser

Follow these steps when installing the fuser.

1. Open the toner access door.
2. When installing the new fuser, ensure that the following points are observed when routing the AC cables.
   - Do not cross the AC cables (callout 1).

     NOTE: Crossing the wires in the harness causes them to pinch when all parts are reassembled.
   - Place the AC cables in the bundle guide (callout 2).
   - Route the AC cables under the bottom section of the guide (callout 3).

Figure 4-563 Install the fuser



Removal and replacement: Registration assembly (SFP)

Learn how to remove and replace the registration assembly.s

View a video of how to remove and replace the registration assembly.

Mean time to repair: 17 minutes

Service level:

Before performing service

WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.

3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.

4. Remove Tray 2, and then remove the toner cartridge.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-31 Part information

Part number	Part description
RM3-0211-000CN	Registration assembly, simplex models (N models)
RM3-2094-000CN	Registration assembly, duplex models (D, DN, DW models)

Required tools

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

Post service test

Make sure that toner cartridge door correctly opens and closes.

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

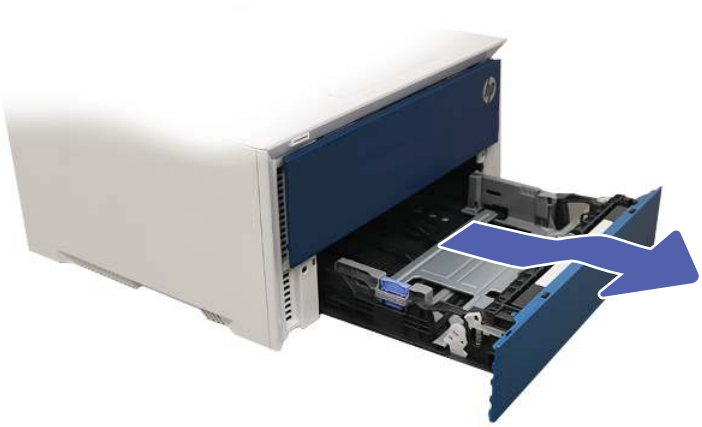
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove Tray 2 and open printer

Follow these steps.

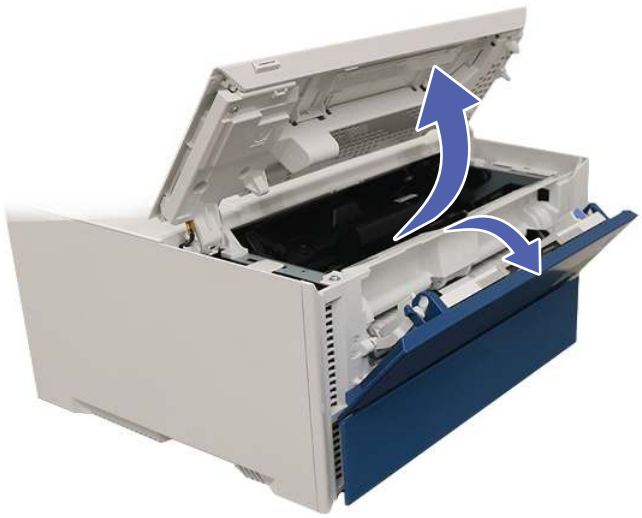
1. Remove Tray 2.

Figure 4-564 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

Open toner cartridge door and Tray 1

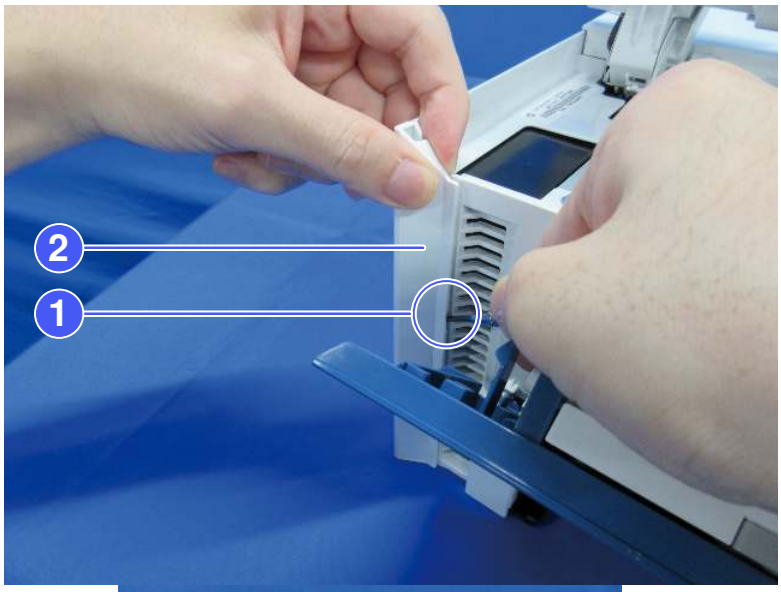


2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-565 Remove front left cover



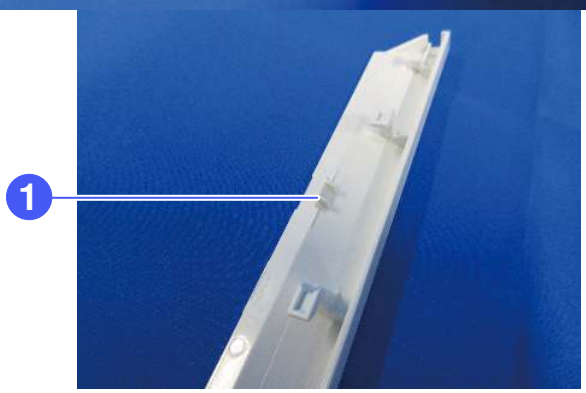


Figure 4-566 Close up of notch for screwdriver

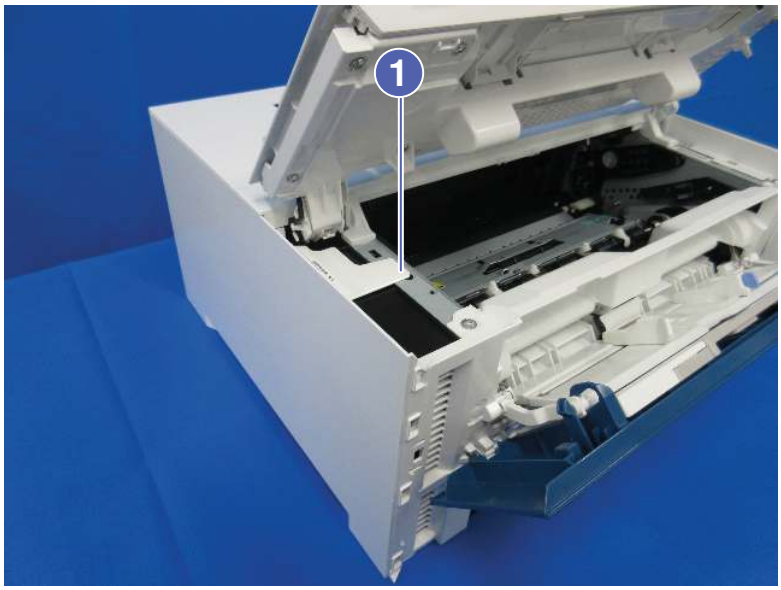


3. Remove the left cover (SFP)

Follow these steps to remove the left cover.

1. Release one tab (callout 1).

Figure 4-567 Release tab

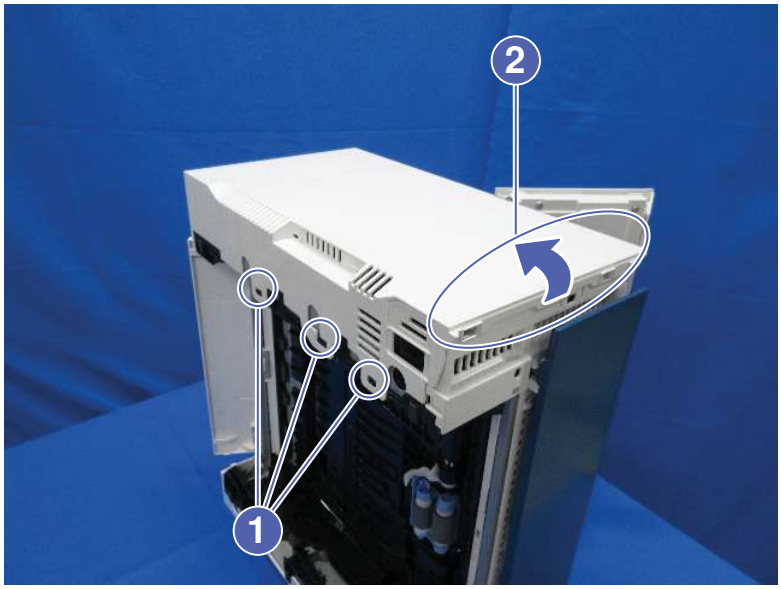


2. Perform the following:

   - For easier access, place the printer so that it is resting on the right side. The left side is now facing up.
   - Release three tabs (callout 1).
   - Pull the front part (callout 2) of the left cover in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

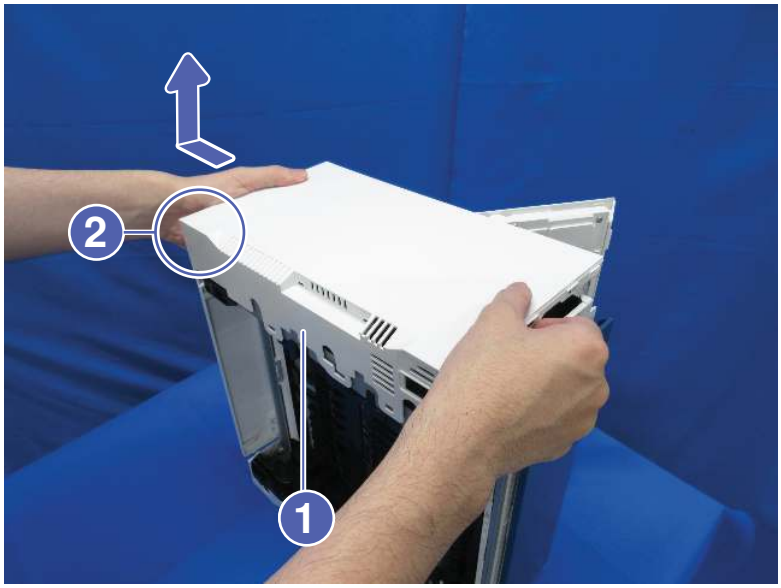
Figure 4-568 Release the left cover



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket (callout 2).

Figure 4-569 Remove left cover

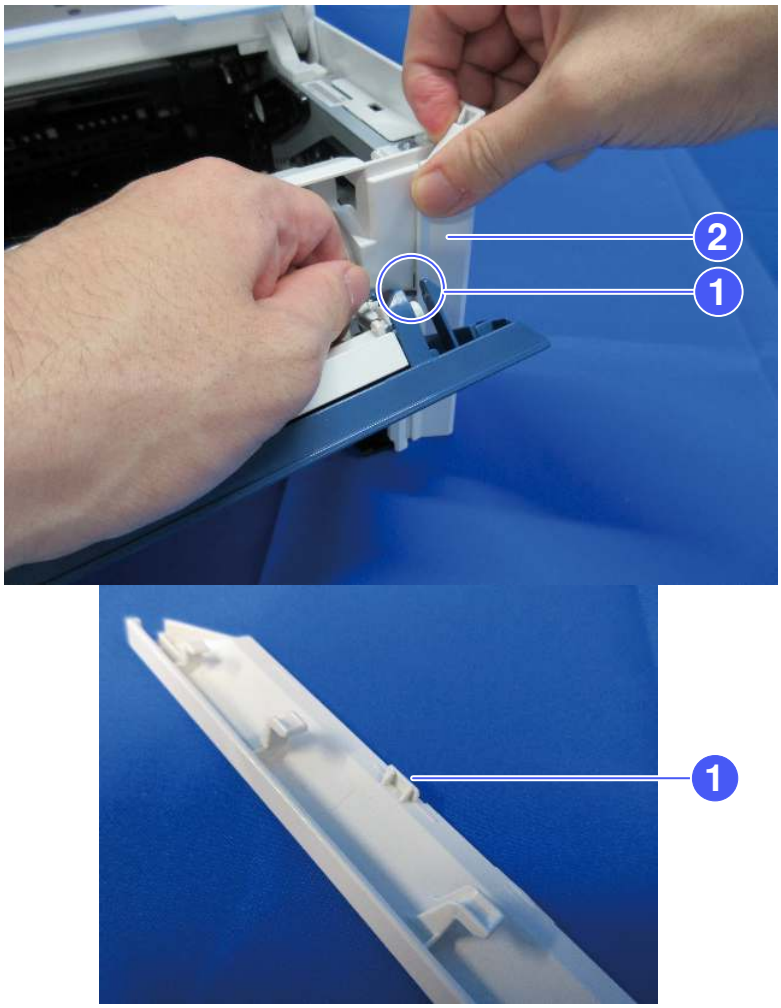


4. Remove the right front cover

Follow these steps to remove the right front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) then slide the cover up and off of the printer.

Figure 4-570 Remove right front cover



NOTE: The notch on the left cover is in the same place as on the right side.

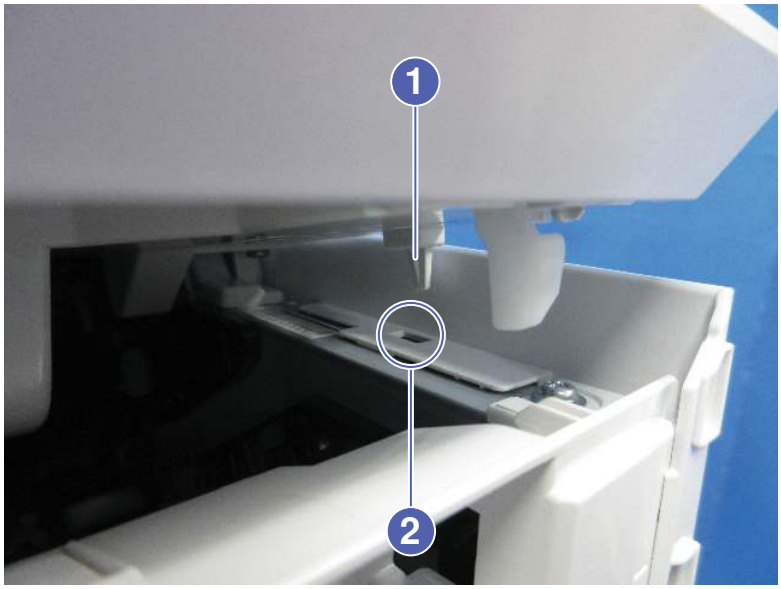
5. Remove the right cover (SFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

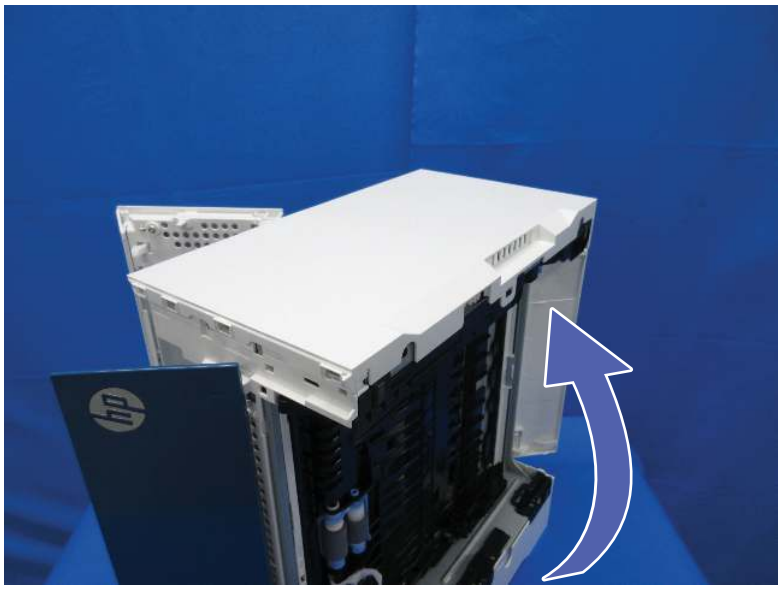
NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-571 Ensure the cartridge door is open



2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

Figure 4-572 Place printer on side

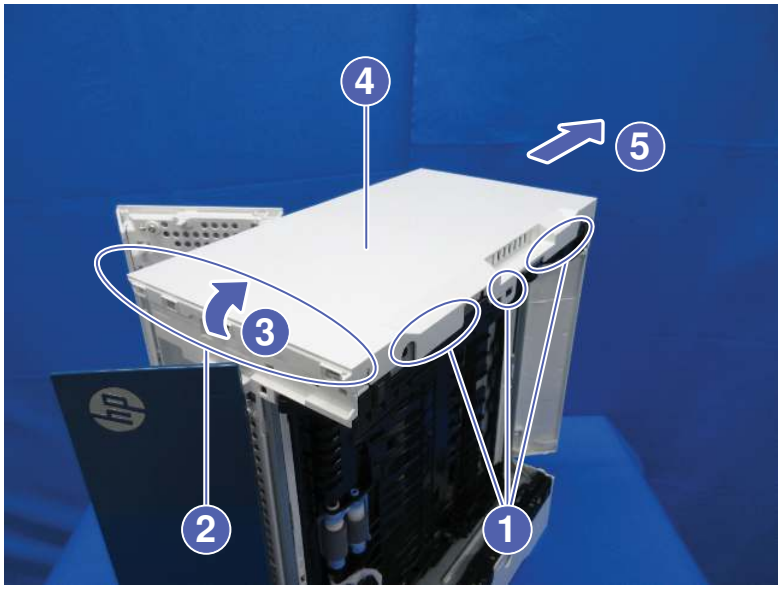


3. Perform the following:

   - Release three tabs (callout 1).
   - The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
   - Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. The cover will not slide without tilting the cover up slightly.

Figure 4-573 Remove right cover



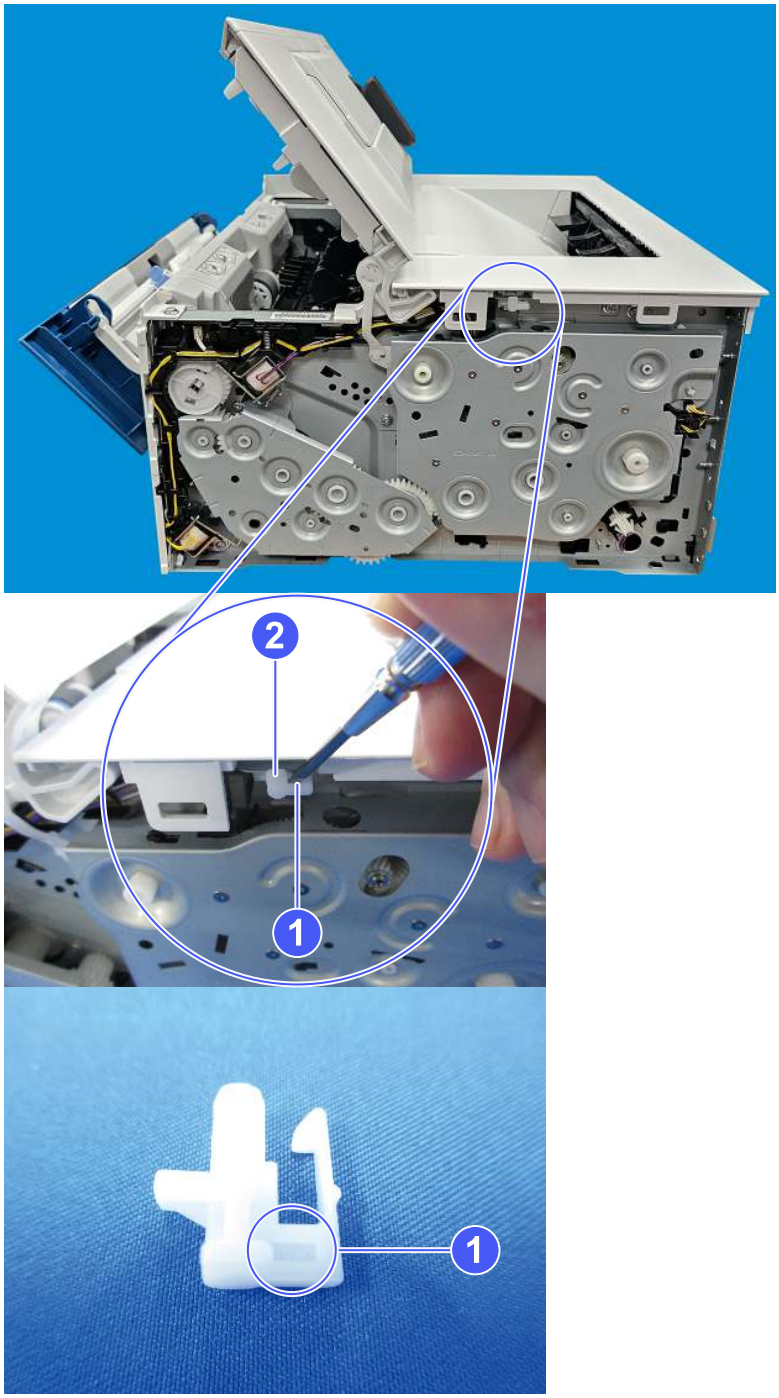
6. Remove the top cover (SFP)

Follow these steps to remove the top cover (SFP).

1. Press a small flat blade screwdriver against the recessed part (callout 1) of the lock pin and pull out the lock pin (callout 2).

IMPORTANT: This locking pin must be saved to install the service part.

Figure 4-574 Remove the locking pin



2. While lowering one tab (callout 1) downward, the door link (callout 2) is removed by sliding in the arrow direction.

NOTE: The door link is loose once detached from the door and can fall off the link arm to which it is connected. Note how the door link arm attaches to the link arm on the side of the printer to reinstall.

Figure 4-575 Detach the link arm

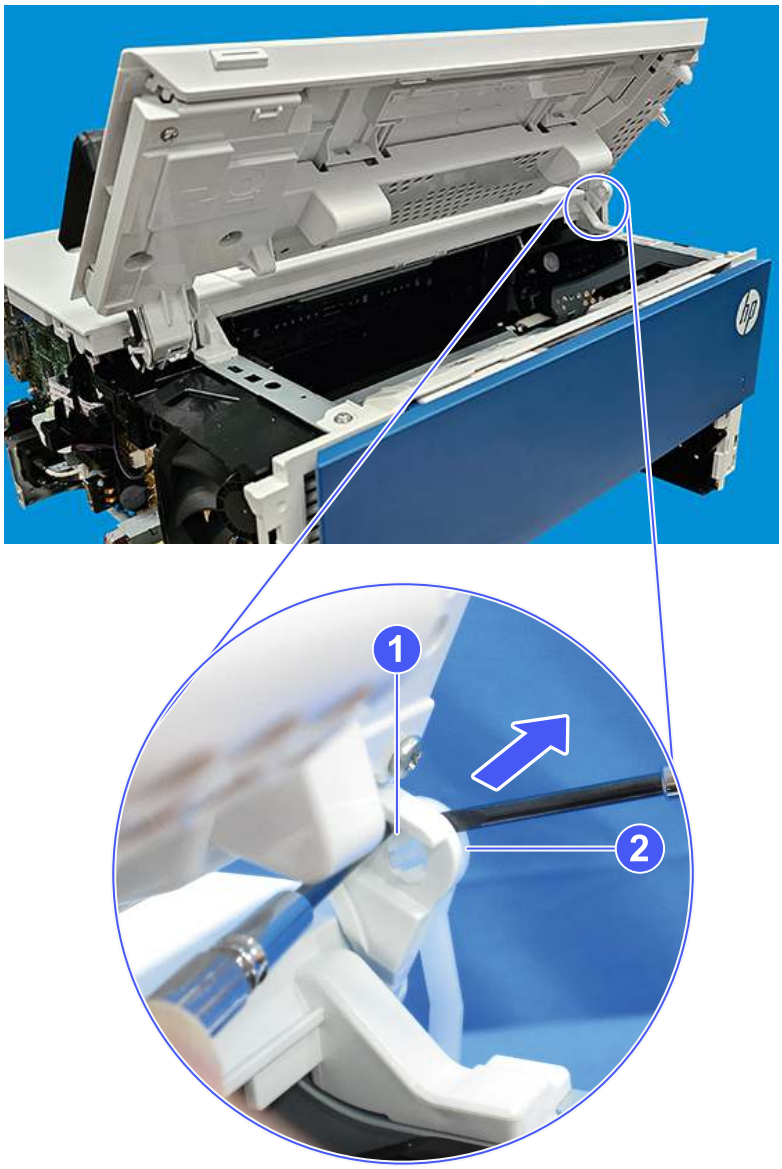
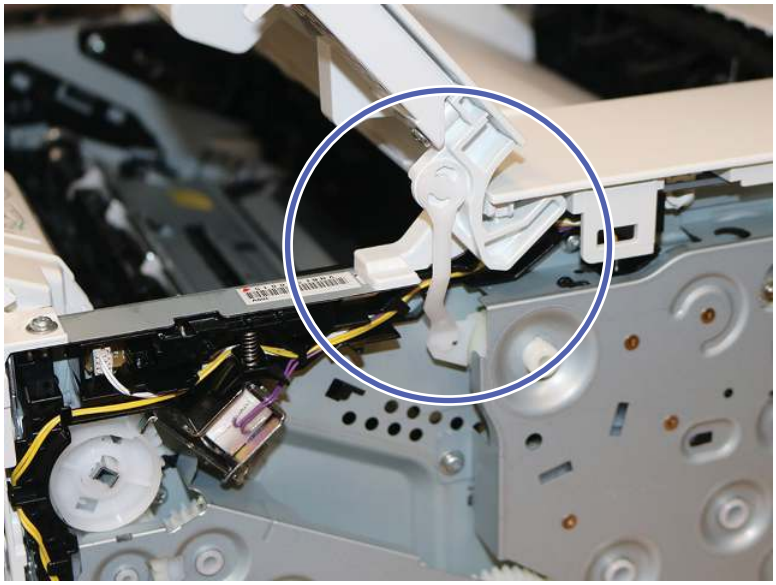
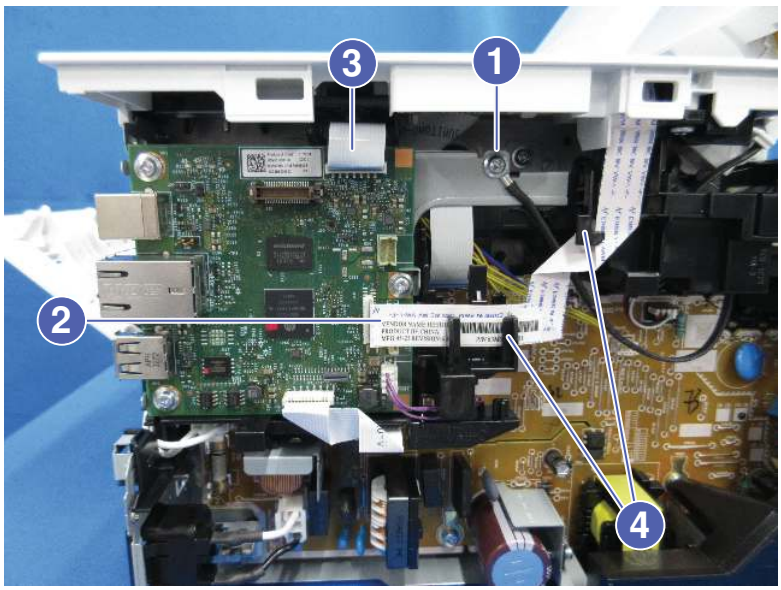


Figure 4-576 Outside view of the door arm link

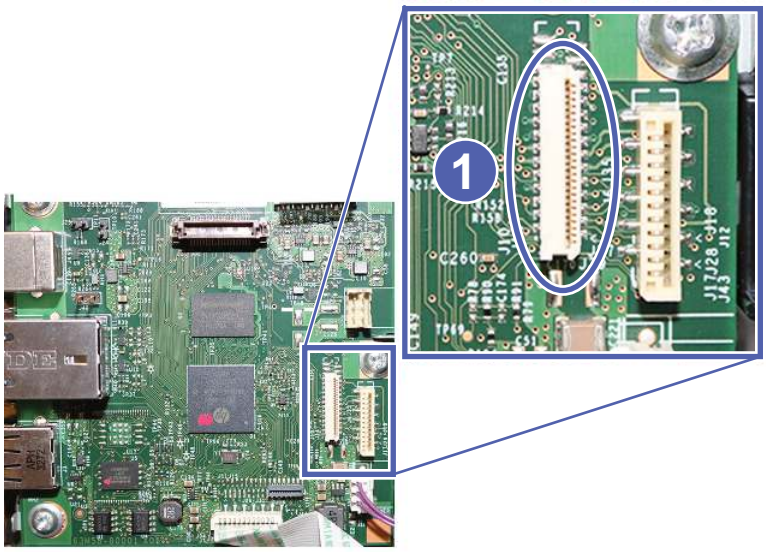


3. On the left side of the printer, perform the following:
   - Remove one screw (callout 1).
   - Remove the FFC (callout 2).
   - Remove the FFC (callout 3) (for Wireless model only).
   - Release the FFC (callout 2) from the cable guide (callout 4).

Figure 4-577 Remove the FFCs and ground

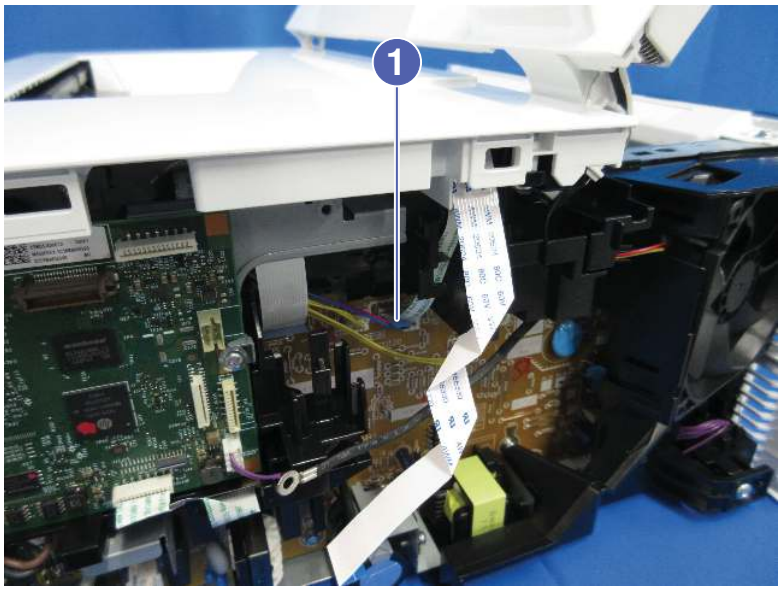


NOTE: When installing the FFC, it must go into the innermost ZIF connector (callout 1).



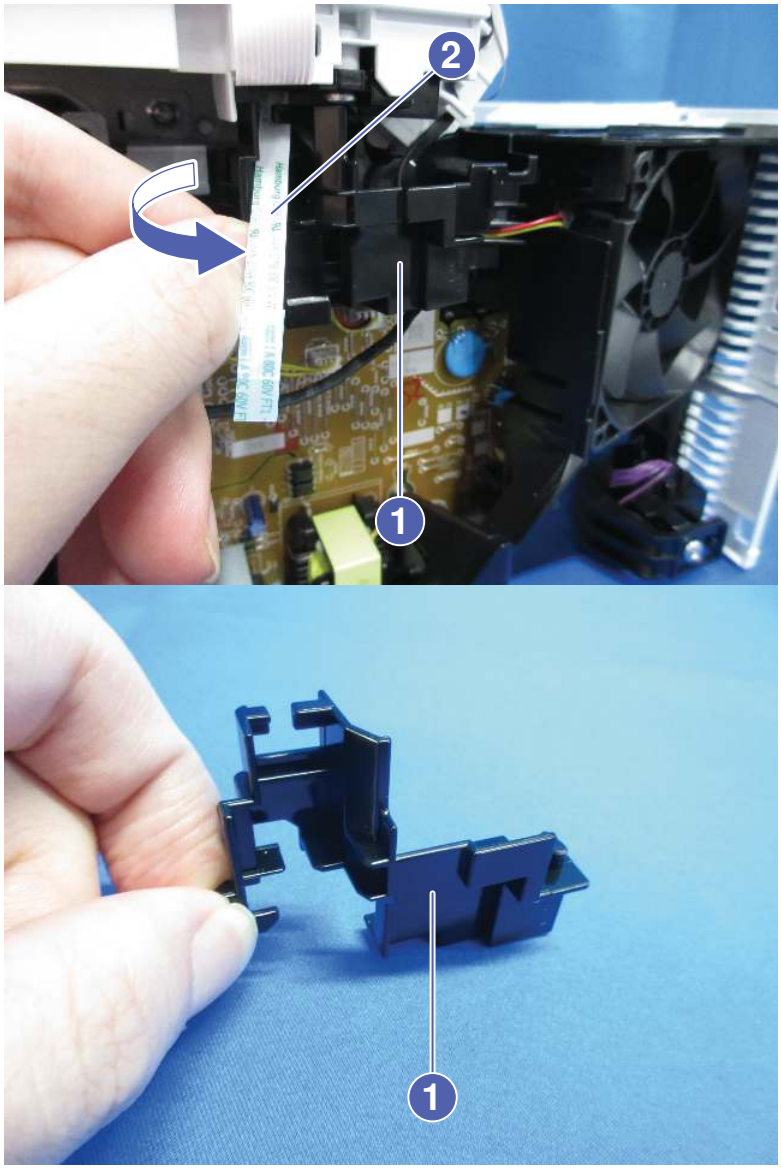
4. Remove the small FFC (callout 1).

Figure 4-578 Remove the small FFC



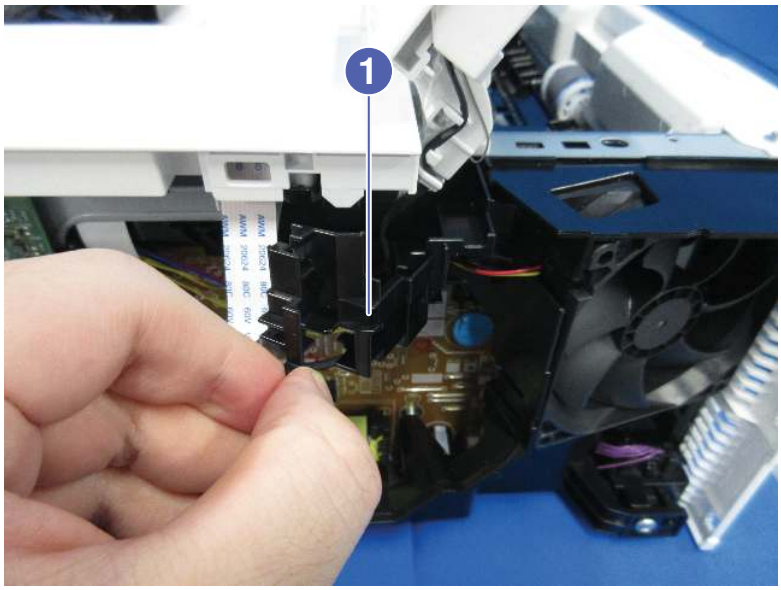
5. Rotate the cable guide (callout 1) in the direction of the arrow, then release the FFC (callout 2) from the cable guide (callout 1).

Figure 4-579 Remove the cable guide



6. Remove the cable guide (callout 1) by sliding downward.

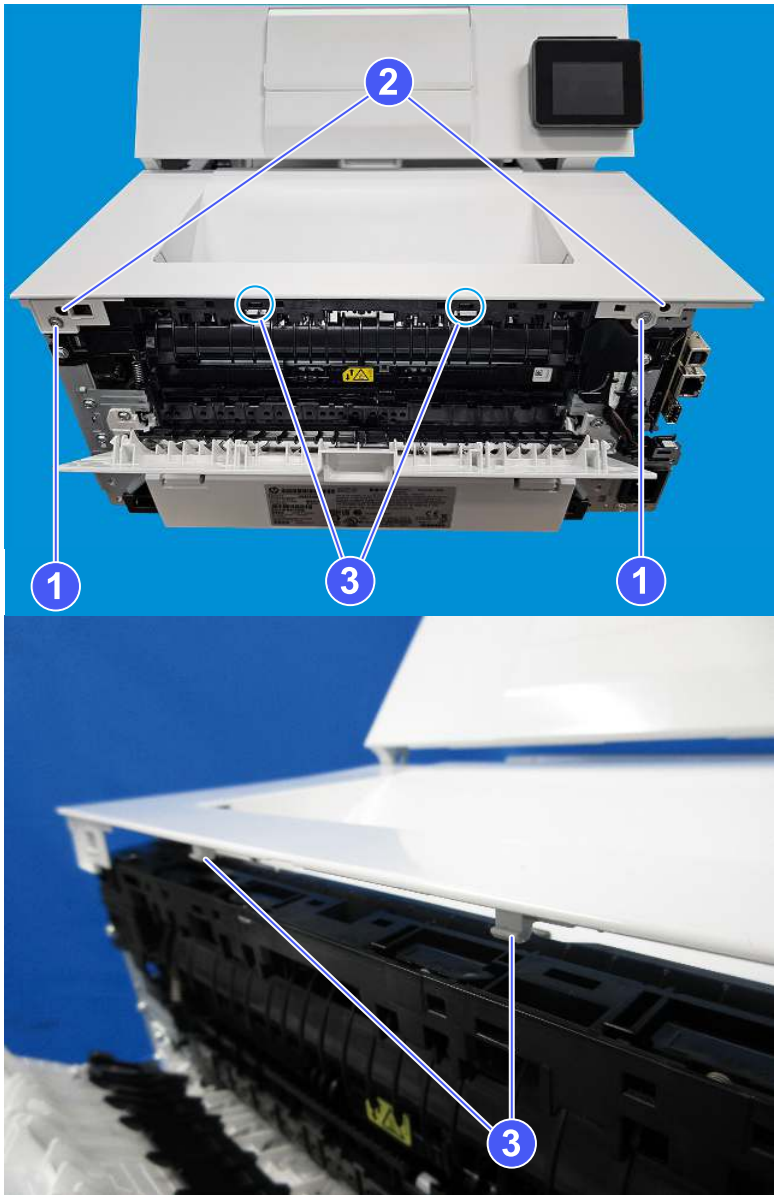
Figure 4-580 Remove the cable guide



NOTE: Keep the cable guide for reinstall.

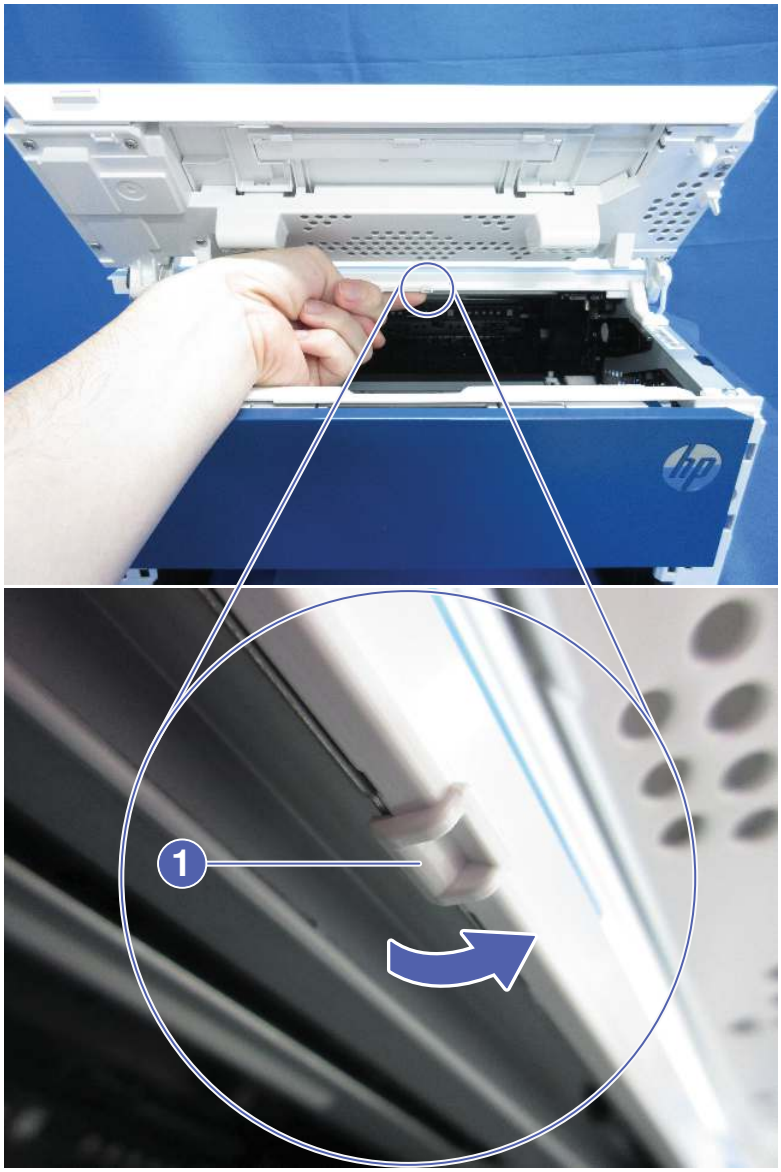
7. Perform the following:
   - Remove two screws (callout 1)
   - Release two bosses (callout 2).
   - Release two tabs (callout 3).

Figure 4-581 Remove the screws and release the tabs



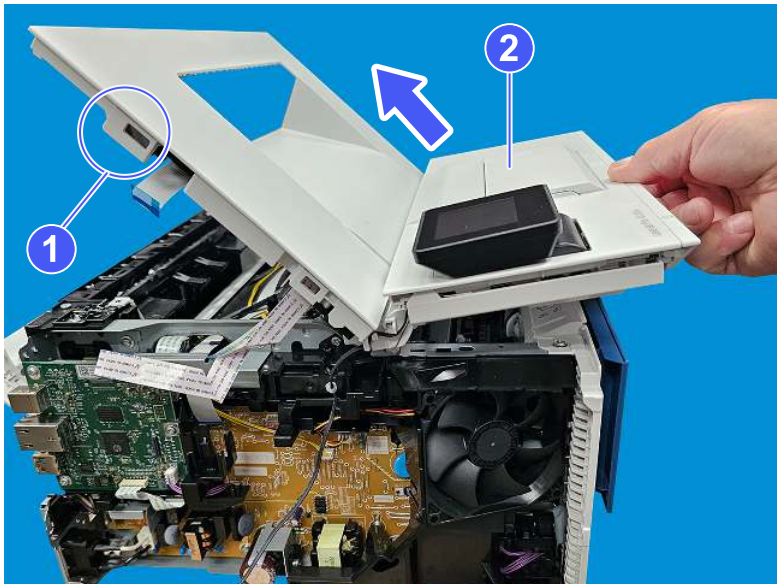
8. Lifting the rear of the top cover, release one tab (callout 1) by pulling forward in the direction of the arrow.

Figure 4-582 Release the tab



9. Lift the rear part (callout 1) of the top cover assembly, then slide the top cover assembly (callout 2) in the direction of the arrow to remove it.

Figure 4-583 Remove the top cover



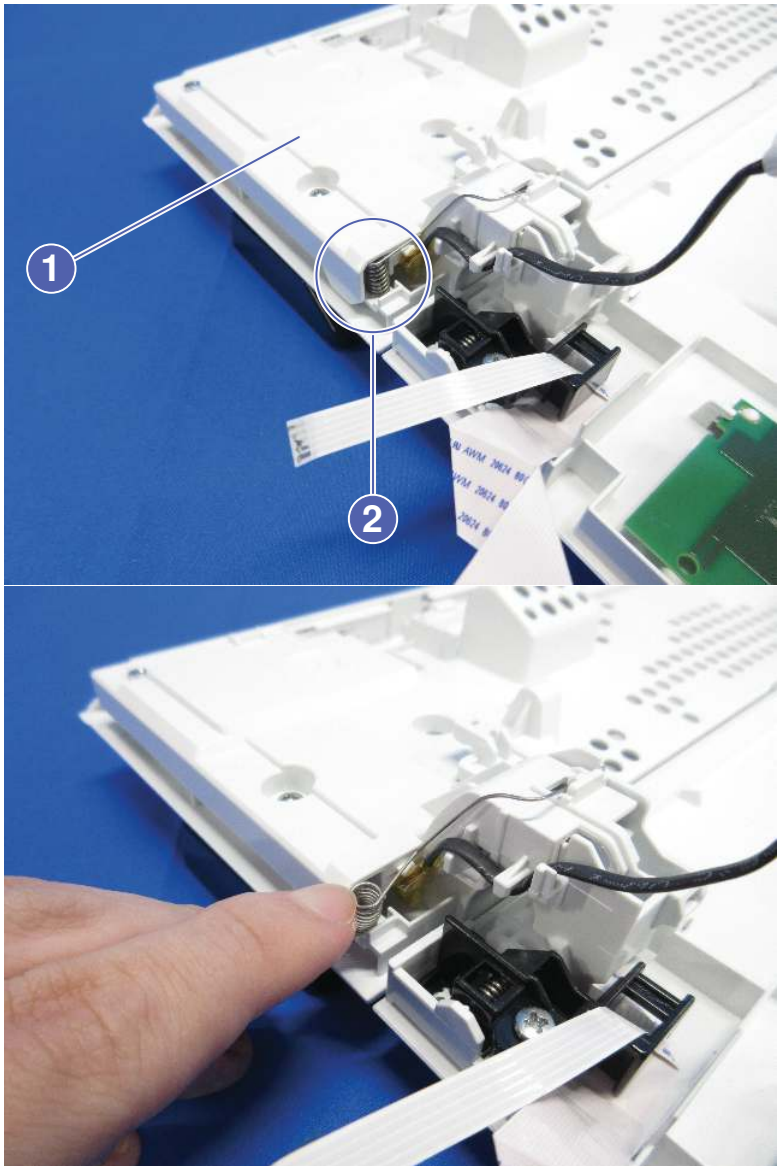
IMPORTANT: This completes the removal of the top cover.

When replacing the top cover use the following steps.

10. If the top cover assembly needs to be replaced with a service part, perform the following.

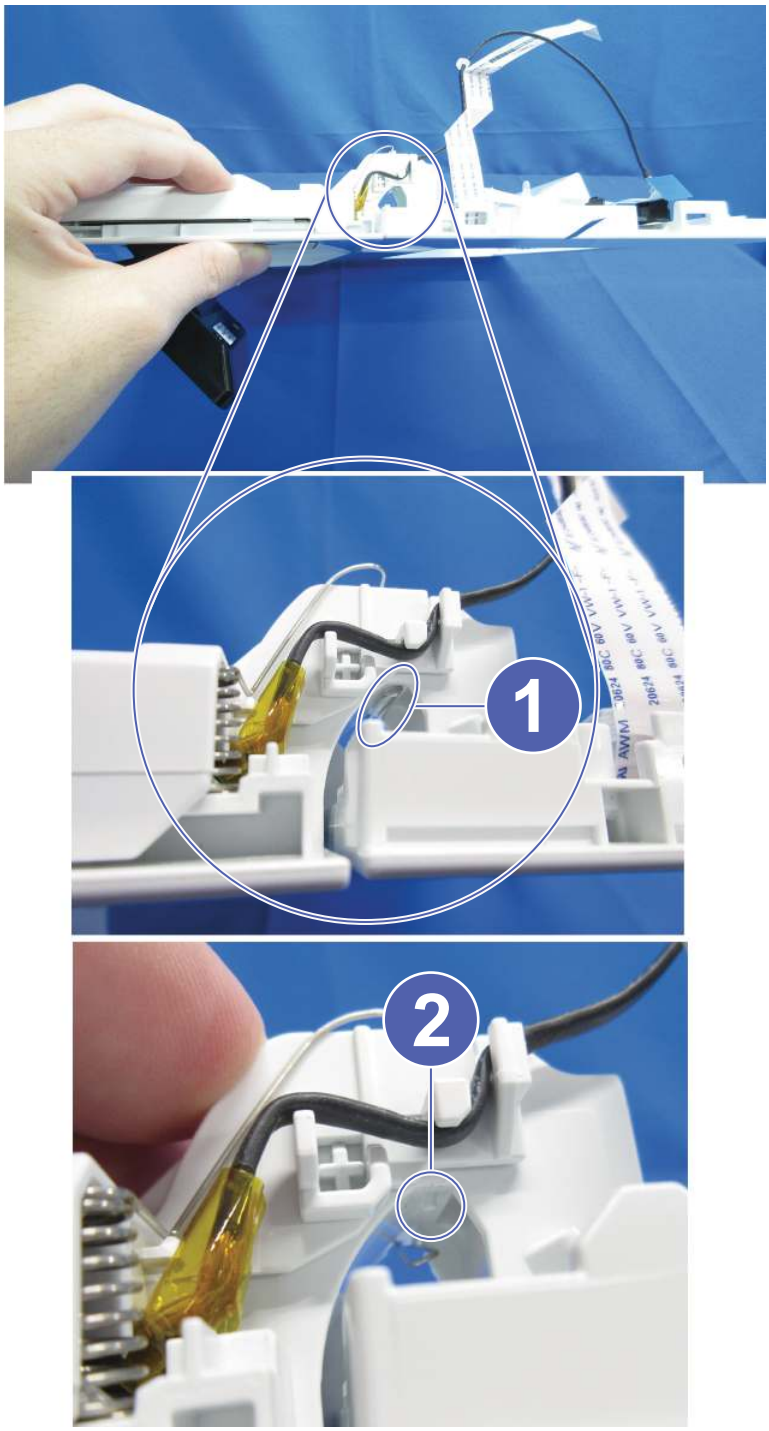
a. Remove the spring (callout 2) from cartridge door assembly. By first removing the spring on the left side as shown.

Figure 4-584 Release the spring



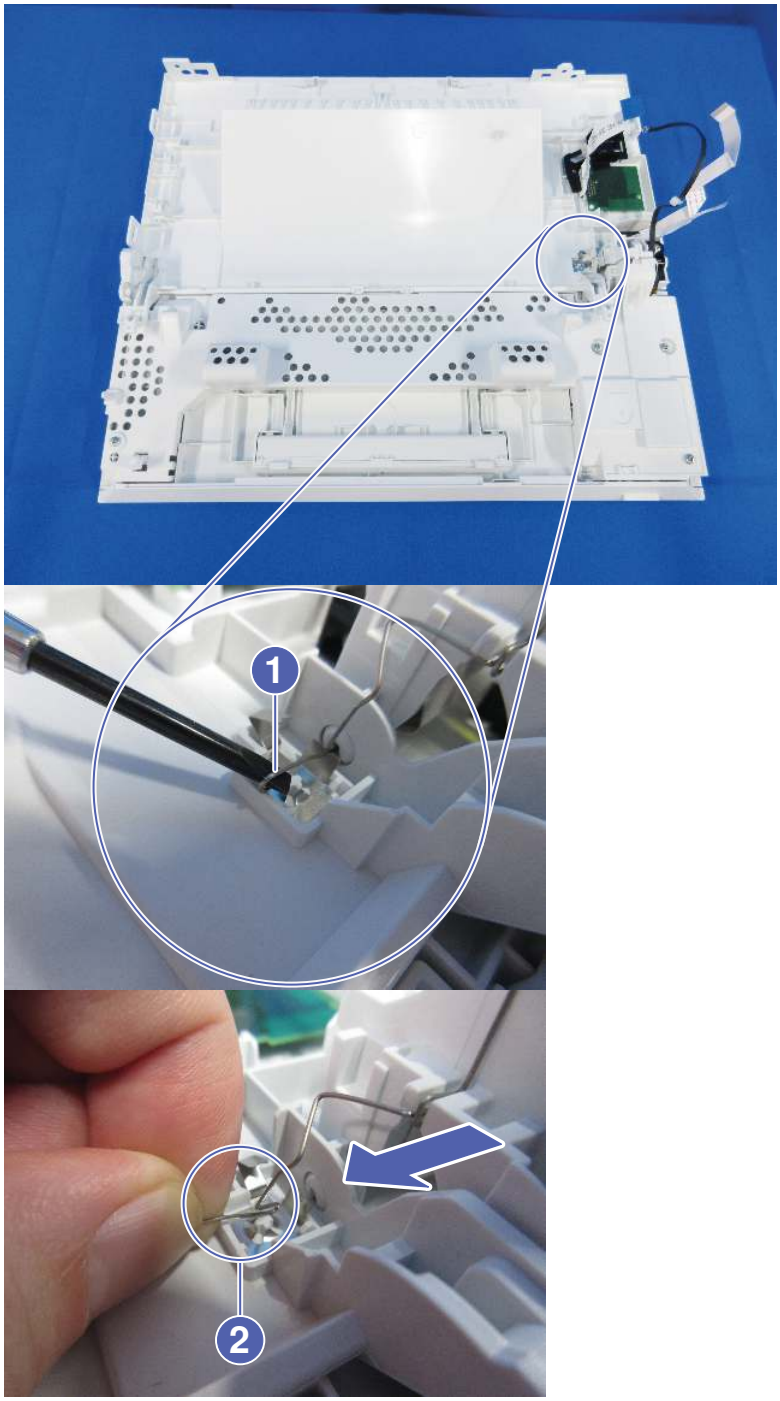
b. Remove spring (callout 1) from boss (callout 2).

Figure 4-585 Release the spring loop



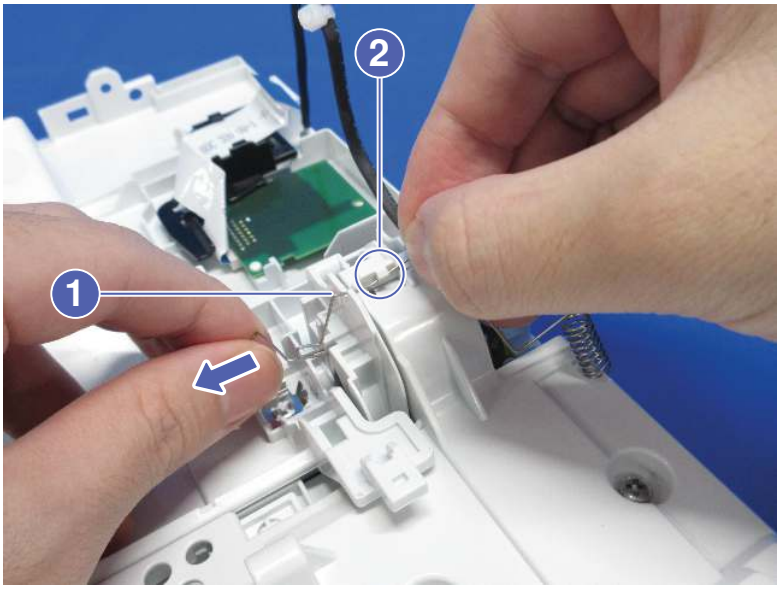
c. Lift the end of the spring (callout 1) slightly, and then pull out the spring (callout 2) in the direction of the arrow.

Figure 4-586 Pull the spring out



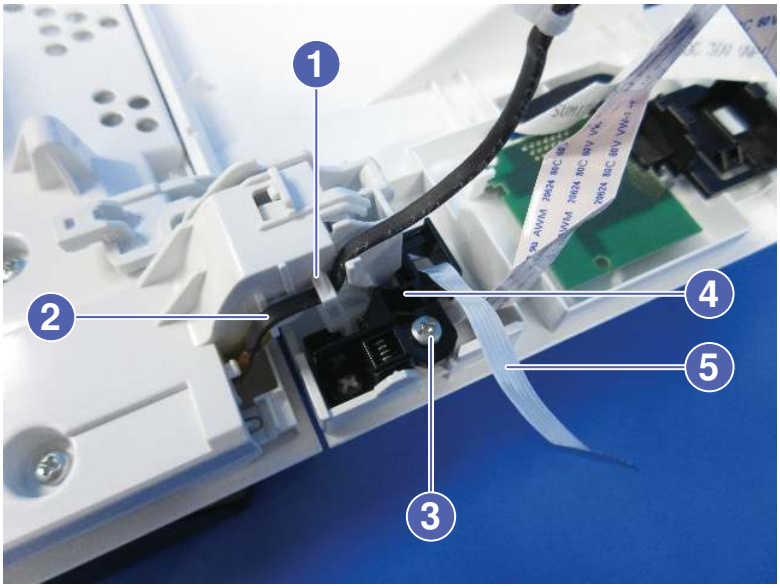
d. The spring (callout 1) is detached from the hook (callout 2), then the spring (callout 1) is removed while sliding it in the direction of the arrow.

Figure 4-587 Remove the spring



e. Remove the ground cable (callout 2) from the cable guide (callout 1). Remove one screw (callout 3), then remove the latch (callout 4). Release the FFC (callout 5) from the latch (callout 4).

Figure 4-588 Remove ground cable



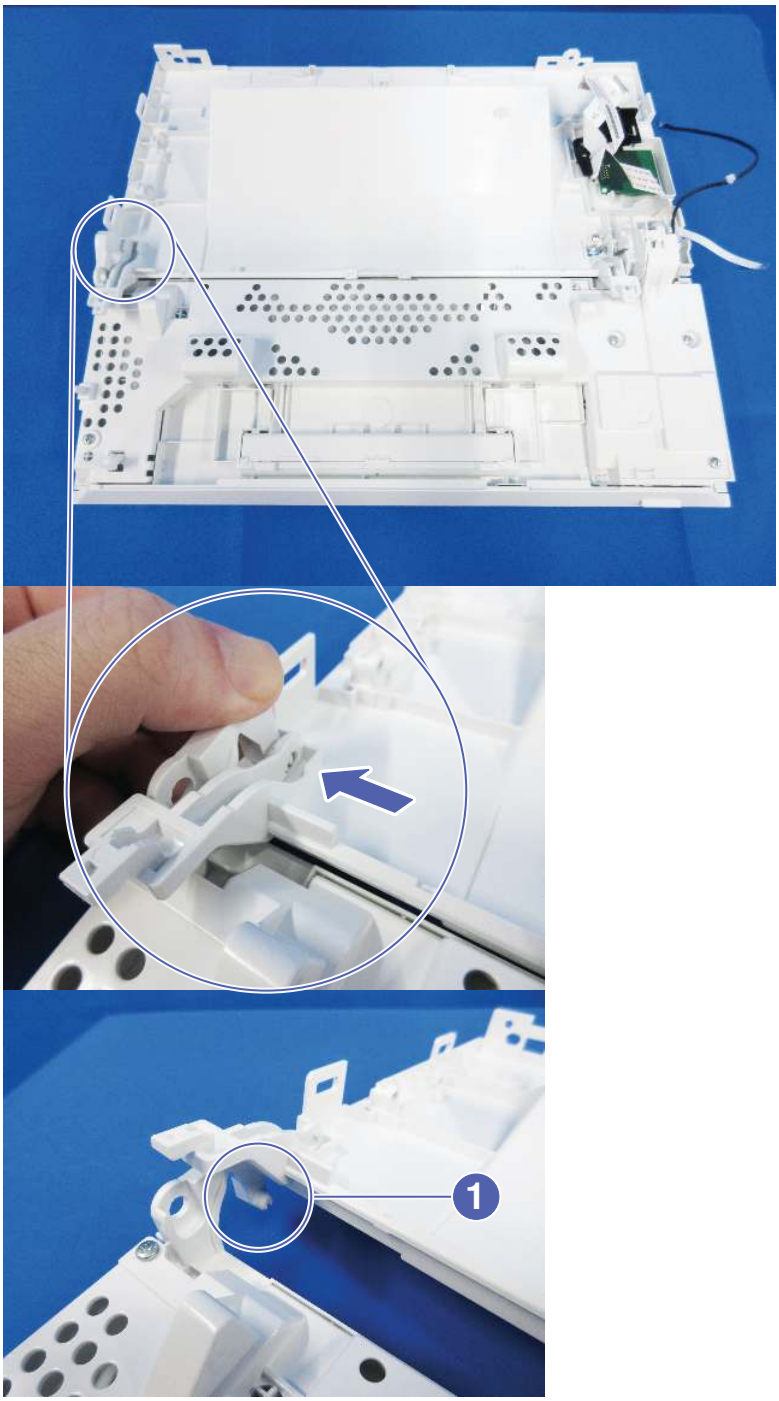
f. Position the two halves of the top cover at an angle as shown.

Figure 4-589 Align the top cover



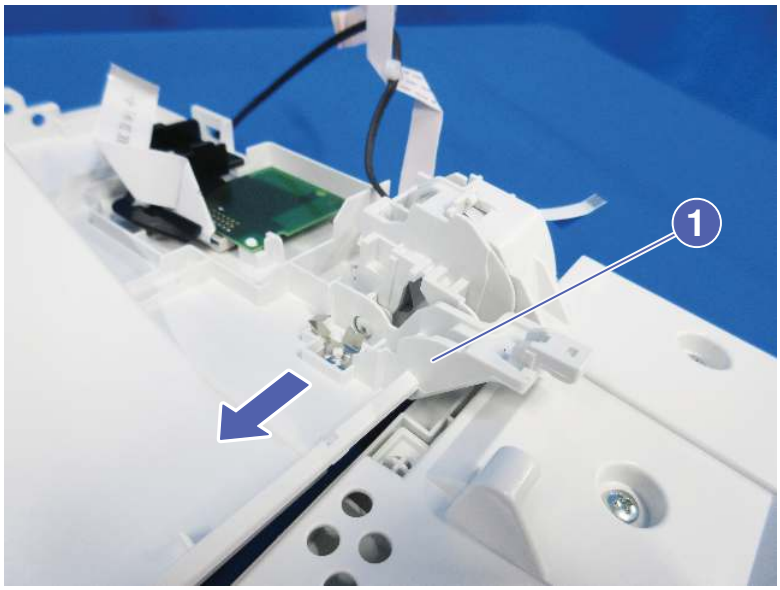
g. Remove the shaft (callout 1) by bending the cover in the direction of the arrow.

Figure 4-590 Release post



h. Slide the top cover assembly (callout 1) in the direction of the arrow to remove it.

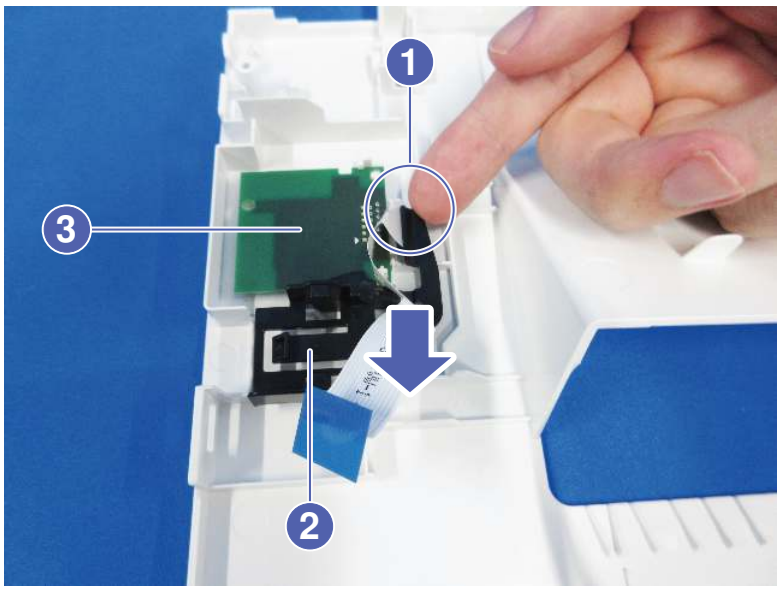
Figure 4-591 Slide top cover in the direction of the arrow



i. Lift the end of the Wi-Fi retaining bracket (callout 1), then slide the holder (callout 2) in the direction of the arrow to remove it. Remove the Wi-Fi PCA (callout 3).

NOTE: For Wireless models only. IMPORTANT: When reinstalling the Wireless PCA, the PCA must be installed before the retaining bracket.

Figure 4-592 Remove the Wi-Fi PCA



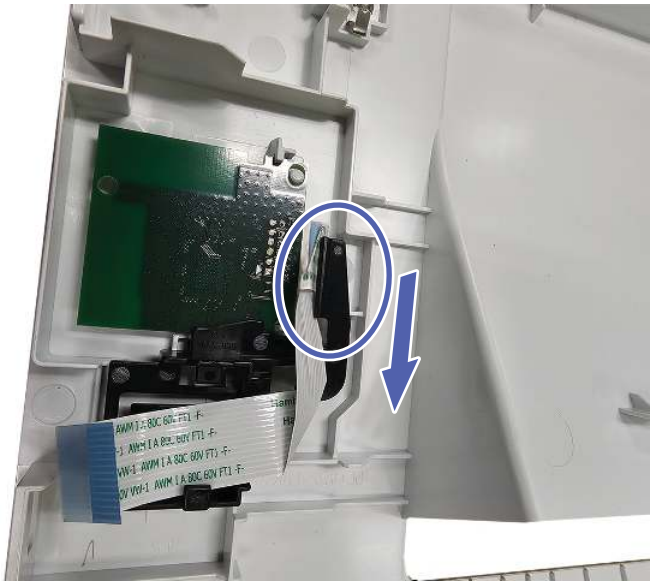
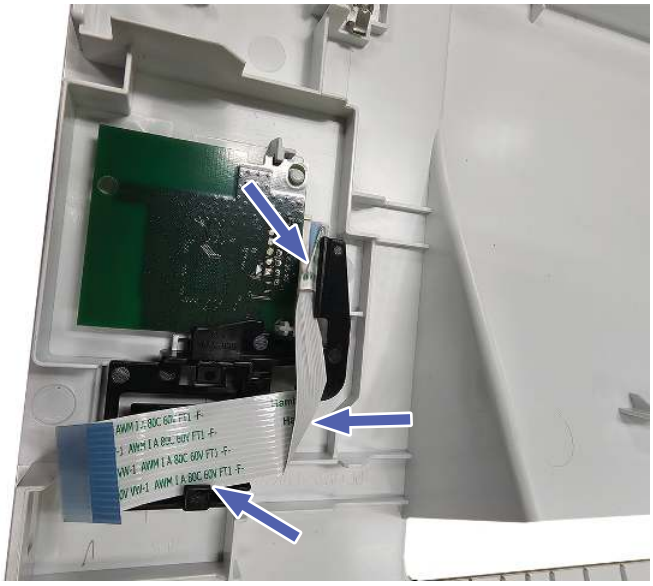


Figure 4-593 When reinstalling note the proper layout of Wi-Fi FFC

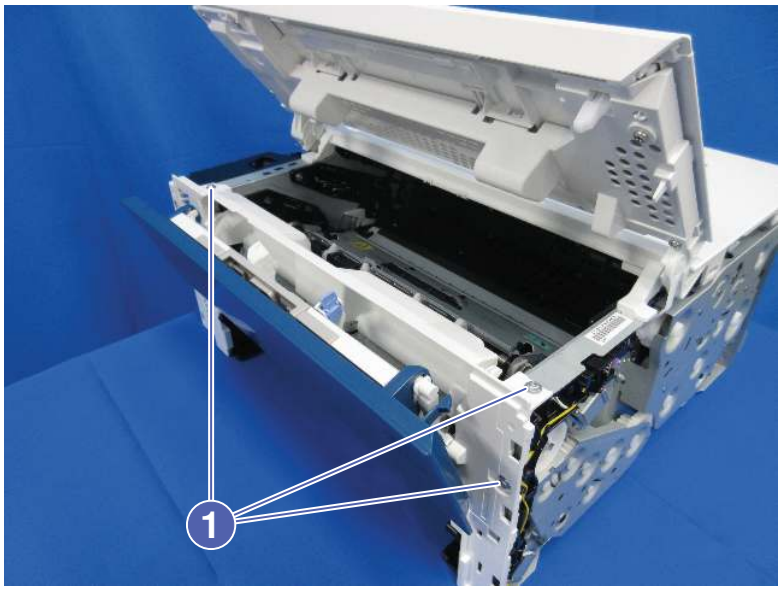


7. Remove the front cover (SFP)

Follow these steps to remove the front cover.

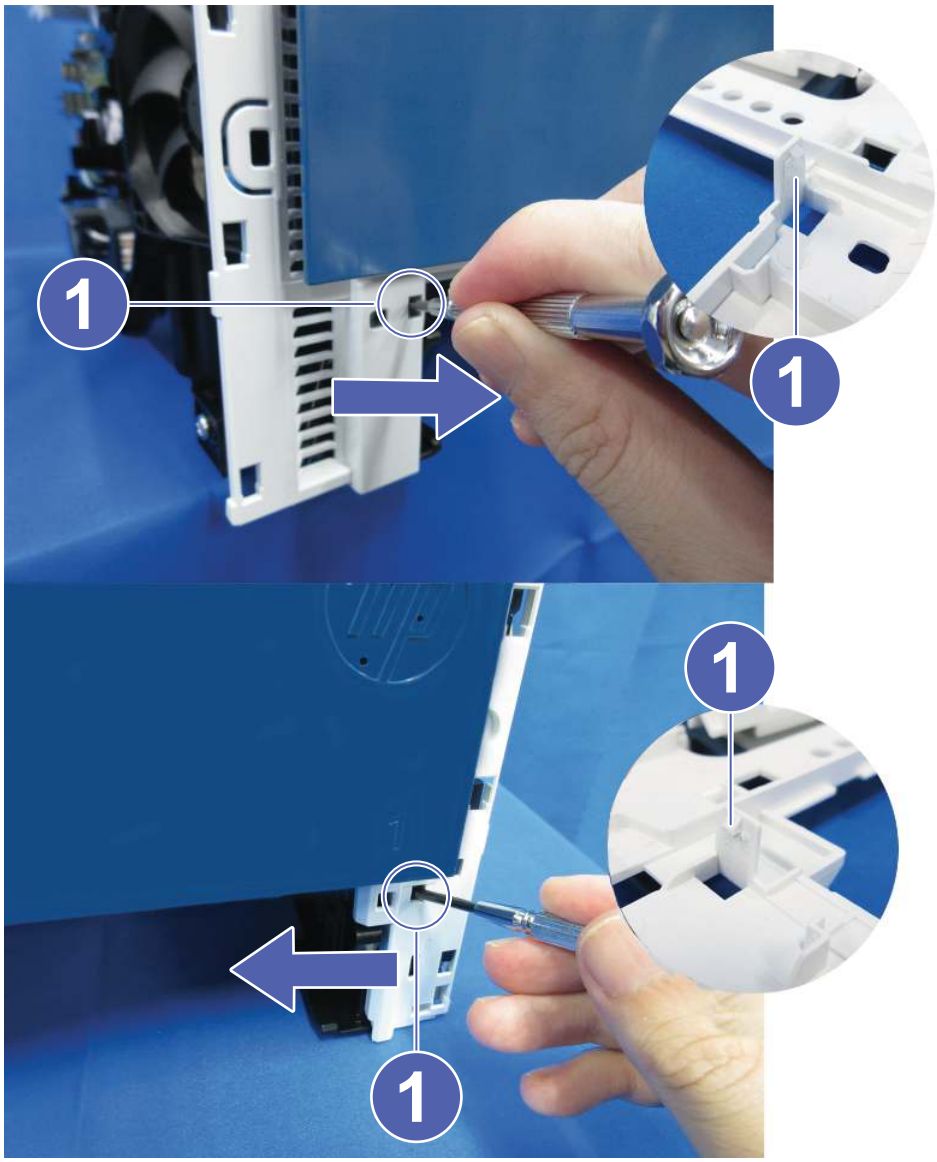
1. Remove three screws (callout 1).

Figure 4-594 Remove screws



2. Release the two tabs (callout 1) by bending them in the direction of the arrow.

Figure 4-595 Release tabs



3. Remove the cover lock.

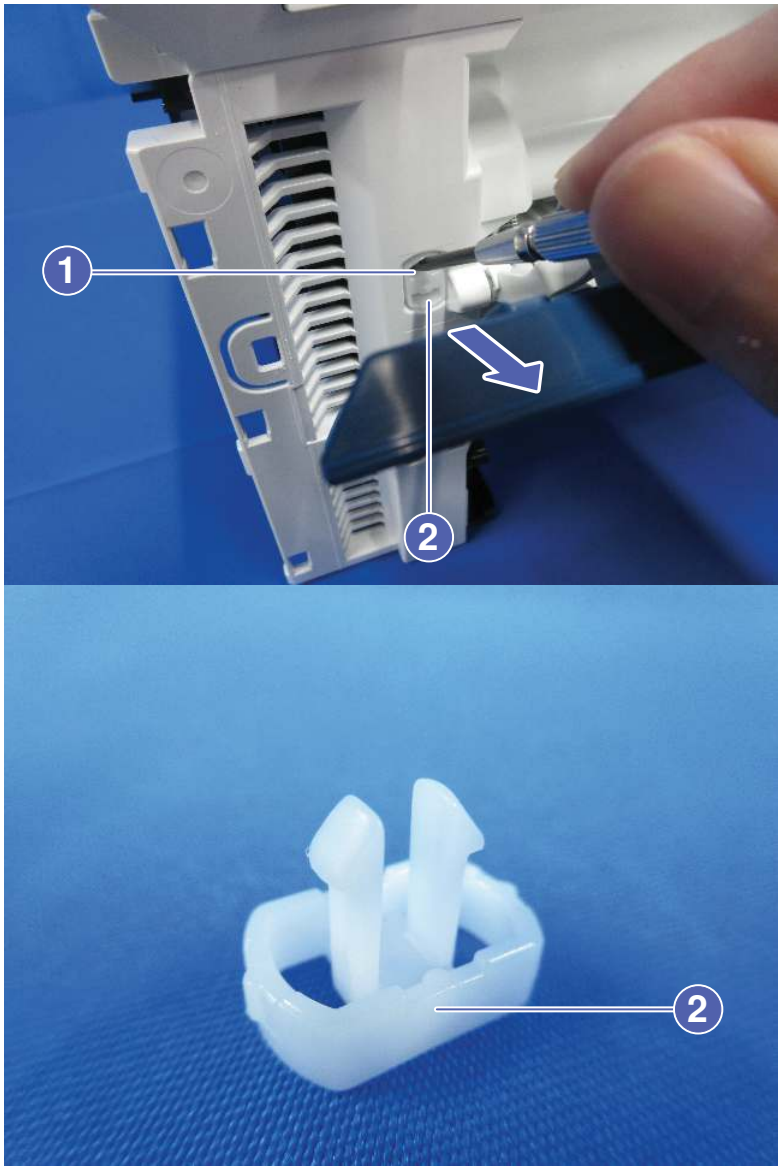
   a. Keep the front cover assembly pulled slightly toward you.

   b. Release one tab (callout 1) by bending it downward.

   c. Remove the cover lock (callout 2) by sliding it in the direction of the arrow.

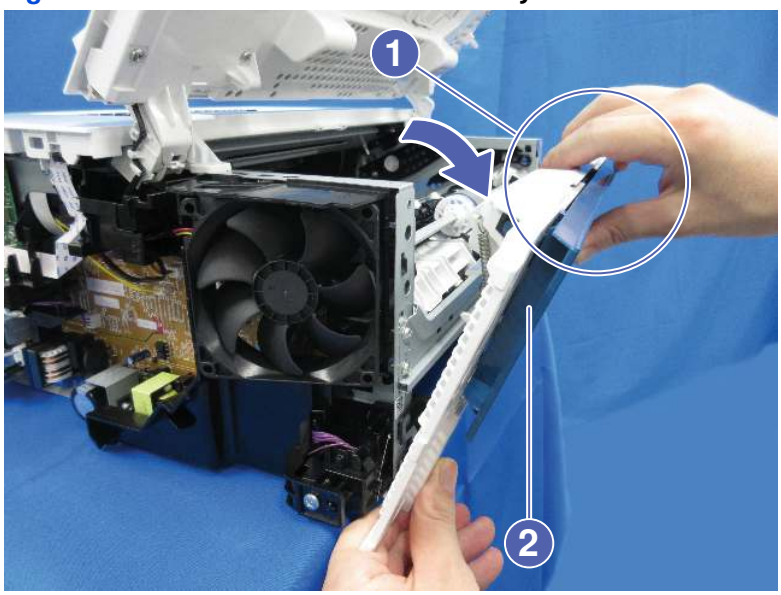
IMPORTANT: Make sure not to lose the small cover lock (callout 2) it must be used if a new cover is required.

Figure 4-596 Remove lock



4. Pull the upper part (callout 1) of the front cover assembly in the direction of the arrow. Then remove the front cover assembly (callout 2) by sliding it downward.

Figure 4-597 Remove front cover assembly

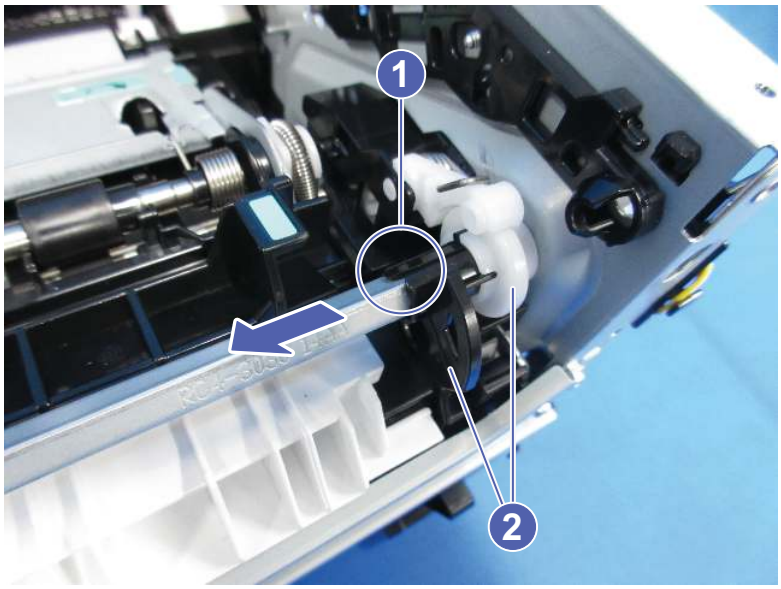


8. Remove the registration assembly

Follow these steps to remove the registration assembly.

1. Release one tab (callout 1) then slide the two cams (2) in the direction of the arrow.

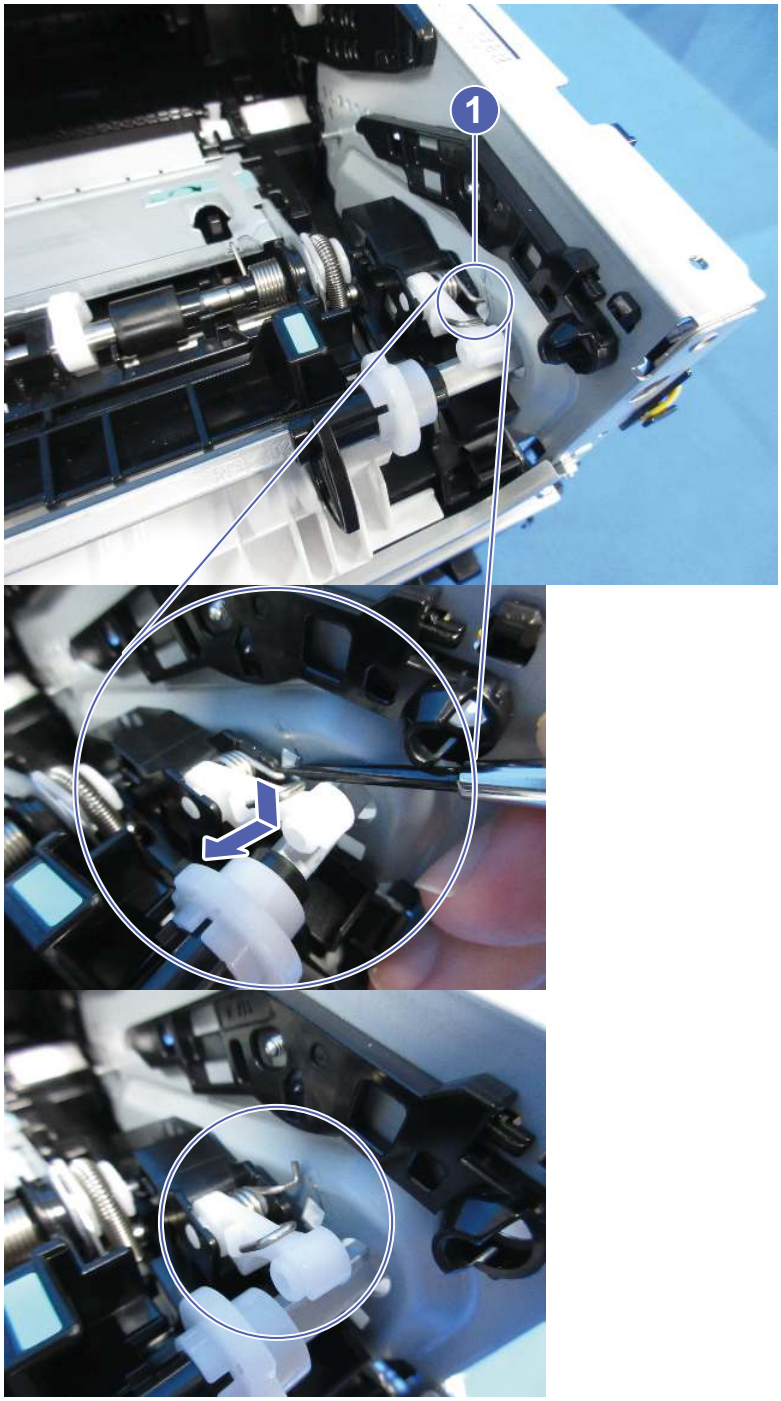
Figure 4-598 Move cams



2. Slide the spring (callout 1) in the direction of the arrow to remove it.

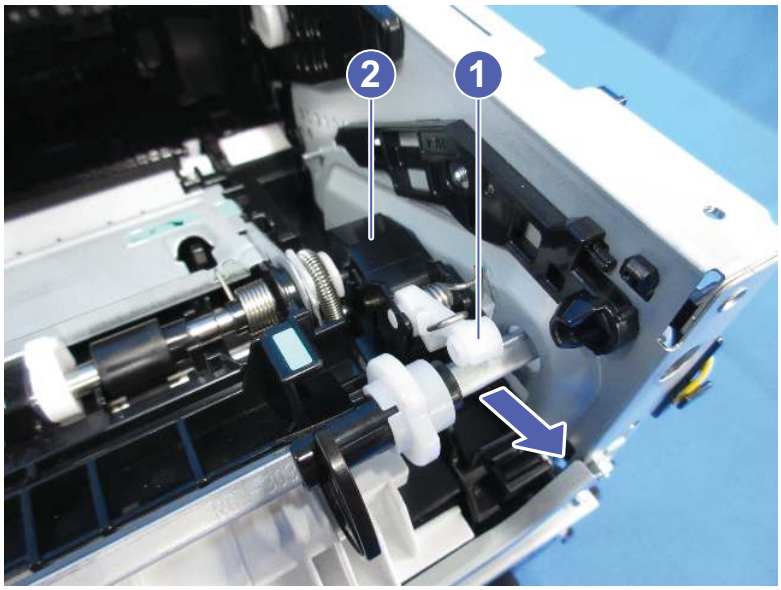
NOTE: The spring has a small hook on the end that must be released from the sheet metal.

Figure 4-599 Release spring



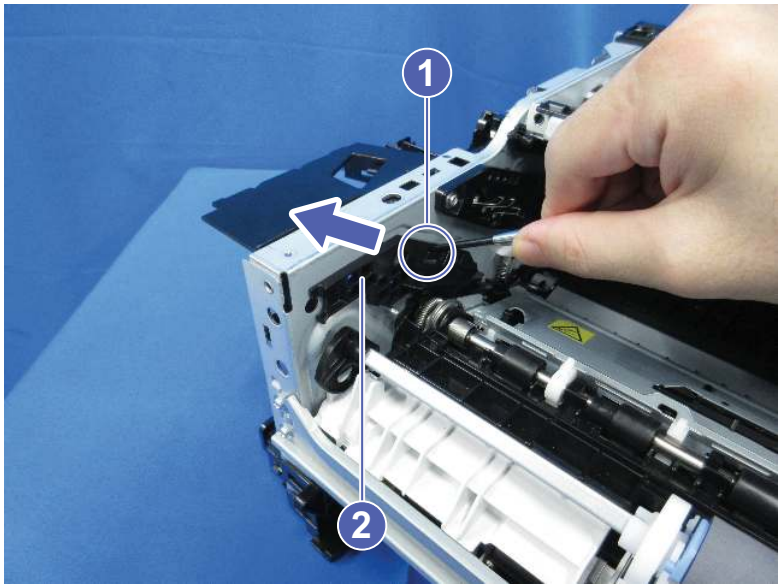
3. Slide the lever (callout 1) and spacer (callout 2) together in the direction of the arrow to remove them.

Figure 4-600 Remove the spacer



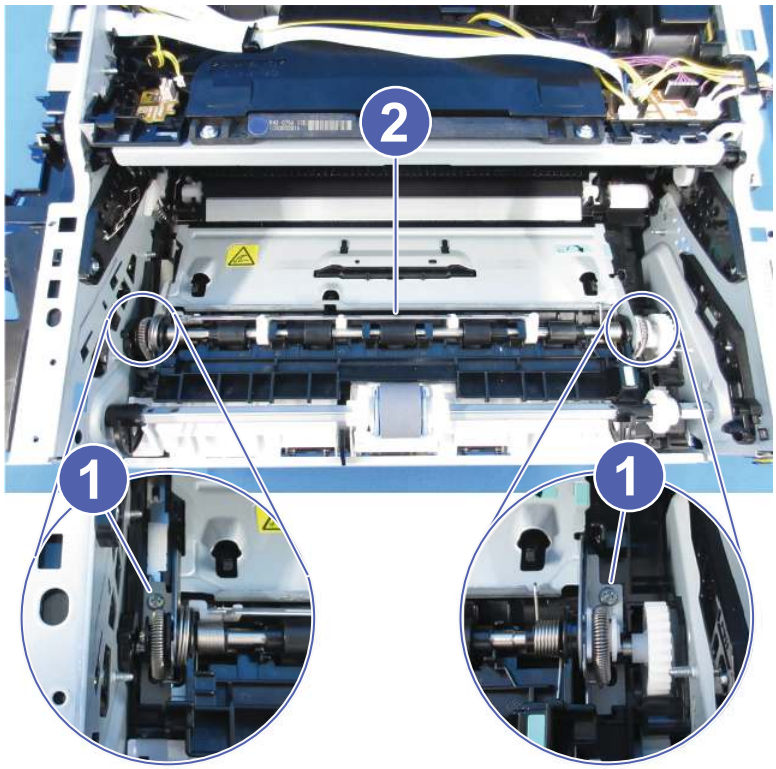
4. While releasing the tab (callout 1), slide the guide (callout 2) in the direction of the arrow to remove it.

Figure 4-601 Remove the guide



5. Remove two screws (callout 1), then remove the registration assembly (callout 2).

Figure 4-602 Remove the registration 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.

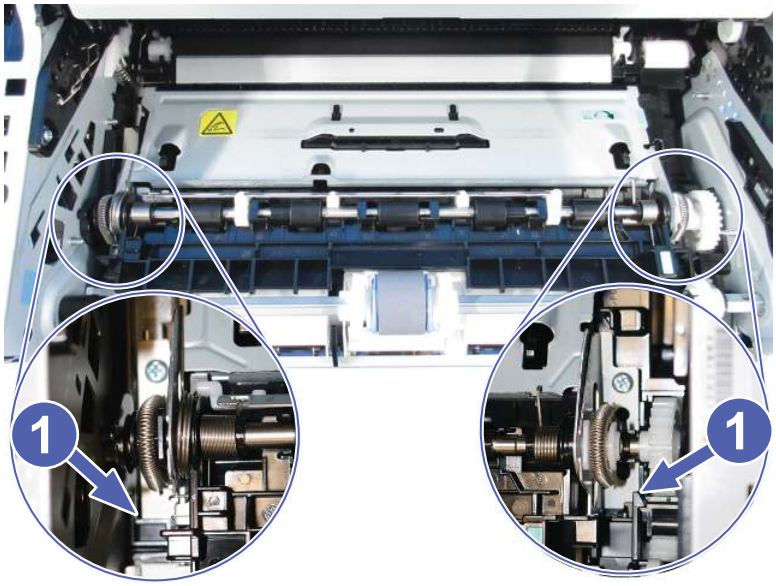
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

10. Remove the registration assembly

Follow these steps when installing the registration assembly.

1. Ensure the registration assembly metal mount bracket is under the black plastic tabs (callout 1) before installing and tightening the screws.

Figure 4-603 Install the registration assembly



2. Ensure that cam claw (callout 1) is fixed in place and that cam (callout 2) and cam (callout 3) do not shift laterally.

NOTE: When reinstalling the spring, apply pressure to the lever/spacer to hold it into place as you press down the spring and engage the sheet metal tab.

Figure 4-604 Check installation

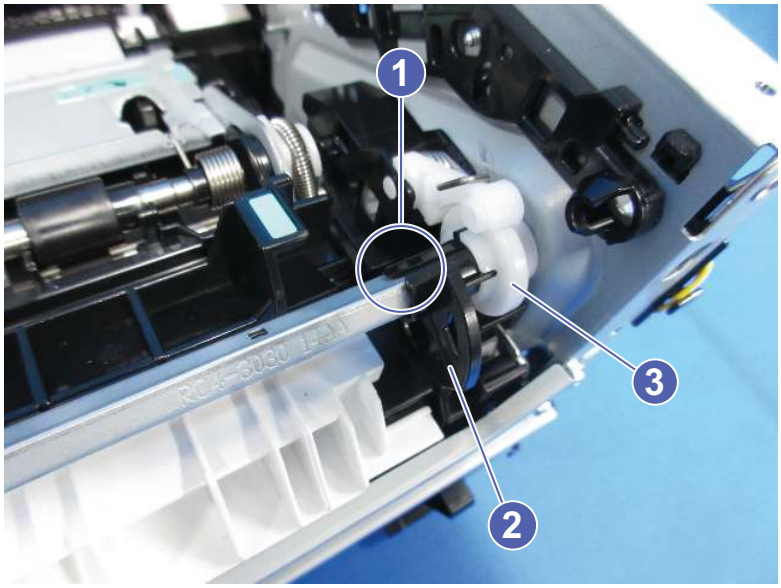
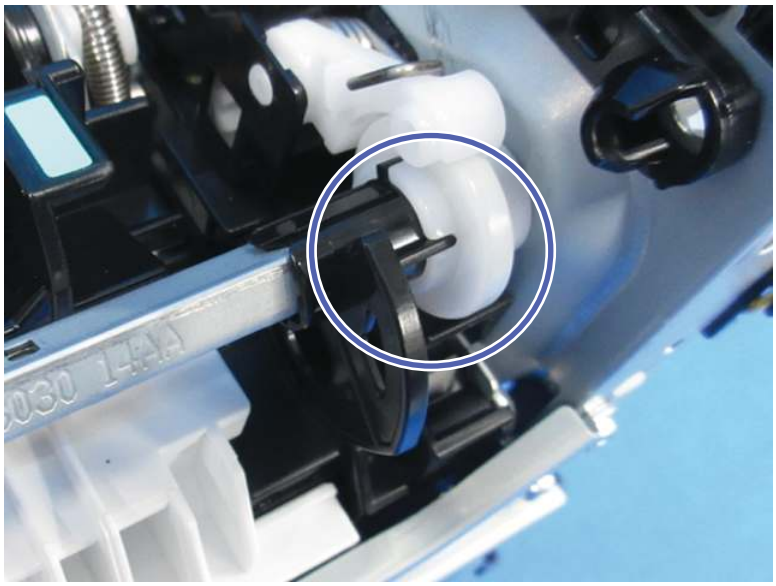


Figure 4-605 Ensure alignment pin position

NOTE: The black plastic alignment pin is inside the white spacer when they are assembled correctly.



Removal and replacement: Registration assembly (MFP)

Learn how to remove and replace the registration assembly.

View a video of how to remove and replace the registration assembly.

Mean time to repair: 17 minutes

Service level:

Before performing service

WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2, and then remove the toner cartridge.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-32 Part information

Part number	Part description
RM3-2094-000CN	Registration assembly, duplex models

Required tools

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

Post service test

Make sure that toner cartridge door correctly opens and closes.

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

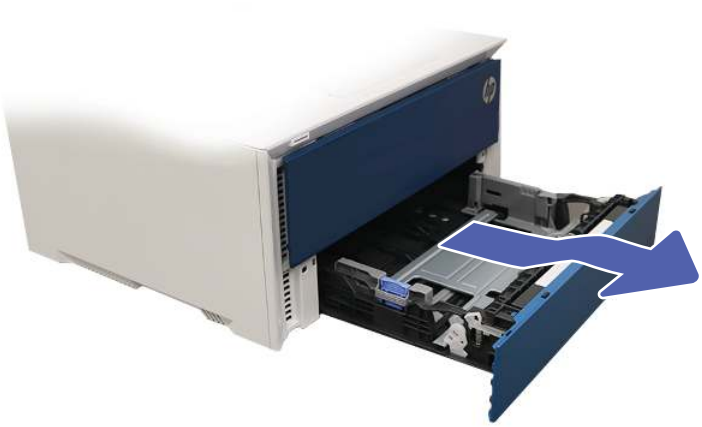
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove Tray 2 and open printer

Follow these steps.

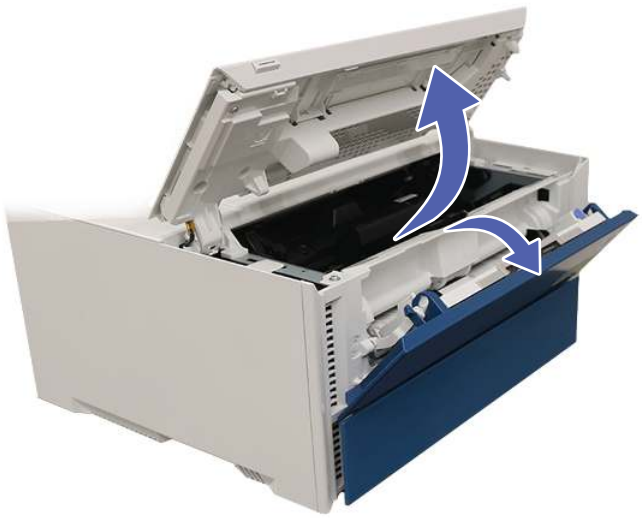
1. Remove Tray 2.

Figure 4-606 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

   Open toner cartridge door and Tray 1



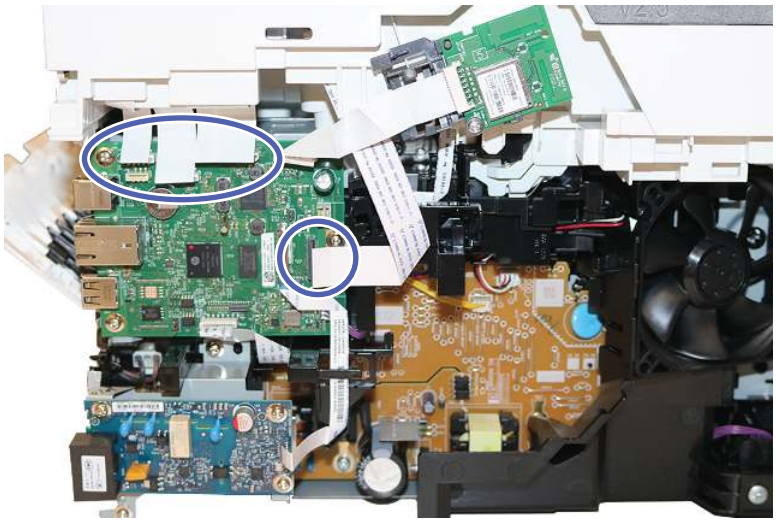
2. Remove the integrated scanner assembly (MFP only)

Follow these steps to remove the integrated scanner assembly (MFP only).

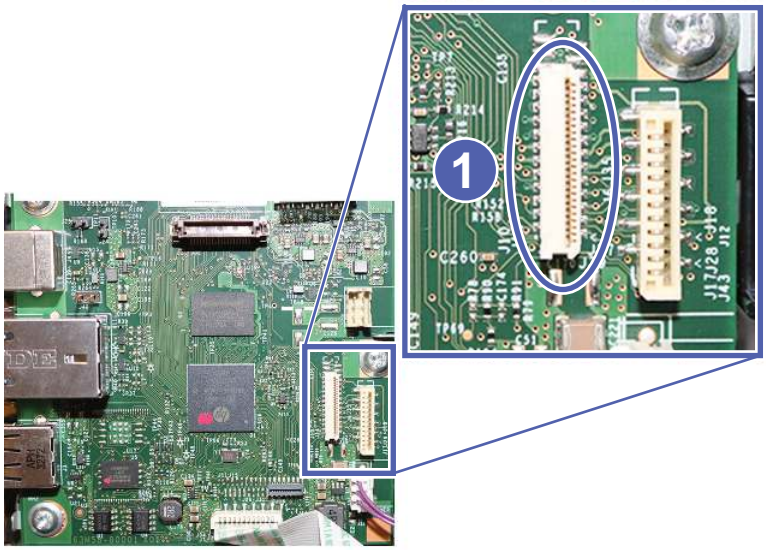
NOTE: MFP models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

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

Figure 4-607 Disconnect the FFCs



NOTE: When installing the FFC on the right side of the formatter, it must go into the innermost ZIF connector (callout 1).



2. Remove one screw (callout 1), and then release the ground wire from the guide.

Figure 4-608 Release the ground wire



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

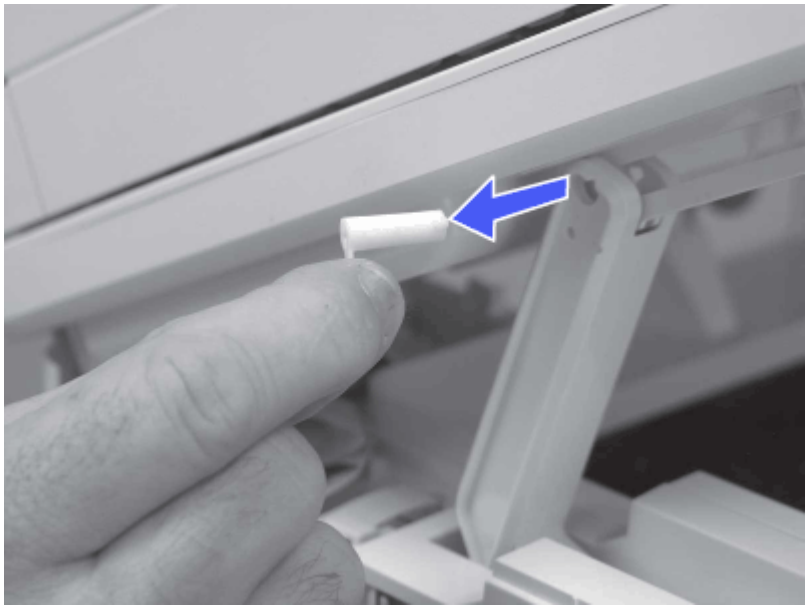
Figure 4-609 Release one tab and rotate the slider pin



4. Remove the slider pin.

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

Figure 4-610 Remove the pin



5. While firmly holding the ISA, rotate the ISA towards the rear of the printer until it stops.

Figure 4-611 Rotate the ISA towards the rear of the printer



6. Slide the ISA over and up as shown to remove from the printer.

Figure 4-612 Release the ISA

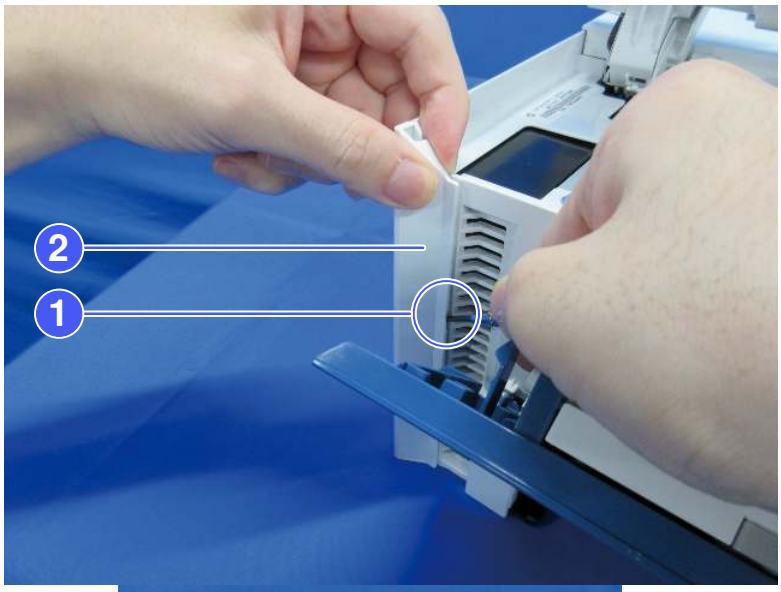


3. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-613 Remove front left cover



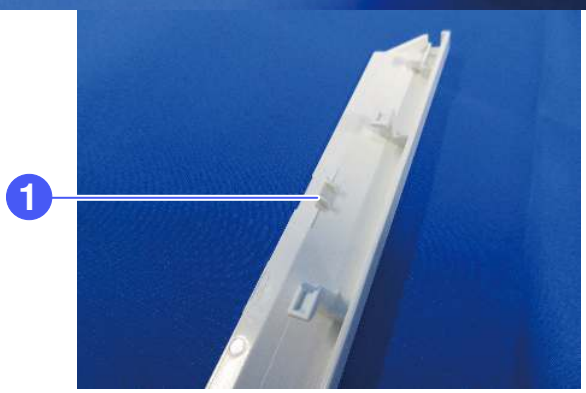


Figure 4-614 Close up of notch for screwdriver

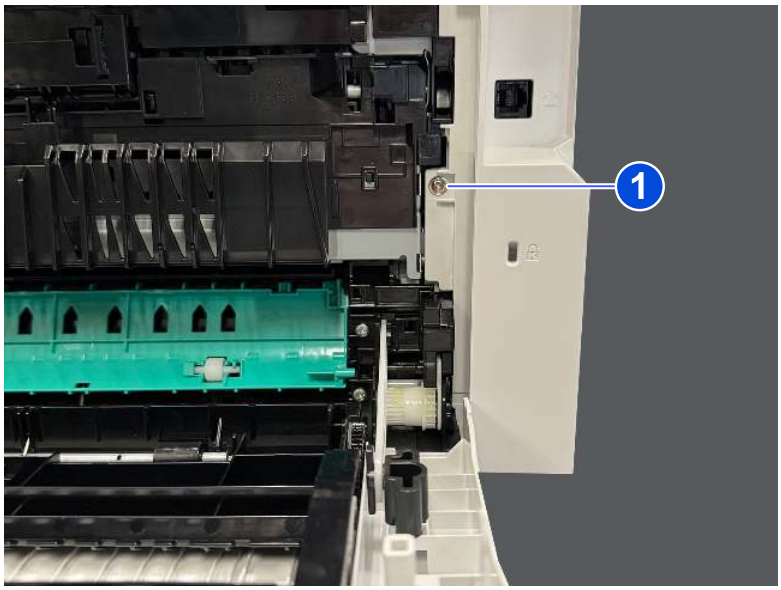


4. Remove the left cover (MFP)

Follow these steps to remove the left cover.

1. Remove one screw and free the ground wire (callout 1).

Figure 4-615 Remove ground screw



2. Perform the following:

- Place the printer on its right side so that the left side is the face up.

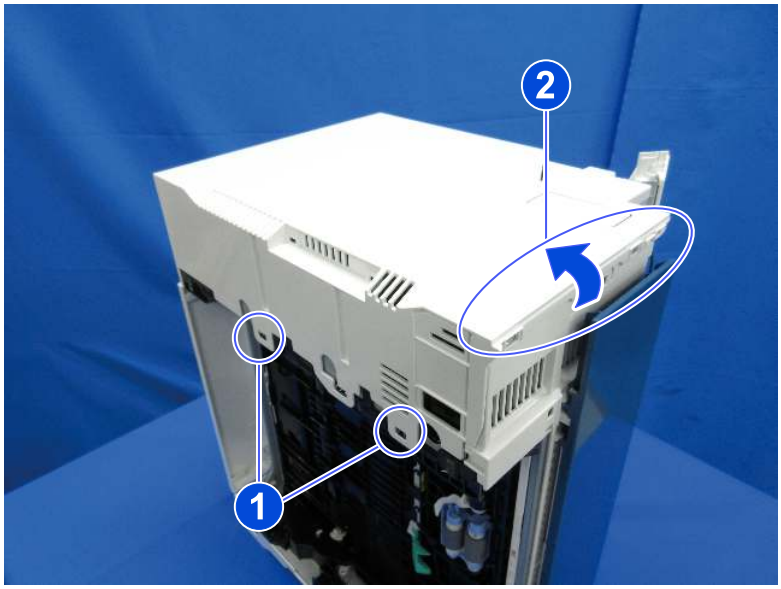
IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

- Release three tabs (callout 1).
- Pull the front part of the left cover (callout 2) in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

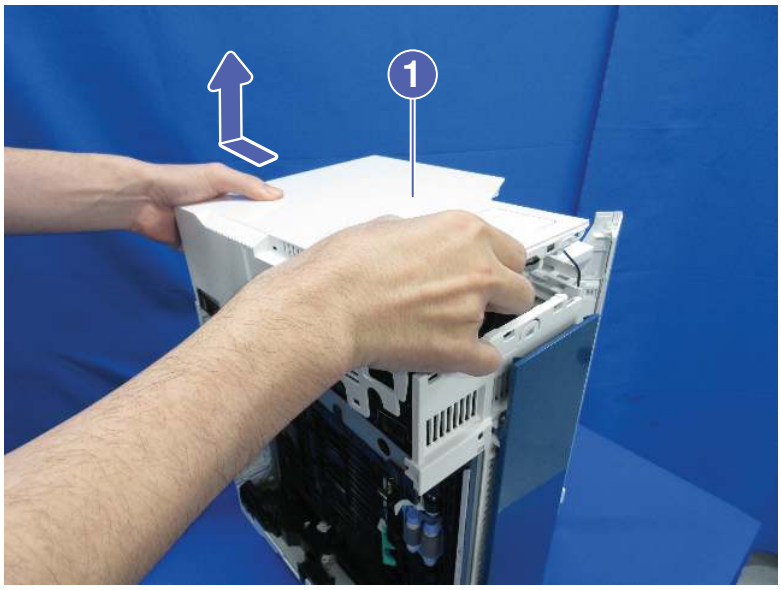
TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket.

Figure 4-616 Release cover tabs



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

Figure 4-617 Remove the cover

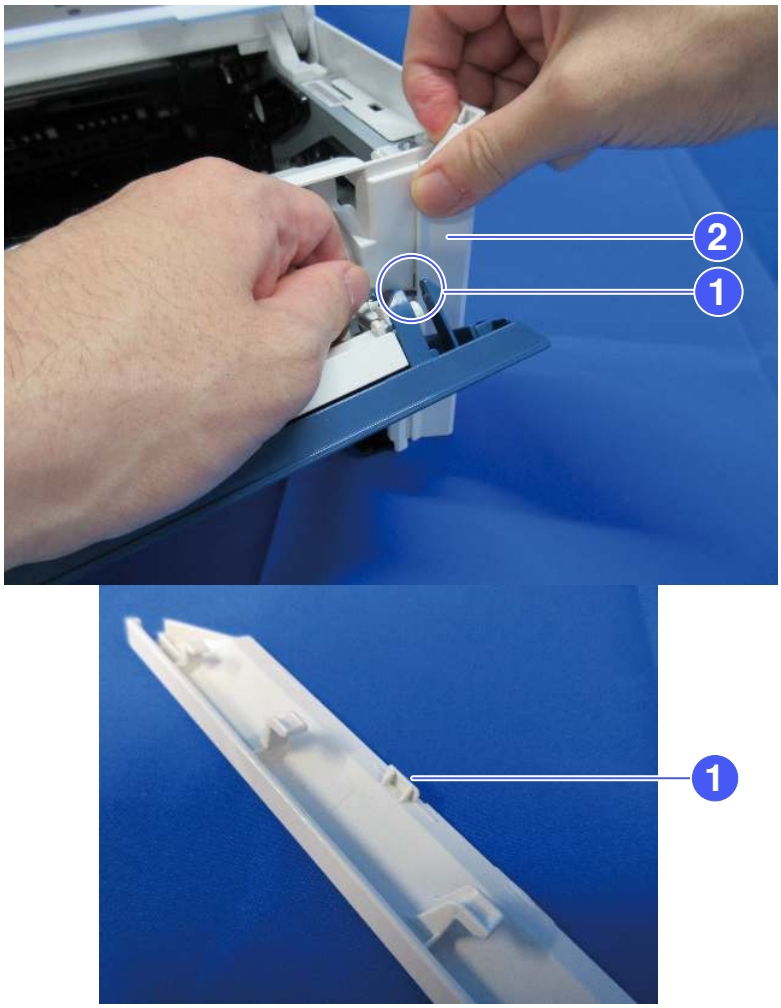


5. Remove the right front cover

Follow these steps to remove the right front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) then slide the cover up and off of the printer.

Figure 4-618 Remove right front cover



NOTE: The notch on the left cover is in the same place as on the right side.

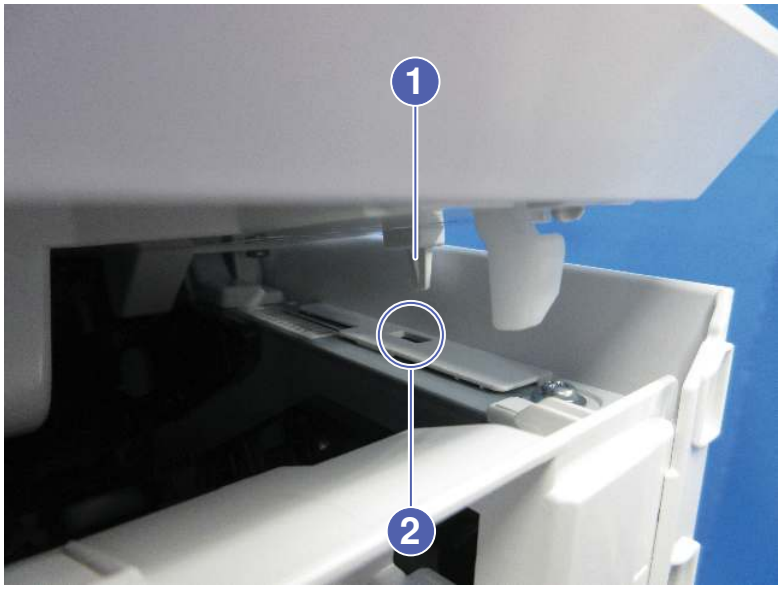
6. Remove the right cover (MFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-619 Ensure the cartridge door is open



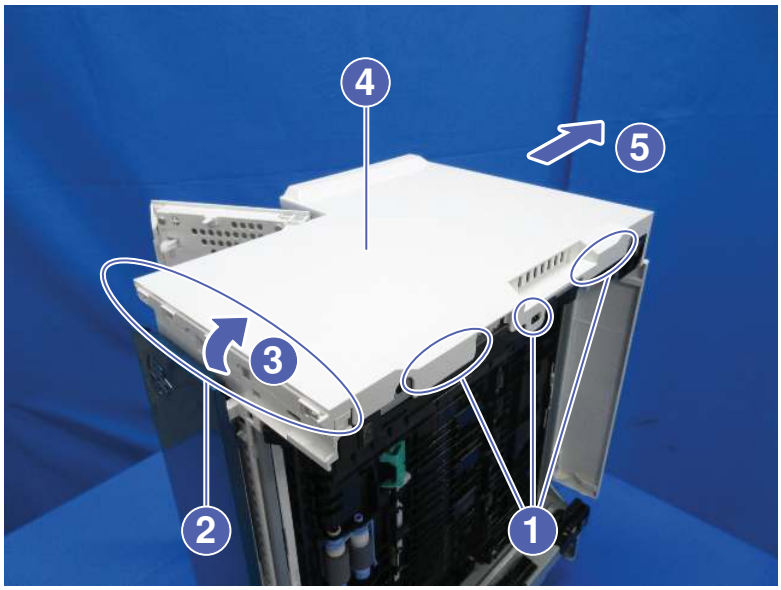
2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

3. Perform the following:
   - Release three tabs (callout 1).
   - The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
   - Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. You cannot slide the cover without tilting the cover up slightly.

Figure 4-620 Remove cover



7. Remove the top cover (MFP)

Follow these steps to remove the top cover.

1. While lowering one tab (callout 1) downward, the door link (callout 2) is removed by sliding in the arrow direction.

NOTE: The door link is loose after it is detached from the door and can fall off the link arm which it is connected. Note how the door link arm attaches to the link arm on the side of the printer for installation.

Figure 4-621 Release door link

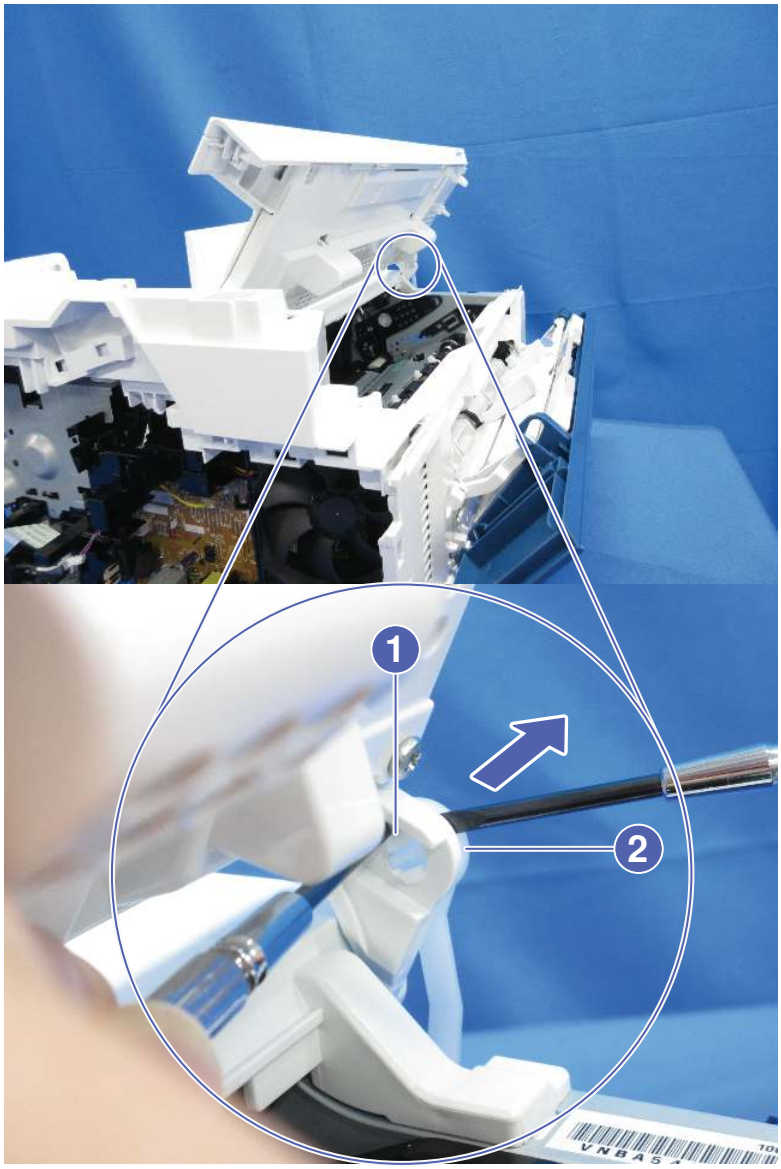
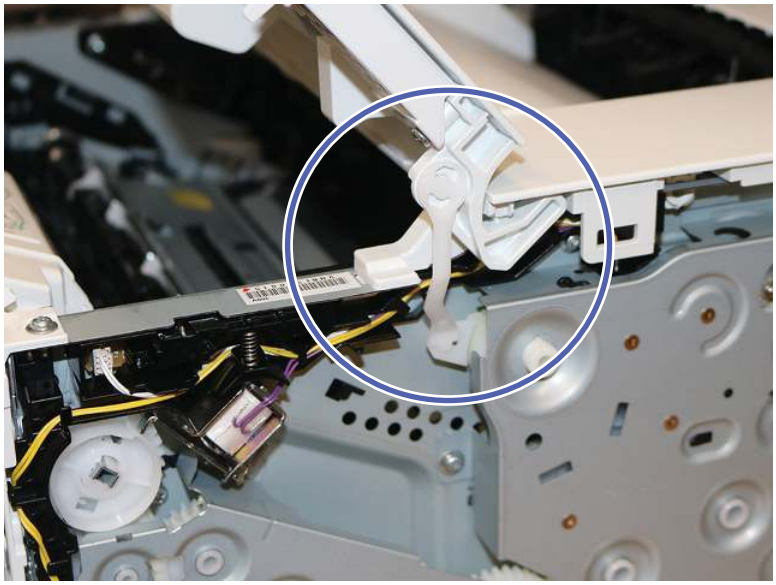
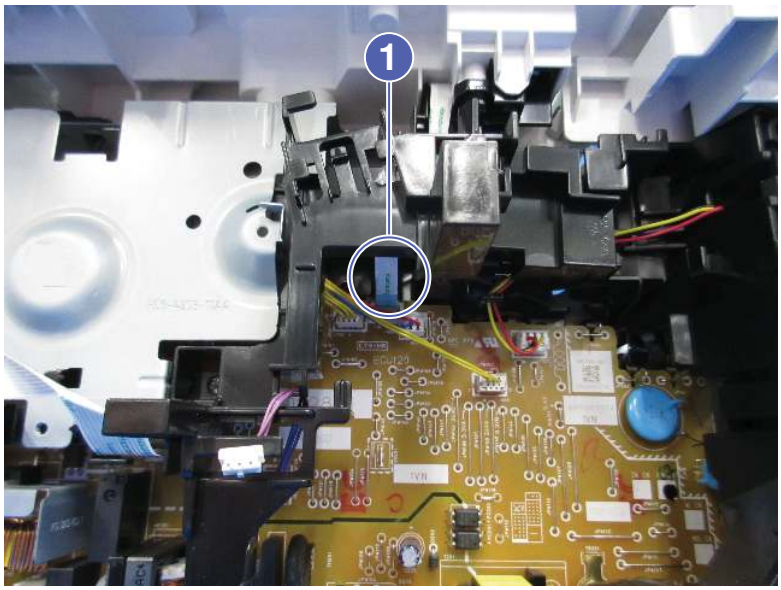


Figure 4-622 Outside view of the door arm link



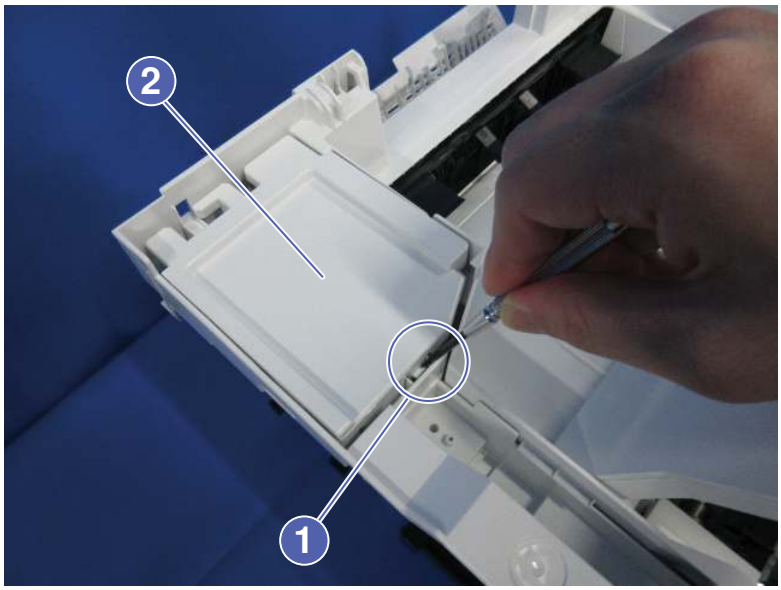
2. On the left side of the printer, remove the FFC (callout 1).

Figure 4-623 Remove FFC



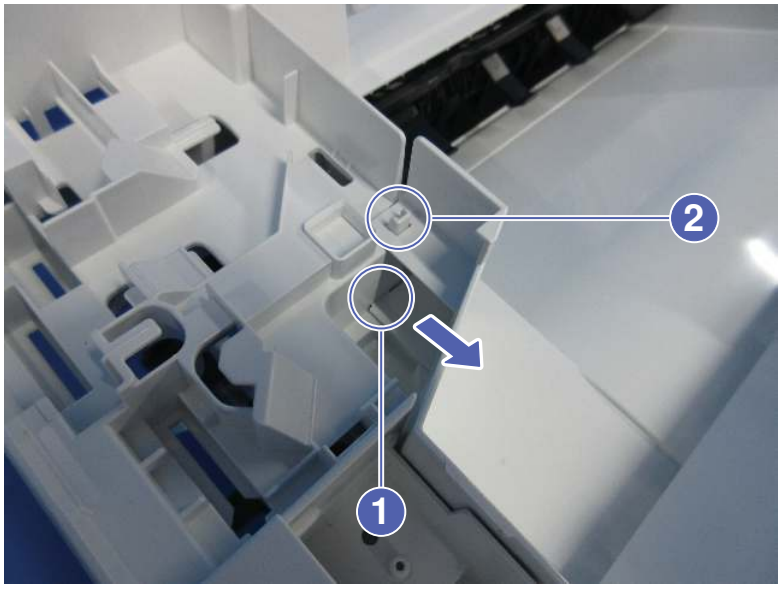
3. Release one tab (callout 1), then remove the FFC cover (callout 2).

Figure 4-624 Remove FFC cover



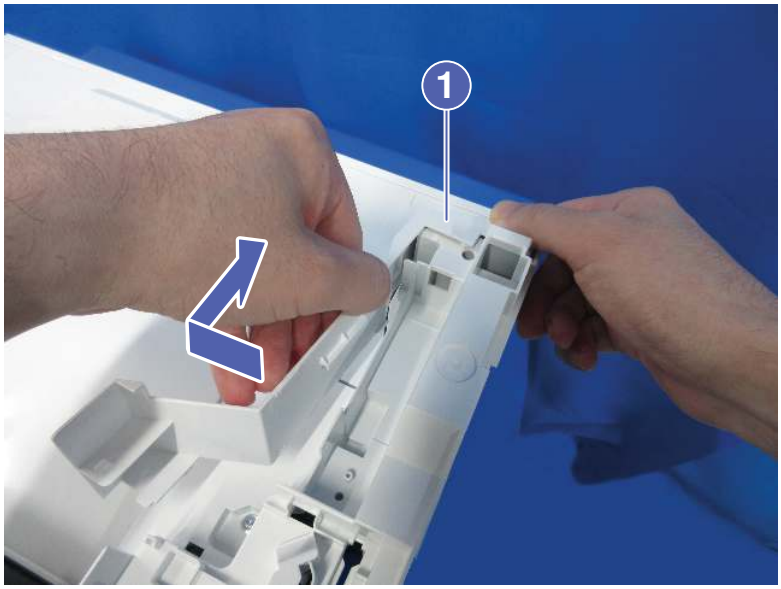
4. Disengage one alignment boss (callout 1) in the direction of the arrow, then release one alignment boss (callout 2).

Figure 4-625 Release boss



5. Close the cartridge door assembly, then remove the left inner pillar cover (callout 1) by moving it in the direction of the arrow.

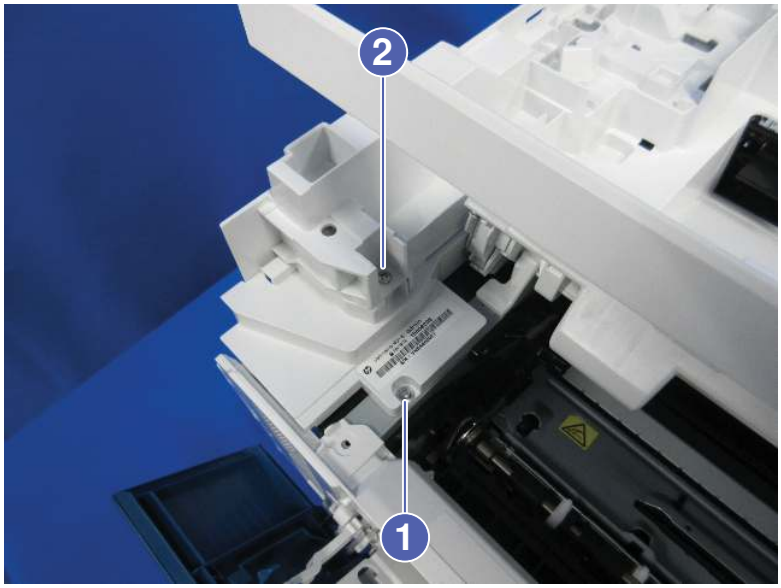
Figure 4-626 Remove inner left pillar



6. Perform the following:

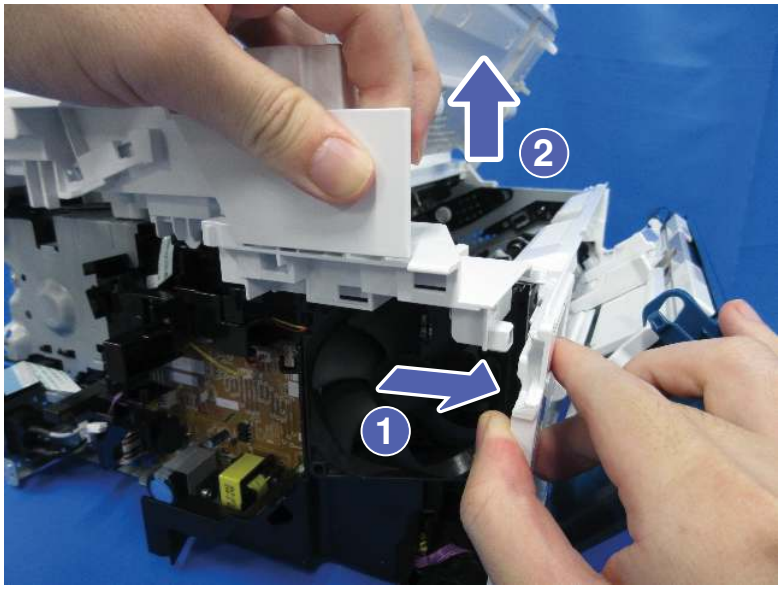
- Open the cartridge door assembly.
- Remove one M3x8 screw (callout 1).
- Remove one M3x10 screw (callout 2).

Figure 4-627 Remove screws



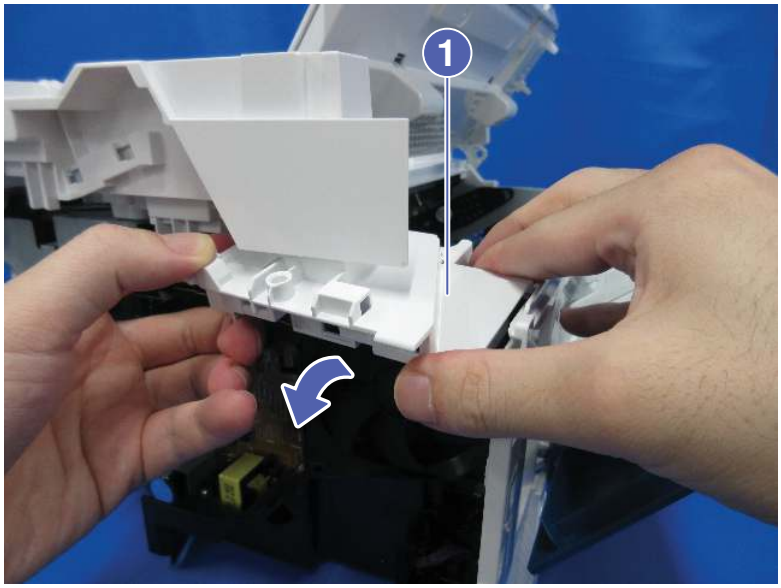
7. Pull the front cover assembly (callout 1) in the arrow direction, then pull the top cover assembly up in the arrow (callout 2) direction.

Figure 4-628 Release top cover



8. Pull the left pillar cover (callout 1) in the direction of the arrow to remove it.

Figure 4-629 Remove left pillar cover



9. Remove one screw (callout 1).

Figure 4-630 Remove the screw



10. Remove one screw (callout 1).

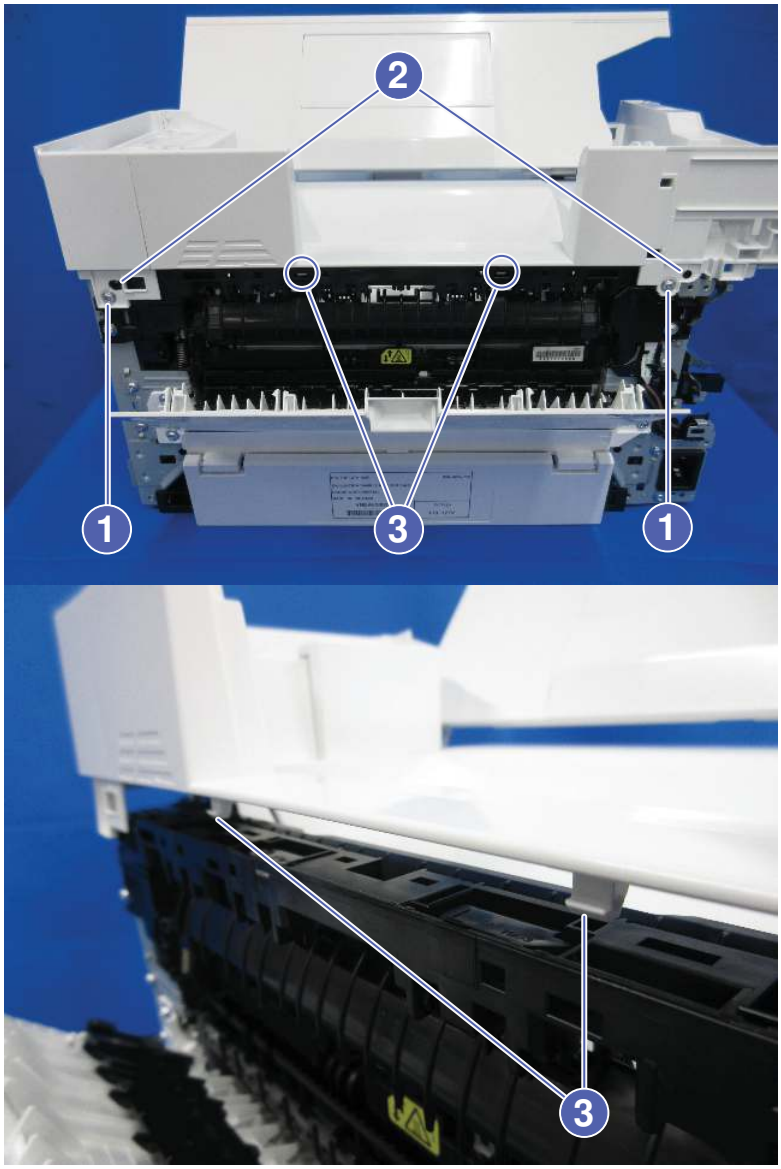
Figure 4-631 Remove screw



11. Perform the following:

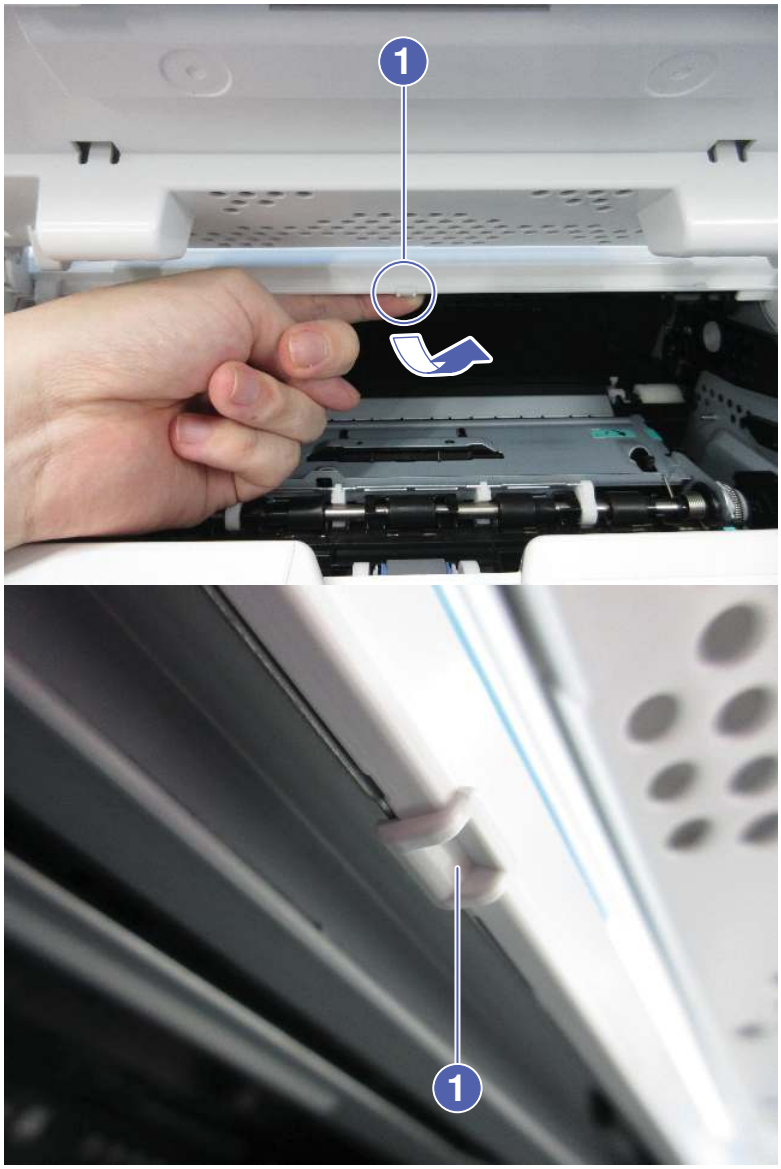
- Remove two screws (callout 1).
- Release two bosses (callout 2).
- Release two tabs (callout 2).

Figure 4-632 Remove screws and release tabs



12. Lifting the rear of the top cover, release one tab (callout 1) by pulling forward in the direction of the arrow.

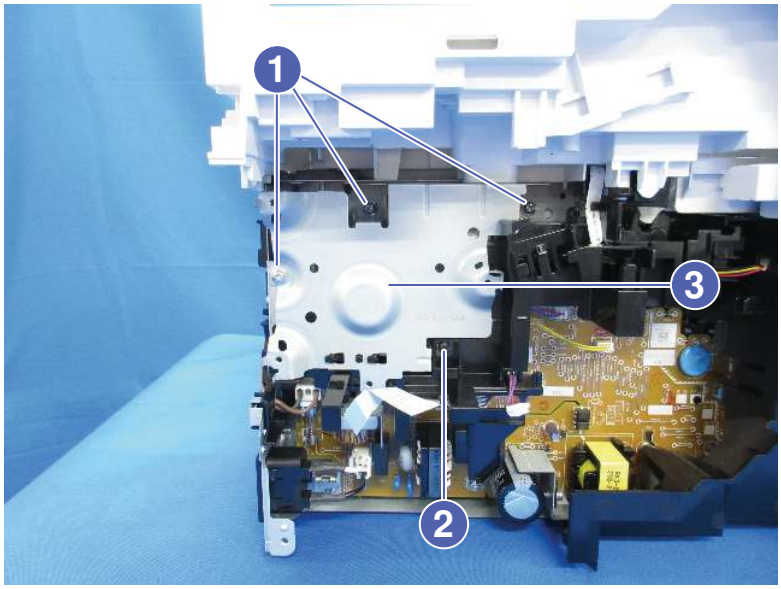
Figure 4-633 Release tab



13. Perform the following:

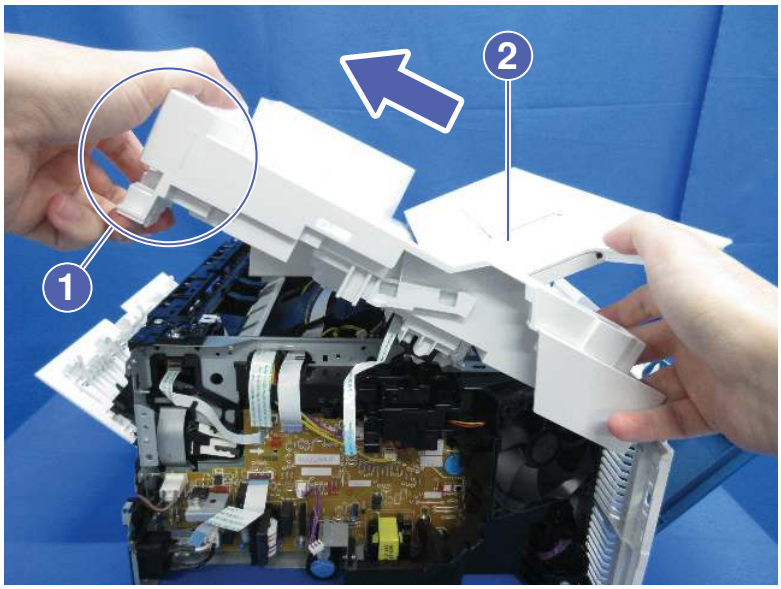
- Remove three screws (callout 1).
- Remove one screw with washer (callout 2).
- Remove the formatter stay (callout 3).

Figure 4-634 Remove formatter stay



14. Lift the rear part (callout 1) of the top cover assembly, then slide the top cover (callout 2) in the direction of the arrow to remove it.

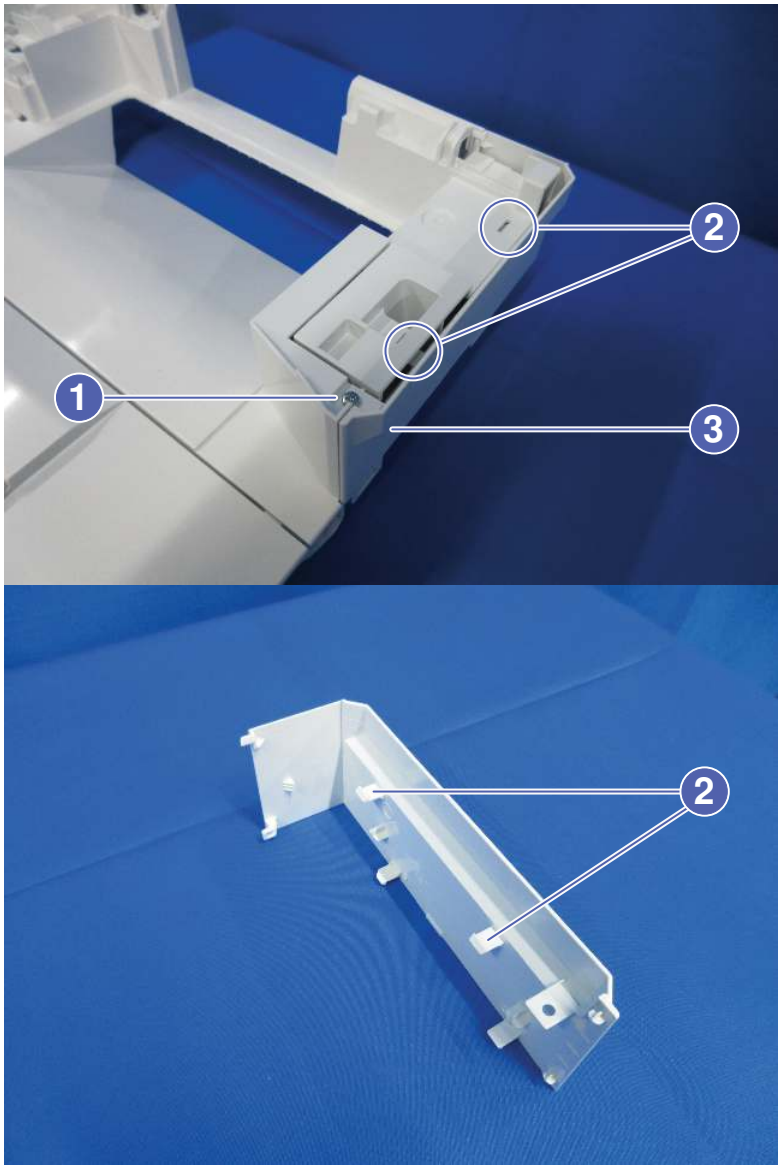
Figure 4-635 Remove cover



15. Perform the following:

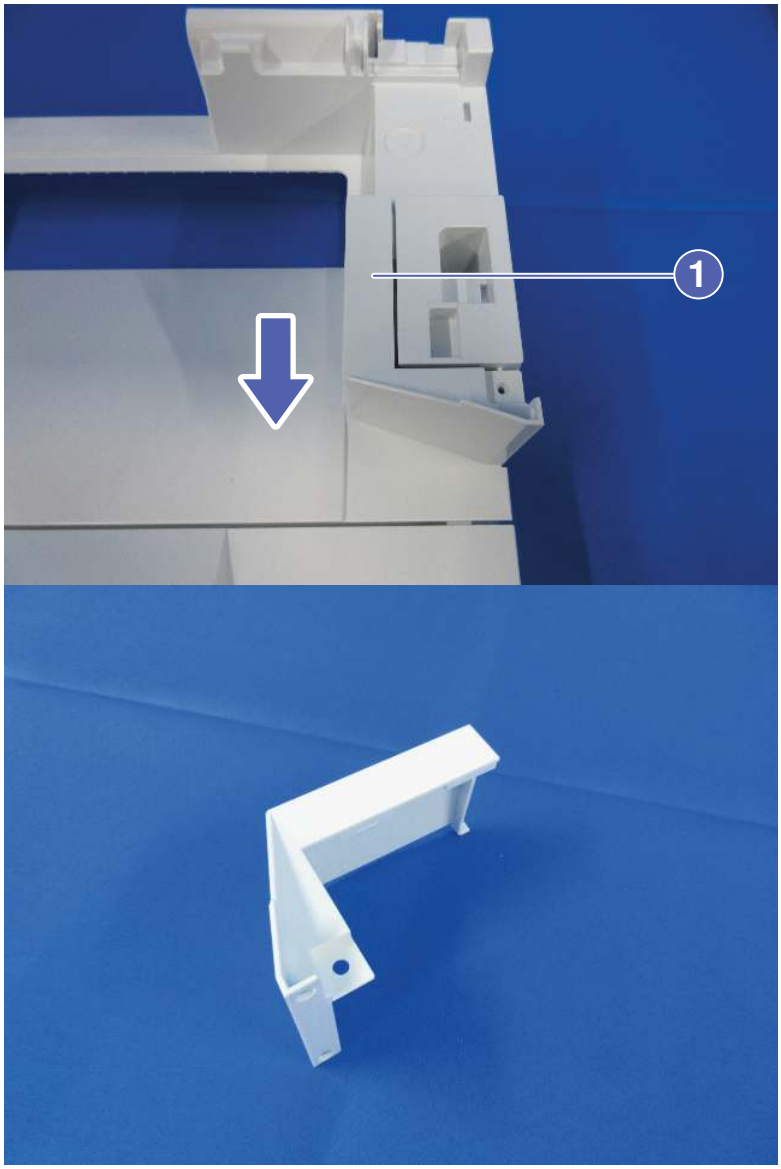
- Remove one screw (callout 1).
- Release two tabs (callout 2).
- Remove the right pillar cover (callout 3).

Figure 4-636 Remove pillar cover



16. While lifting the rear end (callout 1) of the right inner pillar cover, the right inner pillar cover (callout 2) is pulled in the direction of an arrow to be removed.

Figure 4-637 Remove pillar cover

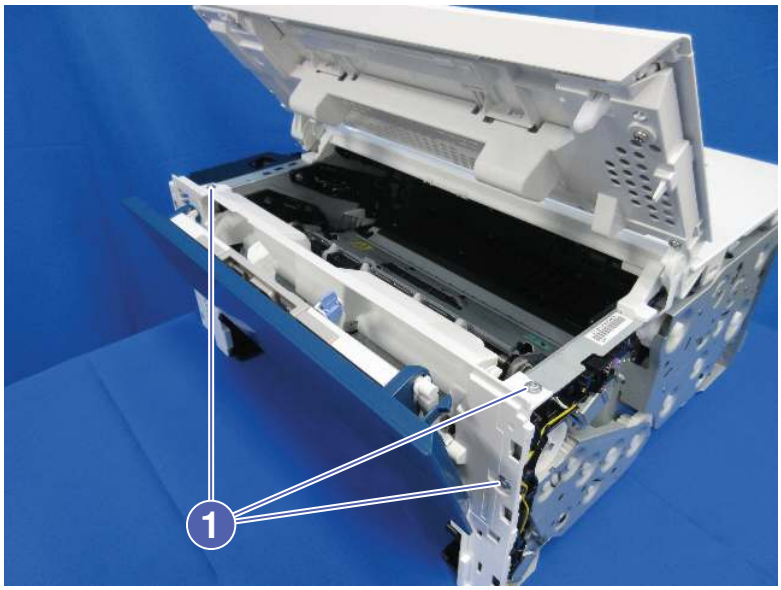


8. Remove the front cover (SFP)

Follow these steps to remove the front cover.

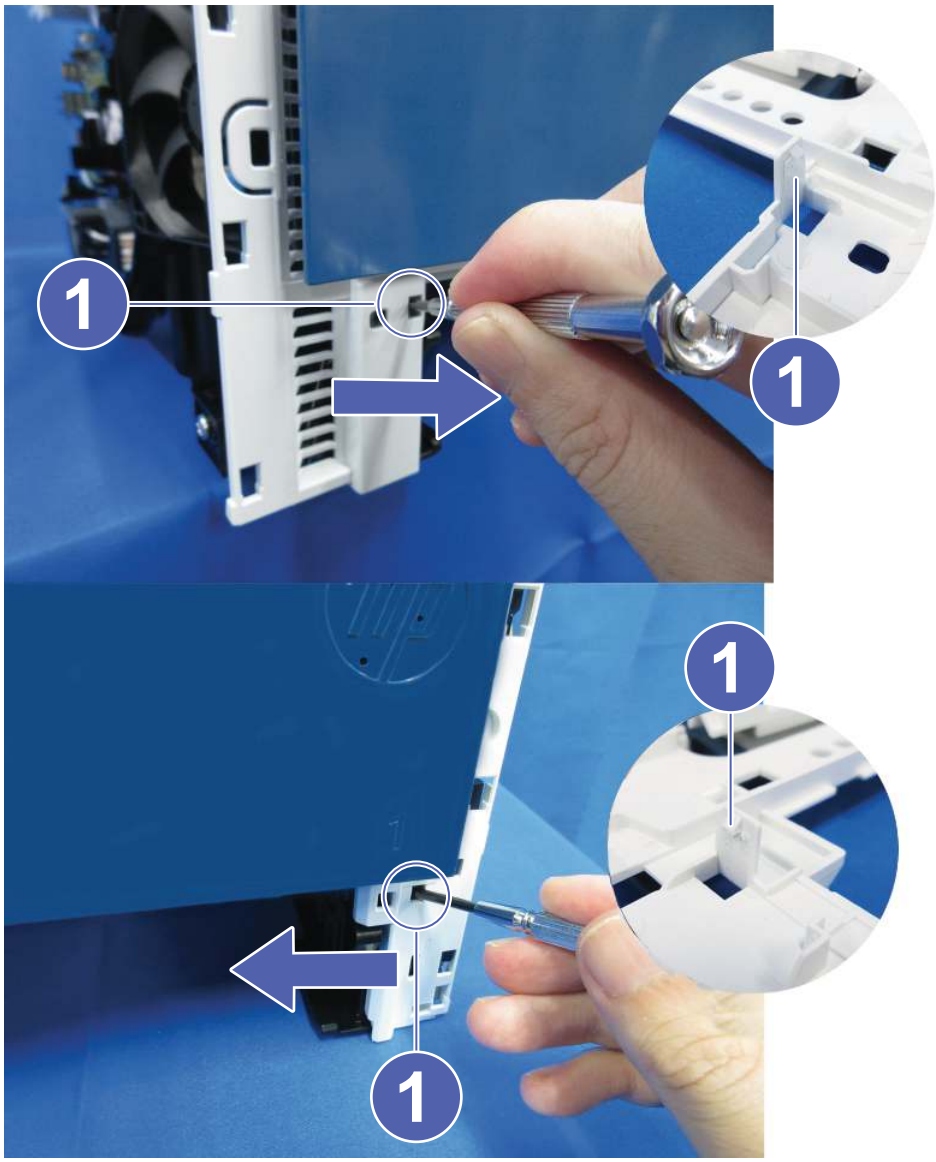
1. Remove three screws (callout 1).

Figure 4-638 Remove screws



2. Release the two tabs (callout 1) by bending them in the direction of the arrow.

Figure 4-639 Release tabs



3. Remove the cover lock.

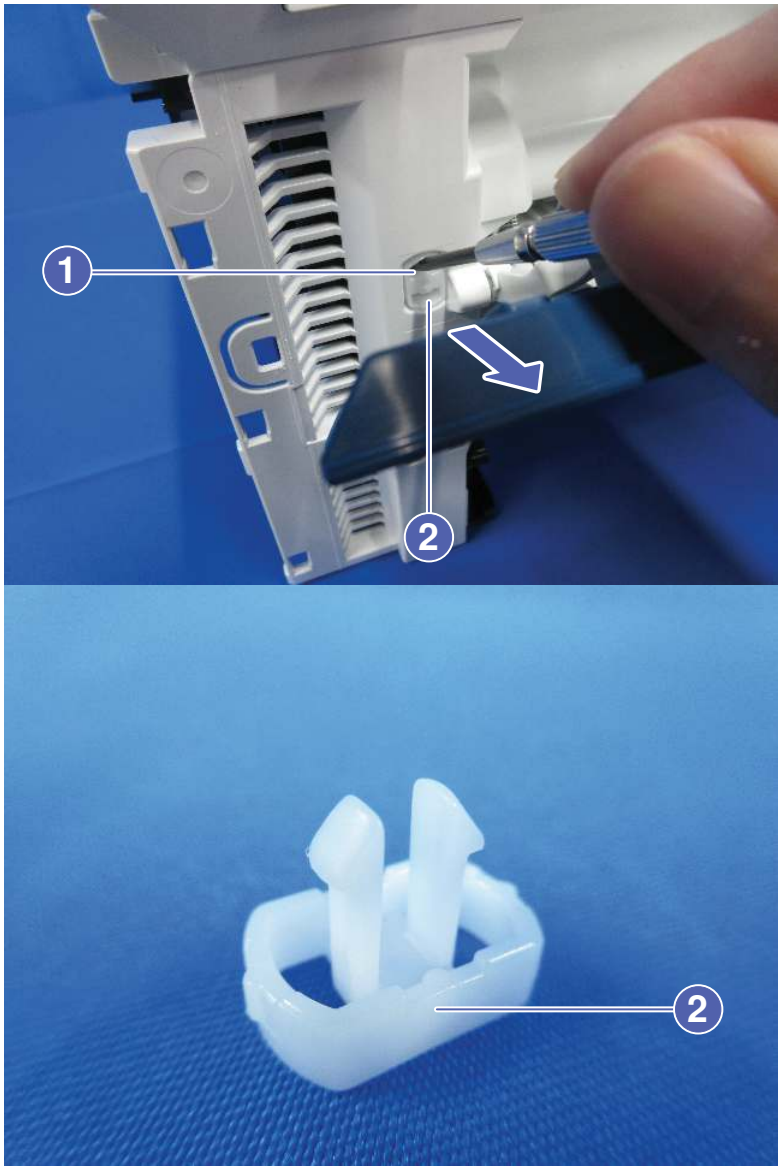
   a. Keep the front cover assembly pulled slightly toward you.

   b. Release one tab (callout 1) by bending it downward.

   c. Remove the cover lock (callout 2) by sliding it in the direction of the arrow.

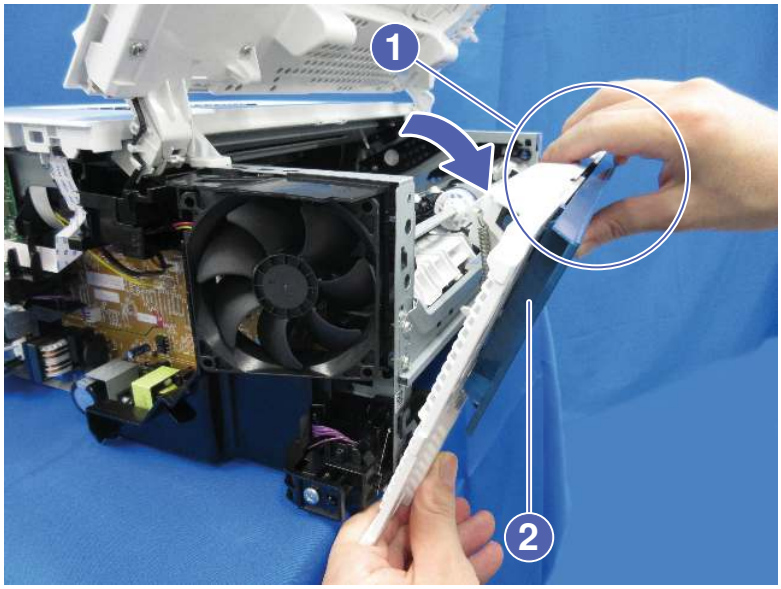
IMPORTANT: Make sure not to lose the small cover lock (callout 2) it must be used if a new cover is required.

Figure 4-640 Remove lock



4. Pull the upper part (callout 1) of the front cover assembly in the direction of the arrow. Then remove the front cover assembly (callout 2) by sliding it downward.

Figure 4-641 Remove front cover assembly

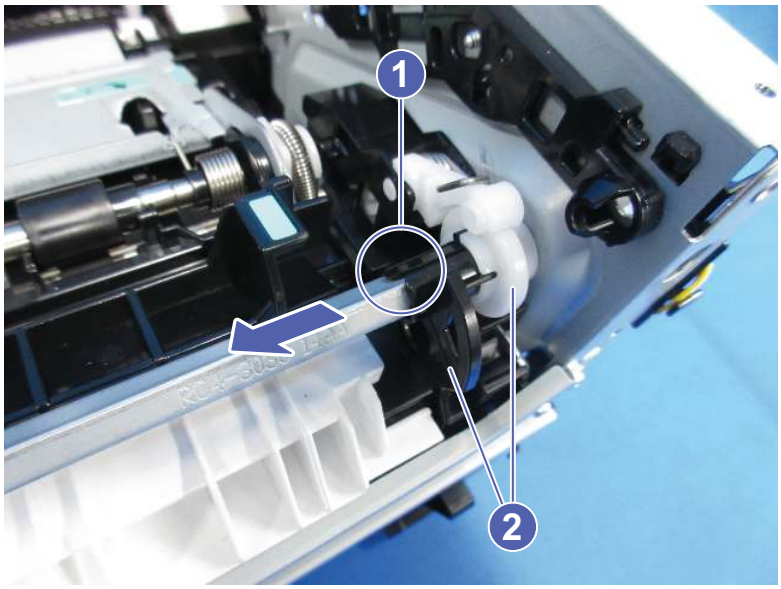


9. Remove the registration assembly

Follow these steps to remove the registration assembly.

1. Release one tab (callout 1) then slide the two cams (2) in the direction of the arrow.

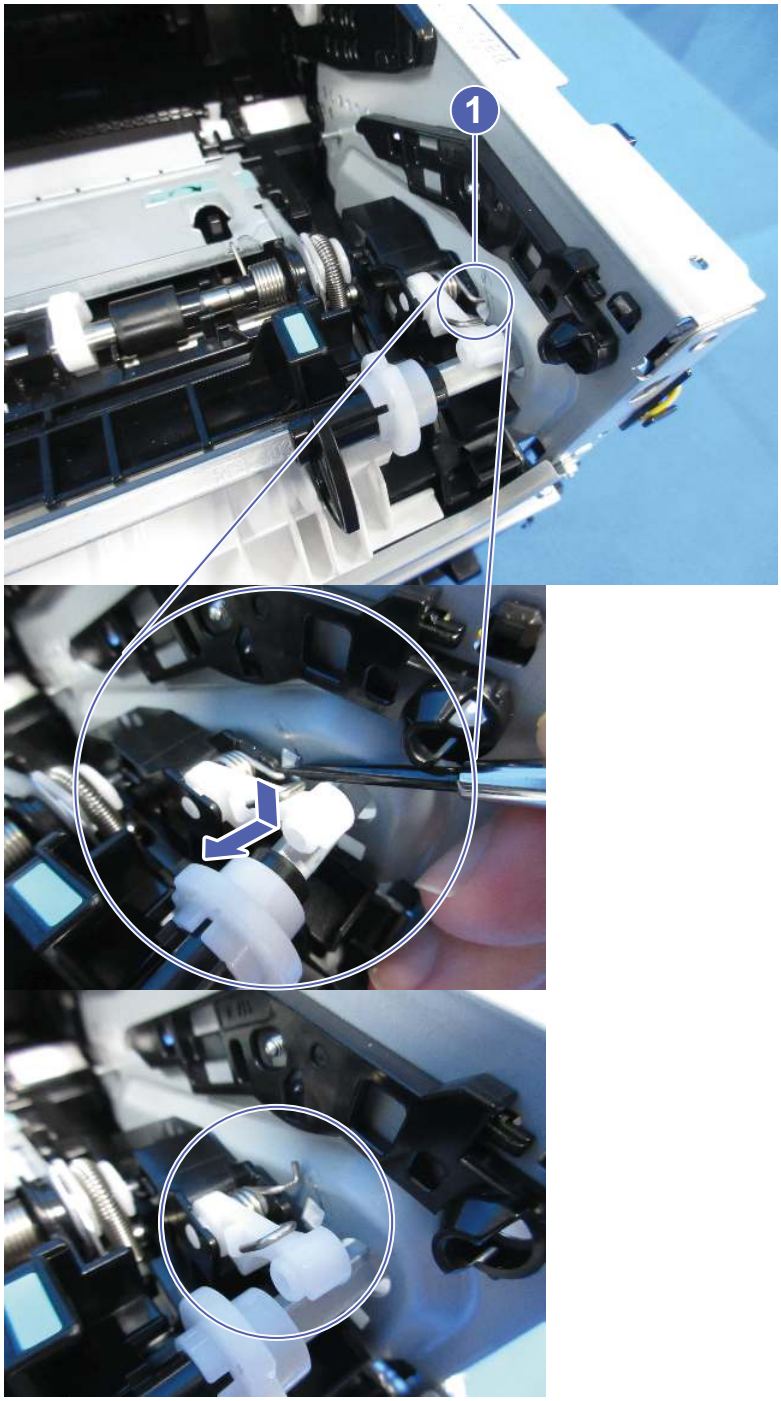
Figure 4-642 Move cams



2. Slide the spring (callout 1) in the direction of the arrow to remove it.

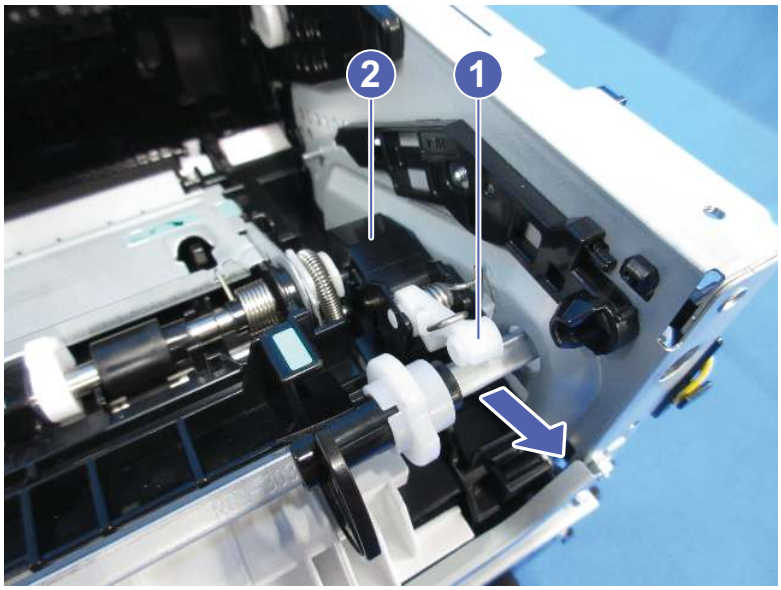
NOTE: The spring has a small hook on the end that must be released from the sheet metal.

Figure 4-643 Release spring



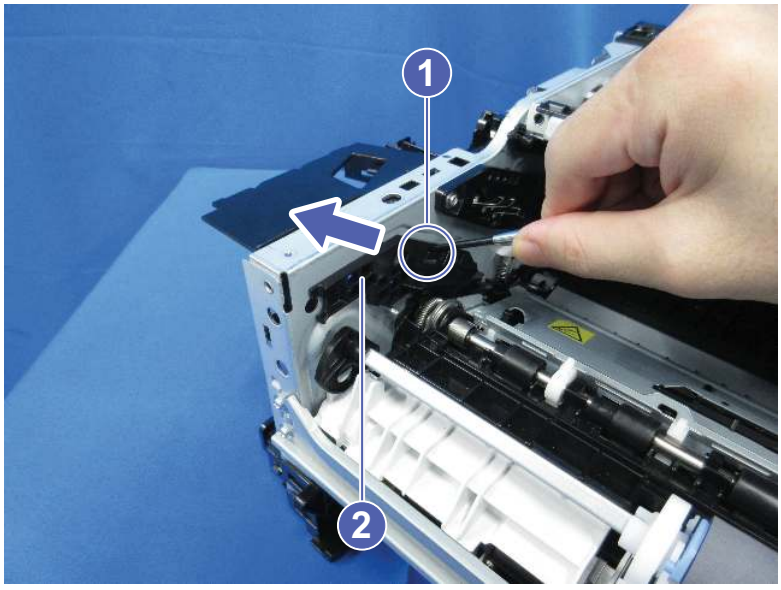
3. Slide the lever (callout 1) and spacer (callout 2) together in the direction of the arrow to remove them.

Figure 4-644 Remove the spacer



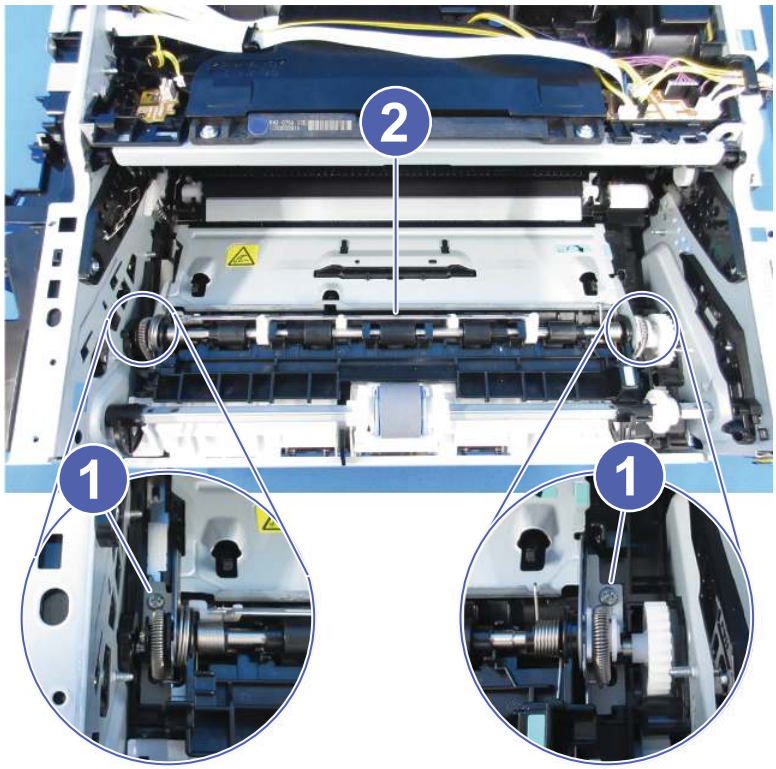
4. While releasing the tab (callout 1), slide the guide (callout 2) in the direction of the arrow to remove it.

Figure 4-645 Remove the guide



5. Remove two screws (callout 1), then remove the registration assembly (callout 2).

Figure 4-646 Remove the registration 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.

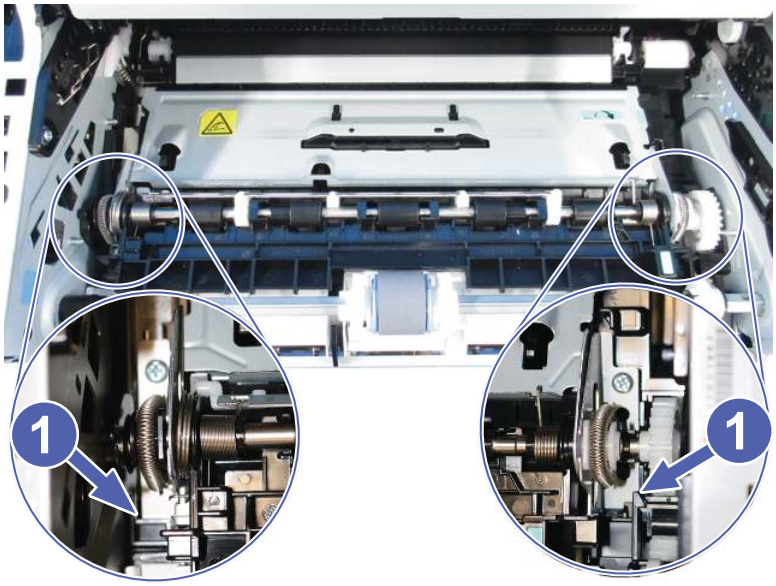
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

11. Remove the registration assembly

Follow these steps when installing the registration assembly.

1. Ensure the registration assembly metal mount bracket is under the black plastic tabs (callout 1) before installing and tightening the screws.

Figure 4-647 Install the registration assembly



2. Ensure that cam claw (callout 1) is fixed in place and that cam (callout 2) and cam (callout 3) do not shift laterally.

NOTE: When reinstalling the spring, apply pressure to the lever/spacer to hold it into place as you press down the spring and engage the sheet metal tab.

Figure 4-648 Check installation

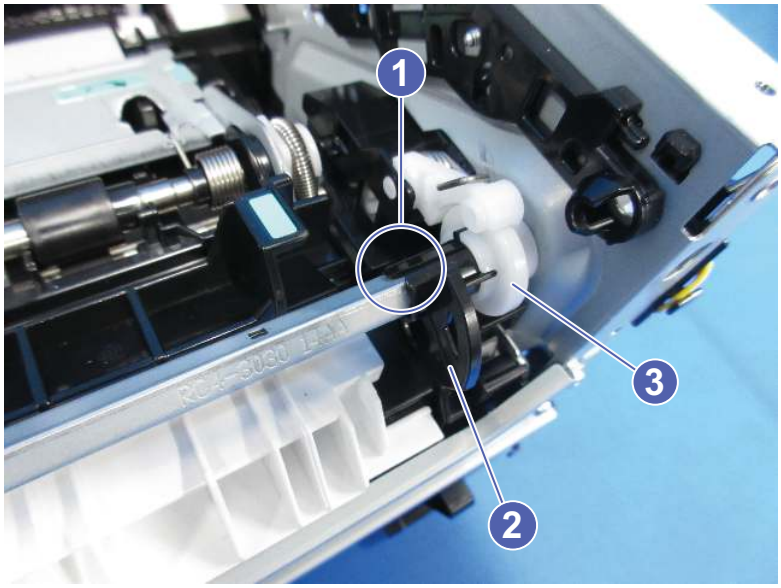
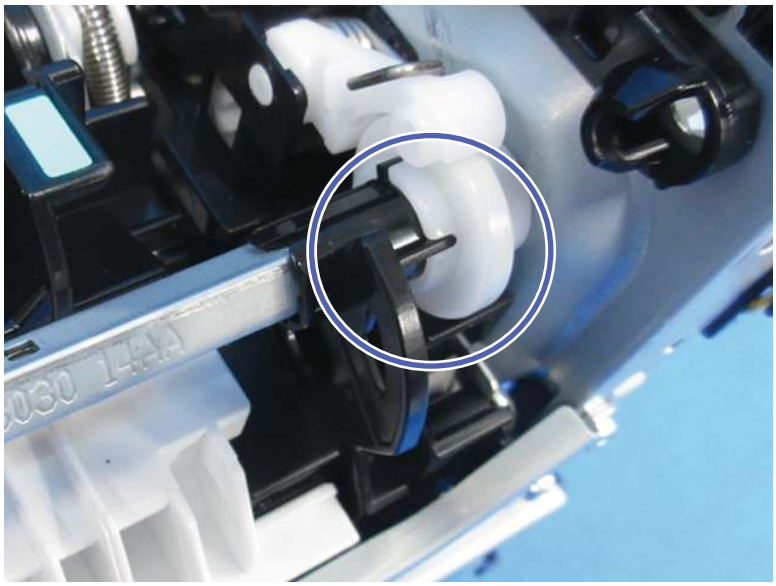


Figure 4-649 Ensure alignment pin position

NOTE: The black plastic alignment pin is inside the white spacer when they are assembled correctly.



Removal and replacement: Duplex feed assembly (SFP/MFP)

Learn how to remove and replace the duplex feed assembly.

Mean time to repair: 4 minutes

Service level:

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2, and then remove the toner cartridge.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-33 Part information

Part number	Part description
RM3-0212-000CN	Paper re-pick up assembly

Required tools

- Small flat-blade screwdriver

Post service test

Make sure that toner cartridge door correctly opens and closes.

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

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove Tray 2

Follow these steps to remove Tray 2.

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

Figure 4-650 Remove the tray



2. Remove the duplex feed assembly

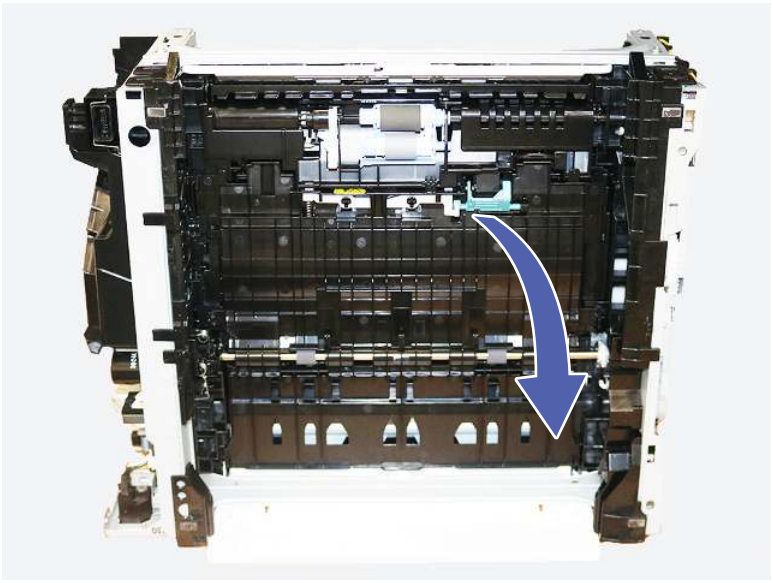
Follow these steps to remove the duplex feed assembly.

1. Tip the printer onto the rear to see underneath.

NOTE: When working on an MFP printer, it is recommended to tape the document feeder closed so it does not spring open.

2. Lower the lever.

Figure 4-651 Lower the duplex turn around tray



3. Locate the space where the duplex tray pin inserts into the printer.

Figure 4-652 Locate the tray pin



4. Use a flat blade screwdriver to pry the pin out from the printer to remove the tray.

NOTE: Softly bowing the duplex feed tray while prying the tray helps remove it.

Figure 4-653 Remove the duplex tray



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: Formatter PCA (SFP)

Learn how to remove and replace the Formatter PCA.

⚠ **CAUTION:** Before replacing the Formatter PCA, ensure you have all the required items necessary to Pair the new formatter with the printer. See the section *Pair the formatter PCA* for additional parts and instructions.

View a video of how to remove and replace the formatter.

Mean time to repair: 9 minutes

Service level: Easy

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2, and then remove the toner cartridge.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-34 Part information

Part number	Part description
8X3D2-67001	Formatter PCA 4006 n
8X3D4-67001	Formatter PCA 4006 dn
8X3D6-67001	Formatter PCA 4006 dw
8X3D8-67001	Formatter PCA 4007 n
8X3E0-67001	Formatter PCA 4007 dw
8X3E1-67001	Formatter PCA 4007 dn
8X3E2-67001	Formatter PCA 4007 d
8X3E6-67001	Formatter PCA 4008 dn
8X3E7-67001	Formatter PCA 4008 dw
8X3E8-67001	Formatter PCA 4008 d

Required tools

- Android device (Android OS 7.1 or newer)
- Wi-Fi Internet access
- USB OTG cable
- USB A to B cable
- Onsite application version 8.4 or newer

Post service test

Make sure that toner cartridge door correctly opens and closes.

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

1. Remove Tray 2 and open printer

Follow these steps.

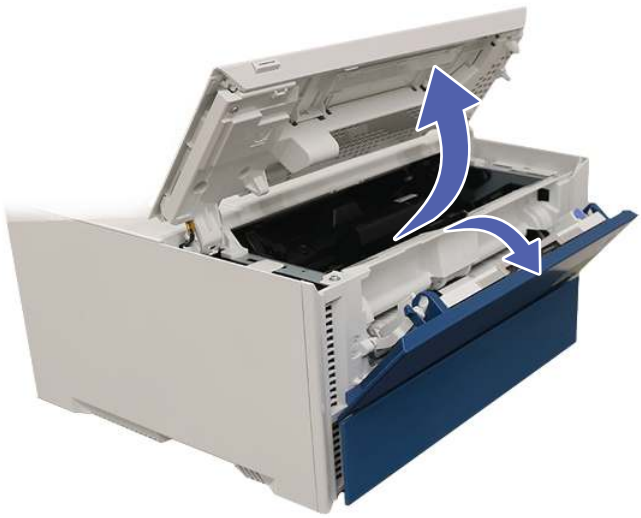
1. Remove Tray 2.

Figure 4-654 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

Open toner cartridge door and Tray 1



2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-655 Remove front left cover

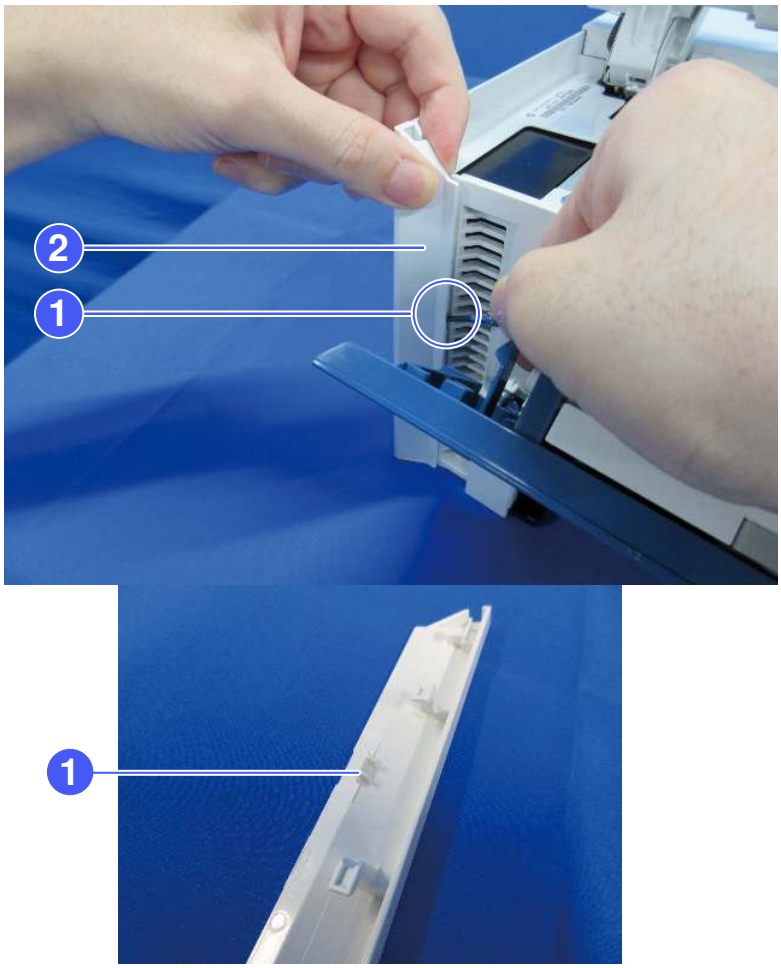


Figure 4-656 Close up of notch for screwdriver

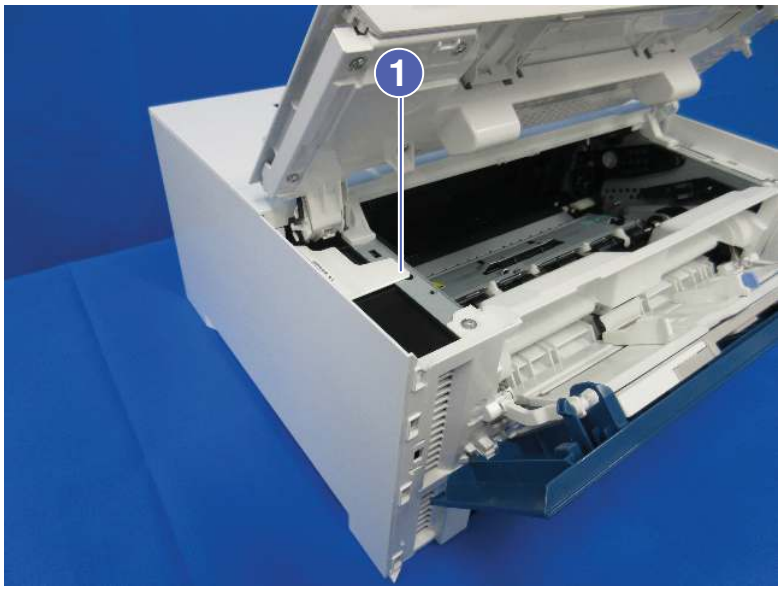


3. Remove the left cover (SFP)

Follow these steps to remove the left cover.

1. Release one tab (callout 1).

Figure 4-657 Release tab

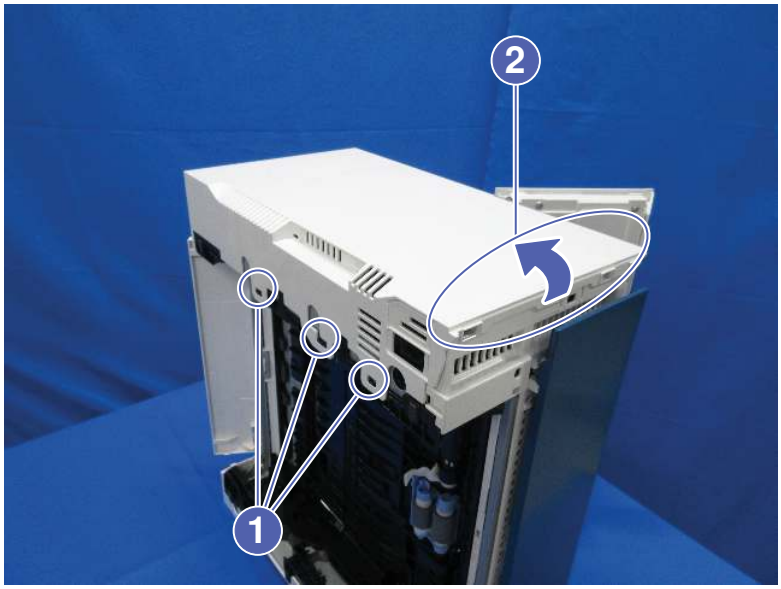


2. Perform the following:

   - For easier access, place the printer so that it is resting on the right side. The left side is now facing up.
   - Release three tabs (callout 1).
   - Pull the front part (callout 2) of the left cover in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

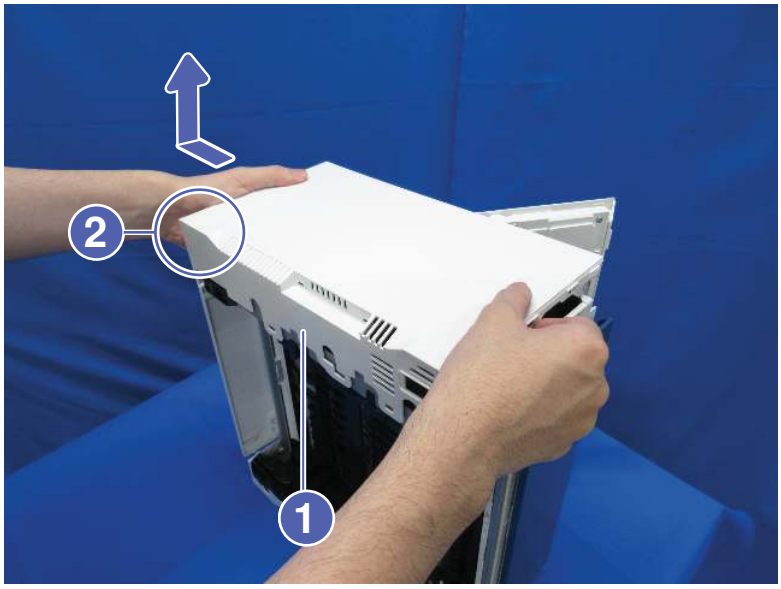
Figure 4-658 Release the left cover



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket (callout 2).

Figure 4-659 Remove left 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.

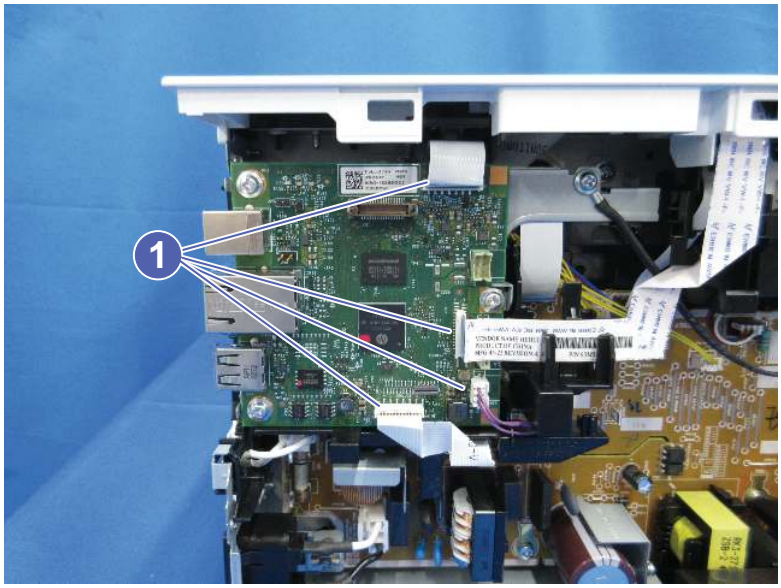
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

5. Remove the formatter PCA

Follow these steps when removing the formatter PCA.

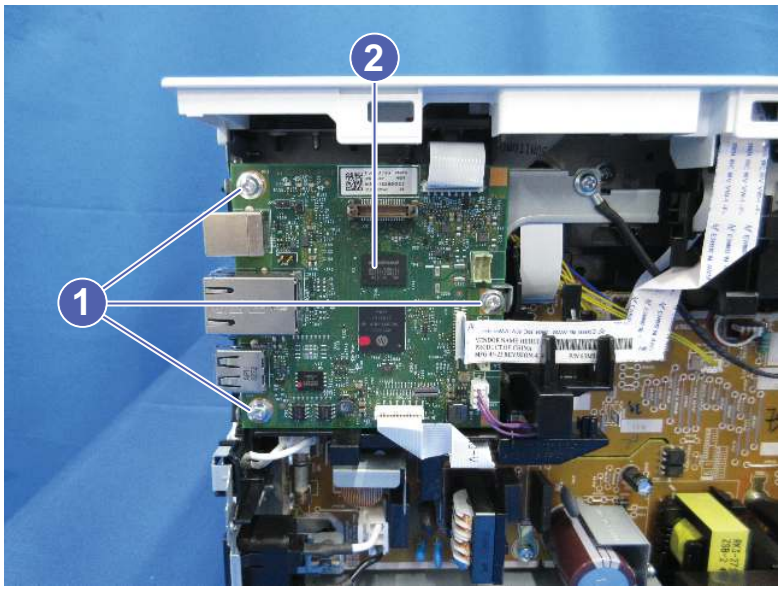
1. Ensure that the discharge steps have been performed correctly.
2. Disconnect all the connectors on the formatter PCA.

Figure 4-660 Remove formatter cables



3. Remove three screws (callout 1), then remove the formatter PCA.

Figure 4-661 Remove the formatter



6. Install the formatter PCA

Follow these steps when installing the formatter PCA.

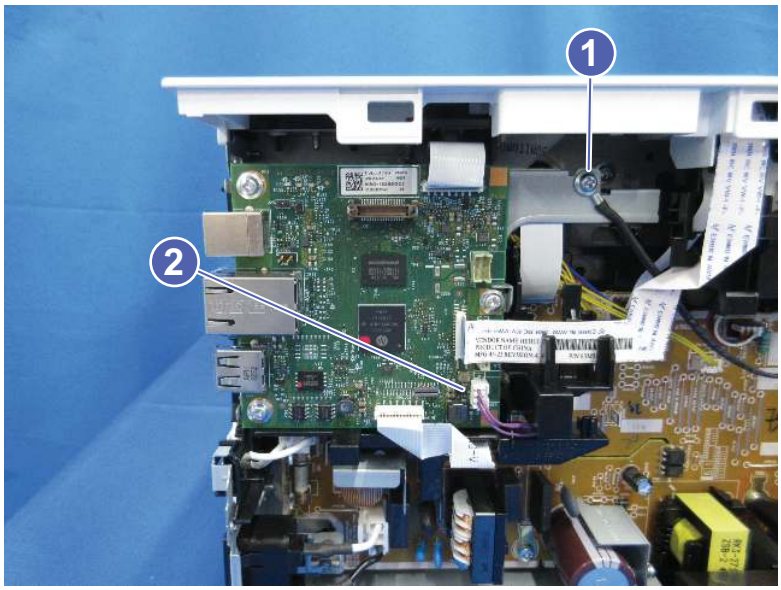
1. Before connecting any cables, make sure the formatter and engine controller unit (ECU) ground cable is correctly connected (See callout 1 in image below).

   Here are two typical cases:

   - Case 1: Confirm that the formatter is securely screwed to the formatter stay (metal bracket).
   - Case 2: If the formatter is used detached from the formatter stay, ensure that the formatter ground is electrically connected to the formatter stay using a dedicated cable or equivalent method.

2. Connect the formatter FFC cables, ensuring each cable is fully and correctly inserted (not partial or angled connections).

3. Connect the formatter power cable (callout 2) and ensure it is fully and correctly inserted (not partial or angled connections).



7. Pair the formatter PCA

The formatter MUST be paired after replacing the Formatter PCA.

⚠ **WARNING!** The new formatter can only be "Paired" a maximum of four (4) times due to security reasons. If you exceed the four (4) time limit, you must replace it with another new formatter.

Requirements

- Android device (Android OS 7.1 or newer)
- Wi-Fi Internet access
- USB OTG cable

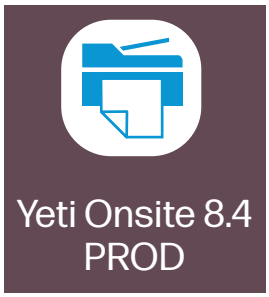
Figure 4-662 Android micro-USB or Type-C (left) and USB cable A to B connecting to printer (right)



- USB A to B cable

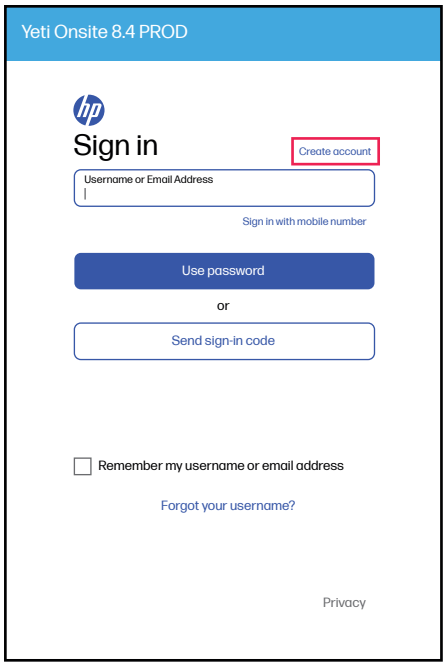


- Onsite application version 8.4 or newer



- A registered HPID account (required to use the Onsite application)

IMPORTANT: If you do not have an account already created for the Onsite app, create a new HPID account using the Onsite app by selecting **Create account**. The account must be a new one. If you already have a previous HPID account used for other purposes different than for the Onsite app, this will not work.

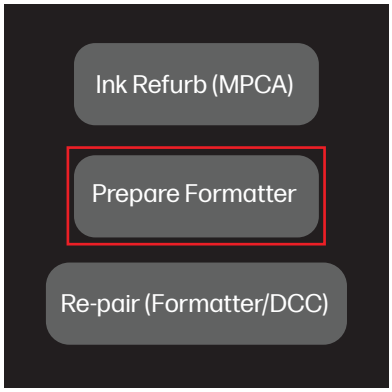


1. After replacing the service formatter, turn the printer ON.
2. Run the Onsite application on your Android device.

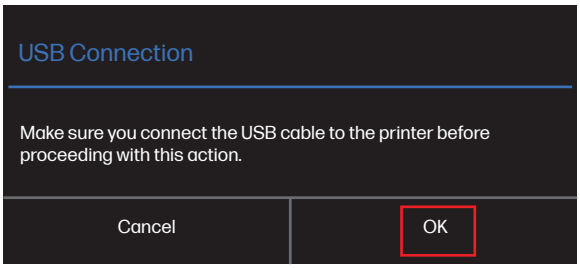
3. Login with your HPID and User password.



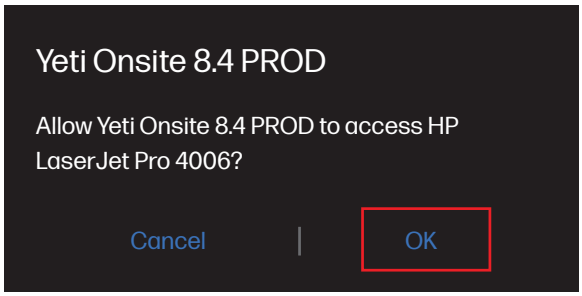
4. Make sure all connections are in place.
   a. Connect USB OTG adapter to your Android device.
   b. Connect USB cable terminal A to OTG adapter.
   c. Connect USB cable terminal B to printer USB port.
5. Press the **Prepare formatter** button.



6. Follow the onscreen prompts to confirm the connection to the printer.
   a. Make sure the USB cable is connected to the printer and then select **OK**.



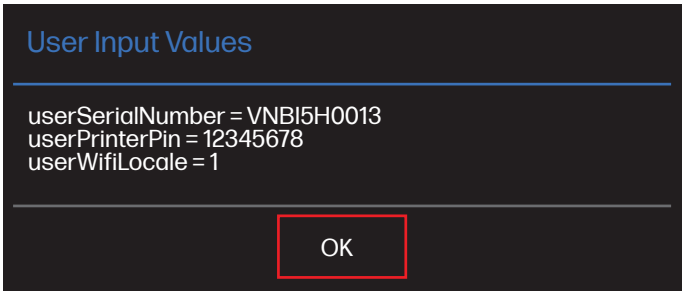
b. When prompted to allow the app to access the printer, select **OK**.



7. When prompted, enter the printer serial number, printer PIN, and printer Wi-Fi Locale values.
   - **Serial number** - This should match the serial number on the printer label.
   - **Printer PIN** - This should match the same 8-digit pin on the PIN label.

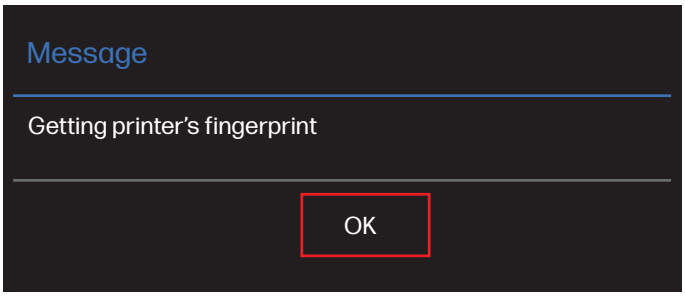
   NOTE: The default PIN is `12345678`.

   - **Wi-Fi Locale** - (1=USA, MEX, CAN, 2= other regions, etc.)
8. Click **OK** to continue.



9. Follow the onscreen prompts to confirm the progress of the new formatter values set, and select **OK** after each.

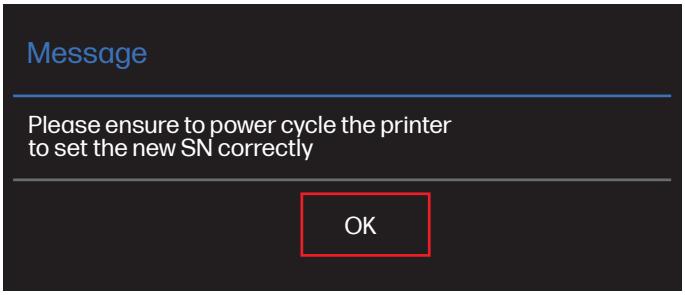
Figure 4-663 Example of progress values: fingerprint



- **fingerprint**
- **postcard**
- **postcard Ack**
- **Set S/N, Pin, Wi-Fi locale**
- **Serial number**

- **Printer PIN**
- **Wi-Fi Locale**

10. When prompted, power cycle the printer and then click **OK**.



NOTE: This prompt displays when the process successfully completes. You must power cycle the printer to apply the new service formatter values.

11. Click **Done** to close the dialog.

The formatter is now paired.

Removal and replacement: Formatter PCA (MFP)

Learn how to remove and replace the formatter PCA.

CAUTION: Before replacing the Formatter PCA, ensure you have all the required items necessary to Pair the new formatter with the printer. See the section *Pair the formatter PCA* for additional parts and instructions.

View a video of how to remove and replace the formatter.

Mean time to repair: 9 minutes

Service level: Easy

Before performing service

WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2, and then remove the toner cartridge.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-35 Part information

Part number	Part description
8X3F0-67001	Formatter PCA 4112 fdn
8X3F2-67001	Formatter PCA 4112 fdw
8X3F4-67001	Formatter PCA 4112 dw
8X3F6-67001	Formatter PCA 4113 dw
8X3F8-67001	Formatter PCA 4113 fdn
8X3G0-67001	Formatter PCA 4113 fdw
B09RY-67001	Formatter PCA 4113 dwg
B09RZ-67001	Formatter PCA 4113 fdng
B09S0-67001	Formatter PCA 4113 fdwg
8X3G4-67001	Formatter PCA 4114 dw
8X3G5-67001	Formatter PCA 4114 fdn
8X3G6-67001	Formatter PCA 4114 fdw

Required tools

- Android device (Android OS 7.1 or newer)
- Wi-Fi Internet access
- USB OTG cable
- USB A to B cable
- Onsite application version 8.4 or newer

Post service test

Make sure that toner cartridge door correctly opens and closes.

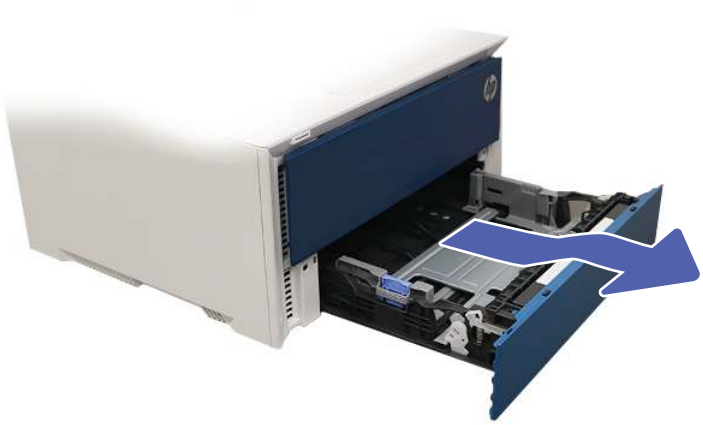
Make sure that the printer initializes to a **Ready** state.

1. Remove Tray 2 and open printer

Follow these steps.

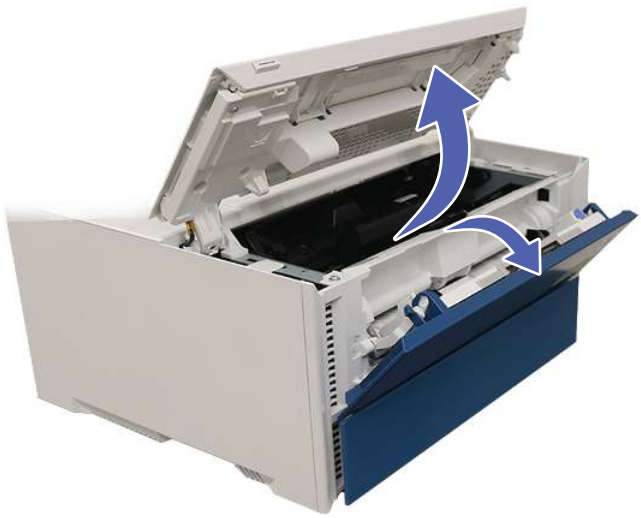
1. Remove Tray 2.

Figure 4-664 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

Open toner cartridge door and Tray 1



2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-665 Remove front left cover

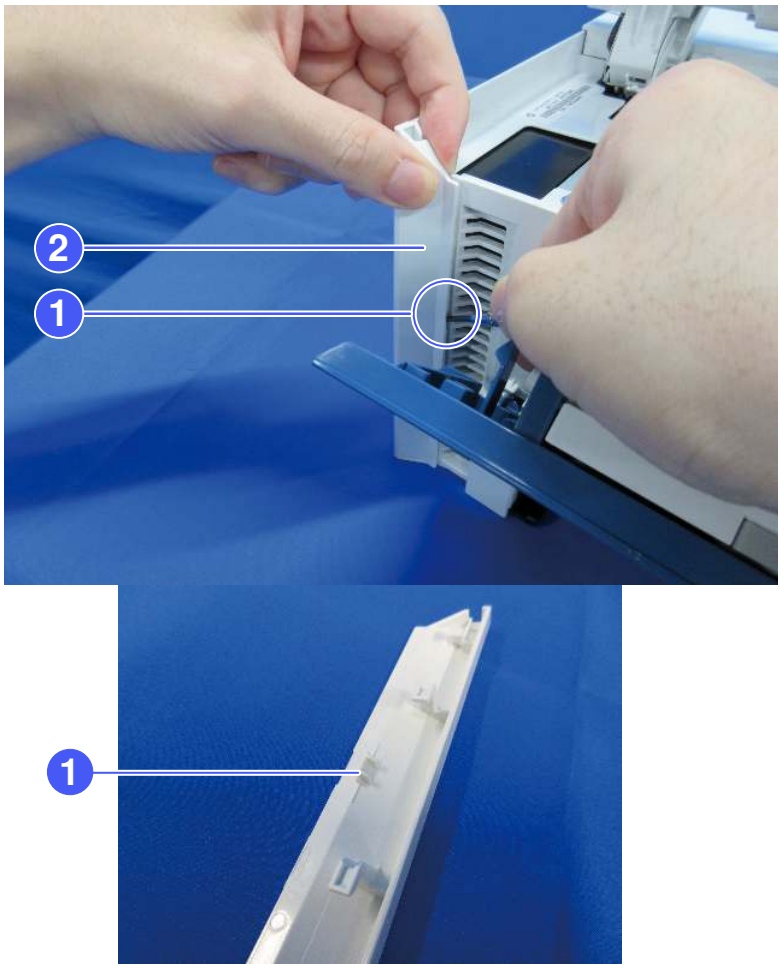


Figure 4-666 Close up of notch for screwdriver

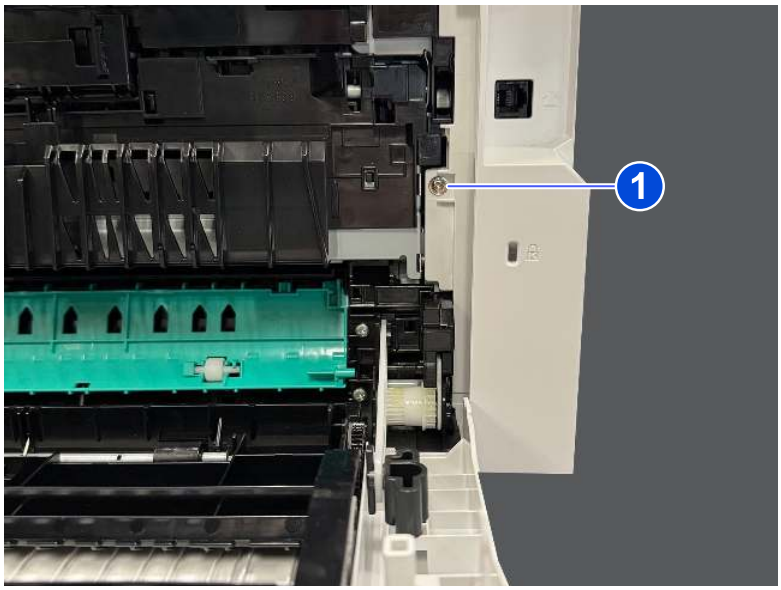


3. Remove the left cover (MFP)

Follow these steps to remove the left cover.

1. Remove one screw and free the ground wire (callout 1).

Figure 4-667 Remove ground screw



2. Perform the following:

- Place the printer on its right side so that the left side is the face up.

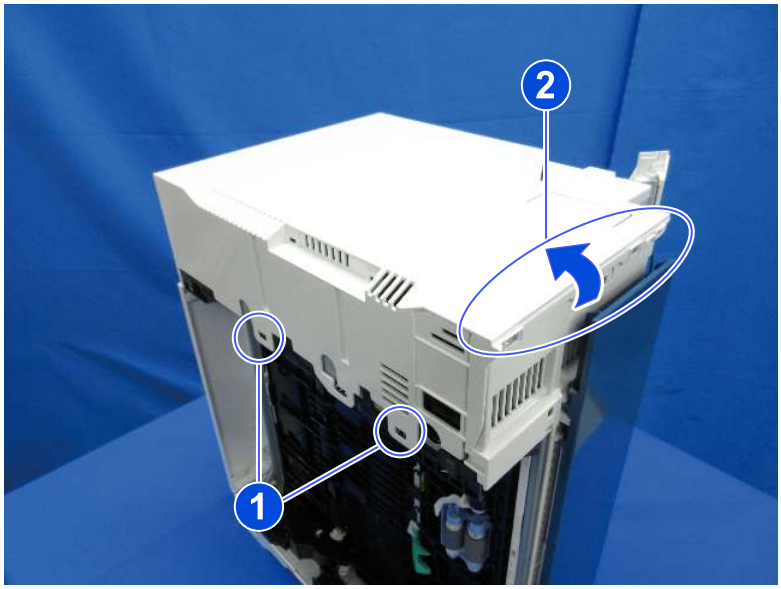
IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

- Release three tabs (callout 1).
- Pull the front part of the left cover (callout 2) in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

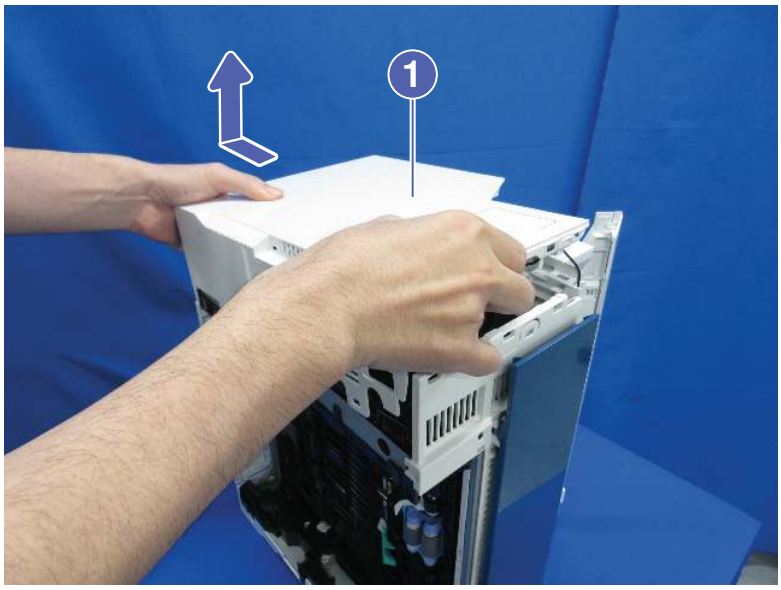
TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket.

Figure 4-668 Release cover tabs



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

Figure 4-669 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.

5. Remove the formatter PCA

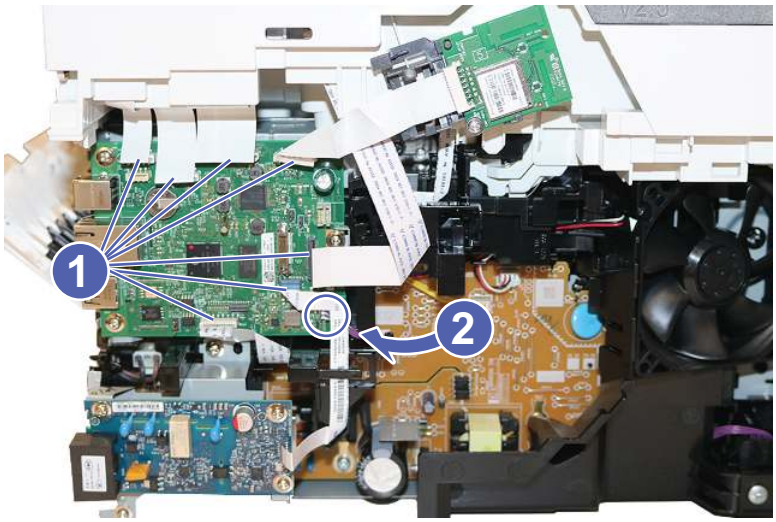
Follow these steps when removing the formatter PCA.

1. Ensure that the discharge steps have been performed correctly.
2. Disconnect all the connectors on the formatter PCA.

   Remove all FFCs (callout 1).

   Remove the power cable (callout 2) located under the fax FFC.

Figure 4-670 Remove the formatter cables



3. Remove three screws (callout 1), then remove the formatter PCA.

Figure 4-671 Remove the formatter



6. Install the formatter PCA

Follow these steps when installing the formatter PCA.

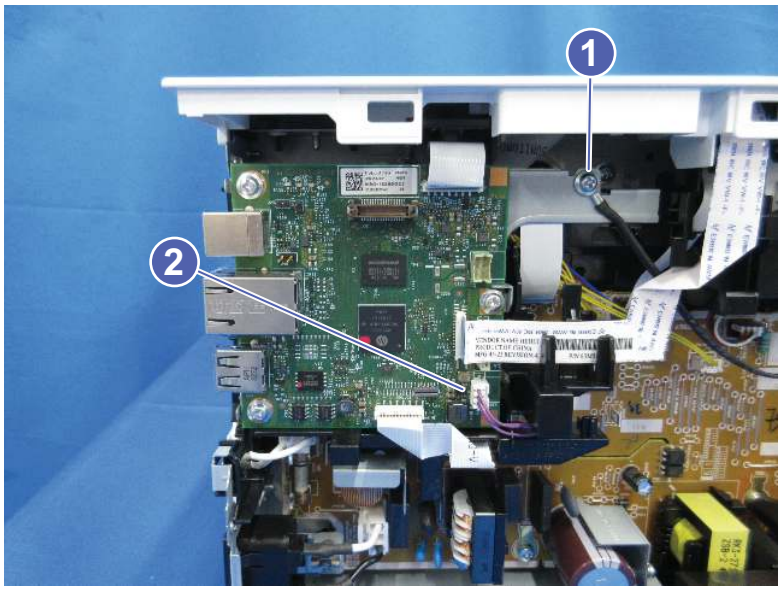
1. Before connecting any cables, make sure the formatter and engine controller unit (ECU) ground cable is correctly connected (See callout 1 in image below).

   Here are two typical cases:

   - Case 1: Confirm that the formatter is securely screwed to the formatter stay (metal bracket).
   - Case 2: If the formatter is used detached from the formatter stay, ensure that the formatter ground is electrically connected to the formatter stay using a dedicated cable or equivalent method.

2. Connect the formatter FFC cables, ensuring each cable is fully and correctly inserted (not partial or angled connections).

3. Connect the formatter power cable (callout 2) and ensure it is fully and correctly inserted (not partial or angled connections).



7. Pair the formatter PCA

The formatter MUST be paired after replacing the Formatter PCA.

⚠ **WARNING!** The new formatter can only be "Paired" a maximum of four (4) times due to security reasons. If you exceed the four (4) time limit, you must replace it with another new formatter.

Requirements

- Android device (Android OS 7.1 or newer)
- Wi-Fi Internet access
- USB OTG cable

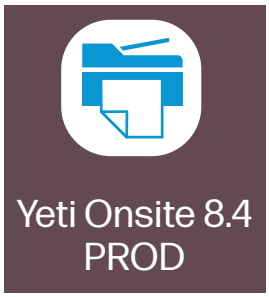
Figure 4-672 Android micro-USB or Type-C (left) and USB cable A to B connecting to printer (right)



- USB A to B cable

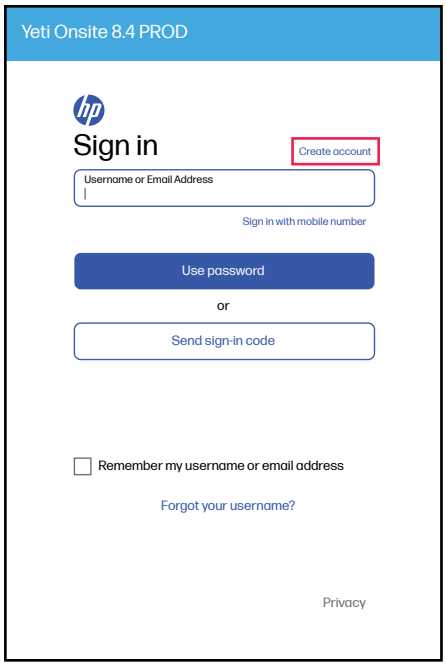


- Onsite application version 8.4 or newer



- A registered HPID account (required to use the Onsite application)

IMPORTANT: If you do not have an account already created for the Onsite app, create a new HPID account using the Onsite app by selecting **Create account**. The account must be a new one. If you already have a previous HPID account used for other purposes different than for the Onsite app, this will not work.

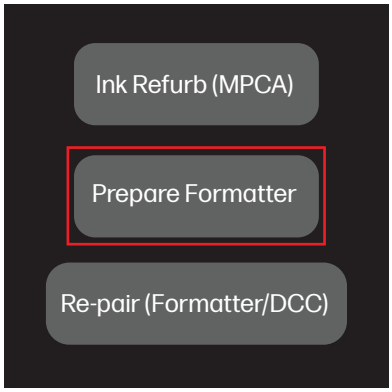


1. After replacing the service formatter, turn the printer ON.
2. Run the Onsite application on your Android device.

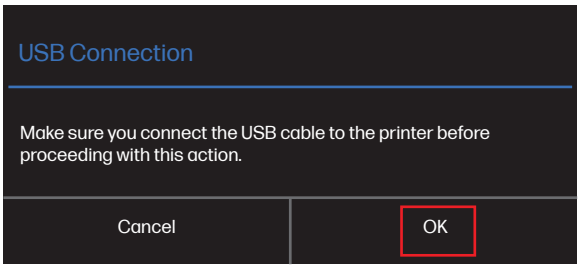
3. Login with your HPID and User password.



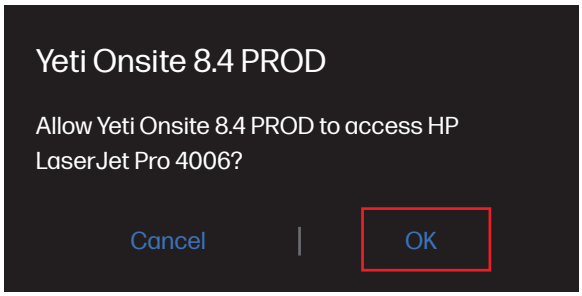
4. Make sure all connections are in place.
   a. Connect USB OTG adapter to your Android device.
   b. Connect USB cable terminal A to OTG adapter.
   c. Connect USB cable terminal B to printer USB port.
5. Press the **Prepare formatter** button.



6. Follow the onscreen prompts to confirm the connection to the printer.
   a. Make sure the USB cable is connected to the printer and then select **OK**.



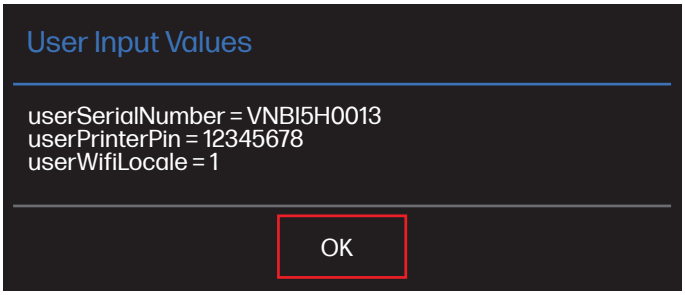
b. When prompted to allow the app to access the printer, select **OK**.



7. When prompted, enter the printer serial number, printer PIN, and printer Wi-Fi Locale values.
   - **Serial number** - This should match the serial number on the printer label.
   - **Printer PIN** - This should match the same 8-digit pin on the PIN label.

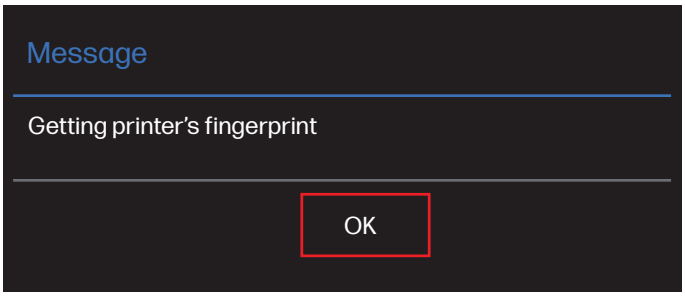
   NOTE: The default PIN is `12345678`.

   - **Wi-Fi Locale** - (1=USA, MEX, CAN, 2= other regions, etc.)
8. Click **OK** to continue.



9. Follow the onscreen prompts to confirm the progress of the new formatter values set, and select **OK** after each.

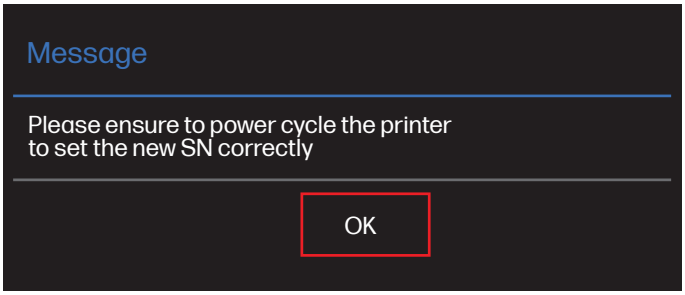
Figure 4-673 Example of progress values: fingerprint



- **fingerprint**
- **postcard**
- **postcard Ack**
- **Set S/N, Pin, Wi-Fi locale**
- **Serial number**

- **Printer PIN**
- **Wi-Fi Locale**

10. When prompted, power cycle the printer and then click **OK**.



NOTE: This prompt displays when the process successfully completes. You must power cycle the printer to apply the new service formatter values.

11. Click **Done** to close the dialog.

The formatter is now paired.

Removal and replacement: Engine controller PCA (SFP)

Learn how to remove and replace the engine controller PCA.

Mean time to repair: 38 minutes

Service level:

Before performing service

WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2, and then remove the toner cartridge.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-36 Part information

Part number	Part description
RM3-9579-000CN	Engine controller PCA 110V SF N only
RM3-9581-000CN	Engine controller PCA 220V SF N only
RM3-9578-000CN	Engine controller PCA 110V Duplex
RM3-9580-000CN	Engine controller PCA 220V Duplex

Required tools

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

Post service test

Make sure that toner cartridge door correctly opens and closes.

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

1. Remove Tray 2 and open printer

Follow these steps.

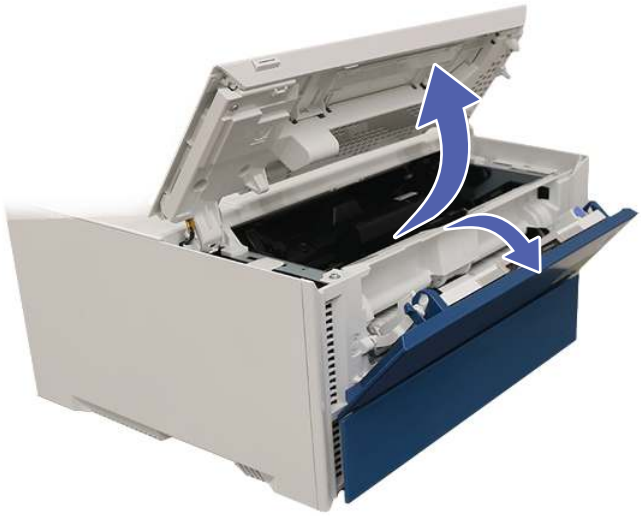
1. Remove Tray 2.

   Figure 4-674 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

   Open toner cartridge door and Tray 1



2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-675 Remove front left cover

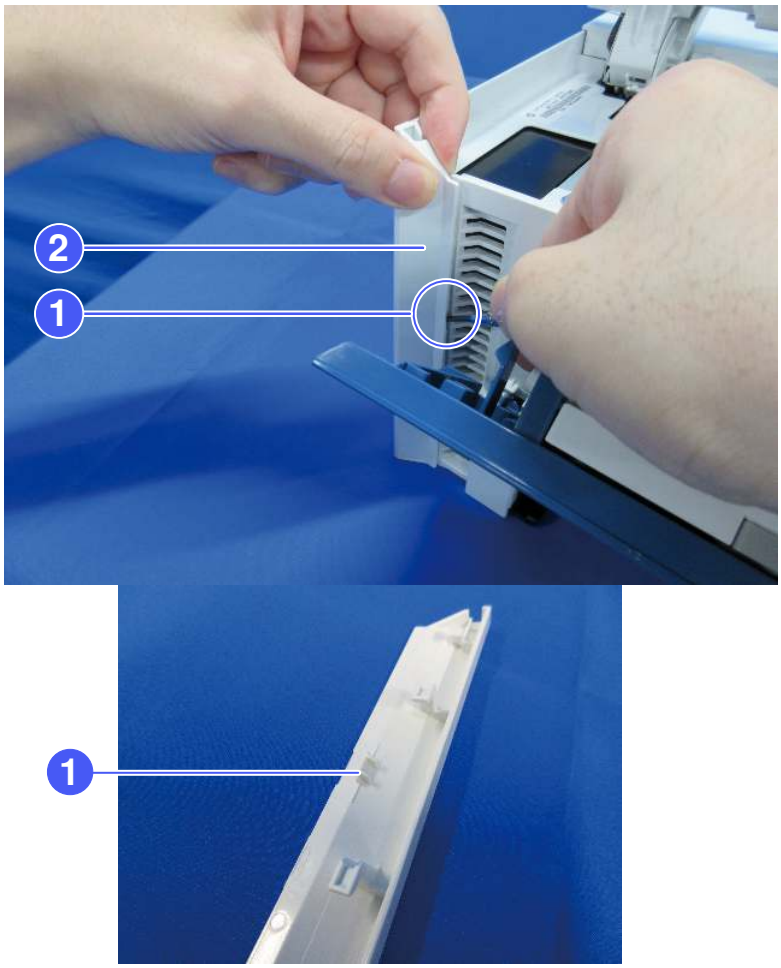


Figure 4-676 Close up of notch for screwdriver

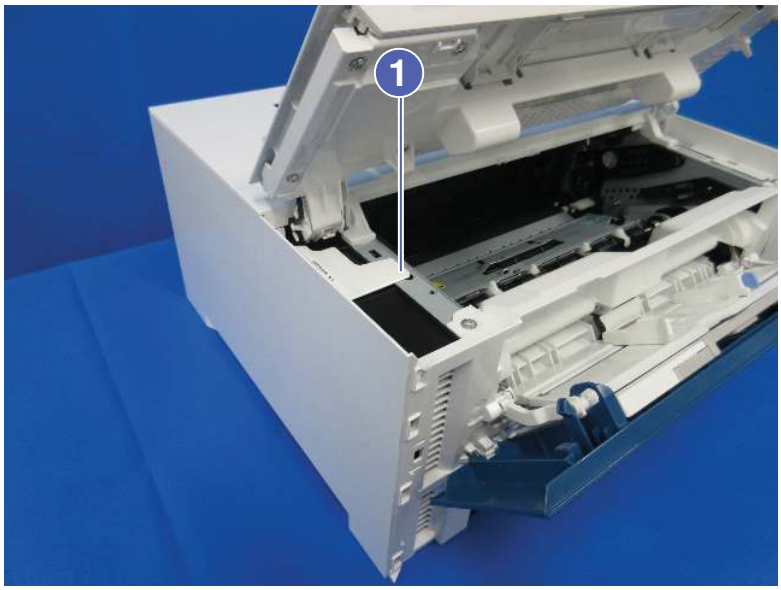


3. Remove the left cover (SFP)

Follow these steps to remove the left cover.

1. Release one tab (callout 1).

Figure 4-677 Release tab

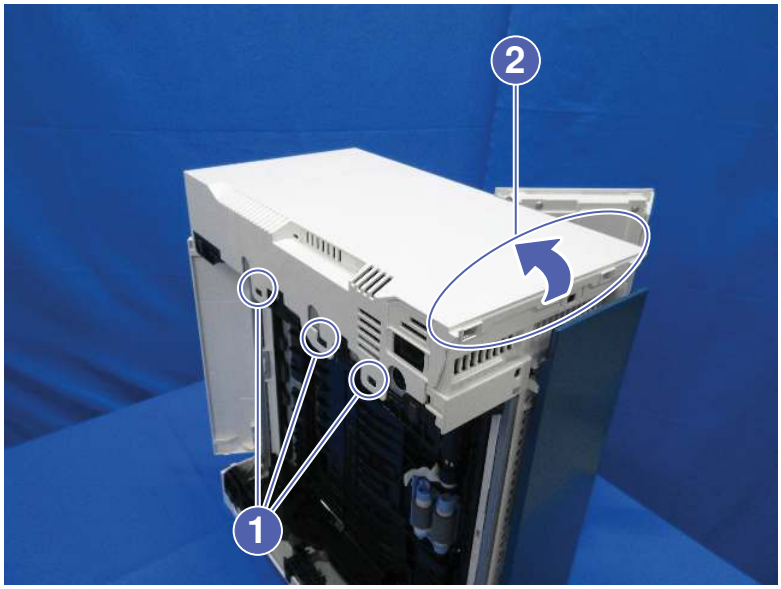


2. Perform the following:

   - For easier access, place the printer so that it is resting on the right side. The left side is now facing up.
   - Release three tabs (callout 1).
   - Pull the front part (callout 2) of the left cover in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

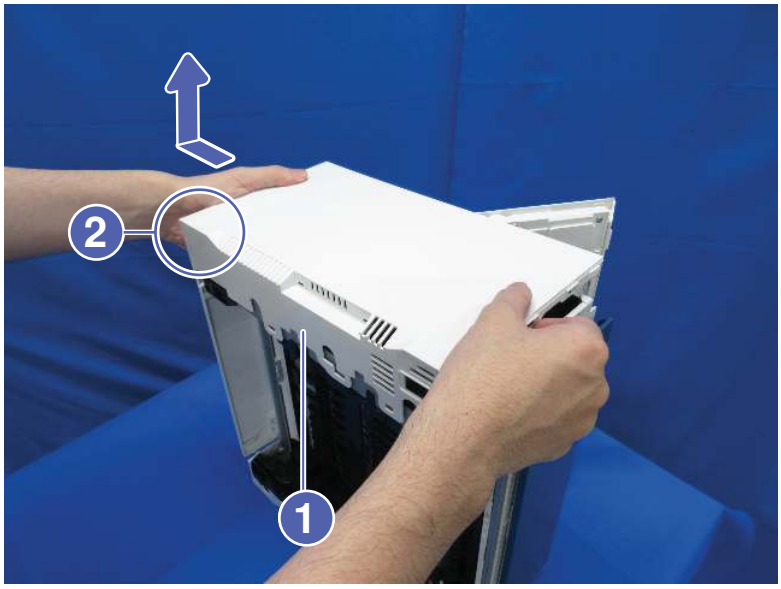
Figure 4-678 Release the left cover



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket (callout 2).

Figure 4-679 Remove left cover



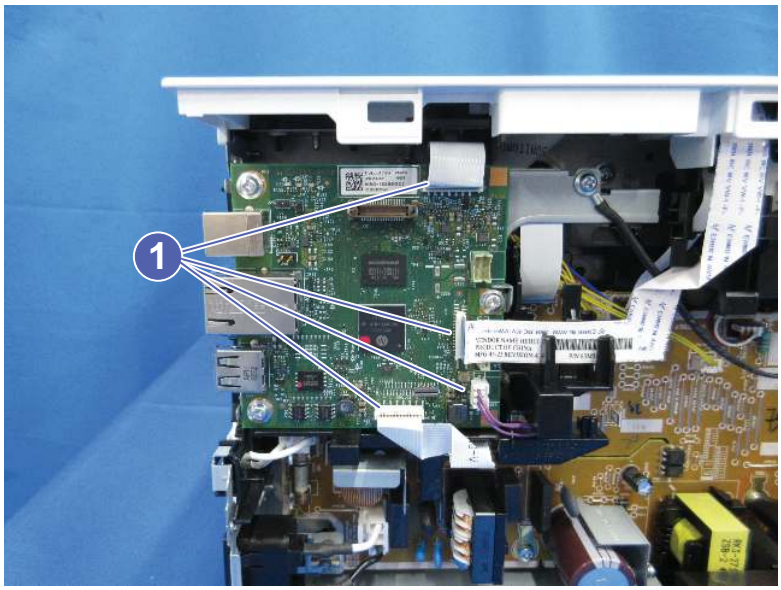
4. Remove the formatter PCA

Follow these steps when removing the formatter PCA.

1. Ensure that the discharge steps have been performed correctly.

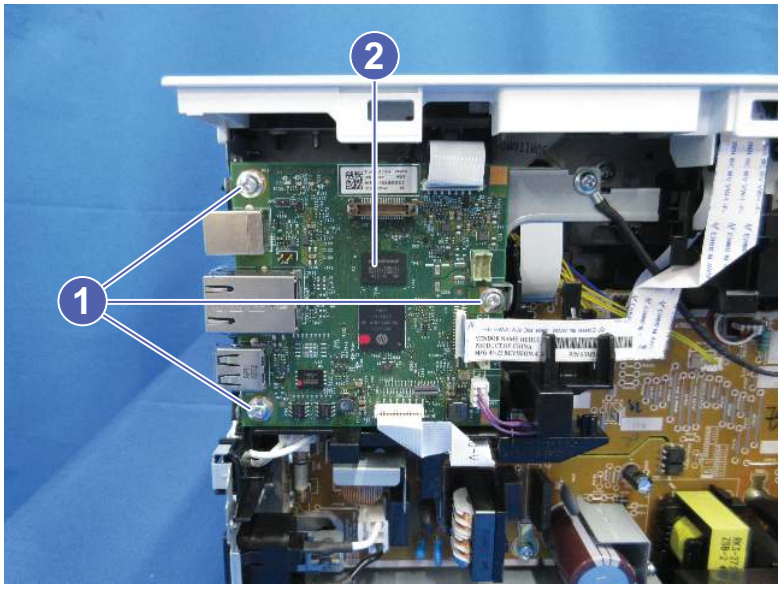
2. Disconnect all the connectors on the formatter PCA.

Figure 4-680 Remove formatter cables



3. Remove three screws (callout 1), then remove the formatter PCA.

Figure 4-681 Remove the formatter

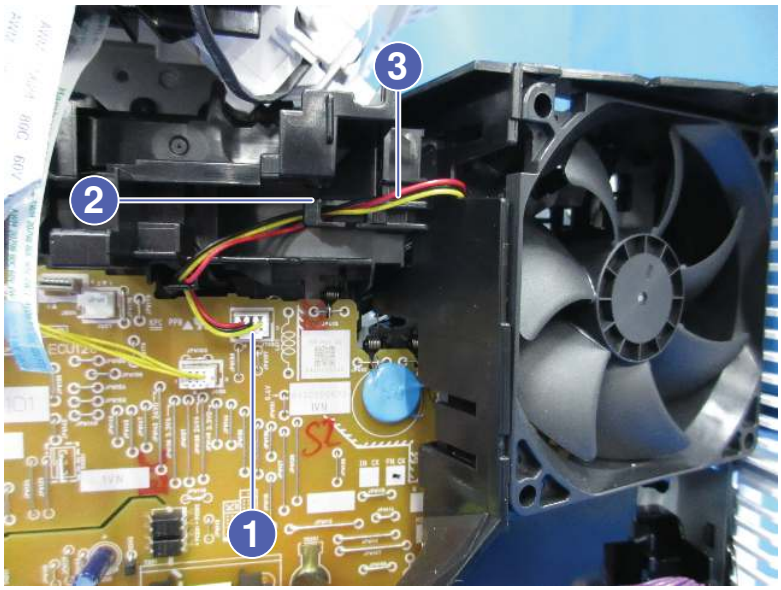


5. Remove the fan (FM1)

Follow these steps to remove the fan (FM1).

1. Disconnect one cable (callout 1). Remove cable (callout 3) from cable guide (callout 2).

Figure 4-682 Release the cable

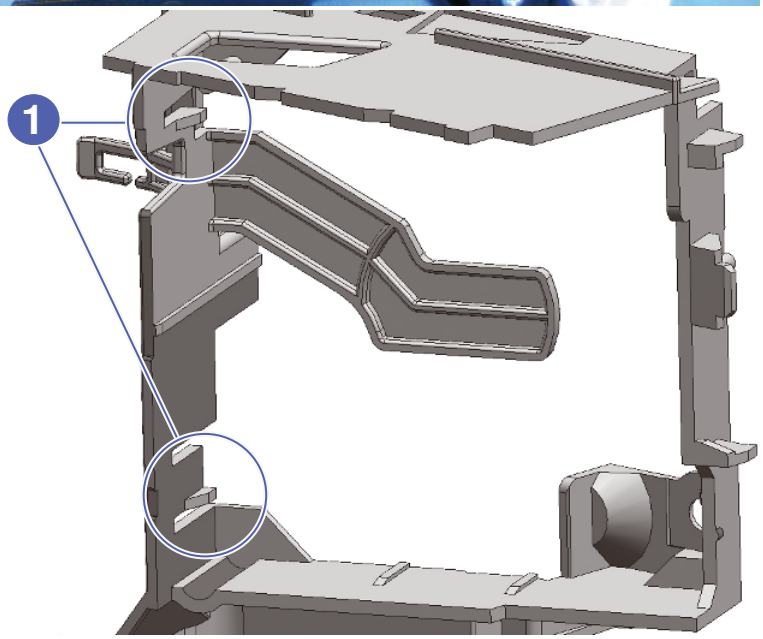


2. Bend the two tabs (callout 1) in the direction of the arrow and pull out the fan (callout 2).

   Place a small flat-tip screwdriver into the top slot to release the tab. It is hard to see the tab. Reference the drawing in the image.

Figure 4-683 Remove the fan from the housing



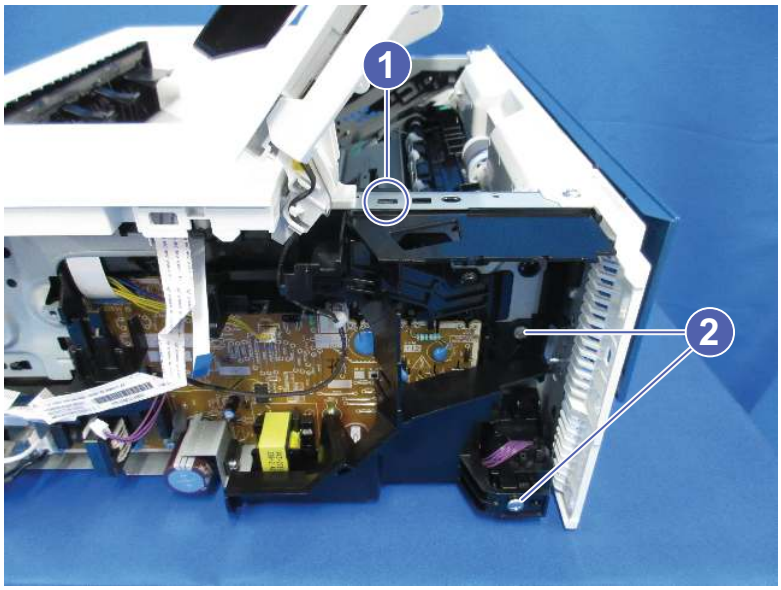


6. Remove the engine controller PCA

Follow these steps to remove the engine controller.

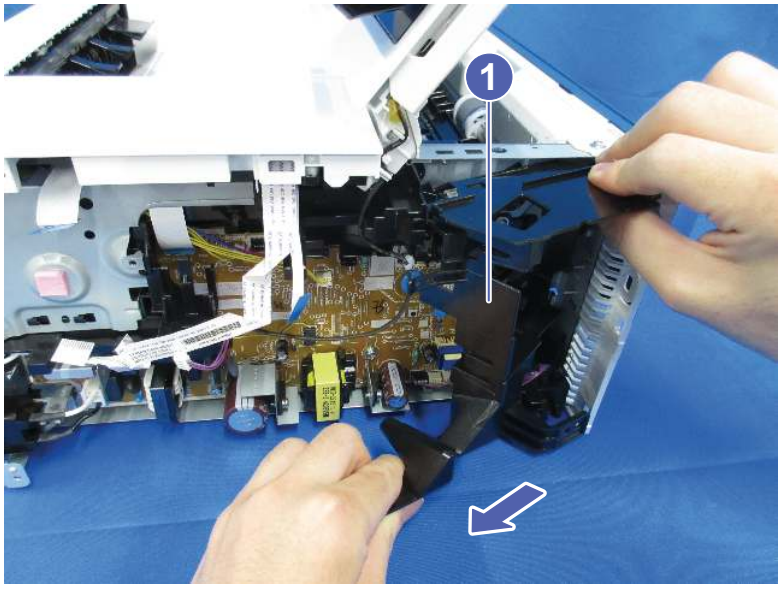
1. Release one tab (callout 1) and two screws (callout 2).

Figure 4-684 Release the tab and remove two screws



2. Pull the fan holder (callout 1) in the direction of the arrow to remove it.

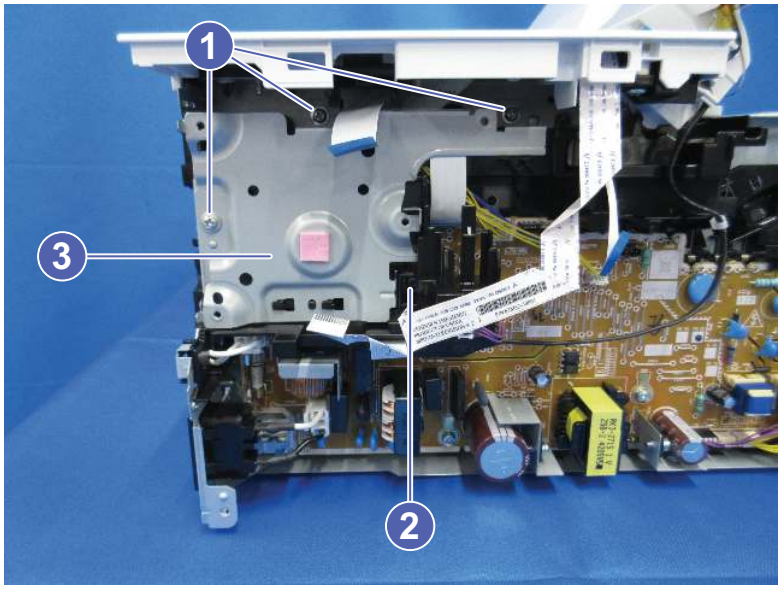
Figure 4-685 Remove fan holder



3. Perform the following:

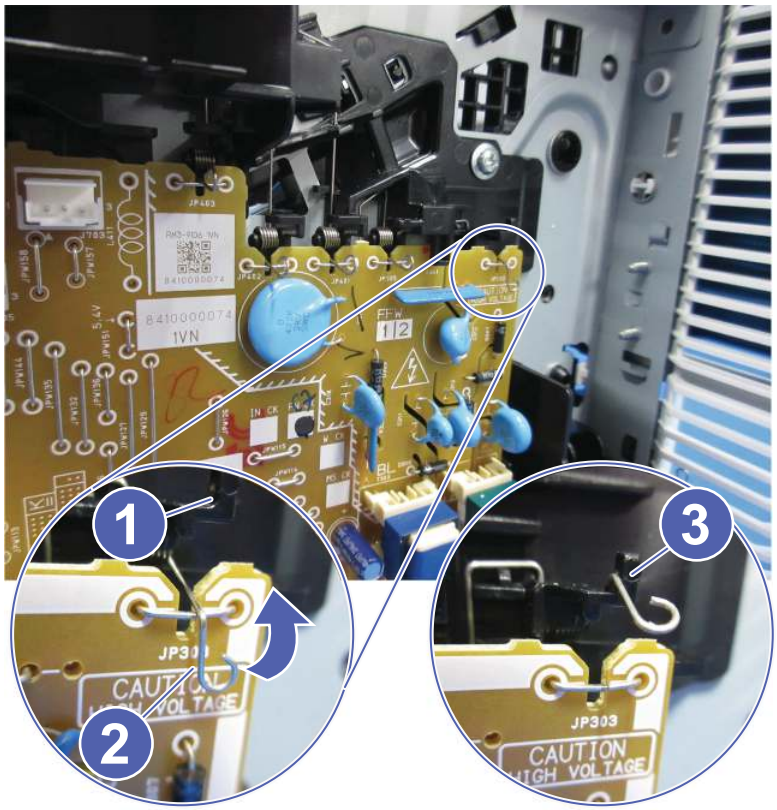
- Remove three screws (callout 1).
- Remove one screw with washer (callout 2).
- Remove the formatter stay (callout 3).

Figure 4-686 Remove the formatter stay



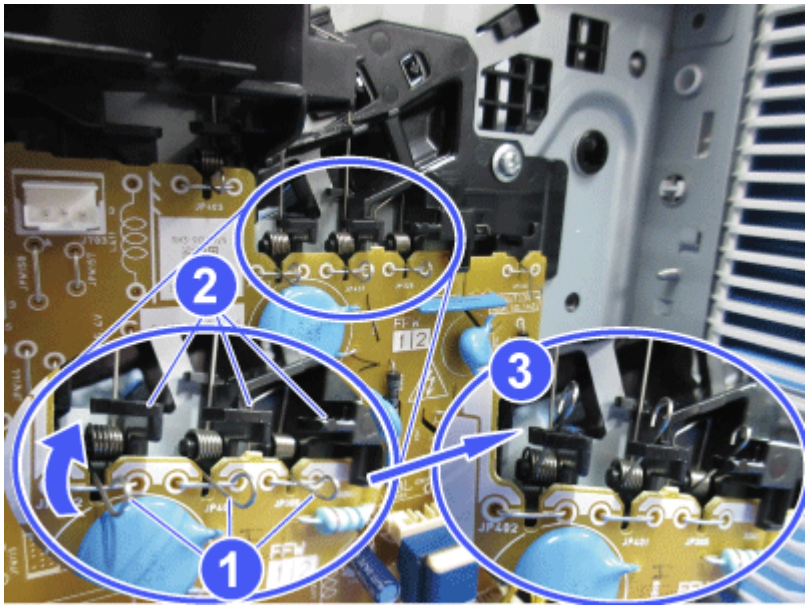
4. Move the contact spring (callout 1) in the direction of the arrow to move it into the retraction position (callout 2 and 3).

Figure 4-687 Move one contact spring



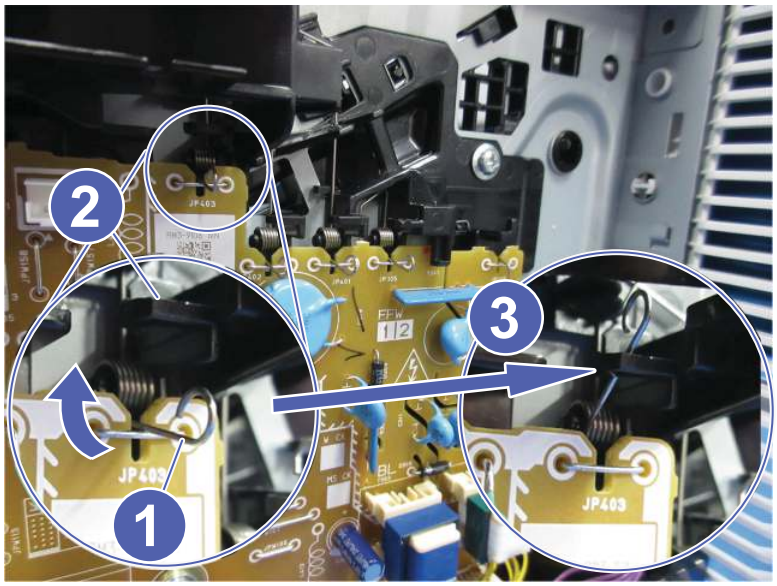
5. Move three contact springs (callout 1) in the direction of the arrow to move it to the retraction point (callout 2 and 3).

Figure 4-688 Move three contact springs



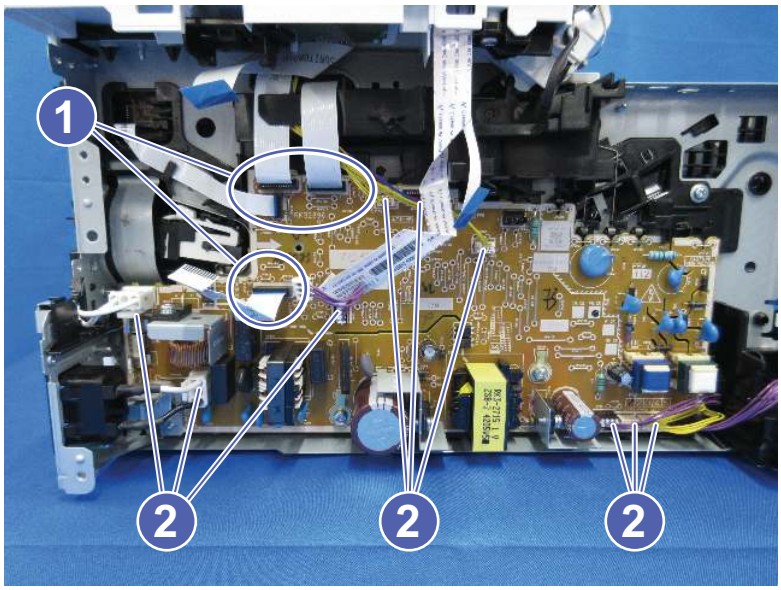
6. Move the contact spring (callout 1) in the direction of the arrow to move it to the retraction point (callout 2 and 3).

Figure 4-689 Move the contact spring



7. Disconnect nine connectors and four FFCs.

Figure 4-690 Disconnect cables and FFCs

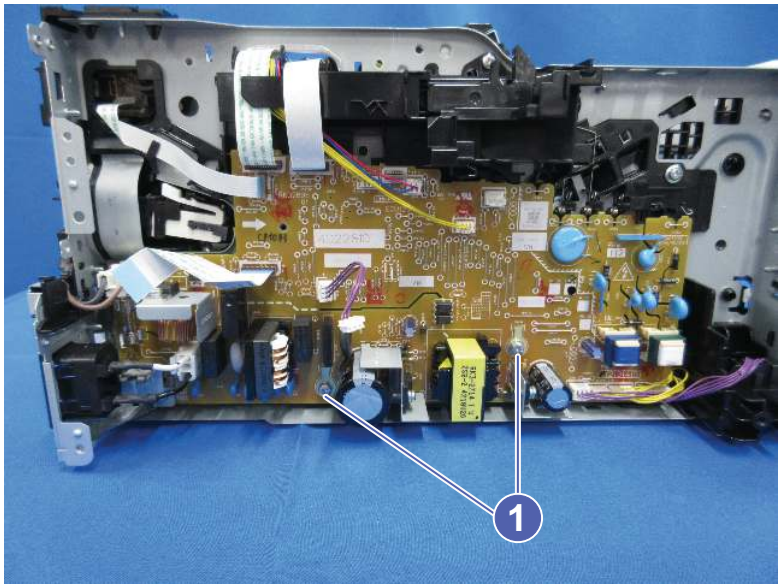


IMPORTANT: One FFC and one Cable are now loose and need to be saved when a new ecu is installed.

These connections connect to the formatter PCA.

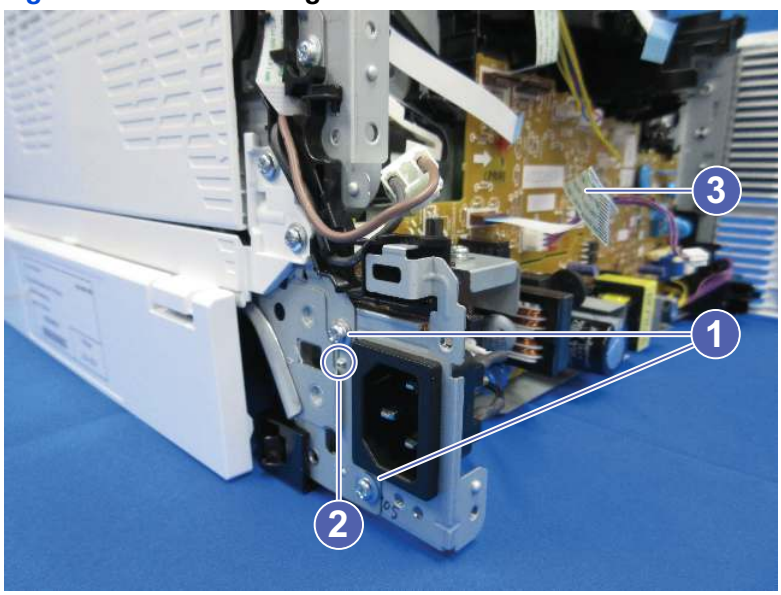
8. Remove two screws (callout 1).

Figure 4-691 Remove two screws



9. Remove two screws (callout 1) and release one tab (callout 2). Remove the engine controller PCA (callout 3).

Figure 4-692 Remove engine controller



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. Install the engine controller PCA

Follow these steps to when installing the engine controller.

1. When installing the engine controller PCA, confirm that the five contact springs (callout 1) are moved to the retraction point before assembling the engine controller PCA to the main body. If the contact springs are not moved to the retraction point, when the engine controller PCA is assembled, the contact springs might be pinched between the main body and the board, and the contact spring may become deformed.

Figure 4-693 CORRECT-springs in retracted position

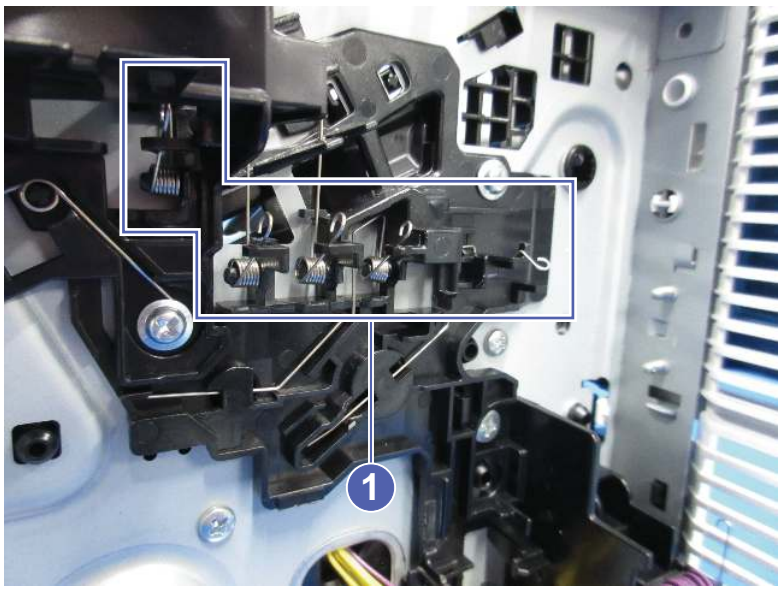
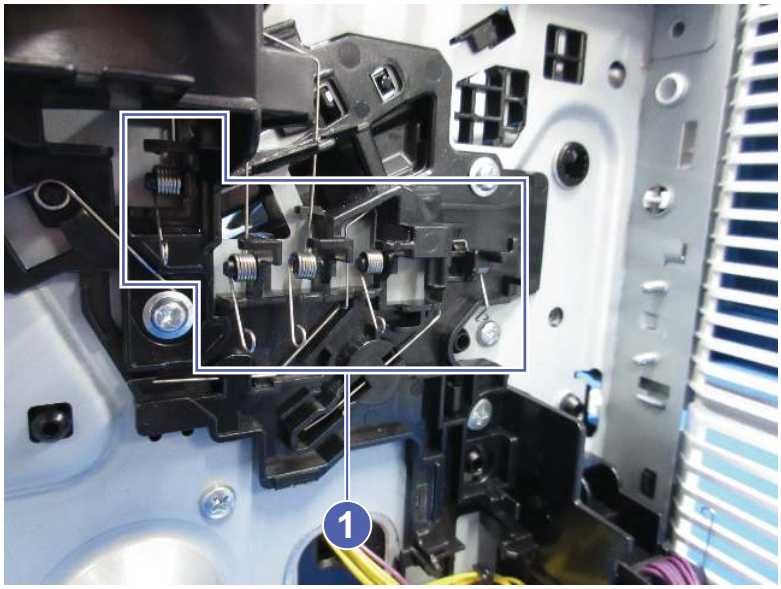


Figure 4-694 INCORRECT-springs not retracted



NOTE: After the engine controller PCA is attached to the printer, disengage contact springs from the retraction position to make contact with the engine controller board.

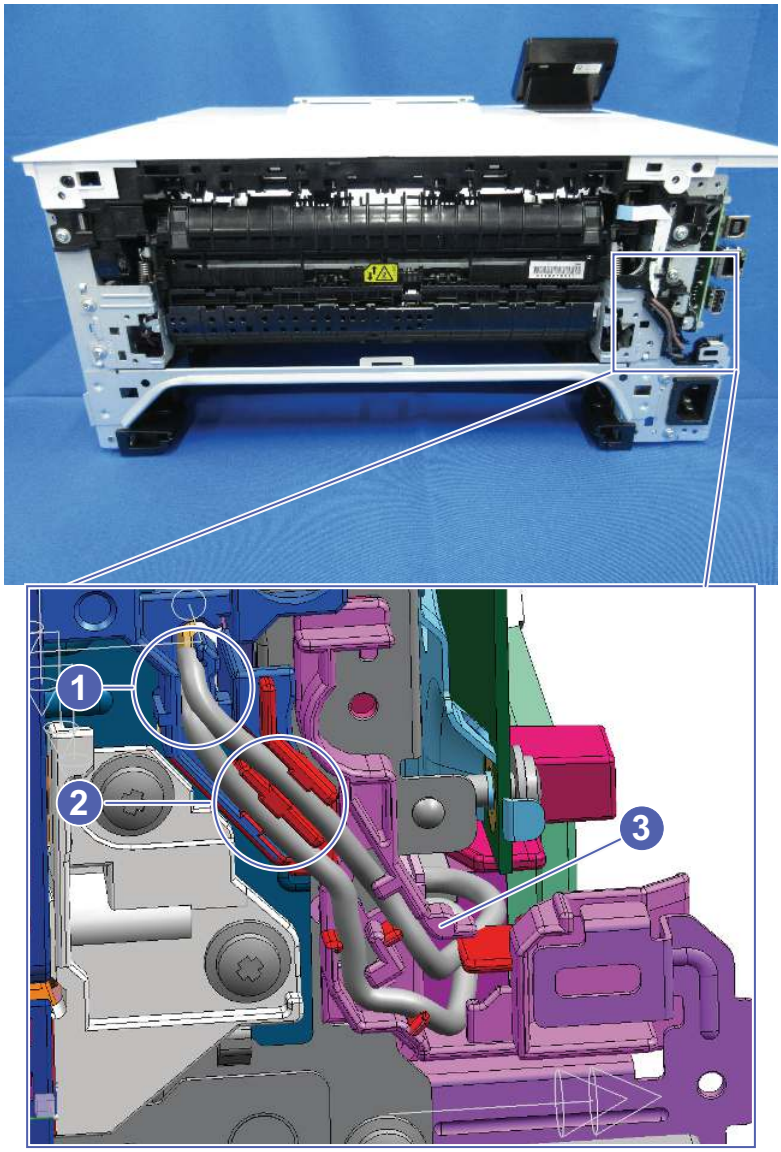
2. When reinstalling the fuser, ensure that the following points are observed when routing the AC cables.

   - Do not cross the AC cables (callout 1).

     NOTE: Crossing the wires in the harness cause them to pinch when all parts are reassembled.

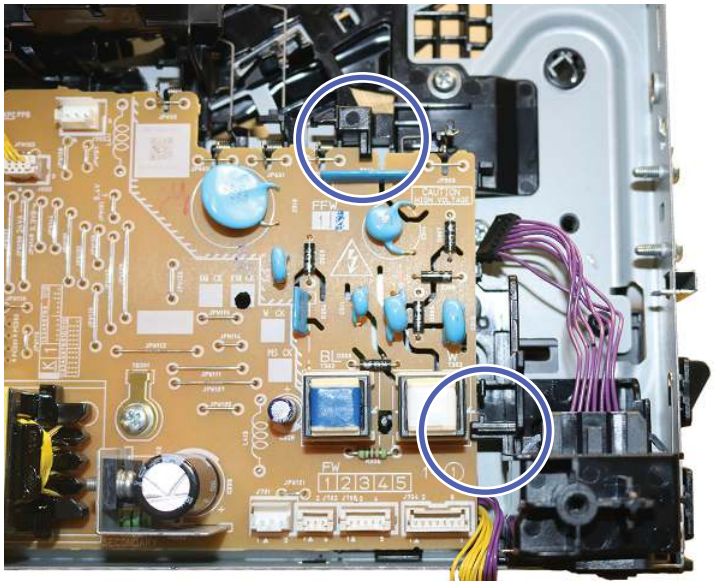
   - Place the AC cables in the bundle guide (callout 2).
   - Route the AC cables under the bottom section of the guide (callout 3).

Figure 4-695 Install the fuser



3. Install the engine controller PCA from the front side of the printer. During installation, first insert the board into the inner side of the two hook shape sections (callout).

Figure 4-696 Align the ECU under the hooks



Removal and replacement: Engine controller PCA (MFP)

Learn how to remove and replace the Engine controller PCA.

Mean time to repair: 38 minutes

Service level:

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2, and then remove the toner cartridge.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-37 **Part information**

Part number	Part description
RM3-9578-000CN	Engine controller PCA 110V Duplex
RM3-9580-000CN	Engine controller PCA 220V Duplex

Required tools

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

Post service test

Make sure that toner cartridge door correctly opens and closes.

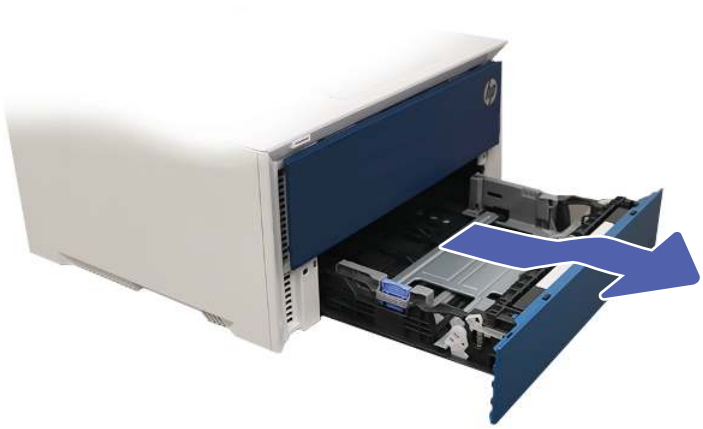
Make sure that the printer initializes to a **Ready** state.

1. Remove Tray 2 and open printer

Follow these steps.

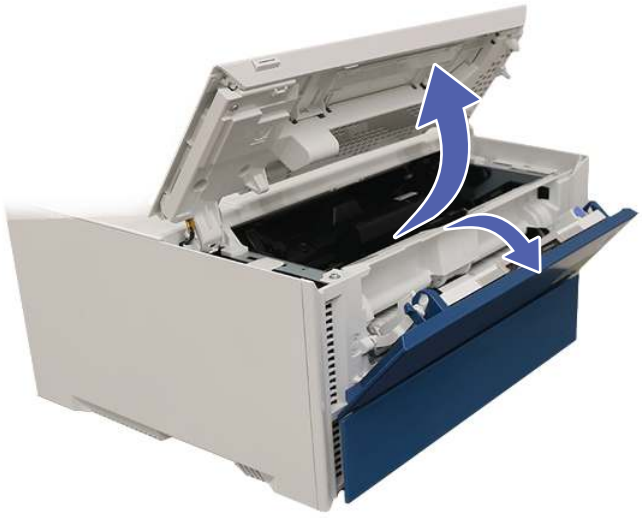
1. Remove Tray 2.

   Figure 4-697 **Remove Tray 2**



2. Open Tray 1 and the toner cartridge door.

   Open toner cartridge door and Tray 1

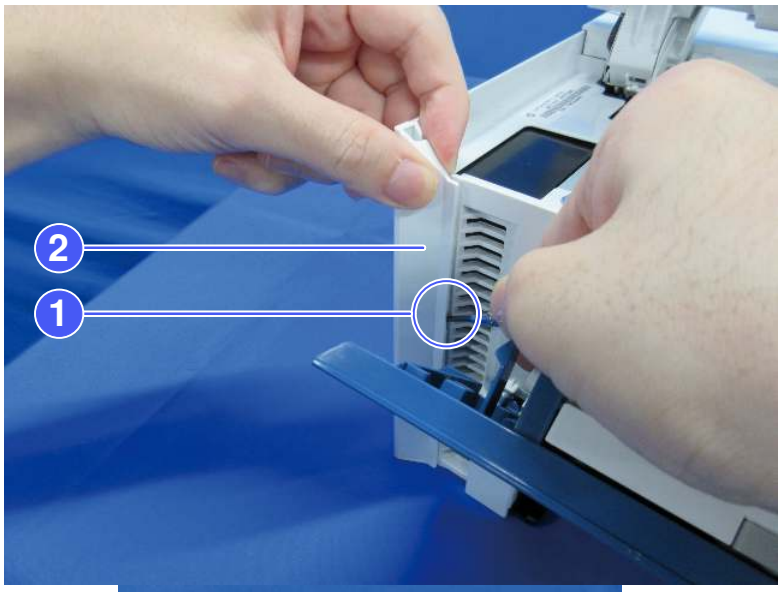


2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-698 Remove front left cover



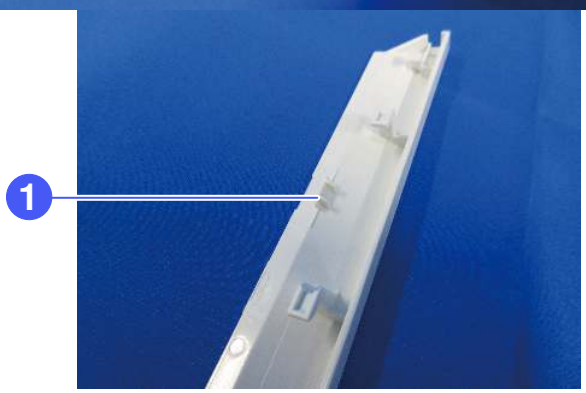


Figure 4-699 Close up of notch for screwdriver

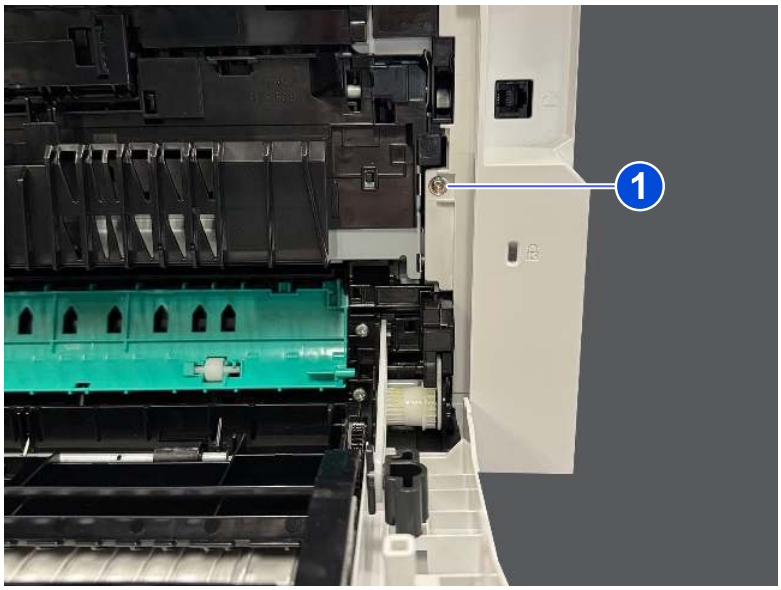


3. Remove the left cover (MFP)

Follow these steps to remove the left cover.

1. Remove one screw and free the ground wire (callout 1).

Figure 4-700 Remove ground screw



2. Perform the following:

- Place the printer on its right side so that the left side is the face up.

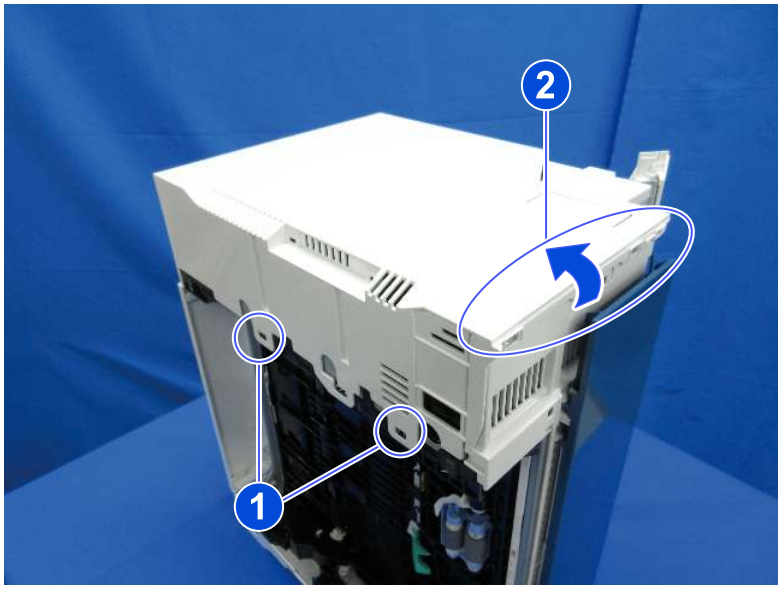
IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

- Release three tabs (callout 1).
- Pull the front part of the left cover (callout 2) in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

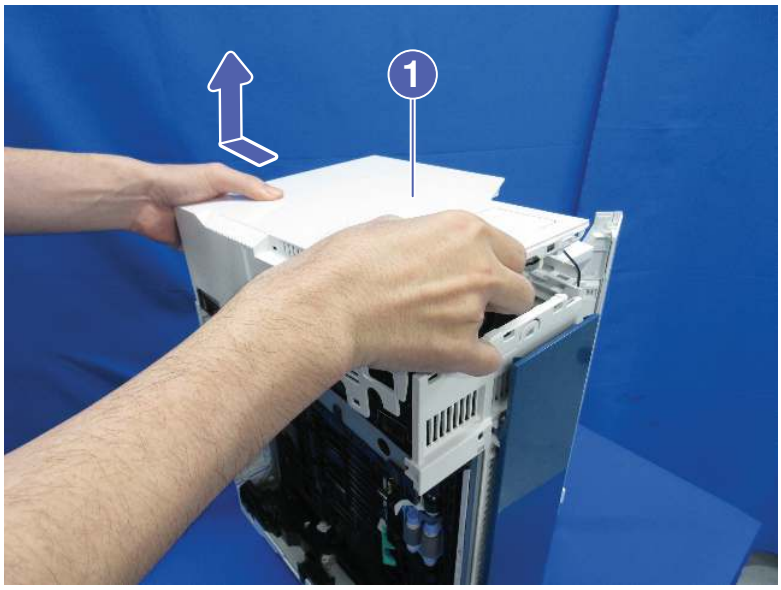
TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket.

Figure 4-701 Release cover tabs



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

Figure 4-702 Remove the cover



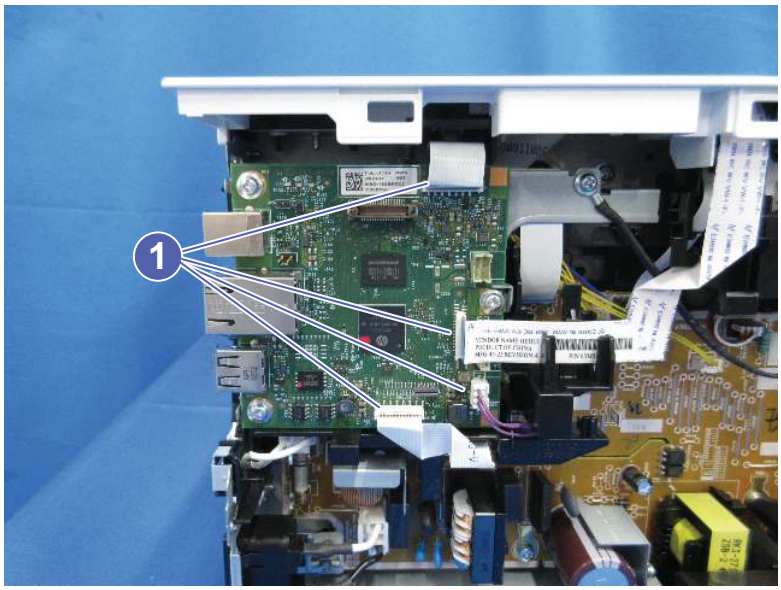
4. Remove the formatter PCA

Follow these steps when removing the formatter PCA.

1. Ensure that the discharge steps have been performed correctly.

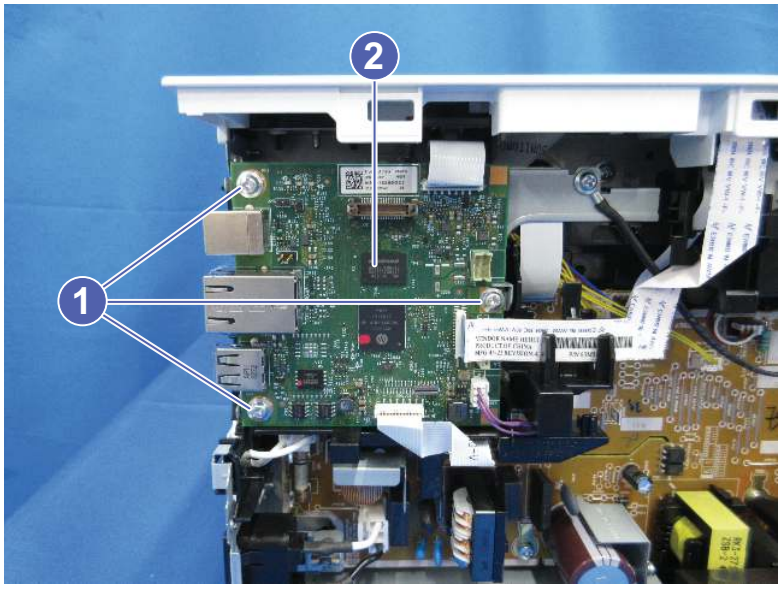
2. Disconnect all the connectors on the formatter PCA.

Figure 4-703 Remove formatter cables



3. Remove three screws (callout 1), then remove the formatter PCA.

Figure 4-704 Remove the formatter

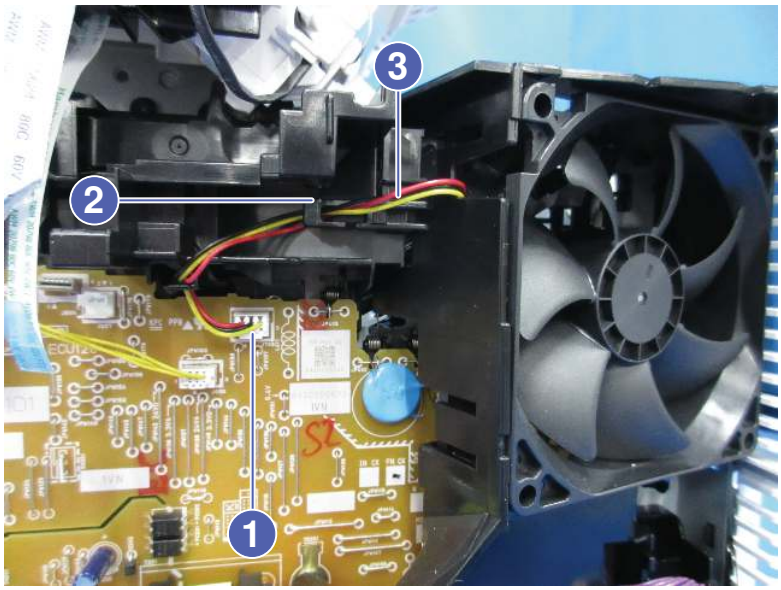


5. Remove the fan (FM1)

Follow these steps to remove the fan (FM1).

1. Disconnect one cable (callout 1). Remove cable (callout 3) from cable guide (callout 2).

Figure 4-705 Release the cable

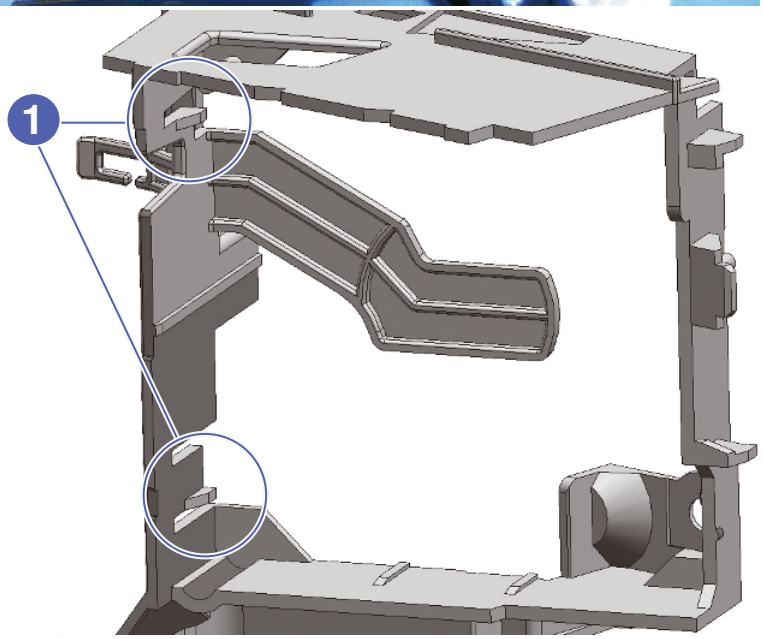


2. Bend the two tabs (callout 1) in the direction of the arrow and pull out the fan (callout 2).

   Place a small flat-tip screwdriver into the top slot to release the tab. It is hard to see the tab. Reference the drawing in the image.

Figure 4-706 Remove the fan from the housing



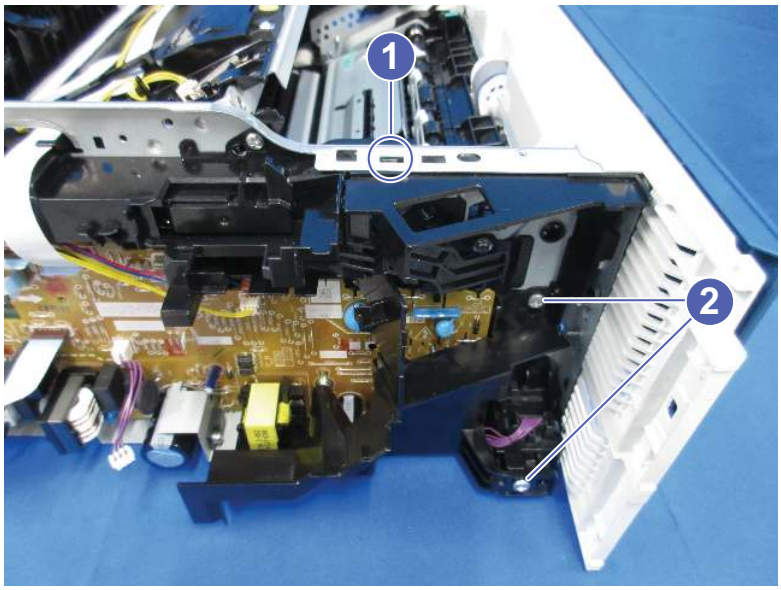


6. Remove the engine controller PCA

Follow these steps to remove the engine controller.

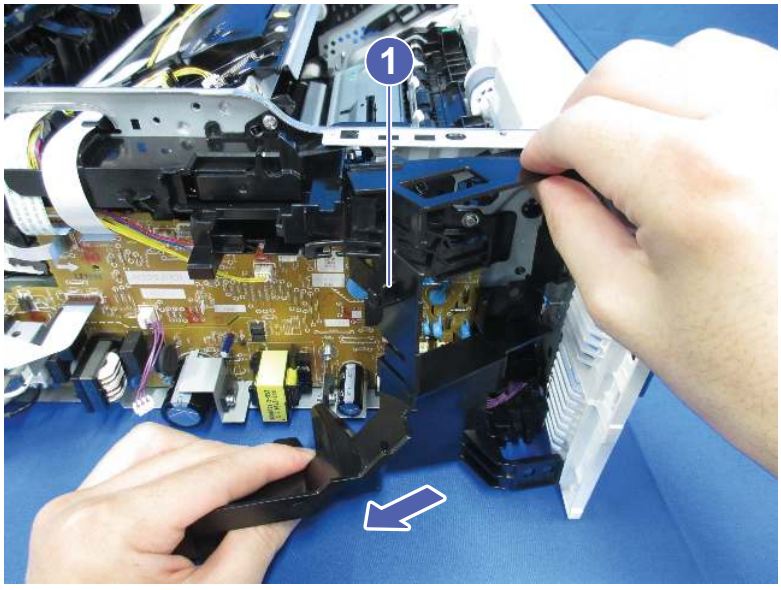
1. Release one tab (callout 1) and two screws (callout 2).

Figure 4-707 Remove the screws and release the tab



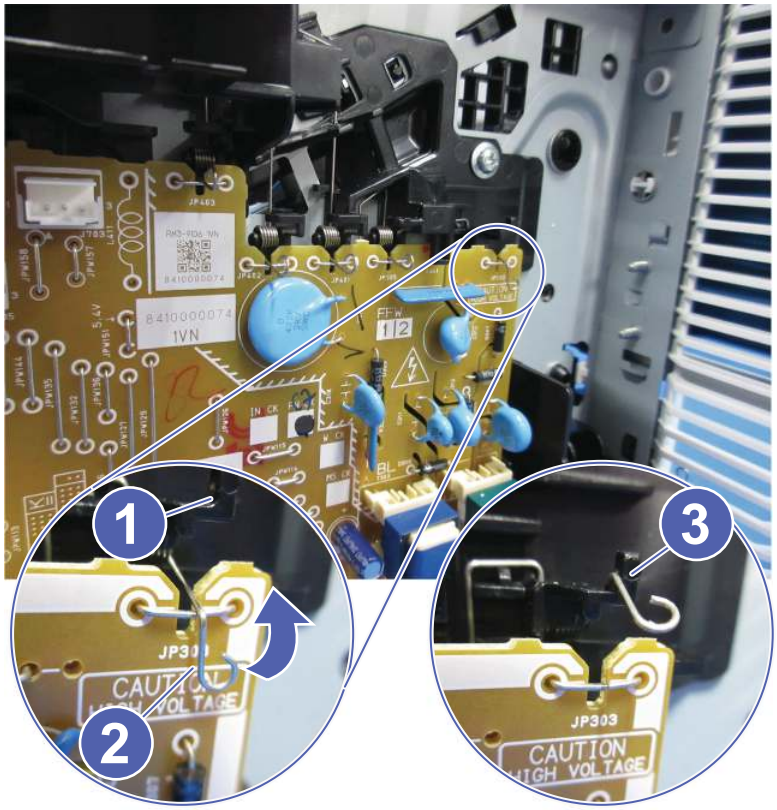
2. Pull the fan holder (callout 1) in the direction of the arrow to remove it.

Figure 4-708 Remove the fan holder



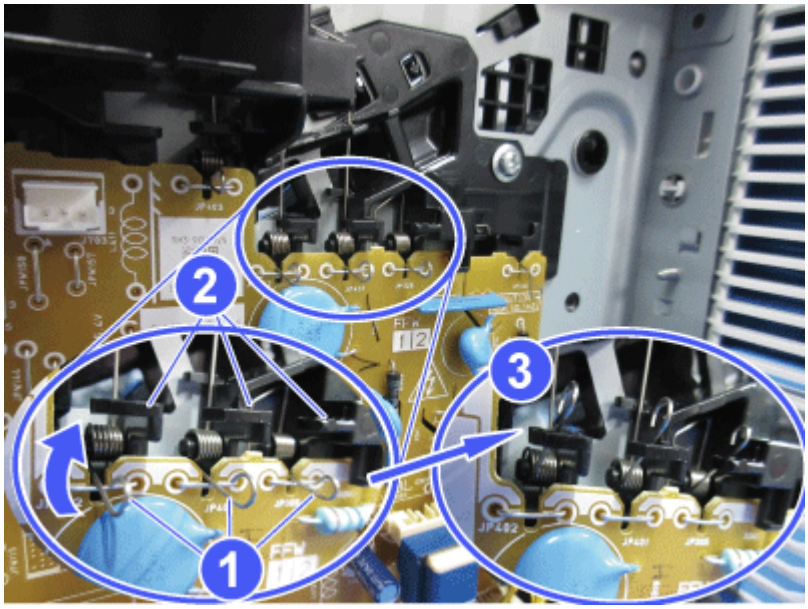
3. Move the contact spring (callout 1) in the direction of the arrow to move it into the retraction position (callout 2 and 3).

Figure 4-709 Move one contact spring



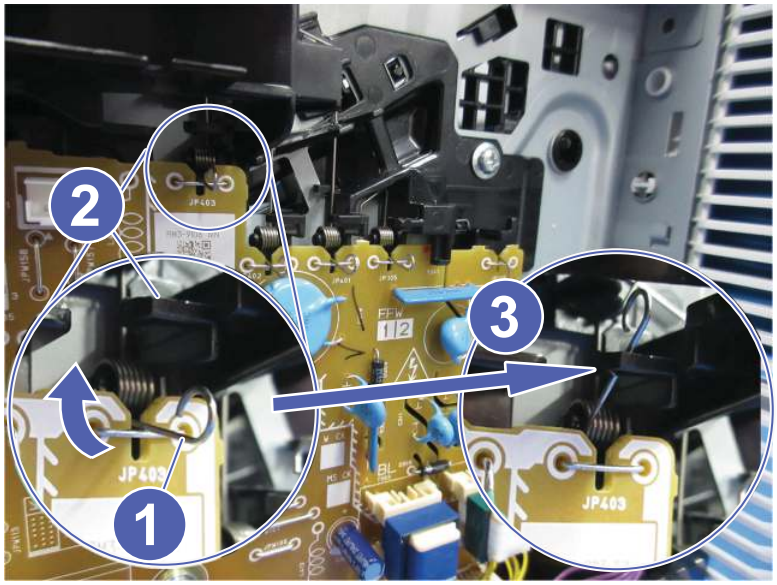
4. Move three contact springs (callout 1) in the direction of the arrow to move it to the retraction point (callout 2 and 3).

Figure 4-710 Move three contact springs



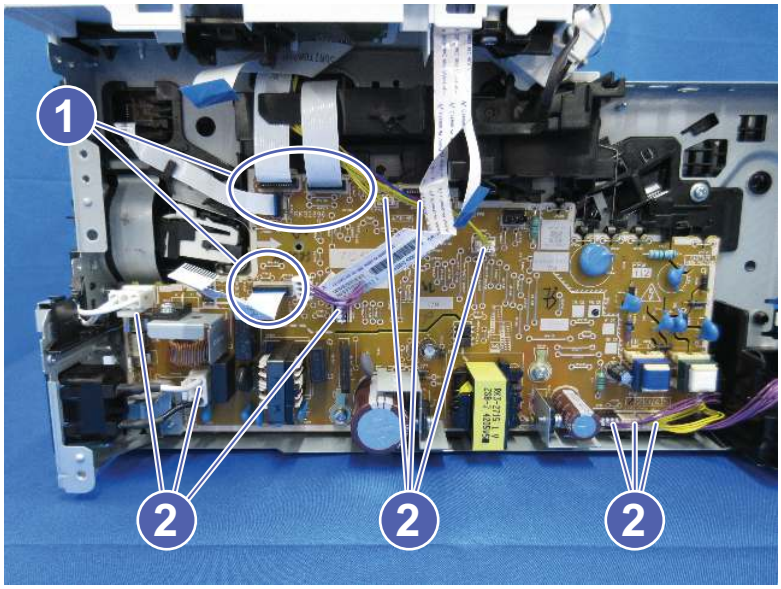
5. Move the contact spring (callout 1) in the direction of the arrow to move it to the retraction point (callout 2 and 3).

Figure 4-711 Move the contact spring



6. Disconnect nine connectors and four FFCs.

Figure 4-712 Disconnect cables and FFCs

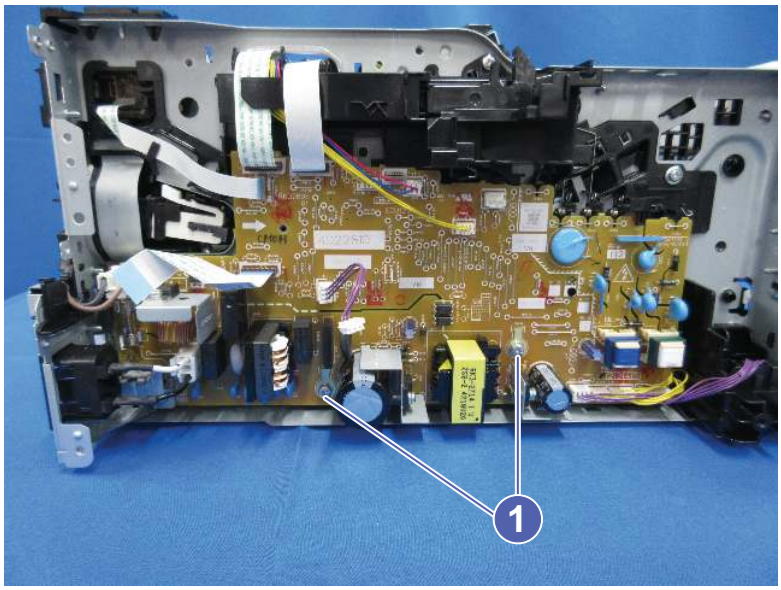


IMPORTANT: One FFC and one Cable are now loose and need to be saved when a new ecu is installed.

These connections connect to the formatter PCA.

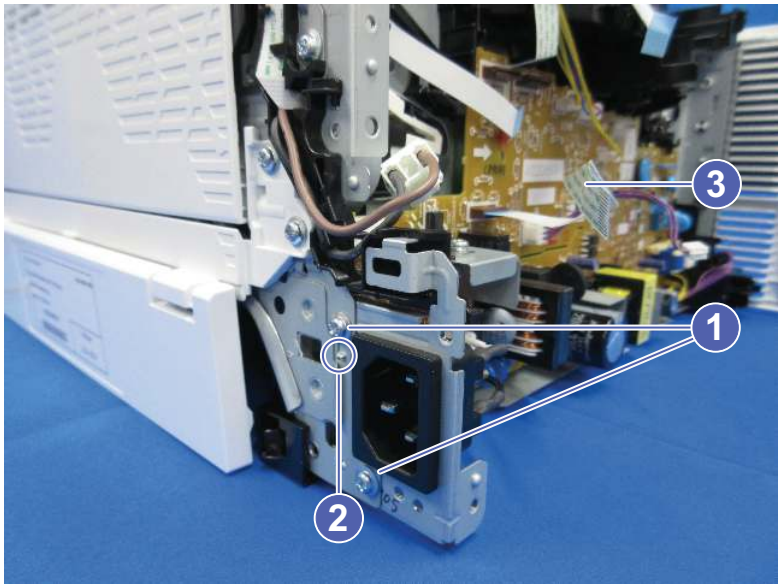
7. Remove two screws (callout 1).

Figure 4-713 Remove two screws



8. Remove two screws (callout 1) and release one tab (callout 2). Remove the engine controller PCA (callout 3).

Figure 4-714 Remove the ECU



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. Install the engine controller PCA

Follow these steps to when installing the engine controller.

1. When installing the engine controller PCA, confirm that the five contact springs (callout 1) are moved to the retraction point before assembling the engine controller PCA to the main body. If the contact springs are not moved to the retraction point, when the engine controller PCA is assembled, the

contact springs might be pinched between the main body and the board, and the contact spring may become deformed.

Figure 4-715 CORRECT -springs in retracted position

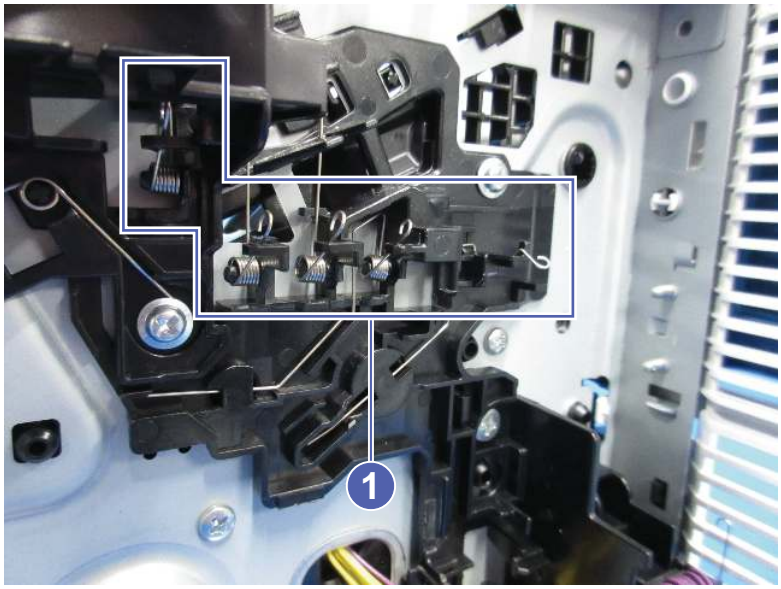
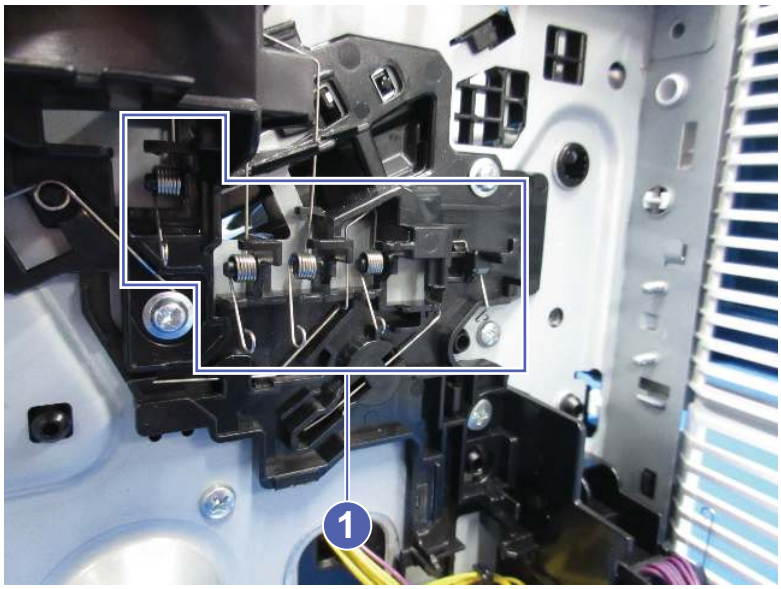


Figure 4-716 INCORRECT -springs not retracted



NOTE: After the engine controller PCA is attached to the printer, disengage contact springs from the retraction position to make contact with the engine controller board.

2. When reinstalling the fuser, ensure that the following points are observed when routing the AC cables.

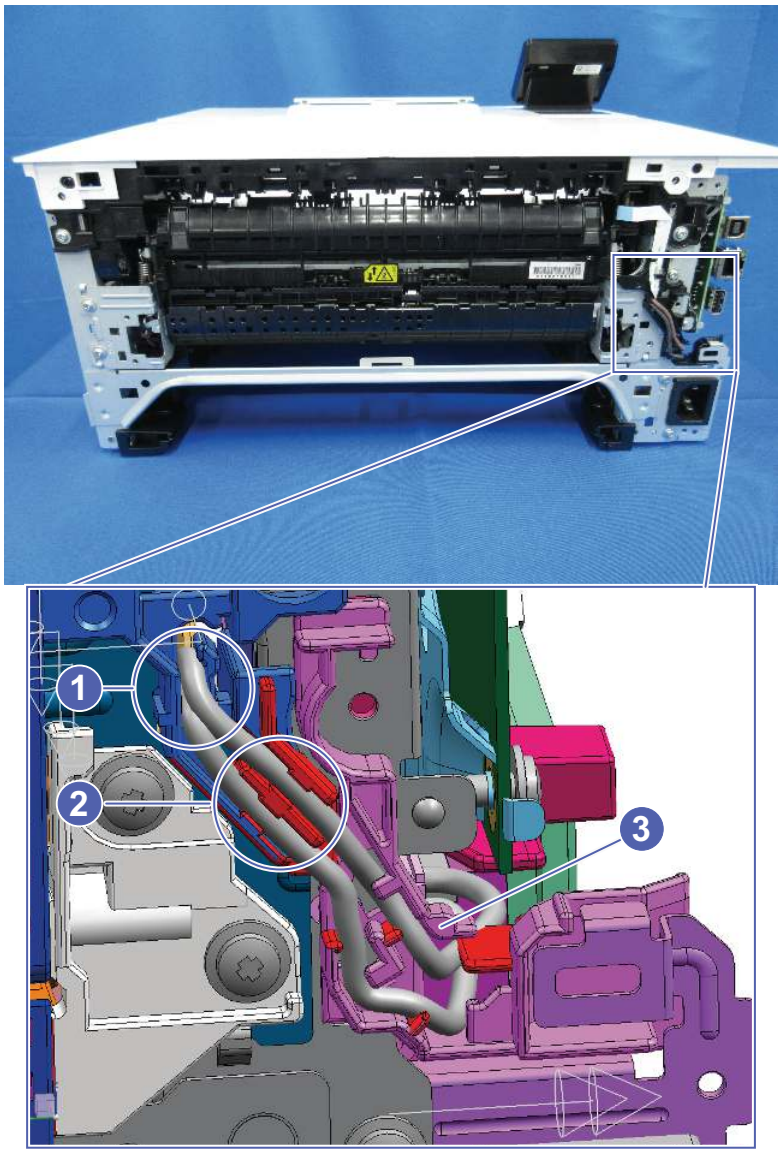
   - Do not cross the AC cables (callout 1).

     NOTE: Crossing the wires in the harness cause them to pinch when all parts are reassembled.

   - Place the AC cables in the bundle guide (callout 2).

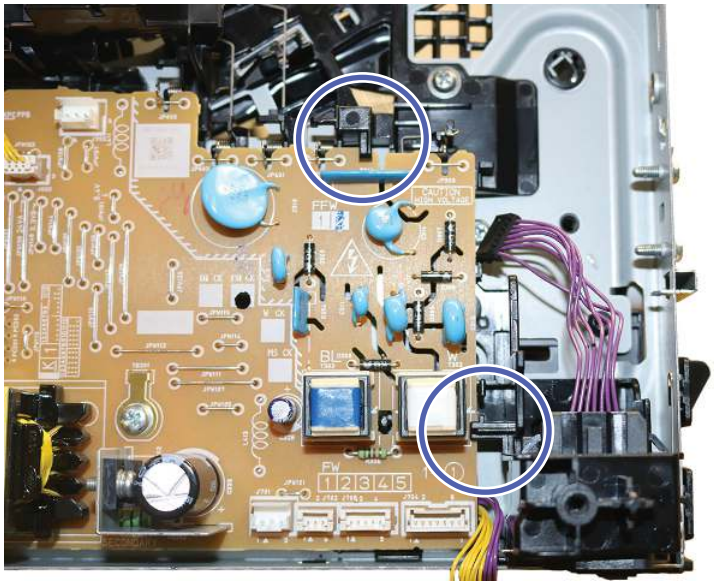
- Route the AC cables under the bottom section of the guide (callout 3).

Figure 4-717 Install the fuser



3. Install the engine controller PCA from the front side of the printer. During installation, first insert the board into the inner side of the two hook shape sections (callout).

Figure 4-718 Align the ECU under the hooks



Removal and replacement: Connecting PCA (SFP)

Learn how to remove and replace connecting PCA.

Mean time to repair: 18 minutes

Service level:

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2, and then remove the toner cartridge.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-38 **Part information**

Part number	Part description
RM3-9380-000CN	Connecting PCB assembly All models except 4007n
RM3-9567-000CN	Connecting PCB assembly 4007n models only

Required tools

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

Post service test

Make sure that toner cartridge door correctly opens and closes.

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

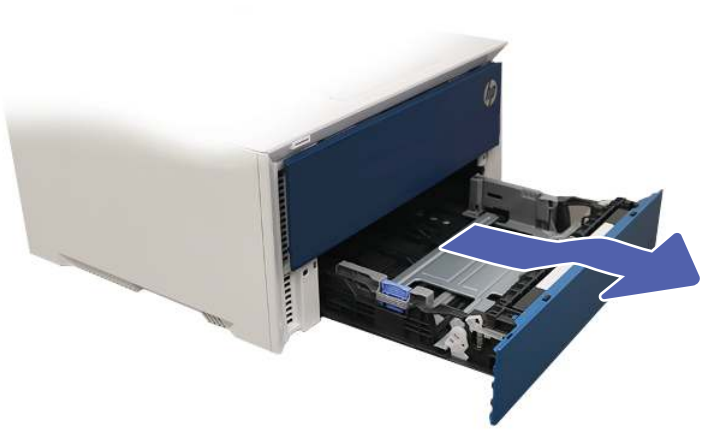
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove Tray 2 and open printer

Follow these steps.

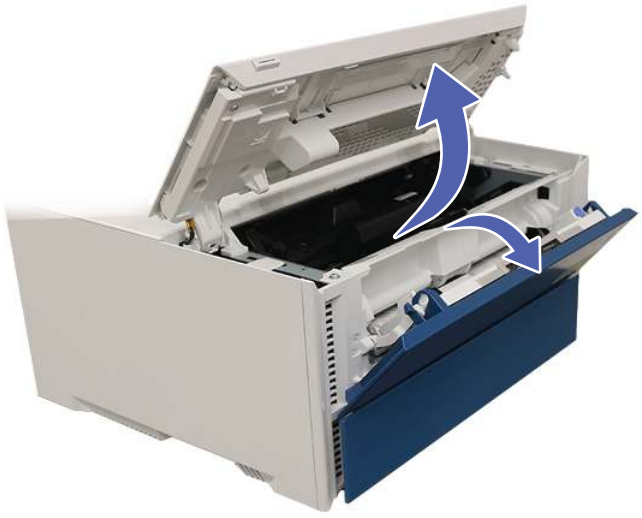
1. Remove Tray 2.

   Figure 4-719 **Remove Tray 2**



2. Open Tray 1 and the toner cartridge door.

   Open toner cartridge door and Tray 1

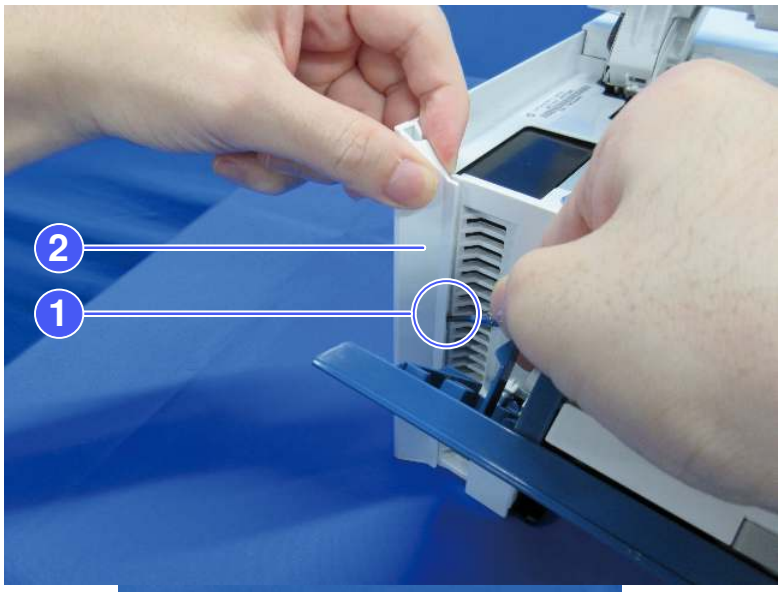


2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-720 Remove front left cover



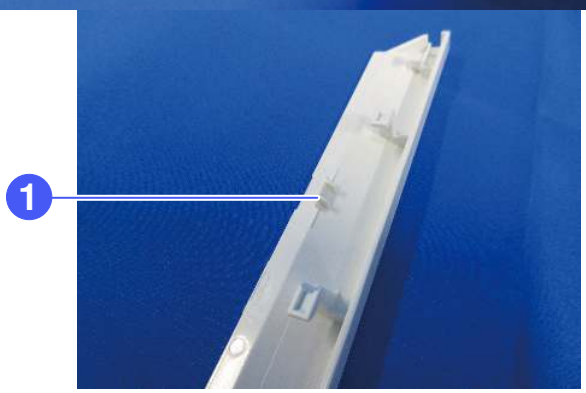


Figure 4-721 Close up of notch for screwdriver

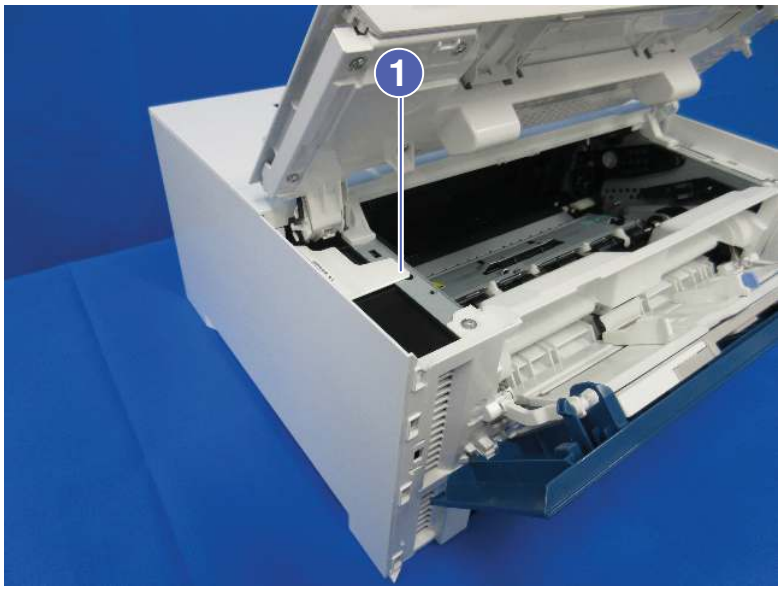


3. Remove the left cover (SFP)

Follow these steps to remove the left cover.

1. Release one tab (callout 1).

Figure 4-722 Release tab

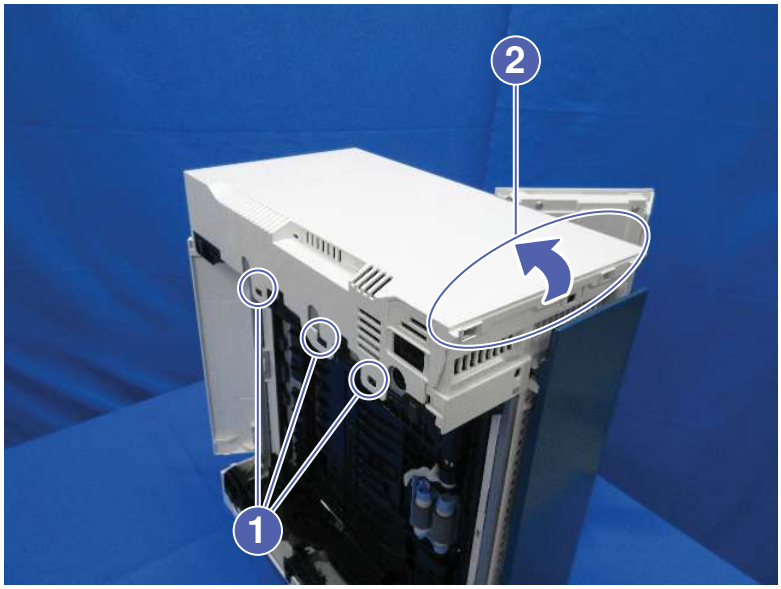


2. Perform the following:

   - For easier access, place the printer so that it is resting on the right side. The left side is now facing up.
   - Release three tabs (callout 1).
   - Pull the front part (callout 2) of the left cover in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

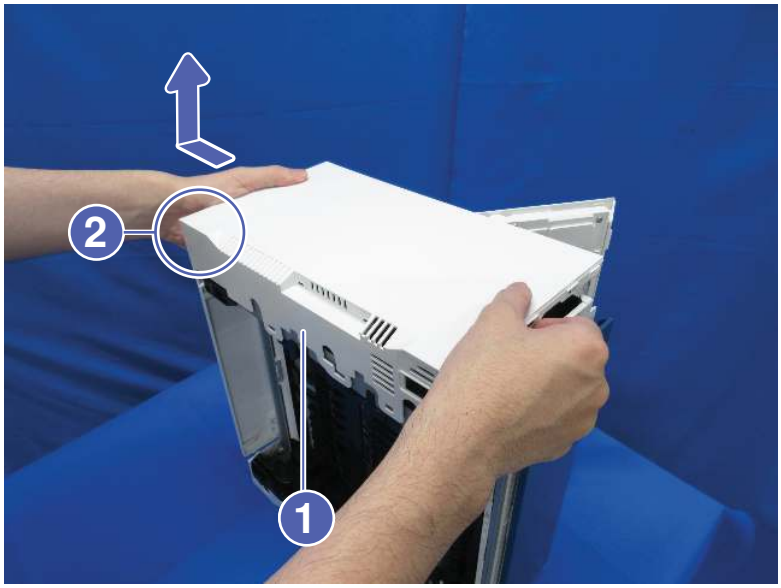
Figure 4-723 Release the left cover



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket (callout 2).

Figure 4-724 Remove left cover

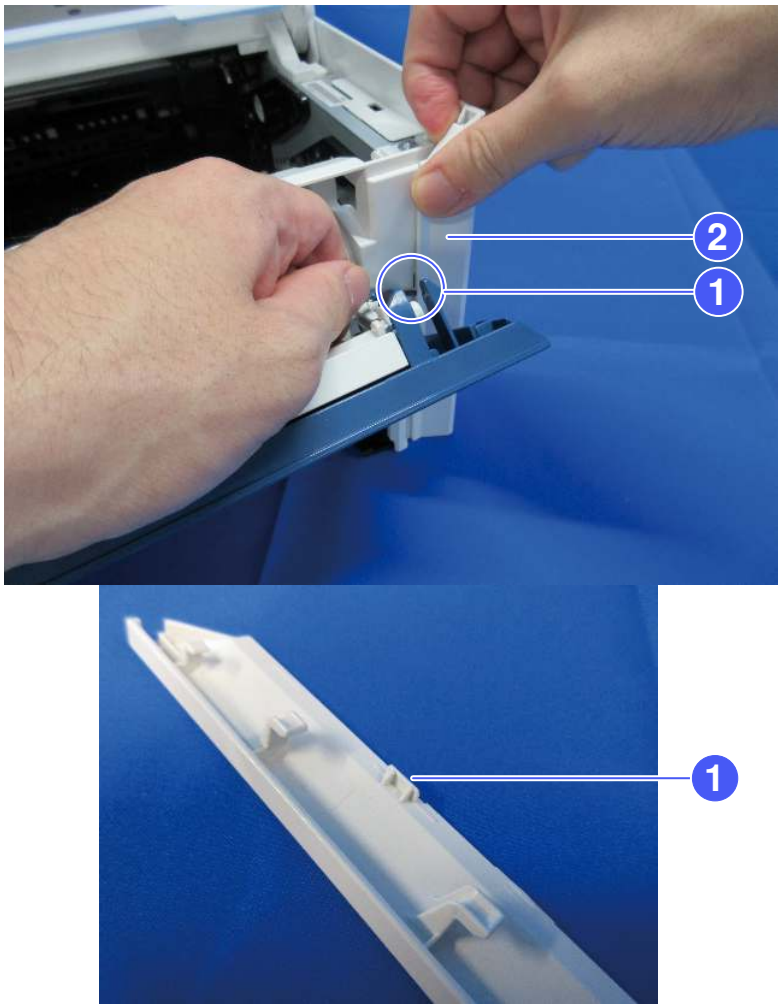


4. Remove the right front cover

Follow these steps to remove the right front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) then slide the cover up and off of the printer.

Figure 4-725 Remove right front cover



NOTE: The notch on the left cover is in the same place as on the right side.

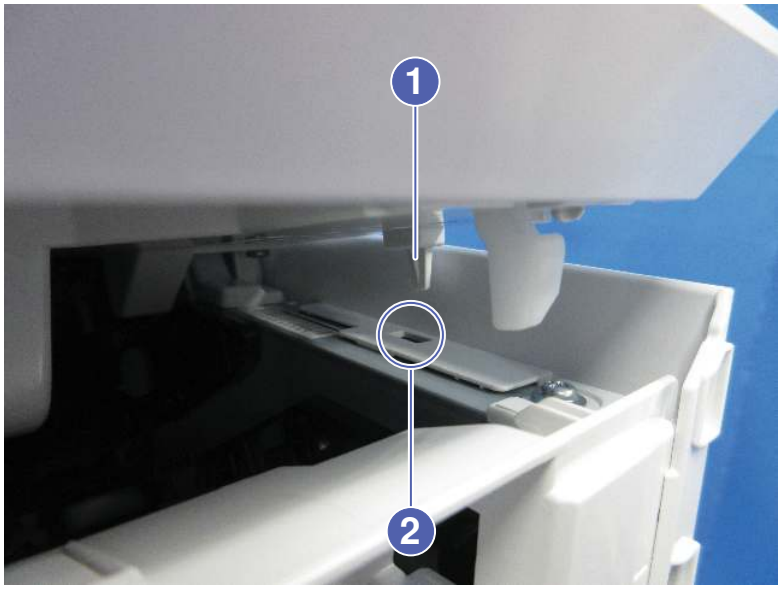
5. Remove the right cover (SFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

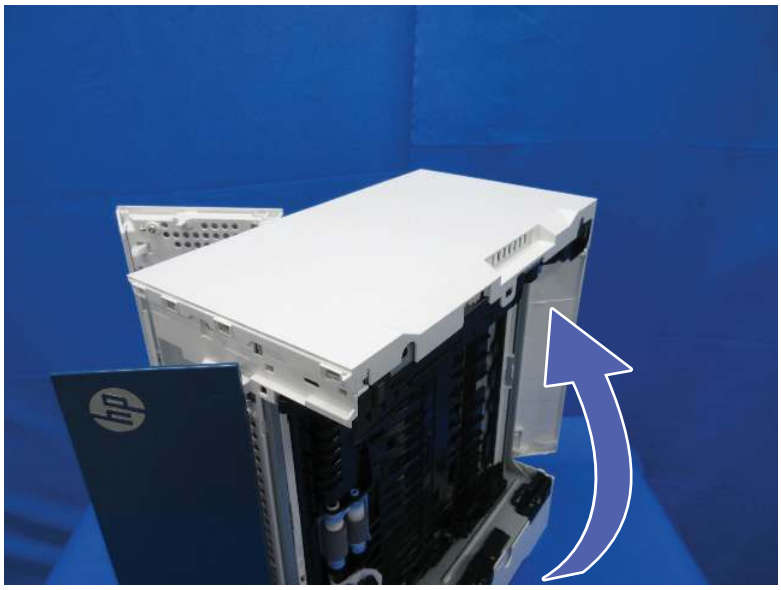
NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-726 Ensure the cartridge door is open



2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

Figure 4-727 Place printer on side

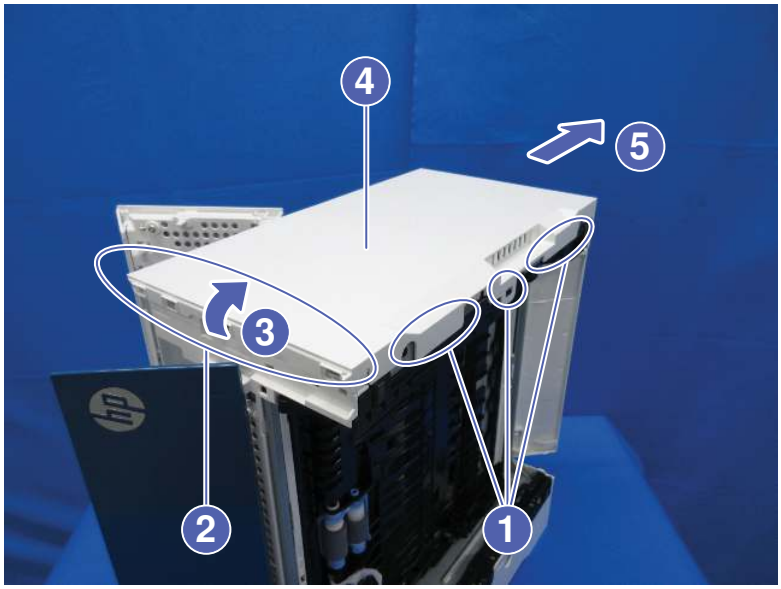


3. Perform the following:

   - Release three tabs (callout 1).
   - The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
   - Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. The cover will not slide without tilting the cover up slightly.

Figure 4-728 Remove right cover



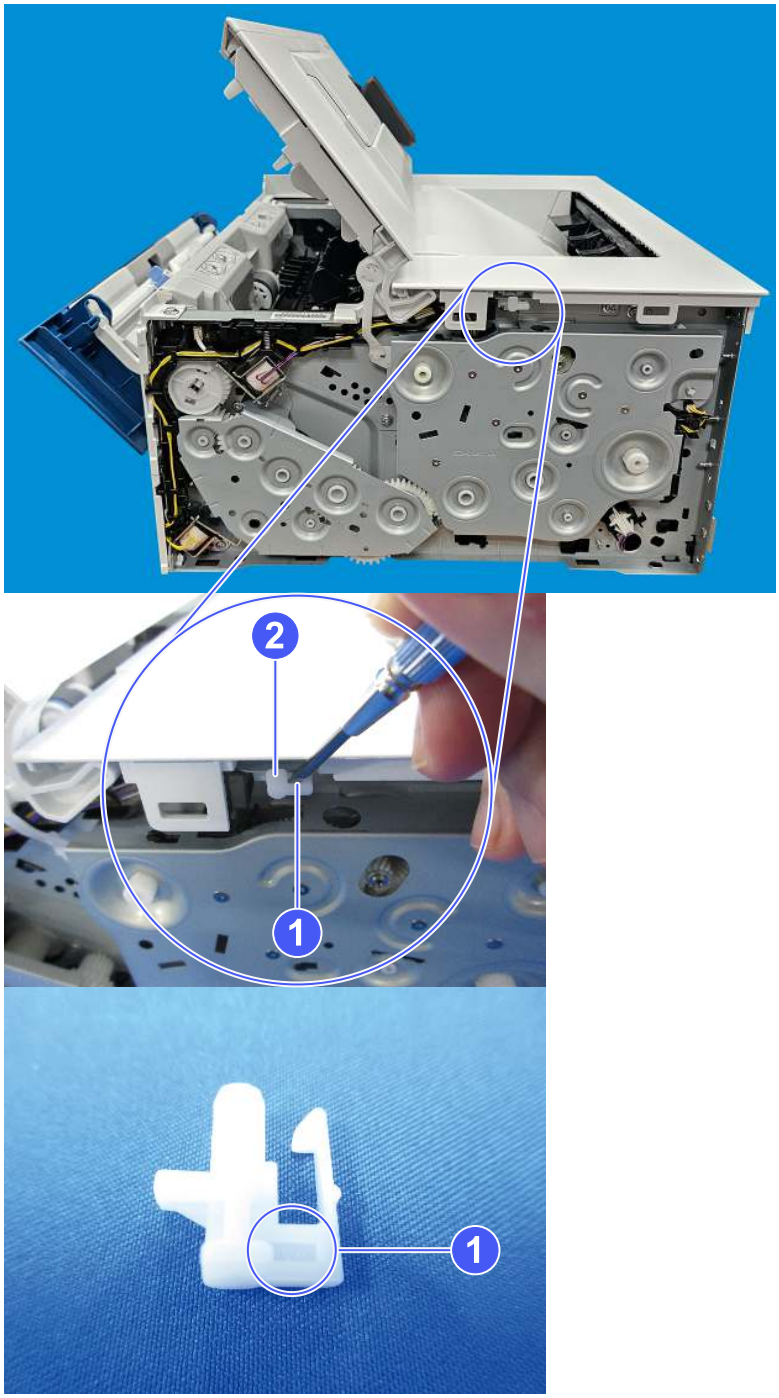
6. Remove the top cover (SFP)

Follow these steps to remove the top cover (SFP).

1. Press a small flat blade screwdriver against the recessed part (callout 1) of the lock pin and pull out the lock pin (callout 2).

IMPORTANT: This locking pin must be saved to install the service part.

Figure 4-729 Remove the locking pin



2. While lowering one tab (callout 1) downward, the door link (callout 2) is removed by sliding in the arrow direction.

NOTE: The door link is loose once detached from the door and can fall off the link arm to which it is connected. Note how the door link arm attaches to the link arm on the side of the printer to reinstall.

Figure 4-730 Detach the link arm

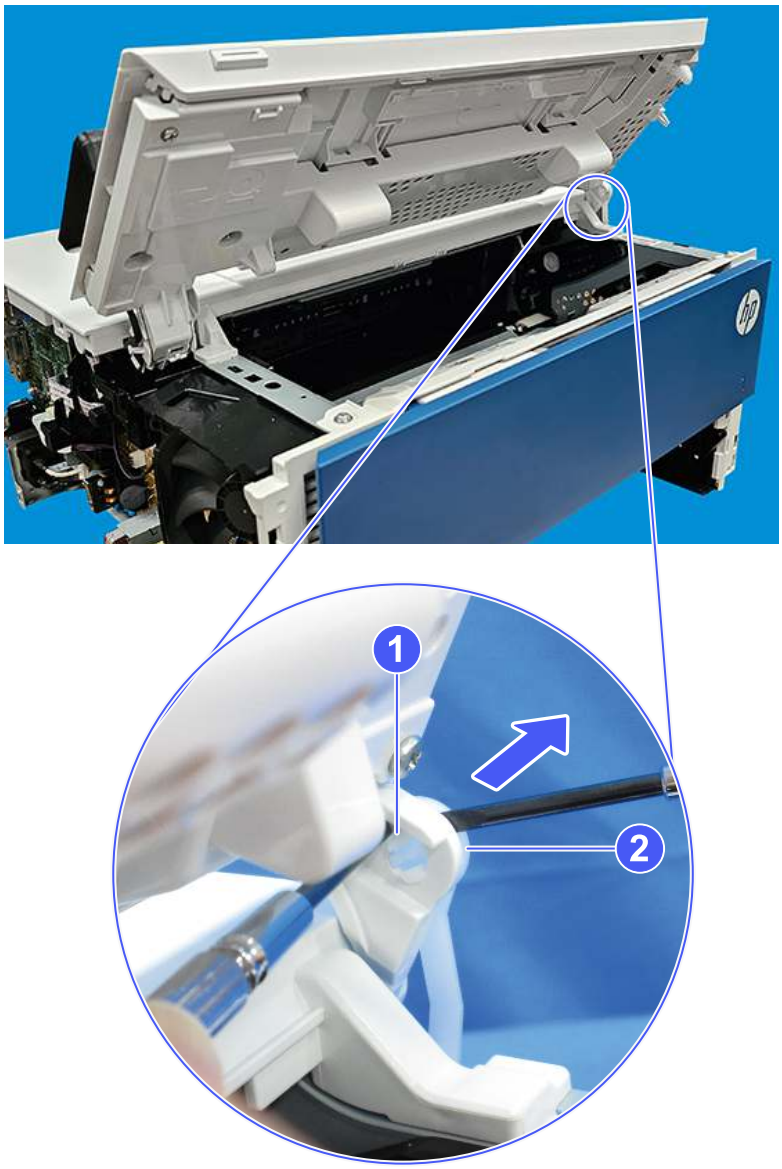
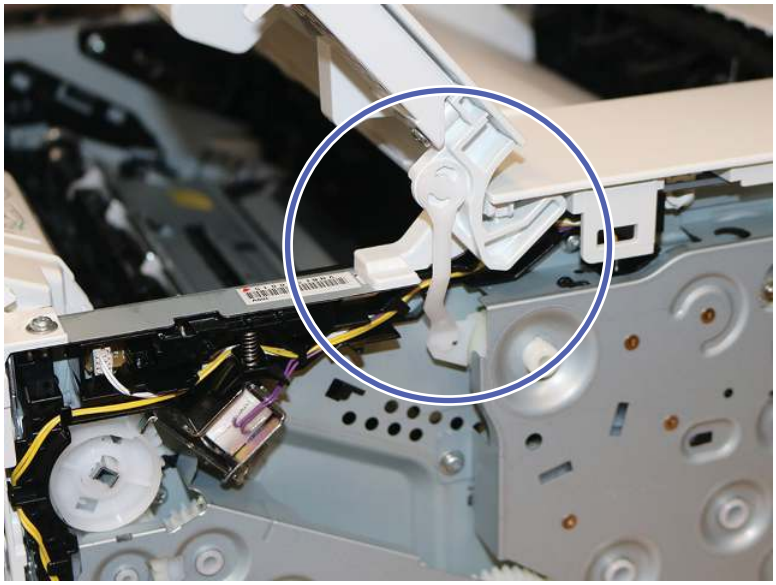
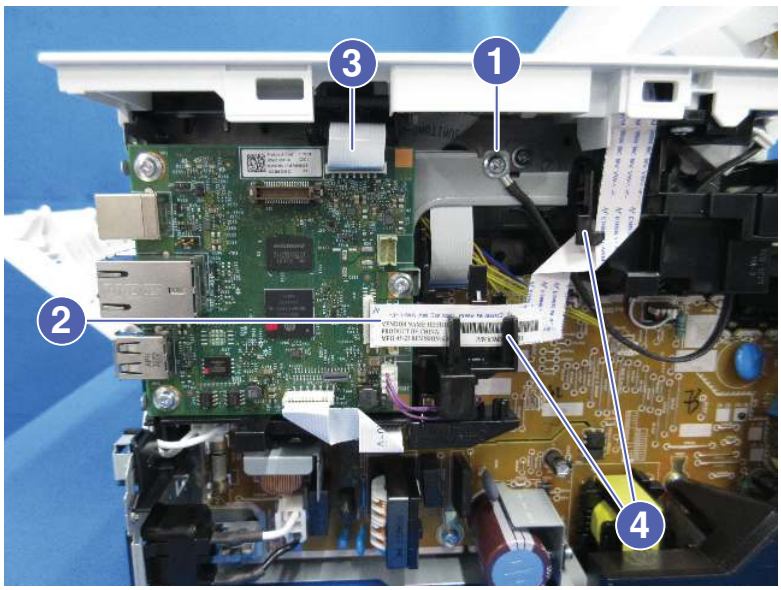


Figure 4-731 Outside view of the door arm link

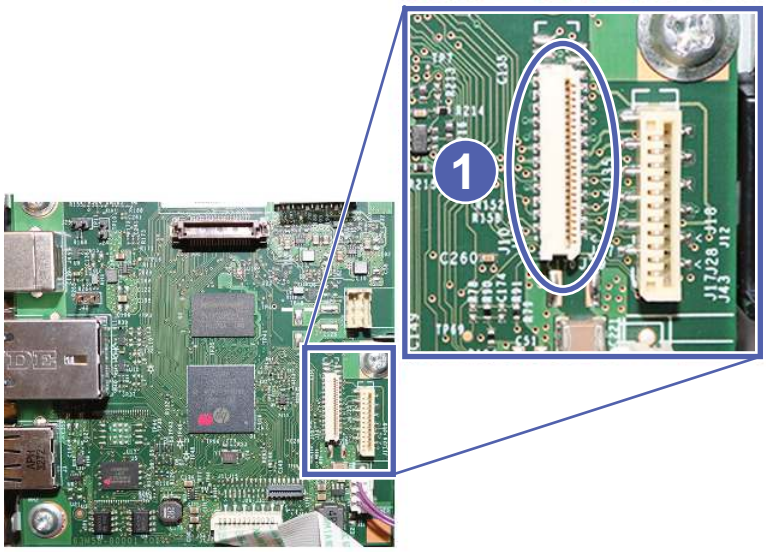


3. On the left side of the printer, perform the following:
   - Remove one screw (callout 1).
   - Remove the FFC (callout 2).
   - Remove the FFC (callout 3) (for Wireless model only).
   - Release the FFC (callout 2) from the cable guide (callout 4).

Figure 4-732 Remove the FFCs and ground

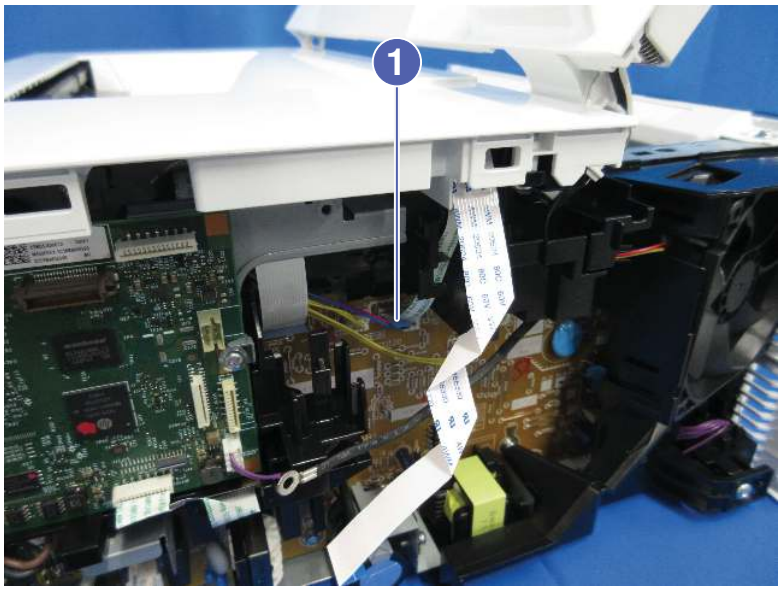


NOTE: When installing the FFC, it must go into the innermost ZIF connector (callout 1).



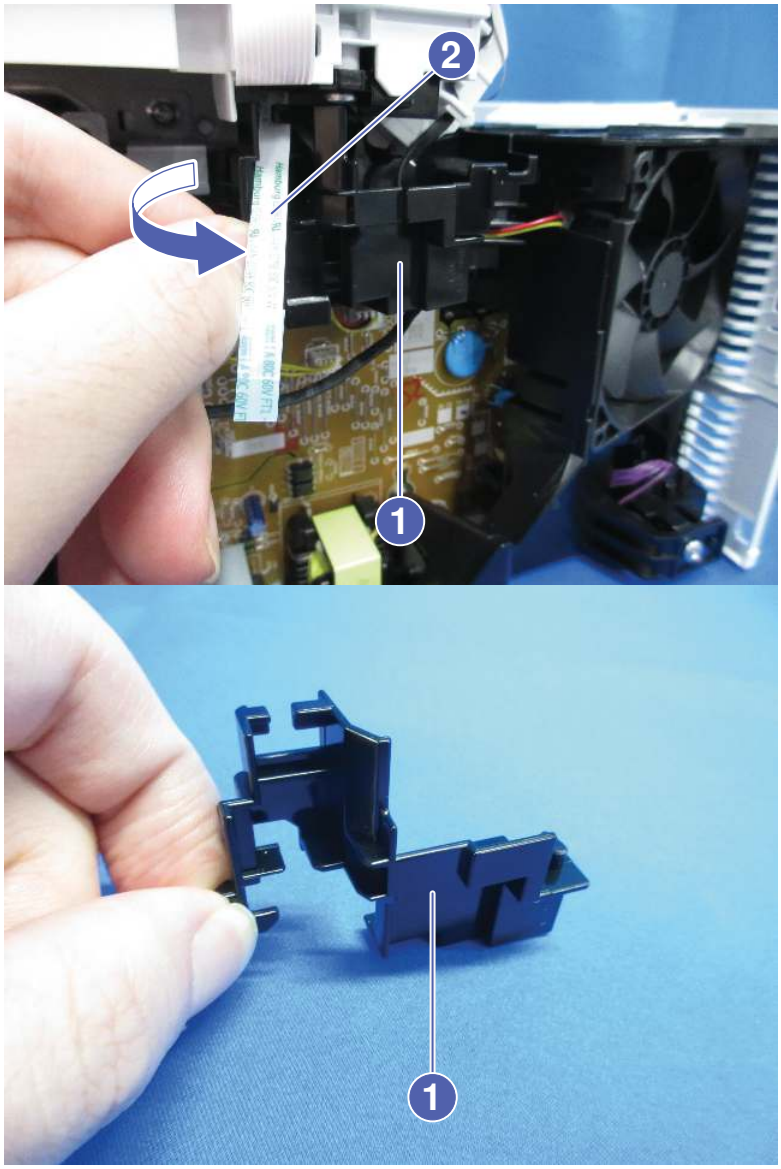
4. Remove the small FFC (callout 1).

Figure 4-733 Remove the small FFC



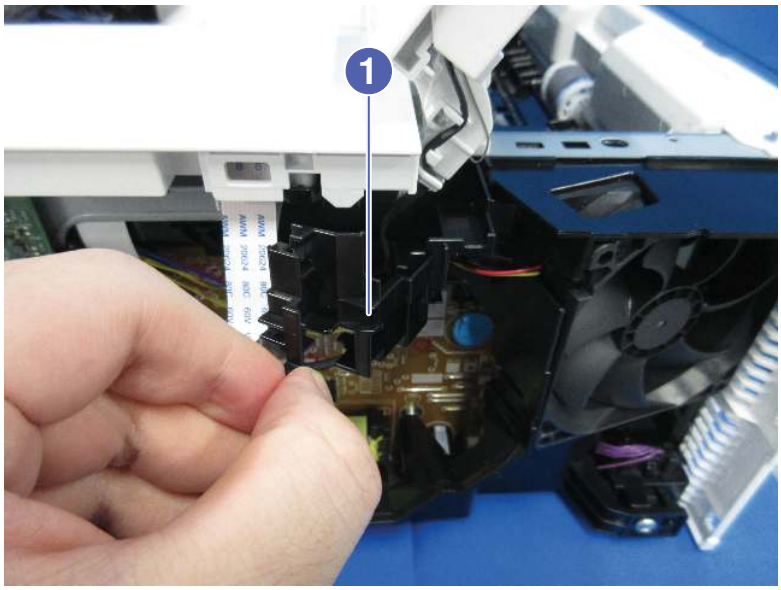
5. Rotate the cable guide (callout 1) in the direction of the arrow, then release the FFC (callout 2) from the cable guide (callout 1).

Figure 4-734 Remove the cable guide



6. Remove the cable guide (callout 1) by sliding downward.

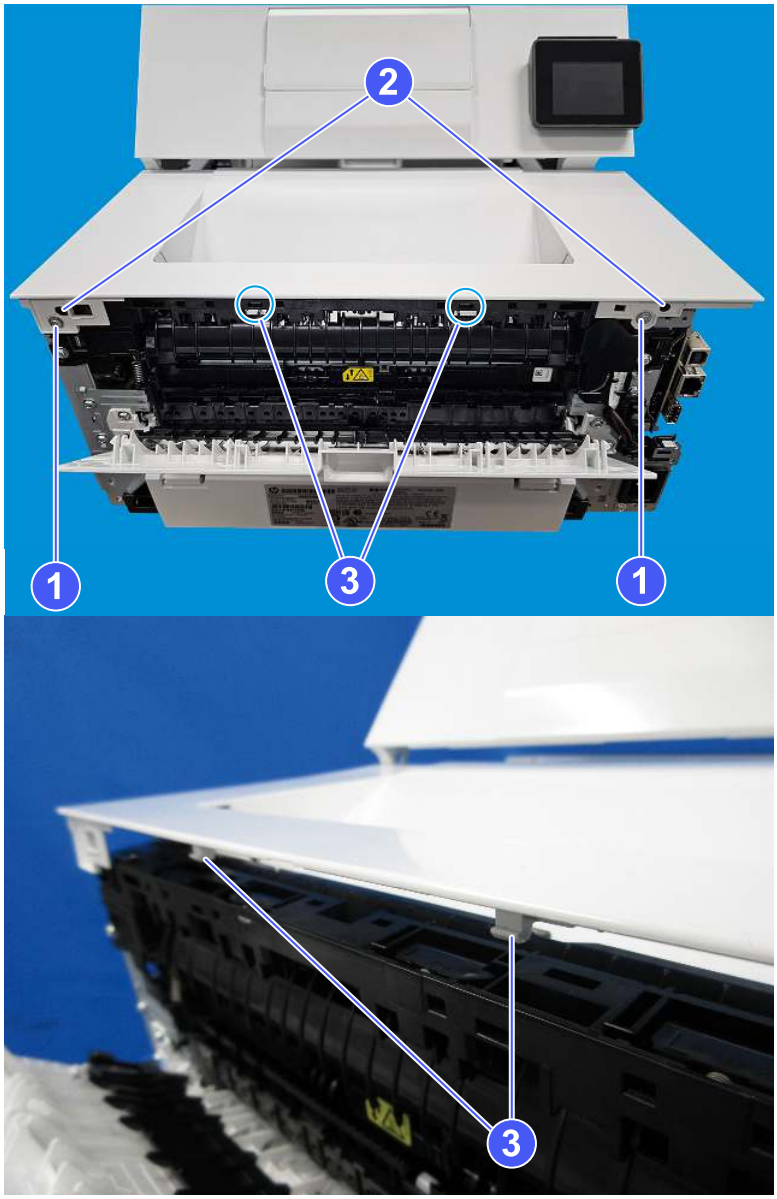
Figure 4-735 Remove the cable guide



NOTE: Keep the cable guide for reinstall.

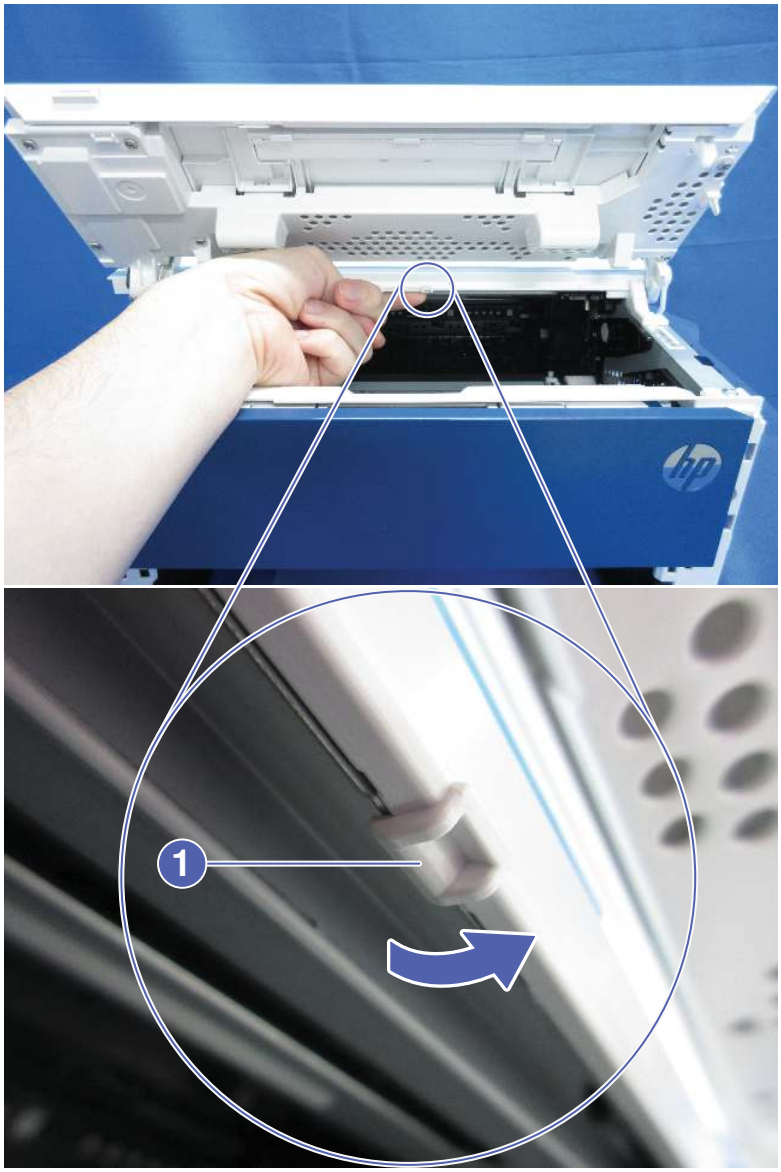
7. Perform the following:
   - Remove two screws (callout 1)
   - Release two bosses (callout 2).
   - Release two tabs (callout 3).

Figure 4-736 Remove the screws and release the tabs



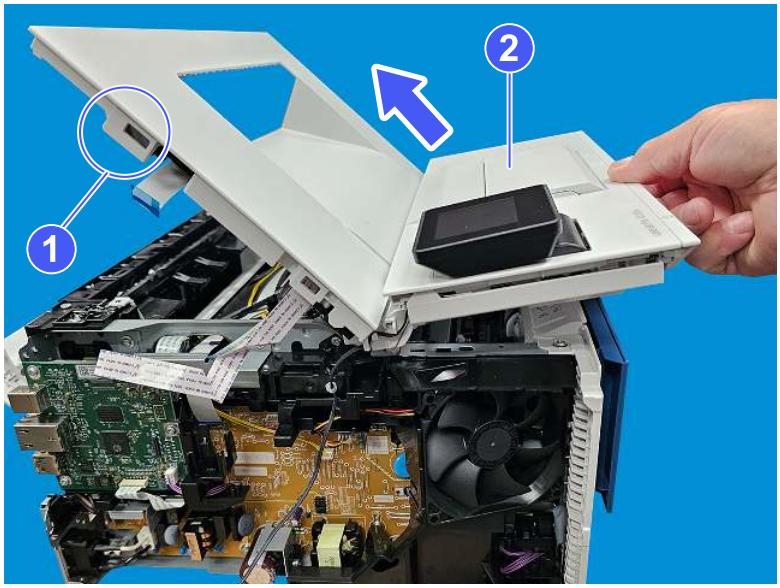
8. Lifting the rear of the top cover, release one tab (callout 1) by pulling forward in the direction of the arrow.

Figure 4-737 Release the tab



9. Lift the rear part (callout 1) of the top cover assembly, then slide the top cover assembly (callout 2) in the direction of the arrow to remove it.

Figure 4-738 Remove the top cover



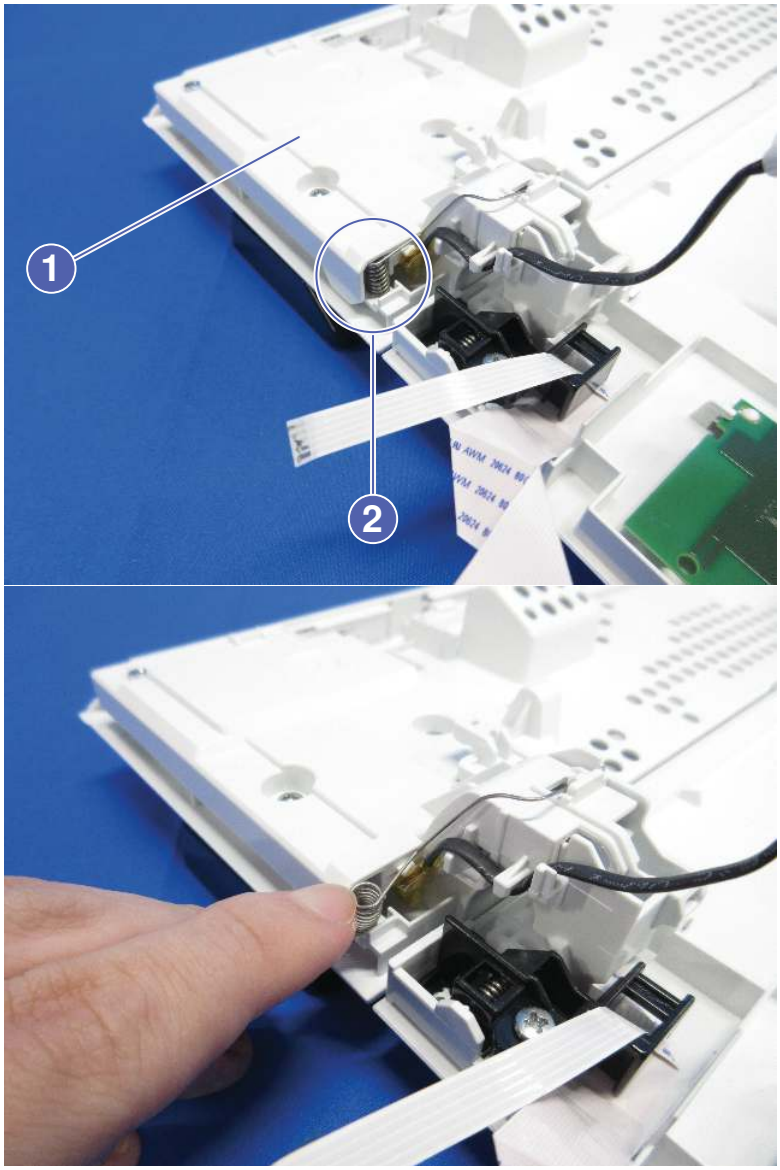
IMPORTANT: This completes the removal of the top cover.

When replacing the top cover use the following steps.

10. If the top cover assembly needs to be replaced with a service part, perform the following.

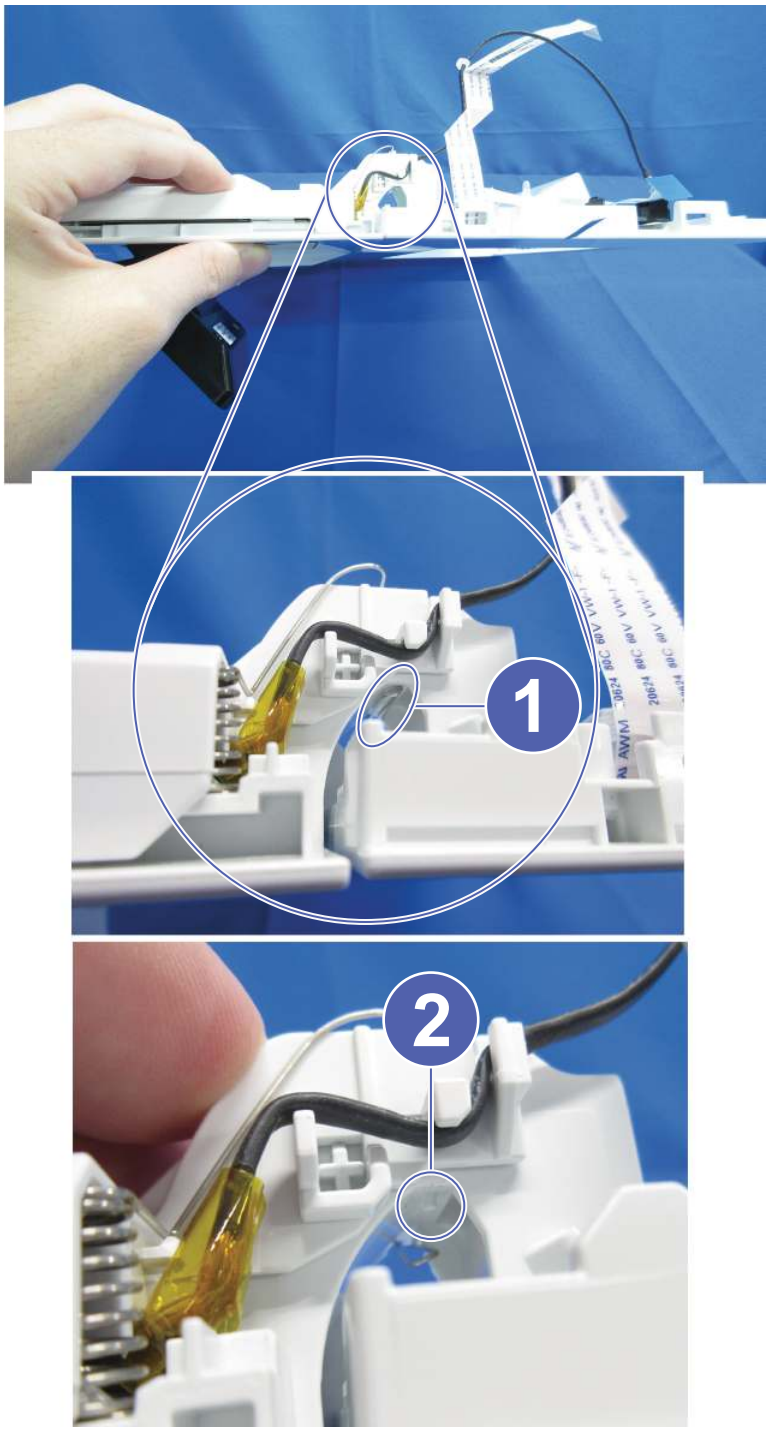
a. Remove the spring (callout 2) from cartridge door assembly. By first removing the spring on the left side as shown.

Figure 4-739 Release the spring



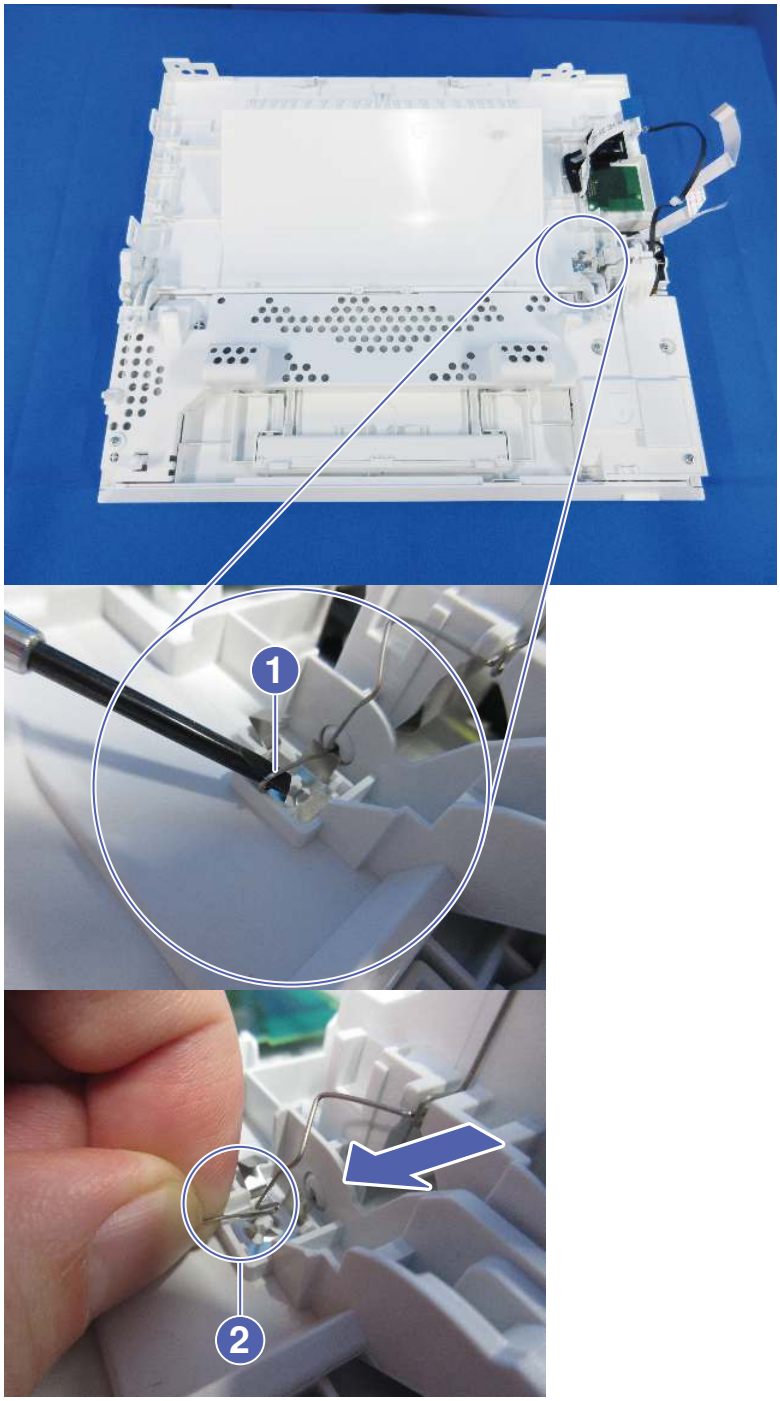
b. Remove spring (callout 1) from boss (callout 2).

Figure 4-740 Release the spring loop



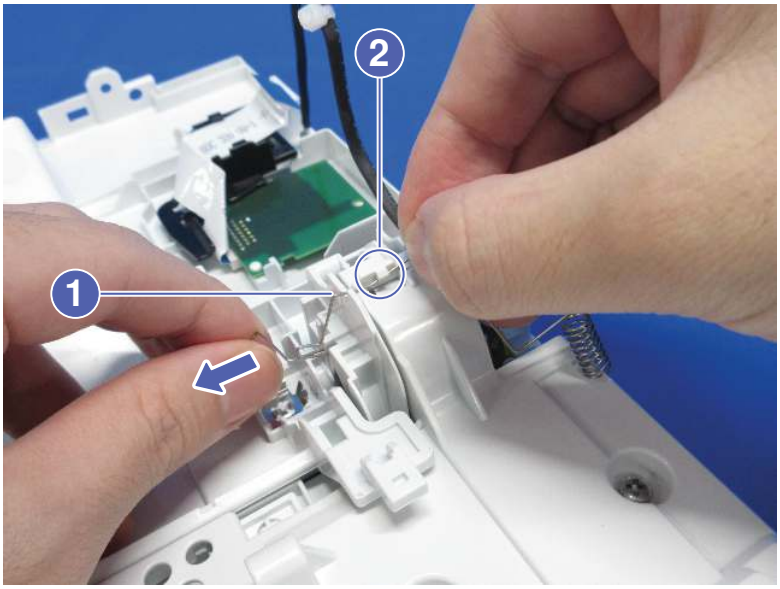
c. Lift the end of the spring (callout 1) slightly, and then pull out the spring (callout 2) in the direction of the arrow.

Figure 4-741 Pull the spring out



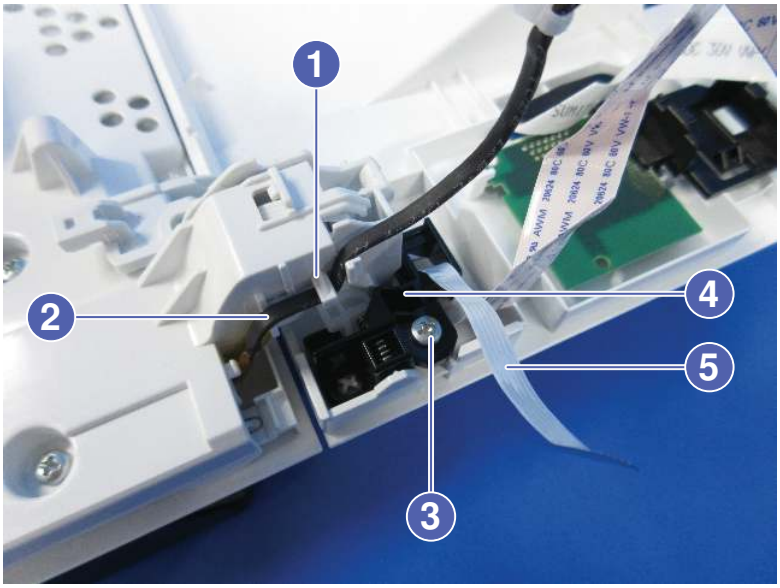
d. The spring (callout 1) is detached from the hook (callout 2), then the spring (callout 1) is removed while sliding it in the direction of the arrow.

Figure 4-742 Remove the spring



e. Remove the ground cable (callout 2) from the cable guide (callout 1). Remove one screw (callout 3), then remove the latch (callout 4). Release the FFC (callout 5) from the latch (callout 4).

Figure 4-743 Remove ground cable



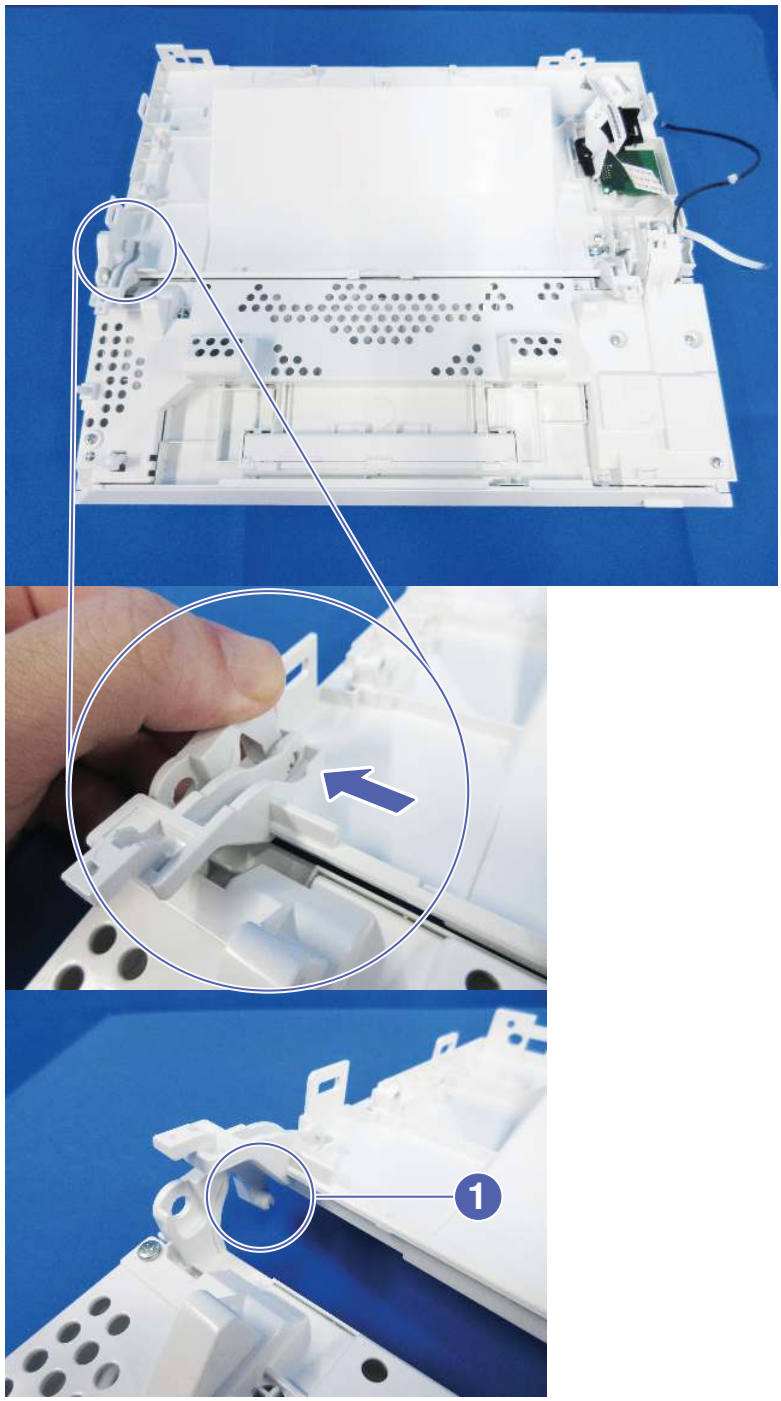
f. Position the two halves of the top cover at an angle as shown.

Figure 4-744 Align the top cover



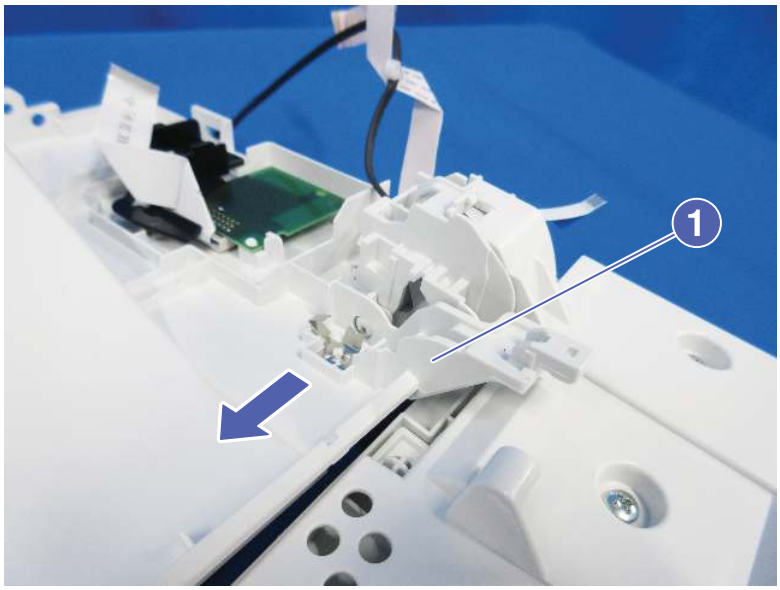
g. Remove the shaft (callout 1) by bending the cover in the direction of the arrow.

Figure 4-745 Release post



h. Slide the top cover assembly (callout 1) in the direction of the arrow to remove it.

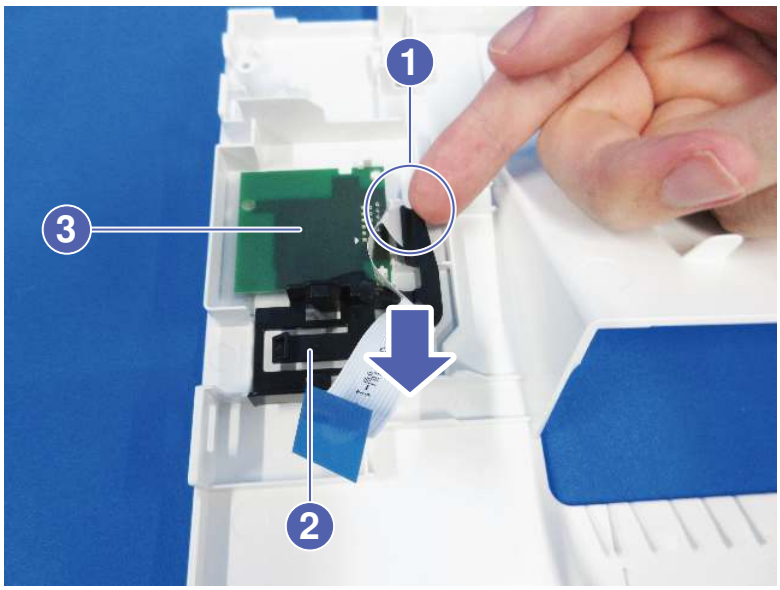
Figure 4-746 Slide top cover in the direction of the arrow



i. Lift the end of the Wi-Fi retaining bracket (callout 1), then slide the holder (callout 2) in the direction of the arrow to remove it. Remove the Wi-Fi PCA (callout 3).

NOTE: For Wireless models only. IMPORTANT: When reinstalling the Wireless PCA, the PCA must be installed before the retaining bracket.

Figure 4-747 Remove the Wi-Fi PCA



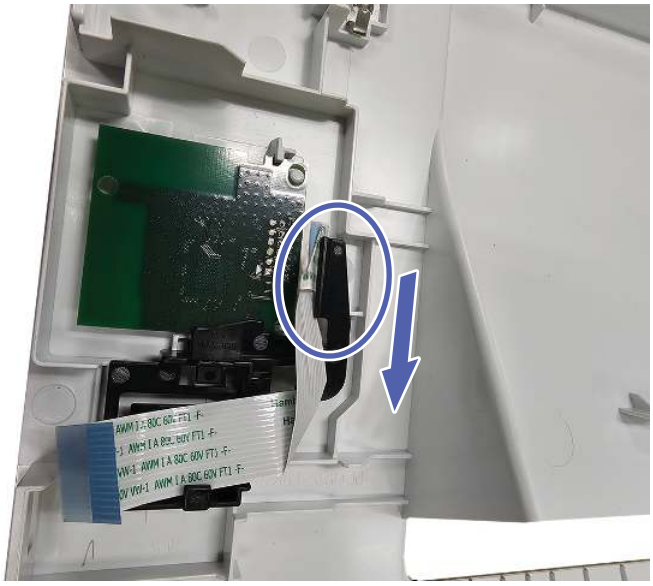
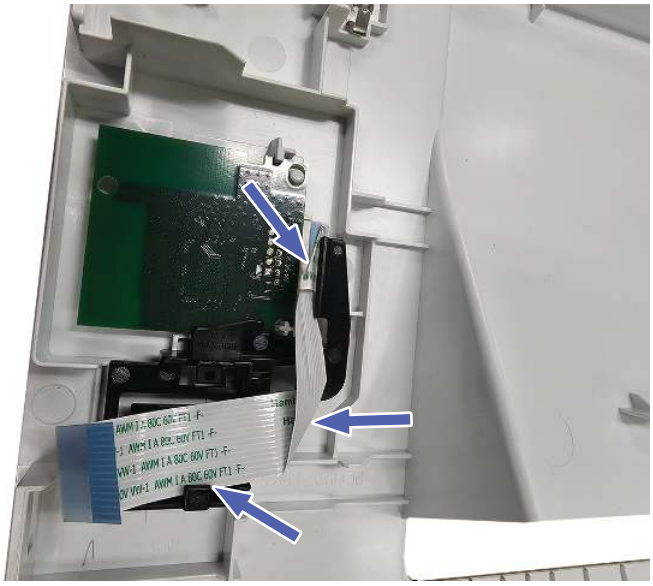


Figure 4-748 When reinstalling note the proper layout of Wi-Fi FFC

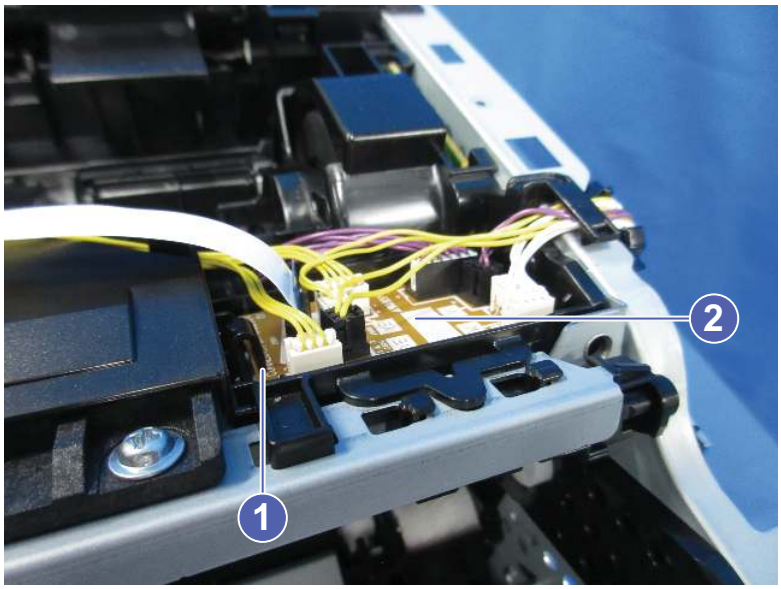


7. Remove the connecting PCA

Follow these steps to remove the connecting PCA.

- Disconnect all the connectors on the connecting PCA. Release one tab (callout 1), then remove the connecting PCA (callout 2).

Figure 4-749 Remove the connecting PCA



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: Connecting PCA (MFP)

Learn how to remove and replace the connecting PCA.

Mean time to repair: 18 minutes

Service level:

Before performing service

WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2, and then remove the toner cartridge.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-39 Part information

Part number	Part description
RM3-9380-000CN	Connecting PCB assembly

Required tools

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

Post service test

Make sure that toner cartridge door correctly opens and closes.

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

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove Tray 2 and open printer

Follow these steps.

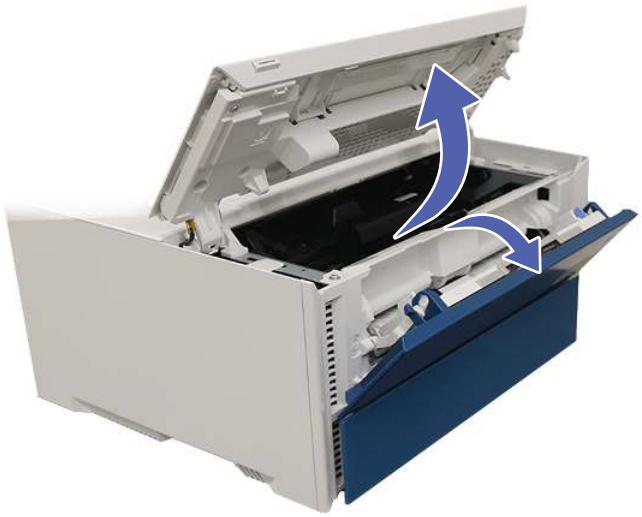
1. Remove Tray 2.

   Figure 4-750 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

   Open toner cartridge door and Tray 1



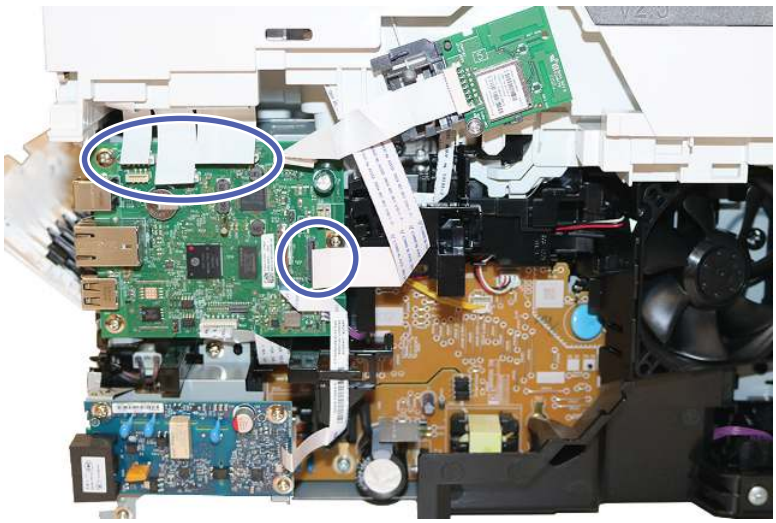
2. Remove the integrated scanner assembly (MFP only)

Follow these steps to remove the integrated scanner assembly (MFP only).

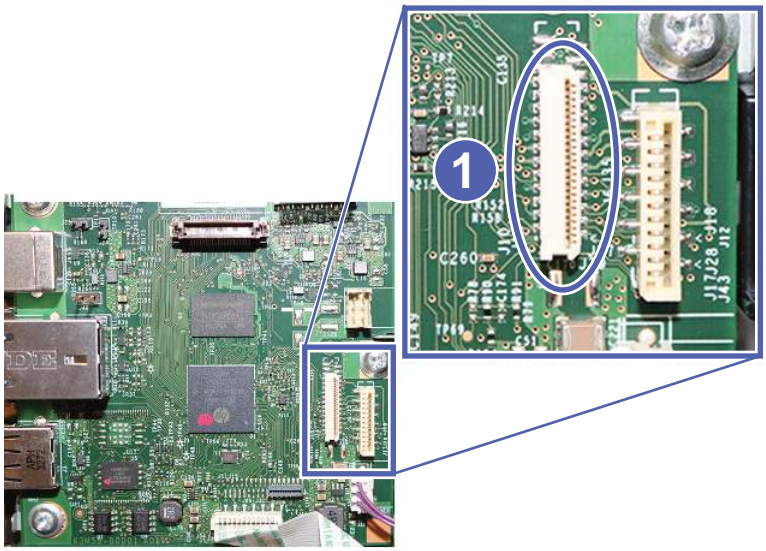
NOTE: MFP models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

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

Figure 4-751 Disconnect the FFCs



NOTE: When installing the FFC on the right side of the formatter, it must go into the innermost ZIF connector (callout 1).



2. Remove one screw (callout 1), and then release the ground wire from the guide.

Figure 4-752 Release the ground wire



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

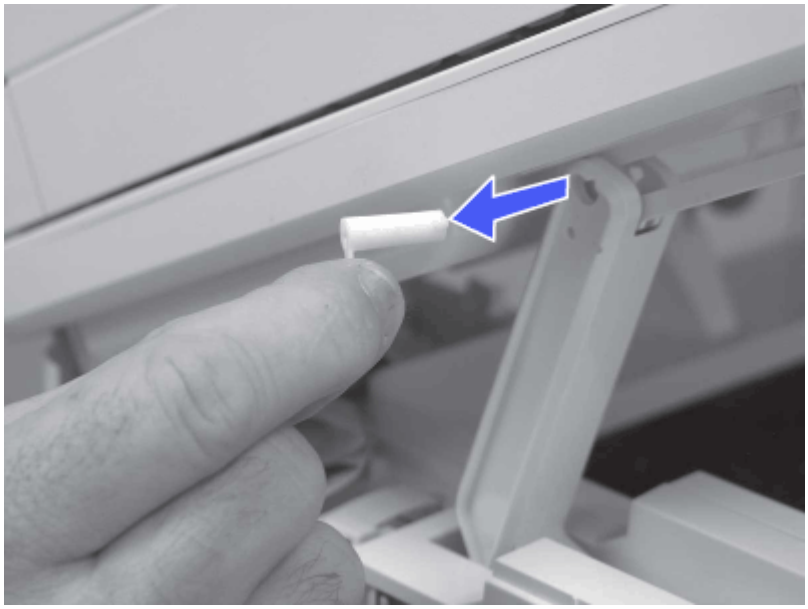
Figure 4-753 Release one tab and rotate the slider pin



4. Remove the slider pin.

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

Figure 4-754 Remove the pin



5. While firmly holding the ISA, rotate the ISA towards the rear of the printer until it stops.

Figure 4-755 Rotate the ISA towards the rear of the printer



6. Slide the ISA over and up as shown to remove from the printer.

Figure 4-756 Release the ISA

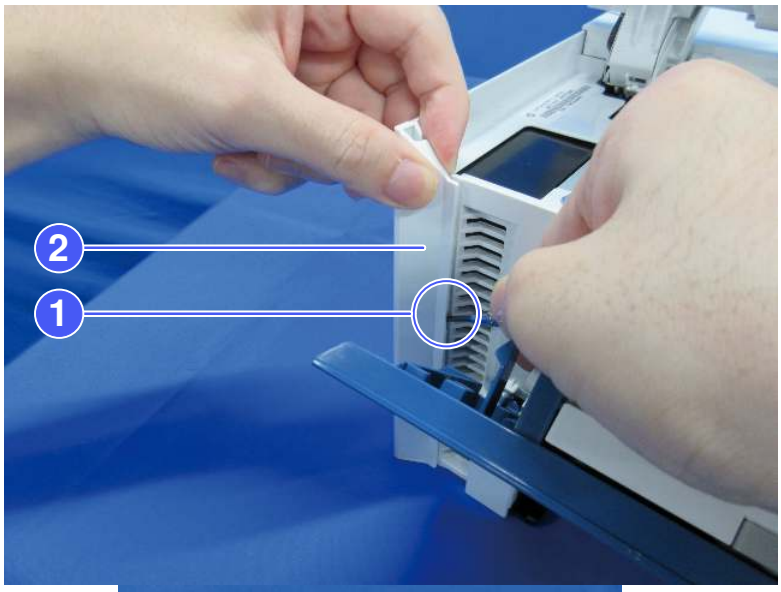


3. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-757 Remove front left cover



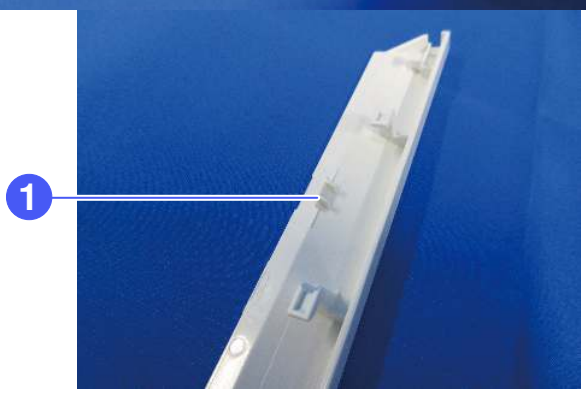


Figure 4-758 Close up of notch for screwdriver

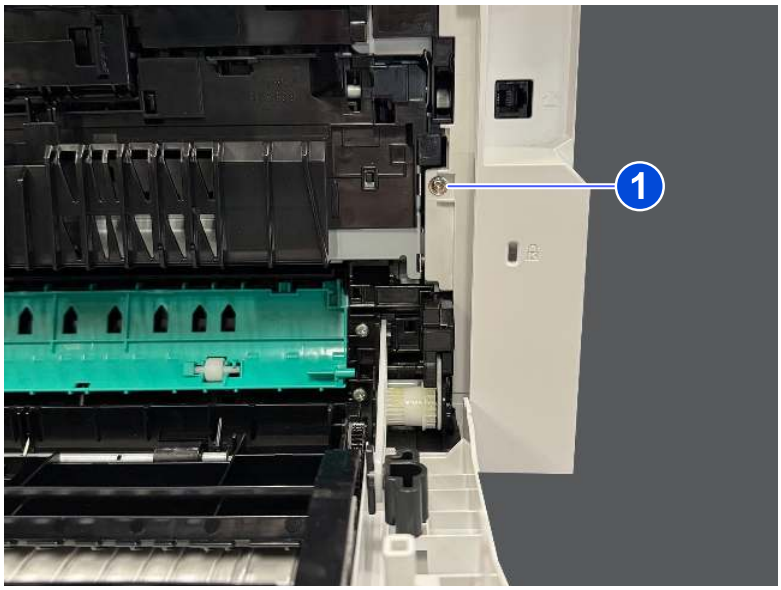


4. Remove the left cover (MFP)

Follow these steps to remove the left cover.

1. Remove one screw and free the ground wire (callout 1).

Figure 4-759 Remove ground screw



2. Perform the following:

- Place the printer on its right side so that the left side is the face up.

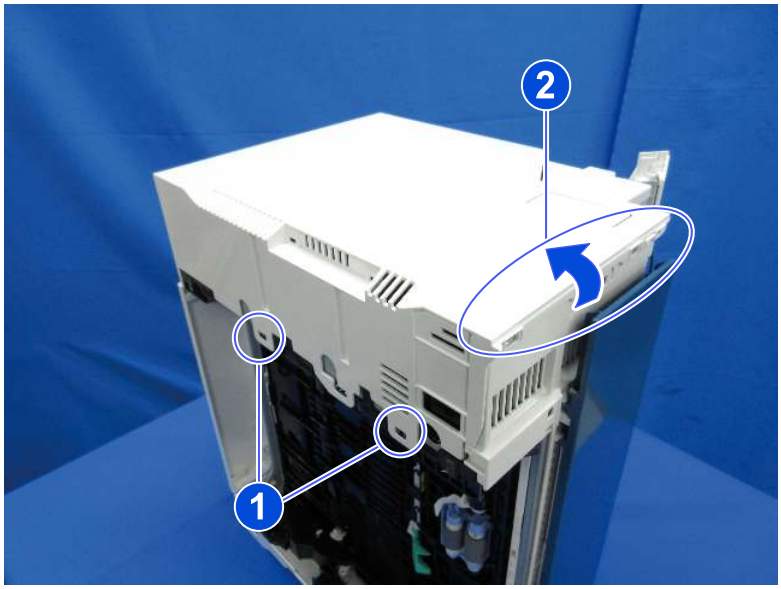
IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

- Release three tabs (callout 1).
- Pull the front part of the left cover (callout 2) in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

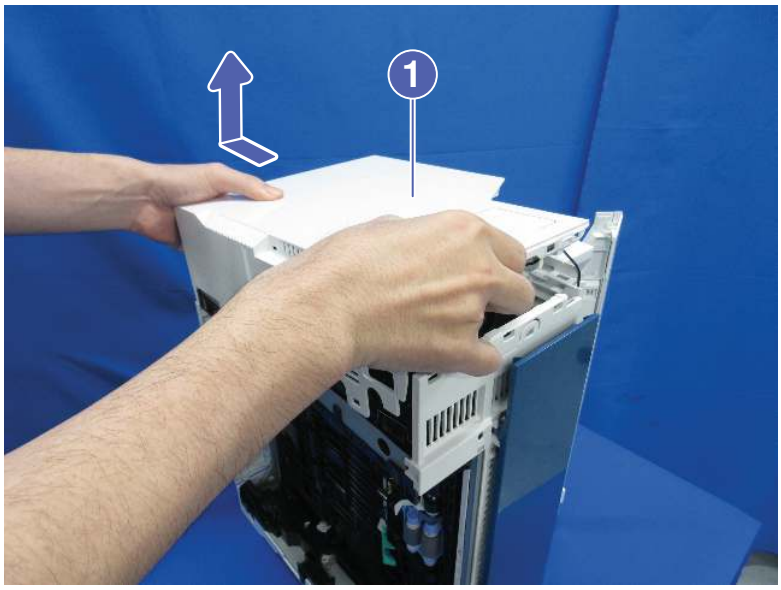
TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket.

Figure 4-760 Release cover tabs



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

Figure 4-761 Remove the cover

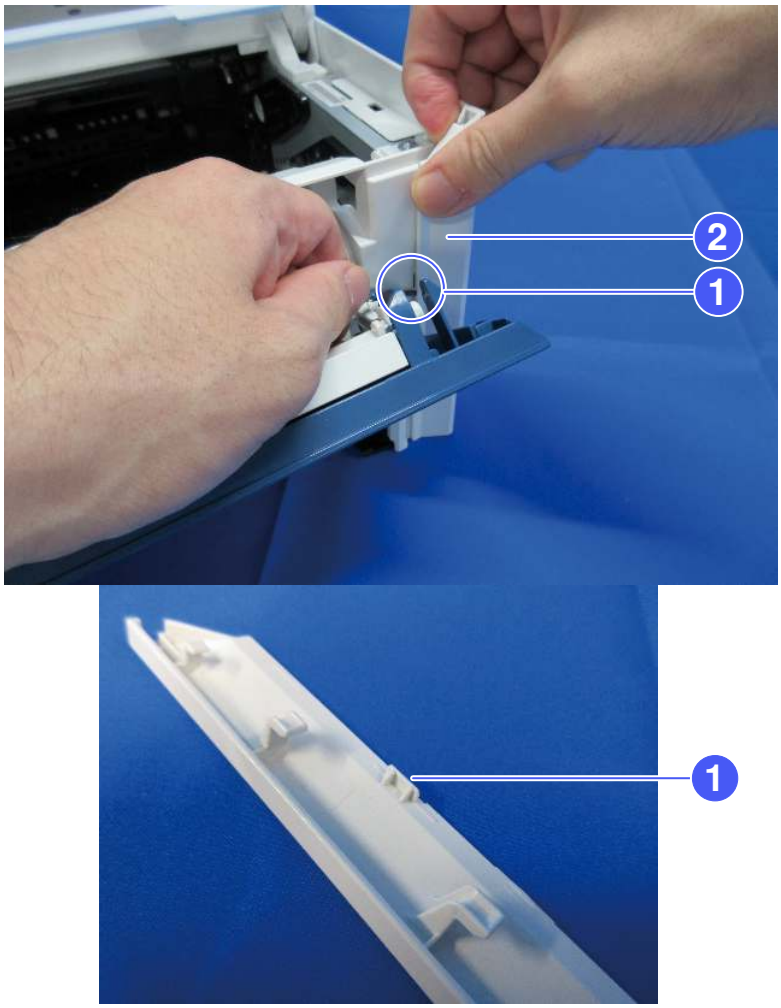


5. Remove the right front cover

Follow these steps to remove the right front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) then slide the cover up and off of the printer.

Figure 4-762 Remove right front cover



NOTE: The notch on the left cover is in the same place as on the right side.

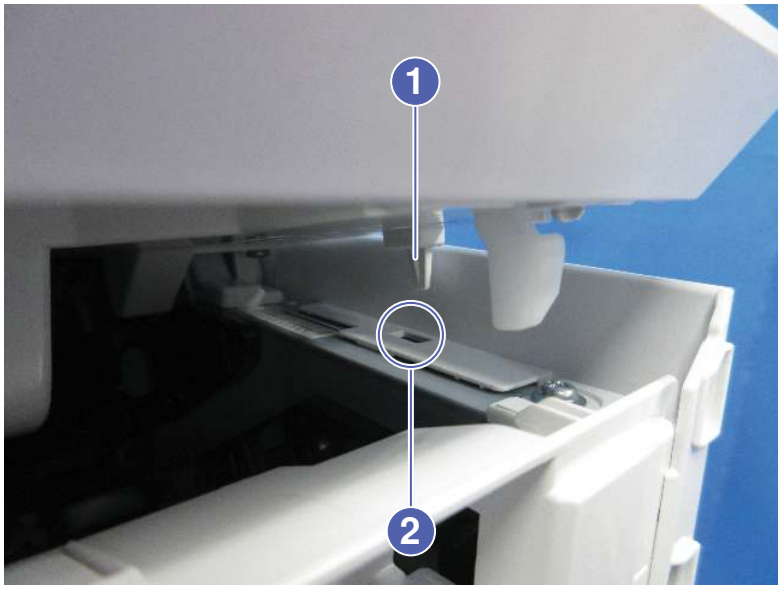
6. Remove the right cover (MFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-763 Ensure the cartridge door is open



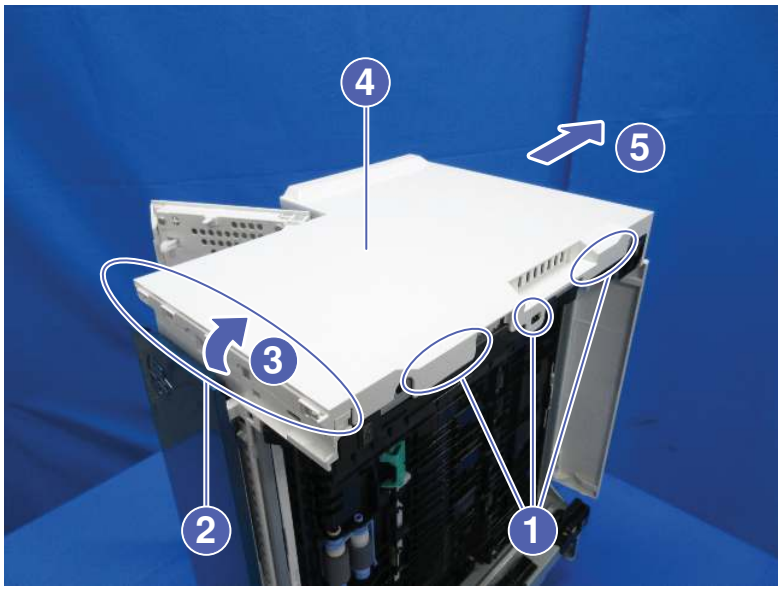
2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

3. Perform the following:
   - Release three tabs (callout 1).
   - The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
   - Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. You cannot slide the cover without tilting the cover up slightly.

Figure 4-764 Remove cover



7. Remove the top cover (MFP)

Follow these steps to remove the top cover.

1. While lowering one tab (callout 1) downward, the door link (callout 2) is removed by sliding in the arrow direction.

NOTE: The door link is loose after it is detached from the door and can fall off the link arm which it is connected. Note how the door link arm attaches to the link arm on the side of the printer for installation.

Figure 4-765 Release door link

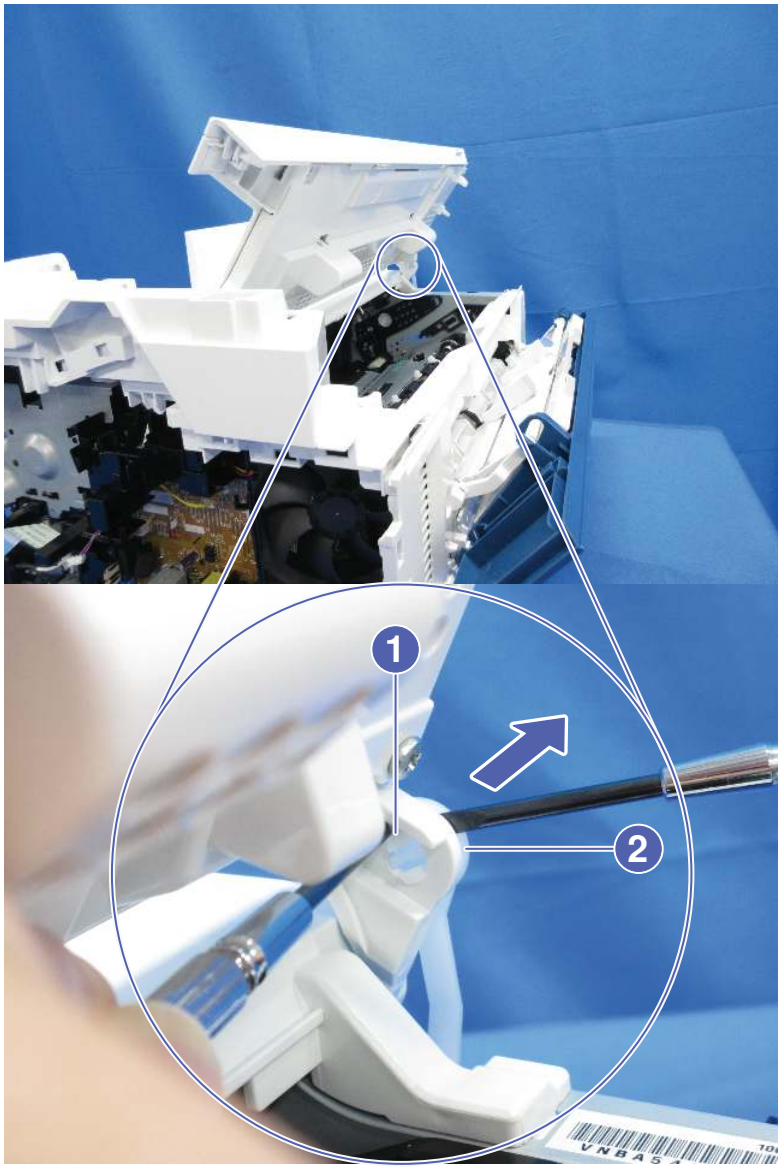
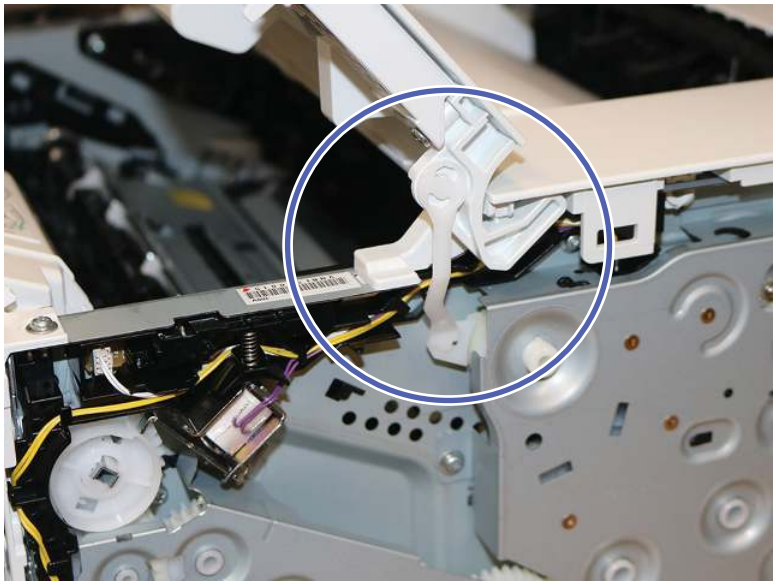
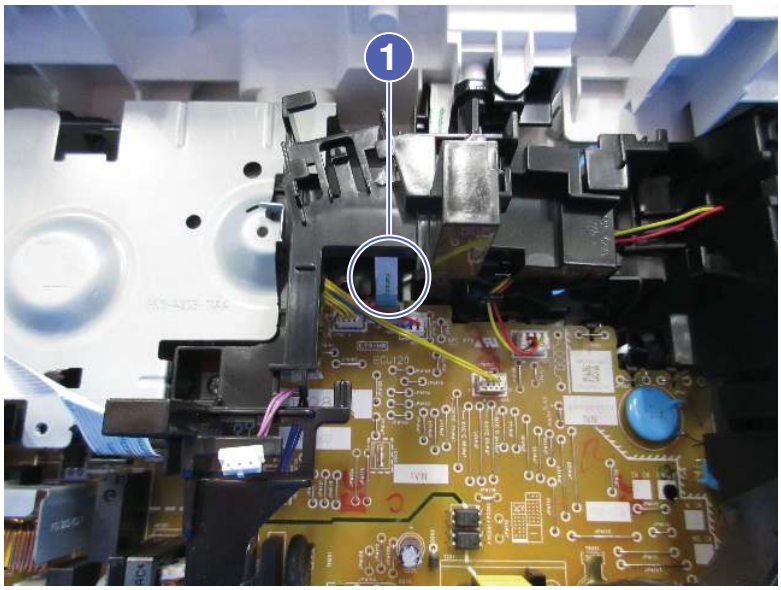


Figure 4-766 Outside view of the door arm link



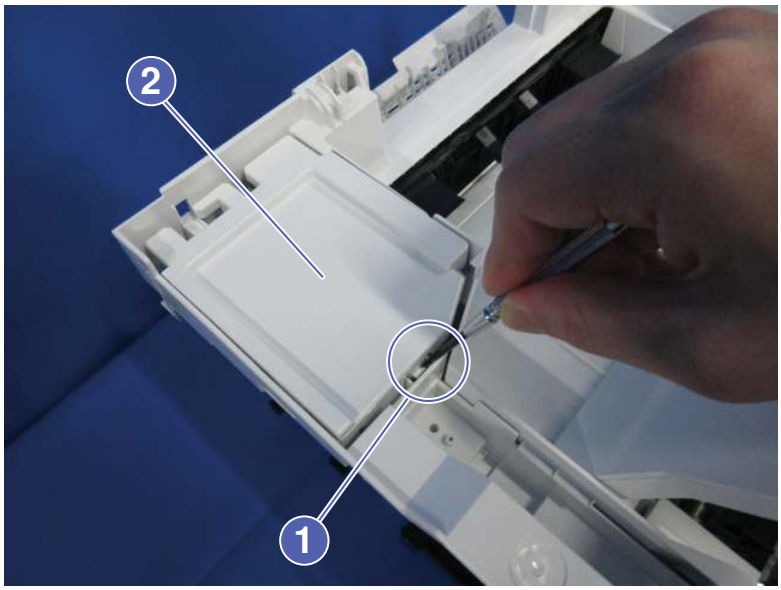
2. On the left side of the printer, remove the FFC (callout 1).

Figure 4-767 Remove FFC



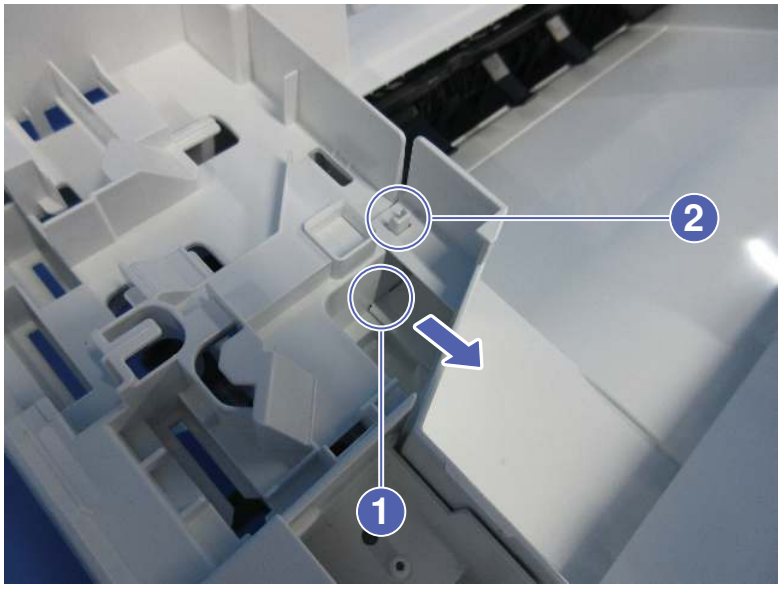
3. Release one tab (callout 1), then remove the FFC cover (callout 2).

Figure 4-768 Remove FFC cover



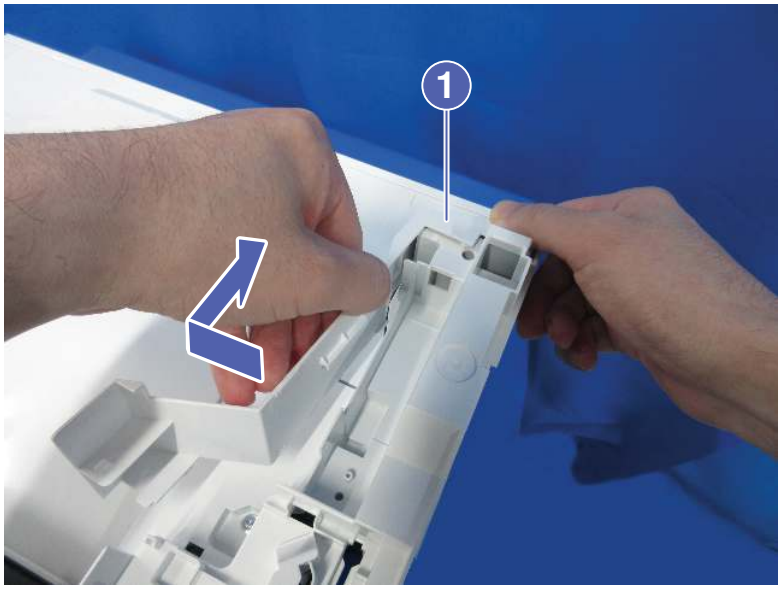
4. Disengage one alignment boss (callout 1) in the direction of the arrow, then release one alignment boss (callout 2).

Figure 4-769 Release boss



5. Close the cartridge door assembly, then remove the left inner pillar cover (callout 1) by moving it in the direction of the arrow.

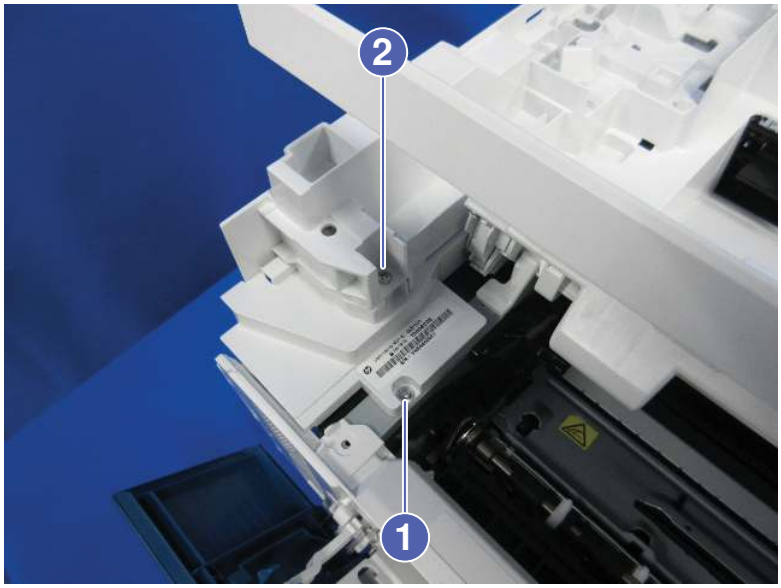
Figure 4-770 Remove inner left pillar



6. Perform the following:

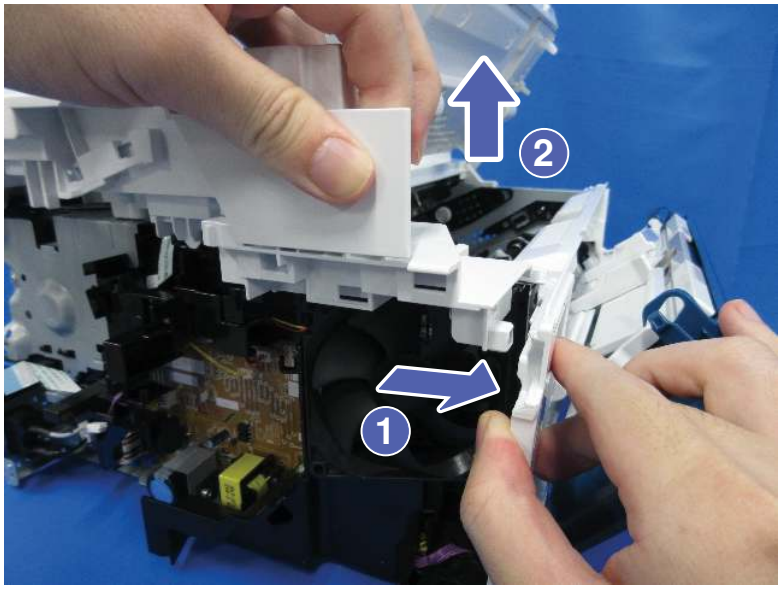
- Open the cartridge door assembly.
- Remove one M3x8 screw (callout 1).
- Remove one M3x10 screw (callout 2).

Figure 4-771 Remove screws



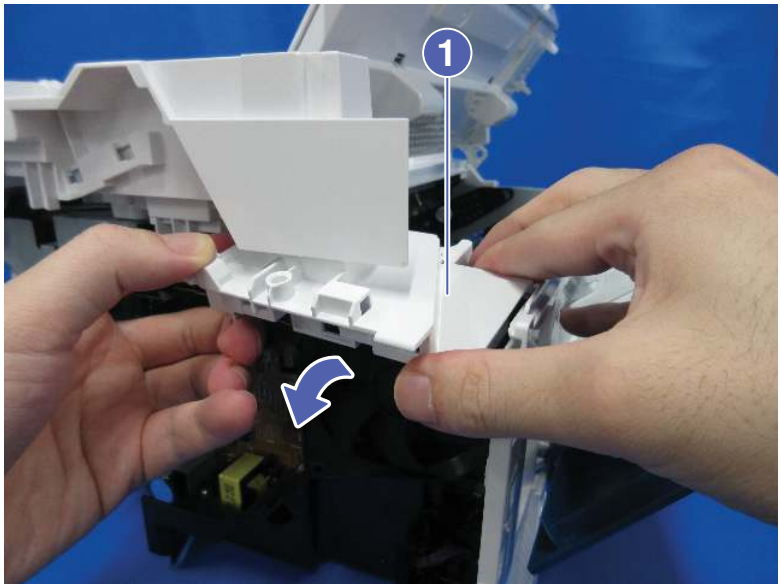
7. Pull the front cover assembly (callout 1) in the arrow direction, then pull the top cover assembly up in the arrow (callout 2) direction.

Figure 4-772 Release top cover



8. Pull the left pillar cover (callout 1) in the direction of the arrow to remove it.

Figure 4-773 Remove left pillar cover



9. Remove one screw (callout 1).

Figure 4-774 Remove the screw



10. Remove one screw (callout 1).

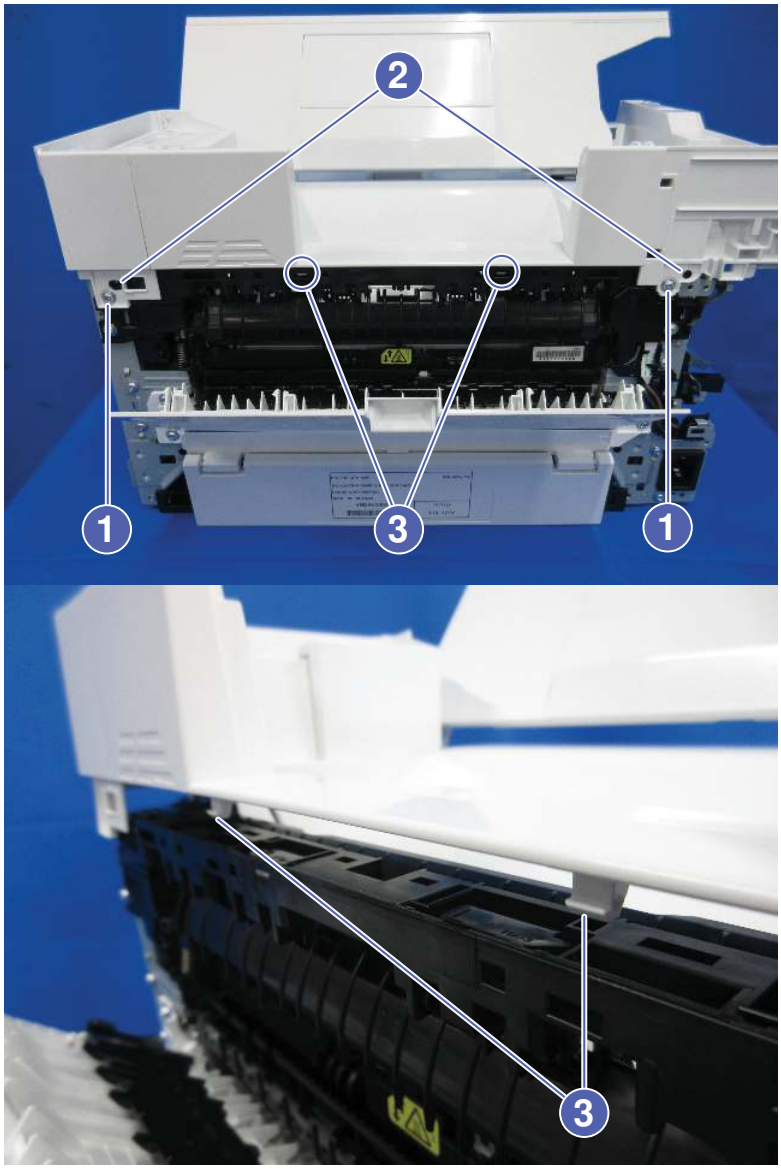
Figure 4-775 Remove screw



11. Perform the following:

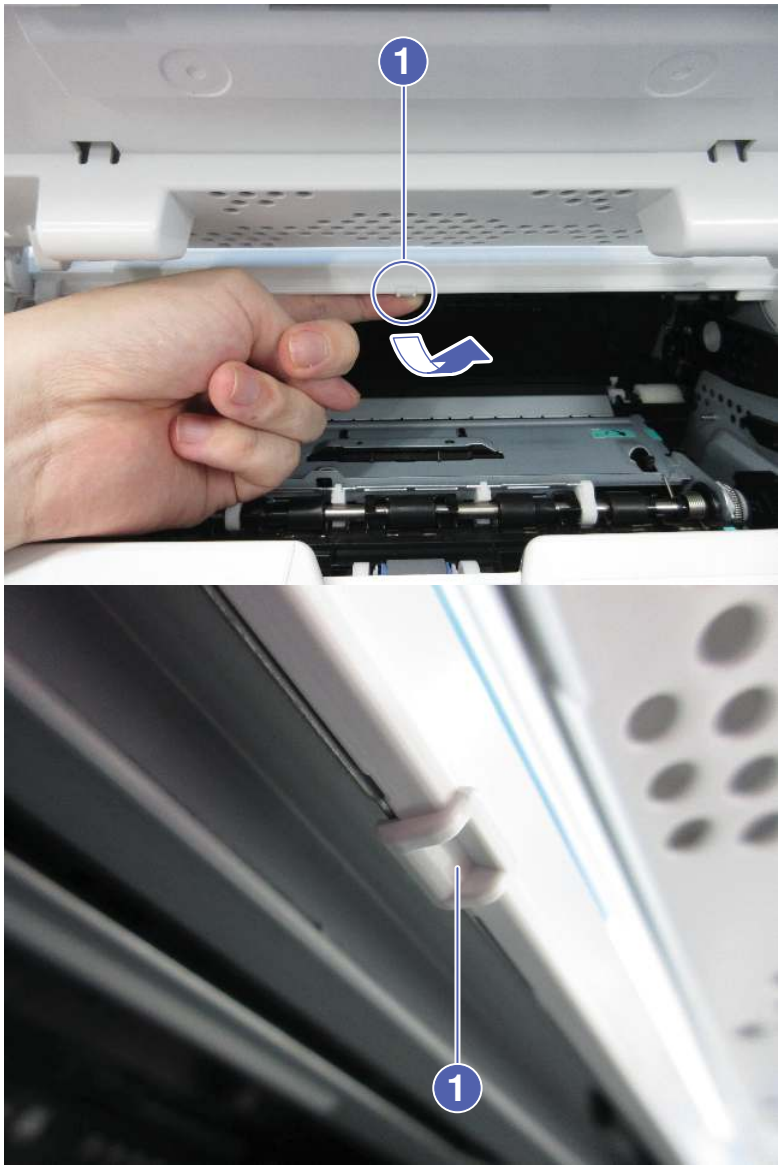
- Remove two screws (callout 1).
- Release two bosses (callout 2).
- Release two tabs (callout 2).

Figure 4-776 Remove screws and release tabs



12. Lifting the rear of the top cover, release one tab (callout 1) by pulling forward in the direction of the arrow.

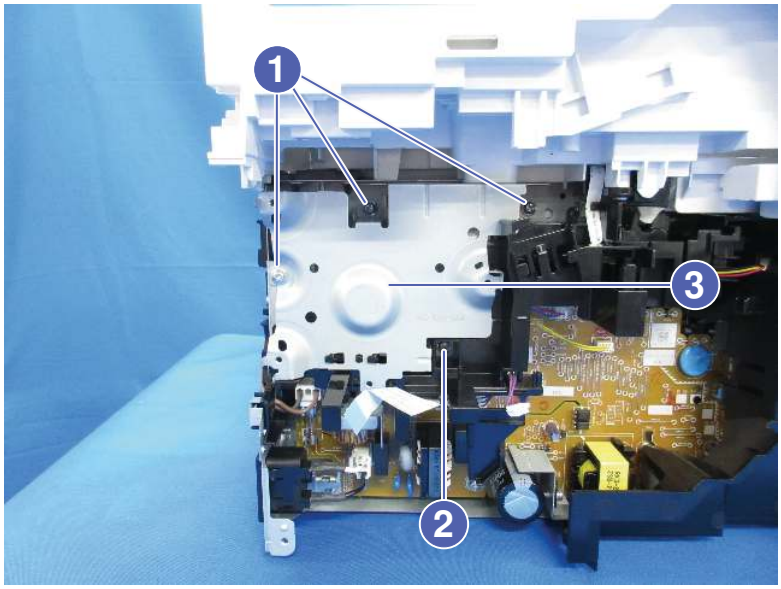
Figure 4-777 Release tab



13. Perform the following:

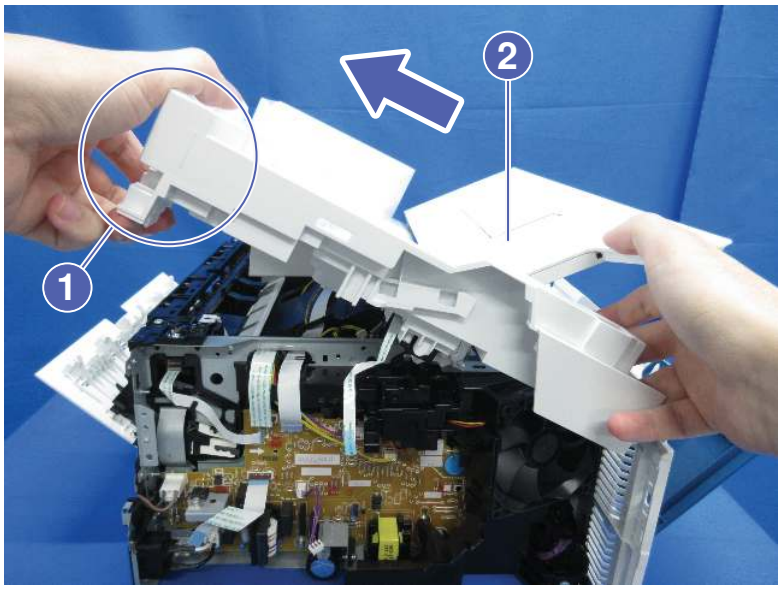
- Remove three screws (callout 1).
- Remove one screw with washer (callout 2).
- Remove the formatter stay (callout 3).

Figure 4-778 Remove formatter stay



14. Lift the rear part (callout 1) of the top cover assembly, then slide the top cover (callout 2) in the direction of the arrow to remove it.

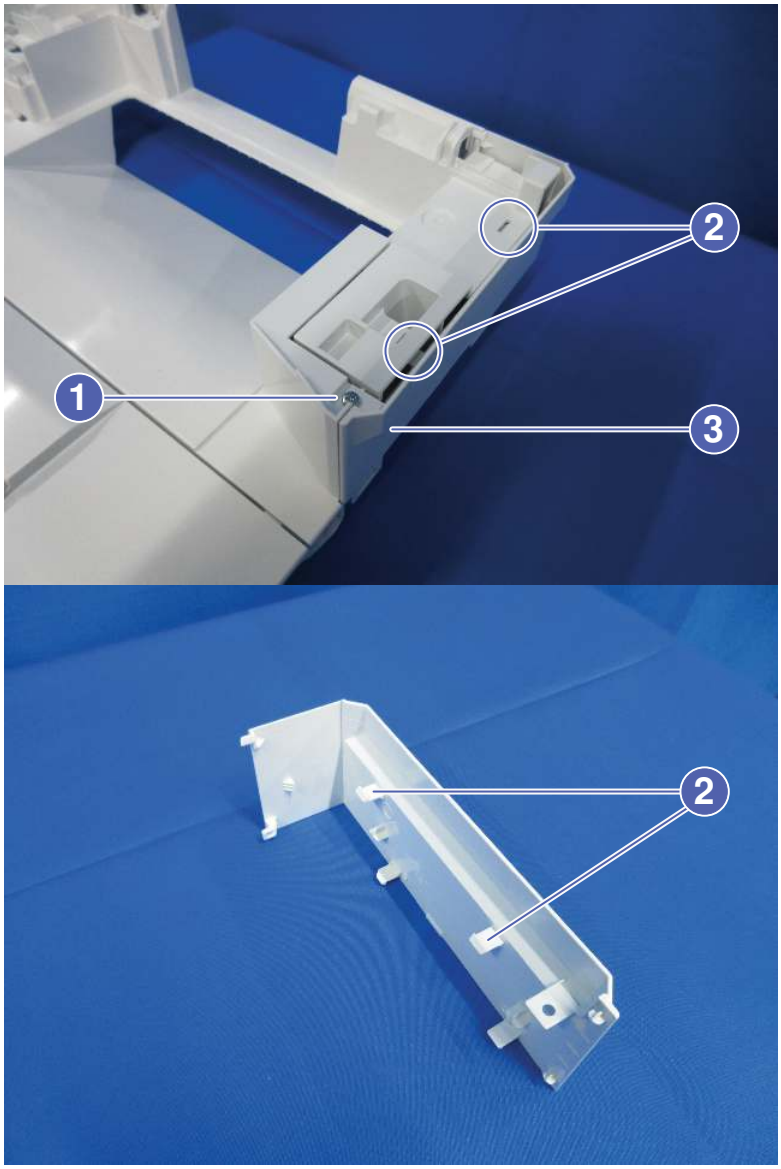
Figure 4-779 Remove cover



15. Perform the following:

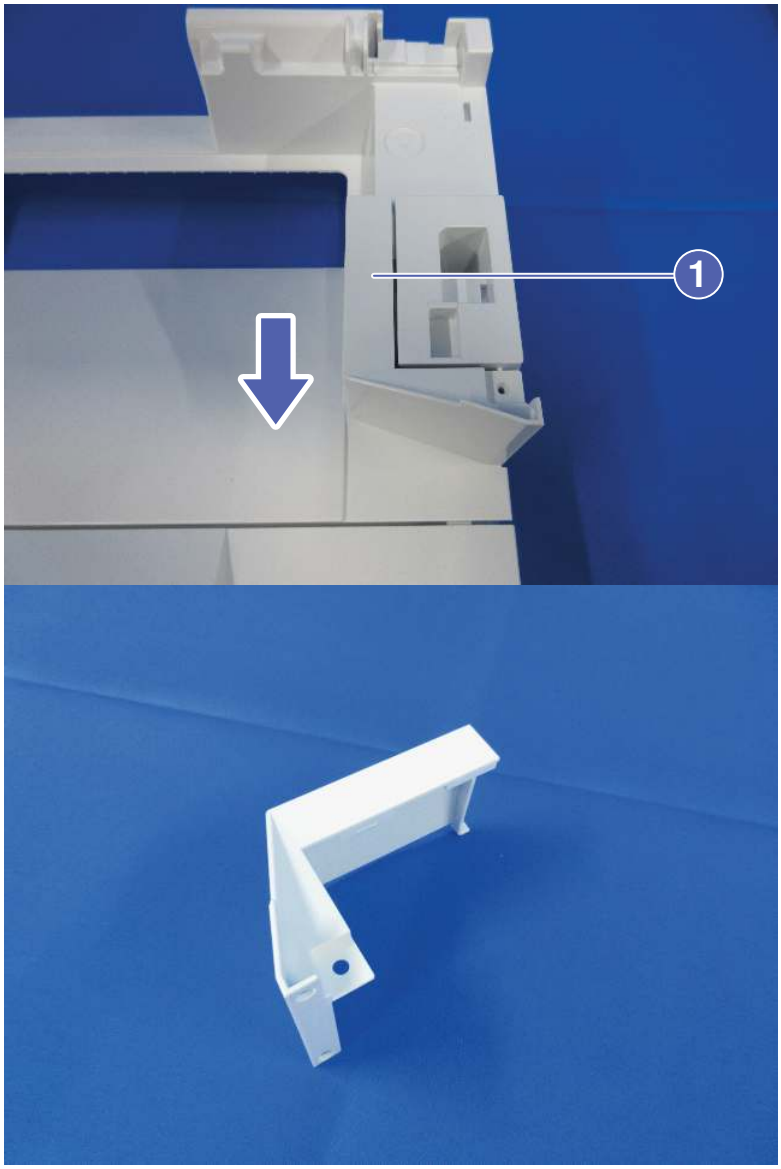
- Remove one screw (callout 1).
- Release two tabs (callout 2).
- Remove the right pillar cover (callout 3).

Figure 4-780 Remove pillar cover



16. While lifting the rear end (callout 1) of the right inner pillar cover, the right inner pillar cover (callout 2) is pulled in the direction of an arrow to be removed.

Figure 4-781 Remove pillar cover

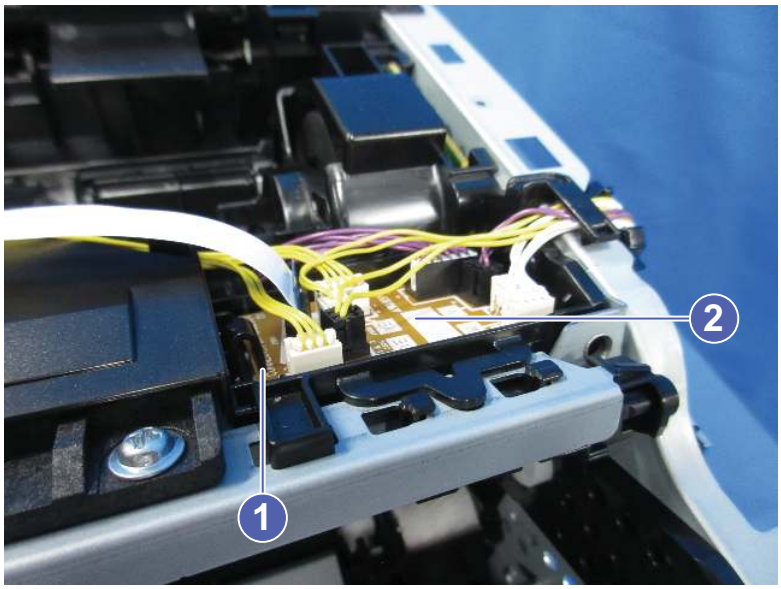


8. Remove the connecting PCA

Follow these steps to remove the connecting PCA.

- Disconnect all the connectors on the connecting PCA. Release one tab (callout 1), then remove the connecting PCA (callout 2).

Figure 4-782 Remove the connecting PCA



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: Door sensor PCA (SFP)

Learn how to remove and replace door sensor PCA.

Mean time to repair: 12 minutes

Service level:

Before performing service

WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2, and then remove the toner cartridge.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-40 Part information

Part number	Part description
RM3-9381-000CN	Door sensor PCB assembly

Required tools

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

Post service test

Make sure that toner cartridge door correctly opens and closes.

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

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove Tray 2 and open printer

Follow these steps.

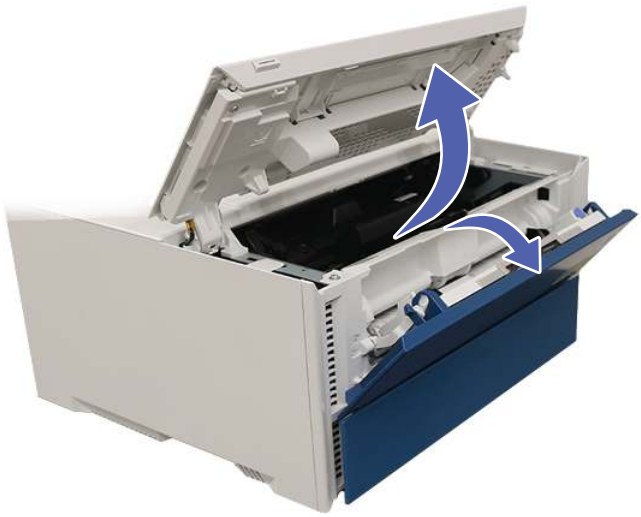
1. Remove Tray 2.

Figure 4-783 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

Open toner cartridge door and Tray 1



2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-784 Remove front left cover

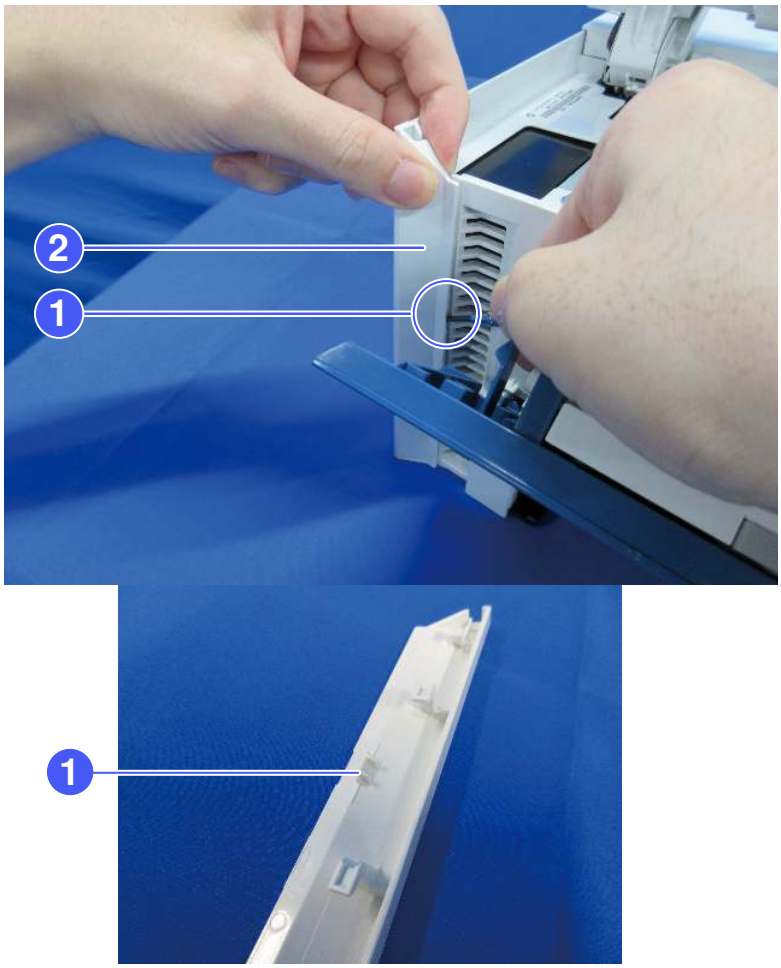


Figure 4-785 Close up of notch for screwdriver

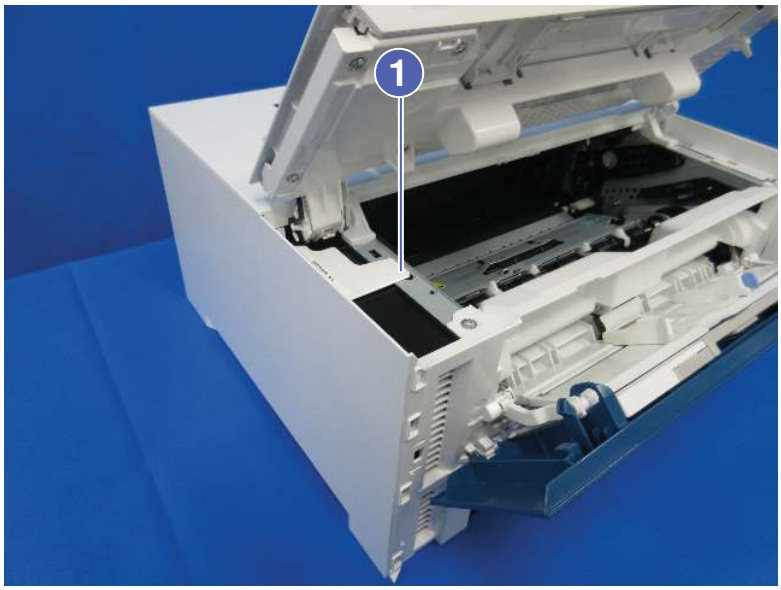


3. Remove the left cover (SFP)

Follow these steps to remove the left cover.

1. Release one tab (callout 1).

Figure 4-786 Release tab

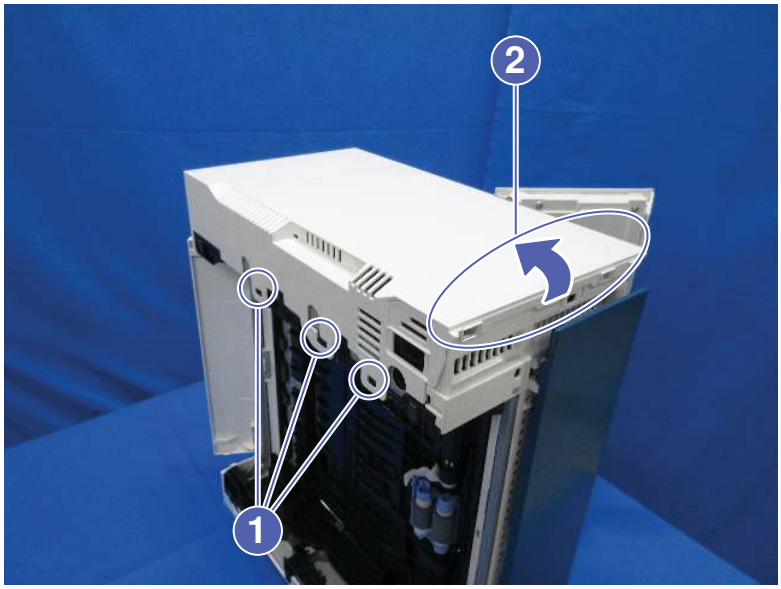


2. Perform the following:

   - For easier access, place the printer so that it is resting on the right side. The left side is now facing up.
   - Release three tabs (callout 1).
   - Pull the front part (callout 2) of the left cover in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

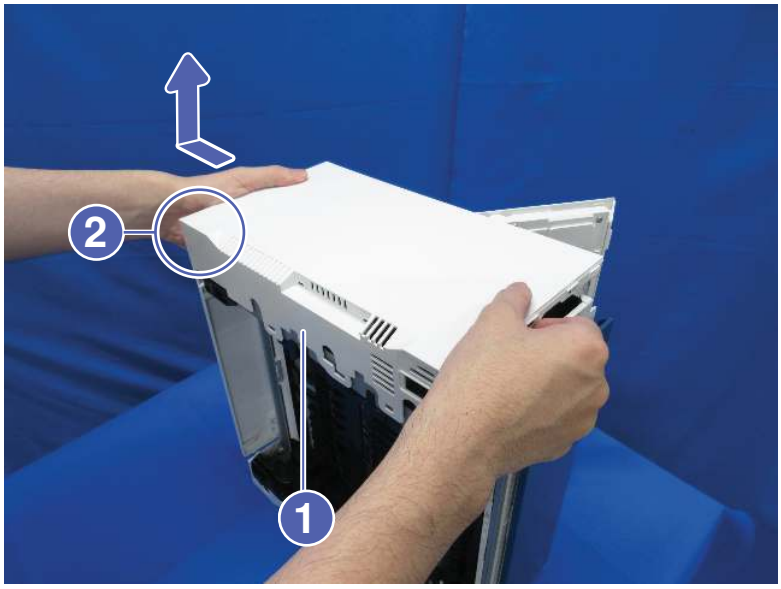
Figure 4-787 Release the left cover



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket (callout 2).

Figure 4-788 Remove left cover

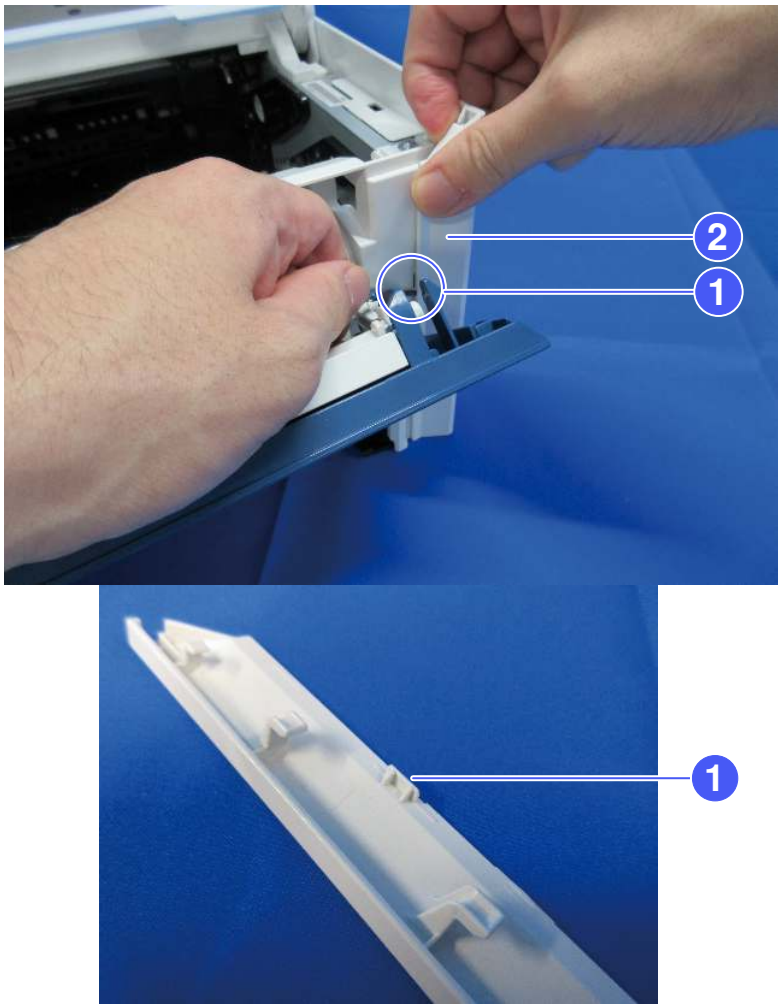


4. Remove the right front cover

Follow these steps to remove the right front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) then slide the cover up and off of the printer.

Figure 4-789 Remove right front cover



NOTE: The notch on the left cover is in the same place as on the right side.

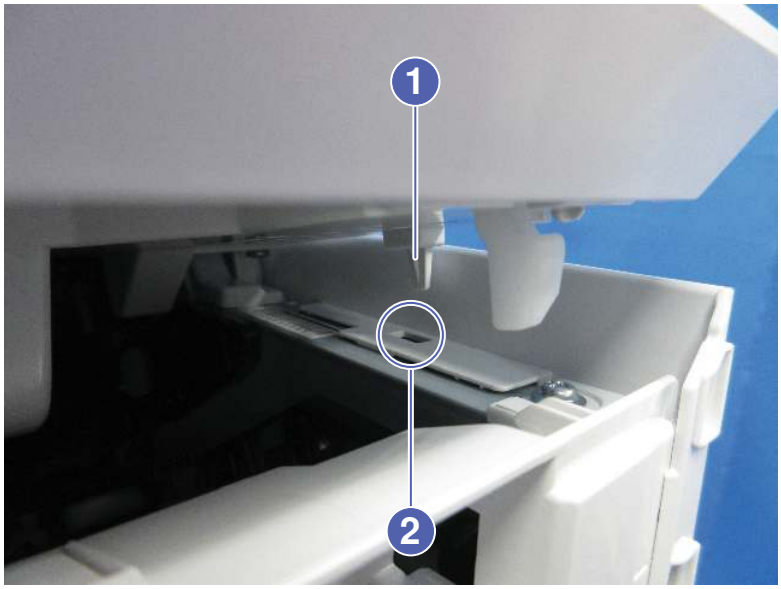
5. Remove the right cover (SFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

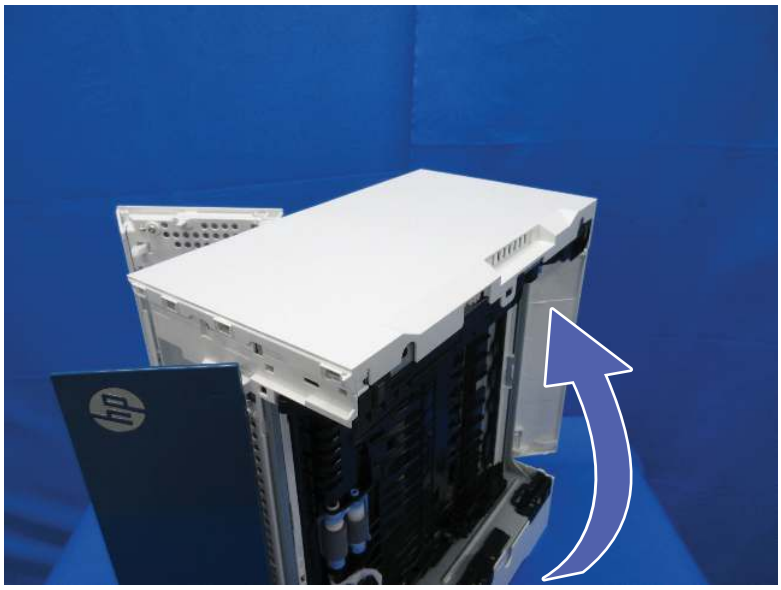
NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-790 Ensure the cartridge door is open



2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

Figure 4-791 Place printer on side

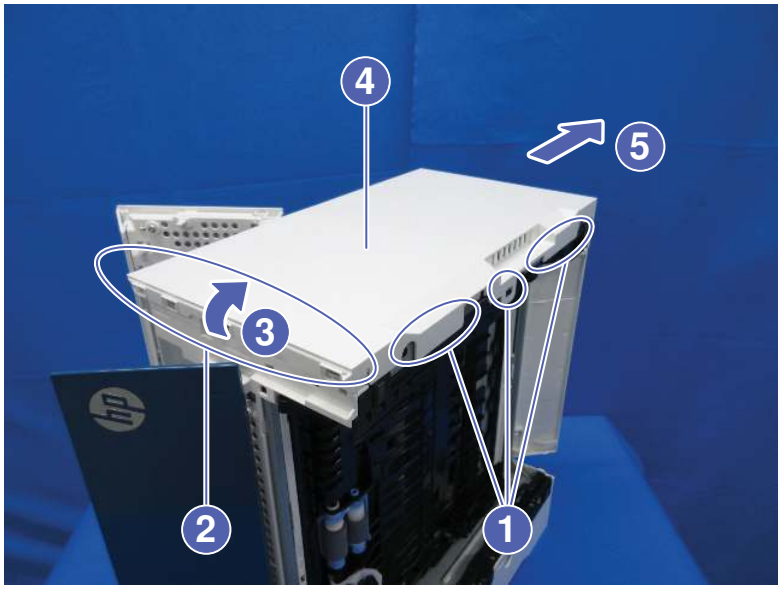


3. Perform the following:

   - Release three tabs (callout 1).
   - The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
   - Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. The cover will not slide without tilting the cover up slightly.

Figure 4-792 Remove right cover



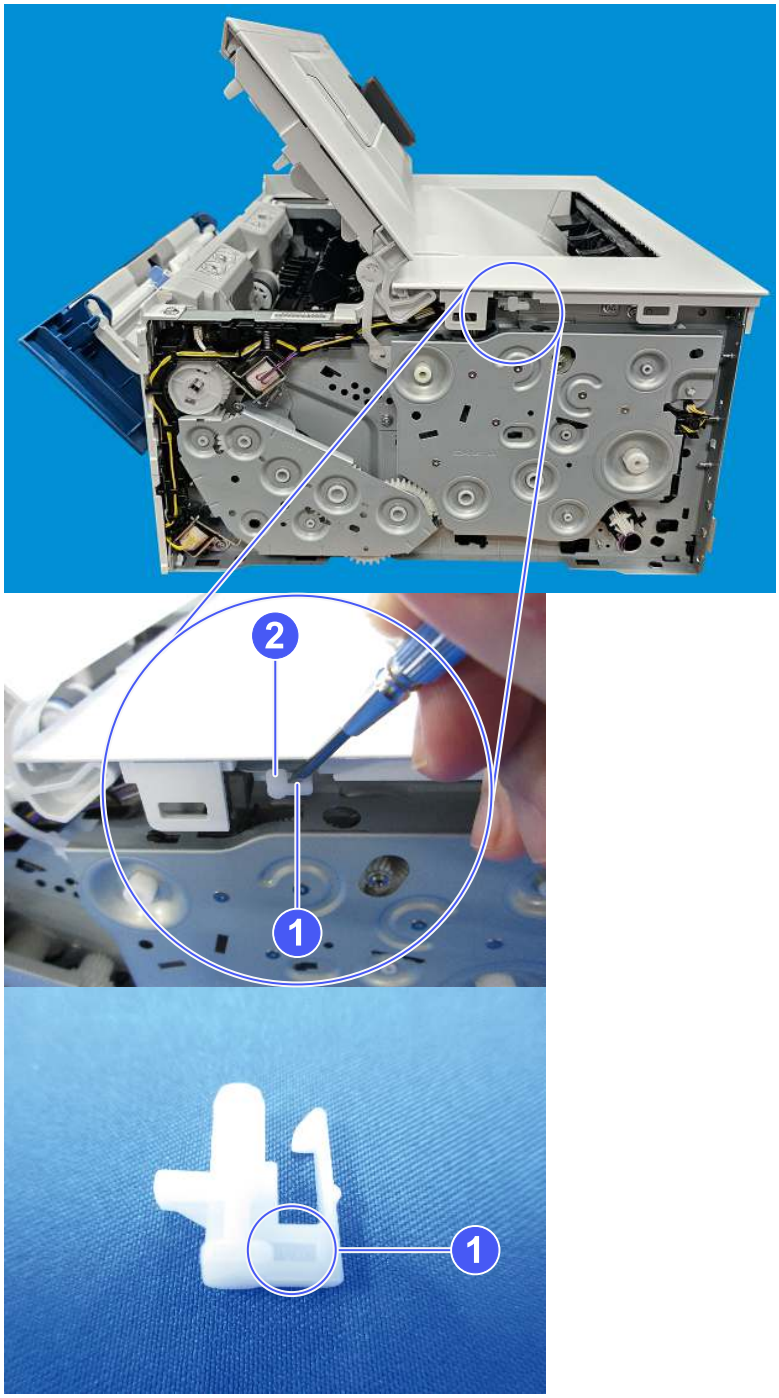
6. Remove the top cover (SFP)

Follow these steps to remove the top cover (SFP).

1. Press a small flat blade screwdriver against the recessed part (callout 1) of the lock pin and pull out the lock pin (callout 2).

IMPORTANT: This locking pin must be saved to install the service part.

Figure 4-793 Remove the locking pin



2. While lowering one tab (callout 1) downward, the door link (callout 2) is removed by sliding in the arrow direction.

NOTE: The door link is loose once detached from the door and can fall off the link arm to which it is connected. Note how the door link arm attaches to the link arm on the side of the printer to reinstall.

Figure 4-794 Detach the link arm

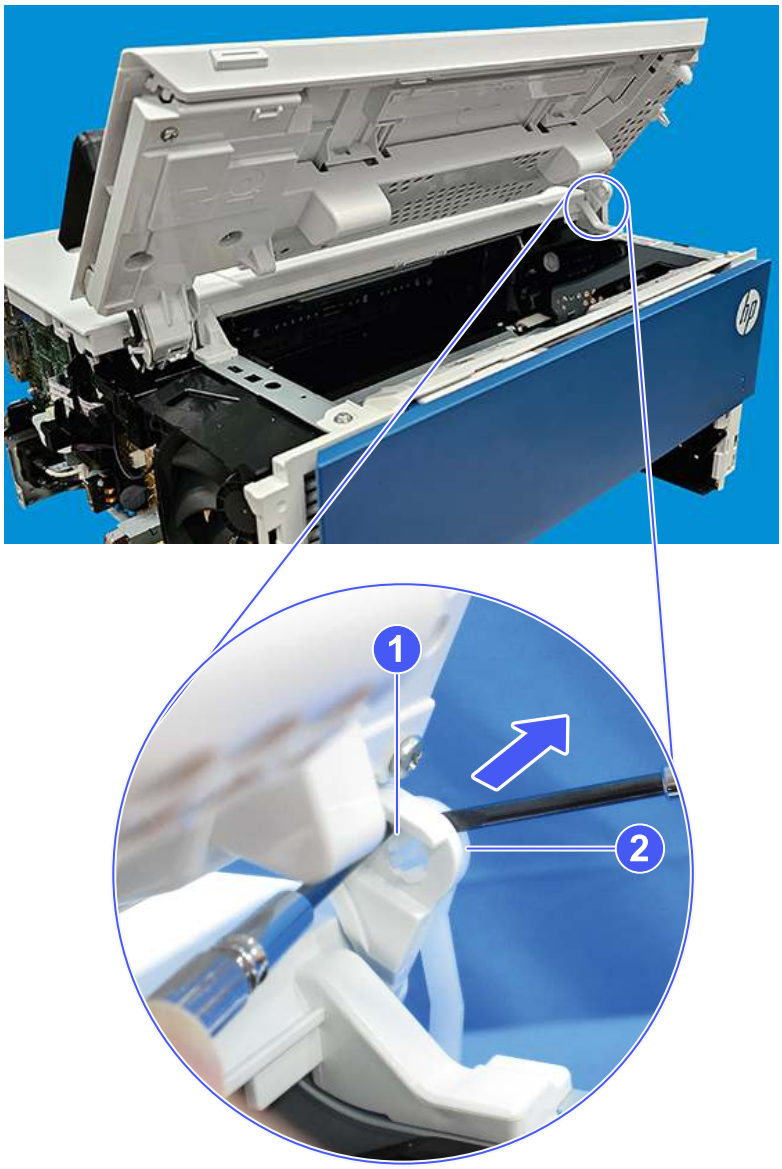
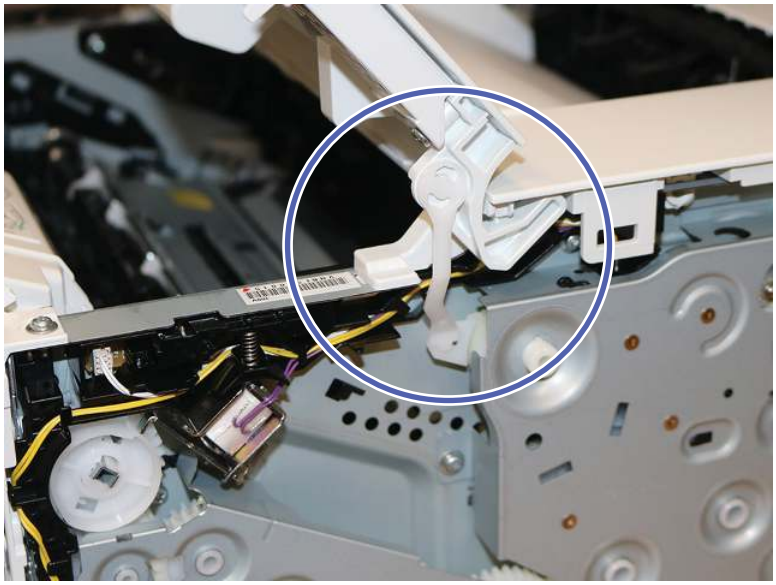
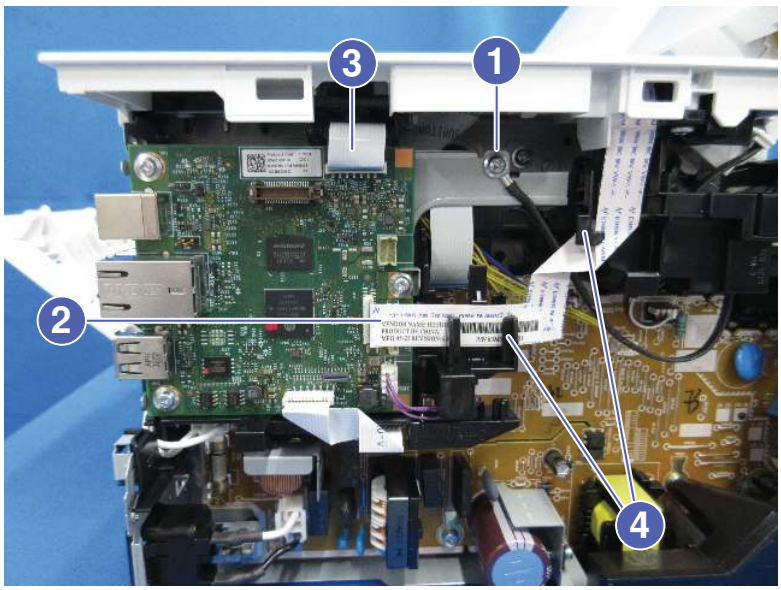


Figure 4-795 Outside view of the door arm link

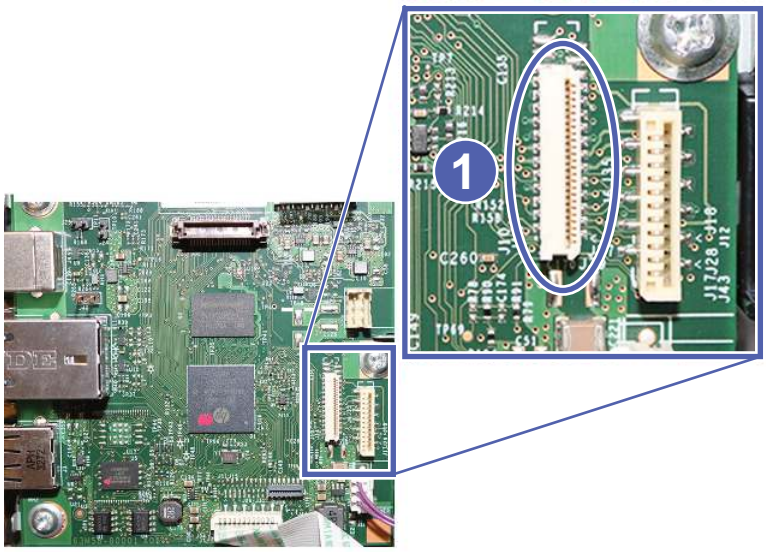


3. On the left side of the printer, perform the following:
   - Remove one screw (callout 1).
   - Remove the FFC (callout 2).
   - Remove the FFC (callout 3) (for Wireless model only).
   - Release the FFC (callout 2) from the cable guide (callout 4).

Figure 4-796 Remove the FFCs and ground

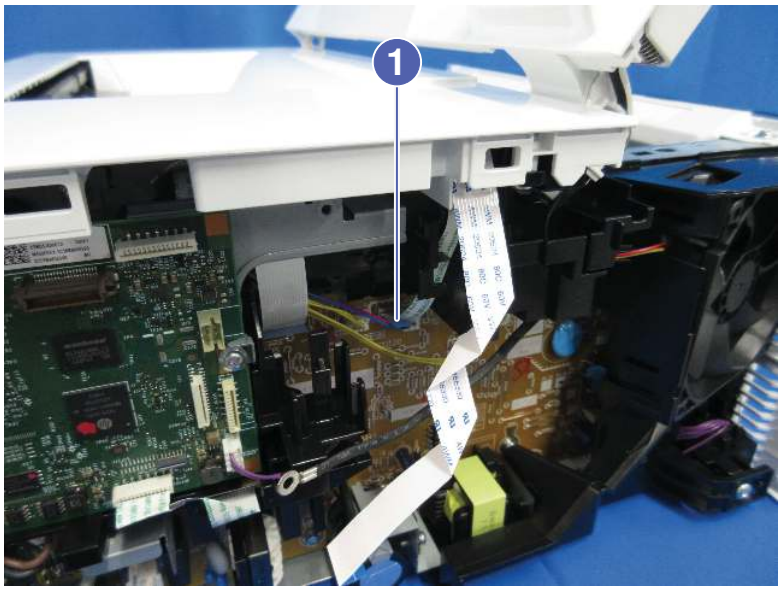


NOTE: When installing the FFC, it must go into the innermost ZIF connector (callout 1).



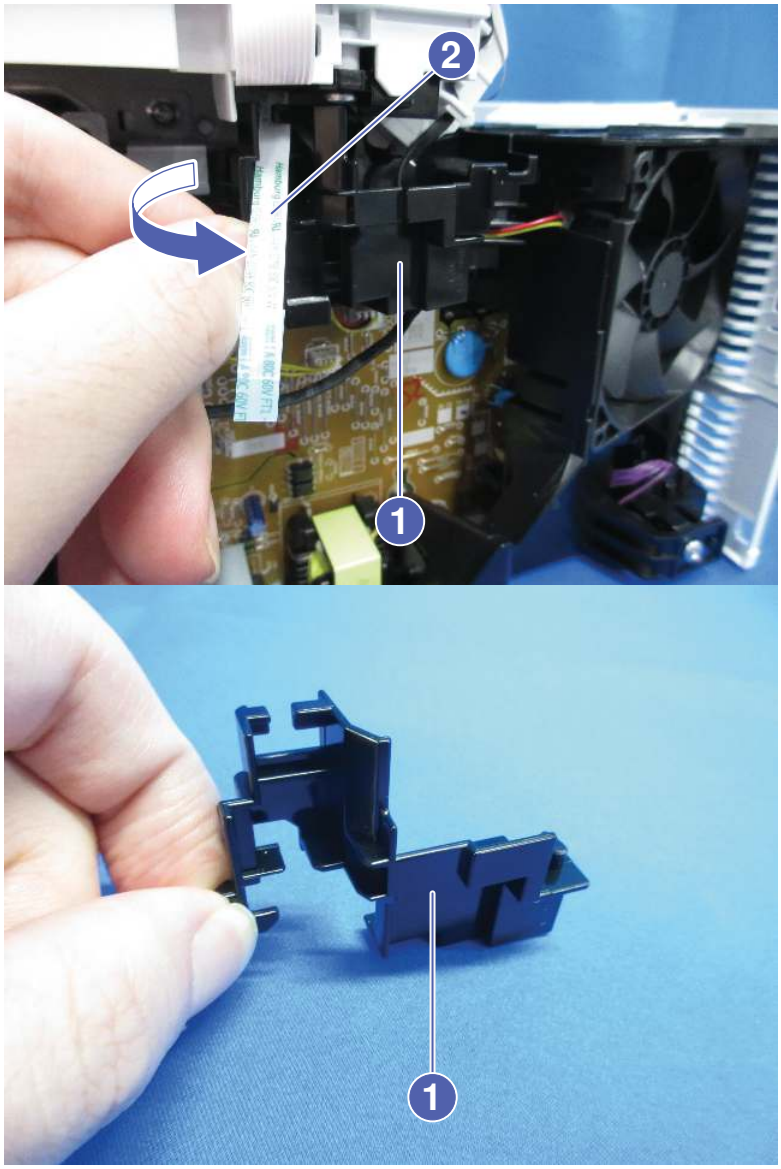
4. Remove the small FFC (callout 1).

Figure 4-797 Remove the small FFC



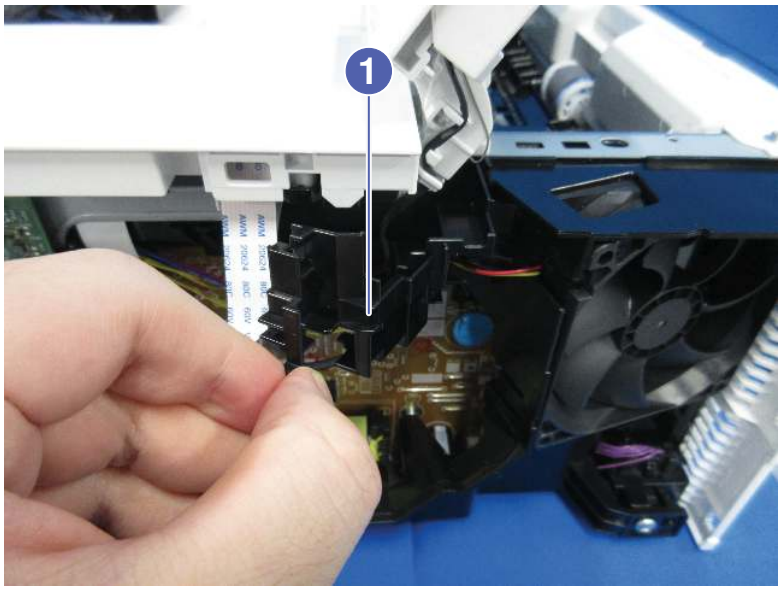
5. Rotate the cable guide (callout 1) in the direction of the arrow, then release the FFC (callout 2) from the cable guide (callout 1).

Figure 4-798 Remove the cable guide



6. Remove the cable guide (callout 1) by sliding downward.

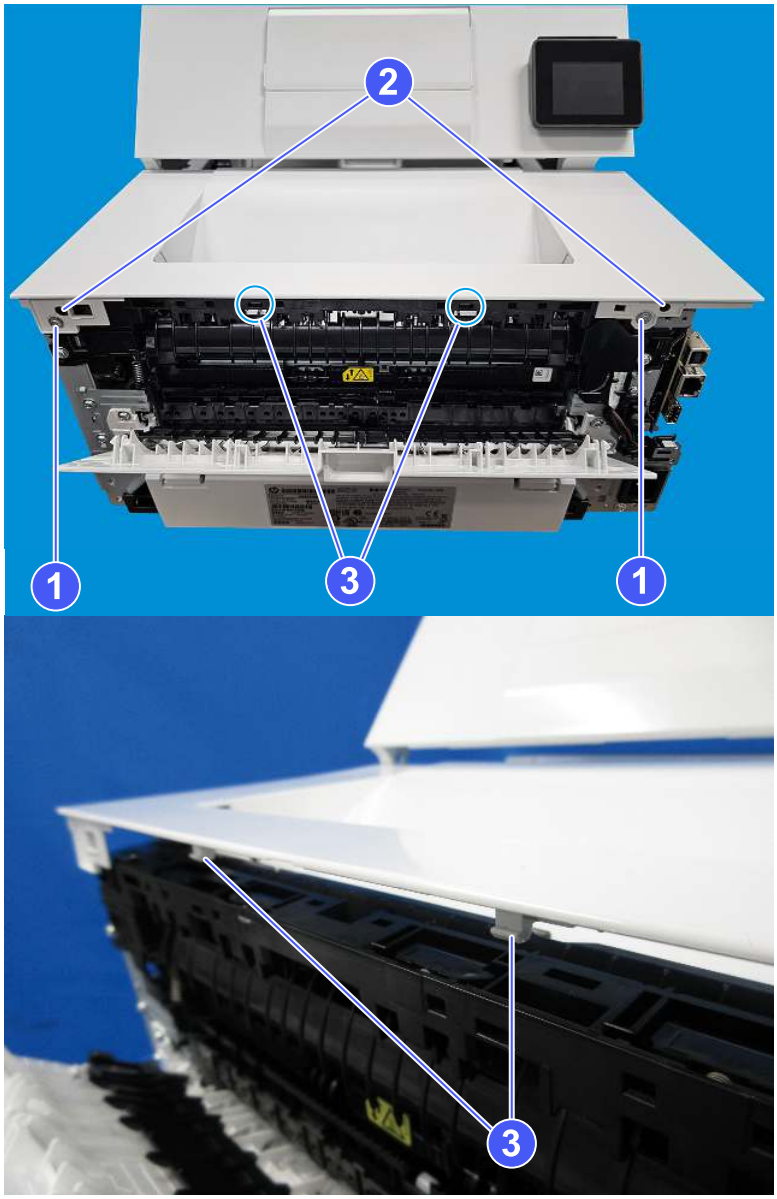
Figure 4-799 Remove the cable guide



NOTE: Keep the cable guide for reinstall.

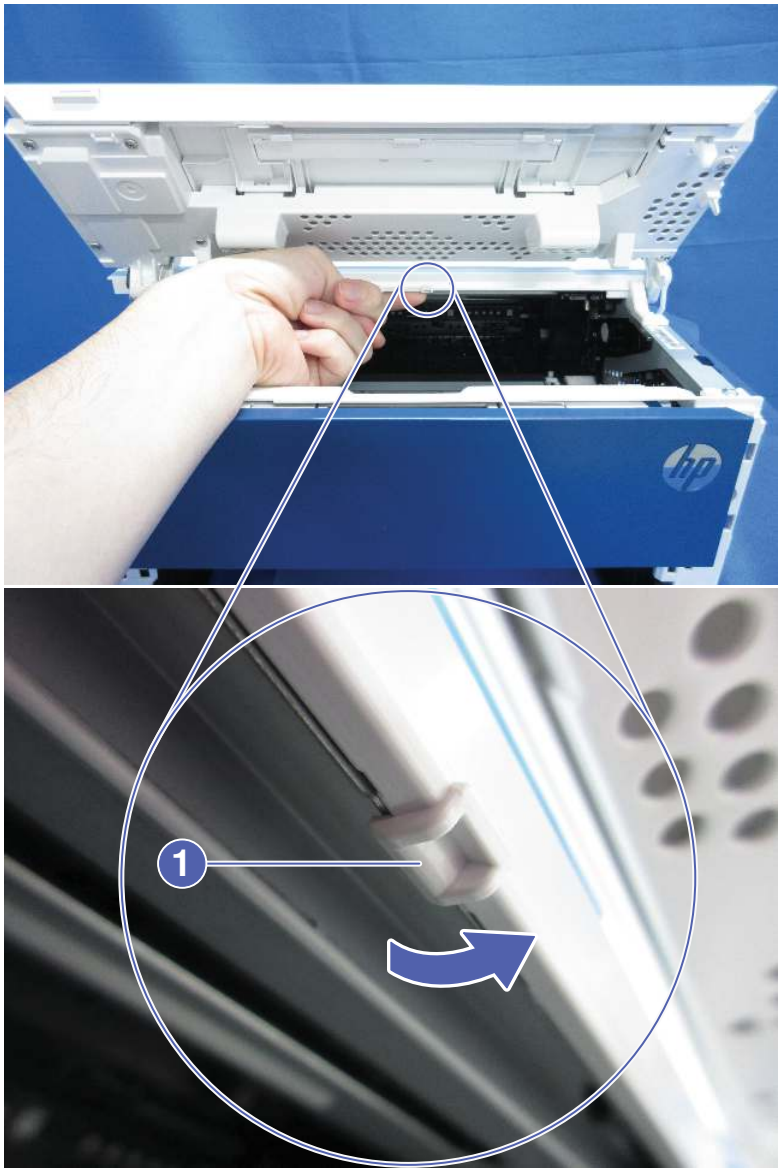
7. Perform the following:
   - Remove two screws (callout 1)
   - Release two bosses (callout 2).
   - Release two tabs (callout 3).

Figure 4-800 Remove the screws and release the tabs



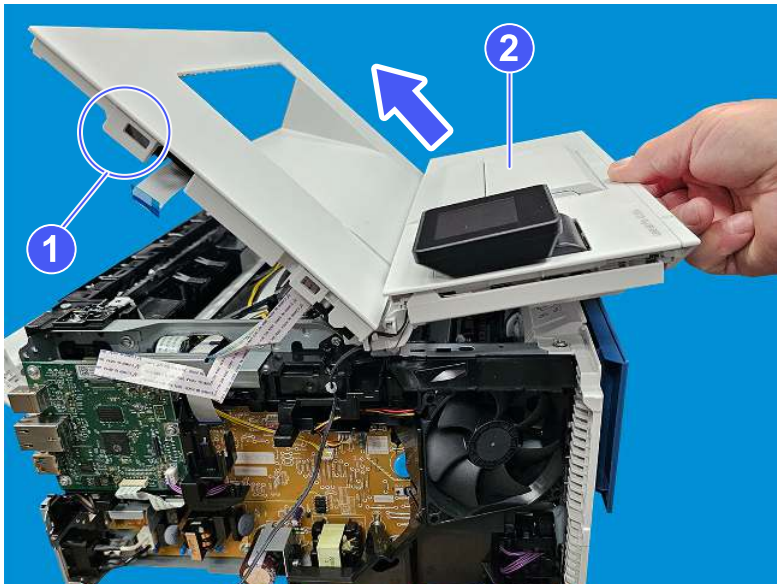
8. Lifting the rear of the top cover, release one tab (callout 1) by pulling forward in the direction of the arrow.

Figure 4-801 Release the tab



9. Lift the rear part (callout 1) of the top cover assembly, then slide the top cover assembly (callout 2) in the direction of the arrow to remove it.

Figure 4-802 Remove the top cover



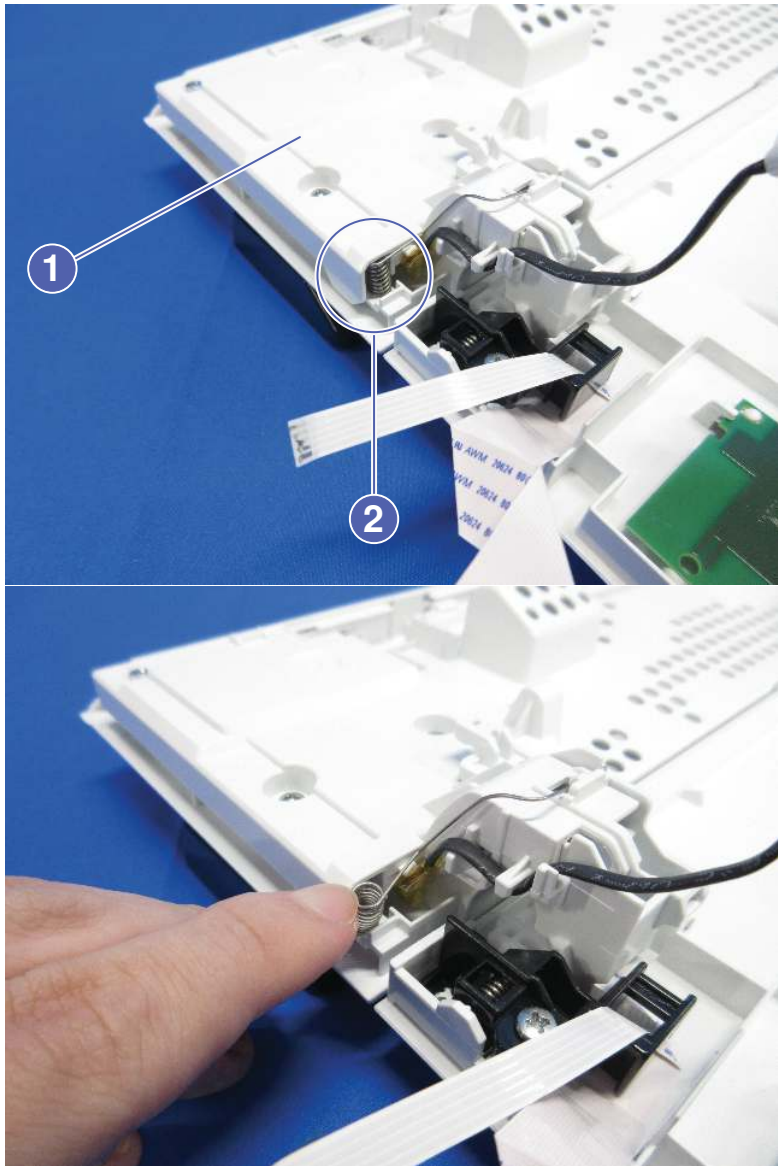
IMPORTANT: This completes the removal of the top cover.

When replacing the top cover use the following steps.

10. If the top cover assembly needs to be replaced with a service part, perform the following.

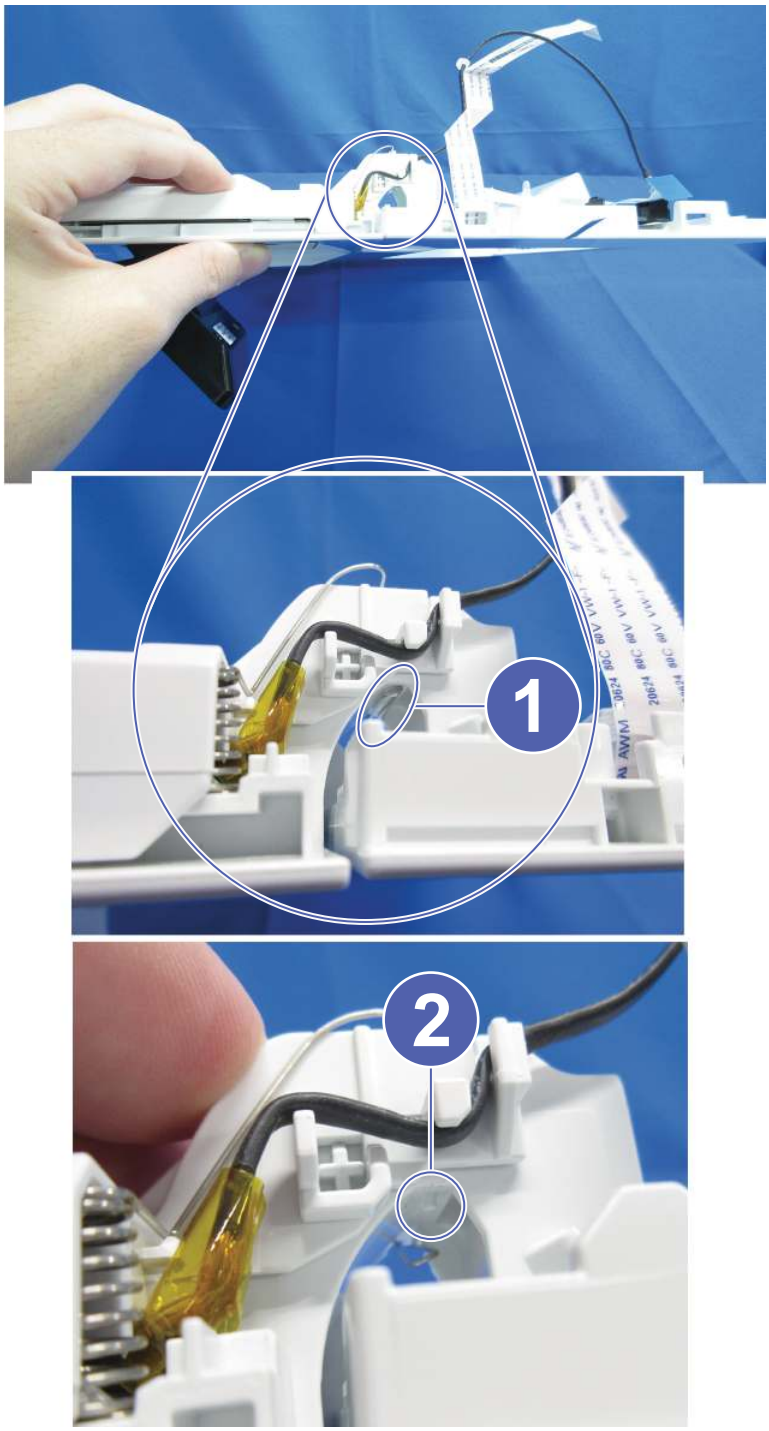
a. Remove the spring (callout 2) from cartridge door assembly. By first removing the spring on the left side as shown.

Figure 4-803 Release the spring



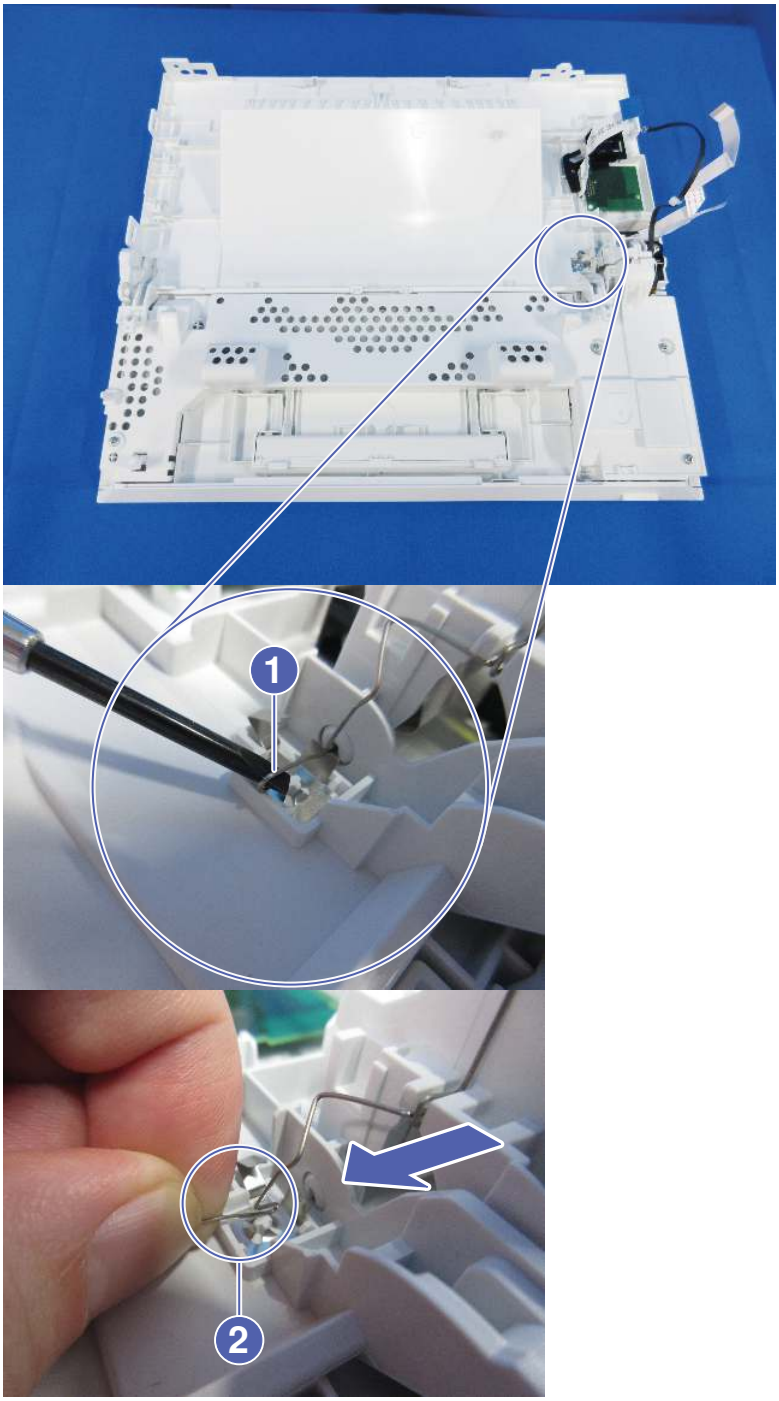
b. Remove spring (callout 1) from boss (callout 2).

Figure 4-804 Release the spring loop



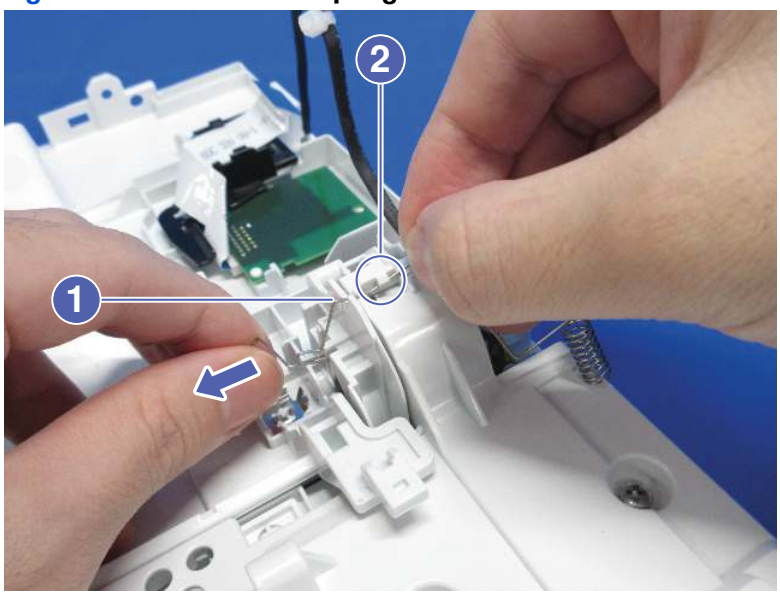
c. Lift the end of the spring (callout 1) slightly, and then pull out the spring (callout 2) in the direction of the arrow.

Figure 4-805 Pull the spring out



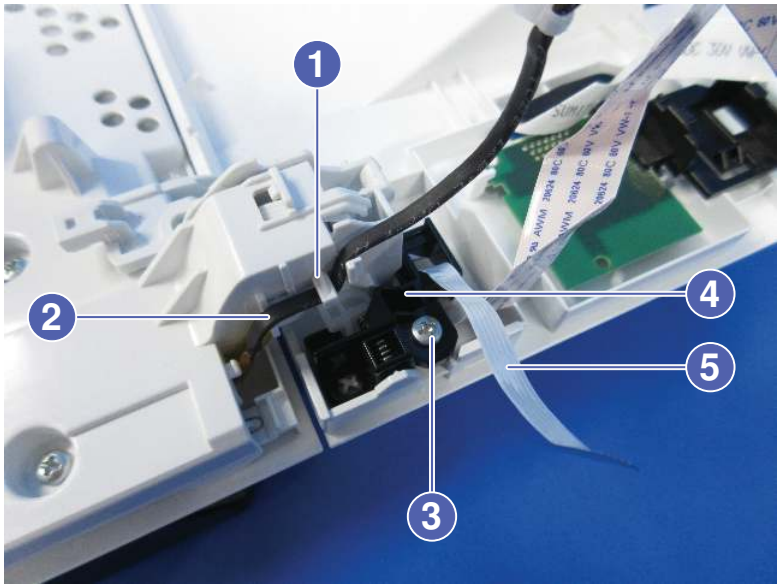
d. The spring (callout 1) is detached from the hook (callout 2), then the spring (callout 1) is removed while sliding it in the direction of the arrow.

Figure 4-806 Remove the spring



e. Remove the ground cable (callout 2) from the cable guide (callout 1). Remove one screw (callout 3), then remove the latch (callout 4). Release the FFC (callout 5) from the latch (callout 4).

Figure 4-807 Remove ground cable



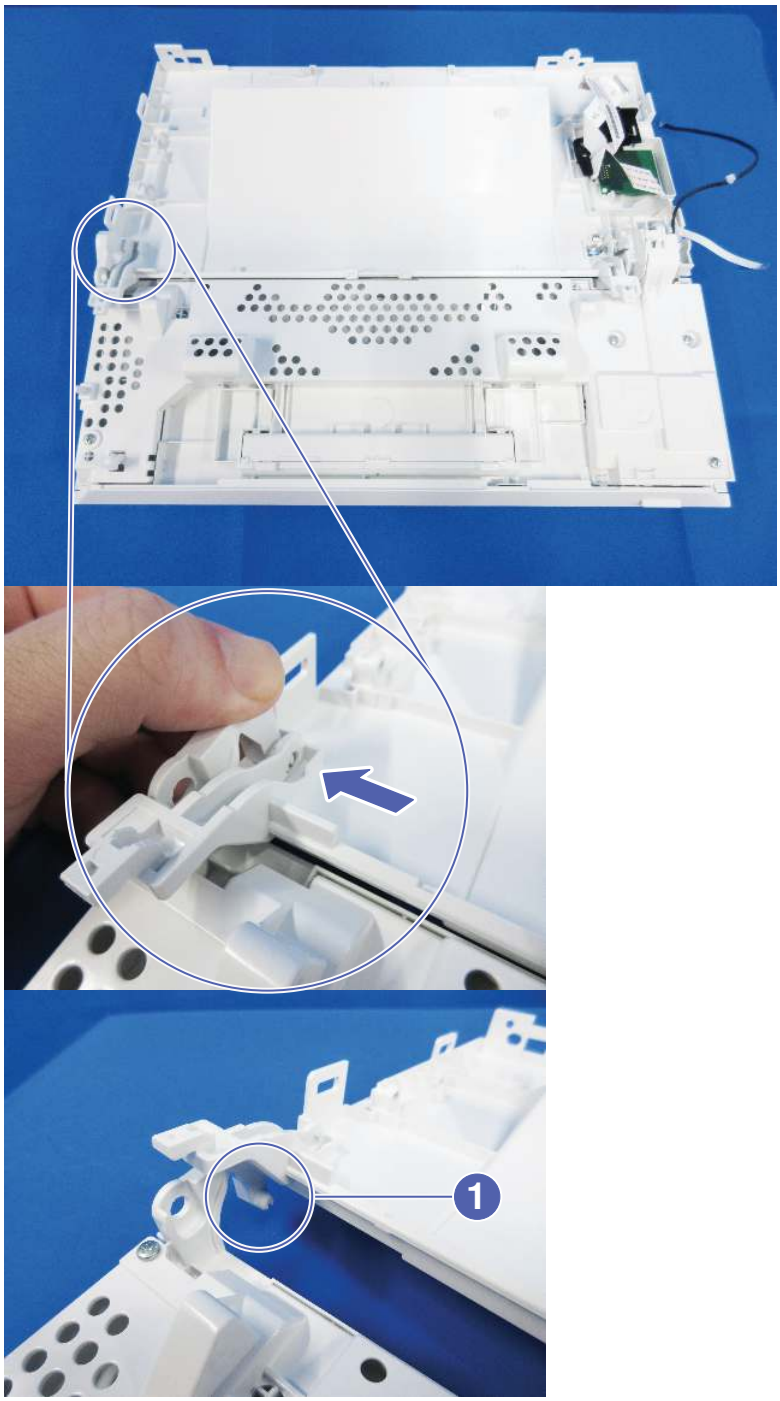
f. Position the two halves of the top cover at an angle as shown.

Figure 4-808 Align the top cover



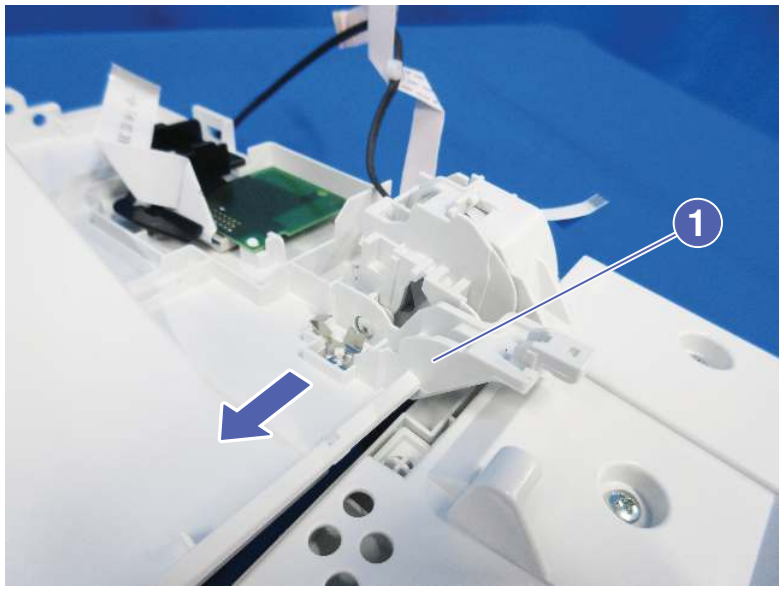
g. Remove the shaft (callout 1) by bending the cover in the direction of the arrow.

Figure 4-809 Release post



h. Slide the top cover assembly (callout 1) in the direction of the arrow to remove it.

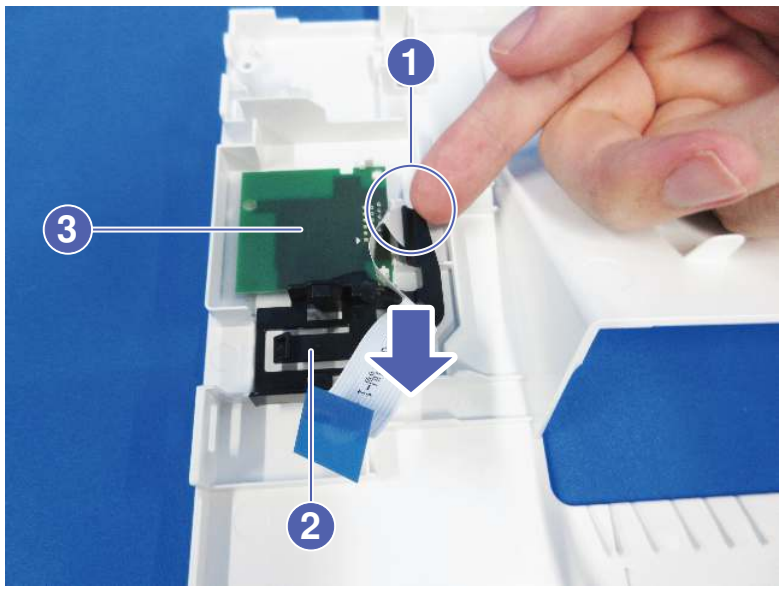
Figure 4-810 Slide top cover in the direction of the arrow



i. Lift the end of the Wi-Fi retaining bracket (callout 1), then slide the holder (callout 2) in the direction of the arrow to remove it. Remove the Wi-Fi PCA (callout 3).

NOTE: For Wireless models only. IMPORTANT: When reinstalling the Wireless PCA, the PCA must be installed before the retaining bracket.

Figure 4-811 Remove the Wi-Fi PCA



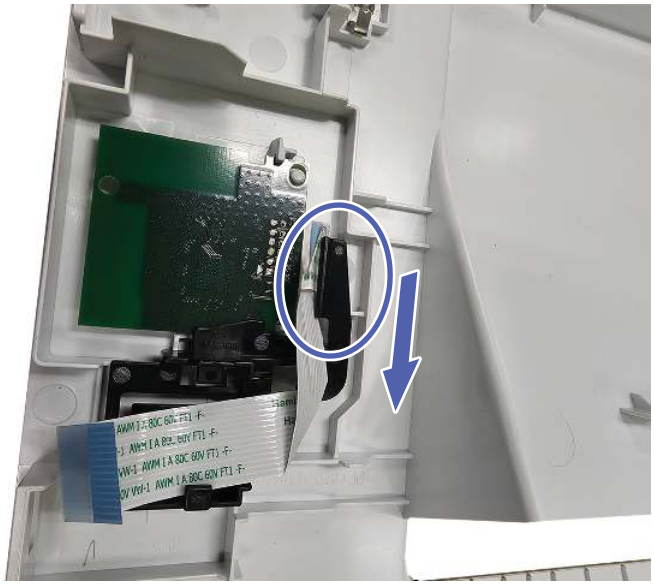
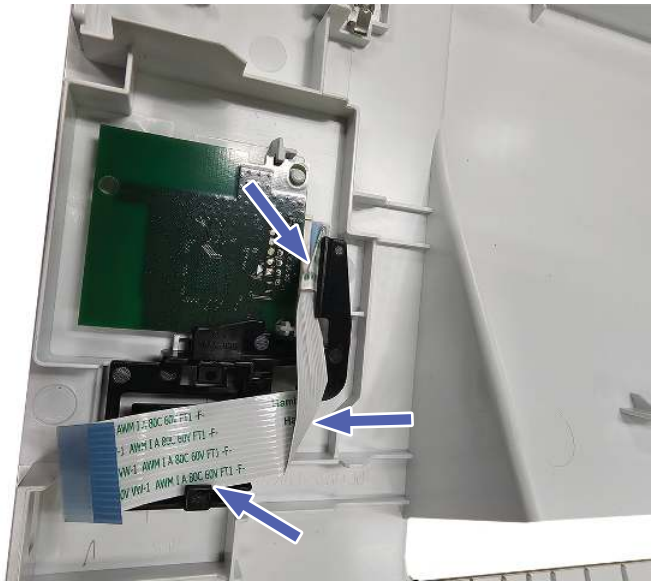


Figure 4-812 When reinstalling note the proper layout of Wi-Fi FFC

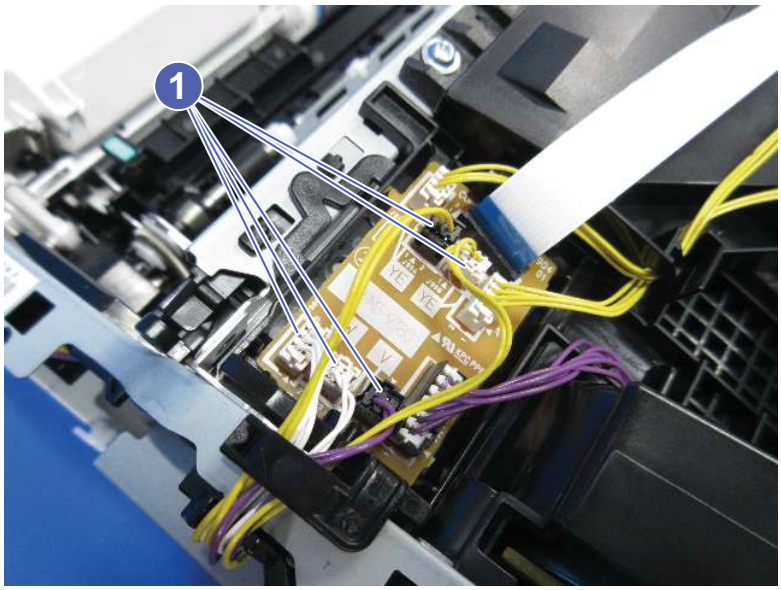


7. Remove the connecting PCA

Follow these steps to remove the connecting PCA.

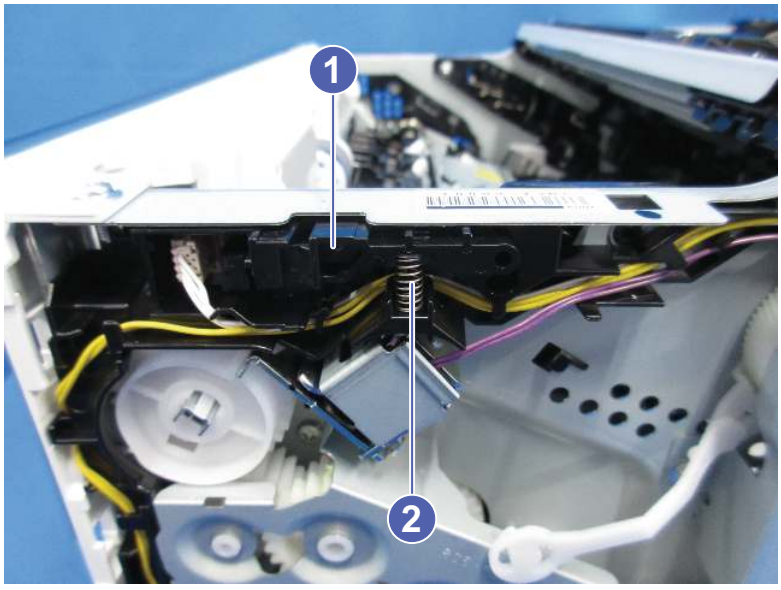
1. Disconnect the five connectors (callout 1) on the connecting PCA.

Figure 4-813 Remove all connectors



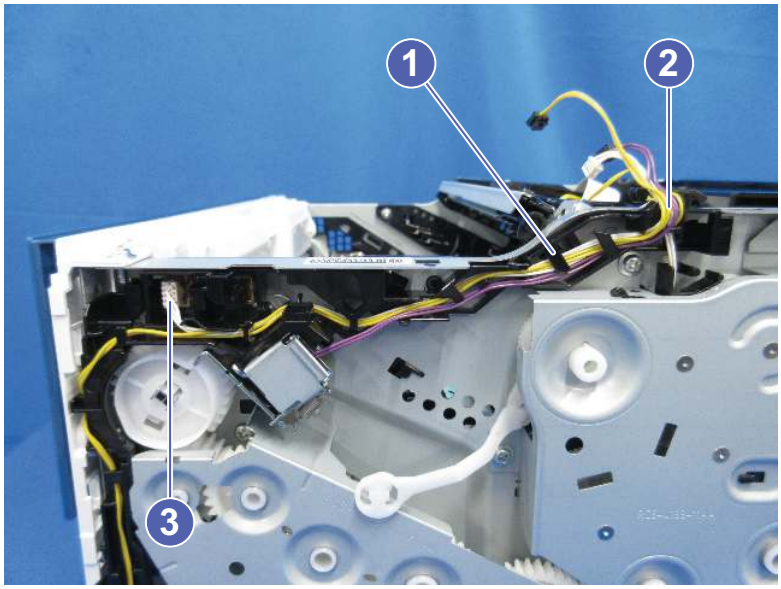
2. The lever (callout 1) and the spring (callout 2) are pulled forward and removed together.

Figure 4-814 Pull the lever and spring forward



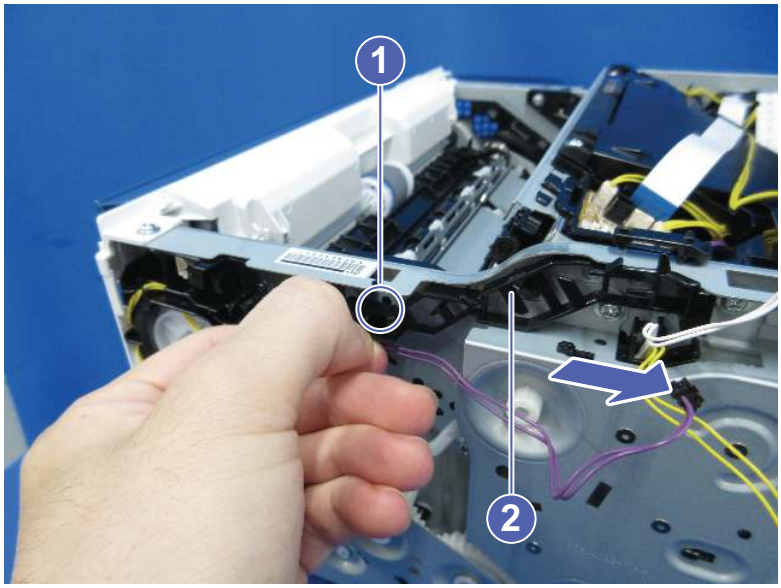
3. Release the cable (callout 2) from cable guide (callout 1), and disconnect the one connector (callout 3).

Figure 4-815 Remove the cable



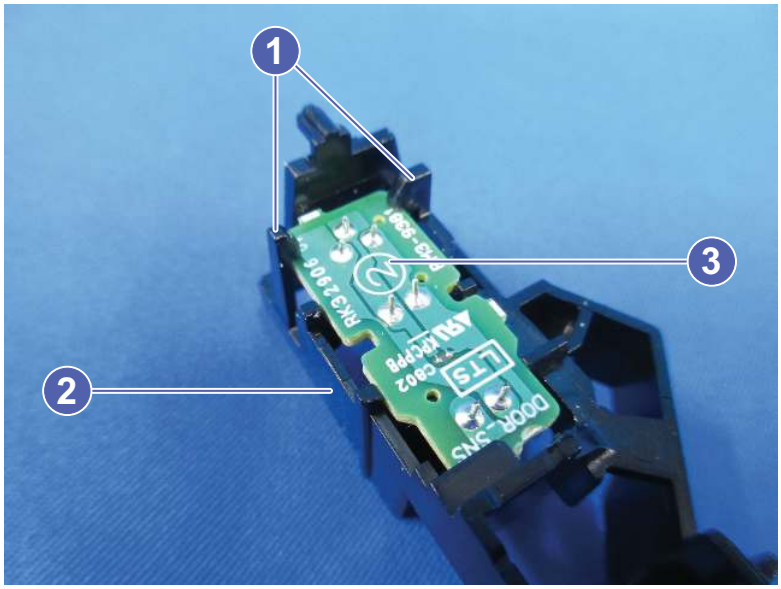
4. Release one alignment boss (callout 1), then slide the cable guide (callout 2) in the direction of the arrow to remove it.

Figure 4-816 Release the cable guide



5. Release the two tabs (callout 1), and remove the door sensor PCA (callout 3) from the cable guide (callout 2).

Figure 4-817 Remove the PCA



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: Door sensor PCA (MFP)

Learn how to remove and replace door sensor PCA.

Mean time to repair: 12 minutes

Service level:

Before performing service

WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2, and then remove the toner cartridge.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-41 Part information

Part number	Part description
RM3-9381-000CN	Door sensor PCB assembly

Required tools

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

Post service test

Make sure that toner cartridge door correctly opens and closes.

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

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove Tray 2 and open printer

Follow these steps.

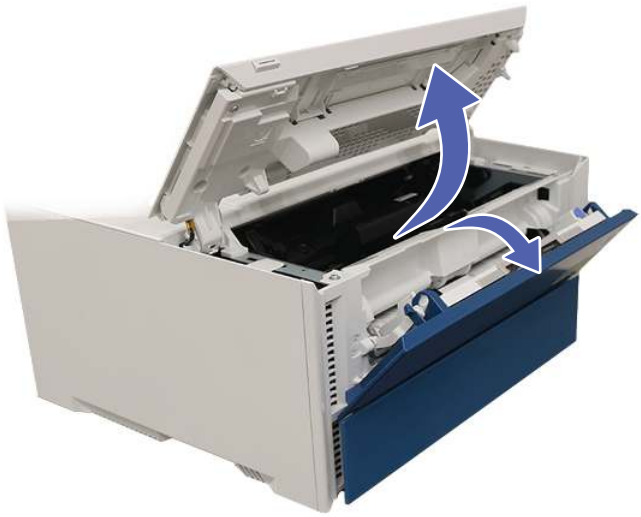
1. Remove Tray 2.

   Figure 4-818 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

   Open toner cartridge door and Tray 1



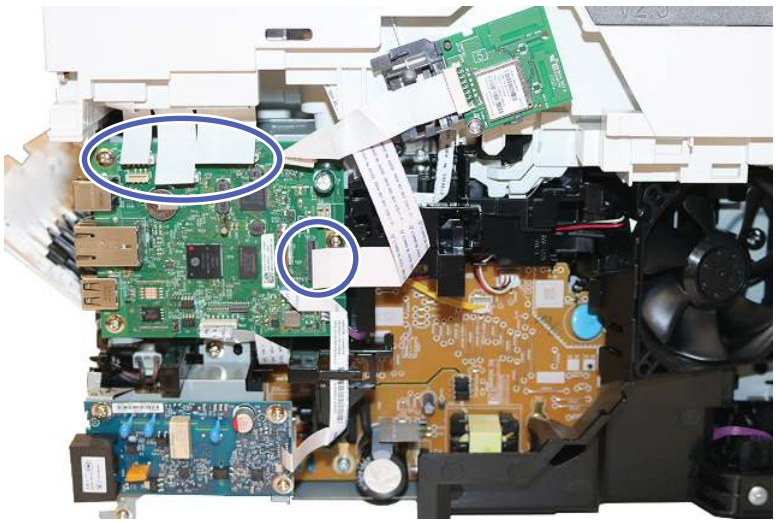
2. Remove the integrated scanner assembly (MFP only)

Follow these steps to remove the integrated scanner assembly (MFP only).

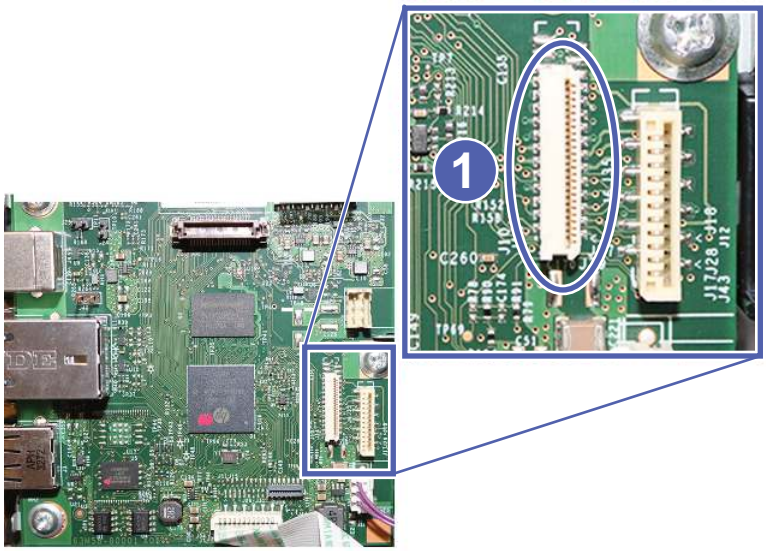
NOTE: MFP models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

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

Figure 4-819 Disconnect the FFCs



NOTE: When installing the FFC on the right side of the formatter, it must go into the innermost ZIF connector (callout 1).



2. Remove one screw (callout 1), and then release the ground wire from the guide.

Figure 4-820 Release the ground wire



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

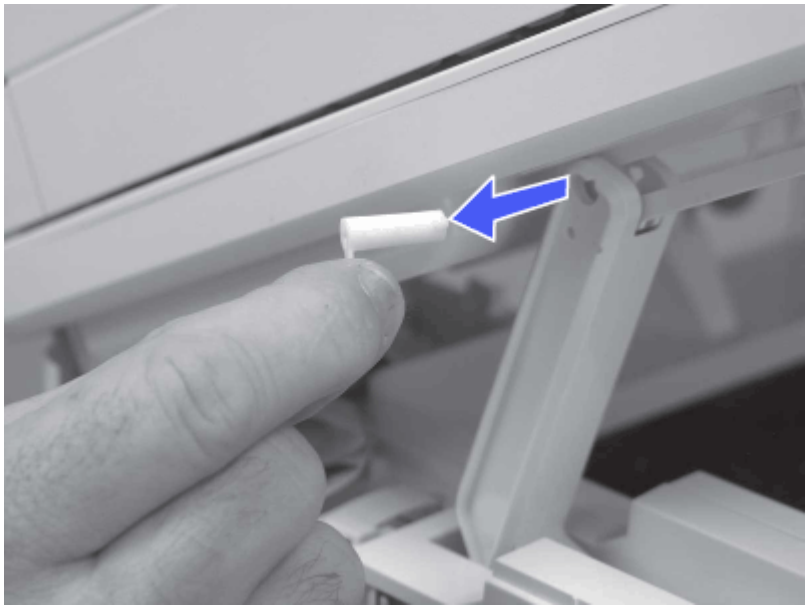
Figure 4-821 Release one tab and rotate the slider pin



4. Remove the slider pin.

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

Figure 4-822 Remove the pin



5. While firmly holding the ISA, rotate the ISA towards the rear of the printer until it stops.

Figure 4-823 Rotate the ISA towards the rear of the printer



6. Slide the ISA over and up as shown to remove from the printer.

Figure 4-824 Release the ISA



3. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-825 Remove front left cover

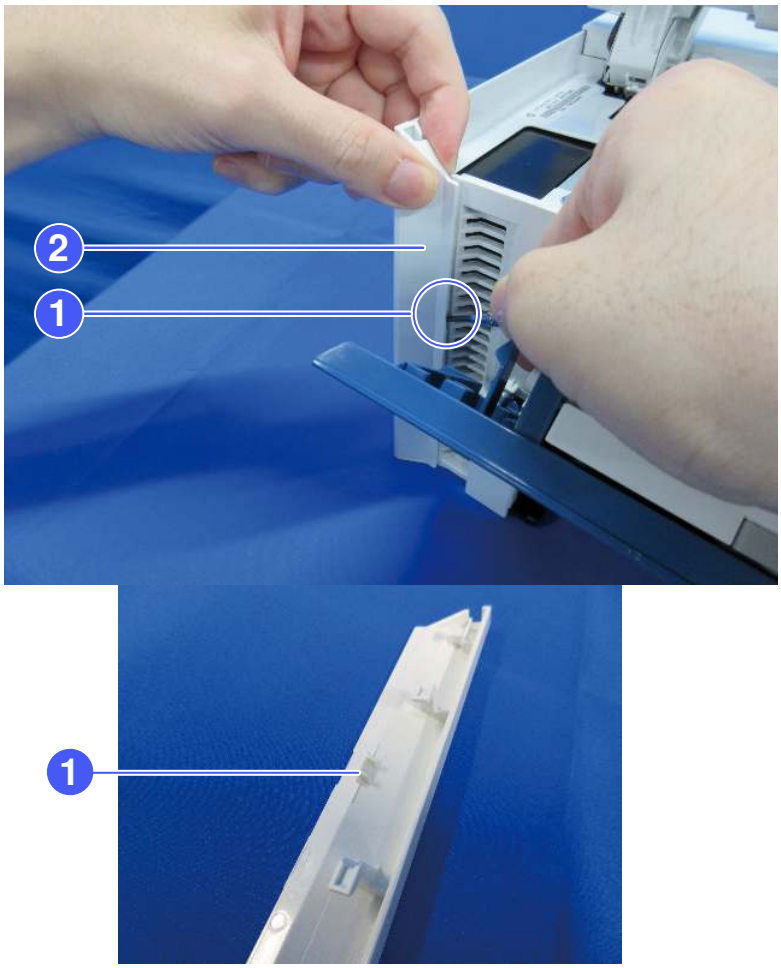


Figure 4-826 Close up of notch for screwdriver

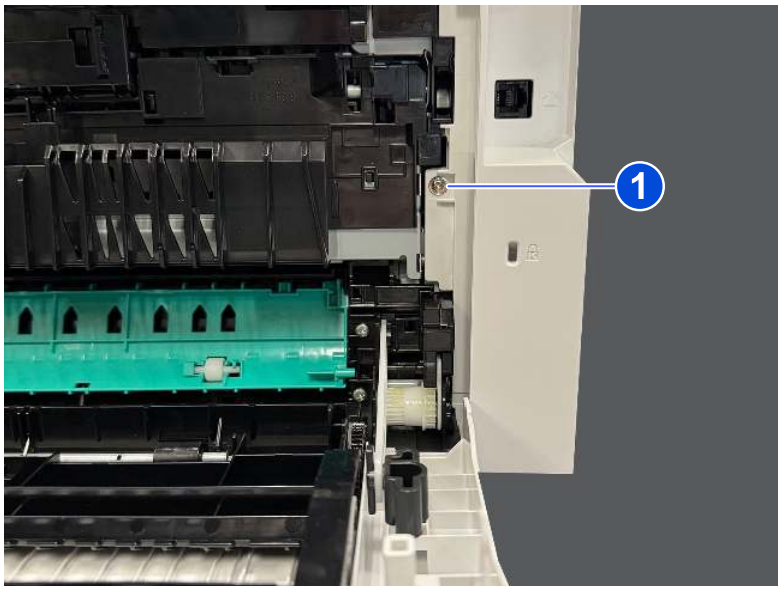


4. Remove the left cover (MFP)

Follow these steps to remove the left cover.

1. Remove one screw and free the ground wire (callout 1).

Figure 4-827 Remove ground screw



2. Perform the following:

- Place the printer on its right side so that the left side is the face up.

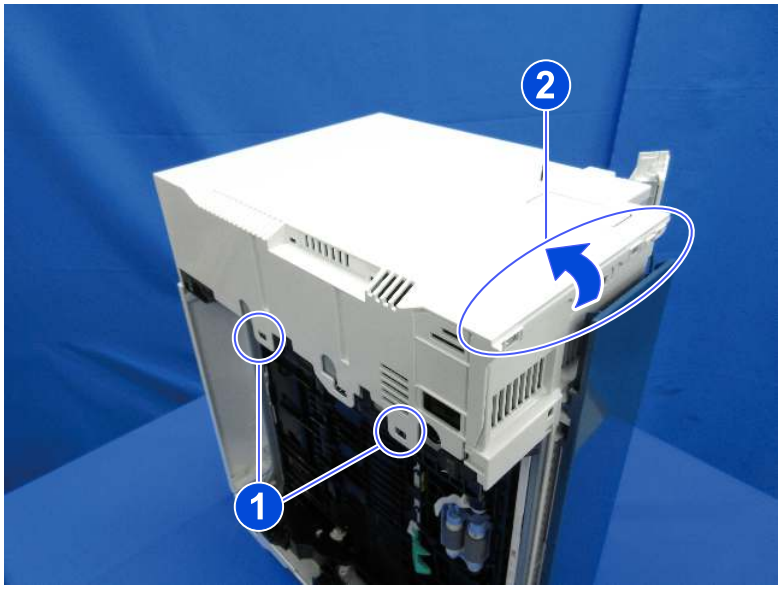
IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

- Release three tabs (callout 1).
- Pull the front part of the left cover (callout 2) in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

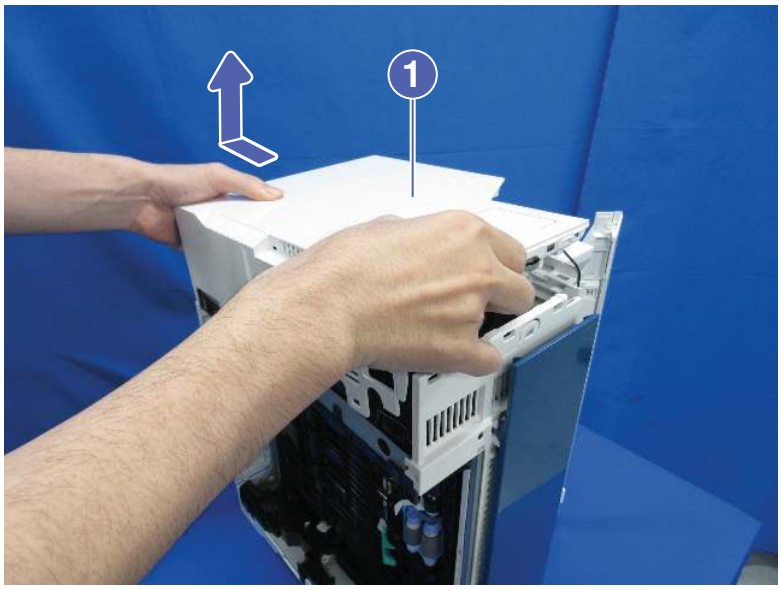
TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket.

Figure 4-828 Release cover tabs



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

Figure 4-829 Remove the cover

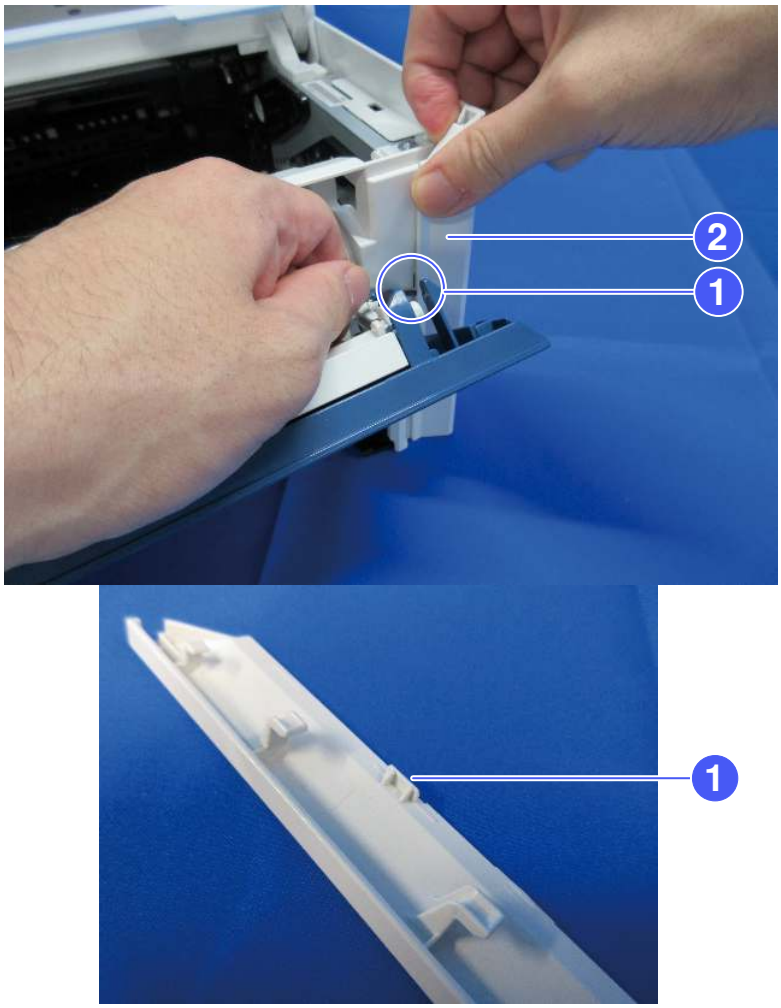


5. Remove the right front cover

Follow these steps to remove the right front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) then slide the cover up and off of the printer.

Figure 4-830 Remove right front cover



NOTE: The notch on the left cover is in the same place as on the right side.

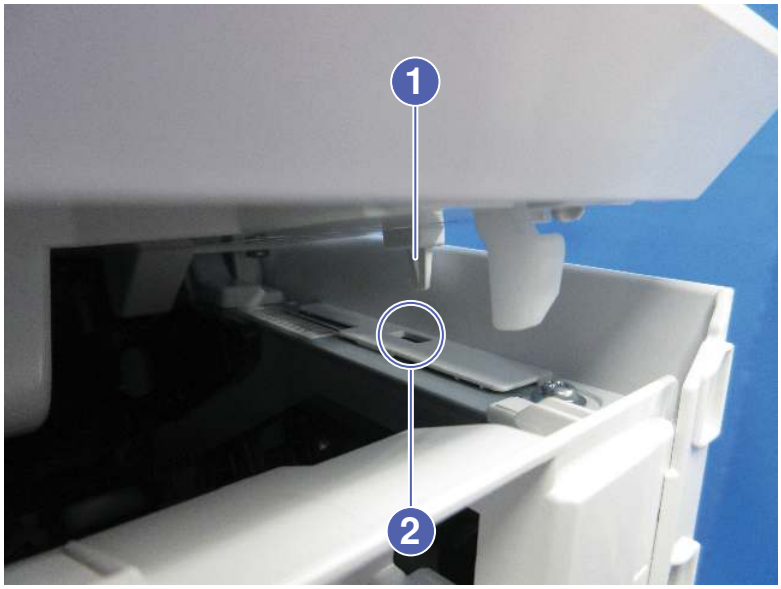
6. Remove the right cover (MFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-831 Ensure the cartridge door is open



2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

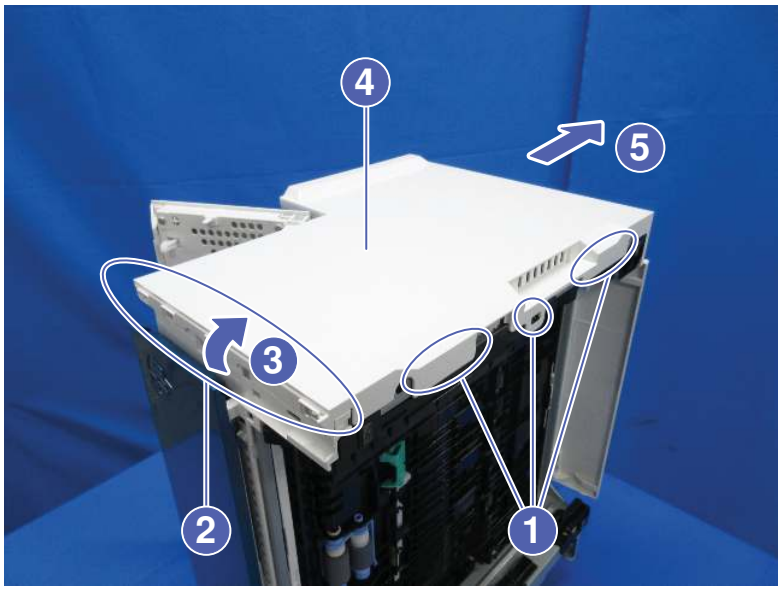
IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

3. Perform the following:

   - Release three tabs (callout 1).
   - The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
   - Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. You cannot slide the cover without tilting the cover up slightly.

Figure 4-832 Remove cover



7. Remove the top cover (MFP)

Follow these steps to remove the top cover.

1. While lowering one tab (callout 1) downward, the door link (callout 2) is removed by sliding in the arrow direction.

NOTE: The door link is loose after it is detached from the door and can fall off the link arm which it is connected. Note how the door link arm attaches to the link arm on the side of the printer for installation.

Figure 4-833 Release door link

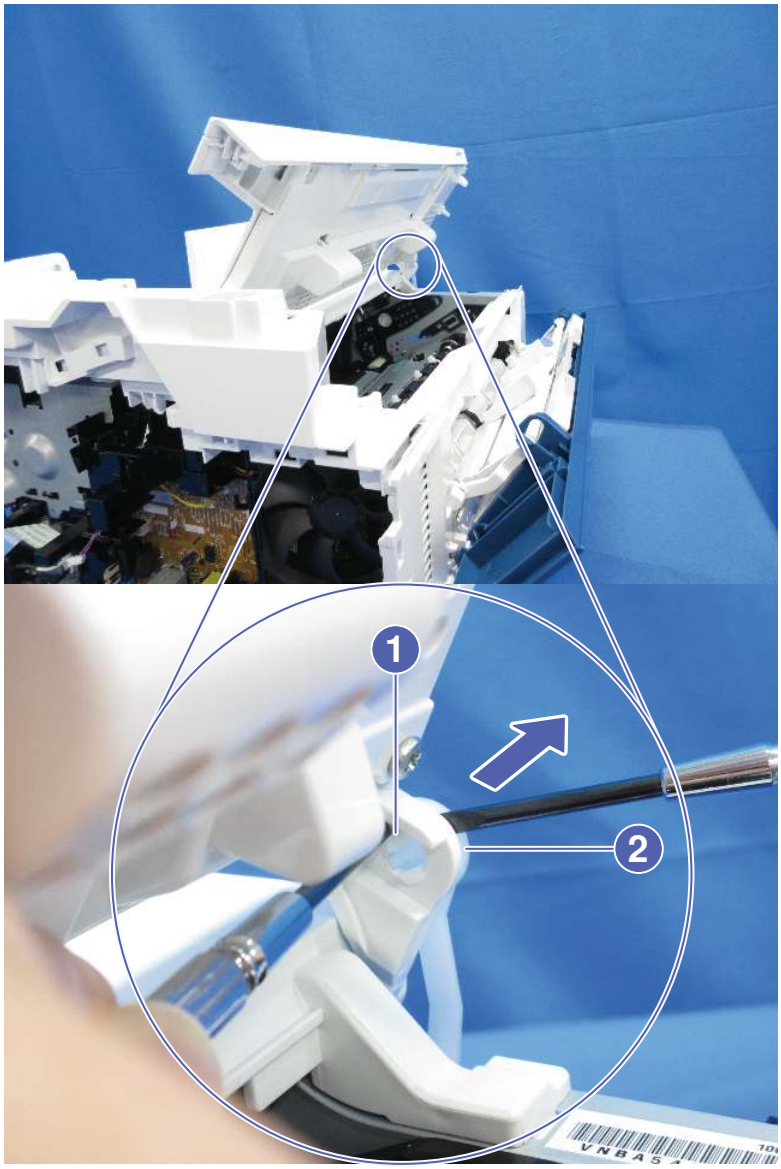
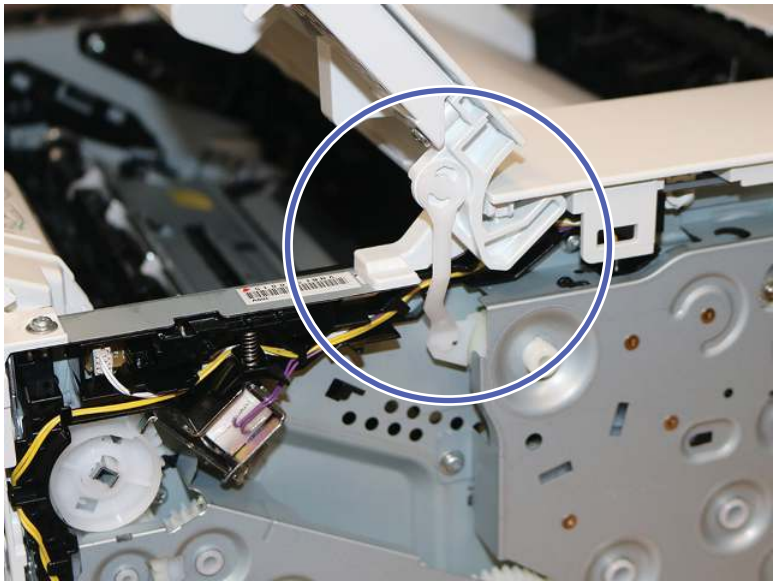
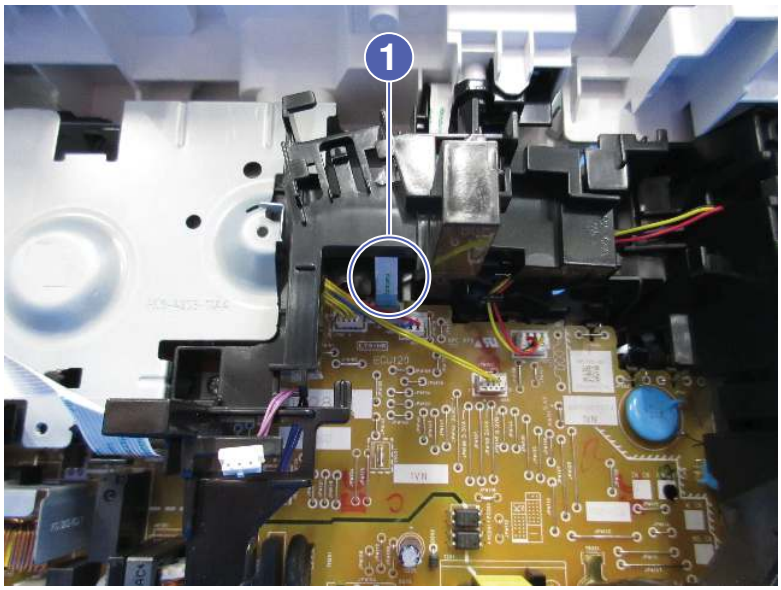


Figure 4-834 Outside view of the door arm link



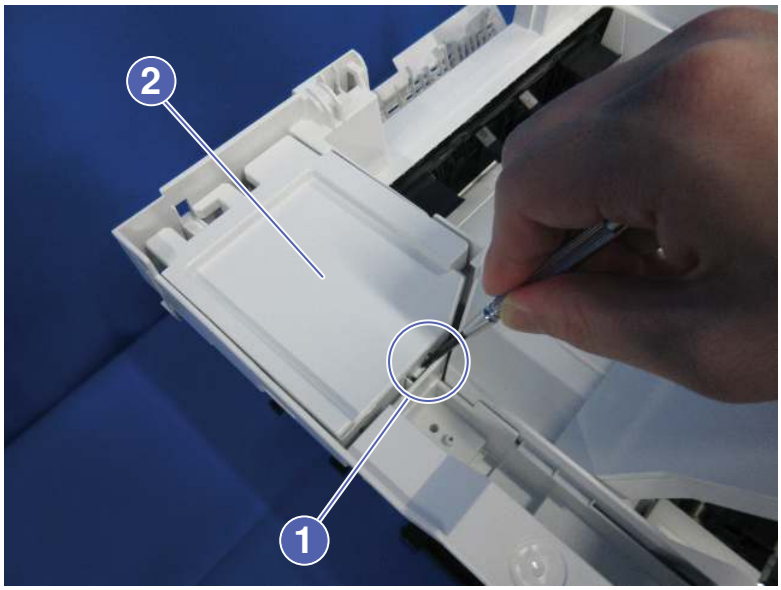
2. On the left side of the printer, remove the FFC (callout 1).

Figure 4-835 Remove FFC



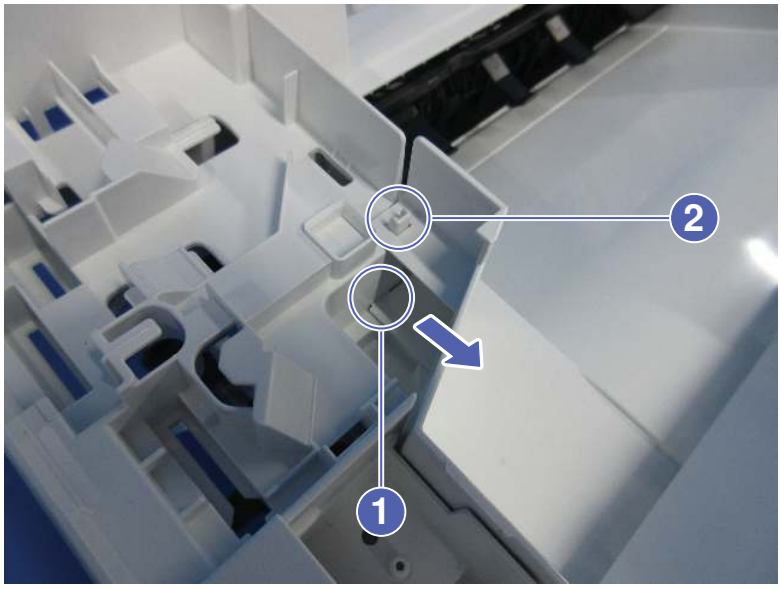
3. Release one tab (callout 1), then remove the FFC cover (callout 2).

Figure 4-836 Remove FFC cover



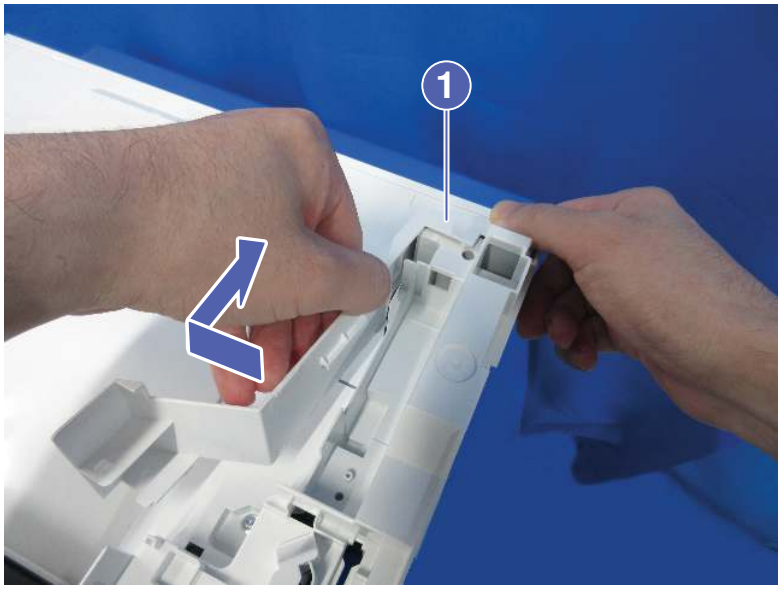
4. Disengage one alignment boss (callout 1) in the direction of the arrow, then release one alignment boss (callout 2).

Figure 4-837 Release boss



5. Close the cartridge door assembly, then remove the left inner pillar cover (callout 1) by moving it in the direction of the arrow.

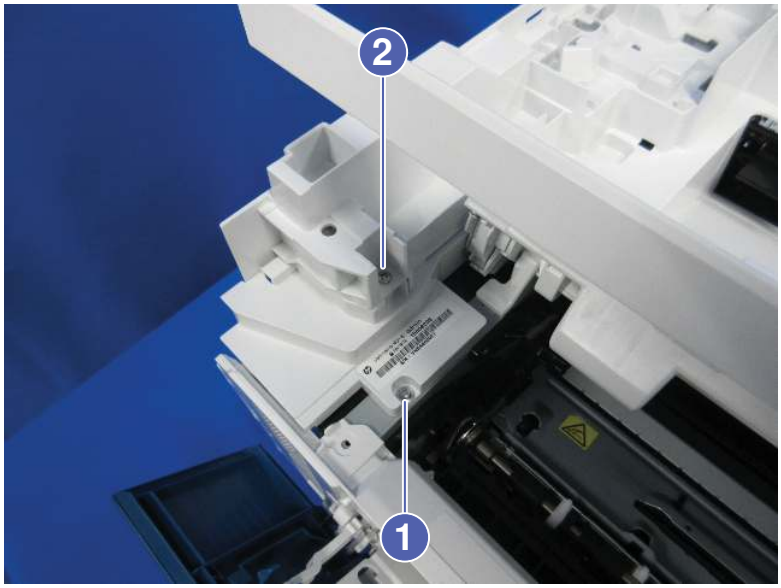
Figure 4-838 Remove inner left pillar



6. Perform the following:

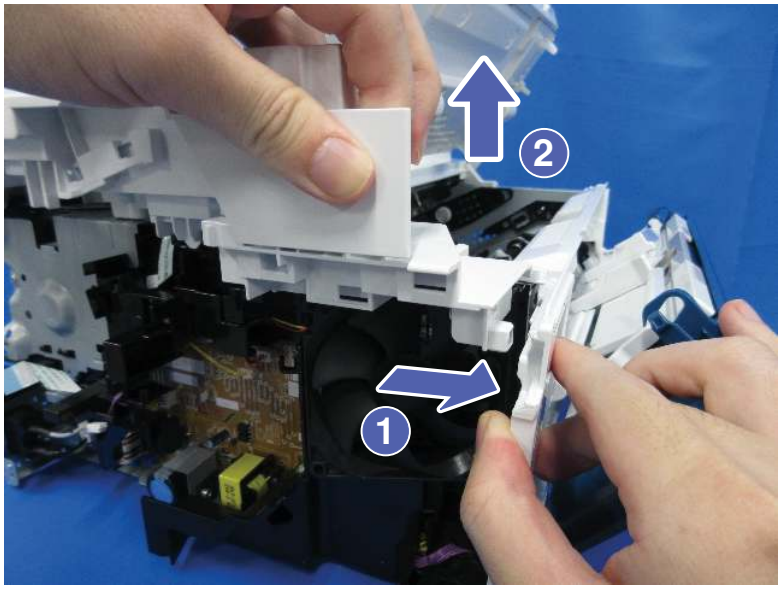
- Open the cartridge door assembly.
- Remove one M3x8 screw (callout 1).
- Remove one M3x10 screw (callout 2).

Figure 4-839 Remove screws



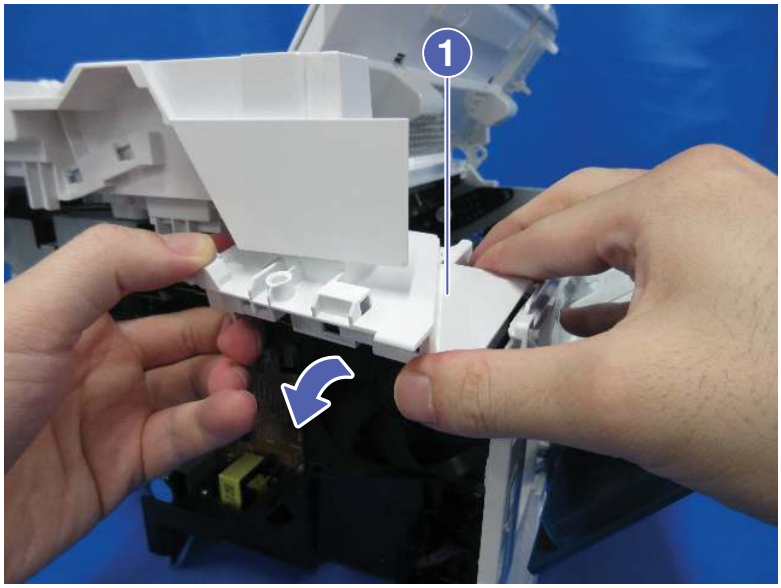
7. Pull the front cover assembly (callout 1) in the arrow direction, then pull the top cover assembly up in the arrow (callout 2) direction.

Figure 4-840 Release top cover



8. Pull the left pillar cover (callout 1) in the direction of the arrow to remove it.

Figure 4-841 Remove left pillar cover



9. Remove one screw (callout 1).

Figure 4-842 Remove the screw



10. Remove one screw (callout 1).

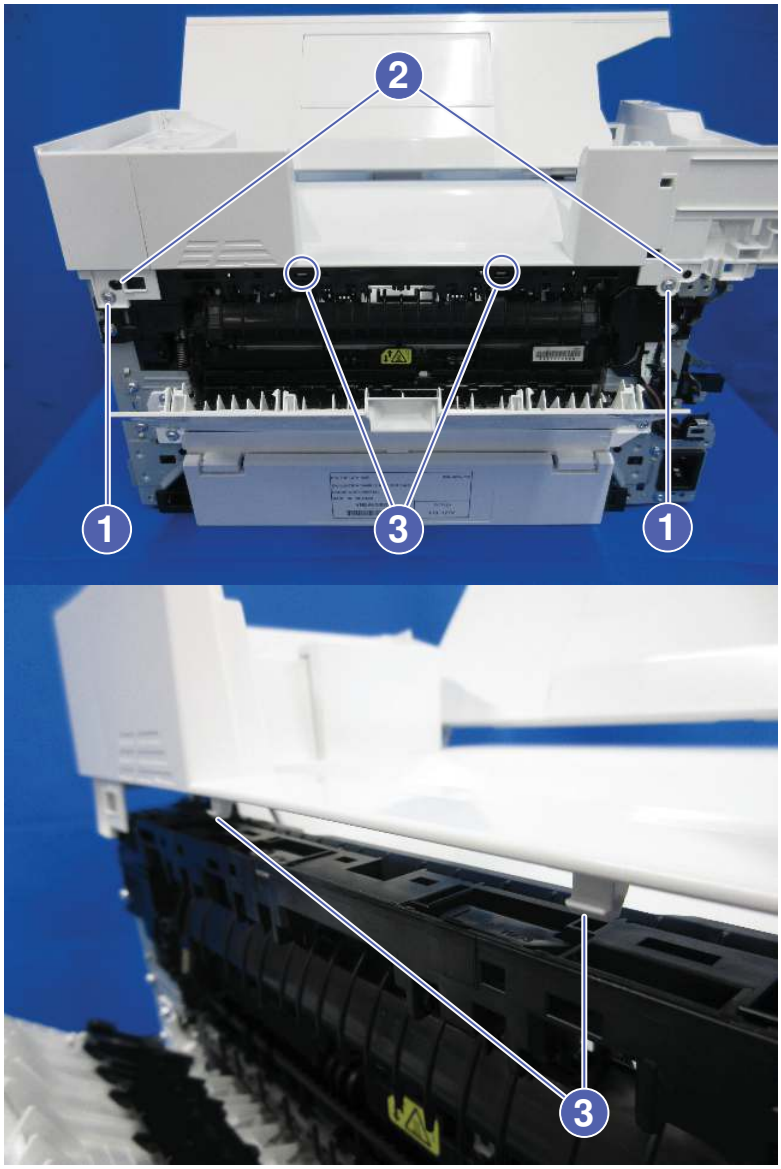
Figure 4-843 Remove screw



11. Perform the following:

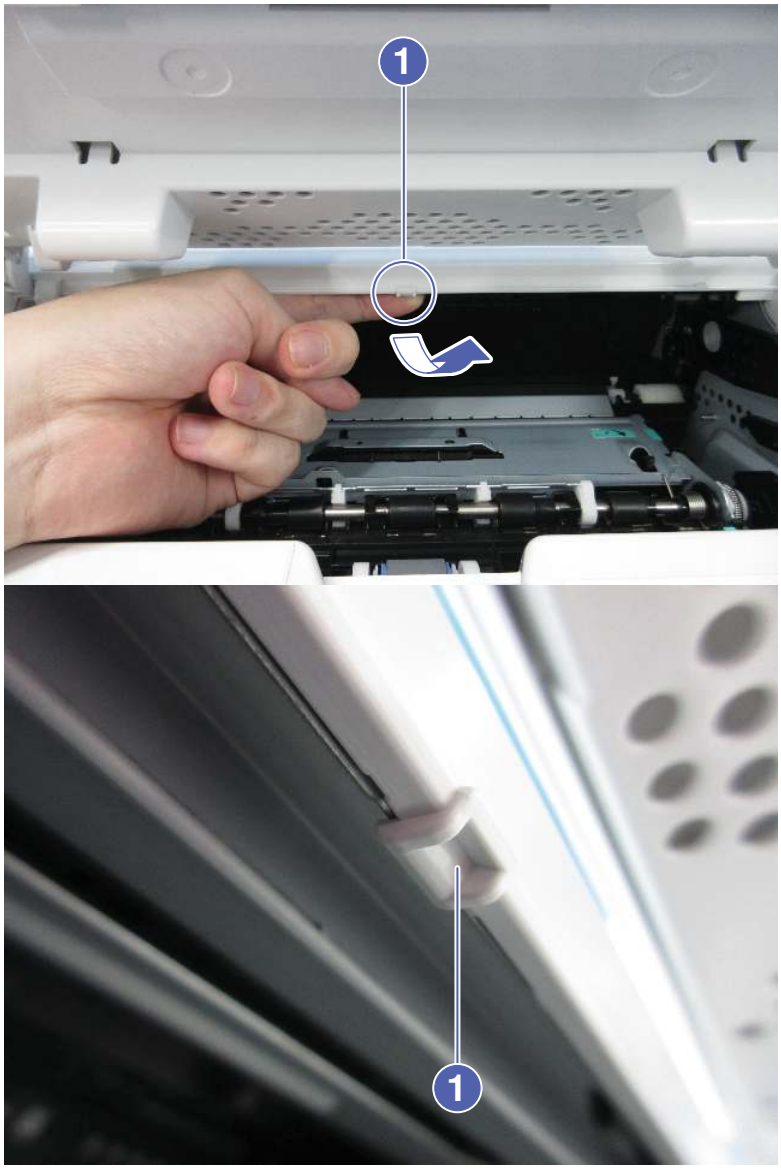
- Remove two screws (callout 1).
- Release two bosses (callout 2).
- Release two tabs (callout 2).

Figure 4-844 Remove screws and release tabs



12. Lifting the rear of the top cover, release one tab (callout 1) by pulling forward in the direction of the arrow.

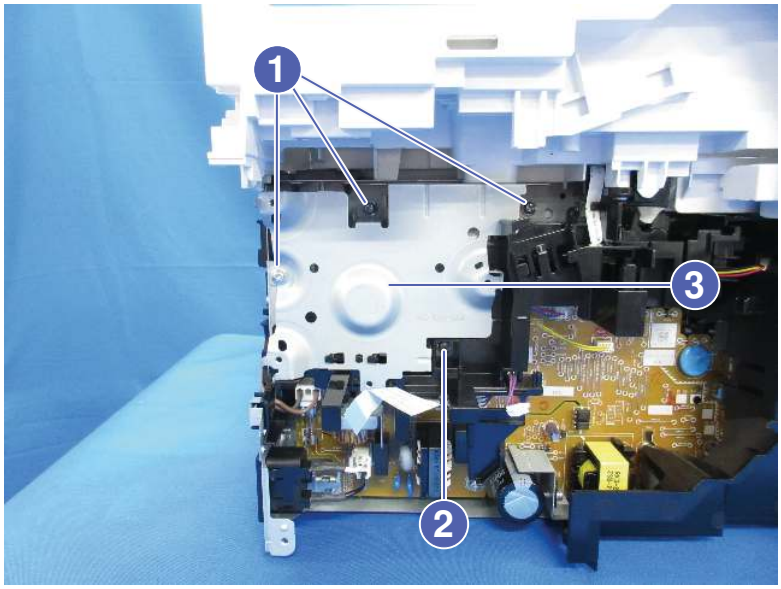
Figure 4-845 Release tab



13. Perform the following:

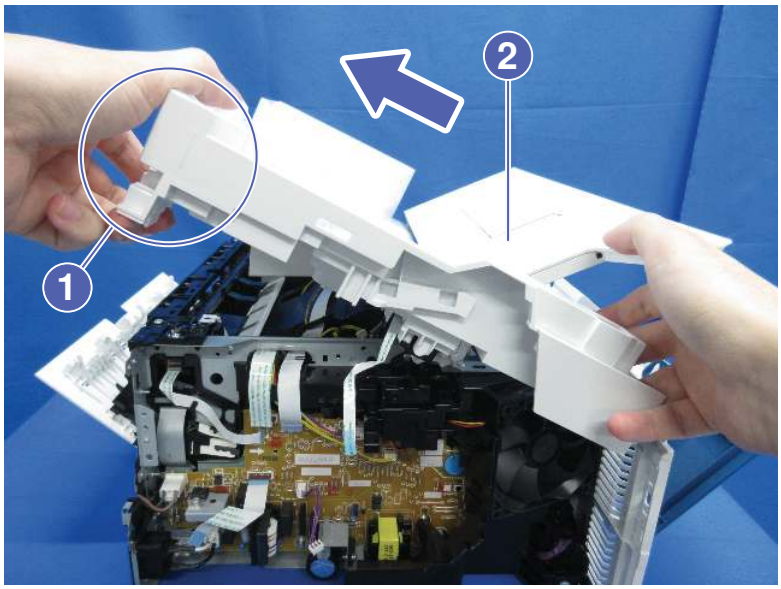
- Remove three screws (callout 1).
- Remove one screw with washer (callout 2).
- Remove the formatter stay (callout 3).

Figure 4-846 Remove formatter stay



14. Lift the rear part (callout 1) of the top cover assembly, then slide the top cover (callout 2) in the direction of the arrow to remove it.

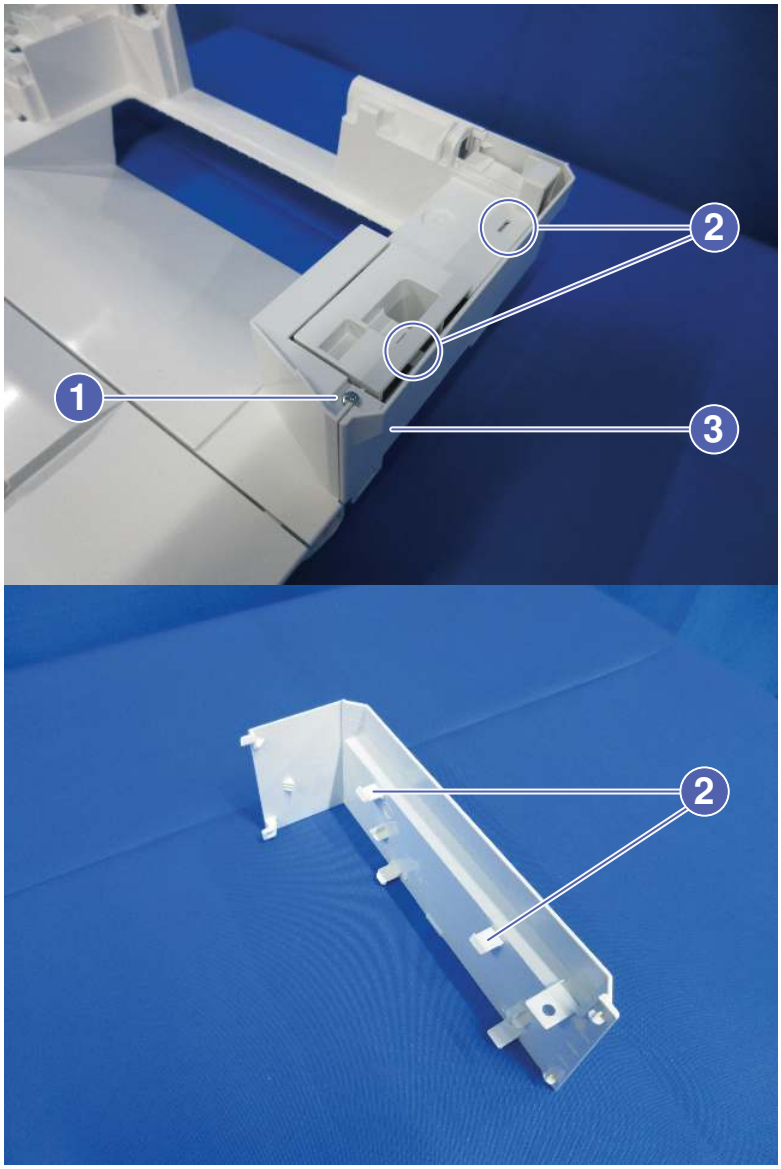
Figure 4-847 Remove cover



15. Perform the following:

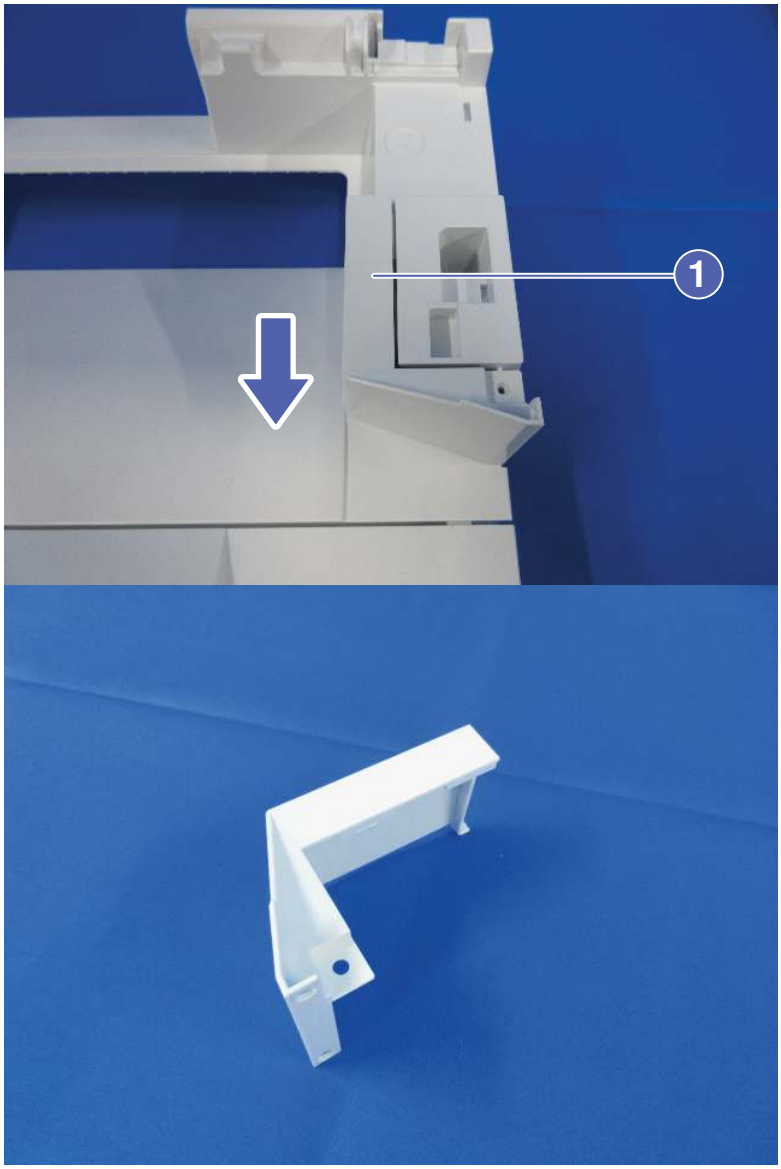
- Remove one screw (callout 1).
- Release two tabs (callout 2).
- Remove the right pillar cover (callout 3).

Figure 4-848 Remove pillar cover



16. While lifting the rear end (callout 1) of the right inner pillar cover, the right inner pillar cover (callout 2) is pulled in the direction of an arrow to be removed.

Figure 4-849 Remove pillar cover

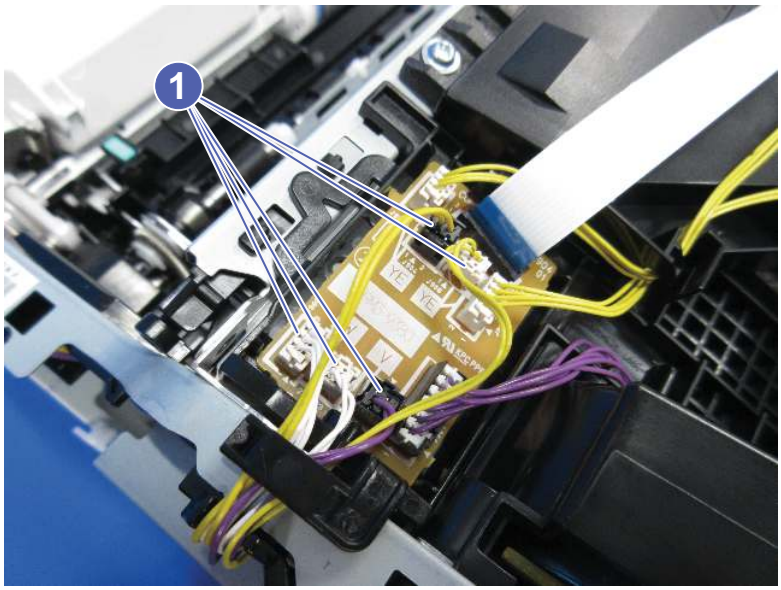


8. Remove the connecting PCA

Follow these steps to remove the connecting PCA.

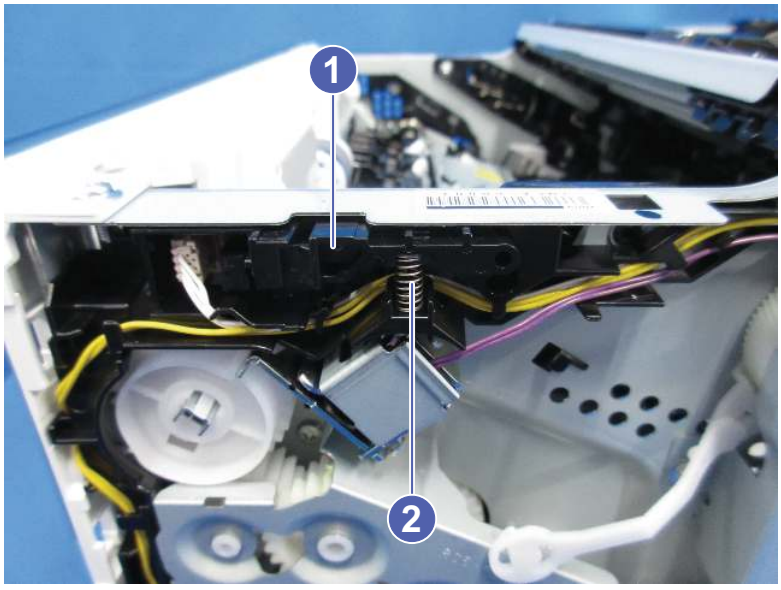
1. Disconnect the five connectors (callout 1) on the connecting PCA.

Figure 4-850 Remove all connectors



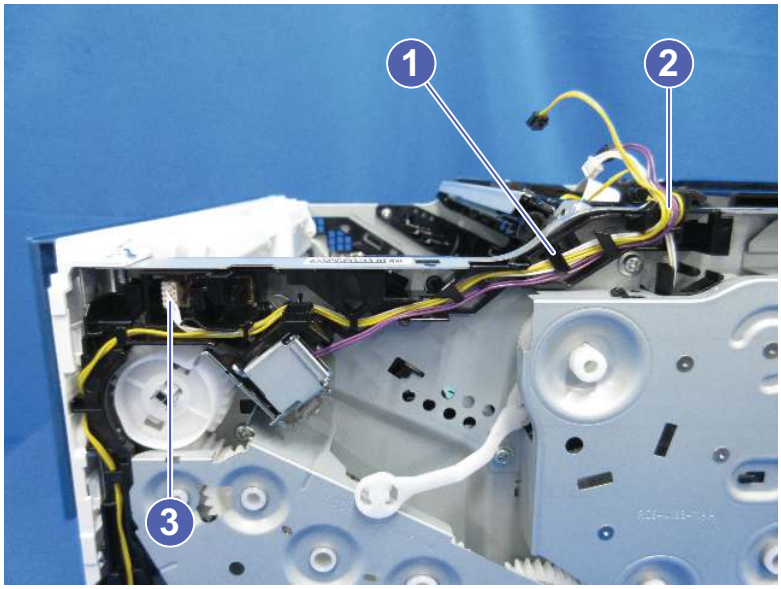
2. The lever (callout 1) and the spring (callout 2) are pulled forward and removed together.

Figure 4-851 Pull the lever and spring forward



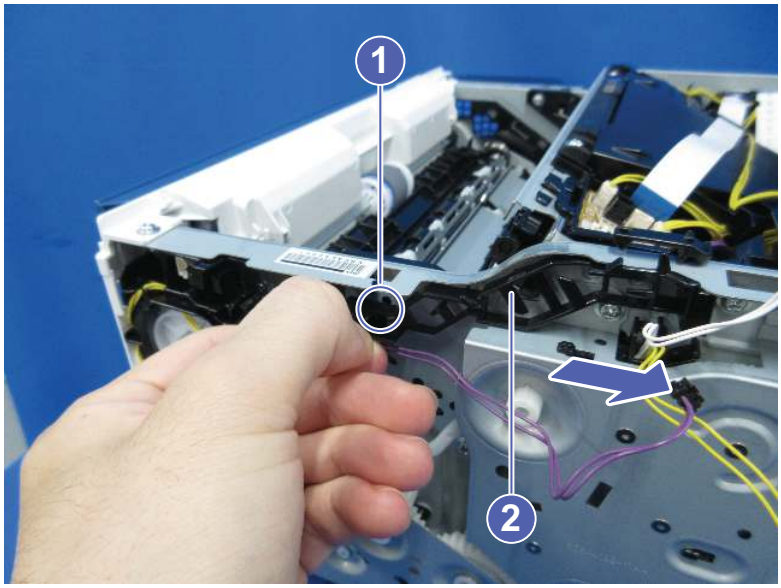
3. Release the cable (callout 2) from cable guide (callout 1), and disconnect the one connector (callout 3).

Figure 4-852 Remove the cable



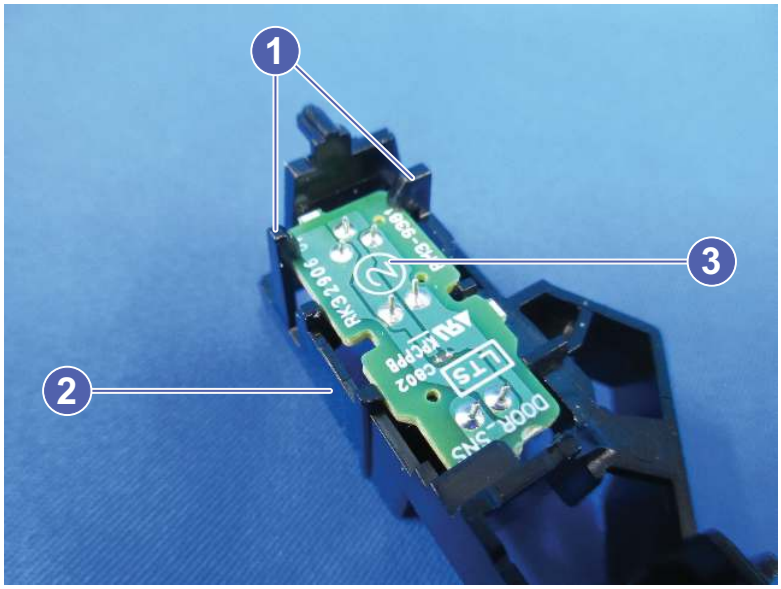
4. Release one alignment boss (callout 1), then slide the cable guide (callout 2) in the direction of the arrow to remove it.

Figure 4-853 Release the cable guide



5. Release the two tabs (callout 1), and remove the door sensor PCA (callout 3) from the cable guide (callout 2).

Figure 4-854 Remove the PCA



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: Fan (SFP)

Learn how to remove and replace the fan.

Mean time to repair: 8 minutes

Service level:

Before performing service

WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2, and then remove the toner cartridge.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-42 Part information

Part number	Part description
RK3-2945-000CN	Fan

Required tools

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

Post service test

Make sure that toner cartridge door correctly opens and closes.

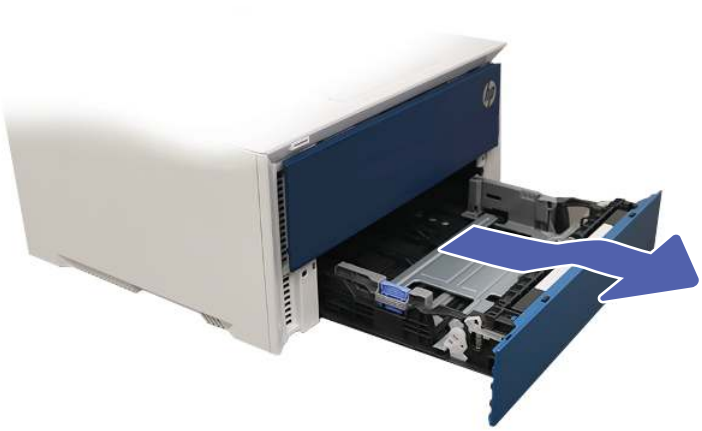
Make sure that the printer initializes to a **Ready** state.

1. Remove Tray 2 and open printer

Follow these steps.

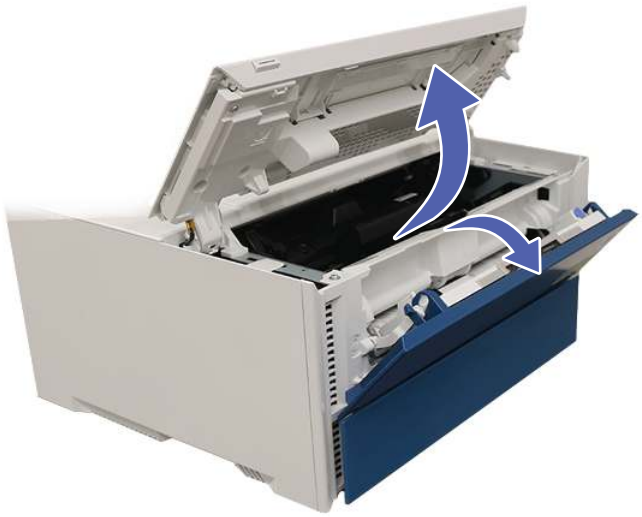
1. Remove Tray 2.

Figure 4-855 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

Open toner cartridge door and Tray 1



2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-856 Remove front left cover

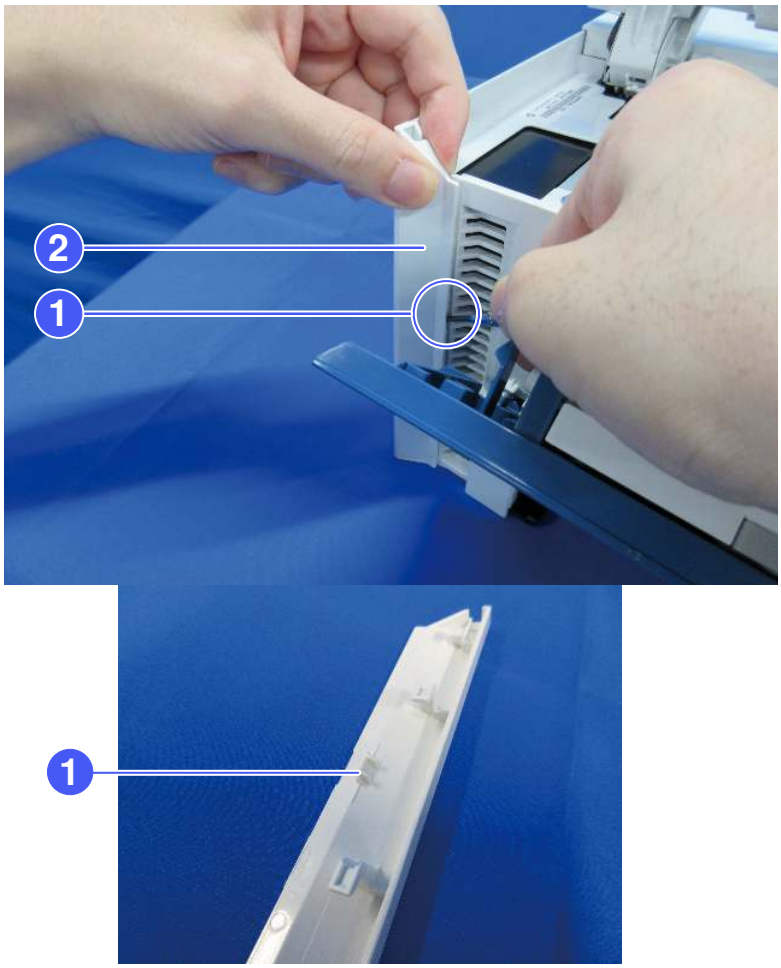


Figure 4-857 Close up of notch for screwdriver

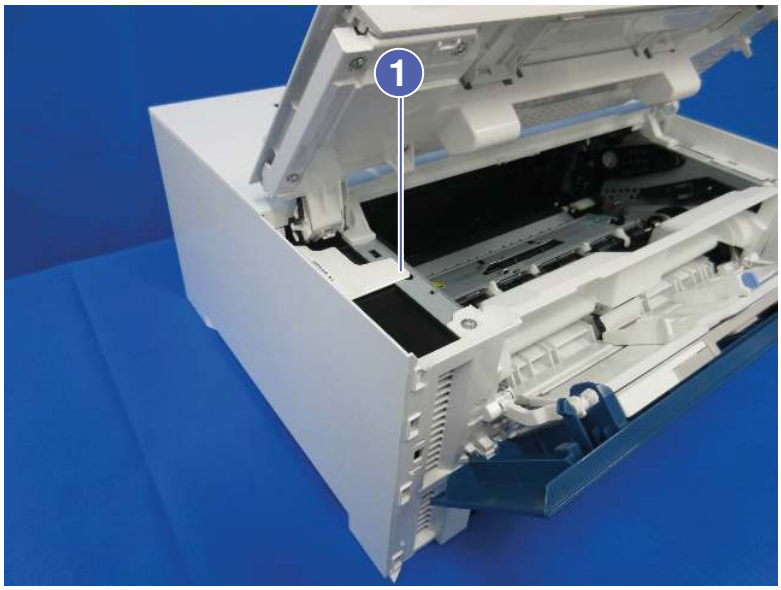


3. Remove the left cover (SFP)

Follow these steps to remove the left cover.

1. Release one tab (callout 1).

Figure 4-858 Release tab

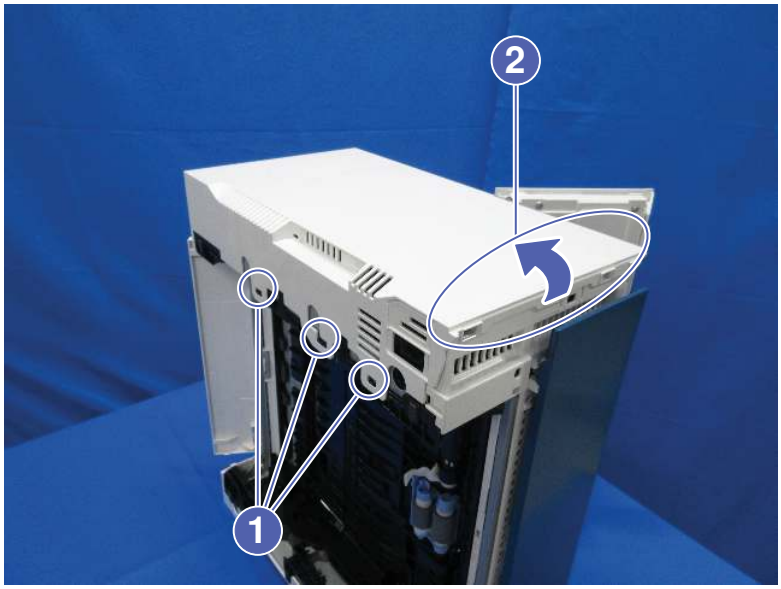


2. Perform the following:

   - For easier access, place the printer so that it is resting on the right side. The left side is now facing up.
   - Release three tabs (callout 1).
   - Pull the front part (callout 2) of the left cover in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

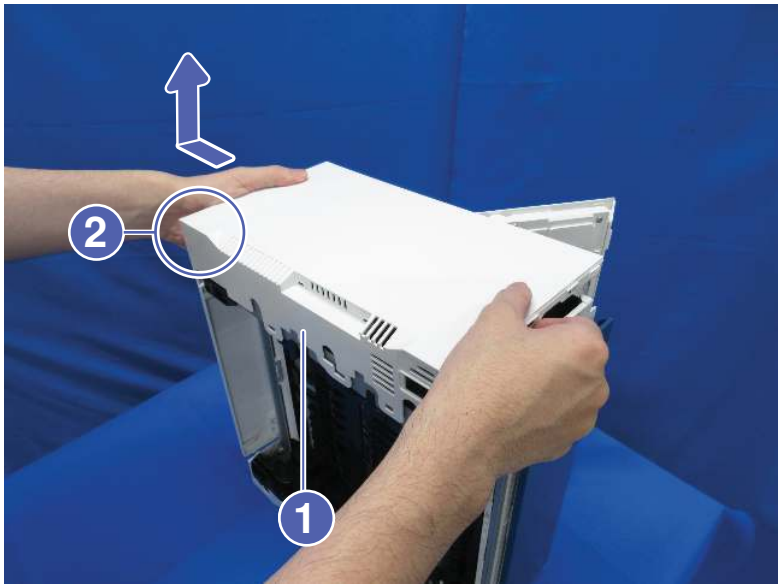
Figure 4-859 Release the left cover



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket (callout 2).

Figure 4-860 Remove left cover

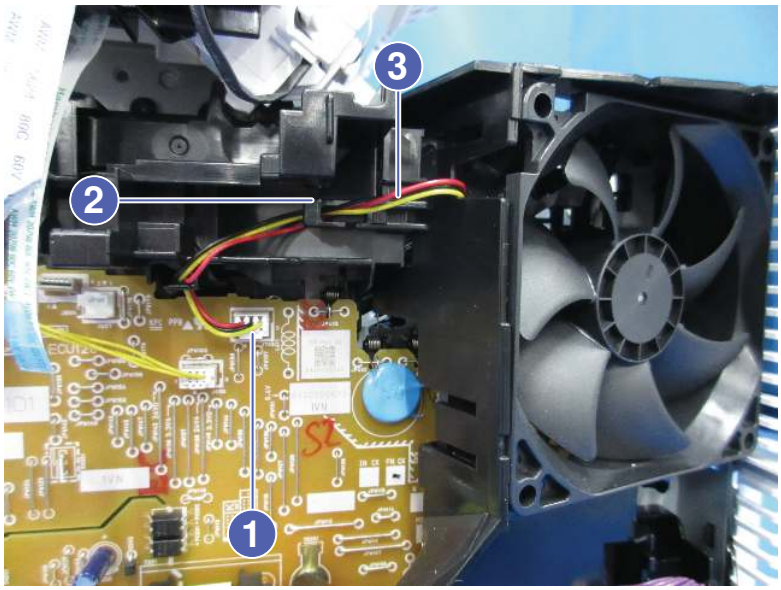


4. Remove the fan (FM1)

Follow these steps to remove the fan (FM1).

1. Disconnect one cable (callout 1). Remove cable (callout 3) from cable guide (callout 2).

Figure 4-861 Release the cable

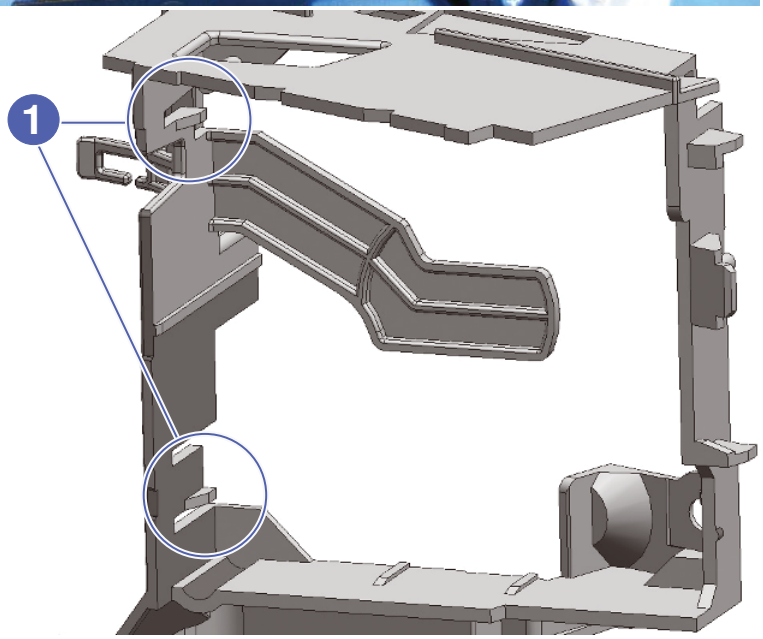


2. Bend the two tabs (callout 1) in the direction of the arrow and pull out the fan (callout 2).

   Place a small flat-tip screwdriver into the top slot to release the tab. It is hard to see the tab. Reference the drawing in the image.

Figure 4-862 Remove the fan from the housing





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: Fan (MFP)

Learn how to remove and replace the fan.

Mean time to repair: 8 minutes

Service level:

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2, and then remove the toner cartridge.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-43 Part information

Part number	Part description
RK3-2274-000CN	Fan

Required tools

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

Post service test

Make sure that toner cartridge door correctly opens and closes.

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

1. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-863 Remove front left cover

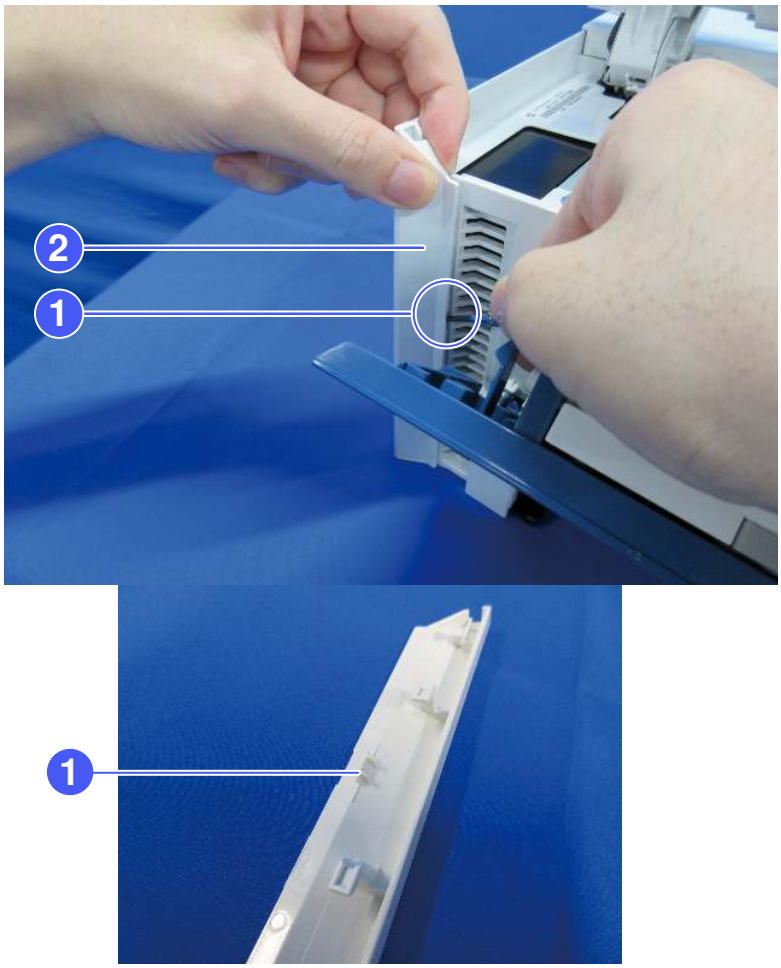


Figure 4-864 Close up of notch for screwdriver

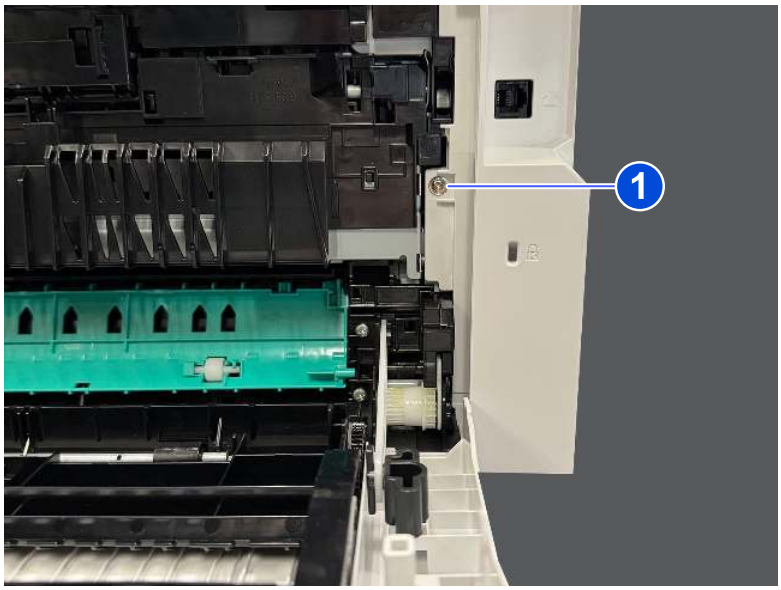


2. Remove the left cover (MFP)

Follow these steps to remove the left cover.

1. Remove one screw and free the ground wire (callout 1).

Figure 4-865 Remove ground screw



2. Perform the following:

- Place the printer on its right side so that the left side is the face up.

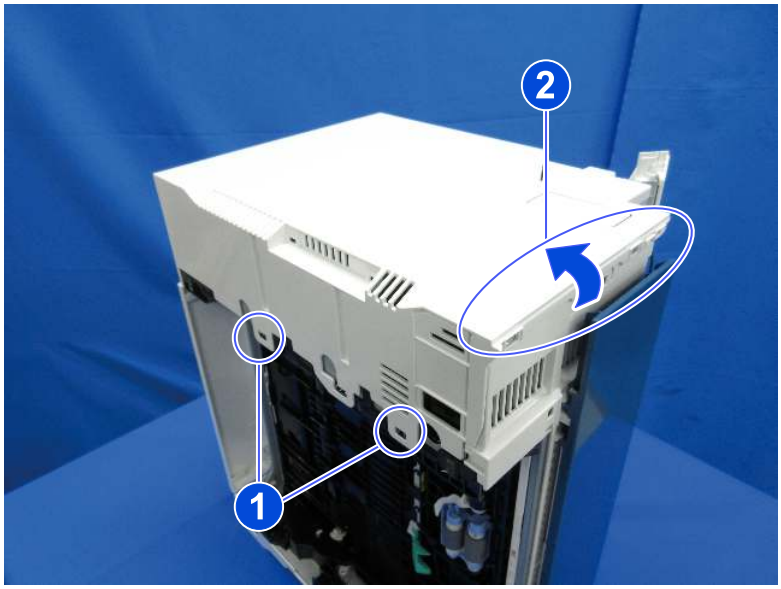
IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

- Release three tabs (callout 1).
- Pull the front part of the left cover (callout 2) in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

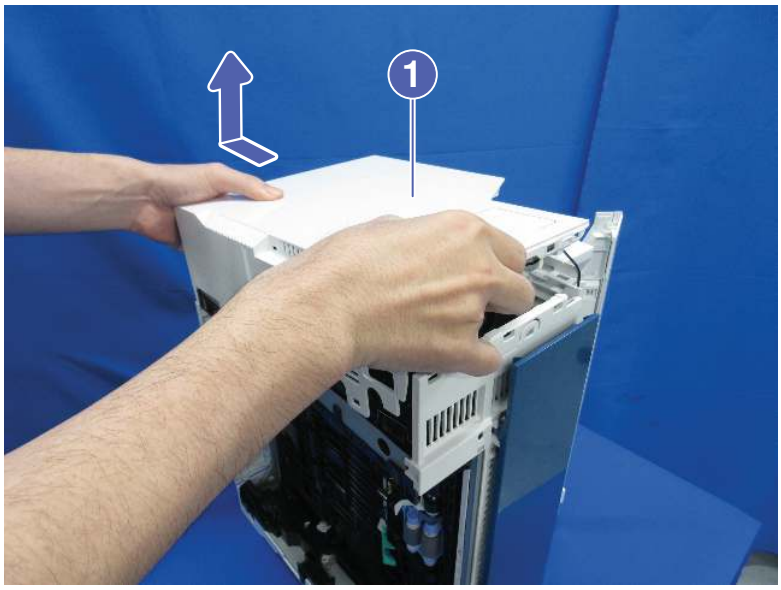
TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket.

Figure 4-866 Release cover tabs



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

Figure 4-867 Remove the cover



3. Remove the integrated scanner assembly (ISA) FFC cover (MFP only)

Follow these steps to remove the integrated scanner assembly (ISA) FFC cover (MFP only).

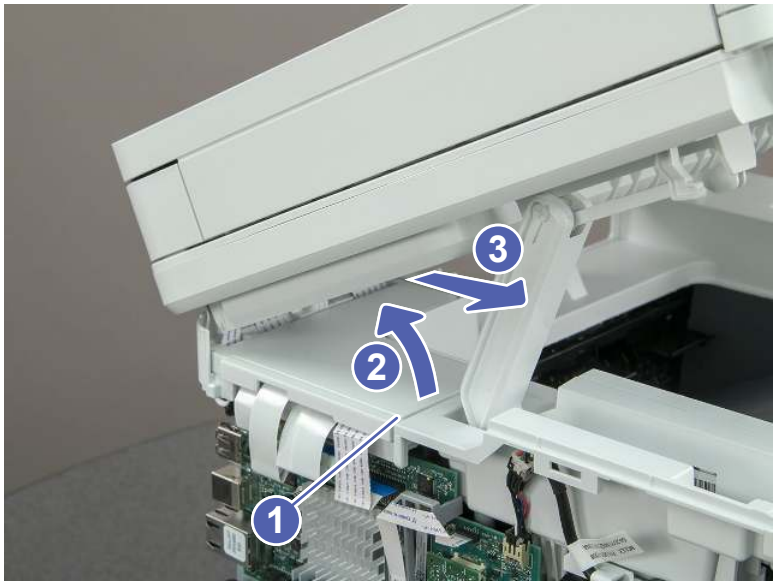
1. If the ISA is not already raised, raise it now.

Figure 4-868 Raise the ISA



2. Release the tab (callout 1), rotate the front edge of the cover up (callout 2), and then slide it toward the front of the printer to remove it (callout 3).

Figure 4-869 Remove the ISA FFC cover



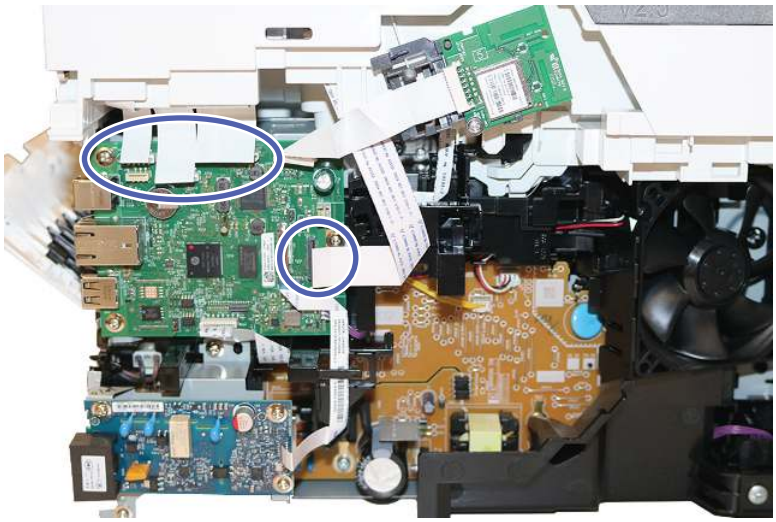
4. Remove the integrated scanner assembly (MFP only)

Follow these steps to remove the integrated scanner assembly (MFP only).

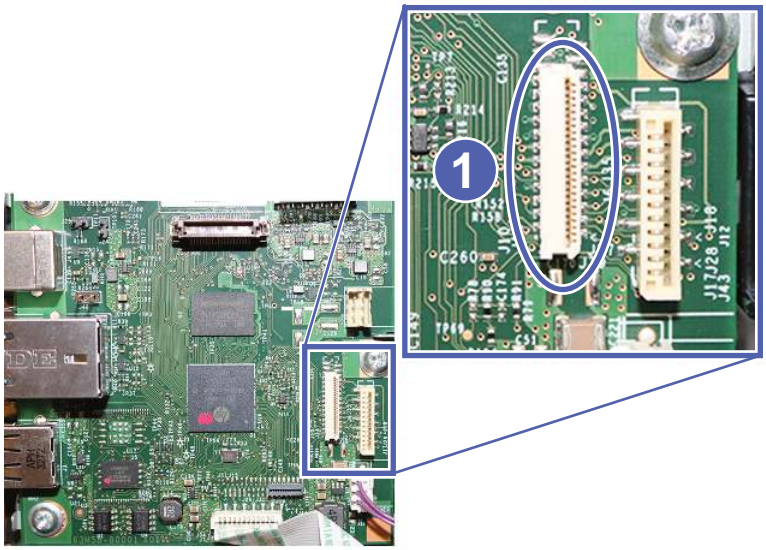
NOTE: MFP models only. The integrated scanner assembly (ISA) includes the sub-scanner assembly (SSA) and the automatic document feeder (ADF).

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

Figure 4-870 Disconnect the FFCs



NOTE: When installing the FFC on the right side of the formatter, it must go into the innermost ZIF connector (callout 1).



2. Remove one screw (callout 1), and then release the ground wire from the guide.

Figure 4-871 Release the ground wire



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

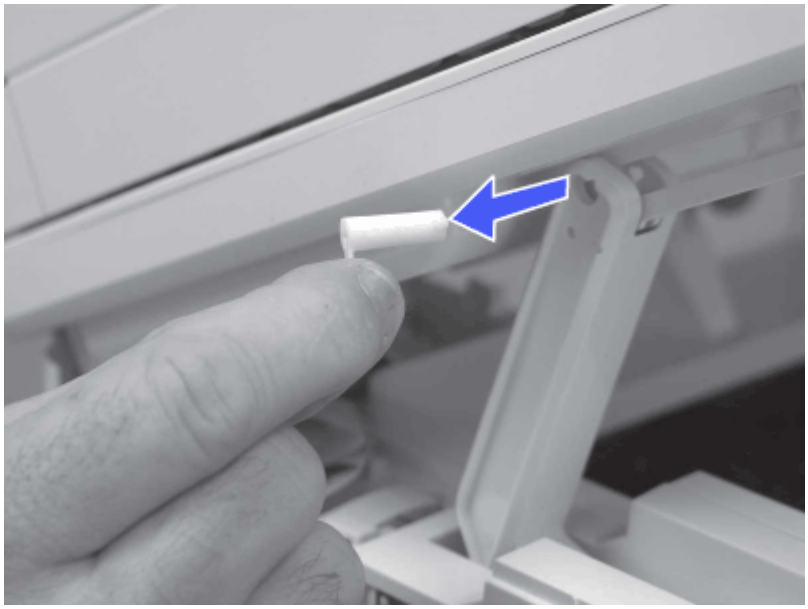
Figure 4-872 Release one tab and rotate the slider pin



4. Remove the slider pin.

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

Figure 4-873 Remove the pin



5. While firmly holding the ISA, rotate the ISA towards the rear of the printer until it stops.

Figure 4-874 Rotate the ISA towards the rear of the printer



6. Slide the ISA over and up as shown to remove from the printer.

Figure 4-875 Release the ISA

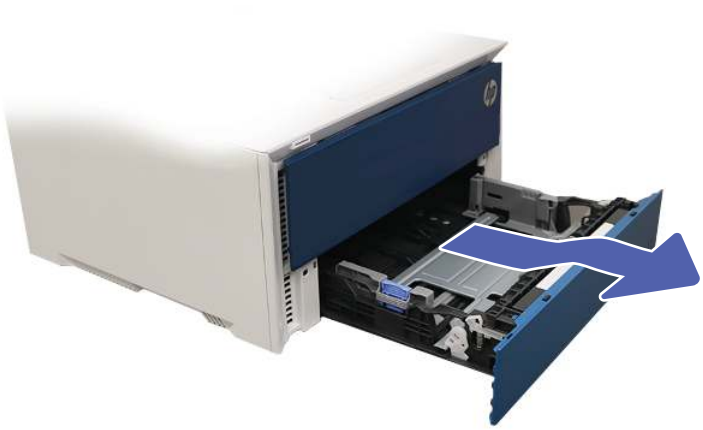


5. Remove Tray 2 and open printer

Follow these steps.

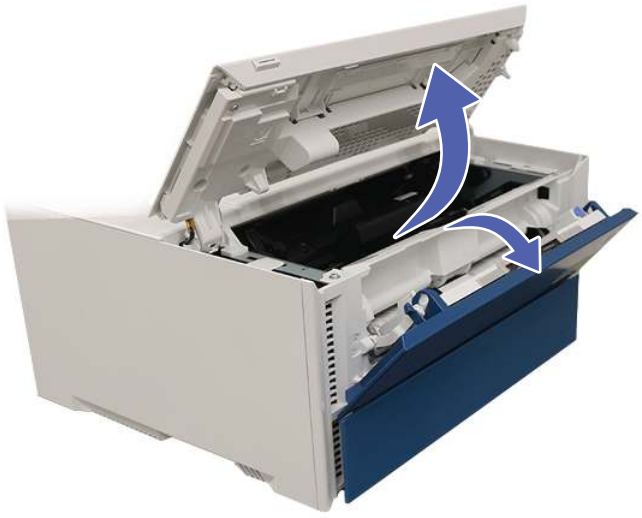
1. Remove Tray 2.

Figure 4-876 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

Open toner cartridge door and Tray 1

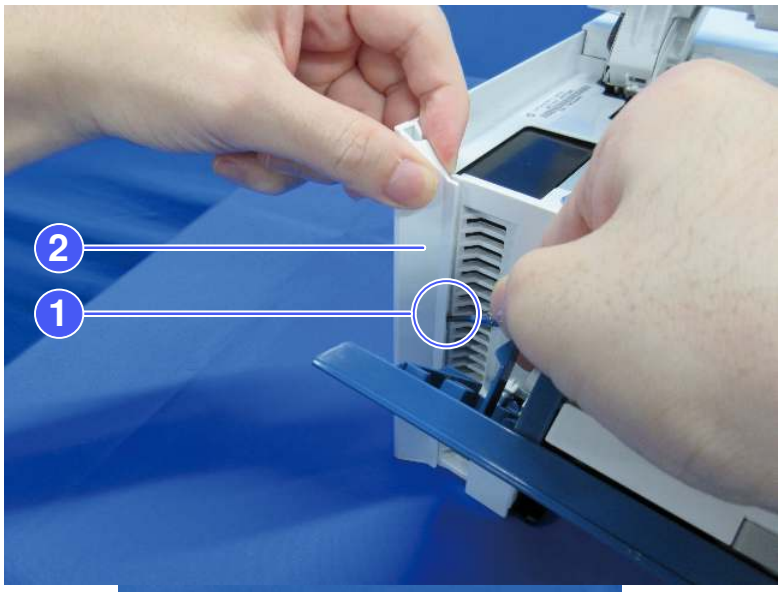


6. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-877 Remove front left cover



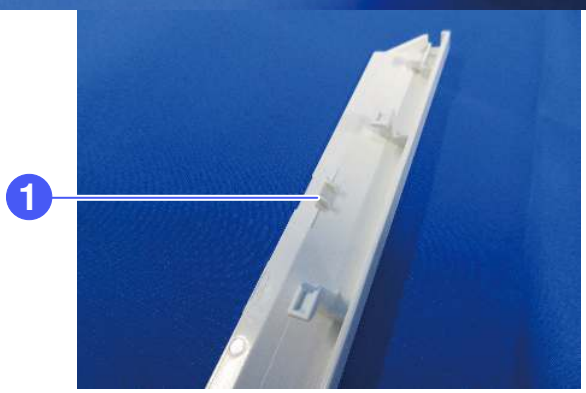


Figure 4-878 Close up of notch for screwdriver

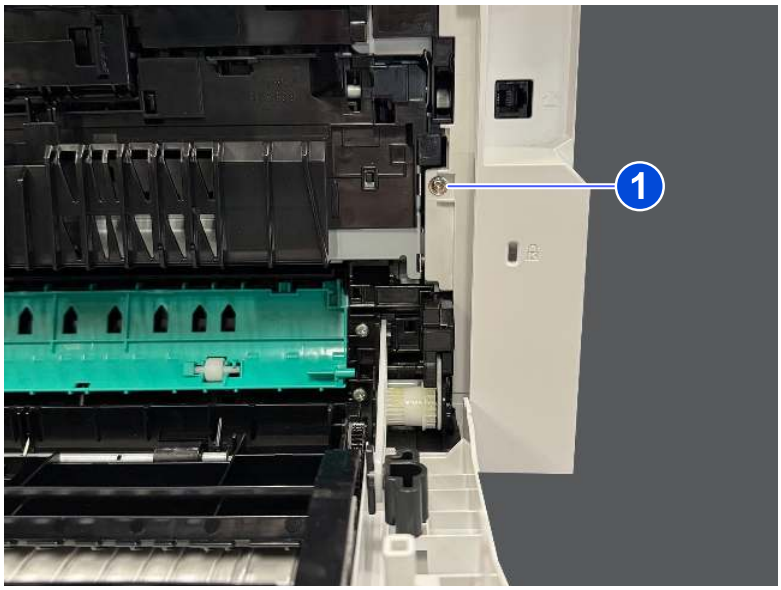


7. Remove the left cover (MFP)

Follow these steps to remove the left cover.

1. Remove one screw and free the ground wire (callout 1).

Figure 4-879 Remove ground screw



2. Perform the following:

- Place the printer on its right side so that the left side is the face up.

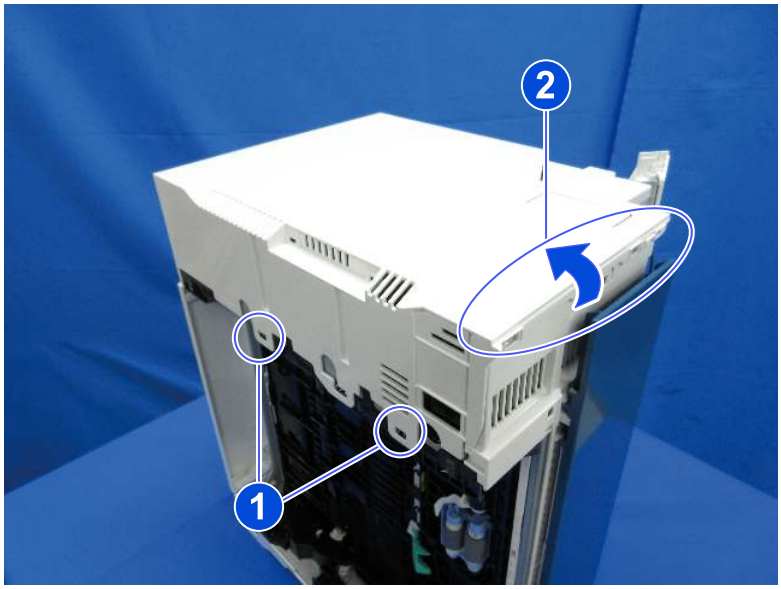
IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

- Release three tabs (callout 1).
- Pull the front part of the left cover (callout 2) in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

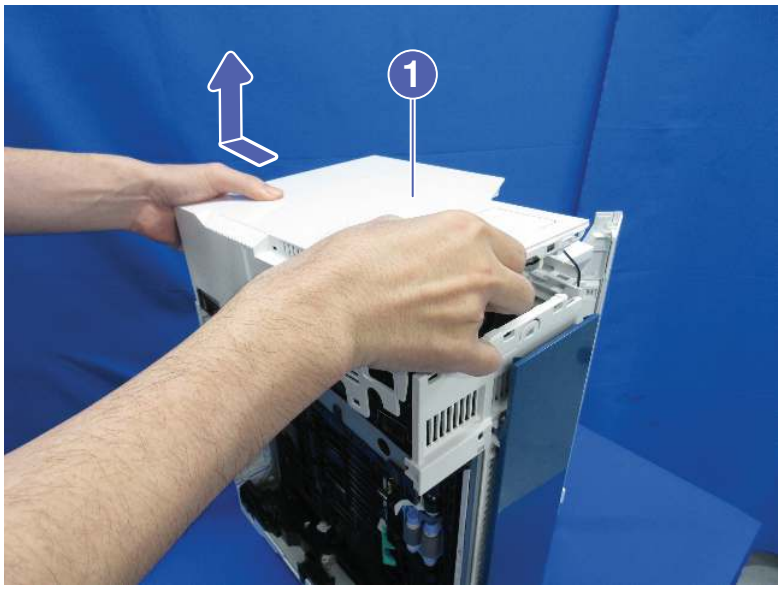
TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket.

Figure 4-880 Release cover tabs



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

Figure 4-881 Remove the cover

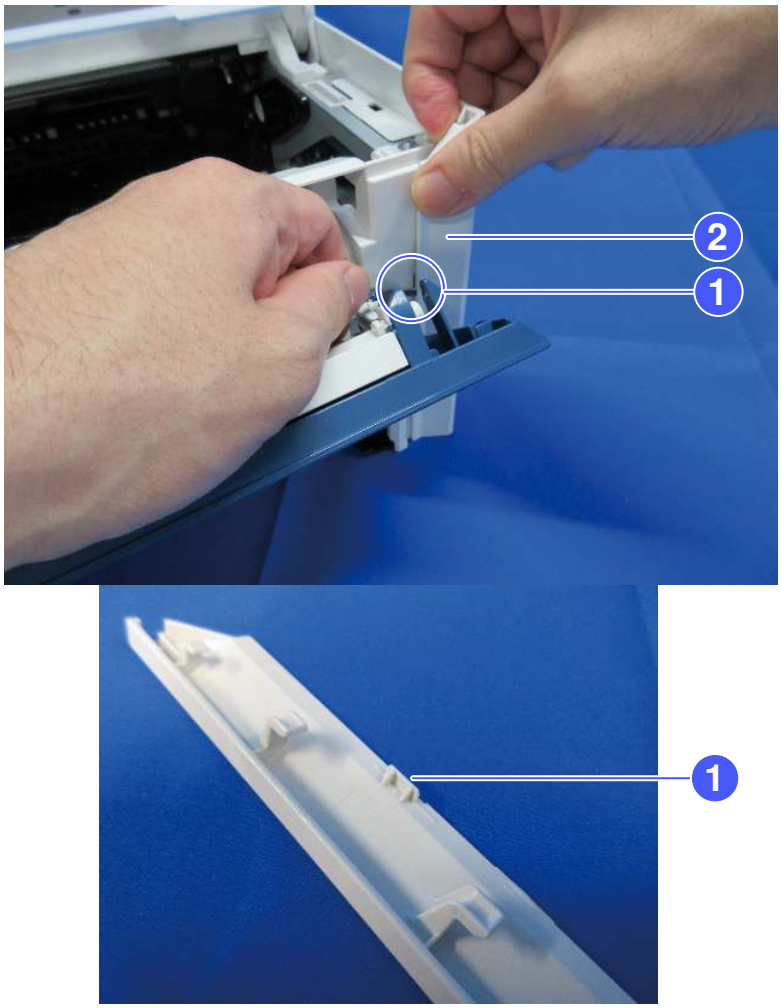


8. Remove the right front cover

Follow these steps to remove the right front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) then slide the cover up and off of the printer.

Figure 4-882 Remove right front cover



NOTE: The notch on the left cover is in the same place as on the right side.

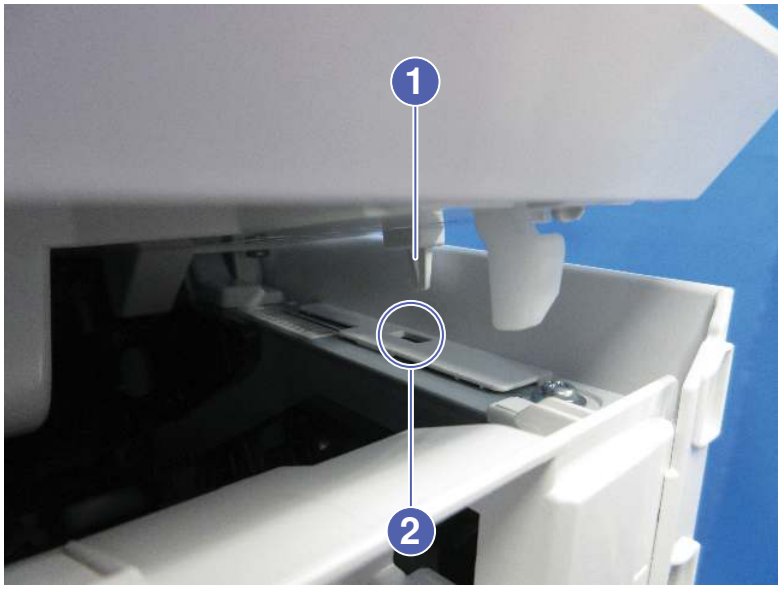
9. Remove the right cover (MFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-883 Ensure the cartridge door is open



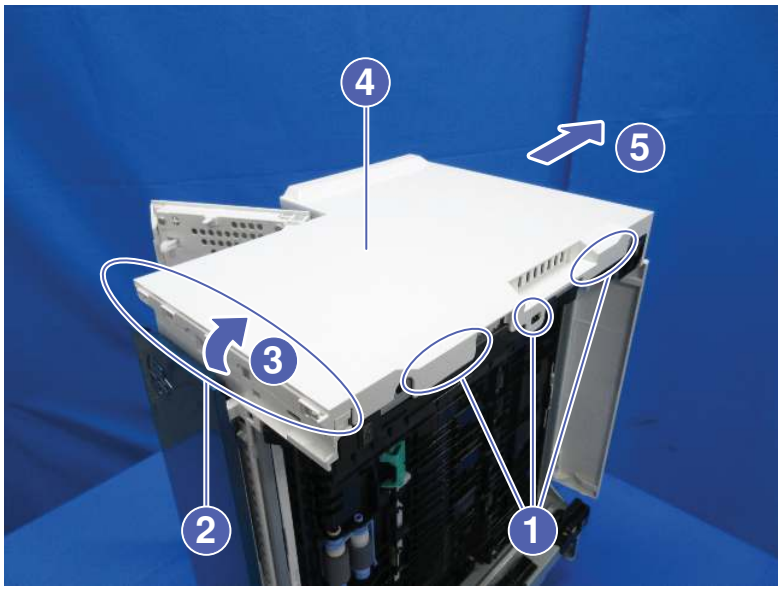
2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

3. Perform the following:
   - Release three tabs (callout 1).
   - The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
   - Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. You cannot slide the cover without tilting the cover up slightly.

Figure 4-884 Remove cover



10. Remove the top cover (MFP)

Follow these steps to remove the top cover.

1. While lowering one tab (callout 1) downward, the door link (callout 2) is removed by sliding in the arrow direction.

NOTE: The door link is loose after it is detached from the door and can fall off the link arm which it is connected. Note how the door link arm attaches to the link arm on the side of the printer for installation.

Figure 4-885 Release door link

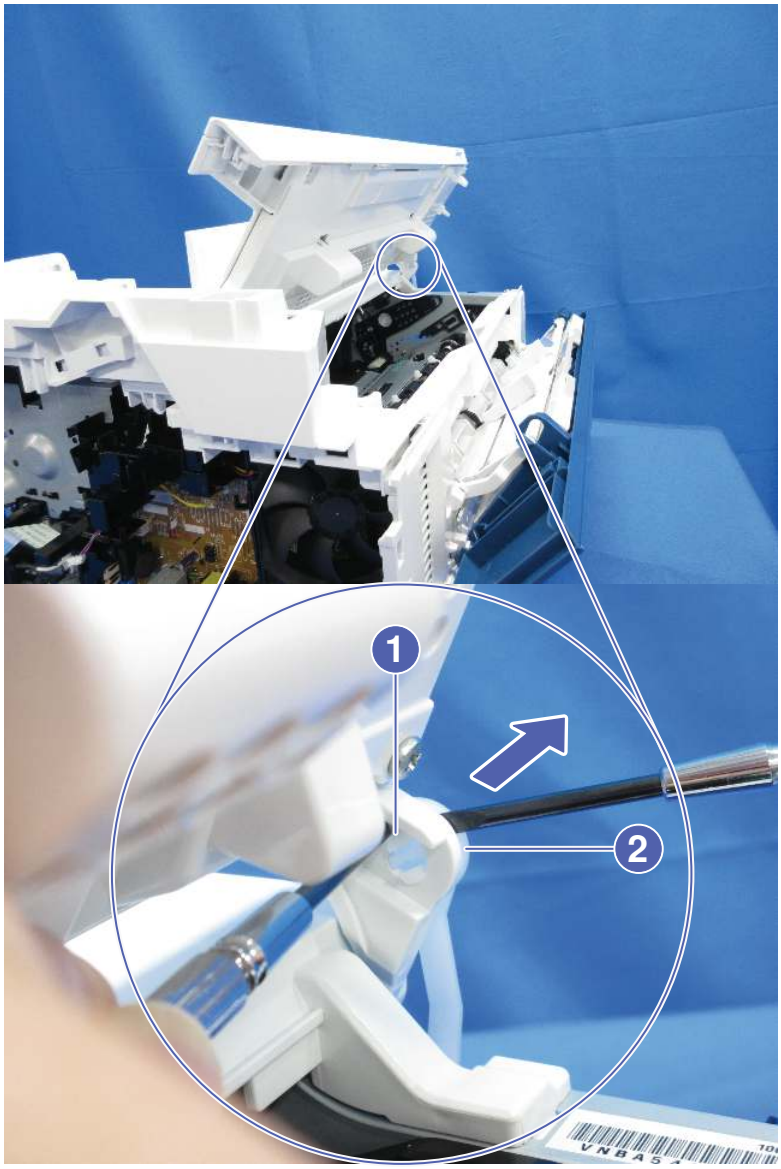
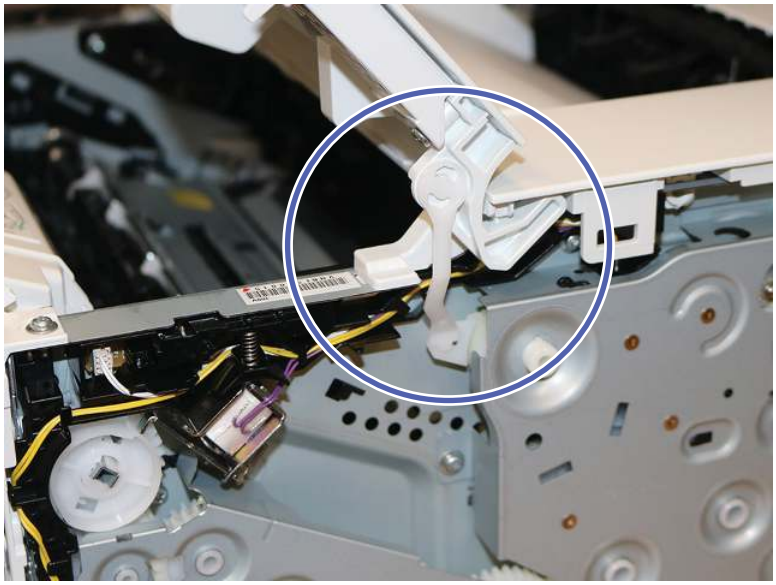
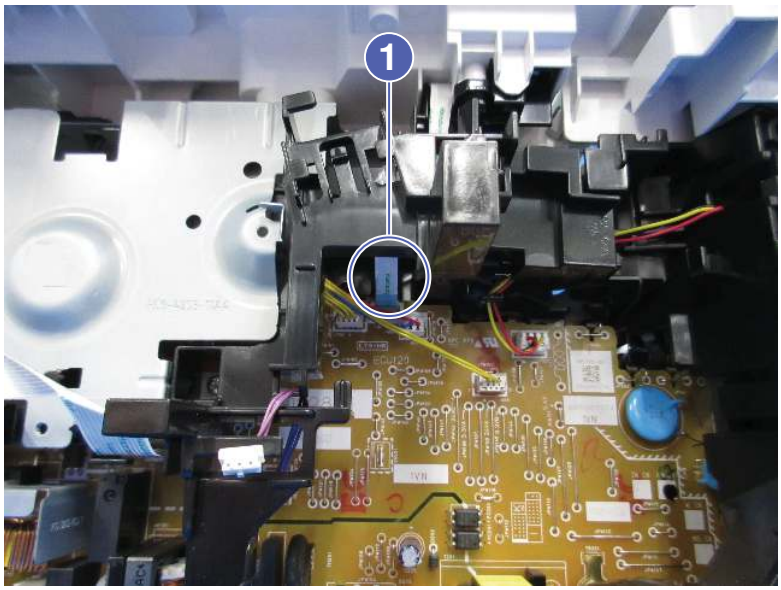


Figure 4-886 Outside view of the door arm link



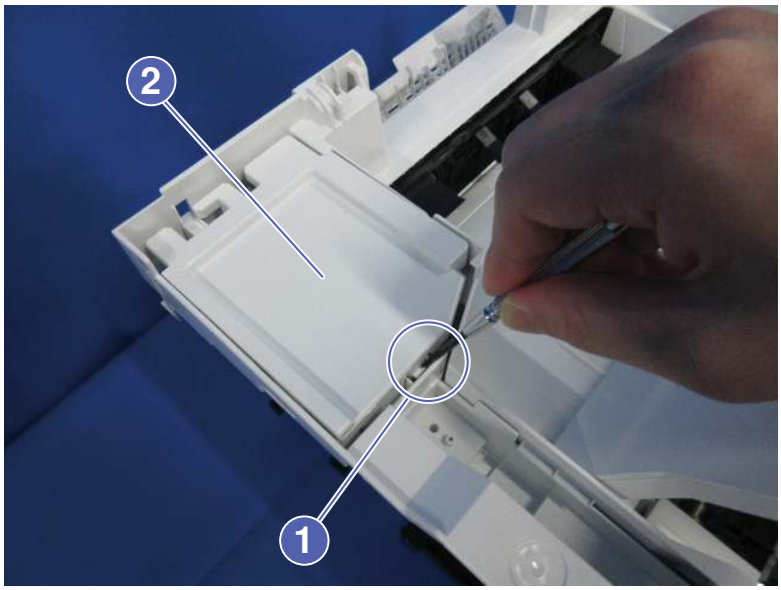
2. On the left side of the printer, remove the FFC (callout 1).

Figure 4-887 Remove FFC



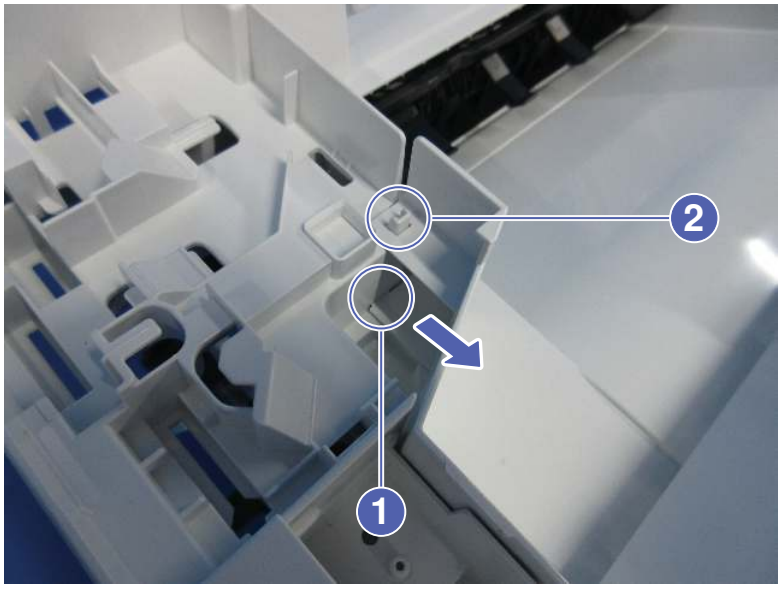
3. Release one tab (callout 1), then remove the FFC cover (callout 2).

Figure 4-888 Remove FFC cover



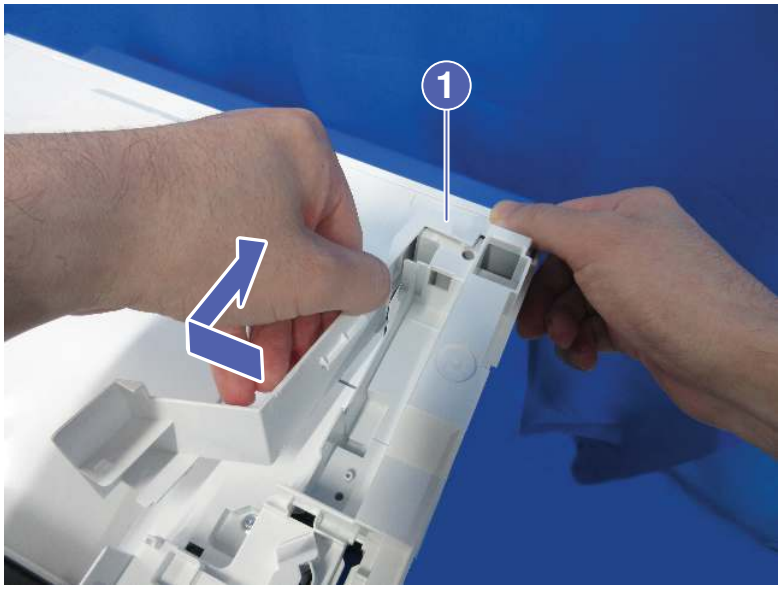
4. Disengage one alignment boss (callout 1) in the direction of the arrow, then release one alignment boss (callout 2).

Figure 4-889 Release boss



5. Close the cartridge door assembly, then remove the left inner pillar cover (callout 1) by moving it in the direction of the arrow.

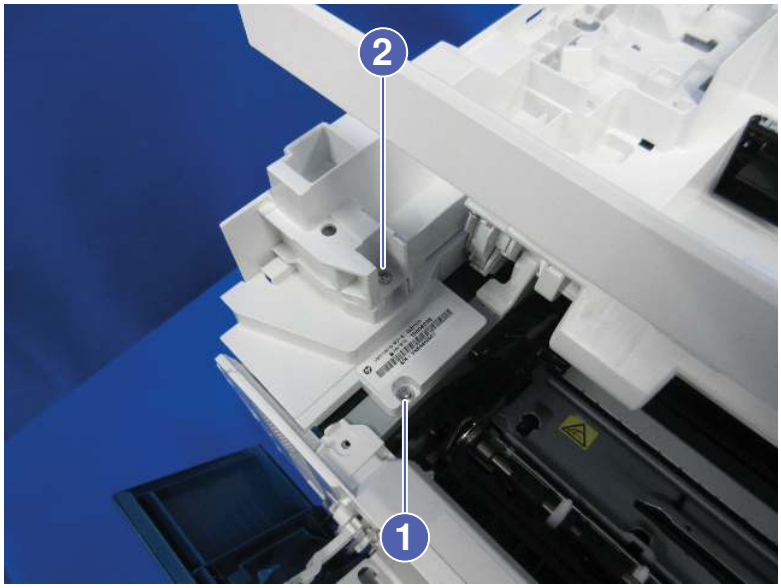
Figure 4-890 Remove inner left pillar



6. Perform the following:

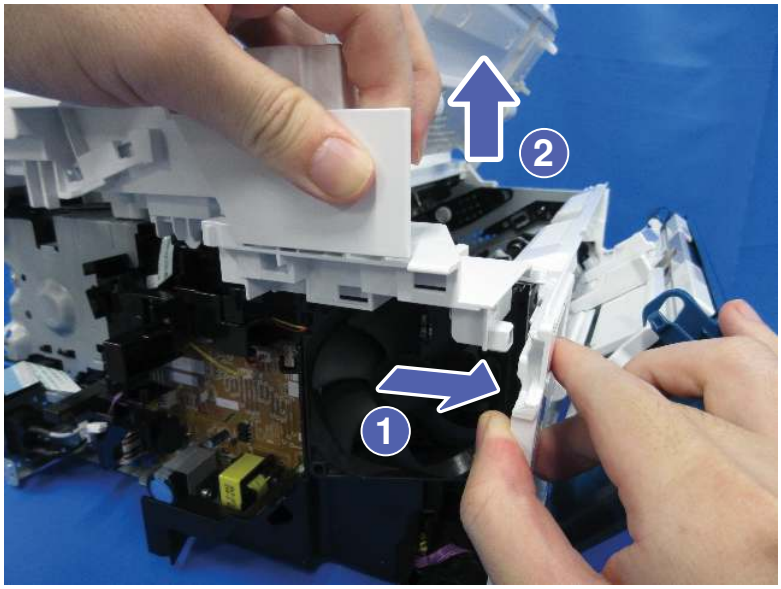
- Open the cartridge door assembly.
- Remove one M3x8 screw (callout 1).
- Remove one M3x10 screw (callout 2).

Figure 4-891 Remove screws



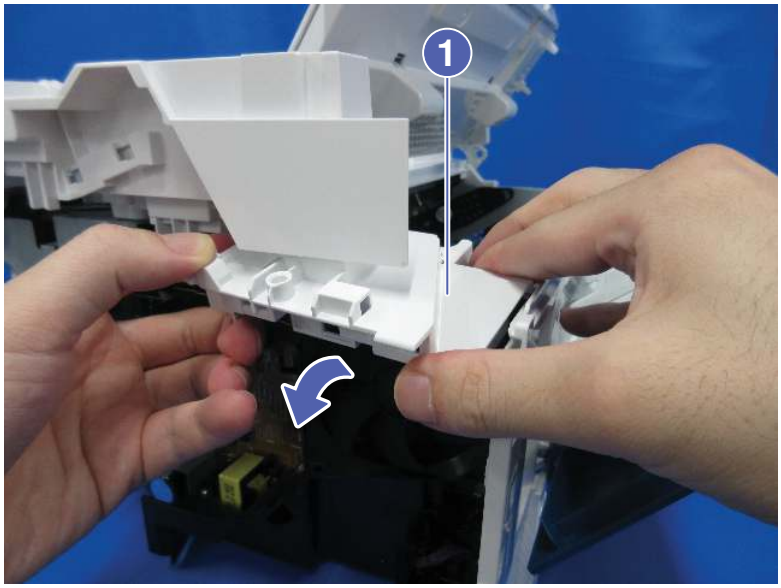
7. Pull the front cover assembly (callout 1) in the arrow direction, then pull the top cover assembly up in the arrow (callout 2) direction.

Figure 4-892 Release top cover



8. Pull the left pillar cover (callout 1) in the direction of the arrow to remove it.

Figure 4-893 Remove left pillar cover



9. Remove one screw (callout 1).

Figure 4-894 Remove the screw



10. Remove one screw (callout 1).

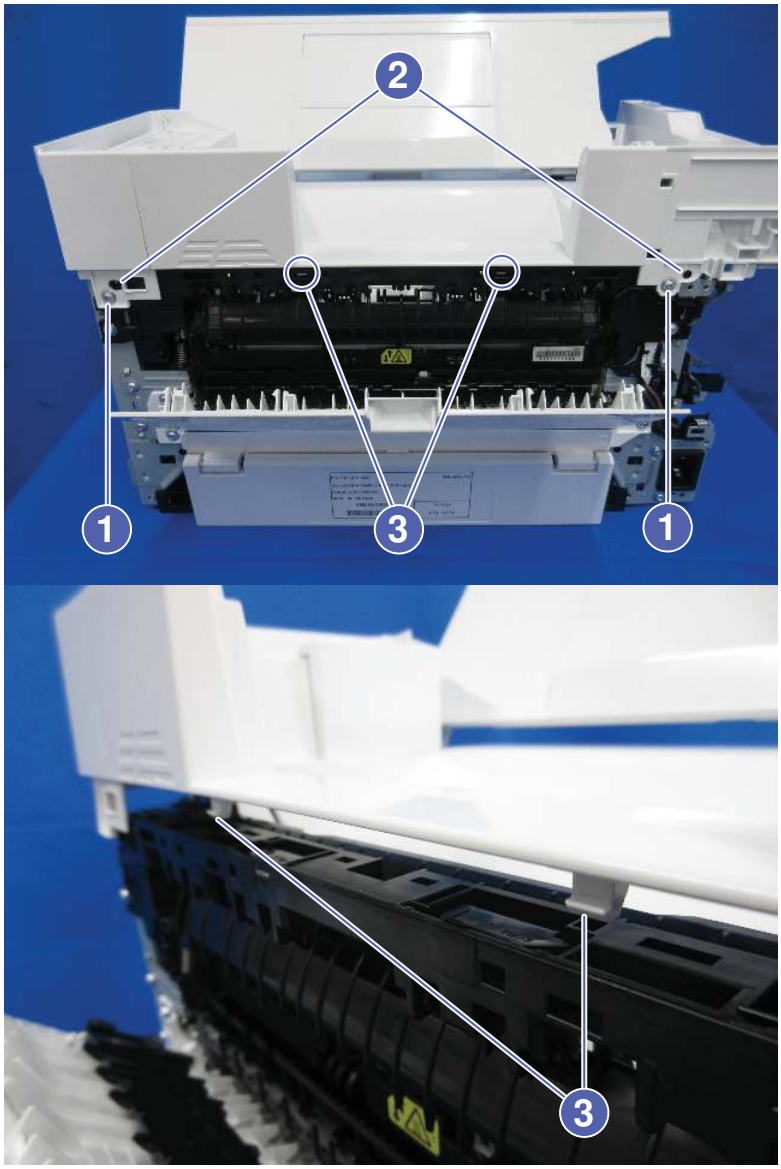
Figure 4-895 Remove screw



11. Perform the following:

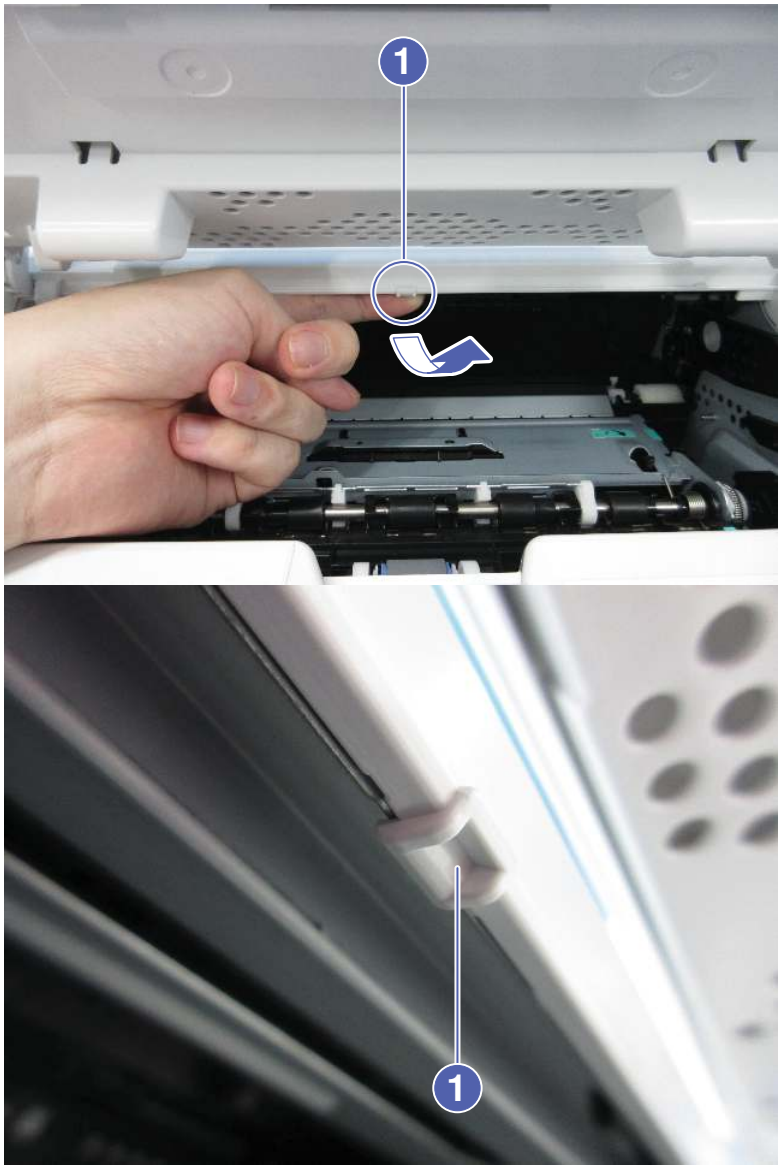
- Remove two screws (callout 1).
- Release two bosses (callout 2).
- Release two tabs (callout 2).

Figure 4-896 Remove screws and release tabs



12. Lifting the rear of the top cover, release one tab (callout 1) by pulling forward in the direction of the arrow.

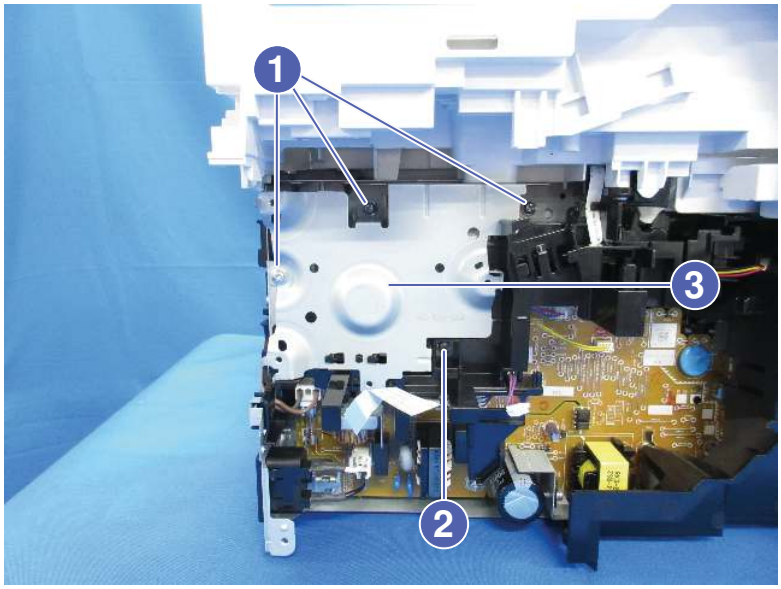
Figure 4-897 Release tab



13. Perform the following:

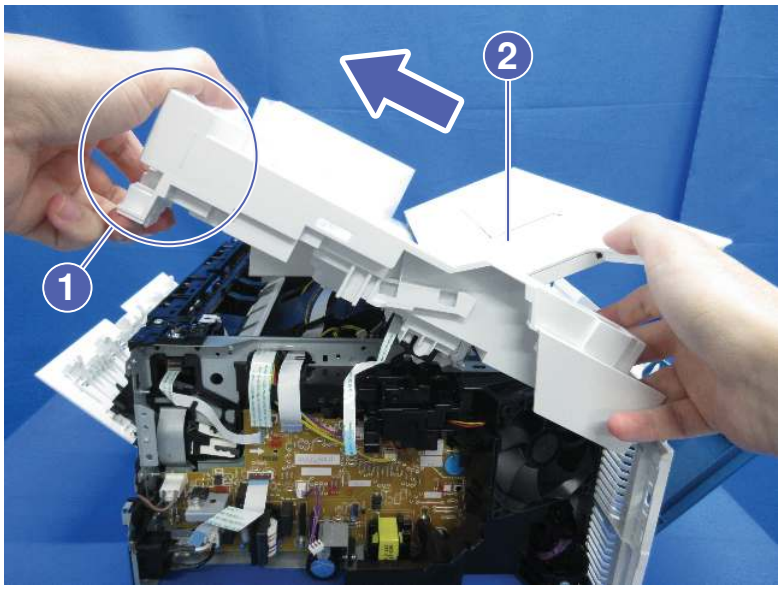
- Remove three screws (callout 1).
- Remove one screw with washer (callout 2).
- Remove the formatter stay (callout 3).

Figure 4-898 Remove formatter stay



14. Lift the rear part (callout 1) of the top cover assembly, then slide the top cover (callout 2) in the direction of the arrow to remove it.

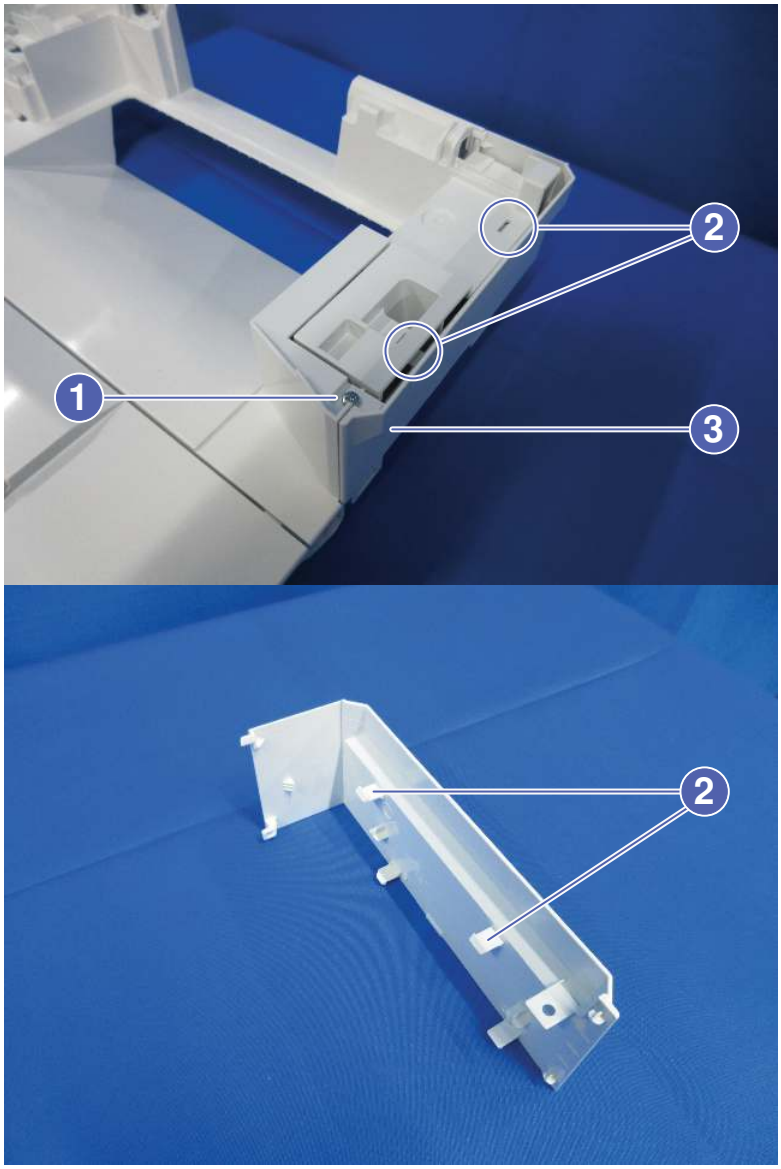
Figure 4-899 Remove cover



15. Perform the following:

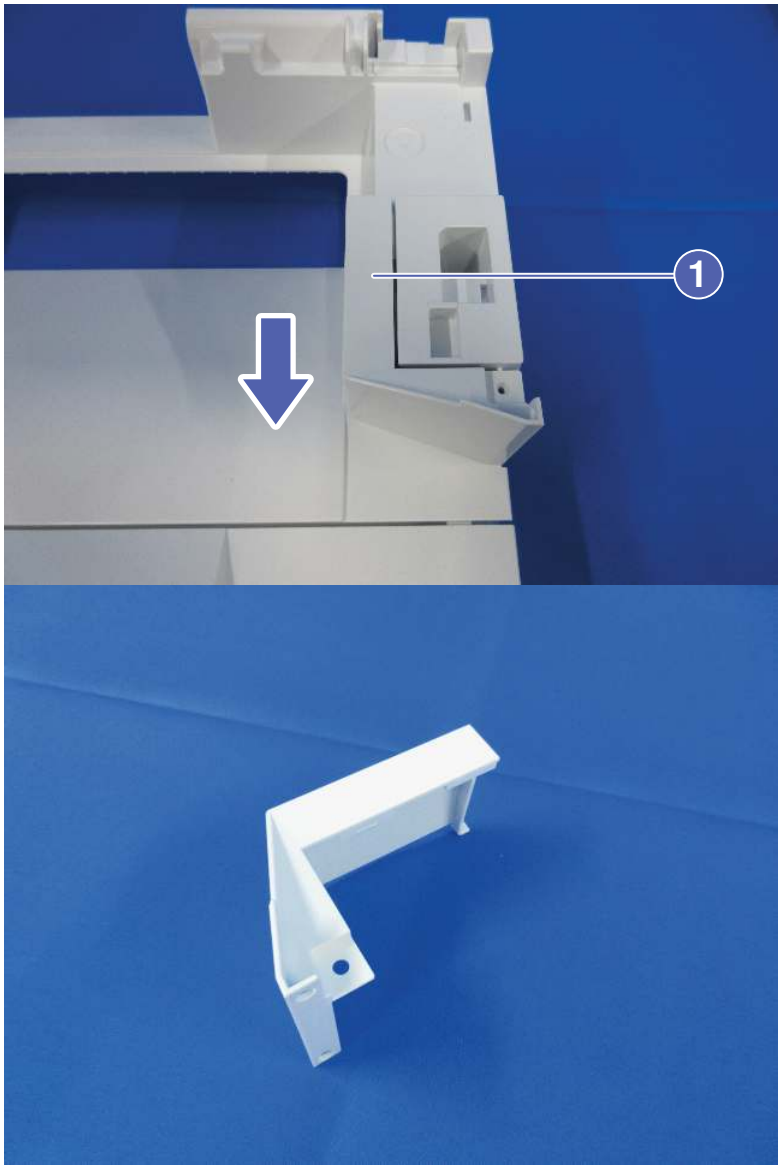
- Remove one screw (callout 1).
- Release two tabs (callout 2).
- Remove the right pillar cover (callout 3).

Figure 4-900 Remove pillar cover



16. While lifting the rear end (callout 1) of the right inner pillar cover, the right inner pillar cover (callout 2) is pulled in the direction of an arrow to be removed.

Figure 4-901 Remove pillar cover

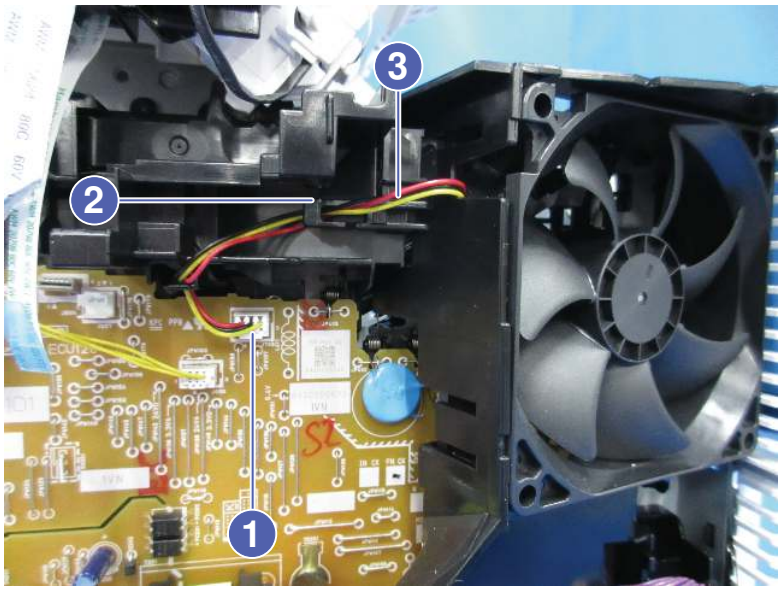


11. Remove the fan (FM1)

Follow these steps to remove the fan (FM1).

1. Disconnect one cable (callout 1). Remove cable (callout 3) from cable guide (callout 2).

Figure 4-902 Release the cable

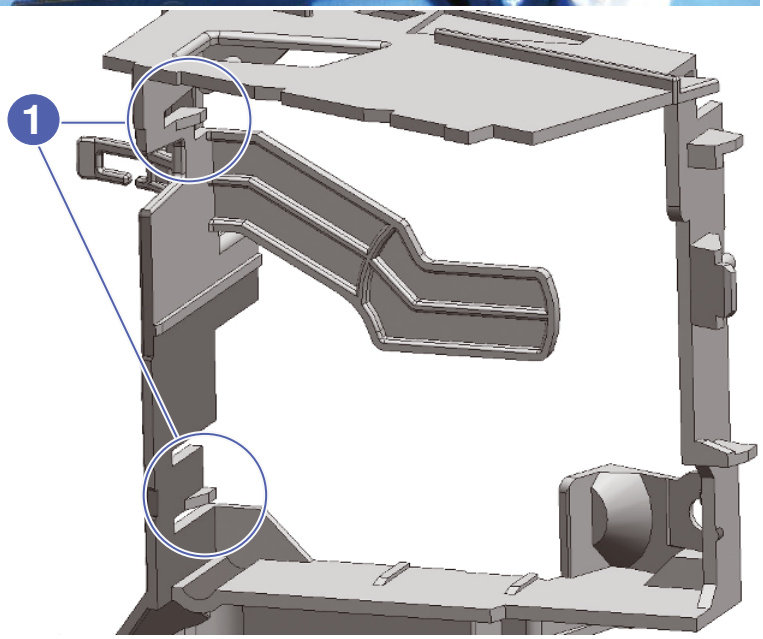


2. Bend the two tabs (callout 1) in the direction of the arrow and pull out the fan (callout 2).

   Place a small flat-tip screwdriver into the top slot to release the tab. It is hard to see the tab. Reference the drawing in the image.

Figure 4-903 Remove the fan from the housing





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: Fax PCA (MFP)

Learn how to remove and replace the fax printed circuit assembly (PCA).

Mean time to repair: 12 minutes

Service level: Easy

Before performing service

WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2, and then remove the toner cartridge.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-44 Part information

Part number	Part description
W1A78-67906	Fax PCA kit (AA)
W1A78-67907	Fax PCA kit (EURO)
W1A78-67908	Fax PCA kit (Brazil)
W1A78-67909	Fax PCA kit (BBU)

Required tools

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

Post service test

Make sure that toner cartridge door correctly opens and closes.

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

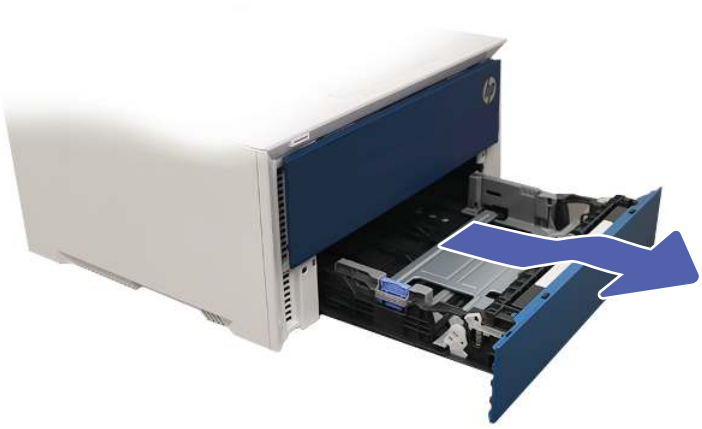
If possible, send a fax to the printer.

1. Remove Tray 2 and open printer

Follow these steps.

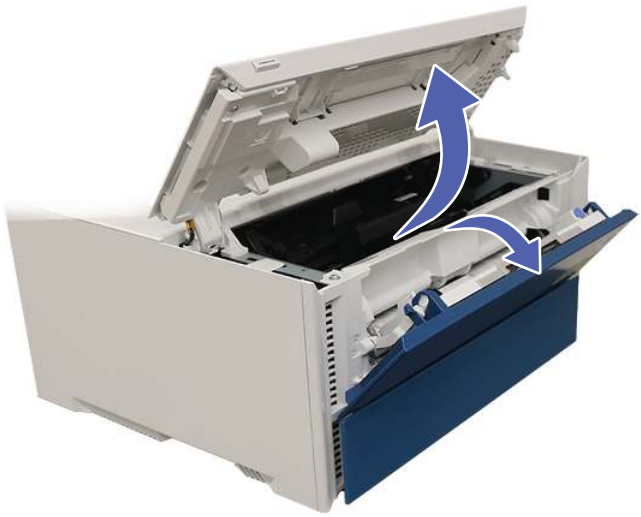
1. Remove Tray 2.

Figure 4-904 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

   Open toner cartridge door and Tray 1

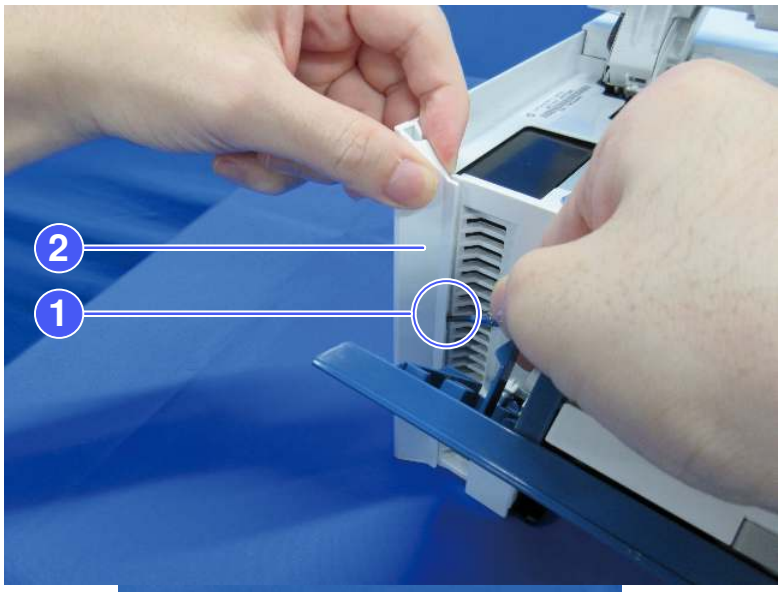


2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-905 Remove front left cover



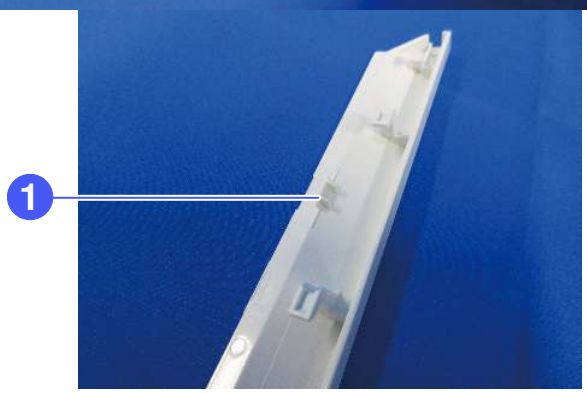


Figure 4-906 Close up of notch for screwdriver

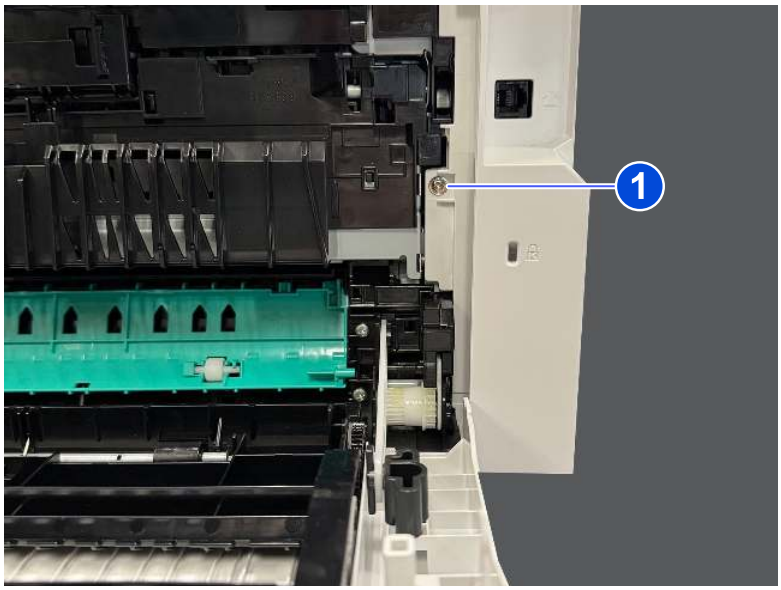


3. Remove the left cover (MFP)

Follow these steps to remove the left cover.

1. Remove one screw and free the ground wire (callout 1).

Figure 4-907 Remove ground screw



2. Perform the following:

- Place the printer on its right side so that the left side is the face up.

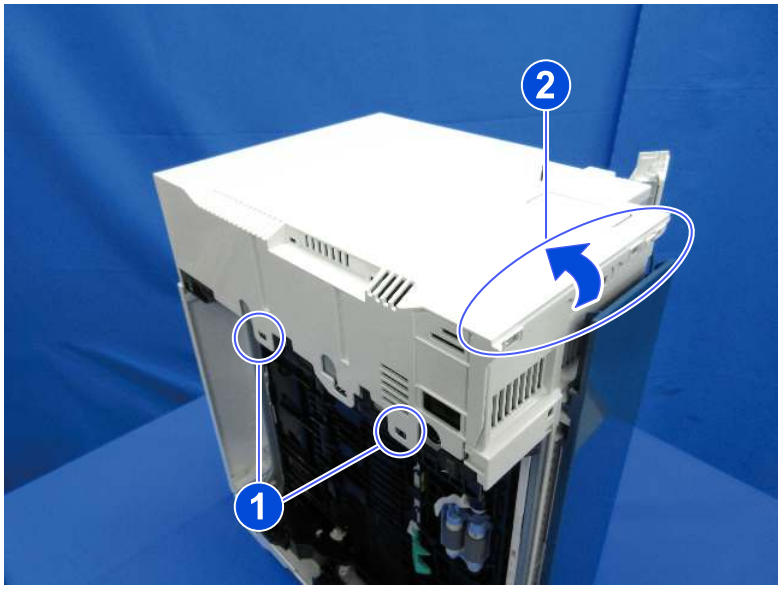
IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

- Release three tabs (callout 1).
- Pull the front part of the left cover (callout 2) in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

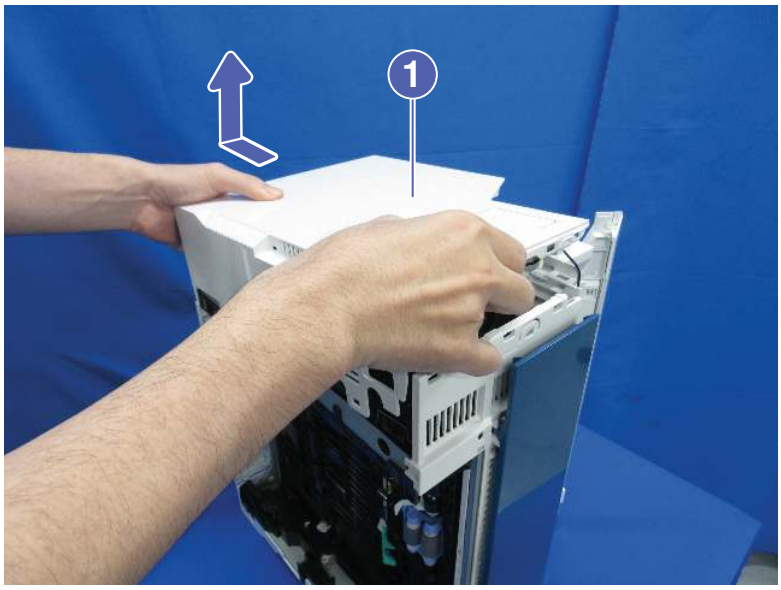
TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket.

Figure 4-908 Release cover tabs



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

Figure 4-909 Remove the cover

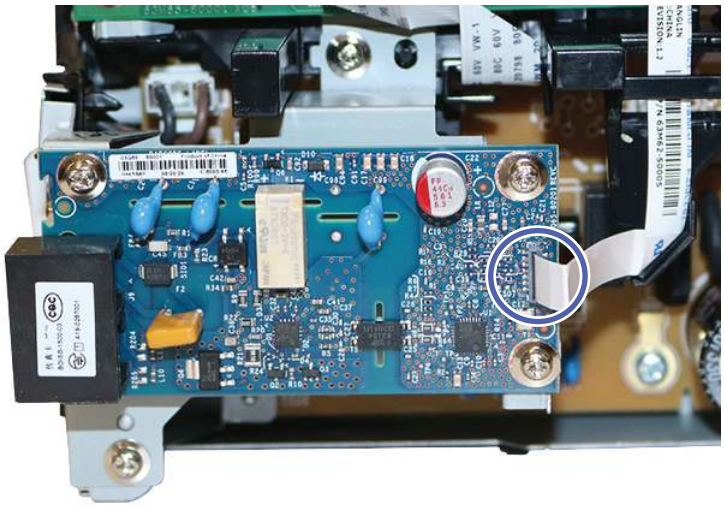


4. Remove the fax PCA and cable (Fax models only)

Follow these steps to remove the fax PCA and cable (Fax models only).

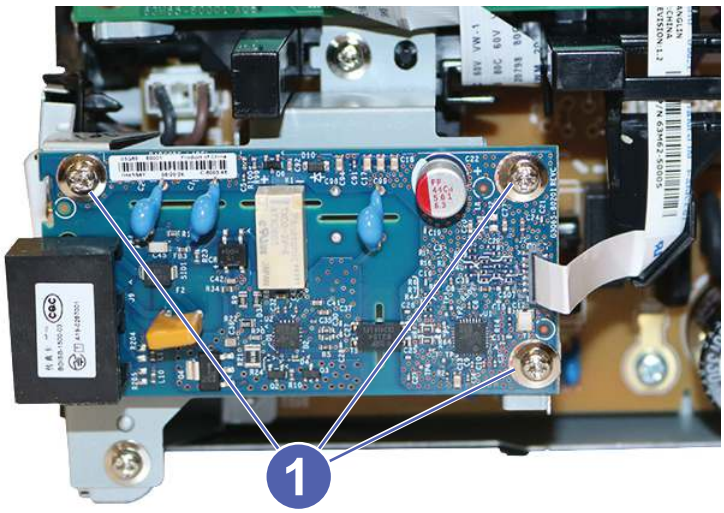
1. Disconnect one FFC (callout 1) from the fax PCA.

Figure 4-910 Disconnect the FFC



2. Remove three screws (callout 1), then remove the Fax PCA.

Figure 4-911 Remove three screws



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: Walk up USB port (MFP models only)

Learn how to remove and replace the USB port.

Mean time to repair: 11 minutes

Service level: Easy

Before performing service

WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2, and then remove the toner cartridge.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-45 Part information

Part number	Part description
63M63-50003	WU-USB Cable (Overmold)

Required tools

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

Post service test

Make sure that toner cartridge door correctly opens and closes.

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

Print a job from the walkup USB PCA.

1. Remove Tray 2 and open printer

Follow these steps.

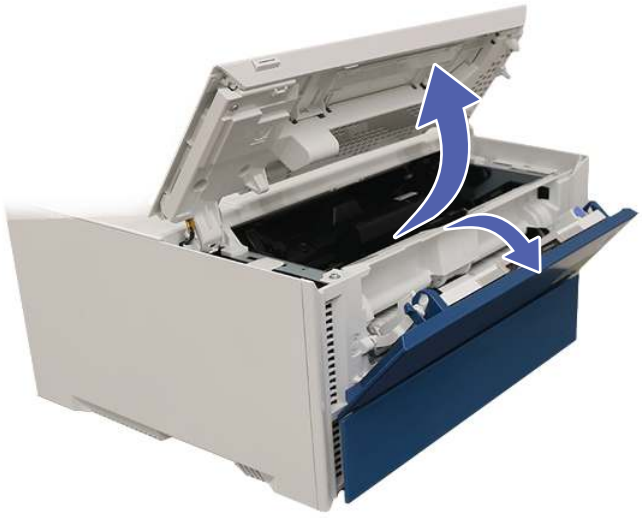
1. Remove Tray 2.

   Figure 4-912 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

   Open toner cartridge door and Tray 1



2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-913 Remove front left cover

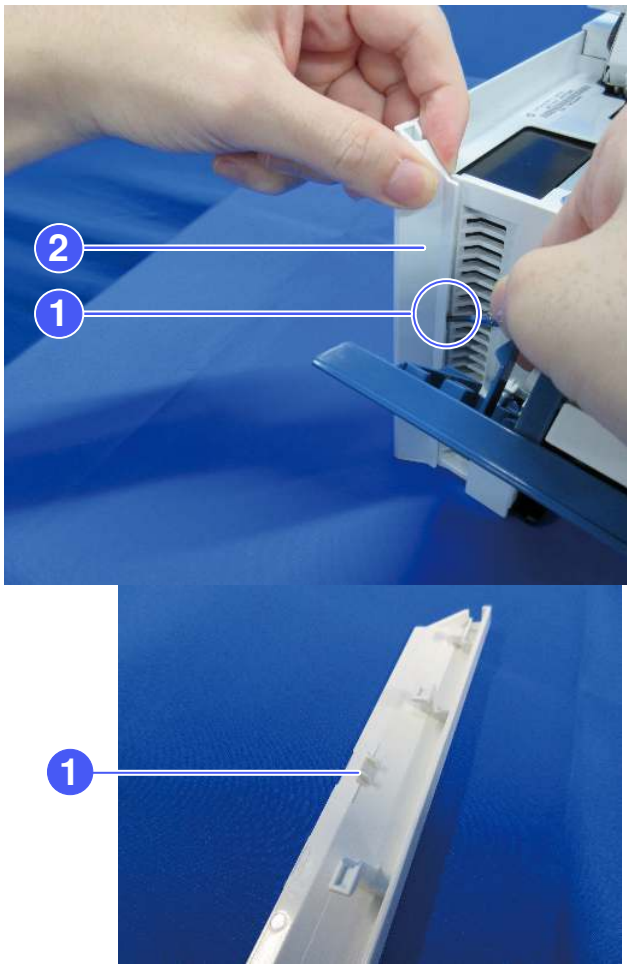


Figure 4-914 Close up of notch for screwdriver

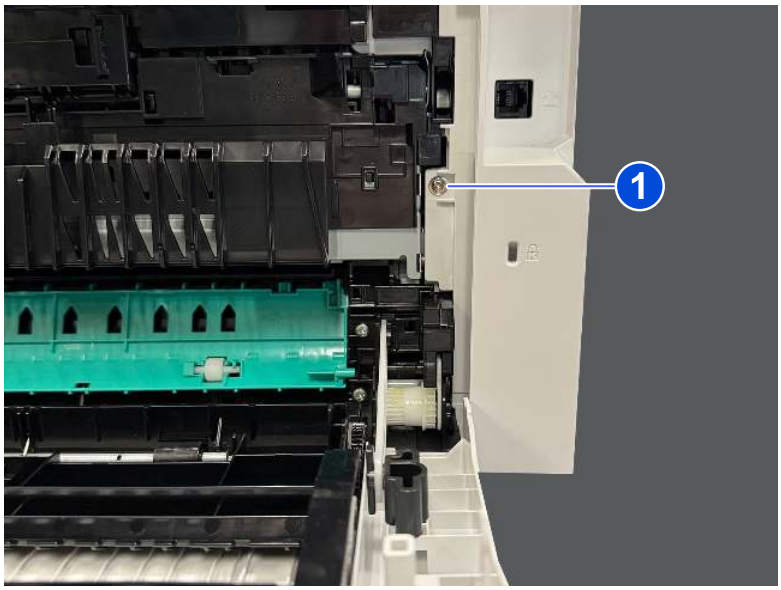


3. Remove the left cover (MFP)

Follow these steps to remove the left cover.

1. Remove one screw and free the ground wire (callout 1).

Figure 4-915 Remove ground screw



2. Perform the following:

- Place the printer on its right side so that the left side is the face up.

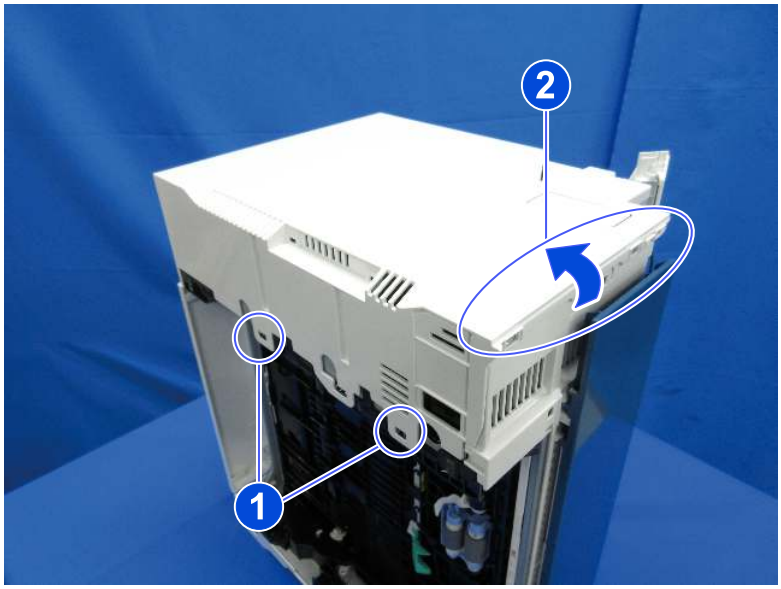
IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

- Release three tabs (callout 1).
- Pull the front part of the left cover (callout 2) in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

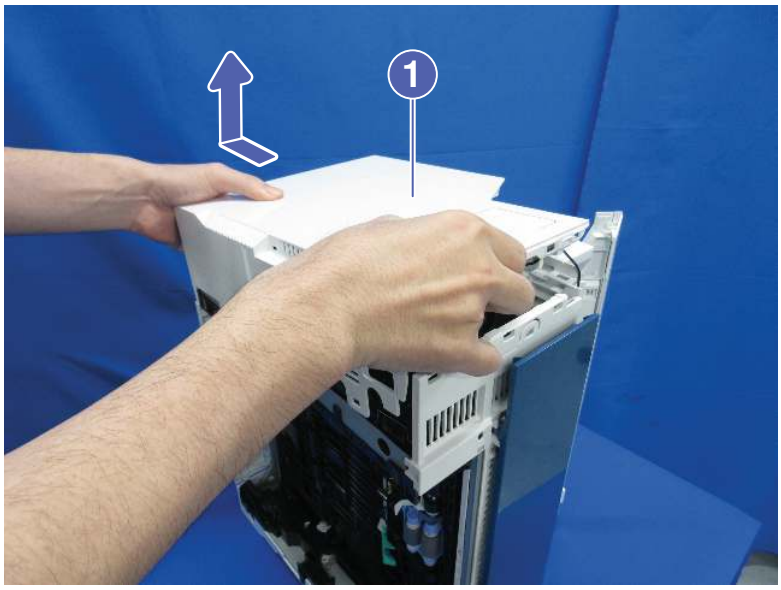
TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket.

Figure 4-916 Release cover tabs



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

Figure 4-917 Remove the cover

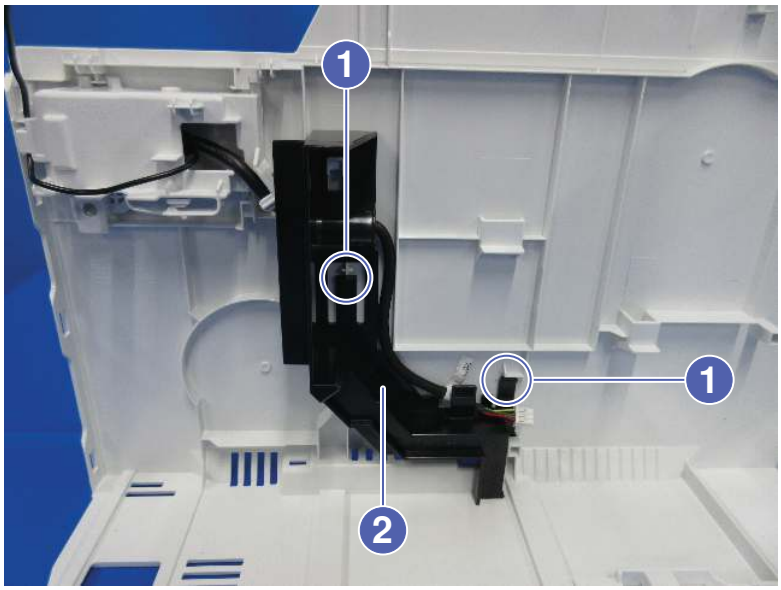


4. Remove the USB port and cable (MFP)

Follow these steps to remove the USB port and cable (MFP).

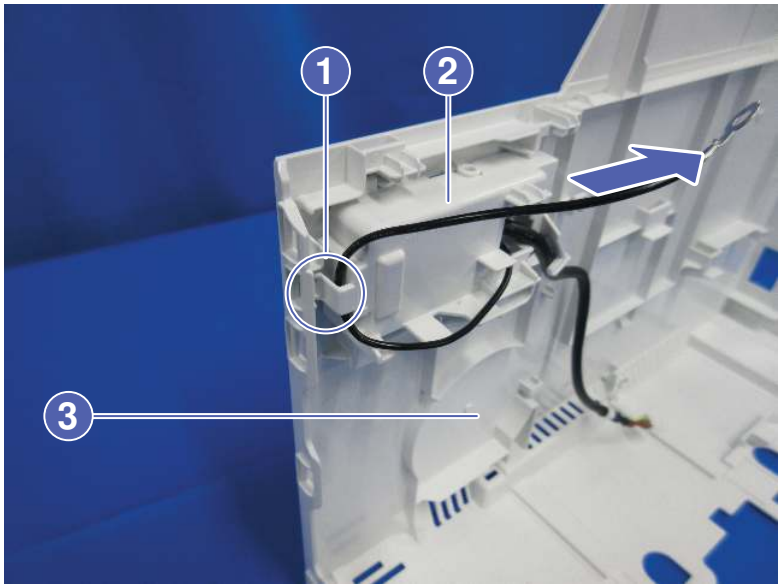
1. Remove the cable guide (callout 2) by sliding upward while removing two tabs (callout 1).

Figure 4-918 Remove the cover



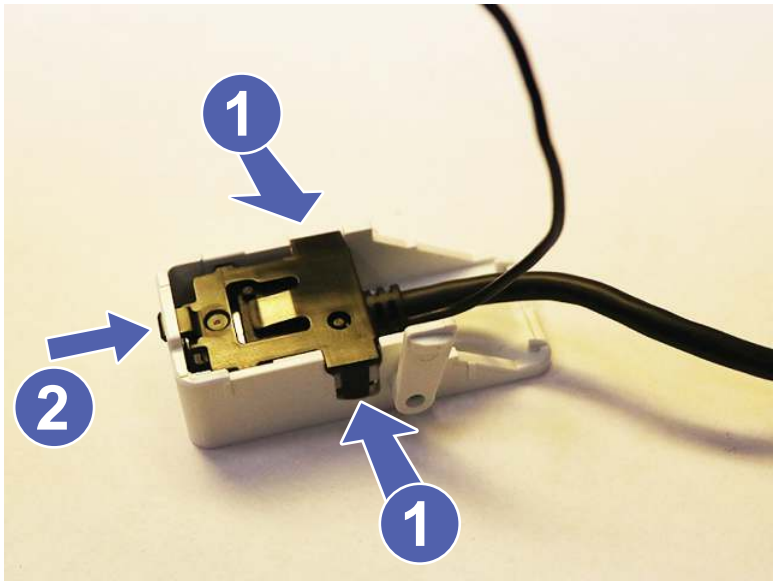
2. Release one tab (callout 1). Slightly lift the USB assembly (callout 2) and slide in the direction of the arrow to remove it.

Figure 4-919 Remove the USB port



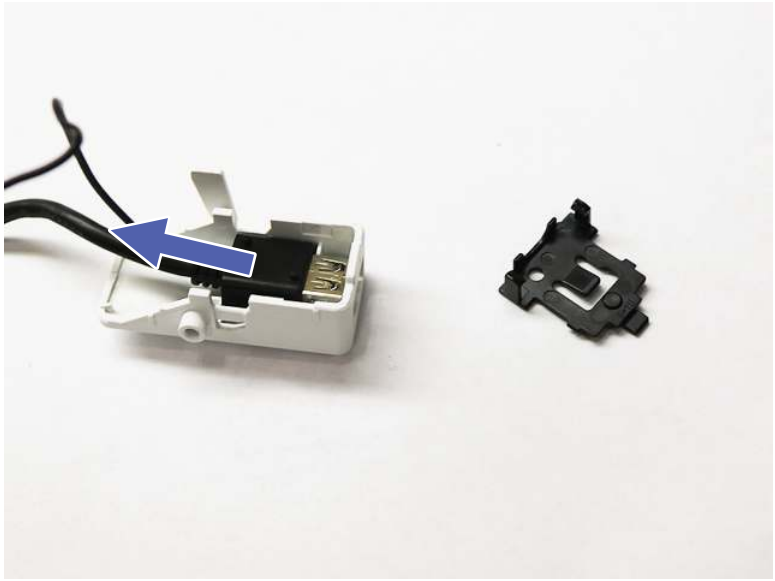
3. Separate the tabs on each side (callout 1) of the black clip and the slide in the direction of the arrow (callout 2) to remove it.

Figure 4-920 Remove the mute USB PCA



4. Remove the USB from the housing.

Figure 4-921 Remove the USB



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: Wireless PCA (SFP)

Learn how to remove and replace the Wireless PCA.

Mean time to repair: 14 minutes

Service level: Easy

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2, and then remove the toner cartridge.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-46 Part information

Part number	Part description
0960-5937	Wi-Fi Board
8X3D5-50001	Wi-Fi FFC (For SFP)

Required tools

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

Post service test

Make sure that toner cartridge door correctly opens and closes.

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

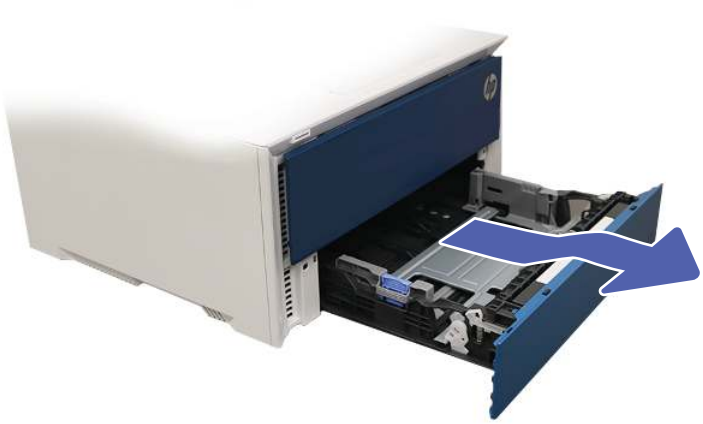
Print any pages necessary to make sure the printer is functioning correctly.

1. Remove Tray 2 and open printer

Follow these steps.

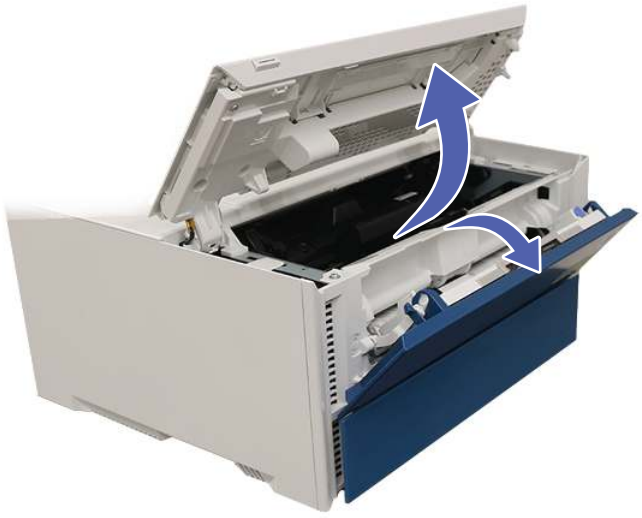
1. Remove Tray 2.

   Figure 4-922 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

   Open toner cartridge door and Tray 1

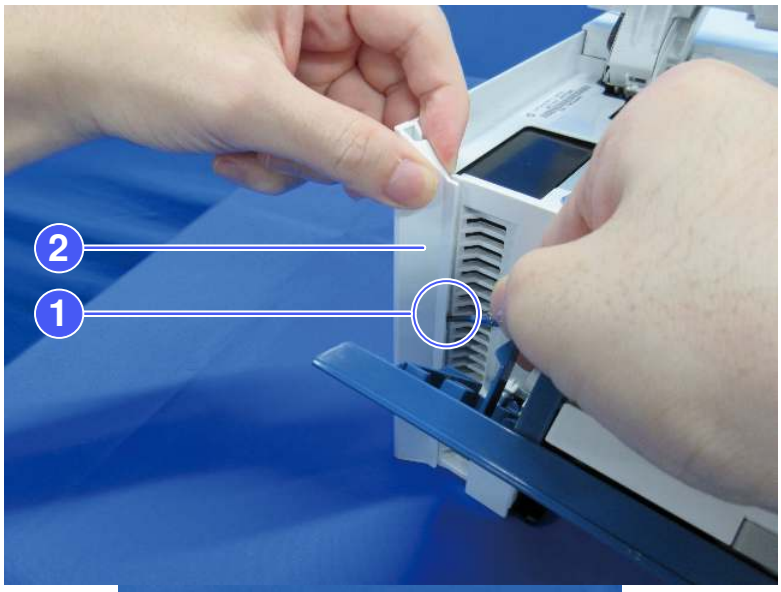


2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-923 Remove front left cover



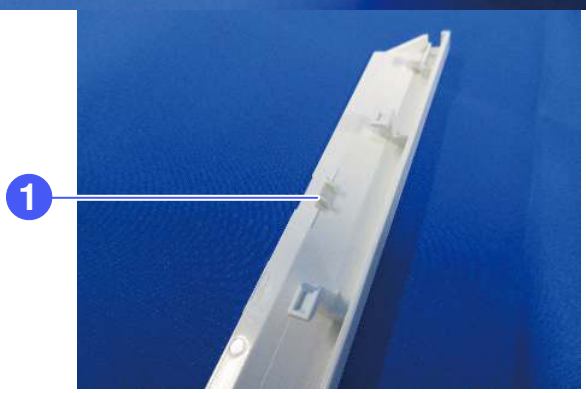


Figure 4-924 Close up of notch for screwdriver

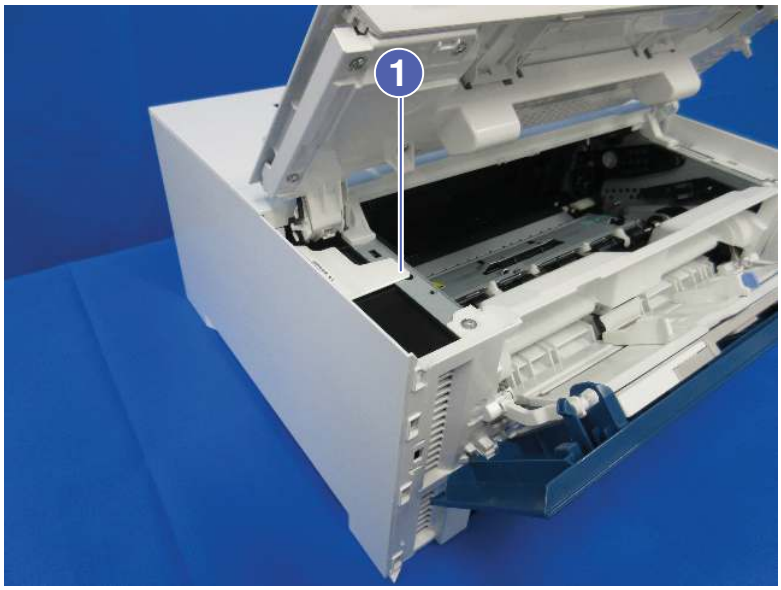


3. Remove the left cover (SFP)

Follow these steps to remove the left cover.

1. Release one tab (callout 1).

Figure 4-925 Release tab

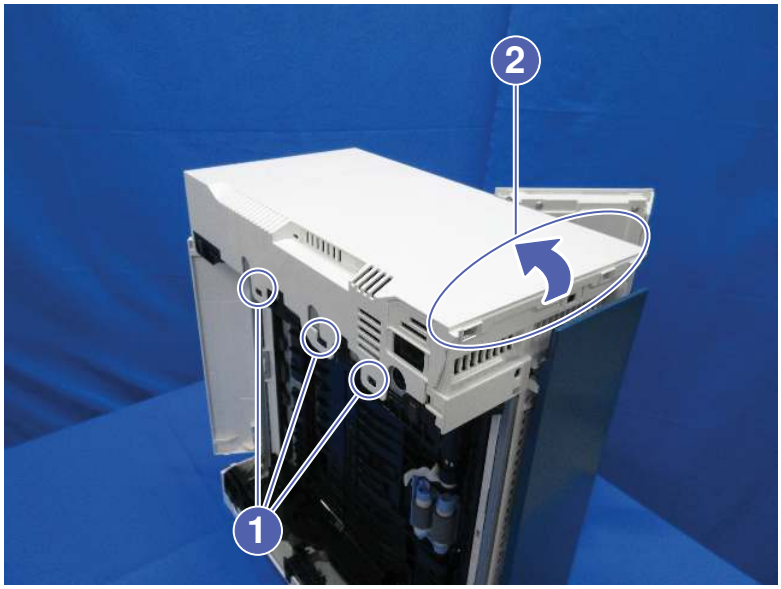


2. Perform the following:

   - For easier access, place the printer so that it is resting on the right side. The left side is now facing up.
   - Release three tabs (callout 1).
   - Pull the front part (callout 2) of the left cover in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

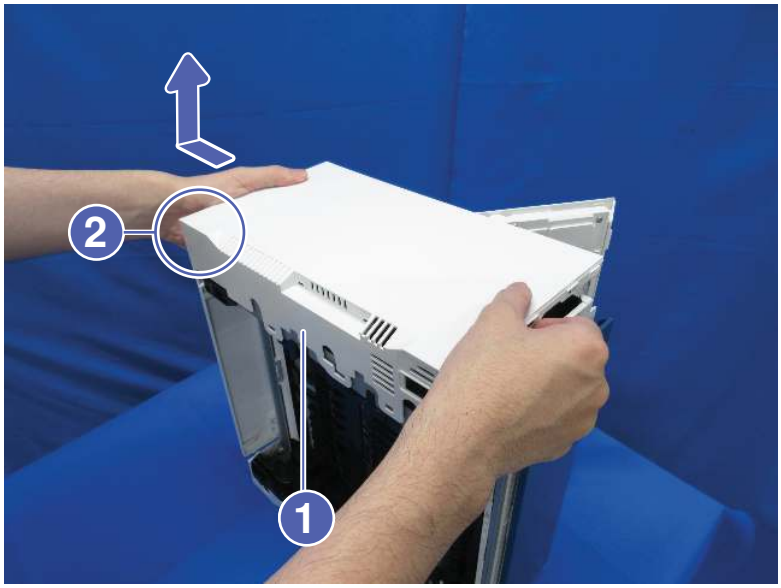
Figure 4-926 Release the left cover



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket (callout 2).

Figure 4-927 Remove left cover

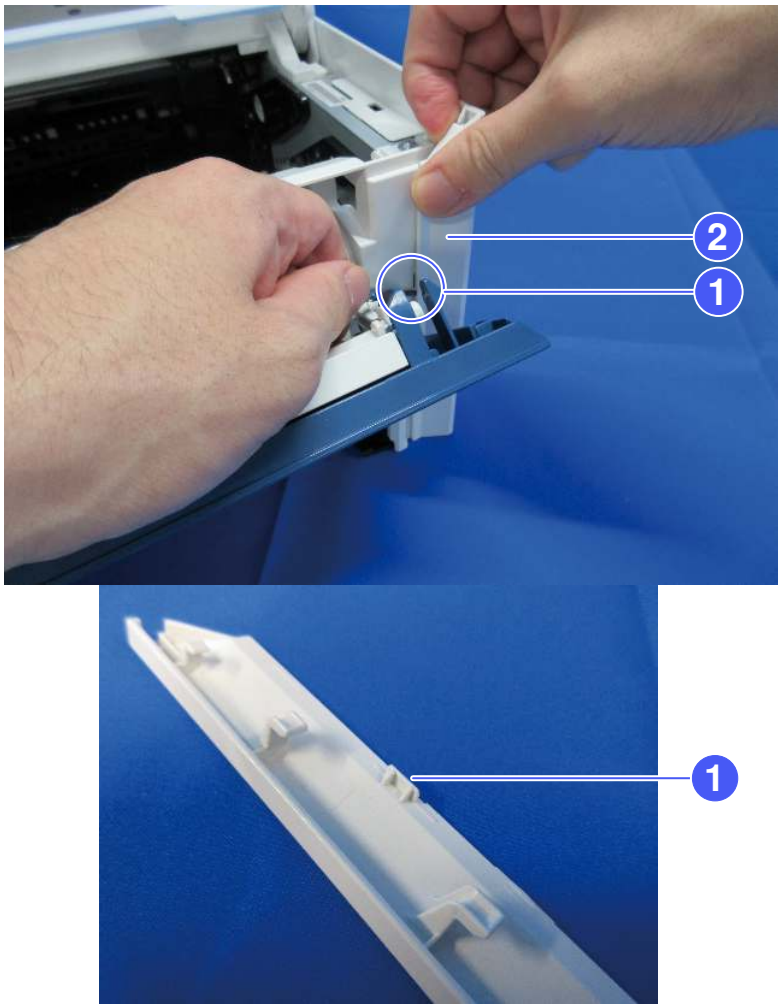


4. Remove the right front cover

Follow these steps to remove the right front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) then slide the cover up and off of the printer.

Figure 4-928 Remove right front cover



NOTE: The notch on the left cover is in the same place as on the right side.

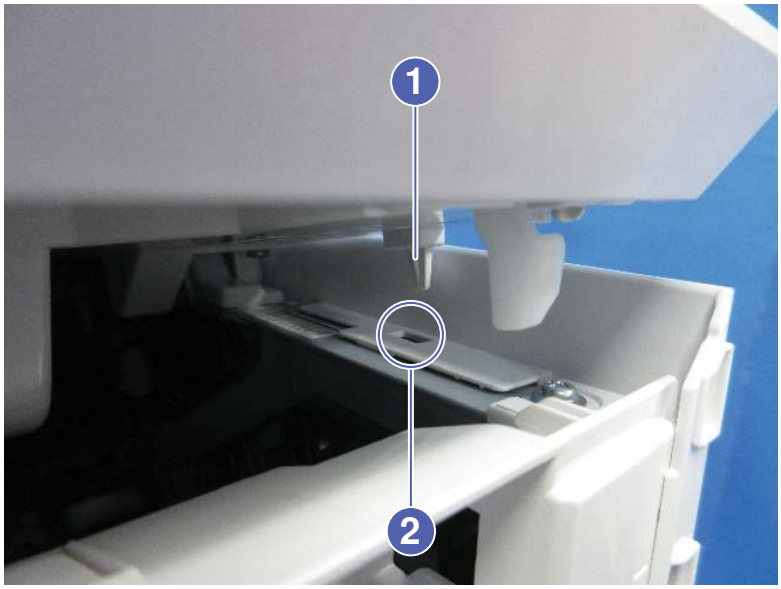
5. Remove the right cover (SFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

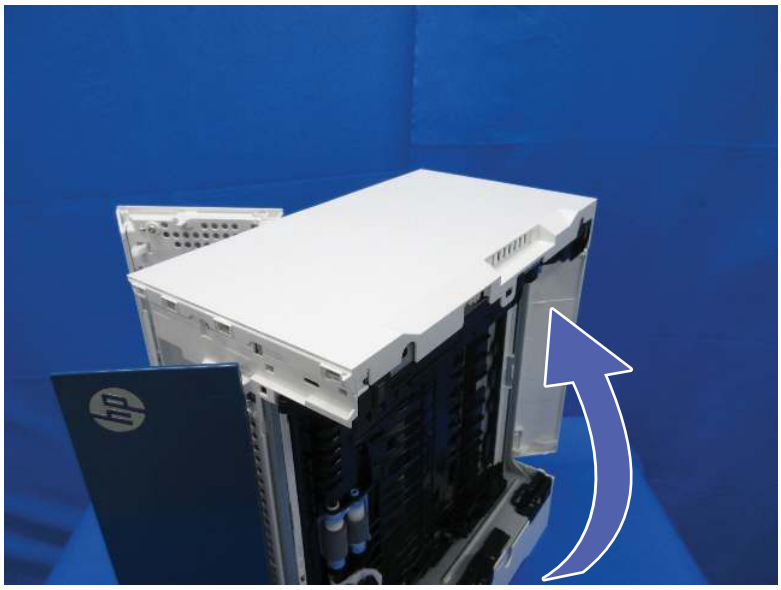
NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-929 Ensure the cartridge door is open



2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

Figure 4-930 Place printer on side

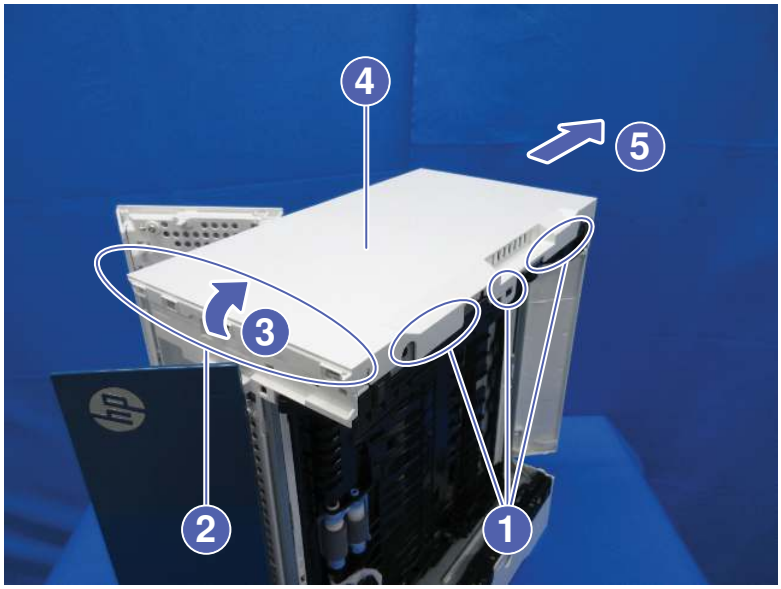


3. Perform the following:

   - Release three tabs (callout 1).
   - The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
   - Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. The cover will not slide without tilting the cover up slightly.

Figure 4-931 Remove right cover



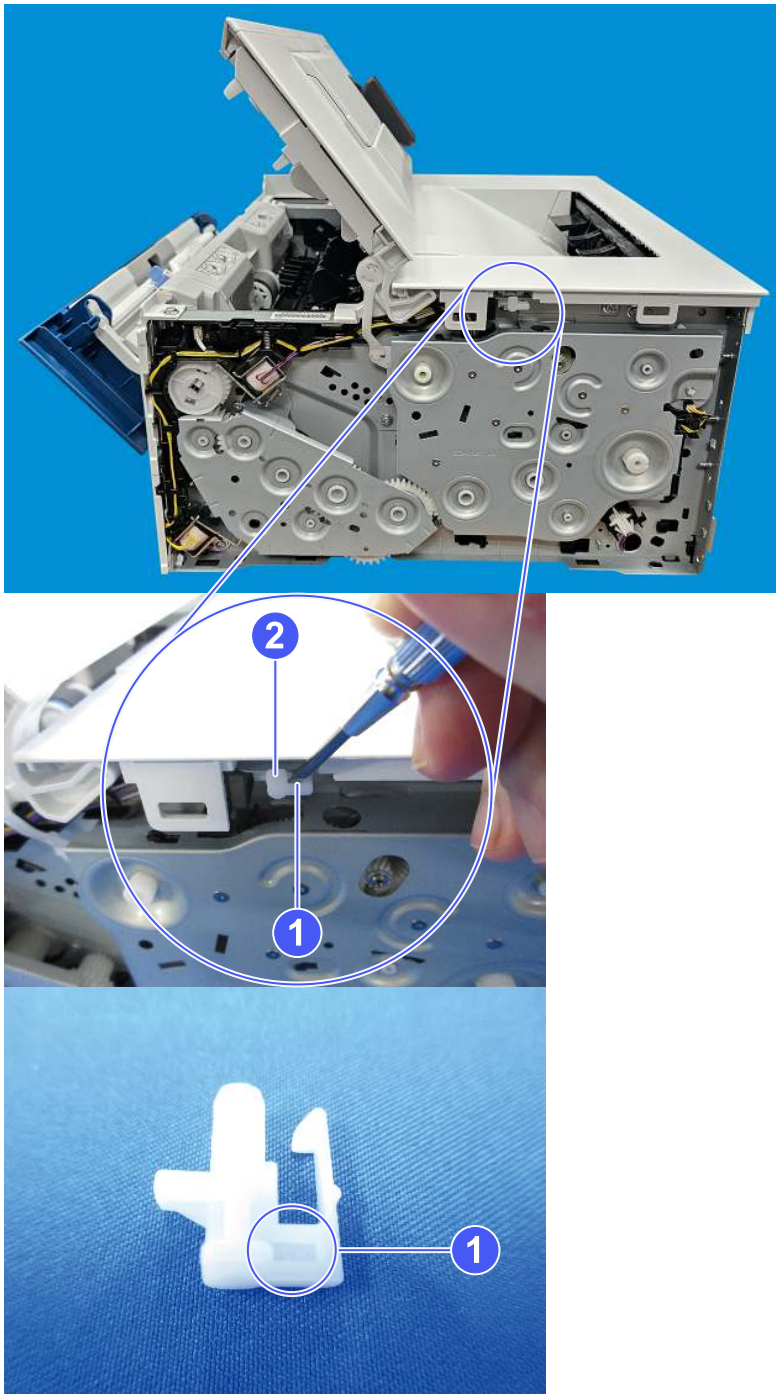
6. Remove the wireless PCA (SFP)

Follow these steps to remove the wireless PCA (SFP).

1. Press a small flat blade screwdriver against the recessed part (callout 1) of the lock pin and pull out the lock pin (callout 2).

IMPORTANT: This locking pin must be saved to install the service part.

Figure 4-932 Remove the locking pin



2. While lowering one tab (callout 1) downward, the door link (callout 2) is removed by sliding in the arrow direction.

NOTE: The door link is loose once detached from the door and can fall off the link arm it is connects to. Note how the door link arm attaches to the link arm on the side of the printer to reinstall.

Figure 4-933 Detach the link arm

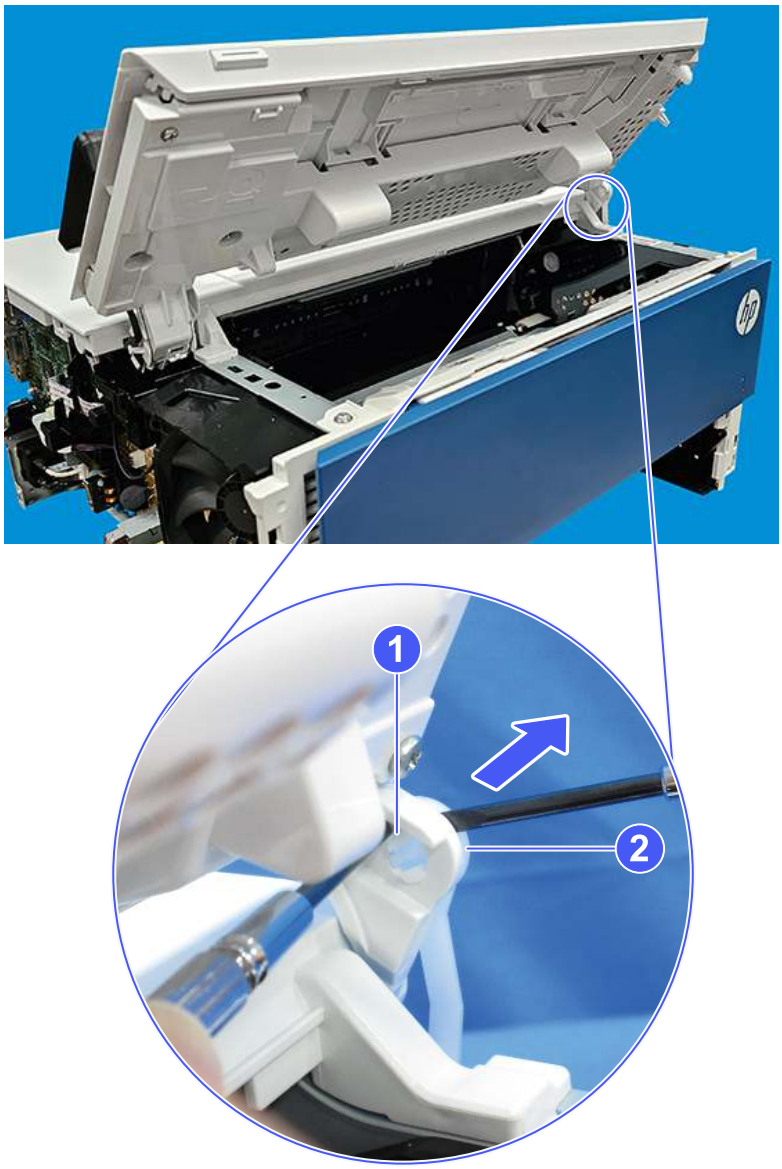
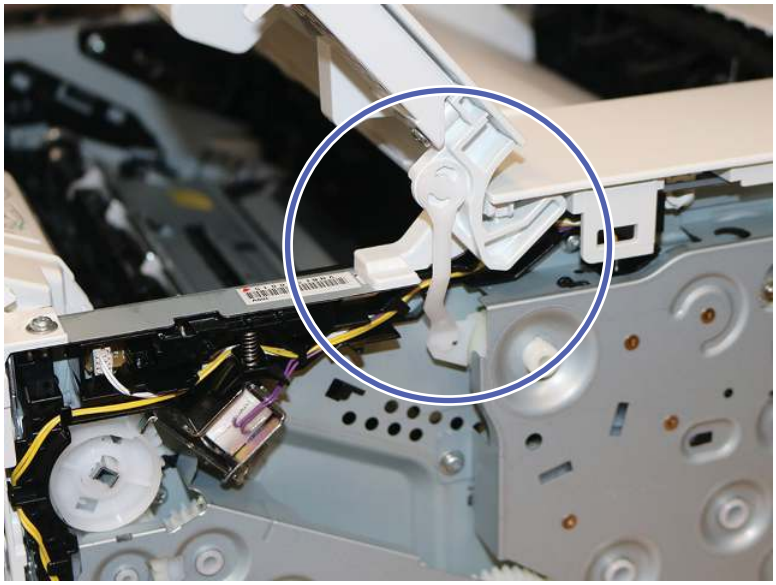
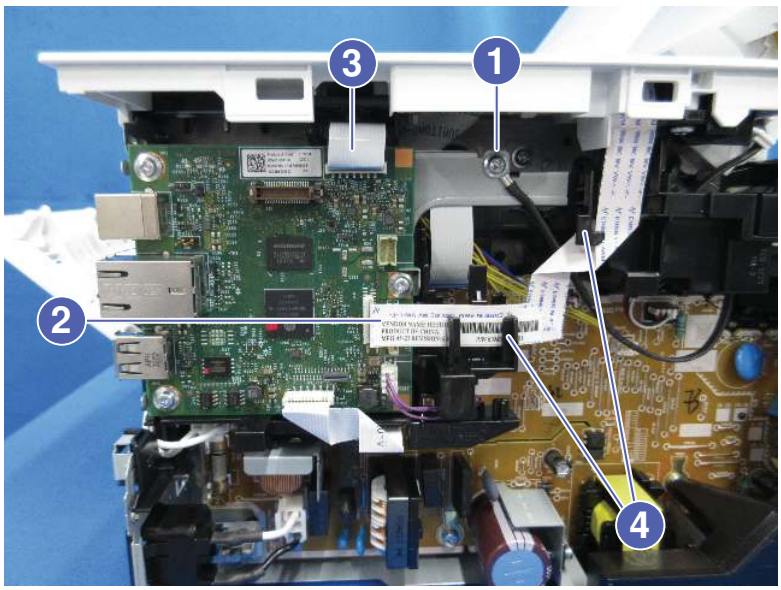


Figure 4-934 Outside view of the door arm link

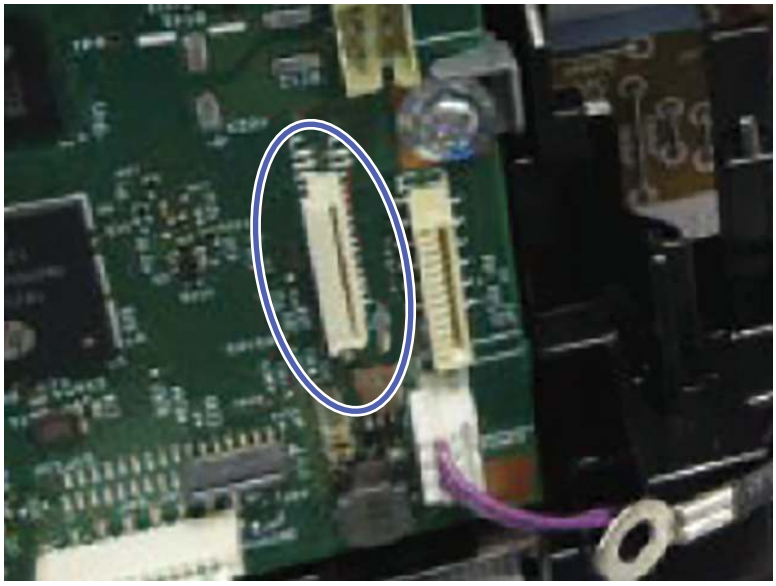


3. On the left side of the printer, perform the following:
   - Remove one screw (callout 1).
   - Remove the FFC (callout 2).
   - Remove the FFC (callout 3) (for Wireless model only).
   - Release the FFC (callout 2) from the cable guide (callout 4).

Figure 4-935 Remove the FFCs and ground

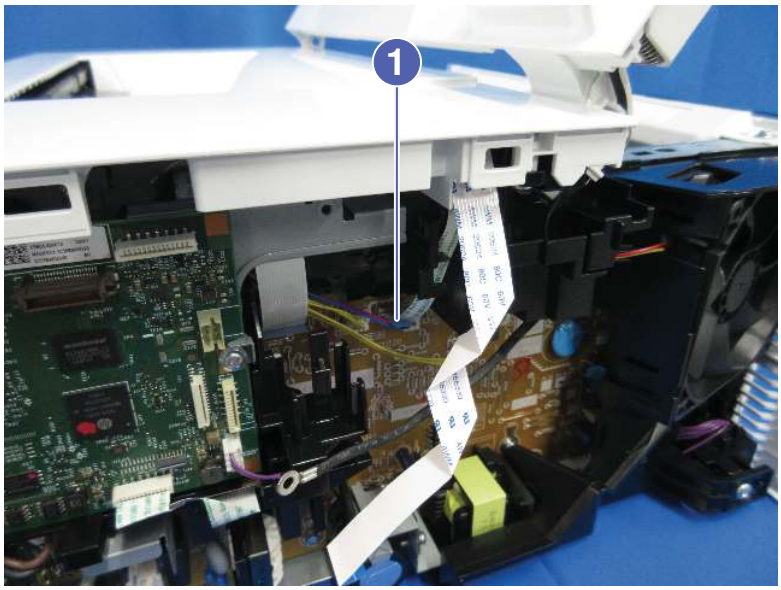


NOTE: When installing the FFC, it must go into the innermost ZIF connector.



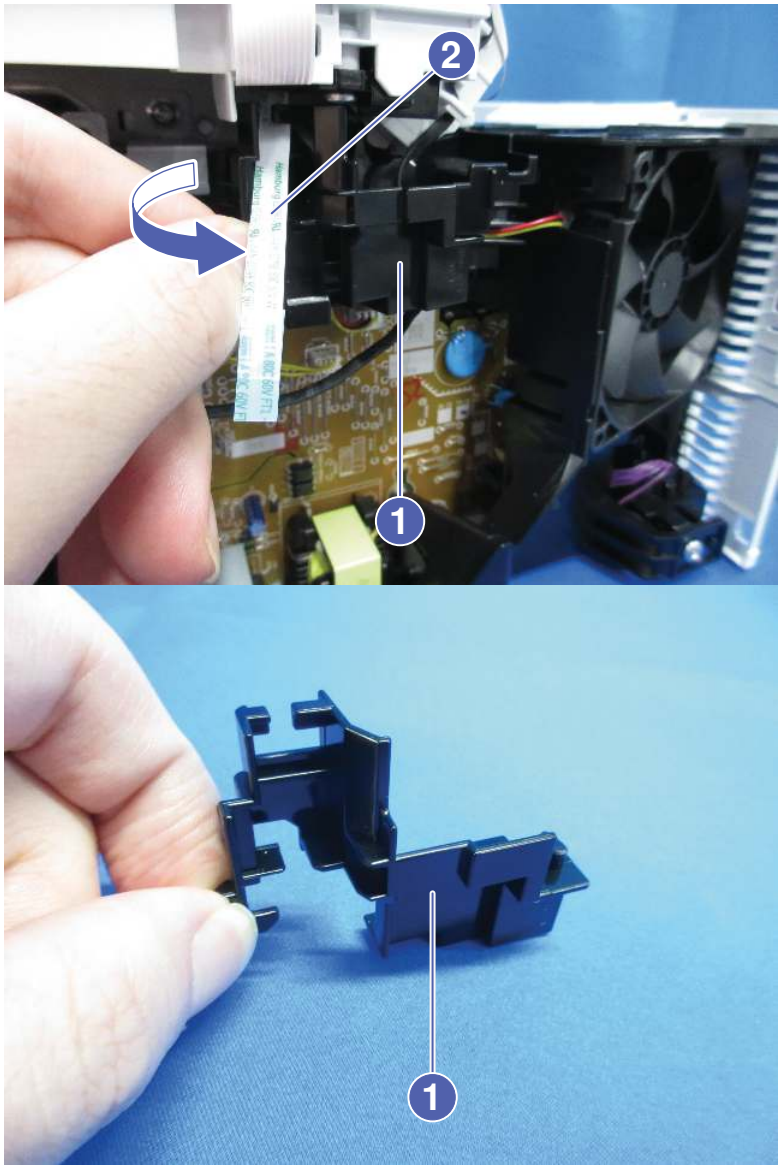
4. Remove the small FFC (callout 1).

Figure 4-936 Remove the small FFC



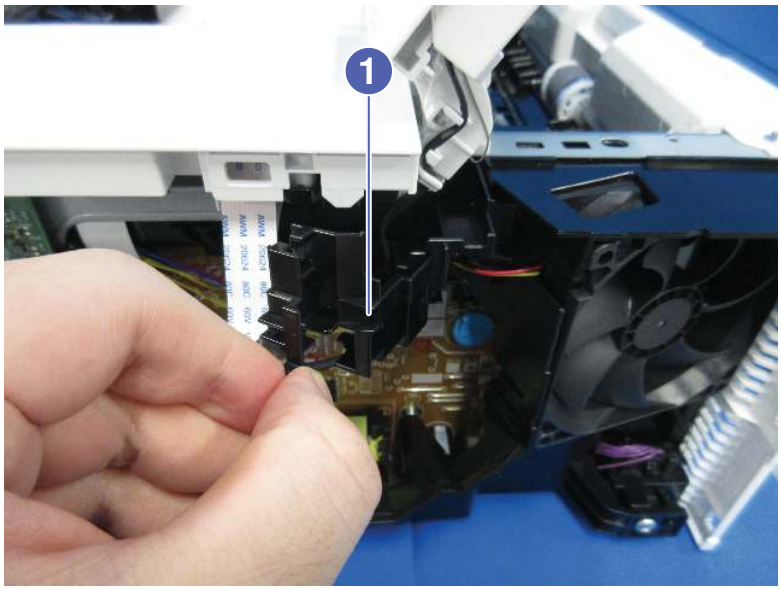
5. Rotate the cable guide (callout 1) in the direction of the arrow, then release the FFC (callout 2) from the cable guide (callout 1).

Figure 4-937 Remove the cable guide



6. Remove the cable guide (callout 1) by sliding downward.

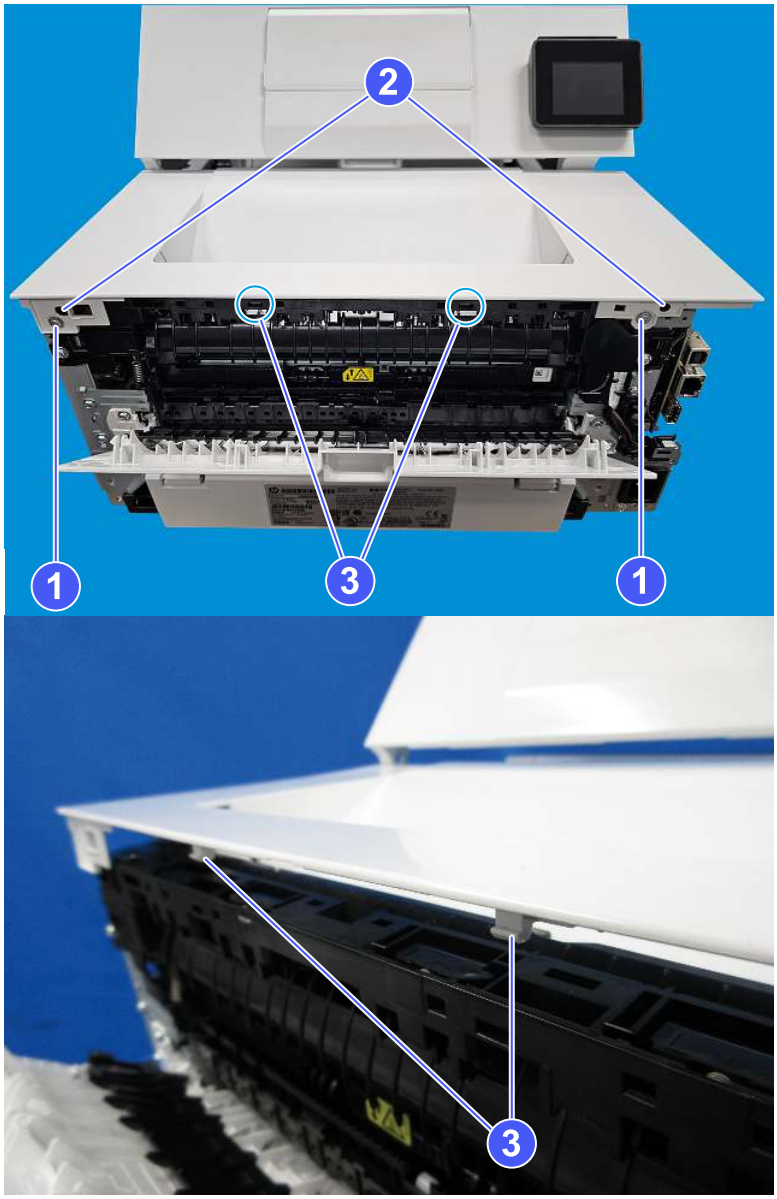
Figure 4-938 Remove the cable guide



NOTE: Keep the cable guide for reinstall.

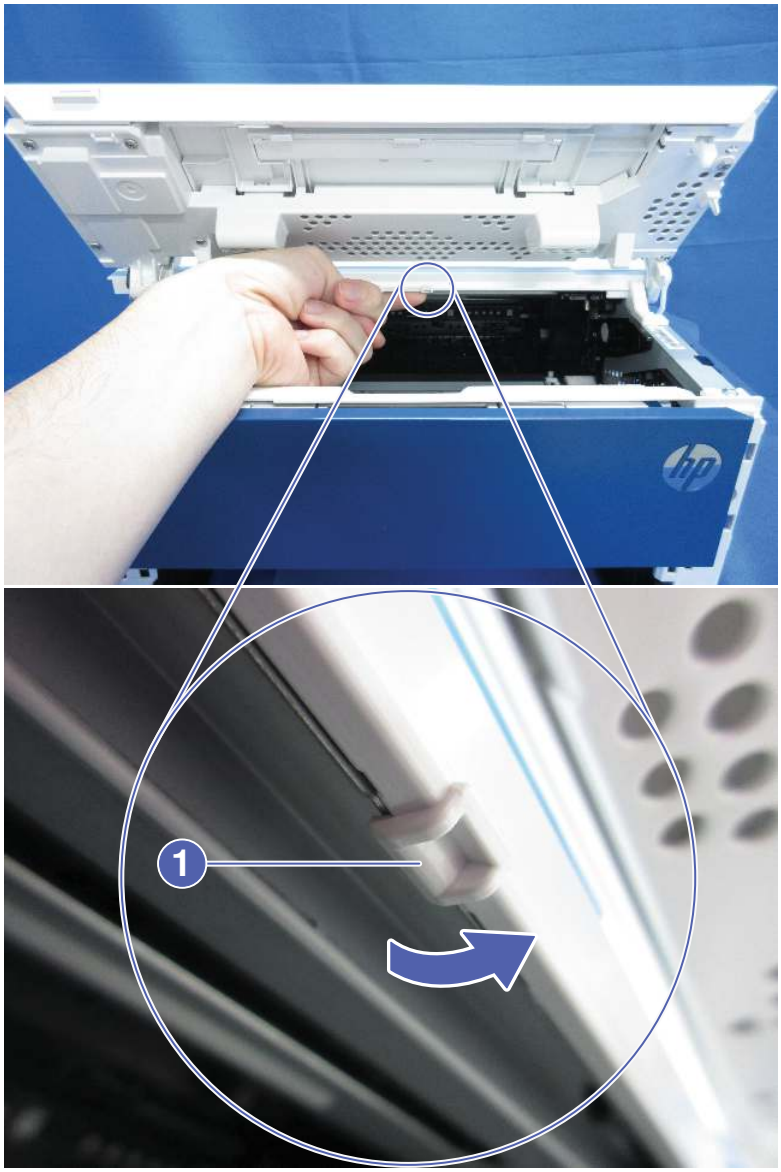
7. Perform the following:
   - Remove two screws (callout 1)
   - Release two bosses (callout 2).
   - Release two tabs (callout 3).

Figure 4-939 Remove the screws and release the tabs



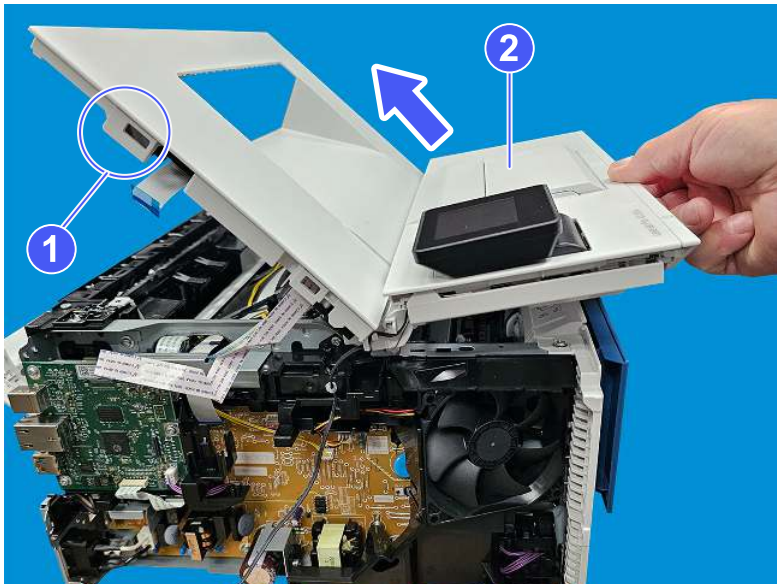
8. Lifting the rear of the top cover, release one tab (callout 1) by pulling forward in the direction of the arrow.

Figure 4-940 Release the tab



9. Lift the rear part (callout 1) of the top cover assembly, then slide the top cover assembly (callout 2) in the direction of the arrow to remove it.

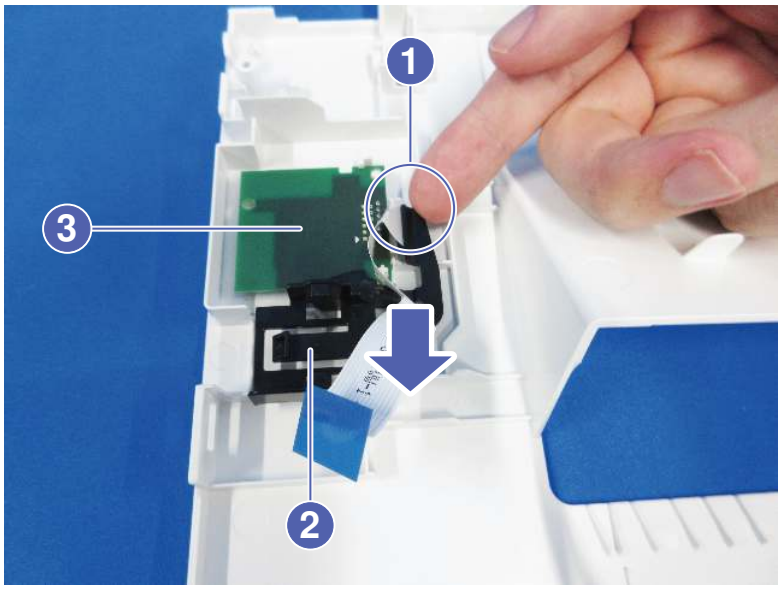
Figure 4-941 Remove the top cover



10. Lift the end of the Wi-Fi retaining bracket (callout 1), then slide the holder (callout 2) in the direction of the arrow to remove it. Remove the Wi-Fi PCA (callout 3).

IMPORTANT: When reinstalling the Wireless PCA, the PCA must be installed before the retaining bracket.

Figure 4-942 Remove and reinstall Wi-Fi



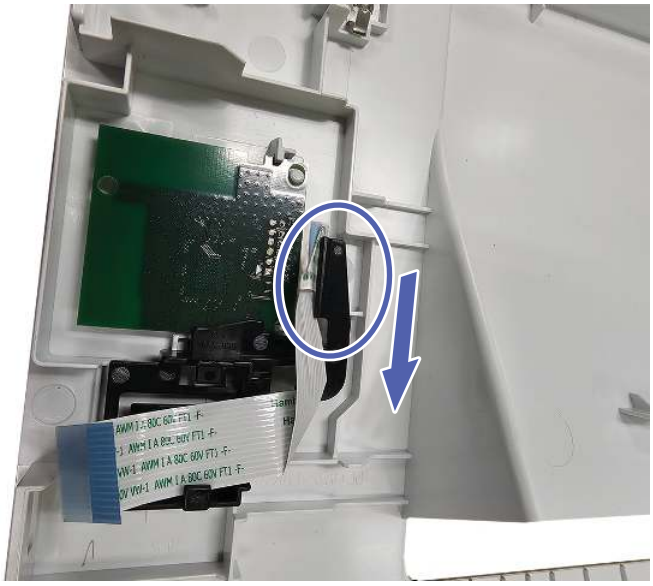
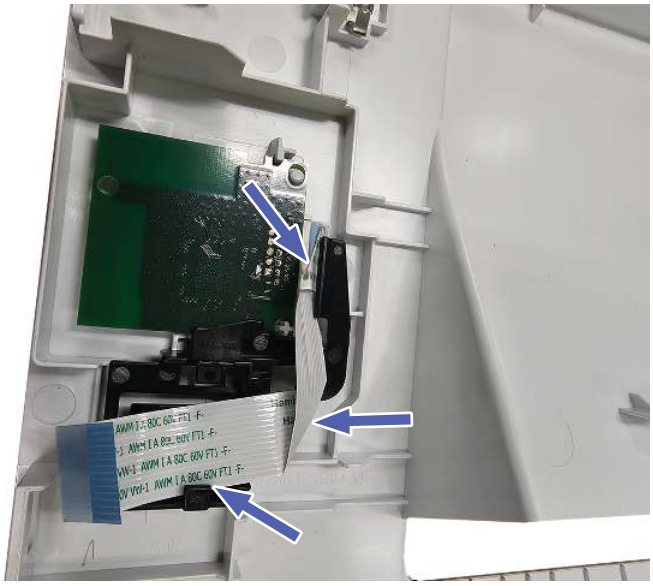


Figure 4-943 When reinstalling note the proper layout of Wi-Fi FFC



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: Wireless PCA (MFP)

Learn how to remove and replace the Wireless PCA.

Mean time to repair: 5 minutes

Service level: Easy

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2, and then remove the toner cartridge.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-47 Part information

Part number	Part description
0960-5937	Wi-Fi Board
63M63-40003	Wi-Fi Bracket for MFP
63M62-50004	Wi-Fi FFC (For MFP)

Required tools

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

Post service test

Make sure that toner cartridge door correctly opens and closes.

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

Print any pages necessary to make sure the printer is functioning correctly.

1. Remove Tray 2 and open printer

Follow these steps.

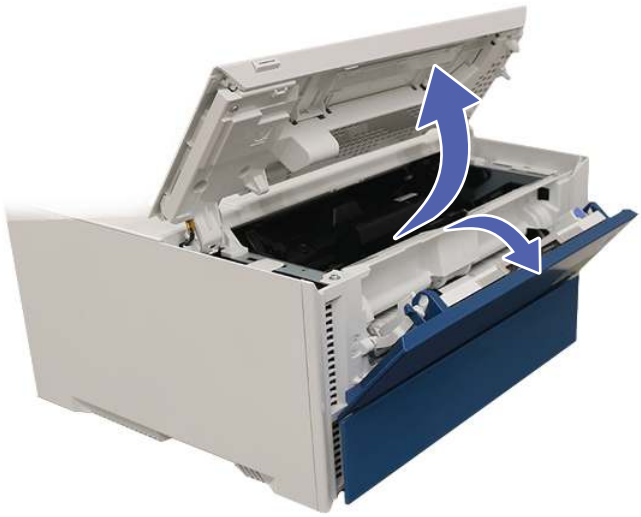
1. Remove Tray 2.

Figure 4-944 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

   Open toner cartridge door and Tray 1



2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-945 Remove front left cover

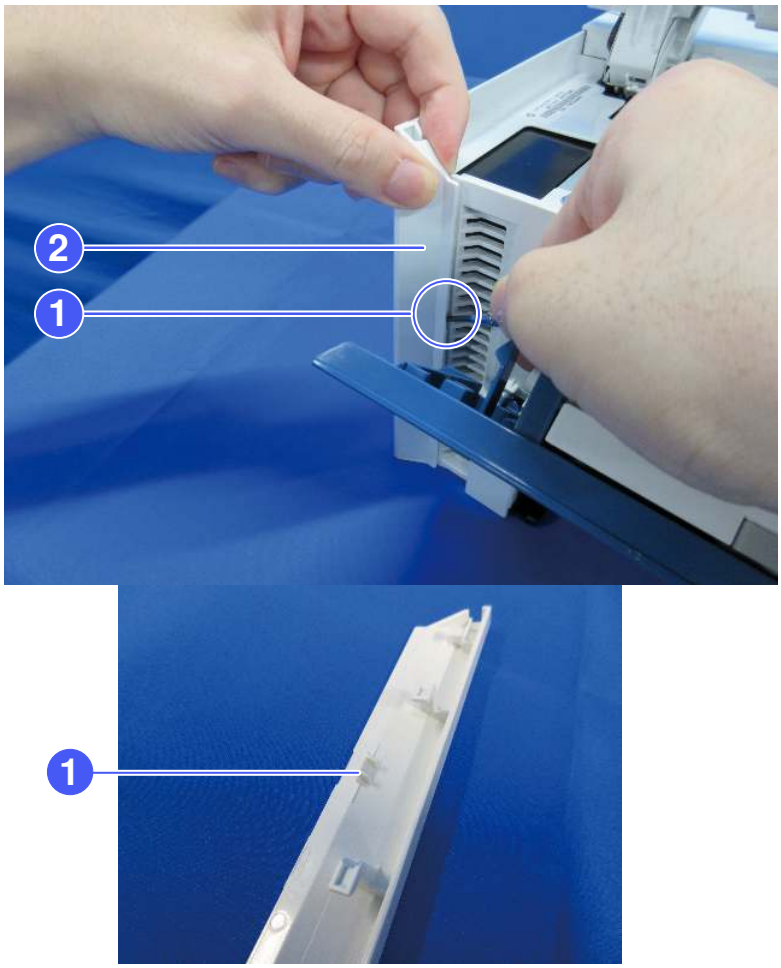


Figure 4-946 Close up of notch for screwdriver

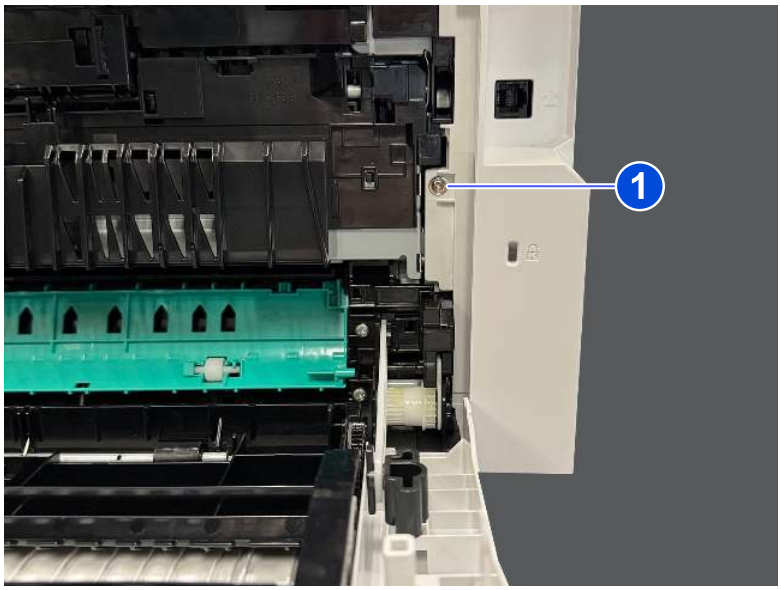


3. Remove the left cover (MFP)

Follow these steps to remove the left cover.

1. Remove one screw and free the ground wire (callout 1).

Figure 4-947 Remove ground screw



2. Perform the following:

- Place the printer on its right side so that the left side is the face up.

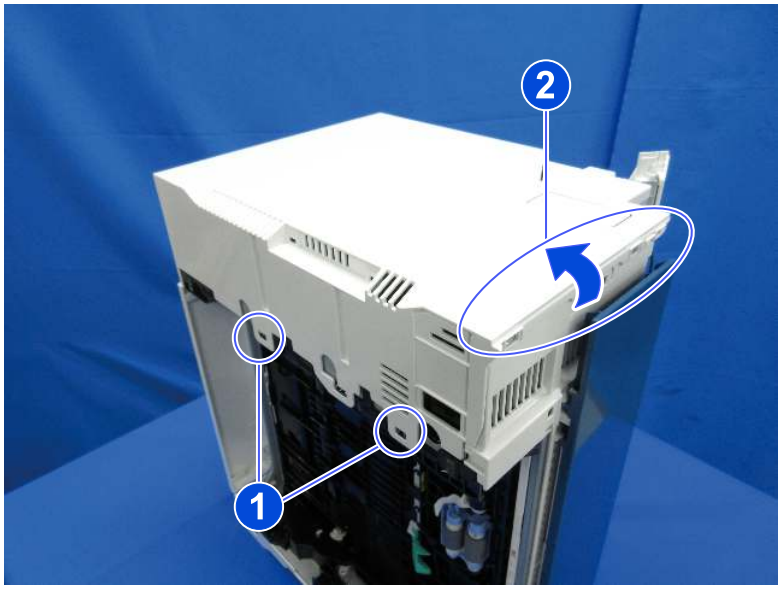
IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

- Release three tabs (callout 1).
- Pull the front part of the left cover (callout 2) in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

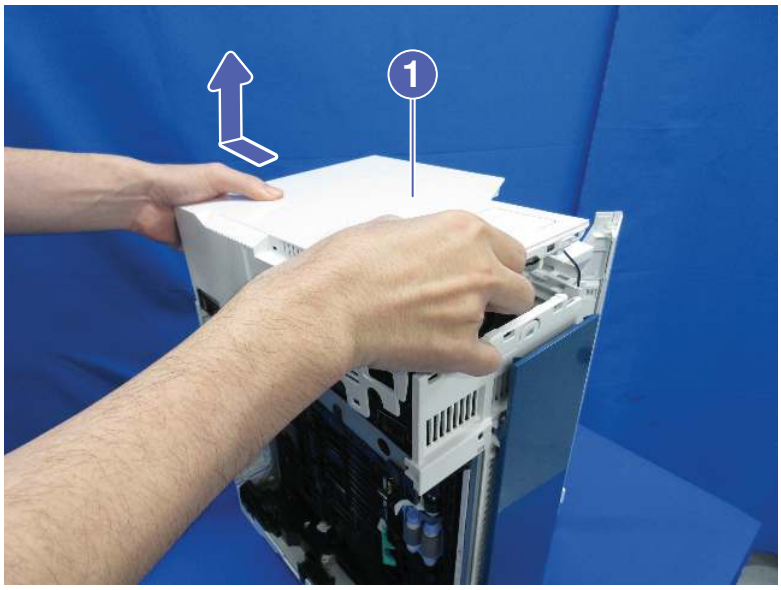
TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket.

Figure 4-948 Release cover tabs



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

Figure 4-949 Remove the cover

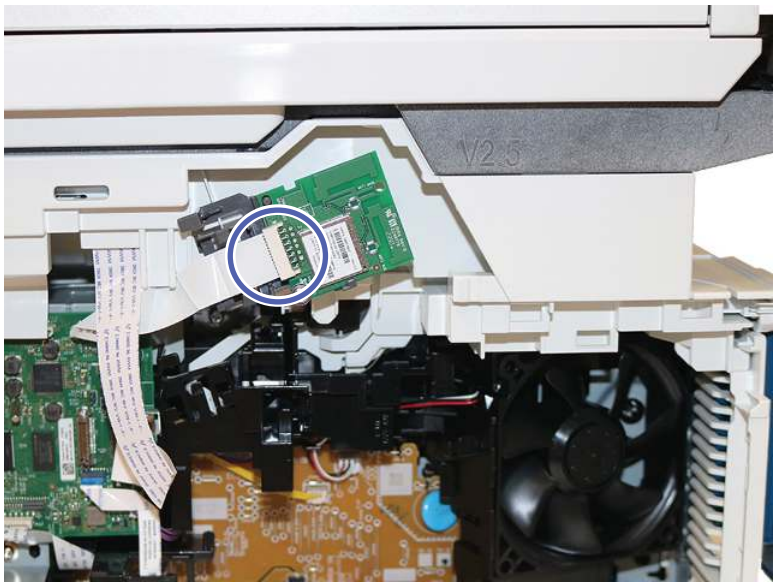


4. Remove the wireless PCA

Follow these steps to remove the wireless PCA.

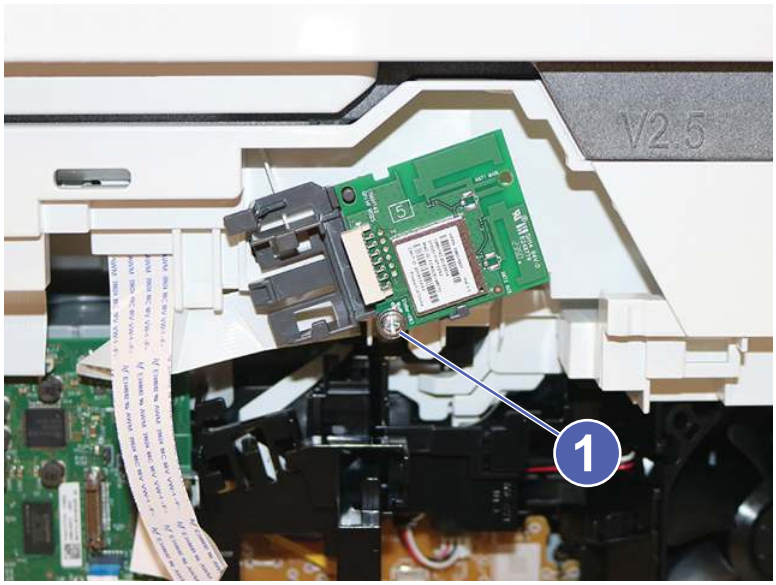
1. Disconnect one FFC (callout) from the Wi-Fi PCA.

Figure 4-950 Disconnect the FFC



2. Remove one screw (callout 1), then remove the Wi-Fi PCA.

Figure 4-951 Remove Wi-Fi 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: Control panel (SFP N/D/DN models only)

Learn how to remove and replace the control panel assembly.

View a video of how to remove and replace the control panel assembly.

Mean time to repair: 25 minutes

Service level:

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2, and then remove the toner cartridge.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.

3. Turn the printer power on.

Required parts

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

Table 4-48 Part information

Part number	Part description
63M47-67001	LCD Hybrid CP assembly SFP w/cables

Required tools

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

Post service test

Make sure that cartridge door correctly opens and closes.

1. Remove Tray 2 and open printer

Follow these steps.

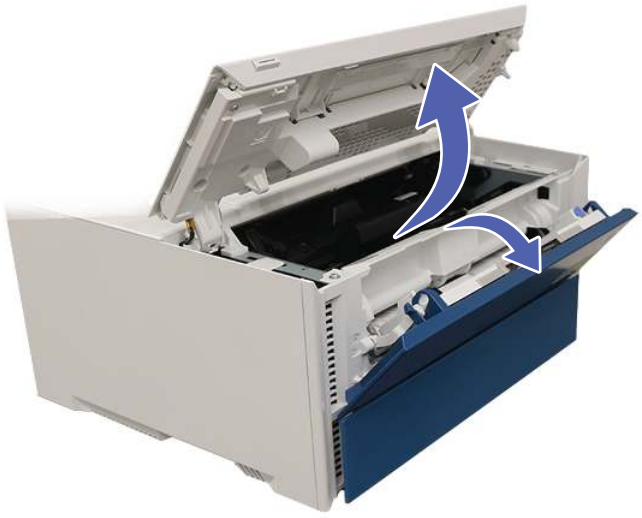
1. Remove Tray 2.

Figure 4-952 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

Open toner cartridge door and Tray 1

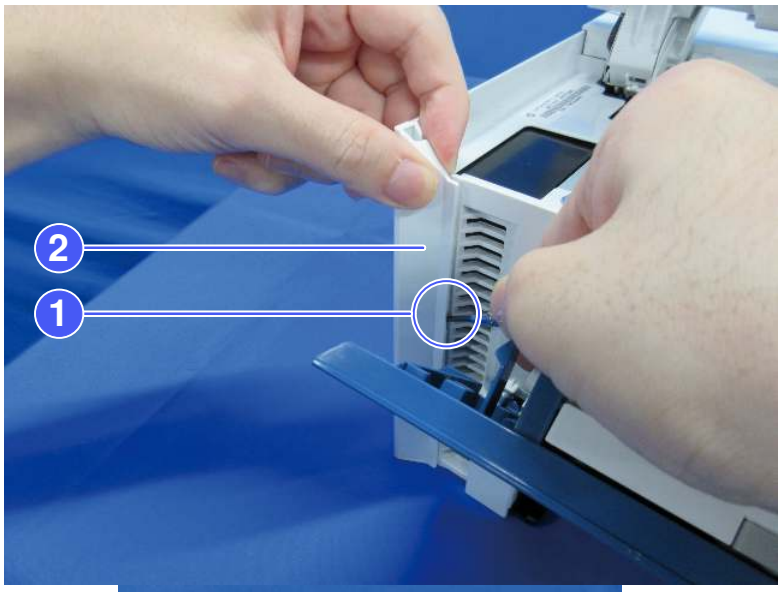


2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-953 Remove front left cover



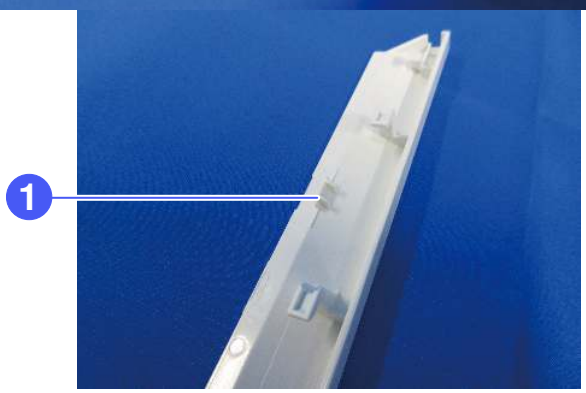


Figure 4-954 Close up of notch for screwdriver

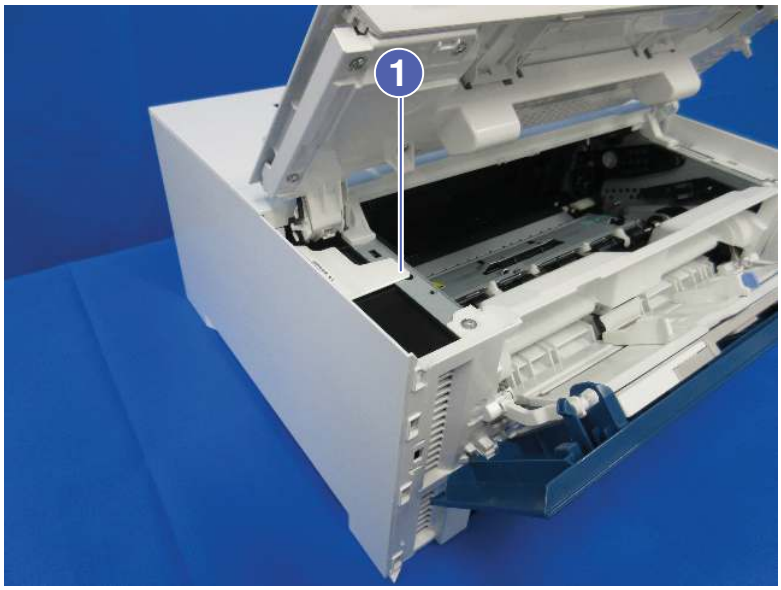


3. Remove the left cover (SFP)

Follow these steps to remove the left cover.

1. Release one tab (callout 1).

Figure 4-955 Release tab

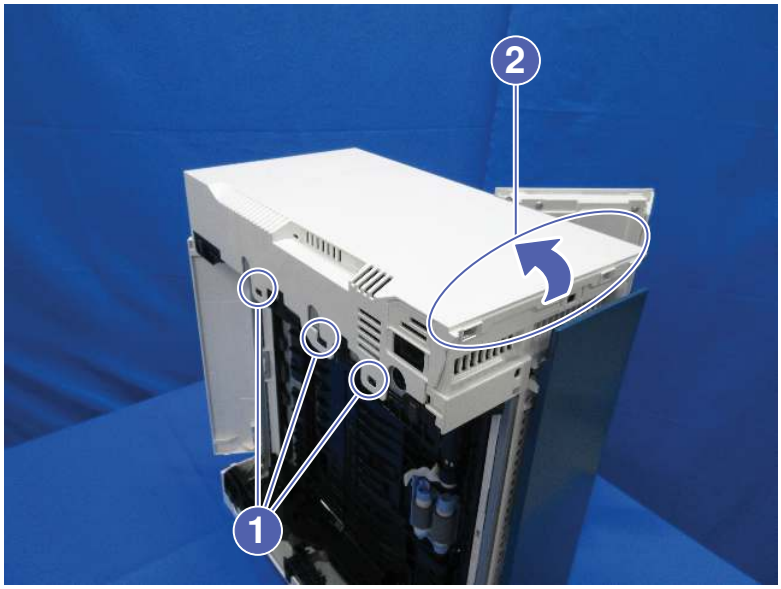


2. Perform the following:

   - For easier access, place the printer so that it is resting on the right side. The left side is now facing up.
   - Release three tabs (callout 1).
   - Pull the front part (callout 2) of the left cover in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

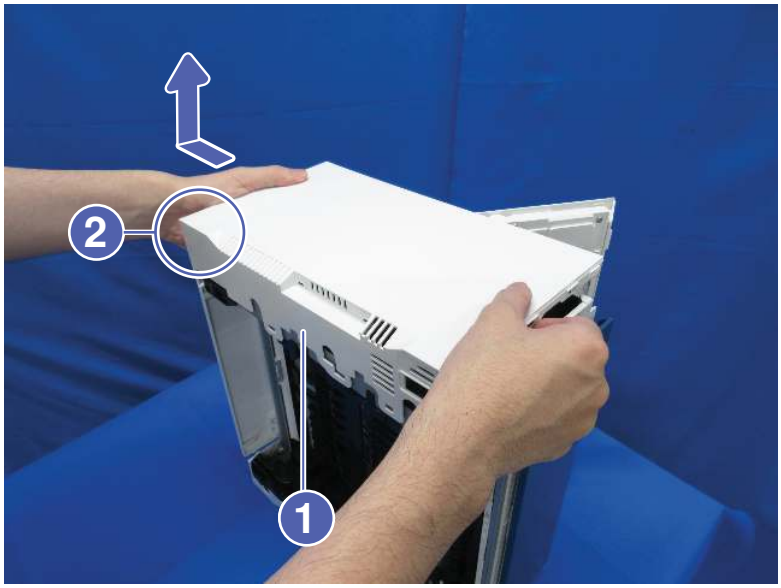
Figure 4-956 Release the left cover



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket (callout 2).

Figure 4-957 Remove left cover



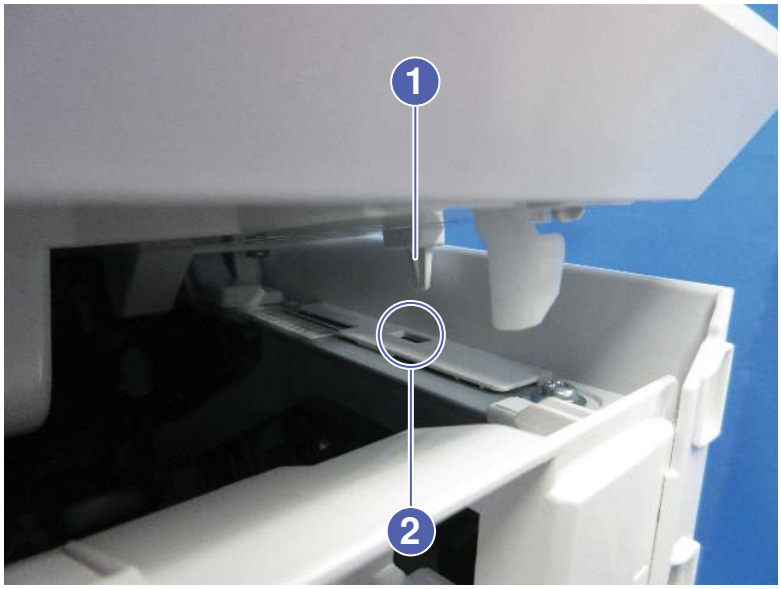
4. Remove the right cover (SFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

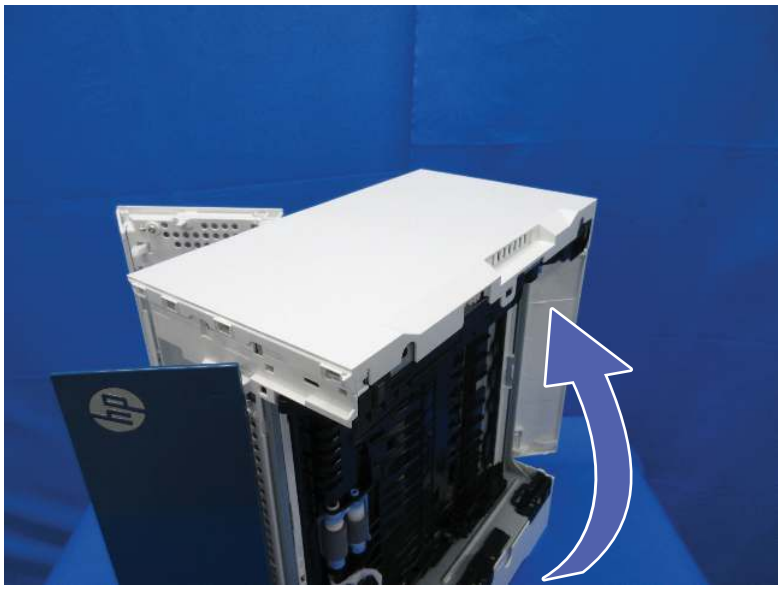
NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-958 Ensure the cartridge door is open



2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

Figure 4-959 Place printer on side

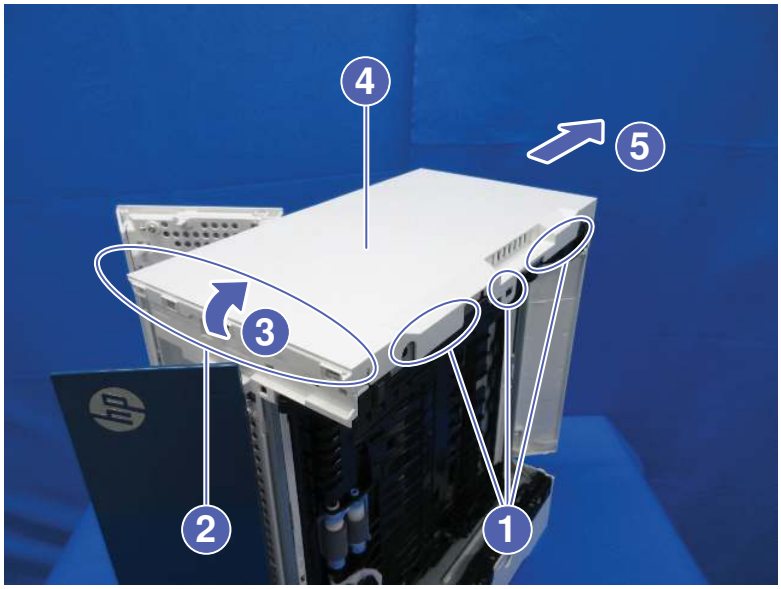


3. Perform the following:

   - Release three tabs (callout 1).
   - The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
   - Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. The cover will not slide without tilting the cover up slightly.

Figure 4-960 Remove right cover



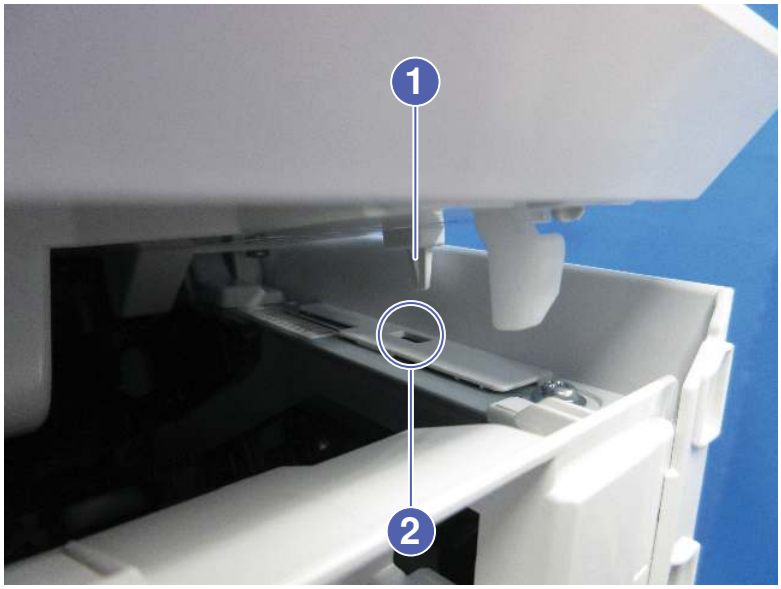
5. Remove the right cover (SFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

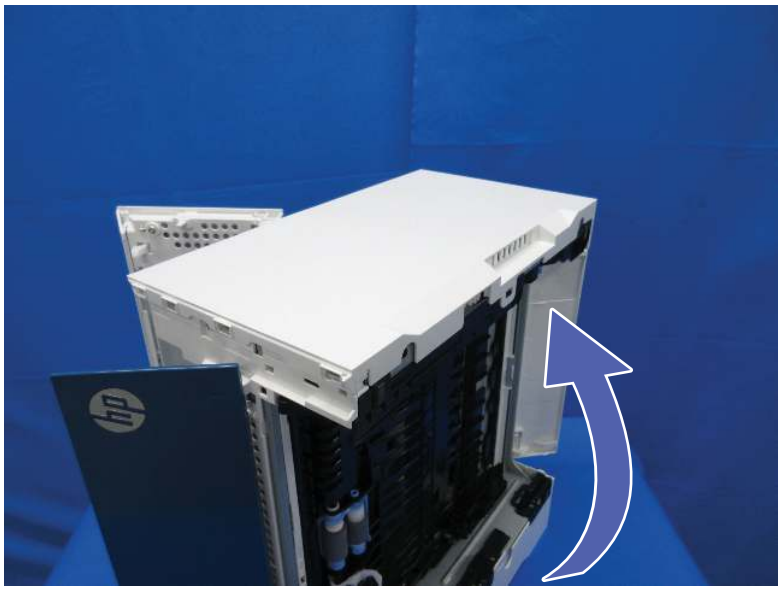
NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-961 Ensure the cartridge door is open



2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

Figure 4-962 Place printer on side

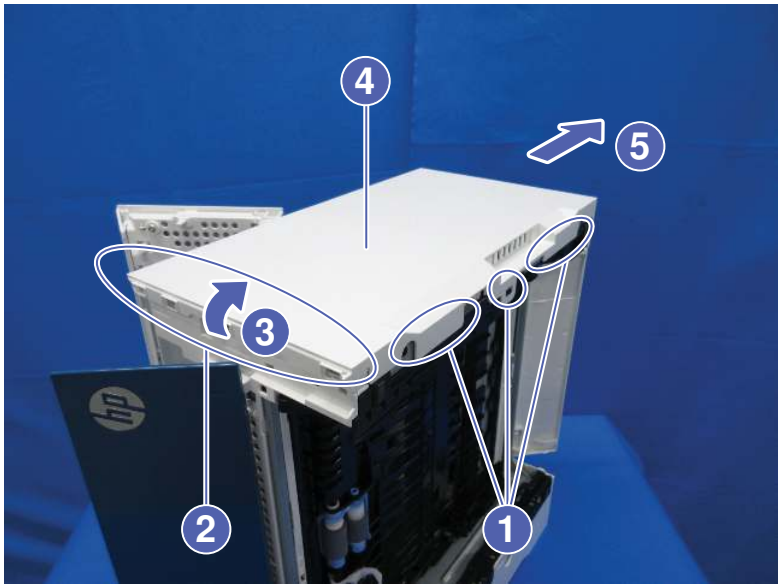


3. Perform the following:

- Release three tabs (callout 1).
- The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
- Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. The cover will not slide without tilting the cover up slightly.

Figure 4-963 Remove right cover



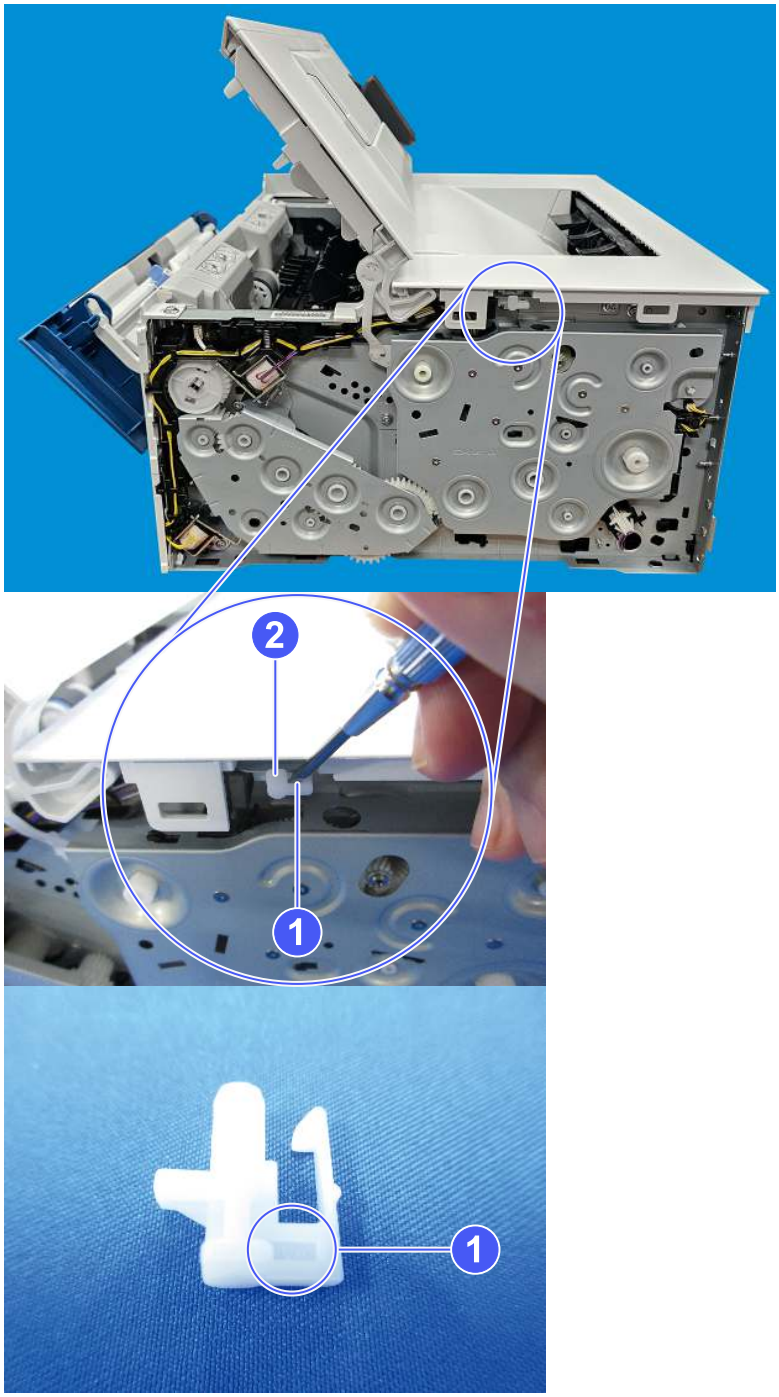
6. Remove the top cover (SFP)

Follow these steps to remove the top cover (SFP).

1. Press a small flat blade screwdriver against the recessed part (callout 1) of the lock pin and pull out the lock pin (callout 2).

IMPORTANT: This locking pin must be saved to install the service part.

Figure 4-964 Remove the locking pin



2. While lowering one tab (callout 1) downward, the door link (callout 2) is removed by sliding in the arrow direction.

NOTE: The door link is loose once detached from the door and can fall off the link arm to which it is connected. Note how the door link arm attaches to the link arm on the side of the printer to reinstall.

Figure 4-965 Detach the link arm

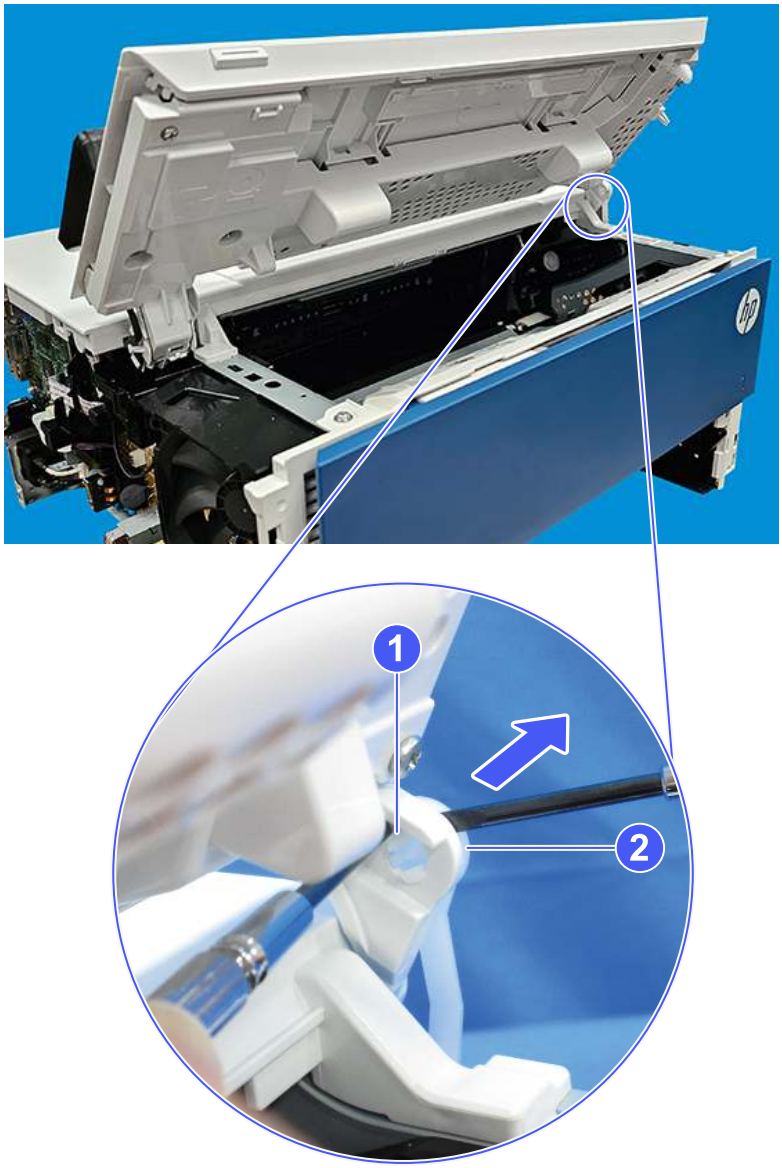
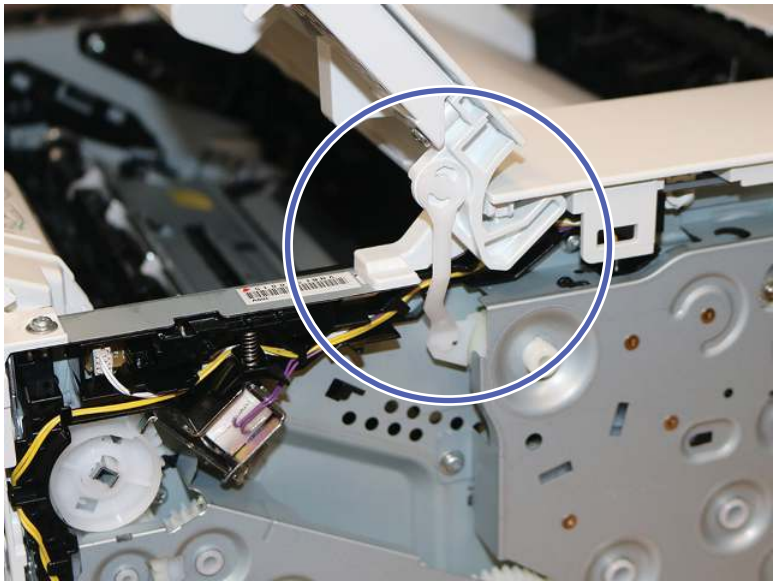
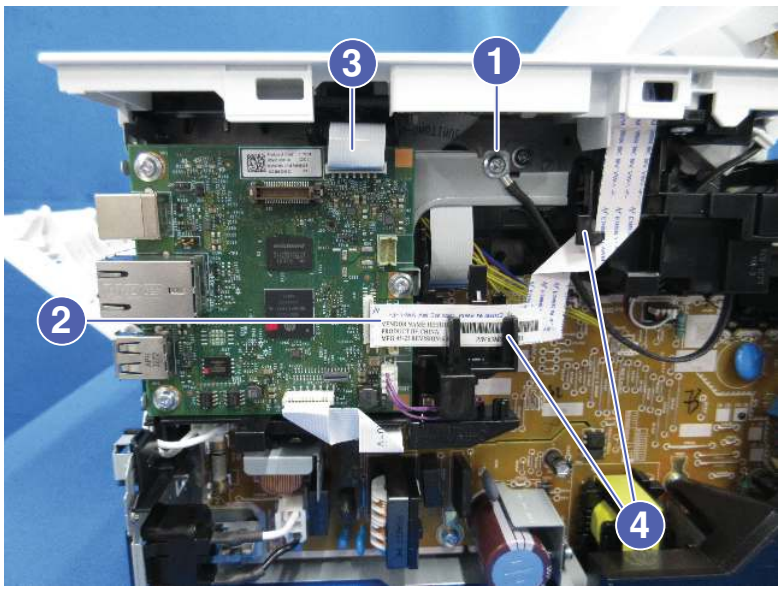


Figure 4-966 Outside view of the door arm link

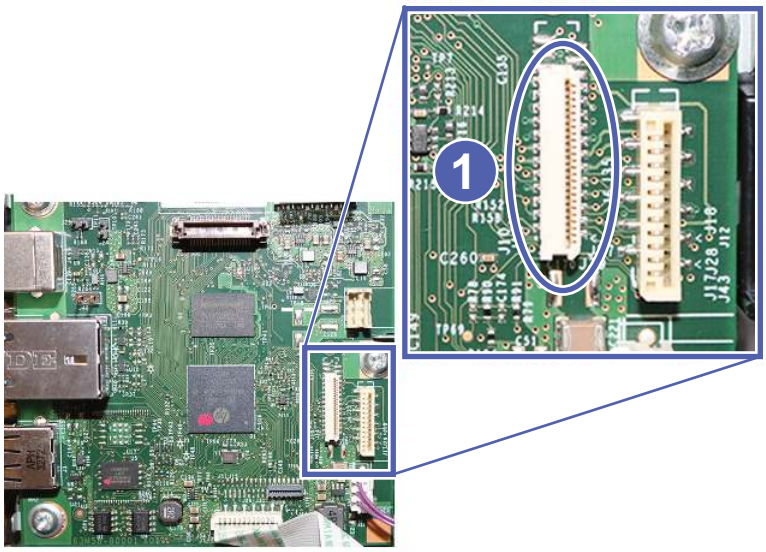


3. On the left side of the printer, perform the following:
   - Remove one screw (callout 1).
   - Remove the FFC (callout 2).
   - Remove the FFC (callout 3) (for Wireless model only).
   - Release the FFC (callout 2) from the cable guide (callout 4).

Figure 4-967 Remove the FFCs and ground

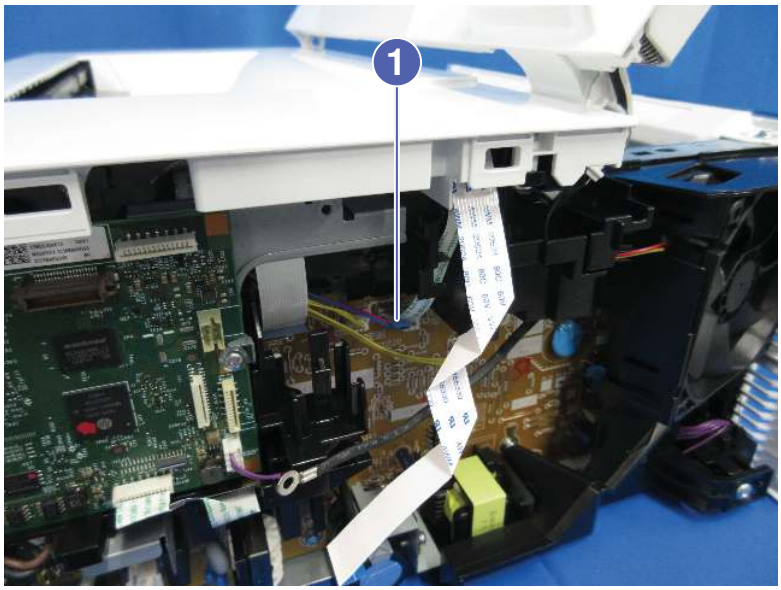


NOTE: When installing the FFC, it must go into the innermost ZIF connector (callout 1).



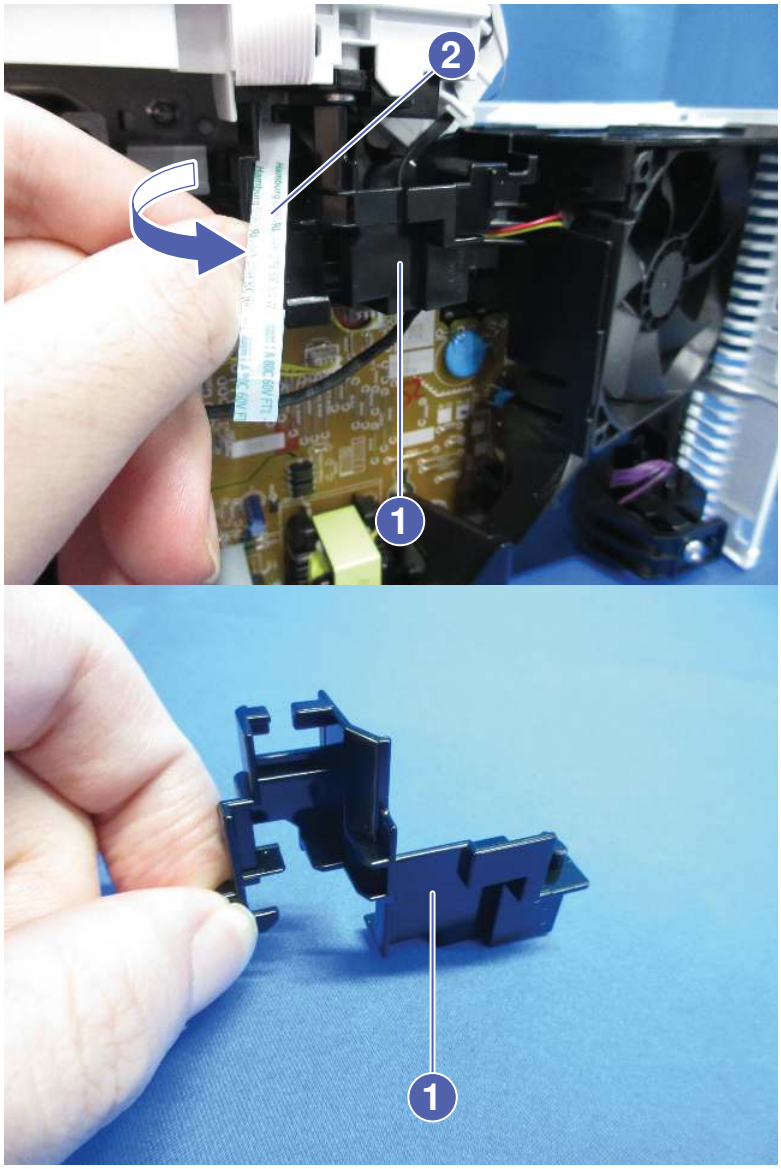
4. Remove the small FFC (callout 1).

Figure 4-968 Remove the small FFC



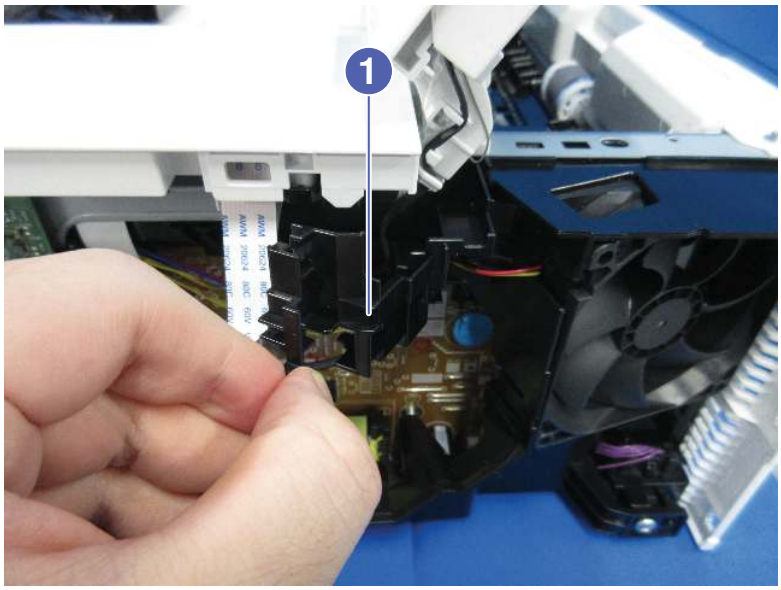
5. Rotate the cable guide (callout 1) in the direction of the arrow, then release the FFC (callout 2) from the cable guide (callout 1).

Figure 4-969 Remove the cable guide



6. Remove the cable guide (callout 1) by sliding downward.

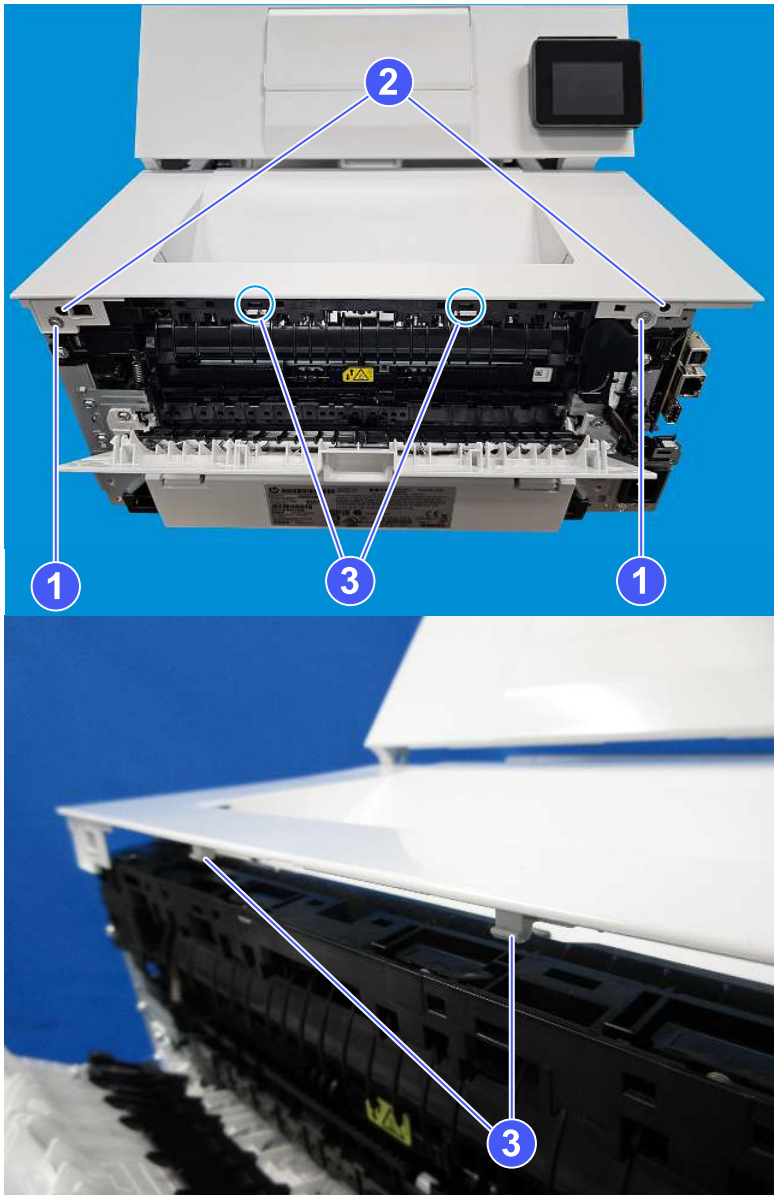
Figure 4-970 Remove the cable guide



NOTE: Keep the cable guide for reinstall.

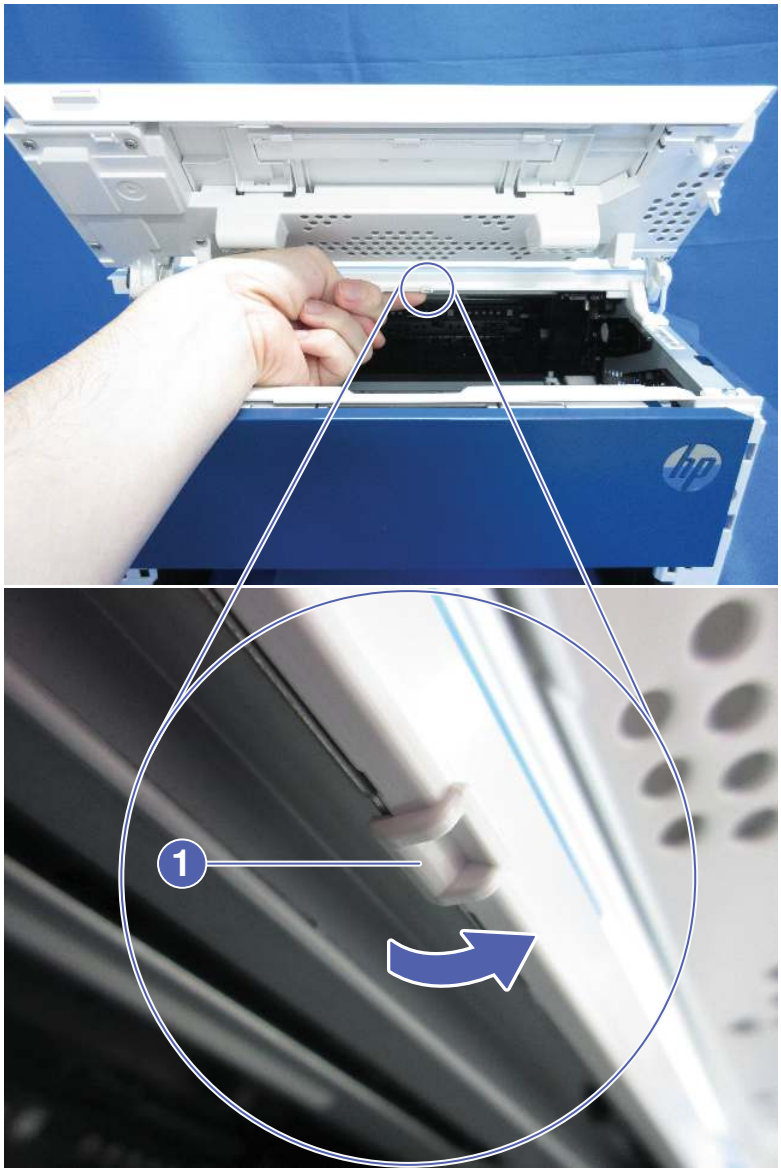
7. Perform the following:
   - Remove two screws (callout 1)
   - Release two bosses (callout 2).
   - Release two tabs (callout 3).

Figure 4-971 Remove the screws and release the tabs



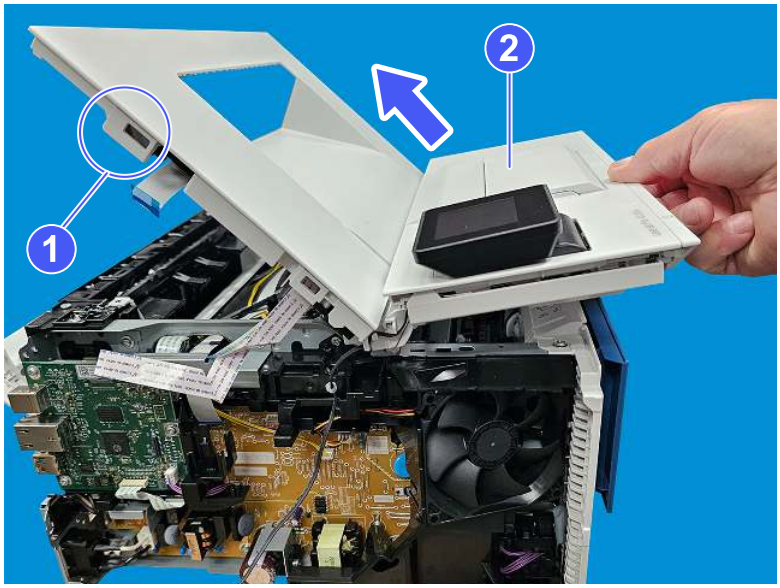
8. Lifting the rear of the top cover, release one tab (callout 1) by pulling forward in the direction of the arrow.

Figure 4-972 Release the tab



9. Lift the rear part (callout 1) of the top cover assembly, then slide the top cover assembly (callout 2) in the direction of the arrow to remove it.

Figure 4-973 Remove the top cover



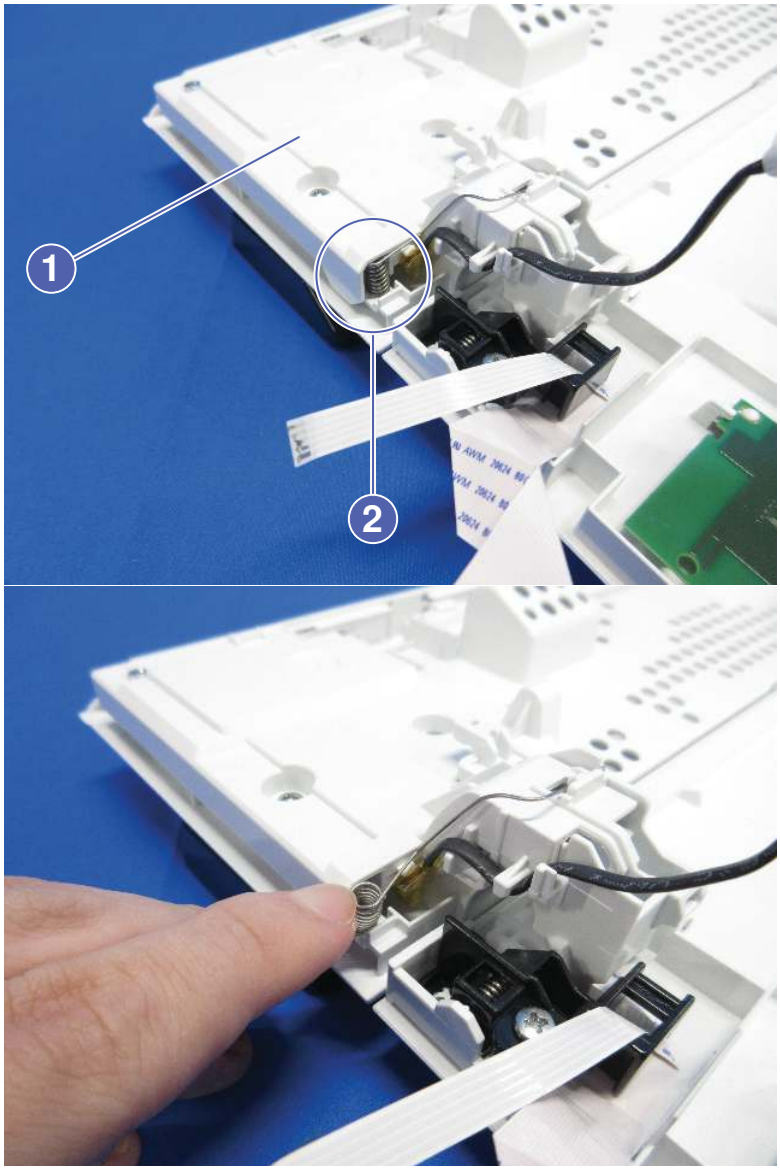
IMPORTANT: This completes the removal of the top cover.

When replacing the top cover use the following steps.

10. If the top cover assembly needs to be replaced with a service part, perform the following.

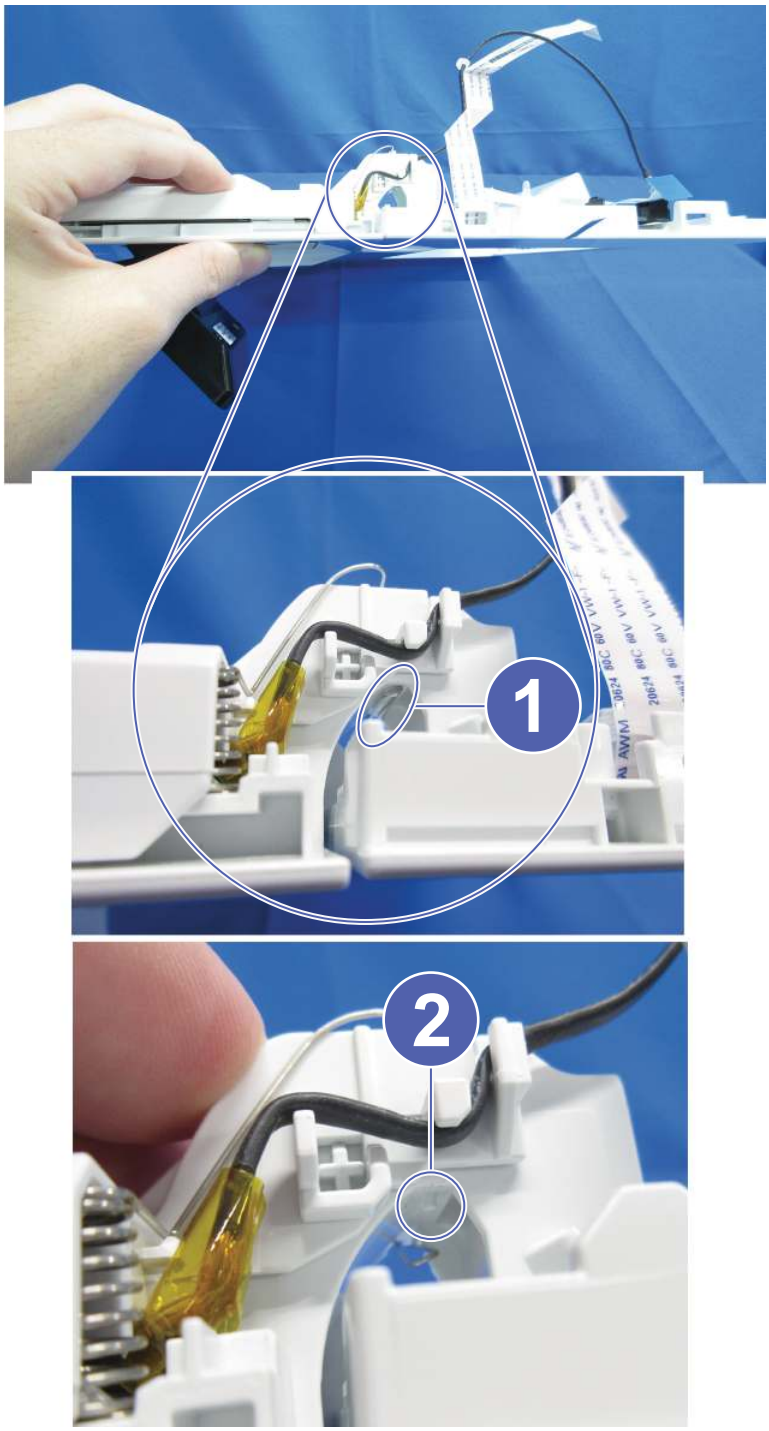
a. Remove the spring (callout 2) from cartridge door assembly. By first removing the spring on the left side as shown.

Figure 4-974 Release the spring



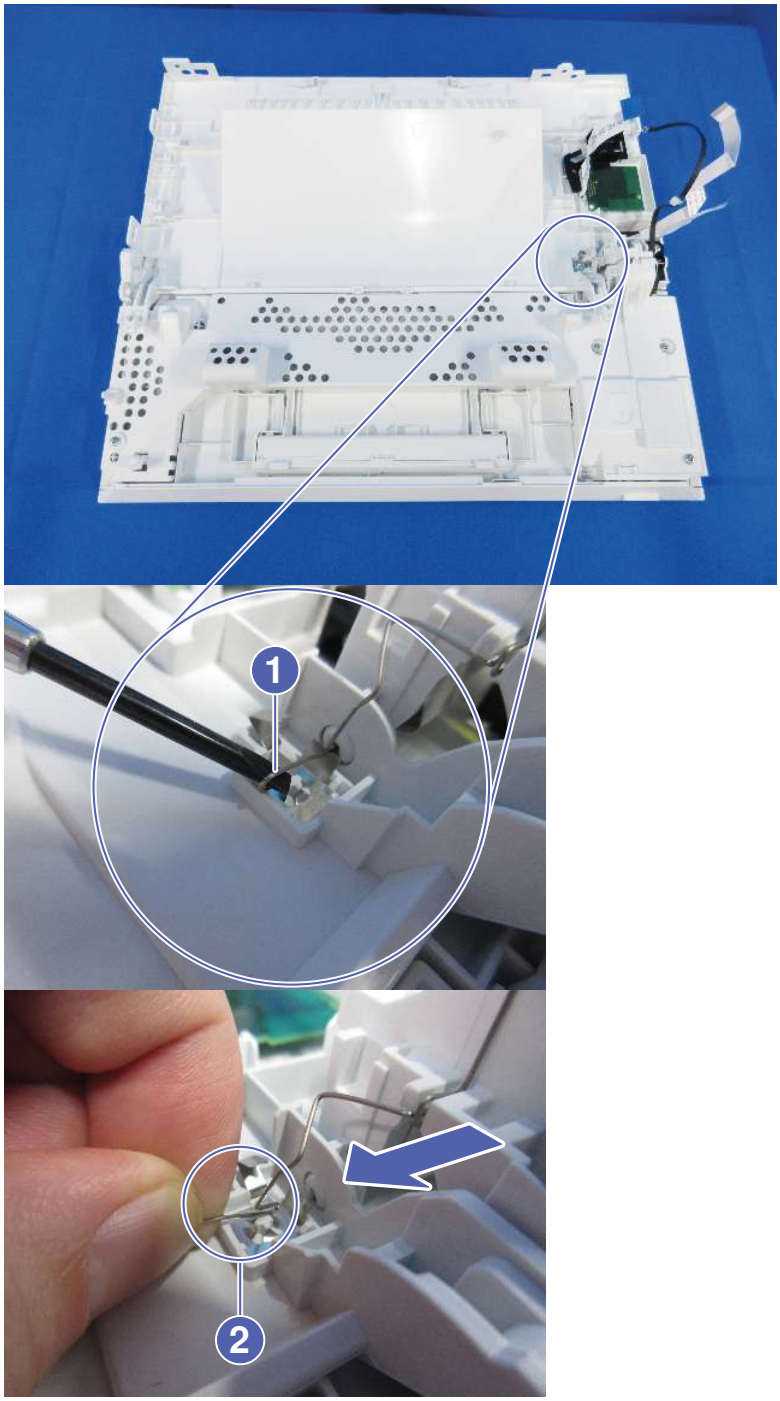
b. Remove spring (callout 1) from boss (callout 2).

Figure 4-975 Release the spring loop



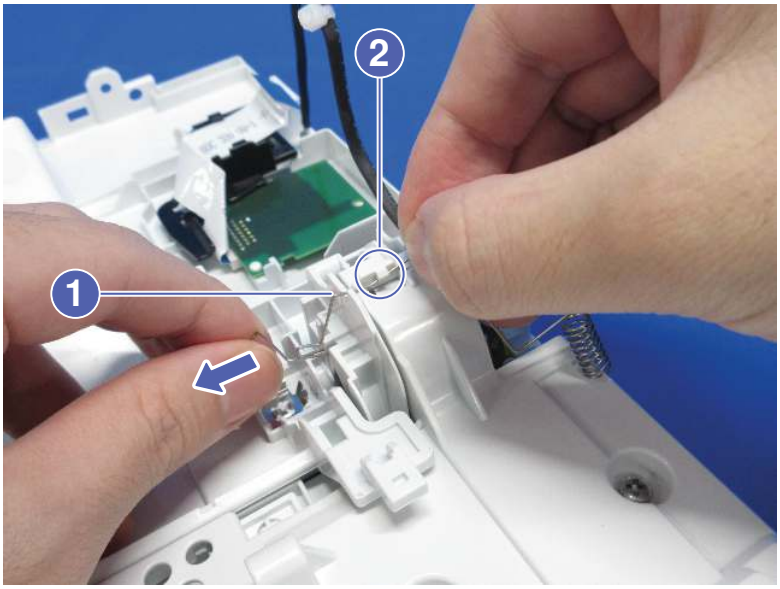
c. Lift the end of the spring (callout 1) slightly, and then pull out the spring (callout 2) in the direction of the arrow.

Figure 4-976 Pull the spring out



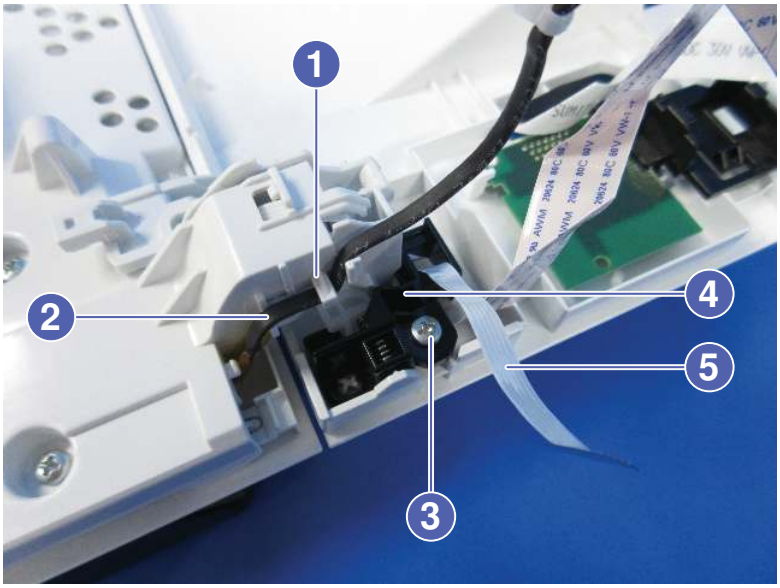
d. The spring (callout 1) is detached from the hook (callout 2), then the spring (callout 1) is removed while sliding it in the direction of the arrow.

Figure 4-977 Remove the spring



e. Remove the ground cable (callout 2) from the cable guide (callout 1). Remove one screw (callout 3), then remove the latch (callout 4). Release the FFC (callout 5) from the latch (callout 4).

Figure 4-978 Remove ground cable



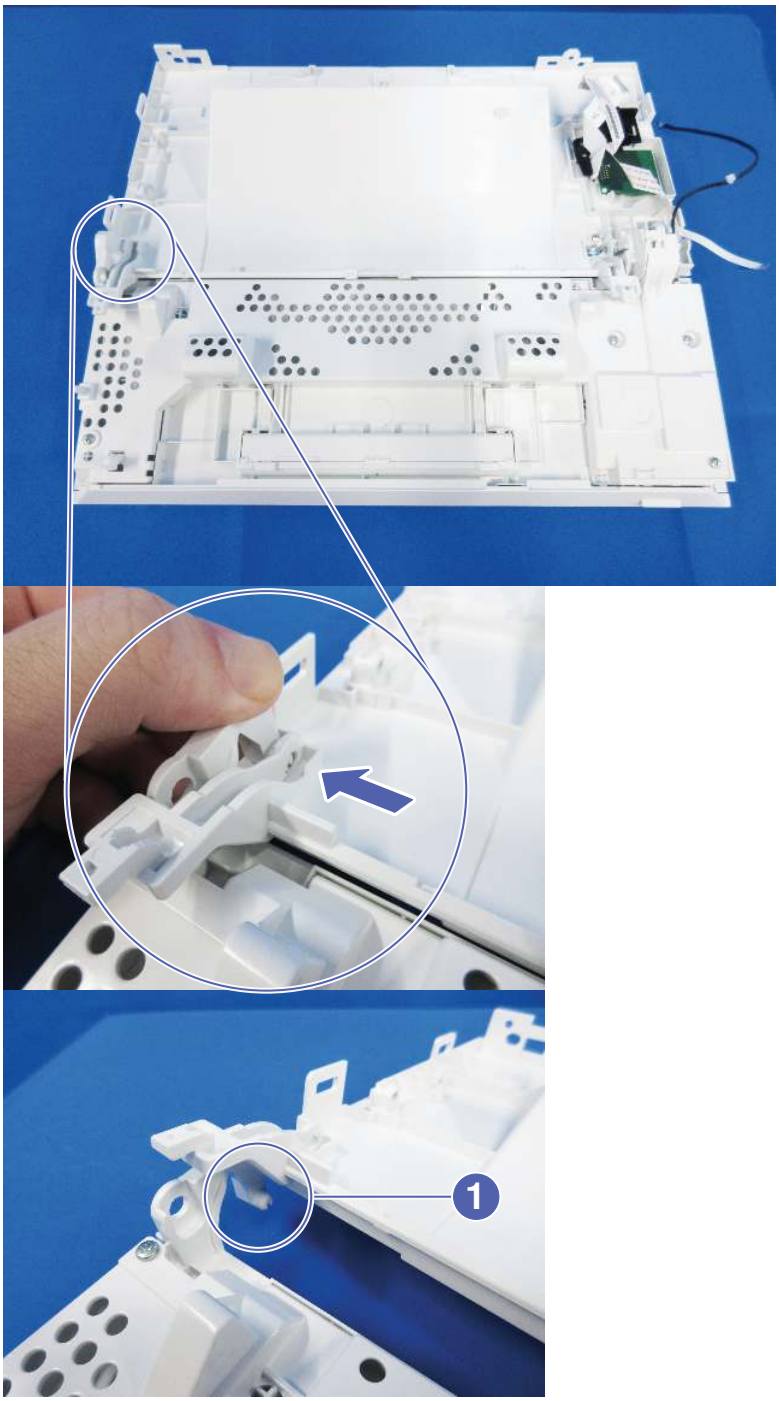
f. Position the two halves of the top cover at an angle as shown.

Figure 4-979 Align the top cover



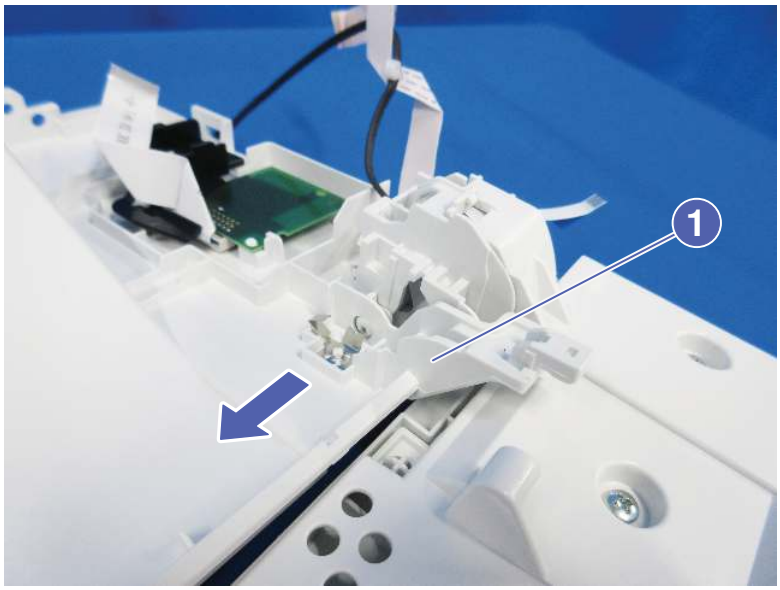
g. Remove the shaft (callout 1) by bending the cover in the direction of the arrow.

Figure 4-980 Release post



h. Slide the top cover assembly (callout 1) in the direction of the arrow to remove it.

Figure 4-981 Slide top cover in the direction of the arrow

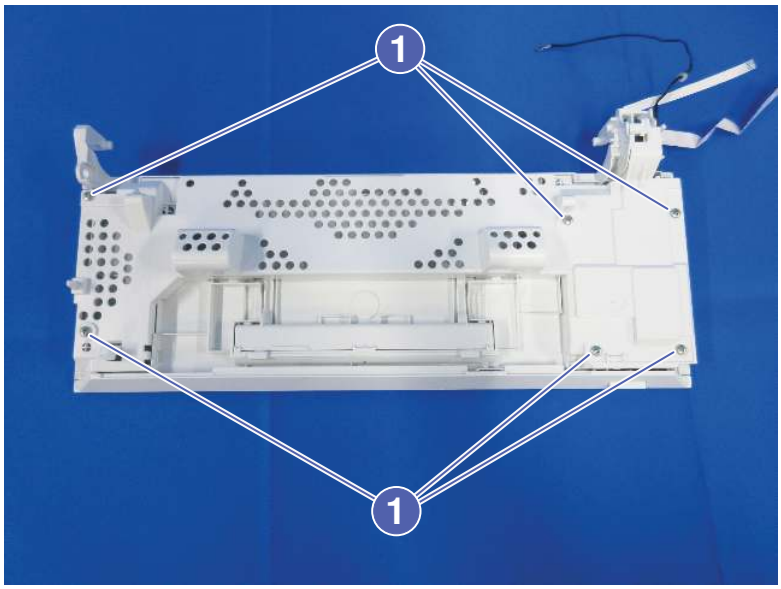


7. Remove the control panel (Network SFP)

Follow these steps to remove the control panel assembly.

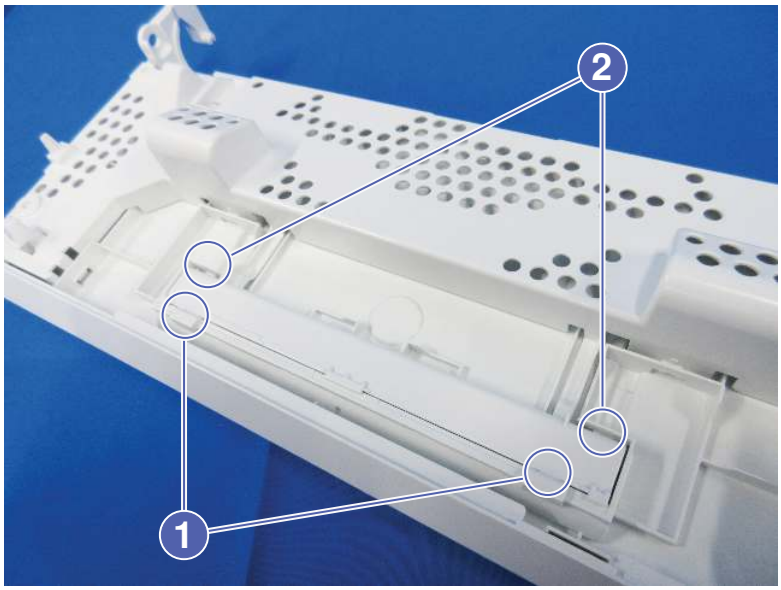
1. Remove six screws (callout 1).

Figure 4-982 Remove screws



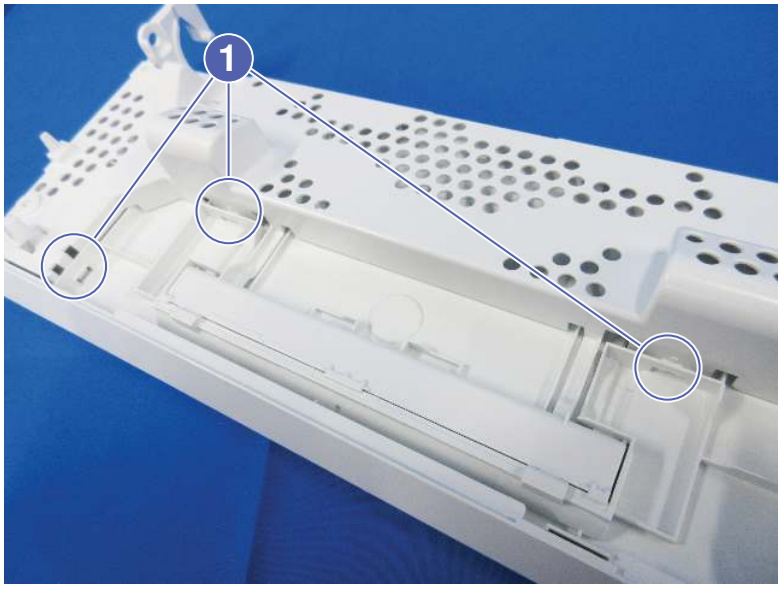
2. Release two tabs (callout 1) and release two tabs (callout 2).

Figure 4-983 Release tabs



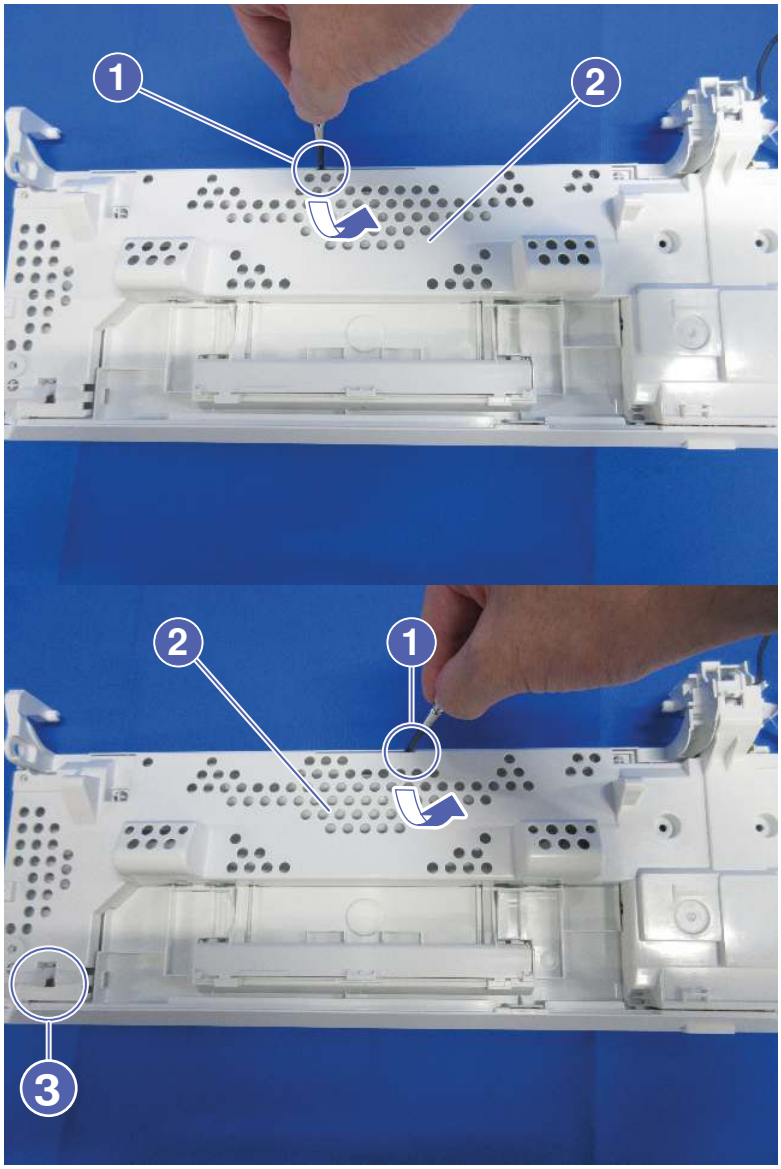
3. Release three tabs (callout 1).

Figure 4-984 Release 3 tabs



4. Use a small flat-blade screwdriver and gently pry between the inner cover and the cartridge door assembly. Then move the screwdriver in the direction of the arrow and slightly lift the inner cover (callout 2).

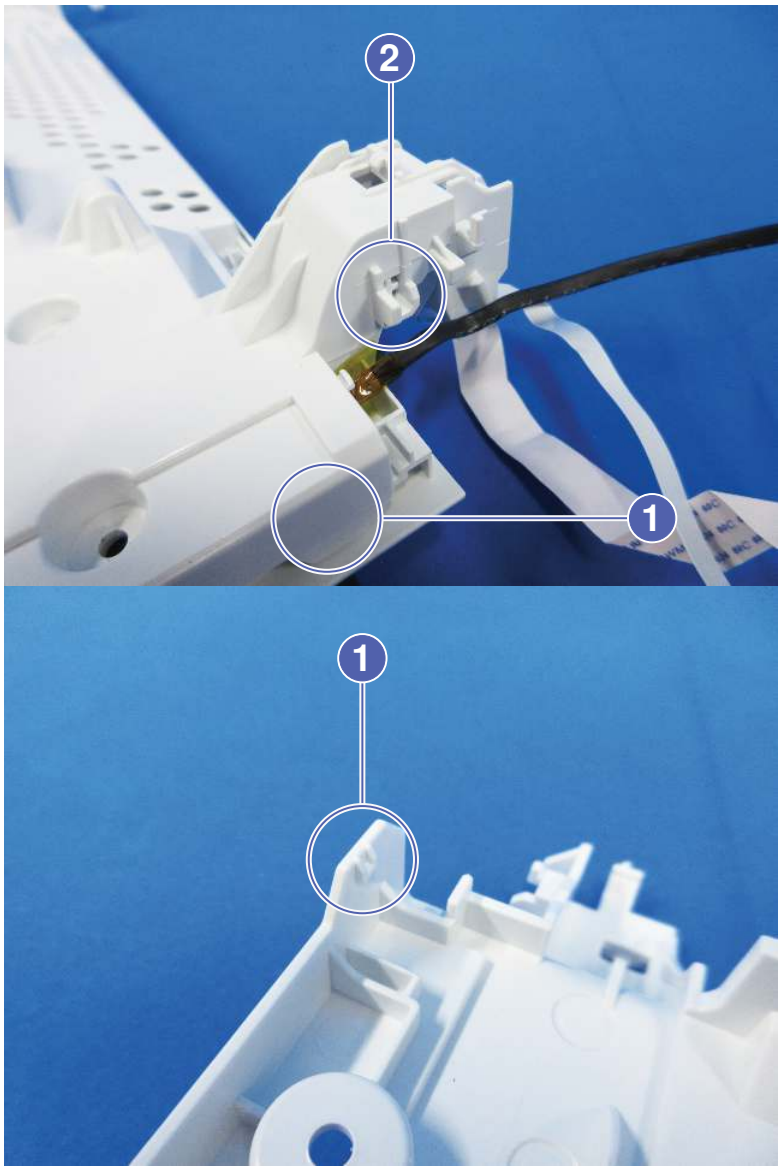
Figure 4-985 Lift inner cover



NOTE: Be careful not to lose the latch with spring when you pull the inner cover off (callout 3).

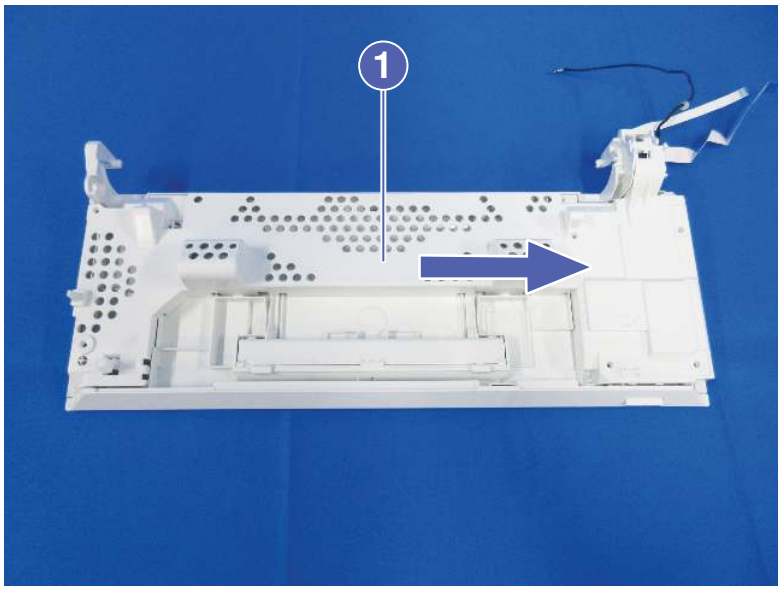
5. Release one tab (callout 1) and one alignment boss (callout 2).

Figure 4-986 Release tab and boss



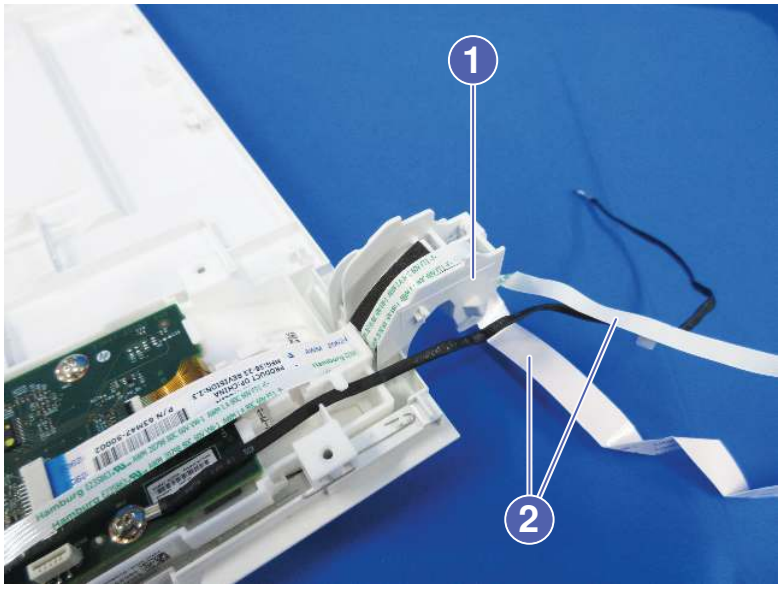
6. Remove the inner cover (callout 1) by sliding it in the direction shown to release it.

Figure 4-987 Remove inner cover



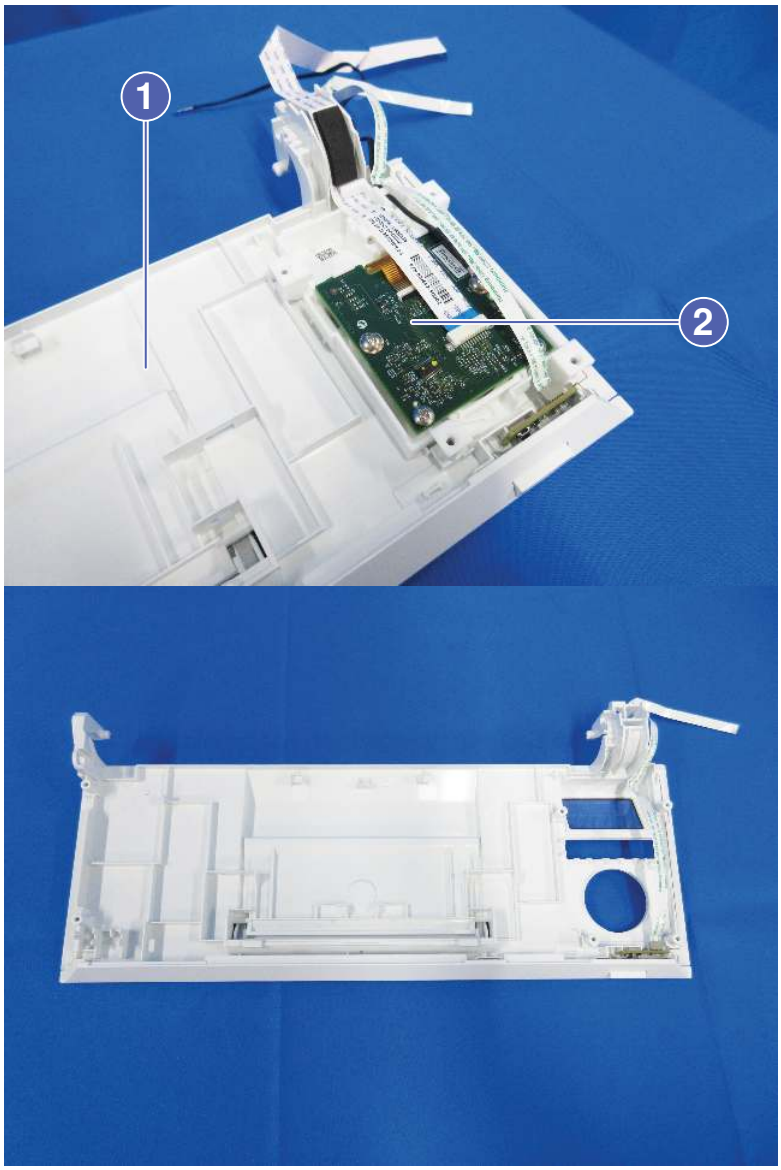
7. Release the FFC (callout 2) from the arm (callout 1).

Figure 4-988 Release FFC



8. Remove the control panel assembly (callout 2) from cartridge door assembly (callout 1).

Figure 4-989 Remove control panel



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: Control panel (SFP Wireless model)

Learn how to remove and replace the control panel assembly.

View a video of how to remove and replace the control panel assembly.

Mean time to repair: 25 minutes

Service level:

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2, and then remove the toner cartridge.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.

3. Turn the printer power on.

Required parts

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

Table 4-49 Part information

Part number	Part description
63M52-67002	2.4" CP assembly SFP w/cables

Required tools

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

Post service test

Make sure that cartridge door correctly opens and closes.

1. Remove Tray 2 and open printer

Follow these steps.

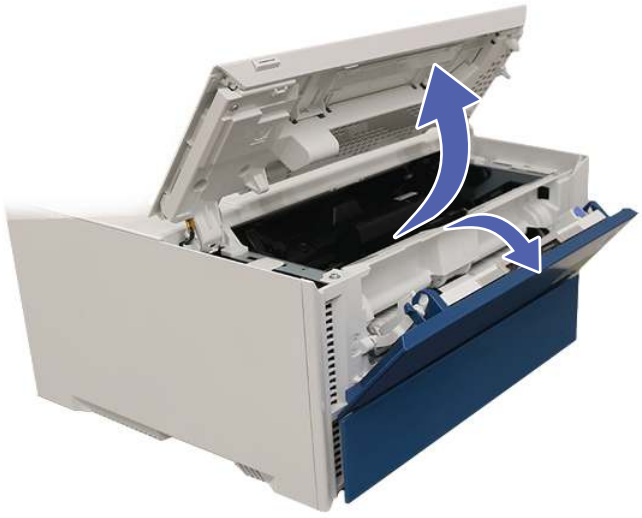
1. Remove Tray 2.

Figure 4-990 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

Open toner cartridge door and Tray 1

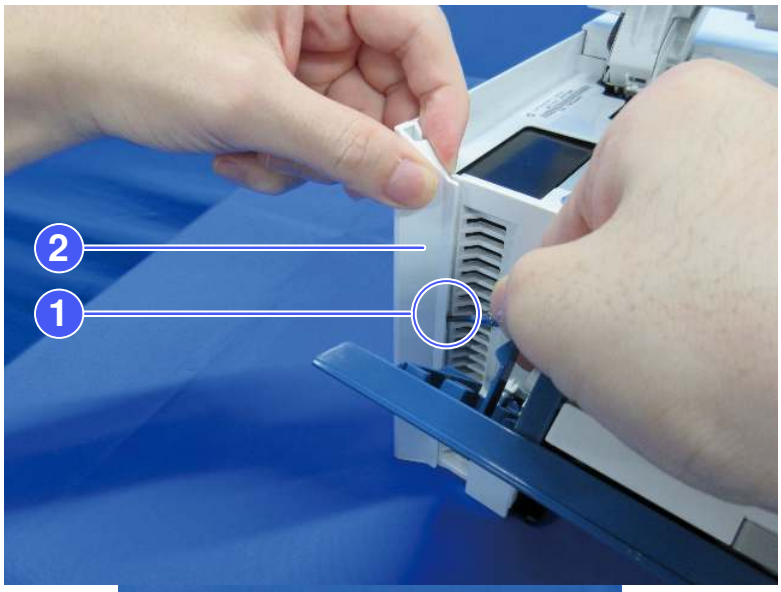


2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-991 Remove front left cover



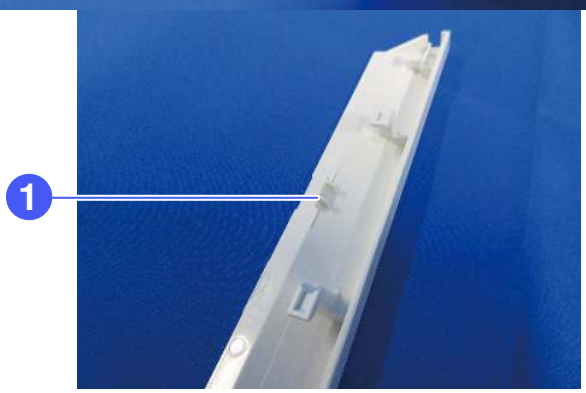


Figure 4-992 Close up of notch for screwdriver

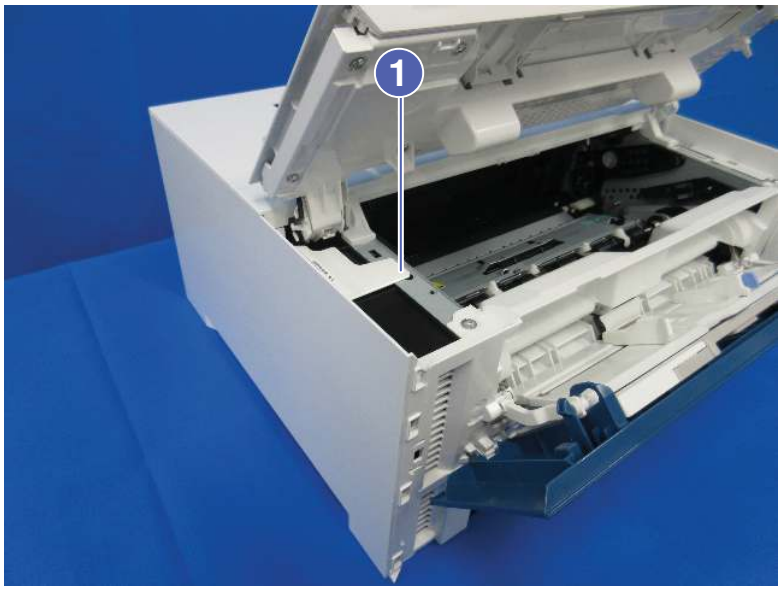


3. Remove the left cover (SFP)

Follow these steps to remove the left cover.

1. Release one tab (callout 1).

Figure 4-993 Release tab

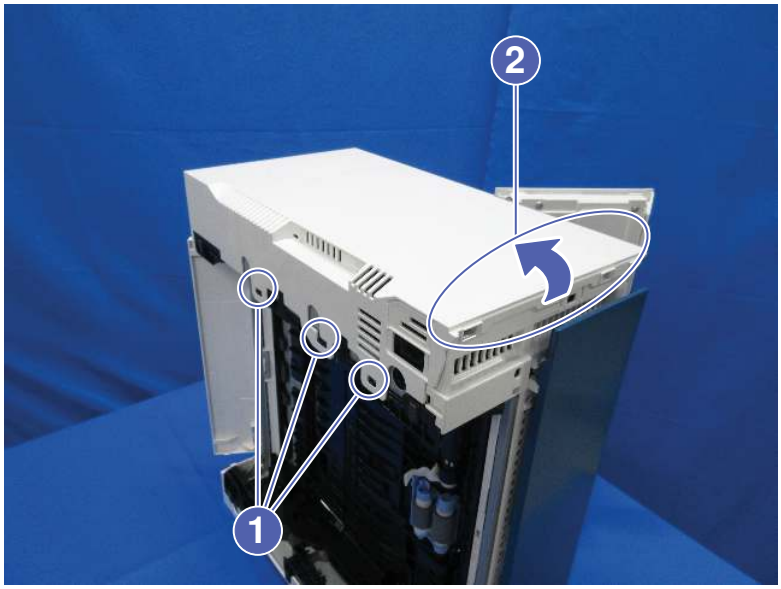


2. Perform the following:

   - For easier access, place the printer so that it is resting on the right side. The left side is now facing up.
   - Release three tabs (callout 1).
   - Pull the front part (callout 2) of the left cover in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

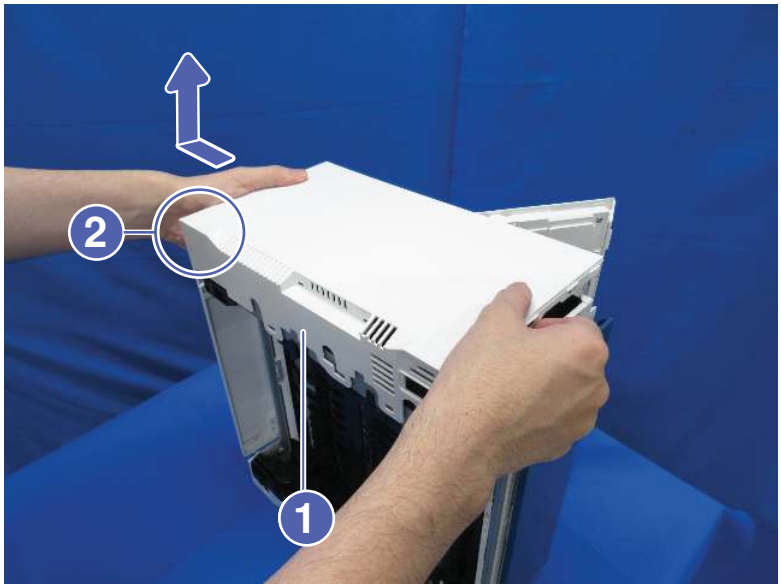
Figure 4-994 Release the left cover



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket (callout 2).

Figure 4-995 Remove left cover



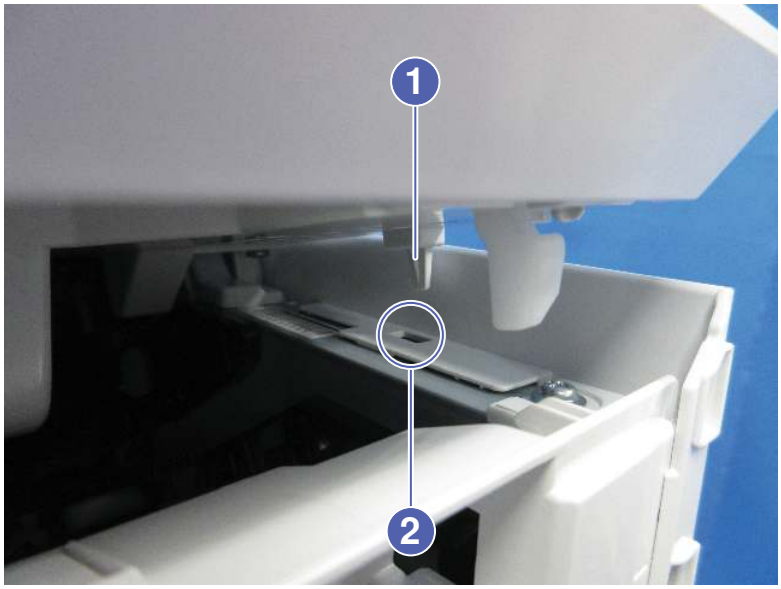
4. Remove the right cover (SFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

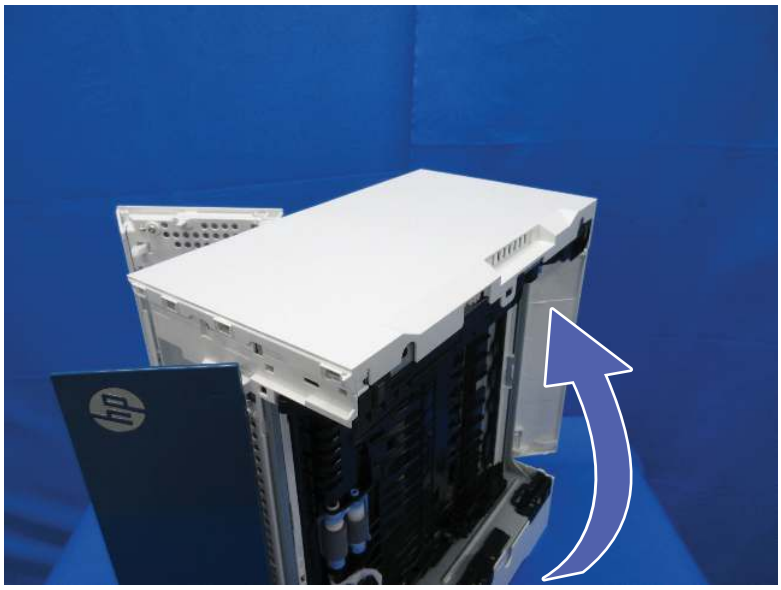
NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-996 Ensure the cartridge door is open



2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

Figure 4-997 Place printer on side

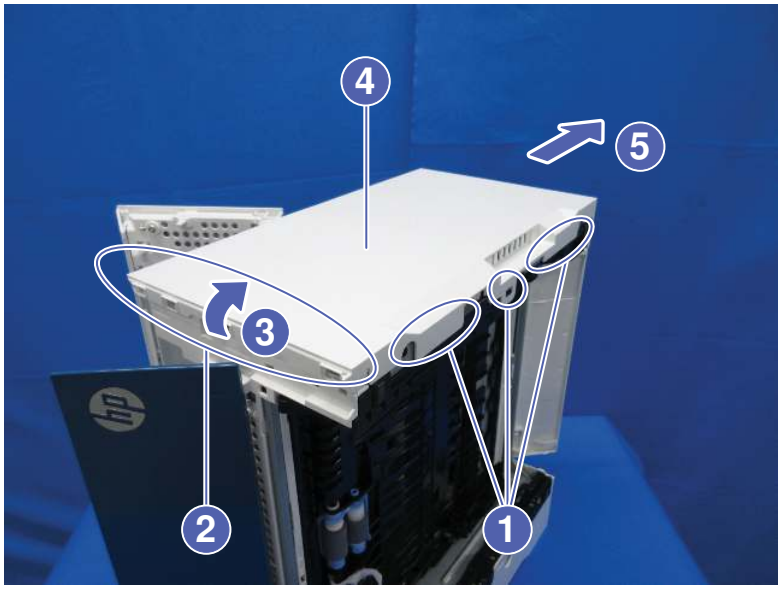


3. Perform the following:

   - Release three tabs (callout 1).
   - The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
   - Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. The cover will not slide without tilting the cover up slightly.

Figure 4-998 Remove right cover



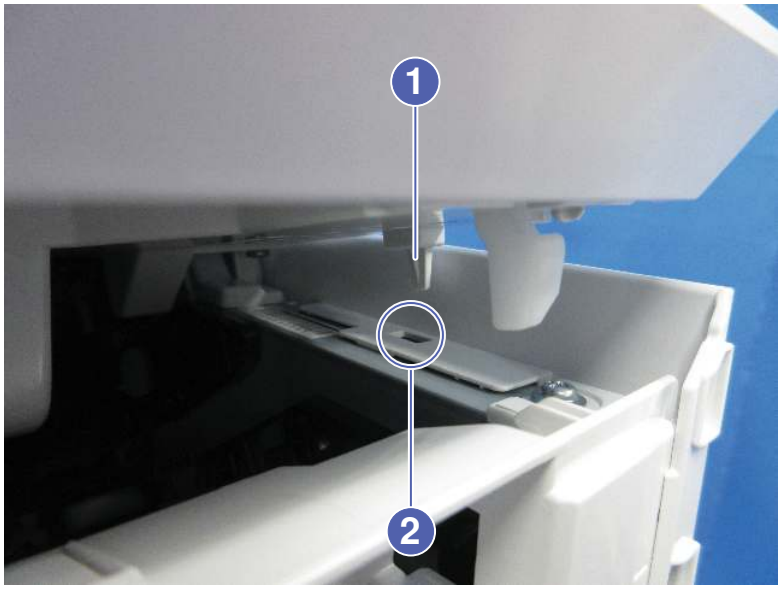
5. Remove the right cover (SFP)

Follow these steps to remove the right cover.

1. Ensure the toner cartridge door is open.

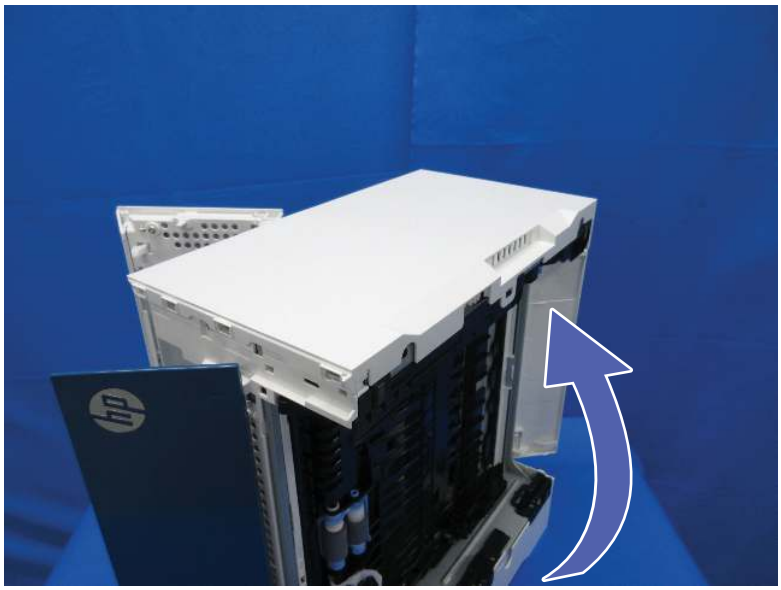
NOTE: If the cartridge door is closed, the protrusion (callout 1) of the cartridge door remains in the hole (callout 2) of the right cover and interferes with its removal.

Figure 4-999 Ensure the cartridge door is open



2. For easier access, place the printer so that it is resting on the left side. The right side is now facing up.

Figure 4-1000 Place printer on side

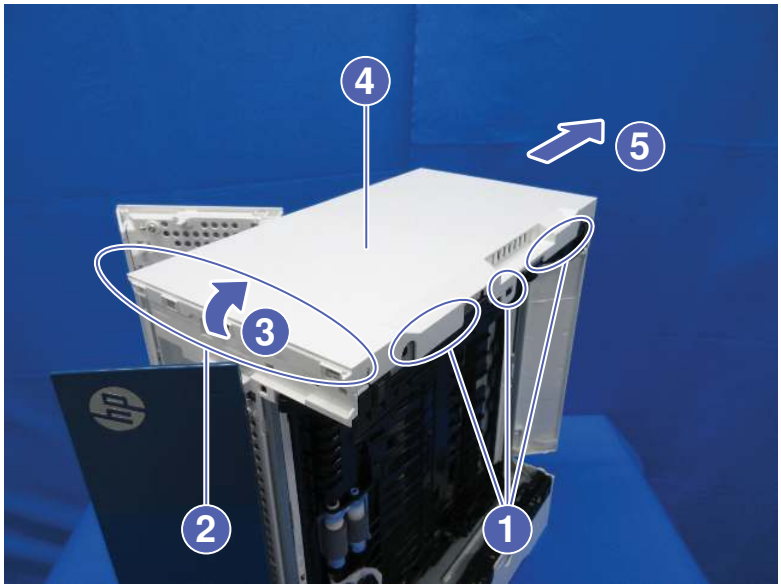


3. Perform the following:

   - Release three tabs (callout 1).
   - The front part (callout 2) of the right cover is pulled in the direction of the arrow (callout 3).
   - Slide the right cover (callout 4) in the direction of the arrow (callout 5) to remove it.

NOTE: The tabs along the rear cover are curved slightly. The cover will not slide without tilting the cover up slightly.

Figure 4-1001 Remove right cover



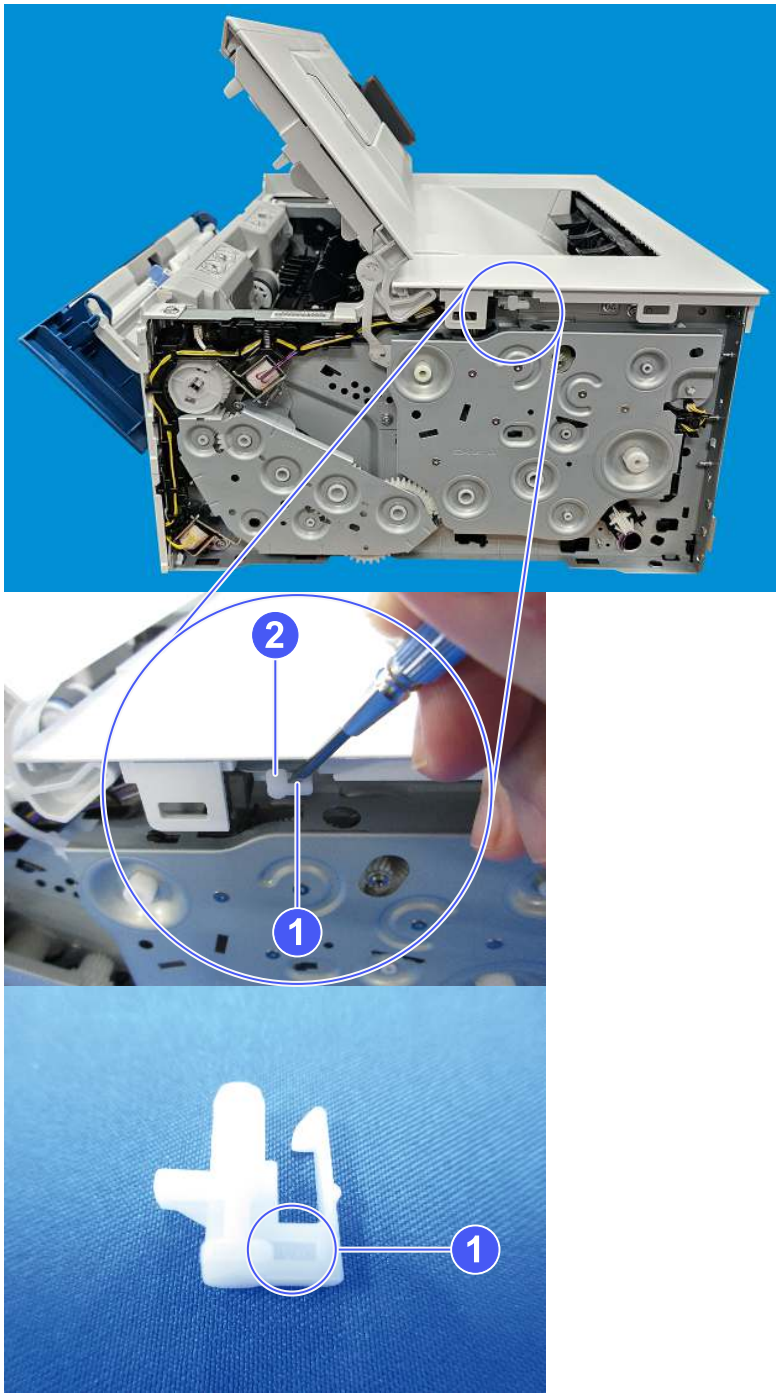
6. Remove the top cover (SFP)

Follow these steps to remove the top cover (SFP).

1. Press a small flat blade screwdriver against the recessed part (callout 1) of the lock pin and pull out the lock pin (callout 2).

IMPORTANT: This locking pin must be saved to install the service part.

Figure 4-1002 Remove the locking pin



2. While lowering one tab (callout 1) downward, the door link (callout 2) is removed by sliding in the arrow direction.

NOTE: The door link is loose once detached from the door and can fall off the link arm to which it is connected. Note how the door link arm attaches to the link arm on the side of the printer to reinstall.

Figure 4-1003 Detach the link arm

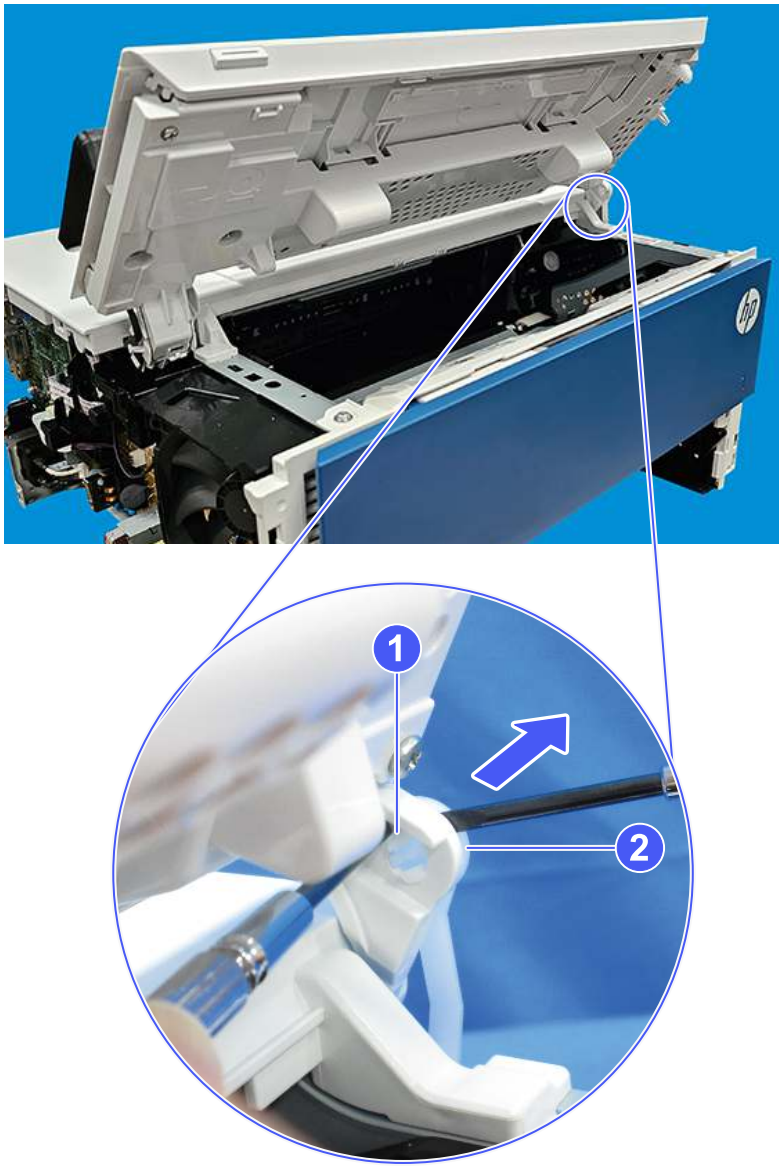
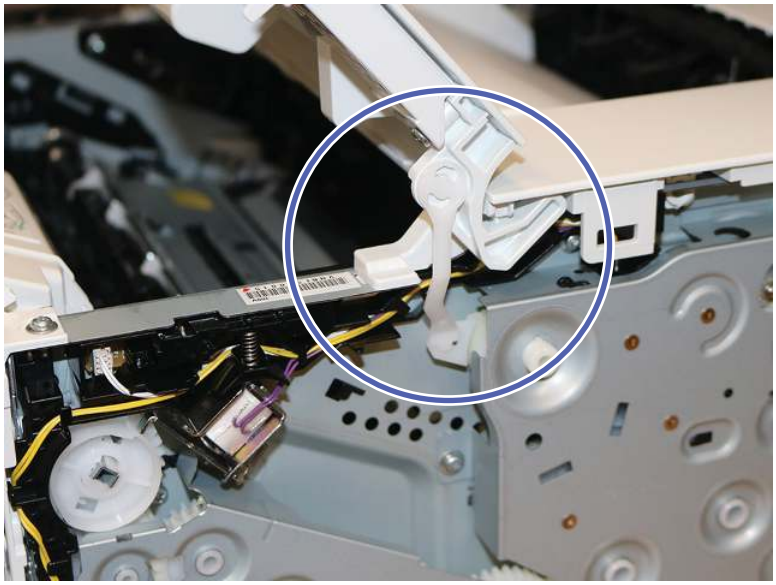
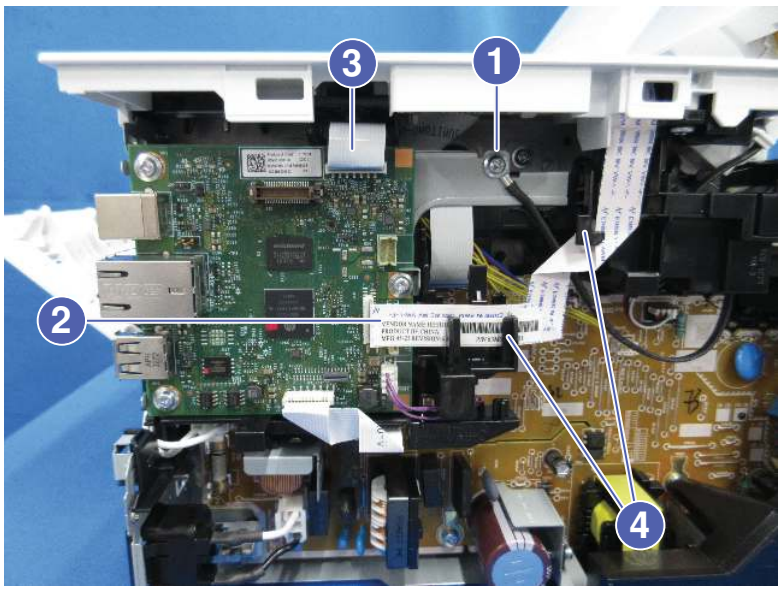


Figure 4-1004 Outside view of the door arm link

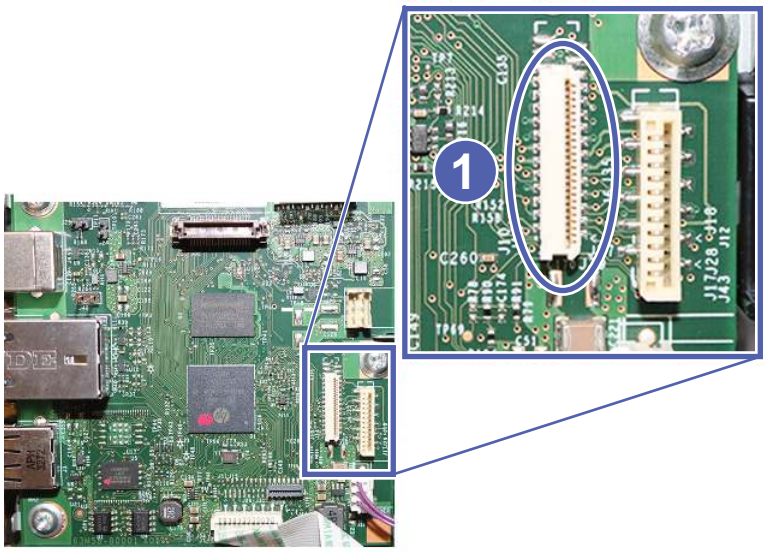


3. On the left side of the printer, perform the following:
   - Remove one screw (callout 1).
   - Remove the FFC (callout 2).
   - Remove the FFC (callout 3) (for Wireless model only).
   - Release the FFC (callout 2) from the cable guide (callout 4).

Figure 4-1005 Remove the FFCs and ground

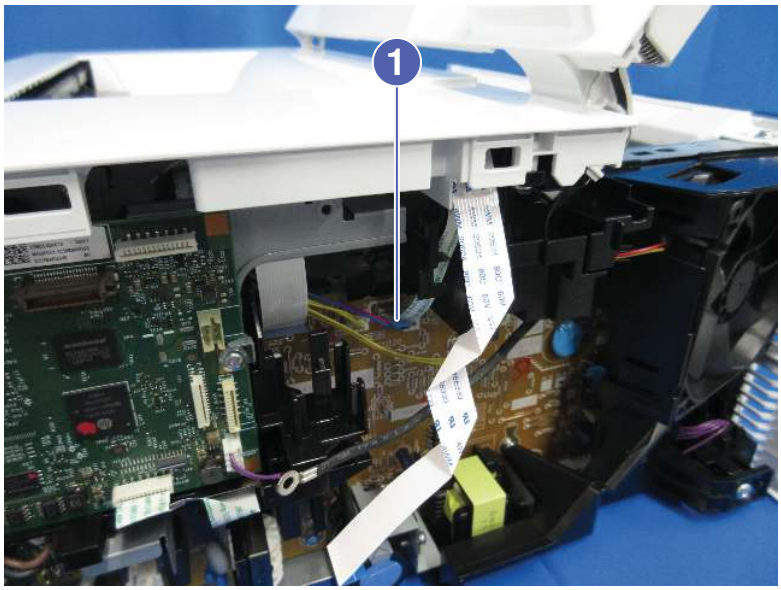


NOTE: When installing the FFC, it must go into the innermost ZIF connector (callout 1).



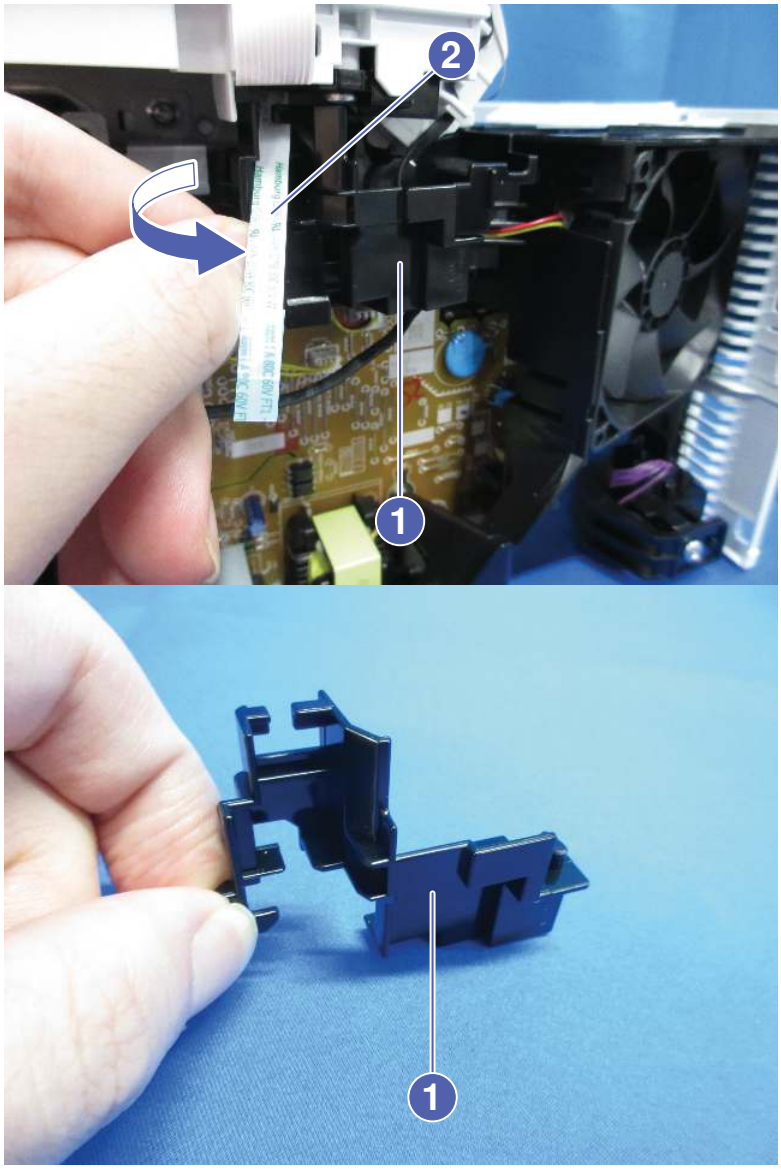
4. Remove the small FFC (callout 1).

Figure 4-1006 Remove the small FFC



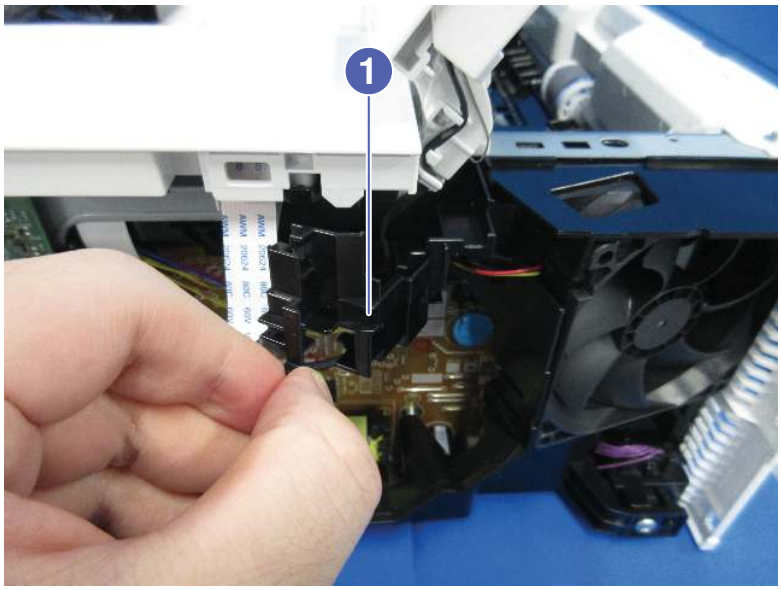
5. Rotate the cable guide (callout 1) in the direction of the arrow, then release the FFC (callout 2) from the cable guide (callout 1).

Figure 4-1007 Remove the cable guide



6. Remove the cable guide (callout 1) by sliding downward.

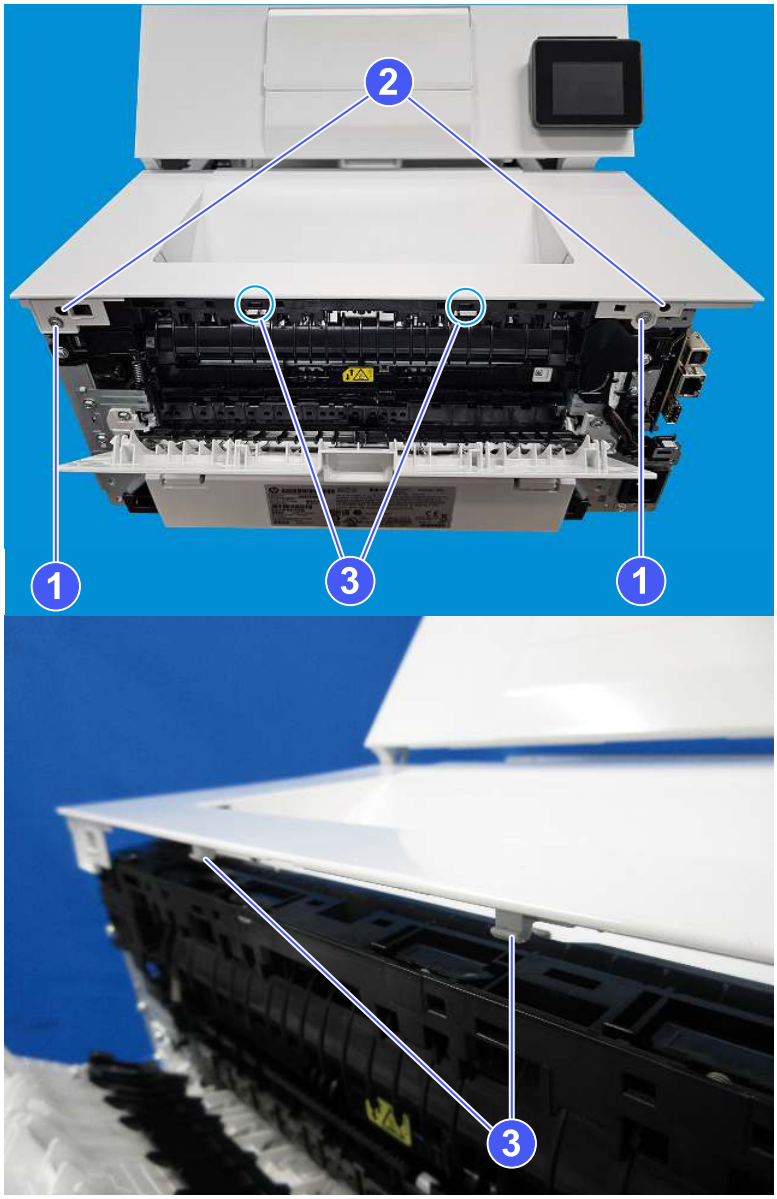
Figure 4-1008 Remove the cable guide



NOTE: Keep the cable guide for reinstall.

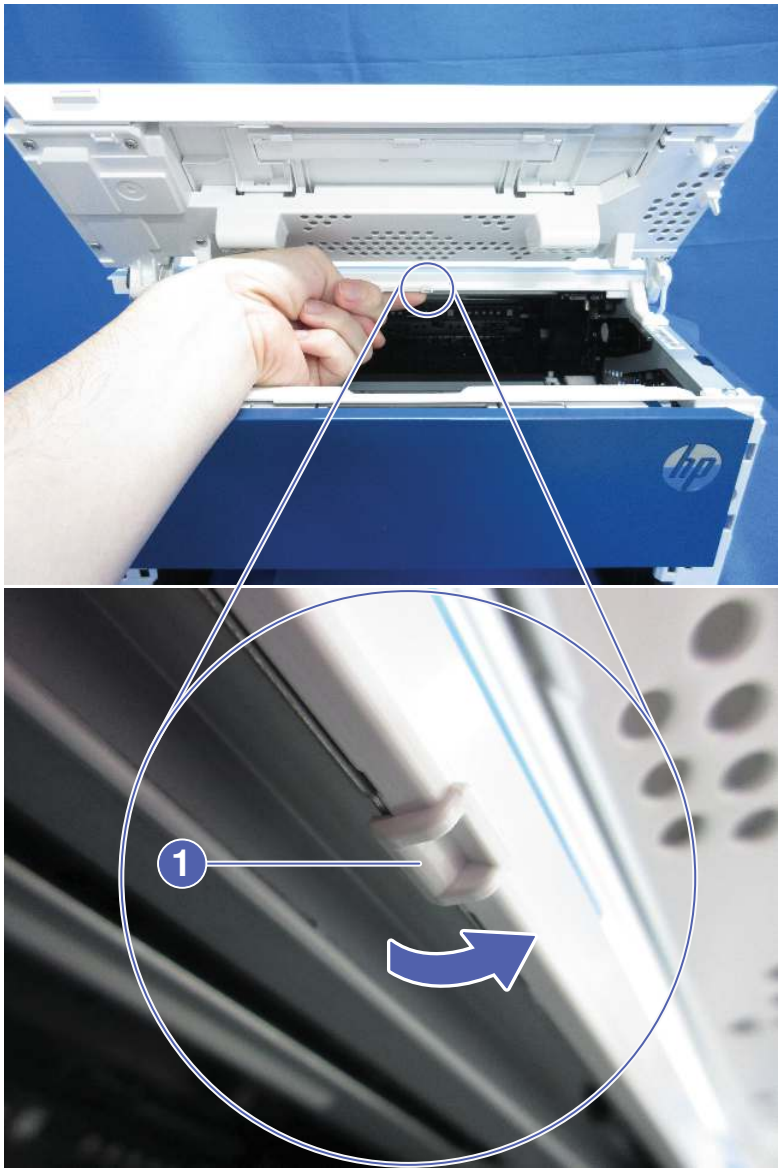
7. Perform the following:
   - Remove two screws (callout 1)
   - Release two bosses (callout 2).
   - Release two tabs (callout 3).

Figure 4-1009 **Remove the screws and release the tabs**



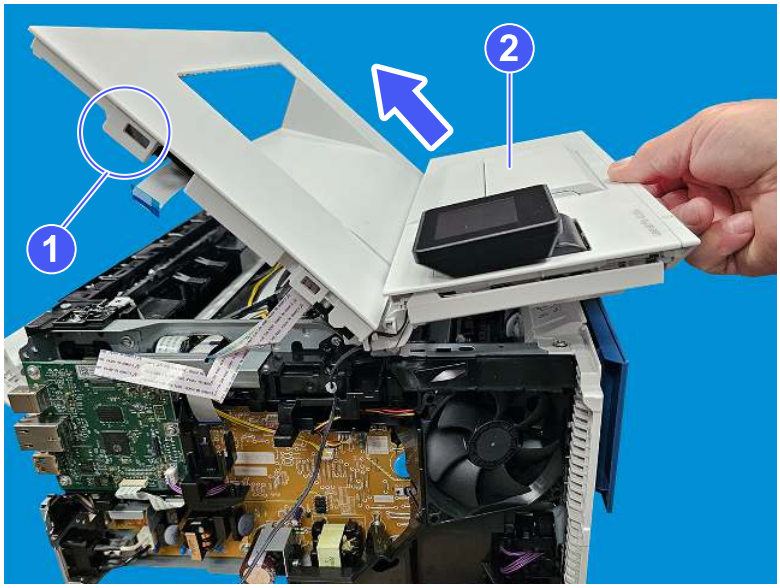
8. Lifting the rear of the top cover, release one tab (callout 1) by pulling forward in the direction of the arrow.

Figure 4-1010 Release the tab



9. Lift the rear part (callout 1) of the top cover assembly, then slide the top cover assembly (callout 2) in the direction of the arrow to remove it.

Figure 4-1011 Remove the top cover



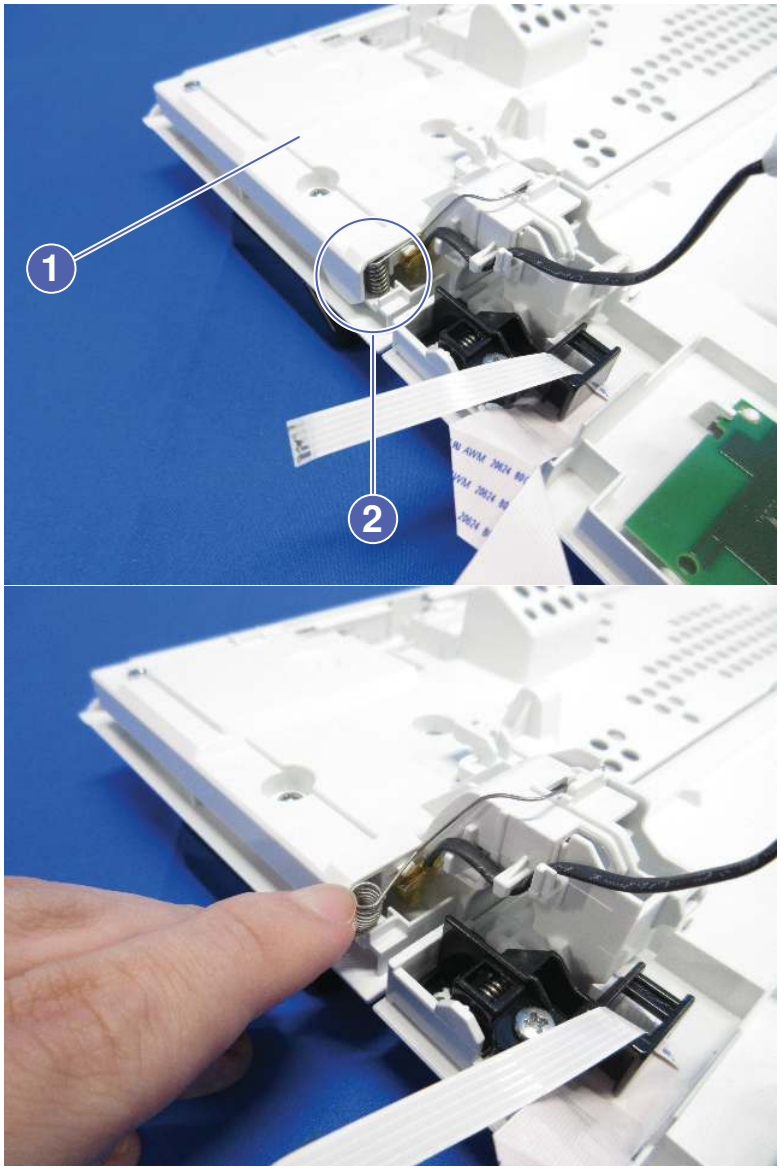
IMPORTANT: This completes the removal of the top cover.

When replacing the top cover use the following steps.

10. If the top cover assembly needs to be replaced with a service part, perform the following.

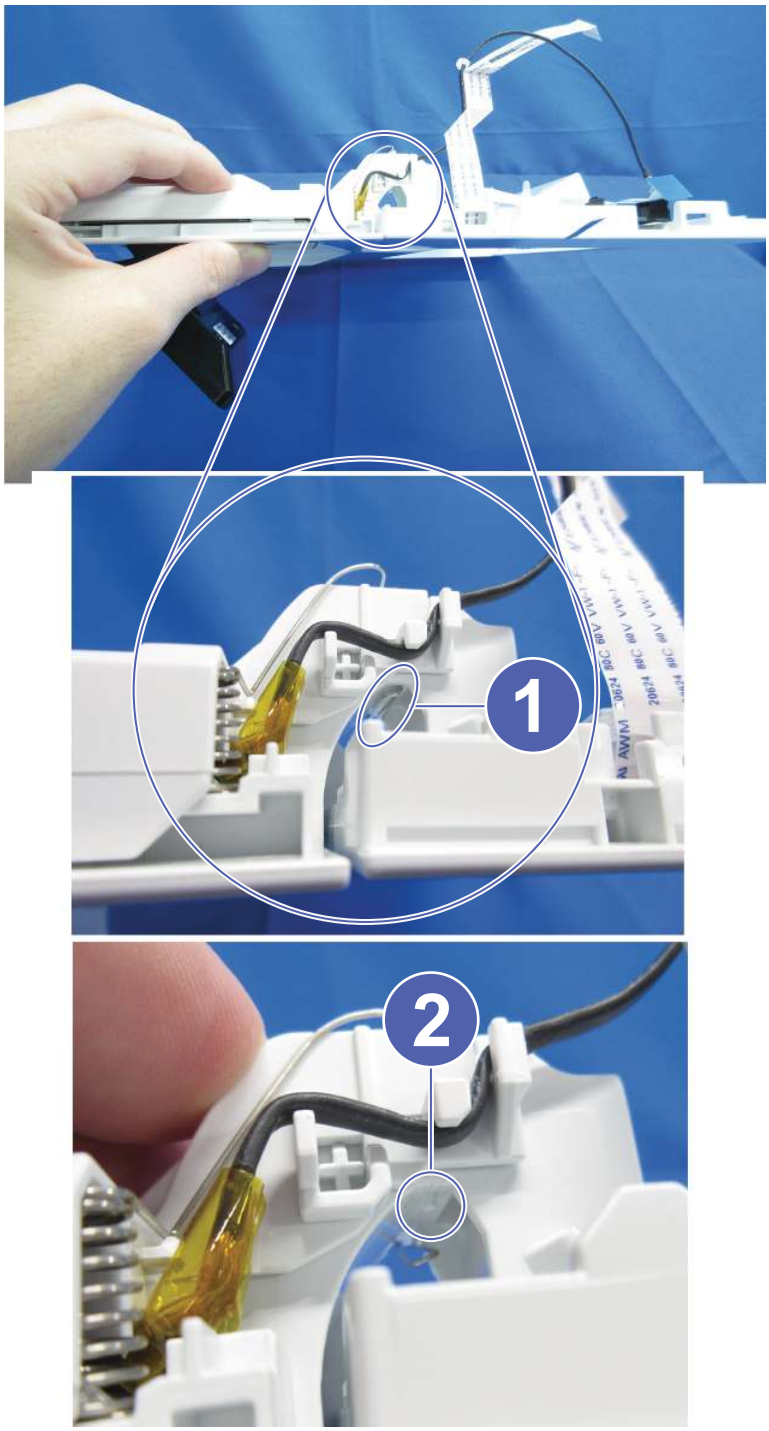
a. Remove the spring (callout 2) from cartridge door assembly. By first removing the spring on the left side as shown.

Figure 4-1012 Release the spring



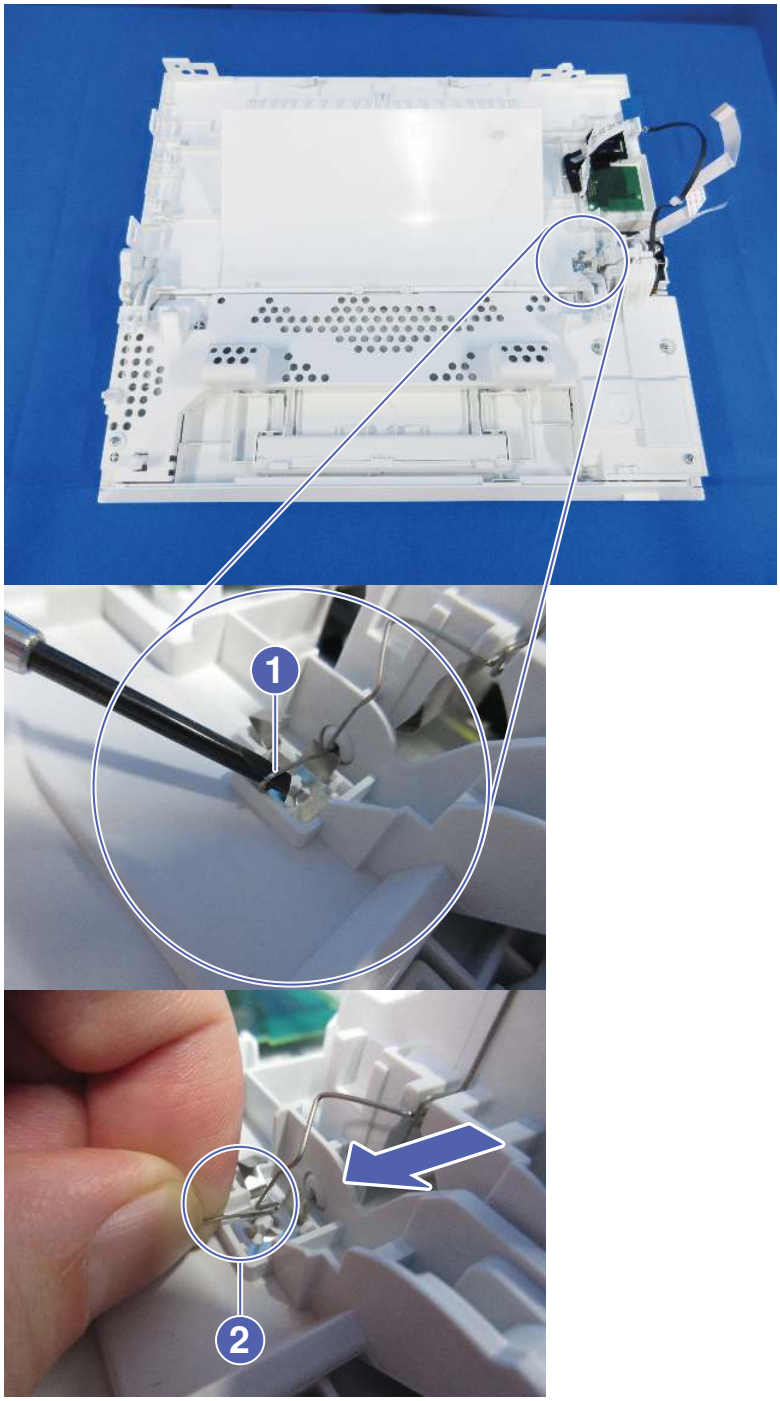
b. Remove spring (callout 1) from boss (callout 2).

Figure 4-1013 Release the spring loop



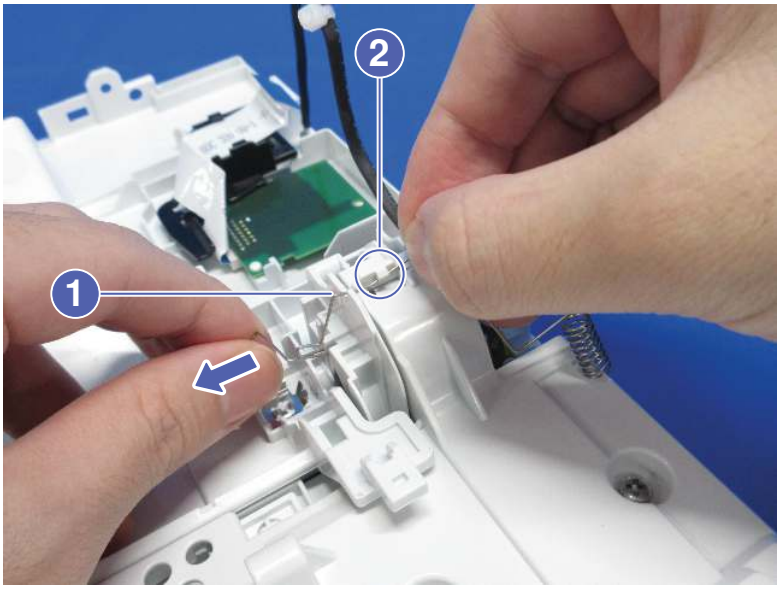
c. Lift the end of the spring (callout 1) slightly, and then pull out the spring (callout 2) in the direction of the arrow.

Figure 4-1014 Pull the spring out



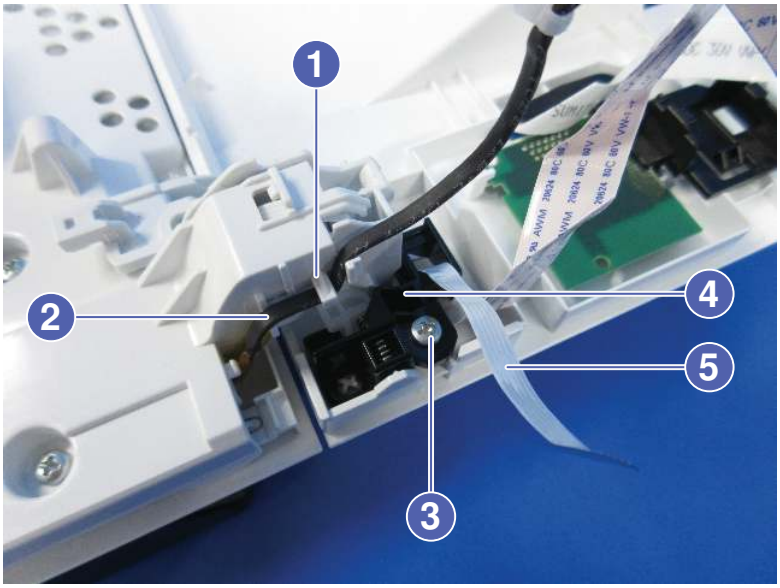
d. The spring (callout 1) is detached from the hook (callout 2), then the spring (callout 1) is removed while sliding it in the direction of the arrow.

Figure 4-1015 Remove the spring



e. Remove the ground cable (callout 2) from the cable guide (callout 1). Remove one screw (callout 3), then remove the latch (callout 4). Release the FFC (callout 5) from the latch (callout 4).

Figure 4-1016 Remove ground cable



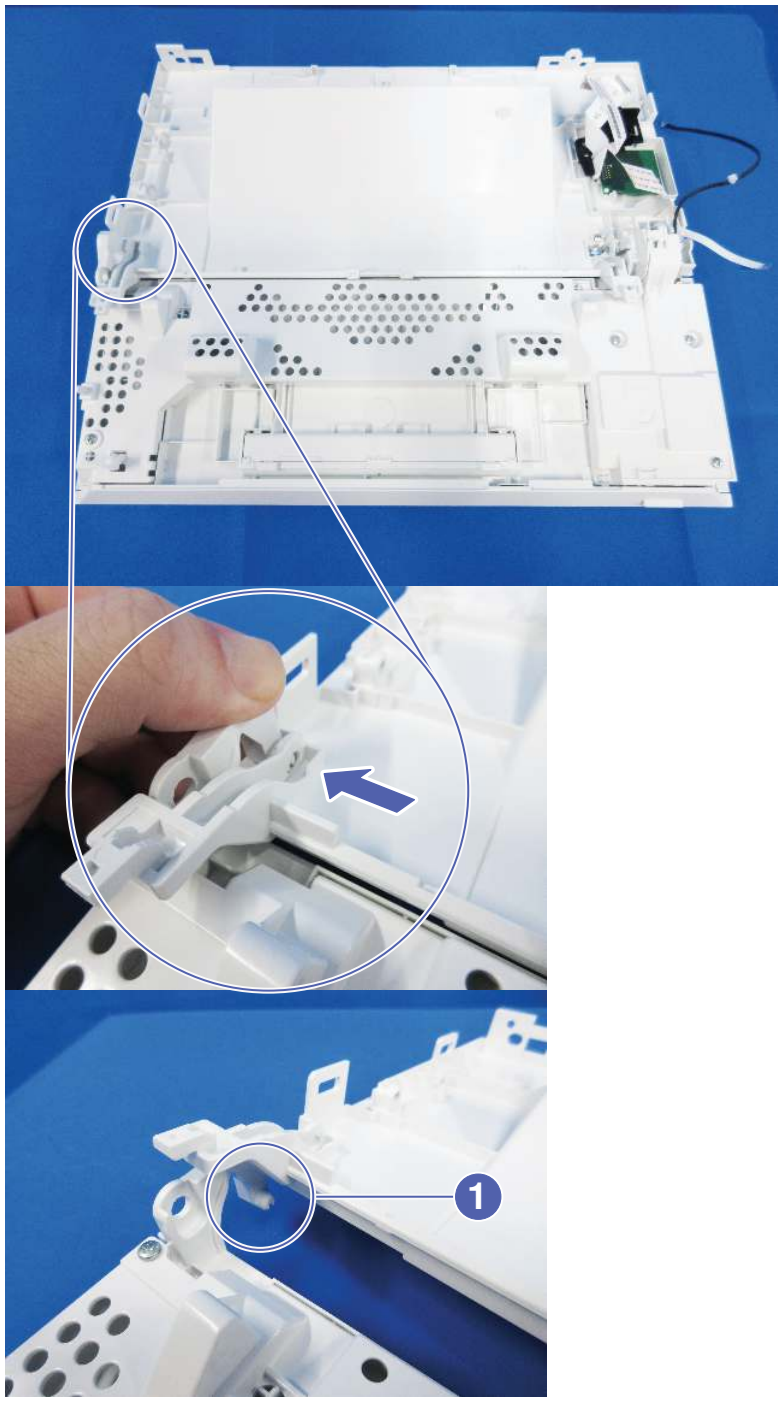
f. Position the two halves of the top cover at an angle as shown.

Figure 4-1017 Align the top cover



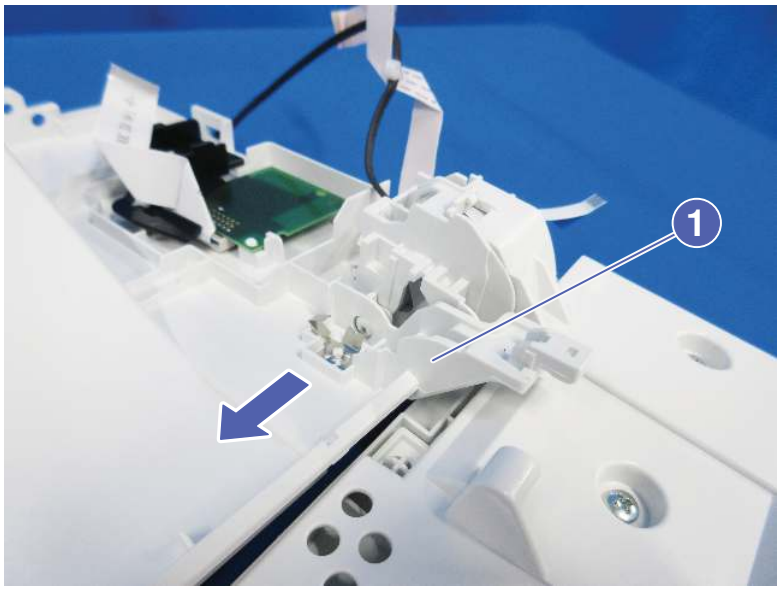
g. Remove the shaft (callout 1) by bending the cover in the direction of the arrow.

Figure 4-1018 Release post



h. Slide the top cover assembly (callout 1) in the direction of the arrow to remove it.

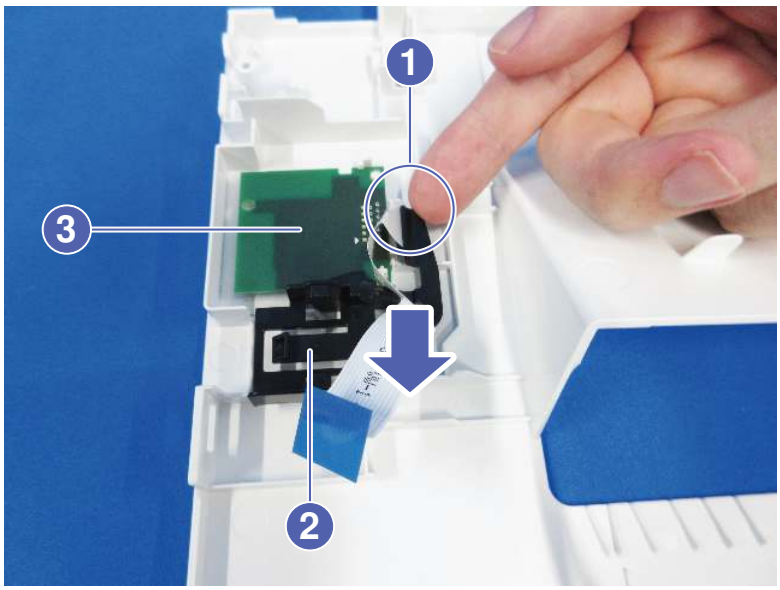
Figure 4-1019 Slide top cover in the direction of the arrow



i. Lift the end of the Wi-Fi retaining bracket (callout 1), then slide the holder (callout 2) in the direction of the arrow to remove it. Remove the Wi-Fi PCA (callout 3).

NOTE: For Wireless models only. IMPORTANT: When reinstalling the Wireless PCA, the PCA must be installed before the retaining bracket.

Figure 4-1020 Remove the Wi-Fi PCA



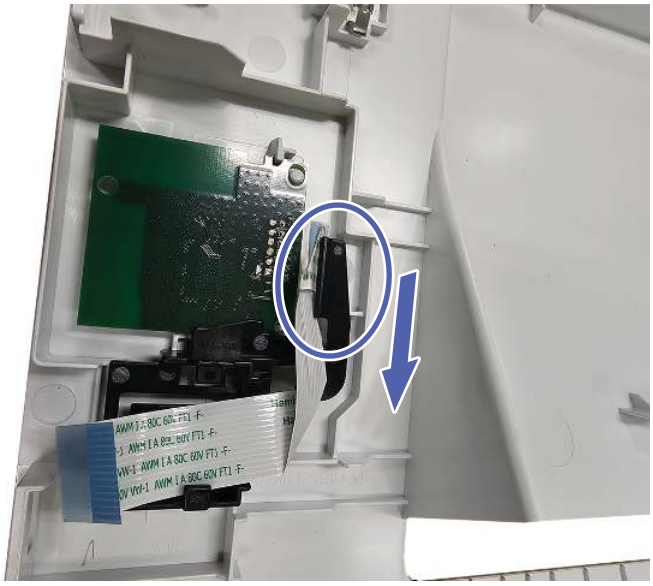
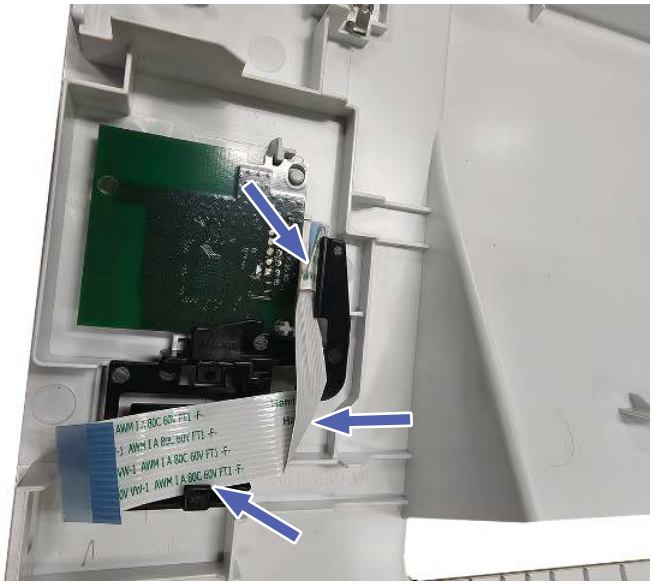


Figure 4-1021 When reinstalling note the proper layout of Wi-Fi FFC

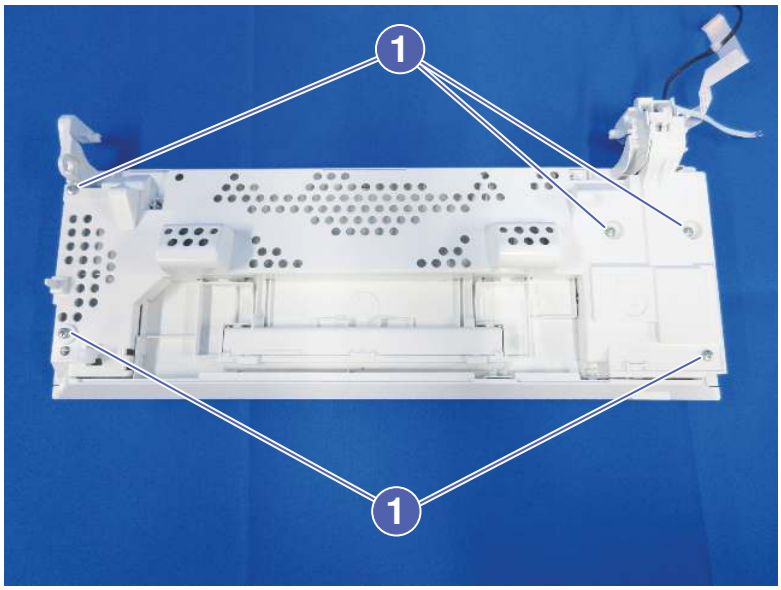


7. Remove the cartridge door assembly (WiFi SFP)

Follow these steps to remove the cartridge door assembly.

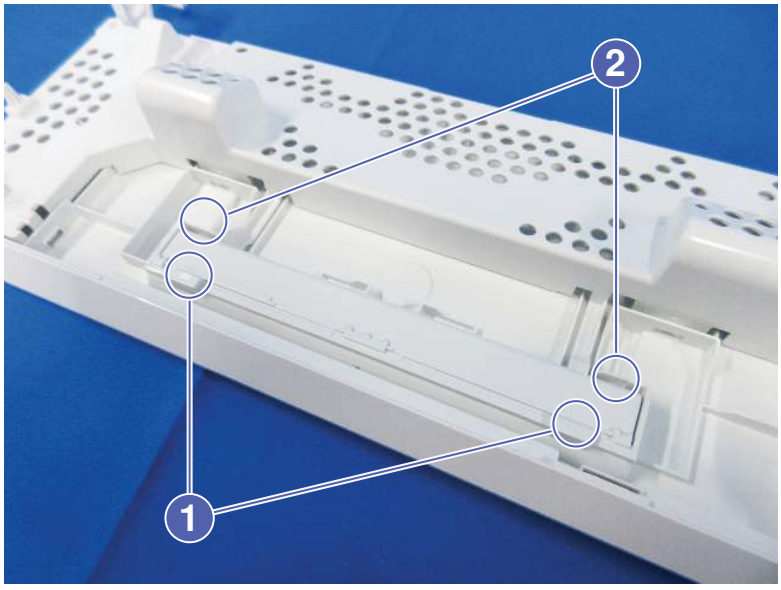
1. Remove six screws (callout 1).

Figure 4-1022 Remove screws



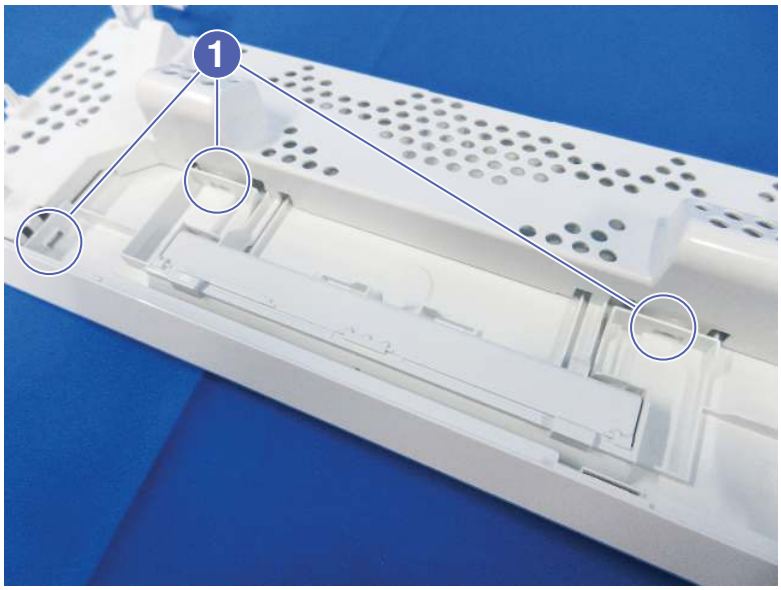
2. Release two tabs (callout 1) and release two tabs (callout 2).

Figure 4-1023 Release tabs



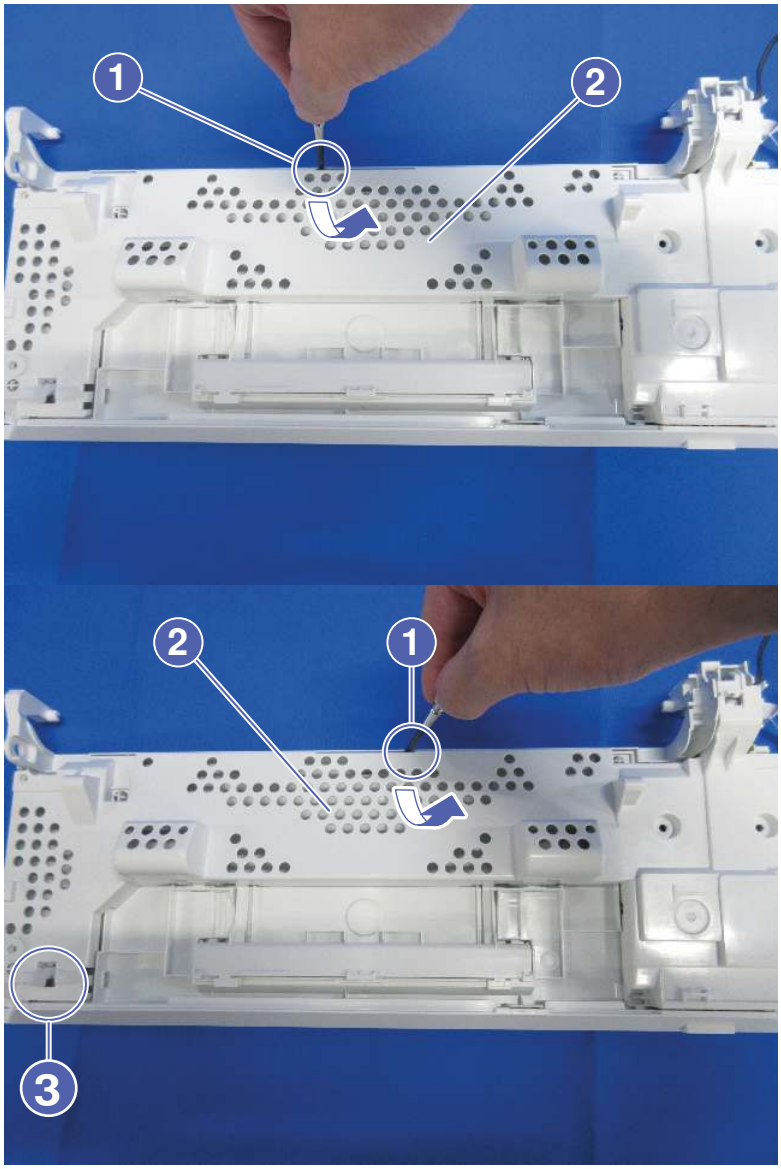
3. Release three tabs (callout 1).

Figure 4-1024 Release tabs



4. Use a small flat-blade screwdriver and gently pry between the inner cover and the cartridge door assembly. Then move the screwdriver in the direction of the arrow and slightly lift the inner cover (callout 2).

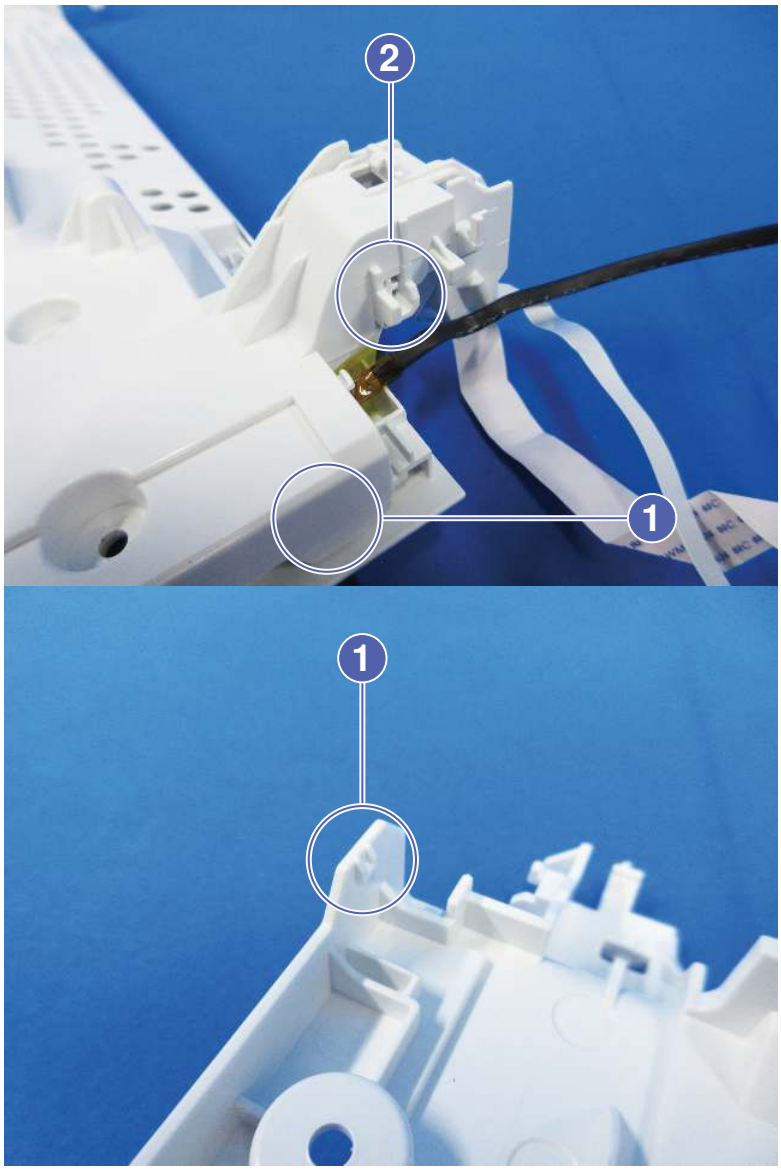
Figure 4-1025 Lift inner cover



NOTE: Be careful not to lose the latch with spring when you pull the inner cover off.

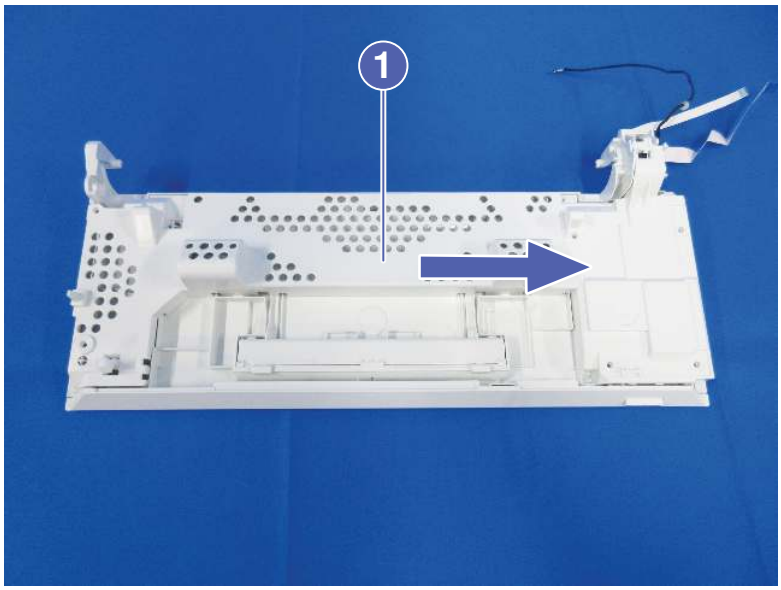
5. Release one tab (callout 1) and one alignment boss (callout 2).

Figure 4-1026 Release tab



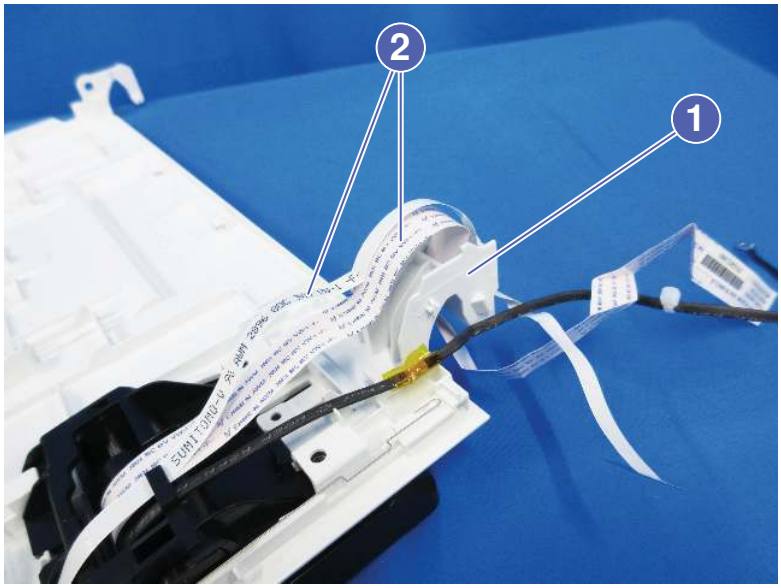
6. Remove the inner cover (callout 1) by sliding it in the direction shown to release it.

Figure 4-1027 Remove inner cover



7. Release the FFC (callout 2) from the arm (callout 1).

Figure 4-1028 Release the FFC



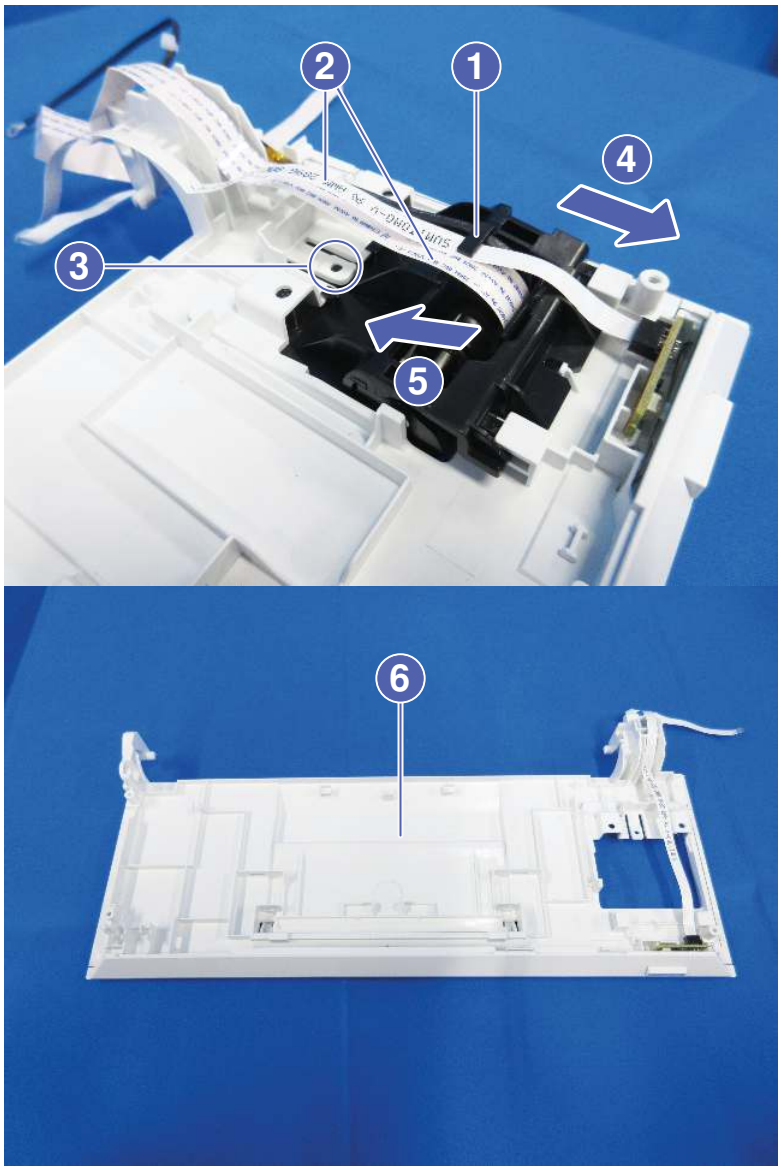
8. To remove the control panel perform the following:

- Release the FFC (callout 2) from the control panel assembly (callout 1).
- Release one boss (callout 3).
- Shift the control panel assembly (callout1) in the direction of the arrow (callout 4).
- Gently lift up and slide the control panel assembly (callout 1) in the direction of the arrow (callout 5).

- Remove the control panel assembly (callout 1) from cartridge door assembly (callout 6).

NOTE: When reinstalling, the power switch PCA will become loose and will hinder install of inner cover if it's not in the correct position.

Figure 4-1029 Remove control panel



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: Control panel (MFP)

Learn how to remove and replace the control panel assembly.

View a video of how to remove and replace the control panel.

Mean time to repair: 12 minutes

Service level: Easy

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2, and then remove the toner cartridge.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.

3. Turn the printer power on.

Required parts

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

Table 4-50 Part information

Part number	Part description
63M62-67001	4.3" CP assembly MFP w/cables

Required tools

- Small flat-blade screwdriver
- #2 Phillips screwdriver with a magnetic tip and a 152 mm (6 in) shaft length
- T10 Torx screwdriver

Post service test

Make sure that toner cartridge door correctly opens and closes.

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

If possible, send a fax to the printer.

1. Remove Tray 2 and open printer

Follow these steps.

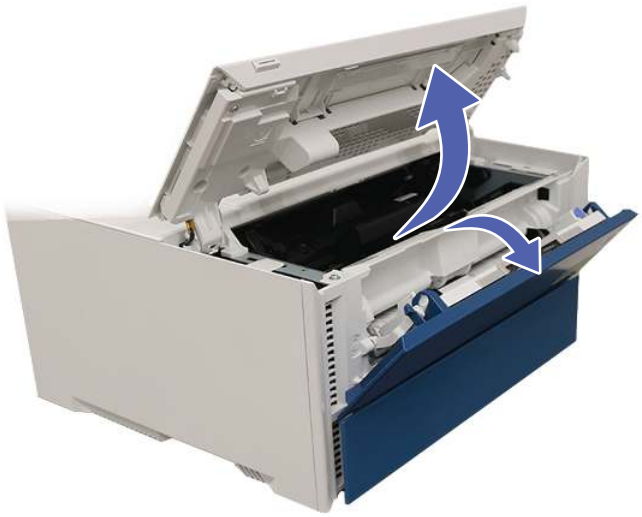
1. Remove Tray 2.

Figure 4-1030 Remove Tray 2



2. Open Tray 1 and the toner cartridge door.

   Open toner cartridge door and Tray 1

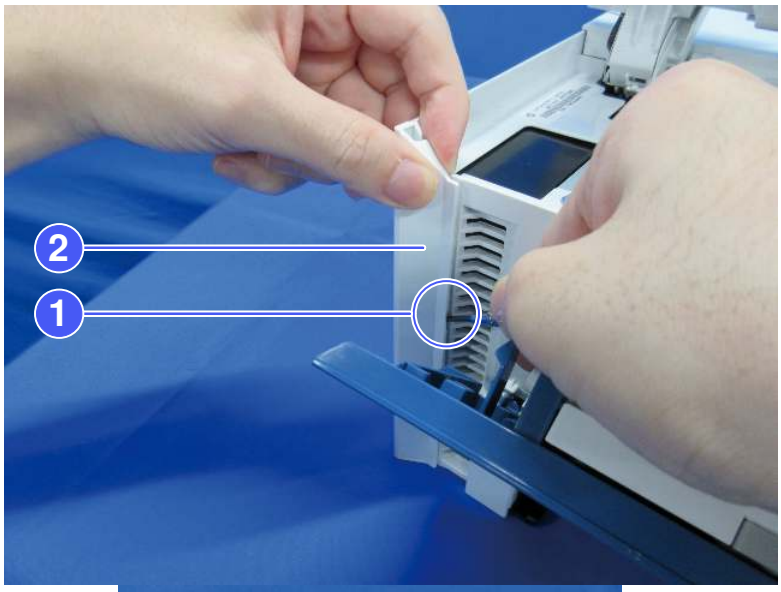


2. Remove the left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-1031 Remove front left cover



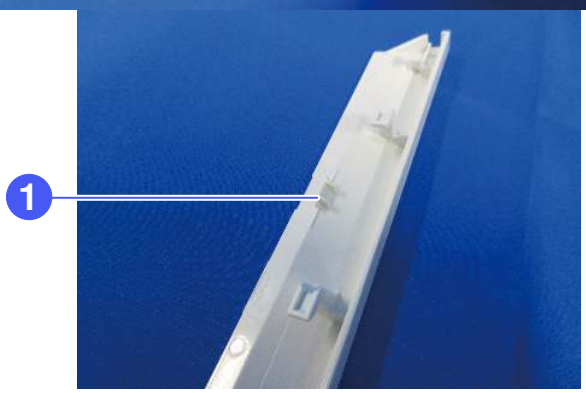


Figure 4-1032 Close up of notch for screwdriver

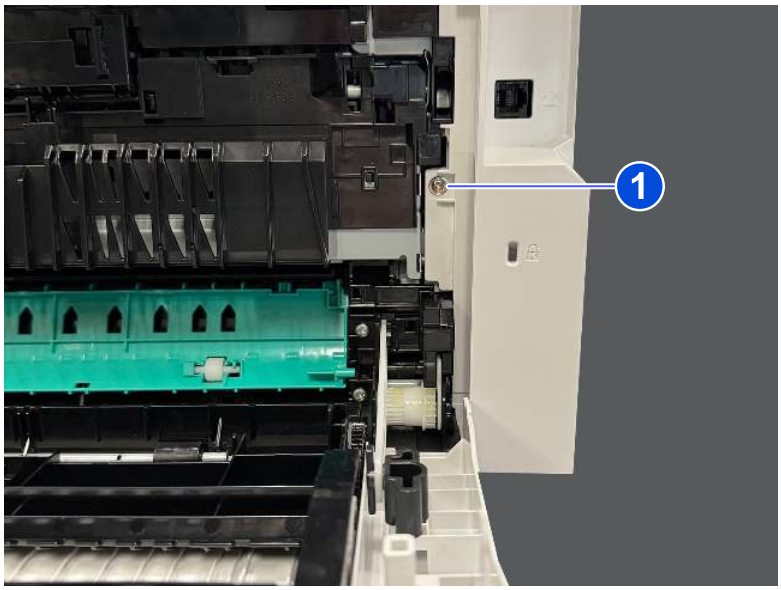


3. Remove the left cover (MFP)

Follow these steps to remove the left cover.

1. Remove one screw and free the ground wire (callout 1).

Figure 4-1033 Remove ground screw



2. Perform the following:

- Place the printer on its right side so that the left side is the face up.

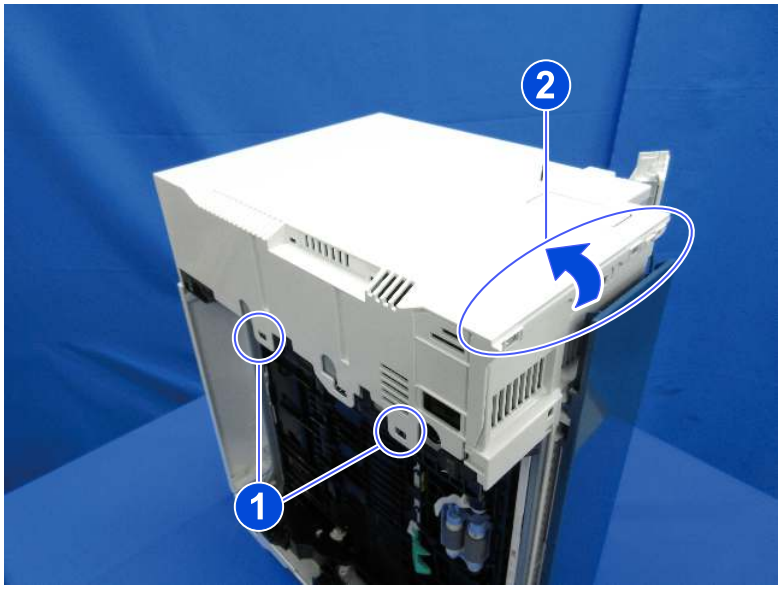
IMPORTANT: Ensure to secure the document feeder when placing the printer on the side.

- Release three tabs (callout 1).
- Pull the front part of the left cover (callout 2) in the direction of the arrow.

NOTE: Ensure that the tab on the lower left corner is released.

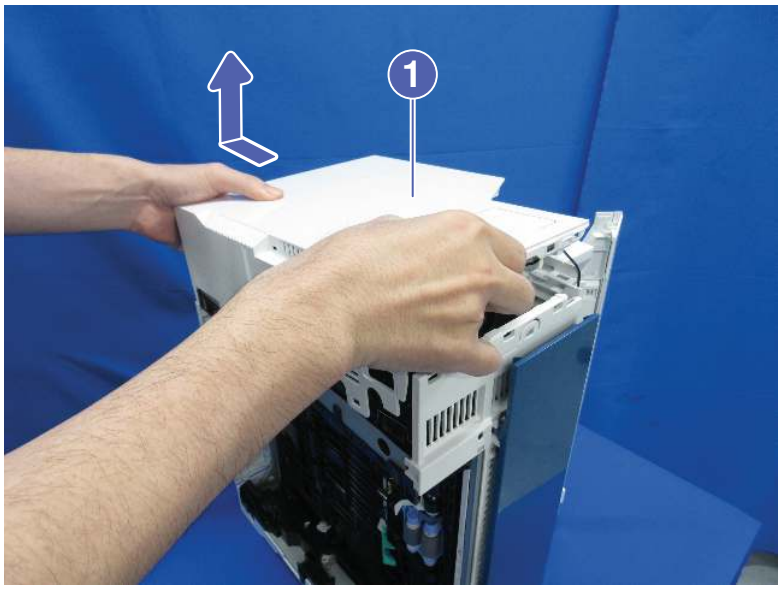
TIP: The cover can hang up on the black foot bracket, gently move the cover around this bracket.

Figure 4-1034 Release cover tabs



3. Slide the left cover (callout 1) in the direction of the arrow to remove it.

Figure 4-1035 Remove the cover

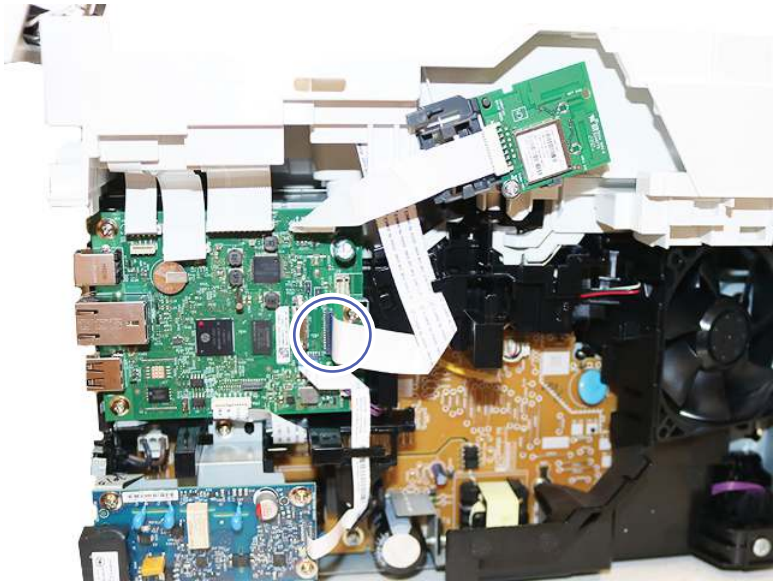


4. Remove the fax PCA and cable (Fax models only)

Follow these steps to remove the fax PCA and cable (Fax models only).

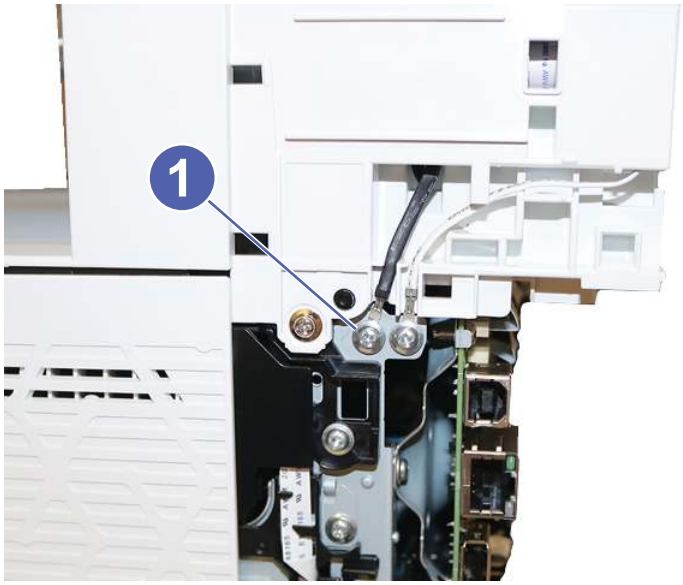
1. Disconnect the FFC from Formatter.

Figure 4-1036 Disconnect the FCC



2. Remove one screw (callout 1) to disconnect ground wire.

Figure 4-1037 Remove one screw



3. If the ISA is not already raised, raise it now.

Figure 4-1038 Raise the ISA



4. Release one tab and then rotate the ISA slider pin towards the front of the printer to release it.

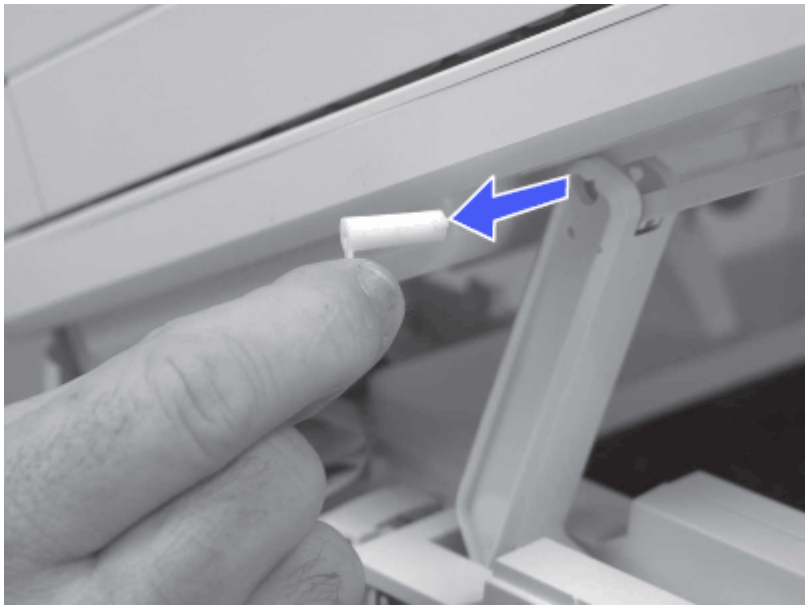
Figure 4-1039 Release one tab and rotate the slider pin



5. Remove the slider pin.

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

Figure 4-1040 Remove the pin



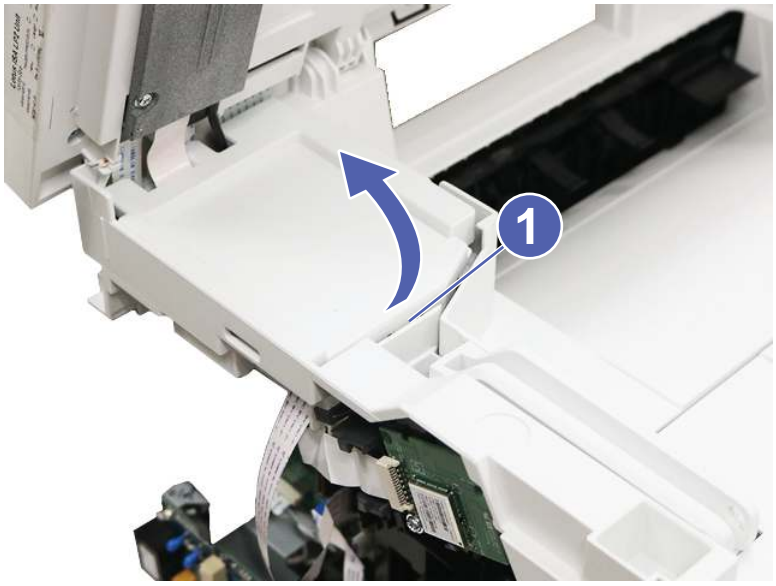
6. While firmly holding the ISA, rotate the ISA towards the rear of the printer until it stops.

Figure 4-1041 Rotate the ISA towards the rear of the printer



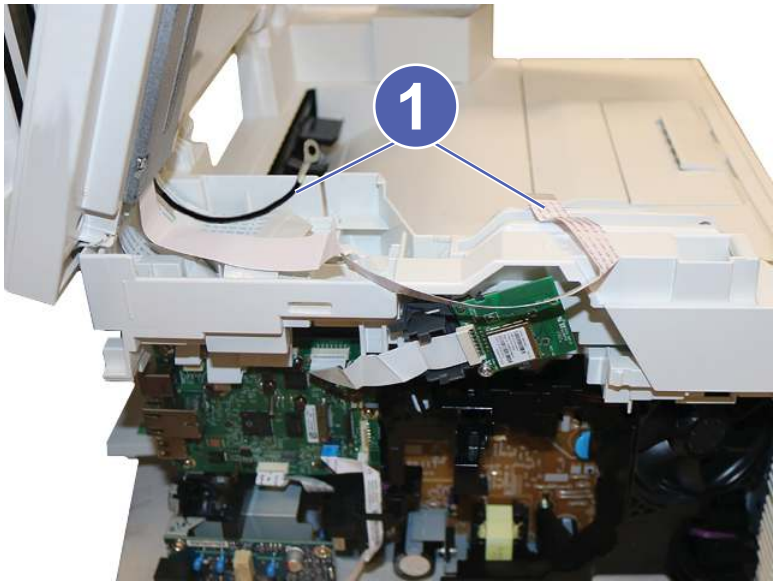
7. Release the tab (callout 1), rotate the front edge of the cover up and then slide it toward the front of the printer to remove the cover.

Figure 4-1042 Remove the ISA FFC cover



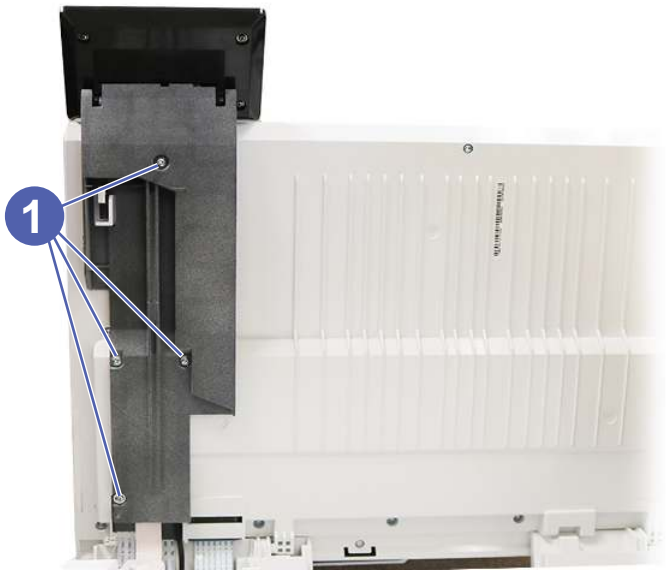
8. Gently pull the FFC and ground wire (callout 1) up through the ISA base.

Figure 4-1043 Pull the cables up through the base



9. Remove four screws (callout 1) from the control panel cable cover.

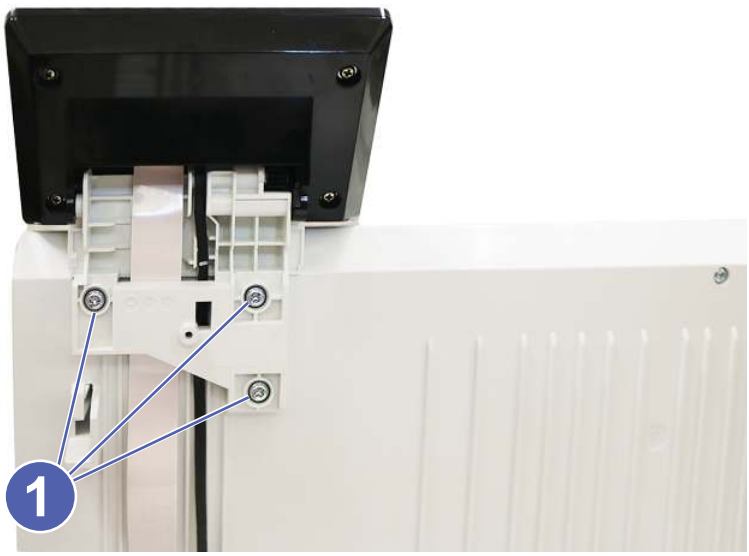
Figure 4-1044 Remove four screws



10. Remove three screws (callout 1) to separate the control panel assembly from the ISA.

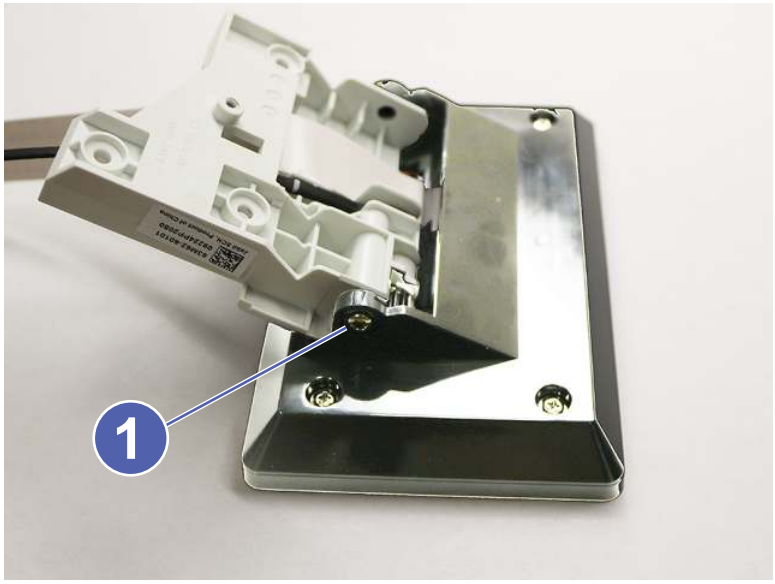
NOTE: When separating the control panel from the ISA, the FFC has two glue sections that should be gently removed.

Figure 4-1045 Remove screws



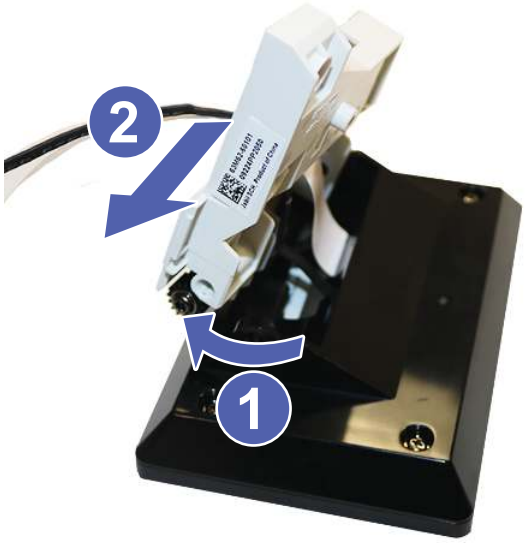
11. Remove one torx screw (callout 1).

Figure 4-1046 Remove screw



12. Rotate the mount (callout 1) away from the control panel and then slide it in the direction of the arrow (callout 2) to separate.

Figure 4-1047 Separate control panel from mount



TIP: When installing a new control panel, feed the FCC and ground wire back through the mounting slot.

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.

Input device(s): 550-sheet paper feeder

Learn how to remove and replace the 550-sheet paper feeder parts and assemblies.

Removal and replacement: 550 sheet paper feeder - Connecting PCA (SFP/MFP)

Learn how to remove and replace the connecting PCA.

Mean time to repair:

Service level:

Before performing service

WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.

4. Remove Tray 2.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-51 Part information

Part number	Part description
RM3-9374-000CN	Connecting PCB assembly

Required tools

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

Post service test

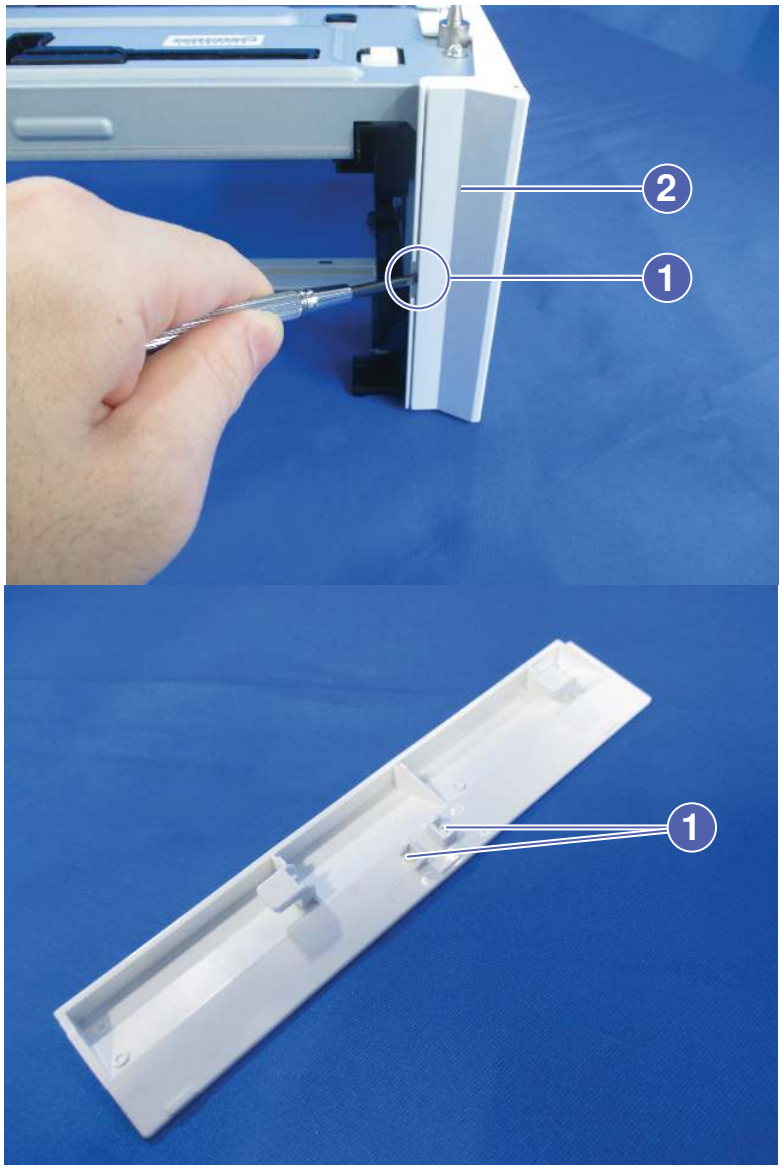
Make sure that the printer initializes to a **Ready** state.

1. Remove the 550 sheet feeder right front cover

Follow these steps to remove the right front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-1048 Remove the right front cover

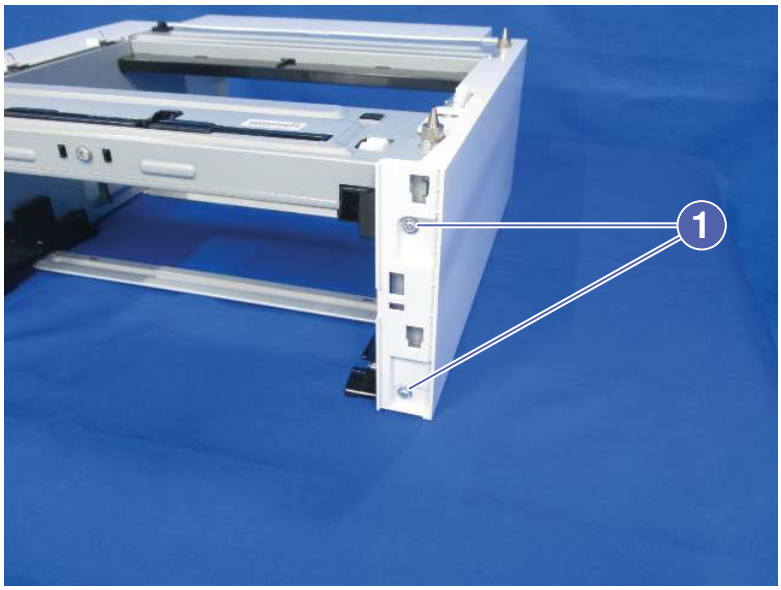


2. Remove the 550 sheet feeder right cover

Follow these steps to remove the right cover.

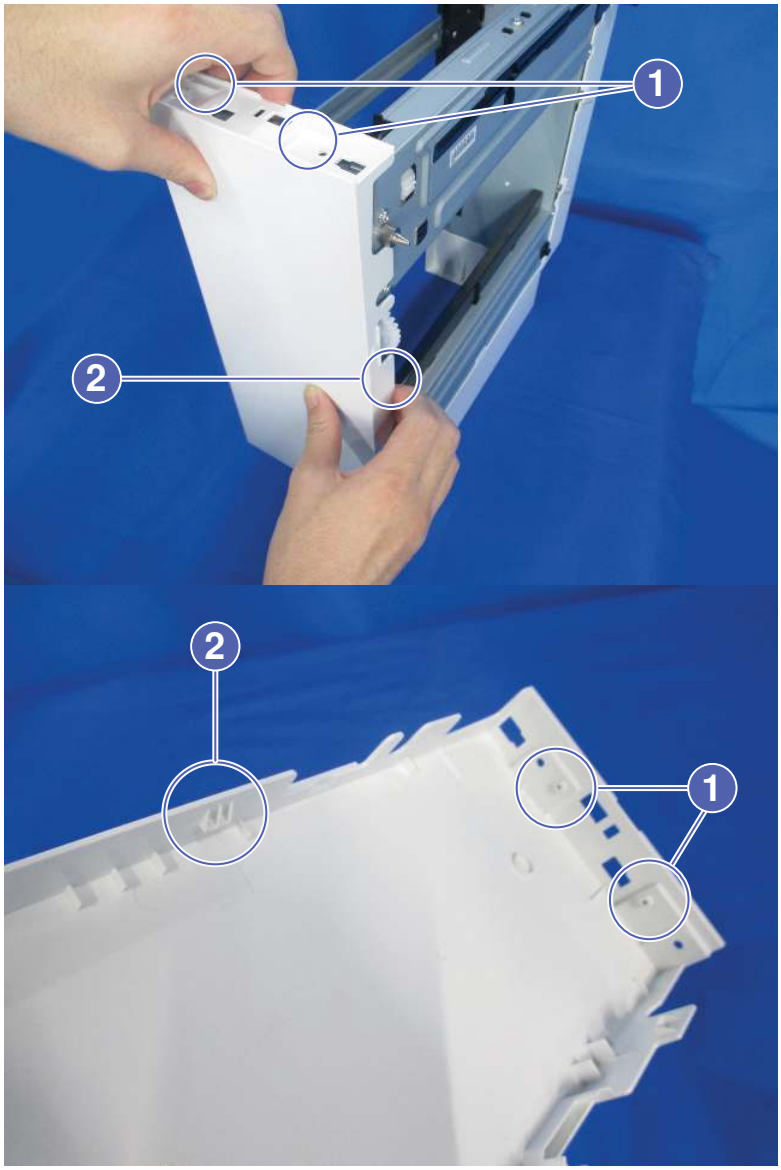
1. Remove two screws (callout 1).

Figure 4-1049 Remove two screws



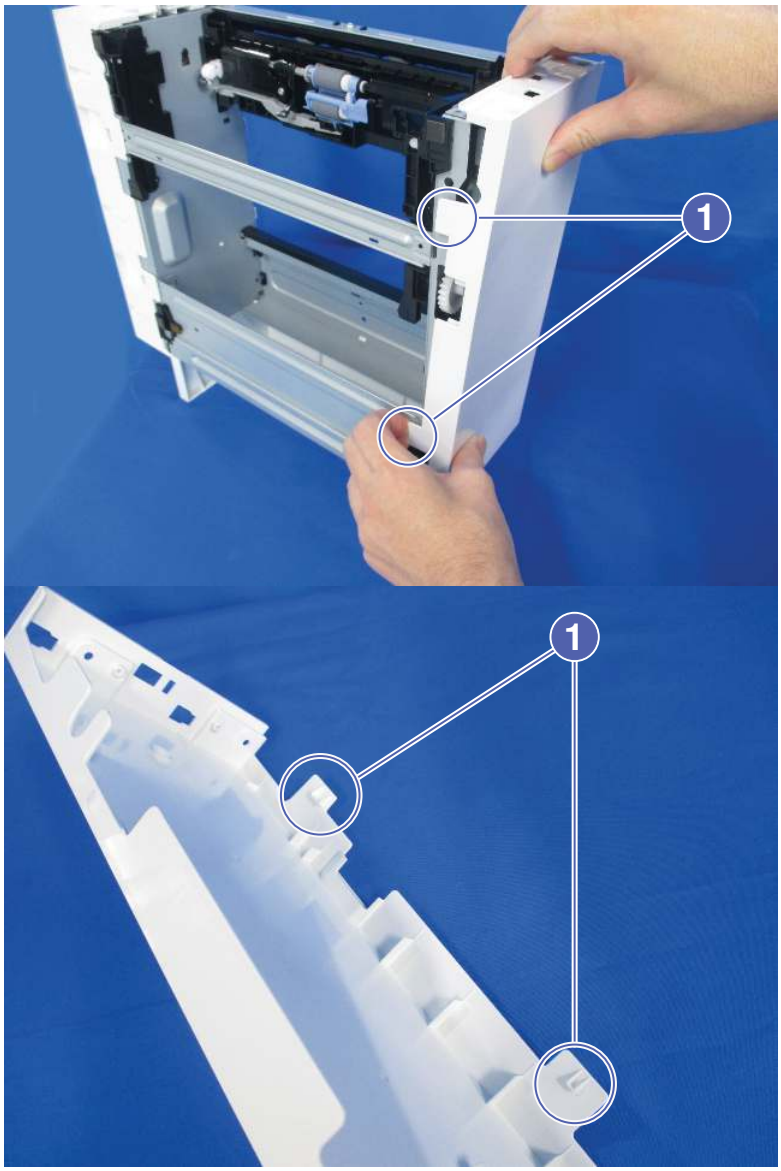
2. Place the paper feeder with its rear side being the bottom so that the front side becomes the top face. Release two alignment bosses (callout 1) and one tab (callout 2).

Figure 4-1050 Release the tabs



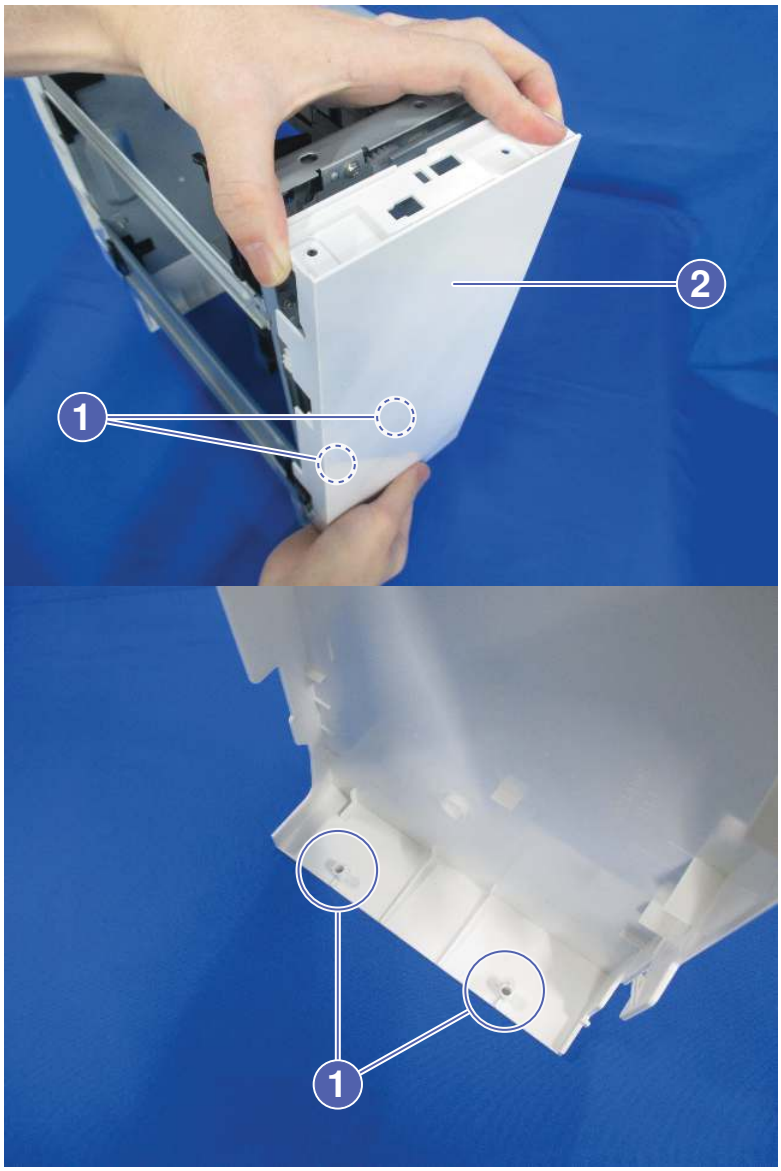
3. Release two tabs (callout 1) on the bottom of the tray.

Figure 4-1051 Release two tabs



4. Release two alignment bosses (callout 1) and then remove the cover.

Figure 4-1052 Release two alignment bosses

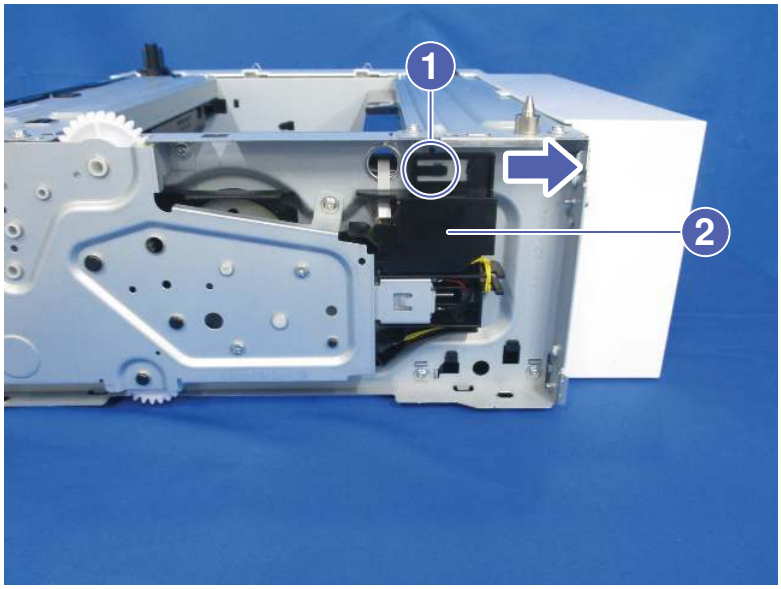


3. Remove the 550 sheet feeder connecting PCA

Follow these steps to remove the connecting PCA.

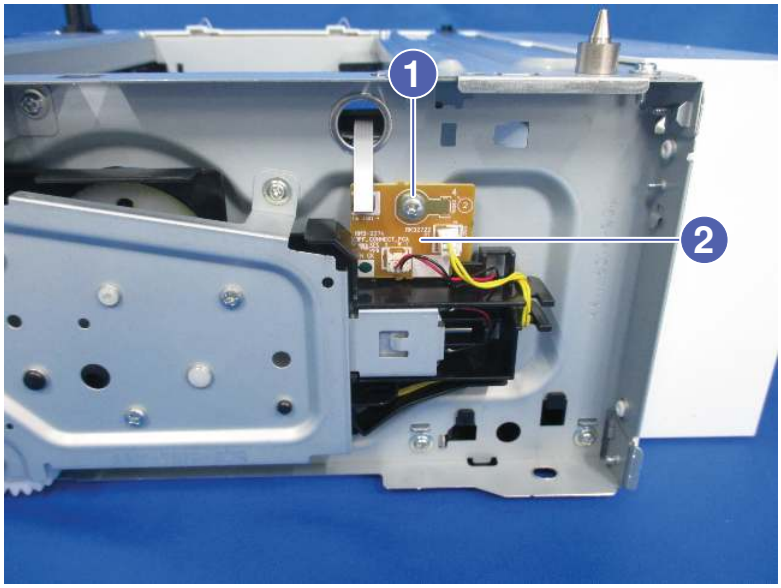
1. Release one tab (callout 1) and then slide the circuit board cover (callout 2) in the direction of the arrow to remove it.

Figure 4-1053 Remove the cover



2. Disconnect all the connectors on the connecting PCA. Remove one screw (callout 1) and then remove the connecting PCA (callout 2).

Figure 4-1054 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: 550 sheet paper feeder - Front left cover (SFP/MFP)

Learn how to remove and replace the front left cover.

Mean time to repair: 9 minutes

Service level: Easy

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-52 Part information

Part number	Part description
RC6-4122-000CN	Cover, Left front

Required tools

- Small flat-blade screwdriver

Post service test

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

1. Remove optional Tray 3

Follow these steps to remove optional Tray 3.

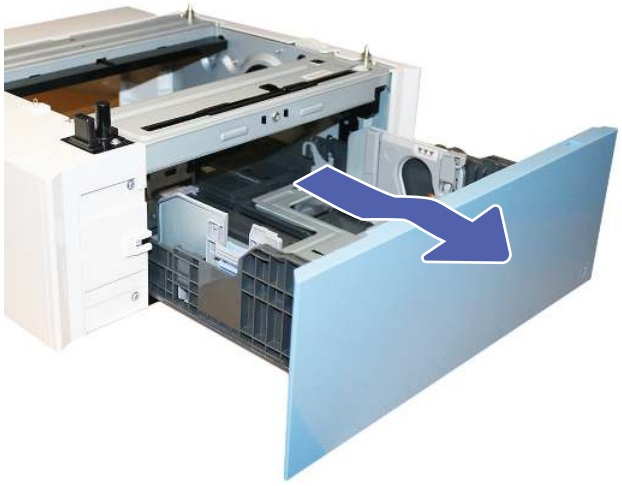
1. Remove the optional paper tray from the printer.
2. Pull the tray straight out of the printer until it stops.

Figure 4-1055 Pull the tray out of the printer



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

Figure 4-1056 Release and remove the tray

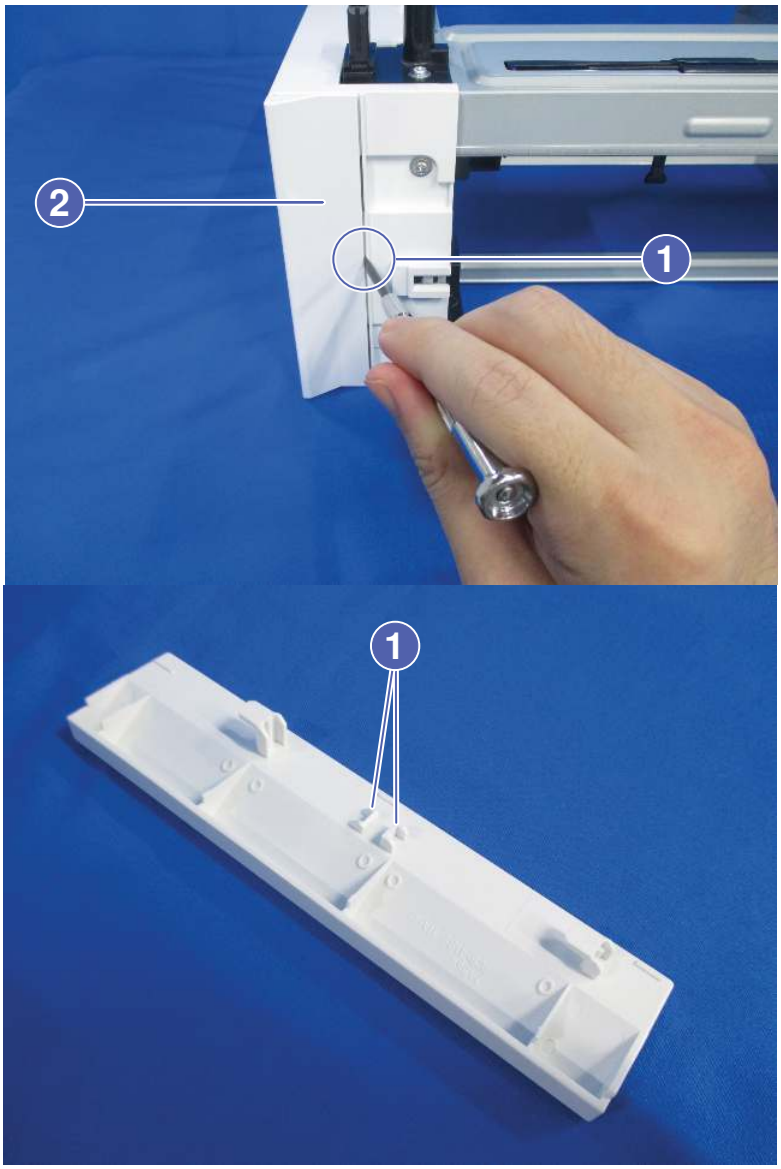


2. Remove the 550 sheet feeder left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the tray.

Figure 4-1057 Remove the front left 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: 550 sheet paper feeder - Left cover (SFP/MFP)

Learn how to remove and replace the left cover.

Mean time to repair: 9 minutes

Service level: Easy

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-53 Part information

Part number	Part description
RM3-2101-000CN	Left cover assembly, SFP
RM3-2102-000CN	Left cover assembly (MFP)

Required tools

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

Post service test

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

1. Remove optional Tray 3

Follow these steps to remove optional Tray 3.

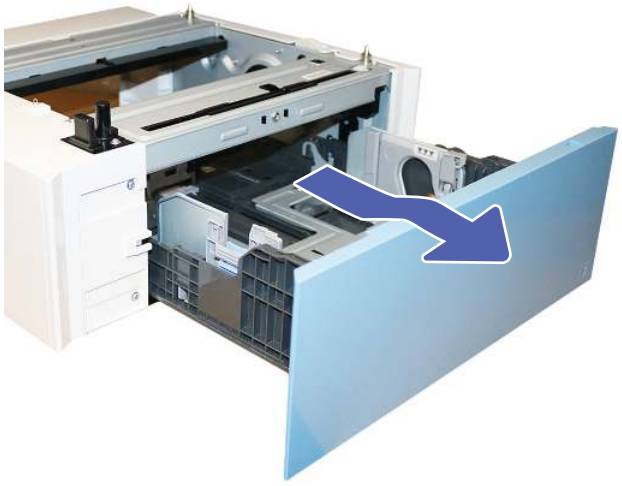
1. Remove the optional paper tray from the printer.
2. Pull the tray straight out of the printer until it stops.

Figure 4-1058 Pull the tray out of the printer



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

Figure 4-1059 Release and remove the tray

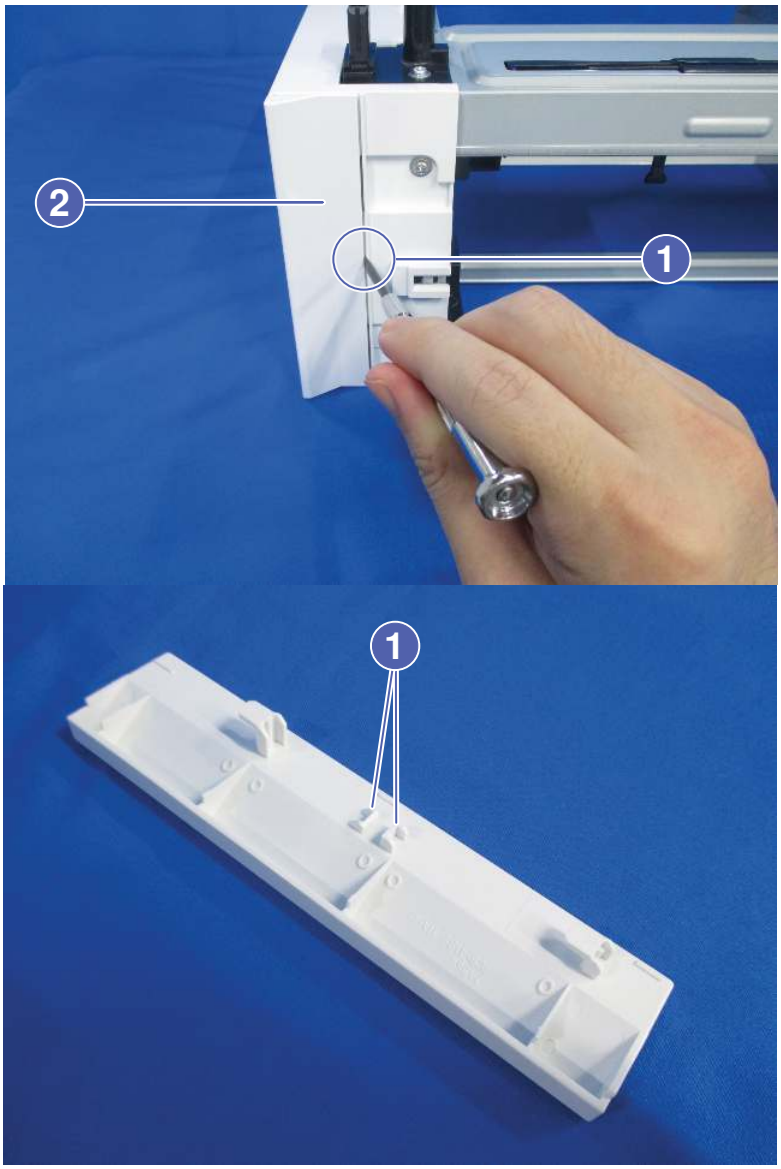


2. Remove the 550 sheet feeder left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the tray.

Figure 4-1060 Remove the front left cover



3. Remove the 550 sheet feeder left cover

Follow these steps to remove the left cover.

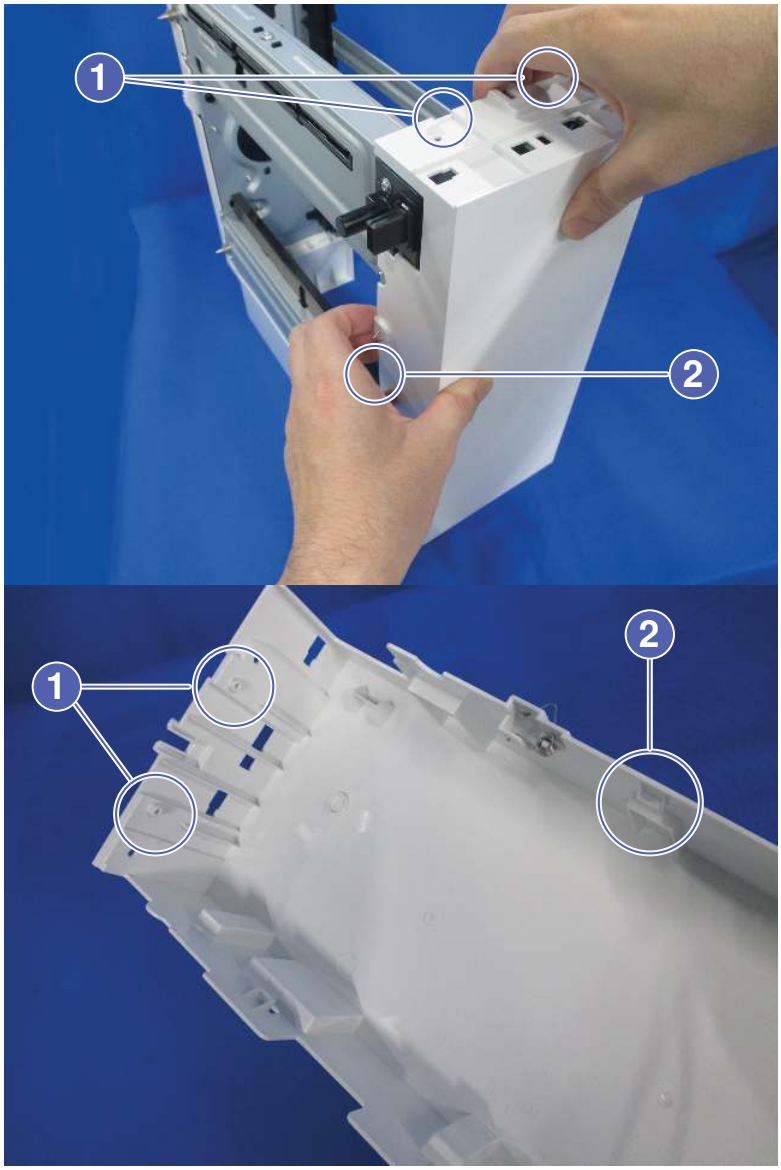
1. Remove two screws (callout 1).

Figure 4-1061 Remove two screws



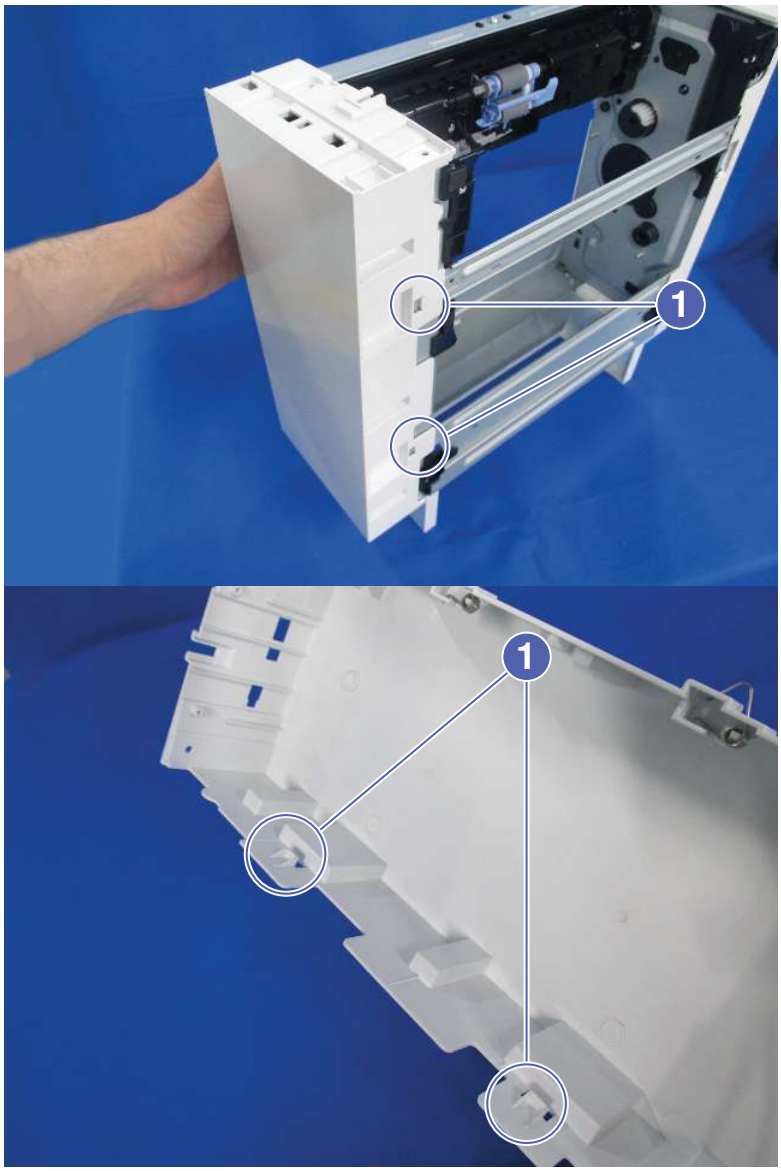
2. Place the paper feeder with its rear side being the bottom so that the front side becomes the top face. Release two alignment bosses (callout 1) and one tab (callout 2).

Figure 4-1062 Release the tabs



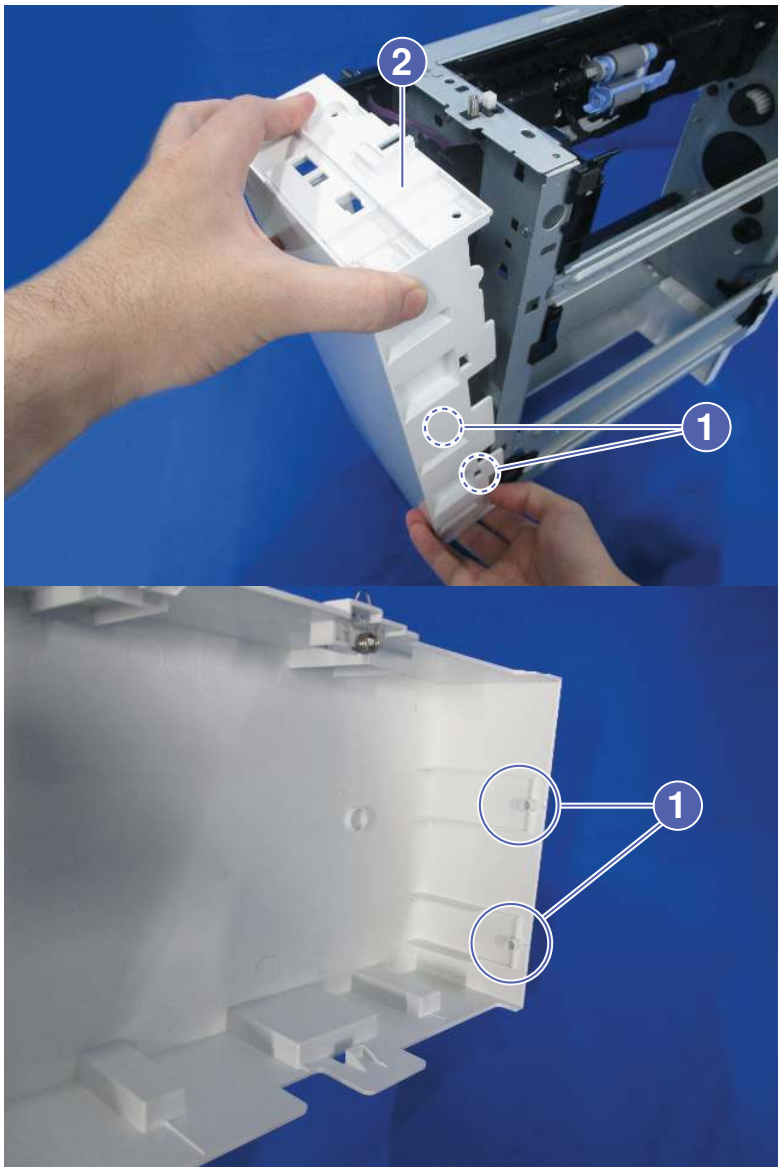
3. Release two tabs on the bottom of the tray (callout 1).

Figure 4-1063 Release two tabs



4. Release two alignment bosses (callout 1) and then remove the cover.

Figure 4-1064 Release the alignment bosses



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: 550 sheet paper feeder - Front right cover (SFP/MFP)

Learn how to remove and replace the front right cover.

Mean time to repair: 9 minutes

Service level: Easy

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-54 Part information

Part number	Part description
RC6-4123-000CN	Cover, Right front

Required tools

- Small flat-blade screwdriver

Post service test

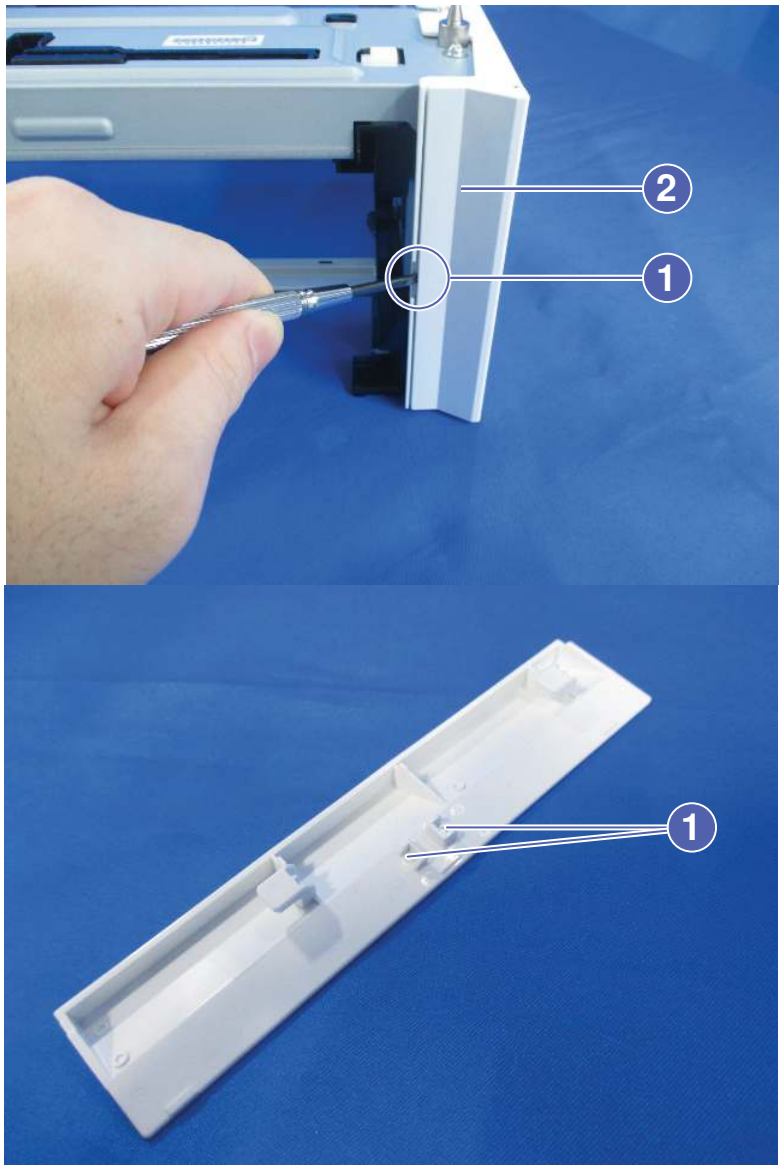
Make sure that the printer initializes to a **Ready** state.

1. Remove the 550 sheet feeder right front cover

Follow these steps to remove the right front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-1065 Remove the right front 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: 550 sheet paper feeder - Right cover (SFP/MFP)

Learn how to remove and replace the right cover.

Mean time to repair: 9 minutes

Service level: Easy

Before performing service

WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-55 Part information

Part number	Part description
RC6-4117-000CN	Cover, Right

Required tools

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

Post service test

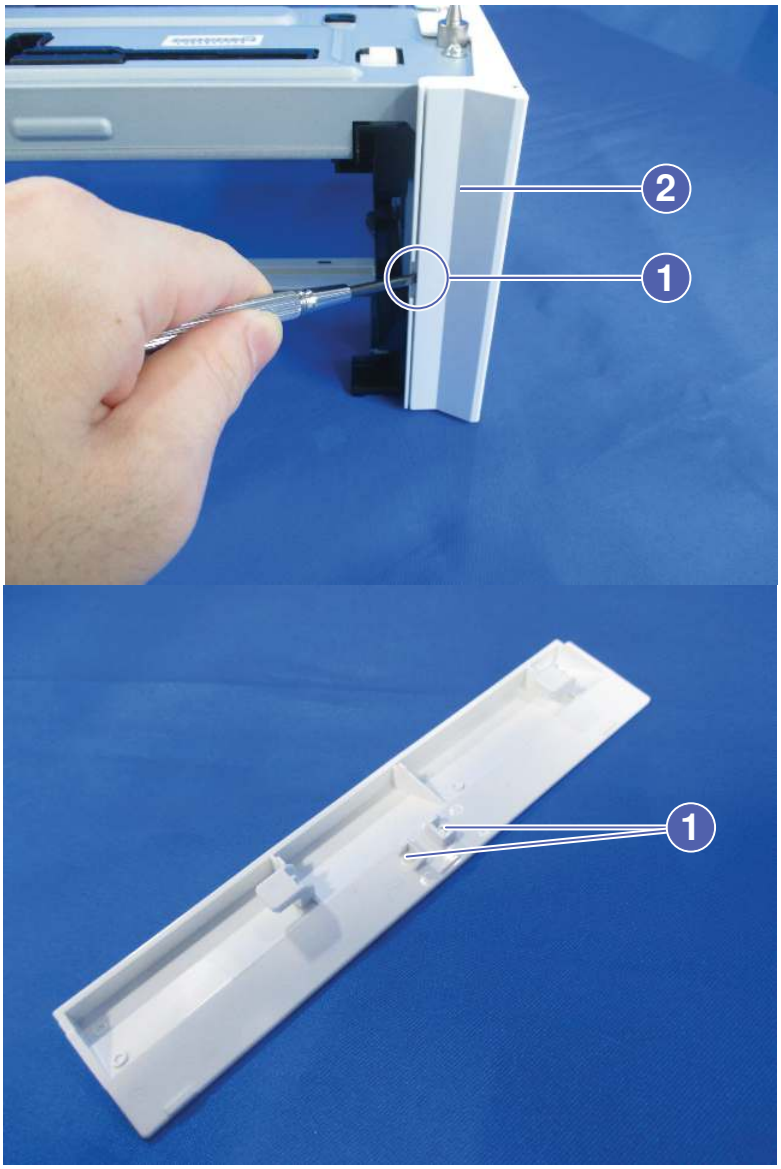
Make sure that the printer initializes to a **Ready** state.

1. Remove the 550 sheet feeder right front cover

Follow these steps to remove the right front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-1066 Remove the right front cover

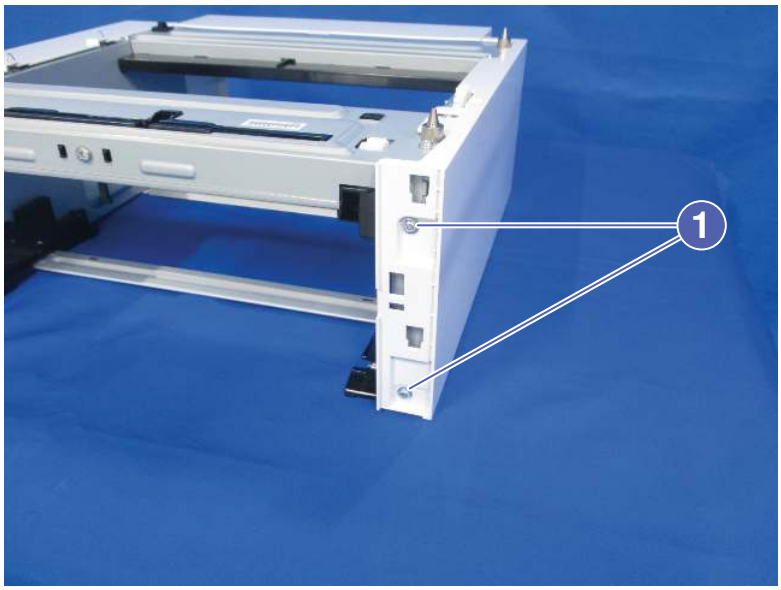


2. Remove the 550 sheet feeder right cover

Follow these steps to remove the right cover.

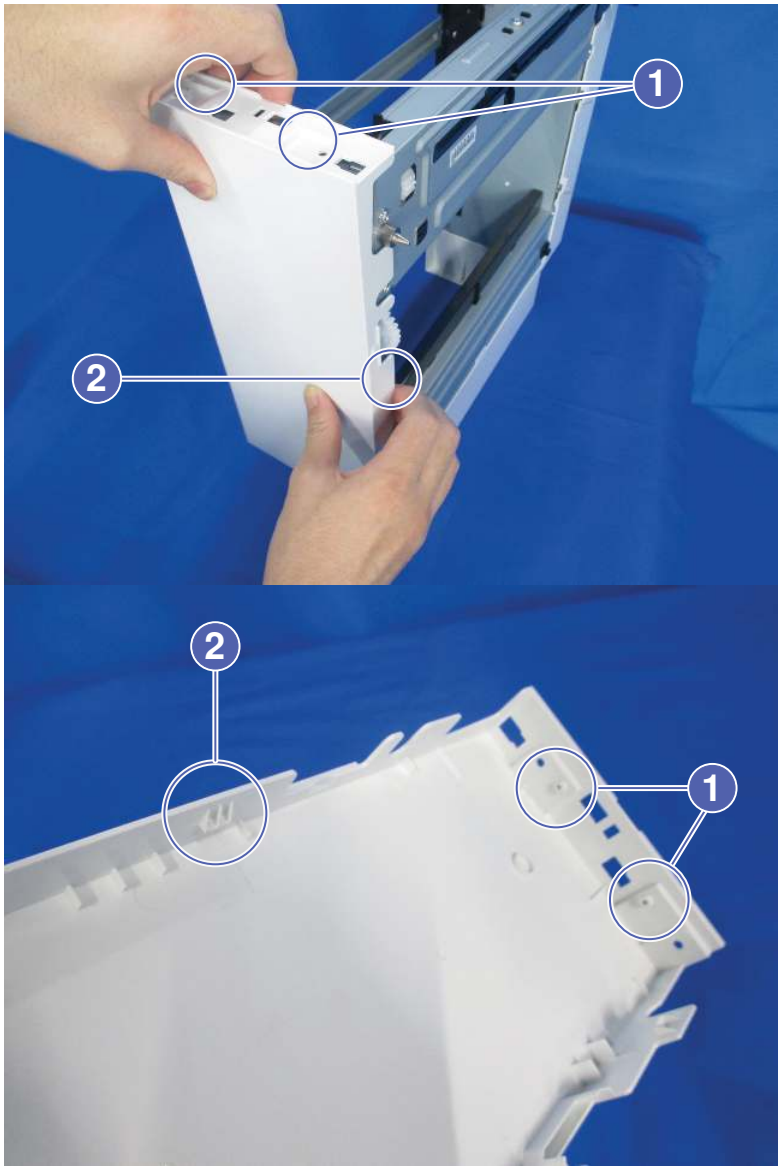
1. Remove two screws (callout 1).

Figure 4-1067 Remove two screws



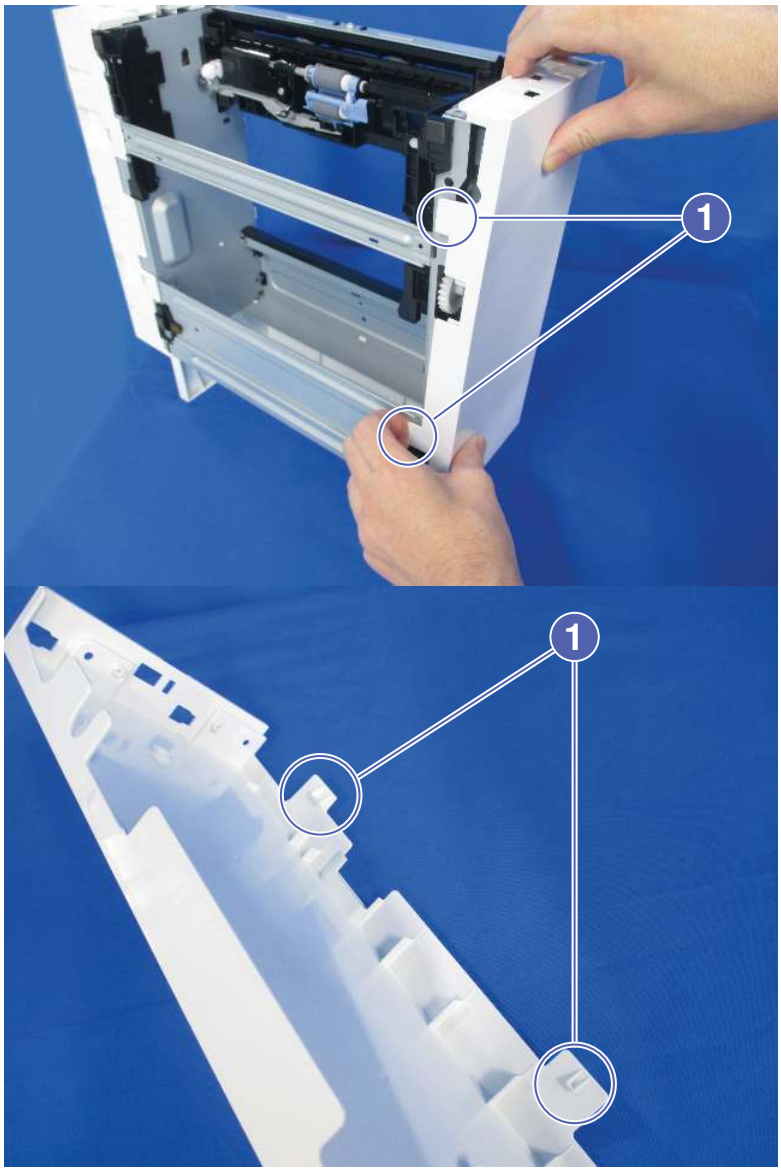
2. Place the paper feeder with its rear side being the bottom so that the front side becomes the top face. Release two alignment bosses (callout 1) and one tab (callout 2).

Figure 4-1068 Release the tabs



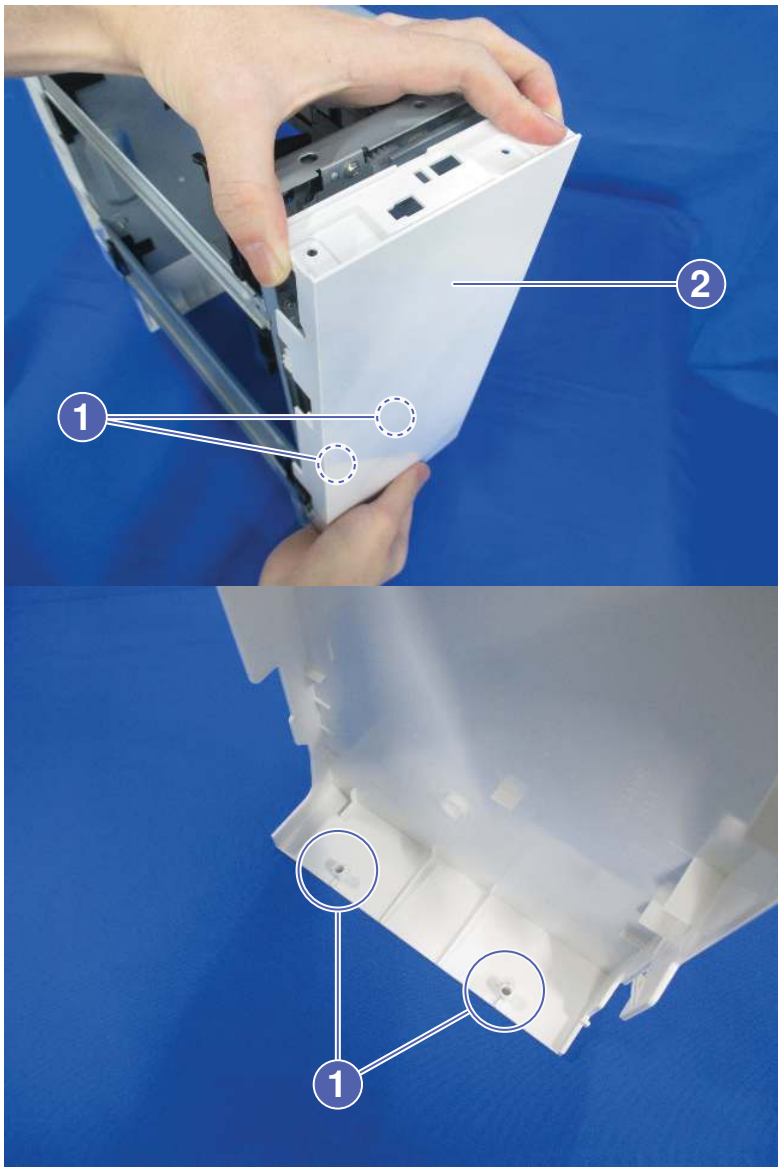
3. Release two tabs (callout 1) on the bottom of the tray.

Figure 4-1069 Release two tabs



4. Release two alignment bosses (callout 1) and then remove the cover.

Figure 4-1070 Release two alignment bosses



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: 550 sheet paper feeder - Rear cover (SFP/MFP)

Learn how to remove and replace the cassette rear cover.

Mean time to repair: 14 minutes

Service level: Easy

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-56 Part information

Part number	Part description
RC6-4196-000CN	Cover, rear

Required tools

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

Post service test

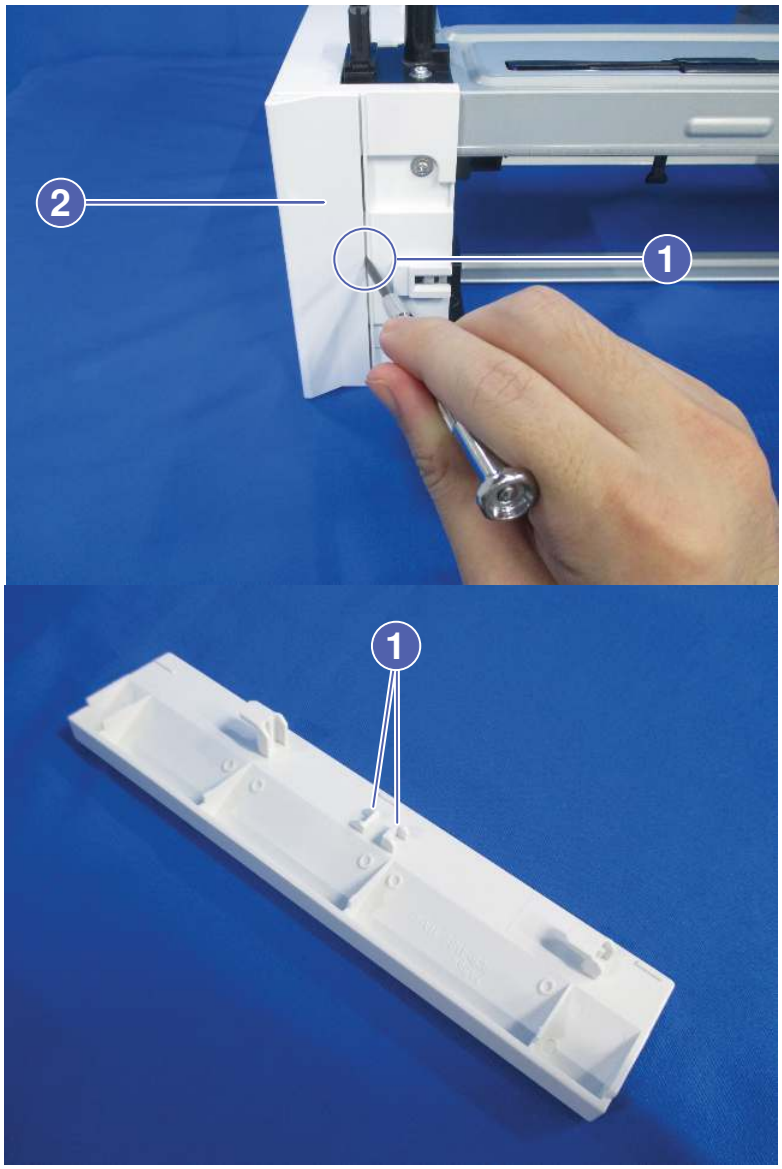
Make sure that the printer initializes to a **Ready** state.

1. Remove the 550 sheet feeder left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the tray.

Figure 4-1071 Remove the front left cover



2. Remove the 550 sheet feeder left cover

Follow these steps to remove the left cover.

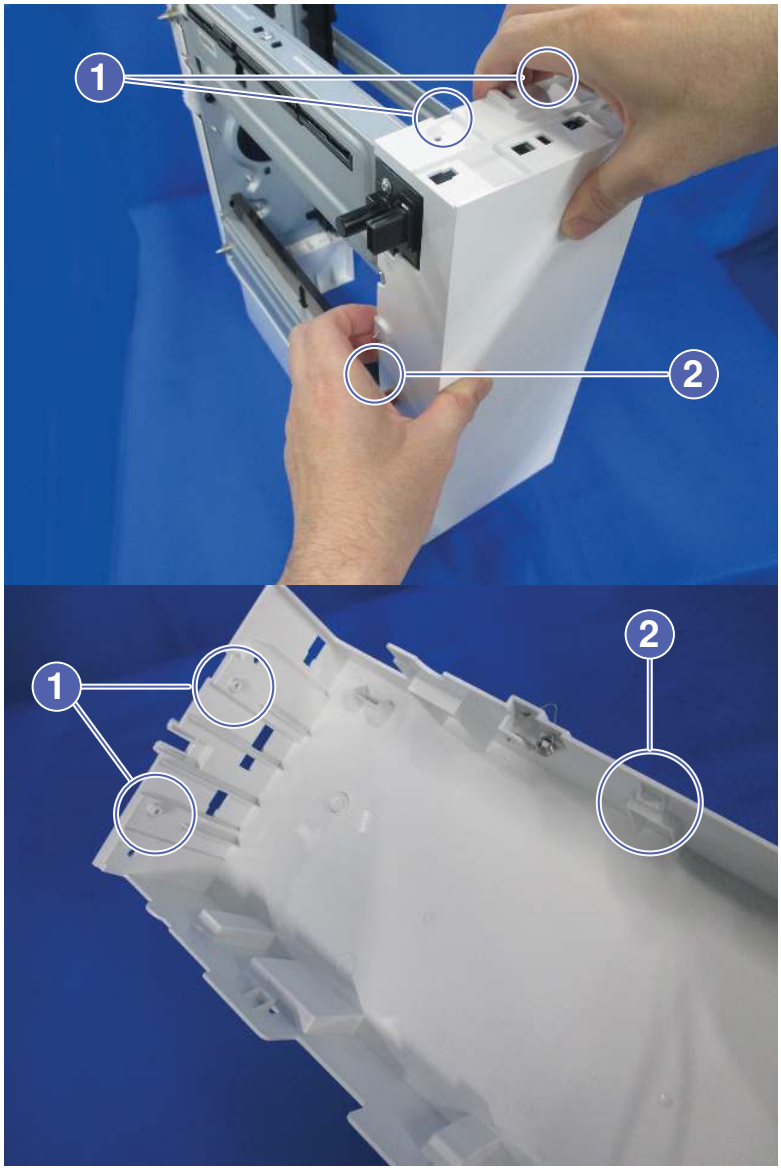
1. Remove two screws (callout 1).

Figure 4-1072 Remove two screws



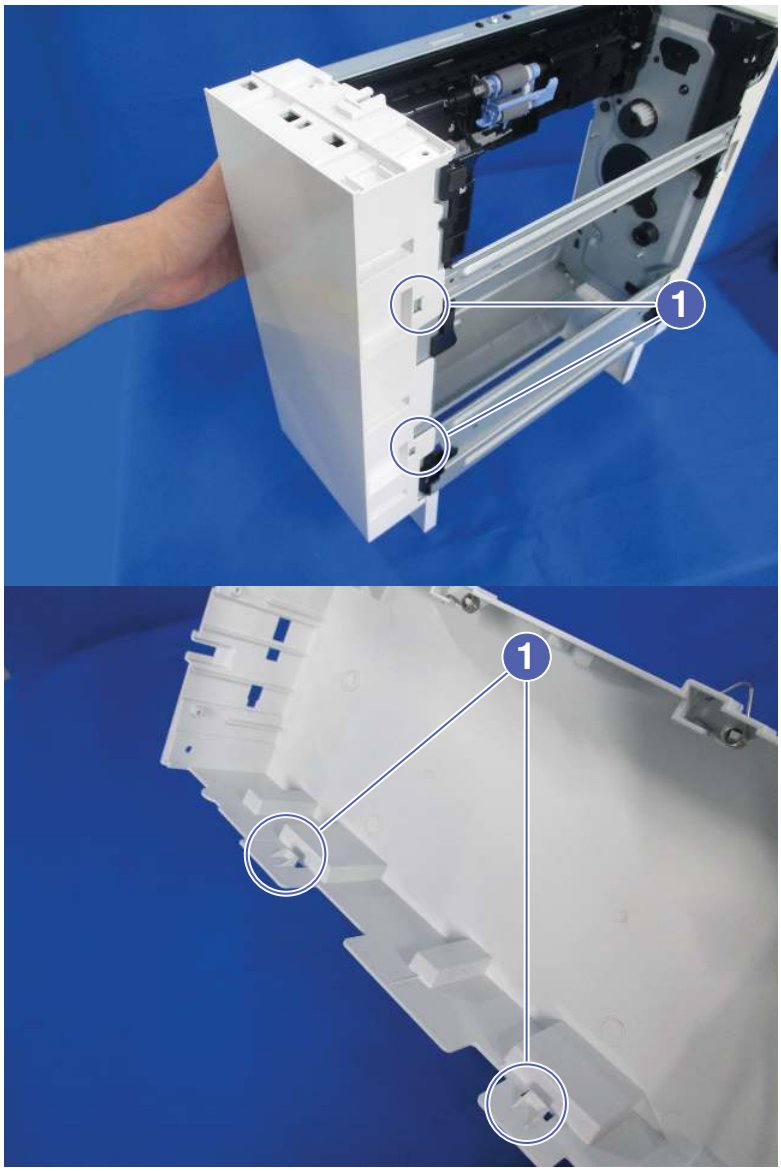
2. Place the paper feeder with its rear side being the bottom so that the front side becomes the top face. Release two alignment bosses (callout 1) and one tab (callout 2).

Figure 4-1073 Release the tabs



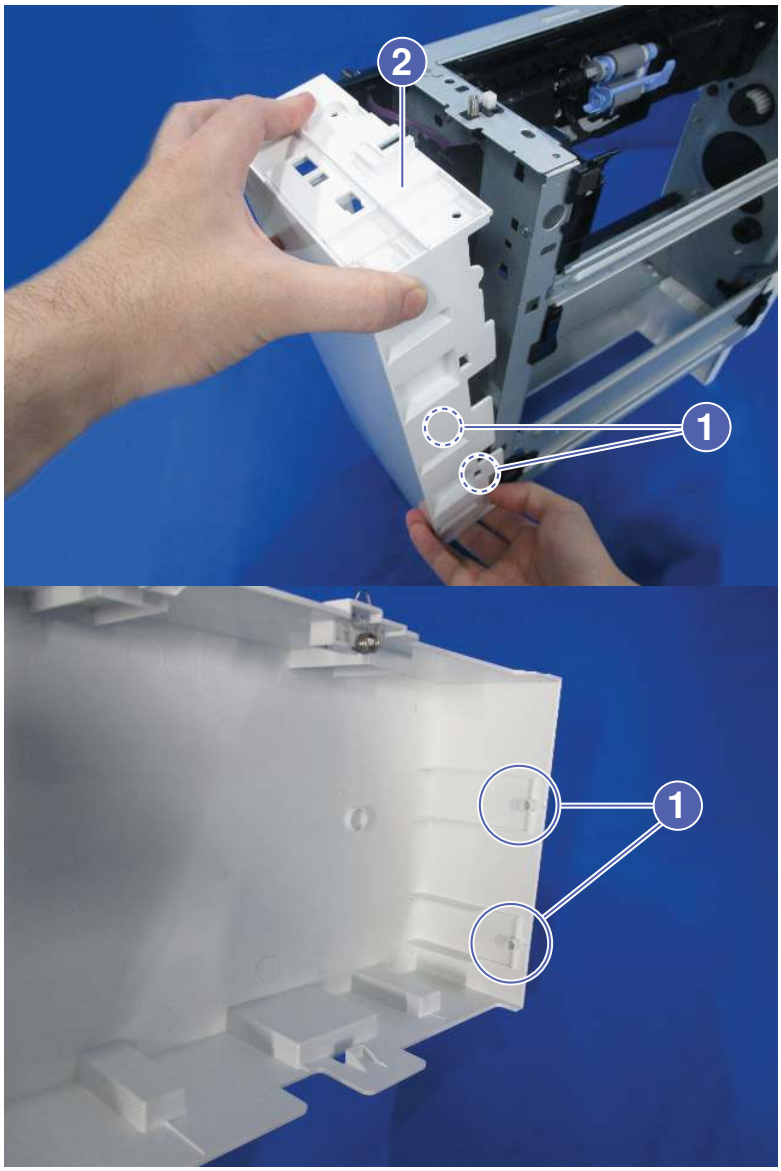
3. Release two tabs on the bottom of the tray (callout 1).

Figure 4-1074 Release two tabs



4. Release two alignment bosses (callout 1) and then remove the cover.

Figure 4-1075 Release the alignment bosses

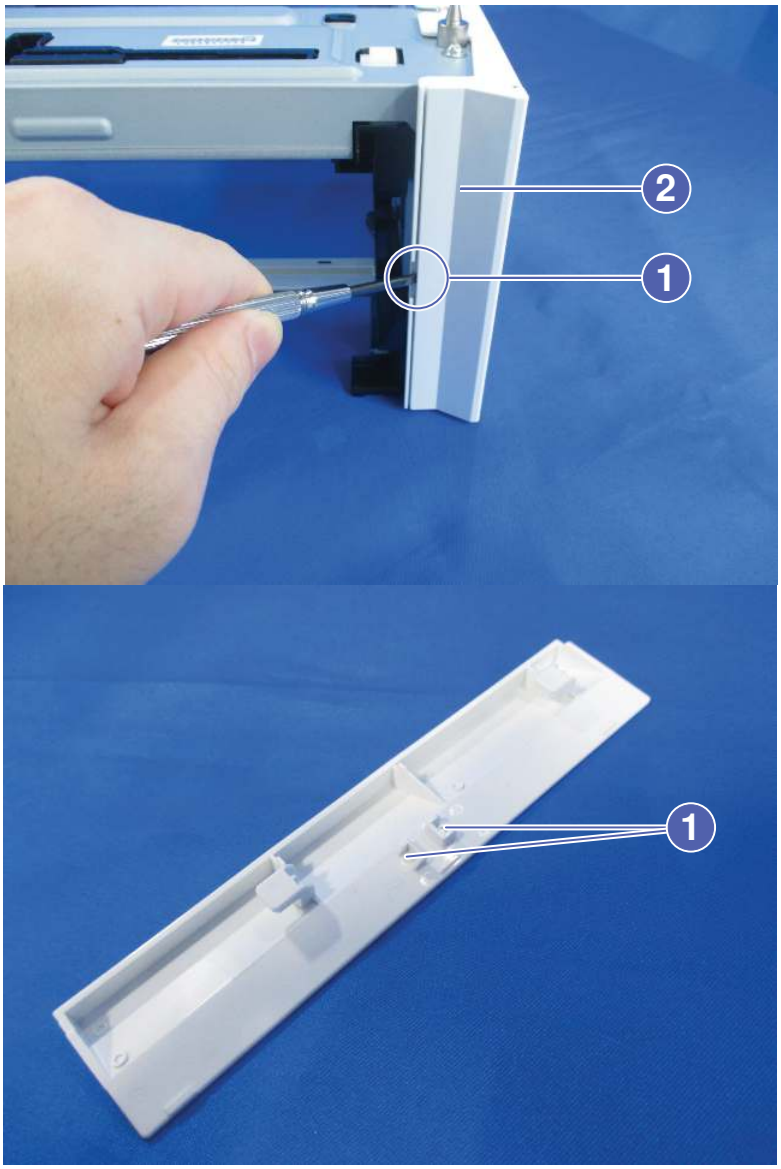


3. Remove the 550 sheet feeder right front cover

Follow these steps to remove the right front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-1076 Remove the right front cover

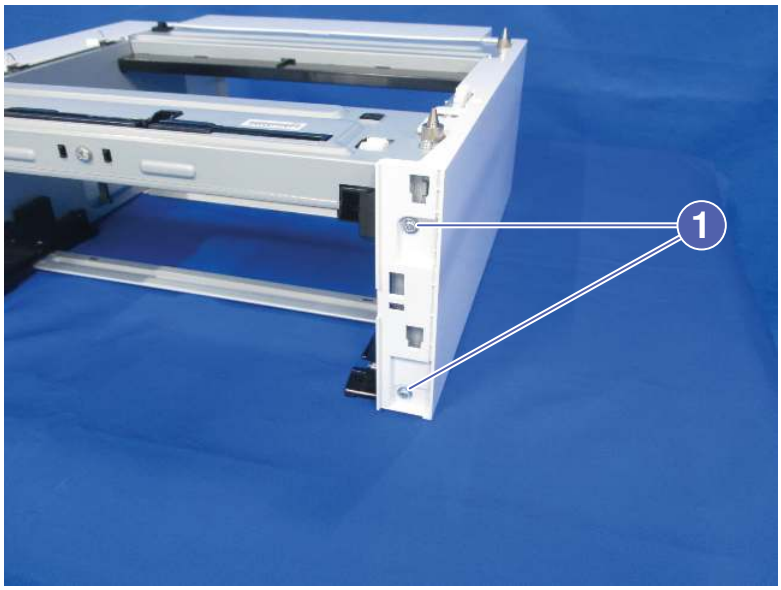


4. Remove the 550 sheet feeder right cover

Follow these steps to remove the right cover.

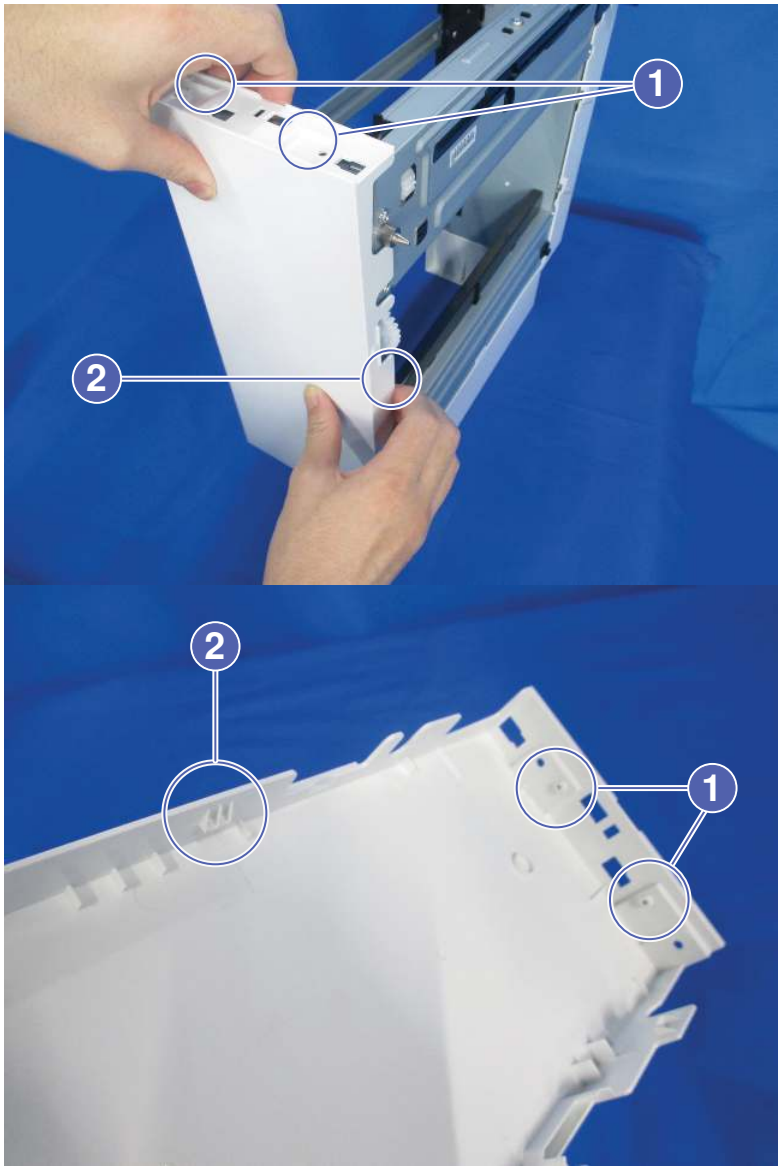
1. Remove two screws (callout 1).

Figure 4-1077 Remove two screws



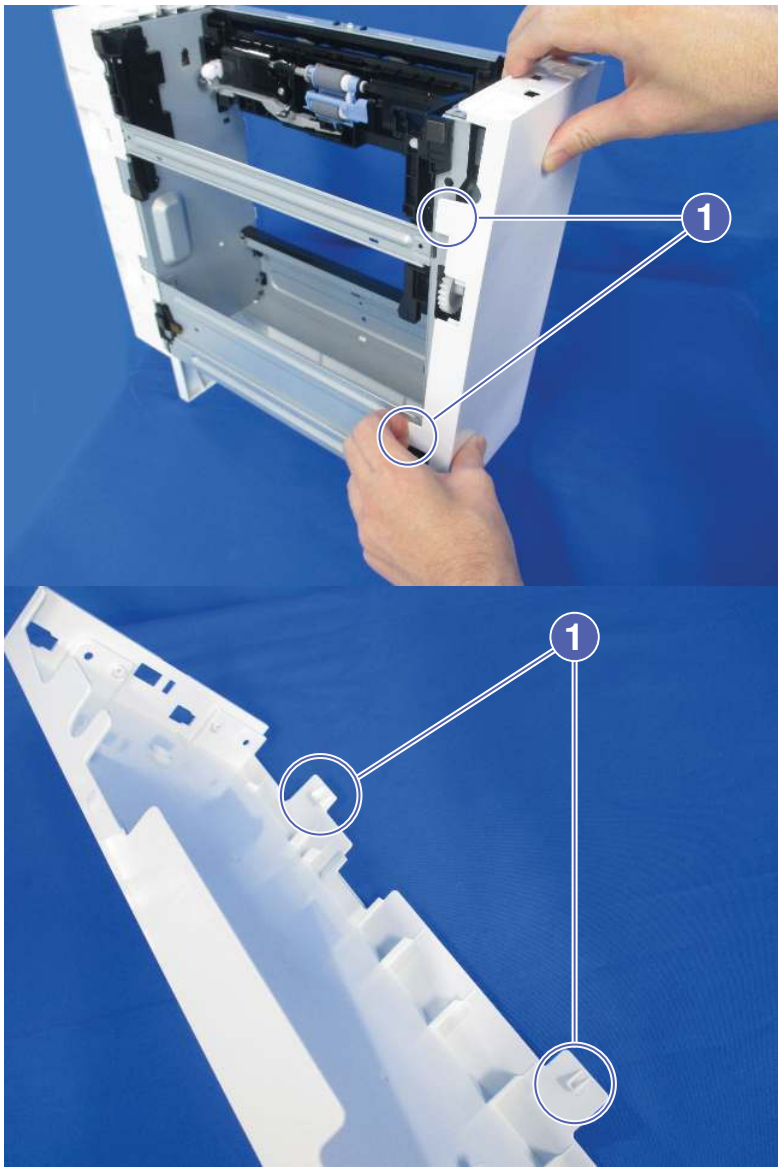
2. Place the paper feeder with its rear side being the bottom so that the front side becomes the top face. Release two alignment bosses (callout 1) and one tab (callout 2).

Figure 4-1078 Release the tabs



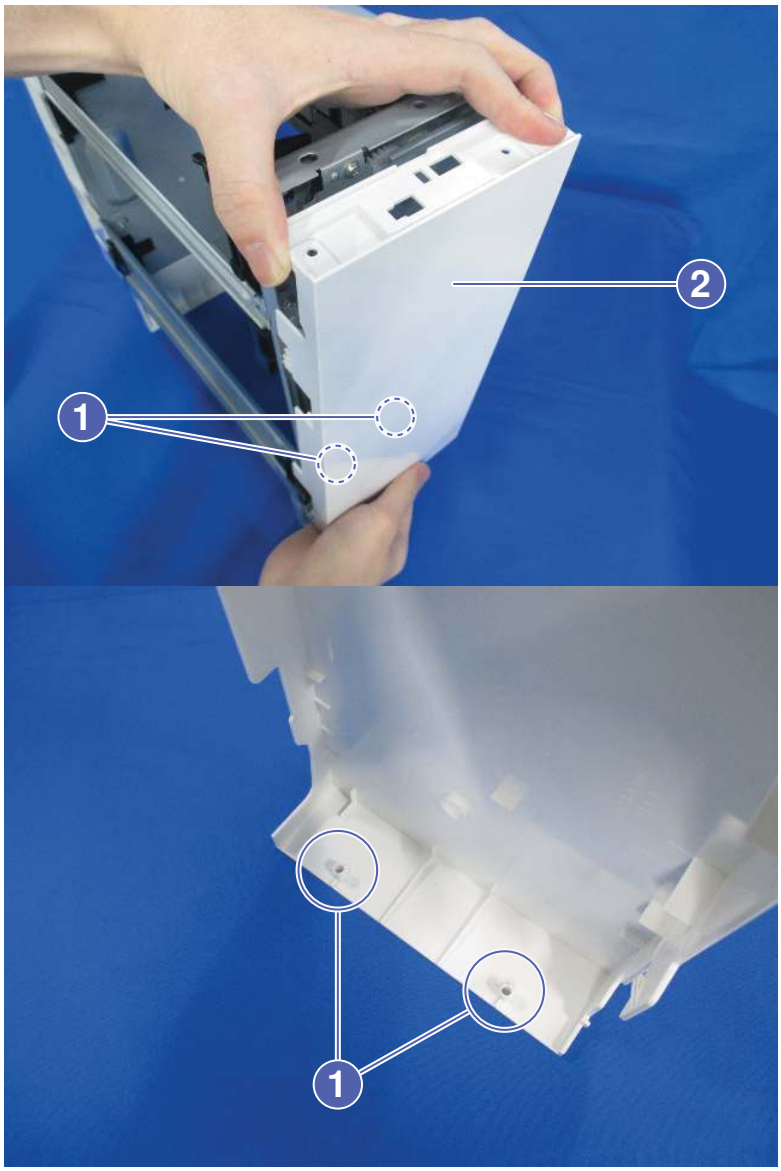
3. Release two tabs (callout 1) on the bottom of the tray.

Figure 4-1079 Release two tabs



4. Release two alignment bosses (callout 1) and then remove the cover.

Figure 4-1080 Release two alignment bosses

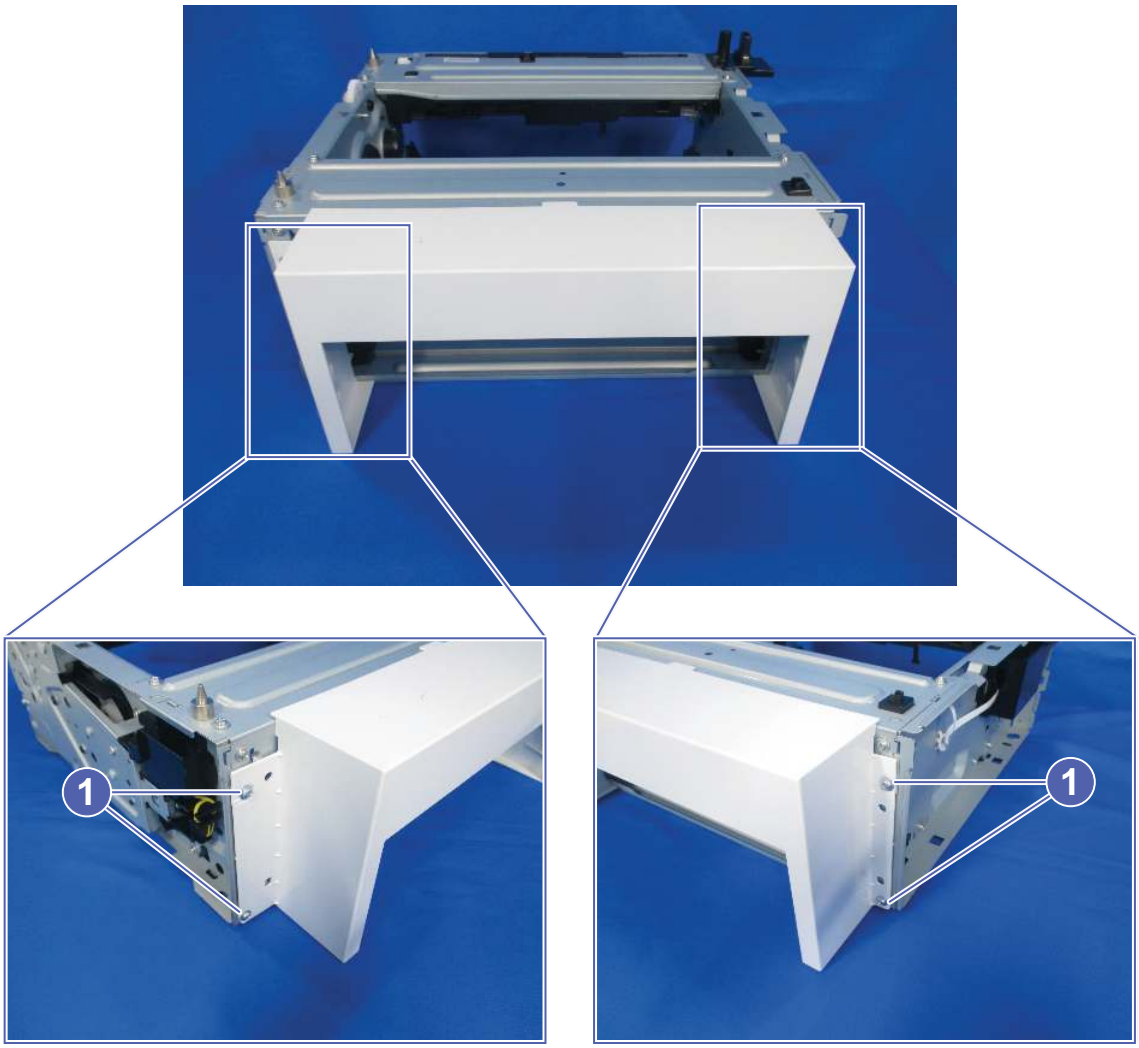


5. Remove the 550 sheet feeder cassette rear cover

Follow these steps to remove the cassette rear cover.

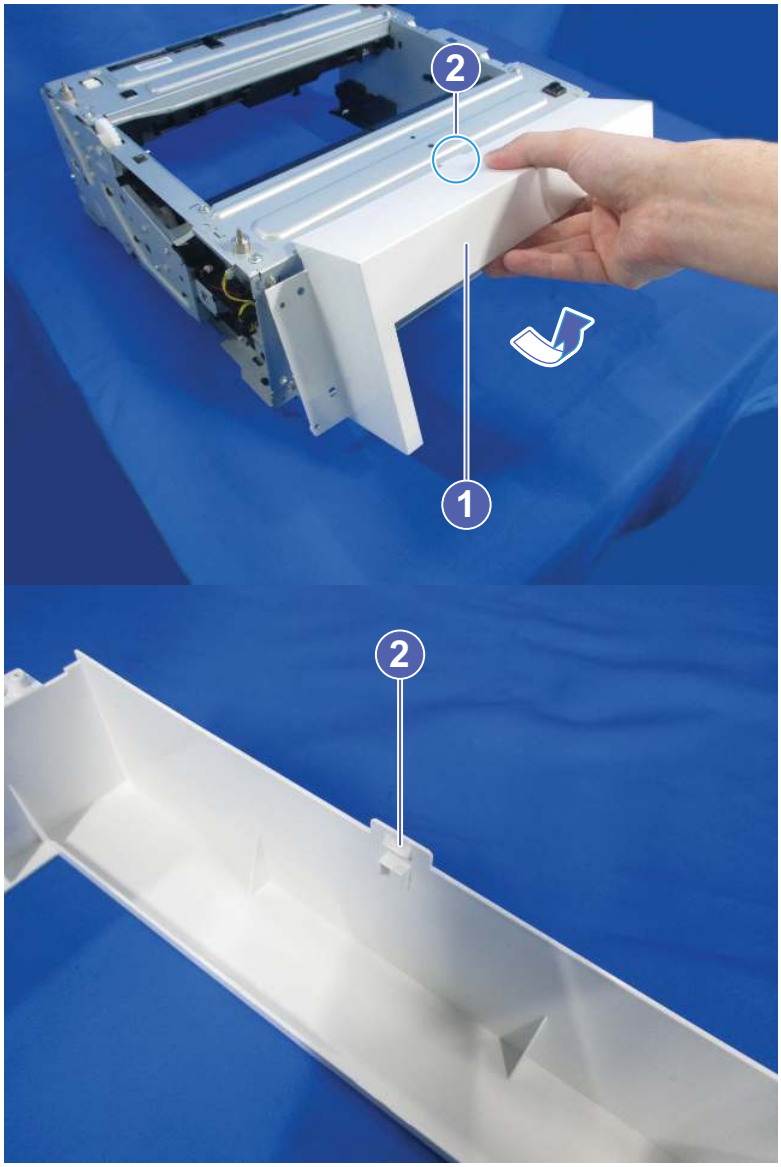
1. Remove four screws (callout 1).

Figure 4-1081 Remove the screws



2. Rotate the rear cover (callout 1) slightly in the direction of the arrow to release the tab (callout 2), then lift the rear cover (callout 1) upwards to remove it.

Figure 4-1082 Remove the cover



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: 550 sheet paper feeder - Drive assembly (SFP/MFP)

Learn how to remove and replace the drive assembly.

Mean time to repair:

Service level:

Before performing service

⚠ **WARNING!** You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-57 Part information

Part number	Part description
RM3-0278-000CN	Drive assembly

Required tools

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

Post service test

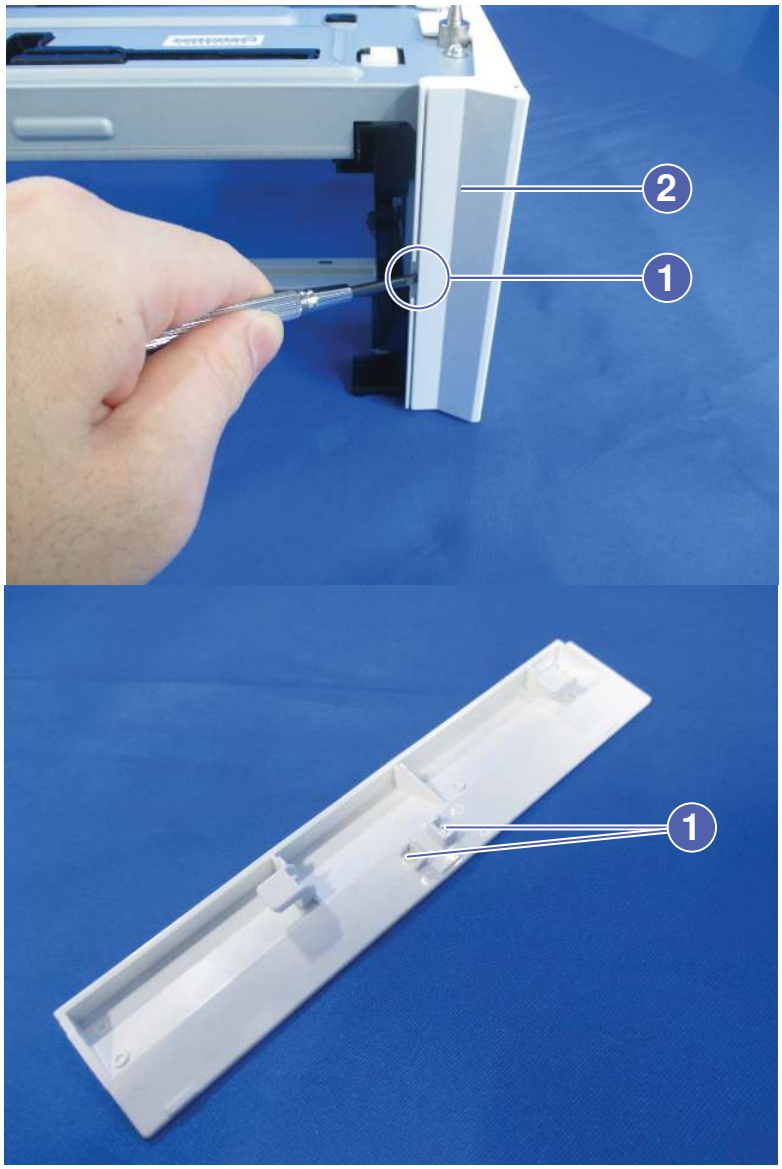
Make sure that the printer initializes to a **Ready** state.

1. Remove the 550 sheet feeder right front cover

Follow these steps to remove the right front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the printer.

Figure 4-1083 Remove the right front cover

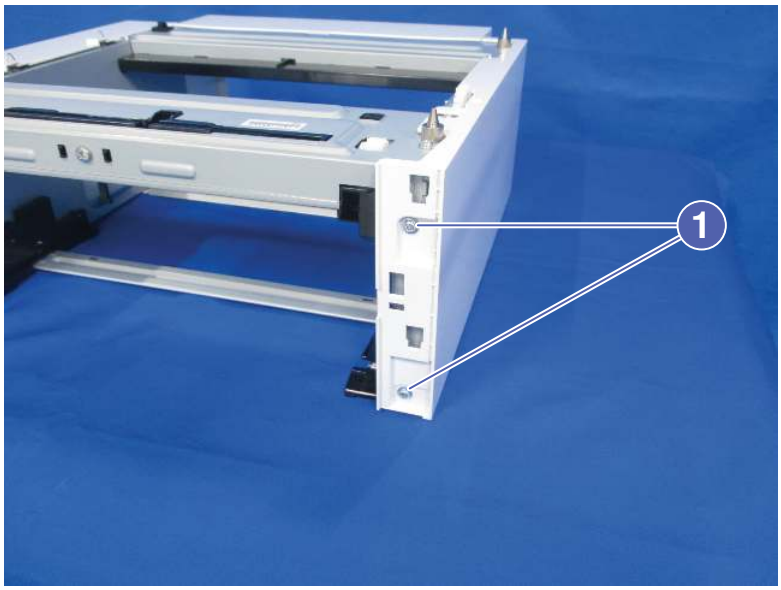


2. Remove the 550 sheet feeder right cover

Follow these steps to remove the right cover.

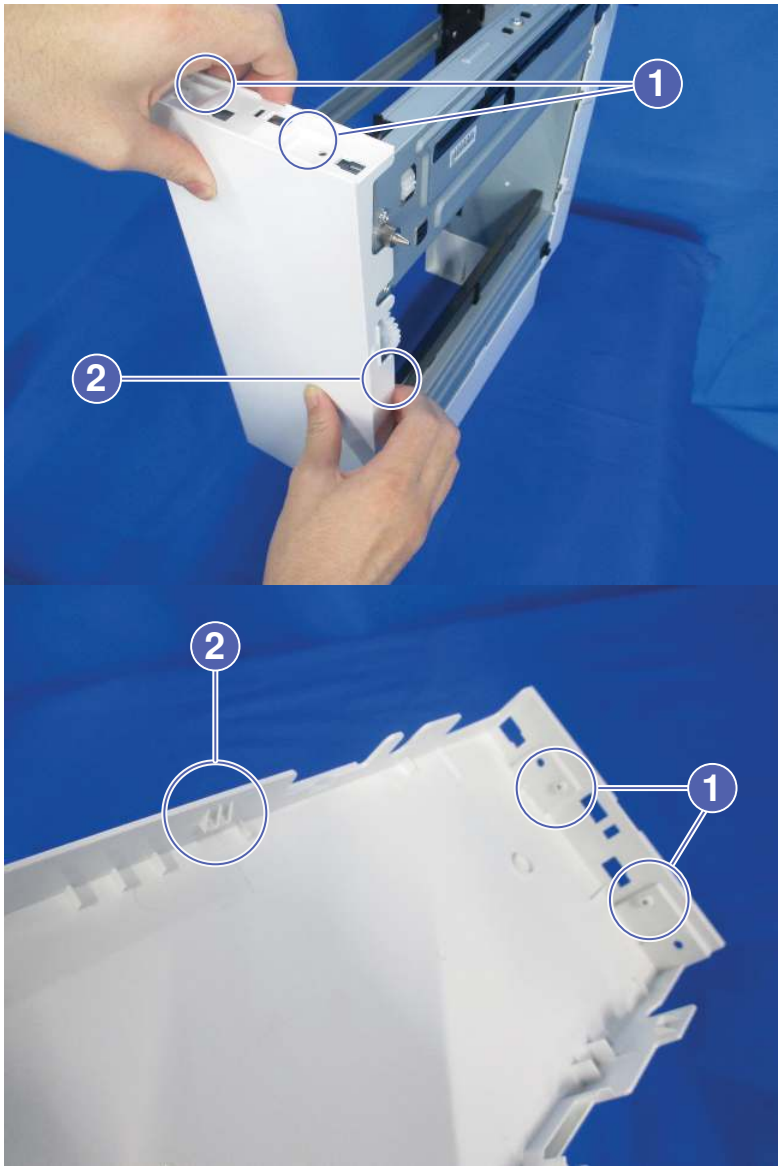
1. Remove two screws (callout 1).

Figure 4-1084 Remove two screws



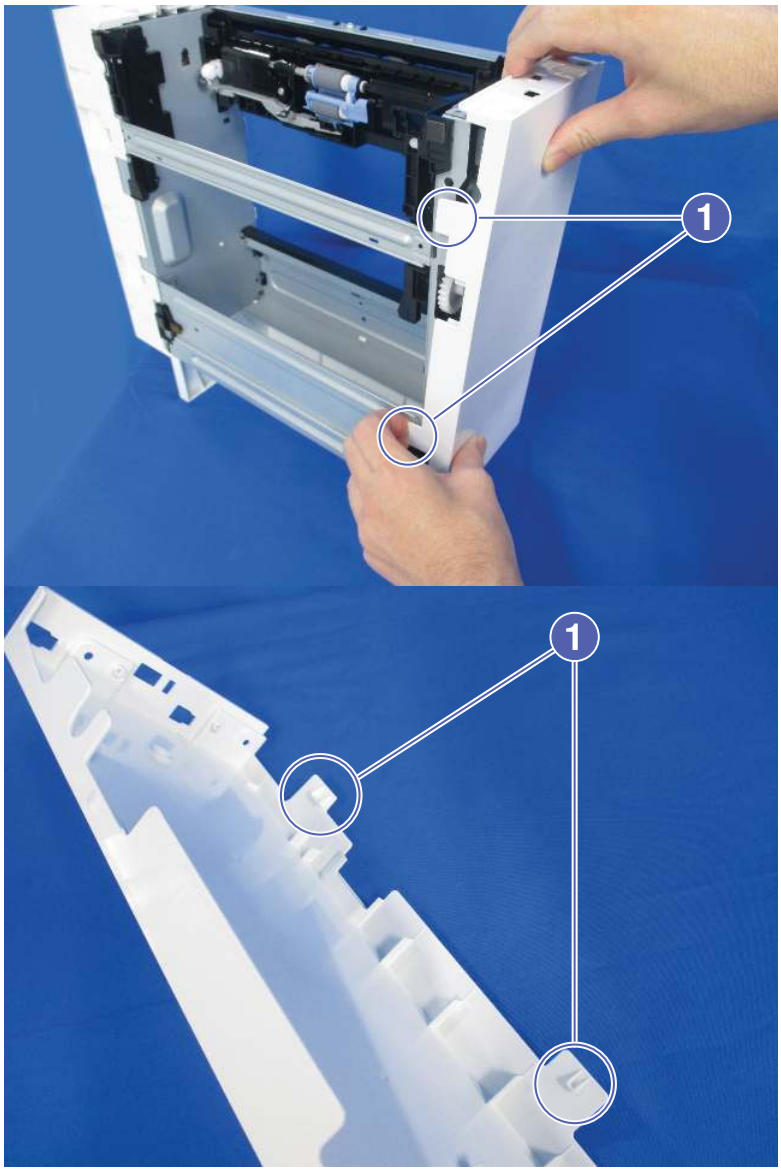
2. Place the paper feeder with its rear side being the bottom so that the front side becomes the top face. Release two alignment bosses (callout 1) and one tab (callout 2).

Figure 4-1085 Release the tabs



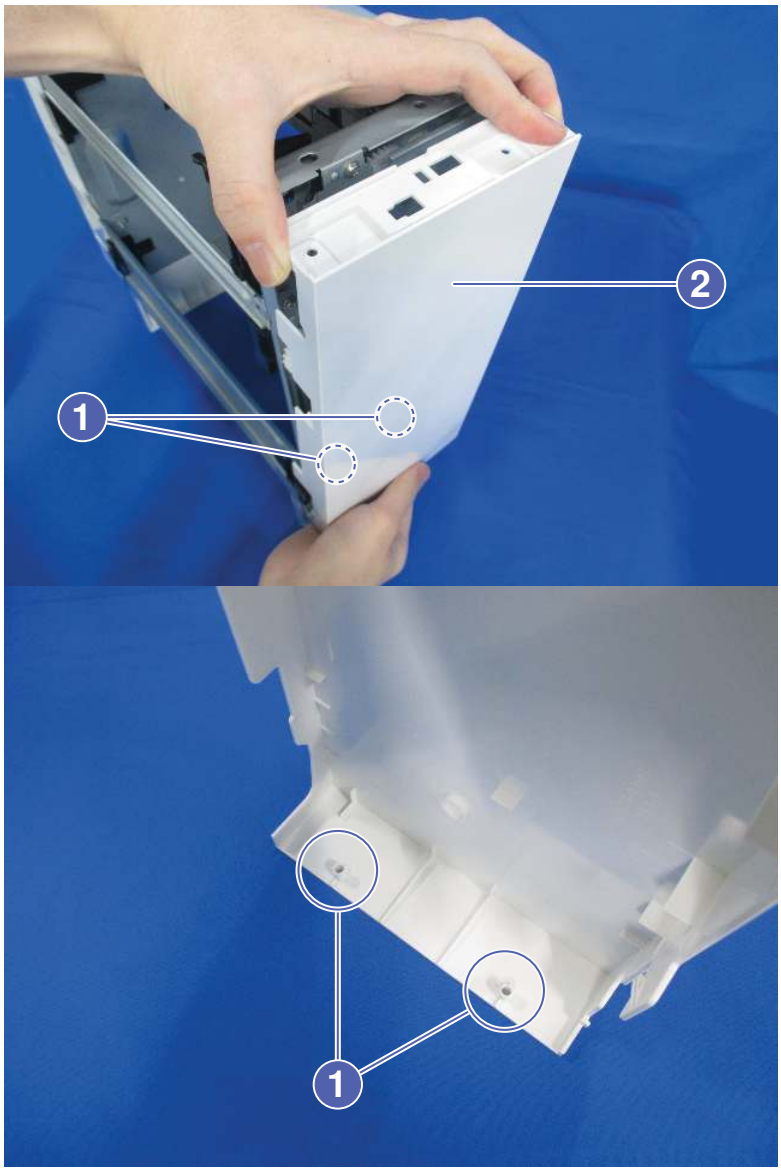
3. Release two tabs (callout 1) on the bottom of the tray.

Figure 4-1086 Release two tabs



4. Release two alignment bosses (callout 1) and then remove the cover.

Figure 4-1087 Release two alignment bosses

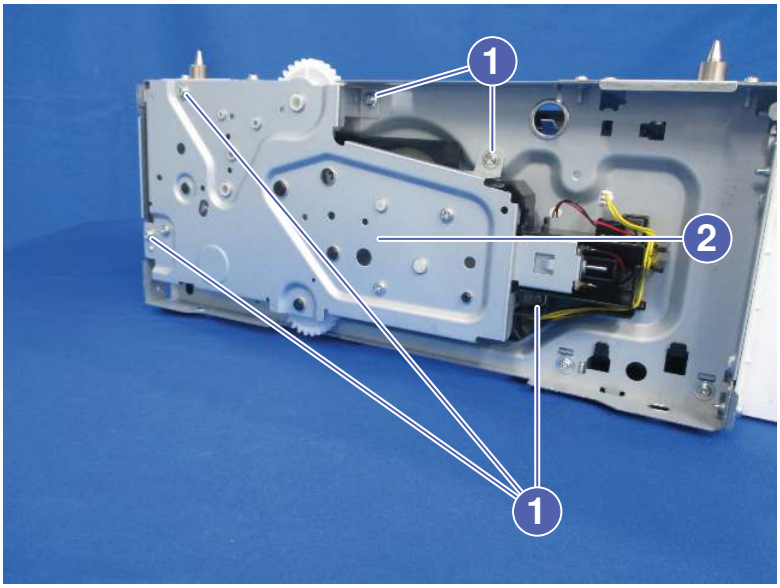


3. Remove the 550 sheet feeder drive assembly

Follow these steps to remove the drive assembly.

- Remove five screws (callout 1), and then remove the 550 sheet feeder drive assembly (callout 2).

Figure 4-1088 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: 550 sheet paper feeder - Controller PCA (SFP/MFP)

Learn how to remove and replace the controller PCA.

Mean time to repair:

Service level:

Before performing service

WARNING! You must perform these steps to avoid personal injury or damage to the printer.

1. **Turn the printer power off.**
2. Wait 30 seconds, and then disconnect the power cable.
3. After unplugging the printer, press the power button to discharge any stored energy.

   The power light will briefly illuminate and then turn off.
4. Remove Tray 2.

After performing service

1. Install the toner cartridge and Tray 2 (if removed).
2. Connect the power cable.
3. Turn the printer power on.

Required parts

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

Table 4-58 Part information

Part number	Part description
RM3-9373-000CN	Paper feeder main PCB assembly

Required tools

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

Post service test

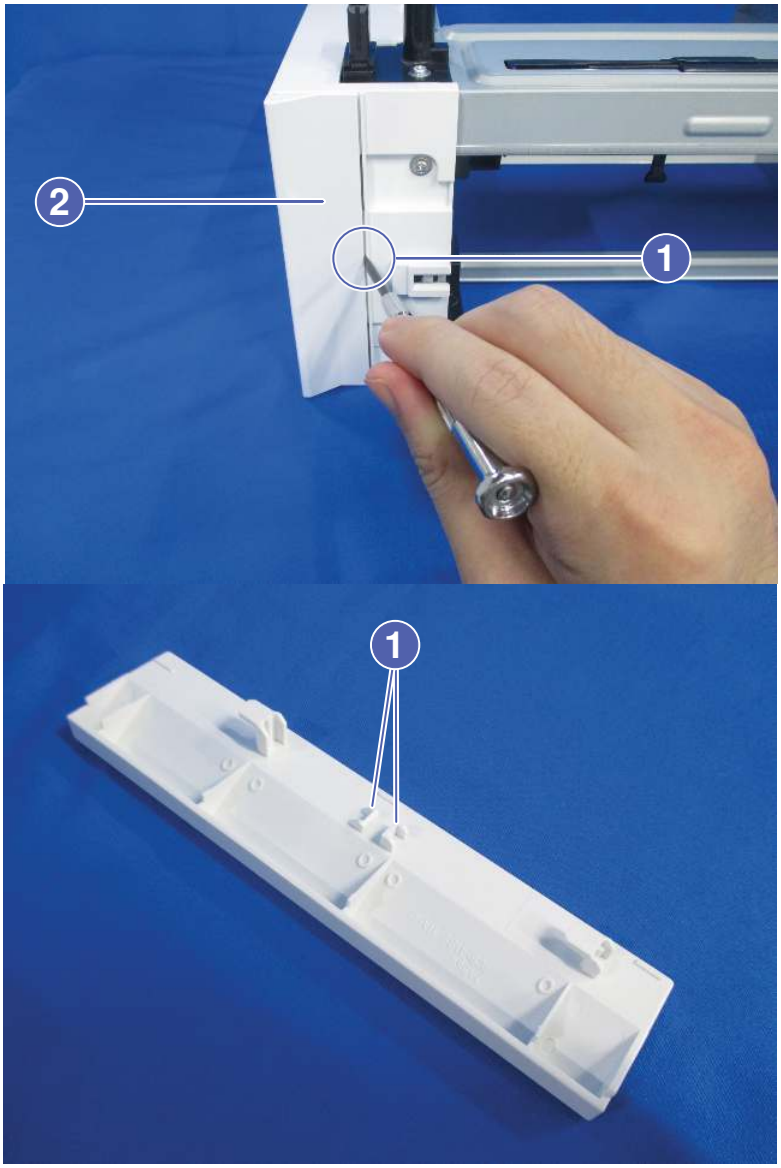
Make sure that the printer initializes to a **Ready** state.

1. Remove the 550 sheet feeder left front cover

Follow these steps to remove the left front cover.

- Use a small flat blade screwdriver to release one tab (callout 1) and then slide the cover up and off of the tray.

Figure 4-1089 Remove the front left cover



2. Remove the 550 sheet feeder left cover

Follow these steps to remove the left cover.

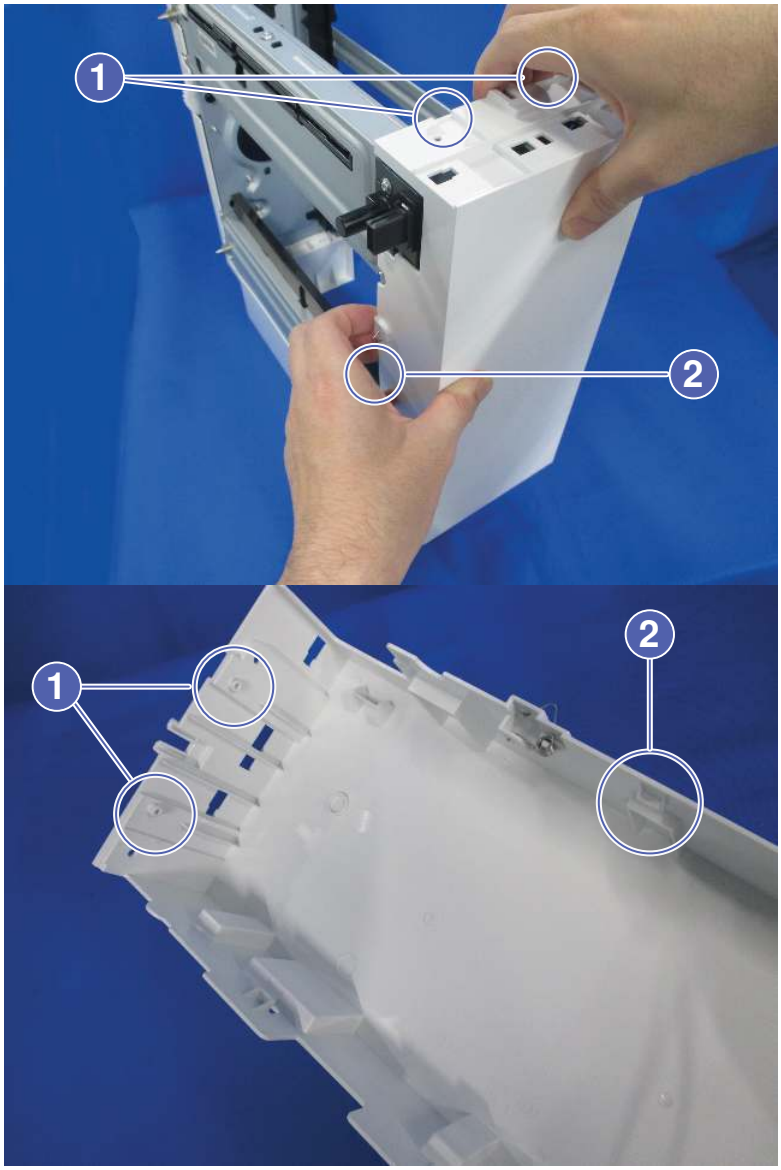
1. Remove two screws (callout 1).

Figure 4-1090 Remove two screws



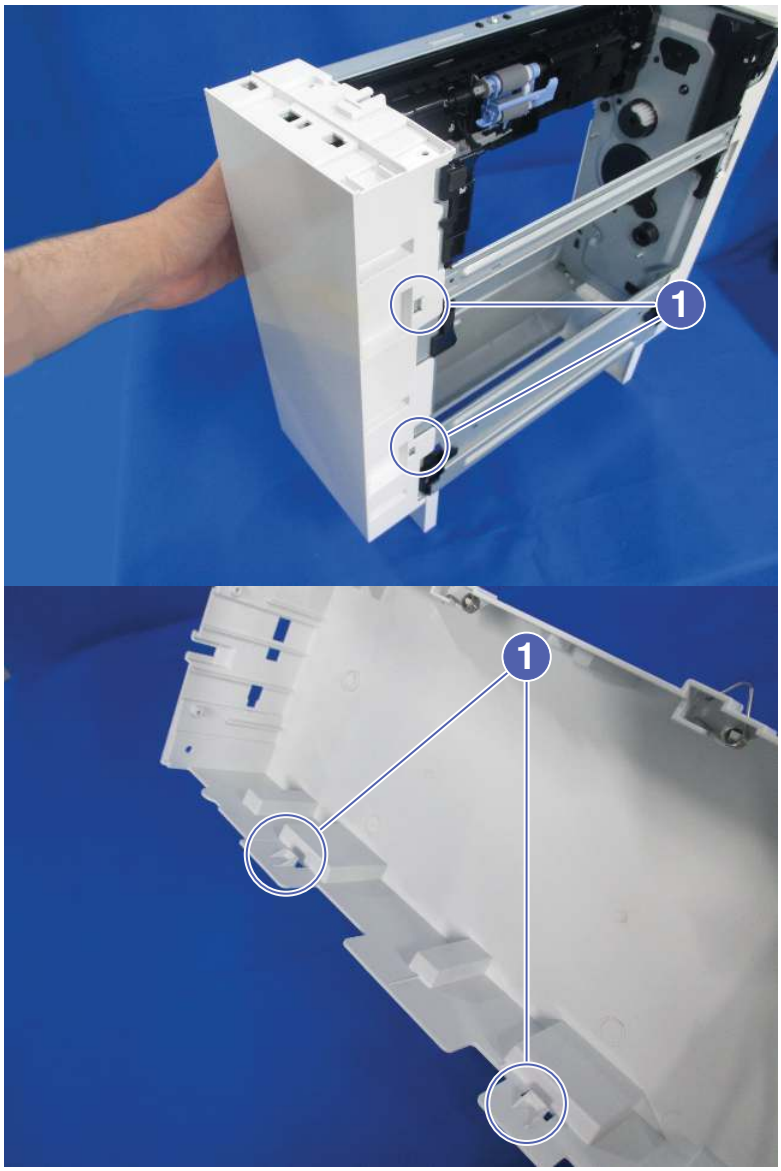
2. Place the paper feeder with its rear side being the bottom so that the front side becomes the top face. Release two alignment bosses (callout 1) and one tab (callout 2).

Figure 4-1091 Release the tabs



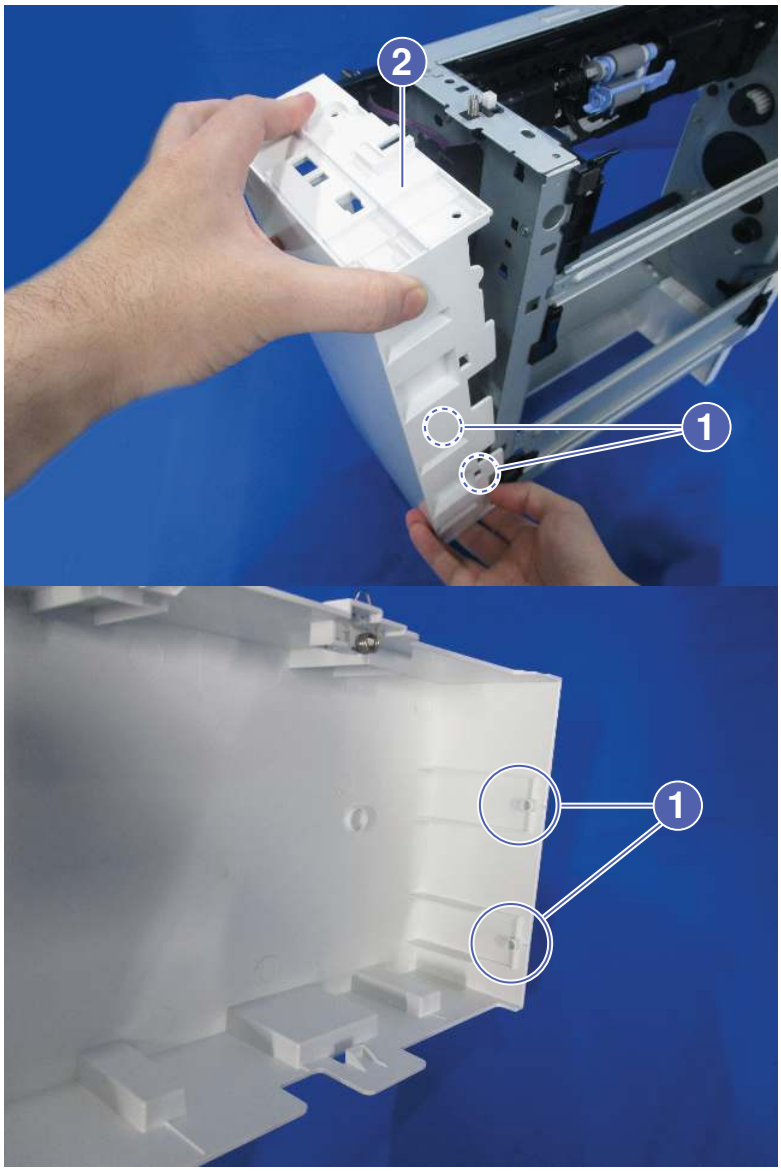
3. Release two tabs on the bottom of the tray (callout 1).

Figure 4-1092 Release two tabs



4. Release two alignment bosses (callout 1) and then remove the cover.

Figure 4-1093 Release the alignment bosses

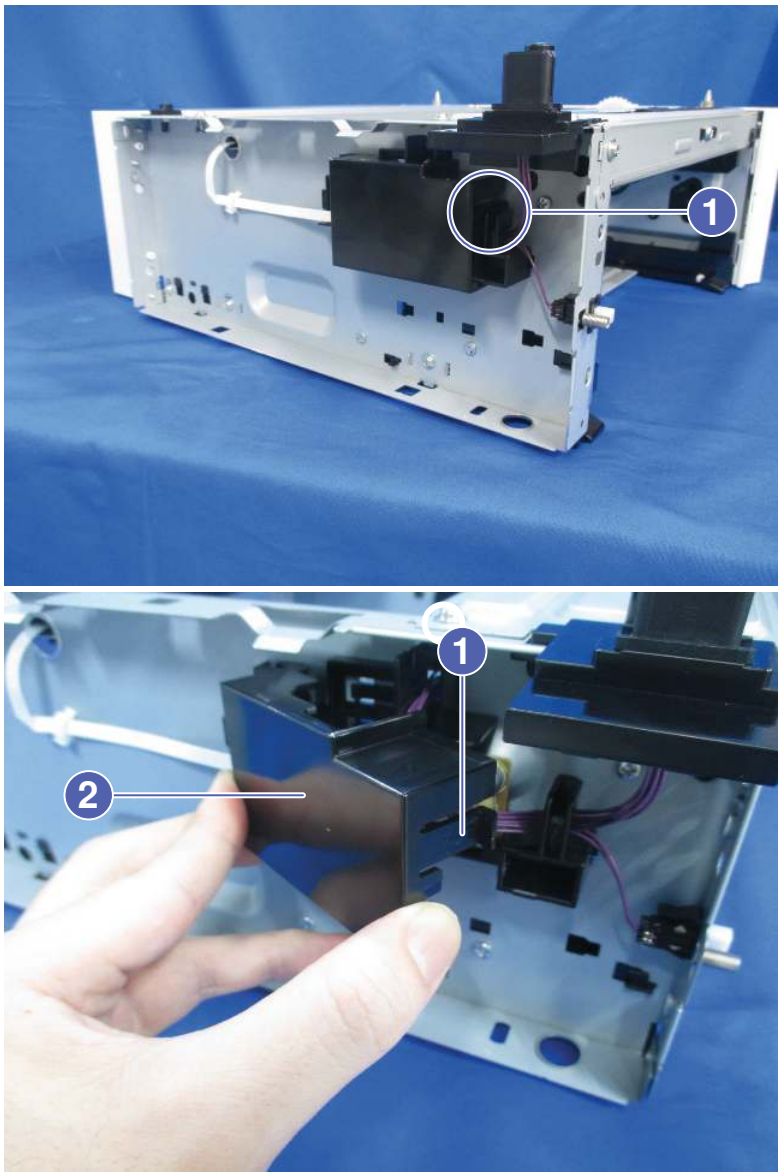


3. Remove the 550 sheet controller PCA

Follow these steps to remove the controller PCA.

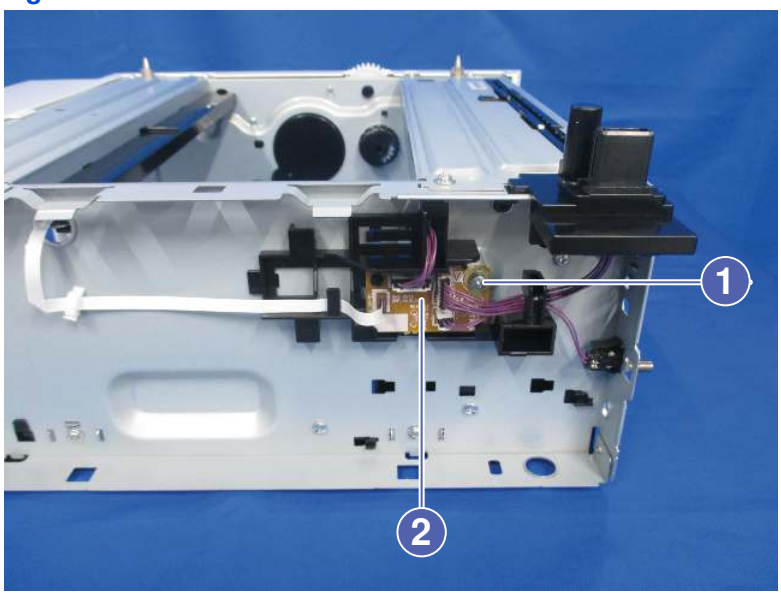
1. Release one tab (callout 1) and then remove the cover (callout 2).

Figure 4-1094 Remove the cover



2. Disconnect all the connectors on the paper feeder controller PCA. Remove one screw (callout 1) and then remove the PF controller PCA (callout 2).

Figure 4-1095 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.

5 Parts and diagrams

Printer parts information including exploded assembly diagrams and part number lists.

Document feeder and scanner

Learn about the integrated scanner assembly (ISA) parts and assemblies.

NOTE: This section is for MFP printers only.

Parts and diagrams: Integrated scanner assembly

Parts diagram and part list for the integrated scanner assembly (ISA).

Figure 5-1 Integrated scanner assembly

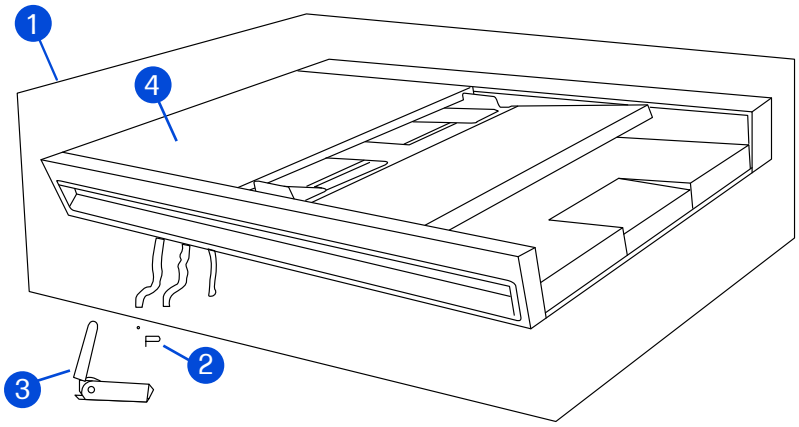


Table 5-1 Integrated scanner assembly

Ref No	Part number	Description	Qty
1	4RA80-67007	Duplex ISA assembly GSO (Blue)	1
1	4RA80-67008	Duplex ISA assembly GSO (Gray)	
2	B3Q10-40041	ISA lift slider pin	1
3	B3Q10-60128	ISA lift assembly	1
4	W1A77-67903	ADF top cover assembly (includes rollers)	1

Base printer

Learn about the printer engine parts and assemblies including covers, internal parts, and product exchange units.

Parts and diagrams: Whole unit replacements

Parts diagram and parts list for a whole unit replacement (WUR).

Figure 5-2 Whole unit replacement

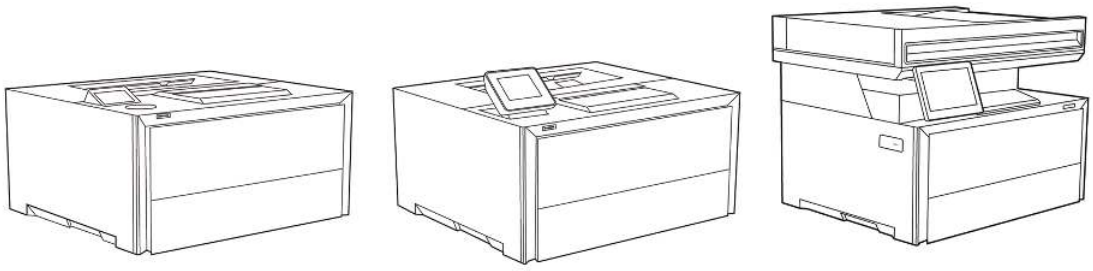


Table 5-2 Whole unit replacements (WUR): SFP (4006, 4007, 4008)

Part number	Model	Description	Qty
8X3D4-69001 (110V)	4006dn	Prod-Exchange 110V 4006dn WUR	1
8X3D4-69002 (220V)	4006dn	Prod-Exchange 220V 4006dn WUR	1
8X3D4-69003 (220V) (AU)	4006dn	Prod-Exchange 220V 4006dn AU WUR	1
8X3D6-69001 (110V)	4006dw	Prod-Exchange 110V 4006dw WUR	1
8X3D6-69002 (110V) (BRAZIL)	4006dw	Prod-Exchange 110V 4006dw BRAZIL WUR	1
8X3D6-69003 (220V)	4006dw	Prod-Exchange 220V 4006dw WUR	1
8X3D6-69004 (220V) (AU)	4006dw	Prod-Exchange 220V 4006dw AU WUR	1
8X3E2-69001 (220V)	4007d	Prod-Exchange 220V 4007d WUR	1
8X3E1-69001 (220V)	4007dn	Prod-Exchange 220V 4007dn WUR	1
8X3E1-69002 (220V) (UK)	4007dn	Prod-Exchange 220V 4007dn UK WUR	1
8X3E0-69001 (220V)	4007dw	Prod-Exchange 220V 4007dw WUR	1
8X3E0-69002 (220V) (UK)	4007dw	Prod-Exchange 220V 4007dw UK WUR	1
8X3D8-69001 (220V)	4007n	Prod-Exchange 220V 4007n WUR	1
8X3D8-69002 (220V) (UK)	4007n	Prod-Exchange 220V 4007n UK WUR	1
8X3E8-69001 (220V) (CN)	4008d	Prod-Replace New 220V 4008d CN WUR	1
8X3E8-69002 (220V) (CN Gov)	4008d	Prod-Replace New 220V 4008d CN Gov WUR	1
8X3E6-69001 (220V) (CN)	4008dn	Prod-Replace New 220V 4008dn CN WUR	1

Table 5-2 Whole unit replacements (WUR): SFP (4006, 4007, 4008) (continued)

Part number	Model	Description	Qty
8X3E6-69003 (220V) (CN Gov)	4008dn	Prod-Replace New 220V 4008dn CN Gov WUR	1
8X3E6-69002 (220V) (IN)	4008dn	Prod-Replace New 220V 4008dn IN WUR	1
8X3E7-69001 (220V) (CN)	4008dw	Prod-Replace New 220V 4008dw CN WUR	1
8X3E7-69002 (220V) (IN)	4008dw	Prod-Replace New 220V 4008dw IN WUR	1

Table 5-3 Whole unit replacements: MFP (MFP 4112, 4113, 4114)

Part number	Model	Description	Qty
8X3F4-69001 (110V)	4112dw	Prod-Exchange 110V 4112dw WUR	1
8X3F4-69003 (110V) (BRAZIL)	4112dw	Prod-Exchange 110V 4112dw BRAZIL WUR	1
8X3F4-69002 (220V)	4112dw	Prod-Exchange 220V 4112dw WUR	1
8X3F4-69004 (220V) (AU)	4112dw	Prod-Exchange 220V 4112dw AU WUR	1
8X3F0-69001 (110V)	4112fdn	Prod-Exchange 110V 4112fdn WUR	1
8X3F0-69002 (220V)	4112fdn	Prod-Exchange 220V 4112fdn WUR	1
8X3F0-69003 (220V) (AU)	4112fdn	Prod-Exchange 220V 4112fdn AU WUR	1
8X3F2-69001 (110V)	4112fdw	Prod-Exchange 110V 4112fdw WUR	1
8X3F2-69002 (110V) (BRAZIL)	4112fdw	Prod-Exchange 110V 4112fdw BRAZIL WUR	1
8X3F2-69003 (220V)	4112fdw	Prod-Exchange 220V 4112fdw WUR	1
8X3F2-69004 (220V) (AU)	4112fdw	Prod-Exchange 220V 4112fdw AU WUR	1
8X3F6-69001 (220V)	4113dw	Prod-Exchange 220V 4113dw WUR	1
8X3F6-69002 (220V) (UK)	4113dw	Prod-Exchange 220V 4113dw UK WUR	1
8X3F8-69001 (220V)	4113fdn	Prod-Exchange 220V 4113fdn WUR	1
8X3F8-69002 (220V) (UK)	4113fdn	Prod-Exchange 220V 4113fdn UK WUR	1
8X3G0-69001 (220V)	4113fdw	Prod-Exchange 220V 4113fdw WUR	1
8X3G0-69002 (220V) (UK)	4113fdw	Prod-Exchange 220V 4113fdw UK WUR	1
B09RY-69001 (220V) (DE)	4113dwg	Prod-Exchange 220V 4113dwg DE WUR	1
B09RZ-69001 (220V) (DE)	4113fdng	Prod-Exchange 220V 4113fdng DE WUR	1
B09S0-69001 (220V) (DE)	4113fdwg	Prod-Exchange 220V 4113fdwg DE WUR	1
8X3G4-69001 (220V) (CN)	4114dw	Prod-Replace New 220V 4114dw CN WUR	1
8X3G4-69002 (220V) (IN)	4114dw	Prod-Replace New 220V 4114dw IN WUR	1
8X3G4-69003 (220V) (IN Gov)	4114dw	Prod-Exchange 220V 4114dw IN Gov WUR	1
8X3G5-69001 (220V) (CN)	4114fdn	Prod-Replace New 220V 4114fdn CN WUR	
8X3G5-69002 (220V) (IN)	4114fdn	Prod-Replace New 220V 4114fdn IN WUR	1
8X3G5-69003 (220V) (IN Gov)	4114fdn	Prod-Exchange 220V 4114fdn IN Gov WUR	1
8X3G6-69001 (220V) (CN)	4114fdw	Prod-Replace New 220V 4114fdw CN WUR	1

Table 5-3 Whole unit replacements: MFP (MFP 4112, 4113, 4114) (continued)

Part number	Model	Description	Qty
8X3G6-69002 (220V) (IN)	4114fdw	Prod-Replace New 220V 4114fdw IN WUR	1
8X3G6-69003 (220V) (IN Gov)	4114fdw	Prod-Exchange 220V 4114fdw IN Gov WUR	1

Parts and diagrams: Top Cover assembly

Parts diagram and parts list for the Top Cover assembly for wireless and non-wireless models.

Figure 5-3 Top Cover assembly (wireless and non-wireless)

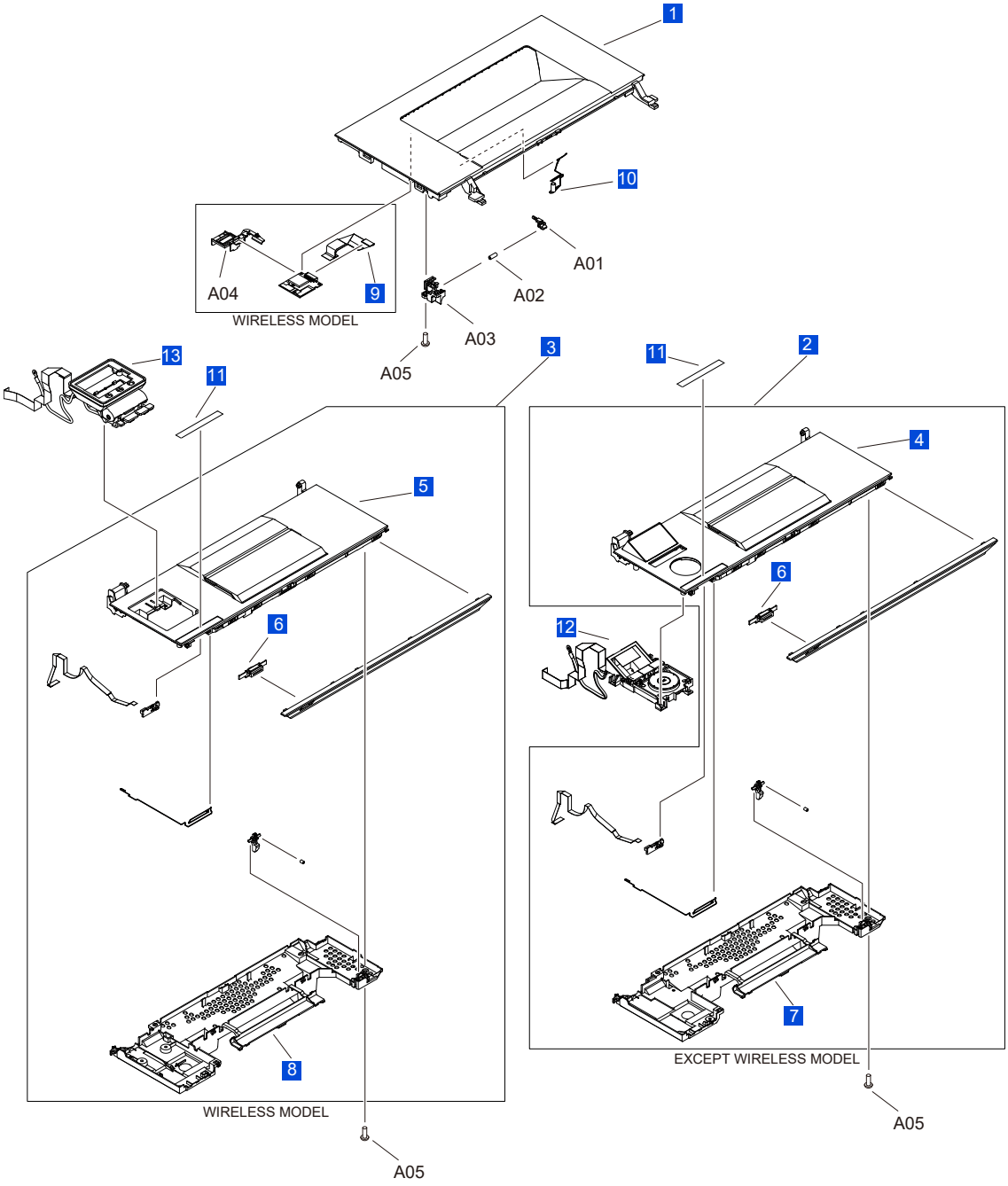


Table 5-4 Top Cover assembly parts

Ref No.	Part number	Description	Qty
1	RM3-2098-000CN	Top cover assembly SF	1
2	RM3-2107-000CN	Top Cover Assembly	1
3	RM3-2096-000CN	Cartridge door assembly SF DW only	1
4	RM3-2100-000CN	Cartridge door sub assembly SF N/DN/D only	1
5	RM3-2099-000CN	Cartridge door sub assembly SFP DW only	1
6	RM3-2106-000CN	Power supply button assembly SF	1
7	RC6-4397-000CN	Cover, inner SF N/DN/D only	1
8	RC6-4127-000CN	Cover, Inner SF DW Only	1
9	RM3-9927-000CN	Cable, flat, WiFi SF	1
10	RU3-2036-000CN	Spring, compression SF	1
11	RC6-7393-000CN	Plate, name 4006n	1
11	RC6-7394-000CN	Plate, name 4006dn	1
11	RC6-7395-000CN	Plate, name 4006dw	1
11	RC6-7396-000CN	Plate, name 4007n	1
11	RC6-7397-000CN	Plate, name 4007dn	1
11	RC6-7398-000CN	Plate, name 4007dw	1
11	RC6-7399-000CN	Plate, name 4008d	1
11	RC6-7400-000CN	Plate, name 4008dn	1
11	RC6-7401-000CN	Plate, name 4008dw	1
11	RC6-7404-000CN	Plate, name 4007d	1
12	63M52-67002	2.4" CP assembly SFP w/cables	1
13	63M47-67001	LCD Hybrid CP assembly SFP w/cables	1
A01	RC6-4217-000*	LATCH, DOOR SFP	1
A02	RU3-2033-000*	SPRING, COMPRESSION SFP	1
A03	RC6-4216-000*	COVER, DOOR LATCH SFP	1
A04	RC6-3990-000*	HOLDER, PCB SFP WIRELESS MODEL	1
A05	XB4-7301-005 *	AR SCREW, BH M3X10	1

NOTE: Parts indicated with an asterisk (*) are a non-assigned spare service part.

Parts and diagrams: Covers (SFP)

Parts diagram and parts list for the SFP printer covers.

Figure 5-4 Covers (4006, 4007, 4008)

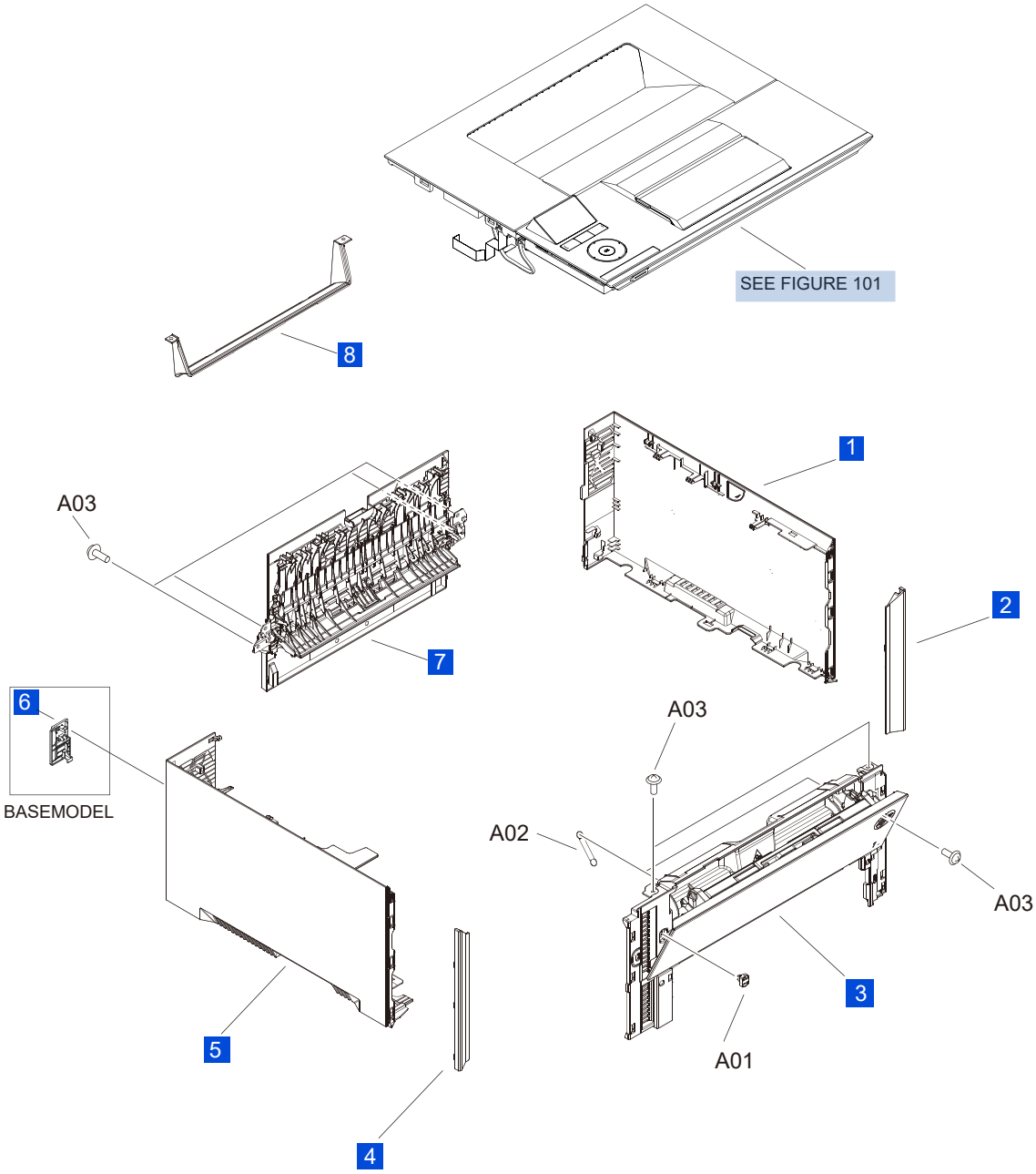


Table 5-5 Covers parts (4006, 4007, 4008)

Ref No.	Part number	Description	Qty
1	RC6-4117-000CN	Cover, Right	1
2	RC6-4123-000CN	Cover, Right front	1

Table 5-5 Covers parts (4006, 4007, 4008) (continued)

Ref No.	Part number	Description	Qty
3	RM3-0201-000CN	Front cover ass'y Multipurpose door assembly <con ref> MULTI-PURPOSE DOOR ASS'Y CHERRY EXCEPT CHINA/INDIA MODEL	1
3	RM3-0412-000CN	Multipurpose door assembly	1
4	RC6-4122-000CN	Cover, Left front	1
5	RC6-4116-000CN	Cover, Left SF	1
6	RC6-4380-000CN	Cap, Network SF D Only	1
7	RM3-0229-000CN	Rear door assembly	1
8	RC6-4134-000CN	Cover, Paper delivery	1
A01	RC6-4274-000*	LOCK, FRONT COVER	1
A02	RU3-2006-000*	SPRING, TENSION	2
A03	XA9-1671-000*	AR SCREW, D, M3X8	as needed
Figure 101	See *Parts and diagrams: Top Cover assembly*.		n/a

NOTE: Parts indicated with an asterisk (*) are a non-assigned spare service part.

Parts and diagrams: Covers (MFP)

Parts diagram and parts list for the MFP printer covers.

Figure 5-5 Covers (MFP 4112, 4113, 4114)

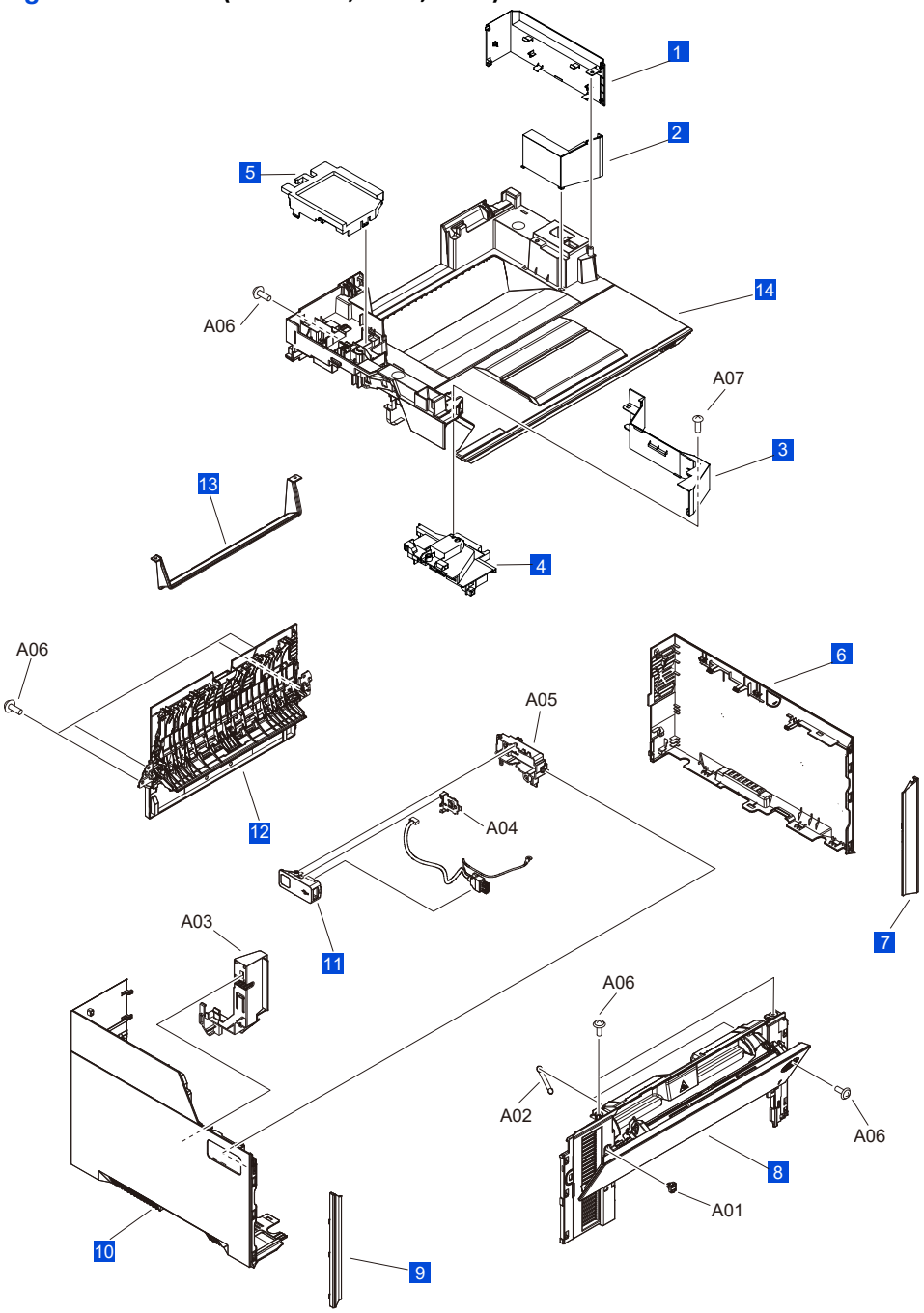


Table 5-6 Covers (MFP 4112, 4113, 4114)

Ref Id.	Part number	Description	Qty
1	RC6-4258-000CN	Cover, pillar, right MFP	1

Table 5-6 Covers (MFP 4112, 4113, 4114) (continued)

Ref Id.	Part number	Description	Qty
2	RC6-4305-000CN	Cover, pillar, right front MFP	1
3	RC6-4260-000CN	Cover, pillar, left upper MFP	1
4	RC6-4290-000CN	Cover, pillar, left lower MFP	1
5	RC6-4257-000CN	Cover, flat cable MFP	1
6	RC6-4117-000CN	Cover, Right	1
7	RC6-4123-000CN	Cover, Right front	1
8	RM3-0202-000CN	Multipurpose door assembly, MFP except CHINA/INDIA model	1
8	RM3-0413-000CN	Multipurpose door assembly, MFP CHINA/INDIA	1
9	RC6-4122-000CN	Cover, Left front	1
10	RC6-4268-000CN	Cover, left MFP	1
11	RC6-4280-000CN	Door, USB MFP	1
12	RM3-0229-000CN	Rear door assembly	1
13	RC6-4134-000CN	Cover, Paper delivery	1
14	RM3-2107-000CN	Top cover assembly MFP	1
Not Shown	63M62-67001	4.3" CP assembly MFP w/cables	1
A01	RC6-4274-000*	LOCK, FRONT COVER	1
A02	RU3-2006-000*	SPRING, TENSION	2
A03	RC6-4320-000*	DUCT, COVER LOTUS	1
A04	RC6-4281-000*	HOLDER, USB DOOR LOTUS	1
A05	RC6-4302-000*	COVER, USB LOTUS	1
A06	XA9-1671-000*	AR SCREW, D, M3X8	1
A07	XB4-7301-005*	AR SCREW, BH M3X10	1

NOTE: Parts indicated with an asterisk (*) are a non-assigned spare service part.

Parts and diagrams: Internal components (1 of 4)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-6 Internal components (1 of 4)

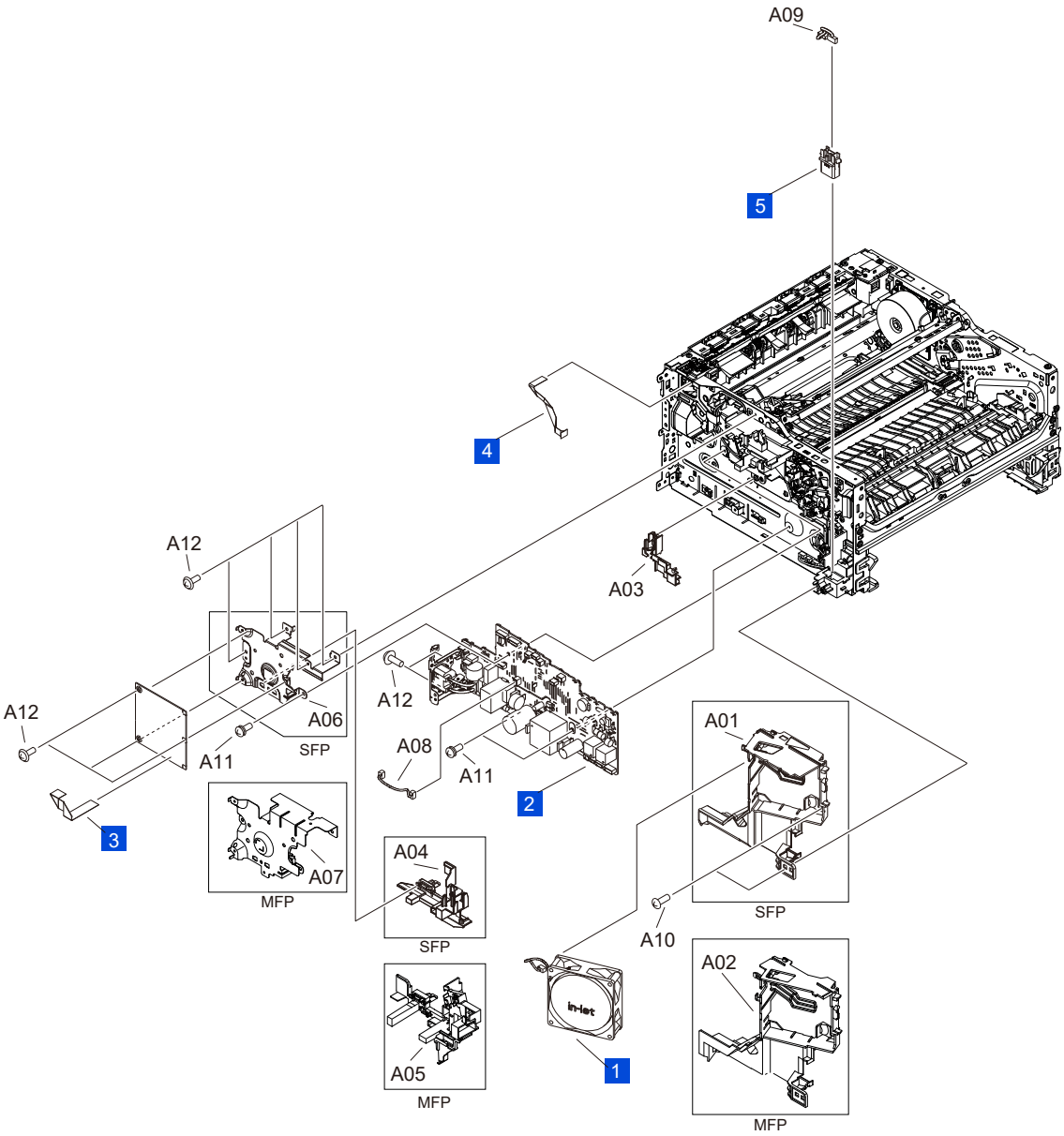


Table 5-7 Internal components (1 of 4)[1]

Ref No.	Part number	Description	Qty
1	RK3-2945-000CN	Fan	1
2	RM3-9578-000CN (110-127V)	Engine controller PCA 110V Duplex	1
2	RM3-9579-000CN (110-127V)	Engine controller PCA 110V SF N only	1
2	RM3-9580-000CN (220-240V)	Engine controller PCA 220V Duplex	1
2	RM3-9581-000CN (220-240V)	Engine controller PCA 220V SF N only	1
3	RK3-2546-000CN	Cable, flat, formatter	1

Table 5-7 Internal components (1 of 4)[1] (continued)

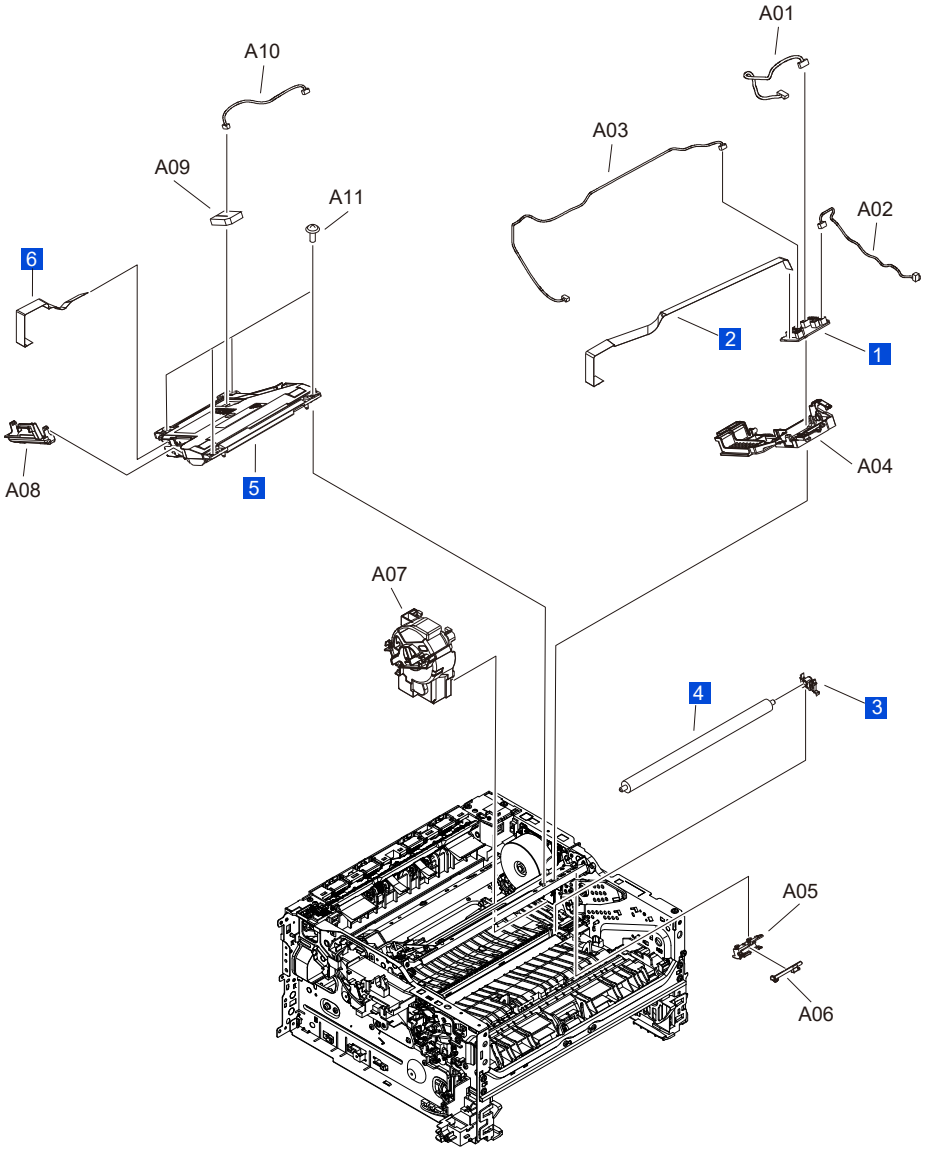
Ref No.	Part number	Description	Qty
4	RK3-2497-000CN	Cable, flat, sensor	1
5	VS1-7257-007CN, OR VS1-7258-007CN	Connector, drawer	1
A01	RC6-4145-000*	HOLDER, FAN CHERRY	1
A02	RC6-4255-000*	HOLDER, FAN LOTUS	1
A03	RC6-4221-000*	CAP, CABLE	1
A04	RC6-3991-000*	SUPPORT, CROSSMEMBER CHERRY	1
A05	RC6-4296-000*	SUPPORT, CROSSMEMBER LOTUS	1
A06	RC6-3983-000*	CROSSMEMBER, FMTR CHERRY	1
A07	RC6-4295-000*	CROSSMEMBER, FMTR LOTUS	1
A08	RM3-9137-000*	FMTR CABLE ASS'Y	1
A09	RM3-9129-000*	DRAWER CABLE ASS'Y	1
A10	XB4-7401-005 *	AR SCREW,TAPPING,TRUSS HEAD,M4X10	1
A11	XA9-1420-000*	AR SCREW, W/WASHER, M3X8	1
A12	XA9-1671-000 *	AR SCREW, D, M3X8	1

NOTE: Parts indicated with an asterisk (*) are a non-assigned spare service part.

Parts and diagrams: Internal components (2 of 4)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-7 Internal components (2 of 4)



[1]A replacement DC controller must be paired to the printer formatter using a special HP Android application.

Table 5-8 Internal assemblies (2 of 4)[1]

Ref No.	Part number	Description	Qty
1	RM3-9380-000CN	Connecting PCB assembly	1
1	RM3-9567-000CN	Connecting PCB assembly	1
2	RK3-2503-000CN	Cable, flat, connecting	1
3	RC6-3973-000CN	Bushing, Transfer roller	1

Table 5-8 Internal assemblies (2 of 4)[1] (continued)

Ref No.	Part number	Description	Qty
4	RM3-2089-000CN	Transfer Roller	1
5	RM3-0756-000CN	Laser scanner assembly	1
6	RK3-2501-000CN	Cable, flat, laser	1
Not shown	8X3D4-67001	Formatter PCA 4006dn	1
Not shown	8X3D6-67001	Formatter PCA 4006dw	1
Not shown	8X3D2-67001	Formatter PCA 4006n	1
Not shown	8X3E2-67001	Formatter PCA 4007d	1
Not shown	8X3E1-67001	Formatter PCA 4007dn	1
Not shown	8X3E0-67001	Formatter PCA 4007dw	1
Not shown	8X3D8-67001	Formatter PCA 4007n	1
Not shown	8X3E8-67001	Formatter PCA 4008d	1
Not shown	8X3E6-67001	Formatter PCA 4008dn	1
Not shown	8X3E7-67001	Formatter PCA 4008dw	1
Not shown	8X3F0-67001	Formatter PCA 4112fdn	1
Not shown	8X3F2-67001	Formatter PCA 4112fdw	1
Not shown	8X3F4-67001	Formatter PCA 4112dw	1
Not shown	8X3F6-67001	Formatter PCA 4113dw	1
Not shown	B09RY-67001	Formatter PCA 4113dwg	1
Not shown	8X3F8-67001	Formatter PCA 4113fdn	1
Not shown	B09RZ-67001	Formatter PCA 4113fdng	1
Not shown	8X3G0-67001	Formatter PCA 4113fdw	1
Not shown	B09S0-67001	Formatter PCA 4113fdwg	1
Not shown	8X3G4-67001	Formatter PCA 4114dw	1
Not shown	8X3G5-67001	Formatter PCA 4114fdn	1
Not shown	8X3G6-67001	Formatter PCA 4114fdw	1
A01	RM3-9122-000*	MAIN MOTOR CABLE ASS'Y	1
A02	RM3-9124-000*	DOOR SENSOR CABLE ASS'Y	1
A03	RM3-9126-000*	CONNECTING CABLE ASS'Y	1
A04	RC6-3997-000*	HOLDER, CONNECTING PCB	1
A05	RC6-4209-000*	HOLDER, PREVENTION EXCEPT CHINA/INDIA MODEL	1
A05	RC6-4365-000*	HOLDER, PREVENTION CHINA/INDIA MODEL	1

Table 5-8 Internal assemblies (2 of 4)[1] (continued)

Ref No.	Part number	Description	Qty
A06	RC6-4210-000*	LEVER, PREVENTION EXCEPT CHINA/INDIA MODEL	1
A06	RC6-4367-000*	LEVER, PREVENTION CHINA/INDIA MODEL	1
A07	RC6-4054-000*	HOLDER, MOTOR	1
A08	RC6-3999-000*	COVER, LASER	1
A09	RC4-2944-000*	SHEET, SCANNER DUST-PROOF	1
A10	RM3-9121-000*	SCANNER MOTOR CABLE ASS'Y	1
A11	XA9-1671-000*	AR SCREW, D, M3X8	1

NOTE: Parts indicated with an asterisk (*) are a non-assigned spare service part.

Parts and diagrams: Internal components (3 of 4)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-8 Internal assemblies (3 of 4)

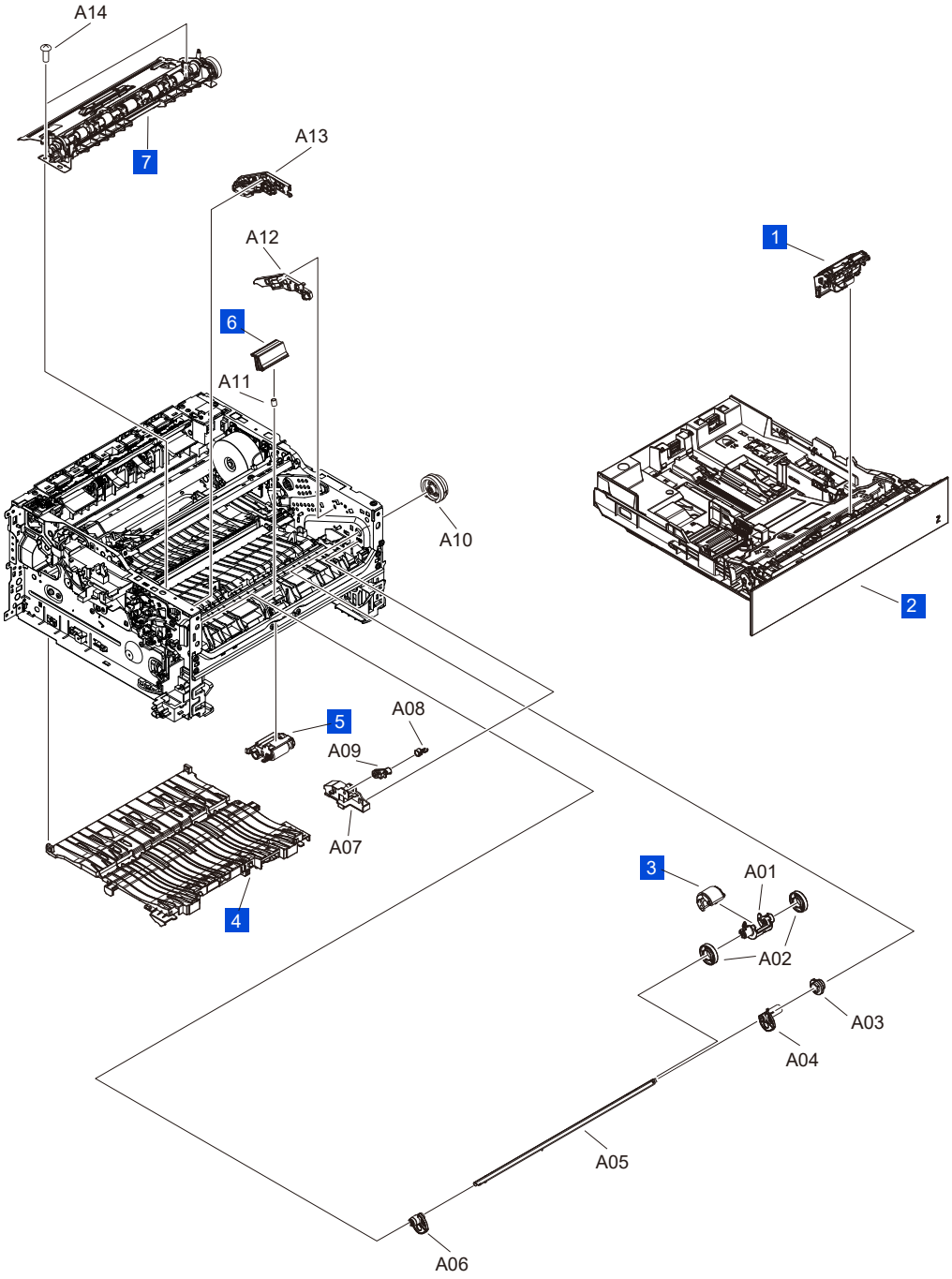


Table 5-9 Internal components (3 of 4)

Ref No.	Part number	Description	Qty
1	RM3-0394-000CN	Separation roller assembly	1

Table 5-9 Internal components (3 of 4) (continued)

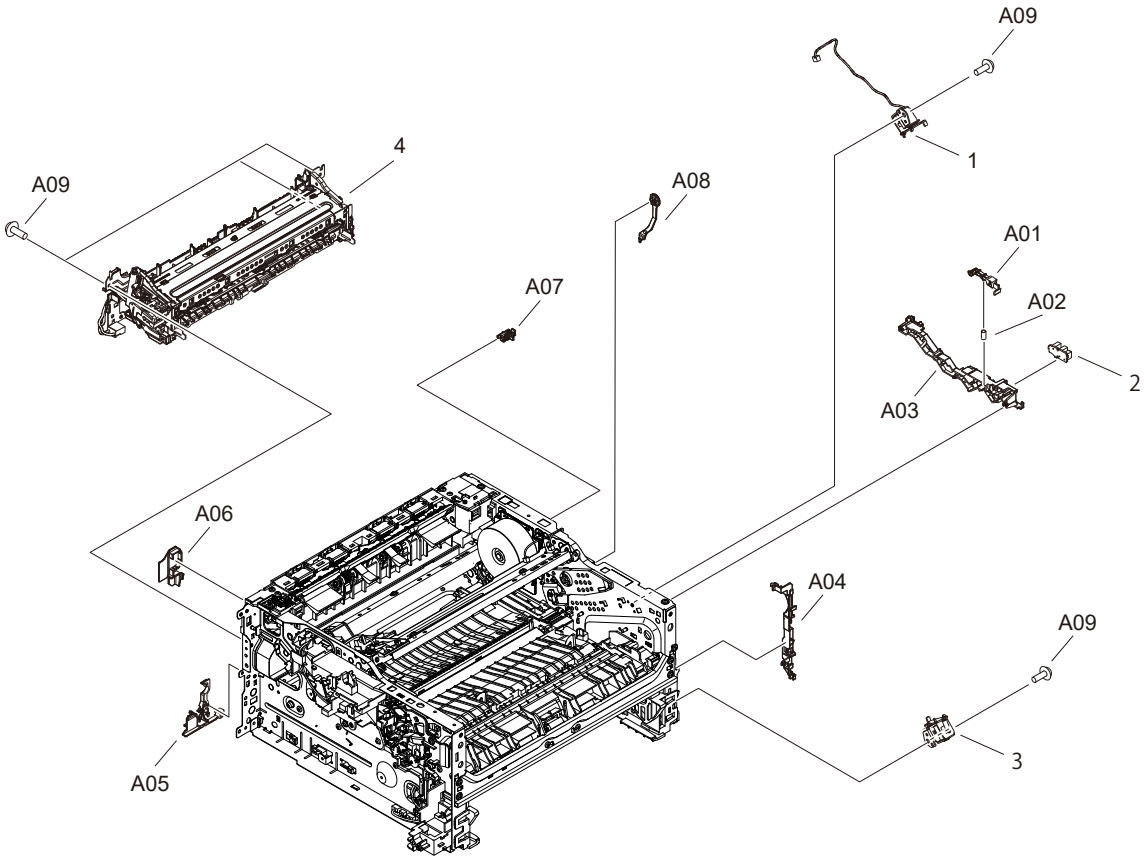
Ref No.	Part number	Description	Qty
2	RM3-0220-000CN	Cassette assembly SFP except China/India	1
2	RM3-0221-000CN	Cassette assembly MFP except China/India	1
2	RM3-0407-000CN	Cassette assembly MFP China/India	1
2	RM3-0408-000CN	Cassette assembly SFP China/India	1
3	RL3-0679-000CN	Roller, multiple-purpose	1
4	RM3-0212-000CN	Paper re-pick up assembly DUPLEX MODELS	1
5	RM2-5452-010CN	Paper pick-up roller assembly	1
6	RL3-0684-000CN	Pad, multiple-purpose separation	1
7	RM3-0211-000CN	Registration assembly, simplex models	1
7	RM3-2094-000CN	Registration assembly, duplex models	1
A01	RC6-4063-000*	BASE, PICK	1
A02	RC4-3034-000*	ROLLER, SIDE	2
A03	RC6-4064-000*	CAM, HOME	1
A04	RC6-4058-000*	CAM, RIGHT	1
A05	RC4-3030-000 *	SHAFT, M.P. ROLLER	1
A06	RC6-4057-000*	CAM, LEFT	1
A07	RC6-4067-000*	SPACER, SHAFT	1
A08	RC6-4066-000*	SPRING, TORSION	1
A09	RC6-4065-000*	LEVER, HOME	1
A10	RM3-0363-000*	MULTI-PURPOSE GEAR ASS'Y	1
A11	RU8-2935-000*	SPRING, COMPRESSION	1
A12	RC6-4137-000*	GUIDE, CARTRIDGE, RIGHT	1
A13	RC6-3928-000*	GUIDE, CARTRIDGE, LEFT	1
A14	XB4-7301-005 *	AR SCREW, BH M3X10	1

NOTE: Parts indicated with an asterisk (*) are a non-assigned spare service part.

Parts and diagrams: Internal components (4 of 4)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-9 Internal components (4 of 4)



[1]A replacement formatter must be paired to the printer DC controller using a special HP Android application.

Table 5-10 Internal assemblies (4 of 4)[1]

Ref No.	Part number	Description	Qty
1	RK3-2729-000CN	Solenoid	1
2	RM3-9381-000CN	Door sensor PCB assembly	1
3	RK3-2727-000CN	Solenoid	1
4	RM3-0382-000CN (110-127V)	Fixing Assembly 110V	1
4	RM3-0383-000CN (220-240V)	Fixing Assembly 220V	1
A01	RC6-4208-000*	FLAG, DOOR SENSOR	1
A02	RU3-2030-000*	SPRING, COMPRESSION	1
A03	RC6-3989-000*	HOLDER, SENSOR	1
A04	RC6-3985-000*	GUIDE, CABLE	1
A05	RC6-3984-000*	GUIDE, CABLE	1

Table 5-10 Internal assemblies (4 of 4)[1] (continued)

Ref No.	Part number	Description	Qty
A06	RC6-4102-000*	COVER, SENSOR	1
A07	RC6-4215-000*	SHAFT. LOCK CHERRY	1
A08	RC6-4165-000*	LINK, DOOR	1
A09	XA9-1671-000*	AR SCREW, D, M3X8	1

NOTE: Parts indicated with an asterisk (*) are a non-assigned spare service part.

Input device - 550-sheet paper feeder

Learn about the 550-sheet paper feeder covers, internal parts, and assemblies.

Parts and diagrams: 550-sheet paper feeder covers

Parts diagram and part list for the 550-sheet paper feeder covers.

Figure 5-10 550-sheet paper feeder covers

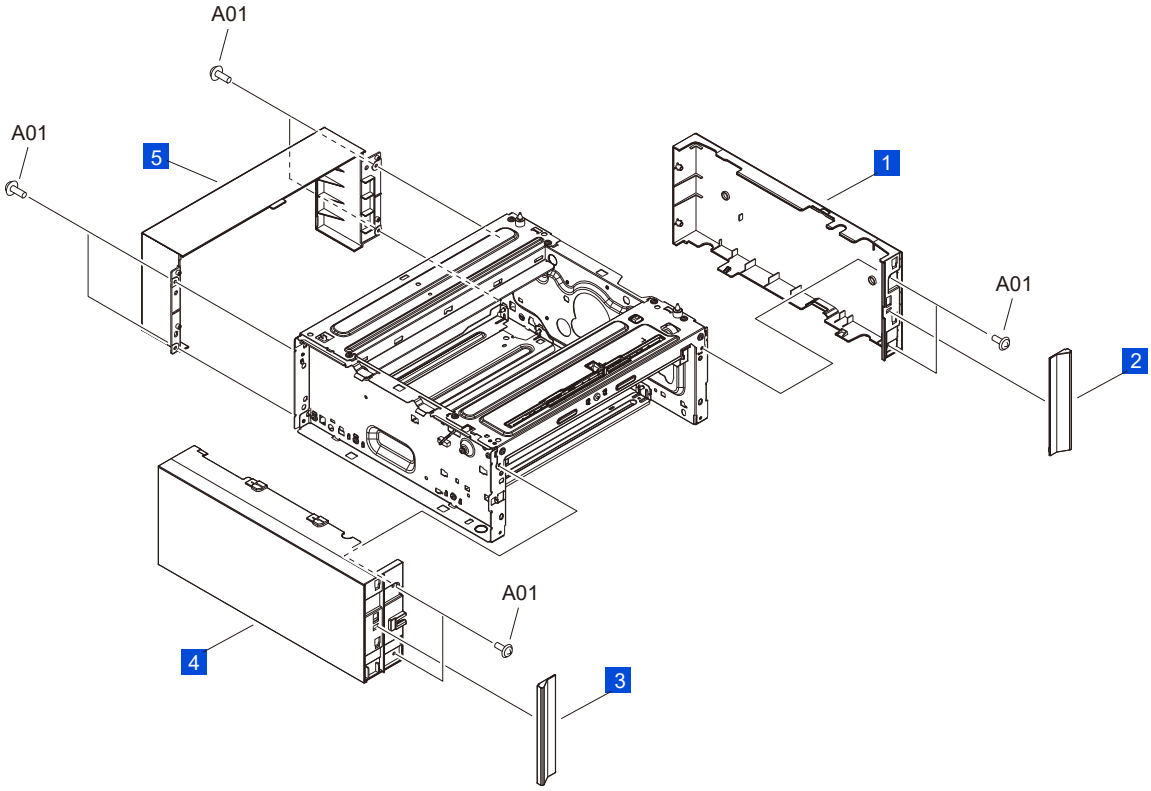


Table 5-11 550-sheet paper feeder covers

Ref No.	Part number	Description	Qty
1	RC6-4198-000CN	Cover, right	1
2	RC6-4200-000CN	Cover, front right SFP	1
3	RC6-4199-000CN	Cover, left front	1
4	RM3-2101-000CN	Left cover assembly, SFP	1
4	RM3-2102-000CN	Left cover assembly (MFP)	1
5	RC6-4196-000CN	Cover, rear	1
A01	XA9-1671-000*	AR SCREW, D, M3X8	1

NOTE: Parts listed with an asterisk (*) are a non-assigned spare service part.

Parts and diagrams: 550-sheet paper feeder main body (1 of 2)

Parts diagram and part list for the 550-sheet paper feeder main body.

Figure 5-11 550-sheet paper feeder main body (1 of 2)

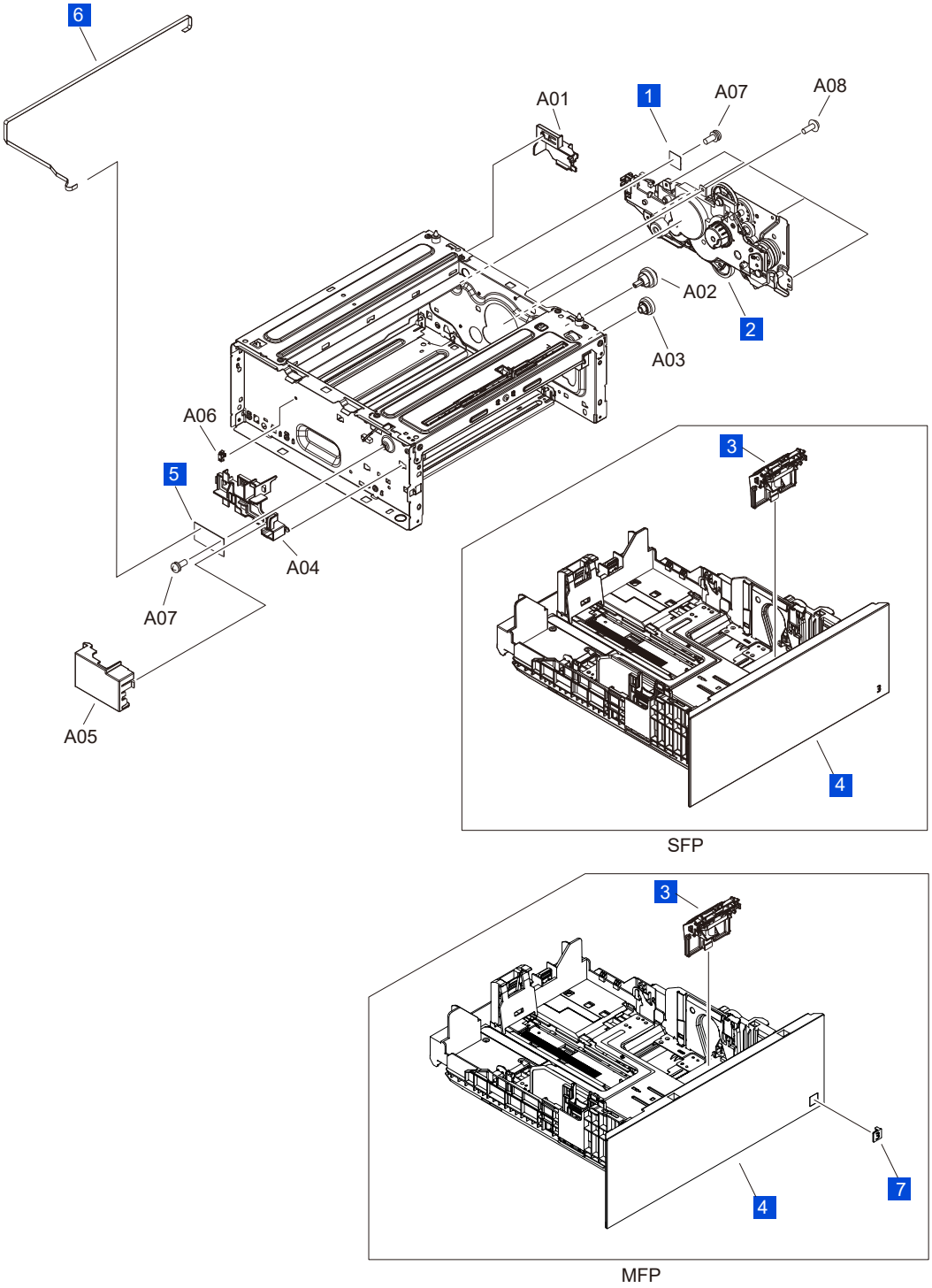


Table 5-12 550-sheet paper feeder main body (1 of 2)

Ref No.	Part number	Description	Qty
1	RM3-9374-000CN	Connecting PCB assembly	1
2	RM3-0278-000CN	Drive assembly	1
3			1
4	RM3-0270-000CN	Cassette assembly SFP Blue	1
4	RM3-2084-000CN	Cassette assembly MFP Blue	1
4	RM3-2088-000CN	Cassette assembly SFP Gray	1
4	RM3-2087-000CN	Cassette assembly MFP Gray	1
5	RM3-9373-000CN	Paper feeder main PCB assembly	1
6	RK3-2552-000CN	Cable, flat, connecting	1
7	RC6-5325-000CN	Plate, number, 3 MFP Blue	1
7	RC6-4389-000CN	Plate, number, 3 MFP Gray	1
Not shown	6919C001CA*	550 PAPER FEEDER SFP BLUE	1
Not shown	6919C002CA*	550 PAPER FEEDER MFP BLUE	1
A01	RC6-4319-000*	1 COVER, CONNECTING PCB	1
A02	RU3-0255-000*	1 GEAR, 14T/22T	1
A03	RU3-0210-000*	1 GEAR, 19T	1
A04	RC6-4192-000*	1 HOLDER, PCB	1
A05	RC6-4359-000*	1 COVER, MAIN PCB	1
A06	WT2-5678-000*	1 CLIP, CABLE	1
A07	XA9-1420-000	AR SCREW, W/WASHER, M3X8	1
A08	XA9-1671-000*	AR SCREW, D, M3X8	1

NOTE: Parts indicated with an asterisk (*) are a non-assigned spare service part.

Parts and diagrams: 550-sheet paper feeder main body (2 of 2)

Parts diagram and part list for the 550-sheet paper feeder main body.

Figure 5-12 550-sheet paper feeder main body (2 of 2)

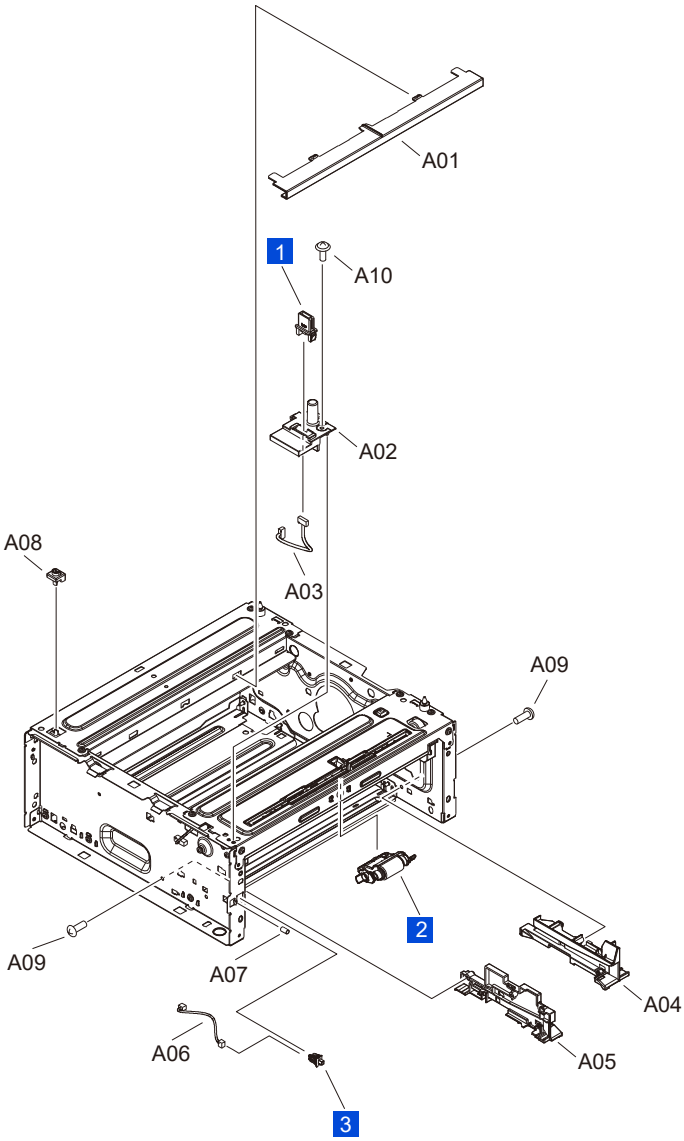


Table 5-13 550-sheet paper feeder main body (2 of 2)

Ref No.	Part number	Description	Qty
1	VS1-7257-007CN	Connector, drawer Tray 3 (550-sheet paper feeder)	1
2	RM3-0947-000CN	Paper pickup roller assembly	1
3	WC2-5806-000CN	Button switch, PUSH SWITCH	1
A01	RC6-4193-000*	1 GUIDE, CABLE	1
A02	RC6-4191-000*	1 HOLDER, DRAWER	1
A03	RM3-9130-000*	1 DRAWER CABLE ASS'Y	1
A04	RM3-0276-000*	1 CST. GUIDE ASS'Y, RIGHT FRONT	1

Table 5-13 550-sheet paper feeder main body (2 of 2) (continued)

Ref No.	Part number	Description	Qty
A05	RM3-0274-000*	1 CST. GUIDE ASS'Y, LEFT FRONT	1
A06	RM3-9133-000*	1 SWITCH CABLE ASS'Y	1
A07	RU3-2047-000*	1 COMPRESSION, SPRING	1
A08	RC6-4318-000*	1 SPACER	1
A09	XB4-7300-809*	AR SCREW, TAP, BINDING HEAD, M3X8	1
A10	XA9-1671-000*	AR SCREW, D, M3X8	1

NOTE: Parts indicated with an asterisk (*) are a non-assigned spare service part.

Alphabetical parts list

Table 5-14 Alphabetical parts list

Description	Part number	Table and page
Cassette assembly MFP Blue	RM3-2084-000CN	550-sheet paper feeder main body (1 of 2) on page 1077
Cassette assembly MFP Gray	RM3-2087-000CN	550-sheet paper feeder main body (1 of 2) on page 1077
Cassette assembly SFP Blue	RM3-0270-000CN	550-sheet paper feeder main body (1 of 2) on page 1077
Cassette assembly SFP Gray	RM3-2088-000CN	550-sheet paper feeder main body (1 of 2) on page 1077
4.3" CP assembly MFP w/cables	63M62-67001	Covers (MFP 4112, 4113, 4114) on page 1064
ADF top cover assembly (includes rollers)	W1A77-67903	Integrated scanner assembly on page 1057
Bushing, Transfer roller	RC6-3973-000CN	Internal assemblies (2 of 4)1 on page 1068
Cable, flat, connecting	RK3-2503-000CN	Internal assemblies (2 of 4)1 on page 1068
Cable, flat, connecting	RK3-2552-000CN	550-sheet paper feeder main body (1 of 2) on page 1077
Cable, flat, laser	RK3-2501-000CN	Internal assemblies (2 of 4)1 on page 1068
Cap, Network SF D Only	RC6-4380-000CN	Covers parts (4006, 4007, 4008) on page 1062
Cassette assembly MFP China/India	RM3-0407-000CN	Internal components (3 of 4) on page 1071
Cassette assembly MFP except China/India	RM3-0221-000CN	Internal components (3 of 4) on page 1071
Cassette assembly SFP China/India	RM3-0408-000CN	Internal components (3 of 4) on page 1071
Cassette assembly SFP except China/India	RM3-0220-000CN	Internal components (3 of 4) on page 1071
Connecting PCB assembly	RM3-9374-000CN	550-sheet paper feeder main body (1 of 2) on page 1077
Connecting PCB assembly	RM3-9380-000CN	Internal assemblies (2 of 4)1 on page 1068
Connecting PCB assembly	RM3-9567-000CN	Internal assemblies (2 of 4)1 on page 1068
Cover, Left SF	RC6-4116-000CN	Covers parts (4006, 4007, 4008) on page 1062
Cover, Left front	RC6-4122-000CN	Covers parts (4006, 4007, 4008) on page 1062
Cover, Left front	RC6-4122-000CN	Covers (MFP 4112, 4113, 4114) on page 1064

Table 5-14 Alphabetical parts list (continued)

Description	Part number	Table and page
Cover, Paper delivery	RC6-4134-000CN	Covers parts (4006, 4007, 4008) on page 1062
Cover, Paper delivery	RC6-4134-000CN	Covers (MFP 4112, 4113, 4114) on page 1064
Cover, Right	RC6-4117-000CN	Covers parts (4006, 4007, 4008) on page 1062
Cover, Right	RC6-4117-000CN	Covers (MFP 4112, 4113, 4114) on page 1064
Cover, Right front	RC6-4123-000CN	Covers parts (4006, 4007, 4008) on page 1062
Cover, Right front	RC6-4123-000CN	Covers (MFP 4112, 4113, 4114) on page 1064
Cover, flat cable MFP	RC6-4257-000CN	Covers (MFP 4112, 4113, 4114) on page 1064
Cover, front right	RC6-4200-000CN	550-sheet paper feeder covers on page 1075
Cover, left MFP	RC6-4268-000CN	Covers (MFP 4112, 4113, 4114) on page 1064
Cover, left front	RC6-4199-000CN	550-sheet paper feeder covers on page 1075
Cover, pillar, left lower MFP	RC6-4290-000CN	Covers (MFP 4112, 4113, 4114) on page 1064
Cover, pillar, left upper MFP	RC6-4260-000CN	Covers (MFP 4112, 4113, 4114) on page 1064
Cover, pillar, right MFP	RC6-4258-000CN	Covers (MFP 4112, 4113, 4114) on page 1064
Cover, pillar, right front MFP	RC6-4305-000CN	Covers (MFP 4112, 4113, 4114) on page 1064
Cover, rear	RC6-4196-000CN	550-sheet paper feeder covers on page 1075
Cover, right	RC6-4198-000CN	550-sheet paper feeder covers on page 1075
Door sensor PCB assembly	RM3-9381-000CN	Internal assemblies (4 of 4)1 on page 1073
Door, USB MFP	RC6-4280-000CN	Covers (MFP 4112, 4113, 4114) on page 1064
Drive assembly	RM3-0278-000CN	550-sheet paper feeder main body (1 of 2) on page 1077
Duplex ISA assembly GSO (Blue)	4RA80-67007	Integrated scanner assembly on page 1057
Duplex ISA assembly GSO (Gray)	4RA80-67008	Integrated scanner assembly on page 1057
Fixing Assembly 110V	RM3-0382-000CN	Internal assemblies (4 of 4)1 on page 1073

Table 5-14 Alphabetical parts list (continued)

Description	Part number	Table and page
Fixing Assembly 220V	RM3-0383-000CN	Internal assemblies (4 of 4)1 on page 1073
ISA lift assembly	B3Q10-60128	Integrated scanner assembly on page 1057
ISA lift slider pin	B3Q10-40041	Integrated scanner assembly on page 1057
Laser scanner assembly	RM3-0756-000CN	Internal assemblies (2 of 4)1 on page 1068
Left cover assembly (MFP)	RM3-2102-000CN	550-sheet paper feeder covers on page 1075
Left cover assembly, SFP	RM3-2101-000CN	550-sheet paper feeder covers on page 1075
Multipurpose door assembly	RM3-0201-000CN	Covers parts (4006, 4007, 4008) on page 1062
Multipurpose door assembly	RM3-0412-000CN	Covers parts (4006, 4007, 4008) on page 1062
Multipurpose door assembly, MFP CHINA/INDIA	RM3-0413-000CN	Covers (MFP 4112, 4113, 4114) on page 1064
Multipurpose door assembly, MFP except CHINA/INDIA model	RM3-0202-000CN	Covers (MFP 4112, 4113, 4114) on page 1064
Pad, multiple-purpose separation	RL3-0684-000CN	Internal components (3 of 4) on page 1071
Paper feeder main PCB assembly	RM3-9373-000CN	550-sheet paper feeder main body (1 of 2) on page 1077
Paper pick-up roller assembly	RM2-5452-010CN	Internal components (3 of 4) on page 1071
Paper re-pick up assembly	RM3-0212-000CN	Internal components (3 of 4) on page 1071
Plate, number, 3 MFP Blue	RC6-5325-000CN	550-sheet paper feeder main body (1 of 2) on page 1077
Plate, number, 3 MFP Gray	RC6-4389-000CN	550-sheet paper feeder main body (1 of 2) on page 1077
Rear door assembly	RM3-0229-000CN	Covers parts (4006, 4007, 4008) on page 1062
Rear door assembly	RM3-0229-000CN	Covers (MFP 4112, 4113, 4114) on page 1064
Registration assembly, duplex models	RM3-2094-000CN	Internal components (3 of 4) on page 1071
Registration assembly, simplex models	RM3-0211-000CN	Internal components (3 of 4) on page 1071
Roller, multiple-purpose	RL3-0679-000CN	Internal components (3 of 4) on page 1071
Separation roller assembly	RM3-0394-000CN	Internal components (3 of 4) on page 1071

Table 5-14 Alphabetical parts list (continued)

Description	Part number	Table and page
Solenoid	RK3-2727-000CN	Internal assemblies (4 of 4)1 on page 1073
Solenoid	RK3-2729-000CN	Internal assemblies (4 of 4)1 on page 1073
Top cover assembly MFP	RM3-2107-000CN	Covers (MFP 4112, 4113, 4114) on page 1064
Transfer Roller	RM3-2089-000CN	Internal assemblies (2 of 4)1 on page 1068

Numerical parts list

Table 5-15 Numerical parts list

Part number	Description	Table and page
4RA80-67007	Duplex ISA assembly GSO (Blue)	Integrated scanner assembly on page 1057
4RA80-67008	Duplex ISA assembly GSO (Gray)	Integrated scanner assembly on page 1057
63M62-67001	4.3" CP assembly MFP w/cables	Covers (MFP 4112, 4113, 4114) on page 1064
B3Q10-40041	ISA lift slider pin	Integrated scanner assembly on page 1057
B3Q10-60128	ISA lift assembly	Integrated scanner assembly on page 1057
RC6-3973-000CN	Bushing, Transfer roller	Internal assemblies (2 of 4)1 on page 1068
RC6-4116-000CN	Cover, Left SF	Covers parts (4006, 4007, 4008) on page 1062
RC6-4117-000CN	Cover, Right	Covers parts (4006, 4007, 4008) on page 1062
RC6-4117-000CN	Cover, Right	Covers (MFP 4112, 4113, 4114) on page 1064
RC6-4122-000CN	Cover, Left front	Covers parts (4006, 4007, 4008) on page 1062
RC6-4122-000CN	Cover, Left front	Covers (MFP 4112, 4113, 4114) on page 1064
RC6-4123-000CN	Cover, Right front	Covers parts (4006, 4007, 4008) on page 1062
RC6-4123-000CN	Cover, Right front	Covers (MFP 4112, 4113, 4114) on page 1064
RC6-4134-000CN	Cover, Paper delivery	Covers parts (4006, 4007, 4008) on page 1062
RC6-4134-000CN	Cover, Paper delivery	Covers (MFP 4112, 4113, 4114) on page 1064
RC6-4196-000CN	Cover, rear	550-sheet paper feeder covers on page 1075
RC6-4198-000CN	Cover, right	550-sheet paper feeder covers on page 1075
RC6-4199-000CN	Cover, left front	550-sheet paper feeder covers on page 1075
RC6-4200-000CN	Cover, front right	550-sheet paper feeder covers on page 1075
RC6-4257-000CN	Cover, flat cable MFP	Covers (MFP 4112, 4113, 4114) on page 1064
RC6-4258-000CN	Cover, pillar, right MFP	Covers (MFP 4112, 4113, 4114) on page 1064

Table 5-15 Numerical parts list (continued)

Part number	Description	Table and page
RC6-4260-000CN	Cover, pillar, left upper MFP	Covers (MFP 4112, 4113, 4114) on page 1064
RC6-4268-000CN	Cover, left MFP	Covers (MFP 4112, 4113, 4114) on page 1064
RC6-4280-000CN	Door, USB MFP	Covers (MFP 4112, 4113, 4114) on page 1064
RC6-4290-000CN	Cover, pillar, left lower MFP	Covers (MFP 4112, 4113, 4114) on page 1064
RC6-4305-000CN	Cover, pillar, right front MFP	Covers (MFP 4112, 4113, 4114) on page 1064
RC6-4380-000CN	Cap, Network SF D Only	Covers parts (4006, 4007, 4008) on page 1062
RC6-4389-000CN	Plate, number, 3 MFP Gray	550-sheet paper feeder main body (1 of 2) on page 1077
RC6-5325-000CN	Plate, number, 3 MFP Blue	550-sheet paper feeder main body (1 of 2) on page 1077
RK3-2501-000CN	Cable, flat, laser	Internal assemblies (2 of 4)1 on page 1068
RK3-2503-000CN	Cable, flat, connecting	Internal assemblies (2 of 4)1 on page 1068
RK3-2552-000CN	Cable, flat, connecting	550-sheet paper feeder main body (1 of 2) on page 1077
RK3-2727-000CN	Solenoid	Internal assemblies (4 of 4)1 on page 1073
RK3-2729-000CN	Solenoid	Internal assemblies (4 of 4)1 on page 1073
RL3-0679-000CN	Roller, multiple-purpose	Internal components (3 of 4) on page 1071
RL3-0684-000CN	Pad, multiple-purpose separation	Internal components (3 of 4) on page 1071
RM2-5452-010CN	Paper pick-up roller assembly	Internal components (3 of 4) on page 1071
RM3-0201-000CN	Multipurpose door assembly	Covers parts (4006, 4007, 4008) on page 1062
RM3-0202-000CN	Multipurpose door assembly, MFP except CHINA/INDIA model	Covers (MFP 4112, 4113, 4114) on page 1064
RM3-0211-000CN	Registration assembly, simplex models	Internal components (3 of 4) on page 1071
RM3-0212-000CN	Paper re-pick up assembly	Internal components (3 of 4) on page 1071
RM3-0220-000CN	Cassette assembly SFP except China/India	Internal components (3 of 4) on page 1071
RM3-0221-000CN	Cassette assembly MFP except China/India	Internal components (3 of 4) on page 1071

Table 5-15 Numerical parts list (continued)

Part number	Description	Table and page
RM3-0229-000CN	Rear door assembly	Covers parts (4006, 4007, 4008) on page 1062
RM3-0229-000CN	Rear door assembly	Covers (MFP 4112, 4113, 4114) on page 1064
RM3-0270-000CN	Cassette assembly SFP Blue	550-sheet paper feeder main body (1 of 2) on page 1077
RM3-0278-000CN	Drive assembly	550-sheet paper feeder main body (1 of 2) on page 1077
RM3-0382-000CN	Fixing Assembly 110V	Internal assemblies (4 of 4)1 on page 1073
RM3-0383-000CN	Fixing Assembly 220V	Internal assemblies (4 of 4)1 on page 1073
RM3-0394-000CN	Separation roller assembly	Internal components (3 of 4) on page 1071
RM3-0407-000CN	Cassette assembly MFP China/India	Internal components (3 of 4) on page 1071
RM3-0408-000CN	Cassette assembly SFP China/India	Internal components (3 of 4) on page 1071
RM3-0412-000CN	Multipurpose door assembly	Covers parts (4006, 4007, 4008) on page 1062
RM3-0413-000CN	Multipurpose door assembly, MFP CHINA/INDIA	Covers (MFP 4112, 4113, 4114) on page 1064
RM3-0756-000CN	Laser scanner assembly	Internal assemblies (2 of 4)1 on page 1068
RM3-2084-000CN	Cassette assembly MFP Blue	550-sheet paper feeder main body (1 of 2) on page 1077
RM3-2087-000CN	Cassette assembly MFP Gray	550-sheet paper feeder main body (1 of 2) on page 1077
RM3-2088-000CN	Cassette assembly SFP Gray	550-sheet paper feeder main body (1 of 2) on page 1077
RM3-2089-000CN	Transfer Roller	Internal assemblies (2 of 4)1 on page 1068
RM3-2094-000CN	Registration assembly, duplex models	Internal components (3 of 4) on page 1071
RM3-2101-000CN	Left cover assembly, SFP	550-sheet paper feeder covers on page 1075
RM3-2102-000CN	Left cover assembly (MFP)	550-sheet paper feeder covers on page 1075
RM3-2107-000CN	Top cover assembly MFP	Covers (MFP 4112, 4113, 4114) on page 1064
RM3-9373-000CN	Paper feeder main PCB assembly	550-sheet paper feeder main body (1 of 2) on page 1077
RM3-9374-000CN	Connecting PCB assembly	550-sheet paper feeder main body (1 of 2) on page 1077

Table 5-15 Numerical parts list (continued)

Part number	Description	Table and page
RM3-9380-000CN	Connecting PCB assembly	Internal assemblies (2 of 4)1 on page 1068
RM3-9381-000CN	Door sensor PCB assembly	Internal assemblies (4 of 4)1 on page 1073
RM3-9567-000CN	Connecting PCB assembly	Internal assemblies (2 of 4)1 on page 1068
W1A77-67903	ADF top cover assembly (includes rollers)	Integrated scanner assembly on page 1057

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).

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.

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).

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.

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.

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).

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.

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.

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.

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.

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.

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.

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.

Modem

A device that modulates a carrier signal to encode digital information, and also demodulates such a carrier signal to decode transmitted information.

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.

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.

Protocol

A convention or standard that controls or enables the connection, communication, and data transfer between two computing endpoints.

RAM

Random Access Memory (RAM) is the printer memory device where the data in current use is kept so it can be quickly retrieved by the device's processor. This memory is an important factor in avoiding errors and printing documents properly. Printer memory is used to store, and process print jobs as they are sent to the printer from a computer. After printing, the job is cleared from the memory to make room for more print jobs. Printer memory is directly linked to two print characteristics: speed and print quality. More memory allows you to print faster and print larger, high-quality graphics.

Resolution

The sharpness of an image is measured in Dots Per Inch (DPI). The higher the DPI, the greater the resolution.

SFP

A single-function printer only processes print jobs sent from a host computer or from an USB port on the printer.

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).

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.

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.

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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