

Removal and replacement: Fuser (duplex models)

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Introduction

This document provides the procedures to remove and replace the fuser for duplex models.

Before you begin

- Turn off the printer.
- Disconnect the power cable.

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

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

| Fuser part number | |
|-------------------|---------------------|
| RM2-6418-000CN | Fuser (110V duplex) |
| RM2-6435-000CN | Fuser (220V duplex) |

Required tools

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

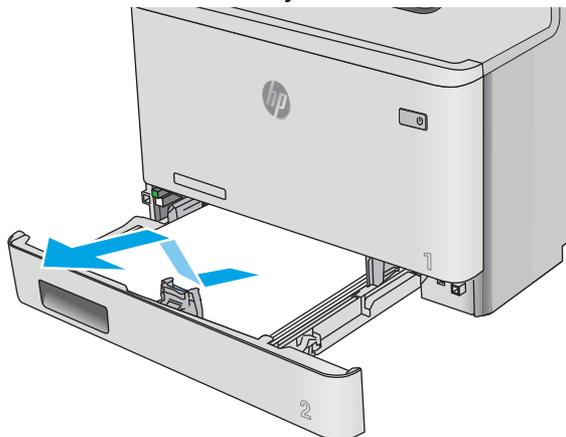
After performing service

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

Step 1: Remove Tray 2

- ▲ Pull the tray out until it stops. Lift the front of the tray, and then pull it out of the printer to remove it.

Figure 1-3834 Remove the tray



Step 2: Open the front door and duplexer door

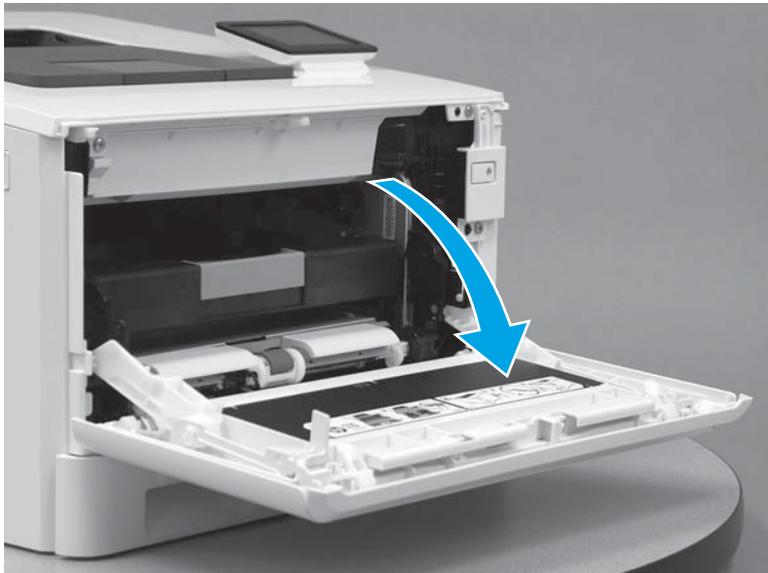
1. Press the button (callout 1) on the left side of the printer to release the front door.

Figure 1-3835 Release the front door



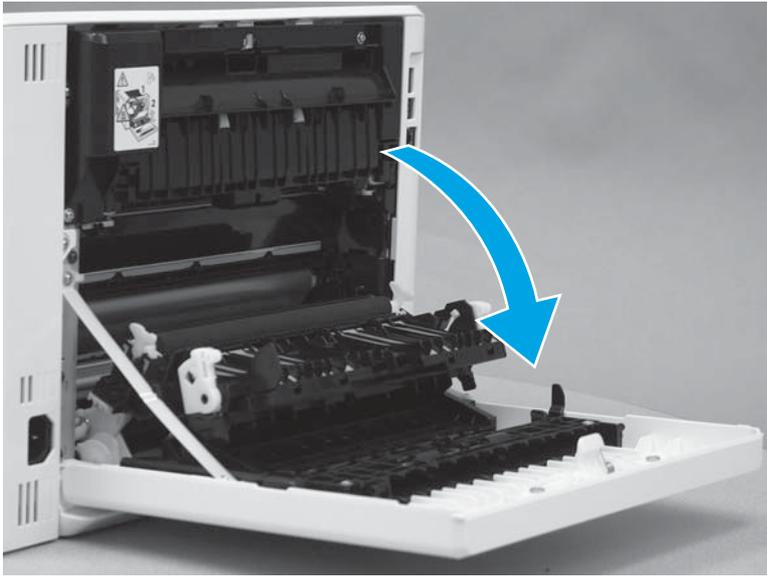
2. Open the front door.

Figure 1-3836 Open the front door



3. Open the duplexer door.

Figure 1-3837 Open the duplexer door



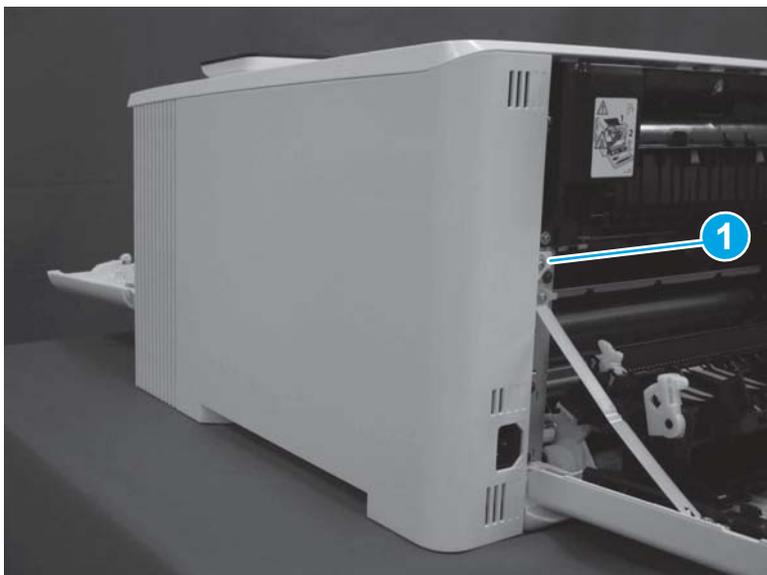
Step 3: Remove the right cover (M452 models)



NOTE: This step is for the M452 models. For the M377, M477 models, skip this step and go to [Step 4: Remove the right cover \(M377, M477 models\) on page 2034](#).

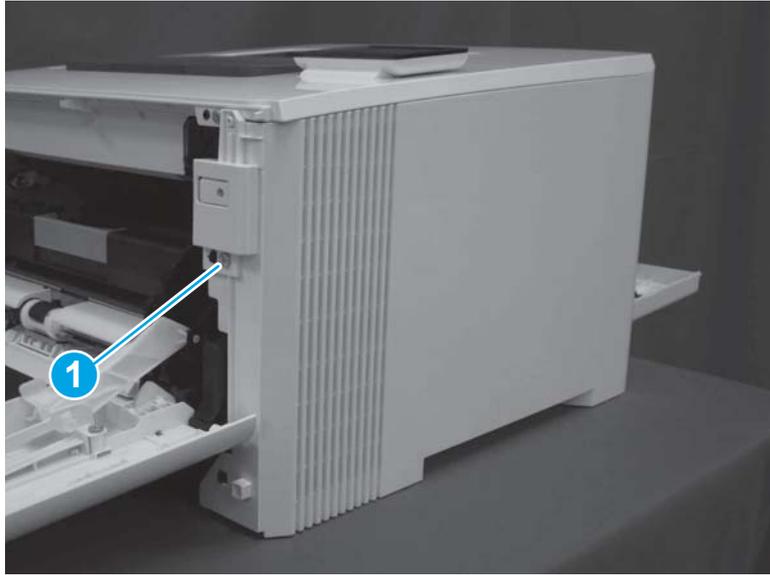
1. At the back of the printer, remove one screw (callout 1).

Figure 1-3838 Remove one screw



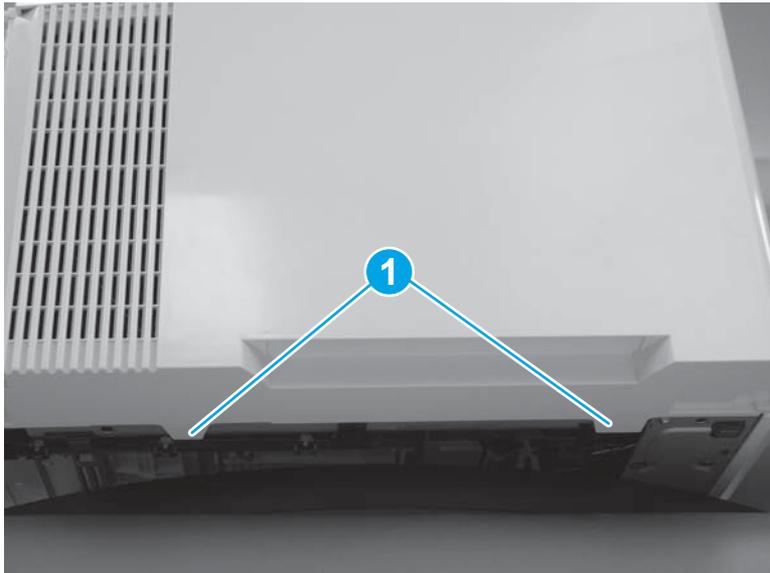
2. At the front of the printer, remove one screw (callout 1).

Figure 1-3839 Remove one screw



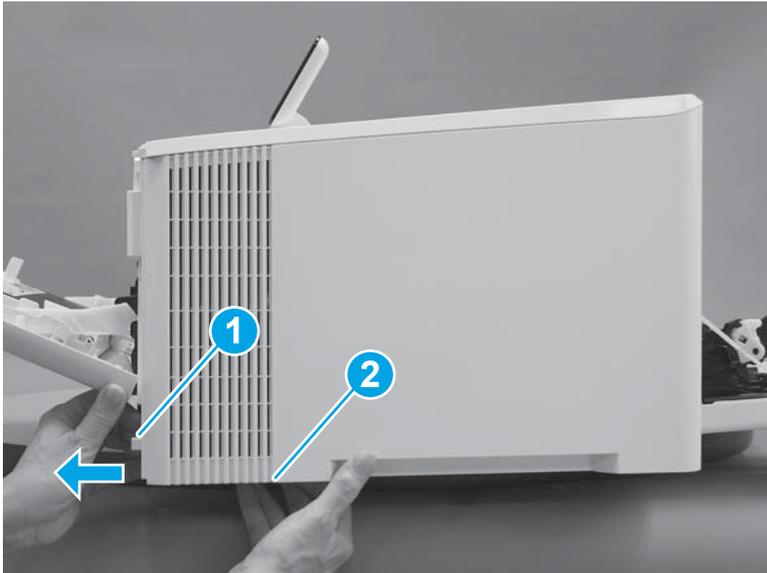
3. Slide the printer to the edge of a work surface. Note the location of the tabs on the lower edge of the cover (callout 1).

Figure 1-3840 Locate the tabs



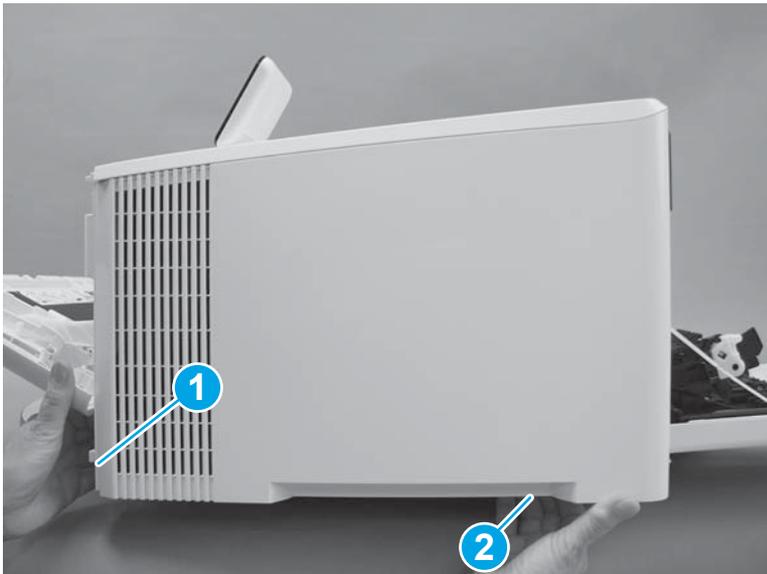
4. Release one tab (callout 1) on the front of the cover by slightly pulling the cover away from the printer. While holding the cover in the released position, release one tab (callout 2) on the bottom of the cover.

Figure 1-3841 Release front lower tabs



5. Hold the front tabs in the released position (callout 1), and then release one tab (callout 2) on the bottom of the cover, toward the back of the printer.

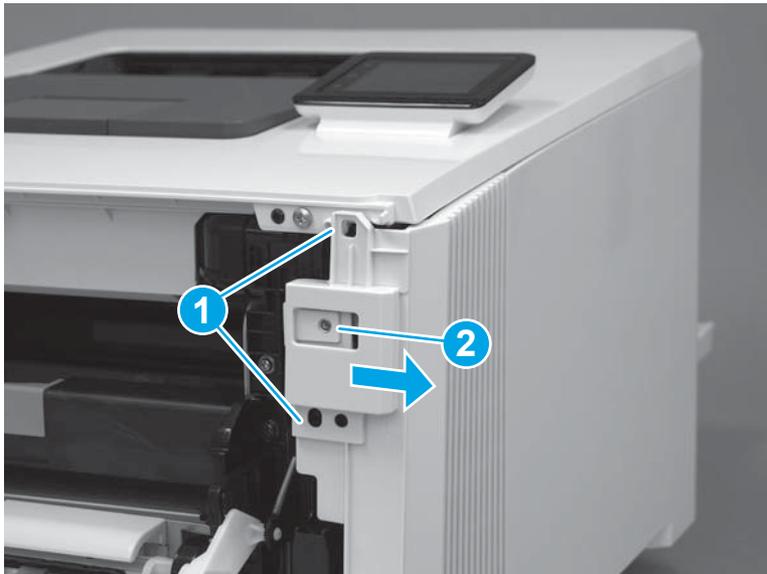
Figure 1-3842 Release lower rear tab



6. Release two tabs at the front of the printer (callout 1) by slightly pulling the cover away from the printer.

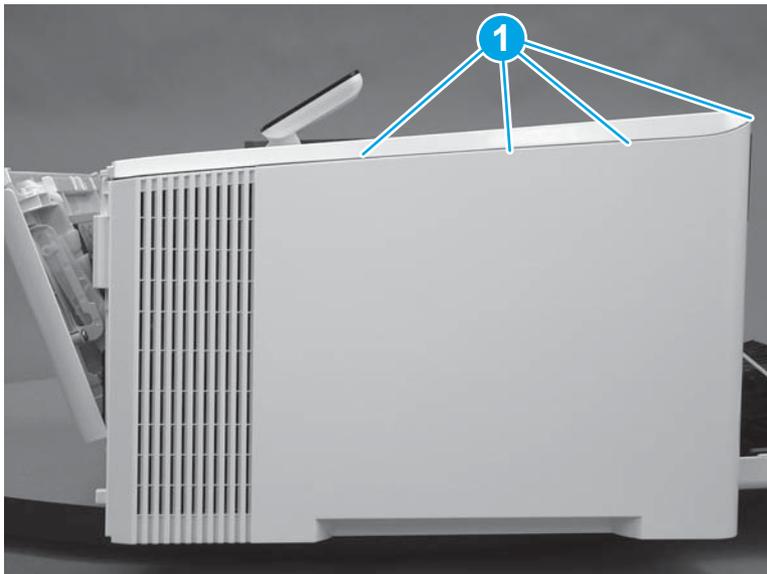
CAUTION: Be careful not to dislodge the power switch (callout 2).

Figure 1-3843 Release two front tabs



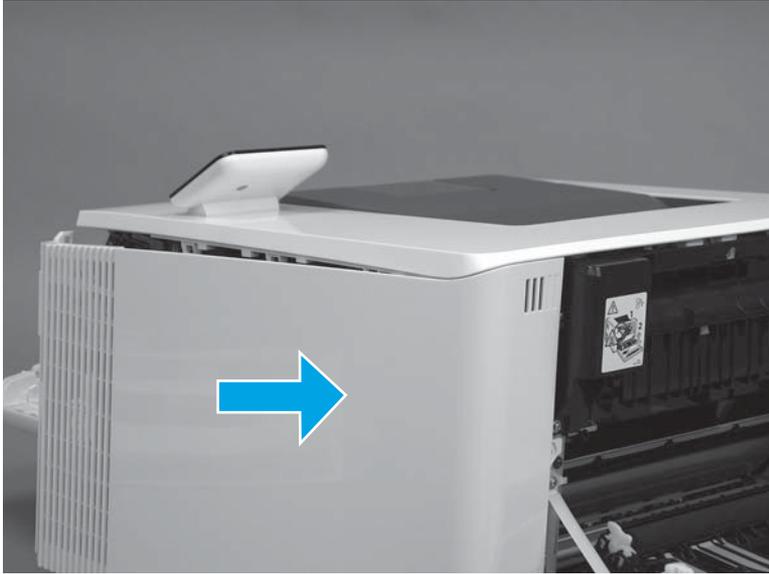
7. Release four tabs on the top of the printer (callout 1).

Figure 1-3844 Release upper tabs



8. Slide the cover toward the back of the printer to remove it.

Figure 1-3845 Remove the right cover



Step 4: Remove the right cover (M377, M477 models)



NOTE: This step is for the M377, M477 models. For the M452 models, skip this step and go to [Step 5: Remove the left cover \(M452 models\) on page 2040](#).

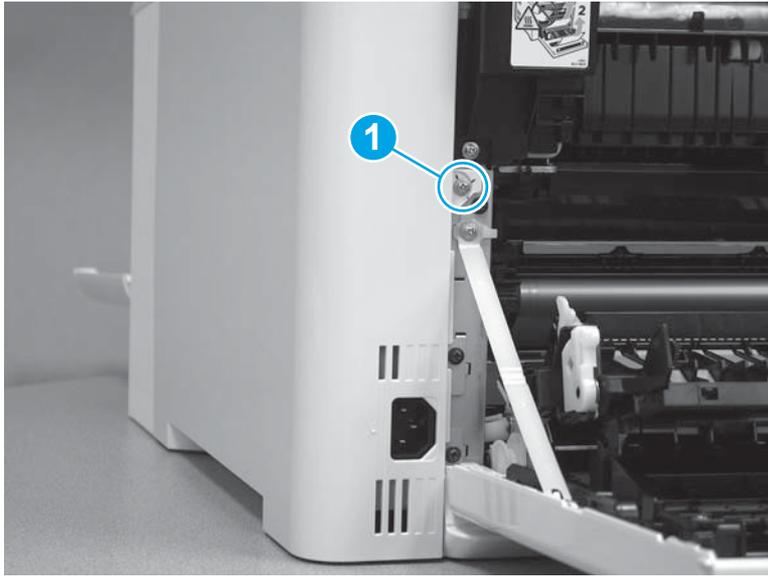
1. Raise the scanner.

Figure 1-3846 Raise the scanner



2. At the back of the printer, remove one screw (callout 1).

Figure 1-3847 Remove one screw



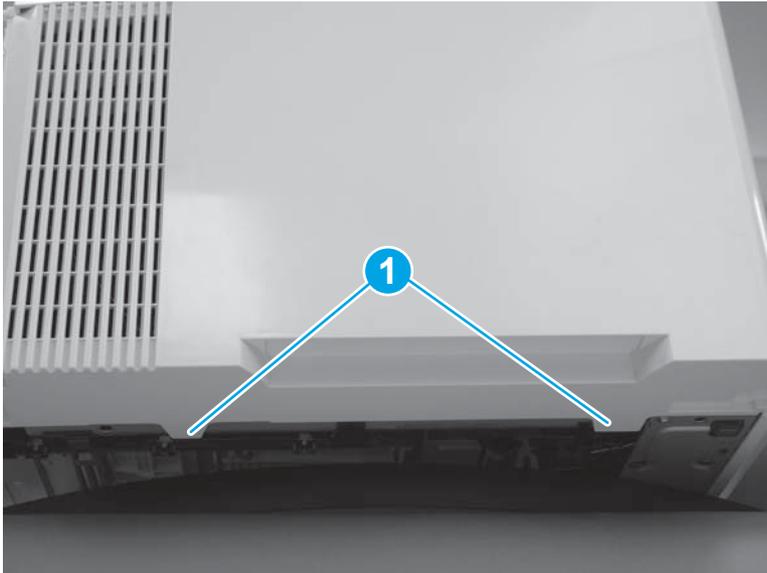
3. At the front of the printer, remove one screw (callout 1).

Figure 1-3848 Remove one screw



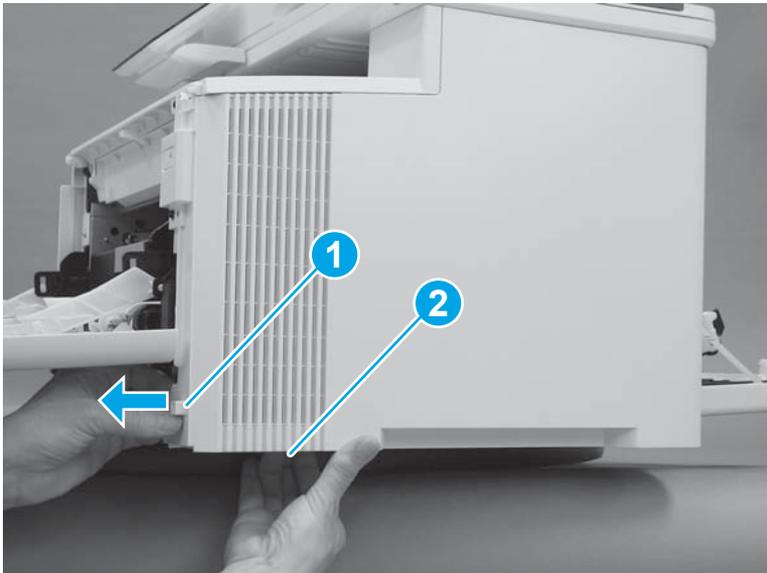
4. Slide the printer to the edge of a work surface. Note the location of the tabs on the lower edge of the cover (callout 1).

Figure 1-3849 Locate the tabs



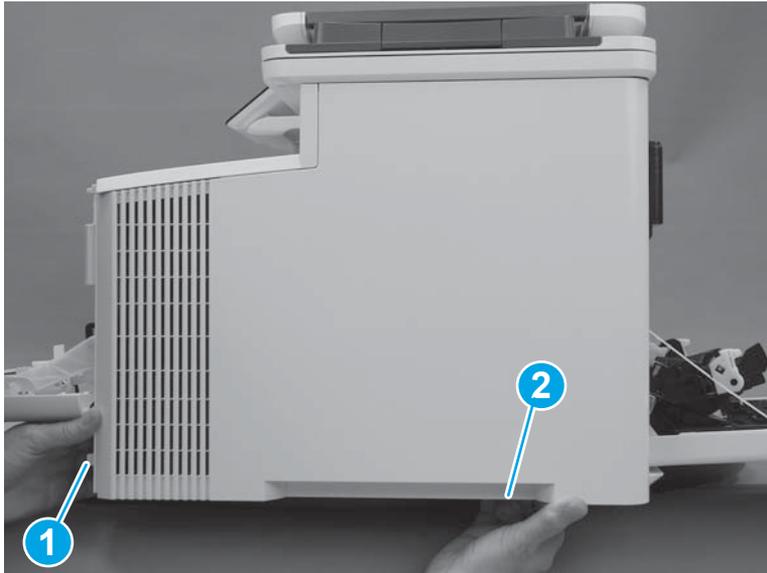
5. Release one tab (callout 1) on the front of the cover by slightly pulling the cover away from the printer. While holding the cover in the released position, release one tab (callout 2) on the lower edge of the cover.

Figure 1-3850 Release front lower tabs



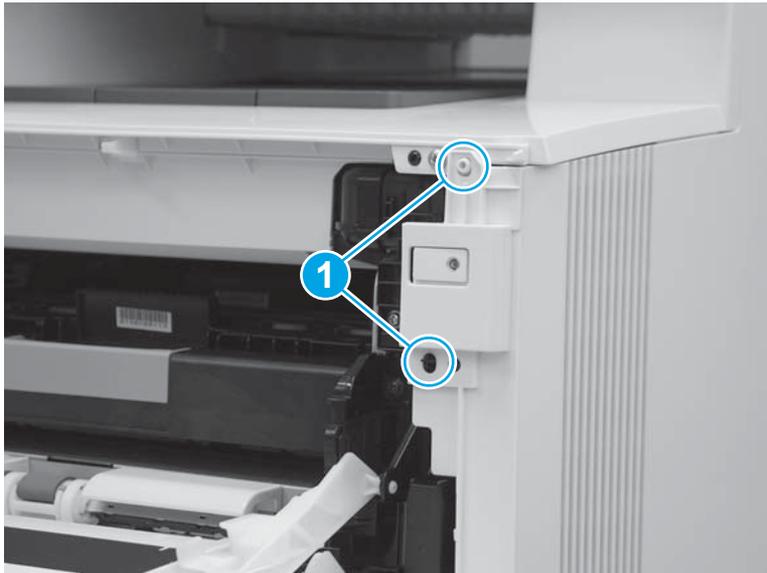
6. Hold the front tabs in the released position (callout 1), and then release one tab (callout 2) on the lower edge of the cover, toward the back of the printer.

Figure 1-3851 Release lower rear tab



7. Release two tabs at the front of the printer (callout 1) by slightly pulling the cover away from the printer.

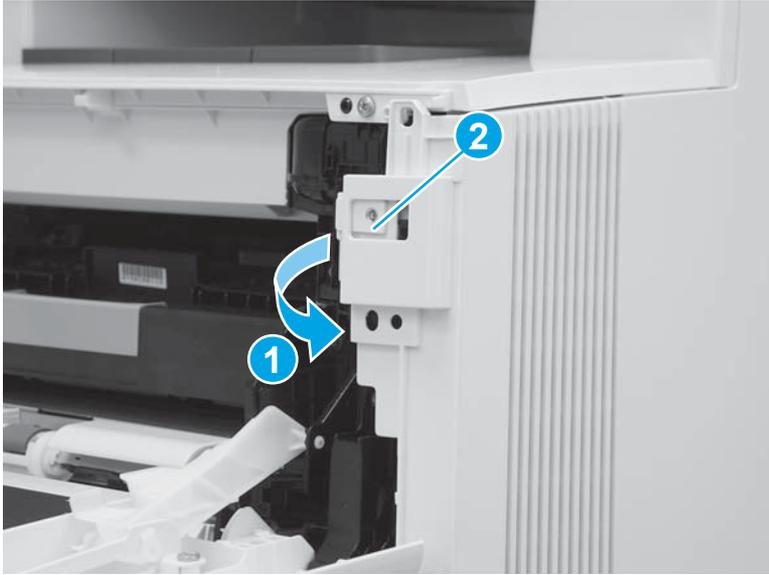
Figure 1-3852 Release front upper tabs



8. Rotate the front of the cover away from the printer (callout 1).

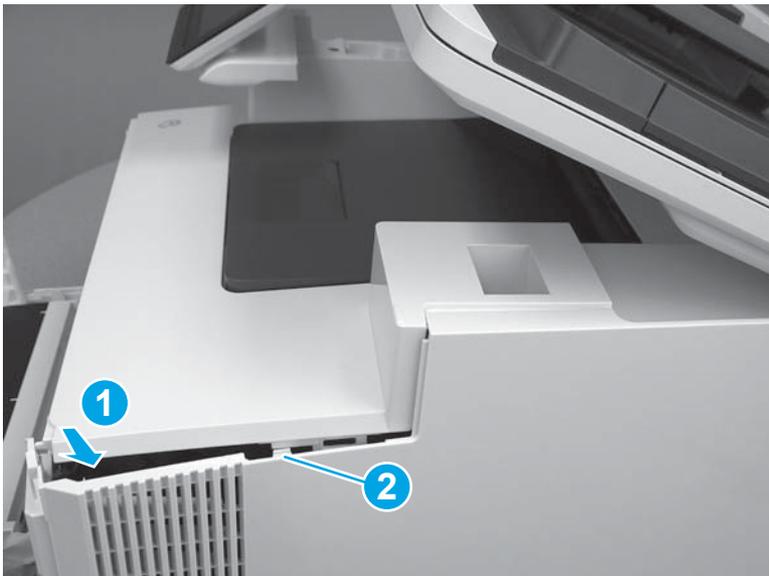
⚠ CAUTION: Be careful not to dislodge the power switch (callout 2).

Figure 1-3853 Rotate the front of the cover



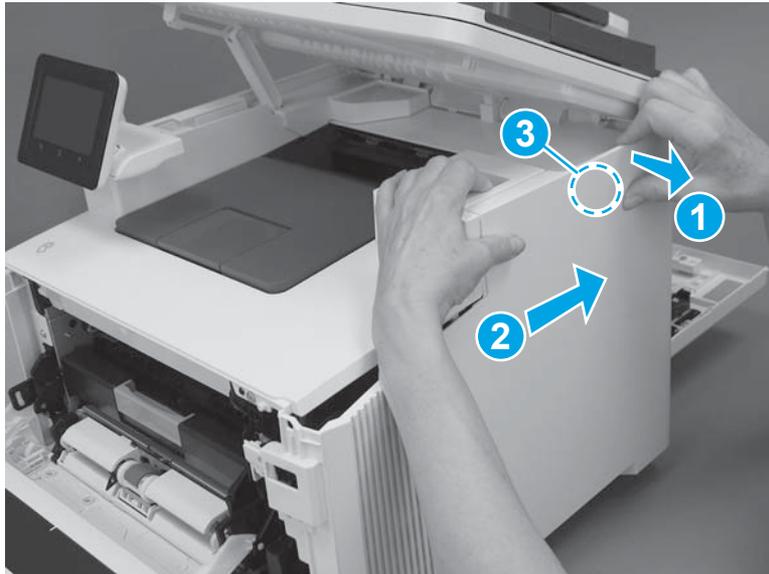
9. Slightly pull the front of the cover away from the printer (callout 1) to release one tab (callout 2).

Figure 1-3854 Release top tabs



10. At the top of the printer, slightly pull the top of the cover away from the printer to release one retention tab (callout 1) on the inside of the cover. While holding the cover away, slide the cover toward the back of the printer (callout 2) to release one hook (callout 3) on the inside of the cover.

Figure 1-3855 Release one tab and one hook



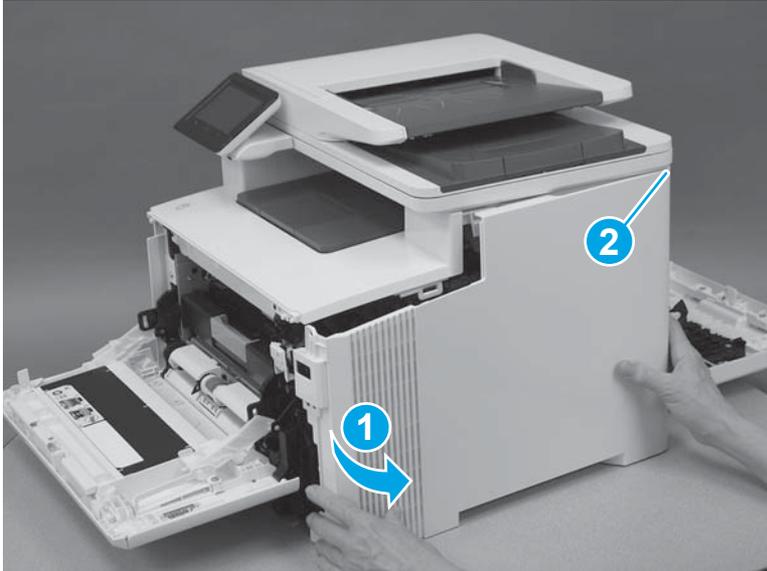
11. Lower the scanner.

Figure 1-3856 Lower the scanner



12. Rotate the cover away from the printer (callout 1) to release one tab (callout 2) at the back of the printer, and then remove the cover.

Figure 1-3857 Remove the right cover

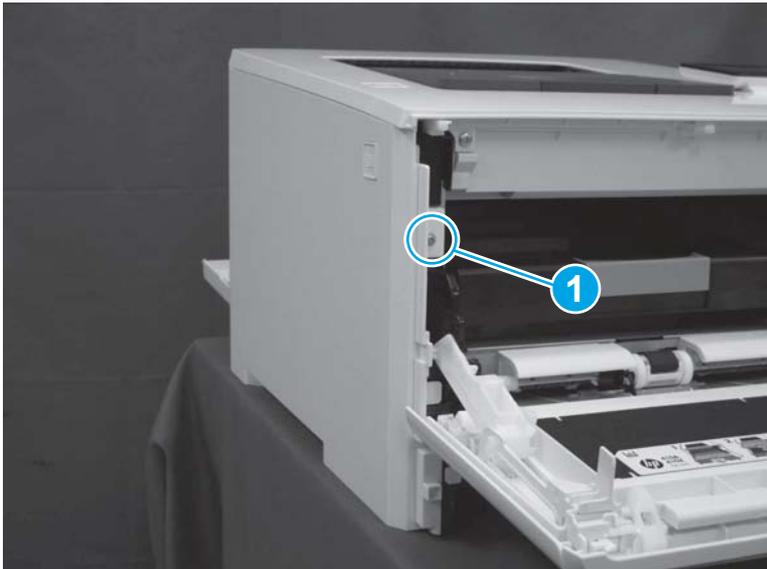


Step 5: Remove the left cover (M452 models)

 **NOTE:** This step is for the M452 models. For the M377, M477 models, skip this step and go to [Step 6: Remove the left cover \(M377, M477 models\) on page 2042.](#)

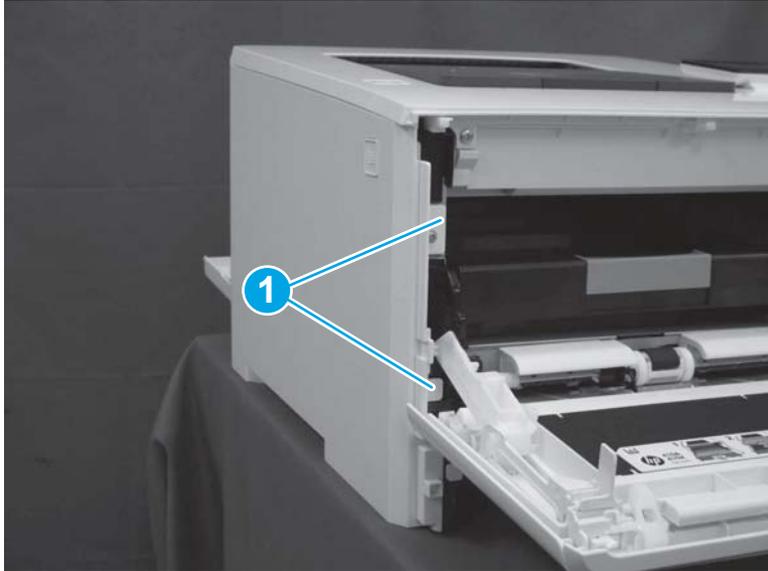
1. At the front of the printer, remove one screw (callout 1).

Figure 1-3858 Remove one screw



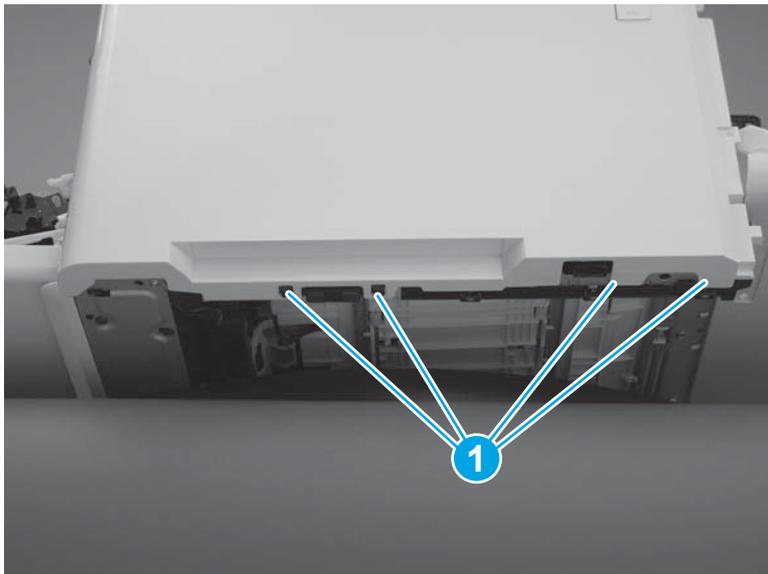
2. Release two tabs (callout 1) at the front of the cover. Hold the cover open to prevent the tabs from reengaging.

Figure 1-3859 Release two tabs



3. Slide the printer to the edge of a work surface. Note the location of the tabs on the lower edge of the cover (callout 1).

Figure 1-3860 Locate the tabs



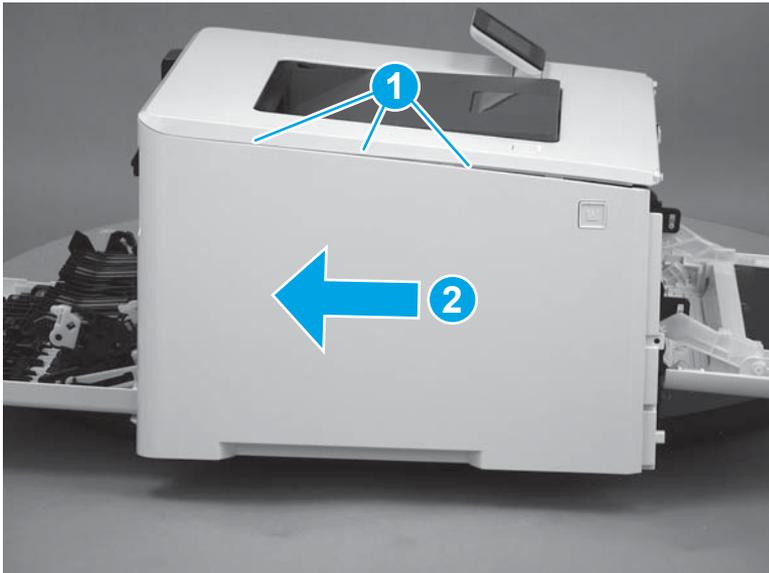
4. Beginning from the front of the cover, release four tabs (callouts 1-4) on the lower edge of the cover.

Figure 1-3861 Release bottom tabs



5. Release three tabs at the top of the cover (callout 1), and then slide the cover toward the rear of the printer to remove it.

Figure 1-3862 Release three tabs



Step 6: Remove the left cover (M377, M477 models)

 **NOTE:** This step is for the M377, M477 models. For the M452 models, skip this step and go to [Step 10: Remove the top cover \(M452 models\) on page 2060.](#)

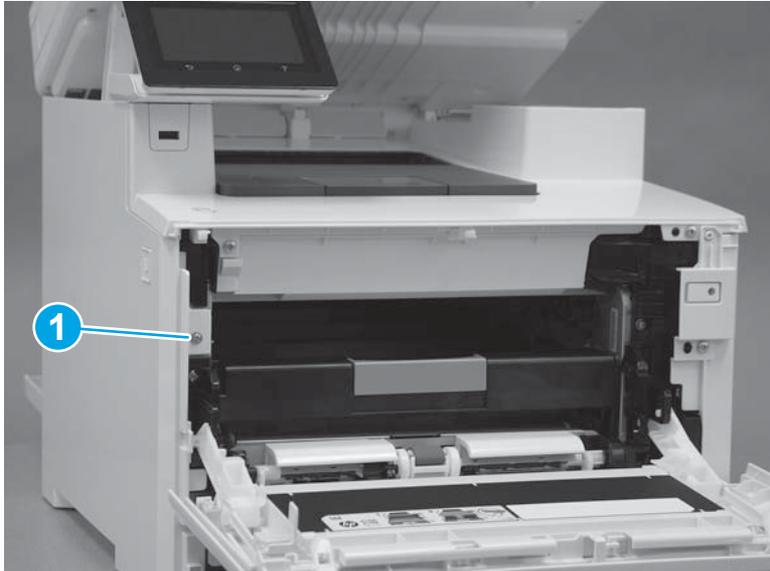
1. Raise the scanner.

Figure 1-3863 Raise the scanner



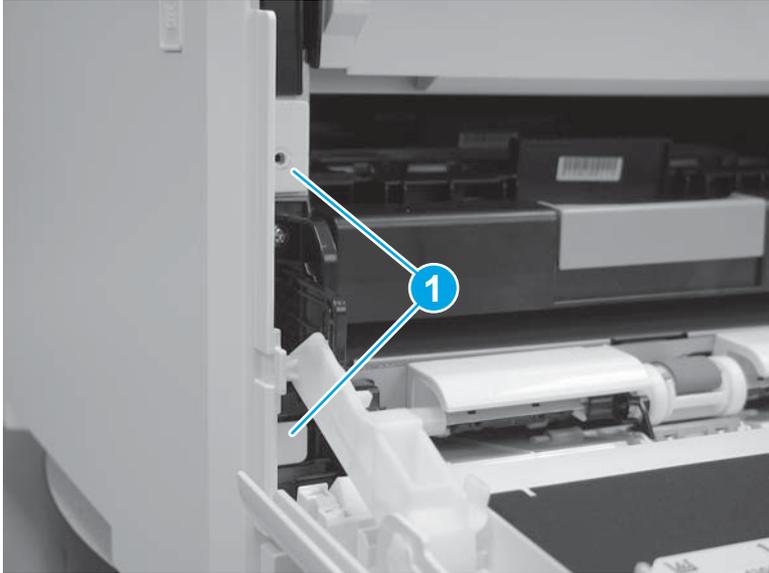
2. At the front of the printer, remove one screw (callout 1).

Figure 1-3864 Remove one screw



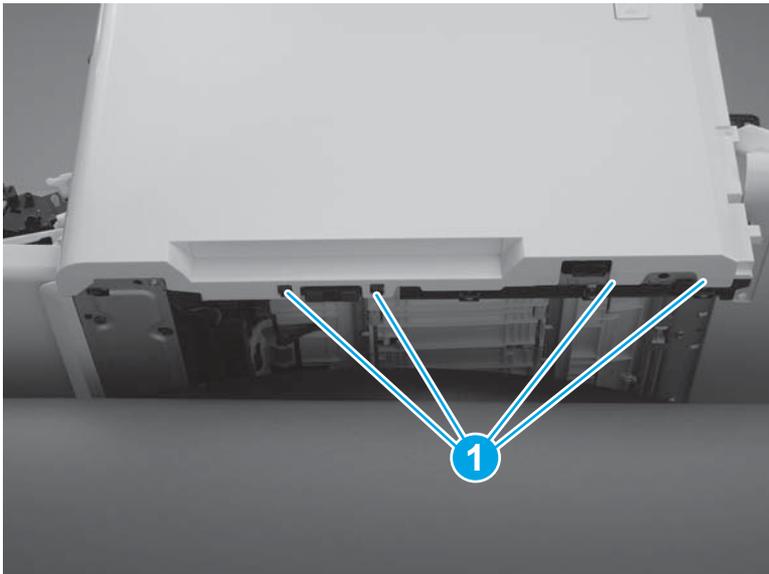
3. Release two tabs (callout 1) at the front of the cover. Hold the cover open to prevent the tabs from re-engaging.

Figure 1-3865 Release two tabs



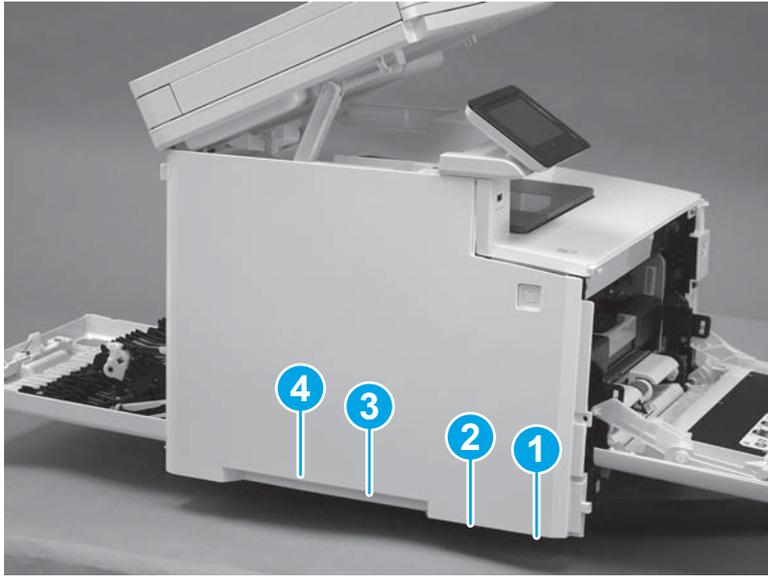
4. Slide the printer to the edge of a work surface. Note the location of the tabs on the lower edge of the cover (callout 1).

Figure 1-3866 Locate the tabs



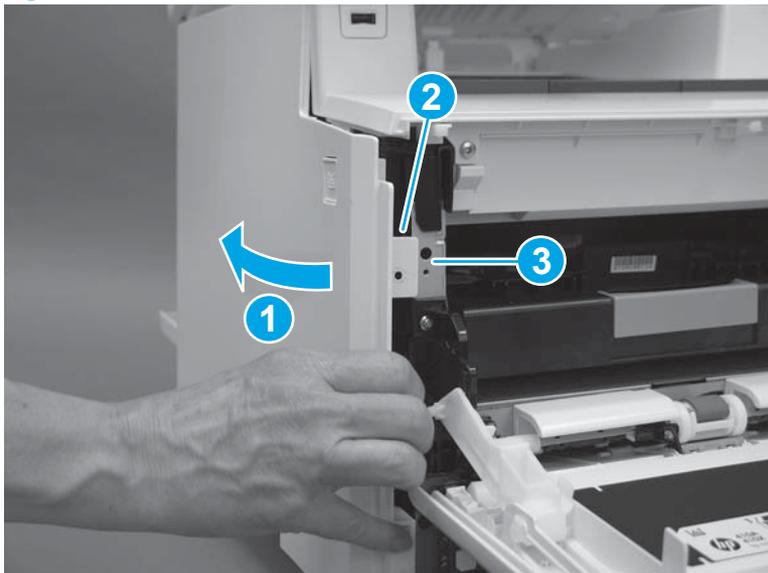
5. Beginning from the front of the cover, release the four tabs (callouts 1-4) on the lower edge of the cover.

Figure 1-3867 Release four tabs



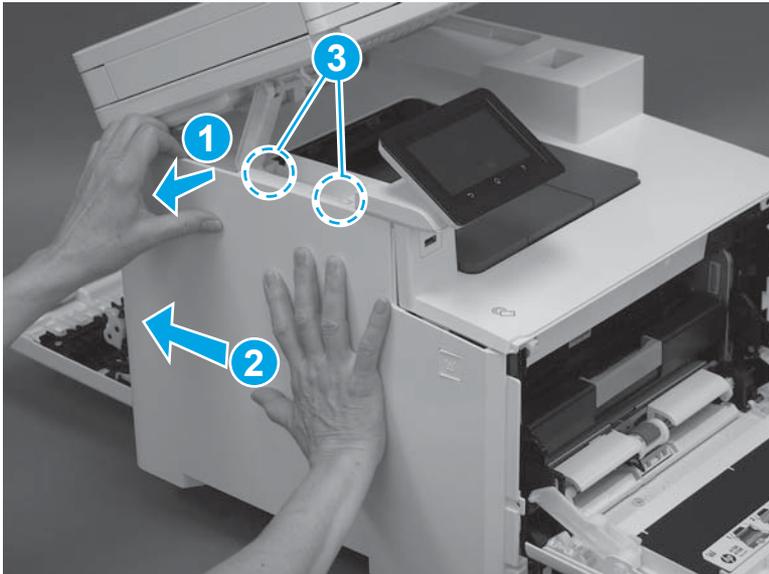
6. Rotate the front of the cover away from the printer (callout 1). Make sure that the tab (callout 2) does not get caught on the printer frame (callout 3).

Figure 1-3868 Rotate the cover



7. At the top of the printer, slightly pull the top of the cover away from the printer to release one retention tab (callout 1) on the inside of the cover. While holding the cover away, slide the cover toward the back of the printer (callout 2) to release two hooks (callout 3) inside the cover.

Figure 1-3869 Release one tab and two hooks



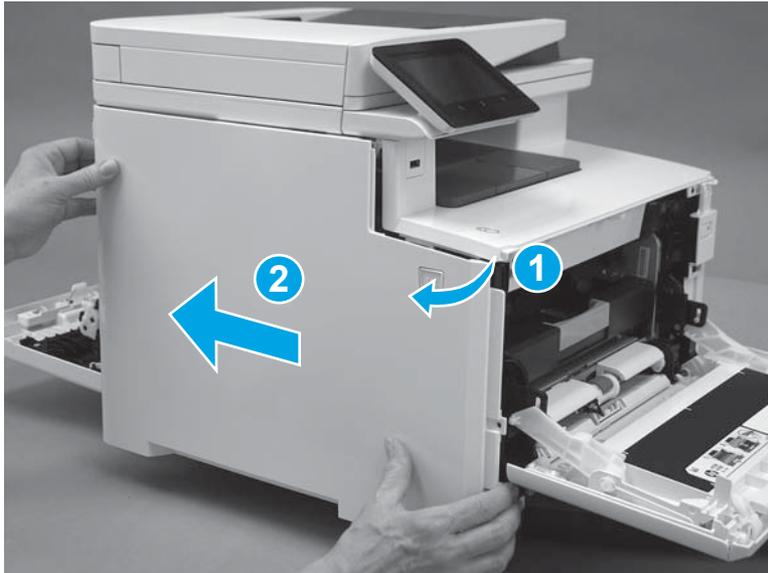
8. Lower the scanner.

Figure 1-3870 Lower the scanner



9. Rotate the cover away from the printer (callout 1), and then slide the cover (callout 2) toward the back of the printer to remove it.

Figure 1-3871 Remove the left cover

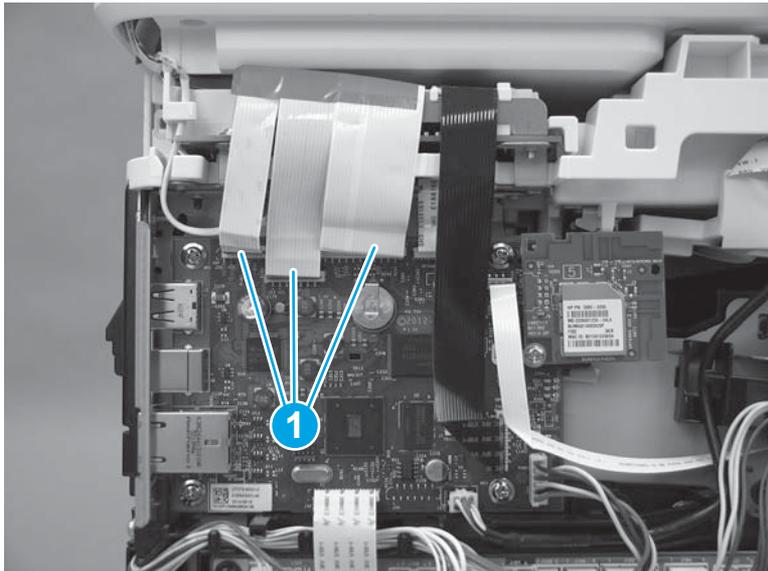


Step 7: Remove the integrated scanner assembly (M377, M477 models)

 **NOTE:** This step is for the M377, M477 models. For the M452 models, skip this step and go to [Step 10: Remove the top cover \(M452 models\) on page 2060](#).

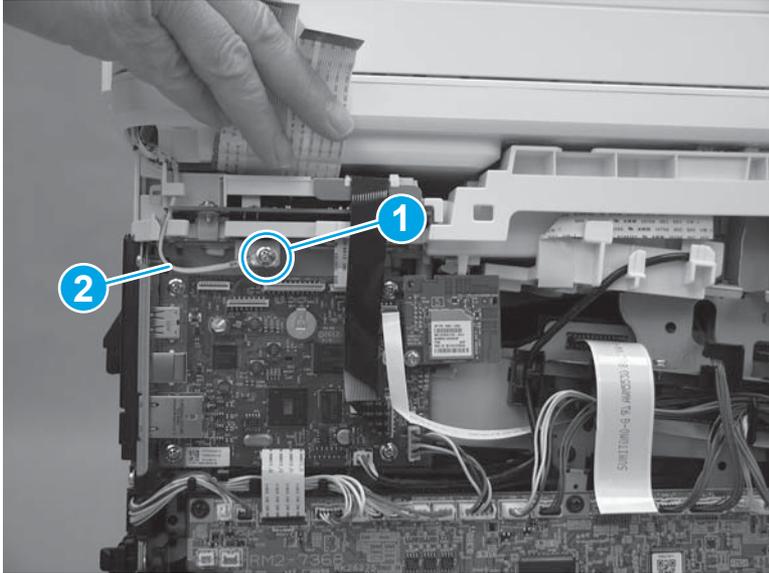
1. On the left side of the printer, disconnect three connectors (callout 1).

Figure 1-3872 Disconnect the scanner cables



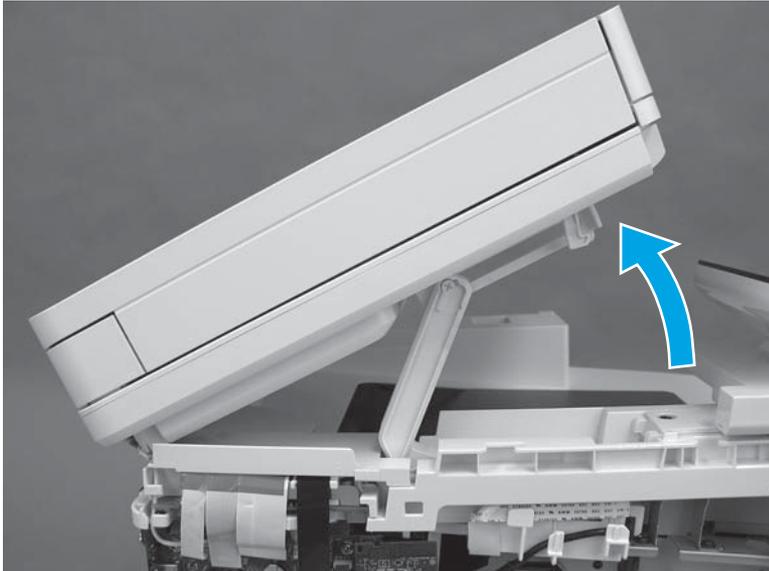
2. Raise the scanner cables up, and then remove one screw (callout 1) to release the ground wire (callout 2).

Figure 1-3873 Remove one screw and release the ground wire



3. Raise the scanner.

Figure 1-3874 Raise the scanner



4. With the scanner lifted, release the tab (callout 1) on the scanner support arm pin from the slot and rotate the pin in the direction indicated.

Figure 1-3875 Release the scanner arm pin



5. Remove the scanner arm pin.

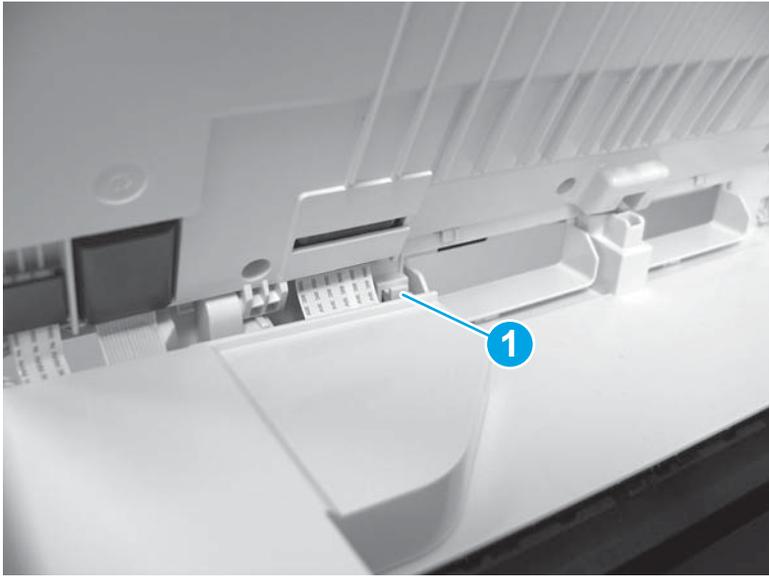
CAUTION: Once the scanner arm pin is removed, support the scanner with one hand at all times so that it does not fall backwards off of the printer.

Figure 1-3876 Remove the scanner arm pin.



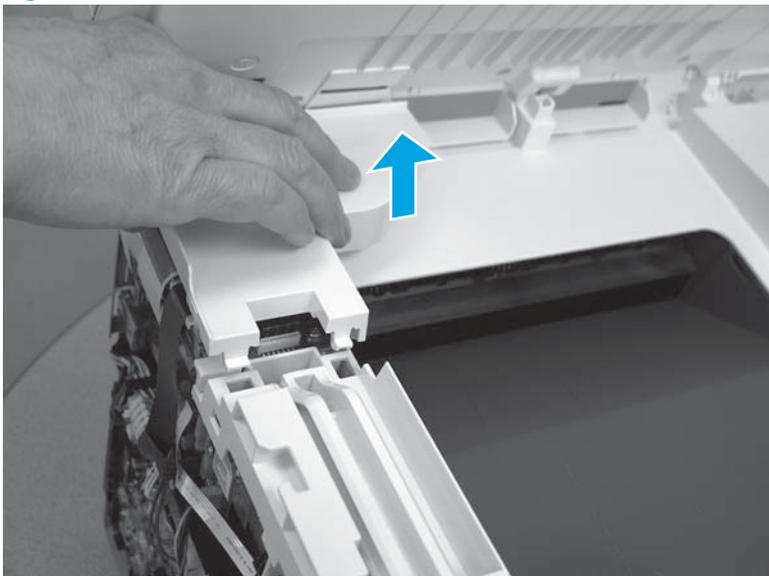
6. On the top of the printer, use a flat-blade screwdriver to release one tab (callout 1).

Figure 1-3877 Release one tab



7. Remove the scanner cable cover.

Figure 1-3878 Remove the scanner cable cover



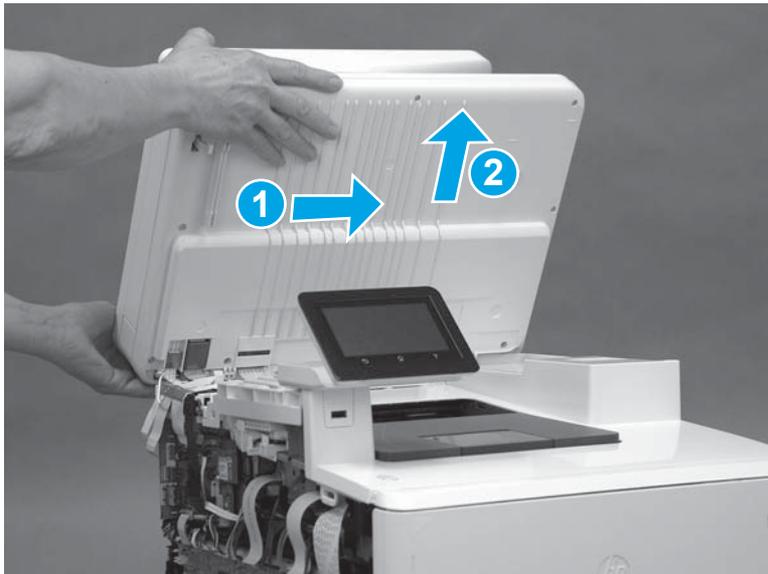
8. The scanner cables (callout 1) are held in place on the top cover with double-sided tape. Carefully release the cables from the top cover.

Figure 1-3879 Release the cables



9. Open the scanner assembly fully, slide the assembly toward the right side of the printer, and then lift the assembly off of the printer.

Figure 1-3880 Remove the scanner assembly

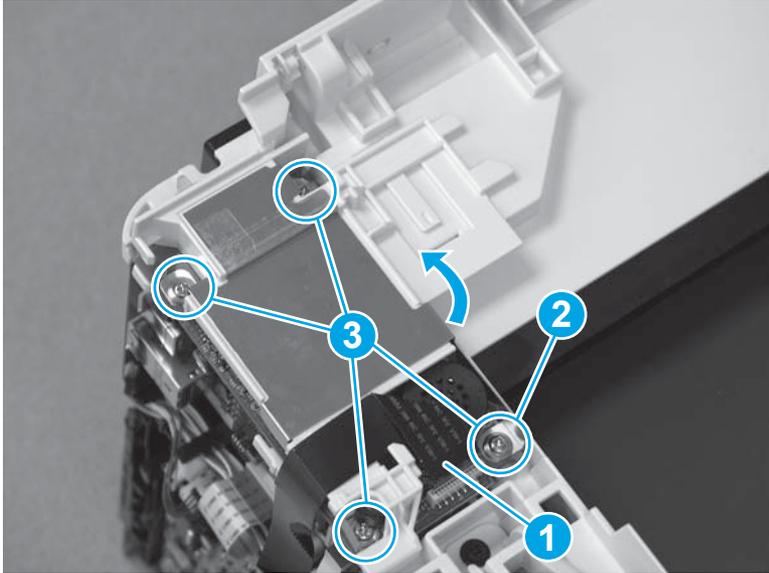


Step 8: Remove the fax PCA (M477 models)

 **NOTE:** This step is for M477 fax models only. Skip this step for non-fax models.

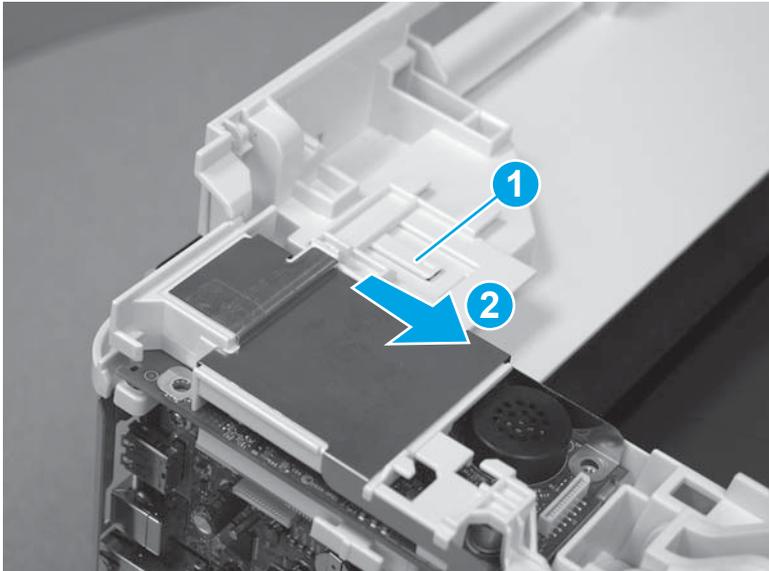
1. Disconnect one connector (callout 1). Beginning with the top right screw (callout 2) remove four screws (callout 3) in a counterclockwise direction.

Figure 1-3881 Disconnect one connector and remove four screws



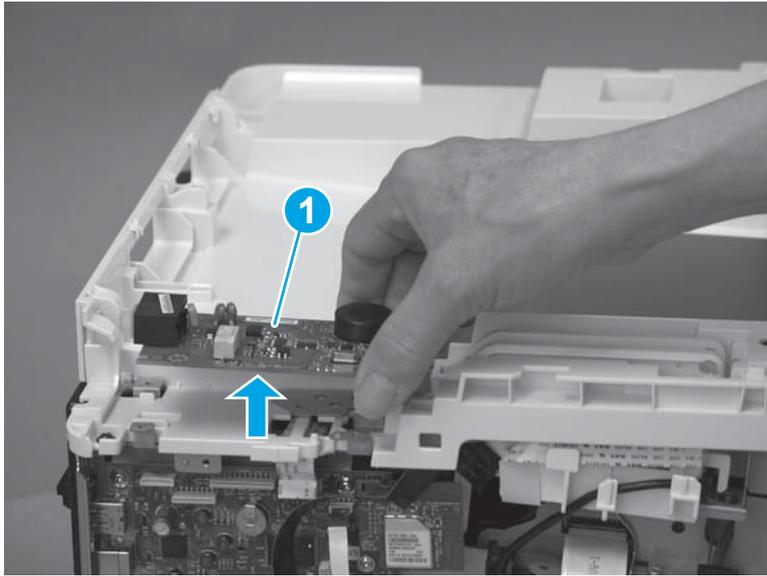
2. Release one tab (callout 1), and then slide the fax cover (callout 2) toward the front of the printer to remove it.

Figure 1-3882 Remove the fax cover



3. Lift up to remove the fax PCA (callout 1).

Figure 1-3883 Remove the fax PCA

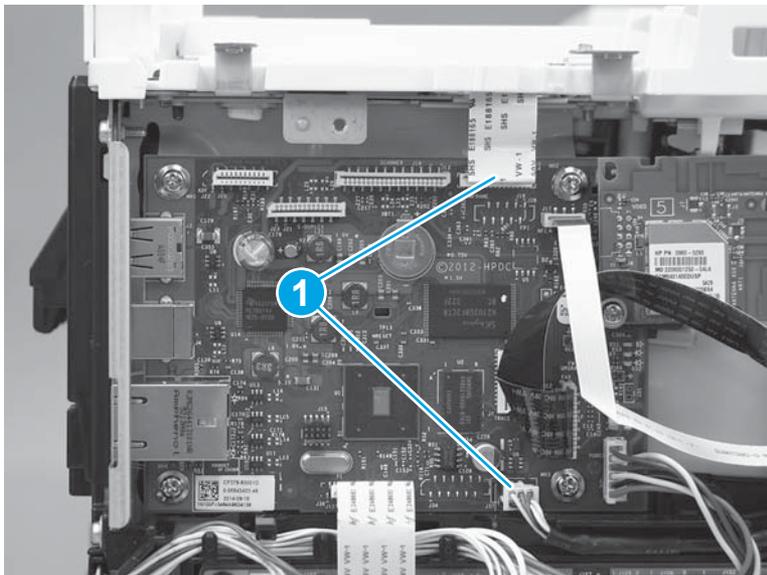


Step 9: Remove the top cover (M377, M477 models)

 **NOTE:** This step is for the M377, M477 models. For the M452 models, skip this step and go to [Step 10: Remove the top cover \(M452 models\) on page 2060](#).

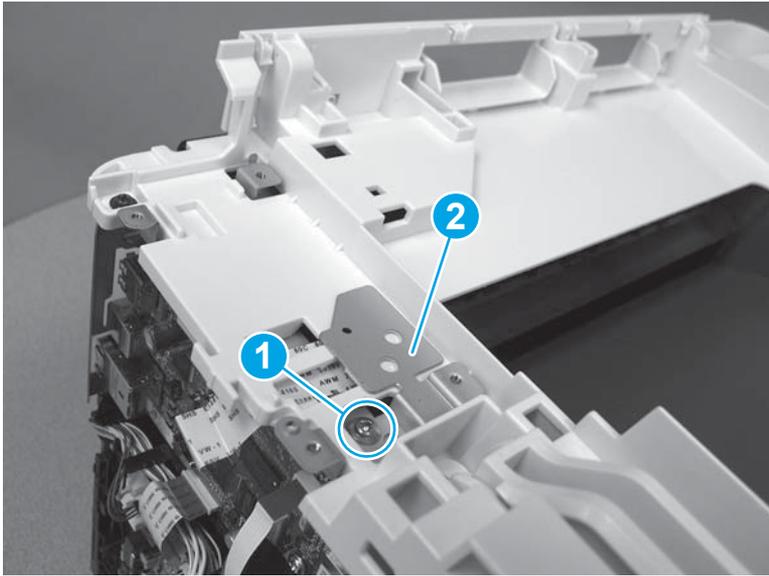
1. On the left side of the printer, on the formatter PCA, disconnect two connectors (callout 1).

Figure 1-3884 Disconnect two connectors



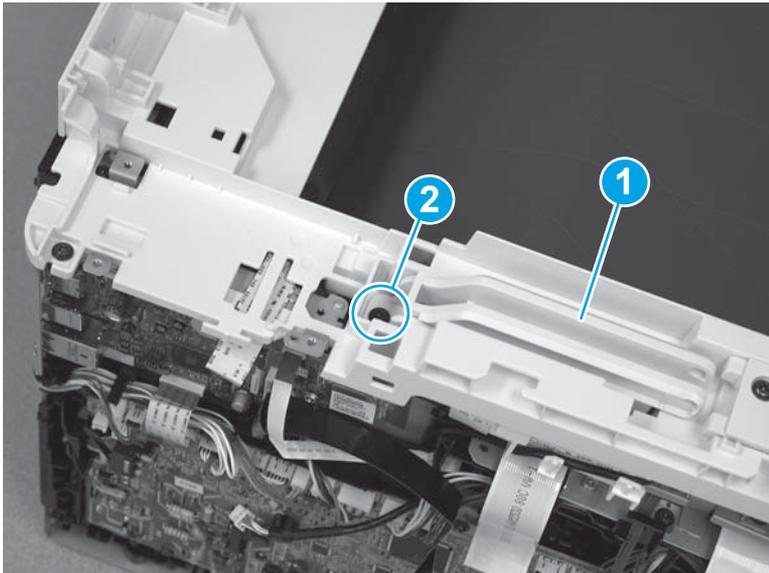
2. On the top cover, remove one screw (callout 1) and the sheet metal plate (callout 2).

Figure 1-3885 Remove one screw and the sheet metal plate



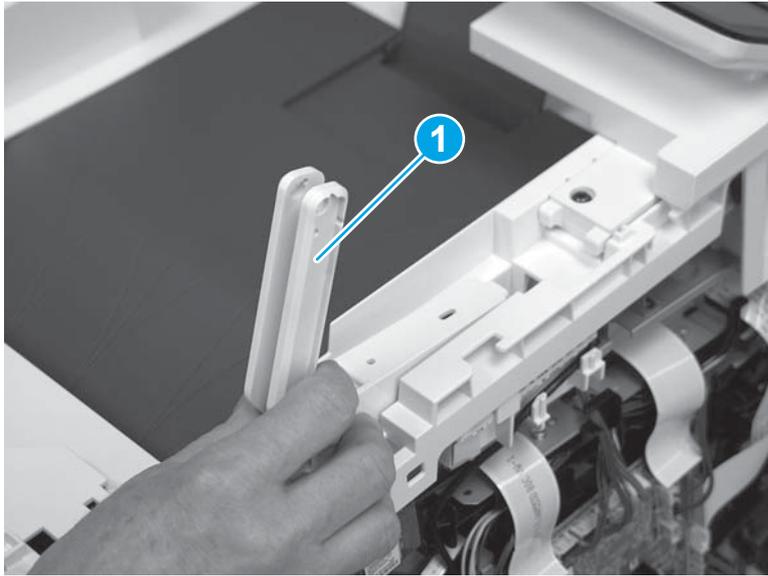
3. At the top of the printer, lower the scanner support arm (callout 1), and then remove one screw (callout 2).

Figure 1-3886 Lower the support arm and remove one screw



4. Remove the scanner support arm (callout 1).

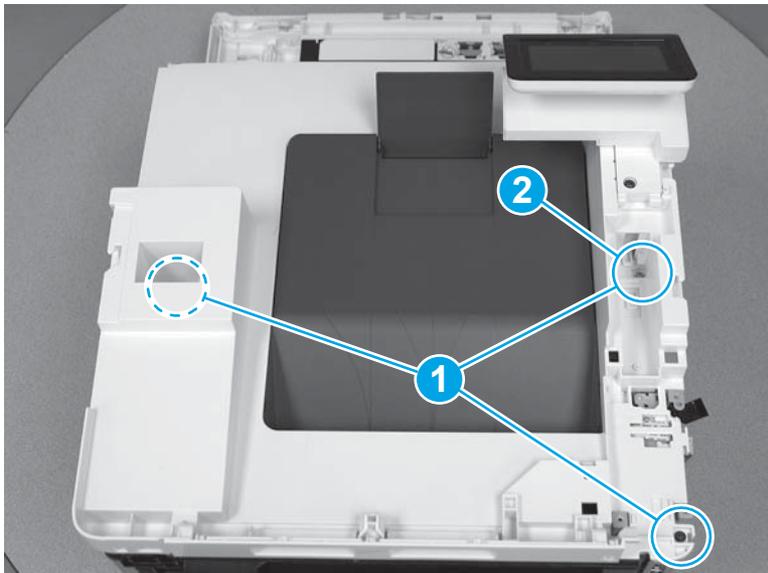
Figure 1-3887 Remove the scanner support arm



5. At the top of the printer, remove three screws (callout 1).

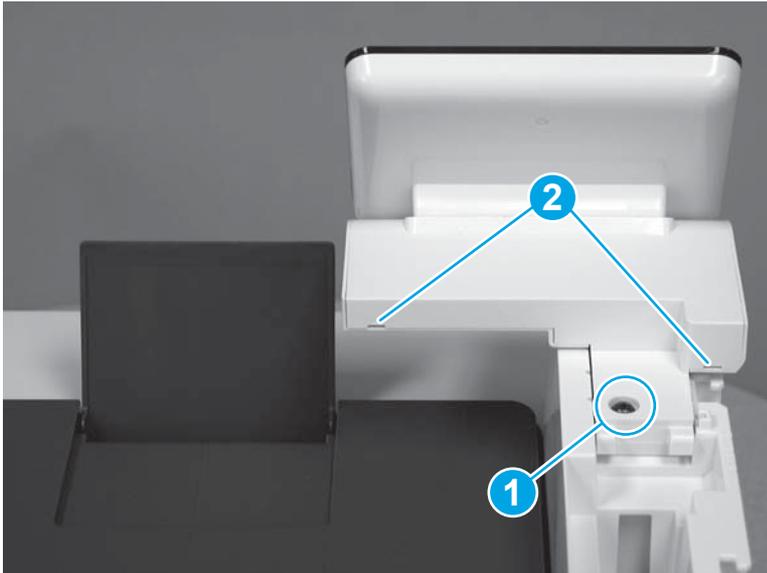
 **Reinstallation tip:** One screw (callout 2) is longer than the other screws. Make sure that this screw is reinstalled in the correct position.

Figure 1-3888 Remove three screws



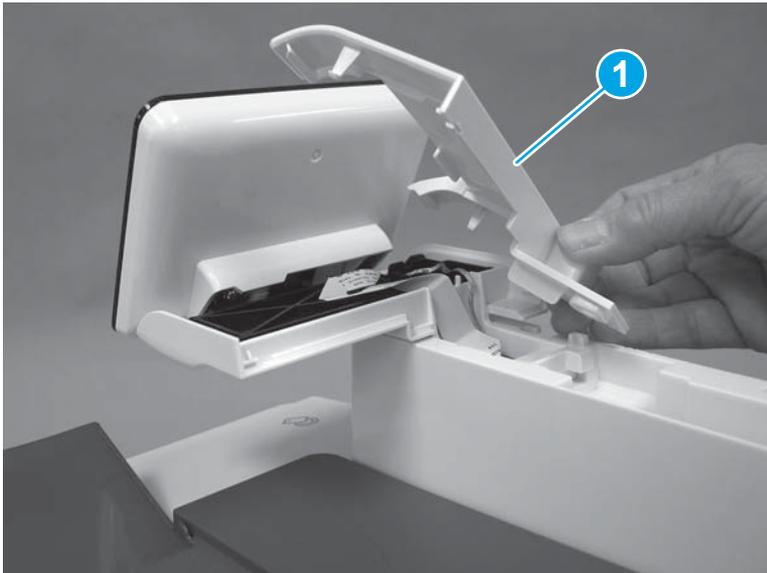
6. Behind the control panel, remove one screw (callout 1), and then use a small flat-blade screwdriver at two pry points (callout 2) to release the control panel cover from the top cover.

Figure 1-3889 Release the control panel cover



7. Remove the control panel cover (callout 1).

Figure 1-3890 Remove the control panel cover



8. Remove the flat cable (callout 1) from the retaining guide (callout 2).

Figure 1-3891 Release the flat cable



9. Remove two screws (callout 1), and then remove one screw (callout 2) and release one ground wire.

 **Reinstallation tip:** The two screws toward the front of the control panel (callout 1) are longer than the other screw. Make sure these screws are installed in the correct position when reinstalling the part.

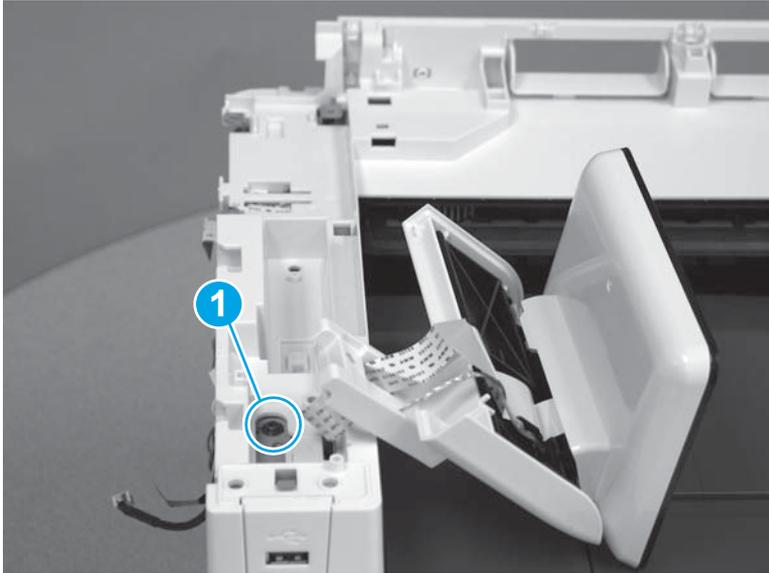
Figure 1-3892 Remove three screws



10. Carefully lift the control panel away and rest it on the top cover, and then remove one screw (callout 1).

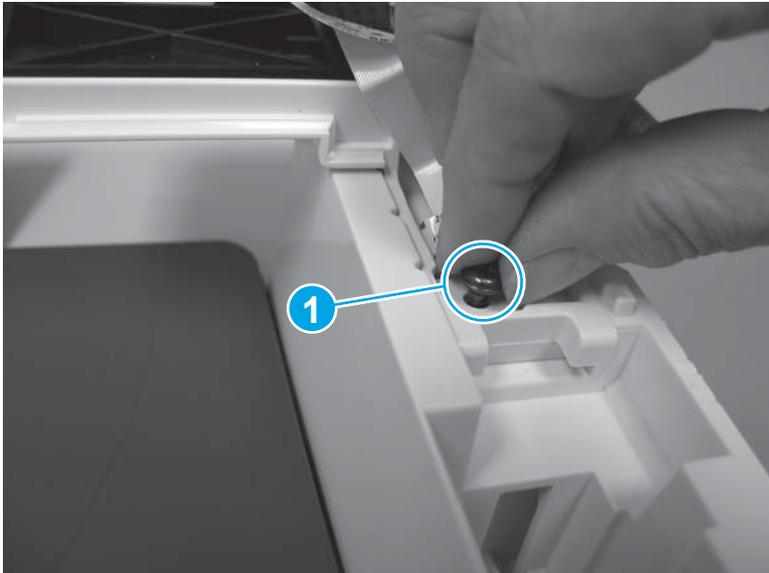
⚠ CAUTION: The control panel is still attached to the top cover by the flat cable.

Figure 1-3893 Remove one screw



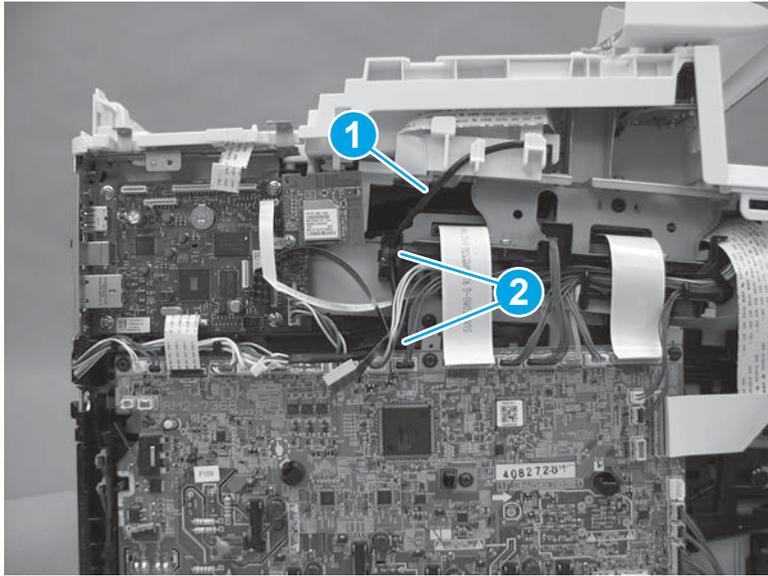
11. Place the control panel back into position. With your hand, refasten the screw (callout 1) that was previously removed from the control panel cover to temporarily reattach the control panel to the top cover. Doing this should protect the flat cable from being damaged.

Figure 1-3894 Refasten the control panel to the top cover



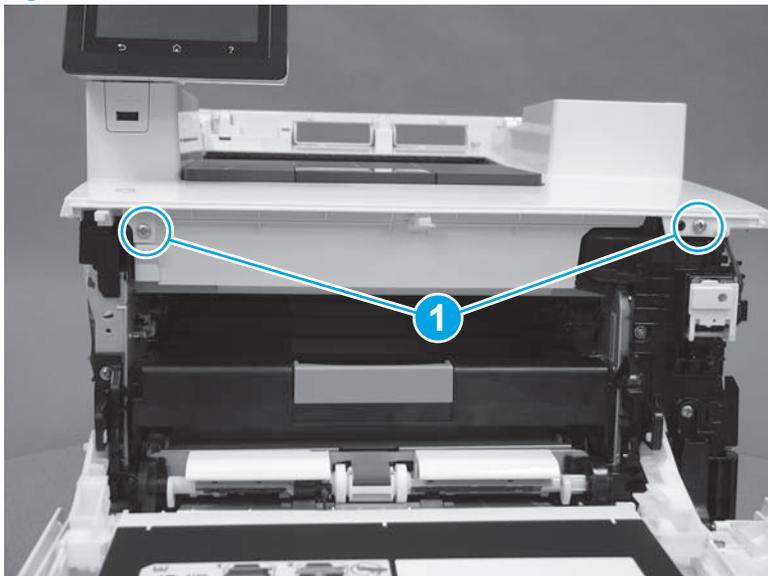
12. Remove the USB cable (callout 1) from the cable guides (callout 2).

Figure 1-3895 Release the USB cable



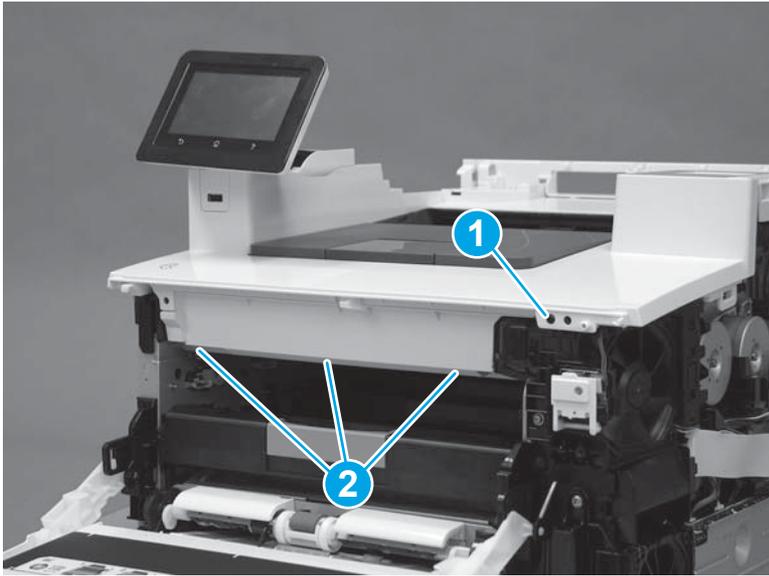
13. At the front of the printer, remove two screws (callout 1).

Figure 1-3896 Remove two screws



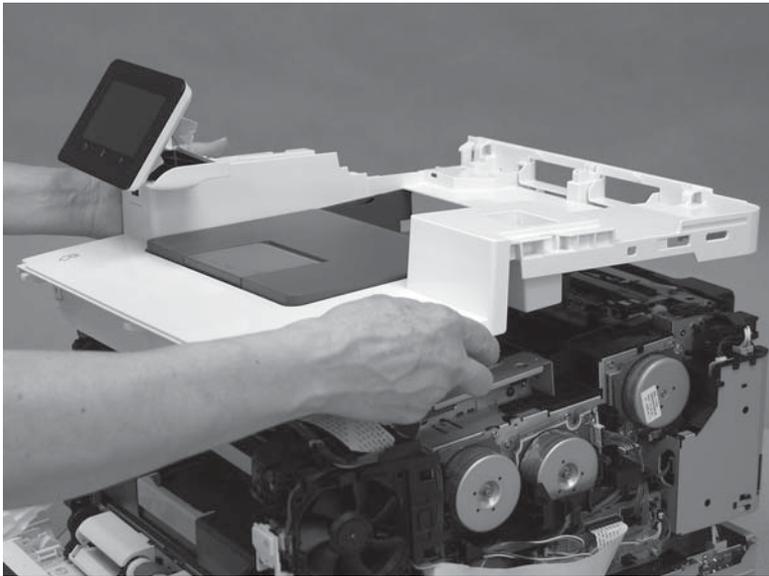
14. Release one retainer (callout 1), and then release three tabs (callout 2).

Figure 1-3897 Release one retainer and three tabs



15. Remove the top cover.

Figure 1-3898 Remove the top cover



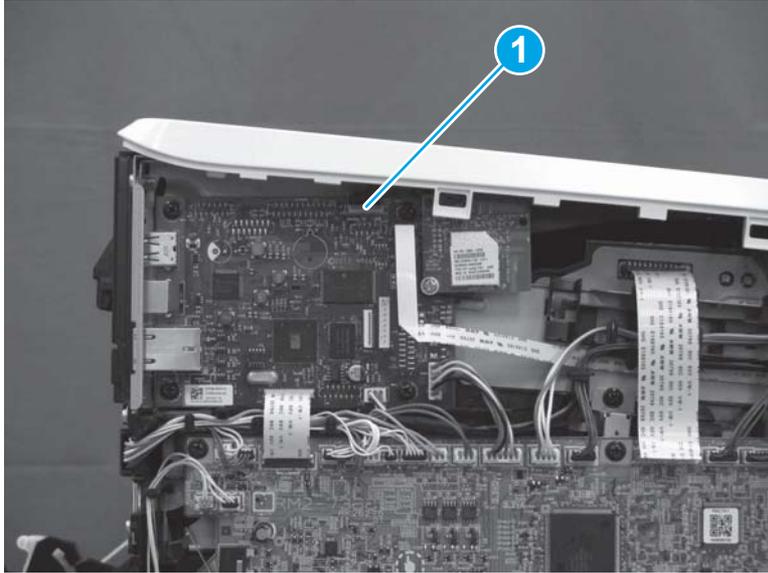
Step 10: Remove the top cover (M452 models)



NOTE: This step is for the M452 models. For the M377, M477 models, skip this step and go to [Step 11: Remove the fuser \(duplex models\) on page 2065](#).

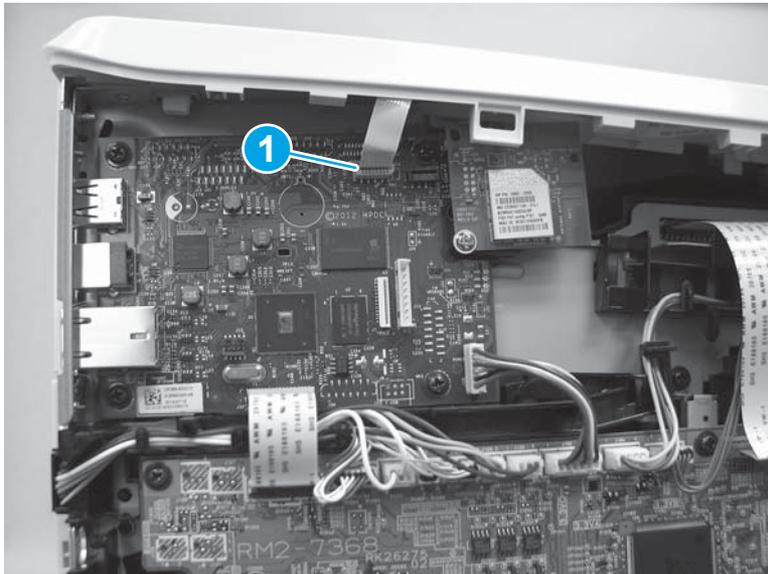
1. **M452dw model only:** On the left side of the printer, on the formatter, disconnect one connector (callout 1).

Figure 1-3899 Disconnect one connector



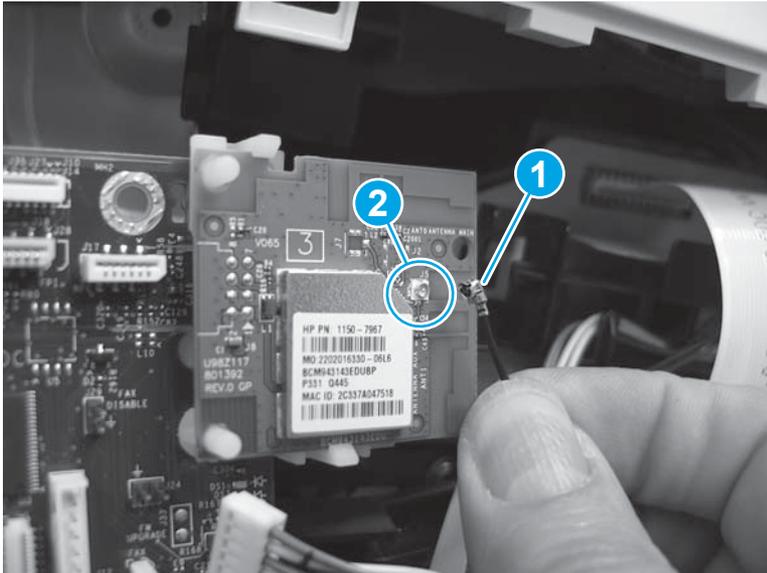
- 2. M452nw/dn models only:** On the left side of the printer, on the formatter, disconnect one connector (callout 1).

Figure 1-3900 Disconnect one connector



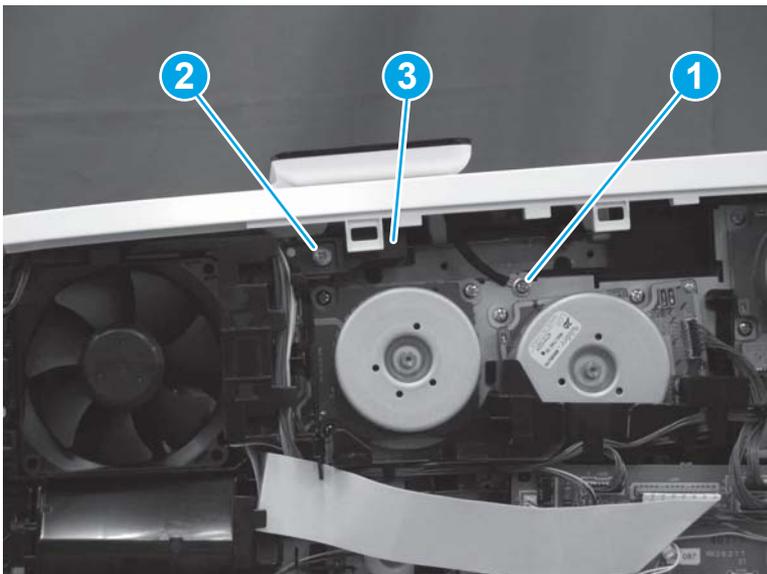
3. **M452nw/dw models only:** Disconnect the antenna (callout 1) from the connector (callout 2) on the wireless PCA.

Figure 1-3901 Disconnect the antenna



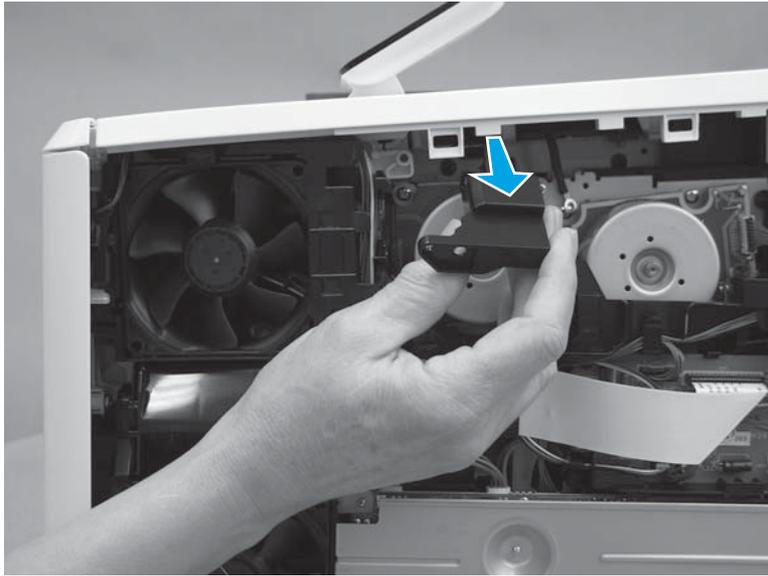
4. **M452dw model only:** Remove one screw (callout 1) and release one ground wire. Remove one screw (callout 2). Note the location (callout 3) of the guide.

Figure 1-3902 Remove two screws



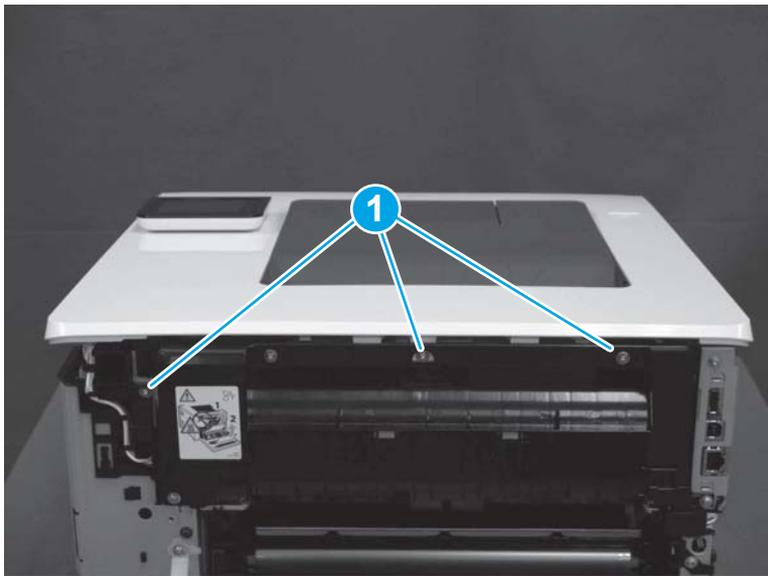
5. **M452dw model only:** Remove the guide.

Figure 1-3903 Remove the guide



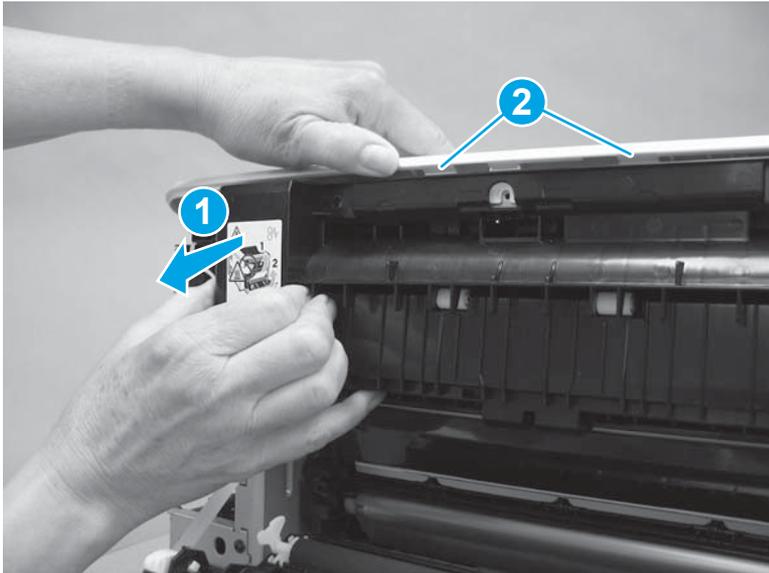
6. **M452dn/dw models only:** At the back of the printer, remove three screws (callout 1).

Figure 1-3904 Remove three screws



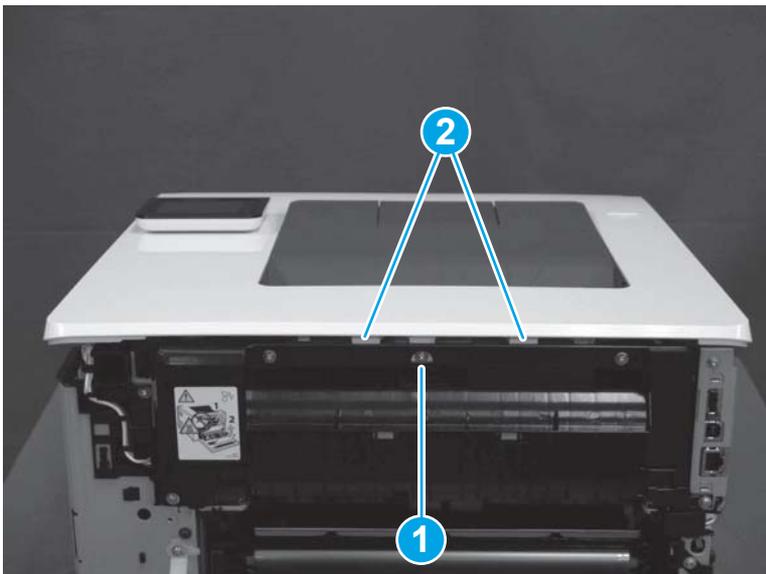
7. **M452dn/dw models only:** Gently pull the top of the fuser away (callout 1), and then release two tabs (callout 2).

Figure 1-3905 Release two tabs



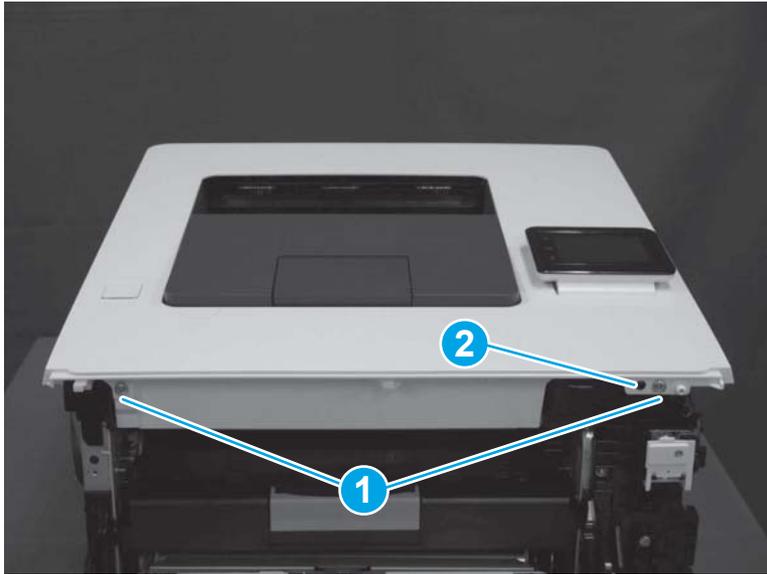
8. **M452nw model only:** At the back of the printer, remove one screw (callout 1), and then release two tabs (callout 2).

Figure 1-3906 Remove screw and release two tabs



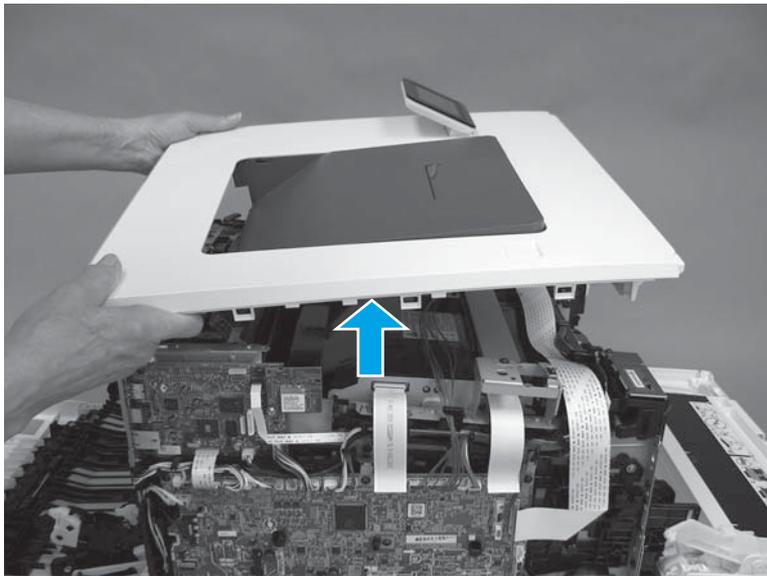
9. At the front of the printer, remove two screws (callout 1), and then release one tab (callout 2).

Figure 1-3907 Remove two screws and release one tab



10. Remove the top cover.

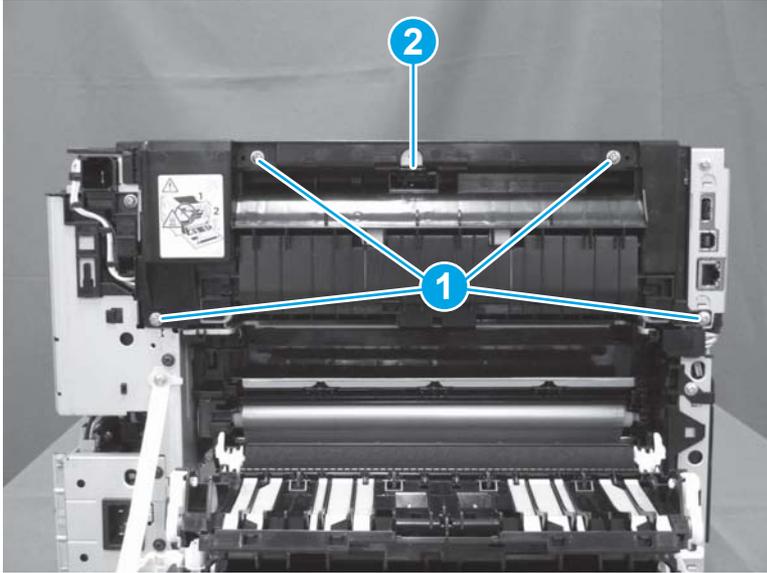
Figure 1-3908 Remove the top cover



Step 11: Remove the fuser (duplex models)

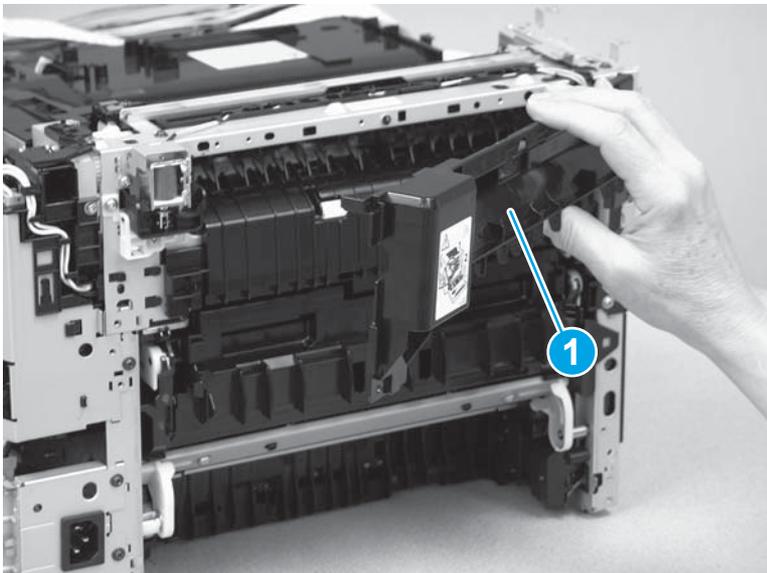
1. Remove four screws (callout 1), and then release one tab (callout 2).

Figure 1-3909 Remove four screws



2. Remove the guide (callout 1).

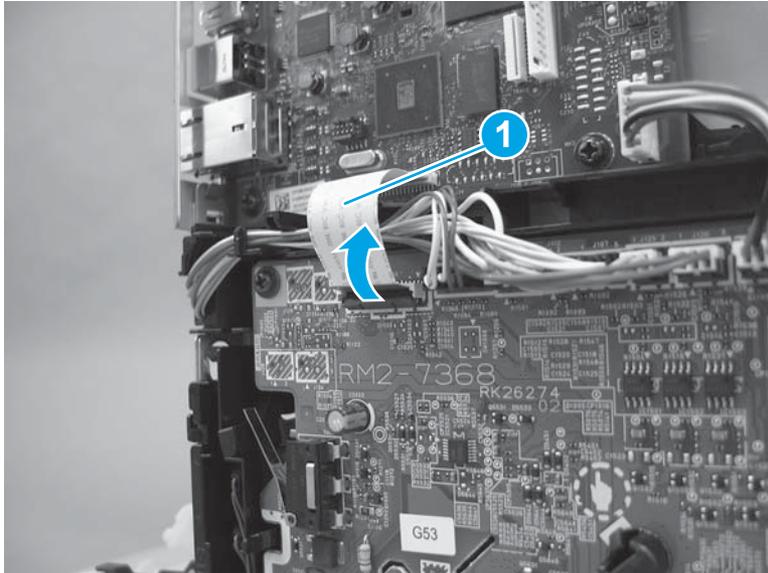
Figure 1-3910 Remove the guide



3. Disconnect one connector (callout 1) on the engine controller PCA.

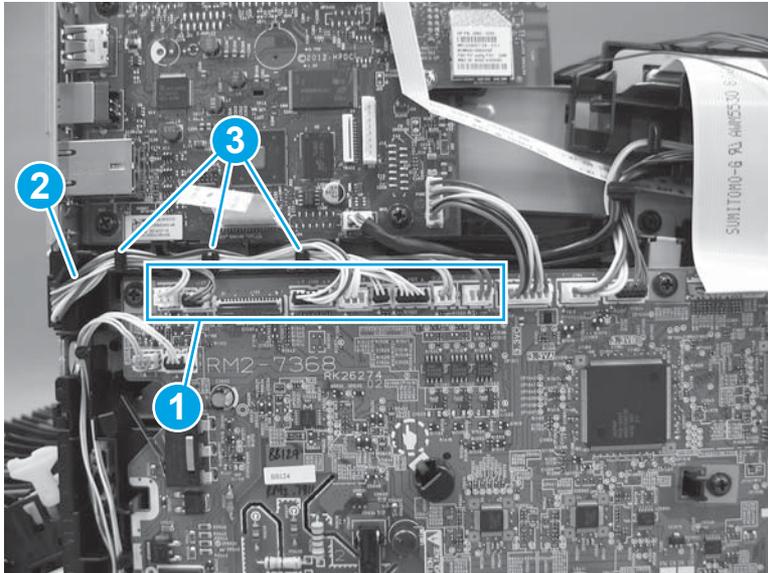
 **NOTE:** This connector is a zero-insertion force (ZIF) connector. Lift the latch on the connector before removing the flat cable.

Figure 1-3911 Disconnect one connector



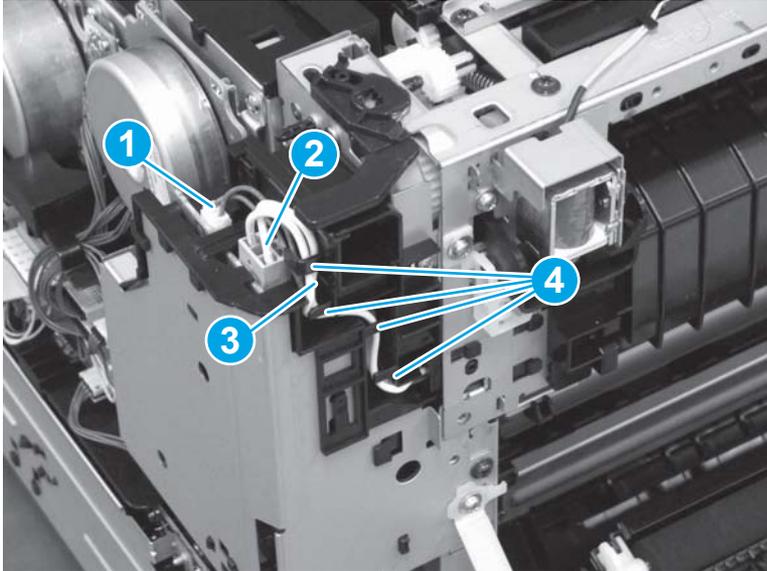
4. Disconnect eight connectors on the engine controller PCA (callout 1), and then remove the cables (callout 2) from the guides (callout 3).

Figure 1-3912 Disconnect eight connectors



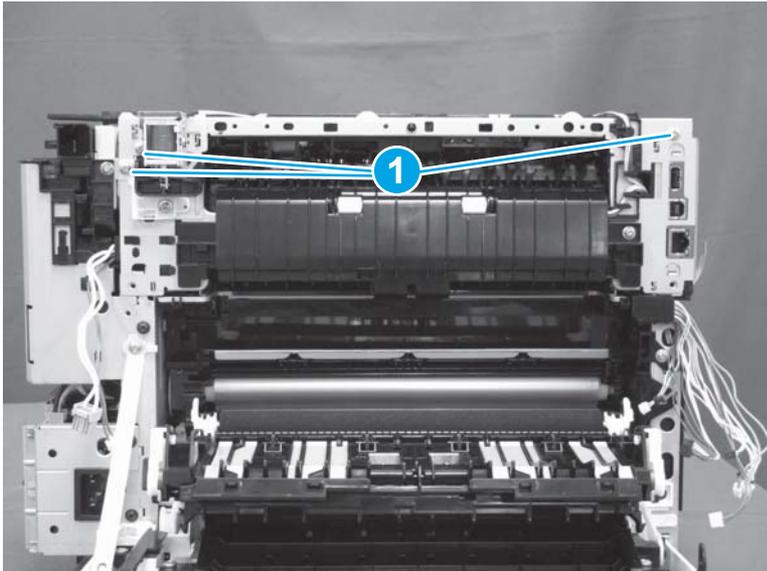
5. Disconnect one connector (callout 1). Release the connector latch, and then disconnect one connector (callout 2). Remove the cables (callout 3) from the guides (callout 4).

Figure 1-3913 Disconnect two connectors



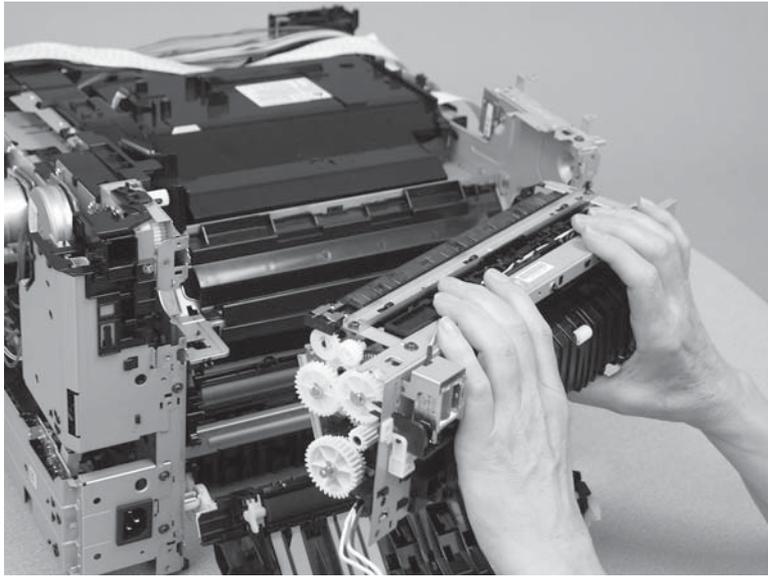
6. Remove three screws.

Figure 1-3914 Remove three screws



7. Remove the fuser.

Figure 1-3915 Remove the fuser



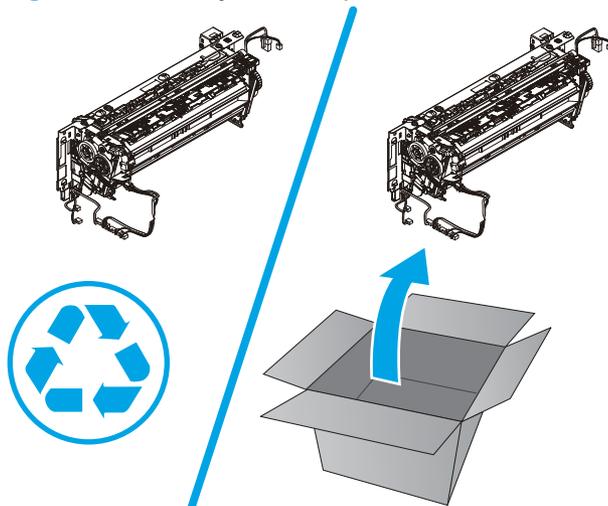
Step 12: Unpack the replacement part

Remove the new part from its package. Save all packaging for recycling the used part.

For complete information on HP's recycling programs, go to [Product return and recycling](#).

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

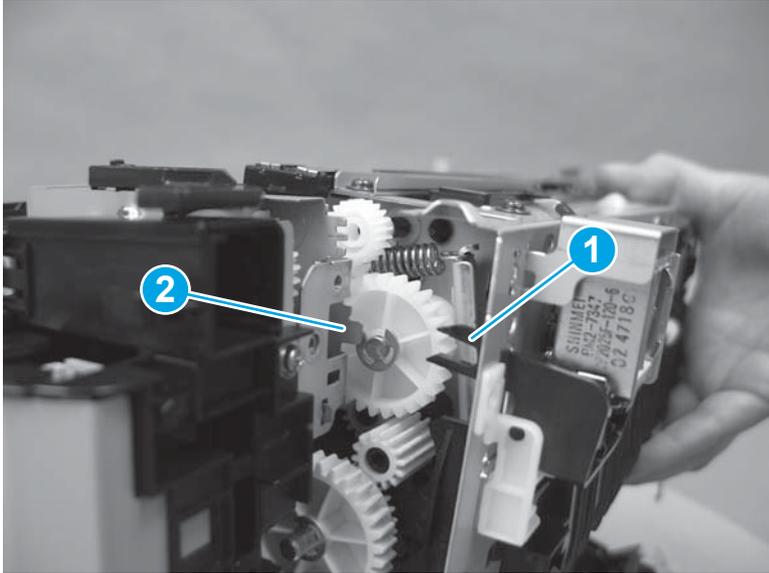
Figure 1-3916 Recycle and unpack



Step 13: Install the fuser (duplex models)

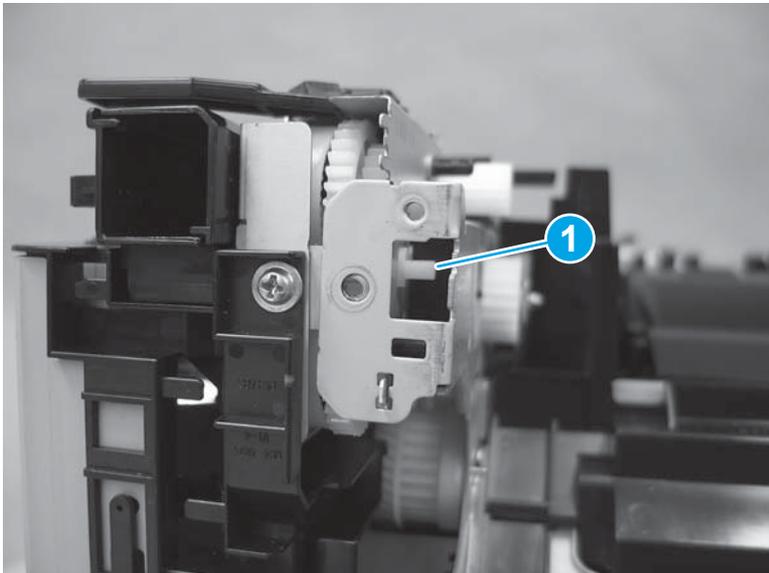
1. Position the fuser on the printer. When installing the fuser, make sure that the switchback lever (callout 1) is installed completely through the opening (callout 2) in the printer frame.

Figure 1-3917 Install the lever through the opening



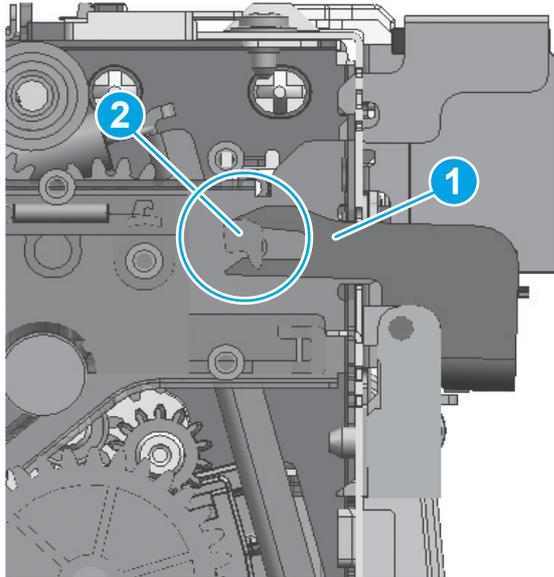
2. The fingers on the switchback lever will fit around the shaft (callout 1) inside the printer.

Figure 1-3918 Switchback lever shaft



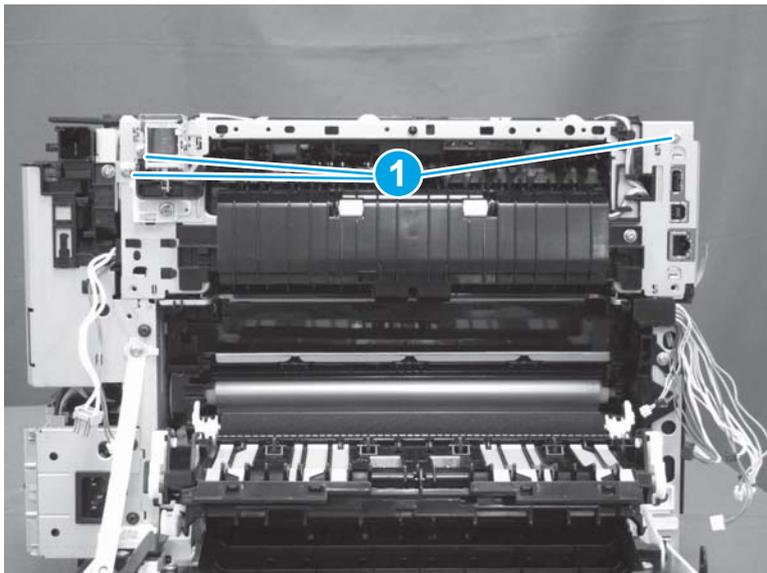
3. The figure below shows a cross section view of the proper position of the switchback lever (callout 1) around the shaft (callout 2).

Figure 1-3919 Switchback lever position



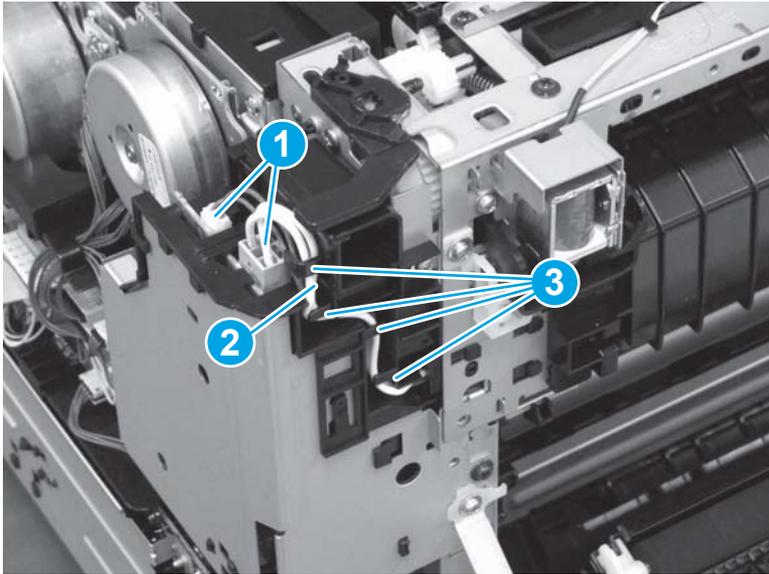
4. Install three screws.

Figure 1-3920 Install three screws



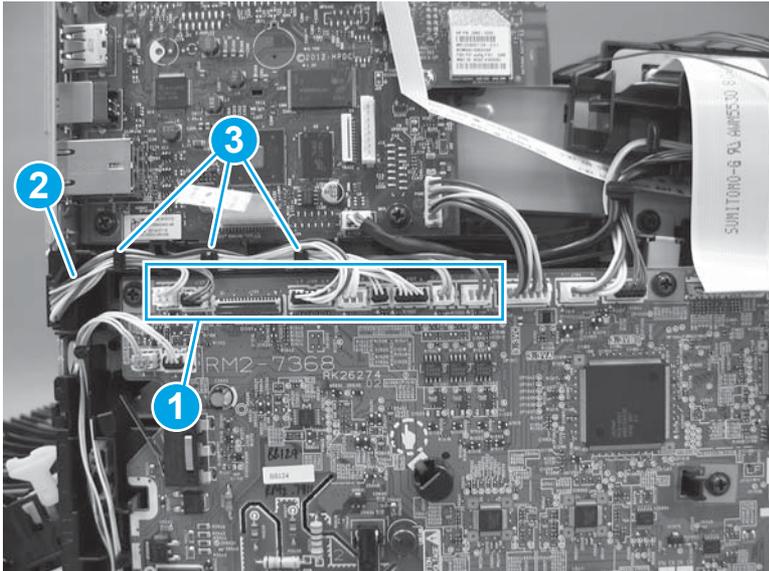
5. Connect two connectors (callout 1), and then install the cables (callout 2) in the guides (callout 3).

Figure 1-3921 Connect two connectors



6. Connect eight connectors on the engine controller PCA (callout 1), and then install the cables (callout 2) in the guides (callout 3).

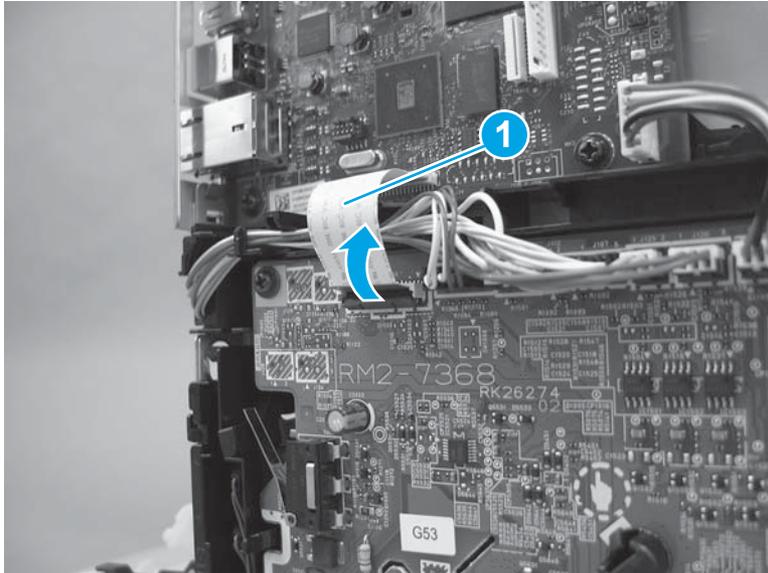
Figure 1-3922 Connect eight connectors



7. Connect one connector (callout 1) on the engine controller PCA.

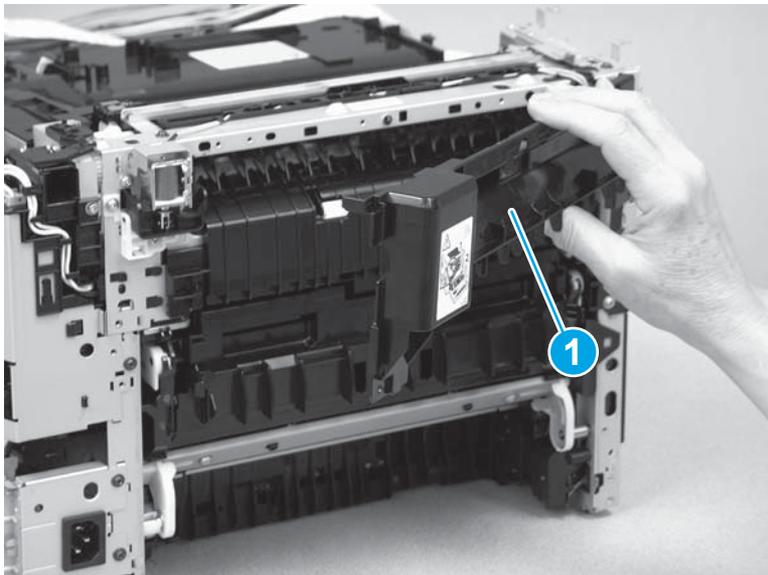
 **NOTE:** This connector is a zero-insertion force (ZIF) connector. Lift the latch on the connector before installing the flat cable and then lower the latch to secure the cable.

Figure 1-3923 Connect one connector



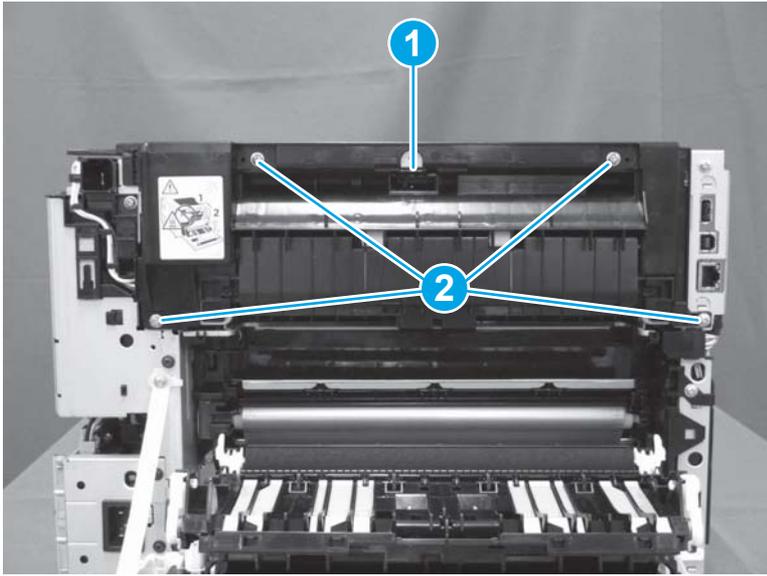
8. Position the guide (callout 1) on the printer.

Figure 1-3924 Position the guide



9. Install one tab (callout 1), and then install four screws (callout 2).

Figure 1-3925 Install four screws



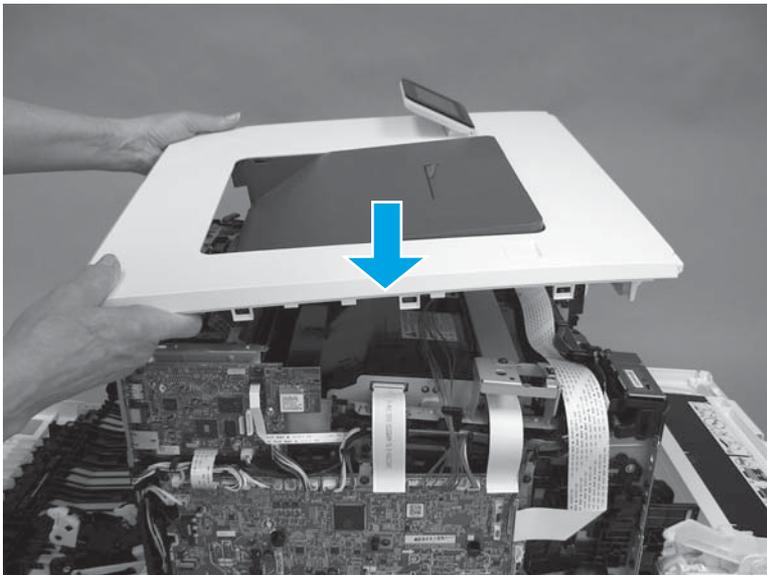
Step 14: Install the top cover (M452 models)



NOTE: This step is for the M452 models. For the M377, M477 models, skip this step and go to [Step 15: Install the top cover \(M377, M477 models\) on page 2079](#).

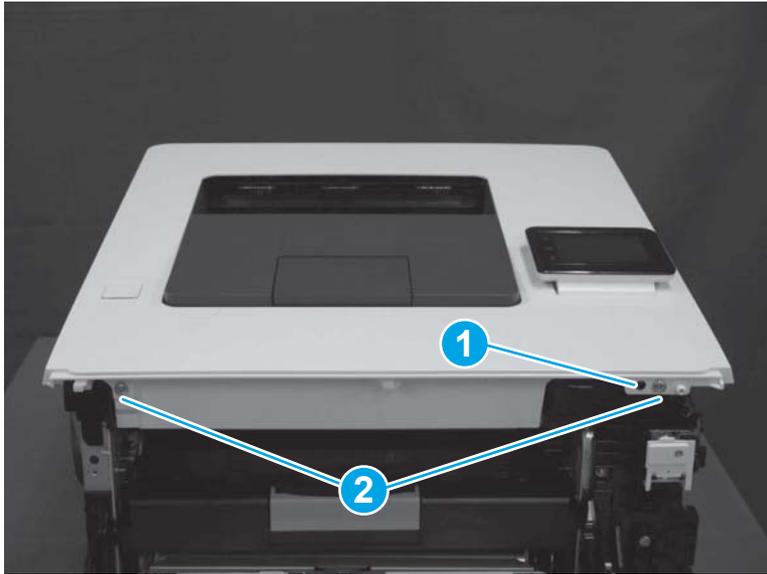
1. Position the top cover on top of the printer.

Figure 1-3926 Position the top cover



2. At the front of the printer, engage one tab (callout 1), and then install two screws (callout 2).

Figure 1-3927 Engage tab and install screws

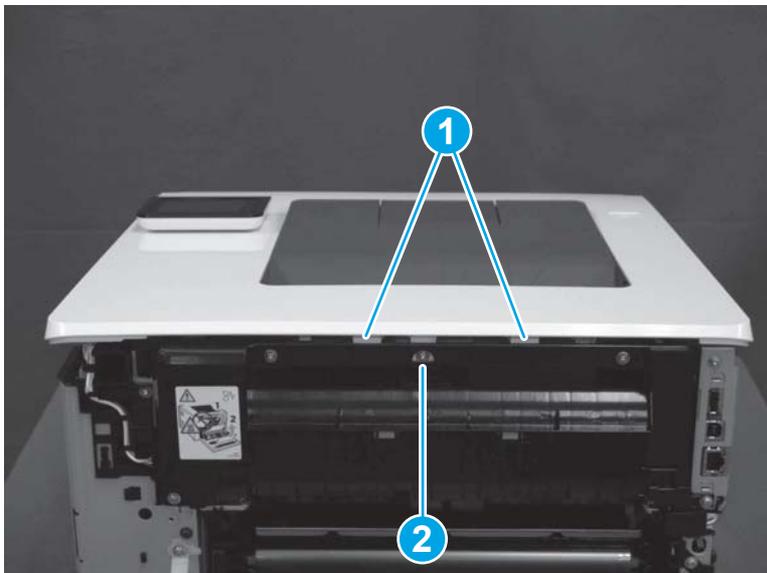


3. **M452nw model only:** At the back of the printer, install two tabs (callout 1), and then install one screw (callout 2).



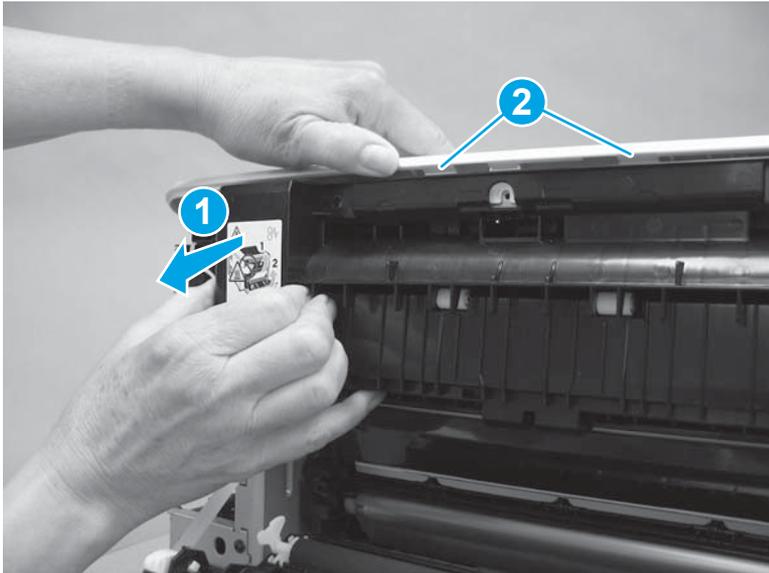
NOTE: The M452dw model is shown. The procedure is correct for the M452nw model.

Figure 1-3928 Install two tabs and one screw



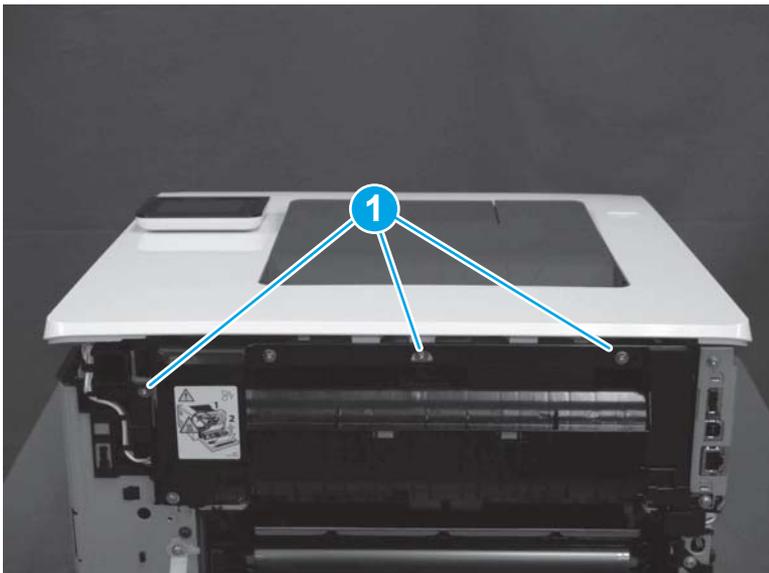
- M452dn/dw models only:** Gently pull the top of the fuser away (callout 1), and then install two tabs (callout 2).

Figure 1-3929 Install two tabs



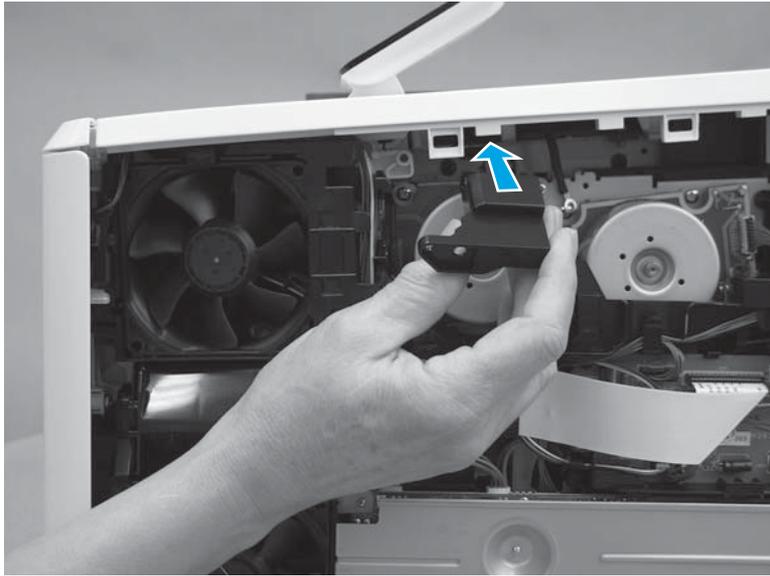
- M452dn/dw models only:** At the back of the printer, install three screws (callout 1).

Figure 1-3930 Install three screws



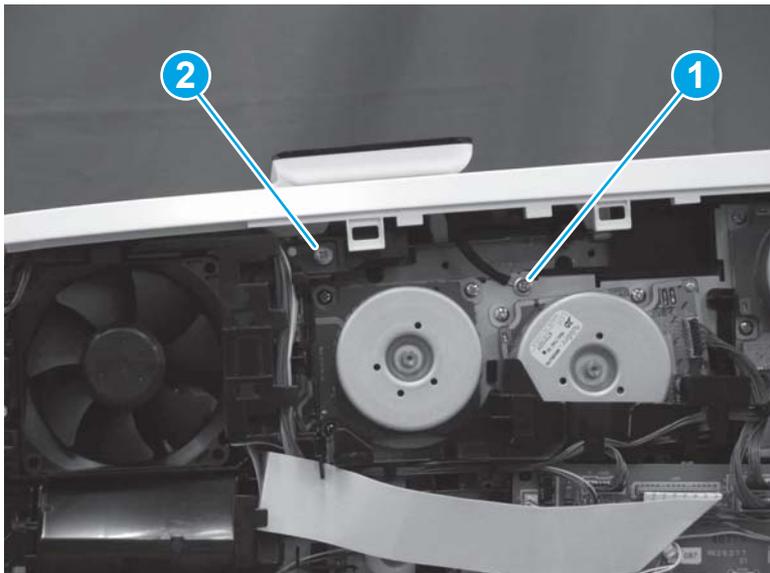
6. **M452dw model only:** Position the guide in the printer.

Figure 1-3931 Install the guide



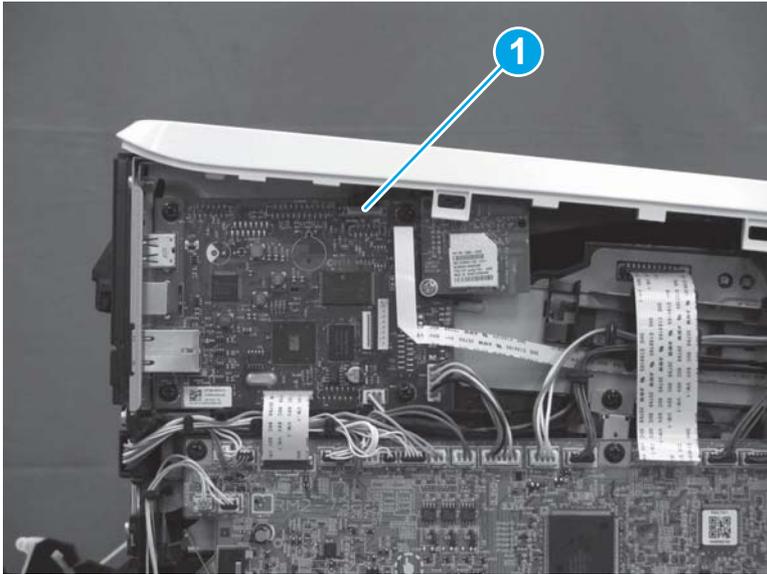
7. **M452dw model only:** Position the ground wire and Install one screw (callout 1). Install one screw (callout 2).

Figure 1-3932 Install two screws



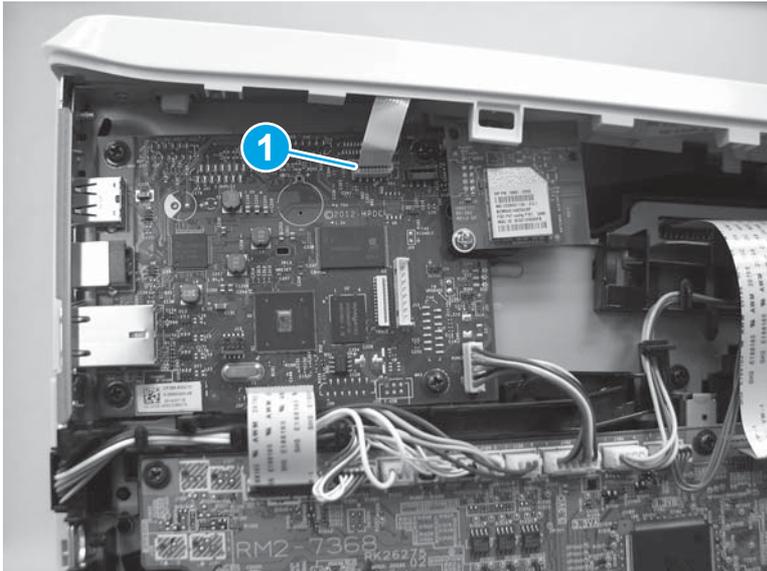
- 8. M452dw model only:** On the left side of the printer, on the formatter, connect one connector (callout 1).

Figure 1-3933 Connect one connector



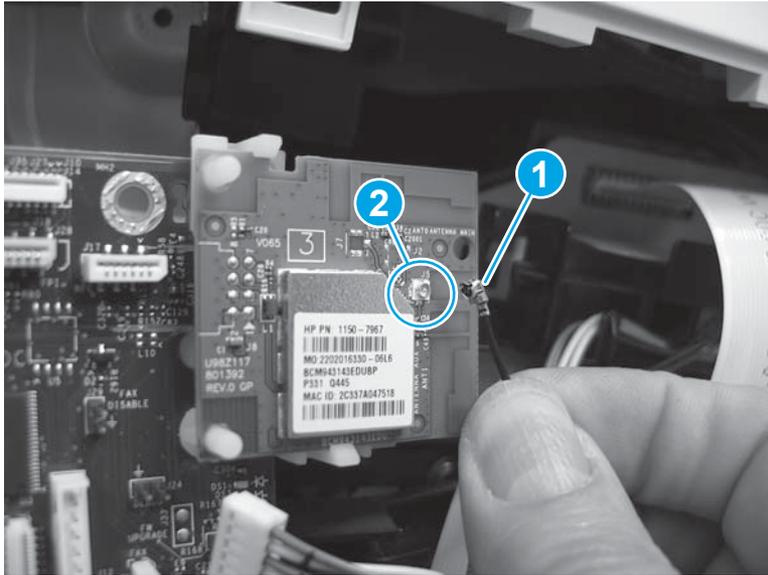
- 9. M452nw/dn models only:** On the left side of the printer, on the formatter, connect one connector (callout 1).

Figure 1-3934 Connect one connector



- 10. M452nw/dw models only:** Connect the antenna (callout 1) to the connector (callout 2) on the wireless PCA.

Figure 1-3935 Connect the antenna

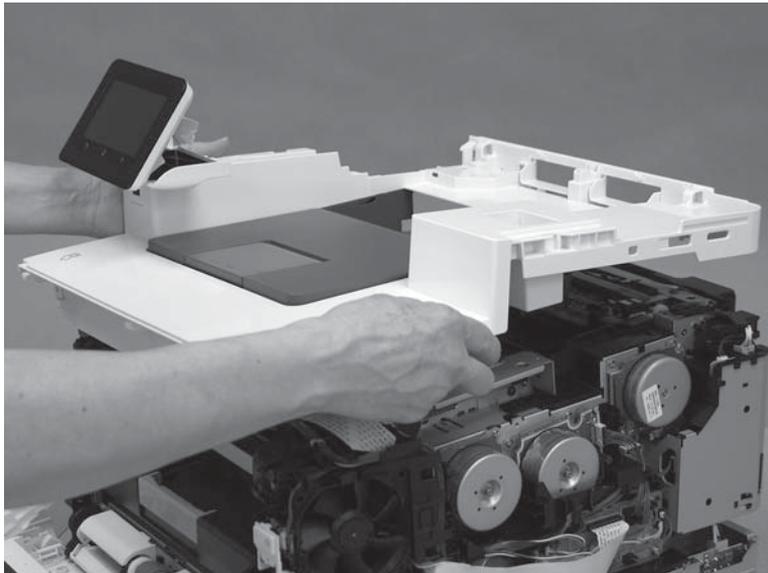


Step 15: Install the top cover (M377, M477 models)

 **NOTE:** This step is for the M377, M477 models. For the M452 models, skip this step and go to [Step 18: Install the left cover \(M452 models\) on page 2093](#).

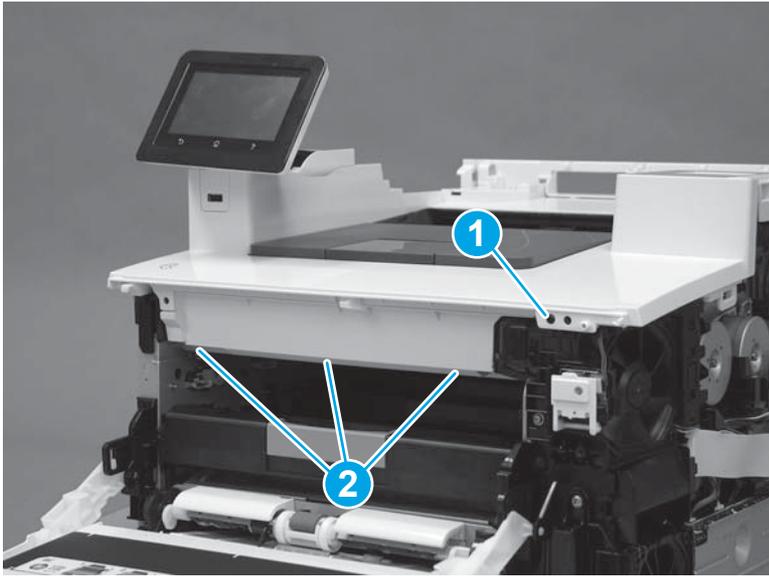
1. Position the top cover on the printer.

Figure 1-3936 Position the top cover



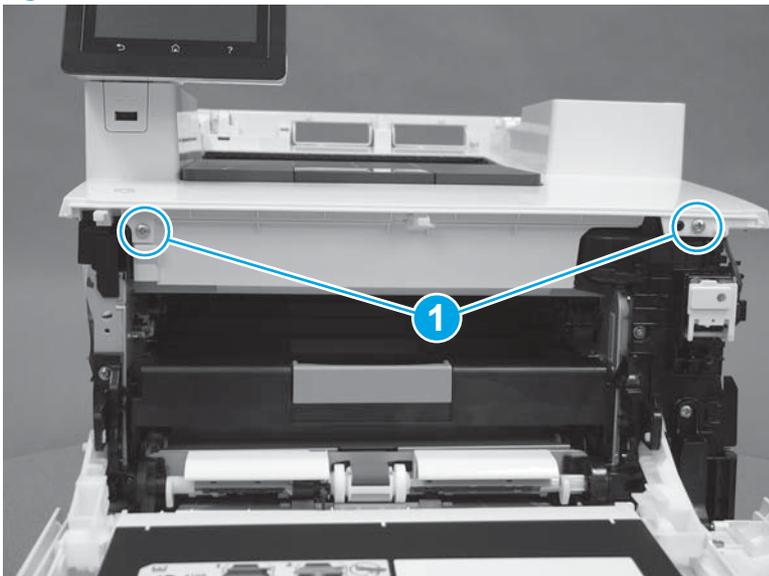
2. At the front of the printer, install one retainer (callout 1), and then install three tabs (callout 2).

Figure 1-3937 Install one retainer and three tabs



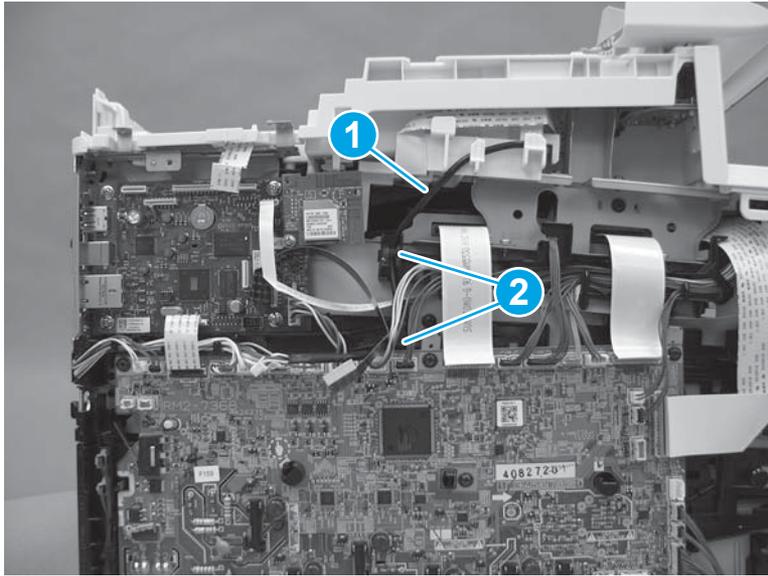
3. Install two screws (callout 1).

Figure 1-3938 Install two screws



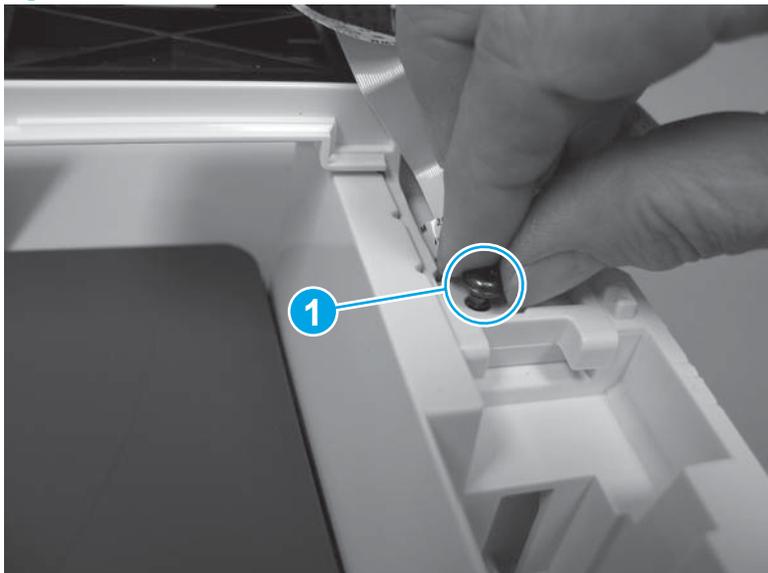
4. Install the USB cable (callout 1) into the cable guides (callout 2).

Figure 1-3939 Install the USB cable



5. With your hand, remove the screw (callout 1) that was previously installed to temporarily reattach the control panel to the top cover.

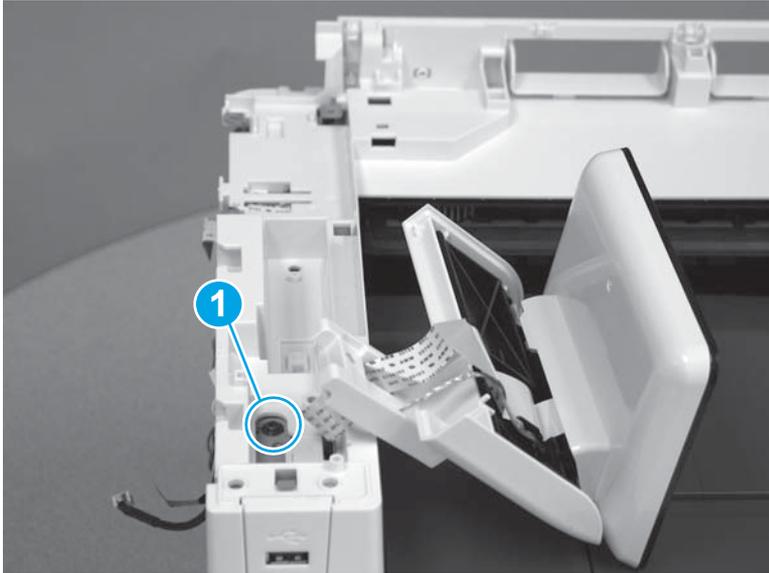
Figure 1-3940 Remove one screw



- Carefully lift the control panel away and rest it on the top cover, and then install one screw (callout 1).

CAUTION: The control panel is still attached to the top cover by the flat cable.

Figure 1-3941 Install one screw



- Install two screws (callout 1), and then position the ground wire and install one screw (callout 2).

Reinstallation tip: The two screws toward the front of the control panel (callout 1) are longer than the other screw. Make sure these screws are installed in the correct position when reinstalling the part.

Figure 1-3942 Install three screws



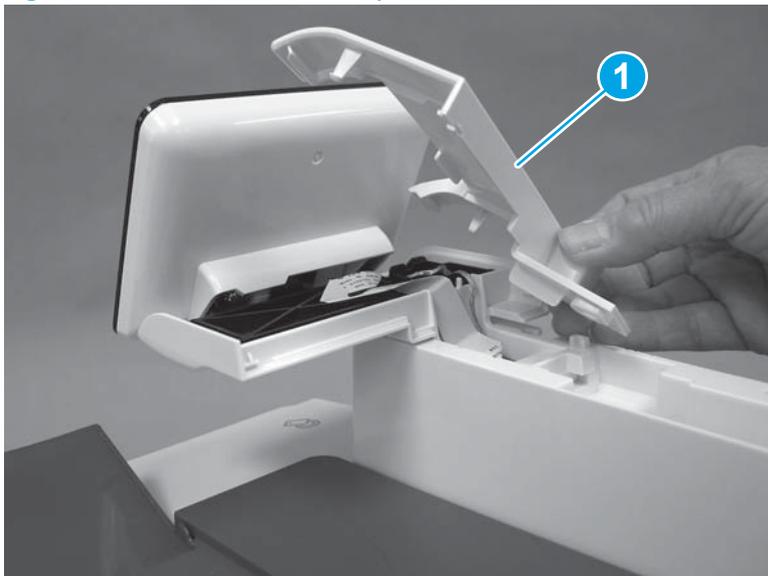
8. Install the flat cable (callout 1) under the retaining guide (callout 2).

Figure 1-3943 Install the flat cable



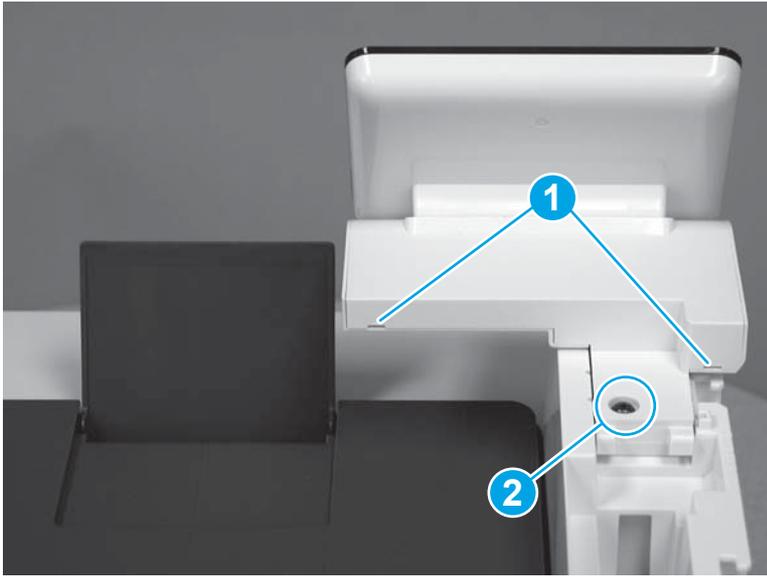
9. Install the control panel cover (callout 1) behind the control panel.

Figure 1-3944 Install the control panel cover



10. Make sure that two tabs (callout 1) are snapped into position, and then install one screw (callout 2).

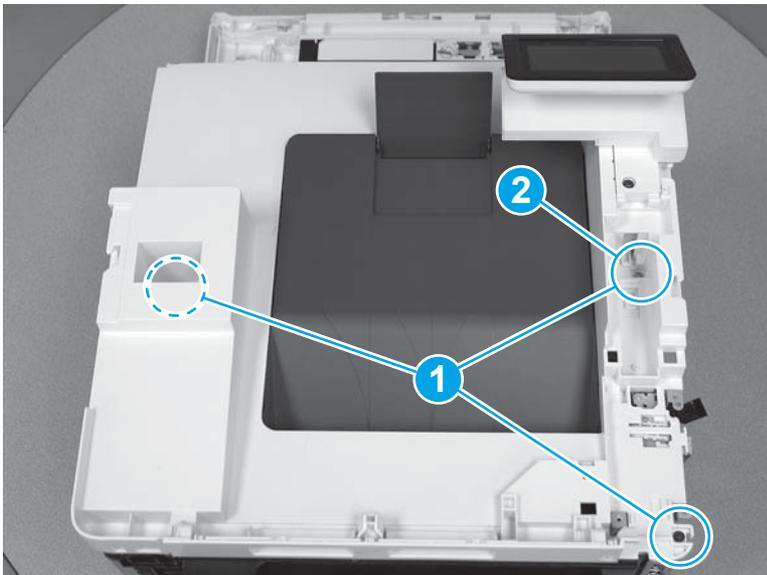
Figure 1-3945 Install one screw



11. At the top of the printer, install three screws (callout 1).

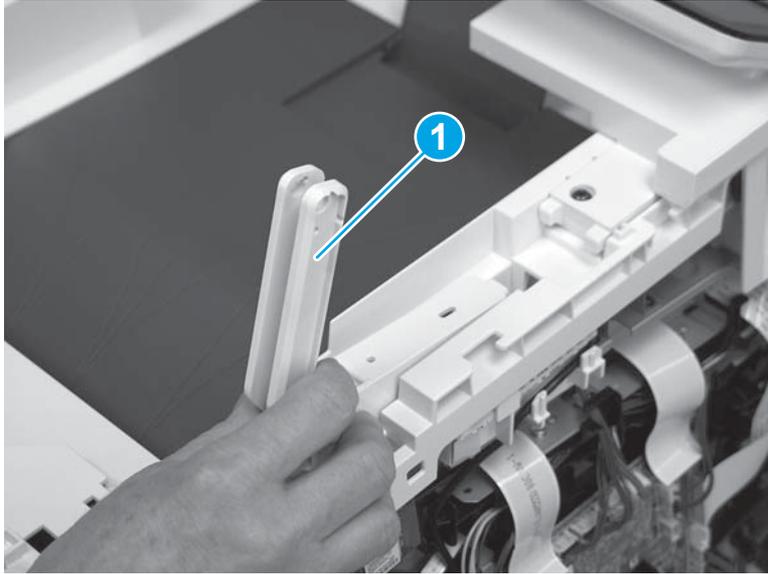
 **TIP:** One screw (callout 2) is longer than the other screws. Make sure that this screw is installed in the correct position.

Figure 1-3946 Install three screws



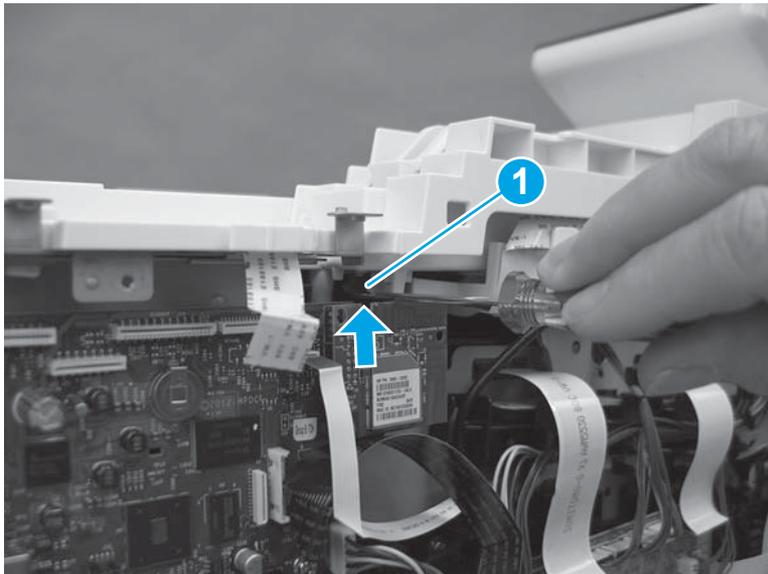
12. Install the scanner support arm (callout 1).

Figure 1-3947 Install the scanner support arm



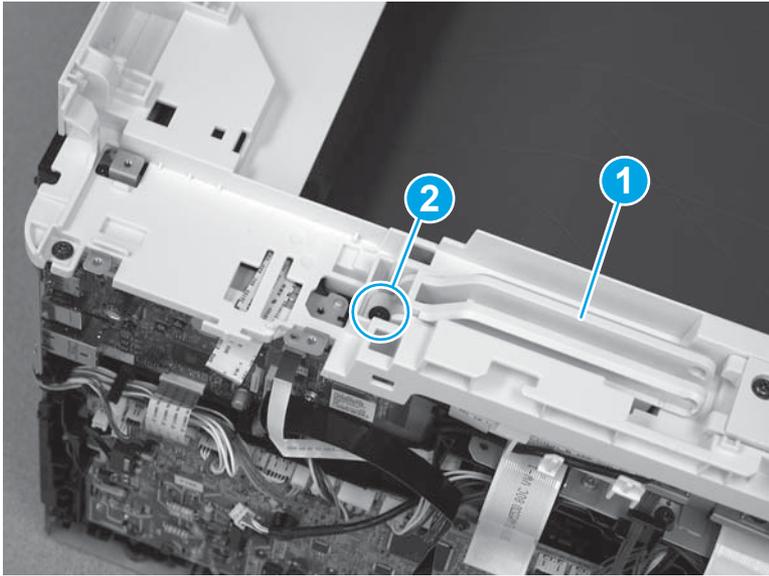
13. Before installing the scanner support arm screw in the next step, use a small flat-blade screwdriver to hold the metal plate (callout 1) up. Continue to hold the plate up while installing the screw so that the screw attaches to the plate.

Figure 1-3948 Raise the metal plate



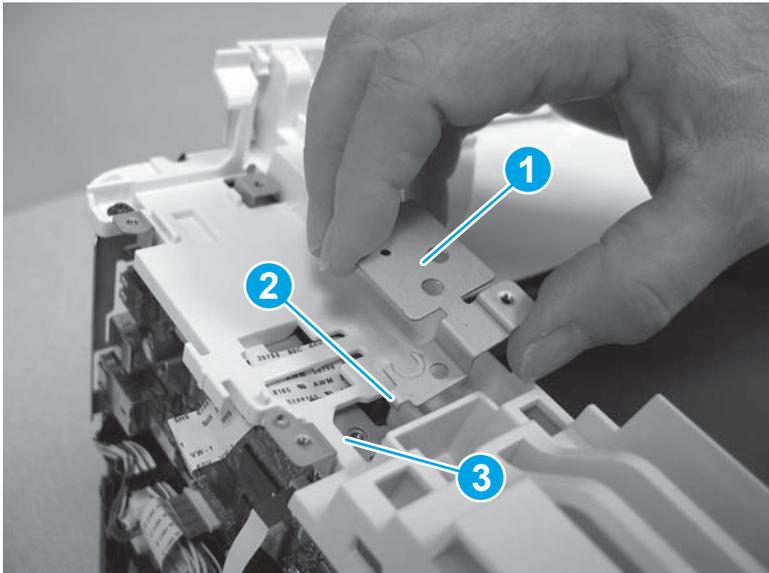
14. Lower the scanner support arm (callout 1), and then install one screw (callout 2).

Figure 1-3949 Lower the support arm and install one screw



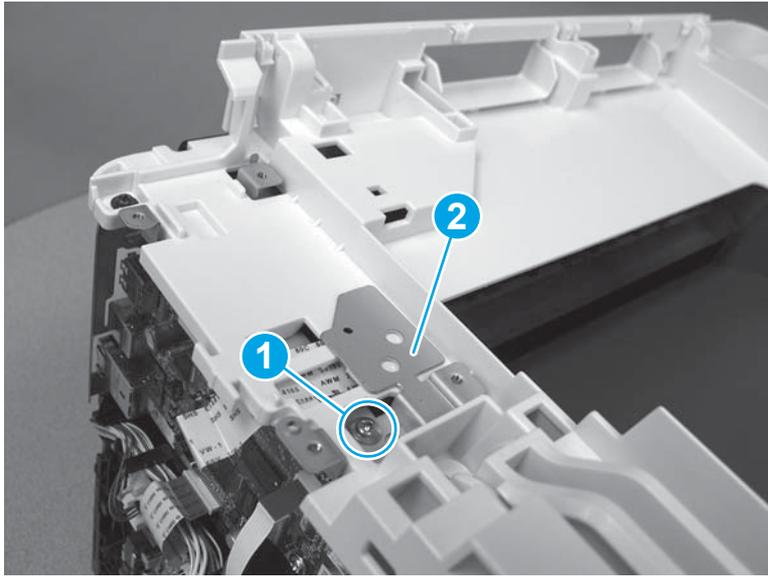
15. Reinstall the metal plate (callout 1). Position the tab (callout 2) under the edge of the top cover (callout 3).

Figure 1-3950 Install the metal plate



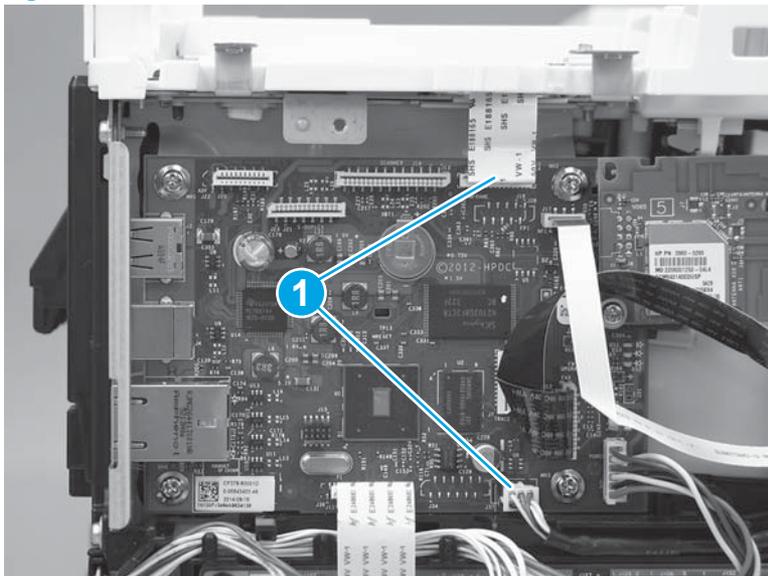
16. Install one screw (callout 1) to secure the sheet metal plate (callout 2).

Figure 1-3951 Install one screw



17. On the left side of the printer, on the formatter PCA, Connect two connectors (callout 1).

Figure 1-3952 Connect two connectors

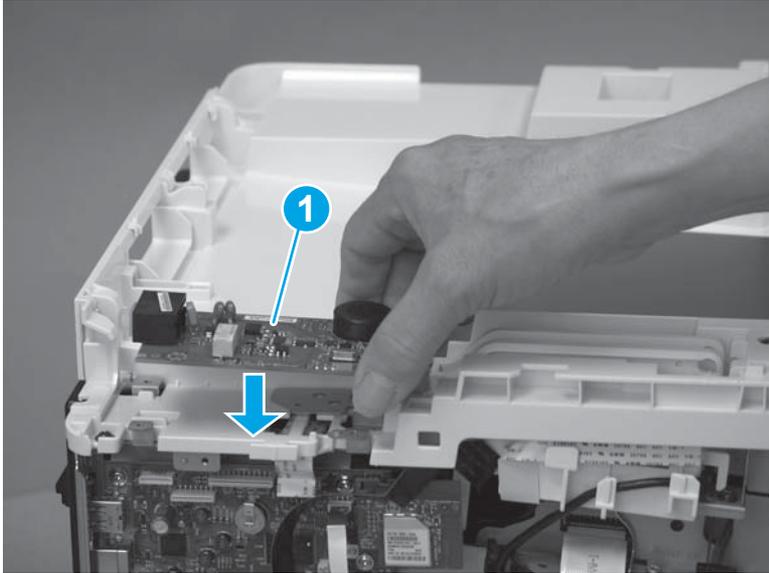


Step 16: Install the fax PCA (M477 models)

 **NOTE:** This step is for M477 fax models only. Skip this step for non-fax models.

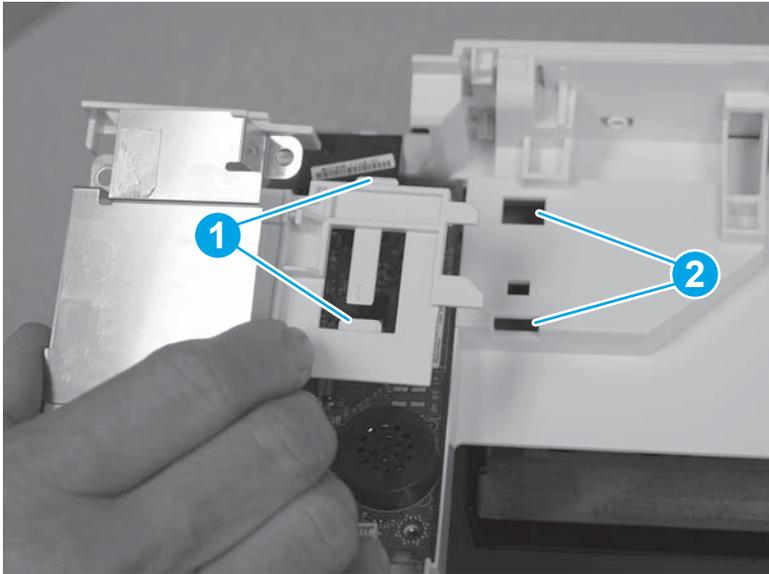
1. Position the fax PCA (callout 1) on the printer.

Figure 1-3953 Install the fax PCA



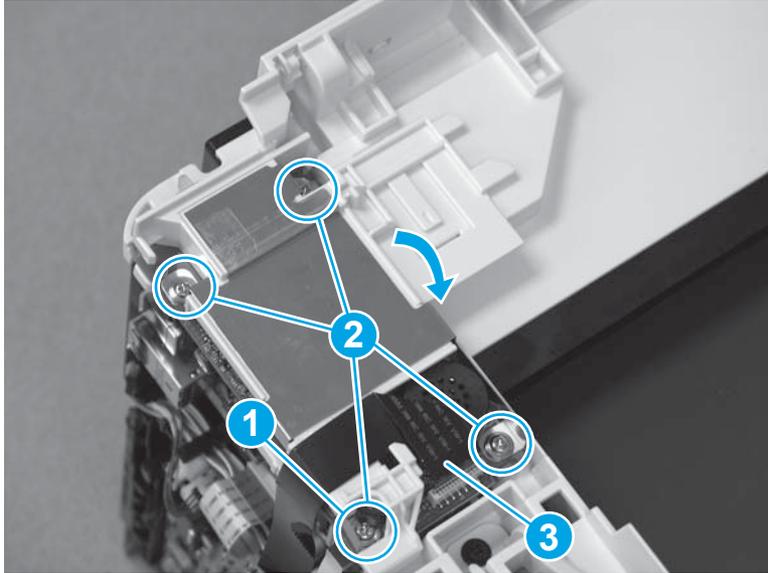
2. Install the tabs (callout 1) on the fax cover in the slots (callout 2) on the top cover. Slide the cover toward the back of the printer to install it.

Figure 1-3954 Install the fax cover



3. Beginning with the lower right screw (callout 1) install four screws (callout 2) in a clockwise direction. Connect one connector (callout 3).

Figure 1-3955 Install four screws and connect one connector

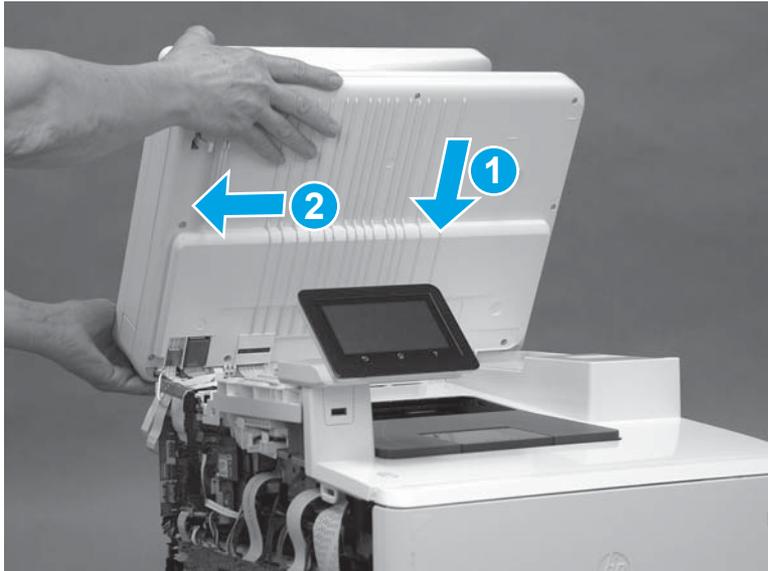


Step 17: Install the integrated scanner assembly (M377, M477 models)

 **NOTE:** This step is for the M377, M477 models. For the M452 models, skip this step and go to [Step 18: Install the left cover \(M452 models\) on page 2093](#).

1. Lower the scanner assembly onto the printer, and then slide the assembly toward the left side of the printer to install it.

Figure 1-3956 Install the scanner assembly



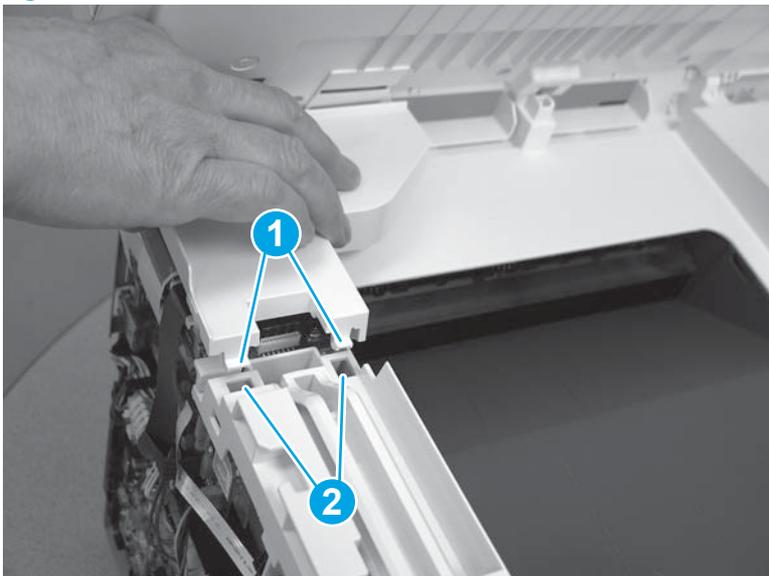
2. Press the scanner cables (callout 1) down onto the double-sided tape on the top cover.

Figure 1-3957 Press the cables



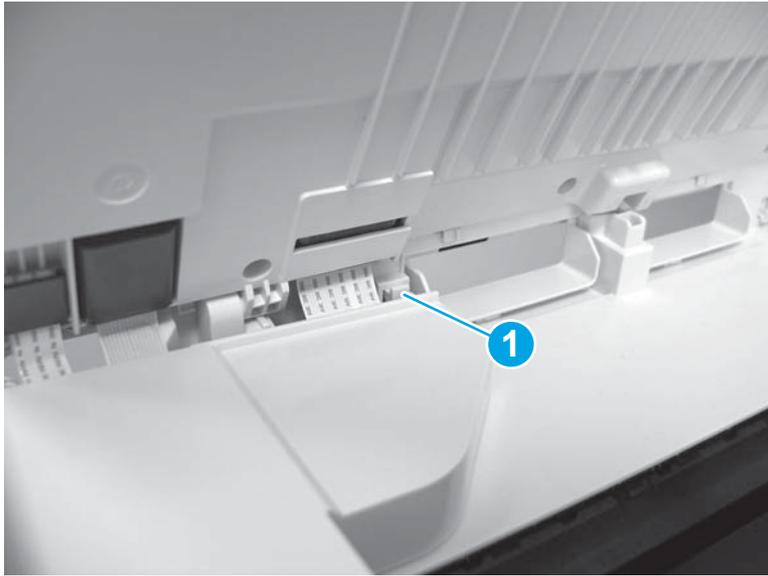
3. Install the tabs (callout 1) on the front of the scanner cable cover in the slots (callout 2) on the top cover.

Figure 1-3958 Position the scanner cable cover



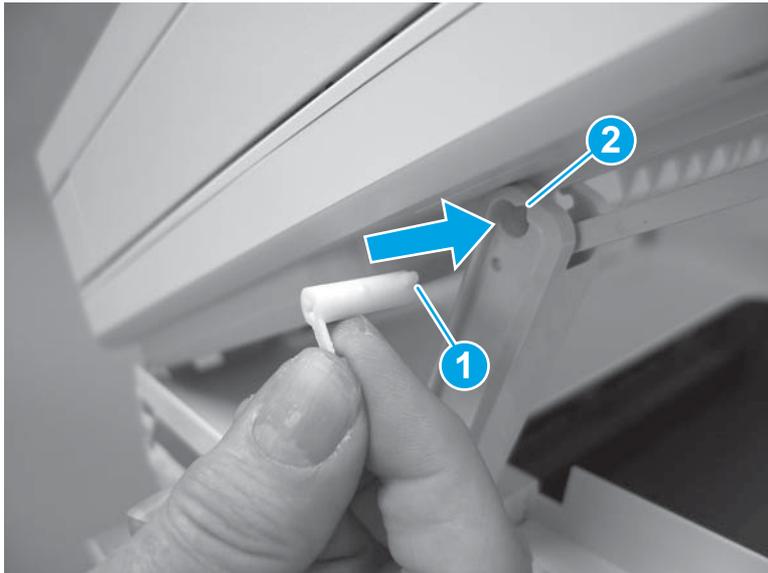
4. Press down on the back of the scanner cable cover to engage one tab (callout 1).

Figure 1-3959 Install the scanner cable cover



5. With the scanner lid lifted, insert the scanner support arm pin (callout 1) into the slot in the scanner support arm (callout 2).

Figure 1-3960 Install the scanner arm pin



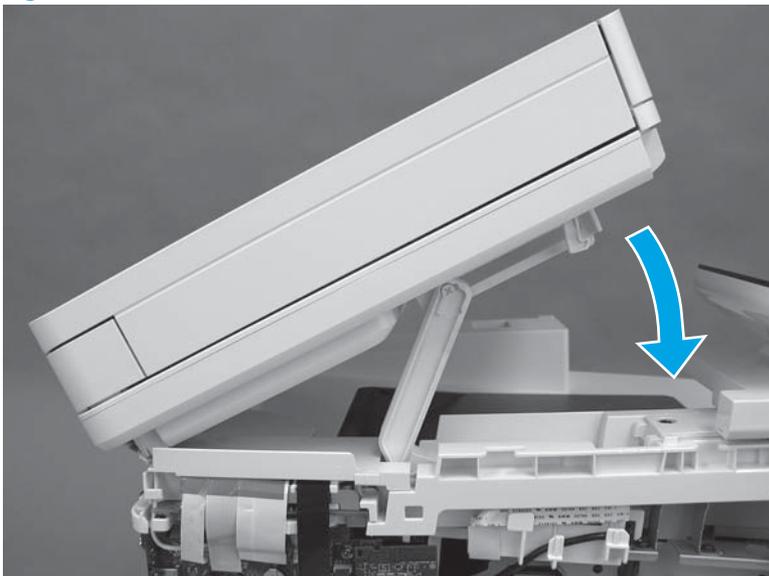
6. Rotate the tab on the scanner arm pin (callout 1) in the direction indicated to snap it into place.

Figure 1-3961 Secure the scanner arm pin



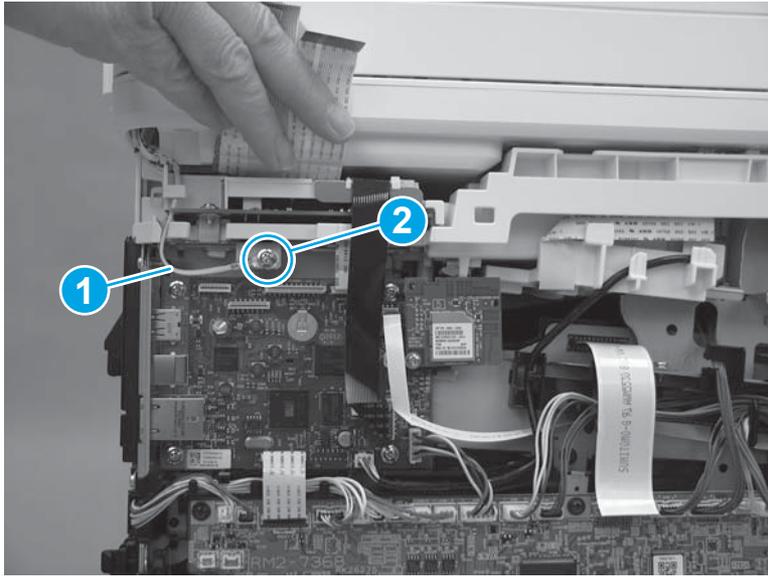
7. Lower the scanner.

Figure 1-3962 Lower the scanner



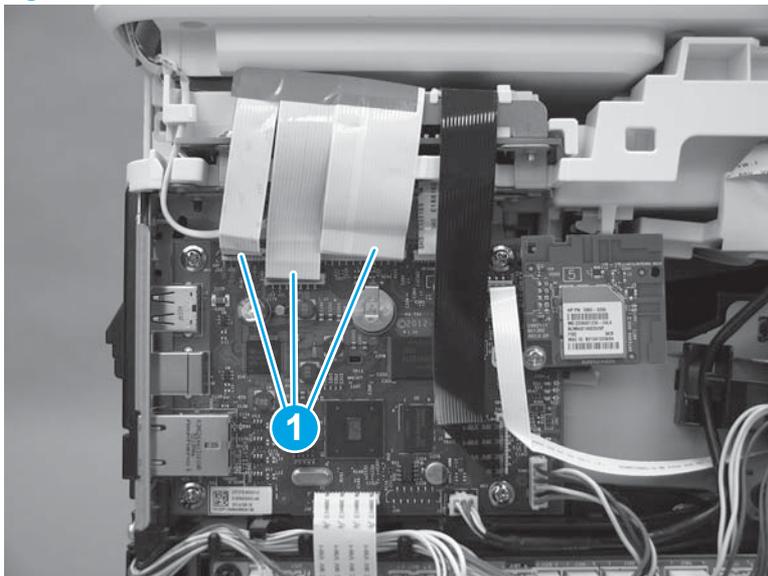
8. Raise the scanner cables up, position the ground wire (callout 1), and then install one screw (callout 2).

Figure 1-3963 Install the ground wire



9. Connect three connectors (callout 1).

Figure 1-3964 Install the M377, M477 scanner

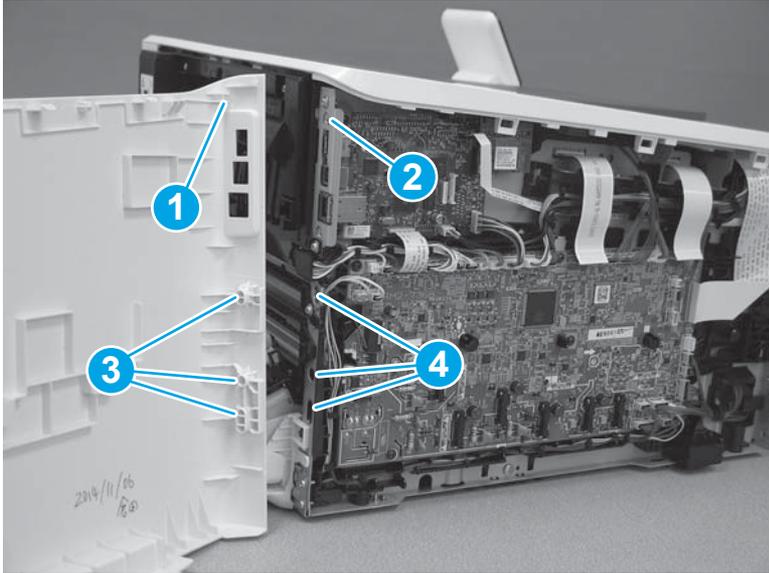


Step 18: Install the left cover (M452 models)

 **NOTE:** This step is for the M452 models. For the M377, M477 models, skip this step and go to [Step 19: Install the left cover \(M377, M477 models\) on page 2097.](#)

1. Position the hook (callout 1) on the cover in the slot (callout 2) on the printer. Position three tabs (callout 3) on the back of the cover in the slots (callout 4) in the printer.

Figure 1-3965 Position three tabs



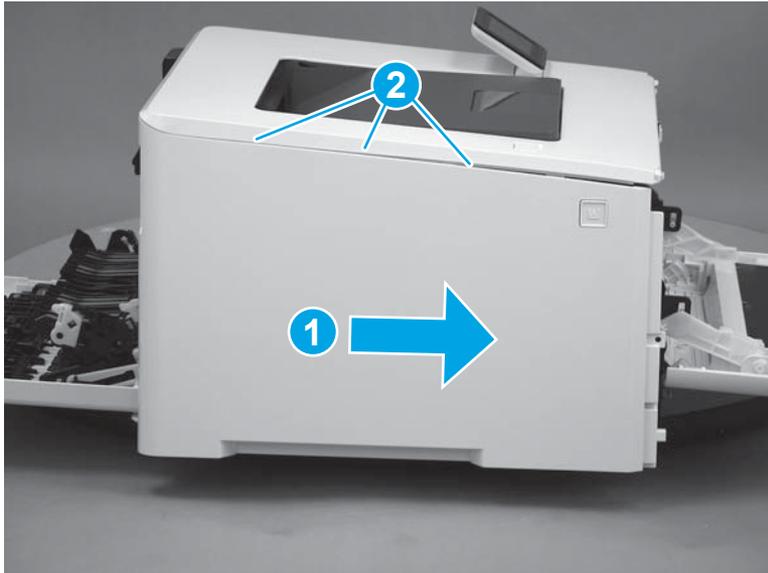
2. At the back of the printer, install the tab (callout 1) under the edge of the top cover (callout 2).

Figure 1-3966 Install one tab



3. Slide the cover toward the front of the printer (callout 1), and then engage three tabs (callout 2) on the top of the cover.

Figure 1-3967 Install the left cover



⚠ CAUTION: Make sure that the tab (callout 1) does not get caught behind the printer frame (callout 2).

Figure 1-3968 Make sure the tab does not get caught



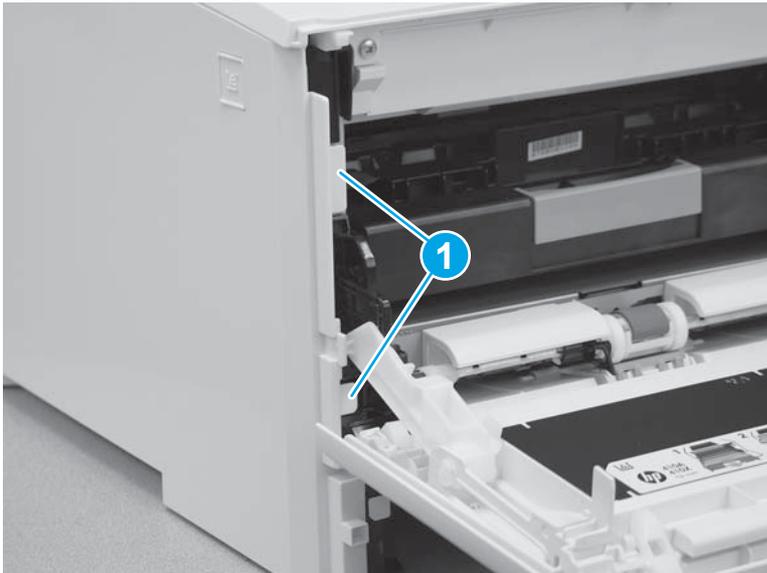
4. Slide the printer to the edge of a work surface in order to access the tabs on the bottom of the cover. Beginning from the back of the cover, install four tabs (callouts 1-4) on the lower edge of the cover.

Figure 1-3969 Install four tabs



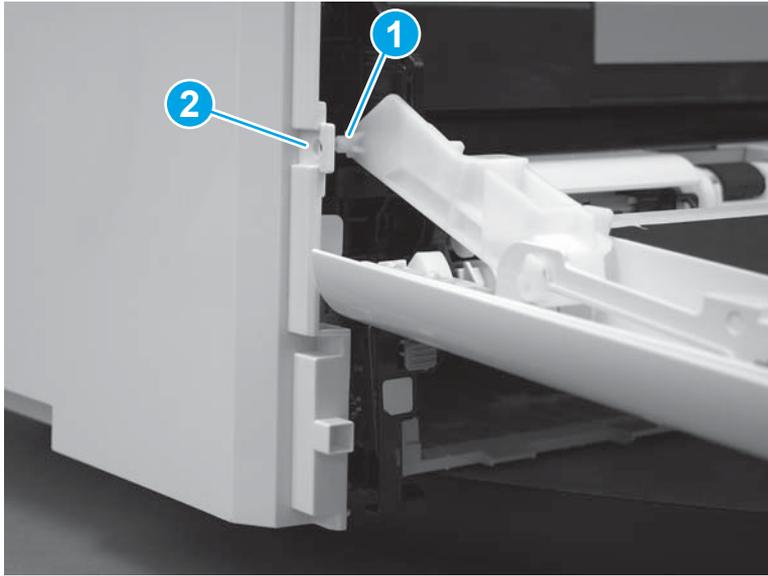
5. Install two tabs (callout 1) at the front of the cover.

Figure 1-3970 Engage two tabs



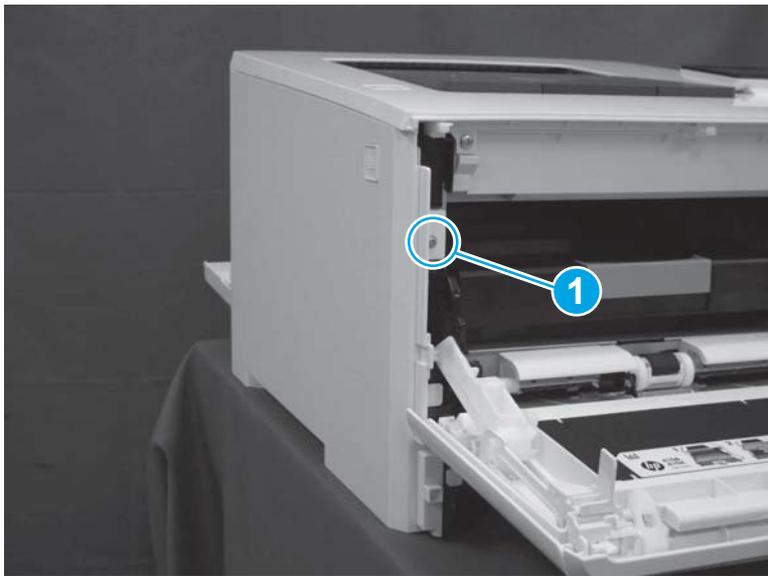
6. Make sure that the hinge pin (callout 1) on the front door fits into the slot (callout 2) on the left cover.

Figure 1-3971 Install hinge pin



7. Install one screw (callout 1).

Figure 1-3972 Install one screw

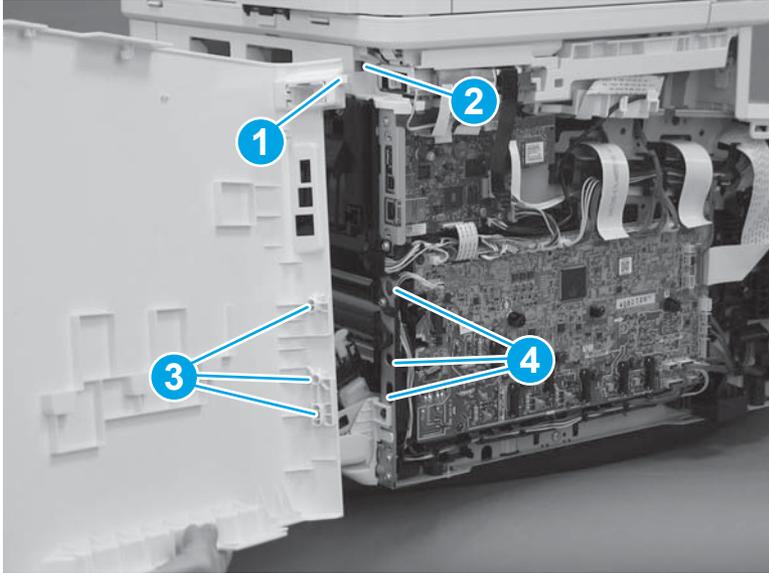


Step 19: Install the left cover (M377, M477 models)

 **NOTE:** This step is for the M377, M477 models. For the M452 models, skip this step and go to [Step 20: Install the right cover \(M452 models\) on page 2104.](#)

1. At the back of the printer, install the tab (callout 1) on the cover into the slot (callout 2) in the printer. Install the locator pins (callout 3) into the slots (callout 4) in the printer.

Figure 1-3973 Install one tab



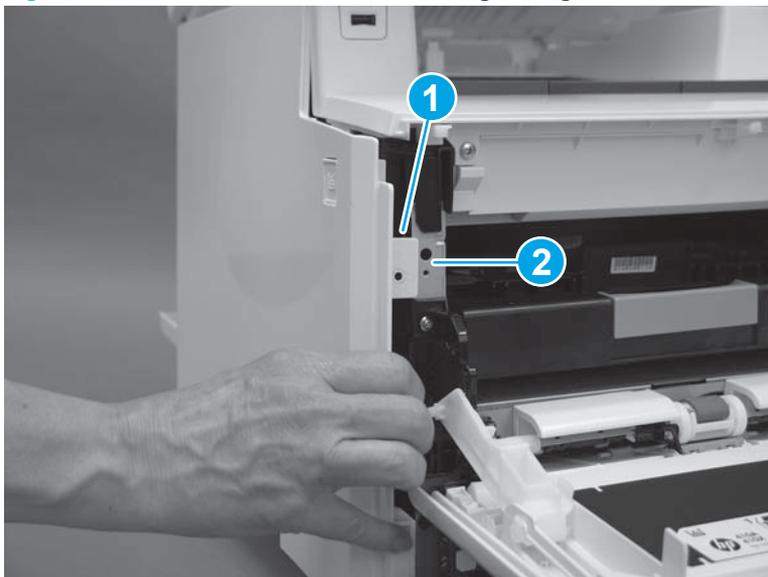
2. Rotate the cover toward the printer.

Figure 1-3974 Rotate the left cover



⚠ CAUTION: Make sure that the tab (callout 1) does not get caught behind the printer frame (callout 2).

Figure 1-3975 Make sure the tab does not get caught



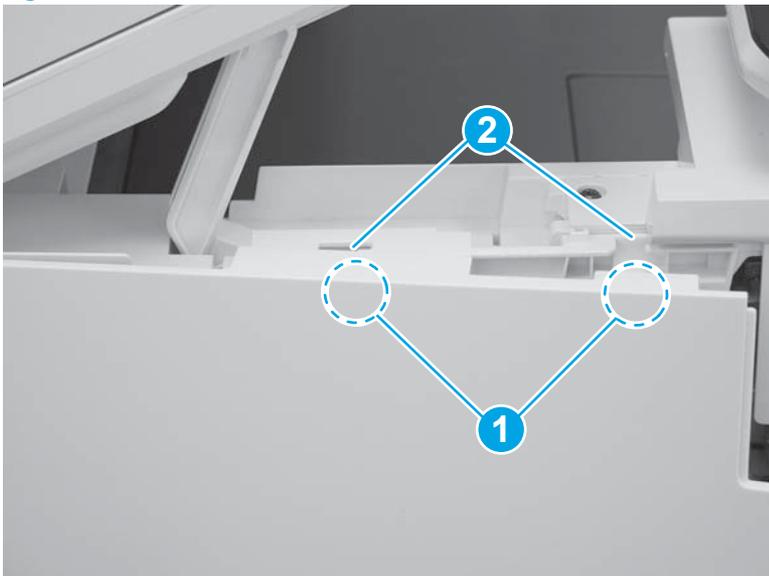
3. Raise the scanner.

Figure 1-3976 Raise the scanner



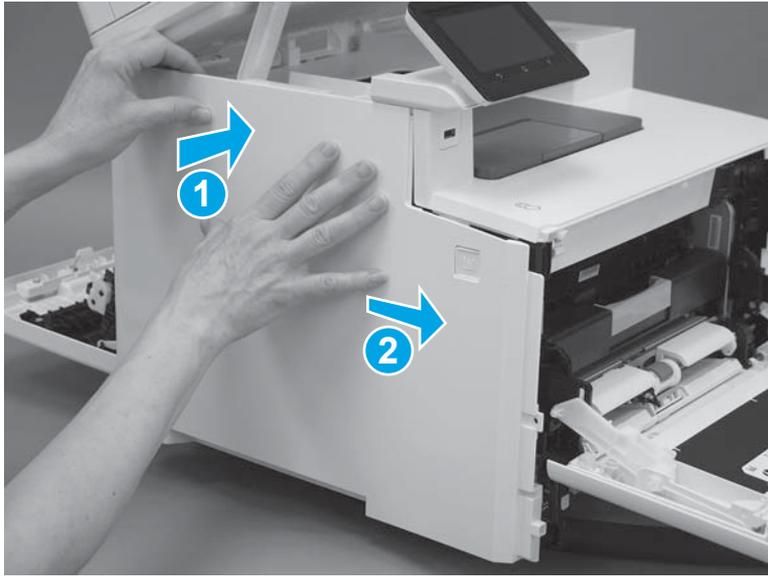
4. Position the hooks (callout 1) on the inside of the cover into the slots (callout 2) on the printer.

Figure 1-3977 Position the hooks in the slots



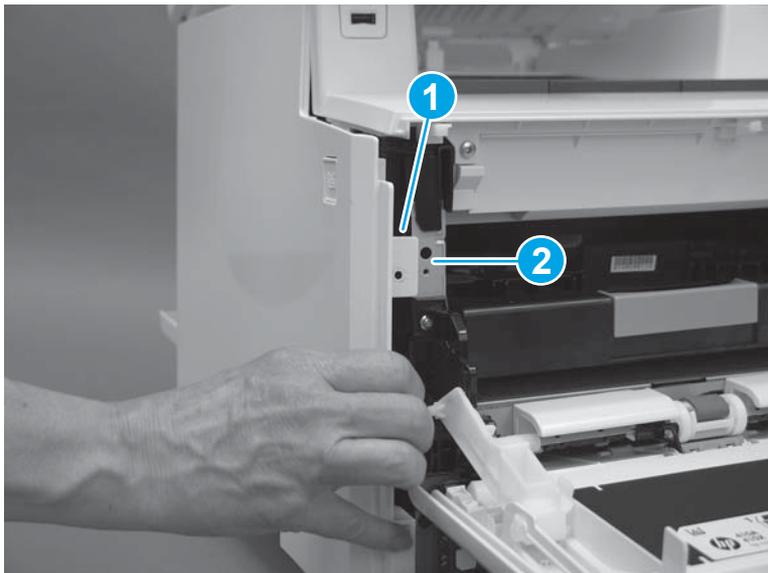
5. Hold the cover against the printer (callout 1), and then slide it (callout 2) toward the front of the printer.

Figure 1-3978 Install the top hooks



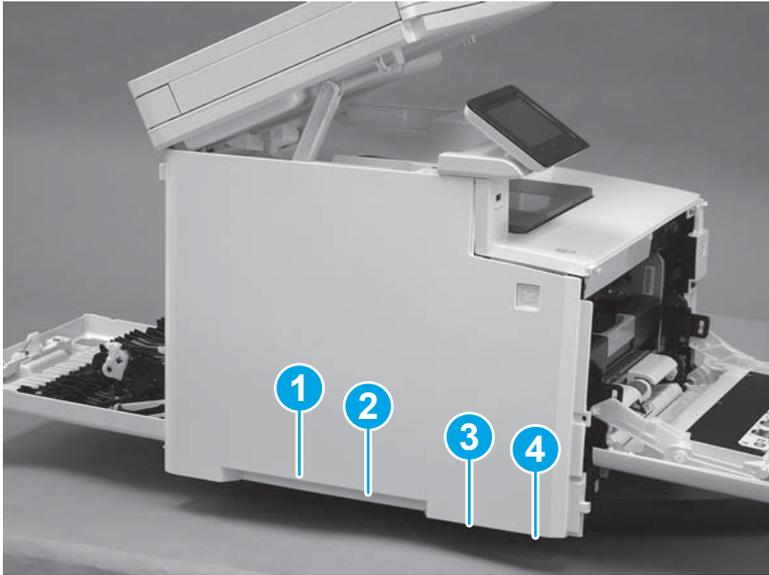
⚠ CAUTION: Make sure that the tab (callout 1) on the front of the cover does not get caught behind the printer frame (callout 2).

Figure 1-3979 Make sure the tab does not get caught



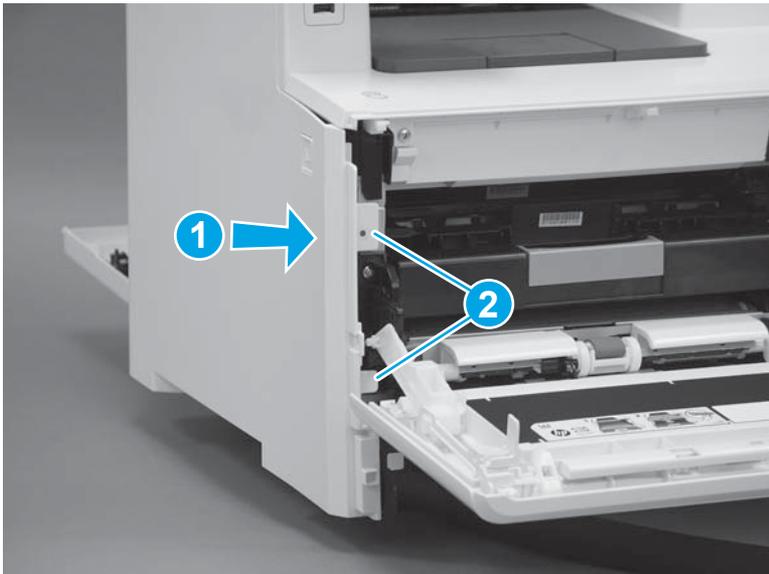
6. Slide the printer to the edge of a work surface in order to access the tabs on the bottom of the cover. Beginning from the back of the cover, install four tabs (callouts 1-4) on the lower edge of the cover.

Figure 1-3980 Install four tabs



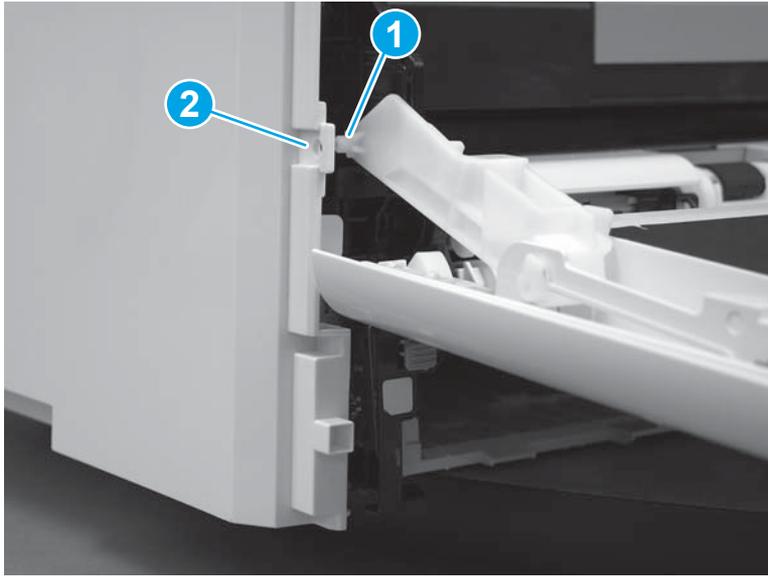
7. Press the cover toward the printer (callout 1), and then install two tabs (callout 2) at the front of the cover.

Figure 1-3981 Install two tabs



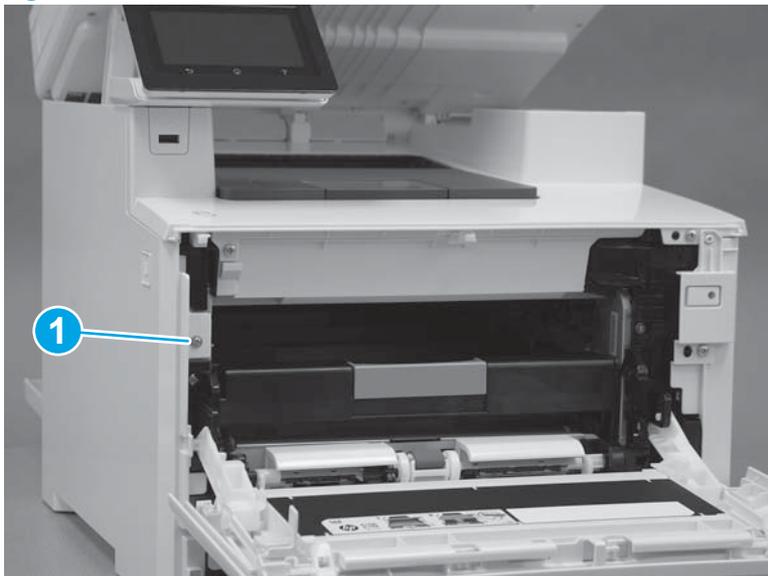
8. Make sure that the hinge pin (callout 1) on the front door fits into the slot (callout 2) on the left cover.

Figure 1-3982 Install hinge pin



9. Install one screw (callout 1).

Figure 1-3983 Install one screw



10. Lower the scanner.

Figure 1-3984 Lower the scanner

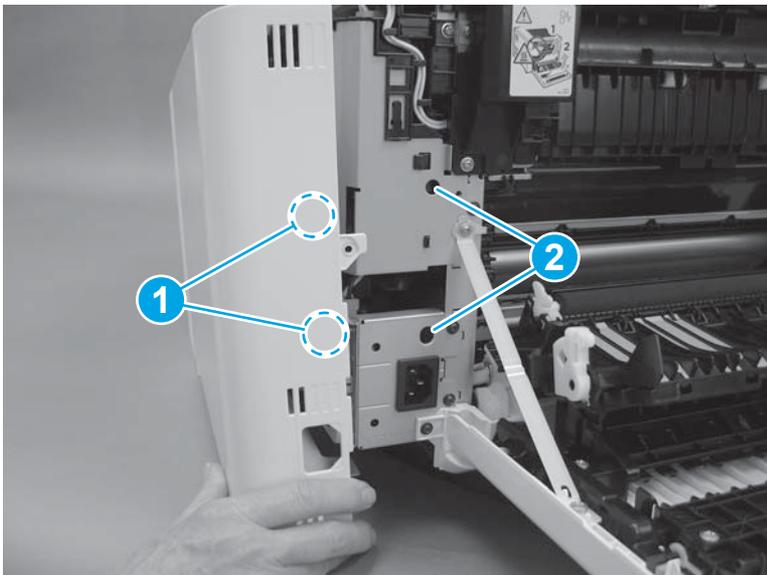


Step 20: Install the right cover (M452 models)

 **NOTE:** This step is for the M452 models. For the M377, M477 models, skip this step and go to [Step 21: Install the right cover \(M377, M477 models\) on page 2108](#).

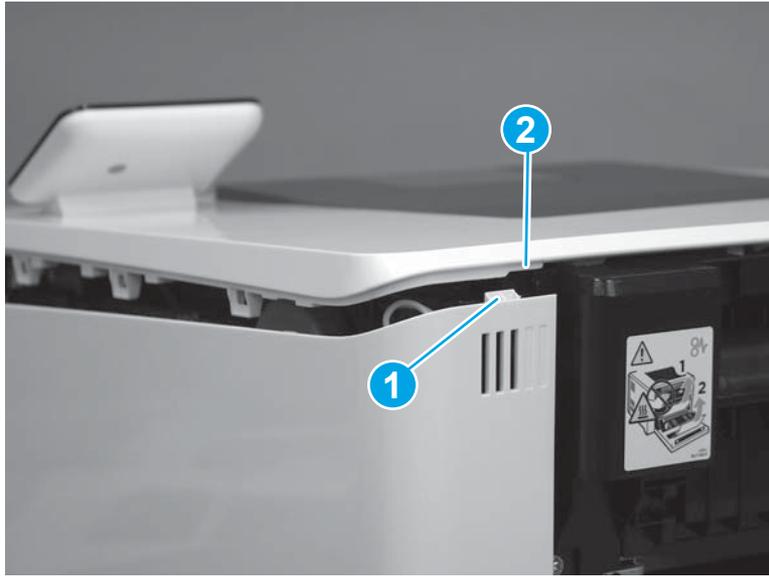
1. Position two tabs (callout 1) on the back of the cover in the slots (callout 2) in the printer.

Figure 1-3985 Position two tabs



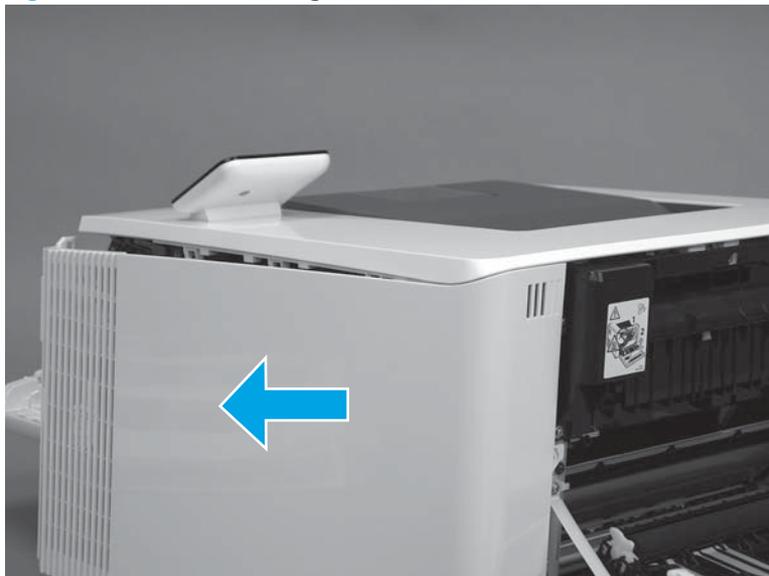
2. At the back of the printer, install the tab (callout 1) under the edge of the top cover (callout 2).

Figure 1-3986 Install rear tab



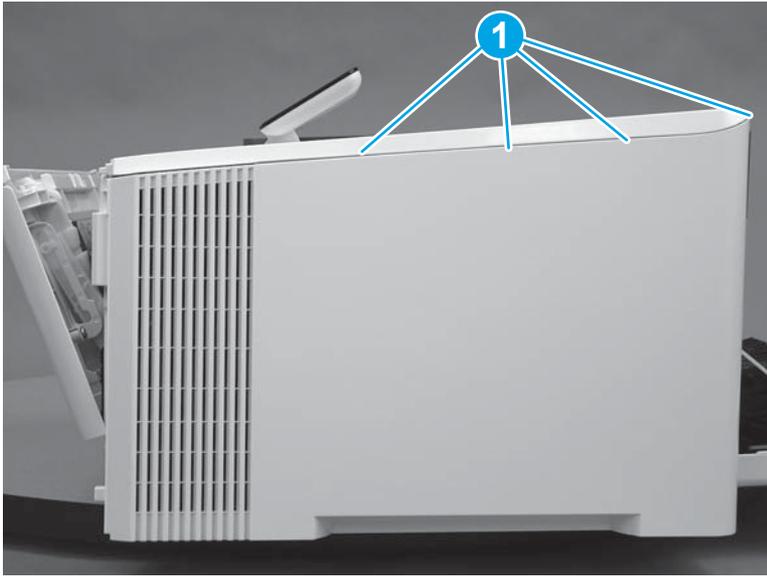
3. Slide the cover toward the front of the printer to install it.

Figure 1-3987 Install the right cover



- Engage three tabs (callout 2) on the top of the cover.

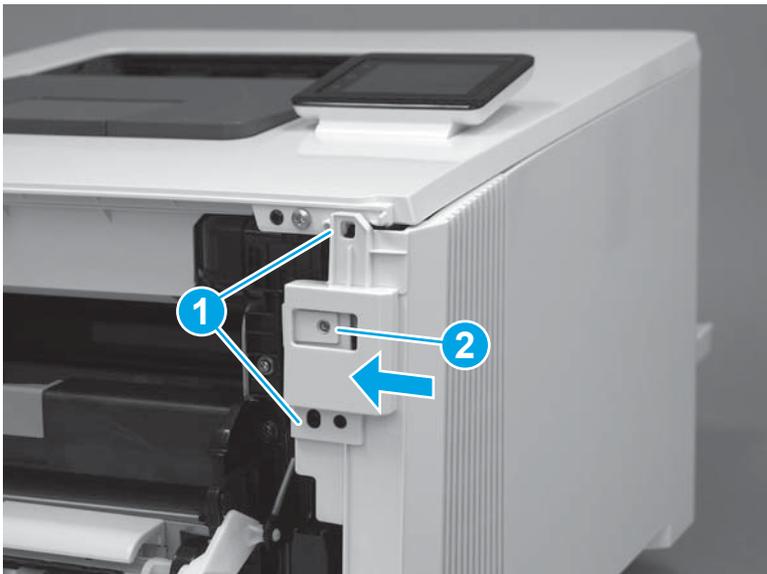
Figure 1-3988 Install upper tabs



- At the front of the printer, position the front of the cover over two tabs (callout 1).

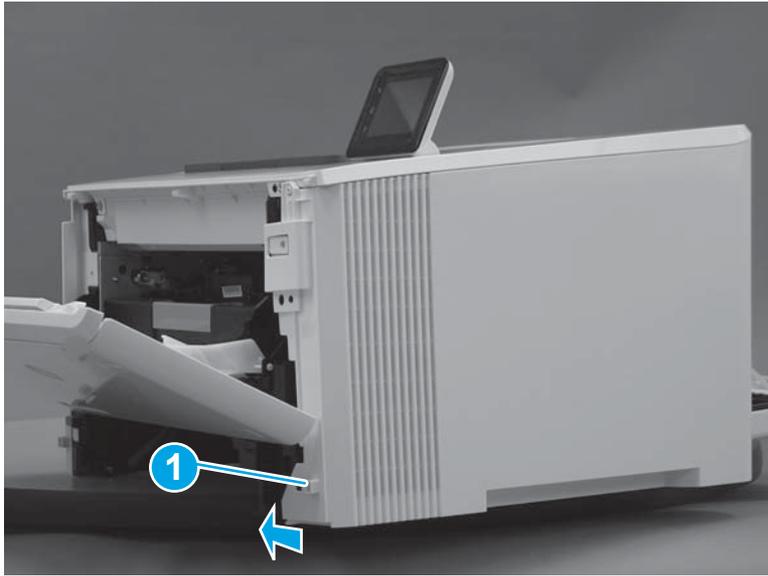
CAUTION: Be careful not to dislodge the power switch (callout 2).

Figure 1-3989 Install the front tabs



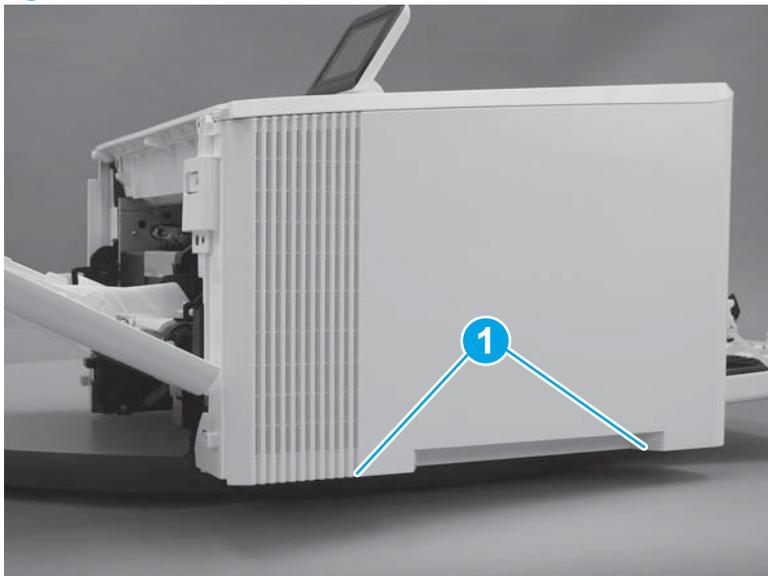
6. Press the right cover toward the printer to engage one tab (callout 1) on the front of the cover.

Figure 1-3990 Install the front lower tab



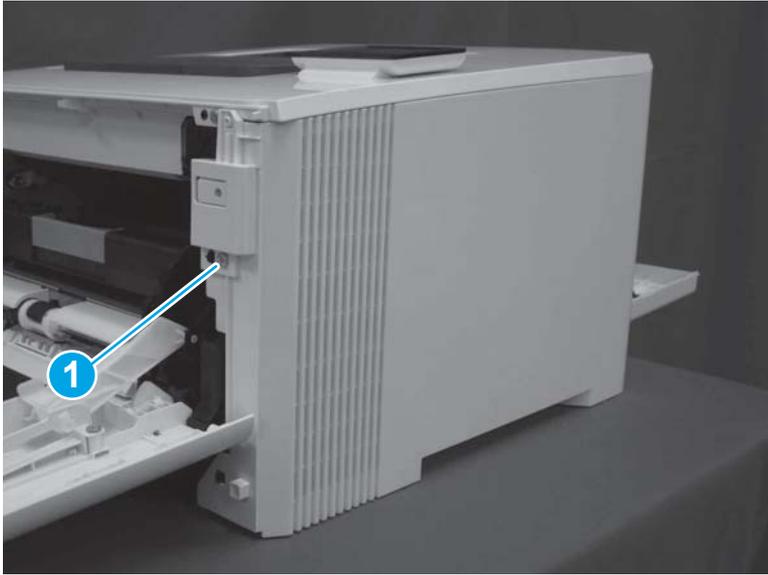
7. Install two tabs on the bottom of the cover (callout 1).

Figure 1-3991 Install two tabs



8. At the front of the printer, install one screw (callout 1).

Figure 1-3992 Install one screw



9. At the back of the printer, install one screw (callout 1).

Figure 1-3993 Install one screw

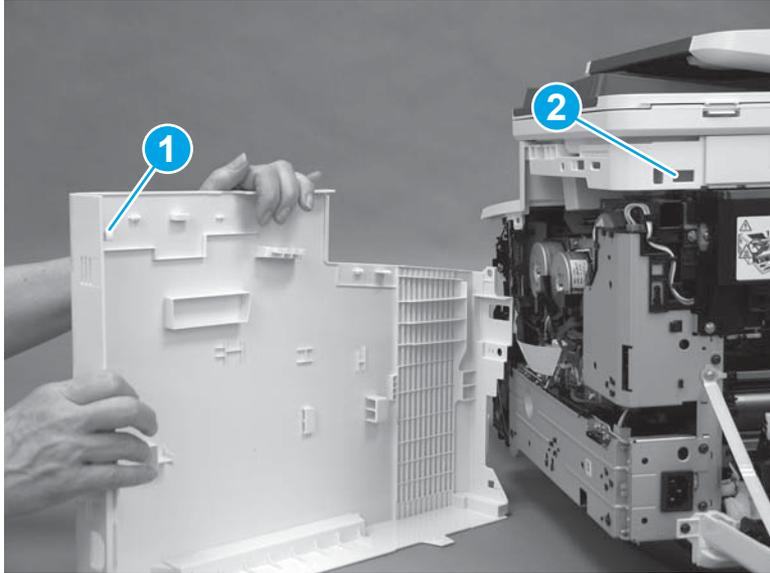


Step 21: Install the right cover (M377, M477 models)

 **NOTE:** This step is for the M377, M477 models. For the M452 models, skip this step and go to [Step 22: Close the front door and duplexer door on page 2114.](#)

1. At the back of the printer, install the tab (callout 1) on the cover into the slot (callout 2) on the printer.

Figure 1-3994 Install rear tab



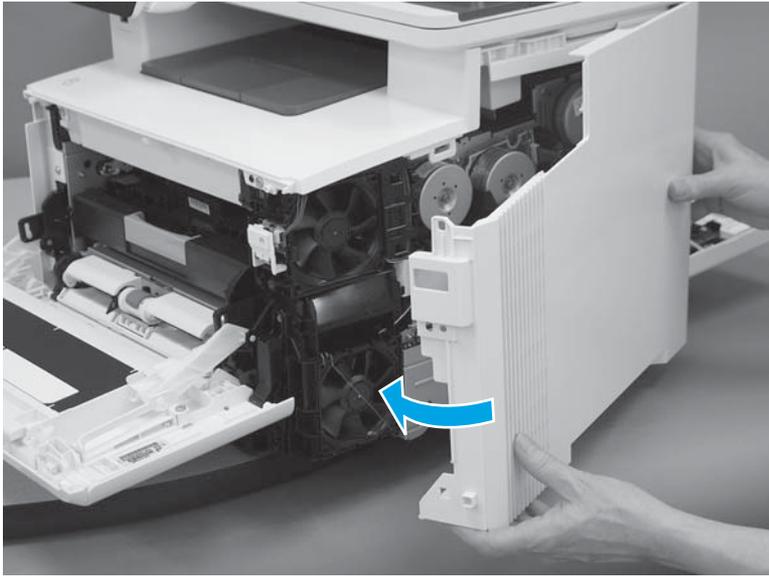
2. Raise the scanner.

Figure 1-3995 Raise the scanner



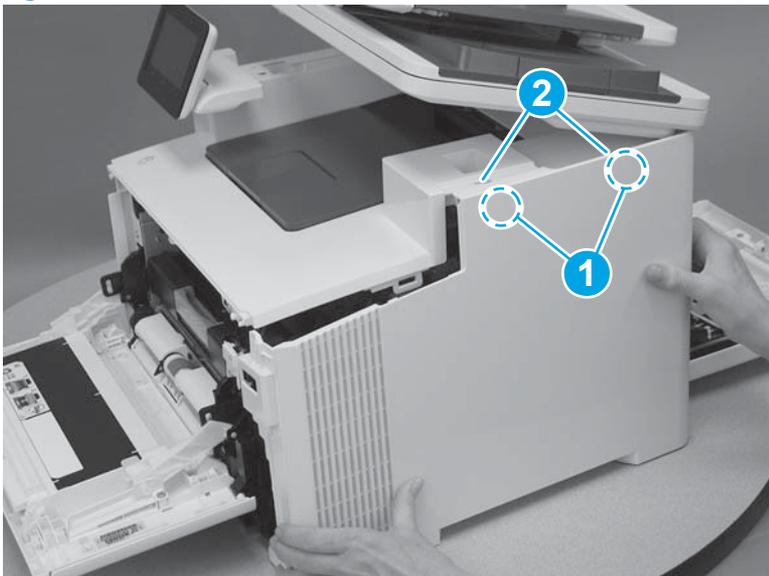
3. Rotate the right cover toward the printer.

Figure 1-3996 Rotate the right cover



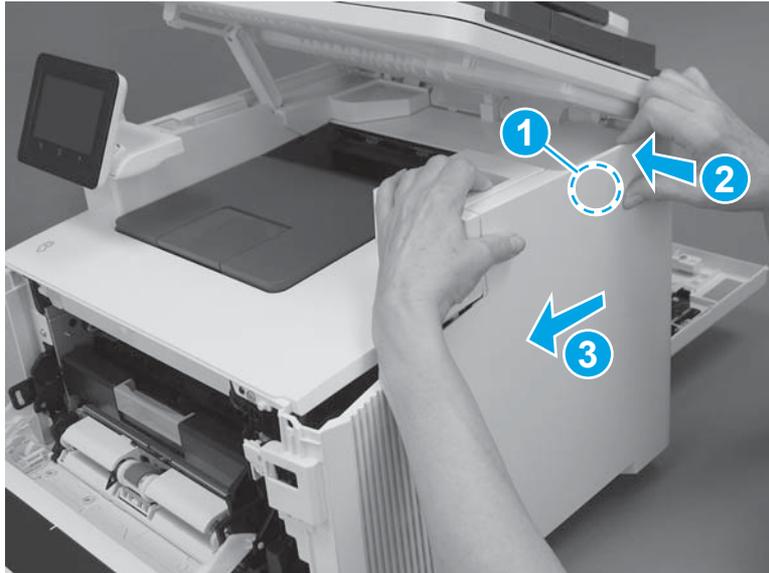
4. Position the hooks (callout 1) on the inside of the cover into the slots (callout 2) in the printer.

Figure 1-3997 Position the hooks in the slots



- Engage one hook (callout 1) on the inside of the cover. Hold the top of the cover closed (callout 2) while sliding the cover toward the front of the printer (callout 3).

Figure 1-3998 Slide the cover



- Rotate the front of the cover toward the printer (callout 1).

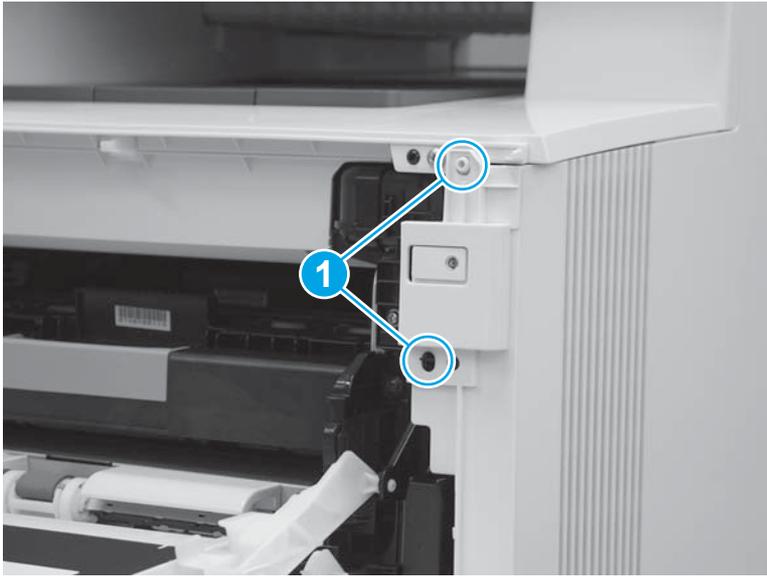
⚠ CAUTION: Be careful not to dislodge the power switch (callout 2).

Figure 1-3999 Rotate the front of the cover



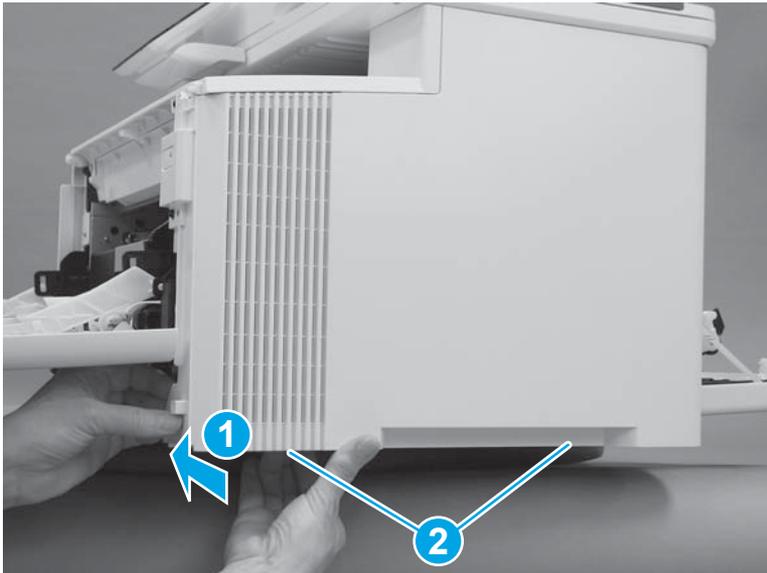
7. Install two tabs at the front of the printer (callout 1).

Figure 1-4000 Install two tabs



8. Press the right cover toward the printer (callout 1) to engage one tab on the front of the cover, and two tabs (callout 2) on the lower edge of the cover.

Figure 1-4001 Install the front and lower tabs



9. At the front of the printer, install one screw (callout 1).

Figure 1-4002 Install one screw



10. At the back of the printer, install one screw (callout 1).

Figure 1-4003 Install one screw



11. Lower the scanner.

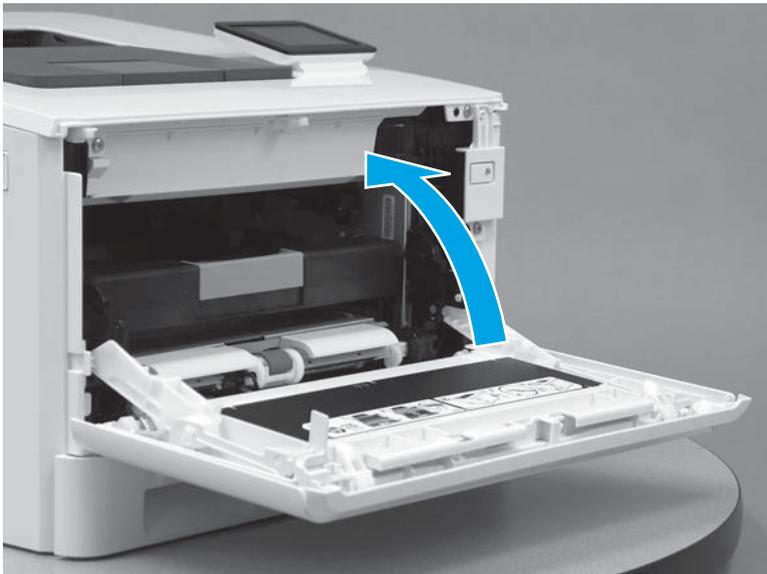
Figure 1-4004 Lower the scanner



Step 22: Close the front door and duplexer door

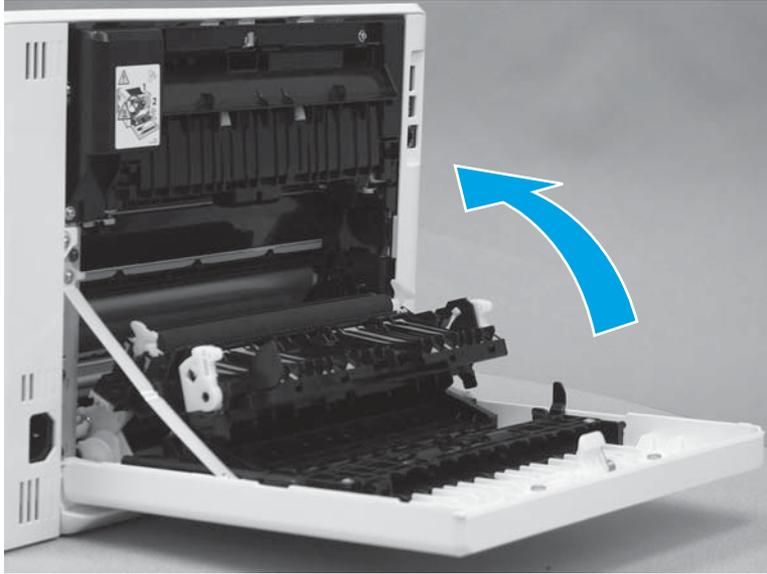
1. Close the front door.

Figure 1-4005 Close the front door



2. Close the duplexer door.

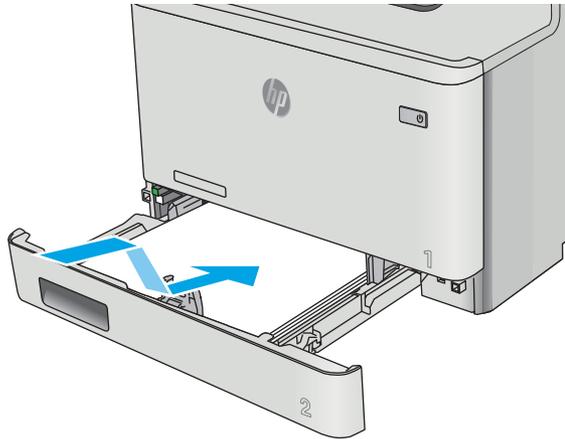
Figure 1-4006 Close the duplexer door



Step 23: Install Tray 2

- ▲ With the front of the tray slightly lifted, align the sides of the tray with the rails in the printer, and then carefully slide the tray into the printer. As the tray slides into the printer, lower the front of the tray, and then close it.

Figure 1-4007 Install the tray



Removal and replacement: Fuser (simplex models)

- [Introduction](#)
- [Step 1: Remove Tray 2](#)
- [Step 2: Open the front door and rear door](#)
- [Step 3: Remove the right cover \(M452 models\)](#)
- [Step 4: Remove the right cover \(M477 models\)](#)
- [Step 5: Remove the left cover \(M452 models\)](#)
- [Step 6: Remove the left cover \(M477 models\)](#)
- [Step 7: Remove the rear top cover \(simplex models\)](#)
- [Step 8: Remove the integrated scanner assembly \(M477 models\)](#)
- [Step 9: Remove the fax PCA \(M477 models\)](#)
- [Step 10: Remove the top cover \(M477 models\)](#)
- [Step 11: Remove the top cover \(M452 models\)](#)
- [Step 12: Remove the fuser \(simplex models\)](#)
- [Step 13: Unpack the replacement part](#)
- [Step 14: Install the fuser \(simplex models\)](#)
- [Step 15: Install the top cover \(M452 models\)](#)
- [Step 16: Install the top cover \(M477 models\)](#)
- [Step 17: Install the fax PCA \(M477 models\)](#)
- [Step 18: Install the integrated scanner assembly \(M477 models\)](#)
- [Step 19: Install the rear top cover \(simplex models\)](#)
- [Step 20: Install the left cover \(M452 models\)](#)
- [Step 21: Install the left cover \(M477 models\)](#)
- [Step 22: Install the right cover \(M452 models\)](#)
- [Step 23: Install the right cover \(M477 models\)](#)
- [Step 24: Close the front door and rear door](#)
- [Step 25: Install Tray 2](#)

Introduction

This document provides the procedures to remove and replace the fuser for simplex models.

Before you begin

- Turn off the printer.
- Disconnect the power cable.

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

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

| Fuser part number | |
|-------------------|----------------------|
| RM2-6431-000CN | Fuser (110V simplex) |
| RM2-6436-000CN | Fuser (220V simplex) |

Required tools

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

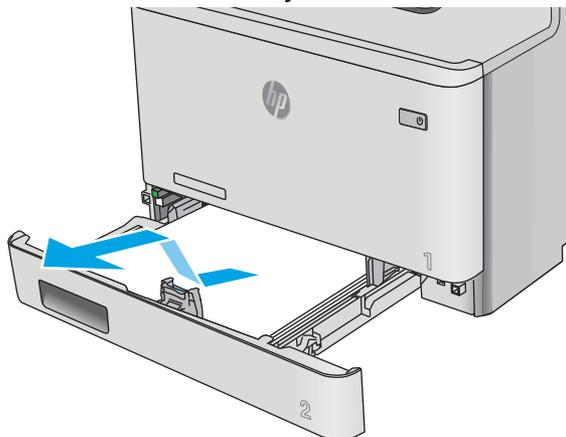
After performing service

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

Step 1: Remove Tray 2

- ▲ Pull the tray out until it stops. Lift the front of the tray, and then pull it out of the printer to remove it.

Figure 1-3662 Remove the tray



Step 2: Open the front door and rear door

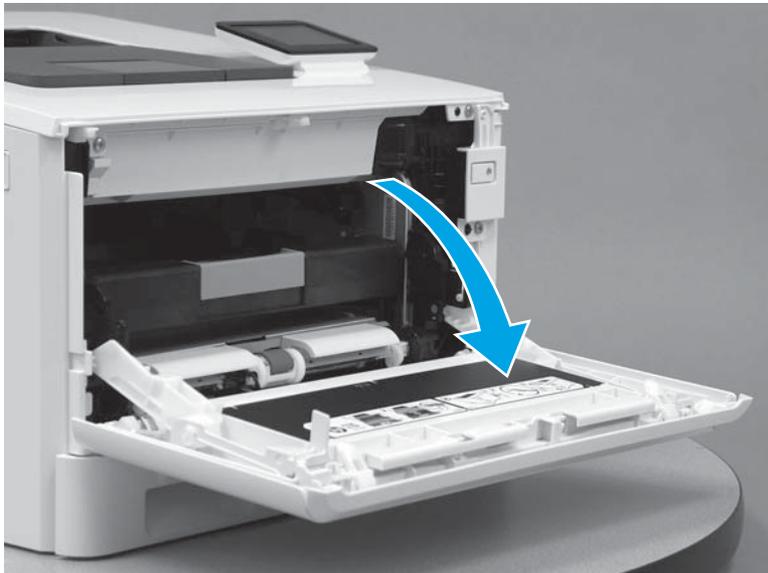
1. Press the button (callout 1) on the left side of the printer to release the front door.

Figure 1-3663 Release the front door



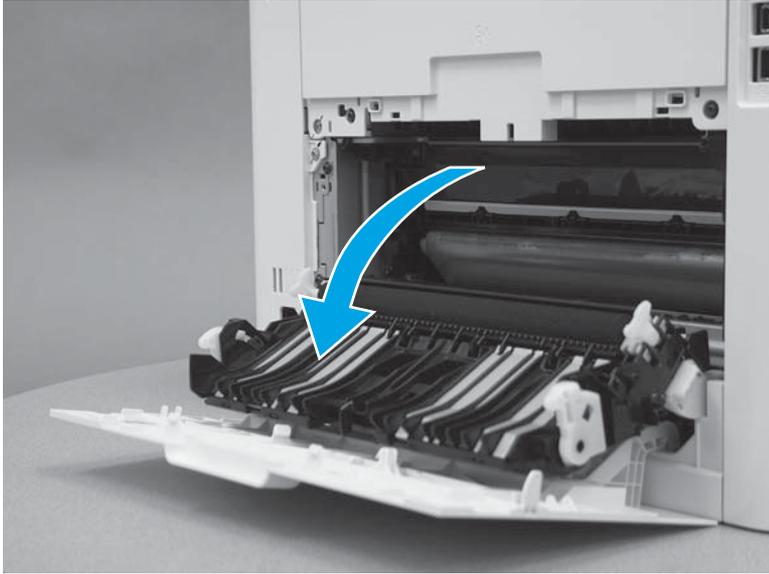
2. Open the front door.

Figure 1-3664 Open the front door



3. Open the rear door.

Figure 1-3665 Open the rear door



Step 3: Remove the right cover (M452 models)



NOTE: This step is for the M452 models. For the M477 models, skip this step and go to [Step 4: Remove the right cover \(M477 models\) on page 1946](#).

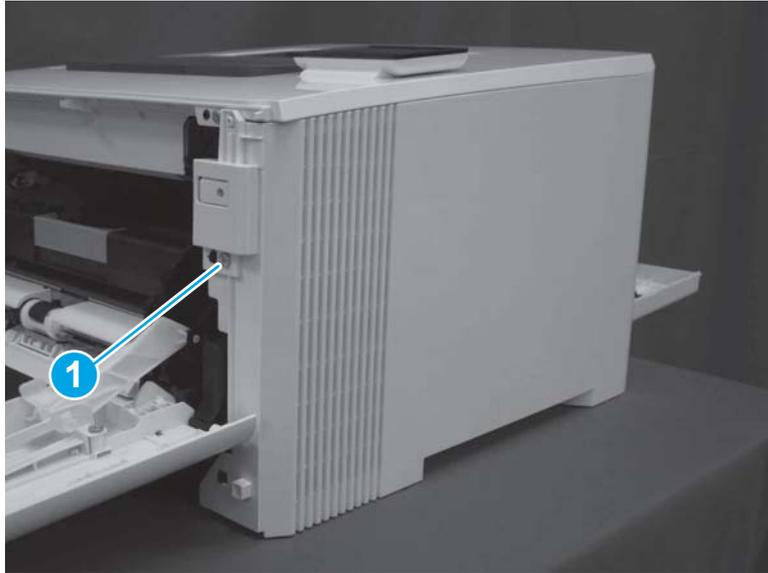
1. At the back of the printer, remove one screw (callout 1).

Figure 1-3666 Remove one screw



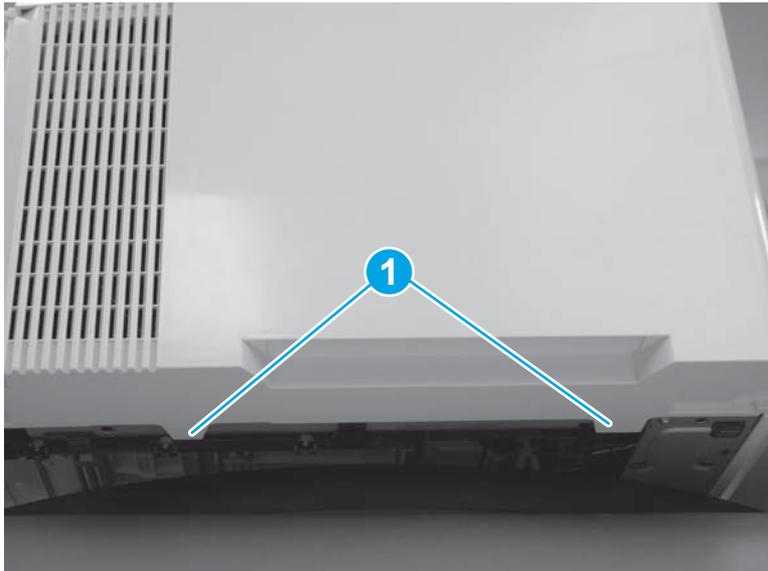
2. At the front of the printer, remove one screw (callout 1).

Figure 1-3667 Remove one screw



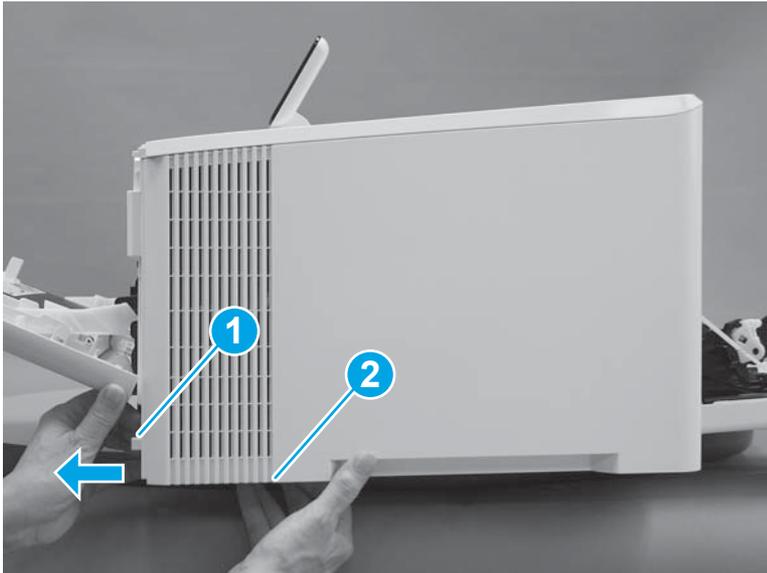
3. Slide the printer to the edge of a work surface. Note the location of the tabs on the lower edge of the cover (callout 1).

Figure 1-3668 Locate the tabs



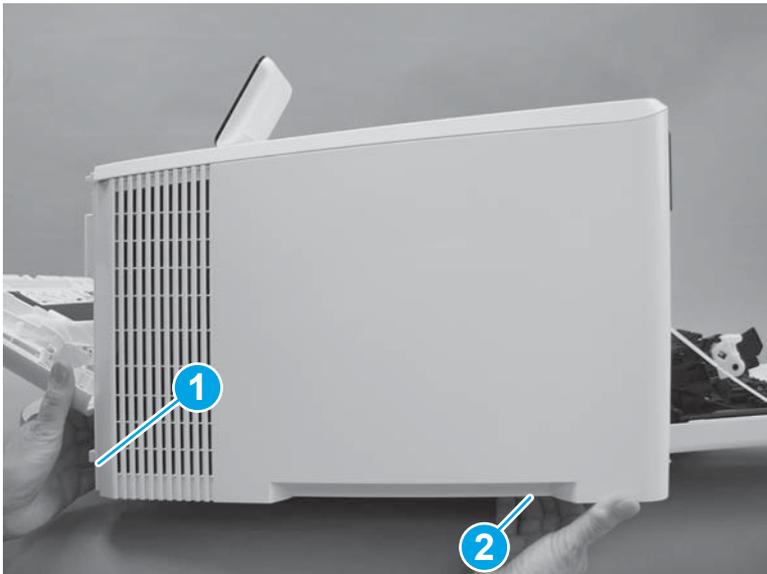
4. Release one tab (callout 1) on the front of the cover by slightly pulling the cover away from the printer. While holding the cover in the released position, release one tab (callout 2) on the bottom of the cover.

Figure 1-3669 Release front lower tabs



5. Hold the front tabs in the released position (callout 1), and then release one tab (callout 2) on the bottom of the cover, toward the back of the printer.

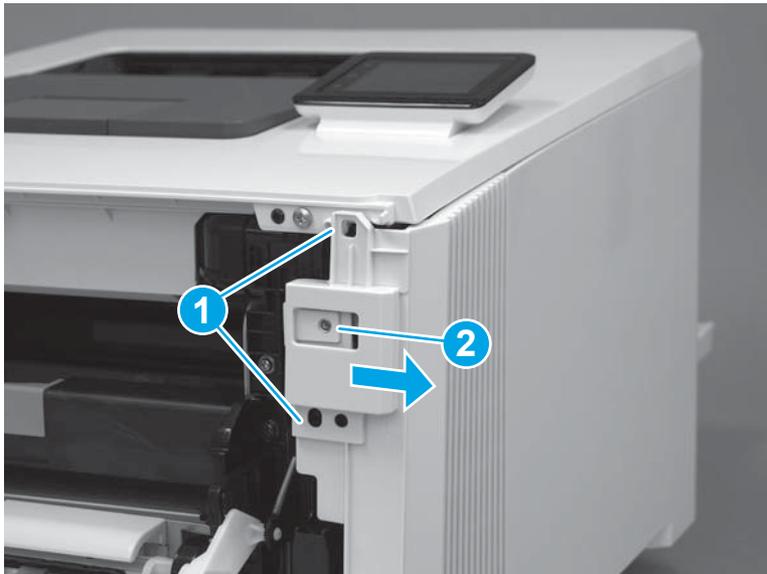
Figure 1-3670 Release lower rear tab



6. Release two tabs at the front of the printer (callout 1) by slightly pulling the cover away from the printer.

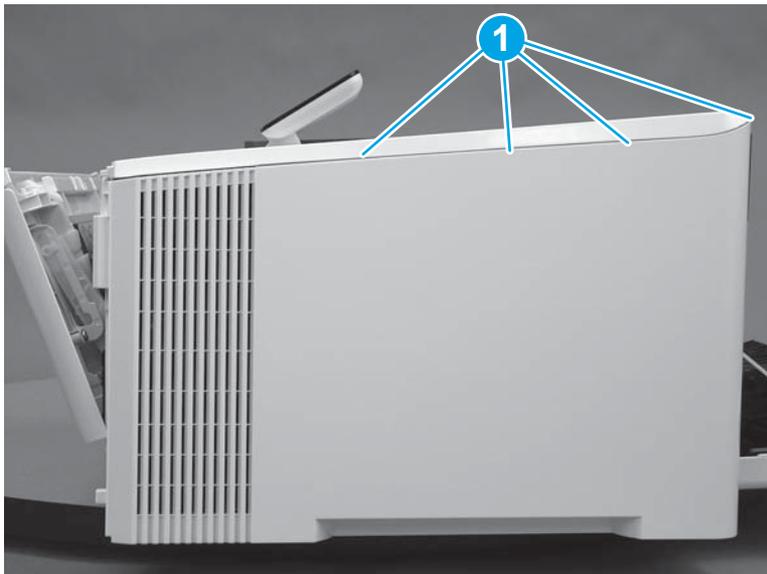
CAUTION: Be careful not to dislodge the power switch (callout 2).

Figure 1-3671 Release two front tabs



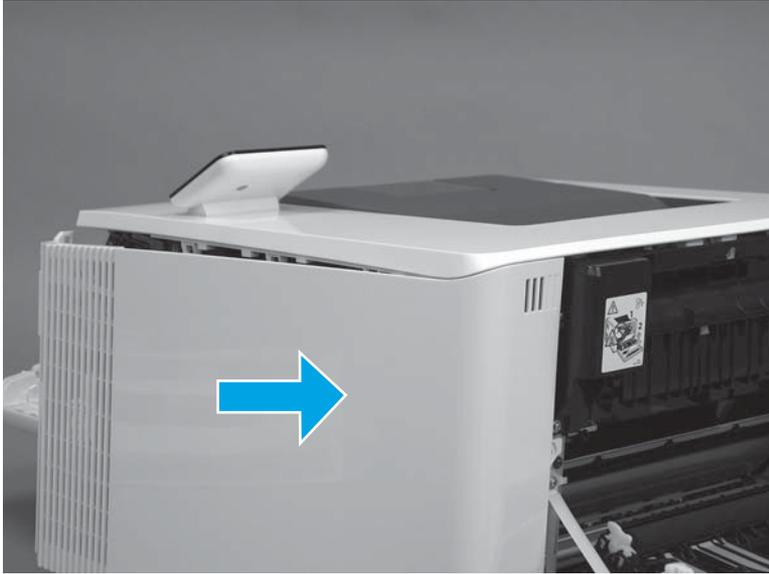
7. Release four tabs on the top of the printer (callout 1).

Figure 1-3672 Release upper tabs



8. Slide the cover toward the back of the printer to remove it.

Figure 1-3673 Remove the right cover



Step 4: Remove the right cover (M477 models)



NOTE: This step is for the M477 models. For the M452 models, skip this step and go to [Step 5: Remove the left cover \(M452 models\) on page 1952](#).

1. Raise the scanner.

Figure 1-3674 Raise the scanner



2. At the back of the printer, remove one screw (callout 1).

Figure 1-3675 Remove one screw



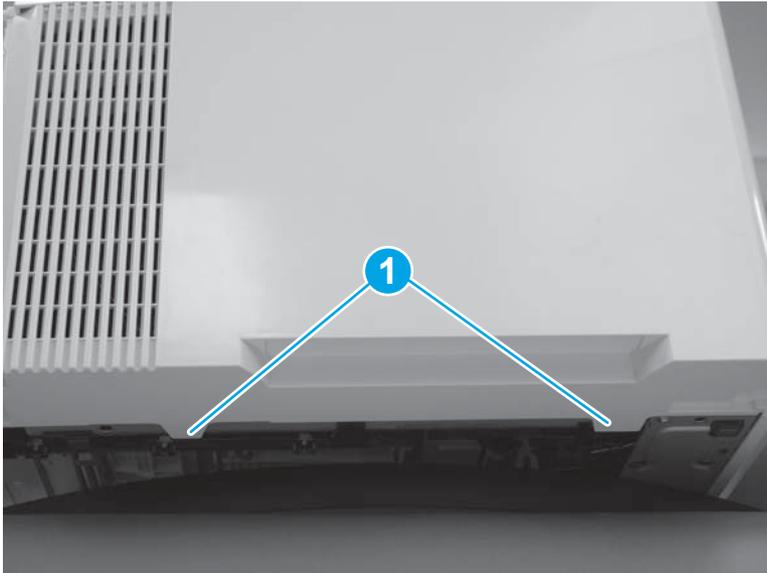
3. At the front of the printer, remove one screw (callout 1).

Figure 1-3676 Remove one screw



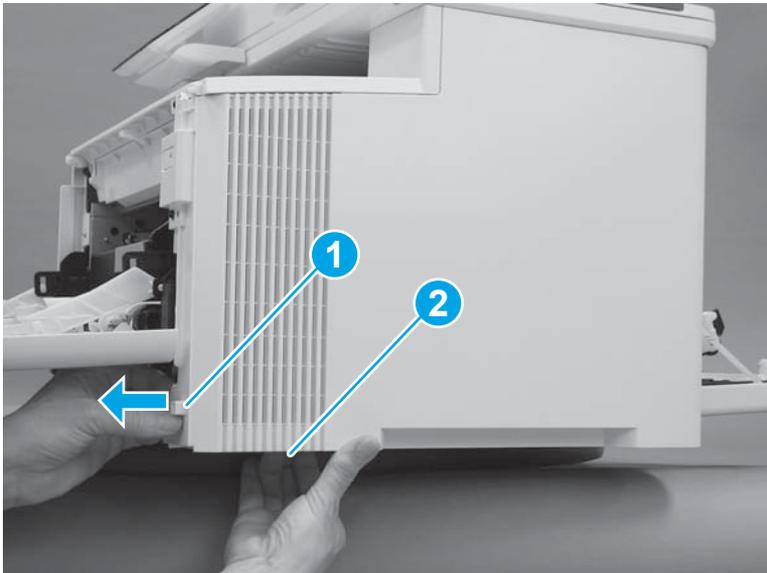
4. Slide the printer to the edge of a work surface. Note the location of the tabs on the lower edge of the cover (callout 1).

Figure 1-3677 Locate the tabs



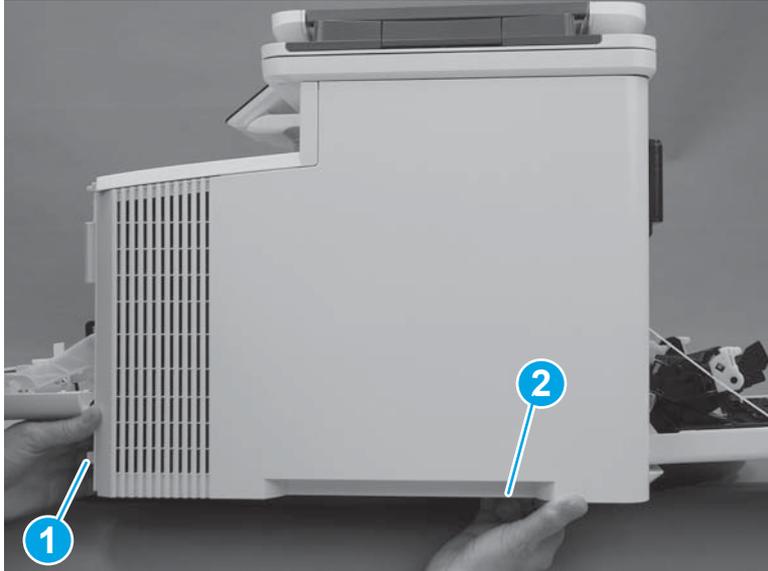
5. Release one tab (callout 1) on the front of the cover by slightly pulling the cover away from the printer. While holding the cover in the released position, release one tab (callout 2) on the lower edge of the cover.

Figure 1-3678 Release front lower tabs



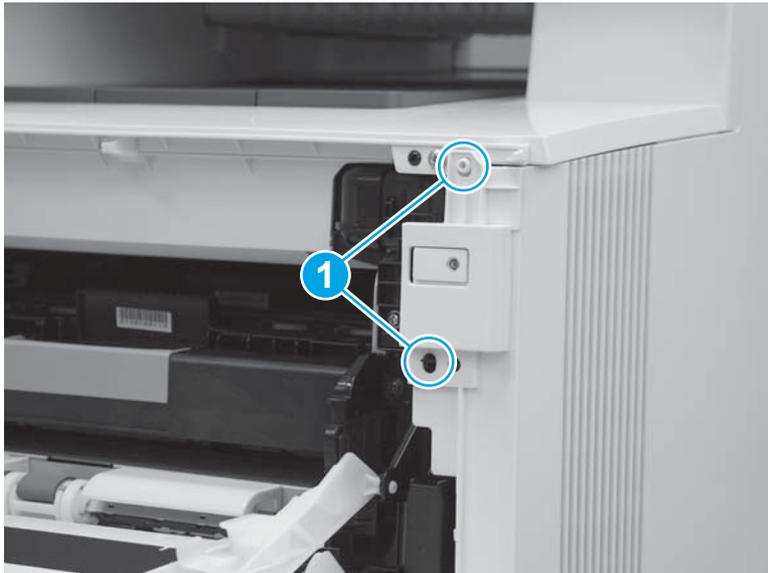
6. Hold the front tabs in the released position (callout 1), and then release one tab (callout 2) on the lower edge of the cover, toward the back of the printer.

Figure 1-3679 Release lower rear tab



7. Release two tabs at the front of the printer (callout 1) by slightly pulling the cover away from the printer.

Figure 1-3680 Release front upper tabs



8. Rotate the front of the cover away from the printer (callout 1).

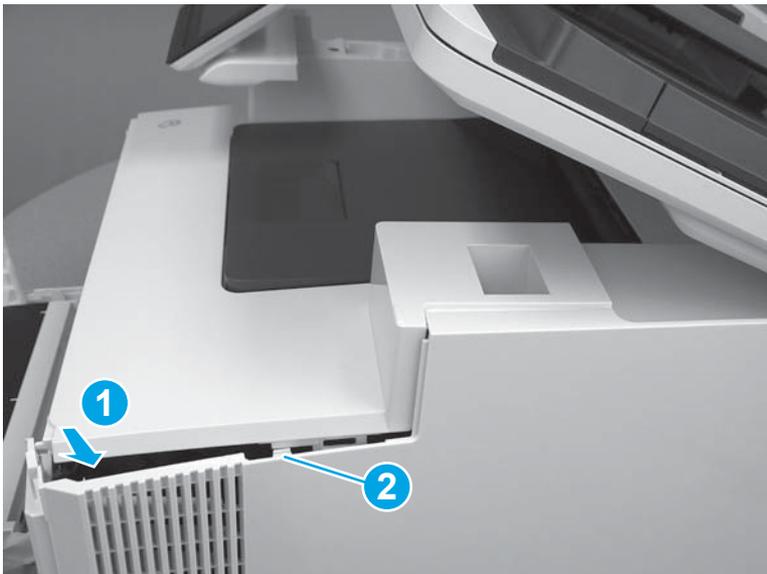
⚠ CAUTION: Be careful not to dislodge the power switch (callout 2).

Figure 1-3681 Rotate the front of the cover



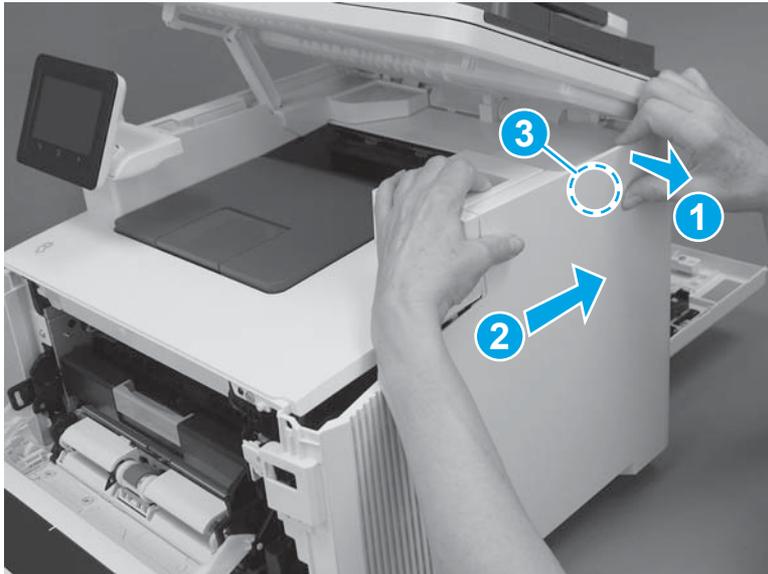
9. Slightly pull the front of the cover away from the printer (callout 1) to release one tab (callout 2).

Figure 1-3682 Release top tabs



10. At the top of the printer, slightly pull the top of the cover away from the printer to release one retention tab (callout 1) on the inside of the cover. While holding the cover away, slide the cover toward the back of the printer (callout 2) to release one hook (callout 3) on the inside of the cover.

Figure 1-3683 Release one tab and one hook



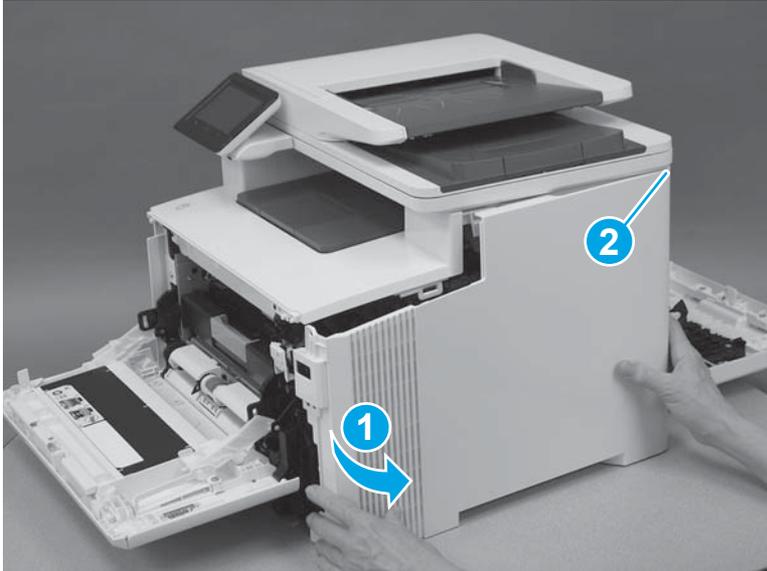
11. Lower the scanner.

Figure 1-3684 Lower the scanner



12. Rotate the cover away from the printer (callout 1) to release one tab (callout 2) at the back of the printer, and then remove the cover.

Figure 1-3685 Remove the right cover

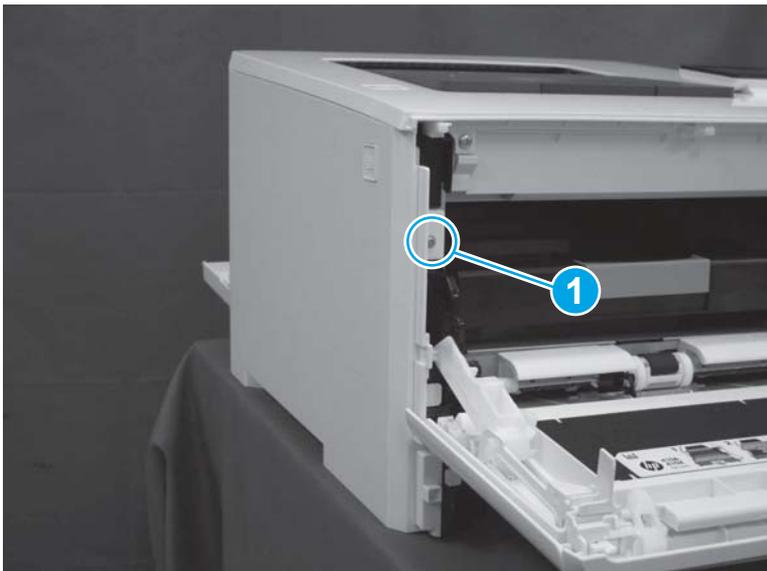


Step 5: Remove the left cover (M452 models)

 **NOTE:** This step is for the M452 models. For the M477 models, skip this step and go to [Step 6: Remove the left cover \(M477 models\) on page 1954](#).

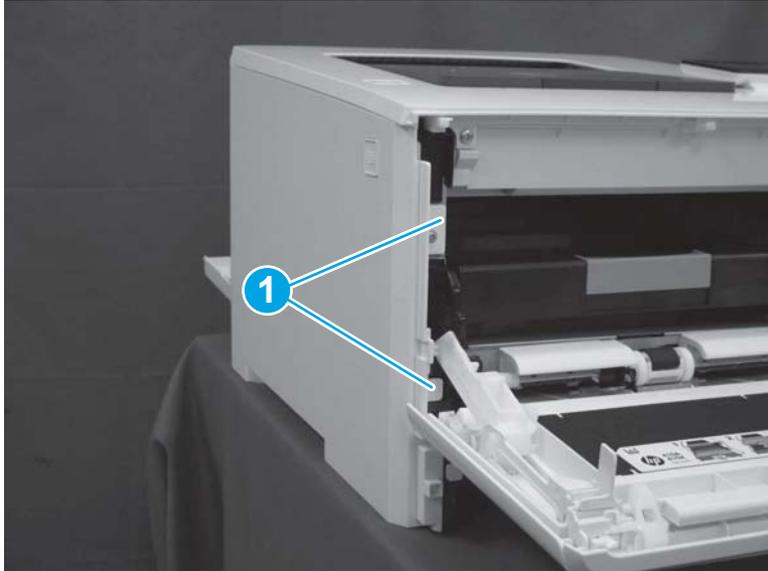
1. At the front of the printer, remove one screw (callout 1).

Figure 1-3686 Remove one screw



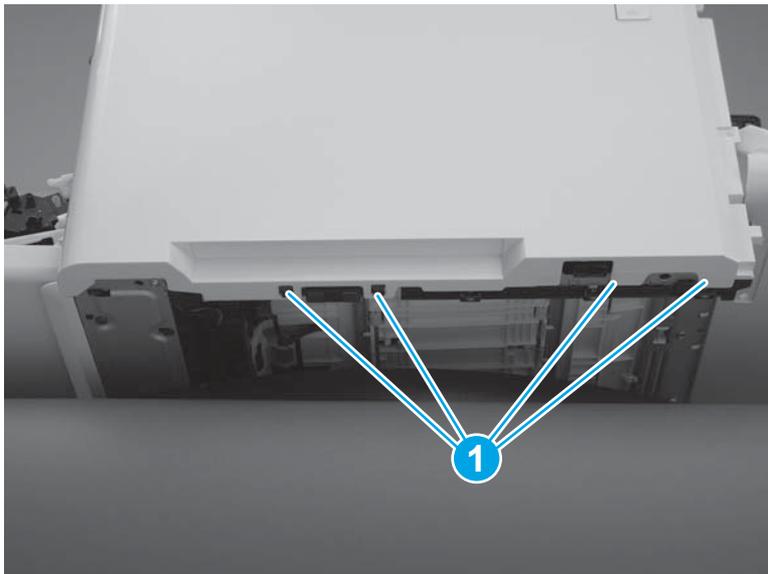
2. Release two tabs (callout 1) at the front of the cover. Hold the cover open to prevent the tabs from reengaging.

Figure 1-3687 Release two tabs



3. Slide the printer to the edge of a work surface. Note the location of the tabs on the lower edge of the cover (callout 1).

Figure 1-3688 Locate the tabs



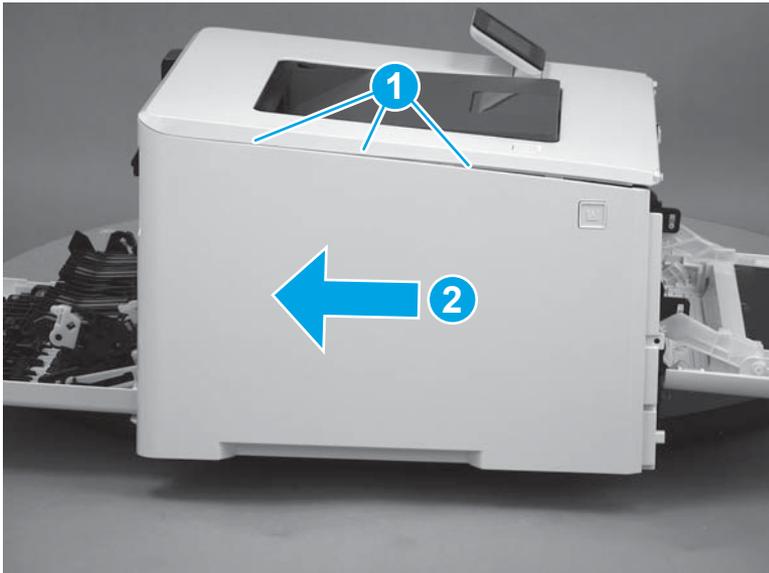
4. Beginning from the front of the cover, release four tabs (callouts 1-4) on the lower edge of the cover.

Figure 1-3689 Release bottom tabs



5. Release three tabs at the top of the cover (callout 1), and then slide the cover toward the rear of the printer to remove it.

Figure 1-3690 Release three tabs



Step 6: Remove the left cover (M477 models)

 **NOTE:** This step is for the M477 models. For the M452 models, skip this step and go to [Step 7: Remove the rear top cover \(simplex models\) on page 1959](#).

1. Raise the scanner.

Figure 1-3691 Raise the scanner



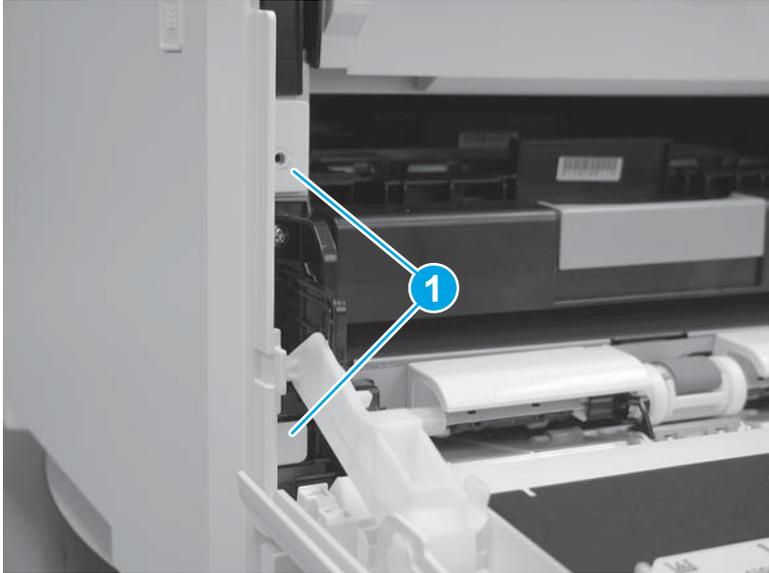
2. At the front of the printer, remove one screw (callout 1).

Figure 1-3692 Remove one screw



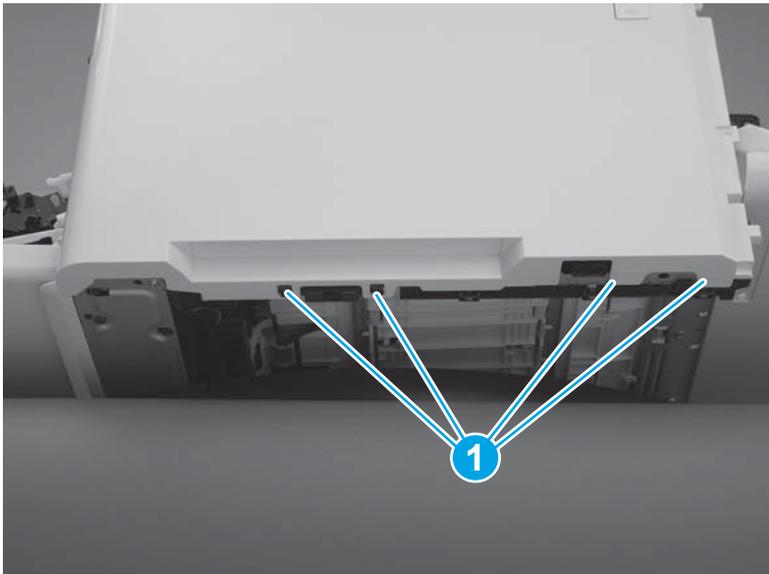
3. Release two tabs (callout 1) at the front of the cover. Hold the cover open to prevent the tabs from re-engaging.

Figure 1-3693 Release two tabs



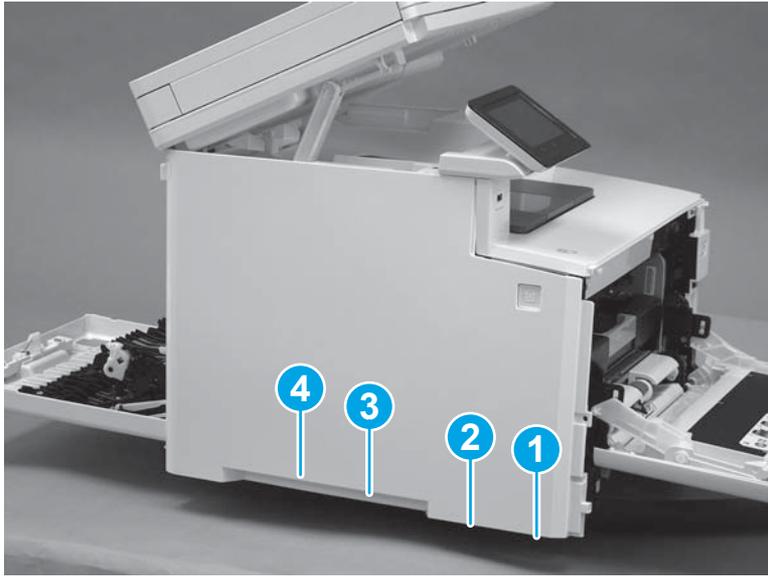
4. Slide the printer to the edge of a work surface. Note the location of the tabs on the lower edge of the cover (callout 1).

Figure 1-3694 Locate the tabs



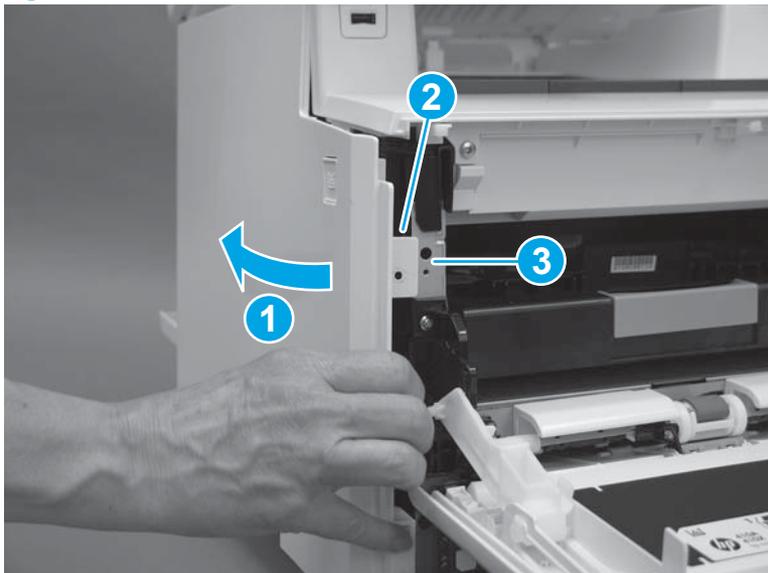
5. Beginning from the front of the cover, release the four tabs (callouts 1-4) on the lower edge of the cover.

Figure 1-3695 Release four tabs



6. Rotate the front of the cover away from the printer (callout 1). Make sure that the tab (callout 2) does not get caught on the printer frame (callout 3).

Figure 1-3696 Rotate the cover



7. At the top of the printer, slightly pull the top of the cover away from the printer to release one retention tab (callout 1) on the inside of the cover. While holding the cover away, slide the cover toward the back of the printer (callout 2) to release two hooks (callout 3) inside the cover.

Figure 1-3697 Release one tab and two hooks



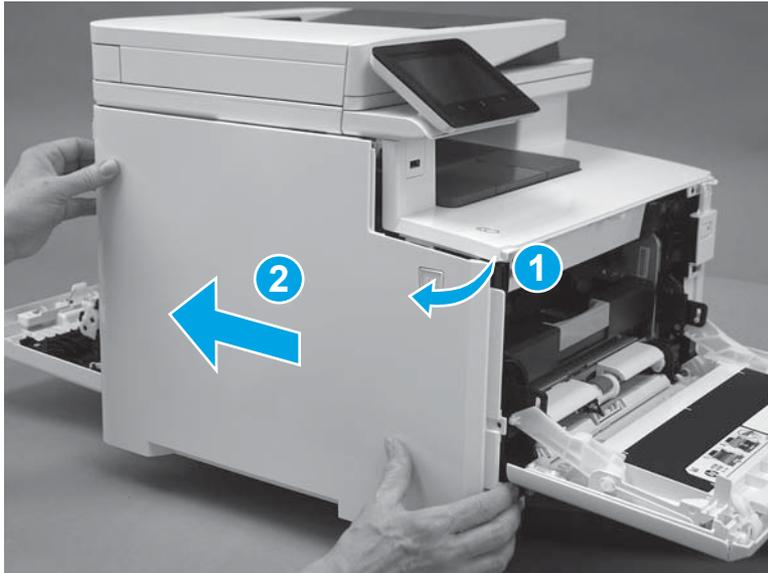
8. Lower the scanner.

Figure 1-3698 Lower the scanner



9. Rotate the cover away from the printer (callout 1), and then slide the cover (callout 2) toward the back of the printer to remove it.

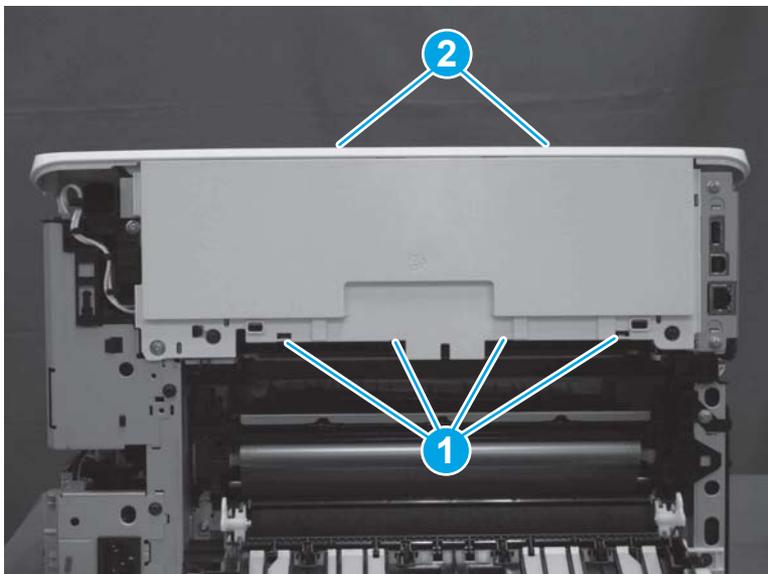
Figure 1-3699 Remove the left cover



Step 7: Remove the rear top cover (simplex models)

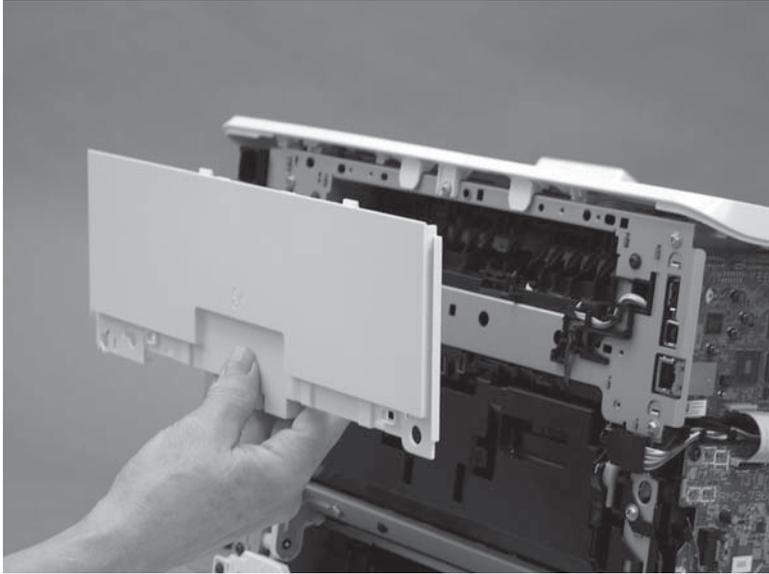
1. At the back of the printer, release four tabs (callout 1) on the bottom of the cover and two tabs (callout 2) on the top of the cover.

Figure 1-3700 Release six tabs



2. Remove the rear top cover.

Figure 1-3701 Remove the rear top cover

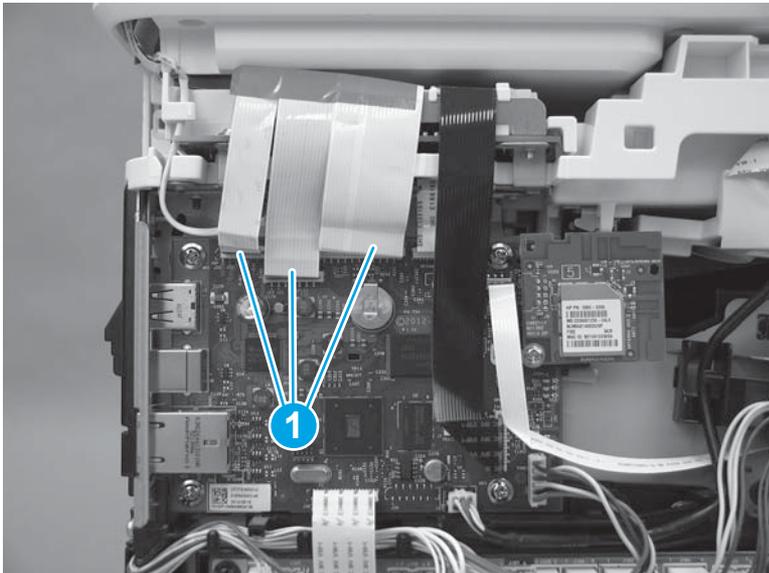


Step 8: Remove the integrated scanner assembly (M477 models)

 **NOTE:** This step is for the M477 models. For the M452 models, skip this step and go to [Step 11: Remove the top cover \(M452 models\) on page 1973](#).

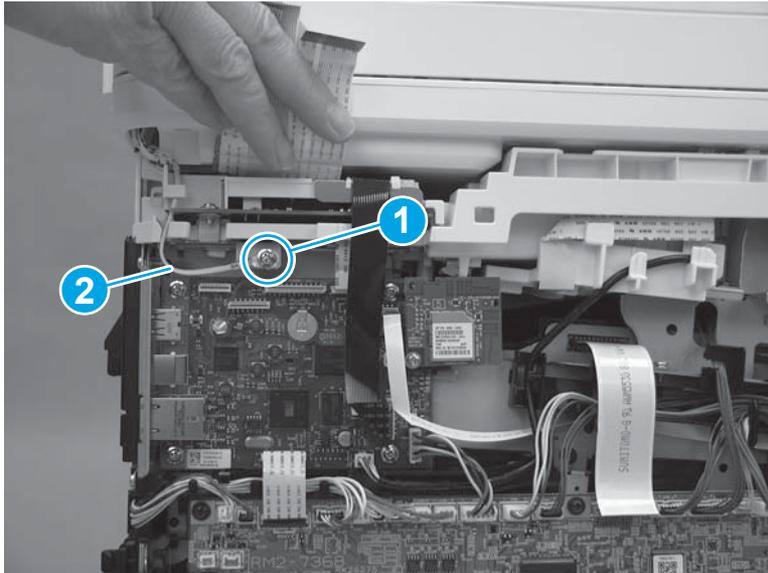
1. On the left side of the printer, disconnect three connectors (callout 1).

Figure 1-3702 Disconnect the scanner cables



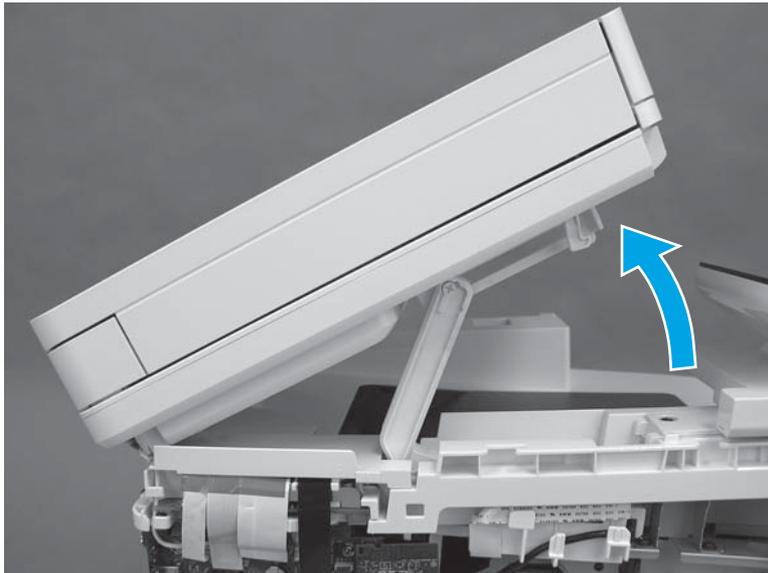
2. Raise the scanner cables up, and then remove one screw (callout 1) to release the ground wire (callout 2).

Figure 1-3703 Remove one screw and release the ground wire



3. Raise the scanner.

Figure 1-3704 Raise the scanner



4. With the scanner lifted, release the tab (callout 1) on the scanner support arm pin from the slot and rotate the pin in the direction indicated.

Figure 1-3705 Release the scanner arm pin



5. Remove the scanner arm pin.

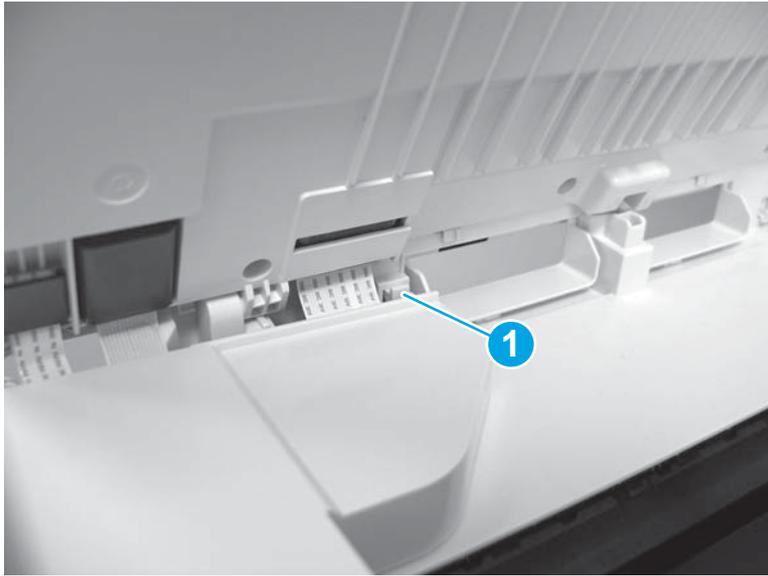
CAUTION: Once the scanner arm pin is removed, support the scanner with one hand at all times so that it does not fall backwards off of the printer.

Figure 1-3706 Remove the scanner arm pin.



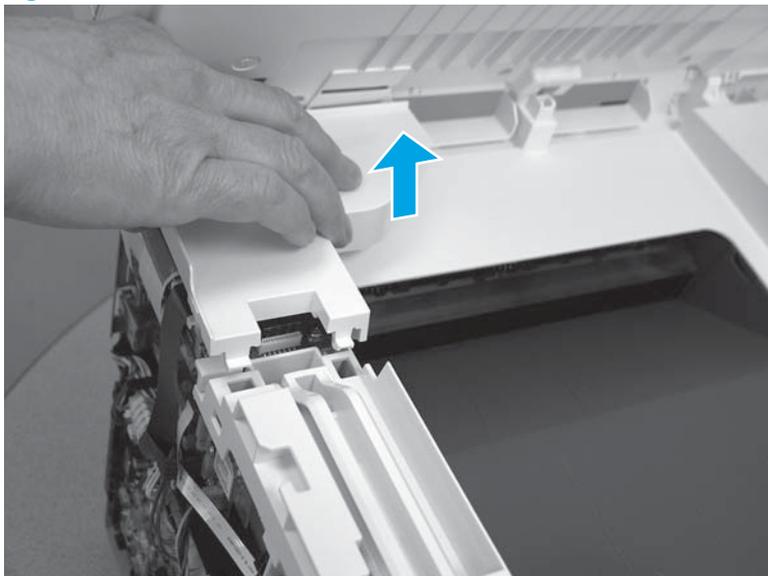
6. On the top of the printer, use a flat-blade screwdriver to release one tab (callout 1).

Figure 1-3707 Release one tab



7. Remove the scanner cable cover.

Figure 1-3708 Remove the scanner cable cover



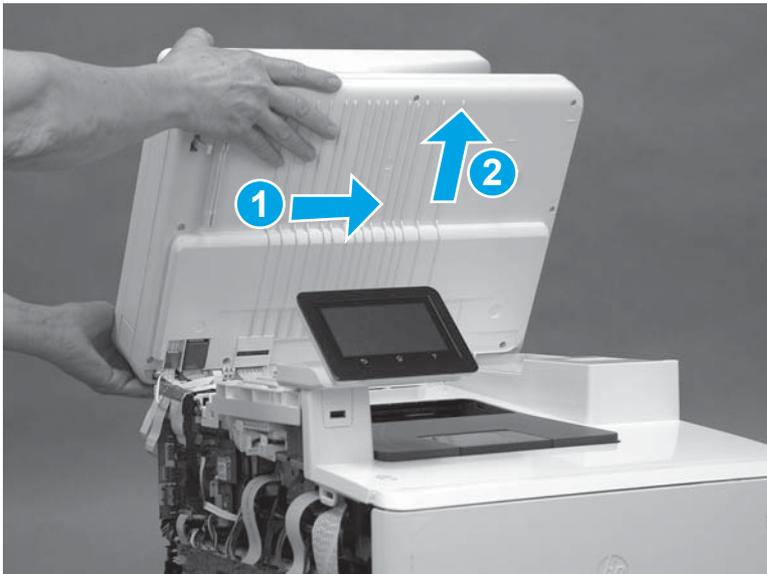
8. The scanner cables (callout 1) are held in place on the top cover with double-sided tape. Carefully release the cables from the top cover.

Figure 1-3709 Release the cables



9. Open the scanner assembly fully, slide the assembly toward the right side of the printer, and then lift the assembly off of the printer.

Figure 1-3710 Remove the scanner assembly

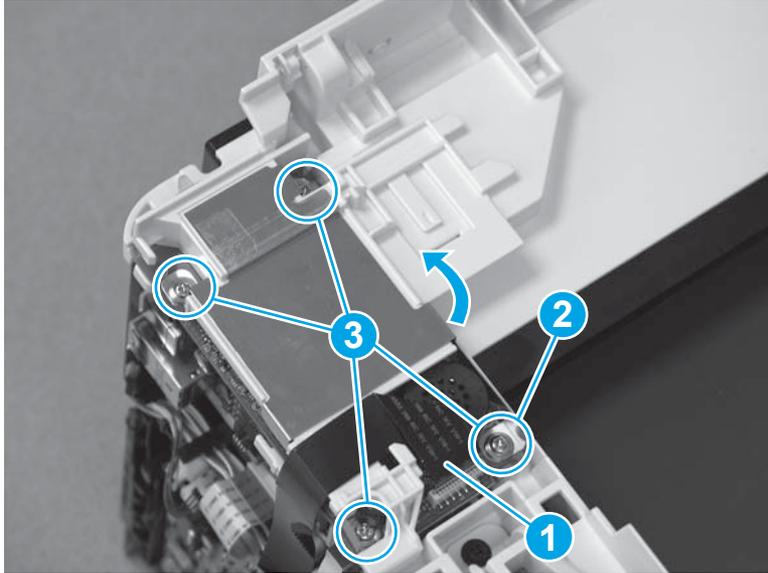


Step 9: Remove the fax PCA (M477 models)

 **NOTE:** This step is for M477 fax models only. Skip this step for non-fax models.

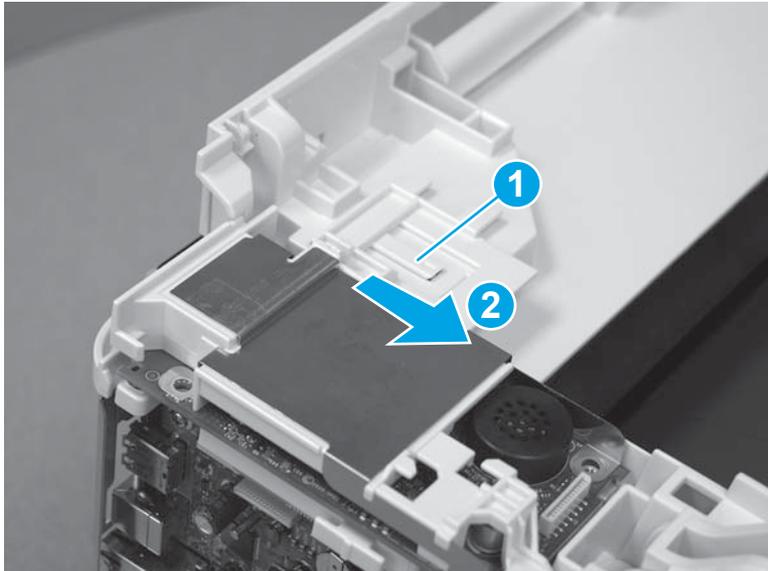
1. Disconnect one connector (callout 1). Beginning with the top right screw (callout 2) remove four screws (callout 3) in a counterclockwise direction.

Figure 1-3711 Disconnect one connector and remove four screws



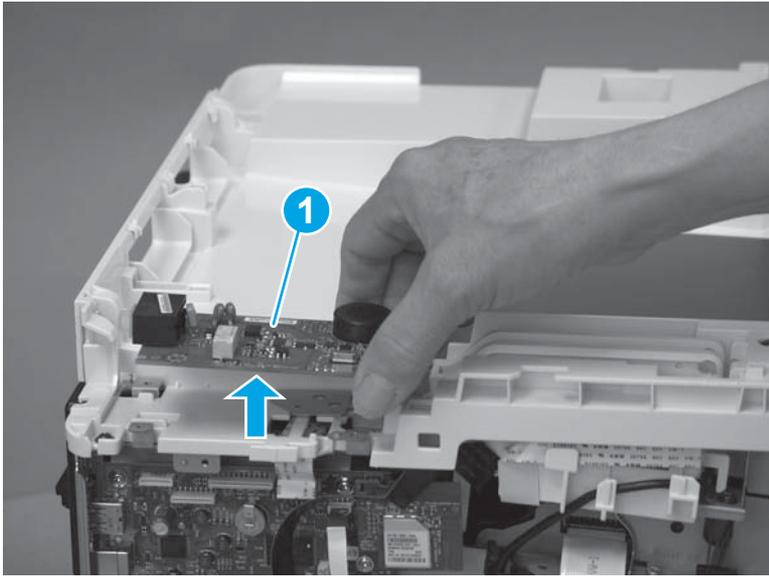
2. Release one tab (callout 1), and then slide the fax cover (callout 2) toward the front of the printer to remove it.

Figure 1-3712 Remove the fax cover



3. Lift up to remove the fax PCA (callout 1).

Figure 1-3713 Remove the fax PCA



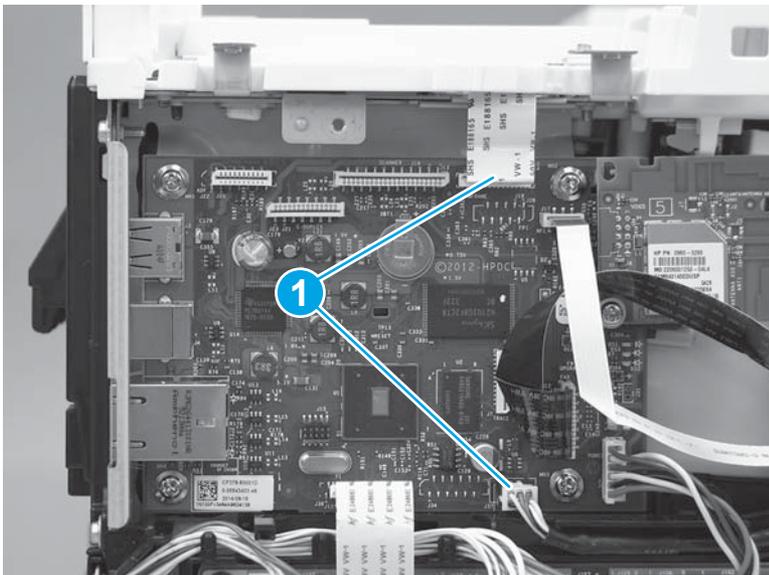
Step 10: Remove the top cover (M477 models)



NOTE: This step is for the M477 models. For the M452 models, skip this step and go to [Step 11: Remove the top cover \(M452 models\) on page 1973](#).

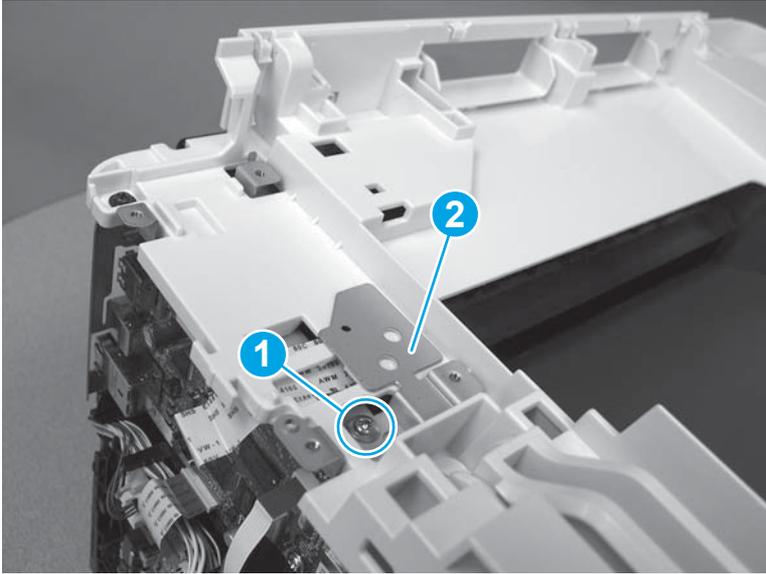
1. On the left side of the printer, on the formatter PCA, disconnect two connectors (callout 1).

Figure 1-3714 Disconnect two connectors



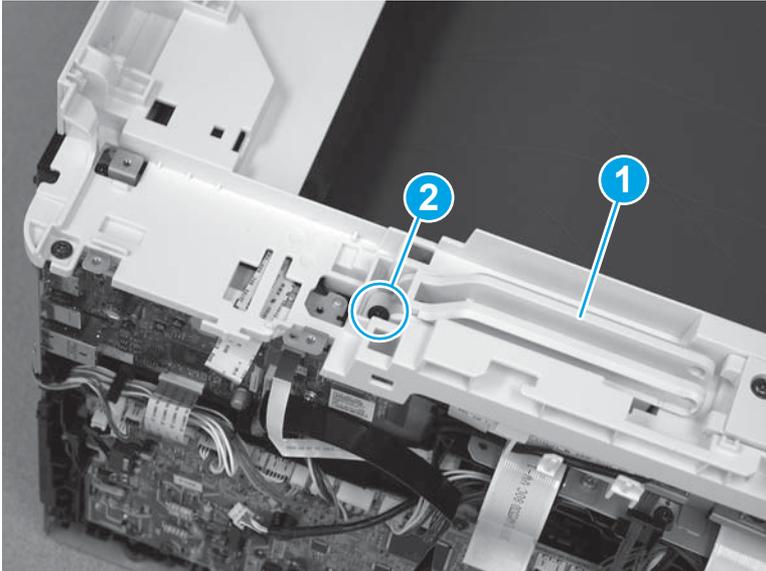
2. On the top cover, remove one screw (callout 1) and the sheet metal plate (callout 2).

Figure 1-3715 Remove one screw and the sheet metal plate



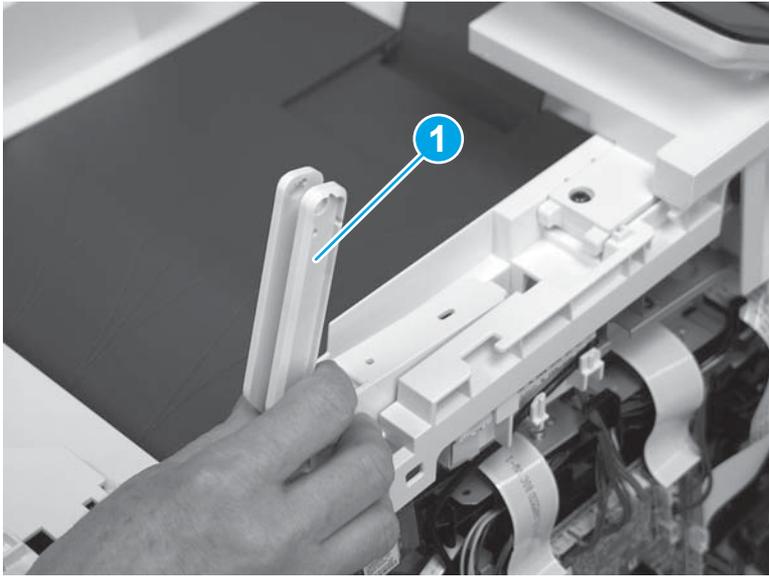
3. At the top of the printer, lower the scanner support arm (callout 1), and then remove one screw (callout 2).

Figure 1-3716 Lower the support arm and remove one screw



4. Remove the scanner support arm (callout 1).

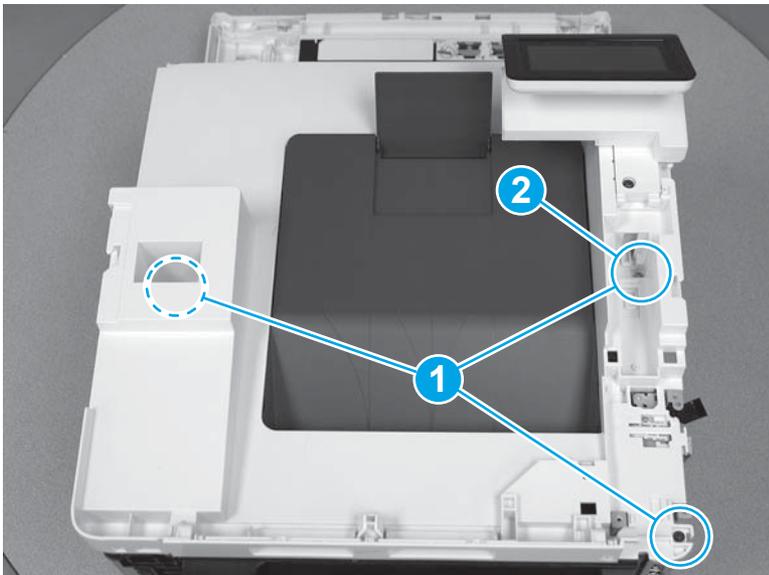
Figure 1-3717 Remove the scanner support arm



5. At the top of the printer, remove three screws (callout 1).

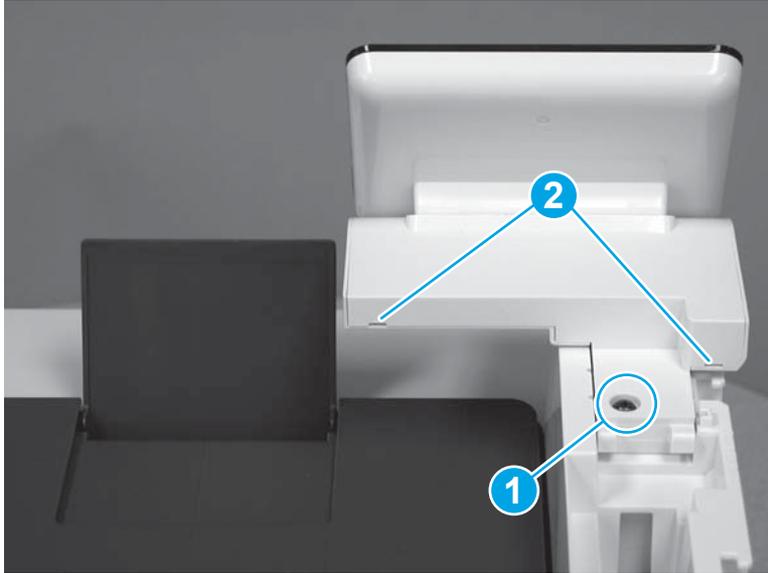
 **Reinstallation tip:** One screw (callout 2) is longer than the other screws. Make sure that this screw is reinstalled in the correct position.

Figure 1-3718 Remove three screws



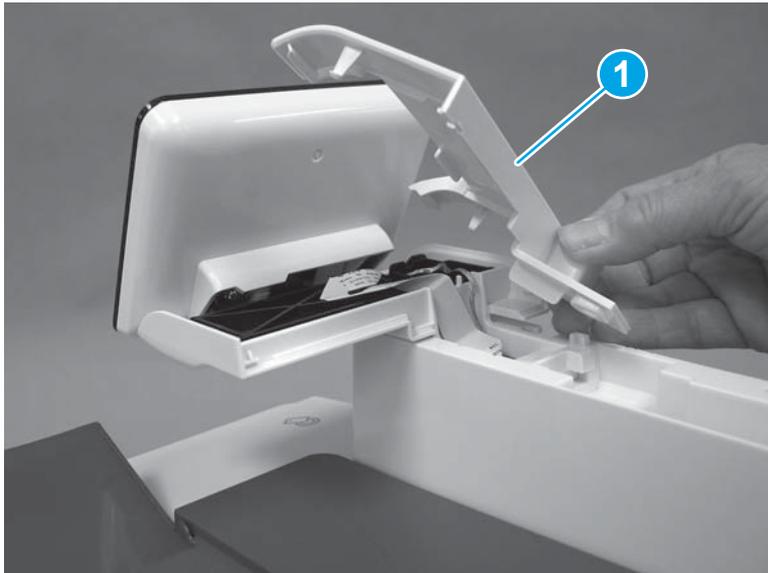
6. Behind the control panel, remove one screw (callout 1), and then use a small flat-blade screwdriver at two pry points (callout 2) to release the control panel cover from the top cover.

Figure 1-3719 Release the control panel cover



7. Remove the control panel cover (callout 1).

Figure 1-3720 Remove the control panel cover



8. Remove the flat cable (callout 1) from the retaining guide (callout 2).

Figure 1-3721 Release the flat cable



9. Remove two screws (callout 1), and then remove one screw (callout 2) and release one ground wire.

 **Reinstallation tip:** The two screws toward the front of the control panel (callout 1) are longer than the other screw. Make sure these screws are installed in the correct position when reinstalling the part.

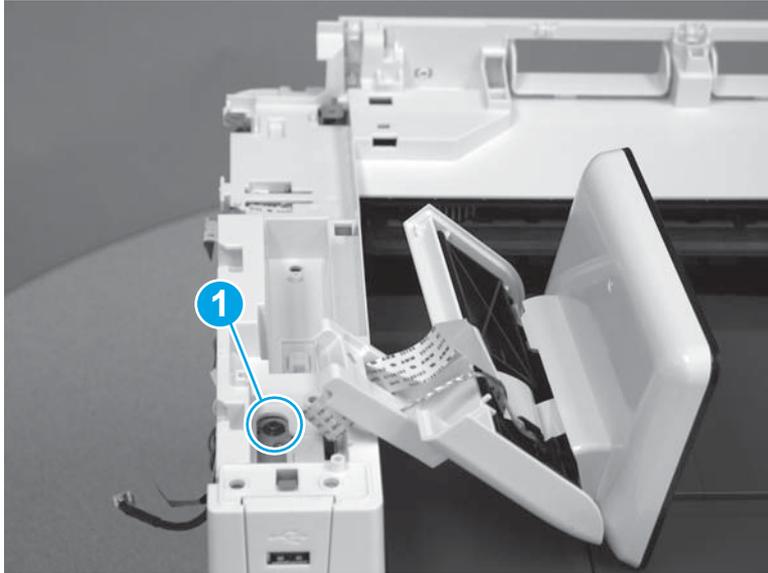
Figure 1-3722 Remove three screws



10. Carefully lift the control panel away and rest it on the top cover, and then remove one screw (callout 1).

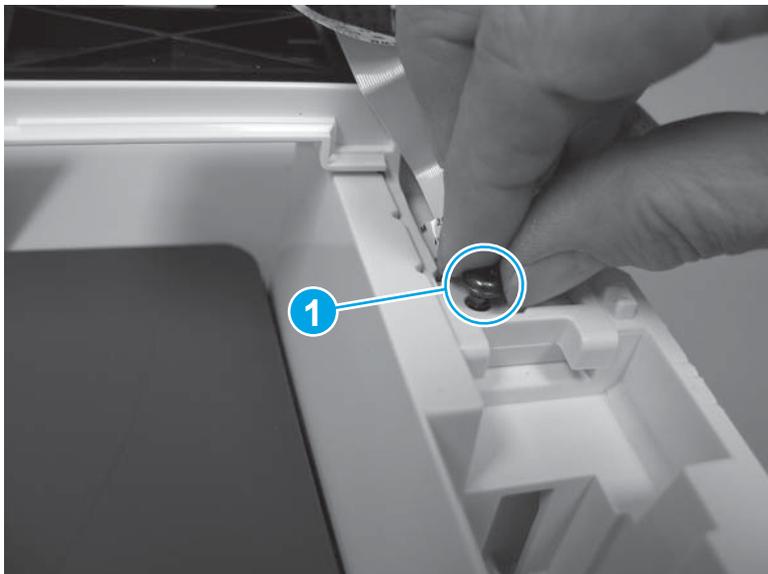
CAUTION: The control panel is still attached to the top cover by the flat cable.

Figure 1-3723 Remove one screw



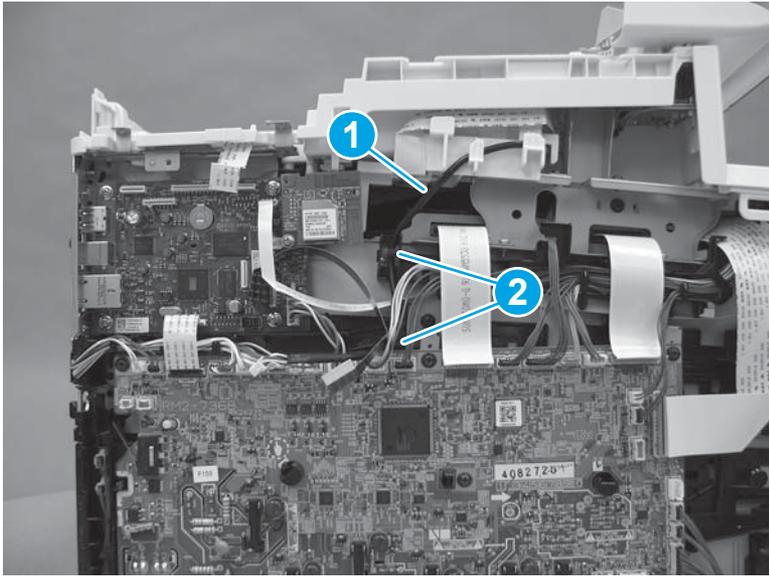
11. Place the control panel back into position. With your hand, refasten the screw (callout 1) that was previously removed from the control panel cover to temporarily reattach the control panel to the top cover. Doing this should protect the flat cable from being damaged.

Figure 1-3724 Refasten the control panel to the top cover



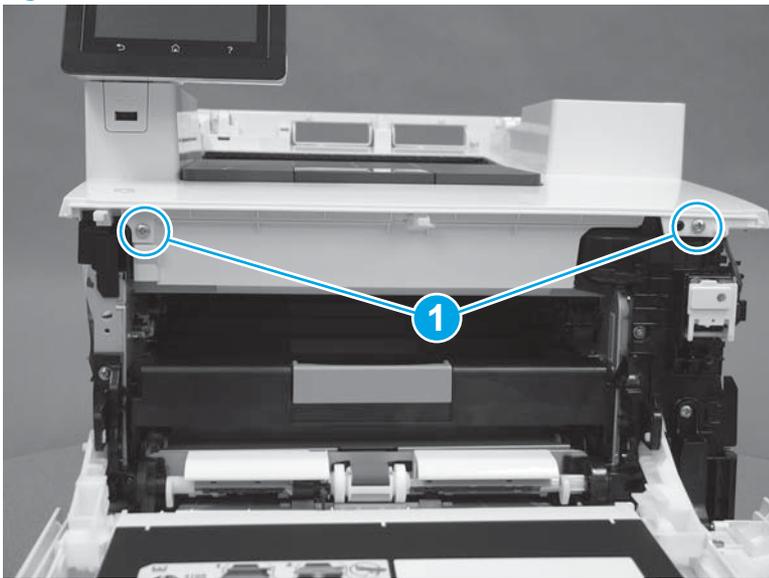
12. Remove the USB cable (callout 1) from the cable guides (callout 2).

Figure 1-3725 Release the USB cable



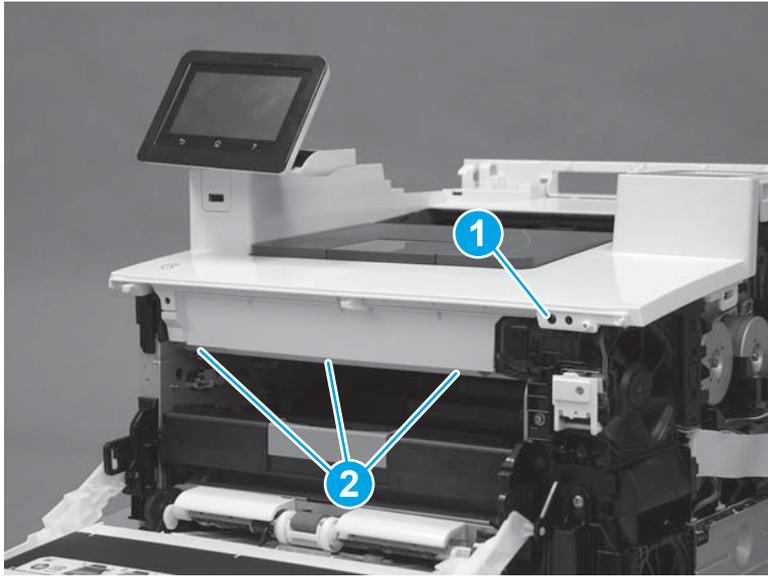
13. At the front of the printer, remove two screws (callout 1).

Figure 1-3726 Remove two screws



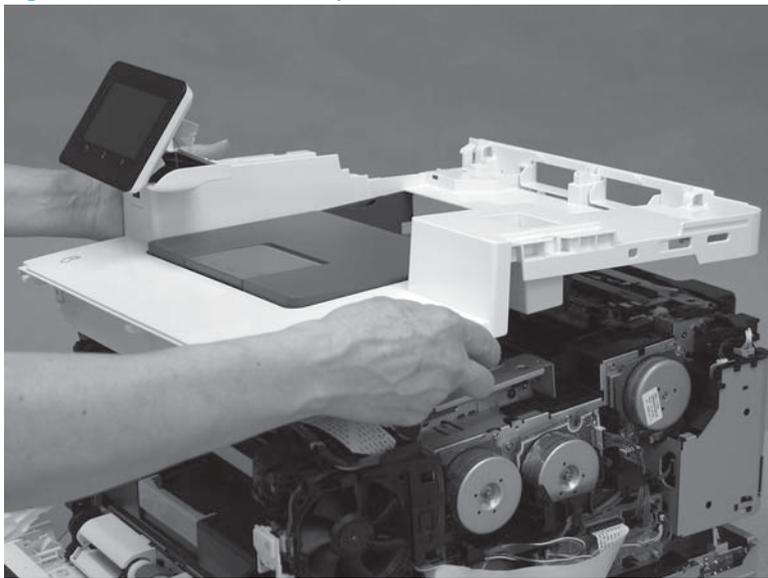
14. Release one retainer (callout 1), and then release three tabs (callout 2).

Figure 1-3727 Release one retainer and three tabs



15. Remove the top cover.

Figure 1-3728 Remove the top cover

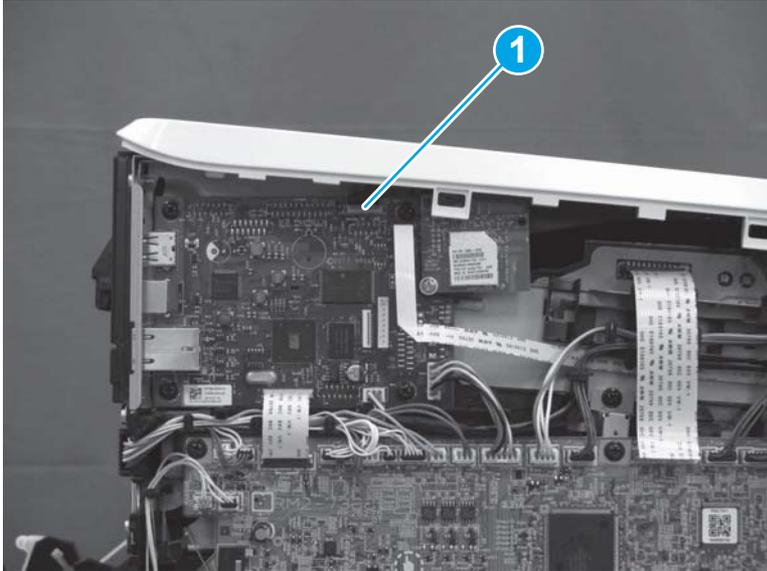


Step 11: Remove the top cover (M452 models)

 **NOTE:** This step is for the M452 models. For the M477 models, skip this step and go to [Step 12: Remove the fuser \(simplex models\) on page 1978](#).

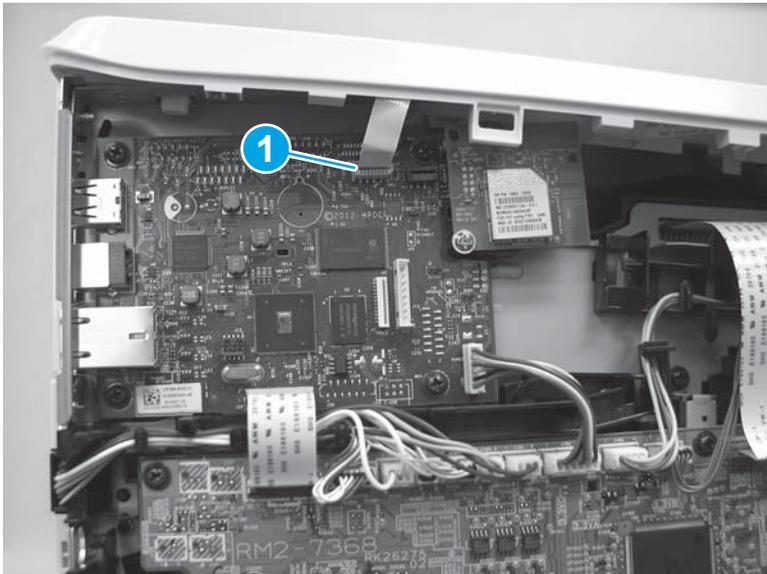
1. **M452dw model only:** On the left side of the printer, on the formatter, disconnect one connector (callout 1).

Figure 1-3729 Disconnect one connector



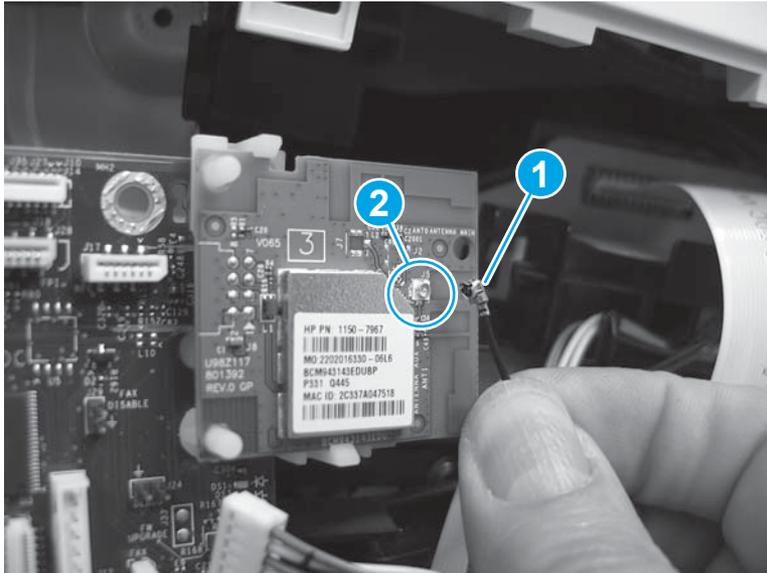
2. **M452nw/dn models only:** On the left side of the printer, on the formatter, disconnect one connector (callout 1).

Figure 1-3730 Disconnect one connector



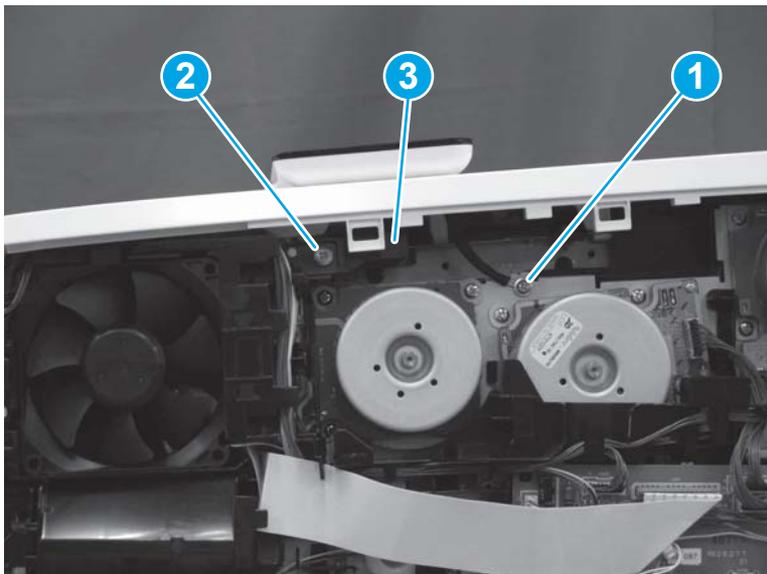
- 3. M452nw/dw models only:** Disconnect the antenna (callout 1) from the connector (callout 2) on the wireless PCA.

Figure 1-3731 Disconnect the antenna



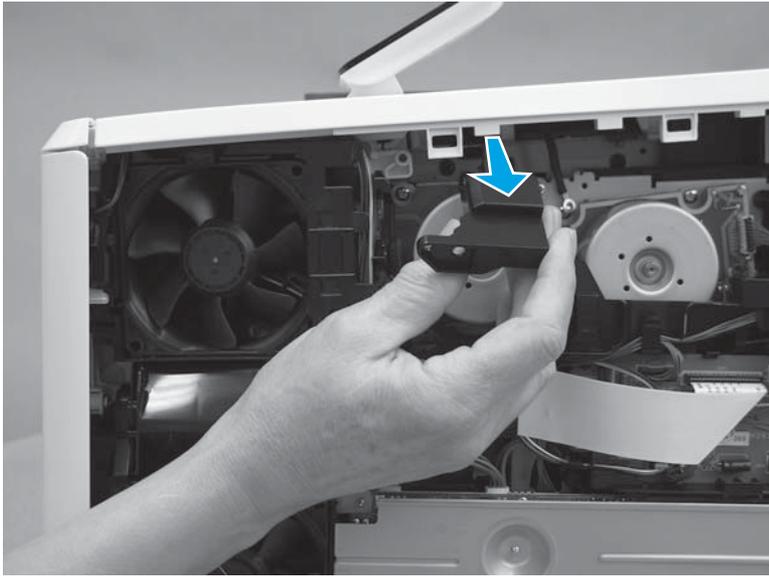
- 4. M452dw model only:** Remove one screw (callout 1) and release one ground wire. Remove one screw (callout 2). Note the location (callout 3) of the guide.

Figure 1-3732 Remove two screws



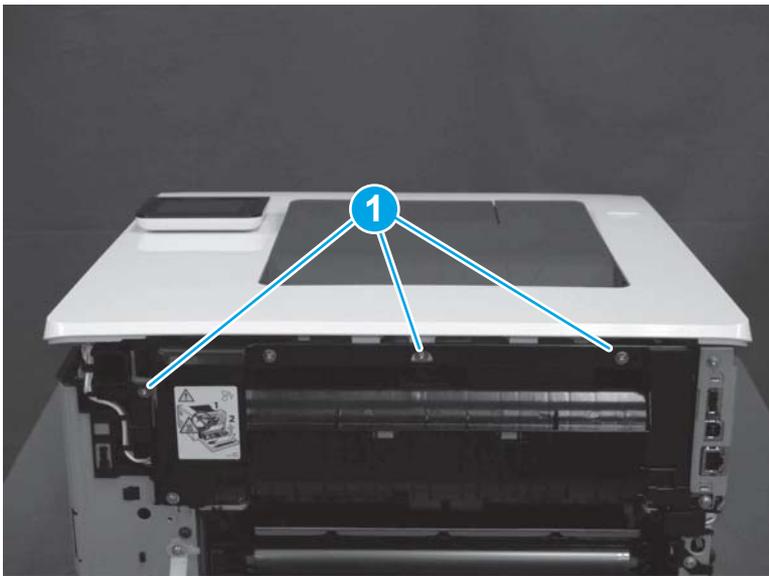
5. **M452dw model only:** Remove the guide.

Figure 1-3733 Remove the guide



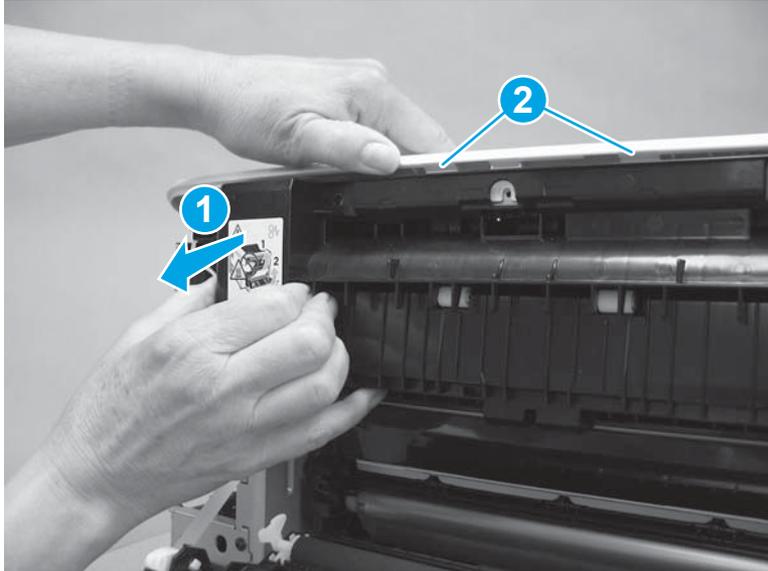
6. **M452dn/dw models only:** At the back of the printer, remove three screws (callout 1).

Figure 1-3734 Remove three screws



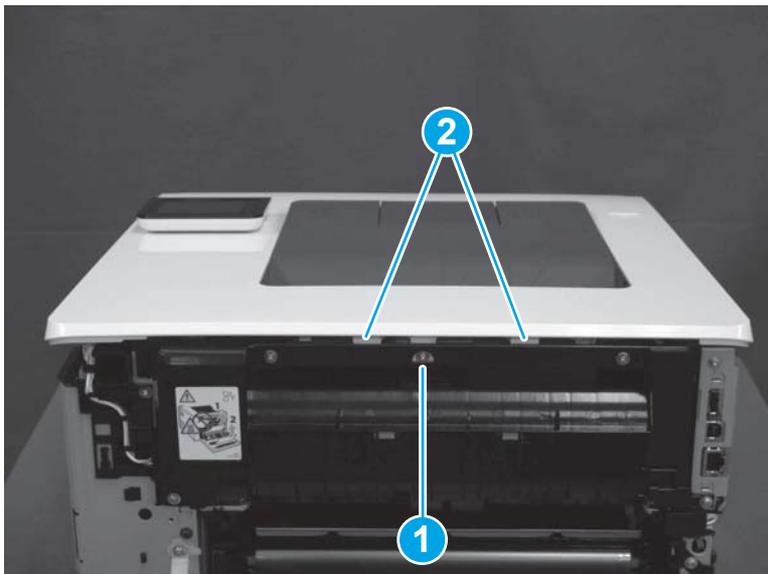
- 7. M452dn/dw models only:** Gently pull the top of the fuser away (callout 1), and then release two tabs (callout 2).

Figure 1-3735 Release two tabs



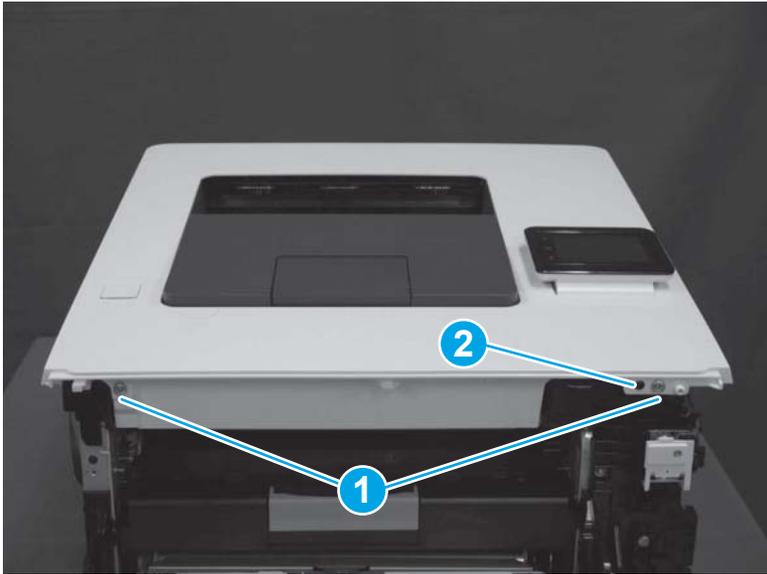
- 8. M452nw model only:** At the back of the printer, remove one screw (callout 1), and then release two tabs (callout 2).

Figure 1-3736 Remove screw and release two tabs



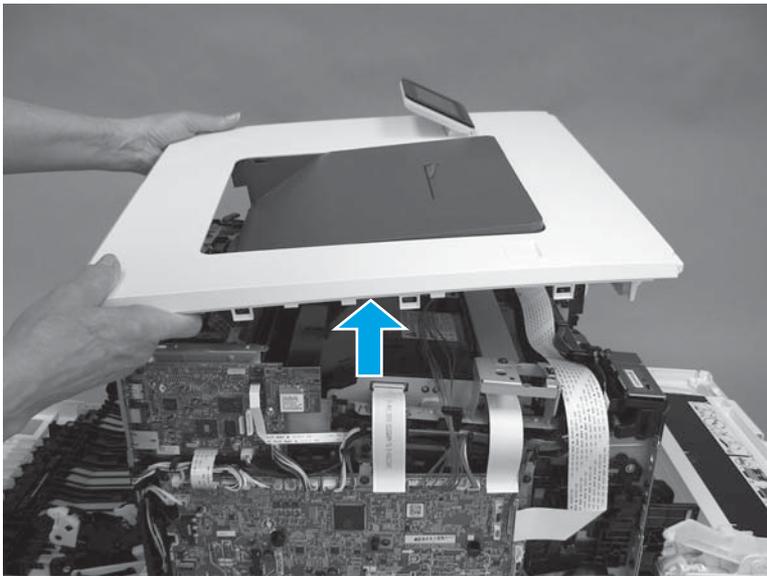
9. At the front of the printer, remove two screws (callout 1), and then release one tab (callout 2).

Figure 1-3737 Remove two screws and release one tab



10. Remove the top cover.

Figure 1-3738 Remove the top cover



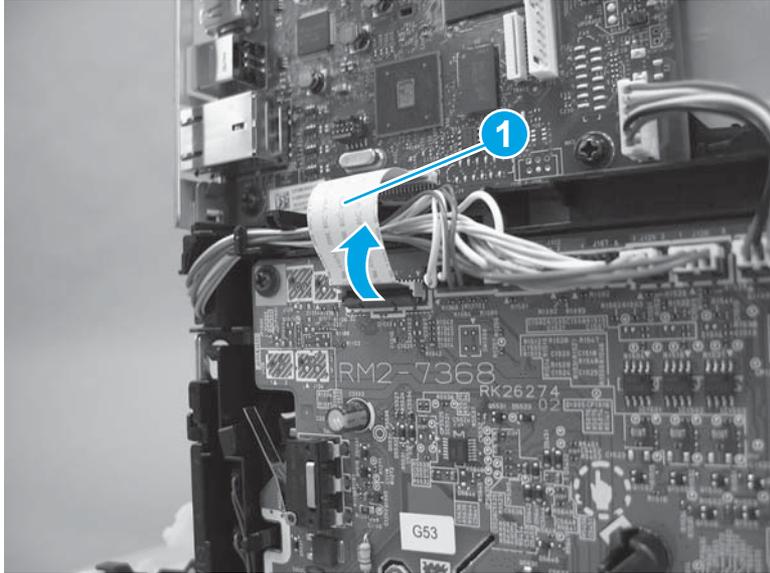
Step 12: Remove the fuser (simplex models)

1. Disconnect one connector (callout 1) on the engine controller PCA.



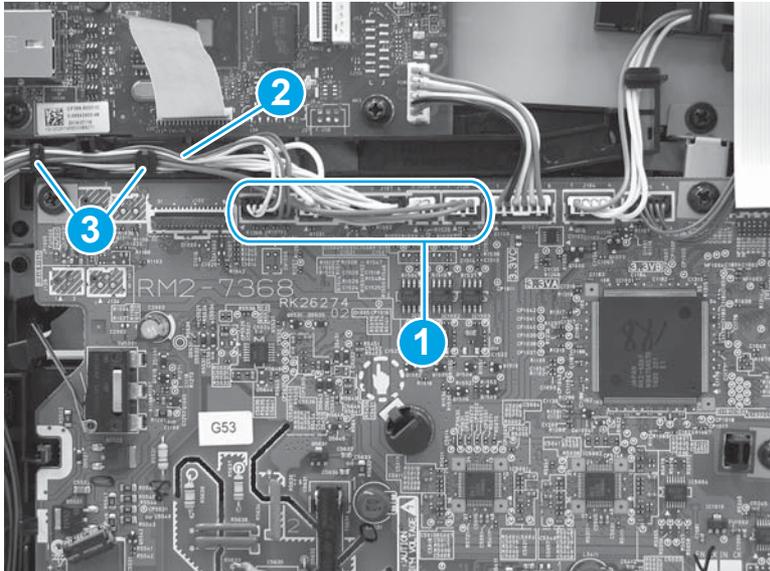
NOTE: This connector is a zero-insertion force (ZIF) connector. Lift the latch on the connector before removing the flat cable.

Figure 1-3739 Disconnect one connector



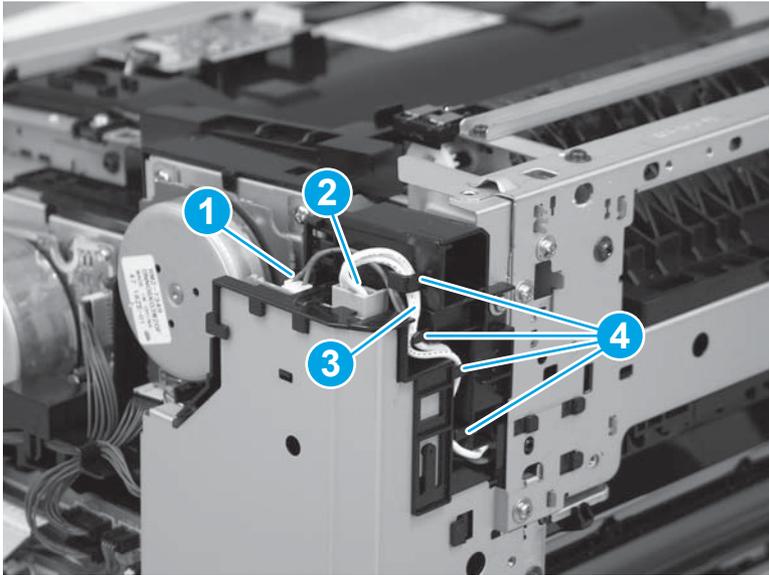
2. Disconnect six connectors on the engine controller PCA (callout 1), and then remove the cables (callout 2) from the guides (callout 3).

Figure 1-3740 Disconnect six connectors



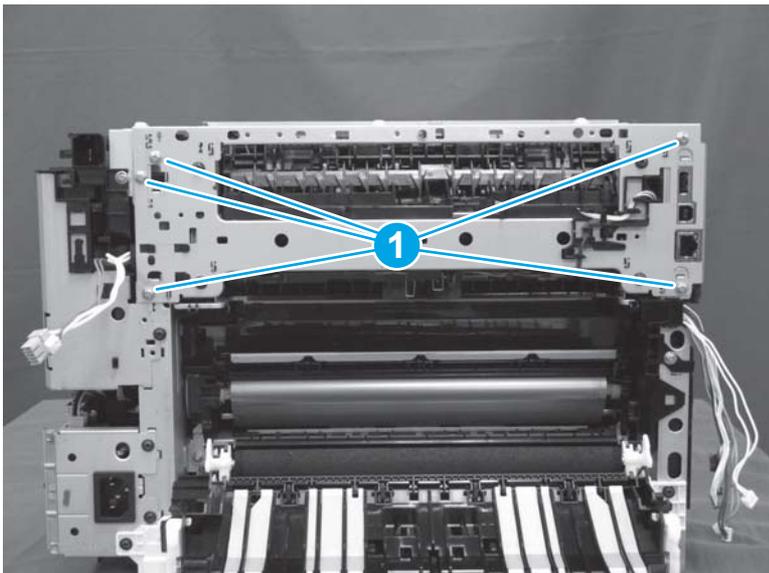
3. Disconnect one connector (callout 1). Release the connector latch, and then disconnect one connector (callout 2). Remove the cables (callout 3) from the guides (callout 4).

Figure 1-3741 Disconnect two connectors



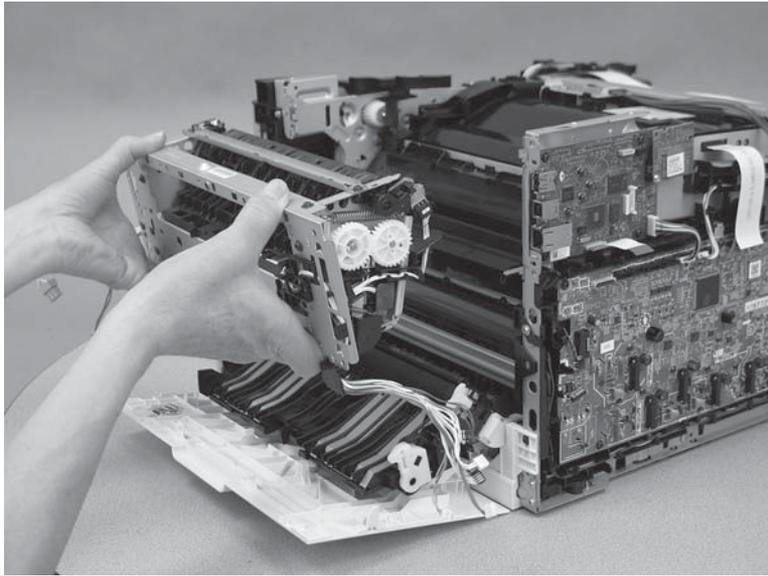
4. Remove five screws.

Figure 1-3742 Remove five screws



5. Remove the fuser.

Figure 1-3743 Remove the fuser



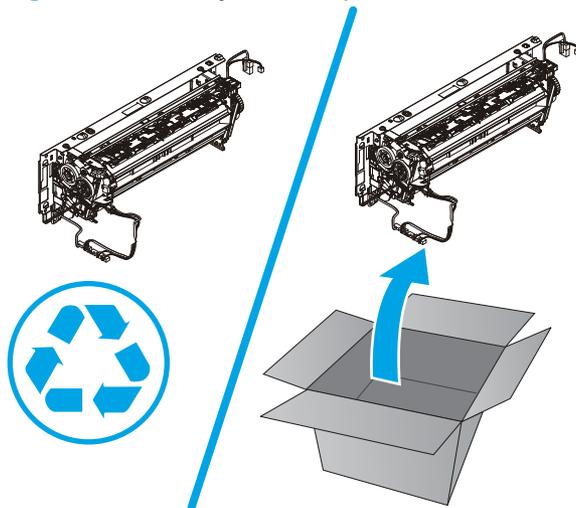
Step 13: Unpack the replacement part

Remove the new part from its package. Save all packaging for recycling the used part.

For complete information on HP's recycling programs, go to [Product return and recycling](#).

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

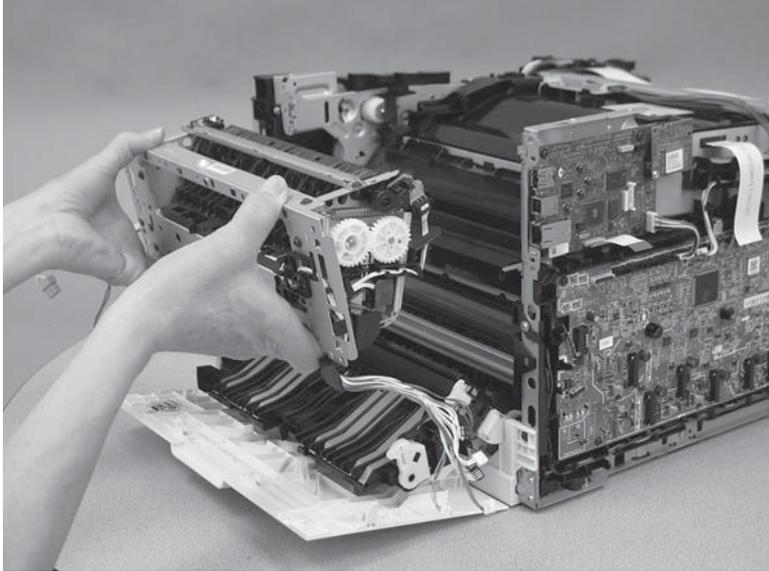
Figure 1-3744 Recycle and unpack



Step 14: Install the fuser (simplex models)

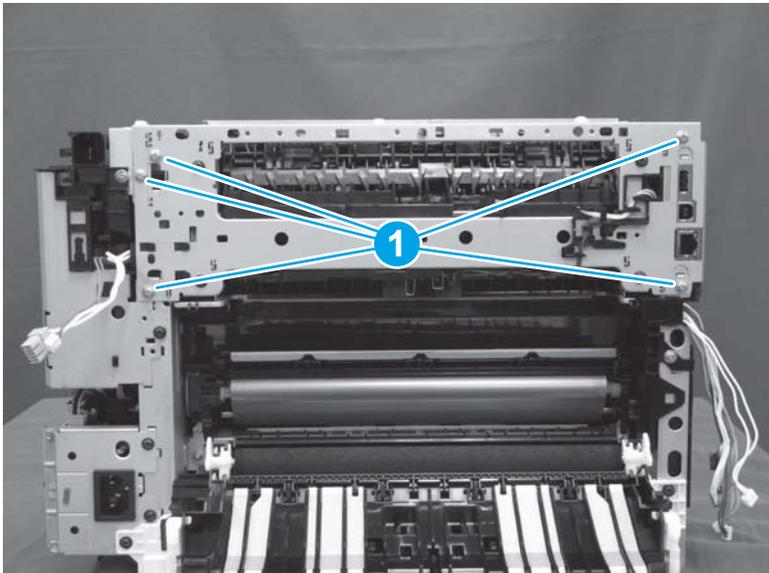
1. Position the fuser on the printer.

Figure 1-3745 Position the fuser



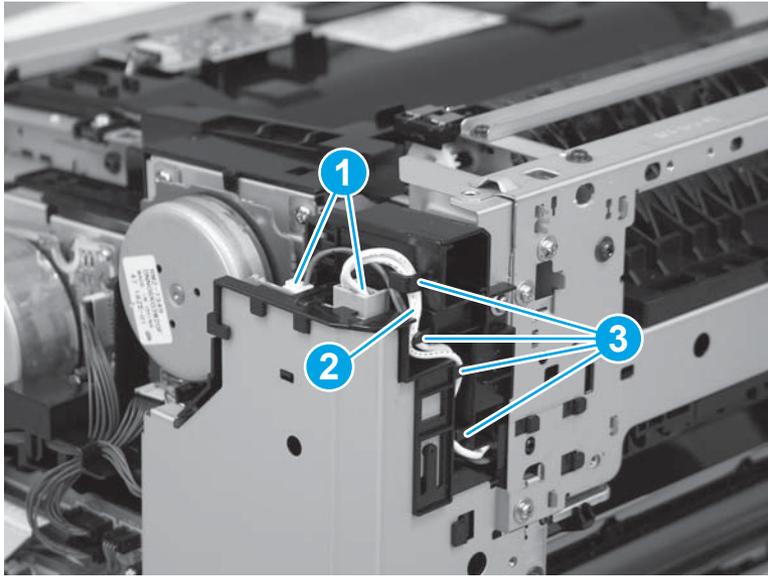
2. Install five screws.

Figure 1-3746 Install five screws



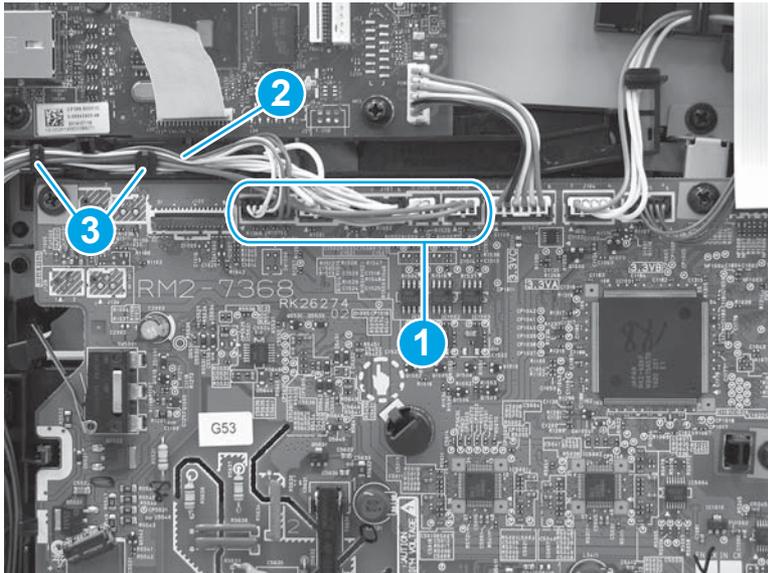
3. Connect two connectors (callout 1), and then install the cables (callout 2) in the guides (callout 3).

Figure 1-3747 Connect two connectors



4. Connect six connectors on the engine controller PCA (callout 1), and then install the cables (callout 2) in the guides (callout 3).

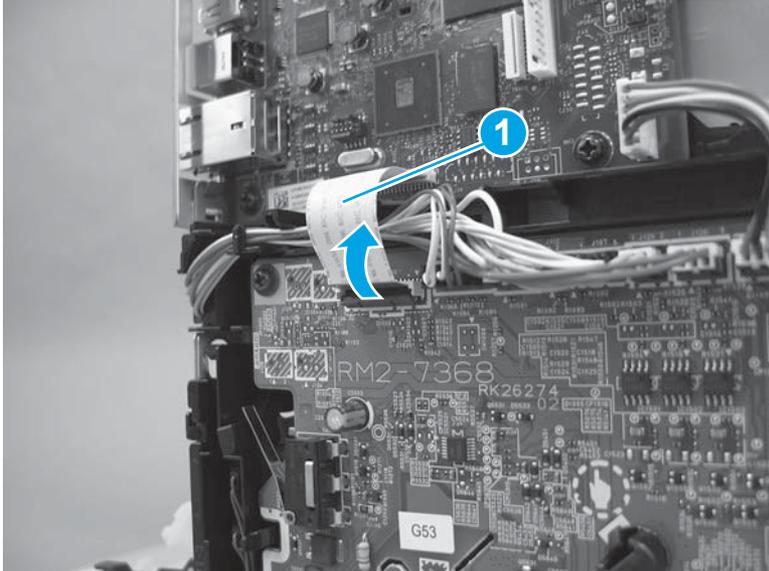
Figure 1-3748 Connect six connectors



5. Connect one connector (callout 1) on the engine controller PCA.

 **NOTE:** This connector is a zero-insertion force (ZIF) connector. Lift the latch on the connector before installing the flat cable and then lower the latch to secure the cable.

Figure 1-3749 Connect one connector

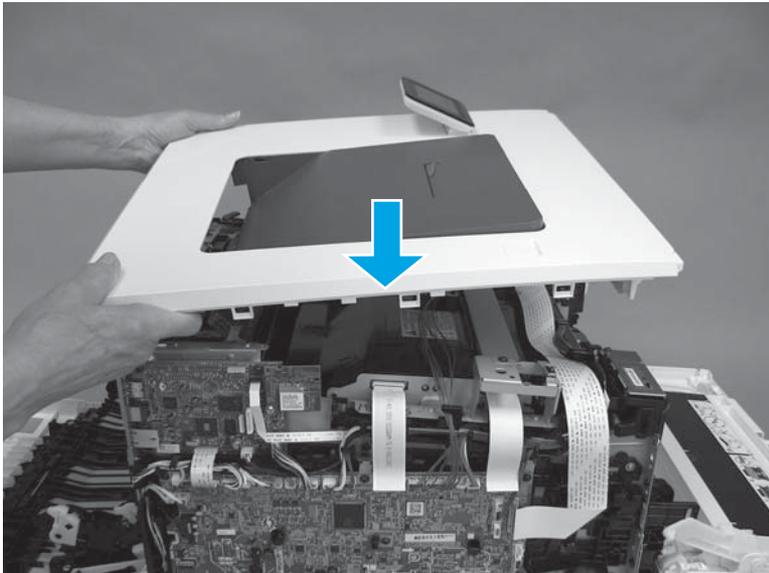


Step 15: Install the top cover (M452 models)

 **NOTE:** This step is for the M452 models. For the M477 models, skip this step and go to [Step 16: Install the top cover \(M477 models\) on page 1989](#).

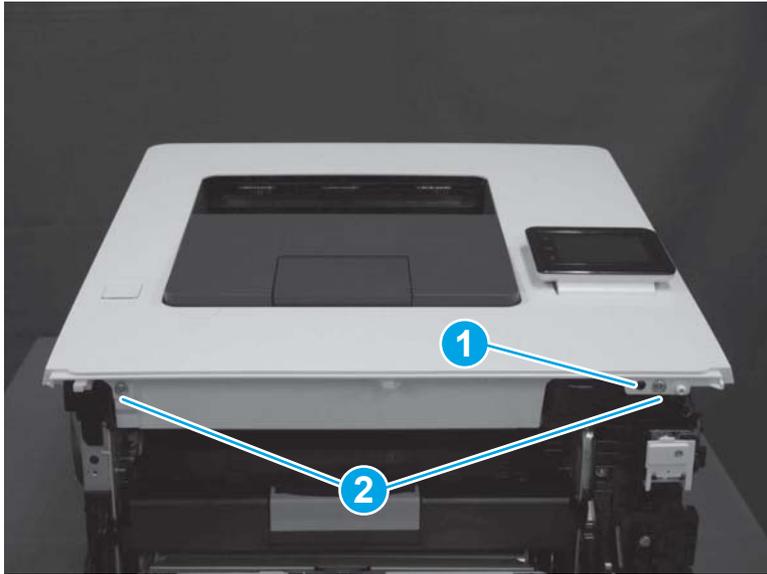
1. Position the top cover on top of the printer.

Figure 1-3750 Position the top cover



2. At the front of the printer, engage one tab (callout 1), and then install two screws (callout 2).

Figure 1-3751 Engage tab and install screws

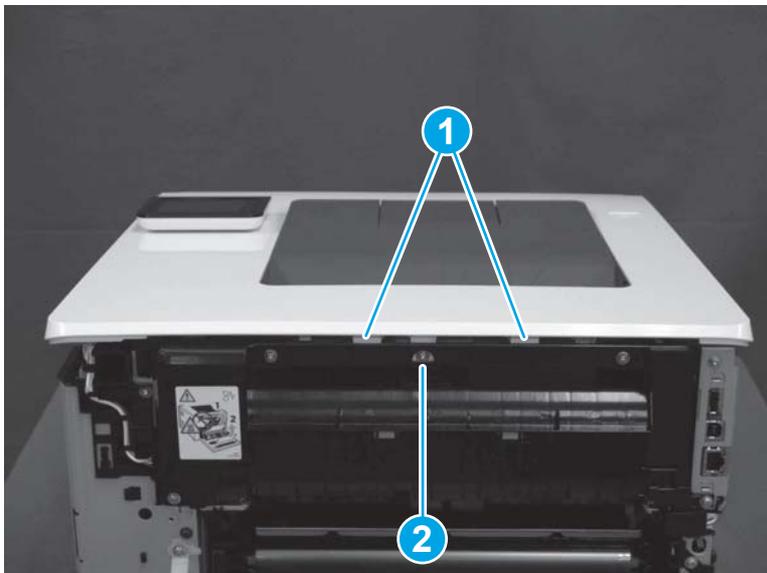


3. **M452nw model only:** At the back of the printer, install two tabs (callout 1), and then install one screw (callout 2).



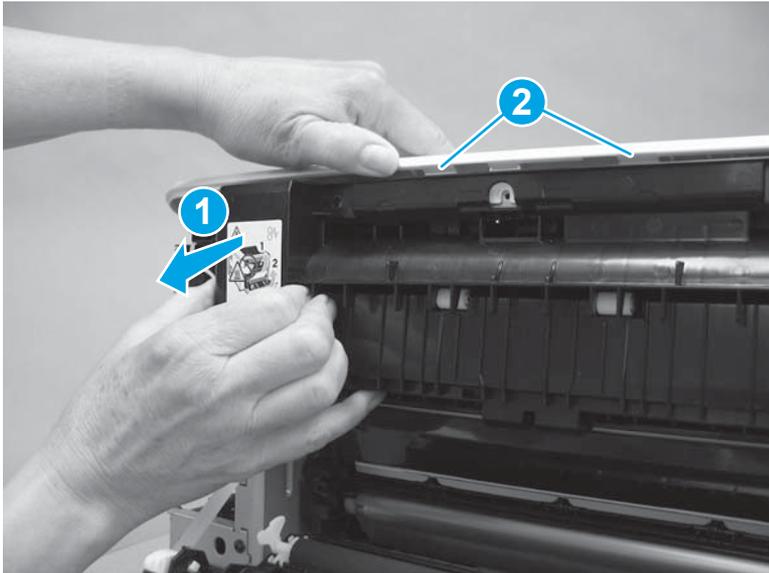
NOTE: The M452dw model is shown. The procedure is correct for the M452nw model.

Figure 1-3752 Install two tabs and one screw



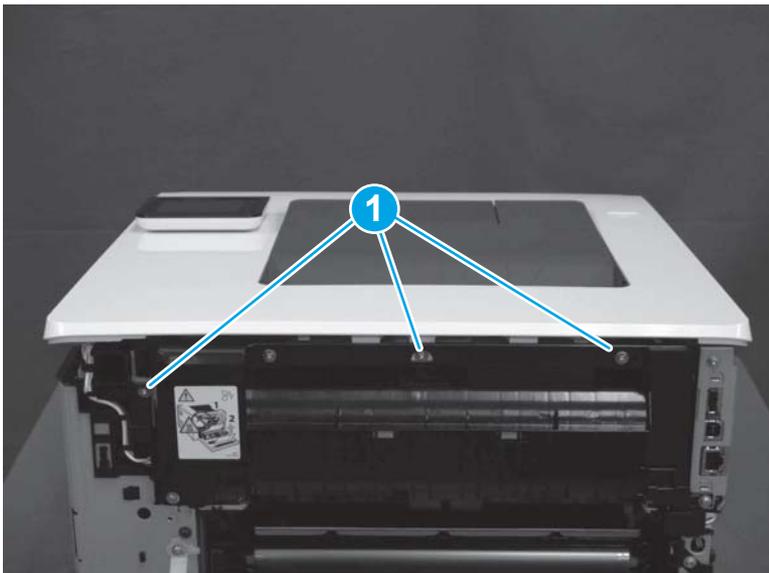
4. **M452dn/dw models only:** Gently pull the top of the fuser away (callout 1), and then install two tabs (callout 2).

Figure 1-3753 Install two tabs



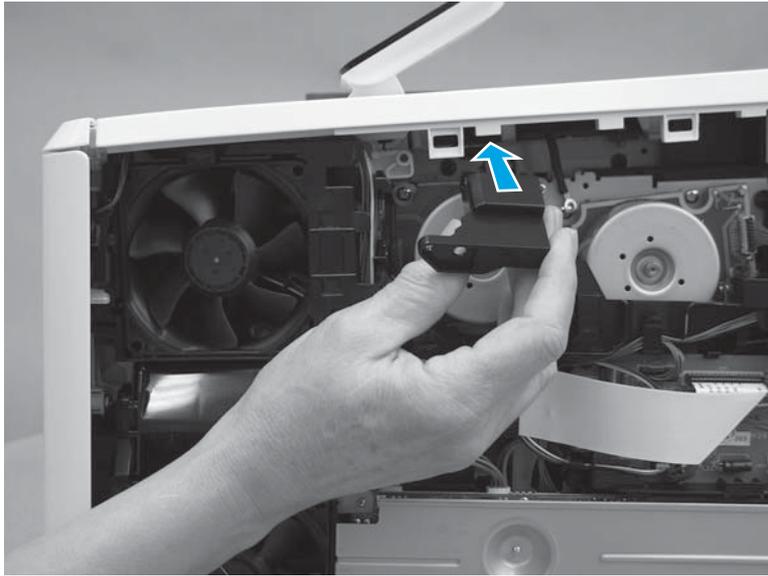
5. **M452dn/dw models only:** At the back of the printer, install three screws (callout 1).

Figure 1-3754 Install three screws



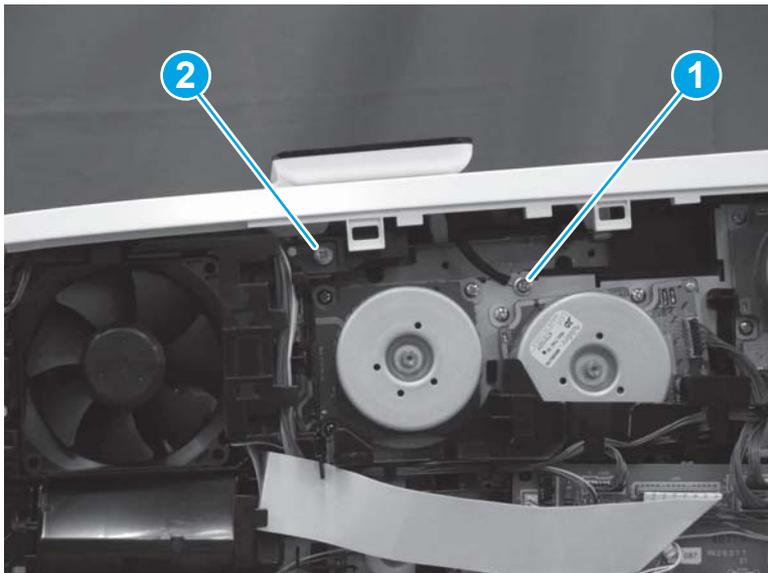
6. **M452dw model only:** Position the guide in the printer.

Figure 1-3755 Install the guide



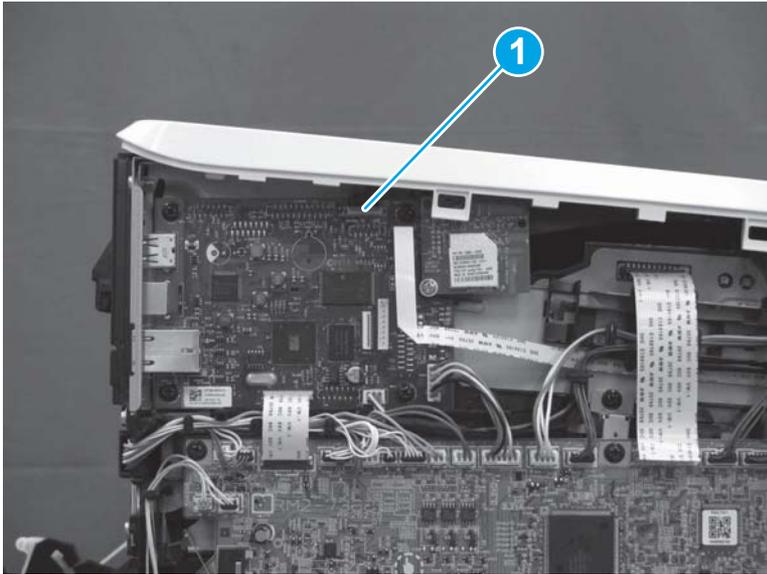
7. **M452dw model only:** Position the ground wire and Install one screw (callout 1). Install one screw (callout 2).

Figure 1-3756 Install two screws



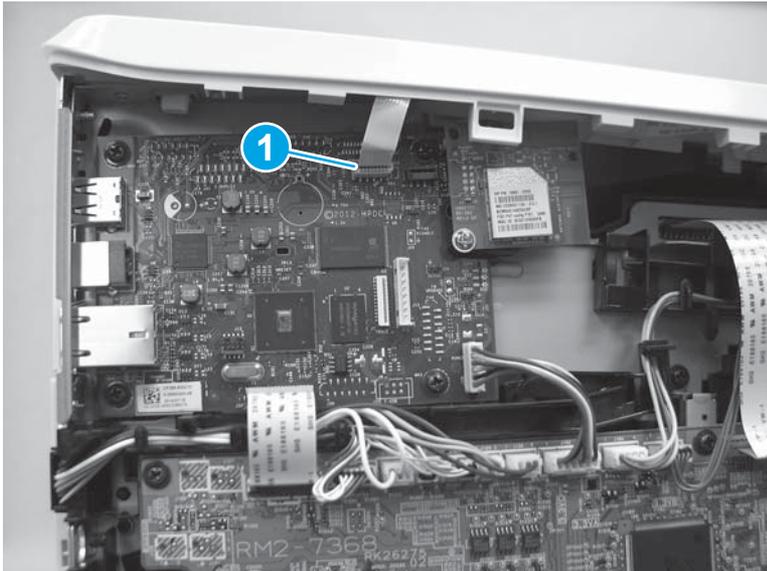
- 8. M452dw model only:** On the left side of the printer, on the formatter, connect one connector (callout 1).

Figure 1-3757 Connect one connector



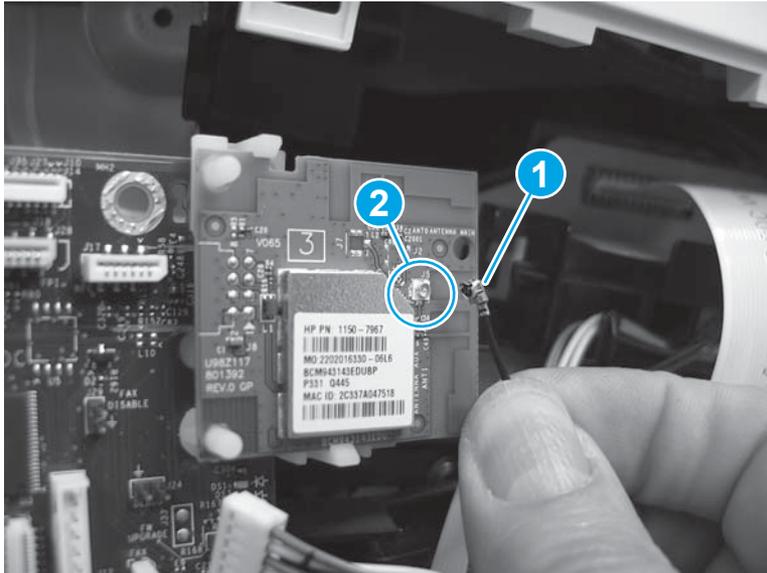
- 9. M452nw/dn models only:** On the left side of the printer, on the formatter, connect one connector (callout 1).

Figure 1-3758 Connect one connector



- 10. M452nw/dw models only:** Connect the antenna (callout 1) to the connector (callout 2) on the wireless PCA.

Figure 1-3759 Connect the antenna

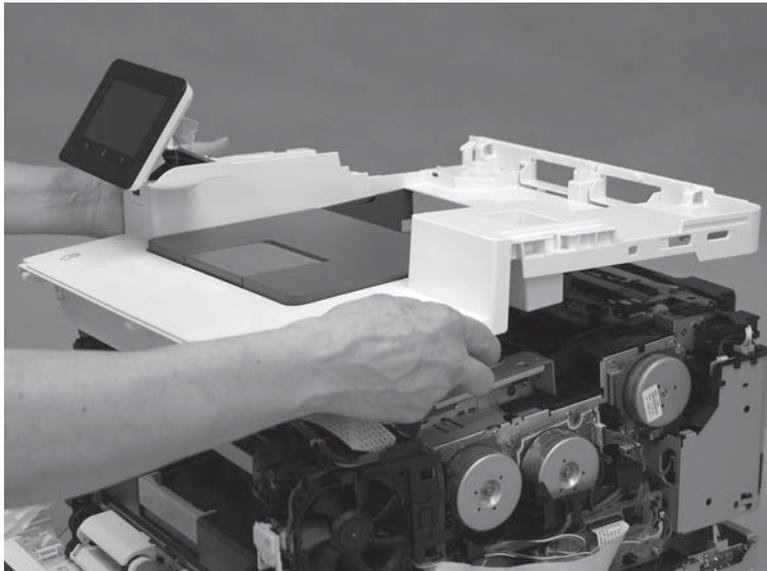


Step 16: Install the top cover (M477 models)

 **NOTE:** This step is for the M477 models. For the M452 models, skip this step and go to [Step 19: Install the rear top cover \(simplex models\) on page 2003](#).

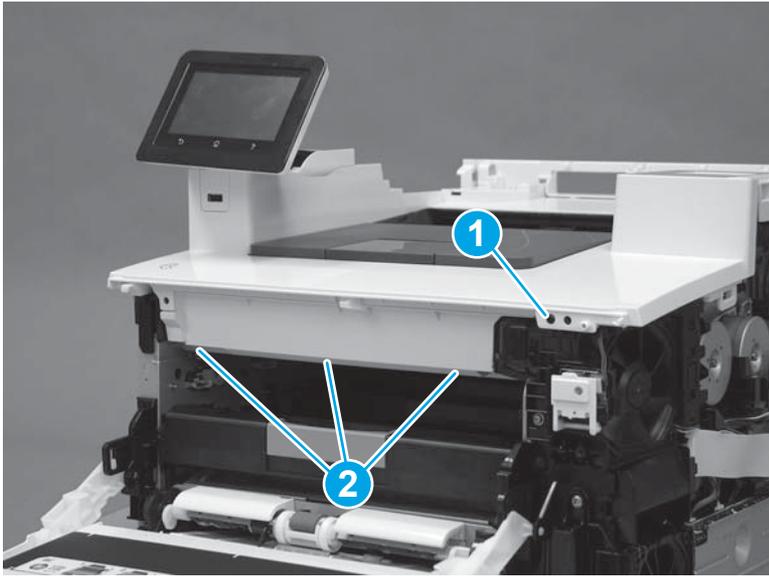
1. Position the top cover on the printer.

Figure 1-3760 Position the top cover



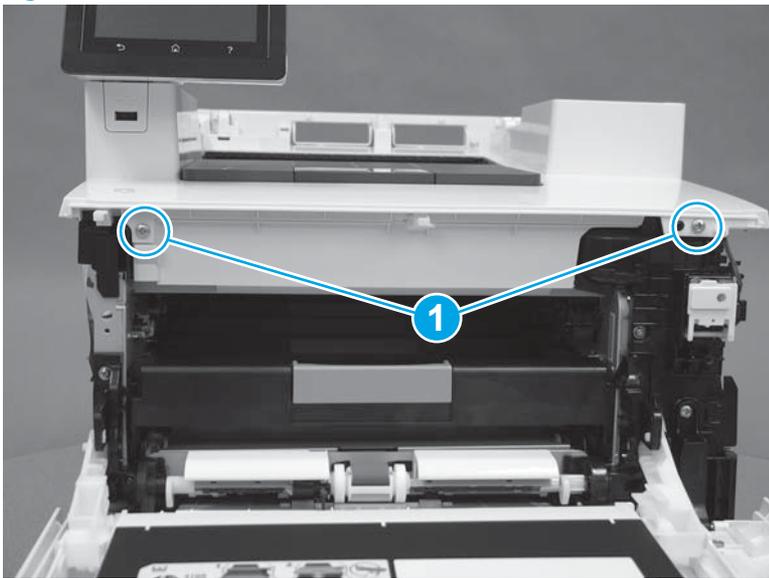
2. At the front of the printer, install one retainer (callout 1), and then install three tabs (callout 2).

Figure 1-3761 Install one retainer and three tabs



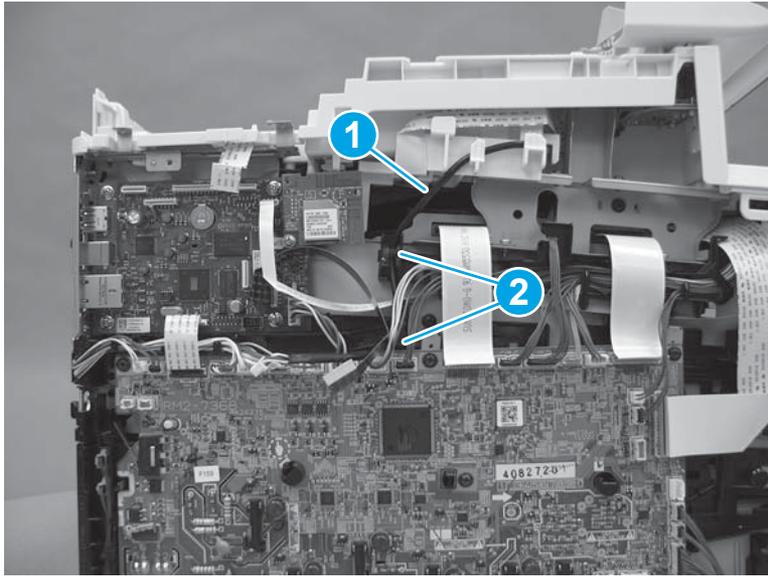
3. Install two screws (callout 1).

Figure 1-3762 Install two screws



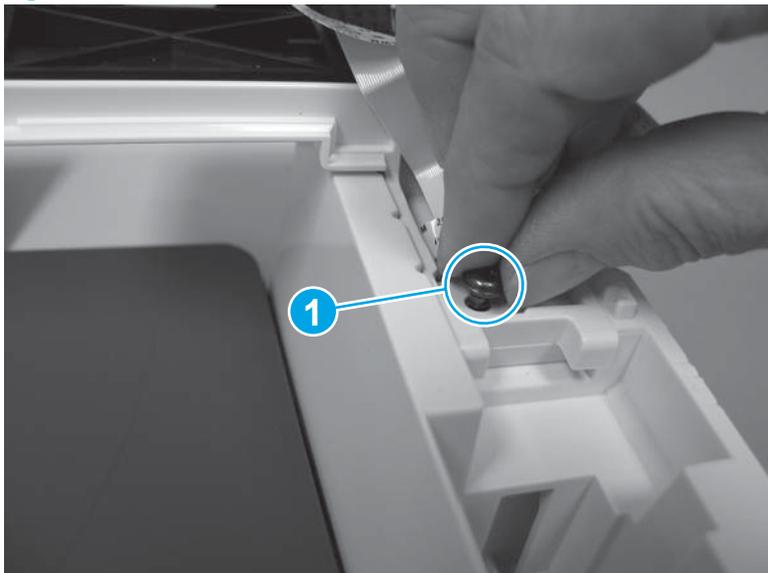
4. Install the USB cable (callout 1) into the cable guides (callout 2).

Figure 1-3763 Install the USB cable



5. With your hand, remove the screw (callout 1) that was previously installed to temporarily reattach the control panel to the top cover.

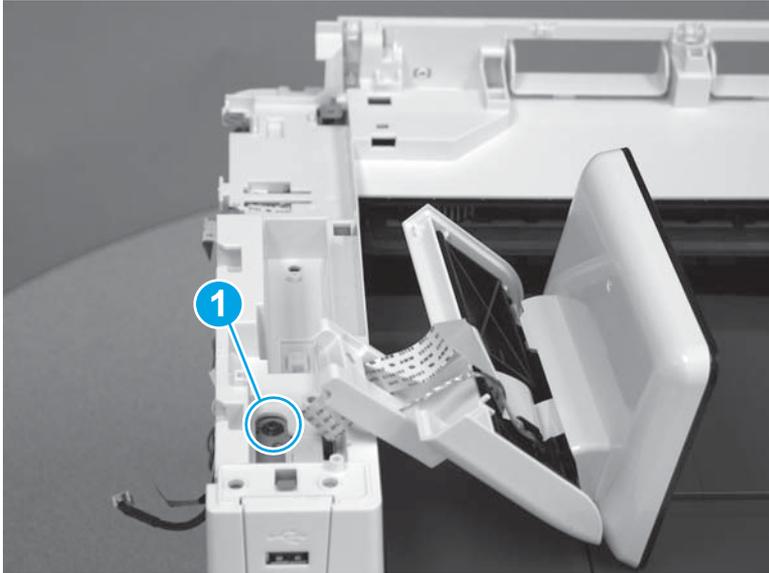
Figure 1-3764 Remove one screw



- Carefully lift the control panel away and rest it on the top cover, and then install one screw (callout 1).

CAUTION: The control panel is still attached to the top cover by the flat cable.

Figure 1-3765 Install one screw



- Install two screws (callout 1), and then position the ground wire and install one screw (callout 2).

Reinstallation tip: The two screws toward the front of the control panel (callout 1) are longer than the other screw. Make sure these screws are installed in the correct position when reinstalling the part.

Figure 1-3766 Install three screws



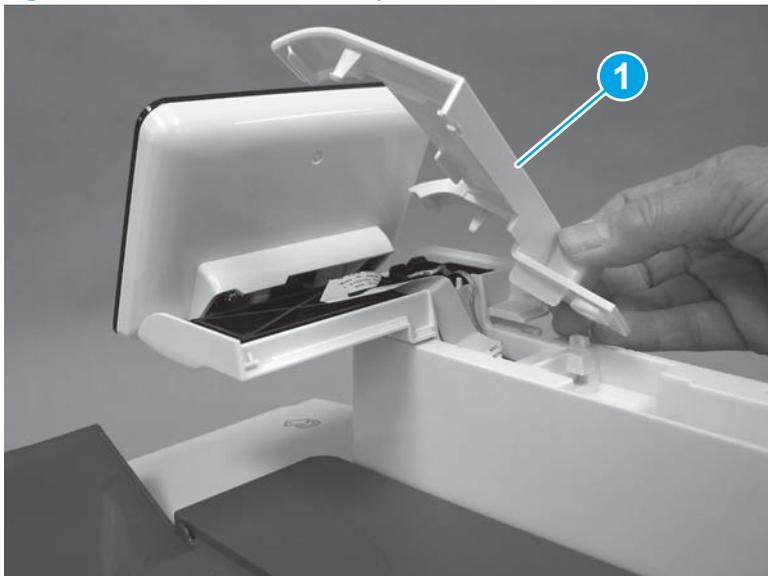
8. Install the flat cable (callout 1) under the retaining guide (callout 2).

Figure 1-3767 Install the flat cable



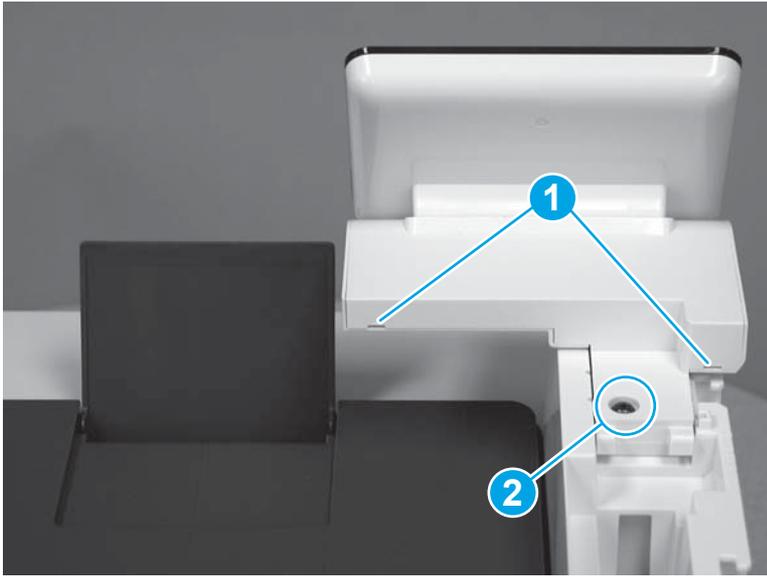
9. Install the control panel cover (callout 1) behind the control panel.

Figure 1-3768 Install the control panel cover



10. Make sure that two tabs (callout 1) are snapped into position, and then install one screw (callout 2).

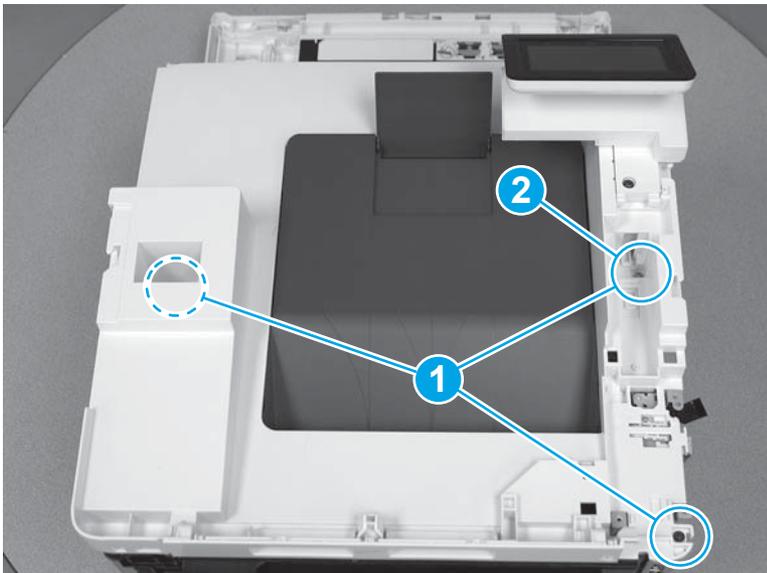
Figure 1-3769 Install one screw



11. At the top of the printer, install three screws (callout 1).

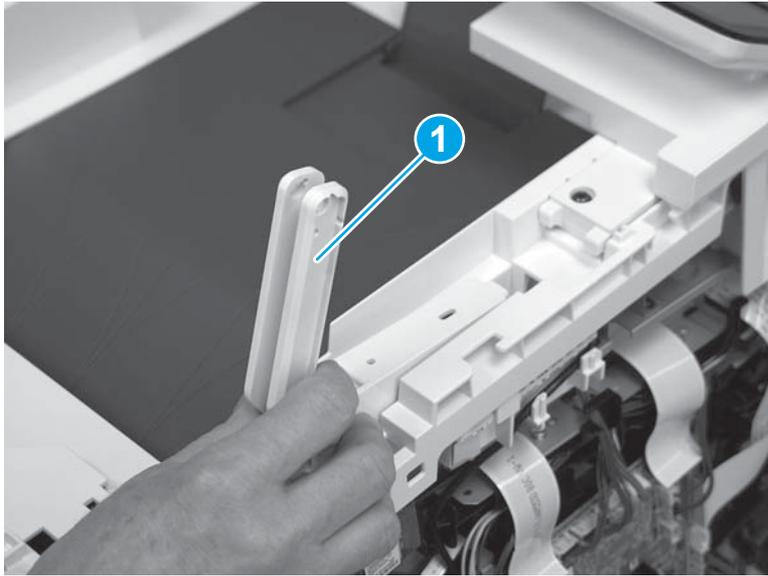
 **TIP:** One screw (callout 2) is longer than the other screws. Make sure that this screw is installed in the correct position.

Figure 1-3770 Install three screws



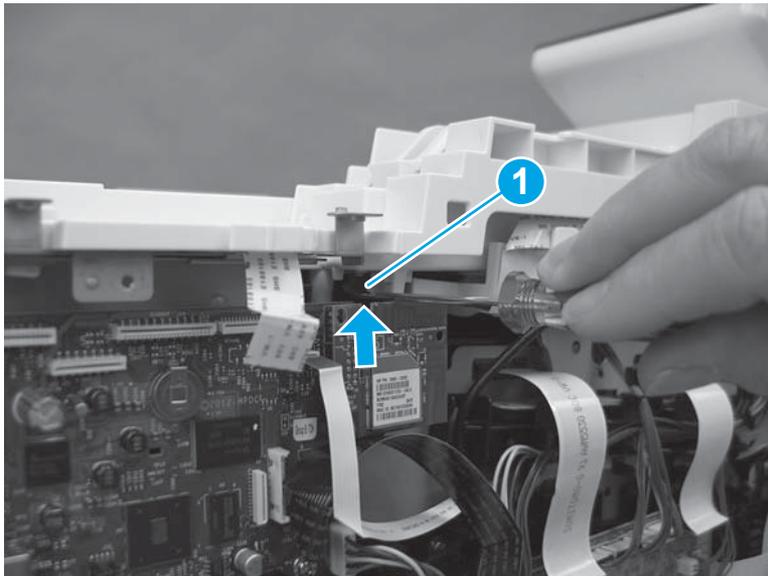
12. Install the scanner support arm (callout 1).

Figure 1-3771 Install the scanner support arm



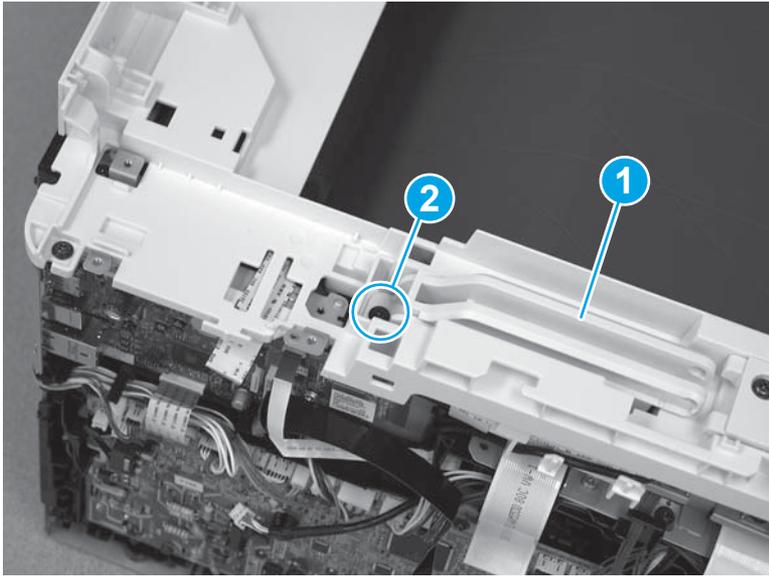
13. Before installing the scanner support arm screw in the next step, use a small flat-blade screwdriver to hold the metal plate (callout 1) up. Continue to hold the plate up while installing the screw so that the screw attaches to the plate.

Figure 1-3772 Raise the metal plate



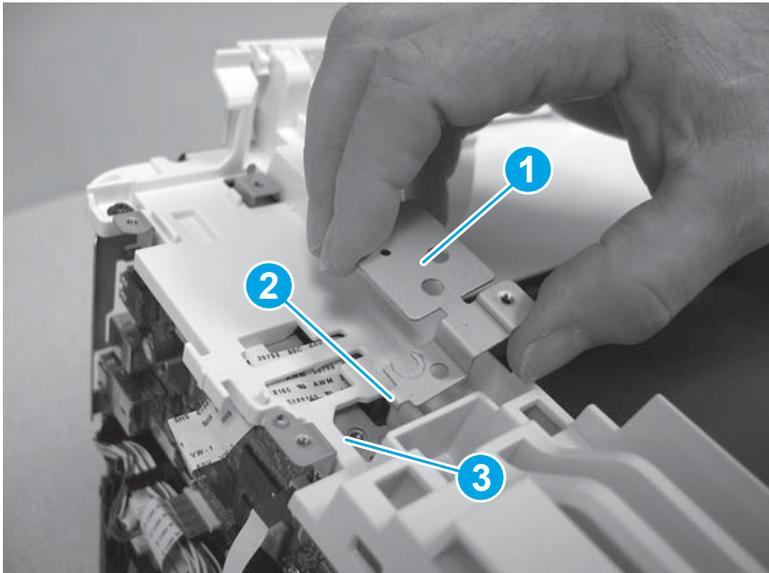
14. Lower the scanner support arm (callout 1), and then install one screw (callout 2).

Figure 1-3773 Lower the support arm and install one screw



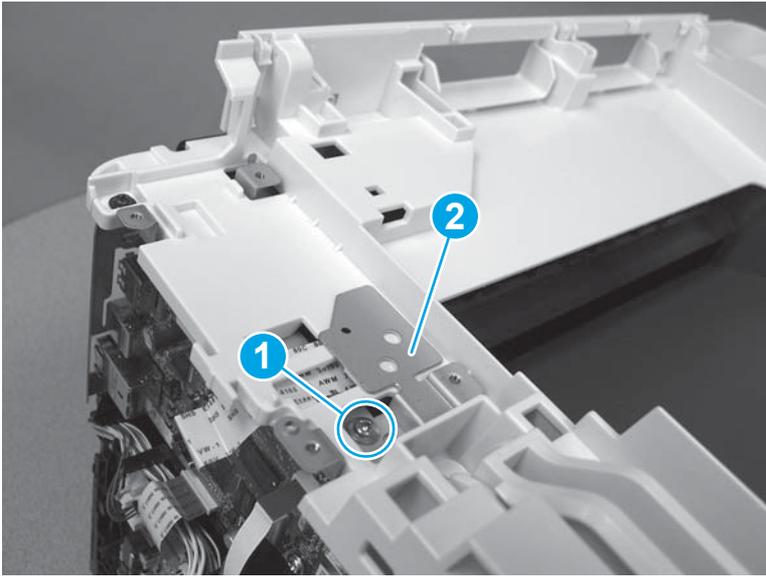
15. Reinstall the metal plate (callout 1). Position the tab (callout 2) under the edge of the top cover (callout 3).

Figure 1-3774 Install the metal plate



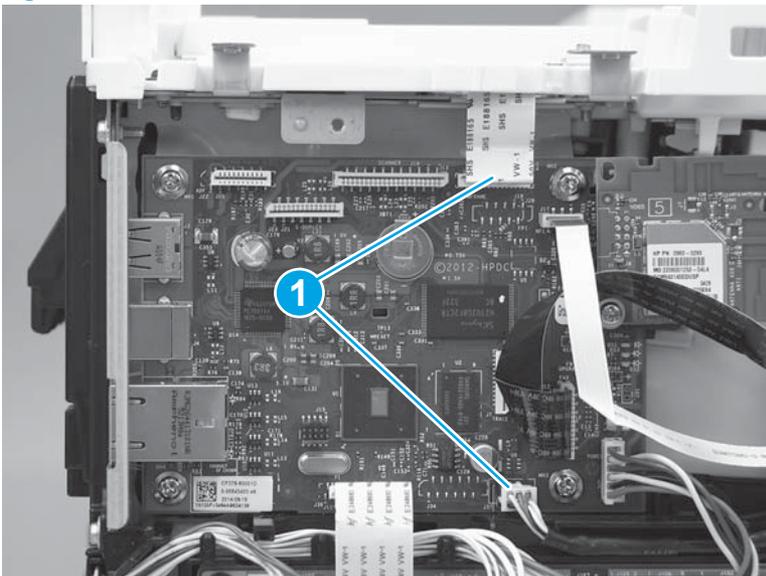
16. Install one screw (callout 1) to secure the sheet metal plate (callout 2).

Figure 1-3775 Install one screw



17. On the left side of the printer, on the formatter PCA, Connect two connectors (callout 1).

Figure 1-3776 Connect two connectors

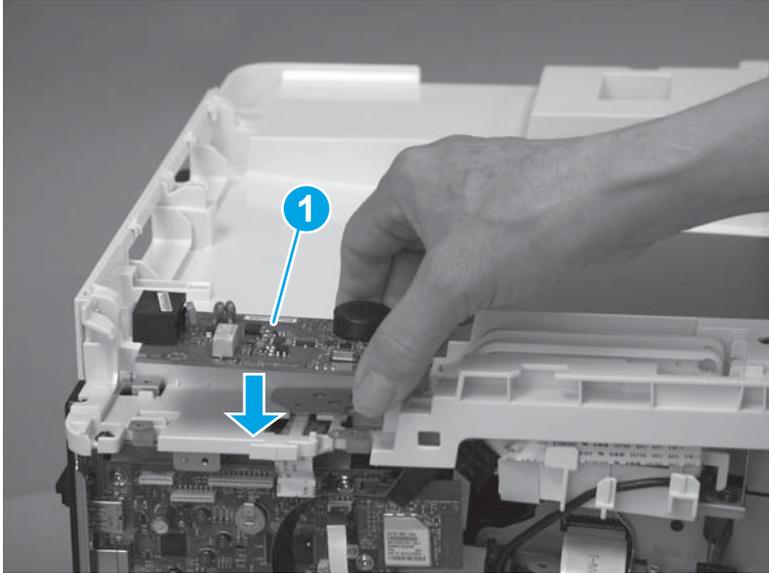


Step 17: Install the fax PCA (M477 models)

 **NOTE:** This step is for M477 fax models only. Skip this step for non-fax models.

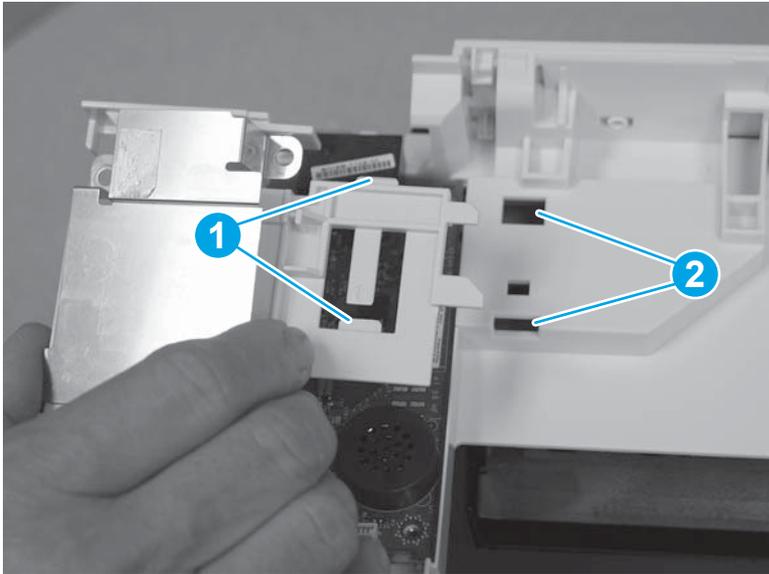
1. Position the fax PCA (callout 1) on the printer.

Figure 1-3777 Install the fax PCA



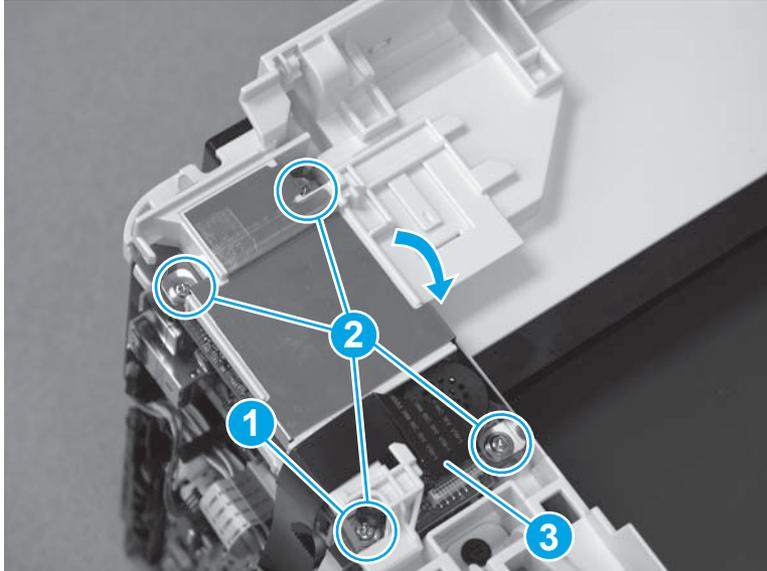
2. Install the tabs (callout 1) on the fax cover in the slots (callout 2) on the top cover. Slide the cover toward the back of the printer to install it.

Figure 1-3778 Install the fax cover



3. Beginning with the lower right screw (callout 1) install four screws (callout 2) in a clockwise direction. Connect one connector (callout 3).

Figure 1-3779 Install four screws and connect one connector

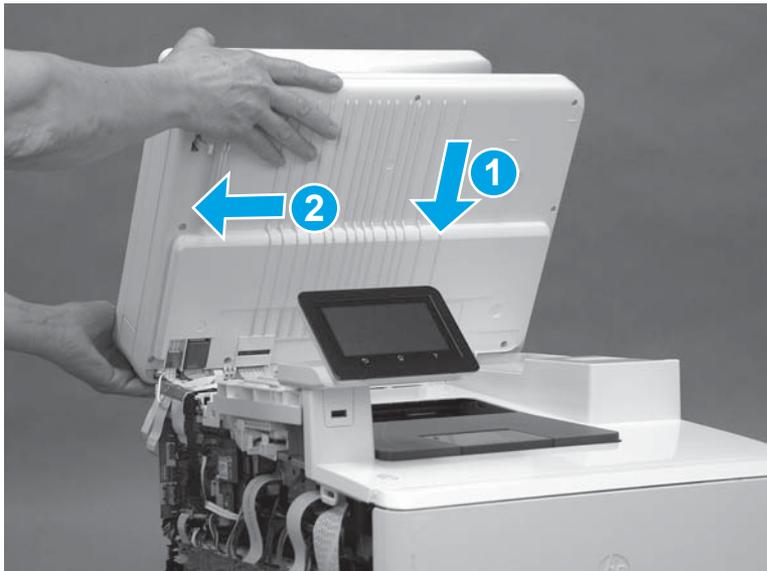


Step 18: Install the integrated scanner assembly (M477 models)

 **NOTE:** This step is for the M477 models. For the M452 models, skip this step and go to [Step 19: Install the rear top cover \(simplex models\) on page 2003](#).

1. Lower the scanner assembly onto the printer, and then slide the assembly toward the left side of the printer to install it.

Figure 1-3780 Install the scanner assembly



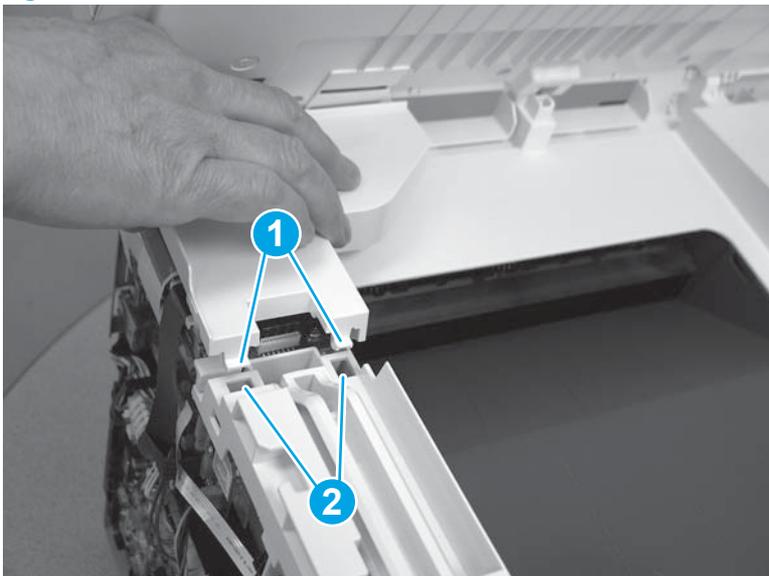
2. Press the scanner cables (callout 1) down onto the double-sided tape on the top cover.

Figure 1-3781 Press the cables



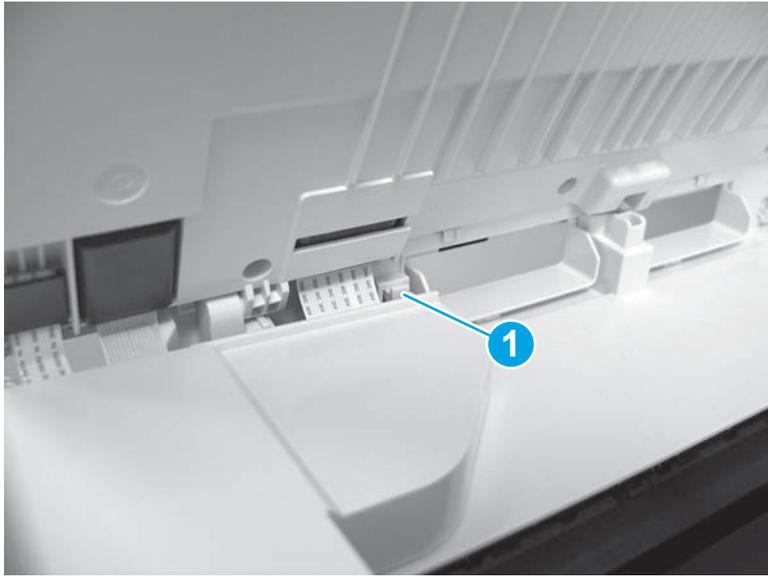
3. Install the tabs (callout 1) on the front of the scanner cable cover in the slots (callout 2) on the top cover.

Figure 1-3782 Position the scanner cable cover



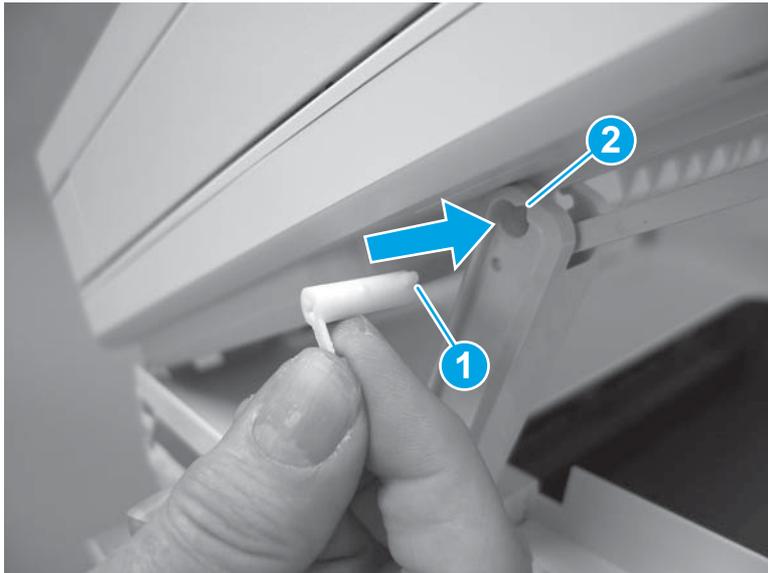
4. Press down on the back of the scanner cable cover to engage one tab (callout 1).

Figure 1-3783 Install the scanner cable cover



5. With the scanner lid lifted, insert the scanner support arm pin (callout 1) into the slot in the scanner support arm (callout 2).

Figure 1-3784 Install the scanner arm pin



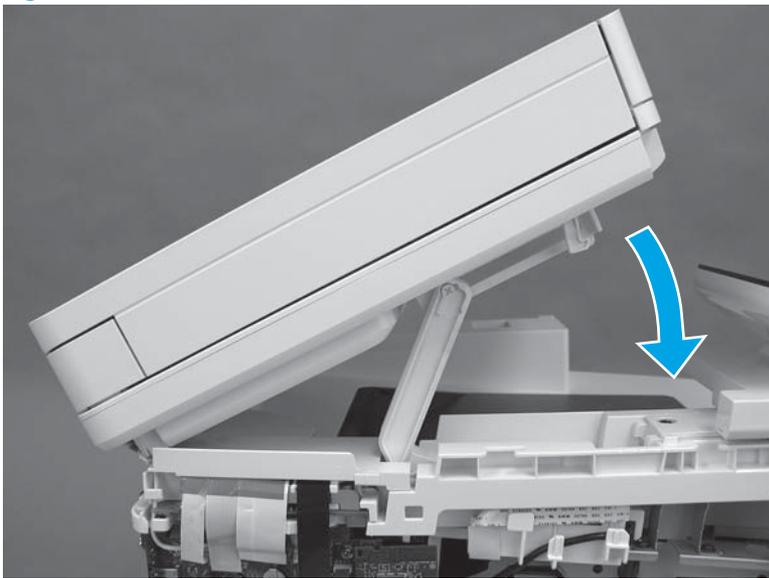
6. Rotate the tab on the scanner arm pin (callout 1) in the direction indicated to snap it into place.

Figure 1-3785 Secure the scanner arm pin



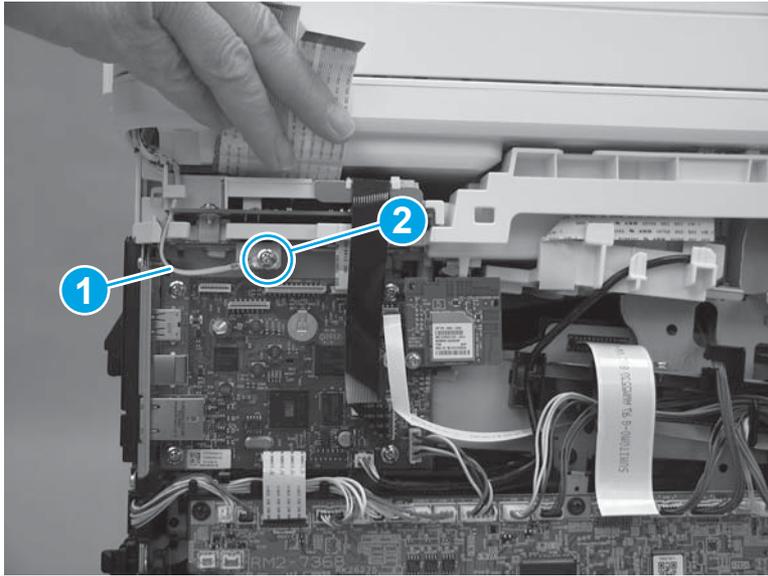
7. Lower the scanner.

Figure 1-3786 Lower the scanner



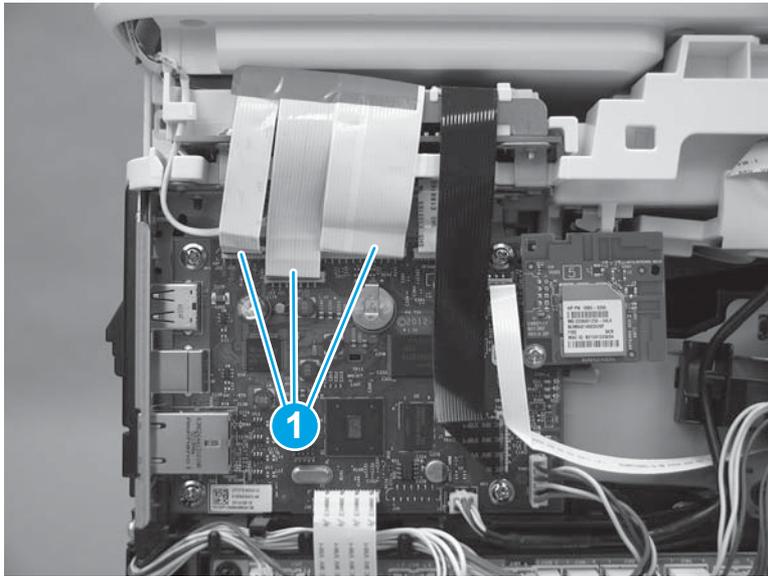
8. Raise the scanner cables up, position the ground wire (callout 1), and then install one screw (callout 2).

Figure 1-3787 Install the ground wire



9. Connect three connectors (callout 1).

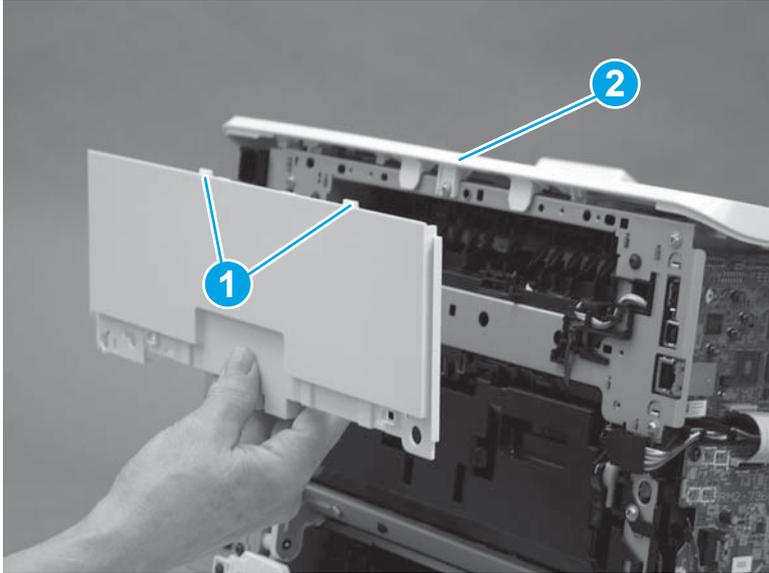
Figure 1-3788 Install the M377, M477 scanner



Step 19: Install the rear top cover (simplex models)

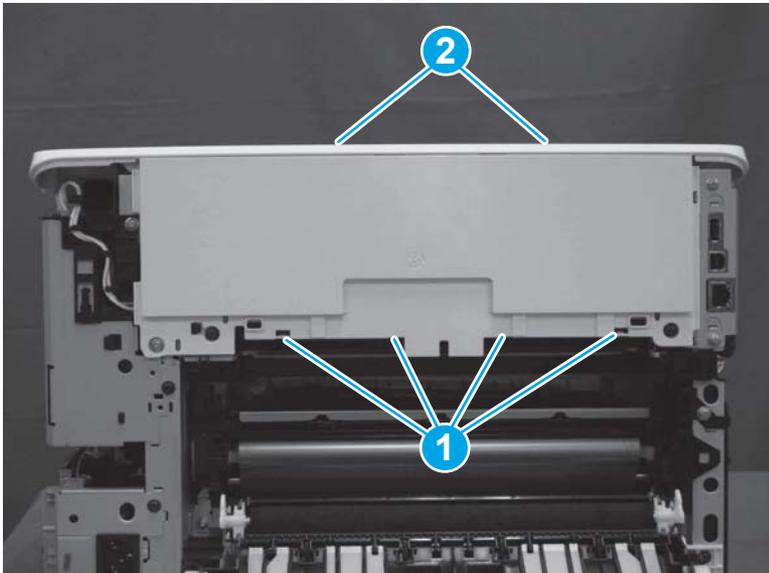
1. Position the tabs on top of the rear top cover (callout 1) under the edge of the top cover (callout 2).

Figure 1-3789 Install the rear top cover



2. Make sure that the tabs on the bottom (callout 1) and the tabs on the top (callout 2) snap into place.

Figure 1-3790 Release two tabs

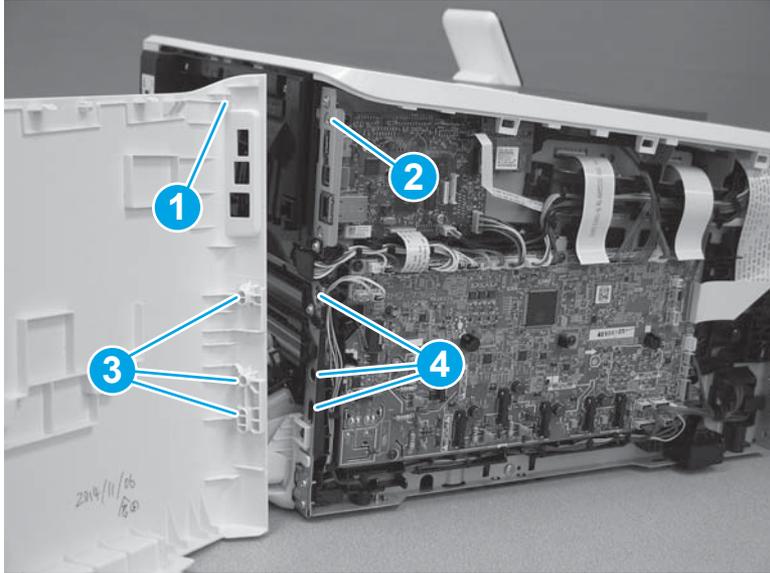


Step 20: Install the left cover (M452 models)

 **NOTE:** This step is for the M452 models. For the M477 models, skip this step and go to [Step 21: Install the left cover \(M477 models\) on page 2008](#).

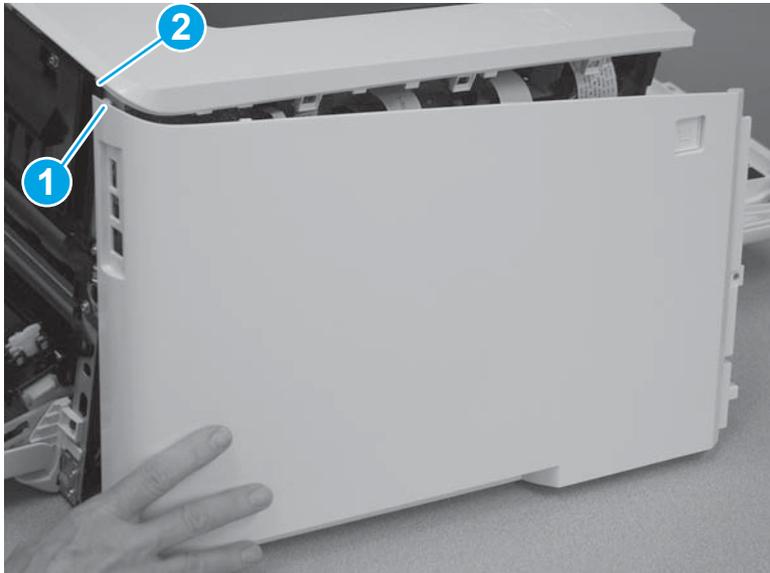
1. Position the hook (callout 1) on the cover in the slot (callout 2) on the printer. Position three tabs (callout 3) on the back of the cover in the slots (callout 4) in the printer.

Figure 1-3791 Position three tabs



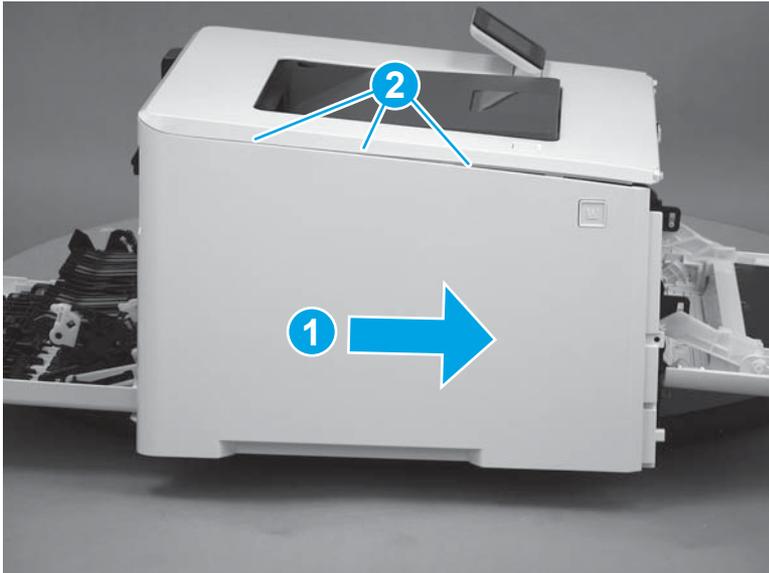
2. At the back of the printer, install the tab (callout 1) under the edge of the top cover (callout 2).

Figure 1-3792 Install one tab



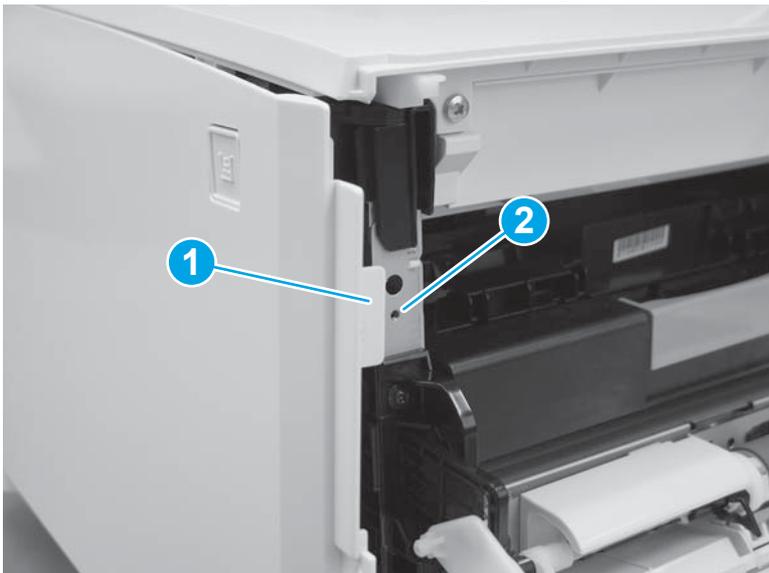
3. Slide the cover toward the front of the printer (callout 1), and then engage three tabs (callout 2) on the top of the cover.

Figure 1-3793 Install the left cover



CAUTION: Make sure that the tab (callout 1) does not get caught behind the printer frame (callout 2).

Figure 1-3794 Make sure the tab does not get caught



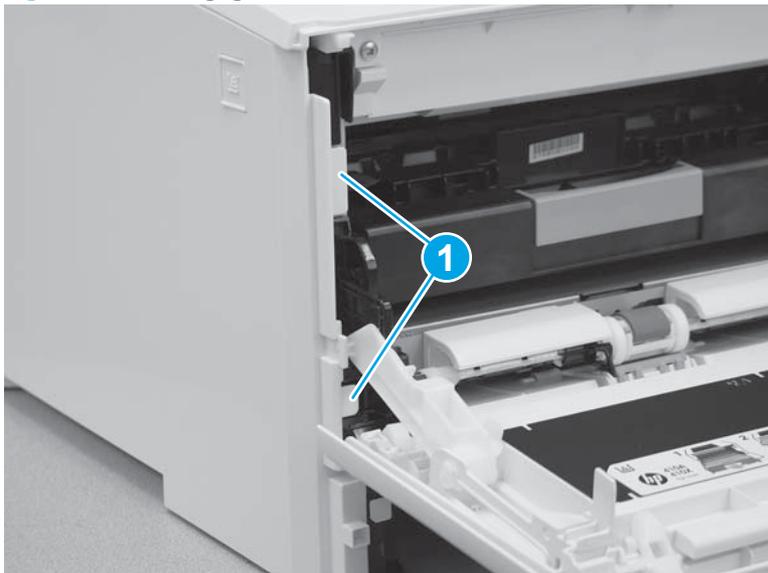
4. Slide the printer to the edge of a work surface in order to access the tabs on the bottom of the cover. Beginning from the back of the cover, install four tabs (callouts 1-4) on the lower edge of the cover.

Figure 1-3795 Install four tabs



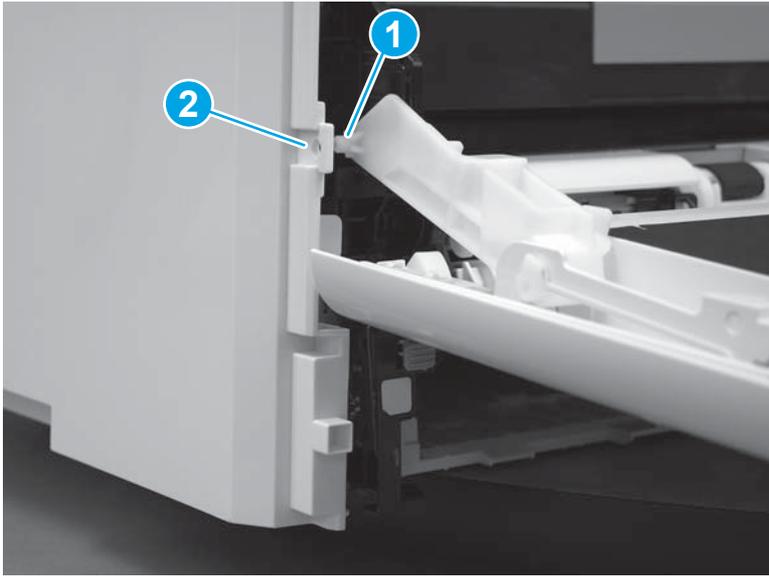
5. Install two tabs (callout 1) at the front of the cover.

Figure 1-3796 Engage two tabs



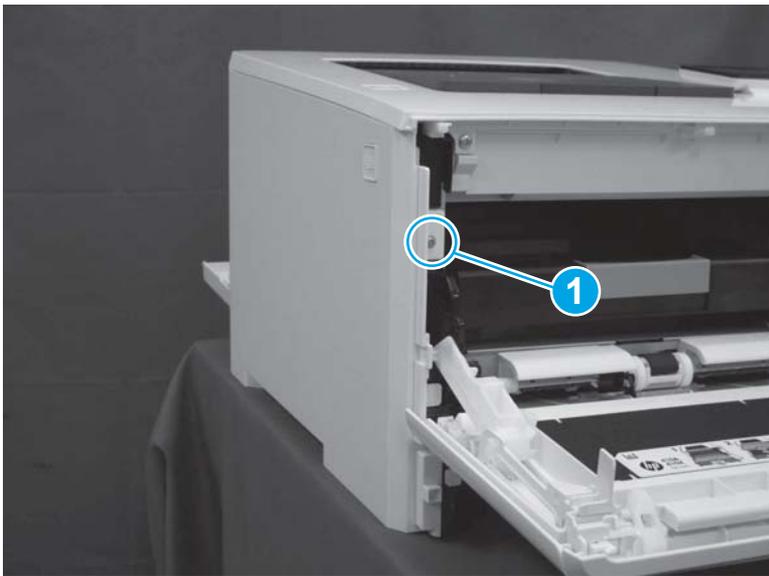
6. Make sure that the hinge pin (callout 1) on the front door fits into the slot (callout 2) on the left cover.

Figure 1-3797 Install hinge pin



7. Install one screw (callout 1).

Figure 1-3798 Install one screw

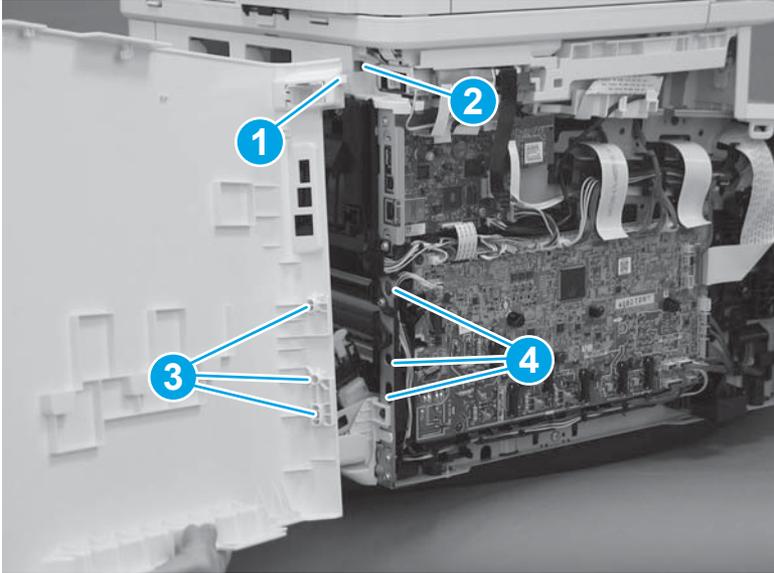


Step 21: Install the left cover (M477 models)

 **NOTE:** This step is for the M477 models. For the M452 models, skip this step and go to [Step 22: Install the right cover \(M452 models\) on page 2015](#).

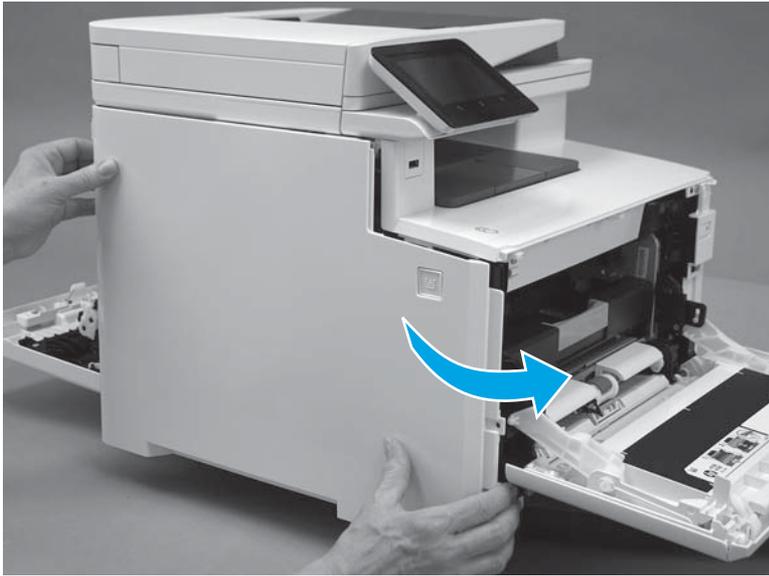
1. At the back of the printer, install the tab (callout 1) on the cover into the slot (callout 2) in the printer. Install the locator pins (callout 3) into the slots (callout 4) in the printer.

Figure 1-3799 Install one tab



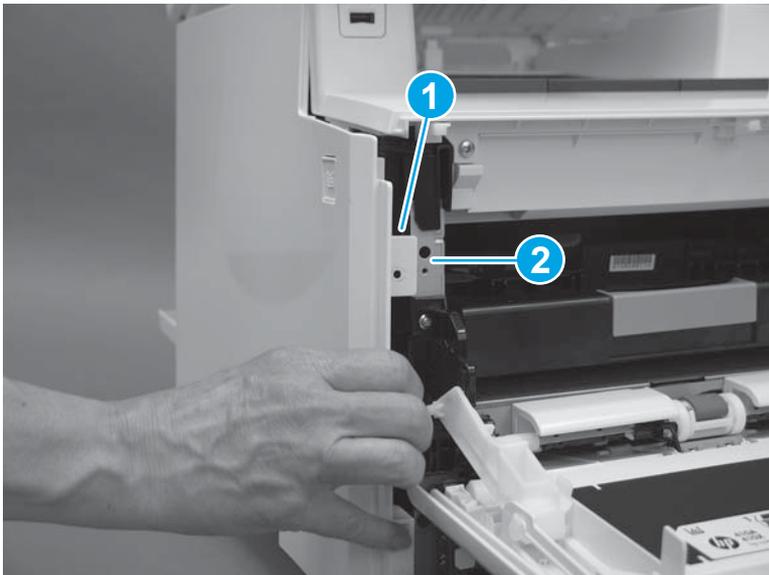
2. Rotate the cover toward the printer.

Figure 1-3800 Rotate the left cover



CAUTION: Make sure that the tab (callout 1) does not get caught behind the printer frame (callout 2).

Figure 1-3801 Make sure the tab does not get caught



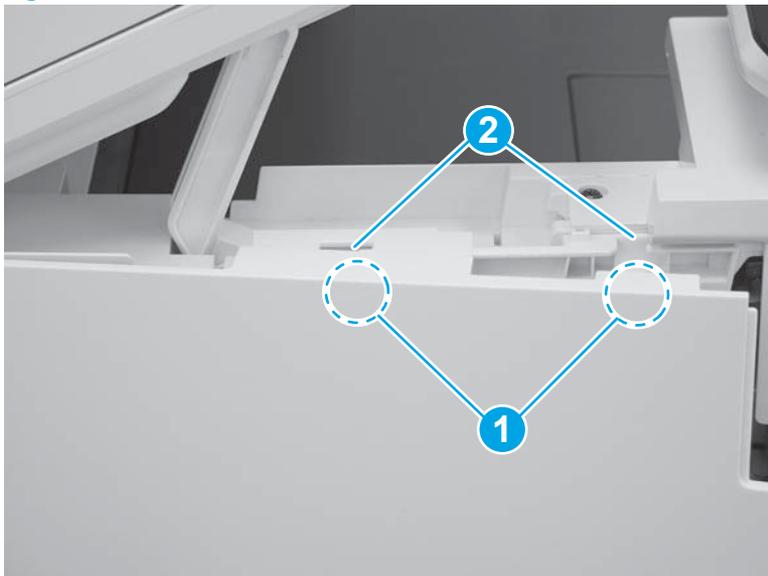
3. Raise the scanner.

Figure 1-3802 Raise the scanner



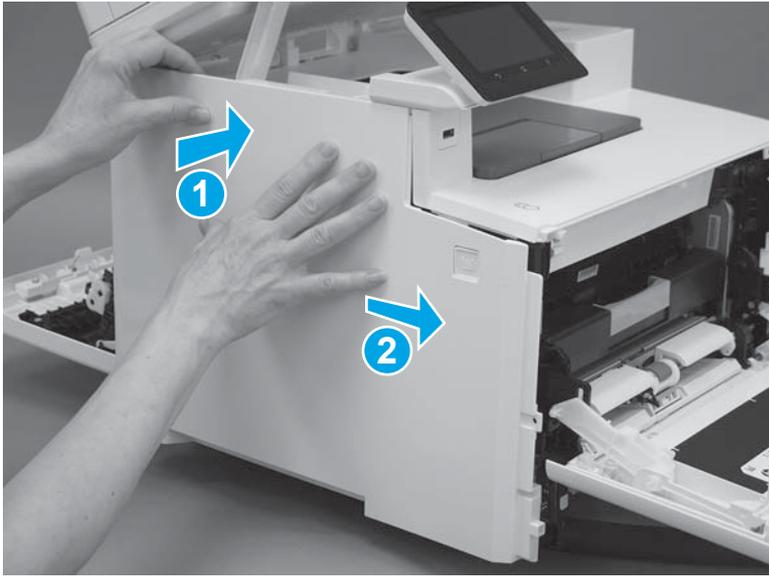
4. Position the hooks (callout 1) on the inside of the cover into the slots (callout 2) on the printer.

Figure 1-3803 Position the hooks in the slots



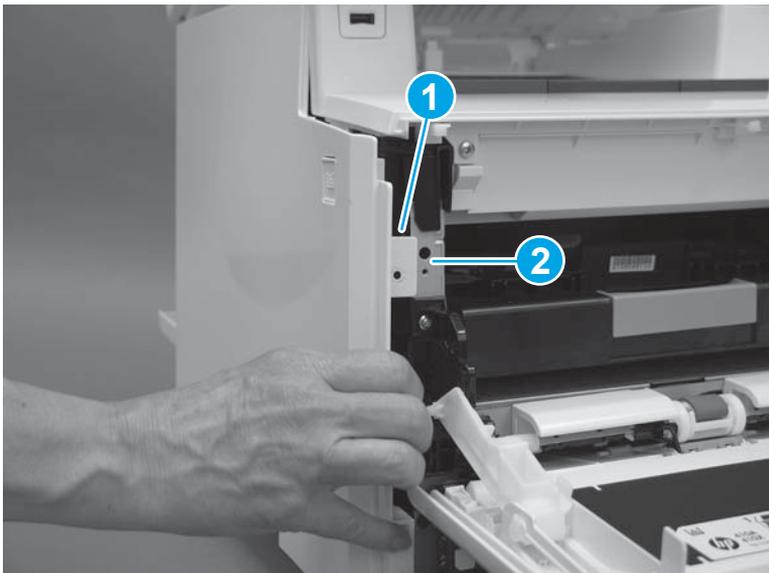
5. Hold the cover against the printer (callout 1), and then slide it (callout 2) toward the front of the printer.

Figure 1-3804 Install the top hooks



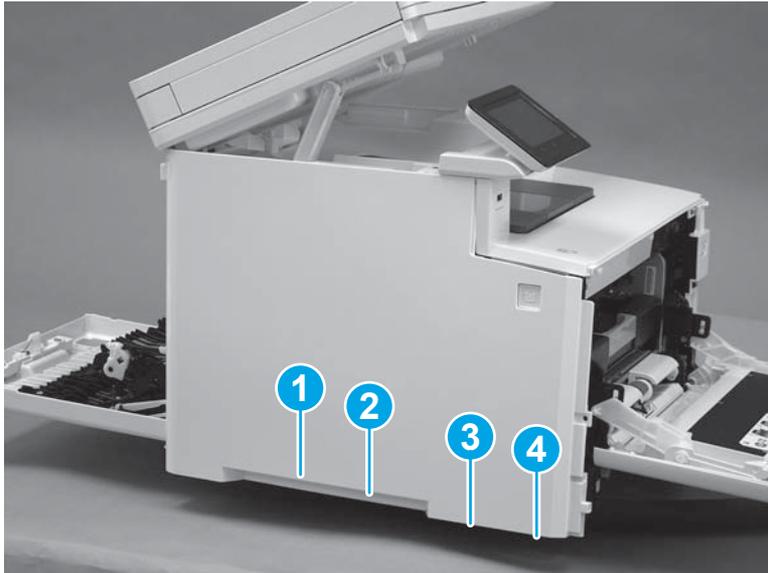
CAUTION: Make sure that the tab (callout 1) on the front of the cover does not get caught behind the printer frame (callout 2).

Figure 1-3805 Make sure the tab does not get caught



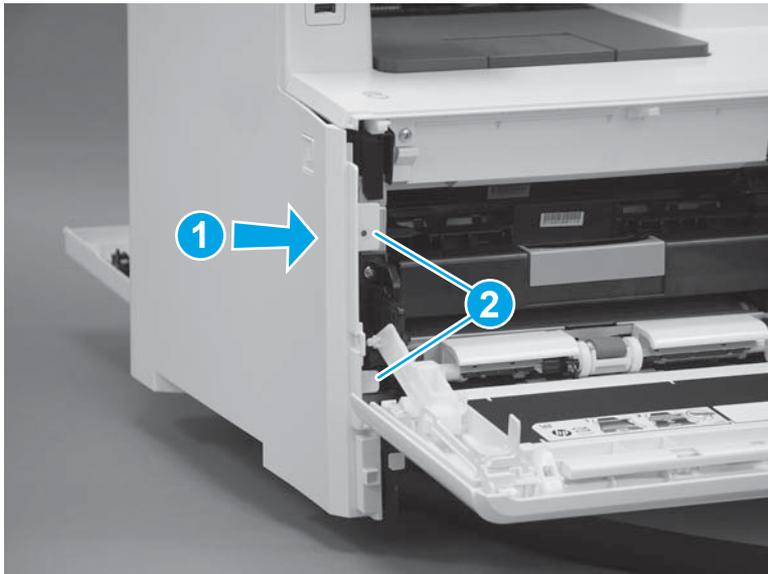
6. Slide the printer to the edge of a work surface in order to access the tabs on the bottom of the cover. Beginning from the back of the cover, install four tabs (callouts 1-4) on the lower edge of the cover.

Figure 1-3806 Install four tabs



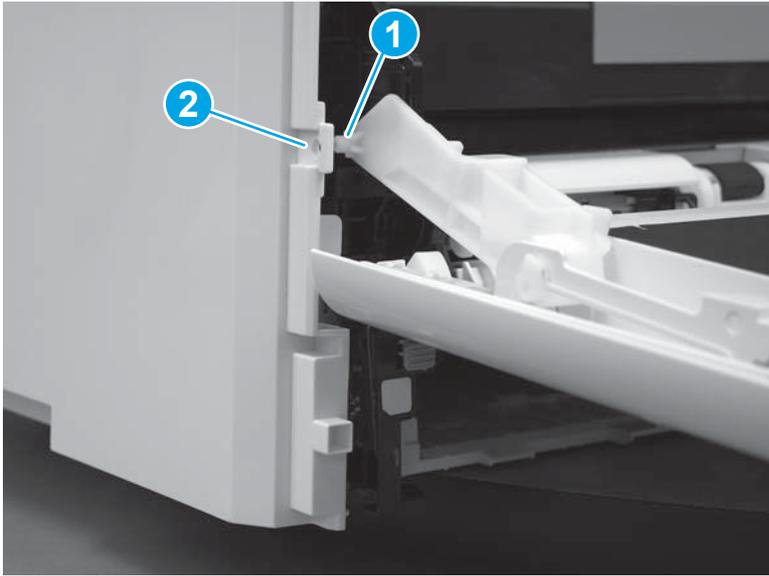
7. Press the cover toward the printer (callout 1), and then install two tabs (callout 2) at the front of the cover.

Figure 1-3807 Install two tabs



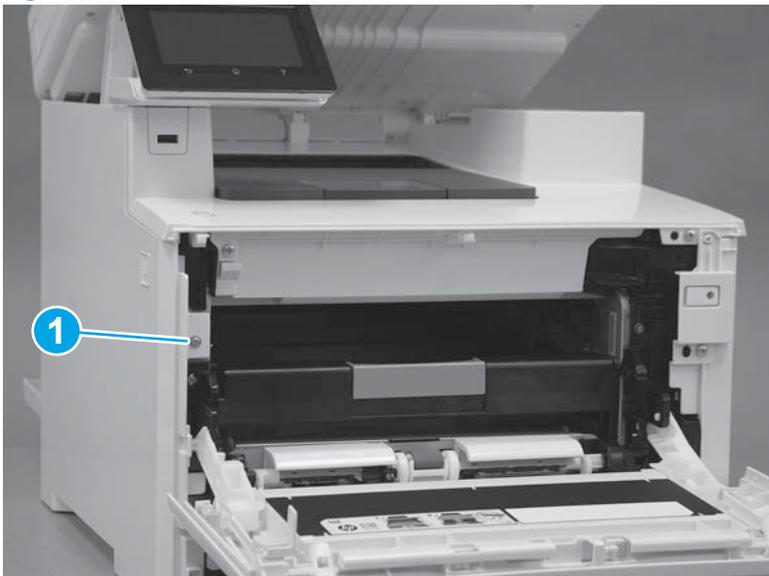
8. Make sure that the hinge pin (callout 1) on the front door fits into the slot (callout 2) on the left cover.

Figure 1-3808 Install hinge pin



9. Install one screw (callout 1).

Figure 1-3809 Install one screw



10. Lower the scanner.

Figure 1-3810 Lower the scanner

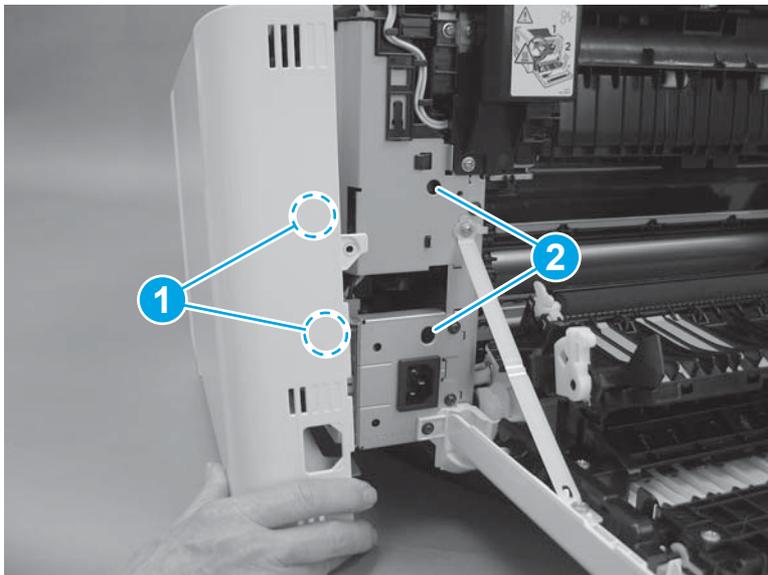


Step 22: Install the right cover (M452 models)

 **NOTE:** This step is for the M452 models. For the M477 models, skip this step and go to [Step 23: Install the right cover \(M477 models\) on page 2019](#).

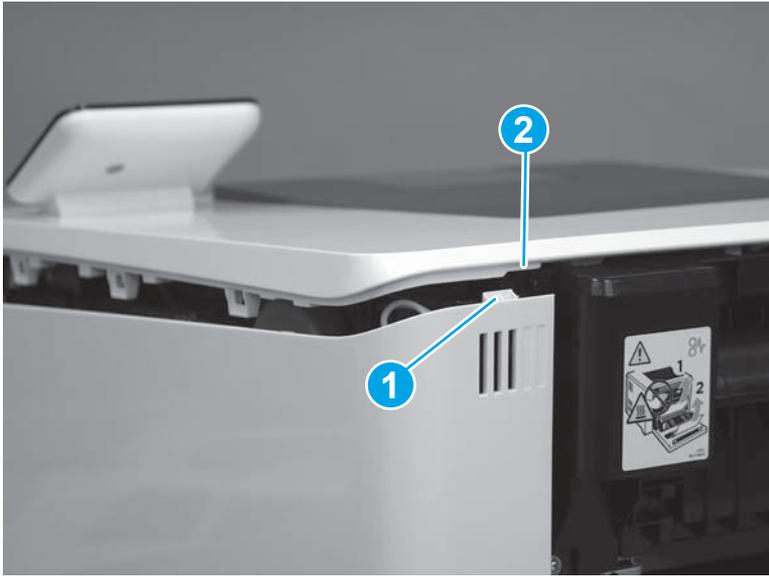
1. Position two tabs (callout 1) on the back of the cover in the slots (callout 2) in the printer.

Figure 1-3811 Position two tabs



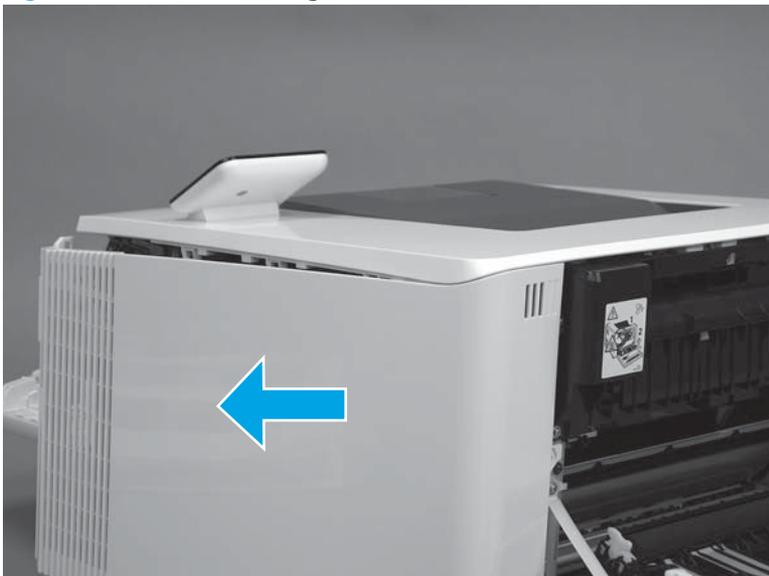
2. At the back of the printer, install the tab (callout 1) under the edge of the top cover (callout 2).

Figure 1-3812 Install rear tab



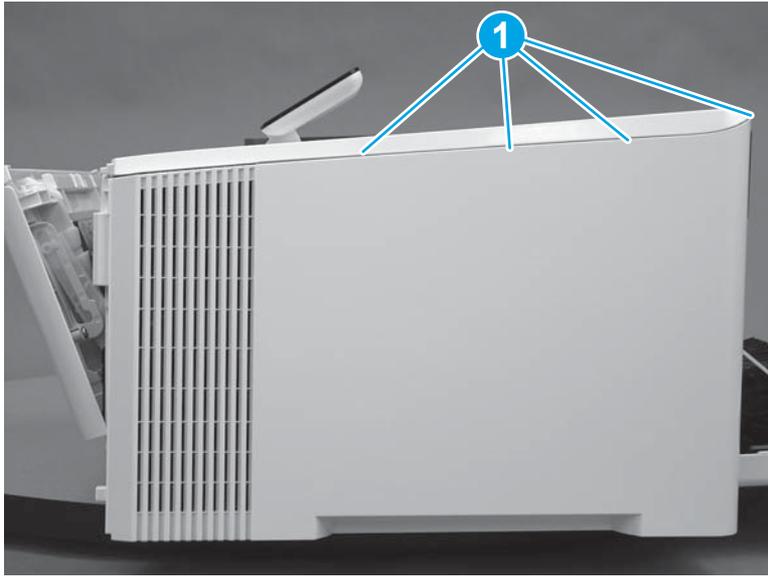
3. Slide the cover toward the front of the printer to install it.

Figure 1-3813 Install the right cover



- Engage three tabs (callout 2) on the top of the cover.

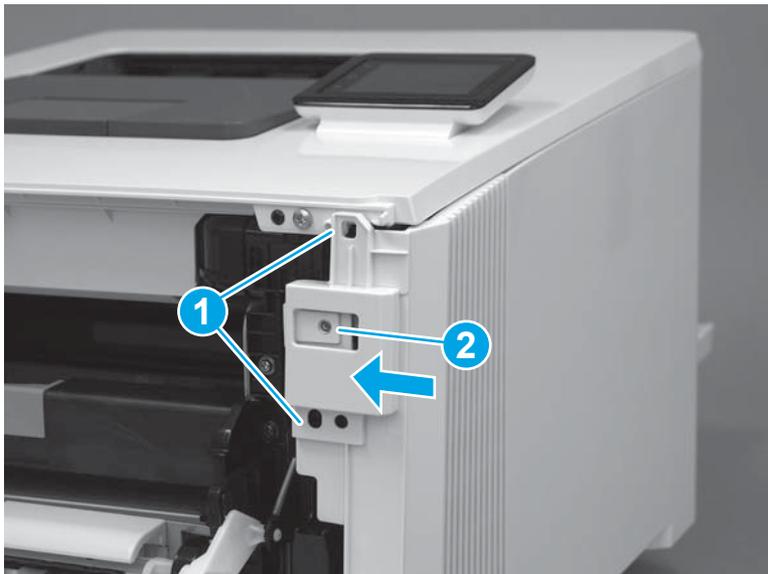
Figure 1-3814 Install upper tabs



- At the front of the printer, position the front of the cover over two tabs (callout 1).

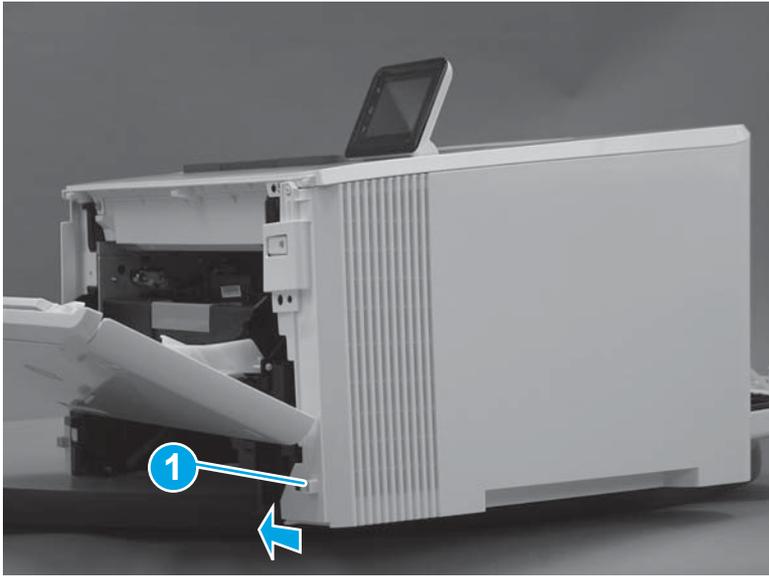
⚠ CAUTION: Be careful not to dislodge the power switch (callout 2).

Figure 1-3815 Install the front tabs



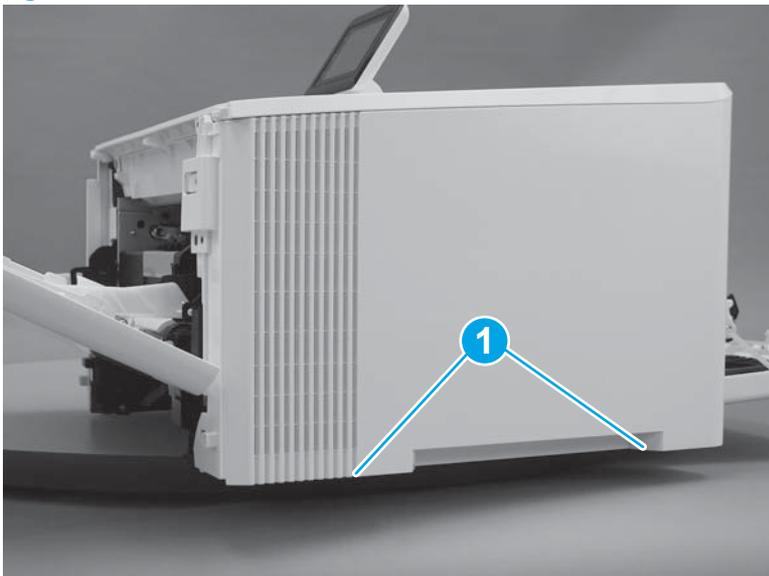
6. Press the right cover toward the printer to engage one tab (callout 1) on the front of the cover.

Figure 1-3816 Install the front lower tab



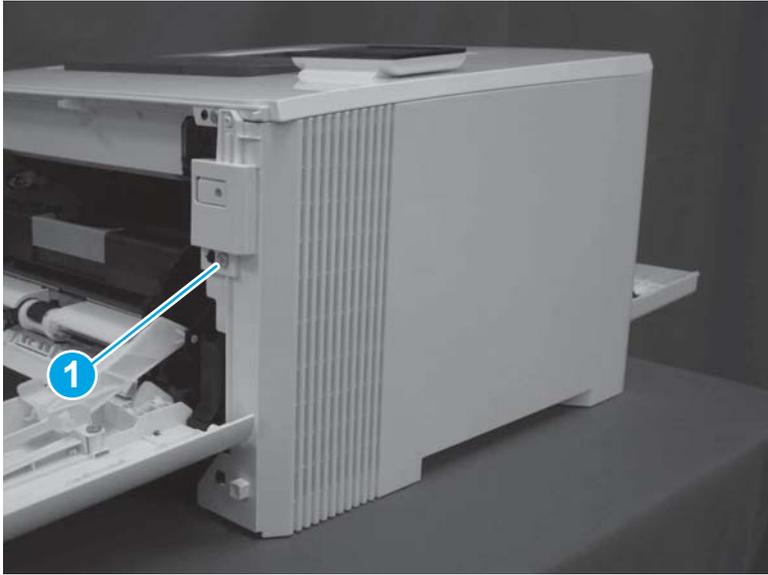
7. Install two tabs on the bottom of the cover (callout 1).

Figure 1-3817 Install two tabs



8. At the front of the printer, install one screw (callout 1).

Figure 1-3818 Install one screw



9. At the back of the printer, install one screw (callout 1).

Figure 1-3819 Install one screw

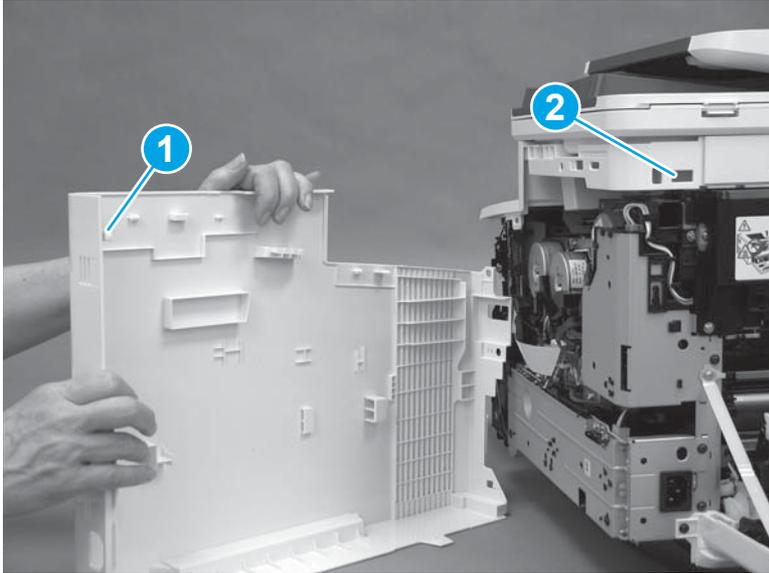


Step 23: Install the right cover (M477 models)

 **NOTE:** This step is for the M477 models. For the M452 models, skip this step and go to [Step 24: Close the front door and rear door on page 2025](#).

1. At the back of the printer, install the tab (callout 1) on the cover into the slot (callout 2) on the printer.

Figure 1-3820 Install rear tab



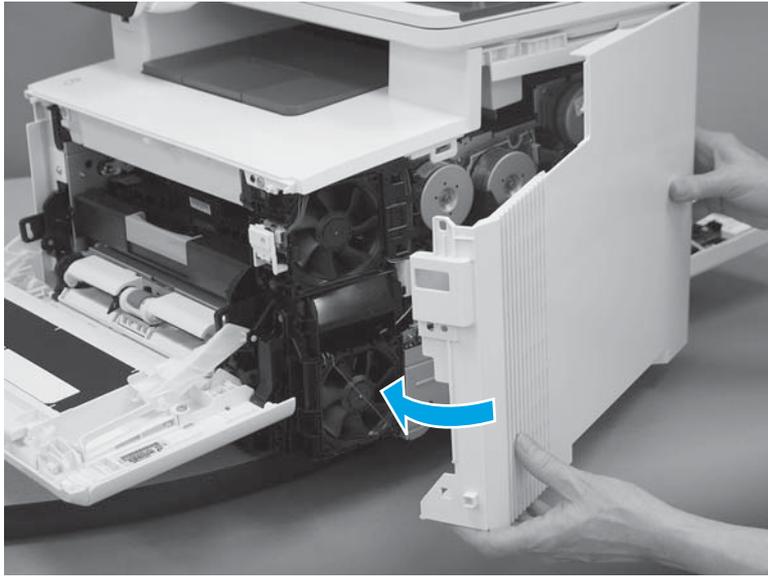
2. Raise the scanner.

Figure 1-3821 Raise the scanner



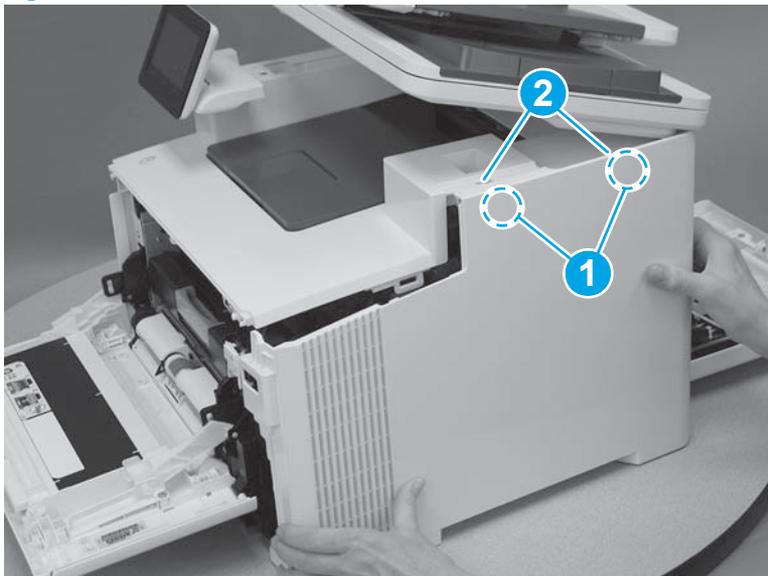
3. Rotate the right cover toward the printer.

Figure 1-3822 Rotate the right cover



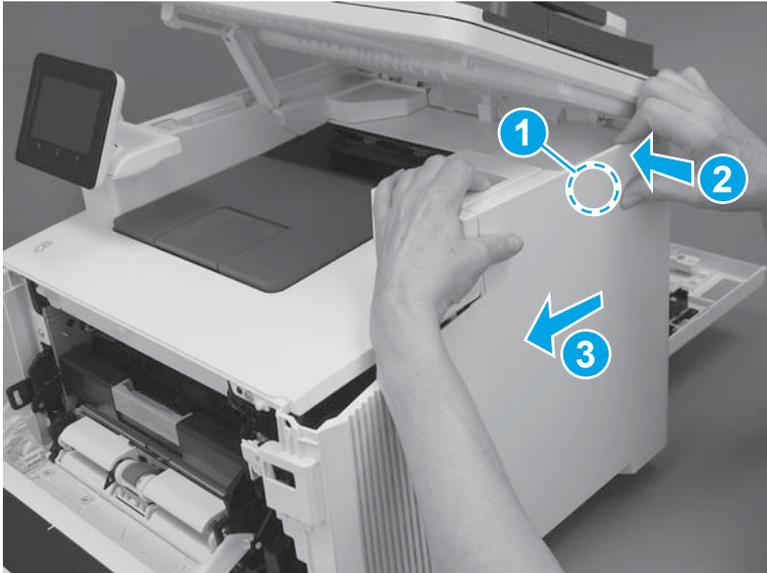
4. Position the hooks (callout 1) on the inside of the cover into the slots (callout 2) in the printer.

Figure 1-3823 Position the hooks in the slots



5. Engage one hook (callout 1) on the inside of the cover. Hold the top of the cover closed (callout 2) while sliding the cover toward the front of the printer (callout 3).

Figure 1-3824 Slide the cover



6. Rotate the front of the cover toward the printer (callout 1).

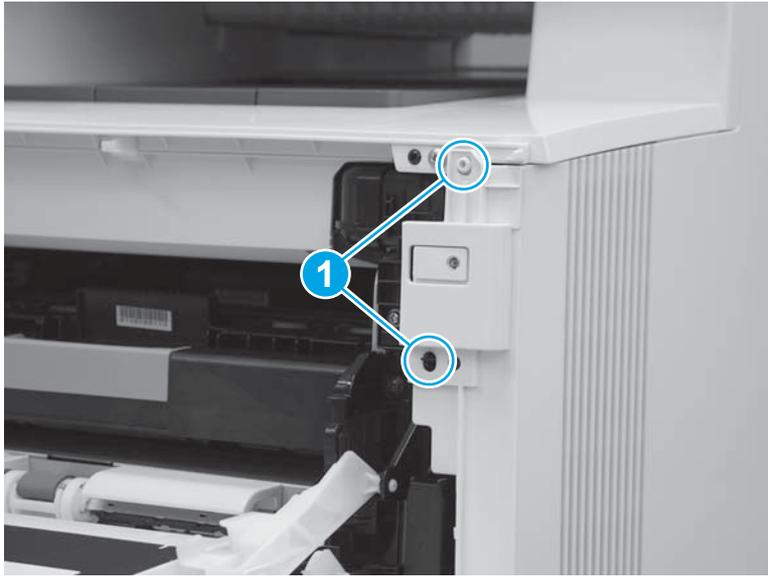
CAUTION: Be careful not to dislodge the power switch (callout 2).

Figure 1-3825 Rotate the front of the cover



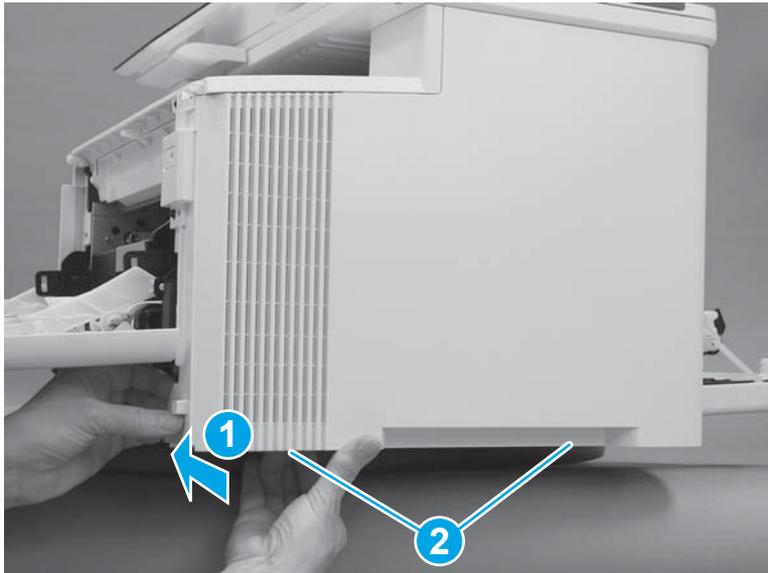
7. Install two tabs at the front of the printer (callout 1).

Figure 1-3826 Install two tabs



8. Press the right cover toward the printer (callout 1) to engage one tab on the front of the cover, and two tabs (callout 2) on the lower edge of the cover.

Figure 1-3827 Install the front and lower tabs



9. At the front of the printer, install one screw (callout 1).

Figure 1-3828 Install one screw



10. At the back of the printer, install one screw (callout 1).

Figure 1-3829 Install one screw



11. Lower the scanner.

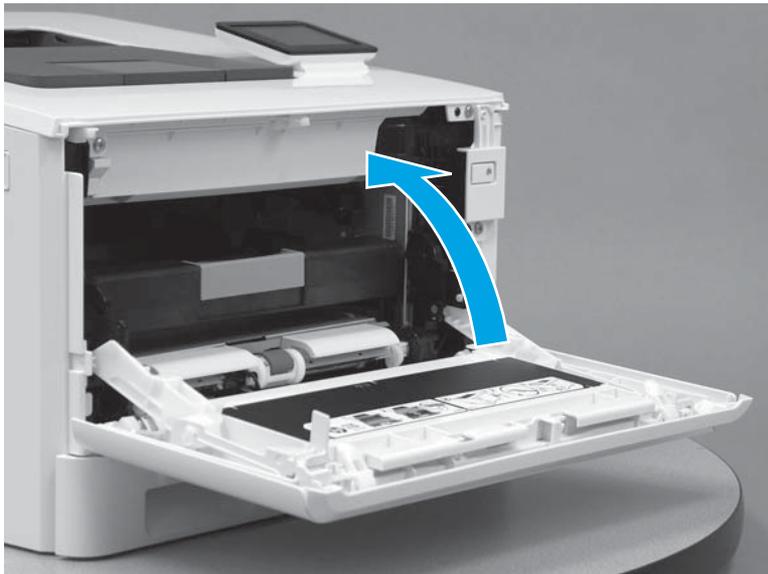
Figure 1-3830 Lower the scanner



Step 24: Close the front door and rear door

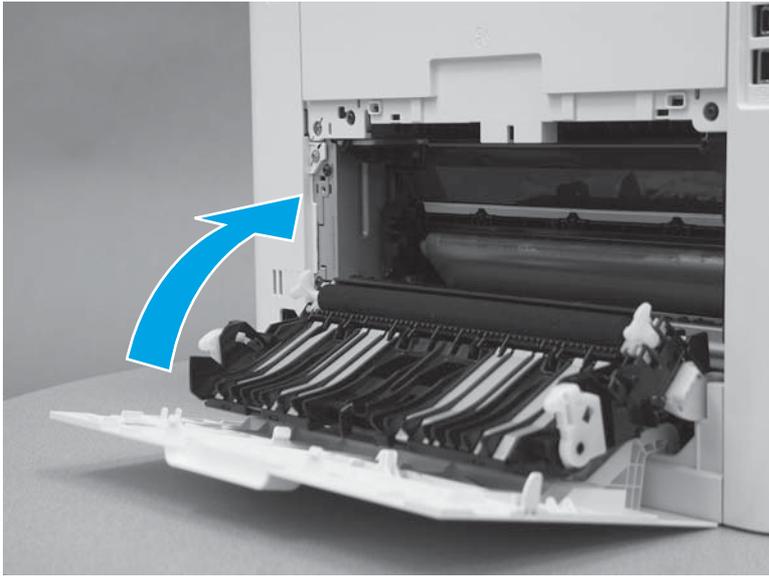
1. Close the front door.

Figure 1-3831 Close the front door



2. Close the rear door.

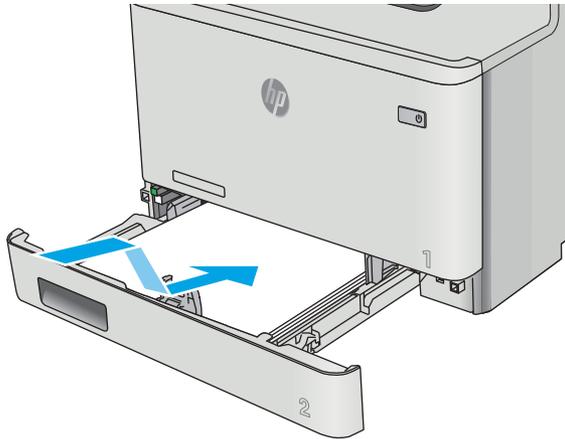
Figure 1-3832 Close the rear door



Step 25: Install Tray 2

- ▲ With the front of the tray slightly lifted, align the sides of the tray with the rails in the printer, and then carefully slide the tray into the printer. As the tray slides into the printer, lower the front of the tray, and then close it.

Figure 1-3833 Install the tray



Removal and replacement: Secondary transfer roller

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

Introduction

This document provides the procedures to remove and replace the secondary transfer roller.

Before you begin

- Turn off the printer.
- Disconnect the power cable.

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

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

| Secondary transfer roller part number | |
|---------------------------------------|---------------------------|
| RM2-6455-000CN | Secondary transfer roller |

Required tools

- No tools are required to install this part.

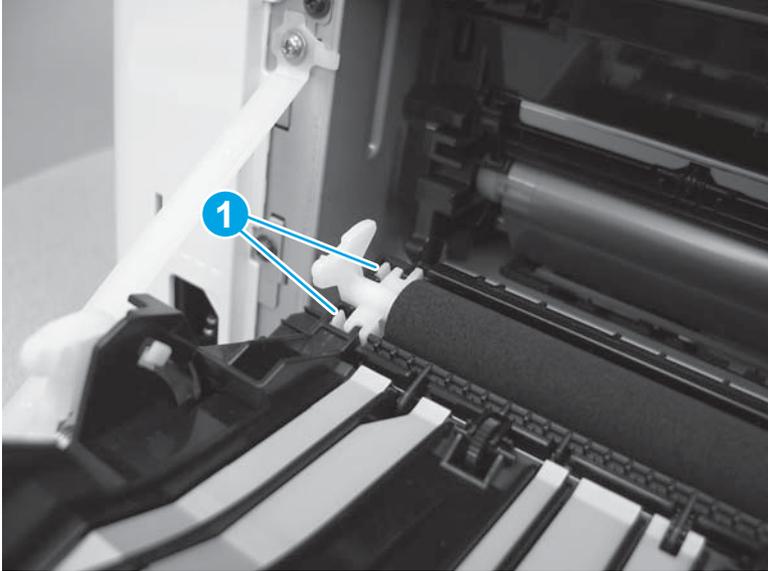
After performing service

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

Step 1: Remove the secondary transfer roller

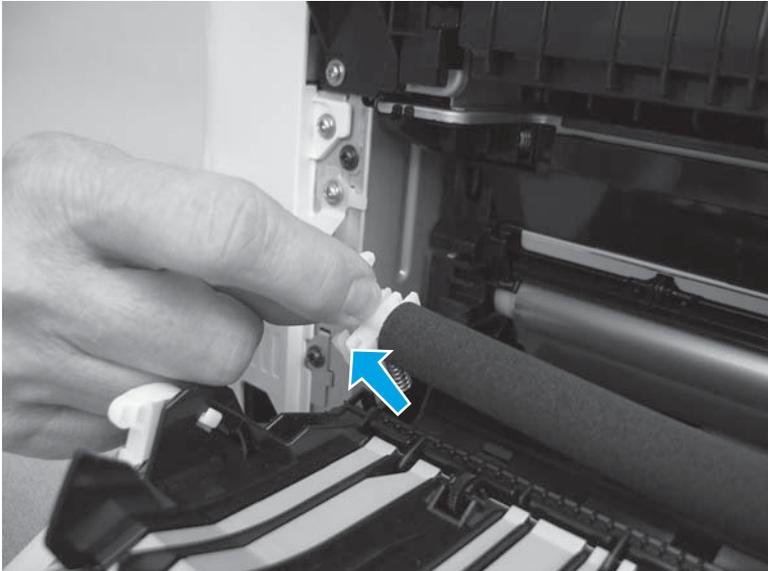
1. For simplex models (M452nw and M477fnw) open the rear cover. For duplex models (M377dw, M452dn, M452dw, M477fdn, and M477fdw), open the duplex door assembly. Inside the door assembly, release two tabs (callout 1).

Figure 1-97 Release two tabs



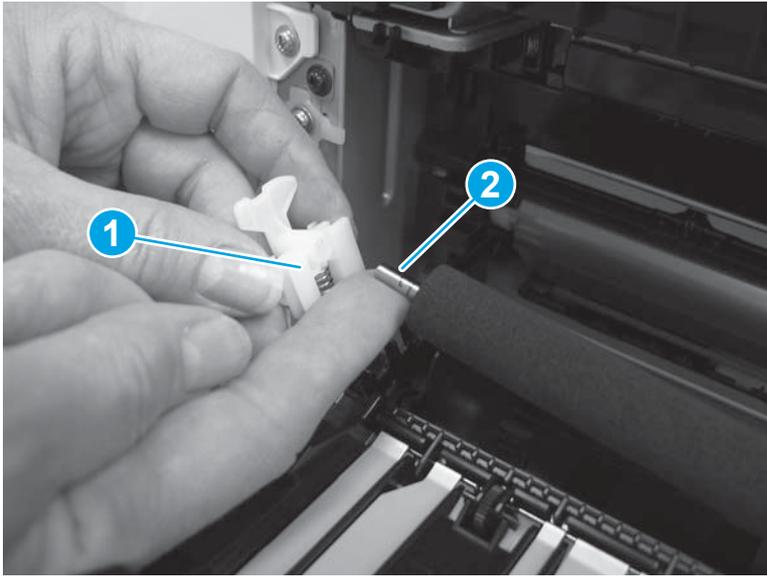
2. Lift up the left end of the roller.

Figure 1-98 Lift the end of the roller



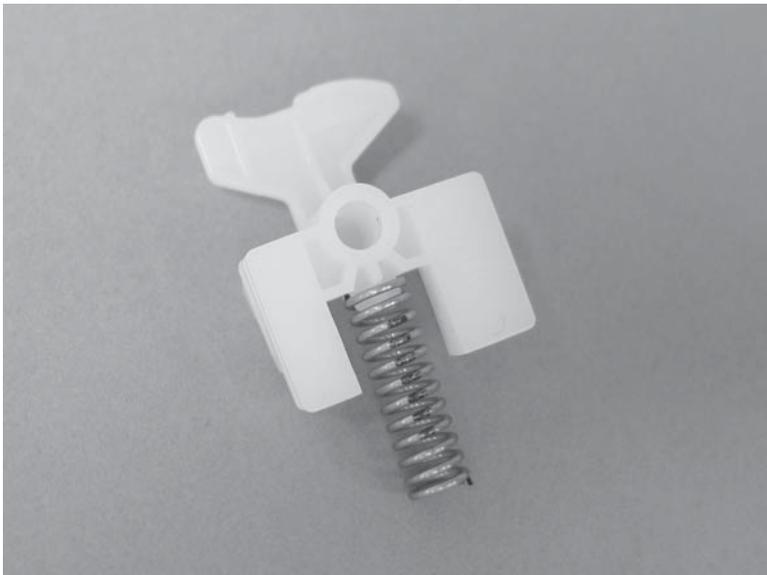
3. Remove the stopper (callout 1) from the end of the roller (callout 2).

Figure 1-99 Remove the stopper



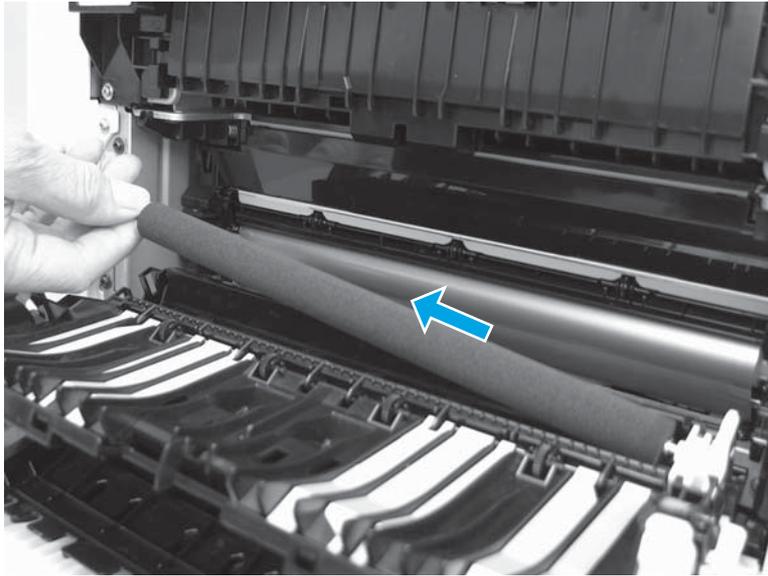
 **NOTE:** If the spring falls off of the stopper, reattach it as shown below.

Figure 1-100 Reattach the stopper spring



4. Remove the secondary transfer roller.

Figure 1-101 Remove the secondary transfer roller



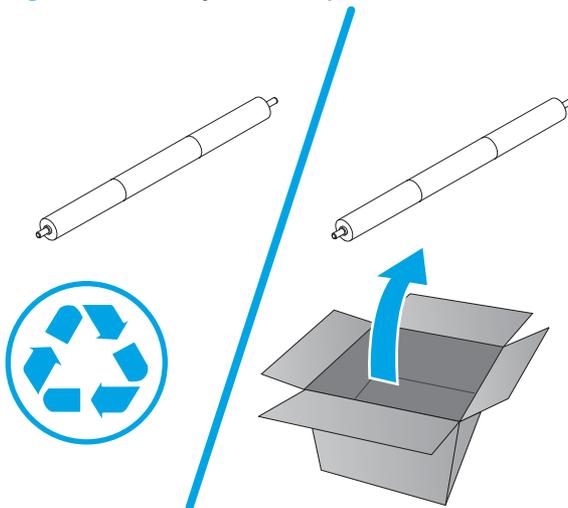
Step 2: Unpack the replacement part

Remove the new secondary transfer roller from its package. Save all packaging for recycling the used part.

For complete information on HP's recycling programs, go to [Product return and recycling](#).

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

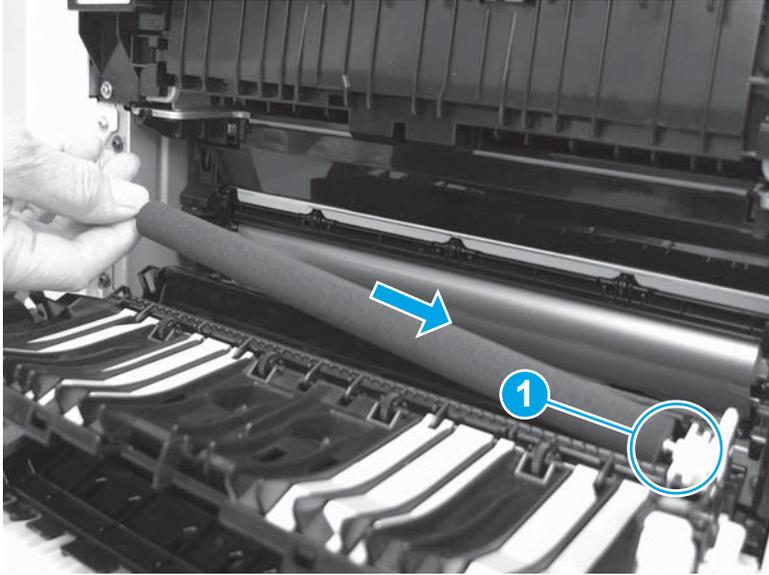
Figure 1-102 Recycle and unpack



Step 3: Install the secondary transfer roller

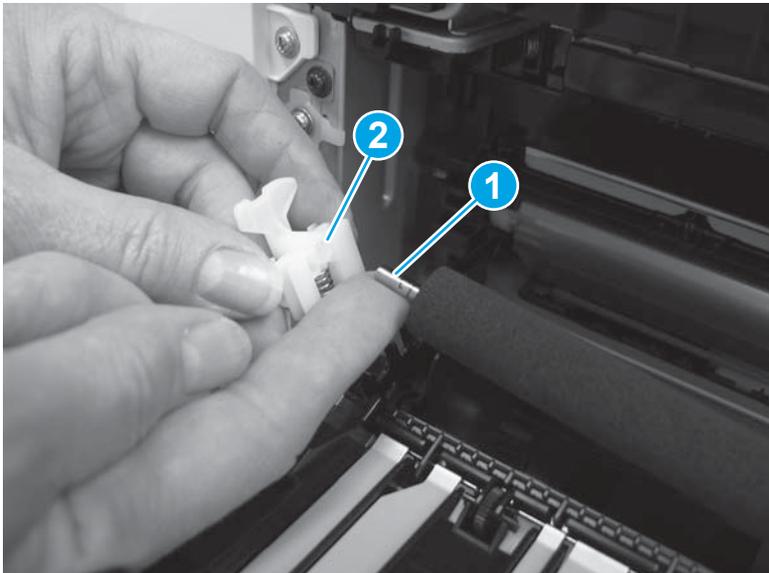
1. Position the end of the secondary transfer roller into the slot in the holder (callout 1).

Figure 1-103 Position the secondary transfer roller



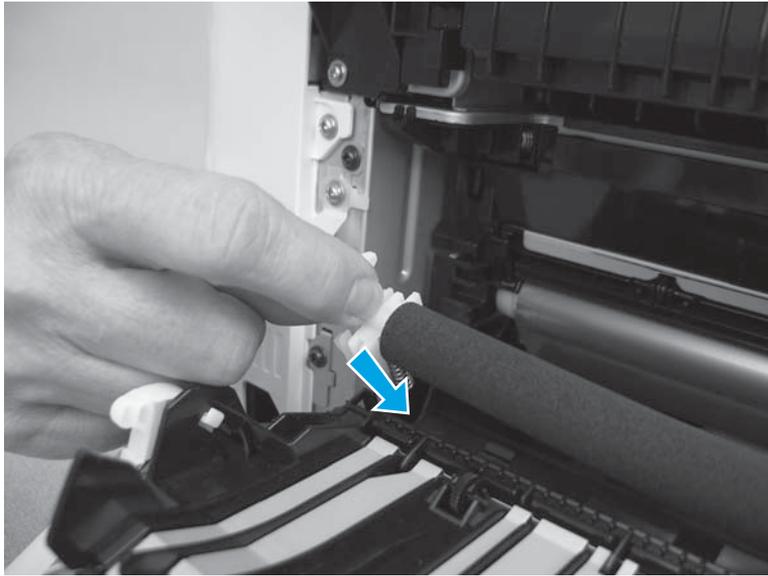
2. Position the metal shaft (callout 1) on the end of the roller into the opening (callout 2) in the stopper.

Figure 1-104 Attach stopper



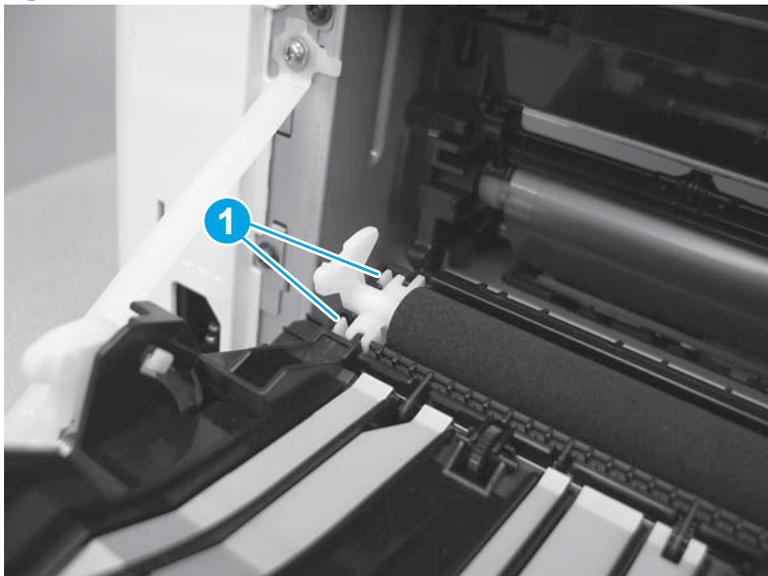
3. Lower the secondary transfer roller and stopper into position.

Figure 1-105 Install the secondary transfer roller



4. Make sure that two tabs (callout 1) snap into place. Close the rear cover or the duplex door assembly.

Figure 1-106 Check the tabs



Removal and replacement: Tray 1 pickup roller

- [Introduction](#)
- [Step 1: Open the front door](#)
- [Step 2: Remove the Tray 1 pickup roller](#)
- [Step 3: Unpack the replacement part](#)
- [Step 4: Install the Tray 1 pickup roller](#)
- [Step 5: Close the front door](#)

Introduction

This document provides the procedures to remove and replace the Tray 1 pickup roller.

Before you begin

- Turn off the printer.
- Disconnect the power cable.

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

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

| Tray 1 pickup roller part number | |
|----------------------------------|--|
|----------------------------------|--|

| | |
|----------------|----------------------|
| RL1-2593-000CN | Tray 1 pickup roller |
|----------------|----------------------|

Required tools

- Small, flat-blade screwdriver

After performing service

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

Step 1: Open the front door

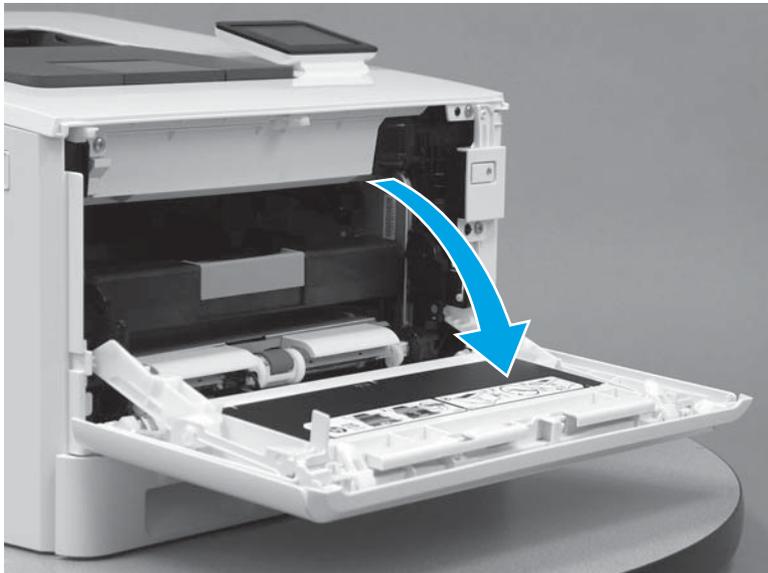
1. Press the button (callout 1) on the left side of the printer to release the front door.

Figure 1-17 Release the front door



2. Open the front door.

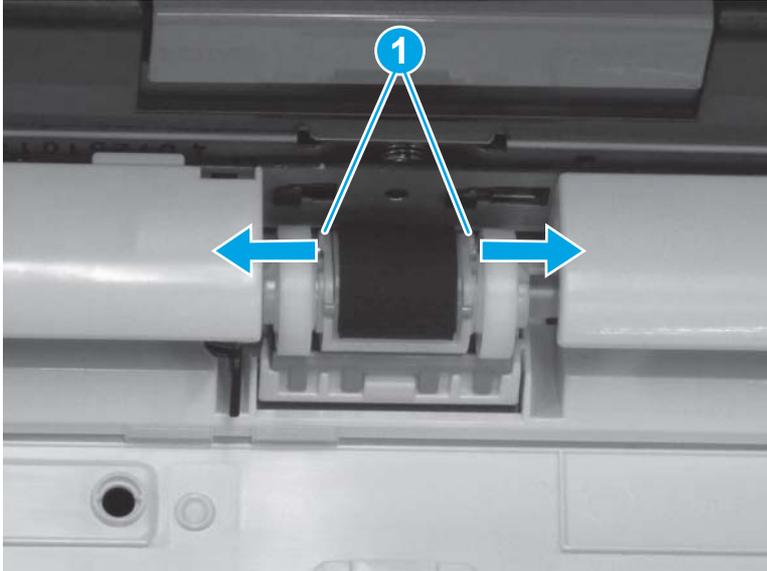
Figure 1-18 Open the front door



Step 2: Remove the Tray 1 pickup roller

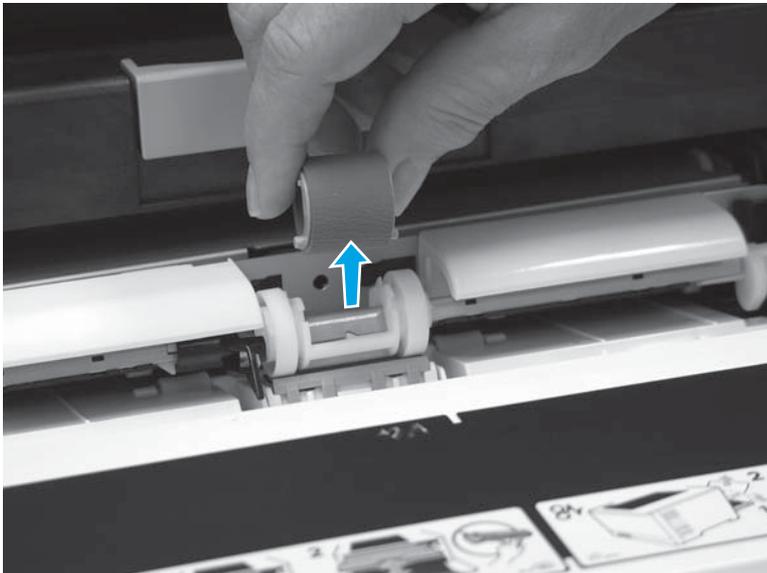
1. Release two tabs (callout 1).

Figure 1-19 Release two tabs



2. Remove the pickup roller.

Figure 1-20 Remove the pickup roller



Step 3: Unpack the replacement part

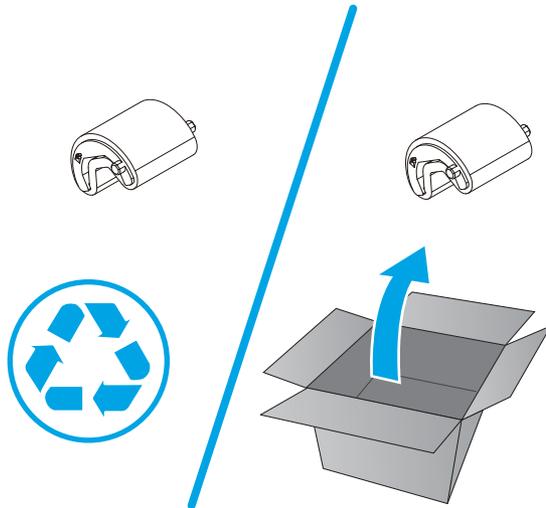
Remove the new pickup roller from its package. Save all packaging for recycling the used parts.

For complete information on HP's recycling programs, go to [Product return and recycling](#).



NOTE: HP recommends responsible disposal of the defective assembly.

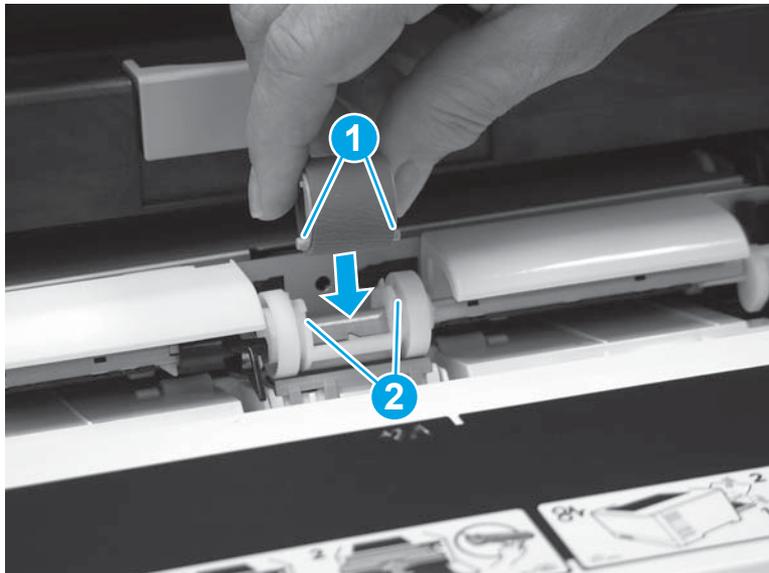
Figure 1-21 Recycle and unpack



Step 4: Install the Tray 1 pickup roller

- ▲ Position the tabs (callout 1) on the roller into the slots (callout 2) on the roller shaft. Press down to snap the roller into place.

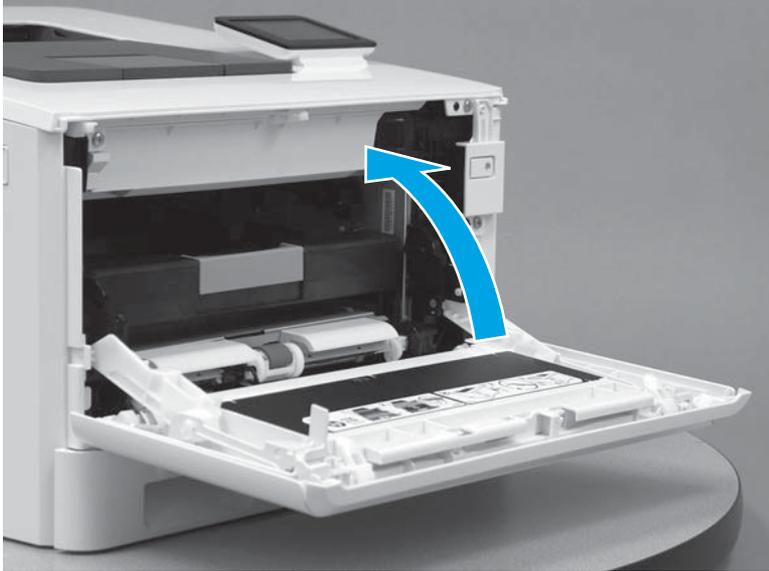
Figure 1-22 Install the pickup roller



Step 5: Close the front door

- ▲ Close the front door.

Figure 1-23 Close the front door



Removal and replacement: Tray 1 separation pad

- [Introduction](#)
- [Step 1: Open the front door](#)
- [Step 2: Remove the Tray 1 separation pad](#)
- [Step 3: Unpack the replacement part](#)
- [Step 4: Install the Tray 1 separation pad](#)
- [Step 5: Close the front door](#)

Introduction

This document provides the procedures to remove and replace the Tray 1 separation pad.

Before you begin

- Turn off the printer.
- Disconnect the power cable.

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

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

| Tray 1 separation pad part number | |
|-----------------------------------|--|
|-----------------------------------|--|

| | |
|----------------|-----------------------|
| RM2-6406-000CN | Tray 1 separation pad |
|----------------|-----------------------|

Required tools

- Small, flat-blade screwdriver

After performing service

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

Step 1: Open the front door

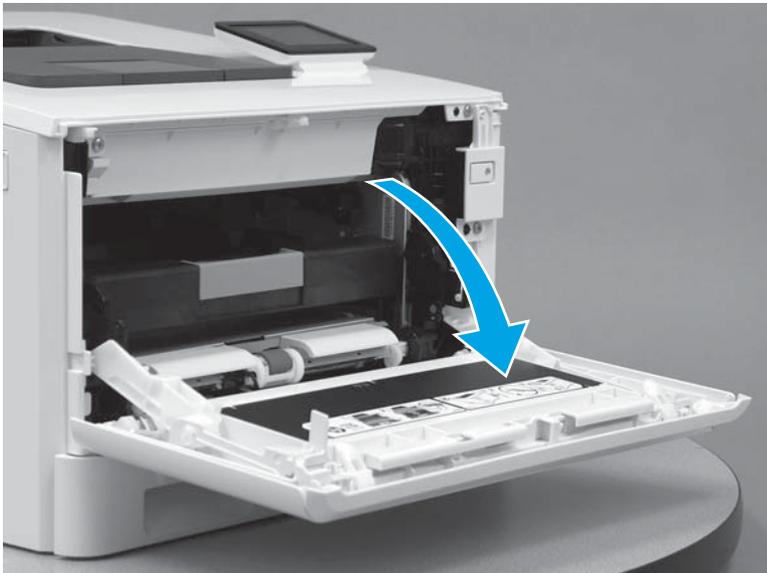
1. Press the button (callout 1) on the left side of the printer to release the front door.

Figure 1-24 Release the front door



2. Open the front door.

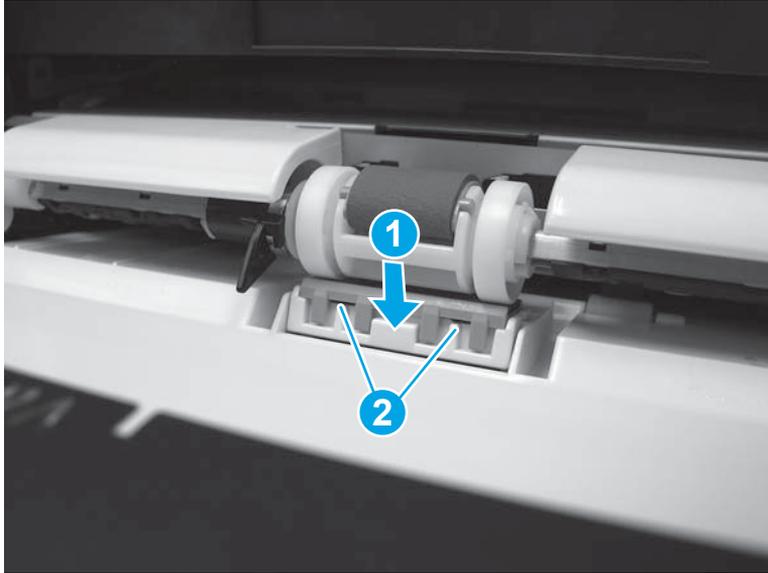
Figure 1-25 Open the front door



Step 2: Remove the Tray 1 separation pad

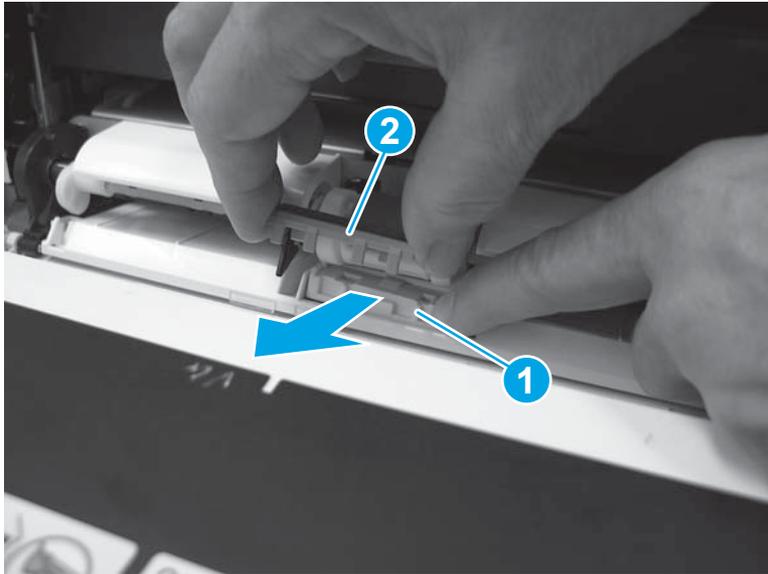
1. Press down on the separation pad holder (callout 1) and release two tabs (callout 2).

Figure 1-26 Press down and release tabs



2. Continue to press down on the separation pad holder (callout 1), and then slide the separation pad (callout 2) away from the printer to remove it.

Figure 1-27 Remove the separation pad



Step 3: Unpack the replacement part

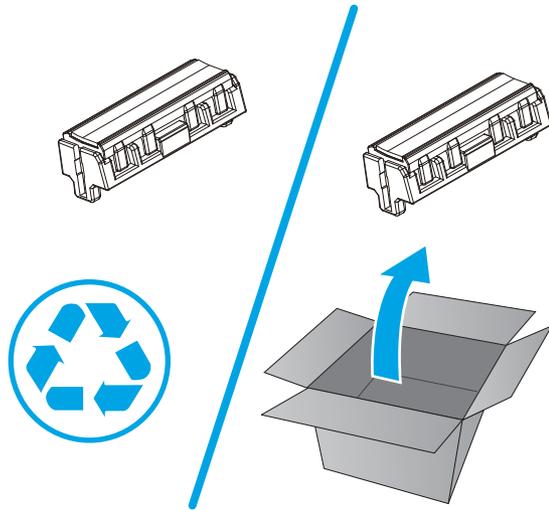
Remove the new separation roller from its package. Save all packaging for recycling the used part.

For complete information on HP's recycling programs, go to [Product return and recycling](#)



NOTE: HP recommends responsible disposal of the defective assembly.

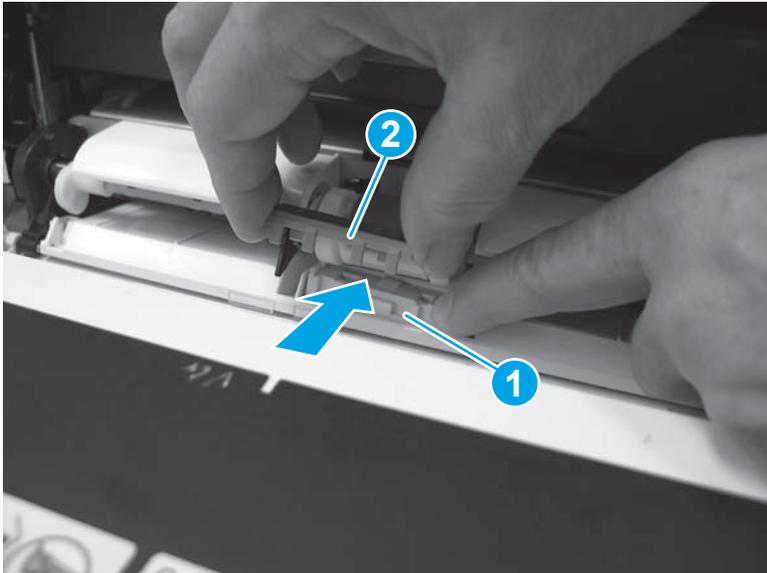
Figure 1-28 Recycle and unpack



Step 4: Install the Tray 1 separation pad

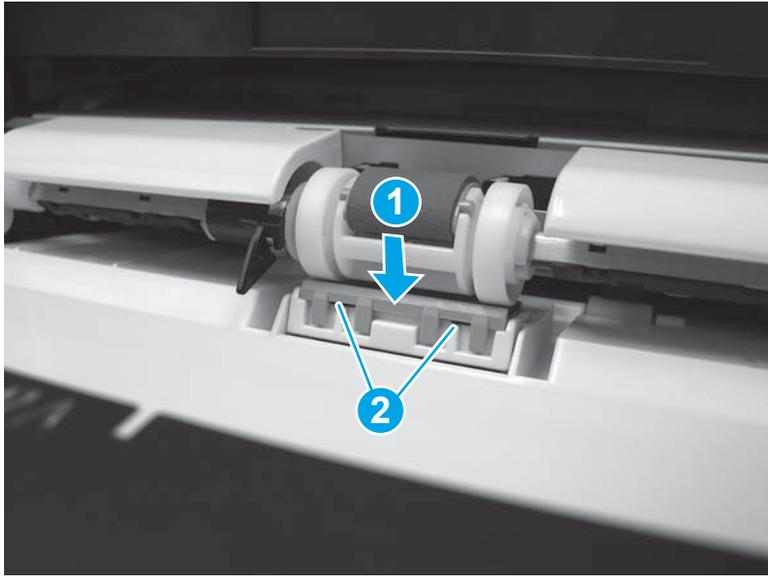
1. Press down on the separation pad holder (callout 1), and then slide the separation pad (callout 2) toward the printer to install it.

Figure 1-29 Position the separation pad



2. Press down on the separation pad (callout 1) until the two tabs (callout 2) snap into place.

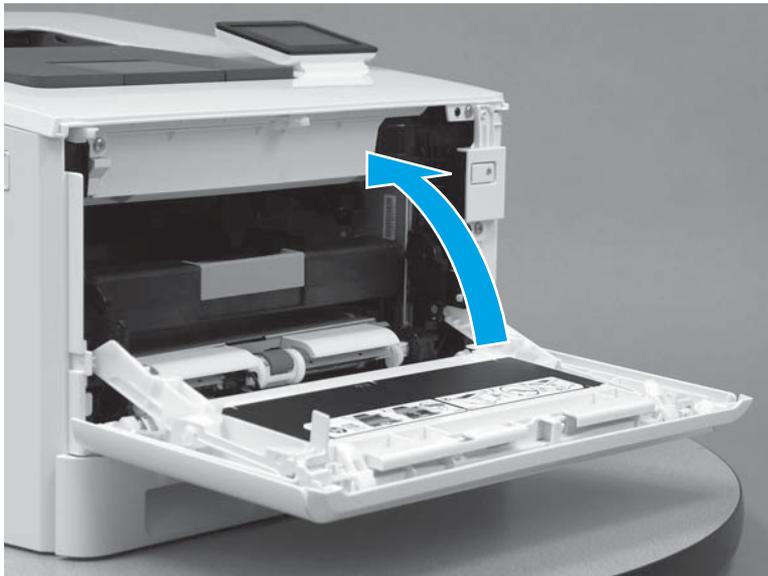
Figure 1-30 Snap the separation pad into place



Step 5: Close the front door

- ▲ Close the front door.

Figure 1-31 Close the front door



Removal and replacement: Tray 2 pickup and feed rollers

- [Introduction](#)
- [Step 1: Remove the toner cartridges](#)
- [Step 2: Remove Tray 2](#)
- [Step 3: Remove the Tray 2 pickup or feed roller](#)
- [Step 4: Unpack the replacement part](#)
- [Step 5: Install the Tray 2 pickup or feed roller](#)
- [Step 6: Install Tray 2](#)
- [Step 7: Install the toner cartridges](#)

Introduction

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

Before you begin

- Turn off the printer.
- Disconnect the power cable.

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

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

| Tray 2 pickup and feed rollers part numbers | |
|---|----------------------|
| RM2-5576-000CN | Tray 2 pickup roller |
| RM2-5577-000CN | Tray 2 feed roller |

Required tools

- No tools are required to install this part.

After performing service

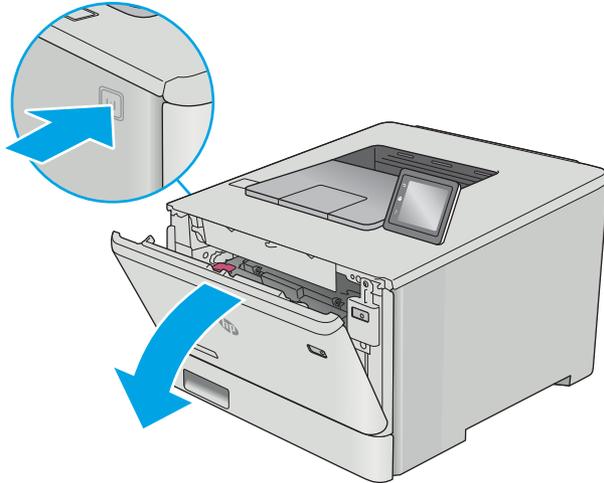
- Connect the power cable.
- Use the power switch to turn the power on.

Step 1: Remove the toner cartridges

 **NOTE:** The M452 model is pictured in the figures in this section. The procedure is the same for the M377, M477 models.

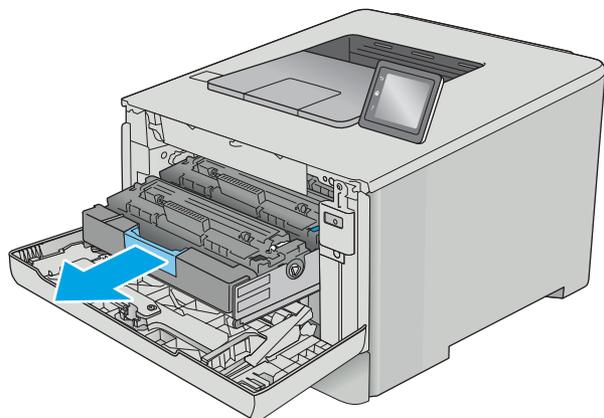
1. Open the front door by pressing the button on the left cover.

Figure 1-32 Open the front door



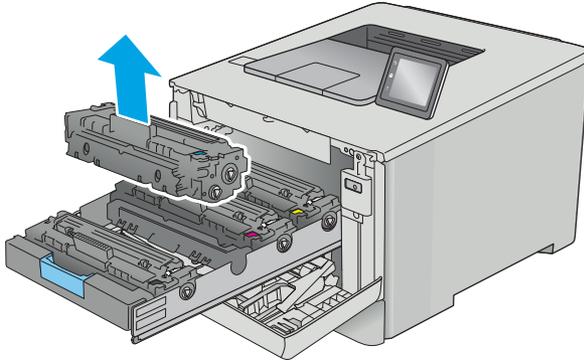
2. Grasp the blue handle on the toner cartridge tray, and then pull out the tray.

Figure 1-33 Open the cartridge drawer



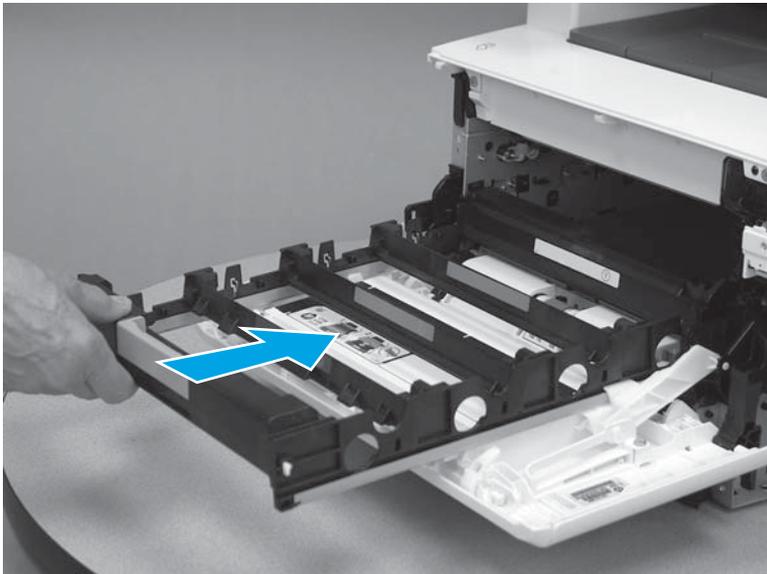
3. Grasp the handle on the toner cartridge, and then pull the toner cartridge straight up to remove it. Repeat this step for each toner cartridge.

Figure 1-34 Remove the toner cartridge



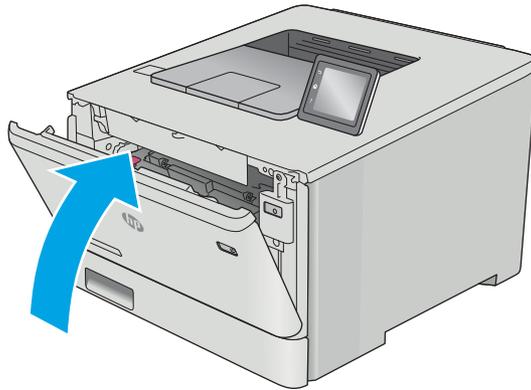
4. Slide the cartridge tray into the printer.

Figure 1-35 Slide the cartridge tray in



5. Close the front door.

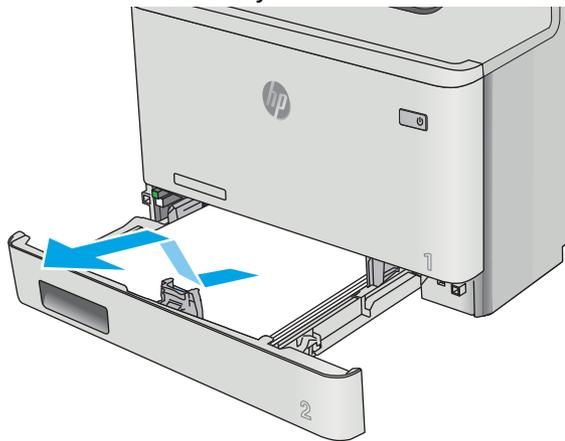
Figure 1-36 Close the front door



Step 2: Remove Tray 2

- ▲ Pull the tray out until it stops. Lift the front of the tray, and then pull it out of the printer to remove it.

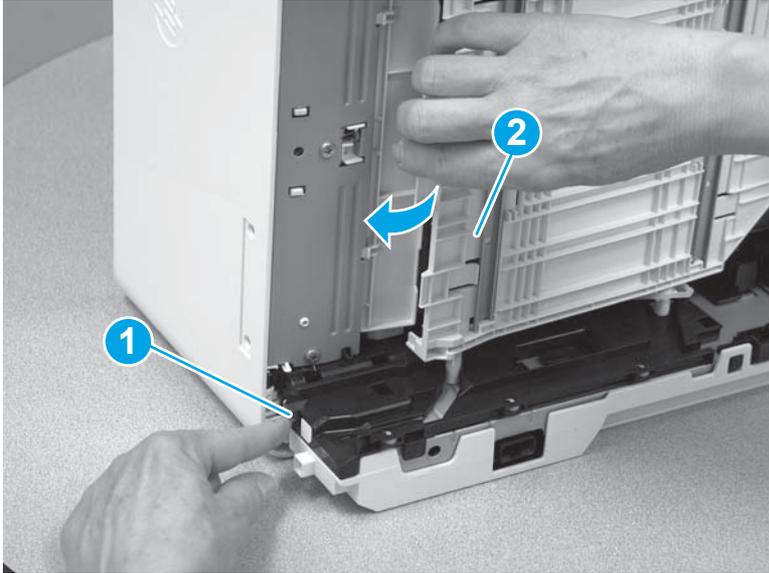
Figure 1-37 Remove the tray



Step 3: Remove the Tray 2 pickup or feed roller

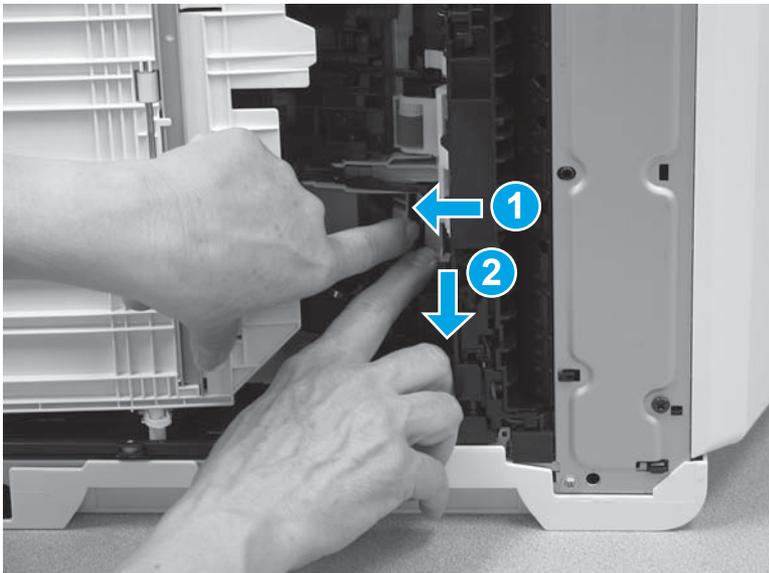
1. Turn the printer right side up, so that it is resting on the left side. Press the release button (callout 1), and then release the Tray 1 feed guide (callout 2) toward the front of the printer.

Figure 1-38 Release the feed guide



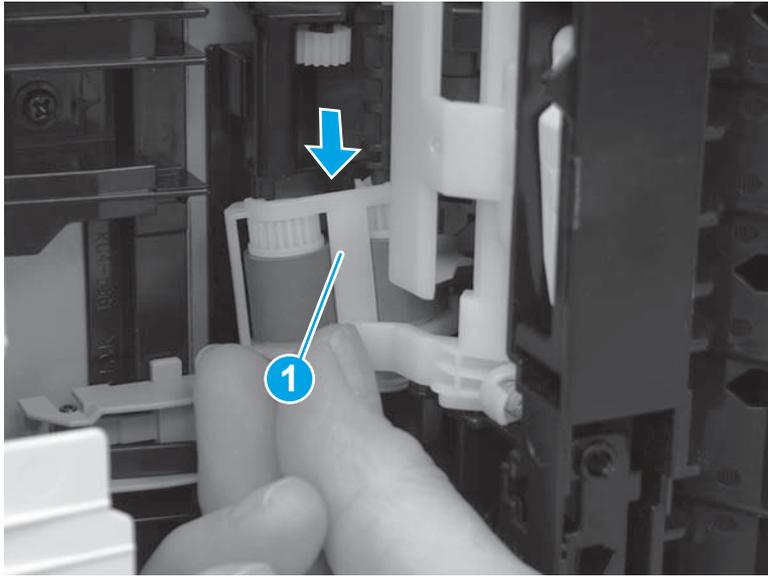
2. On the underside of the printer, press the tab (callout 1) toward the front of the printer, and then slide the roller holder down (callout 2).

Figure 1-39 Release the roller holder



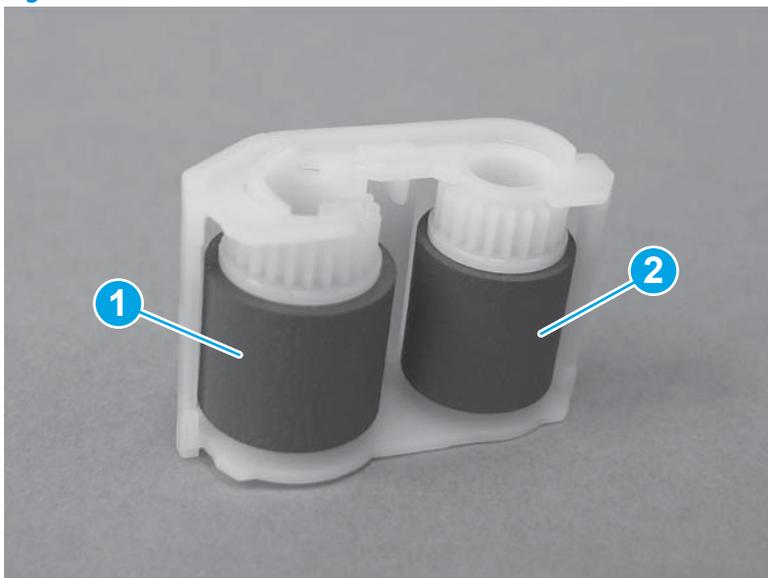
3. Remove the pickup and feed roller case (callout 1).

Figure 1-40 Remove the roller case



4. Locate the feed roller (callout 1) and the pickup roller (callout 2).

Figure 1-41 Locate the rollers



5. Release the top of the roller and remove it from the case.

 **NOTE:** The feed roller is shown in the figure below. The procedure is the same for the pickup roller.

Figure 1-42 Remove the roller



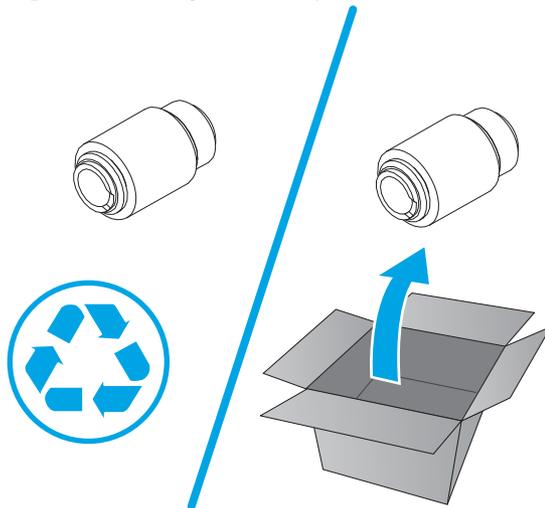
Step 4: Unpack the replacement part

Remove the part from its package. Save all packaging for recycling the used part.

For complete information on HP's recycling programs, go to [Product return and recycling](#)

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

Figure 1-43 Recycle and unpack

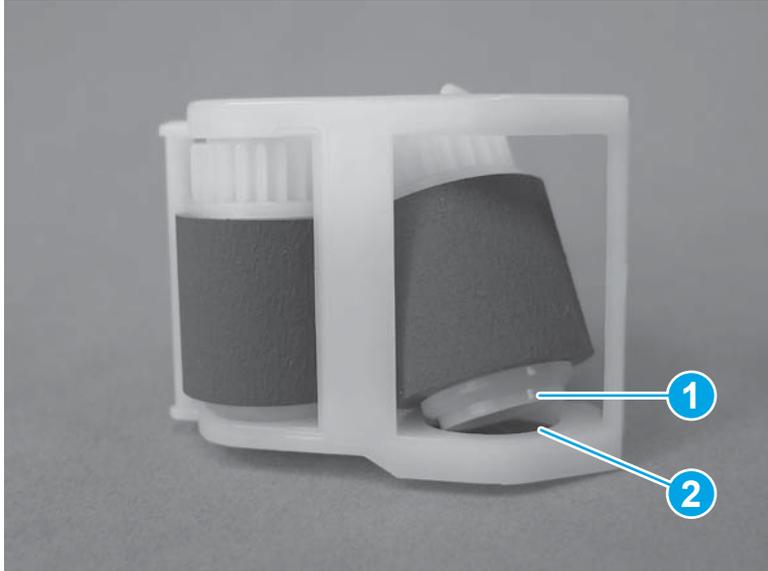


Step 5: Install the Tray 2 pickup or feed roller

1. Install the ridge on the bottom of the roller (callout 1) in the hole in the bottom of the case (callout 2).

 **NOTE:** The feed roller is shown in the figure below. The procedure is the same for the pickup roller.

Figure 1-44 Position the roller



2. Rotate the top of the roller into the case. Make sure that the roller snaps into place.

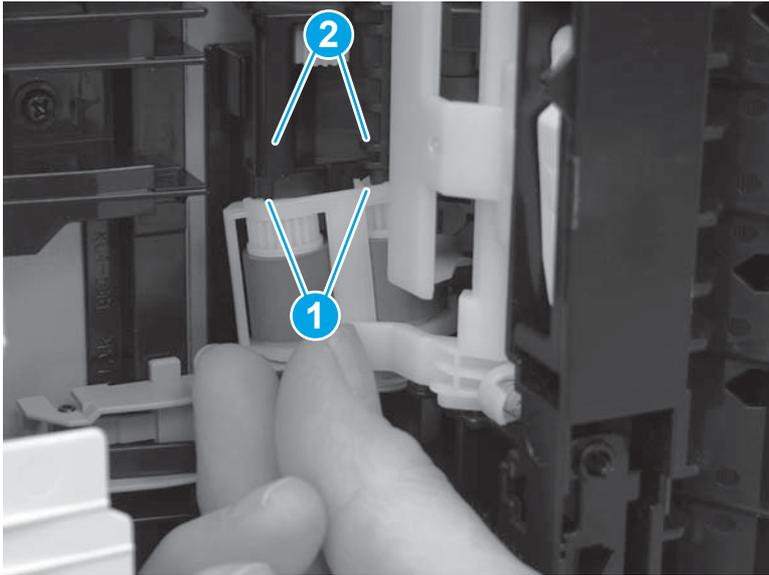
 **NOTE:** The feed roller is shown in the figure below. The procedure is the same for the pickup roller.

Figure 1-45 Install the roller



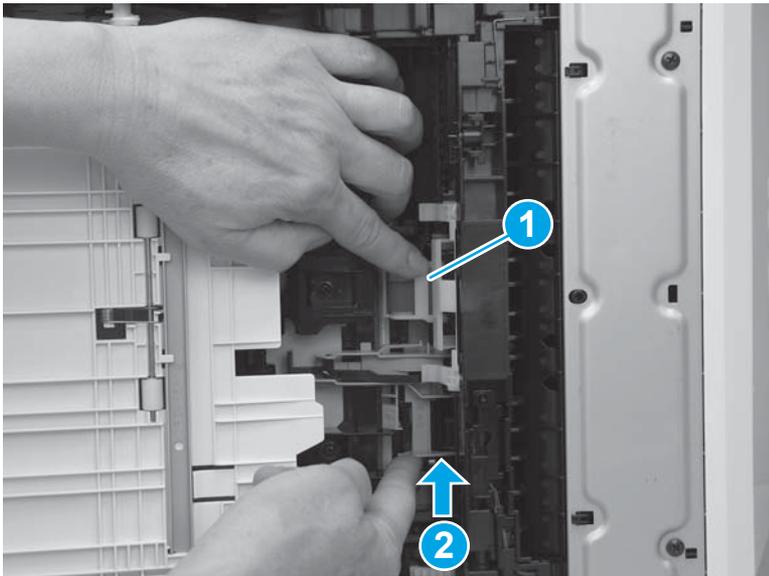
3. Make sure that the printer is positioned right side up, so that it is resting on the left side. Install the ends of the rollers (callout 1) in the roller case over the shafts (callout 2) on the printer.

Figure 1-46 Position the roller case



4. Hold the roller case in position (callout 1) and slide the roller holder (callout 2) up until it snaps into place.

Figure 1-47 Install the roller case

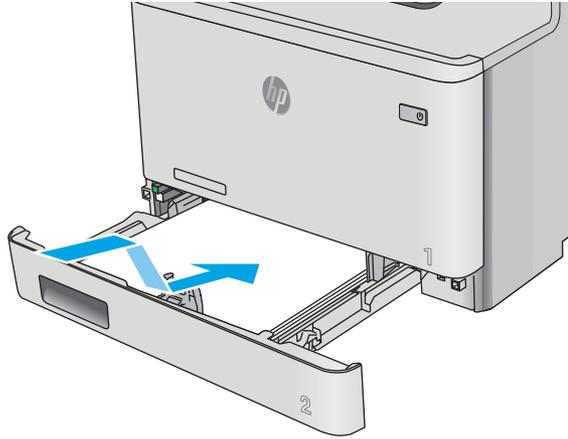


5. Return the printer to an upright position so that the bottom side is down.

Step 6: Install Tray 2

- ▲ With the front of the tray slightly lifted, align the sides of the tray with the rails in the printer, and then carefully slide the tray into the printer. As the tray slides into the printer, lower the front of the tray, and then close it.

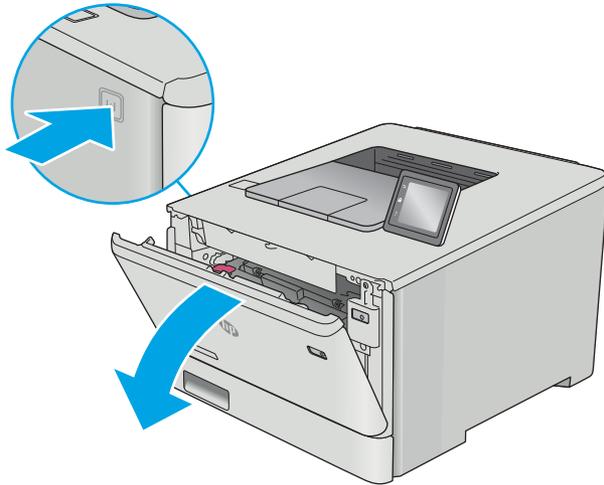
Figure 1-48 Install the tray



Step 7: Install the toner cartridges

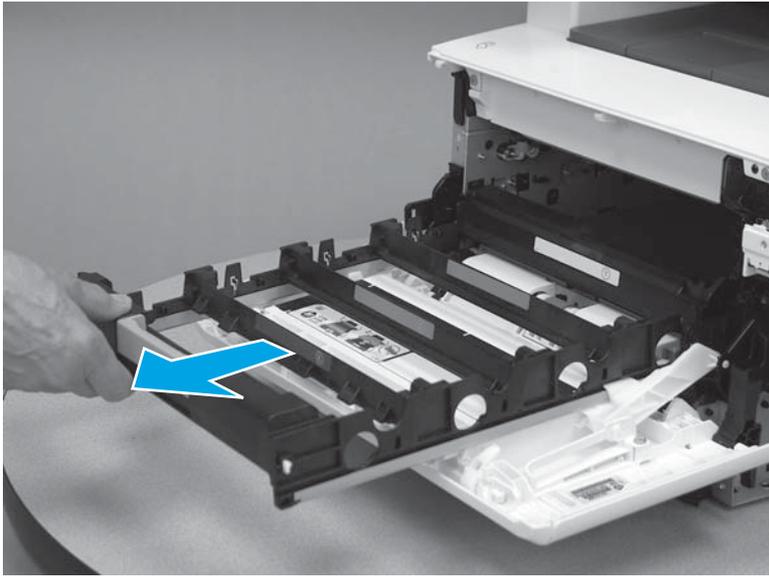
1. Open the front door by pressing the button on the left cover.

Figure 1-49 Open the front door



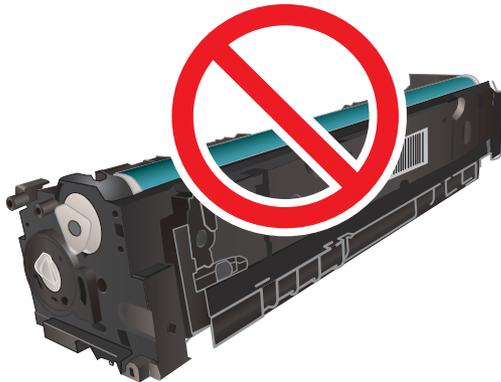
2. Slide the cartridge tray out of the printer.

Figure 1-50 Slide the cartridge tray out



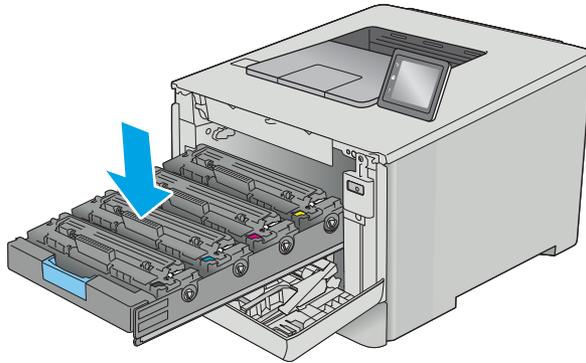
3. Do not touch the imaging drum on the bottom of the toner cartridge. Fingerprints on the imaging drum can cause print-quality problems.

Figure 1-51 Do not touch imaging drum



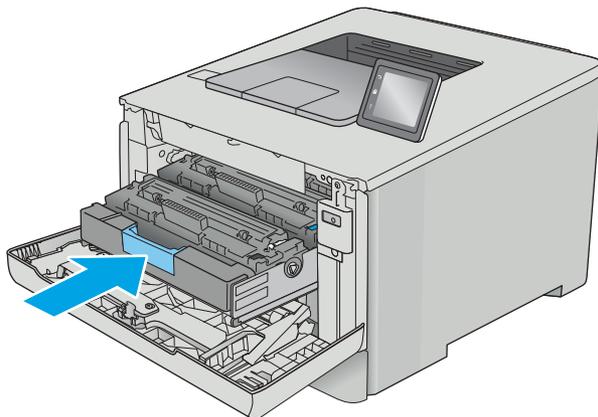
4. Insert the toner cartridge into the tray. Make sure that the color chip on the cartridge matches the color chip on the tray. Repeat this step for each toner cartridge.

Figure 1-52 Install a toner cartridge



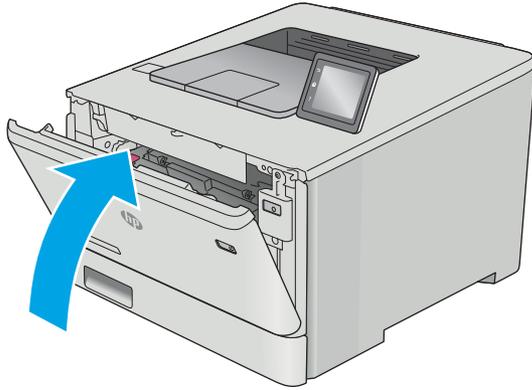
5. Close the toner cartridge drawer.

Figure 1-53 Close the toner cartridge drawer



6. Close the front door.

Figure 1-54 Close the front door



Removal and replacement: Tray 2 separation roller

- [Introduction](#)
- [Step 1: Remove the toner cartridges](#)
- [Step 2: Remove Tray 2](#)
- [Step 3: Remove the Tray 2 separation roller](#)
- [Step 4: Unpack the replacement part](#)
- [Step 5: Install the Tray 2 separation roller](#)
- [Step 6: Install Tray 2](#)
- [Step 7: Install the toner cartridges](#)

Introduction

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

Before you begin

- Turn off the printer.
- Disconnect the power cable.

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

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

| Tray 2 separation roller part number | |
|--------------------------------------|--|
|--------------------------------------|--|

| |
|----------------|
| RM2-5881-000CN |
|----------------|

| |
|--------------------------|
| Tray 2 separation roller |
|--------------------------|

Required tools

- Small, flat-blade screwdriver

After performing service

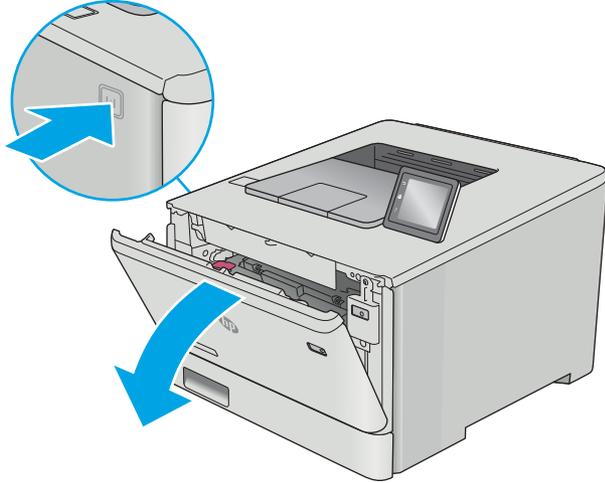
- Connect the power cable.
- Use the power switch to turn the power on.

Step 1: Remove the toner cartridges

 **NOTE:** The M452 model is pictured in the figures in this section. The procedure is the same for the M377, M477 models.

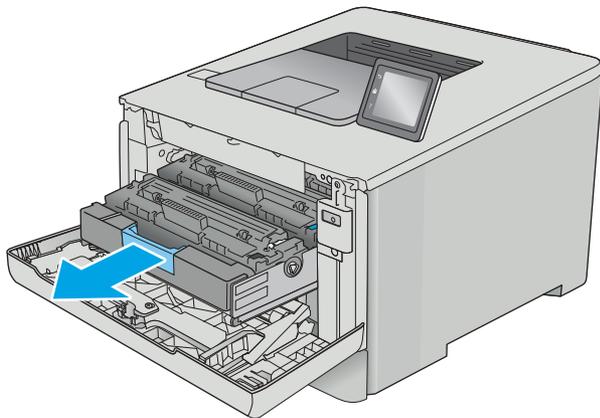
1. Open the front door by pressing the button on the left cover.

Figure 1-55 Open the front door



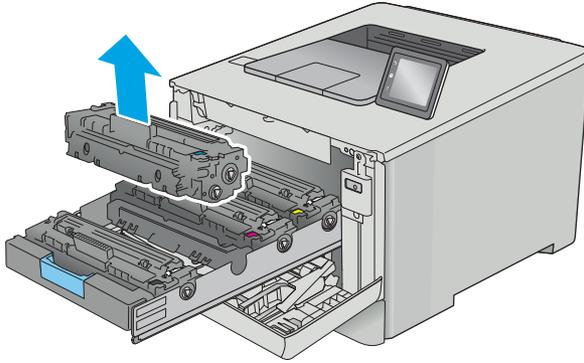
2. Grasp the blue handle on the toner cartridge tray, and then pull out the tray.

Figure 1-56 Open the cartridge drawer



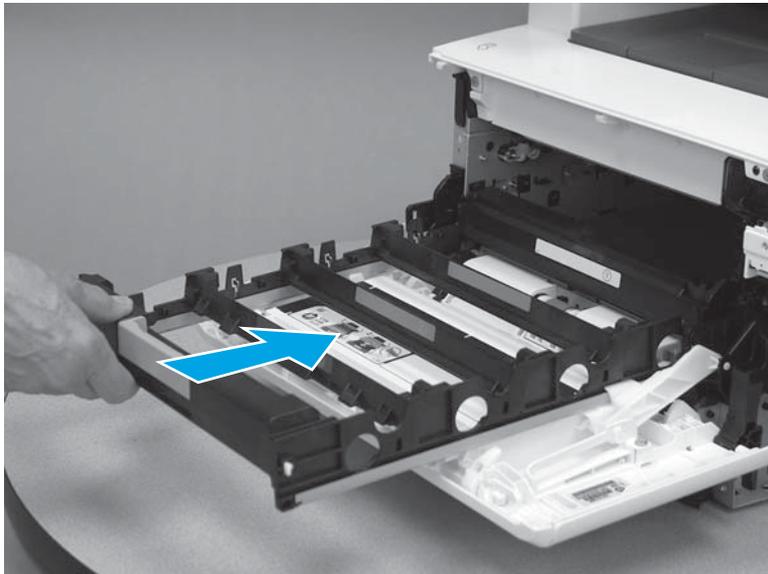
3. Grasp the handle on the toner cartridge, and then pull the toner cartridge straight up to remove it. Repeat this step for each toner cartridge.

Figure 1-57 Remove the toner cartridge



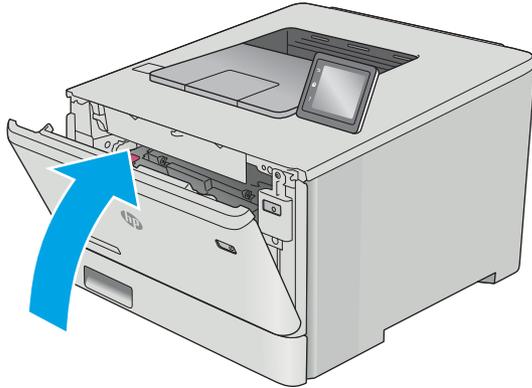
4. Slide the cartridge tray into the printer.

Figure 1-58 Slide the cartridge tray in



5. Close the front door.

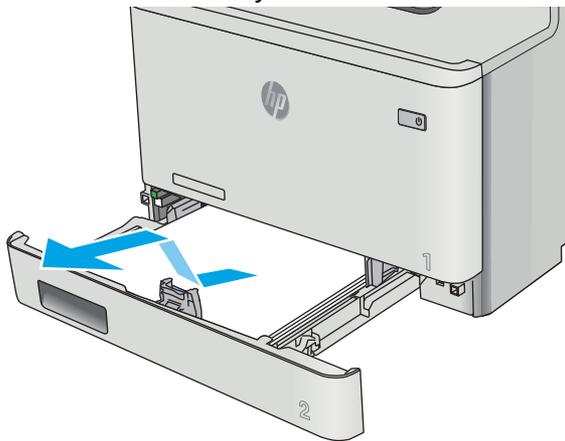
Figure 1-59 Close the front door



Step 2: Remove Tray 2

- ▲ Pull the tray out until it stops. Lift the front of the tray, and then pull it out of the printer to remove it.

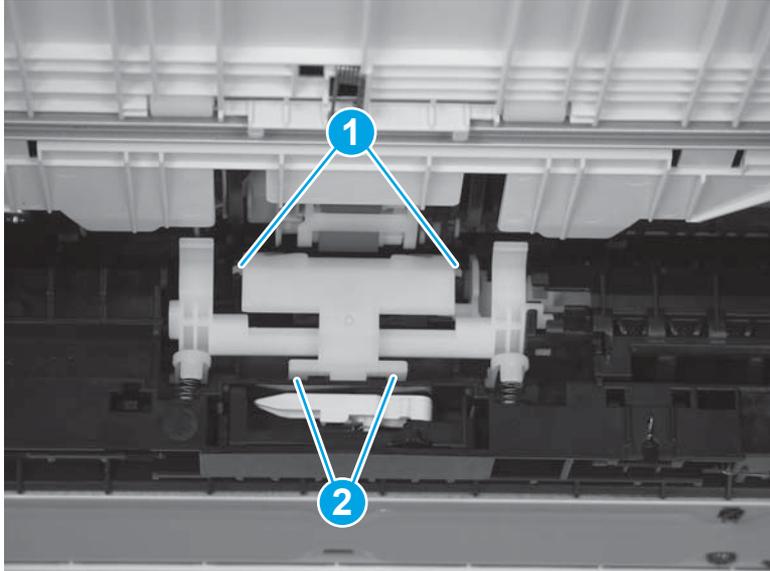
Figure 1-60 Remove the tray



Step 3: Remove the Tray 2 separation roller

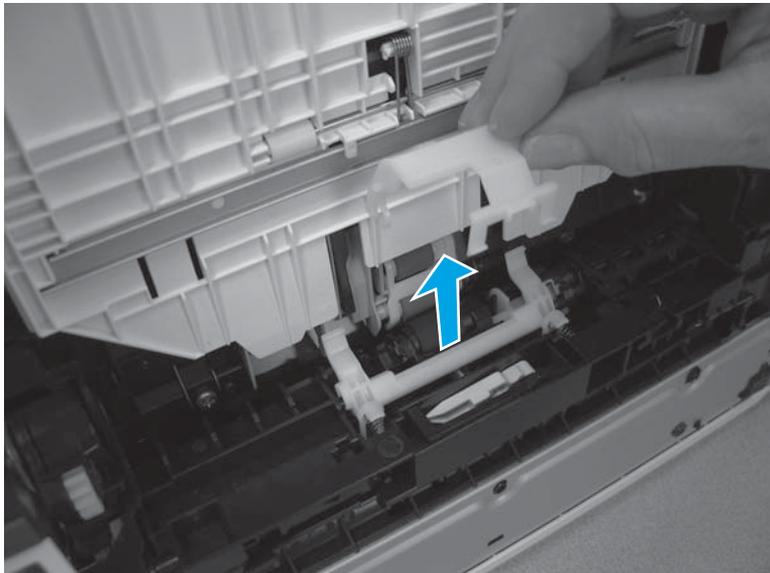
1. Turn the printer front side up, so that it is resting on the rear door or duplexer door. On the underside of the printer, release two hinge tabs (callout 1), and then release two tabs (callout 2).

Figure 1-61 Release the tabs



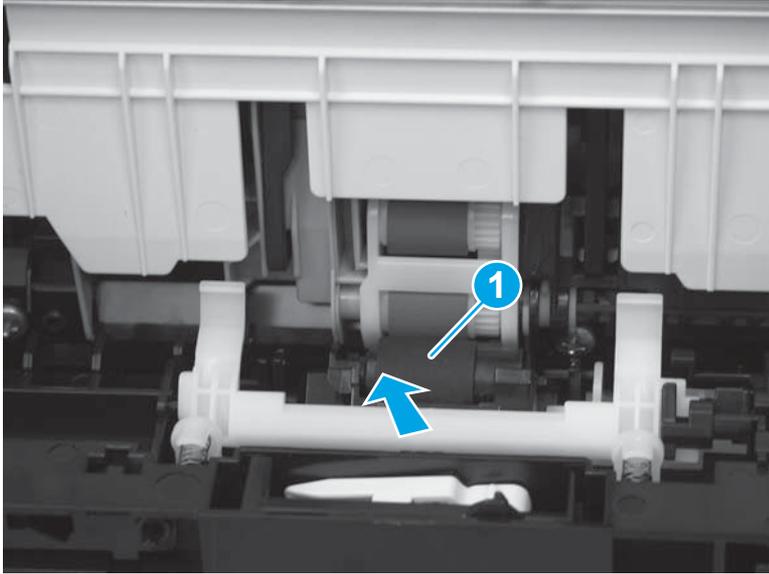
2. Lift up to remove the separation roller cover.

Figure 1-62 Remove the cover



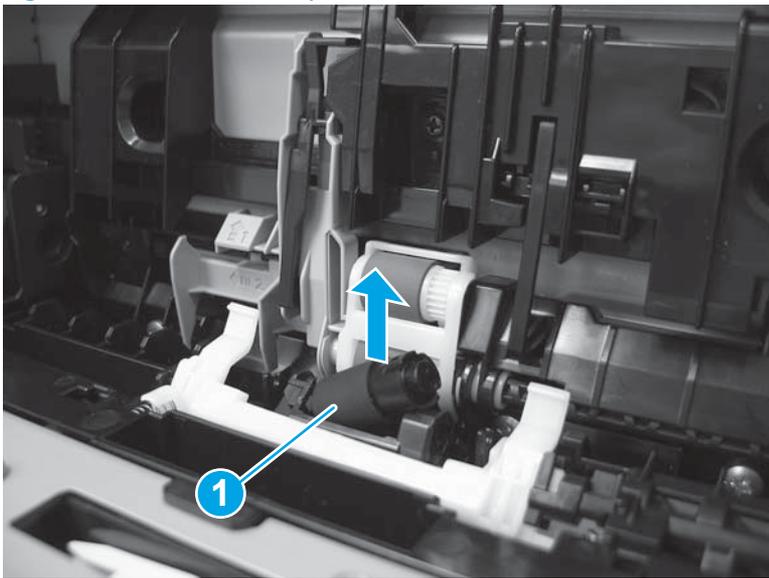
3. Press on the left side of the separation roller (callout 1) to release it.

Figure 1-63 Release the separation roller



4. Remove the separation roller (callout 1).

Figure 1-64 Remove the separation roller



Step 4: Unpack the replacement part

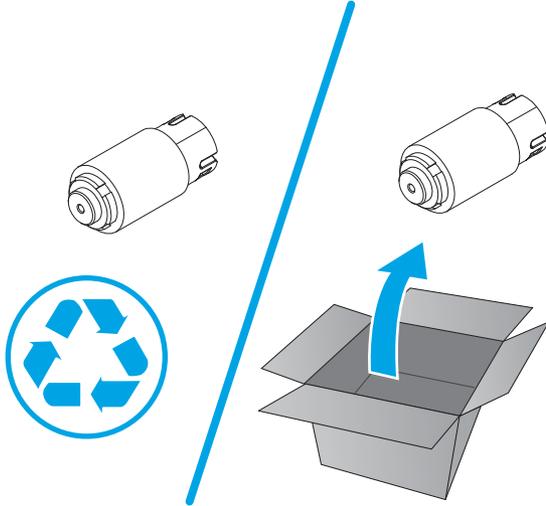
Remove the part from its package. Save all packaging for recycling the used part.

For complete information on HP's recycling programs, go to [Product return and recycling](#).



NOTE: HP recommends responsible disposal of the defective assembly.

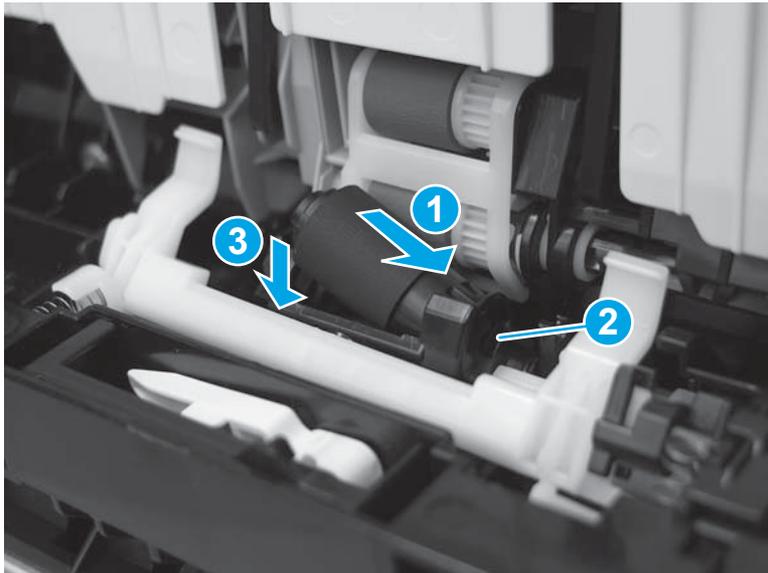
Figure 1-65 Recycle and unpack



Step 5: Install the Tray 2 separation roller

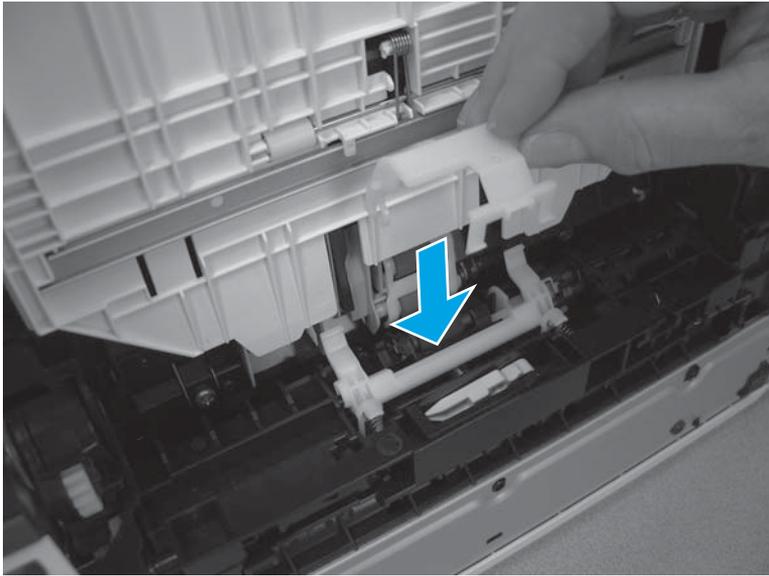
1. Make sure that the printer is positioned front side up, so that it is resting on the rear door or duplexer. On the underside of the printer, position the end of the roller into the slot in the printer (callout 1). It might be necessary to rotate the roller until it fits correctly into the slot (callout 2). Press down on the left side of the roller (callout 3) until it snaps into place.

Figure 1-66 Install the separation roller



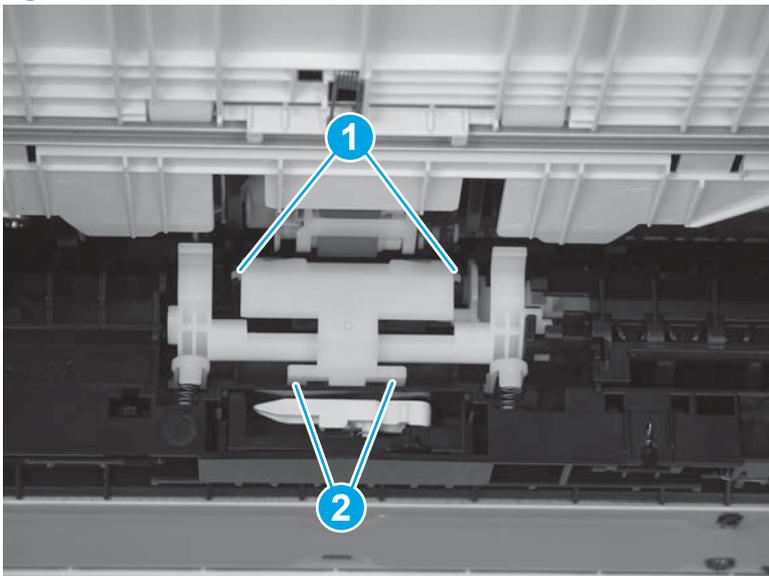
2. Position the roller cover (callout 1) over the roller.

Figure 1-67 Position the roller cover



3. Make sure that the hinge tabs (callout 1) and the tabs (callout 2) snap into place.

Figure 1-68 Release two tabs

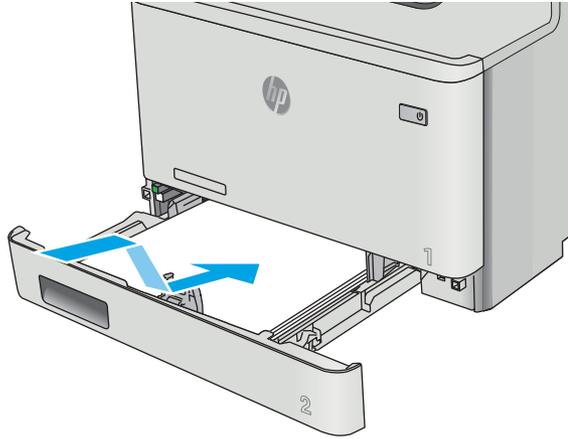


4. Return the printer to an upright position so that the bottom side is down.

Step 6: Install Tray 2

- ▲ With the front of the tray slightly lifted, align the sides of the tray with the rails in the printer, and then carefully slide the tray into the printer. As the tray slides into the printer, lower the front of the tray, and then close it.

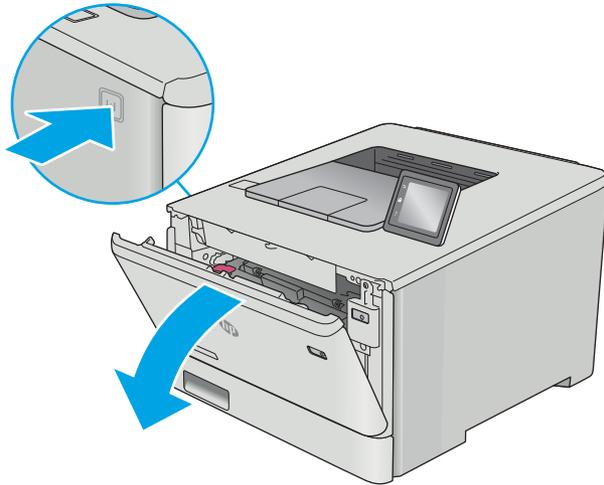
Figure 1-69 Install the tray



Step 7: Install the toner cartridges

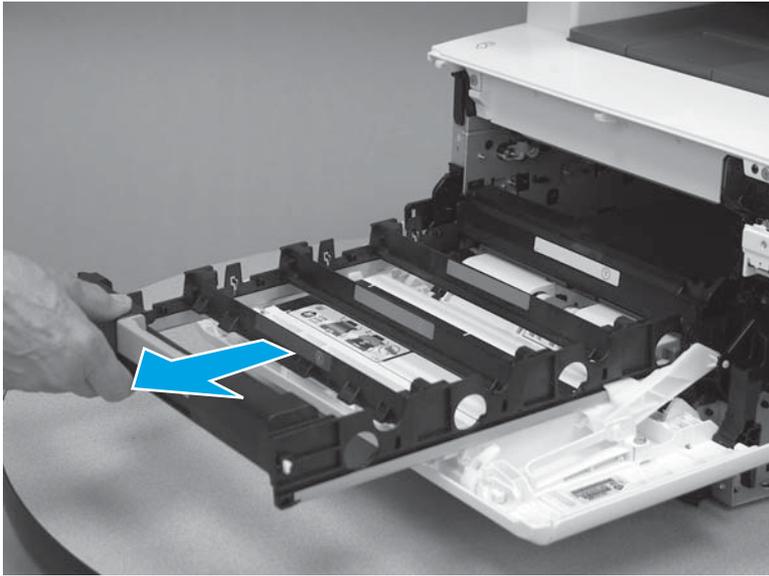
1. Open the front door by pressing the button on the left cover.

Figure 1-70 Open the front door



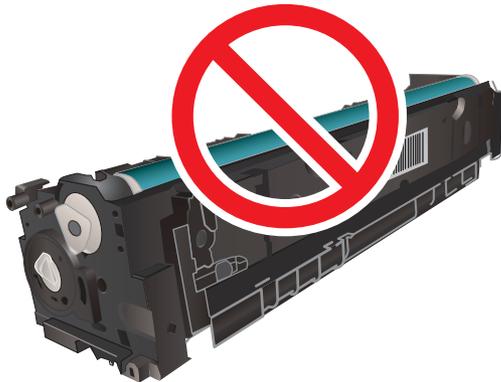
2. Slide the cartridge tray out of the printer.

Figure 1-71 Slide the cartridge tray out



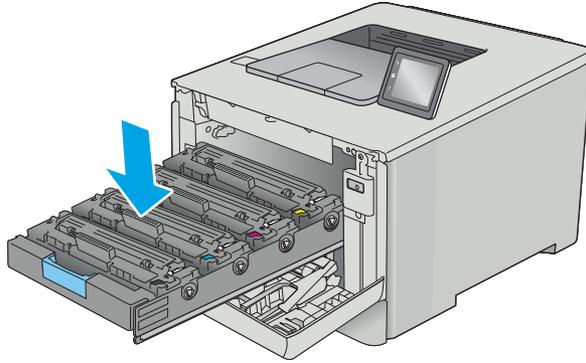
3. Do not touch the imaging drum on the bottom of the toner cartridge. Fingerprints on the imaging drum can cause print-quality problems.

Figure 1-72 Do not touch imaging drum



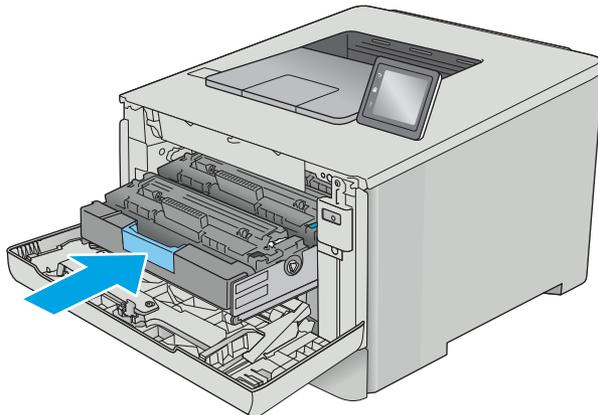
4. Insert the toner cartridge into the tray. Make sure that the color chip on the cartridge matches the color chip on the tray. Repeat this step for each toner cartridge.

Figure 1-73 Install a toner cartridge



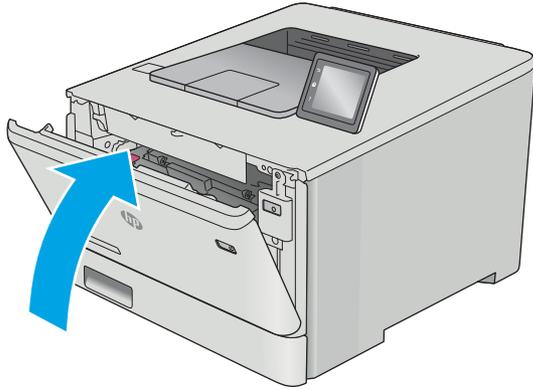
5. Close the toner cartridge drawer.

Figure 1-74 Close the toner cartridge drawer



6. Close the front door.

Figure 1-75 Close the front door



Removal and replacement: Tray 3 pickup and feed rollers

- [Introduction](#)
- [Step 1: Remove Tray 3](#)
- [Step 2: Remove the Tray 3 pickup or feed roller](#)
- [Step 3: Unpack the replacement part](#)
- [Step 4: Install the Tray 3 paper pickup roller](#)
- [Step 5: Install Tray 3](#)

Introduction

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

Before you begin

- Turn off the printer.
- Disconnect the power cable.

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

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

Tray 3 pickup and feed rollers part numbers

| | |
|-----------------------|----------------------|
| RM2-5576-000CN | Tray 3 pickup roller |
| RM2-5577-000CN | Tray 3 feed roller |

Required tools

- No tools are required to install this part.

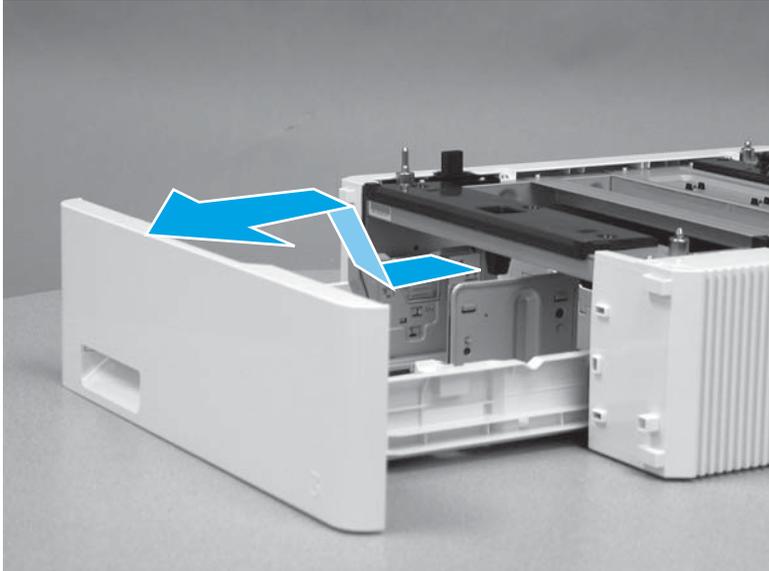
After performing service

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

Step 1: Remove Tray 3

- ▲ Pull the tray out until it stops. Lift the front of the tray, and then pull it out of the printer to remove it.

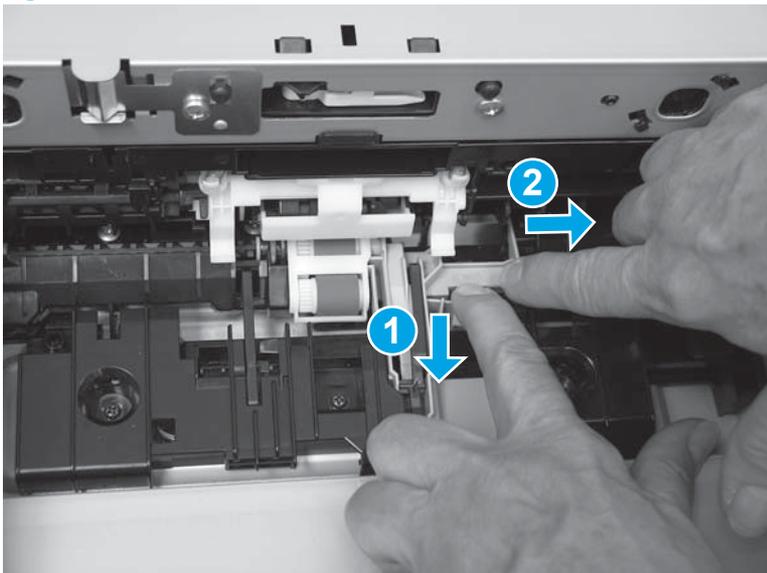
Figure 1-76 Remove the tray



Step 2: Remove the Tray 3 pickup or feed roller

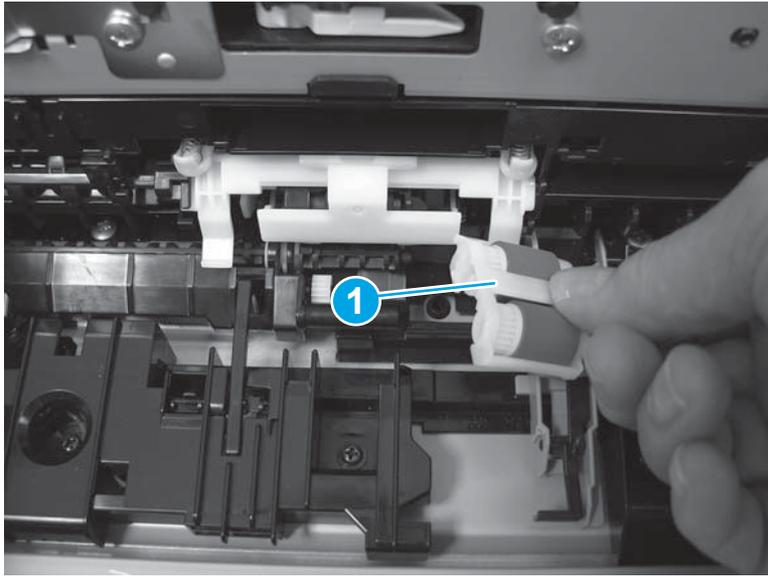
1. Press the tab (callout 1) toward the front of the feeder, and then slide the roller holder to the right (callout 2).

Figure 1-77 Release the roller holder



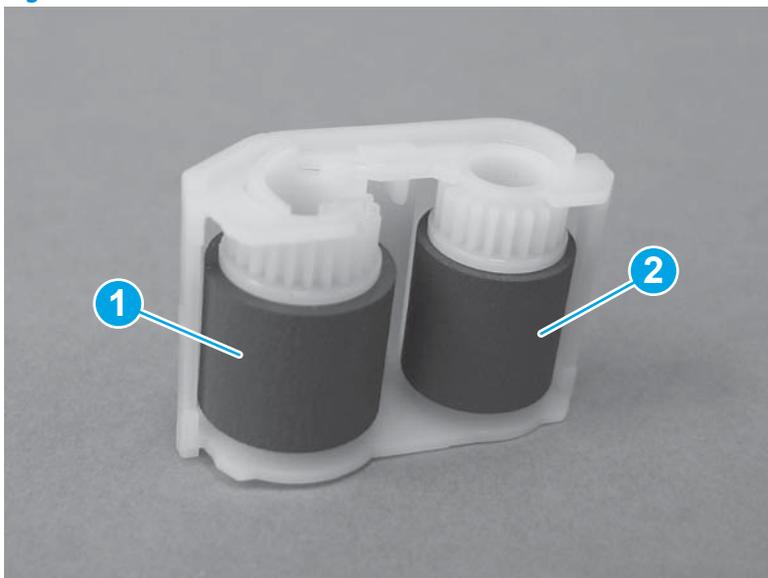
2. Remove the pickup and feed roller case (callout 1).

Figure 1-78 Remove the roller case



3. Locate the feed roller (callout 1) and the pickup roller (callout 2).

Figure 1-79 Locate the rollers



4. Release the top of the roller and remove it from the case.

 **NOTE:** The feed roller is shown in the figure below. The procedure is the same for the pickup roller.

Figure 1-80 Remove the roller



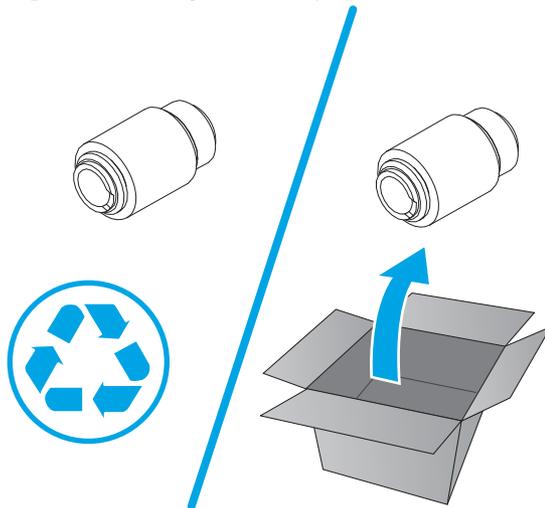
Step 3: Unpack the replacement part

Remove the new pickup roller from its package. Save all packaging for recycling the used parts.

For complete information on HP's recycling programs, go to [Product return and recycling](#)

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

Figure 1-81 Recycle and unpack

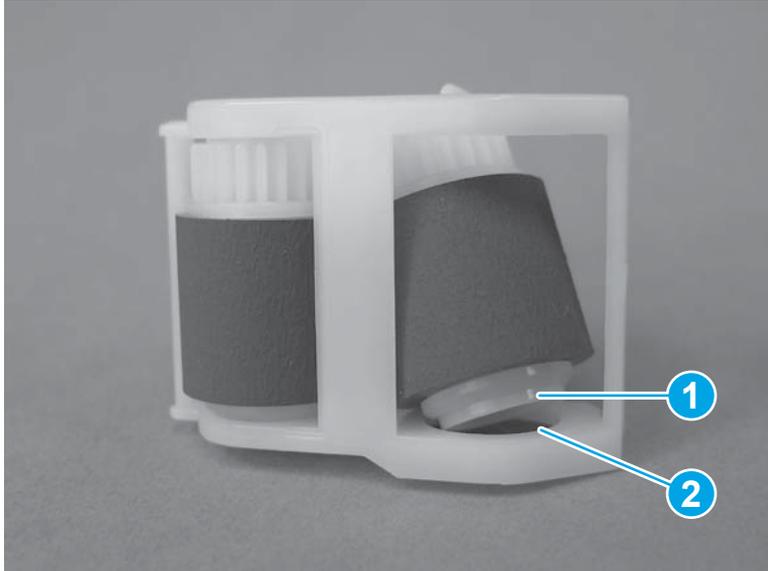


Step 4: Install the Tray 3 paper pickup roller

1. Install the ridge on the bottom of the roller (callout 1) in the hole in the bottom of the case (callout 2).

 **NOTE:** The feed roller is shown in the figure below. The procedure is the same for the pickup roller.

Figure 1-82 Position the roller



2. Rotate the top of the roller into the case. Make sure that the roller snaps into place.

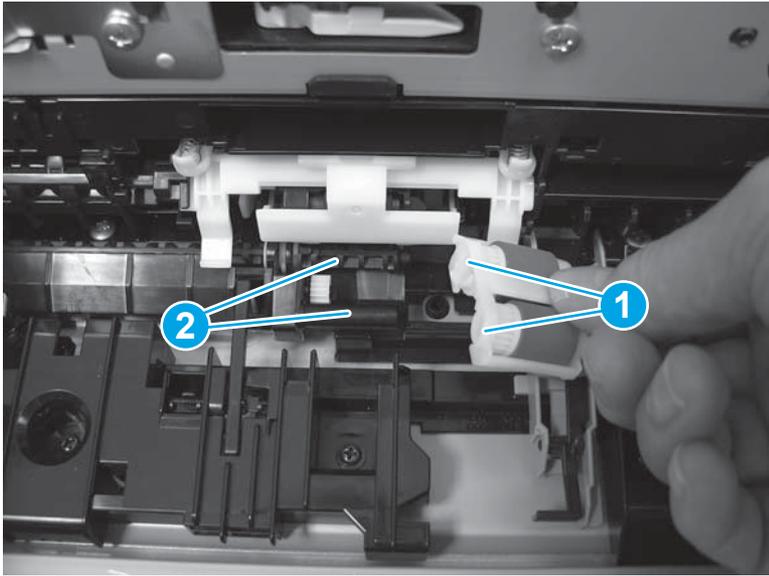
 **NOTE:** The feed roller is shown in the figure below. The procedure is the same for the pickup roller.

Figure 1-83 Install the roller



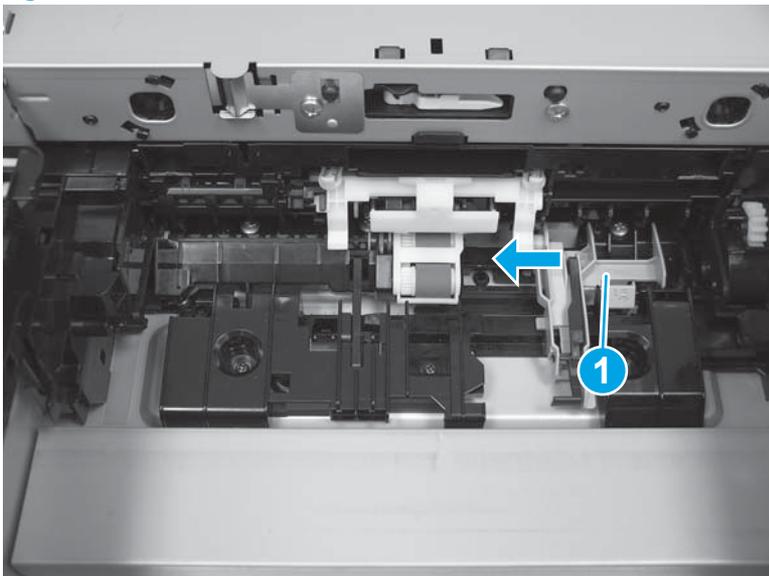
3. Install the ends of the rollers (callout 1) in the roller case over the shafts (callout 2) on the printer.

Figure 1-84 Position the roller case



4. Slide the roller holder (callout 1) to the left until it snaps into place.

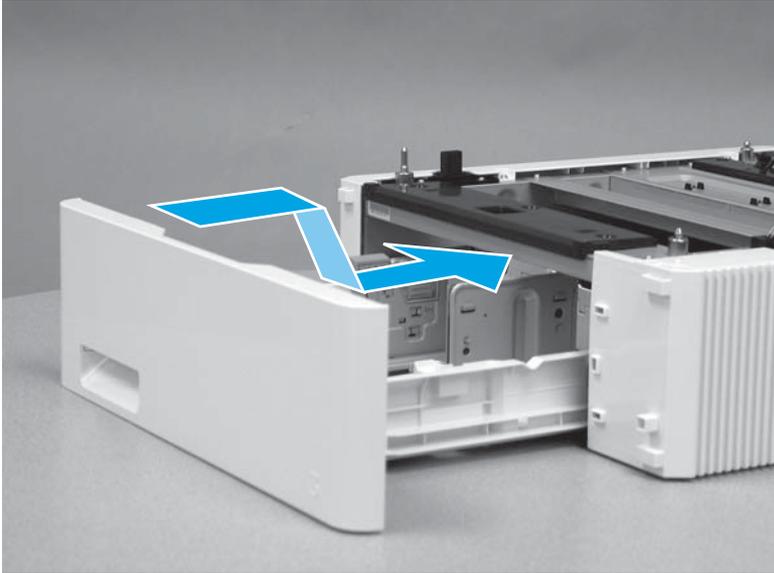
Figure 1-85 Install the roller case



Step 5: Install Tray 3

- ▲ With the front of the tray slightly lifted, align the sides of the tray with the rails in the feeder, and then carefully slide the tray into the feeder. As the tray slides into the feeder, lower the front of the tray, and then close it.

Figure 1-86 Install the tray



Removal and replacement: Tray 3 separation roller

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

Introduction

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

Before you begin

- Turn off the printer.
- Disconnect the power cable.

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

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

| Tray 3 separation roller kit part number | |
|--|--|
|--|--|

| | |
|----------------|--------------------------|
| RM2-5881-000CN | Tray 3 separation roller |
|----------------|--------------------------|

Required tools

- Small, flat-blade screwdriver

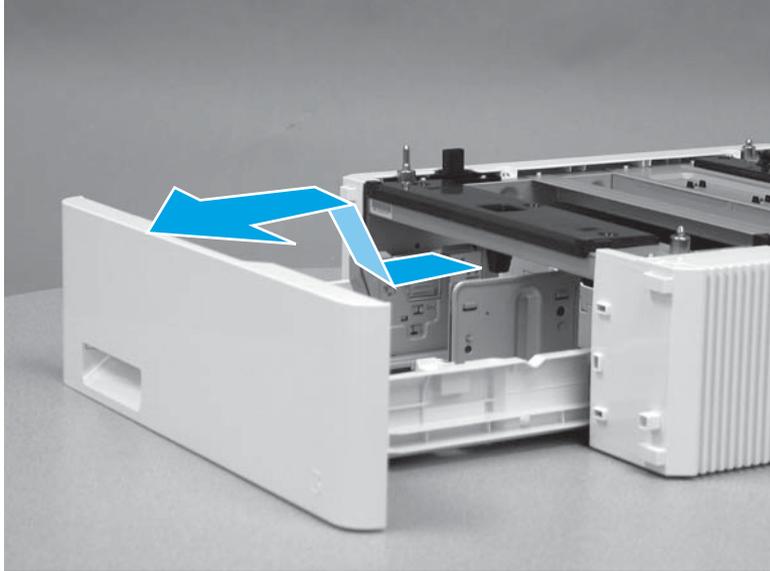
After performing service

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

Step 1: Remove Tray 3

- ▲ Pull the tray out until it stops. Lift the front of the tray, and then pull it out of the printer to remove it.

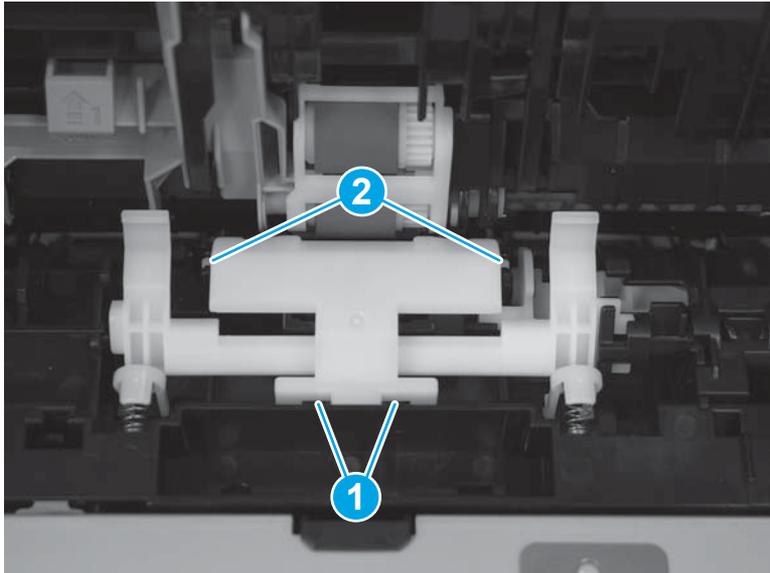
Figure 1-87 Remove the tray



Step 2: Remove the Tray 3 separation roller

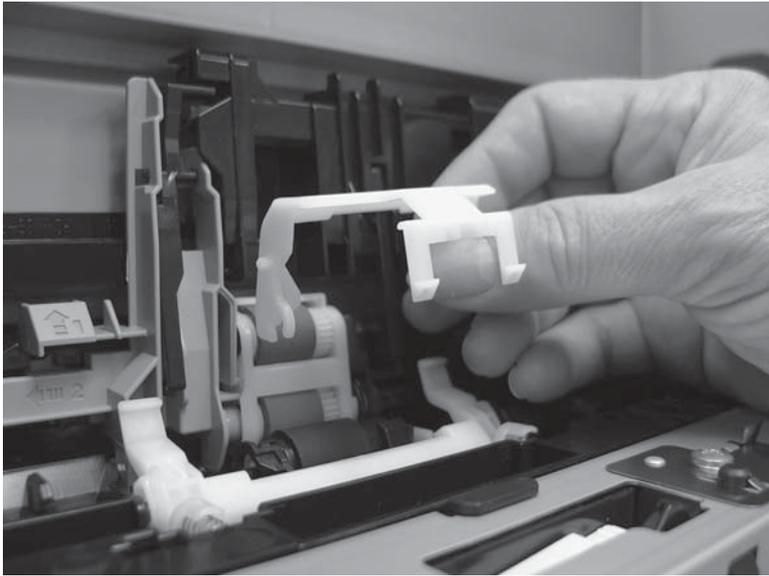
1. Release two tabs (callout 1), and then release two hinge tabs (callout 2).

Figure 1-88 Release the tabs



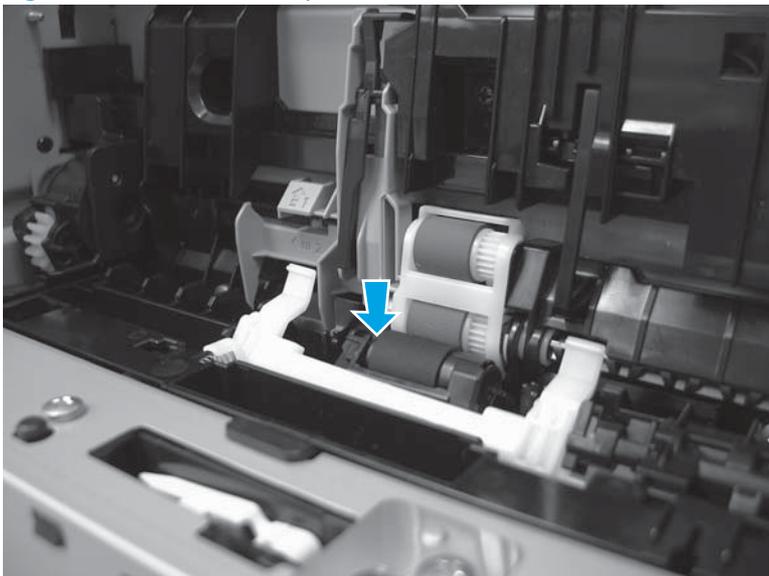
2. Lift up to remove the separation roller cover.

Figure 1-89 Remove the cover



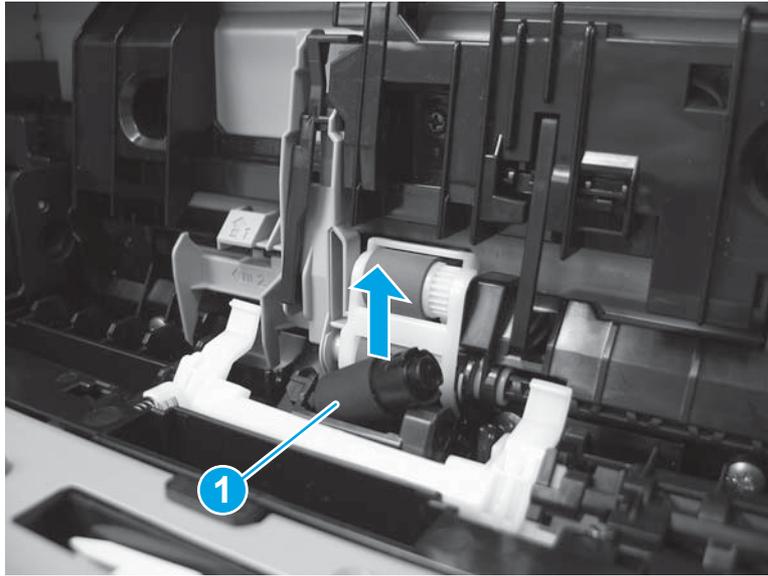
3. Press on the left side of the separation roller to release it.

Figure 1-90 Release the separation roller



4. Remove the separation roller (callout 1).

Figure 1-91 Remove the separation roller



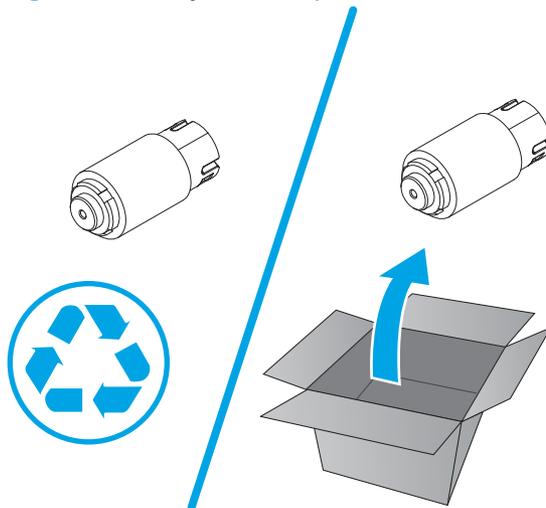
Step 3: Unpack the replacement part

Remove the new separation roller from its package. Save all packaging for recycling the used part.

For complete information on HP's recycling programs, go to [Product return and recycling](#).

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

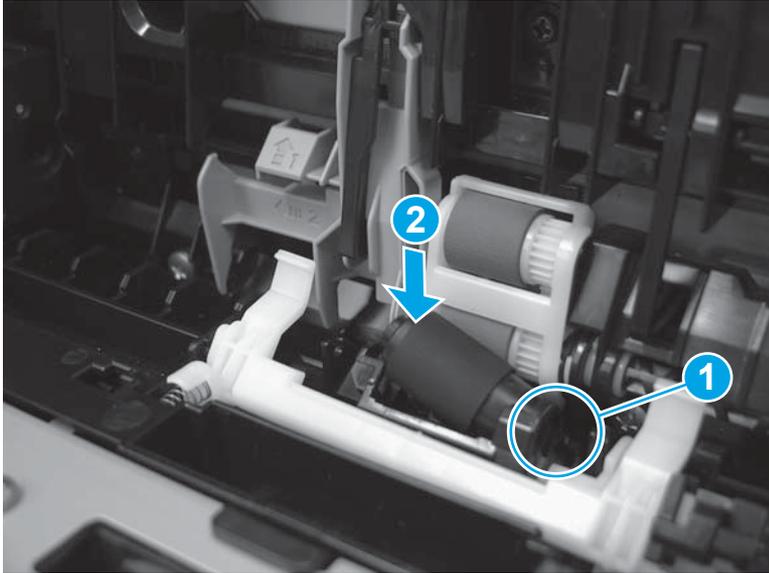
Figure 1-92 Recycle and unpack



Step 4: Install the Tray 3 separation roller

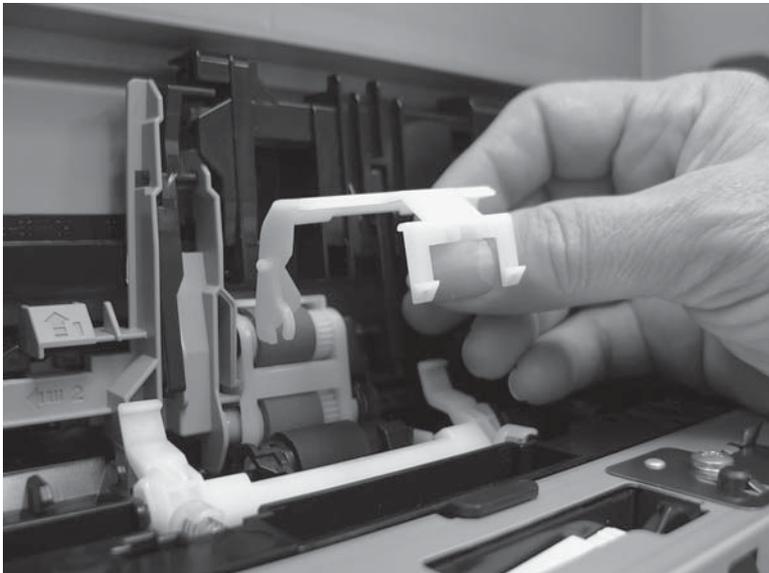
1. Position the end of the roller into the slot in the printer (callout 1). It might be necessary to rotate the roller until it fits correctly into the slot. Press down on the left side of the roller (callout 2) until it snaps into place.

Figure 1-93 Install the separation roller



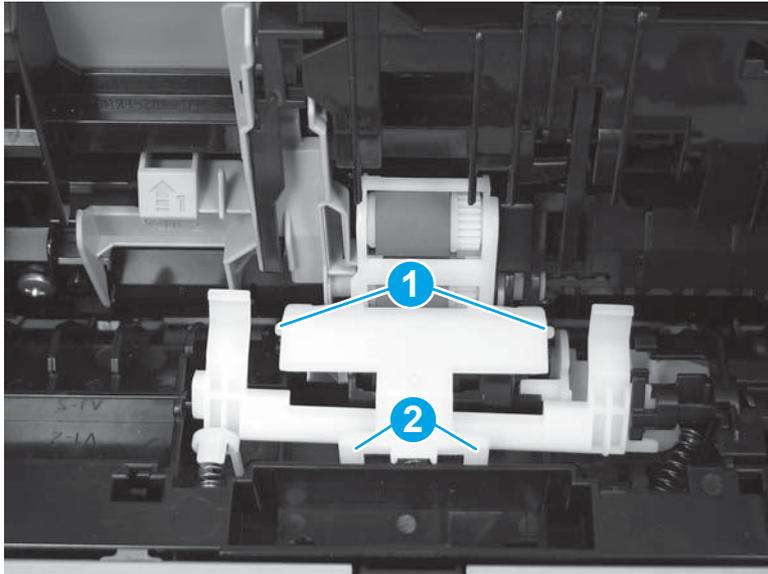
2. Position the roller cover over the separation roller.

Figure 1-94 Position the roller cover



3. Install the roller cover. Make sure that the hinge tabs (callout 1) and the tabs (callout 2) snap into place.

Figure 1-95 Release two tabs



4. Return the printer to an upright position so that the bottom side is down.

Step 5: Install Tray 3

- ▲ With the front of the tray slightly lifted, align the sides of the tray with the rails in the feeder, and then carefully slide the tray into the feeder. As the tray slides into the feeder, lower the front of the tray, and then close it.

Figure 1-96 Install the tray

