HP LaserJet Managed MFP E82540 Series
HP LaserJet Managed MFP E82550 Series
HP LaserJet Managed MFP E82560 Series

Service Manual

www.hp.com/videos/laserjet
www.hp.com/support/lje82500mfp
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HP LaserJet Managed MFP E82540 Series
HP LaserJet Managed MFP E82550 Series
HP LaserJet Managed MFP E82560 Series

Service Manual

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Edition 8, 4/2019

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Conventions used in this guide

TIP: Tips provide helpful hints or shortcuts.

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

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

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

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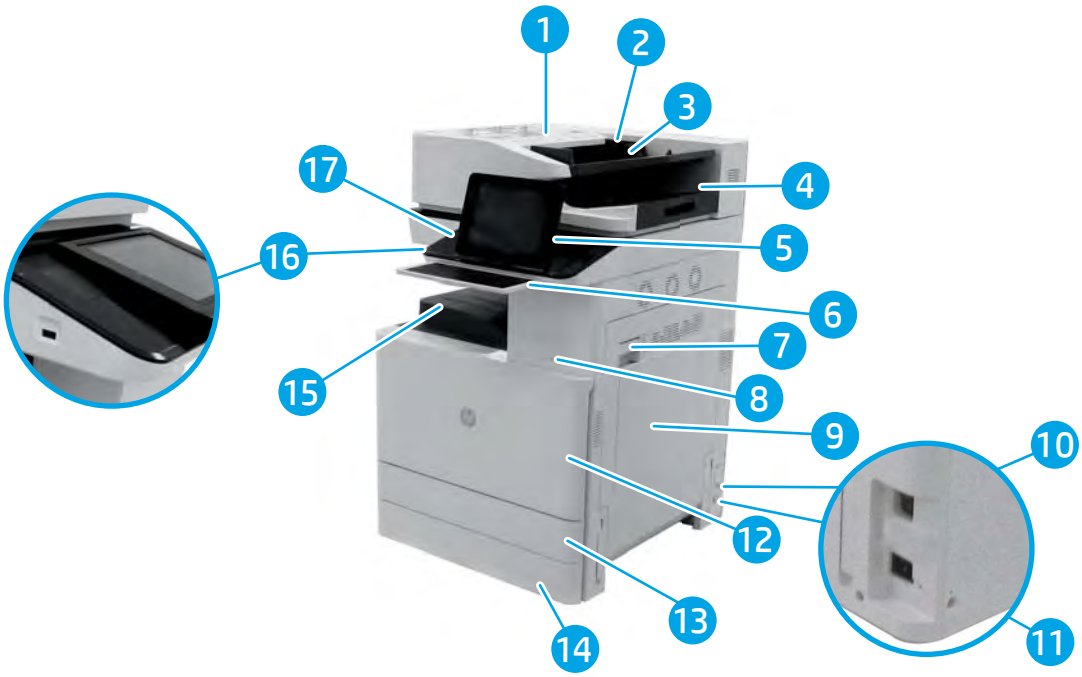
Printer views

- Printer front view
- Printer back view
- Interface ports
- Control-panel view
- Inner finisher view
- Stapler/stacker finisher view
- Booklet finisher view

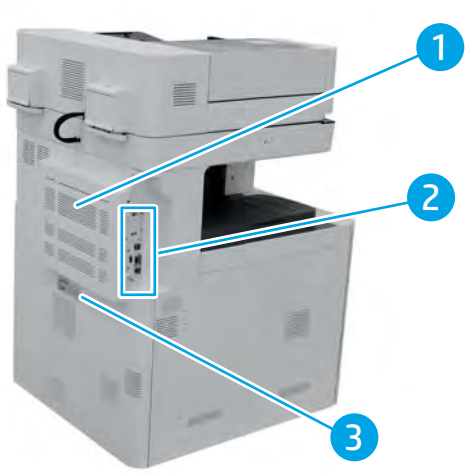
Printer front view



1	Automatic document feeder cover (access for clearing jams)
2	Automatic document feeder width guides
3	Automatic document feeder input tray
4	Automatic document feeder output tray
5	Control panel with color touchscreen display (tilts up for easier viewing)
6	Physical keyboard (Flow models only). Pull the keyboard straight out to use it. (NOTE: Close the keyboard when it is not in use.)

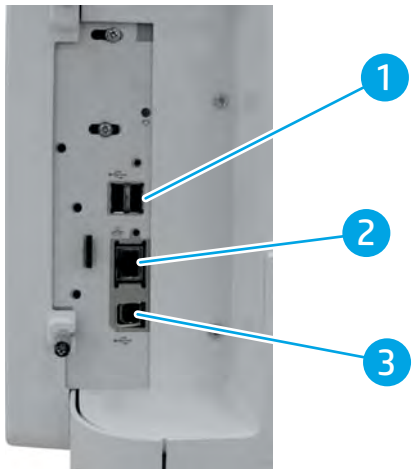
7	Right door (access for clearing jams)
8	On/off button
9	Tray 1
10	Power switch
11	Power connection
12	Front door (access to the toner cartridges)
13	Tray 2
14	Tray 3
15	Output bin
16	Easy-access USB port. Insert a USB flash drive for printing or scanning without a computer, or to update the printer firmware. (NOTE: An administrator must enable this port before use.)
17	Hardware integration pocket (for connecting accessory and third-party devices)

Printer back view



1	Formatter cover
2	Interface ports
3	Serial number and product number label

Interface ports



1	USB port for connecting external USB devices (NOTE: For easy-access USB printing, use the USB port near the control panel.)
2	Local area network (LAN) Ethernet network port
3	Hi-Speed USB 2.0 printing port

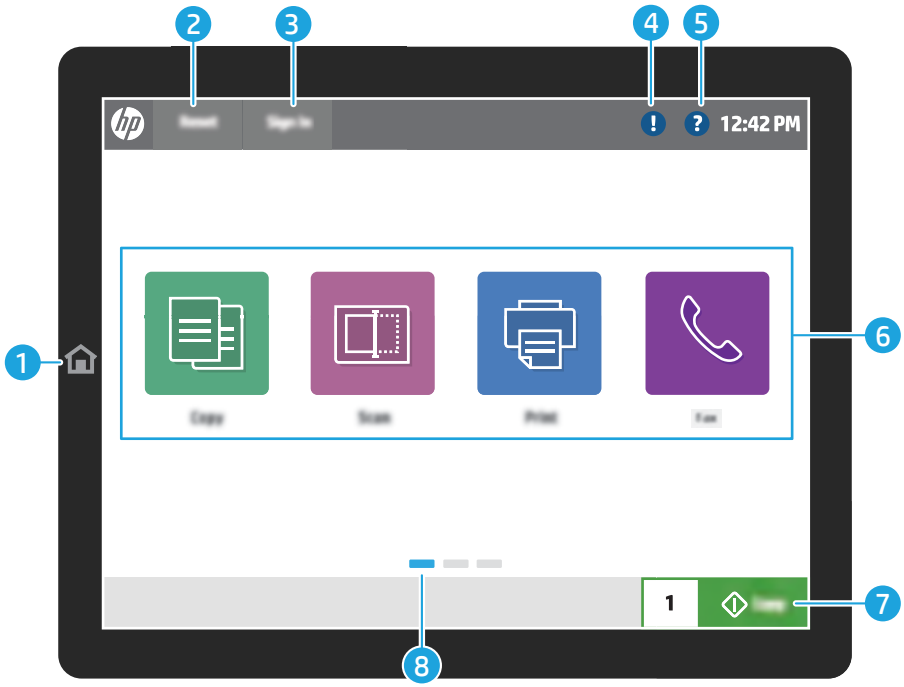
Control-panel view

NOTE: Tilt the control panel for easier viewing.

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

Return to the Home screen at any time by touching the Home button on the printer control panel.

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



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

4	Information button	Touch the information button to access a screen that provides access to several types of printer information. Touch the buttons at the bottom of the screen for the following information: • Display Language: Change the language setting for the current user session. • Sleep Mode: Place the printer into sleep mode. • Wi-Fi Direct: View information for how to connect directly to the printer using a phone, tablet, or other device with Wi-Fi. • Wireless: View or change wireless connection settings (only when an optional wireless accessory is installed). • Ethernet: View or change Ethernet connection settings. • HP Web Services: View information to connect and print to the printer using HP Web Services (ePrint).
5	Help button	Touch the Help button to open the embedded help system. The status line provides information about the overall printer status.
6	Applications area	Touch any of the icons to open the application. Swipe the screen sideways to access more applications. NOTE: The available applications vary by printer. The administrator can configure which applications appear and the order in which they appear.
7	Start Copy button	Touch the Start Copy button to start a copy job.
8	Home-screen page indicator	Indicates the number of pages on the Home screen or in an application. The current page is highlighted. Swipe the screen sideways to scroll between pages.

Inner finisher view

Stapler/stacker finisher view

Booklet finisher view

Specifications

Technical specifications

Table 1-1 E82540dn, E82540z, E82550dn, E82550z, E82560dn. E82560z

Model number		E82540dn	E82540z	E82550dn	E82550z	E82560dn	E82560z
Product number		X3A69A	X3A68A	X3A72A	X3A71A	X3A75A	X3A74A
Paper handling	Tray 1 (100-sheet capacity)	✓	✓	✓	✓	✓	✓
	Tray 2 (520-sheet capacity)	✓	✓	✓	✓	✓	✓
	Tray 3 (520-sheet capacity)	✓	✓	✓	✓	✓	✓
	2 x 520-sheet paper feeder	Optional	Optional	Optional	Optional	Optional	Optional
	2,000-sheet high-capacity input tray	Optional	Optional	Optional	Optional	Optional	Optional
	3,000-sheet side-mount high-capacity input tray	Optional	Optional	Optional	Optional	Optional	Optional
	Printer cabinet	Optional	Optional	Optional	Optional	Optional	Optional
	Stapler/stacker finishing accessory[1]	Optional	Optional	Optional	Optional	Optional	Optional
	Booklet maker finishing accessory[1]	Optional	Optional	Optional	Optional	Optional	Optional
	Inner finisher accessory[1]	Optional	Optional	Optional	Optional	Optional	Optional
	2/3 hole punch accessory[1]	Optional	Optional	Optional	Optional	Optional	Optional
	2/4 hole punch accessory[1]	Optional	Optional	Optional	Optional	Optional	Optional
	Swedish hole punch accessory[1]	Optional	Optional	Optional	Optional	Optional	Optional
	HP Job separator	Optional	Optional	Optional	Optional	Optional	Optional
	Automatic duplex printing	✓	✓	✓	✓	✓	✓
Connectivity	10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓	✓	✓	✓	✓
	Hi-Speed USB 2.0	✓	✓	✓	✓	✓	✓
	Easy-access USB port for printing without a computer and upgrading the firmware	✓	✓	✓	✓	✓	✓

Table 1-1 E82540dn, E82540z, E82550dn, E82550z, E82560dn. E82560z (continued)

Model number		E82540dn	E82540z	E82550dn	E82550z	E82560dn	E82560z
Product number		X3A69A	X3A68A	X3A72A	X3A71A	X3A75A	X3A74A
	Hardware Integration Pocket for connecting accessory and third-party devices	✓	✓	✓	✓	✓	✓
Memory	7 GB base memory	✓	✓	✓	✓	✓	✓
Mass storage	2 x 320 GB HP Secure High-Performance Hard Disk	✓	✓	✓	✓	✓	✓
Security	HP Trusted Platform Module	✓	✓	✓	✓	✓	✓
Control-panel display	Color touchscreen control panel	✓	✓	✓	✓	✓	✓
	Retractable keyboard	Not supported	✓	Not supported	✓	Not supported	✓
Print	Prints 40 pages per minute (ppm) on A4 and on letter-size paper.	✓	✓	Not supported	Not supported	Not supported	Not supported
	Prints 50 pages per minute (ppm) on A4 and on letter-size paper	Not supported	Not supported	✓	✓	Not supported	Not supported
	Prints 60 pages per minute (ppm) on A4 and on letter-size paper	Not supported	Not supported	Not supported	Not supported	✓	✓
	Easy-access USB printing (no computer required)	✓	✓	✓	✓	✓	✓
Fax		Optional	Optional	Optional	Optional	Optional	Optional
Copy and Scan	Scans 90 pages per minute (ppm) on A4 and letter-size paper	✓	Not supported	✓	Not supported	✓	Not supported
	Scans 120 pages per minute (ppm) on A4 and letter-size paper	Not supported	✓	Not supported	✓	Not supported	✓
	250-page document feeder with dual-head scanning for single-pass duplex copying and scanning	✓	✓	✓	✓	✓	✓
	HP EveryPage Technologies including ultrasonic multi-feed detection	Not supported	✓	Not supported	✓	Not supported	✓

Table 1-1 E82540dn, E82540z, E82550dn, E82550z, E82560dn. E82560z (continued)

Model number		E82540dn	E82540z	E82550dn	E82550z	E82560dn	E82560z
Product number		X3A69A	X3A68A	X3A72A	X3A71A	X3A75A	X3A74A
	Embedded optical character recognition (OCR) provides the ability to convert printed pages into text that can be edited or searched using a computer	Not supported	✓	Not supported	✓	Not supported	✓
	SMART Label feature provides paper-edge detection for automatic page cropping	Not supported	✓	Not supported	✓	Not supported	✓
	Automatic page orientation for pages that have at least 100 characters of text	Not supported	✓	Not supported	✓	Not supported	✓
	Automatic tone adjustment sets contrast, brightness, and background removal for each page	Not supported	✓	Not supported	✓	Not supported	✓
Digital Send	Send documents to E-mail, USB, and shared folders on a network	✓	✓	✓	✓	✓	✓
	Send documents to SharePoint®	Not supported	✓	Not supported	✓	Not supported	✓

[1] Hole punch accessories are optional for the stapler/stacker, inner finisher, and booklet maker accessories.

Table 1-2 E82540du, E82550du, E82560du

Model number		E82540du	E82550du	E82560du
Product number		5CM59A	5CM60A	5CM61A
Paper handling	Tray 1 (100-sheet capacity)	✓	✓	✓
	Tray 2 (520-sheet capacity)	✓	✓	✓
	Tray 3 (520-sheet capacity)	✓	✓	✓
	2 x 520-sheet paper feeder	Optional	Optional	Optional
	2,000-sheet high-capacity input tray	Optional	Optional	Optional
	3,000-sheet side-mount high-capacity input tray	Optional	Optional	Optional
	Printer cabinet	Optional	Optional	Optional
	Stapler/stacker finishing accessory[1]	Optional	Optional	Optional

Table 1-2 E82540du, E82550du, E82560du (continued)

Model number		E82540du	E82550du	E82560du
Product number		5CM59A	5CM60A	5CM61A
	Booklet maker finishing accessory[1]	Optional	Optional	Optional
	Inner finisher accessory[1]	Optional	Optional	Optional
	2/3 hole punch accessory[1]	Optional	Optional	Optional
	2/4 hole punch accessory[1]	Optional	Optional	Optional
	Swedish hole punch accessory[1]	Optional	Optional	Optional
	HP Job separator	Optional	Optional	Optional
	Automatic duplex printing	✓	✓	✓
Connectivity	10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓	✓
	Hi-Speed USB 2.0	✓	✓	✓
	Easy-access USB port for printing without a computer and upgrading the firmware	✓	✓	✓
	Hardware Integration Pocket for connecting accessory and third-party devices	✓	✓	✓
Memory	7 GB base memory	✓	✓	✓
Mass storage	2 x 320 GB HP Secure High-Performance Hard Disk	✓	✓	✓
Security	HP Trusted Platform Module	✓	✓	✓
Control-panel display	Color touchscreen control panel	✓	✓	✓
	Retractable keyboard	Not supported	Not supported	Not supported
Print	Prints 40 pages per minute (ppm) on A4 and on letter-size paper.	✓	Not supported	Not supported
	Prints 50 pages per minute (ppm) on A4 and on letter-size paper	Not supported	✓	Not supported
	Prints 60 pages per minute (ppm) on A4 and on letter-size paper	Not supported	Not supported	✓
	Easy-access USB printing (no computer required)	✓	✓	✓
Fax		Optional	Optional	Optional
Copy and Scan	Scans 90 pages per minute (ppm) on A4 and letter-size paper	✓	✓	✓
	Scans 80-simplex/160-duplex images per minute (ipm) on A4 and letter-size paper (LX du models only)	✓	✓	✓

Table 1-2 E82540du, E82550du, E82560du (continued)

Model number		E82540du	E82550du	E82560du
Product number		5CM59A	5CM60A	5CM61A
	100-page document feeder with dual-head scanning for single-pass duplex copying and scanning	✓	✓	✓
	HP EveryPage Technologies including ultrasonic multi-feed detection	Not supported	Not supported	Not supported
	Embedded optical character recognition (OCR) provides the ability to convert printed pages into text that can be edited or searched using a computer	Not supported	Not supported	Not supported
	SMART Label feature provides paper-edge detection for automatic page cropping	Not supported	Not supported	Not supported
	Automatic page orientation for pages that have at least 100 characters of text	Not supported	Not supported	Not supported
	Automatic tone adjustment sets contrast, brightness, and background removal for each page	Not supported	Not supported	Not supported
Digital Send	Send documents to E-mail, USB, and shared folders on a network	✓	✓	✓
	Send documents to SharePoint®	Not supported	Not supported	Not supported

[1] Hole punch accessories are optional for the stapler/stacker, inner finisher, and booklet maker accessories.

Supported operating systems

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

Windows: The HP Software Installer can be downloaded from the printer support website for this printer and installs the “HP PCL.6” version 3 print driver, the “HP PCL 6” version 3 print driver, or the “HP PCL-6” version 4 print driver, depending on the Windows operating system, along with optional software when using the software installer. Download the "HP PCL.6" version 3 print driver, the "HP PCL 6" version 3 print driver, and the "HP PCL-6" version 4 print driver from the printer-support website for this printer: www.hp.com/support/ljE82500mfp, www.hp.com/support/ljE82540mfp.

OS X: Mac computers are supported with this printer. Download HP Easy Start either from 123.hp.com/LaserJet or from the Printer Support page, and then use HP Easy Start to install the HP print driver. HP Easy Start is not included in the HP Software Installer.

1. Go to 123.hp.com/LaserJet.
2. Follow the steps provided to download the printer software.

Linux: For information and print drivers for Linux, go to www.hp.com/go/linuxprinting.

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

Table 1-3 Supported operating systems and print drivers

Operating system	Print driver installed (from the software on the web)	Notes
Windows® XP SP3, 32-bit	The “HP PCL.6” printer-specific print driver is installed for this operating system as part of the software installation.	Microsoft retired mainstream support for Windows XP in April 2009. HP will continue to provide best effort support for the discontinued XP operating system. Some features and page sizes in the print driver are not supported.
Windows Vista®, 32-bit	The “HP PCL.6” printer-specific print driver is installed for this operating system as part of the software installation.	Microsoft retired mainstream support for Windows Vista in April 2012. HP will continue to provide best effort support for the discontinued Vista operating system. Some features and page sizes in the print driver are not supported.
Windows Server 2003 SP2, 32-bit	The “HP PCL.6” printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.	Microsoft retired mainstream support for Windows Server 2003 in July 2010. HP will continue to provide best effort support for the discontinued Server 2003 operating system. Some features and page sizes in the print driver are not supported.
Windows 7 SP1, 32-bit and 64-bit	The “HP PCL 6” printer-specific print driver is installed for this operating system as part of the software installation.	
Windows 8, 32-bit and 64-bit	The “HP PCL 6” printer-specific print driver is installed for this operating system as part of the software installation.	Windows 8 RT support is provided through Microsoft IN OS Version 4, 32- bit driver.
Windows 8.1, 32-bit and 64-bit	The “HP PCL-6” V4 printer-specific print driver is installed for this operating system as part of the software installation.	Windows 8.1 RT support is provided through Microsoft IN OS Version 4, 32- bit driver.

Table 1-3 Supported operating systems and print drivers (continued)

Operating system	Print driver installed (from the software on the web)	Notes
Windows 10, 32-bit and 64-bit	The “HP PCL-6” V4 printer-specific print driver is installed for this operating system as part of the software installation.	
Windows Server 2008 SP2, 32-bit	The “HP PCL.6” printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.	Microsoft retired mainstream support for Windows Server 2008 in January 2015. HP will continue to provide best effort support for the discontinued Server 2008 operating system. Some features and page sizes in the print driver are not supported.
Windows Server 2008 SP2, 64-bit	The “HP PCL 6” printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.	
Windows Server 2008 R2, SP 1, 64-bit	The “HP PCL 6” printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.	
Windows Server 2012, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.	
Windows Server 2012 R2, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.	
OS X 10.10 Yosemite, OS X 10.11 El Capitan, and OS X 10.12 Sierra	To install the print driver, download HP Easy Start from 123.hp.com/LaserJet. Follow the steps provided to install the printer software and print driver.	

NOTE: Supported operating systems can change. For a current list of supported operating systems, go to www.hp.com/support/ljE82500mfp, www.hp.com/support/ljE82540mfp for HP's all-inclusive help for the printer.

NOTE: For details on client and server operating systems and for HP UPD driver support for this printer, go to www.hp.com/go/upd. Under **Additional information**, click the links.

Table 1-4 Minimum system requirements

Windows	OS X
• An Internet connection	• Internet connection
• Dedicated USB 1.1 or 2.0 connection or a network connection	• 1 GB of available hard-disk space
• 2 GB of available hard-disk space	

Mobile printing solutions

HP offers multiple mobile and ePrint solutions to enable easy printing to an HP printer from a laptop, tablet, smartphone, or other mobile device. To see the full list and to determine the best choice, go to www.hp.com/go/LaserJetMobilePrinting.

- Wi-Fi Direct
- HP ePrint via email (Requires HP Web Services to be enabled and the printer to be registered with HP Connected)
- HP ePrint app (Available for Android, iOS, and Blackberry)
- HP All-in-One Remote app for iOS and Android devices
- HP ePrint software
- Google Cloud Print
- AirPrint
- Android Printing

Printer dimensions

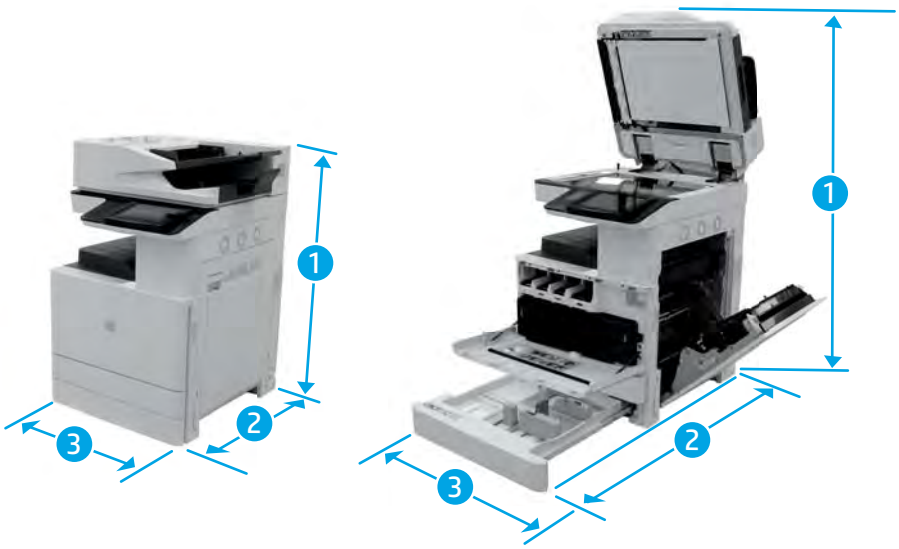


Table 1-5 Dimensions of the E82540, E82550, E82560

	Normal operating dimensions	Maximum operating dimensions
1. Height	dn models: 932.2 mm (36.7 in)	dn models: 775 mm (36.1 in)
	z models: 932.2 mm (36.7 in)	z models: 775 mm (36.1 in)
2. Depth	dn models: 771.1 mm (30.3 in)	dn models: 1676 mm (66 in)
	z models: 771.1 mm (30.3 in)	z models: 1676 mm (66 in)

Table 1-5 Dimensions of the E82540, E82550, E82560 (continued)

3. Width	dn models: 585 mm (23 in)	dn models: 1134 mm (47 in)
	z models: 585 mm (23 in)	z models: 1134 mm (47 in)
Weight	dn models: 95.6 kg (210.8 lb)	
	z models: 95.6 kg (210.8 lb)	

NOTE: HP recommends that 30 mm (1.81 in) be added to the printer dimensions provided in this chapter to make sure there is sufficient space to open doors and covers, and to provide proper ventilation.

Power consumption, electrical specifications, and acoustic emissions

See www.hp.com/support/ljE82500mfp, www.hp.com/support/ljE82540mfp for current information.

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

Environmental specifications

- Operating-environment specifications

Operating-environment specifications

Consider the following points before installing the printer:

The following table lists the recommended environment conditions:

Table 1-6 Environmental specifications

Environmental Condition	Recommended
Temperature	15^0 to 30^0 C (59F to 86F)
Relative Humidity	20% to 80% relative humidity (RH)

General specifications

Table 1-7 General specifications

Item		Specification
Processor	CPU	1.5 GHz (Quad Core)
User Interface	Operational Panel	8 inch touch screen
	LED	2 (Power/Status)
	Key/Button	1 (Power)
Memory	Total	7 GB (3 GB Formatter + 4 GB)
Storage	Standard	320 GB HDD
Interface	USB (Host)	Yes (Hi-Speed USB 3.0, 2.0)

Table 1-7 General specifications (continued)

Item		Specification
	USB (Device)	Yes (Hi-Speed USB 3.0, 2.0)
	USB (EDI)	N/A
	Wired LAN	Standard (Ethernet 10/100/1G Base TX)
	Additional Wired LAN Support	Yes (optional)
	Wireless LAN/NFC	• Optional (IEEE 802.11b/g/n + NFC Active Type) • Optional (IEEE 802.11b/g/n/ac + BLE + NFC Active Type)
Warmup Time	From Power off (power on to ready)	23 sec
	From Sleep	12 sec
Power Consumption	Ready	Less than 60 W
	Normal operation	Less than 900 W
	Max/Peak	Less than 1300 W
	Sleep/Low Power Mode	Less than 1.07 W
	TEC (Default Mode)	• E82540: 2.1 kWh • E82550: 2.717 kWh • E82560: 3.1 kWh
Power Requirement	• Input Voltage (Europe): AC 220–240 V (+-6%) • Input voltage (USA): AC 110–127 V (+-10%) • Input Voltage (AP): AC 220–240 V (+-6%) • Rated Frequency: 50/60 Hz (+-2Hz)	
Acoustic Noise Level (Sound Power/ Pressure)	Printing Mode	**Simplex** • E82540, E82550 – Tray 2: Less than 54 dBA – Tray 1/Optional trays: Less than 56 dBA • E82560 – Tray 2: Less than 56 dBA – Tray 1/Optional trays: Less than 58 dBA **Duplex** • E82540, E82550

Table 1-7 General specifications (continued)

Item		Specification
		– Tray 2: Less than 57 dBA – Tray 1/Optional trays: Less than 59 dBA • E82560 – Tray 2: Less than 59 dBA – Tray 1/Optional trays: Less than 61 dBA
	Copying Mode	Simplex • E82540 – Tray 2: Less than 58 dBA – Tray 1 (MP)/Optional trays: Less than 60 dBA • E82550, E82560 – Tray 2: Less than 59 dBA – Tray 1 (MP)/Optional trays: Less than 61 dBA Duplex • E82540 – Tray 2: Less than 60 dBA – Tray 1/Optional trays: Less than 62 dBA • E82550 – Tray 2: Less than 61 dBA – Tray 1/Optional trays: Less than 63 dBA • E82560 – Tray 2: Less than 61 dBA – Tray 1/Optional trays: Less than 64 dBA
	Ready Mode	30 dBA
Dimensions (W x D x H)	Set (without stand)	• 585 x 771.1 x 932.2 mm (23 x 30.3 x 36.7 in)
Weight	Set (with supplies)	• E82540, E82550, E82560: 95.6 kg (210.8 lb)

Table 1-7 General specifications (continued)

Item	Specification
Recommended Monthly Print Volume	• E82540: 80,000 pages • E82550: 90,000 pages • E82560: 100,000 pages
Max Monthly Duty Cycle	• E82540: 200,000 images • E82550: 250,000 images • E82560: 300,000 images

Print specifications

Table 1-8 Print specifications

Item		Specification
Print speed	Simplex	• E82540 – Up to 40 ppm in A4 (40 ppm in Letter) – Up to 21 ppm in A3 (21 ppm in 11x17) • E82550 – Up to 50 ppm in A4 (50 ppm in Letter) – Up to 26 ppm in A3 (26 ppm in 11x17) • E82560 – Up to 60 ppm in A4 (50 ppm in Letter) – Up to 31 ppm in A3 (31 ppm in 11x17)
	Duplex (Simplex to Duplex)	• E82540 – Up to 40 ipm in A4 (40 ipm in Letter) – Up to 21 ipm in A3 (21 ipm in 11x17) • E82550 – Up to 50 ipm in A4 (50 ipm in Letter) – Up to 26 ipm in A3 (26 ipm in 11x17) • E82560

Table 1-8 Print specifications (continued)

Item		Specification
		– Up to 60 ipm in A4 (50 ipm in Letter) – Up to 31 ipm in A3 (31 ipm in 11x17)
FPOT	From Ready	• E82540: as fast as 8.4 s • E82550: as fast as 7.5 s • E82560: as fast as 6.9 s
	From Sleep	• E82540: as fast as 20.4 s • E82550: as fast as 19.5 s • E82560: as fast as 18.9 s
Resolution		1200 x 1200 dpi (Full Speed)
Printer Language		PCL5/PCL6(XL)/PostScript Level 3/PDF v1.7
Font	PCL	95 scalable fonts (including OCR-A/OCR-B)/1 Bitmap
	PostScript 3	136 scalable fonts
Supporting Operating Systems	Windows	• Windows XP (32–bit, 64–bit) • Windows 2003 Server (32–bit, 64–bit) • Windows Vista (32–bit, 64–bit) • Windows 2008 Server (32–bit, 64–bit) • Windows 7 (32–bit, 64–bit) • Windows 2008 Server R2 (64–bit) • Windows 8 (32–bit, 64–bit) • Windows 8.1 (32–bit, 64–bit) • Windows Server 2012 (64–bit) • Windows Server 2012 R2 (64–bit)

Table 1-8 Print specifications (continued)

Item		Specification
	Linux	• Red Hat Enterprise Linux 5, 6 (32–bit, 64–bit) • Fedora 12, 13, 14, 15, 16, 17, 18, 19, 20 (32–bit, 64–bit) • OpenSuSE 11.2, 11.3, 11.4, 12.1, 12.2, 12.3, 13.1 (32–bit, 64–bit) • Ubuntu 10.04, 11.04, 11.10, 12.04, 12.10, 13.04, 13.10, 14.04 (32–bit, 64–bit) • SuSE Linux Enterprise Desktop 10, 11 (32–bit, 64–bit) • Debian 6, 7 (32–bit, 64–bit) • Mint 13, 14, 15, 16 (32–bit, 64–bit)
	Mac OS	Mac OS X 10.6–10.10
Direct Print	PRN/PDF/TIFF/JPEG/XPS	
Print Features	• WSD print • Secure print • Stored print • Booklet • N-up • Cover page • Barcode • Eco • Poster • Glossy • Watermark • Tray priority setting • Auto tray setting • Tray protection • USB print • Secure PDF print • Google Cloud print	

Scan specifications

Table 1-9 Scan specifications

Item			Specification
Scan Speed		Scan to folder speeds (hardware)	DN bundles (black and white, gray scale, and color) • Simplex: 90 ipm @ 300 DPI • 80/160 ipm (du models only) • Duplex: 180 ipm @ 300 DPI Z bundles (black and white, gray scale, and color) • Simplex: 120 ipm @ 300 DPI • Duplex: 240 ipm @ 300 DPI
Color Mode			Mono/Gray/Color
Compatibility			Network TWAIN/Network SANE
Scan Method			MMT
File Formats			• PDF • Searchable PDF • Compact PDF • PDF Encryption • Digital Signature in PDF • PDF/A • Single-Page PDF • Multi-page PDF • TIFF • Single-Page TIFF • Multi-page TIFF • XPS • Single-Page XPS • Multi-page XPS • JPEG
Resolution	Optical (ADF)		Up to 600 x 600 dpi
	Optical (Image Scanner)		Up to 600 x 600 dpi

Table 1-9 Scan specifications (continued)

Item		Specification
	Enhanced (ADF)	Up to 4800 x 4800 dpi
	Enhanced (Image Scanner)	Up to 4800 x 4800 dpi
Scan Destinations		• Email • FTP • SMB • HDD • USB • WSD • PC • Internet FAX
Multi-destinations		Yes
Communication Protocol		• SMTP (IPv4, IPv6, SSL/TLS) • POP3 (IPv4, IPv6, SSL/TLS) • FTP (IPv4, IPv6) • SMB (IPv4, IPv6) • WSD • T4Net
Scan Size	ADF	• Min. A6 SEF 105 mm x 148 mm (4.13 in x 5.83) • Max. 297 mm x 437 mm (11.7 in x 17.2 in)
	Image Scanner	Max. 297 mm x 437 mm (11.7 in x 17.2 in)
Scan Original Types		Text/Text & Photo/Photo

Copy specifications

Table 1-10 Copy specifications

Item		Specification
Copy Speed	Single Document Multiple Copy (SDMC)	• E82540 – Up to 40 cpm in A4 • E82550

Table 1-10 Copy specifications (continued)

Item		Specification
		– Up to 50 cpm in A4 • E82560 – Up to 60 cpm in A4
	Multiple Document Multiple Copy (MDMC)	• E82540 – Simplex to Simplex: Up to 40 cpm in A4/Letter – Duplex to Simplex: Up to 40 ipm in A4/Letter • E82550 – Simplex to Simplex: Up to 50 cpm in A4/Letter – Duplex to Simplex: Up to 50 ipm in A4/Letter • E82560 – Simplex to Simplex: Up to 60 cpm in A4/Letter – Duplex to Simplex: Up to 60 ipm in A4/Letter
FCOT	From Ready	• E82540: 4.6 s • E82550: 3.7 s • E82560: 3.1 s
Resolution	Flow ADF	• Scan: 600 x 600 dpi • Printing: 600 x 600 dpi
	Image Scanner	• Scan: 600 x 600 dpi • Printing: 600 x 600 dpi
Reduce/Enlarge	Flow ADF	25–400% in 1% increments
	Image Scanner	25–400% in 1% increments
	Preset	25% / 50% A3→A5 / 61% A3→B5 / 64% Ledger→Letter / 70% A3→A4 | B4→B5 | A4→A5 / 77% Ledger→Legal / 78% Legal→Letter / 81% B4→A4 | B5→A5 / 86% A3→B4 | A4→B5 / 104% Executive→Letter / 115% B4→A3 / 121% Legal→Ledger / 122% A4→B4 / 129% Letter→Ledger / 141% A4→A3 | A5→A4 / 150% / 200% A5→A3 / 400%
Darkness Control	11 levels	
Contrast Control	11 levels	
Multi Copy	1–9,999	

Table 1-10 Copy specifications (continued)

Item	Specification
Duplex Copy	Built-in
Copy Original Type	• Text • Text and Printed Photo • Text and Glossy Photo • Newspaper • Printed Photo • Glossy Photo • Copied Original • Map • Light Original
Copy Features	• ID Copy • N-up • Booklet • Image Repeat • Auto Fit • Book Copy • Poster Copy • Watermark • Image Overlay • Stamp • Covers • Job Build • Preview • Erase Edge • Image Shift • Image Adjustment • Background Adjustment

Supplies

Table 1-11 Supplies

Item		Part number	Average yield
Toner Cartridge	Initial		Approx. 30,000 pages
Standard	NOTE: Only China, Korea		
		W9037-67901	Approx. 58,000 pages
OPC Drum Unit		X3A74-67902	Approx. 396,000 pages
TCU		X3A74-67926	Approx. 300,000 pages

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

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

Maintenance parts

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

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

Item	Part number	Life	Remark
Development Unit	Z8W52A	1,200,000 pages	
Fuser Unit	Z7Y76A	360,000 pages	220 V
	Z7Y75A		110 V
Paper Transfer Belt (PTB)	Z7Y85A	300,000 pages	
Pick/Feed/Reverse (Separation) roller (for Tray 2-X)	Z9M01A	360,000 pages	
Tray 1 (MP) Pick/Feed/Reverse (Separation) Roller	Z7Y88A	200,000 pages	
Flow ADF pick roller assembly (GX and sGX z/dn models)	Z8W50A	200,000 pages	
Flow ADF reverse (separation) roller assembly (GX and sGX z/dn models)	Z8W51A	100,000 pages	
ADF pick roller assy (LX du models)	Z7Y64A	200,000	
ADF reverse (separation) roller assy (LX du models)	Z7Y65A	100,000	

NOTE:

- Depending on the print patterns and job mode used, the lifespan can differ.
- See Replacing the maintenance part for further instructions.

Paper handling specifications

Table 1-12 Paper handling specifications

Item		Specification
Input Capacity	Standard	1040 sheets
	Multipurpose	100 sheets
	Maximum	6140 sheets NOTE: Tray 1 (MP) (100) + 2 Tray (1040) + HCI bottom (2000) + sHCI (3000)
Standard Cassette Tray	Capacity	• 520 sheets x 2 (Based on Xerox Premier 80g/m^2) • Envelope: 50 sheets (only Tray 2 support) NOTE: Supported Envelopes: Monarch, DL, C4, C5, C6, No.10, No. 9
	Media Sizes	• Cassette 1: 98 mm x 139.7 mm — 297 mm x 390 mm (3.9 in x 5.5 in — 11.7 in x 15.4 in) • Cassette 2: 148.5 mm x 182 mm — 320 mm x 457 mm (5.8 in x 7.2 in — 12.6 in x 18 in)

Table 1-12 Paper handling specifications (continued)

Item		Specification
	Media Types	• Plain • Thin • Bond • Hole Punched • Pre-Printed • Recycled • Thin Cardstock • Thick Cardstock • Heavy Cardstock • Extra Heavy Cardstock 1 • Letterhead • Thick • Cotton • Colored • Archive • Thin Glossy • Thick Glossy • Heavy Glossy • Heavy Weight • Extra Heavy Weight 1 ,2 ,3 4 • Label • Transparency • Envelope (Cassette 1 Only)

Table 1-12 Paper handling specifications (continued)

Item		Specification
	Media Weight	• Plain Paper: 70-90 g/m² (18.5-24 lb/ Duplex) • Thick Paper: 91-105 g/m² (25-28 lb/ Duplex) • Heavy Weight Paper : 106-176 g/m² (Duplex) • Extra Heavy Weight 1 Paper : 177-220 g/m² • Extra Heavy Weight 2: 221–256 g/m^2 (Duplex) • Extra Heavy Weight 3: 257–300 g/m^2 • Thick Cardstock: 164–216 g/m2 (Duplex) • Heavy Cardstock: 217–256 g/m2 (Duplex) • Extra Heavy Cardstock: 257–300 g/m^2 • Thick Glossy: 164–216 g/m^2 • Heavy Glossy: 217–256 g/m^2 • Transparency: 138–146 g/m^2 • Label: 120–150 g/m^2 • Envelope: 75–90 g/m^2 (Only Tray 2 support) • Thick Envelope: 91–120 g/m^2 (Only Tray 2 support) • Thin Paper: 60-69 g/m² (16-19 lb/ Duplex) • Cotton paper : 75-90 g/m² (Duplex) • Colored : 75-90 g/m² (Duplex) • Pre-Printed : 71-90 g/m² (Duplex) • Recycled : 60-90 g/m² (Duplex) • Bond Paper: 105-120 g/m² (Duplex) • Letterhead : 75-90 g/m² (Duplex) • Hole Punched Paper: 75-90 g/m² (Duplex) • Thin Cardstock : 105-163 g/m² (Duplex) • Thin Glossy : 106-163 g/m² (Duplex)
	Sensing	• H/W Install Detect: Yes • Paper Empty and Low Level Detect: Yes • Paper Type Detect: No • Paper Size Detect: Yes

Table 1-12 Paper handling specifications (continued)

Item		Specification
Tray 1	Capacity	• Plain Paper: 100 sheets at 80 g/m^2 • Envelopes: 10 sheets at 75 g/m^2 NOTE: Supported Envelopes: Monarch, DL, C4, C5, C6, No. 10, No. 9 • Labels: 20 sheets at 120–159 g/m^2 • Thick Paper: 10 sheets at 176 g/m^2
	Media Sizes	98 mm x 139.7 mm — 320 mm x 1200 mm (3.8 in x 5.5 in — 12.6 in x 47.2 in)
	Media Types	• Plain • Thin • Bond • Hole Punched • Pre-Printed • Recycled • Thin Cardstock • Letterhead • Thick • Cotton • Colored • Archive • Thin Glossy • Thick Glossy • Heavy Glossy • Heavy Weight • Extra Heavy Weight 1, 2 ,3 ,4 • Envelope • Transparency • Label
	Media Weight	• 60 to 256 g/m^2: Simplex, Duplex • 257 to 325 g/m^2: Simplex • Envelope: 75–90 g/m^2, Simplex • Label: 120–150 g/m^2, Simplex
	Sensing	Paper Empty Detect: Yes Paper Size Detect: Yes

Table 1-12 Paper handling specifications (continued)

Item		Specification
ADF	Capacity	250 sheets (GX/sGX) 100 sheets (LX)
	Document Size	• Width: 105 mm — 297 mm (5 in — 11.7 in) • Length: 140 mm — 432 mm (5.5in — 17 in)
	Document Weight	• Simplex: 60–163 g/m^2 (11.25–43.24 lb) (Guarantee) 42–60 g/m^2 and 163–220 g/m^2 (Support) • Duplex: 60–163 g/m^2 (13.25–43.25 lb) (Guarantee) 50–60 g/m^2 and 163–220 g/m^2 (Support)
	Auto Detected Size	A3/A4/A5/A6 SEF/B4/B5/Letter/Legal/Statement/Folio/Executive
Image Scanner	Document Size	• Width: 140 mm — 297 mm (5.5 in — 11.7 in) • Length: 140 mm — 432 mm (5.5 in — 17 in)
Output Capacity	Standard	500 sheets, face down
	Maximum	615 sheets [500 sheets (Standard) + 125 sheets (Job Separator)]
Printing Size	Maximum Size	320 mm x 457 mm (12.6 in x 18 in)
	Minimum Size	98 mm x 139.7 mm (3.8 in x 5.5 in)
Maximum Printing Area	Simplex	Top: 4.2 +/- 1.5 mm / Left: 4.2 +/- 1.5 mm
	Duplex	Top: 4.2 +/- 2 mm / Left: 4.2 +/- 2 mm
Duplex Printing	Support	Built-in
	Media Sizes	139.7 mm x 182 mm — 320 mm x 457 mm (5.5 in x 7.2 in — 12.6 in x 18 in)

Table 1-12 Paper handling specifications (continued)

Item		Specification
	Media Types	• Plain • Thin • Bond • Hole Punched • Pre-Printed • Recycled • Thin Cardstock • Letterhead • Thick • Cotton • Colored • Archive • Thin Glossy • Thick Glossy • Heavy Glossy • Heavy Weight • Extra Heavy Weight 1, 2
	Media weight	16–17 lb (60 to 256 g/m^2)

Network and software specifications

Network interface

Table 1-13 Network interface

Item		Specifications
Network OS		**Windows** • XP (32/64 bit) • 2003 (32/64 bit) • Vista (32/64 bit) • Windows 7 • Windows 8 **Mac** • Mac OS 10.5 –10.8 **Linux** • RedHat 8–9 • Fedora Core 1–4 • Mandrake 9.2–10.1 • SuSE 8.2–9.2 **Novell** • Netware 5.x, 6.x (TCP/IP Only) **Others** • Unix (HP-UX, Solaris, SumOS, SCO)
Network Protocols	TCP/IP	TCP/IPv4, HTTP, SNMPv1/v2c/v3, LDAP, SMTP, SSL/TLS, IPSec, DNS, WINS, SLP, Bonjour, SSDP, DDNS, DHCP/BOOTP, IPv6
	IPX/SPX	No
	Ether Talk	No
	NetBIOS over TCP/IP	Yes
	Others	HTTPS, IPSec, 802.1x
IP Addressing	Static IP	Yes
	Auto IP	Yes
	BOOTP	Yes
	DHCP	Yes
SNMP/MIB Access	MIB-2 (RFC 1213)	Yes
	Host Resource MIB (RFC 2790)	Yes

Table 1-13 Network interface (continued)

Item		Specifications
	Printer MIB (RFC 3805)	Yes
	Finisher MIB (RFC 3806)	Yes
	Private MIB	Yes
	HP Compatibility	Yes — Partially
	SNMP Trap	Yes
Printing Protocols	Windows Printing (SMB)	No
	LPR/LPD	Yes
	IPP	Yes
	Netware I-Print	No
	Netware NDPS	No
	Ether Talk	No
	Port 9100	Yes
Device Discovery	DNS	Yes
	Dynamic DNS	Yes
	Multicast DNS (Bonjoure)	Yes
	WSD (including Print and Scan)	Yes (Print and Scan)
	SLP	Yes
	uPNP (SSDP)	Yes

Software and solutions

Table 1-14 Software and solutions

Item		Specifications
Application	Anyweb Print	N/A
	Easy Printer Manager	Windows/Mac
	Easy Color Manager	Windows/Mac
	Easy Document Creator	Windows
	Net PC Fax	Windows/Mac
	Direct Printing Utility	Windows
	Easy Deployment Manager	Windows
	Easy Eco Driver	Windows
	Universal Printer Driver	Windows
	Universal Scan Driver	Windows
Mobile Printing	Google Cloud Print (GCP)	Yes

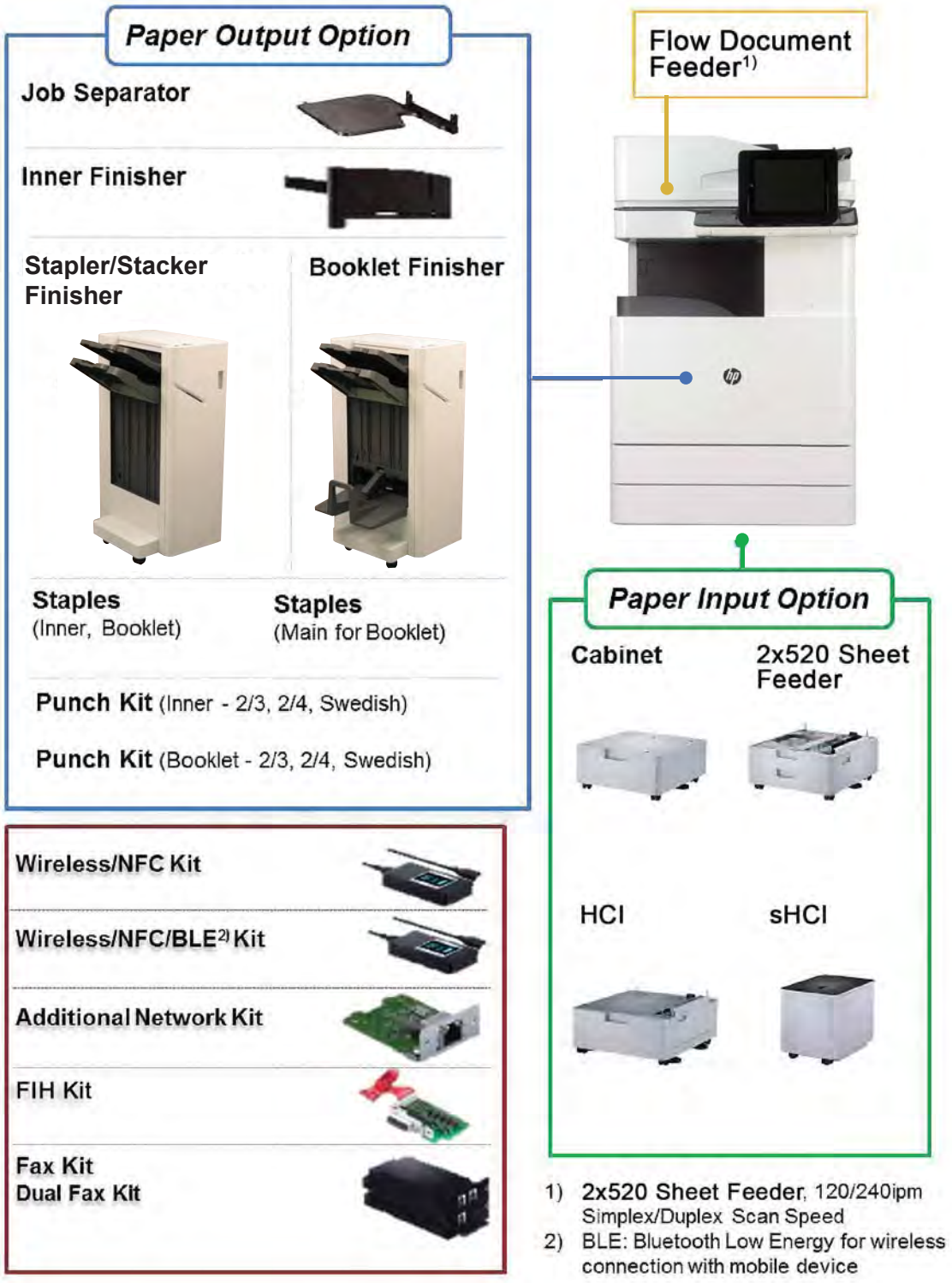
Table 1-14 Software and solutions (continued)

Item		Specifications
	Airprint	Yes
Smart App	Smart Workspace	Yes
	Workbook Composer	Yes
	Smart Color Manager	Yes
	Smart Service App	Yes
	Hancom Office	Yes
Solution	Device Management	Fleet Admin Pro (UniThru)
	Output Management	CounThru Enterprise/Pro
	Document Management and Distribution	SmarThru Workflow 3.0
	Security	SecuThur Pro 1.0
	Mobility	SCP 1.0 (14.09)
Security	Authentication (Local)	Yes
	Authentication (Network)	Yes (SMB/Kerberos/LDAP/IPSec/EAP)
	IP Address Filtering	Yes (IPv4 Filtering/IPv6 Filtering/MAC Filtering)
	HDD Overwrite (Standard)	9
	HDD Overwrite (Maximum Overwrites)	Yes
	Secure Print	Yes
	Encrypted Secure Print	Yes
	Encrypted PDF Mode (Encrypted Scanning)	Yes
	IP Sec	Yes
	Smart Card Authentication	Yes

Options

Optional configurations

Figure 1-1 Options



Options list

Table 1-15 Options list

Item	Part numbers	Remark
HP LaserJet Department Cabinet	Y1G168	
HP LaserJet Dual Cassette Department Feeder	Y1F98A	
HP LaserJet 2000 Sheet High Capacity Tray Department	Y1F21A	
HP High Capacity Input Tray Side (sHCI)	Y1F20A	
Fax Kit		
Fax Multiline Kit		
Foreign interface harness (FIH) Kit		
HP LaserJet Job Separator Department	Y1G01A	
HP LaserJet Paper Tray Heaters Department	Y1G22A	For dual cassette feeder (DCF)
HP LaserJet Paper Tray Heaters Accessory Department (110V)	Y1G22A#BGJ	For HCI/sHCI
HP LaserJet Paper Tray Heaters Accessory Department (220V)	Y1G22A#B19	
Wireless/NFC Kit		
Wireless/NFC/BLE Kit		
Additional Network Kit (Dual Network Kit)		
HP LaserJet Inner Finisher	Y1G00A	
HP LaserJet Stapler/Stacker Finisher	Y1G18A	
HP LaserJet Booklet Finisher	Y1G07A	
HP LaserJet Inner Finisher Hole 2/3 Punch	Y1G02A	Two and three hole punch (for America, Asia, and Africa)
HP LaserJet Inner Finisher Hole 2/4 Punch	Y1G03A	Two and four hole punch (for Europe)
HP LaserJet Inner Finisher Swedish Punch	Y1G04A	Swedish four hole punch (for Sweden)
HP LaserJet Hole Punch 2/3 Accessory	Y1G10A	Two and three hole punch (for America, Asia, and Africa)
HP LaserJet Hole Punch 2/4 Accessory	Y1G11A	Two and four hole punch (for Europe)
HP LaserJet Hole Punch Swedish Accessory	Y1G12A	Swedish four hole punch (for Sweden)
HP LaserJet Inner/Booklet Finisher Staples NOTE: The HP LaserJet Booklet Finisher and HP LaserJet Stapler/Stacker Finisher have two staple slots.	Y1G13A	• Regular staples for the HP LaserJet Inner Finisher • Regular saddle staples for the HP LaserJet Booklet Finisher
HP LaserJet Stapler/Stacker Finisher Staples NOTE: The HP LaserJet Booklet Finisher and HP LaserJet Stapler/Stacker Finisher have two staple slots.	Y1G14A	• Regular staples for HP LaserJet Stapler/Stacker Finisher

Option specifications

Table 1-16 Option specifications

Item		Specification
HP LaserJet Dual Cassette Department Feeder	Part number	Y1F98A
	Capacity	520 x 2 sheets
	Media Sizes	• Cassette 1: 148.5 mm x 210 mm — 297 mm x 432 mm (5.8 in x 8.2 in — 12 in x 18 in) • Cassette 2: 148.5 mm x 210 mm — 297 mm x 432 mm (5.8 in x 8.2 in — 12 in x 18 in)
	Media Types	Plain/Thin/Bond/Hole Punched/Preprinted/Recycled/Thin Cardstock/Letterhead/Thick/Cotton/Colored/Archive/Thin Glossy/Heavy Weight/Extra Heavy Weight
	Media Weight	• Plain Paper: 71–90 g/m^2 (18.5–24 lb/Duplex) • Thick Paper: 91–105 g/m^2 (25–28 lb/Duplex) • Heavy Weight Paper: 106–176 g/m^2 (Duplex) • Heavy Weight Paper 1: 177–216 g/m^2 (Duplex) • Heavy Weight Paper 2: 217–256 g/m^2 (Duplex) • Heavy Weight Paper 3: 257–300 g/m^2 • Thin Paper: 60–69 g/m^2 (16–19 lb/Duplex) • Cotton Paper: 75–90 g/m^2 (Duplex) • Colored: 75–90 g/m^2 (Duplex) • Preprinted: 71–90 g/m^2 (Duplex) • Recycled: 60–90 g/m^2 (Duplex) • Bond Paper: 105–120 g/m^2 (Duplex) • Letterhead: 75–90 g/m^2 (Duplex) • Hole Punched Paper: 75–90 g/m^2 (Duplex) • Thin Cardstock: 105–163 g/m^2 (Duplex) • Thin Glossy: 106–163 g/m^2 (Duplex)

Table 1-16 Option specifications (continued)

Item		Specification
	Sensing	• H/W Install Detect: Yes • Paper Empty and Low Level Detect: Yes • Paper Type Detect: No • Paper Size Detect: Yes
	Dimensions	556 mm x 610 mm x 265 mm (22.3 in x 24 in x 10 in)
	Weight	Net 20 kg, Packing 23.5 kg
HP LaserJet 2000 Sheet High Capacity Tray Department	Part number	Y1G21A
	Capacity	2000 sheets at 20 lb (80 g/m^2)
	Media Sizes	A4, Letter
	Media Types	Plain Paper, Thin Paper, Thick Paper, Punched Paper
	Media Weight	60 to 300 gsm
	Sensing	• H/W Install Detect: Yes • Paper Empty and Low Level Detect: Yes • Paper Type Detect: No • Paper Size Detect: No
HP High Capacity Input Tray Side (sHCI)	Part number	Y1F20A
	Capacity	3000 sheets at 20 lb (80 g/m^2)
	Media Sizes	A4, Letter
	Media Types	Plain Paper, Thin Paper, Thick Paper, Punched Paper
	Media weight	60 to 300 gsm
	Sensing	• H/W Install Detect: Yes • Paper Empty and Low Level Detect: Yes • Paper Type Detect: No • Paper Size Detect: No
HP LaserJet Department Cabinet	Part number	Y1G16A
	Dimensions	585 mm x 670 mm x 257 mm
	Weight (Net)	18 kg
HP LaserJet Job Separator Department	Part number	Y1G01A
	Capacity	125 sheets at (80 g/m^2)
HP LaserJet Inner Finisher	Part number	Y1G00A

Table 1-16 Option specifications (continued)

Item		Specification
	Capacity	500 sheets stacking, internal
	Staple Cartridge Capacity	5000 staples/cartridge
	Stacking	• Top Tray: 50 sheets (A4/LT at 80 gsm) • Finishing Tray: 500 sheets (A4/LT at 80 gsm)
	Stapling	• Maximum Number of Sheets: 50 sheets stapling with 90 g/m^2 sheet • Stapling Positions: Front flat and corner (45), Dual, Rear flat and corner (45)
	Saddle Stapling	N/A
	Offline Stapling	N/A
	Offset at Non-Staple Job	Yes
	Offset at Staple Job	N/A
	Output Stacking	Face Down
HP LaserJet Stapler/Stacker Finisher	Part number	Y1G18A
	Capacity	65 sheets stapling, 3,250 sheets stacking
	Staple Cartridge Capacity	5000 staples/cartridge
	Stacking	• Top Tray: 250 sheets (A4/LT at 80 gsm) • Finishing Tray: 3000 sheets (A4/LT at 80 gsm)
	Stapling	• Maximum Number of Sheets: 65 sheets stapling with 90 g/m^2 sheet • Stapling Positions: 2 Corners (Single , 45 degree), Center (Double)
	Offline Stapling	Yes
	Offset at Non-Staple Job	Yes
	Offset at Staple Job	Yes
	Output Stacking	Face Down
HP LaserJet Booklet Finisher	Part number	Y1G07A
	Capacity	65 sheets stapling, 2000 sheets stacking
	Staple Cartridge Capacity	5000 staples/cartridge
	Stacking	• Top Tray: 250 sheets (A4/LT at 80 gsm) • Finishing Tray: 2000 sheets (A4/LT at 80 gsm)

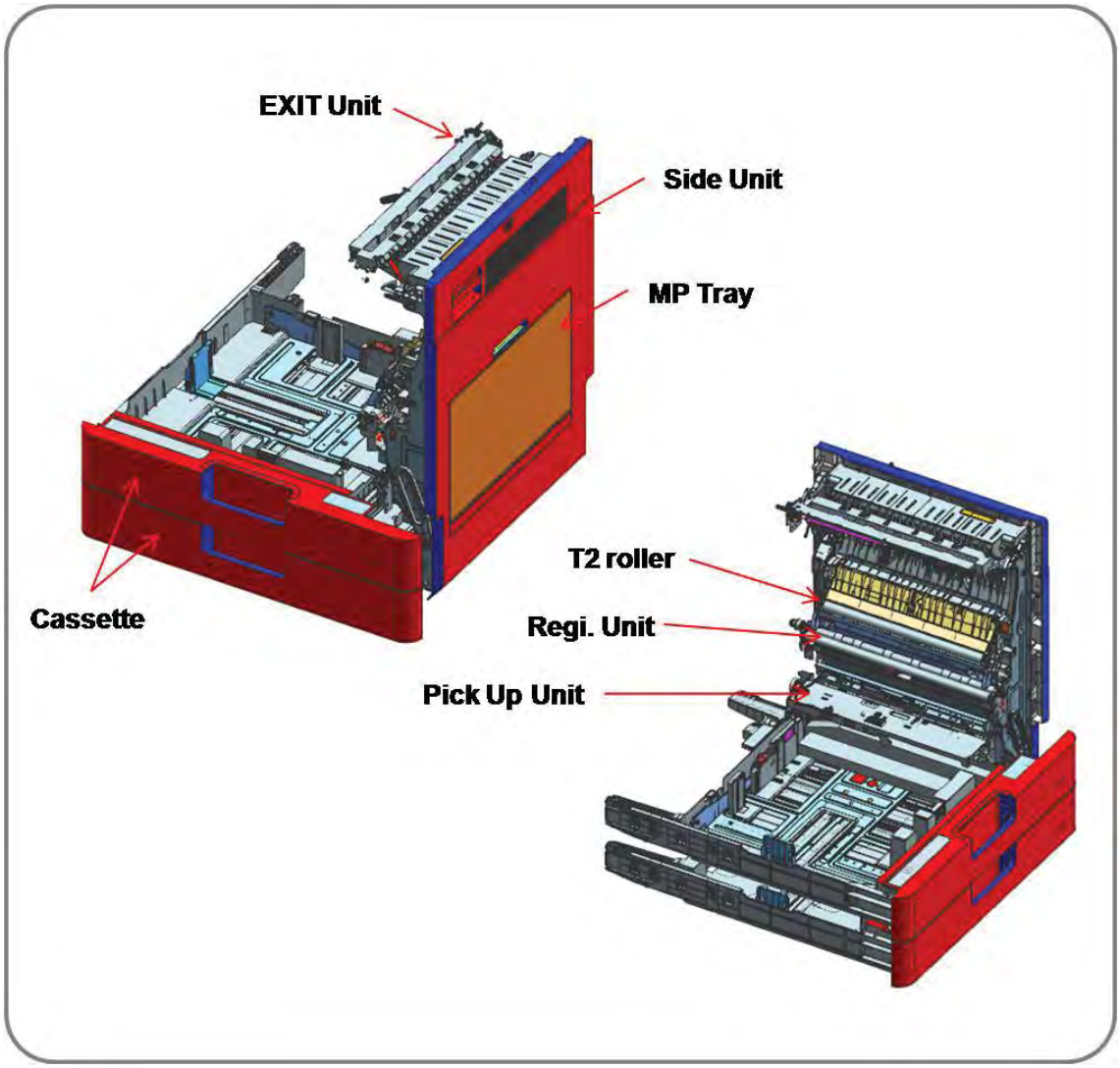
Table 1-16 Option specifications (continued)

Item		Specification
	Stapling	• Maximum Number of Sheets: 65 sheets stapling with 90 g/m² sheet • Stapling Positions: 2 Corners (Single), Center (Double)
	Saddle Stapling	Maximum Number of Sheets: 25 sheets stapling with 80 g/m² sheet
	Offline Stapling	Yes
	Offset at Non-Staple Job	Yes
	Offset at Staple Job	Yes
	Output Stacking	Face Down
1. HP LaserJet Hole Punch 2/3 Accessory 2. HP LaserJet Hole Punch 2/4 Accessory 3. HP LaserJet Hole Punch Swedish Accessory	Part numbers	1. Y1G10A 2. Y1G11A 3. Y1G12A
	Available Unit	Auto change 2/3 hole or auto change 2/4 hole, Swedish 4
	Paper Wight	52–300 g/m²
1. HP LaserJet Inner Finisher Hole 2/3 Punch 2. P LaserJet Inner Finisher Hole 2/4 Punch 3. HP LaserJet Inner Finisher Swedish Punch	Part numbers	1. Y1G02A 2. Y1G03A 3. Y1G04A
	Available Unit	Auto change 2/3 hole or auto change 2/4 hole, Swedish 4
	Paper Wight	52–256 g/m²

Feeding system

Feeding system overview

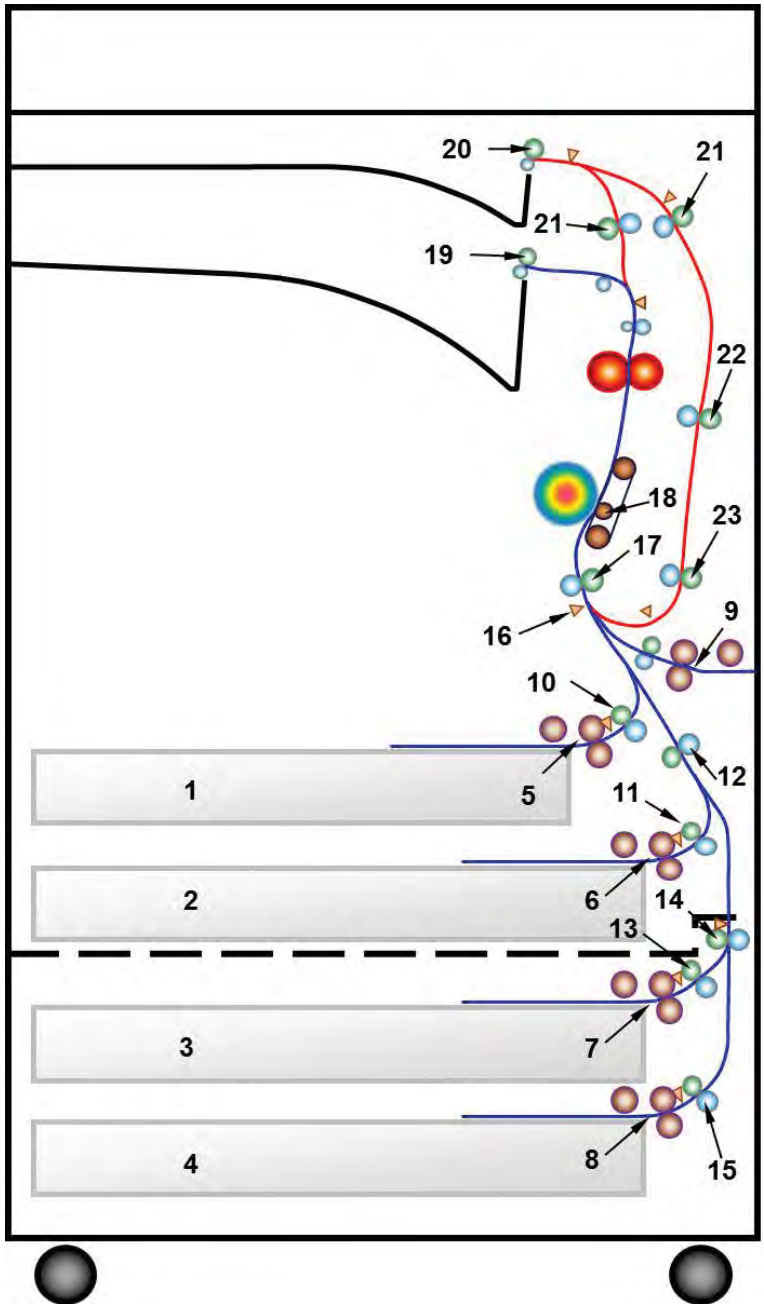
The feeding system picks up paper from the cassette or Tray 1 and moves it to the printing mechanism inside the printer. The feeding system consists of the pickup unit, registration unit, transfer roller assembly, and exit unit.



Main components and functions

Rollers

Figure 1-2 Rollers



1	Tray 2	13	Tray 4 feed roller (optional)
2	Tray 3	14	Tray 4 trans roller (optional)
3	Tray 4 (optional)	15	Tray 5 feed roller (optional)
4	Tray 5 (optional)	16	Registration sensor
5	Tray 2 pickup/reverse/feed rollers	17	Registration roller

6	Tray 3 pickup/reverse/feed rollers	18	PTB unit
7	Tray 4 pickup/reverse/feed rollers (optional)	19	Output roller (1st)
8	Tray 5 pickup/reverse/feed rollers (optional)	20	Output roller (2nd)
9	Tray 1 pickup/reverse/feed rollers	21	Output roller (trans)
10	Tray 2 feed roller	22	Duplex 1 roller
11	Tray 3 feed roller	23	Duplex 2 roller
12	Tray 3 trans roller	23	Duplex 3 roller

- Pickup roller (Tray 1, 2, 3, 4, 5)
  - This roller picks up the paper from the tray.
- Feed roller (Tray 1, 2, 3, 4, 5)
  - This roller is placed against the reverse roller. It transfers the paper from the pickup roller to the feed roller.
- Reverse roller (Tray 1, 2, 3, 4, 5)
  - This roller is placed against the feed roller and transfers only one sheet of paper to the feed roller. When two or more sheets of paper are being transferred from the pickup roller, the load of the torque limiter of the reverse roller is heavier than the frictional force between the sheets of paper. As a result, the reverse roller is stopped and the lower sheet of paper is not transferred.
- Feed roller
  - This roller transfers the paper sent from the feed/reverse roller to the registration roller.
- Registration roller
  - This roller aligns the leading edge of the paper and transfers the paper to the transfer roller assembly.

Table 1-18 **Roller period table**

Roller	Periodic
OPC/Drum	188.5 mm
Charge Roller (CR)	37.7 mm
Magnetic roller (MR)	36.9 mm
PTB D/R	65.7 mm
PTB BELT	157.1 mm
Fuser Belt (HR)	110 mm
Fuser Pressure Roller (PR)	114.7 mm

Sensor, motor, and solenoid

Figure 1-3 Sensor, motor, solenoid

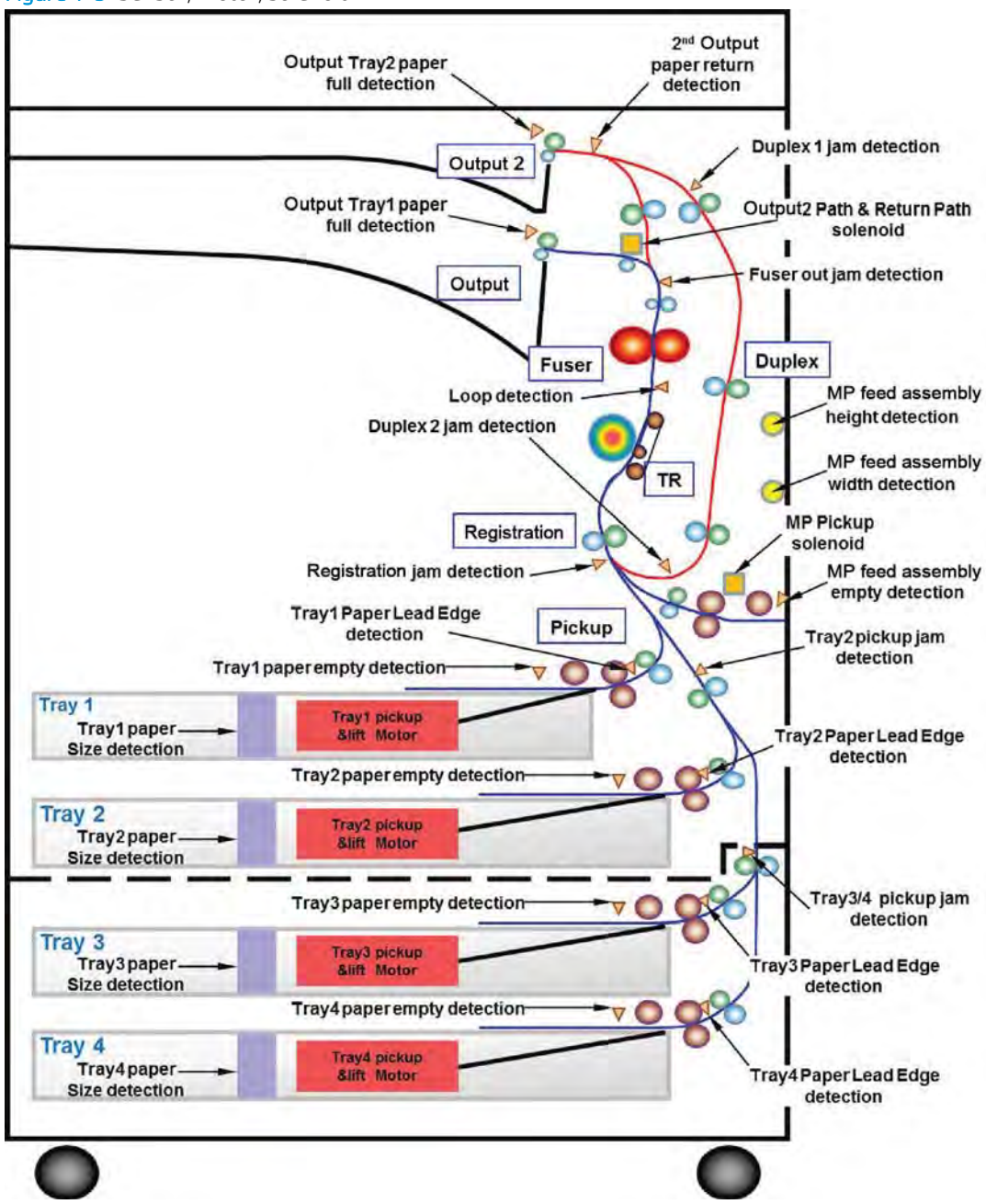


Table 1-19 Sensor, motor, solenoid

Item	Function
Tray 2 paper size detection sensor	Detects Tray 2 paper size
Tray 2 paper empty detection sensor	Detects Tray 2 paper empty
Tray 2 upper limit detection sensor	Detects Tray 2 upper limit
Tray 2 paper Lead Edge detection sensor	Detects Tray 2 paper Lead Edge

Table 1-19 Sensor, motor, solenoid (continued)

Item	Function
Tray 3 paper size detection sensor	Detects Tray 3 paper size
Tray 3 paper empty detection sensor	Detects Tray 3 paper empty
Tray 3 upper limit detection sensor	Detects Tray 3 upper limit
Tray 3 paper Lead Edge detection sensor	Detects Tray 3 paper Lead Edge
Tray 3 paper feed jam detection sensor	Detects Tray 3 paper feed jam
Tray 4 paper size detection (option) sensor	Detects Tray 4 paper size
Tray 4 paper empty detection (option) sensor	Detects Tray 4 paper empty
Tray 4 upper limit detection (option) sensor	Detects Tray 4 upper limit
Tray 4 paper Lead Edge detection (option) sensor	Detects Tray 4 paper Lead Edge
Tray 4/4 paper feed jam detection (option) sensor	Detects Tray 4/4 paper feed jam
Tray 5 paper size detection (option) sensor	Detects Tray 5 paper size detection
Tray 5 paper empty detection (option) sensor	Detects Tray 5 paper empty
Tray 5 upper limit detection (option) sensor	Detects Tray 5 upper limit
Tray 5 paper Lead Edge detection (option) sensor	Detects Tray 5 paper Lead Edge
Paper registration jam detection sensor	Detects Paper registration jam
Paper fuser-out jam detection sensor	Detects Paper fuser-out jam
Output Tray 2 paper full detection sensor	Detects output Tray 2 paper full
Output 2 tray path and Return path solenoid	Changes paper path
Return motor	Controls 2nd output tray and duplex printing
Output Tray 3 paper full detection sensor	Detects output Tray 3 paper full
Output 2 paper return detection sensor	Detects Duplex Return position
1st Duplex motor	Controls duplex printing
2nd Duplex motor	Controls duplex printing
Duplex 1 jam detection sensor	Detects Duplex 1 jam
Duplex 2 jam detection sensor	Detects Duplex 2 jam

Table 1-19 Sensor, motor, solenoid (continued)

Item	Function
Tray 1 (MP) feed assembly paper empty detection sensor	Detects Tray 1 (MP) feed assembly: paper empty NOTE: If paper is loaded in Tray 1, that tray takes priority over trays 2,3,4, or 5.
Tray 1 (MP) feed assembly	Controls Tray 1 (MP) feed assembly pickup roller
Tray 1 (MP) feed assembly paper width detection sensor	Detects Tray 1 (MP) feed assembly paper width
Tray 2 Pickup and Lift motor	Drives the pickup roller and the knock up plate
Tray 3 Pickup and Lift motor	Drives the pickup roller and the knock up plate
Tray 4 Pickup and Lift motor	Drives the pickup roller and the knock up plate
Tray 5 Pickup and Lift motor	Drives the pickup roller and the knock up plate
Paper Loop Detection sensor	Detects paper loop between transfer Nip and fusing Nip At warm-up, Detects the fuser jam

Cassette

The cassette stores paper. The paper size is set using the guides in each tray.

Figure 1-4 Basic cassette

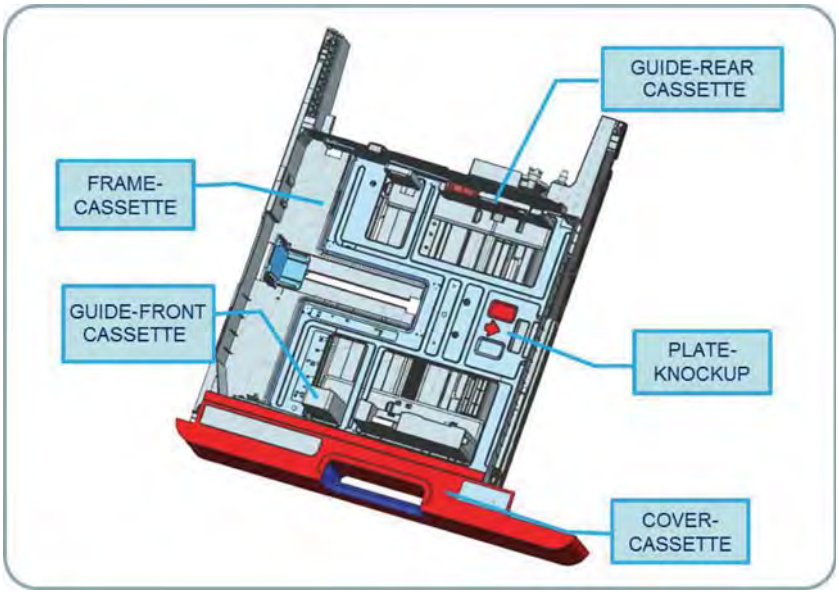


Table 1-20 Basic cassette

Item	Description
1	Structure: Drawer Type
2	Capacity: 520 sheets (80 g/m² paper standard)

Table 1-20 Basic cassette (continued)

Item	Description
3	Paper type • Plain paper: A5, A4, A3, B5, B4, Letter, 11 in x 17 in (Ledger), Statement, Legal • Special Paper: Envelope (Tray 2 Only), Label, Transparency
4	Paper weight • Plain paper: 60–300 g/m²
5	Plate knock up lift type: Lift Motor + Up Limit Sensor

Pickup unit

When paper pickup occurs, the pickup roller moves down in order to come in contact with the surface of the paper. If the cassette is installed, the LEVER-INPUT CST is pushed and the pickup roller moves down. The feed and separation rollers make sure that a single sheet of paper is moved into the paper path, and that the feed roller moves the paper as far as the registration (REGI) roller.

NOTE: The pickup unit 1 and pickup unit 2 are not interchangeable.

Figure 1-5 Pickup unit 1

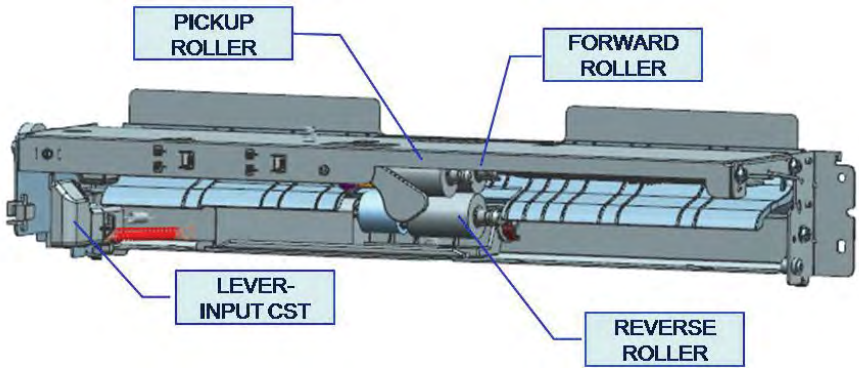
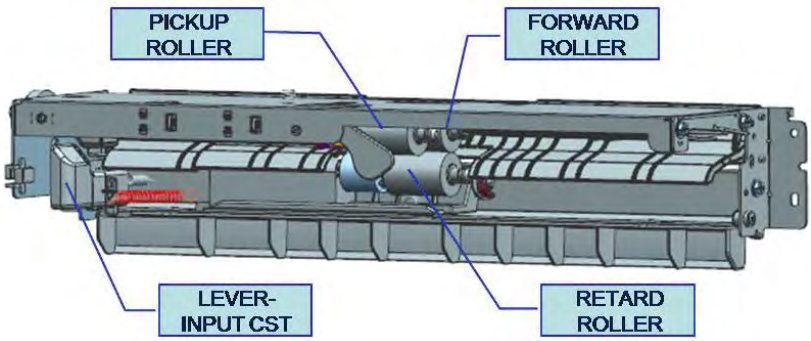


Figure 1-6 Pickup unit 2

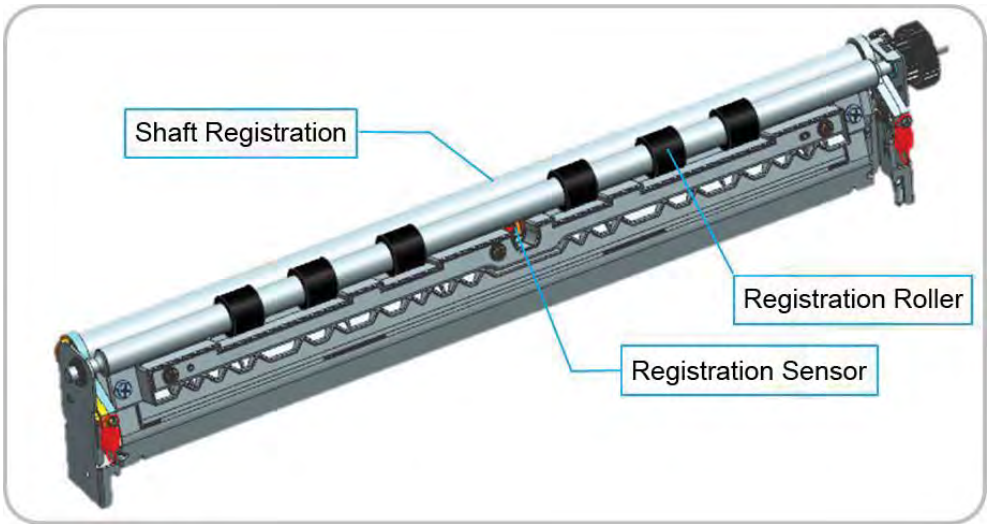


Registration unit

The registration roller is driven by the registration/multipurpose motor. The registration roller clutch is located between the registration/Tray 1 motor and registration roller, or on the transfer belt (for color), and it controls

power to the registration roller in order to match paper and an image on the drum at the predetermined registration point.

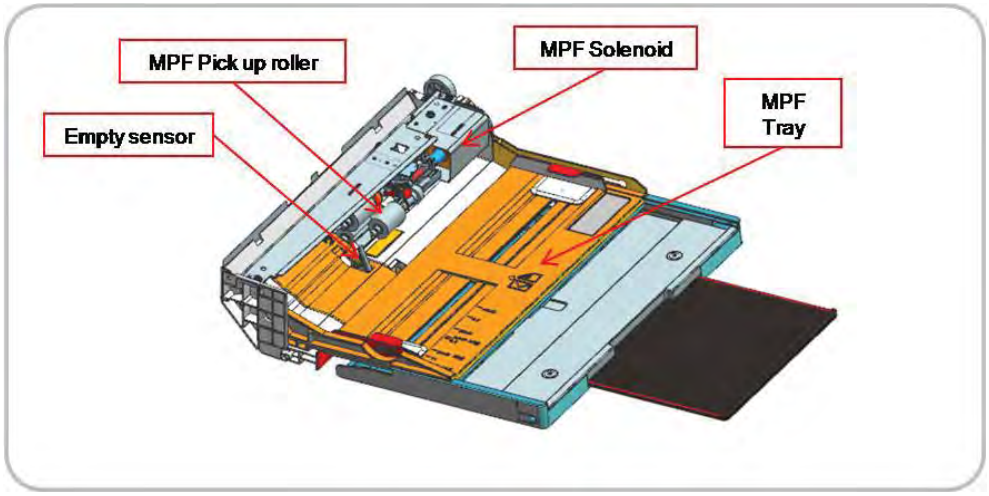
Figure 1-7 Registration roller



Tray 1 (MP) feeder assembly

The Tray 1 (MP) feed assembly allows feeding of special media cardstock and custom size paper.

Figure 1-8 Tray 1 (MP) feeder assembly

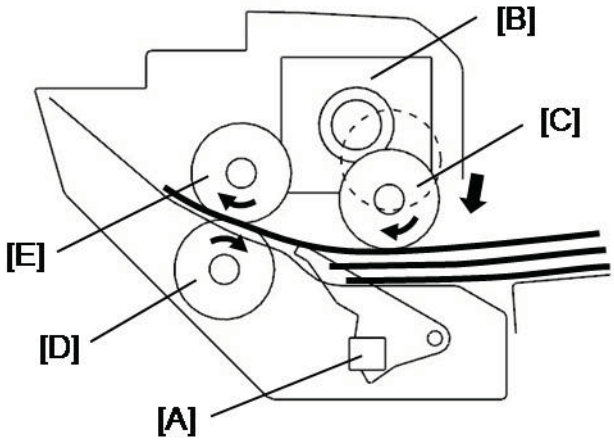


Specification

- Capacity: 100 sheets (80g/m² paper standard)
- Media size: 98 mm x 148 mm – 320 mm x 1200 mm (3.87 in x 5.8 in – 12.6 in x 47.2 in)
- Media weight: Plain paper 60 – 320 g/m²
- Feeding speed: 32 ppm, 40 ppm, 48 ppm Letter/A4 LEF (Long Edge Feeding)

Paper separation

Figure 1-9 Paper separation



When the Tray 1 (MP) paper detection [A] sensor detects paper and the machine gets a Tray 1 (MP) printing job, the Tray 1 (MP) solenoid [B] drops the pickup roller [C] onto the top of the paper stack in Tray 1.

This machine uses a Feed and Reverse Roller (FRR) system for feeding paper. The friction between the reverse roller [D] and feed roller [E] separates the top sheet of paper from the stack.

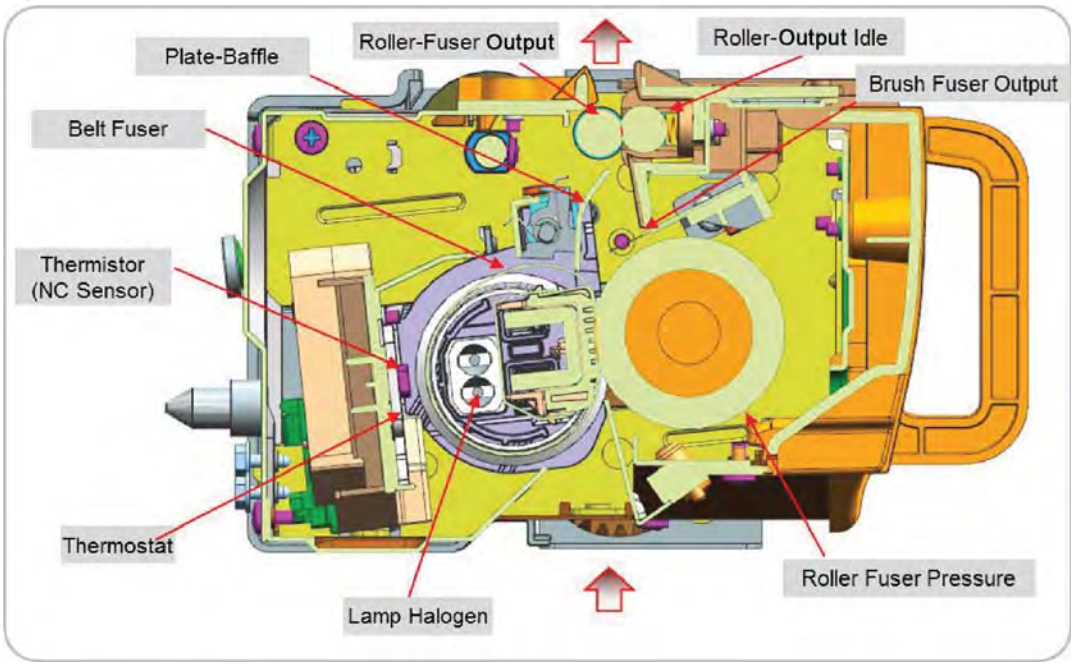
Fuser unit

Fuser unit overview

This section describes the image fusing process used by the printer.

This unit fuses the toner that was transferred by the transfer roller onto the paper, by applying a combination of heat and pressure to complete the fusing process. This printer uses an instant fusing system (NIF type). The fuser unit design for this model has improved. The fuser belt has been changed to require less heat capacity and still fuse the toner properly. Additionally, the life has been improved by incorporating a sub-bush system with a lubricant storage design.

Figure 1-10 Fuser unit



- **Lamp halogen**

  The fuser unit has two halogen lamps. One heats the center of the fusing belt, the other heats the end of axial direction. These halogen lamps are lit alternately to heat the fusing belt. Each lamp has its coil in a different location. The coil of the center heater lamp is in the center, the coils on the side heater lamp are on both sides. The lamps are fixed inside of the fusing belt. When the fusing belt rotates, the lamps do not rotate.

- **Belt fuser**

  The belt fuser gets heat from the halogen lamp and transfers it to the toner and paper. The belt fuser consists of three thin-layers. The thin fusing belt reduces warm up and mode changing time. To prevent the fusing belt from adhering to the toner, the surface of the fuser belt is fluorinated. There is a nip inside the fusing belt. Tension springs are used to keep a constant nip area where the fusing belt contacts the pressure roller.

- **Roller fuser pressure**

  The pressure roller makes sure there is a proper nip width between the pressure roller and fusing belt. It is made up of the soft silicone sponge rubber. The pressure roller is driven by the driving system and drives the fusing belt.

- **Thermistor (NC sensor)**

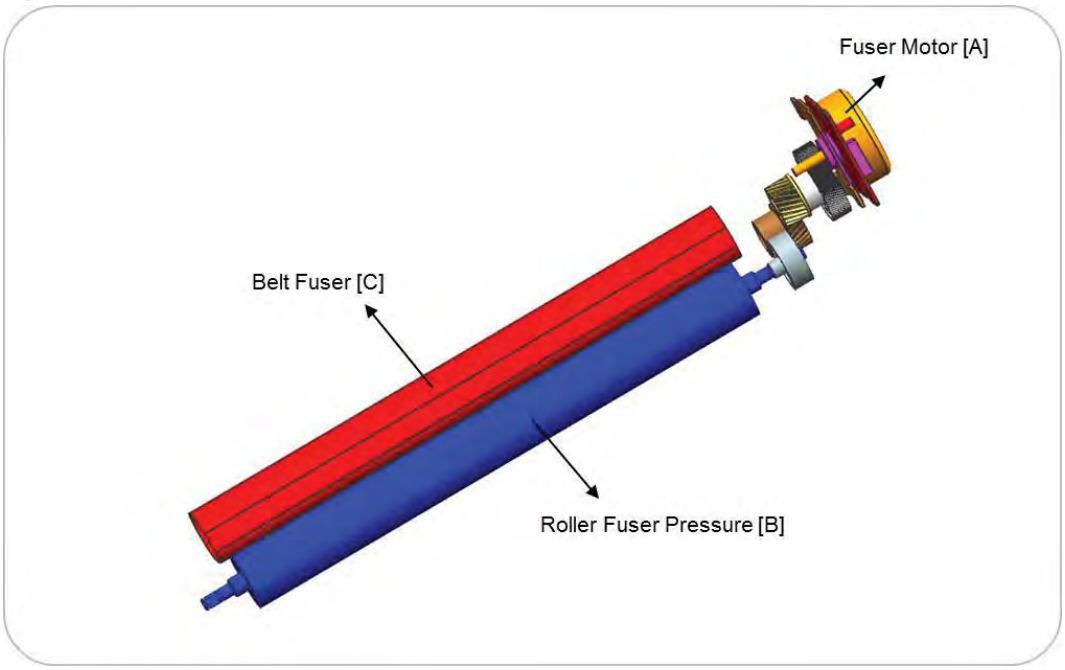
  The temperature of the fusing belt is maintained by NC sensors (non-contact type thermistors) located near the center and the end of the fusing belt.

- **Thermostats**

  The thermostat cuts off the power supply to the halogen lamp by opening the circuit when the fusing belt becomes abnormally hot as a result of a problem, such as a NC sensor malfunction. The thermostat is used to prevent abnormal operation. When a thermostat is triggered, it must be replaced as well as the other damaged parts in the fuser unit.

Fuser unit drive

Figure 1-11 Fuser drive

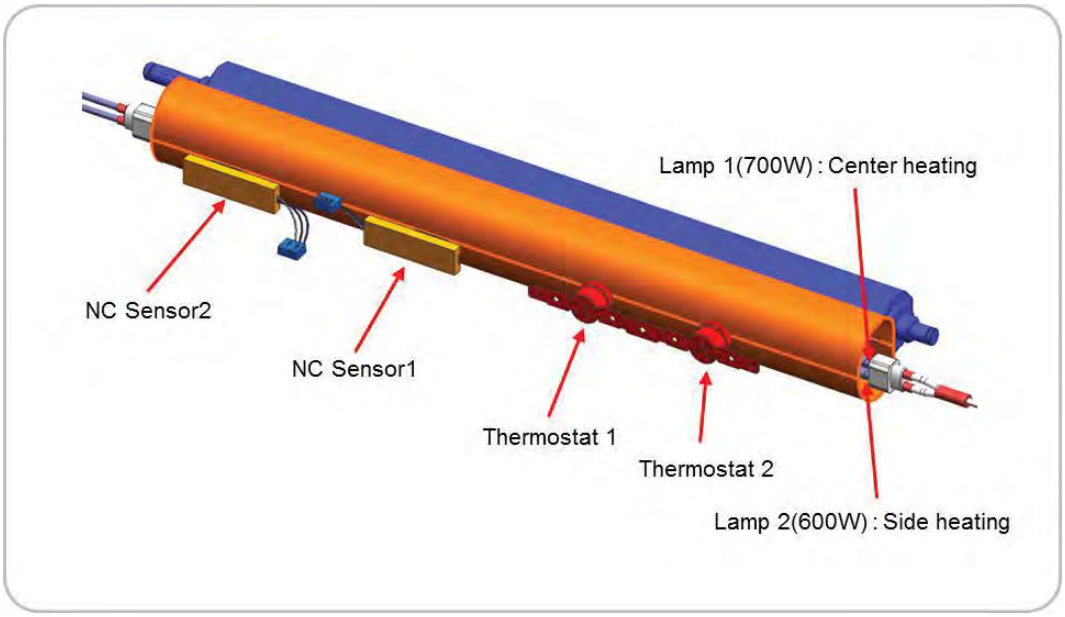


The fuser motor (A) drives the pressure roller (B) through the gear train. The fuser belt is driven by the pressure roller.

Fuser unit temperature control

When the main switch turns on, the CPU turns on the fusing lamp. The lamp stays on until the NC sensors detect the standby temperature. The CPU then raises the temperature up to the printing temperature.

Figure 1-12 Fuser unit temperature control



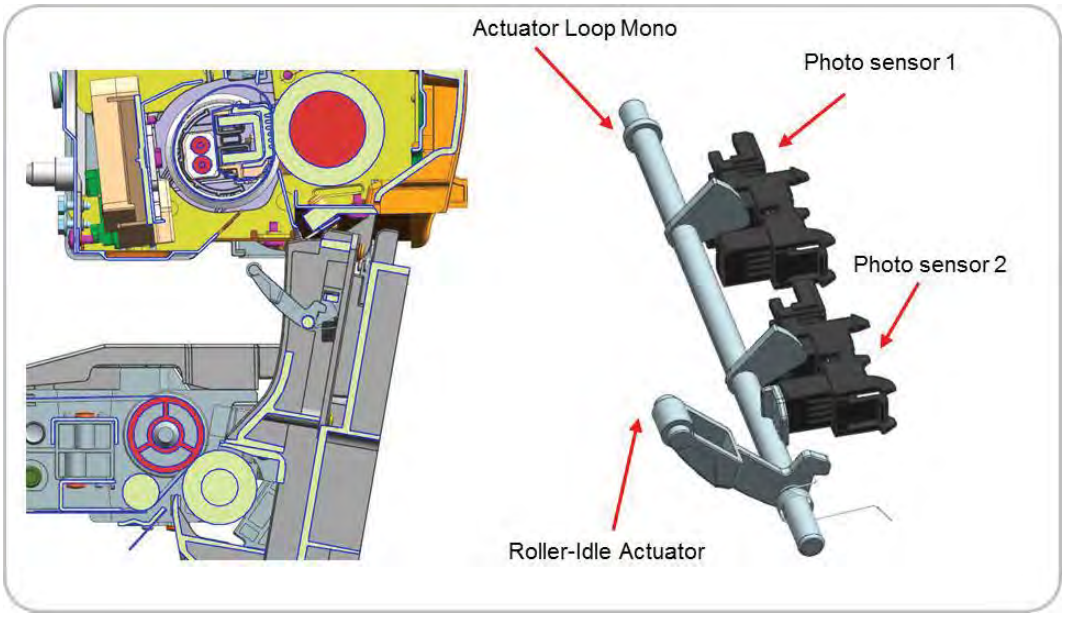
Overheat protection

- The CPU cuts power to the fusing lamp in the following cases:
  - The belt temperature detected by the NC sensors keeps higher than 220°C for 20 seconds.
  - The belt temperature detected by the NC sensors keeps higher than 230°C for 3 seconds.
  - The relay off works when the belt temperature detected by the NC sensors is higher than 230°C.
- The following components are used when thermistor overheat protection fails:
  - Two thermostats get into line with the common ground wire of the fusing lamp.
  - If one of the thermostat temperatures becomes higher than 195°C, it opens and cuts power to the fusing lamp. If the other thermostat temperature becomes higher than 195°C, it also opens and cuts power to the fusing lamp.

Loop control

The tension of the paper between the OPC nip and the fuser nip is known as the paper loop level.

Figure 1-13 Loop control



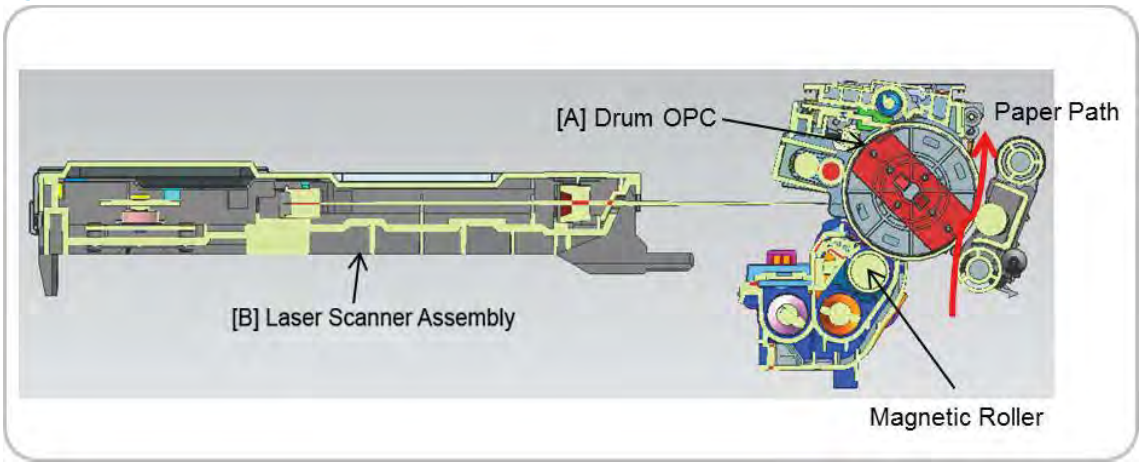
The paper loop level is controlled by monitoring photo sensors 1 and 2. The fuser unit controls the motor speed for the paper loop level.

Image creation

Printing process overview

This machine uses one drum unit, one development unit, and a laser beam for mono printing. The drum unit consists of an OPC drum, charge roller, and a cleaning blade. The development unit consists of a magnetic roller and mixing auger.

Figure 1-14 Printing process overview



The OPC drum (A) is charged with a negative voltage and is exposed to light from the laser scanner assembly (B). The light produced by a laser creates a latent image by discharging on the surface of the OPC drum. The negatively charged toners are attracted to the latent drum image by an electric field. The toners (mono image) on the OPC drum are transferred to the paper by the positive bias.

1. **OPC drum charge**: The charge roller gives the drum a negative charge.
2. **Laser exposure**: Light produced by a laser diode hits the charged OPC through the lens and mirrors.
3. **Development**: The magnetic roller carries negatively charged toner to the latent image on the drum surface.
4. **Transfer**: The Paper Transfer Belt (PTB) transfers the toner from the OPC drum to the paper.
5. **Cleaning the OPC drum**: The cleaning blade removes remaining toner on the drum surface after image transfer to the paper.
6. **Quenching for OPC drum**: Quenching is done by illuminating the whole area of the drum with the laser at the end of every job.

Imaging unit

Drum unit overview

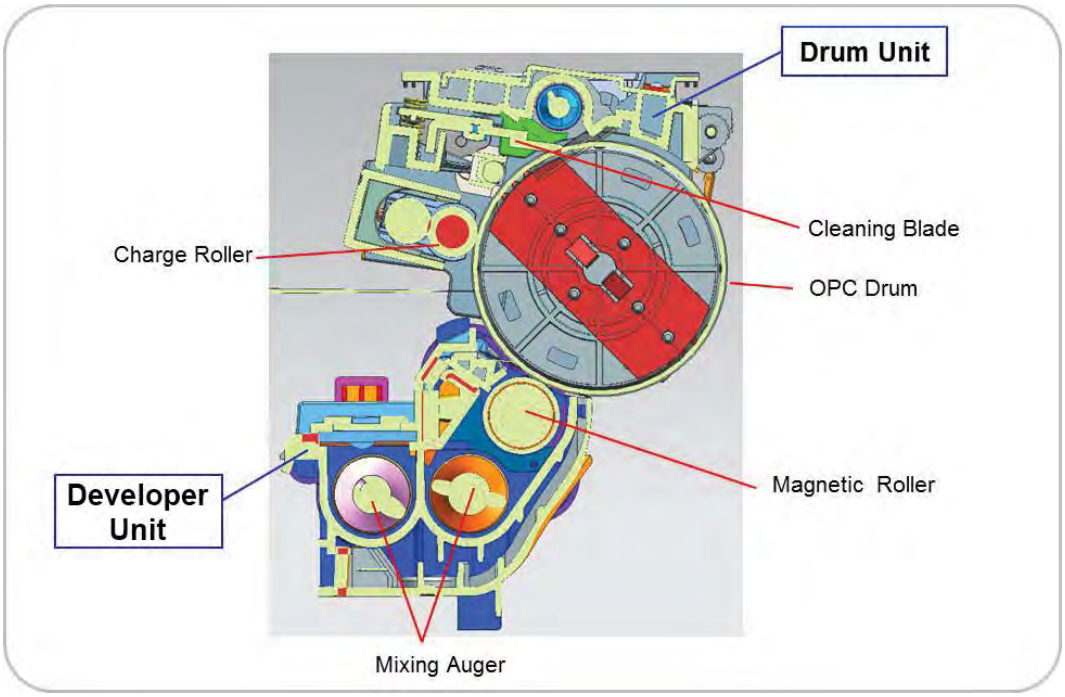
This printer has one drum unit and one development unit.

The diameter of the drum is 60 mm with a circumference of approximately 188.5 mm.

The drum unit has a charge roller to charge the drum surface and a cleaning roller to clean the charge roller.

The e-label is the sub part of the Drum unit and stores the count information and other data. If the Drum unit is replaced, the count information stored by the old drum unit will not be kept.

Figure 1-15 Drum unit

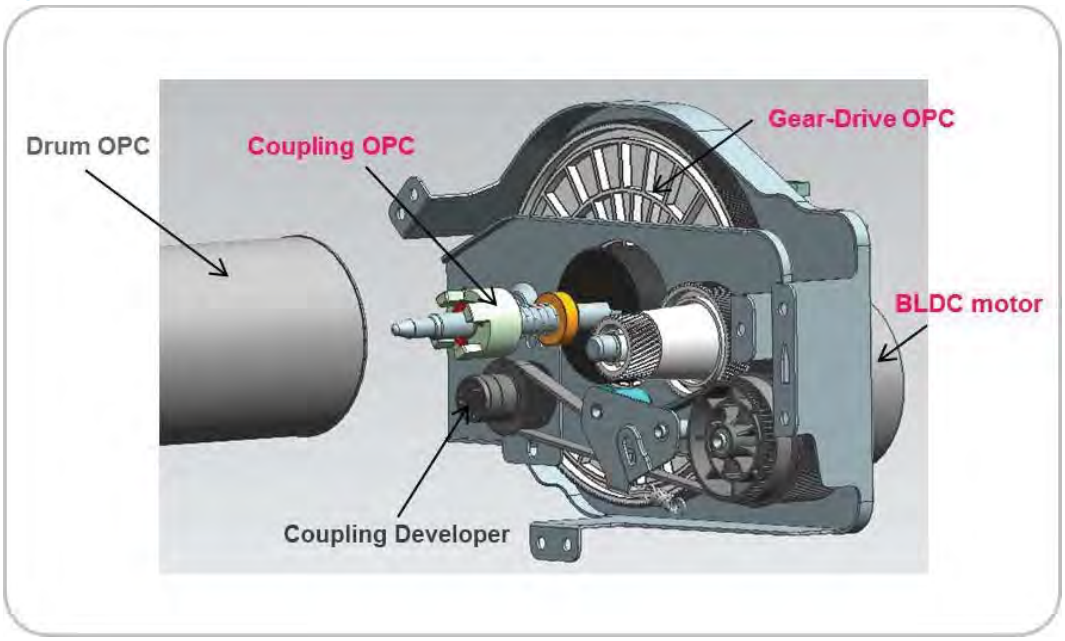


Drum drive

The OPC drum and magnetic roller are driven by one BLDC motor and supplied with power from the coupling.

The drive shaft is directly inserted into the OPC drum to fix the drum unit. This structure provides stable printing quality.

Figure 1-16 Drum drive



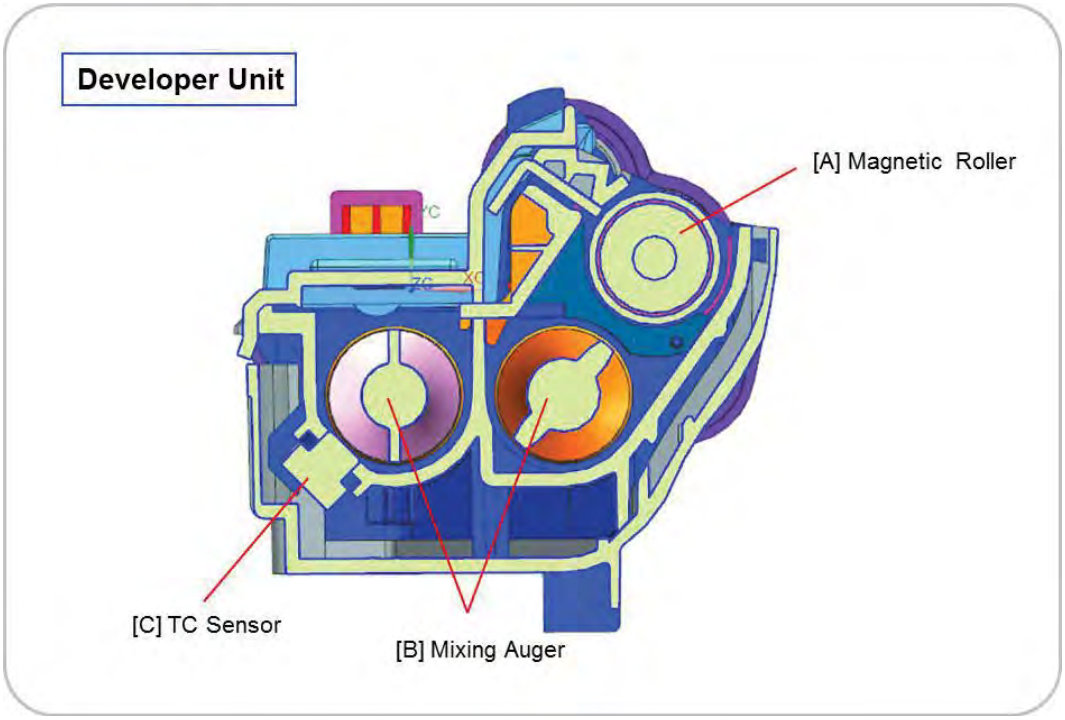
Developer unit

This printer uses a dual-component development system. The development unit contains 340 g of magnetic toner carrier (development powder).

The developer powder is supplied to the magnetic (development) roller [A] by the two mixing augers [B]. The diameter of the magnetic roller is 18 mm.

The development unit has a Toner Carrier (TC) sensor [C]. It is used for controlling the operating range of the toner density.

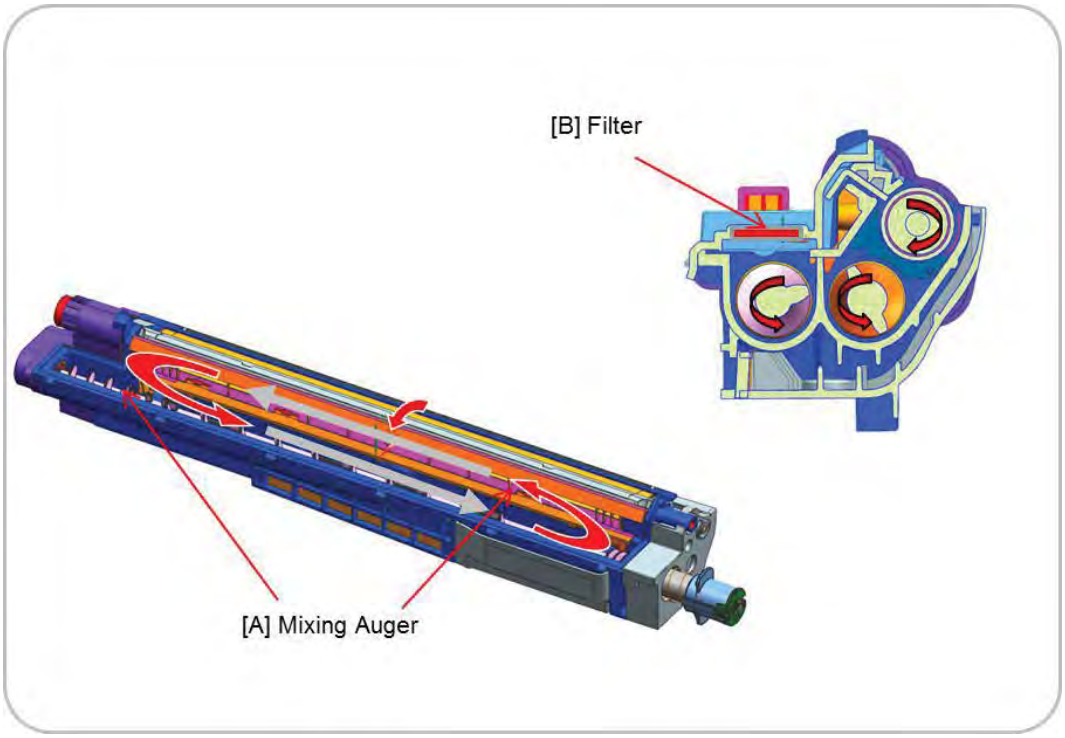
Figure 1-17 Developer unit



Developer agitation

Two mixing augers (A) circulate the developer forward and backward to agitate the developer in order to sufficiently mix the toner and developer.

Figure 1-18 Developer auger



Agitation occurs at the following times:

- During the process control self-checking (warm up)
- During toner supply job
- During development job

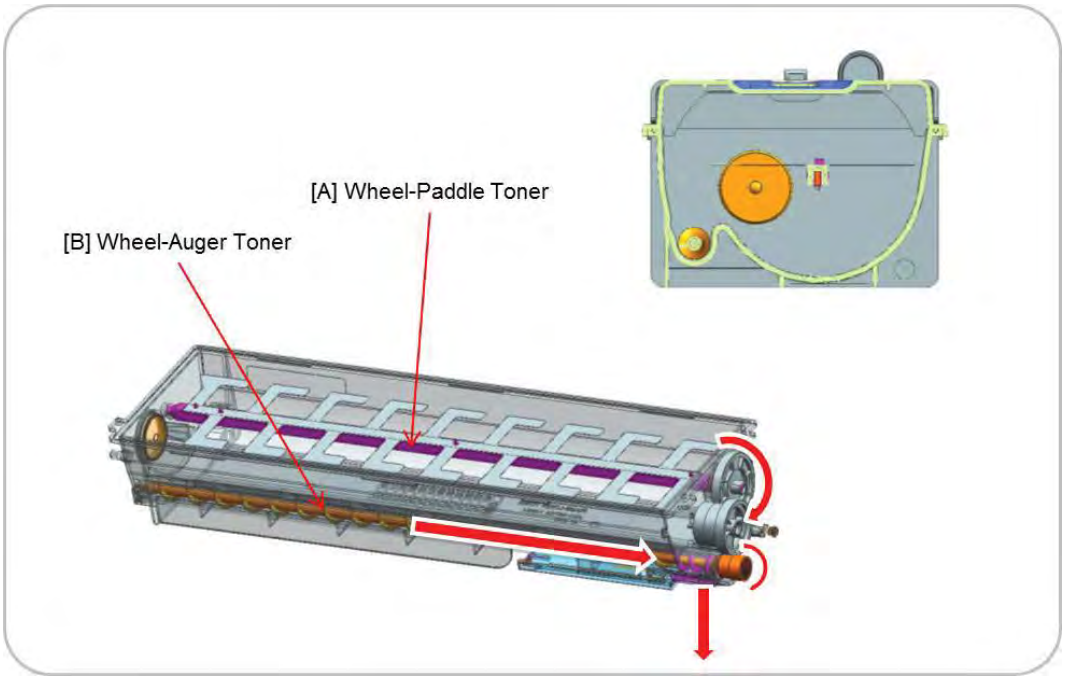
If the developer unit is stored above 45°C (113°F), the toner might harden and will not work properly. If the toner in the development unit has hardened, an installation error occurs.

Toner cartridge

When the toner and carrier in the toner cartridge is mixing:

- The toner cartridge contains 940 g of toner and 90 g of carrier.
- The toner in the cartridge is transferred from Wheel-Paddle Toner [A] to Wheel-Auger Toner [B] and transferred from Wheel-Auger Toner [B] to the Reservoir.
- The toner cartridge has an e-label that stores the count information.
- The toner in toner cartridge when stored at temperatures above 45°C (113°F) might harden.

Figure 1-19 Toner cartridge



Dynamic security

Certain HP printers use cartridges that have security chips or electronic circuitry. Cartridges using a non-HP chip or modified or non-HP circuitry* might not work. And, those that work today might not work in the future.

As is standard in the printing business, HP has a process for authenticating cartridges. HP continues to use security measures to protect the quality of our customer experience, maintain the integrity of our printing systems, and protect our intellectual property. These measures include authentication methods that change periodically and might prevent some third-party supplies from working now or in the future. HP printers and original HP cartridges deliver the best quality, security and reliability. When cartridges are cloned or counterfeited, the customer is exposed to quality and potential security risks, compromising the printing experience.

* Non-HP chips and modified or non-HP electronic circuitry are not produced or validated by HP. HP cannot guarantee that these chips or circuitry will work in your printer now or in the future. If you are using a non-original HP cartridge, please check with your supplier to ensure your cartridge has an original HP security chip or unmodified HP electronic circuitry.

Paper transfer belt unit

Paper transfer belt unit overview

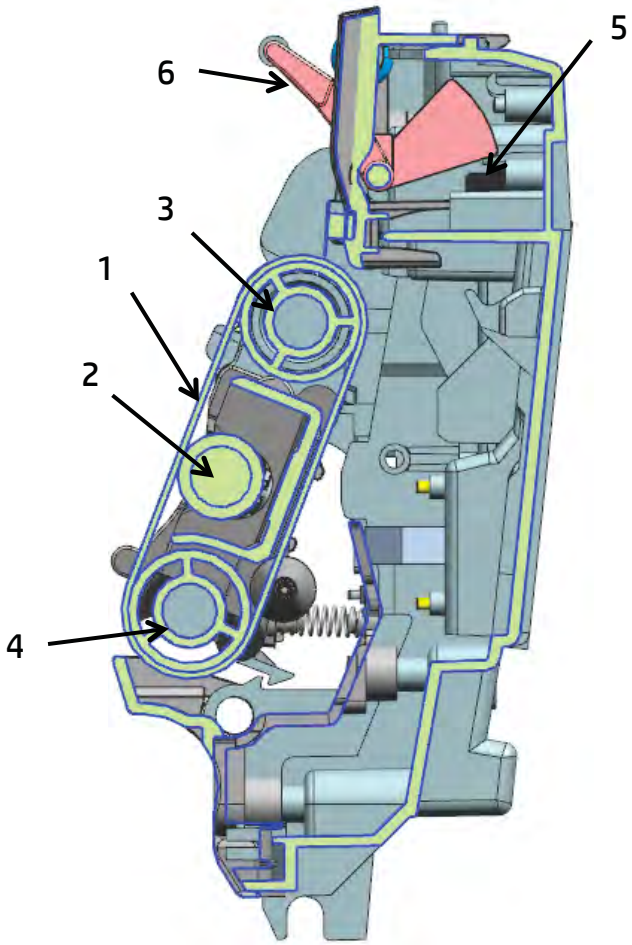
The Paper Transfer Belt (PTB) moves the paper.

The charged toner on the drum is moved to the paper by the transfer roller in PTB unit (1). The rubber belt in PTB unit removes the static of the paper then separates the paper from the drum so the paper can move into the paper path.

This process is done with rotation of the PTB. The rotation is made by the friction between the drive roller (3) and PTB (1). For this process, the drive roller (3) and guide roller (4) provides proper tension to block slip.

There is one actuator (8) and two photo sensors (5). The actuator recognizes the paper path and controls the paper speed for stable image quality.

Figure 1-20 Paper transfer belt unit

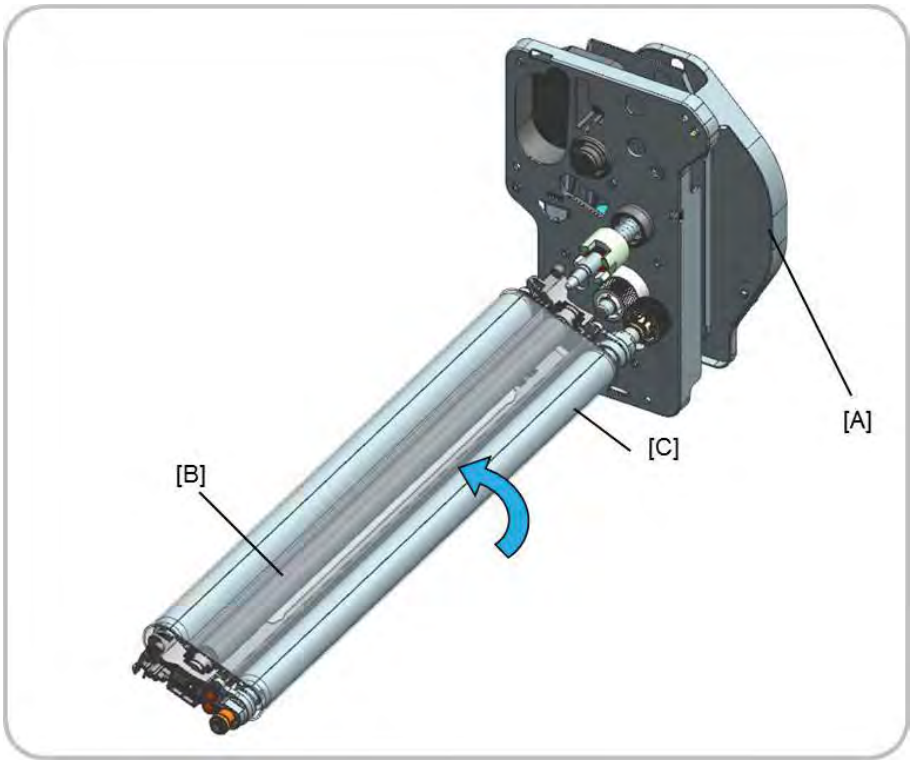


1	Paper Transfer Belt (PTB)
2	Transfer Roller
3	Drive Roller
4	Guide Roller
5	Photo Interrupter
6	Actuator

Transfer belt drive

The drive motor [A] drives the transfer belt [B] by using gears and the PTB drive roller [C].

Figure 1-21 Transfer belt drive



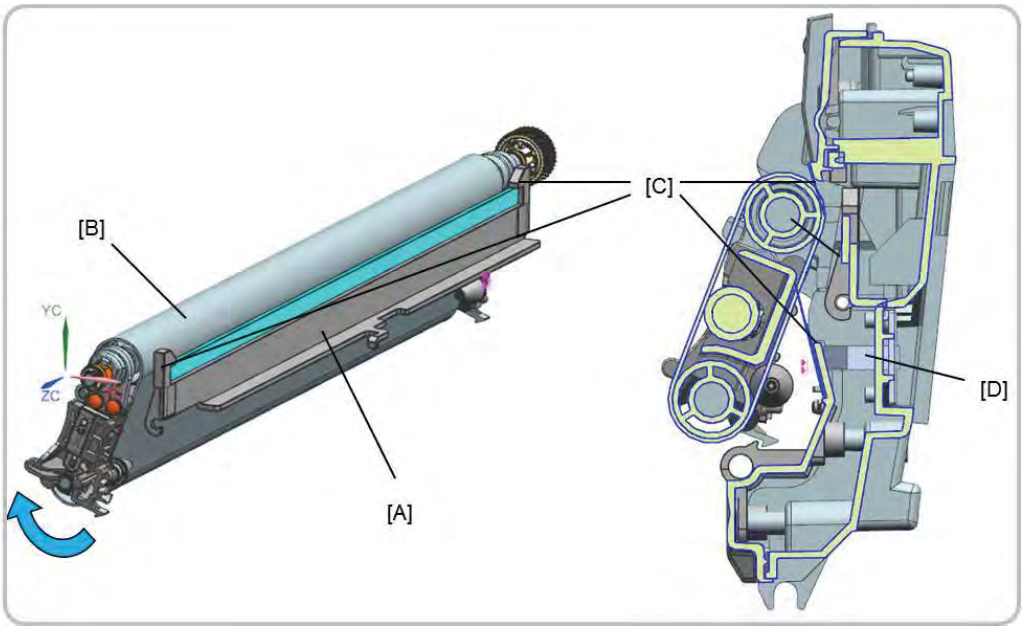
Cleaning blade

The cleaning blade in the PTB unit removes toner (during printing). Belt cleaning is completed while the transfer belt makes one rotation.

The cleaning blade [A] always contacts the transfer belt [B], and removes the used toner from the belt.

The film [C] on the cleaning unit protects against toner contamination. The lens [D] always detects waste toner level. If the light is blocked by waste toner, the machine displays an error message to inform the PTB unit needs replacement.

Figure 1-22 Cleaning blade



Laser scanner assembly

Laser scanner assembly overview

The laser scanner assembly consists of one polygon motor and one laser diodes (LD) unit. The laser scanner assembly forms a latent image on the surface of the OPC drum. For this process, the laser scanner assembly has a collimator lens, cylindrical lens, and an F-Theta lens on an optical path for each color.

The laser scanner assembly has cover glass to protect the glass on the optical path from contamination. The LD PCA interfaces with the printer.

Figure 1-23 Laser scanner assembly overview

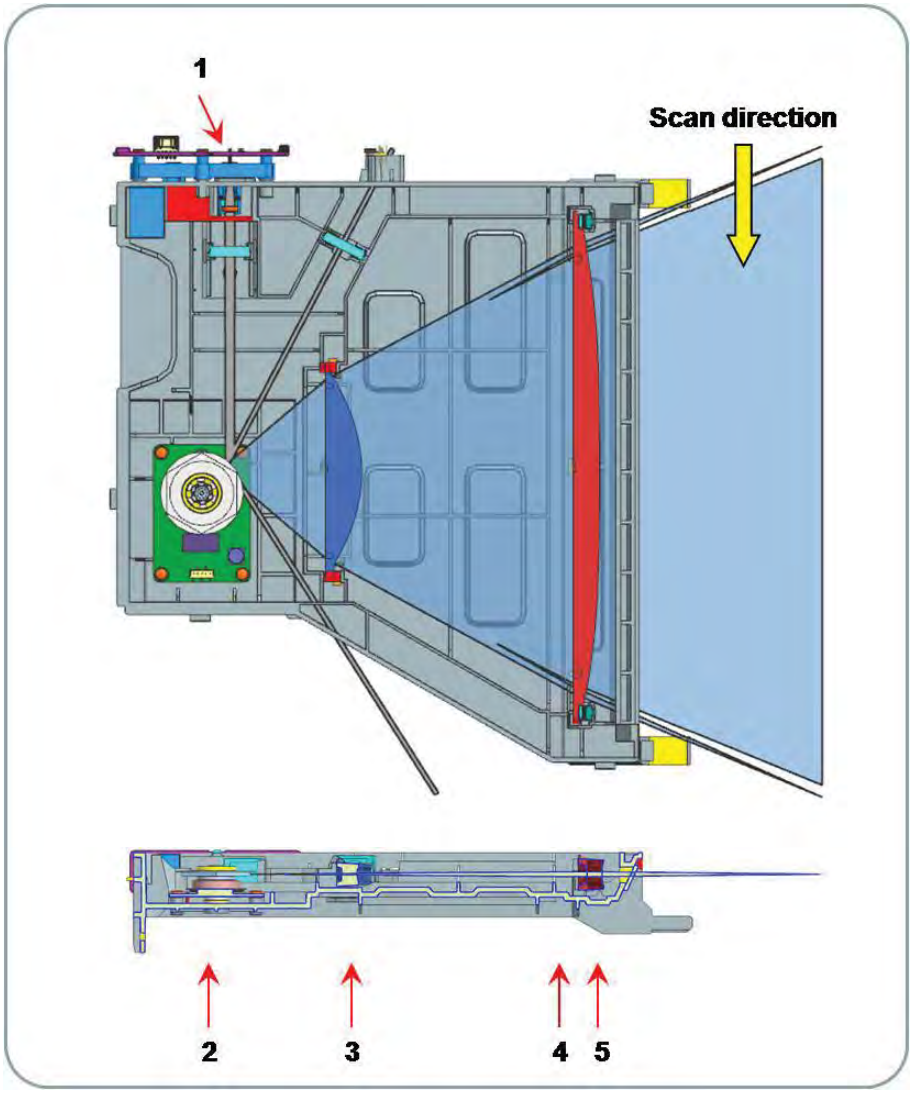


Table 1-22 Laser scanner assembly overview

Item	Description
1	LD PCA
2	P/Mirror Motor
3	F1 Lens

Table 1-22 Laser scanner assembly overview (continued)

Item	Description
4	F2 Lens
5	Cover Glass

Laser scanning optical path

The laser moves from the polygon motor (A) to the OPC drum (D). The F1 lens (B) and F2 lens (C) determine the scanning line and the image position. This setting is adjusted by the manufacturer.

The laser scanner assembly has three types depending on printing speed. The difference between the three models is shown in the following table.

Figure 1-24 Laser scanning optical path

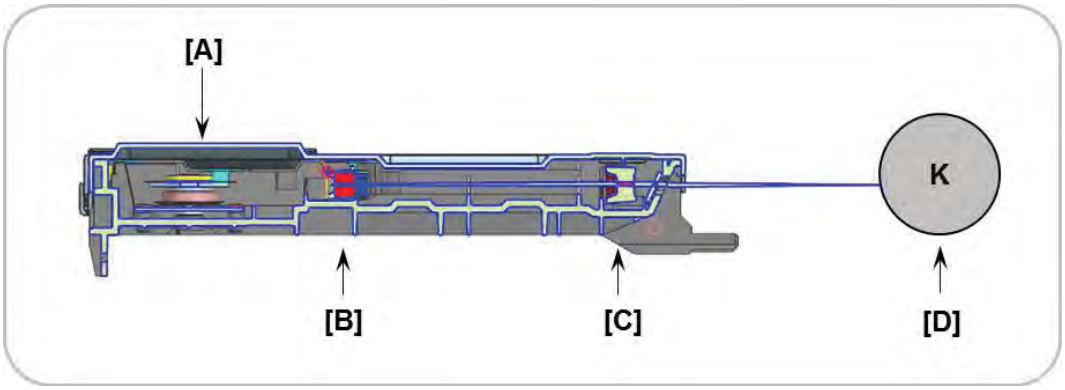


Table 1-23 Laser scanning optical path

Item	Specification	Remark
LD Unit	Laser Diode: Quad Beam Driving IC: Dual LD X2	
P/Motor Speed	• E82540: 22,087 rpm • E82550: 27,520 rpm • E82560: 33,071 rpm	
Speed	• E82540: 187 mm/s • E82550: 233 mm/s • E82560: 280 mm/s	
H/W interface	Interface with printer: 40 pin	FFC

Laser synchronizing detectors

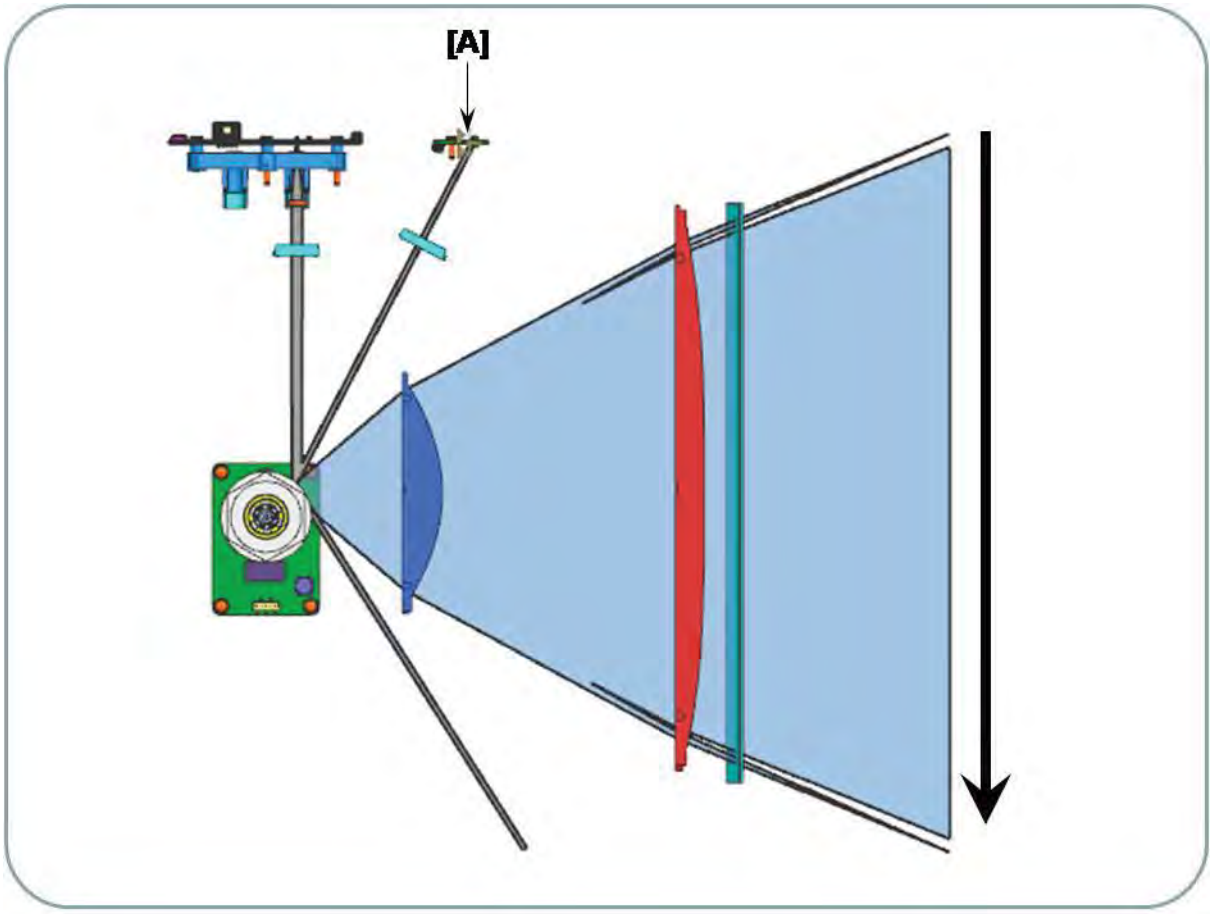
The laser scanner assembly has a beam detector sensor board (PD PCA). The PD PCA (A) detects the scanning start point.

Main Scan Start Detection

The beam is detected by the PD PCA at the scanning start point and creates the horizontal sync signal (Hsync).

The following diagram shows the data scanning direction.

Figure 1-25 Laser synchronizing detectors



Drive system

Pickup and cassette lift drive

Figure 1-26 Pickup and cassette lift drive

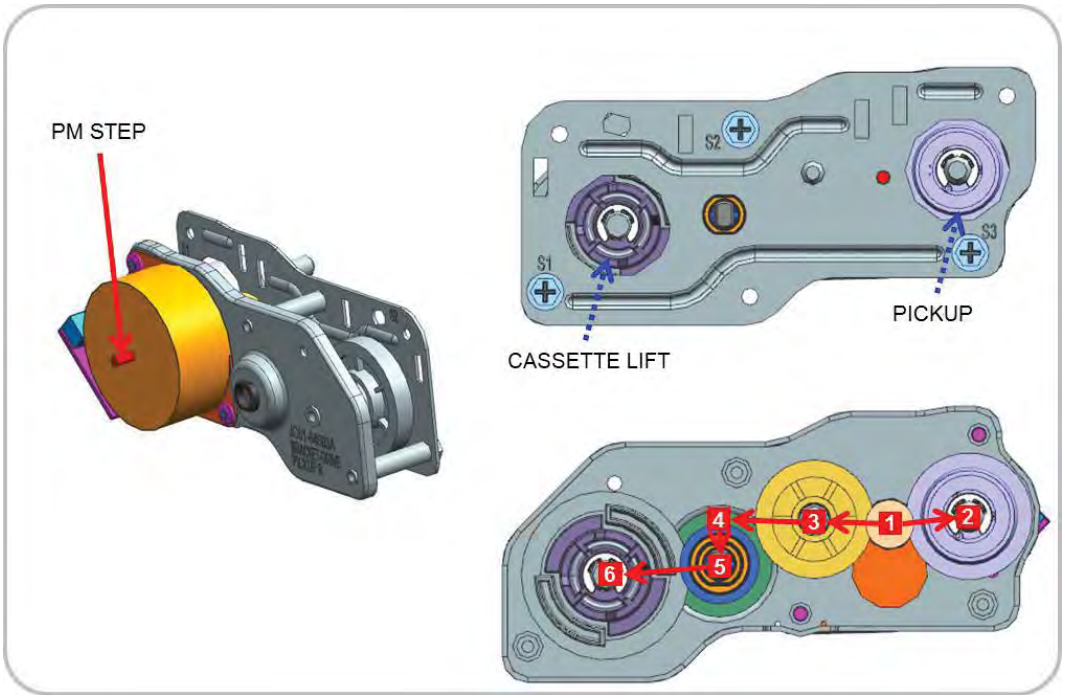


Table 1-24 Pickup and cassette lift drive

Power train	Pickup: normal rotation (pickup input) counter rotation (cassette lift input)
• 1 PM STEP → normal rotation → 2 Gear (pickup driving) • 1 PM STEP → counter rotation → 3 Gear → 4 5 Gear → 6 Gear & Coupler (cassette lift driving)	

Feed drive

Figure 1-27 Feed drive

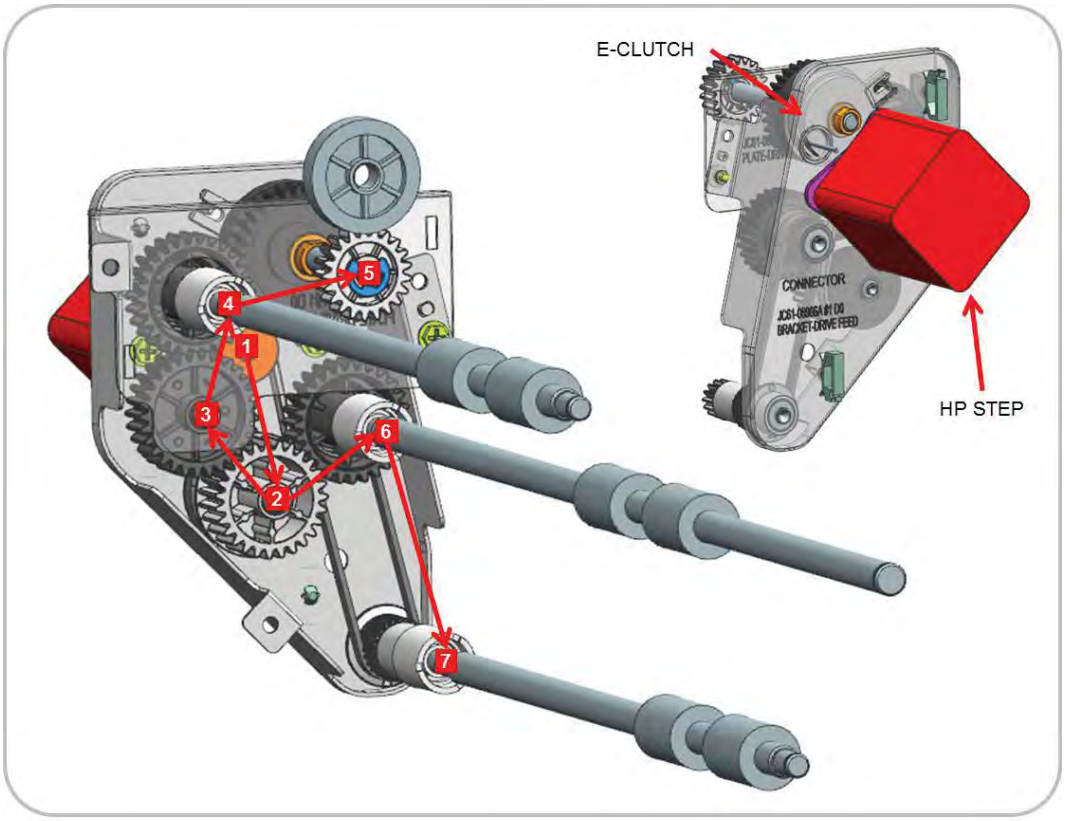


Table 1-25 Feed drive

Power Train	HP STEP → Feed & Tray 1 drive
• 1 HP STEP → 2 Pulley & Coupler → 3 Gear → 4 Gear & Coupler (Feed Roller driving) → 5 E-Clutch & Gear (Tray 1 driving)	
• 1 HP STEP → 2 Pulley & Coupler → 6 Gear & Coupler (Feed Roller driving) → 7 Pulley & Coupler (Feed Roller driving)	

Registration drive

Figure 1-28 Registration drive

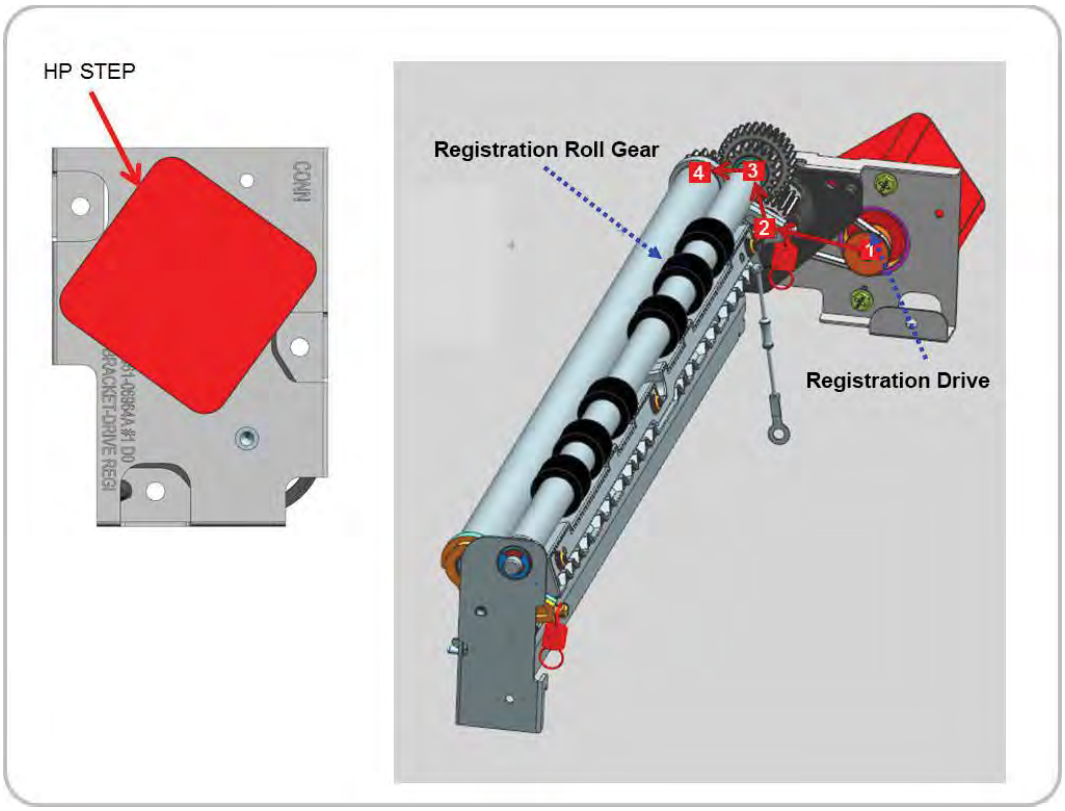


Table 1-26 Registration drive

Power Train	HP STEP → Registration driving
• 1 HP STEP → 2 Gear → 3 Gear (Registration Roller driving)	

Fuser release/exit drive

Figure 1-29 Fuser release/exit drive

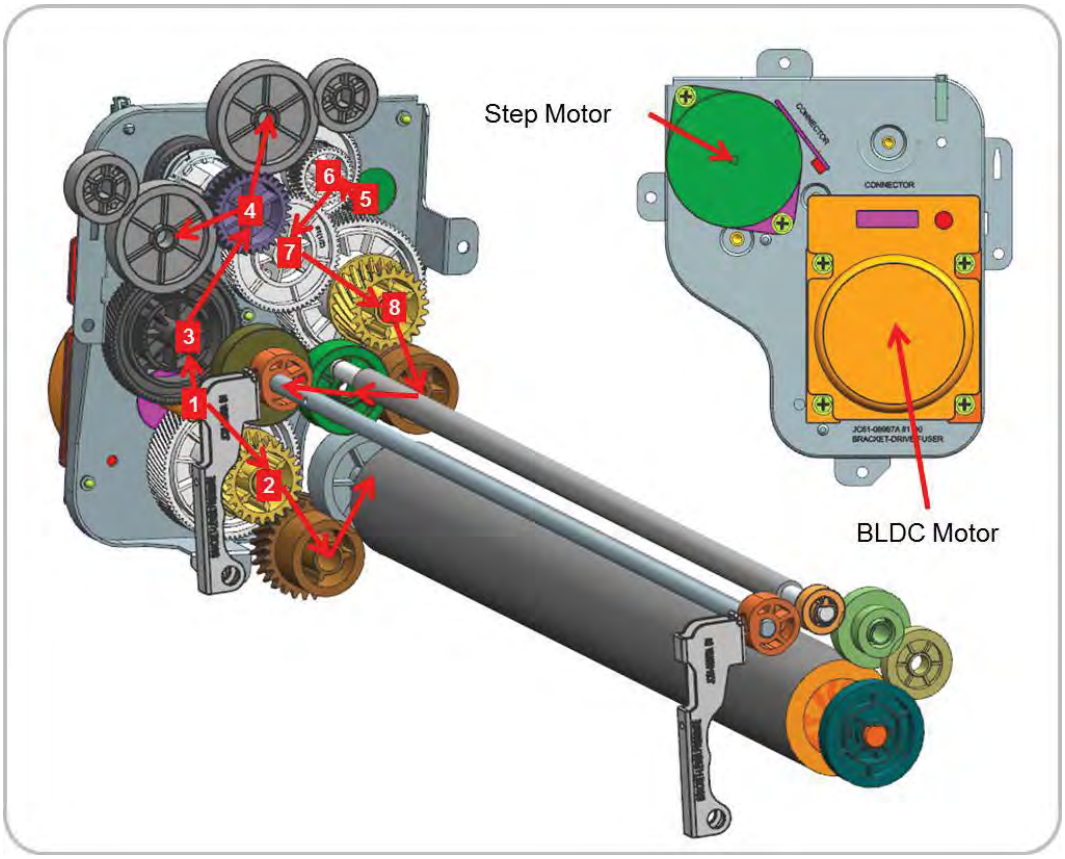


Table 1-27 Fuser release/exit drive

Power Train	BLDC → Fuser and exit driving PM Step → Fuser release driving
• 1 BLDC → 2 Gear (Fuser P/R driving) • 1 BLDC → 3 Gear & Pulley → 4 Gear (exit driving) • 5 PM Step → 6 Gear → 7 Gear → 8 Gear (Fuser Release driving)	

Drive motors

The following diagram shows the location of the printer drive motors.

Figure 1-30 Drive motor

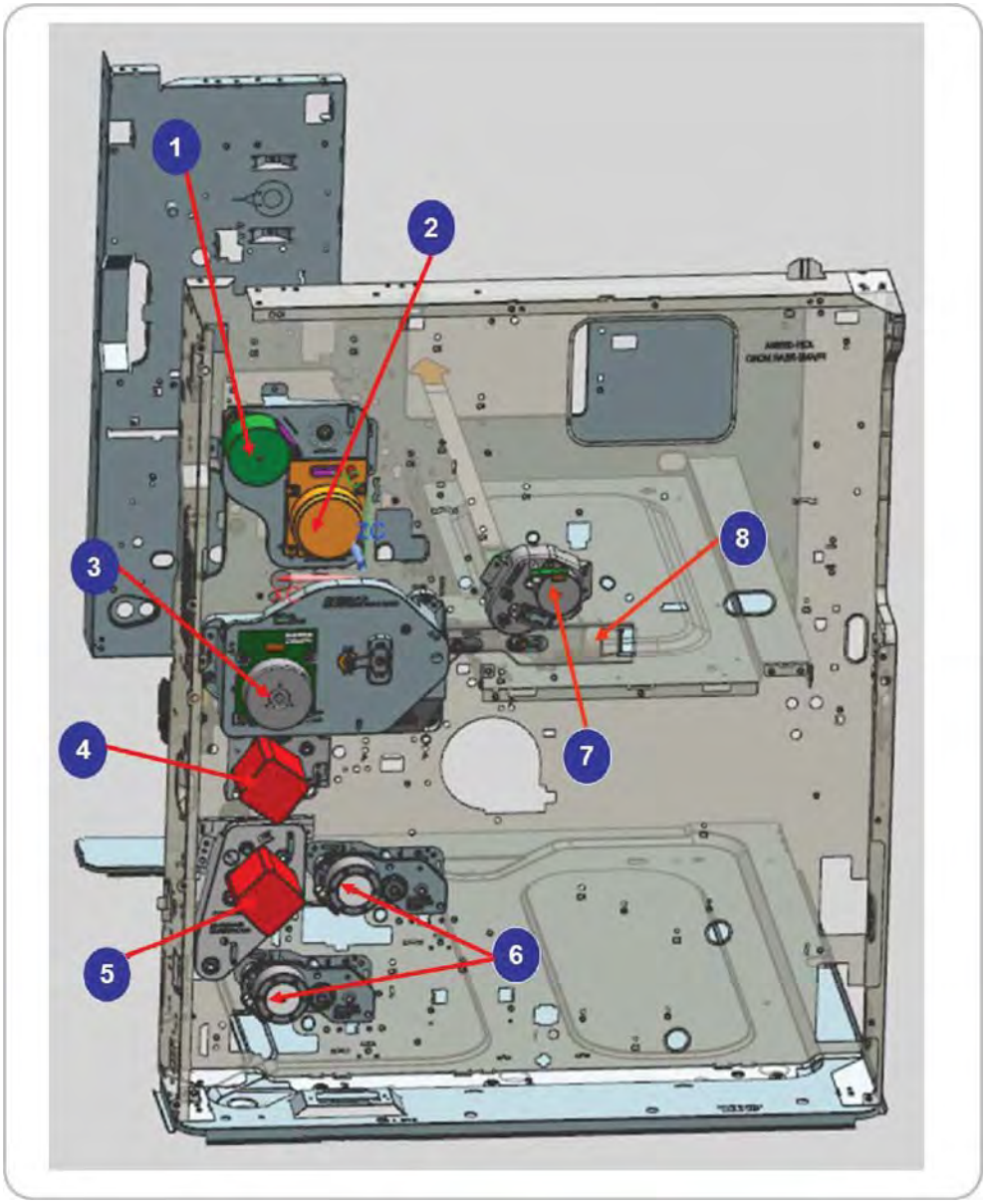


Table 1-28 Drive motor

Number	Motor	Motor type	Qty	Function
1	Fuser Release	PM-STEP	1	Fuser Release driving
2	Fuser and output	BLDC	1	Fuser and output driving
3	Main OPC, Development, and PTB	BLDC	4	OPC and PTB Belt driving
4	Registration assembly	HP-STEP	1	Registration assembly driving
5	Feed/Tray 1 (MP)	HP-STEP	1	Feed roller 1, 2, 3 driving
		E-CLT	1	Feed/Tray 1 (MP) driving control

Table 1-28 Drive motor (continued)

Number	Motor	Motor type	Qty	Function
6	Pickup	PM-STEP	2	Pickup roller/Cassette lift driving (Reverse driving at cassette lift driving)
7	Toner Supply	PM-STEP	1	Toner transfer (Toner cartridge → Reservoir)
8	Toner Reservoir	PM-STEP	1	Toner transfer (Reservoir → Development unit)

Main drive unit motors

Figure 1-31 Main drive unit motors

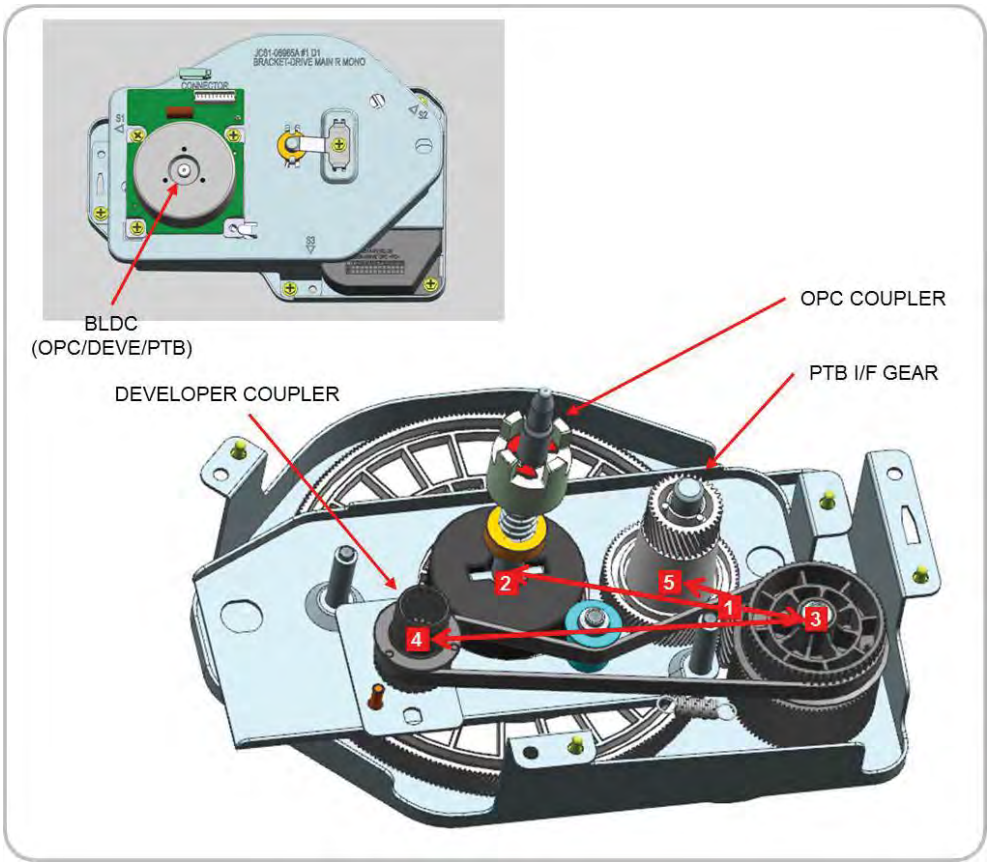


Table 1-29 Main drive unit motors

Power Train	BLDC → OPC, Development and PTB driving
• 1 BLDC → 2 Gear & Coupler (OPC driving) • 1 BLDC → 3 Gear & Pulley → 4 Coupler (Development driving) • 1 BLDC → 5 Gear (PTB driving)	

Toner supply drive

Figure 1-32 Toner supply drive

Table 1-30 Toner supply drive

Power Train	PM Step → Toner Supply driving
• 1 PM Step → 2 Gear → 3 Gear (Toner Supply driving)	

Toner reservoir drive

Figure 1-33 Toner reservoir drive

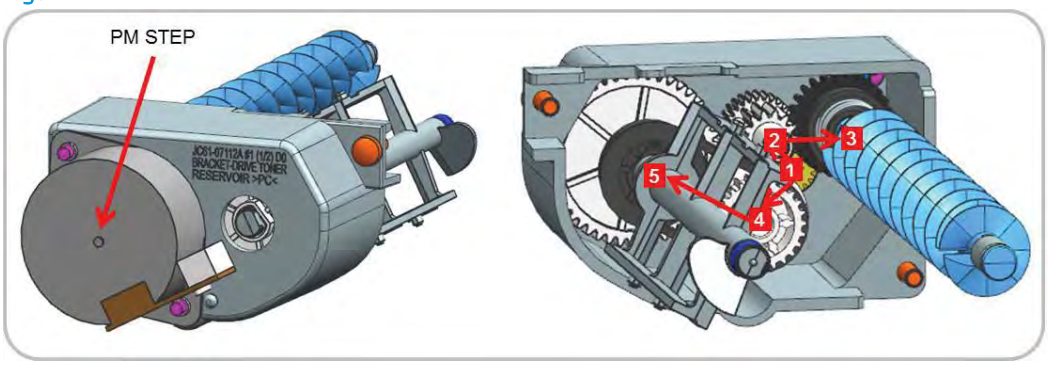


Table 1-31 Toner reservoir drive

Power Train	PM STEP Motor → Toner Reservoir Auger & Paddle driving
• 1 PM STEP Motor → 2 Gear → 4 Gear & Latch → 5 Pulley & Gear (Paddle driving)	
• 1 PM STEP Motor → 2 Gear → 3 Gear & Latch (Auger driving)	

Flatbed Scanner System

Flatbed scanner system overview

The scanner converts a hardcopy original into data. To scan an original, the scanner uses the lens and Charge Coupled Device (CCD). The scanner stores and transfers the converted image to the storage space or transfers the scanned data to the printer engine for copy.

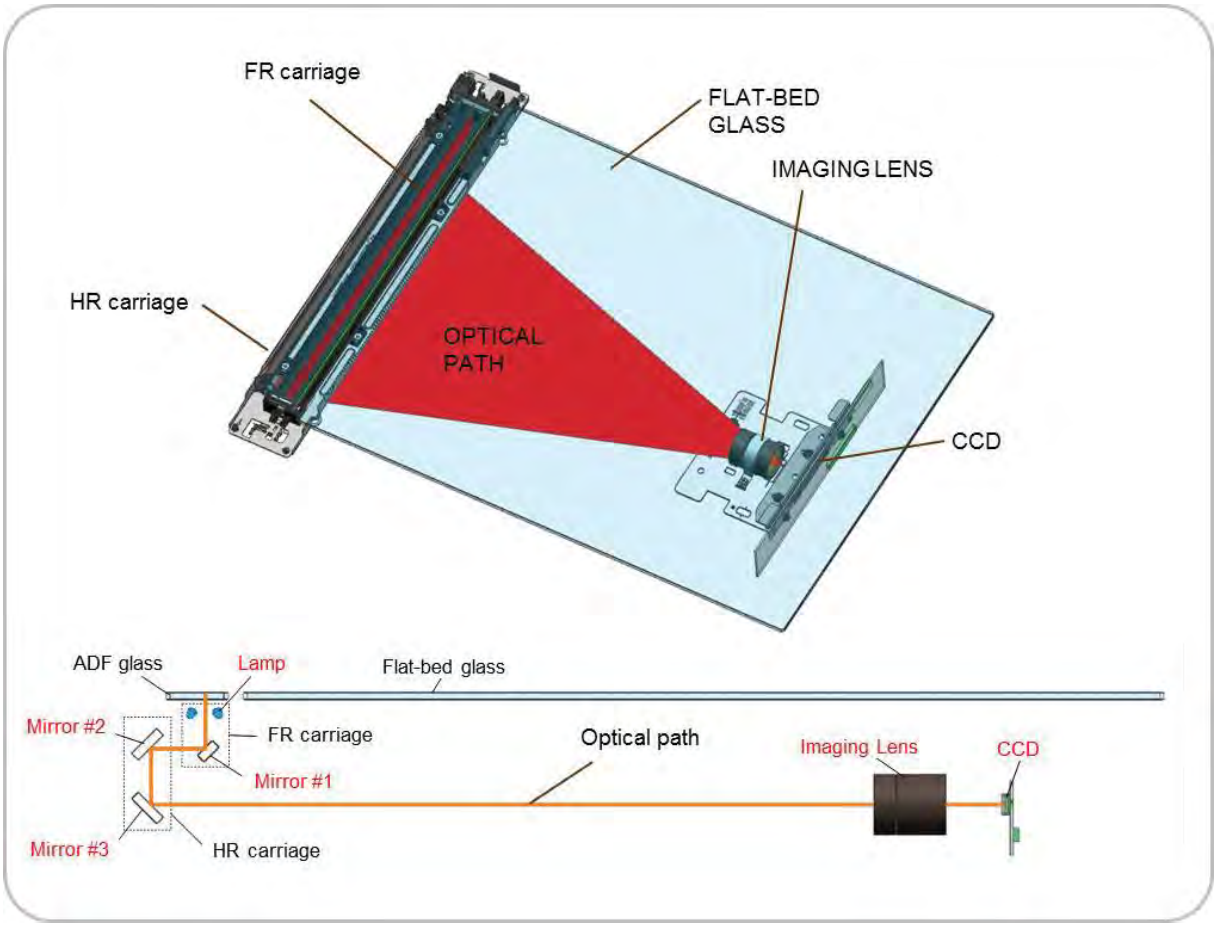
For scan operation, the scanner uses a full rate (FR) carriage and a half rate (HR) carriage that is moved by a wire. It scans the original document on the scanner glass or from the ADF.

The scanner system consists of the three following modules:

- **Full Rate (FR) carriage**: Illuminates the original and reflects the light at a 90 degree angle.
- **Half Rate (HR) carriage**: Transfers the reflected light from the FR carriage to the lens.
- **Imaging module**: Makes an image on the CCD.

The HR carriage moves half the distance at half the speed of the FR carriage. This keeps a regular gap between the original and the imaging lens.

Figure 1-34 Scanner system overview

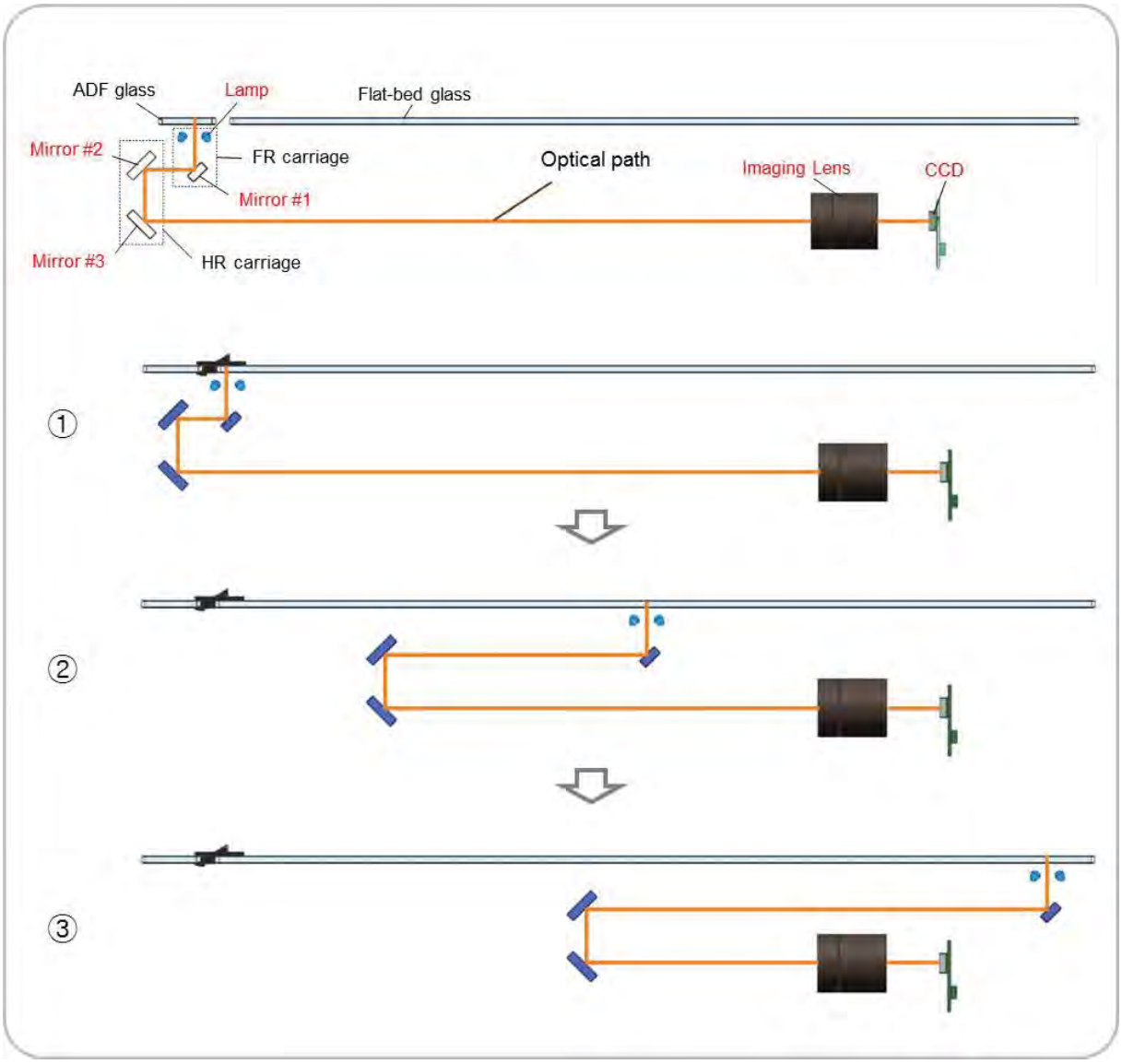


The following describes the scan process:

1. The FR carriage lamp illuminates the original. The reflected light is moved to Mirror #1.
2. The reflected light from Mirror #1 is sent to the imaging lens through Mirror #2 and #3.
3. The light becomes smaller and makes an optical image.
4. The optical image is generated to the electrical signal by the CCD sensor.

To make a stable image, a gap must be maintained between the original and the lens. To maintain this gap, the HR carriage moves half the distance and half the speed of the FR carriage.

Figure 1-35 Scan process



The optical image made by the CCD sensor is changed to an electrical-analog signal.

Each color element signal in the optical image is separated by the CCD sensor into red, green, and blue.

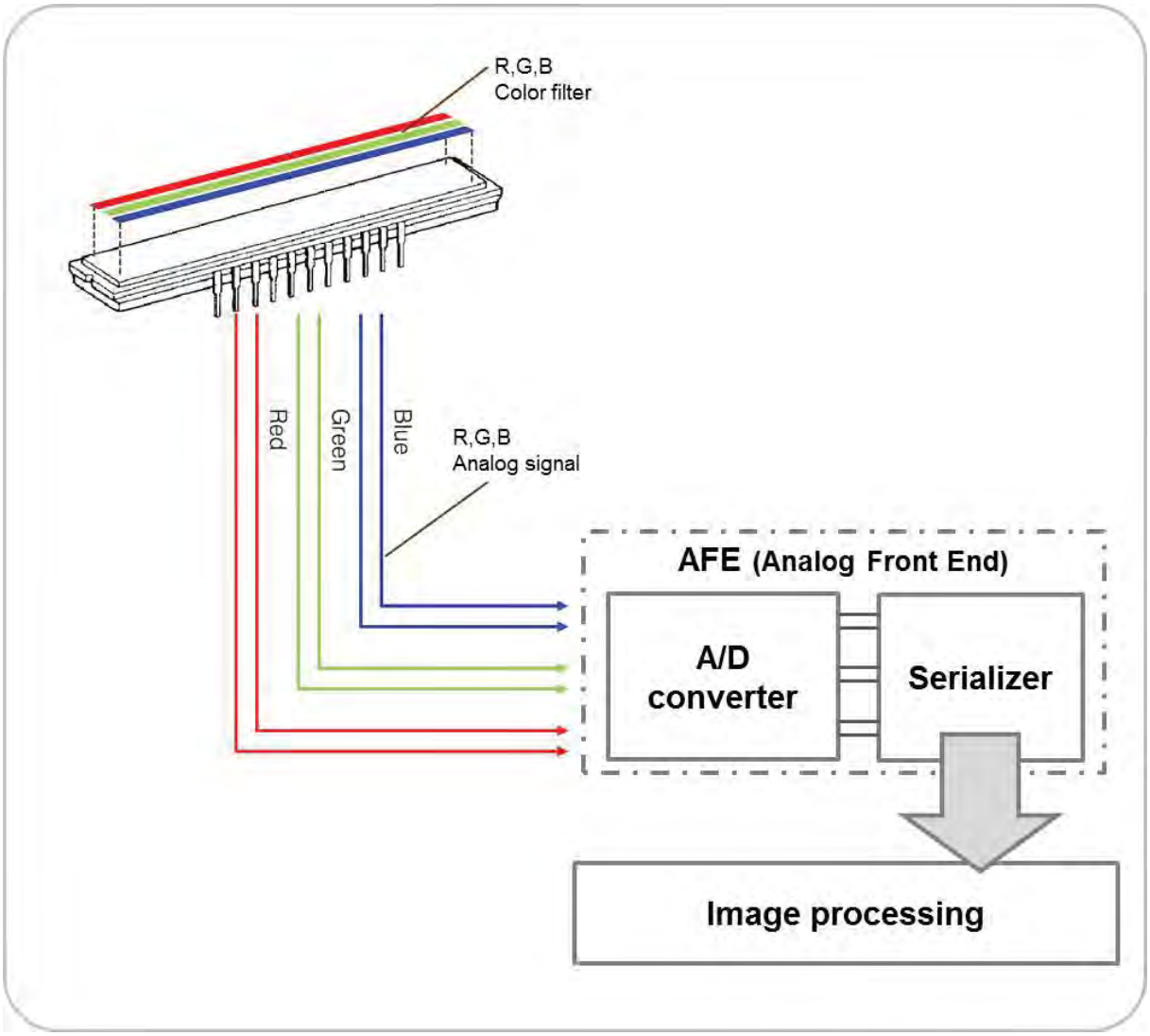
The red CCD sensor extracts the red color from the optical image, the green CCD sensor extracts the green color from the optical image, and the blue CCD sensor extracts the blue color from the optical image.

The analog image signal is changed to a digital image signal by the A/D converter and is transferred to the processor.

The image scan of the main scanning direction is performed by the CCD sensor. The CCD sensor consists of approximately 7500 pixels. The image scan of the sub scanning direction is performed by the FR carriage and HR carriage. The carriage is moved by a wire driven by the scan motor.

Scan resolution is 600 dpi.

Figure 1-36 Image processing



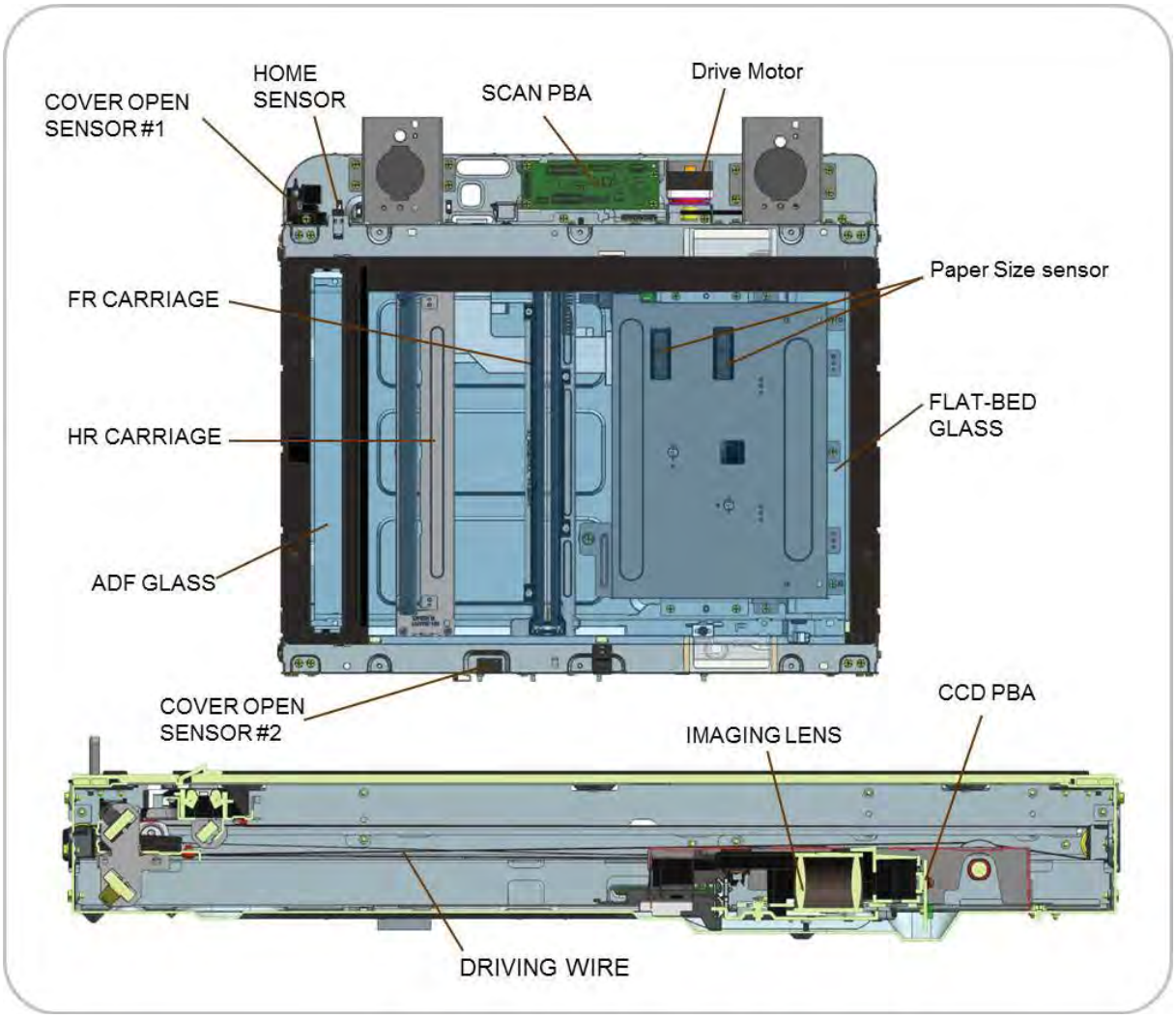
Scanning system components

The following shows the construction and purpose of the scanning system.

To scan the original on the scanner glass, two carriages driven by the motor move at a regular speed. The motor drives the timing belt, pulley, and wire. The wire pulley rolls and releases the wire to move the carriage.

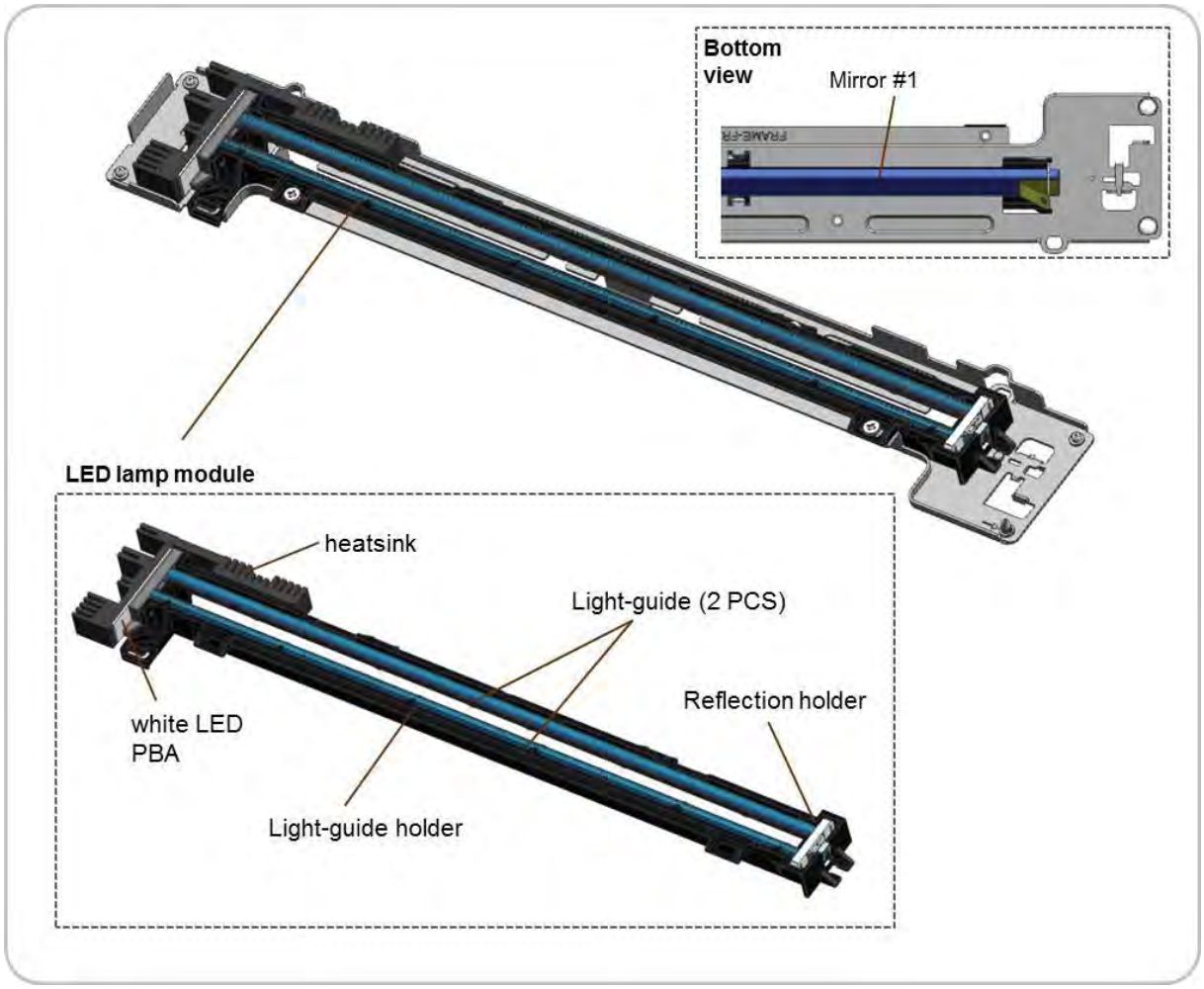
The scanner consists of the scanner glass, FR carriage, HR carriage, imaging unit, and driving unit.

Figure 1-37 Scanning system components



- FR Carriage

Figure 1-38 FR carriage



– LED lamp module

  This module illuminates the original. Two white LEDs are assembled on the side of the module. The original is illuminated by the light-guide. The heat sink is attached to the LED PCB. When the heat sink is broken or expired, an engineer needs to replace it.

  ○ Light-guide

    The light-guide changes the light from point type to line type. The light-guide is made by transparent resin and controls the amount of light in the scan area uniformly.

  ○ White LED

    The white LED emits white light. The heat sink attached to the PCA prevents heat deterioration.

  ○ Reflection holder

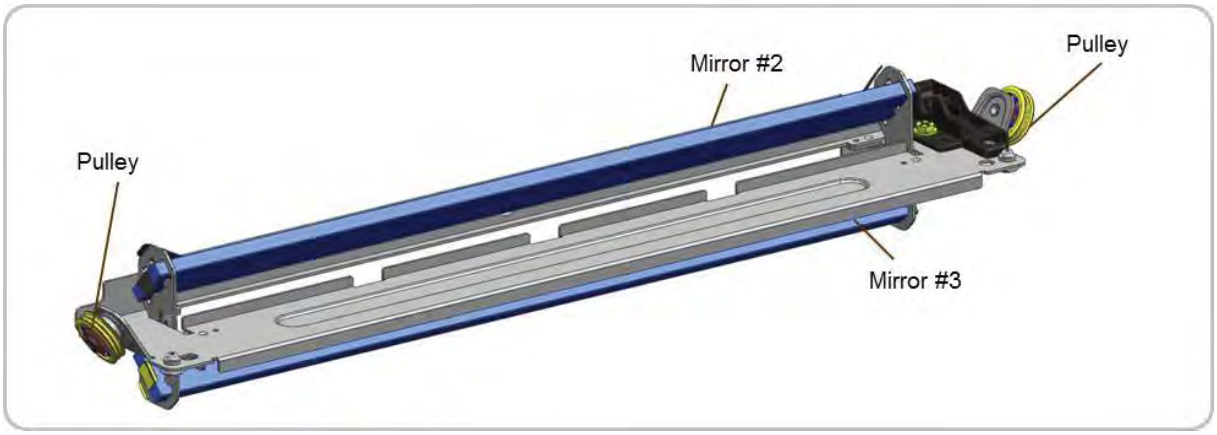
    The reflection holder reflects the light that has passed through the light-guide.

– Mirror #1

  Mirror #1 reflects light at a 90 degree angle.

HR Carriage (mirror unit)

Figure 1-39 HR carriage



- Mirror #2 and #3

  Mirrors #2 and #3 are positioned at a 45 degree angle in order to change the direction of the light. The reflected light from mirror #1 is sent to the imaging lens through mirrors #2 and #3.

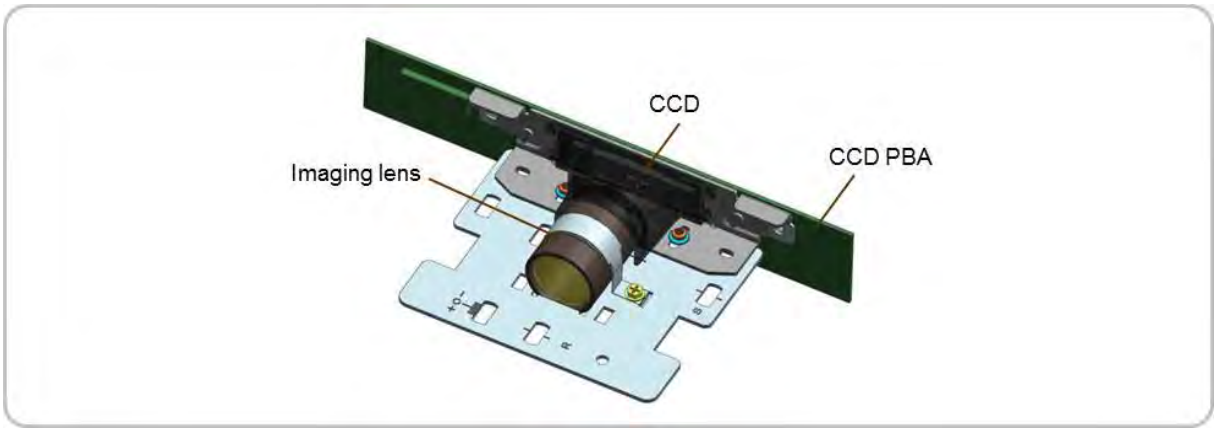
- Pulley

  The pulley is a ball bearing type. The pulley rolls and releases the wire which makes the HR carriage move. The HR carriage moves half the distance at half the speed of the FR carriage.

Imaging unit

The imaging unit changes the optical image to an electrical signal.

Figure 1-40 Imaging unit



- Imaging lens

  The reflected light from the imaging lens is focused on the CCD. The image is reduced to the fixed CCD sensor and pixel size.

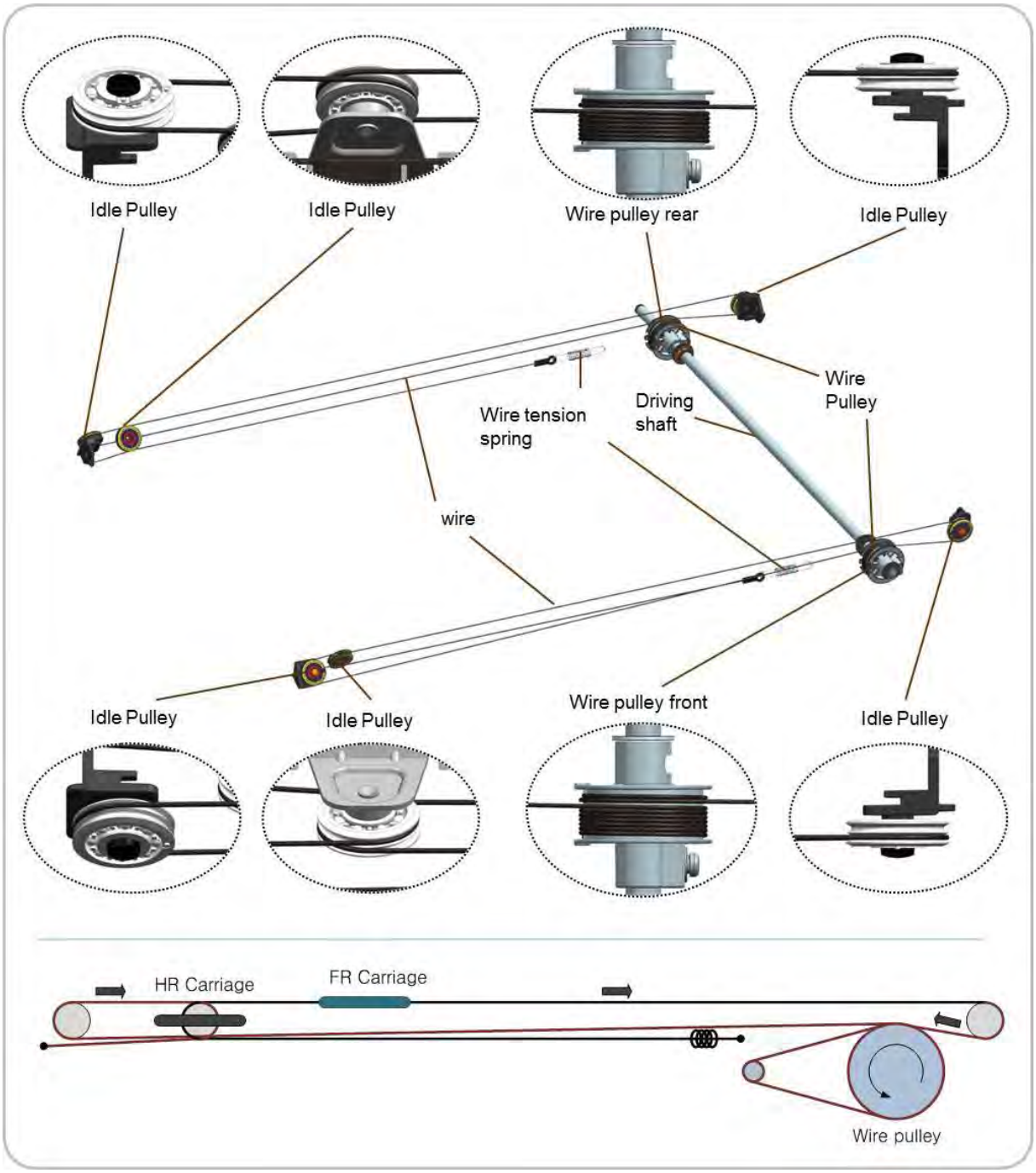
- CCD PCA

  The image made by the imaging lens is changed to an electrical signal by the CCD. The CCD consists of three channel line sensors for image creation. The brightness and darkness of the image depends on the voltage level from the CCD. The output voltage is changed to a digital signal. The digital signal makes the scanned image.

Wire driving

To move the carriages, the wire is assembled in the front and rear of the scanner. The pulley rolls and releases the wire which moves the FR carriage and the HR carriage.

Figure 1-41 Wire driving



Scanner glass (flatbed glass)

The original is placed on the scanner glass for scan or copy jobs. The scanner glass is made of tempered glass and is held in place by the frame to prevent distortion.

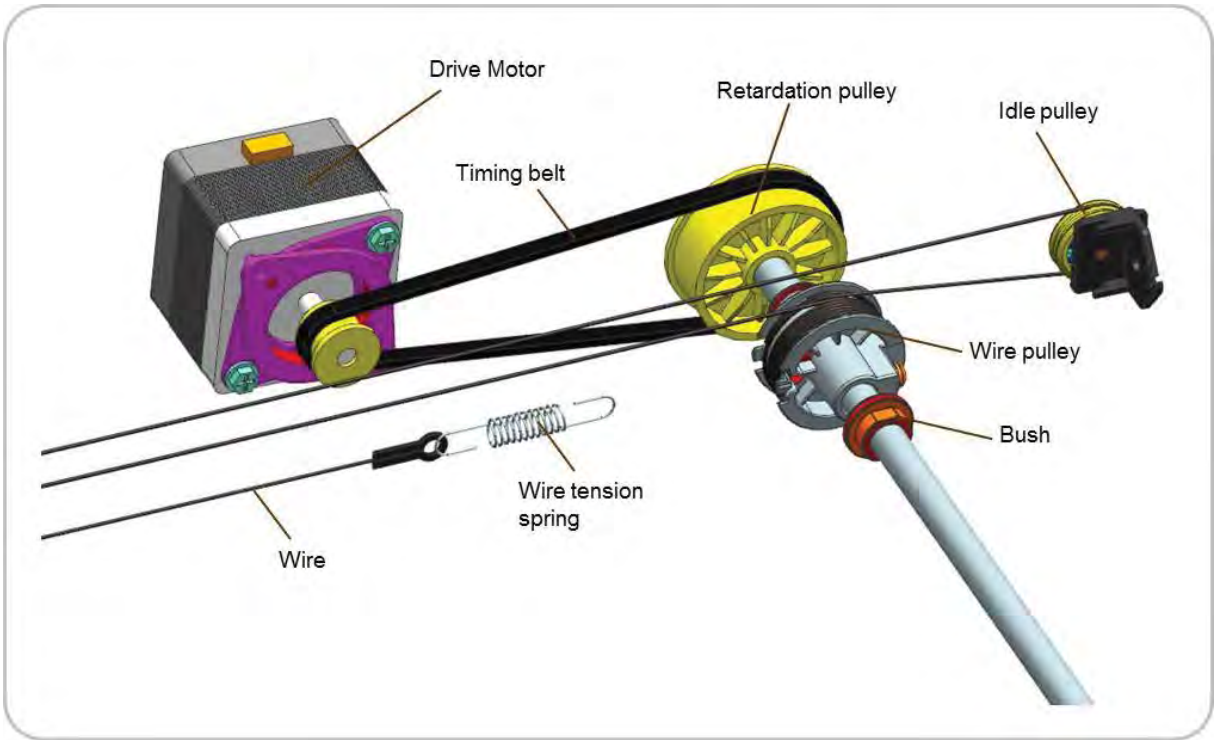
Drive motor

The scanner drive system uses the step motor to move the carriage. The step motor controls the position and maintains constant speed. The motor power is transferred to the wire through the timing belt and pulley.

Timing belt

The timing belt has a regular saw tooth gear and transfers the motor power to the pulley.

Figure 1-42 Timing belt



Paper size sensor

The paper size sensor automatically detects the size of the original on the scanner glass. The paper size sensor uses two sensors. An infrared LED is used to detect the dark original.

Home sensor

The home sensor detects the FR carriage position. The home sensor is a transmission photo sensor.

Cover open sensor #1

When the ADF unit opens and closes, a function is triggered which detects whether the paper size sensor is on or off.

Cover open sensor #2

The cover open sensor #2 detects when the ADF unit is closed using magnetic force.

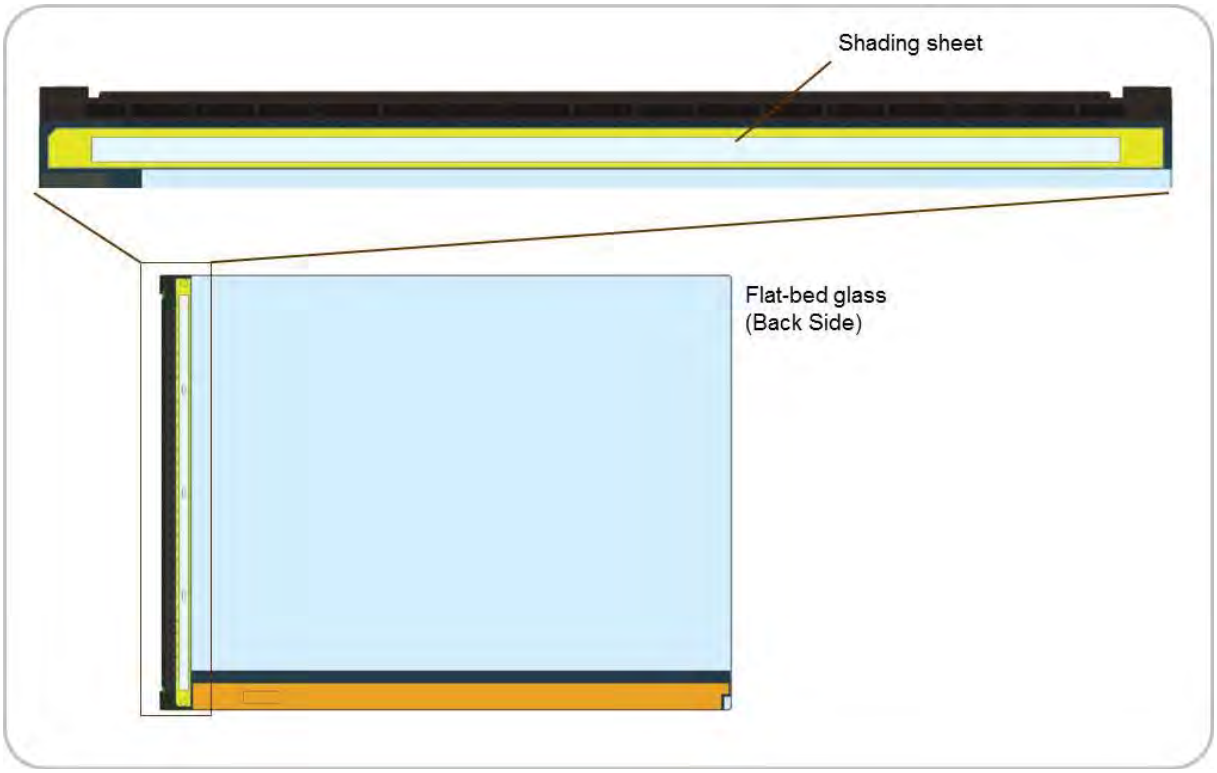
ADF glass

ADF glass scans the original through the ADF unit. The FR carriage reads the original as it passes. If the original is contaminated, a horizontal black or white line might appear.

Shading sheet

The shading sheet detects white color in the base. Before every scan job, the scan module reads the shading sheet to scan the image with the same color and brightness. If the original is contaminated, a vertical image might occur.

Figure 1-43 Shading sheet



Caution for moving the scanner

Lock the FR and HR carriages to prevent damage when shipping or moving the printer.

When installing

After unpacking, before turning on the printer, the scan locking screw must be removed. If the locking screw is not removed scanner failure will occur.

1. When installing the printer, remove the scan locking screw.
2. After removing the screw, assemble the screw cap from the accessory package.

Figure 1-44 Remove scan locking screw

When moving

When moving the printer, tighten the scan locking screw to prevent damage to the carriages.

1. Make sure the FR carriage is located in the home position.
2. Remove the screw cap.
3. Tighten the M3x8 screw to secure the FR carriage.

Figure 1-45 Tighten scan locking screw

Automatic Document Feeder (ADF) du bundles (LX)

Automatic Document Feeder (ADF) (LX) overview

Figure 1-46 ADF (LX) overview

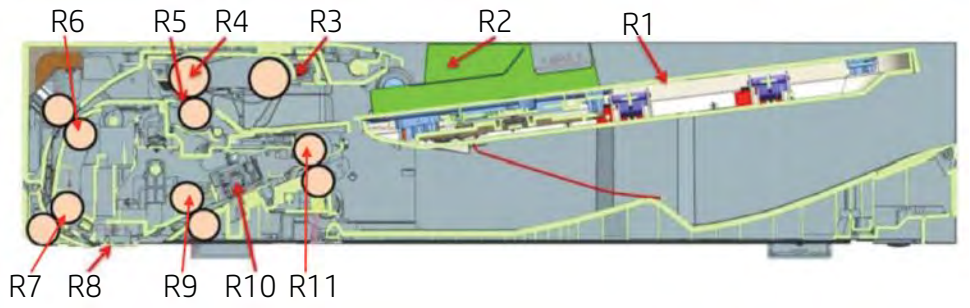


Table 1-32 ADF (LX) overview

Part		Function
R1	STACKER ASSY	Original paper input tray
R2	GUIDE-DOC F&R	Original paper guide (front/rear)
R3	PICK ROLLER	Pick up original paper from the input tray
R4	ADF ROLLER	Original paper feed roller
R5	SEPARATION ROLLER	Original paper separation roller
R6	REGISTRATION (REGI) ROLLER	Original paper alignment roller
R7	SCAN IN ROLLER	Feeds an original paper before scanning
R8	SIMPLEX WHITE-BAR	Support of scanning unit
R9	SCAN OUT ROLLER	Transfer a scanned original paper to the exit roller
R10	D-CIS MODULE	Back side image scan unit
R11	EXIT ROLLER	Sends an original paper to the exit tray

Electrical parts location

Figure 1-47 LX ADF electrical parts location

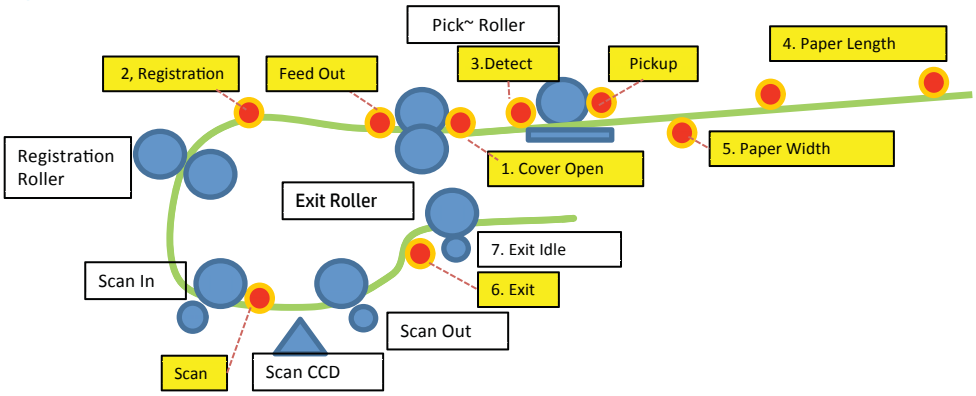
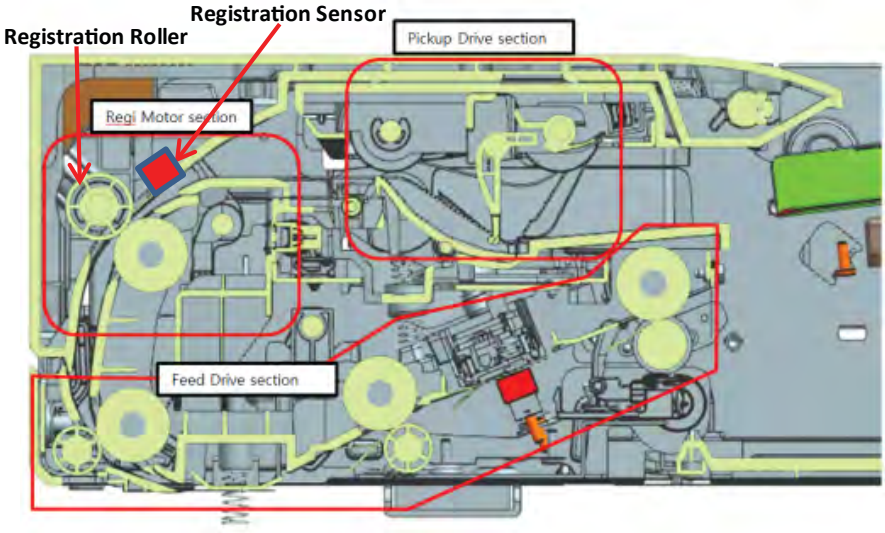


Table 1-33 LX ADF electrical parts location

Callout	Item	Function
1	Cover Open	Detects if cover is open or closed
2	Registration (Regi) Sensor	Detects if there is a jam on the registration path
3	Detect Sensor	Detects if tray is empty
4	Paper Length Sensor	Detects paper length
5	Paper Width Sensor	Detects paper width
6	Exit Sensor	Paper Exit Sensing
7	Exit Idle Sensor	Sensing 'Exit Roller' rotation

LX ADF Registration

Figure 1-48 LX ADF registration

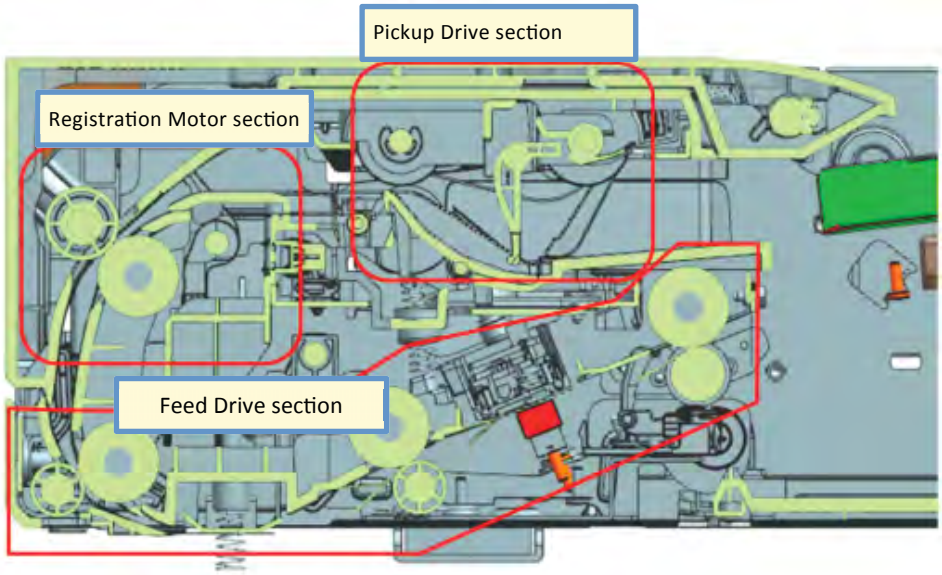


	ADF (du bundles) (LX)
Registration	1 times registration

LX ADF drive system

The ADF drive system consists of one motor and two clutches to transfer the paper.

Figure 1-49 LX ADF drive system



The ADF (DSDF) drive system consists of two motors (BLDC and STEP) and one clutch that moves the paper.

- BLDC Motor > Feed and pickup
- STEP Motor > Regi
- Clutch > Pickup

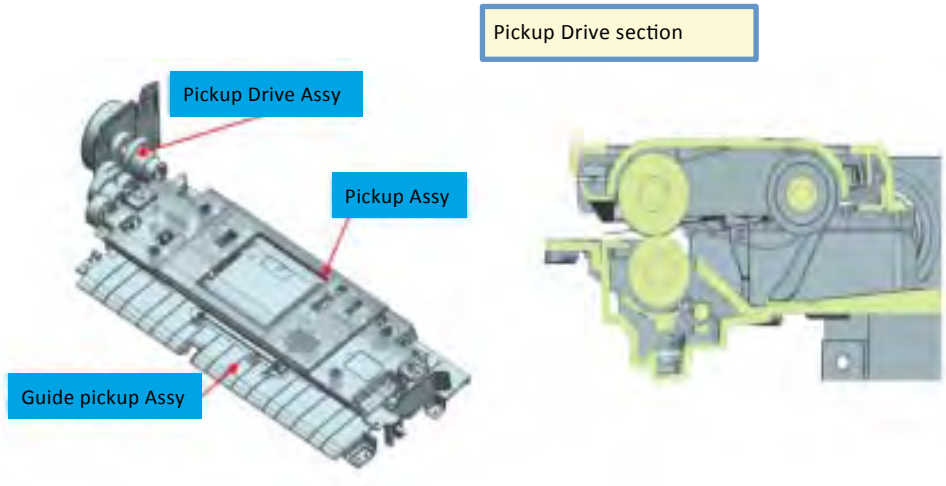
There are three sections: pickup drive section, registration (regi) motor section, and feed drive section.

The pickup drive section has three assemblies: pickup drive assembly, pickup assembly, and guide pickup assembly.

The registration motor section has the regi motor, trans gear, regi roller, regi-idle roller, regi sensor, and actuator.

LX ADF original pickup assembly

Figure 1-50 LX ADF pickup assembly



After detecting the paper, one motor controls the drive system.

The CLUTCH-ELECTRIC provides the power to pick up the paper.

The CLUTCH cannot rotate inversely. The spring that is included in the ADF GUIDE PICKUP ASSEMBLY is connected to COVER-OPEN. When the CLUTCH does not drive, stand-by status occurs and stops the operation.

The ADF roller and pick roller are connected by the belt.

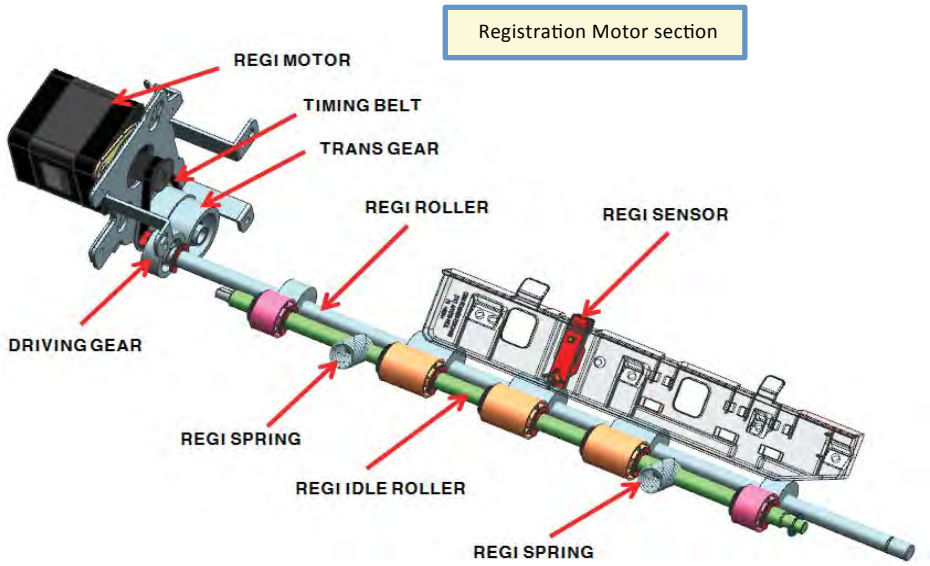
The ADF roller is provided with power while the paper is picked up and transferred to the registration roller. When the pickup drive is stopped and the registration roller is driven, the ADF roller becomes idle.

The normal process is:

- When the original is setting up, the detect-sensor is activated and the printing job starts. The motor and pickup clutch begin working. The pick roller then moves down and contacts the original in the tray.
- When the registration sensor detects paper, the pickup clutch stops.
- When the detect-sensor detects that the tray is empty, the motor stops and the printer enters stand-by status.

LX ADF registration (regi) drive assembly

Figure 1-51 LX ADF registration (regi) drive assembly



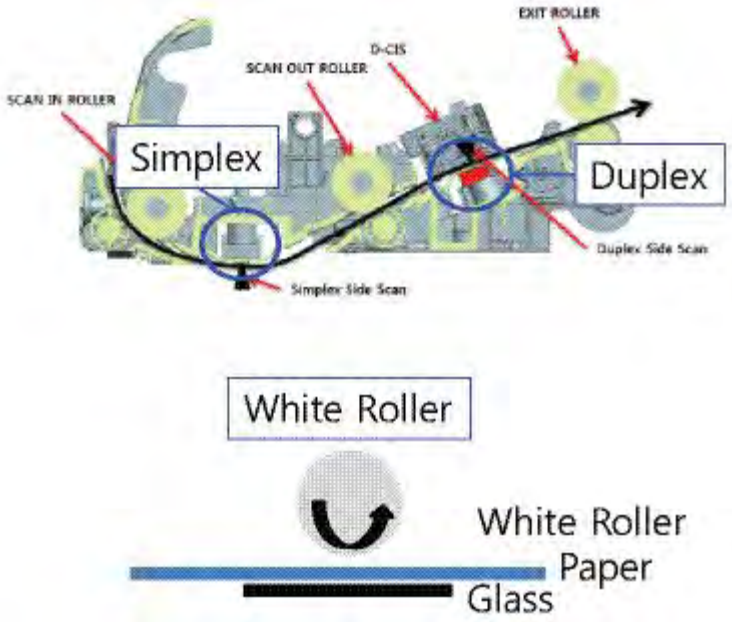
The registration drive uses the CLUTCH-ELECTRIC to drive the registration roller and transfer the paper to the ROLLER FEED.

The registration roller aligns the leading edge of the original. When the original is placed in the nip, the roller is rotated for alignment.

The CLUTCH-ELECTRIC repeats on/off to align each original.

LX ADF Scanning position

Figure 1-52 LX ADF scanning position



	Type	Simplex	Duplex
Scanning	DN-LX	White Bar	White Bar

LX ADF Specification

	du bundles (LX)
Capacity	100 pages
Scan Speed	80/160 ipm
Pickup	Semi-Retard
Registration	1 times registration
Motor	2 each
Stacker	—
Scanning	White Bar
MSO	—

Flow Automatic Document Feeder (Flow ADF) dn/z bundles (GX/sGX)

Flow ADF overview

Figure 1-53 Flow ADF overview

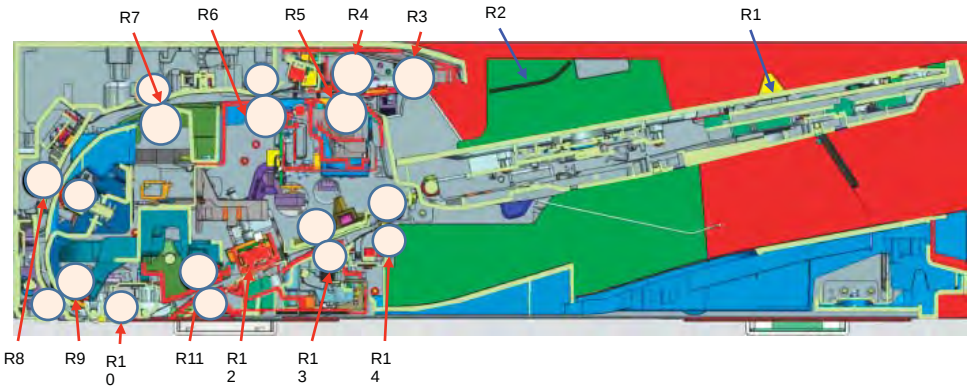


Table 1-34 Flow ADF overview

Part		Function
R1	STACKER ASSY	Original paper input tray
R2	GUIDE-DOCU F&R	Original paper guide (front/rear)
R3	PICKUP ROLLER	Pick up original paper from the input tray
R4	ADF ROLLER	Original paper feed roller
R5	SEPARATION ROLLER	Original paper separation roller
R6	FEED ROLLER	Original paper transfer roller (A6 size)
R7	PRE REGI ROLLER	Original paper alignment roller (1 round)
R8	REGI ROLLER	Original paper alignment roller (2 round)
R9	SCAN IN ROLLER	Feeds an original paper before scanning
R10	SIMPLEX WHITE-ROLLER	Support of simplex scanning unit
R11	SIMPLEX SCAN OUT ROLLER	Transfer a scanned original paper to the duplex white-roller
R12	D-CIS MODULE	Back side image scan unit
R13	DUPLEX SCAN OUT ROLLER	Transfer a scanned original paper to the exit roller
R14	EXIT ROLLER	Sends an original paper to the exit tray

Sensors

Figure 1-54 Flow ADF sensors

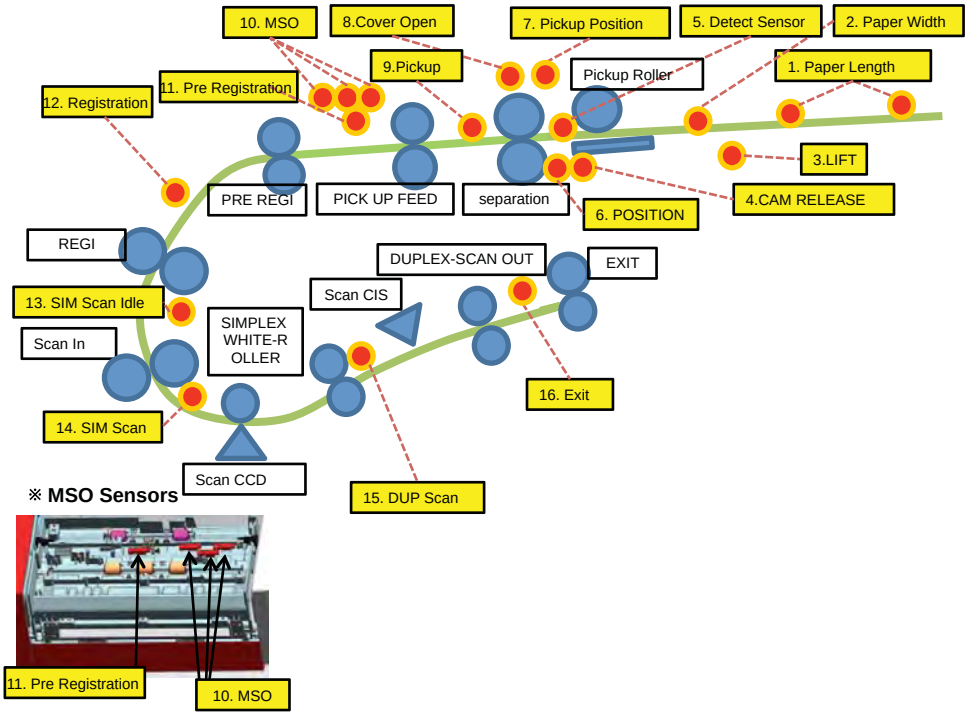
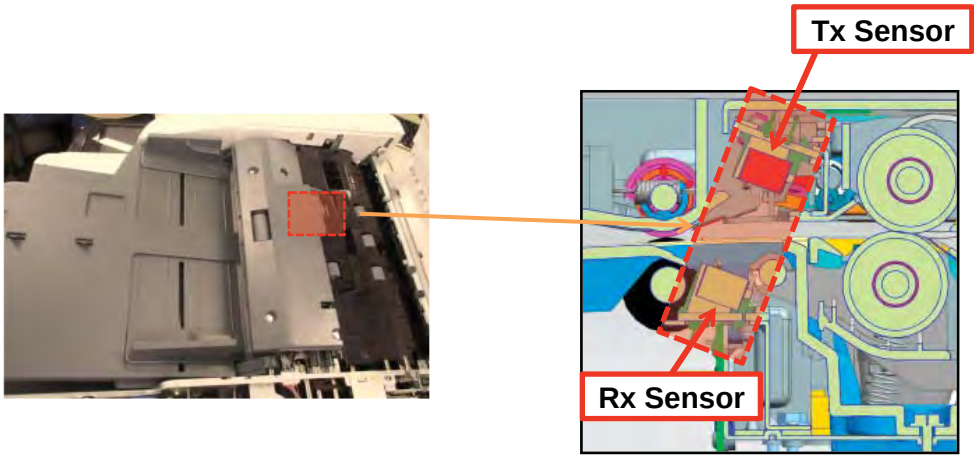


Table 1-35 Flow ADF sensors

Callout	Item	Function
1	Paper Length Sensor	Detects paper length
2	Paper Width Sensor	Detects paper width
3	Stacker Lift Sensor	Detects Stacker Position
4	Cam Release Sensor	Sensing 'Separation Roller' rotation
5	Detect Sensor	Detects if tray is empty
6	Position Sensor	Detects Stacker Position
7	Pickup Position Sensor	Sensing 'Pickup Roller' rotation
8	Cover Open Sensor	Detects if cover is open or closed
9	Pickup Sensor	Detects if there is a jam on the feed path
10	MSO Sensor	Detects mix size
11	Pre-Regi Sensor	Detects if there is a jam on the pre-regi path
12	Regi Sensor	Detects if there is a jam on the Regi path
13	SIM Scan Idle Sensor	Sensing 'Scan In Roller' rotation
14	SIM Scan Sensor	Detects if there is a jam on the Scan In path
15	DUP Scan Sensor	Detects if there is a jam on the Scan Out path
16	Exit Sensor	Paper Exit Sensing

Ultra Sonic Multi-feed (USM)

Figure 1-55 Flow ADF Ultra Sonic Multifeed

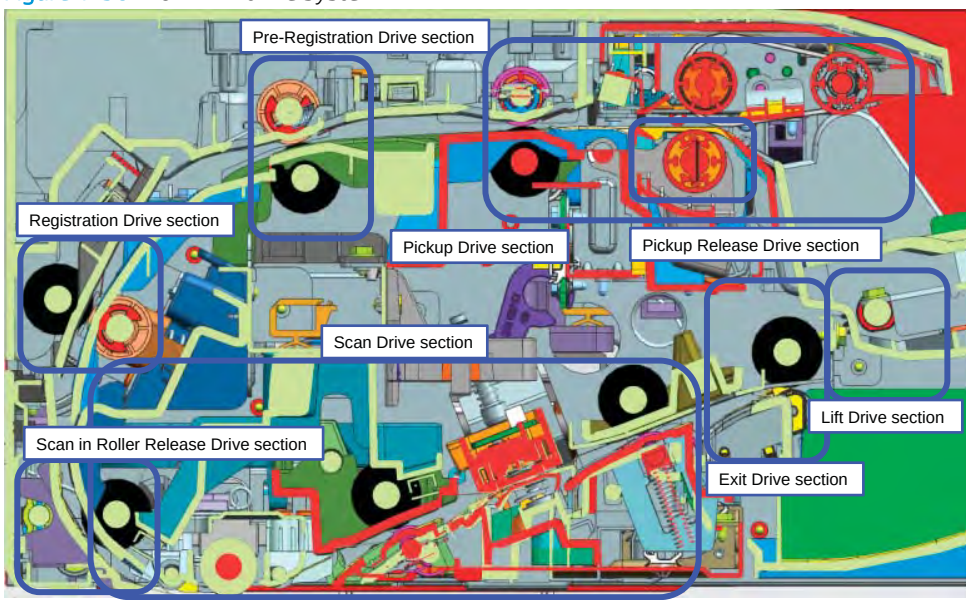


- This sensor detects multi-feeds.
- Component: Ultrasonic Sensor Tx Board, Rx Board , HIC Board (Amp and Filter)
- The Rx Sensor has a different level on each paper status: no paper, one paper, multiple papers.
- Detect the multi-feeding through the level change of Rx Sensor.
- Transmit and receive operation of 300 khz frequency.

Flow ADF drive system

The flow ADF drive system consists of eight motors.

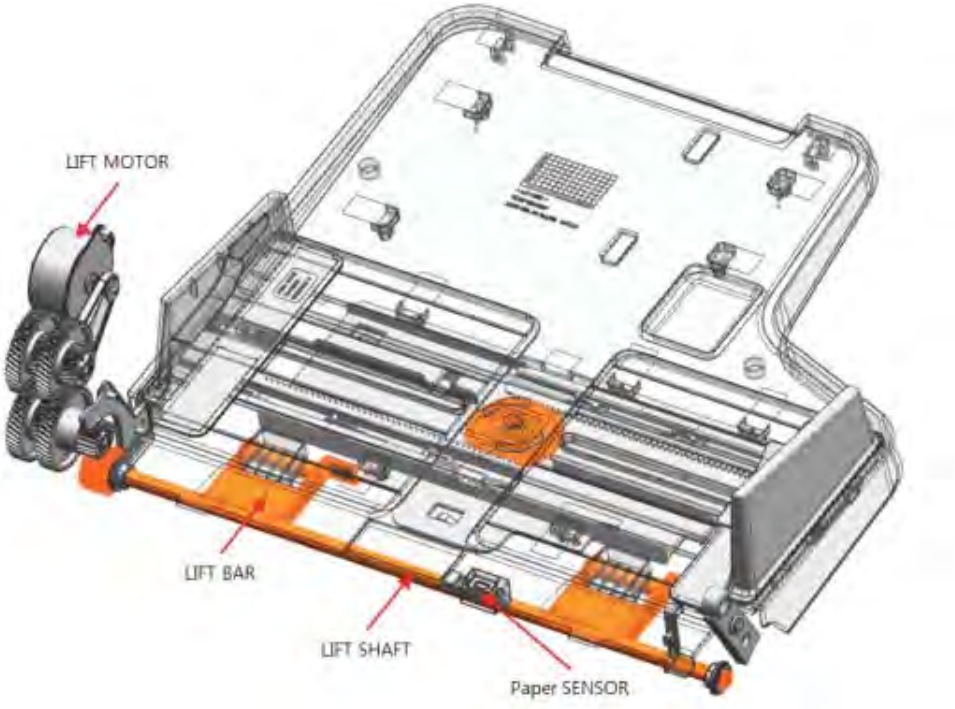
Figure 1-56 Flow ADF drive system



The Flow ADF drive system has eight sections: Pickup Release Drive, Pickup Drive, Pre-Regi Drive, Regi Drive, Scan-in Roller Release Drive, Scan Drive, Exit Drive, and Lift Drive sections.

Flow ADF document lifting drive system

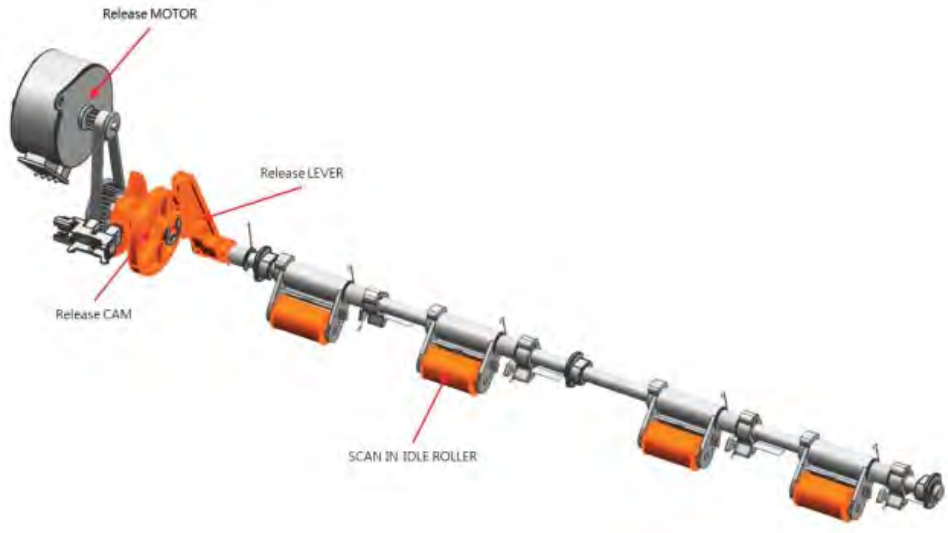
Figure 1-57 Flow ADF document lifting drive system



- Component: LIFT MOTOR, LIFT SHAFT, LIFT BAR, PAPER SENSOR
- LIFT MOTOR Starts > LIFT SHAFT and LIFT BAR lift Tray
- PAPER SENSOR detects paper in the Tray
- Paper contacts PICKUP ROLLER and stops movement
- Document is passed through SCAN OUT SENSOR. Duplex scanning starts.

Flow ADF Scan-In Roller Release Drive System

Figure 1-58 Flow ADF Scan-In Roller Release Drive System



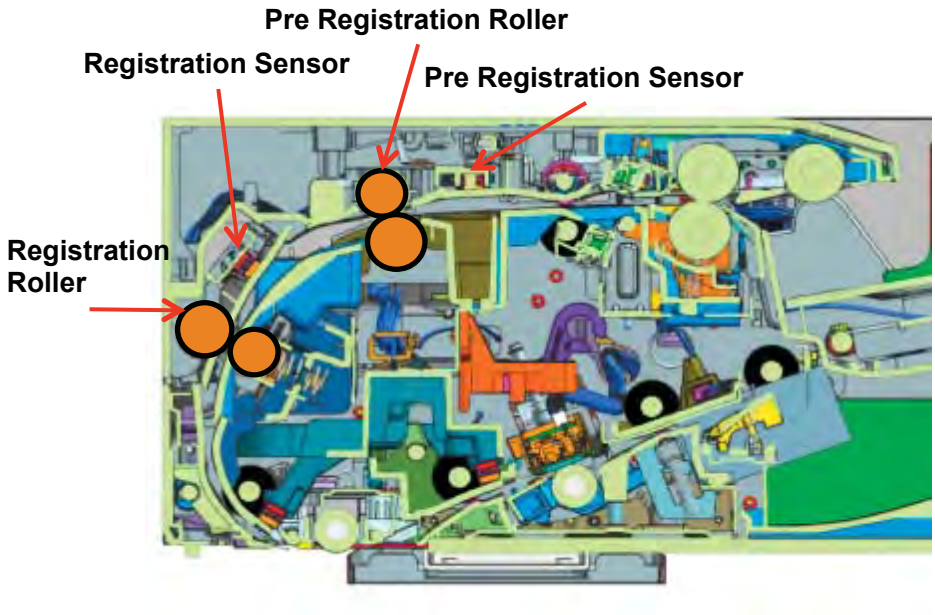
- Holds the rear of the paper using cam motion for improved scan quality
- Component: RELEASE MOTOR, RELEASE CAM, SCAN-IN IDLE ROLLER
- Motor and cam operation repeats for every piece of paper

Flow ADF specification

Capacity	250 pages (stacker lifting)
Scan Speed	120/240 ipm
Pickup	Semi-Retard
Registration	2 times registration
Motor	8 each
Stacker	Lifting
Scanning	White Roller/White Bar
MSO	Support

Flow ADF Registration

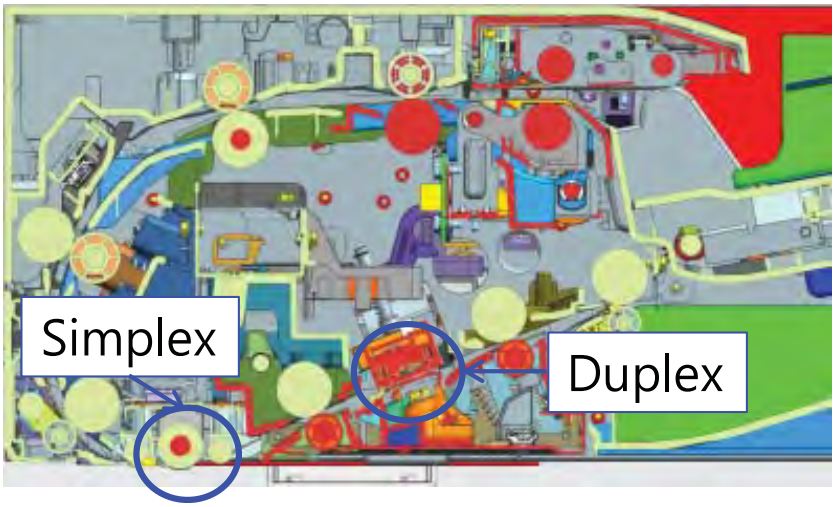
Figure 1-59 Flow ADF Registration



The Flow ADF has two times registration.

Flow ADF Scanning Position

Figure 1-60 Flow ADF Scanning Position



	Type	Simplex	Duplex
Scanning	Z-GX	White Roller	White Bar

Mixed Size Original (MSO)

The MSO detects the size of mixed size papers and sets the alignment of the papers to the rear.

Figure 1-61 MSO 1

Figure 1-62 MSO 2

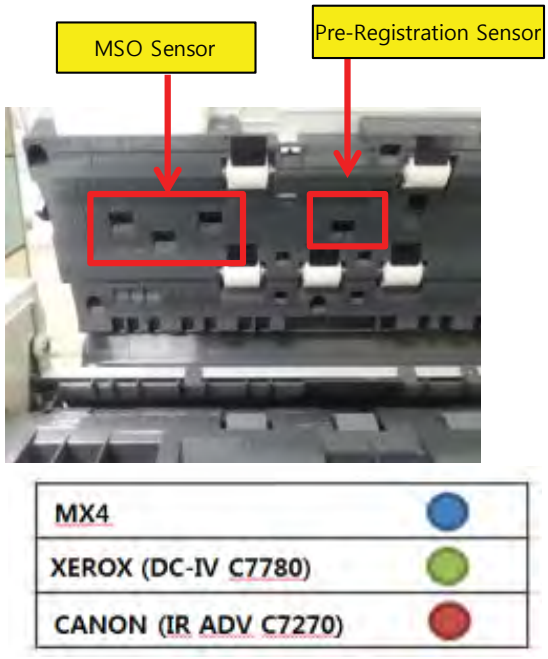


Figure 1-63 MSO 3

Max Width Length	A3 SEF (297mm)	A4 LEF (297mm)	B4 SEF (257mm)	B5 LEF (257mm)	A4 SEF (210mm)	A5 LEF (210mm)	B5 SEF (182mm)	A5 SEF (148mm)
A3 SEF (420mm)		● ● ●						
A4 LEF (210mm)	● ● ●							
B4 SEF (363mm)	● ●	● ●		● ● ●				
B5 LEF (182mm)	● ●	● ●	● ● ●					
A4 SEF (297mm)	● ●	● ●	● ●	● ●		● ●		
A5 LEF (148mm)	●	●	●	●	● ●			
B5 SEF (257mm)			● ●	● ●	● ●	●		
A5 SEF (210mm)					●	●		

Dual sensor cleaning method

- Component: LEVER GUIDE EXIT F, GUIDE-EXIT UPPER ASSEMBLY.
- Open LEVER GUIDE EXIT F.
- Cleans with a D-CIS GLASS in the direction indicated.
- Cleans the GUIDE EXIT UPPER ASSEMBLY in the direction indicated.

Figure 1-64 Dual sensor cleaning method

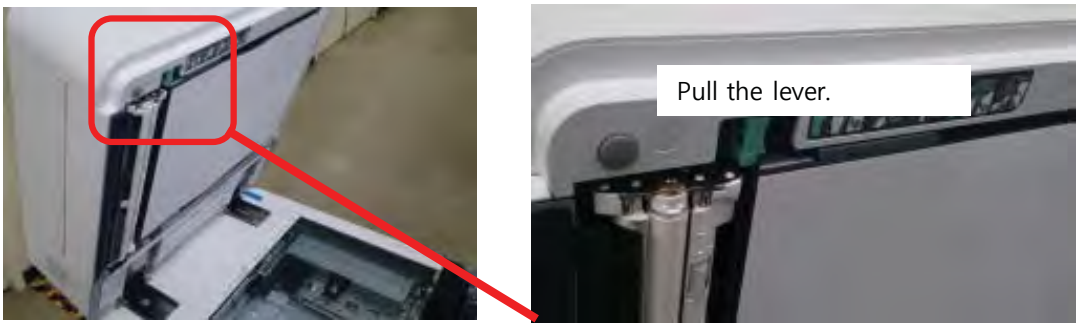
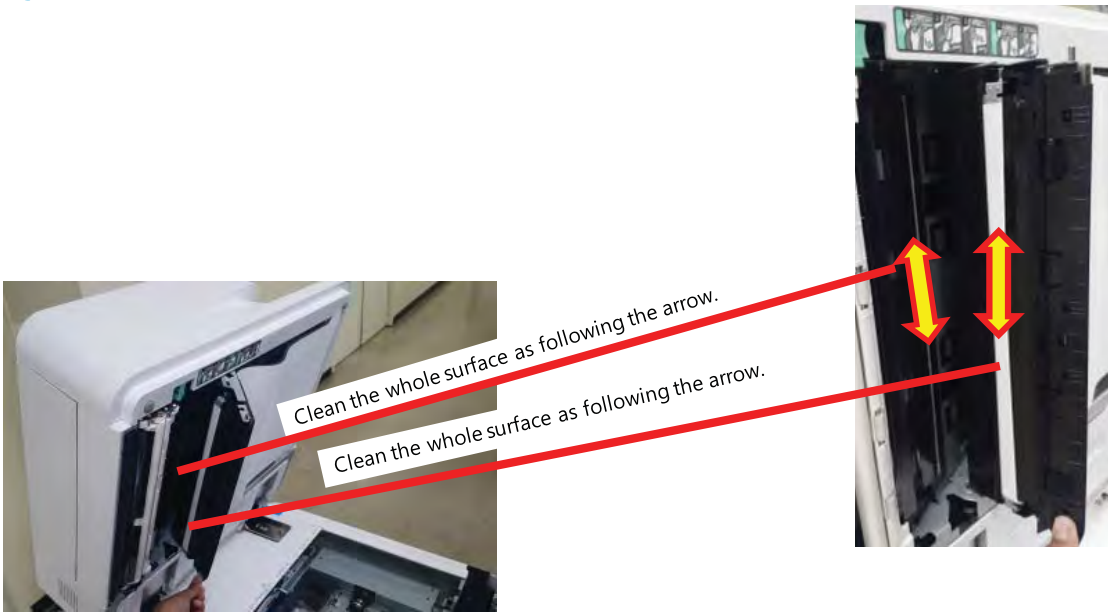


Figure 1-65 Dual sensor cleaning method



Flow ADF z bundles (GX)

Model	Engine	Scanner						
		Platen	DN-sGX			Z-GX		
Color	40 ppm	Same at whole model	Scan Speed	USM	Capacity	Scan Speed	USM	Capacity
	50 ppm		90/180 ipm	X	250 sheet	120/240 ipm	0	250 sheet
	60 ppm							
Mono	40 ppm							
	50 ppm							
	60 ppm							

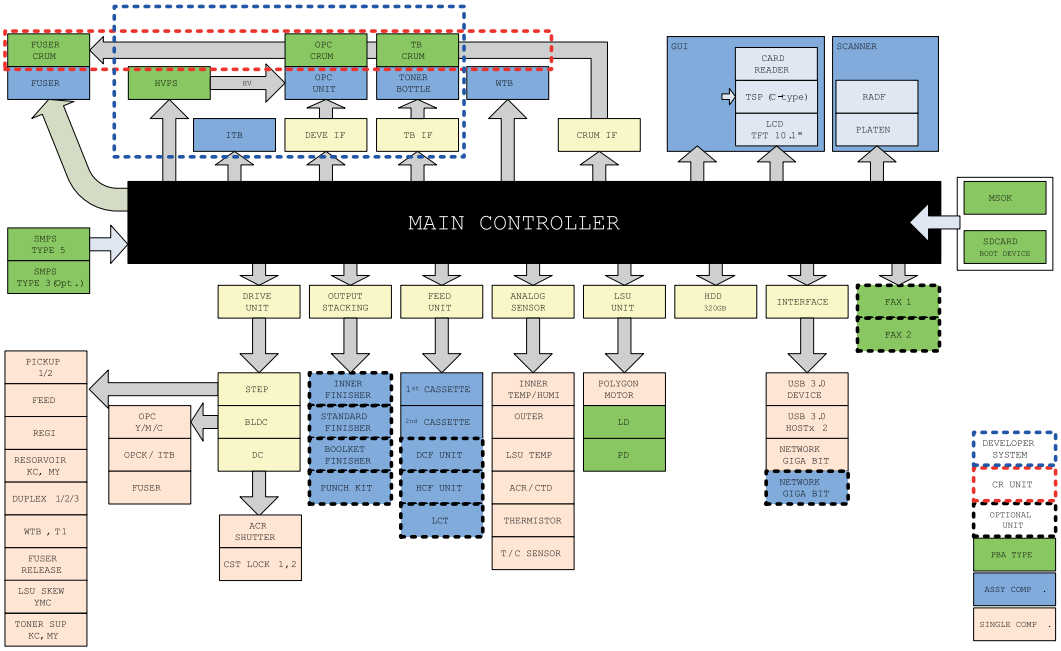
Hardware configuration

The electronic circuit system consists of the following:

- Main controller (main board)
- OPE unit
- ADF (flow ADF/ADF) controller
- HVPS board
- LVPS board
- Fuser drive assembly

Electronic circuit diagram

Figure 1-66 Electronic circuit diagram



The main controller handles the video controller, engine controller, and scan controller.

The main controller receives print data from the host through the network or USB port and receives copy data from the scan controller. The main controller uses this information to generate printable video bitmap data. It controls all modules required to print, including the laser scanner assembly, HVPS, FAN, fuser, and so on.

The main controller communicates with the drive system and other devices through Universal Asynchronous Receiver Transmitter (UART). The main controller communicates with and checks the life of the toner cartridge, drum, and developer units through I2C.

The main controller uses Quad Core CPU 1.5 GHz, DDR3 4 GB memory, Micro SD 4 GB, and a 320 GB SATA HDD to control the engine driving, video signal processing, and user interface.

A MICOM controls power to the fuser lamp and power to the system according to an optimized energy saving algorithm. The MICOM communicates with the OPE controller through the USB 3.0 protocol to display the system information on the control panel.

The OPE unit displays the status of the system using the control panel TFT LCD in response to user actions or the main controller.

The soft power switch in the OPE unit is used to safely shut down the system.

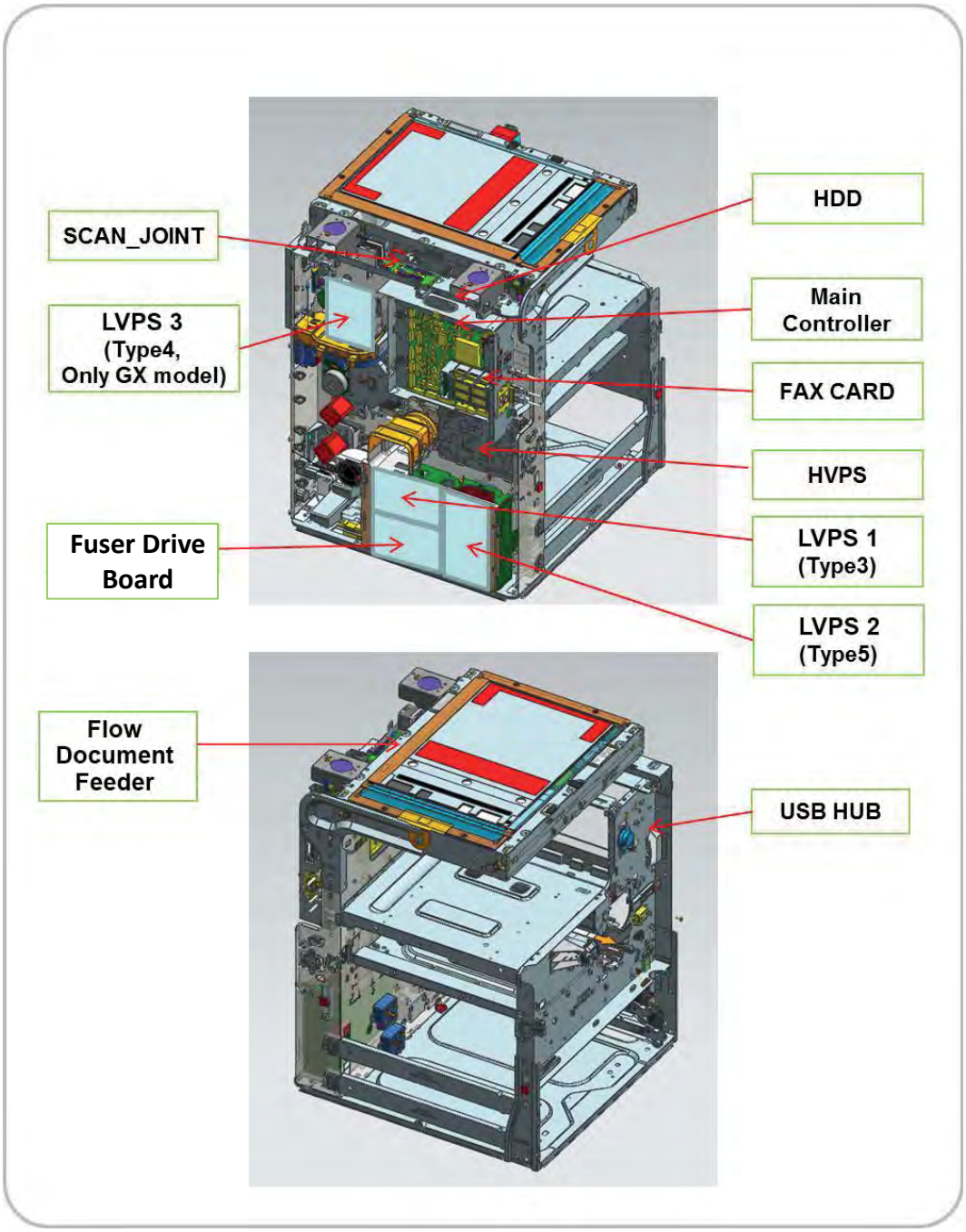
The ADF controller controls some mechanisms required to scan continuously from the ADF. The ADF controller communicates with the main controller to synchronize scan timing.

The HVPS board generates and controls high-voltage channels. The fuser drive assembly controls power to the fuser lamp. The LVPS board generates 5 V and 24 V power for the system.

Circuit board locations

The following diagrams show the locations of the printer circuit boards:

Figure 1-67 Circuit board locations



Main controller

NOTE: The main controller for the previous model is not compatible with the new model (IR/UI). Take care to not use the incompatible Main Controller during replacement.

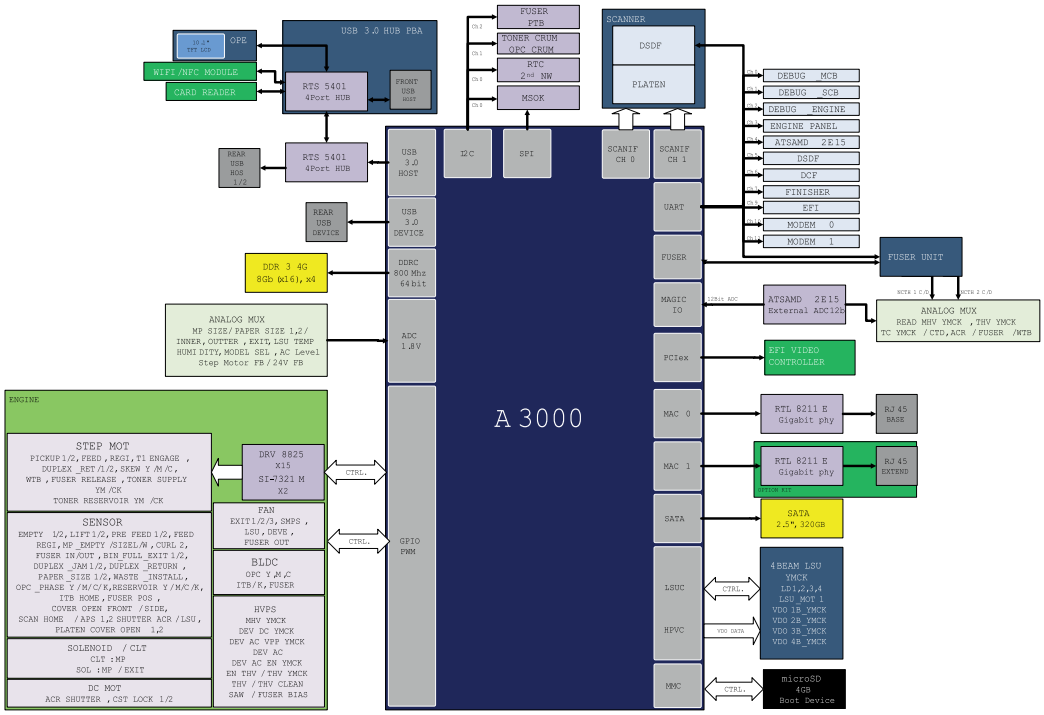
Main controller for previous model

The main controller consists of the main processor (A3000), memory (DDR3 4 GB), Micro SD (4 GB), 1 G Ethernet PHY, USB 3.0 HUB, and Micom (Power/Fuser control). It can control Video/UI/FAX signal interface connection, motor driving IC, engine signal interface connection, and power interface.

The main processor (Quad Core 1.5 GHz CPU) controls video, engine, UI display, and communicates with the various devices. The HDD is connected to the main controller by a SATA cable and connected to the other device (such as ADF, dual cassette feeder (DCF), Finisher, Modem) by UART.

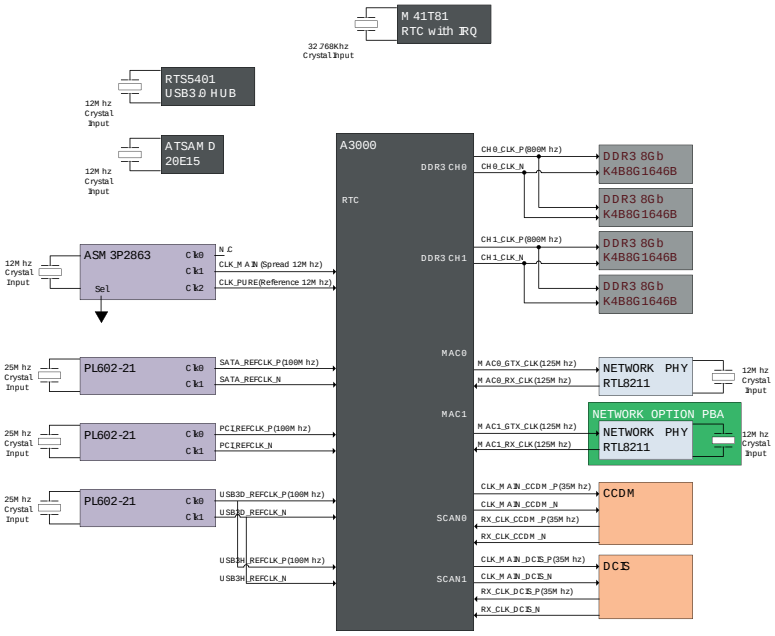
Main controller block diagram

Figure 1-68 Block diagram



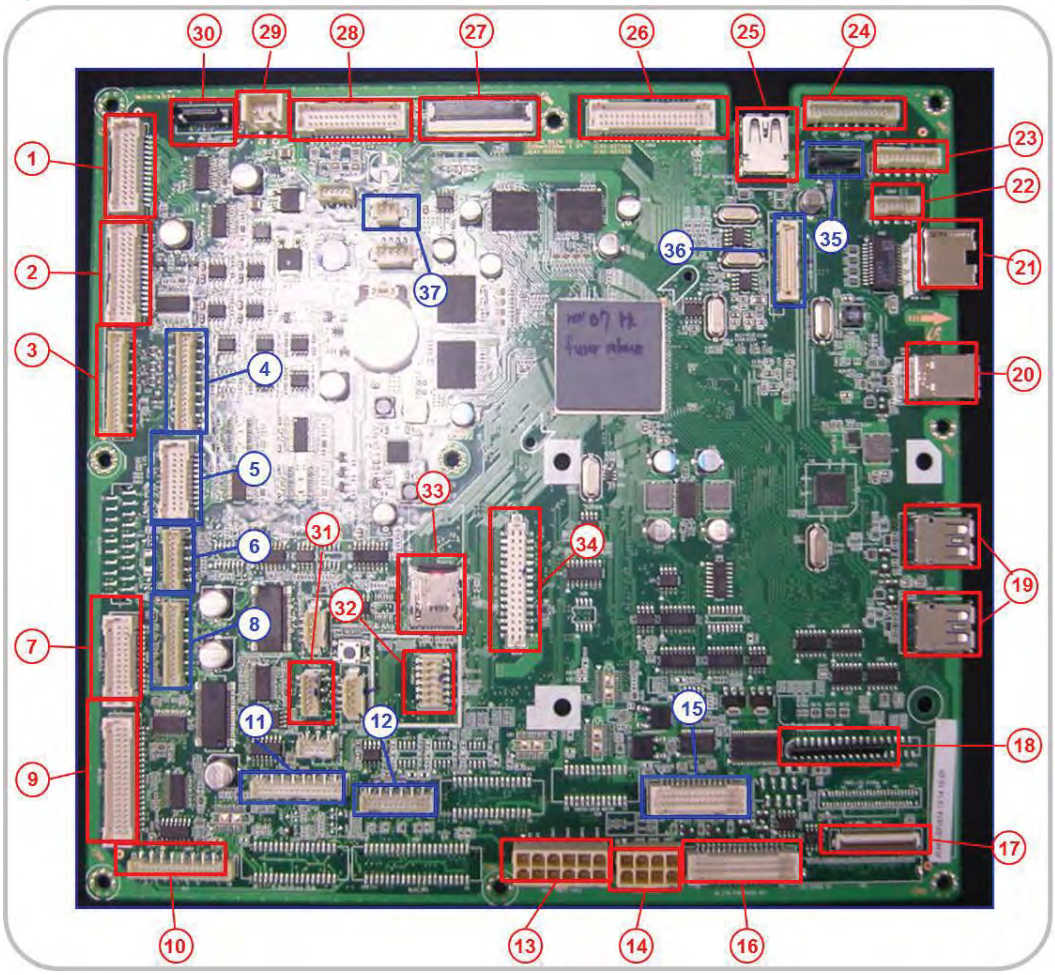
Main controller clock diagram

Figure 1-69 Clock diagram



Main controller connection information

Figure 1-70 Connection information



1	OUTPUT	12	OPC BLDC MONO	23	FIH JOINT	34	FAX JOINT
2	FUSER DRIVE	13	LVPS TYPE5	24	UI IF	35	2ND NETWORK
3	FUSER DRAWER	14	LVPS TYPE3R	25	USB HOST/HUB	36	EFI SIGNAL
4	TB/DEVE/E-Label	15	FRONT IF MONO	26	DCIS	37	CPU FAN
5	TONER SUP/RES	16	Fuser drive assembly IF	27	CCDM		
6	CTD/Registration assembly SENS	17	Laser scanner assembly MONO	28	Flow ADF		
7	PICKUP 1/2	18	HVPS MONO	29	HDD POWER		
8	FEED/Registration assembly MOT	19	USB HOST 1/2	30	HDD SIGNAL		
9	SIDE	20	USB DEVICE	31	SIDE FAN		
10	dual cassette feeder (DCF) IF	21	NETWORK	32	MSOK		
11	FINISHER	22	EFI POWER	33	SD CARD		

Information

- Part Number:
- Part Name: PBA-MAIN

NOTE: This main board is for all models of the HP LaserJet MFP E82540, E82550, E82560.

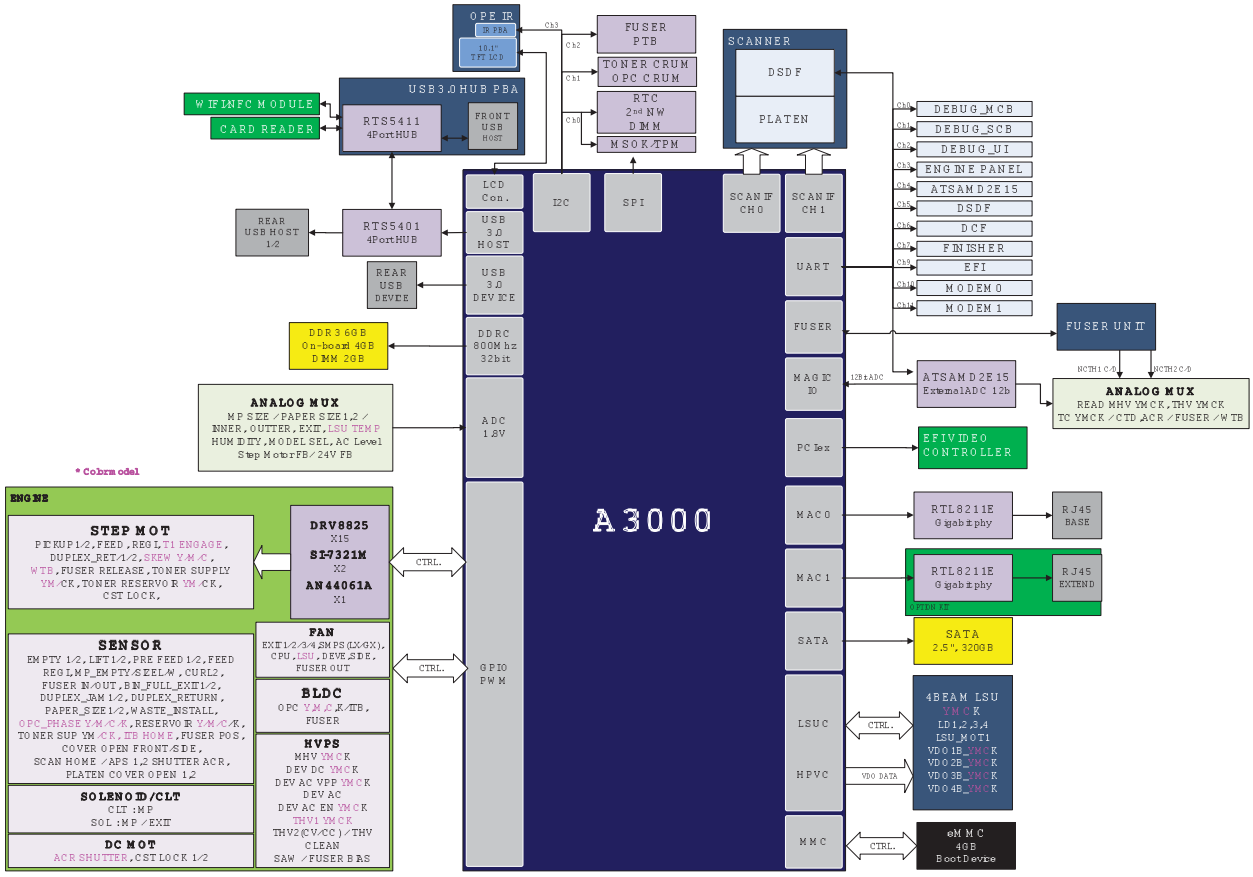
Main controller

The main controller consists of the main processor (A3000), memory (DDR3 6 GB), eMMC (4 GB)1 G Ethernet PHY, USB 3.0 HUB, and Micom (Power/Fuser control). It can control Video/UI/FAX signal interface connection, motor driving IC, engine signal interface connection, and power interface.

The main processor (Quad Core 1.5 GHz CPU) controls video, engine, UI display, and communicates with the various devices. The HDD is connected to the main controller by a SATA cable and connected to the other device (such as ADF, dual cassette feeder (DCF), Finisher, and Modem) by UART.

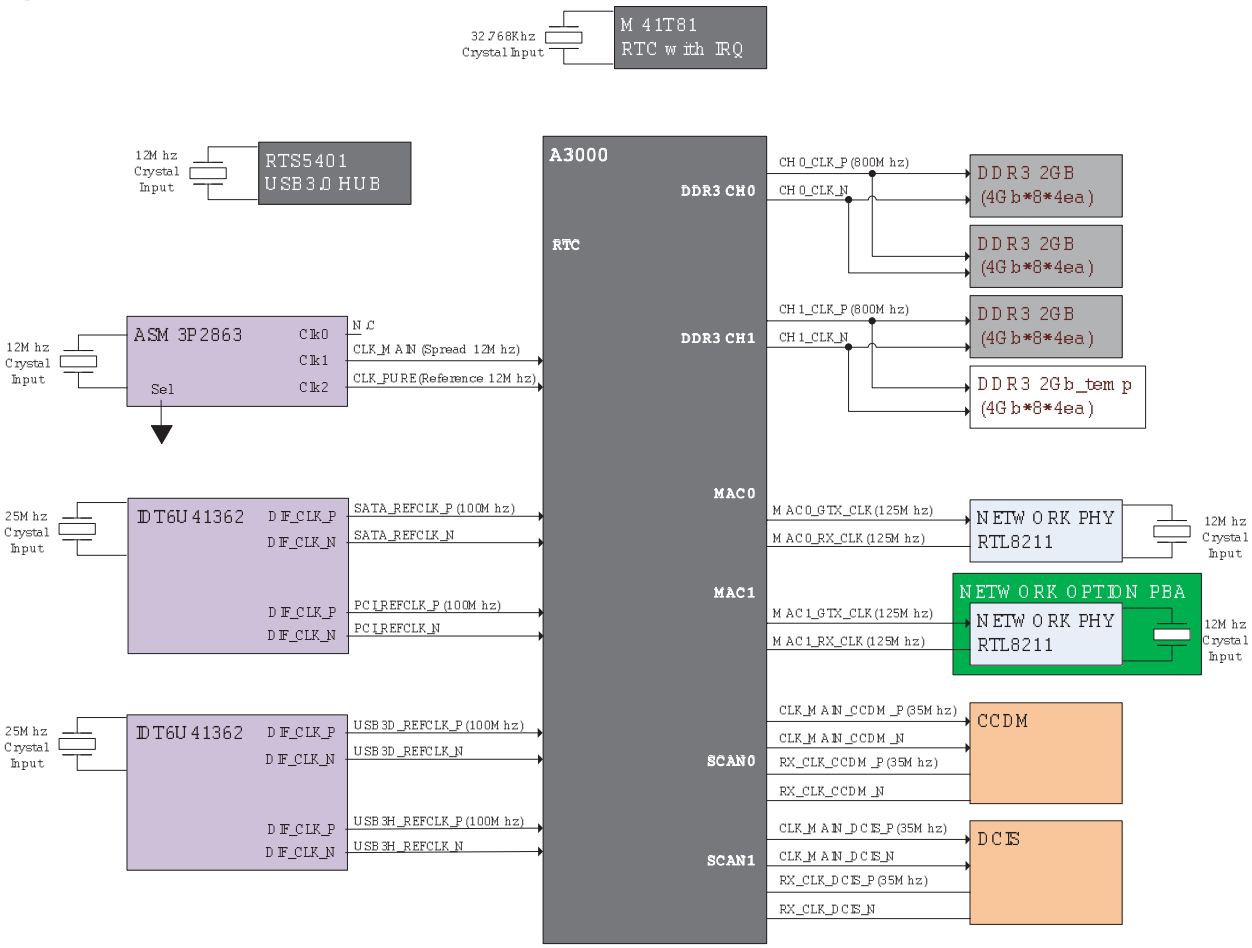
Main controller block diagram

Figure 1-71 Block diagram



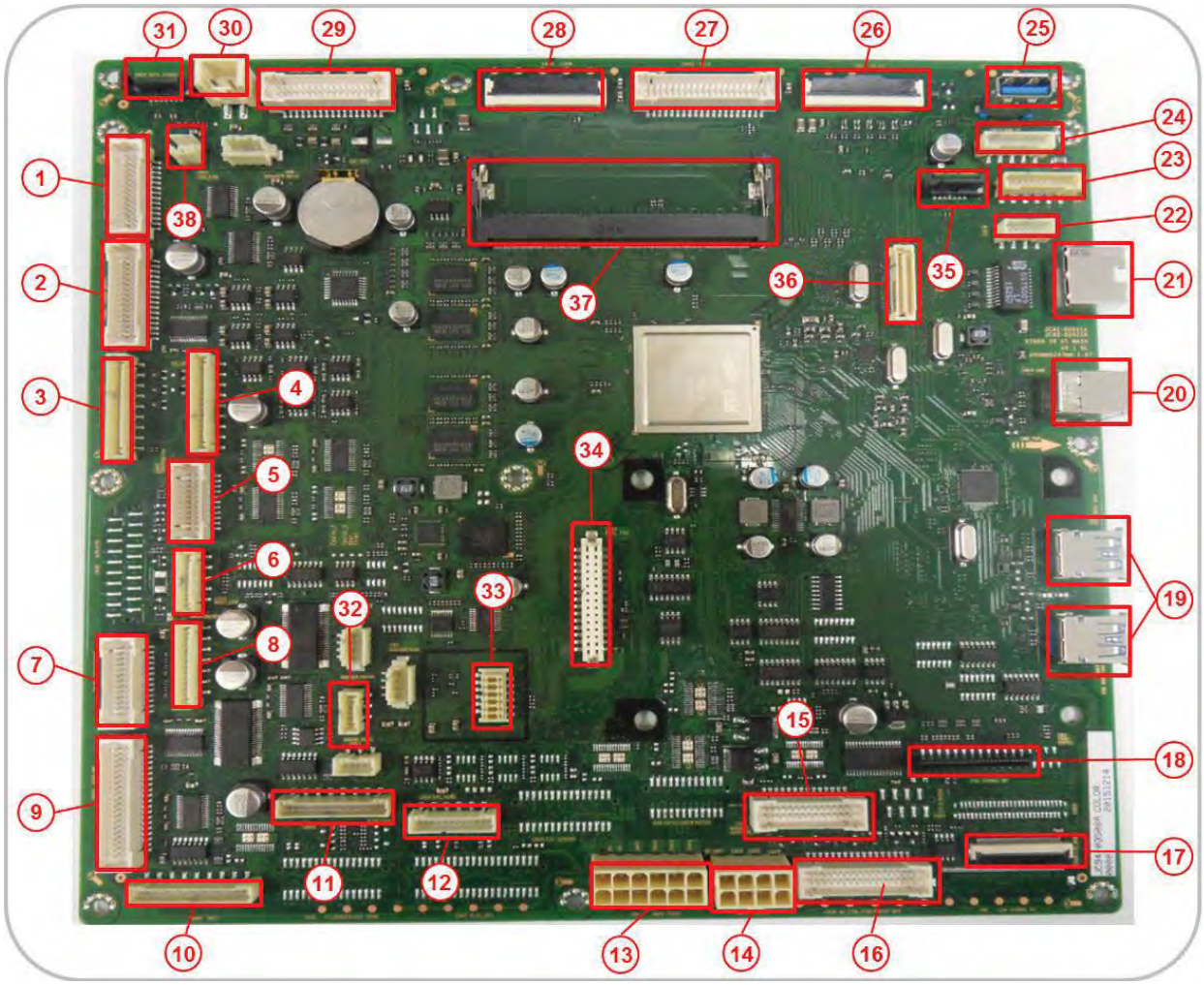
Main controller clock diagram

Figure 1-72 Clock diagram



Main controller connection information

Figure 1-73 Connection information



1	OUTPUT	12	OPC BLDC MONO	23	FIH JOINT	34	FAX JOINT
2	FUSER DRIVE	13	LVPS TYPE5	24	HUB IF	35	2ND NETWORK
3	FUSER DRAWER	14	LVPS TYPE3R	25	USB HOST/HUB	36	EFI SIGNAL
4	TB/DEVE/E-Label	15	FRONT IF MONO	26	UI IF	37	DRR3 DIMM
5	TONER SUP_/RES	16	Fuser drive assembly IF	27	DCIS	38	CPU FAN
6	CTD/Registration assembly SENS	17	Laser scanner assembly MONO	28	CCDM		
7	PICKUP 1/2	18	HVPS MONO	29	Flow ADF		
8	FEED/Registration assembly MOT	19	USB HOST 1/2	30	HDD POWER		
9	SIDE	20	USB DEVICE	31	HDD SIGNAL		
10	dual cassette feeder (DCF) IF	21	NETWORK	32	SIDE FAN		
11	FINISHER	22	EFI POWER	33	MSOK		

Information

- Part Number: JC92-02959A
- Part Name: PBA-MAIN

NOTE: This main board is for all HP LaserJet MFP E82540, E82550, E82560 models.

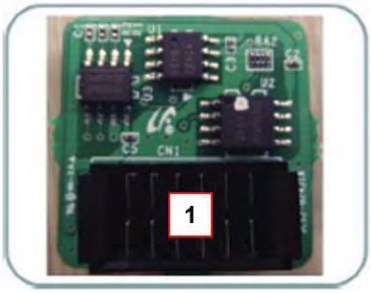
Master system operation key (MSOK)

MSOK PCA is used to store all system information and consists of serial flash memory, an EEPROM, and a X-E-Label. The flash memory (4 MB), EEPROM (256 KB) and X-E-Label are used for all system operations such as system parameter, device status, tech information, and service information.

NOTE: When a main board needs to be exchanged, reinstall the MSOK PCA to the new main board to retain the system information.

IMPORTANT: Do not lose or damage the MSOK chip. It must be installed on the replacement main board in the same orientation as when it was removed in order for the printer to function.

Figure 1-74 MSOK



1	Main PCA I/F connector

Formatter cabling

Figure 1-75 Formatter cabling

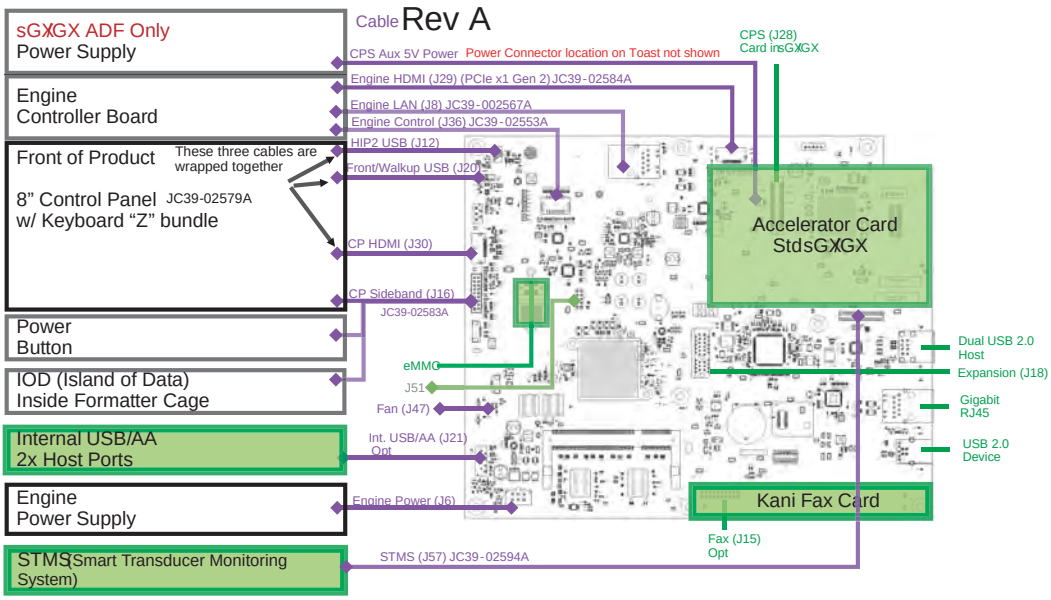


Figure 1-76 Formatter cabling

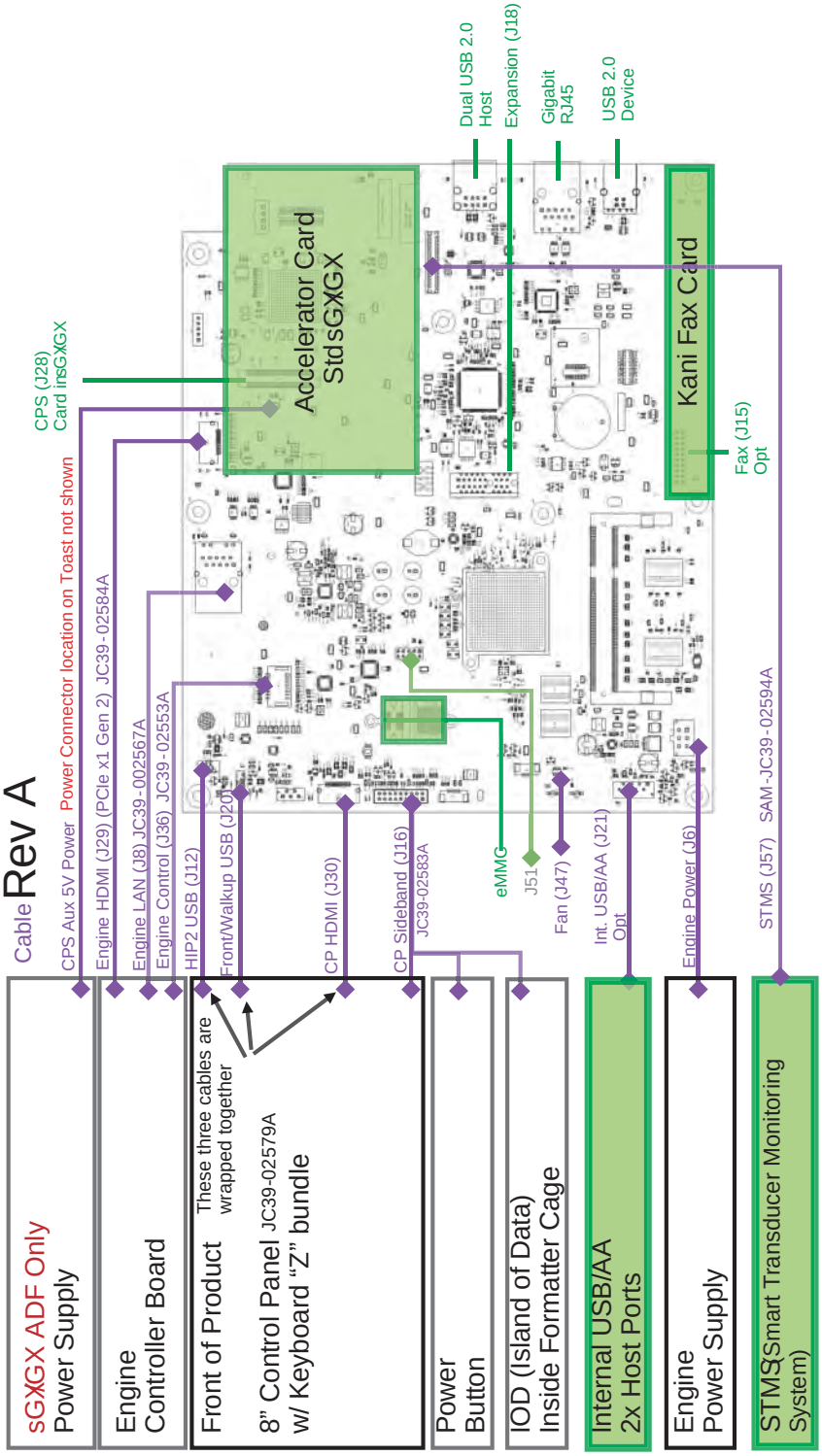


Table 1-39 Formatter cabling

Cable	Jxx	From	To	Purpose
Formatter cabling	NA	LVPS	Accelerator	Power for accelerator
Engine HDMI	J29	Main board	Formatter	High speed print data (JC39-02584A)

Table 1-39 Formatter cabling (continued)

Cable	Jxx	From	To	Purpose
Engine LAN	J8	Main board	Formatter	High speed print data (JC39-02584A)
Engine control	J36	Main board	Formatter	Low level engine control (JC39-02553A)
HIP2 USB	J12	Formatter	HIP	USB for HIP
Front walk-up USB	J20	Formatter	Front of printer	USB for walk up
CP HDMI	J30	Formatter	CP	Data to CP
CP side band	J16	Formatter	CP	Power, reset, wake lines, display power, keyboard (JC39-02583A)
Power button	J16	Formatter	Power button	Power ON/OFF
IOD	J16	Formatter	IOD	Data to/from Island of Data
Internal USB/AA	J21	Formatter	Accessory	Accessory
Engine power	J6	LVPS	Formatter	5V supply to formatter

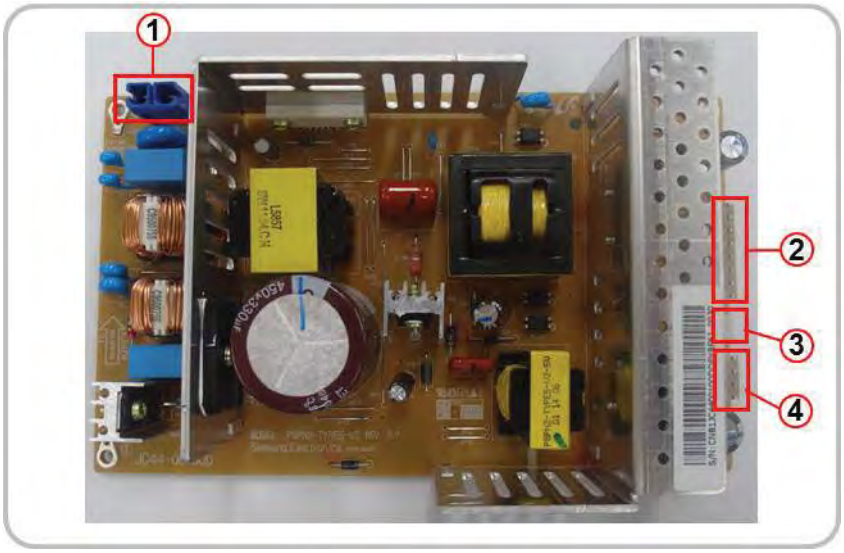
[1] These cables are bundled together.

Low voltage power supply (LVPS) PCA (Type 5H)

NOTE: Some models have three LVPS boards. (Type5 x 1 each, Type4 x 2 each)

The low voltage power supply (LVPS) board supplies electric power to the main board and other boards. The voltage provided includes +5 V, and +24 V from a 110 V/220 V power input. It has safety protection modes for over current and overload.

Figure 1-77 LVPS PCA (Type 5H)



1	INPUT_AC
2	OUTPUT_DC +24 V 1/2/3/4 (to Main PCA)
3	24 V on/off
4	OUTPUT_DC +5 V 1/2 (to Main PCA)

Specification

- General input/output voltage
  - AC 110 V (110 V — 127 V)
  - AC 220 V (220 V — 240 V)
  - Input current: 8.0 A (110 V)/5.0 A (220 V)
  - Output power: 275 W
    - DC 5 V: 35 W
    - DC 24 V: 240 W

Information

	110 V	220 V
Part number	JC44-00249A	JC44-00250A
Part name	LVPS 110V Type 5H	LVPS 220V Type 5H

Input/output connector

- AC input connector (CN1)

PIN assign	PIN name	Description
1	AC_L	AC input
2	AC_N	

- DC output connector (CN2)

PIN assign	PIN name	Description
1	+5V1	Power
2	GND	5 V ground
3	+5V2	Power
4	GND	5 V ground

- DC output connector (CN3)

PIN assign	PIN name	Description
1	+24V1	Power
2	GND	24 V ground
3	+24V2	Power
4	GND	24 V ground
5	+24V3	Power
6	GND	24 V ground
7	+24V4	Power
8	GND	24 V ground

- Signal Connector (CN4)

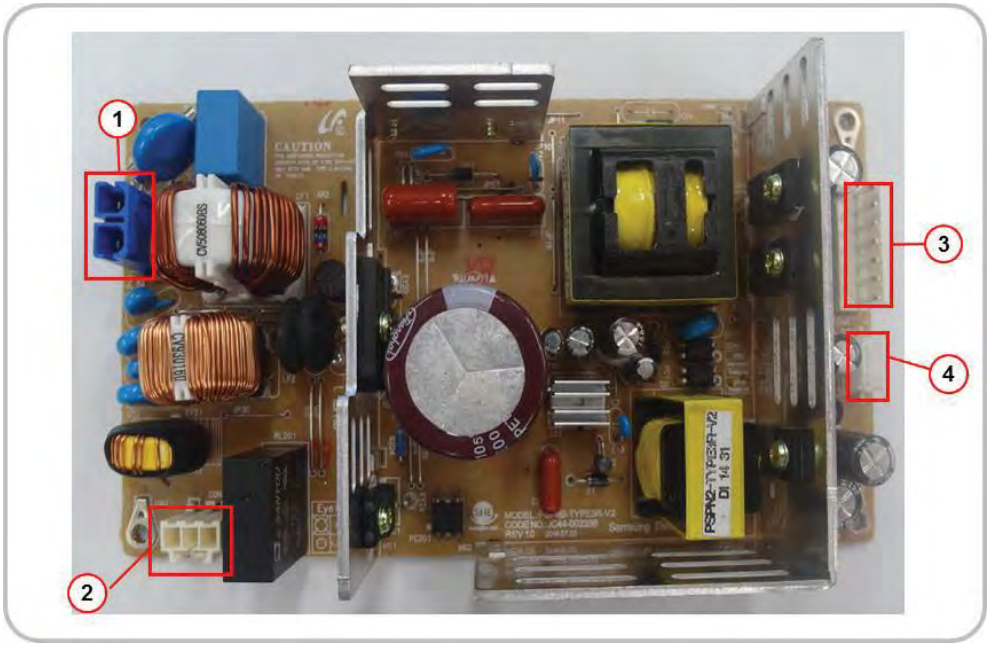
PIN assign	PIN name	Description
1	GND	Active Low
2	24 V On/Off	
3	GND	

Low voltage power supply (LVPS) PCA (Type 3R) for GX/sGX only

NOTE: Some models have three LVPS boards. (Type5 x 1 each, Type4 x 1 each, Type3 x 1 each)

The low voltage power supply (LVPS) board supplies electric power to the main board and other boards. The voltage provided includes +5 V, and +24 V from a 110 V/220 V power input. It has safety protection modes for over current and overload.

Figure 1-78 LVPS PCA (Type 3R)



1	INPUT_AC Power (CON1)
2	Fuser AC Power (CON2)
3	OUTPUT_DC +24 V 1/2/3 and +5V1 (CON3)
4	Signal_24 V on/off, Relay on, Fuser on (CON4)

Specification

- General input/output voltage
  - AC 110 V (110 V — 127 V)
  - AC 220 V (220 V — 240 V)
  - Input current: 10.0 A (110 V)/8.0 A (220 V)
  - Output power: 164 W
    - DC 5 V: 20 W
    - DC 24 V: 144 W

Information

	110 V	220 V
Part number	JC44-00222E	JC39-01202A
Part name	LVPS 110V Type 3R	LVPS 220V Type 3R

Input/output connector

- AC input connector (CN1)

PIN assign	PIN name	Description
1	AC_L	AC input
2	AC_N	

- Fuser AC Power Connector (CN2)

PIN assign	PIN name	Description
1	AC_L	AC input for fuser
2	AC_N	

- DC output connector (CN3)

PIN assign	PIN name	Description
1	+5V1	DC 5 V
2	GND	Ground
3	+24V1	DC 24 V
4	GND	Ground
5	+24V2	DC 24 V
6	GND	Ground
7	+24V3	DC 24 V

- Signal Connector (CN4)

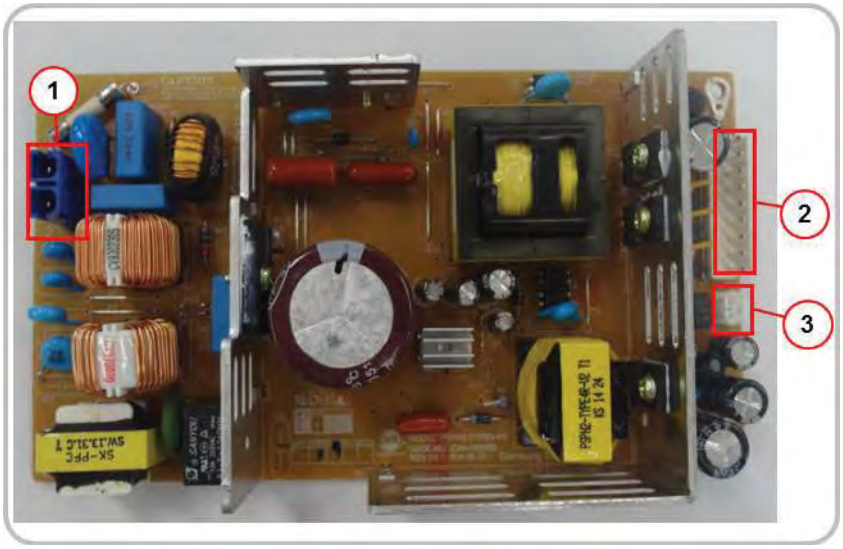
PIN assign	PIN name	Description
1	GND	Ground
2	24 V On/Off	Active Low
3	Relay on	Active High
4	24 V	Bias for photo triac, relay
5	Fuser on	Active High

Low voltage power supply (LVPS) PCA (Type 4)

NOTE: Some models have three LVPS boards. (Type5 x 1 each, Type4 x 2 each)

The low voltage power supply (LVPS) board supplies electric power to the main board and other boards. The voltage provided includes +5 V, and +24 V from a 110 V/220 V power input. It has safety protection modes for over current and overload.

Figure 1-79 LVPS PCA (Type 4)



1	INPUT_AC
2	OUTPUT_DC +24 V1/2/3 and DC +5 V 1/2 (to Main PCA)
3	24 V on/off

Specification

- General input/output voltage
  - AC 110 V (110 V — 127 V)
  - AC 220 V (220 V — 240 V)
  - Input current: 6.3 A (110 V)/5 A (220 V)
  - Output power: 205 W
    - DC 5 V: 25 W
    - DC 24 V: 180 W

Information

	110 V	220 V
Part number	JC44-00091D	JC44-00092D
Part name	LVPS 110V Type 4	LVPS 220V Type 4

Input/output connector

- AC input connector (CN1)

PIN assign	PIN name	Description
1	AC_L	AC input
2	AC_N	

- DC output connector (CN4)

PIN assign	PIN name	Description
1	+5V1	Power
2	GND	5 V ground
3	+5V2	Power
4	GND	5 V ground
5	+24V1	Power
6	GND	24 V ground
7	+24V2	Power
8	GND	24 V ground
9	+24V3	Power

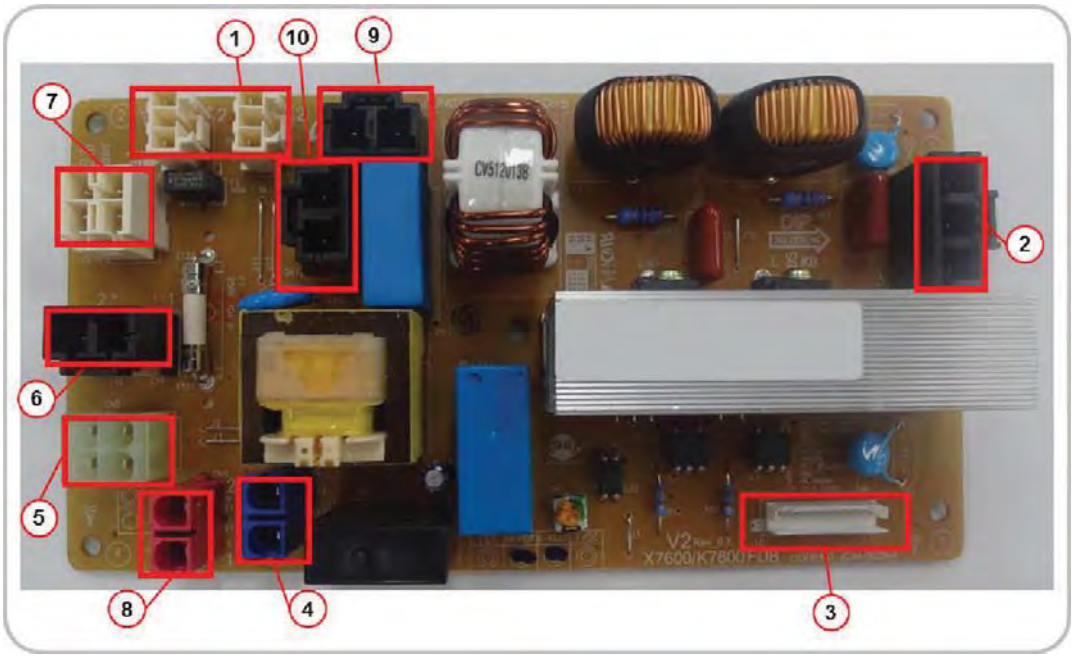
- Signal Connector (CN3)

PIN assign	PIN name	Description
1	GND	Active Low
2	24 V On/Off	
3	GND	

Fuser drive assembly

This board supplies voltage to the fuser AC, heater, and main board.

Figure 1-80 Fuser drive board



1	Option Heater
2	Fuser Lamp
3	Fuser drive assembly I/F
4	LVPS (Type 5H)
5	Main Switch
6	AC Inlet
7	Option Heater Switch
8	LVPS (Type 4)
9/10	Reactor

Information

	110 V	220 V
Part number	JC44-00235B	JC44-00236B
Part name	Fuser Drive Board 110V	Fuser Drive Board 220V

High voltage power supply (HVPS) board

The HVPS generates five high-voltage channels including FUSER, SAW, DEV, AC/DC, THV+/-, and MHV.

Figure 1-81 HVPS PCA

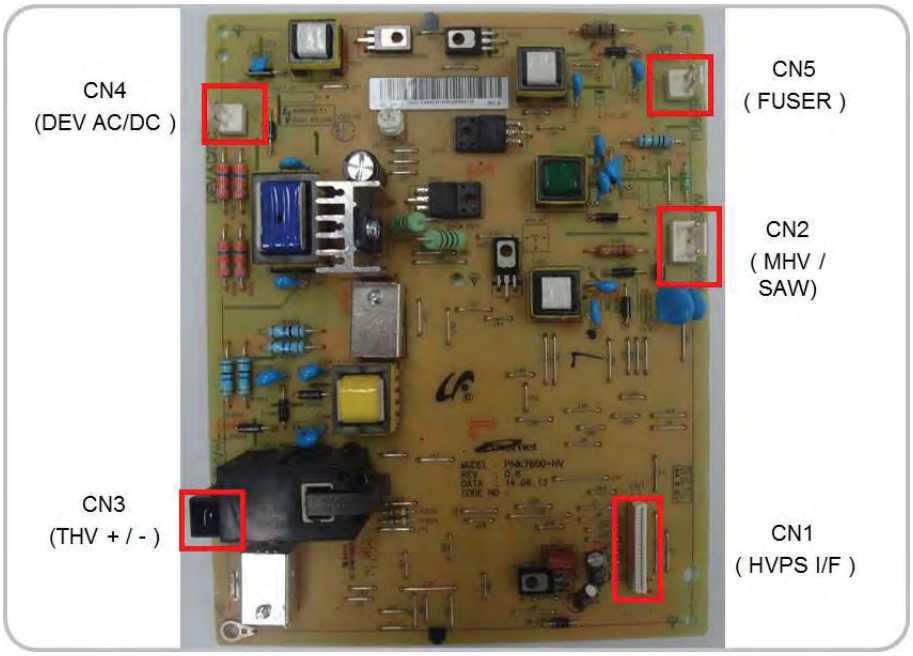


Table 1-44 HVPS PCA Connections

PIN assign	PIN name	Description
1	DETECT	
2	24 V	Input voltage
3	24 V	Input voltage
4	ADC_HVPS_24	Signal
5	24 V	Input voltage
6	GND	GND
7	GND	GND
8	3.3 V	Input voltage
9	GND	GND
10	OPEN	
11	READ_THV+_CV	Output voltage
12	PWM_THV+_CV	PWM signal
13	PWM_MHV	PWM signal
14	THV+_CV_SELECT	Input voltage
15	PWM_SAW	PWM signal
16	READ_THV	Output voltage
17	PWM_THV-	PWM signal
18	nEN_DEVE	nEN signal
19	PWM_FUSER_BIAS	PWM signal

Table 1-44 HVPS PCA Connections (continued)

PIN assign	PIN name	Description
20	PWM_DEV_DC	PWM signal
21	PWM_THV+_CC	PWM signal
22	PWM_DEV_Vpp	PWM signal
23	PWM_DEV_AC	PWM signal
24	DETECT	
	Connections	
CN2	MHV/SAW	Output voltage
CN3	THV +/-	Output voltage
CN4	DEV AC/DC	Output voltage
CN5	FUSER	Output voltage

Specification

- Input voltage: DC 24 V, 3.3 V
- Output voltage:
  - MHV: –1387 V
  - DEV DC: –603 V, AC: Vpp 960 V
  - THV+(CC/CV): 25.6 uA/2045 V, THV-: –1295 V
  - SAW: –990 V
  - FUSER: 400 V

Information

- JC44-00241B
- Part name: HVPS

Eraser PCA

The eraser PCA has one LED. The LED is used for erasing the negative charges on the surface of the drum after printing.

Figure 1-82 Eraser PCA

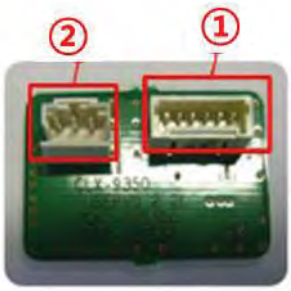
Information

- Part number:
- Part name: PCA-ERASER

Fuser PCA

The Fuser PCA includes a CRU memory for Fuser Unit Life Cycle counting. The Fuser PCA provides a connection interface for the pressure sensor.

Figure 1-83 Fuser PCA



1	Fuser EEPROM, Pressure Sensor I/F
2	Pressure Sensor (Not used)

Information

- Part number:
- Part name: PBA-FUSER

Waste Sensor PCA

The waste sensor PCA detects the waste toner level inside the toner collection unit.

Figure 1-84 Waste sensor PCA

Information

- Part number:
- Part name: WASTE SENSOR RX

Paper Size sensor PCA

The paper size sensor PCA is used for detecting the size of the paper in the tray.

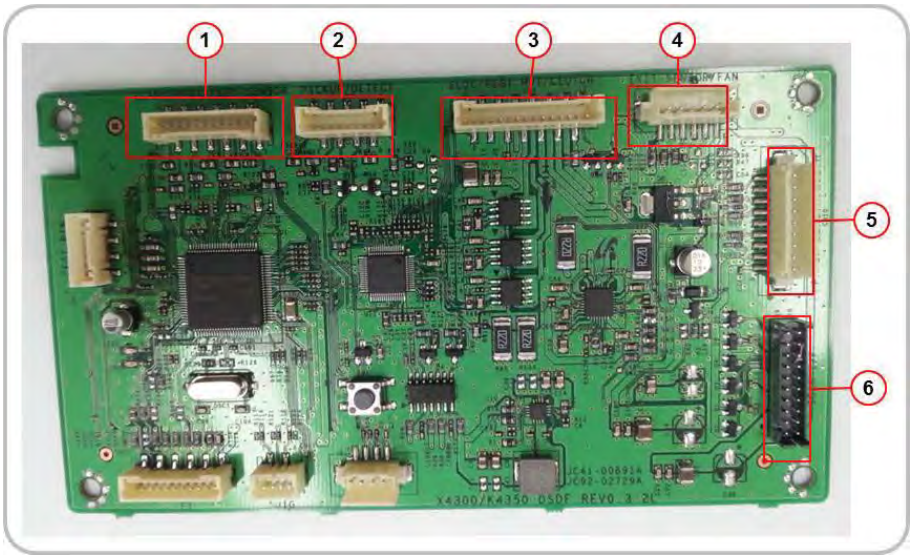
Figure 1-85 Paper size sensor PCA

Flow ADF PCA

The flow ADF-PCA uses the R5F562TAEDFP (100 MHz Main Clock) for controlling the flow ADF unit and interfaces with the main board through UART.

The flow ADF-PCA has three motor driver ICs to control the BLDC/step motor and controls one BLDC motor, two step motors, one clutch, one fan, and 11 sensors.

Figure 1-86 Flow ADF PCA



1	Scan Position 1/2, Registration, Feed Sensor
2	Pickup, Paper Detect, Cover Open Sensor
3	BLDC Motor, Registration Motor, Pickup Clutch
4	Output Sensor, Fan
5	Paper Length 1/2, Width Sensor
6	Scan Joint PCA

Information

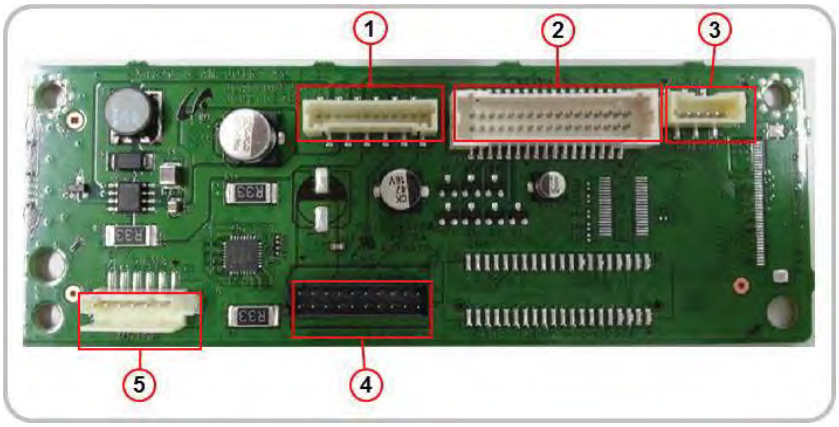
- Part number: JC92-02964A
- Part name: Flow PCA - ADF HIC (GX only)
- Part number: JC92-02964B
- Part name: Flow ADF-PCA (sGX)
- Part number: JC92-02962A
- Part name: LX (du models) ADF PCA

Scan joint PCA

The scan joint PCA has a Bipolar Step Motor driving IC and interfaces with the WLED, APS sensor (1, 2), cover open sensor (1, 2), home position sensor, and main board.

The scan joint PCA also functions as the relay board to interface with the ADF I/F and power board.

Figure 1-87 Scan joint PCA



1	WLED IF PCA
2	MAIN PCA
3	Cover Open 2, Home Sensor
4	ADF/flow ADF PCA
5	Image Scanner Motor

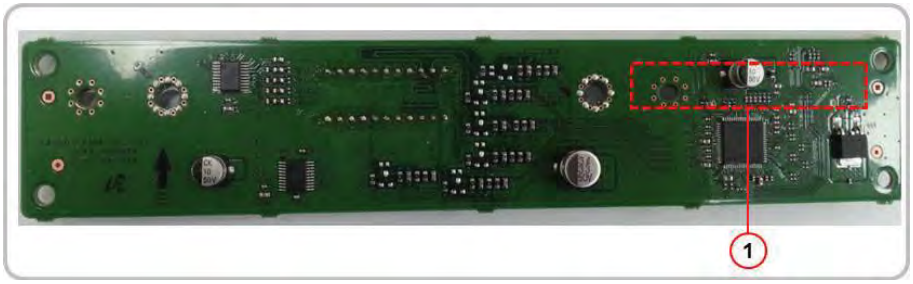
Information

- Part number: JC92-02781A
- Part name: PCA-SCAN JOINT

CCDM PCA

The CCDM PCA is used in the scanner unit and converts the reflected light from an original document to electrical signals. The reflected light from an original document is converted to three-color analog signals: red, green, and blue. The ADC converts each analog signal to digital. For a high speed data transmission, the digital data signal is converted to a LVDS format with serialization. The CCDM PCA includes the CCD, ADC, Logic IC, and so on.

Figure 1-88 CCDM PCA



1	MAIN PCA

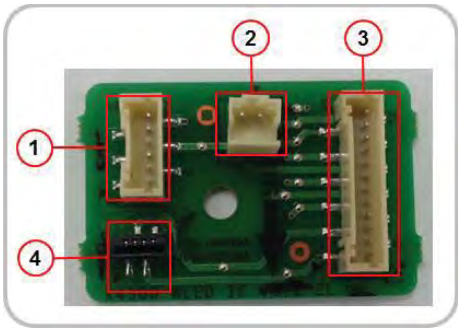
Information

- Part number:
- Part name: PBA-CCDM

WLED IF PCA

The WLED IF PCA interfaces with the WLED and sensors inside the Image Scanner unit.

Figure 1-89 WLED IF PCA



1	APS1, APS2 Sensor
2	Cover Open1 Sensor
3	SCAN JOINT PCA
4	WLED PCA

Information

- Part number:
- Part name: PBA-WLED IF

WLED PCA

The WLED PCA consists of two WLEDs used as scanner light.

Figure 1-90 WLED PCA

1	WLED PCA

Information

- Part number:
- Part name: PBA-WLED

Dual cassette feeder (DCF)

Paper feeding system (rollers and functions)

Figure 1-91 Paper feeding system

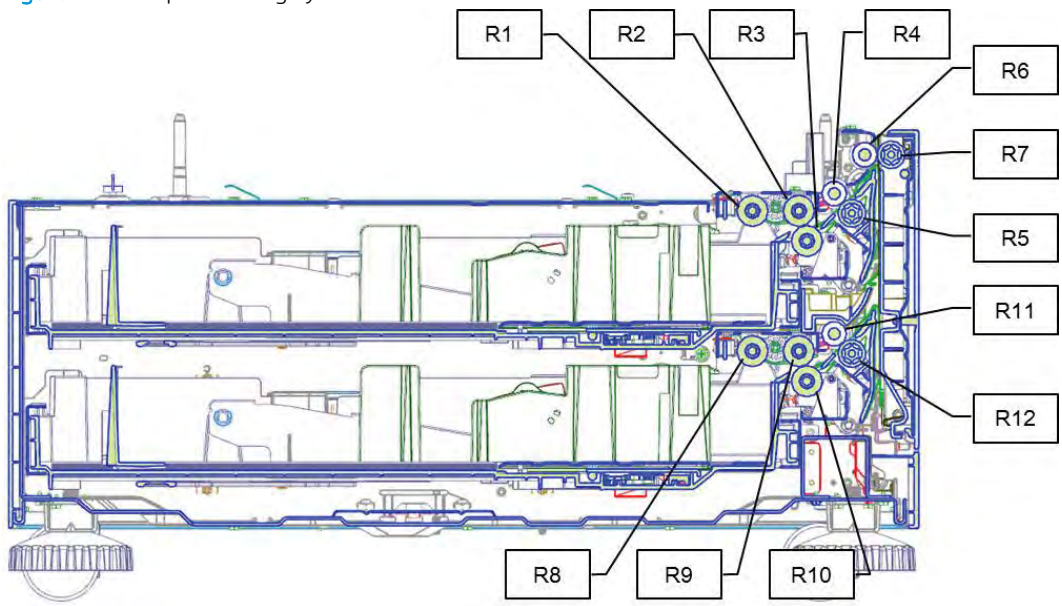
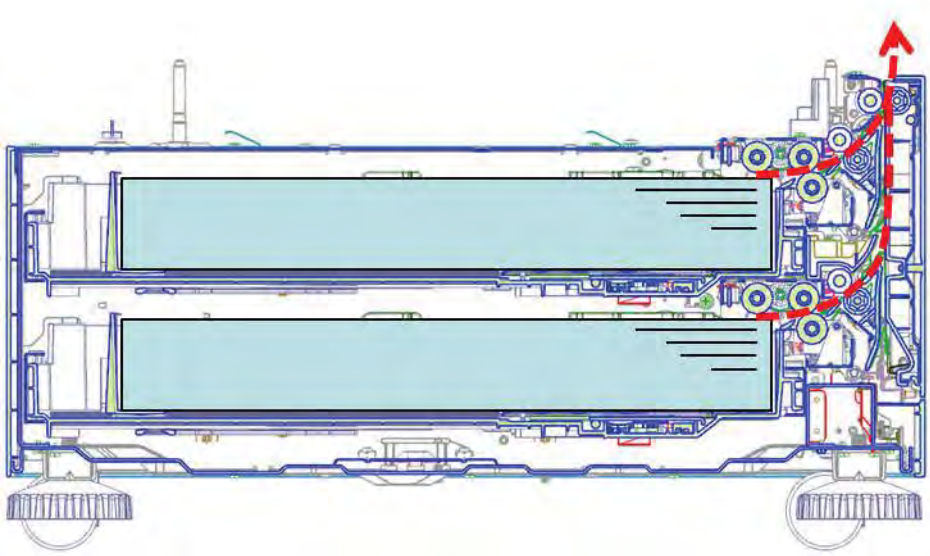


Table 1-51 DCF paper feeding system

Tray number	Roller number	Roller name	Function
4	R1	Pickup roller	Transports paper from the paper stack.
4	R2	Feed roller	Transports one sheet of paper to the prefeed roller.
4	R3	Reverse (separation) roller	Makes sure paper is moved one at a time.
4	R4	Prefeed roller	Transports paper to the feed roller.
4	R5	Idle roller	Makes paper transportation smooth.
4/5	R6	Feed roller	Transports one sheet of paper to the basic machine.
4/5	R7	Idle roller	Makes paper transportation smooth.
5	R8	Pickup roller	Transports paper from the paper stack.
5	R9	Feed roller	Transports one sheet of paper to the prefeed roller.
5	R10	Reverse (separation) roller	Makes sure paper is moved one at a time.
5	R11	Prefeed roller	Transports paper to the feed roller.
5	R12	Idle roller	Makes paper transportation smooth.

Paper path

Figure 1-92 Paper path



Electrical parts locations, descriptions, and functions

Figure 1-93 Electric parts locations, descriptions, and functions

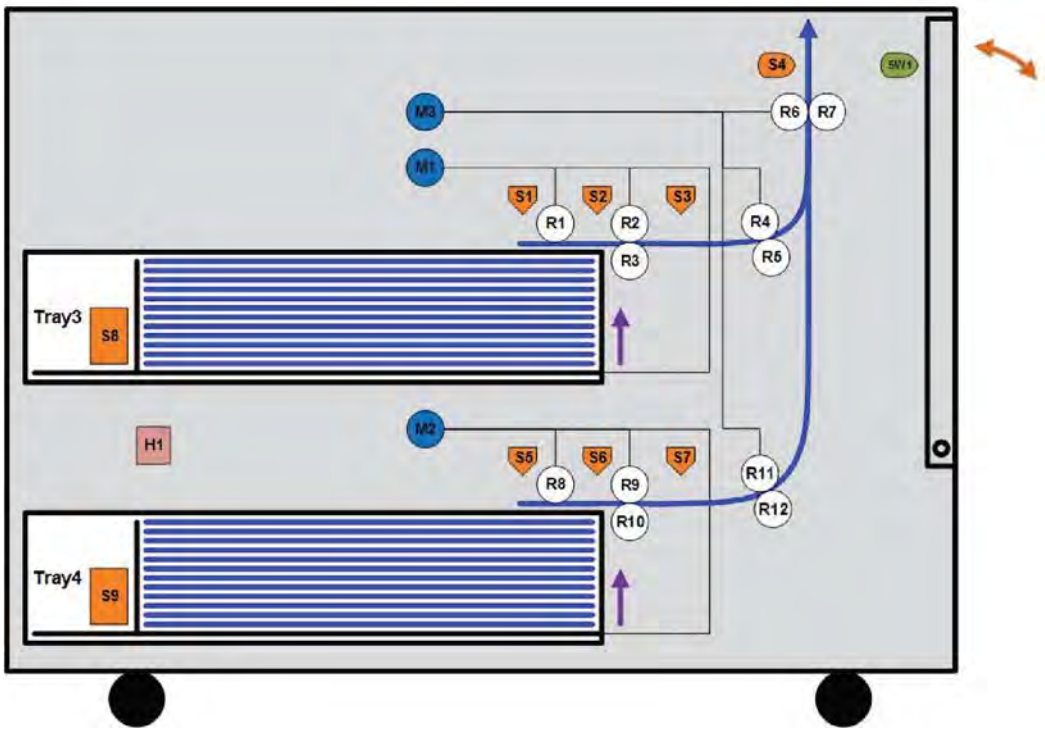


Table 1-52 DCF electric parts locations, descriptions, and functions

Tray number	Callouts	Description	Function
4	S1	Pickup no paper sensor	Detects paper empty in Tray 3.
4	S2	Pickup level sensor	Detects upper limit of lifting-up of Tray 3.
4	S3	Prefeed sensor	Detects paper between R2-R3 and R4-5.
4/5	S4	Path sensor	Detects paper passing through R6-R7.
5	S5	Pickup no paper sensor	Detects paper empty in Tray 4.
5	S6	Pickup level sensor	Detects upper limit of lifting-up of Tray 4.
5	S7	Prefeed sensor	Detects paper between R9-R10 and R11-12.
4	S8	Paper size sensor	Detects tray insertion and paper size in Tray 3.
5	S9	Paper size sensor	Detects tray insertion and paper size in Tray 4.
4/5	SW1	Side door open switch	Detects opening of right cover.
4	M1	Tray 3 pickup motor	
5	M2	Tray 4 pickup motor	
4/5	M3	Tray feed motor	

PCA connection

Figure 1-94 PCA connection and DCF

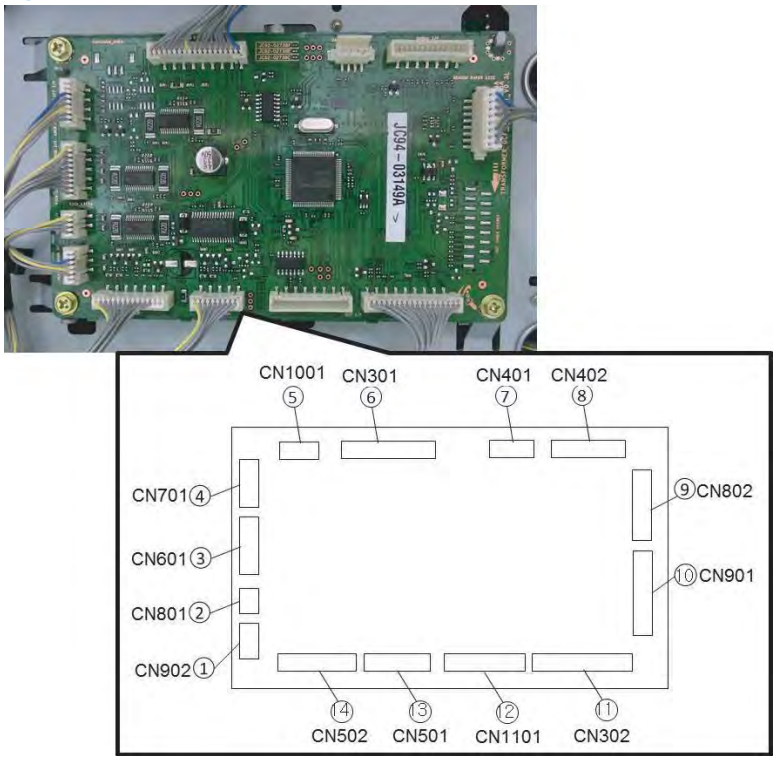


Table 1-53 DCF PCA connection

Connector number	Item number	Connection
CN902	1	DC MOTOR I/F
CN801	2	PICK/LIFT4 MOTOR I/F
CN601	3	PICK/LIFT3 & FEED MOTOR I/F
CN701	4	LOCKMOT/MOT LIFT/LCT HOME I/F
CN1001	5	TOPCOVER/OPEN INTERLOCK
CN301	6	MAIN I/F
CN401	7	UART DEBUG I/F
CN402	8	E1 JTAG DEBUG I/F
CN802	9	SENSOR PAPER SIZE
CN901	10	HCI INNER DRAWER
CN302	11	SUB I/F
CN1101	12	BBP I/F
CN501	13	T4 SENSOR
CN502	14	T3 SENSOR

High capacity input tray (HCI)

Paper feeding system (rollers and functions)

Figure 1-95 Paper feeding system

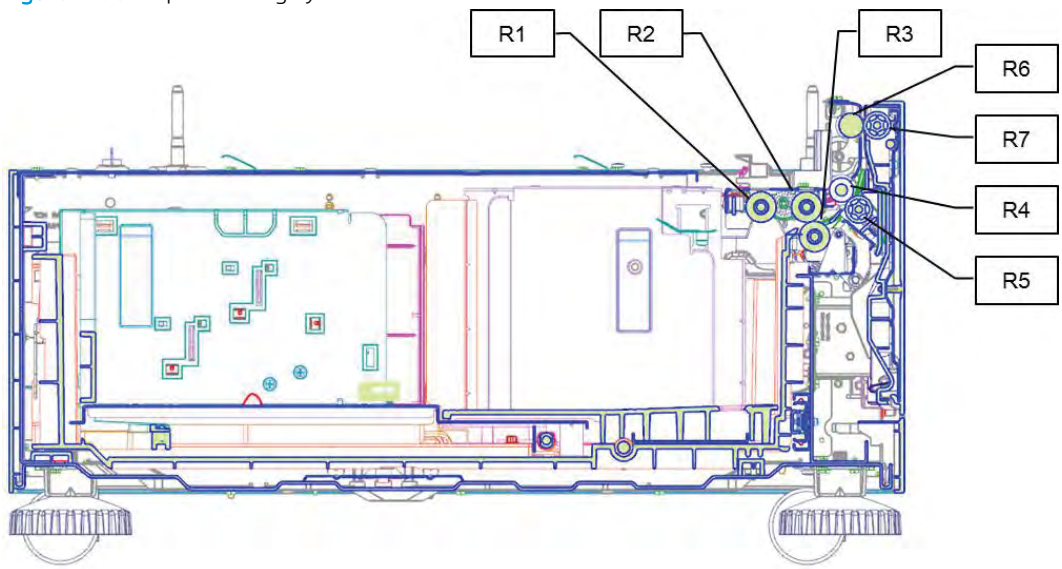
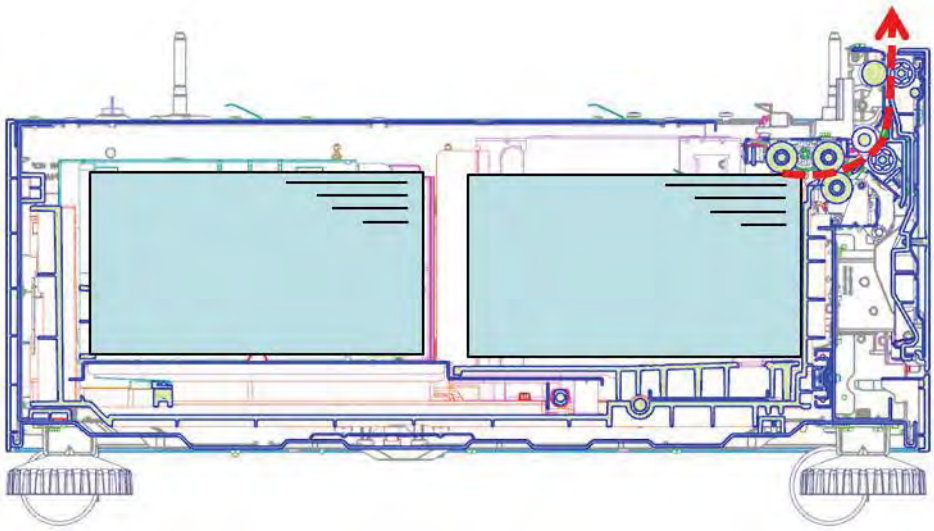


Table 1-54 HCI paper feeding system

Tray number	Roller number	Roller name	Function
4	R1	Pickup roller	Transports paper from the paper stack.
4	R2	Feed roller	Transports one sheet of paper to the prefeed roller.
4	R3	Reverse (separation) roller	Makes sure paper is moved one at a time.
4	R4	Prefeed roller	Transports paper to the feed roller.
4	R5	Idle roller	Makes paper transportation smooth.
4	R6	Feed roller	Transports one sheet of paper to the basic machine.
4	R7	Idle roller	Makes paper transportation smooth.

Paper path

Figure 1-96 HCI paper path



Electrical parts locations, descriptions, and functions

Figure 1-97 Electric parts locations, descriptions, and functions

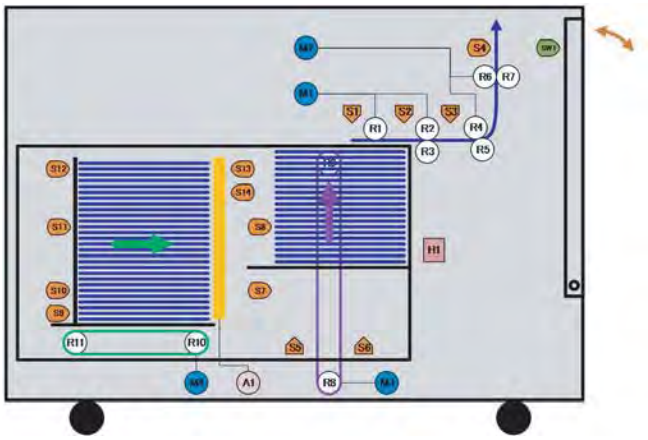


Table 1-55 HCI electric parts locations, descriptions, and functions

Tray number	Callouts	Description	Function
3/4	S1	Pickup no paper sensor	Detects paper empty in main tray.
3/4	S2	Pickup level sensor	Detects upper limit of lifting up of main tray.
3/4	S3	Prefeed sensor	Detects paper between R2-R3 and R4-5.
3/4	S4	Path sensor	Detects paper passing through R6-R7.
3/4	S5	Tray insertion sensor	Detects tray insertion.
3/4	S6	Knockup home sensor	Detects home position of knock-plate.
3/4	S7	Main tray level sensor 1	Detects paper residual paper quantity in main tray.
3/4	S8	Main tray level sensor 2	Detects paper residual paper quantity in main tray.
3/4	S9	Shift tray no paper sensor	Detects paper empty in sub tray.
3/4	S10	Shift tray level sensor 1	Detects paper residual quantity in sub tray.
3/4	S11	Shift tray level sensor 2	Detects paper residual quantity in sub tray.
3/4	S12	Shift plate home sensor	Detects home position of shift plate.
3/4	S13	Shift plate end sensor	Detects end position of shift plate.
3/4	S14	Solenoid home sensor	Detects home position of solenoid.
3/4	SW1	Side door open switch	Detects opening of solenoid.
3	M1	Tray pickup motor	
3	M2	Tray feed motor	
3	M3	Tray lift up motor	
3	M4	Paper shift motor	
3	A1	Solenoid	

PCA connection

Figure 1-98 HCI PCA connection

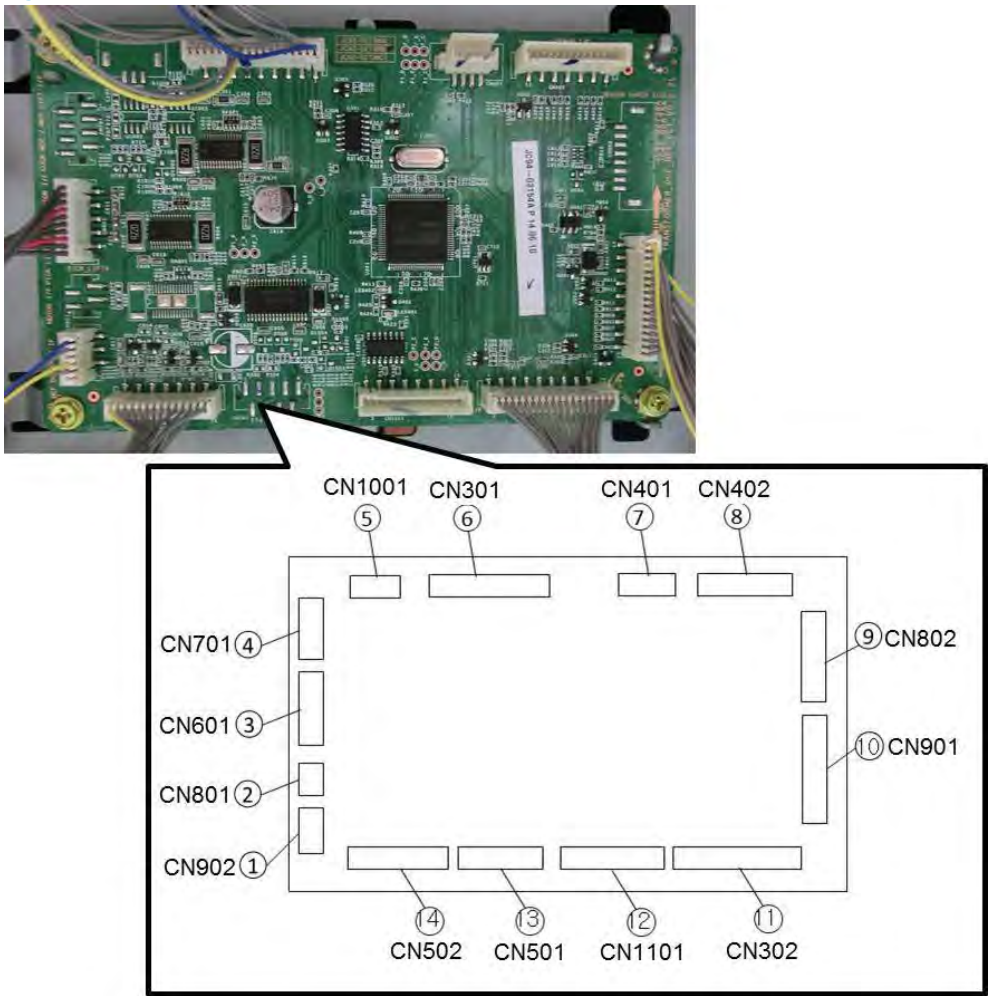


Table 1-56 HCI PCA connection

Connector number	Item number	Connection
CN902	1	DC MOTOR I/F
CN601	3	PICK/LIFT3 & FEED MOTOR I/F
CN301	6	MAIN I/F
CN401	7	UART DEBUG I/F
CN402	8	E1 JTAG DEBUG I/F
CN901	10	HCI INNER DRAWER
CN302	11	SUB I/F
CN1101	12	BBP I/F
CN502	14	T3 SENSOR

Side high capacity input tray (sHCI)

Paper feeding system (rollers and functions)

Figure 1-99 Paper feeding system

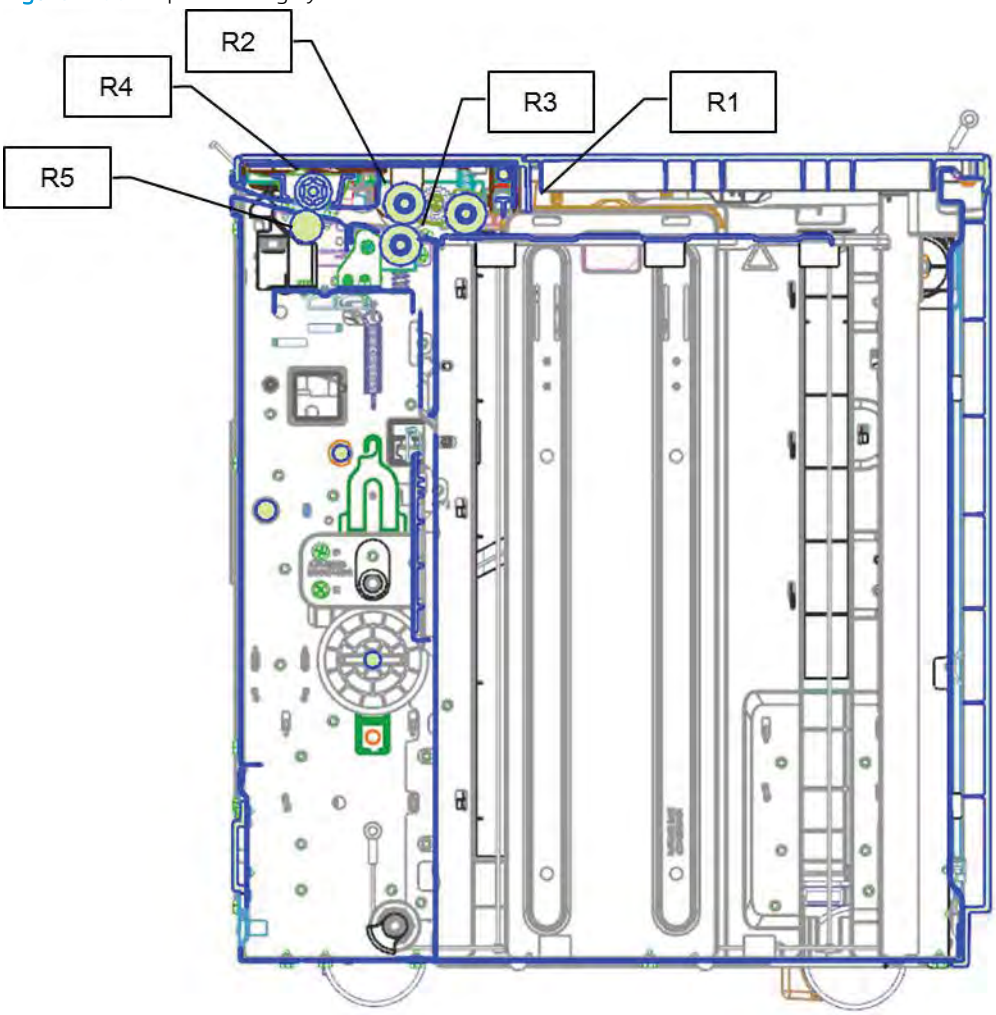
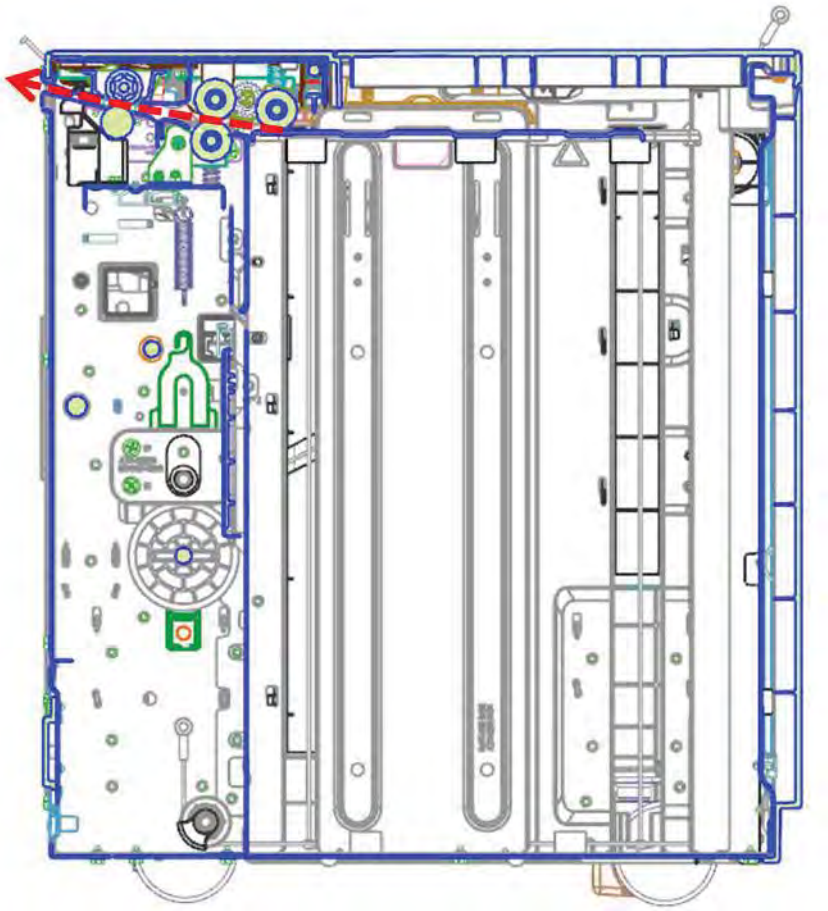


Table 1-57 sHCI paper feeding system

Roller number	Roller name	Function
R1	Pickup roller	Transports paper from the paper stack.
R2	Feed roller	Transports one sheet of paper to the prefeed roller.
R3	Reverse (separation) roller	Makes sure paper is moved one at a time.
R4	Idle roller	Transports paper to the feed roller.
R5	Feed roller	Makes paper transportation smooth.

Paper path

Figure 1-100 sHCI paper path



Electrical parts locations, descriptions, and functions

Figure 1-101 sHCI electric parts locations, descriptions, and functions

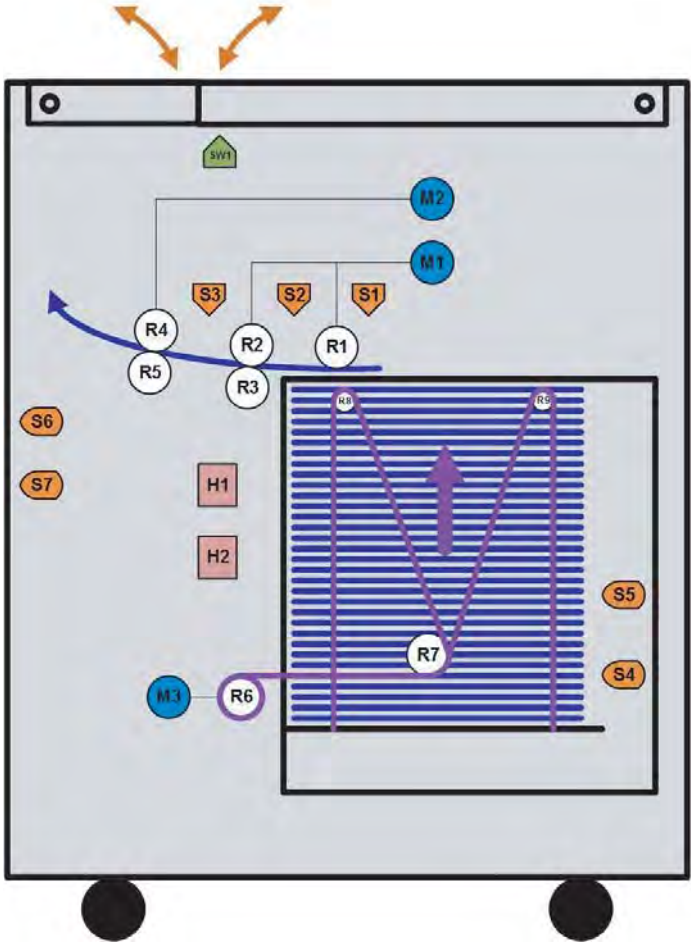


Table 1-58 sHCI electric parts locations, descriptions, and functions

Callouts	Description	Function
S1	Pickup no paper sensor	Detects paper empty in tray.
S2	Pickup level sensor	Detects upper limit of lifting up of main tray.
S3	Prefeed sensor	Detects paper between R2-R3 and R4-5.
S4	Paper level sensor 1	Detects paper residual paper quantity in tray.
S5	Paper level sensor 2	Detects paper residual paper quantity in tray.
S6	Install sensor 1	Detects installation of SL-sHCI501S to the basic machine.
S7	Install sensor 2	Detects installation of SL-sHCI501S to the basic machine.
SW1	Top door open switch	Detects opening of the top door.
M1	Tray pickup motor	Drives the pickup roller.
M2	Tray feed motor	Drives the feed roller
M3	Tray lift up motor	Lifts up the tray.

PCA connection

Figure 1-102 sHCI PCA connection

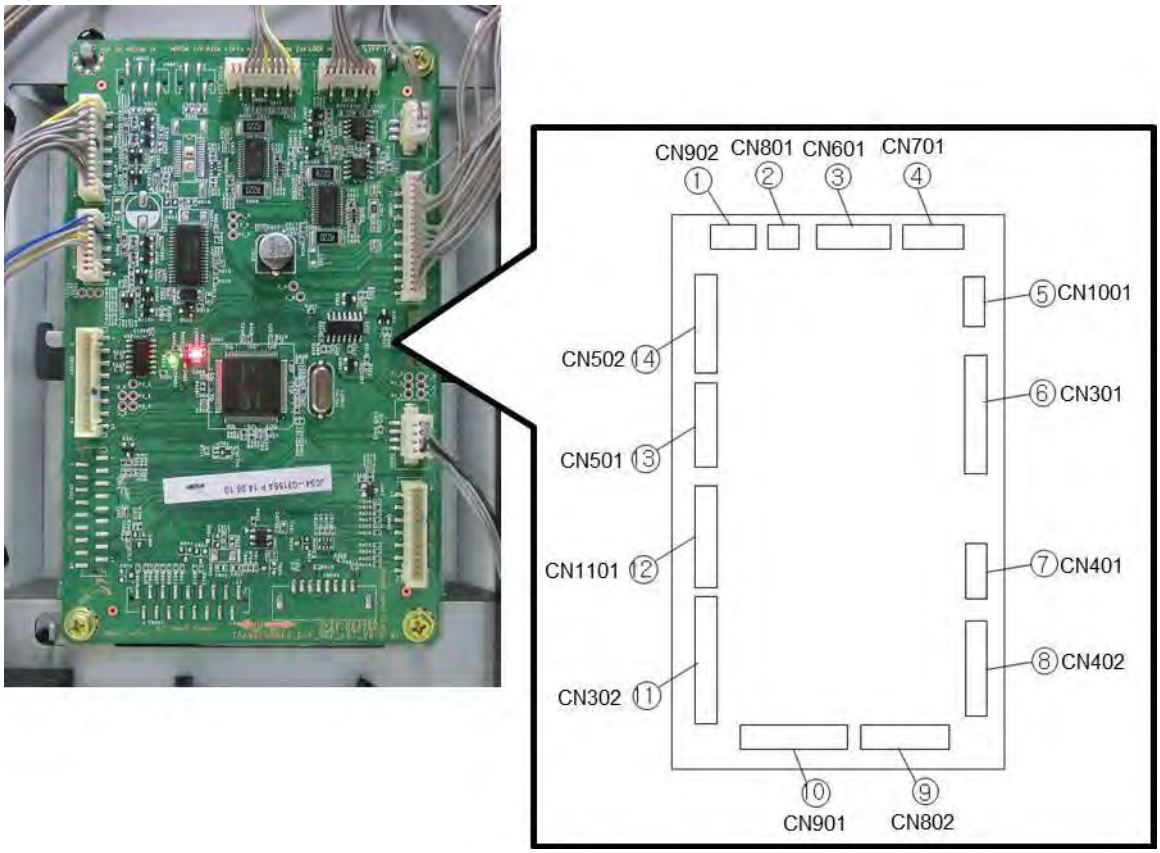


Table 1-59 sHCI PCA connection

Connector number	Item number	Connection
CN601	3	PICK/LIFT3 & FEED MOTOR I/F
CN701	4	LOCKMOT/MOT LIFT/sHCI HOME I/F
CN1001	5	TOPCOVER/OPEN INTERLOCK
CN301	6	MAIN I/F
CN401	7	UART DEBUG I/F
CN402	8	E1 JTAG DEBUG I/F
CN1101	12	BBP I/F
CN501	13	T4 SENSOR
CN502	14	T3 SENSOR

2 Parts, diagrams, removal and replacement

- HP service and support
- Order parts, accessories, and supplies
- How to use the parts list and diagrams
- ESD precautions
- Service approach
- Maintenance
- Main parts
- Dual cassette feeder (DCF)
- 2000-sheet HCI (department)
- 3000-sheet sHCI (department; E82540/50/60 and E87640/50/60 only)

HP service and support

Learn about HP access to additional service and support information.

Additional service and support for channel partners

Channel partners, go to partner.hp.com, and then use the steps below to access the HP Web-based Interactive Search Engine (WISE).

Access WISE for Channel partners

1. Select **Services & Support**, and then select **Services Delivery**.
2. Select **Technical Support**, and then select **Technical Documentation**.

Find information about the following topics

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

Additional service and support for HP internal personnel

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

Americas (AMS)

- https://support.hp.com/wise/home/ams-enWISE - English
- https://support.hp.com/wise/home/ams-esWISE - Spanish
- https://support.hp.com/wise/home/ams-ptWISE - Portuguese
- https://support.hp.com/wise/home/ams-frWISE - French

Asia Pacific / Japan (APJ)

- https://support.hp.com/wise/home/apj-enWISE - English
- https://support.hp.com/wise/home/apj-jaWISE - Japanese
- https://support.hp.com/wise/home/apj-koWISE - Korean
- https://support.hp.com/wise/home/apj-zh-HansWISE - Chinese (simplified)

- https://support.hp.com/wise/home/apj-zh-HantWISE - Chinese (traditional)
- https://support.hp.com/wise/home/apj-thWISE - Thai

Europe / Middle East / Africa (EMEA)

- https://support.hp.com/wise/home/emea-enWISE - English

Order parts, accessories, and supplies

Ordering

Order supplies and paper	www.hp.com/go/suresupply
Order genuine HP parts or accessories	www.hp.com/buy/parts or partsurfer.hp.com
Order through service or support providers	Contact an HP-authorized service or support provider.
Order using the HP Embedded Web Server (EWS)	To access, in a supported Web browser on your computer, enter the printer IP address or host name in the address/URL field. The EWS contains a link to the HP SureSupply Web site, which provides options for purchasing Original HP supplies.

Orderable parts

Not all of the parts shown in the diagrams in this chapter can be ordered. Refer to the table following the diagram or the parts lists at the end of this chapter to determine if a part is orderable.

How to use the parts list and diagrams

The figures in this chapter show the major subassemblies in the printer and their component parts. A parts list table follows each exploded view assembly diagram. Each table lists the item number, the associated part number, and the description of each part. When the part listed in the table has a link and page number, clicking the link advances you to the Remove and Replace procedures for that part. If a part is not listed in the table, then it is not a field replacement unit (FRU).

NOTE: In this manual, the abbreviation “PCA” stands for “printed circuit-board assembly.” Components described as a PCA might consist of a single circuit board or a circuit board plus other parts, such as cables and sensors.

ESD precautions

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

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

Service approach

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- Unplug the power cable and interface cable or cables.
- Remove any finishing devices and the side HCI, if they are installed.
- Place the product on an ESD workstation or mat, or use an ESD strap (if one is available). If an ESD workstation, mat, or strap is not available, ground yourself by touching the sheet-metal chassis *before* touching an ESD-sensitive part.
- Remove the toner cartridges, if needed.

After performing service

- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post-service test

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

Print-quality test

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

5. Print a print quality page, and then verify that there are no lines, streaks, banding, or other print quality defects.
6. Send a print job from the host computer, and then verify that the output meets expectations.

Copy-quality test

1. Place the configuration page in the document feeder, print a copy job, and then verify the results.
2. Place the configuration page on the flatbed glass, print a copy job, and then verify the results

Fax-quality test

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

Parts removal order

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

Maintenance

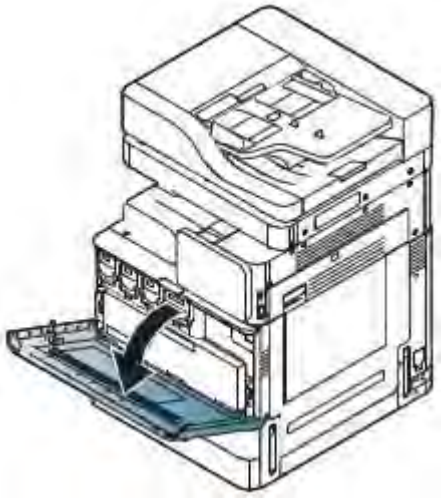
Machine cleaning for maintenance

Cleaning the paper dust stick

The paper dust stick needs to be cleaned after a specified number of pages are printed. A clean the paper dust stick message will appear. This is when the paper dust stick must be cleaned. Use the following procedure to complete this task.

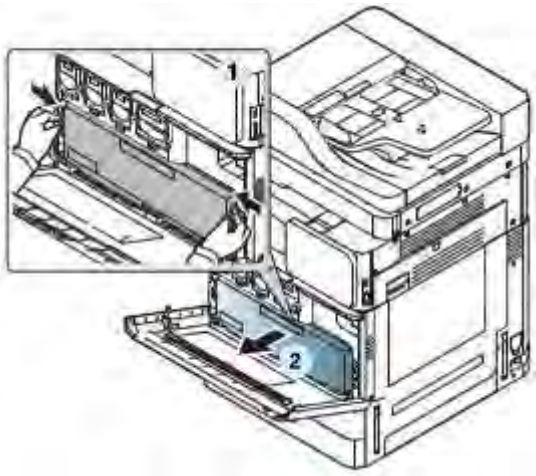
1. Open the front door.

   Figure 2-1 Open the front door

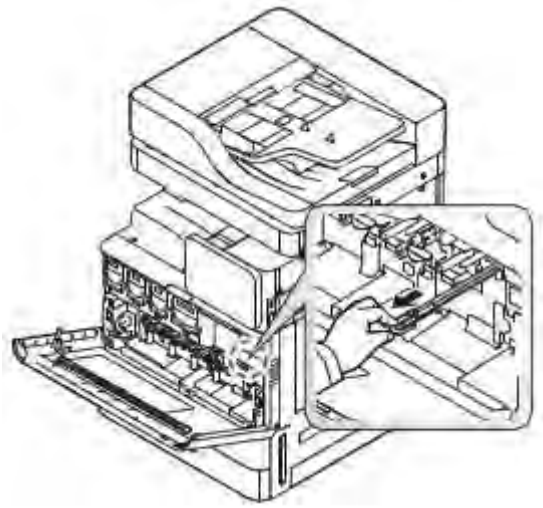
2. Remove the toner collection unit (TCU).

   Figure 2-2 Remove the TCU

3. Pull out the paper dust stick.

Figure 2-3 Remove paper dust stick

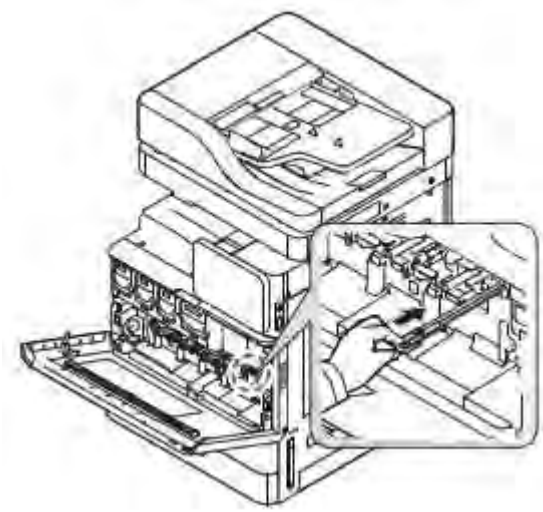


4. Remove the paper dust.

Figure 2-4 Remove the paper dust

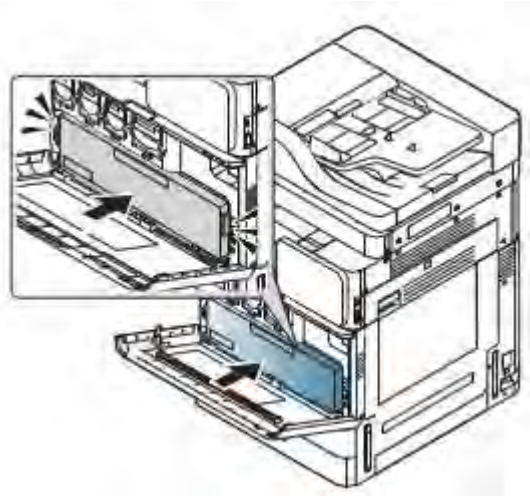
5. Insert the paper dust stick back into the slot.

Figure 2-5 Install the paper dust stick



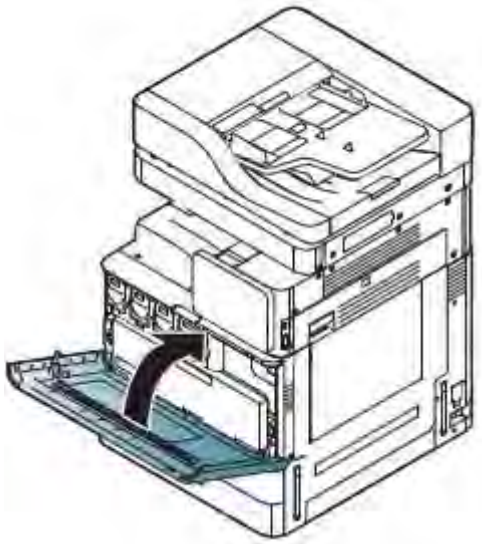
6. Insert the toner collection unit (TCU) until it locks in place on each side.

Figure 2-6 Install the TCU



7. Close the front door. Make sure the cover is securely closed. If the message still appears, repeat Steps 3 and 4.

Figure 2-7 Close the front door



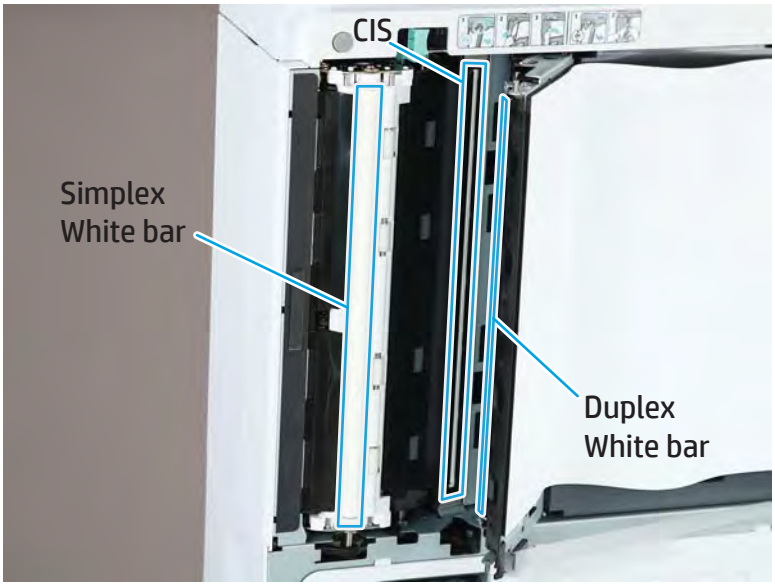
Cleaning the document feeder white bar and CIS (LX/du models)

1. Open the document feeder unit.

Figure 2-8 Open document feeder unit

2. Clean the document feeder white bar and CIS using a lint-free cloth.

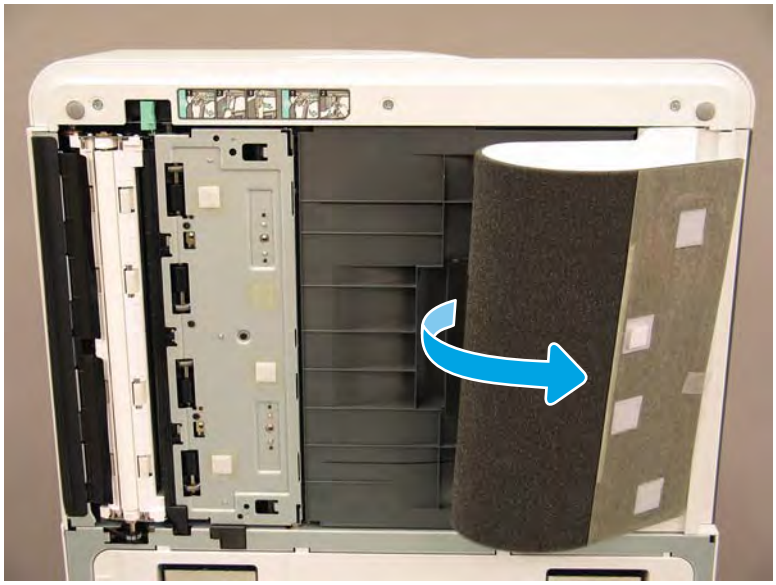
Figure 2-9 Clean document feeder white bar (LX/du models)



Cleaning the flow ADF white bar and CIS (GX ADF)

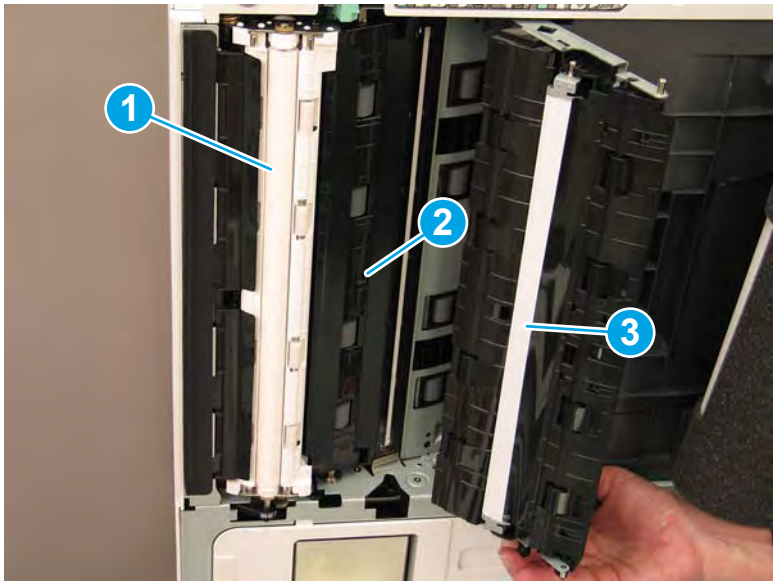
1. Open the ADF unit, peel back the white backing (callout 1), and then release the green tab (callout 2).

Figure 2-10 Peel back the white backing and release one tab



2. Open the access door. Clean the simplex white bar (callout 1), the CIS (callout 2), and the duplex white bar (callout 3) using a soft, lint-free, clean cloth.

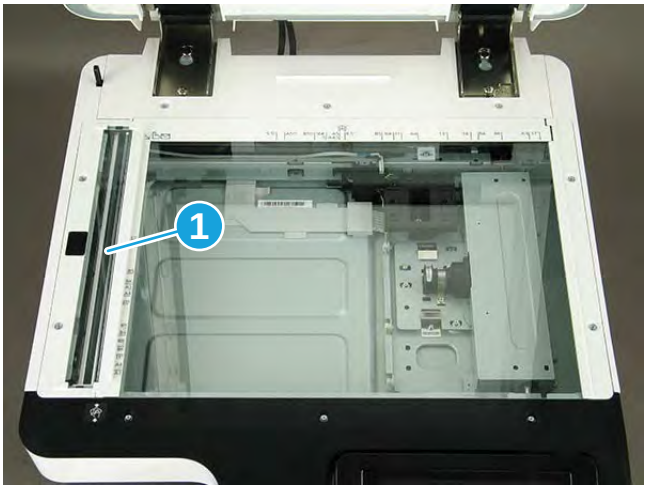
Figure 2-11 Clean flow document feeder white bar



Cleaning the scan glass

▲ Open the flow ADF unit. Clean the scanner glass (callout 1) using a soft, lint-free, clean cloth.

Figure 2-12 Clean the scanner glass



Main parts

Covers

Figure 2-13 Covers

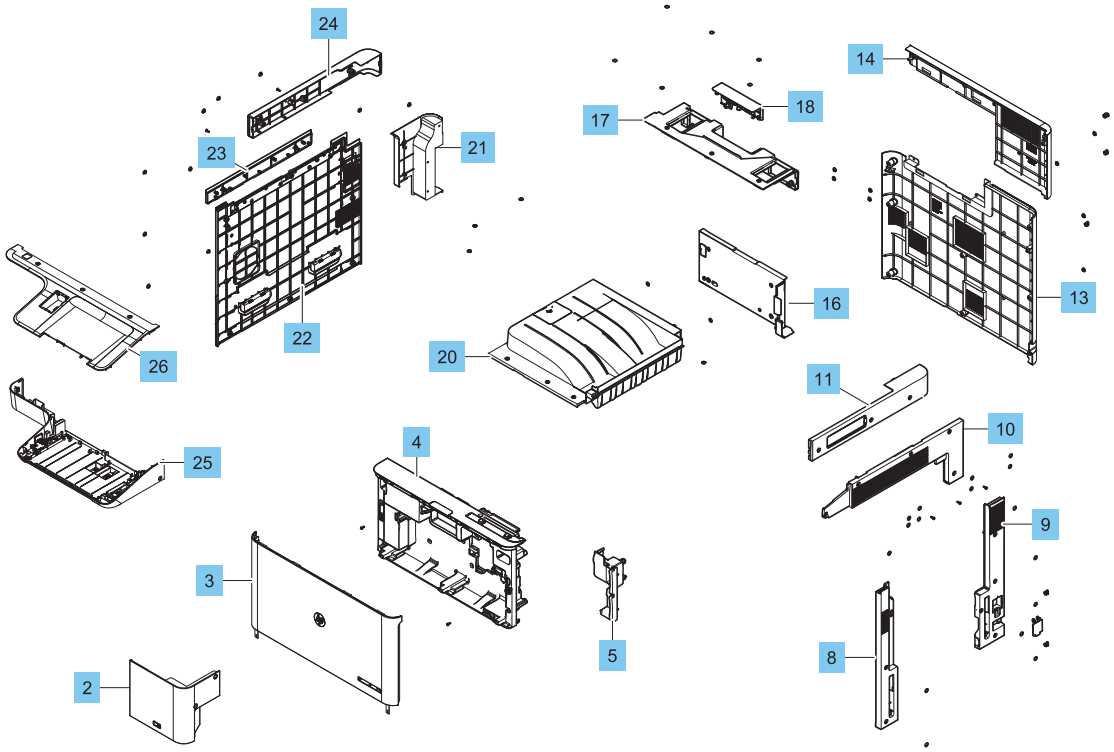


Table 2-1 Covers

Ref	Description	Part number	Qty
2	Right cover, middle (front power)	JC63-02105A on page 150	1
3	Front cover (front power)	JC95-02103A on page 153	1
4	Inner cover	JC95-02104A on page 155	1
5	Front cover, lower	JC63-04861B	1
8	Right cover, front	JC63-04847C	1
9	Right cover, rear	JC95-02102A on page 162	1
10	Right cover, upper	JC63-04846B	1
11	Scan cover, right	JC63-05571A	1
13	Rear cover	JC95-02117A on page 165	1
14	Rear cover, upper	JC63-05633A on page 168	1
16	Cover, exit rear	JC63-04840B	1
17	Scan cover, rear	JC63-04859C	1
17	Scan cover, rear (du model only)	JC63-04859D	1
18	Rear cover, dummy	JC63-04863B	1
20	Exit cover	JC95-02101A on page 171	1
21	Left cover, upper	JC63-05638A on page 174	1
22	Left cover	JC95-02100A on page 177	1
23	Left cover, top	JC63-04862B	1
24	Scan cover, left	JC63-05587A	1
25	Cover, control panel top	JC63-05640A	1
26	Cover, control-panel bottom	JC63-05639A	1
Not shown	Front top inner cover	JC63-05635A on page 180	1

Front power cover

- Introduction
- Step 1: Remove the front top inner cover
- Step 2: Remove the front power cover
- Step 3: Unpack the replacement assembly

Introduction

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

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC63-02105A

To order the part, go to www.hp.com/buy/parts.

- Cover, middle right

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

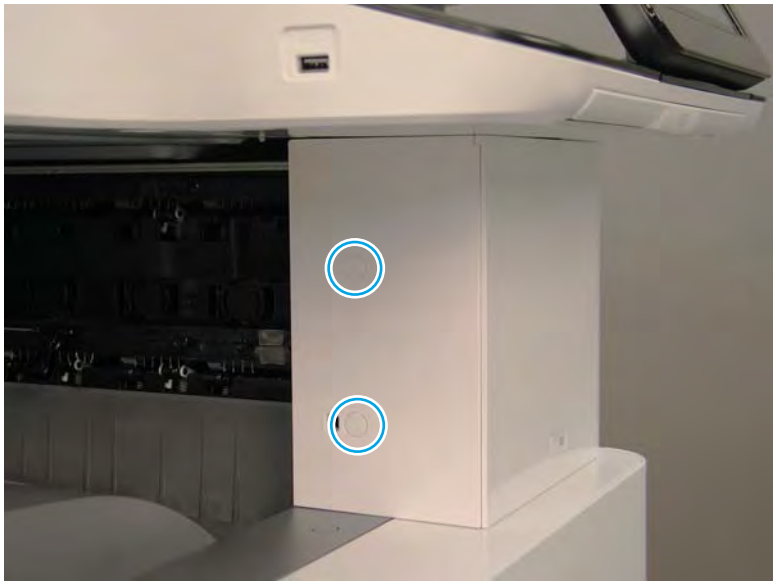
Post service test

No post service test is available for this assembly.

Step 1: Remove the front top inner cover

- Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

Figure 2-14 Remove the front top inner cover

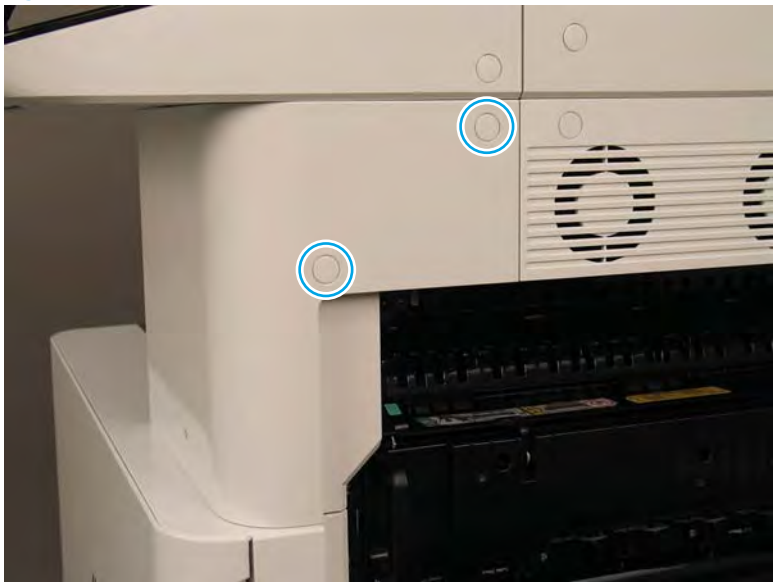


Step 2: Remove the front power cover

1. Remove two screw-caps and two screws. Release two tabs on the right, and then rotate the cover slightly away from the printer.

⚠ CAUTION: The cover is still attached to the printer by a cable. Do not completely remove the cover.

Figure 2-15 Remove two screws and rotate the cover



2. Disconnect one connector, and then remove the cover.

Figure 2-16 Remove the front power cover

Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Front cover

- Introduction
- Step 1: Remove the front cover
- Step 2: Unpack the replacement assembly

Introduction

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

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC95-02103A

To order the part, go to www.hp.com/buy/parts.

- Cover, front

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

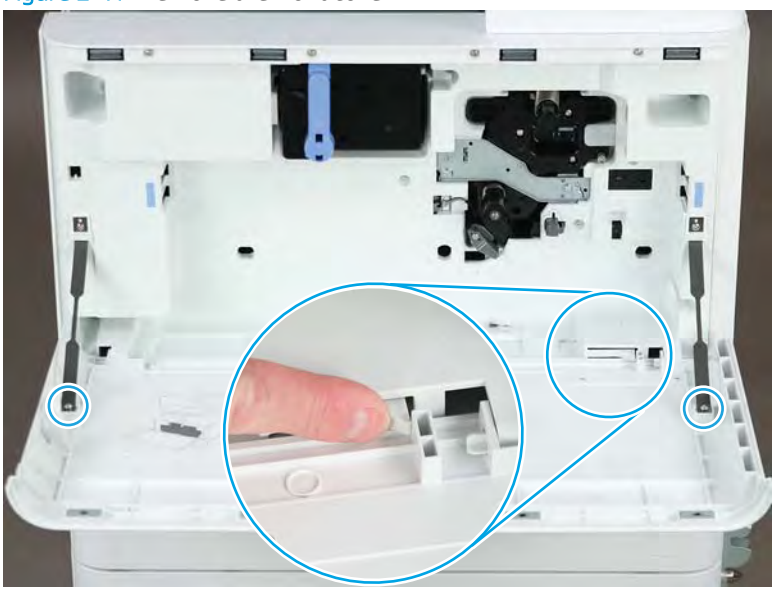
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front cover

▲ Remove two screws securing the front cover. While pushing the right hook, remove the front cover.

Figure 2-17 Remove the front cover



Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Inner cover

- Introduction
- Step 1: Remove the front top inner cover
- Step 2: Remove the front power cover
- Step 3: Remove the TCU
- Step 4: Remove the exit cover
- Step 5: Remove the paper dust brush
- Step 6: Remove the front cover.
- Step 7: Remove the inner cover
- Step 8: Unpack the replacement assembly

Introduction

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

View a video of how to remove and replace the inner cover.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC95-02104A

To order the part, go to www.hp.com/buy/parts.

- Cover, inner

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.

- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

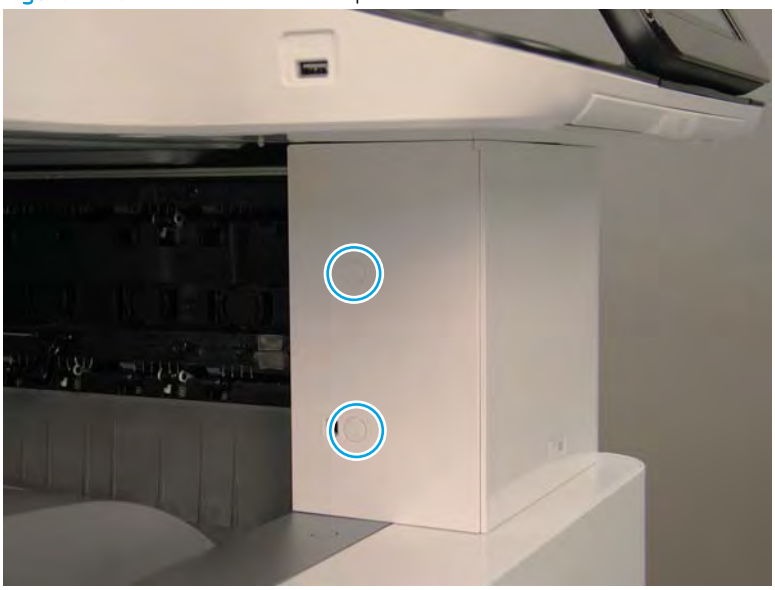
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front top inner cover

▲ Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

Figure 2-18 Remove the front top inner cover

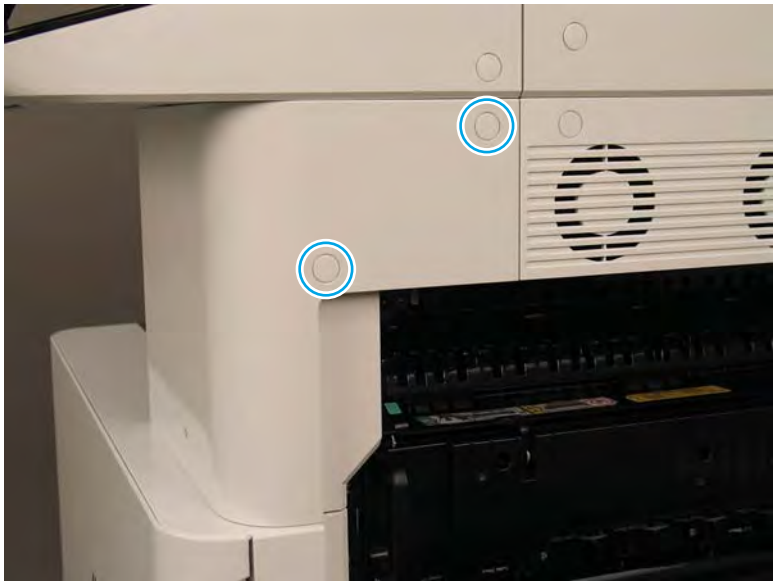


Step 2: Remove the front power cover

1. Remove two screw-caps and two screws. Release two tabs on the right, and then rotate the cover slightly away from the printer.

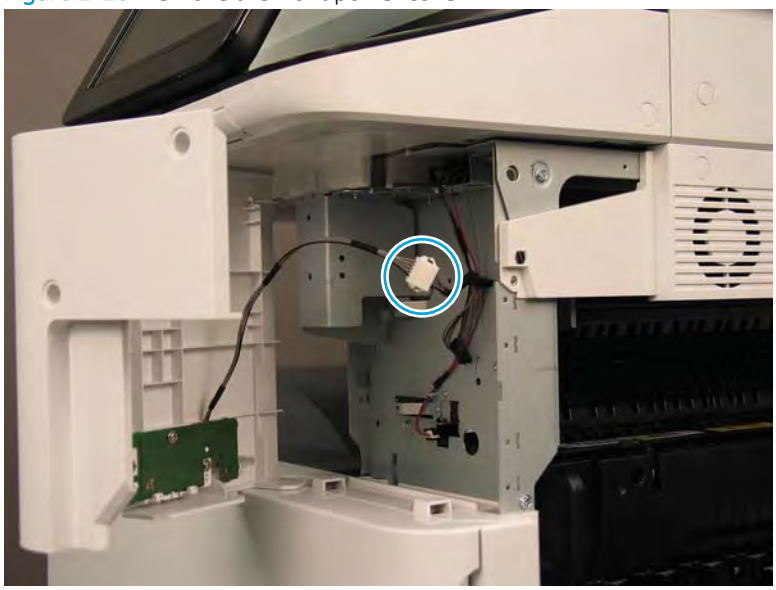
⚠ CAUTION: The cover is still attached to the printer by a cable. Do not completely remove the cover.

Figure 2-19 Remove two screws and rotate the cover



2. Disconnect one connector, and then remove the cover.

Figure 2-20 Remove the front power cover



Step 3: Remove the TCU

1. Open the front cover.

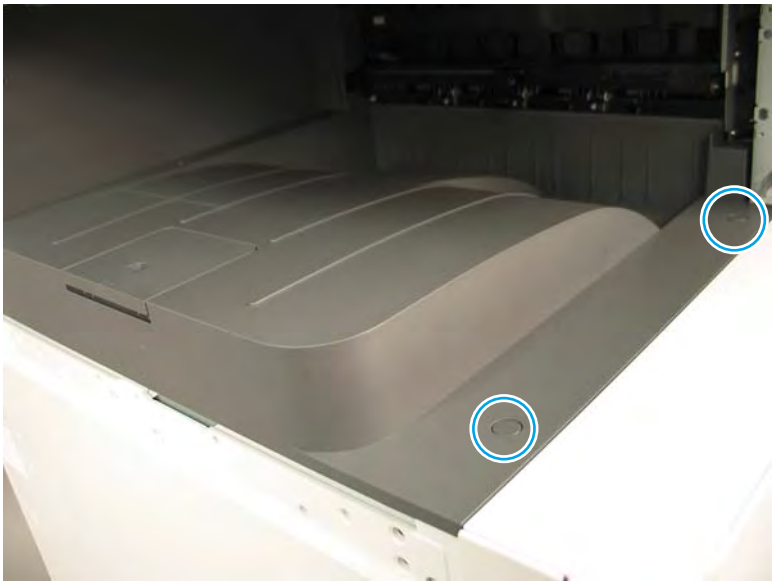
2. Push both hooks to release the toner collection unit (TCU).

Figure 2-21 Remove the TCU

Step 4: Remove the exit cover

▲ Remove two screw-caps and two screws, and then lift the exit cover away from the printer to remove it.

Figure 2-22 Remove the exit cover



Step 5: Remove the paper dust brush

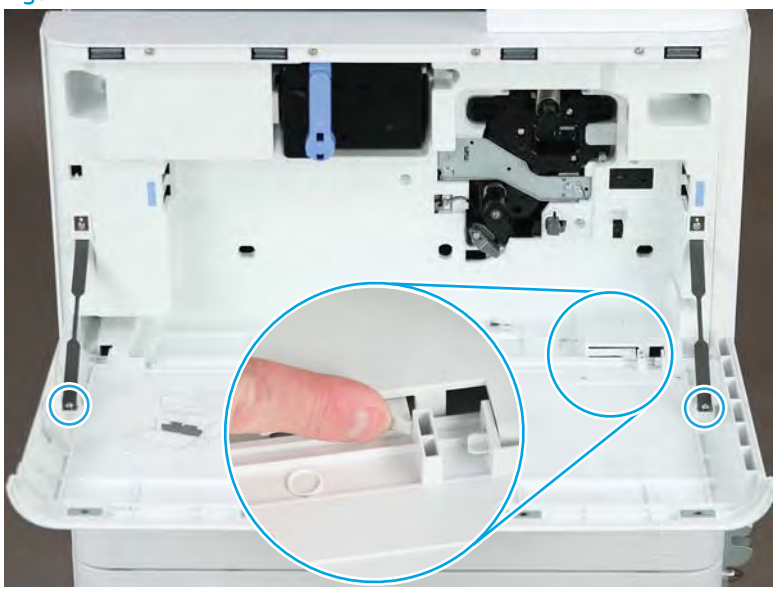
▲ Remove the paper dust brush.

Figure 2-23 Remove the paper dust brush

Step 6: Remove the front cover.

▲ Remove two screws securing the front cover. While pushing the right hook, remove the front cover.

Figure 2-24 Remove the front cover

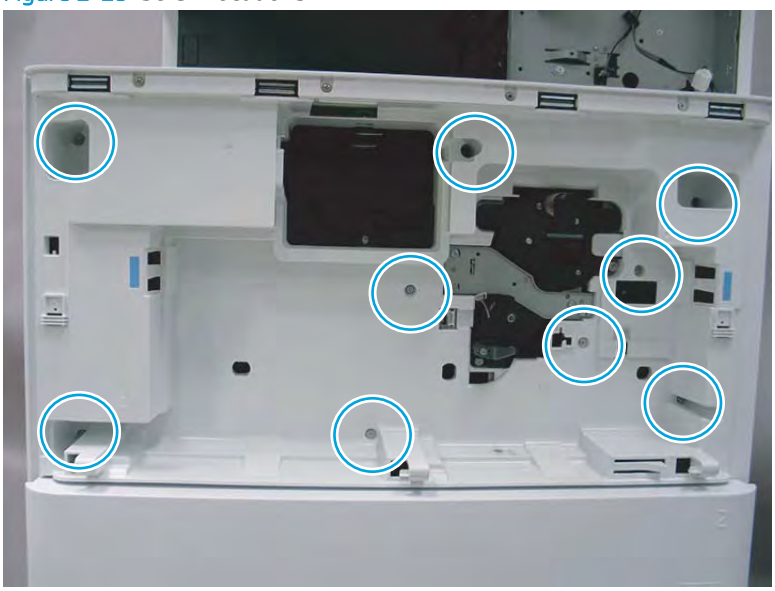


Step 7: Remove the inner cover

1. Remove the toner cartridge.
2. If not already open, open the right door.

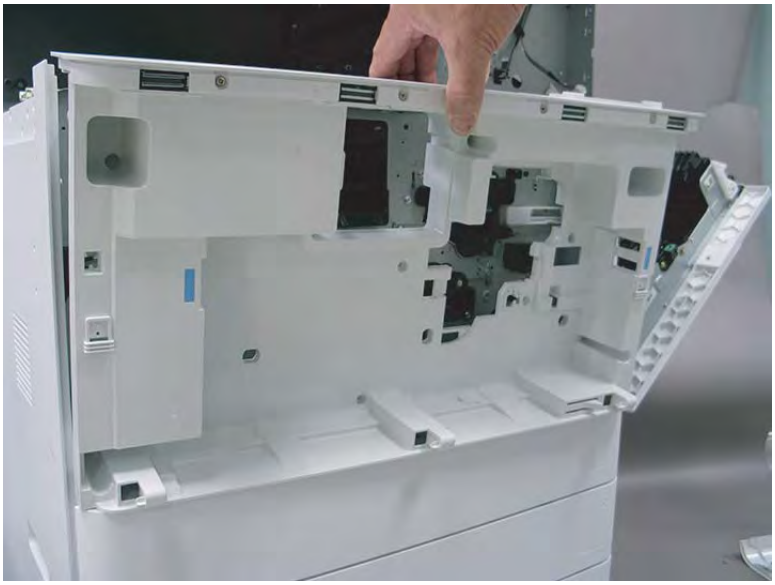
3. Remove nine screws.

Figure 2-25 Screw locations



4. Remove the inner cover.

Figure 2-26 Remove the inner cover



Step 8: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Right rear cover

- Introduction
- Step 1: Remove the right rear cover
- Step 2: Unpack the replacement assembly

Introduction

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

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC95-02102A

To order the part, go to www.hp.com/buy/parts.

- Cover, Right Rear

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

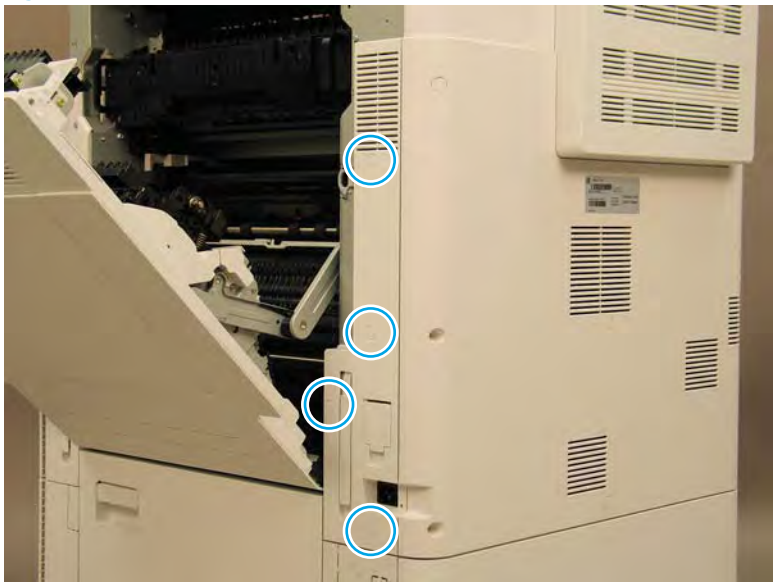
Post service test

No post service test is available for this assembly.

Step 1: Remove the right rear cover

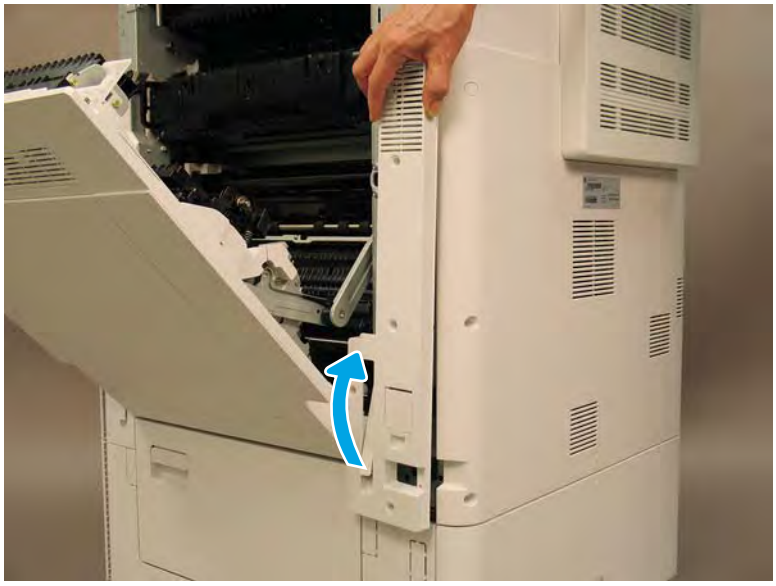
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-27 Remove four screws



3. Lift the handle and remove the right rear cover.

Figure 2-28 Remove the right rear cover



Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Lower rear cover

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the lower rear cover
- Step 3: Unpack the replacement assembly

Introduction

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

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC95-02117A

To order the part, go to www.hp.com/buy/parts.

- Cover, lower rear

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

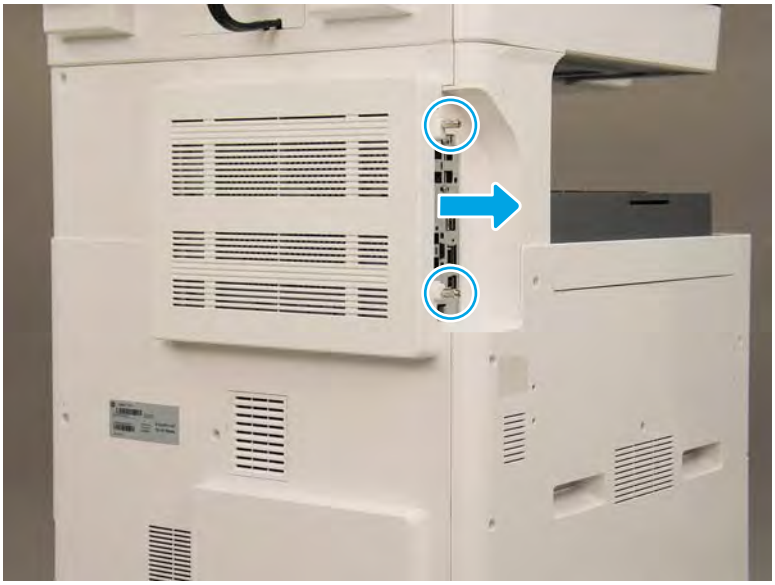
Post service test

No post service test is available for this assembly.

Step 1: Remove the formatter cover

- Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

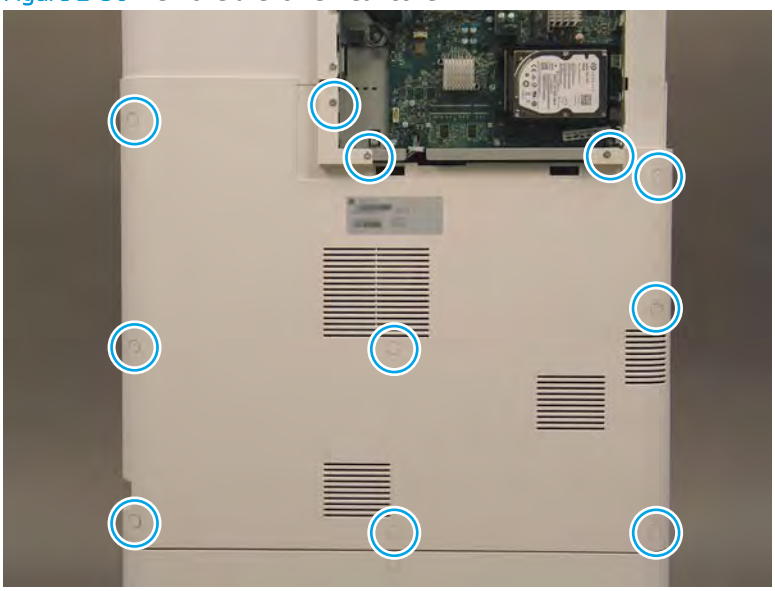
Figure 2-29 Remove the formatter cover



Step 2: Remove the lower rear cover

- Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

Figure 2-30 Remove the lower rear cover



Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Upper rear cover

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the lower rear cover
- Step 3: Remove the upper rear cover
- Step 4: Unpack the replacement assembly

Introduction

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

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC63-05633A

To order the part, go to www.hp.com/buy/parts.

- Cover, rear upper

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

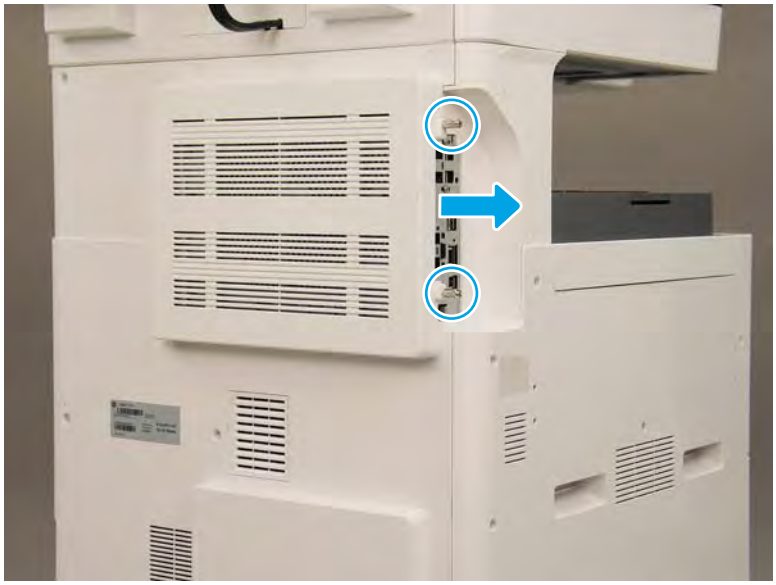
Post service test

No post service test is available for this assembly.

Step 1: Remove the formatter cover

- Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

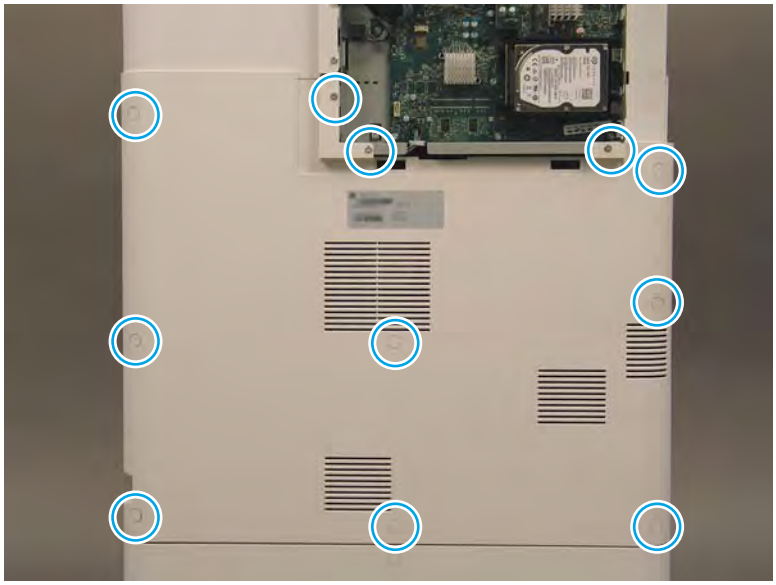
Figure 2-31 Remove the formatter cover



Step 2: Remove the lower rear cover

- Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

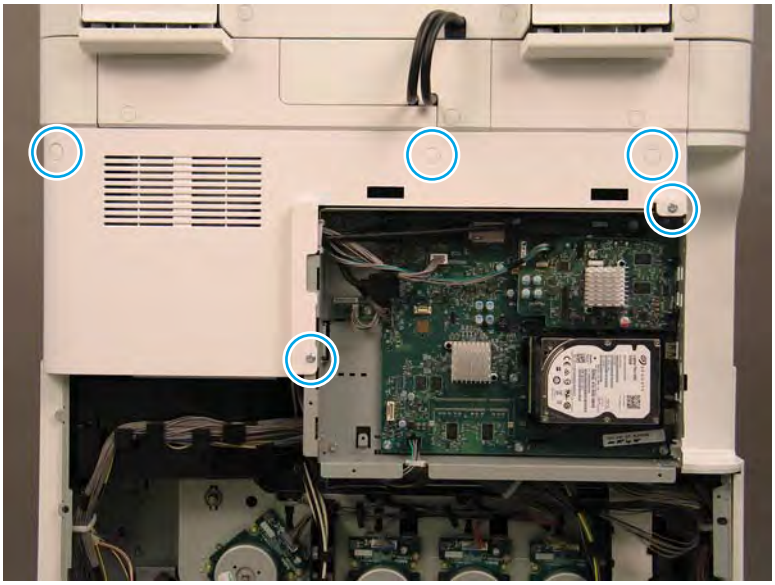
Figure 2-32 Remove the lower rear cover



Step 3: Remove the upper rear cover

- Remove three screw-caps and five screws. Lift the upper rear cover away from the printer to remove it.

Figure 2-33 Remove the upper rear cover



Step 4: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Exit cover

- Introduction
- Step 1: Remove the front top inner cover
- Step 2: Remove the exit cover
- Step 3: Unpack the replacement assembly

Introduction

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

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC95-02101A

To order the part, go to www.hp.com/buy/parts.

- Cover, exit

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

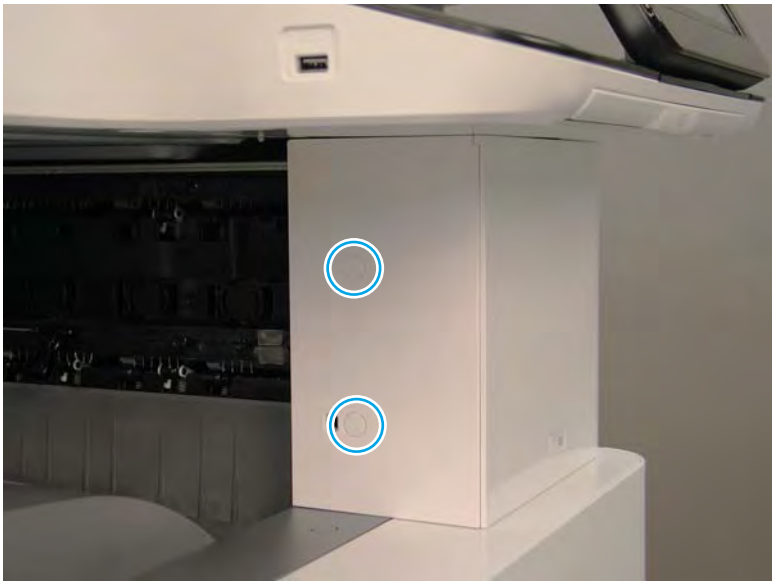
Post service test

No post service test is available for this assembly.

Step 1: Remove the front top inner cover

- ▲ Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

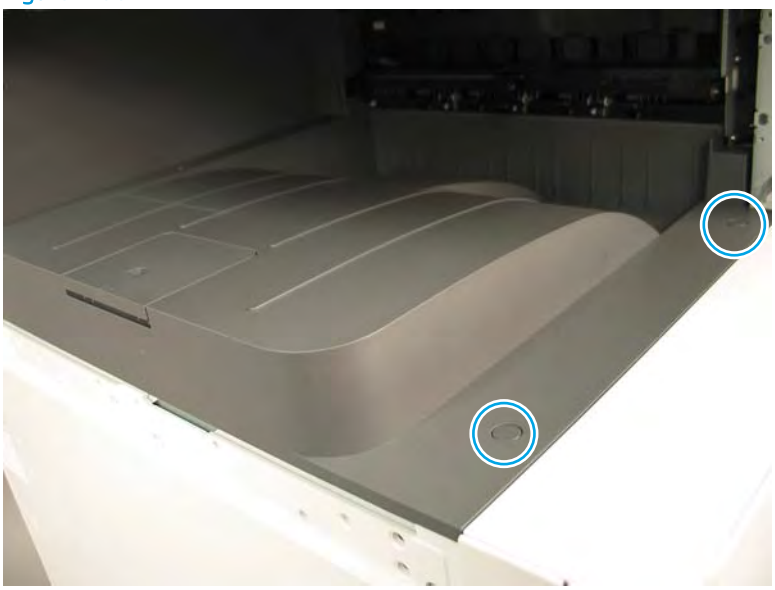
Figure 2-34 Remove the front top inner cover



Step 2: Remove the exit cover

- ▲ Remove two screw-caps and two screws, and then lift the exit cover away from the printer to remove it.

Figure 2-35 Remove the exit cover



Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Upper Left cover

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the upper left rear cover
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the upper left cover.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC63-05638A

To order the part, go to www.hp.com/buy/parts.

- Cover, upper left

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

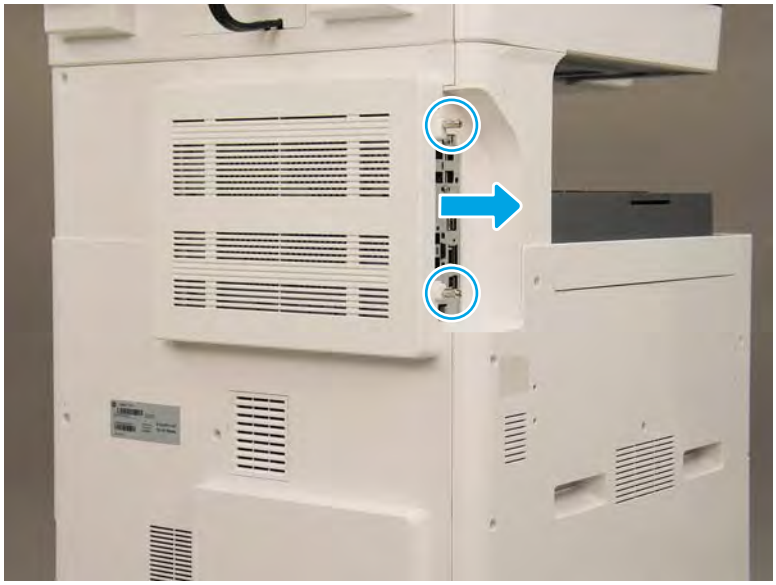
Post service test

No post service test is available for this assembly.

Step 1: Remove the formatter cover

- Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

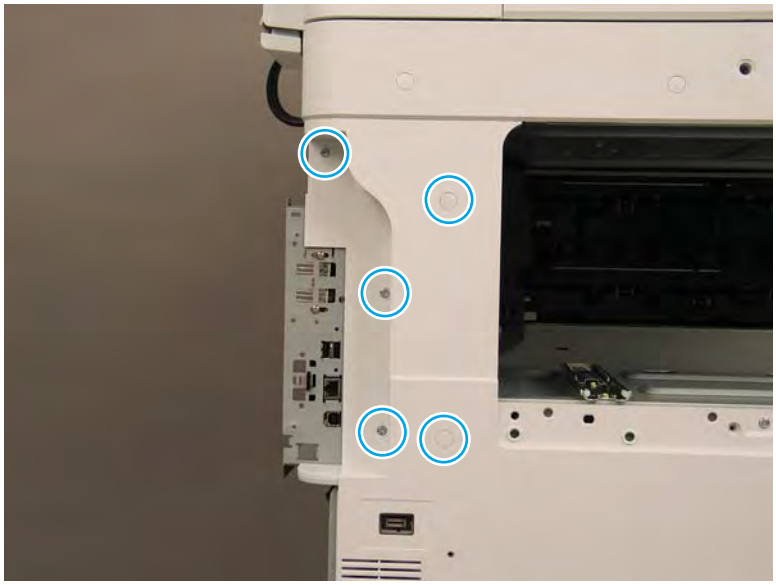
Figure 2-36 Remove the formatter cover



Step 2: Remove the upper left rear cover

- Remove two screw caps and five screws. Slide the upper left cover up and away from the printer to remove it.

Figure 2-37 Remove the upper left cover



Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Left cover

- Introduction
- Step 1: Remove the left cover
- Step 2: Unpack the replacement assembly

Introduction

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

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC95-02100A

To order the part, go to www.hp.com/buy/parts.

- Cover, left

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

No post service test is available for this assembly.

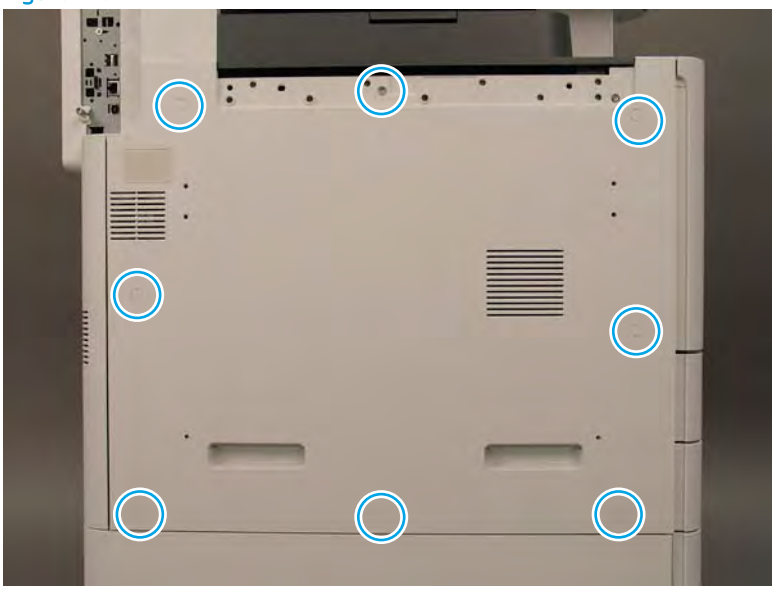
Step 1: Remove the left cover

1. Remove the top left cover.

Figure 2-38 Top left cover

2. Remove seven screw-caps and eight screws, and lift the left cover off of the printer.

Figure 2-39 Remove the left cover



Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Front top inner cover

- Introduction
- Step 1: Remove the front top inner cover
- Step 2: Unpack the replacement assembly

Introduction

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

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC63-05635A

To order the part, go to www.hp.com/buy/parts.

- Cover, Control Panel

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

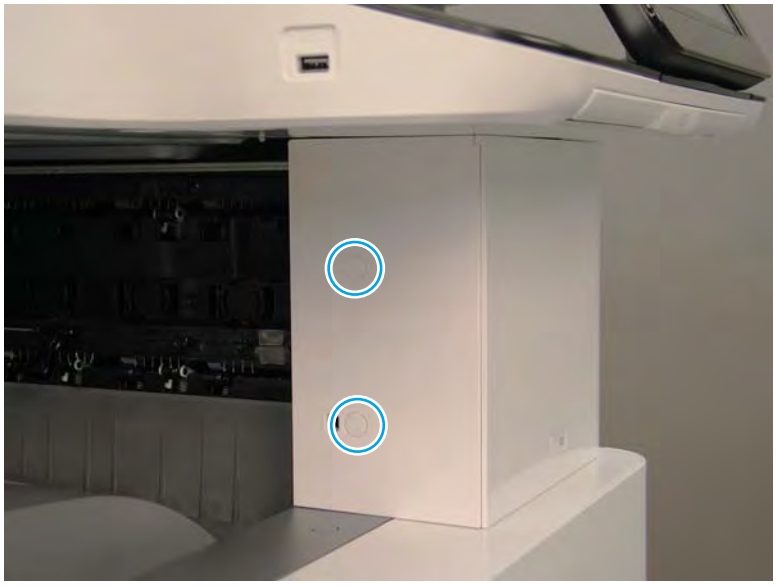
Post service test

No post service test is available for this assembly.

Step 1: Remove the front top inner cover

- Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

Figure 2-40 Remove the front top inner cover



Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Main assembly 1

Figure 2-41 Main assembly 1

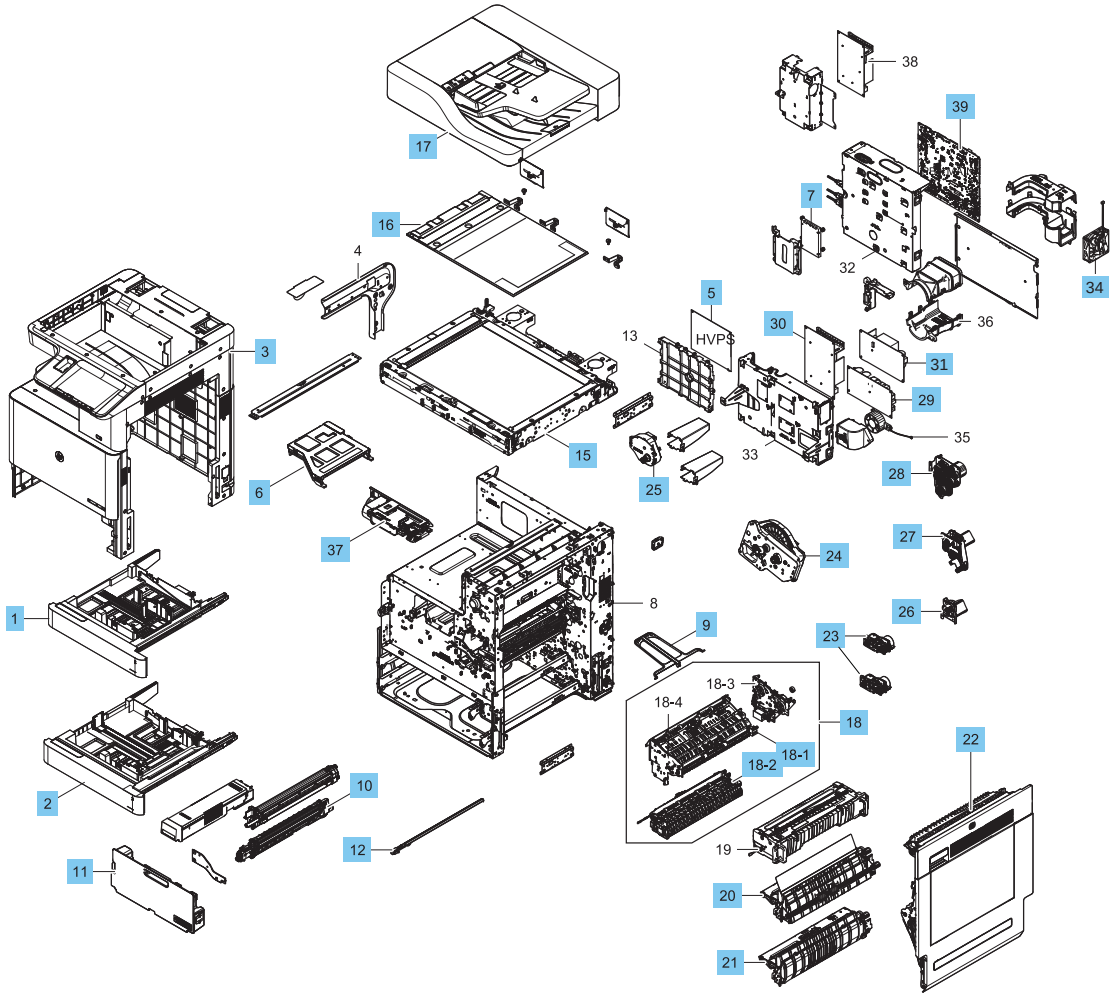


Table 2-2 Main assembly 1

Ref	Description	Part number	Qty
1	Tray 2	JC90-01610A	1
2	Tray 3	JC90-01611A	1
3	Cover, Right side upper	JC95-02098A	1
5	High voltage power supply (HVPS)	JC44-00241B on page 186	1
6	Laser scanner assembly	JC97-04574A on page 189	1
7	HDD bracket assembly frame	JC93-01239B	1
7	HDD 320GB - Main PCA HDD	5851-6712 on page 193	1
9	Guide, return	JC81-07088A	1
10	HP LaserJet black developer	JC96-11643A on page 197	1
11	HP managed LJ toner collection unit	X3A74-67926 on page 200	1
12	Paper dust brush	JC93-01026B on page 202	1
15	Image scanner	JC97-04907A on page 205	1
16	White backing (LX)	JC63-05410A on page 218	1
16	White backing (GX)	JC63-05795A on page 221	1
17	ADF LX du model whole unit	JC97-05074A on page 651	1
17	GX - Flow ADF (dn/z bundles)	JC97-04955A	1
17	sGX - Flow ADF	JC97-04956A	1
18	Exit	JC90-01369A on page 223	1
18-1	Exit 2	JC90-01373A	1
18-2	Exit 1	JC90-01370A	1
19	HP LaserJet fuser 220V assembly	JC82-00483C on page 232	1
19	HP LaserJet fuser 110V assembly	JC82-00477C on page 232	1
20	Frame main pickup 1	JC93-01364A on page 235	1
21	Frame main pickup 2	JC93-01365A on page 244	1
22	Right door mono	JC95-02091A on page 251	1
23	Drive pickup 1	JC93-01063C on page 256	1
23	Drive pickup 2	JC93-01063C on page 261	1
24	Drive main, mono	JC93-01060A on page 264	1
25	Drive, toner supply mono	JC93-01066B on page 270	1
26	Drive registration assembly	JC93-01061A on page 278	1
27	Drive, feed (Tray 1)	JC93-01062A on page 282	1
28	Drive fuser, exit	JC93-01064A on page 290	1
29	Fuser drive board 220V	JC44-00236B on page 298	1
29	Fuser drive board 110V	JC44-00235B on page 298	1

Table 2-2 Main assembly 1 (continued)

Ref	Description	Part number	Qty
30	LVPS (SMPS), 110V Type 3R	JC44-00249A on page 306	1
30	LVPS (SMPS), 220V Type 3R	JC44-00250A on page 306	1
31	LVPS (SMPS), 220v Type 3	JC44-00223F on page 302	1
31	LVPS (SMPS), 110v Type 3	JC44-00222E on page 302	1
34	Fan, fuser	JC31-00161A on page 310	1
37	Reservoir, toner	JC93-01071A on page 317	1
39	Main PCA	JC82-00542A on page 329	1
Not shown	Return sensor (on the exit unit)	0604-001393 on page 337	1
Not shown	Duplex 1 sensor (on the exit unit)	0604-001393 on page 347	1
Not shown	Prefeed sensor 2 (pickup unit 2)	0604-001381 on page 369	1
Not shown	Prefeed sensor 1 (pickup unit 1)	0604-001490 on page 377	1
Not shown	Bin full sensor	0604-001393 on page 357	1

High voltage power supply (HVPS) board

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the lower rear cover
- Step 3: Remove the HVPS
- Step 4: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the high voltage power supply (HVPS) board.

View a video of how to remove and replace the high voltage power supply (HVPS) board.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC44-00241B

To order the part, go to www.hp.com/buy/parts.

- HVPS 24V

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

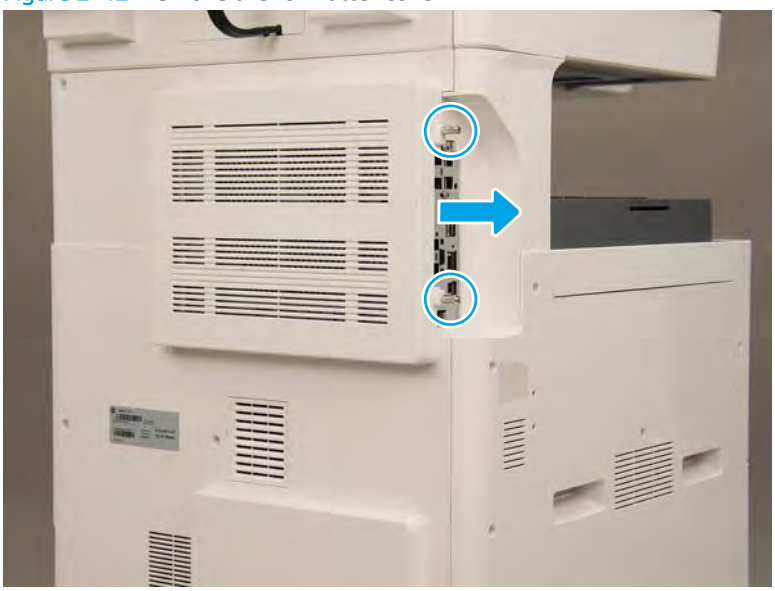
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

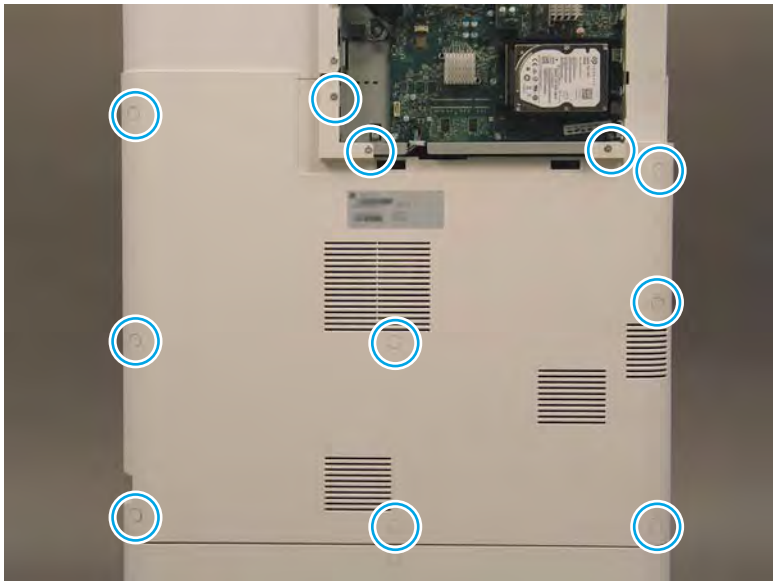
Figure 2-42 Remove the formatter cover



Step 2: Remove the lower rear cover

- Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

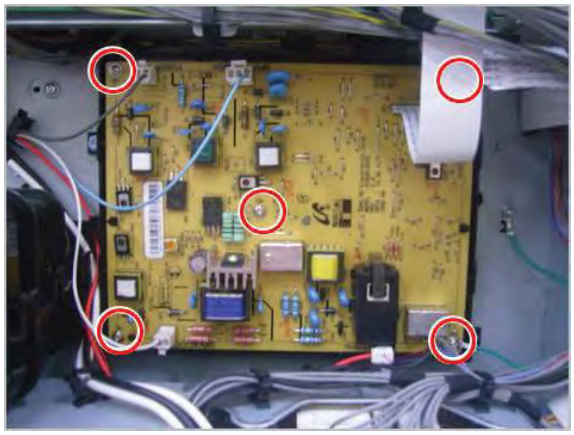
Figure 2-43 Remove the lower rear cover



Step 3: Remove the HVPS

▲ Disconnect all connectors on the HVPS board. Remove five screws, and then remove the HVPS board.

Figure 2-44 Remove the HVPS board



Step 4: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Laser scanner assembly

- Introduction
- Step 1: Remove the left cover
- Step 2: Remove the laser scanner assembly
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the laser scanner assembly.

View a video of how to remove and replace the laser scanner assembly.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC97-04574A

To order the part, go to www.hp.com/buy/parts.

- Laser scanner unit

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

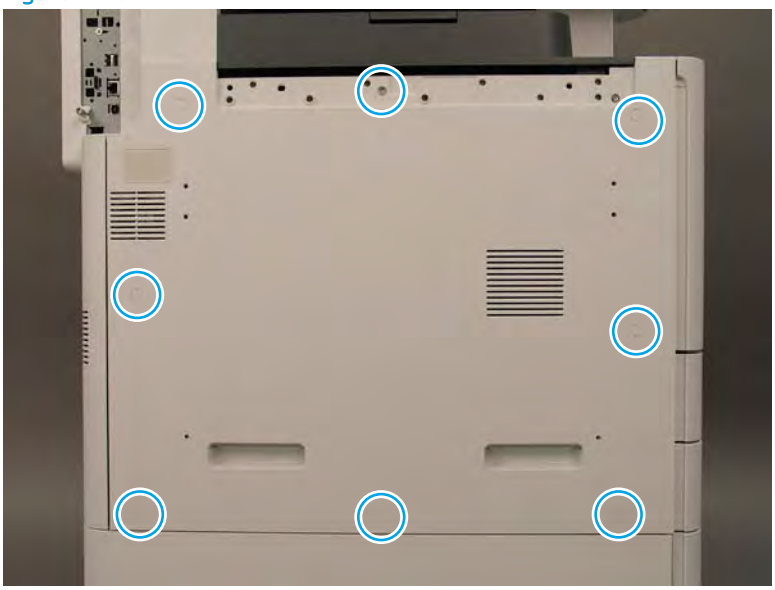
Step 1: Remove the left cover

1. Remove the top left cover.

Figure 2-45 Top left cover

2. Remove seven screw-caps and eight screws, and lift the left cover off of the printer.

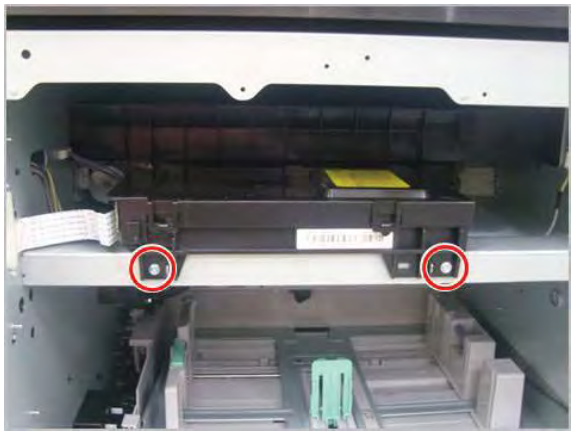
Figure 2-46 Remove the left cover



Step 2: Remove the laser scanner assembly

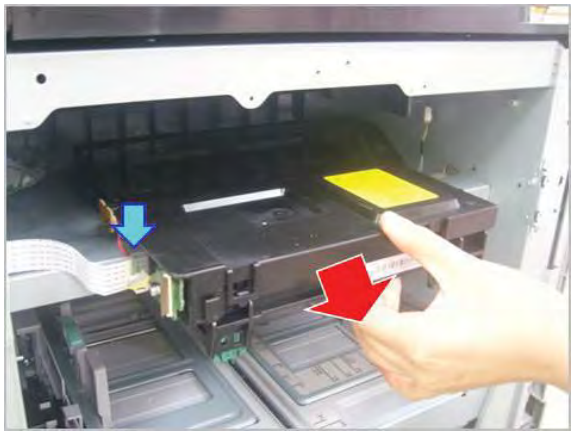
1. Remove two screws.

Figure 2-47 Remove two screws



2. Pull the laser scanner assembly partially out of the printer, disconnect one flat cable, and then remove the laser scanner assembly.

Figure 2-48 Remove the laser scanner assembly



Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Internal hard disk drive (HDD)

- Introduction
- Step 1: Remove the front top inner cover
- Step 2: Remove the exit unit
- Step 3: Remove the HDD
- Step 4: Unpack the replacement assembly

Introduction

This document provides the procedures for removing the 320 GB hard-disk drive installed beneath the rear-exit cover.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

5851-6712

To order the part, go to www.hp.com/buy/parts.

- HDD 320GB - Main PCA HDD

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

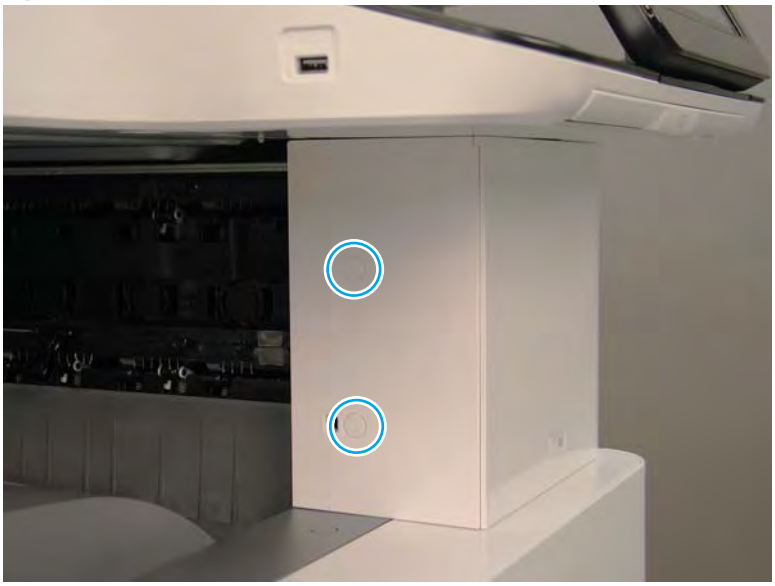
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the front top inner cover

- Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

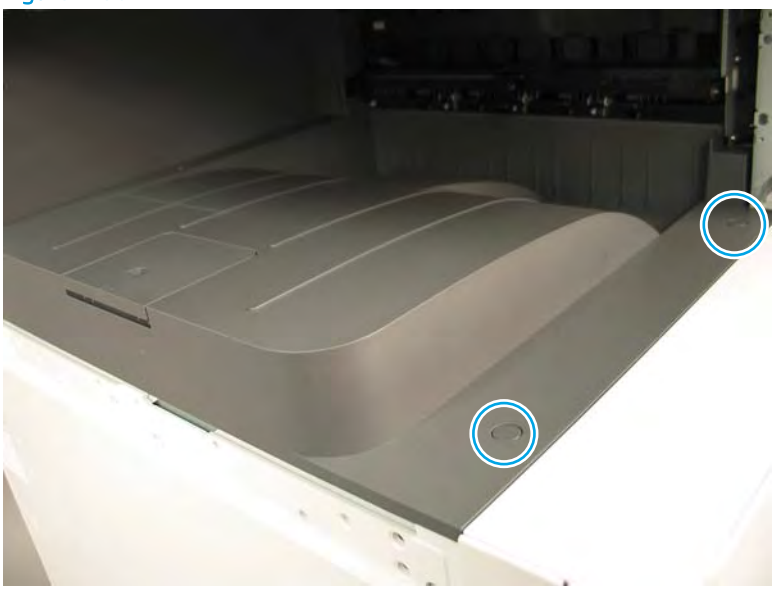
Figure 2-49 Remove the front top inner cover



Step 2: Remove the exit unit

- Remove two screw-caps and two screws, and then lift the exit cover away from the printer to remove it.

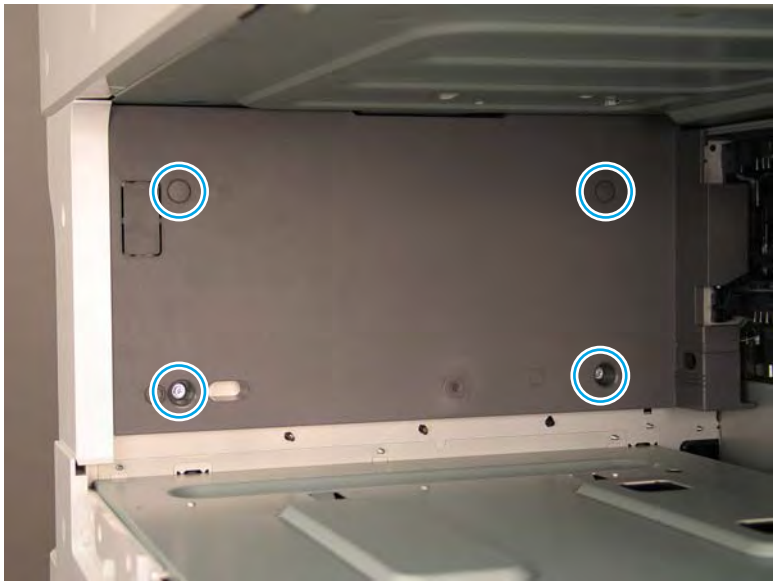
Figure 2-50 Remove the exit cover



Step 3: Remove the HDD

1. Remove four screws, and then release the HDD cover.

Figure 2-51 Remove the HDD cover



2. Remove four screws, disconnect the HDD cable, and then remove the HDD with its holder.

Figure 2-52 Remove the HDD

Step 4: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Developer unit

- Introduction
- Step 1: Remove the developer unit
- Step 2: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the developer unit.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC96-11643A

To order the part, go to www.hp.com/buy/parts.

- HP LaserJet Black Developer

Required tools

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

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the developer unit

1. Remove the toner collection unit (TCU).

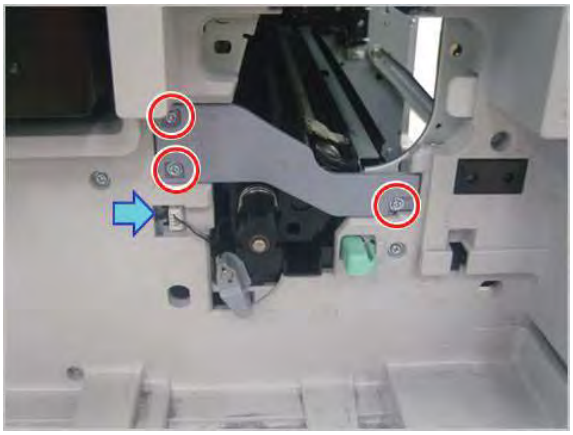
NOTE: For some target assemblies, the TCU is already removed.

2. Remove the imaging drum unit.

NOTE: For some target assemblies, the imaging unit is already removed.

3. Move the developer locking lever (callout 1) to the down position. Remove three screws to release the bracket, and then disconnect the small, black cable connector.

Figure 2-53 Remove three screws and disconnect the small, black cable connector

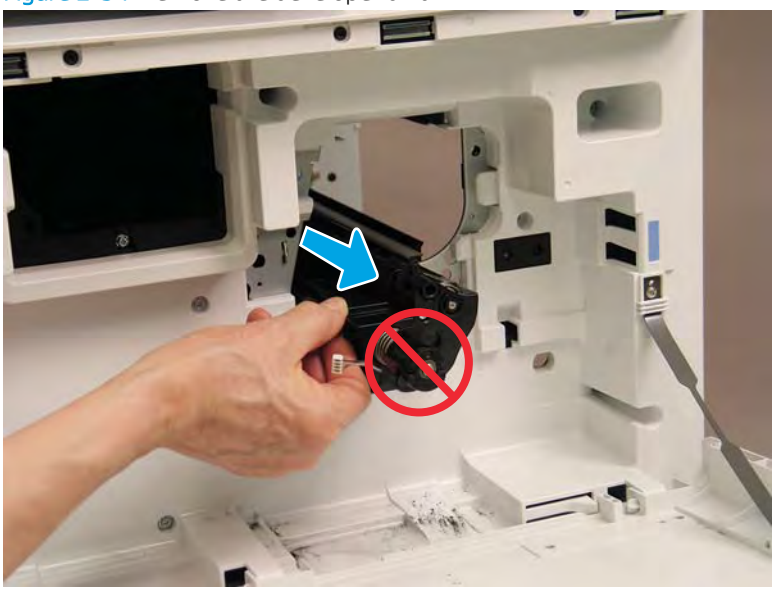


4. Hold the grip point of the developer unit and remove it.

NOTE: Do not grip the waste toner connection when removing the developer unit.

Reinstallation tip: When reinstalling the developer unit, press on the unit just above the waste toner auger, and then slide the unit into the printer.

Figure 2-54 Remove the developer unit



Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Special installation instructions: Developer unit replacement

After the replacement of the developer unit, follow these instructions to reset the firmware counter:

1. From the Home screen on the printer control panel, select the Support Tools menu.
2. Select the Service menu.
3. Make sure that Service Access Code is selected in the drop-down menu, and then enter the service access code.
4. Select the Service Tools menu.
5. On the Information tab, select the Supply Status menu.
6. Select Field Replacement Unit.
7. Select Developer Unit

   .
8. Select Reset, to clear the counter.

   After performing the reset, you must run the toner concentration initialization by selecting TC Init in the same menu screen.
9. Exit the service mode by touching the Home button.

Toner collection unit (TCU)

- Introduction
- Step 1: Remove the TCU
- Step 2: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the toner collection unit (TCU).

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

X3A74-67926

To order the part, go to www.hp.com/buy/parts.

- HP Managed LJ Toner Collection Unit

Required tools

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

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

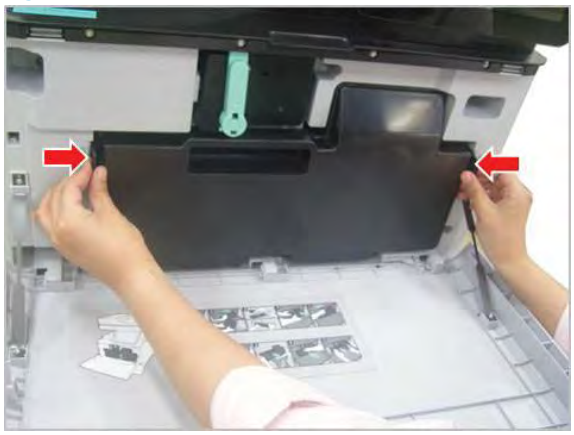
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the TCU

1. Open the front cover.
2. Push both hooks to release the toner collection unit (TCU).

Figure 2-55 Remove the TCU



Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Paper dust brush

- Introduction
- Step 1: Remove the toner collection unit
- Step 2: Remove the paper dust brush
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the paper dust brush.

View a video of how to remove and replace the paper dust brush.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01026B

To order the part, go to www.hp.com/buy/parts.

- Paper Dust Brush

Required tools

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

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

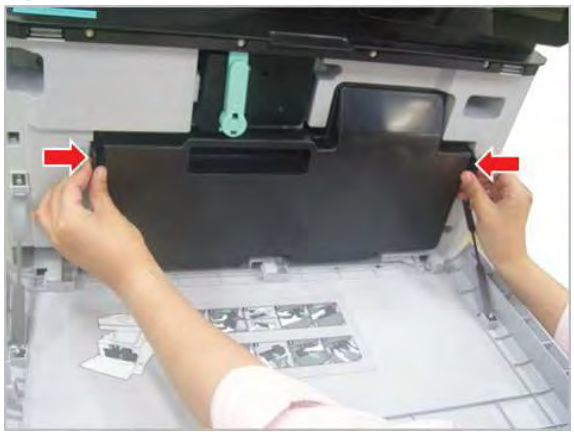
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the toner collection unit

1. Open the front cover.
2. Push both hooks to release the toner collection unit (TCU).

Figure 2-56 Remove the TCU



Step 2: Remove the paper dust brush

▲ Remove the paper dust brush.

Figure 2-57 Remove the paper dust brush

Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Image scanner assembly (flat bed)

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the upper rear cover
- Step 3: Remove the document feeder whole unit
- Step 4: Remove the flow ADF whole unit
- Step 5: Remove the control panel bezel
- Step 6: Remove the control panel
- Step 7: Remove the keyboard (z bundles)
- Step 8: Remove the Image scanner assembly (flat bed)
- Step 9: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the scanner whole unit.

Click here to view a video of this procedure.

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

Before performing service

- Disconnect the power cable.

JC97-04907A

To order the part, go to www.hp.com/buy/parts.

- Scanner whole unit

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

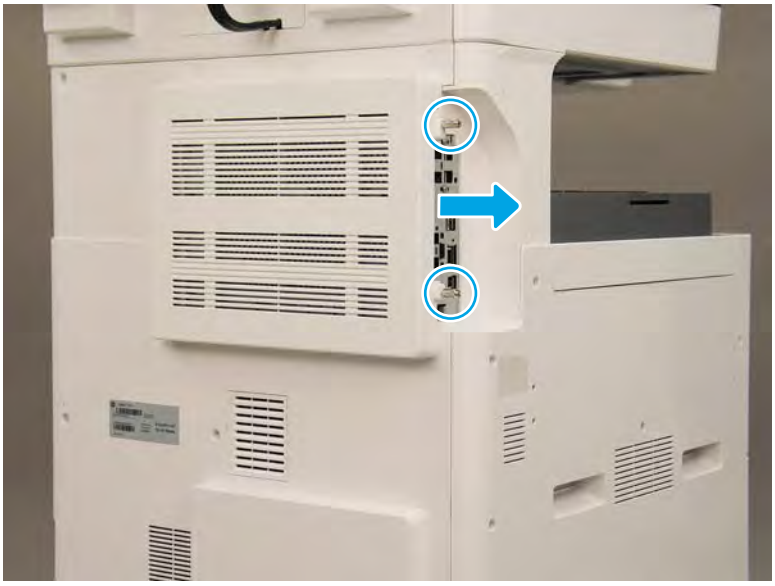
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

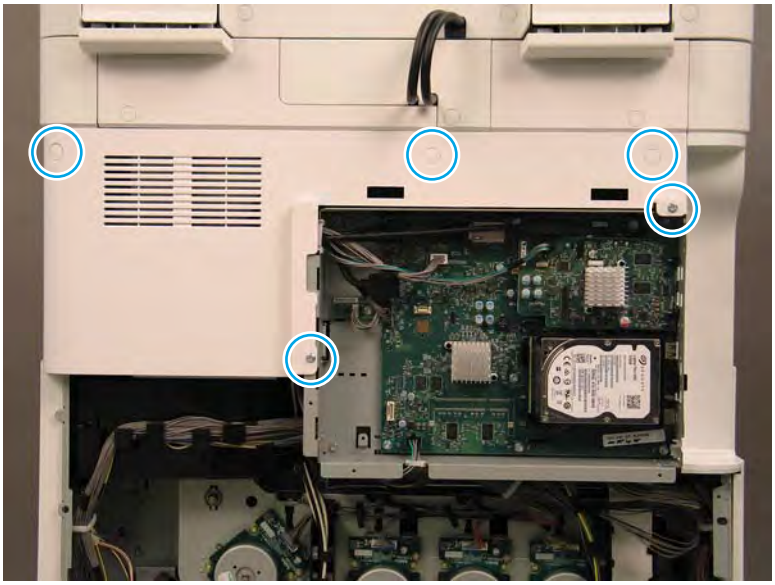
Figure 2-58 Remove the formatter cover



Step 2: Remove the upper rear cover

- Remove three screw-caps and five screws. Lift the upper rear cover away from the printer to remove it.

Figure 2-59 Remove the upper rear cover

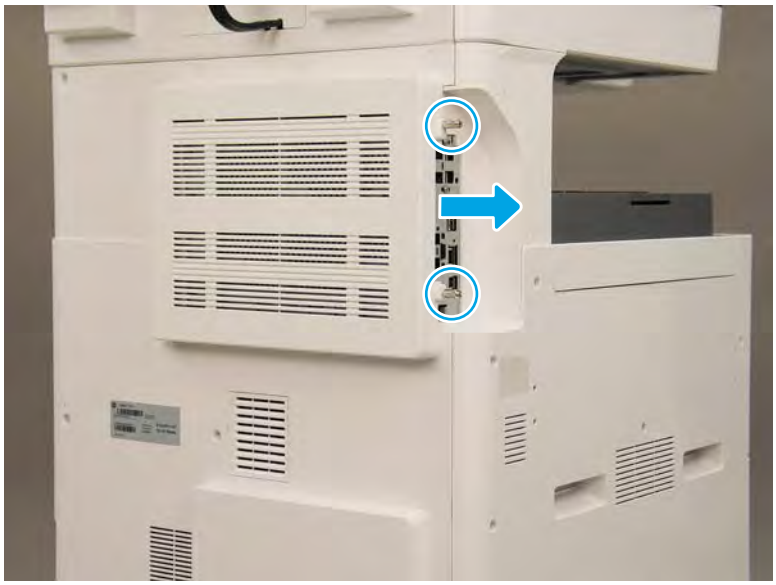


Step 3: Remove the document feeder whole unit

NOTE: LX/du models only. For all other models, skip this step.

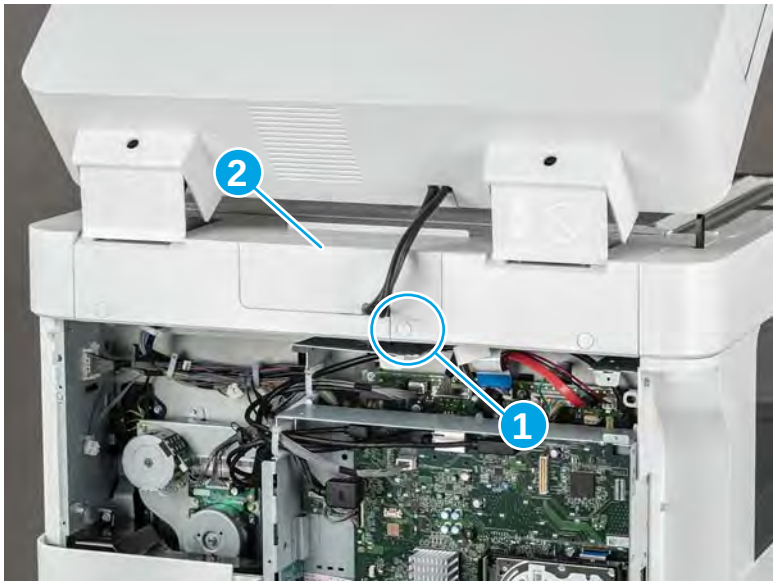
1. Remove the formatter cover and the upper rear cover.

Figure 2-60 Remove the formatter cover and the upper rear cover



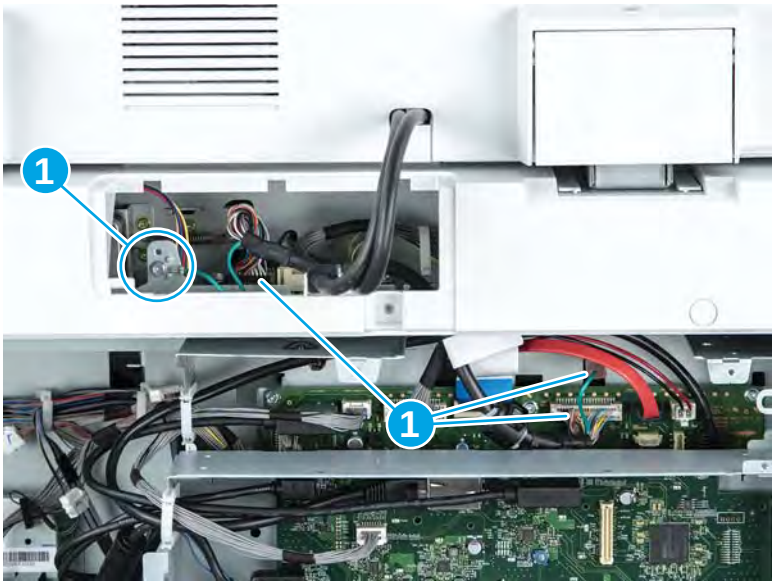
2. Remover one screw cap and screw (callout 1), and then remove the document feeder connector cover (callout 2).

Figure 2-61 Remove the document feeder connector cover



3. Remove one screw to release the ground wire (callout 1), and then disconnect three connectors (callout 2).

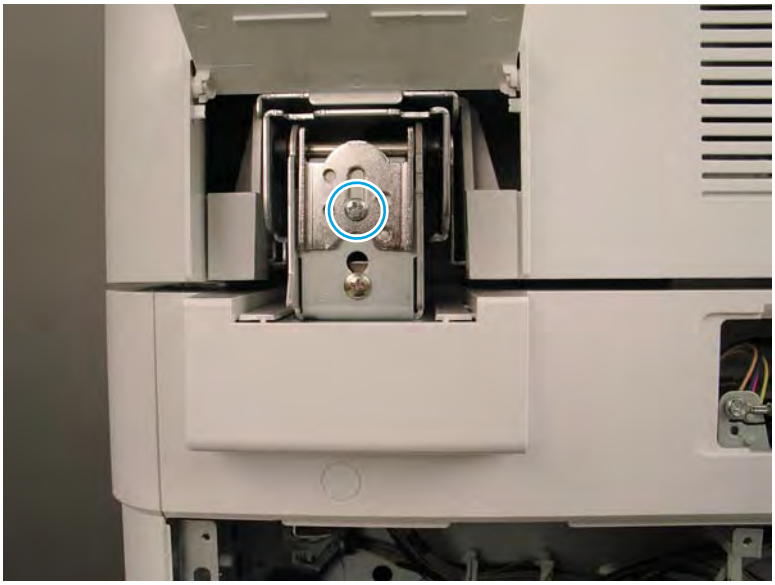
Figure 2-62 Remove the document feeder harness and ground wire



4. Disconnect the document feeder harness from the PCA - ADF HIC. Remove one connector and one grounding wire.

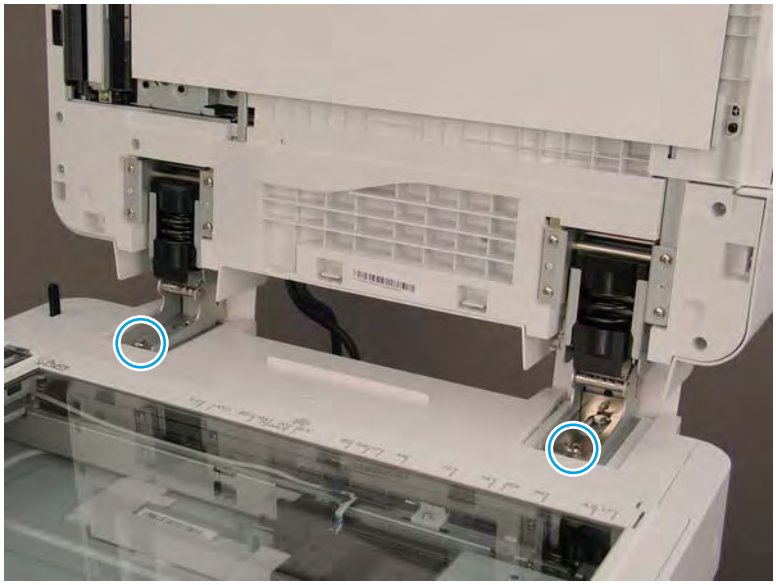
5. Release one screw on each hinge stop on the back of the document feeder.

Figure 2-63 Release the document feeder hinge screws



6. Remove two screws. Slide the assembly back, and then lift the document feeder to remove.

Figure 2-64 Lift and remove the document feeder



Step 4: Remove the flow ADF whole unit

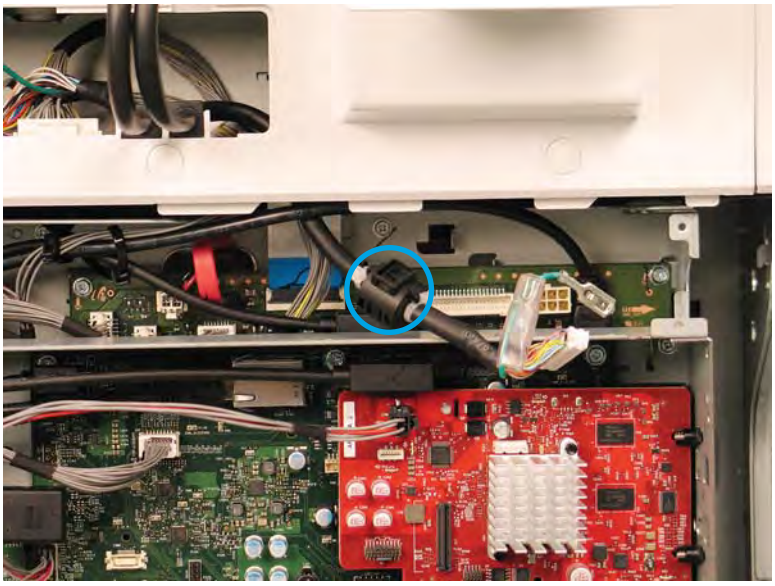
NOTE: GX/sGX models only. For all other models, skip this step.

1. Open the document feeder cover, and then remove the document feeder connector cover.

Figure 2-65 Remove document feeder connector cover

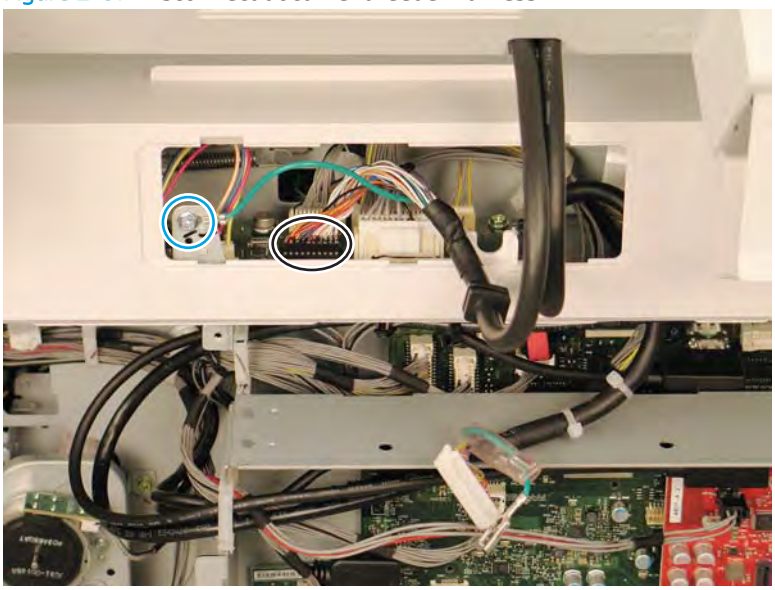
2. Remove the plastic cable choke from the wire harness, and then disconnect the document feeder harness from the main board. Disconnect the insulated ground wire from the chassis.

Figure 2-66 Remove the cable choke



3. Disconnect the document feeder harness from the scanner PCA. Remove one connector and one grounding wire.

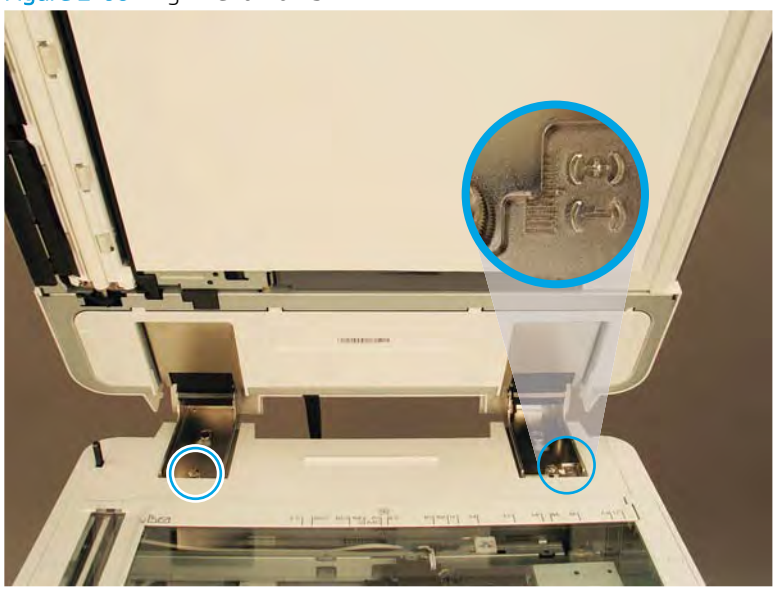
Figure 2-67 Disconnect document feeder harness



4. Release two hinge stops on the back of the document feeder to allow the document feeder to open to a full 90°.

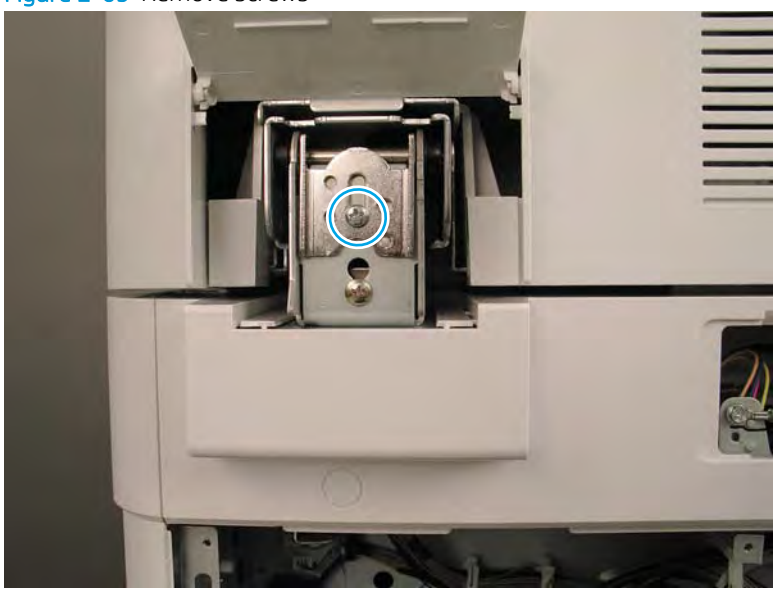
IMPORTANT: Note the alignment marks on the hinge stops. Any new document feeder must be reinstalled with the same alignment.

Figure 2-68 Alignment marks



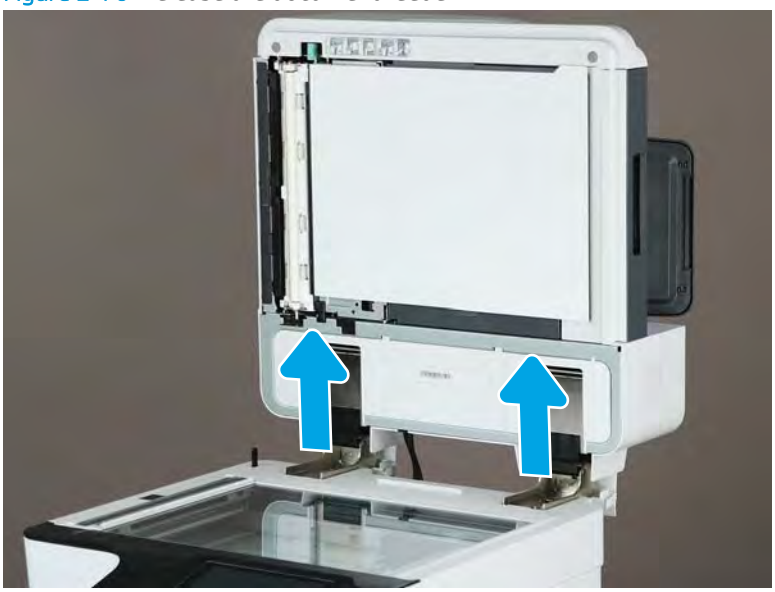
5. Remove the screw on each hinge stop.

Figure 2-69 Remove screws



6. Pull back and then lift up to release the document feeder unit.

Figure 2-70 Release the document feeder



NOTE: Complete a shading test and a skew alignment after replacing the document feeder unit.

Step 5: Remove the control panel bezel

1. Open the document feeder, and then remove three screws.

Figure 2-71 Remove the document feeder bezel

2. Place the control panel in the upright position.
3. Gently pry the control-panel bezel from the center screw hole, and then pry from the center of the control-panel bezel to the edges to release.

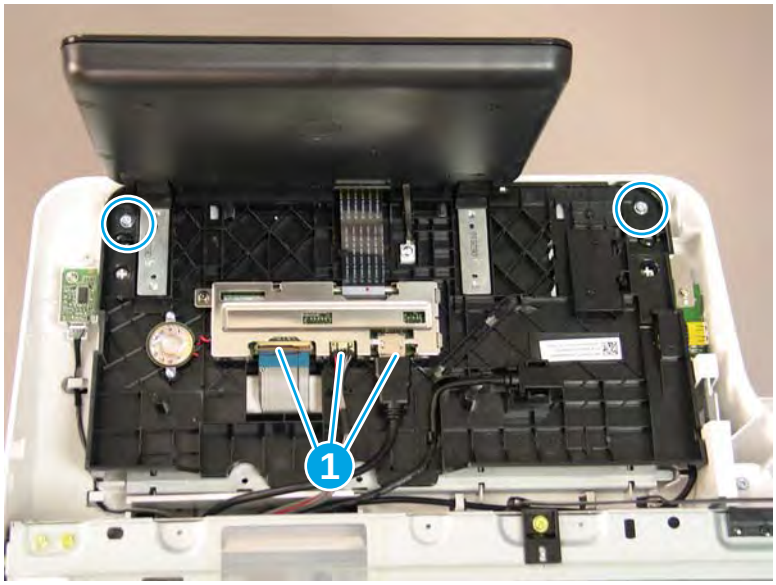
CAUTION: Do not pry against the scanner glass when removing the control-panel bezel.

Step 6: Remove the control panel

1. Place the control panel in the upright position.

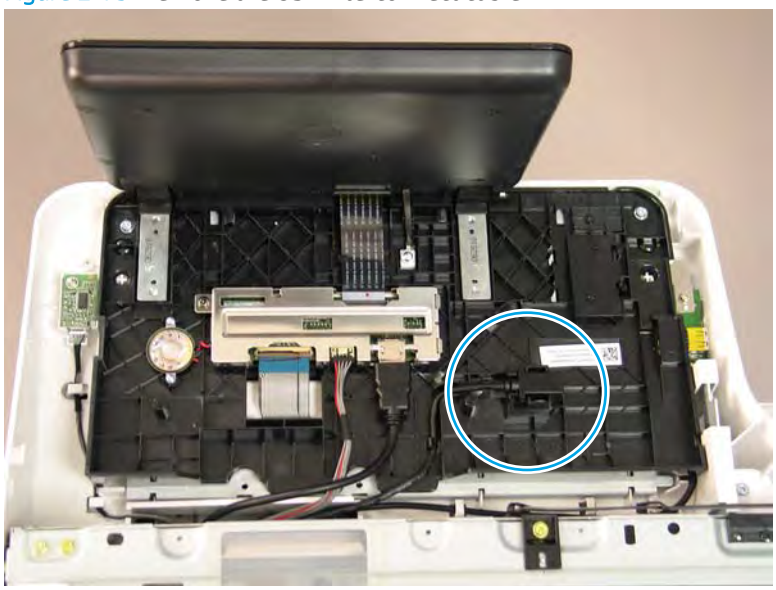
2. Disconnect one FFC, one connector, and one HDMI connector (callout 1), and then remove two screws on the control-panel frame.

Figure 2-72 Remove the control panel screws and disconnect connectors



3. Remove the USB interconnect cable from its retainer and reroute out of the way.

Figure 2-73 Remove the USB interconnect cable



4. Lift the control panel up from the front to release the tabs at the rear, and then remove the control panel.

Reinstallation tip: Align the four tabs at the rear or control panel, and then snap in the control panel.

Step 7: Remove the keyboard (z bundles)

1. Disconnect one FFC.

Figure 2-74 Disconnect one FFC

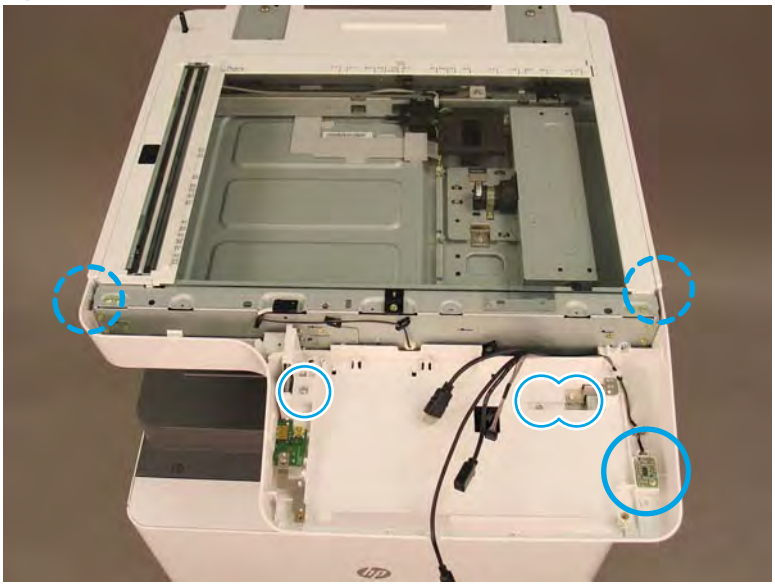
2. Slide the keyboard out, and then depress two latches to remove the keyboard.

Figure 2-75 Remove the control-panel keyboard

Step 8: Remove the Image scanner assembly (flat bed)

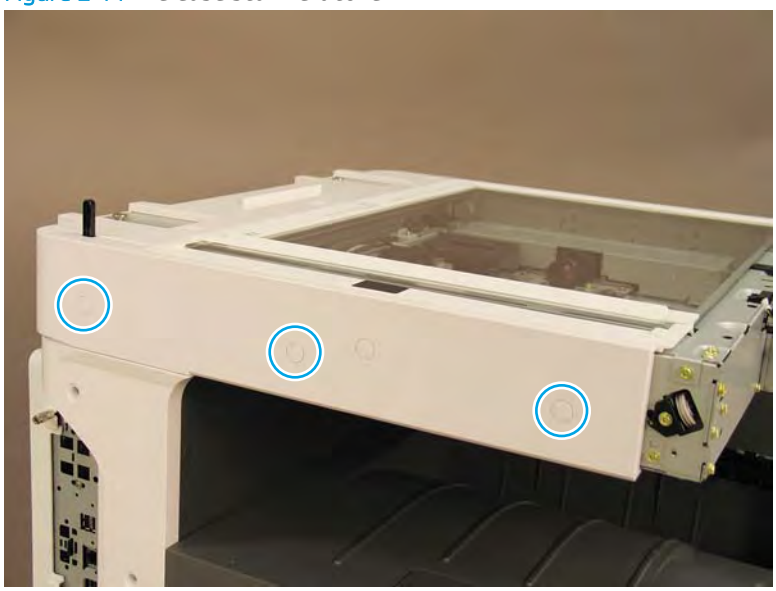
1. Remove six screw-caps and six screws. It might be necessary to use leverage near the left hinge and then pull the cover toward the back.

Figure 2-76 Remove screw-caps and screws and release scan-front cover



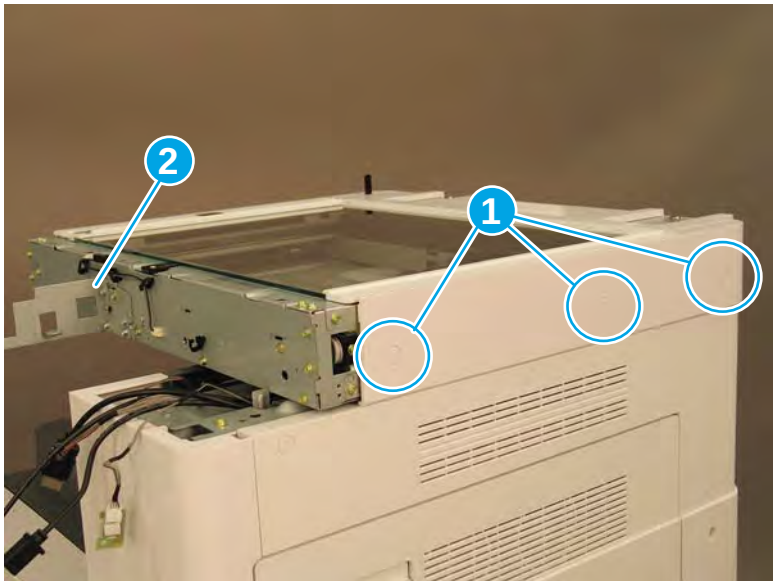
2. Remove three screw-caps and three screws. Release the scan-left cover.

Figure 2-77 Release scan-left cover



3. Remove three screw-caps and three screws (callout 1). Release the scan-right cover.

Figure 2-78 Remove scan-right cover



NOTE: At the front of the scanner, remove the bracket (callout 2) and install it on the new scanner whole unit.

4. Disconnect the two scan cables and one FFC at the top of the main board.

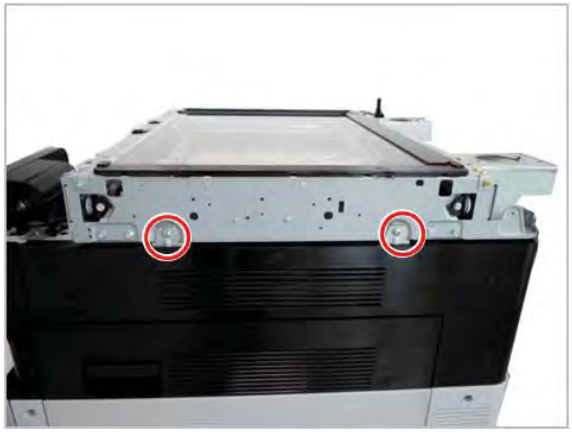
Figure 2-79 Disconnect scan cables

5. Remove three screws from the left.

Figure 2-80 Remove screws

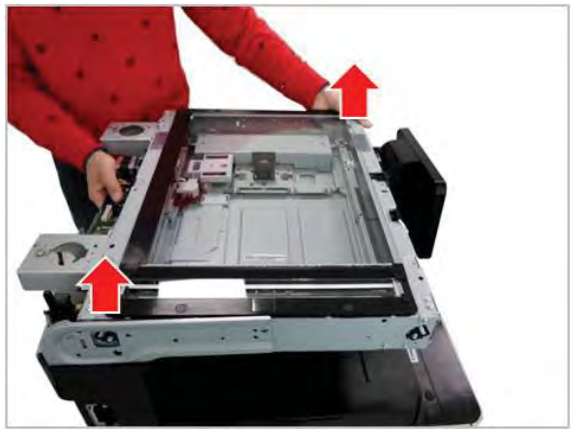
6. Remove two screws from the right.

Figure 2-81 Remove screws



7. Lift up and release the image scanner unit.

Figure 2-82 Lift up and release image scanner unit



NOTE: After reassembly, utilize the target to adjust the scanner location as necessary.

Reinstallation tip: Reinstall the scan bed by lowering the left side first and then lower the right. Align the screw holes on the right, and then install the screws.

Reinstallation tip: Reinstall the lower cover and ensure the cables are routed through the opening for the control panel and the bracket is properly aligned in the cover.

Step 9: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

ADF white backing (LX/du bundles)

- Introduction
- Step 1: Remove the document feeder white backing
- Step 2: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the white backing assembly.

Click here to view a video of this procedure.

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

Before performing service

- Disconnect the power cable.

JC63-05410A

To order the part, go to www.hp.com/buy/parts.

- ADF White backing (LX / du bundles)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the document feeder white backing

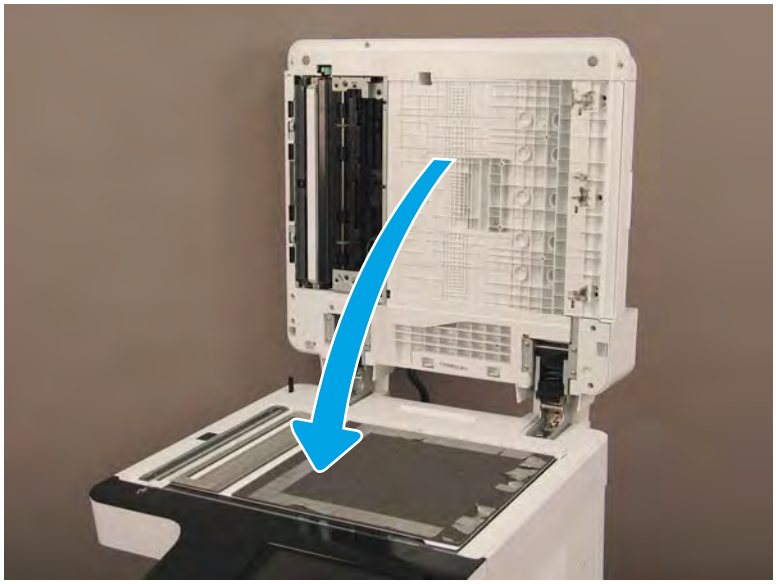
White backing

1. Open the document feeder cover.
2. Peel the white backing away to remove.

> **IMPORTANT:** Remove all the tape and foam from the bottom of the document feeder.

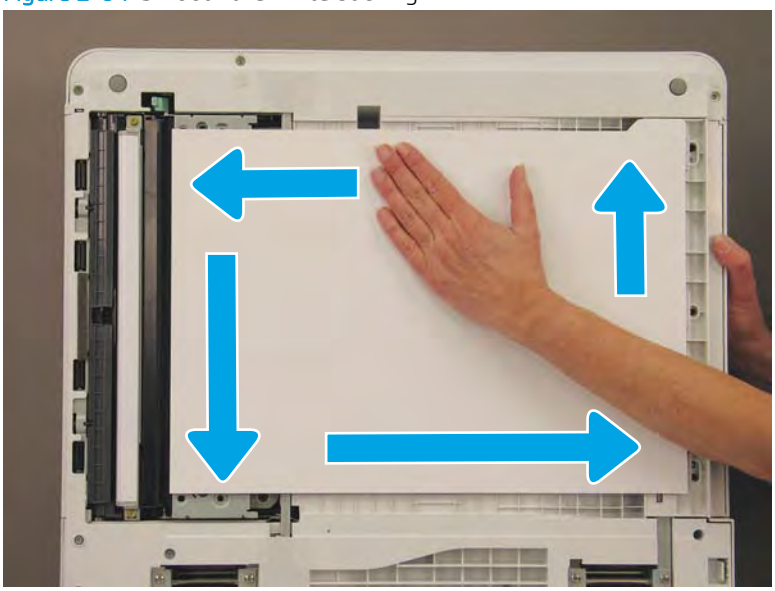
3. Position the new white backing on the scanner glass.
4. Peel the adhesive tape backing off the new white backing.
5. Close the document feeder cover to attach the white backing.

Figure 2-83 Close the document feeder cover



6. Open the cover again and smooth the white backing.

Figure 2-84 Smooth the white backing



Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

ADF White backing (GX ADF)

- Introduction
- Step 1: Remove the white backing
- Step 2: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the ADF white backing.

Click here to view a video of this procedure.

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

Before performing service

- Disconnect the power cable.

JC63-05795A

To order the part, go to www.hp.com/buy/parts.

- ADF, white foam

Required tools

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

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

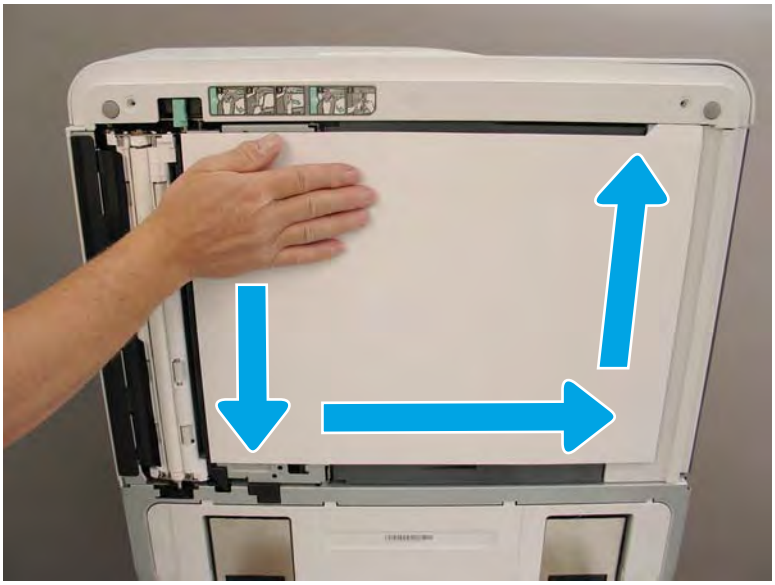
Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the white backing

White backing

1. Open the document feeder cover.
2. Peel the white backing away to remove.

3. Position the new white backing on the scanner glass.
4. Replace any damaged or missing velcro tabs by positioning them on the new white backing.
5. Close the document feeder cover to attach the white backing.
6. Open the cover again and smooth the white backing.



Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Exit unit

- Introduction
- Step 1: Remove the right rear cover
- Step 2: Remove the right door
- Step 3: Remove the front top inner cover
- Step 4: Remove the front power cover
- Step 5: Remove the top right cover
- Step 6: Remove the fuser unit
- Step 7: Remove the exit unit
- Step 8: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the exit unit.

View a video of how to remove and replace the exit unit.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC90-01369A

To order the part, go to www.hp.com/buy/parts.

- Exit

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.

- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

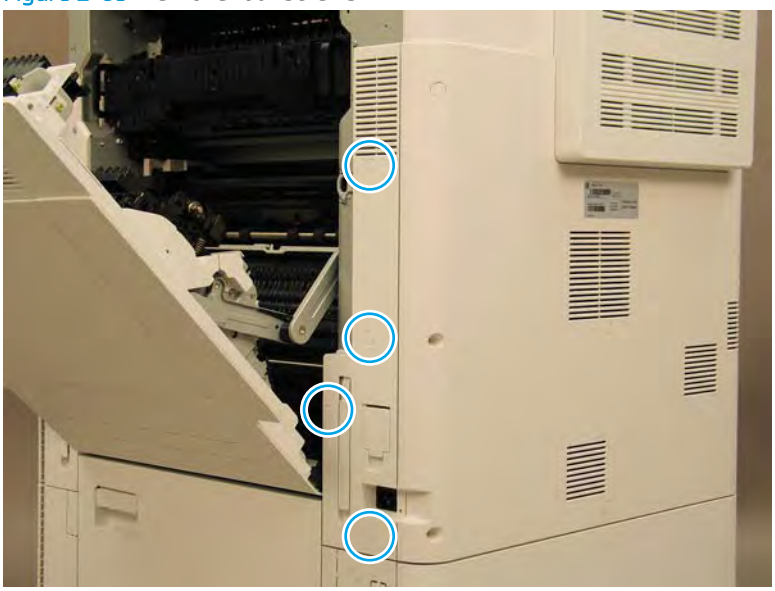
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

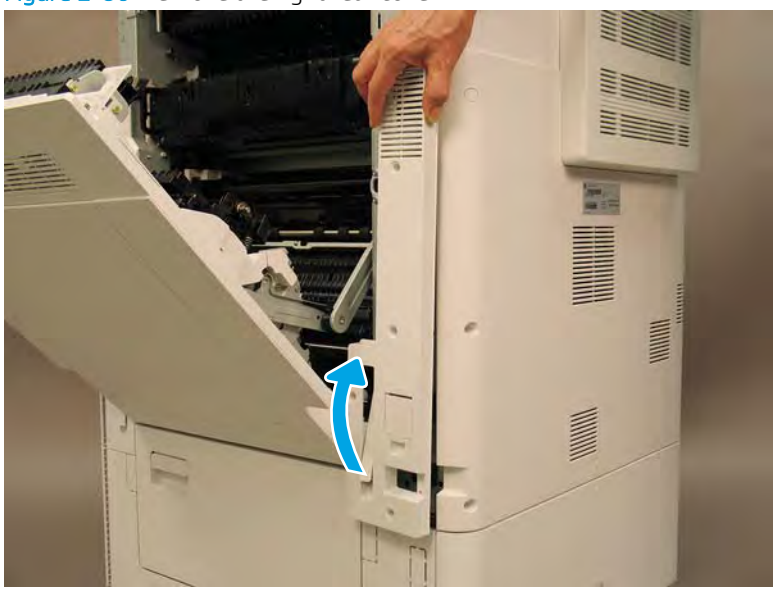
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-85 Remove four screws



3. Lift the handle and remove the right rear cover.

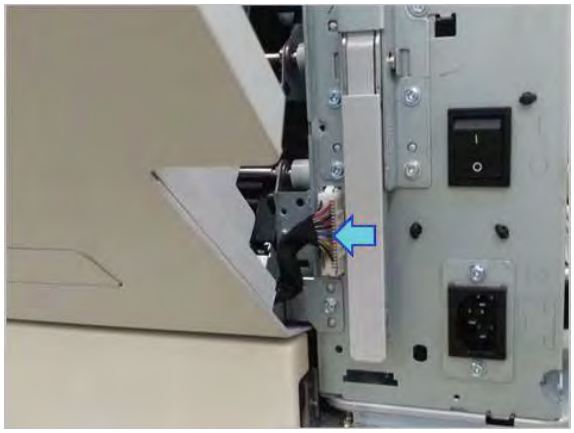
Figure 2-86 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

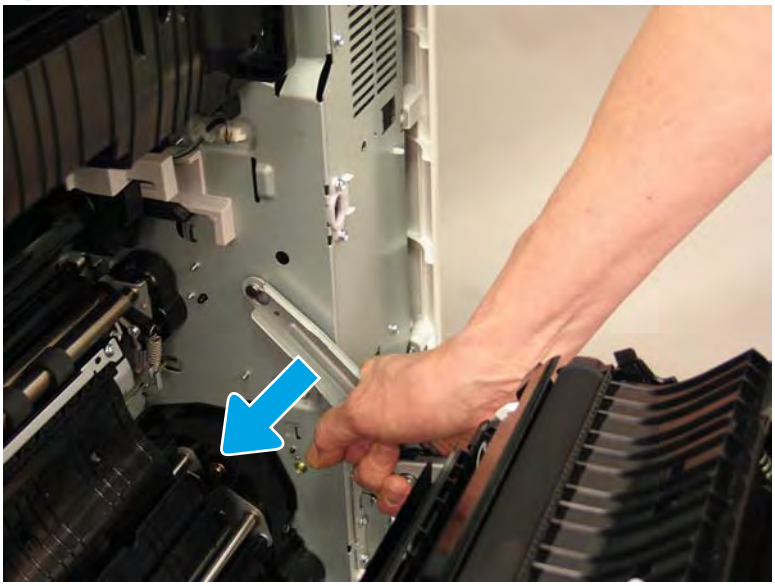
Figure 2-87 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-88 Release the right hinge



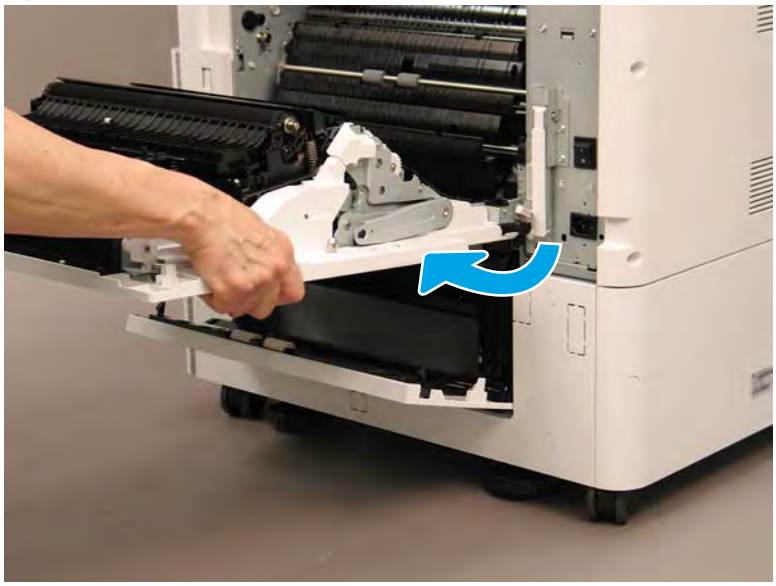
3. Slightly raise the right door, and then release the left dampener.

Figure 2-89 Release the left dampener

4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

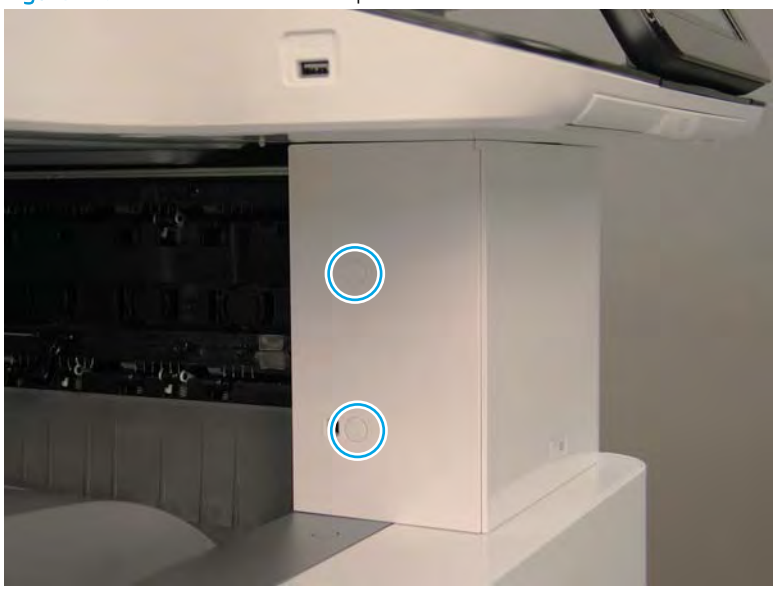
Figure 2-90 Remove the right door



Step 3: Remove the front top inner cover

▲ Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

Figure 2-91 Remove the front top inner cover

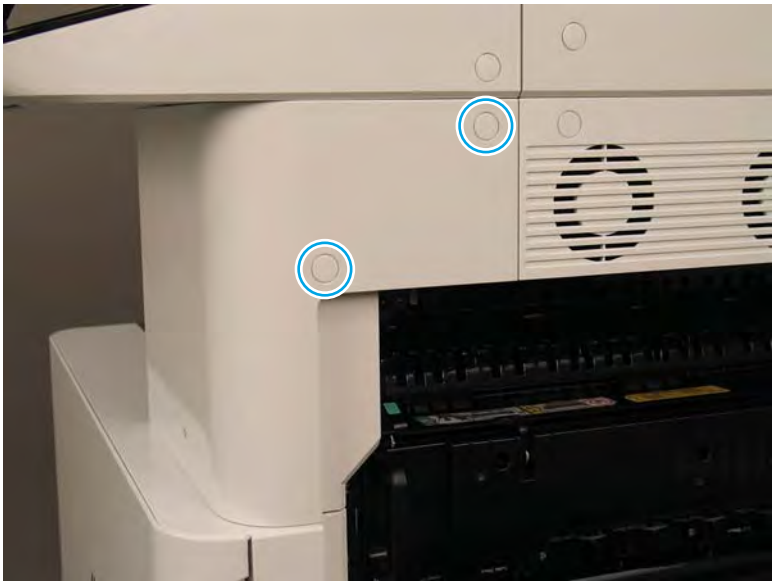


Step 4: Remove the front power cover

1. Remove two screw-caps and two screws. Release two tabs on the right, and then rotate the cover slightly away from the printer.

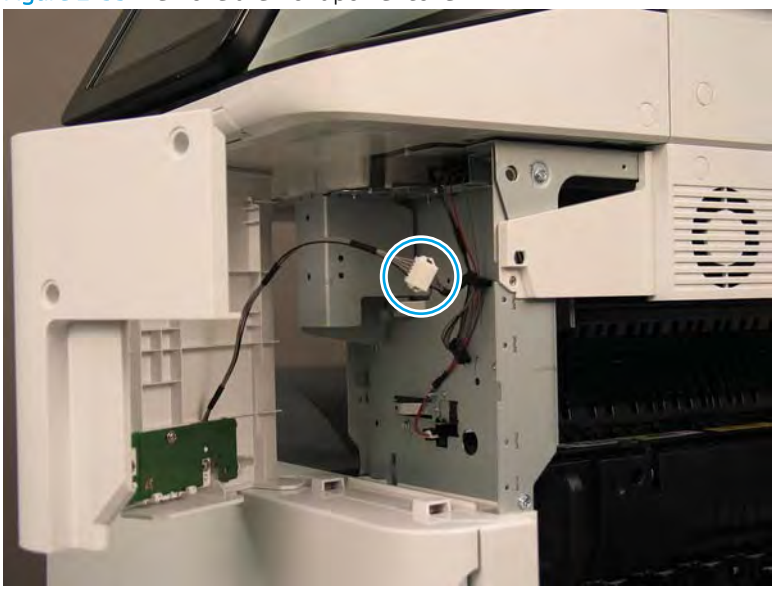
⚠ CAUTION: The cover is still attached to the printer by a cable. Do not completely remove the cover.

Figure 2-92 Remove two screws and rotate the cover



2. Disconnect one connector, and then remove the cover.

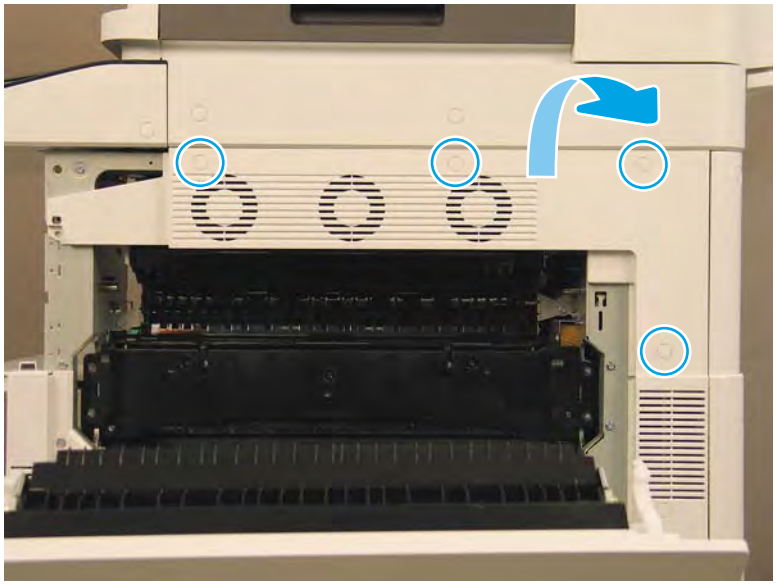
Figure 2-93 Remove the front power cover



Step 5: Remove the top right cover

- Remove four screw caps and four screws, and then rotate the upper right door cover away from the printer to remove it.

Figure 2-94 Remove the upper right door cover



Step 6: Remove the fuser unit

1. Open the right door.
2. Remove four screws.

Figure 2-95 Fuser unit screw locations

3. Pull out the fuser unit.

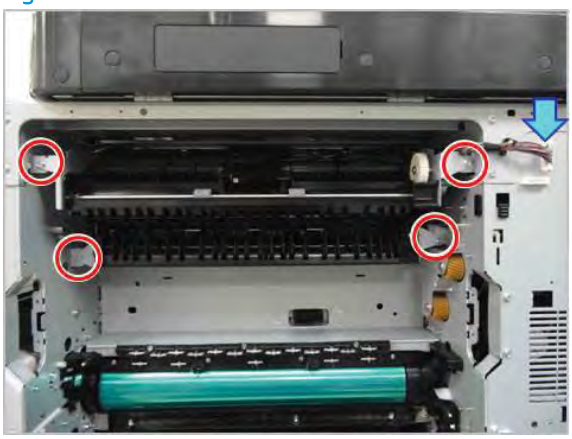
⚠ CAUTION: The temperature in the vicinity of the fuser becomes heated. To prevent the potential of getting burned, make sure the fuser unit has cooled before replacing it.

Figure 2-96 Fuser unit removal

Step 7: Remove the exit unit

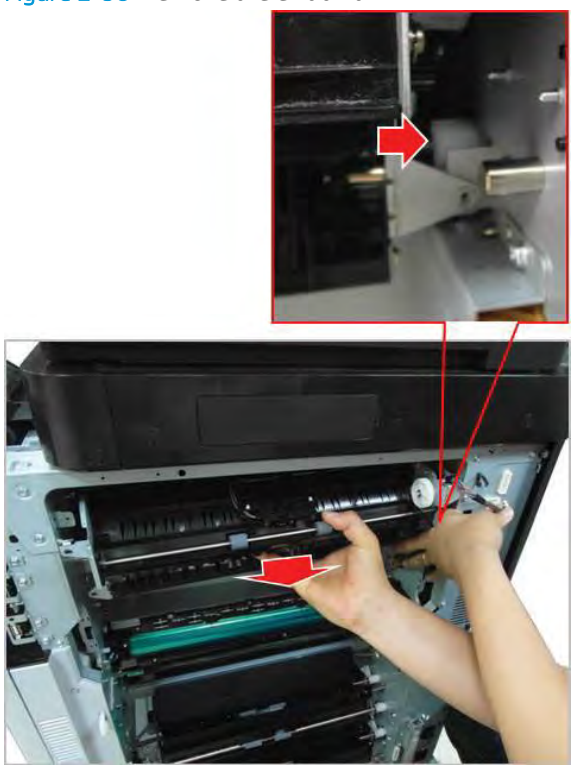
1. Disconnect two connectors, and then remove four screws.

Figure 2-97 Disconnect two connectors and remove four screws



2. Remove the exit unit while pushing the coupler to the right.

Figure 2-98 Remove the exit unit



Step 8: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Fuser unit

- Introduction
- Step 1: Remove the fuser unit
- Step 2: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the fuser unit.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC82-00477C

- HP LaserJet 110V Fuser Assembly

JC82-00483C

- HP LaserJet 220V Fuser Assembly

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the fuser unit

1. Open the right door.
2. Remove four screws.

Figure 2-99 Fuser unit screw locations

3. Pull out the fuser unit.

⚠ CAUTION: The temperature in the vicinity of the fuser becomes heated. To prevent the potential of getting burned, make sure the fuser unit has cooled before replacing it.

Figure 2-100 Fuser unit removal

Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Pickup unit 1

- Introduction
- Step 1: Remove the right rear cover
- Step 2: Remove the right door
- Step 3: Remove pickup unit 2
- Step 4: Remove pickup unit 1
- Step 5: Unpack the replacement assembly

Introduction

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

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01364A

To order the part, go to www.hp.com/buy/parts.

- Main Pick Up 1st

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

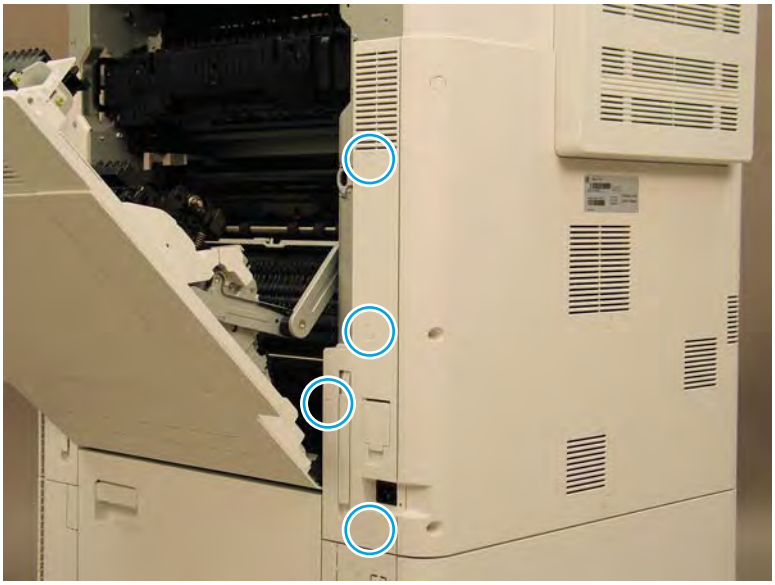
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

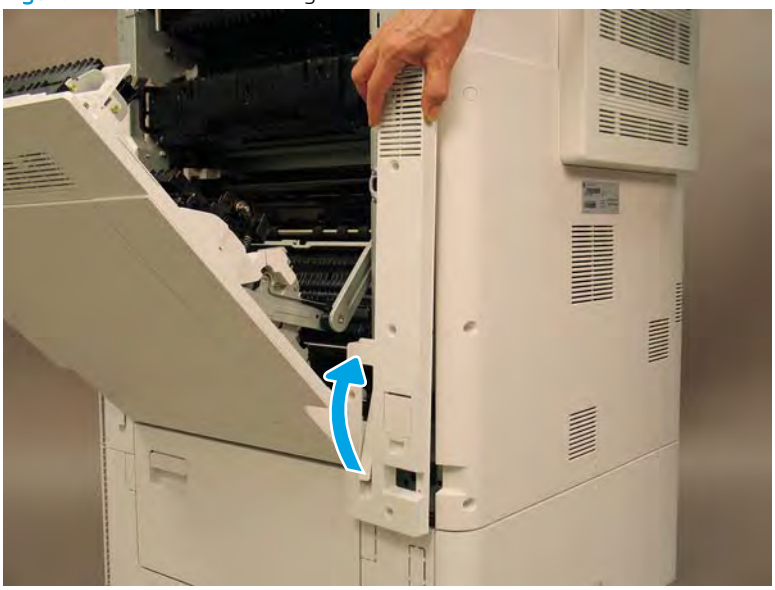
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-101 Remove four screws



3. Lift the handle and remove the right rear cover.

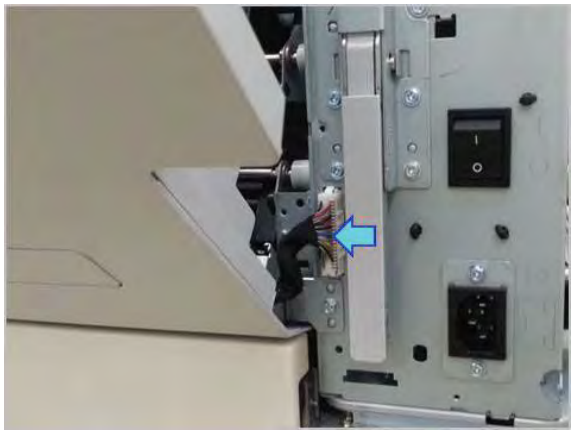
Figure 2-102 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

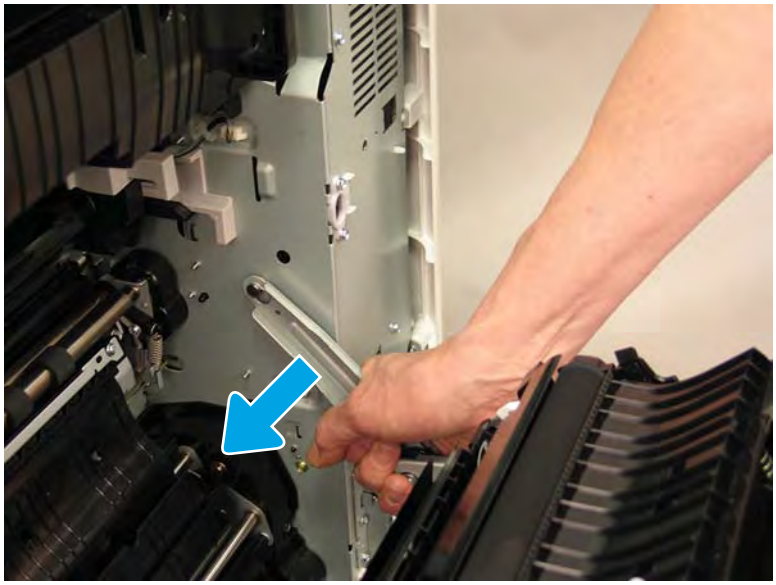
Figure 2-103 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-104 Release the right hinge



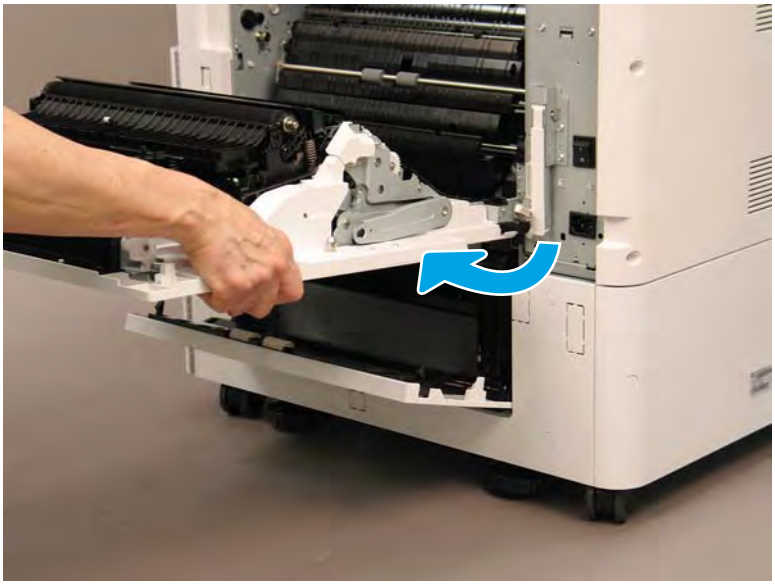
3. Slightly raise the right door, and then release the left dampener.

Figure 2-105 Release the left dampener

4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

Figure 2-106 Remove the right door

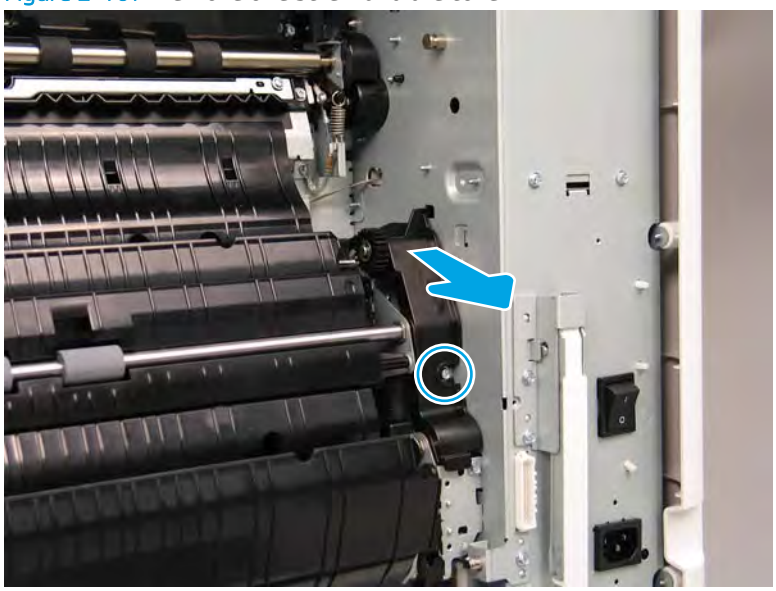


Step 3: Remove pickup unit 2

1. Remove the paper trays.

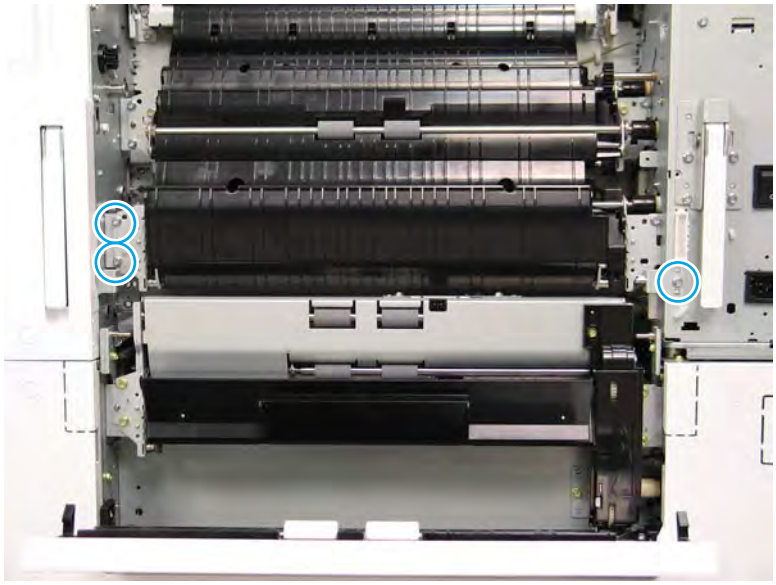
2. Remove one screw, and then remove the cover.

Figure 2-107 Remove one screw and the cover



3. Remove three screws.

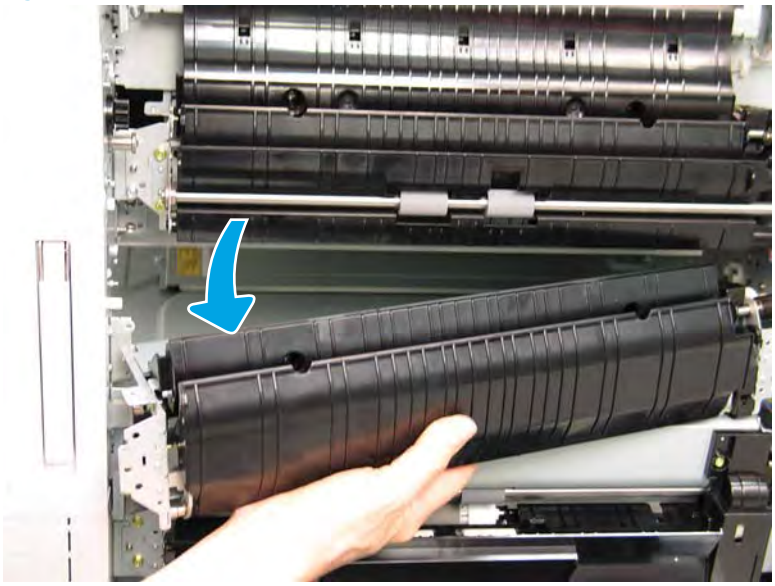
Figure 2-108 Remove three screws



4. Rotate the left side of pickup unit 2 away from the printer.

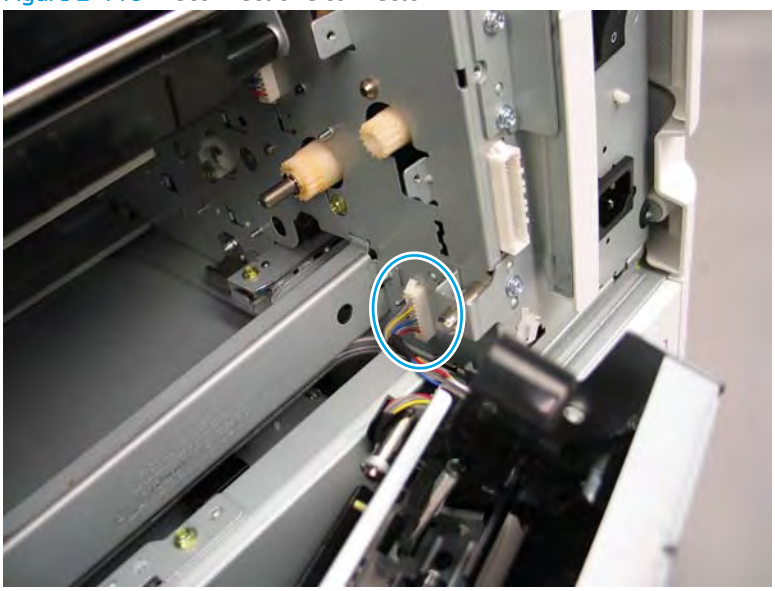
⚠ CAUTION: The pickup unit is still attached to the printer by a connector. Do not remove it completely

Figure 2-109 Rotate pickup unit 2



5. Disconnect one connector.

Figure 2-110 Disconnect one connector

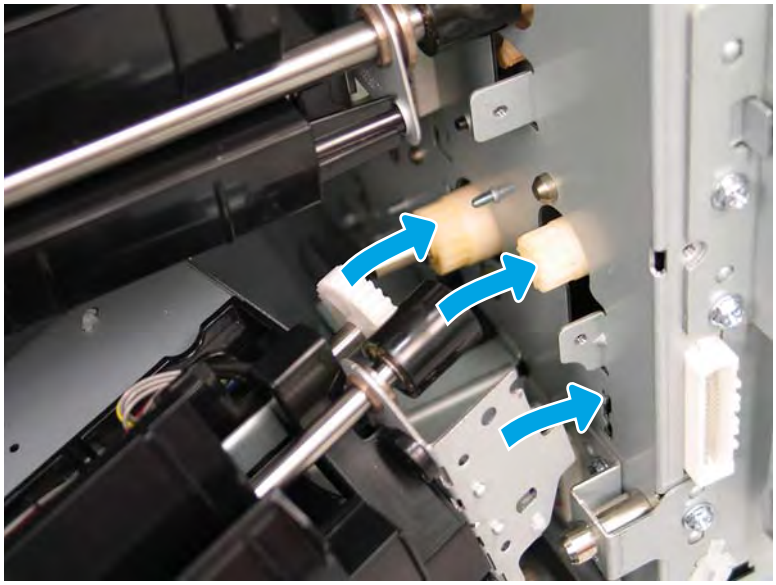


6. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Pickup unit 2

- When reinstalling pickup unit 2, align the gear, coupler, and bracket on the right side.

Figure 2-111 Align gear, coupler, and bracket



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

Step 4: Remove pickup unit 1

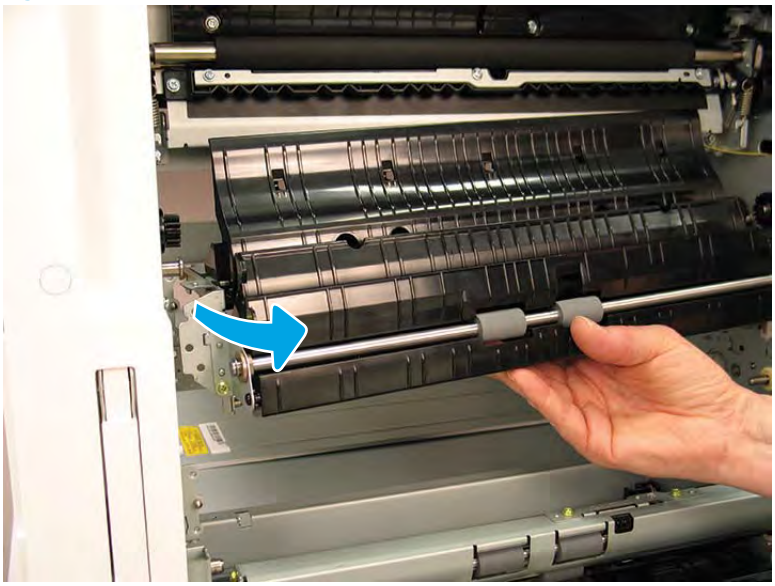
1. Remove three screws.

Figure 2-112 Remove three screws

2. Rotate the left side of pickup unit 1 away from the printer.

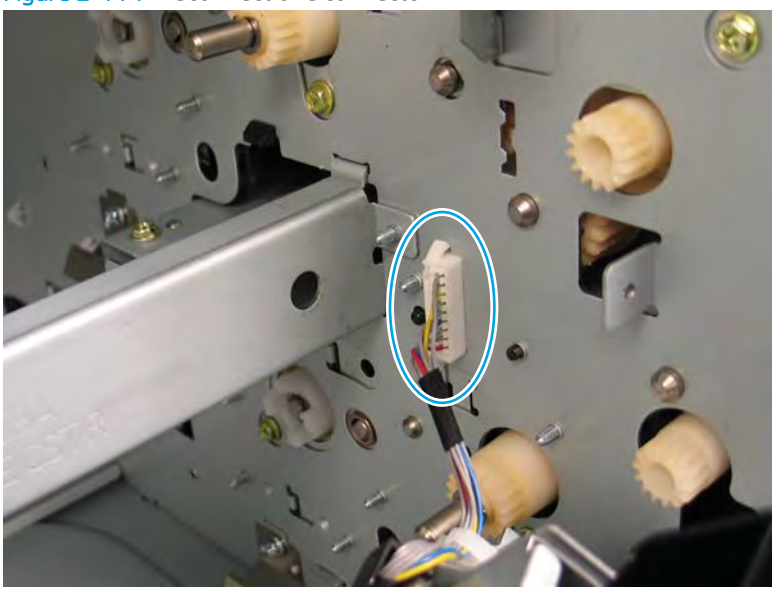
⚠ CAUTION: The pickup unit is still attached to the printer by a connector. Do not remove it completely

Figure 2-113 Rotate pickup unit 1



3. Disconnect one connector.

Figure 2-114 Disconnect one connector

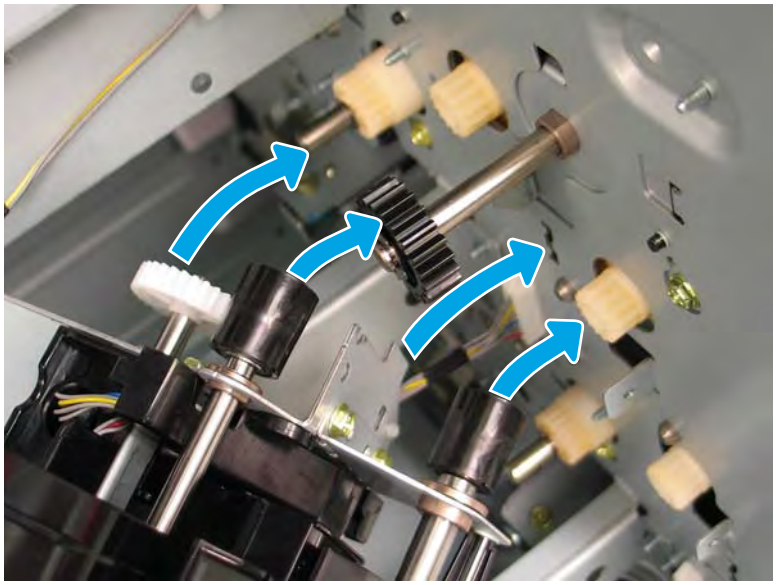


4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Pickup unit 1

- When reinstalling pickup unit 1, align the gear, couplers, and bracket on the right side.

Figure 2-115 Align gear, coupler, and bracket



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

Step 5: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Pickup unit 2

- Introduction
- Step 1: Remove the right rear cover
- Step 2: Remove the right door
- Step 3: Remove pickup unit 2
- Step 4: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace pickup unit 2.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01365A

To order the part, go to www.hp.com/buy/parts.

- Main Pick Up 2cnd

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

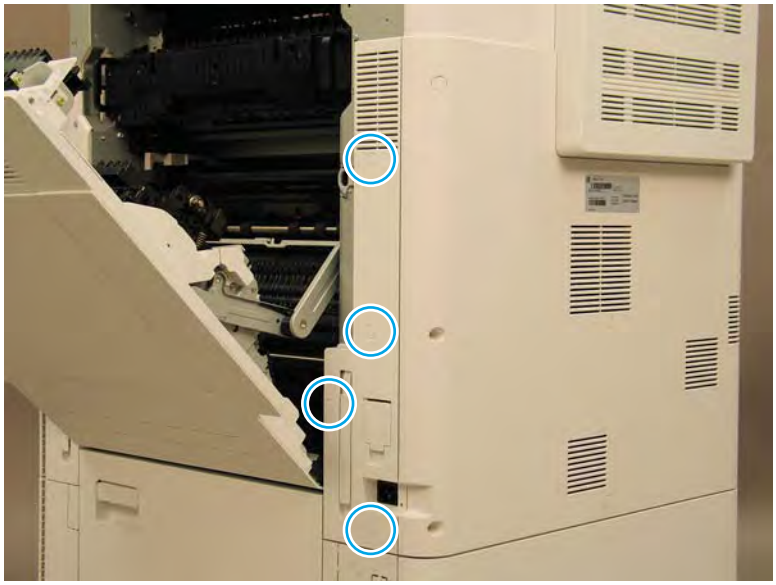
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

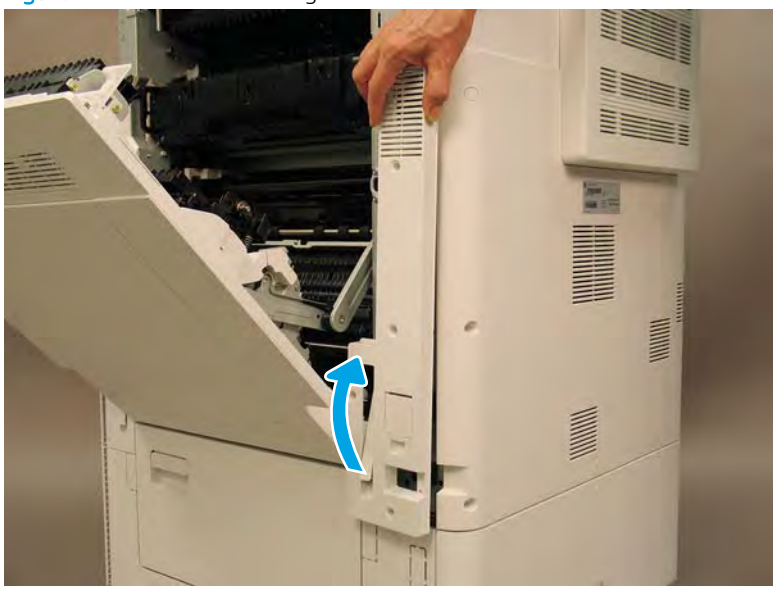
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-116 Remove four screws



3. Lift the handle and remove the right rear cover.

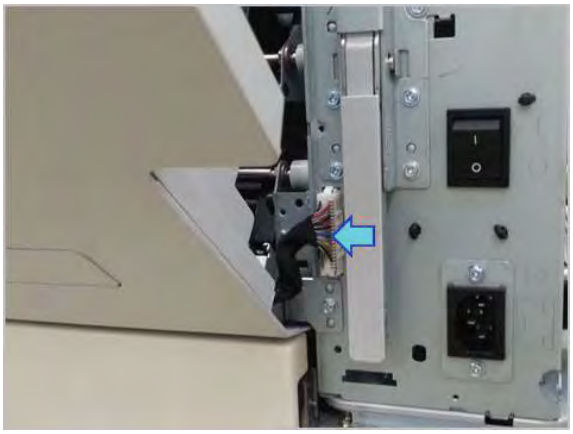
Figure 2-117 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

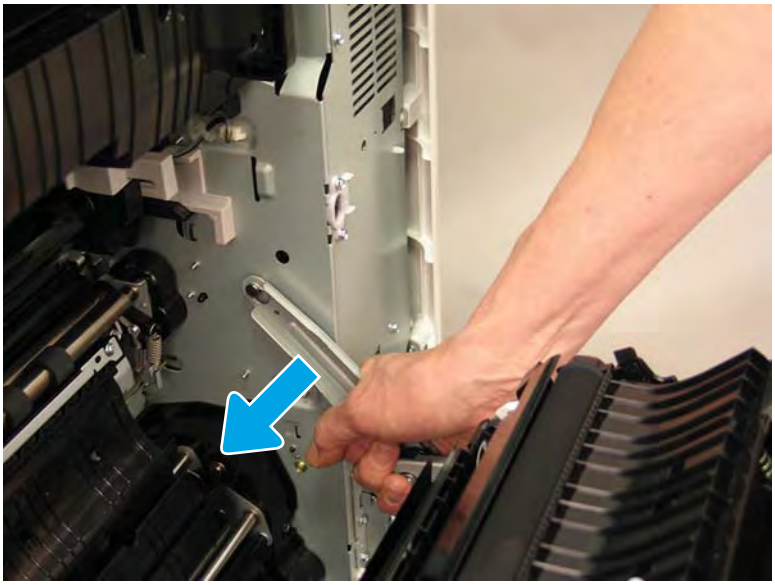
Figure 2-118 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-119 Release the right hinge



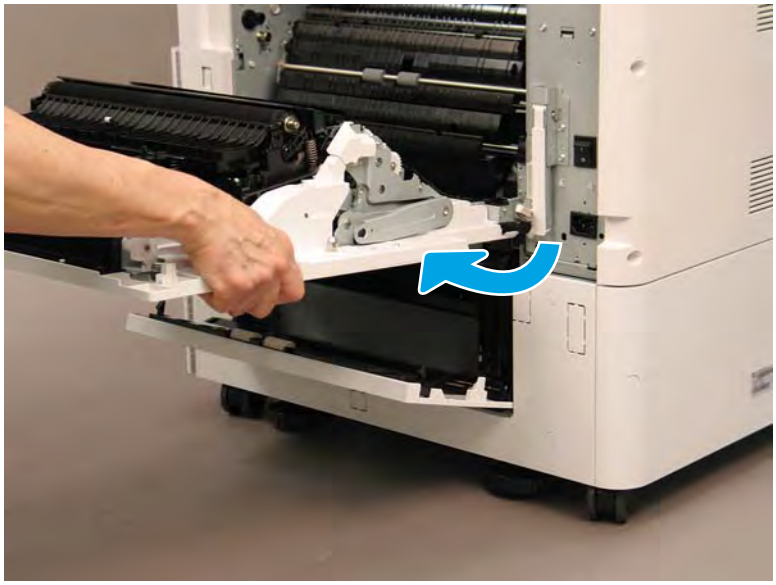
3. Slightly raise the right door, and then release the left dampener.

Figure 2-120 Release the left dampener

4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

Figure 2-121 Remove the right door

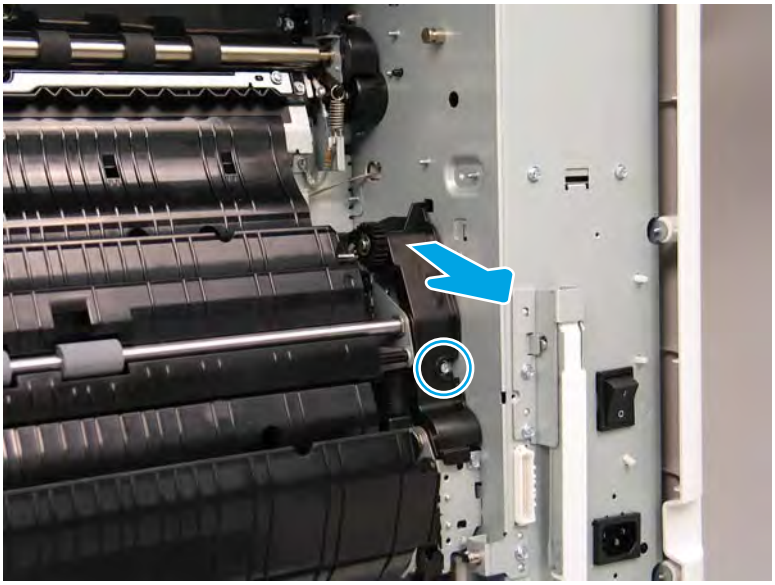


Step 3: Remove pickup unit 2

1. Remove the paper trays.

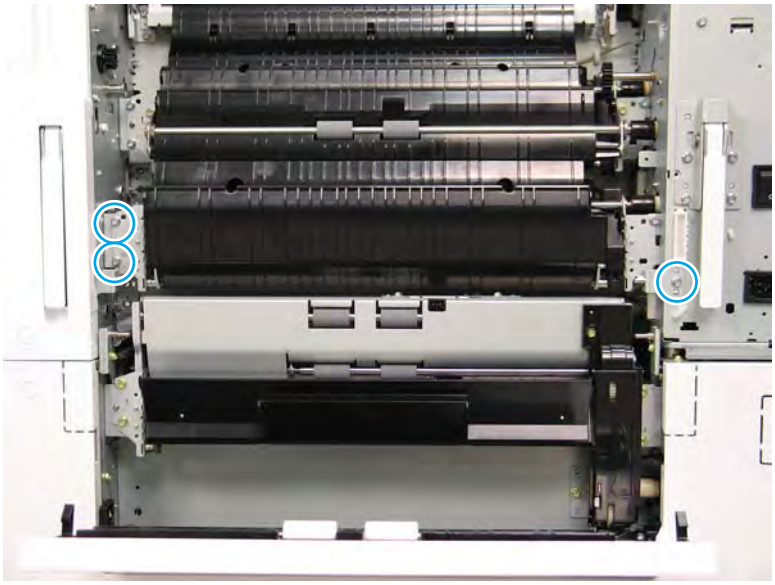
2. Remove one screw, and then remove the cover.

Figure 2-122 Remove one screw and the cover



3. Remove three screws.

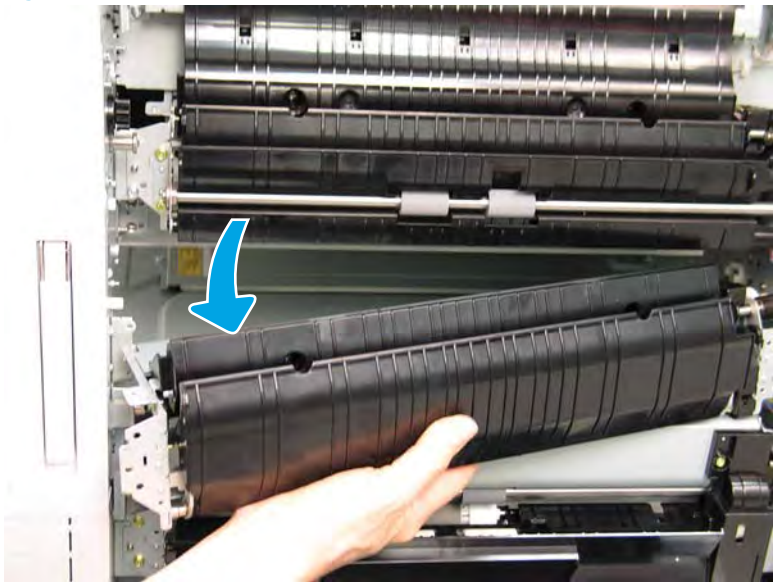
Figure 2-123 Remove three screws



4. Rotate the left side of pickup unit 2 away from the printer.

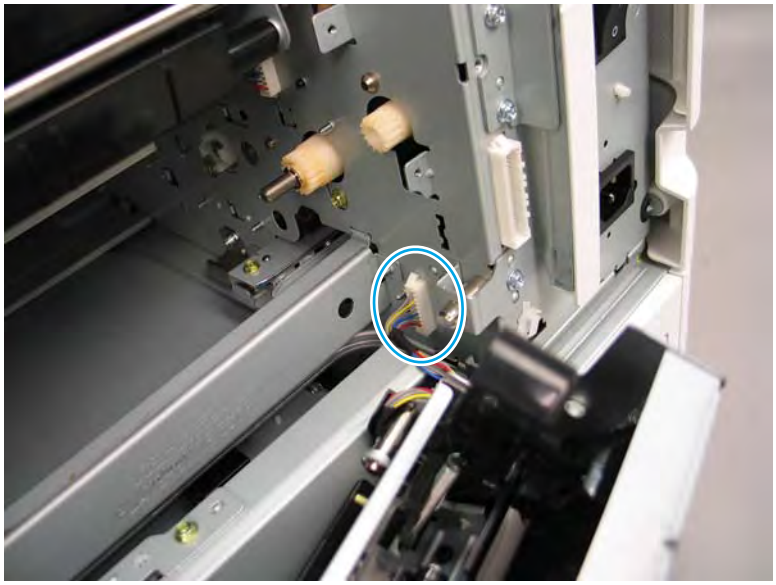
⚠ CAUTION: The pickup unit is still attached to the printer by a connector. Do not remove it completely

Figure 2-124 Rotate pickup unit 2



5. Disconnect one connector.

Figure 2-125 Disconnect one connector

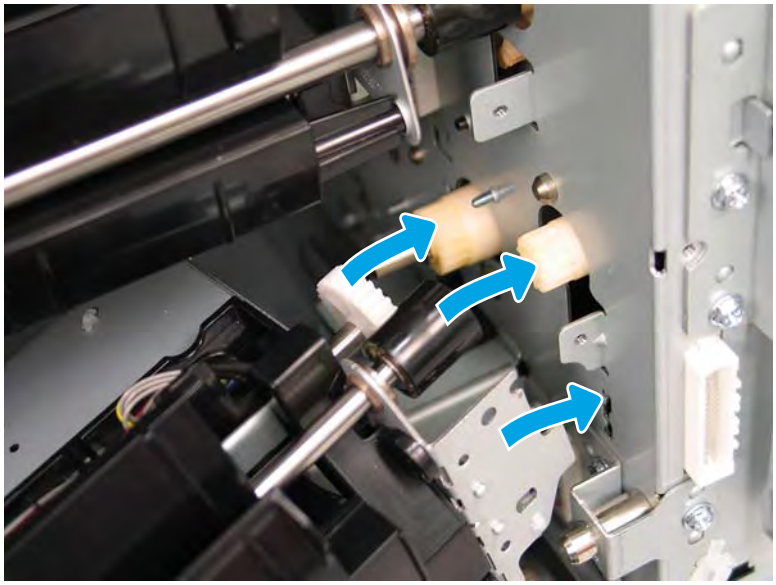


6. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Pickup unit 2

- When reinstalling pickup unit 2, align the gear, coupler, and bracket on the right side.

Figure 2-126 Align gear, coupler, and bracket



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

Step 4: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Right door

- Introduction
- Step 1: Remove the right rear cover
- Step 2: Remove the right door
- Step 3: Unpack the replacement assembly

Introduction

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

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC95-02091A

To order the part, go to www.hp.com/buy/parts.

- Right Door Assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

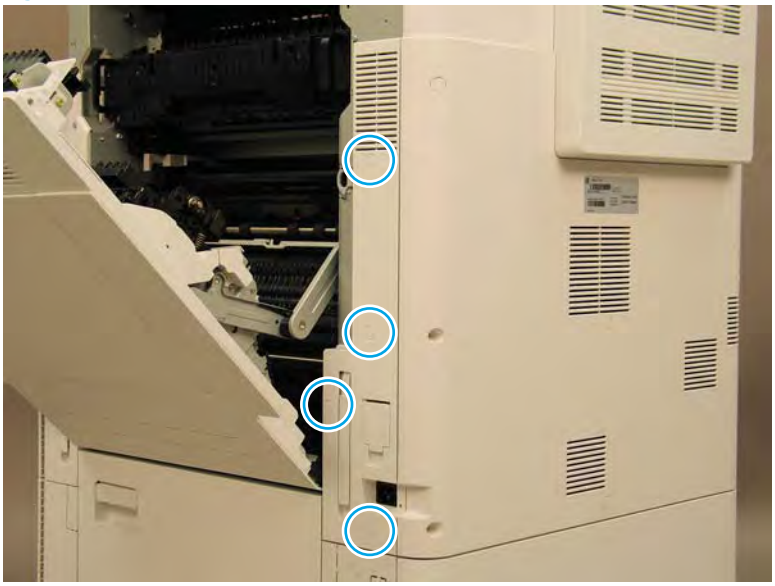
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

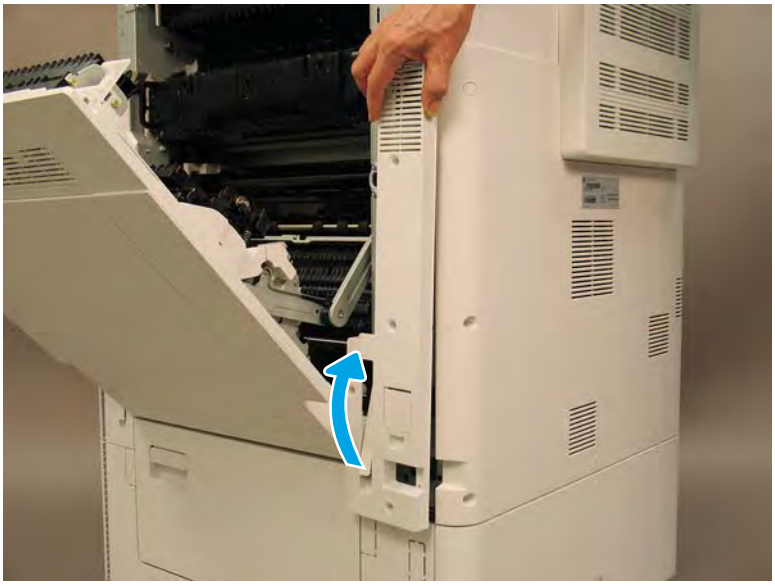
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-127 Remove four screws



3. Lift the handle and remove the right rear cover.

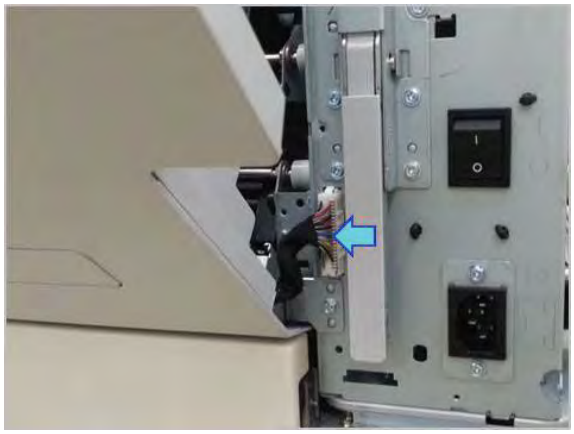
Figure 2-128 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

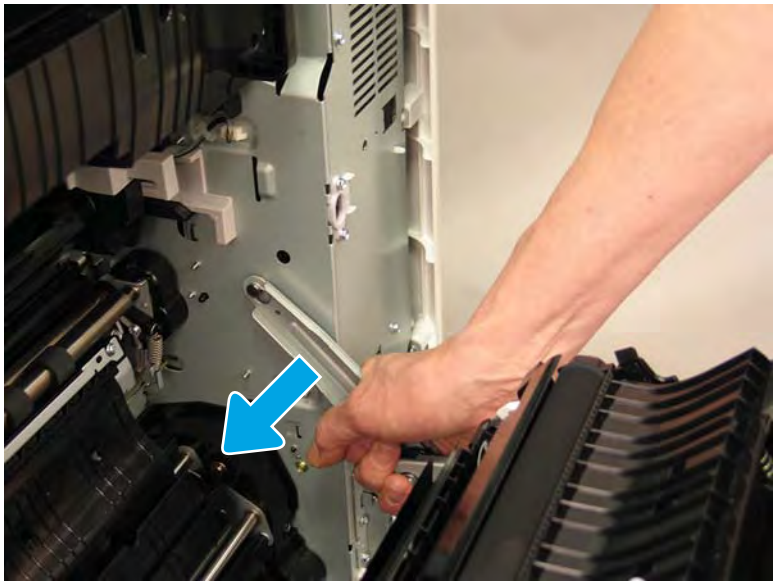
Figure 2-129 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-130 Release the right hinge



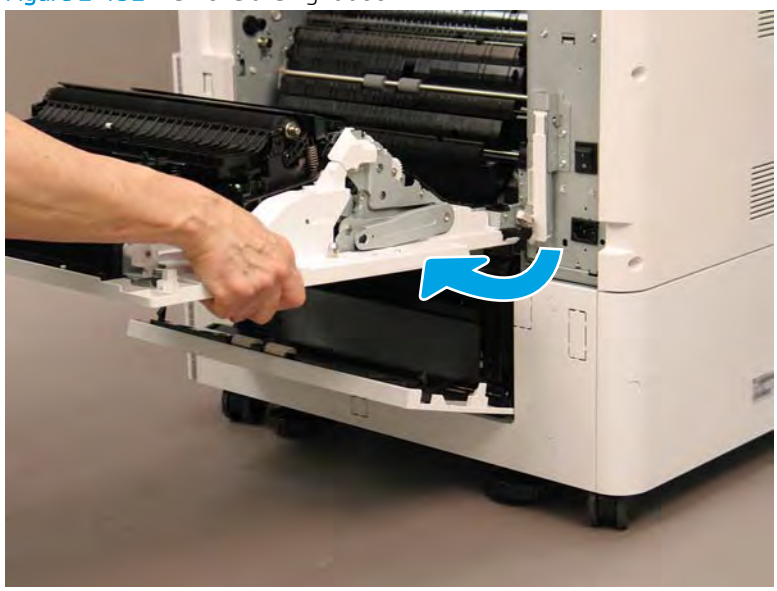
3. Slightly raise the right door, and then release the left dampener.

Figure 2-131 Release the left dampener

4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

Figure 2-132 Remove the right door



Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Pickup drive unit 1 (Tray 2)

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the lower rear cover
- Step 3: Remove the LVPS cover
- Step 4: Remove the fuser drive and LVPS boards and cage
- Step 5: Remove the pickup drive unit 1
- Step 6: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace pickup drive unit 1.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01063C

To order the part, go to www.hp.com/buy/parts.

- Drive, Pick up

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

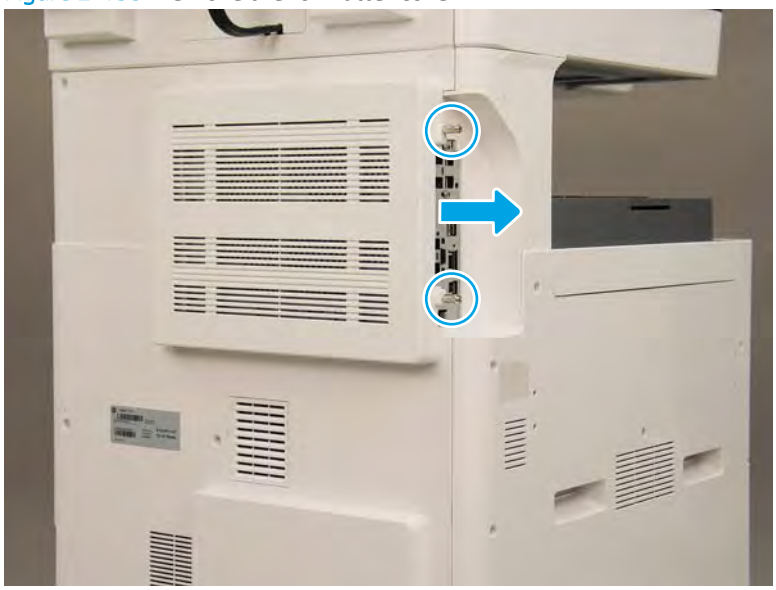
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

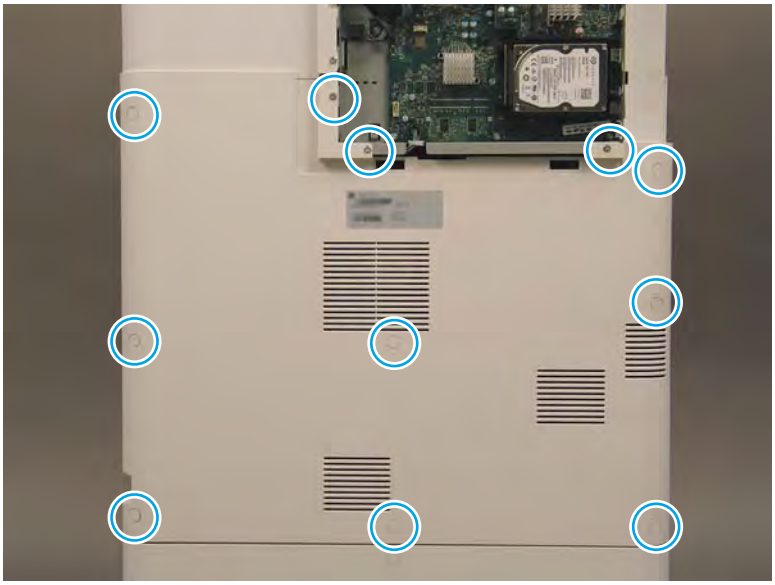
Figure 2-133 Remove the formatter cover



Step 2: Remove the lower rear cover

- Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

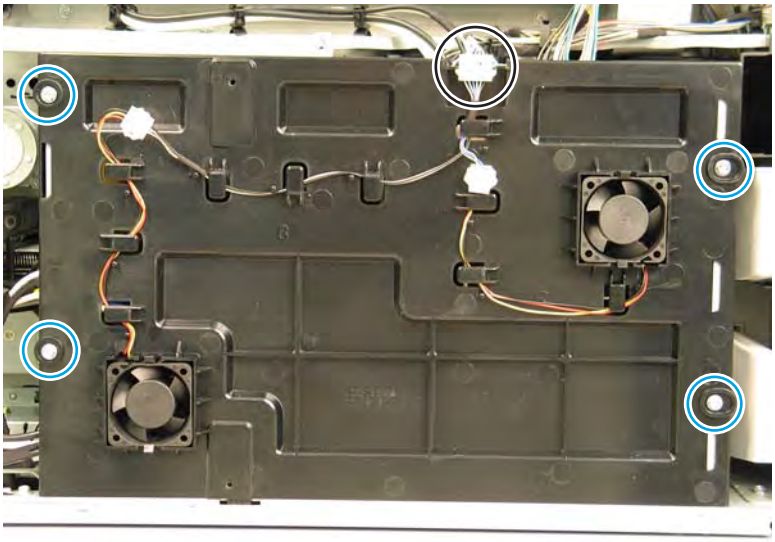
Figure 2-134 Remove the lower rear cover



Step 3: Remove the LVPS cover

- Disconnect one connector, and then remove four screws. Slide the LVPS cover to the left, and then remove the cover.

Figure 2-135 Remove the LVPS cover

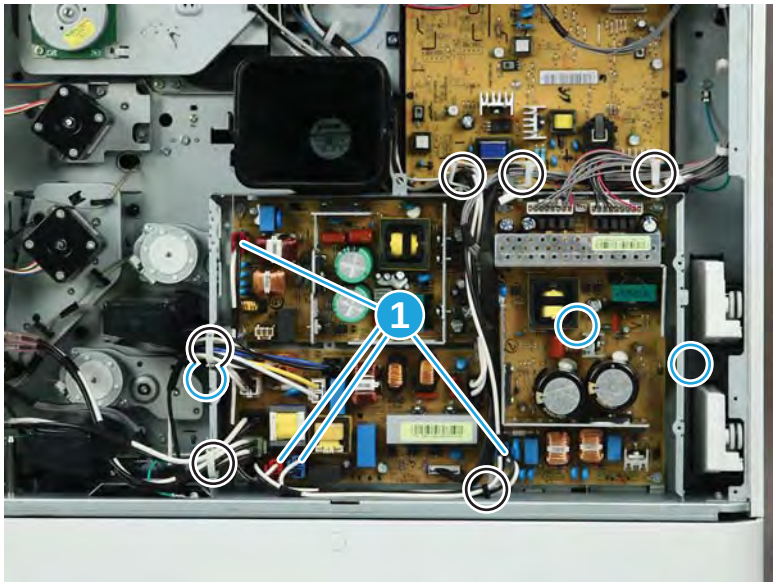


Step 4: Remove the fuser drive and LVPS boards and cage

⚠ WARNING! Wait five minutes after turning the printer off to allow the capacitors to dissipate any residual energy.

- Before removing the fuser drive and LVPS boards and cage, note the location of four connectors (callout 1) that do not have to be disconnected. Disconnect the remaining connectors on the LVPS and fuser drive boards, and then release the cables from five retainers. Remove three screws, and then tilt the top of the cage out to remove it.

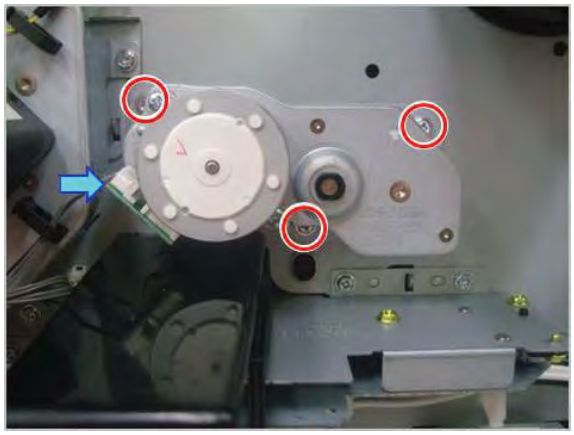
Figure 2-136 Remove the fuser drive and LVPS boards and cage



Step 5: Remove the pickup drive unit 1

▲ Disconnect the motor connector. Remove three screws, and then remove the pickup drive (Tray 2).

Figure 2-137 Remove pickup drive (Tray 2)



Step 6: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Pickup drive unit 2 (Tray 3)

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the lower rear cover
- Step 3: Remove the pickup drive unit 2
- Step 4: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace pickup drive unit 2.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01063C

To order the part, go to www.hp.com/buy/parts.

- Drive, Pick up 2

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

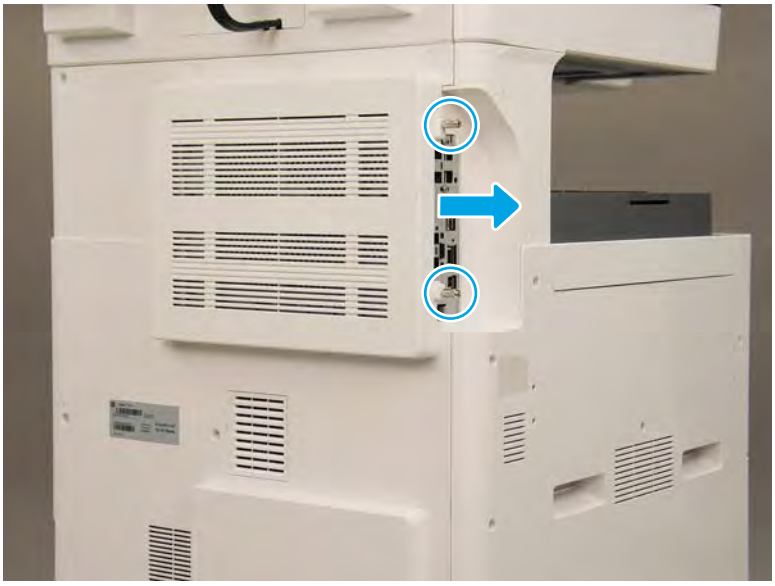
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

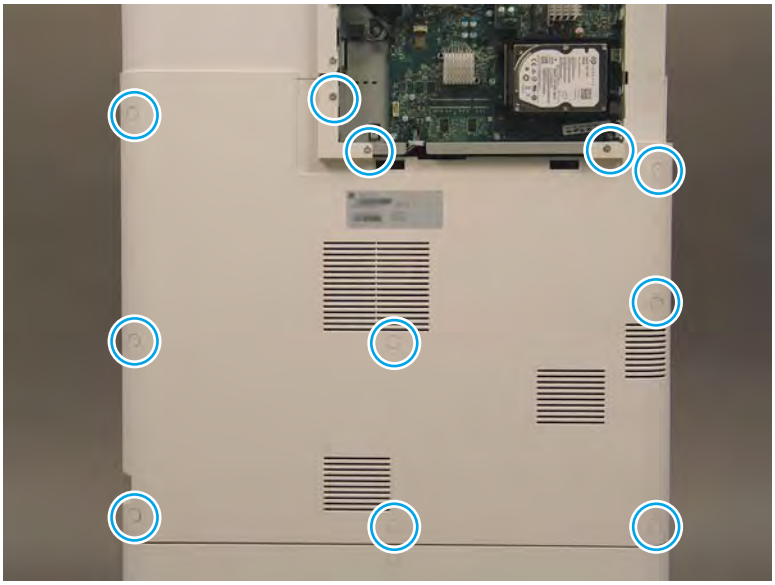
Figure 2-138 Remove the formatter cover



Step 2: Remove the lower rear cover

- Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

Figure 2-139 Remove the lower rear cover

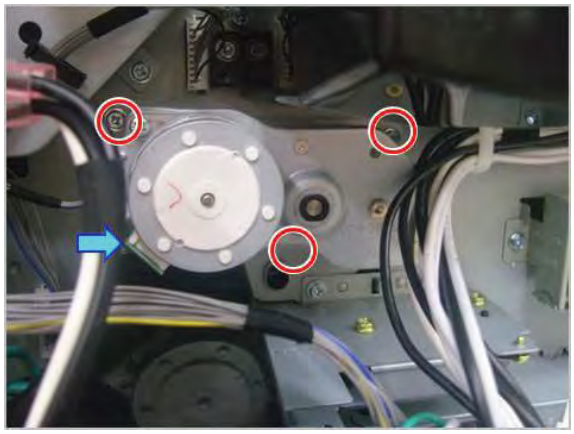


Step 3: Remove the pickup drive unit 2

- Disconnect the motor connector. Remove three screws, and then remove the pickup drive (Tray 3).

NOTE: If replacing only the motor, remove the drive unit from the printer and then remove the motor from the drive unit.

Figure 2-140 Remove pickup drive unit 2



Step 4: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Main drive unit

- Introduction
- Step 1: Remove the imaging drum
- Step 2: Remove the developer unit
- Step 3: Remove the formatter cover
- Step 4: Remove the lower rear cover
- Step 5: Remove the main drive unit
- Step 6: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the main drive unit.

View a video of how to remove and replace the main drive unit.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01060A

To order the part, go to www.hp.com/buy/parts.

- Main Drive Assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the imaging drum

1. Remove the toner collection unit (TCU).

NOTE: For some target assemblies, the TCU is already removed.

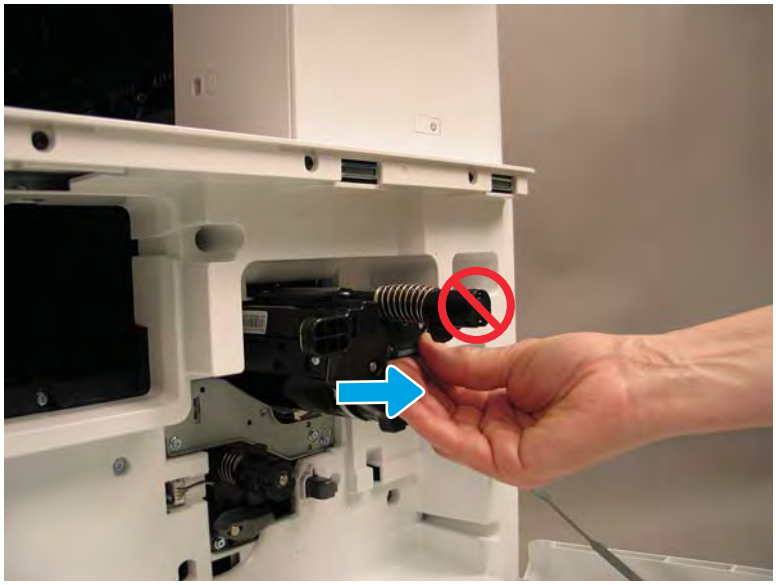
2. Open the right door.
3. Loosen one screw.

Figure 2-141 Loosen one screw

4. Grip the handle and remove the drum unit.

NOTICE: Do not grip the waste toner connection when removing the drum unit.

Figure 2-142 Remove the drum unit



Step 2: Remove the developer unit

1. Remove the toner collection unit (TCU).

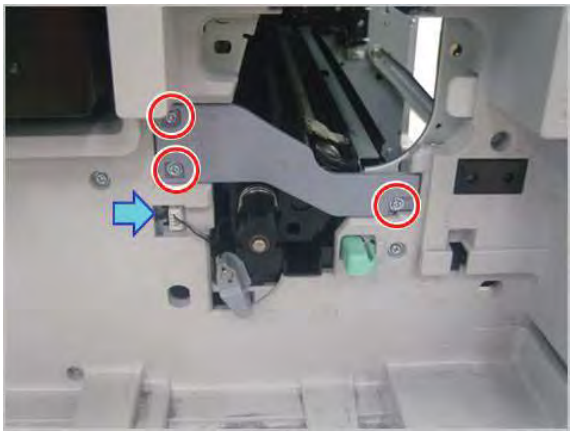
NOTE: For some target assemblies, the TCU is already removed.

2. Remove the imaging drum unit.

NOTE: For some target assemblies, the imaging unit is already removed.

3. Move the developer locking lever (callout 1) to the down position. Remove three screws to release the bracket, and then disconnect the small, black cable connector.

Figure 2-143 Remove three screws and disconnect the small, black cable connector

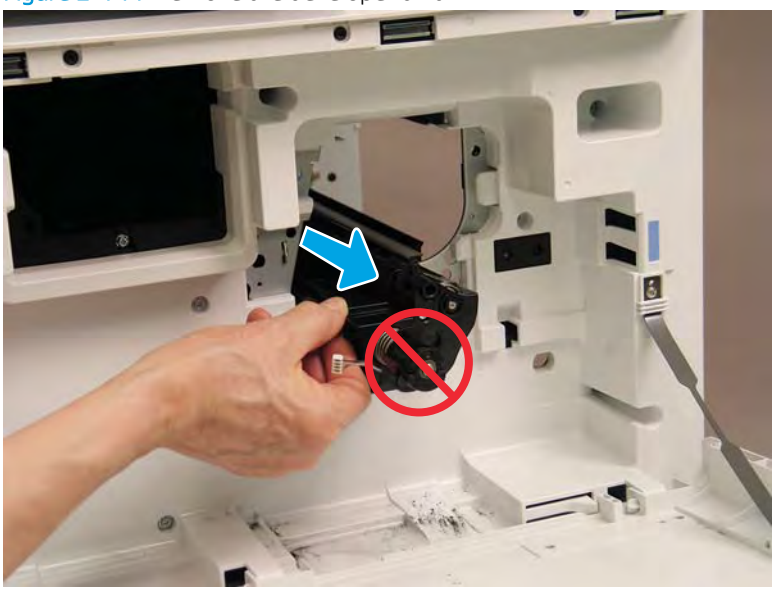


4. Hold the grip point of the developer unit and remove it.

NOTE: Do not grip the waste toner connection when removing the developer unit.

Reinstallation tip: When reinstalling the developer unit, press on the unit just above the waste toner auger, and then slide the unit into the printer.

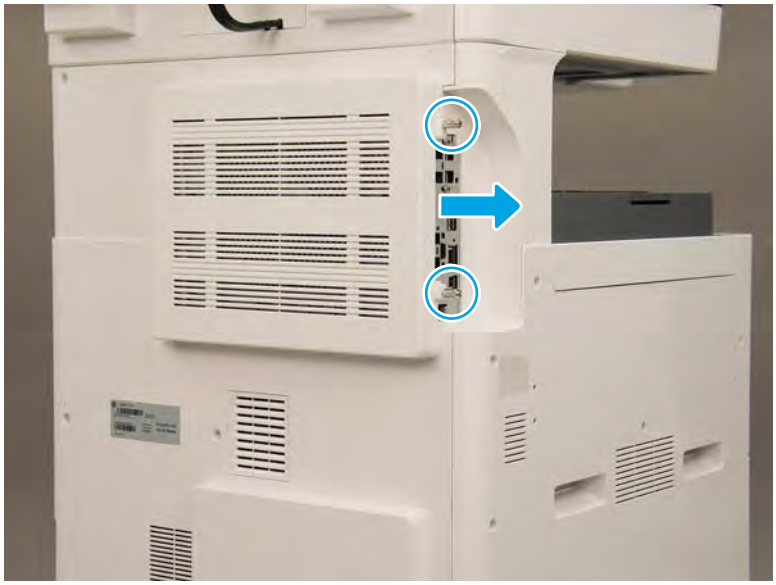
Figure 2-144 Remove the developer unit



Step 3: Remove the formatter cover

- Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

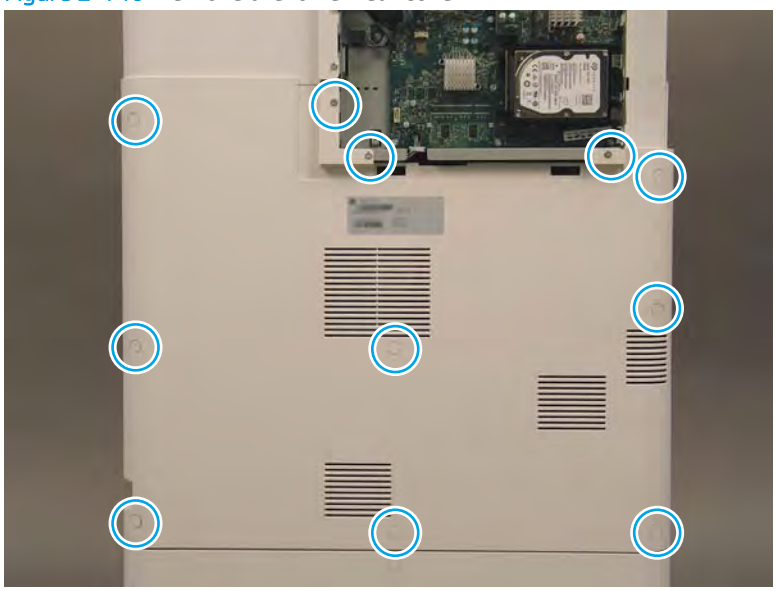
Figure 2-145 Remove the formatter cover



Step 4: Remove the lower rear cover

- Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

Figure 2-146 Remove the lower rear cover

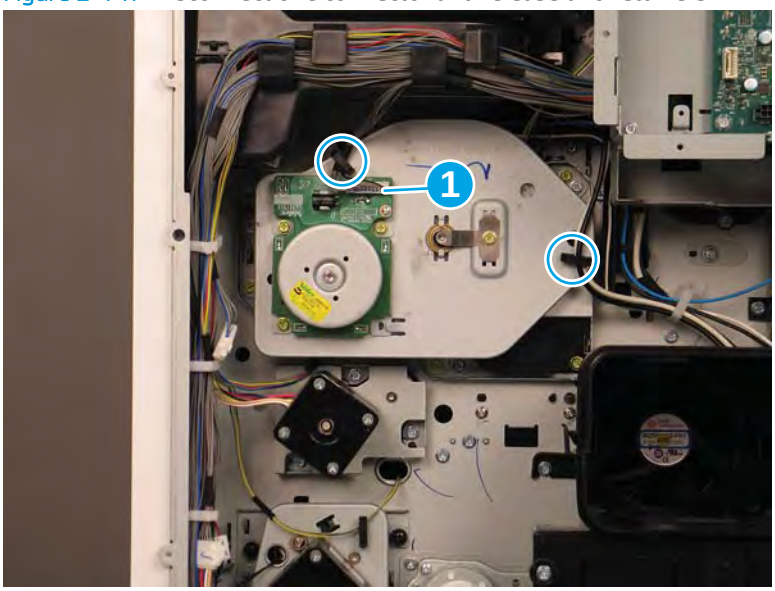


Step 5: Remove the main drive unit

1. Open the right door.

2. Disconnect one connector (callout 1), and then release two retainers.

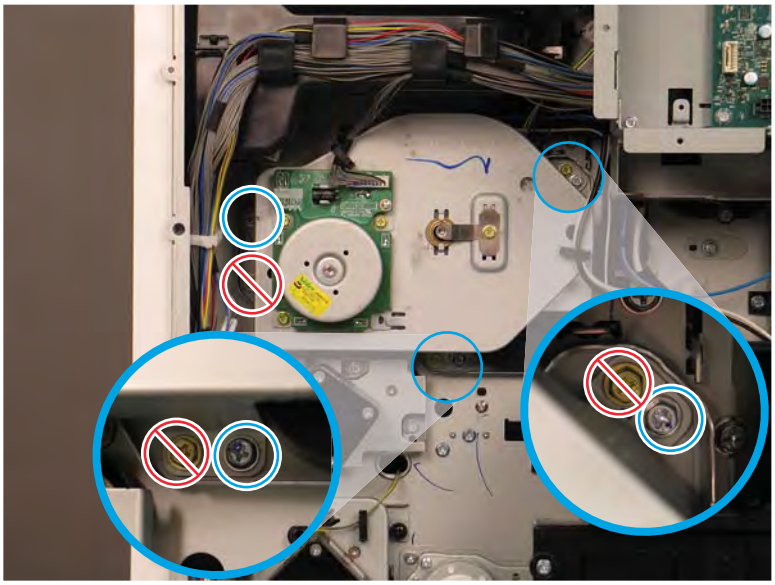
Figure 2-147 Disconnect one connector and release two retainers



3. Remove three screws, and then remove the main drive unit.

NOTE: Remove only those screws marked in blue in the figure below.

Figure 2-148 Remove the main drive unit

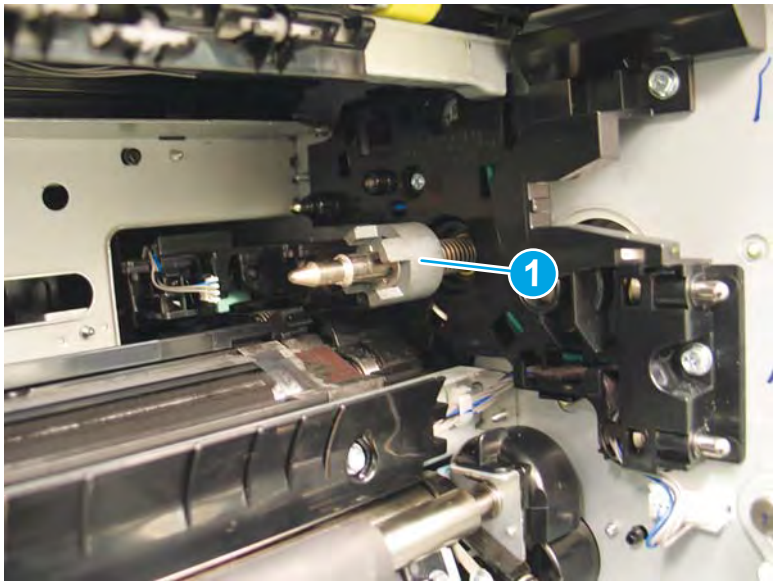


4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Main drive unit

- If the drum unit doesn't fully install into position after reinstalling the main drive unit, open the right door and rotate the coupler on the drum shaft (callout 1) a few degrees.

Figure 2-149 Rotate the coupler



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

Step 6: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Toner supply drive

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the lower rear cover
- Step 3: Remove the upper rear cover
- Step 4: Remove the left rear corner cover
- Step 5: Remove the formatter and cage
- Step 6: Remove the main board and cage
- Step 7: Remove the toner supply drive
- Step 8: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the toner supply drive.

View a video of how to remove and replace the toner supply drive.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01066B

To order the part, go to www.hp.com/buy/parts.

- Drive, toner supply

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.

- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

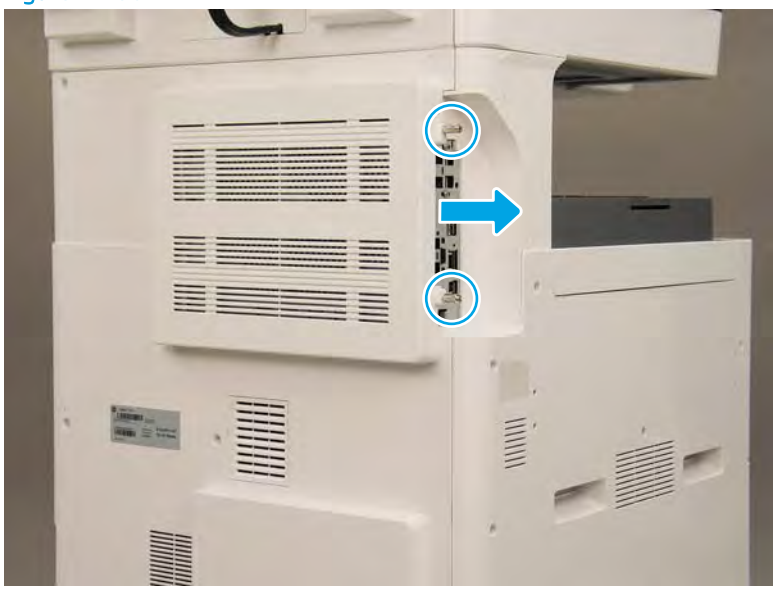
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

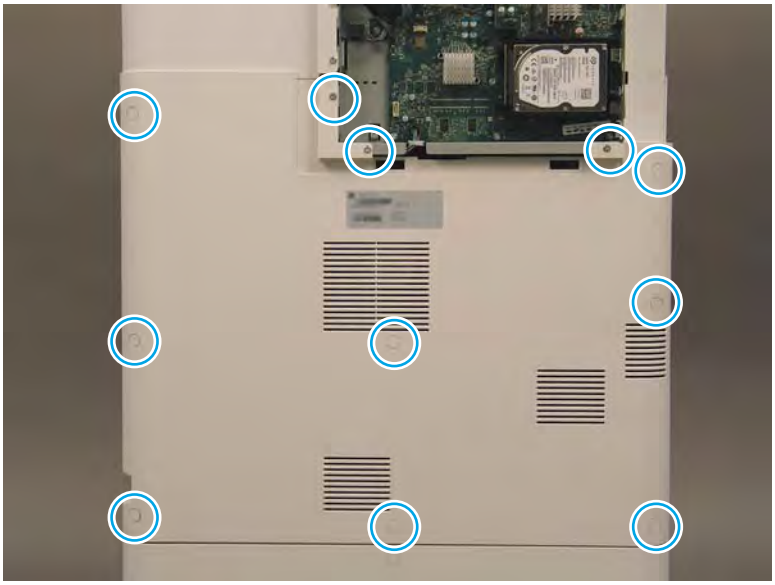
Figure 2-150 Remove the formatter cover



Step 2: Remove the lower rear cover

▲ Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

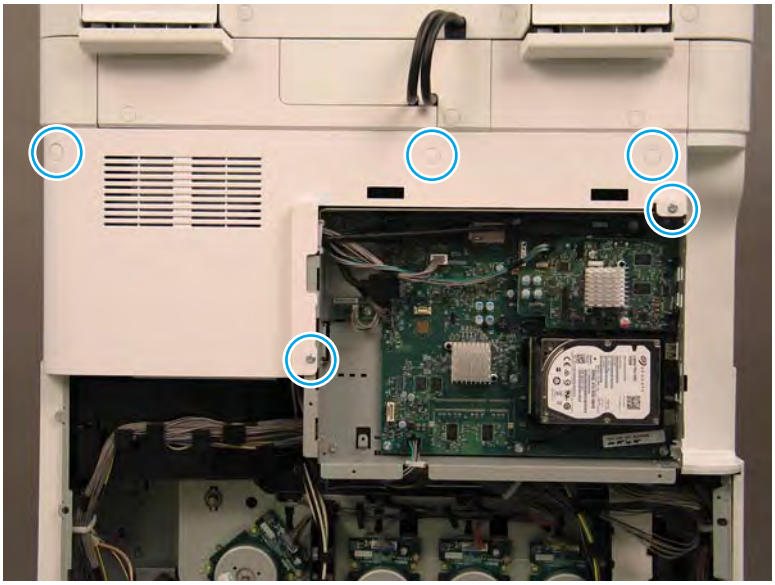
Figure 2-151 Remove the lower rear cover



Step 3: Remove the upper rear cover

- Remove three screw-caps and five screws. Lift the upper rear cover away from the printer to remove it.

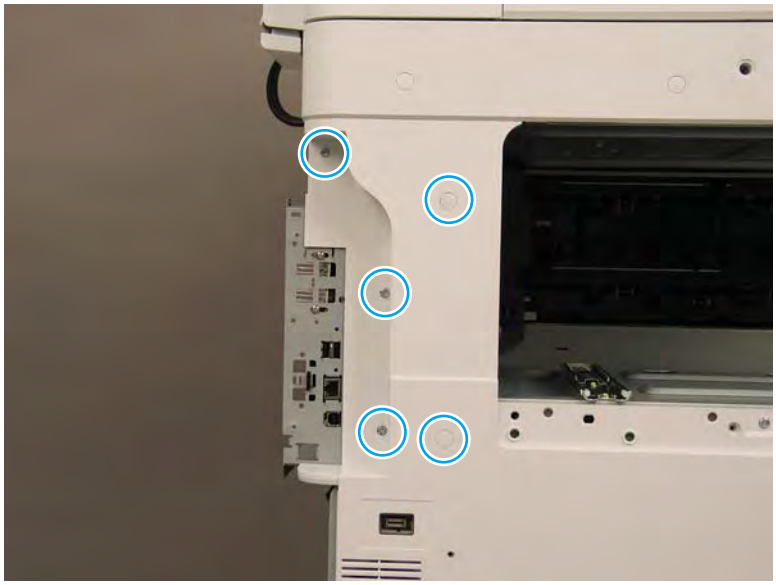
Figure 2-152 Remove the upper rear cover



Step 4: Remove the left rear corner cover

- Remove two screw caps and five screws. Slide the upper left cover up and away from the printer to remove it.

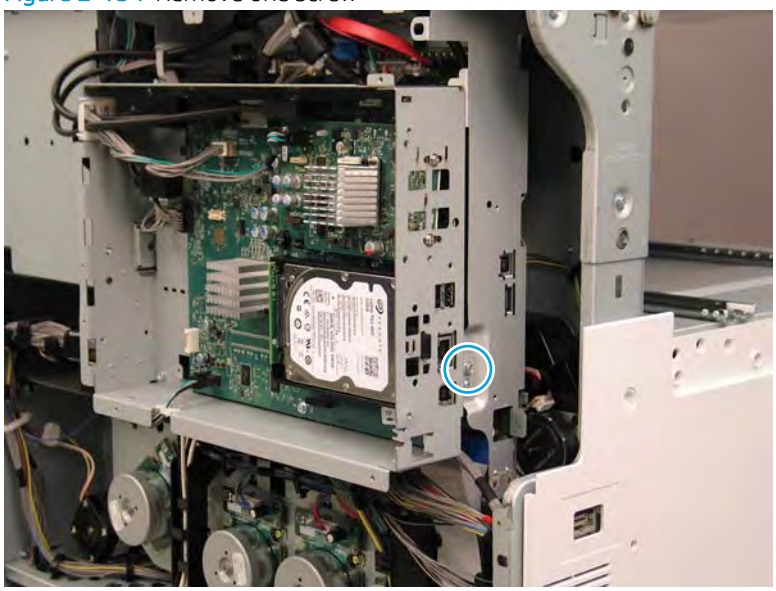
Figure 2-153 Remove the upper left cover



Step 5: Remove the formatter and cage

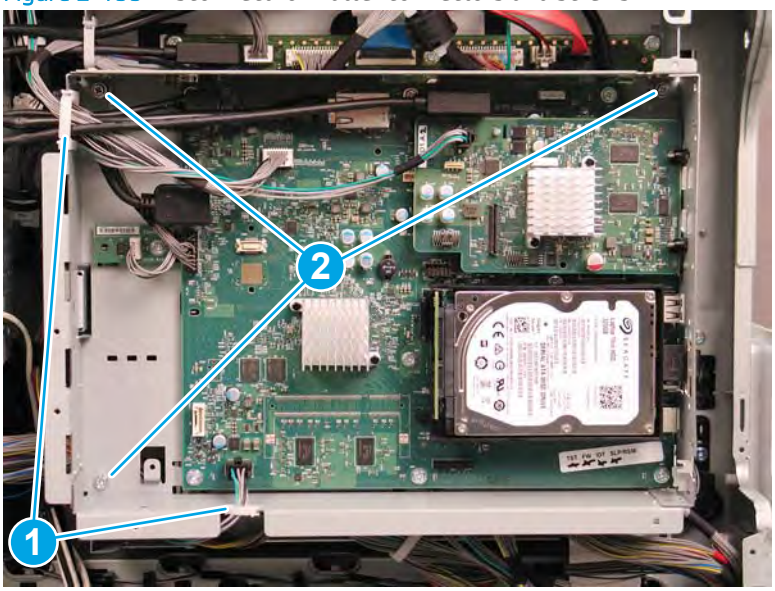
1. Remove one screw.

Figure 2-154 Remove one screw



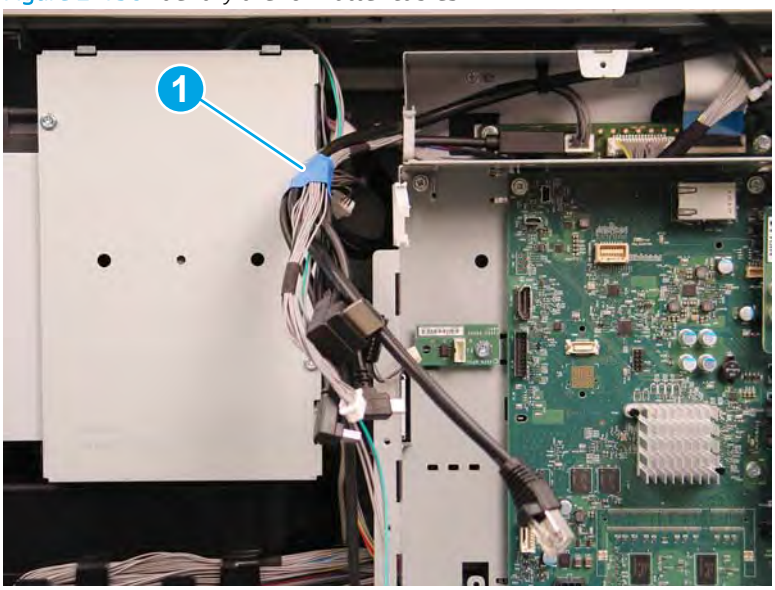
2. Disconnect all of the connectors on the formatter. Release the cables from two retainers on the sheet metal cage (callout 1), and then remove three screws (callout 2).

Figure 2-155 Disconnect formatter connectors and screws



3. Before removing the formatter cage, place a piece of tape or a wire tie (callout 1) around the cables disconnected from the formatter on the left side. This will identify the cables that will be connected to the formatter during reassembly.

Figure 2-156 Identify the formatter cables



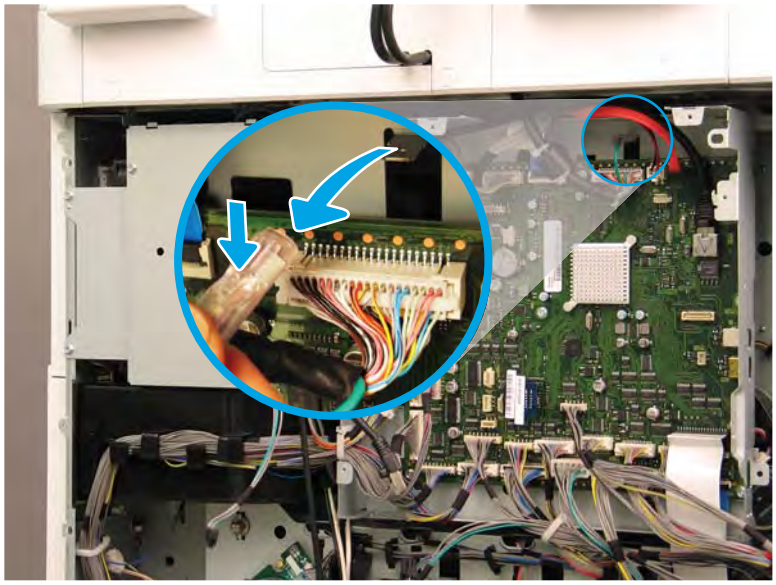
4. Lift the formatter cage up, push it to the right to clear the boss on the right side, and then pull it away from the printer to remove it.

Step 6: Remove the main board and cage

1. One of the connectors that must be released above the main board is a spade connector. Press in on the center part of the cable connector to release the latch, and then pull the cable away from the printer to disconnect it.

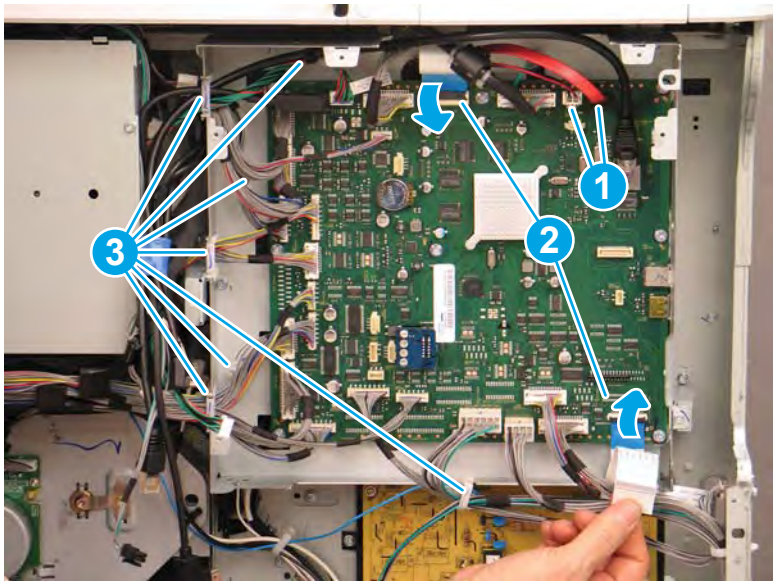
IMPORTANT: Press in on the center part of the cable connector to release the latch, and then pull the cable away from the printer to disconnect it. Do not pull on connector without depressing the center latch.

Figure 2-157 Disconnect one connector



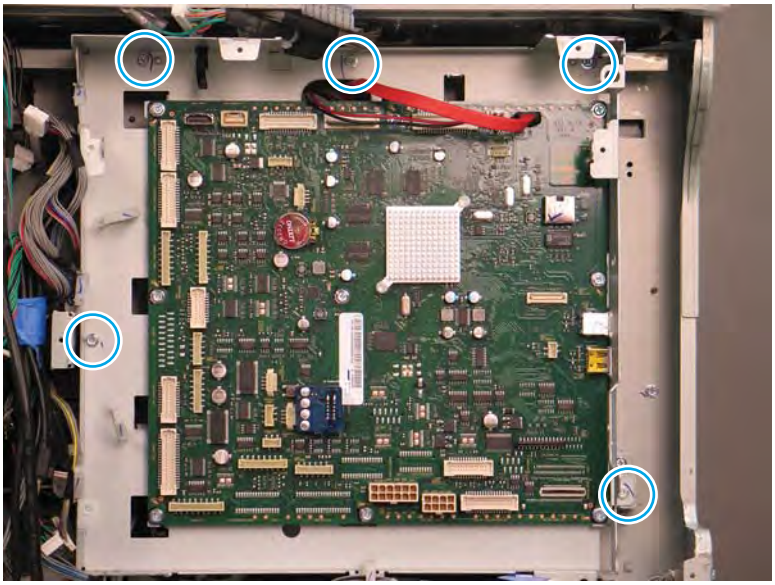
2. Do not disconnect the two hard disk drive (HDD) connectors at the top of the main board (callout 1). Disconnect all of the remaining connectors. Two of the flat cable connectors (callout 2) are zero insertion force (ZIF) connectors. Open the latch on the connectors before removing the flat cables. Release the cables from six retainers (callout 3).

Figure 2-158 Remove one screw



3. Remove five screws.

Figure 2-159 Remove five screws

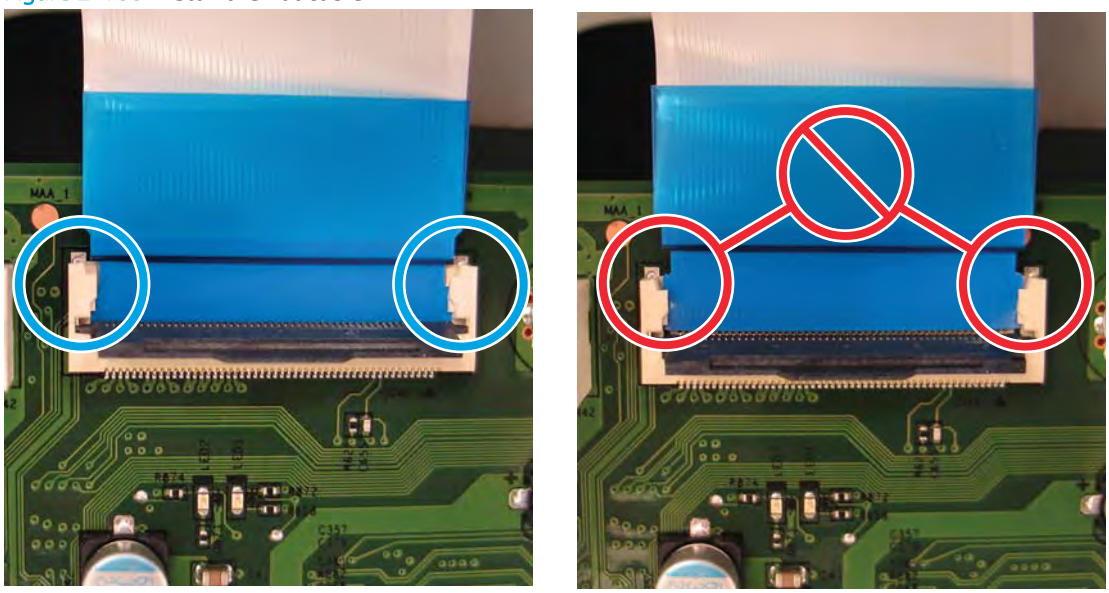


4. Lift the main board cage up, and then rotate the lower edge of the cage away from the printer to remove it.
5. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Main board and cage

▲ When reinstalling the top flat cable, make sure that the cable is correctly installed in the ZIF connector before closing the latch to secure the cable.

Figure 2-160 Install the flat cable



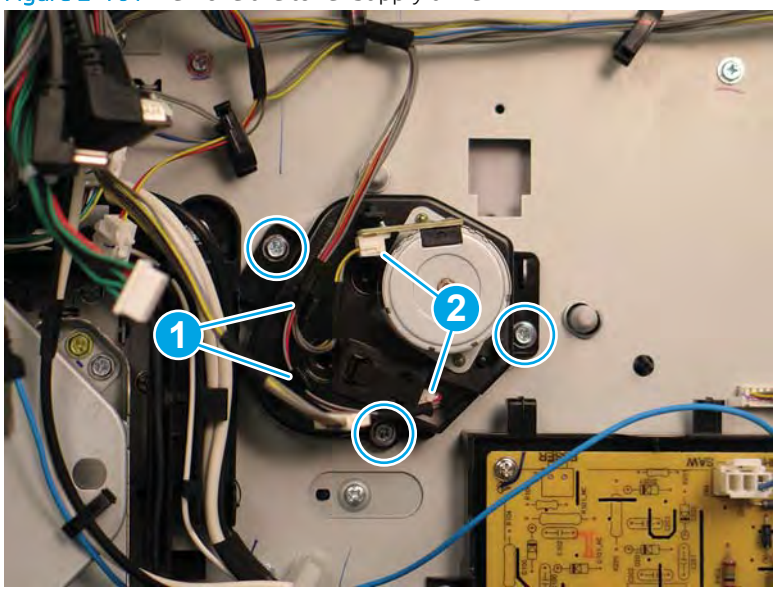
NOTE: Continue to reverse the removal steps to finish installing the assembly.

Step 7: Remove the toner supply drive

1. Remove the toner cartridge.

2. Remove the wire harness from the guides (callout 1), and then disconnect two connectors (callout 2). Remove two screws, and then remove the toner supply drive.

Figure 2-161 Remove the toner supply drive



Step 8: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Registration drive assembly

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the lower rear cover
- Step 3: Remove the upper rear cover
- Step 4: Remove the registration drive assembly
- Step 5: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the registration drive assembly.

View a video of how to remove and replace the registration drive assembly.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01061A

To order the part, go to www.hp.com/buy/parts.

- Drive, Registration

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

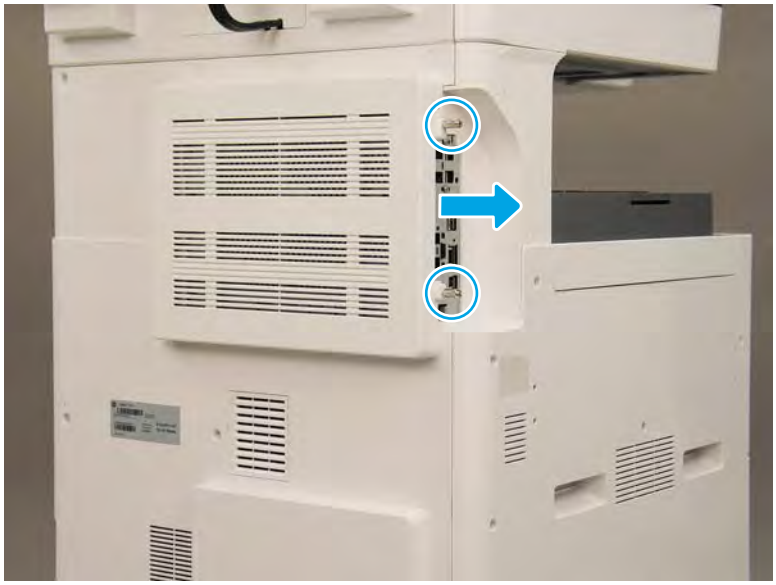
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

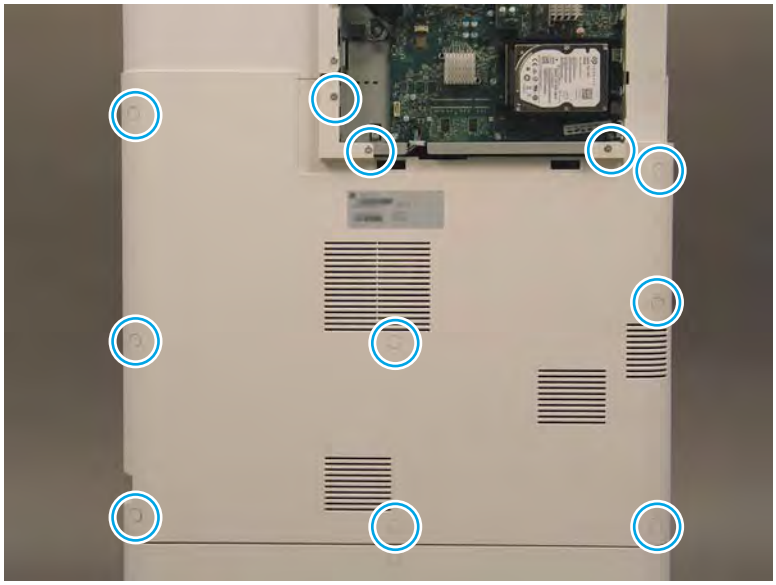
Figure 2-162 Remove the formatter cover



Step 2: Remove the lower rear cover

- Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

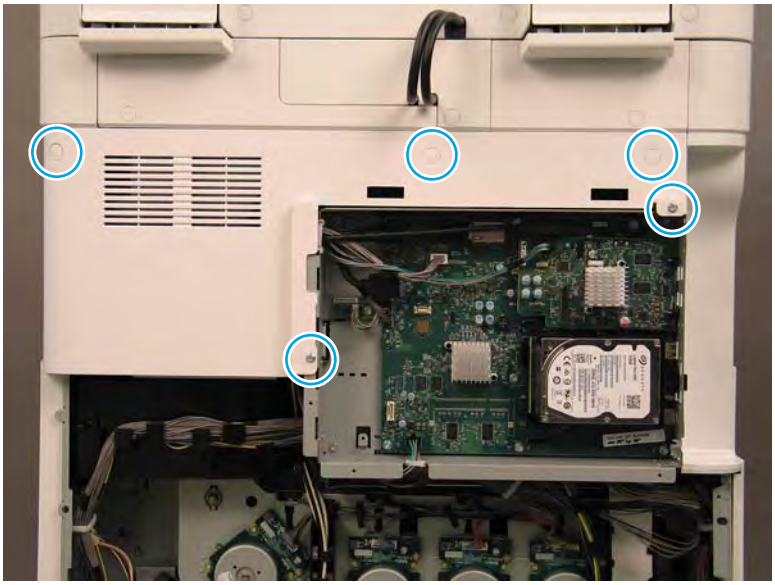
Figure 2-163 Remove the lower rear cover



Step 3: Remove the upper rear cover

- Remove three screw-caps and five screws. Lift the upper rear cover away from the printer to remove it.

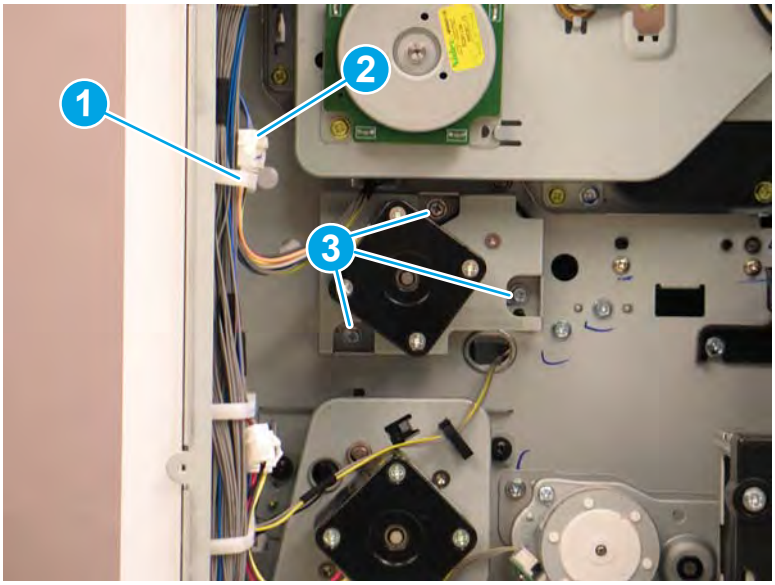
Figure 2-164 Remove the upper rear cover



Step 4: Remove the registration drive assembly

- Release one retainer (callout 1), and then disconnect one connector (callout 2). Remove three screws (callout 3), and then remove the registration drive assembly.

Figure 2-165 Remove the registration drive assembly



Step 5: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Feed/Tray 1 drive unit

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the lower rear cover
- Step 3: Remove the right rear cover
- Step 4: Remove the right door
- Step 5: Remove the feed/Tray 1 drive unit
- Step 6: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the feed/Tray 1 drive unit.

View a video of how to remove and replace the feed/Tray 1 drive unit.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01062A

To order the part, go to www.hp.com/buy/parts.

- Drive, Feed Tray 1

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

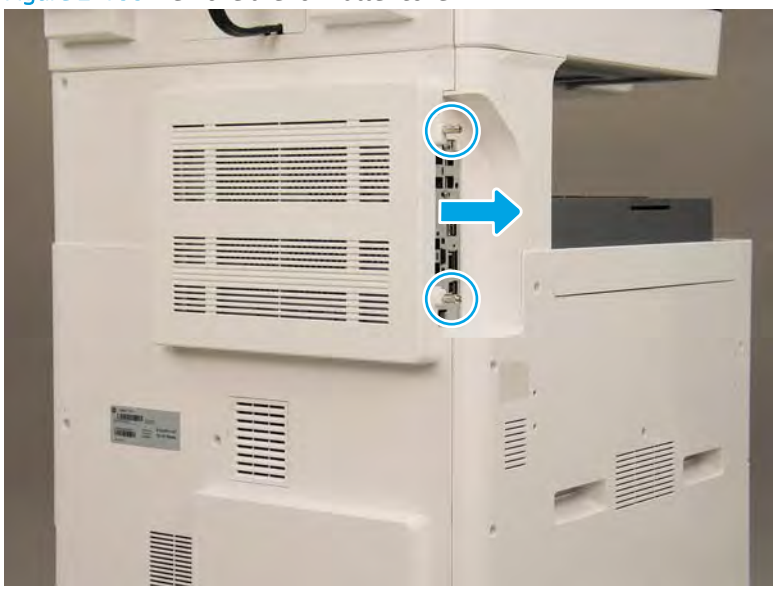
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

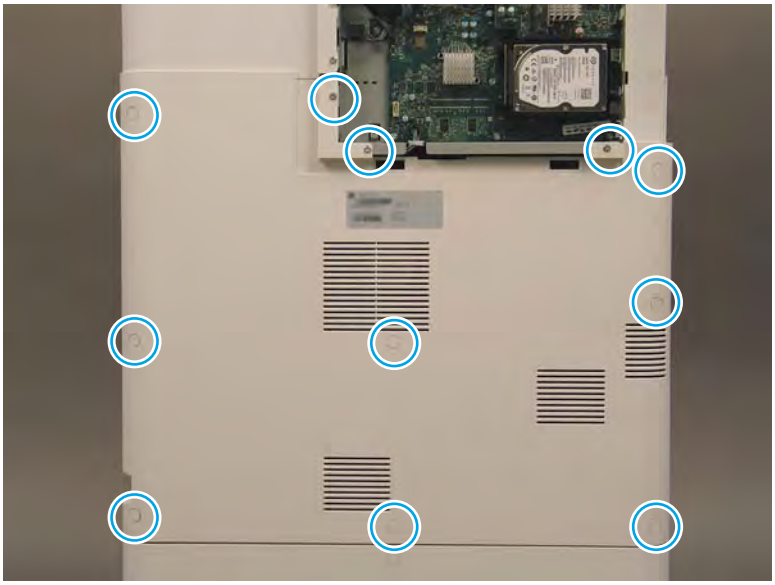
Figure 2-166 Remove the formatter cover



Step 2: Remove the lower rear cover

- Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

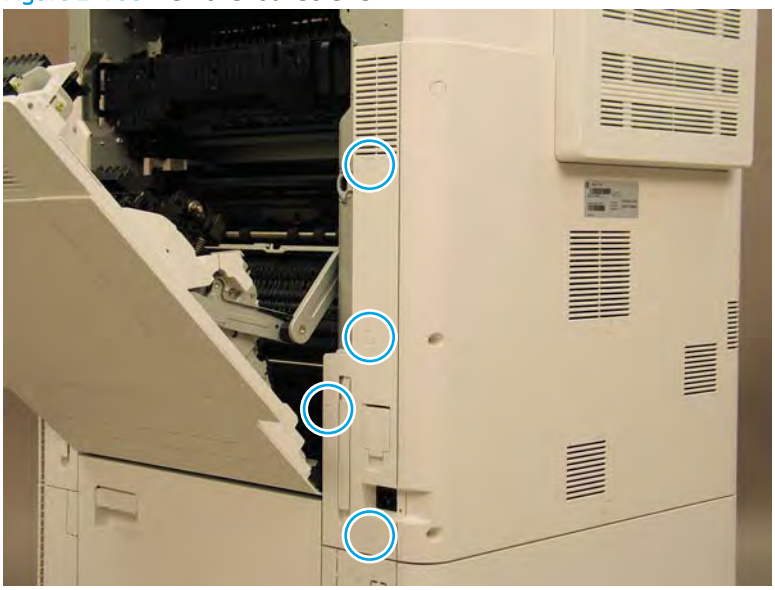
Figure 2-167 Remove the lower rear cover



Step 3: Remove the right rear cover

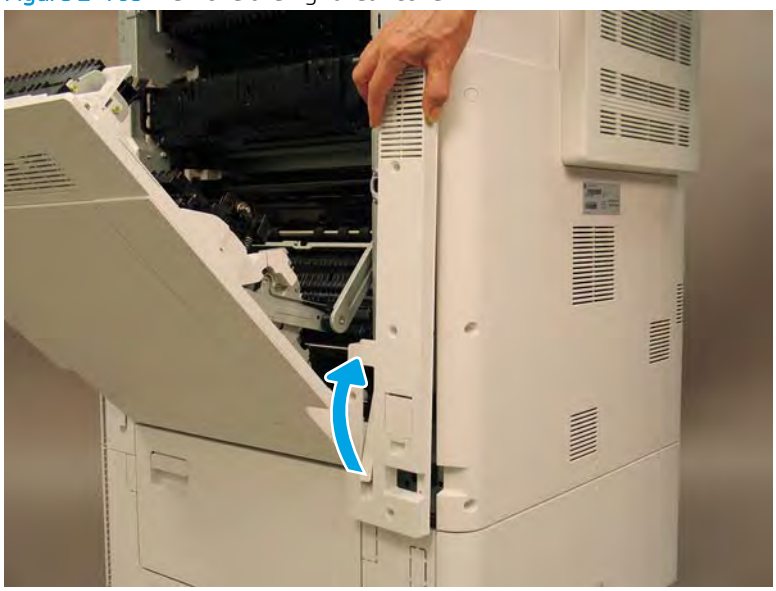
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-168 Remove four screws



3. Lift the handle and remove the right rear cover.

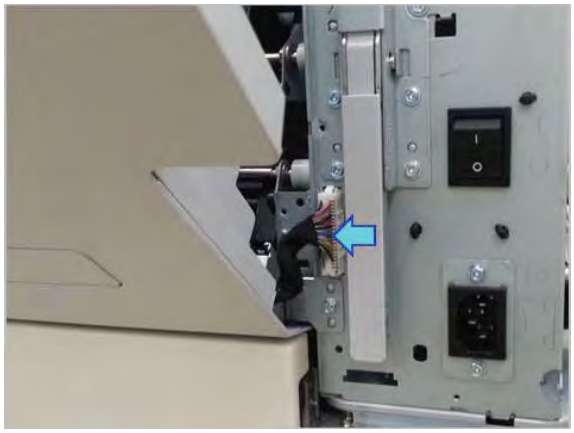
Figure 2-169 Remove the right rear cover



Step 4: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

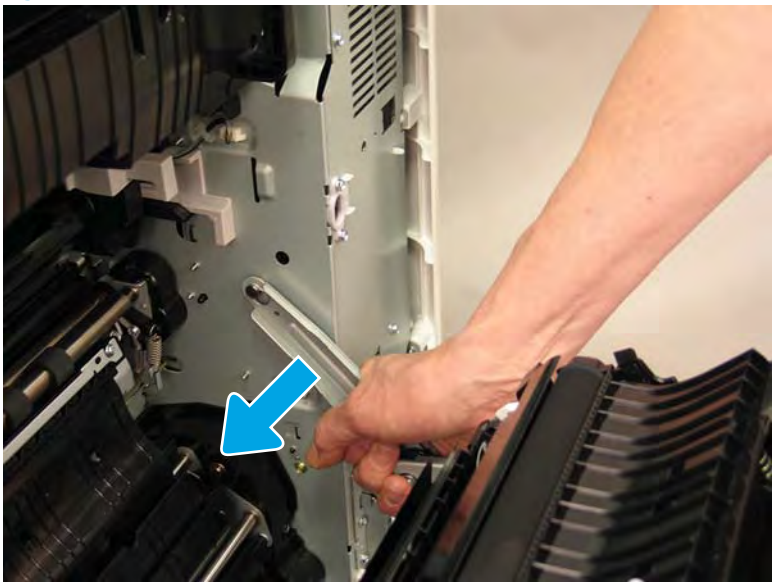
Figure 2-170 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-171 Release the right hinge



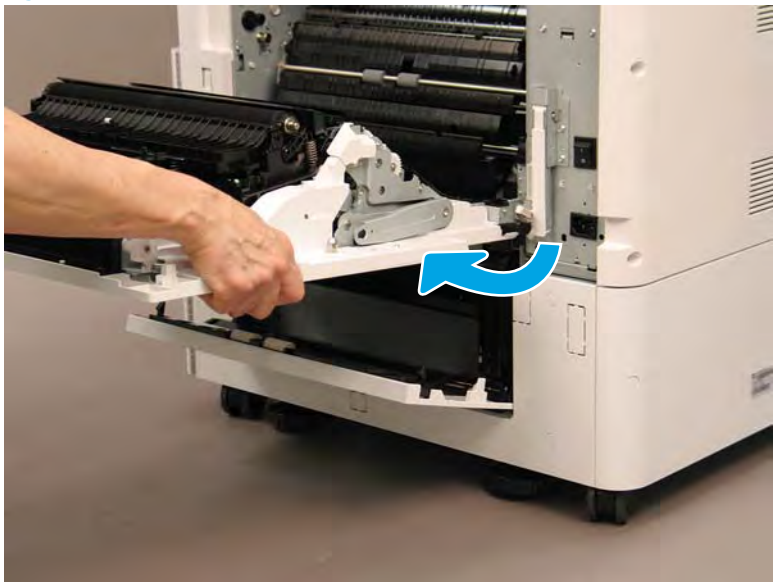
3. Slightly raise the right door, and then release the left dampener.

Figure 2-172 Release the left dampener

4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

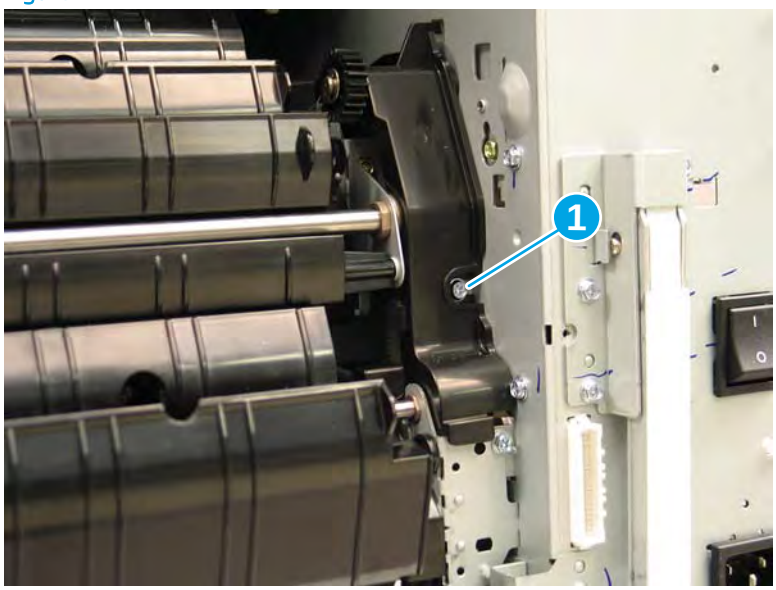
Figure 2-173 Remove the right door



Step 5: Remove the feed/Tray 1 drive unit

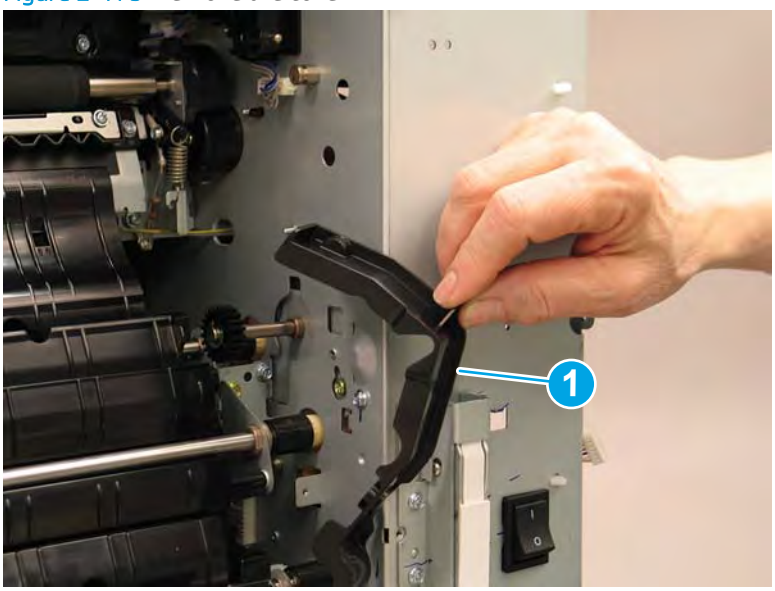
1. Remove one screw (callout 1).

Figure 2-174 Remove one screw



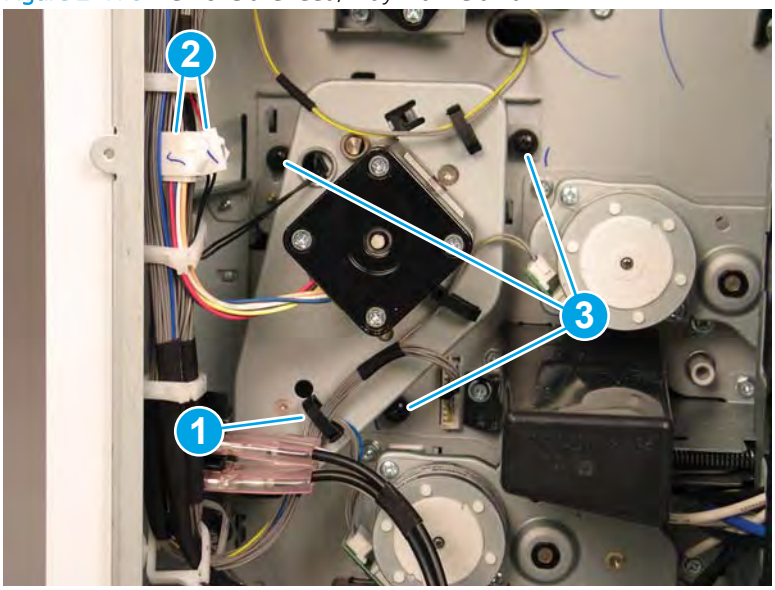
2. Remove the cover (callout 1).

Figure 2-175 Remove the cover



3. At the back of the printer, release one retainer (callout 1), and then disconnect two connectors (callout 2). Remove three rubberized screws (callout 3), and then remove the feed/Tray 1 drive unit.

Figure 2-176 Remove the feed/Tray 1 drive unit



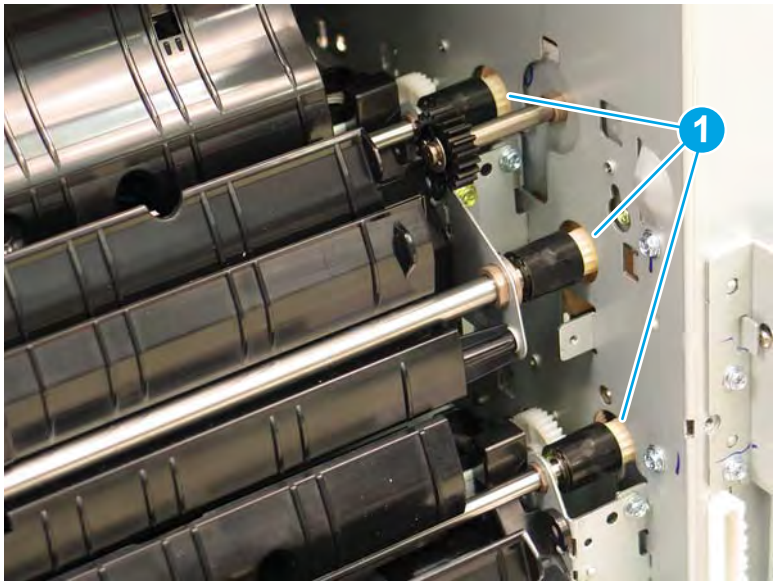
4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

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

Special installation instructions: Feed/Tray 1 drive unit

- When reinstalling the drive unit, make sure that the gears are aligned with the black couplers (callout 1).

Figure 2-177 Align the gears with the couplers



Step 6: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Fuser/exit drive unit

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the lower rear cover
- Step 3: Remove the upper rear cover
- Step 4: Remove the LVPS Type 4 and cage
- Step 5: Remove the fuser fan
- Step 6: Remove the fuser/exit drive unit
- Step 7: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the fuser/output drive unit.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01064A

To order the part, go to www.hp.com/buy/parts.

- Drive, Fuser Exit

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

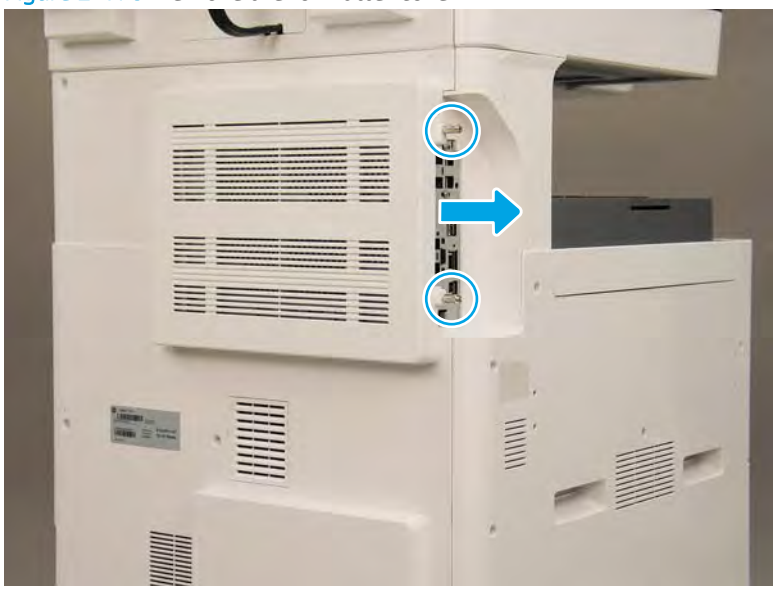
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

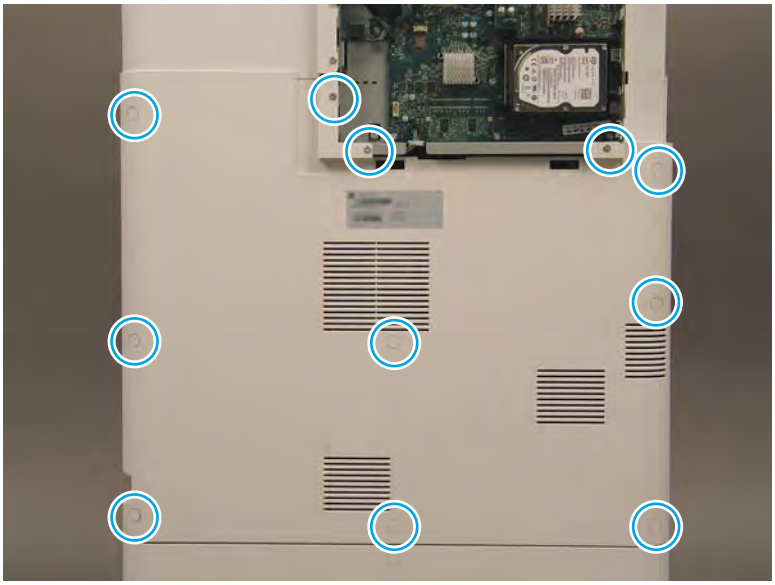
Figure 2-178 Remove the formatter cover



Step 2: Remove the lower rear cover

- Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

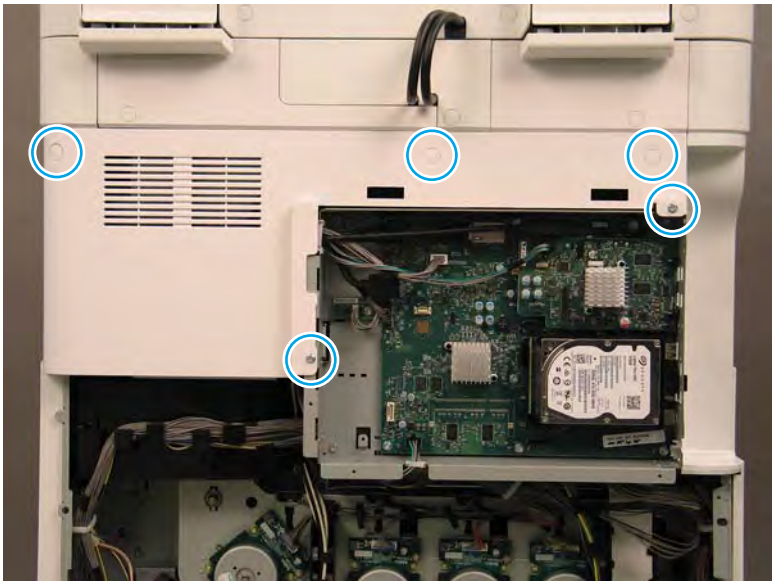
Figure 2-179 Remove the lower rear cover



Step 3: Remove the upper rear cover

▲ Remove three screw-caps and five screws. Lift the upper rear cover away from the printer to remove it.

Figure 2-180 Remove the upper rear cover

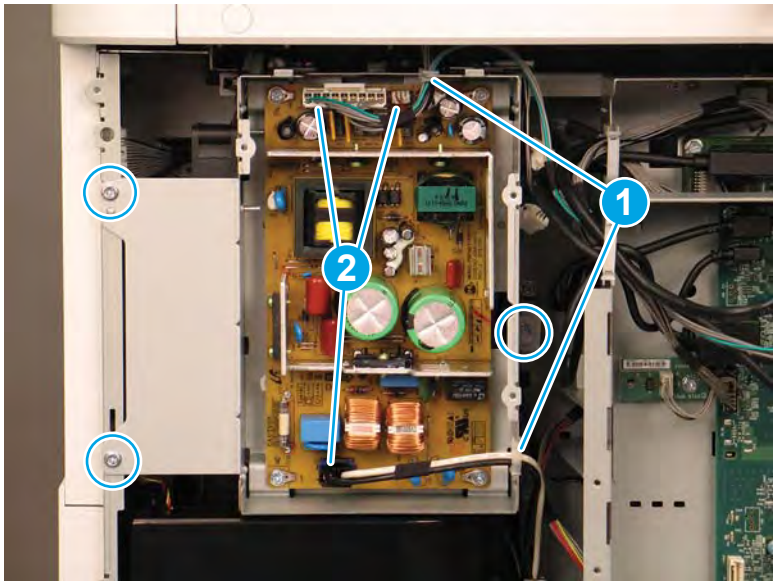


Step 4: Remove the LVPS Type 4 and cage

⚠ WARNING! Wait five minutes after turning the printer off to allow the capacitors to dissipate any residual energy.

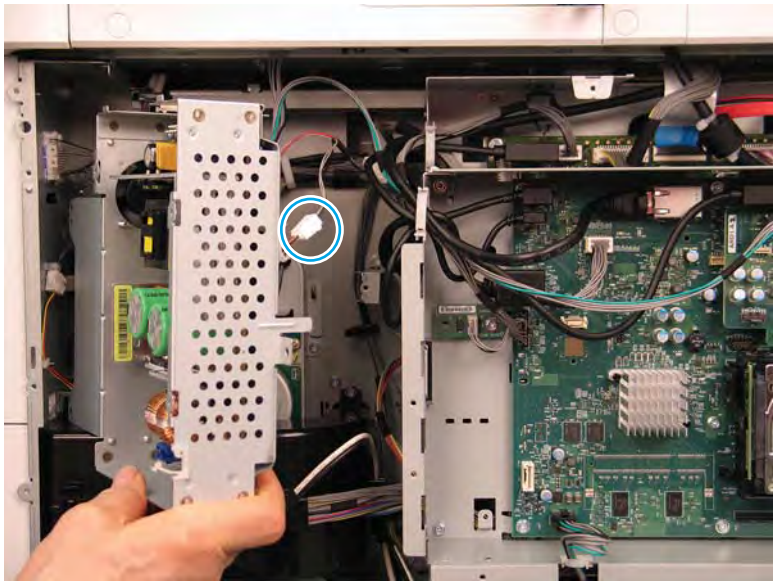
1. Release the cables from two retainers (callout 1), disconnect three connectors (callout 2), and then remove three screws.

Figure 2-181 Disconnect connectors and remove screws



2. Lift the LVPS board and cage slightly away from the printer, and disconnect one connector behind the cage. Remove the LVPS board and cage.

Figure 2-182 Disconnect one connector

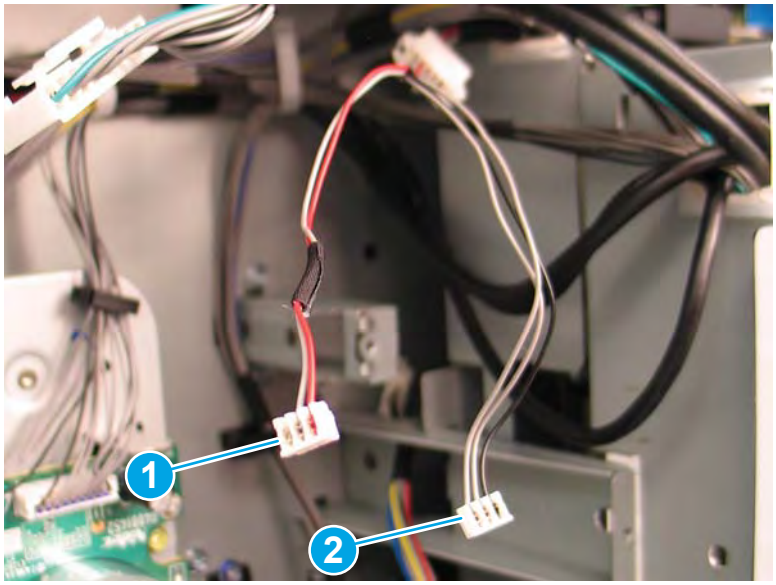


3. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: LVPS type 4 and cage

- Two of the connectors are the same size and might be installed in the incorrect positions. Make sure that the two-wire harness (callout 1) is installed on the LVPS Type 4 and the three-wire harness (callout 2) is installed in the fan connector behind the LVPS Type 4 cage.

Figure 2-183 LVPS connectors installation

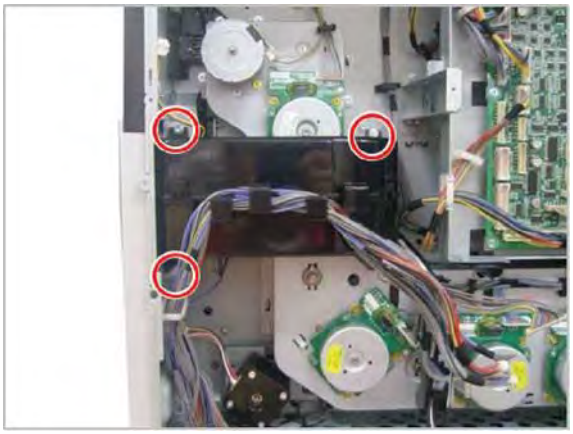


NOTE: Continue to reverse the removal steps to finish installing the assembly.

Step 5: Remove the fuser fan

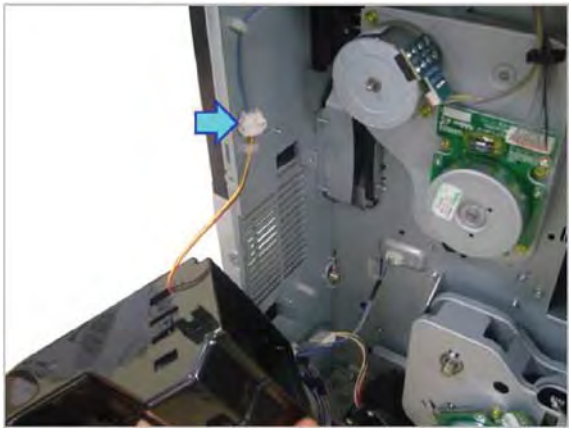
1. Release the cables (callout 1) from the cable guides (callout 2), and then remove three screws.

Figure 2-184 Release the cables and remove three screws



2. Pull the fuser fan housing slightly away from the printer, and then disconnect one connector.

Figure 2-185 Disconnect one connector



3. If you are replacing the fuser fan, release five tabs along the edges of the fan housing. If you are removing the fuser fan housing to access an assembly behind it, skip this step.

Figure 2-186 Release five tabs

4. If you are replacing the fuser fan, separate the fan housing, and then remove the fuser fan. If you are removing the fuser fan housing to access an assembly behind it, skip this step.

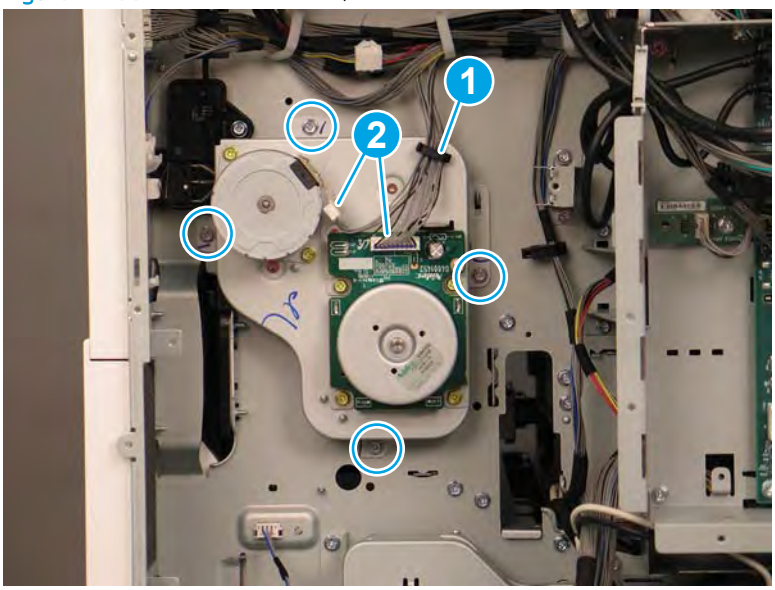
Reinstallation tip: Note the orientation of the fan in the housing and install the replacement fan in the same orientation.

Figure 2-187 Remove the fuser fan

Step 6: Remove the fuser/exit drive unit

▲ Release one retainer (callout 1), and then disconnect two connectors (callout 2). Remove four screws, and then remove the fuser/exit drive unit.

Figure 2-188 Remove the fuser/exit drive unit



Step 7: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Fuser drive board

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the lower rear cover
- Step 3: Remove the LVPS cover
- Step 4: Remove the fuser drive board
- Step 5: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the fuser drive board.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC44-00235B

- Fuser Drive Board 110V

JC44-00236B

- Fuser Drive Board 220V

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

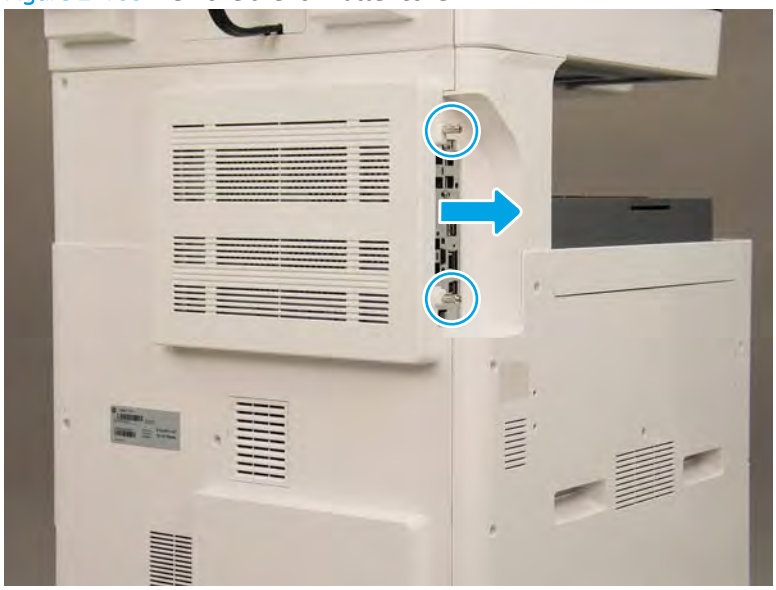
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

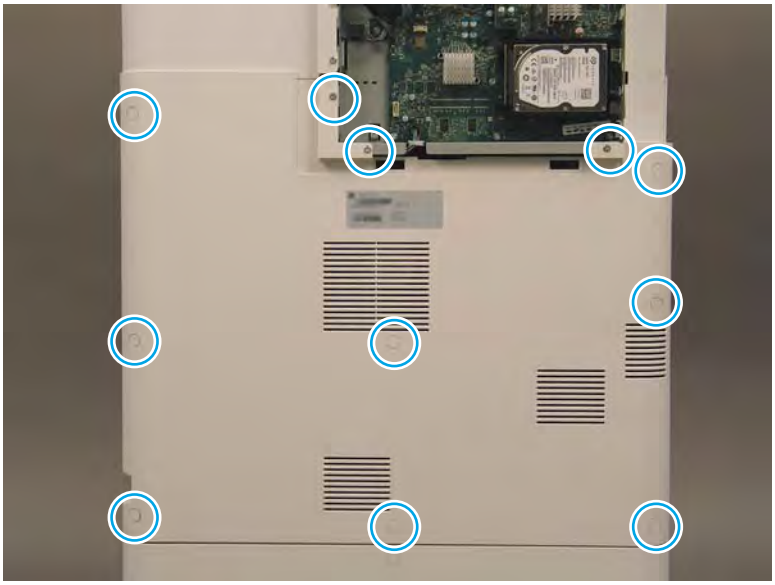
Figure 2-189 Remove the formatter cover



Step 2: Remove the lower rear cover

- Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

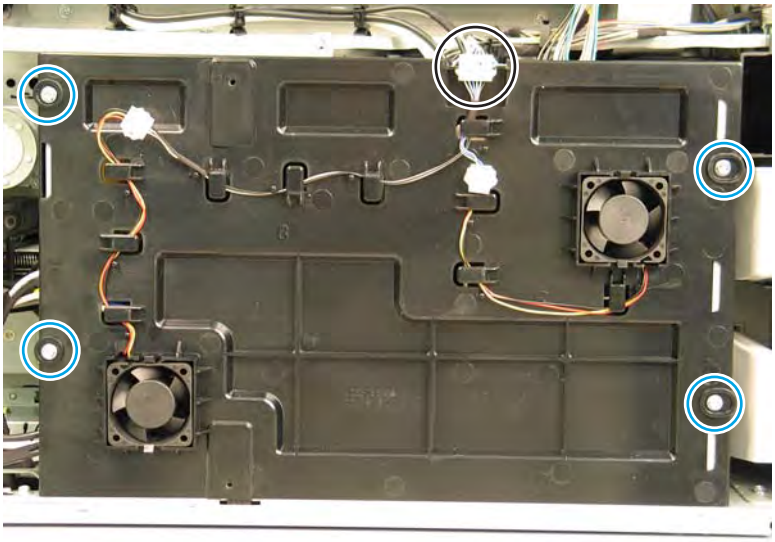
Figure 2-190 Remove the lower rear cover



Step 3: Remove the LVPS cover

- Disconnect one connector, and then remove four screws. Slide the LVPS cover to the left, and then remove the cover.

Figure 2-191 Remove the LVPS cover



Step 4: Remove the fuser drive board

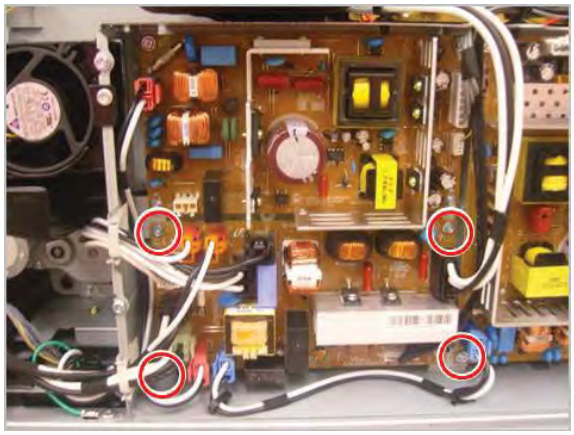
WARNING! Wait five minutes after turning the printer off to allow the capacitors to dissipate any residual energy.

NOTE: Many of the connectors on this board have retainers attached. Be sure to release the retainer before attempting to disconnect the connector.

- Disconnect twelve connectors and release one retainer on the lower left. Remove four screws, and then remove the fuser drive board.

Reinstallation tip: Two of the connectors (callout 1) can be mistakenly switched and connected to the wrong connector on the fuser drive board. If this happens, the printer will not power on. Make sure that the cables are installed in the correct positions.

Figure 2-192 Fuser drive board



Step 5: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Low voltage power supply (LVPS) type 3

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the lower rear cover
- Step 3: Remove the LVPS cover
- Step 4: Remove the LVPS type 3
- Step 5: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the low voltage power supply (LVPS) type 3.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC44-00222E

- LVPS 110V Type 3

JC44-00223F

- LVPS 220V Type 3

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

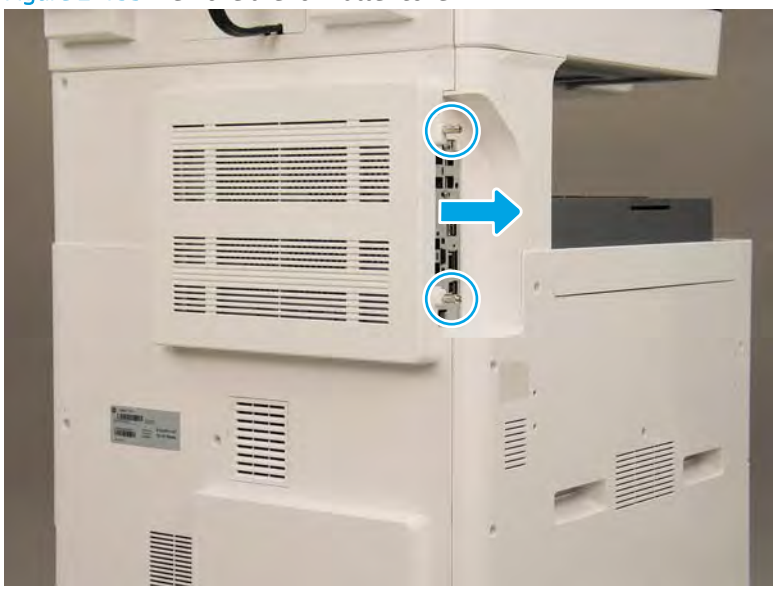
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

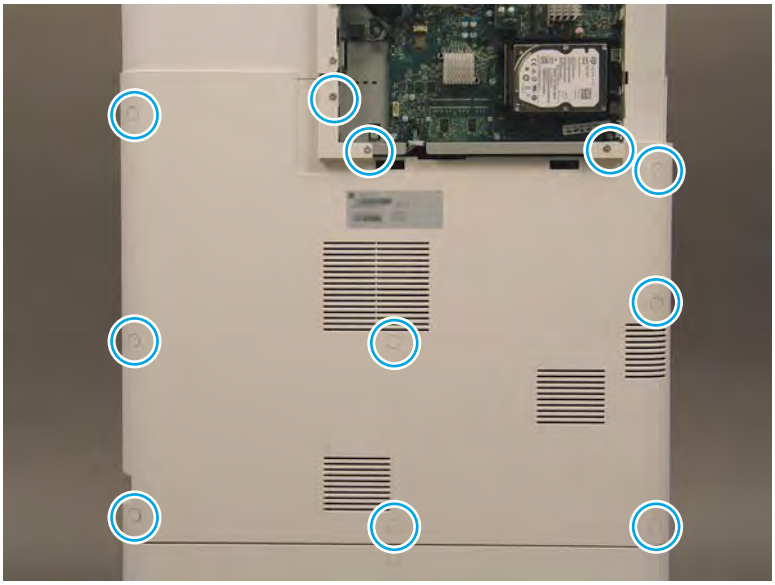
Figure 2-193 Remove the formatter cover



Step 2: Remove the lower rear cover

- Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

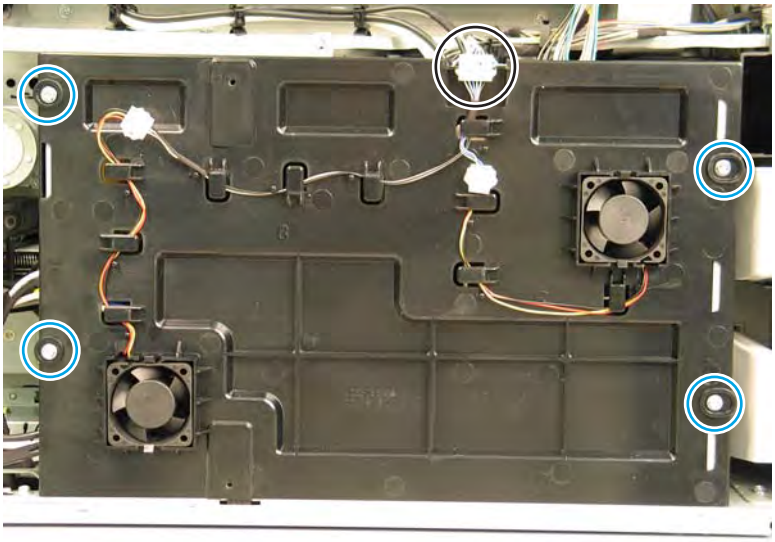
Figure 2-194 Remove the lower rear cover



Step 3: Remove the LVPS cover

▲ Disconnect one connector, and then remove four screws. Slide the LVPS cover to the left, and then remove the cover.

Figure 2-195 Remove the LVPS cover



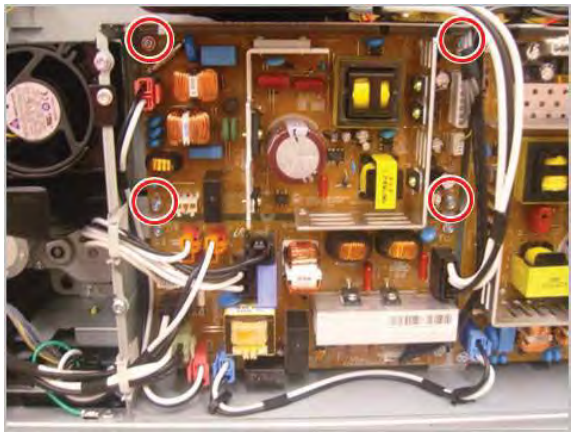
Step 4: Remove the LVPS type 3

⚠ WARNING! Wait five minutes after turning the printer off to allow the capacitors to dissipate any residual energy.

NOTE: Many of the connectors on this board have retainers attached. Be sure to release the retainer before attempting to disconnect the connector.

▲ Disconnect all connectors. Remove four screws, and then remove the LVPS type 3.

Figure 2-196 Remove LVPS type 3



Step 5: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Low voltage power supply (LVPS) type 5H

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the lower rear cover
- Step 3: Remove the LVPS cover
- Step 4: Remove the LVPS type 5H
- Step 5: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the low voltage power supply (LVPS) type 5H.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC44-00249A

- LVPS 110V Type 5H

JC44-00250A

- LVPS 220V Type 5H

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

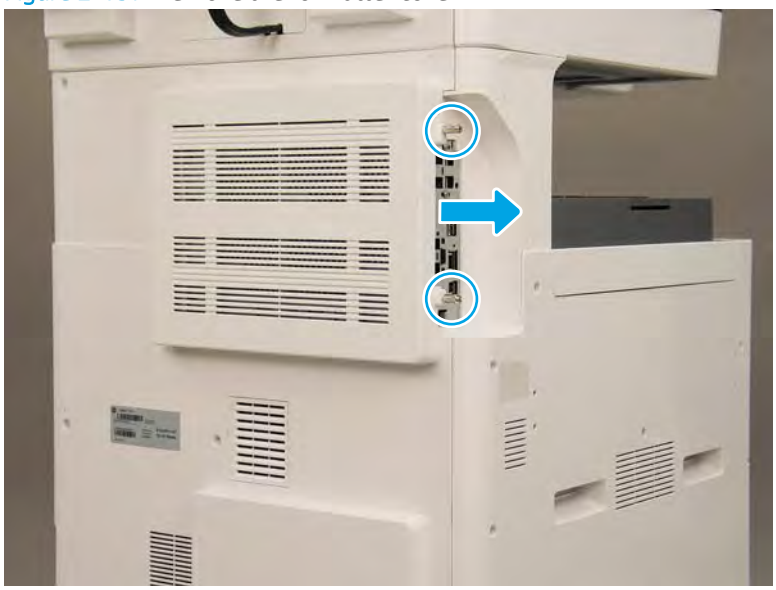
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

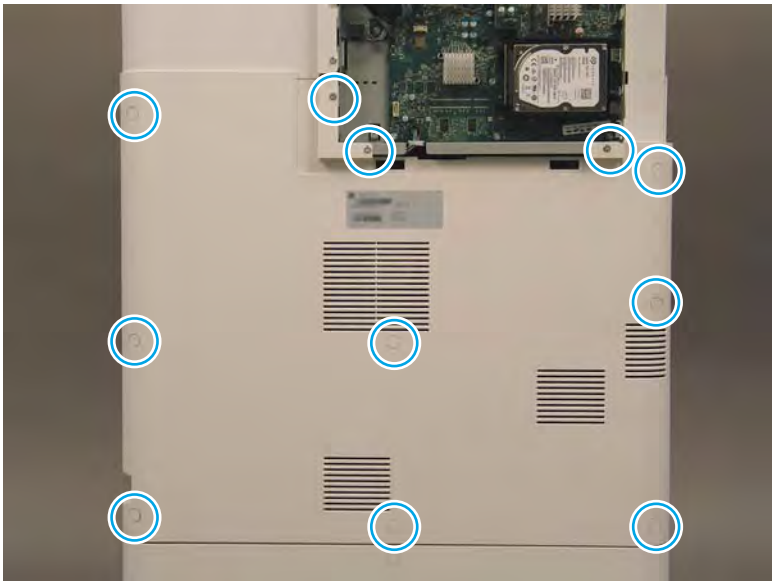
Figure 2-197 Remove the formatter cover



Step 2: Remove the lower rear cover

- Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

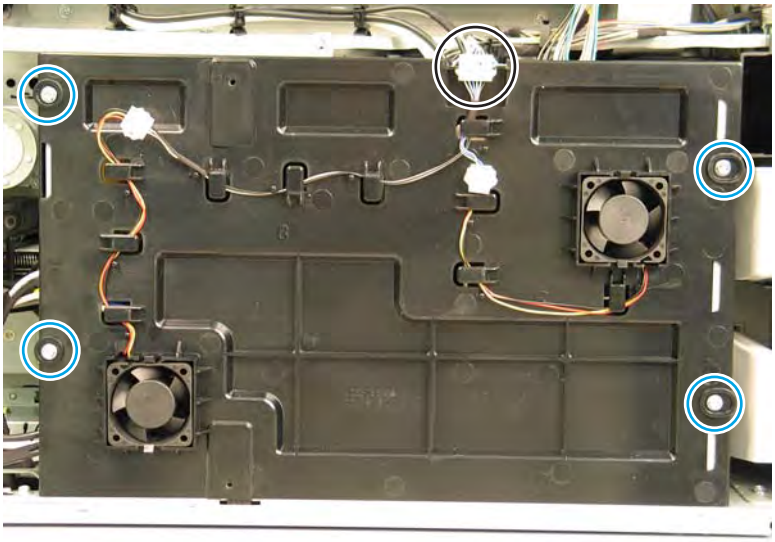
Figure 2-198 Remove the lower rear cover



Step 3: Remove the LVPS cover

▲ Disconnect one connector, and then remove four screws. Slide the LVPS cover to the left, and then remove the cover.

Figure 2-199 Remove the LVPS cover



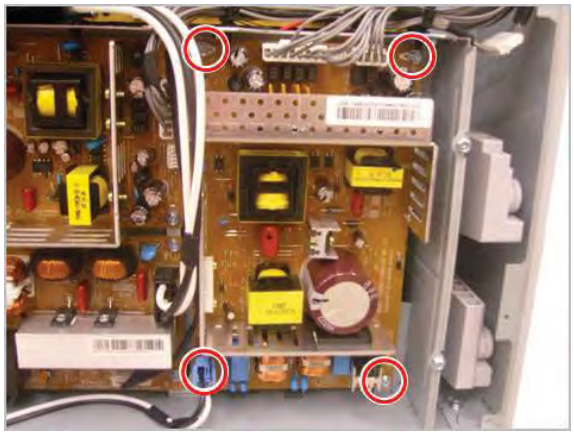
Step 4: Remove the LVPS type 5H

⚠ WARNING! Wait five minutes after turning the printer off to allow the capacitors to dissipate any residual energy.

NOTE: Many of the connectors on this board have retainers attached. Be sure to release the retainer before attempting to disconnect the connector.

▲ Disconnect all connectors. Remove four screws, and then remove the LVPS type 5H.

Figure 2-200 LVPS type 5H



Step 5: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Fuser fan

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the lower rear cover
- Step 3: Remove the upper rear cover
- Step 4: Remove the LVPS Type 4 and cage
- Step 5: Remove the fuser fan
- Step 6: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the fuser fan.

View a video of how to remove and replace the fuser fan.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC31-00161A

To order the part, go to www.hp.com/buy/parts.

- Fan Type 7

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

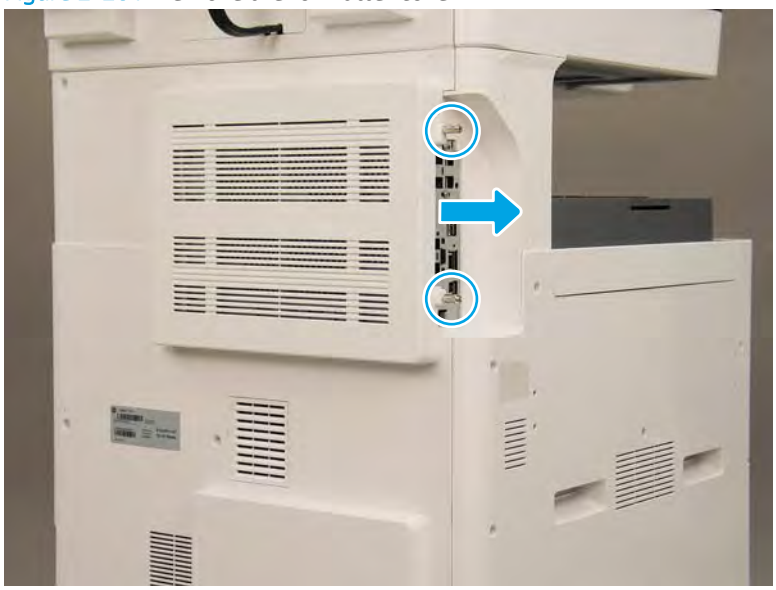
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

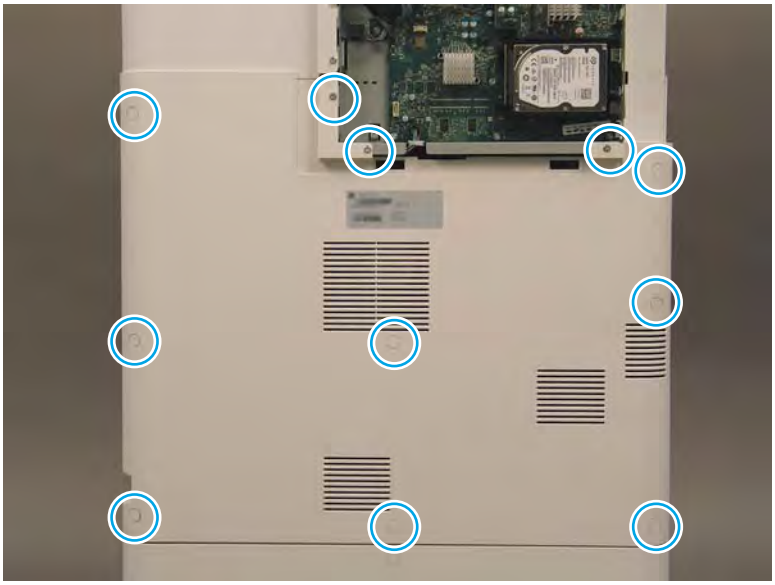
Figure 2-201 Remove the formatter cover



Step 2: Remove the lower rear cover

- Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

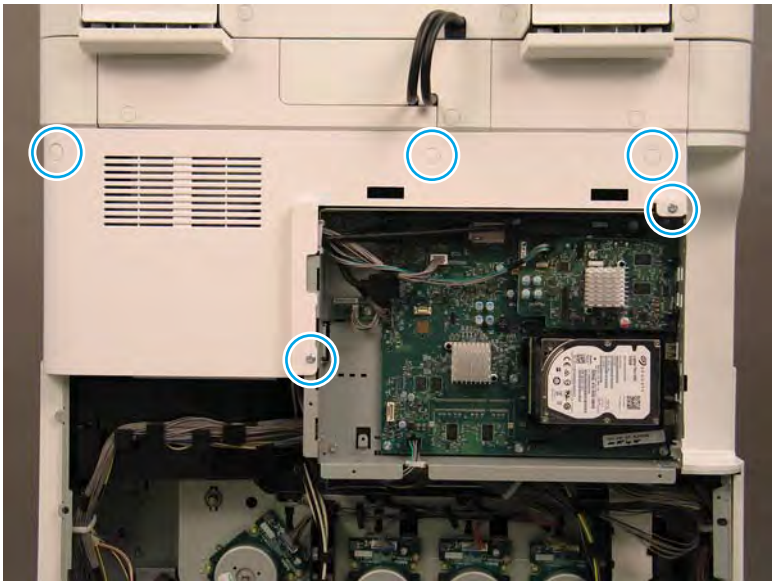
Figure 2-202 Remove the lower rear cover



Step 3: Remove the upper rear cover

▲ Remove three screw-caps and five screws. Lift the upper rear cover away from the printer to remove it.

Figure 2-203 Remove the upper rear cover

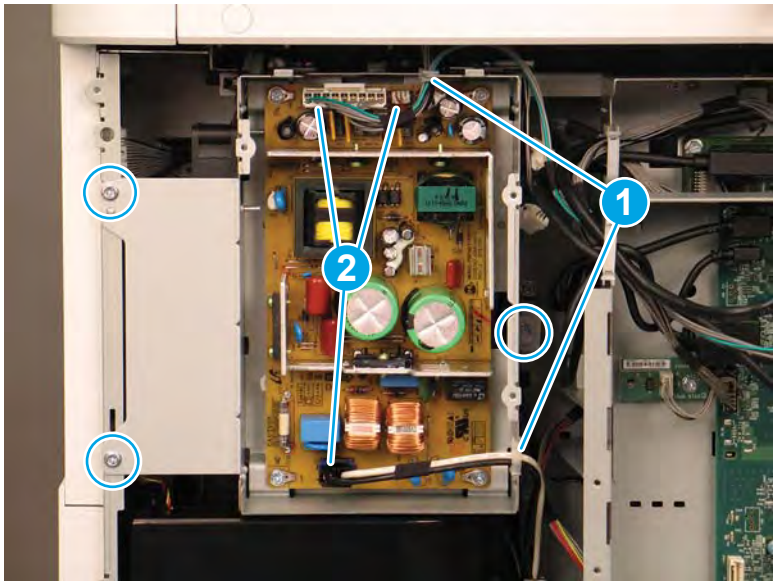


Step 4: Remove the LVPS Type 4 and cage

⚠ WARNING! Wait five minutes after turning the printer off to allow the capacitors to dissipate any residual energy.

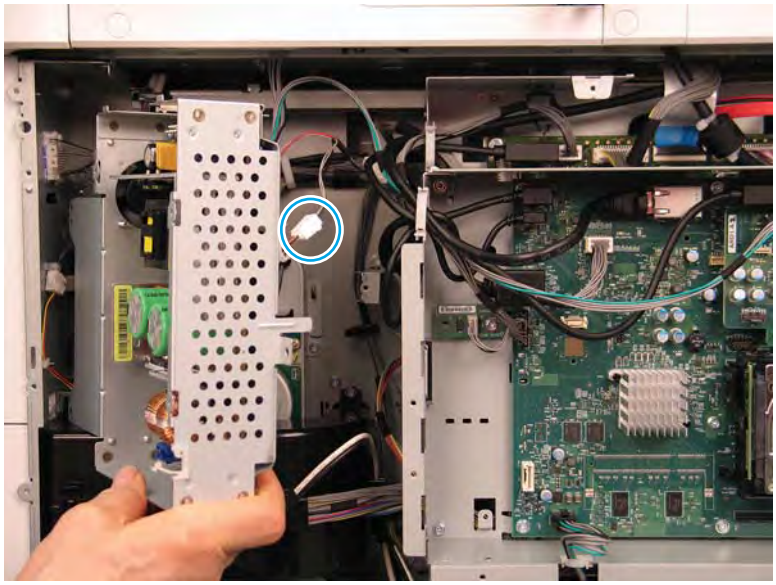
1. Release the cables from two retainers (callout 1), disconnect three connectors (callout 2), and then remove three screws.

Figure 2-204 Disconnect connectors and remove screws



2. Lift the LVPS board and cage slightly away from the printer, and disconnect one connector behind the cage. Remove the LVPS board and cage.

Figure 2-205 Disconnect one connector

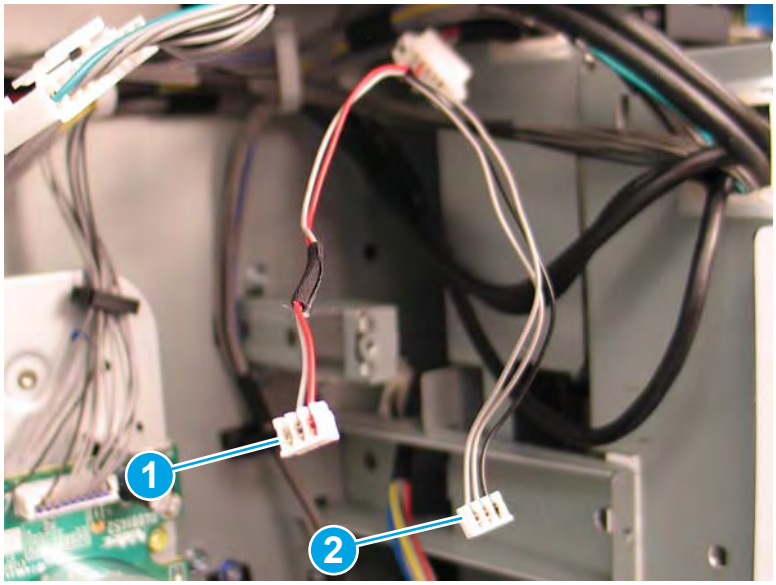


3. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: LVPS type 4 and cage

▲ Two of the connectors are the same size and might be installed in the incorrect positions. Make sure that the two-wire harness (callout 1) is installed on the LVPS Type 4 and the three-wire harness (callout 2) is installed in the fan connector behind the LVPS Type 4 cage.

Figure 2-206 LVPS connectors installation

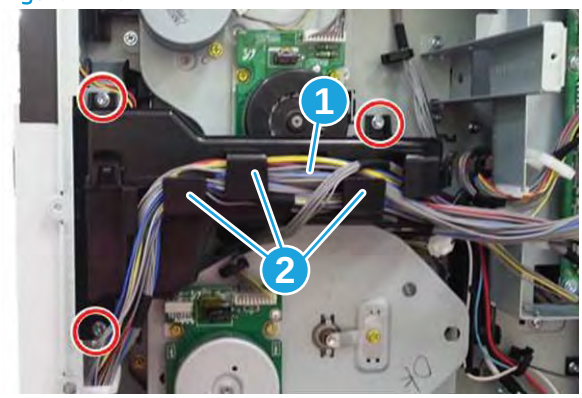


NOTE: Continue to reverse the removal steps to finish installing the assembly.

Step 5: Remove the fuser fan

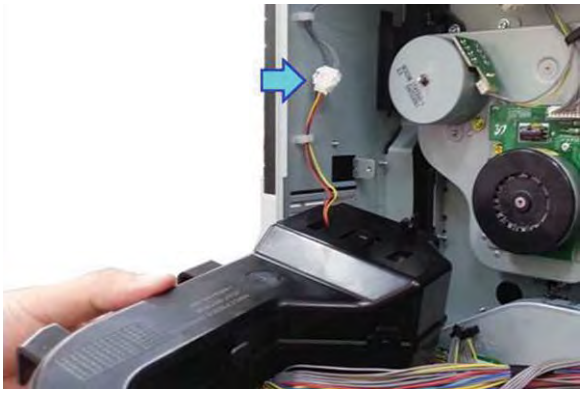
1. Release the cables (callout 1) from the cable guides (callout 2), and then remove three screws.

Figure 2-207 Release the harness and remove three screws



2. Pull the fuser fan housing slightly away from the printer, and then disconnect one connector.

Figure 2-208 Disconnect one connector



3. If you are replacing the fuser fan, release five tabs along the edges of the fan housing. If you are removing the fuser fan housing to access an assembly behind it, skip this step.

Figure 2-209 Release five tabs

4. If you are replacing the fuser fan, separate the fan housing, and then remove the fuser fan. If you are removing the fuser fan housing to access an assembly behind it, skip this step.

Reinstallation tip: Note the orientation of the fan in the housing and install the replacement fan in the same orientation.

Figure 2-210 Remove the fuser fan

Step 6: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Reservoir unit

- Introduction
- Step 1: Remove the left cover
- Step 2: Remove the laser scanner assembly
- Step 3: Remove the front top inner cover
- Step 4: Remove the front power cover
- Step 5: Remove the TCU
- Step 6: Remove the developer unit
- Step 7: Remove the paper dust brush
- Step 8: Remove the exit cover
- Step 9: Remove the front cover
- Step 10: Remove the inner front cover
- Step 11: Remove the reservoir unit
- Step 12: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the reservoir unit.

View a video of how to remove and replace the reservoir unit.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01071A

To order the part, go to www.hp.com/buy/parts.

- Toner Reservoir

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

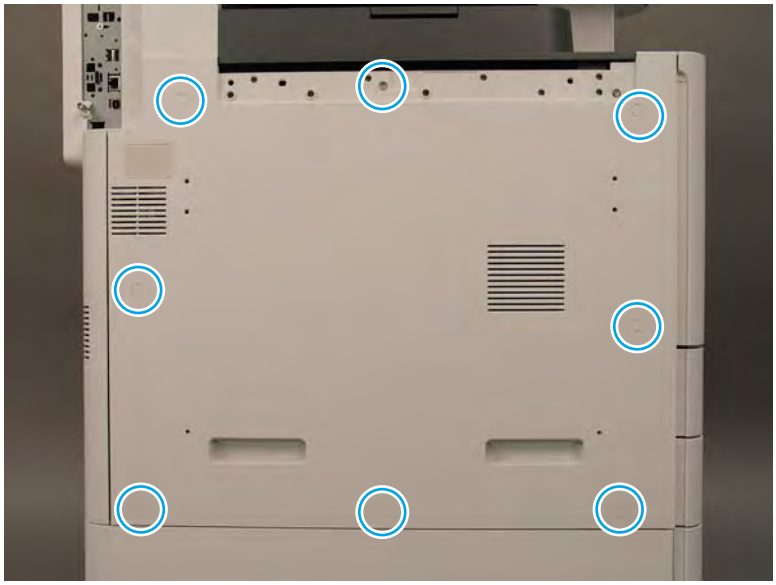
Step 1: Remove the left cover

1. Remove the top left cover.

Figure 2-211 Top left cover

2. Remove seven screw-caps and eight screws, and lift the left cover off of the printer.

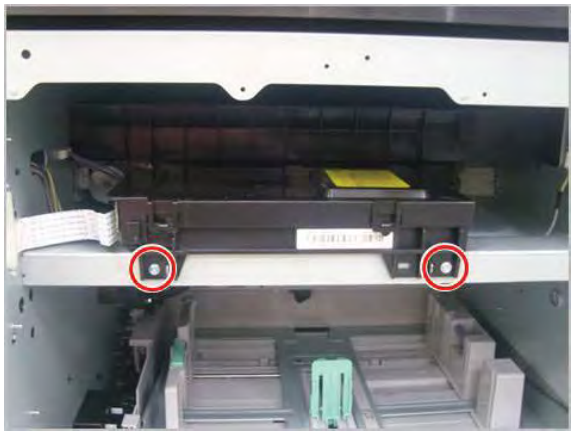
Figure 2-212 Remove the left cover



Step 2: Remove the laser scanner assembly

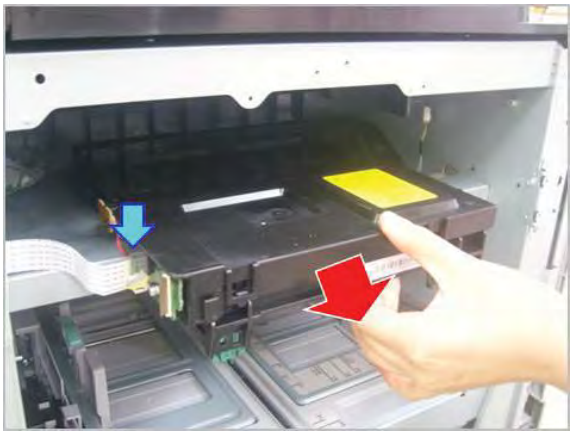
1. Remove two screws.

Figure 2-213 Remove two screws



2. Pull the laser scanner assembly partially out of the printer, disconnect one flat cable, and then remove the laser scanner assembly.

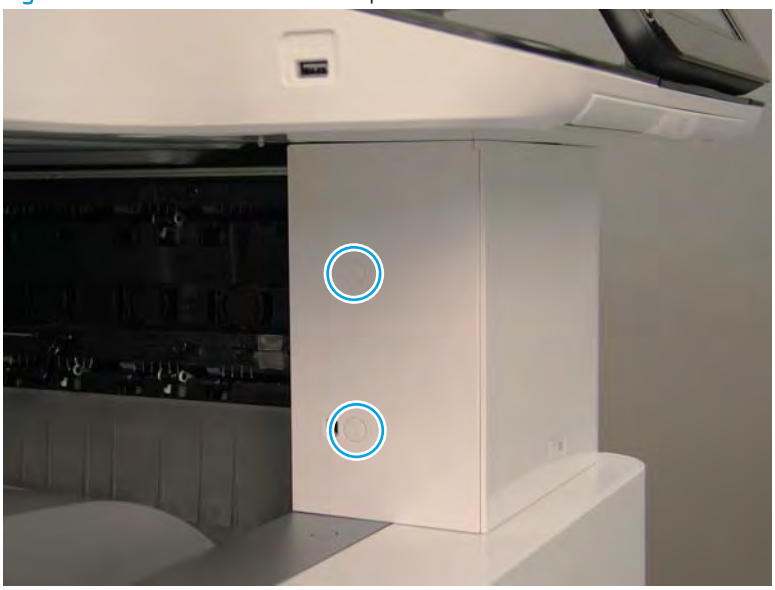
Figure 2-214 Remove the laser scanner assembly



Step 3: Remove the front top inner cover

▲ Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

Figure 2-215 Remove the front top inner cover

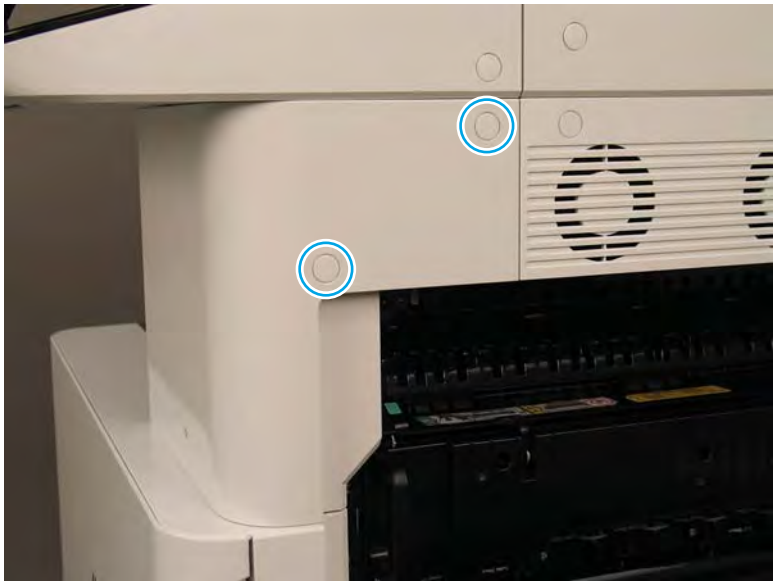


Step 4: Remove the front power cover

1. Remove two screw-caps and two screws. Release two tabs on the right, and then rotate the cover slightly away from the printer.

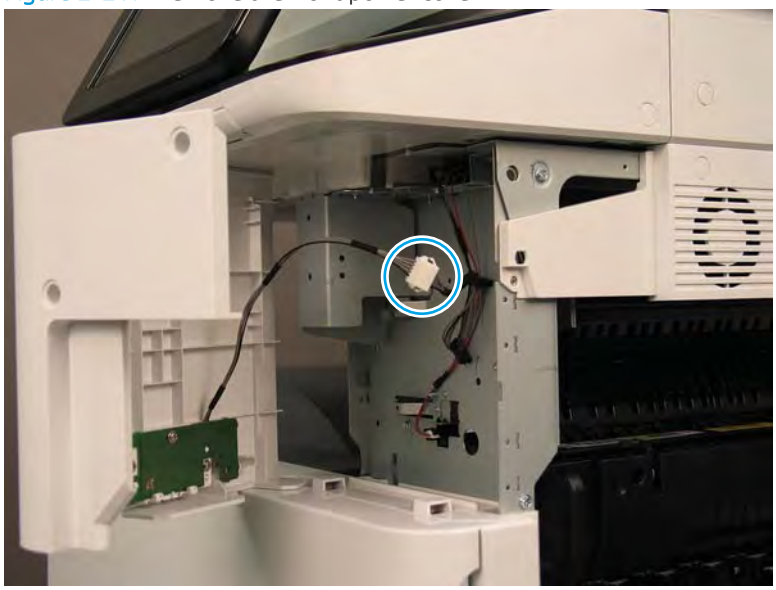
⚠ CAUTION: The cover is still attached to the printer by a cable. Do not completely remove the cover.

Figure 2-216 Remove two screws and rotate the cover



2. Disconnect one connector, and then remove the cover.

Figure 2-217 Remove the front power cover



Step 5: Remove the TCU

1. Open the front cover.

2. Push both hooks to release the toner collection unit (TCU).

Figure 2-218 Remove the TCU

Step 6: Remove the developer unit

1. Remove the toner collection unit (TCU).

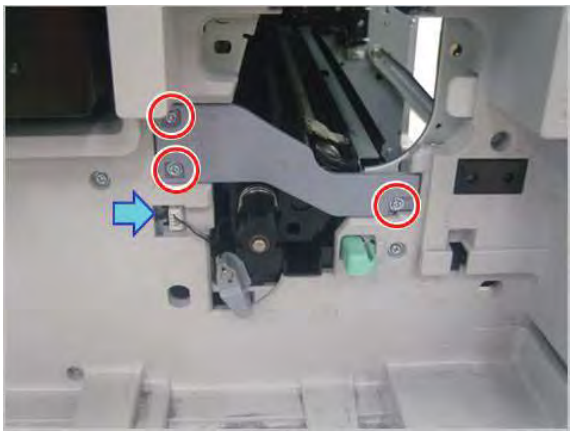
NOTE: For some target assemblies, the TCU is already removed.

2. Remove the imaging drum unit.

NOTE: For some target assemblies, the imaging unit is already removed.

3. Move the developer locking lever (callout 1) to the down position. Remove three screws to release the bracket, and then disconnect the small, black cable connector.

Figure 2-219 Remove three screws and disconnect the small, black cable connector

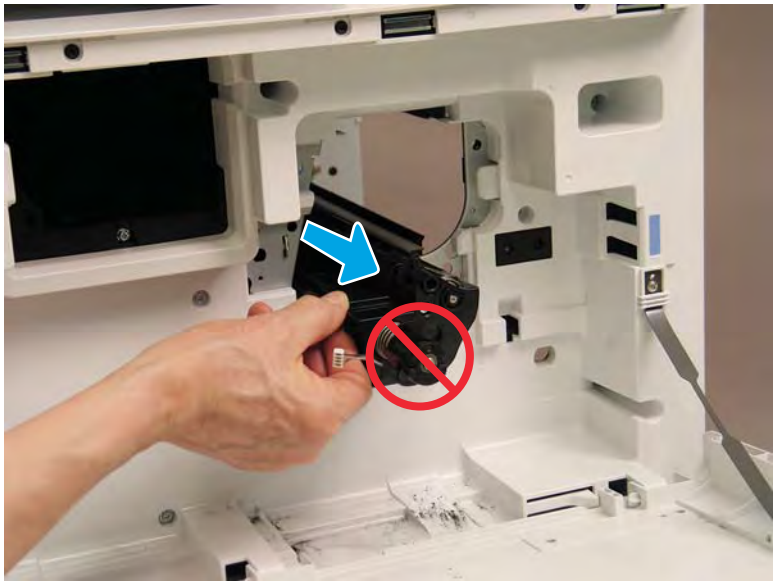


4. Hold the grip point of the developer unit and remove it.

NOTE: Do not grip the waste toner connection when removing the developer unit.

Reinstallation tip: When reinstalling the developer unit, press on the unit just above the waste toner auger, and then slide the unit into the printer.

Figure 2-220 Remove the developer unit



Step 7: Remove the paper dust brush

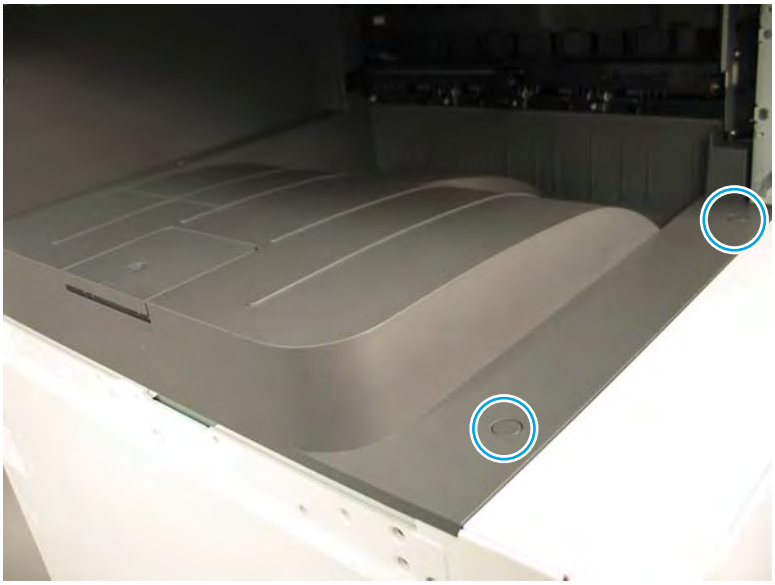
▲ Remove the paper dust brush.

Figure 2-221 Remove the paper dust brush

Step 8: Remove the exit cover

▲ Remove two screw-caps and two screws, and then lift the exit cover away from the printer to remove it.

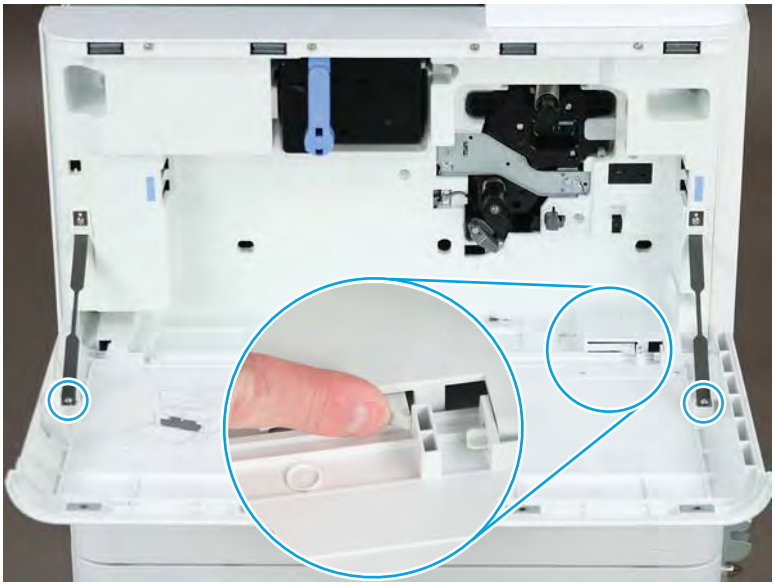
Figure 2-222 Remove the exit cover



Step 9: Remove the front cover

- ▲ Remove two screws securing the front cover. While pushing the right hook, remove the front cover.

Figure 2-223 Remove the front cover

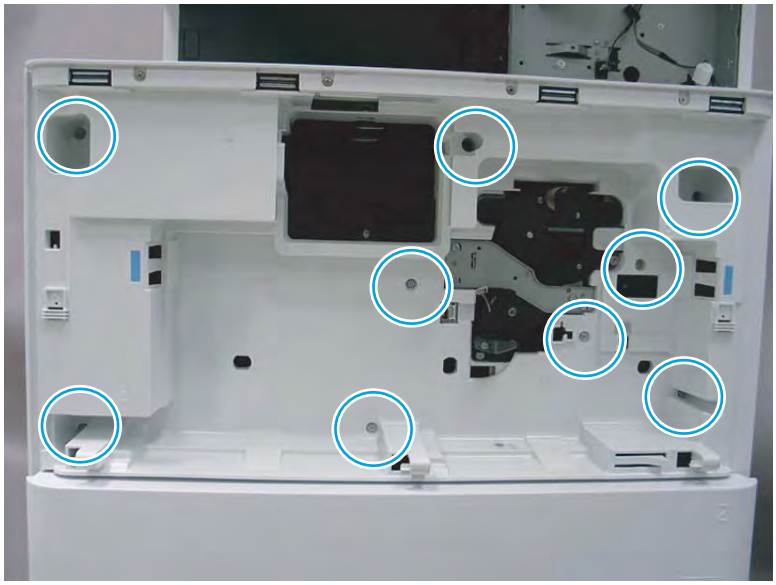


Step 10: Remove the inner front cover

1. Remove the toner cartridge.
2. If not already open, open the right door.

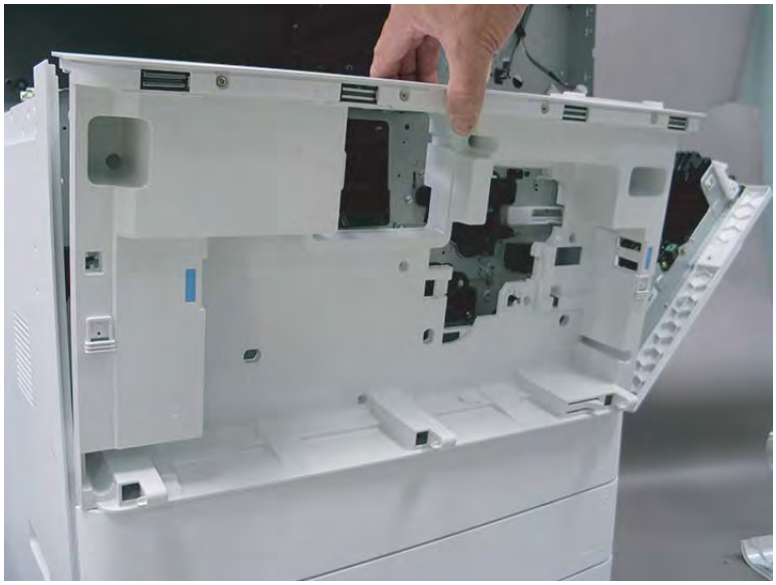
3. Remove nine screws.

Figure 2-224 Screw locations



4. Remove the inner cover.

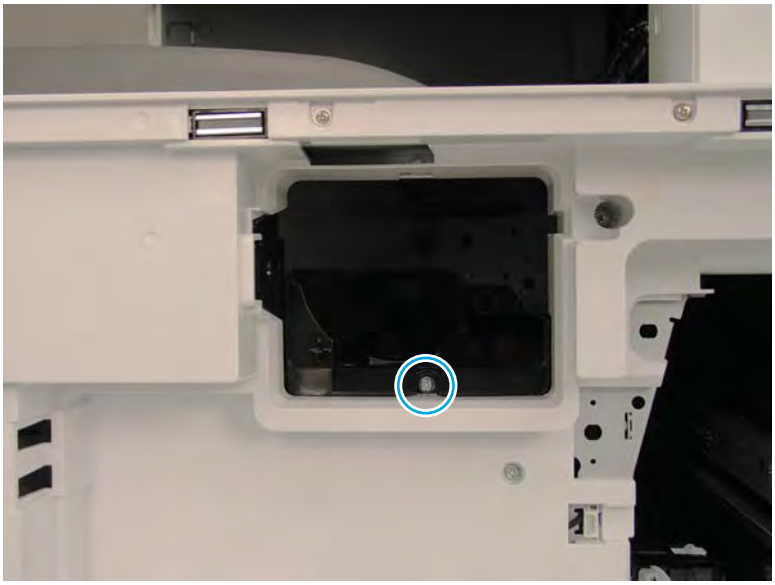
Figure 2-225 Remove the inner cover



Step 11: Remove the reservoir unit

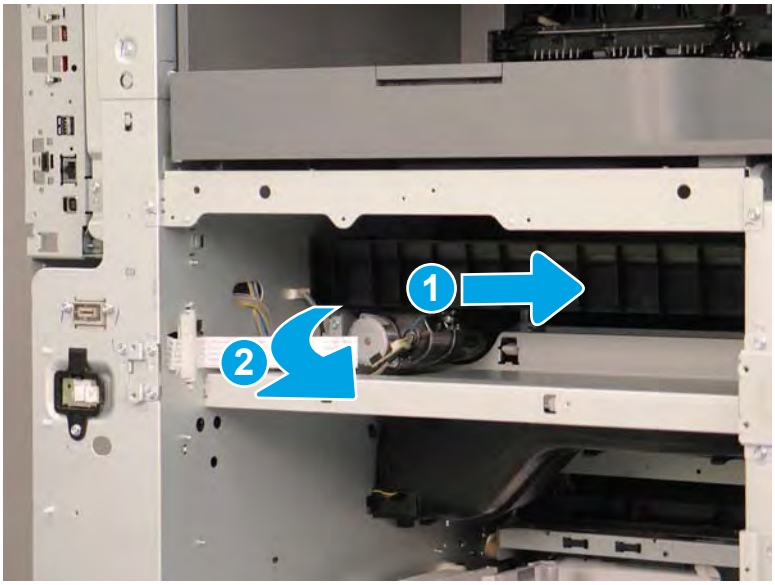
1. At the front of the printer, remove one screw securing the toner guide.

Figure 2-226 Remove one screw



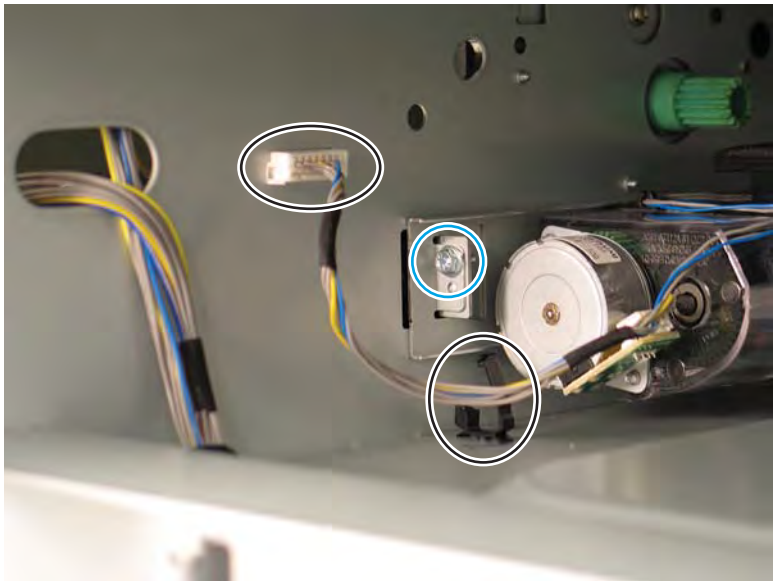
2. Lift the front of the guide up and slide it slightly toward the rear of the printer (callout 1). Rotate the front of the guide toward the left side of the printer, and then remove the guide through the left side opening.

Figure 2-227 Remove the toner guide



3. Disconnect one connector and remove one screw.

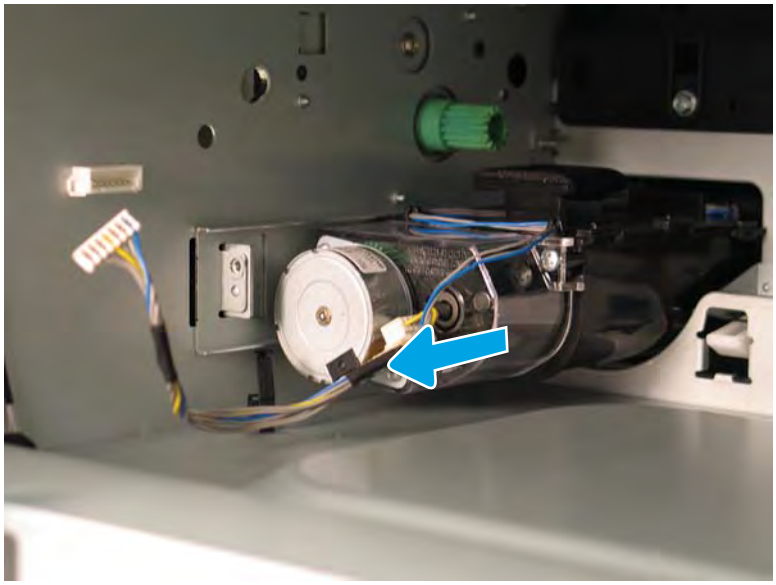
Figure 2-228 Disconnect one connector and remove one screw



4. Remove the reservoir assembly.

Reinstallation tip: When reinstalling the reservoir assembly, install the tab in the back first, and then rotate the assembly toward the sheet metal wall over the screw opening.

Figure 2-229 Remove the reservoir assembly



Step 12: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Main board

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the lower rear cover
- Step 3: Remove the upper rear cover
- Step 4: Remove the left rear corner cover
- Step 5: Remove the formatter and cage
- Step 6: Remove the main board
- Step 7: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the main board.

View a video of how to remove and replace the main board.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC82-00542A

To order the part, go to www.hp.com/buy/parts.

- PCA Main Board

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

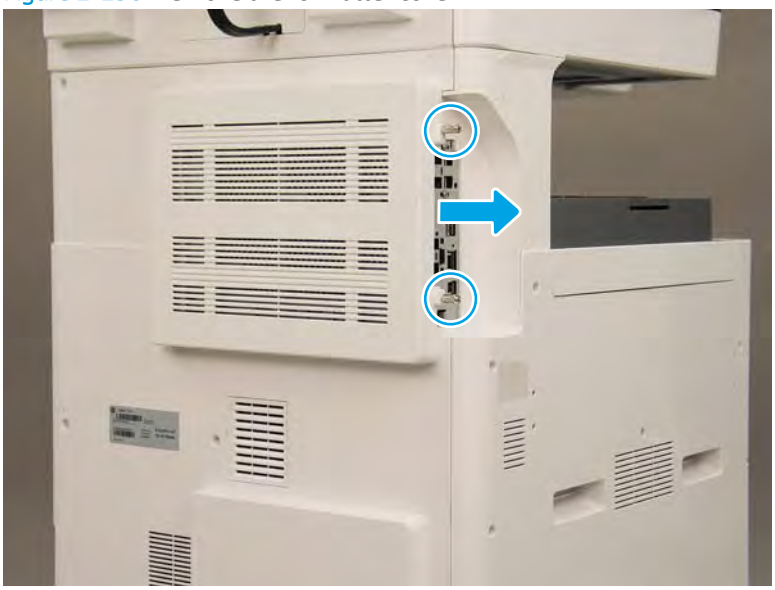
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

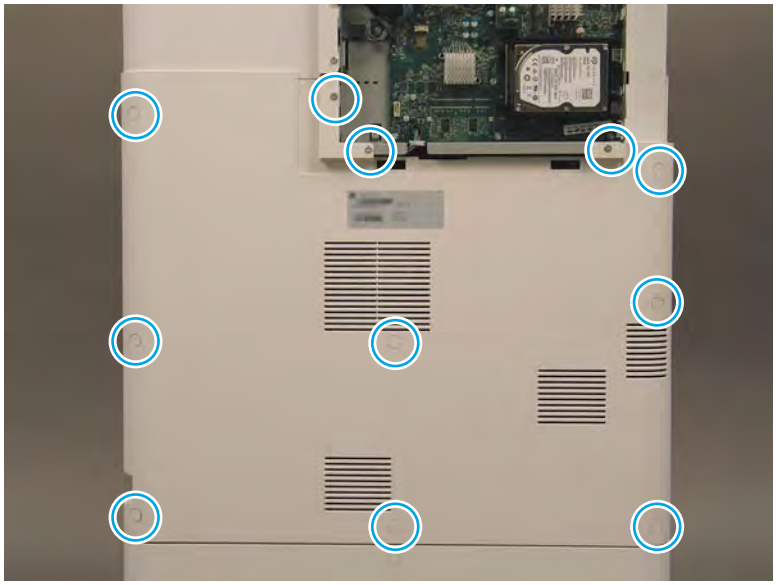
Figure 2-230 Remove the formatter cover



Step 2: Remove the lower rear cover

▲ Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

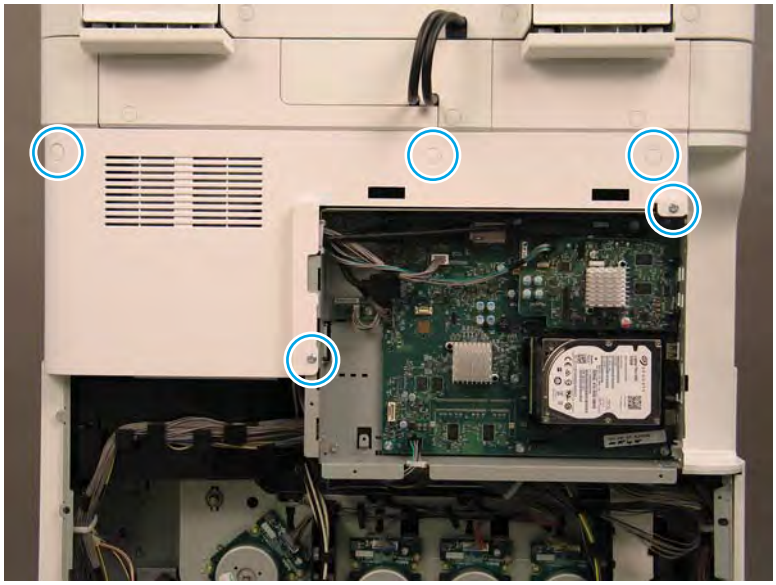
Figure 2-231 Remove the lower rear cover



Step 3: Remove the upper rear cover

- Remove three screw-caps and five screws. Lift the upper rear cover away from the printer to remove it.

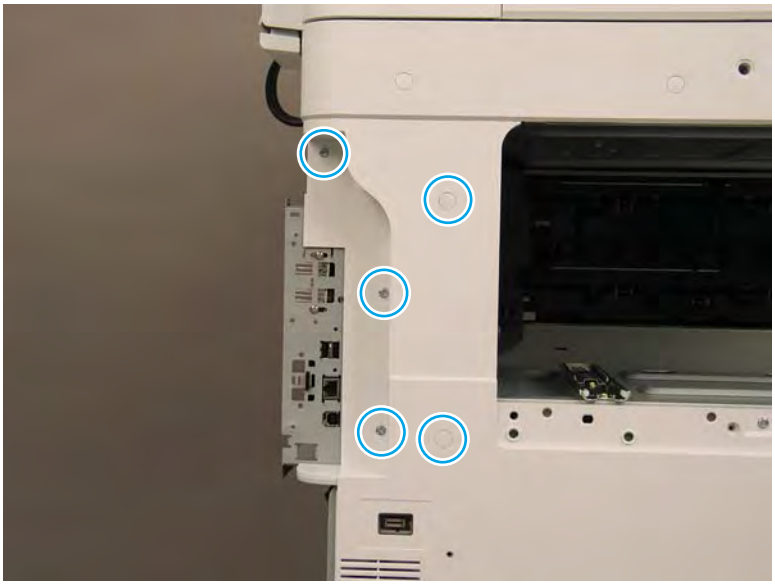
Figure 2-232 Remove the upper rear cover



Step 4: Remove the left rear corner cover

- Remove two screw caps and five screws. Slide the upper left cover up and away from the printer to remove it.

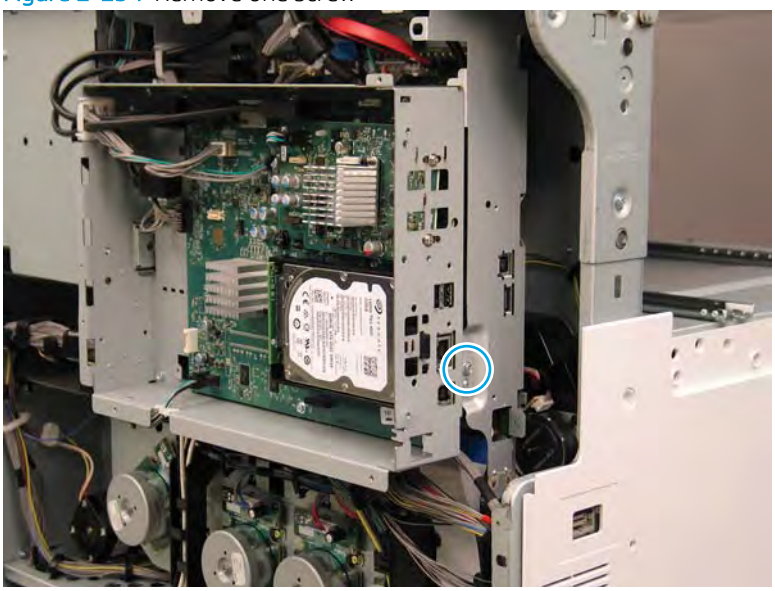
Figure 2-233 Remove the upper left cover



Step 5: Remove the formatter and cage

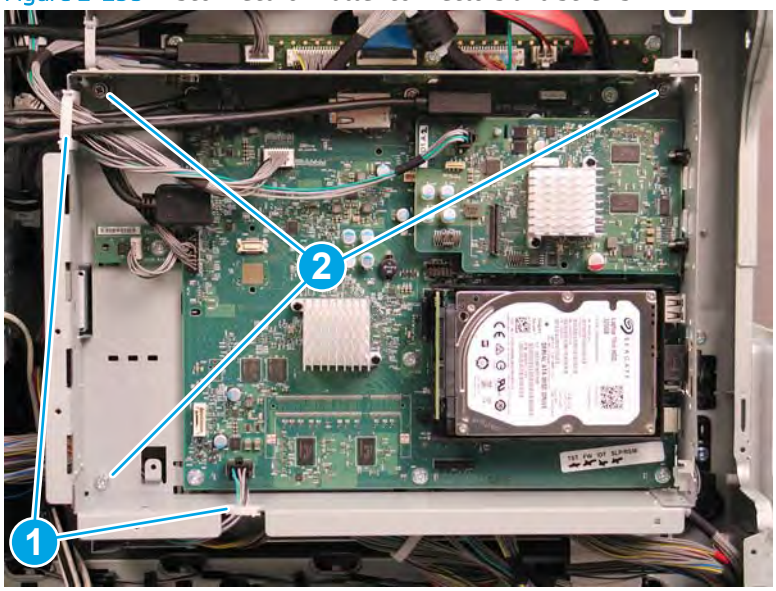
1. Remove one screw.

Figure 2-234 Remove one screw



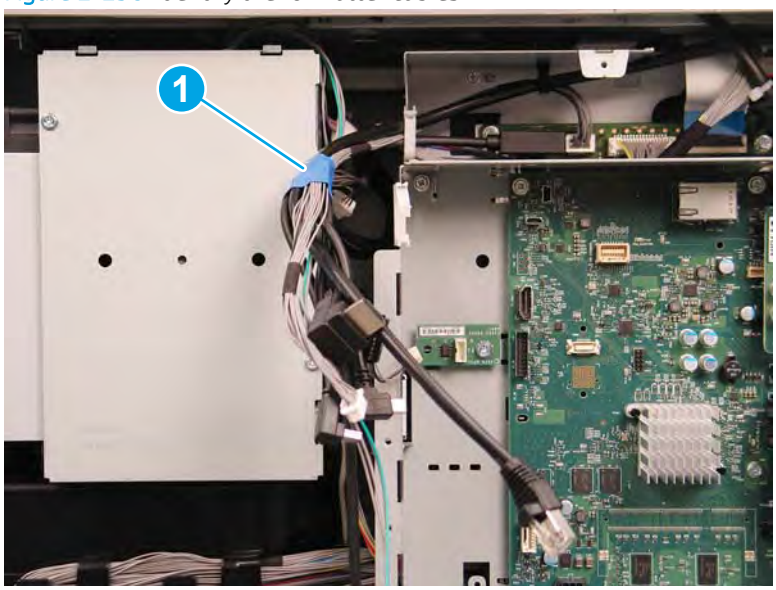
2. Disconnect all of the connectors on the formatter. Release the cables from two retainers on the sheet metal cage (callout 1), and then remove three screws (callout 2).

Figure 2-235 Disconnect formatter connectors and screws



3. Before removing the formatter cage, place a piece of tape or a wire tie (callout 1) around the cables disconnected from the formatter on the left side. This will identify the cables that will be connected to the formatter during reassembly.

Figure 2-236 Identify the formatter cables



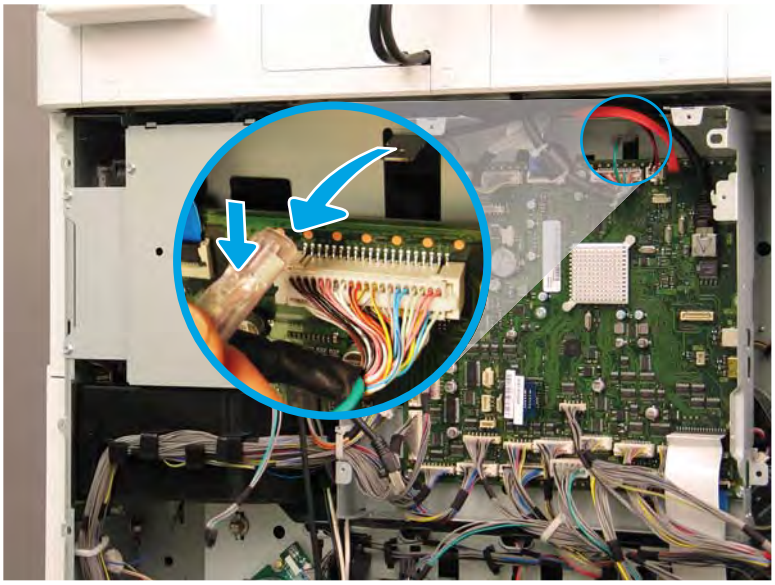
4. Lift the formatter cage up, push it to the right to clear the boss on the right side, and then pull it away from the printer to remove it.

Step 6: Remove the main board

1. One of the connectors that must be released above the main board is a spade connector. Press in on the center part of the cable connector to release the latch, and then pull the cable away from the printer to disconnect it.

IMPORTANT: Press in on the center part of the cable connector to release the latch, and then pull the cable away from the printer to disconnect it. Do not pull on connector without depressing the center latch.

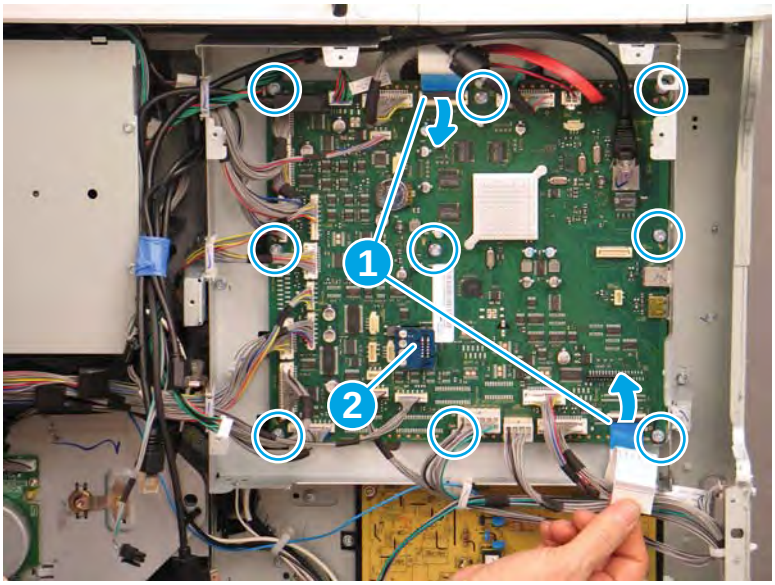
Figure 2-237 Disconnect one connector



2. Disconnect all of the remaining connectors. Two of the flat cable connectors (callout 1) are zero insertion force (ZIF) connectors. Open the latch on the connectors before removing the flat cables. Remove the MSOK board (callout 2) and install it on the replacement main board. Remove nine screws, and then remove the main board.

IMPORTANT: Do not lose or damage the MSOK chip. It must be installed on the replacement main board in the correct orientation in order for the printer to function. The MSOK chip is extremely difficult to replace if it is lost or damaged.

Figure 2-238 Remove the main board

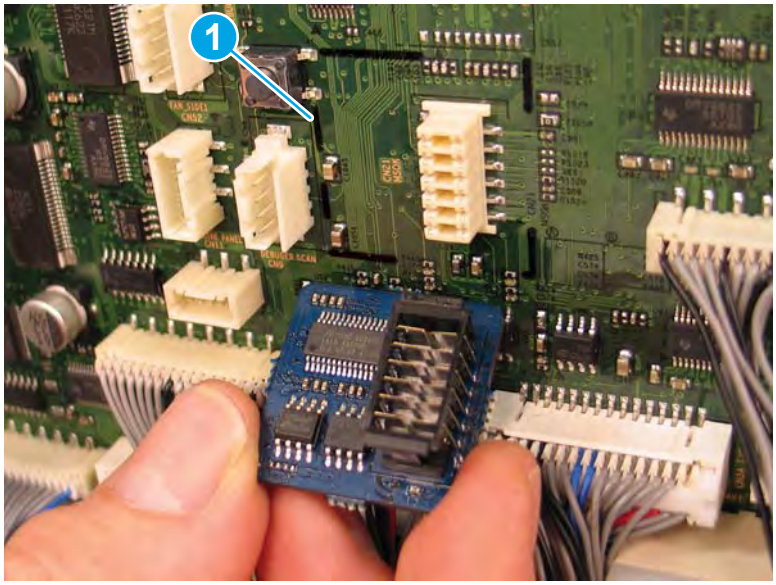


3. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Main board

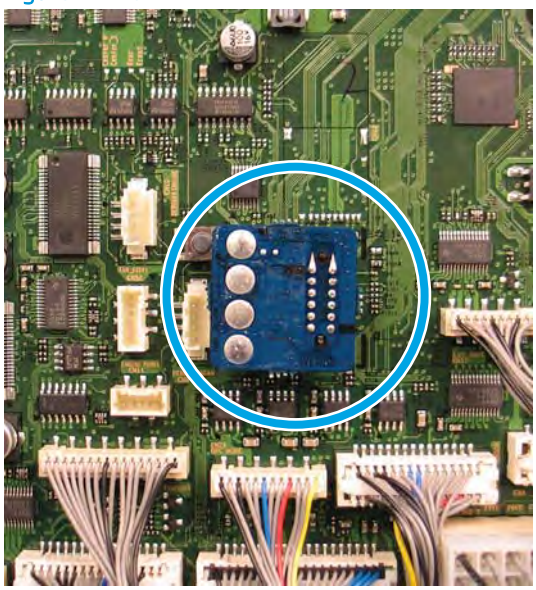
a. When reinstalling the MSOK board, note the dashed outline (callout 1) on the main board. When the MSOK board is installed correctly, it fits within this outline.

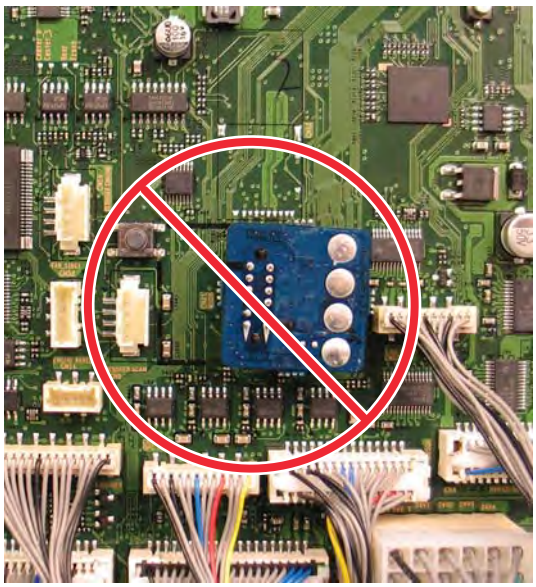
Figure 2-239 Position of MSOK board



b. Make sure that the MSOK board is installed correctly on the replacement main board.

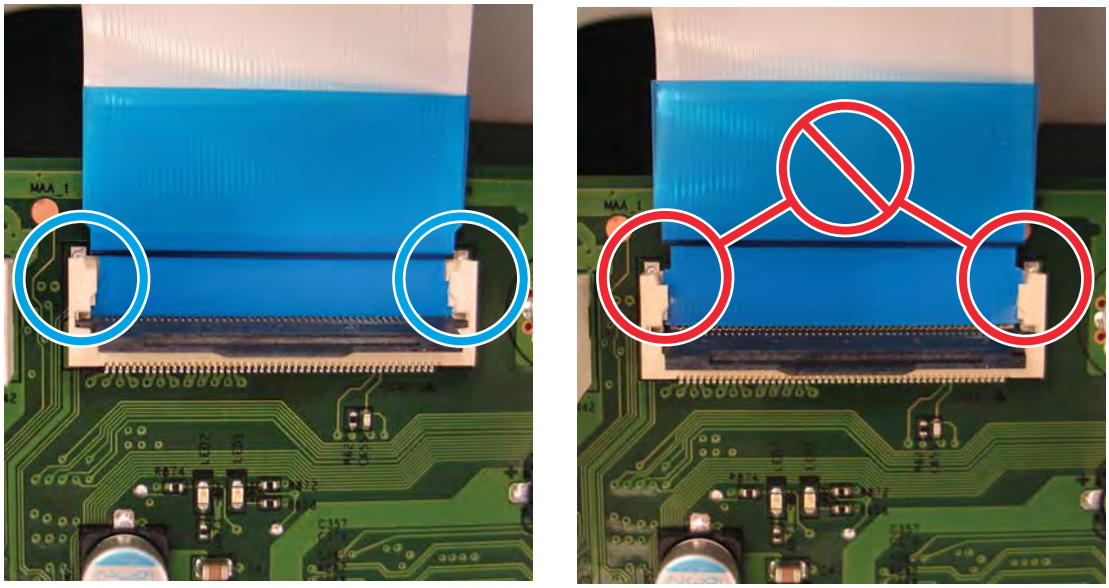
Figure 2-240 Install the MSOK board





c. When reinstalling the top flat cable, make sure that the cable is correctly installed in the ZIF connector before closing the latch to secure the cable.

Figure 2-241 Install the flat cable



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

Step 7: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Return sensor (on the exit unit)

- Introduction
- Step 1: Remove the right rear cover
- Step 2: Remove the right door
- Step 3: Remove the front top inner cover
- Step 4: Remove the front power cover
- Step 5: Remove the top right cover
- Step 6: Remove the fuser unit
- Step 7: Remove the exit unit
- Step 8: Remove the return sensor
- Step 9: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the return sensor.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

0604-001393

To order the part, go to www.hp.com/buy/parts.

- Photo Interrupter

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

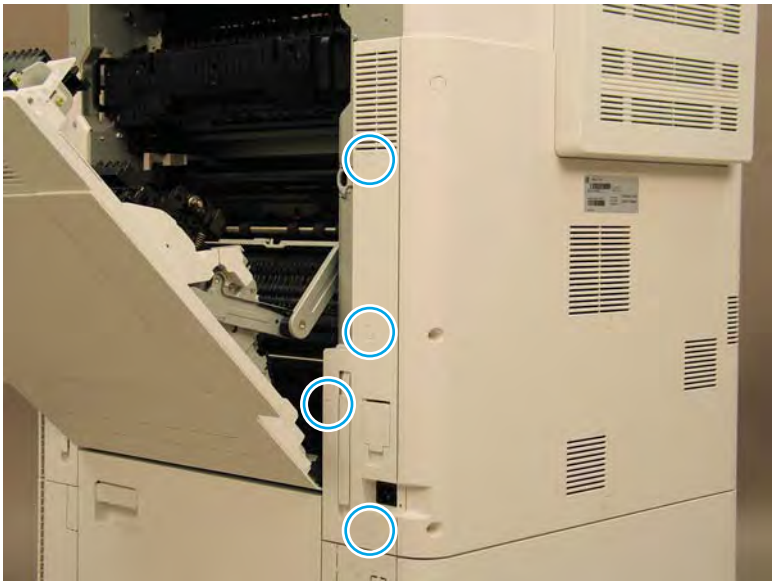
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

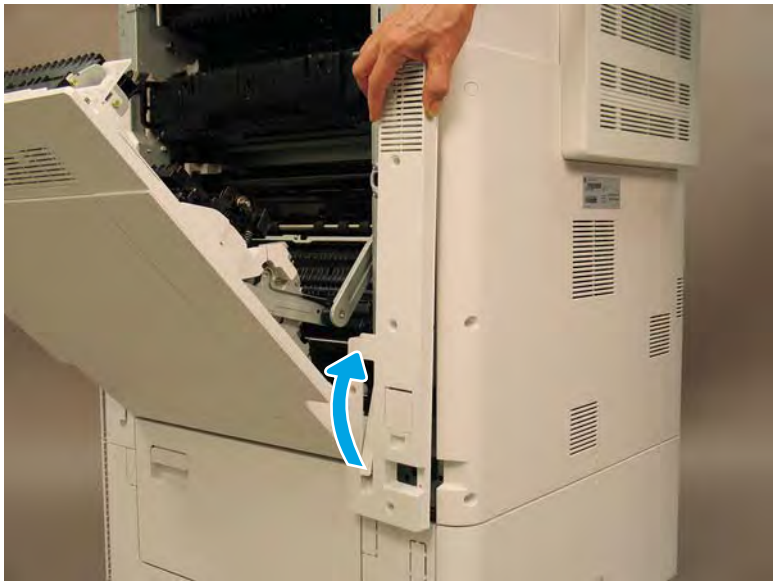
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-242 Remove four screws



3. Lift the handle and remove the right rear cover.

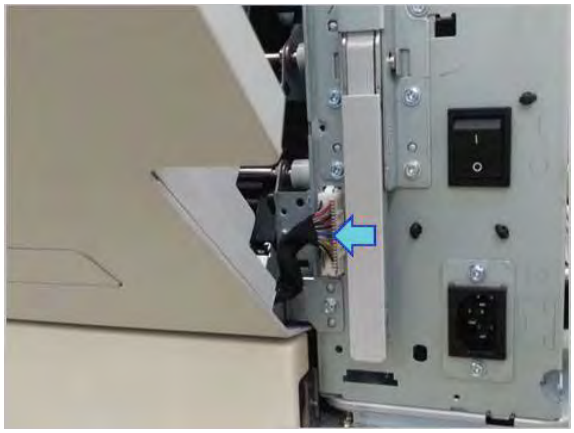
Figure 2-243 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

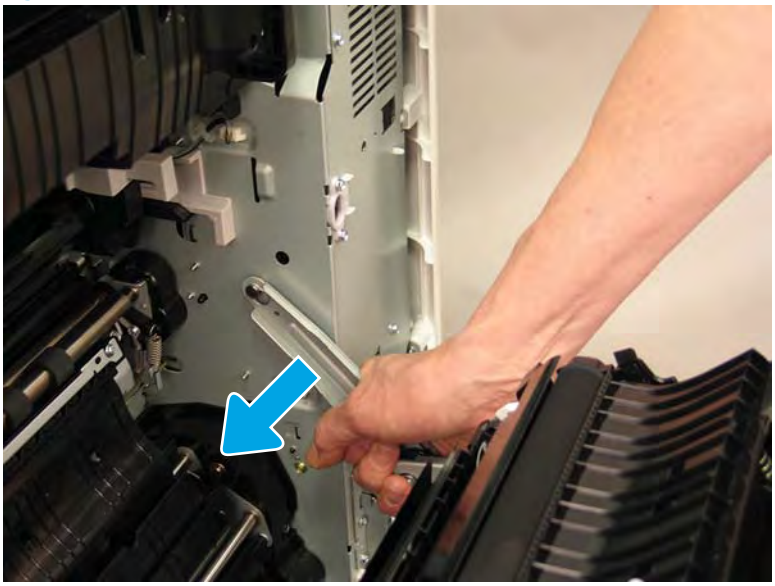
Figure 2-244 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-245 Release the right hinge



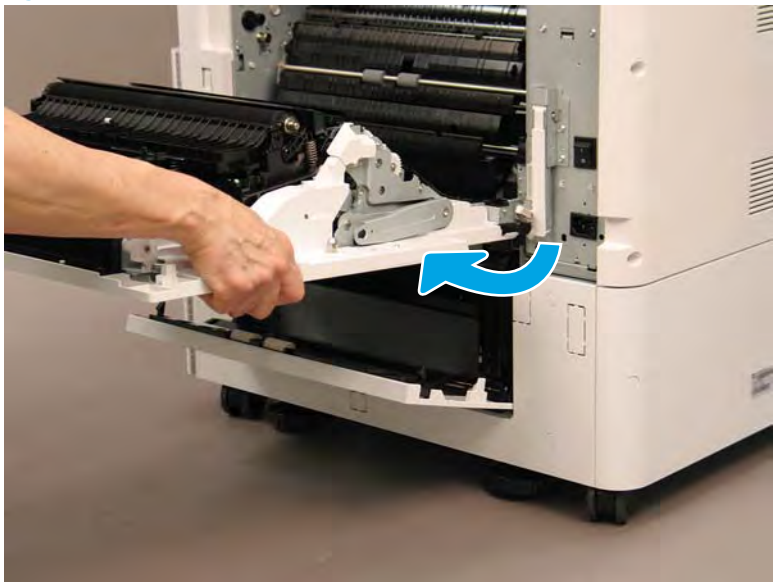
3. Slightly raise the right door, and then release the left dampener.

Figure 2-246 Release the left dampener

4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

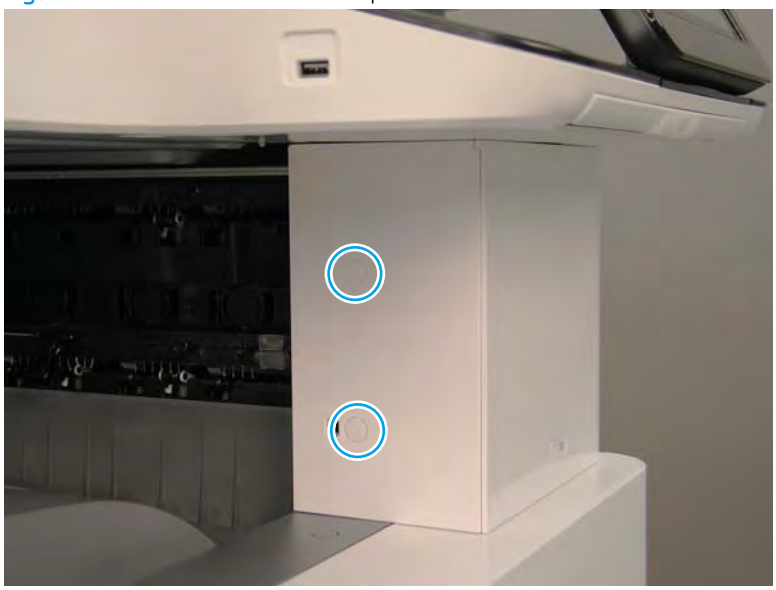
Figure 2-247 Remove the right door



Step 3: Remove the front top inner cover

▲ Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

Figure 2-248 Remove the front top inner cover

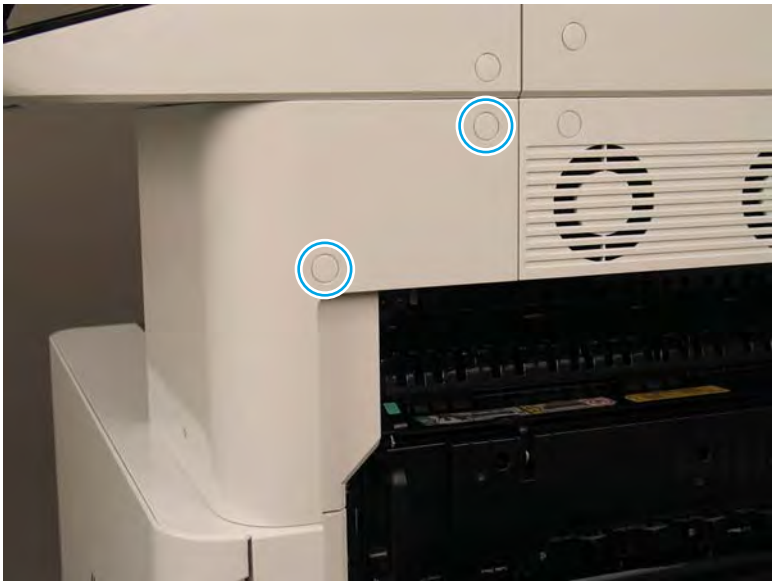


Step 4: Remove the front power cover

1. Remove two screw-caps and two screws. Release two tabs on the right, and then rotate the cover slightly away from the printer.

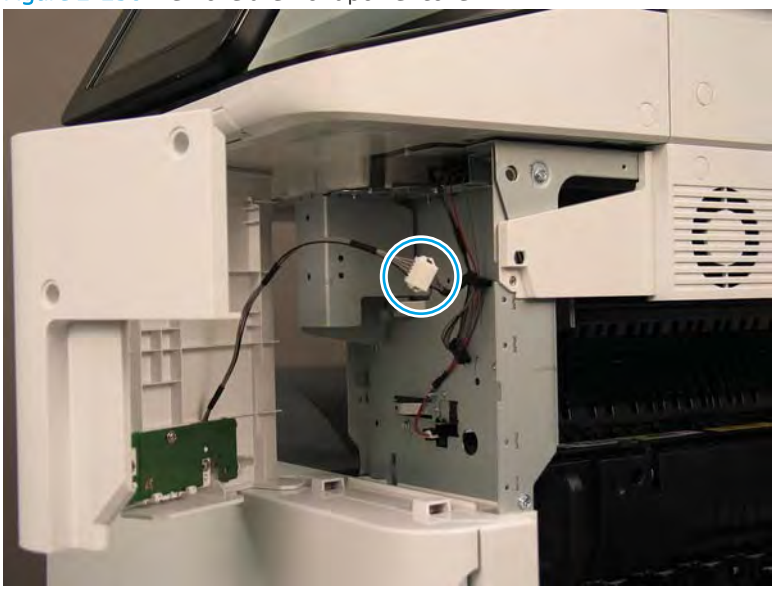
⚠ CAUTION: The cover is still attached to the printer by a cable. Do not completely remove the cover.

Figure 2-249 Remove two screws and rotate the cover



2. Disconnect one connector, and then remove the cover.

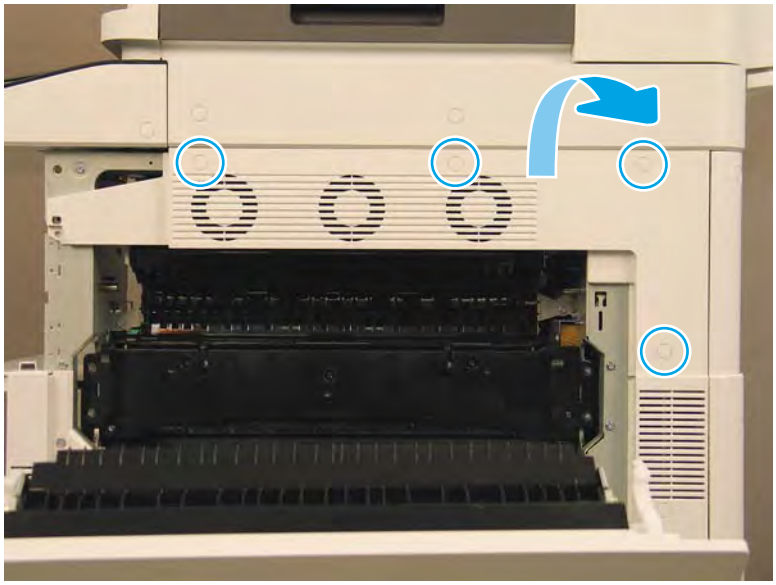
Figure 2-250 Remove the front power cover



Step 5: Remove the top right cover

- Remove four screw caps and four screws, and then rotate the upper right door cover away from the printer to remove it.

Figure 2-251 Remove the upper right door cover



Step 6: Remove the fuser unit

1. Open the right door.
2. Remove four screws.

Figure 2-252 Fuser unit screw locations

3. Pull out the fuser unit.

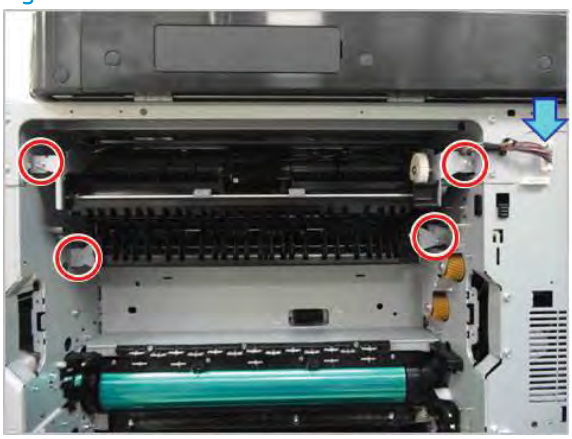
⚠ CAUTION: The temperature in the vicinity of the fuser becomes heated. To prevent the potential of getting burned, make sure the fuser unit has cooled before replacing it.

Figure 2-253 Fuser unit removal

Step 7: Remove the exit unit

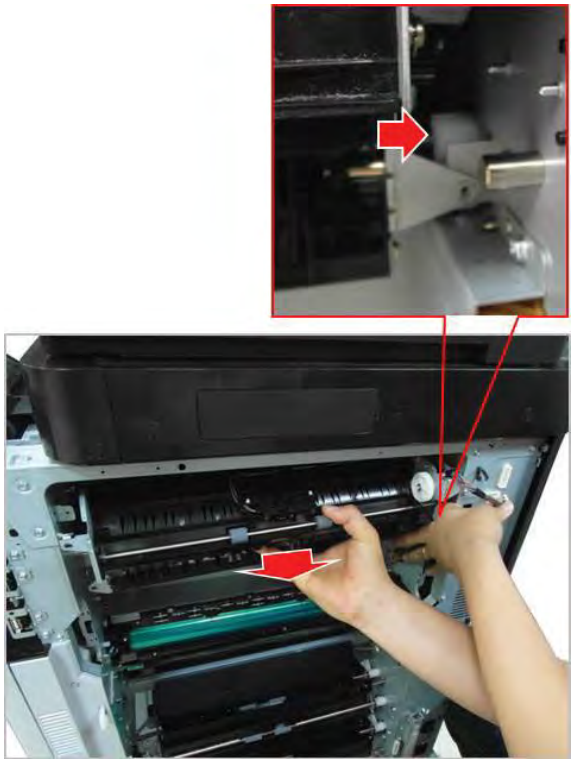
1. Disconnect two connectors, and then remove four screws.

Figure 2-254 Disconnect two connectors and remove four screws



2. Remove the exit unit while pushing the coupler to the right.

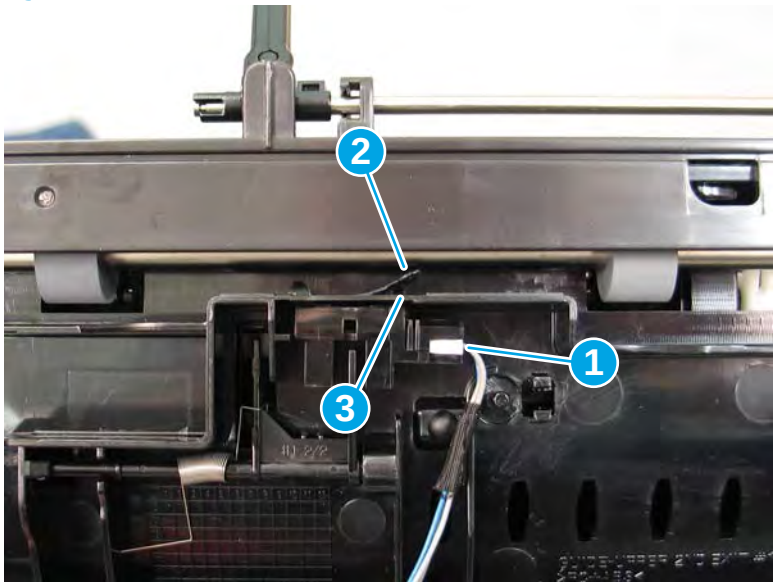
Figure 2-255 Remove the exit unit



Step 8: Remove the return sensor

▲ Locate the sensor on the exit unit. Disconnect one connector (callout 1), and then peel the black adhesive strip (callout 2) away from the top of the sensor. Release two small tabs (callout 3), and then remove the sensor.

Figure 2-256 Return sensor



Step 9: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Duplex 1 sensor (on the exit unit)

- Introduction
- Step 1: Remove the right rear cover
- Step 2: Remove the right door
- Step 3: Remove the front top inner cover
- Step 4: Remove the front power cover
- Step 5: Remove the top right cover
- Step 6: Remove the fuser unit
- Step 7: Remove the exit unit
- Step 8: Remove the duplex 1 sensor
- Step 9: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the duplex 1 sensor.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

0604-001393

To order the part, go to www.hp.com/buy/parts.

- Photo Interrupter

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

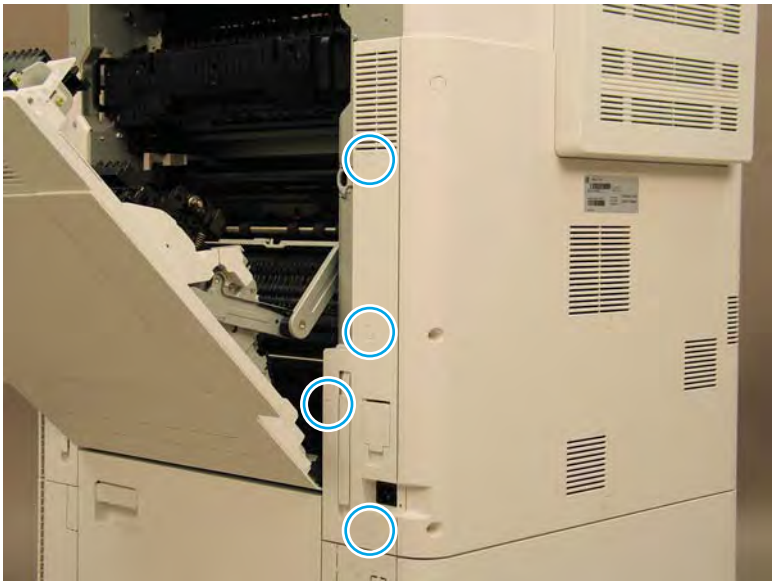
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

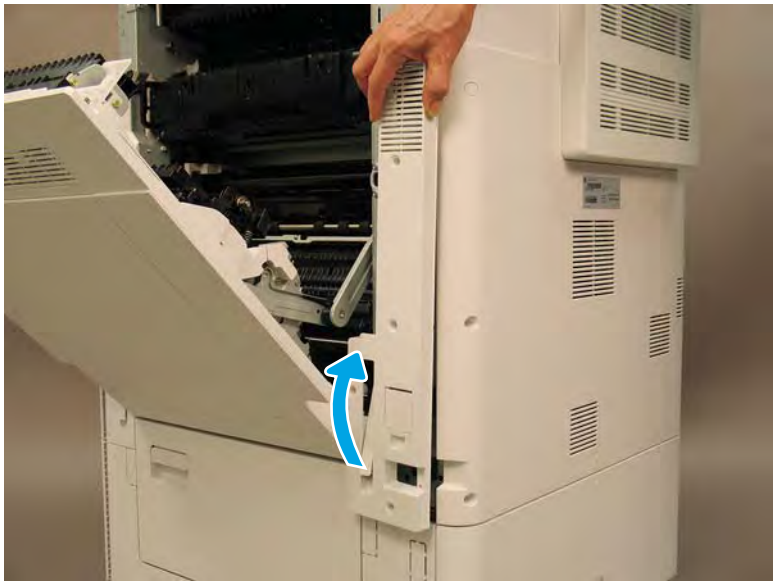
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-257 Remove four screws



3. Lift the handle and remove the right rear cover.

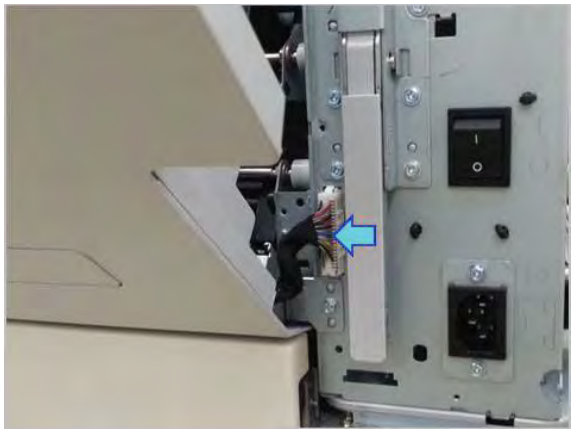
Figure 2-258 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

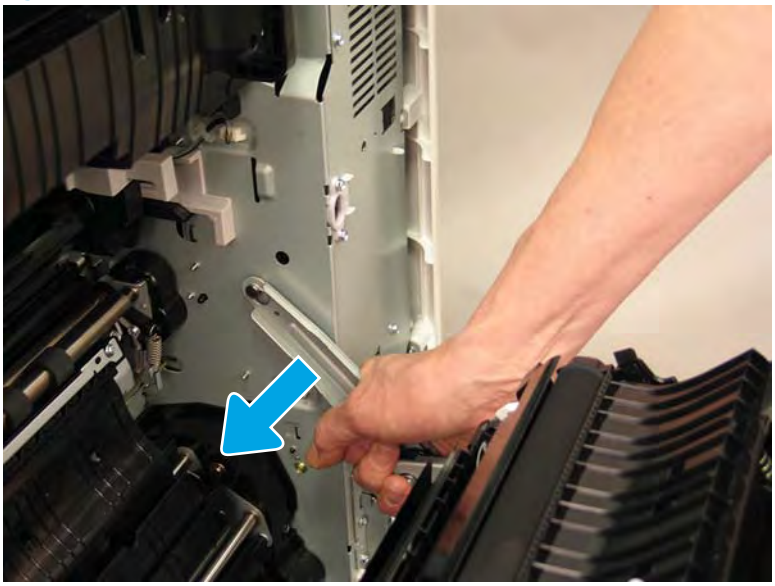
Figure 2-259 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-260 Release the right hinge



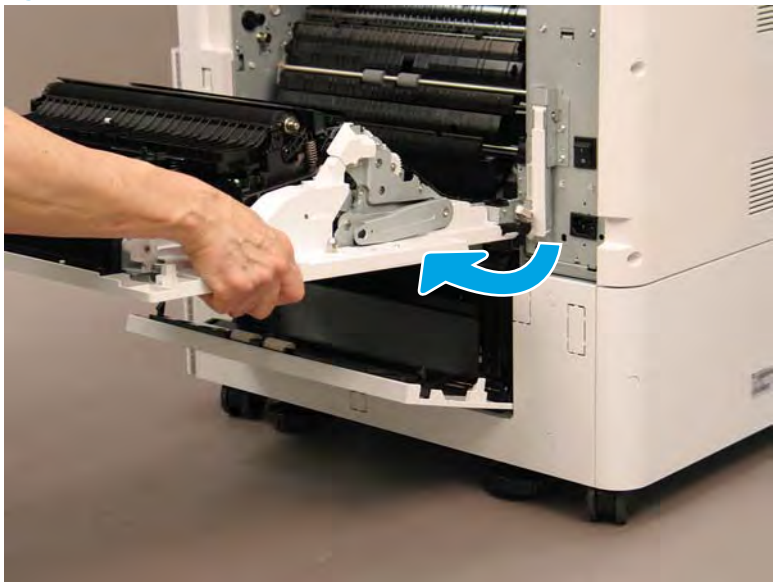
3. Slightly raise the right door, and then release the left dampener.

Figure 2-261 Release the left dampener

4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

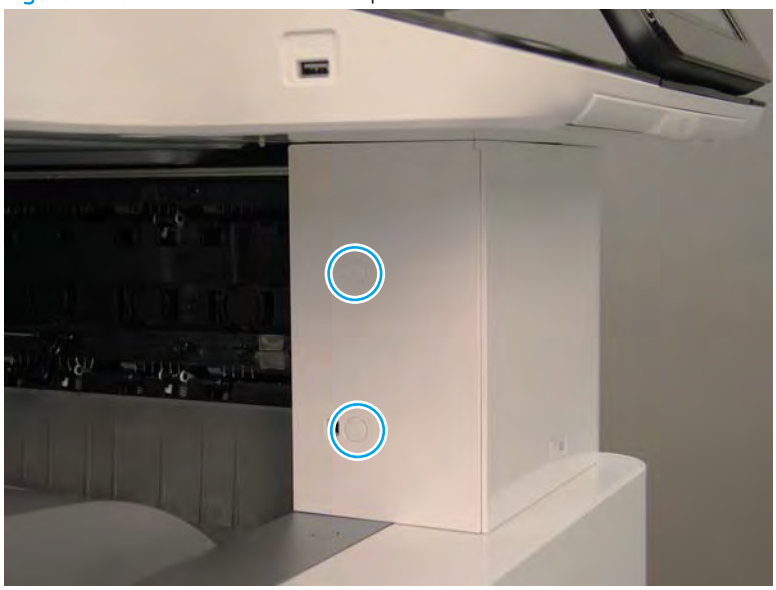
Figure 2-262 Remove the right door



Step 3: Remove the front top inner cover

▲ Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

Figure 2-263 Remove the front top inner cover

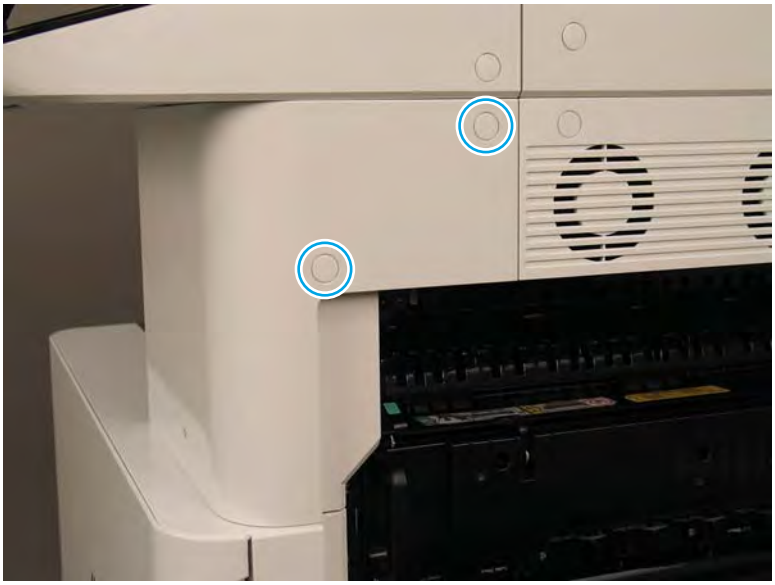


Step 4: Remove the front power cover

1. Remove two screw-caps and two screws. Release two tabs on the right, and then rotate the cover slightly away from the printer.

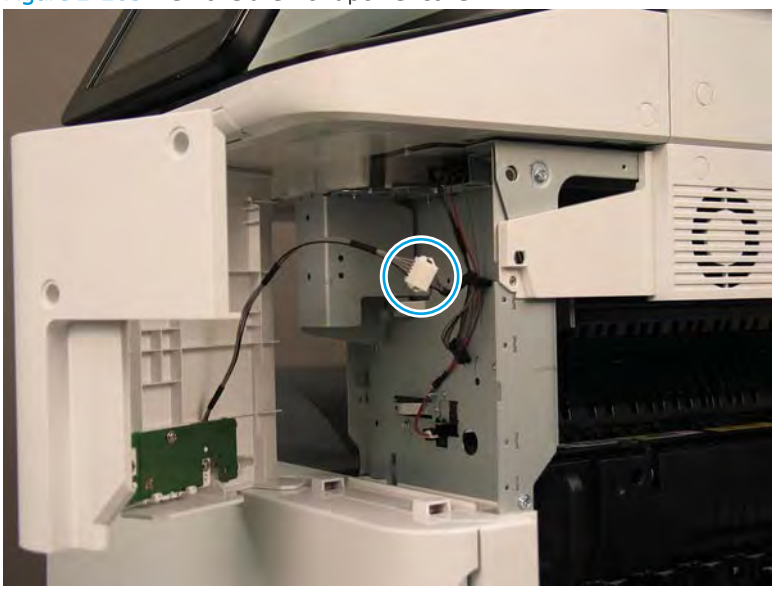
⚠ CAUTION: The cover is still attached to the printer by a cable. Do not completely remove the cover.

Figure 2-264 Remove two screws and rotate the cover



2. Disconnect one connector, and then remove the cover.

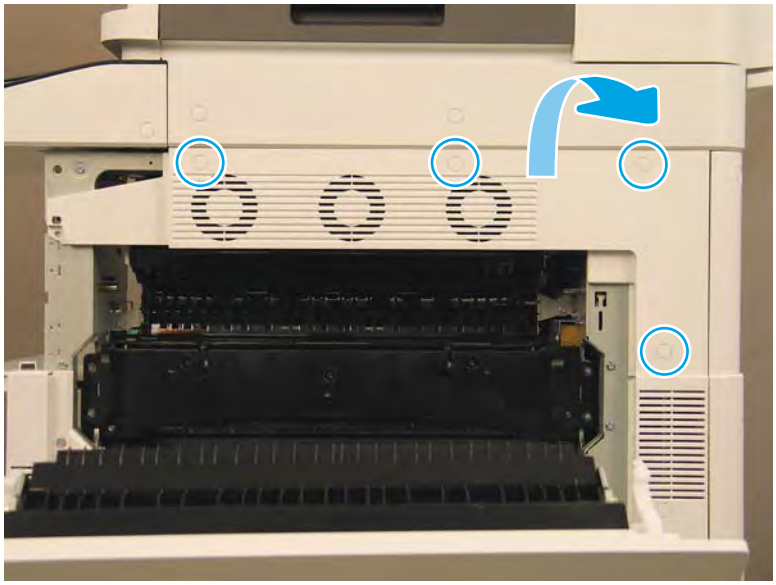
Figure 2-265 Remove the front power cover



Step 5: Remove the top right cover

- Remove four screw caps and four screws, and then rotate the upper right door cover away from the printer to remove it.

Figure 2-266 Remove the upper right door cover



Step 6: Remove the fuser unit

1. Open the right door.
2. Remove four screws.

Figure 2-267 Fuser unit screw locations

3. Pull out the fuser unit.

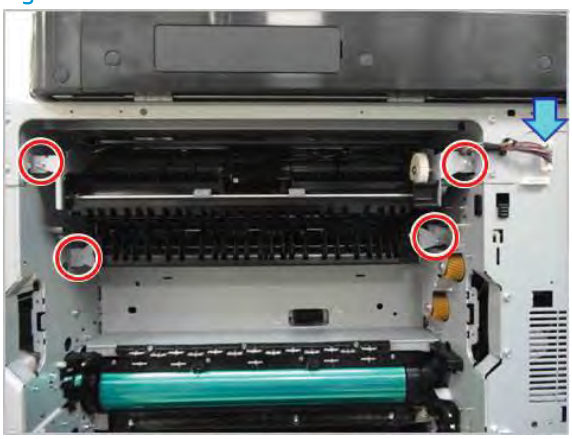
⚠ CAUTION: The temperature in the vicinity of the fuser becomes heated. To prevent the potential of getting burned, make sure the fuser unit has cooled before replacing it.

Figure 2-268 Fuser unit removal

Step 7: Remove the exit unit

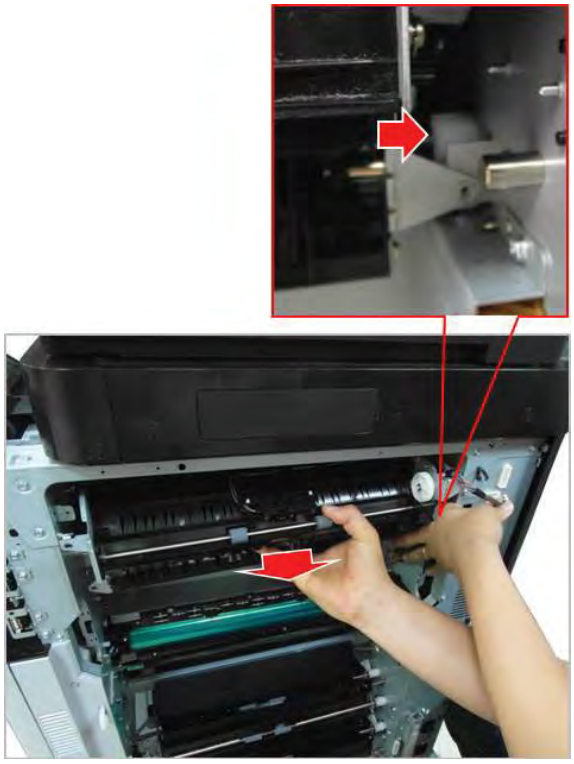
1. Disconnect two connectors, and then remove four screws.

Figure 2-269 Disconnect two connectors and remove four screws



2. Remove the exit unit while pushing the coupler to the right.

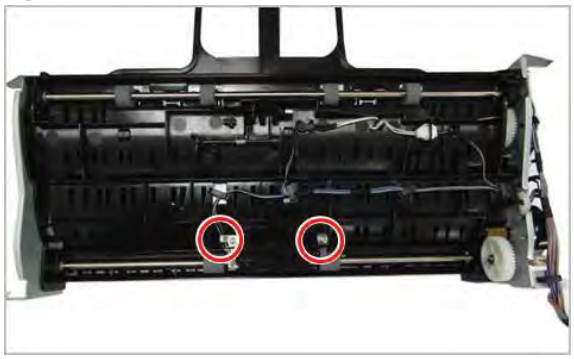
Figure 2-270 Remove the exit unit



Step 8: Remove the duplex 1 sensor

1. Locate the sensor on the exit unit. Remove two screws, and then lift the sensor holder up.

Figure 2-271 Remove two screws



2. Disconnect the connector, and then remove the duplex 1 sensor.

Figure 2-272 Remove the duplex 1 sensor

Step 9: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Output 1 bin full sensor (on the exit unit)

- Introduction
- Step 1: Remove the right rear cover
- Step 2: Remove the right door
- Step 3: Remove the front top inner cover
- Step 4: Remove the front power cover
- Step 5: Remove the top right cover
- Step 6: Remove the fuser unit
- Step 7: Remove the exit unit
- Step 8: Remove the exit 1 bin full sensor
- Step 9: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the exit 1 bin full sensor.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

0604-001393

To order the part, go to www.hp.com/buy/parts.

- Photo Interrupter

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

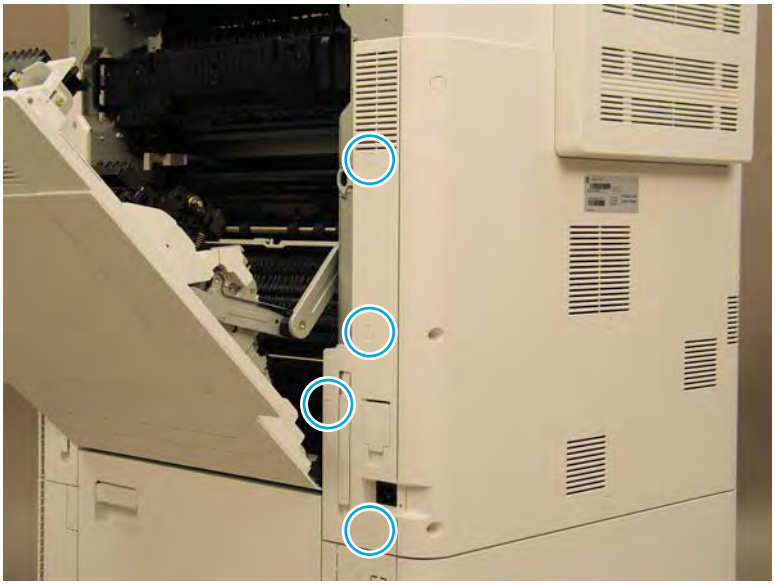
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

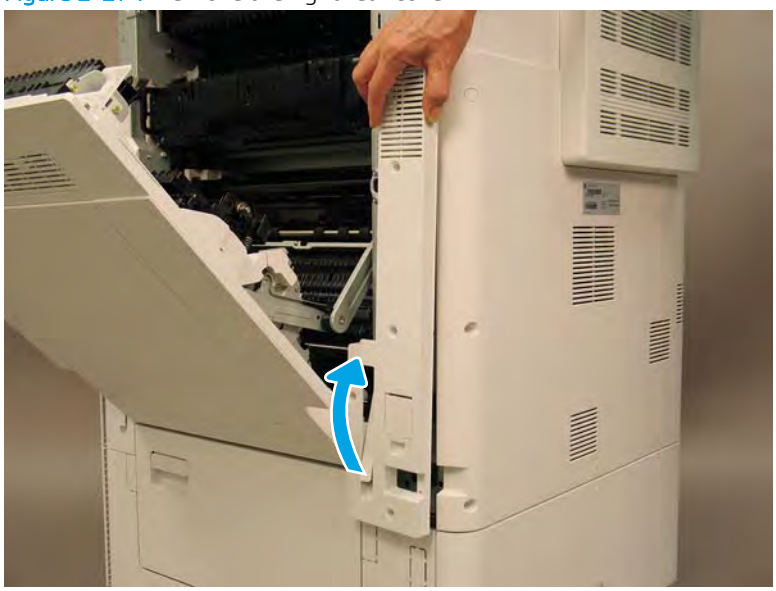
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-273 Remove four screws



3. Lift the handle and remove the right rear cover.

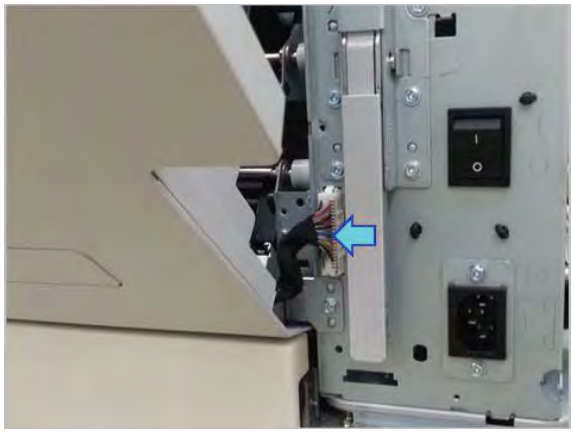
Figure 2-274 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

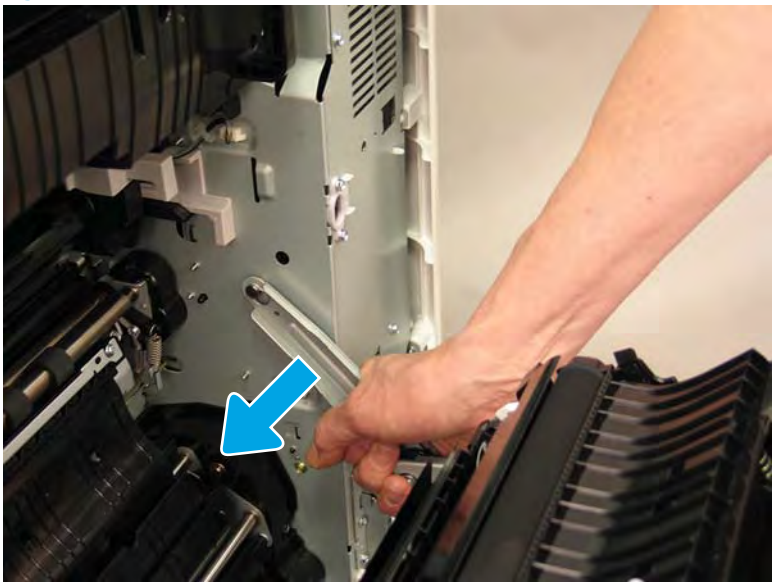
Figure 2-275 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-276 Release the right hinge



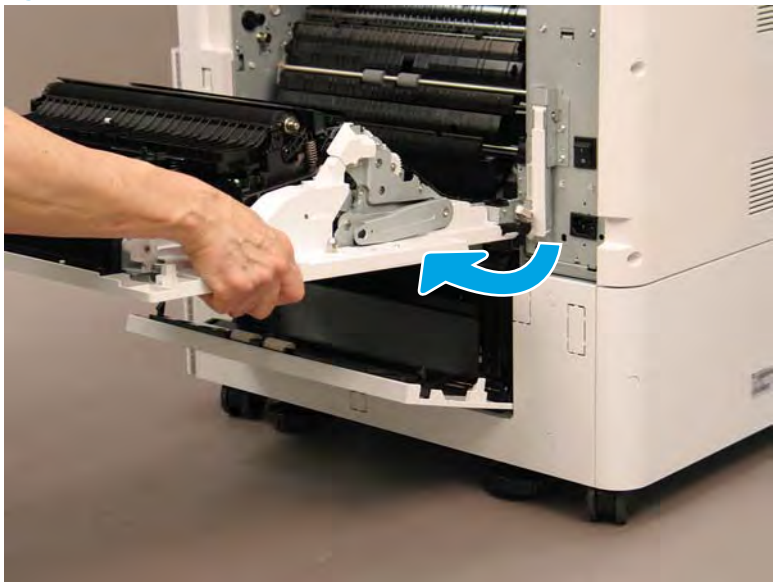
3. Slightly raise the right door, and then release the left dampener.

Figure 2-277 Release the left dampener

4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

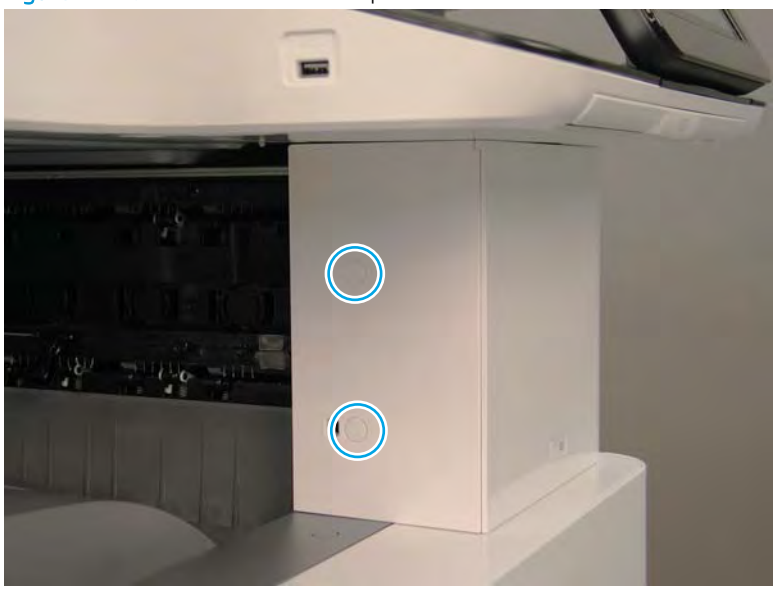
Figure 2-278 Remove the right door



Step 3: Remove the front top inner cover

▲ Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

Figure 2-279 Remove the front top inner cover

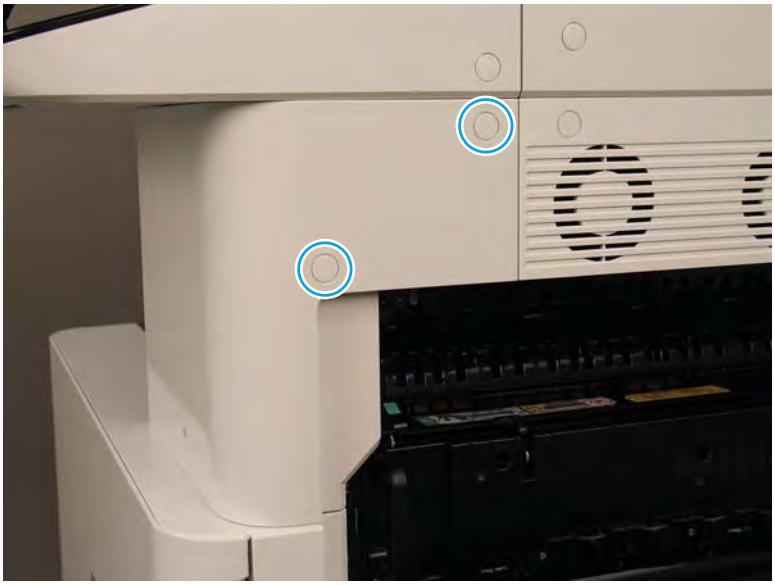


Step 4: Remove the front power cover

1. Remove two screw-caps and two screws. Release two tabs on the right, and then rotate the cover slightly away from the printer.

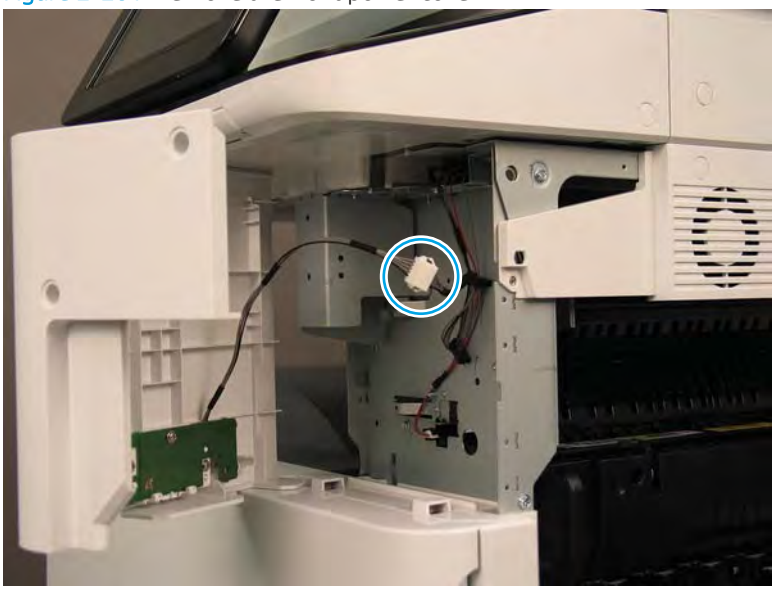
⚠ CAUTION: The cover is still attached to the printer by a cable. Do not completely remove the cover.

Figure 2-280 Remove two screws and rotate the cover



2. Disconnect one connector, and then remove the cover.

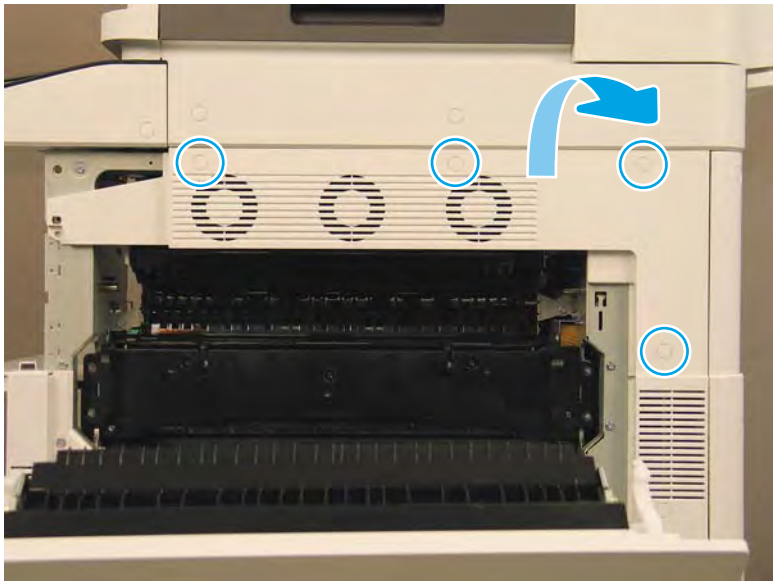
Figure 2-281 Remove the front power cover



Step 5: Remove the top right cover

- Remove four screw caps and four screws, and then rotate the upper right door cover away from the printer to remove it.

Figure 2-282 Remove the upper right door cover



Step 6: Remove the fuser unit

1. Open the right door.
2. Remove four screws.

Figure 2-283 Fuser unit screw locations

3. Pull out the fuser unit.

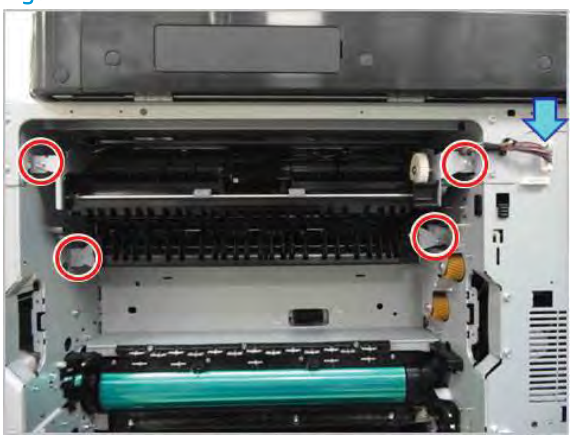
⚠ CAUTION: The temperature in the vicinity of the fuser becomes heated. To prevent the potential of getting burned, make sure the fuser unit has cooled before replacing it.

Figure 2-284 Fuser unit removal

Step 7: Remove the exit unit

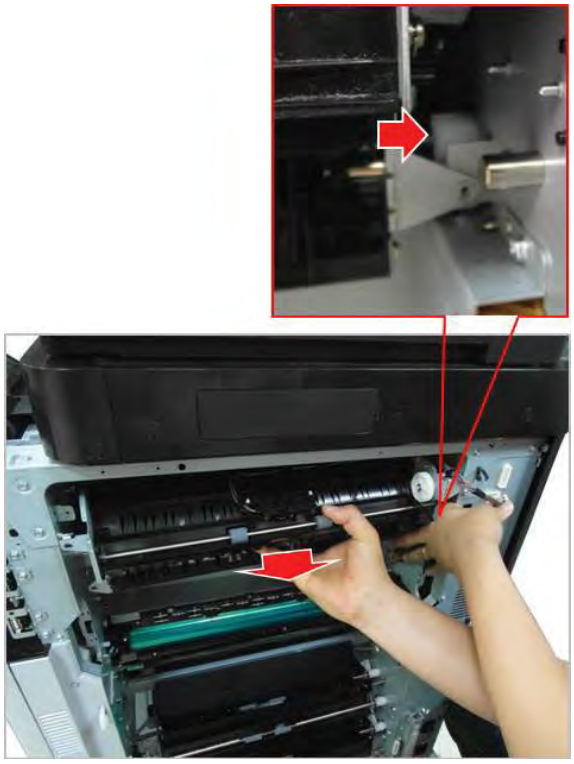
1. Disconnect two connectors, and then remove four screws.

Figure 2-285 Disconnect two connectors and remove four screws



2. Remove the exit unit while pushing the coupler to the right.

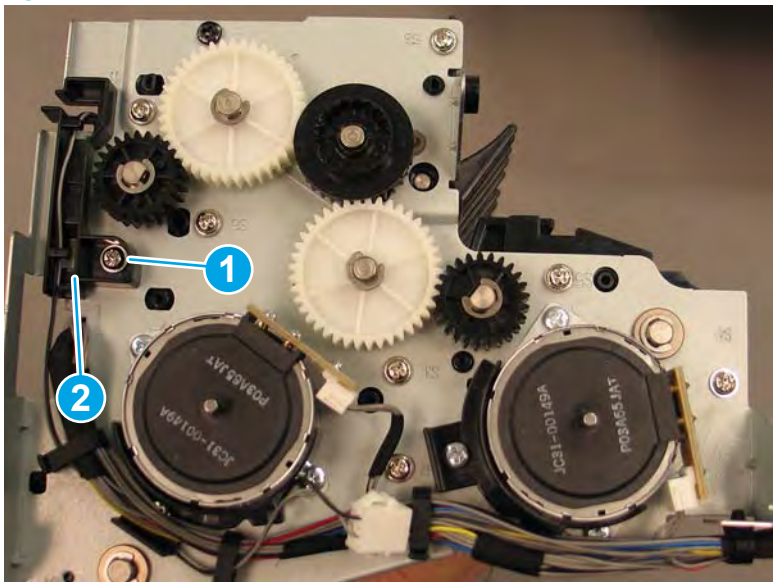
Figure 2-286 Remove the exit unit



Step 8: Remove the exit 1 bin full sensor

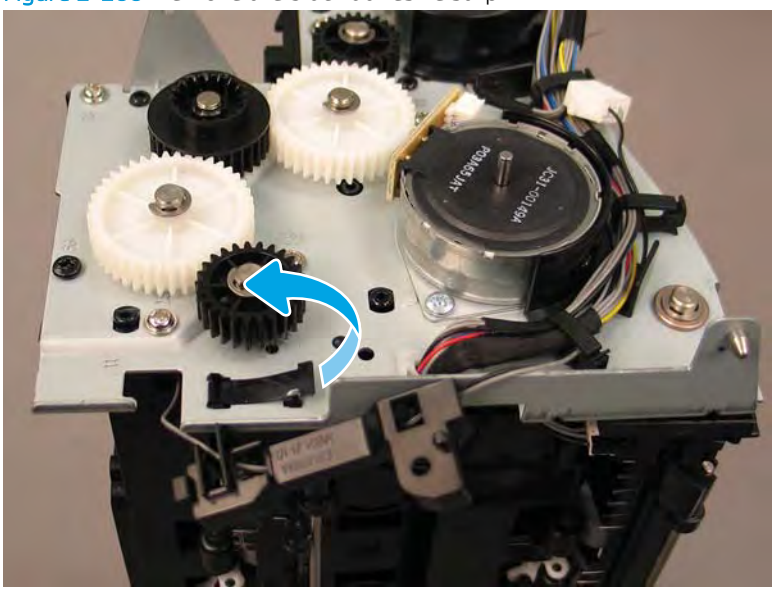
1. On the exit unit, remove one self-tapping screw (callout 1), and then remove the guide (callout 2).

Figure 2-287 Remove one screw and the guide



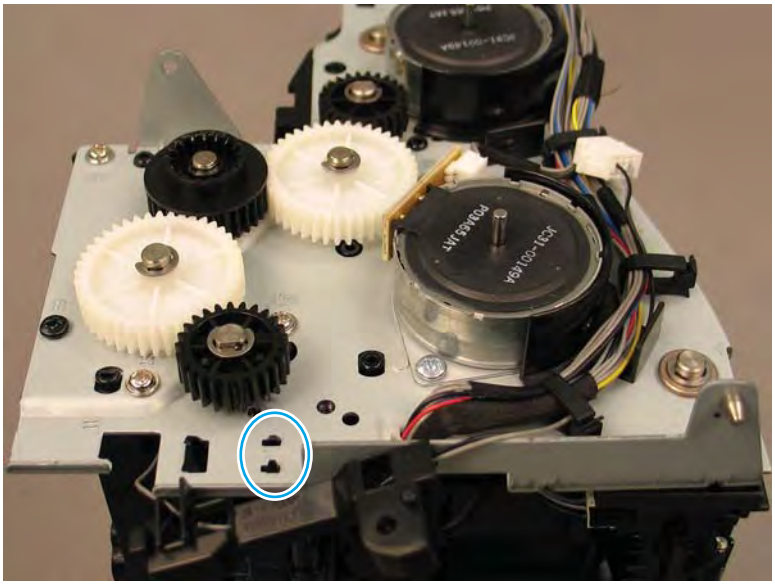
2. Remove the black adhesive strip from the exit unit.

Figure 2-288 Remove the black adhesive strip



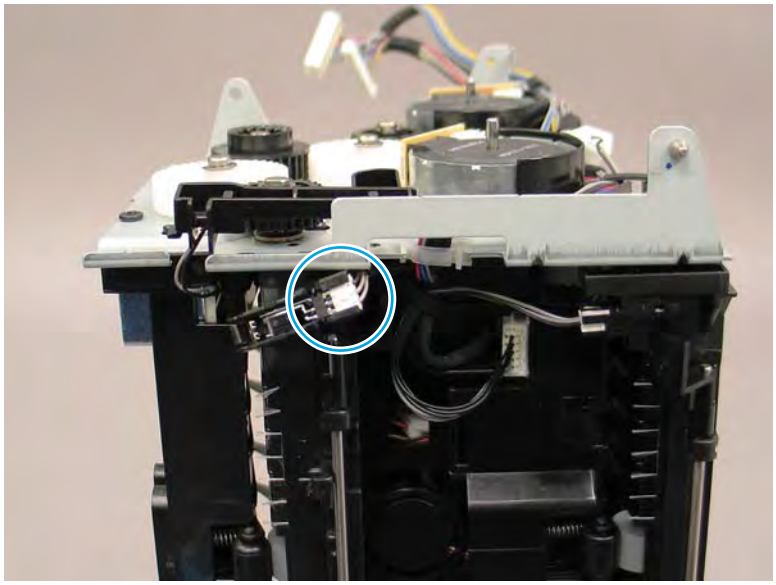
3. Release two tabs, and then unhook the sensor from the sheet metal.

Figure 2-289 Release two tabs



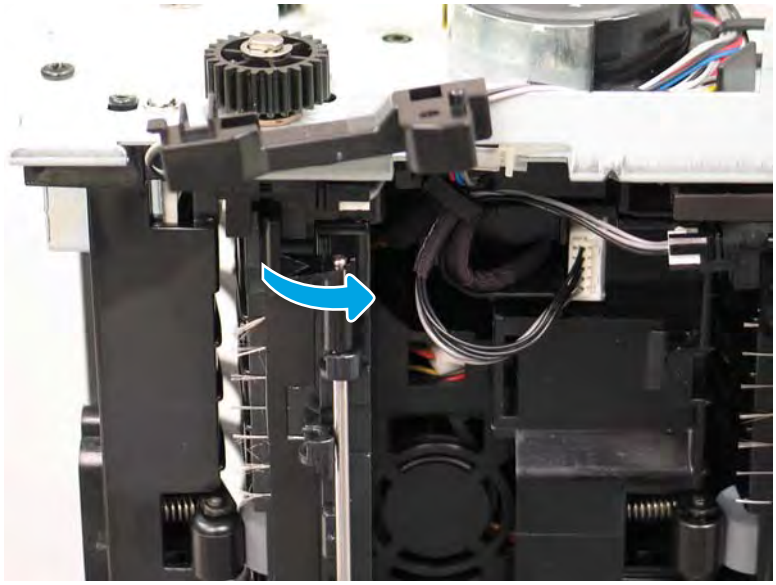
4. Disconnect one connector.

Figure 2-290 Disconnect one connector



5. Rotate the shaft to release the sensor, and then remove the sensor.

Figure 2-291 Remove the exit 1 bin full sensor



Step 9: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Prefeed sensor 2 (pickup unit 2)

- Introduction
- Step 1: Remove the right rear cover
- Step 2: Remove the right door
- Step 3: Remove pickup unit 2
- Step 4: Remove the prefeed sensor 2
- Step 5: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the prefeed sensor 2 for pickup unit 2.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

0604-001381

To order the part, go to www.hp.com/buy/parts.

- Photo Interrupter

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

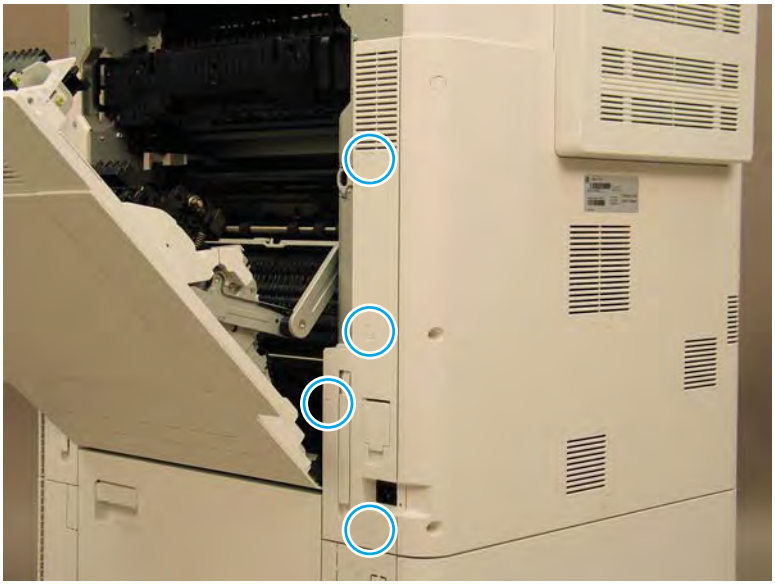
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

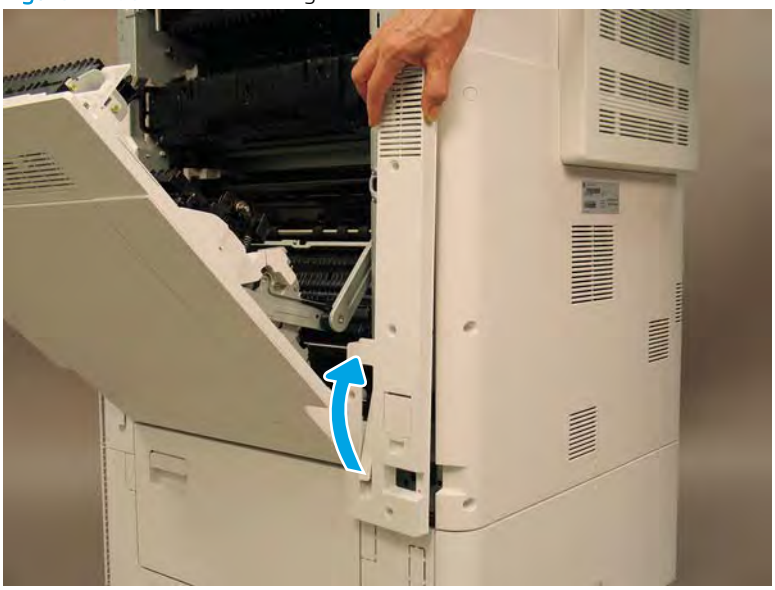
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-292 Remove four screws



3. Lift the handle and remove the right rear cover.

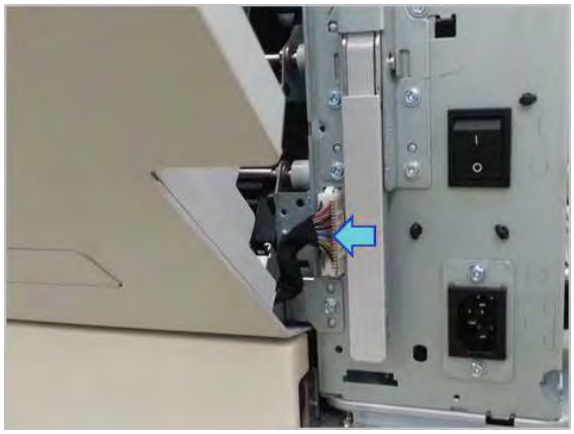
Figure 2-293 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

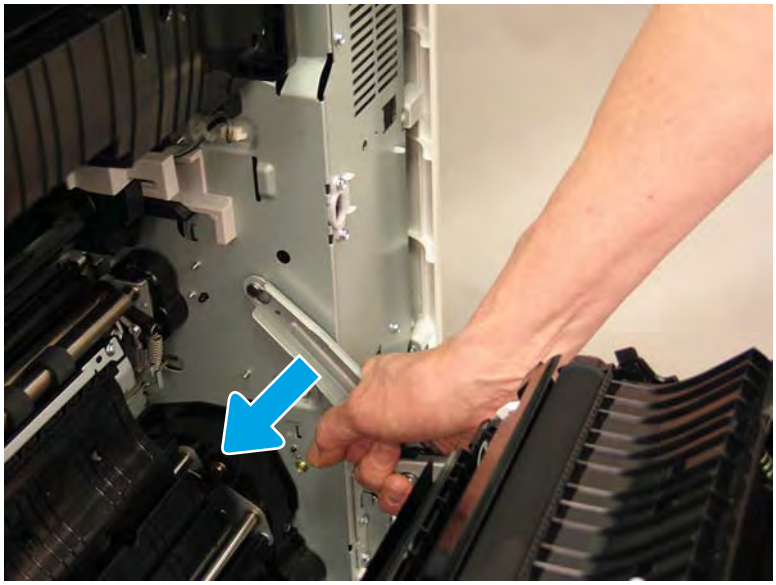
Figure 2-294 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-295 Release the right hinge



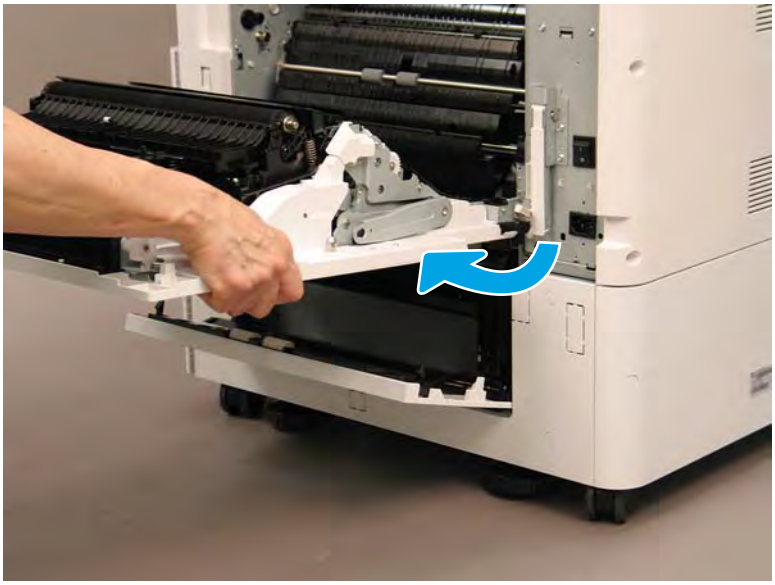
3. Slightly raise the right door, and then release the left dampener.

Figure 2-296 Release the left dampener

4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

Figure 2-297 Remove the right door

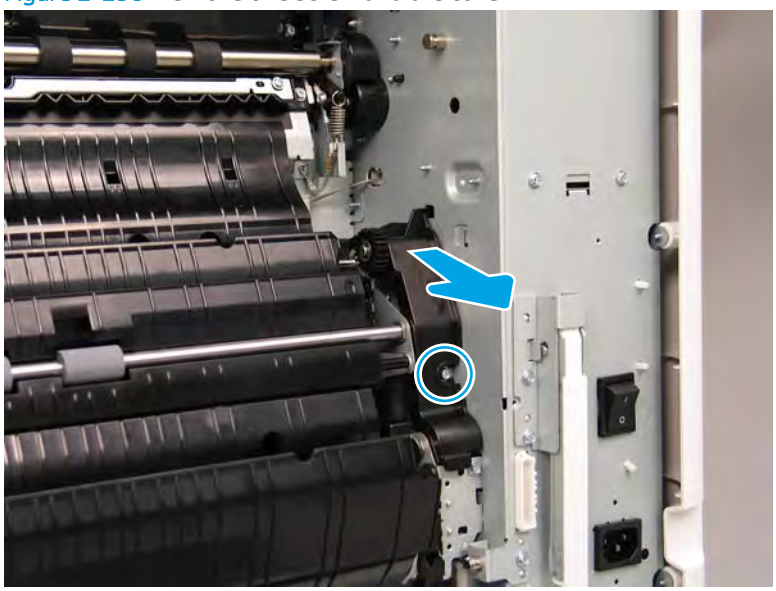


Step 3: Remove pickup unit 2

1. Remove the paper trays.

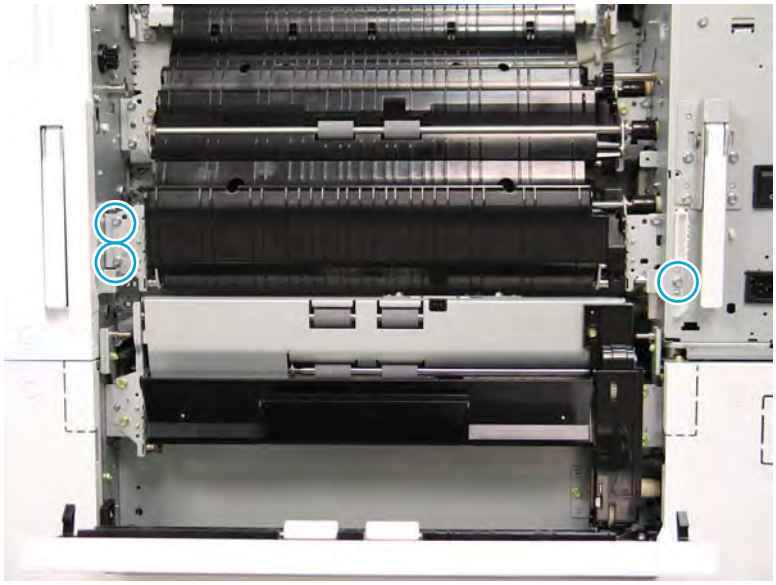
2. Remove one screw, and then remove the cover.

Figure 2-298 Remove one screw and the cover



3. Remove three screws.

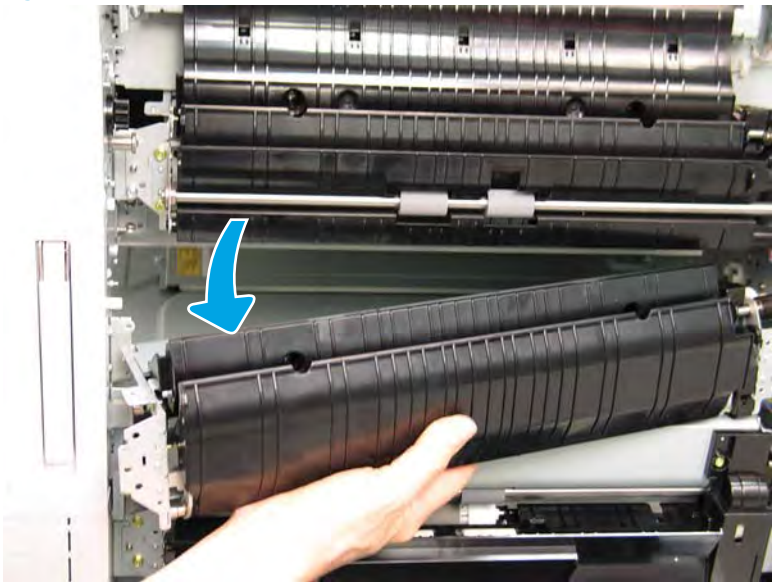
Figure 2-299 Remove three screws



4. Rotate the left side of pickup unit 2 away from the printer.

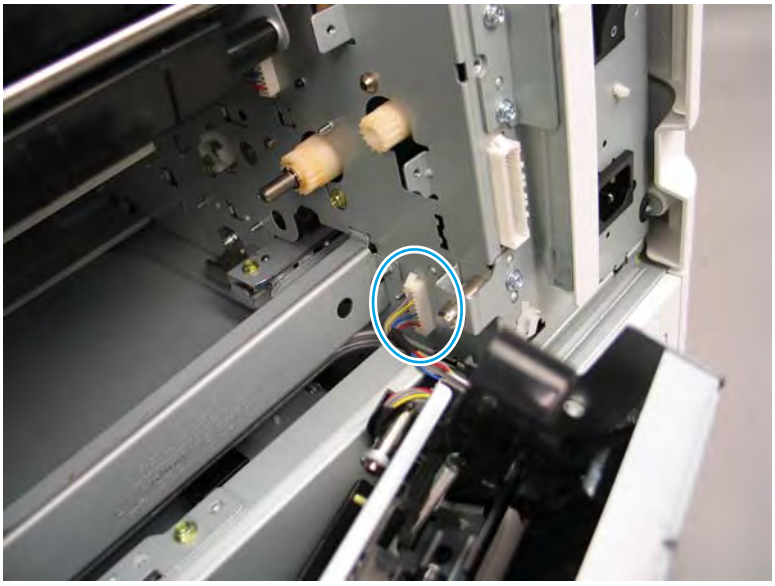
⚠ CAUTION: The pickup unit is still attached to the printer by a connector. Do not remove it completely

Figure 2-300 Rotate pickup unit 2



5. Disconnect one connector.

Figure 2-301 Disconnect one connector

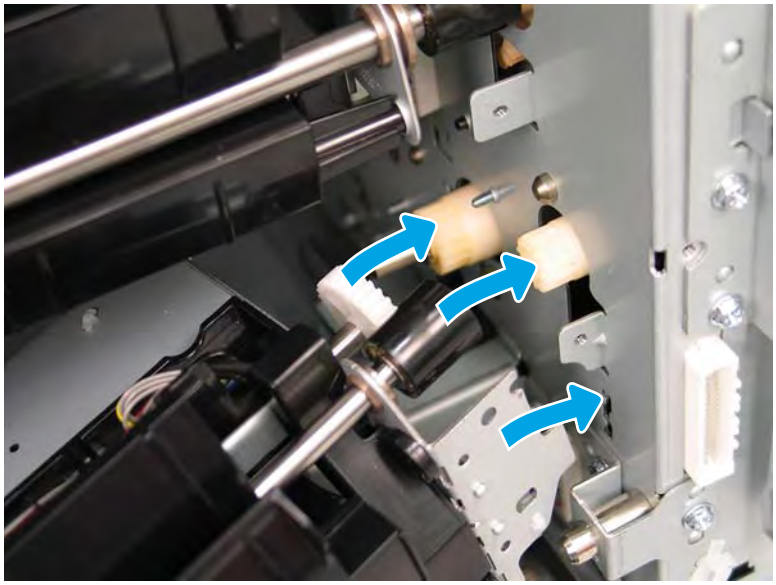


6. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Pickup unit 2

- When reinstalling pickup unit 2, align the gear, coupler, and bracket on the right side.

Figure 2-302 Align gear, coupler, and bracket

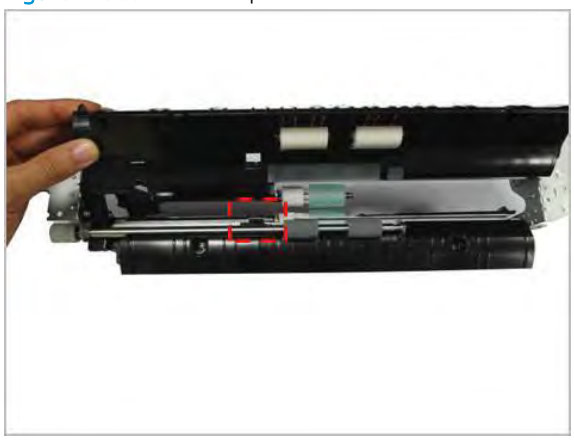


NOTE: Continue to reverse the removal steps to finish installing the assembly.

Step 4: Remove the prefeed sensor 2

- Open the guide-pickup, and then remove the prefeed sensor 2.

Figure 2-303 Remove prefeed sensor 2



Step 5: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Prefeed sensor 1 (pickup unit 1)

- Introduction
- Step 1: Remove the right rear cover
- Step 2: Remove the right door
- Step 3: Remove pickup unit 2
- Step 4: Remove pickup unit 1
- Step 5: Remove the prefeed sensor 1
- Step 6: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the prefeed sensor 1 for pickup unit 1.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

0604-001490

To order the part, go to www.hp.com/buy/parts.

- Photo Interrupter

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

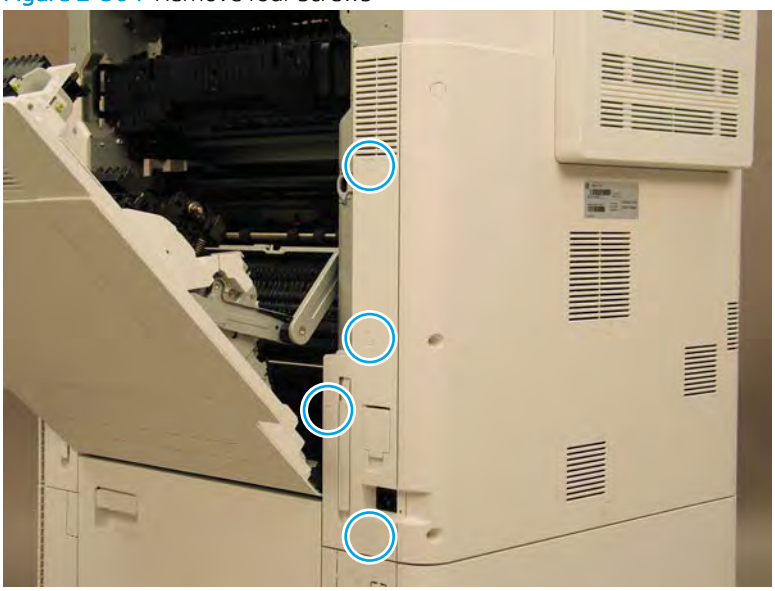
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

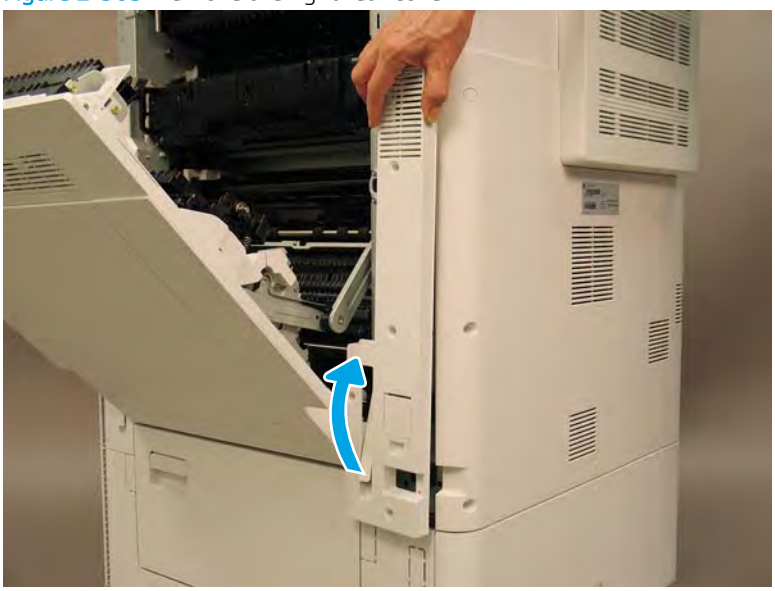
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-304 Remove four screws



3. Lift the handle and remove the right rear cover.

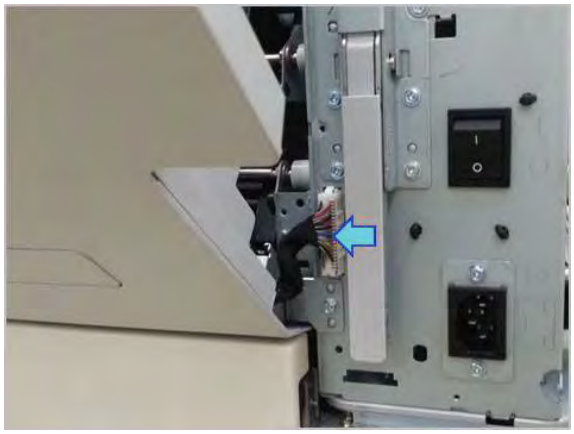
Figure 2-305 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

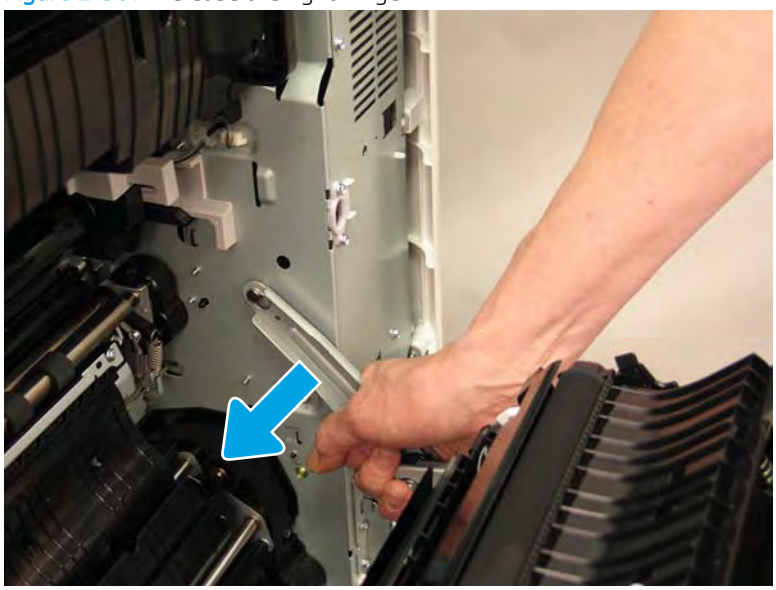
Figure 2-306 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-307 Release the right hinge



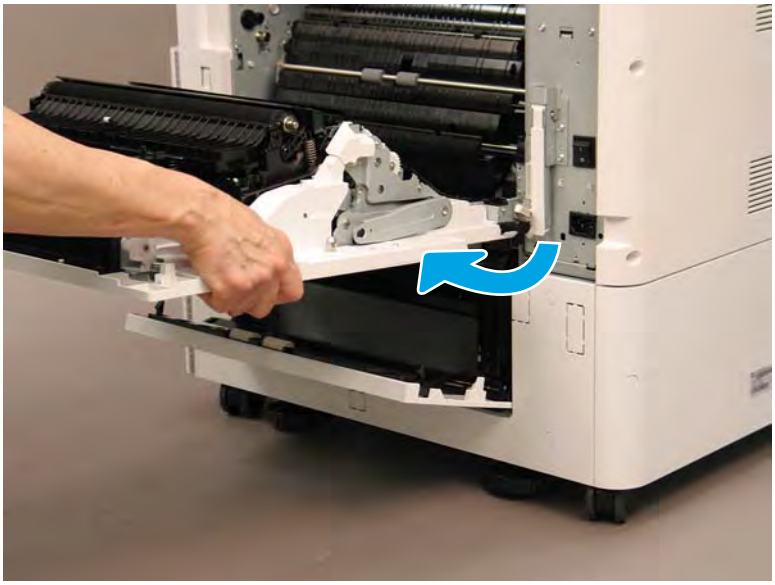
3. Slightly raise the right door, and then release the left dampener.

Figure 2-308 Release the left dampener

4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

Figure 2-309 Remove the right door

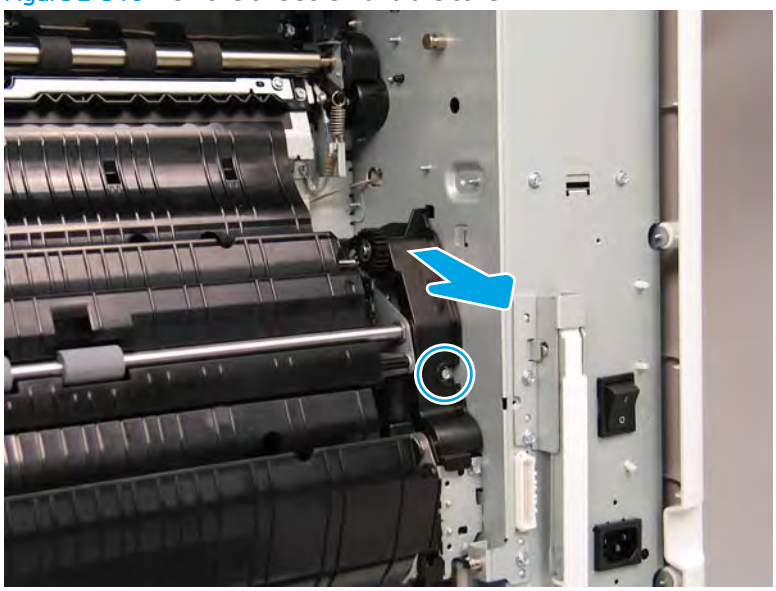


Step 3: Remove pickup unit 2

1. Remove the paper trays.

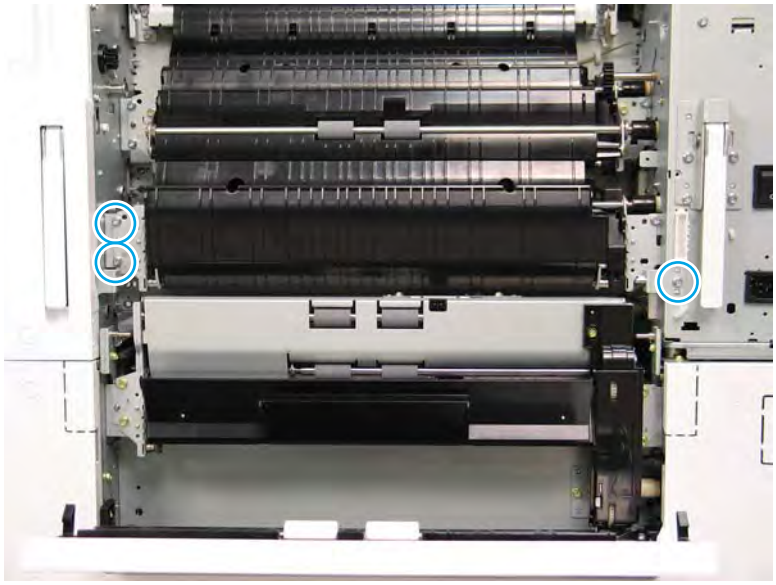
2. Remove one screw, and then remove the cover.

Figure 2-310 Remove one screw and the cover



3. Remove three screws.

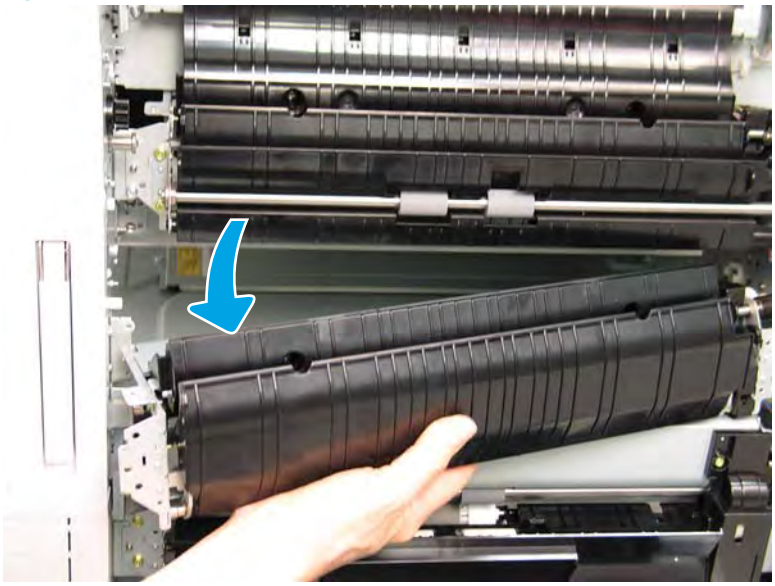
Figure 2-311 Remove three screws



4. Rotate the left side of pickup unit 2 away from the printer.

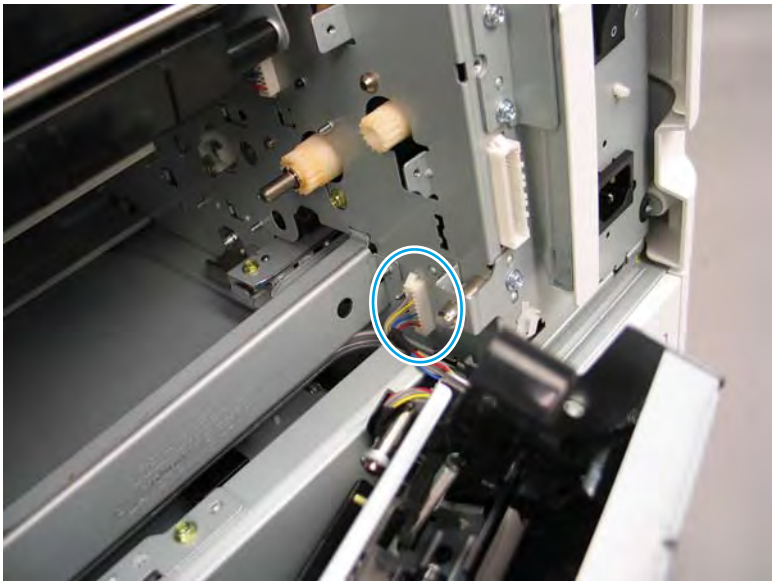
⚠ CAUTION: The pickup unit is still attached to the printer by a connector. Do not remove it completely

Figure 2-312 Rotate pickup unit 2



5. Disconnect one connector.

Figure 2-313 Disconnect one connector

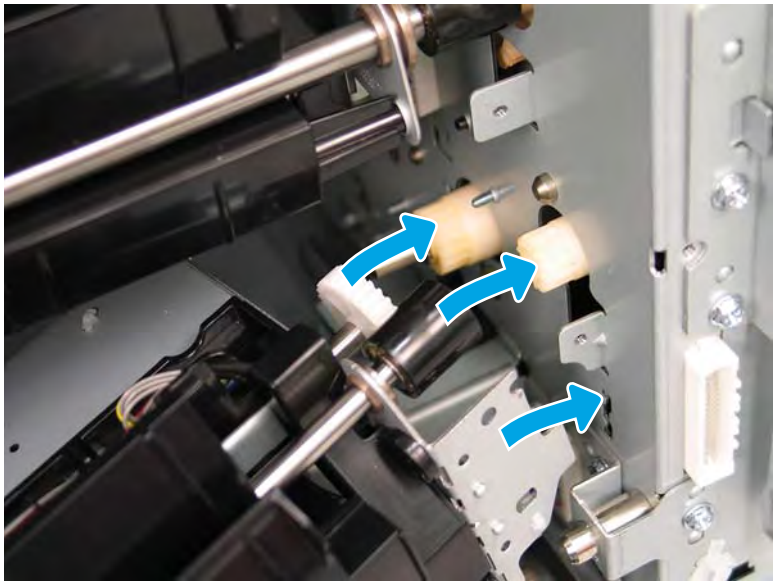


6. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Pickup unit 2

- When reinstalling pickup unit 2, align the gear, coupler, and bracket on the right side.

Figure 2-314 Align gear, coupler, and bracket



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

Step 4: Remove pickup unit 1

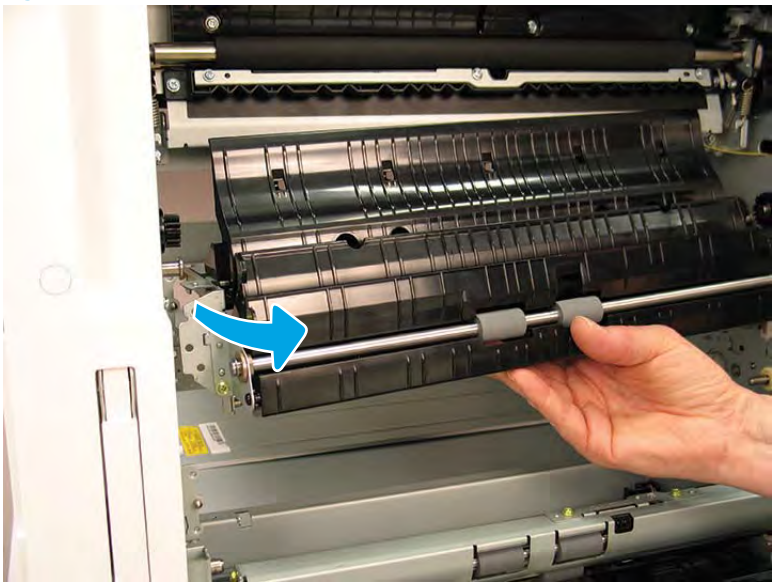
1. Remove three screws.

Figure 2-315 Remove three screws

2. Rotate the left side of pickup unit 1 away from the printer.

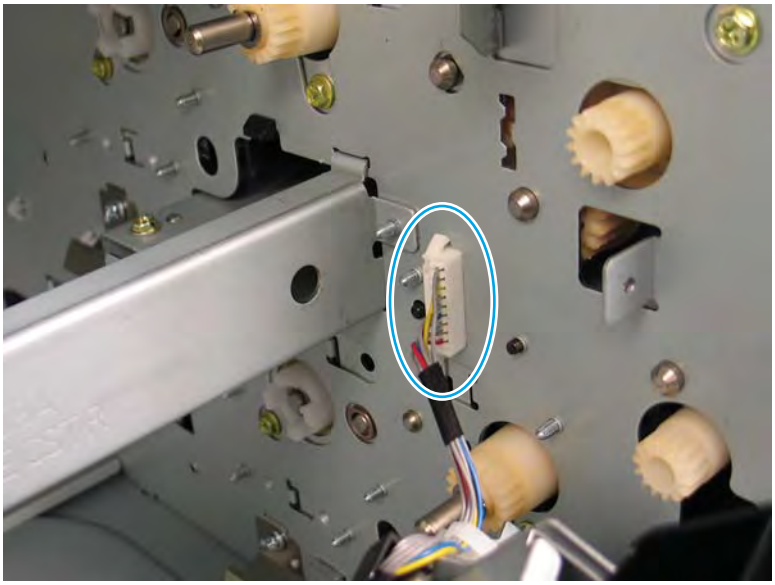
⚠ CAUTION: The pickup unit is still attached to the printer by a connector. Do not remove it completely

Figure 2-316 Rotate pickup unit 1



3. Disconnect one connector.

Figure 2-317 Disconnect one connector

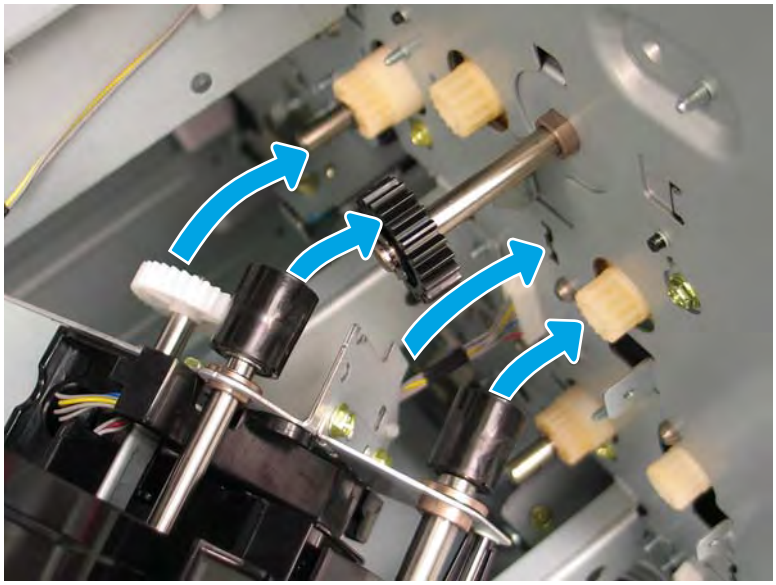


4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Pickup unit 1

- When reinstalling pickup unit 1, align the gear, couplers, and bracket on the right side.

Figure 2-318 Align gear, coupler, and bracket

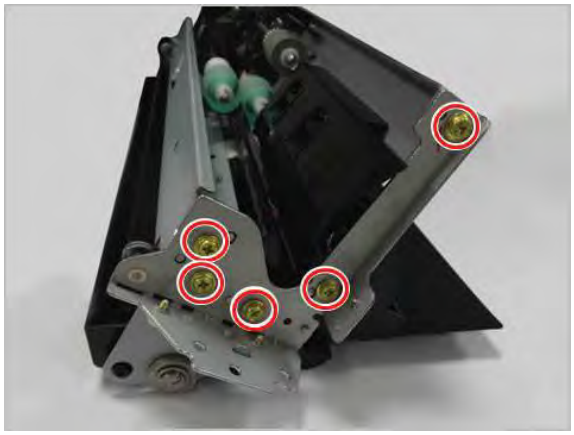


NOTE: Continue to reverse the removal steps to finish installing the assembly.

Step 5: Remove the prefeed sensor 1

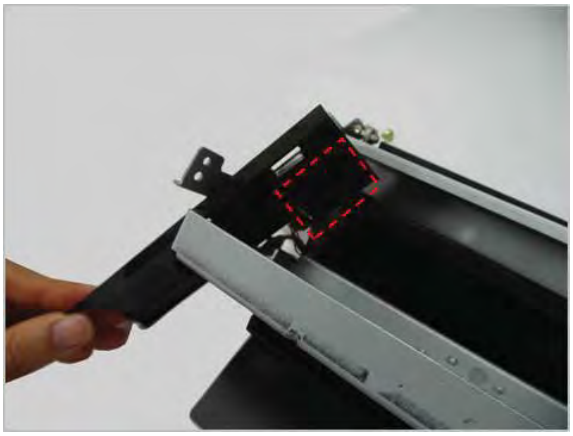
1. Remove five screws, and then remove the bracket.

Figure 2-319 Remove five screws and the bracket.



2. Remove the sensor from its holder.

Figure 2-320 Remove the sensor



Step 6: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Main assembly 2

Figure 2-321 Main assembly 2

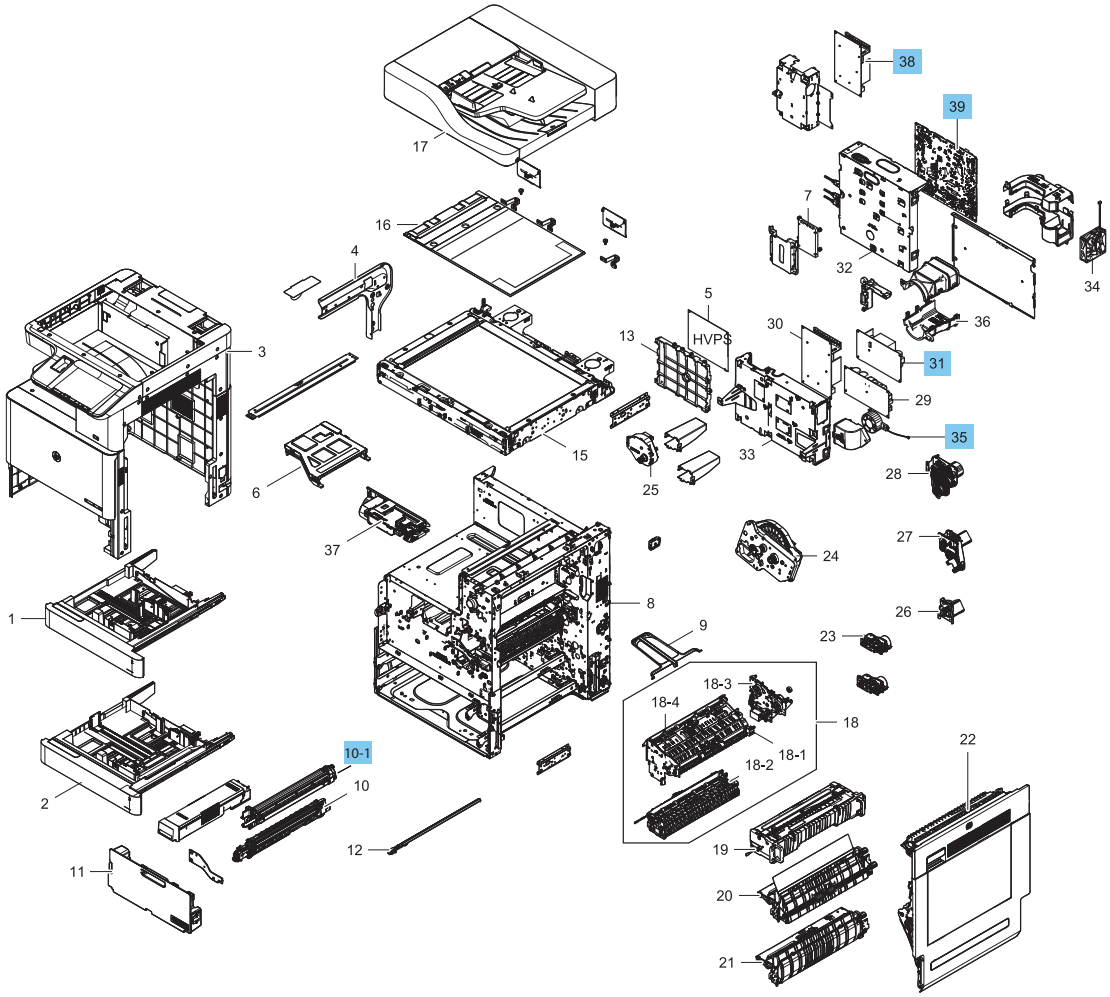


Table 2-3 Main assembly 2

Ref	Description	Part number	Qty
10-1	Imaging drum unit	X3A74-67902 on page 389	1
35	Fan, type 6	JC31-00161A on page 310	1
38	LVPS (SMPS), 110V type 4	JC44-00091D on page 392	1
38	LVPS (SMPS), 220V type 4	JC44-00092D on page 392	1
Not shown	Tray heaters (110V)	Y1G22-67901	1
Not shown	Tray heaters (220V)	Y1G22-67902	1
Not shown	Tray 1 pickup/reverse/feed rollers	JC93-00540B on page 397	1
Not shown	HP Foreign interface harness (FIH)	B5L31-67902 on page 401	1
Not shown	NFC Kit Installation	J8030-61001 on page 403	1
Not shown	Formatter (du modles)	X3A92-60001 on page 409	1
Not shown	Formatter	X3A92-60001 on page 412	1
Not shown	Island of data (IOD)	X3A92-60002 on page 416	1
Not shown	Island of data (IOD)	X3A92-60002 on page 419	1
Not shown	Accelerator board - toast	X3A62-60001 on page 422	1
Not shown	Formatter hard disk drive (HDD; du models)	5851-6712 on page 425	1
Not shown	Formatter hard disk drive (HDD)	5851-6712 on page 428	1
Not shown	Control panel	B5L47-60101 on page 431	1
Not shown	Keyboard (z bundles) US	B5L47-60102 on page 434	1
Not shown	Keyboard (z bundles) UK	B5L47-60103 on page 434	1
Not shown	Bridge unit	JC90-01401B on page 438	1
Not shown	PCA - front power switch	JC92-02969A on page 440	1
Not shown	CRUM connector	JC93-01277A on page 444	1
Not shown	Fan - Type 3 24V LVPS	JC31-00154A on page 453	1
Not shown	Inductor unit (110V)	JC27-00012A on page 457	1
Not shown	Inductor unit (220V)	JC27-00009A on page 457	1
Not shown	Right door switch assembly	JC93-01467A on page 462	1
Not shown	Paper size sensor	JC92-02622A on page 469	1
Not shown	High voltage rear frame assembly	JC93-01013A on page 471	1
Not shown	Cable, SATA Main HDD	JC39-01202A	1
Not shown	Cable, PWR Main HDD	JC39-01943A	1
Not shown	Fan-type 3 24V LVPS/FDB	JC31-00154A	1
Not shown	Formatter PCA-Obsidian Blue Angel	X3A92-60003	1
Not shown	Accelerator PCA-toast Blue Angel	X3A62-60002	1

Imaging drum unit

- Introduction
- Step 1: Remove the imaging drum unit
- Step 2: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the imaging drum unit.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

X3A74-67902

To order the part, go to www.hp.com/buy/parts.

- HP LaserJet Black Imaging Drum Unit

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the imaging drum unit

1. Remove the toner collection unit (TCU).

NOTE: For some target assemblies, the TCU is already removed.

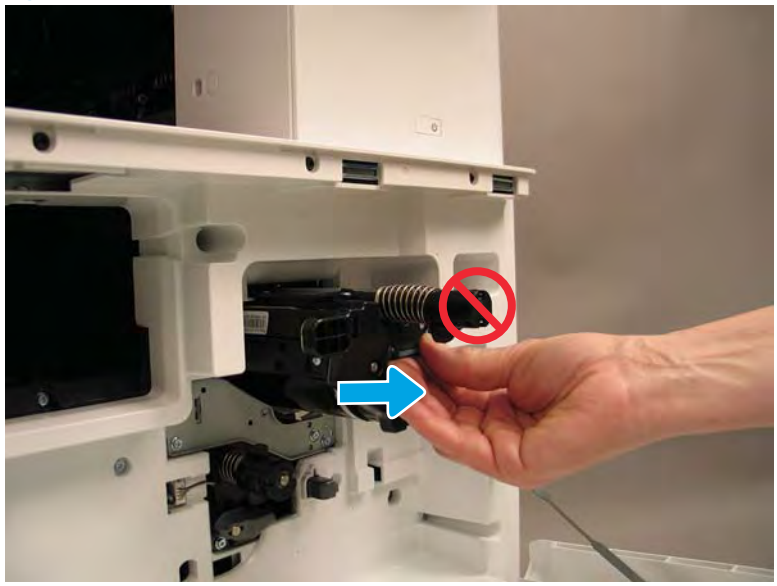
2. Open the right door.
3. Loosen one screw.

Figure 2-322 Loosen one screw

4. Grip the handle and remove the drum unit.

NOTICE: Do not grip the waste toner connection when removing the drum unit.

Figure 2-323 Remove the drum unit



Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Low voltage power supply (LVPS) Type 4

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the lower rear cover
- Step 3: Remove the upper rear cover
- Step 4: Remove the LVPS type 4
- Step 5: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the low voltage power supply (LVPS) type 4.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC44-00091D

- LVPS 110V Type 4

JC44-00092D

- LVPS 220V Type 4

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

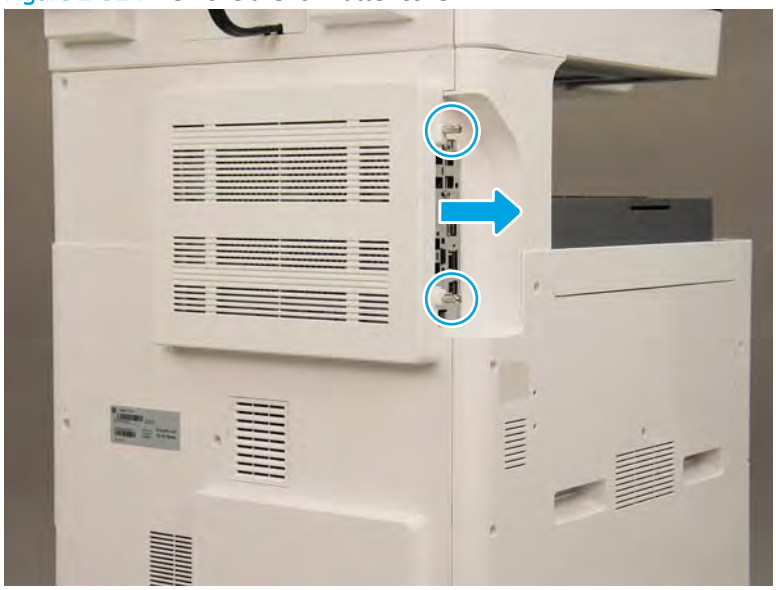
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

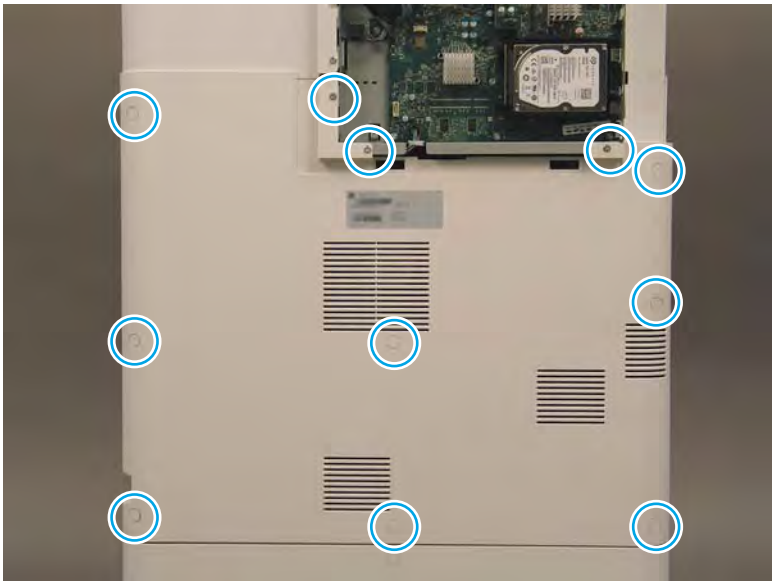
Figure 2-324 Remove the formatter cover



Step 2: Remove the lower rear cover

- Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

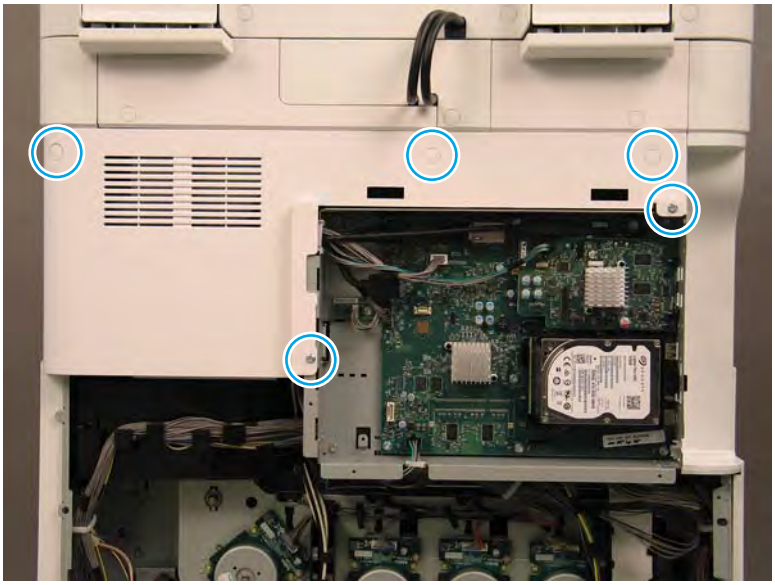
Figure 2-325 Remove the lower rear cover



Step 3: Remove the upper rear cover

- Remove three screw-caps and five screws. Lift the upper rear cover away from the printer to remove it.

Figure 2-326 Remove the upper rear cover



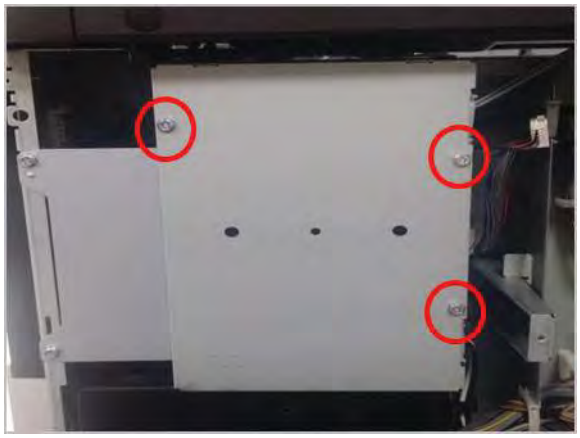
Step 4: Remove the LVPS type 4

WARNING! Wait five minutes after turning the printer off to allow the capacitors to dissipate any residual energy.

NOTE: Many of the connectors on this board have retainers attached. Be sure to release the retainer before attempting to disconnect the connector.

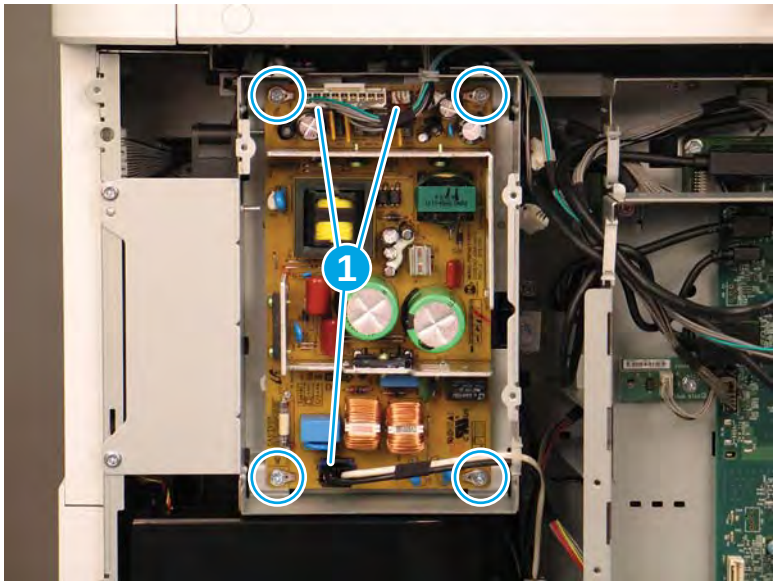
1. Remove three screws, then remove the shield-LVPS sub upper.

Figure 2-327 Remove the shield-LVPS sub upper



2. Disconnect three connectors (callout 1), remove four screws, and then remove the LVPS type 4.

Figure 2-328 LVPS Type 4



Step 5: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Tray 1 (MP) pick/reverse/feed rollers

- Introduction
- Step 1: Remove the Tray 1 pick/reverse/feed roller
- Step 2: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the multipurpose (MP) tray pickup/reverse/feed roller.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-00540B

To order the part, go to www.hp.com/buy/parts.

- HP LaserJet Tray 1 (MP) Roller

Required tools

- Small, flat-blade screwdriver

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

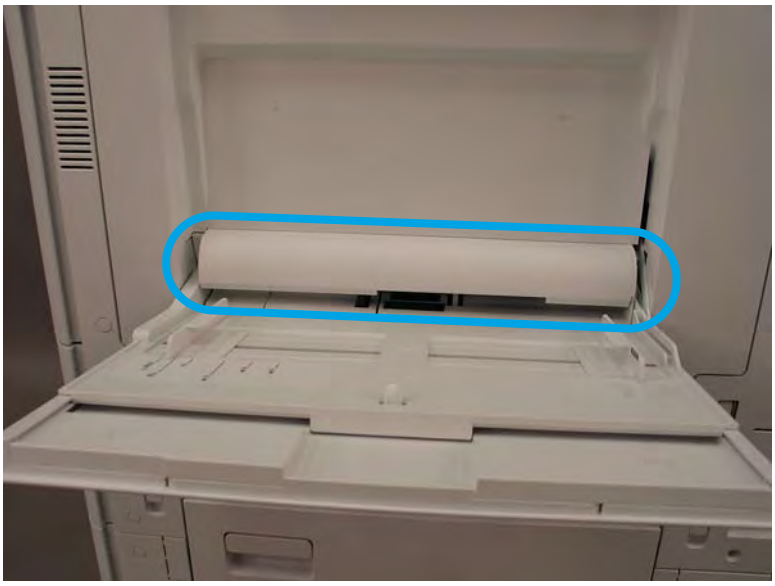
Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the Tray 1 pick/reverse/feed roller

1. Open Tray 1. Use a small flat blade screwdriver to release the tab on the right side of the cover.

NOTE: The plastic tabs on the edges of the cover might require extra pressure to remove.

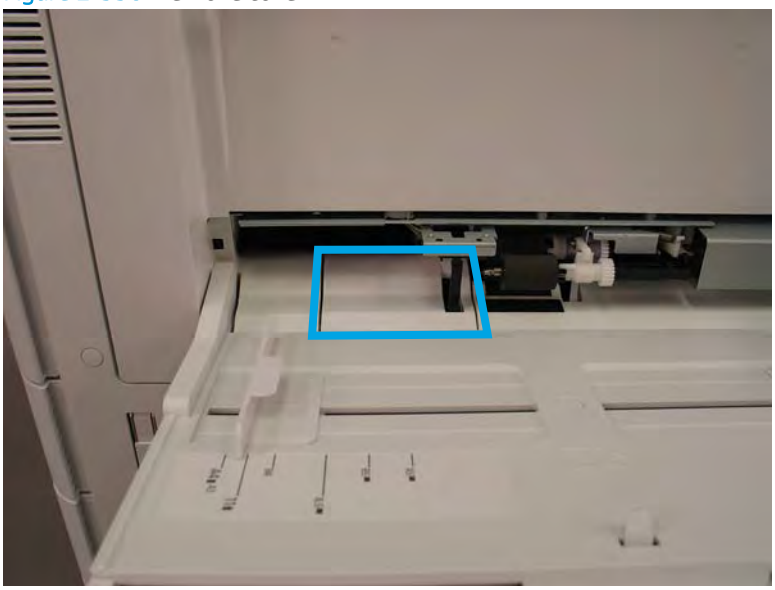
Figure 2-329 Remove the cover



2. Remove the cover shown using a small flat blade screwdriver to release the tab on the right side of the cover.

NOTE: The flag, it will need to be moved out of the way to remove cover.

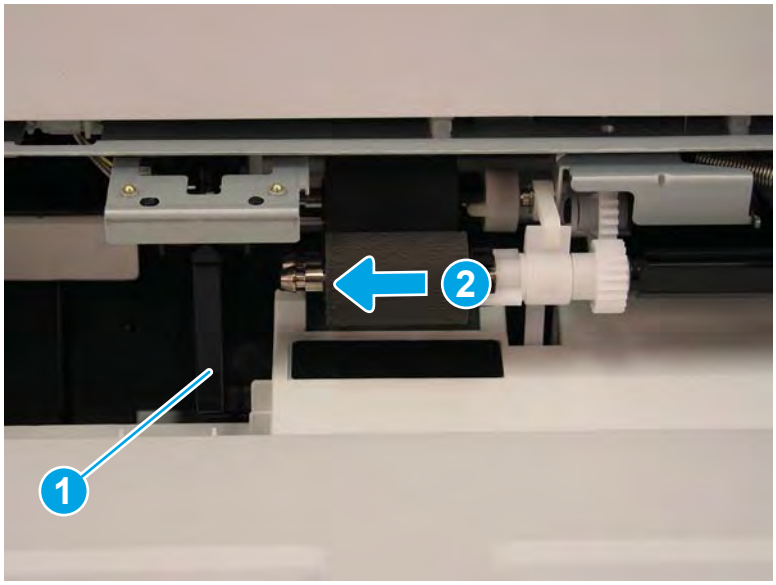
Figure 2-330 Remove cover



3. Release the small tab and remove the Tray 1 pick/reverse/feed roller (callout 2). The flag (callout 1) will need to be moved out of the way to release rollers. Use caution and remove slowly to avoid loosening the parts behind the rollers. If these parts come loose, they might fall into the printer and will be difficult to retrieve. Note the location of all components.

NOTE: It is recommended to replace all three rollers at the same time.

Figure 2-331 Remove the Tray 1 pick/reverse/feed roller



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

Special installation instructions: Tray 1 pick/reverse/feed roller

▲ After the replacement rollers are installed, follow these instructions to reset the firmware counter:

i. From the Home screen on the printer control panel, select the Support Tools menu.

ii. Select the Service menu.

iii. Make sure that Service Access Code is selected in the drop-down menu, and then enter the service access code.

iv. Select the Service Tools menu.

v. Select the Supply Status menu.

vi. Select Field Replacement Unit.

vii. Select Tray X Rollers.

viii. Select Tray 1 Roller Kit.

ix. Select Reset.

Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Install accessory: HP Foreign interface harness (FIH) solution

- Introduction
- Step 1: Unpack the FIH accessory
- Step 2: Install the FIH accessory

Introduction

This document provides the procedures to install the Foreign Interface Harness (FIH) accessory.

Click here to view a video of this procedure.

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

> ⚠ **WARNING!** To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

B5L31-67902

To order the part, go to www.hp.com/buy/parts.

- Foreign interface harness

Required tools

- No special tools are required to remove this part.

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Make sure that the printer initializes to a **Ready** state.

Connect a third party solution to the FIH, and then verify it correctly functions.

Step 1: Unpack the FIH accessory

Unpack the accessory from the packaging.

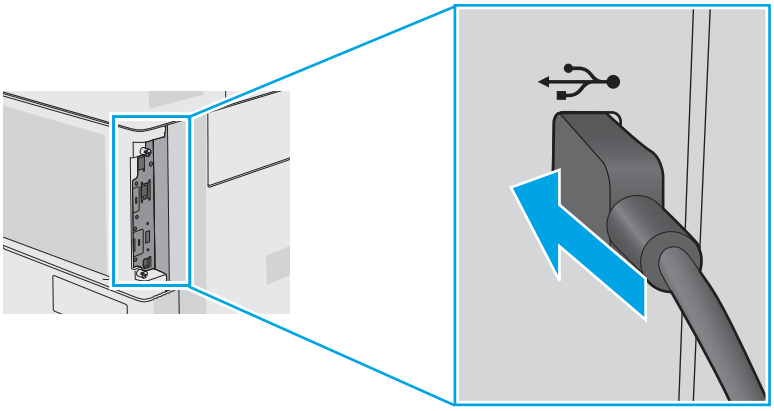
CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive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

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

Step 2: Install the FIH accessory

- Locate the USB connector on the printer formatter. Connect the FIH to this connector

Figure 2-332 Connect the FIH



NFC Kit Installation

- Introduction
- Step 1: Unpack the NFC kit
- Step 2: Install the NFC kit

Introduction

This document provides the procedures to install the NFC kit.

Click here to view a video of this procedure.

Before performing service

Turn the printer power off

- Disconnect the power cable.

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

J8030-61001

To order the part, go to www.hp.com/buy/parts.

- Jetdirect wireless print server with NFC kit

Required tools

- Small, flat-blade screwdriver.

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Make sure that the printer initializes to a **Ready** state.

Verify that the light on the NFC accessory illuminates to confirm the installation is correct.

Verify that a wireless network icon appears on the control panel.

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Unpack the NFC kit

Unpack the kit from the packaging.

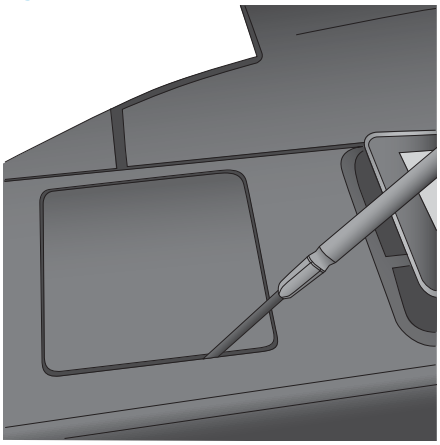
CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive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

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

Step 2: Install the NFC kit

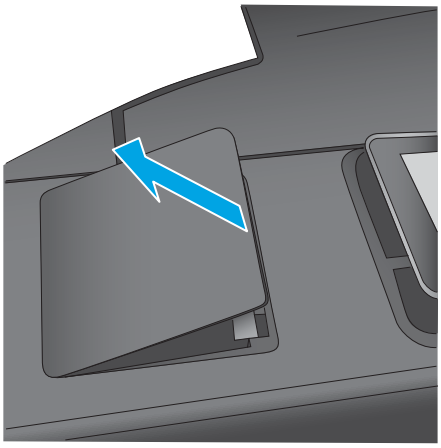
1. Use a small, flat-blade screwdriver to release the HIP cover.

Figure 2-333 Release the HIP cover



2. Remove the HIP cover.

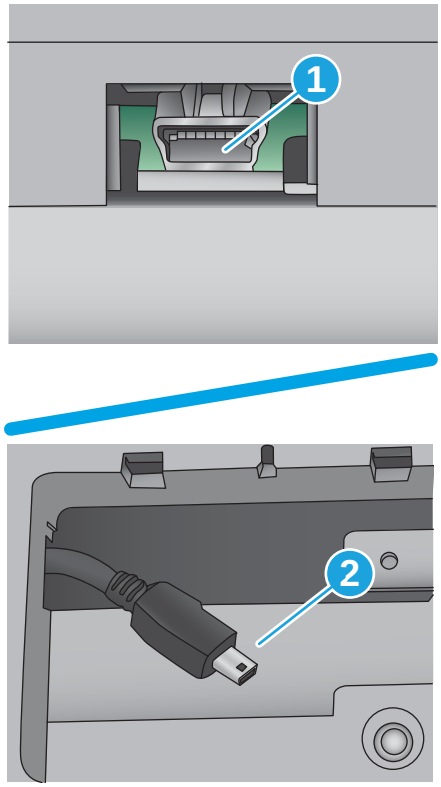
Figure 2-334 Remove the HIP cover



3. Identify the USB connector in the HIP, and then attach the appropriate USB cable:

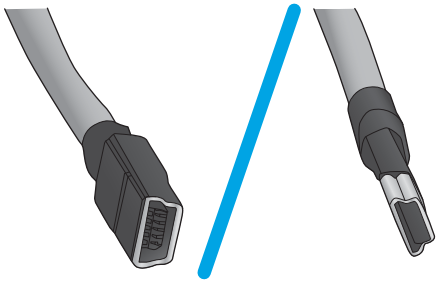
   a. Locate the USB connector that is along one of the short edges. A USB Mini B receptacle (callout 1) is the most common. However, on some models, a USB Mini B plug (callout 2) is used.

Figure 2-335 Identify USB connector



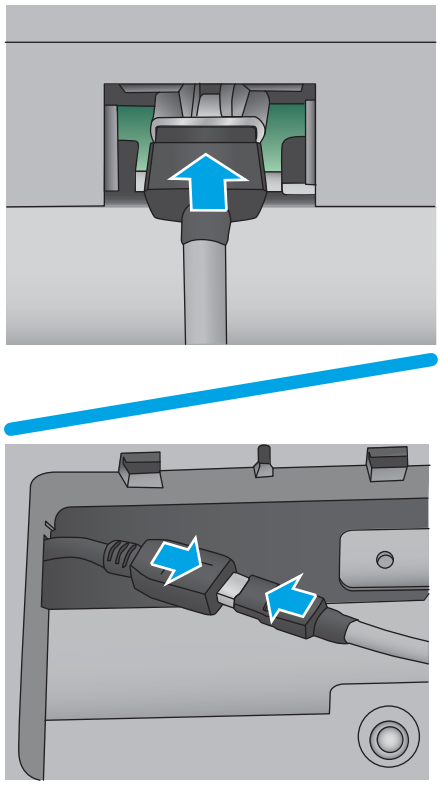
b. Select the appropriate cable from the two that are provided.

Figure 2-336 Select USB cable



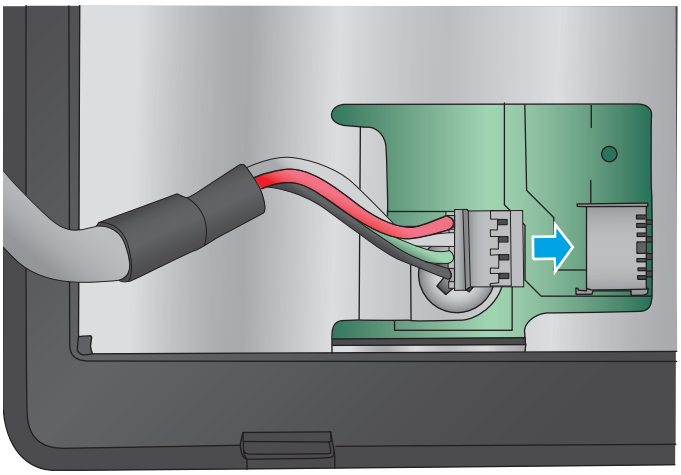
c. Install the USB cable in the socket in the HIP. Note that the USB logo on the connector may face down on some models.

Figure 2-337 Install the USB cable



4. Attach the white power connector of the cable into the corresponding receptacle on the NFC accessory.

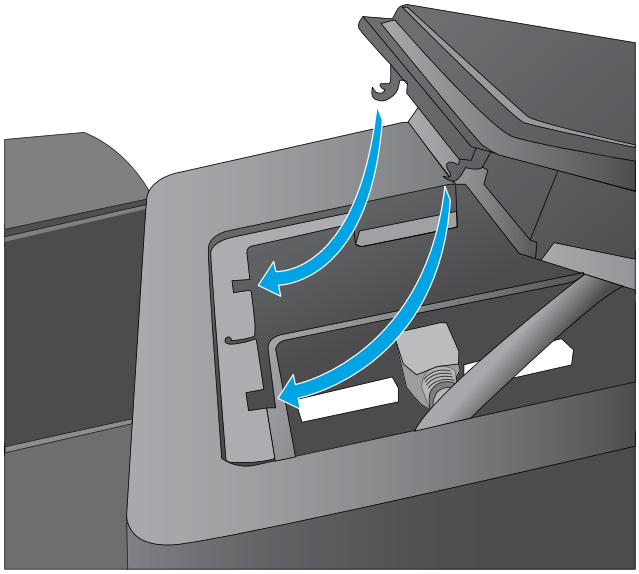
Figure 2-338 Install the white power connector



5. Install the NFC accessory into the HIP recess.

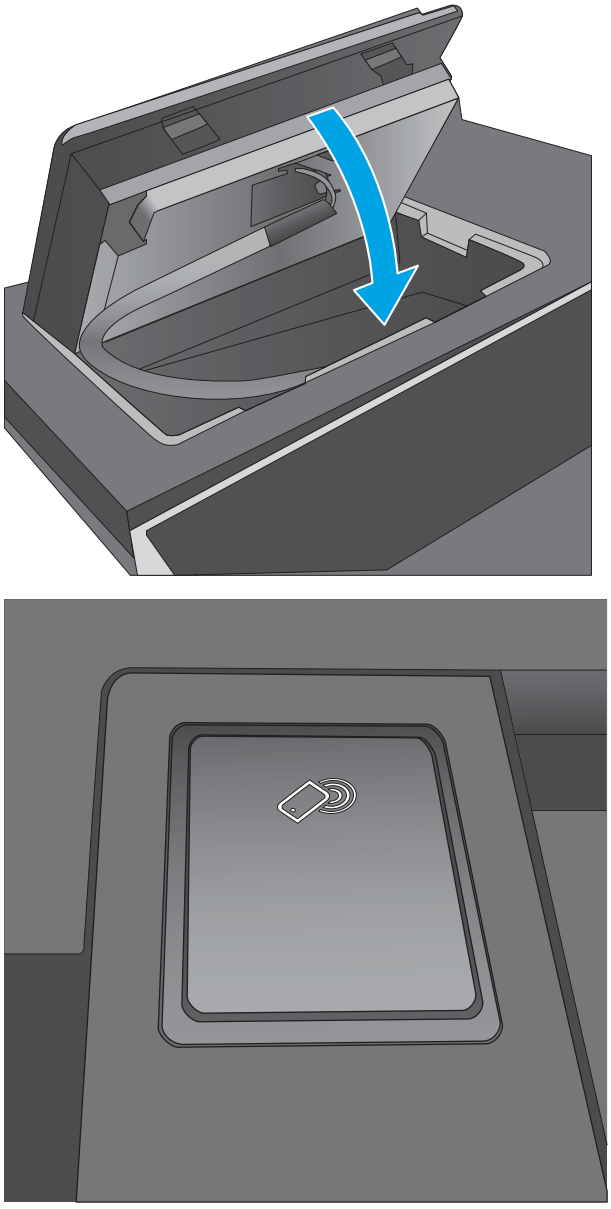
a. Install the hook-shaped clips on the NFC accessory into the HIP recess.

Figure 2-339 Position the NFC accessory in the HIP recess



b. Gently push the NFC accessory onto the rounded clips so that it is held securely in place within the recess.

Figure 2-340 Install the NFC accessory



Formatter (du models)

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the hard-disk drive
- Step 3: Remove the formatter PCA (du models)
- Step 4: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the formatter.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

X3A92-60001

To order the part, go to www.hp.com/buy/parts.

- Formatter PCA (du models)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

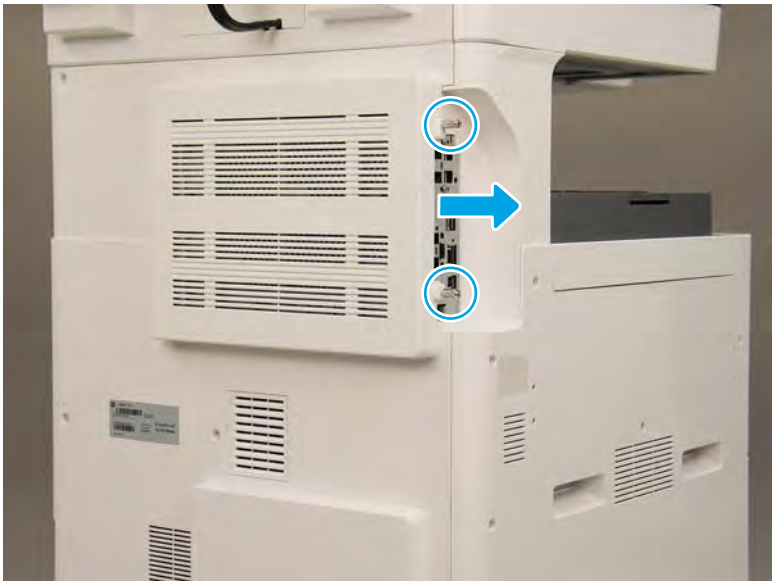
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

Figure 2-341 Remove the formatter cover



Step 2: Remove the hard-disk drive

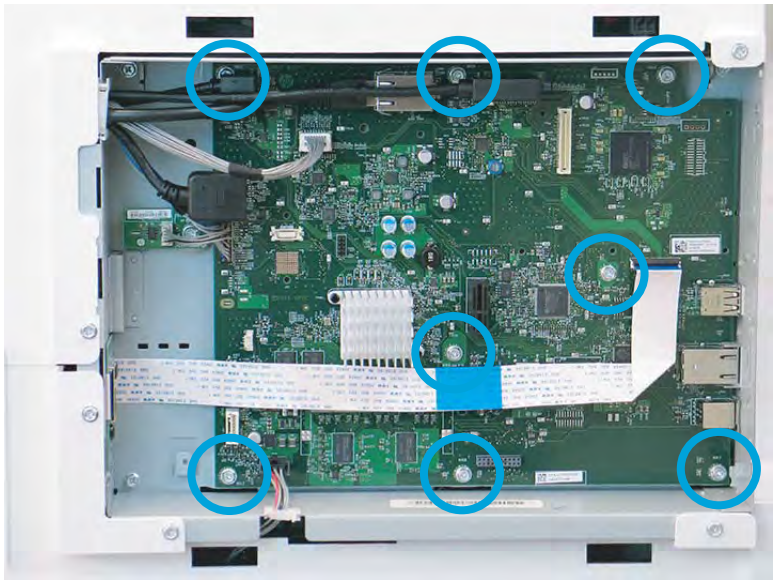
- Release one retainer, and then rotate the HDD away from the formatter to remove it.

IMPORTANT: Do not replace the HDD and the island of data (IOD) at the same time. Replace one component, turn the printer on and off, and then replace the second component.

Step 3: Remove the formatter PCA (du models)

▲ Disconnect all of the connectors on the formatter board, remove seven screws, and then remove the formatter PCA.

IMPORTANT: Do not replace the formatter and the main PCA at the same time. Replace one component, turn the printer on and off, and then replace the second component.



Step 4: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Formatter

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the accelerator board
- Step 3: Remove the hard-disk drive
- Step 4: Remove the formatter PCA
- Step 5: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the formatter.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

X3A92-60001

To order the part, go to www.hp.com/buy/parts.

- Formatter PCA

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.

- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

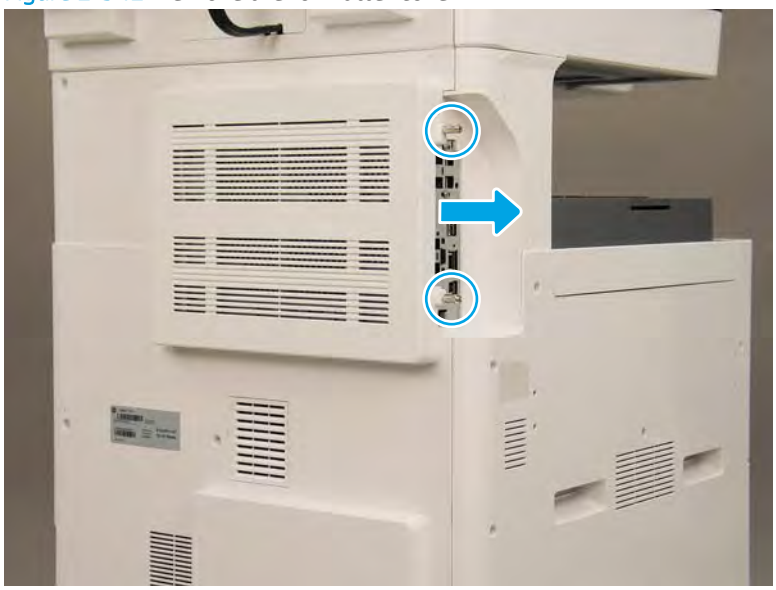
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

Figure 2-342 Remove the formatter cover

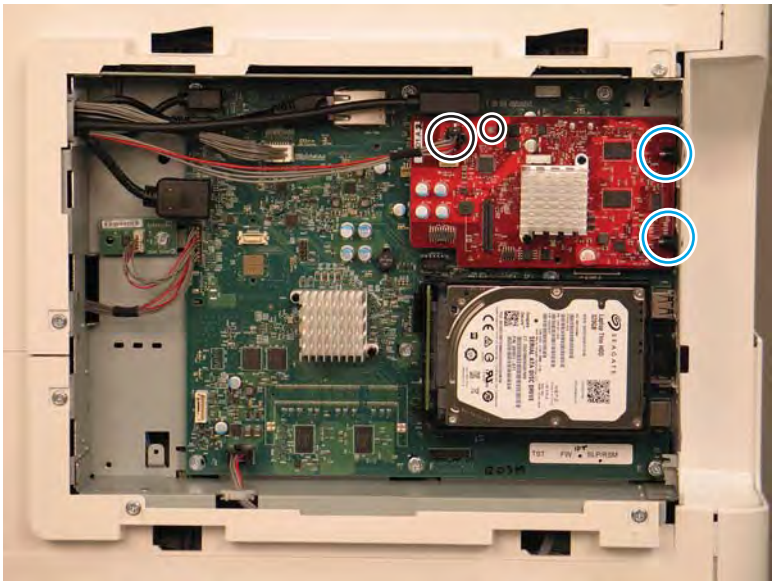


Step 2: Remove the accelerator board

- Loosen two screws, retained in plastic clips, on the outside of the formatter cage. Disconnect one connector, release the plastic locator pin, and then gently lift the accelerator board away from the formatter by the edges.

NOTE: A connector on the back of the accelerator board holds the board on the formatter.

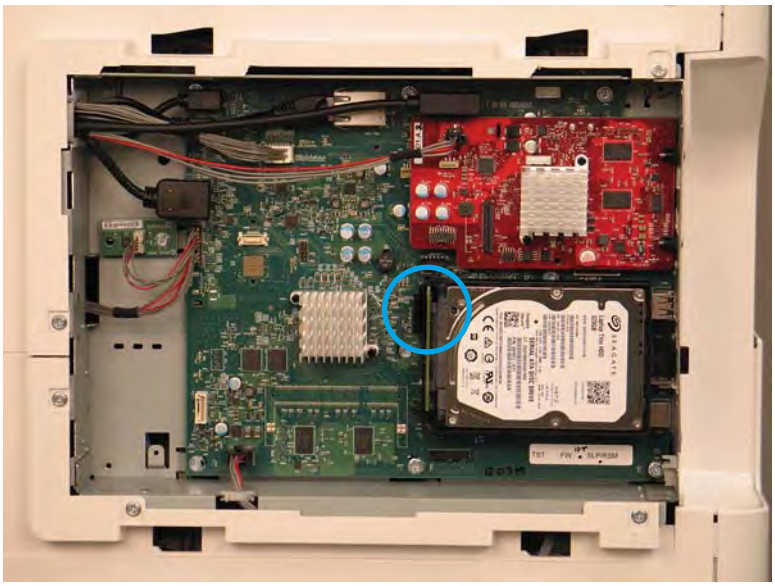
IMPORTANT: Do not lift the accelerator board by the heat sink.



Step 3: Remove the hard-disk drive

- Release one retainer, and then rotate the HDD away from the formatter to remove it.

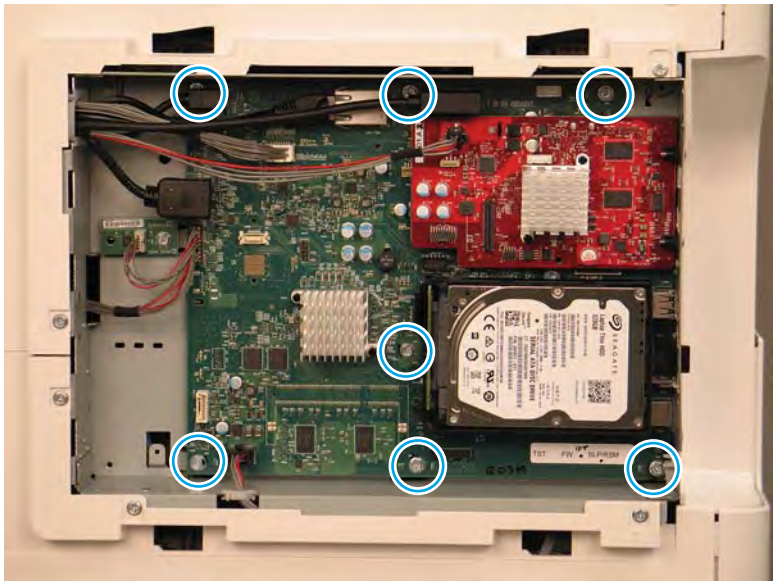
IMPORTANT: Do not replace the HDD and the island of data (IOD) at the same time. Replace one component, turn the printer on and off, and then replace the second component.



Step 4: Remove the formatter PCA

- Disconnect all of the connectors on the formatter board, remove seven screws, and then remove the formatter PCA.

IMPORTANT: Do not replace the formatter and the main PCA at the same time. Replace one component, turn the printer on and off, and then replace the second component.



Step 5: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Island of data (IOD; du models)

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the island of data (IOD; du models)
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the island of data (IOD).

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

X3A92-60002

To order the part, go to www.hp.com/buy/parts.

- Island of Data Board (du models)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

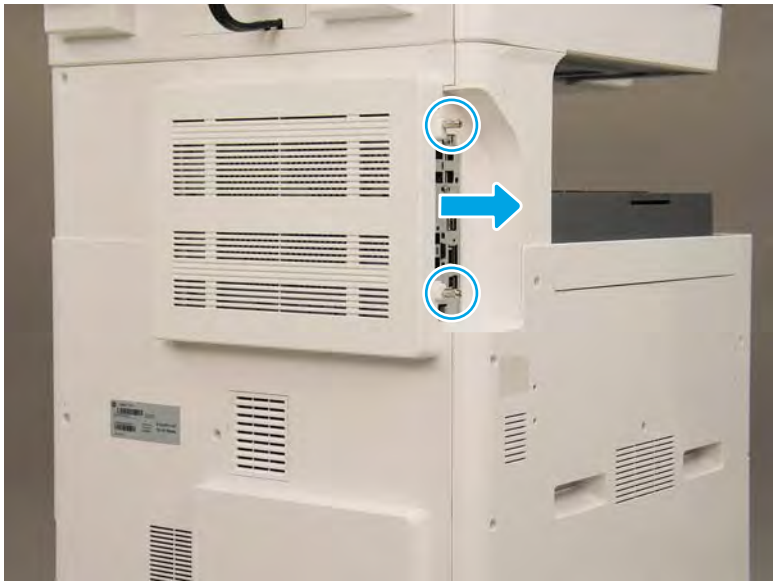
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

Figure 2-343 Remove the formatter cover

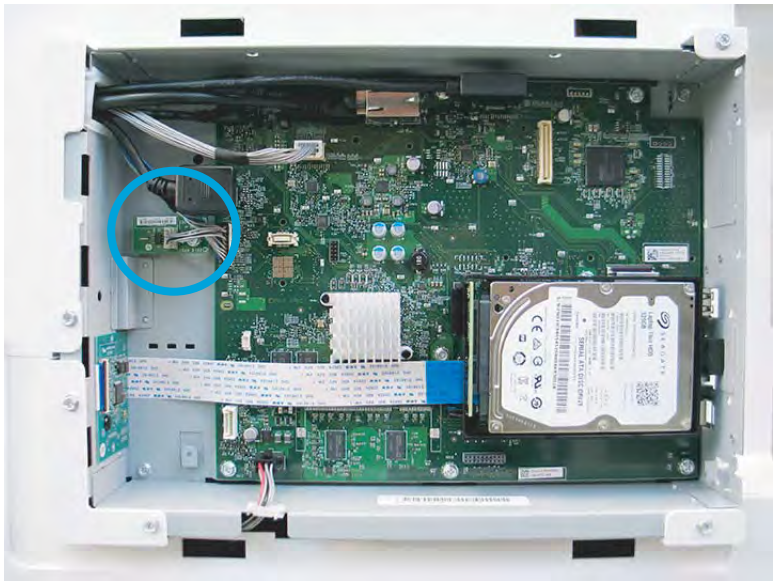


Step 2: Remove the island of data (IOD; du models)

CAUTION: ESD sensitive part.

- Disconnect one connector, remove one screw, and then remove the IOD.

IMPORTANT: Do not replace the HDD and the island of data (IOD) at the same time. Replace one component, turn the printer on and off, and then replace the second component.



Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Island of data (IOD)

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the island of data (IOD)
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the island of data (IOD).

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

X3A92-60002

To order the part, go to www.hp.com/buy/parts.

- Island of Data Board

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

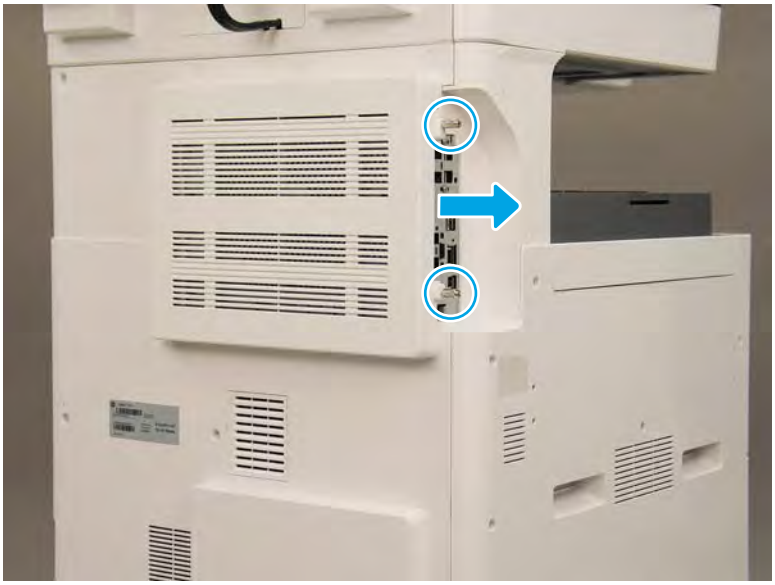
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

Figure 2-344 Remove the formatter cover

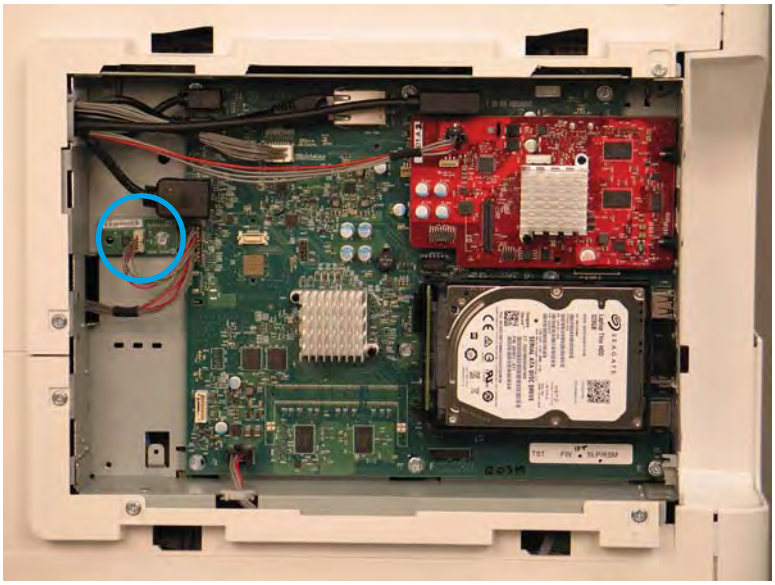


Step 2: Remove the island of data (IOD)

CAUTION: ESD sensitive part.

- Disconnect one connector, remove one screw, and then remove the IOD.

IMPORTANT: Do not replace the HDD and the island of data (IOD) at the same time. Replace one component, turn the printer on and off, and then replace the second component.



Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Accelerator board (GX ADF only)

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the accelerator board
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the accelerator board.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

X3A62-60001

To order the part, go to www.hp.com/buy/parts.

- Accelerator PCA

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

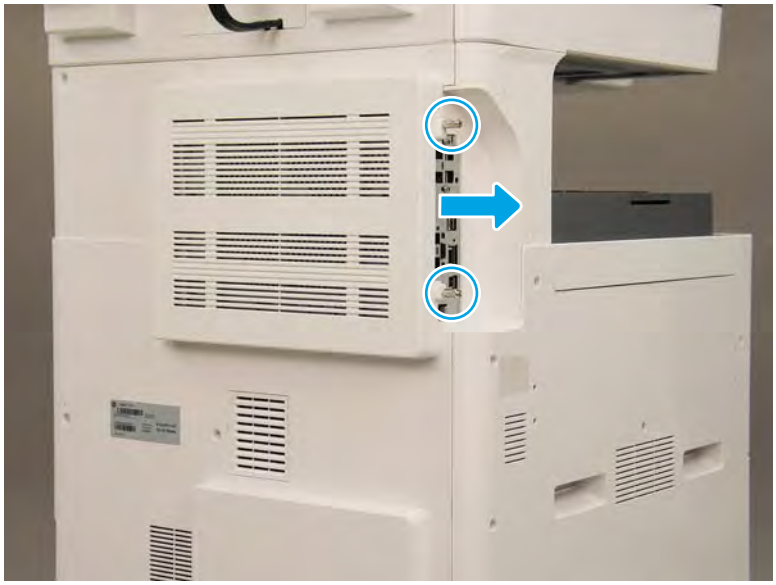
Post service test

Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Step 1: Remove the formatter cover

- Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

Figure 2-345 Remove the formatter cover



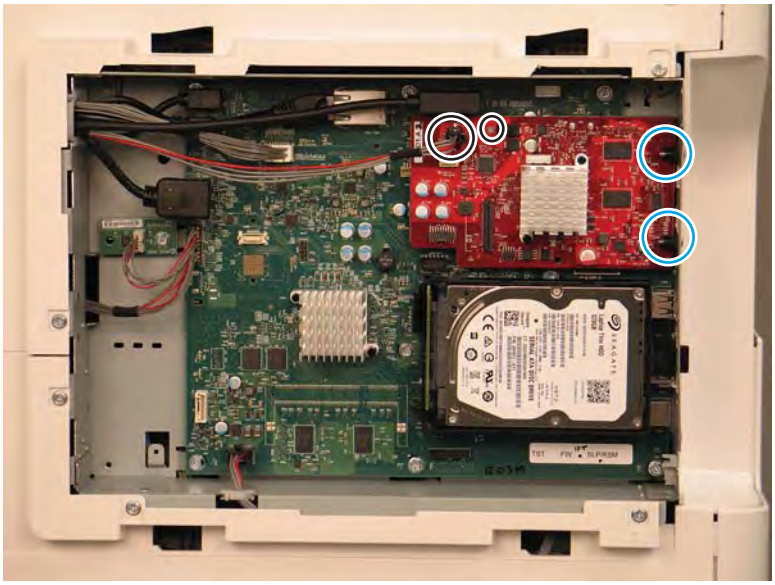
Step 2: Remove the accelerator board

CAUTION: ESD sensitive part.

- Loosen two screws, retained in plastic clips, on the outside of the formatter cage. Disconnect one connector, release the plastic locator pin, and then gently lift the accelerator board away from the formatter by the edges.

NOTE: A connector on the back of the accelerator board holds the board on the formatter.

IMPORTANT: Do not lift the accelerator board by the heat sink.



Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Formatter hard disk drive (HDD; du models)

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the hard-disk drive (HDD; du models)
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the hard disk drive (HDD) located on the formatter board.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

5851-6712

To order the part, go to www.hp.com/buy/parts.

- Formatter HDD - 320 GB SED (du models)

Required tools

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

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

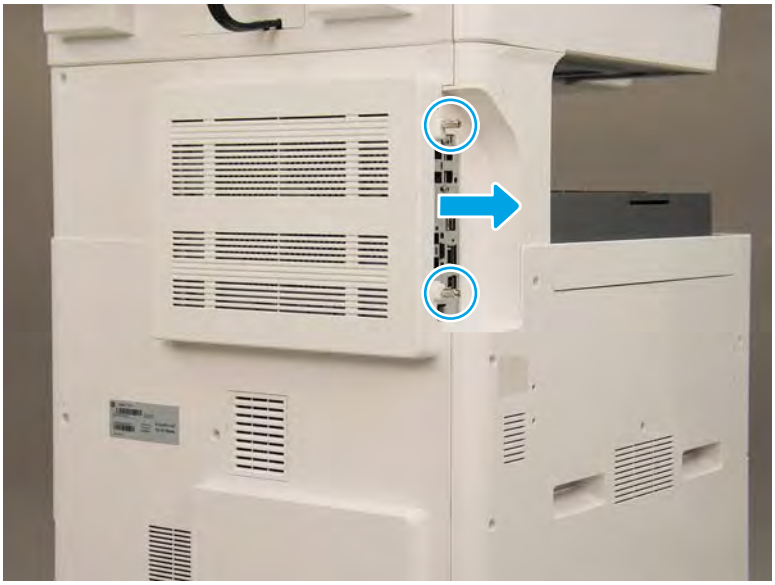
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

Figure 2-346 Remove the formatter cover



Step 2: Remove the hard-disk drive (HDD; du models)

- Release one retainer, and then rotate the HDD away from the formatter to remove it.

IMPORTANT: Do not replace the HDD and the island of data (IOD) at the same time. Replace one component, turn the printer on and off, and then replace the second component.

Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Formatter hard disk drive (HDD)

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the hard-disk drive (HDD)
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the hard disk drive (HDD) located on the formatter board.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

5851-6712

To order the part, go to www.hp.com/buy/parts.

- Formatter HDD - 320 GB SED

Required tools

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

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

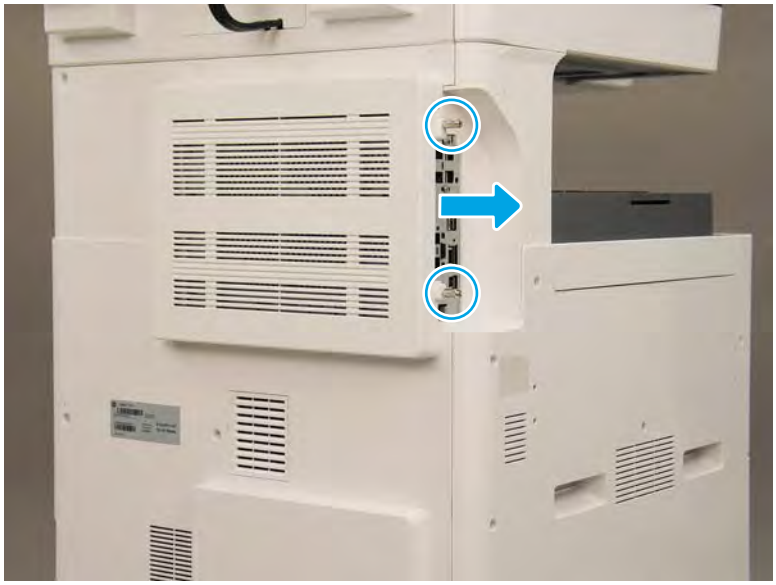
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

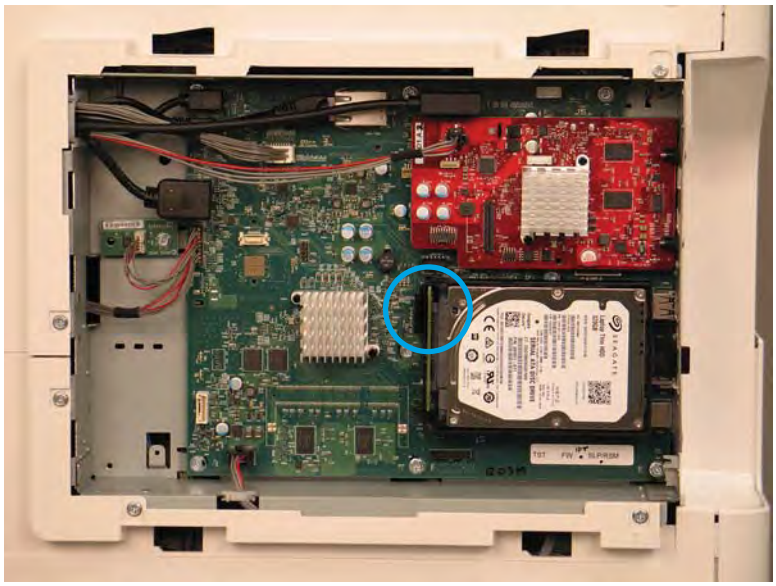
Figure 2-347 Remove the formatter cover



Step 2: Remove the hard-disk drive (HDD)

- Release one retainer, and then rotate the HDD away from the formatter to remove it.

IMPORTANT: Do not replace the HDD and the island of data (IOD) at the same time. Replace one component, turn the printer on and off, and then replace the second component.



Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Control panel

- Introduction
- Step 1: Remove the control-panel bezel
- Step 2: Remove the control-panel
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the control panel.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

B5L47-60101

To order the part, go to www.hp.com/buy/parts.

- Control panel

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Verify that the control panel illuminates and displays information while the printer is initializing. Verify control panel functionality after initialization.

Step 1: Remove the control-panel bezel

1. Open the document feeder, and then remove three screws.

   Figure 2-348 Remove the document feeder bezel

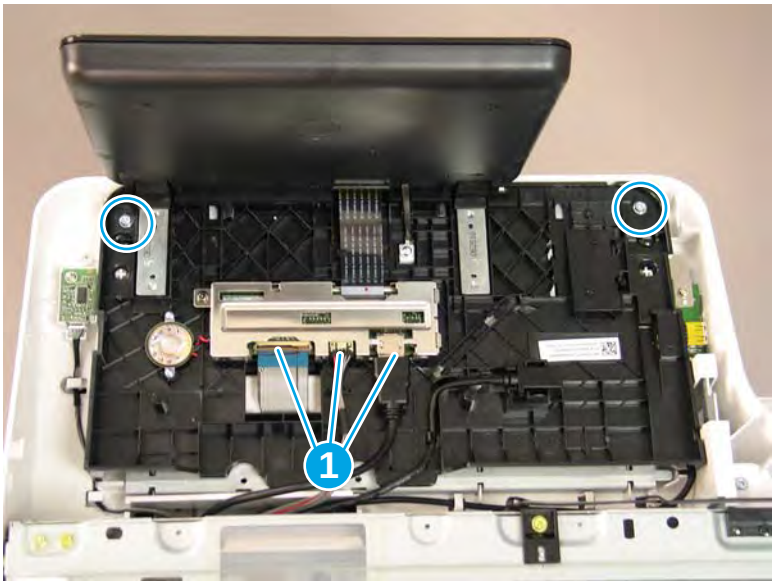
2. Place the control panel in the upright position.
3. Gently pry the control-panel bezel from the center screw hole, and then pry from the center of the control-panel bezel to the edges to release.

⚠ CAUTION: Do not pry against the scanner glass when removing the control-panel bezel.

Step 2: Remove the control-panel

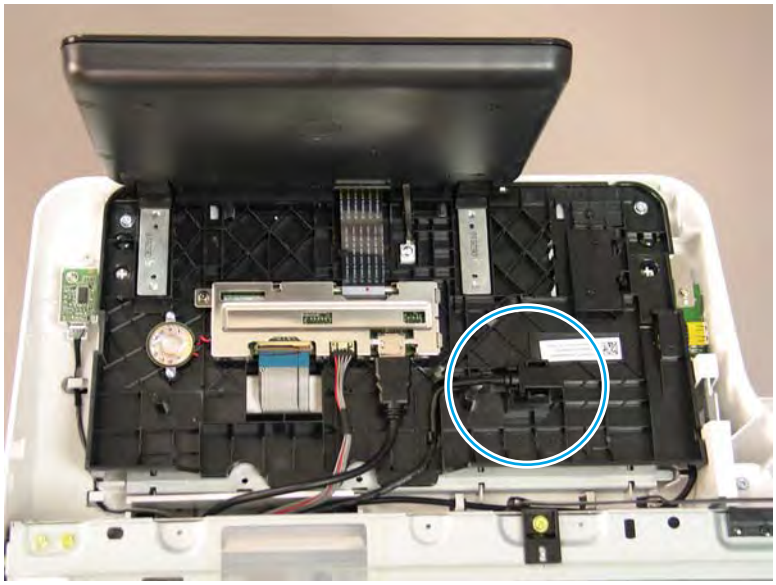
1. Place the control panel in the upright position.
2. Disconnect one FFC, one connector, and one HDMI connector (callout 1), and then remove two screws on the control-panel frame.

   Figure 2-349 Remove the control panel screws and disconnect connectors

3. Remove the USB interconnect cable from its retainer and reroute out of the way.

Figure 2-350 Remove the USB interconnect cable



4. Lift the control panel up from the front to release the tabs at the rear, and then remove the control panel.

Reinstallation tip: Align the four tabs at the rear or control panel, and then snap in the control panel.

Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Keyboard (z bundles)

- Introduction
- Step 1: Remove the control-panel bezel
- Step 2: Remove the control-panel
- Step 3: Remove the keyboard
- Step 4: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the keyboard.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

B5L47-60102

- US English Keyboard Assy

B5L47-60103

- UK English Keyboard Assy

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.

- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Type on the keyboard and verify that it is recognized by the control panel.

Step 1: Remove the control-panel bezel

1. Open the document feeder, and then remove three screws.

   Figure 2-351 Remove the document feeder bezel

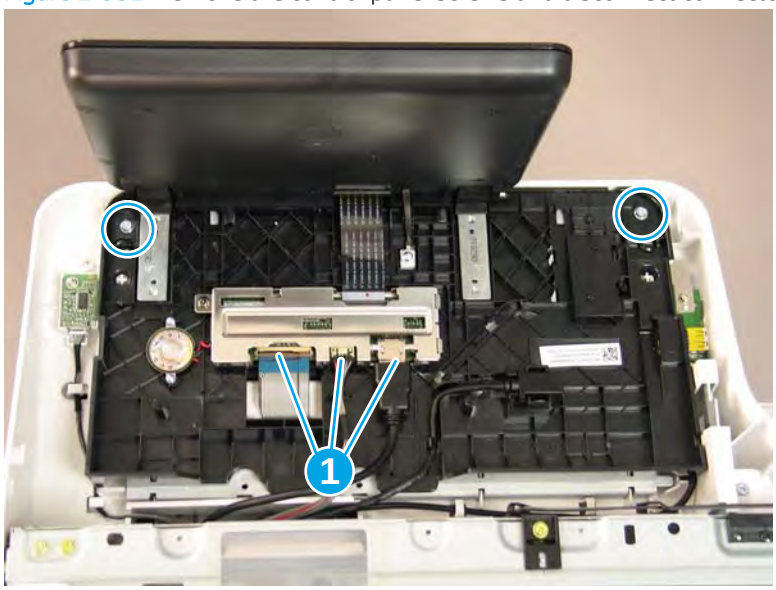
2. Place the control panel in the upright position.
3. Gently pry the control-panel bezel from the center screw hole, and then pry from the center of the control-panel bezel to the edges to release.

⚠ CAUTION: Do not pry against the scanner glass when removing the control-panel bezel.

Step 2: Remove the control-panel

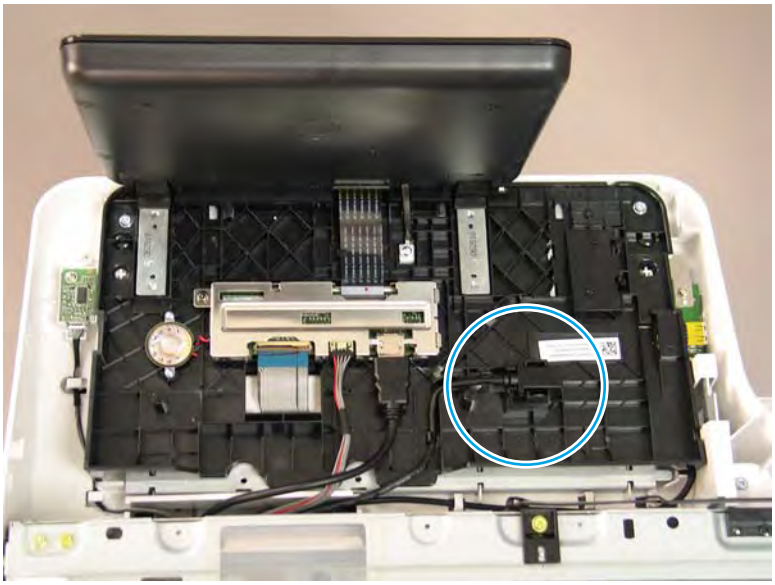
1. Place the control panel in the upright position.
2. Disconnect one FFC, one connector, and one HDMI connector (callout 1), and then remove two screws on the control-panel frame.

   Figure 2-352 Remove the control panel screws and disconnect connectors

3. Remove the USB interconnect cable from its retainer and reroute out of the way.

Figure 2-353 Remove the USB interconnect cable



4. Lift the control panel up from the front to release the tabs at the rear, and then remove the control panel.

Reinstallation tip: Align the four tabs at the rear or control panel, and then snap in the control panel.

Step 3: Remove the keyboard

1. Disconnect one FFC.

Figure 2-354 Disconnect one FFC

2. Slide the keyboard out, and then depress two latches to remove the keyboard.

Figure 2-355 Remove the control-panel keyboard

Step 4: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Bridge unit

- Introduction
- Step 1: Remove the bridge unit
- Step 2: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the bridge unit.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC90-01401B

To order the part, go to www.hp.com/buy/parts.

- Finisher sub-bridge unit

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

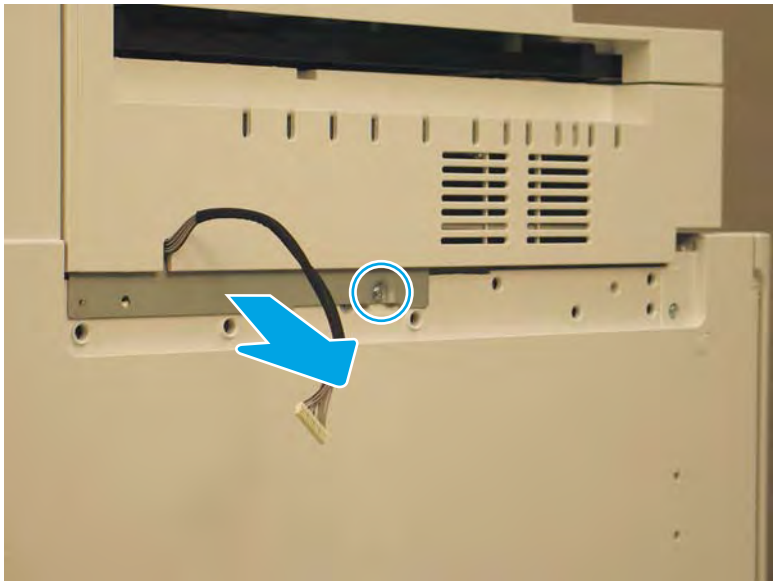
Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the bridge unit

▲ Remove one screw, and then slightly lift and slide the bridge unit away from the printer to remove it.

Figure 2-356 Remove the bridge unit



Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Front power switch

- Introduction
- Step 1: Remove the front top inner cover
- Step 2: Remove the front power cover
- Step 3: Remove the front power switch
- Step 4: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the front power switch.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC92-02969A

To order the part, go to www.hp.com/buy/parts.

- PCA - Front power switch

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

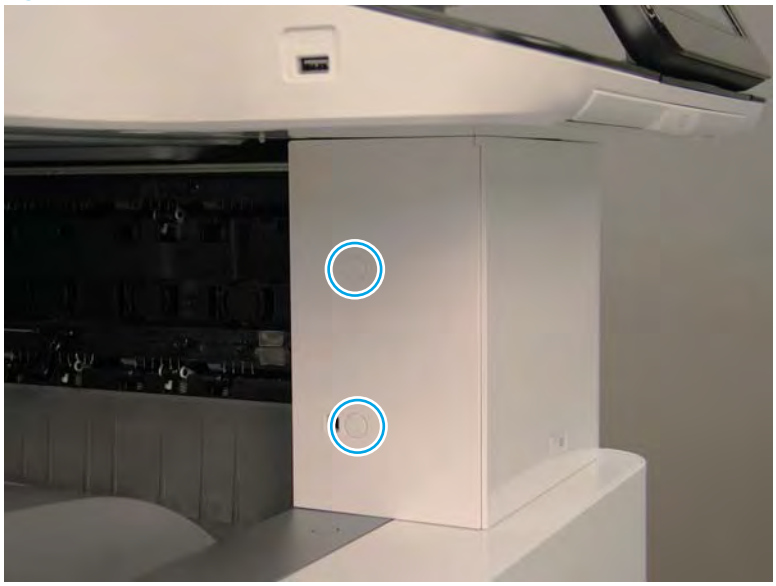
Post service test

Press the power switch and verify that the printer turns on.

Step 1: Remove the front top inner cover

- Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

Figure 2-357 Remove the front top inner cover

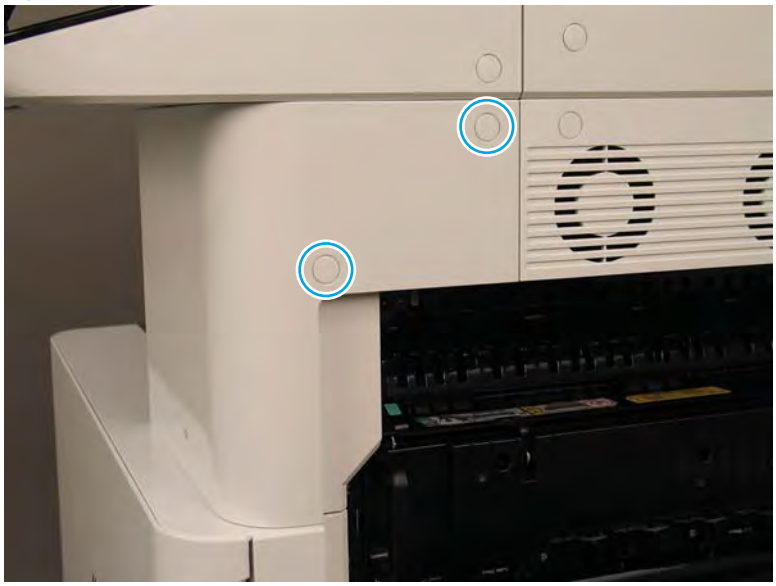


Step 2: Remove the front power cover

1. Remove two screw-caps and two screws. Release two tabs on the right, and then rotate the cover slightly away from the printer.

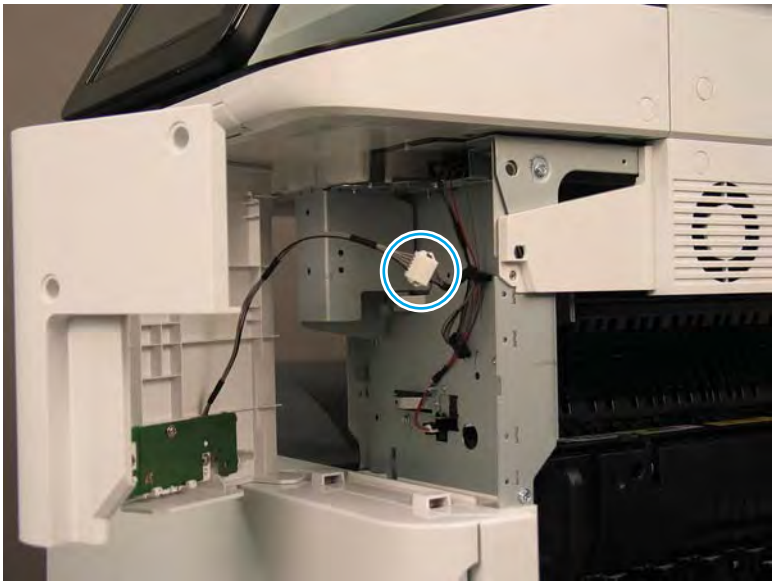
CAUTION: The cover is still attached to the printer by a cable. Do not completely remove the cover.

Figure 2-358 Remove two screws and rotate the cover



2. Disconnect one connector, and then remove the cover.

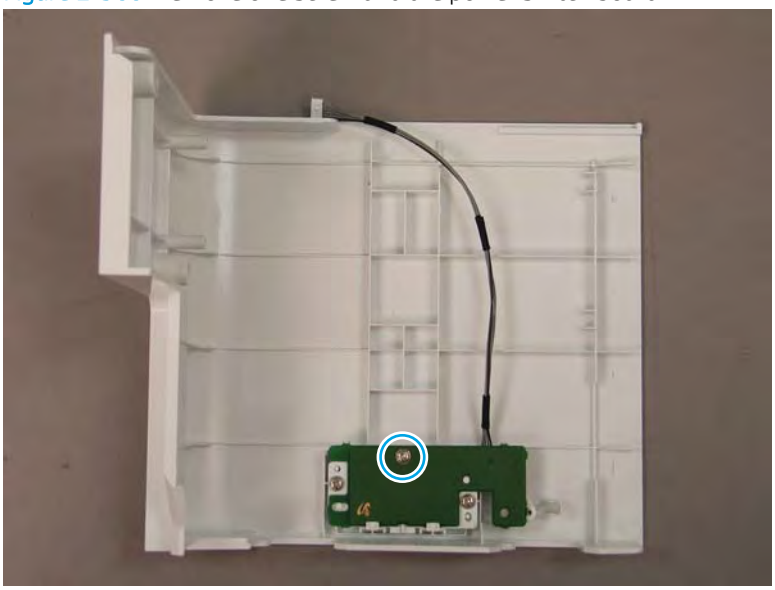
Figure 2-359 Remove the front power cover



Step 3: Remove the front power switch

▲ Remove one screw, and then remove the power switch board.

Figure 2-360 Remove one screw and the power switch board



Step 4: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

CRUM connector

- Introduction
- Step 1: Remove the left cover
- Step 2: Remove the inner front cover
- Step 3: Remove the front power cover
- Step 4: Remove the TCU
- Step 5: Remove the exit cover
- Step 6: Remove the paper dust brush
- Step 7: Remove the front cover
- Step 8: Remove the inner cover
- Step 9: Remove the CRUM connector
- Step 10: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the CRUM connector.

View a video of how to remove and replace the CRUM connector.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01277A

To order the part, go to www.hp.com/buy/parts.

- CRUM connector

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

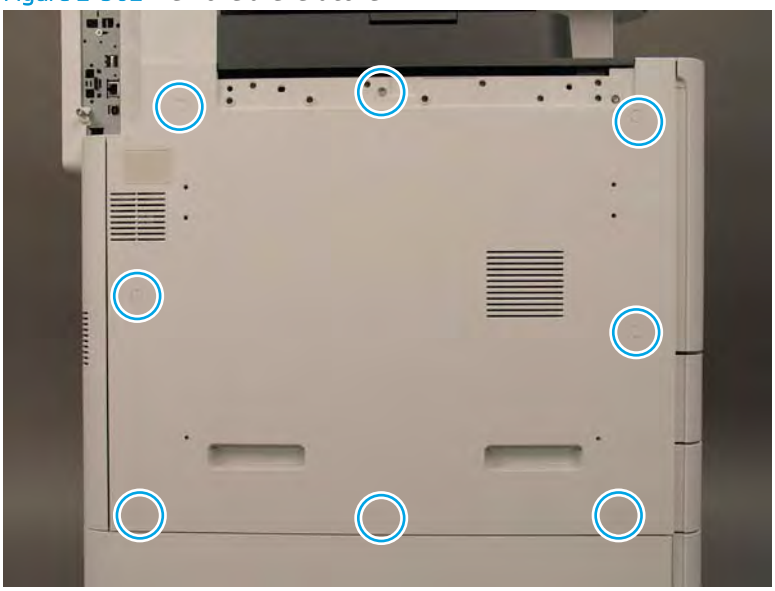
Step 1: Remove the left cover

1. Remove the top left cover.

Figure 2-361 Top left cover

2. Remove seven screw-caps and eight screws, and lift the left cover off of the printer.

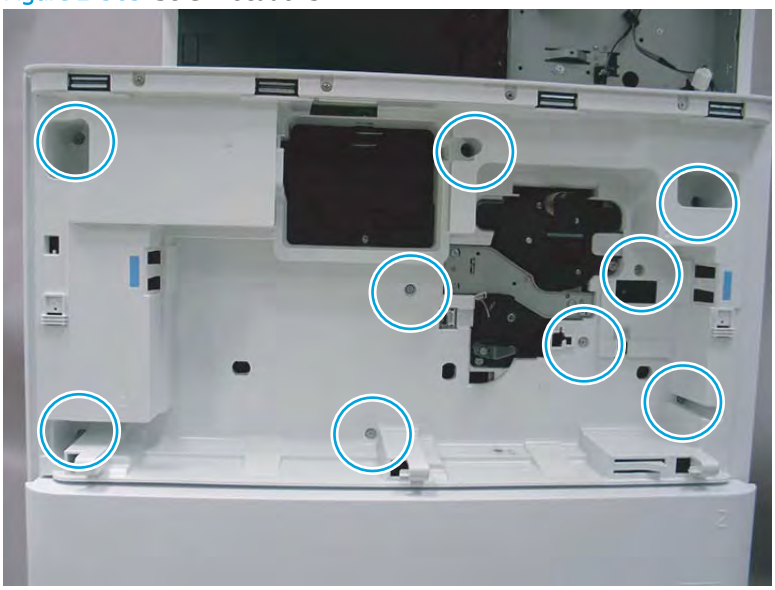
Figure 2-362 Remove the left cover



Step 2: Remove the inner front cover

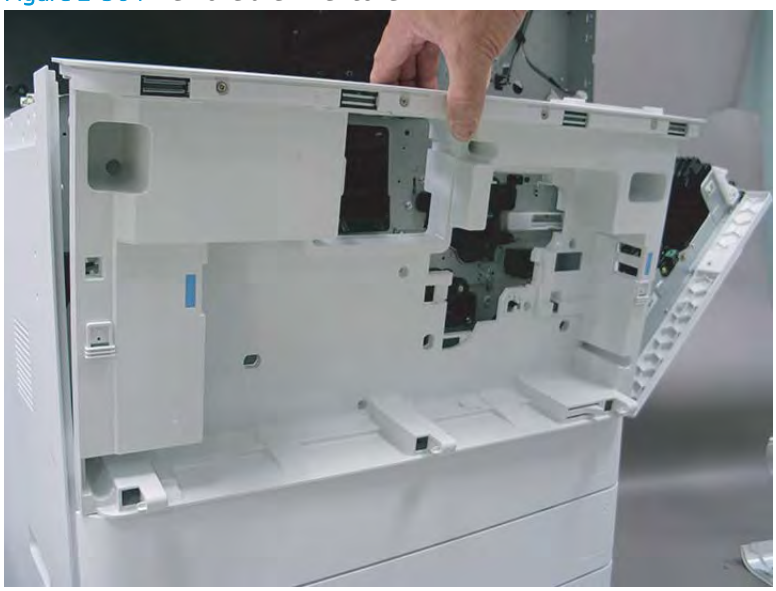
1. Remove the toner cartridge.
2. If not already open, open the right door.
3. Remove nine screws.

Figure 2-363 Screw locations



4. Remove the inner cover.

Figure 2-364 Remove the inner cover

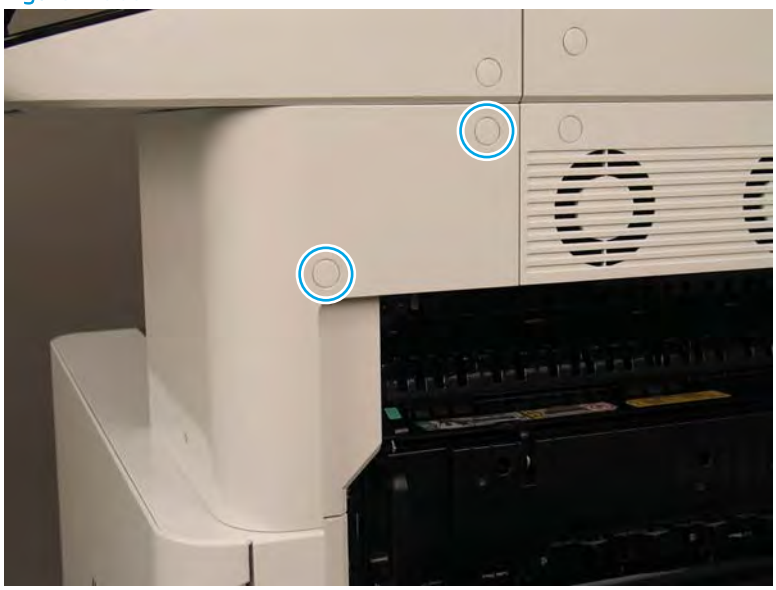


Step 3: Remove the front power cover

1. Remove two screw-caps and two screws. Release two tabs on the right, and then rotate the cover slightly away from the printer.

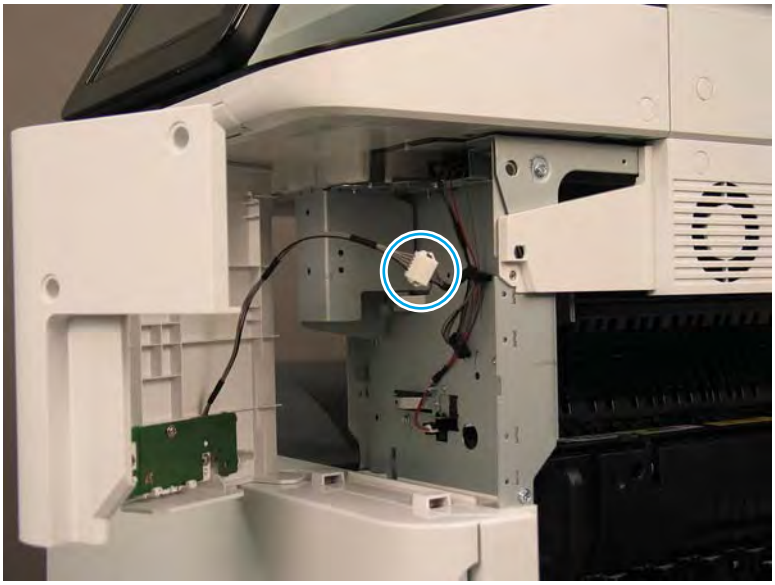
⚠ CAUTION: The cover is still attached to the printer by a cable. Do not completely remove the cover.

Figure 2-365 Remove two screws and rotate the cover



2. Disconnect one connector, and then remove the cover.

Figure 2-366 Remove the front power cover



Step 4: Remove the TCU

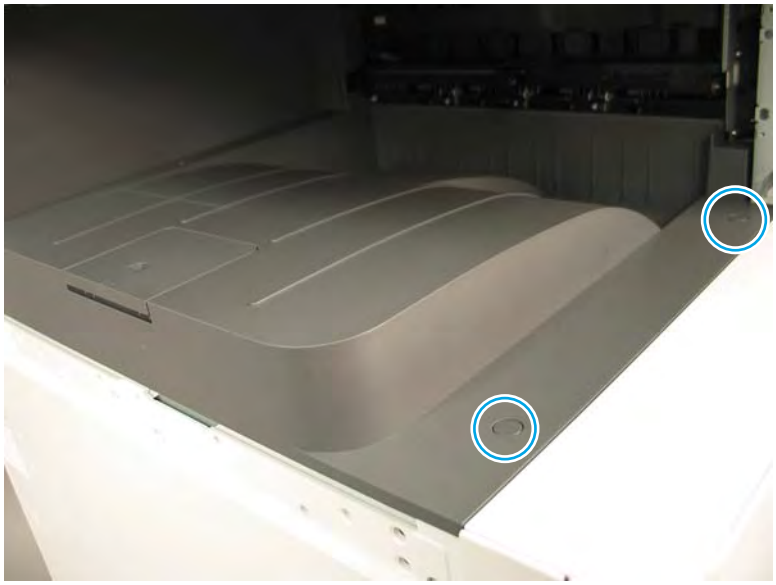
1. Open the front cover.
2. Push both hooks to release the toner collection unit (TCU).

Figure 2-367 Remove the TCU

Step 5: Remove the exit cover

▲ Remove two screw-caps and two screws, and then lift the exit cover away from the printer to remove it.

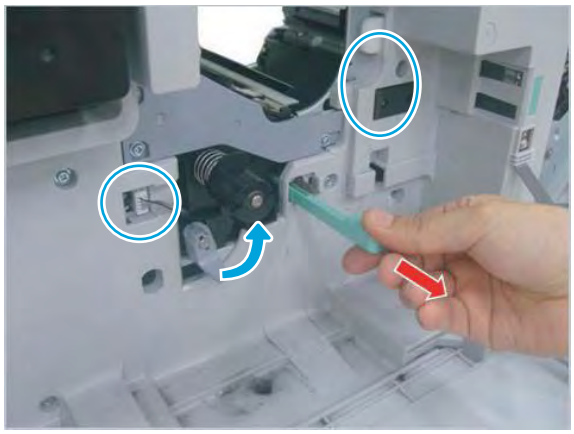
Figure 2-368 Remove the exit cover



Step 6: Remove the paper dust brush

- Remove the paper dust brush, release the grey lever, and then disconnect one connector.

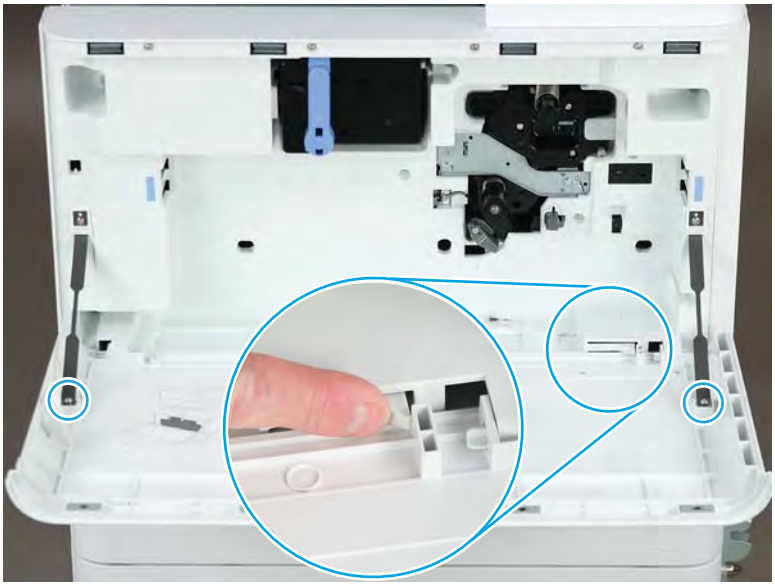
Figure 2-369 Remove the paper dust brush



Step 7: Remove the front cover

- Remove two screws securing the front cover. While pushing the right hook, remove the front cover.

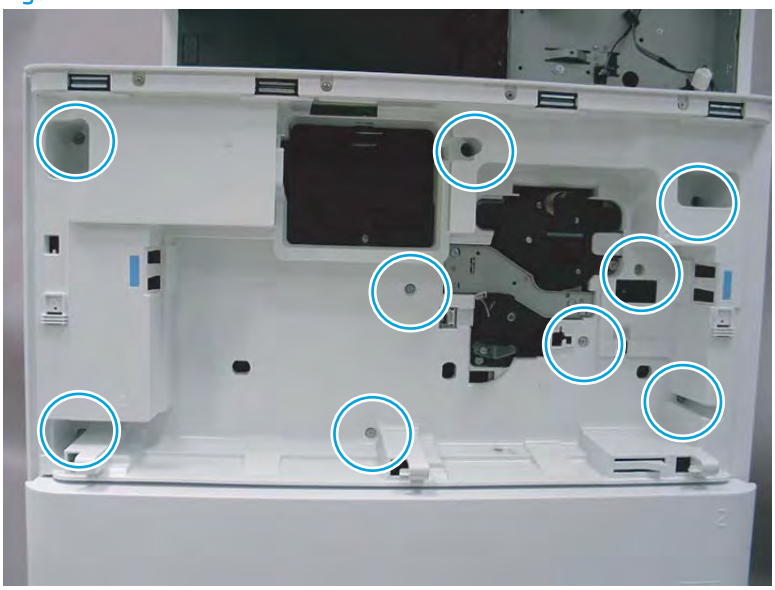
Figure 2-370 Remove the front cover



Step 8: Remove the inner cover

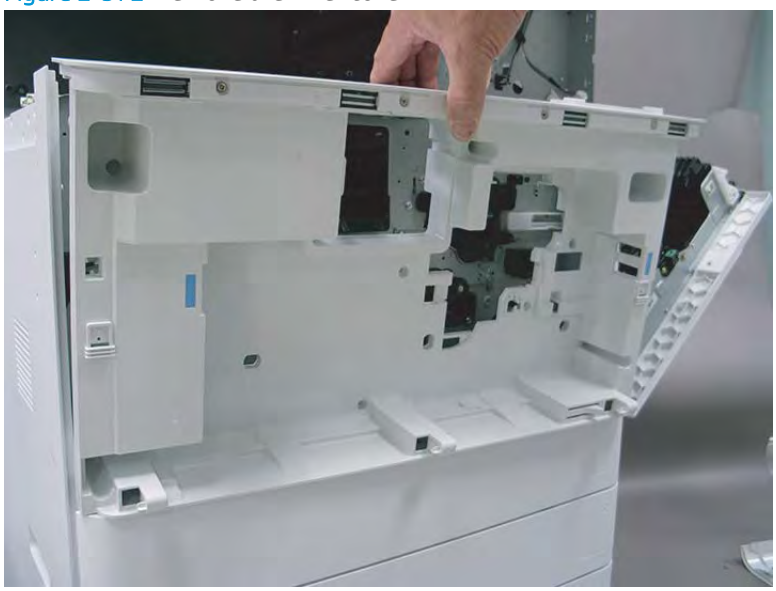
1. Remove the toner cartridge.
2. If not already open, open the right door.
3. Remove nine screws.

Figure 2-371 Screw locations



4. Remove the inner cover.

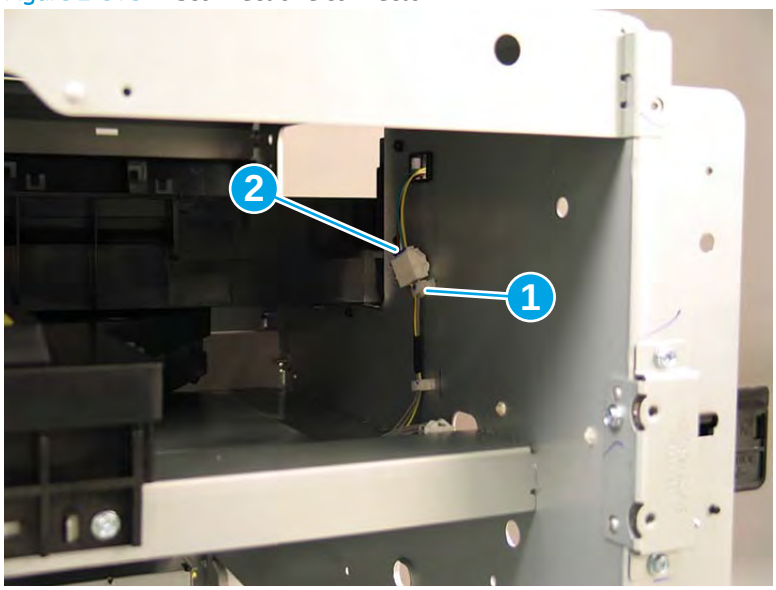
Figure 2-372 Remove the inner cover



Step 9: Remove the CRUM connector

1. Inside the left cover, release one retainer (callout 1), and then disconnect one connector (callout 2).

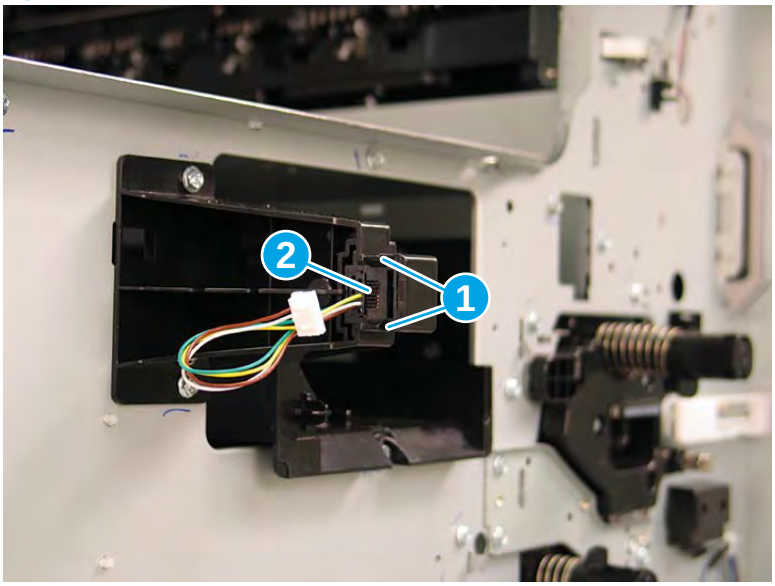
Figure 2-373 Disconnect one connector



2. At the front of the printer, release two tabs (callout 1), and then remove the CRUM connector (callout 2).

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

Figure 2-374 Remove the crum connector



Step 10: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Fan - Type 3 24V LVPS

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the lower rear cover
- Step 3: Remove the LVPS fans
- Step 4: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the low voltage power supply (LVPS) fans.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC31-00154A

To order the part, go to www.hp.com/buy/parts.

- Fan- Type 3 24V LVPS

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

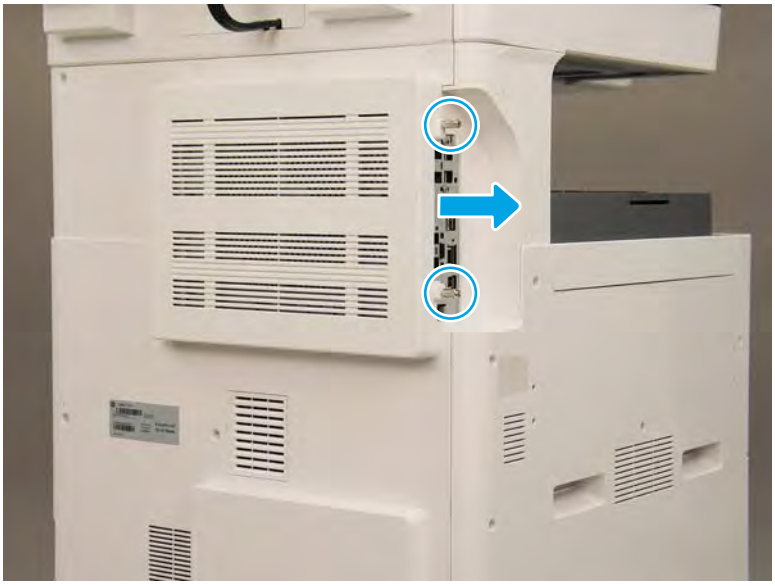
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

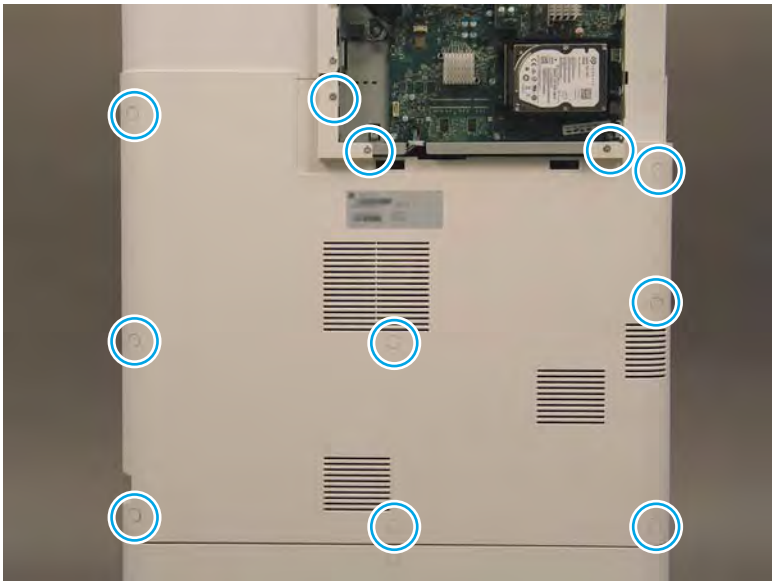
Figure 2-375 Remove the formatter cover



Step 2: Remove the lower rear cover

- Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

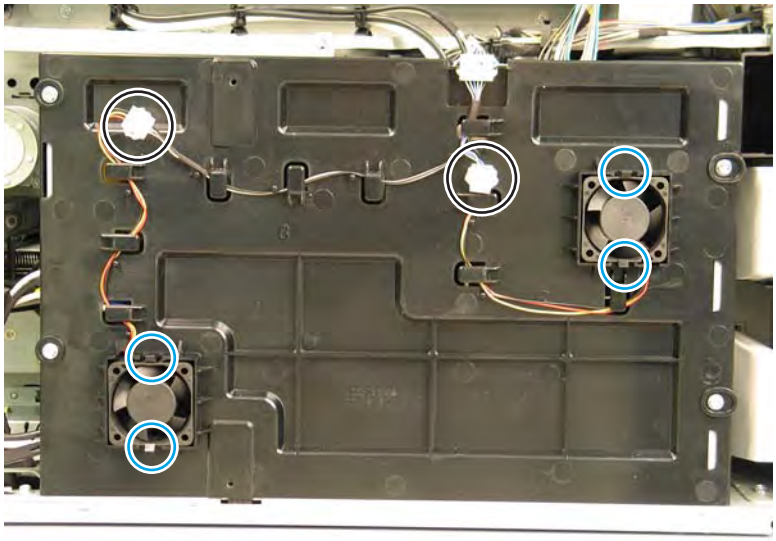
Figure 2-376 Remove the lower rear cover



Step 3: Remove the LVPS fans

1. Disconnect two connectors, release four tabs, and then remove the LVPS fans.

Figure 2-377 Remove the LVPS fans

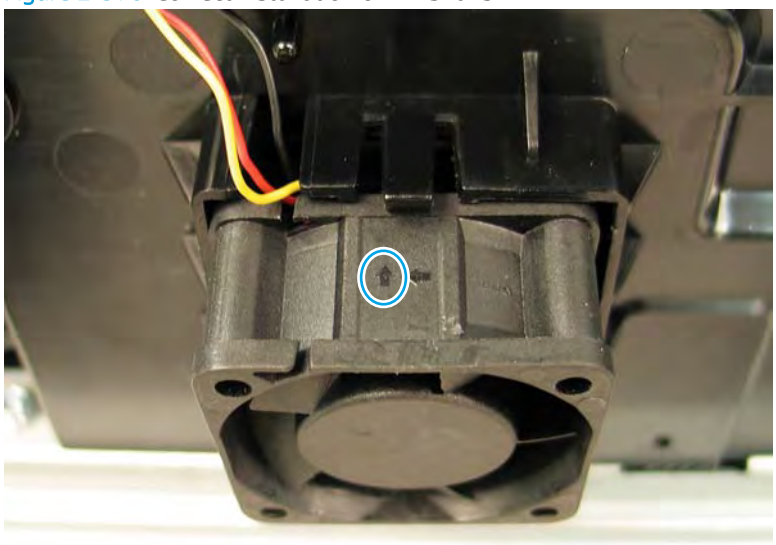


2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: LVPS fans

▲ When installing the replacement fans, make sure that the embossed arrow on the fans point toward the printer.

Figure 2-378 Correct installation of LVPS fans



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

Step 4: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Inductor unit

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the lower rear cover
- Step 3: Remove the LVPS cover
- Step 4: Remove the fuser drive and low-voltage power supply (LVPS) boards and cage
- Step 5: Remove the inductor unit
- Step 6: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the inductor unit.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC27-00012A

- Inductor unit (110V)

JC27-00009A

- Inductor unit (220V)

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

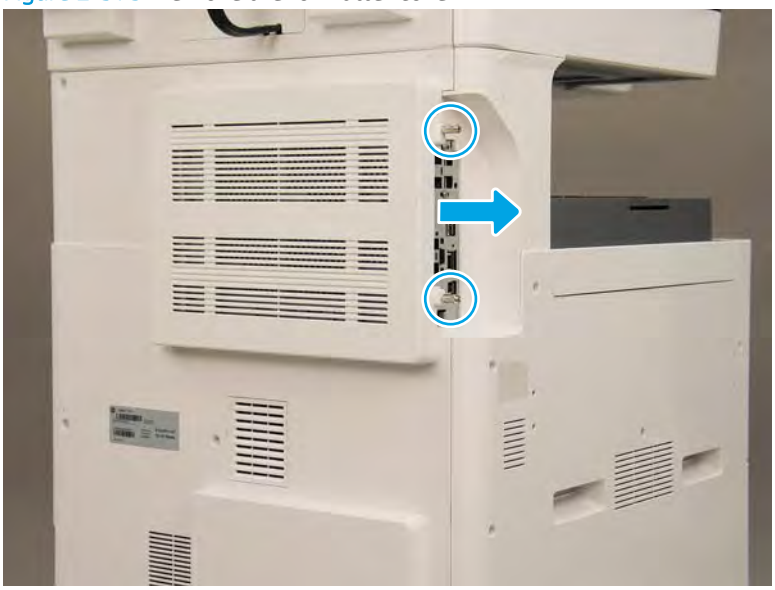
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

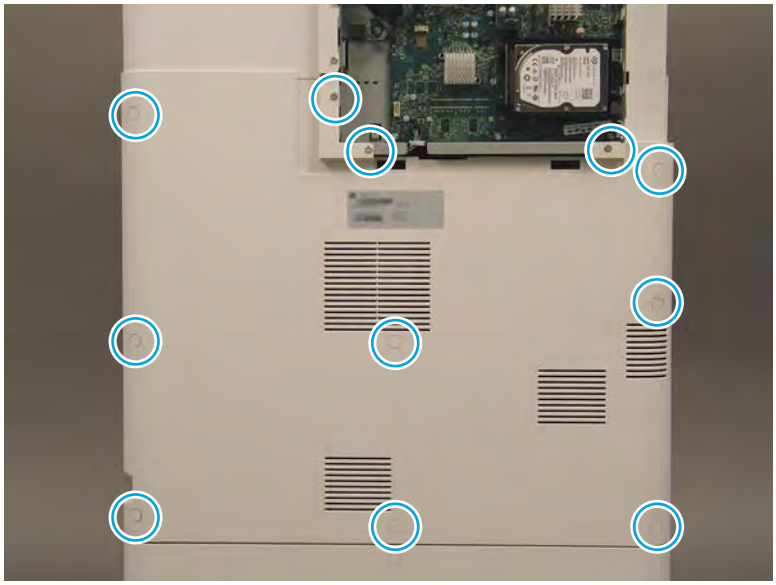
Figure 2-379 Remove the formatter cover



Step 2: Remove the lower rear cover

- Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

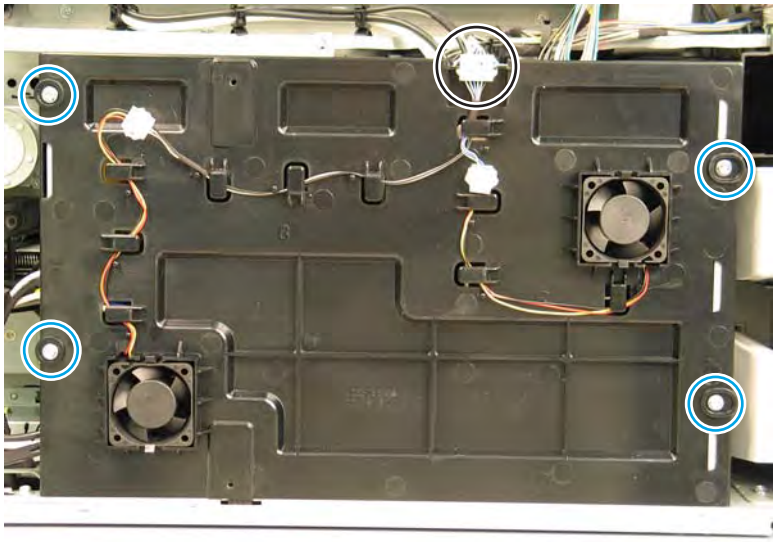
Figure 2-380 Remove the lower rear cover



Step 3: Remove the LVPS cover

- Disconnect one connector, and then remove four screws. Slide the LVPS cover to the left, and then remove the cover.

Figure 2-381 Remove the LVPS cover

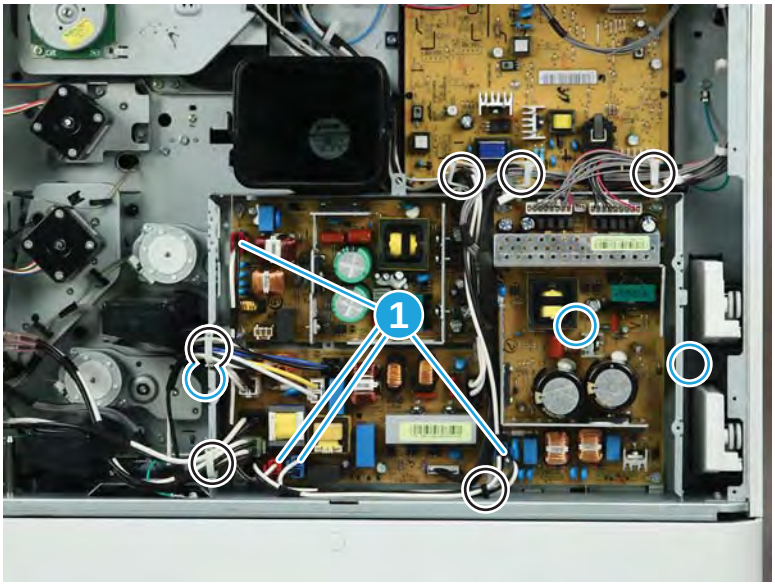


Step 4: Remove the fuser drive and low-voltage power supply (LVPS) boards and cage

⚠ WARNING! Wait five minutes after turning the printer off to allow the capacitors to dissipate any residual energy.

- Before removing the fuser drive and LVPS boards and cage, note the location of four connectors (callout 1) that do not have to be disconnected. Disconnect the remaining connectors on the LVPS and fuser drive boards, and then release the cables from five retainers. Remove three screws, and then tilt the top of the cage out to remove it.

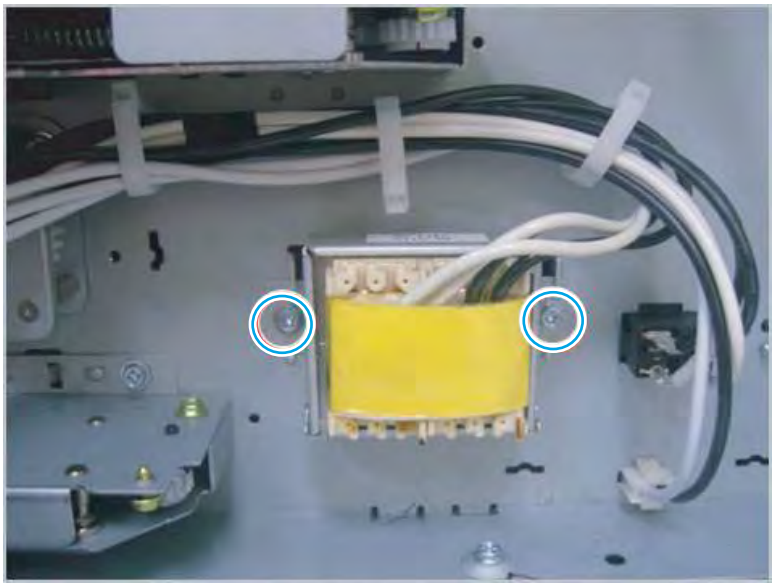
Figure 2-382 Remove the fuser drive and LVPS boards and cage



Step 5: Remove the inductor unit

▲ Disconnect the wire harness, remove two screws, and then remove the inductor unit.

Figure 2-383 Remove the inductor unit



Step 6: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Right door switch assembly

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the lower rear cover
- Step 3: Remove the upper rear cover
- Step 4: Remove the LVPS Type 4 and cage
- Step 5: Remove the fuser fan
- Step 6: Remove the fuser/exit drive unit
- Step 7: Remove the right door switch assembly
- Step 8: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the right door switch assembly.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01467A

To order the part, go to www.hp.com/buy/parts.

- Switch assembly, right door

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.

- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

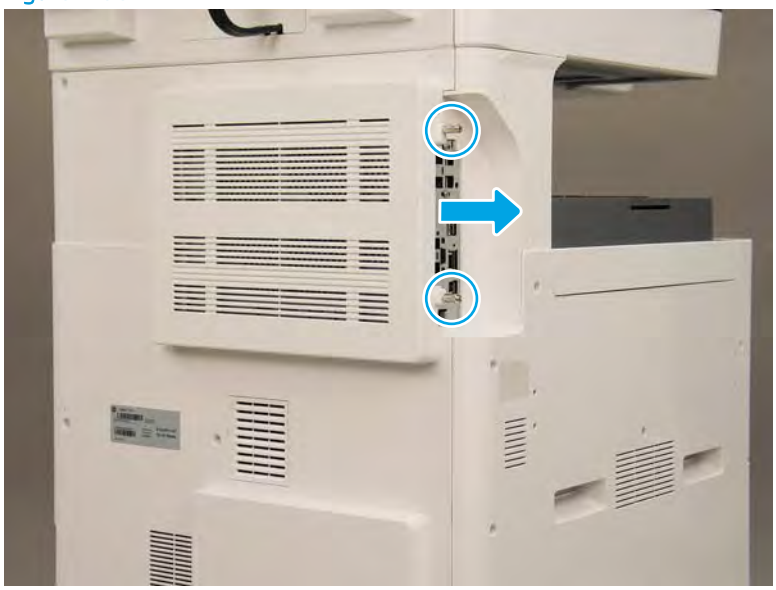
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

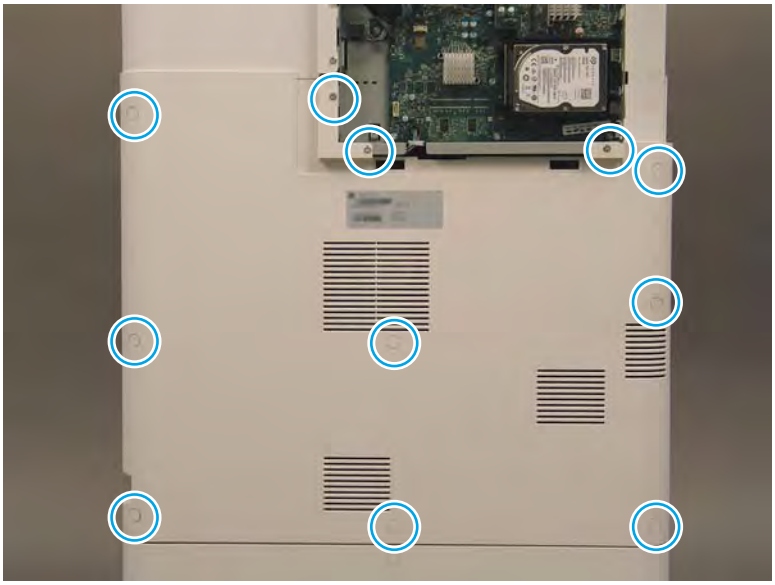
Figure 2-384 Remove the formatter cover



Step 2: Remove the lower rear cover

▲ Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

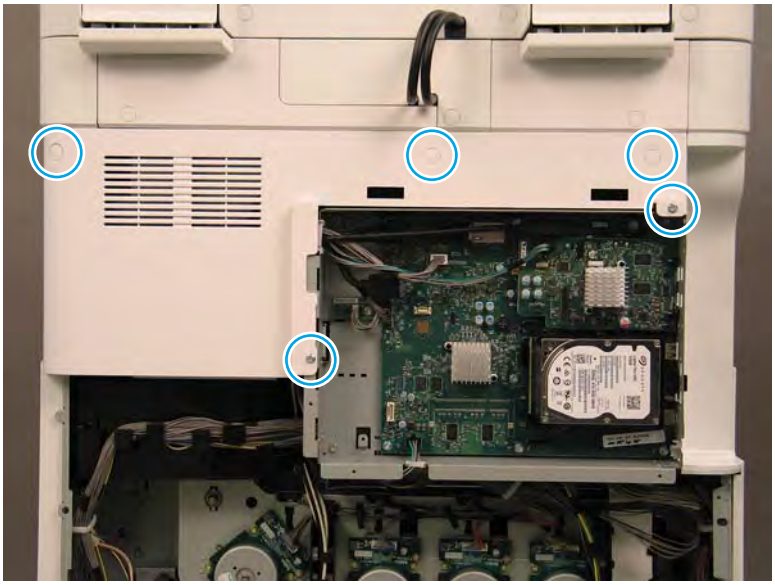
Figure 2-385 Remove the lower rear cover



Step 3: Remove the upper rear cover

▲ Remove three screw-caps and five screws. Lift the upper rear cover away from the printer to remove it.

Figure 2-386 Remove the upper rear cover

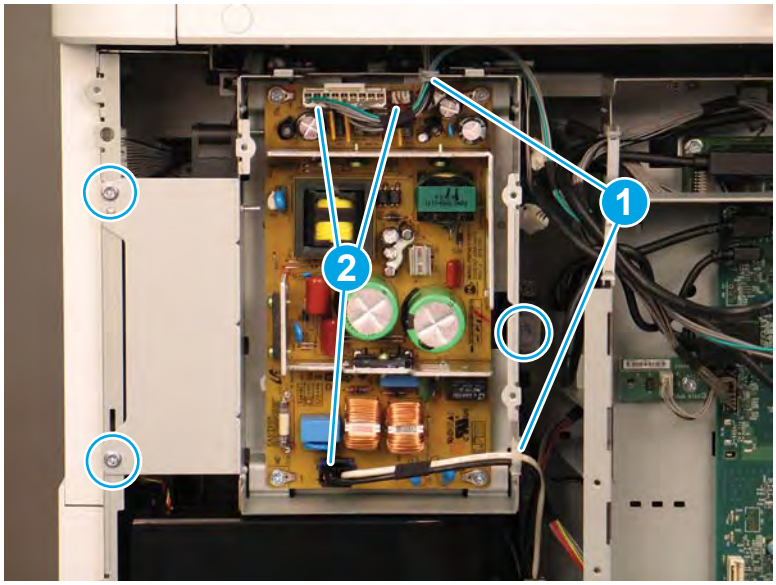


Step 4: Remove the LVPS Type 4 and cage

⚠ WARNING! Wait five minutes after turning the printer off to allow the capacitors to dissipate any residual energy.

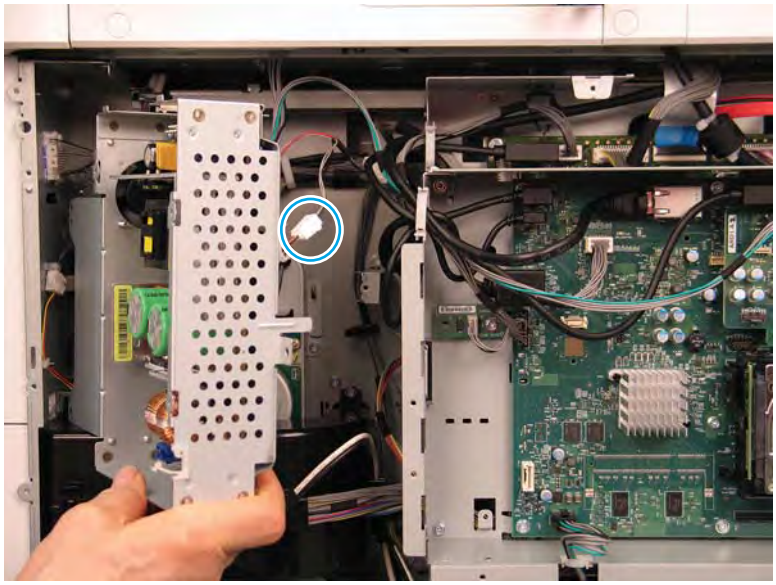
1. Release the cables from two retainers (callout 1), disconnect three connectors (callout 2), and then remove three screws.

Figure 2-387 Disconnect connectors and remove screws



2. Lift the LVPS board and cage slightly away from the printer, and disconnect one connector behind the cage. Remove the LVPS board and cage.

Figure 2-388 Disconnect one connector

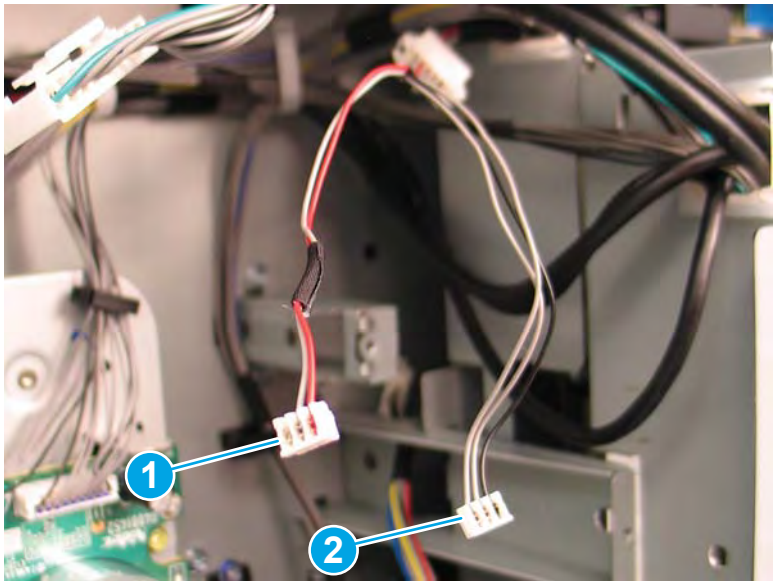


3. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: LVPS type 4 and cage

- Two of the connectors are the same size and might be installed in the incorrect positions. Make sure that the two-wire harness (callout 1) is installed on the LVPS Type 4 and the three-wire harness (callout 2) is installed in the fan connector behind the LVPS Type 4 cage.

Figure 2-389 LVPS connectors installation

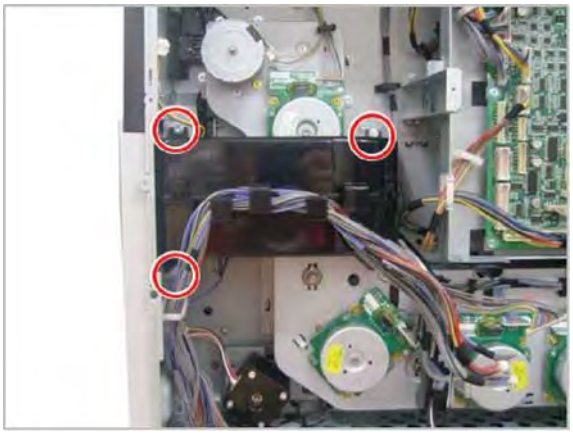


NOTE: Continue to reverse the removal steps to finish installing the assembly.

Step 5: Remove the fuser fan

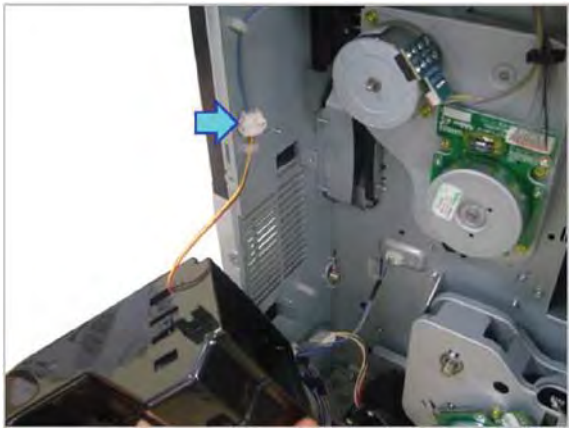
1. Release the cables (callout 1) from the cable guides (callout 2), and then remove three screws.

Figure 2-390 Release the cables and remove three screws



2. Pull the fuser fan housing slightly away from the printer, and then disconnect one connector.

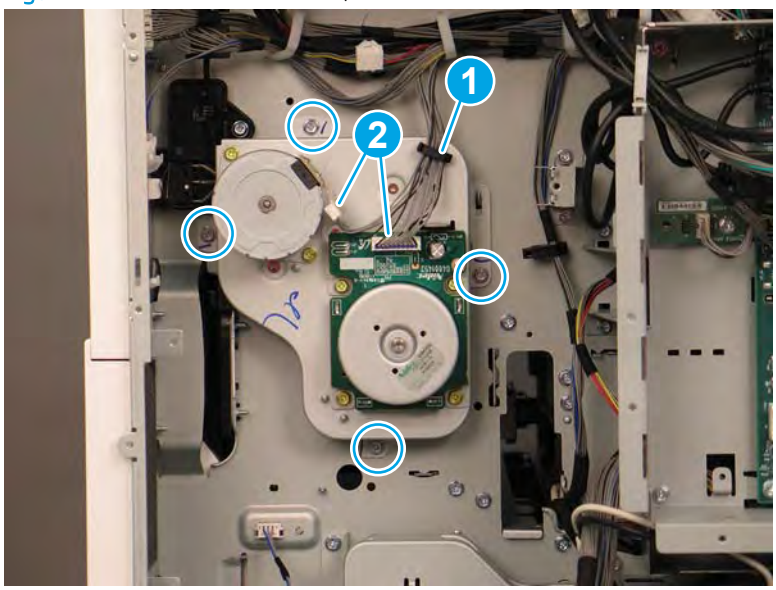
Figure 2-391 Disconnect one connector



Step 6: Remove the fuser/exit drive unit

- Release one retainer (callout 1), and then disconnect two connectors (callout 2). Remove four screws, and then remove the fuser/exit drive unit.

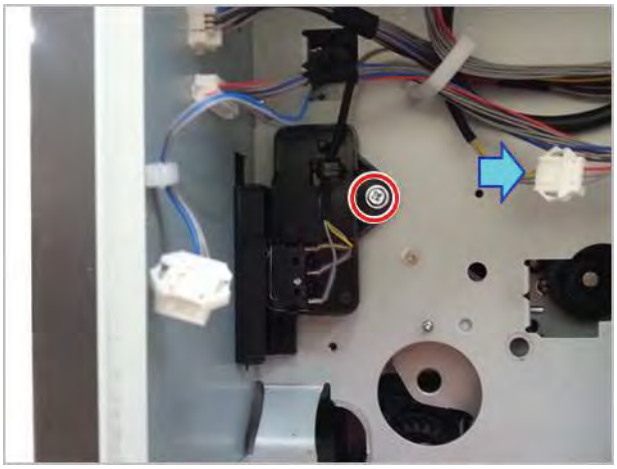
Figure 2-392 Remove the fuser/exit drive unit



Step 7: Remove the right door switch assembly

- Disconnect one connector. Remove one screw, and then remove the right door switch assembly.

Figure 2-393 Remove the side door open sensor



Step 8: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Paper size sensor

- Introduction
- Step 1: Remove the paper size sensor
- Step 2: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the paper size sensor.

Click here to view a video of this procedure.

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

Before performing service

- Disconnect the power cable.

JC92-02622A

To order the part, go to www.hp.com/buy/parts.

- Paper size sensor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

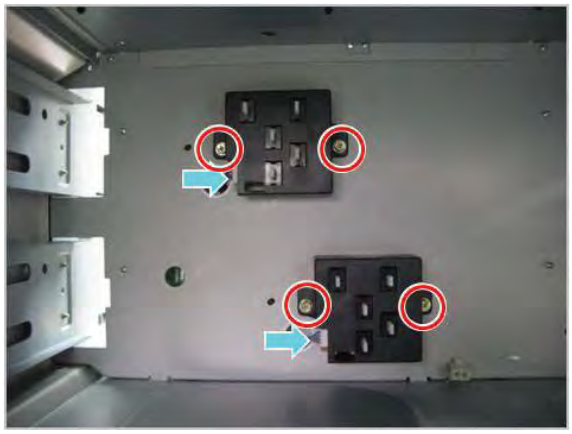
Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the paper size sensor

▲ Do the following:

- Remove all trays to access the inside of the printer.
- Disconnect the connector. Remove two screws, and then remove the sensor.

Figure 2-394 Remove screws



Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

High voltage rear frame assembly

- Introduction
- Step 1: Remove the drum unit
- Step 2: Remove the formatter cover
- Step 3: Remove the lower rear cover
- Step 4: Remove the upper rear cover
- Step 5: Remove the left rear corner cover
- Step 6: Remove the formatter and cage
- Step 7: Remove the main board and cage
- Step 8: Remove the main drive unit
- Step 9: Remove the high voltage terminal
- Step 10: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the high voltage terminal.

View a video of how to remove and replace the high voltage terminal.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01013A

To order the part, go to www.hp.com/buy/parts.

- Assembly high voltage rear frame

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the drum unit

1. Remove the toner collection unit (TCU).

NOTE: For some target assemblies, the TCU is already removed.

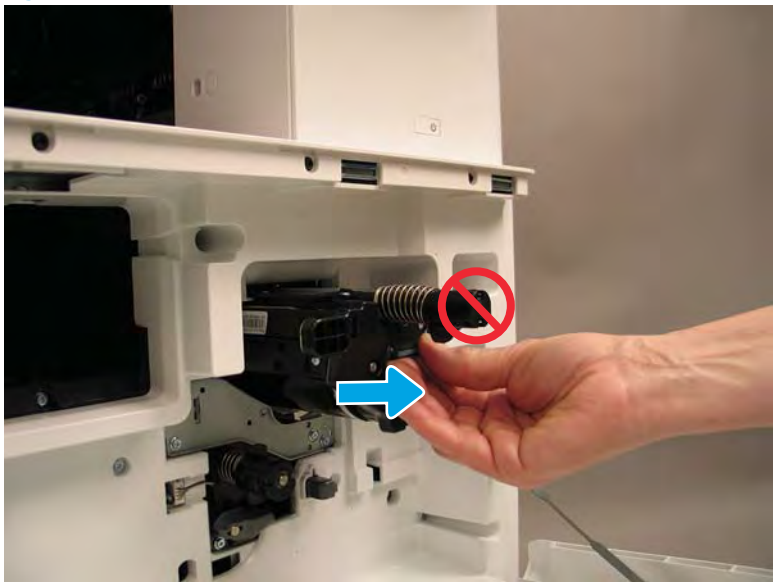
2. Open the right door.
3. Loosen one screw.

Figure 2-395 Loosen one screw

4. Grip the handle and remove the drum unit.

NOTICE: Do not grip the waste toner connection when removing the drum unit.

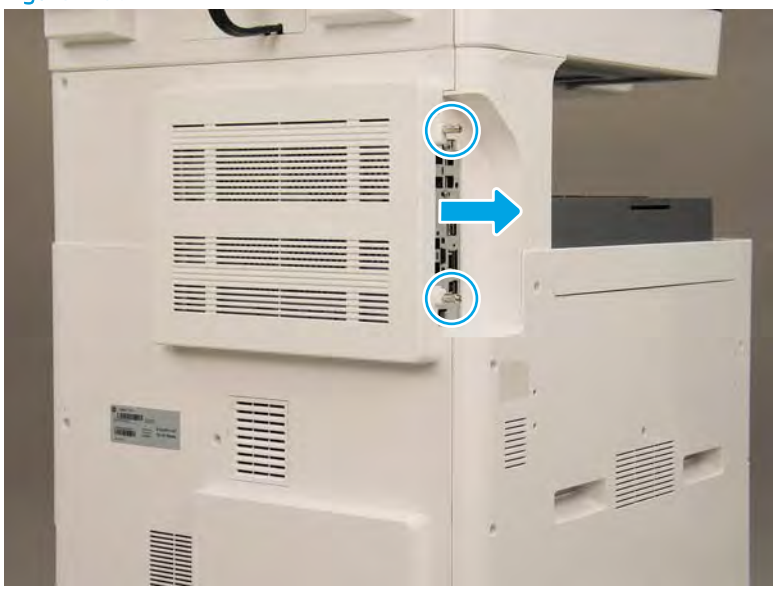
Figure 2-396 Remove the drum unit



Step 2: Remove the formatter cover

- Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

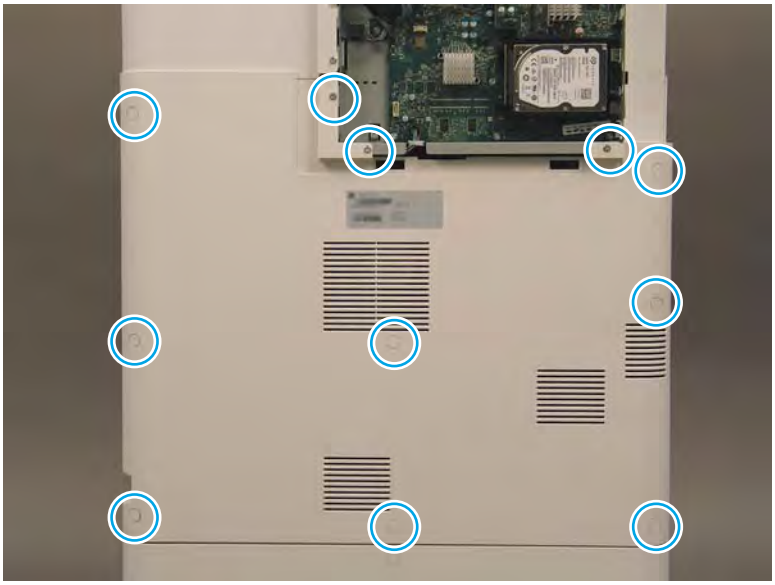
Figure 2-397 Remove the formatter cover



Step 3: Remove the lower rear cover

- Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

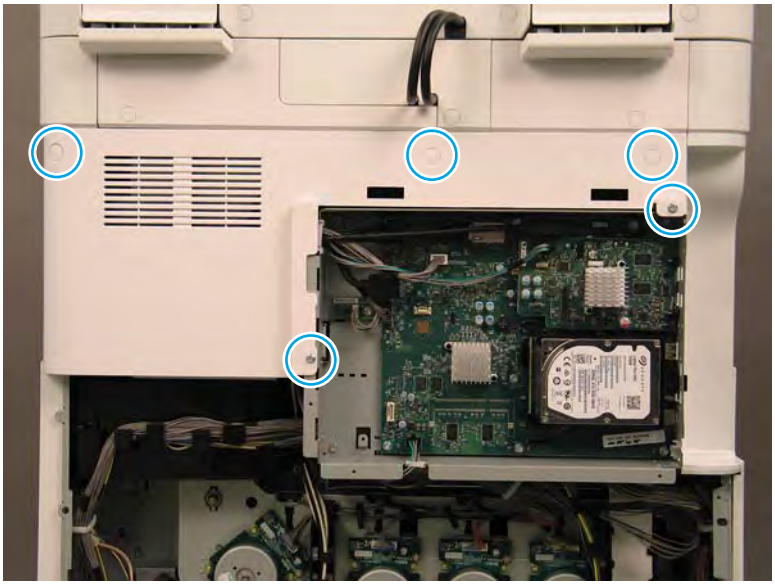
Figure 2-398 Remove the lower rear cover



Step 4: Remove the upper rear cover

- Remove three screw-caps and five screws. Lift the upper rear cover away from the printer to remove it.

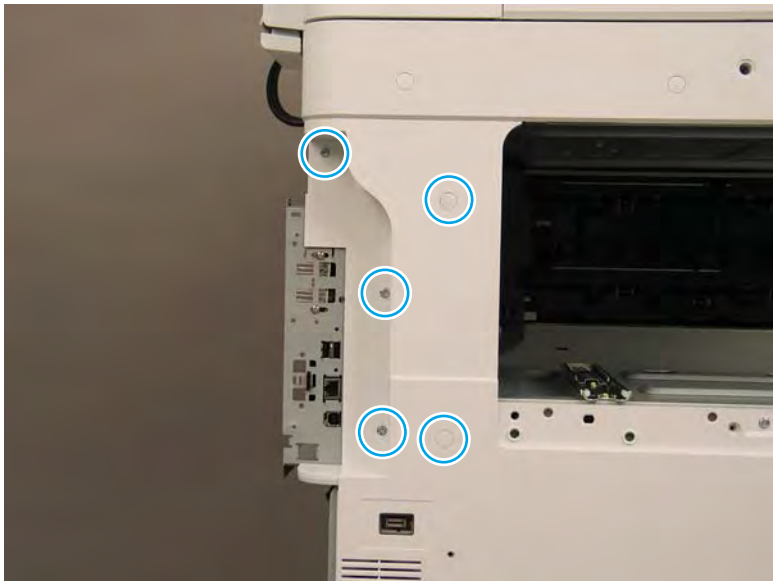
Figure 2-399 Remove the upper rear cover



Step 5: Remove the left rear corner cover

- Remove two screw caps and five screws. Slide the upper left cover up and away from the printer to remove it.

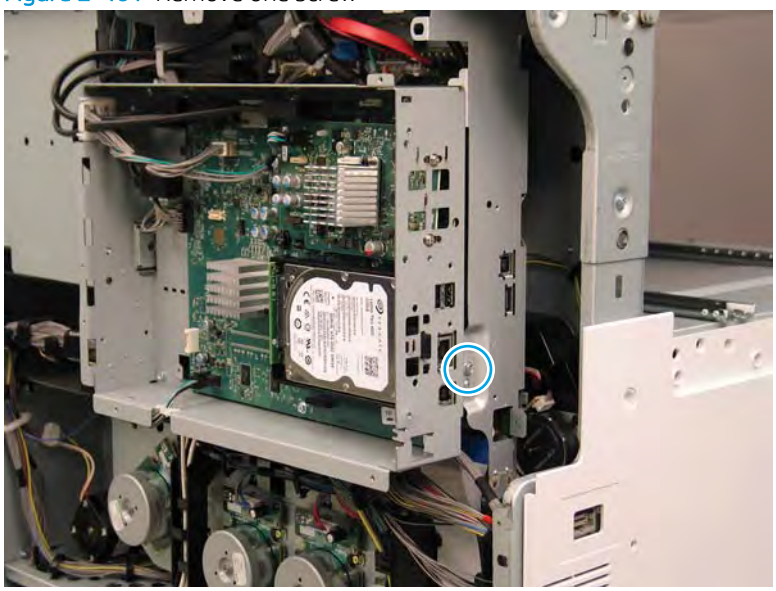
Figure 2-400 Remove the upper left cover



Step 6: Remove the formatter and cage

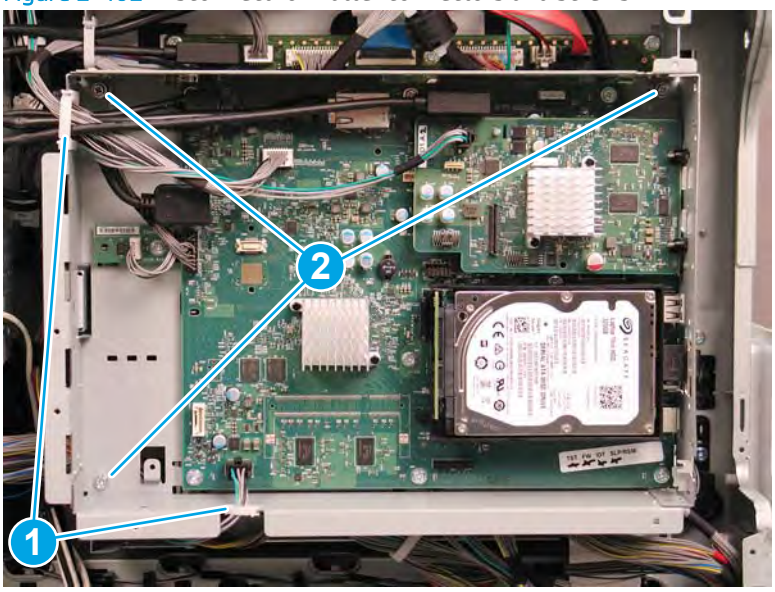
1. Remove one screw.

Figure 2-401 Remove one screw



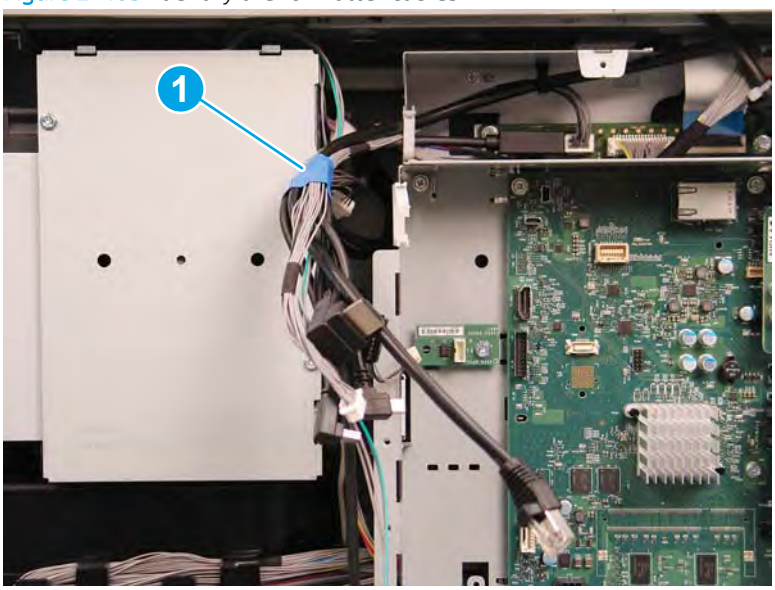
2. Disconnect all of the connectors on the formatter. Release the cables from two retainers on the sheet metal cage (callout 1), and then remove three screws (callout 2).

Figure 2-402 Disconnect formatter connectors and screws



3. Before removing the formatter cage, place a piece of tape or a wire tie (callout 1) around the cables disconnected from the formatter on the left side. This will identify the cables that will be connected to the formatter during reassembly.

Figure 2-403 Identify the formatter cables



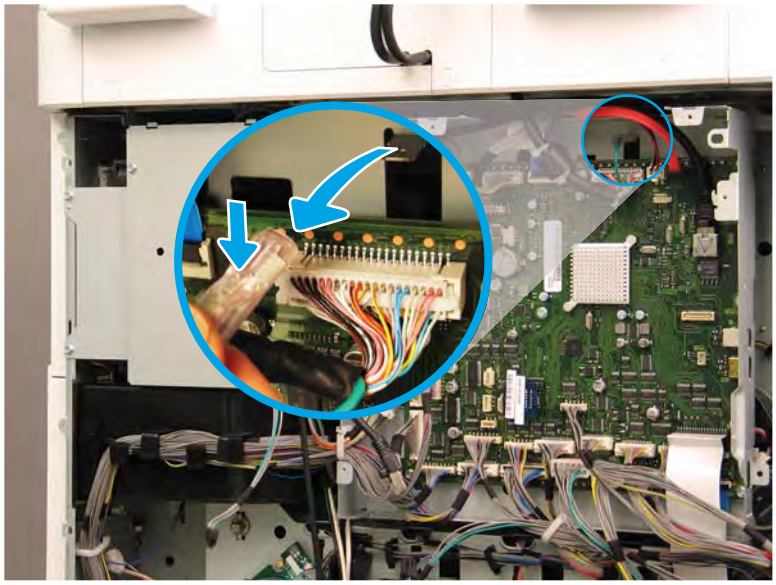
4. Lift the formatter cage up, push it to the right to clear the boss on the right side, and then pull it away from the printer to remove it.

Step 7: Remove the main board and cage

1. One of the connectors that must be released above the main board is a spade connector. Press in on the center part of the cable connector to release the latch, and then pull the cable away from the printer to disconnect it.

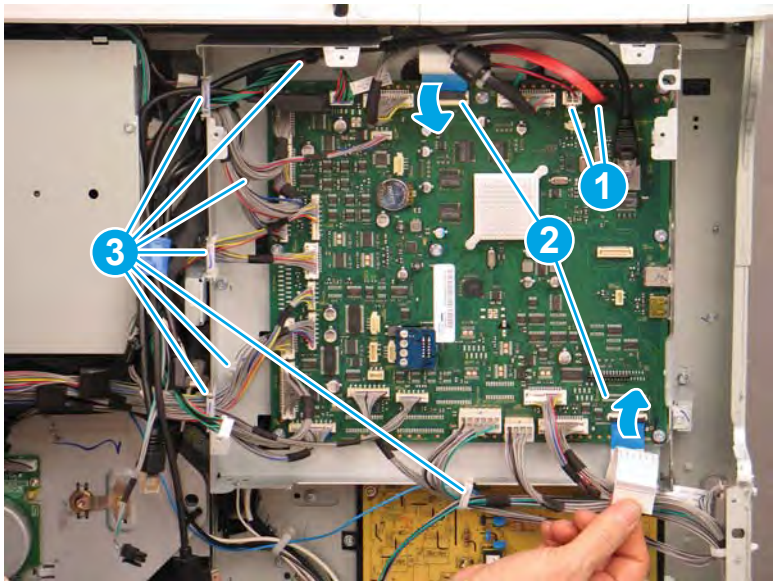
IMPORTANT: Press in on the center part of the cable connector to release the latch, and then pull the cable away from the printer to disconnect it. Do not pull on connector without depressing the center latch.

Figure 2-404 Disconnect one connector



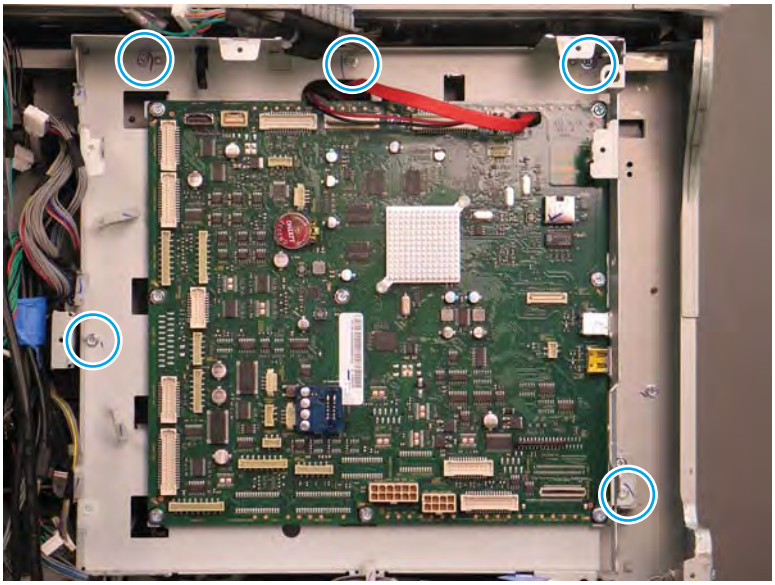
2. Do not disconnect the two hard disk drive (HDD) connectors at the top of the main board (callout 1). Disconnect all of the remaining connectors. Two of the flat cable connectors (callout 2) are zero insertion force (ZIF) connectors. Open the latch on the connectors before removing the flat cables. Release the cables from six retainers (callout 3).

Figure 2-405 Remove one screw



3. Remove five screws.

Figure 2-406 Remove five screws

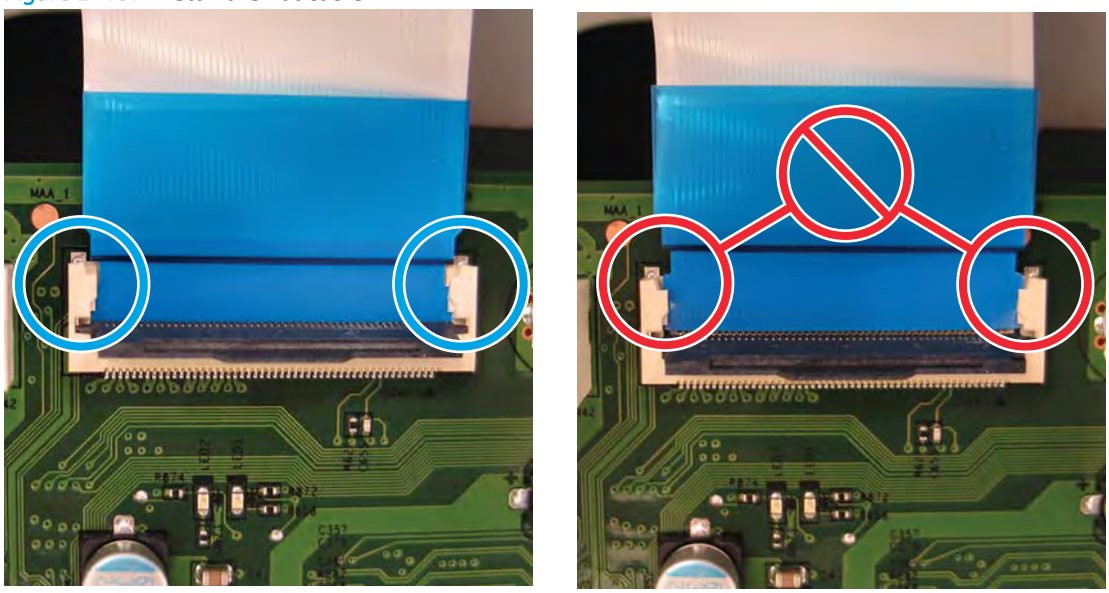


4. Lift the main board cage up, and then rotate the lower edge of the cage away from the printer to remove it.
5. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Main board and cage

▲ When reinstalling the top flat cable, make sure that the cable is correctly installed in the ZIF connector before closing the latch to secure the cable.

Figure 2-407 Install the flat cable



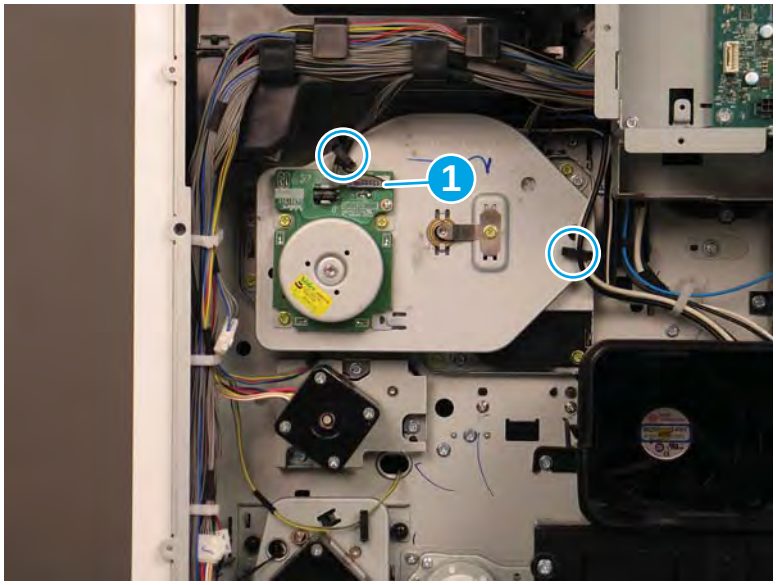
NOTE: Continue to reverse the removal steps to finish installing the assembly.

Step 8: Remove the main drive unit

1. Open the right door.

2. Disconnect one connector (callout 1), and then release two retainers.

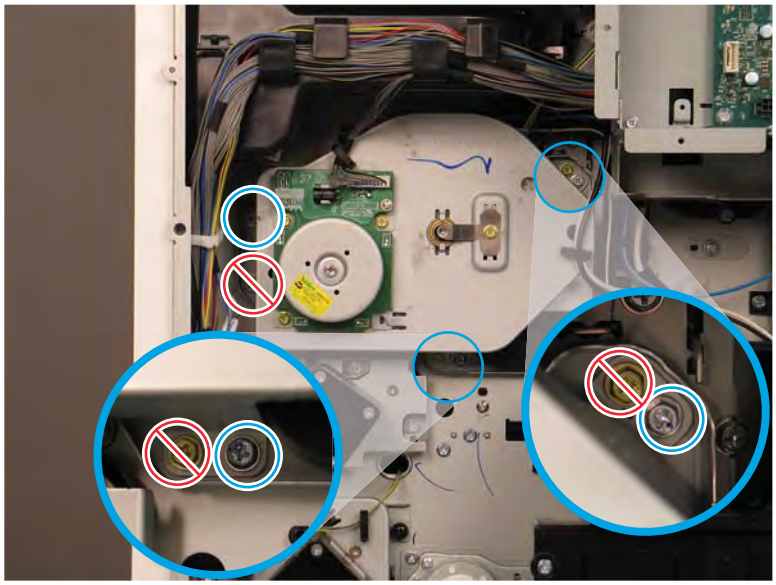
Figure 2-408 Disconnect one connector and release two retainers



3. Remove three screws, and then remove the main drive unit.

NOTE: Remove only those screws marked in blue in the figure below.

Figure 2-409 Remove the main drive unit

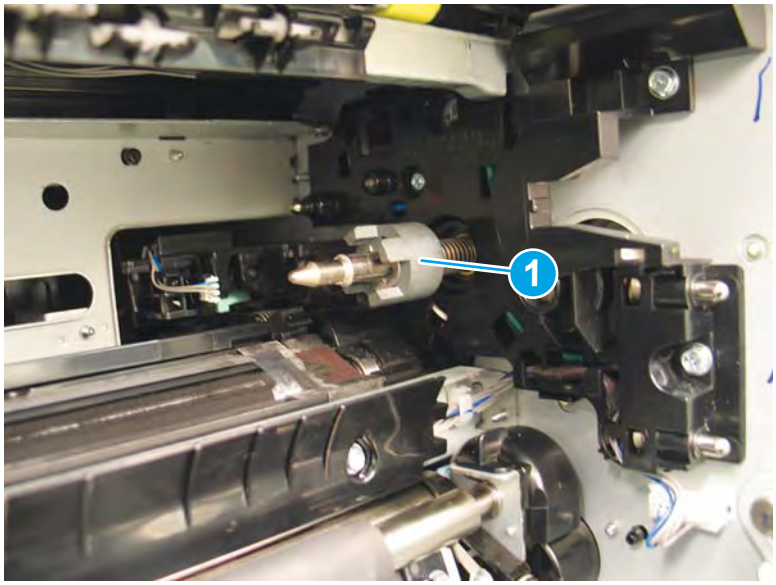


4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Main drive unit

- If the drum unit doesn't fully install into position after reinstalling the main drive unit, open the right door and rotate the coupler on the drum shaft (callout 1) a few degrees.

Figure 2-410 Rotate the coupler

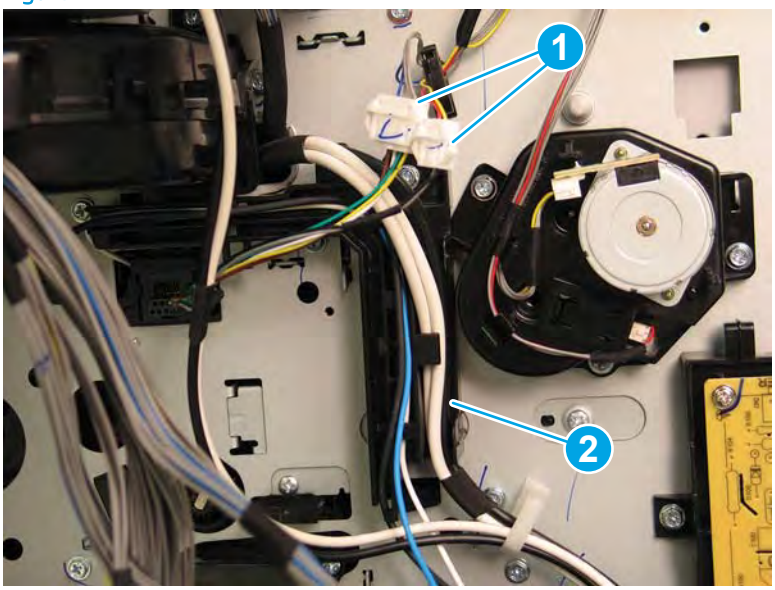


NOTE: Continue to reverse the removal steps to finish installing the assembly.

Step 9: Remove the high voltage terminal

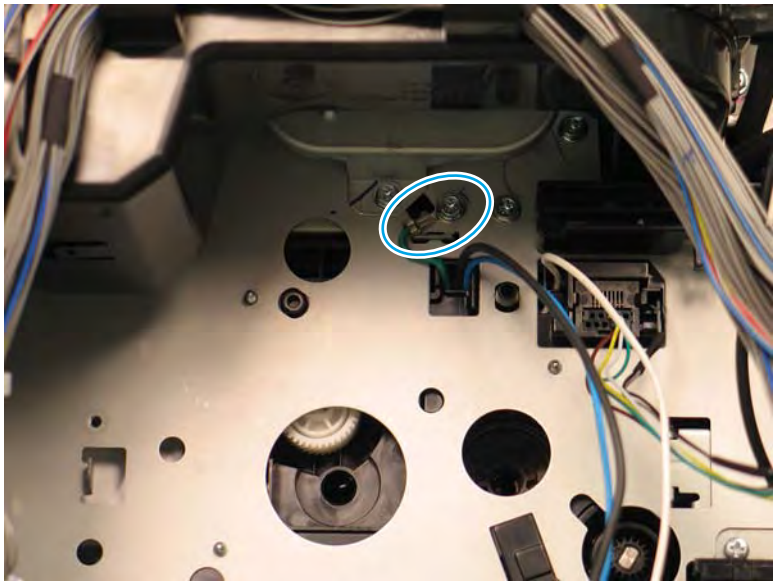
1. Disconnect two in-line connectors (callout 1), and then release the cables (callout 2) from the cable guides.

Figure 2-411 Disconnect two connectors and release cables



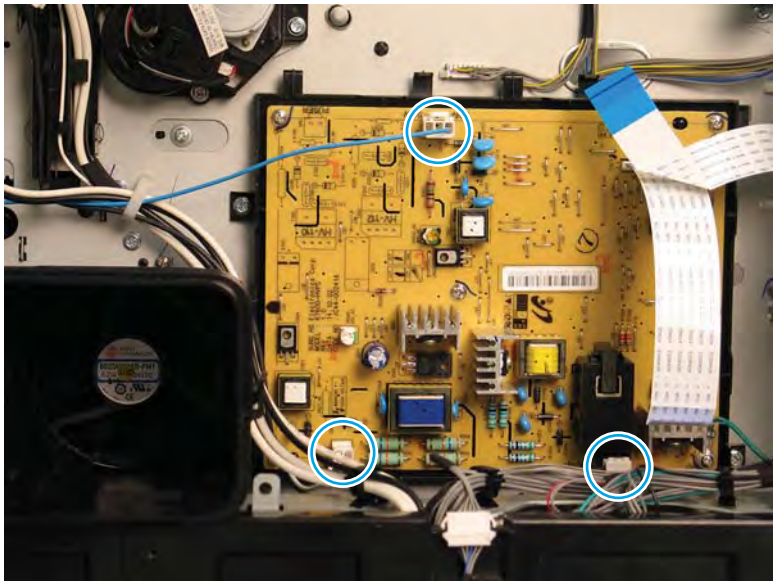
2. Remove one ground screw.

Figure 2-412 Remove one ground screw



3. Disconnect three connectors on the HVPS board.

Figure 2-413 Disconnect three connectors



4. Open the right door. Remove three screws, and then remove the high voltage terminal.

Figure 2-414 Remove three screws and the high voltage terminal

Step 10: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Exit assemblies

Figure 2-415 Exit assemblies

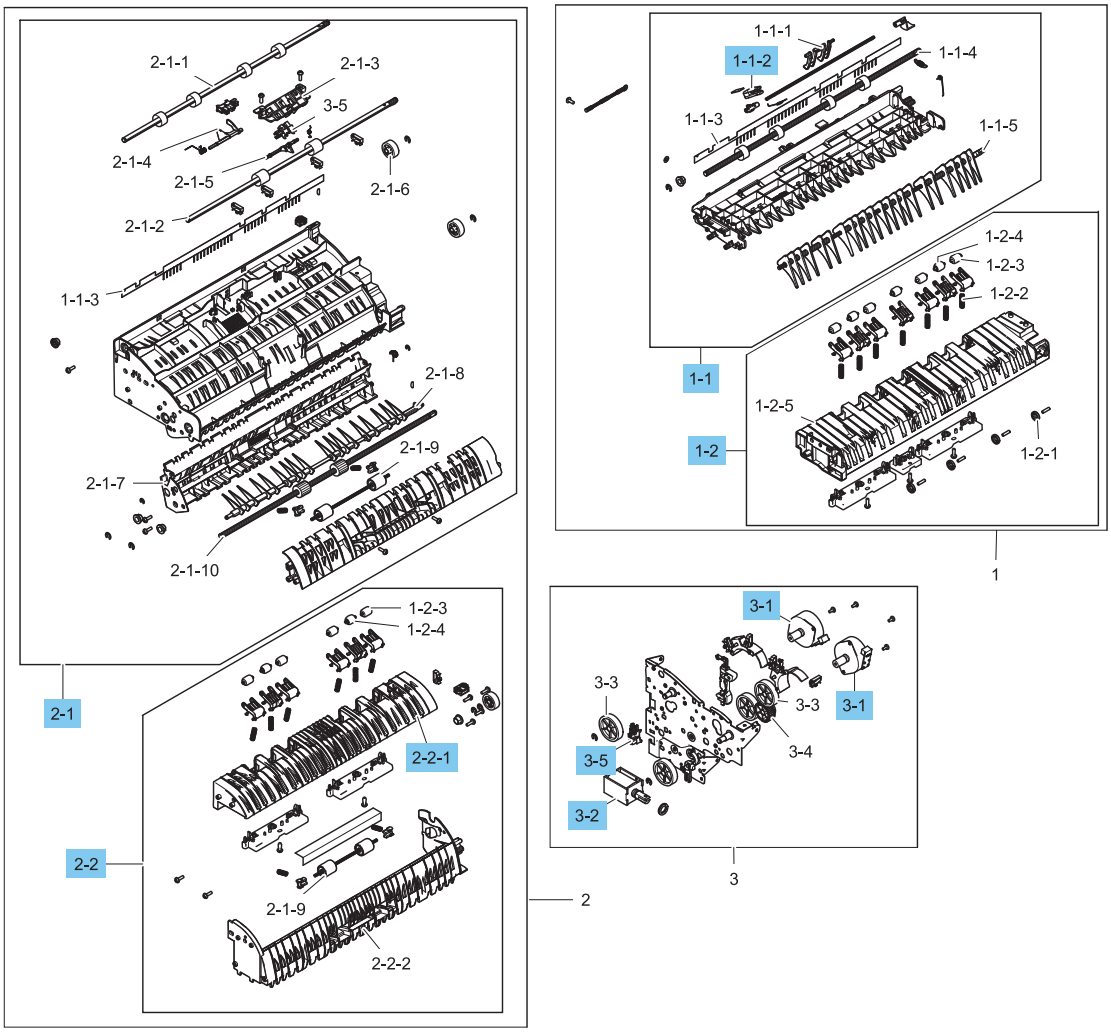


Table 2-4 Exit

Ref	Description	Part number	Qty
3-1	Drive, motor step	JC93-00802A on page 485	2
3-2	Solenoid, lifting	JC33-00031B on page 485	1
3-5	Photo interrupter	0604-001393 on page 485	1

Exit gate solenoid/motors/sensor (on the exit unit)

- Introduction
- Step 1: Remove the right rear cover
- Step 2: Remove the right door
- Step 3: Remove the front top inner cover
- Step 4: Remove the front power cover
- Step 5: Remove the top right cover
- Step 6: Remove the fuser unit
- Step 7: Remove the exit unit
- Step 8: Remove the exit gate solenoid/motors/sensor
- Step 9: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the output gate solenoid/motors/sensor.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-00802A	JC33-00031B	0604-001393
• Drive, motor step (Qty 2)	• Solenoid - Lifting	• Photo interrupter

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

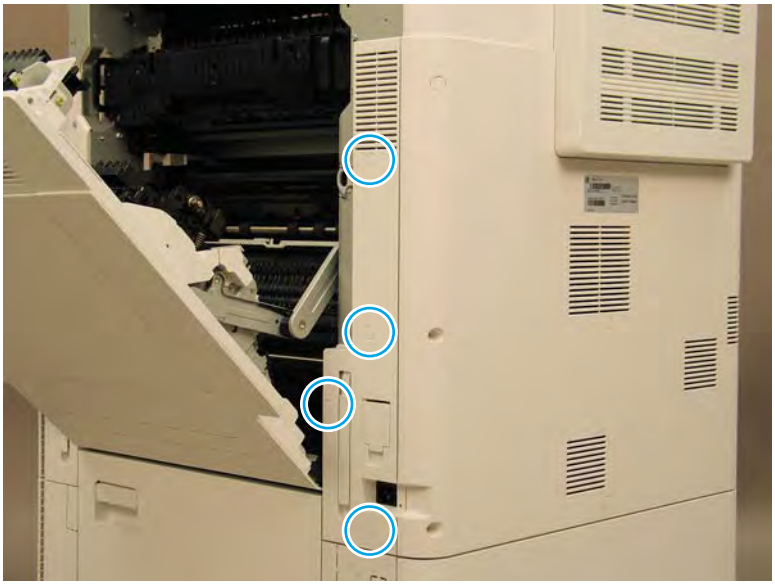
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

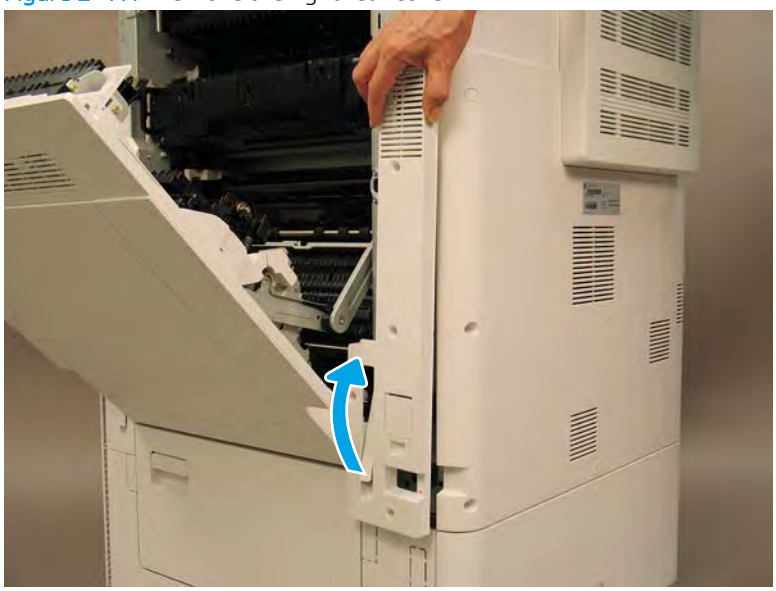
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-416 Remove four screws



3. Lift the handle and remove the right rear cover.

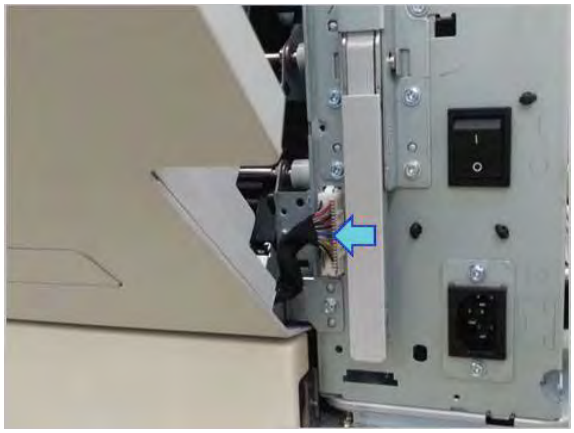
Figure 2-417 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

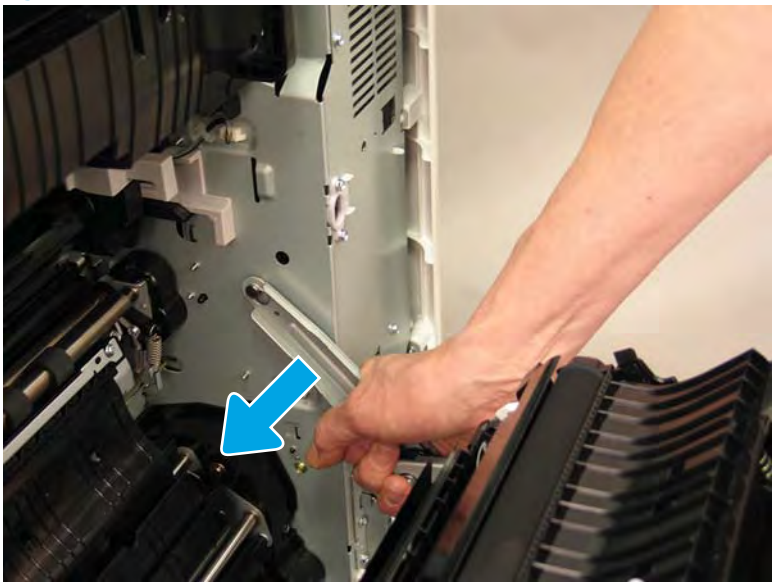
Figure 2-418 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-419 Release the right hinge



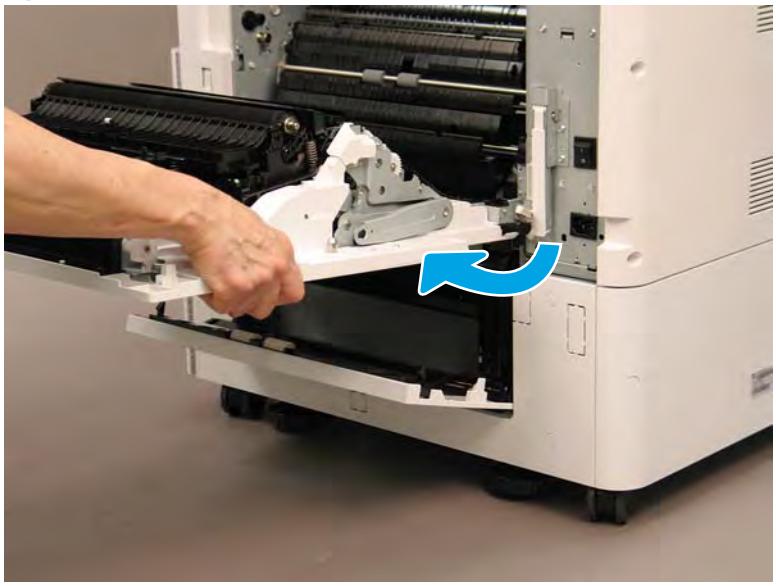
3. Slightly raise the right door, and then release the left dampener.

Figure 2-420 Release the left dampener

4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

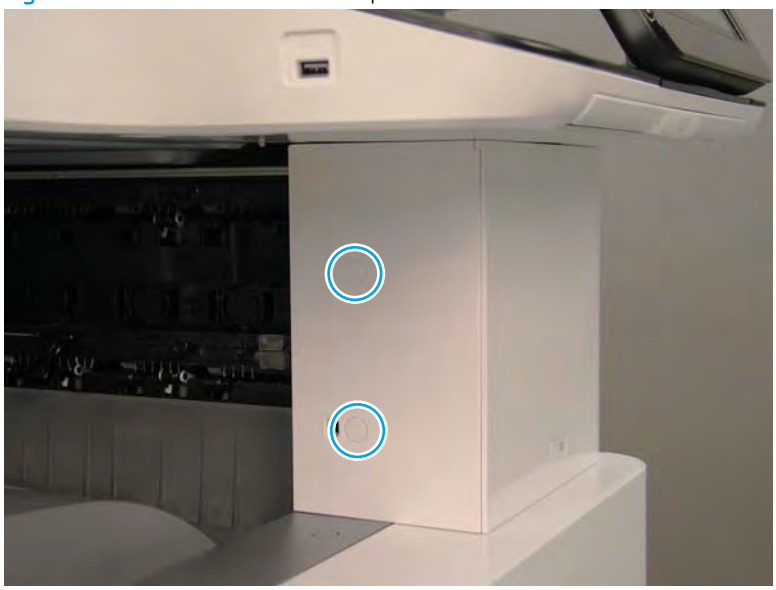
Figure 2-421 Remove the right door



Step 3: Remove the front top inner cover

▲ Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

Figure 2-422 Remove the front top inner cover

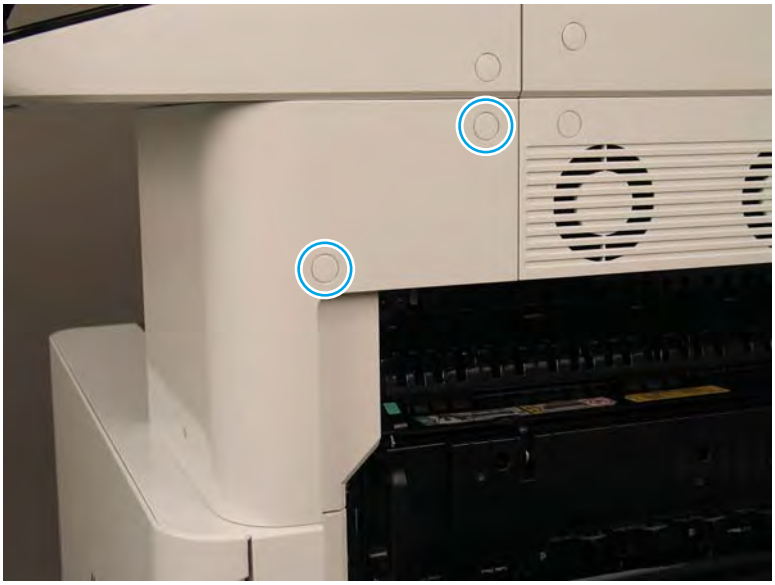


Step 4: Remove the front power cover

1. Remove two screw-caps and two screws. Release two tabs on the right, and then rotate the cover slightly away from the printer.

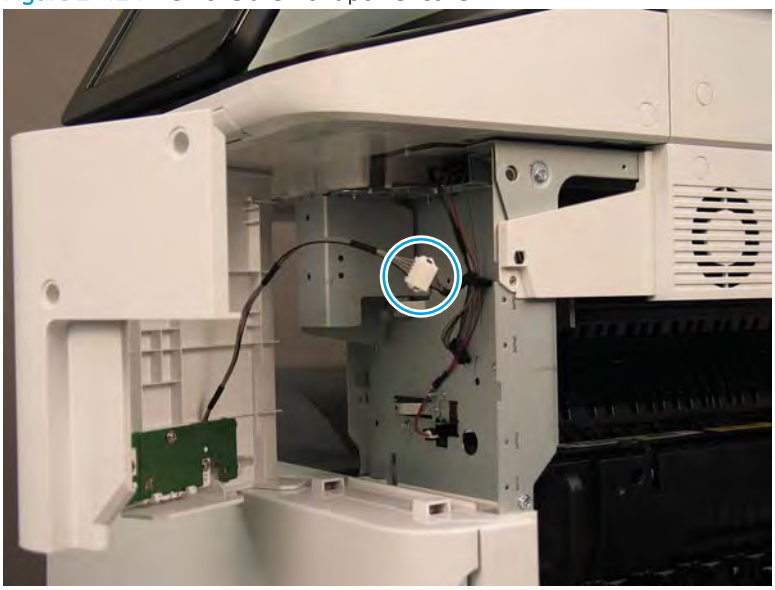
⚠ CAUTION: The cover is still attached to the printer by a cable. Do not completely remove the cover.

Figure 2-423 Remove two screws and rotate the cover



2. Disconnect one connector, and then remove the cover.

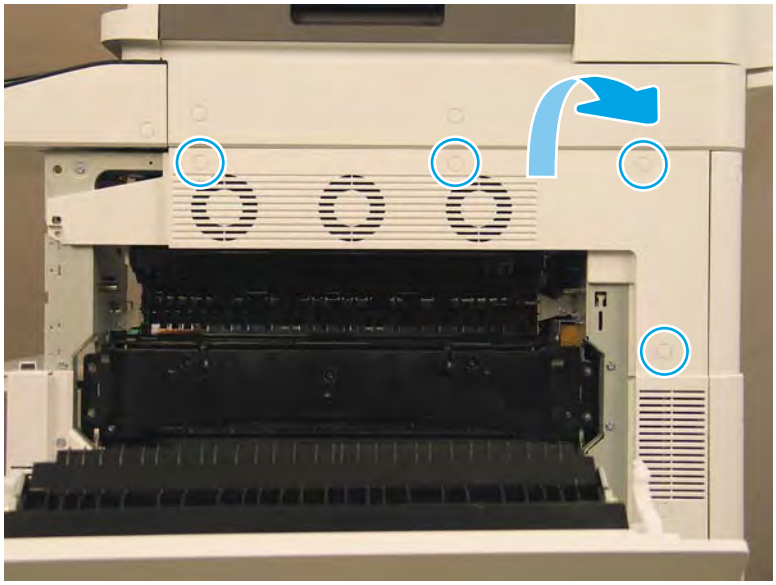
Figure 2-424 Remove the front power cover



Step 5: Remove the top right cover

- Remove four screw caps and four screws, and then rotate the upper right door cover away from the printer to remove it.

Figure 2-425 Remove the upper right door cover



Step 6: Remove the fuser unit

1. Open the right door.
2. Remove four screws.

Figure 2-426 Fuser unit screw locations

3. Pull out the fuser unit.

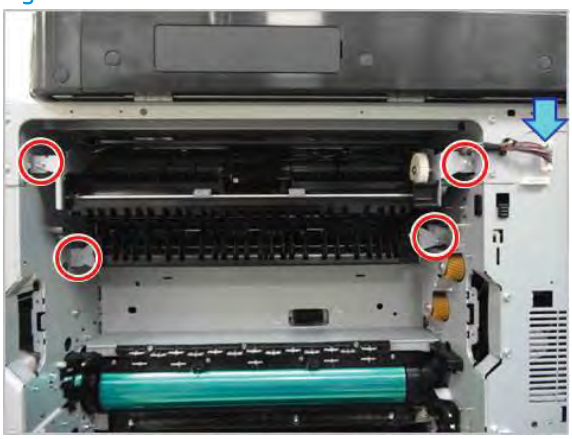
⚠ CAUTION: The temperature in the vicinity of the fuser becomes heated. To prevent the potential of getting burned, make sure the fuser unit has cooled before replacing it.

Figure 2-427 Fuser unit removal

Step 7: Remove the exit unit

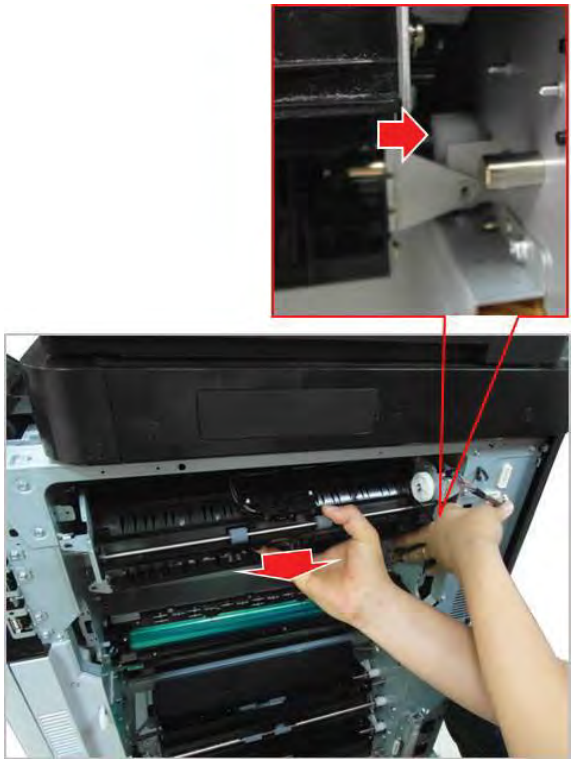
1. Disconnect two connectors, and then remove four screws.

Figure 2-428 Disconnect two connectors and remove four screws



2. Remove the exit unit while pushing the coupler to the right.

Figure 2-429 Remove the exit unit

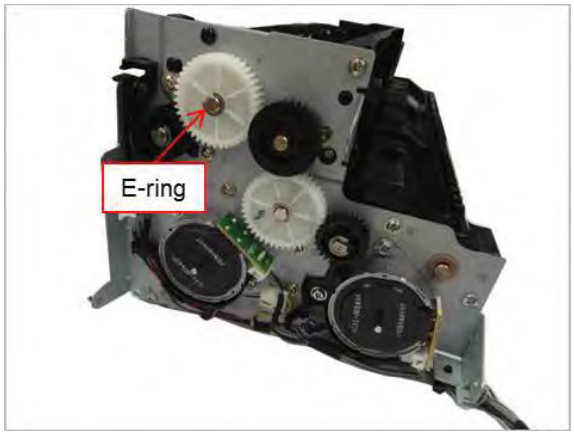


Step 8: Remove the exit gate solenoid/motors/sensor

1. Disconnect one connector. Gently pry the black gear from behind to remove it. Remove the e-ring, and then remove the white gear.

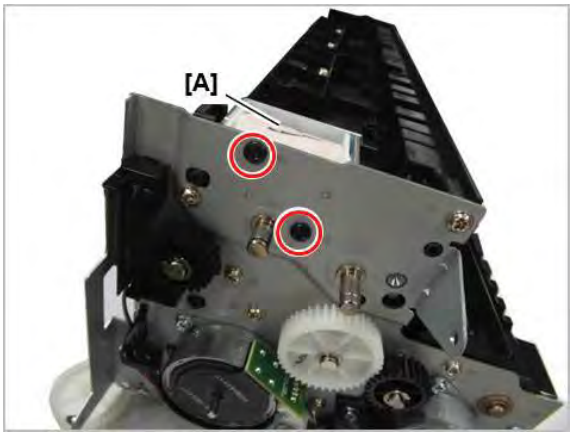
NOTE: If necessarry, remove two motors (callout 1), and then remove one sensor (callout 2).

Figure 2-430 On the exit unit, disconnect one connector and remove two gears



2. Remove two screws, and then remove the exit gate solenoid [A].

Figure 2-431 Exit gate solenoid



Step 9: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Cassettes Tray 2/3

Figure 2-432 Cassettes Tray 2/3

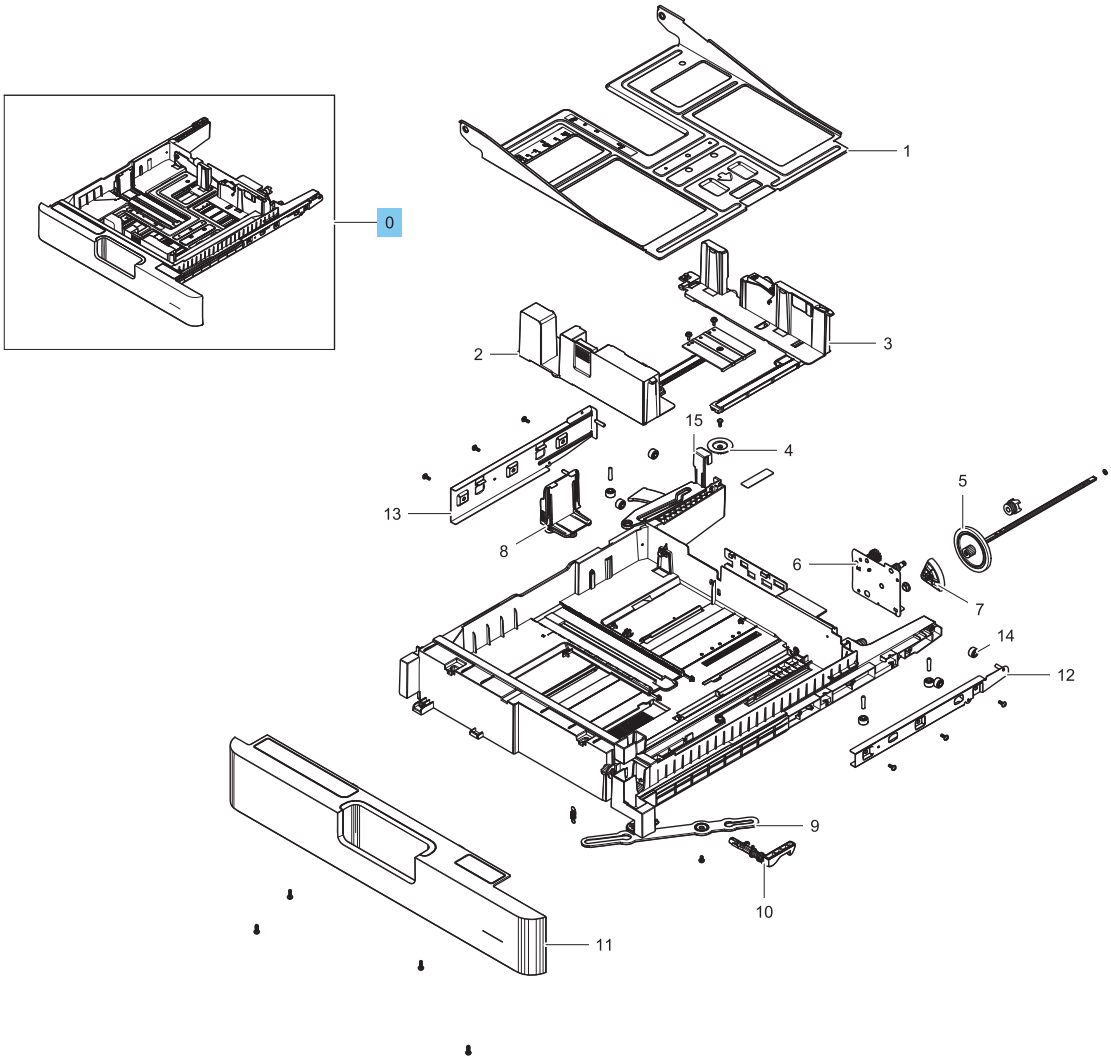


Table 2-5 Tray 2/3

Ref	Description	Part number	Qty
0	Cassette, Tray 2	JC90-01610A	1
0	Cassette, Tray 3	JC90-01611A	1

Main frame assembly

Figure 2-433 Main assembly frame

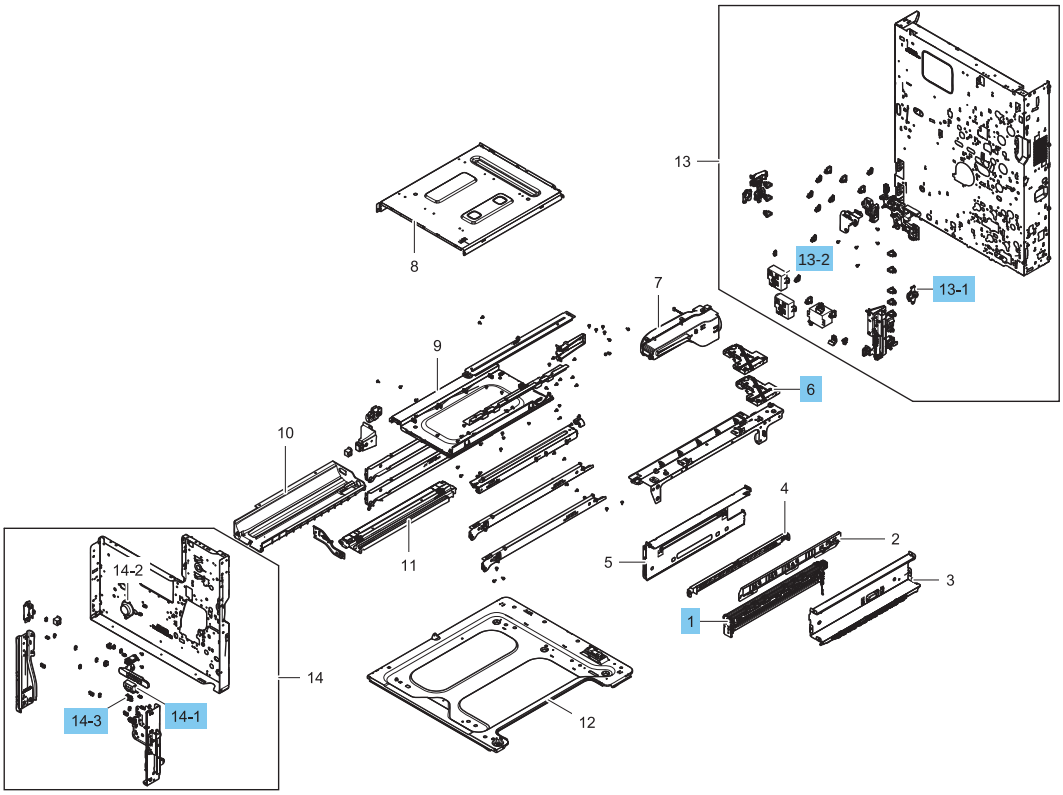


Table 2-6 Main assembly frame

Ref	Description	Part number	Qty
1	Main frame registration assembly	JC93-01116A on page 499	1
6	Tray closing assembly	JC93-01370A on page 524	2
14-1	Frame main, TCU sensor	JC93-00492A on page 508	1
14-3	Phone, interrupter	0604-001393 on page 508	1
Not shown	Front door switch open	JC93-00466A on page 516	1
Not shown	Harness, fuser connector	JC39-02217A	1
Not shown	Harness, engine side for DCF + connector	JC39-02187A	1

Registration assembly

- Introduction
- Step 1: Remove the right rear cover
- Step 2: Remove the right door
- Step 3: Remove the paper dust brush
- Step 4: Remove the registration assembly
- Step 5: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the registration assembly.

View a video of how to remove and replace the registration assembly.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01116A

To order the part, go to www.hp.com/buy/parts.

- Registration assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

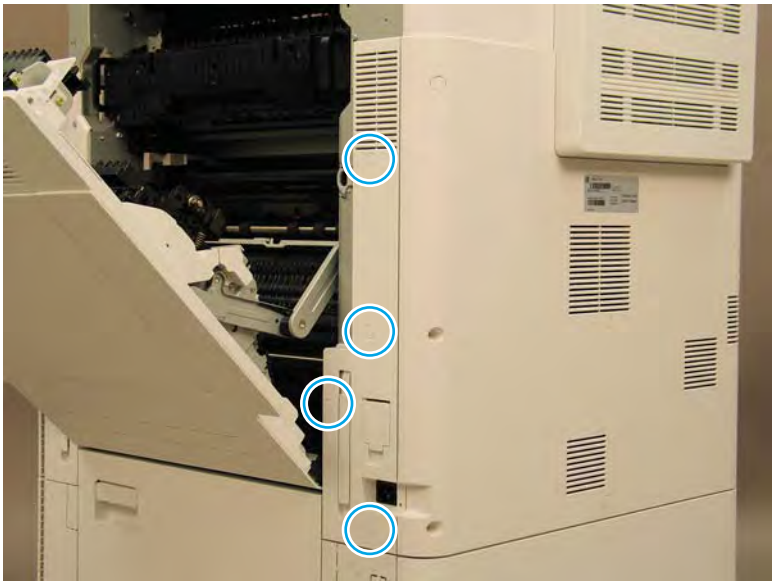
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

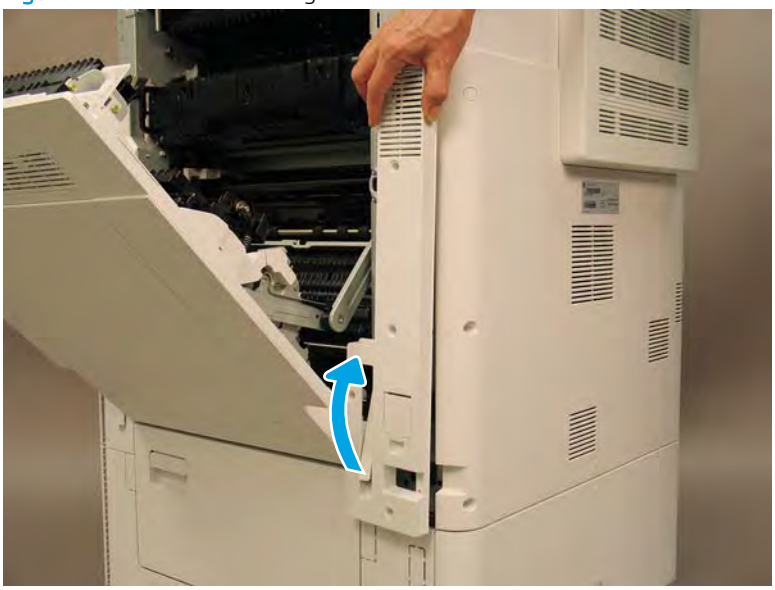
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-434 Remove four screws



3. Lift the handle and remove the right rear cover.

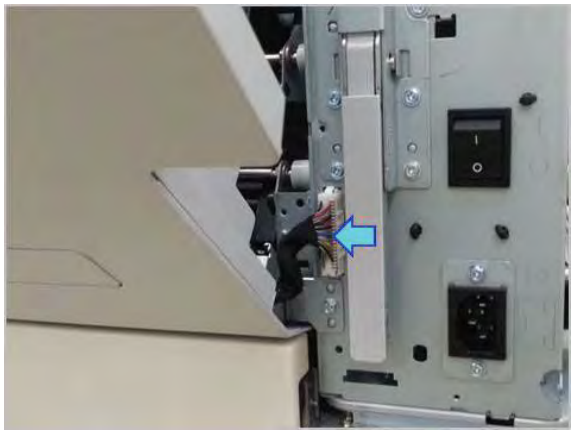
Figure 2-435 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

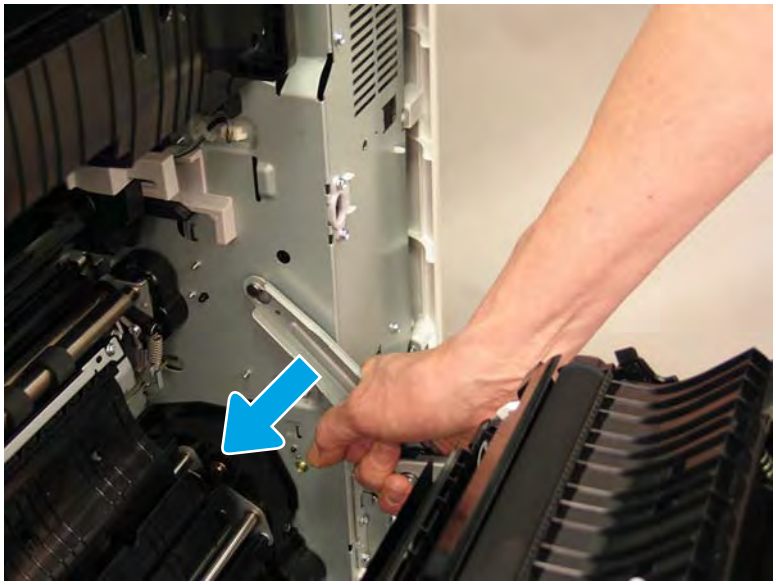
Figure 2-436 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-437 Release the right hinge



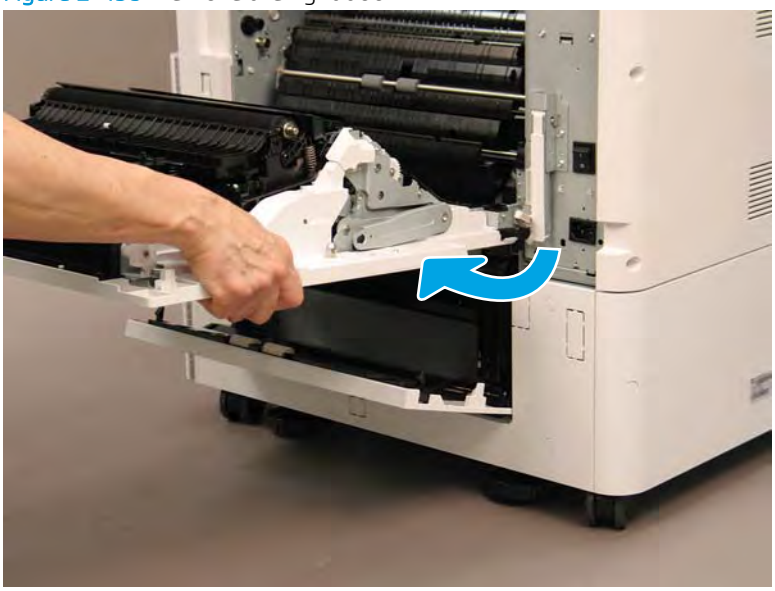
3. Slightly raise the right door, and then release the left dampener.

Figure 2-438 Release the left dampener

4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

Figure 2-439 Remove the right door



Step 3: Remove the paper dust brush

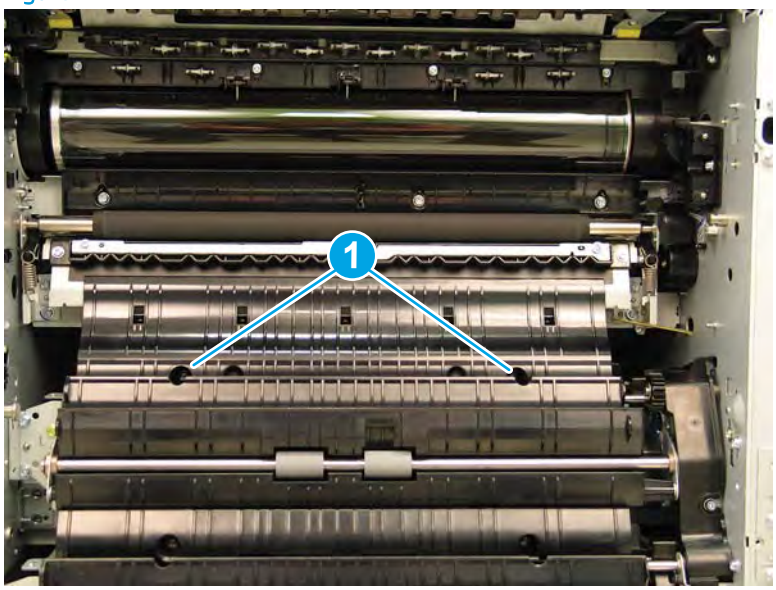
▲ Remove the paper dust brush.

Figure 2-440 Remove the paper dust brush

Step 4: Remove the registration assembly

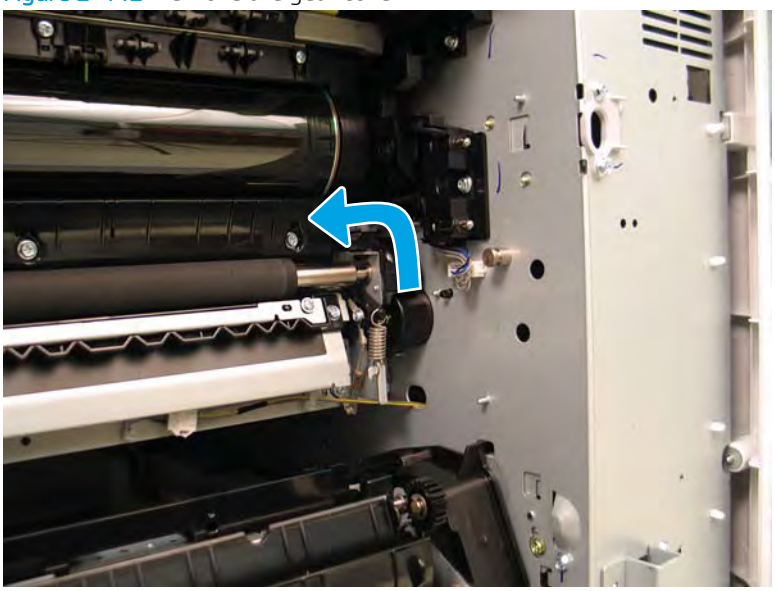
1. Remove two screws, and then remove the cover.

Figure 2-441 Remove two screws



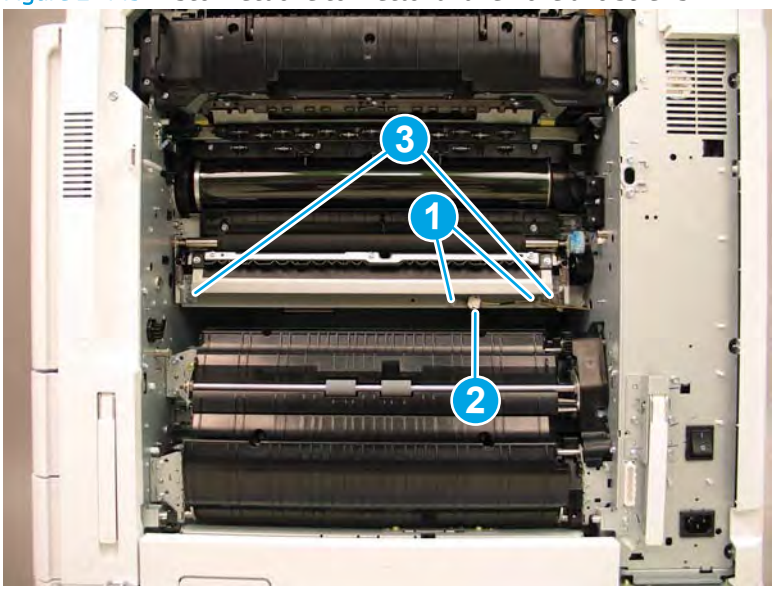
2. Remove the gear cover.

Figure 2-442 Remove the gear cover



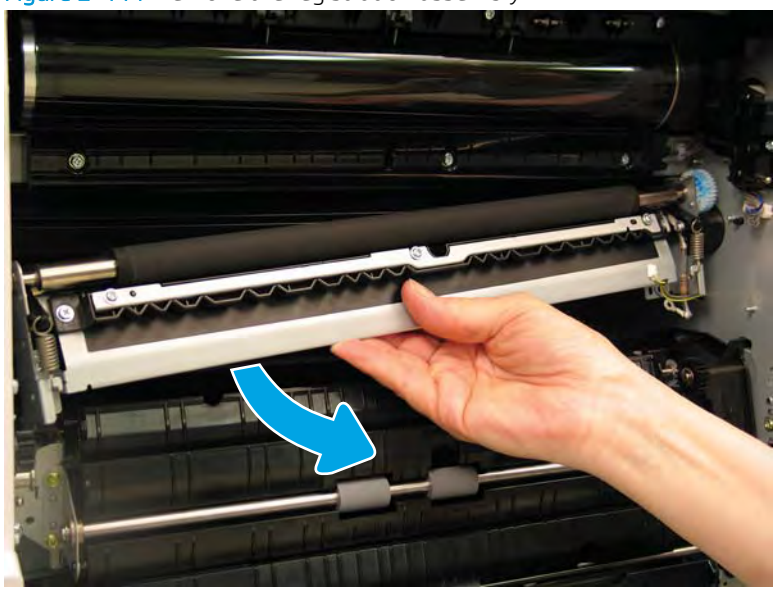
3. Release two retainers (callout 1), disconnect one in-line connector (callout 2), and then remove two screws (callout 3).

Figure 2-443 Disconnect one connector and remove two screws



4. Rotate the left side of the registration assembly away from the printer, and then remove it.

Figure 2-444 Remove the registration assembly

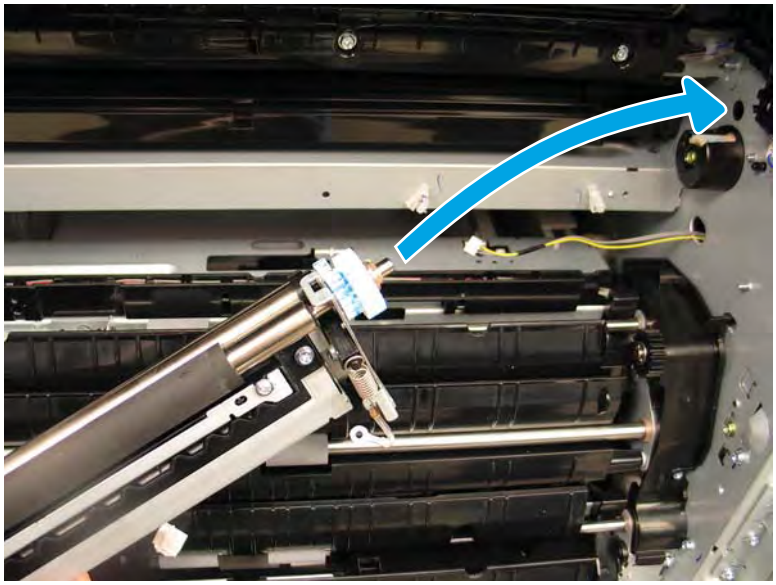


5. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Registration assembly

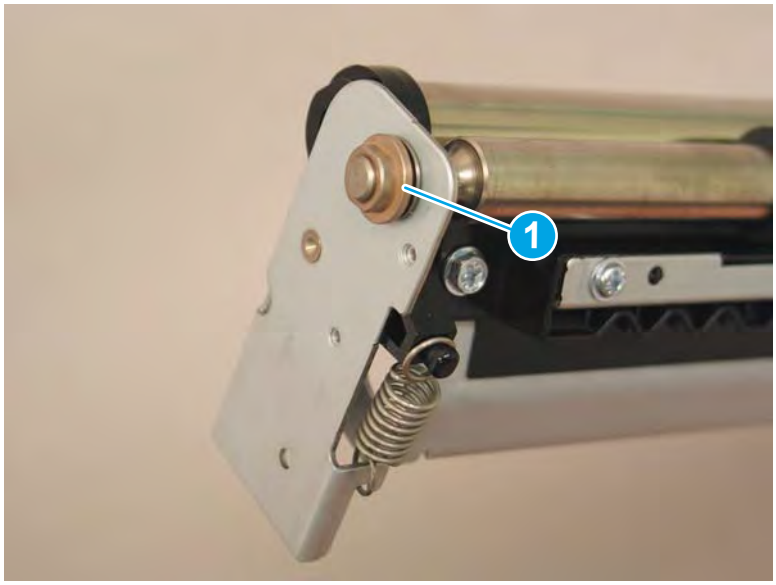
a. Install the back, gear side of the shaft into the opening in the sheet metal first.

Figure 2-445 Install the gear side of the shaft



b. Remove the bushing (callout 1) from the end of the front of the shaft.

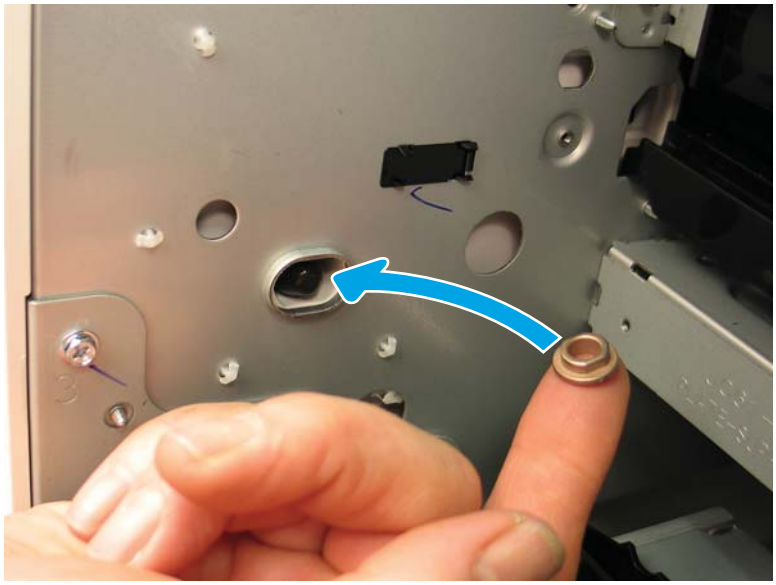
Figure 2-446 Remove the bushing



c. Install the bushing in the opening in the sheet metal.

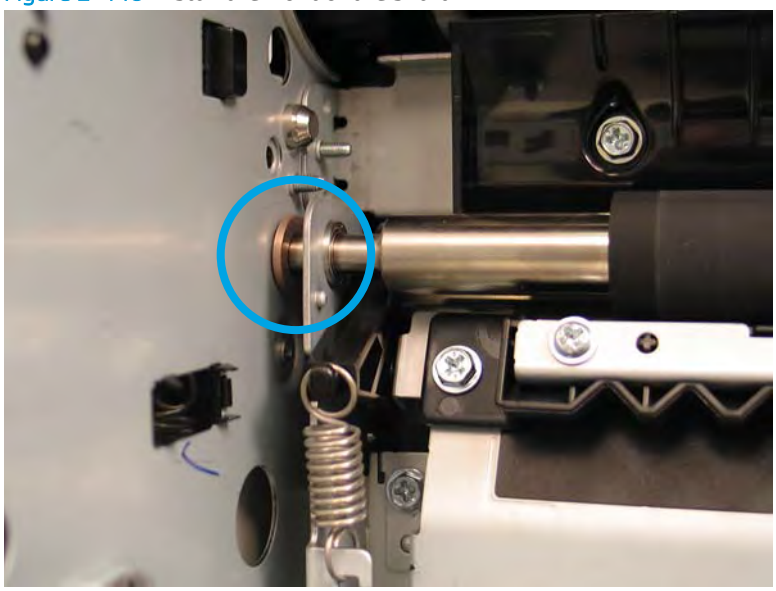
NOTE: The bushing is flat along the top and bottom edges. Install the bushing so the flat edges match the keyed opening in the sheet metal.

Figure 2-447 Install the bushing



d. Install the front of the shaft into the bushing.

Figure 2-448 Install the front of the shaft



Step 5: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Toner collection unit (TCU) sensors

- Introduction
- Step 1: Remove the inner front cover
- Step 2: Remove the front power cover
- Step 3: Remove the TCU
- Step 4: Remove the exit cover
- Step 5: Remove the paper dust brush
- Step 6: Remove the front cover.
- Step 7: Remove the inner cover
- Step 8: Remove the TCU sensors
- Step 9: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the toner collection unit (TCU) sensors.

View a video of how to remove and replace the toner collection unit level sensor procedure.

View a video of how to remove and replace the toner collection unit detect sensor.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-00492A	0604-001393
• TCU sensor	• Photo Interrupter

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

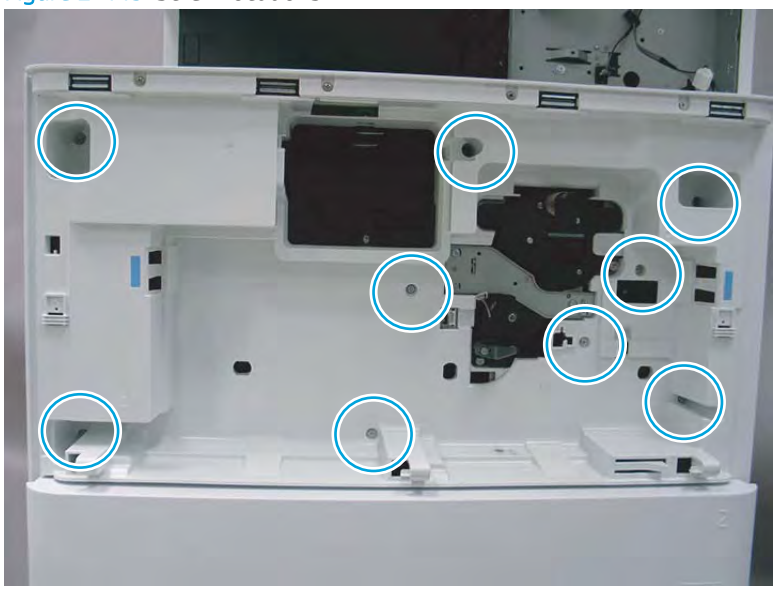
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the inner front cover

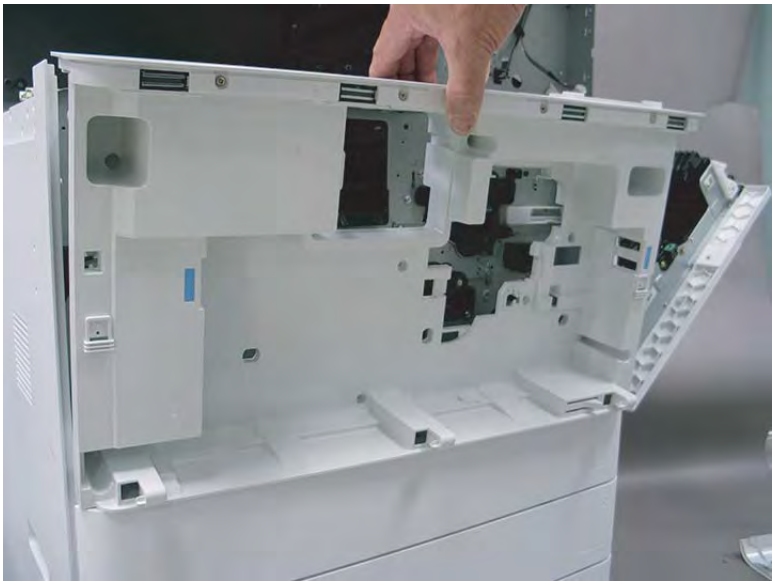
1. Remove the toner cartridge.
2. If not already open, open the right door.
3. Remove nine screws.

Figure 2-449 Screw locations



4. Remove the inner cover.

Figure 2-450 Remove the inner cover

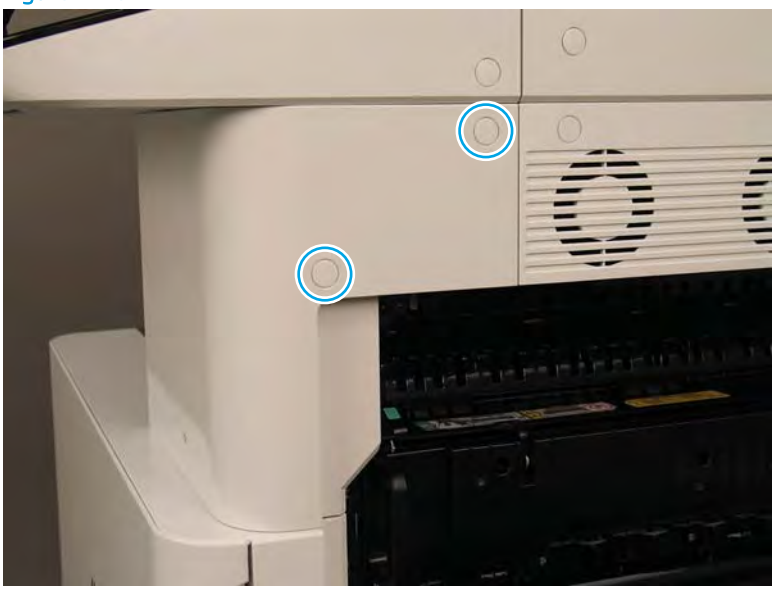


Step 2: Remove the front power cover

1. Remove two screw-caps and two screws. Release two tabs on the right, and then rotate the cover slightly away from the printer.

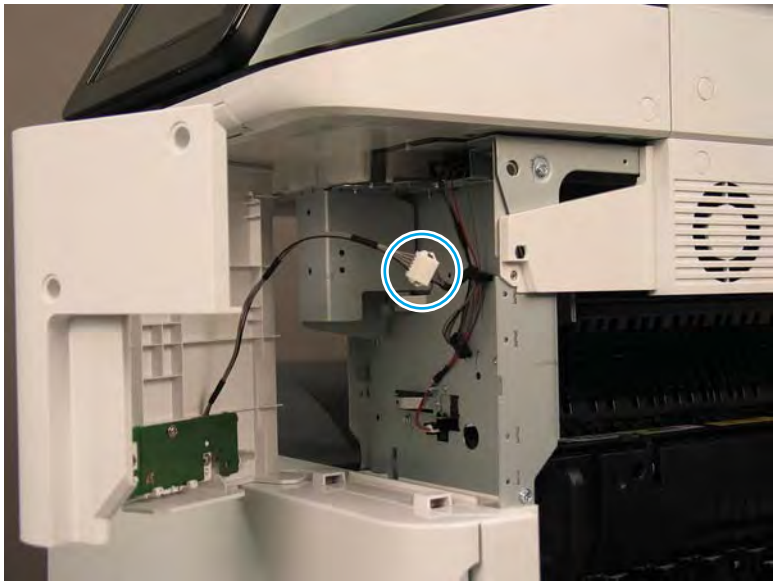
⚠ CAUTION: The cover is still attached to the printer by a cable. Do not completely remove the cover.

Figure 2-451 Remove two screws and rotate the cover



2. Disconnect one connector, and then remove the cover.

Figure 2-452 Remove the front power cover



Step 3: Remove the TCU

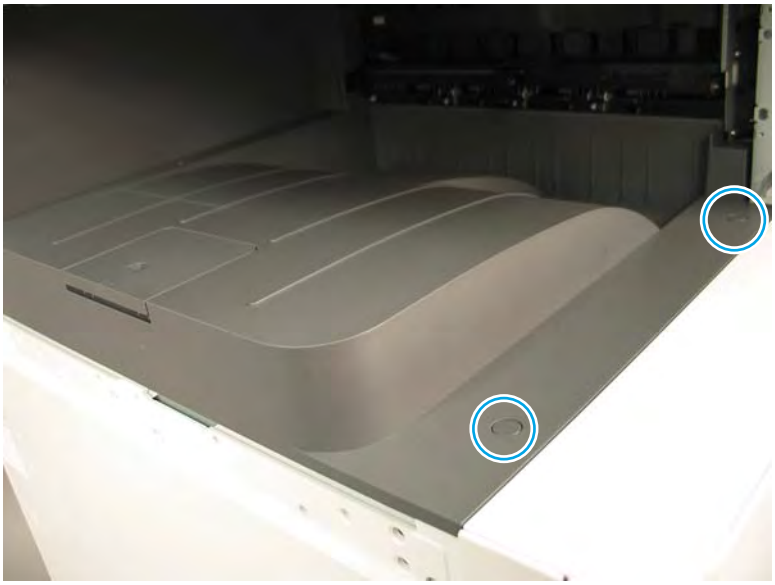
1. Open the front cover.
2. Push both hooks to release the toner collection unit (TCU).

Figure 2-453 Remove the TCU

Step 4: Remove the exit cover

▲ Remove two screw-caps and two screws, and then lift the exit cover away from the printer to remove it.

Figure 2-454 Remove the exit cover



Step 5: Remove the paper dust brush

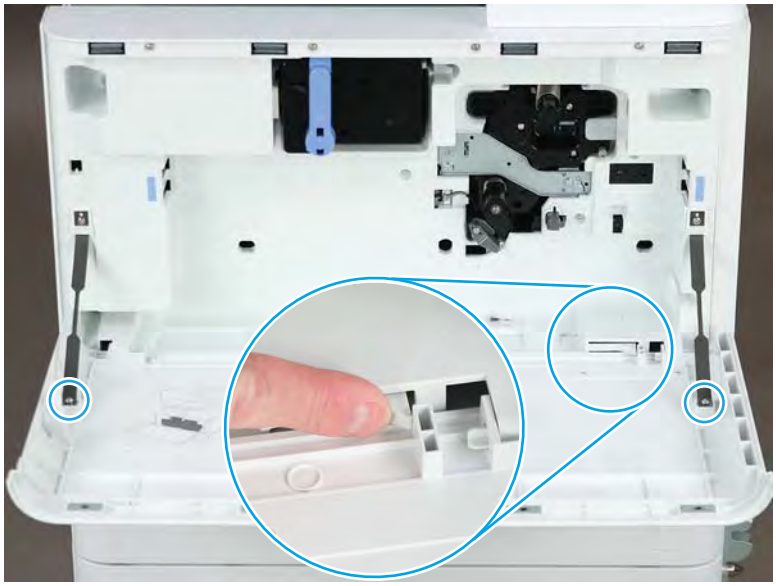
- Remove the paper dust brush.

Figure 2-455 Remove the paper dust brush

Step 6: Remove the front cover.

- Remove two screws securing the front cover. While pushing the right hook, remove the front cover.

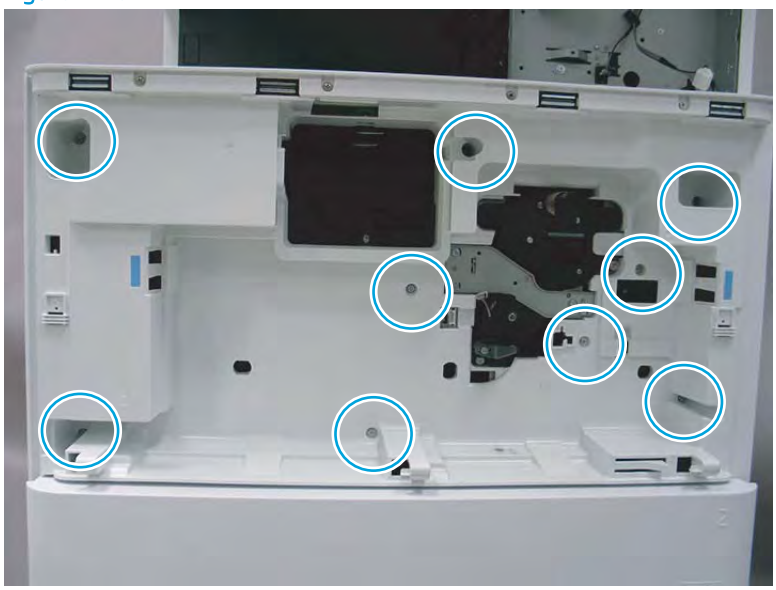
Figure 2-456 Remove the front cover



Step 7: Remove the inner cover

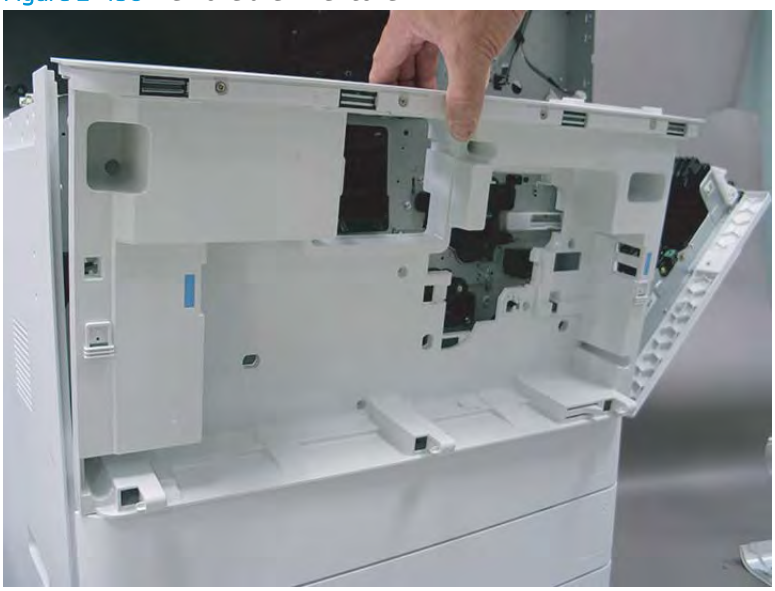
1. Remove the toner cartridge.
2. If not already open, open the right door.
3. Remove nine screws.

Figure 2-457 Screw locations



4. Remove the inner cover.

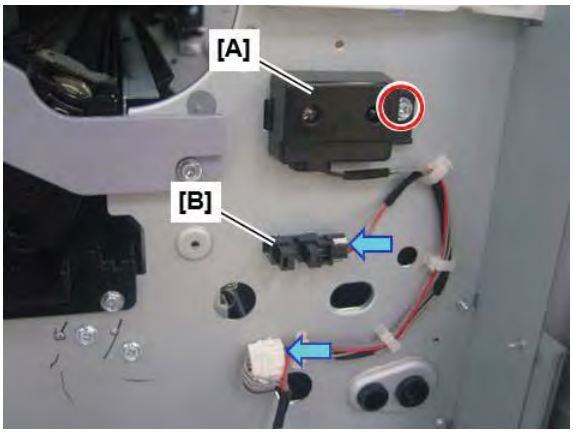
Figure 2-458 Remove the inner cover



Step 8: Remove the TCU sensors

▲ If removing the toner collection unit level sensor [A], remove one screw, disconnect one connector, and then remove the sensor. If removing the toner collection unit detect sensor [B], disconnect one connector and remove the sensor.

Figure 2-459 Remove the sensor



Step 9: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Front cover open sensor

- Introduction
- Step 1: Remove the inner front cover
- Step 2: Remove the front power cover
- Step 3: Remove the TCU
- Step 4: Remove the exit cover
- Step 5: Remove the paper dust brush
- Step 6: Remove the front cover
- Step 7: Remove the inner cover
- Step 8: Remove the front cover open sensor
- Step 9: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the front cover open sensor.

View a video of how to remove and replace the front cover open sensor.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-00466A

To order the part, go to www.hp.com/buy/parts.

- Front door switch open

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

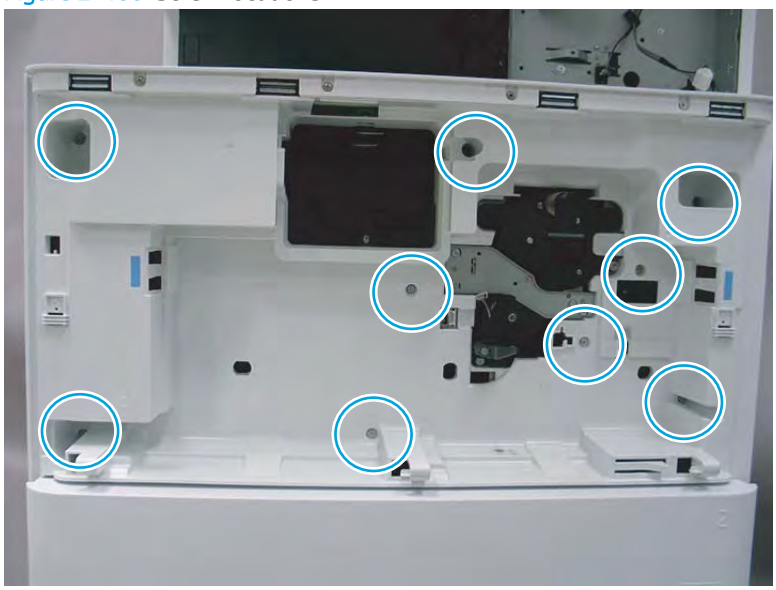
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the inner front cover

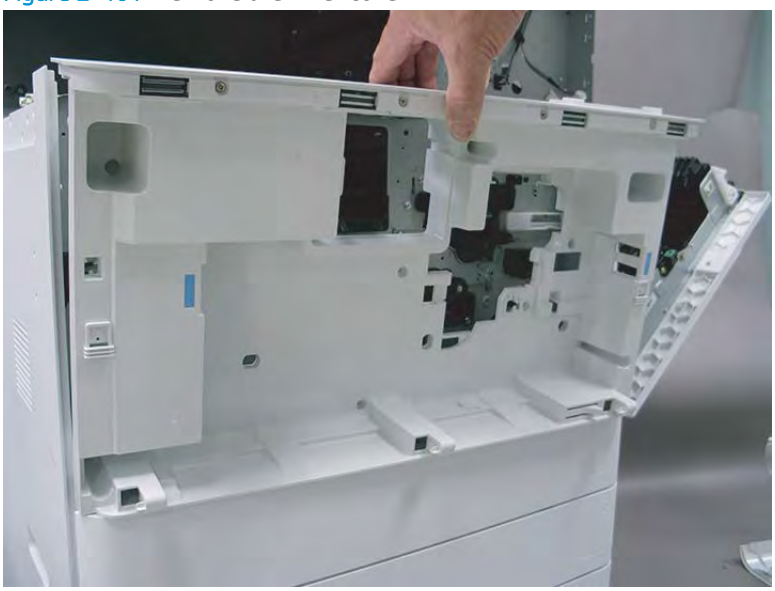
1. Remove the toner cartridge.
2. If not already open, open the right door.
3. Remove nine screws.

Figure 2-460 Screw locations



4. Remove the inner cover.

Figure 2-461 Remove the inner cover

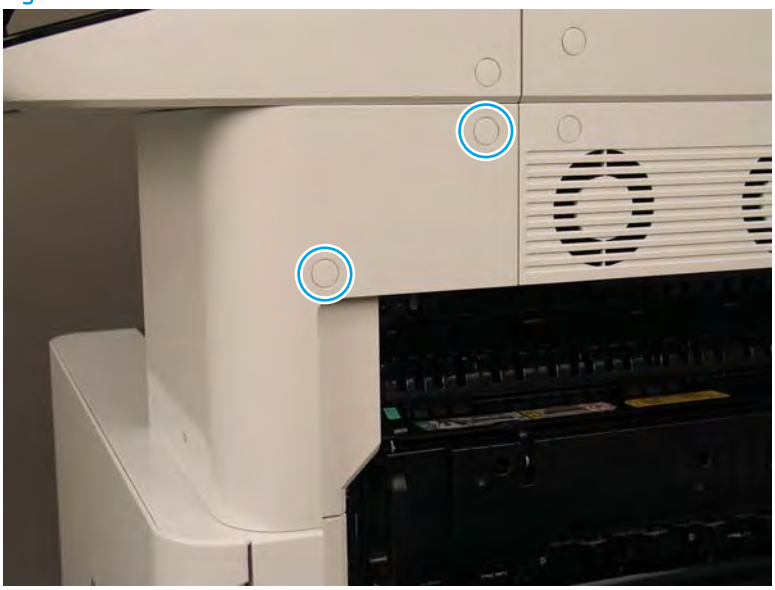


Step 2: Remove the front power cover

1. Remove two screw-caps and two screws. Release two tabs on the right, and then rotate the cover slightly away from the printer.

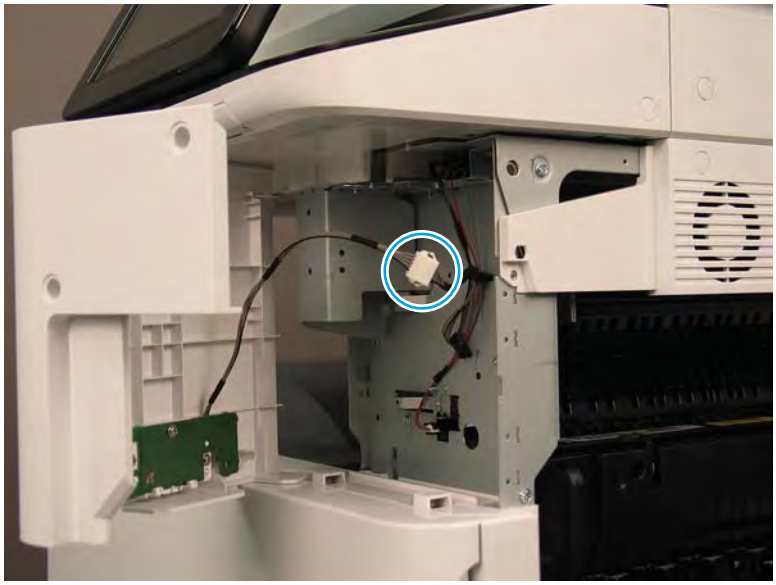
⚠ CAUTION: The cover is still attached to the printer by a cable. Do not completely remove the cover.

Figure 2-462 Remove two screws and rotate the cover



2. Disconnect one connector, and then remove the cover.

Figure 2-463 Remove the front power cover



Step 3: Remove the TCU

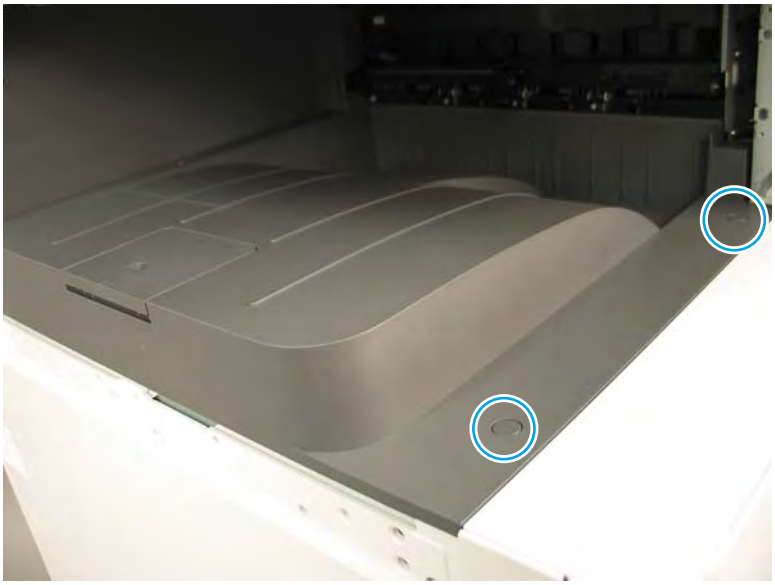
1. Open the front cover.
2. Push both hooks to release the toner collection unit (TCU).

Figure 2-464 Remove the TCU

Step 4: Remove the exit cover

▲ Remove two screw-caps and two screws, and then lift the exit cover away from the printer to remove it.

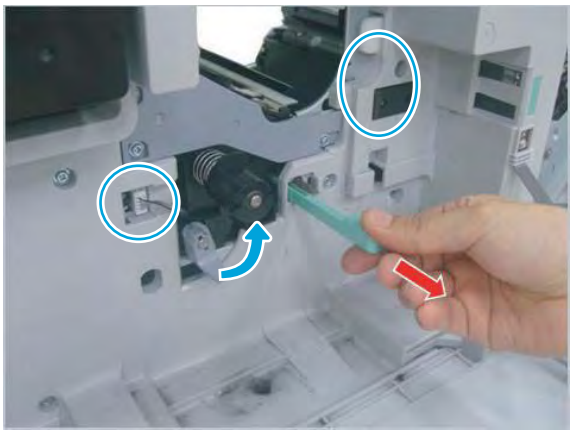
Figure 2-465 Remove the exit cover



Step 5: Remove the paper dust brush

▲ Remove the paper dust brush, release the grey lever, and then disconnect one connector.

Figure 2-466 Remove the paper dust brush

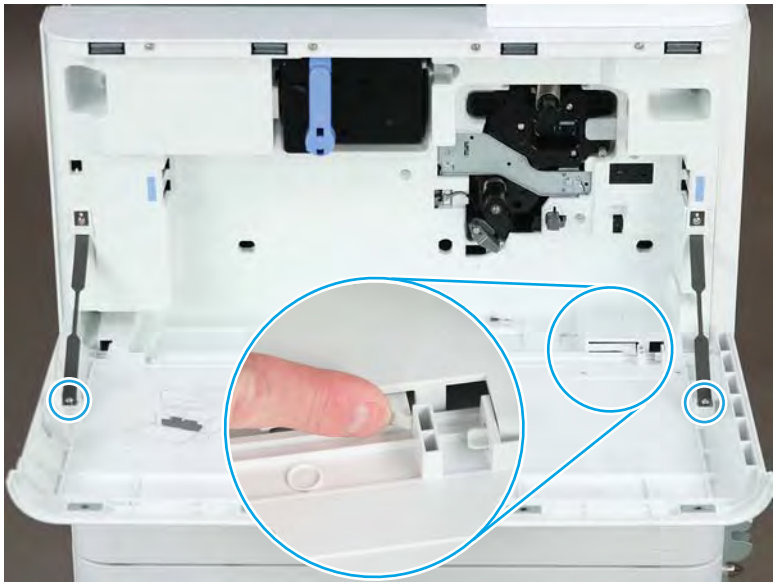


Step 6: Remove the front cover

NOTE: Also remove the toner collection unit (TCU) at this time.

▲ Remove two screws securing the front cover. While pushing the right hook, remove the front cover.

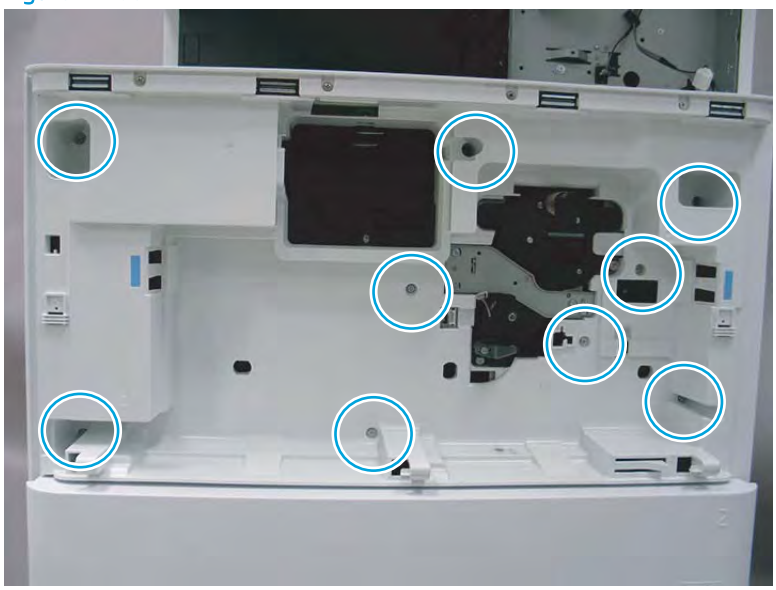
Figure 2-467 Remove the front cover



Step 7: Remove the inner cover

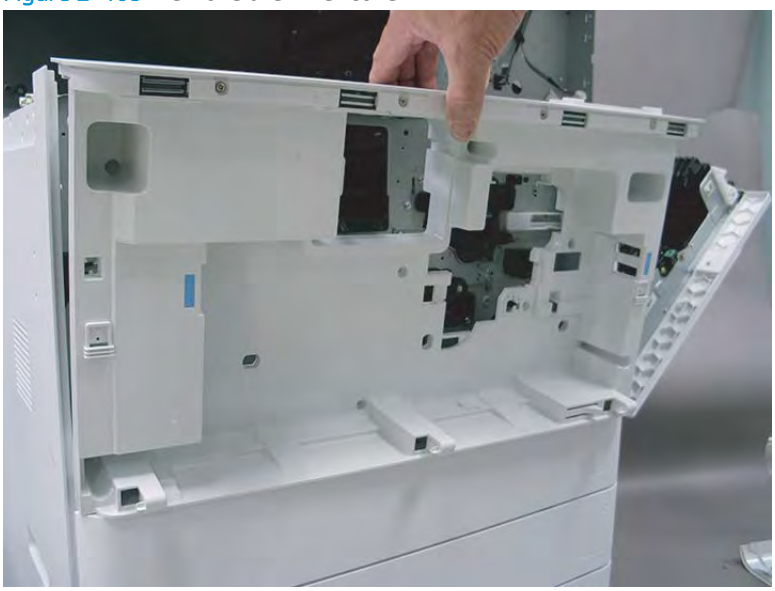
1. Remove the toner cartridge.
2. If not already open, open the right door.
3. Remove nine screws.

Figure 2-468 Screw locations



4. Remove the inner cover.

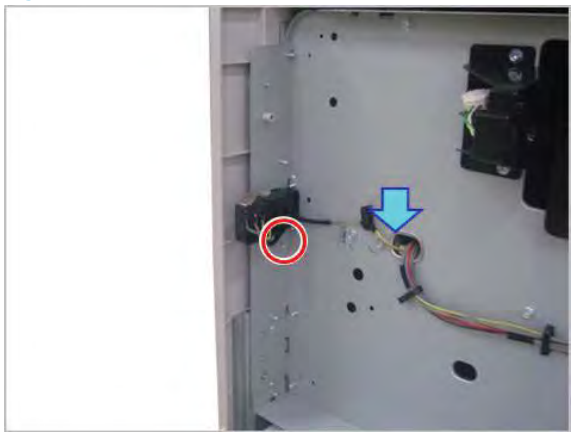
Figure 2-469 Remove the inner cover



Step 8: Remove the front cover open sensor

1. Remove the toner cartridge.
2. Remove one screw, and then remove the front cover open sensor.

Figure 2-470 Remove one screw and the cover open sensor



Step 9: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Tray closing unit

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the lower rear cover
- Step 3: Remove the LVPS cover
- Step 4: Remove the fuser drive and low-voltage power supply (LVPS) boards and cage
- Step 5: Remove the tray closing unit
- Step 6: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the tray closing unit.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01370A

To order the part, go to www.hp.com/buy/parts.

- Tray closing unit

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

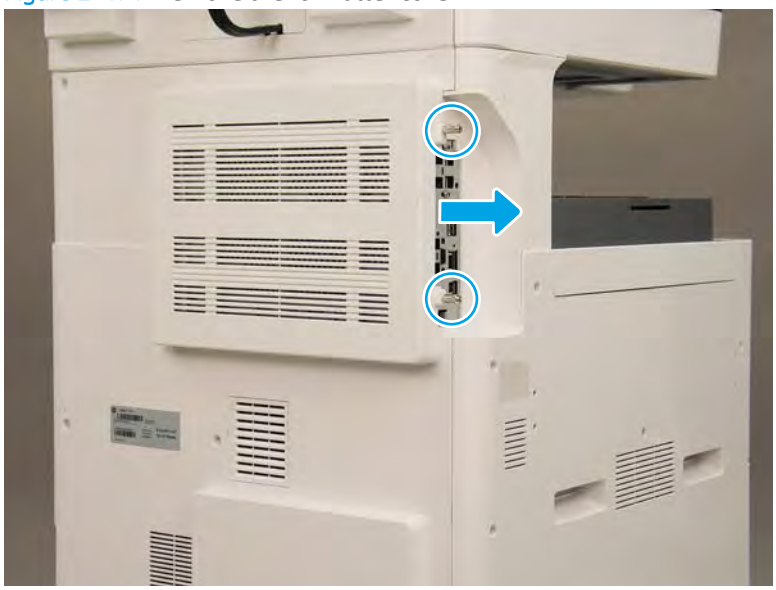
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

▲ Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

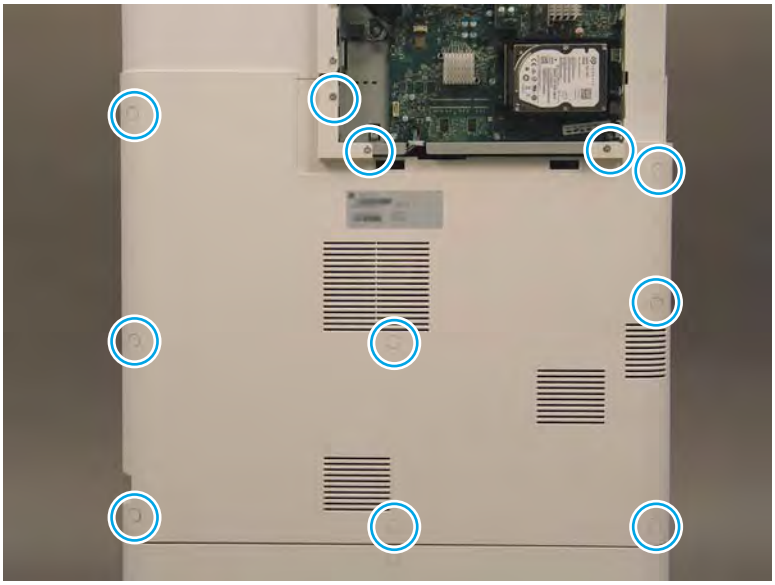
Figure 2-471 Remove the formatter cover



Step 2: Remove the lower rear cover

▲ Remove 8 screw-caps and 11 screws. Lift left side, and then pull the cover straight out on the right.

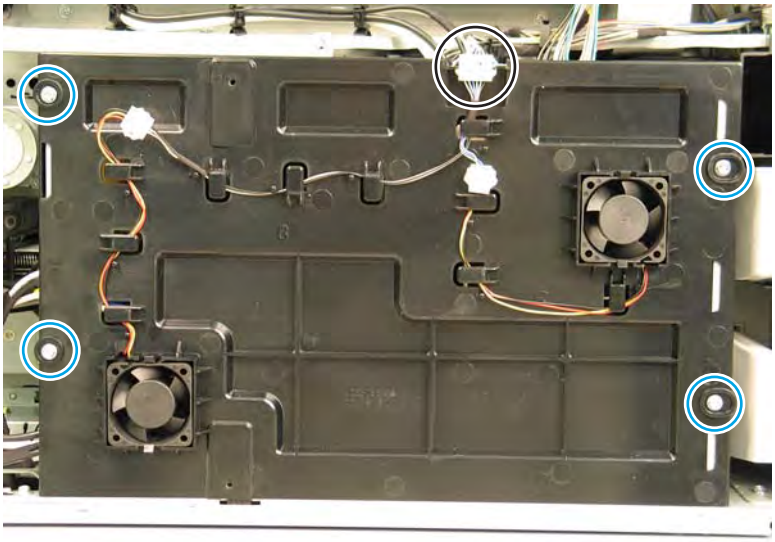
Figure 2-472 Remove the lower rear cover



Step 3: Remove the LVPS cover

- Disconnect one connector, and then remove four screws. Slide the LVPS cover to the left, and then remove the cover.

Figure 2-473 Remove the LVPS cover

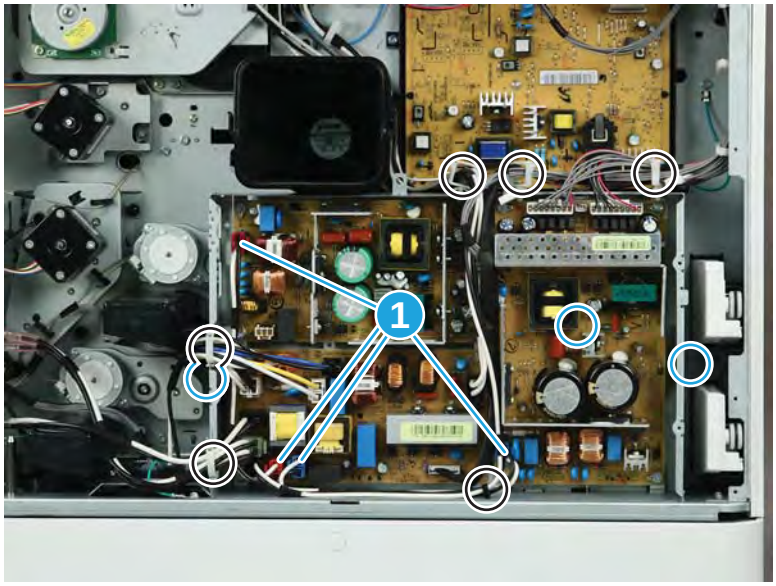


Step 4: Remove the fuser drive and low-voltage power supply (LVPS) boards and cage

⚠ WARNING! Wait five minutes after turning the printer off to allow the capacitors to dissipate any residual energy.

- Before removing the fuser drive and LVPS boards and cage, note the location of four connectors (callout 1) that do not have to be disconnected. Disconnect the remaining connectors on the LVPS and fuser drive boards, and then release the cables from five retainers. Remove three screws, and then tilt the top of the cage out to remove it.

Figure 2-474 Remove the fuser drive and LVPS boards and cage



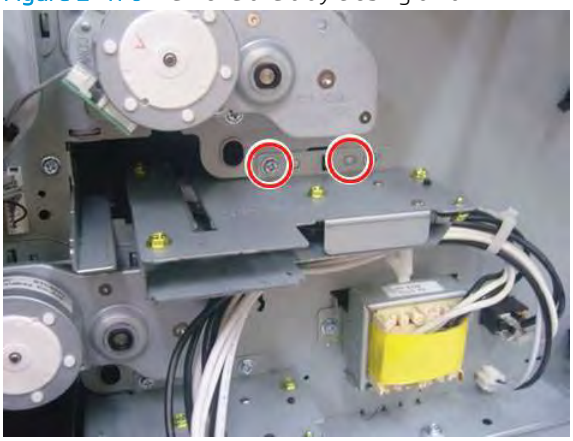
Step 5: Remove the tray closing unit

1. Remove Tray 2.
2. Remove one screw, and then remove the cassette rail cover.

Figure 2-475 Remove the CST rail cover

3. Remove two screws, and then remove the tray closing unit.

Figure 2-476 Remove the tray closing unit



Step 6: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Main frame registration

Figure 2-477 Main frame registration assembly

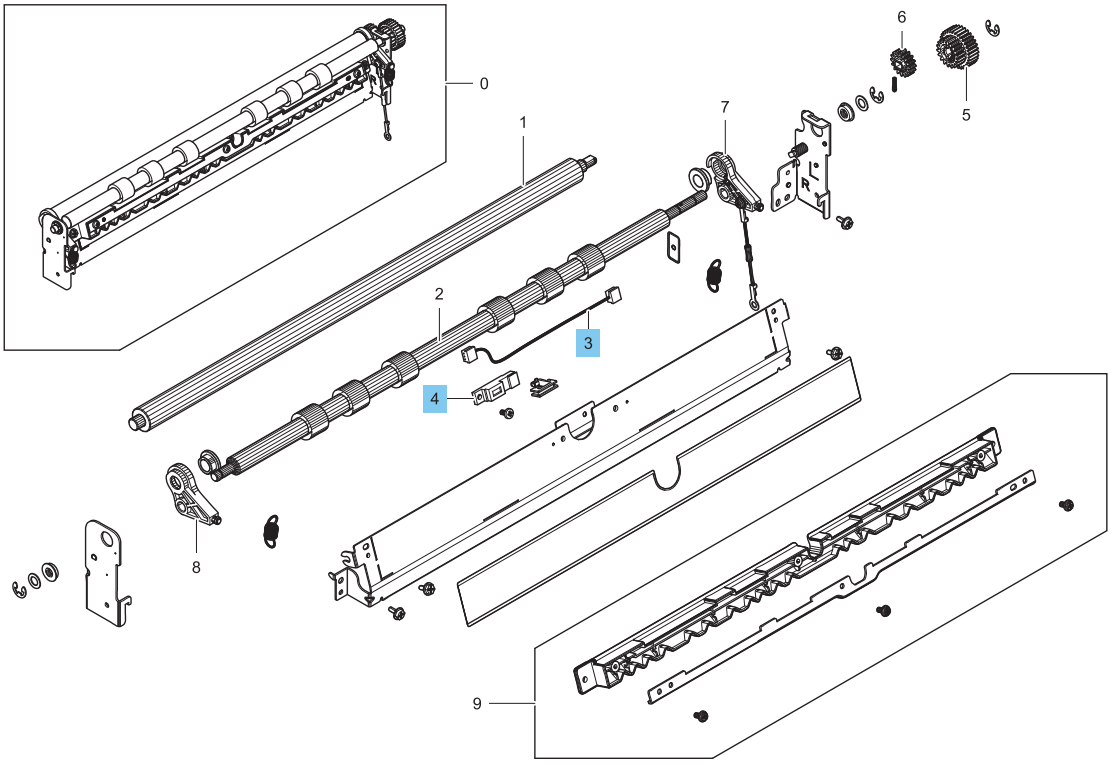


Table 2-7 Main frame registration assembly

Ref	Description	Part number	Qty
3	Registration cable	JC39-02204A on page 531	1
4	Photo, interrupter	0604-001381 on page 531	1

Registration sensor assembly and/or cable

- Introduction
- Step 1: Remove the right rear cover
- Step 2: Remove the right door
- Step 3: Remove the paper dust brush
- Step 4: Remove the registration assembly
- Step 5: Remove the registration sensor assembly and cable
- Step 6: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the registration sensor and cable.

View a video of how to remove and replace the registration sensor and cable.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC39-02204A

- Registration cable

0604-001381

To order the part, go to www.hp.com/buy/parts.

- Registration sensor

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.

- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

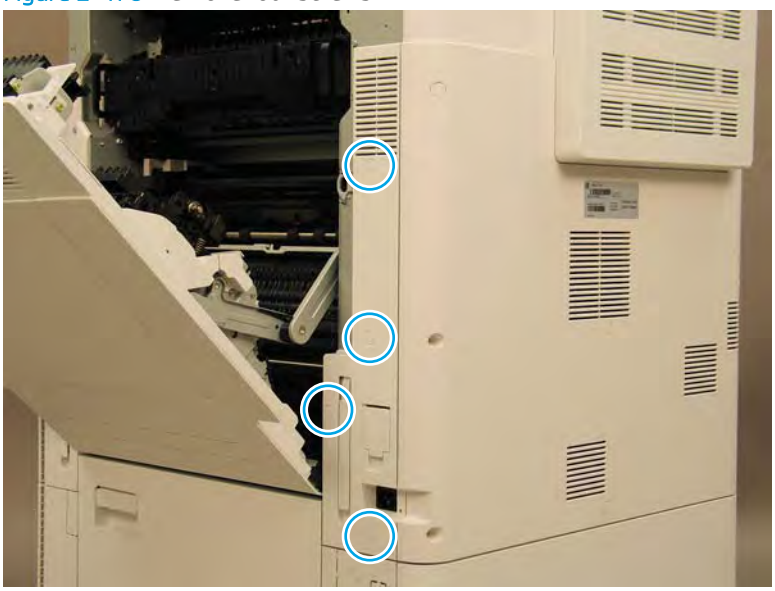
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

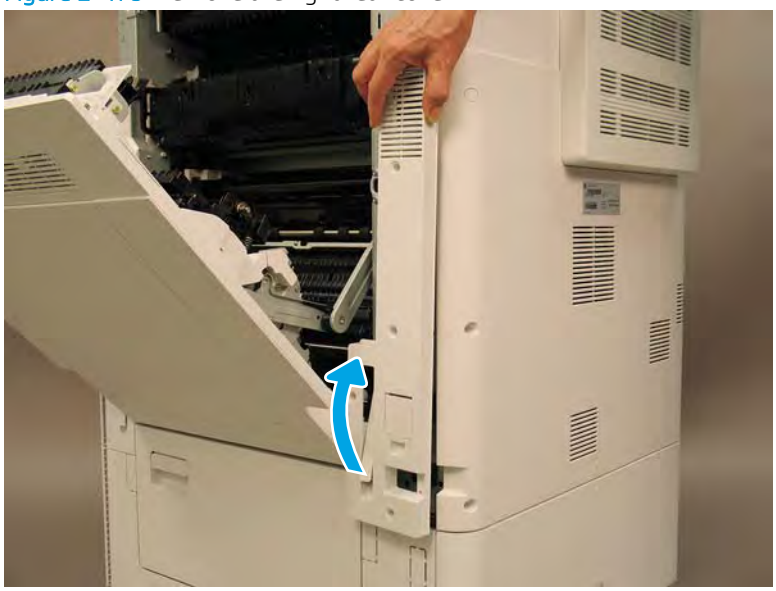
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-478 Remove four screws



3. Lift the handle and remove the right rear cover.

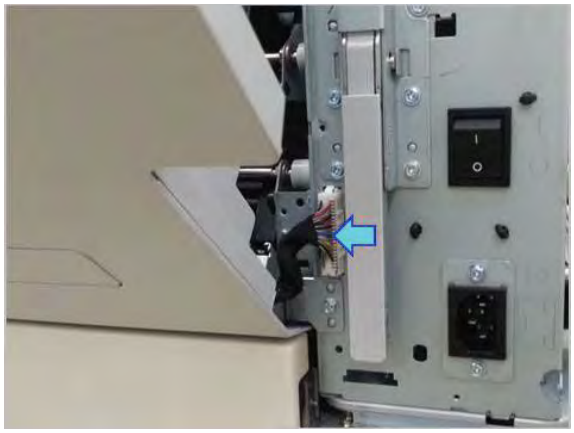
Figure 2-479 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

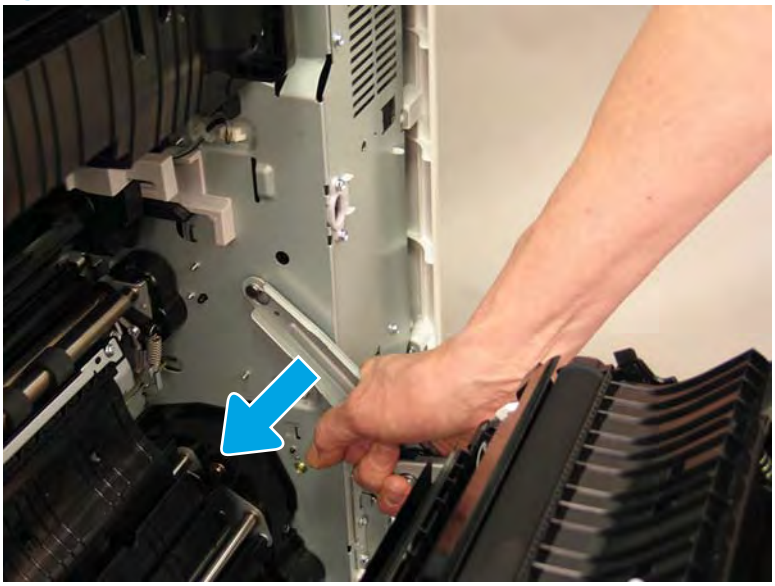
Figure 2-480 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-481 Release the right hinge



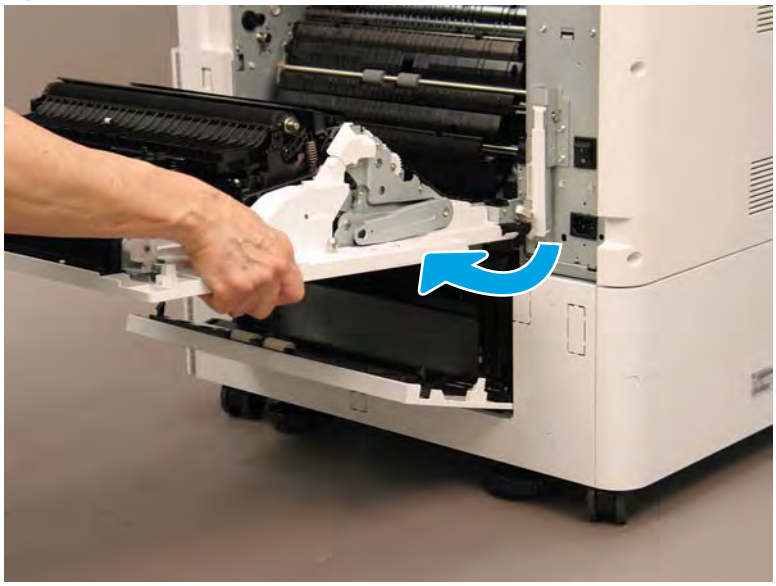
3. Slightly raise the right door, and then release the left dampener.

Figure 2-482 Release the left dampener

4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

Figure 2-483 Remove the right door



Step 3: Remove the paper dust brush

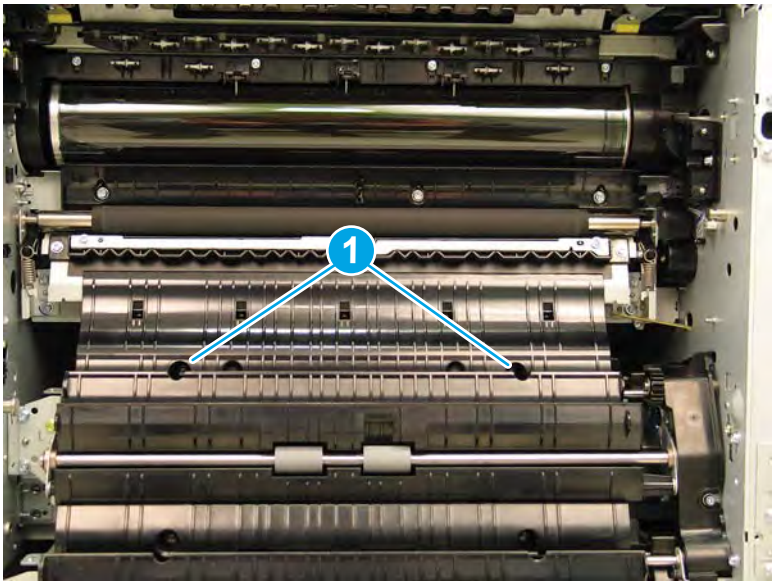
▲ Remove the paper dust brush.

Figure 2-484 Remove the paper dust brush

Step 4: Remove the registration assembly

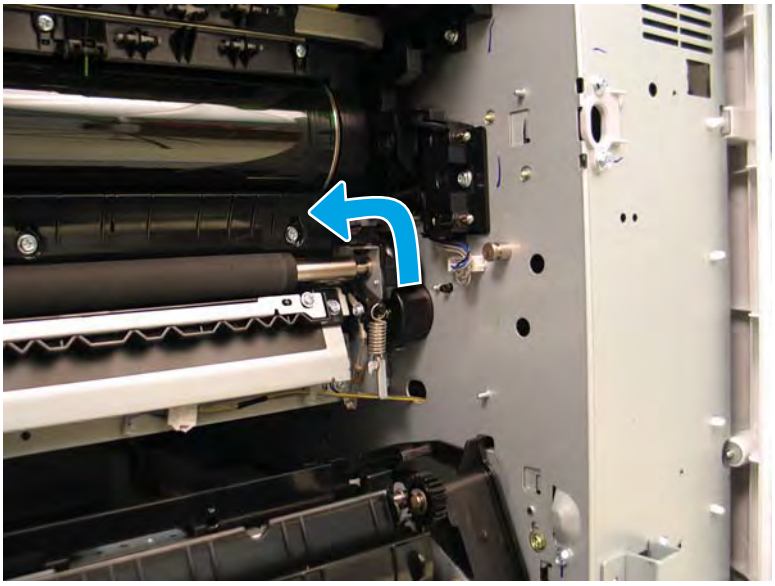
1. Remove two screws, and then remove the cover.

Figure 2-485 Remove two screws



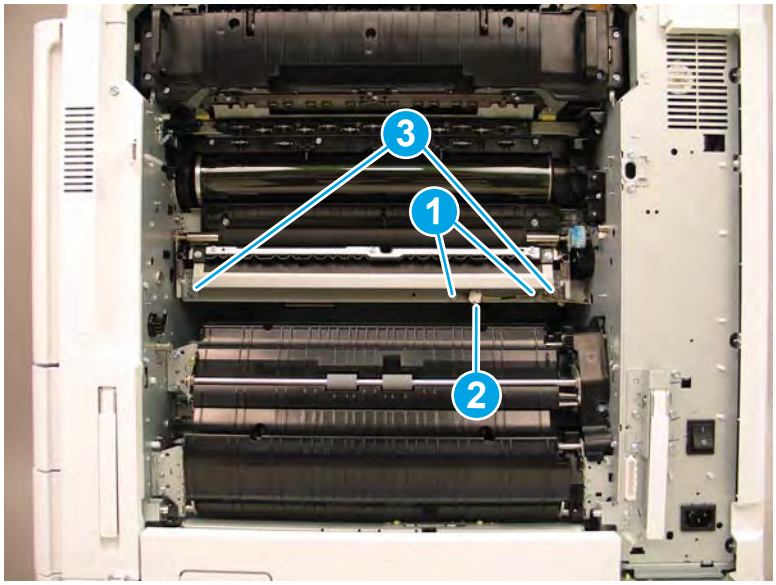
2. Remove the gear cover.

Figure 2-486 Remove the gear cover



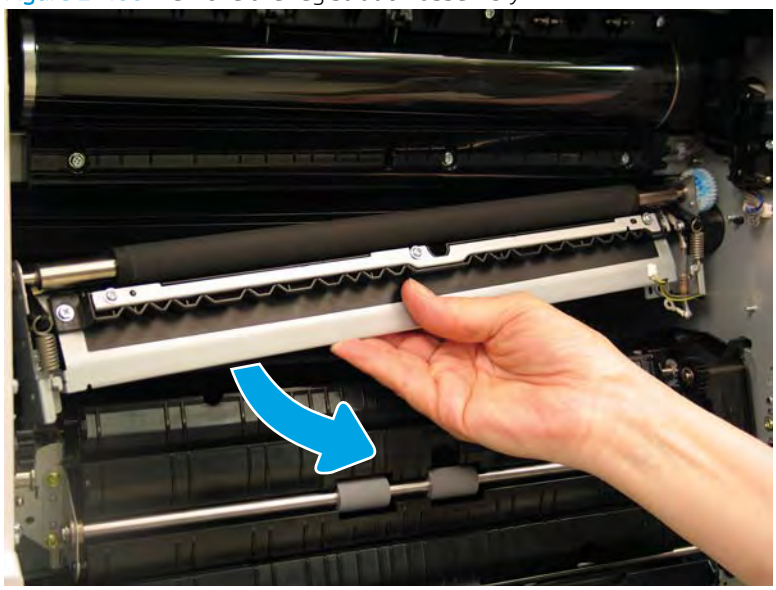
3. Release two retainers (callout 1), disconnect one in-line connector (callout 2), and then remove two screws (callout 3).

Figure 2-487 Disconnect one connector and remove two screws



4. Rotate the left side of the registration assembly away from the printer, and then remove it.

Figure 2-488 Remove the registration assembly

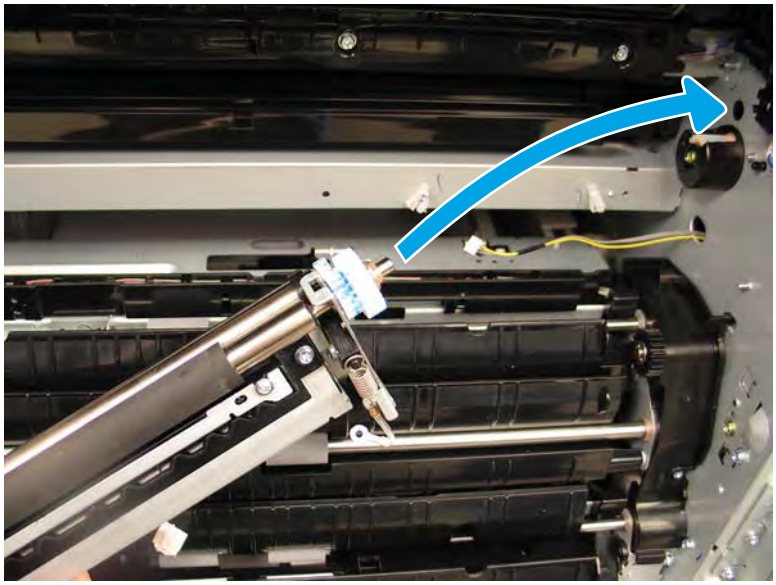


5. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Registration assembly

a. Install the back, gear side of the shaft into the opening in the sheet metal first.

Figure 2-489 Install the gear side of the shaft



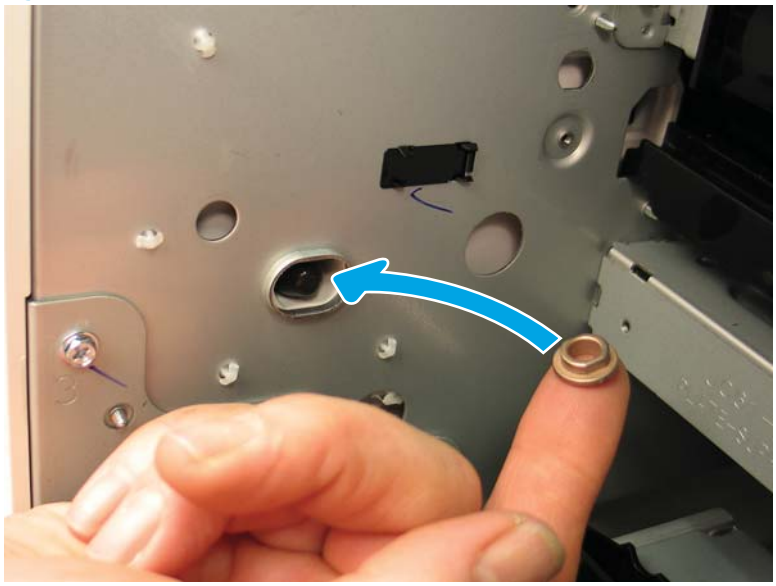
b. Remove the bushing (callout 1) from the end of the front of the shaft.

Figure 2-490 Remove the bushing

c. Install the bushing in the opening in the sheet metal.

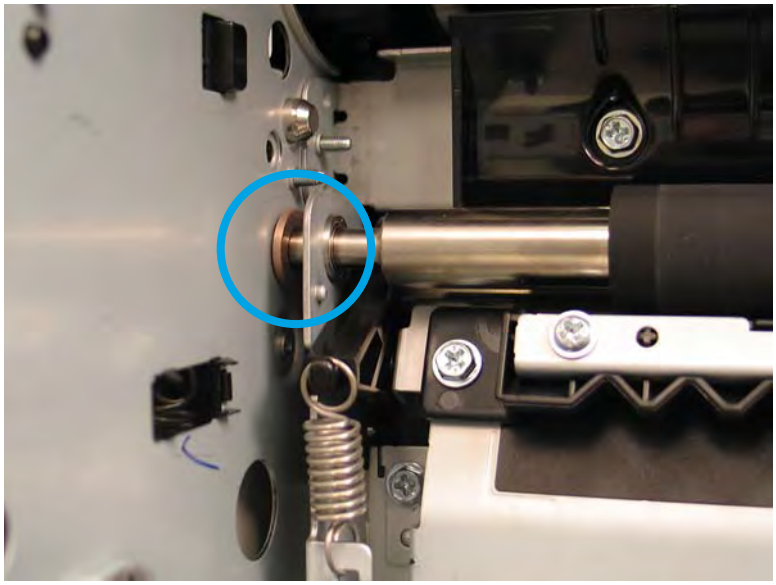
NOTE: The bushing is flat along the top and bottom edges. Install the bushing so the flat edges match the keyed opening in the sheet metal.

Figure 2-491 Install the bushing



d. Install the front of the shaft into the bushing.

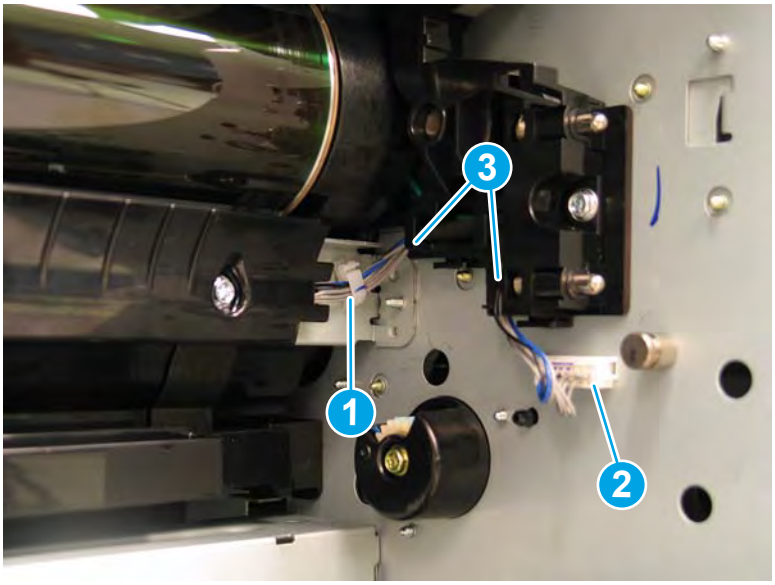
Figure 2-492 Install the front of the shaft



Step 5: Remove the registration sensor assembly and cable

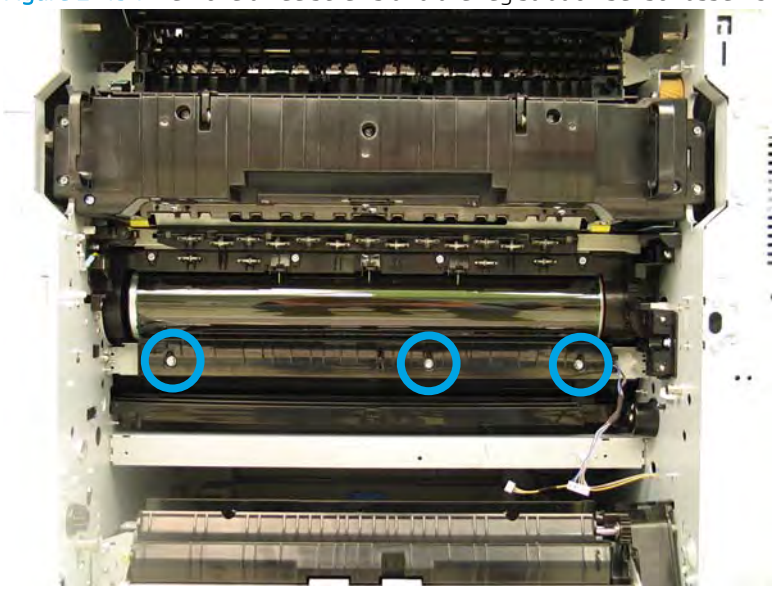
1. Release one retainer (callout 1), disconnect one connector (callout 2), and then release the wire harness from the cable guide (callout 3).

Figure 2-493 Disconnect one connector



2. Remove three self-tapping screws, and then remove the registration sensor assembly.

Figure 2-494 Remove three screws and the registration sensor assembly



Step 6: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Drive system

Figure 2-495 Drive system

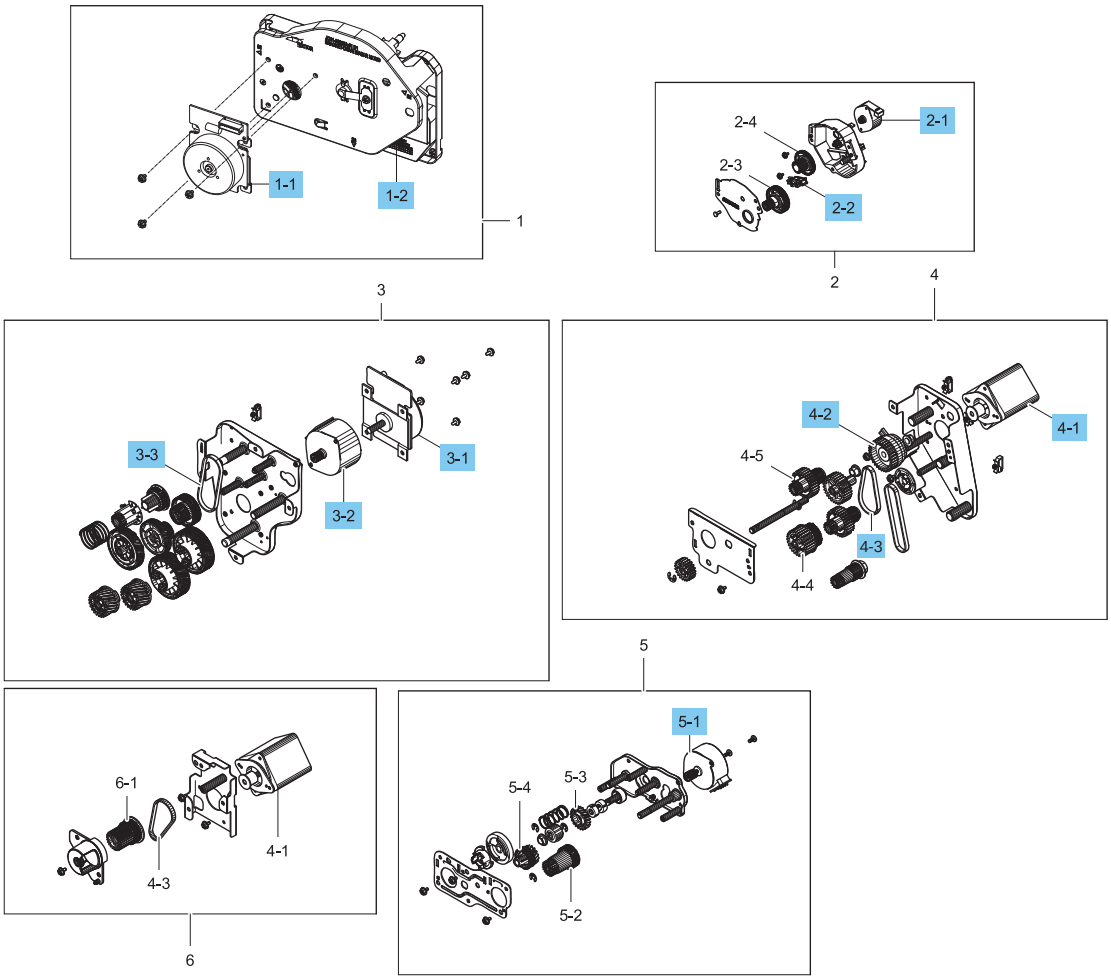


Table 2-8 Drive system

Ref	Description	Part number	Qty
1-1	BLDC Motor, 38w	JC31-00075C	1
1-2	Main drive, common mono	JC93-01049A	1
2-1	Motor circuit, step	JC31-00110A	1
2-2	Photo, interrupter	0604-001393	1
3-1	Motor BLDC	JC31-00123B	1
3-2	Drive, motor step alienation	JC93-01084A	1
3-3	Belt timing gear	6602-001581	1
4-1	Motor step 1P	JC31-00132A	1
4-2	Electric clutch	JC31-00037A	1
4-3	Belt timing gear	6602-001730	1
5-1	Drive, motor step	JC93-01083A	1

Main frame pickup 1 and 2

Figure 2-496 Frame main pickup 1 and 2

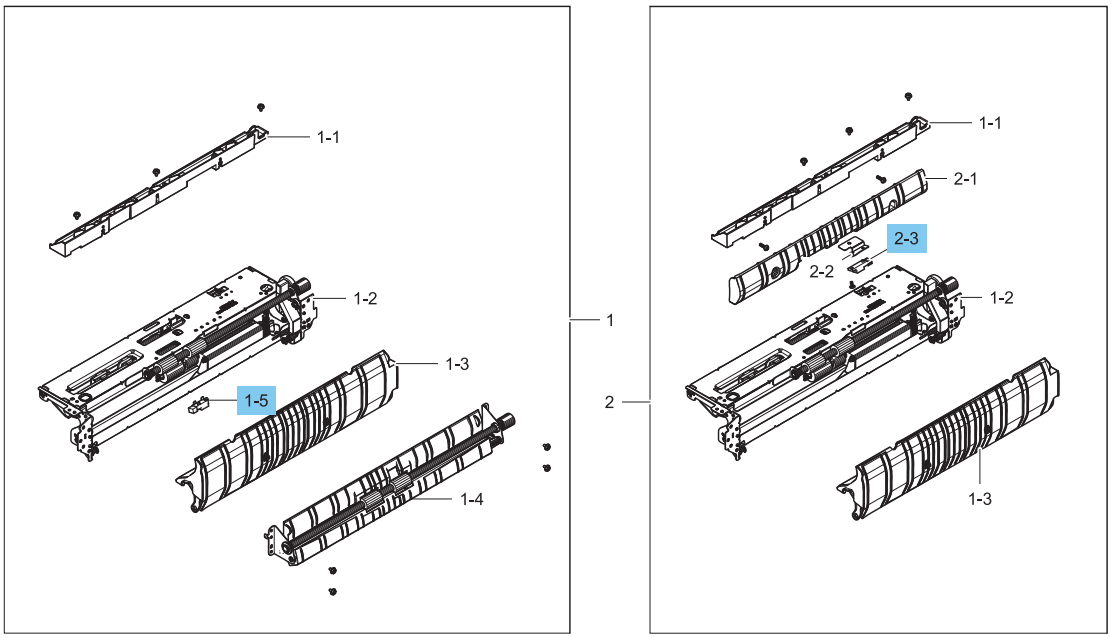


Table 2-9 Frame main pickup 1 and 2

Ref	Description	Part number	Qty
1-5	Photo, interrupter	0604-001490 on page 546	1
2-3	Photo, interrupter	0604-001381 on page 556	1

Pickup lifting and empty sensor (pickup unit 1)

- Introduction
- Step 1: Remove the right rear cover
- Step 2: Remove the right door
- Step 3: Remove pickup unit 2
- Step 4: Remove pickup unit 1
- Step 5: Remove the pickup lifting and empty sensor
- Step 6: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the pickup lifting and empty sensor for pickup unit 1.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

0604-001490

To order the part, go to www.hp.com/buy/parts.

- Photo interrupter

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

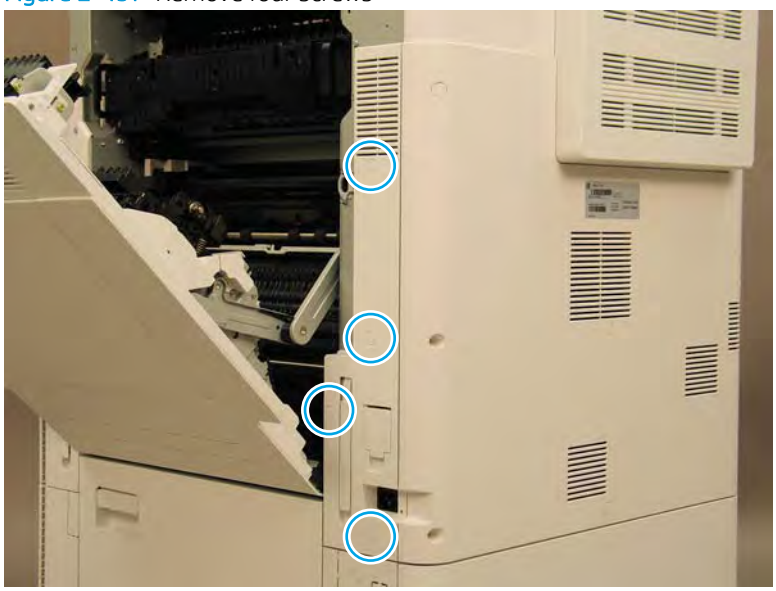
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

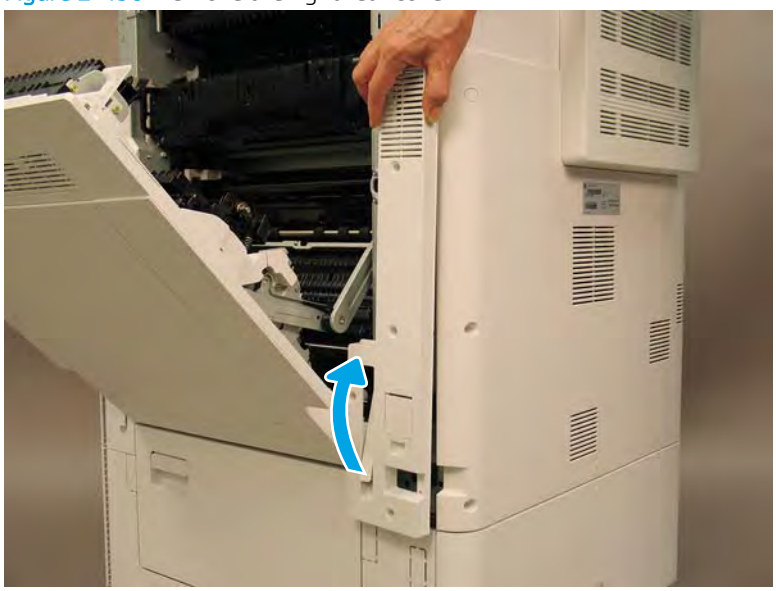
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-497 Remove four screws



3. Lift the handle and remove the right rear cover.

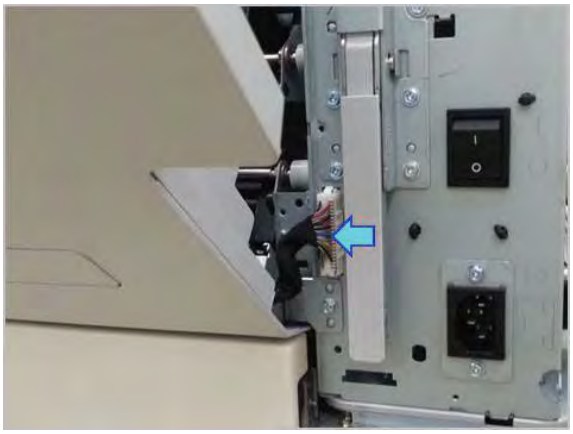
Figure 2-498 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

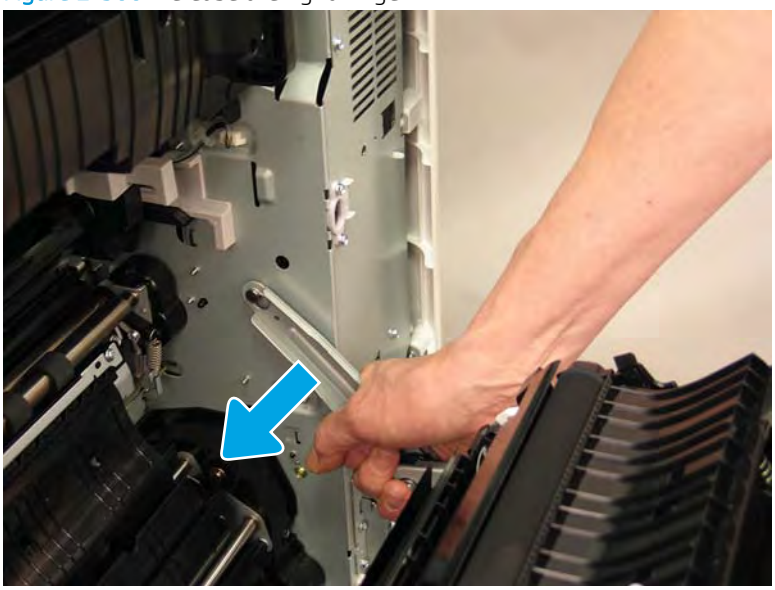
Figure 2-499 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-500 Release the right hinge



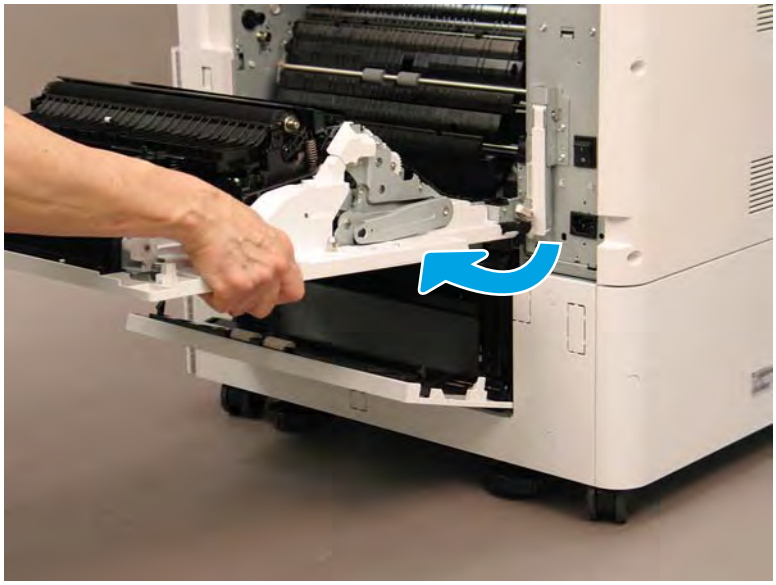
3. Slightly raise the right door, and then release the left dampener.

Figure 2-501 Release the left dampener

4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

Figure 2-502 Remove the right door

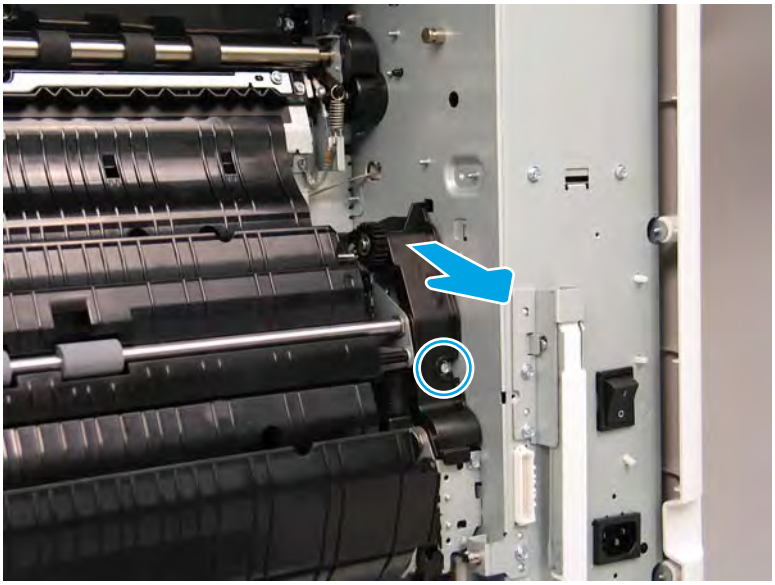


Step 3: Remove pickup unit 2

1. Remove the paper trays.

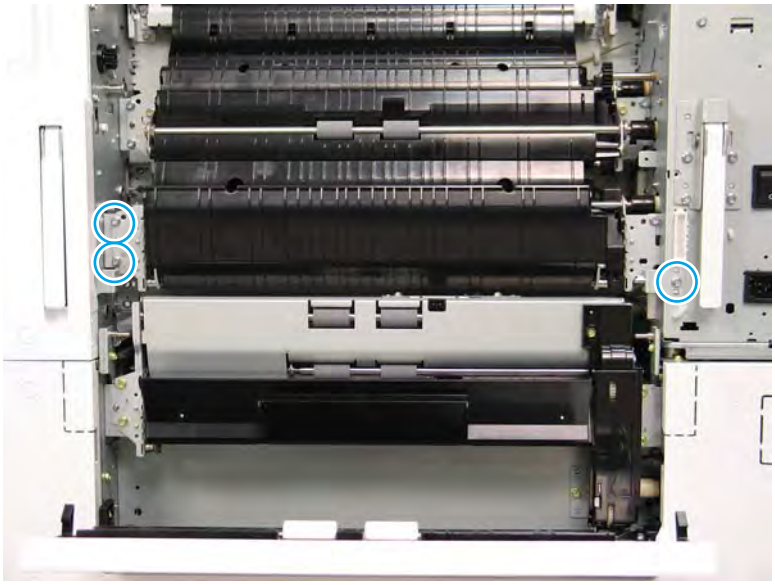
2. Remove one screw, and then remove the cover.

Figure 2-503 Remove one screw and the cover



3. Remove three screws.

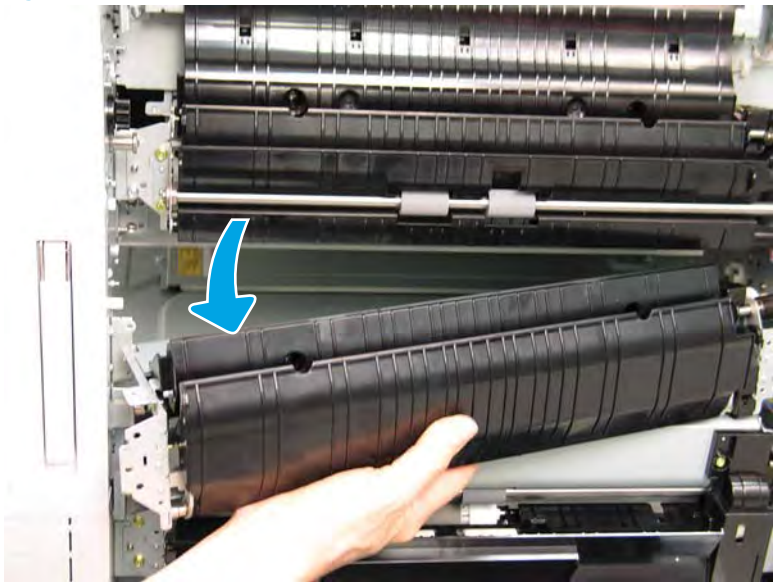
Figure 2-504 Remove three screws



4. Rotate the left side of pickup unit 2 away from the printer.

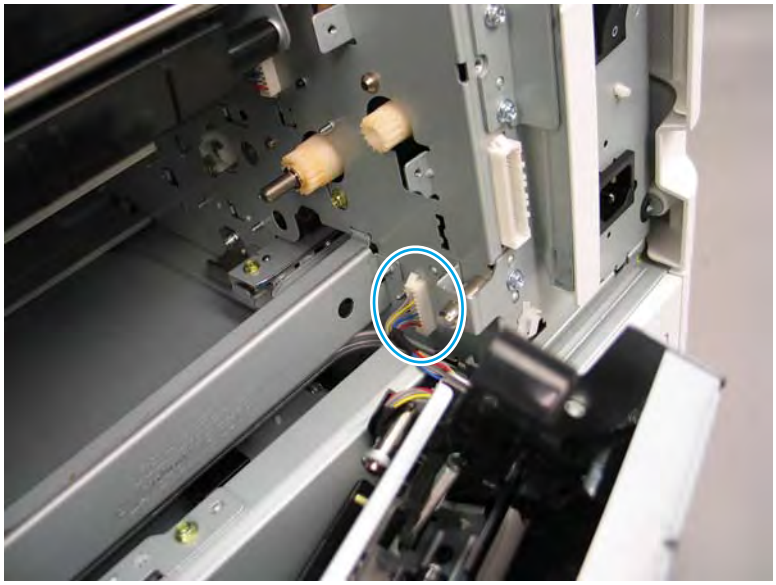
⚠ CAUTION: The pickup unit is still attached to the printer by a connector. Do not remove it completely

Figure 2-505 Rotate pickup unit 2



5. Disconnect one connector.

Figure 2-506 Disconnect one connector

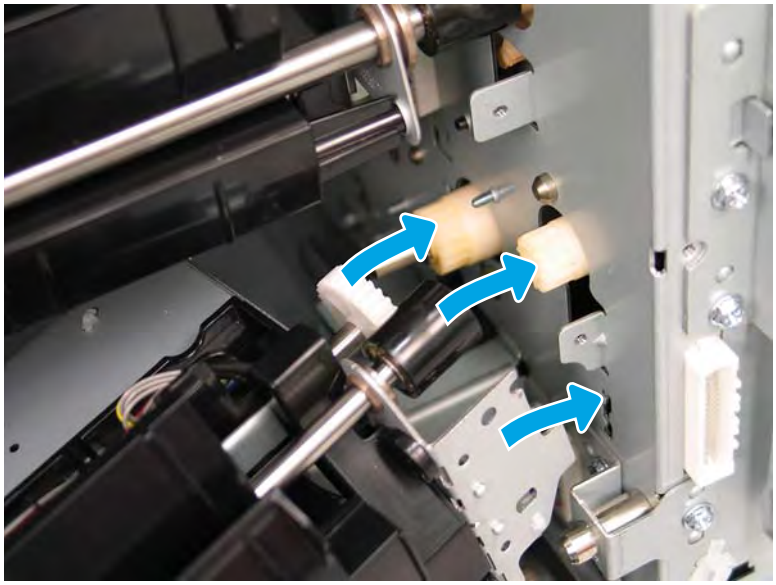


6. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Pickup unit 2

- When reinstalling pickup unit 2, align the gear, coupler, and bracket on the right side.

Figure 2-507 Align gear, coupler, and bracket



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

Step 4: Remove pickup unit 1

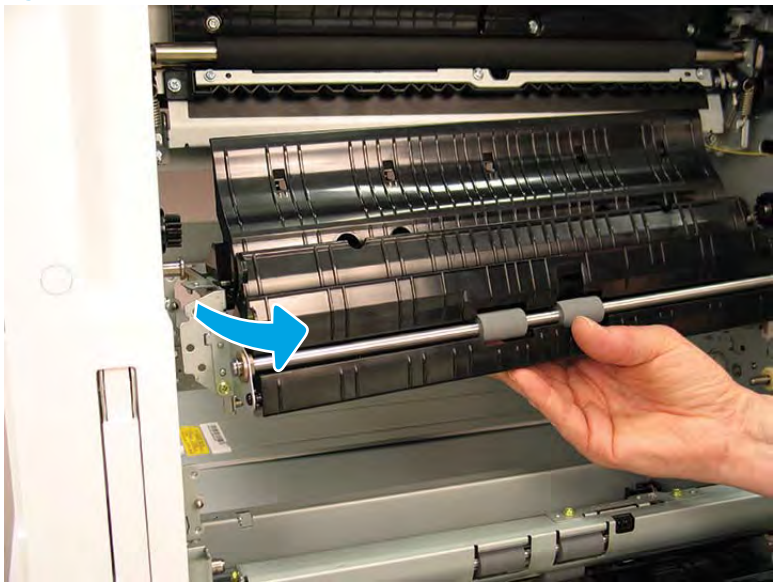
1. Remove three screws.

Figure 2-508 Remove three screws

2. Rotate the left side of pickup unit 1 away from the printer.

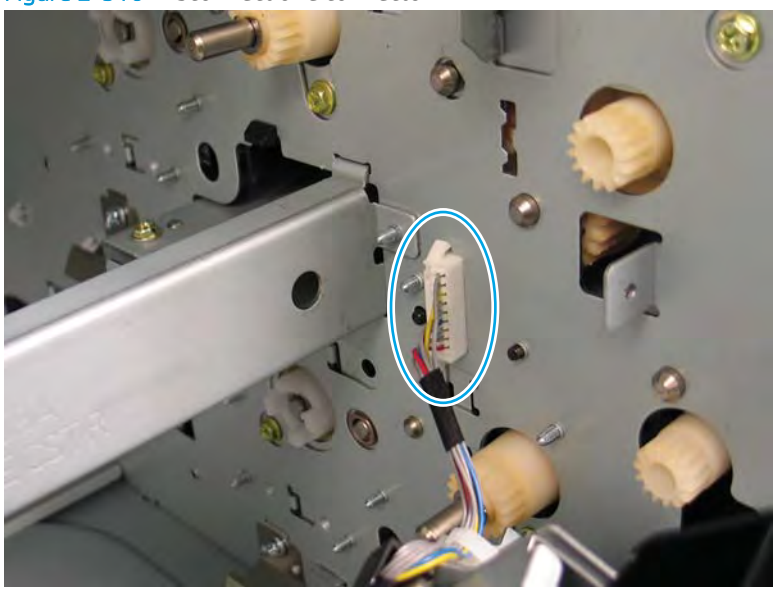
⚠ CAUTION: The pickup unit is still attached to the printer by a connector. Do not remove it completely

Figure 2-509 Rotate pickup unit 1



3. Disconnect one connector.

Figure 2-510 Disconnect one connector

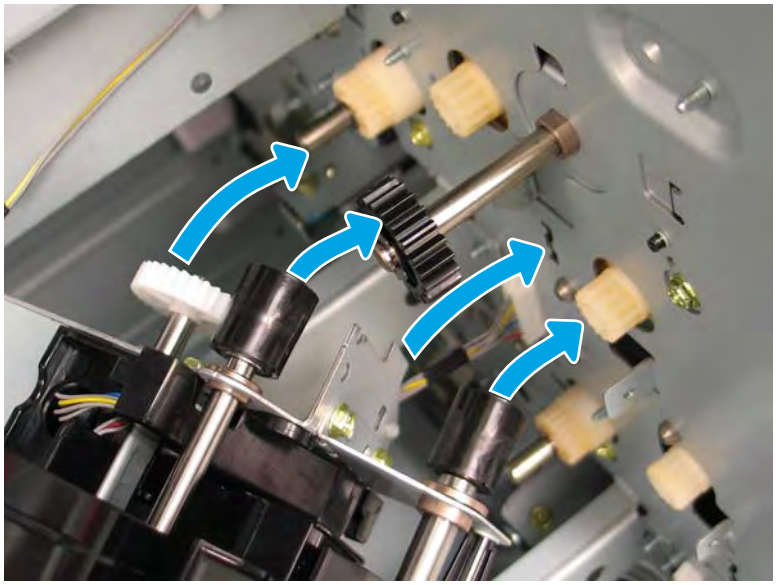


4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Pickup unit 1

- When reinstalling pickup unit 1, align the gear, couplers, and bracket on the right side.

Figure 2-511 Align gear, coupler, and bracket



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

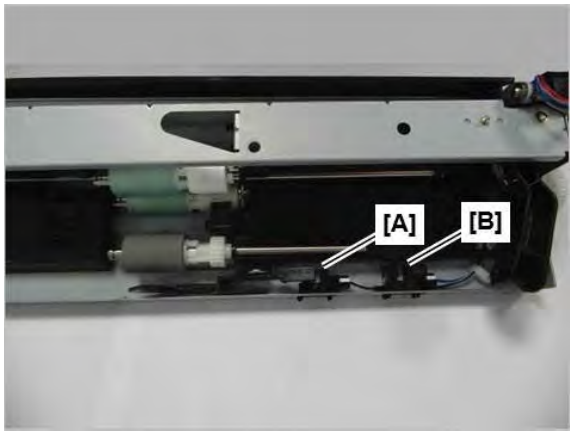
Step 5: Remove the pickup lifting and empty sensor

- Disconnect the corresponding sensor connector, and then remove the sensor.

  a. [A]: Empty sensor.

  b. [B]: Pickup lifting sensor.

Figure 2-512 Remove the pickup lifting and empty sensor



Step 6: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Pickup lifting and empty sensor (pickup unit 2)

- Introduction
- Step 1: Remove the right rear cover
- Step 2: Remove the right door
- Step 3: Remove pickup unit 2
- Step 4: Remove the pickup lifting and empty sensor
- Step 5: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the pickup lifting and empty sensor for pickup unit 2.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

0604-001381

To order the part, go to www.hp.com/buy/parts.

- Photo interrupter

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

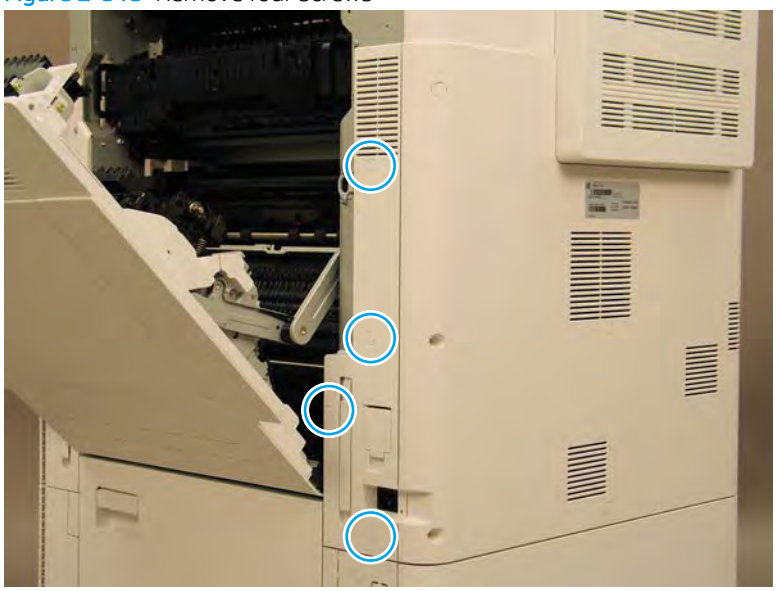
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

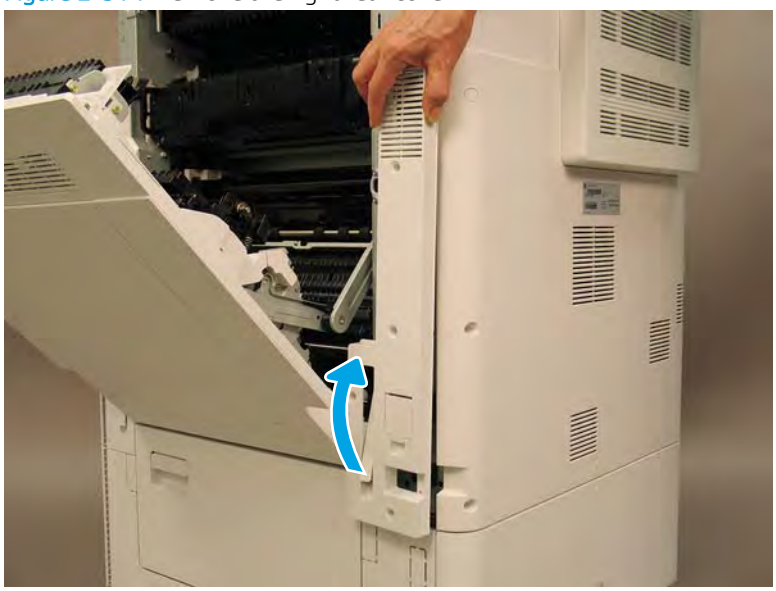
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-513 Remove four screws



3. Lift the handle and remove the right rear cover.

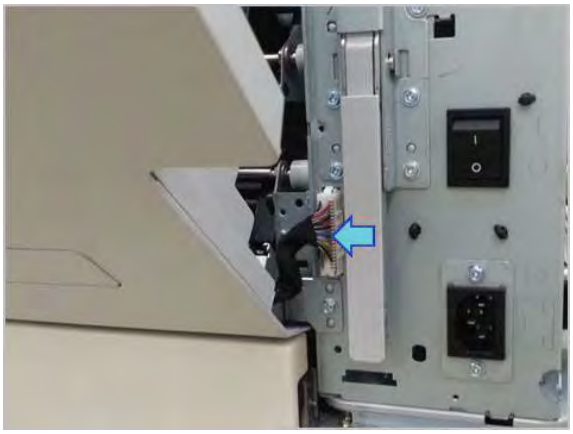
Figure 2-514 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

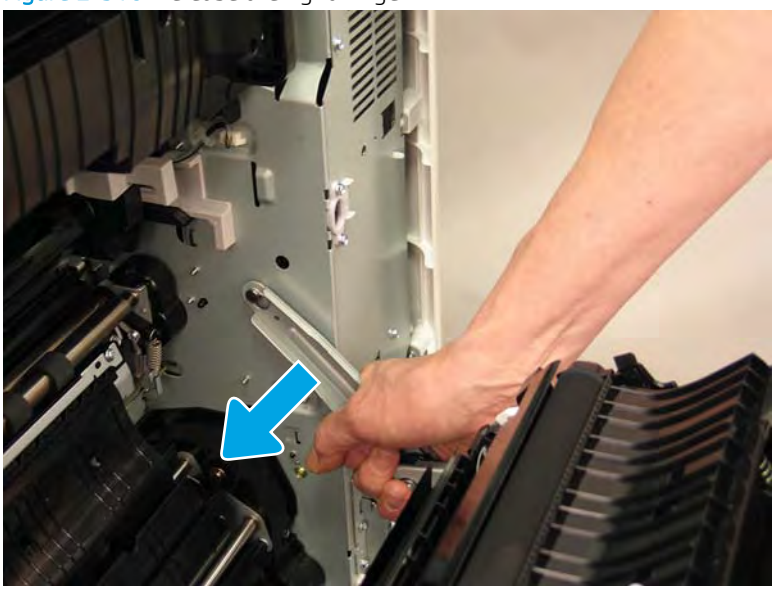
Figure 2-515 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-516 Release the right hinge



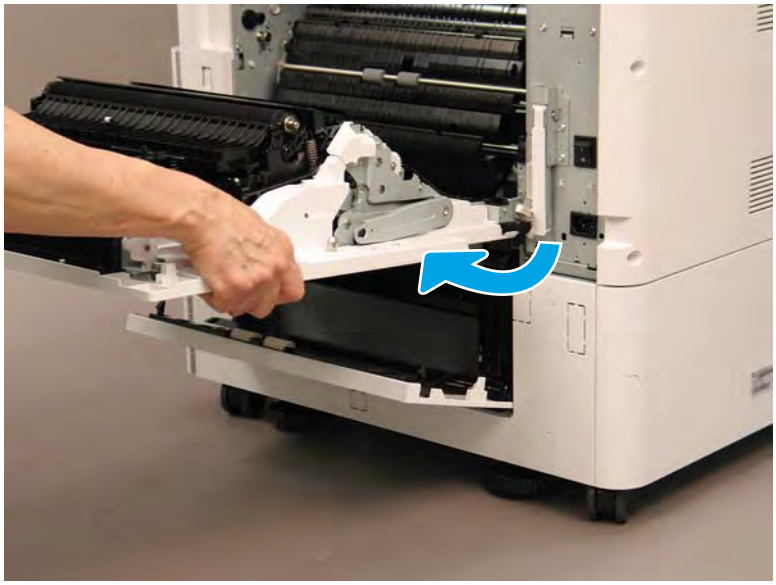
3. Slightly raise the right door, and then release the left dampener.

Figure 2-517 Release the left dampener

4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

Figure 2-518 Remove the right door

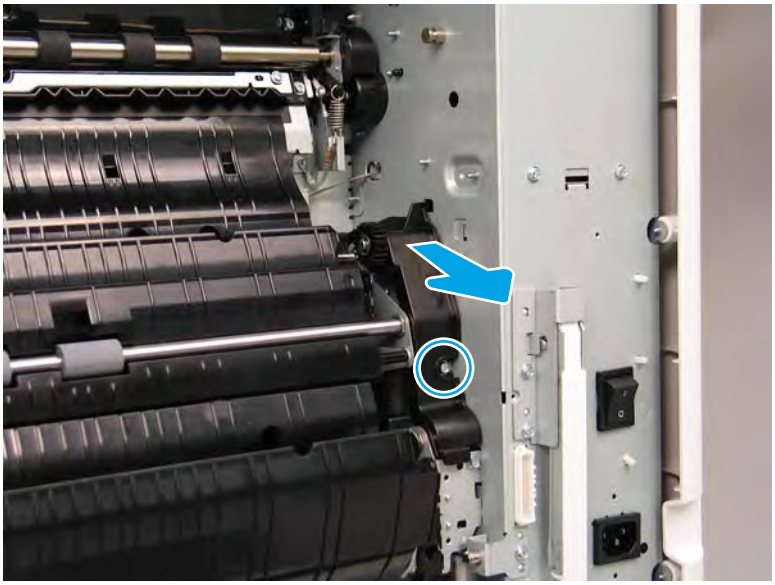


Step 3: Remove pickup unit 2

1. Remove the paper trays.

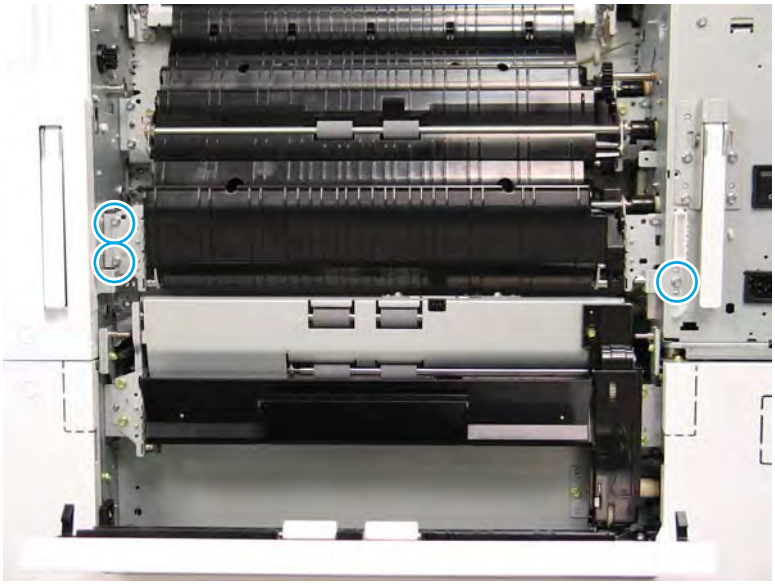
2. Remove one screw, and then remove the cover.

Figure 2-519 Remove one screw and the cover



3. Remove three screws.

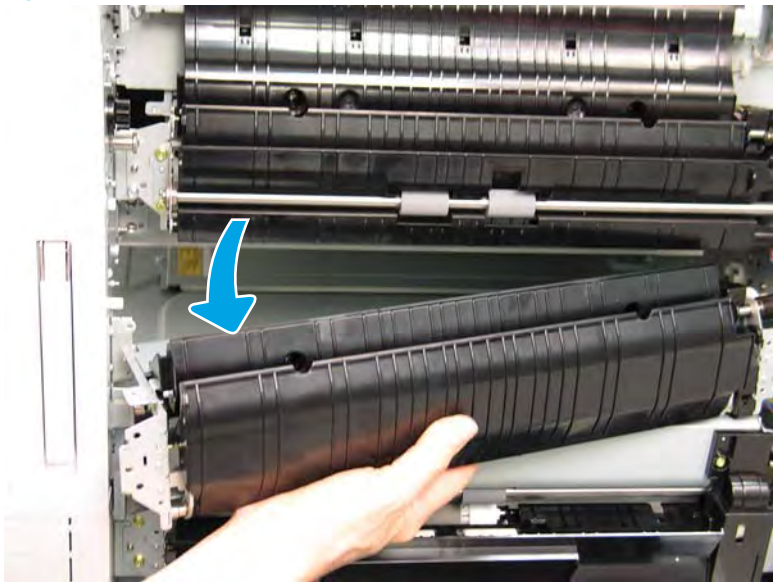
Figure 2-520 Remove three screws



4. Rotate the left side of pickup unit 2 away from the printer.

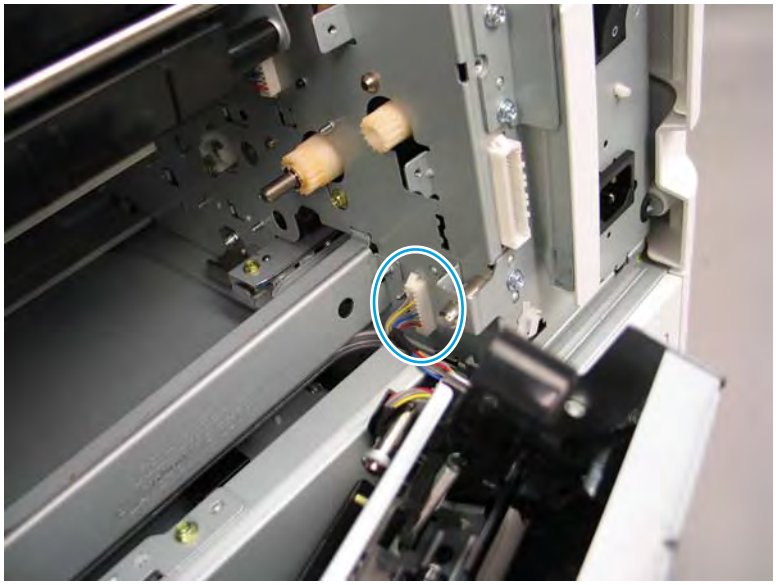
⚠ CAUTION: The pickup unit is still attached to the printer by a connector. Do not remove it completely

Figure 2-521 Rotate pickup unit 2



5. Disconnect one connector.

Figure 2-522 Disconnect one connector

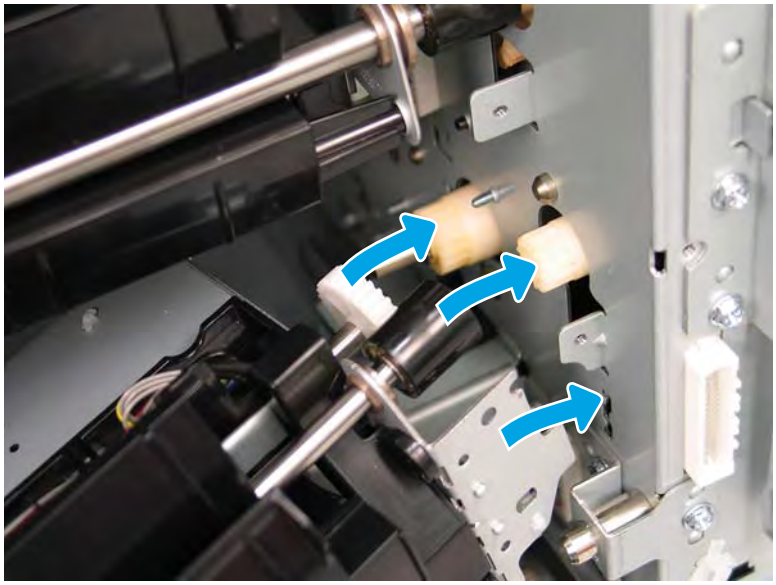


6. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

Special installation instructions: Pickup unit 2

- When reinstalling pickup unit 2, align the gear, coupler, and bracket on the right side.

Figure 2-523 Align gear, coupler, and bracket



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

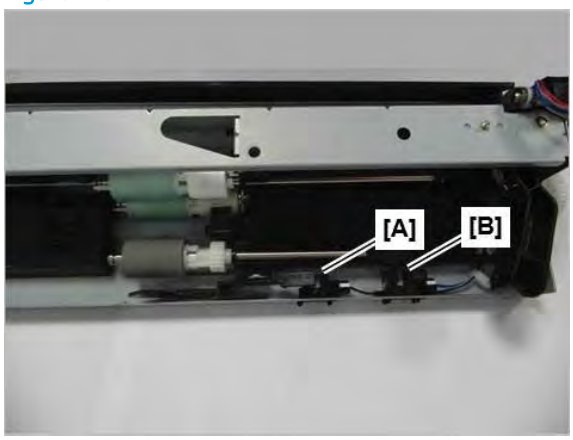
Step 4: Remove the pickup lifting and empty sensor

▲ Disconnect the corresponding sensor connector, and then remove the sensor.

a. [A]: Empty sensor.

b. [B]: Pickup lifting sensor.

Figure 2-524 Remove the sensor



Step 5: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Main frame pickup

Figure 2-525 Frame main pickup

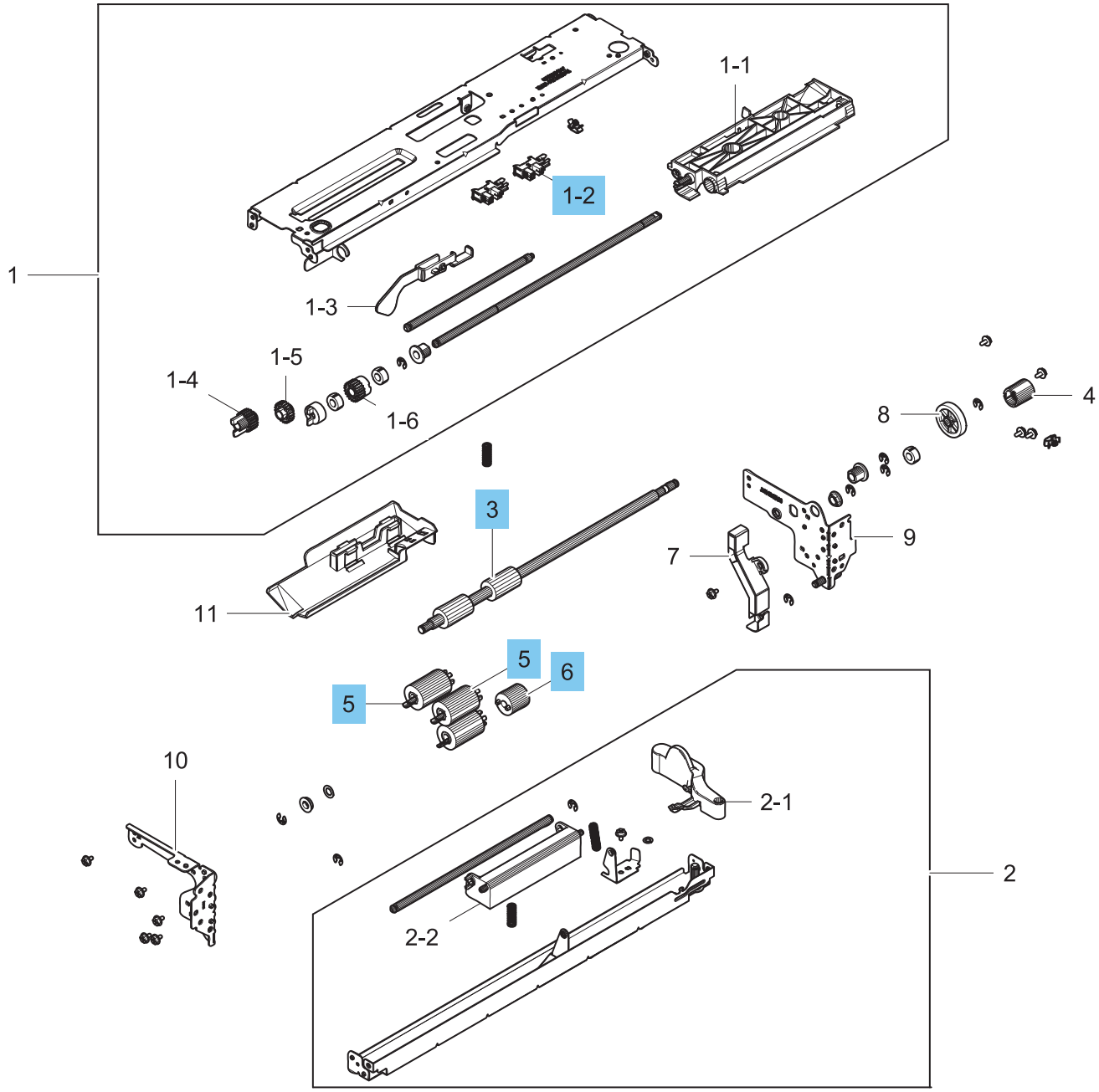


Table 2-10 Frame main pickup

Ref	Description	Part number	Qty
1-2	Photo, interrupter	0604-001393	2
3	Roller feed	JC66-04625A	1
5	HP LaserJet Trays 2-x rollers	JC93-01092A on page 566	3
6	Coupler, torque limiter	JC67-00455A	1

Trays 2–x pick, feed, and separation rollers

- Introduction
- Step 1: Remove the Trays 2–x pick, feed, and separation rollers
- Step 2: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the Trays 2–x pick, feed, and separation rollers.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01092A

To order the part, go to www.hp.com/buy/parts.

- HP LaserJet Trays 2-x rollers

Required tools

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

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

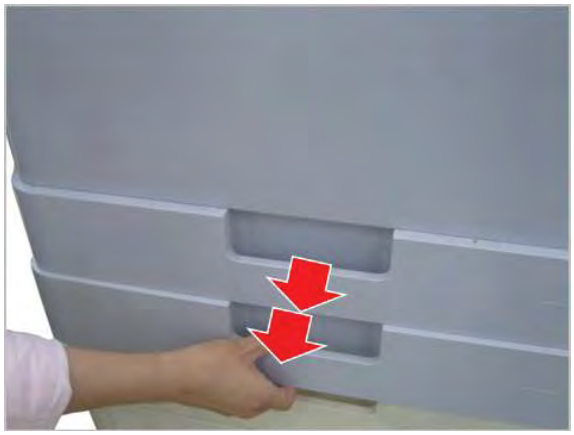
Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the Trays 2–x pick, feed, and separation rollers

NOTE: HP recommends that all three rollers are replaced at the same time.

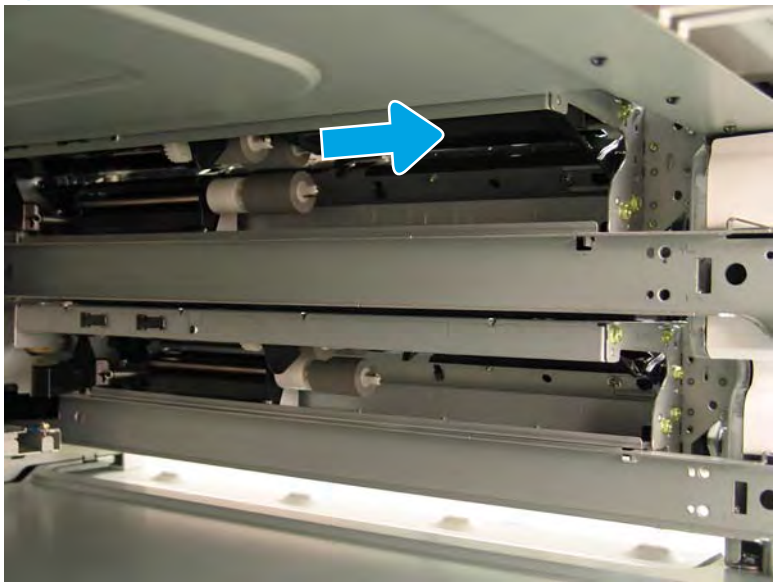
1. Open the right door.
2. Remove the two cassettes.

Figure 2-526 Remove the two cassettes



3. Inside the tray opening, slide the return guide toward the front of the printer until it stops.

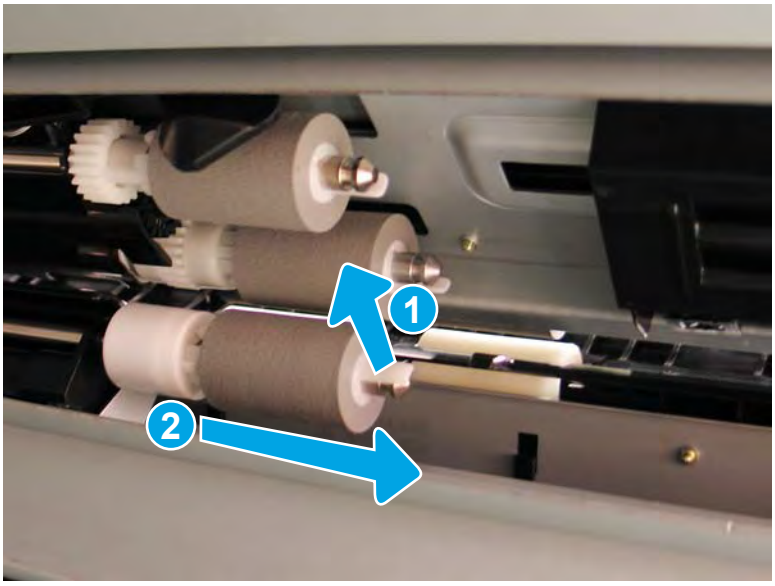
Figure 2-527 Slide the return guide



Reinstallation tip: After installing the new rollers, slide the return guide toward the rear of the printer to prevent paper jams.

4. Release the latch at the end of the rollers (callout 1) by pulling the latch tab away from the shaft, and then slide the pick, feed, and separation rollers off of the shaft (callout 2) to remove them.

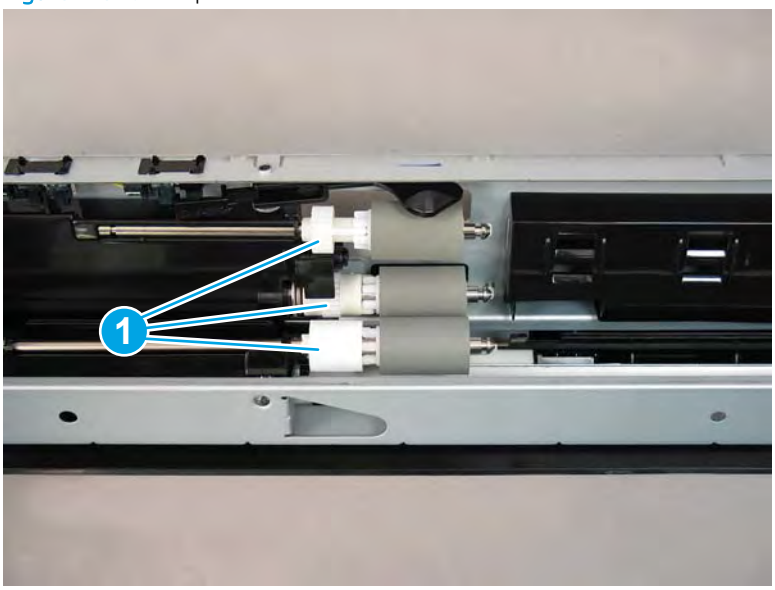
Figure 2-528 Remove rollers



5. When removing the rollers, make sure to leave the white couplers (callout 1) in place. If the couplers become dislodged, reinstall them as shown in the figure below.

NOTE: The figure shows the pickup assembly removed from the printer to more clearly show the positions of the couplers and rollers.

Figure 2-529 Coupler locations



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

Special installation instructions: Trays 2–x pick, feed, and separation rollers

▲ After the replacement rollers are installed, follow these instructions to reset the firmware counter:

i. From the Home screen on the printer control panel, select the Support Tools menu.

ii. Select the Service menu.

iii. Make sure that Service Access Code is selected in the drop-down menu, and then enter the access code (04087617).

iv. Select the Service Tools menu.

v. Select the Supply Status menu.

vi. Select Field Replacement Unit.

vii. Select Tray X Rollers.

viii. Select the tray number for the rollers just replaced.

ix. Select Reset.

Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Right door

Figure 2-530 Right door

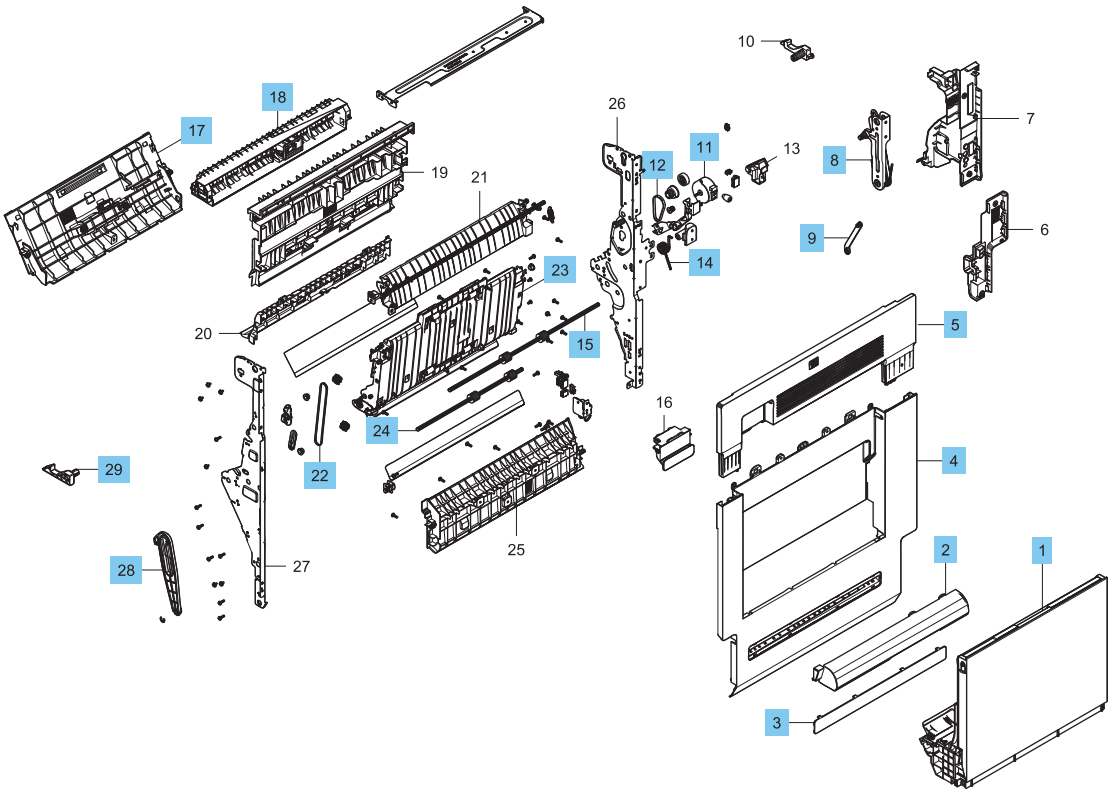


Table 2-11 Right door

Ref	Description	Part number	Qty
1	Tray 1 door	JC90-01352B on page 572	1
2	Front cover, mp	JC63-04910B	1
3	Cover, dummy sHCI	JC63-04918B	1
4	Side cover	JC63-04920B	1
5	Upper right door cover	JC63-04916B on page 583	1
8	Side cover, link	JC95-01970A	1
9	Side link	JC66-04400A	1
11	Drive motor, step	JC93-01085A	1
12	Timing belt, gear	6602-001730	3
14	Spring, TS	JC61-07372A	1
15	Roller, feed-duplex 1	JC66-04628A	1
17	Cover, side takeaway	JC95-01972A	1
18	Cover, side exit	JC95-01968A	1
22	Timing belt, gear	602-003183	1
23	Cover, side guide	JC95-01969A	1
24	Roller, feed-duplex 2	JC66-04629A	1
28	Link lever, d	JC66-04398A	1
29	Side locker	JC64-00710A	1
Not shown	Fuse out sensor	0604-001393 on page 587	1
Not shown	Feed sensor	0604-001490 on page 593	1
Not shown	Tray 1 empty sensor	0604-001393	1
Not shown	Tray 1 paper length sensor	0604-001393 on page 611	1

Tray 1 door

- Introduction
- Step 1: Remove the right rear cover
- Step 2: Remove the right door
- Step 3: Remove the feed guide take away lower and feed guide take away upper
- Step 4: Remove the Tray 1 door
- Step 5: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the multi-purpose (MP) unit on the right door.

View a video of how to remove and replace the multi-purpose (MP) unit on the right door.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC90-01352B

To order the part, go to www.hp.com/buy/parts.

- Tray 1, Door

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

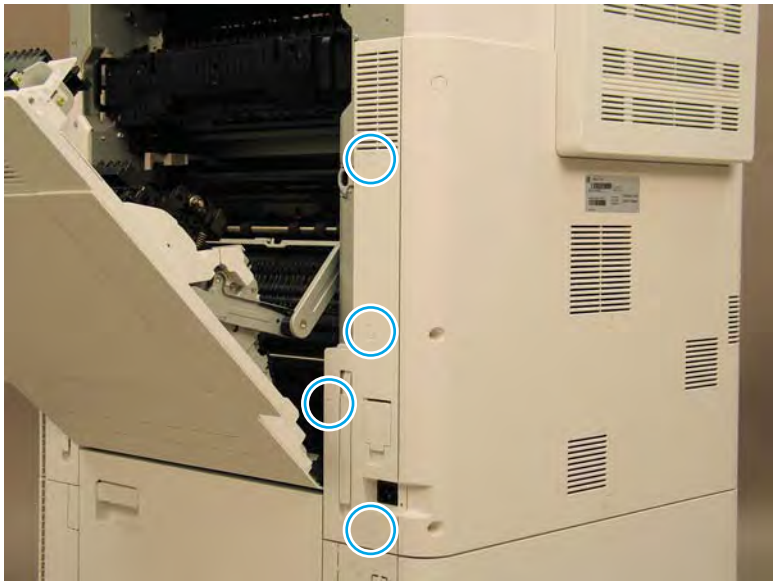
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

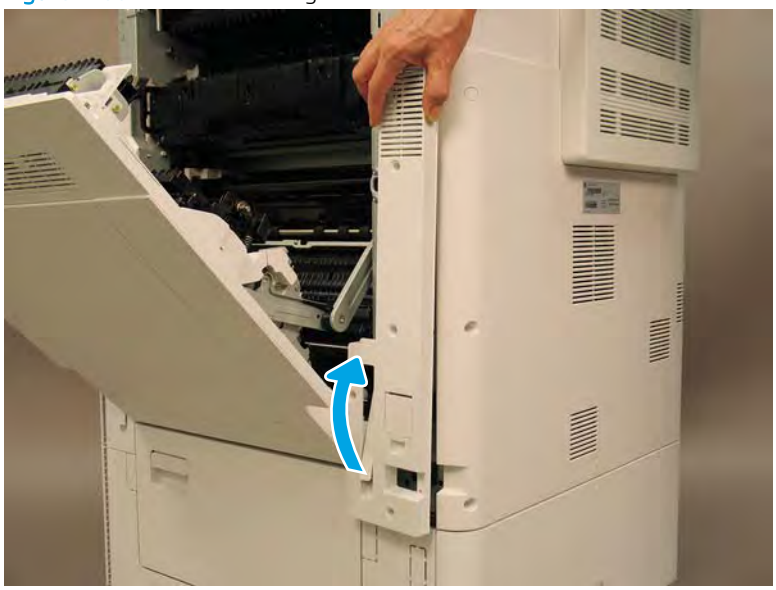
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-531 Remove four screws



3. Lift the handle and remove the right rear cover.

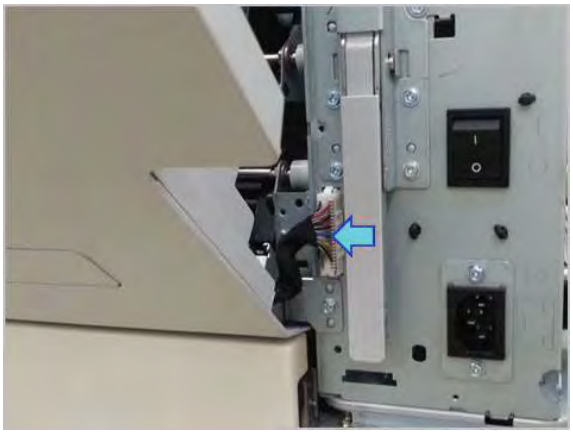
Figure 2-532 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

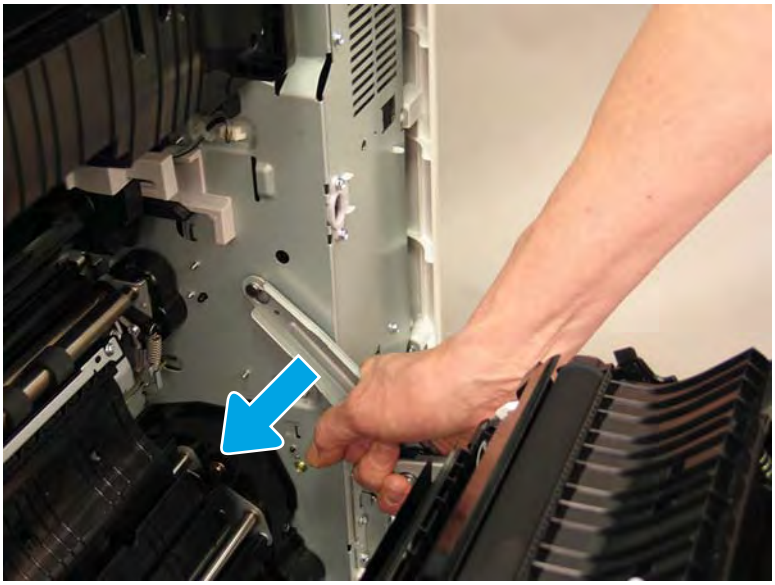
Figure 2-533 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-534 Release the right hinge



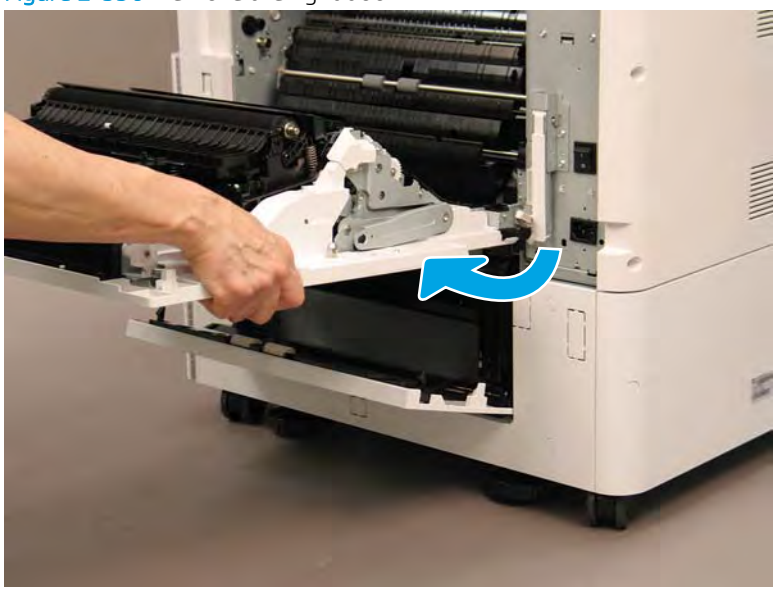
3. Slightly raise the right door, and then release the left dampener.

Figure 2-535 Release the left dampener

4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

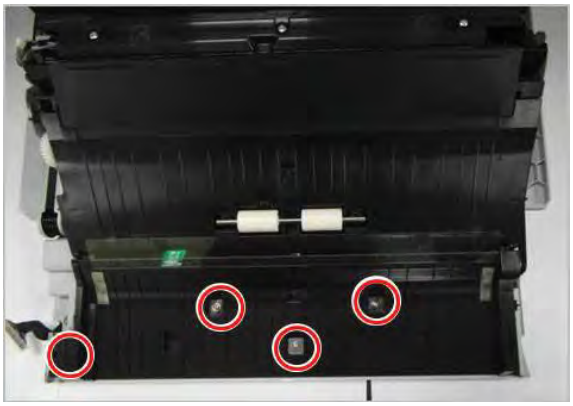
Figure 2-536 Remove the right door



Step 3: Remove the feed guide take away lower and feed guide take away upper

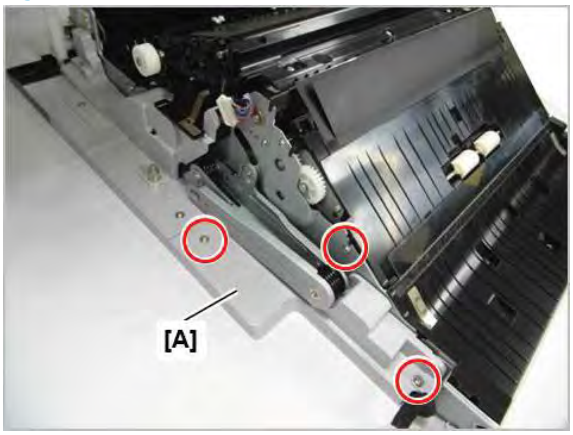
1. Remove four screws.

Figure 2-537 Remove four screws



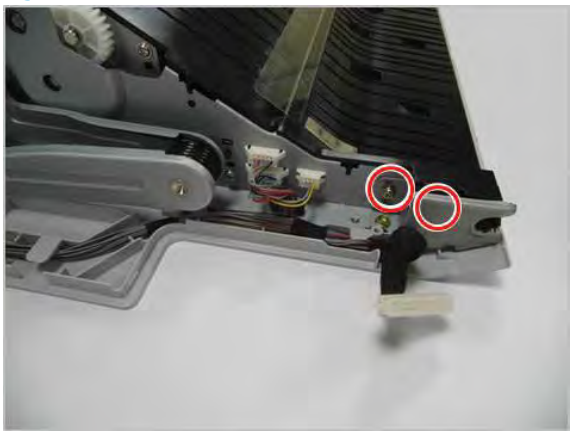
2. Remove three screws, and then remove the lower cable cover [A].

Figure 2-538 Remove three screws and the lower cable cover



3. Remove two screws.

Figure 2-539 Remove two screws



4. Remove two screws.

Figure 2-540 Remove two screws

5. Remove the feed guide take away lower.

Figure 2-541 Remove the feed guide take away lower

6. Disconnect the sensor connector. Remove one screw, and then remove the feed guide take away upper.

Figure 2-542 Remove the feed guide take away upper

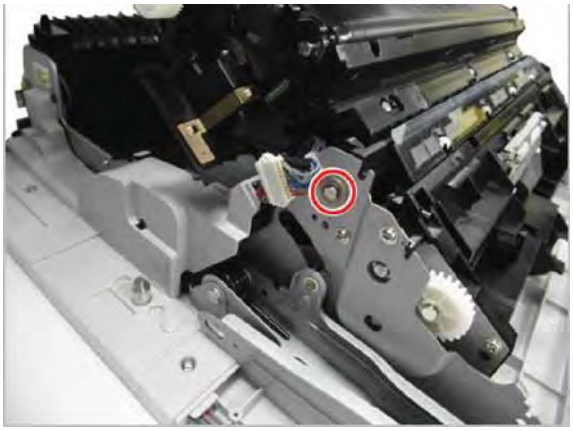
Step 4: Remove the Tray 1 door

1. Remove one e-ring and bushing.

Figure 2-543 Remove one e-ring and bushing

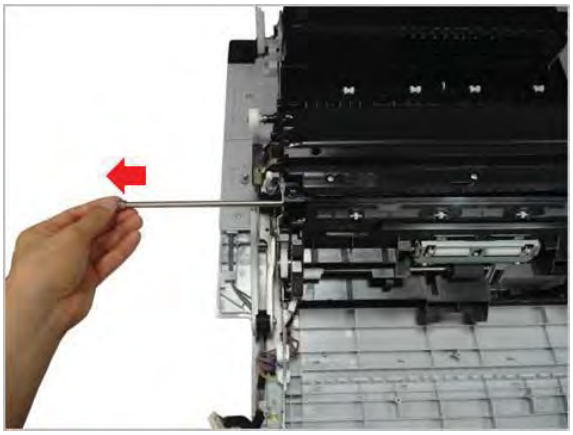
2. Remove one e-ring and bushing.

Figure 2-544 Remove one e-ring and bushing



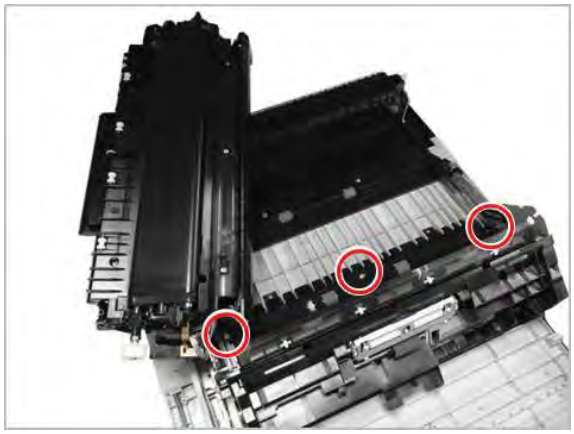
3. Remove the shaft.

Figure 2-545 Remove the shaft



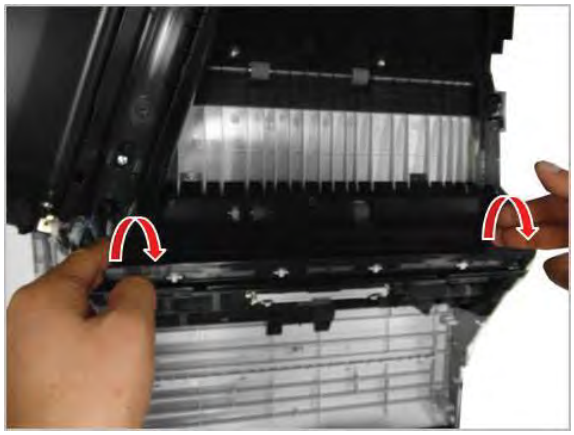
4. Release and position the PTB assembly as shown in the figure, and then remove three screws.

Figure 2-546 Remove three screws



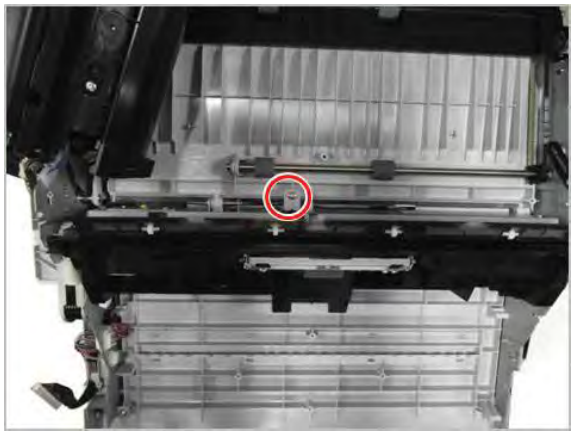
5. Remove the guide-duplex lower.

Figure 2-547 Remove the guide-duplex lower



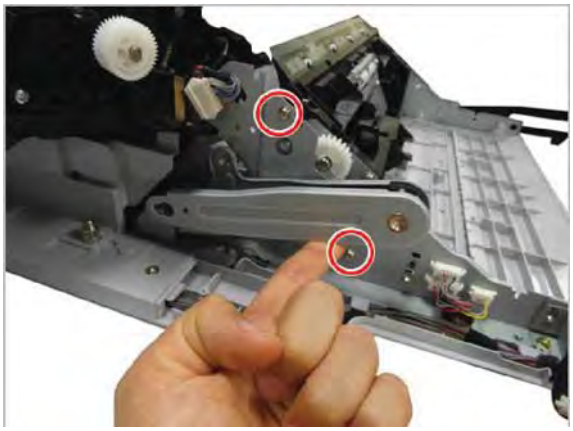
6. Remove one screw.

Figure 2-548 Remove one screw



7. Remove two screws.

Figure 2-549 Remove two screws

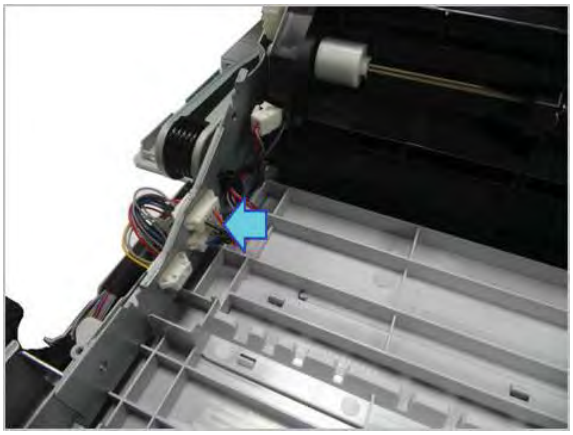


8. Remove two screws.

Figure 2-550 Remove two screws

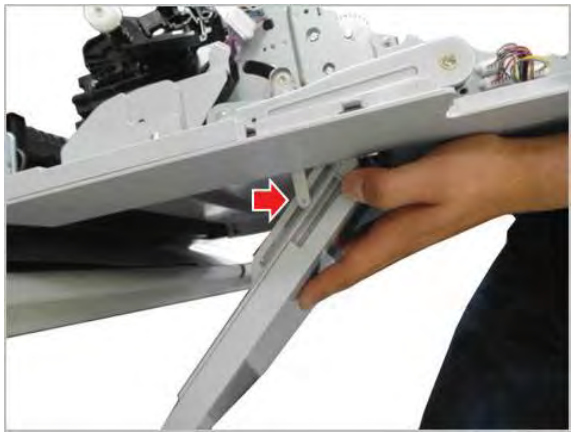
9. Disconnect the sensor connector.

Figure 2-551 Disconnect one connector



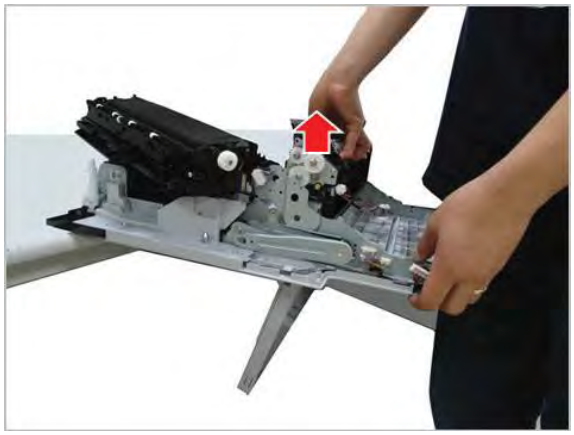
10. Release the Tray 1 door linker.

Figure 2-552 Release the Tray 1 doory linker



11. Release the Tray 1 door.

Figure 2-553 Release the Tray 1 door



Step 5: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Upper right door cover

- Introduction
- Step 1: Remove the front top inner cover
- Step 2: Remove the front power cover
- Step 3: Remove the upper right door cover
- Step 4: Unpack the replacement assembly

Introduction

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

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC63-04916B

To order the part, go to www.hp.com/buy/parts.

- Cover, Right Upper

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

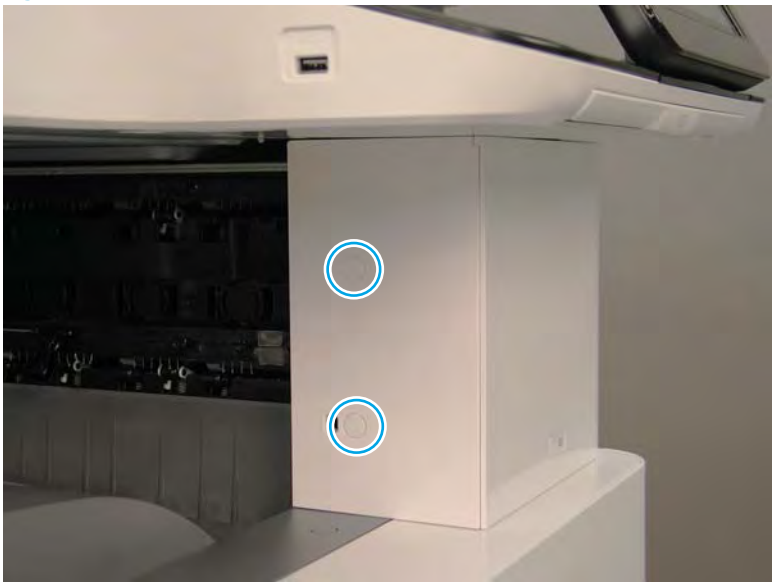
Post service test

No post service test is available for this assembly.

Step 1: Remove the front top inner cover

- Remove two screw-caps and two screws. Lift the front top inner cover away from the printer to remove it.

Figure 2-554 Remove the front top inner cover

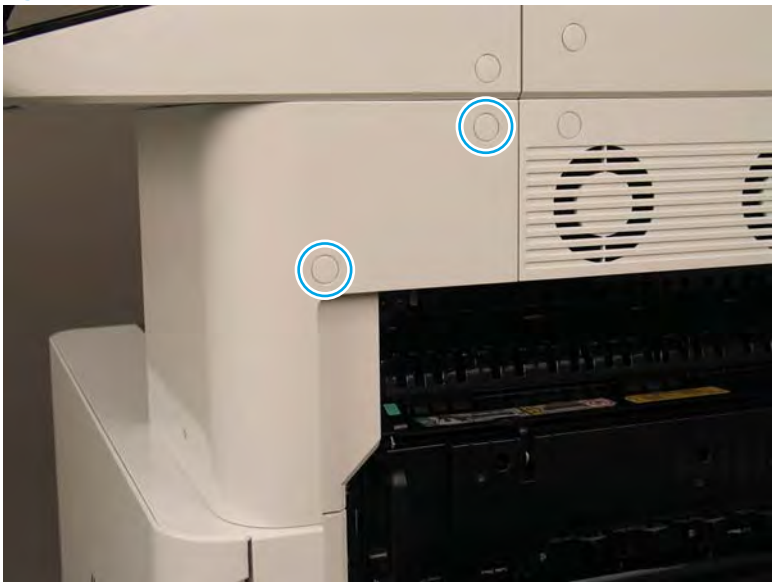


Step 2: Remove the front power cover

1. Remove two screw-caps and two screws. Release two tabs on the right, and then rotate the cover slightly away from the printer.

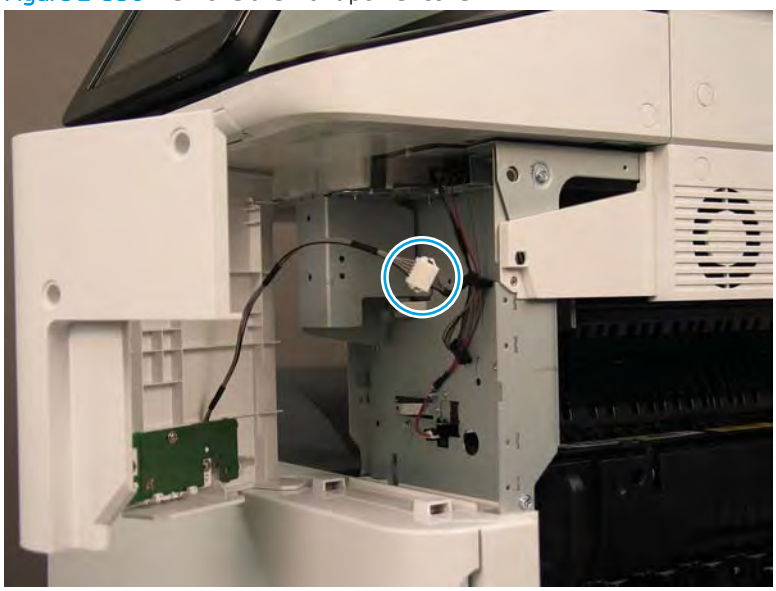
CAUTION: The cover is still attached to the printer by a cable. Do not completely remove the cover.

Figure 2-555 Remove two screws and rotate the cover



2. Disconnect one connector, and then remove the cover.

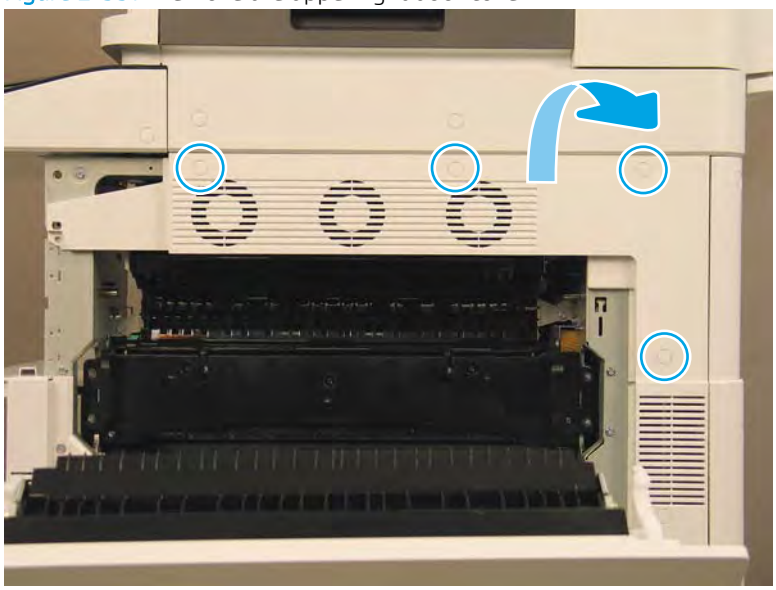
Figure 2-556 Remove the front power cover



Step 3: Remove the upper right door cover

▲ Remove four screw caps and four screws, and then rotate the upper right door cover away from the printer to remove it.

Figure 2-557 Remove the upper right door cover



Step 4: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Fuser out sensor (on the right door)

- Introduction
- Step 1: Remove the right rear cover
- Step 2: Remove the right door
- Step 3: Remove the fuser out sensor
- Step 4: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the fuser out sensor.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

0604-001393

To order the part, go to www.hp.com/buy/parts.

- Fuser out sensor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

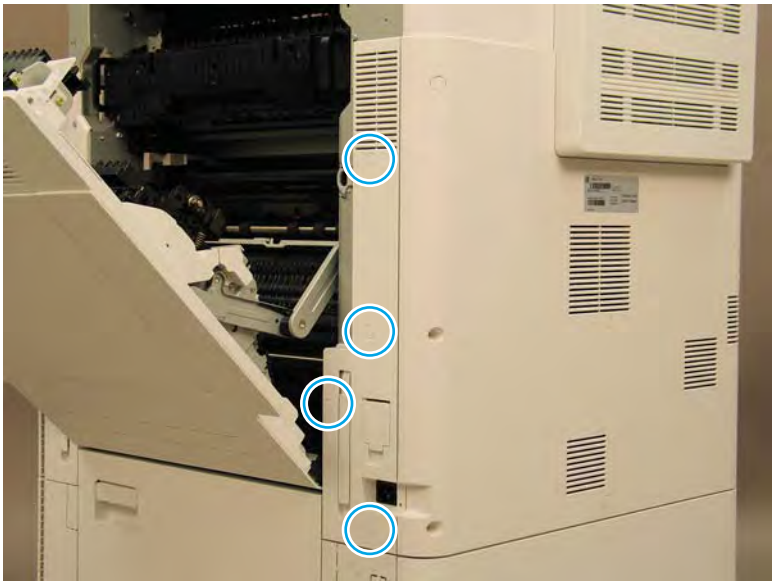
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

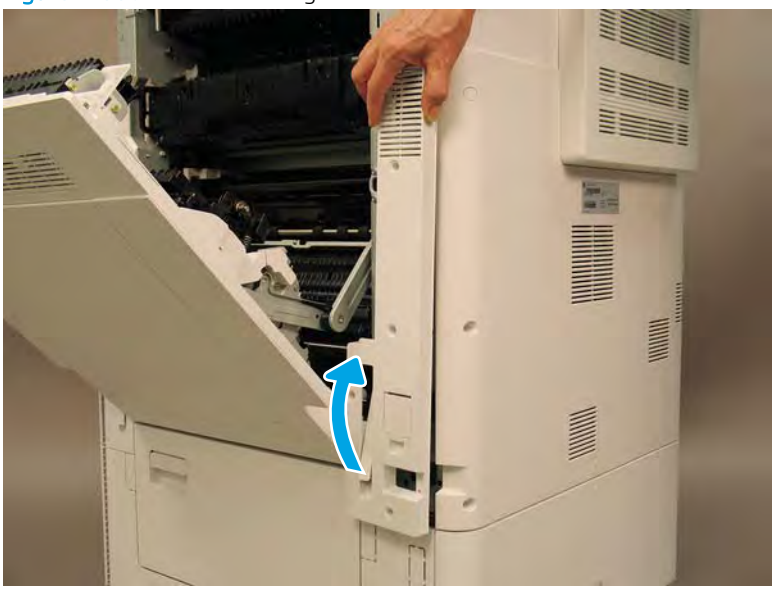
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-558 Remove four screws



3. Lift the handle and remove the right rear cover.

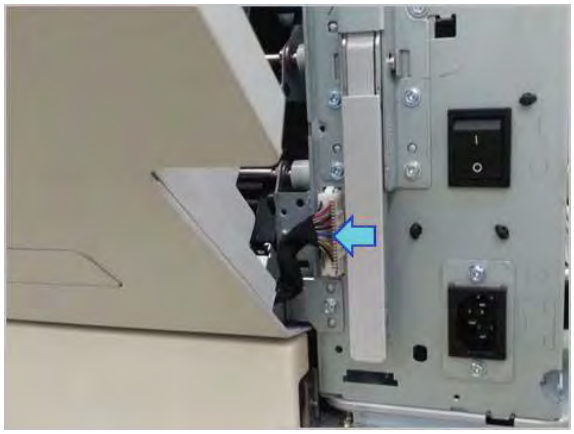
Figure 2-559 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

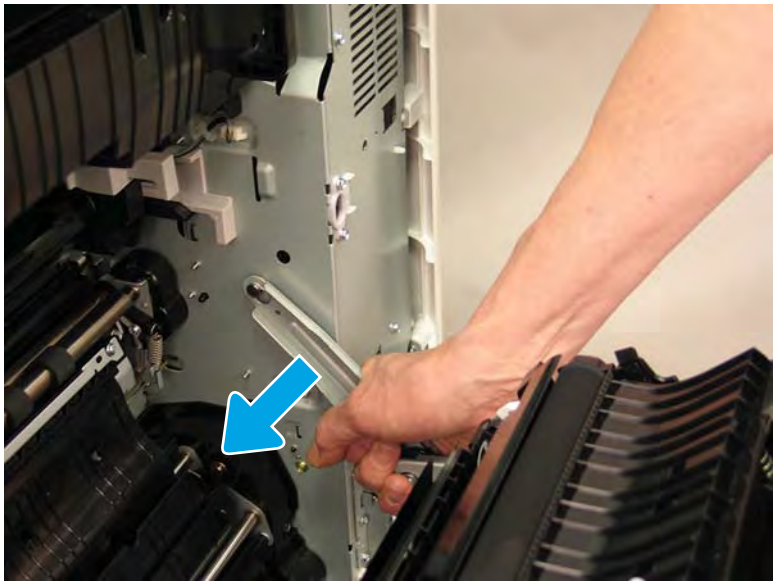
Figure 2-560 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-561 Release the right hinge



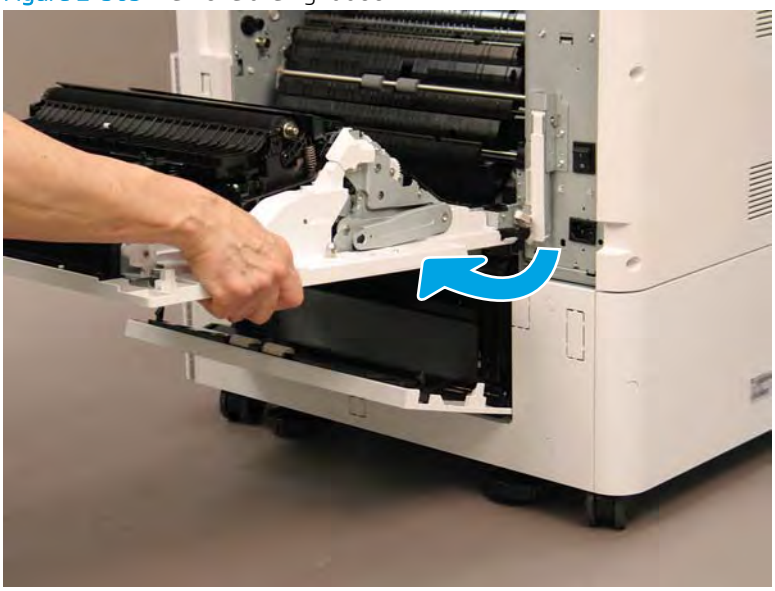
3. Slightly raise the right door, and then release the left dampener.

Figure 2-562 Release the left dampener

4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

Figure 2-563 Remove the right door

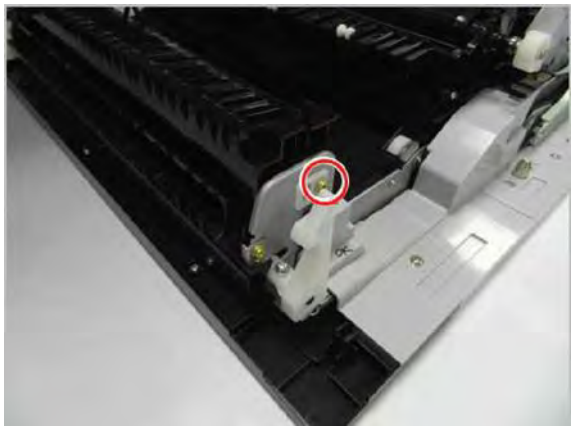


Step 3: Remove the fuser out sensor

1. Remove the right rear cover.
2. Remove the right door.

3. Remove one screw on the back, top corner of the door.

Figure 2-564 Remove one screw



4. Remove one screw on the front, top corner of the door, and then open the cover-side exit.

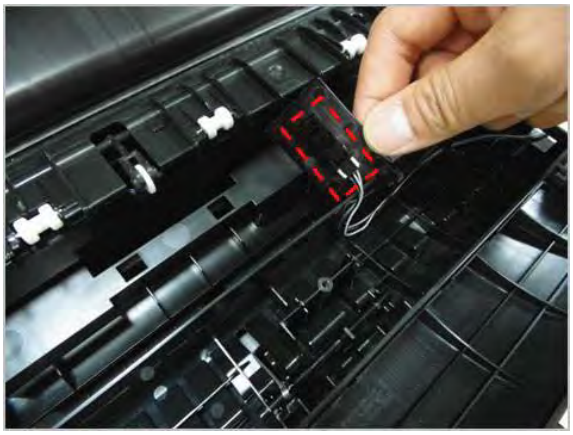
Figure 2-565 Remove one screw

5. Remove one screw, and then rotate the sensor holder up.

Figure 2-566 Remove one screw

6. Disconnect the sensor connector, and then remove the fuser-out sensor from its holder.

Figure 2-567 Disconnect one connector



Step 4: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Feed sensor (on the right door)

- Introduction
- Step 1: Remove the right rear cover
- Step 2: Remove the right door
- Step 3: Remove the feed guide take away lower and feed guide take away upper
- Step 4: Remove the feed sensor
- Step 5: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the feed sensor.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

0604-001490

To order the part, go to www.hp.com/buy/parts.

- Feed sensor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

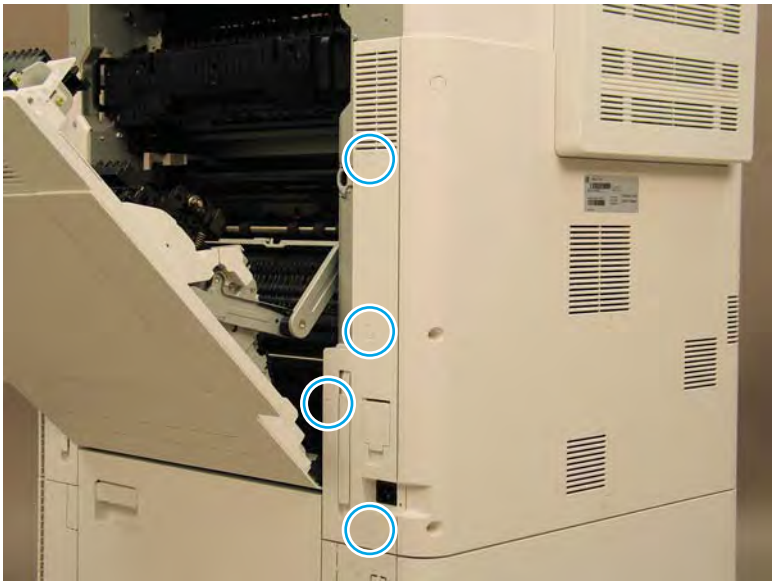
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

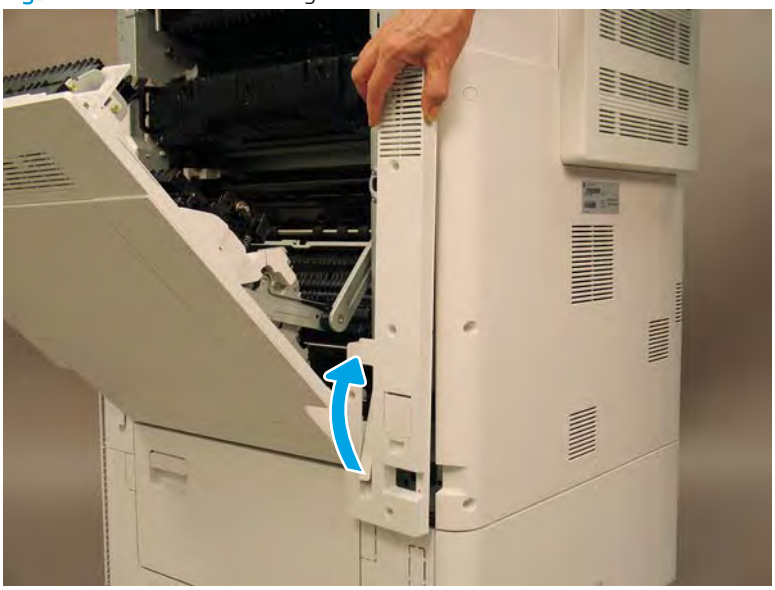
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-568 Remove four screws



3. Lift the handle and remove the right rear cover.

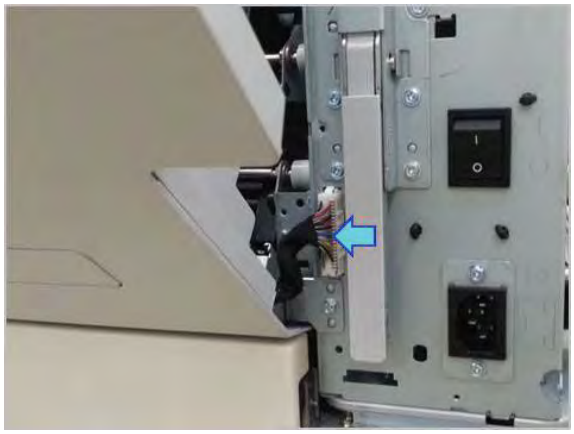
Figure 2-569 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

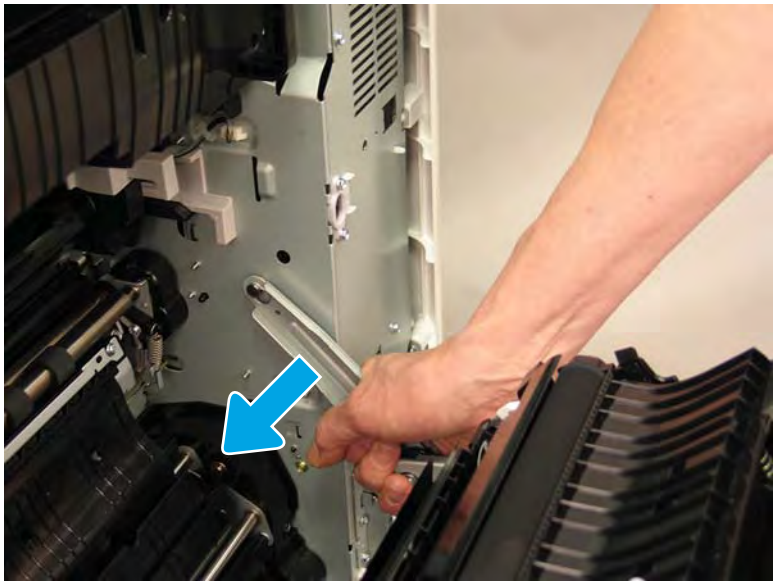
Figure 2-570 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-571 Release the right hinge



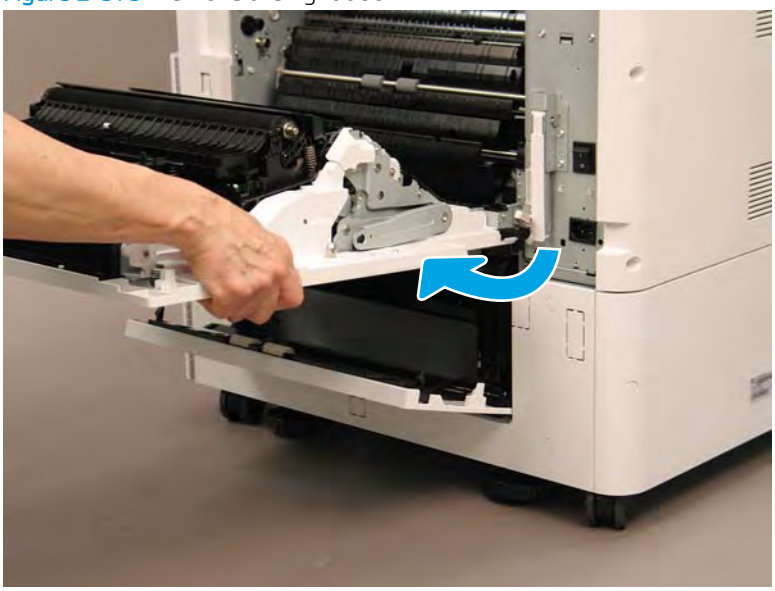
3. Slightly raise the right door, and then release the left dampener.

Figure 2-572 Release the left dampener

4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

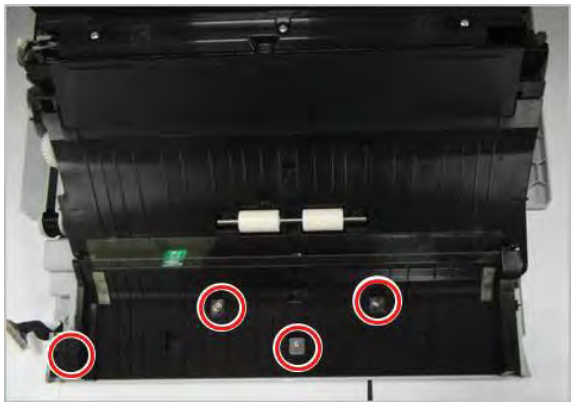
Figure 2-573 Remove the right door



Step 3: Remove the feed guide take away lower and feed guide take away upper

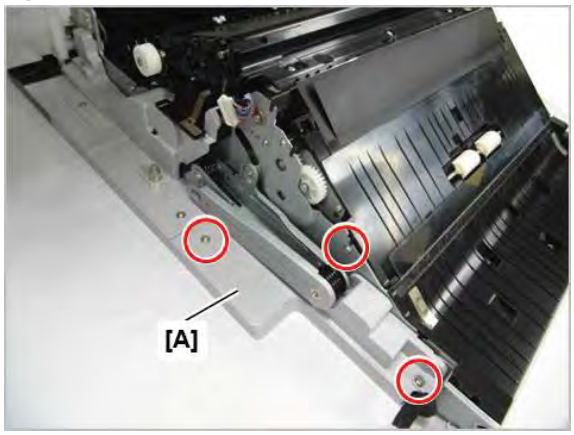
1. Remove four screws.

Figure 2-574 Remove four screws



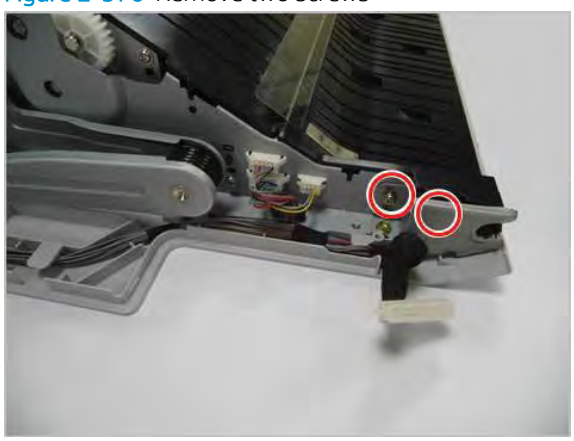
2. Remove three screws, and then remove the lower cable cover [A].

Figure 2-575 Remove three screws and the lower cable cover



3. Remove two screws.

Figure 2-576 Remove two screws



4. Remove two screws.

Figure 2-577 Remove two screws

5. Remove the feed guide take away lower.

Figure 2-578 Remove the feed guide take away lower

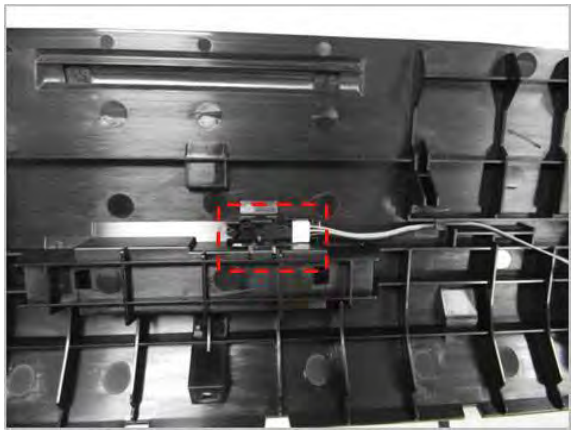
6. Disconnect the sensor connector. Remove one screw, and then remove the feed guide take away upper.

Figure 2-579 Remove the feed guide take away upper

Step 4: Remove the feed sensor

▲ Disconnect the sensor connector, and then remove the feed sensor located on the feed guide take away upper.

Figure 2-580 Disconnect one connector and remove the feed sensor



Step 5: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Tray 1 empty sensor

- Introduction
- Step 1: Remove the right rear cover
- Step 2: Remove the right door
- Step 3: Remove the feed guide take away lower and feed guide take away upper
- Step 4: Remove Tray 1
- Step 5: Remove the Tray 1 empty sensor
- Step 6: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the Tray 1 empty sensor.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

0604-001393

To order the part, go to www.hp.com/buy/parts.

- Photo Interrupter

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

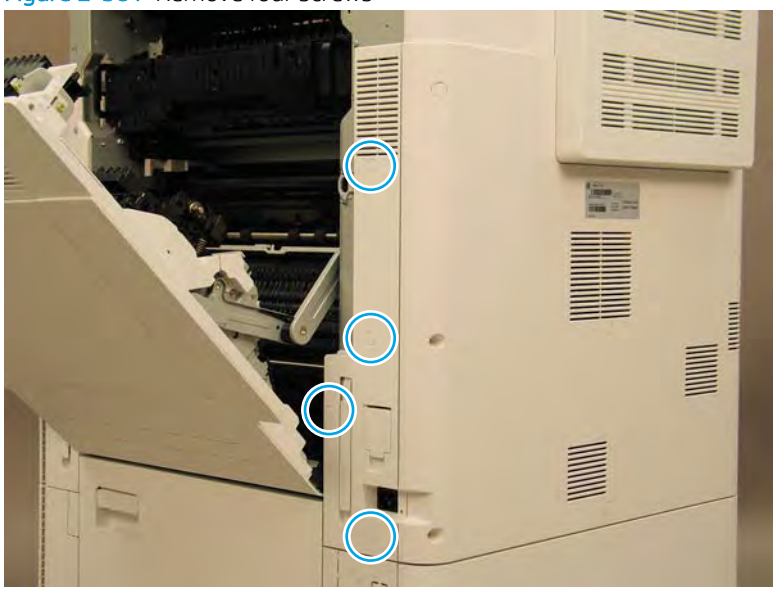
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

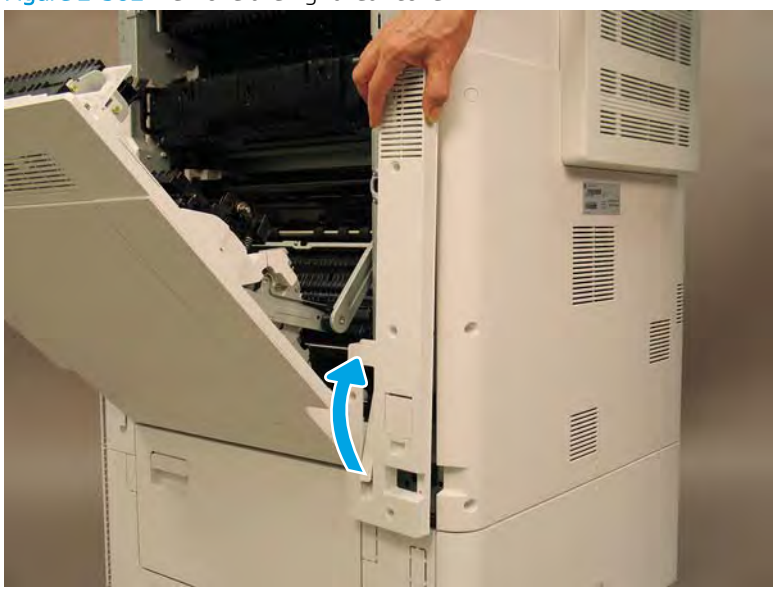
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-581 Remove four screws



3. Lift the handle and remove the right rear cover.

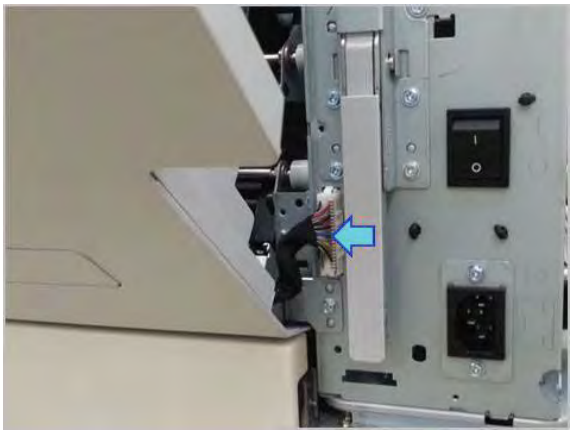
Figure 2-582 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

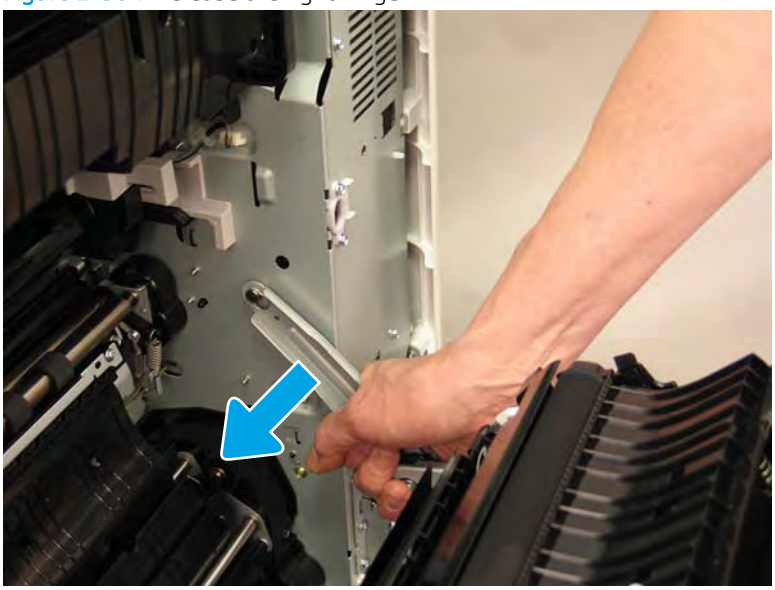
Figure 2-583 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-584 Release the right hinge



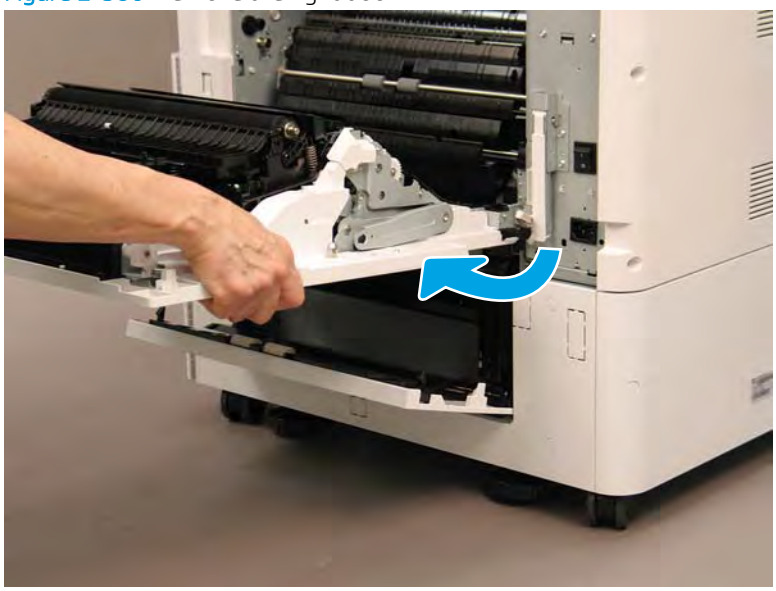
3. Slightly raise the right door, and then release the left dampener.

Figure 2-585 Release the left dampener

4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

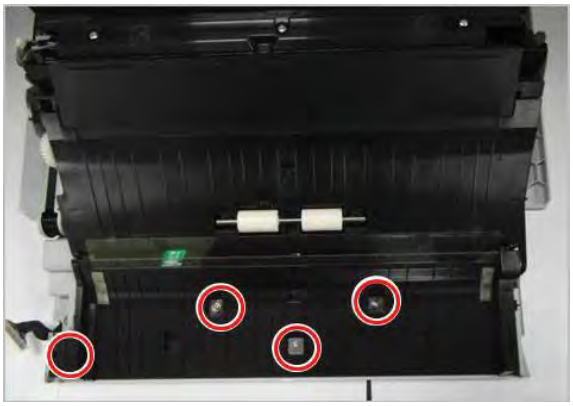
Figure 2-586 Remove the right door



Step 3: Remove the feed guide take away lower and feed guide take away upper

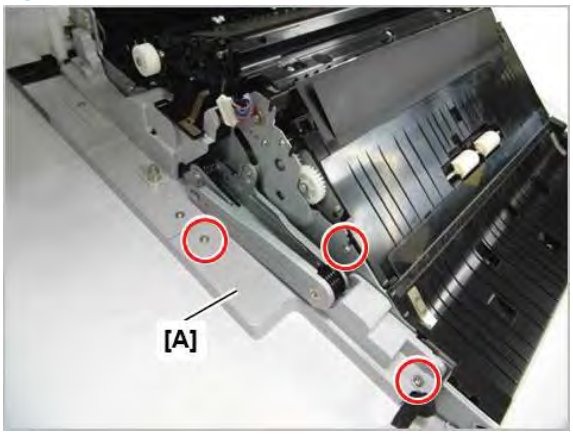
1. Remove four screws.

Figure 2-587 Remove four screws



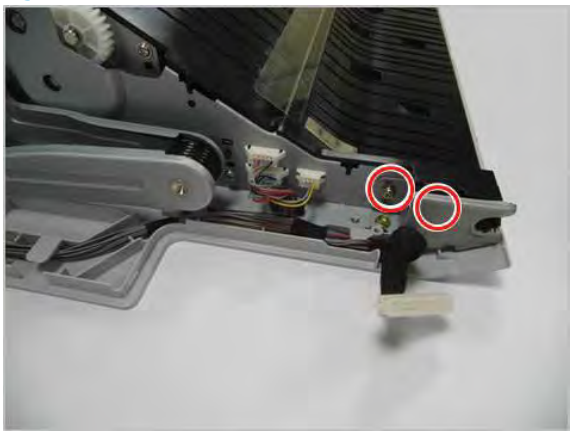
2. Remove three screws, and then remove the lower cable cover [A].

Figure 2-588 Remove three screws and the lower cable cover



3. Remove two screws.

Figure 2-589 Remove two screws



4. Remove two screws.

Figure 2-590 Remove two screws

5. Remove the feed guide take away lower.

Figure 2-591 Remove the feed guide take away lower

6. Disconnect the sensor connector. Remove one screw, and then remove the feed guide take away upper.

Figure 2-592 Remove the feed guide take away upper

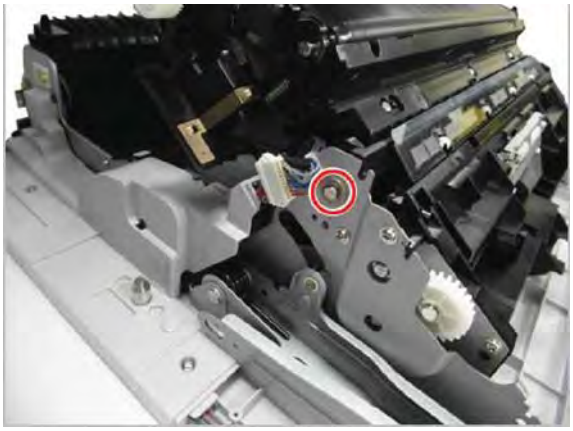
Step 4: Remove Tray 1

1. Remove one e-ring and bushing.

Figure 2-593 Remove one e-ring and bushing

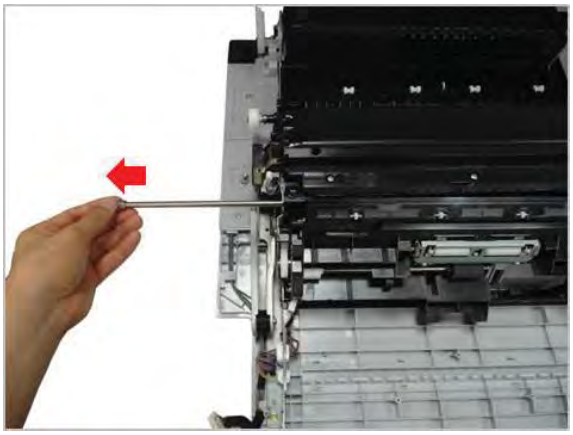
2. Remove one e-ring and bushing.

Figure 2-594 Remove one e-ring and bushing



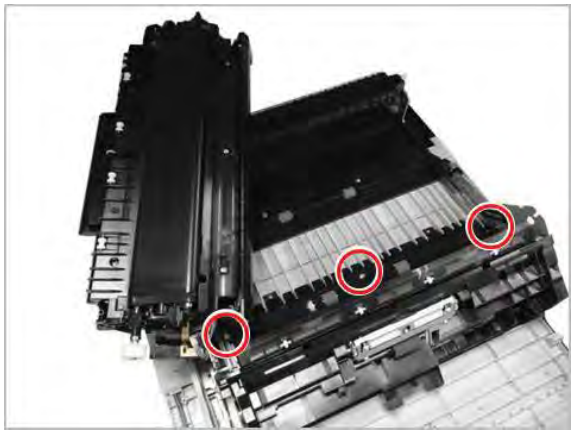
3. Remove the shaft.

Figure 2-595 Remove the shaft



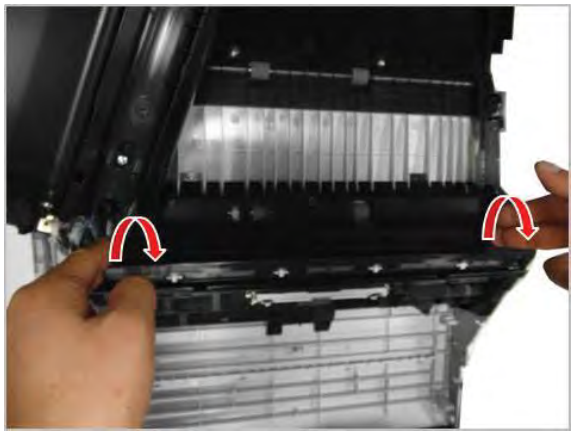
4. Release and position the PTB assembly as shown in the figure, and then remove three screws.

Figure 2-596 Remove three screws



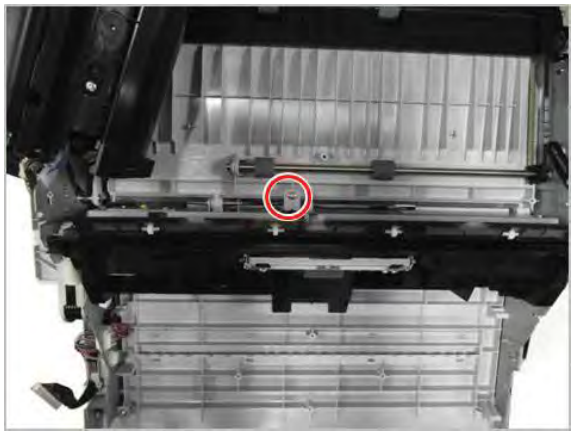
5. Remove the guide-duplex lower.

Figure 2-597 Remove the guide-duplex lower



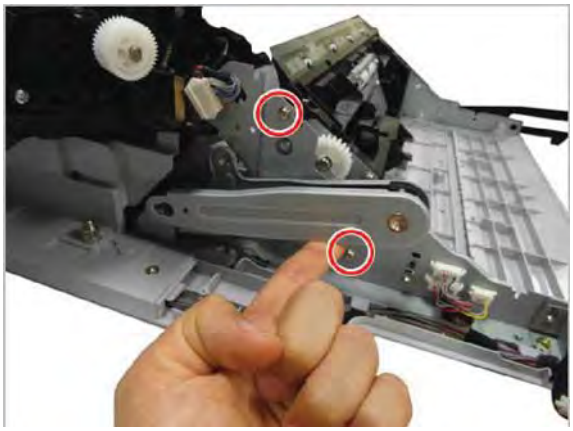
6. Remove one screw.

Figure 2-598 Remove one screw



7. Remove two screws.

Figure 2-599 Remove two screws

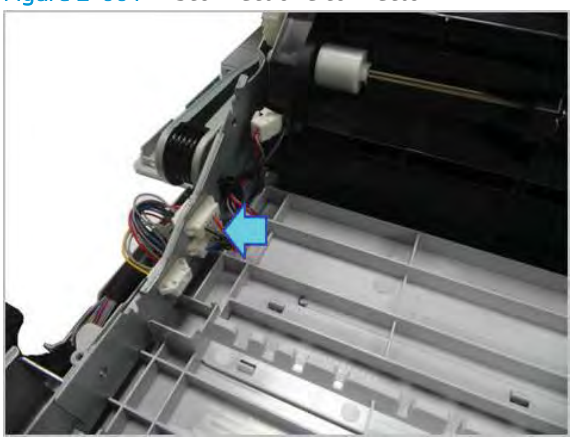


8. Remove two screws.

Figure 2-600 Remove two screws

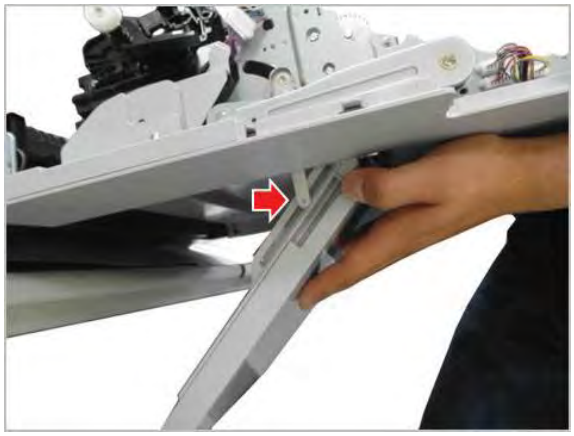
9. Disconnect the sensor connector.

Figure 2-601 Disconnect one connector



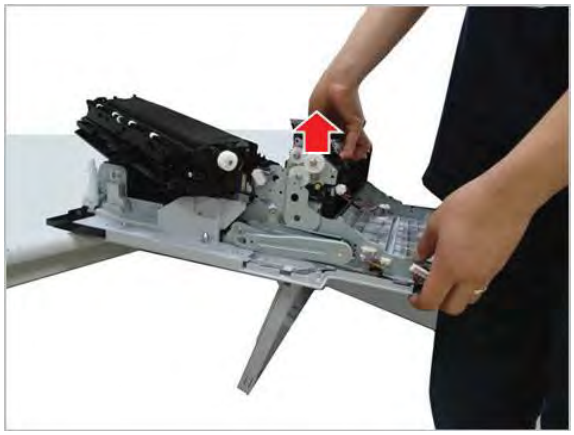
10. Release the Tray 1 door linker.

Figure 2-602 Release the Tray 1 doory linker



11. Release the Tray 1 door.

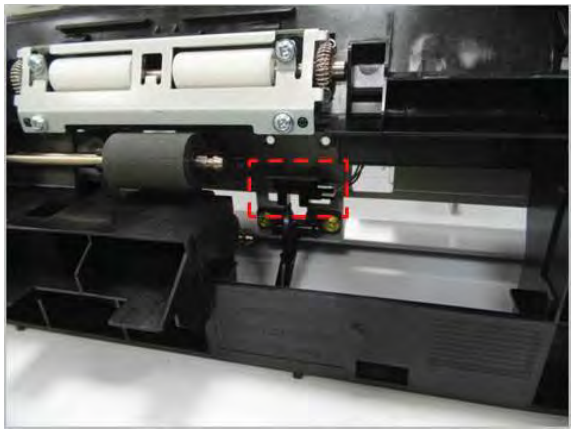
Figure 2-603 Release the Tray 1 door



Step 5: Remove the Tray 1 empty sensor

▲ Disconnect the connector, and then remove the Tray 1 empty sensor.

Figure 2-604 Remove the Tray 1 empty sensor



Step 6: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Tray 1 paper length sensor

- Introduction
- Step 1: Remove the right rear cover
- Step 2: Remove the right door
- Step 3: Remove the feed guide take away lower and feed guide take away upper
- Step 4: Remove Tray 1
- Step 5: Remove the Tray 1 paper length sensor
- Step 6: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the Tray 1 paper length sensor.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.
- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

0604-001393

To order the part, go to www.hp.com/buy/parts.

- Tray 1 paper length sensor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

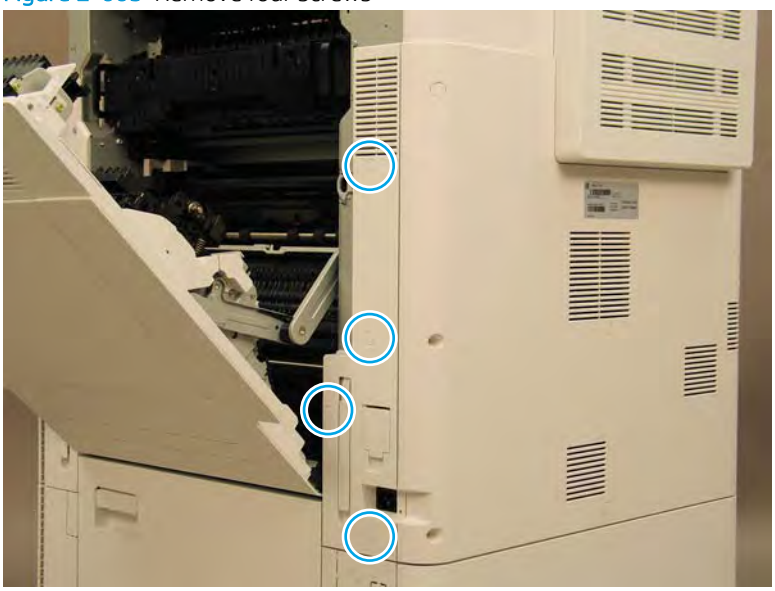
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

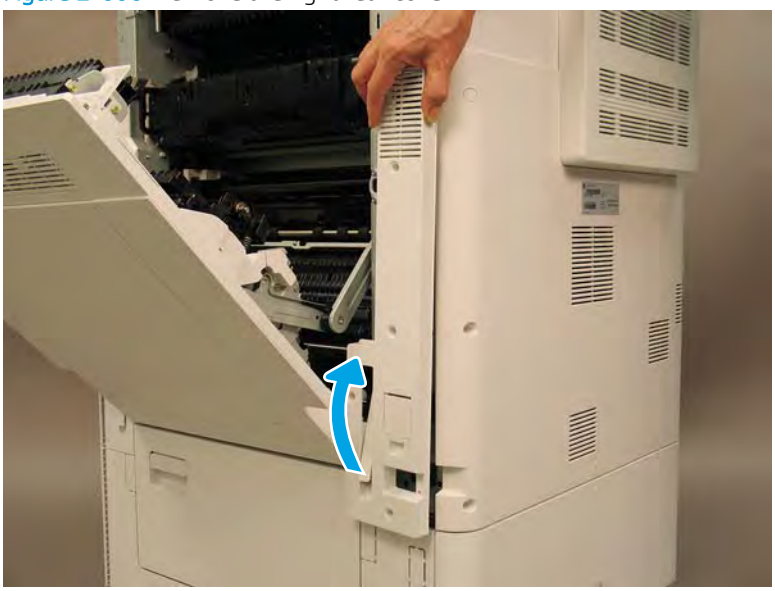
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-605 Remove four screws



3. Lift the handle and remove the right rear cover.

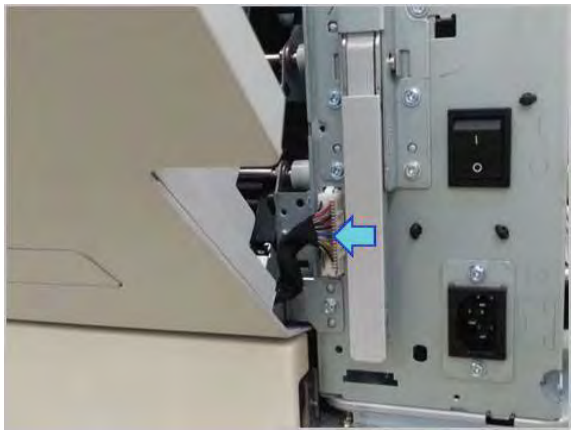
Figure 2-606 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

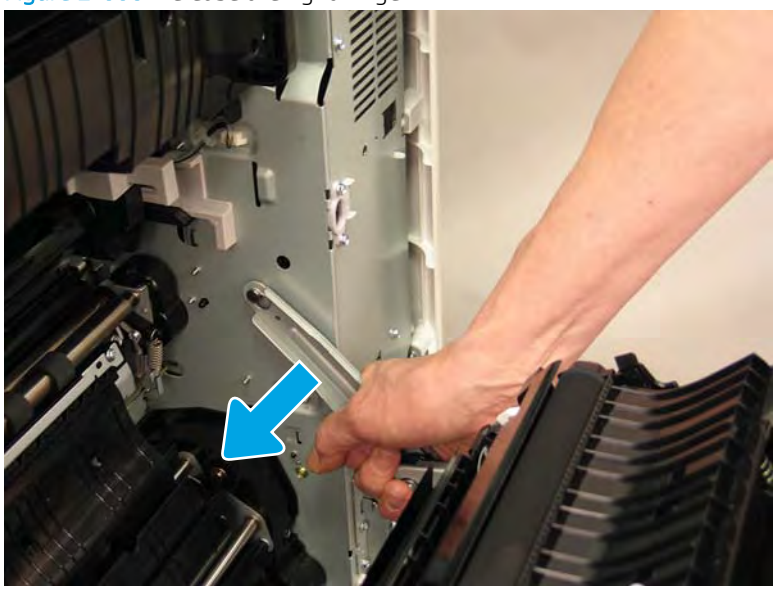
Figure 2-607 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-608 Release the right hinge



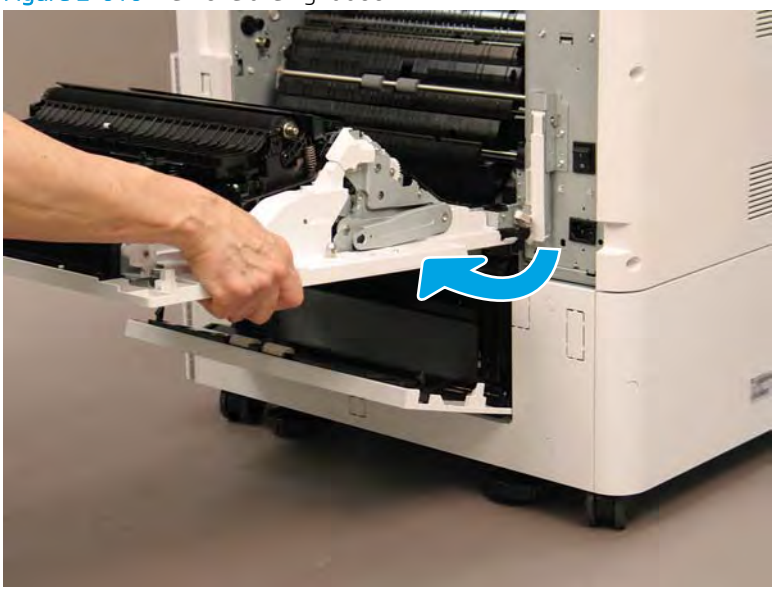
3. Slightly raise the right door, and then release the left dampener.

Figure 2-609 Release the left dampener

4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

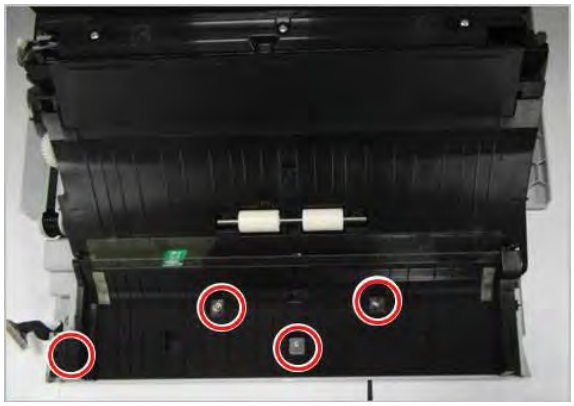
Figure 2-610 Remove the right door



Step 3: Remove the feed guide take away lower and feed guide take away upper

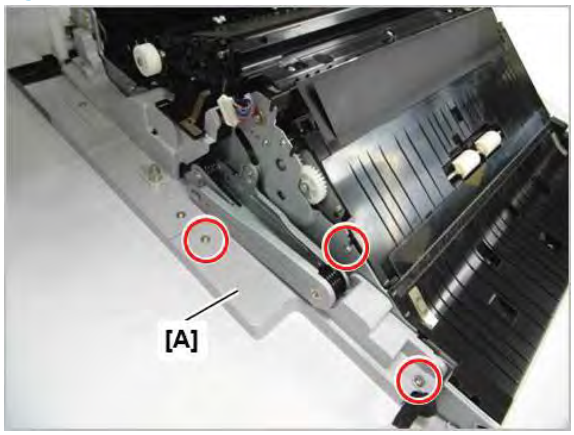
1. Remove four screws.

Figure 2-611 Remove four screws



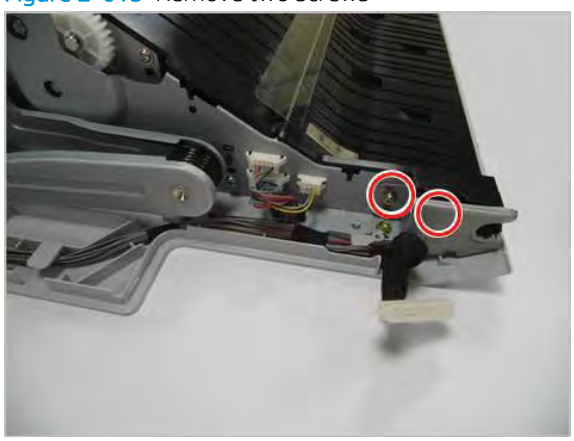
2. Remove three screws, and then remove the lower cable cover [A].

Figure 2-612 Remove three screws and the lower cable cover



3. Remove two screws.

Figure 2-613 Remove two screws



4. Remove two screws.

Figure 2-614 Remove two screws

5. Remove the feed guide take away lower.

Figure 2-615 Remove the feed guide take away lower

6. Disconnect the sensor connector. Remove one screw, and then remove the feed guide take away upper.

Figure 2-616 Remove the feed guide take away upper

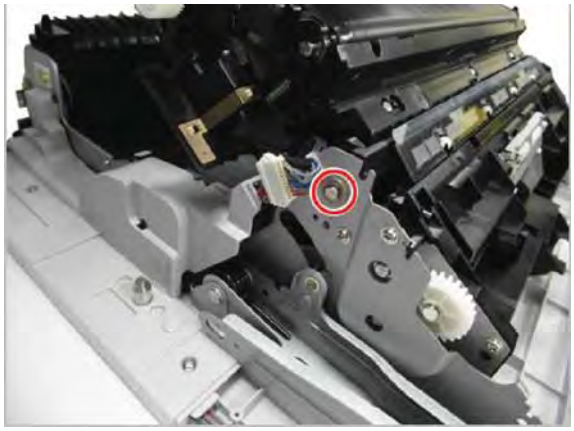
Step 4: Remove Tray 1

1. Remove one e-ring and bushing.

Figure 2-617 Remove one e-ring and bushing

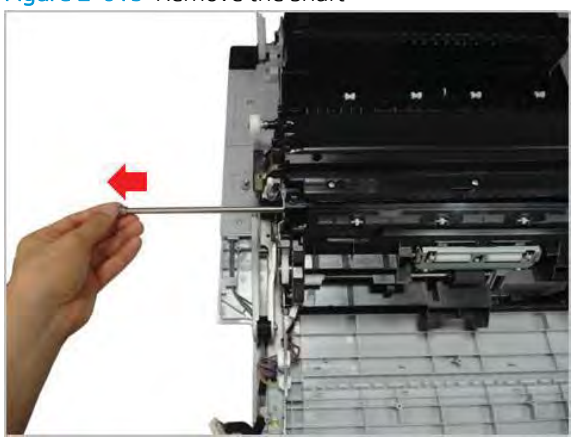
2. Remove one e-ring and bushing.

Figure 2-618 Remove one e-ring and bushing



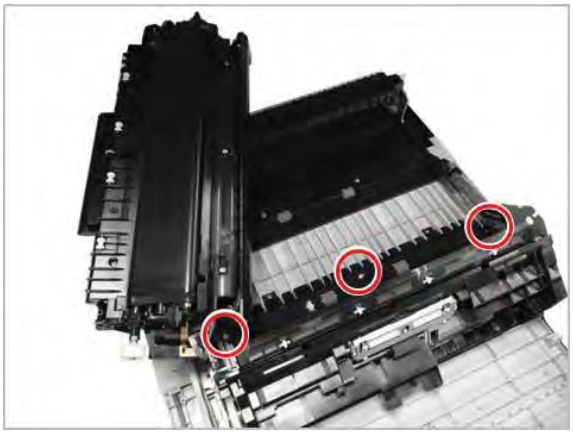
3. Remove the shaft.

Figure 2-619 Remove the shaft



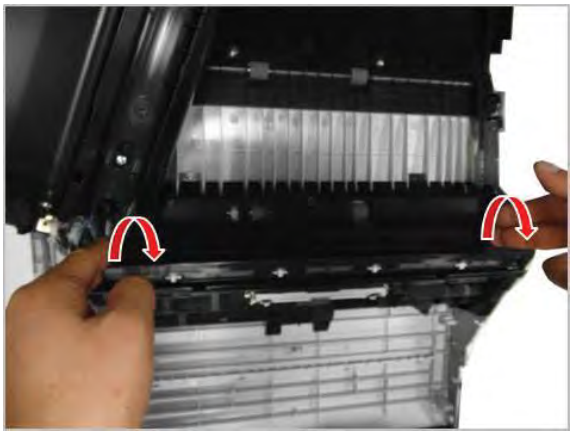
4. Release and position the PTB assembly as shown in the figure, and then remove three screws.

Figure 2-620 Remove three screws



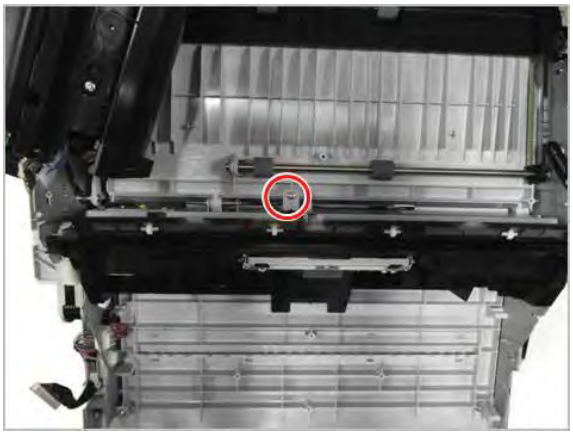
5. Remove the guide-duplex lower.

Figure 2-621 Remove the guide-duplex lower



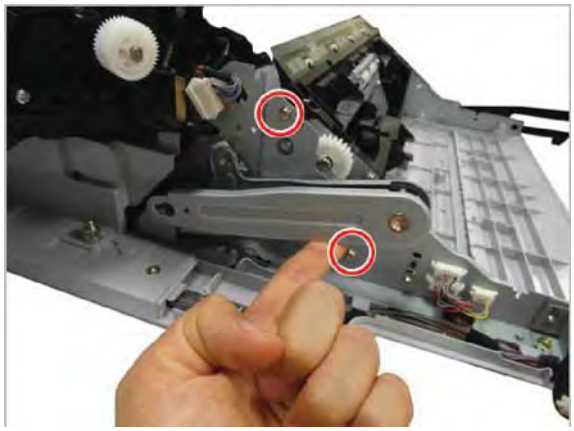
6. Remove one screw.

Figure 2-622 Remove one screw



7. Remove two screws.

Figure 2-623 Remove two screws

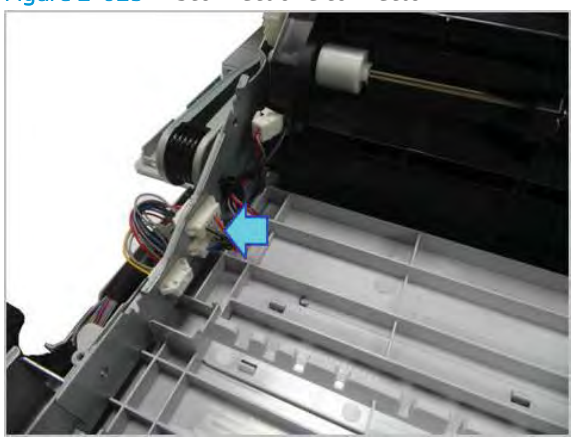


8. Remove two screws.

Figure 2-624 Remove two screws

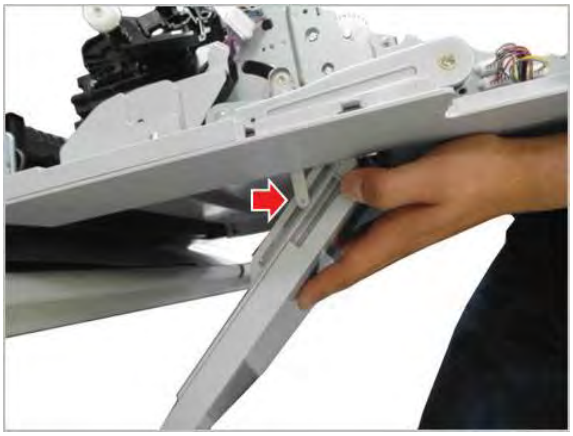
9. Disconnect the sensor connector.

Figure 2-625 Disconnect one connector



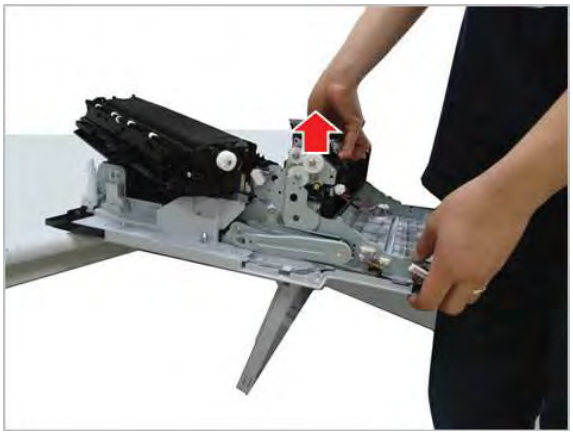
10. Release the Tray 1 door linker.

Figure 2-626 Release the Tray 1 doory linker



11. Release the Tray 1 door.

Figure 2-627 Release the Tray 1 door



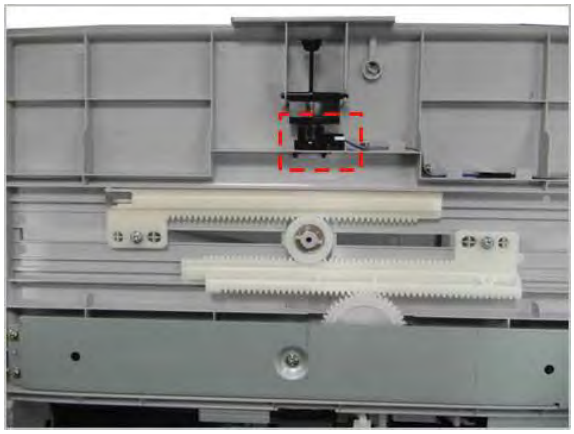
Step 5: Remove the Tray 1 paper length sensor

1. Remove the Tray 1 tray upper.

Figure 2-628 Remove the Tray 1 tray upper

2. Disconnect one connector, and then remove the Tray 1 paper length sensor.

Figure 2-629 Remove the Tray 1 paper length sensor



Step 6: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Tray 1

Figure 2-630 Tray 1

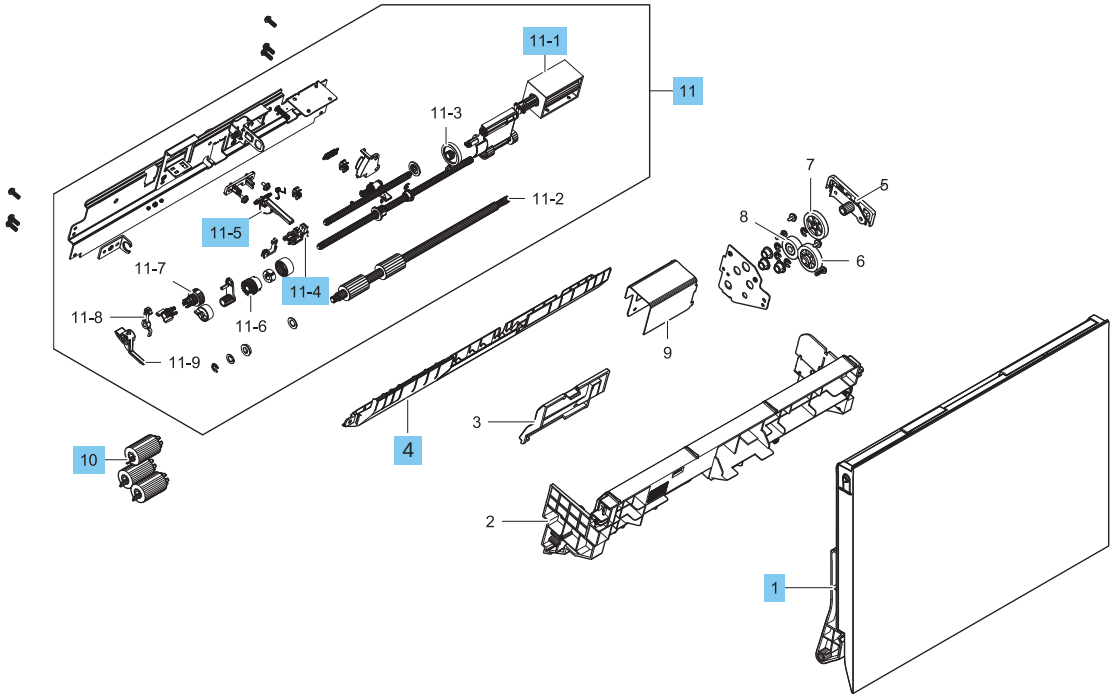


Table 2-12 Tray 1

Ref	Description	Part number	Qty
1	Tray 1 main pickup	JC90-01357B	1
4	Guide, feed Tray 1	JC90-01353A	1
10	Tray 2/3 main pick, feed, separation rollers	JC93-01092A	3
11	Tray 1 bracket, pickup	JC90-01355A	1
11-1	MP solenoid	JC33-00029B on page 624	1
11-4	Photo-interrupter	0604–001393	1
11-5	Actuator lever, empty	JC66-04459A	1

Tray 1 solenoid

- Introduction
- Step 1: Remove the right rear cover
- Step 2: Remove the right door
- Step 3: Remove the feed guide take away lower and feed guide take away upper
- Step 4: Remove Tray 1
- Step 5: Remove the Tray 1 solenoid
- Step 6: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the multi-purpose (MP) solenoid.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC33-00029B

To order the part, go to www.hp.com/buy/parts.

- Solenoid, Tray 1

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.

- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

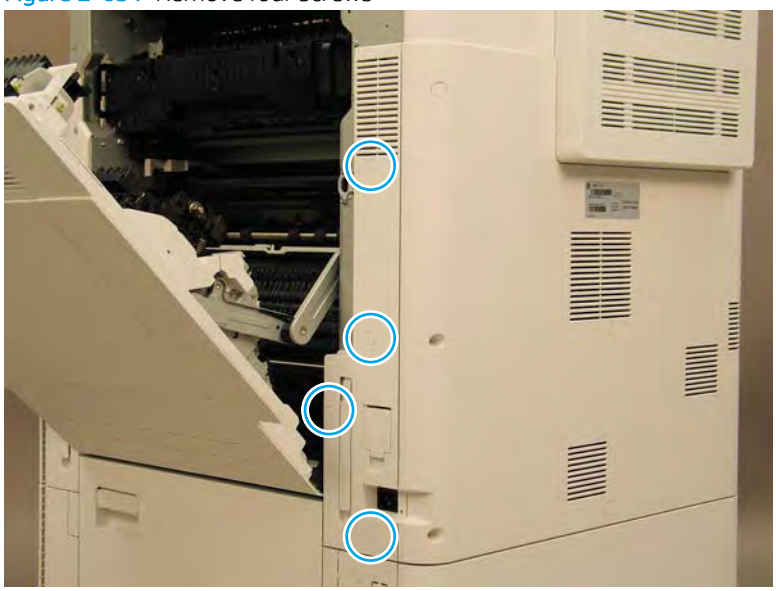
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the right rear cover

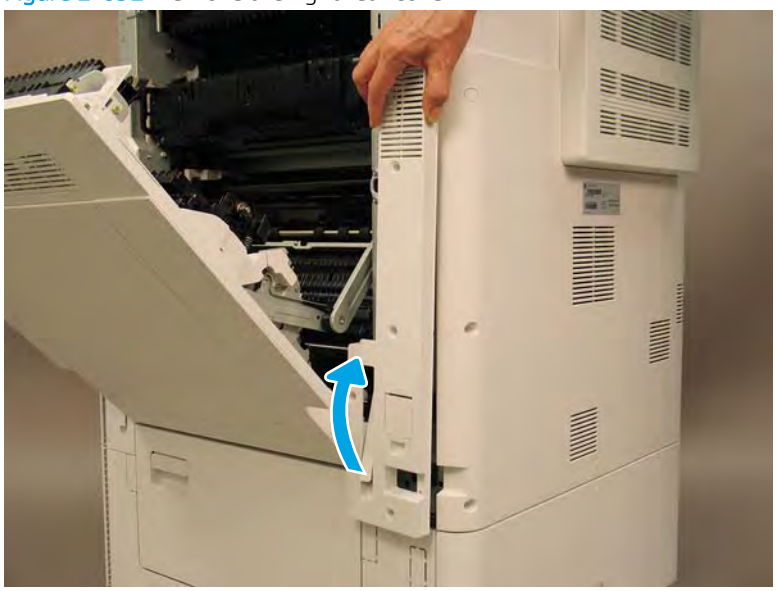
1. Open the right door.
2. Remove four screw-caps and four screws.

Figure 2-631 Remove four screws



3. Lift the handle and remove the right rear cover.

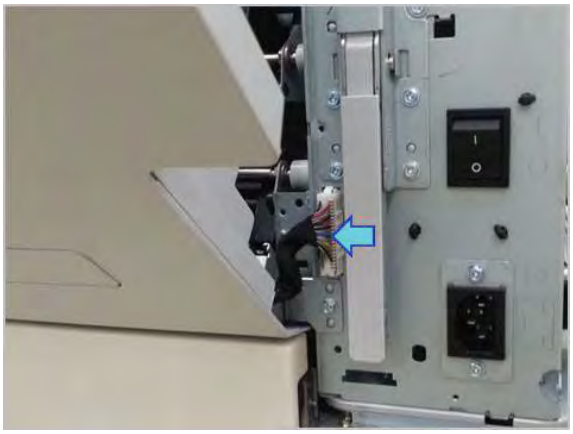
Figure 2-632 Remove the right rear cover



Step 2: Remove the right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

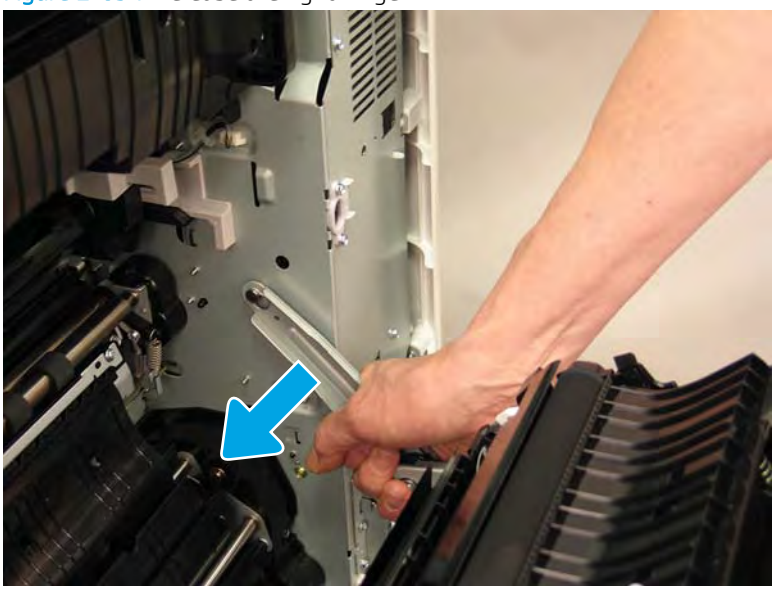
Figure 2-633 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-634 Release the right hinge



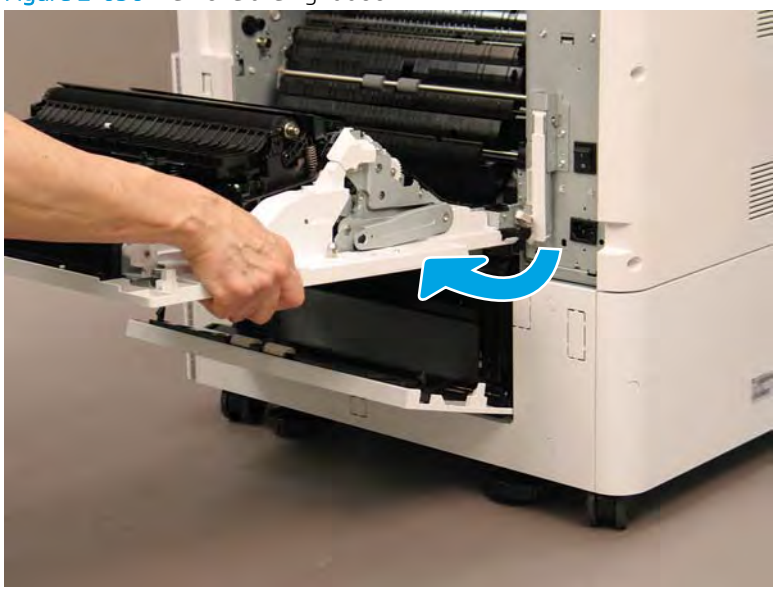
3. Slightly raise the right door, and then release the left dampener.

Figure 2-635 Release the left dampener

4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

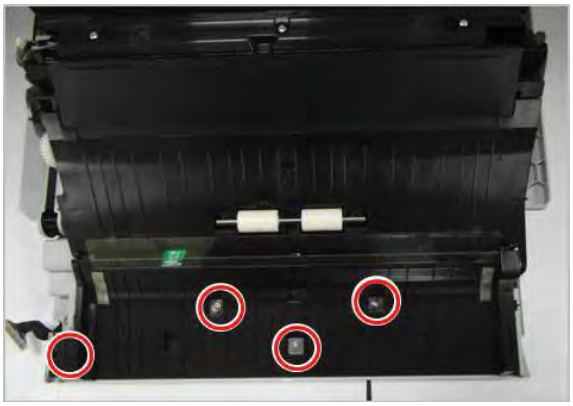
Figure 2-636 Remove the right door



Step 3: Remove the feed guide take away lower and feed guide take away upper

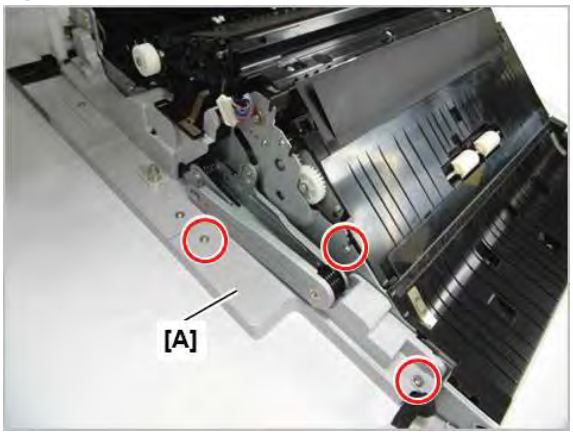
1. Remove four screws.

Figure 2-637 Remove four screws



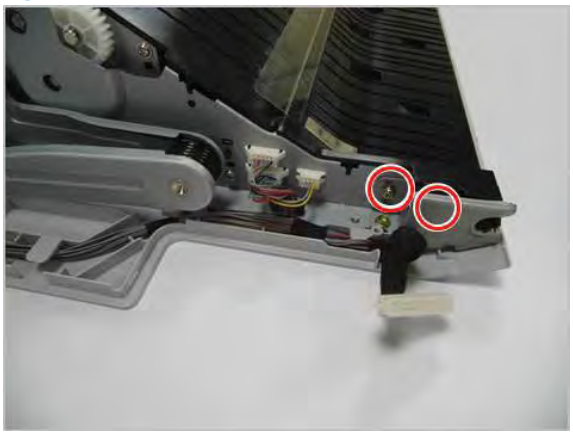
2. Remove three screws, and then remove the lower cable cover [A].

Figure 2-638 Remove three screws and the lower cable cover



3. Remove two screws.

Figure 2-639 Remove two screws



4. Remove two screws.

Figure 2-640 Remove two screws

5. Remove the feed guide take away lower.

Figure 2-641 Remove the feed guide take away lower

6. Disconnect the sensor connector. Remove one screw, and then remove the feed guide take away upper.

Figure 2-642 Remove the feed guide take away upper

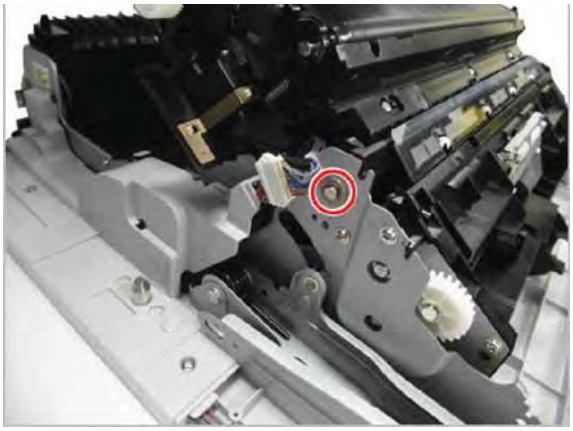
Step 4: Remove Tray 1

1. Remove one e-ring and bushing.

Figure 2-643 Remove one e-ring and bushing

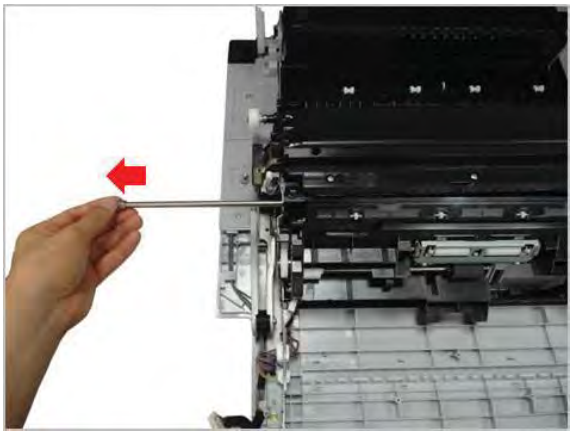
2. Remove one e-ring and bushing.

Figure 2-644 Remove one e-ring and bushing



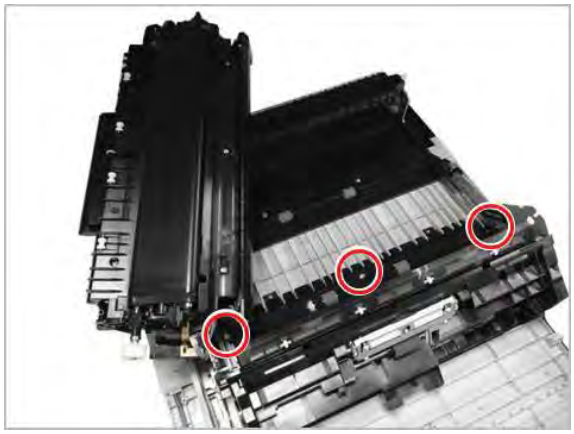
3. Remove the shaft.

Figure 2-645 Remove the shaft



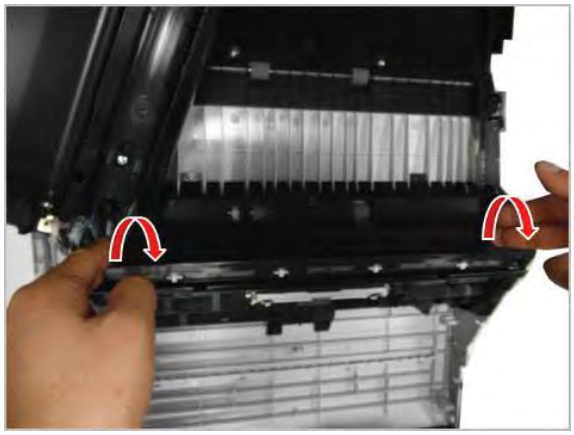
4. Release and position the PTB assembly as shown in the figure, and then remove three screws.

Figure 2-646 Remove three screws



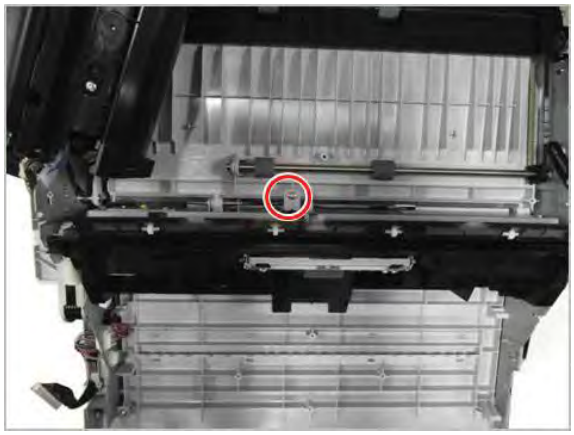
5. Remove the guide-duplex lower.

Figure 2-647 Remove the guide-duplex lower



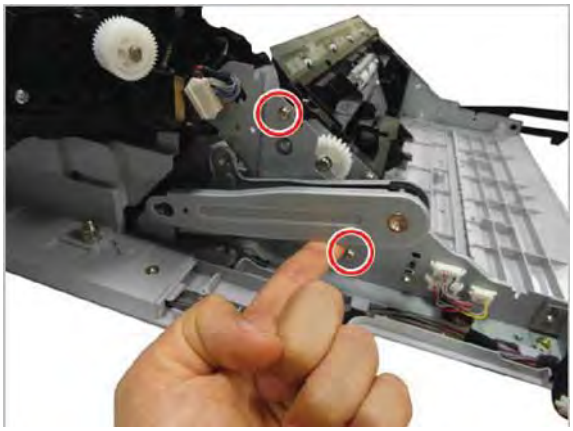
6. Remove one screw.

Figure 2-648 Remove one screw



7. Remove two screws.

Figure 2-649 Remove two screws

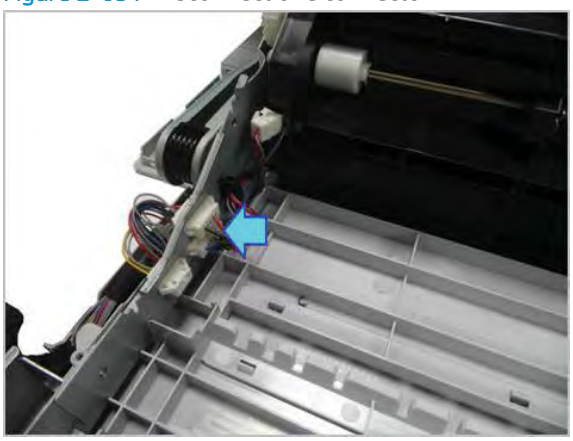


8. Remove two screws.

Figure 2-650 Remove two screws

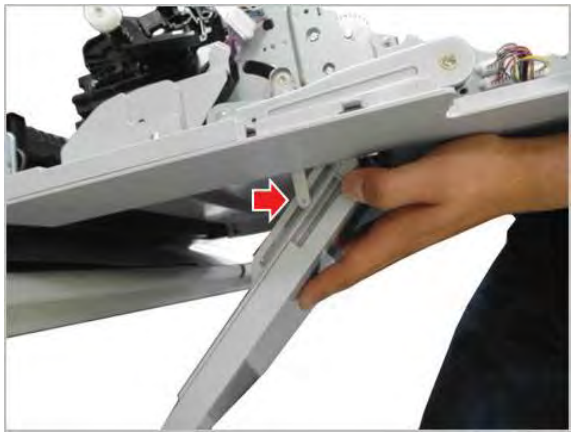
9. Disconnect the sensor connector.

Figure 2-651 Disconnect one connector



10. Release the Tray 1 door linker.

Figure 2-652 Release the Tray 1 doory linker



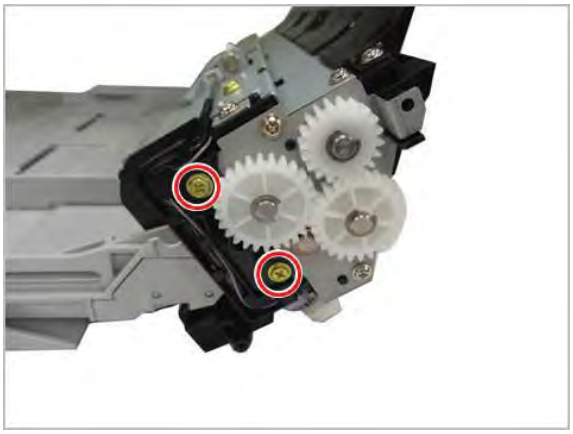
11. Release the Tray 1 door.

Figure 2-653 Release the Tray 1 door

Step 5: Remove the Tray 1 solenoid

1. Remove two screws, remove three gears, and then release Tray 1.

Figure 2-654 Remove two screws and three gears



2. Remove two screws, three e-rings, and three bushings. Remove the bracket-rear.

Figure 2-655 Remove the bracket-rear

3. Remove seven screws, and then remove the frame-base.

Figure 2-656 Remove seven screws

4. Remove two screws, and then remove the Tray 1 solenoid.

Figure 2-657 Remove two screws

Step 6: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Right door guide

Figure 2-658 Right door guide

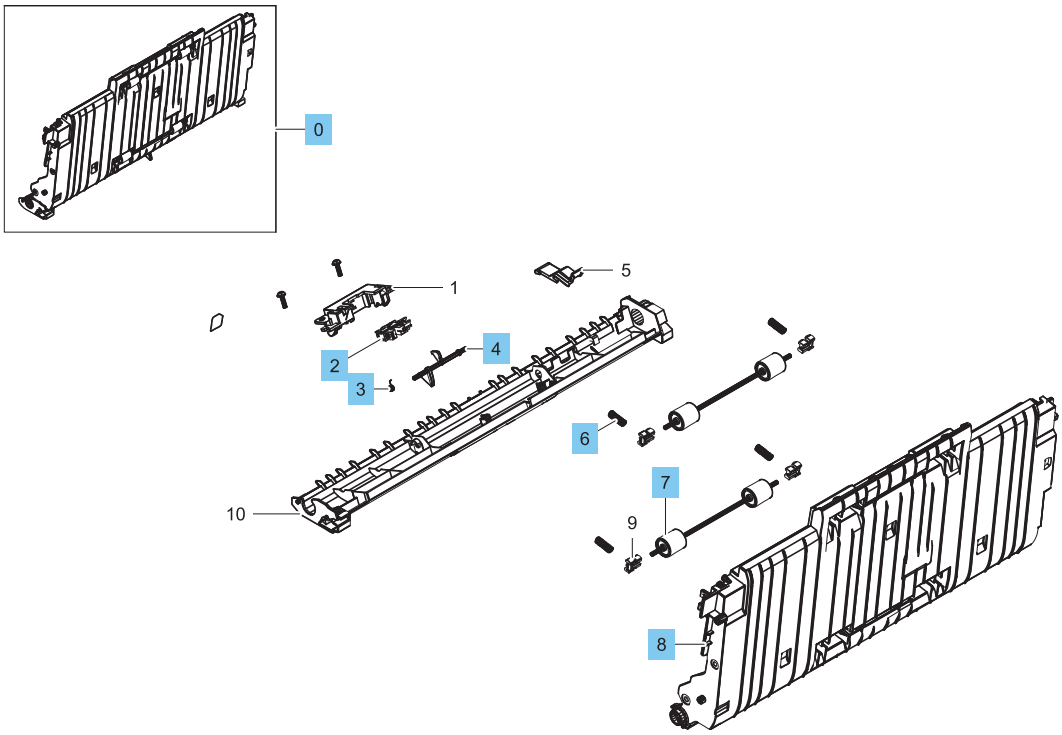


Table 2-13 Right door guide

Ref	Description	Part number	Qty
0	Side cover guide	JC95-01969A	1
2	Photo-interrupter	0604-001393	1
3	Spring, ts	6107-001737	1
4	Actuator lever, dup	JC66-04405A	1
6	Spring, cs	6107-001731	4
7	Idle roller, rubber	JC66-02289B	4
8	Feed guide	JC61-06988A	1

Right door exit and takeaway

Figure 2-659 Right door exit and takeaway

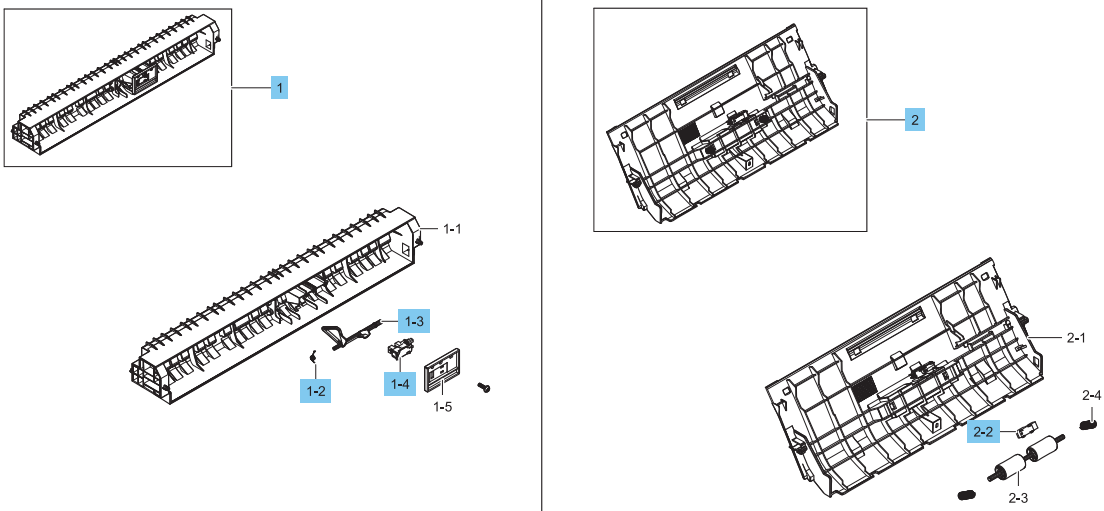


Table 2-14 Right door exit and takeaway

Ref	Description	Part number	Qty
1	Right door side exit	JC95-01968A	1
1-2	Spring, ts	6107-001737	1
1-3	Actuator lever, fuser out	JC66-04406A	1
1-4	Photo-interrupter	0604–001393	1
2	Side cover, takeaway	JC95-01972A	1
2-2	Photo interrupter	0604-001490	1
Not shown	Switch assembly - right door	JC93-01467A	1

PTB transfer

Figure 2-660 PTB transfer

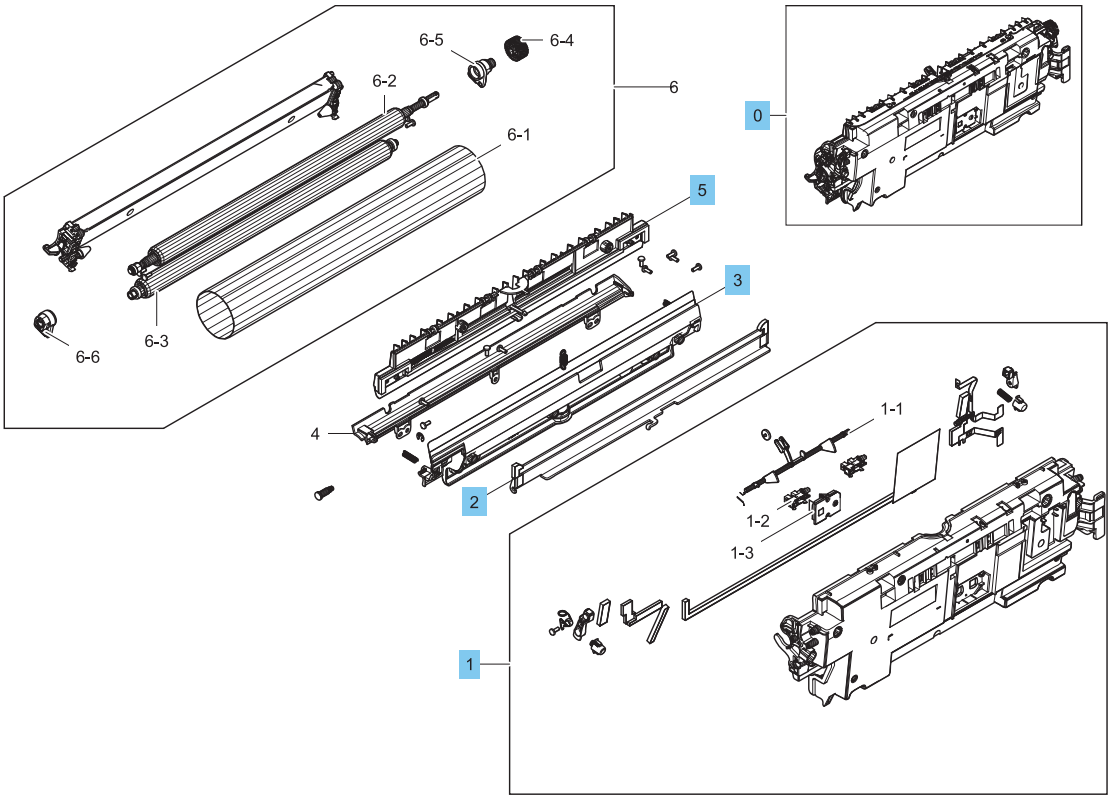


Table 2-15 PTB transfer

Ref	Description	Part number	Qty
0	HP LaserJet paper transfer belt	JC93-01117A on page 643	1
1	PTB, sub-cover rear	JC96-09859A	1
2	PTB, sub-cleaning blade	JC96-09862A	1
3	PTB, sub-cover front	JC96-09861A	1
5	PTB, sub-guide upper	JC96-09860A	1

Paper transfer belt (PTB)

- Introduction
- Step 1: Remove the PTB
- Step 2: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the paper transfer belt (PTB).

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC93-01117A

To order the part, go to www.hp.com/buy/parts.

- HP LaserJet Paper Transfer Belt

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

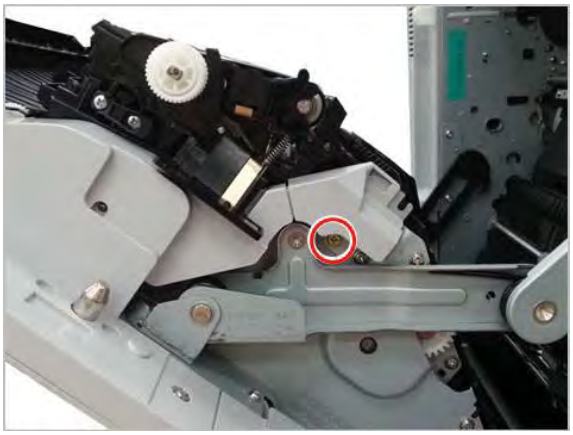
Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the PTB

1. Open the right door.
2. Remove one screw and the connector cover.

> **Reinstallation tip:** Before reinstalling the connector cover, roll the wires around the connector to ensure they are all contained under the cover.

Figure 2-661 Remove the connector cover



3. Disconnect the PTB connector.

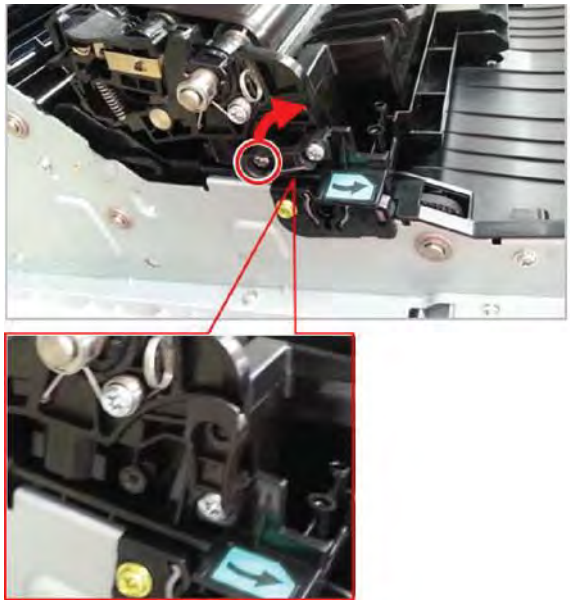
Figure 2-662 Disconnect one connector

4. Remove one screw and position the lever as shown in the figure below.

Figure 2-663 Remove one screw and position the lever

5. Remove one screw and position the lever as shown in the figure below.

Figure 2-664 Remove one screw and position the lever



6. Remove the PTB assembly.

Reinstallation tip: When reinstalling the PTB, slide it all the way to the back of the printer to engage the prongs on the bottom of the PTB.

NOTE: There is one unused connector on the right door under the PTB.

Figure 2-665 Remove the PTB assembly

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

Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Reservoir

Figure 2-666 Reservoir

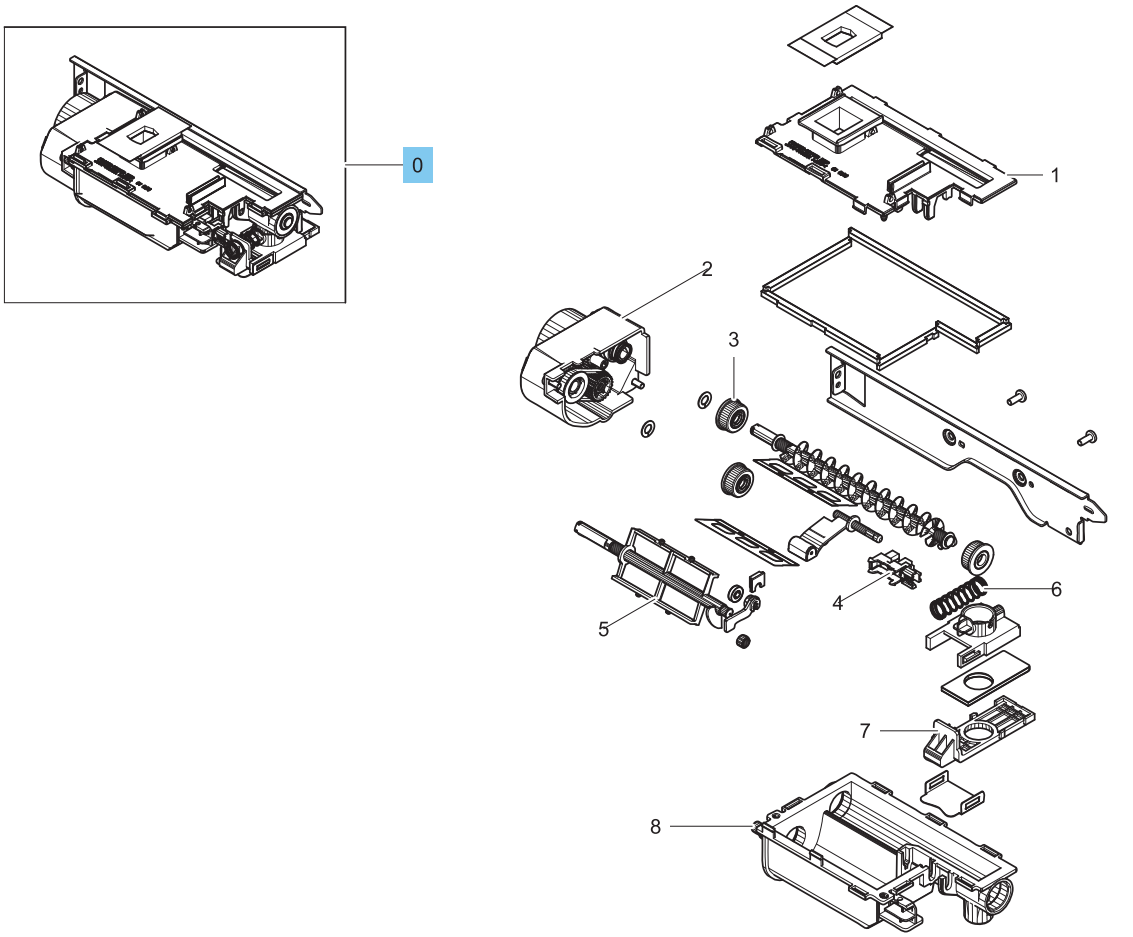


Table 2-16 Reservoir

Ref	Description	Part number	Qty
0	Toner reservoir	JC93-01071A	1

ADF (LX/du models)

Figure 2-667 ADF (LX/du models)

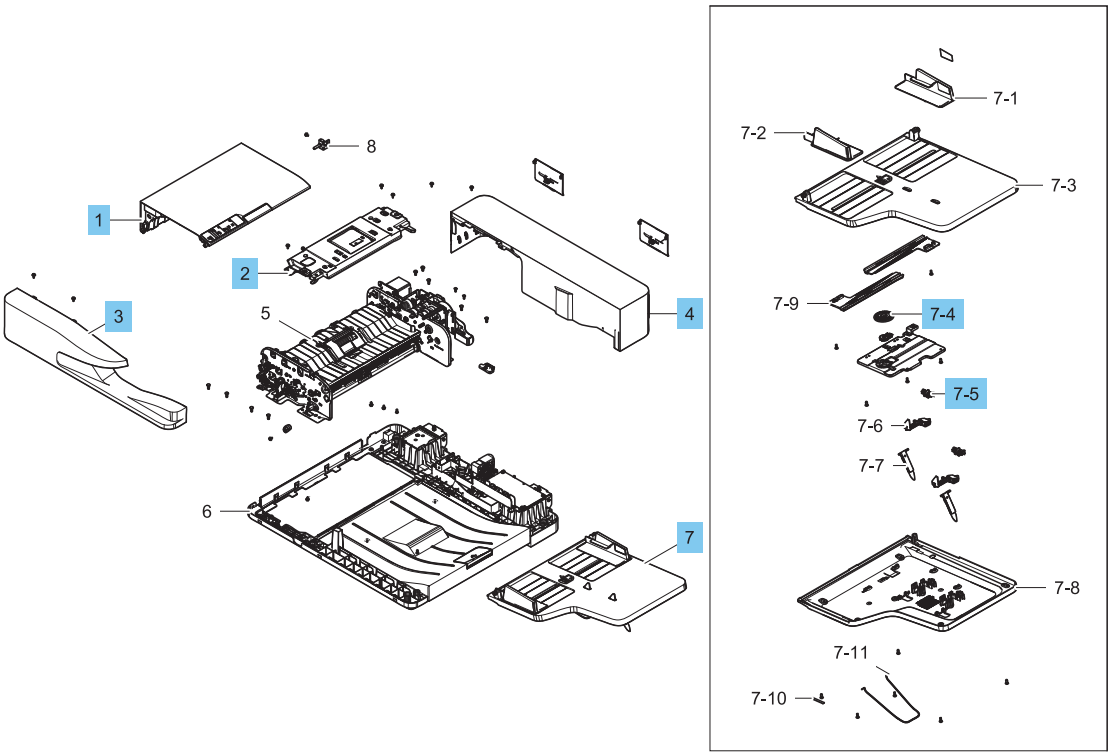


Table 2-17 ADF (LX/du models)

Ref	Description	Part number	Qty
1	ADF cover open (LX/du)	JC97-04853A on page 655	1
2	ADF pickup (LX/du)	JC97-04856B	1
3	ADF, front cover (LX/du)	JC63-05563A	1
4	ADF, cover rear (LX/du)	JC63-05561A	1
7	ADF stacker (LX/du)	JC97-04859A on page 661	1
7-4	ADF pinion gear (LX/du)	JC66-04079A	1
7-5	Photo interrupter	0604-001393	1

ADF whole unit (LX/du models)

- Introduction
- Step 1: Remove the document feeder whole unit
- Step 2: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the document feeder whole unit assembly.

Click here to view a video of this procedure.

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

Before performing service

- Disconnect the power cable.

JC97-05074A

To order the part, go to www.hp.com/buy/parts.

- Document feeder whole unit assembly (LX/du models)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

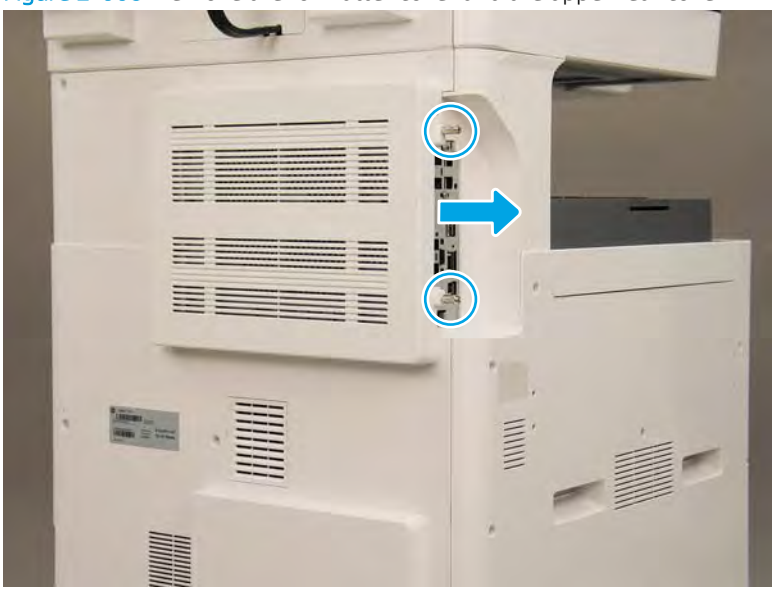
Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the document feeder whole unit

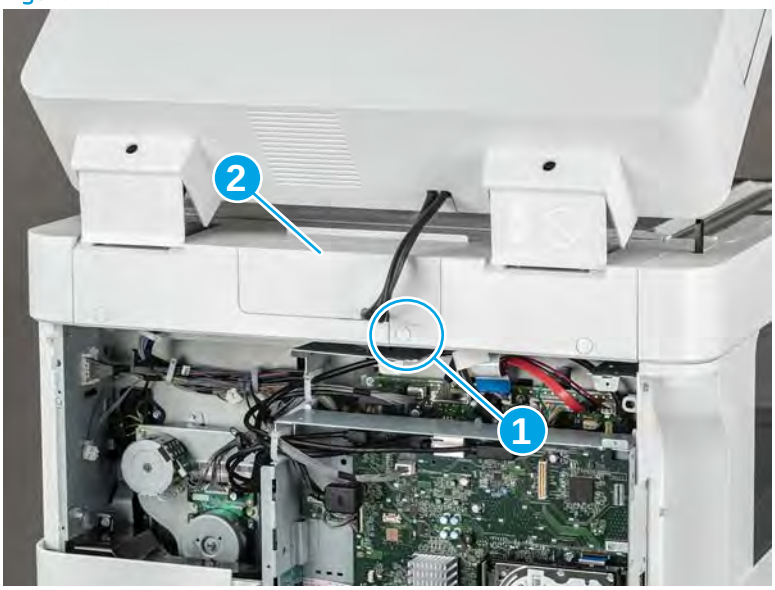
1. Remove the formatter cover and the upper rear cover.

Figure 2-668 Remove the formatter cover and the upper rear cover



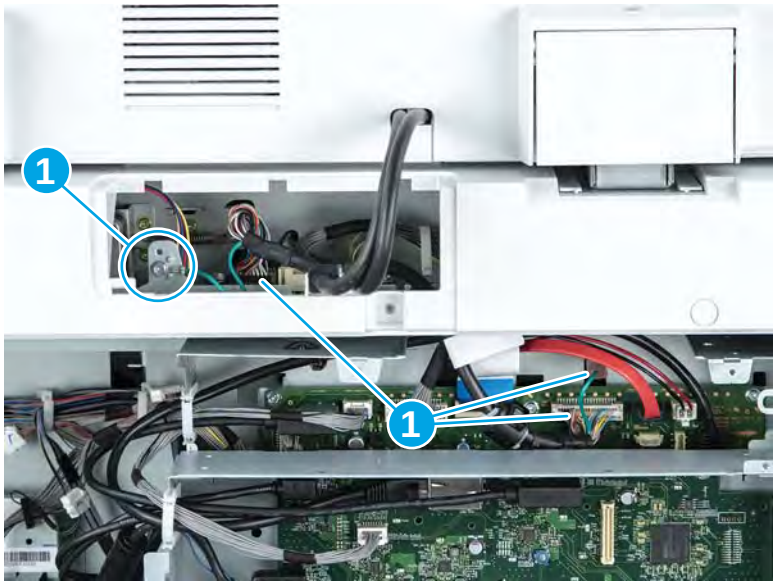
2. Remover one screw cap and screw (callout 1), and then remove the document feeder connector cover (callout 2).

Figure 2-669 Remove the document feeder connector cover



3. Remove one screw to release the ground wire (callout 1), and then disconnect three connectors (callout 2).

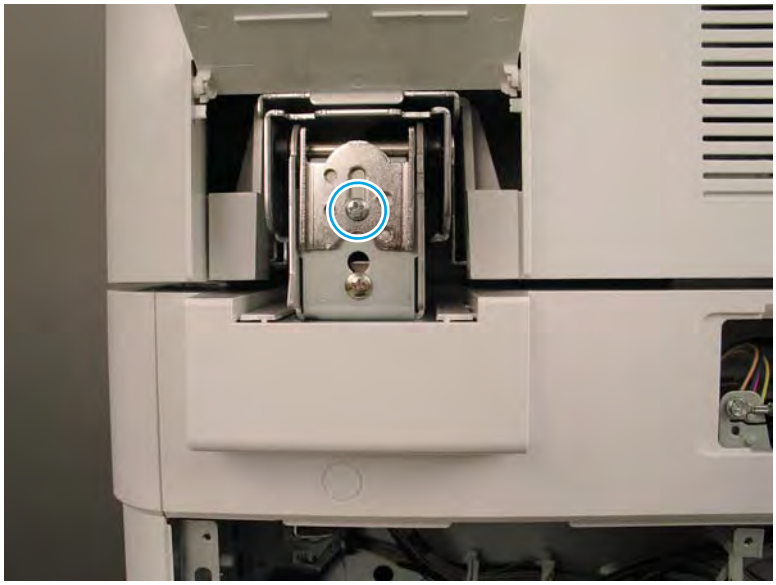
Figure 2-670 Remove the document feeder harness and ground wire



4. Disconnect the document feeder harness from the PCA - ADF HIC. Remove one connector and one grounding wire.

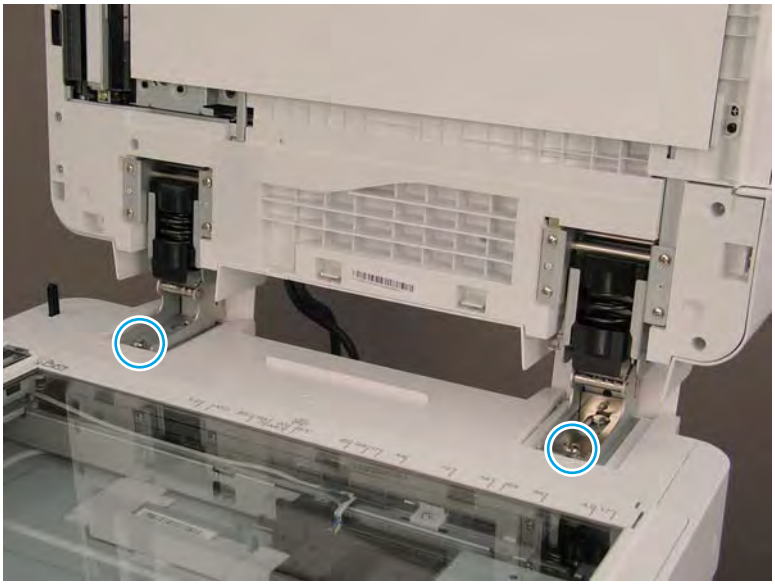
5. Release one screw on each hinge stop on the back of the document feeder.

Figure 2-671 Release the document feeder hinge screws



6. Remove two screws. Slide the assembly back, and then lift the document feeder to remove.

Figure 2-672 Lift and remove the document feeder



Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Document feeder (ADF) jam access cover (LX/du models)

- Introduction
- Step 1: Remove the document feeder (ADF) back cover (LX/du models)
- Step 2: Remove the document feeder (ADF) jam access cover
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the jam access cover.

Click here to view a video of this procedure for HP Color LaserJet MFP.

Click here to view a video of this procedure for HP LaserJet MFP

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

Before performing service

- Disconnect the power cable.

JC97-04853A

To order the part, go to www.hp.com/buy/parts.

- Jam access cover (LX)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

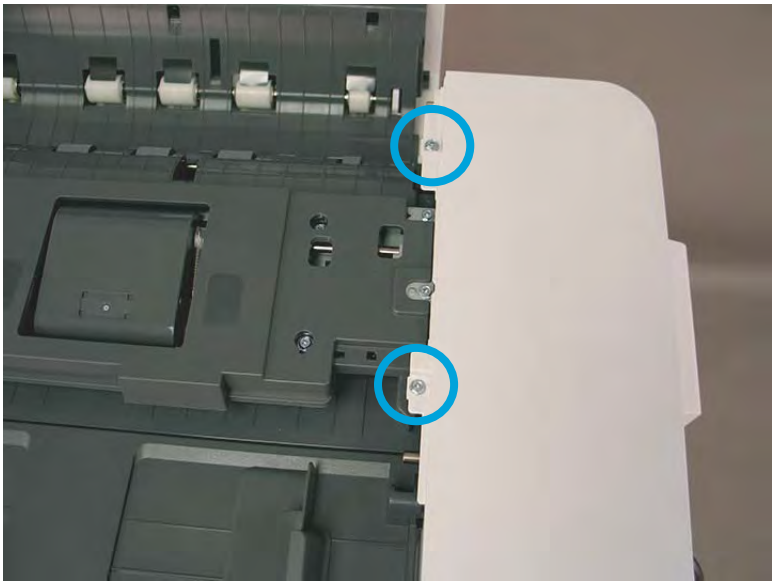
Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the document feeder (ADF) back cover (LX/du models)

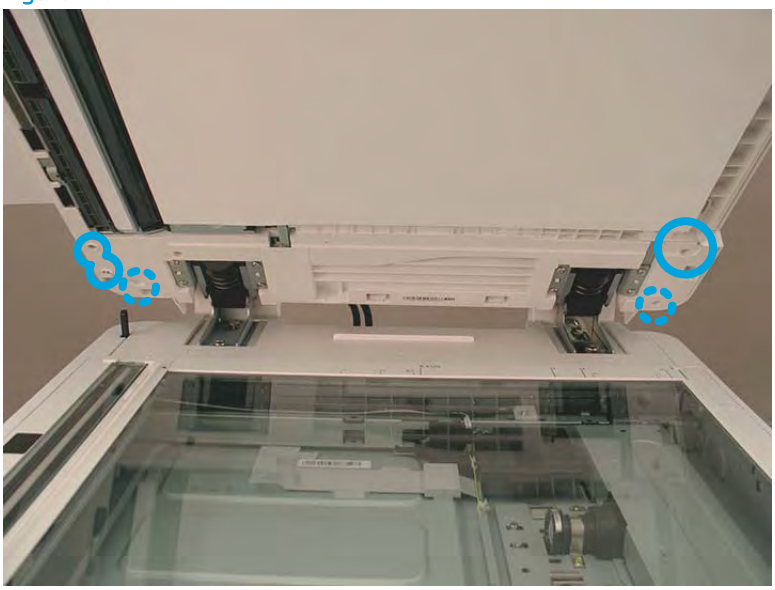
1. Remove two screws from the top of document feeder back cover.

Figure 2-673 Remove the document feeder back cover top screws



2. Using a JIS #2 stubby screwdriver, remove five screws from the bottom of the document feeder back cover.

Figure 2-674 Remove the document feeder back cover bottom screws

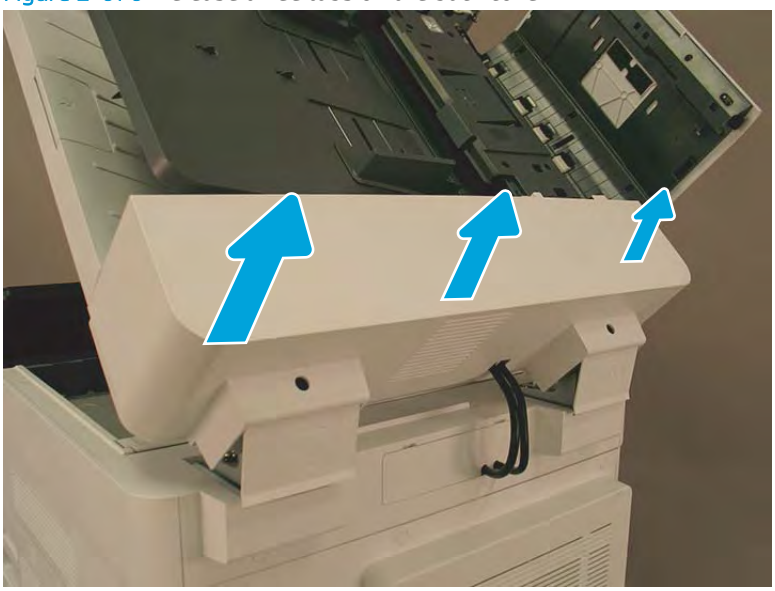


3. Release the tab on the right side of the back cover.

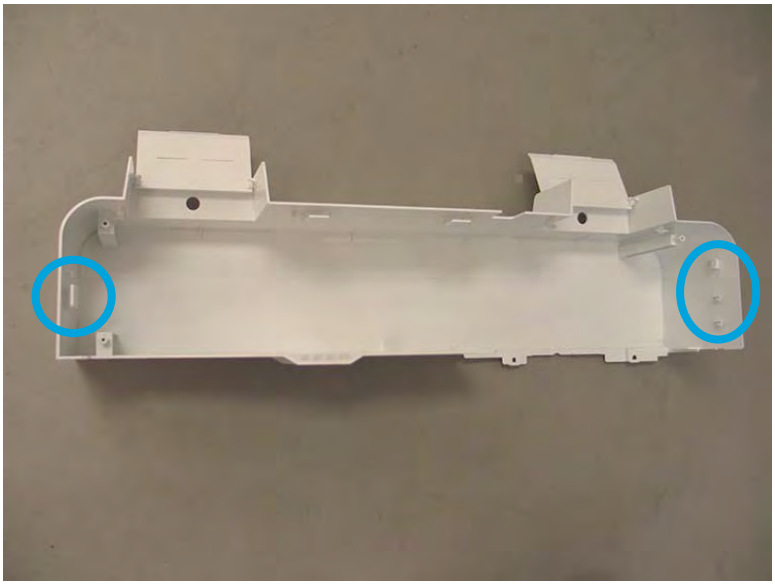
Figure 2-675 Release one tab on the right side of back cover.

4. Release the three tabs on back cover to remove the back cover.

Figure 2-676 Release three tabs on the back cover.



NOTE: The tabs on the underside of the cover.



5. Remove the back cover from the left to right as shown in the photo.

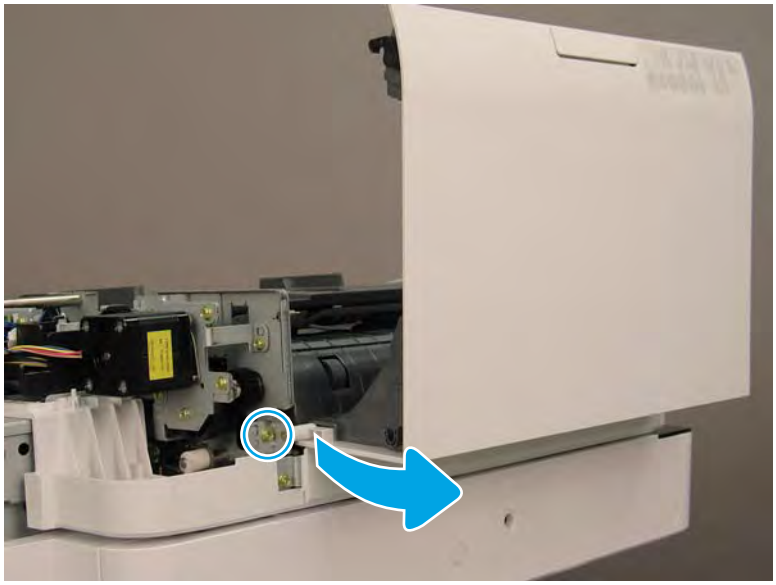
Figure 2-677 Remove back cover.

TIP: To reinstall cover, install from the right to left.

Step 2: Remove the document feeder (ADF) jam access cover

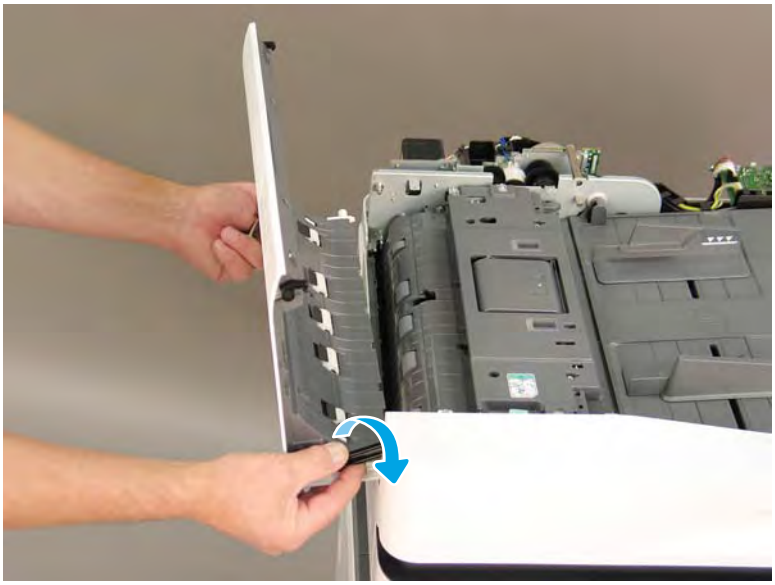
1. Open the jam access cover, and then remove one screw.

Figure 2-678 Remove the jam access cover screw



2. Remove the pivot pin, and then pivot the cover and release the hinge to remove the jam access cover.

Figure 2-679 Remove the jam access cover



Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Document feeder (ADF) input tray (LX/du models)

- Introduction
- Step 1: Remove the document feeder (ADF) front cover (LX/z models)
- Step 2: Remove the document feeder (ADF) back cover
- Step 3: Remove the document feeder (ADF) input tray
- Step 4: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the document feeder input tray.

Click here to view a video of this procedure for HP Color LaserJet MFP.

Click here to view a video of this procedure for HP LaserJet MFP

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

Before performing service

- Disconnect the power cable.

JC97-04859A

To order the part, go to www.hp.com/buy/parts.

- ADF stacker (LX)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

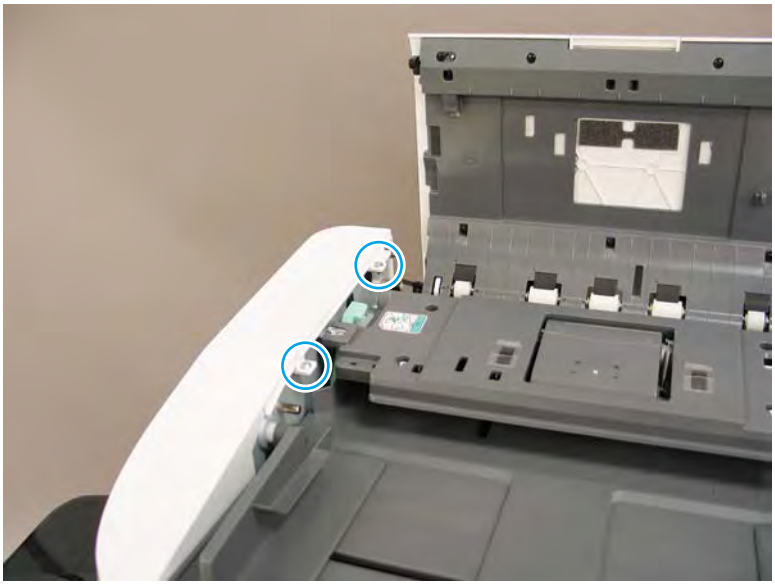
Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the document feeder (ADF) front cover (LX/z models)

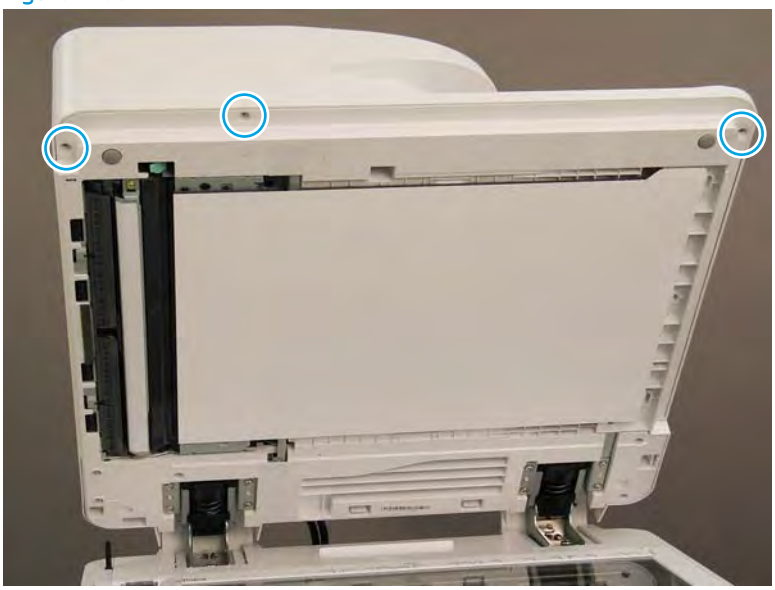
1. Remove two screws from the top of document feeder front cover.

Figure 2-680 Remove the document feeder front cover top screws



2. Remove three screws from the bottom of the document feeder front cover, and then remove the document feeder front cover.

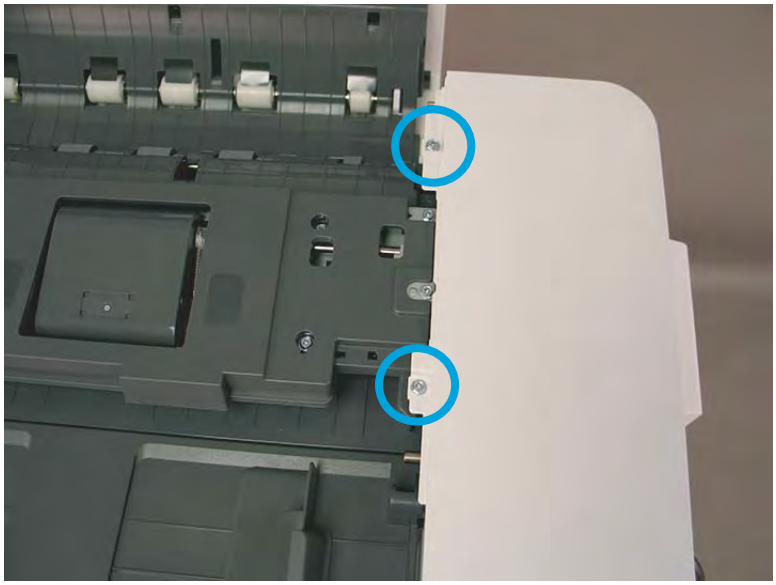
Figure 2-681 Remove the document feeder front cover bottom screws



Step 2: Remove the document feeder (ADF) back cover

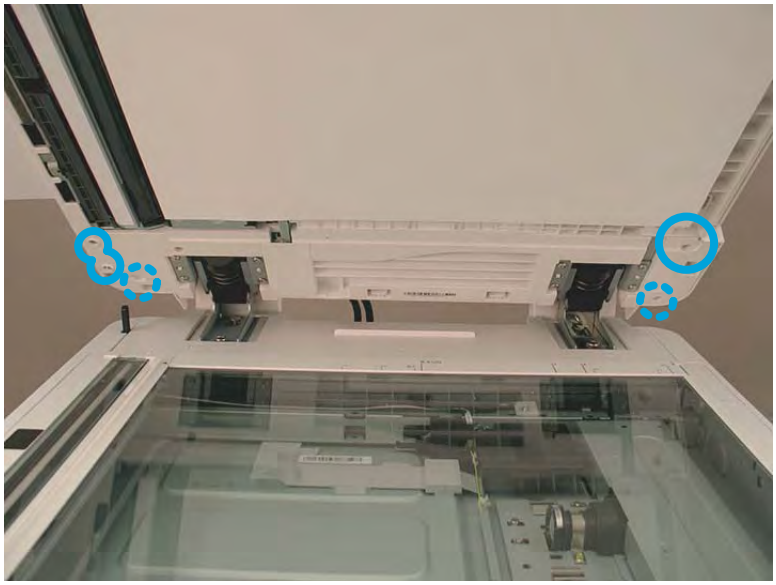
1. Remove two screws from the top of document feeder back cover.

Figure 2-682 Remove two screws from document back cover.



2. Using a JIS #2 stubby screwdriver, remove five screws from the bottom of the document feeder back cover.

Figure 2-683 Remove the document feeder back cover bottom screws

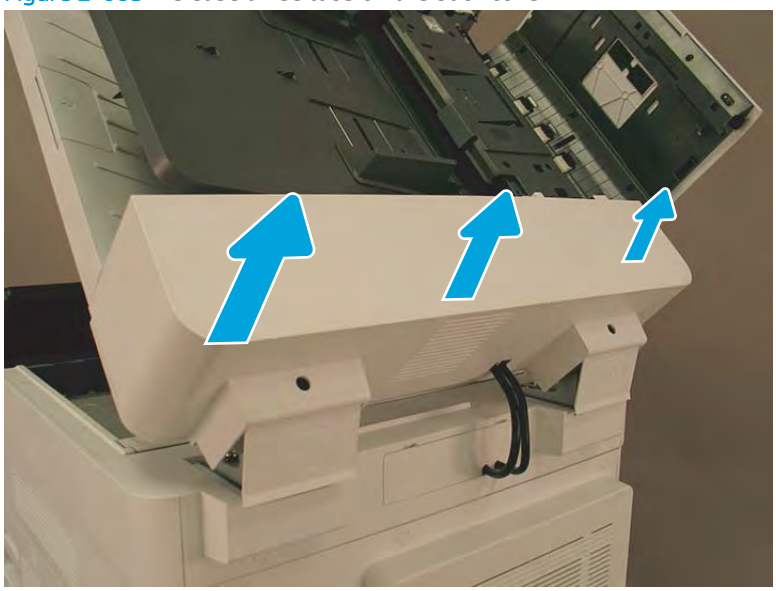


3. Release the tab on the right side of the back cover.

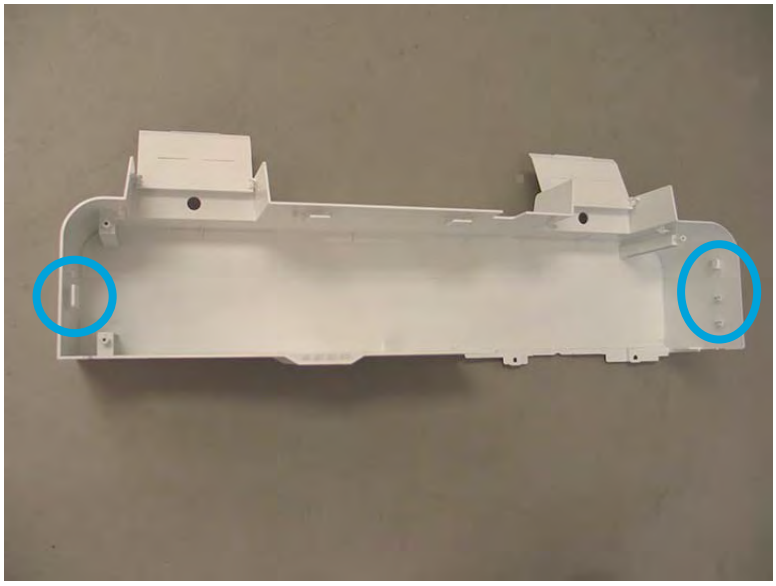
Figure 2-684 Release one tab on the right side of back cover.

4. Release the three tabs on back cover to remove the back cover.

Figure 2-685 Release three tabs on the back cover.



NOTE: The tabs on the underside of the cover.



5. Remove the back cover from the left to right as shown in the photo.

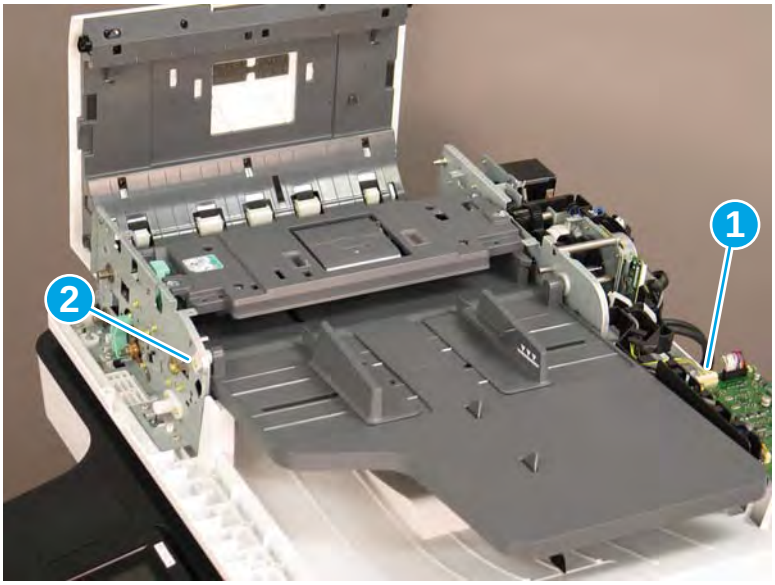
Figure 2-686 Remove back cover.

TIP: To reinstall cover, install from the right to left.

Step 3: Remove the document feeder (ADF) input tray

1. Disconnect one connector on document feeder board (callout 1), remove one screw, and then remove the hinge pin (callout 2).

Figure 2-687 Remove the input tray connector, screw, and hinge pin



2. Remove the input tray. Carefully guide the cable out of the chassis while removing the tray.

Step 4: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Document feeder (ADF) contact image sensor (CIS) (LX/du models)

- Introduction
- Step 1: Remove the document feeder (ADF) front cover
- Step 2: Remove the document feeder (ADF) back cover
- Step 3: Remove the pick and feed roller assembly
- Step 5: Remove the CIS assembly
- Step 6: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the CIS assembly.

Click here to view a video of this procedure for HP Color LaserJet MFP.

Click here to view a video of this procedure for HP LaserJet MFP

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

Before performing service

- Disconnect the power cable.

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

JC97-04722A

To order the part, go to www.hp.com/buy/parts.

- Contact Image Sensor (CIS) (LX)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

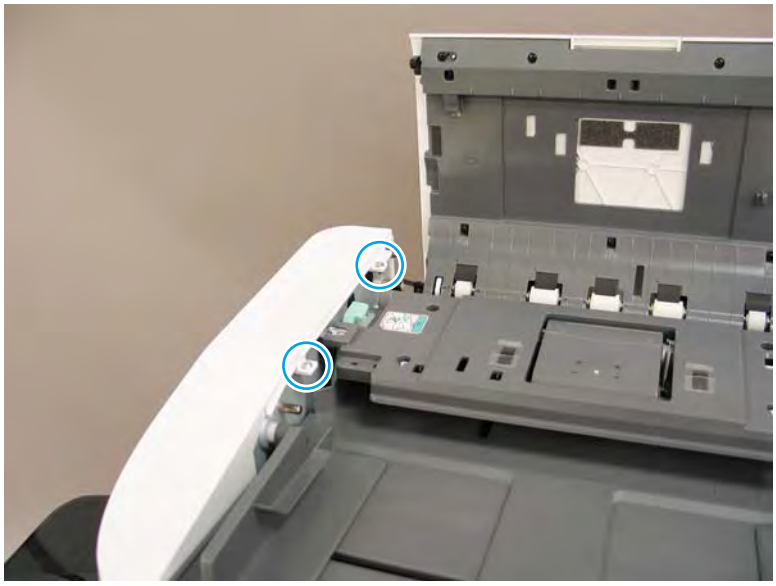
Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the document feeder (ADF) front cover

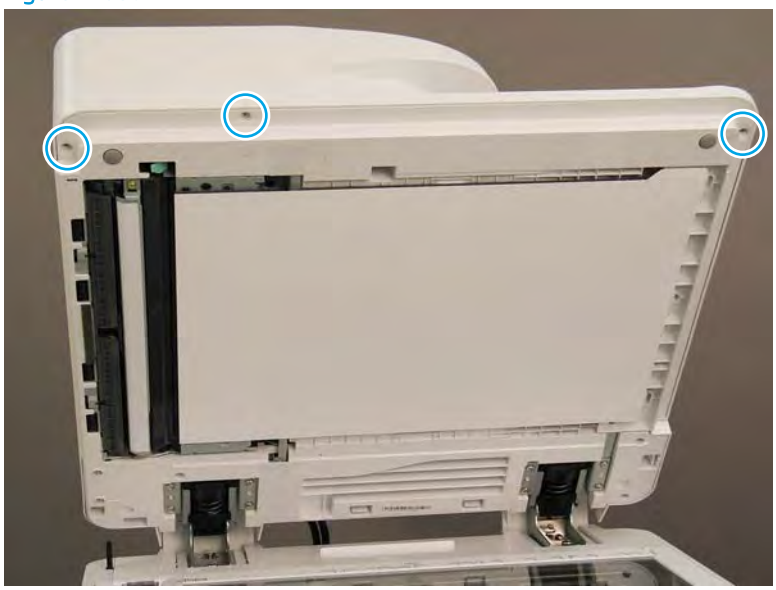
1. Remove two screws from the top of document feeder front cover.

Figure 2-688 Remove the document feeder front cover top screws



2. Remove three screws from the bottom of the document feeder front cover, and then remove the document feeder front cover.

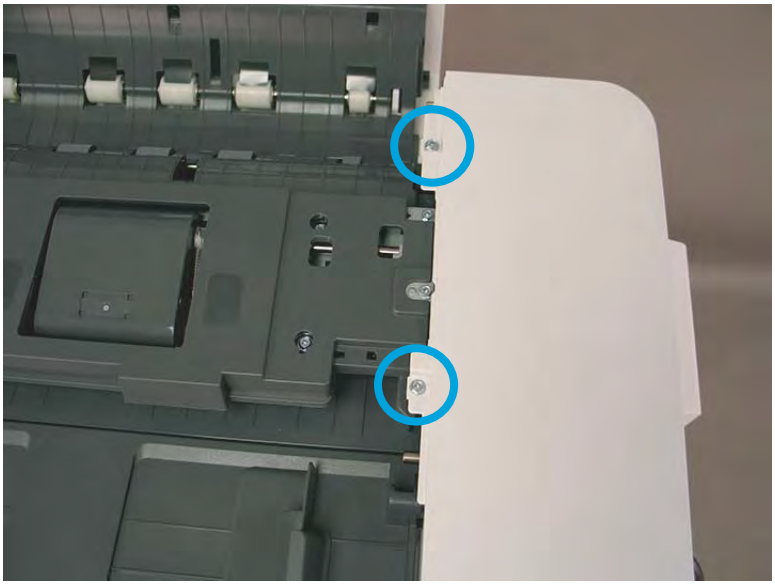
Figure 2-689 Remove the document feeder front cover bottom screws



Step 2: Remove the document feeder (ADF) back cover

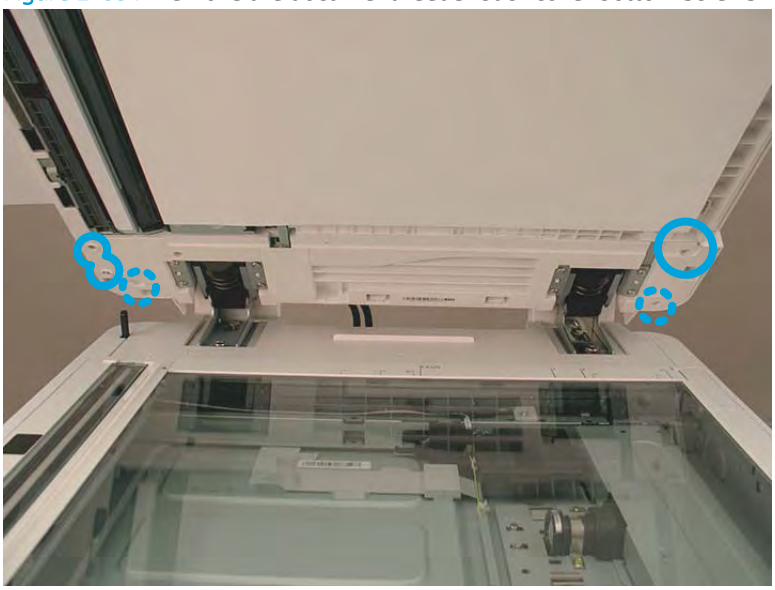
1. Remove two screws from the top of document feeder back cover.

Figure 2-690 Remove the document feeder back cover top screws



2. Using a JIS #2 stubby screwdriver, remove five screws from the bottom of the document feeder back cover.

Figure 2-691 Remove the document feeder back cover bottom screws

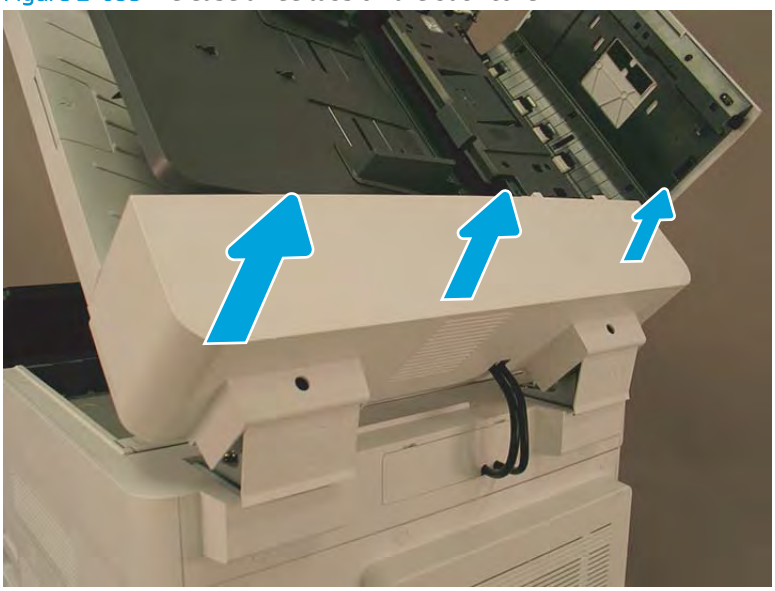


3. Release the tab on the right side of the back cover.

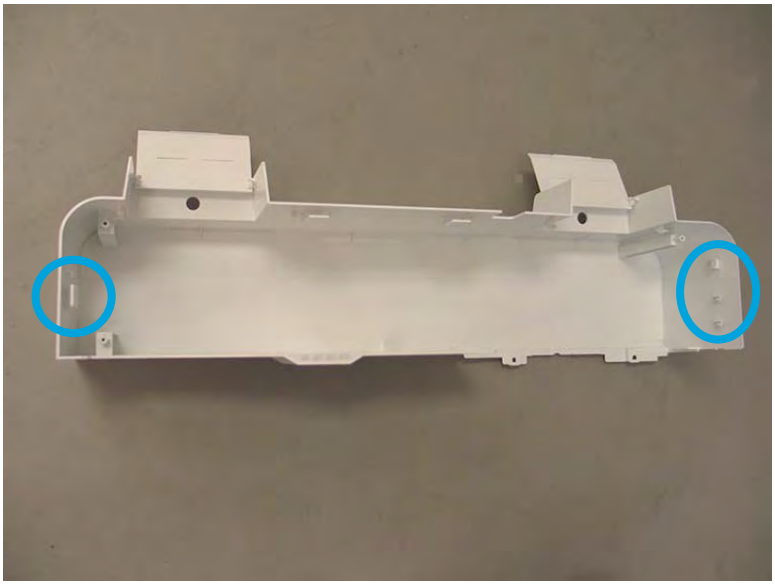
Figure 2-692 Release one tab on the right side of back cover.

4. Release the three tabs on back cover to remove the back cover.

Figure 2-693 Release three tabs on the back cover.



NOTE: The tabs on the underside of the cover.



5. Remove the back cover from the left to right as shown in the photo.

Figure 2-694 Remove back cover.

TIP: To reinstall cover, install from the right to left.

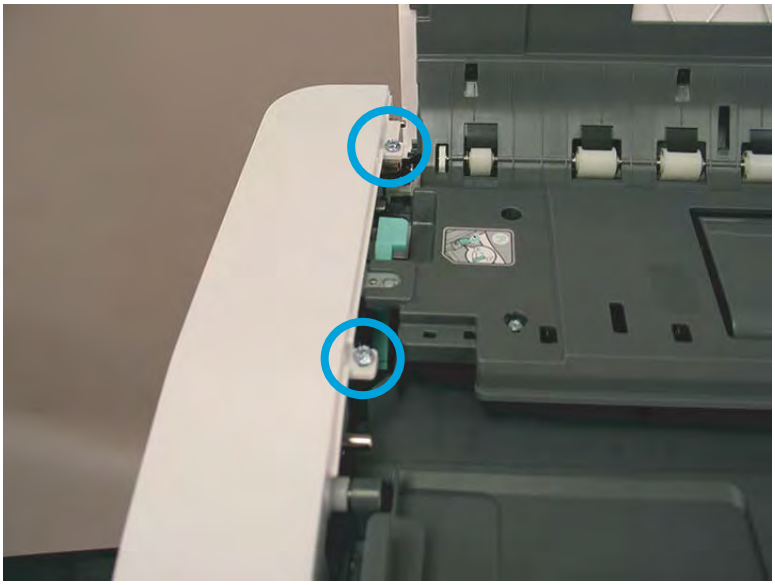
Step 3: Remove the pick and feed roller assembly

1. Remove four screws.

Figure 2-695 Remove four screws.

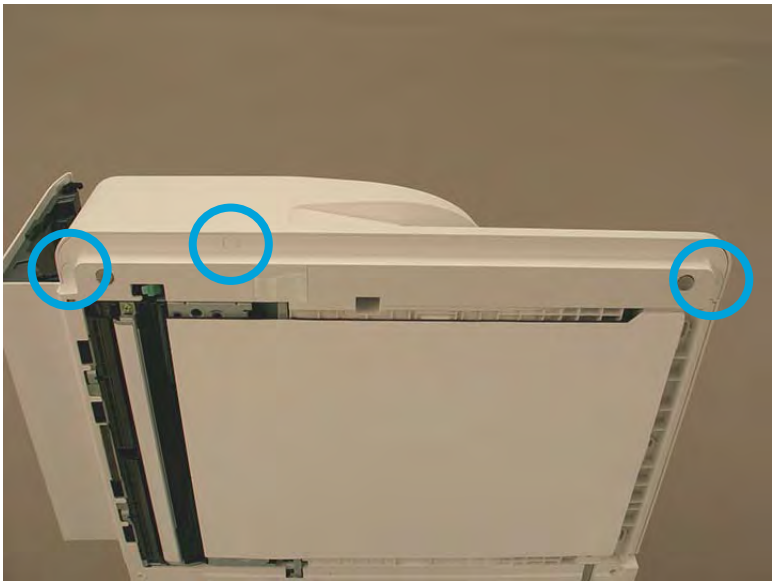
2. Remove two screws on the front cover.

Figure 2-696 Remove 2 screws on front cover.



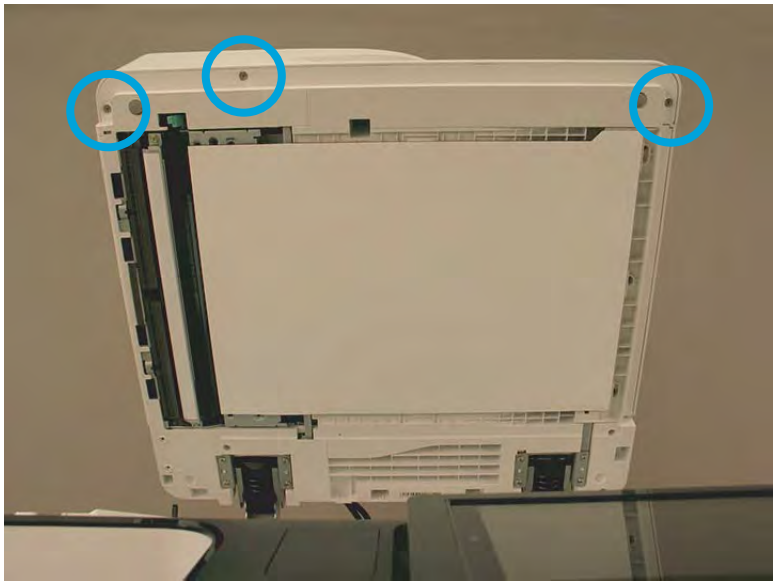
3. Open the ADF and then remove three screw caps.

Figure 2-697 Remove 2 screw caps.



4. Remove three screws and, then remove front cover.

Figure 2-698 Remove three screws and, then remove front cover.

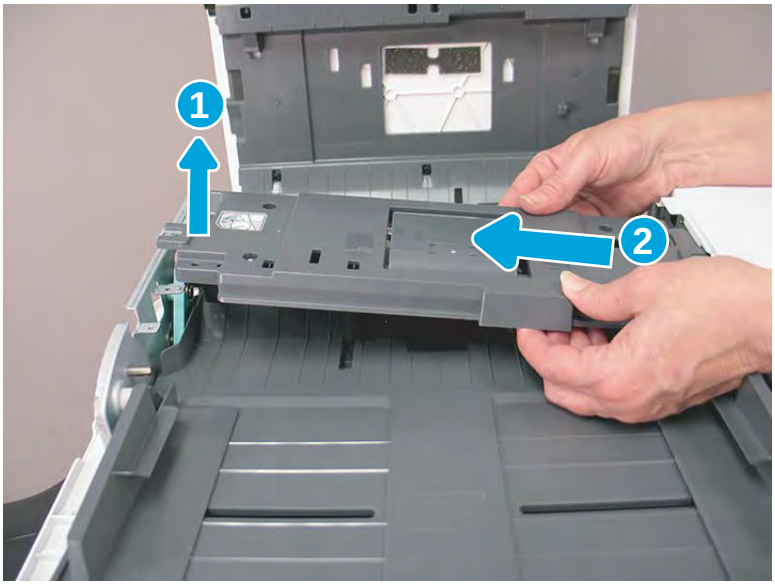


5. Rotate the pick/feed roller assembly to release the sheet metal tab from ADF frame.

Figure 2-699 Rotate pick/feed roller assembly to release sheet metal tab from ADF frame.

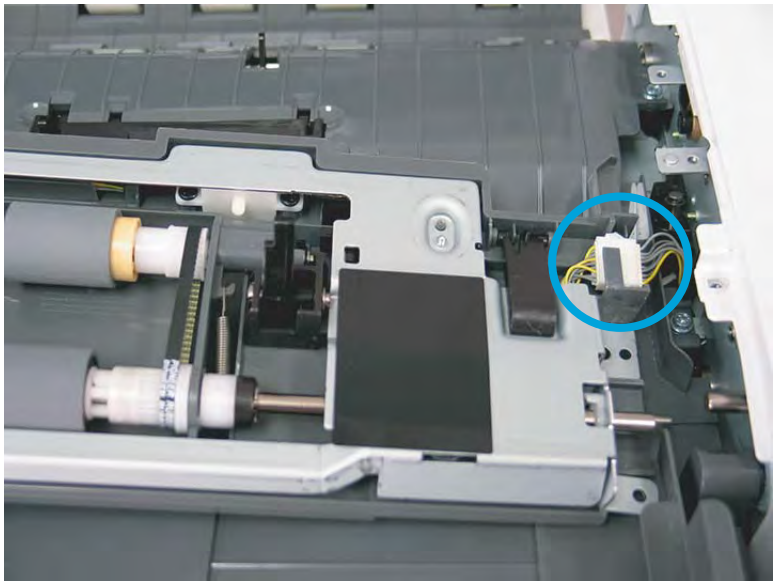
6. To remove the pick/feed roller assembly lift up on the front side (callout 1) and, then slide towards the front (callout 2) to release the pick/feed roller assy.

Figure 2-700 Release the pick/feed roller assembly.



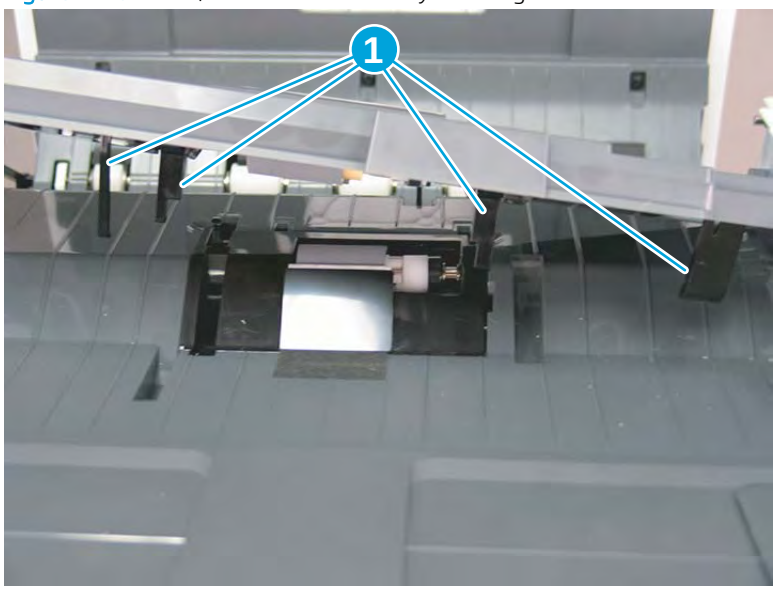
7. Rrotate the roller assembly over, and then disconnect one connectors. Remove the document feeder pick roller assembly.

Figure 2-701 Remove the document feeder pick roller assembly



TIP: Note the four flags (callout 1) on the bottom of the pick/feed roller assembly. When reinstalling, hold up the flags while reinstall to allow for proper installation.

Figure 2-702 Pick/Feed roller assembly four flags.

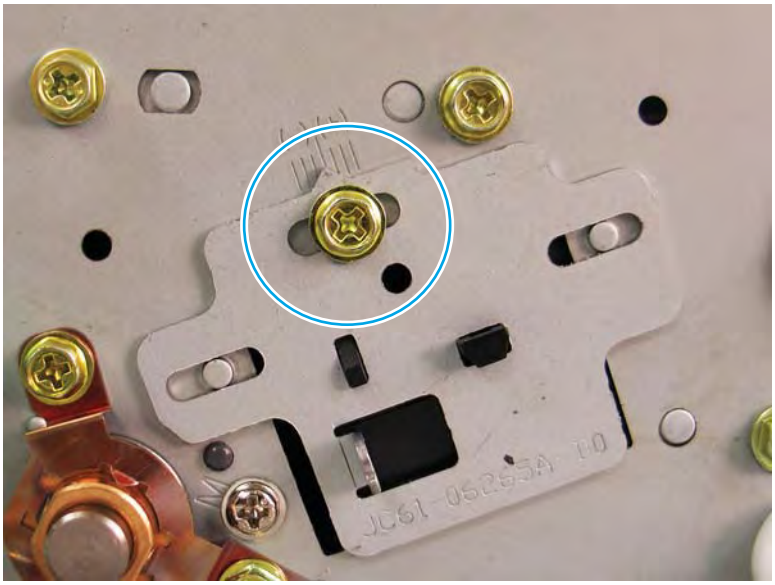


Step 5: Remove the CIS assembly

1. Remove one screw, and then remove the CIS front alignment cover.

Reinstallation tip: Note the orientation of the CIS front alignment cover for reinstallation; the cover must reinstalled with the same orientation.

Figure 2-703 Remove the CIS front alignment cover screws



2. Disconnect one connector (callout 1), and then lift the alignment pin to release the CIS assembly (callout 2).

Figure 2-704 Disconnect the CIS connector and lift the alignment pin

3. Remove the CIS assembly from the chassis.

Step 6: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Document feeder (ADF) main motor (LX/du models)

- Introduction
- Step 1: Remove the document feeder (ADF) back cover
- Step 2: Remove the main motor
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the main motor assembly.

Click here to view a video of this procedure for HP Color LaserJet MFP.

Click here to view a video of this procedure for HP LaserJet MFP

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

Before performing service

- Disconnect the power cable.

JC31-00163A

To order the part, go to www.hp.com/buy/parts.

- Main motor assembly (LX)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

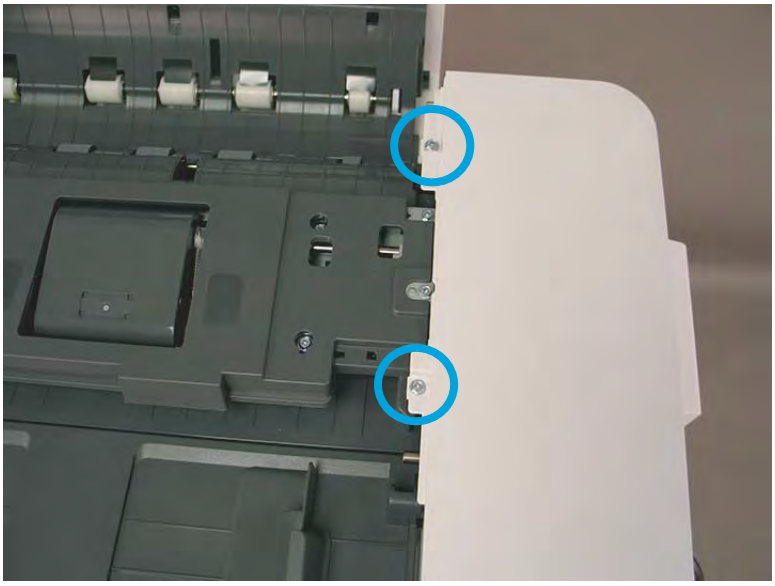
Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the document feeder (ADF) back cover

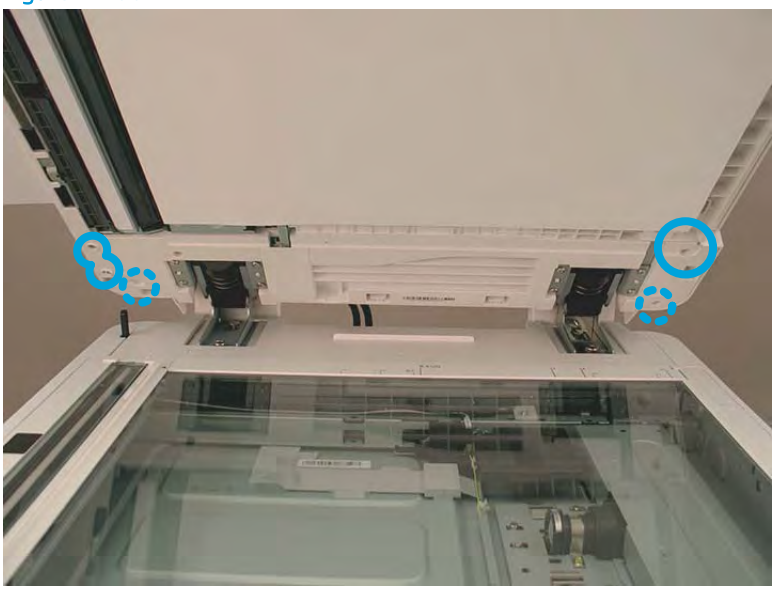
1. Remove two screws from the top of document feeder back cover.

Figure 2-705 Remove the document feeder back cover top screws



2. Using a JIS #2 stubby screwdriver, remove five screws from the bottom of the document feeder back cover.

Figure 2-706 Remove the document feeder back cover bottom screws

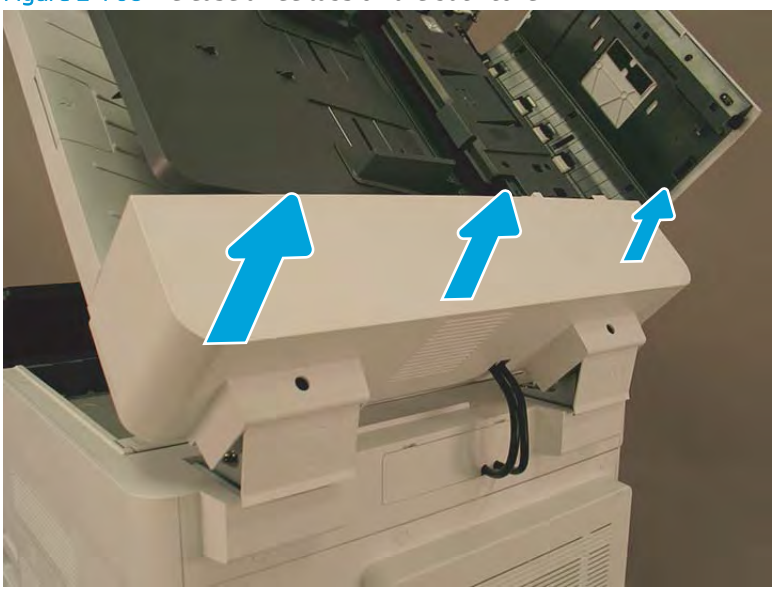


3. Release the tab on the right side of the back cover.

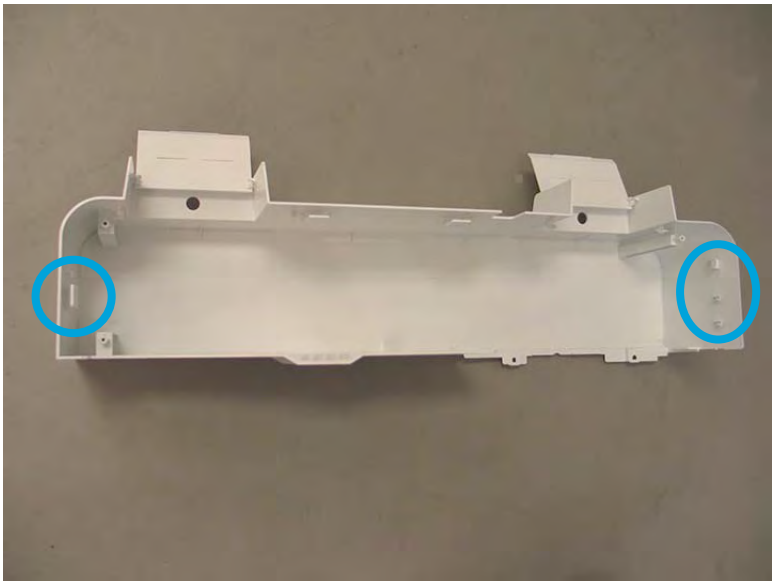
Figure 2-707 Release one tab on the right side of back cover.

4. Release the three tabs on back cover to remove the back cover.

Figure 2-708 Release three tabs on the back cover.



NOTE: The tabs on the underside of the cover.



5. Remove the back cover from the left to right as shown in the photo.

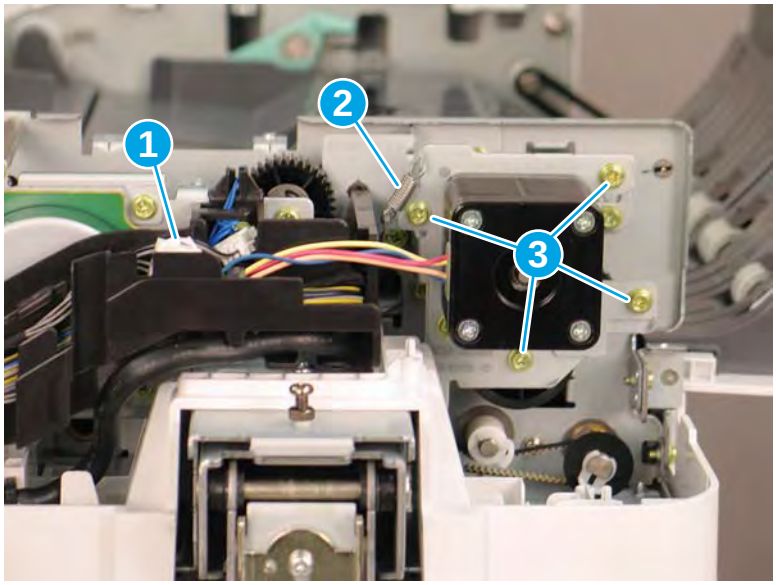
Figure 2-709 Remove back cover.

TIP: To reinstall cover, install from the right to left.

Step 2: Remove the main motor

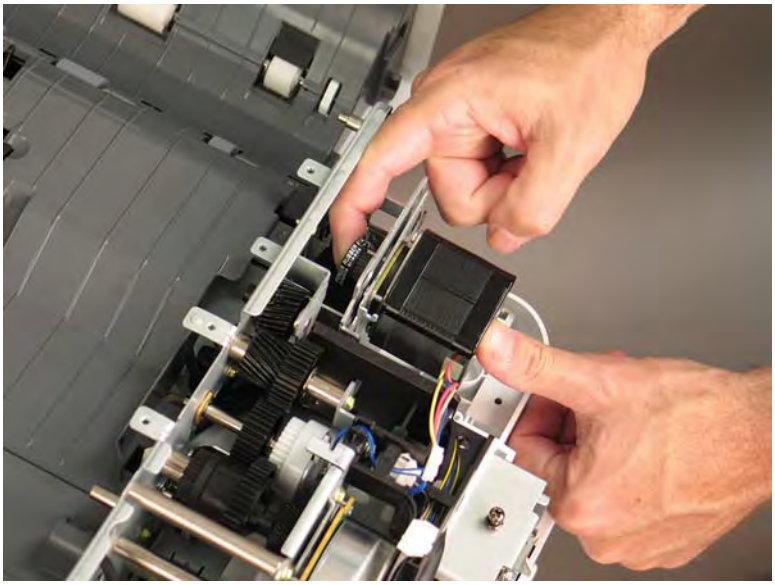
1. Disconnect one connector (callout 1), remove the tension spring (callout 2), and then remove four screws (callout 3).

Figure 2-710 Remove the main motor connector, spring, and screws



2. Carefully lift the motor out while releasing the gear belt.

Figure 2-711 Main motor and gear belt



Reinstallation tip:

a. Reinstall the motor and lift the gear belt up to engage the motor pulley.

b. Loosely install the motor mount screws.

c. Install the tension spring.

d. Tighten the motor mount screws just enough so that the tension spring (not the motor mount screws) is providing the tension to the belt.

Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

ADF exterior and ADF pickup (LX/du models)

Figure 2-712 ADF exterior and ADF pickup (LX/du models)

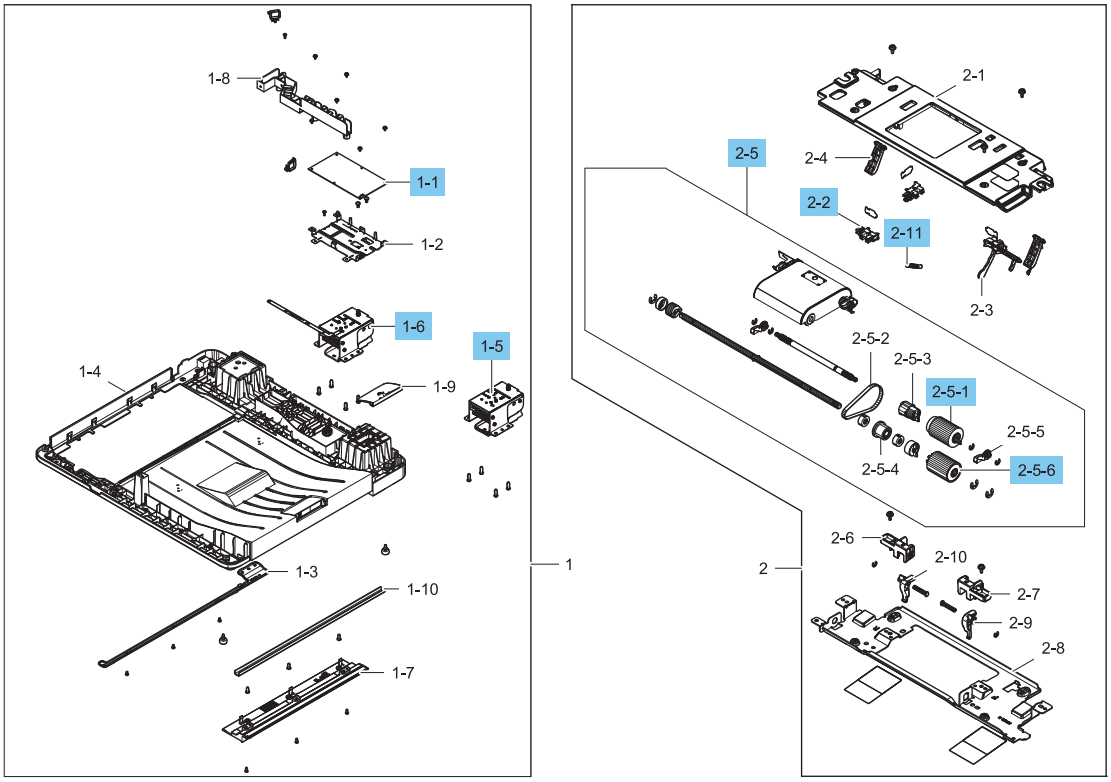


Table 2-18 ADF exterior and pickup (LX/du models)

Ref	Description	Part number	Qty
1-1	LX/du PCA	JC92-02962A on page 693	1
1-5	LX/du, hinge r	JC97-04528A	1
1-6	LX/du, hinge l	JC97-04527A	1
2-2	Photo interrupter	0604-001393	1
2-5	Pick Roller Assy - LX/du	JC97-04857A on page 688	1
2-5-1	LX/du pick roller	JC97-04099A	1
2-5-6	LX/du feed roller	JC97-04860A	1
2-11	LX/du - Spring	6107-003581	1

Document feeder (ADF) pick/feed roller assembly (LX/du models)

- Introduction
- Step 1: Remove the document feeder (ADF) (LX/du models) pick and feed roller assembly
- Step 2: Unpack the replacement assembly

Introduction

Two document feeder types are available for this product. Products with “z” bundles are equipped with “Flow” document feeders. Products with “du” bundles are equipped with the standard document feeder.

This document provides the procedures to remove the document feeder pickup roller assembly.

Click here to view a video of this procedure for HP Color LaserJet MFP.

Click here to view a video of this procedure for HP LaserJet MFP

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

Before performing service

- Disconnect the power cable.

JC97-04857A

To order the part, go to www.hp.com/buy/parts.

- Pick feed roller assy (LX)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

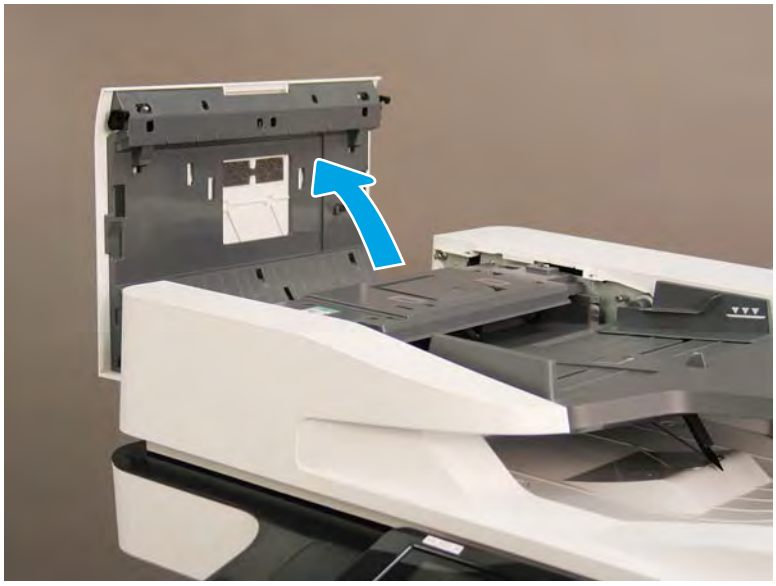
Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the document feeder (ADF) (LX/du models) pick and feed roller assembly

1. Open the document feeder cover.

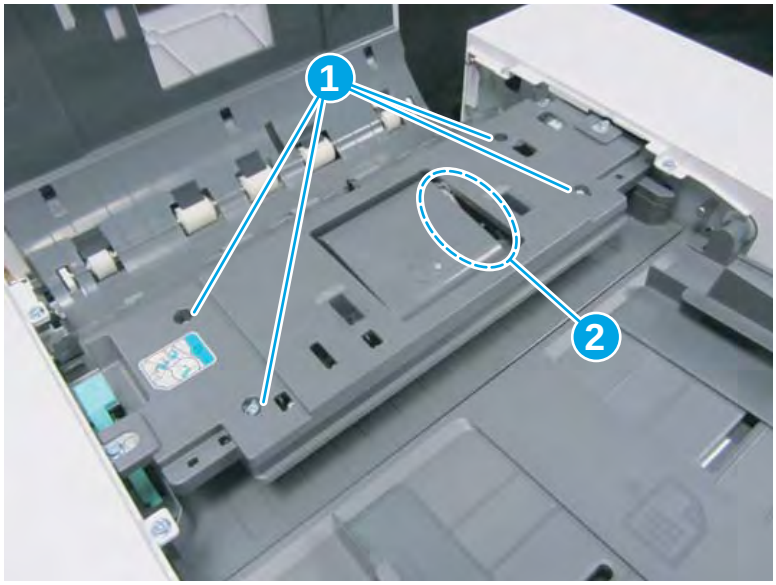
Figure 2-713 Open the document feeder cover



2. Remove four screws in the document feeder pick roller assembly cover.

NOTE: Remove one spring (callout 2; not shown)

Figure 2-714 Remove the document feeder cover screws

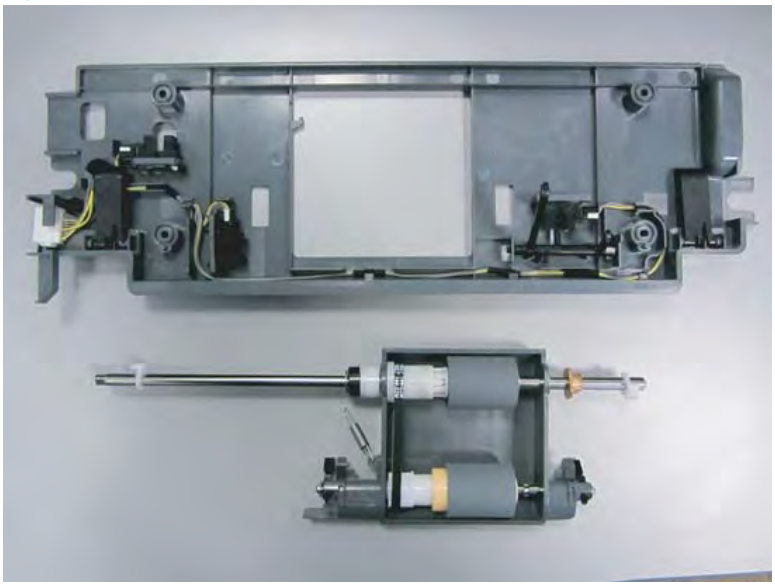


3. Rotate the document feeder pickup cover up, and then disconnect one connector (callout 1).

Figure 2-715 Turn the cover over and disconnect connector

4. NOTE: The figure below shows the roller cover and the roller assembly when removed.

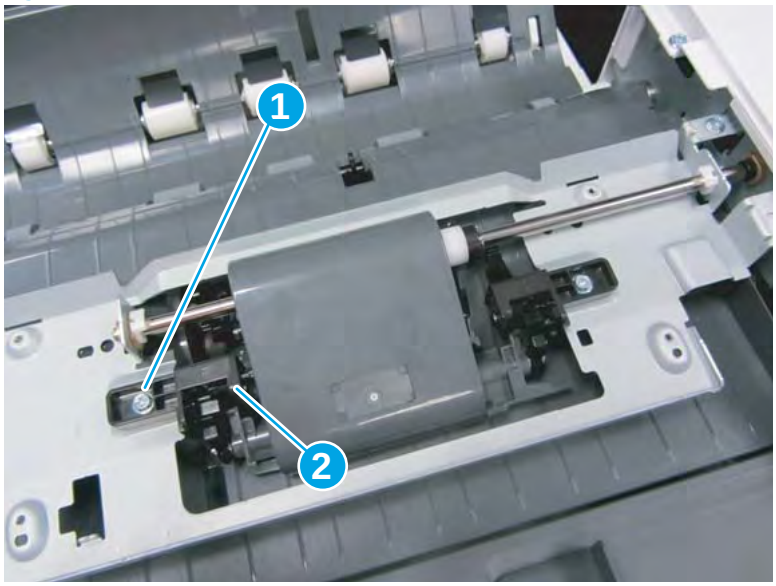
Figure 2-716 Document feeder pick roller cover and roller assembly



5. Remove one screw (callout 1), and then remove the sensor flag bracket (callout 2).

Reinstallation tip: When the roller assembly is reinstalled, make sure that the sensor flags (on both sides of the assembly) are correctly isntalled and move freely.

Figure 2-717 Remove one screw and the sensor flag bracket

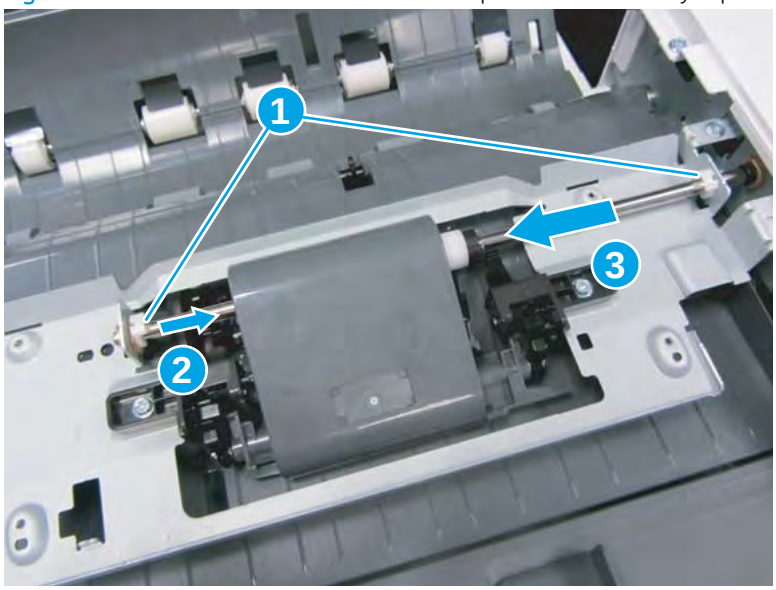


6. Release two plastic clips (callout 1), slide bushing toward roller assembly (callout 2), and then slide the shaft towards front of printer to release it (callout 3). Remove the roller assembly.

CAUTION: Do not damage the sensor flags when handling the roller assembly.

NOTE: The bushing is not captive. Do not lose it when handling the roller assembly.

Figure 2-718 Remove the document feeder pick roller assembly clips.



Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Document feeder (ADF) PCA (LX/du models)

- Introduction
- Step 1: Remove the document feeder back cover
- Step 2: Remove the document feeder (ADF) PCA
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the document feeder PCA.

Click here to view a video of this procedure for HP Color LaserJet MFP.

Click here to view a video of this procedure for HP LaserJet MFP

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

Before performing service

- Disconnect the power cable.

JC92-02962A

To order the part, go to www.hp.com/buy/parts.

- LX ADF PCA assembly du models only)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

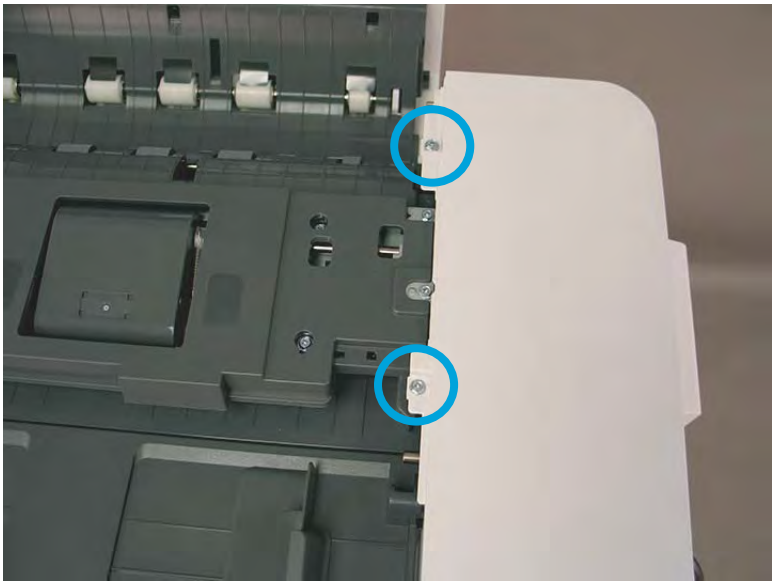
Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the document feeder back cover

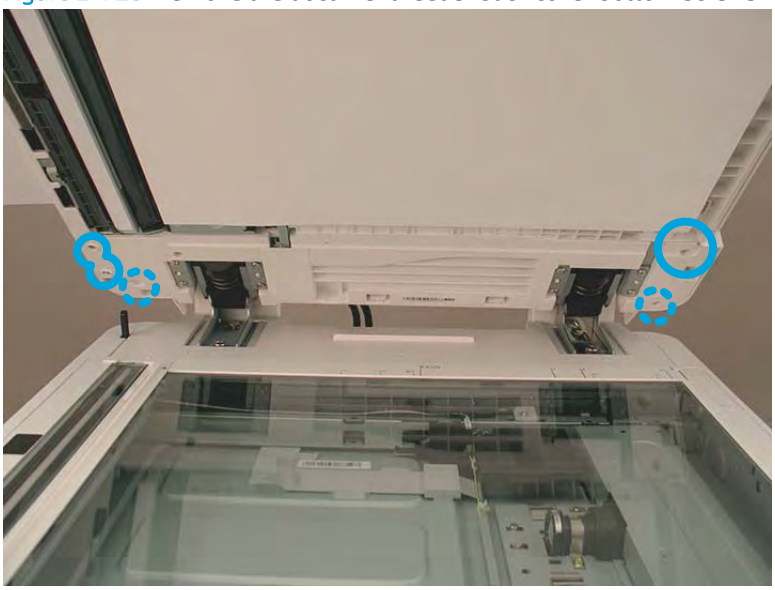
1. Remove two screws from the top of document feeder back cover.

Figure 2-719 Remove the document feeder back cover top screws



2. Using a JIS #2 stubby screwdriver, remove five screws from the bottom of the document feeder back cover.

Figure 2-720 Remove the document feeder back cover bottom screws

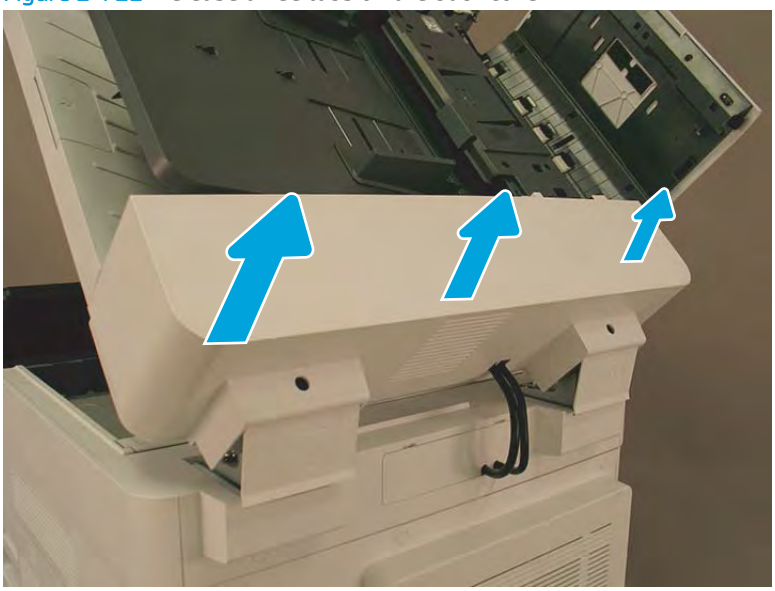


3. Release the tab on the right side of the back cover.

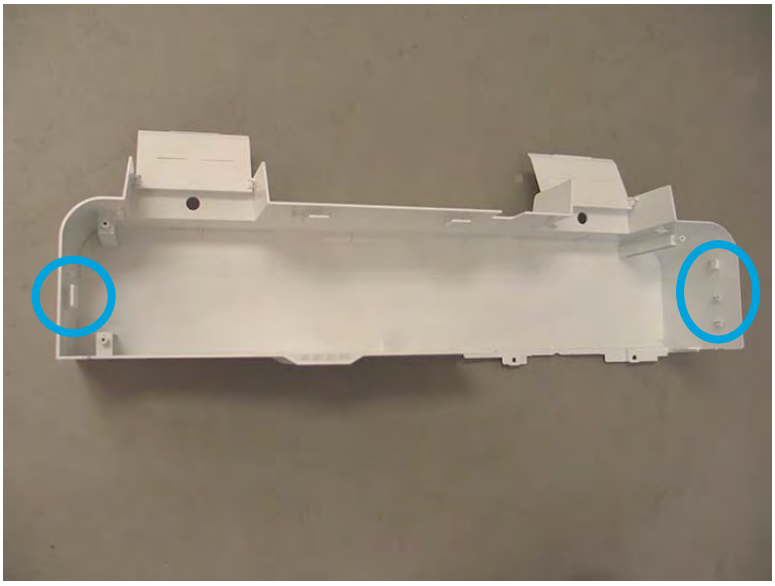
Figure 2-721 Release one tab on the right side of back cover.

4. Release the three tabs on back cover to remove the back cover.

Figure 2-722 Release three tabs on the back cover.



NOTE: The tabs on the underside of the cover.



5. Remove the back cover from the left to right as shown in the photo.

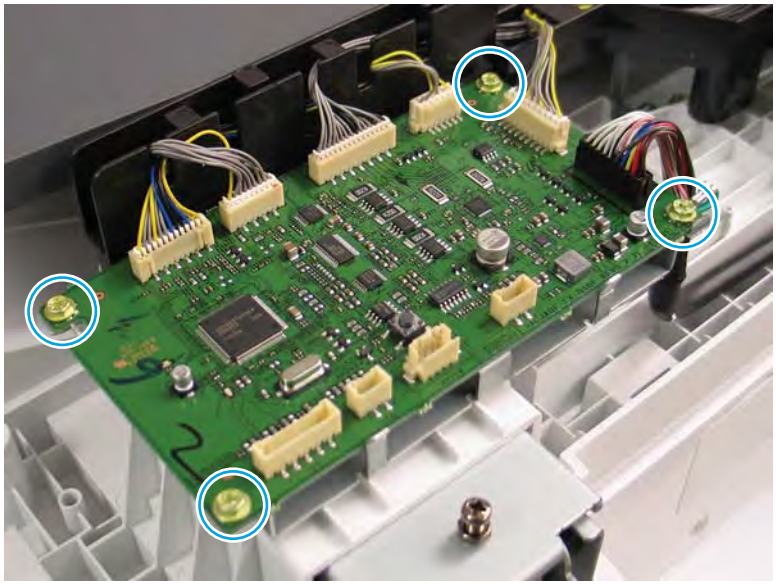
Figure 2-723 Remove back cover.

TIP: To reinstall cover, install from the right to left.

Step 2: Remove the document feeder (ADF) PCA

1. Disconnect six connectors and the ground wire from PCA, and then remove four screws.

Figure 2-724 Document feeder PCA



2. Remove the document feeder PCA.

Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

ADF main frame assembly (LX/du models)

Figure 2-725 ADF main frame (LX/du models)

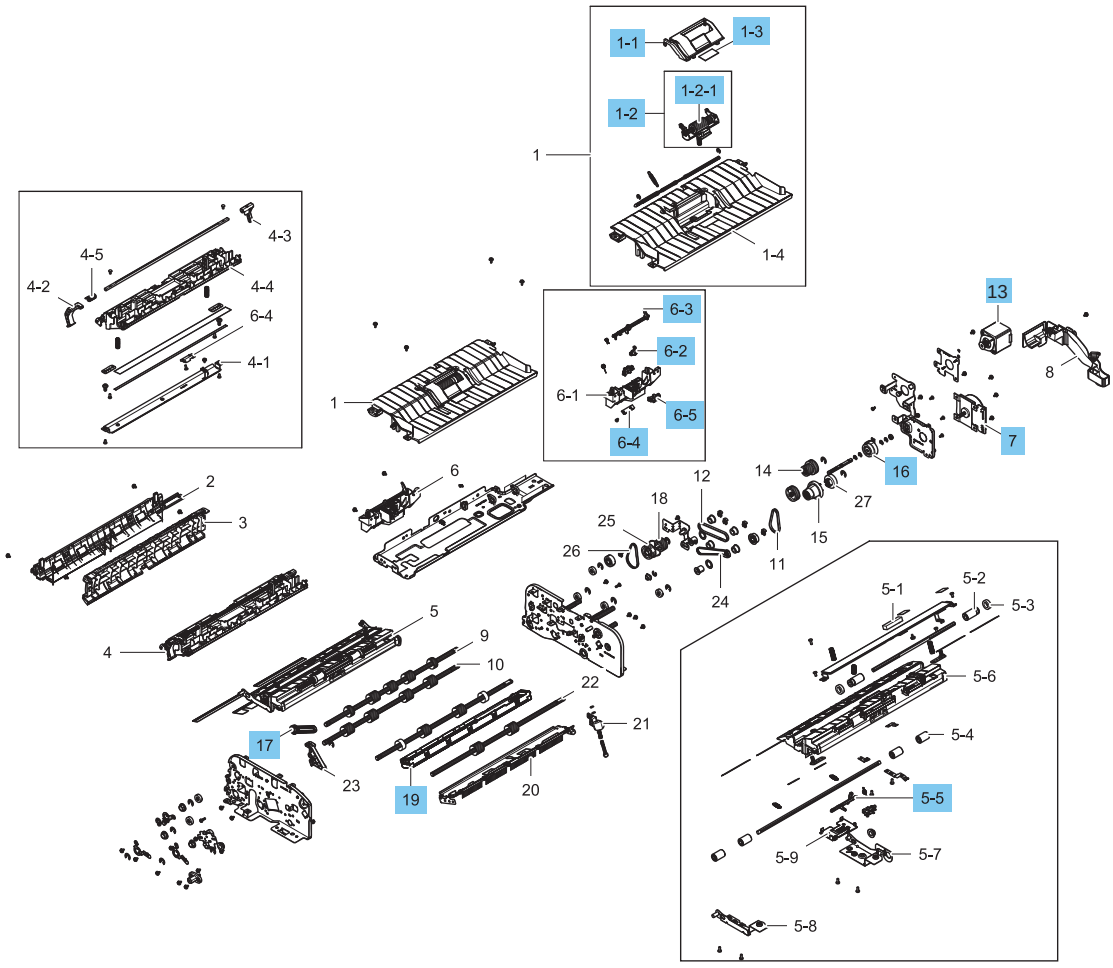


Table 2-19 ADF main frame assembly (LX/du models)

Ref	Description	Part number	Qty
1-1	LX/du separation housing	JC97-04586A	1
1-2	ADF separation roller	JC97-04852A on page 701	1
1-2-1	ADF separation sub roller	JC97-04861A	1
1-3	Friction pad	JC69-01326A	1
5-5	Actuator, output	JC66-04104A	1
6-2	Actuator, feed out	JC66-04105A	1
6-3	Actuator, registration	JC66-04103A	1
6-4	Photo interrupter	0604-001381	1
6-5	Photo interrupter	0604–001393	1
7	Motor, bldc type 1	JC31-00156A on page 708	1
13	Motor - Step main	JC31-00163A	1
16	LX/dn - Motor feed DC	JC47-00038A	1
17	LX/dn - Link Cover Open	JC66-04100A	1
19	LX/dn - Contact Image Sensor	JC97-04722A	1

Document feeder separation roller assembly (LX/du models)

- Introduction
- Step 1: Remove the LX document feeder pickup/reverse/feed roller assembly
- Step 2: Remove the LX document feeder separation roller
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the document feeder separation roller assembly.

Click here to view a video of this procedure for HP Color LaserJet MFP.

Click here to view a video of this procedure for HP LaserJet MFP

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

Before performing service

- Disconnect the power cable.

JC97-04852A

To order the part, go to www.hp.com/buy/parts.

- ADF Separation roller assembly (LX)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

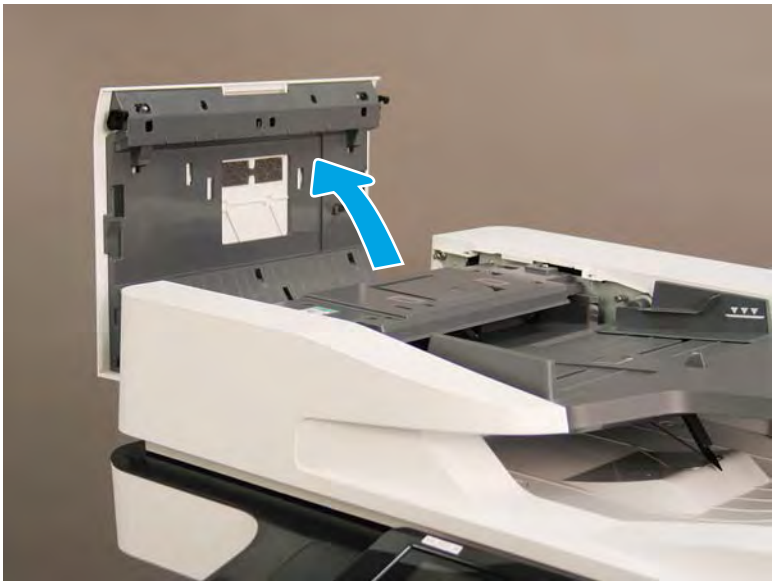
Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the LX document feeder pickup/reverse/feed roller assembly

1. Open the document feeder cover.

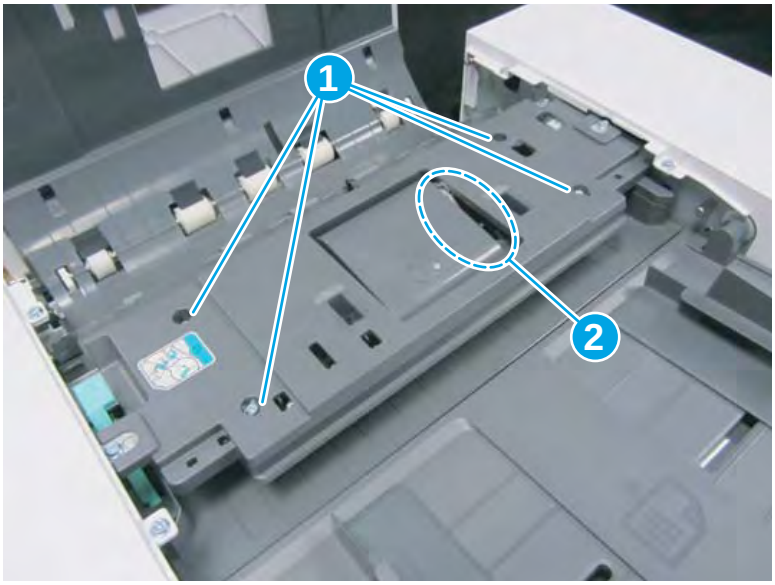
Figure 2-726 Open the document feeder cover



2. Remove four screws in the document feeder pick roller assembly cover.

NOTE: Remove one spring (callout 2; not shown)

Figure 2-727 Remove the document feeder cover screws

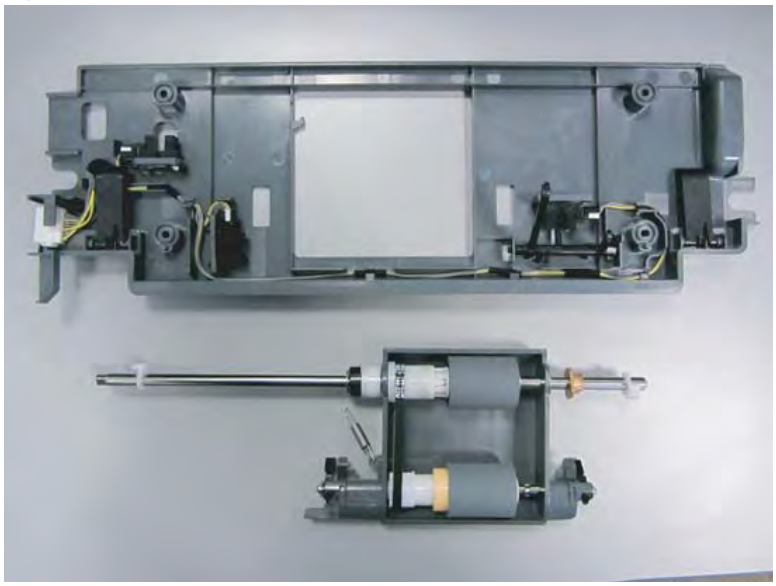


3. Rotate the document feeder pickup cover up, and then disconnect one connector (callout 1).

Figure 2-728 Turn the cover over and disconnect connector

4. NOTE: The figure below shows the roller cover and the roller assembly when removed.

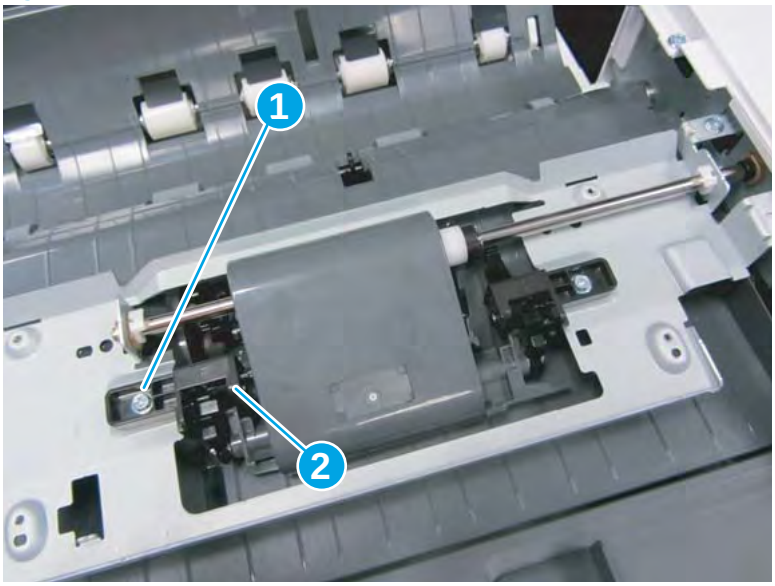
Figure 2-729 Document feeder pick roller cover and roller assembly



5. Remove one screw (callout 1), and then remove the sensor flag bracket (callout 2).

Reinstallation tip: When the roller assembly is reinstalled, make sure that the sensor flags (on both sides of the assembly) are correctly isntalled and move freely.

Figure 2-730 Remove one screw and the sensor flag bracket

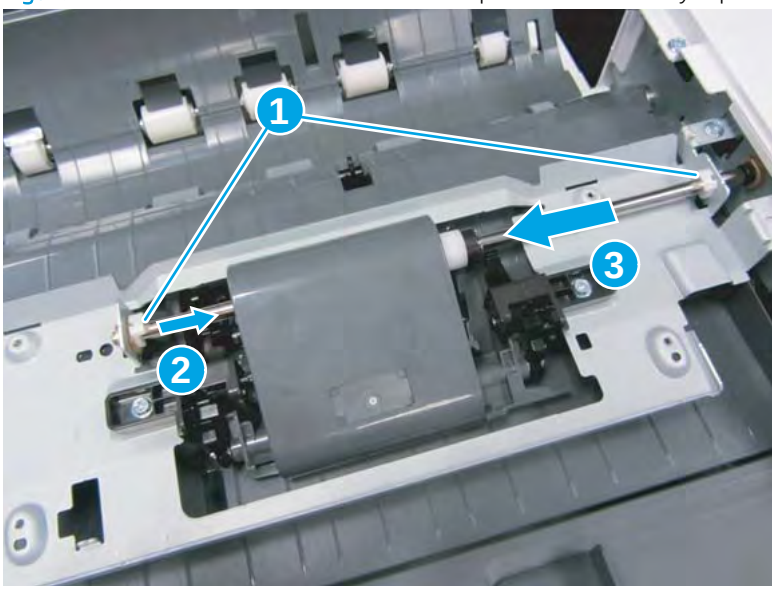


6. Release two plastic clips (callout 1), slide bushing toward roller assembly (callout 2), and then slide the shaft towards front of printer to release it (callout 3). Remove the roller assembly.

CAUTION: Do not damage the sensor flags when handling the roller assembly.

NOTE: The bushing is not captive. Do not lose it when handling the roller assembly.

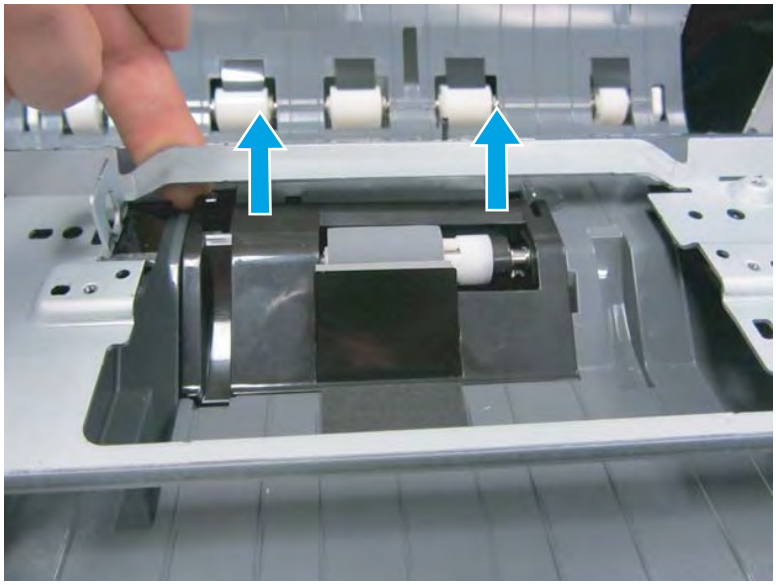
Figure 2-731 Remove the document feeder pick roller assembly clips.



Step 2: Remove the LX document feeder separation roller

1. Rotate the separation roller cover up to release it, and then remove the cover.

Figure 2-732 Remove the separation roller cover



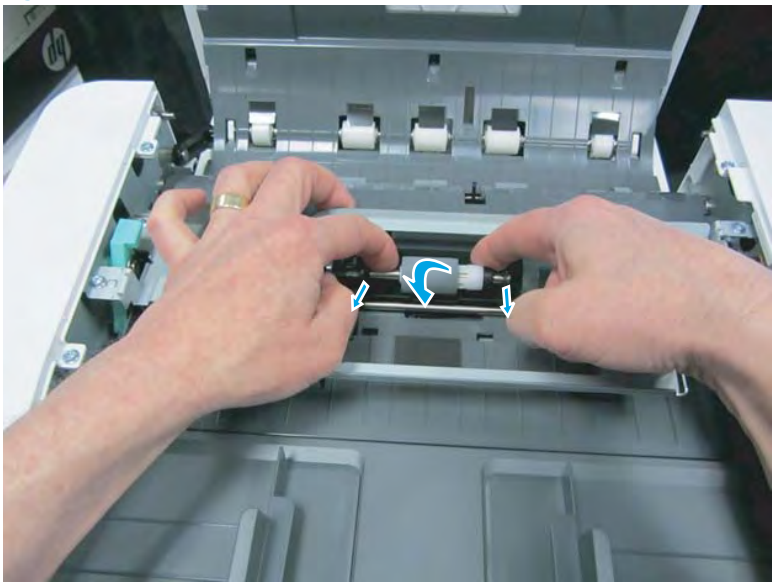
2. NOTE: The figure below shows the roller cover and the roller assembly when removed.

Figure 2-733 Document feeder separation roller cover and roller assembly

3. Release two claws, and then remove the separation roller assembly.

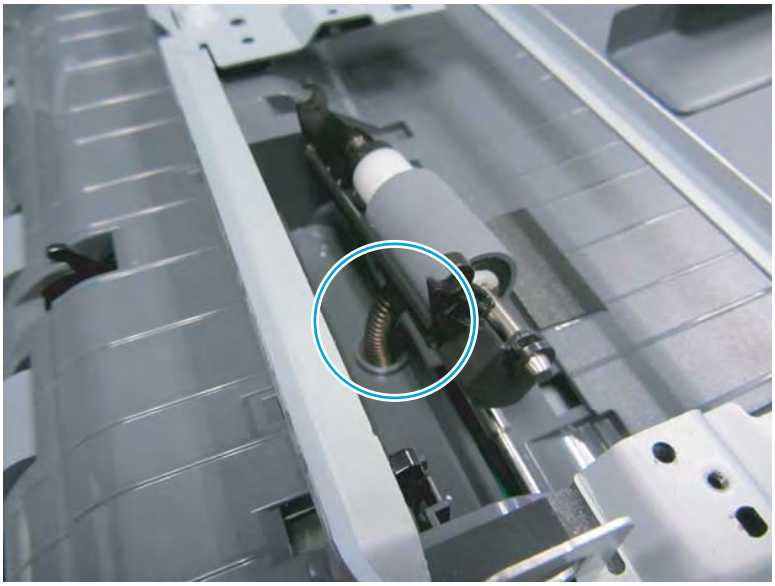
NOTE: The separation roller assembly spring under the roller is not captive.

Figure 2-734 Remove the separation roller assembly



4. When the assembly is reinstalled, make sure that the spring is correctly seated in the holder.

Figure 2-735 Separation roller assembly spring



Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Document feeder feed motor (LX/du models)

- Introduction
- Step 1: Remove the document feeder back cover
- Step 2: Remove the feed motor
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the feed motor assembly.

Click here to view a video of this procedure for HP Color LaserJet MFP.

Click here to view a video of this procedure for HP LaserJet MFP

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

Before performing service

- Disconnect the power cable.

JC31-00156A

To order the part, go to www.hp.com/buy/parts.

- Feed motor assembly (LX)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

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

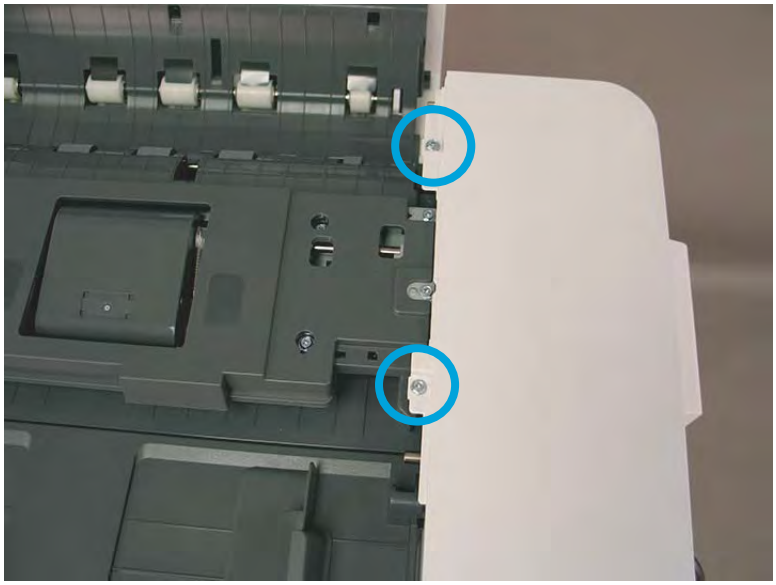
Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the document feeder back cover

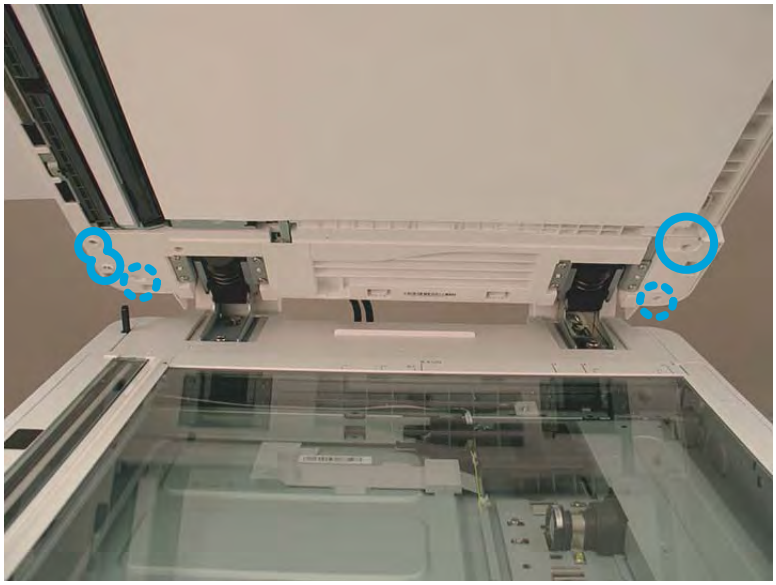
1. Remove two screws from the top of document feeder back cover.

Figure 2-736 Remove the document feeder back cover top screws



2. Using a JIS #2 stubby screwdriver, remove five screws from the bottom of the document feeder back cover.

Figure 2-737 Remove the document feeder back cover bottom screws

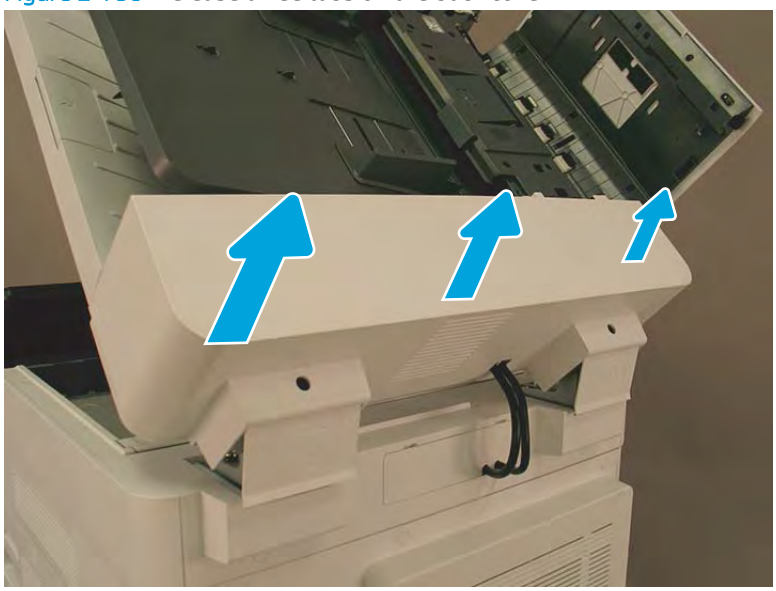


3. Release the tab on the right side of the back cover.

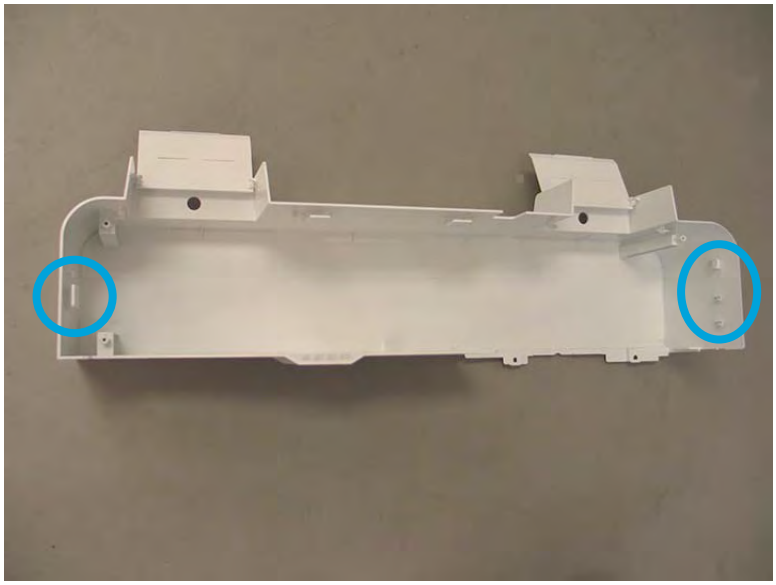
Figure 2-738 Release one tab on the right side of back cover.

4. Release the three tabs on back cover to remove the back cover.

Figure 2-739 Release three tabs on the back cover.



NOTE: The tabs on the underside of the cover.



5. Remove the back cover from the left to right as shown in the photo.

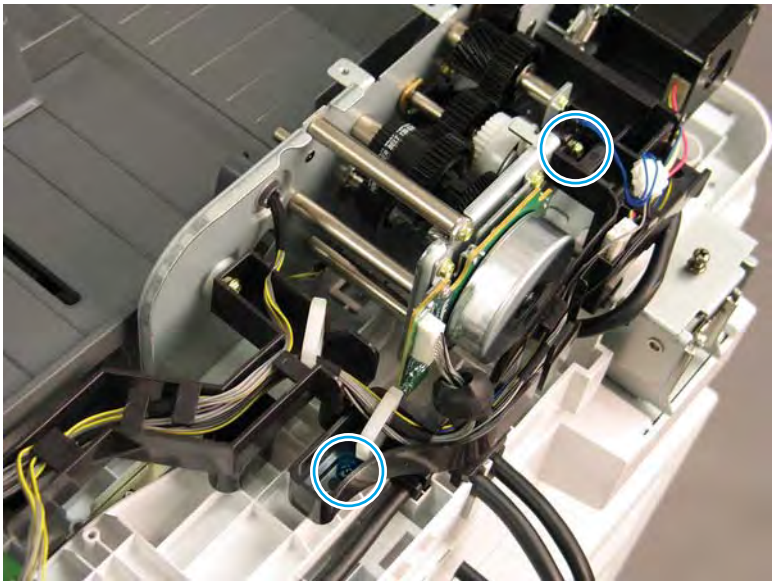
Figure 2-740 Remove back cover.

TIP: To reinstall cover, install from the right to left.

Step 2: Remove the feed motor

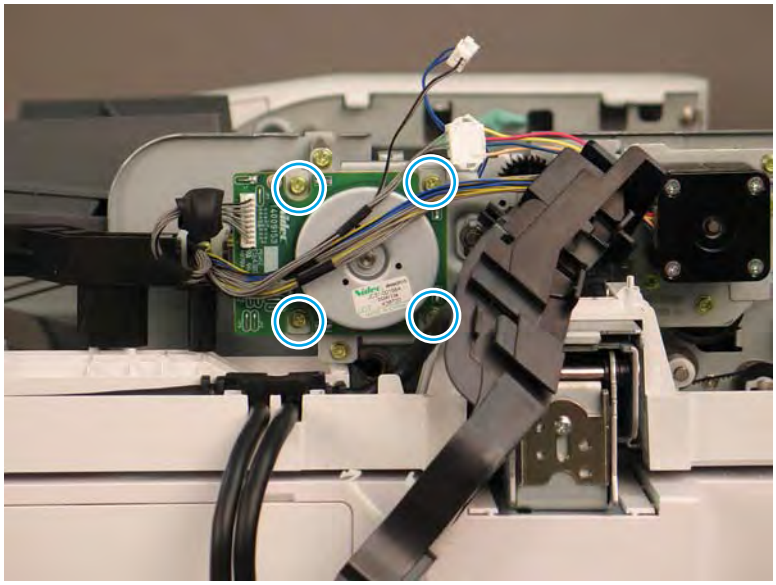
1. Loosen the cables in the cable guide, remove two screws and then move the cable guide out of the way.

Figure 2-741 Feed motor cable guide



2. Disconnect one connector, remove four screws, and then carefully lift the motor out to remove.

Figure 2-742 Remove the feed motor



Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

PCA-Scanner (LX/du models only)

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the upper rear cover
- Step 1: Remove the document feeder whole unit
- Step 4: Remove the scan joint board
- Step 5: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the Scanner PCA assembly.

Click here to view a video of this procedure.

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

Before performing service

- Disconnect the power cable.

JC92-02964A

To order the part, go to www.hp.com/buy/parts.

- PCA - ADF HIC (GX only)

JC92-02964B

To order the part, go to www.hp.com/buy/parts.

- PCA-ADF sGX (du models only)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

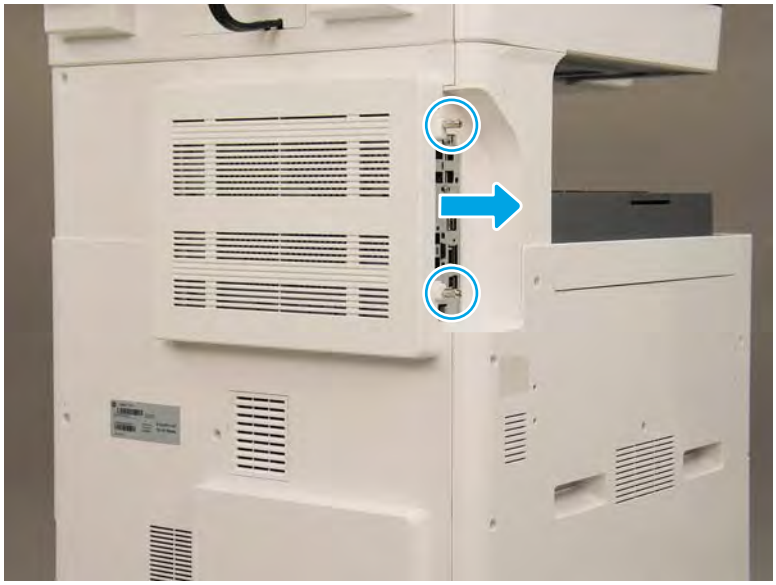
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

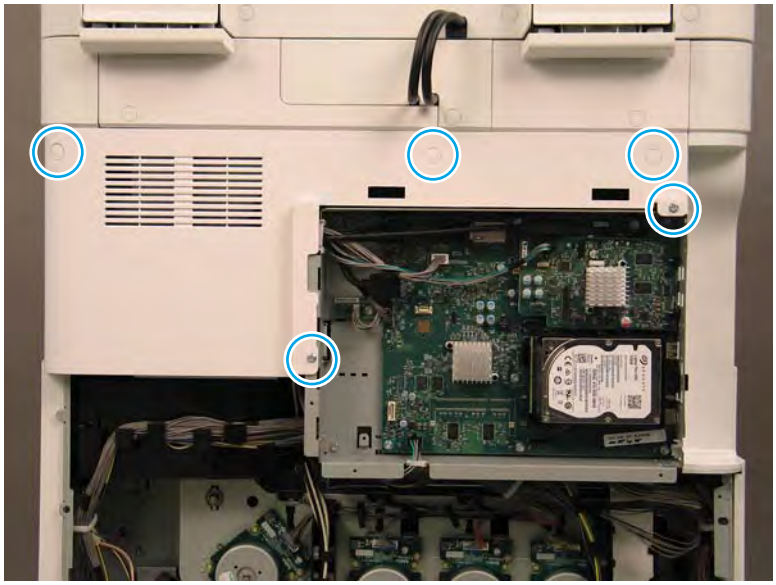
Figure 2-743 Remove the formatter cover



Step 2: Remove the upper rear cover

- Remove three screw-caps and five screws. Lift the upper rear cover away from the printer to remove it.

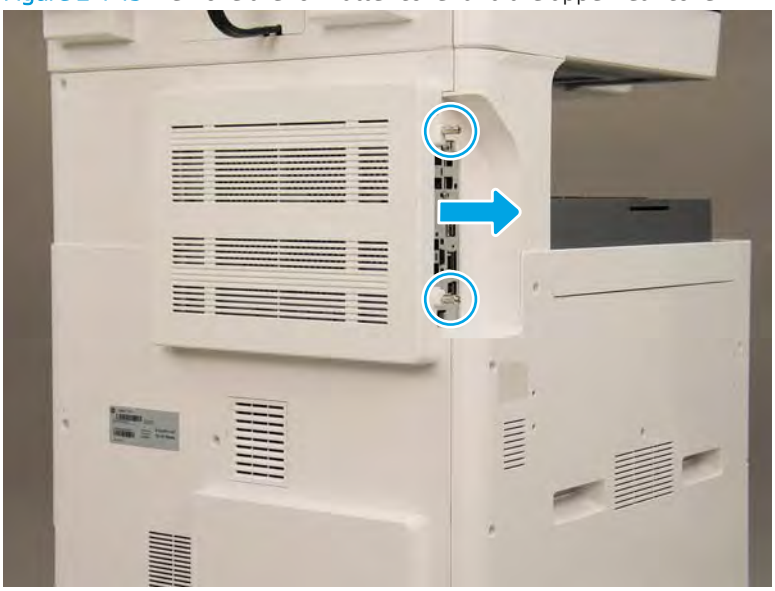
Figure 2-744 Remove the upper rear cover



Step 1: Remove the document feeder whole unit

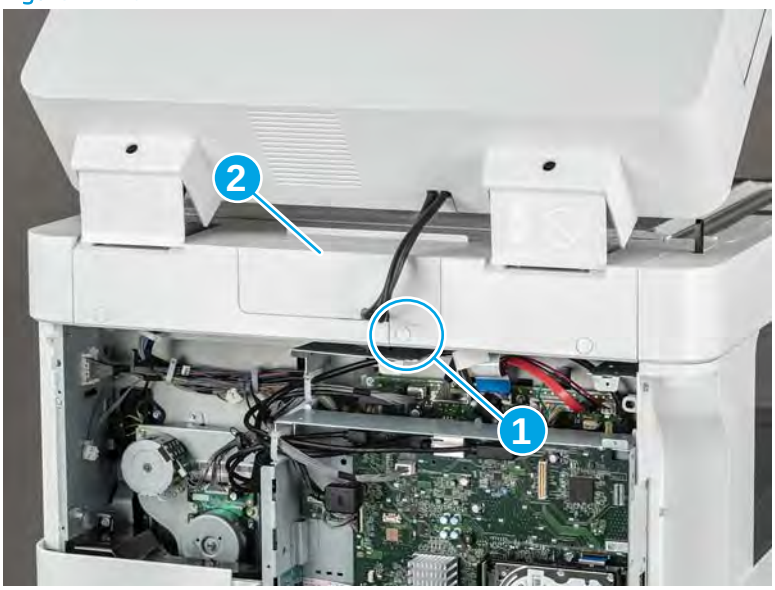
1. Remove the formatter cover and the upper rear cover.

Figure 2-745 Remove the formatter cover and the upper rear cover



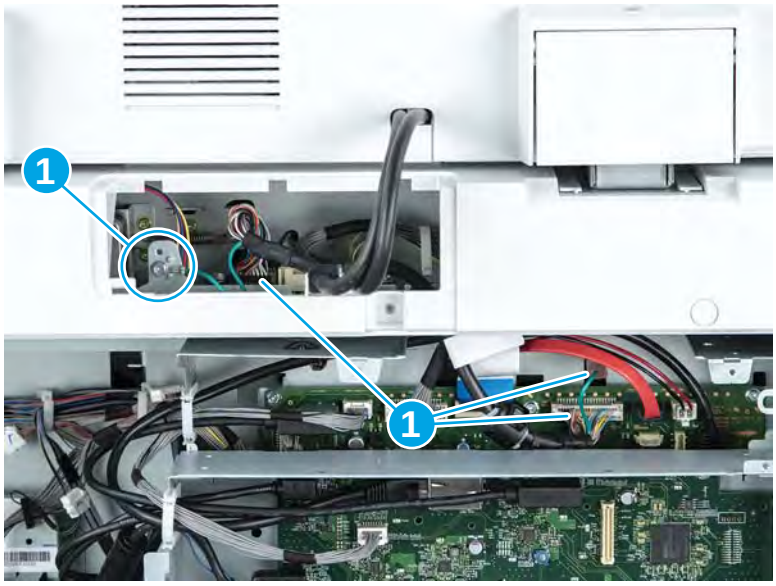
2. Remover one screw cap and screw (callout 1), and then remove the document feeder connector cover (callout 2).

Figure 2-746 Remove the document feeder connector cover



3. Remove one screw to release the ground wire (callout 1), and then disconnect three connectors (callout 2).

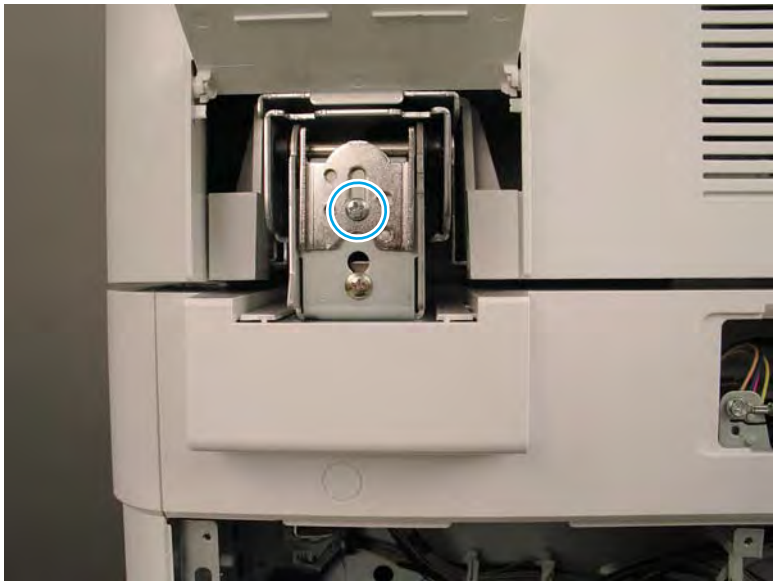
Figure 2-747 Remove the document feeder harness and ground wire



4. Disconnect the document feeder harness from the PCA - ADF HIC. Remove one connector and one grounding wire.

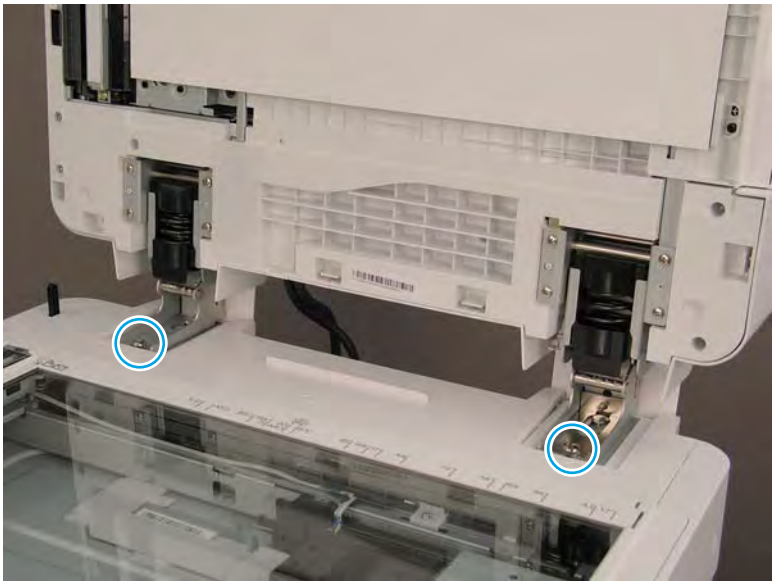
5. Release one screw on each hinge stop on the back of the document feeder.

Figure 2-748 Release the document feeder hinge screws



6. Remove two screws. Slide the assembly back, and then lift the document feeder to remove.

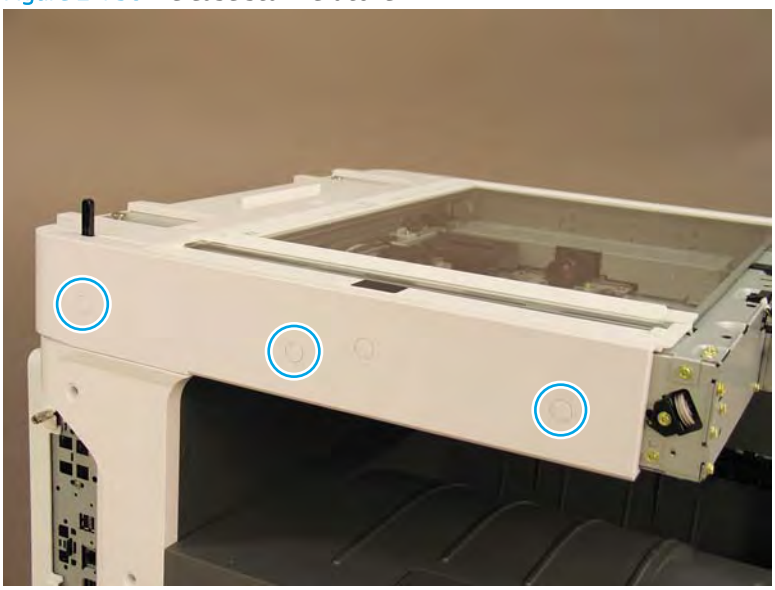
Figure 2-749 Lift and remove the document feeder



Step 4: Remove the scan joint board

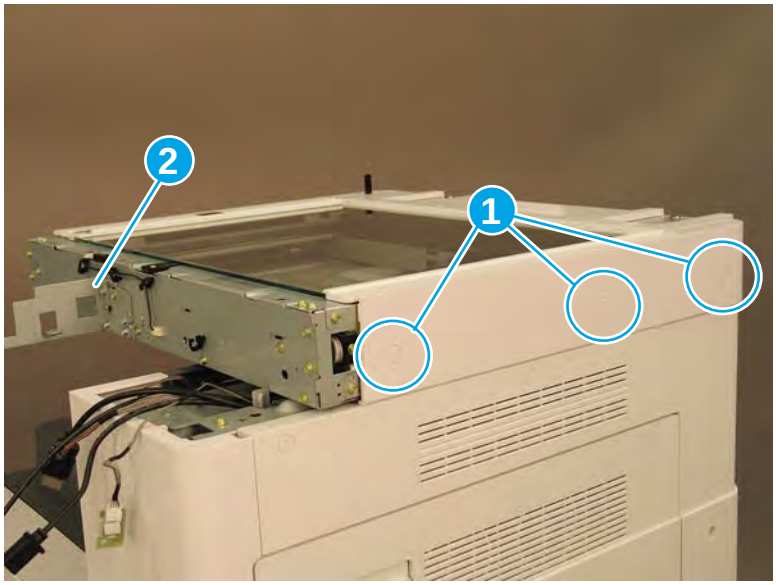
1. Remove three screw-caps and three screws. Release the scan-left cover.

Figure 2-750 Release scan-left cover



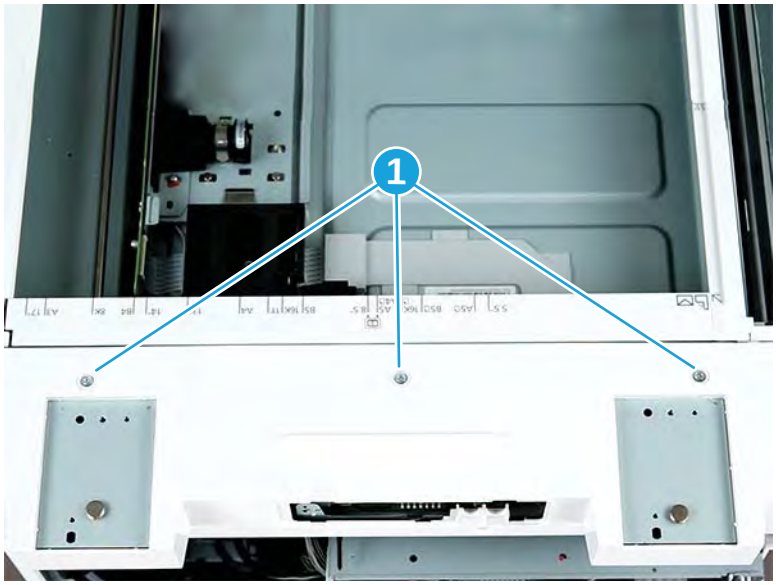
2. Remove three screw-caps and three screws, and then remove the scan-right cover.

Figure 2-751 Remove scan-right cover



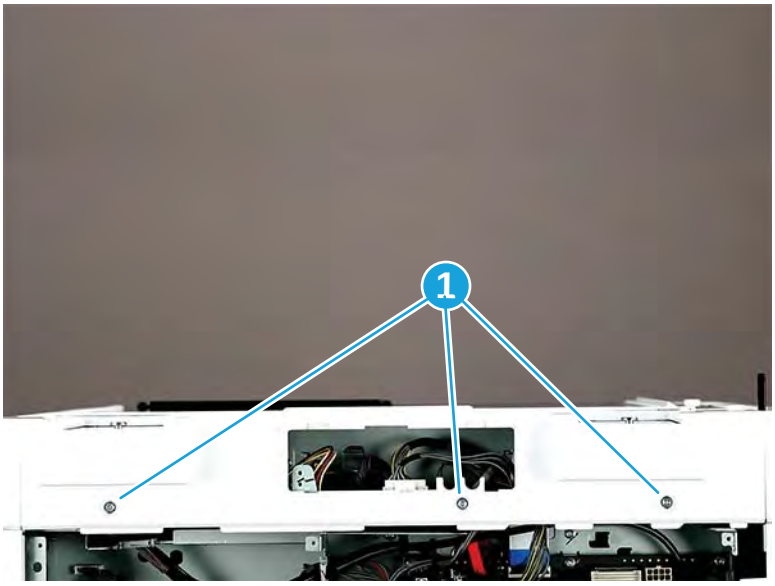
3. At the top of the scanner, remove three screw caps and three screws.

Figure 2-752 Remove three screws



4. At the back of the scanner, remove three screw caps and three screws, and then remove the scan-rear cover.

Figure 2-753 Remove three screws and the scanner rear cover



5. Disconnect all harnesses. Remove four screws, and then release the scanner PCA.

Figure 2-754 Remove screws and release scanner PCA

NOTE: There are two empty connectors.

Step 5: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Flow ADF (GX/sGX)

NOTE: Flow automatic document feeder: sGX; dn/z bundles: GX.

Figure 2-755 Flow ADF (GX/sGX)

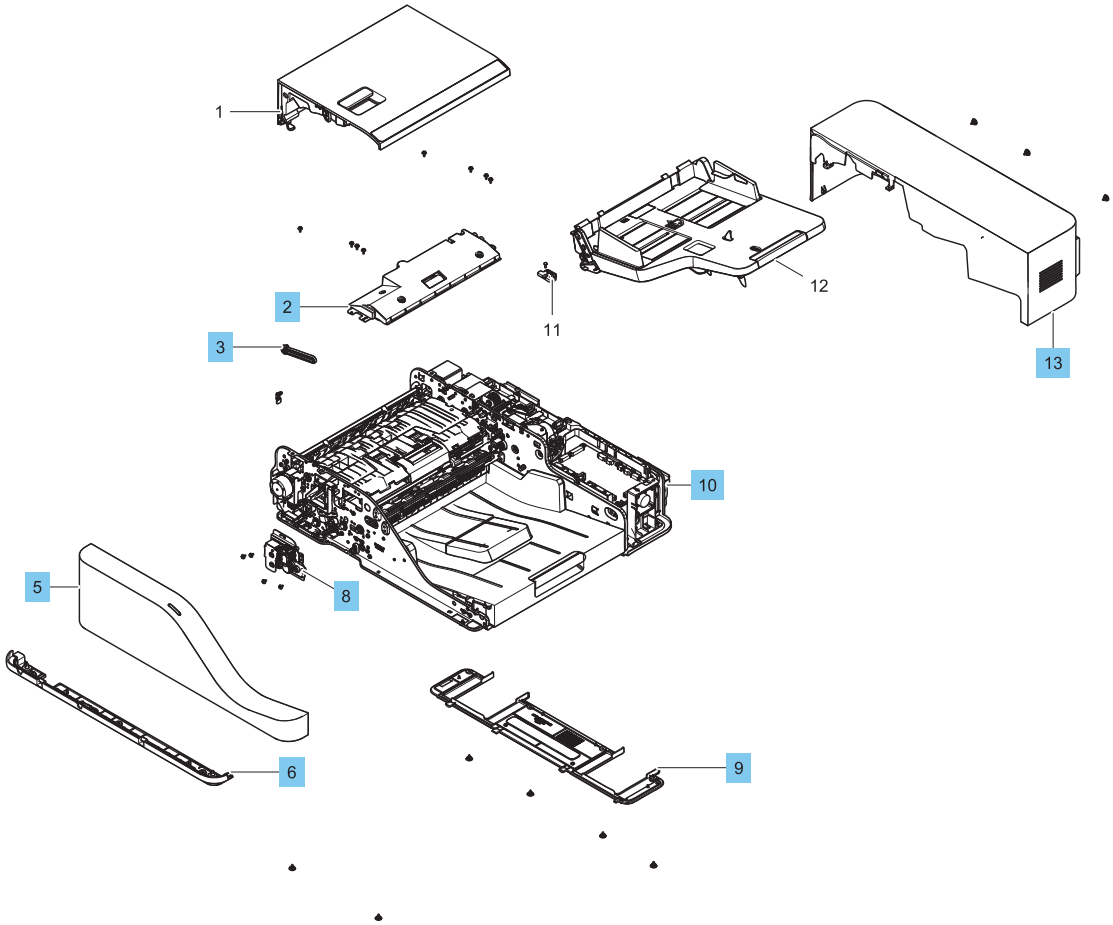


Table 2-20 ADF/ Scanner sGX/GX

Ref	Description	Part number	Qty
1	ADF Cover open	JC97-04869A	1
2	Pickup, upper - GX	JC97-04872A	1
2	Pickup, upper - sGX	JC97-04646B	1
3	Cover, hinge - GX/sGX	JC66-02270A	1
5	Cover, front - GX/sGX	JC97-04881A	1
6	Dummy, front - GX/sGX	JC97-04879A	1
8	Damper - GX/sGX	JC97-04692A	1
9	Cover, bottom - GX/sGX	JC97-04880A	1
10	Main frame - GX	JC97-04883A	1
10	Main frame sGX	JC97-04882A	1
13	Cover, rear - GX/sGX	JC63-05566A	1
Not shown	PCA - ADF receiver (ultrasonic) (GX only)	JC92-02967A on page 731	1
Not shown	PCA - ADF transmitter (ultrasonic) (GX only)	JC92-02966A on page 731	1
Complete	Flow ADF - GX	JC97-04955A on page 726	1
Complete	Non Flow ADF - sGX	JC97-04956A on page 726	1

Flow ADF whole unit (GX/sGX)

- Introduction
- Step 1: Remove the ADF whole unit
- Step 2: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the flow ADF whole unit assembly.

Click here to view a video of this procedure.

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

Before performing service

- Disconnect the power cable.

JC97-04955A	JC97-04956A
• Flow ADF - GX	• Non Flow ADF - sGX

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

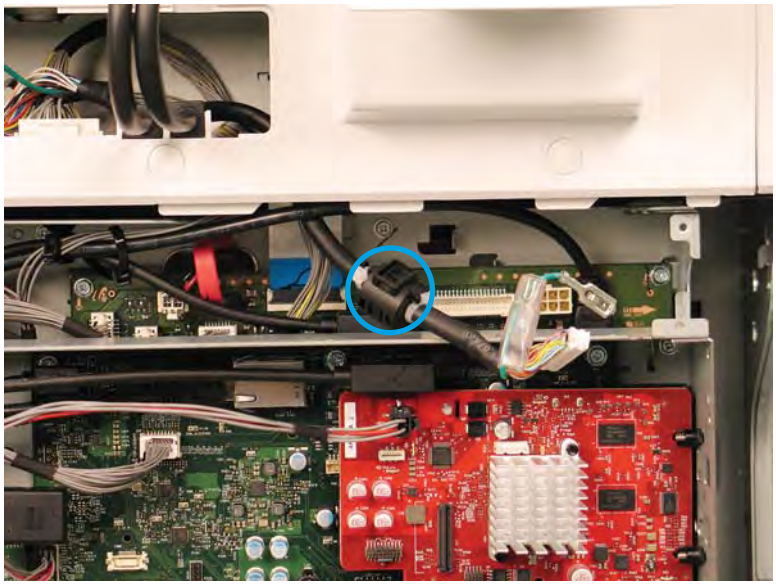
Step 1: Remove the ADF whole unit

1. Open the document feeder cover, and then remove the document feeder connector cover.

Figure 2-756 Remove document feeder connector cover

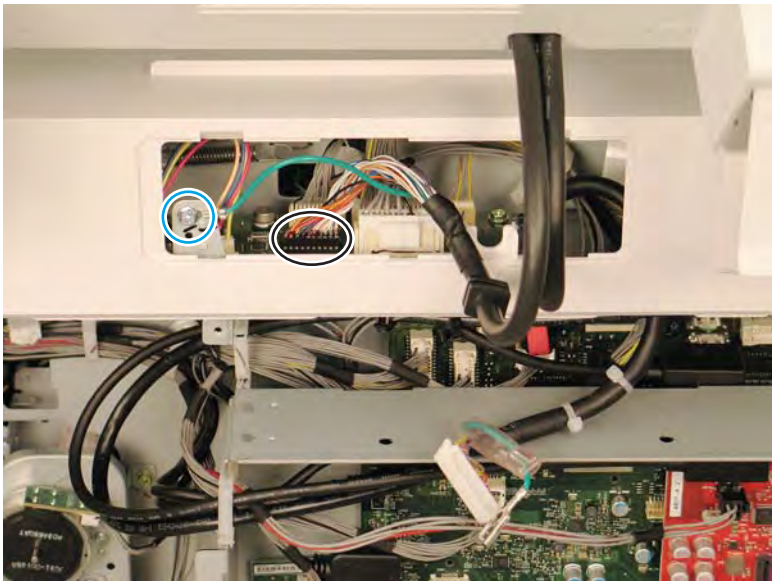
2. Remove the plastic cable choke from the wire harness, and then disconnect the document feeder harness from the main board. Disconnect the insulated ground wire from the chassis.

Figure 2-757 Remove the cable choke



3. Disconnect the document feeder harness from the scanner PCA. Remove one connector and one grounding wire.

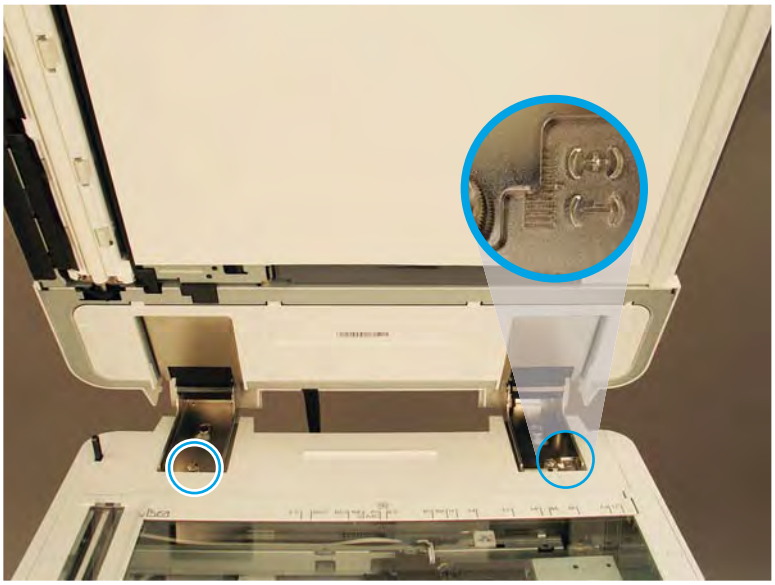
Figure 2-758 Disconnect document feeder harness



4. Release two hinge stops on the back of the document feeder to allow the document feeder to open to a full 90°.

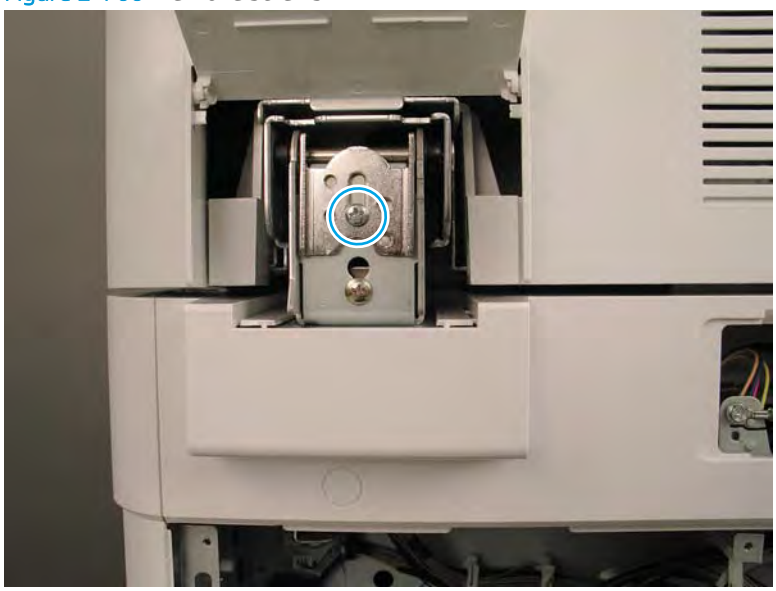
IMPORTANT: Note the alignment marks on the hinge stops. Any new document feeder must be reinstalled with the same alignment.

Figure 2-759 Alignment marks



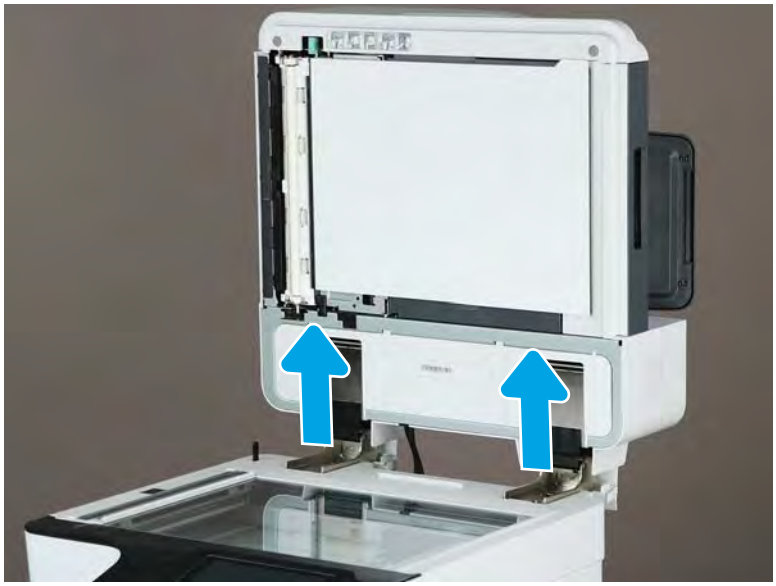
5. Remove the screw on each hinge stop.

Figure 2-760 Remove screws



6. Pull back and then lift up to release the document feeder unit.

Figure 2-761 Release the document feeder



NOTE: Complete a shading test and a skew alignment after replacing the document feeder unit.

Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Flow ADF ultrasonic sensor with PCA (GX/sGX)

- Introduction
- Step 1: Remove the document feeder front cover
- Step 2: Remove the document feeder back cover
- Step 3: Remove the document feeder pickup and feed assembly
- Step 4: Remove the paper path cover
- Step 5: Remove the ultrasonic sensor with PCA
- Step 6: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the ultrasonic sensor with PCA assembly.

Click here to view a video of this procedure.

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

Before performing service

- Disconnect the power cable.

JC92-02967A	JC92-02966A
• PCA - ADF receiver (GX only)	• PCA - ADF transmitter (GX only)

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

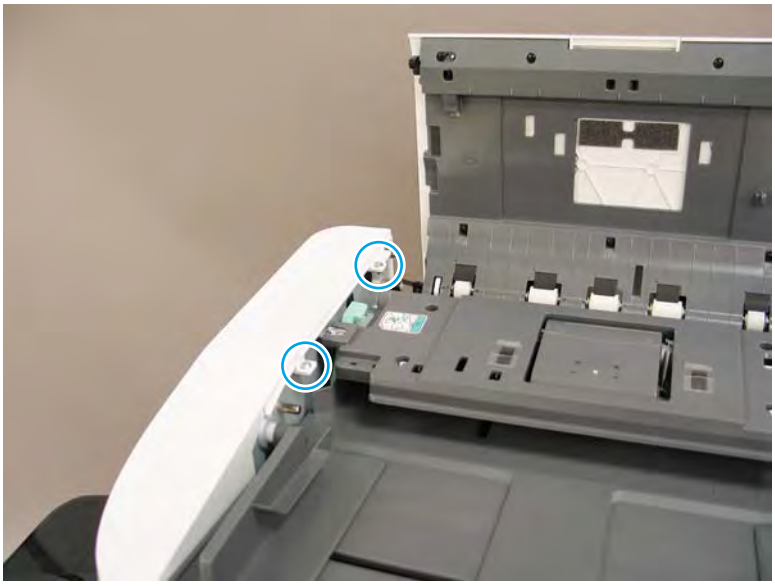
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the document feeder front cover

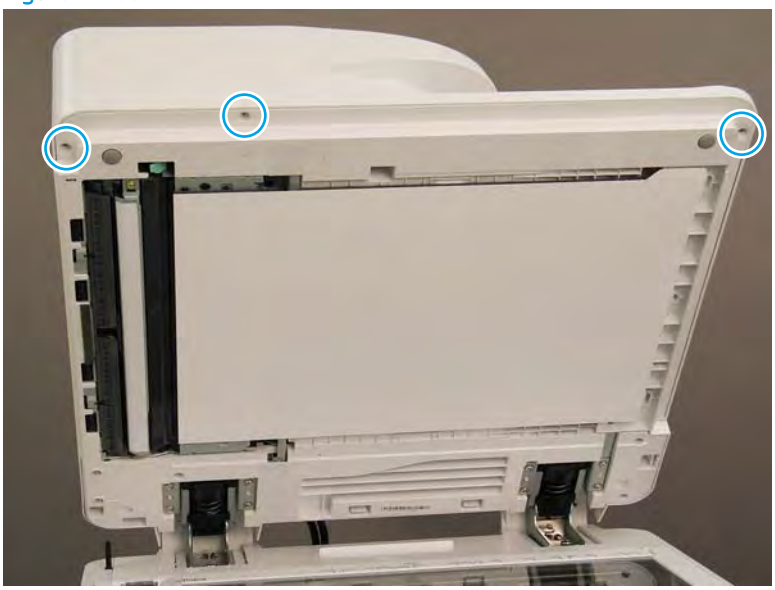
1. Remove two screws from the top of document feeder front cover.

Figure 2-762 Remove the document feeder front cover top screws



2. Remove three screws from the bottom of the document feeder front cover, and then remove the document feeder front cover.

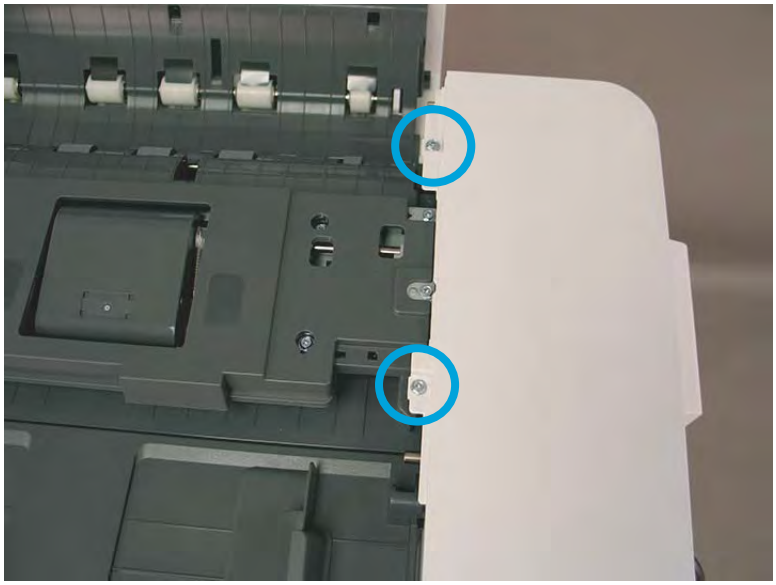
Figure 2-763 Remove the document feeder front cover bottom screws



Step 2: Remove the document feeder back cover

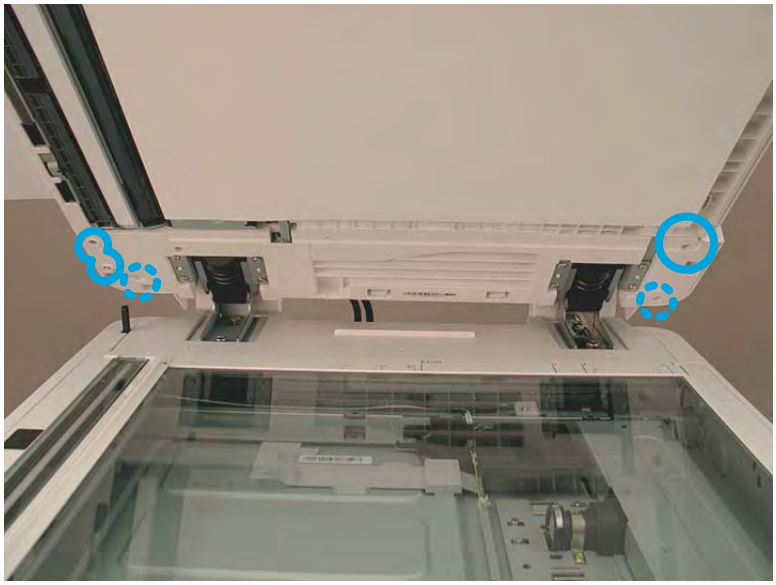
1. Remove two screws from the top of document feeder back cover.

Figure 2-764 Remove the document feeder back cover top screws



2. Using a JIS #2 stubby screwdriver, remove five screws from the bottom of the document feeder back cover.

Figure 2-765 Remove the document feeder back cover bottom screws

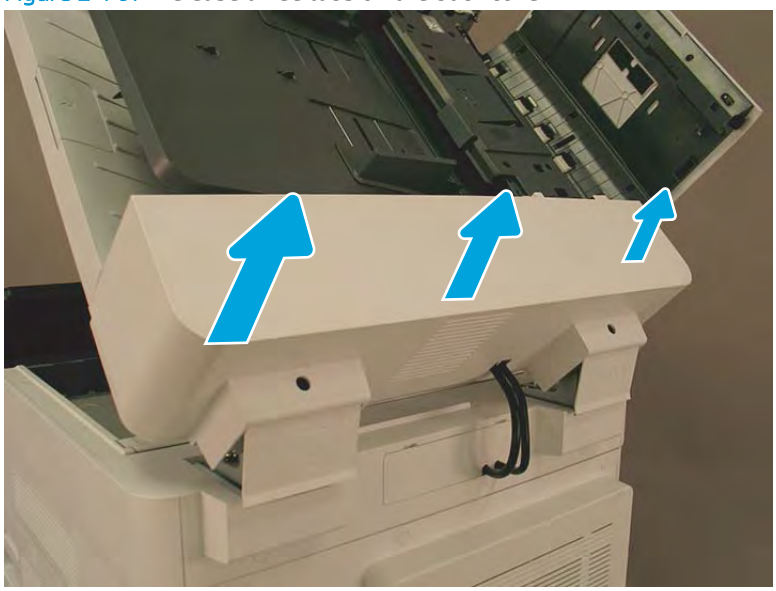


3. Release the tab on the right side of the back cover.

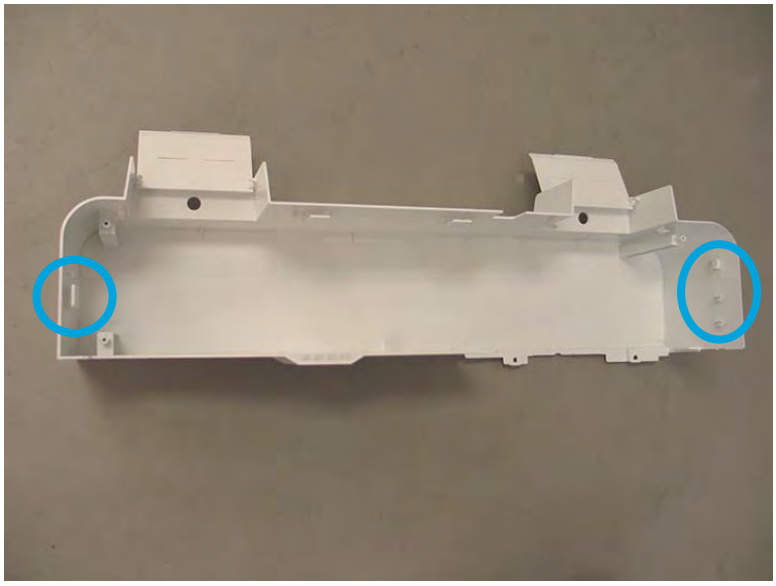
Figure 2-766 Release one tab on the right side of back cover.

4. Release the three tabs on back cover to remove the back cover.

Figure 2-767 Release three tabs on the back cover.



NOTE: The tabs on the underside of the cover.



5. Remove the back cover from the left to right as shown in the photo.

Figure 2-768 Remove back cover.

TIP: To reinstall cover, install from the right to left.

Step 3: Remove the document feeder pickup and feed assembly

▲ Disconnect two connectors (callout 1), remove four screws (callout 2, including one ground wire), and then remove the pickup roller assembly.

Figure 2-769 Remove the pickup roller assembly

Step 4: Remove the paper path cover

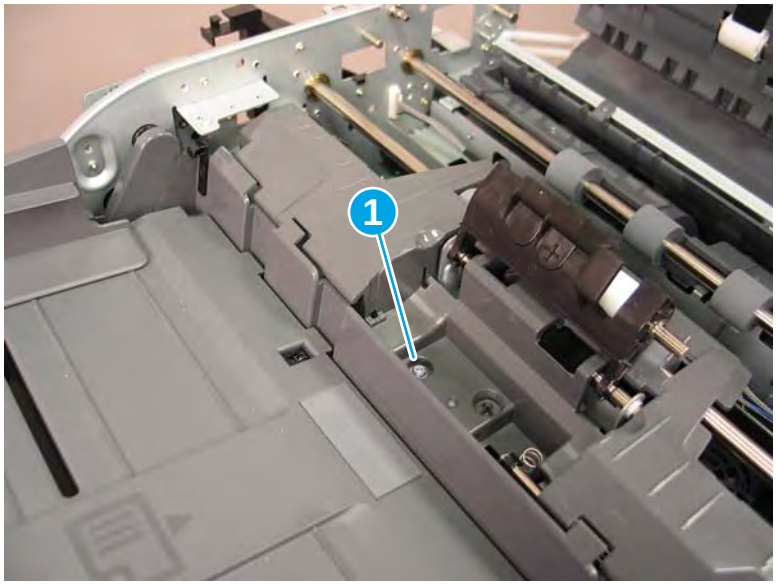
▲ Remove five screws, and then remove the paper path cover.

Figure 2-770 Remove the document feeder paper path cover

Step 5: Remove the ultrasonic sensor with PCA

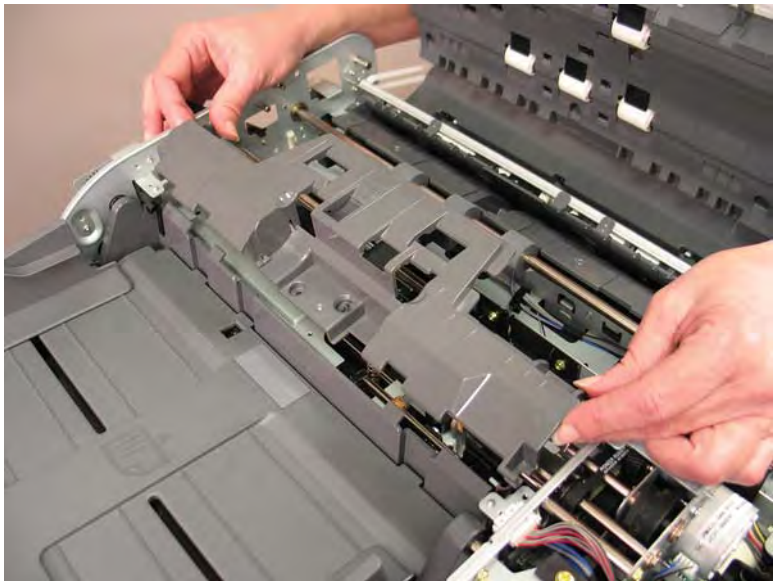
1. Remove the separation roller, and then remove one screw (callout 1).

Figure 2-771 Remove one screw



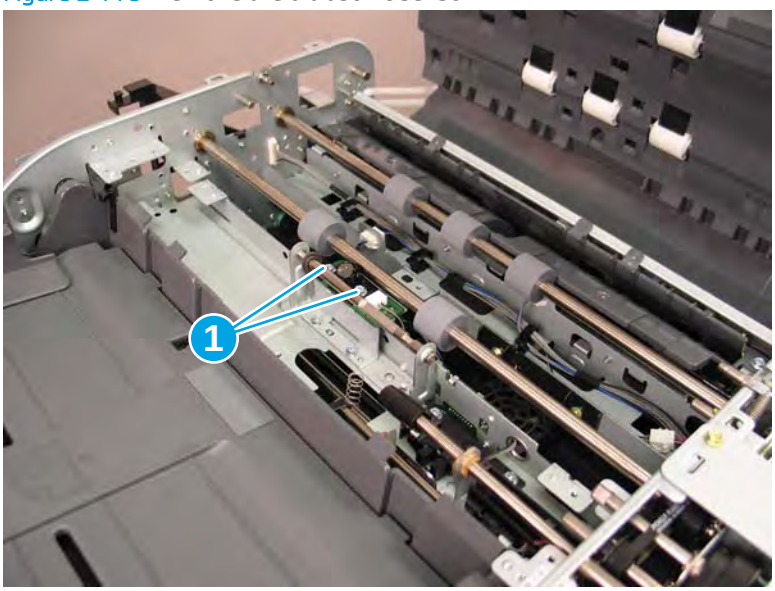
2. Remove the pick/feed cover.

Figure 2-772 Remove the pick/feed cover



3. Remove two screws (callout 1), and then remove the ultrasonic sensor.

Figure 2-773 Remove the ultrasonic sensor



Step 6: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Flow ADF open cover (GX/sGX)

NOTE: Flow automatic document feeder: sGX; dn/z bundles: GX.

Figure 2-774 ADF open cover (GX/sGX)

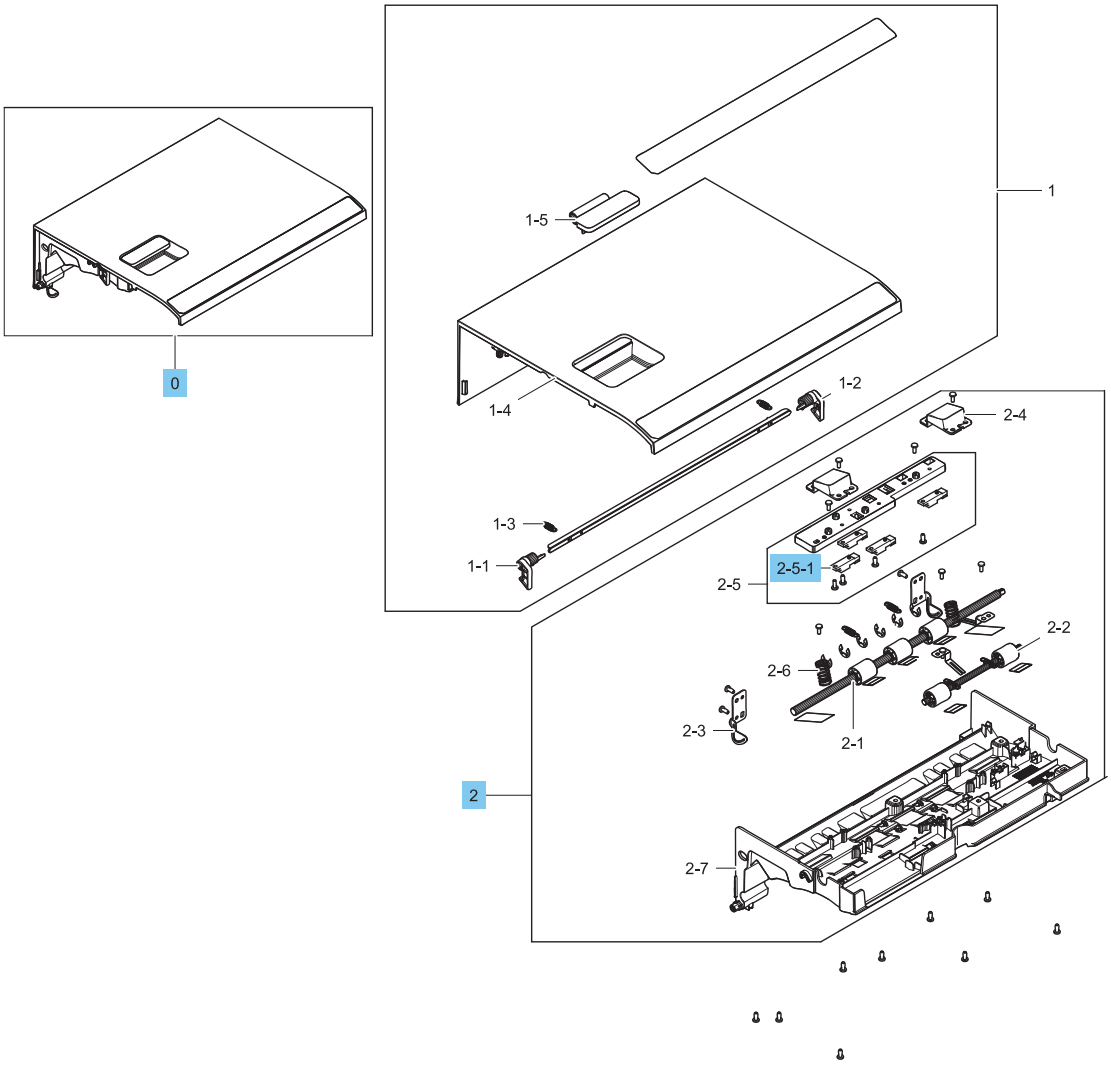


Table 2-21 Flow ADF open cover

Ref	Description	Part number	Qty
0	Cover, open (GX/sGX)	JC97-04869A on page 742	1
2	Cover, open lower (GX/sGX)	JC97-04696B	1
2-5-1	Photo-interrupter	0604-001381	4

Flow ADF jam access cover (GX/sGX)

- Introduction
- Step 1: Remove the document feeder front cover
- Step 2: Remove the document feeder back cover
- Step 3: Remove the document feeder jam access cover
- Step 4: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the jam access cover assembly.

Click here to view a video of this procedure.

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

Before performing service

- Disconnect the power cable.

JC97-04869A

To order the part, go to www.hp.com/buy/parts.

- Open cover - GX

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

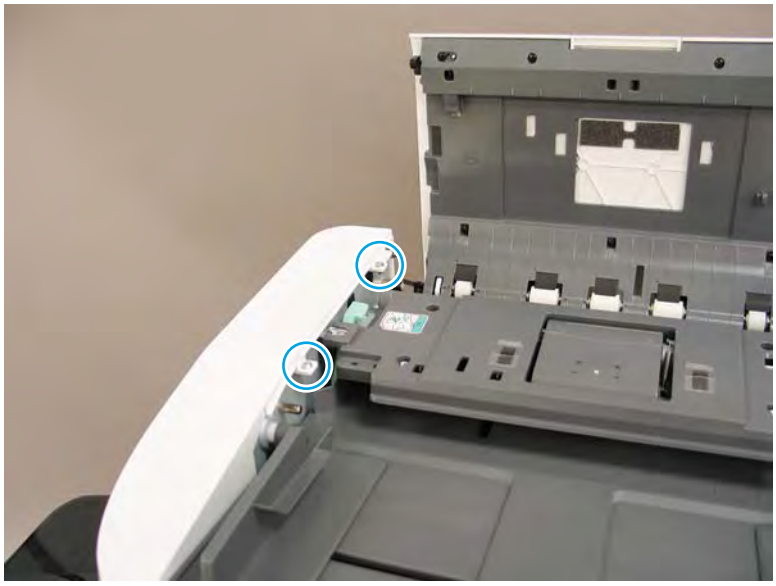
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the document feeder front cover

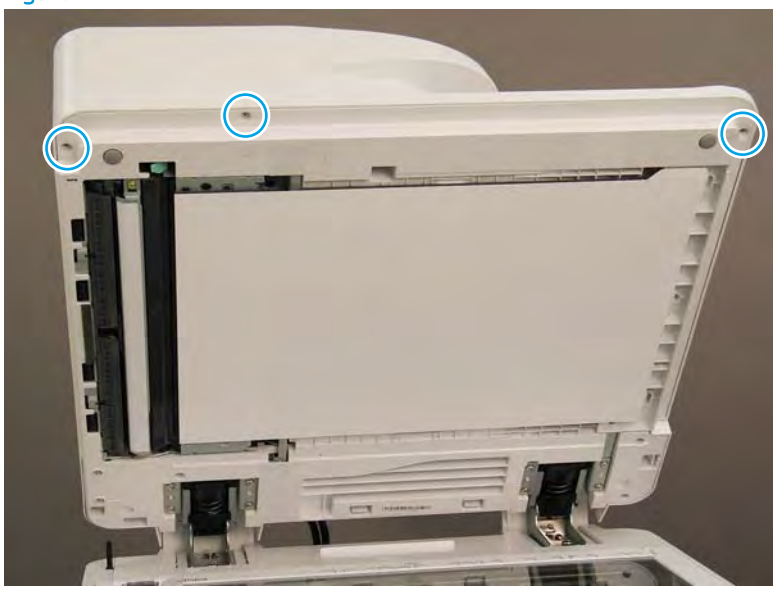
1. Remove two screws from the top of document feeder front cover.

Figure 2-775 Remove the document feeder front cover top screws



2. Remove three screws from the bottom of the document feeder front cover, and then remove the document feeder front cover.

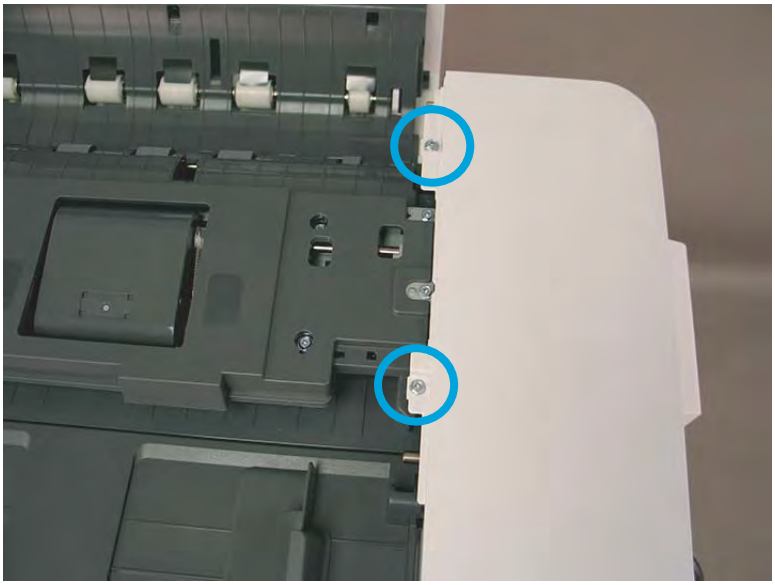
Figure 2-776 Remove the document feeder front cover bottom screws



Step 2: Remove the document feeder back cover

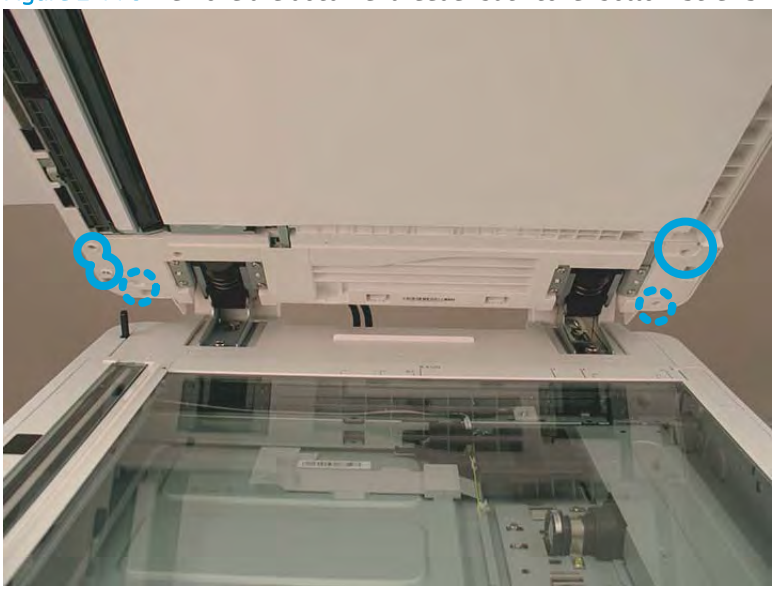
1. Remove two screws from the top of document feeder back cover.

Figure 2-777 Remove the document feeder back cover top screws



2. Using a JIS #2 stubby screwdriver, remove five screws from the bottom of the document feeder back cover.

Figure 2-778 Remove the document feeder back cover bottom screws

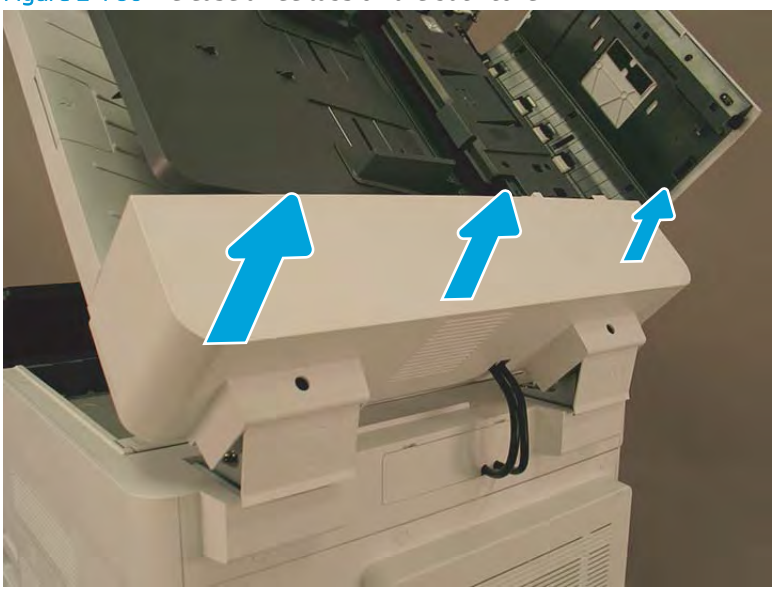


3. Release the tab on the right side of the back cover.

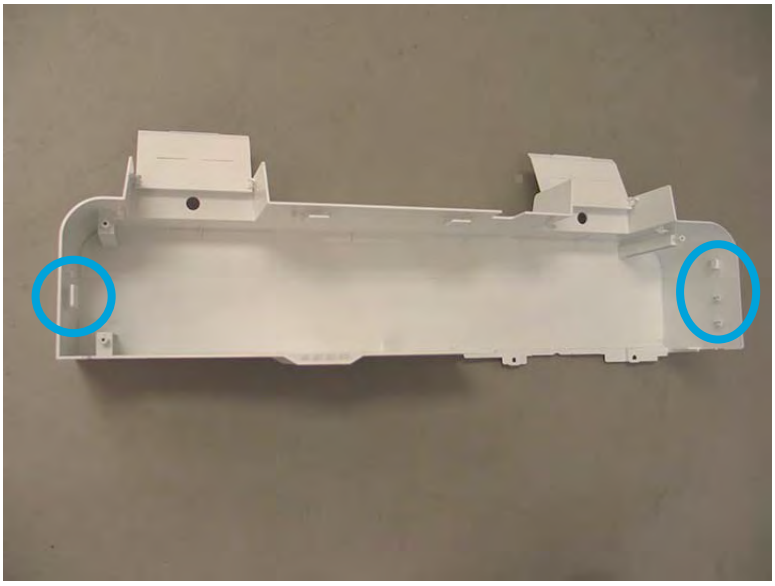
Figure 2-779 Release one tab on the right side of back cover.

4. Release the three tabs on back cover to remove the back cover.

Figure 2-780 Release three tabs on the back cover.



NOTE: The tabs on the underside of the cover.



5. Remove the back cover from the left to right as shown in the photo.

Figure 2-781 Remove back cover.

TIP: To reinstall cover, install from the right to left.

Step 3: Remove the document feeder jam access cover

1. Disconnect connector at document feeder PCA and route cable out.

Figure 2-782 Disconnect one connector

2. Disconnect the ground wire.

Figure 2-783 Remove the jam access cover ground wire

3. Remove one screw (callout 1), remove hinge (pivot) pin, and then remove door arm support (callout 2)

Figure 2-784 Remove the jam access cover door arm support

4. Remove the open cover.

Step 4: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Flow ADF upper pickup (GX/sGX)

NOTE: Flow automatic document feeder: sGX; dn/z bundles: GX.

Figure 2-785 Flow ADF upper pickup (GX/sGX)

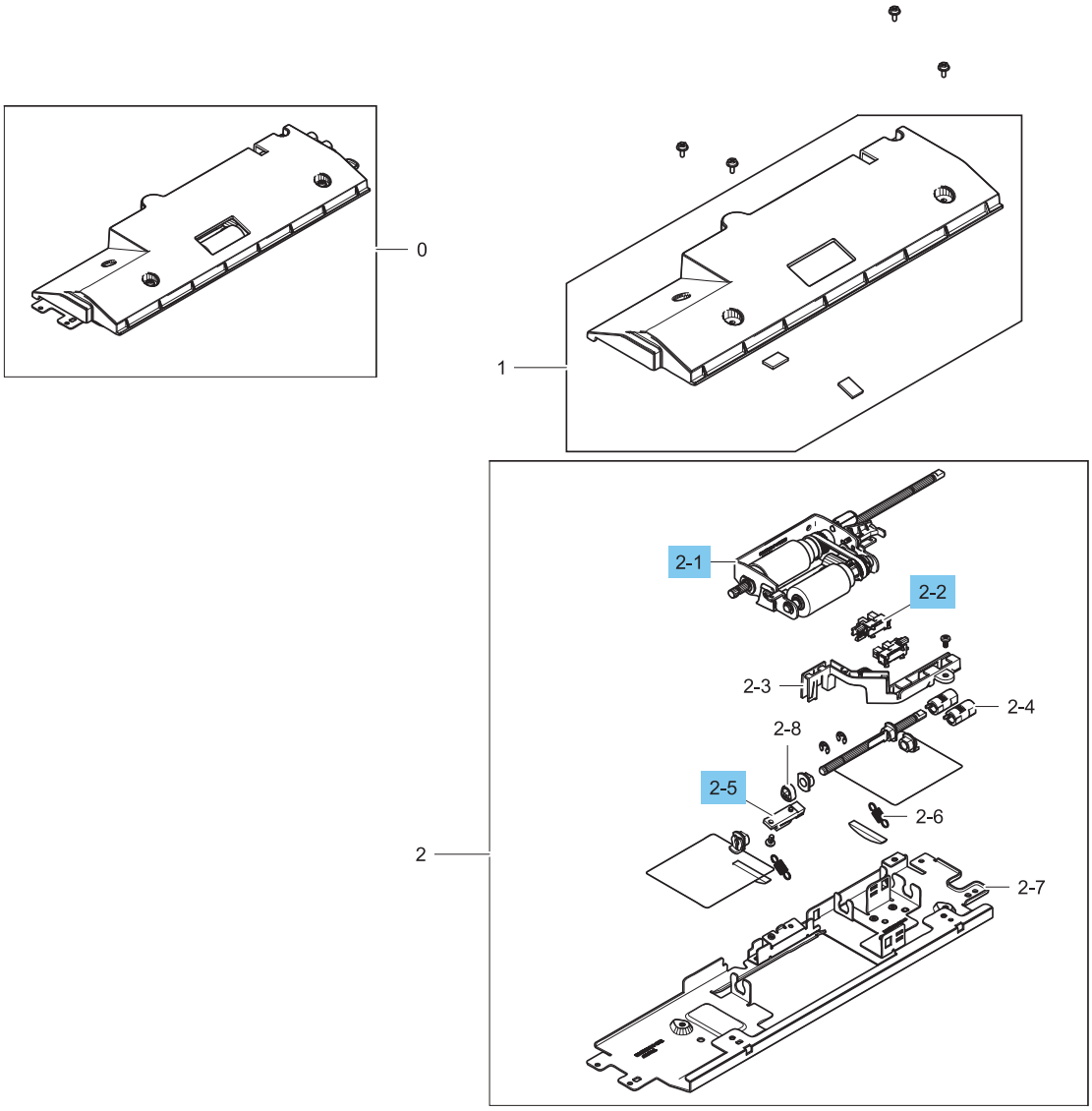


Table 2-22 Flow ADF pickup roller assembly

Ref	Description	Part number	Qty
2-1	Pick feed roller assembly (GX/sGX)	JC97-04650A on page 752	1
2-2	Photo-interrupter	0604-001393	1
2-5	Photo-interrupter	0604-001381	1

Flow ADF pickup roller assembly (GX/sGX)

- Introduction
- Step 1: Remove the flow ADF pickup roller assembly
- Step 2: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the flow ADF pickup roller assembly.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC97-04650A

To order the part, go to www.hp.com/buy/parts.

- Pick feed roller assembly - GX/sGX

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the flow ADF pickup roller assembly

1. Open the document feeder top cover.
2. Remove the pick roller assembly:

   ▲ Remove four screws (callout 1), disconnect two connectors (callout 2), and one ground wire (callout 3), and then remove the pick roller assembly.

   Figure 2-786 Remove the pick roller assembly

3. Remove the pick rollers:

   a. Remove four screws and then remove the cover.

   Figure 2-787 Remove the pick roller assembly cover

   b. Remove two plastic clips and two bushings, disconnect two springs, and then remove the shaft coupler.

   NOTE: The shaft is engaged in the coupler.

   Figure 2-788 Remove the pick roller components

   c. Slide the roller shaft and then remove the pick roller assembly.

   Figure 2-789 Remove the pick roller assembly

   Figure 2-790 Pick roller components-disassembled

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

Special installation instructions: ADF pick roller

▲ After the replacement roller is installed, follow these instructions to reset the firmware counter:

i. From the Home screen on the printer control panel, select the Support Tools menu.

ii. Select the Service menu.

iii. Make sure that Service Access Code is selected in the drop-down menu, and then enter the service access code.

iv. Select the Service Tools menu.

v. Select the Supply Status menu.

vi. Select Field Replacement Unit.

vii. Select ADF Pick Roller.

viii. Select ADF Pick Roller.

ix. Select Reset.

Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Flow ADF stacker (GX/sGX)

NOTE: Flow automatic document feeder: sGX; dn/z bundles: GX.

Figure 2-791 Flow ADF stacker (GX/sGX)

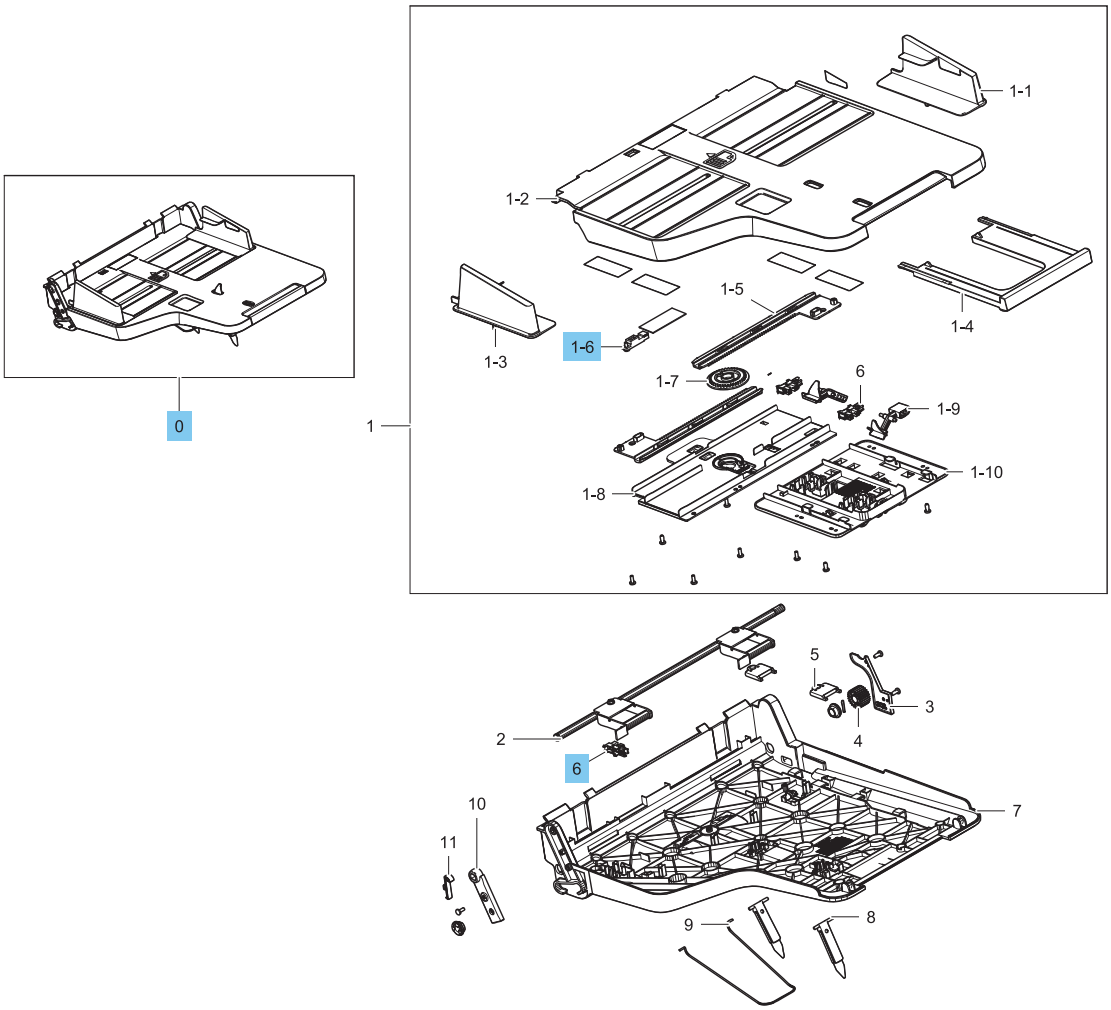


Table 2-23 Flow ADF stacker

Ref	Description	Part number	Qty
0	Stacker -GX/sGX	JC97-04658B on page 758	1
1-6	Photo-interrupter	0604-001381	1
6	Photo-interrupter	0604-001393	1
Not shown	Flow ADF - stacker upper CM	JC82-00693A	1

Flow ADF input tray (GX/sGX)

- Introduction
- Step 1: Remove the document feeder front cover
- Step 2: Remove the document feeder back cover
- Step 3: Remove the dampening unit
- Step 4: Remove the pickup and feed unit
- Step 5: Remove the input tray
- Step 6: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the input tray assembly.

Click here to view a video of this procedure.

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

Before performing service

- Disconnect the power cable.

JC97-04658B

To order the part, go to www.hp.com/buy/parts.

- Stacker - Gx/sGX

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

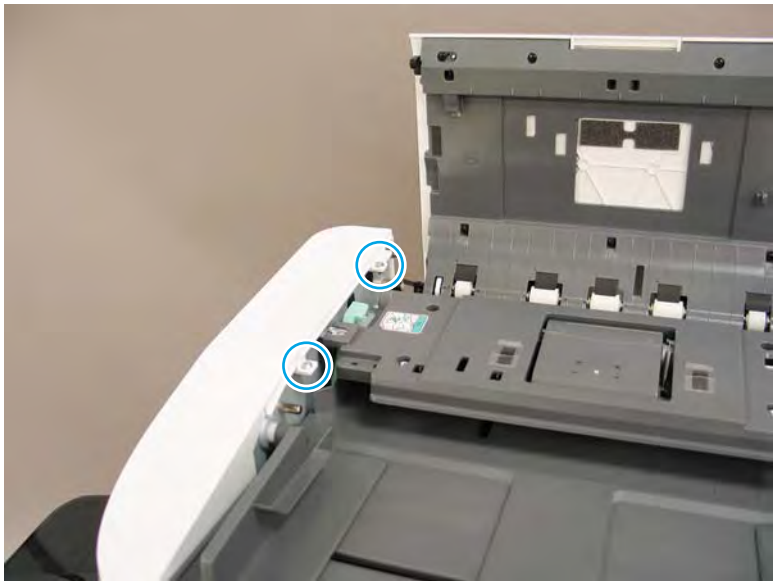
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the document feeder front cover

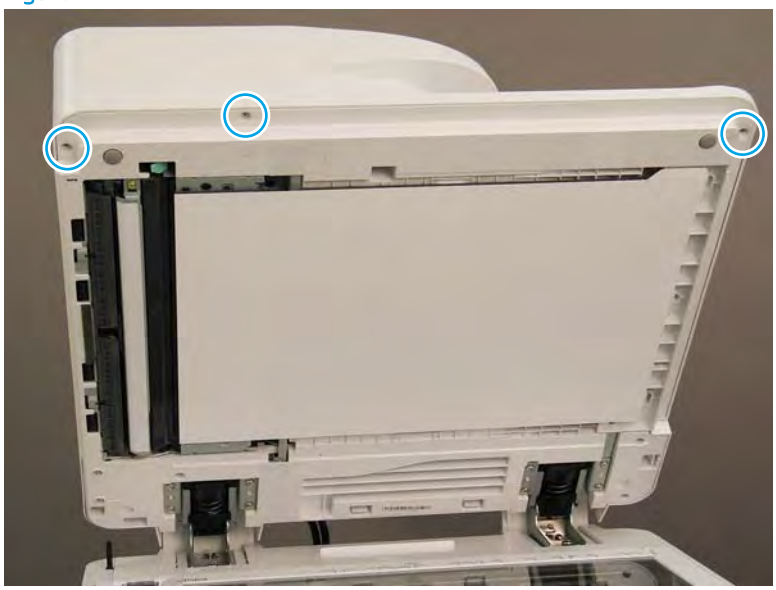
1. Remove two screws from the top of document feeder front cover.

Figure 2-792 Remove the document feeder front cover top screws



2. Remove three screws from the bottom of the document feeder front cover, and then remove the document feeder front cover.

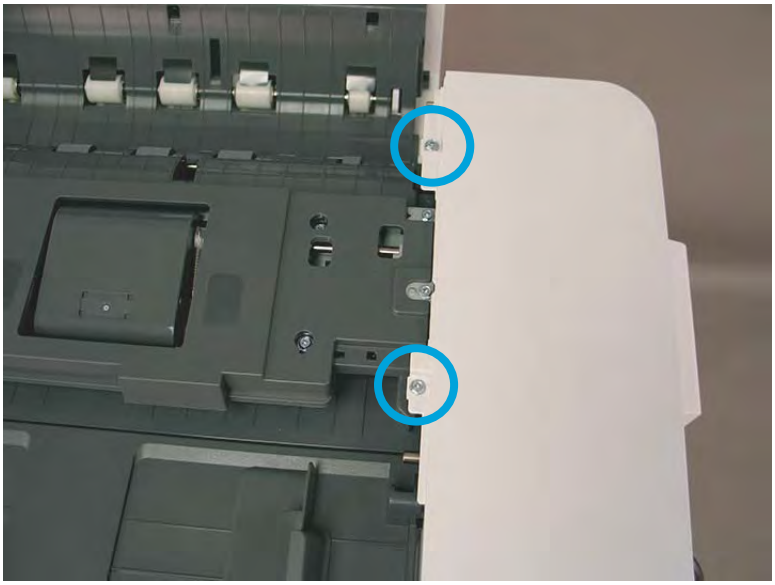
Figure 2-793 Remove the document feeder front cover bottom screws



Step 2: Remove the document feeder back cover

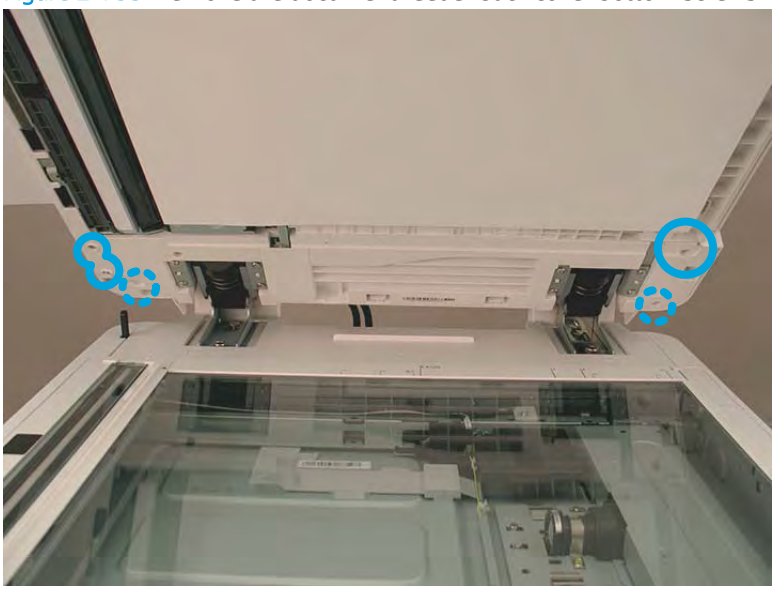
1. Remove two screws from the top of document feeder back cover.

Figure 2-794 Remove the document feeder back cover top screws



2. Using a JIS #2 stubby screwdriver, remove five screws from the bottom of the document feeder back cover.

Figure 2-795 Remove the document feeder back cover bottom screws

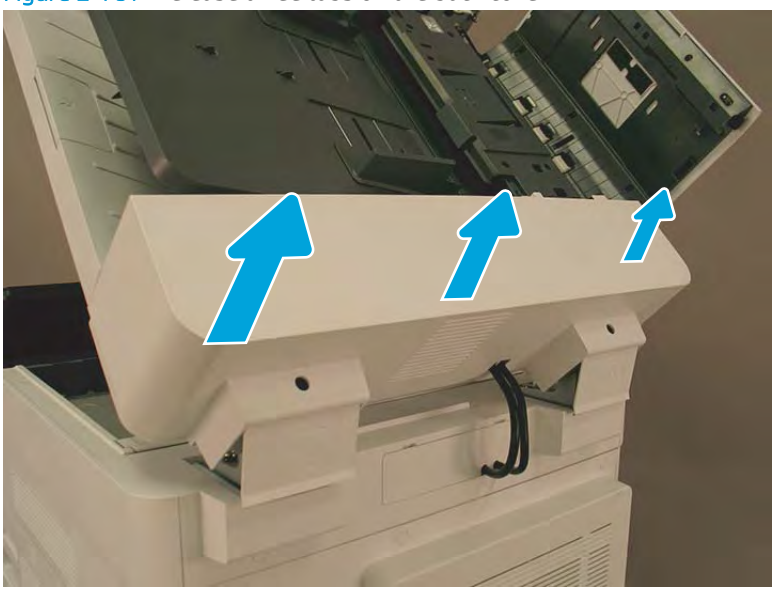


3. Release the tab on the right side of the back cover.

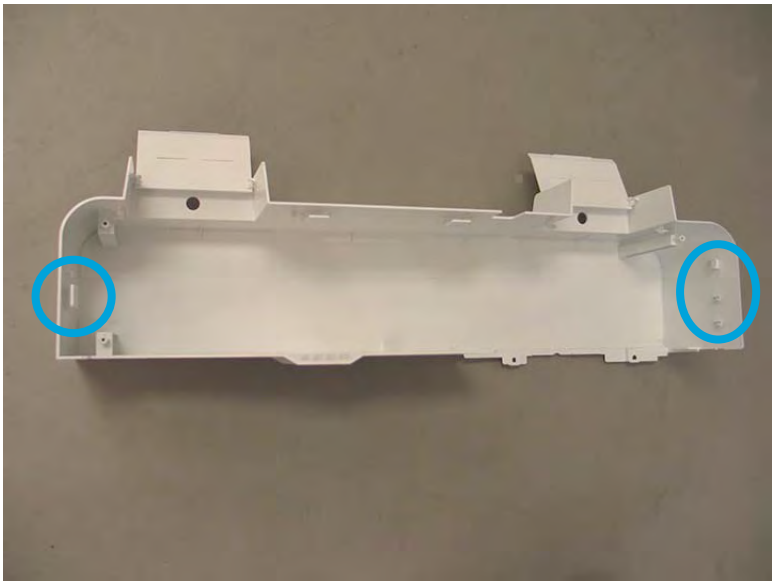
Figure 2-796 Release one tab on the right side of back cover.

4. Release the three tabs on back cover to remove the back cover.

Figure 2-797 Release three tabs on the back cover.



NOTE: The tabs on the underside of the cover.



5. Remove the back cover from the left to right as shown in the photo.

Figure 2-798 Remove back cover.

TIP: To reinstall cover, install from the right to left.

Step 3: Remove the dampening unit

▲ Remove three screws, and then remove the damping unit.

Figure 2-799 Remove the document feeder damping unit

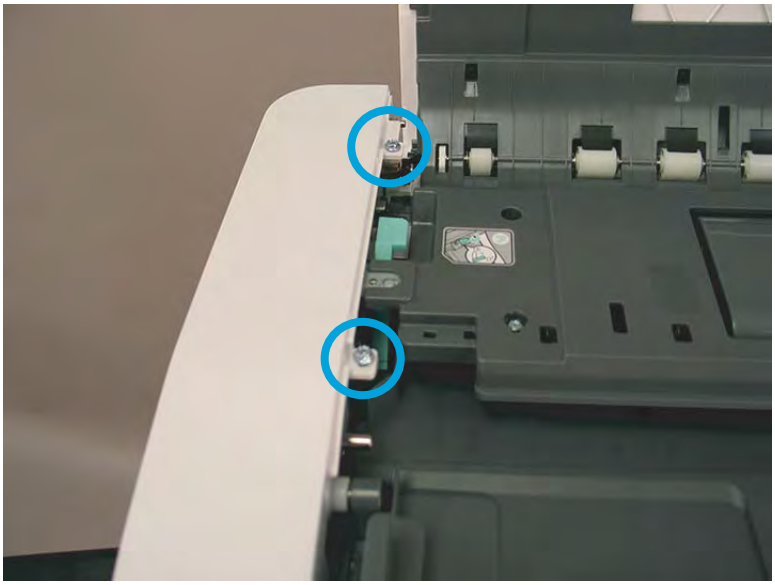
Step 4: Remove the pickup and feed unit

1. Remove four screws.

Figure 2-800 Remove four screws.

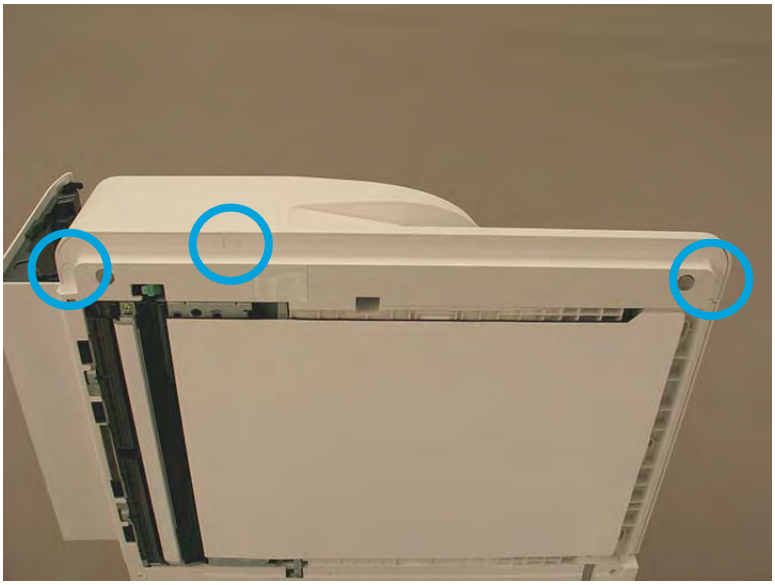
2. Remove two screws on the front cover.

Figure 2-801 Remove 2 screws on front cover.



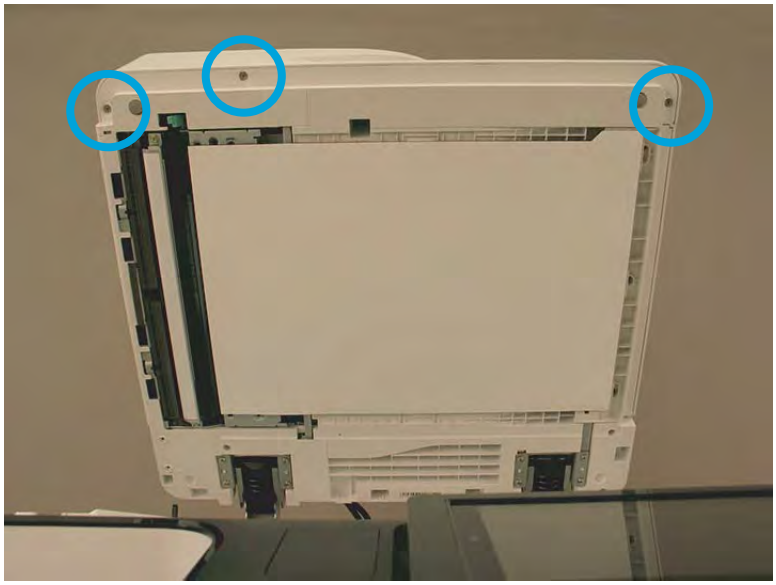
3. Open the ADF and then remove three screw caps.

Figure 2-802 Remove 2 screw caps.



4. Remove three screws and, then remove front cover.

Figure 2-803 Remove three screws and, then remove front cover.

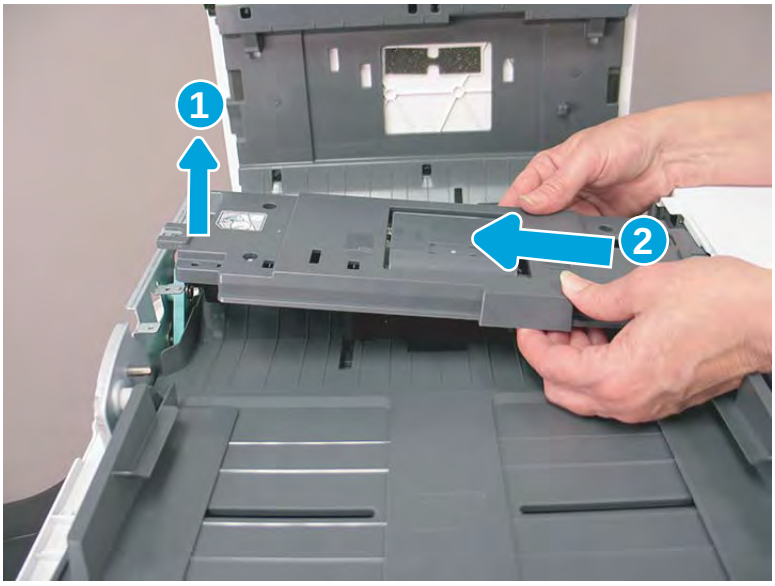


5. Rotate the pick/feed roller assembly to release the sheet metal tab from ADF frame.

Figure 2-804 Rotate pick/feed roller assembly to release sheet metal tab from ADF frame.

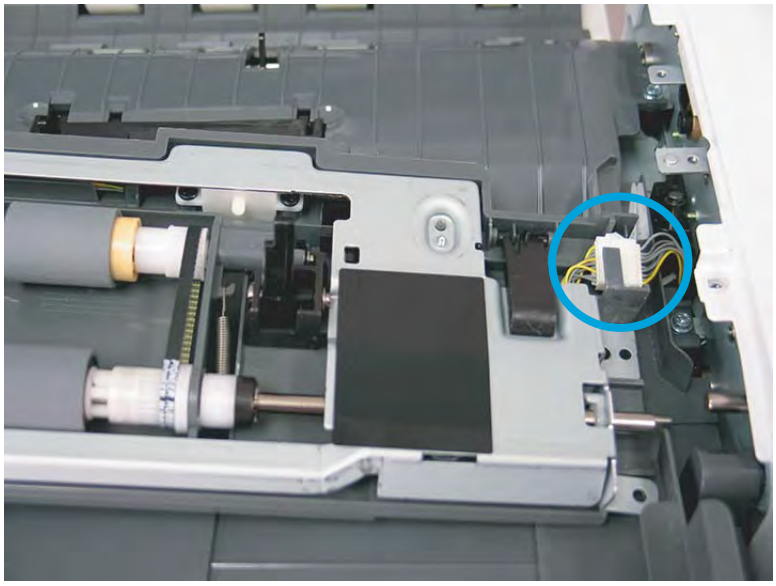
6. To remove the pick/feed roller assembly lift up on the front side (callout 1) and, then slide towards the front (callout 2) to release the pick/feed roller assy.

Figure 2-805 Release the pick/feed roller assembly.



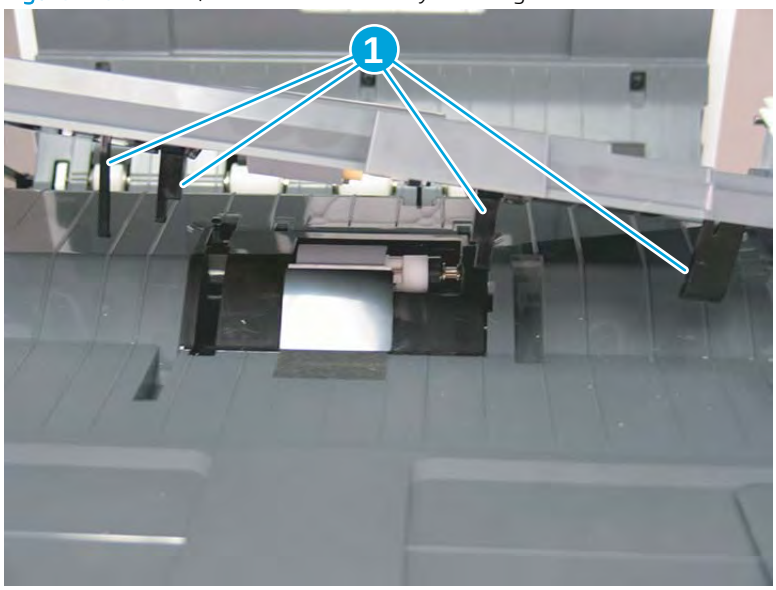
7. Rrotate the roller assembly over, and then disconnect one connectors. Remove the document feeder pick roller assembly.

Figure 2-806 Remove the document feeder pick roller assembly



TIP: Note the four flags (callout 1) on the bottom of the pick/feed roller assembly. When reinstalling, hold up the flags while reinstall to allow for proper installation.

Figure 2-807 Pick/Feed roller assembly four flags.



Step 5: Remove the input tray

1. Disconnect the document feeder PCA connector, and then remove cable from guide.

Figure 2-808 Disconnect the document feeder PCA connector

2. Lift the tray from the front, and pivot the tray outward to remove.

Step 6: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Flow ADF main frame (GX/sGX)

NOTE: Flow automatic document feeder: sGX; dn/z bundles: GX.

Figure 2-809 Flow ADF main frame (GX/sGX)

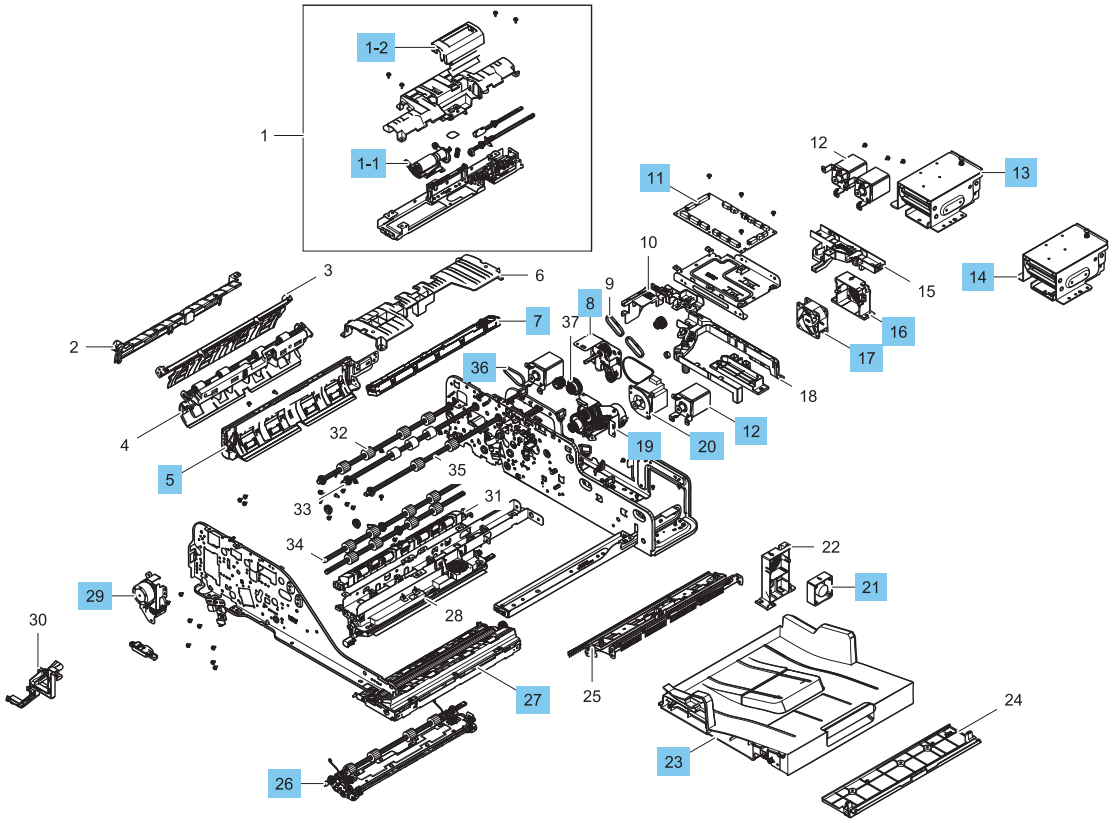


Table 2-24 Flow ADF main

Ref	Description	Part number	Qty
1-1	Separation roller assembly - GX/sGX	JC97-04915A on page 772	1
1-2	Cover, separation roller - GX/sGX	JC97-04652A	1
5	Scan in lower asembly - GX/sGX	JC97-04656B on page 812	1
7	Contact image sensor - GX/sGX	0609-001558 on page 775	1
8	Drive release pickup - GX/sGX	JC97-04681A on page 782	1
11	PCA - AF HIC (GX only)	JC92-02964A on page 820	1
11	PCA - sGX	JC92-02964B on page 820	1
12	Motor, feed drive - GX/sGX	JC97-04680A on page 782	4
13	Hinge L - GX/sGX	JC97-04640A	1
14	Hinge R - GX/sGX	JC97-04641A	1
16	Motor, ADF fan	JC61-07694A	1
17	Fan - GX/sGX (CIS)	JC31-00168A on page 806	1
19	Drive - GX/sGX	JC97-04679A on page 782	1
20	Step motor, ip	JC31-00177A on page 782	1
21	Fan type 4 ADF GX/sGX	JC31-00146A on page 794	1
23	Input tray - GX/sGX	JC97-04668B	1
26	White roller - GX/sGX	JC97-04687A	1
27	Scan out - GX/sGX	JC97-04830A	1
29	Motor, drive release scan	JC97-04682A	1
36	Timing belt gear - GX/sGX	6602-001730	3
Not shown	PCA - ADF receiver (GX only)	JC92-02967A	1
Not shown	PCA - ADF transmitter (GX only)	JC92-02966A	1

Flow ADF separation roller assembly

- Introduction
- Step 1: Remove the flow ADF separation roller assembly
- Step 2: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the Flow ADF separation roller assembly.

Click here to view a video of this procedure.

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

Before performing service

- Press the power button on the front of the printer, and then turn off the power switch next to the power cable.
- A shutting-down message appears on the control-panel display.

WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).

JC97-04915A

To order the part, go to www.hp.com/buy/parts.

- Separation roller assembly - GX\sGX

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the printer power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the flow ADF separation roller assembly

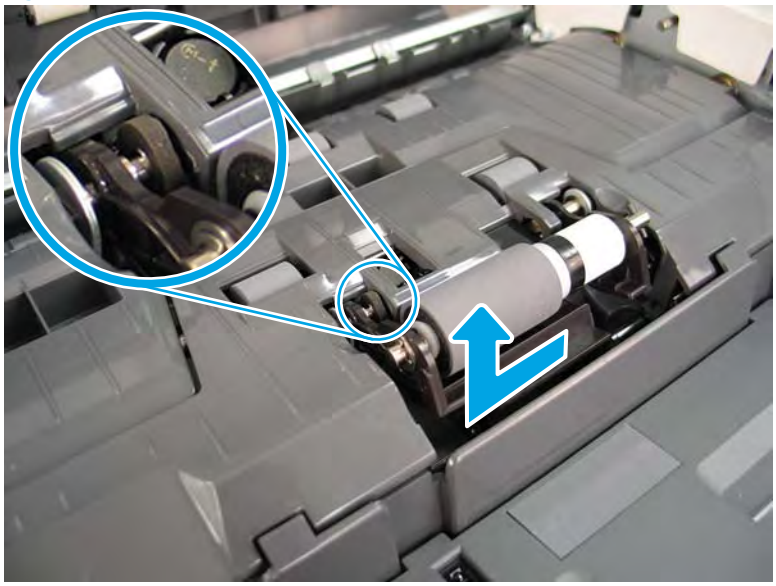
1. Slightly lift the input tray, and then remove the separation roller cover.

   Figure 2-810 Remove the separation roller cover

2. Remove one plastic clip.

   NOTE: The shaft is engaged in the coupler.

   Figure 2-811 Remove one plastic clip

3. Slide the roller assembly to the front, and then pull up to release the claws from the shaft.

   Figure 2-812 Remove the separation roller

   Figure 2-813 Remove the separation roller

   NOTE: Ensure the sponge washer (circled above) is retained during the removal of the roller assembly–it may fall off.

   Reinstallation tip: Position the spring and shaft before attaching the claws to the shaft.

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

   #### Special installation instructions: Flow ADF separation roller

   ▲ After the replacement roller is installed, follow these instructions to reset the firmware counter:

      i. From the Home screen on the printer control panel, select the Support Tools menu.

      ii. Select the Service menu.

iii. Make sure that Service Access Code is selected in the drop-down menu, and then enter the service access code.

iv. Select the Service Tools menu.

v. Select the Supply Status menu.

vi. Select Field Replacement Unit.

vii. Select ADF Separation (Reverse) Roller.

viii. Select ADF Separation Roller.

ix. Select Reset.

Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Flow ADF contact image sensor (CIS)

- Introduction
- Step 1: Remove the document feeder front cover
- Step 2: Remove the document feeder back cover
- Step 3: Remove the document feeder pickup and feed assembly
- Step 4: Remove the paper path cover
- Step 5: Remove the CIS assembly
- Step 6: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the CIS assembly.

Click here to view a video of this procedure.

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

Before performing service

- Disconnect the power cable.

0609-001558

To order the part, go to www.hp.com/buy/parts.

- Contact image sensor - GX/sGX

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

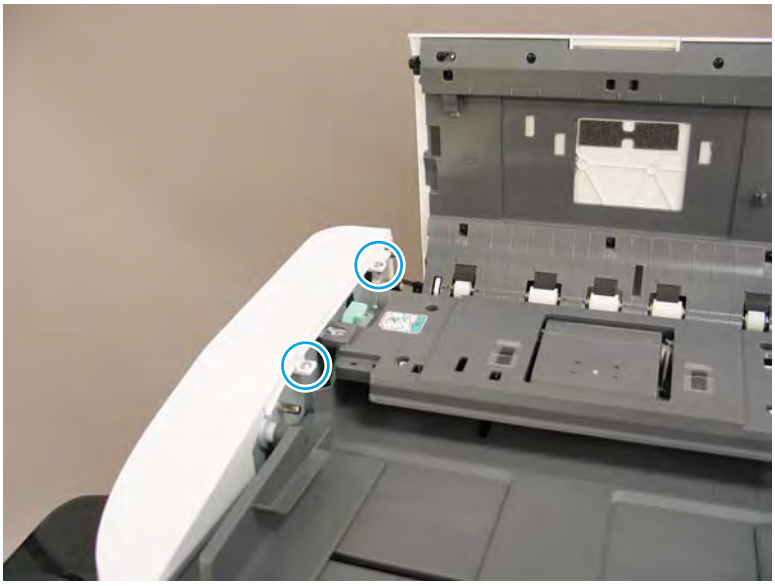
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the document feeder front cover

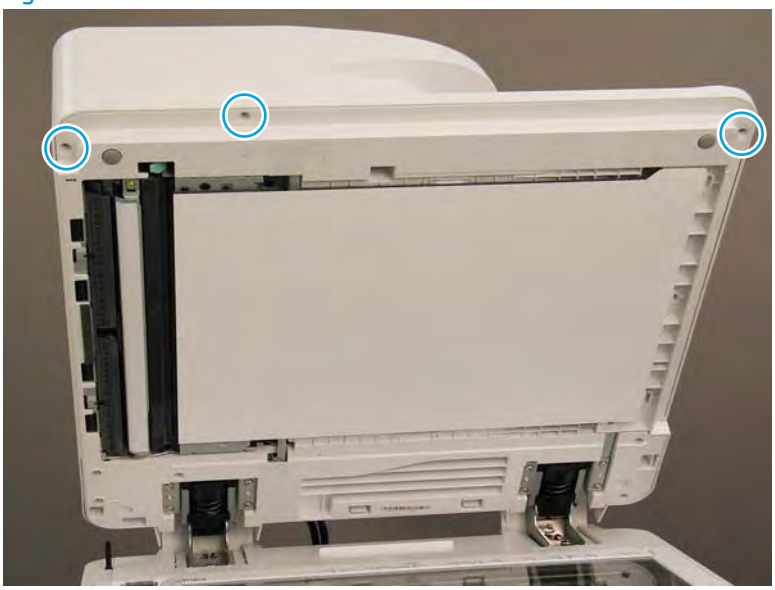
1. Remove two screws from the top of document feeder front cover.

Figure 2-814 Remove the document feeder front cover top screws



2. Remove three screws from the bottom of the document feeder front cover, and then remove the document feeder front cover.

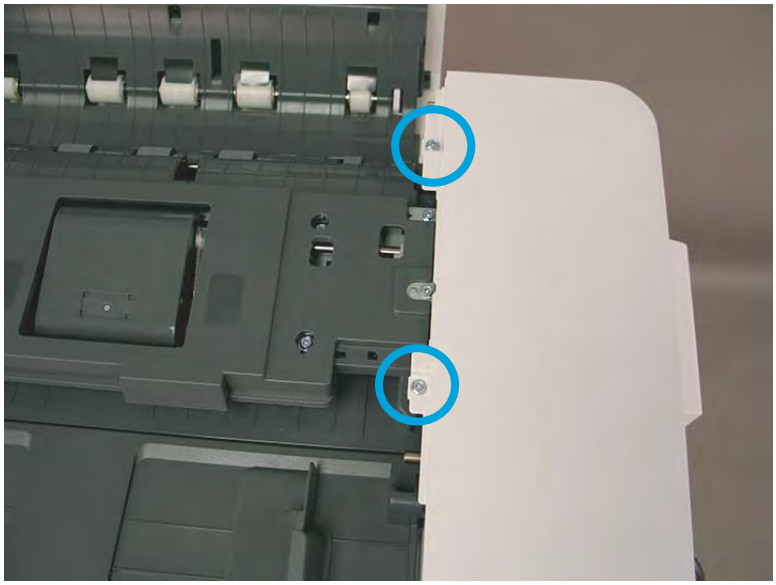
Figure 2-815 Remove the document feeder front cover bottom screws



Step 2: Remove the document feeder back cover

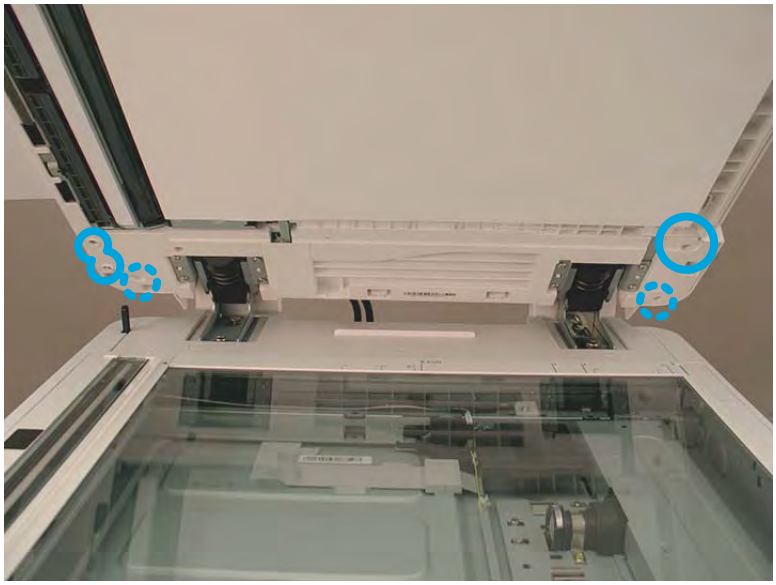
1. Remove two screws from the top of document feeder back cover.

Figure 2-816 Remove the document feeder back cover top screws



2. Using a JIS #2 stubby screwdriver, remove five screws from the bottom of the document feeder back cover.

Figure 2-817 Remove the document feeder back cover bottom screws

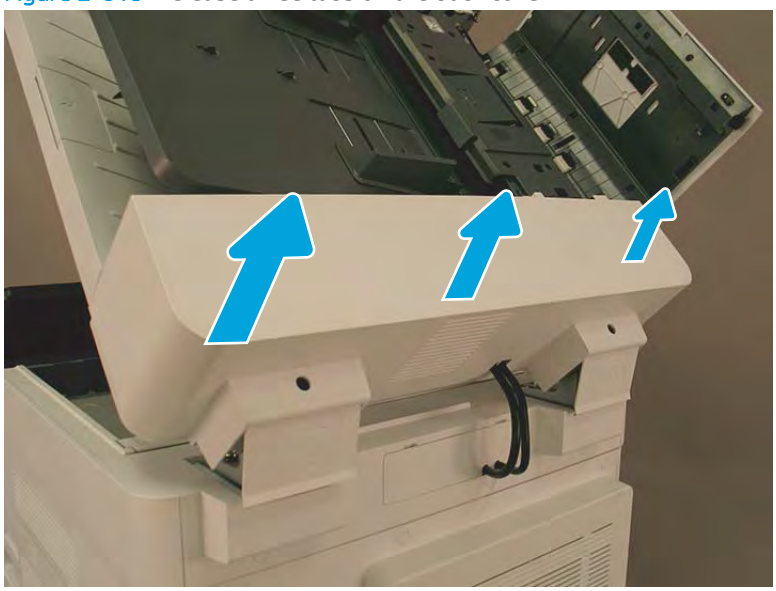


3. Release the tab on the right side of the back cover.

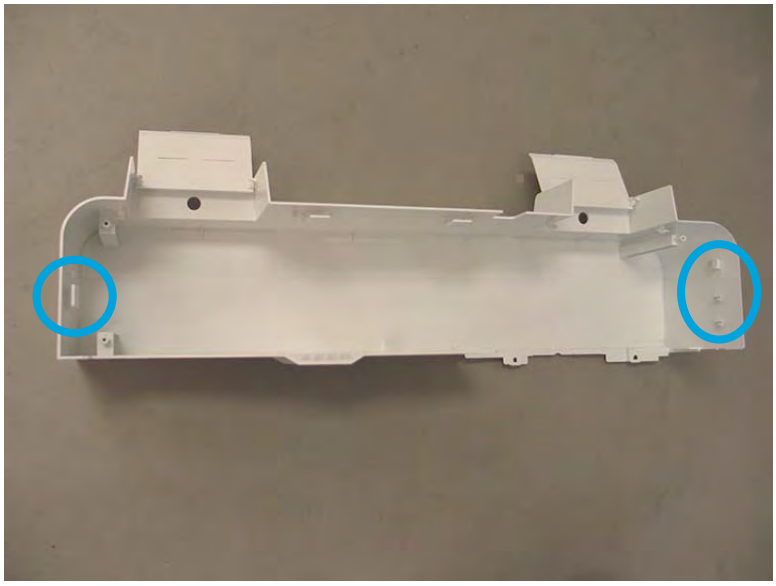
Figure 2-818 Release one tab on the right side of back cover.

4. Release the three tabs on back cover to remove the back cover.

Figure 2-819 Release three tabs on the back cover.



NOTE: The tabs on the underside of the cover.



5. Remove the back cover from the left to right as shown in the photo.

Figure 2-820 Remove back cover.

TIP: To reinstall cover, install from the right to left.

Step 3: Remove the document feeder pickup and feed assembly

▲ Disconnect two connectors (callout 1), remove four screws (callout 2, including one ground wire), and then remove the pickup roller assembly.

Figure 2-821 Remove the pickup roller assembly

Step 4: Remove the paper path cover

▲ Remove five screws, and then remove the paper path cover.

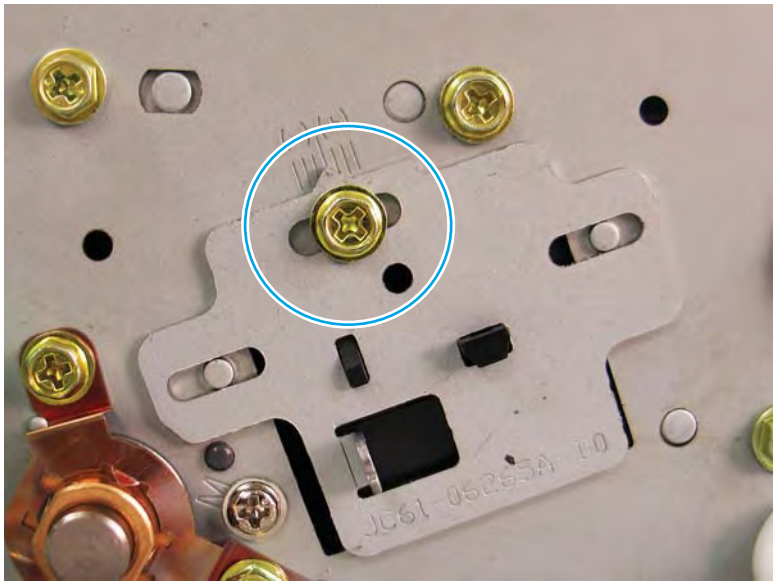
Figure 2-822 Remove the document feeder paper path cover

Step 5: Remove the CIS assembly

1. Remove one screw, and then remove the CIS front alignment cover.

Reinstallation tip: Note the orientation of the CIS front alignment cover for reinstallation; the cover must reinstalled with the same orientation.

Figure 2-823 Remove the CIS front alignment cover screws



2. Disconnect one connector (callout 1), and then lift the alignment pin to release the CIS assembly (callout 2).

   Figure 2-824 Disconnect the CIS connector and lift the alignment pin

3. Remove the CIS assembly from the chassis.

Step 6: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Flow ADF rear motors (GX/sGX)

- Introduction
- Step 1: Identify the document feeder motors
- Step 2: Remove the document feeder back cover
- Step 3: Remove motors 1 and 2
- Step 4: Remove the pickup and pre-REGI motors
- Step 5: Remove the exit motor
- Step 6: Remove the feed motor
- Step 7: Remove the REGI motor
- Step 8: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the rear motor assemblies.

Click here to view a video of this procedure.

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

Before performing service

- Disconnect the power cable.

JC97-04679A	JC97-04681A	JC97-04680A	JC97-04680A
• Drive - GX/sGX	• Drive release pickup - GX/sGX	• Pickup motor	• Pre_REGI motor

JC97-04680A	JC97-04680A	JC31-00177A
• Exit motor	• Feed motor	• REGI motor

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.

- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Identify the document feeder motors

▲ Use the figure below to locate the motor.

Figure 2-825 Document feeder motors

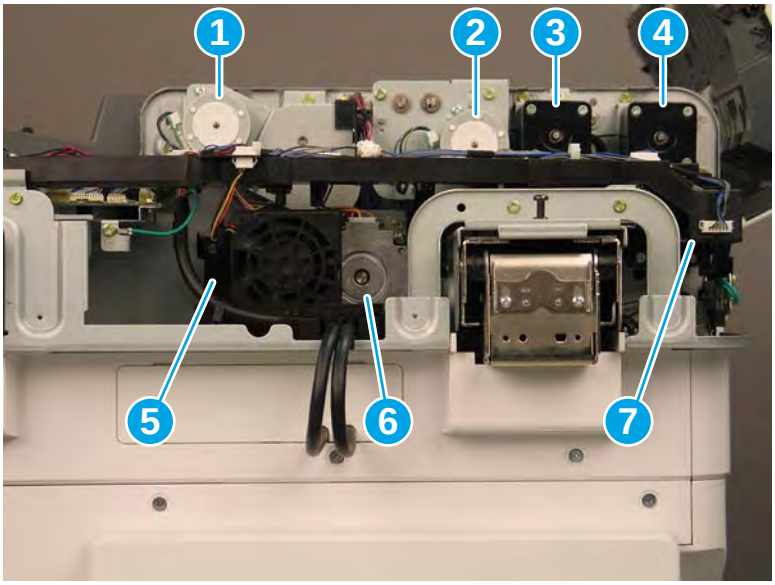


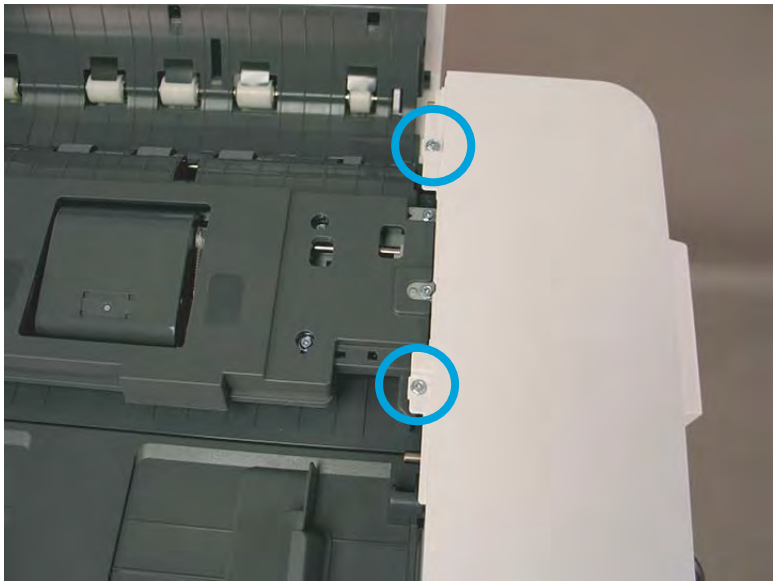
Table 2-25 Document feeder motors

Callout	Description
1	Motor 1
2	Motor 2
3	Pickup motor
4	Pre_REGI motor
5	Exit motor
6	Feed motor
7	REGI motor

Step 2: Remove the document feeder back cover

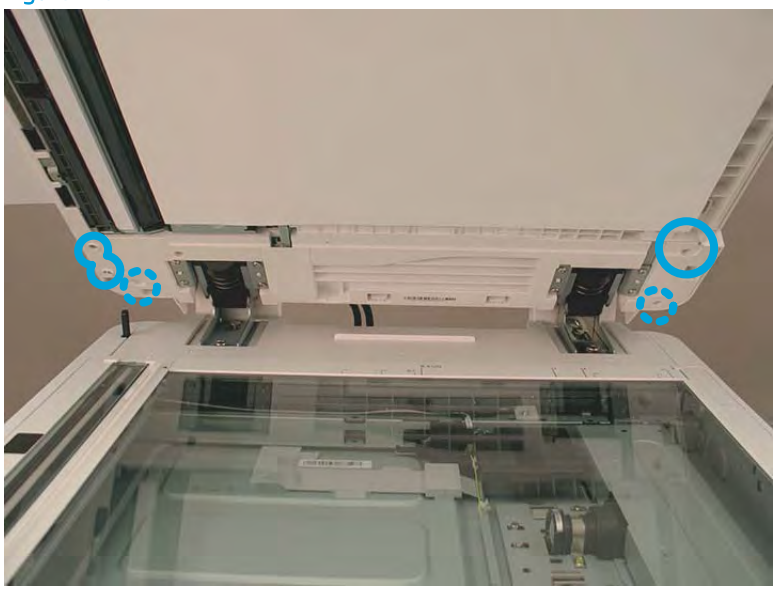
1. Remove two screws from the top of document feeder back cover.

   Figure 2-826 Remove the document feeder back cover top screws

2. Using a JIS #2 stubby screwdriver, remove five screws from the bottom of the document feeder back cover.

   Figure 2-827 Remove the document feeder back cover bottom screws

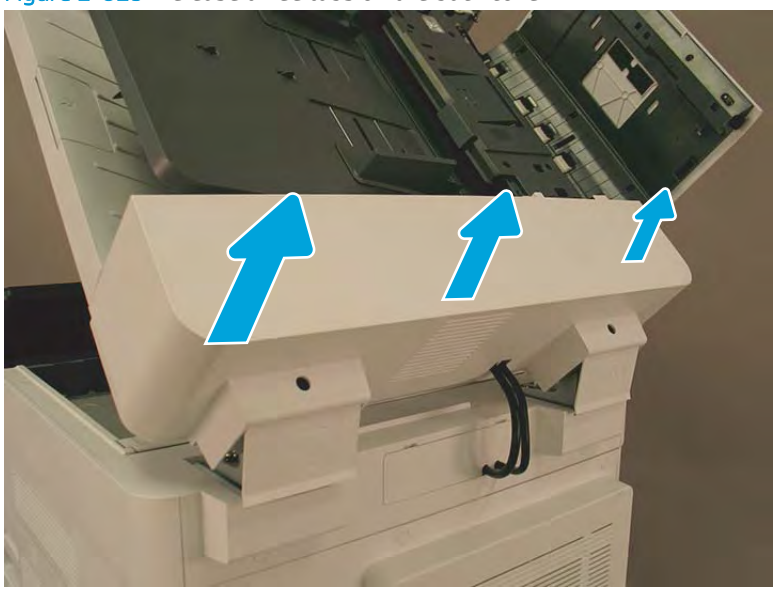
   

3. Release the tab on the right side of the back cover.

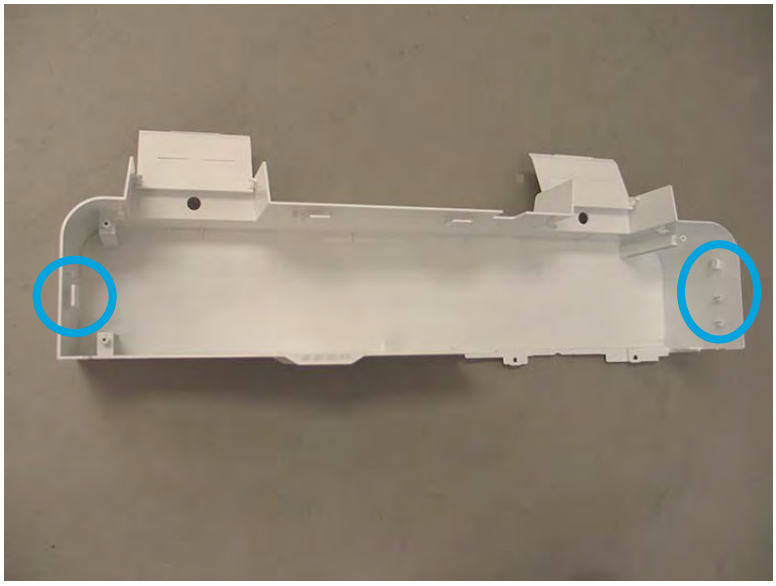
Figure 2-828 Release one tab on the right side of back cover.

4. Release the three tabs on back cover to remove the back cover.

Figure 2-829 Release three tabs on the back cover.



NOTE: The tabs on the underside of the cover.



5. Remove the back cover from the left to right as shown in the photo.

Figure 2-830 Remove back cover.

TIP: To reinstall cover, install from the right to left.

Step 3: Remove motors 1 and 2

▲ Remove two screws and one connector, and then remove the motor.

Reinstallation tip: Reinstall the motor and lift the gear belt up to engage the motor pulley.

Figure 2-831 Remove the motor

Step 4: Remove the pickup and pre-REGI motors

1. Loosen the cable guide
2. Disconnect one connector from the motor.

   TIP: Remove the connector harness from the cable retainer, and then disconnect the connector.

   Figure 2-832 Disconnect one connector

3. Remove one spring (callout 1), and then loosen (but do not remove) three screws. Slide the motor off the screws to remove.

   Figure 2-833 Pickup motor

   Figure 2-834 Pre-REGI motor

4. To reinstall the motor, do the following:
   - Reinstall the motor on the motor mounting screws, and then lift the gear belt up to engage the motor pulley.
   - Install the tension spring.
   - Tighten the motor mount screws just enough so that the tension spring (not the motor mount screws) is providing the tension to the belt.

Step 5: Remove the exit motor

1. Remove two screws and one connector, and then remove the main fan.

   Figure 2-835 Remove the main fan

2. Remove the spring (callout 1), disconnect one connector (callout 2), loosen three screws, and then remove the exit motor.

Reinstallation tip:

a. Reinstall the motor and lift the gear belt up to engage the motor pulley.

b. Install the tension spring.

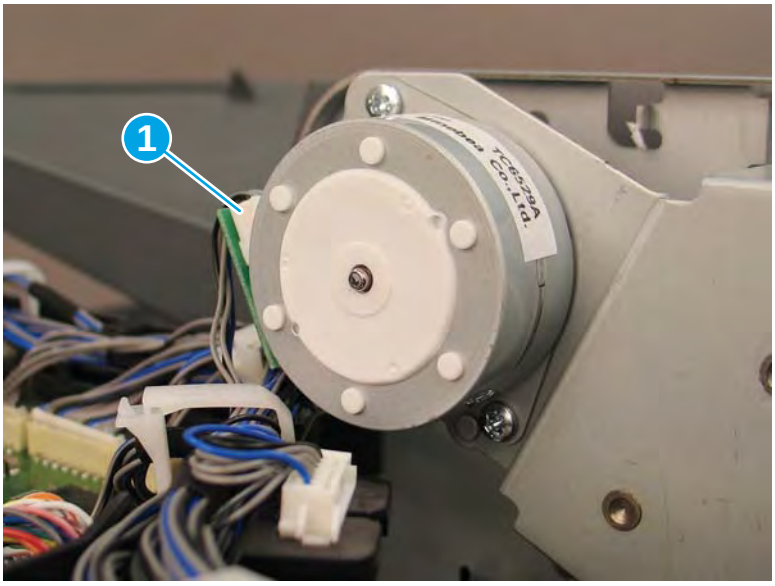
c. Tighten the motor mount screws just enough so that the tension spring (not the motor mount screws) is providing the tension to the belt.

Figure 2-836 Remove the motor

Step 6: Remove the feed motor

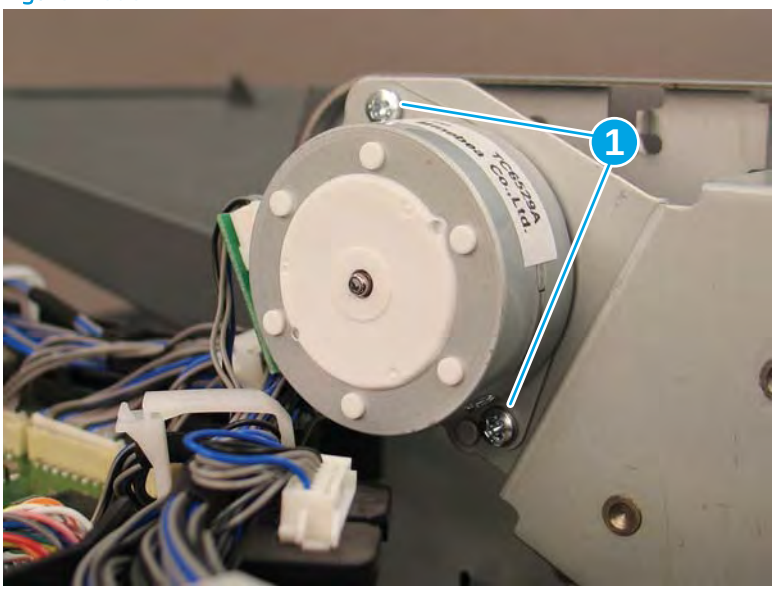
1. Disconnect one connector (callout 1).

Figure 2-837 Disconnect one connector



2. Remove two screws, and then remove motor.

Figure 2-838 Remove the motor



Step 7: Remove the REGI motor

1. Remove the rear cover
2. Remove the Pre-REGI motor
3. Disconnect one connector from the motor.

TIP: Remove the connector harness from the cable retainer, and then disconnect the connector.

4. Remove one spring, loosen (do not remove) 3 screws, and then slide the motor off the screws to remove.

Reinstallation tip:

a. Reinstall the motor and lift the gear belt up to engage the motor pulley.

b. Install the tension spring.

c. Tighten the motor mount screws just enough so that the tension spring (not the motor mount screws) is providing the tension to the belt.

Step 8: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Flow ADF PCA fan (GX/sGX)

- Introduction
- Step 1: Remove the document feeder back cover
- Step 2: Remove the document feeder PCA fan
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the document feeder PCA fan assembly.

Click here to view a video of this procedure.

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

Before performing service

- Disconnect the power cable.

JC31-00146A

To order the part, go to www.hp.com/buy/parts.

- Document feeder PCA fan assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

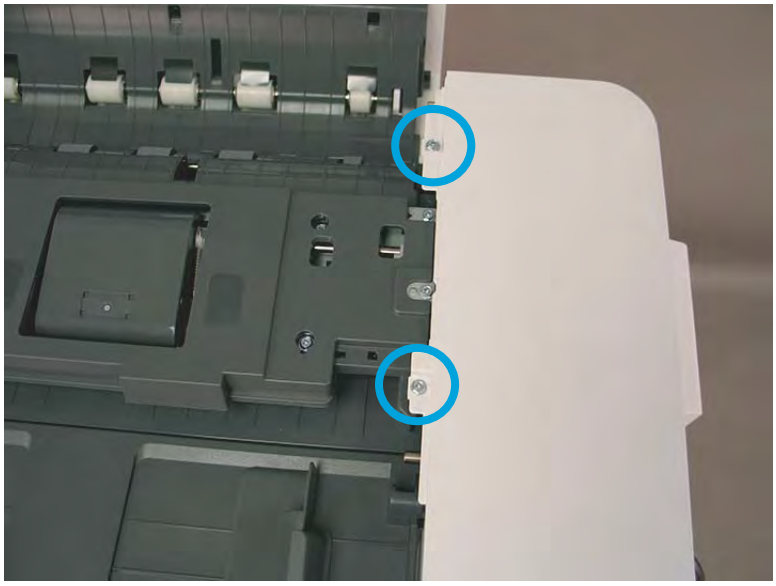
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the document feeder back cover

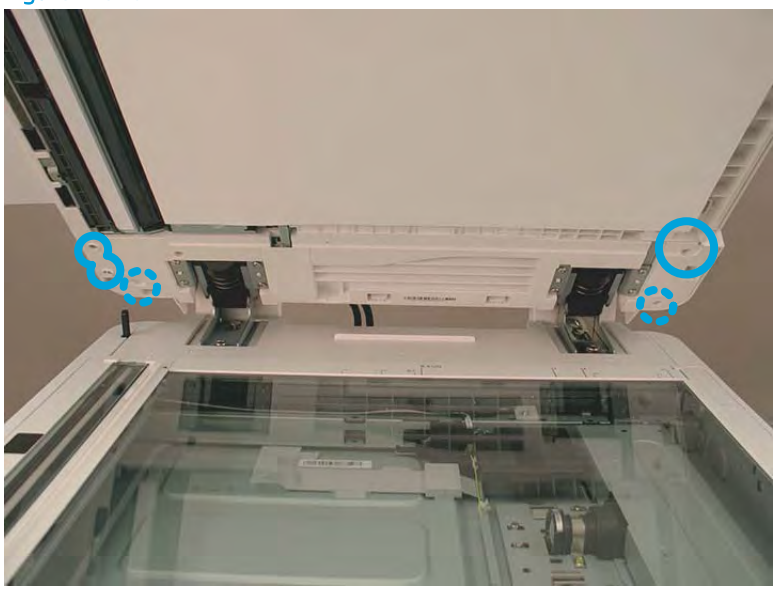
1. Remove two screws from the top of document feeder back cover.

Figure 2-839 Remove the document feeder back cover top screws



2. Using a JIS #2 stubby screwdriver, remove five screws from the bottom of the document feeder back cover.

Figure 2-840 Remove the document feeder back cover bottom screws

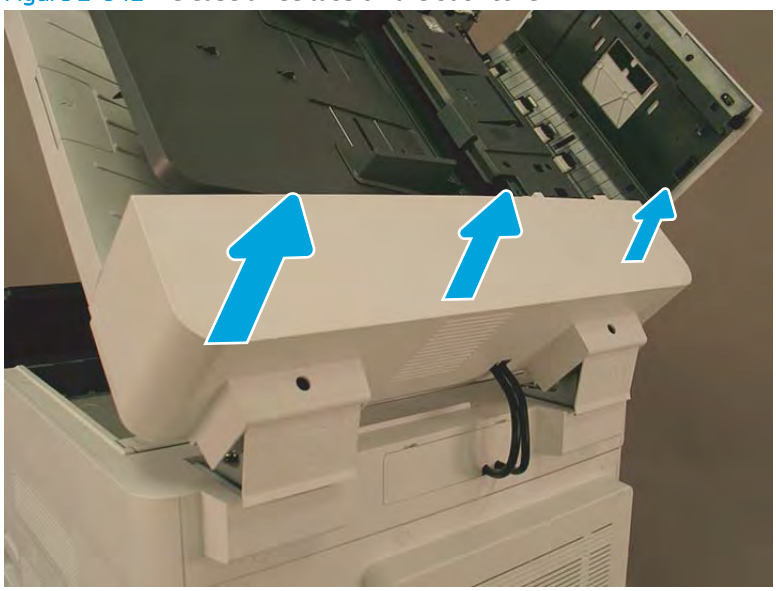


3. Release the tab on the right side of the back cover.

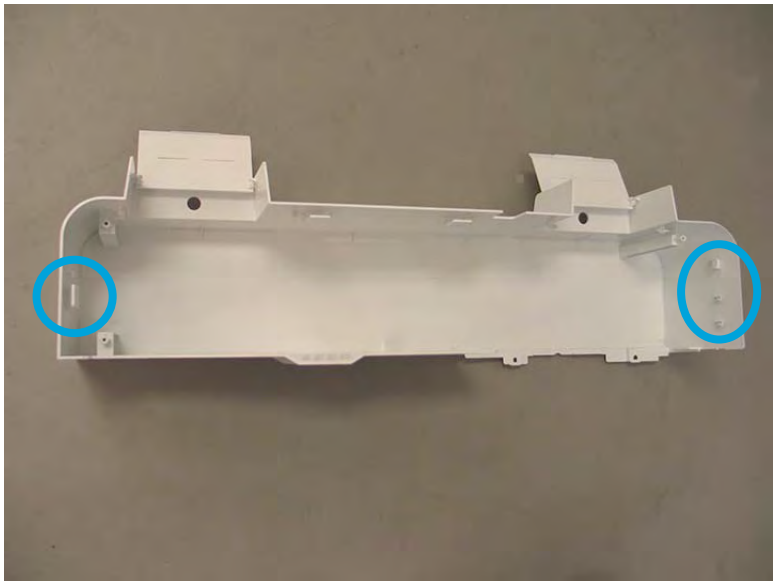
Figure 2-841 Release one tab on the right side of back cover.

4. Release the three tabs on back cover to remove the back cover.

Figure 2-842 Release three tabs on the back cover.



NOTE: The tabs on the underside of the cover.



5. Remove the back cover from the left to right as shown in the photo.

Figure 2-843 Remove back cover.

TIP: To reinstall cover, install from the right to left.

Step 2: Remove the document feeder PCA fan

▲ Disconnect one connector (callout 1) and then release two tabs (callout 2) to remove the fan.

Figure 2-844 Remove the document feeder PCA fan connector

Reinstallation tip: Install the fan with the correct orientation when reinstalling.

Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Flow ADF front motor (GX/sGX)

- Introduction
- Step 1: Remove the document feeder back cover
- Step 2: Remove the front motor
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the front motor assembly.

Click here to view a video of this procedure.

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

Before performing service

- Disconnect the power cable.

JC31-00177A

To order the part, go to www.hp.com/buy/parts.

- Motor, step

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

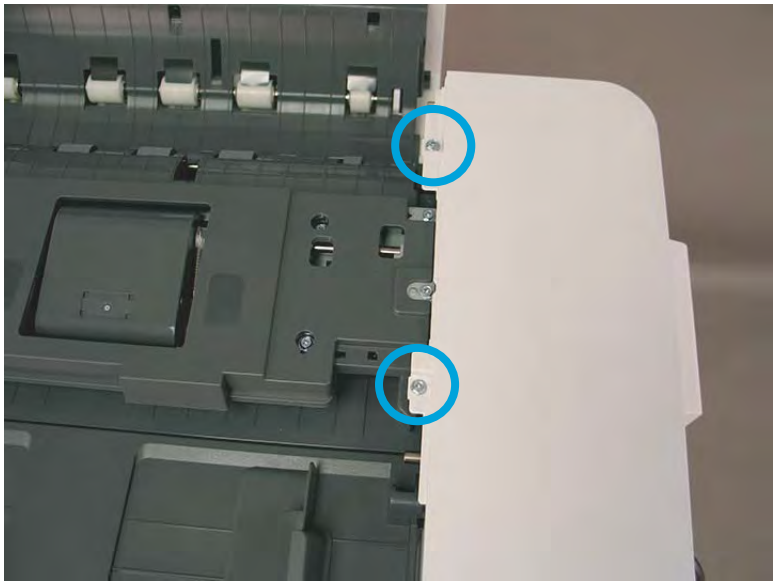
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the document feeder back cover

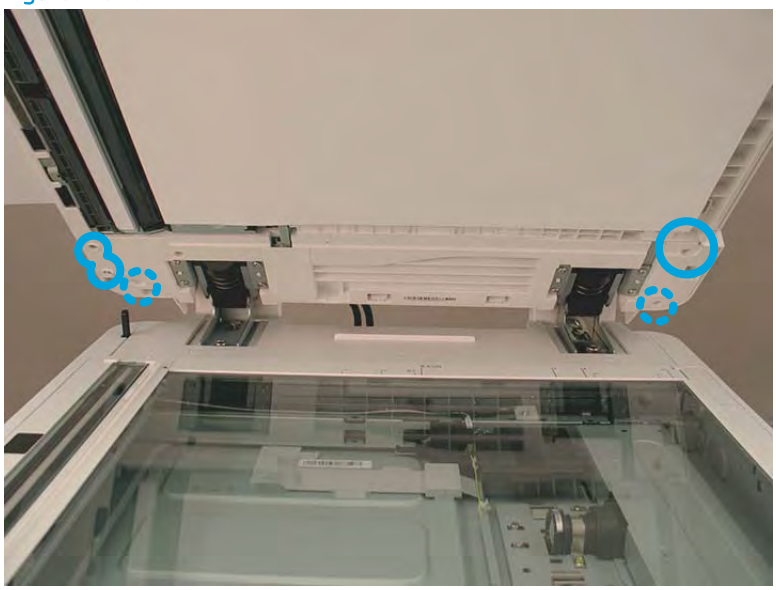
1. Remove two screws from the top of document feeder back cover.

Figure 2-845 Remove the document feeder back cover top screws



2. Using a JIS #2 stubby screwdriver, remove five screws from the bottom of the document feeder back cover.

Figure 2-846 Remove the document feeder back cover bottom screws

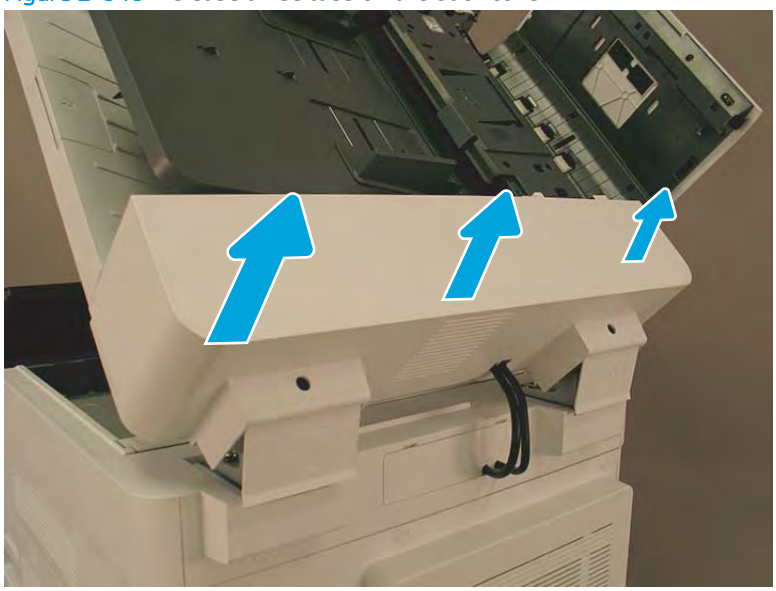


3. Release the tab on the right side of the back cover.

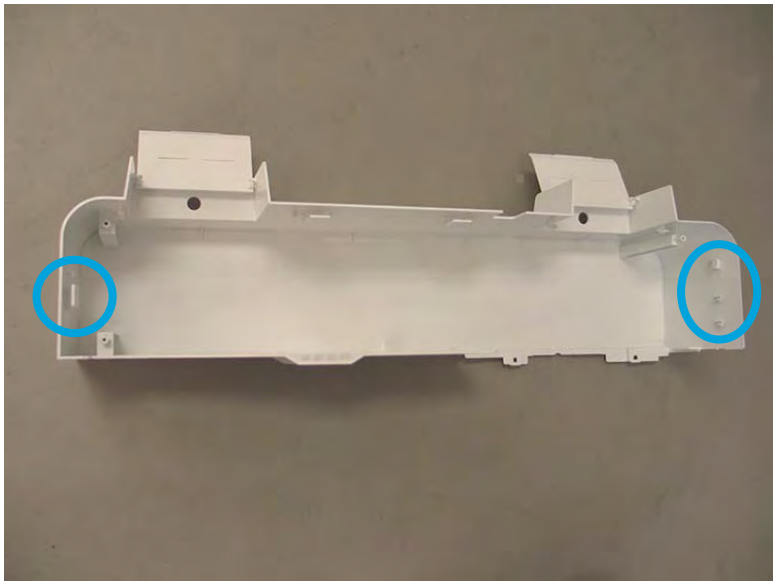
Figure 2-847 Release one tab on the right side of back cover.

4. Release the three tabs on back cover to remove the back cover.

Figure 2-848 Release three tabs on the back cover.



NOTE: The tabs on the underside of the cover.



5. Remove the back cover from the left to right as shown in the photo.

Figure 2-849 Remove back cover.

TIP: To reinstall cover, install from the right to left.

Step 2: Remove the front motor

▲ Remove two screws and disconnect one connector, and then remove the motor.

Figure 2-850 Remove the document feeder front motor

Reinstallation tip:

a. Reinstall the motor and lift the gear belt up to engage the motor pulley.

b. Loosely install the motor mount screws.

c. Install the tension spring.

d. Tighten the motor mount screws just enough so that the tension spring (not the motor mount screws) is providing the tension to the belt.

Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

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

Flow ADF contact image sensor (CIS) fan (GX/sGX)

- Introduction
- Step 1: Remove the document feeder back cover
- Step 2: Remove the document feeder CIS fan
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the CIS fan assembly.

Click here to view a video of this procedure.

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

Before performing service

- Disconnect the power cable.

JC31-00168A

To order the part, go to www.hp.com/buy/parts.

- CIS fan

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

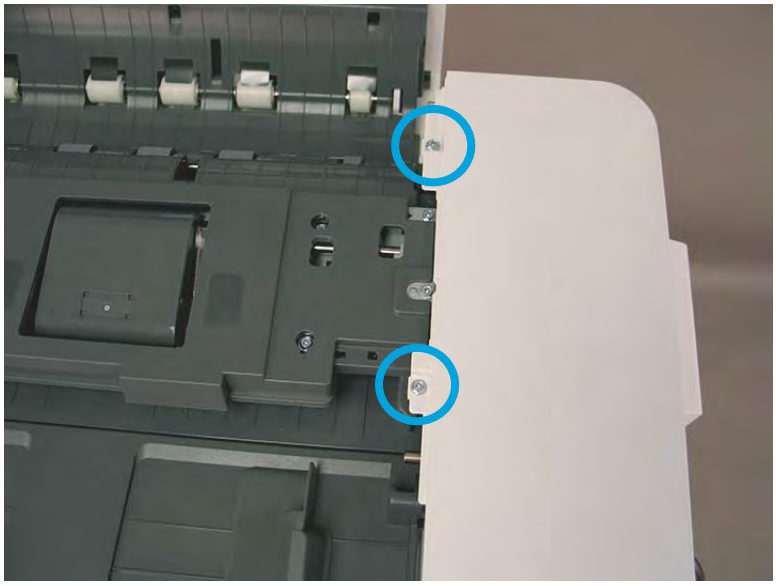
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the document feeder back cover

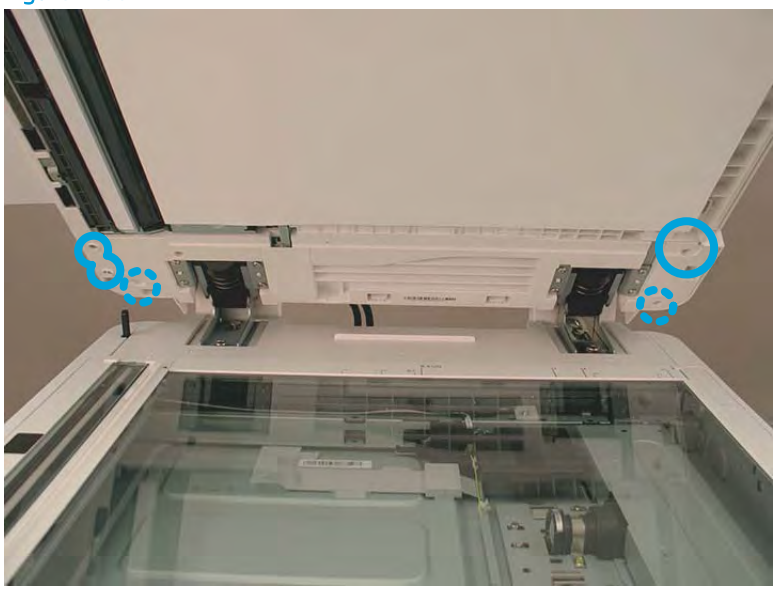
1. Remove two screws from the top of document feeder back cover.

Figure 2-851 Remove the document feeder back cover top screws



2. Using a JIS #2 stubby screwdriver, remove five screws from the bottom of the document feeder back cover.

Figure 2-852 Remove the document feeder back cover bottom screws

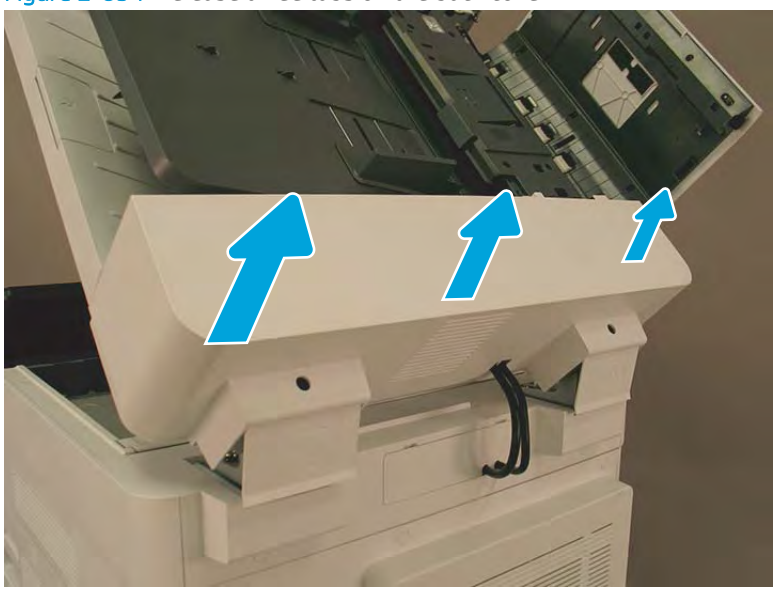


3. Release the tab on the right side of the back cover.

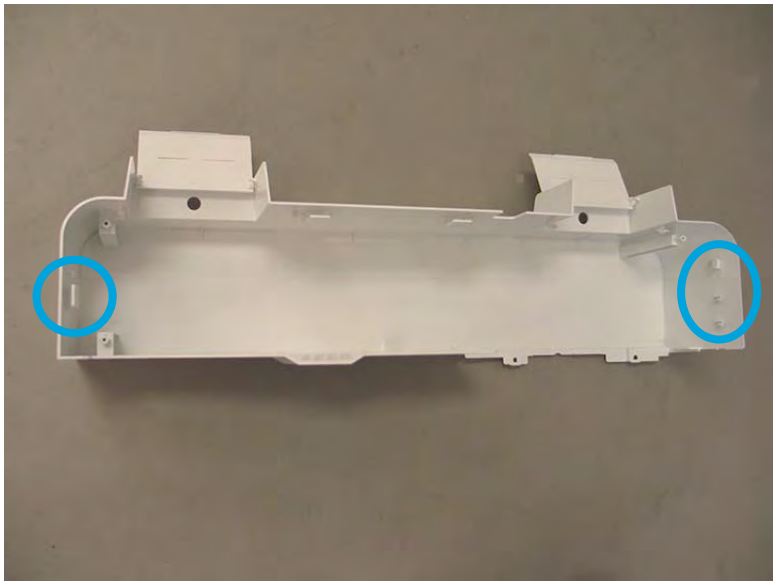
Figure 2-853 Release one tab on the right side of back cover.

4. Release the three tabs on back cover to remove the back cover.

Figure 2-854 Release three tabs on the back cover.



NOTE: The tabs on the underside of the cover.



5. Remove the back cover from the left to right as shown in the photo.

Figure 2-855 Remove back cover.

TIP: To reinstall cover, install from the right to left.

Step 2: Remove the document feeder CIS fan

▲ Remove one connector, and then remove two mounting screws to remove the fan.

Figure 2-856 Remove the document feeder PCA fan

Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

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

2. Unpack the replacement part from the packaging.

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

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

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

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

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Flow ADF scan in lower assembly (GX/sGX)

- Introduction
- Step 1: Remove the document feeder front cover
- Step 2: Remove the document feeder back cover
- Step 3: Remove the scan in lower assembly
- Step 4: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the ADF scan in lower assembly

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

JC97-04656B

To order the part, go to www.hp.com/buy/parts.

- Scan in lower assembly

Required tools

- #2 JIS screwdriver with a magnetic tip
- #2 JIS stubby screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

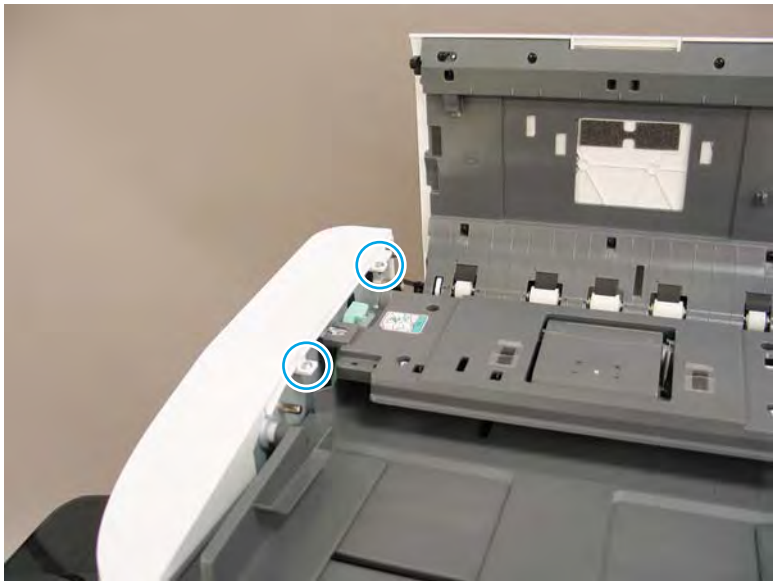
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the document feeder front cover

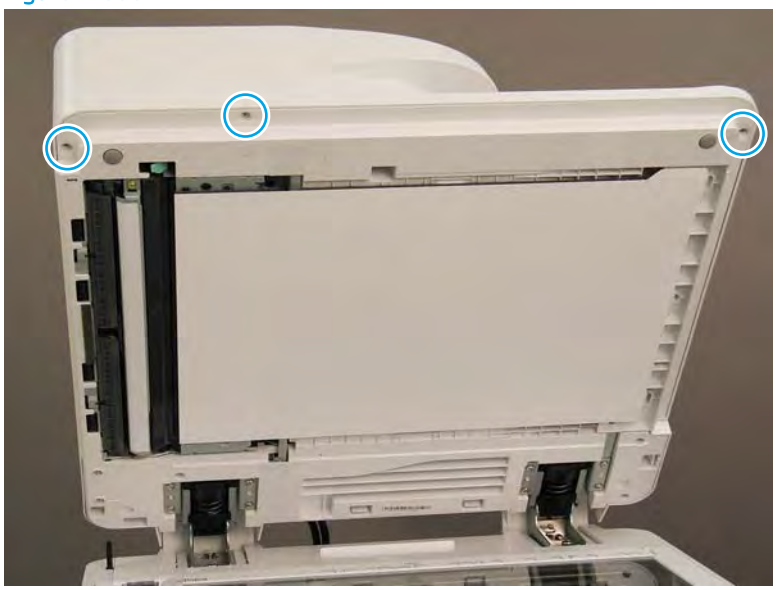
1. Remove two screws from the top of document feeder front cover.

Figure 2-857 Remove the document feeder front cover top screws



2. Remove three screws from the bottom of the document feeder front cover, and then remove the document feeder front cover.

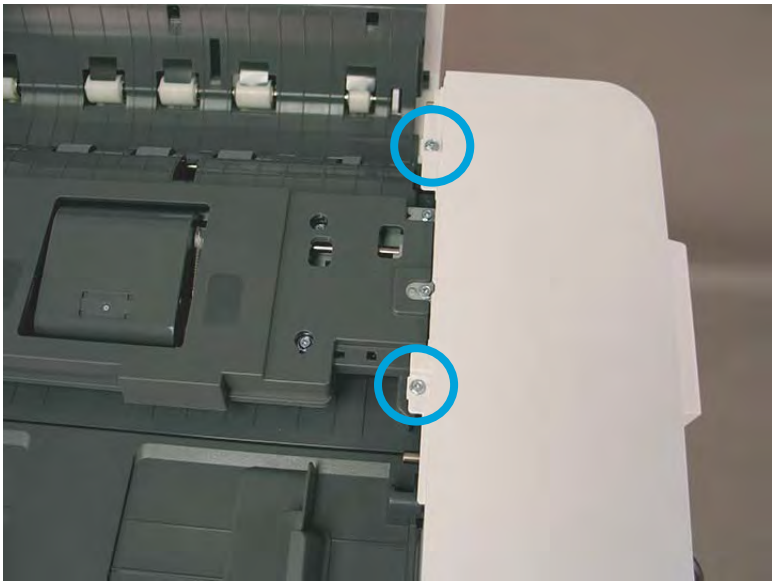
Figure 2-858 Remove the document feeder front cover bottom screws



Step 2: Remove the document feeder back cover

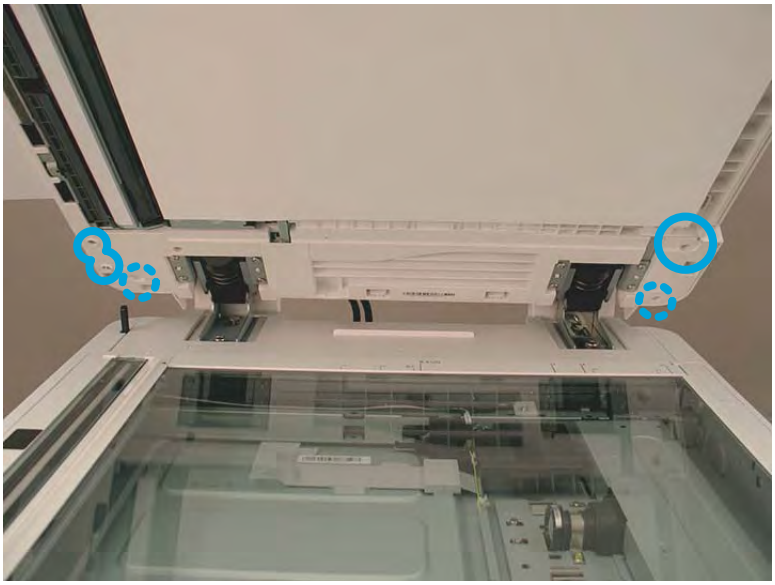
1. Remove two screws from the top of document feeder back cover.

Figure 2-859 Remove the document feeder back cover top screws



2. Using a JIS #2 stubby screwdriver, remove five screws from the bottom of the document feeder back cover.

Figure 2-860 Remove the document feeder back cover bottom screws

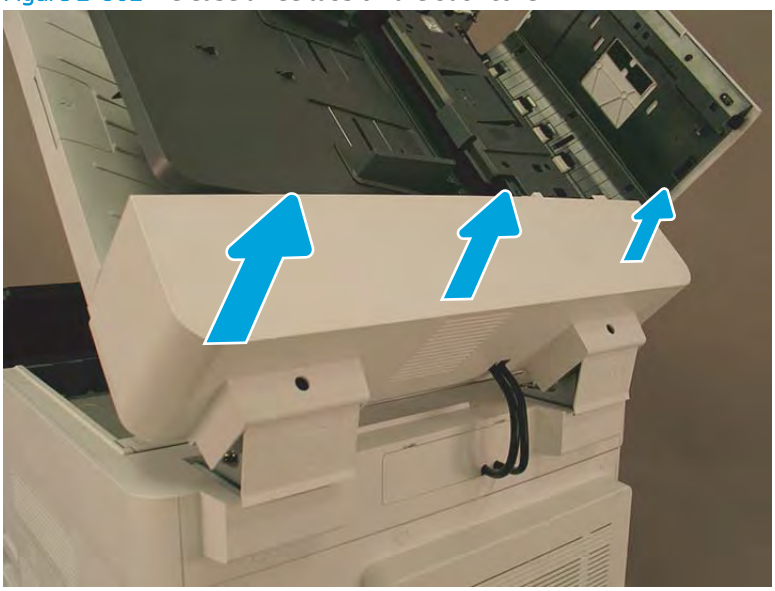


3. Release the tab on the right side of the back cover.

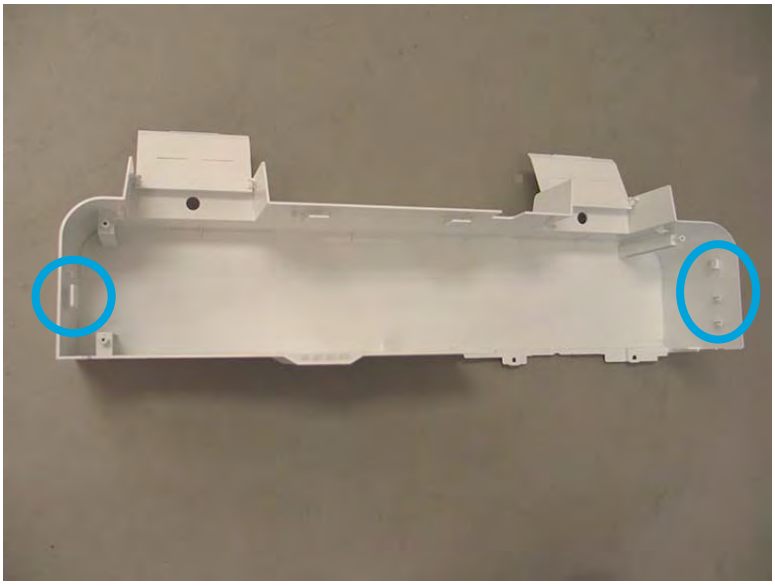
Figure 2-861 Release one tab on the right side of back cover.

4. Release the three tabs on back cover to remove the back cover.

Figure 2-862 Release three tabs on the back cover.



NOTE: The tabs on the underside of the cover.



5. Remove the back cover from the left to right as shown in the photo.

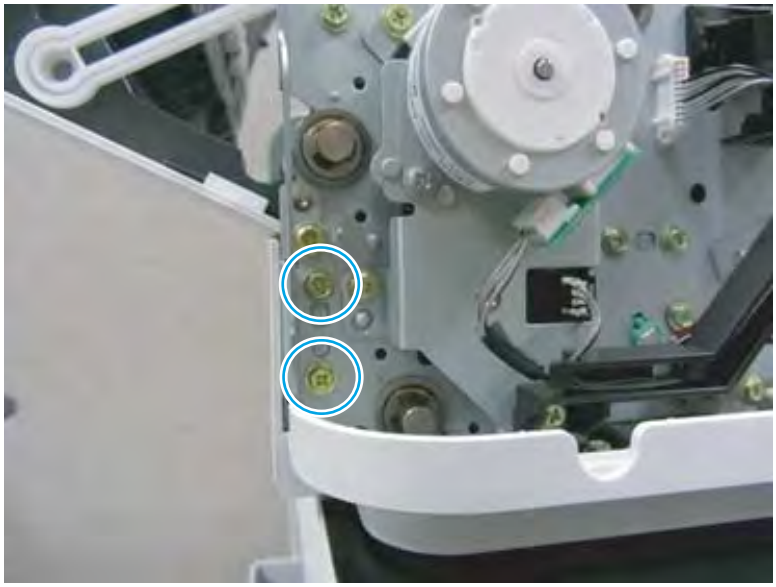
Figure 2-863 Remove back cover.

TIP: To reinstall cover, install from the right to left.

Step 3: Remove the scan in lower assembly

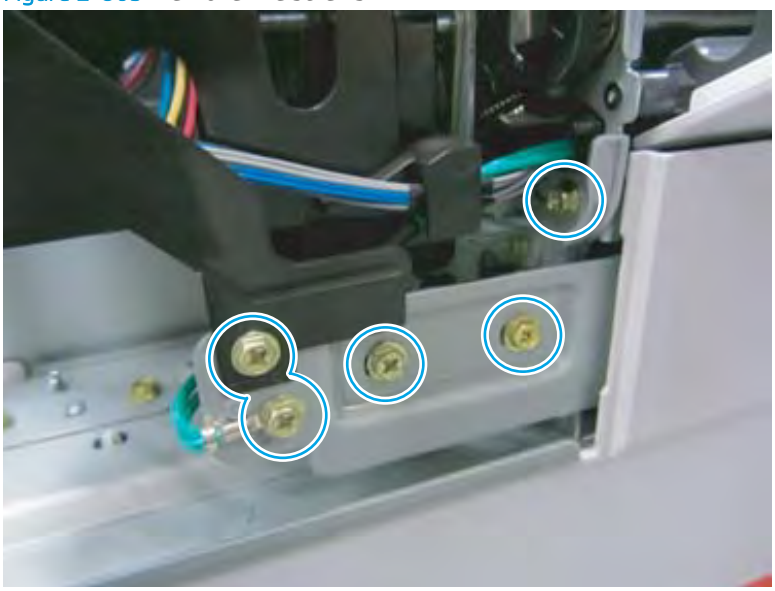
1. Remove two screws (ADF front).

Figure 2-864 Remove two screws



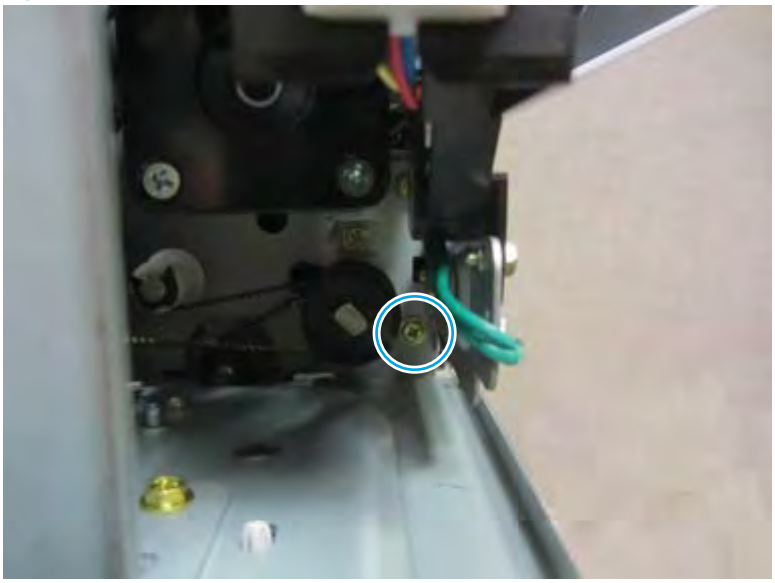
2. Remove five screws (ADF back; four sheet-metal and one ground).

Figure 2-865 Remove five screws



3. Remove one screw (ADF back).

Figure 2-866 Remove one screw



4. At the front corner, carefully pry the scan in lower assembly away from the ADF frame.

IMPORTANT: Locate the dimples in the scan in lower assembly. Separate the dimples from the ADF frame.

NOTE: When installing a replacement scan in lower assembly, do not crease or wrinkle the attached Mylar.

TIP: Reverse the removal steps to install the assembly

Figure 2-867 Pry the scan in lower assembly away from the ADF

Step 4: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

PCA-ADF sGX (DN models only)

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the upper rear cover
- Step 3: Remove the document feeder whole unit
- Step 4: Remove the scan joint board
- Step 5: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the Scan joint board assembly.

Click here to view a video of this procedure.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

JC92-02964A

To order the part, go to www.hp.com/buy/parts.

- PCA - ADF HIC (GX only)

JC92-02964B

To order the part, go to www.hp.com/buy/parts.

- PCA-ADF sGX (DN models only)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

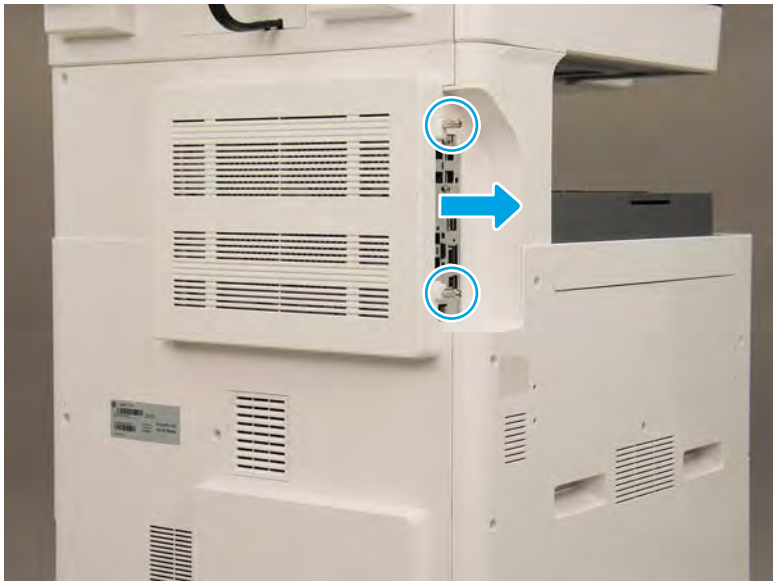
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

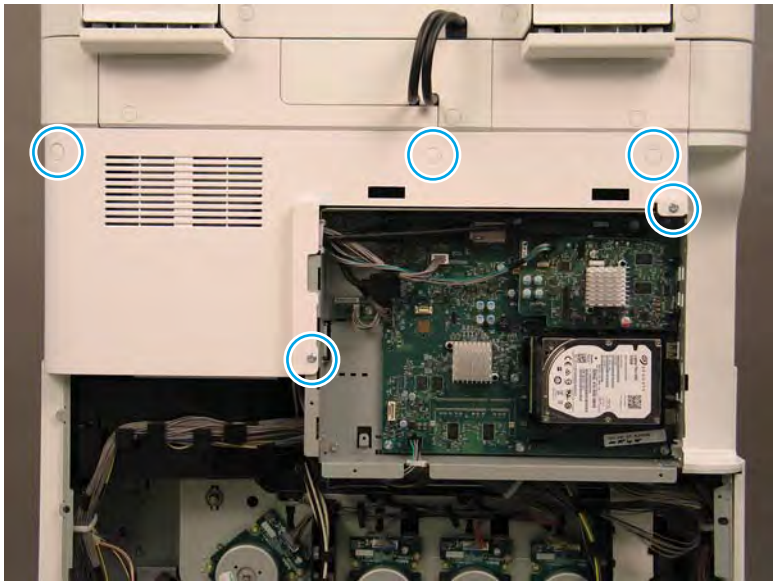
Figure 2-868 Remove the formatter cover



Step 2: Remove the upper rear cover

- Remove three screw-caps and five screws. Lift the upper rear cover away from the printer to remove it.

Figure 2-869 Remove the upper rear cover



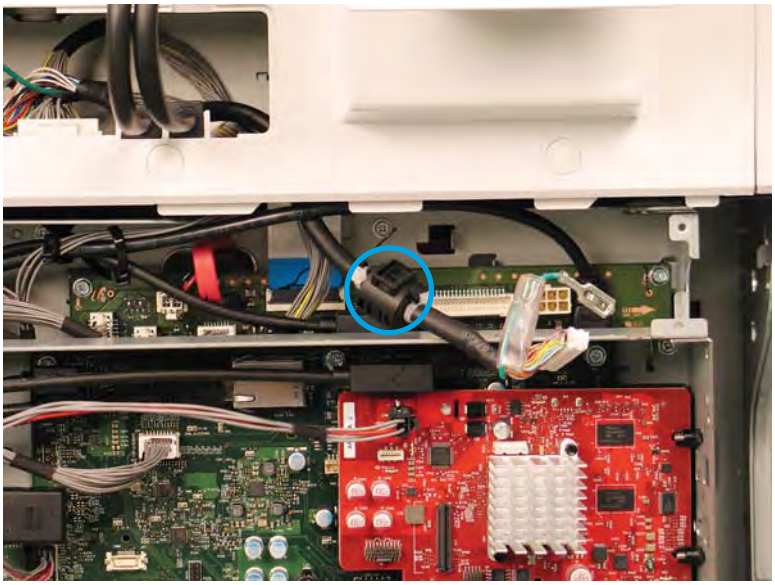
Step 3: Remove the document feeder whole unit

1. Open the document feeder cover, and then remove the document feeder connector cover.

Figure 2-870 Remove document feeder connector cover

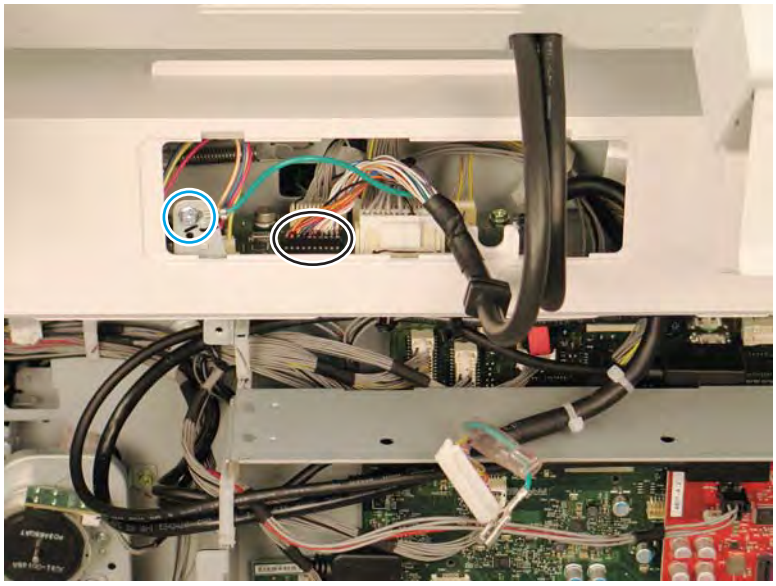
2. Remove the plastic cable choke from the wire harness, and then disconnect the document feeder harness from the main board. Disconnect the insulated ground wire from the chassis.

Figure 2-871 Remove the cable choke



3. Disconnect the document feeder harness from the scanner PCA. Remove one connector and one grounding wire.

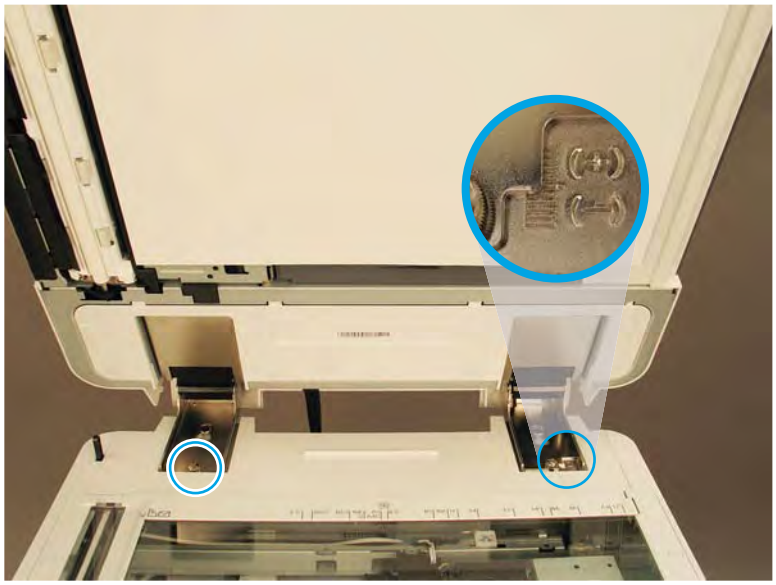
Figure 2-872 Disconnect document feeder harness



4. Release two hinge stops on the back of the document feeder to allow the document feeder to open to a full 90°.

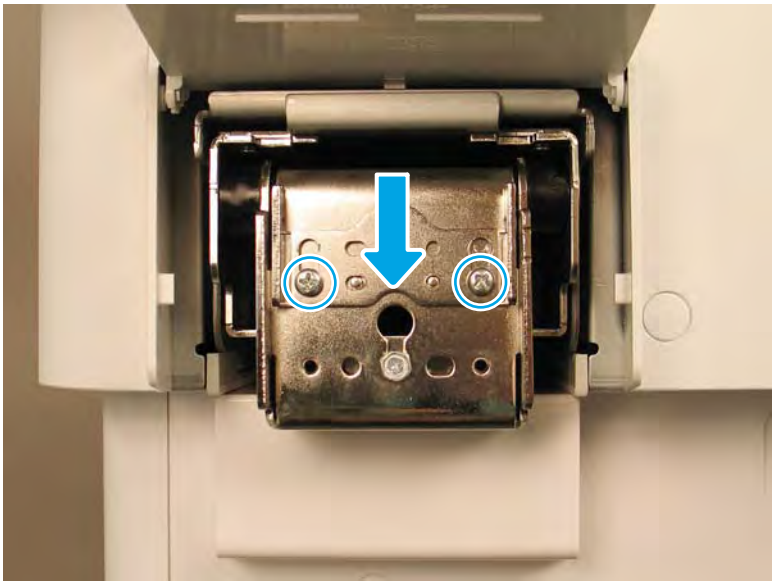
IMPORTANT: Note the alignment marks on the hinge stops. Any new document feeder must be reinstalled with the same alignment.

Figure 2-873 Alignment marks



5. Remove two screws on each hinge stop.

Figure 2-874 Remove screws



6. Pull back and then lift up to release the document feeder unit.

Figure 2-875 Release the document feeder

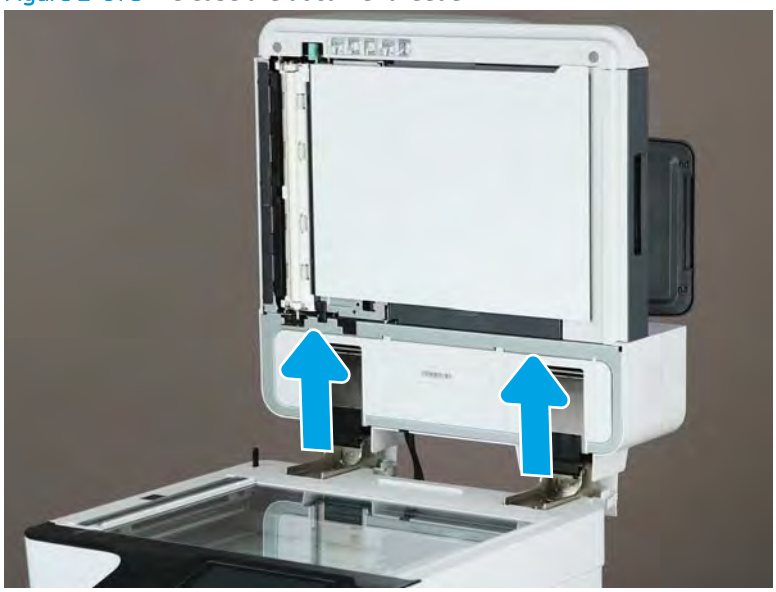
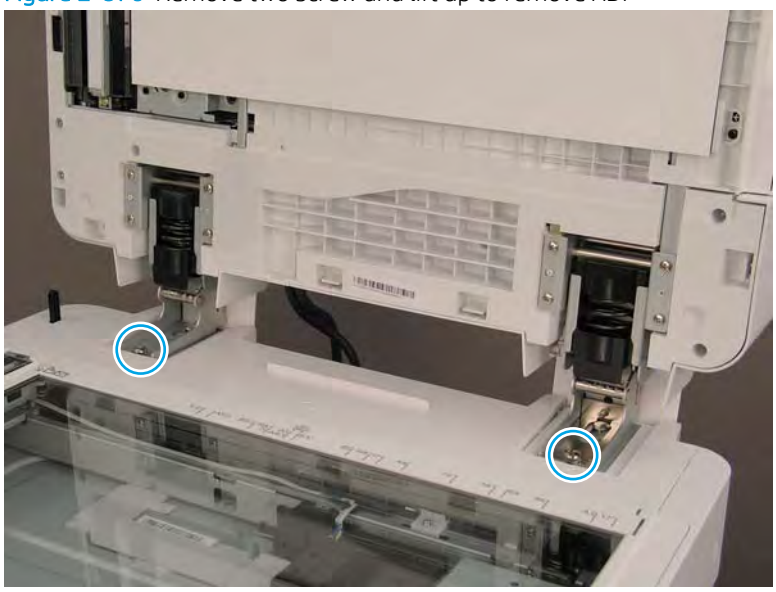


Figure 2-876 Remove two screw and lift up to remove ADF

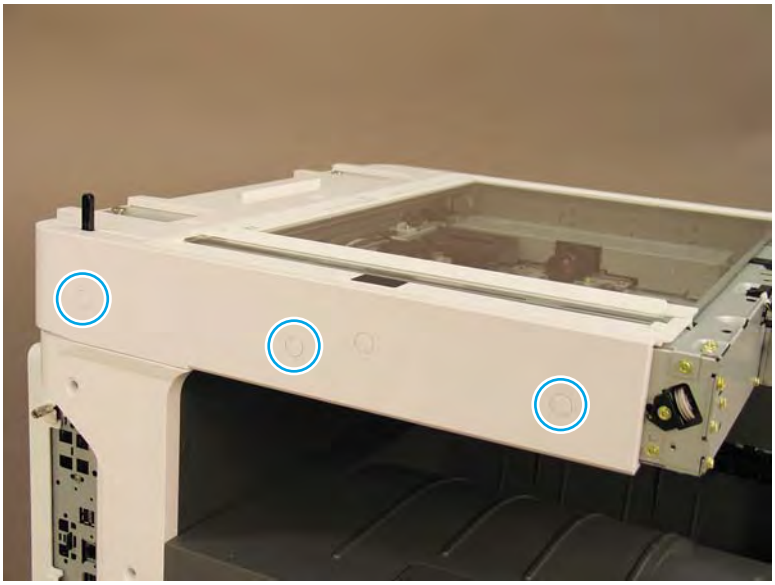


NOTE: Complete a shading test and a skew alignment after replacing the document feeder unit.

Step 4: Remove the scan joint board

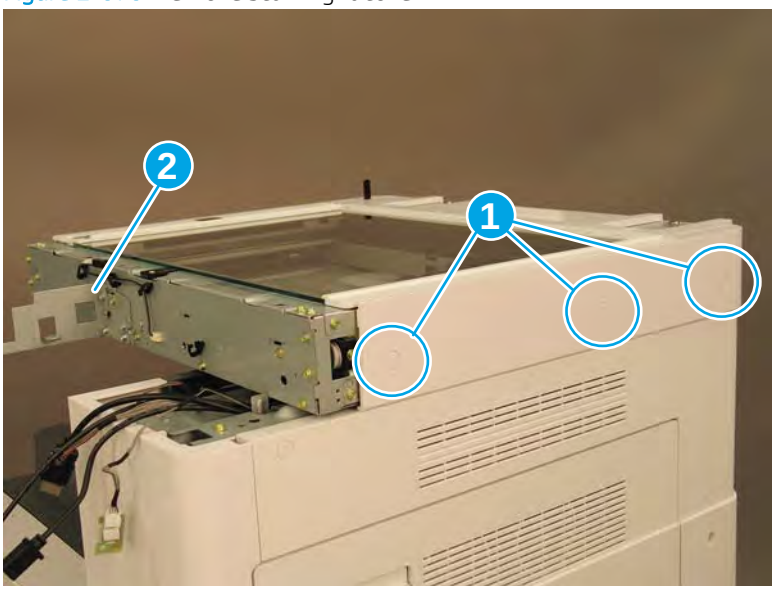
1. Remove three screw-caps and three screws. Release the scan-left cover.

Figure 2-877 Release scan-left cover



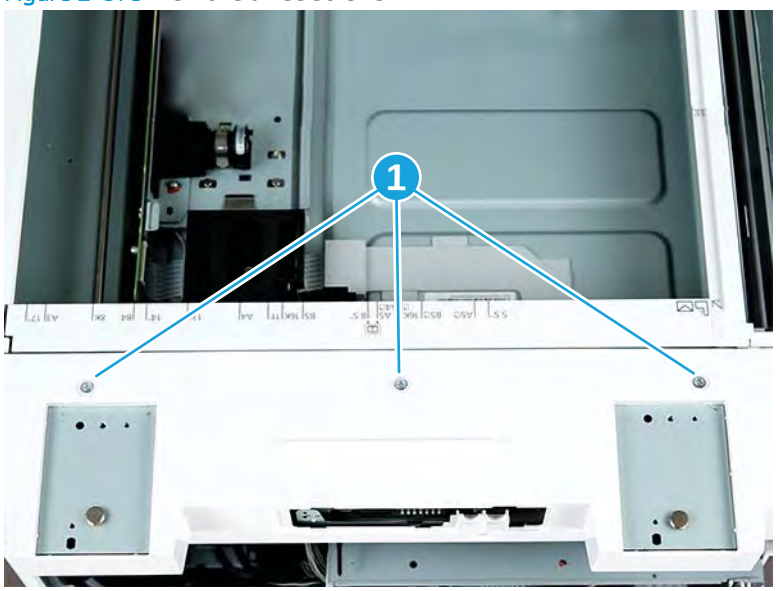
2. Remove three screw-caps and three screws, and then remove the scan-right cover.

Figure 2-878 Remove scan-right cover



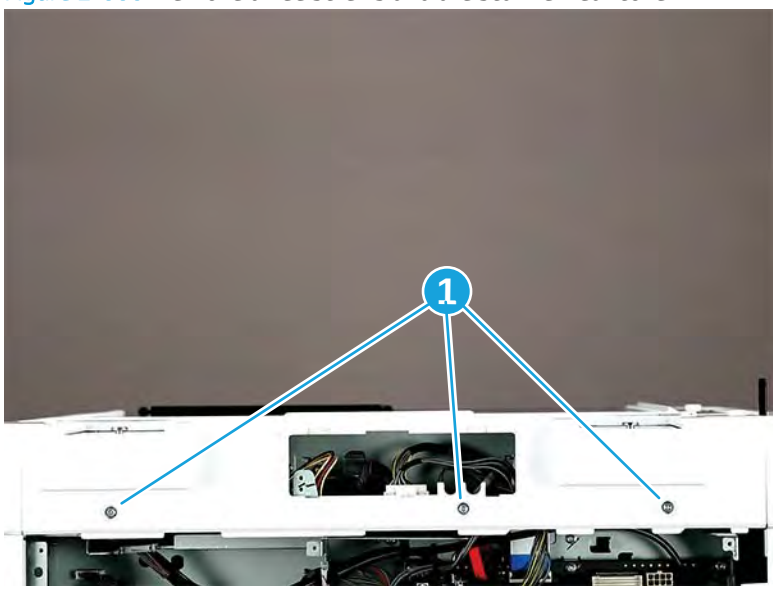
3. At the top of the scanner, remove three screw caps and three screws.

Figure 2-879 Remove three screws



4. At the back of the scanner, remove three screw caps and three screws, and then remove the scan-rear cover.

Figure 2-880 Remove three screws and the scanner rear cover



5. Disconnect all harnesses. Remove four screws, and then release the scanner PCA.

Figure 2-881 Remove screws and release scanner PCA

NOTE: There are two empty connectors.

Step 5: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Image scanner

Figure 2-882 Image scanner

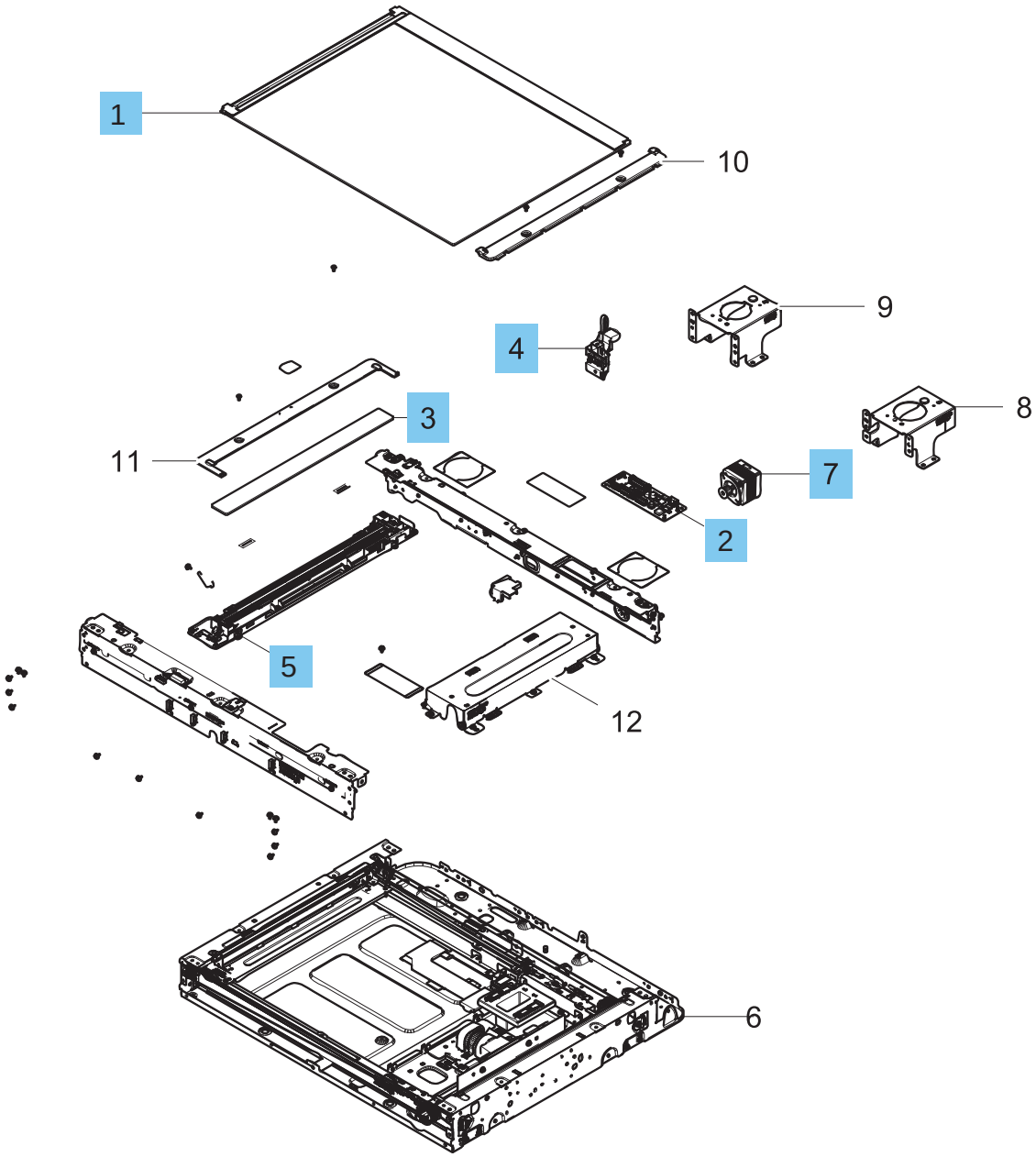


Table 2-26 Image scanner

Ref	Description	Part number	Qty
1	Scanner glass	JC97-04522B on page 831	1
2	PCA scanner	JC92-02781A	1
3	Tempered scan glass	JC01-00101A	1
4	Scanner open sensor	JC97-04516A	1
5	Scanner - front lamp	JC97-04521A on page 833	1
7	Motor, step	JC31-00158A	1

Scanner glass

- Introduction
- Step 1: Remove the scanner glass
- Step 2: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the scanner glass.

Click here to view a video of this procedure.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

JC97-04522B

To order the part, go to www.hp.com/buy/parts.

- Scanner glass

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the scanner glass

▲ Open the document-feeder cover, remove two screws, and then slide the scanner glass to the right to remove it.

Figure 2-883 Remove scanner glass

Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

LED lamp module

- Introduction
- Step 1: Remove the formatter cover
- Step 2: Remove the upper rear cover
- Step 3: Remove the flow ADF whole unit
- Step 4: Remove the scanner glass
- Step 5: Remove the LED lamp module
- Step 6: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the LED lamp module assembly.

Click here to view a video of this procedure.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

JC97-04521A

To order the part, go to www.hp.com/buy/parts.

- Scanner - front lamp

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

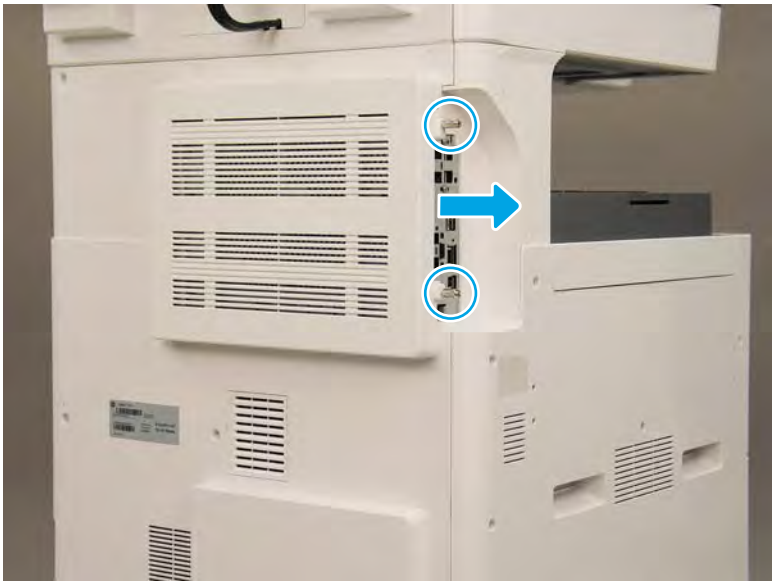
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the formatter cover

- Unscrew two captive thumbscrews on the formatter cover. Slide the formatter cover to the left, and then to the right to remove.

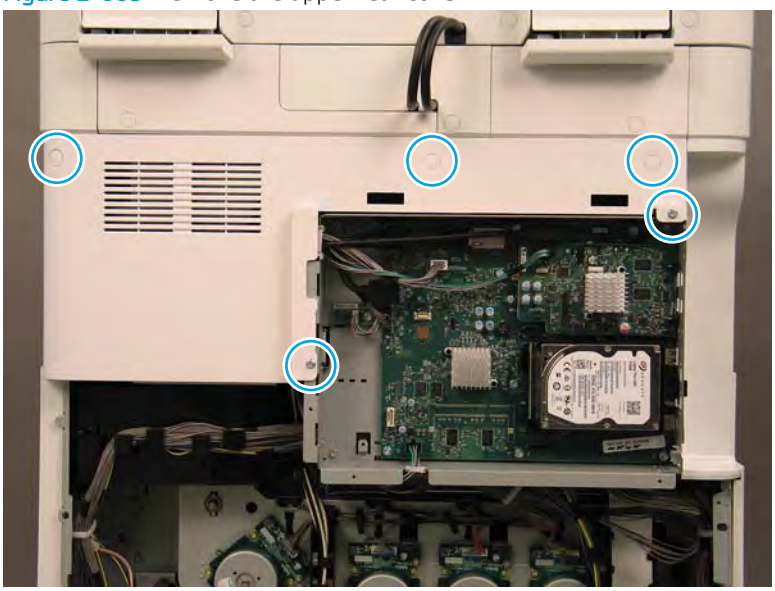
Figure 2-884 Remove the formatter cover



Step 2: Remove the upper rear cover

- Remove three screw-caps and five screws. Lift the upper rear cover away from the printer to remove it.

Figure 2-885 Remove the upper rear cover



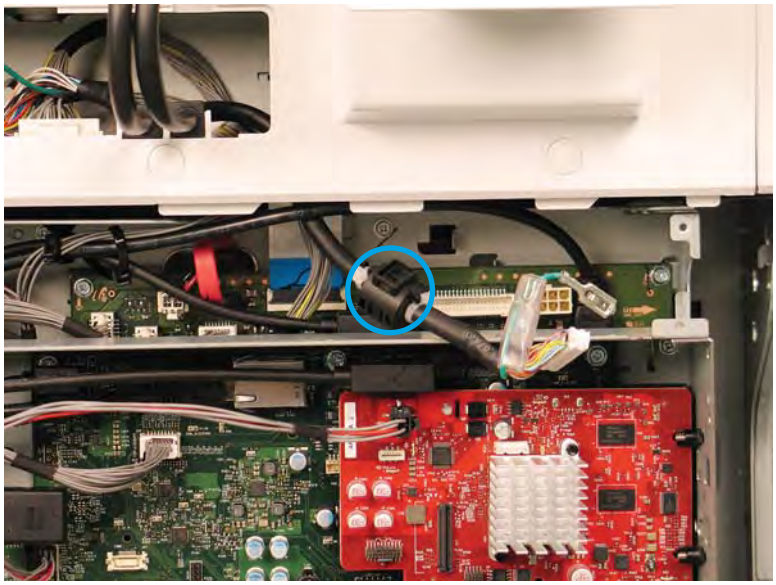
Step 3: Remove the flow ADF whole unit

1. Open the document feeder cover, and then remove the document feeder connector cover.

Figure 2-886 Remove document feeder connector cover

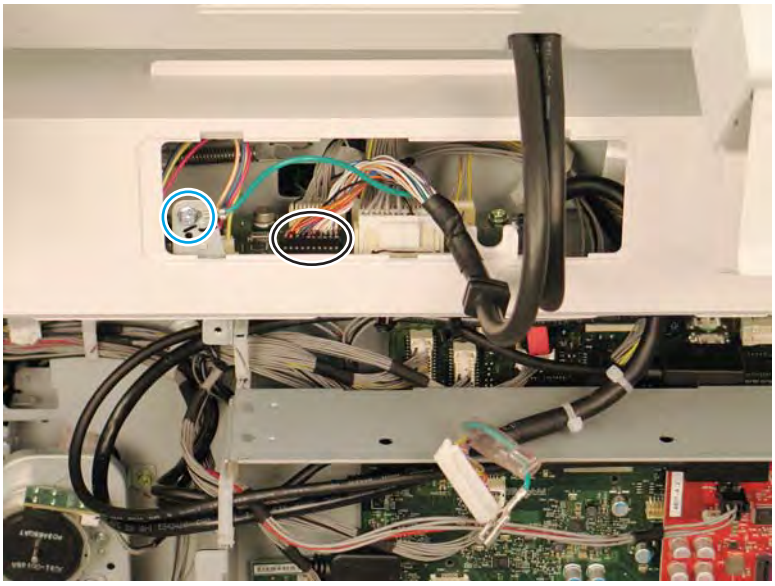
2. Remove the plastic cable choke from the wire harness, and then disconnect the document feeder harness from the main board. Disconnect the insulated ground wire from the chassis.

Figure 2-887 Remove the cable choke



3. Disconnect the document feeder harness from the scanner PCA. Remove one connector and one grounding wire.

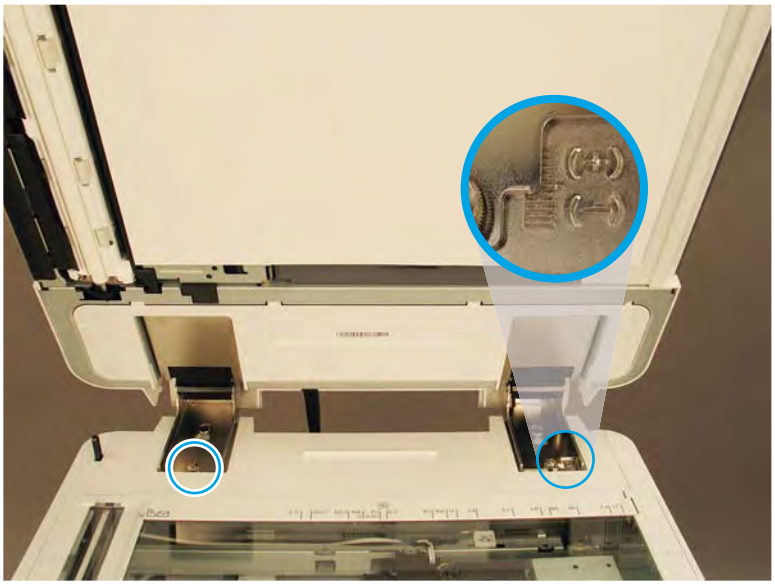
Figure 2-888 Disconnect document feeder harness



4. Release two hinge stops on the back of the document feeder to allow the document feeder to open to a full 90°.

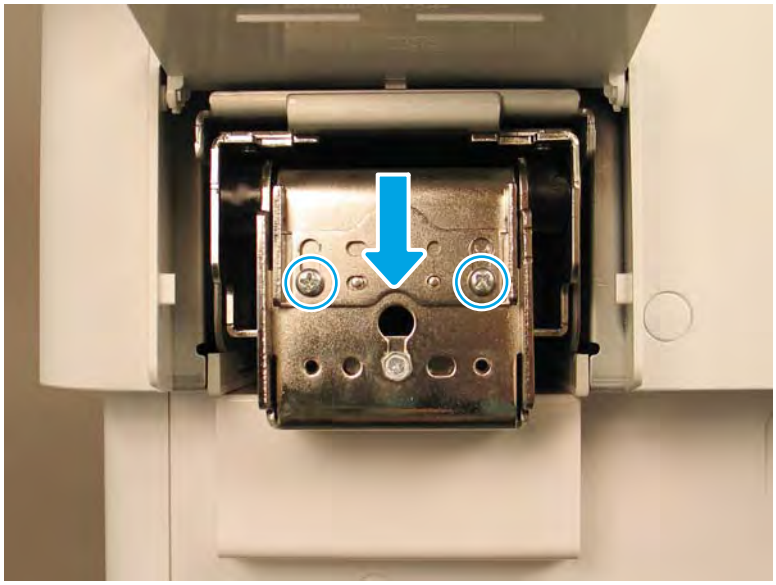
IMPORTANT: Note the alignment marks on the hinge stops. Any new document feeder must be reinstalled with the same alignment.

Figure 2-889 Alignment marks



5. Remove two screws on each hinge stop.

Figure 2-890 Remove screws



6. Pull back and then lift up to release the document feeder unit.

Figure 2-891 Release the document feeder

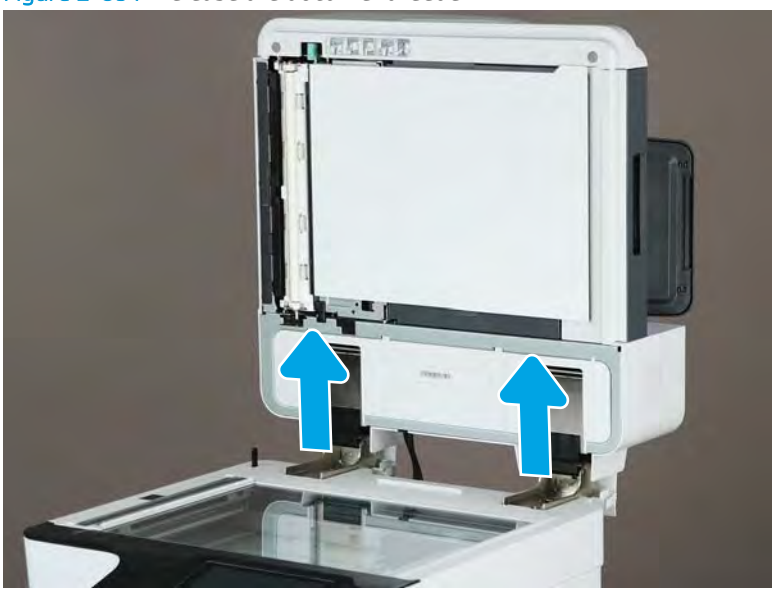
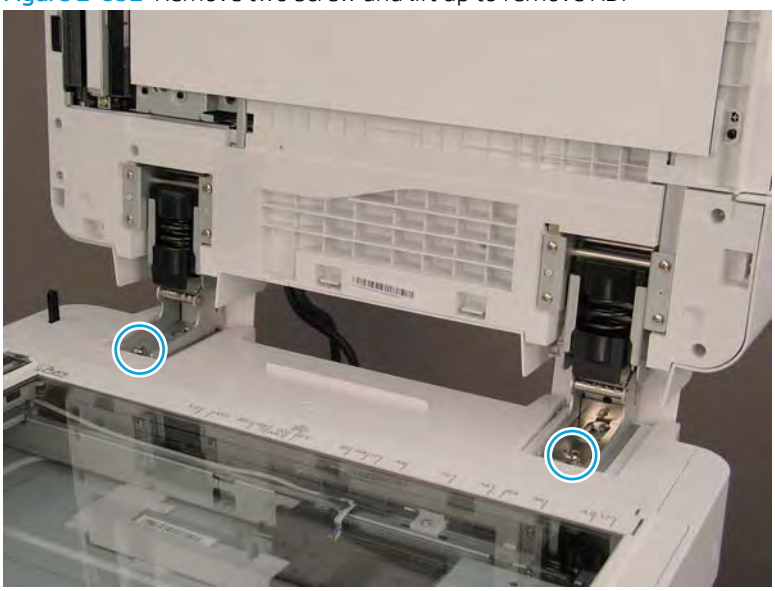


Figure 2-892 Remove two screw and lift up to remove ADF



NOTE: Complete a shading test and a skew alignment after replacing the document feeder unit.

Step 4: Remove the scanner glass

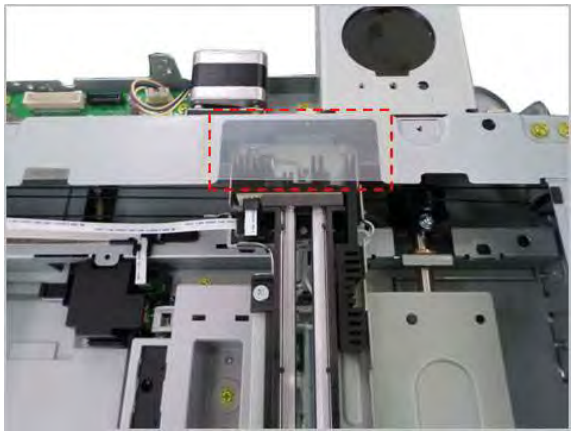
▲ Open the document-feeder cover, remove two screws, and then slide the scanner glass to the right to remove it.

Figure 2-893 Remove scanner glass

Step 5: Remove the LED lamp module

1. Remove the transparent tape.

   Figure 2-894 Remove transparent tape

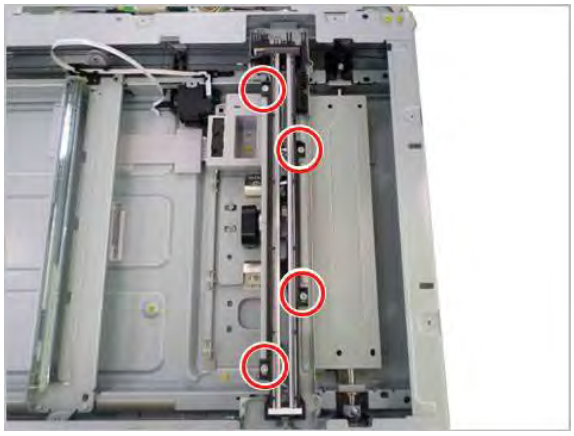
   

2. Disconnect the flat cable.

   Figure 2-895 Disconnect cable

3. Remove four screws. Release the LED lamp module.

   Figure 2-896 Remove screws and release LED lamp module

Step 6: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Image scanner, lower

Figure 2-897 Image scanner, lower

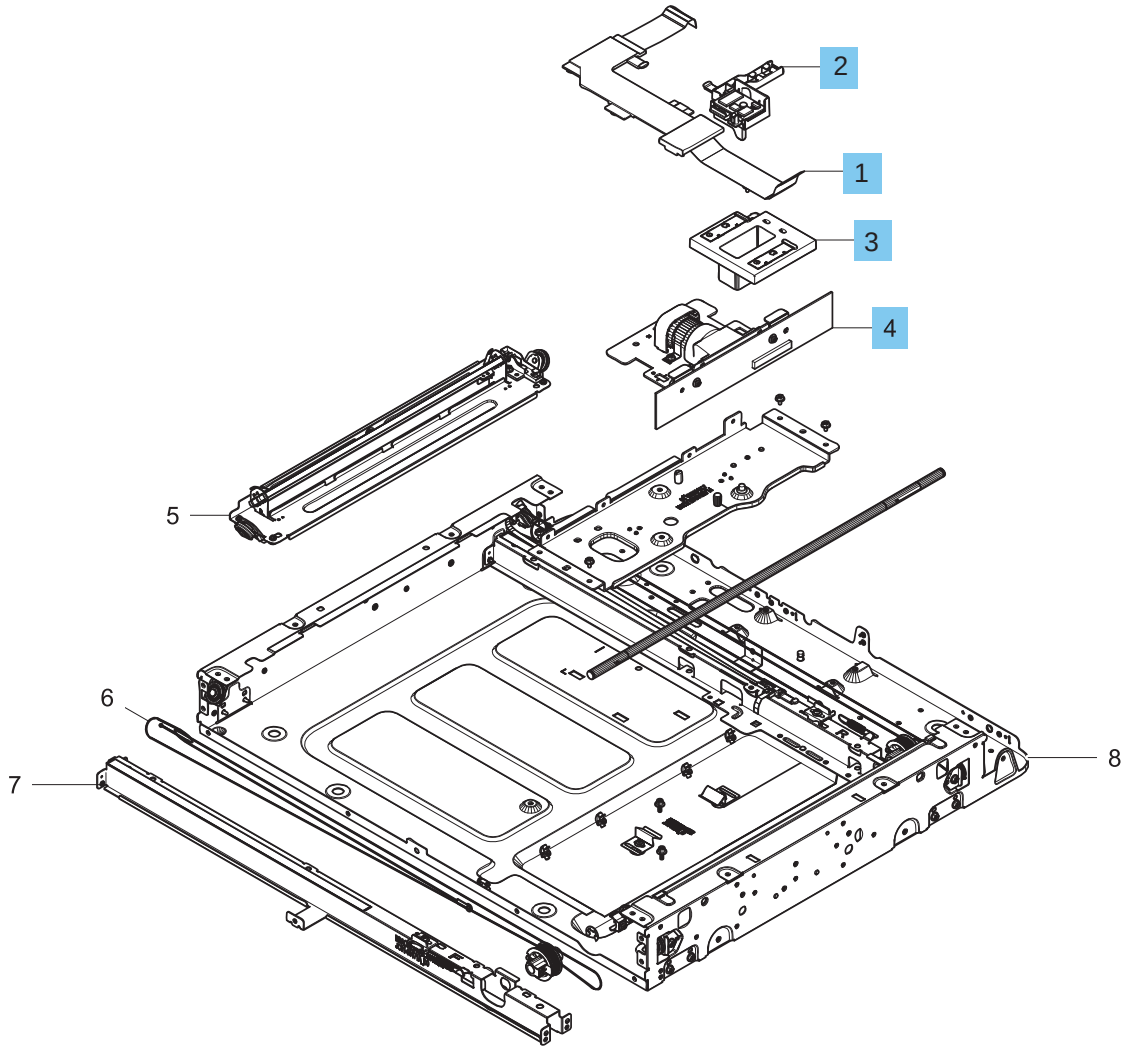


Table 2-27 Image scanner, lower

Ref	Description	Part number	Qty
1	Scanner - FFC CCD	JC97-04509A	1
2	Scanner - guide harness	JC97-04512A	1
3	Scanner - APS	JC97-04507A on page 846	1
4	Scanner assembly - CCD and lens	JC97-04523B on page 843	1
Not shown	Photo interrupter	604-001453	1
Not shown	Auto adjustment chart A3 Ver. 1.0	JC81-09891A	1

Scanner assembly - CDD and lens

- Introduction
- Step 1: Remove the scanner glass
- Step 2: Remove the scanner assembly - CDD and lens
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the scanner imaging unit assembly.

Click here to view a video of this procedure.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

JC97-04523B

To order the part, go to www.hp.com/buy/parts.

- Scanner assembly -CDD and lens

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the scanner glass

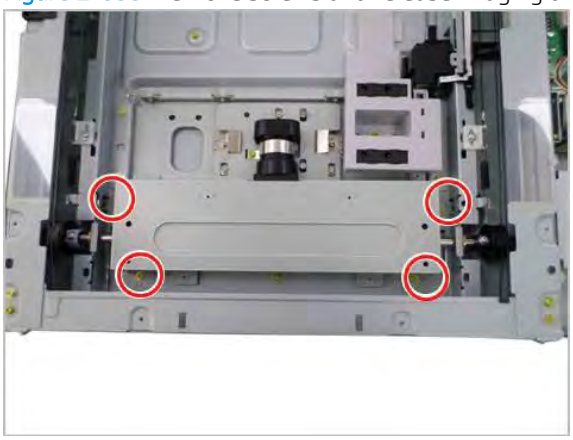
▲ Open the document-feeder cover, remove two screws, and then slide the scanner glass to the right to remove it.

Figure 2-898 Remove scanner glass

Step 2: Remove the scanner assembly - CDD and lens

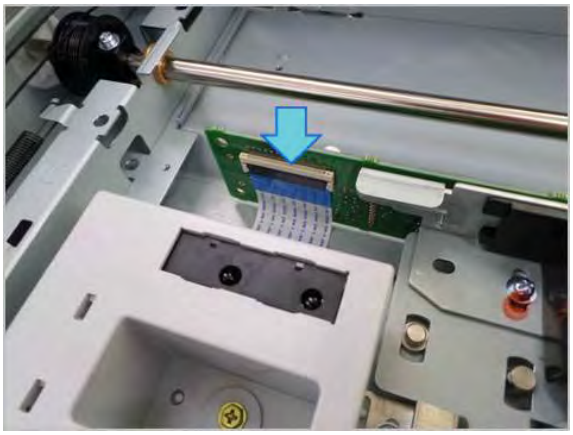
1. Remove four screws, and then release the imaging unit cover.

Figure 2-899 Remove screws and release imaging unit cover



2. Disconnect the flat cable.

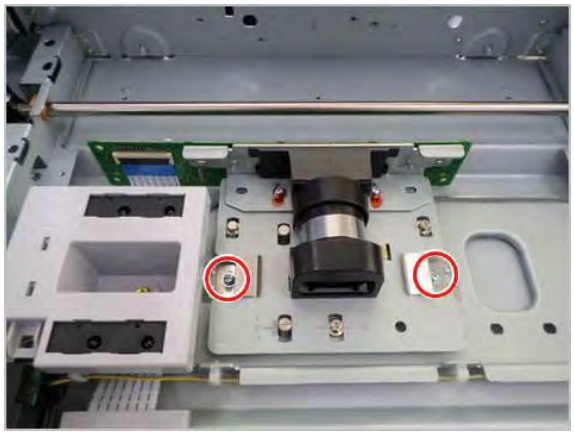
Figure 2-900 Disconnect flat cable



3. Remove two screws and release the scanner assembly - CDD and lens.

CAUTION: Do not remove or adjust the other two screws shown as they require factory setting only.

Figure 2-901 Remove screws and release scanner imaging unit



Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

APS sensor

- Introduction
- Step 1: Remove the document feeder whole unit
- Step 2: Remove the scanner glass
- Step 3: Remove the APS sensor
- Step 4: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the APS sensor assembly.

Click here to view a video of this procedure.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

JC97-04507A

To order the part, go to www.hp.com/buy/parts.

- APS sensor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.
- Verify that the printer is in better condition than when you arrived, cosmetically and electrically.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

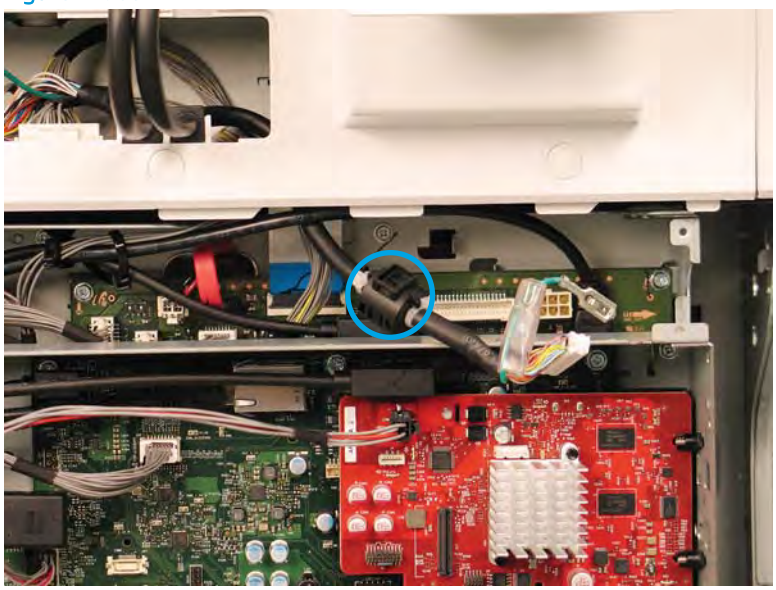
Step 1: Remove the document feeder whole unit

1. Open the document feeder cover, and then remove the document feeder connector cover.

   Figure 2-902 Remove document feeder connector cover

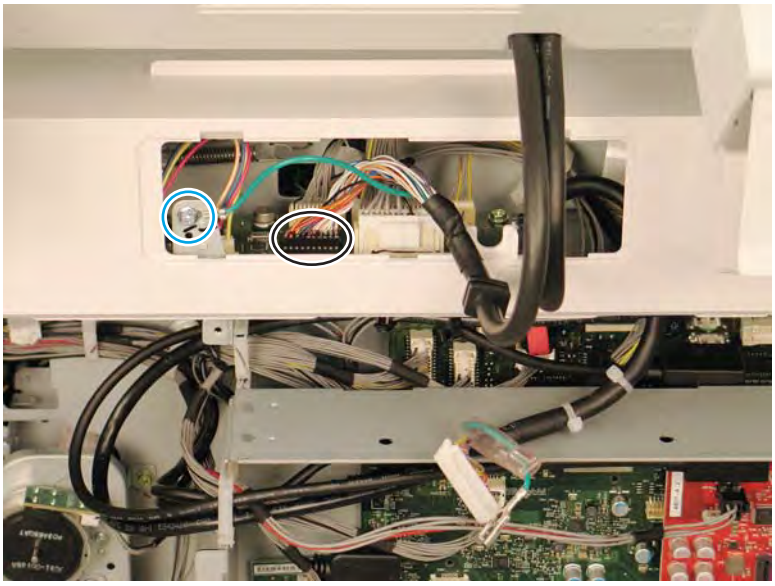
2. Remove the plastic cable choke from the wire harness, and then disconnect the document feeder harness from the main board. Disconnect the insulated ground wire from the chassis.

   Figure 2-903 Remove the cable choke

3. Disconnect the document feeder harness from the scanner PCA. Remove one connector and one grounding wire.

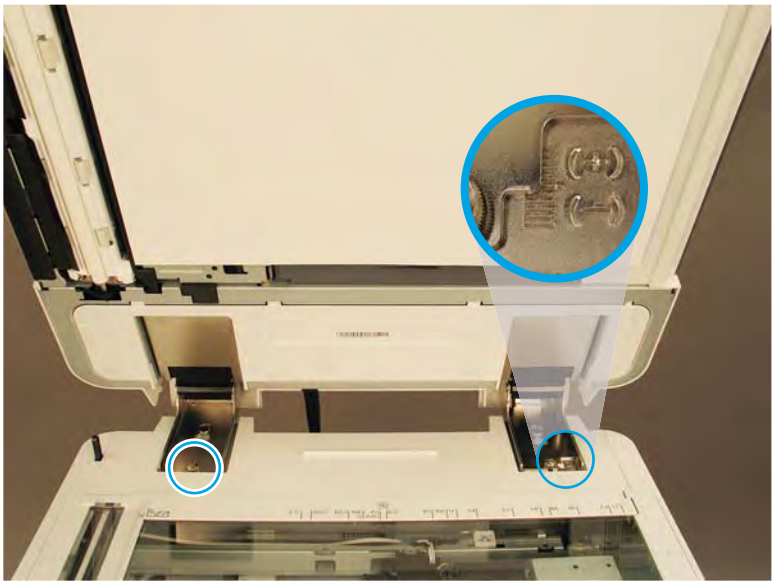
Figure 2-904 Disconnect document feeder harness



4. Release two hinge stops on the back of the document feeder to allow the document feeder to open to a full 90°.

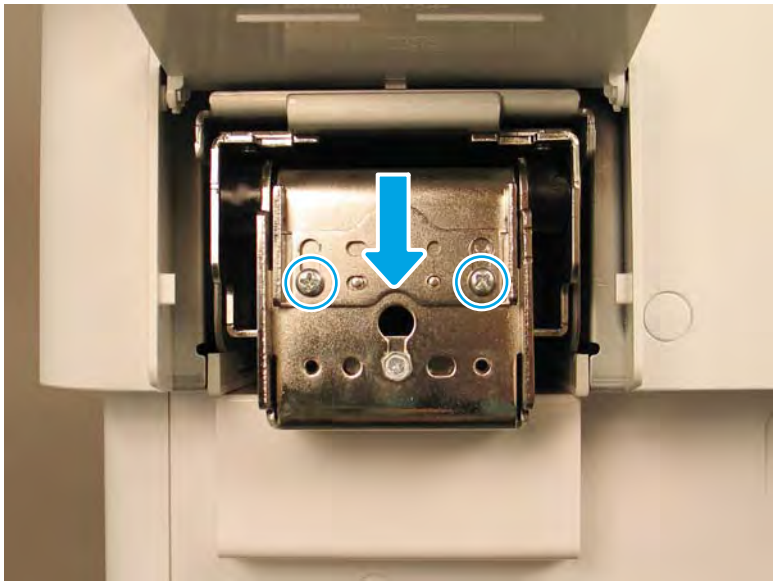
IMPORTANT: Note the alignment marks on the hinge stops. Any new document feeder must be reinstalled with the same alignment.

Figure 2-905 Alignment marks



5. Remove two screws on each hinge stop.

Figure 2-906 Remove screws



6. Pull back and then lift up to release the document feeder unit.

Figure 2-907 Release the document feeder

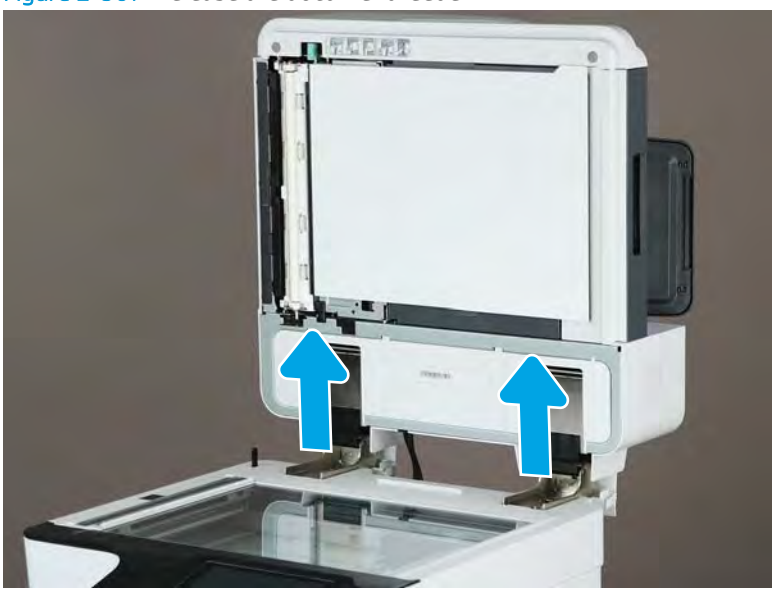
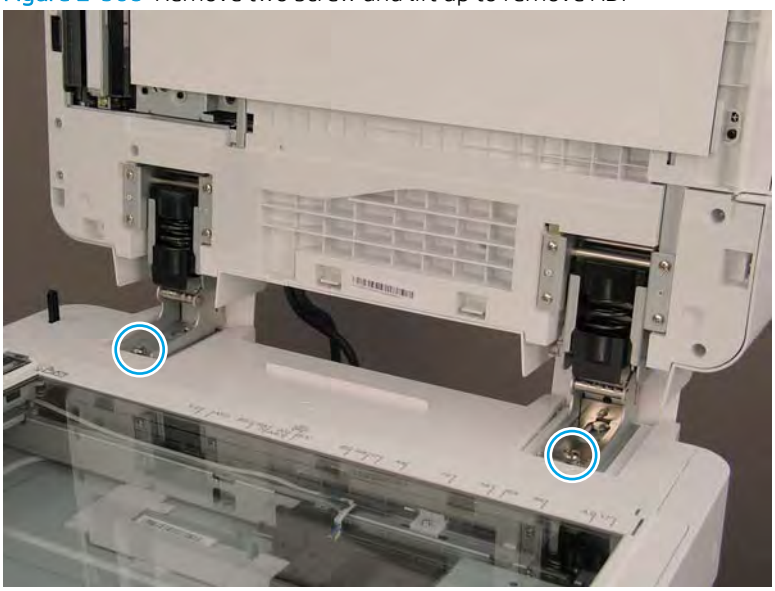


Figure 2-908 Remove two screw and lift up to remove ADF



NOTE: Complete a shading test and a skew alignment after replacing the document feeder unit.

Step 2: Remove the scanner glass

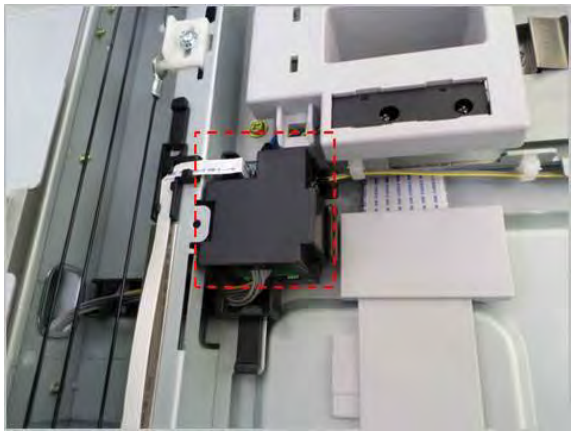
▲ Open the document-feeder cover, remove two screws, and then slide the scanner glass to the right to remove it.

Figure 2-909 Remove scanner glass

Step 3: Remove the APS sensor

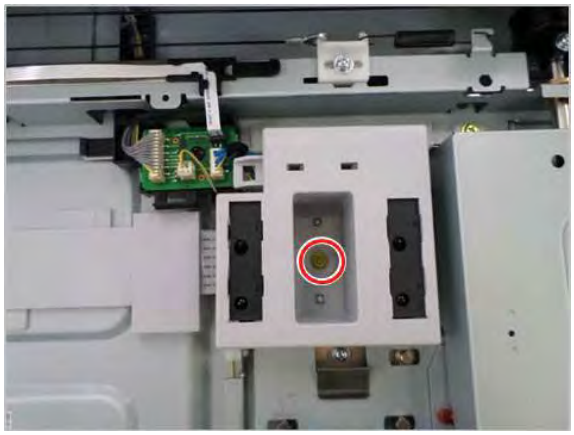
1. Remove the joint board cover.

Figure 2-910 Remove joint board cover



2. Remove one screw.

Figure 2-911 Remove screw

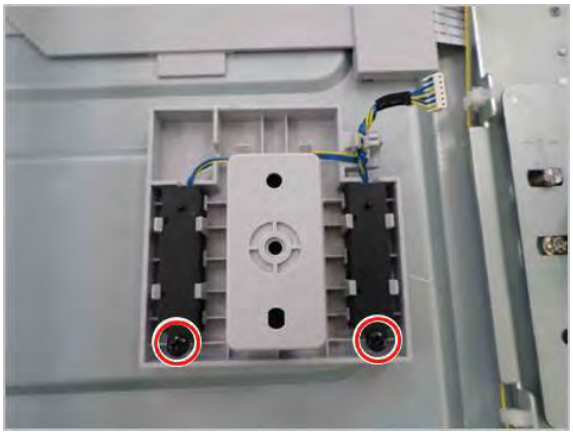


3. Disconnect the harness.

Figure 2-912 Disconnect harness

4. Remove two screws. Release the APS sensor.

Figure 2-913 Remove screws and release APS sensor



Step 4: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Dual cassette feeder (DCF)

DCF main

Figure 2-914 DCF main

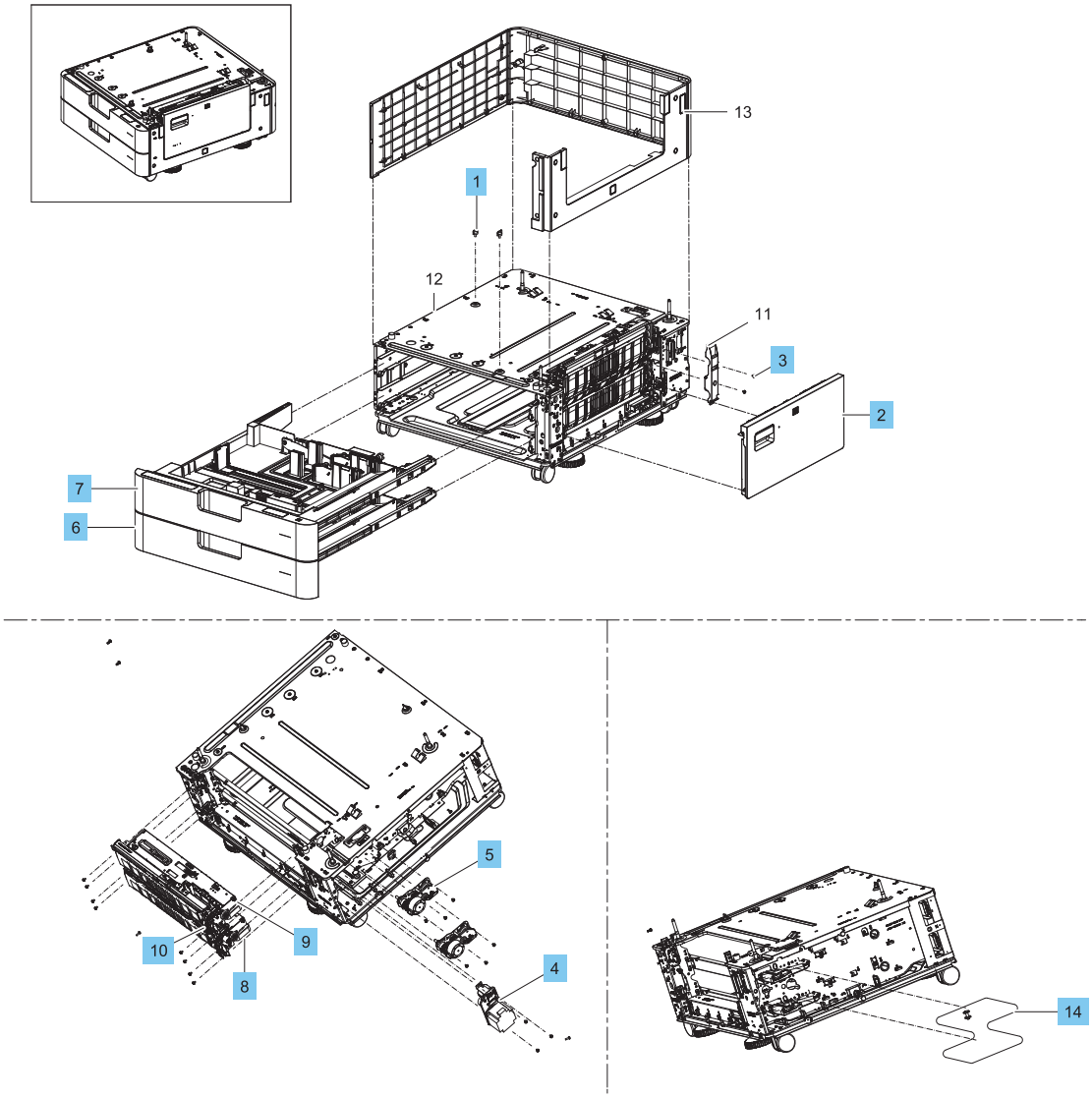


Table 2-28 DCF main

Ref	Description	Part number	Qty
1	Machinery, fastener screw	JC60-00078A	2
2	DCF, sub-takeaway (right door)	JC90-01649A on page 856	1
3	Hex screw	6009-001665	19
4	Feed drive opt	JC93-01135A on page 862	1
5	Drive pickup assembly	JC93-01063C on page 865	2
6	Cassette, fifth	JC90-01652A	1
7	Cassette, fourth	JC90-01654A	1
8	DCF second pickup	JC90-01680A on page 867	1
9	DCF first pickup	JC90-01679A on page 867	1
10	Timing belt	6602-003185	1
14	DCF, sub-auto closing	JC90-01677A	1
Not shown	Rollers - pick, feed, sep	JC93-01092A	2
Not shown	Photo-interrupter	0604-001490	1
Not shown	Clutch one way	JC66-00977A	1
Not shown	Coupler, torque limiter	JC67-00455A	1
Not shown	SF left cassette rail assembly	JC93-01435A	2
Not shown	SF right cassette rail assembly	JC93-01045A	2

Dual cassette feeder (DCF) right door

- Introduction
- Step 1: Remove the printer right rear cover
- Step 2: Remove the printer right door
- Step 3: Remove the dual cassette feeder (DCF) right door
- Step 4: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the DCF right door.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

JC90-01649A

To order the part, go to www.hp.com/buy/parts.

- DCF right door

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

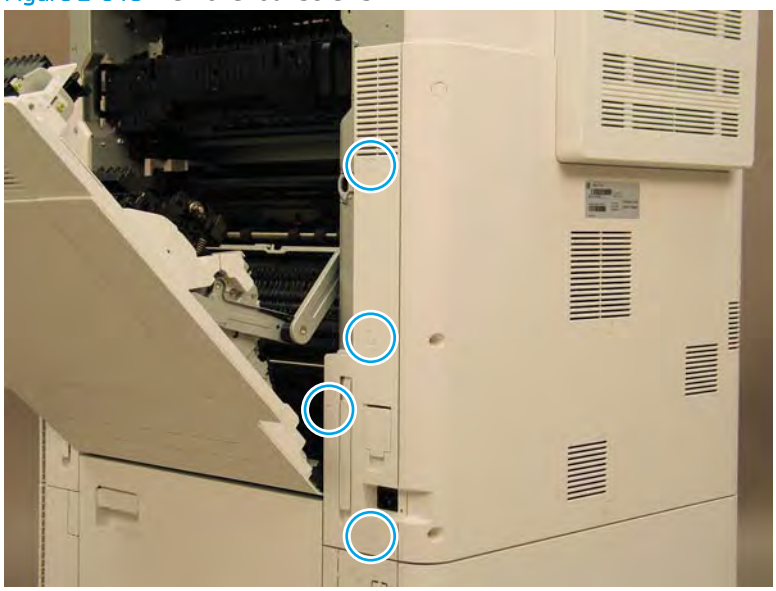
Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the printer right rear cover

1. Open the right door.

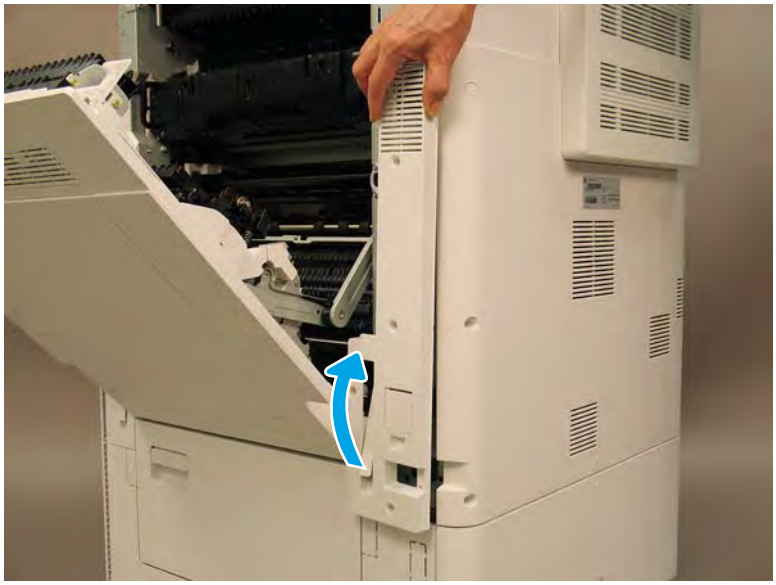
2. Remove four screw-caps and four screws.

Figure 2-915 Remove four screws



3. Lift the handle and remove the right rear cover.

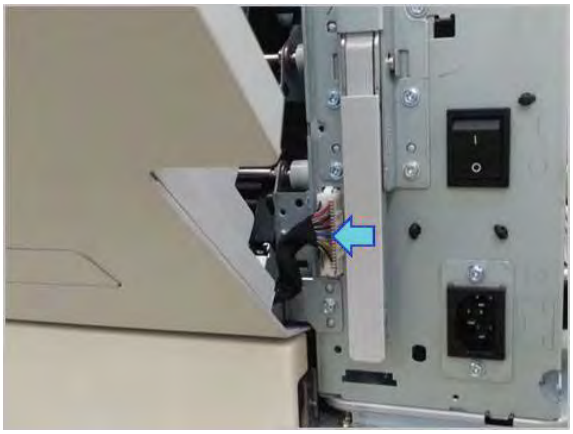
Figure 2-916 Remove the right rear cover



Step 2: Remove the printer right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

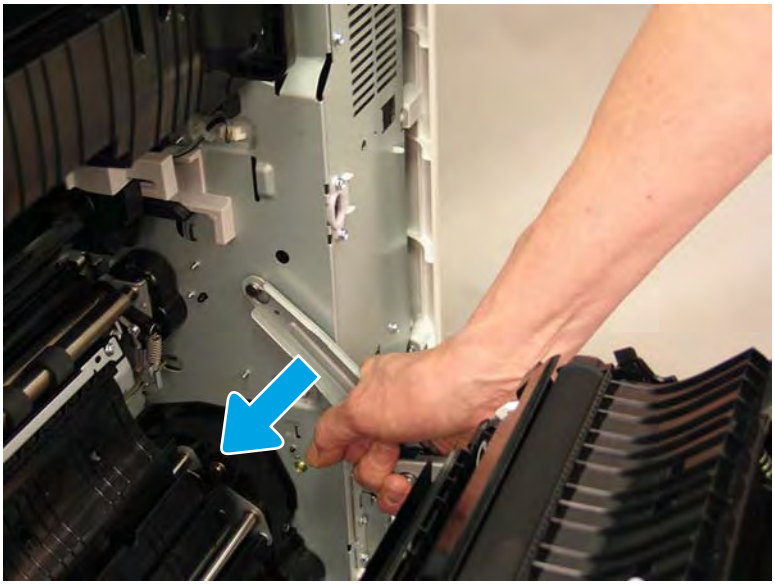
Figure 2-917 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-918 Release the right hinge



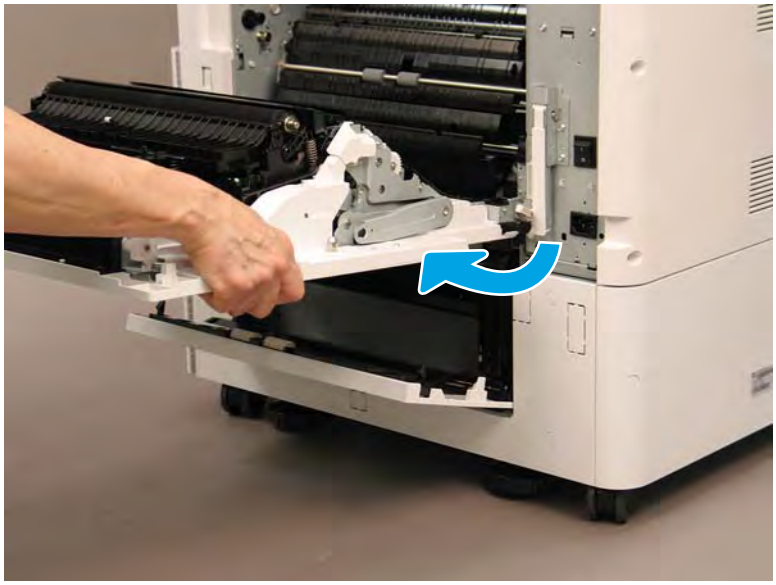
3. Slightly raise the right door, and then release the left dampener.

Figure 2-919 Release the left dampener

4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

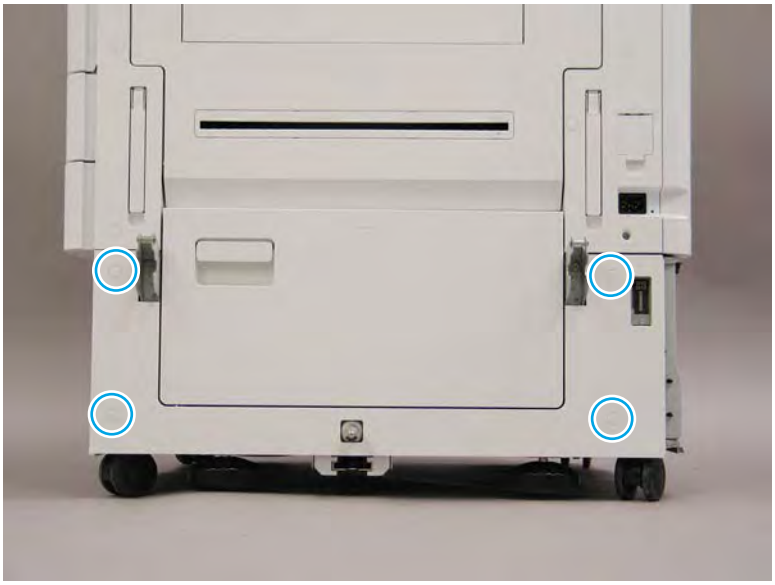
Figure 2-920 Remove the right door



Step 3: Remove the dual cassette feeder (DCF) right door

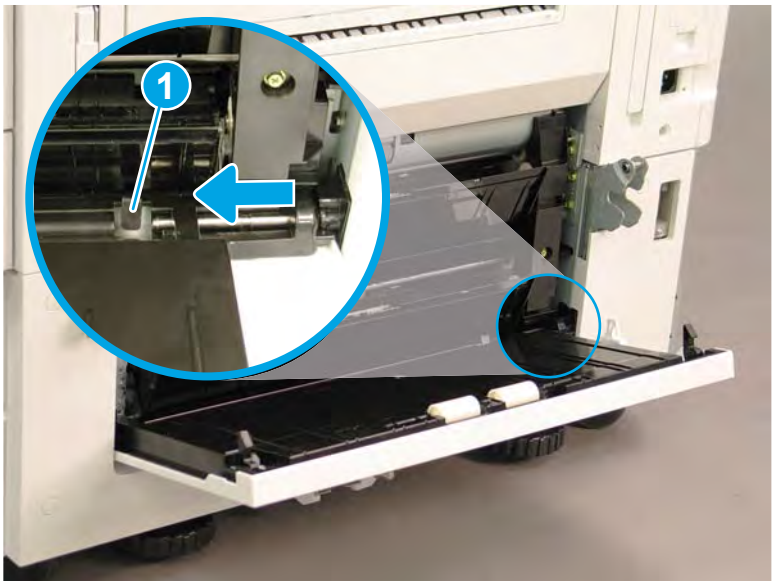
1. Remove four screw caps and four screws, and then remove the lower right cover.

Figure 2-921 Remove the lower right cover



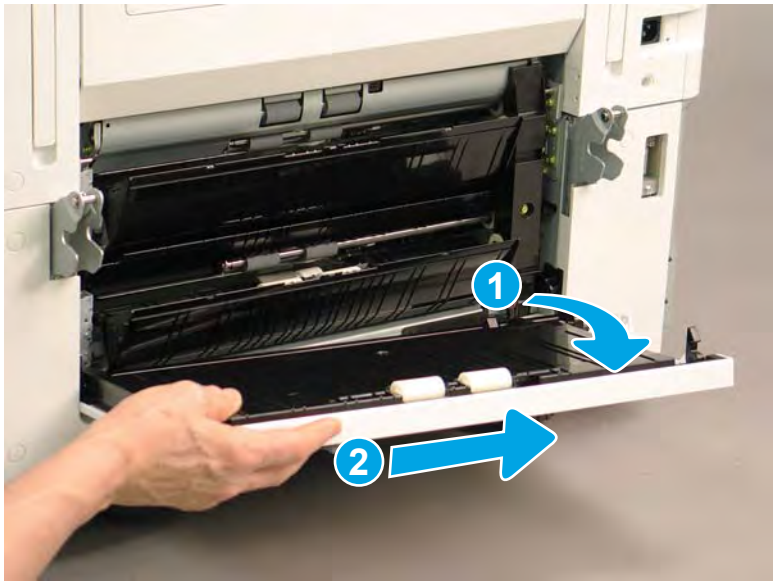
2. Open the DCF right door and slide the hinge pin to the left. Make sure that the pin slides under the tab (callout 1).

Figure 2-922 Slide the hinge pin



3. Rotate the right edge of the door away from the feeder (callout 1), and then slide the door to the right to remove it (callout 2).

Figure 2-923 Remove the DCF right door



Step 4: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Dual cassette feeder (DCF) motor

- Introduction
- Step 1: Remove the DCF rear cover
- Step 2: Remove the dual cassette feeder (DCF) motor
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the DCF motor.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

JC93-01135A

To order the part, go to www.hp.com/buy/parts.

- SF Drive Feed Assy (Opt)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the DCF rear cover

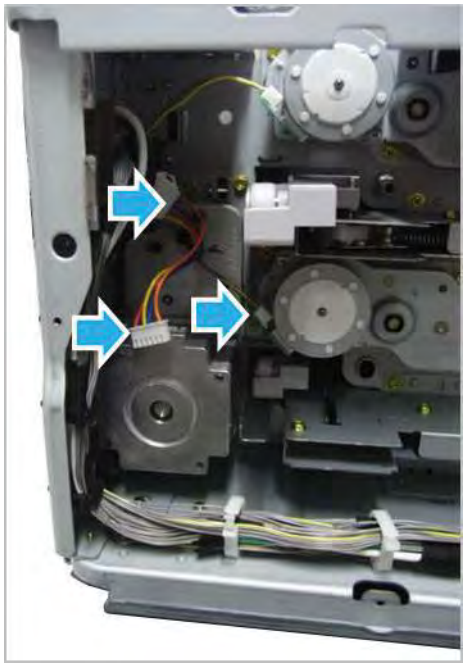
▲ Remove four screw caps and four screws, and then remove the rear cover.

Figure 2-924 Remove the DCF rear cover

Step 2: Remove the dual cassette feeder (DCF) motor

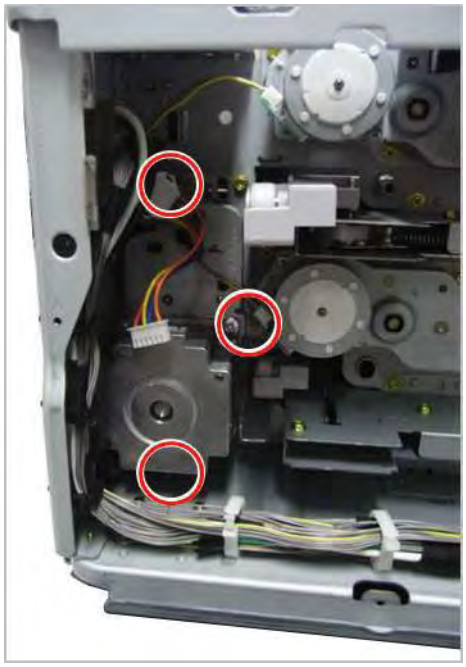
1. Disconnect two connectors, and then open one retainer.

   Figure 2-925 Disconnect two connectors and open one retainer

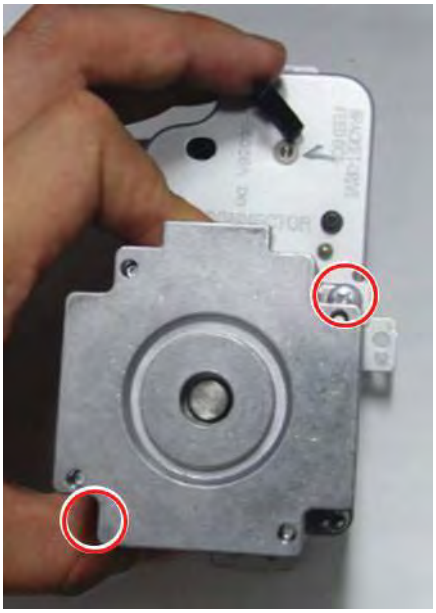
2. Remove three screws, and then remove the feed drive unit.

   Figure 2-926 Remove the feed drive unit

3. Remove two screws, and then remove the feed motor.

Figure 2-927 Remove the feed motor



Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Dual cassette feeder (DCF) pickup motor

- Introduction
- Step 1: Remove the DCF rear cover
- Step 2: Remove the dual cassette feeder (DCF) pickup motor
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the DCF pickup assembly.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

JC93-01063C

To order the part, go to www.hp.com/buy/parts.

- Drive pickup assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the DCF rear cover

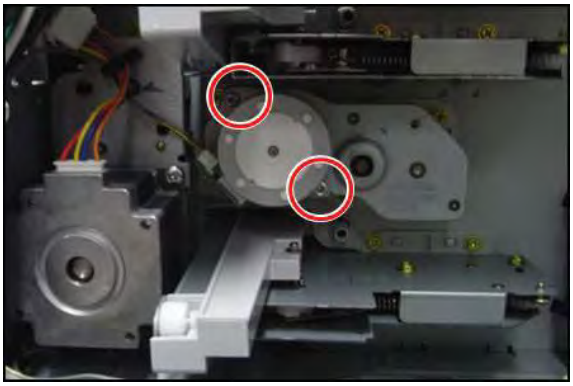
▲ Remove four screw caps and four screws, and then remove the rear cover.

Figure 2-928 Remove the DCF rear cover

Step 2: Remove the dual cassette feeder (DCF) pickup motor

▲ Disconnect the motor connector. Remove two screws, and then remove the DCF pickup assembly.

Figure 2-929 Remove the DCF pickup assembly



Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Dual cassette feeder (DCF) pickup units

- Introduction
- Step 1: Remove the printer right rear cover
- Step 2: Remove the printer right door
- Step 3: Remove the dual cassette feeder (DCF) right door
- Step 4: Remove the dual cassette feeder (DCF) pickup units
- Step 5: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the DCF pickup units.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

JC90-01679A

- First pickup assembly

JC90-01680A

- Second pickup assembly

To order the part, go to www.hp.com/buy/parts.

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

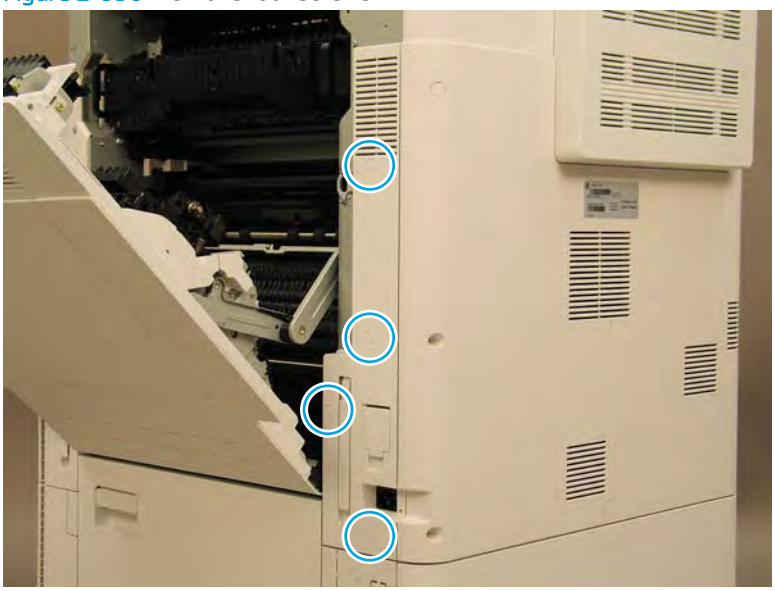
Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the printer right rear cover

1. Open the right door.

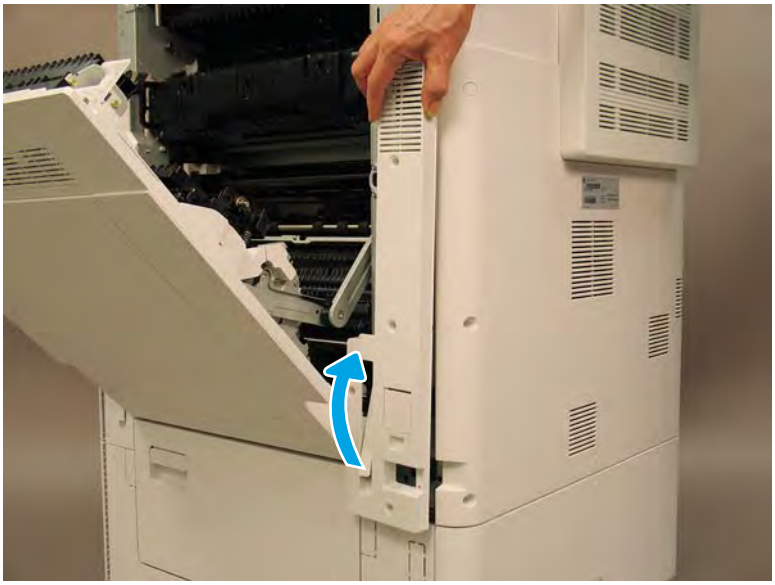
2. Remove four screw-caps and four screws.

Figure 2-930 Remove four screws



3. Lift the handle and remove the right rear cover.

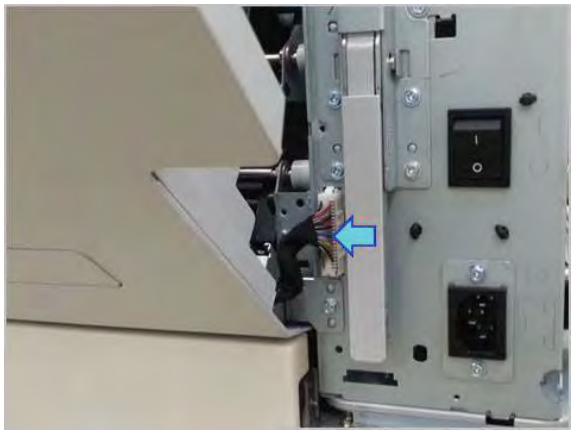
Figure 2-931 Remove the right rear cover



Step 2: Remove the printer right door

1. Disconnect the right door connector by moving it side-to-side until it releases.

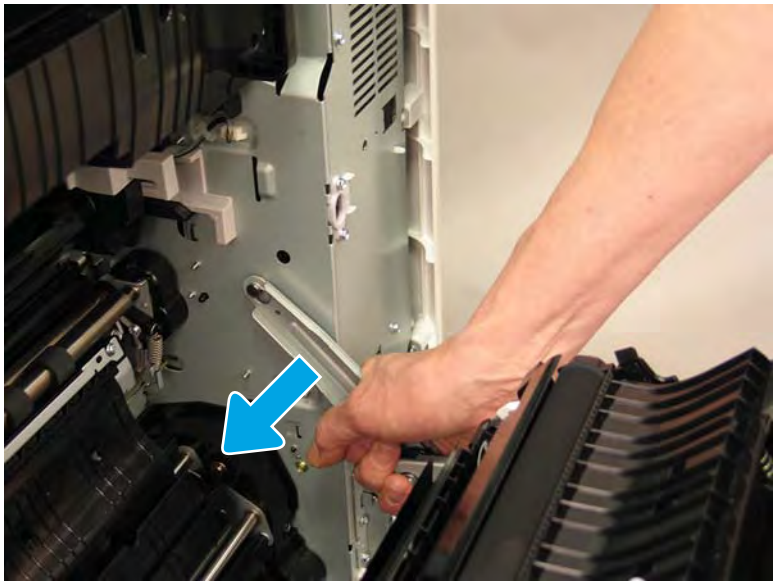
Figure 2-932 Disconnect one connector



2. Slightly raise the right door and carefully release the right hinge from the hinge pin.

⚠ CAUTION: The hinge is spring-loaded and might snap back forcefully. Raise the door to take the tension off of the spring, and then hold the hinge firmly while releasing it from the hinge pin.

Figure 2-933 Release the right hinge



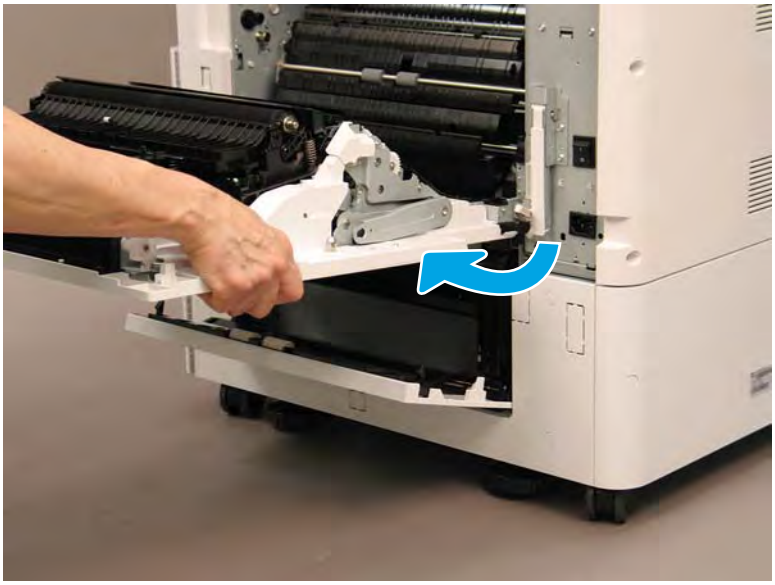
3. Slightly raise the right door, and then release the left dampener.

Figure 2-934 Release the left dampener

4. Open the lower paper feeder door. Lower the right door to 90°, and then rotate the rear side of the door away from the printer. Slide the door to the rear of the printer to remove it.

⚠ CAUTION: Do not lower the door more than 90°. This might result in damage to the door.

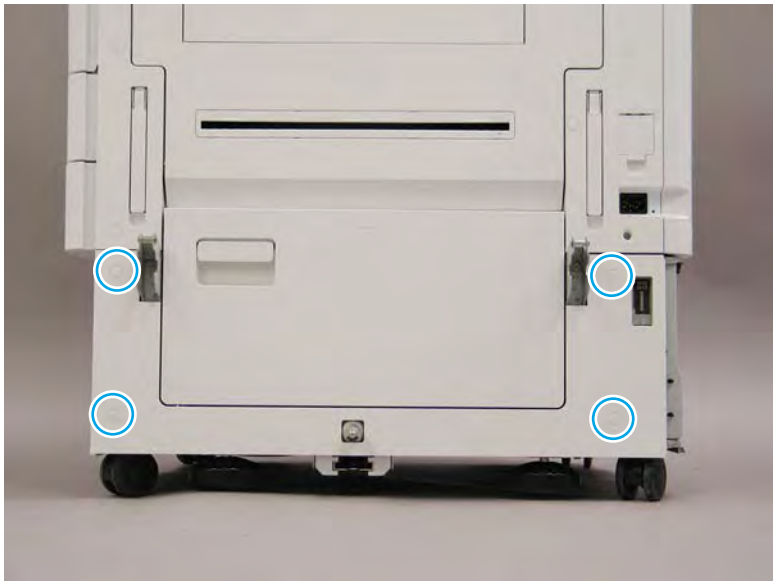
Figure 2-935 Remove the right door



Step 3: Remove the dual cassette feeder (DCF) right door

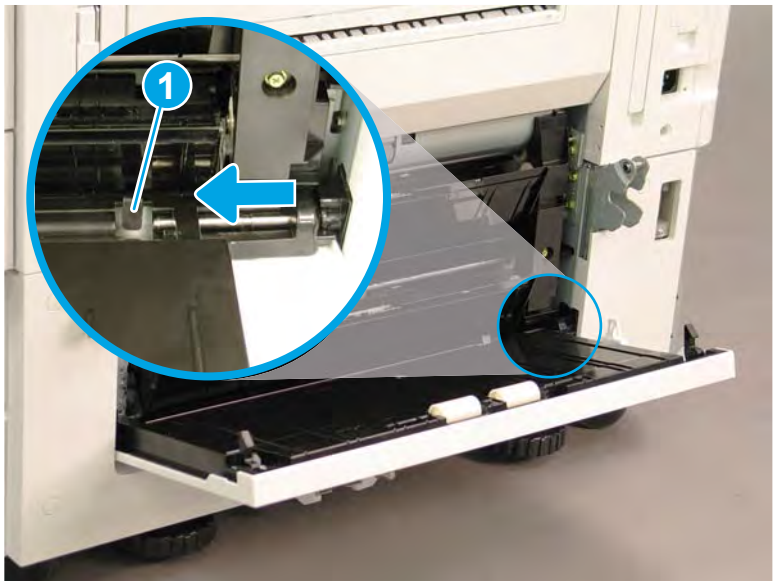
1. Remove four screw caps and four screws, and then remove the lower right cover.

Figure 2-936 Remove the lower right cover



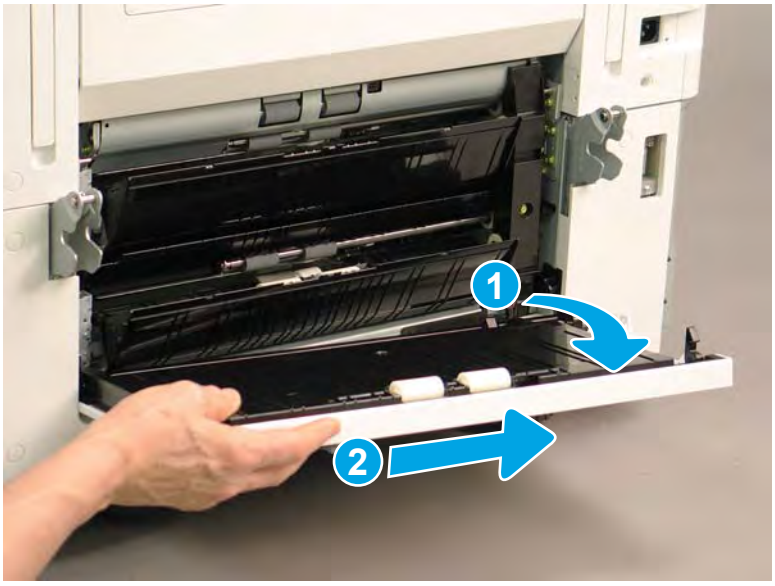
2. Open the DCF right door and slide the hinge pin to the left. Make sure that the pin slides under the tab (callout 1).

Figure 2-937 Slide the hinge pin



3. Rotate the right edge of the door away from the feeder (callout 1), and then slide the door to the right to remove it (callout 2).

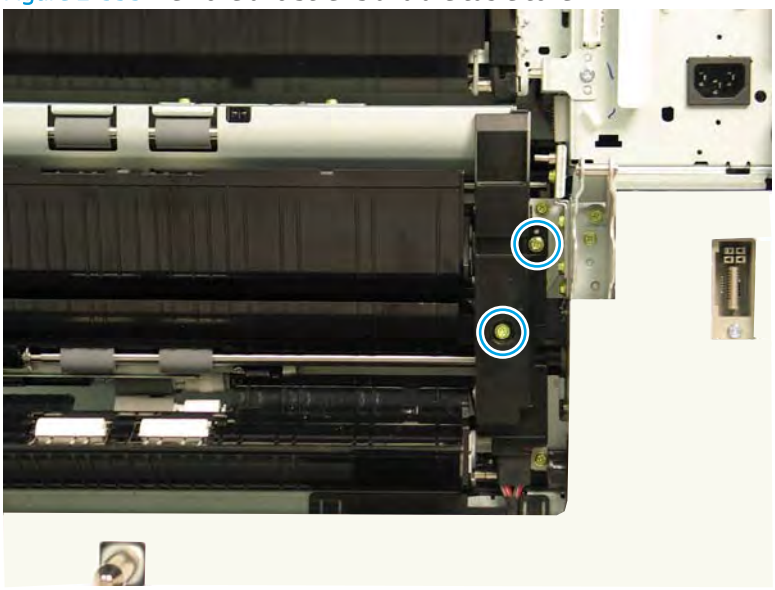
Figure 2-938 Remove the DCF right door



Step 4: Remove the dual cassette feeder (DCF) pickup units

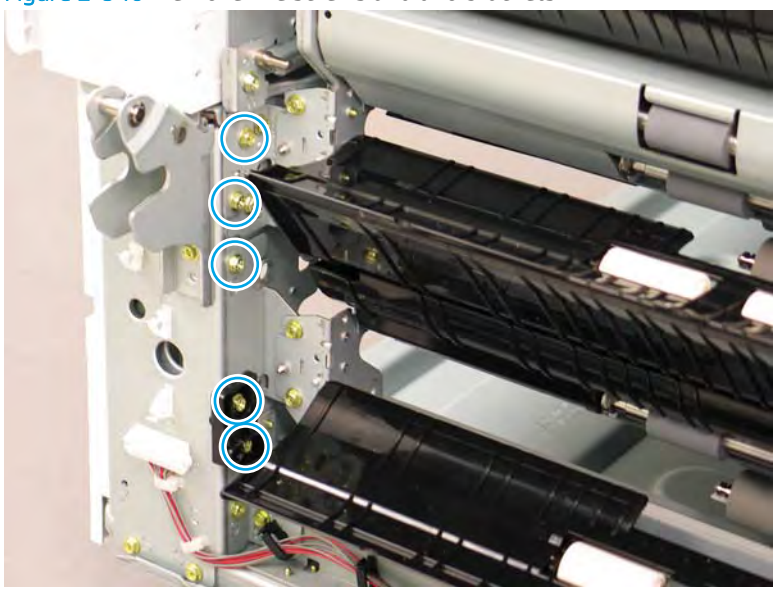
1. Remove two screws, and then remove the cable cover.

Figure 2-939 Remove two screws and the cable cover



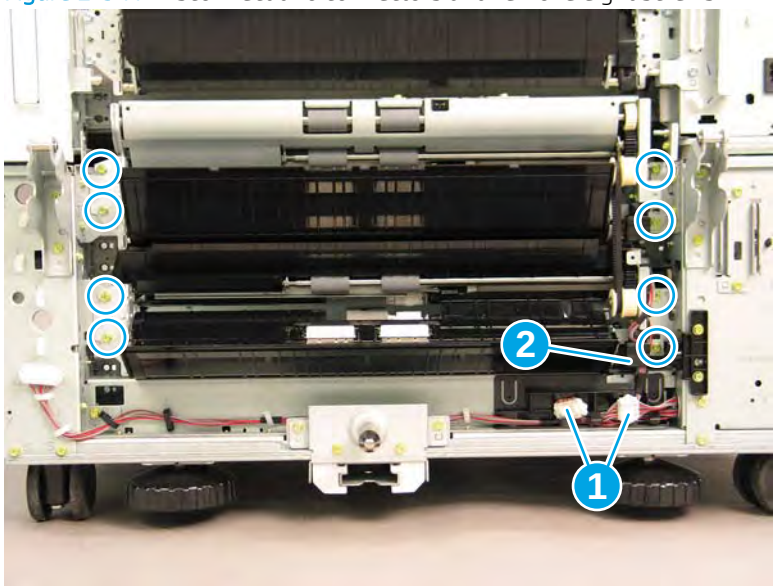
2. Remove five screws, and then remove two brackets.

Figure 2-940 Remove five screws and two brackets



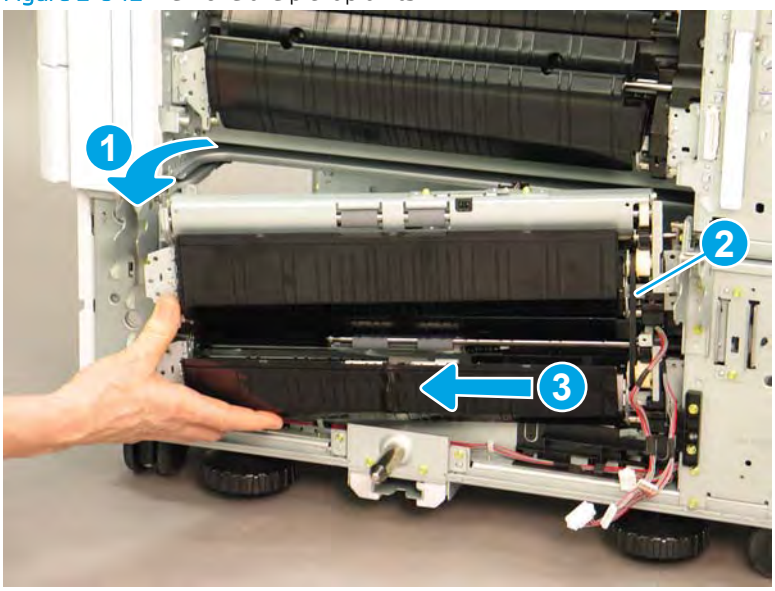
3. Disconnect two connectors (callout 1), and then remove the wire harness from the cable guide (callout 2). Remove eight screws (callout 3).

Figure 2-941 Disconnect two connectors and remove eight screws



4. Rotate both pickup units away from the feeder on the left (callout 1). Release the belt (callout 2) that connects the two units. Slide the pickup units to the left (callout 3) to remove them.

Figure 2-942 Remove the pickup units



Step 5: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

DCF frame

Figure 2-943 DCF frame

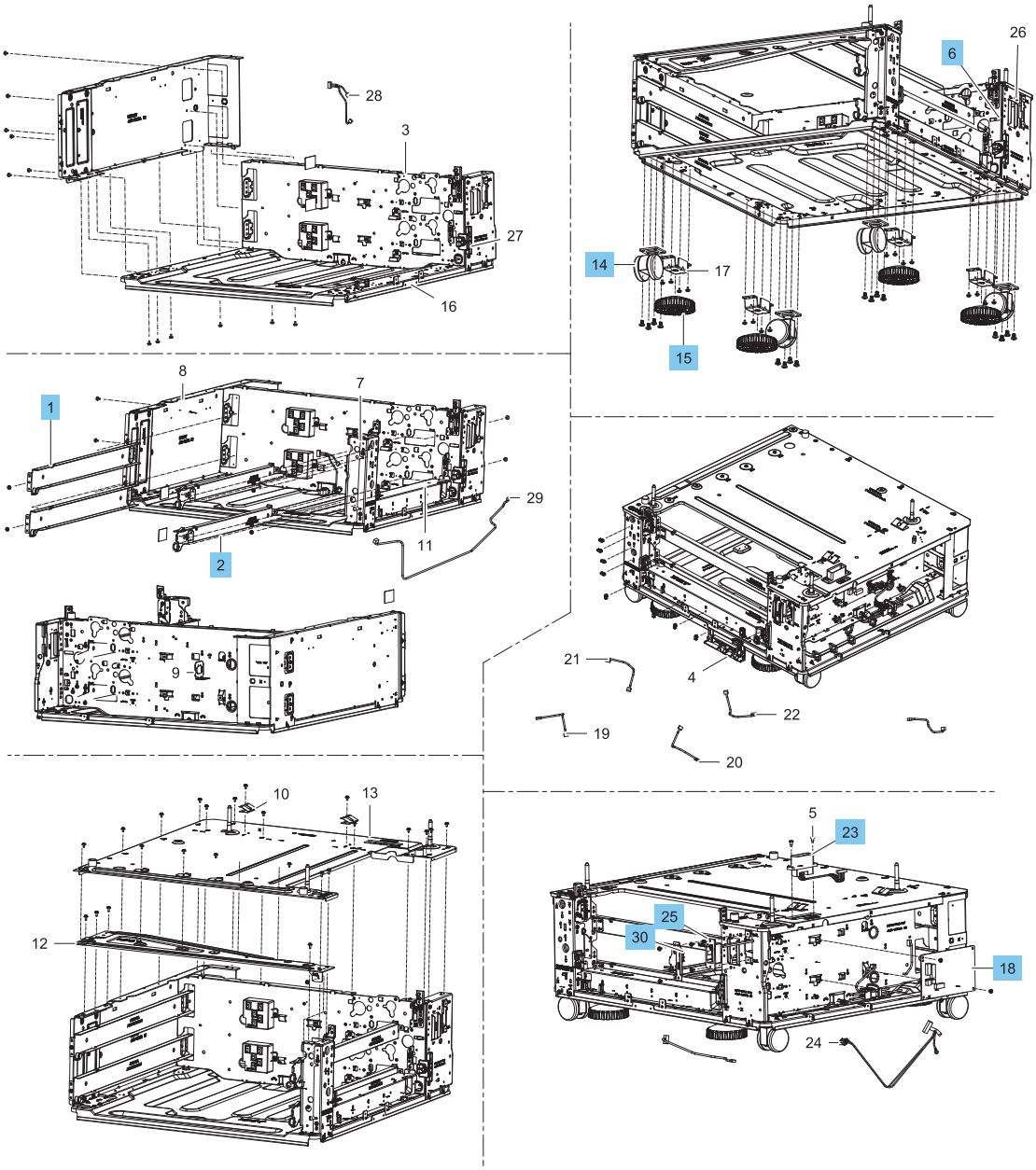


Table 2-29 DCF frame

Ref	Description	Part number	Qty
1	Frame, left cst rail assembly	JC93-01435A	2
2	Frame, right cst rail assembly	JC93-01045A	2
6	DCF sub-takeaway interlock	JC90-01385A	1
14	Caster	6109-001138	4
15	DCF guide adjust	JC61-04871A	4
18	DCF PCA	JC92-02738D on page 877	1
23	DCF, main harness	JC39-02276A	1
25	DCF, sub harness	JC39-02278A	1
30	DCF, t1mot harness	JC39-02268A	1

Dual cassette feeder (DCF) PCA

- Introduction
- Step 1: Remove the DCF rear cover
- Step 2: Remove the dual cassette feeder (DCF) PCA
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the DCF PCA.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

JC92-02738D

To order the part, go to www.hp.com/buy/parts.

- PCA-MX7 DCF

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the DCF rear cover

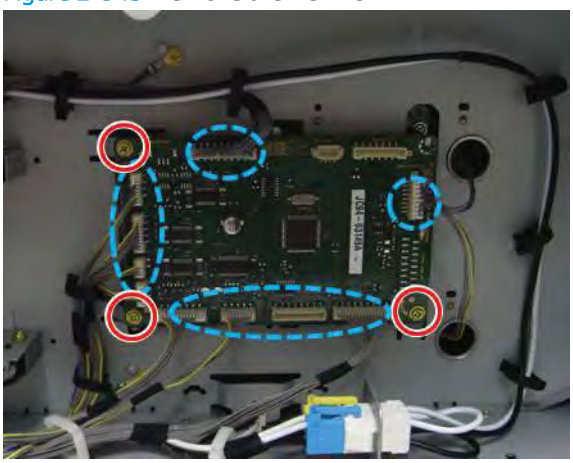
▲ Remove four screw caps and four screws, and then remove the rear cover.

Figure 2-944 Remove the DCF rear cover

Step 2: Remove the dual cassette feeder (DCF) PCA

▲ Disconnect eight connectors, remove three screws, and then remove the DCF PCA.

Figure 2-945 Remove the DCF PCA



Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

DCF rear frame

Figure 2-946 DCF rear frame

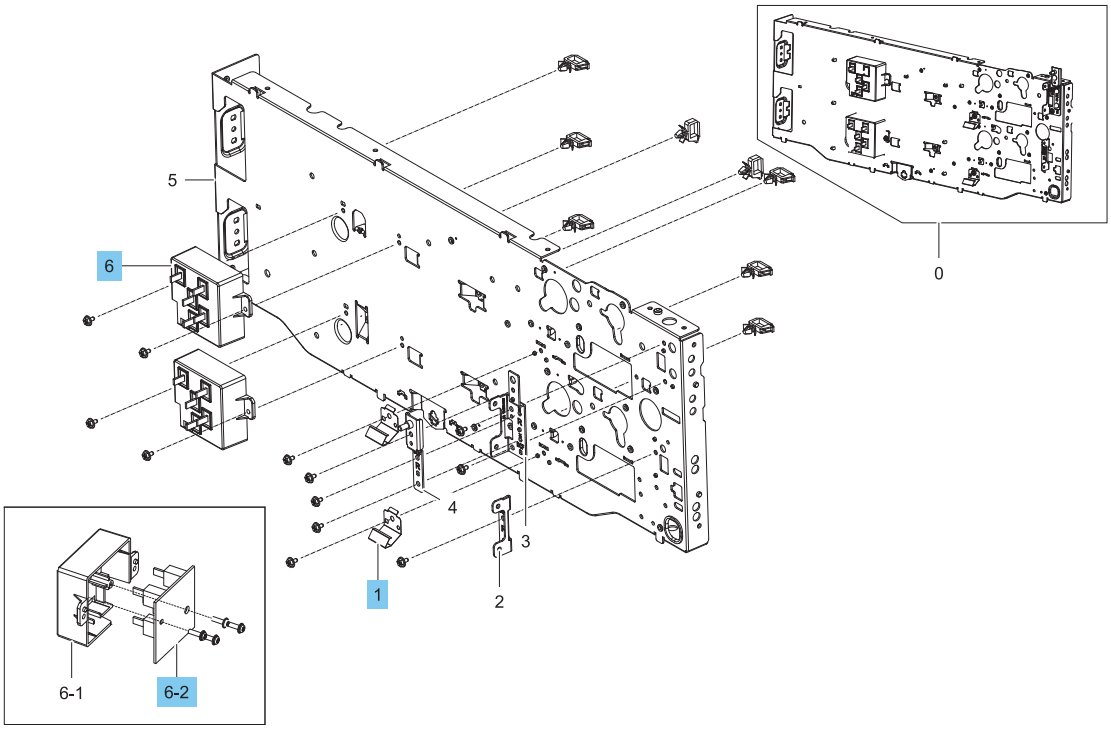


Table 2-30 DCF rear frame

Ref	Description	Part number	Qty
1	Ground plate	JC61-03002A	2
6	Main frame rear auto-size holder	JC93-00018A	2
6-2	PCA, paper size sensor	JC92-02622A on page 469	2

Paper size sensor

- Introduction
- Step 1: Remove the paper size sensor
- Step 2: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the paper size sensor.

Click here to view a video of this procedure.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

JC92-02622A

To order the part, go to www.hp.com/buy/parts.

- Paper size sensor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

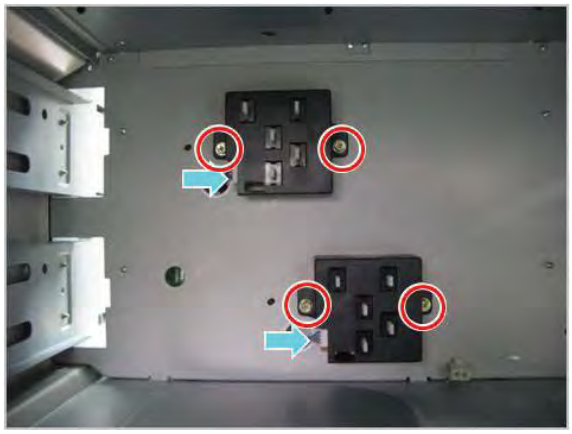
Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the paper size sensor

▲ Do the following:

- Remove all trays to access the inside of the printer.
- Disconnect the connector. Remove two screws, and then remove the sensor.

Figure 2-947 Remove screws



Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Opt feed drive

Figure 2-948 Opt feed drive

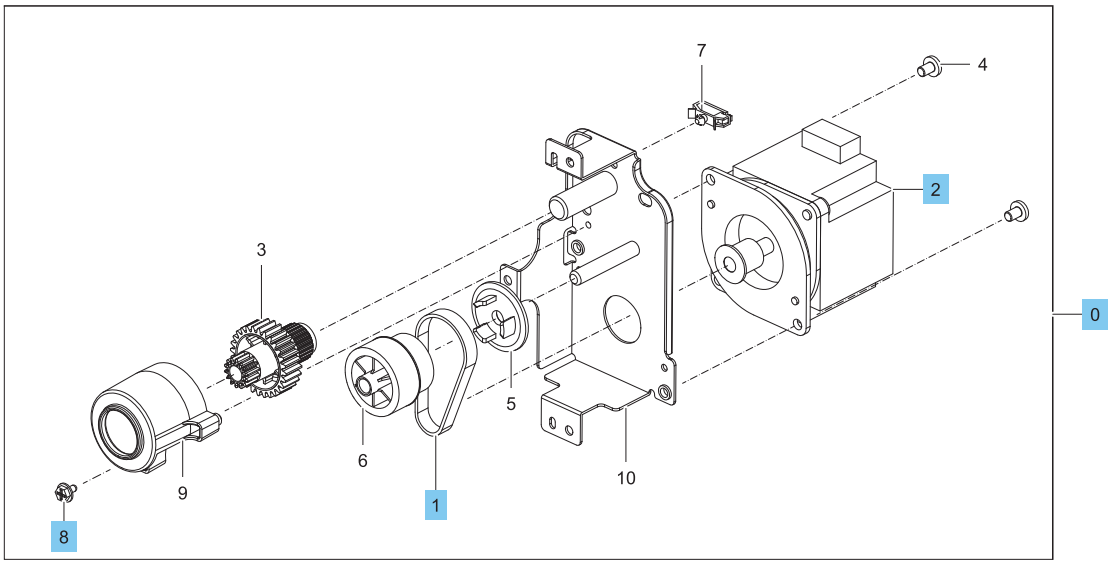


Table 2-31 Opt feed drive

Ref	Description	Part number	Qty
0	Opt feed drive	JC93-01135A	1
1	Timing belt, gear	6602-003670	1
2	Step motor, ip	JC31-00177A	1
8	Hex screw	6009-001665	1

DCF second pickup

Figure 2-949 DCF second pickup

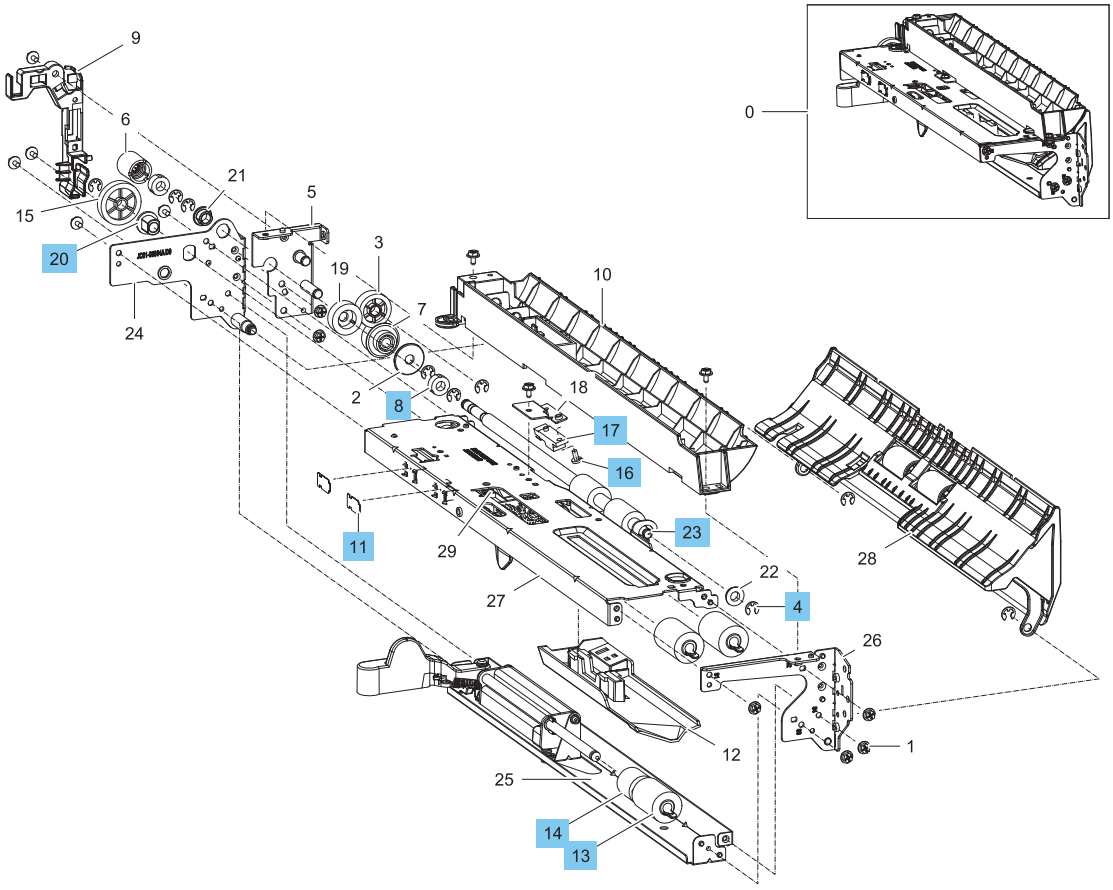


Table 2-32 DCF second pickup

Ref	Description	Part number	Qty
4	E-ring	6044-000125	6
8	Clutch one way	JC66-00977A	4
11	Sheet sensor	JC63-03776A	2
13	Frame, main pickup roller	JC93-01092A	3
14	Coupler, torque limiter	JC67-00455A	1
16	Screw, tap type	6003-000269	4
17	Photo-interrupter	0604-001381	1
20	Bush-6, dl	JC61-00884A	2

2000-sheet HCI (department)

2K HCI main

Figure 2-950 HCI main

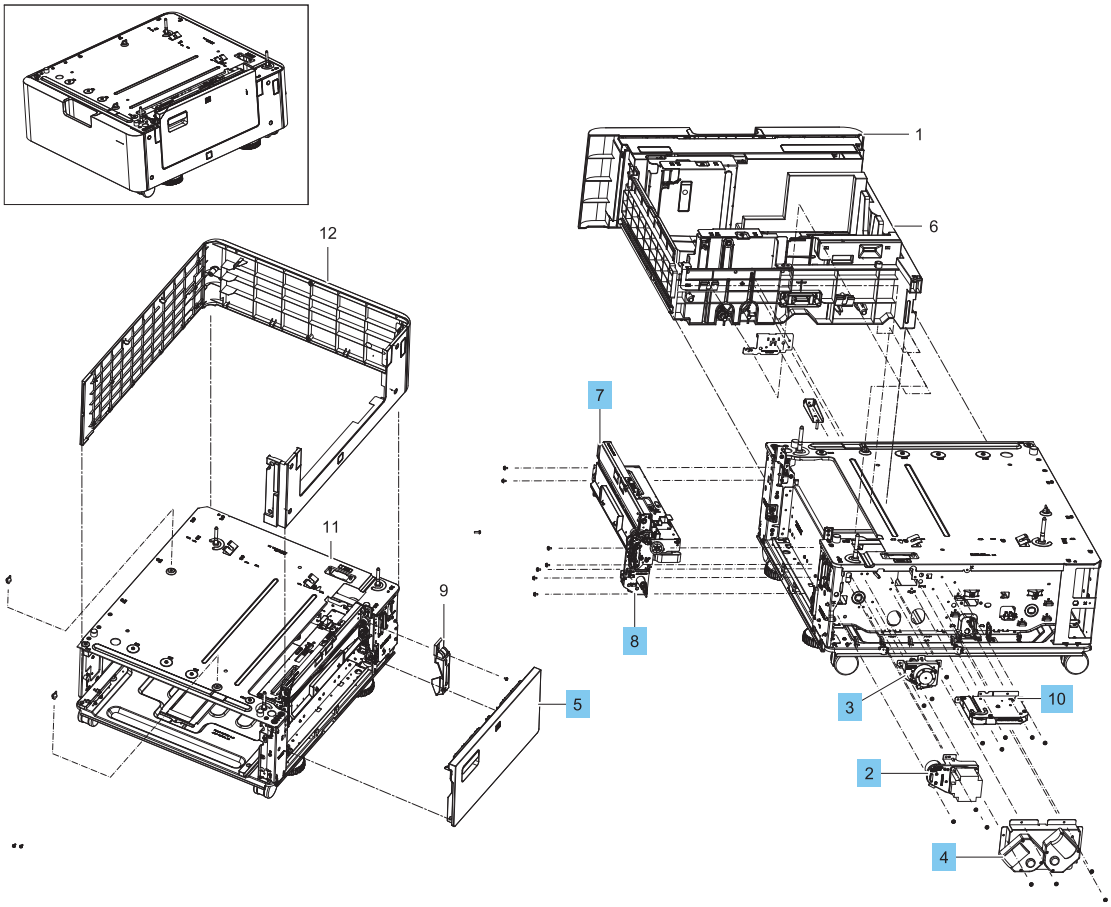


Table 2-33 2K HCI main

Ref	Description	Part number	Qty
2	Feed drive, HCI	JC93-01114A	1
3	Pickup drive	JC90-01115A	1
4	Lift drive, shift assembly	JC93-01118A	1
5	HCI right door (takeaway)	JC90-01646A	1
6	Cassette	JC90-01642A	1
7	Assy - main pickup	JC90-01736A	1
8	Drive takeaway roller	JC93-01119A	1
10	Sub-auto closer	JC90-01382A	1

2K HCI drive

Figure 2-951 2K HCI drive

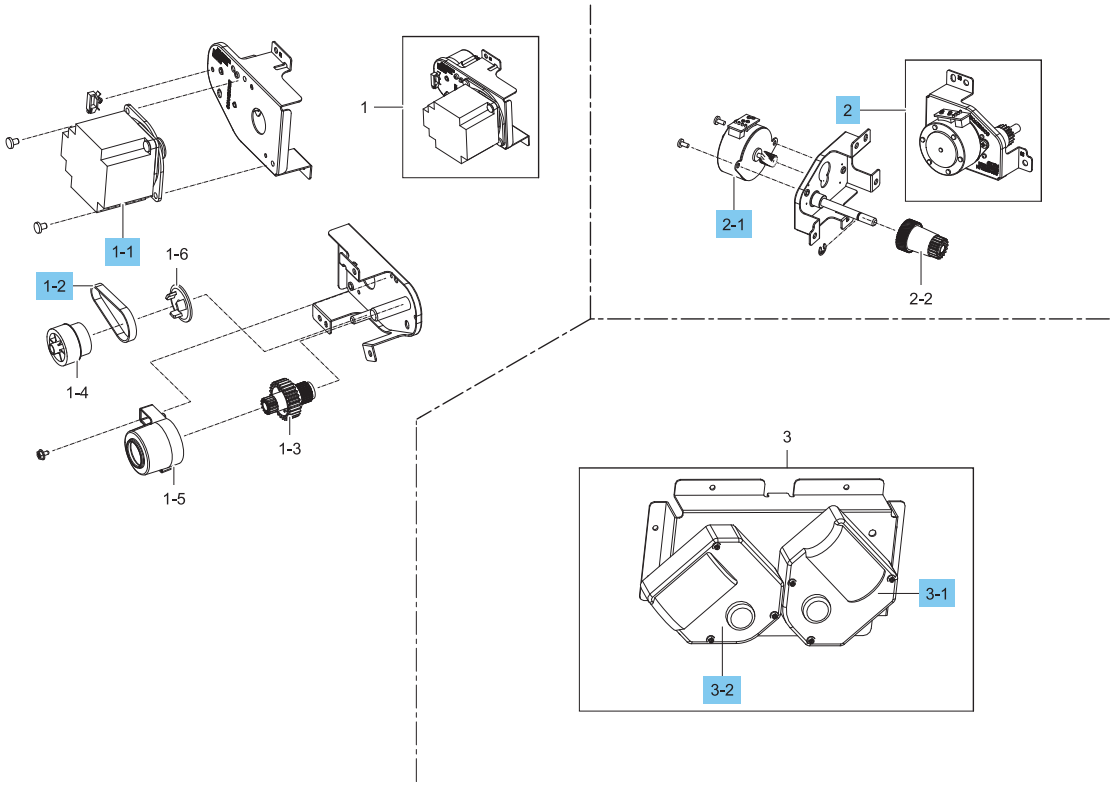


Table 2-34 2K HCI drive

Ref	Description	Part number	Qty
1-1	Motor step, 1p	JC31-00177A on page 892	1
1-2	Timing belt, gear	6602-003670	1
2	Pickup drive	JC93-01115A	1
2-1	Drive motor, step	JC93-01083A on page 895	1
3-1	Motor shift gear	JC31-00125A	1
3-2	HCI motor gear	JC31-00109A on page 898	1
Not shown	HCI shaft motor	JC31-00125A on page 900	1

Bottom HCI tray feed motor

- Introduction
- Step 1: Remove the bottom HCI rear cover
- Step 2: Remove the bottom HCI tray feed motor
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the bottom HCI tray feed motor.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

JC31-00177A

To order the part, go to www.hp.com/buy/parts.

- Bottom HCI tray feed motor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the bottom HCI rear cover

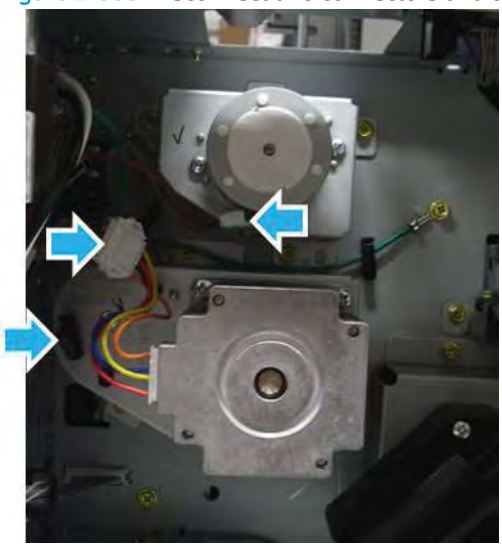
- Remove four screw caps and four screws, and then remove the rear cover.

Figure 2-952 Remove the rear cover

Step 2: Remove the bottom HCI tray feed motor

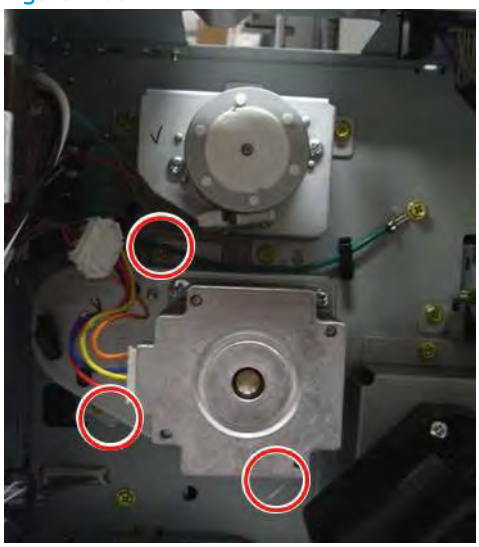
1. Disconnect two motor connectors, and open the harness clamp.

   Figure 2-953 Disconnect two connectors and open the clamp

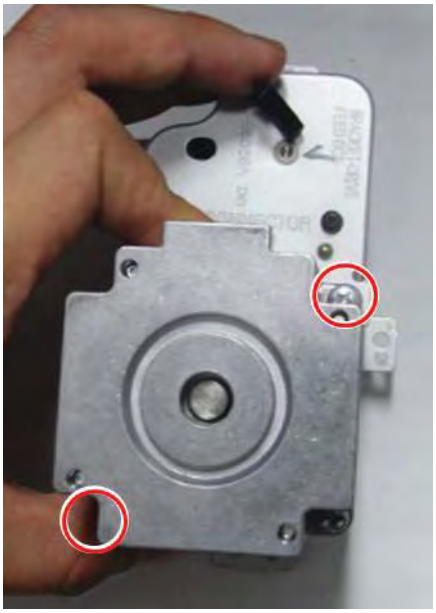
2. Remove three screws, and then remove the feed drive unit.

   Figure 2-954 Remove the feed drive unit

3. Remove two screws, and then remove the feed motor.

Figure 2-955 Remove the feed motor



Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Bottom HCI tray pickup motor

- Introduction
- Step 1: Remove the bottom HCI rear cover
- Step 2: Remove the bottom HCI tray pickup motor
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the bottom HCI tray pickup motor.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

JC93-01083A

To order the part, go to www.hp.com/buy/parts.

- Bottom HCI tray pickup motor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the bottom HCI rear cover

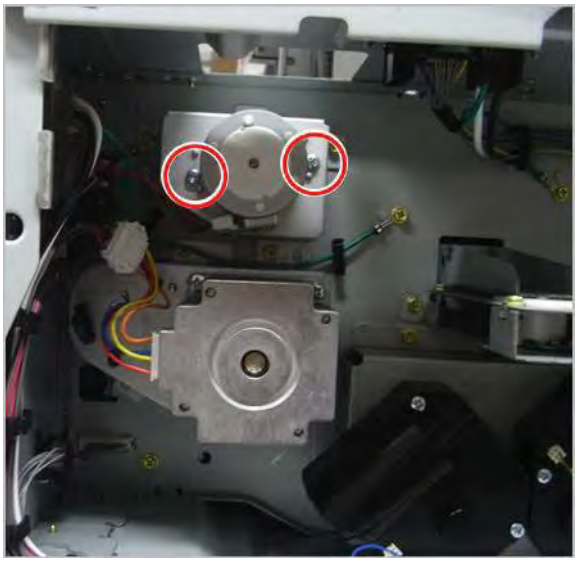
- Remove four screw caps and four screws, and then remove the rear cover.

Figure 2-956 Remove the rear cover

Step 2: Remove the bottom HCI tray pickup motor

▲ Disconnect the motor connector. Remove two screws, and remove the bottom HCI tray pickup motor.

Figure 2-957 Remove the bottom HCI tray pickup motor



Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Bottom HCI tray lift-up motor

- Introduction
- Step 1: Remove the bottom HCI rear cover
- Step 2: Remove the bottom HCI tray lift-up motor
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the bottom HCI tray lift-up motor.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

JC31-00109A

To order the part, go to www.hp.com/buy/parts.

- Bottom HCI tray lift-up motor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the bottom HCI rear cover

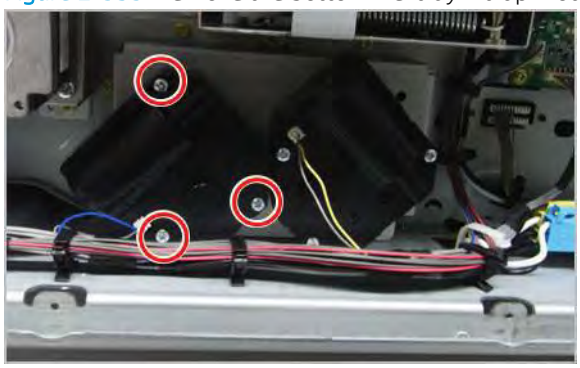
- Remove four screw caps and four screws, and then remove the rear cover.

Figure 2-958 Remove the rear cover

Step 2: Remove the bottom HCI tray lift-up motor

▲ Disconnect the connector. Remove three screws, and the remove the bottom HCI tray lift-up motor.

Figure 2-959 Remove the bottom HCI tray lift-up motor



Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Bottom HCI tray shaft motor

- Introduction
- Step 1: Remove the bottom HCI rear cover
- Step 2: Remove the bottom HCI tray shaft motor
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the bottom HCI tray shaft motor.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

JC31-00125A

To order the part, go to www.hp.com/buy/parts.

- Bottom HCI tray shaft motor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the bottom HCI rear cover

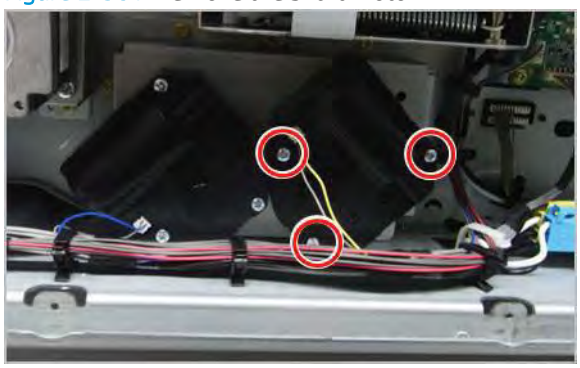
- Remove four screw caps and four screws, and then remove the rear cover.

Figure 2-960 Remove the rear cover

Step 2: Remove the bottom HCI tray shaft motor

▲ Disconnect the connector. Remove three screws, and then remove the bottom HCI tray shaft motor.

Figure 2-961 Remove the shaft motor



Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

2K HCI cassette

Figure 2-962 2K HCI cassette

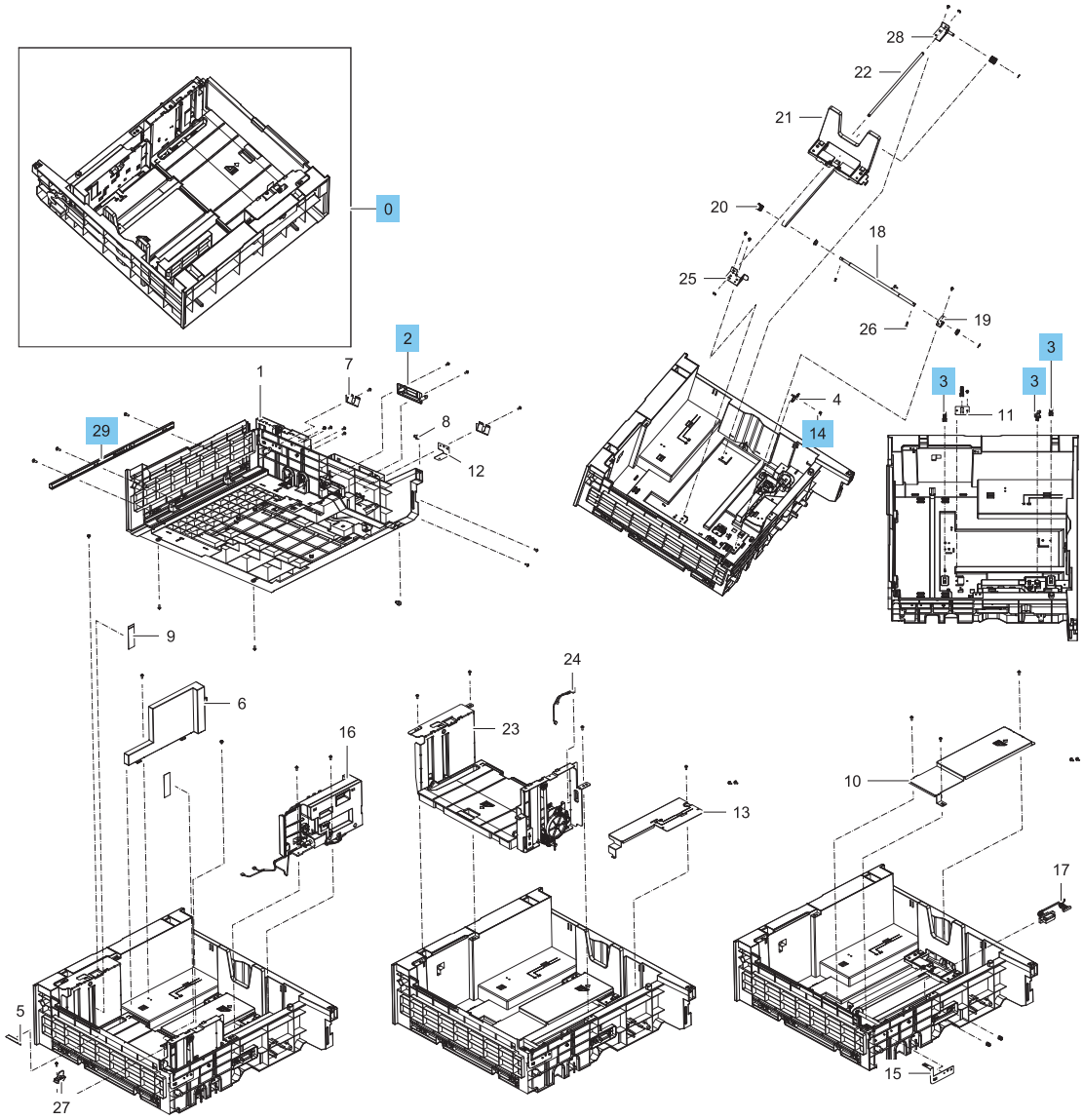


Table 2-35 2K HCI cassette

Ref	Description	Part number	Qty
0	Cassette	JC90-01642A	1
2	Connector holder, scf	JC61-01742A	1
3	Photo-interrupter	0604-001393	4
14	Spring, etc torsion doc (cc2-f)	JC61-00076A	1
29	Cassette guide rail	JC61-07471A	1

2K HCI frame

Figure 2-963 2K HCI frame

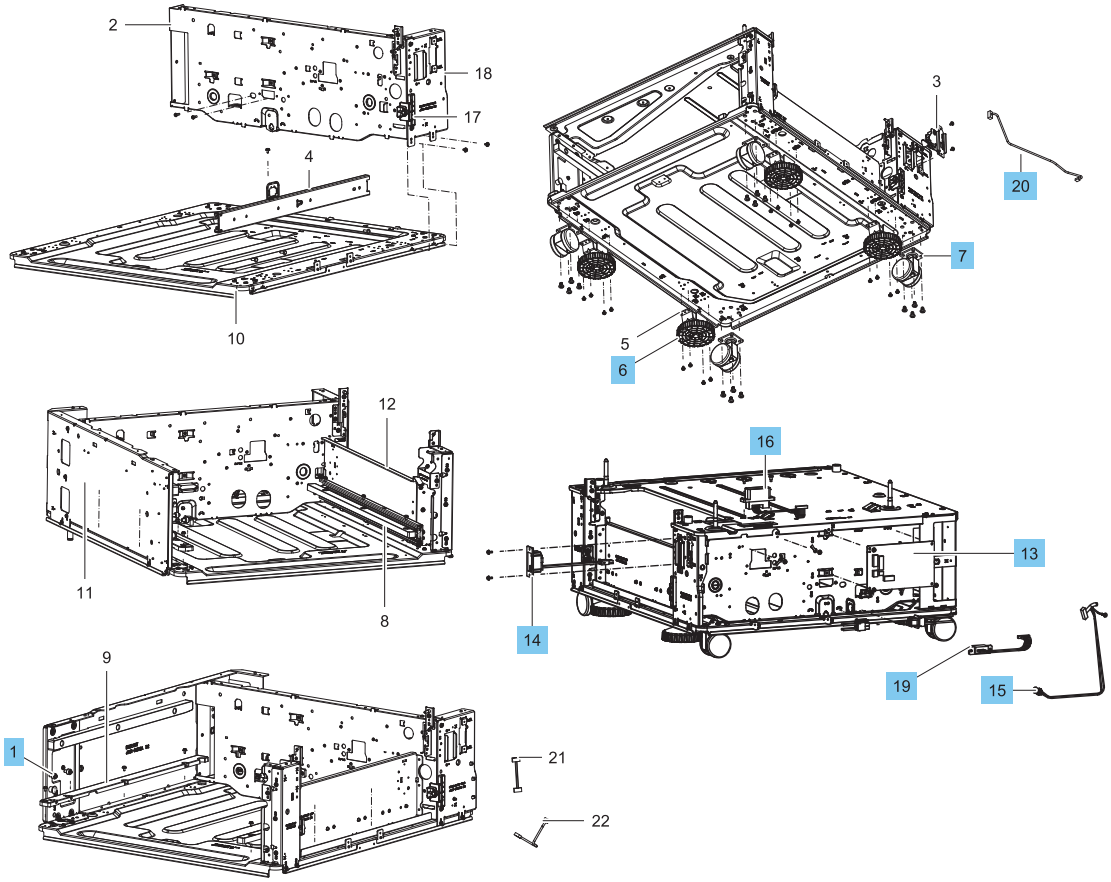


Table 2-36 2K HCI frame

Ref	Description	Part number	Qty
1	Idle roller, cst	JC61-03331A	2
6	Adjust guide, DCF	JC61-04871A	4
7	Caster	6109-001138	4
13	PCA - Department HCI	JC92-02738B on page 906	1
14	Cable harness, sub if	JC39-02285A	1
15	Cable harness, heater	JC39-02284A	1
16	Harness, main if	JC39-02283A	1
19	Harness, inner tray	JC39-02286A	1
20	Cable harness, motor	JC39-02279A	1

2K HCI tray PCA

- Introduction
- Step 1: Remove the bottom HCI rear cover
- Step 2: Remove the bottom HCI tray PCA
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the bottom HCI tray PCA.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

JC92-02738B

To order the part, go to www.hp.com/buy/parts.

- PCA - Department HCI

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the bottom HCI rear cover

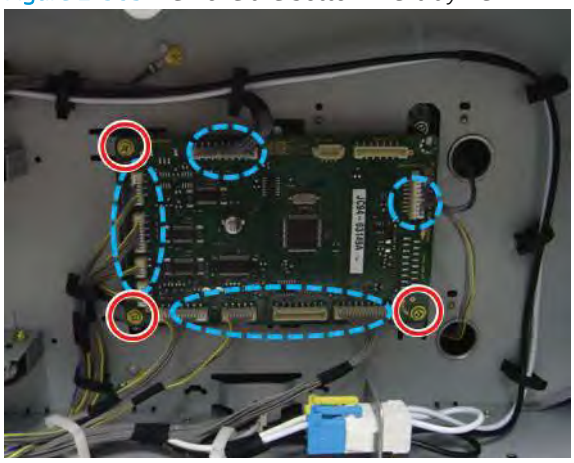
- Remove four screw caps and four screws, and then remove the rear cover.

Figure 2-964 Remove the rear cover

Step 2: Remove the bottom HCI tray PCA

▲ Disconnect eight connectors, remove three screws, and then remove the bottom HCI tray PCA.

Figure 2-965 Remove the bottom HCI tray PCA



Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

2K HCI main pickup

Figure 2-966 2K HCI main pickup

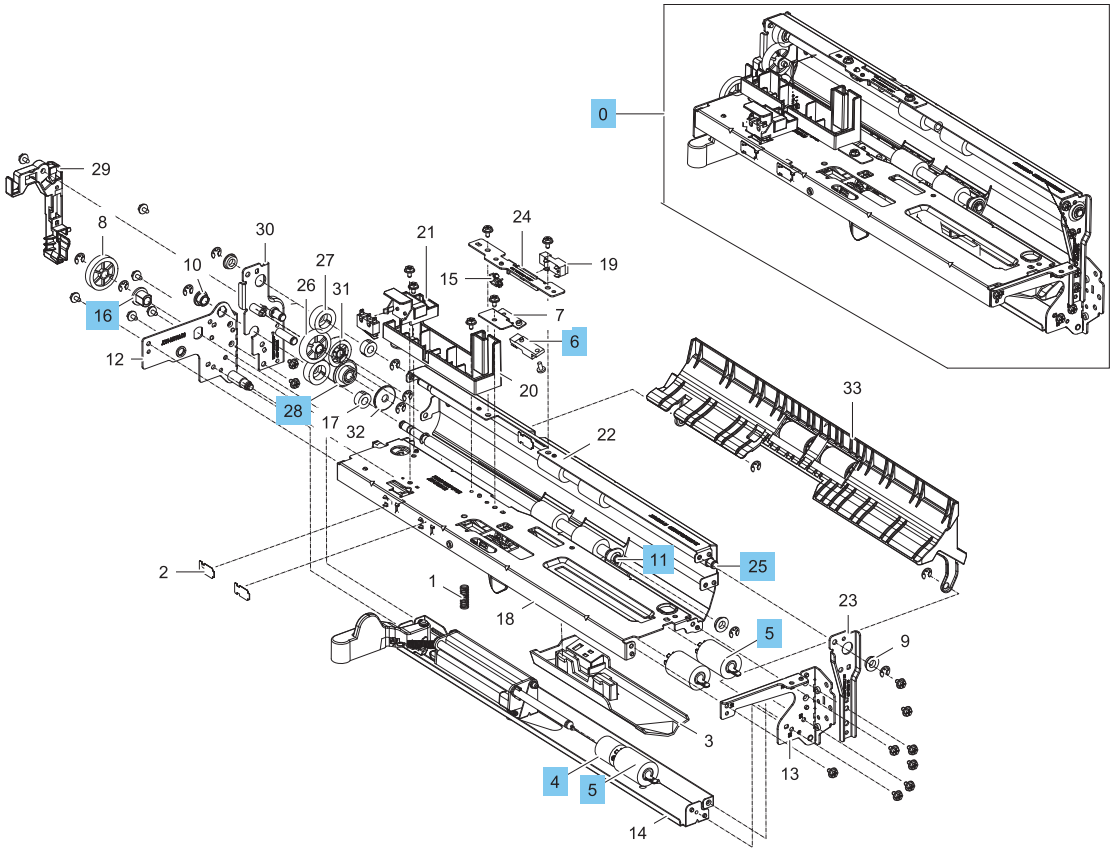


Table 2-37 2K HCI main pickup

Ref	Description	Part number	Qty
0	HCI main	JC93-01139A	1
4	Coupler, torque limiter	JC67-00455A	1
5	Roller, pick, feed, and separation	JC93-01092A	3
6	Photo-interrupter	0604-001381	1
11	Roller - feed takeaway	JC66-04607A	1
16	Bush-6, D (L)	JC61-00884A	1
25	Roller - right door feed takeaway	JC66-04670A	1
28	Pulley belt	JC66-04281A	1

3000-sheet sHCI (department; E82540/50/60 and E87640/50/60 only)

3K sHCI main 1

Figure 2-967 3K sHCI main 1

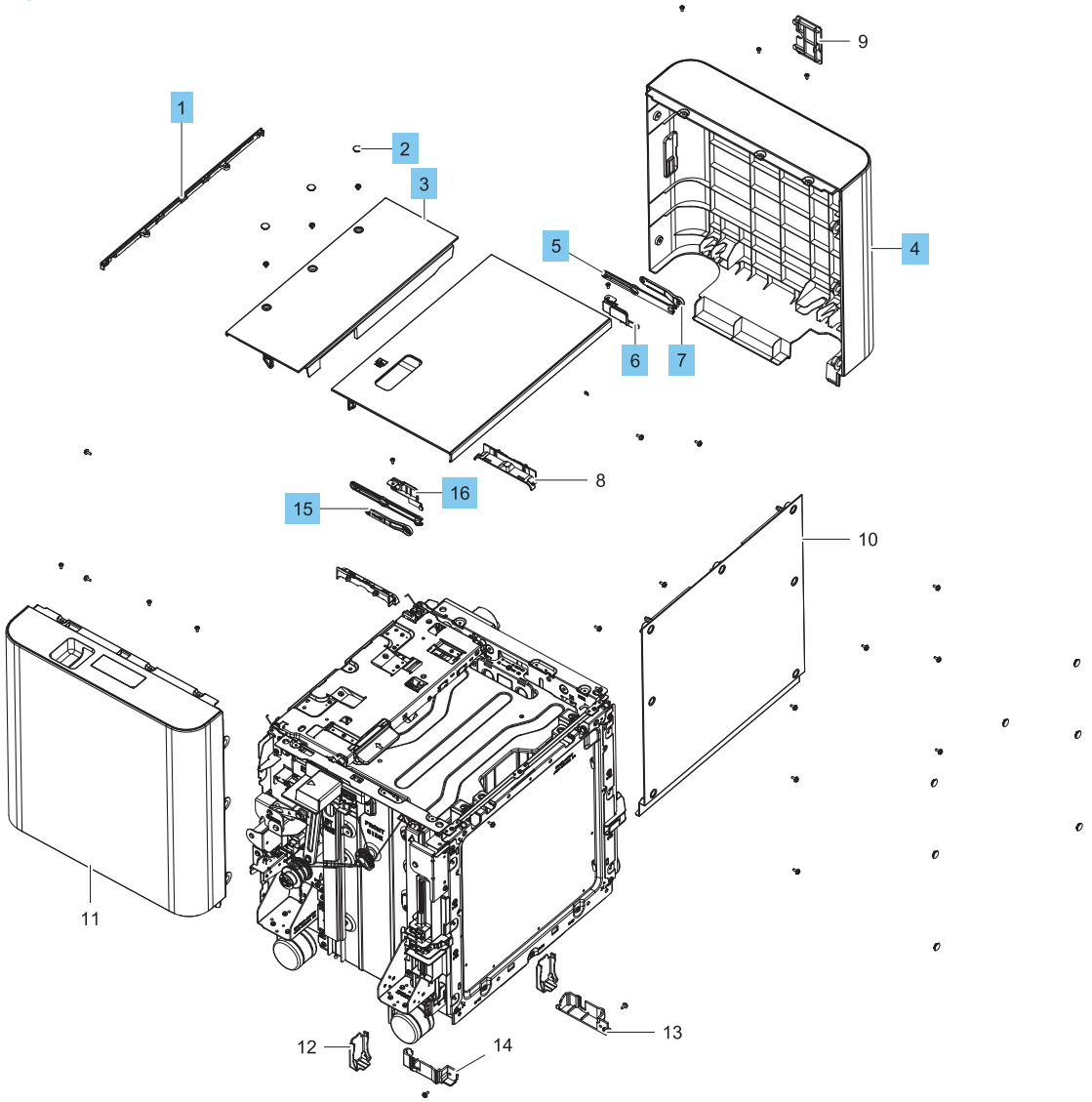


Table 2-38 3K HCI main 1

Ref	Description	Part number	Qty
1	Left cover	JC63-04797B	1
2	Screw cap	JC67-00711D	3
3	Pickup cover	JC63-04798B	1
4	Assermbly, rear cover LCT	JC90-01660A on page 914	1
5	Link door	JC66–04279A	2
6	Link holder, hinge r	JC61-06568A	1
7	Link door, rear 2	JC66-04277A	1
15	Link door, front 2	JC66-04278A	1
16	Link holder, hinge f	JC61-06567A	1
Not shown	PCA - 3K sHCI	JC92-02738C on page 916	1
Not shown	Screw, M3	6001-000130	1
Not shown	Screw, M4	6001-002284	1
Not shown	Screw, tap type M4	6003-001256	1
Not shown	Screw, M3	6009-001664	1
Not shown	Screw, M3	6009-001665	1

Side HCI rear cover

- Introduction
- Step 1: Remove the side HCI rear cover
- Step 2: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the side HCI rear cover.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

JC90-01660A

To order the part, go to www.hp.com/buy/parts.

- Assy - Cover, Rear LCT

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

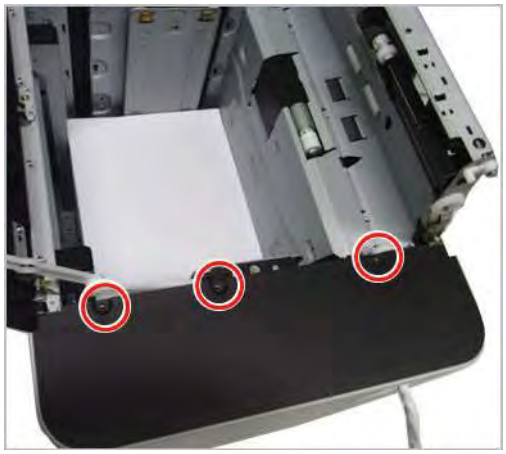
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the side HCI rear cover

- Remove three screws from the top, and then remove the sHCI rear cover.

Figure 2-968 Remove the sHCI rear cover



Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Side sHCI PCA

- Introduction
- Step 1: Remove the side HCI right cover
- Step 2: Remove the side HCI cable cover
- Step 3: Remove the side HCI rear cover
- Step 4: Remove the side HCI PCA
- Step 5: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the side HCI PCA.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

JC92-02738C

To order the part, go to www.hp.com/buy/parts.

- Side HCI PCA

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

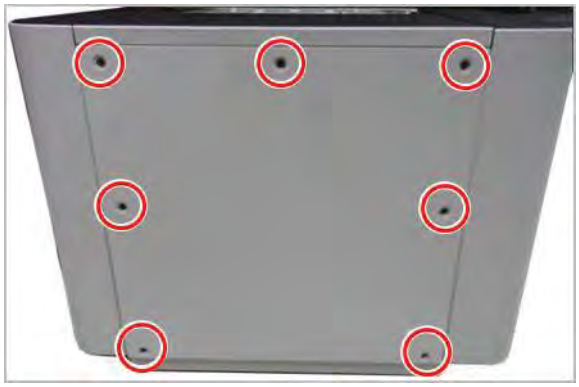
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the side HCI right cover

- Remove seven screw caps and seven screws, and then remove the sHCI right cover.

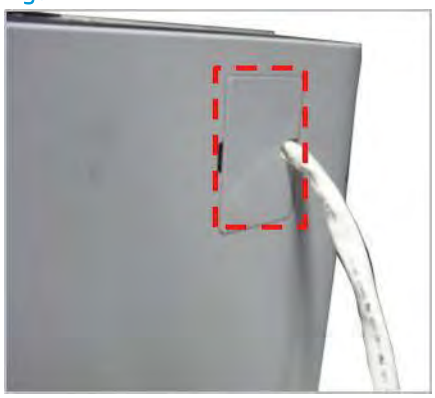
Figure 2-969 Right sHCI cover



Step 2: Remove the side HCI cable cover

▲ Remove the side HCI cable cover.

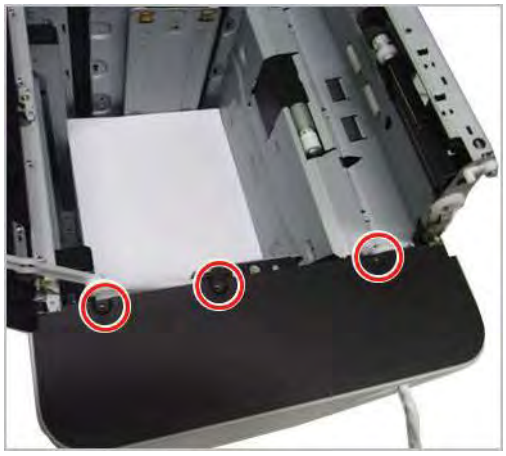
Figure 2-970 Remove the sHCI cable cover



Step 3: Remove the side HCI rear cover

▲ Remove three screws from the top, and then remove the sHCI rear cover.

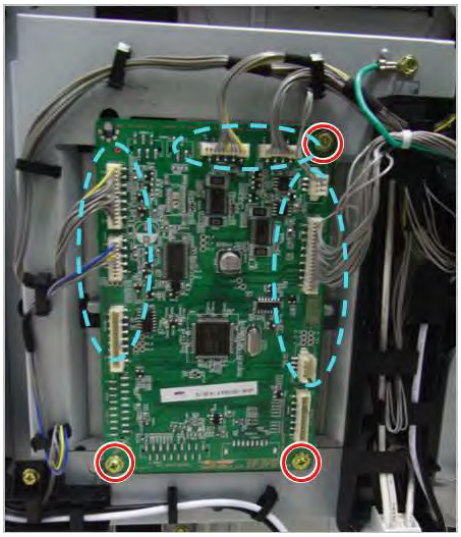
Figure 2-971 Remove the sHCI rear cover



Step 4: Remove the side HCI PCA

▲ Disconnect all connectors. Remove three screws, and replace the sHCI PCA.

Figure 2-972 sHCI PCA



Step 5: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

3K sHCI main 3

Figure 2-973 3K sHCI main 3

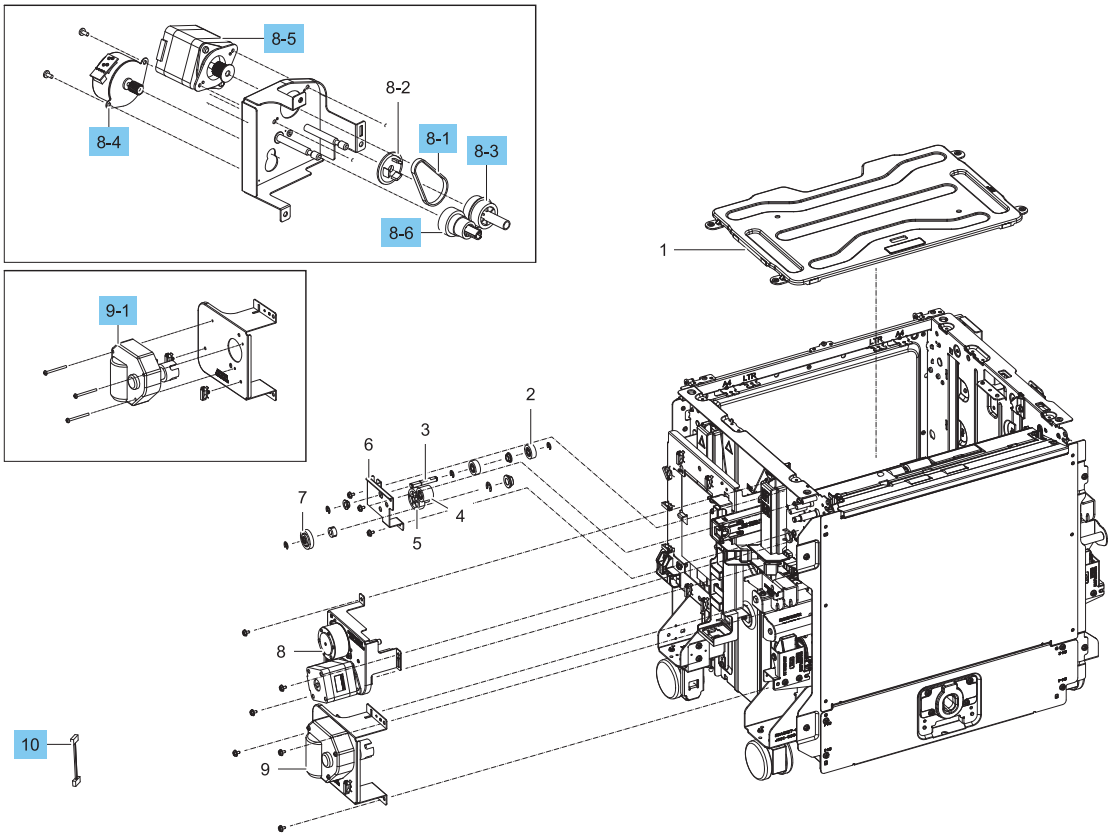


Table 2-39 3K sHCI main 3

Ref	Description	Part number	Qty
8-1	Timing belt, gear	6602-001730	1
8-3	Feed pulley gear	JC66-04295A	1
8-4	Drive motor, step	JC93-01083A on page 925	1
8-5	Step motor, ip	JC31-00163A on page 921	1
8-6	Drive gear	JC66-04294A	1
9-1	Gear motor	JC31-00109A on page 928	1
10	Motor harness	JC39-02287A	1

Side HCI feed motor

- Introduction
- Step 1: Remove the side HCI right cover
- Step 2: Remove the side HCI cable cover
- Step 3: Remove the side HCI rear cover
- Step 4: Remove the side HCI feed motor
- Step 5: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the side HCI feed motor.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

JC31-00163A

To order the part, go to www.hp.com/buy/parts.

- Side HCI feed motor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

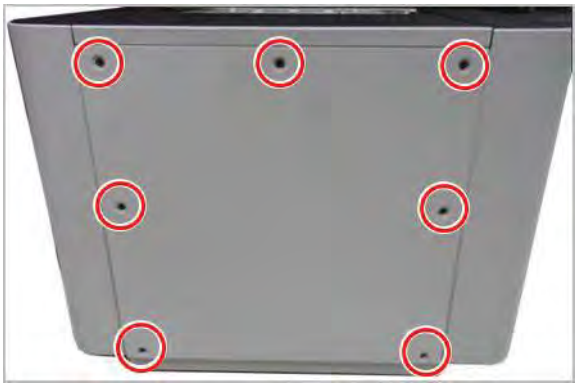
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the side HCI right cover

- Remove seven screw caps and seven screws, and then remove the sHCI right cover.

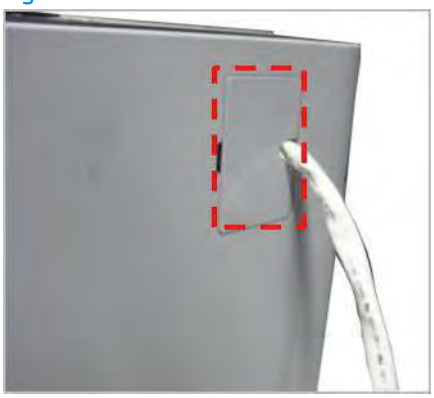
Figure 2-974 Right sHCI cover



Step 2: Remove the side HCI cable cover

▲ Remove the side HCI cable cover.

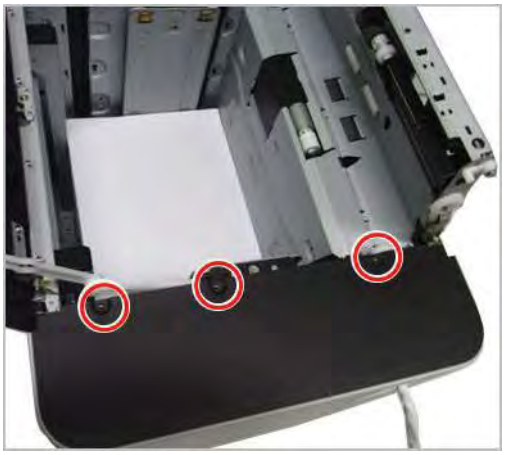
Figure 2-975 Remove the sHCI cable cover



Step 3: Remove the side HCI rear cover

▲ Remove three screws from the top, and then remove the sHCI rear cover.

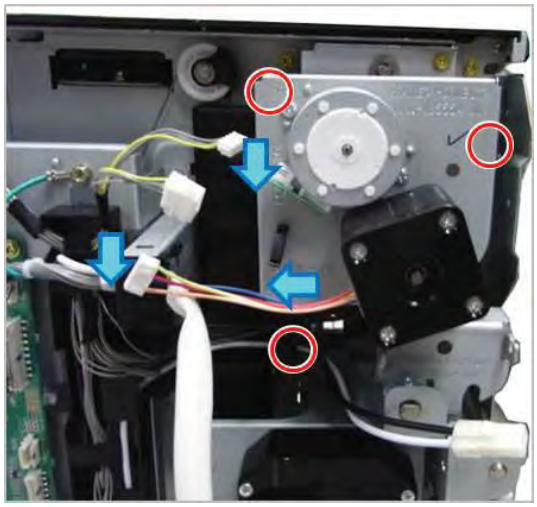
Figure 2-976 Remove the sHCI rear cover



Step 4: Remove the side HCI feed motor

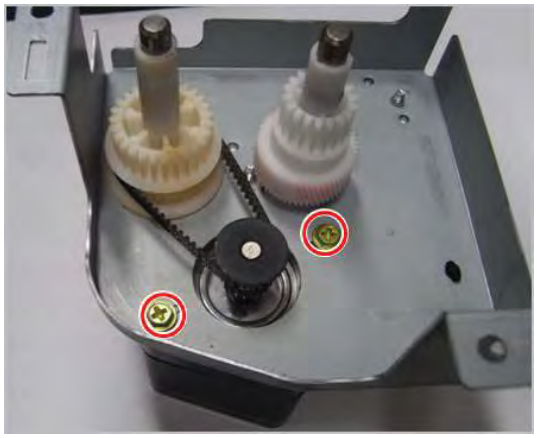
1. Disconnect two connectors. Open the cable clamp. Remove three screws, and then remove the Drive-PH

Figure 2-977 Drive PH



2. Remove two screws, and then replace the feed motor.

Figure 2-978 Feed motor



Step 5: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Side HCI pickup motor

- Introduction
- Step 1: Remove the side HCI right cover
- Step 2: Remove the side HCI cable cover
- Step 3: Remove the side HCI rear cover
- Step 4: Remove the side HCI pickup motor
- Step 5: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the side HCI pickup motor.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

JC93-01083A

To order the part, go to www.hp.com/buy/parts.

- Side HCI pickup motor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

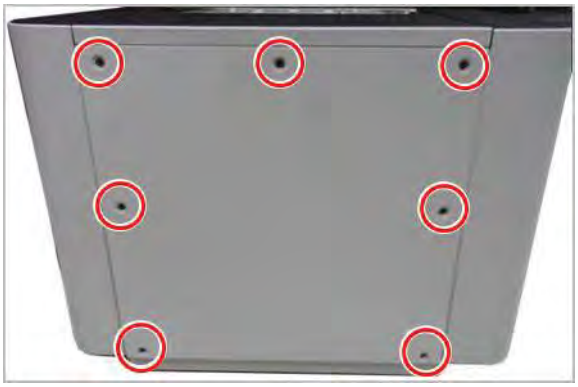
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the side HCI right cover

- Remove seven screw caps and seven screws, and then remove the sHCI right cover.

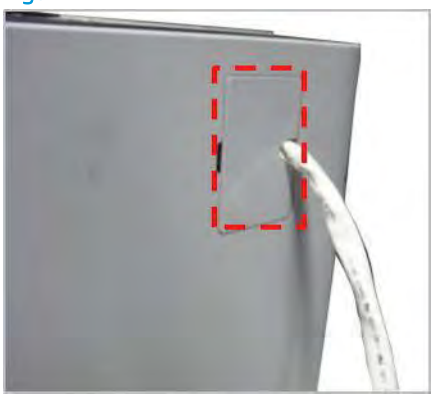
Figure 2-979 Right sHCI cover



Step 2: Remove the side HCI cable cover

- Remove the side HCI cable cover.

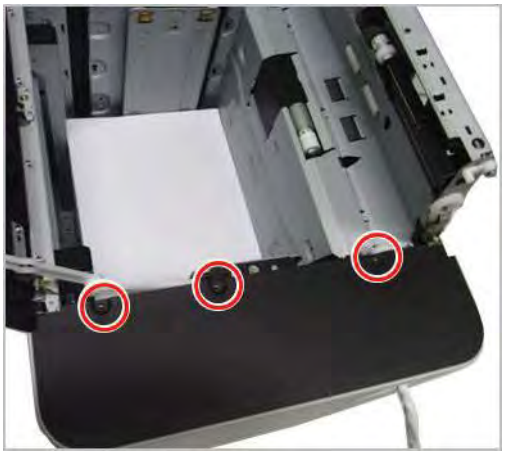
Figure 2-980 Remove the sHCI cable cover



Step 3: Remove the side HCI rear cover

- Remove three screws from the top, and then remove the sHCI rear cover.

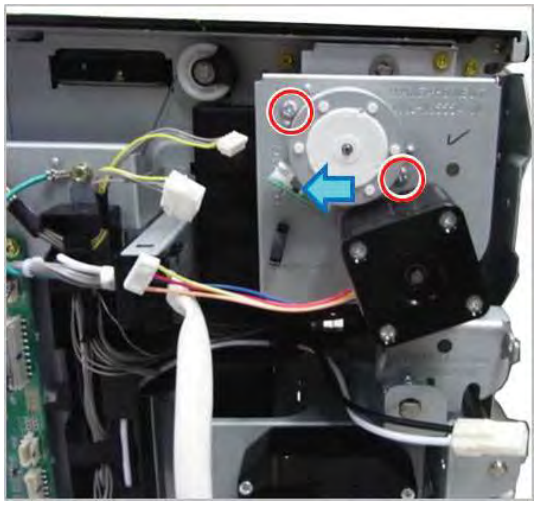
Figure 2-981 Remove the sHCI rear cover



Step 4: Remove the side HCI pickup motor

- Disconnect the motor connector. Remove two screws, and then replace the pickup motor.

Figure 2-982 Pickup motor



Step 5: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Side HCI lift-up motor

- Introduction
- Step 1: Remove the side HCI right cover
- Step 2: Remove the side HCI cable cover
- Step 3: Remove the side HCI rear cover
- Step 4: Remove the side HCI lift-up motor
- Step 5: Unpack the replacement assembly

Introduction

This document provides the procedures to remove the side HCI lift-up motor.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

JC31-00109A

To order the part, go to www.hp.com/buy/parts.

- Side HCI lift-up motor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Turn on the power switch next to the power cable, and then press the power button on the front of the printer.
- Verify that the service performed was successful.
- Verify that the most recent firmware is installed on the printer.
- Verify that all parts are correctly reinstalled and are properly working.

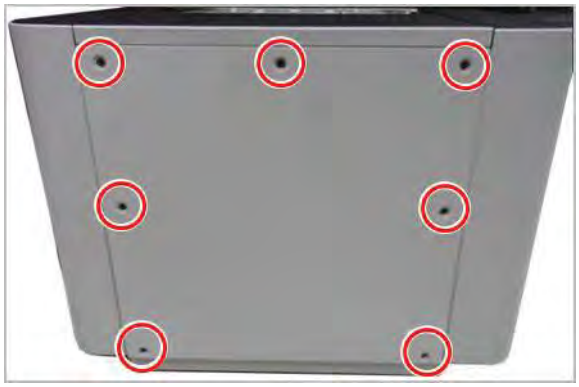
Post service test

Print any pages necessary to verify that the repair resolved the issue and did not create any new issues.

Step 1: Remove the side HCI right cover

- Remove seven screw caps and seven screws, and then remove the sHCI right cover.

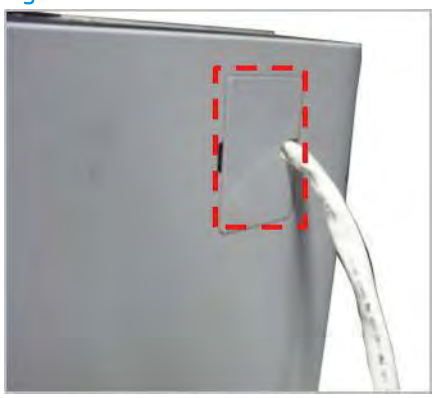
Figure 2-983 Right sHCI cover



Step 2: Remove the side HCI cable cover

- Remove the side HCI cable cover.

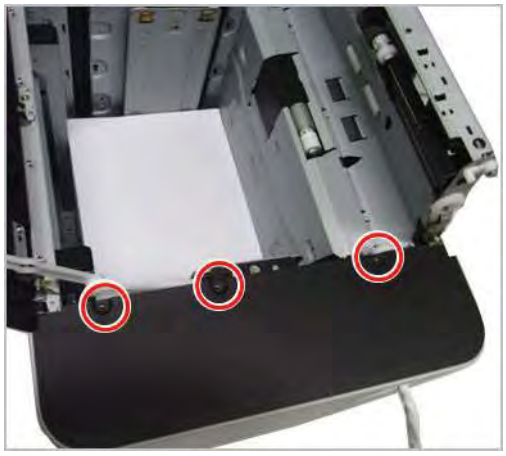
Figure 2-984 Remove the sHCI cable cover



Step 3: Remove the side HCI rear cover

- Remove three screws from the top, and then remove the sHCI rear cover.

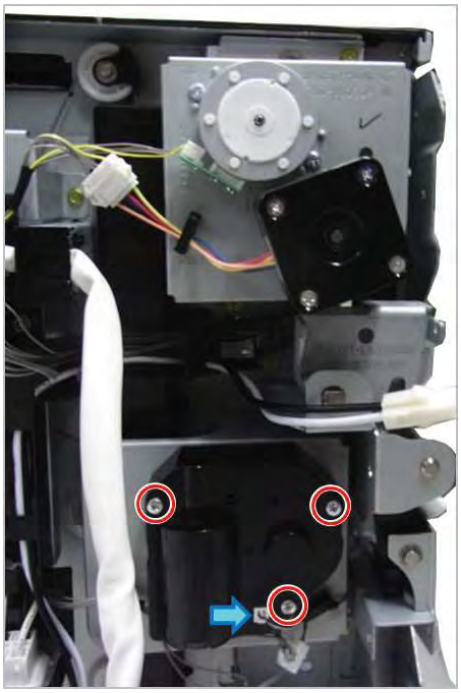
Figure 2-985 Remove the sHCI rear cover



Step 4: Remove the side HCI lift-up motor

- Disconnect the motor connector. Remove three screws, and then replace the sHCI lift-up motor.

Figure 2-986 sHCI lift-up motor



Step 5: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

3K sHCI main 5

Figure 2-987 3K sHCI main 5

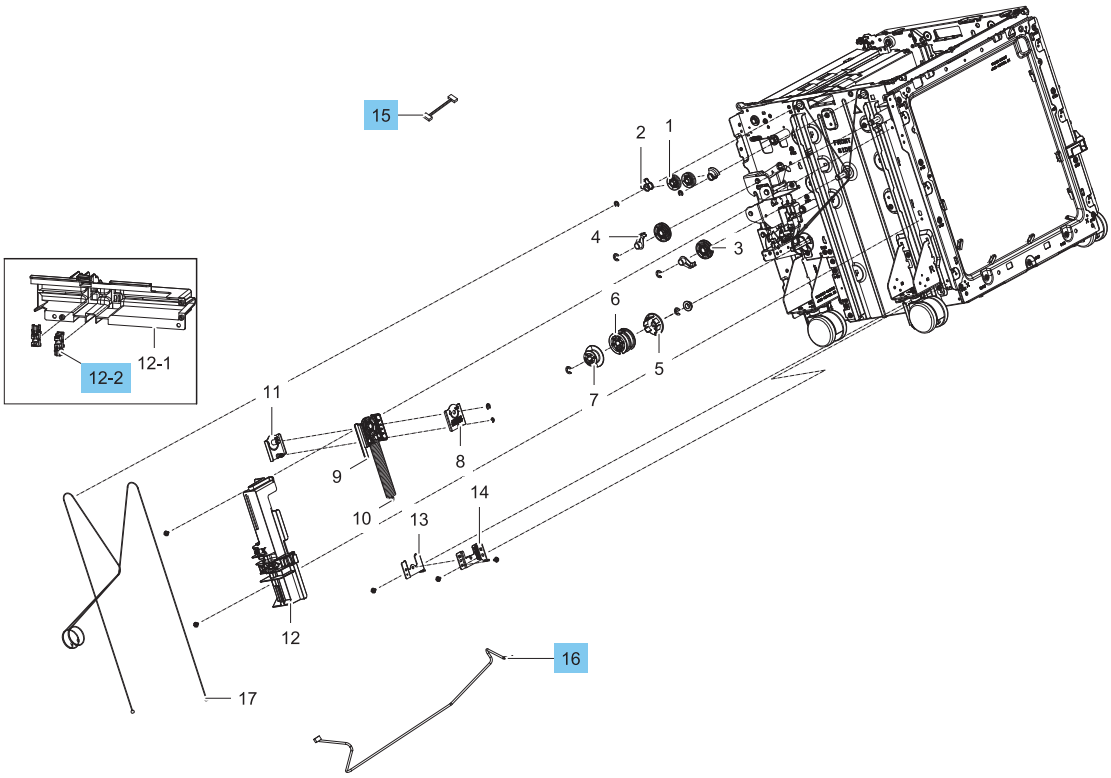


Table 2-40 3K sHCI main 5

Ref	Description	Part number	Qty
9	Actuator SNS	JC66-04290A	1
12-2	Photo-interrupter	0604-001393	2
15	Connect sensor harness	JC39-02291A	1
16	Plow harness	JC39-02288A	1

3K sHCI main 6

Figure 2-988 3K sHCI main 6

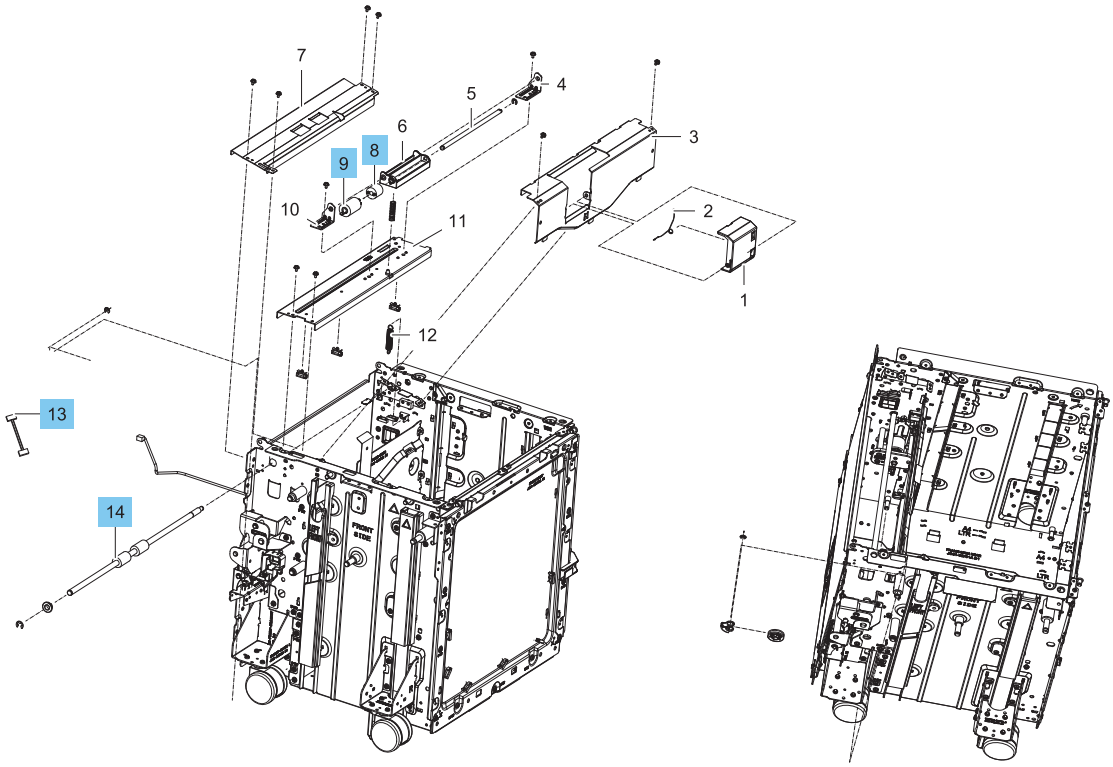


Table 2-41 3K sHCI main 6

Ref	Description	Part number	Qty
8	Coupler, torque limiter	JC67-00455A	1
9	Frame, main pickup roller	JC93-01092A	1
13	Plow harness	JC39-02288A	1

Pickup cover unit

Figure 2-989 Pickup cover unit

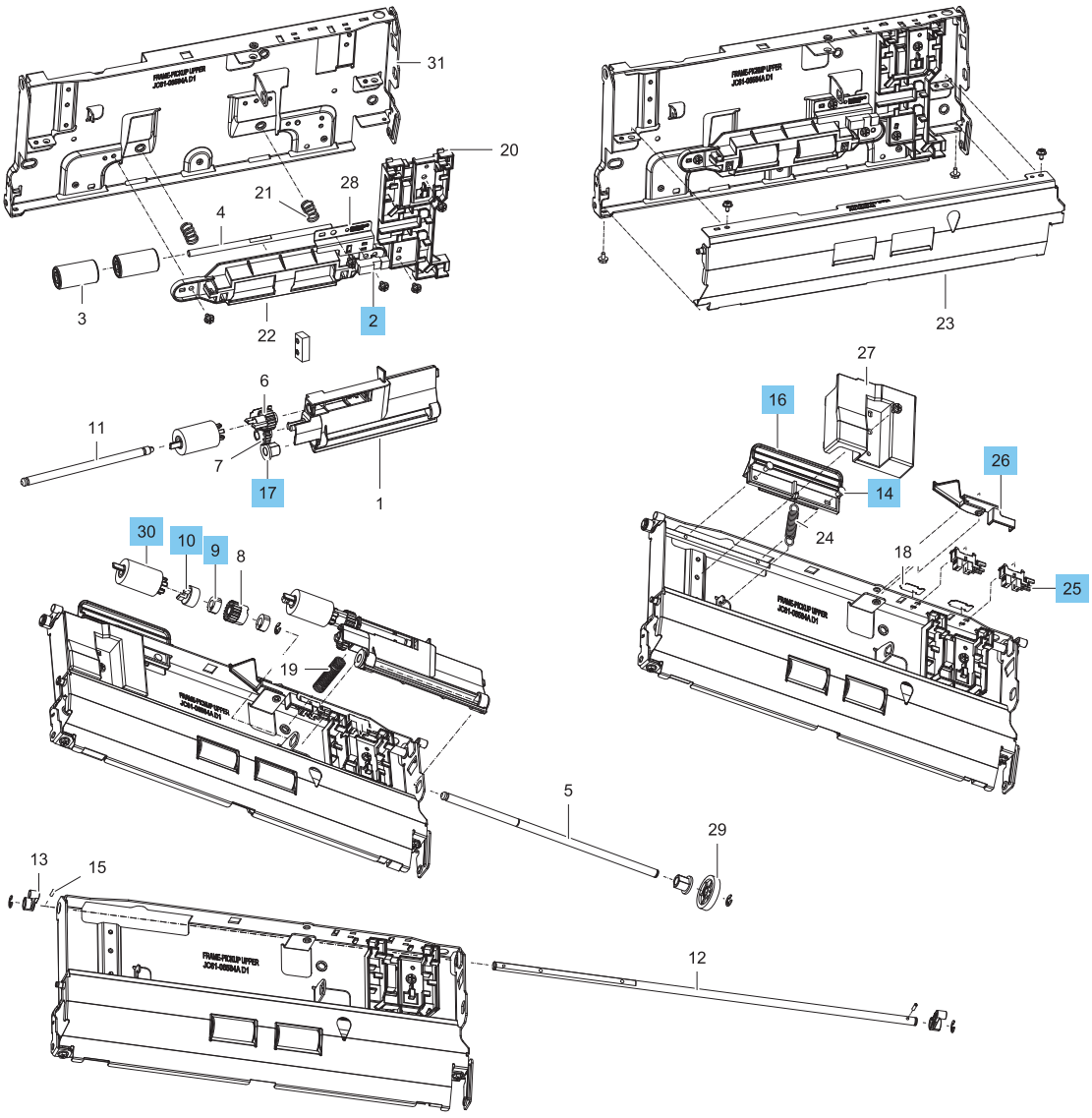


Table 2-42 Pickup cover unit

Ref	Description	Part number	Qty
2	Photo-interrupter	0604-001393	1
9	Clutch, one way	JC66-00977A	2
10	Idle holder, one way	JC61-01288A	1
16	Pickup cover lever	JC63-04799A	1
17	Bush-6, D (L)	JC61-00884A	2
25	Photo-interrupter	0604–001393	2
26	Actuator, empty pickup	JC66-04276A	1
30	Frame, main pickup roller	JC93-01092A	3

3K sHCI frame

Figure 2-990 3K sHCI frame

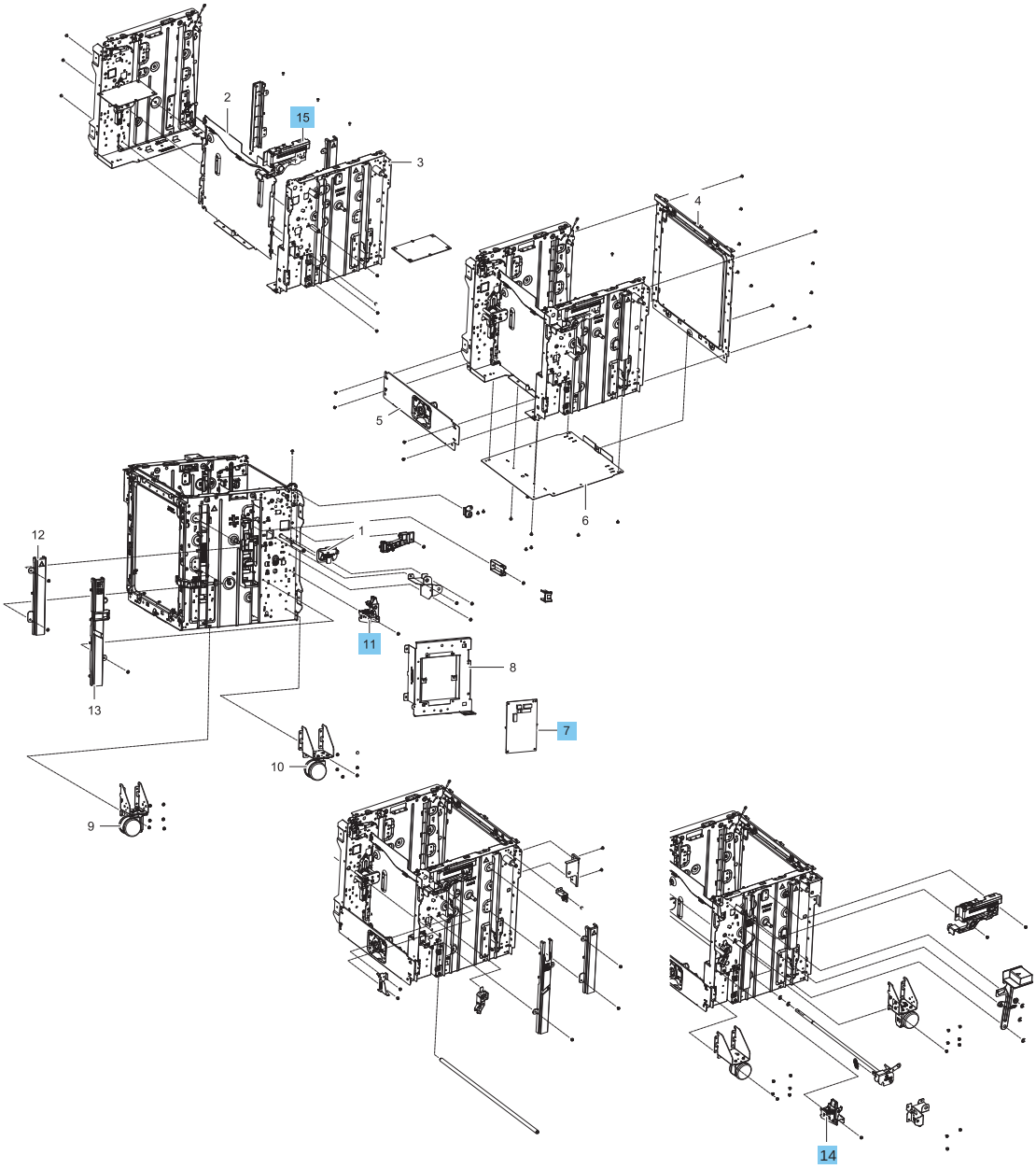


Table 2-43 3K sHCI frame

Ref	Description	Part number	Qty
7	PCA - 3K sHCI	JC92-02738C	1
11	Assembly, frame latch rear sensor	JC93-01124A	1
14	Assy - frame latch sensor front	JC93-01125A	1
15	Assembly, frame interlock	JC93-01123A	1

3 Problem solving

- Error code and control panel message troubleshooting overview
- Troubleshooting process
- Tools for troubleshooting
- Clear paper jams
- Service mode (tech mode; du models)
- Print quality troubleshooting guide
- Adjusting the ADF/ADF skew (LX du models)
- Adjusting the Flow ADF skew

Error code and control panel message troubleshooting overview

Error codes

Error codes and control-panel messages display on the printer control panel to indicate the current printer status or situations that might require action. Error codes are numerical, or alphanumerical, and have a set structure with six characters (example: 13.WX.YZ).

- The first two characters are numeric and represent the system component that is causing the error. For example, in error code `10.22.15`, **10** = **Supplies** for HP LaserJets.
- The remaining four characters (WX, Y, and Z values) further define the error.

HP LaserJet and HP PageWide Enterprise error codes are documented in the control panel message document (CPMD) for each printer.

The CPMD is a comprehensive list of error codes, diagnostic and troubleshooting steps to clear or resolve the error, and other helpful information such as service mode pins and part numbers.

The CPMD is continually updated and republished with the latest information for the following error codes.

Table 3-1 **ERROR CODES: The first two characters**

Error code	System Component	System Error Description
10.WX.YZ	Supplies (LaserJet)	Supply error or supply memory error.
11.WX.YZ	Real-time clock	Internal error with the clock on the formatter.
13.WX.YZ	Jam (LaserJet)	Paper jam or open door jam error.
15.WX.YZ	Jam (PageWide)	Paper jam or open door jam error.
17.WX.YZ	Supplies (PageWide)	Supply error or supply memory error.
20.WX.YZ	Printer memory	Insufficient memory or buffering error.
21.WX.YZ	Page	Page complexity causing a decompression error when trying to process job.
30.WX.YZ	Scanner	Flatbed scanner error occurring inside the unit.
31.WX.YZ	Document feeder	Document feeder, scanner, or jam error.
32.WX.YZ	Backup, restore, or reset	Backup, restore, or reset notification or error.
33.WX.YZ	Security	Backup, Disk, EFI BIOS, Firmware integrity (SureStart), or error.
40.WX.YZ	Input/Output (I/O)	Partition manager, secure erase, or USB accessory error.
41.WX.YZ	Fuser, Laser scanner, or Paper path	Miscellaneous error including general and misprint or mismatch errors typically involving (but not limited to) the fuser, the laser scanner, or the paper path.
42.WX.YZ	Firmware	Firmware failure involving the Event Log, Shell, System Manager, or other component.

Table 3-1 ERROR CODES: The first two characters (continued)

44.WX.YZ	Firmware	Firmware failure involving a digital sending component.
45.WX.YZ	OXPd/Web Kit (PageWide)	Informational notifications involving the OXPd Web Kit (communications log).
46.WX.YZ	Engine (LaserJet)	Engine communication error.
47.WX.YZ	Firmware	Job parser or printer calibration error.
48.WX.YZ	Firmware	PJA job accounting, job management, or job pipeline error.
49.WX.YZ	Firmware	Firmware communication error.
50.WX.YZ	Fuser (LaserJet)	Fuser error.
51.WX.YZ	Laser scanner (LaserJet)	Laser scanner beam error.
52.WX.YZ	Laser scanner (LaserJet)	Laser scanner startup error.
54.WX.YZ	Sensor	Sensor error (not jam related).
55.WX.YZ	DC controller (LaserJet)	DC controller communication error.
56.WX.YZ	Paper handling (LaserJet)	Paper input/output or accessory error.
57.WX.YZ	Fan	Fan error.
58.WX.YZ	Sensor	Engine sensor failure.
59.WX.YZ	Motor (LaserJet)	Motor error.
60.WX.YZ	Tray motor error (LaserJet)	Tray lifting or pick up error.
61.WX.YZ	Engine (PageWide and LaserJet)	Print engine error with the 8–bit data package.
62.WX.YZ	System (LaserJet)	LaserJet internal system error.
	Print bar (PageWide)	PageWide print system error.
63.WX.YZ	Engine (LaserJet)	General engine error (electrical, communication, etc.).
65.WX.YZ	Connector	Output accessory connection error.
66.WX.YZ	Output accessory	Output accessory error.
67.WX.YZ	Input accessory	Input accessory connection error
69.WX.YZ	Duplexer	Duplexer error.
70.WX.YZ	DC controller (LaserJet)	DC controller firmware error.
80.WX.YZ	Managed device	Embedded Jetdirect error.
81.WX.YZ	Near Field Communication (NFC)	Wireless, Bluetooth or internal EIO error.
82.WX.YZ	Memory (hard disk, EMMC, etc.)	Disk hardware error.
90.WX.YZ	Internal diagnostics	Internal test of systems (i.e. disk, CPB, display) or interconnection error.
98.WX.YZ	Hard disk	Hard disk partition error.
99.WX.YZ	Firmware installer	Remote Firmware Upgrade (RFU), firmware install (engine or accessory), or disk error.

How to search for printer documentation

The CPMD, error codes, and other support documentation for each printer is found on the internal HP portals GCSN and WISE (formerly SAW). GCSN is available to HP channel partners and WISE is available to call agents, service technicians, and other HP internal users. The level of detail available will depend on your access credentials.

How to search WISE for printer documentation

These instructions are for HP internal use by call agents, service technicians, and other internal users. To learn how to find support content in WISE, watch the video here.

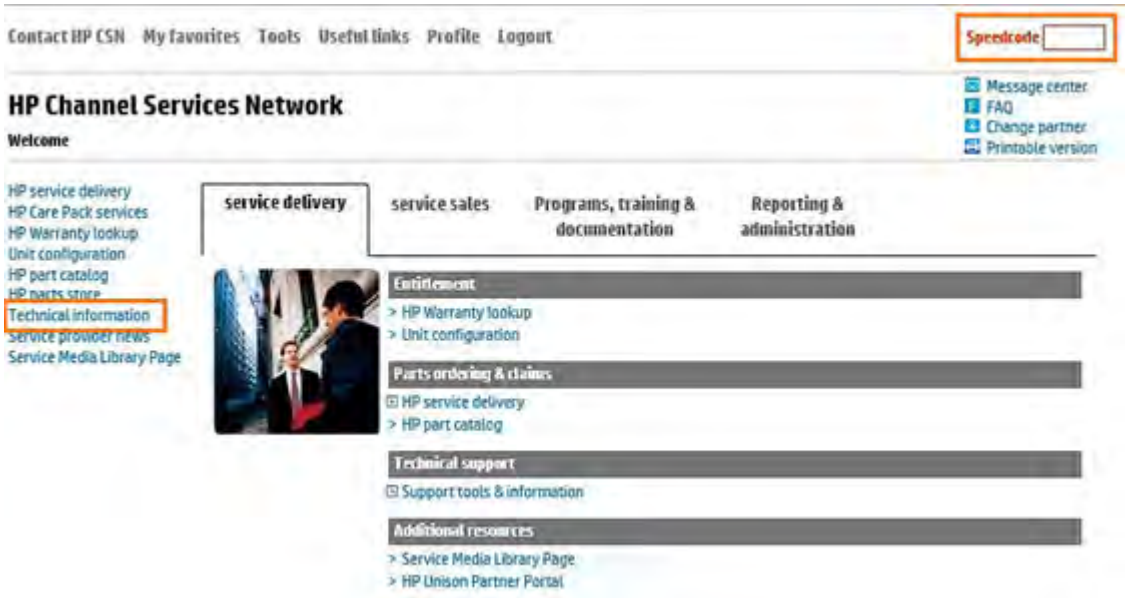
To view a list of control panel message documents per printer in **WISE**, enter document ID **c05048451**, to locate CPMD list.

Go to **WISE** and enter this document ID **c05791539** for written instructions.

How to search GCSN for printer documentation

These instructions are for internal use by HP Channel Partners. To learn how to find support content in GCSN, watch the video here or follow these steps:

1. On the Home screen in GCSN, open **Technical information** using one of the following two methods:
   - Type `TINF` in the **Speedcode** field found in the upper right corner and press `Enter`, or
   - On the Home page, click **Technical information** in the left pane.



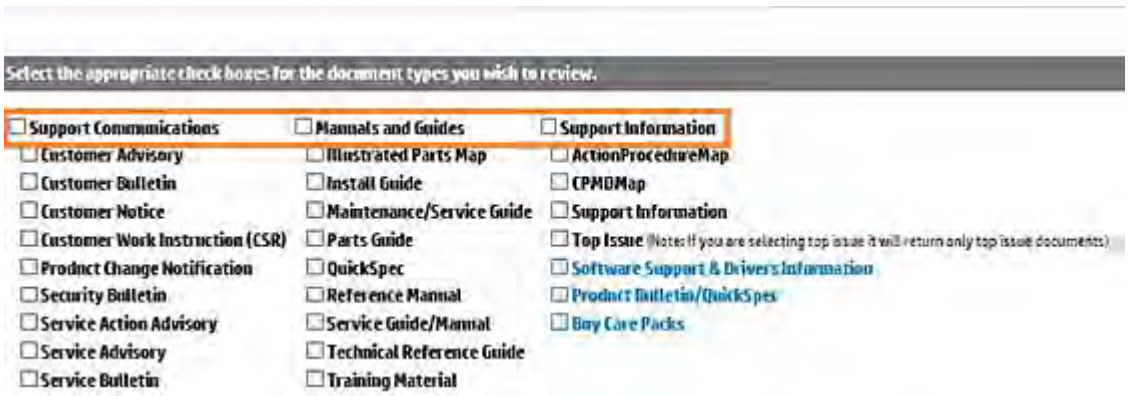
2. Under **Product Search**, select the **Type**, **Category**, **Family**, and **Series** that match your product model (leave the **Model** field as blank or the default).

NOTE: Make sure to login to GCSN using your service-qualified credentials to access the most comprehensive content list available. To find out how to become service-qualified, contact your HP representative.

Figure 3-1 Sample product search criteria

3. Click **Add Favorites** and then click **Add** to add the printer to your Favorites list and allow you to bypass the **Product Search** fields next time for that particular model (Optional).

4. Clear all of the high-level check boxes.



5. Select the check boxes for the document types for which you want to search.

NOTE: Select only the high-level **Manuals and Guides** search option if you are not sure in which type of manual or guide the content might be listed.

6. Select **Submit**.

7. If needed, click **Back To selection Criteria** and narrow your search (the maximum allowed search result is 100 documents).

NOTE: Do not select the **Top Issue** option unless you only want to view top issues for that model. All other available content will be filtered out.

Technical information type	Select this checkbox
CPMD	**CPMD-Map**
List of all CPMDs per product	**Support Information**
Installation Guide or Hardware Install Guide	**Maintenance/Service Guide** or **Install Guide**
Service cost document	**Install Guide** or **Service Guide/Manual**
Service guide or Service manual	**Service Guide/Manual**
Self-solve or troubleshooting document	**Support Information**
User manual or User guide	**User Guide**
Warranty and Legal Guide	**Warranty Statement**

Troubleshooting process

Determine the problem source

When the printer malfunctions or encounters an unexpected situation, the printer control panel alerts you to the situation. This section contains a pre-troubleshooting checklist to filter out many possible causes of the problem. A troubleshooting flowchart helps you diagnose the root cause of the problem. The remainder of this chapter provides steps for correcting problems.

- Use the troubleshooting flowchart to pinpoint the root cause of hardware malfunctions. The flowchart guides you to the section of this chapter that contains steps for correcting the malfunction.

Before beginning any troubleshooting procedure, check the following issues:

- Are supply items within their rated life?
- Are supply items Genuine HP supplies?
- Does the configuration page reveal any configuration errors?

NOTE: The customer or service provider is responsible for checking supplies and for using supplies that are in good condition.

Power subsystem

Power-on checks

The basic printer functions should start up when the printer is connected into an electrical outlet and the power switch is pushed to the *on* position. If the printer does not start, use the information in this section to isolate and solve the problem.

If the control-panel display remains blank, random patterns display, or asterisks remain on the control-panel display, perform power-on checks to find the cause of the problem.

Power-on troubleshooting overview

During normal operation, a cooling fan begins to spin briefly after the printer power is turned on. Place your hand over the vents at the rear of the printer, next to the formatter, or on the on the rear of the scanner. If the fan is operating, you will feel air passing out of the printer. You can lean close to the printer and hear the fan operating.

A fan begins to blow on the right door (fuser), and then the control panel goes through a series of set up functions. The main motor turns on (unless the left door or cartridge access door is open, a jam condition is sensed, or the paper-path sensors are damaged). You might be able to visually and audibly determine if the main motor is turned on.

If the fan and main motor are operating correctly, the next troubleshooting step is to isolate print engine, formatter, and control panel problems.

If the control panel is blank 1 minute after turning on the printer, check the following items:

1. Make sure that the printer is connected directly into an active electrical outlet (not a power strip) that delivers the correct voltage.
2. Make sure that the power switch is in the *on* position, and then verify that the LED is on.
3. Make sure that the fan runs briefly, which indicates that the power supply is operational.

4. Depress the button on the back of the control panel to test the control panel functionality.
5. Make sure that the control-panel display wire harness is connected.
6. Remove any external solutions, and then try to turn the printer on again.

Troubleshooting a blank display, black display, no display, or no power situation

Customers usually report that the control-panel display is not showing anything. It is very important to collect as much information as possible from the customer about the issue to help resolve it.

Following are some printer behaviors the customer might encounter:

- The control panel is completely blank (no LEDs or back light).
- The control Panel is blank, but there might be LEDs illuminated.
- The control Panel is blank (LEDs are on or flashing) and the back light is on (but no text visible).

Following are some possible causes of a blank control-panel display:

- No power to the printer.
- The control panel contrast setting is not correctly adjusted.
- The formatter connector(s) are not fully seated into the connector(s) on the DC controller, or the connectors are not fully seated on the formatter.
- A faulty component is installed on the formatter (for example a memory DIMM, fax PCA, network PCA, USB device, or other component).
- The formatter is defective.
- The control panel connector is not fully seated, or the control panel is defective.
- The DC controller is defective.

Following are some questions to ask the customer:

- Was the printer newly install or has the printer been properly functioning?
  - For a new install, investigate to see if there was any shipping damage to the printer.
  - Did the customer notice any damage to the shipping box or any visible damage to the printer?
- What happened just prior to the control panel going blank?
  - Was the printer serviced recently, a power outage occurred?
  - Has a lightning storm recently occurred?
  - Did the customer recently add a memory DIMM or install a third-party component?
- Make sure to get a complete description of the failure.
  - Is the control-panel display completely blank (might be faint text and no back light)?
  - Is the control-panel display back light on?
  - Has a print job been sent to the printer? The customer might report that their print jobs seemed to print but when they go to the printer the control-panel display is blank.

Recommended actions

If the control-panel display is completely blank (no LEDs illuminated or no back light) check to see if the printer is getting power. Listen for fans or any printer initialization sounds when the power is turned on.

If there are no signs of power, then perform the following:

1. Make sure that the printer is plugged directly into an active electrical outlet (not a power strip or interruptible power supply) that delivers the correct voltage.

   TIP: Try using a different power cable if possible.

2. Turn the printer power on, and make sure that the fan(s) run briefly (this indicates that the power supply is operational).
3. Check if the yellow LED on formatter is flashing. If so, there is a communication issue between the formatter and the control panel.
4. Turn the printer power off.
5. Make sure that the control-panel display wire harness (and/or flat cable) is properly connected (and fully seated), and then turn the printer power on again.
6. Check control panel diagnostics by pressing the button on the back of the control panel to run different diagnostic tests.
7. Verify the status LEDs are illuminated, but the control-panel display is blank. If applicable: Check if the contrast setting is adjusted to very low. If so, try turning the contrast knob to see if the control-panel display becomes visible.
8. From a host computer, send a print job to the printer.

   NOTE: If the print job correctly prints, then the problem is most likely to a defective control panel.

9. Turn the printer power off, and then make sure that the memory DIMM is installed in the correct slot and is fully seated.

   NOTE: For some printers, there may be more than one memory DIMM installed. Some printers have third-party solutions/applications or fonts that use memory.

10. Remove all of the components/accessories installed on the formatter (for example, hard drive, solid-state drive, memory DIMM(s), fax PCA, network PCA, USB devices, or other devices).

    - Make sure that the formatter is fully seated.

      IMPORTANT: This is important because the formatter or a component on the formatter might be defective or shorted, which causes the printer to lose power.

11. Reinstall the formatter. Make sure that it makes a good connection and is fully seated.

    Make sure that all of the connectors on the formatter are correctly connected and fully seated.

12. Turn the printer power on, and then check the control-panel display.
13. If the printer control panel is properly working, replace each removed component (one at a time) to determine which one is causing the problem.

⚠ CAUTION: Turn the printer power off, and then on again, after replacing a component on the formatter.

14. If the control-panel display is still blank after performing the above troubleshooting steps, and the control panel diagnostics do not function, replace the control panel. If the control panel diagnostics are functioning, then replace the formatter.

Control panel checks

Control panel diagnostic flowcharts

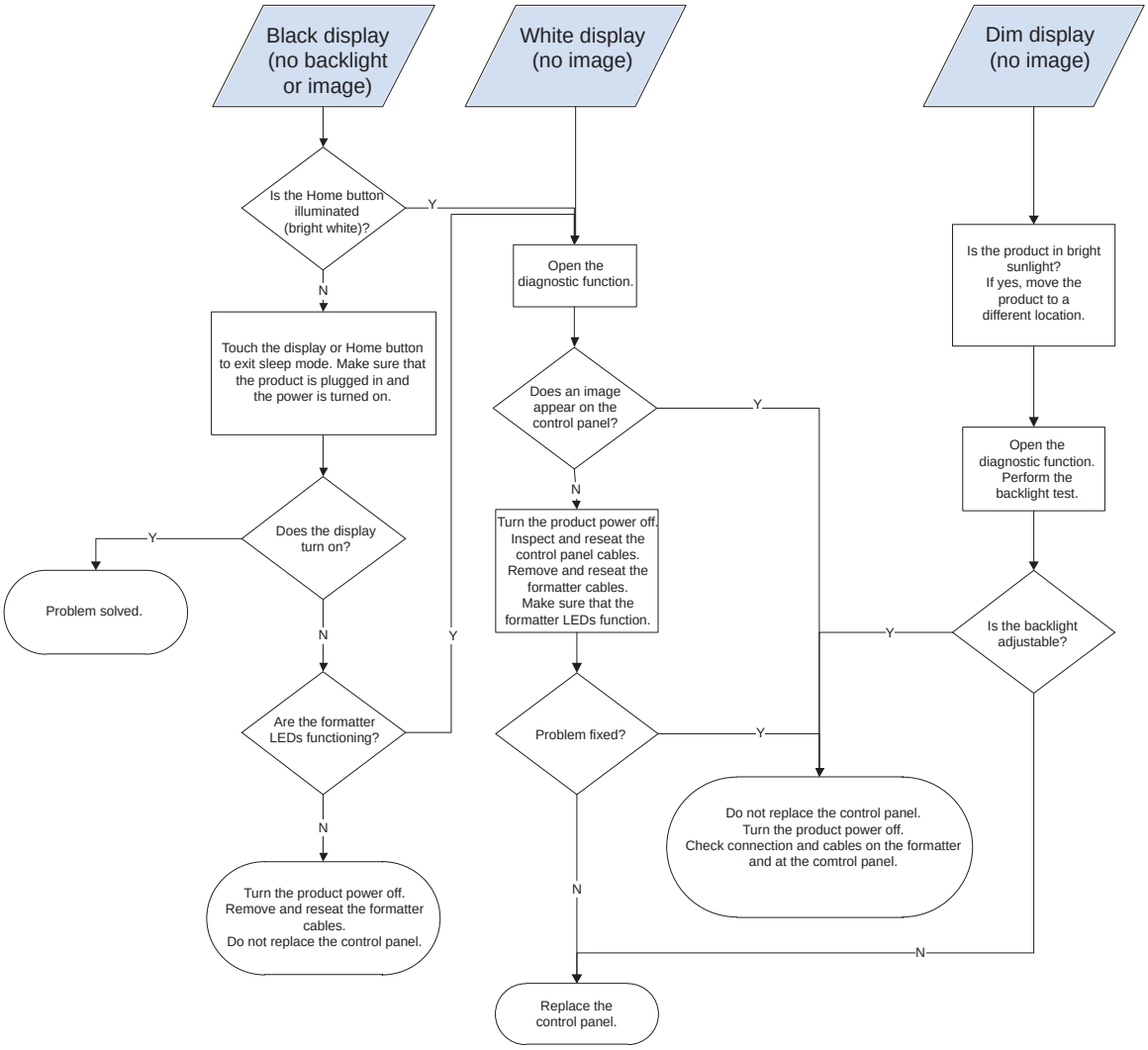
Use the flowcharts in this section to troubleshoot the following control panel problems.

- Touchscreen is blank, white, or dim (no image).
- Touchscreen is slow to respond or requires multiple presses to respond.
- Touchscreen has an unresponsive zone.
- No control panel sound.
- Home button is unresponsive.
- Hardware integration pocket (HIP) is not functioning (control panel functional).

Touchscreen black, white, or dim (no image)

NOTE: To open the diagnostic function, press the button on the back of the control panel.

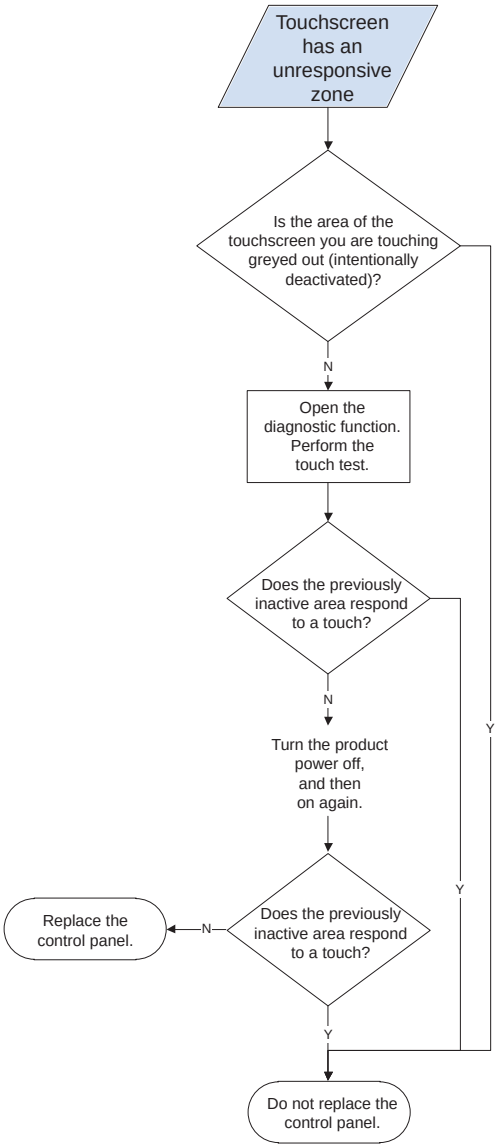
Figure 3-2 Touchscreen blank, white, or dim (no image)



Touchscreen has an unresponsive zone

NOTE: To open the diagnostic function, press the button on the back of the control panel.

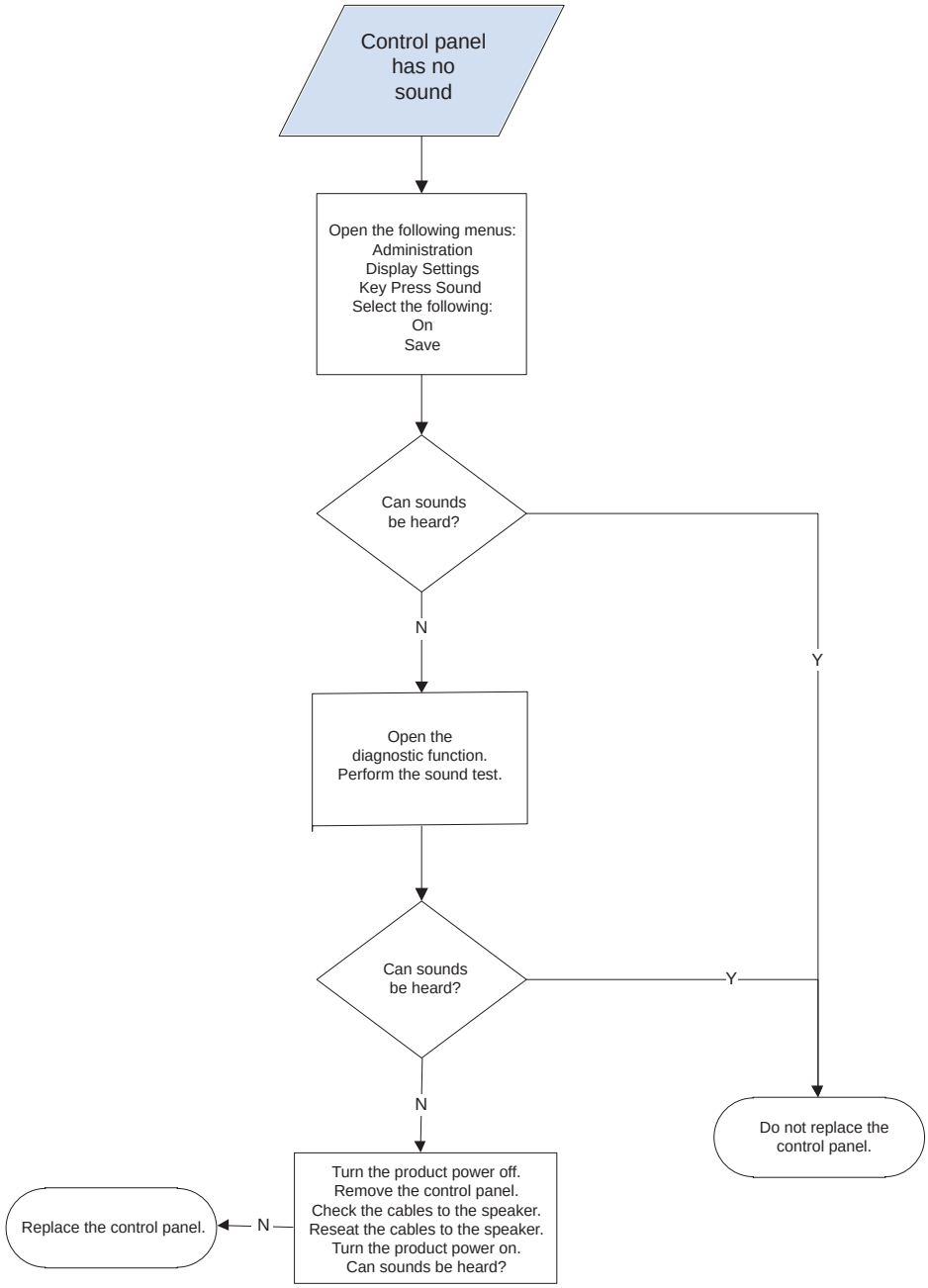
Figure 3-3 Touchscreen has an unresponsive zone



No control panel sound

NOTE: To open the diagnostic function, press the button on the back of the control panel.

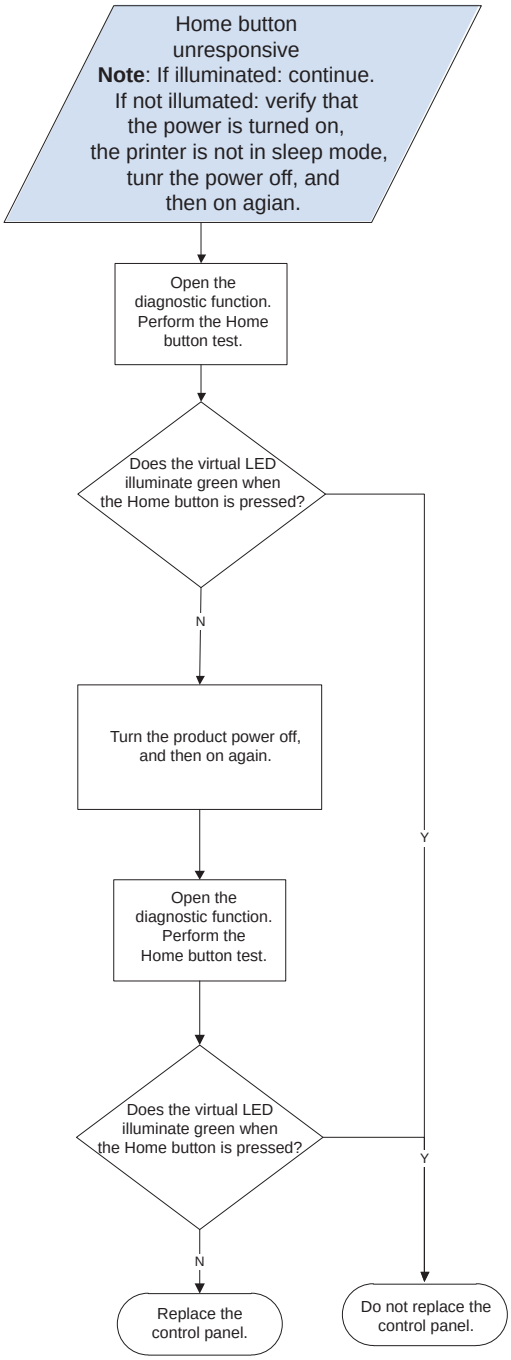
Figure 3-4 No control panel sound



Home button is unresponsive

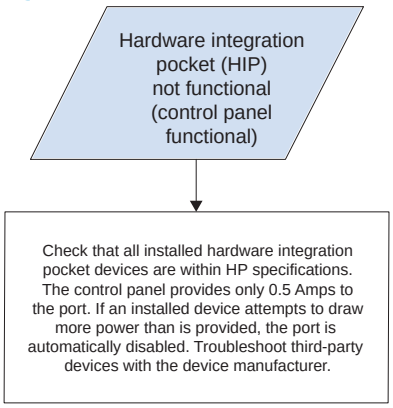
NOTE: To open the diagnostic function, press the button on the back of the control panel.

Figure 3-5 Home button is unresponsive



Hardware integration pocket (HIP) is not functioning (control panel functional)

Figure 3-6 Hardware integration pocket (HIP) is not functioning (control panel functional)



Individual component diagnostics

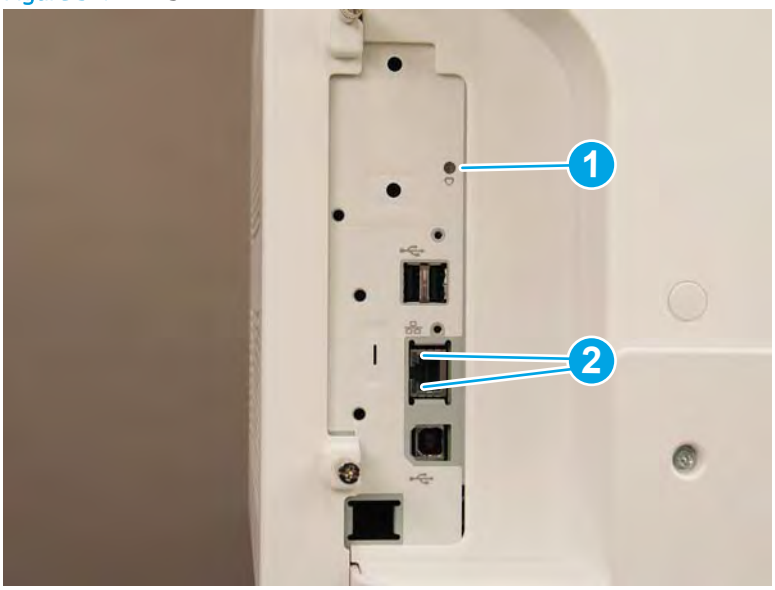
Tools for troubleshooting: LED diagnostics

LED, engine, and individual diagnostics can identify and troubleshoot printer problems.

Understand lights on the formatter

Three LEDs on the formatter indicate that the printer is functioning correctly.

Figure 3-7 LEDs



1	Heartbeat LED
2	HP Jetdirect LEDs

HP Jetdirect LEDs

The embedded HP Jetdirect print server has two LEDs. The yellow LED indicates network activity, and the green LED indicates the link status. A blinking yellow LED indicates network traffic. If the green LED is off, a link has failed.

For link failures, check all the network cable connections. In addition, try to manually configure the link settings on the embedded print server by using the printer control-panel menus.

1. From the Home screen on the printer control panel, select **Settings**.
2. Open the following menus:
   - **Networking**
   - **Ethernet**
   - **Link Speed**
3. Select the appropriate link speed, and then select **OK**.

Tools for troubleshooting: Engine diagnostics

The printer contains extensive internal engine diagnostics that help in troubleshooting print quality, paper path, noise, assembly, and timing issues.

Defeating interlocks

Different tests can be used to isolate different types of issues. For assembly or noise isolation, run the diagnostic test when the toner cartridge door or right door is open.

Defeating the door interlocks allows observation of the paper pick operation (and view the page enter registration).

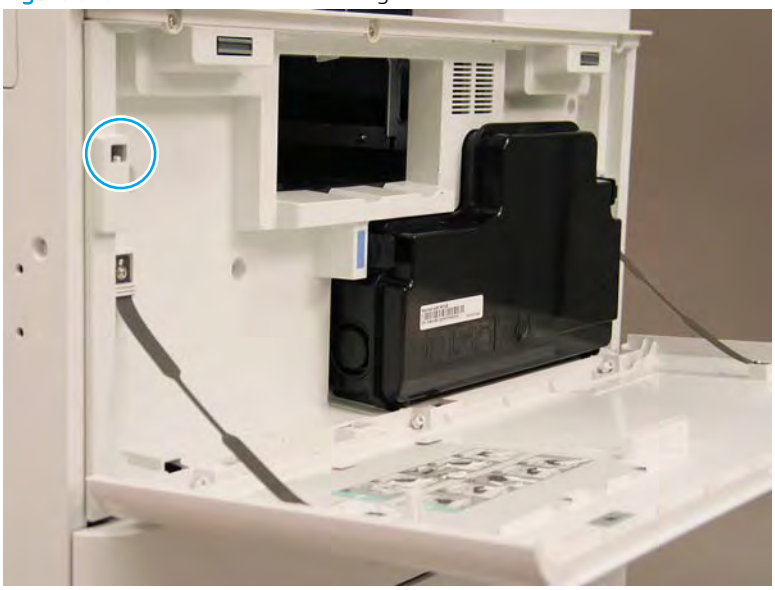
⚠ **WARNING!** Be careful when performing printer diagnostics to avoid risk of injury. Only trained service personnel should open and run the diagnostics with a door open. Never touch any of the power supplies when the printer is turned on.

Defeat the toner cartridge door interlock

1. Open the toner cartridge door.
2. Insert a folded piece of paper into the slot.

TIP: Fold a stiff piece of paper, for example a business card or index card, into two 10 mm (.375 in) strips, and insert the strips into the slot for the cartridge door logic switches.

Figure 3-8 Defeat the toner cartridge door interlock



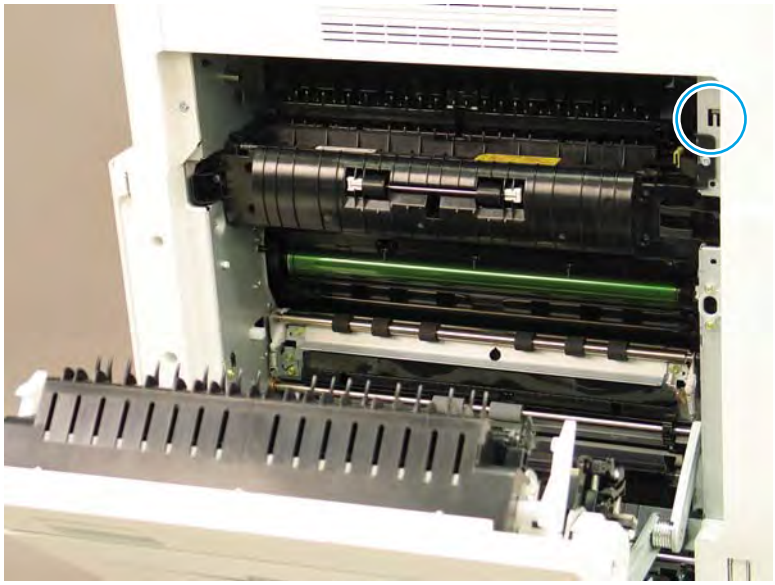
Defeat the front door interlock

1. Open the front door.

2. Insert a folded piece of paper into the slot.

TIP: Fold a stiff piece of paper, for example a business card or index card, into two 10 mm (.375 in) strips, and insert the strips into the slot for the front door logic switches.

Figure 3-9 Defeat the front door interlock



Tools for troubleshooting

Use the procedure below to test various printer mechanical and electromechanical assemblies.

Individual component diagnostics (special-mode test)

This test activates individual parts independently to isolate problems.

Each component test can be performed once or repeatedly.

Each component test can be performed once or repeatedly.

NOTE: The cartridge door interlocks must be defeated to run the component tests.

Access the individual component diagnostics from a touchscreen control panel

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
2. Select one of the following tests:
   - Continuous Scan
   - Run Fax Test
3. Select the component test options for the test.

Tools for troubleshooting

Problem-solving checklist

Follow these steps when trying to solve a problem with the printer.

- Step 1: Check that the printer power is on
- Step 2: Check the control panel for error messages
- Step 3: Test print functionality
- Step 4: Test copy functionality
- Step 5: Test the fax sending functionality
- Step 6: Test the fax receiving functionality
- Step 7: Try sending a print job from a computer
- Step 8: Test the Plug and Print USB Drive printing functionality
- Factors that affect printer performance

Step 1: Check that the printer power is on

1. Make sure that the printer is plugged in and turned on. The power button should be lit with a white light. If it is not, press the power button. If the power button does not light up, check the following conditions.
   - Make sure that the power cable is connected to the printer and the outlet.
   - Check the power source by connecting the power cable to a different outlet.
2. If the printer motors do not rotate, make sure that the toner cartridges are installed and that the doors are all closed. The control panel displays messages to indicate these problems.

Step 2: Check the control panel for error messages

The control panel should indicate ready status. If an error message appears, resolve the error.

Print a supplies status page to ensure that the supplies are not at or over end of life.

NOTE: HP long-life consumable and maintenance kit life specifications are estimations. Actual individual life or yield during normal use will vary depending on usage, environment, media, and other factors. Estimated life is not an implied warranty.

Step 3: Test print functionality

1. From the control panel Home screen, touch the Reports button.
2. Open the Reports menu, touch the Configuration/Status Pages menu, select the Configuration Page item, and then touch the Print button to print the report.
3. If the report does not print, make sure that paper is loaded in the tray, and check the control panel to see if paper is jammed inside the printer.

NOTE: Make sure that the paper in the tray meets specifications for this printer.

Step 4: Test copy functionality

1. Place the configuration page into the ADF and make a copy. If paper does not feed smoothly through the ADF, you might need to clean the ADF rollers and separation pad. Make sure that the paper meets specifications for this printer.
2. Place the configuration page onto the scanner glass and make a copy.
3. If the print quality on the copied pages is not acceptable, clean the scanner glass and the small glass strip.

Step 5: Test the fax sending functionality

1. From the control panel Home screen, touch the Support Tools button.
2. Open the Troubleshooting menu, and then open the Diagnostics Tools menu. Touch the Run Fax Test button to test the fax functionality.
3. Touch the Fax on the printer control panel, and then touch the Start Fax button.

Step 6: Test the fax receiving functionality

1. From the control panel Home screen, touch the Support Tools button.
2. Touch the Troubleshooting menu, and then open the Diagnostics Tests menu. Touch the Run Fax Test button to test the fax functionality.
3. Use another fax machine to send a fax to the printer.
4. Review and reset the printer fax settings.

Step 7: Try sending a print job from a computer

1. Use a word-processing program to send a print job to the printer.
2. If the job does not print, make sure that you selected the correct printer driver.
3. Uninstall and then reinstall the printer software.

Step 8: Test the Plug and Print USB Drive printing functionality

1. Load a .PDF document or .JPEG photo onto a USB flash drive, and insert it in the USB port near the control panel.
2. The USB Flash Drive menu opens. Try printing the document or photo.
3. If no documents are listed, try a different type of USB flash drive.

Factors that affect printer performance

Several factors affect the time it takes to print a job:

- The software program that you are using and its settings
- The use of special paper (such as heavy paper or custom-size paper)
- Printer processing and download time
- The complexity and size of graphics

- The speed of the computer you are using
- The USB or network connection
- Whether the printer is printing in color or in monochrome
- The type of USB drive, if you are using one
- Environmental factors, such as low temperature or high humidity

Print menu map

To more easily navigate individual settings, print a report of the complete Reports menu.

Print the menu map from a touchscreen control panel

1. From the Home screen on the printer control panel, scroll to and touch the Reports button.
2. Open the Configuration/Status Pages menu.
3. Select the Settings Menu Map option.
4. Touch the Print button to print the report.

TIP: Multiple report pages can be selected, and then printed together.

Print current settings pages

Printing the current settings page provides a map of the user configurable settings that might be helpful in the troubleshooting process.

Print the current settings page from a touchscreen control panel

1. From the Home screen on the printer control panel, scroll to and touch the Reports button.
2. Open the Configuration/Status Pages menu.
3. Select the Current Settings Page option.
4. Touch the Print button to print the report.

TIP: Multiple report pages can be selected, and then printed together.

Print event log

Printing the event log might be helpful in the troubleshooting process. For more information, see the Interpret control-panel messages and event log entries section in the printer troubleshooting manual.

Print the event log from the Reports menu from a touchscreen control panel

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
2. Open the following menus:
   - Troubleshooting
   - Event Log
3. The event log displays on the screen. To print it, touch the Print button.

Print the event log from the Service menu from a touchscreen control panel

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
2. Open the Service menu.
3. Enter the following service access code for the printer:

- Access code: 04082517

4. Touch the Event Log item.

Clear the event log from a touchscreen control panel

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
2. Open the Service menu.
3. On the sign-in screen, select the Service Access Code option from the drop-down list.
4. Enter the following service access code for the printer:
   - Access code: 04082517
5. Select the trash icon to clear the event log.

Pre-boot menu options

The Pre-boot menus are available prior to the printer initializing.

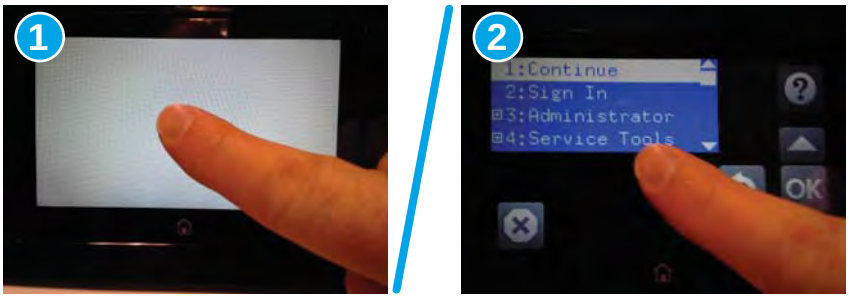
⚠ CAUTION: The Format Disk option (printers with a hard-disk drive only) performs a disk initialization for the entire disk. The operating system, firmware files, and third party files (among other files) will be completely lost. HP does not recommend this action.

TIP: The Pre-boot menu can be remotely accessed by using a telnet network protocol to establish an administration connection to the printer. See Remote Admin on page 973.

Open the Pre-boot menu from a touchscreen control panel

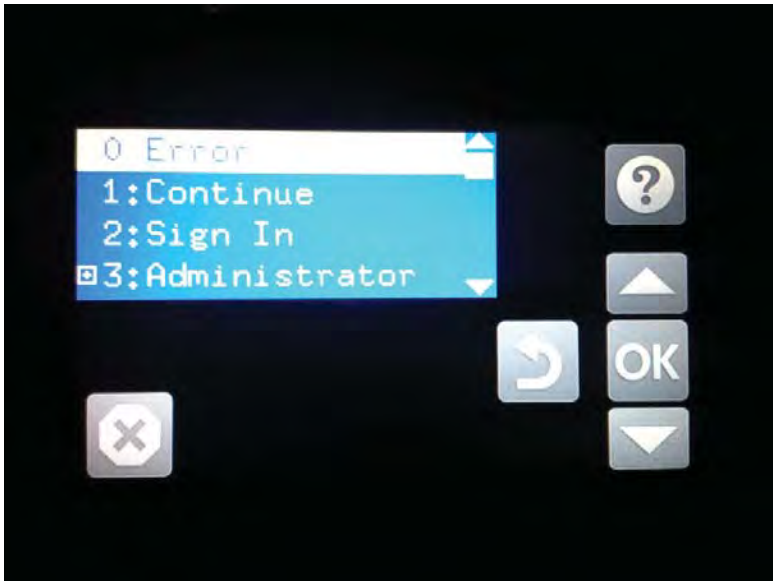
1. Touch the middle of the control-panel display when you see the 1/8 under the logo.

Figure 3-10 Open the Pre-boot menu



2. On the Pre-boot menu screen, use the following buttons to navigate the tests.

Figure 3-11 Pre-boot menu



	Use this button to see more information about a selected item.
	Use this button to scroll up through menu items.
	Use this button to select a highlighted menu item.
	Use this button to scroll down through menu items.
	Use this button to go back to the previous menu.
	Not used.
	Use this button to exit a diagnostic test.

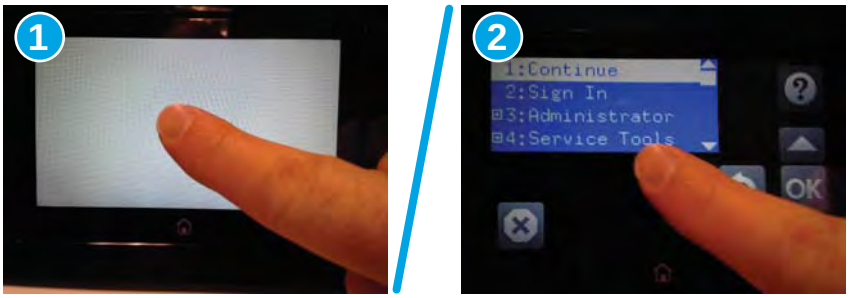
3. Use the arrow buttons on the touchscreen to navigate the Pre-boot menu.
4. Touch the OK button to select a menu item.

Cold reset using the Pre-boot menu from a touchscreen control panel

⚠ CAUTION: This procedure resets all printer configurations and settings to factory defaults (customer configurations and settings are lost).

1. Touch the middle of the control-panel display when you see the 1/8 under the logo.

Figure 3-12 Open the Pre-boot menu



2. Use the button to highlight the +3:Administrator item, and then touch the OK button.
3. Use the button to highlight the +8:Startup Options item, and then touch the OK button.
4. Use the button to highlight the 2 Cold Reset item, and then touch the OK button to select it.
5. Touch the Home button to return to the main Pre-boot menu and highlight the 1:Continue item, and then touch the OK button.

NOTE: The printer will initialize.

NOTE: Some of the pre-boot options in the following tables are not supported by the current version of the printer firmware and are included for information only. Future versions of firmware will support these options.

Table 3-2 Pre-boot menu options (1 of 7)

Menu option	First level	Second level	Third level	Description
Continue				Selecting the Continue item exits the Pre-boot menu and continues the normal boot process. If a selection is not made in the initial menu within 30 seconds, the printer returns to a normal boot (the same as selecting Continue). If the user navigates to another menu, the timeout does not apply.
Sign In				Enter the administrator PIN or service PIN if one is required to open the Pre-boot menu.
Administrator				This item navigates to the Administrator submenus. If authentication is required (and the user is not already signed in) the Sign In prompt displays. The user is required to sign in.
	Download	Network USB USB Thumbdrive		This item initiates a Pre-boot firmware download process. A USB Thumbdrive option will work on all FutureSmart printers. USB or Network connections are not currently supported.

Table 3-2 Pre-boot menu options (1 of 7) (continued)

Menu option	First level	Second level	Third level	Description
	Format Disk			This item reinitializes the disk and cleans all disk partitions. CAUTION: Selecting the Format Disk item removes **all** data. A delete confirmation prompt is **not** provided. The system is **not** bootable after this action and a **99.09.67** error displays on the control panel. A firmware download must be performed to return the system to a bootable state.
	Partial Clean			This item reinitializes the disk (removing all data except the firmware repository where the master firmware bundle is downloaded and saved). CAUTION: Selecting the Partial Clean item removes **all** data except the firmware repository. A delete confirmation prompt is **not** provided. CAUTION: This procedure resets all printer configurations and settings to factory defaults (customer configurations and settings are lost). This allows a user to reformat the disk by removing the firmware image from the active directory without having to download new firmware code (printer remains bootable).
	Change Password			Select this item to set or change the administrator password.
	Clear Password			Select the Clear Password item to remove a password from the Administrator menu. Before the password is actually cleared, a message will be shown asking to confirm that the password should be cleared. Press the OK button to confirm the action. When the confirmation prompt displays, press the OK button to clear the password.

Table 3-3 Pre-boot menu options (2 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	Manage Disk	Clear disk		Select the Clear disk item to enable using an external device for job storage. Job storage is normally enabled only for the Boot device. This will be grayed out unless the **99.09.68** error is displayed.
		Lock Disk		Select the Lock Disk item to lock (mate) a new secure disk to this printer. The secure disk already locked to this printer will remain accessible to this printer. Use this function to have more than one encrypted disk accessible by the printer when using them interchangeably. The data stored on the secure disk locked to this printer always remains accessible to this printer.

Table 3-3 Pre-boot menu options (2 of 7) (continued)

Menu option	First level	Second level	Third level	Description
		Leave Unlocked		Select the Leave Unlocked item to use a new secure disk in an unlocked mode for a single service event. The secure disk that is already locked to this printer will remain accessible to this printer and uses the old disk's encryption password with the new disk. The secure disk that is already locked to this printer remains accessible to this printer.
		Clear Disk Pwd		Select the Clear Disk Pwd item to continue using the non-secure disk and clear the password associated with the yet-to-be installed secure disk. CAUTION: Data on the missing secure disk will be permanently inaccessible.
		Retain Password		Select the Retain Password item to use the non-secure disk for this session only, and then search for the missing secure disk in future sessions.
		Boot Device	Secure Erase	Select the Secure Erase item to erase all of the data on the disk and unlock it if required. This might take a long time. NOTE: The system will be unusable until the system files are reinstalled. The ATA secure-erase command is a one-pass overwrite, which erases the entire disk including firmware. The disk remains an encrypted disk.
			Erase/Unlock	Select the Erase/Unlock item to cryptographically erase all data on the disk and unlock the disk to allow a user to gain access to it from any printer. NOTE: The system will be unusable until the system files are reinstalled. It erases the encryption key. The encryption key is erased, so the disk becomes a non-encrypted disk.
			Get Status	This item provides disk status information if any is available.

Table 3-4 Pre-boot menu options (3 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	Manage Disk (continued)	Internal Device		Select the Internal Device item to erase the internal device or get a status about the internal device.
			Secure Erase	Select the Secure Erase item to erase all of the data on the disk and unlock it if required. This might take a long time. NOTE: The system will be unusable until the system files are reinstalled. The ATA secure-erase command erases the entire disk, including firmware. The disk remains an encrypted disk.

Table 3-4 Pre-boot menu options (3 of 7) (continued)

Menu option	First level	Second level	Third level	Description
			Erase/Unlock	Select the Erase/Unlock item to cryptographically erase all of the data on disk and unlock the disk to allow the user to gain access to it from any printer. NOTE: The system will be unusable until the system files are reinstalled. The HP High Performance Secure Hard Disk is erased.
			Get Status	This item provides disk status information if any is available.
		External Device		Select the External Device item to erase the external device or get status about the external device.
			Secure Erase	Select the Secure Erase item to erase all of the data on the disk and unlock it if required. This might take a long time. NOTE: The system will be unusable until the system files are reinstalled. The ATA secure-erase command erases the entire disk, including firmware. The disk remains an encrypted disk.
			Erase/Unlock	Select the Erase/Unlock item to cryptographically erase all of the data on disk and unlock the disk to allow a user to gain access to it from any printer. NOTE: The system will be unusable until the system files are reinstalled. The encryption key is erased, so the disk becomes a non-encrypted disk.
			Get Status	This item provides disk status information if any is available.

Table 3-5 Pre-boot menu options (4 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	Configure LAN NOTE: This configuration is only active when the Pre-boot menu is open.	IP Mode [DHCP]		The network can be configured to obtain the network settings from a DHCP server or as static. Use this item for automatic IP address acquisition from the DHCP server.
		IP Mode [STATIC]		Use this item to manually assign the network addresses.
			IP Address	Use this item to manually enter the IP addresses.
			Subnet Mask	Use this item to manually enter the subnet mask.
			Default Gateway	Use this item to manually enter the default gateway.
			Save	Select the Save item to save the manual settings.

Table 3-6 Pre-boot menu options (5 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	Startup Options			Select the Startup Options item to specify options that can be set for the next time the printer is turned on and initializes to the **Ready** state.
		Show Revision		**Not currently functional**: Select the Show Revision item to allow the printer to initialize and show the firmware version when the printer reaches the **Ready** state. Once the printer power is turned on the next time, the Show Revision item is unchecked so that the firmware revision is not shown.
		Cold Reset		Select the Cold Reset item to clear the IP address and all customer settings. (This item also returns all settings to factory defaults.) **NOTE:** Items in the Service menu are not reset.
		Skip Disk Load		Select the Skip Disk Load item to disable installed third-party applications.
		Skip Cal		Select the Skip Cal item to skip the printer calibration for the very next power-initialization cycle only.
		Lock Service		**CAUTION:** Select the Lock Service item to lock the Service menu access (both in the Pre-boot menu and the Device Maintenance menu). Service personnel must have the administrator remove the Lock Service setting before they can open the Service menu.
		Skip FSCK		Select the Skip FSCK item to disable Chkdisk/ScanVolume during startup.
Administrator (continued)	Startup Options (continued)	First Power		**Not currently functional**: This item allows the printer to initialize as if it is the first time it has been turned on. For example, the user is prompted to configure first-time settings like date/time, language, and other settings. Select this item so that it is enabled for the next time the printer power is turned on. When the printer power is turned on the next time, this item is unchecked so that the pre-configured settings are used during configuration, and the first-time setting prompt is not used.
		Embedded Jetdirect Off		Select the Embedded Jetdirect Off item to disable the embedded HP Jetdirect. By default this item is unchecked so that HP Jetdirect is always enabled.
		WiFi Accessory		Select the WiFi Accessory item to enable the wireless accessory.

Table 3-7 Pre-boot menu options (6 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	Diagnostics			Diagnostic items are useful to diagnose hardware components and their interface connections. Use these items to troubleshoot specific hardware components, and the interface between them and other components.
		Memory	Do Not Run	Use the Do Not Run item to exclude the Memory diagnostic when executing multiple diagnostics.
			Short	Use the Short item to select a brief memory test. **NOTE:** This test requires about four minutes to execute.
			Long	Use the Long item to select an extended memory test. **NOTE:** This test requires about twenty minutes to execute.
		Disk	Do Not Run	Use the Do Not Run item to exclude the Disk diagnostic when executing multiple diagnostics.
			Short	Use the Short item to select a brief firmware self-test. **NOTE:** This test requires about two or three minutes to execute.
			Long	Use the Long item to select an extended firmware self-test. **NOTE:** This test requires about sixty minutes to execute.
			Optimized	Use the Optimized item to select a test that checks the active sectors on the disk. **NOTE:** This test requires about thirty minutes to execute.
			Raw	Use the Raw item to select a test that checks every sector on the disk. **NOTE:** This test requires about fifty minutes to execute.
			Smart	Use the Smart item to select a very brief test that checks the drive self-monitoring analysis and reporting technology (SMART) status—the drive detects and reports reliability indicators to help anticipate disk failures (SMART status).
		CPB		Use the CPB item to verify the integrity of the copy processor board (CPB) and the formatter PCA connections.

Table 3-7 Pre-boot menu options (6 of 7) (continued)

Menu option	First level	Second level	Third level	Description
		Interconnect		Use the Interconnect item to verify the integrity of the interconnect PCA (ICB) and its connections.
		Run Selected		Select the Run Selected item to execute a selected test. NOTE: If more than one test is selected, they are executed in sequence.

Table 3-8 Pre-boot menu options (7 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	Remote Admin	Start Telnet		The Remote Admin item allows a service technician to access to the printer Pre-boot menu remotely, and to navigate the menu selections from a remote location. IMPORTANT: A Remote Admin connection must be initiated by a person that is physically present at the printer. This person will also need to provide a randomly generated PIN to the remote service technician. NOTE: For more information about using the Remote Admin function, see Remote Admin on page 973.
		Stop Telnet		
		Refresh IP		
	System Triage	Copy Logs		If the device will not boot to the **Ready** state, or the diagnostic log feature found in the Troubleshooting menu is not accessible, then use the System Triage item to copy the diagnostic logs to a USB flash drive at the next printer start up. The files can then be sent to HP to help diagnose the problem.
	Change Svc PWD			Use this item to change the Service menu personal identification number (PIN).
	Reset Svc PWD			If the Service menu personal identification number (PIN) has been changed. Use this item to reset it to the original PIN.
Service Tools	Reset Password			Use this item to reset the Pre-boot administrator password.
	Subsystems			For manufacturing use only. Do not change these values.
Developer Tools	Netexec			

Remote Admin

The Remote Admin feature allows remote access the printer Pre-boot menu (BIOS environment). The printer functions as a telnet server which uses the telnet networking protocol to transmit text data. Any computer (with telnet installed and enabled) can function as the telnet client to remotely display and interact with the Pre-boot menu.

IMPORTANT: While the Remote Admin function allows remote access the Pre-boot menu, for security reasons the Remote Admin connection must be initiated by a person that is physically present at the printer.

This section describes the following Remote Admin items.

- Required software and network connection
- Connect a remote connection
- Disconnect a remote connection

Required software and network connection

Before using the Remote Admin feature, make sure that the telnet network protocol is installed, and enabled, on the remote telnet client computer.

NOTE: This section describes enabling and configuring the telnet feature for computers using a Windows® operating system.

HP recommends that the telnet client computer be a Windows based system, however, there are other operating systems that support the telnet network protocol. For information about enabling and configuring the telnet network protocol for other operating systems, see the owner's manual for that operating system.

Telnet client

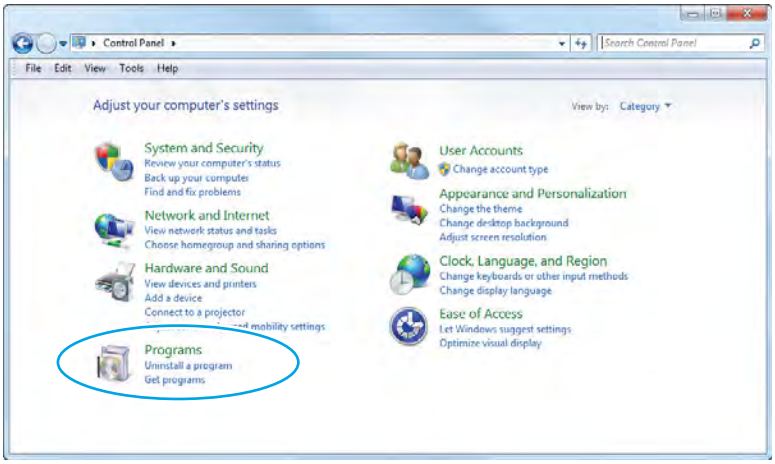
Enable the Windows telnet client

All computers using the Windows operating system have the telnet client installed, however, the telnet client function might not be enabled by default.

NOTE: The figures and menus in this section are for the Windows 7 Enterprise® operating system. Screens and menu selections might vary slightly for other operating systems.

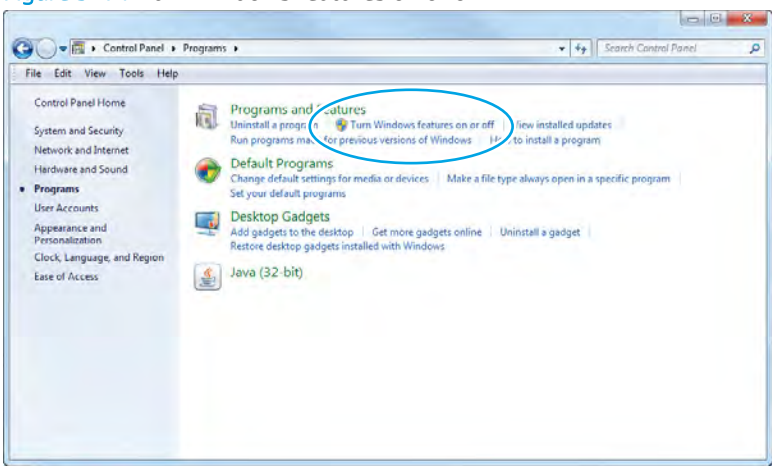
1. Use the **Start** menu to open the **Control Panel**, and then click the **Programs** item to select it.

Figure 3-13 Open the Control Panel



2. Click the **Turn Windows features on or off** item to select it.

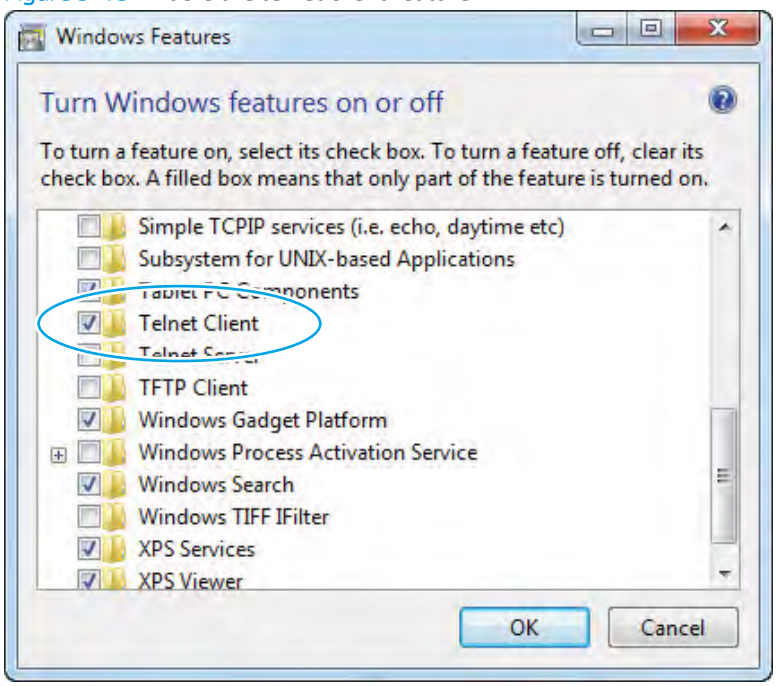
Figure 3-14 Turn Windows features on or off



3. In the **Windows Features** box, scroll down to **Telnet Client**. If the check box is not checked, click the box to select it, and then click the **OK** button.

TIP: If the check box is already checked then the telnet client function is already enabled. Click the **Cancel** button.

Figure 3-15 Enable the telnet client feature



Network connection

The remote telnet client computer must have direct network access to the printer for the Remote Admin function to operate. This means that the telnet client computer must be on the same network as the printer. The Remote Admin function cannot be accessed through a network firewall or other remote access network security programs.

If a private network is not accessible, ask the network administrator to set up a virtual private network (VPN) connection to the network.

Connect a remote connection

Start the telnet server function at the printer

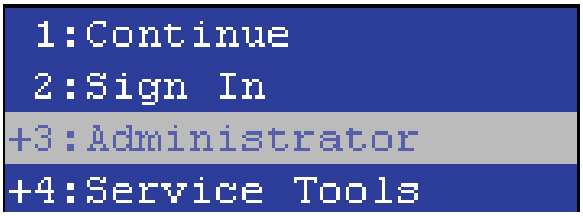
For security reasons the Remote Admin feature must be initiated by a person that is physically present at the printer. The following steps must be performed by a person that is physically present at the printer.

NOTE: This person might need to sign in with an administrator or service password depending on how the printer is configured.

1. Turn the printer on.
2. The HP logo displays on the printer control panel. When a "1/8" with an underscore displays, touch the middle of the screen to open the Pre-boot menu.

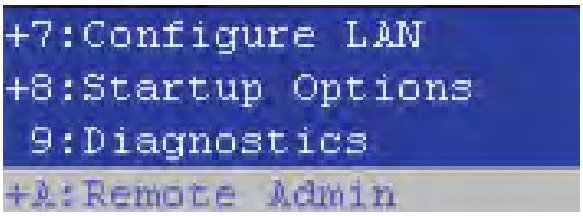
3. Use the arrow buttons on the touchscreen to scroll down and highlight the **+3:Administrator** item, and then touch the OK button to select it.

Figure 3-16 Select the +3:Administrator item



4. Use the arrow buttons on the touchscreen to scroll down and highlight the **+A:Remote Admin** item, and then touch the OK button to select it.

Figure 3-17 Select the +A:Remote Admin item



5. Use the arrow buttons on the touchscreen to scroll down and highlight the **1:Start Telnet** item, and then touch the OK button to select it.

Figure 3-18 Select the 1:Start Telnet item

6. Do one of the following

- If a connecting message displays briefly, go to step 7.

  Figure 3-19 Telnet connecting message

- If an error message displays, use the steps below to identify the problem.

Figure 3-20 Telnet error message

a. The printer network cable is not correctly connected.

b. The BIOS LAN settings are incorrect.

   - The printer should be configured to use a static IP address, but is configured to use DHCP instead.
   - The printer is configured to use a static IP address, but the IP address is incorrect.

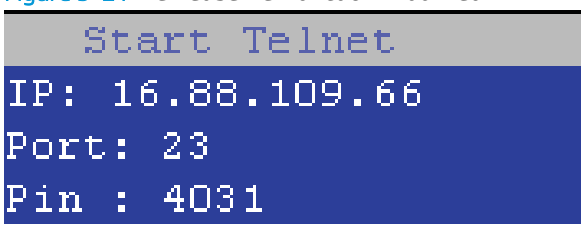
c. The printer is correctly configured to use DHCP, but the DHCP server is not turned on or is malfunctioning.

7. When the printer telnet server function is initialized, the following screen appears. Use the information on this screen to connect the remote telnet client computer to the printer.

NOTE: The printer is now ready to receive remote telnet client commands.

- **IP**: The static or dynamically allocated IP address for the printer.
- **Port**: The standard telnet port (23).
- **Pin**: A randomly generated 4-digit personal identification number (PIN).

Figure 3-21 Telnet server function initialized

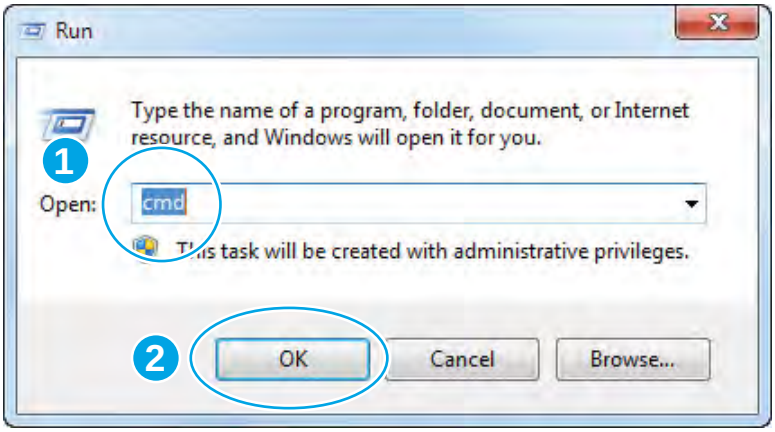


Start the telnet client function at the remote computer

The following steps establish a Remote Admin connection from a remote computer to the printer.

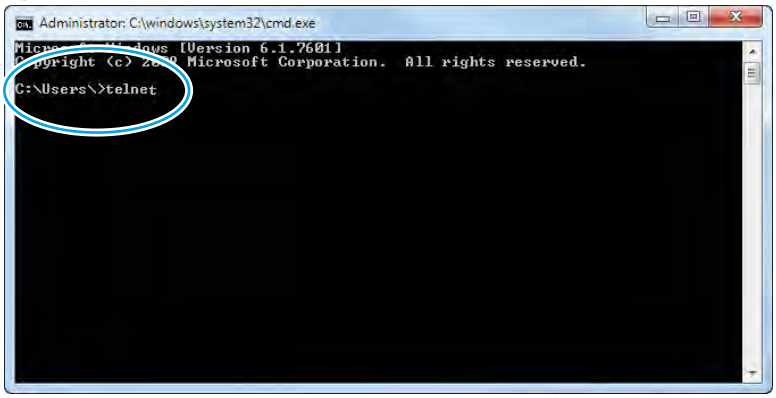
1. From the **Start** menu click **Run** to open a dialog box, type `cmd` in the **Open** field, and then click the **OK** button to open a Windows command window.

Figure 3-22 Open a command window



2. From any displayed directory, type `telnet` at the prompt, and then press the **Enter** key.

Figure 3-23 Start a telnet session

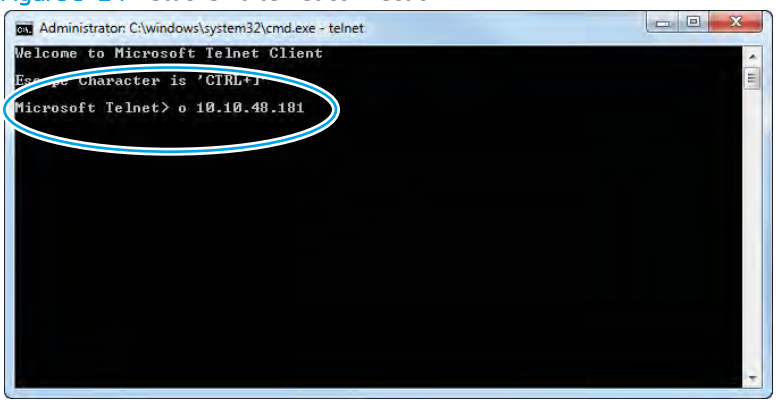


3. Type `o <IP ADDRESS>` at the telnet prompt, and then press the **Enter** key.

NOTE: For `<IP ADDRESS>`, substitute the IP address that was displayed in step 7 in Start the telnet server function at the printer on page 975.

TIP: If the telnet connection fails to establish a connection, the printer is probably behind a firewall or on a different network that the remote telnet client computer. See Network connection on page 975.

Figure 3-24 Establish a telnet connection



4. Type the PIN that was displayed in step 7 in Start the telnet server function at the printer on page 975 at the prompt, and then press the **Enter** key.

IMPORTANT: Make sure to type the PIN correctly. After five incorrect PIN entries, the printer terminates the Remote Admin connection. The Remote Admin feature must be re-initiated at the printer. See Start the telnet server function at the printer on page 975.

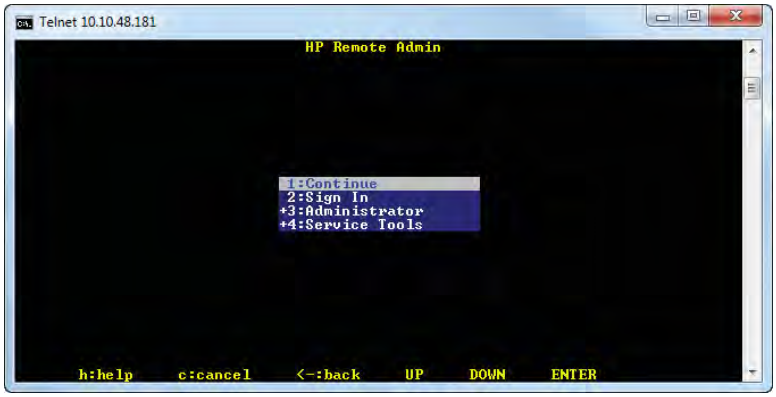
Figure 3-25 Enter the PIN

5. The following screen displays when the correct PIN is entered and the Remote Admin connection is successful. For information about the Pre-boot menu and options, see Pre-boot menu options on page 964.

NOTE: Because a Remote Admin connection is an unsecure telnet network protocol connection, the following Pre-boot menu items are disabled for the remote telnet client computer.

- The **+3:Administrator** menu **4:Change Password** item.
- The **+3:Administrator** menu **5:Clear Password** item.
- The **+3:Administrator** menu **6:Disk Manage** item.

Figure 3-26 Remote Admin window



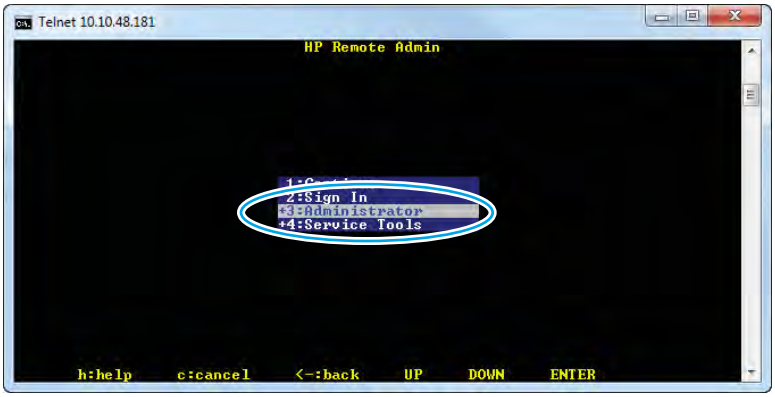
Disconnect a remote connection

The Remote Admin connection can be terminated from the printer control panel or the remote telnet client computer.

NOTE: The following procedure describes terminating a Remote Admin connection from the remote telnet client computer.

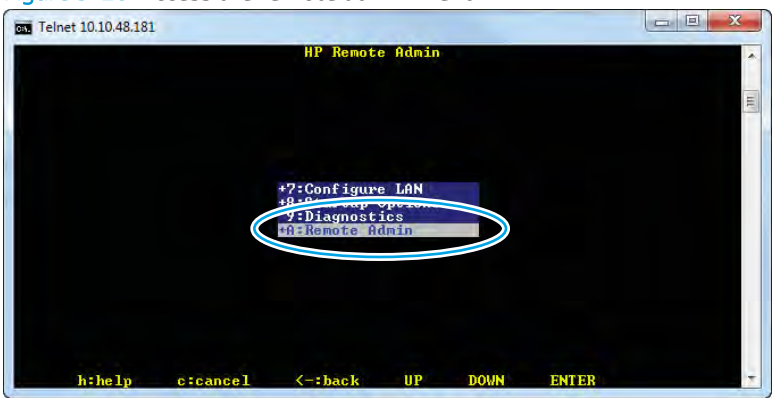
1. From the Pre-boot main menu, use the arrow buttons on the keyboard to scroll down to the **+3:Administrator** item, and then press the **Enter** key.

Figure 3-27 Access the administrator menu



2. Use the arrow buttons on the keyboard to scroll down to the **+A:Remote Admin** item, and then press the **Enter** key.

Figure 3-28 Access the remote admin menu

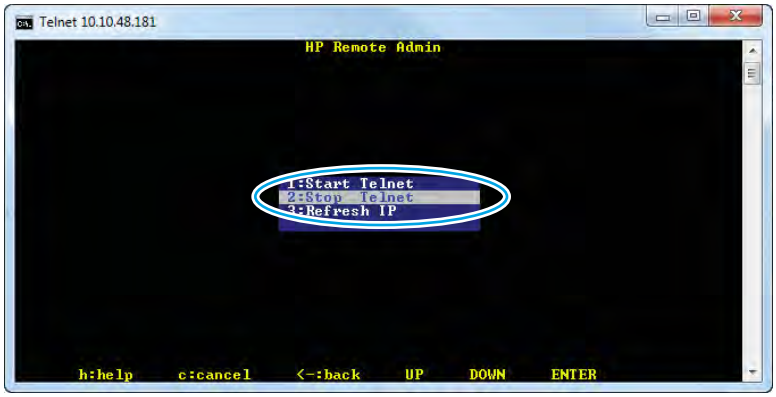


3. Use the arrow buttons on the keyboard to scroll down to the **2:Stop Telnet** item, and then press the **Enter** key. The Remote Admin connection between the printer and the remote telnet client computer terminates.

IMPORTANT: The printer remains in the Pre-boot menu. Have the person that is physically present at the printer do the following:

- Touch the Home button to return to the main Pre-boot menu and highlight the **1:Continue** item, and then touch the OK button. The printer will continue to initialize.

Figure 3-29 Terminate the telnet connection



Control panel menus

You can perform basic printer setup by using the Settings menu. Use the HP Embedded Web Server for more advanced printer setup. To open the HP Embedded Web Server, enter the printer IP address or host name in the address bar of a web browser.

- Reports menu
- Settings menu
- Copy menu (MFP only)
- Scan menu (MFP only)
- Fax menu (fax models only)
- Print menu
- Supplies menu
- Trays menu
- Troubleshooting menu
- Maintenance menu

Reports menu

To display: At the printer control panel, select Reports.

In the following table, asterisks (*) indicate the factory default setting.

Table 3-9 Reports menu

First level	Second level	Values	Description
Configuration/Status Pages	Settings Menu Map	Print View	Shows a map of the entire control panel system and the selected values for each setting.
	Current Settings Page	Print View	Shows a summary of the current settings for the printer. This might be helpful if you plan to make changes and need a record of the present configuration.

Table 3-9 Reports menu (continued)

First level	Second level	Values	Description
	Configuration Page	Print View	Shows the printer settings and installed accessories.
	How to Connect Page	Print View	Shows the network information typically needed to connect the printer to a network.
	Supplies Status Page	Print View	Shows the approximate remaining life for the supplies; reports statistics on total number of pages and jobs processed, serial number, page counts, and maintenance information. HP provides approximations of the remaining life for the supplies as a customer convenience. The actual remaining supply levels might be different from the approximations provided.
	Usage Page	Print View	Shows a count of all paper sizes that have passed through the printer; lists whether they were simplex, duplex, monochrome, or color; and reports the page count.
	File Directory	Print View	Shows the file name and folder name for files that are stored in the printer memory.
	Web Services Status Page	Print View	Shows the detected Web Services for the printer.
	Color Usage Job Log	Print View	Shows color jobs completed by the printer.
Fax Reports (MFP fax models only)	Fax Activity Log	Print View	Contains a list of the faxes that have been sent from or received by this printer.
	Billing Codes Report	Print View	Provides a list of billing codes that have been used for outgoing faxes. This report shows how many sent faxes were billed to each code.
	Blocked Fax List	Print View	A list of phone numbers that are blocked from sending faxes to this printer.
	Speed Dial List	Print View	Shows the speed dials that have been set up for this printer.
	Fax Call Report	Print View	A detailed report of the last fax operation, either sent or received.
Other Pages	Demonstration Page	Print	Prints a demonstration page.

Table 3-9 Reports menu (continued)

First level	Second level	Values	Description
	RGB samples	Print	Prints color samples for different RGB values. Use the samples as a guide for matching printed colors.
	CMYK samples	Print	Prints color samples for different CMYK values. Use the samples as a guide for matching printed colors.
	PCL Font List	Print	Prints the available PCL fonts.
	PS Font List	Print	Prints the available PS fonts.

Settings menu

To display: At the printer control panel, select the Settings menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 3-10 Settings menu

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
General	Date/Time Settings	Date/Time Format	Date Format		DD/MMM/YYYY MMM/DD/YYYY YYYY/MMM/DD	Use the Date/Time Settings menu to specify the date and time and to configure date/time settings.
			Time Format		12 hour (AM/PM) 24 hours	Select the format that the printer uses to show the date and time, for example 12-hour format or 24-hour format.
		Date/Time	Date		Select the time zone from a list.	Select the time zone, date, and time that the printer uses.
			Time		Select the date from a pop-up calendar.	
			Time Zone		Select the time from a pop-up keypad.	
	Energy Settings	Sleep Schedule	A list of scheduled events displays.		+ (Add) Edit Delete	Use to configure the printer to automatically wake up or go to sleep at specific times on specific days. Using this feature saves energy. **NOTE:** You must configure the date and time settings before you can use this feature.
			New event	Event Type		Select whether to add or edit a Wake event or a Sleep event, and then select the time and the days for the wake or sleep event.
				Time		Set the wake or sleep event time parameters.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
				Event Days	Select days of the week from a list.	Set the wake or sleep event day parameters.
		Sleep Settings	Auto Off After Sleep Sleep After Inactivity HP Auto Off/Auto On Shut Down		Range: 1 to 110 minutes Default = 0 minutes	Set the number of minutes after which the printer enters Sleep or Auto Off mode. Touch the existing number to open the virtual keypad, and then increase or decrease the number of minutes.
			Wake/Auto On to These Events		All Events* Network port Power button only	
	Display Settings	Display Brightness	Automatic* Manual		The Manual setting uses a slider to manually control the display brightness.	Use to specify the intensity of the LCD control panel display.
		System Sound			On* Off	Use to specify whether you hear a sound when you touch the screen or press buttons on the control panel.
		Language Settings	Language		Select from a list of languages that the printer supports.	Use to select a different language for control panel messages and specify the default keyboard layout. When you select a new language, the keyboard layout automatically changes to match the factory default for the selected language.
			Keyboard Layout M681z/M682z only		Each language has a default keyboard layout. To change it, select from a list of layouts.	Select the default keyboard layout that matches the language you want to use.
		Information Screen			Show connection information* Hide connection information	Use this menu item to display or hide connection information on the Home screen.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		DisplayDate and Time M681/M682 only			Show Date and Time* Hide Date and Time	Select whether to display or hide the date and time on the control panel Home screen.
		Inactivity Timeout			Range: 10-300 seconds Default = 60 seconds	Specifies the amount of time that elapses between any activity on the control panel and when the printer resets to the default settings. When the timeout expires, the control panel display returns to the Home menu, and any user signed in to the printer is signed out.
		Clearable Warnings			On Job*	Use this feature to set the period that a clearable warning displays on the control panel. If the On setting is selected, clearable warnings appear until the Clearable Warnings button is pressed. If the Job setting is selected, clearable warnings stay on the display during the job that generated the warning and disappear from the display when the next job starts.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Continuable Events			Auto-continue (10 seconds)* Touch OK to continue	Use this option to configure the printer behavior when the printer encounters certain errors. If the Auto-continue (10 seconds) option is selected, the job will continue after 10 seconds. If the Touch OK to continue option is selected, the job will stop and require the user to touch the OK button before continuing.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
	Jam Recovery				Auto* Off On	This printer provides a jam recovery feature that reprints jammed pages. Select one of the following options: Auto: The printer attempts to reprint jammed pages when sufficient memory is available. This is the default setting. Off: The printer does not attempt to reprint jammed pages. Because no memory is used to store the most recent pages, performance is optimal. NOTE: When using this option, if the printer runs out of paper and the job is being printed on both sides, some pages can be lost. On: The printer always reprints jammed pages. Additional memory is allocated to store the last few pages printed. This might cause a decrease in overall performance.
	Auto Recovery				Enabled Disabled*	The printer attempts to reprint jammed pages when sufficient memory is available. This is the default setting.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
	Hold Off Print Job				Enabled* Disabled	Enable this feature if you want to prevent print jobs from starting while a user is initiating a copy job from the control panel. Held print jobs start printing after the copy job is finished, provided that no other copy job is in the print queue.
	Restore Factory Settings				Restore Cancel	Use to restore all printer settings to their factory defaults.
Copy/Print	Copy Settings	Image Preview				Display a preview of the image before printing it.
	Enable Device USB				Enabled Disabled*	Enables the printer to open a file from a USB drive.
	Manage Stored Jobs	Job Sort Order			Job Name* Date	This option allows you list the jobs either alphabetically or chronologically.
		Retain Temporary Jobs After Reboot			Do not retain Personal jobs only All temporary jobs	Sets which temporary jobs will be retained in the event of a printer reboot.
		Temporary Job Storage Limit			1-300 Default = 32	Configure global settings for jobs that are stored in the printer memory. The Temporary Job Storage Limit feature specifies the number of temporary jobs that can be stored on the printer. The maximum allowed value is 300.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Temporary Stored Job Retention			1-300 Default = 32	Configure global settings for jobs that are stored in the printer memory. The Temporary Stored Job Retention feature specifies the number of temporary jobs that can be stored on the printer. The maximum allowed value is 300.
		Standard Stored Job Retention			1-300 Default = 32	Configure global settings for jobs that are stored in the printer memory. The Temporary Stored Job Retention feature specifies the number of standard jobs that can be stored on the printer. The maximum allowed value is 300.
	Default Print Options	Number of Copies		Range: 1-32000 Default = 1	Sets the default number of copies for a copy job. This default applies when the Copy function or the Quick Copy function is initiated from the printer Home screen.	
		Paper Selection		Select from a list of sizes that the printer supports.	Configures the default paper size used for print jobs.	
		Default Custom Paper Size	X Dimension	Range: 3-8.5 inches Default = 8.5 inches	Configures the default paper size that is used when the user selects **Custom** as the paper size for a print job.	
			Y Dimension	Range: 5-14 inches Default = 14 inches		
			Use Inches	Enabled* Disabled		

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Output Sides		1-sided*	Use to indicate whether the original document is printed on one or both sides, and whether the copies should be printed on one or both sides. For example, select the 1-sided original, 2-sided output option when the original is printed on one side, but you want to make two-sided copies.	
				2-sided		
		Staple			None	Sets the position of the staple on the page.
					Top left	
					Top right	
					Top left or right	
		Output Bin			Automatically select	
					Standard bin	
					Upper bin	
					Middle bin	
		Resolution			FastRes1200	Sets the resolution for sent documents. Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller. Some file types, for example a file that will be processed with OCR, require a specific resolution. When these file types are selected, the Resolution setting might automatically change to a valid value.
					1200x1200dpi	

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
	PCL and PostScript Settings	Courier Font			Regular* Dark	Select which version of the Courier font you want to use. The factory default setting is Regular, which uses an average stroke width. The Dark setting can be used if a heavier Courier font is needed.
		Wide A4			Enabled Disabled*	Changes the printable area of A4-size paper. If you enable this option, eighty 10-pitch characters can be printed on a single line of A4 paper.
		Print PS Errors			Enabled Disabled*	Use this feature to select whether a PostScript (PS) error page is printed when the printer encounters a PS error.
		Print PDF Errors			Enabled Disabled*	Selects whether a PDF error page is printed when the printer encounters a PDF error.
		Personality			Auto* PCL PS PDF	Configures the default print language or personality for the printer. Normally you should not change the printer language. If you change the setting to a specific printer language, the printer does not automatically switch from one language to another unless specific software commands are sent to it.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		PCL	Font Settings	Font Source	Internal Disk resident	Selects the font source for the user-soft default font. The list of available options varies depending on the installed printer options.
				Font Number	Range: 0-110 Default = 0	Specifies the font number for the user-soft default font using the source that is specified in the Font Source menu. The printer assigns a number to each font and lists it on the PCL font list. The font number displays in the Font # column of the printout.
				Font Pitch	Range: 0.44-99.99 Default = 10	If the Font Source option and the Font Number setting indicate a contour font, then use this feature to select a default pitch (for a fixed-spaced font).
			PCL Settings	Form Length	Range: 5-128 Default = 60	Controls the PCL print-command options. PCL is a set of printer commands that HP developed to provide access to printer features. Use the Form Length feature to select the user-soft default vertical form length.
				Orientation	Portrait* Landscape	Select the orientation that is most often used for copy or scan originals. Select the Portrait option if the short edge is at the top or select the Landscape option if the long edge is at the top.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
				Symbol Set	Select from a list of symbol sets.	Select any one of several available symbol sets from the control panel. A symbol set is a unique grouping of all the characters in a font. The factory default value for this option is PC-8. Either PC-8 or PC-850 are recommended for line-draw characters.
				Append CR to LF	No* Yes	Configure whether a carriage return (CR) is appended to each line feed (LF) encountered in backwards-compatible PCL jobs (pure text, no job control). Select Yes to append the carriage return. The default setting is No. Some environments, such as UNIX, indicate a new line by using only the line-feed control code. This option allows the user to append the required carriage return to each line feed.
				Suppress Blank Pages	No* Yes	This option is for users who are generating their own PCL, which could include extra form feeds that would cause blank pages to be printed. When the Yes option is selected, form feeds are ignored if the page is blank.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
				Media Source Mapping	Standard* Classic	Use to select and maintain input trays by number when you are not using the printer driver, or when the software program has no option for tray selection. The following options are available: Standard: Tray numbering is based on newer HP LaserJet models. Classic: Tray numbering is based on HP LaserJet 4 and older models.
	Print Quality	Adjust Color	Tonal Range	Highlights Midtones Shadows		
			Cyan Magenta Yellow Black			
		Image Registration	Tray	Tray 1 Tray 2 Tray 3 Tray 4 Tray 5 Depends upon number of trays installed		Specify tray to be adjusted

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
			Front-side Horizontal Shift Front-side Vertical Shift Back-side Horizizontal Shift Back-side Vertical Shift		-5.00 mm to 5.00 mm	Shift the margin alignment to center the image on the page from top to bottom and from left to right. You can also align the image on the front with the image printed on the back. The direction that is perpendicular to the way the paper passes through the printer is referred to as X. This is also known as the scan direction. X1 is the scan direction for a single-sided page or for the second side of a two-sided page. X2 is the scan direction for the first side of a two-sided page. The direction that the paper feeds through the printer is referred to as Y. Y1 is the feed direction for a single-sided page or for the second side of a two-sided page. Y2 is the feed direction for the first side of a two-sided page. Use the Adjust Tray <X> menu to adjust the registration settings for each tray. Before adjusting these values, print a registration test page. It provides alignment guides in the X and Y directions so you can determine which adjustments are necessary. You can adjust values for X1 Shift, X2 Shift, Y1 Shift, and Y2 Shift.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
				Print Test Page		Use the Print Test Page option to print a page to test the image registration. It provides alignment guides in the X and Y directions so you can determine which adjustments are necessary.
		Auto Sense Behavior	Tray 1		Sense every page	
					Sense first page	
					Sense transparency ony	
			All Other Trays		Sense first page	
					Sense transparency only	
		Adjust paper types			Select from a list of paper types	
					Reset Paper Types	
		Optimize			Normal Paper	
					Heavy paper	
					Envelope control	
					Tray 1	
					Background	
					Background 1	
					Uniformity Control	
					Tracking Control	
					Registration	
					Transfer Control	
					Moisture Control	
					Reset Optimize	
		Edge Control			Off	
					Light	
					Normal	
					Maximum	

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
	Manage Trays	Use Requested Tray			Exclusively* First	Controls how the printer handles jobs that have specified a specific input tray. Two options are available: Exclusively: The printer never selects a different tray when the user has indicated that a specific tray should be used, even if that tray is empty. First: The printer pulls from another tray if the specified tray is empty, even though the user specifically indicated a tray for the job.
		Manually Feed Prompt			Always* Unless loaded	Indicate whether a prompt should appear when the type or size for a job does not match the specified tray and the printer pulls from the multipurpose tray instead. Two options are available: Always: A prompt always displays before using the multipurpose tray. Unless loaded: A message displays only if the multipurpose tray is empty.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Size/Type Prompt			Display* Do not display	Controls whether the tray configuration message displays whenever a tray is closed. Two options are available: Display: Shows the tray configuration message when a tray is closed. The user is able to configure the tray settings directly from this message. Do not display: Prevents the tray configuration message from automatically appearing.
		Use Another Tray			Enabled* Disabled	Use to turn on or off the control panel prompt to select another tray when the specified tray is empty. Two options are available: Enabled: When this option is selected, the user is prompted either to add paper to the selected tray or to choose a different tray. Disabled: When this option is selected, the user is not given the option of selecting a different tray. The printer prompts the user to add paper to the tray that was initially selected.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Alternative Letterhead Mode			Disabled* Enabled	Use to load letterhead or preprinted paper into the tray the same way for all print jobs, whether you are printing to one side of the sheet or to both sides of the sheet. When this option is selected, load the paper as you would for printing on both sides. See the user documentation that came with the printer for instructions about loading letterhead for printing on both sides. When this option is selected, the printer speed slows to the speed required for printing on both sides.
		Duplex Blank Pages			Auto* Yes	Controls how the printer handles two-sided jobs (duplexing). Two options are available: Auto: Enables Smart Duplexing, which instructs the printer not to process blank pages. Yes: Disables Smart Duplexing and forces the duplexer to flip the sheet of paper even if it is printed on only one side. This might be preferable for certain jobs that use paper types such as letterhead or prepunched paper.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Override A4/Letter			Yes* No	Prints on letter-size paper when an A4 job is sent but no A4-size paper is loaded in the printer (or to print on A4 paper when a letter-size job is sent but no letter-size paper is loaded). This option will also override A3 with ledger-size paper and ledger with A3-size paper.
Scan/Digital Send	E-mail Settings Network Folder Settings SharePoint Settings Scan to USB Drive Settings **NOTE:** The same options are available for each of these features, except where noted.	E-mail Setup **NOTE:** Email Settings only				Use to configure settings that apply to sending documents through email or saving documents to a folder on the network or on a USB multi-drive. The E-mail Setup Wizard feature configures the printer to send scanned images as email attachments. To open the printer HP Embedded Web Server and set up the email notification server, enter the printer IP address into a Web browser.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Image Preview			Make optional* Require preview Disable preview	Defines the default job options for each function. If you do not specify the job options when creating the job, the default options are used. For complete setup, go to the HP Embedded Web Server by typing the IP address of the printer into a Web browser. Use the Image Preview feature to scan a document and display a preview before completing the job. Select whether this feature is available on the printer. Make optional: The feature is optional, depending on the user who is signed in. Require preview Previews are required for all users. Disable preview: Previews are disabled for all users.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Default File Name				The printer is shipped with a factory default file name of [Untitled] for any scanned files that are sent or saved. Use this feature to specify a different default file name. If you are saving a file to a network folder or USB storage printer and a file with the default file name already exists, a number is appended to the file name, for example, [Untitled]001.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Document File Type			Select from a list of file types.	PDF provides the best overall image and text quality. JPEG is a good choice for most graphics. Most computers have a browser that can view .JPEG files. This file type produces one file per page. TIFF is a standard file format that many graphics programs support. This file type produces one file per page. MTIFF: stands for multi-page TIFF. This file type saves multiple scanned pages in a single file. XPS (XML Paper Specification) creates an XML file that preserves the original formatting of the document and supports color graphics and embedded fonts. **NOTE:** OCR file types are not supported on this printer unless attached to DSS.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Optimize Text/ Picture			Manually Adjust* Text Printed picture Photograph	Use to optimize the output for a particular type of content. You can optimize the output for text, printed pictures, or a mixture. Manually Adjust: Use to manually optimize the setting for text or for pictures. Text: Use to optimize the text portion of the copy when text and/or pictures are on the original. Printed picture: Use for line drawings and preprinted images, such as magazine clippings or pages from books. Photograph: Best suited for making copies of printed pictures.
		Output Quality			High (large file) Medium* Low (small file)	Use to select the quality for the output. Higher-quality images require a larger file size than lower-quality images. Larger files take more time to send, and some recipients might have trouble receiving larger files.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Original Sides			1-sided 2-sided	Use to describe the layout for each side of the original document. First select whether the original document is printed on one side or both sides. Then touch the Orientation setting to indicate whether the original has portrait or landscape orientation. If it is printed on both sides, also select the 2-sided format that matches the original document.
			Orientation		Automatically detect Portrait* Landscape	For some features to work correctly, you must specify the way the content of the original document is placed on the page. Portrait orientation means the short edge of the page is along the top. Landscape orientation means the long edge of the page is along the top. In the Orientation area, select whether the original document has a portrait or landscape orientation.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
			2-Sided Format		Book-style Flip-style	Book-style: The back side of the original is printed right-side-up, and the back side of the copy is printed the same way. Use this option for originals and copies that are bound along the left edge. Flip-style: The back side of the original is printed upside-down, and the back side of the copy is printed the same way. Use this option for originals and copies that are to be bound along the top edge.
		Resolution			400 dpi 300 dpi 200 dpi 150 dpi* 75 dpi	Sets the resolution for sent documents. Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller. Some file types, for example a file that will be processed with OCR, require a specific resolution. When these file types are selected, the Resolution setting might automatically change to a valid value.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Content Orientation	Orientation		Auto Detect Portrait* Landscape	For some features to work correctly, you must specify the way the content of the original document is placed on the page. Portrait orientation means the short edge of the page is along the top. Landscape orientation means the long edge of the page is along the top. In the Orientation area, select whether the original document has a portrait or landscape orientation.
			2-Sided Format		Book-style* Flip-style	Use to configure the default style for 2-sided print jobs. If the Book-style option is selected, the back side of the page is printed the right way up. This option is for print jobs that are bound along the left edge. If the Flip-style option is selected, the back side of the page is printed upside-down. This option is for print jobs that are bound along the top edge.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Color/Black			Automatically detect* Color Black/Gray Black	Use to enable or disable color scanning. Automatically detect: Automatically scans documents in color if at least one page has color. Color: Scans documents in color. Black/Gray: Scans documents in grayscale. Black: Scans documents in black and white with a compressed file size.
		Original Size			Select from a list of supported sizes.	Use to describe the page size of the original document.
		Notification			Do not notify* Notify when job completes Notify only if job fails Print E-mail	Configure to receive notification about the status of a sent document. Do not notify: Turns off this feature. Notify when job completes: Select to receive notification for this job only. Notify only if job fails: Select to receive notification only if the job is not sent successfully. Print: Select to print the notification at this printer. E-mail: Select to receive the notification to an email account.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
			Include Thumbnail			NOTE: When sending an analog fax, select Include Thumbnail to receive a thumbnail image of the first page of the fax in your notification.
			Notification E-mail address			E-mail: Select to receive the notification in an email. Touch the text box following Email Address, and then type the email address for the notification.
		Image Adjustment		Darkness		Use to improve the overall quality of the copy. Adjust the Darkness setting to increase or decrease the amount of white and black in the colors.
				Contrast		Adjust the Contrast setting to increase or decrease the difference between the lightest and darkest color on the page.
				Background Cleanup		Adjust the Background Cleanup setting if you are having trouble copying a faint image.
				Sharpness		Adjust the Sharpness setting to clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photographs appear smoother.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
				Automatic Tone		The printer automatically adjusts the Darkness, Contrast, and Background Cleanup settings to the most appropriate for the scanned document.
				Default		Select this to make the selected Image Adjustment setting the default value.
		Job Build			Job Build off* Job Build on	Use to combine several original documents into one job. Also use to scan an original document that has more pages than the document feeder can accommodate at one time. The printer temporarily saves all the scanned images. After you have scanned all the pages for the job, touch Finish to finish the job.
		Cropping Options			Do not crop* Crop to content Crop to paper	Use this menu item to automatically crop the scan for digital sending. Use the Crop to content option to scan the smallest possible area that has detectable content.
		Erase Edges			Use inches Back side erase Front side erase	Use this menu item to remove blemishes, such as dark borders or staple marks, by cleaning the specified edges of the scanned image. In each of the text boxes enter the measurements, in millimeters or inches, for how much of the top edge, bottom edge, left edge, and right edge to clean.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Multi-feed Detection			Disabled Enabled*	This setting stops the scanning process if it detects multiple-page feeds through the document feeder.
		Blank Page Suppression			Disabled* Enabled	Use to prevent blank pages in the original document from being included in the output document.
		Create Multiple Files			Disabled* Enabled	Enable this item to scan pages into separate files based on a specified page limit. A page is one side of an original document. JPEG and TIFF have a limit of one page per file.
	Digital Sending Software Setup	Allow Use of a DSS Server Allow Transfer to New DSS server			Disabled Enabled*	Configure how the printer interacts with the HP Digital Sending Software (DSS) server. HP DSS handles digital sending tasks, such as faxing, emailing, and sending scanned documents to a network folder or USB storage device. Use the Allow Use of a DSS Server and Allow Transfer to New DSS server options to configure the printer to use HP DSS.
Fax	Internal Fax Modem Setup					
	Fax Send Settings	Image Preview				

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Fax Dialing Settings	Fax Dial Volume		Off Low* High	These settings control how the fax modem dials the outgoing fax number when faxes are sent.
			Dialing Mode		Tone* Pulse	
			Redial Interval		1-5 Minutes Default = 5 minutes	
			Fax Send Speed		Fast* Medium Slow	
			Dialing Prefix			
			Detect Dial Tone			
			Redial on Error		Range: 0-9 Default = 2	
			Redial on No Answer		Range: 0-2 Default = 0	
			Redial on Busy		Range: 0-9 Default = 3	
		General Fax Send Settings	Fax Number Confirmation		Enabled Disabled*	If this feature is enabled, you must enter the fax number twice.
			PC Fax Send		Enabled* Disabled	Enables users who have the correct driver installed to send faxes through the printer from their computers.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
			JBIG Compression		Enabled* Disabled	The JBIG compression reduces fax-transmission time, which can result in lower phone charges. However, using JBIG compression sometimes causes compatibility problems with older fax machines. If this occurs, turn off the JBIG compression.
			Error Correction Mode		Enabled* Disabled	When error-correction mode is enabled and an error occurs during fax transmission, the printer sends or receives the error portion again.
			Fax Header		Prepend* Overlay	Use to prepend or overlay the fax header page.
			Fax Number Speed Dial Matching		Enabled Disabled*	Use this item to match the fax number that you type to numbers that are saved as a speed dial.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Billing Code Settings	Enable Billing Codes		Off* On	When billing codes are enabled, a prompt displays that asks the user to enter the billing code for an outgoing fax. This prompt does not appear if the Allow users to edit billing codes check box is not checked. You can also use the billing codes report in the Reports menu to view the list of the billing codes that have been used for faxes that have been sent from the printer. The list is grouped by billing code and also shows fax details. This feature can be used for billing or usage tracking.
			Default Billing Code			Specify a default billing code for faxing. If you specify a default billing code, this code displays in the Billing Code field when the user sends an outgoing fax. If this field is blank, no default billing code is provided for the user.
			Minimum Length		Range: 1-16 Default = 1	Specify the required length of the billing code. Billing codes can be between 1 and 16 characters long.
			Allow users to edit billing codes		Off On*	
	Fax Receive Settings	Fax Receive Setup	Ringer Volume		Off Low* High	Use to configure settings for receiving faxes.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
			Rings To Answer		Range: 1-6 Default = 1	
			Fax Receive Speed		Fast* Medium Slow	
			Ring Interval		Range: 220-600 ms Default = 600 ms	
			Ring Frequency		Range: 1-200 Default = 68hz	
		Fax Printing Schedule			Always store faxes Always print faxes* Use Fax Printing Schedule	If you have concerns about the security of private faxes, use this feature to store faxes rather than having them automatically print. Open the Fax Printing Schedule sub-menu, and then you can choose to always store faxes, always print them, or you can set up a schedule for each day of the week.
			Schedule Touch this to set up a fax printing schedule if you selected the Use Fax Printing Schedule option.	+ (Add) Edit Delete (trash can)	Print incoming faxes Store incoming faxes Time Event Days	If you are using a fax printing schedule, use this menu to configure when to print faxes.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Blocked Fax Numbers	Fax Number to Block			The blocked fax list can contain up to 30 numbers. When the printer receives a call from one of the blocked fax numbers, it deletes the incoming fax. It also logs the blocked fax in the activity log along with job-accounting information. Add blocked numbers: Enter a fax number into the Fax Number to Block field, and then touch the arrow button to add a new number to the blocked fax list. To remove blocked numbers: Select a number and touch the Delete button to delete it from the blocked fax list. To clear all blocked numbers: Touch the Delete All button to clear all of the numbers from the blocked fax list. You also can use the Blocked Fax List report in the Information menu to view the list of the fax numbers that have been blocked on this printer.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		Default Job Options	Notification		Do not notify* Notify when job completes Notify only if job fails	Configure to receive notification about the status of a sent document. Do not notify: Turns off this feature. Notify when job completes: Select to receive notification for this job only. Notify only if job fails: Select to receive notification only if the job is not sent successfully.
					Print E-mail*	E-mail: Select to receive the notification in an email. Touch the text box following Email Address, and then enter the email address for the notification.
				Include Thumbnail		NOTE: When sending an analog fax, select Include Thumbnail to receive a thumbnail image of the first page of the fax in your notification.
				Notification E-mail address		Touch this text field, provide the email address to which you want notifications sent, and then touch the OK button.
			Stamp Received Faxes		Enabled Disabled*	Use this option to add the date, time, sender's phone number, and page number to each page of the faxes that this printer receives.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
			Fit to Page		Enabled* Disabled	Use to shrink faxes that are larger than Letter-size or A4-size so that they can fit onto a Letter-size or A4-size page. If this feature set to Disabled, faxes larger than Letter or A4 will flow across multiple pages.
			Paper Tray		Automatic* Select from a list of the trays.	
			Output Bin		Automatically select Standard bin Upper bin Middle bin	
			Out Sides		1-sided* 2-sided	Use to describe the layout for each side of the original document. First select whether the original document is printed on one side or both sides.
	Fax Forwarding	Enable Fax Forwarding			Disabled* Enabled	Use to forward received faxes to another fax machine.
			Type of Fax Job to Forward		All faxes Sent faxes Received faxes	Use to select the type of fax jobs that you want forwarded.
			Fax Forwarding Number			Provide the forwarding phone number, and then touch the OK button.
	Clear Fax Activity Log					Clears all events from the fax activity log.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
Manage Supplies	Low Warning Thresholds			Black Cartridge Cyan Cartridge Magenta Cartridge Yellow Cartridge	1-100% Default = 5%	Set the estimated percentage at which the printer notifies you when a toner cartridge is very low.
	Low Warning Threshold Message				On Off	Displays a message on the control panel when a cartridge is very low.
	Very Low Behavior	Black Cartridge Color Cartridges Transfer Kit Fuser Kit Document Feeder Kit			Stop Continue Prompt to continue	
		Staples			Stop Prompt to continue	
	Restrict Color Use				Enable Disable Color Color if allowed*	Use this feature to enable, restrict, or disable color printing or copying.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
	Color/Black Mix				Auto Mostly Color Pages Mostly Black Pages	Instructs the printer when to switch between color and monochrome printing modes for the best overall performance. Auto: Uses the mode that is appropriate for the first page of the job. If necessary, the printer switches modes during the middle of a job and then stays in that mode until the job is finished. Mostly Color Pages: The printer uses color mode for all jobs, even if the job contains no color pages. Mostly Black Pages: The printer uses monochrome mode until it detects a color page. The printer switches back to monochrome mode when it detects a sequence of several monochrome pages.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
	Store Usage Data				On supplies Not on supplies	The Store Usage Data provides a way to suppress the toner cartridges from storing most of the information gathered exclusively for the purpose of understanding the usage of the printer. Select the On supplies setting to store the data on the toner cartridge memory chip. Select the Not on supplies setting to suppress the information from being stored on the memory chip.
	Cartridge Protection				Off* Protect Cartridges	Select to permanently protect cartridges so that they can be used only in this product or fleet of products.
	Cartridge Policy				Off* Authorized HP	Set Authorized HP to allow only genuine HP cartridges to be used in this product.
Manage Stapler/ Stacker	Operation Mode				Mailbox Stacker Function Separator	
	Job Offset				On Off	
Networking	Ethernet	Information	Print Security Report		Yes No*	Yes: Prints a page that contains the current security settings on the HP Jetdirect print server. No: A security settings page is not printed.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
		TCP/IP	Host Name		Use the arrow buttons to edit the host name. NPIXXXXXX*	An alphanumeric string, up to 32 characters, used to identify the printer. This name is listed on the HP Jetdirect configuration page. The default host name is NPIxxxxxx, where xxxxxx is the last six digits of the LAN hardware (MAC) address.
			IPV4 Settings	Config Method	Bootp DHCP* Auto IP Manual	Specifies the method that TCP/IPv4 parameters will be configured on the HP Jetdirect print server. Bootp (Bootstrap Protocol): Use for automatic configuration from a BootP server. DHCP (Dynamic Host Configuration Protocol): Use for automatic configuration from a DHCPv4 server. If selected and a DHCP lease exists, the DHCP Release menu and the DHCP Renew menu are available to set DHCP lease options. Auto IP: Use for automatic link-local IPv4 addressing. An address in the form 169.254.x.x is assigned automatically. If you set this option to the Manual setting, use the Manual Settings menu to configure TCP/IPv4 parameters.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
				Default IP	Auto IP* Legacy	Specify the IP address to default to when the print server is unable to obtain an IP address from the network during a forced TCP/IP reconfiguration (for example, when manually configured to use BootP or DHCP). NOTE: This feature assigns a static IP address that might interfere with a managed network. Auto IP: A link-local IP address 169.254.x.x is set. Legacy: The address 192.0.0.192 is set, consistent with older HP Jetdirect printers.
				Primary DNS	Range: 0-255 Default = xxx.xxx.xx.xx	Specify the IP address (n.n.n.n) of a Primary Domain Name System (DNS) Server.
				Secondary DNS	Range: 0-255 Default = 0.0.0.0	Specify the IP address (n.n.n.n) of a Secondary DNS Server.
			IPV6 Settings	Enable	Off On*	Use this item to enable or disable IPv6 operation on the print server. Off: IPv6 is disabled. On: IPv6 is enabled.
				Address	Manual Settings Enable Address	Use this item to enable and manually configure a TCP/IPv6 address.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
				DHCPV6 Policy	Router Specified Router Unavailable* Always	Router Specified: The stateful auto-configuration method to be used by the print server is determined by a router. The router specifies whether the print server obtains its address, its configuration information, or both from a DHCPv6 server. Router Unavailable: If a router is not available, the print server should attempt to obtain its stateful configuration from a DHCPv6 server. Always: Whether a router is available, the print server always attempts to obtain its stateful configuration from a DHCPv6 server.
				Primary DNS	Range: 0-255 Default = **xxx.xxx.xx.xx**	Specify the IP address (n.n.n.n) of a Primary Domain Name System (DNS) Server.
				Secondary DNS	Range: 0-255 Default = **0.0.0.0**	Specify the IP address (n.n.n.n) of a Secondary DNS Server.

Table 3-10 Settings menu (continued)

First level	Second level	Third level	Fourth level	Fifth level	Values	Description
			Proxy Server		Select from a provided list.	Specifies the proxy server to be used by embedded applications in the printer. A proxy server is typically used by network clients for Internet access. It caches Web pages, and provides a degree of Internet security for those clients. To specify a proxy server, enter its IPv4 address or fully-qualified domain name. The name can be up to 255 octets. For some networks, you might need to contact your Internet Service Provider (ISP) for the proxy server address.
			Proxy Port		Default = **00080**	Enter the port number used by the proxy server for client support. The port number identifies the port reserved for proxy activity on your network, and can be a value from 0 to 65535.
			Idle Timeout		Default = **0270**	The time period, in seconds, after which an idle TCP print data connection is closed (default is 270 seconds, 0 disables the timeout).

Copy menu (MFP only)

To display: At the printer control panel, select the Copy menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 3-11 Copy menu (MFP only)

First level	Second level	Third level	Values	Description
Sides	Original Sides		1-sided* 2-sided	Use to indicate whether the original document is printed on one or both sides.
	Output Sides		1-sided 2-sided	Use to indicate whether the copies should be printed on one or both sides.
Color/Black			Automatically detect* Color Black/Gray	Select how the copy should be printed. Automatically detect: Prints color documents in color, and black and white documents in black and white. For mixed documents, the printer will determine whether to print in color or black and white. Color: Prints documents in color. Black: Prints documents in black and white or grayscale.
Quick Sets and Defaults			Load Save	
Options	Sides	Original Sides	1-sided 2-sided	
		Output Sides	1-sided 2-sided	
	Color/Black		Automatically detect* Color Black/Gray	Select how the copy should be printed. Automatically detect: Prints color documents in color, and black and white documents in black and white. For mixed documents, the printer will determine whether to print in color or black and white. Color: Prints documents in color. Black: Prints documents in black and white or grayscale.

Table 3-11 Copy menu (MFP only) (continued)

First level	Second level	Third level	Values	Description
	Staple		None Top left angled Top right angled	Sets the position of the staple on the page.
	Scan mode		Standard Document Book Mode 2–sided ID	Book Mode allows the user to scan pages from a book. 2–sided ID allows the user to scan both sides of an identification card onto one sheet.
	Reduce/Enlarge		Automatic* Manual	Use to scale the size of the document up or down. Select one of the predefined percentages, or select the Scaling field and type a percentage between 25 and 400. The Auto option automatically scales the image to fit the paper size in the tray. NOTE: To reduce the image, select a scaling percentage that is less than 100. To enlarge the image, select a scaling percentage that is greater than 100.
	Original Size		Select from a list of sizes that the printer supports.	Describes the page size of the original document.
	Paper Selection		Paper Size Paper Type Paper Tray	For the best color and image quality, select the appropriate paper type from the control panel menu or from the print driver.
	Booklet	Booklet Format	(Checkbox)	Use to copy two or more pages onto one sheet of paper so you can fold the sheets in the center to form a booklet. The printer arranges the pages in the correct order. For example, if the original document has eight pages, the printer prints pages 1 and 8 on the same sheet.

Table 3-11 Copy menu (MFP only) (continued)

First level	Second level	Third level	Values	Description
	Content Orientation		Auto Detect Portrait* Landscape	For some features to work correctly, you must specify the way the content of the original document is placed on the page. Portrait orientation means the short edge of the page is along the top. Landscape orientation means the long edge of the page is along the top. In the Orientation area, select whether the original document has a portrait or landscape orientation.
	Pages per Sheet		One (1) Two (2) Four (4)	Copies multiple pages onto one sheet of paper. NOTE: Before using this screen, use the Content Orientation screen to describe the original document orientation.
	Image Adjustment	Sharpness		Adjust the Sharpness setting to clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photographs appear smoother.
		Darkness		Use to improve the overall quality of the copy. Adjust the Darkness setting to increase or decrease the amount of white and black in the colors.
		Contrast		Adjust the Contrast setting to increase or decrease the difference between the lightest and darkest color on the page.
		Background Cleanup		Adjust the Background Cleanup setting if you are having trouble copying a faint image.

Table 3-11 Copy menu (MFP only) (continued)

First level	Second level	Third level	Values	Description
	Optimize Text/Picture	Manually Adjust*	Optimize For: Text Mixed Printed picture Photograph	Optimizes the output for a particular type of content. You can optimize the output for text, printed pictures, or a mixture. Manually Adjust: Use to manually optimize the setting for text or for pictures. Text: Use to optimize the text portion of the copy where text and/or pictures are on the original. Printed picture: Use for line drawings and preprinted images, such as magazine clippings or pages from books. Photograph: Best suited for making copies of printed pictures.
	Erase Edges	Front Side	Use inches Apply same width to all edges Top edge Bottom edge Left edge Right edge	Use this menu item to remove blemishes, such as dark borders or staple marks, by cleaning the specified edges of the scanned image. In each of the text boxes enter the measurements, in millimeters or inches, for how much of the top edge, bottom edge, left edge, and right edge to clean.
		Back Side	Use inches Mirror front side Top edge Bottom edge Left edge Right edge	

Table 3-11 Copy menu (MFP only) (continued)

First level	Second level	Third level	Values	Description
	Collate		Collate on (Sets in page order)* Collate off (Pages grouped)	If you are making more than one copy, select the Collate on (Sets in page order) option to assemble the pages in the correct order in each set of copies. Select the Collate off (Pages grouped) option to group the same pages together. For example, if you are making five copies of an original document that has two pages, all five first pages would be grouped together and all five second pages would be grouped together.
	Multi-feed Detection		Enabled* Disabled	This setting stops the scanning process if it detects multiple-page feeds through the document feeder.
	Output Bin		Automatically select Standard bin Upper bin Middle bin	

Scan menu (MFP only)

To display: At the printer control panel, select the Scan menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 3-12 Scan menu (MFP)

First level	Second level	Third level	Fourth level	Values	Description
Scan to Email					
Scan to Network Folder	Folder Paths				
	File Name				
	Quick Sets and Defaults				
	Options	File Type and Resolution			
		Original sides		1-sided 2-sided	Use to describe the layout for each side of the original document. First select whether the original document is printed on one side or both sides. Then touch the Orientation setting to indicate whether the original has portrait or landscape orientation. If it is printed on both sides, also select the 2-sided format that matches the original document.
		Color/Black		Automatically detect* Color Black/Gray Black	Use to enable or disable color scanning. Automatically detect: Automatically scans documents in color if at least one page has color. Color: Scans documents in color. Black/Gray: Scans documents in grayscale. Black: Scans documents in black and white with a compressed file size.
		Original Size		Select from a list of supported sizes.	Use to describe the page size of the original document.

Table 3-12 Scan menu (MFP) (continued)

First level	Second level	Third level	Fourth level	Values	Description
		Content Orientation	Orientation	Automatically Detect Portrait* Landscape	For some features to work correctly, you must specify the way the content of the original document is placed on the page. Portrait orientation means the short edge of the page is along the top. Landscape orientation means the long edge of the page is along the top. In the Orientation area, select whether the original document has a portrait or landscape orientation.
		Image Adjustment	Darkness		Use to improve the overall quality of the copy. Adjust the Darkness setting to increase or decrease the amount of white and black in the colors.
			Contrast		Adjust the Contrast setting to increase or decrease the difference between the lightest and darkest color on the page.
			Background Cleanup		Adjust the Background Cleanup setting if you are having trouble copying a faint image.
			Sharpness		Adjust the Sharpness setting to clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photographs appear smoother.
			Automatic Tone		The printer automatically adjusts the Darkness, Contrast, and Background Cleanup settings to the most appropriate for the scanned document.

Table 3-12 Scan menu (MFP) (continued)

First level	Second level	Third level	Fourth level	Values	Description
			Default		Select this to make the selected Image Adjustment setting the default value.
		Optimize Text/Picture			
		Erase Edges		Use inches Back side erase Front side erase	Use this menu item to remove blemishes, such as dark borders or staple marks, by cleaning the specified edges of the scanned image. In each of the text boxes enter the measurements, in millimeters or inches, for how much of the top edge, bottom edge, left edge, and right edge to clean.
		Cropping Options		Do not crop Crop to content Crop to paper	Use this menu item to automatically crop the scan for digital sending. Use the Crop to content option to scan the smallest possible area that has detectable content.
		Automatically Straighten			
		Blank Page Suppression		Disabled Enabled	Use to prevent blank pages in the original document from being included in the output document.
		Multi-feed Detection		Disabled Enabled*	This setting stops the scanning process if it detects multiple-page feeds through the document feeder.
		Create Multiple Files		Disabled Enabled	Enable this item to scan pages into separate files based on a specified page limit. A page is one side of an original document. JPEG and TIFF have a limit of one page per file.

Table 3-12 Scan menu (MFP) (continued)

First level	Second level	Third level	Fourth level	Values	Description
		Notification		Do not notify Notify when job completes Notify only if job fails Print E-mail	Configure to receive notification about the status of a sent document. Do not notify: Turns off this feature. Notify when job completes: Select to receive notification for this job only. Notify only if job fails: Select to receive notification only if the job is not sent successfully. Print: Select to print the notification at this printer. E-mail: Select to receive the notification to an email account.
			Include Thumbnail		Select Include Thumbnail to receive a thumbnail image of the first page of the job in your notification.
			Notification Email		E-mail: Select to receive the notification in an email. Touch the text box following Email Address, and then type the email address for the notification.
Scan to USB Drive	Destination				
	Job Name				
	Options	File Type and Resolution			

Table 3-12 Scan menu (MFP) (continued)

First level	Second level	Third level	Fourth level	Values	Description
		Original sides		1-sided 2-sided	Use to describe the layout for each side of the original document. First select whether the original document is printed on one side or both sides. Then touch the Orientation setting to indicate whether the original has portrait or landscape orientation. If it is printed on both sides, also select the 2-sided format that matches the original document.
		Color/Black		Automatically detect* Color Black/Gray Black	Use to enable or disable color scanning. Automatically detect: Automatically scans documents in color if at least one page has color. Color: Scans documents in color. Black/Gray: Scans documents in grayscale. Black: Scans documents in black and white with a compressed file size.
		Original Size		Select from a list of supported sizes.	Use to describe the page size of the original document.
		Content Orientation		Automatically detect Portrait* Landscape	For some features to work correctly, you must specify the way the content of the original document is placed on the page. Portrait orientation means the short edge of the page is along the top. Landscape orientation means the long edge of the page is along the top. In the Orientation area, select whether the original document has a portrait or landscape orientation.

Table 3-12 Scan menu (MFP) (continued)

First level	Second level	Third level	Fourth level	Values	Description
		Image Adjustment	Darkness		Use to improve the overall quality of the copy. Adjust the Darkness setting to increase or decrease the amount of white and black in the colors.
			Contrast		Adjust the Contrast setting to increase or decrease the difference between the lightest and darkest color on the page.
			Background Cleanup		Adjust the Background Cleanup setting if you are having trouble copying a faint image.
			Sharpness		Adjust the Sharpness setting to clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photographs appear smoother.
			Automatic Tone		The printer automatically adjusts the Darkness, Contrast, and Background Cleanup settings to the most appropriate for the scanned document.
			Default		Select this to make the selected Image Adjustment setting the default value.

Table 3-12 Scan menu (MFP) (continued)

First level	Second level	Third level	Fourth level	Values	Description
		Optimize Text/Picture		Manually Adjust* Text Printed picture Photograph	Use to optimize the output for a particular type of content. You can optimize the output for text, printed pictures, or a mixture. Manually Adjust: Use to manually optimize the setting for text or for pictures. Text: Use to optimize the text portion of the copy when text and/or pictures are on the original. Printed picture: Use for line drawings and preprinted images, such as magazine clippings or pages from books. Photograph: Best suited for making copies of printed pictures.
		Erase Edges		Use inches Back side erase Front side erase	Use this menu item to remove blemishes, such as dark borders or staple marks, by cleaning the specified edges of the scanned image. In each of the text boxes enter the measurements, in millimeters or inches, for how much of the top edge, bottom edge, left edge, and right edge to clean.
		Cropping Options		Do not crop Crop to content Crop to paper	Use this menu item to automatically crop the scan for digital sending. Use the Crop to content option to scan the smallest possible area that has detectable content.
		Automatically Straighten			
		Blank Page Suppression		Disabled Enabled	Use to prevent blank pages in the original document from being included in the output document.

Table 3-12 Scan menu (MFP) (continued)

First level	Second level	Third level	Fourth level	Values	Description
		Multi-feed Detection		Disabled Enabled*	This setting stops the scanning process if it detects multiple-page feeds through the document feeder.
		Create Multiple Files		Disabled Enabled	Enable this item to scan pages into separate files based on a specified page limit. A page is one side of an original document. JPEG and TIFF have a limit of one page per file.
		Notification		Do not notify Notify when job completes Notify only if job fails Print E-mail	Configure to receive notification about the status of a sent document. Do not notify: Turns off this feature. Notify when job completes: Select to receive notification for this job only. Notify only if job fails: Select to receive notification only if the job is not sent successfully. Print: Select to print the notification at this printer. E-mail: Select to receive the notification to an email account.
			Include Thumbnail		Select Include Thumbnail to receive a thumbnail image of the first page of the job in your notification.
			Notification Email		E-mail: Select to receive the notification in an email. Touch the text box following Email Address, and then type the email address for the notification.
Scan to Job Storage				Folder Job Name	

Fax menu (fax models only)

To display: At the printer control panel, select the Fax menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 3-13 Fax menu (fax models only)

First level	Second level	Third level	Values	Description
Dialing Prefix				
Fax Recipients				
Quick Sets and Defaults				
Options	Original Sides		1-sided* 2-sided	Use to describe the layout for each side of the original document. First select whether the original document is printed on one side or both sides. Then touch the Orientation setting to indicate whether the original has portrait or landscape orientation. If it is printed on both sides, also select the 2-sided format that matches the original document.
	Resolution		Standard (100 x 200dpi)* Fine (200 x 200dpi) Superfine (300 x 300dpi)	Select the resolution for outgoing faxes. If you increase the resolution, faxes might be clearer but they could transmit more slowly. Some file types, for example a file that will be processed with OCR, require a specific resolution. When these file types are selected, the Resolution setting might be automatically changed to a valid value.
	Original Size		Select from a list of sizes that the printer supports.	Use to describe the page size of the original document.
	Content Orientation	Orientation	Portrait* Landscape	For some features to work correctly, you must specify the way the content of the original document is placed on the page. Portrait: This setting means the short edge of the page is along the top. Landscape: This setting means the long edge of the page is along the top.

Table 3-13 Fax menu (fax models only) (continued)

First level	Second level	Third level	Values	Description
	Image Adjustment	Darkness		Use to improve the overall quality of the copy. Adjust the Darkness setting to increase or decrease the amount of white and black in the colors.
		Contrast		Adjust the Contrast setting to increase or decrease the difference between the lightest and darkest color on the page.
		Background Cleanup		Adjust the Background Cleanup setting if you are having trouble copying a faint image.
		Sharpness		Adjust the Sharpness setting to clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photographs appear smoother.
		Automatic Tone		The printer automatically adjusts the Darkness, Contrast, and Background Cleanup settings to the most appropriate for the scanned document.
		Default		Select this to make the selected Image Adjustment setting the default value.

Table 3-13 Fax menu (fax models only) (continued)

First level	Second level	Third level	Values	Description
	Optimize Text/Picture	Manually Adjust*	Optimize For: Text Printed picture Photograph	Optimizes the output for a particular type of content. You can optimize the output for text, printed pictures, or a mixture. Manually Adjust: Use to manually optimize the setting for text or for pictures. Text: Use to optimize the text portion of the copy where text and/or pictures are on the original. Printed picture: Use for line drawings and preprinted images, such as magazine clippings or pages from books. Photograph: Best suited for making copies of printed pictures.
	Blank Page Suppression		Disabled* Enabled	Prevents blank pages in the original document from being included in the output document.
	Multi-feed Detection		Disabled Enabled*	Use this feature to prevent multiple pages being fed through the document feeder during document scans.
	Notification		Do not notify* Notify when job completes Notify only if job fails	Use to receive notification about the status of a sent document. Do not notify: Turns off this feature. Notify when job completes: Select to receive notification for this job only. Notify only if job fails: Select to receive notification only if the job is not sent successfully.
			Print E-mail	Print: Select to print the notification at this printer. E-mail: Select to receive the notification in an email. Touch the text box following Email Address, and then enter the email address for the notification.

Table 3-13 Fax menu (fax models only) (continued)

First level	Second level	Third level	Values	Description
		Include Thumbnail		When sending an analog fax, select Include Thumbnail to receive a thumbnail image of the first page of the fax in your notification.
		Notification E-mail address		Provide the email address that will receive notifications.
		2-Sided Format	Book-style* Flip-style	Use to configure the default style for 2-sided print jobs. If the Book-style option is selected, the back side of the page is printed the right way up. This option is for print jobs that are bound along the left edge. If the Flip-style option is selected, the back side of the page is printed upside-down. This option is for print jobs that are bound along the top edge.

Print menu

To display: At the printer control panel, select the Print menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 3-14 Print Options menu

First level	Second level	Values	Description
Print from Job Storage	Stored Job to Print	Untitled Stored Faxes	Print a job stored on the printer.
Print from USB Drive	Stored Job to Print	Choose file to print on USB drive.	Print a job stored on a USB drive.
Fax Polling	Fax Polling Number		

Supplies menu

To display: At the printer control panel, select the Supplies menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 3-15 Supplies menu

First level	Values	Description
Supplies Summary		
Black Cartridge	Status	
Cyan Cartridge	Order HP Part	
Magenta Cartridge	Pages Printed	
Yellow Cartridge	Approximate Pages Remaining	
Toner Collection Unit	Status	
Transfer Kit	Order HP Part	
Fuser Kit		
Document Feeder Kit		
Stapler 1		

Trays menu

To display: At the printer control panel, select the Trays menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 3-16 Trays menu

First level	Second level	Values	Description
Tray 1 Tray 2–x	Size	Select paper size from a list of supported sizes.	Choose the paper size for the tray
	Type	Select paper type from a list of supported types.	Choose the paper type for the tray.

Troubleshooting menu

To display: At the product control panel, select the Support Tools menu, and then select the Troubleshooting menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 3-17 Troubleshooting

First level	Second level	Third level	Fourth level	Values	Description
Configuration/Status Pages	• Settings Menu Map • Current Settings Page • Configuration Page • How to Connect Page • Supplies Status Page • sage Page • File Directory Page • Web Services Status Page • Color Usage Job Log				Select the configuration/Status reports to review, and then touch the Print or View button.
Reports					
Other Pages	• Demonstration Page • RGB Samples • CMYK Samples • PCL Font List • PS Font List				
Event Log				Print	Prints the 50 most recent events in the Event Log. For each event, the printed log shows the error number, page count, error code, and description or personality.
Paper Path Page				View Print	Shows how many pages were printed from each tray.

Table 3-17 Troubleshooting (continued)

First level	Second level	Third level	Fourth level	Values	Description
Fax (Fax is optional)	Fax T.30 Trace	Print T.30 Report		Print	Use to print or configure the fax T.30 trace report. T.30 is the standard that specifies handshaking, protocols, and error correction between fax machines.
		When to Print Report		Never automatically print* Print after every fax Print only after fax send jobs Print after any fax error Print only after fax send errors Print only after fax receive errors	Configure the T.30 report to print after certain events. You can choose to print the report after every fax job, every fax job sent, every fax job received, every send error, or every receive error.
	Fax V.34			Normal* Off	Use to disable V.34 modulations if several fax failures have occurred or if phone line conditions require it.
	Fax Speaker Mode			Normal* Diagnostic	Used by a technician to evaluate and diagnose fax issues by listening to the sounds of fax modulations
	Fax Log Entries			On Off*	The standard fax log includes basic information such as the time and whether the fax was successful. The detailed fax log shows the intermediate results of the redial process not shown in the standard fax log.
Print Quality Pages	Print Fuser Test Page			Print	Use to print pages that help you resolve problems with print quality.
Diagnostic Tests					
	Continuous Scan			2-sided	

Table 3-17 Troubleshooting (continued)

First level	Second level	Third level	Fourth level	Values	Description
	Run Fax Test			Start	Use this menu to perform a test on specific components within the product to determine whether the components are functioning correctly.
Retrieve Diagnostic Data				Insert a US drive into the USB port. The exported data might contain personally identifiable information.	Create files that contain information about the product that can help identify the cause of problems.
Generate Debug Data				Start	

Maintenance menu

Backup/Restore menu

To display: At the product control panel, select Support Tools and then Maintenance, and then select the Backup/Restore menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 3-18 Backup/Restore menu

First level	Second level	Third level	Values	Description
Backup Data	Enable Scheduled Backups	Backup Time	Enter a time	
		Days Between Backups	Enter the number of days	
	Backup Now			
	Export Last Backup			
Restore Data			Insert a USB drive that contains the backup file.	

Calibration/Cleaning menu

To display: At the product control panel, select the Maintenance menu, and then select the **Calibrate/Cleaning** menu.

In the following table, asterisks (*) indicate the factory default setting.

Table 3-19 Calibrate/Cleaning menu

First level	Second level	Values	Description
Calibration/Cleaning Page		Print	Use to process the cleaning page that was created by using the Create Cleaning Page menu. The process takes up to 1.5 minutes.
Calibration		Start	The product automatically calibrates itself at various times. However, you can calibrate the product immediately if you see problems with print quality. Use this feature to perform a full calibration, which can take up to three minutes. Use this calibration if the color layers seem to be shifted on the page. Before calibrating the product, make sure that the **Ready** indicator displays on the control-panel display. If a job is in progress, the calibration occurs when that job is complete.
Delay Calibration at Wake/Power On		No Delay Delay 15 minutes	Controls the timing of power-on calibration when the product wakes up or is turned on. Wake: Select if you are not using the feature and want to print jobs immediately when the product wakes up or is turned on, before calibration begins. No: The product will calibrate immediately when it wakes up or is turned on. The product will not print any jobs until it finishes calibrating. Yes: Enables the product that is asleep to accept print jobs before it calibrates. It might start calibrating before it has printed all the jobs it has received. This option allows quicker printing when coming out of sleep mode or when you turn the product on, but print quality might be reduced. **NOTE:** For the best results, allow the product to calibrate before printing. Print jobs performed before calibration might not be of the highest quality.

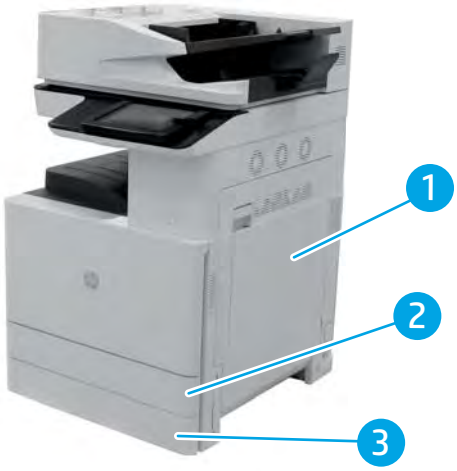
USB Firmware Upgrade menu

To display: At the product control panel, select the Maintenance menu, and then select the **USB Firmware Upgrade** menu.

Insert a USB storage device with a firmware upgrade bundle into the USB port, and follow the on-screen instructions.

Clear paper jams

Paper jam locations



1	Tray 1
2	Tray 2
3	Tray 3

13.A1 tray 1 paper jam

Use the following procedure to check for paper in all possible jam locations related to the Tray 1. When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- 13.A1.XX Jam in tray 1

1. Gently remove the jammed paper.

2. Open and then close the front door to resume printing.

13.A2, 13.A3 tray 2, tray 3 paper jam

Use the following procedure to check for paper in all possible jam locations related to Tray 2 or Tray 3. When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- 13.A2.XX Jam in tray 2
- 13.A3.XX Jam in tray 3

CAUTION: The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.

NOTE: The procedure to clear a paper jam in Tray 3 is the same as for Tray 2. Only Tray 2 is shown here.

1. Open the right door.

2. Gently remove any jammed paper.

3. Close the right door.

4. Open the tray.

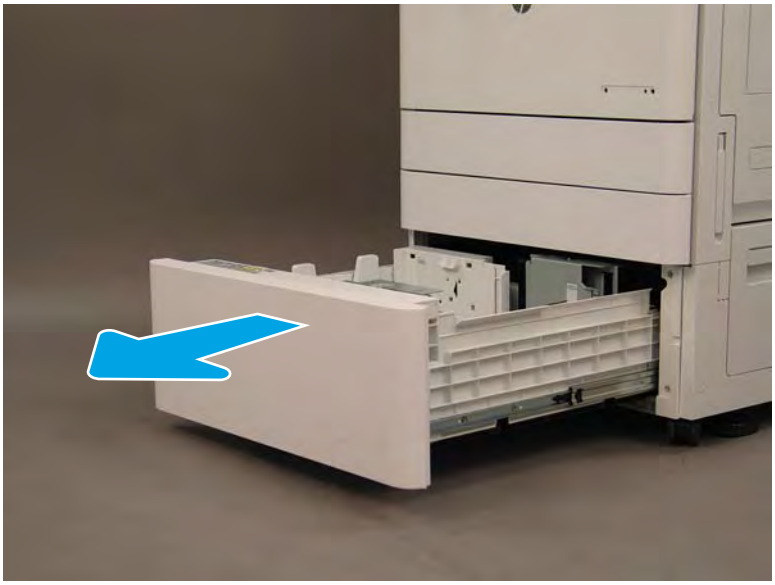
5. Gently remove any jammed paper.

6. Close the tray. Printing automatically resumes.

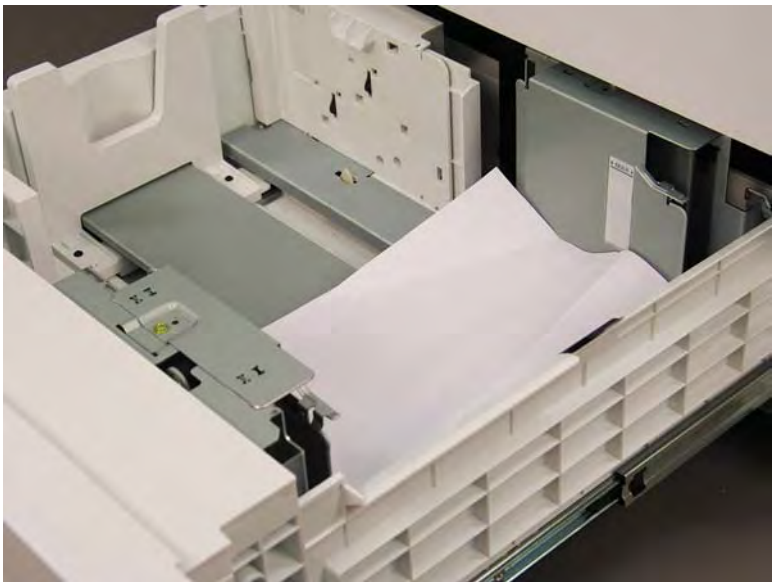
Clear paper jams in the Bottom HCI

Clear paper jams in the Bottom HCI

1. Open the HCI.



2. Remove any jammed paper.



3. Close the HCI.

Service mode (tech mode; du models)

Entering service mode

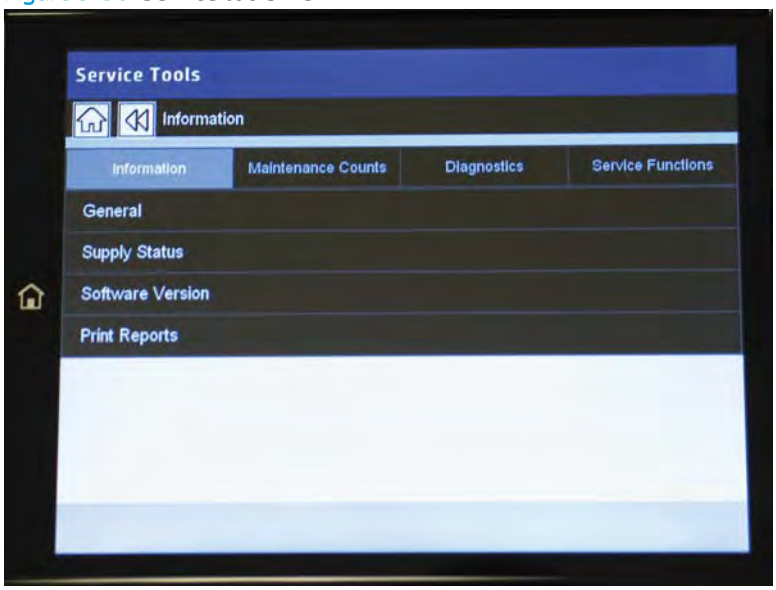
To enter service mode

1. From the control panel, select **Support tools** and then **Service**.
2. Enter the Service PIN ID.

   ▲ ID: 04082517

3. Select **Service tools**.

   Figure 3-30 Service tools view



Service mode menu tree

Figure 3-31 Information

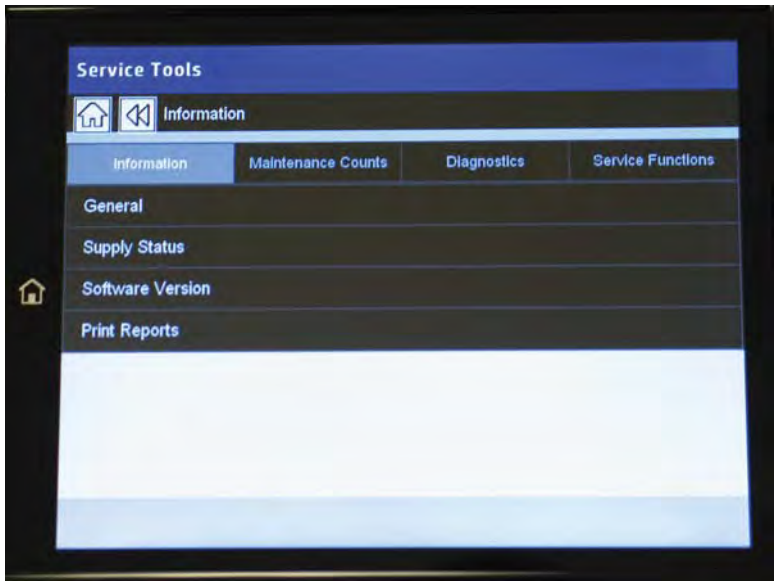


Table 3-20 Information

Level 1	Level 2	Level 3	Level 4
Information	General	Engine Board Serial Number	
	Supply Status	Customer Replacement Unit	Toner (K)
		Field Replacement Unit	Imaging Unit (K)
			Development Unit (K)
			TCU
			Paper transfer belt (PTB)
			Fuser
			Tray x rollers
			Flow ADF Roller
	Software Version	System Firmware Version	
		Main Firmware Version	
		Engine Firmware Version	
		Boot ROM Version	
		File System Version	
		Flow ADF Firmware Version	
		Finisher Version	
		Scanner Version	

Table 3-20 Information (continued)

Level 1	Level 2	Level 3	Level 4	
		Scan Control Version		
		Tray 2 Version		
		Tray 3 Version		
		Tray 4 Version		
		Tray 5 Version		
		Tray 6 Version		
		EP Version		
		Fuser Version		
		TR Version		
		Toner Version		
		Print CMS Version		
		Copy CMS Version		
		Scan CMS Version		
	Print Reports	Supplies Information		
		Auto Toning History		

Figure 3-32 Maintenance counts

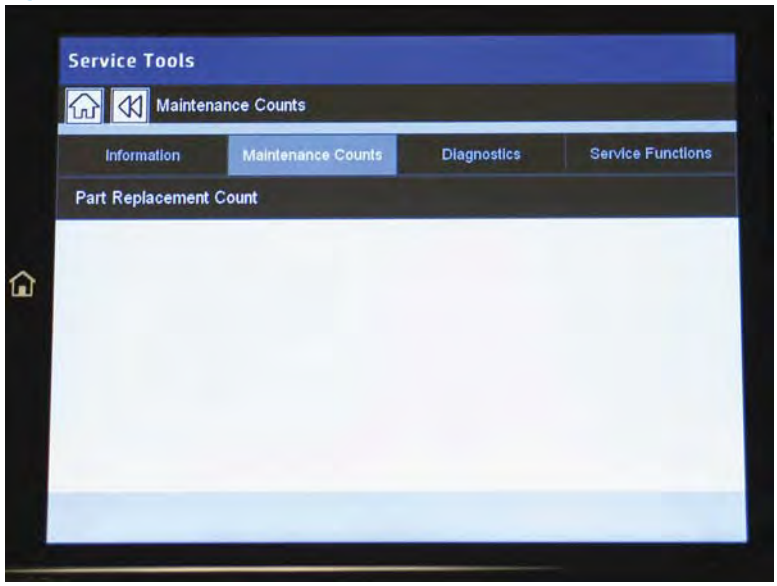


Table 3-21 Maintenance counts

Level 1	Level 2	Level 3	Level 4
Maintenance counts	Part Replacement Count	Toner Cartridge (K)	
		Imaging Unit (K)	

Table 3-21 Maintenance counts (continued)

Level 1	Level 2	Level 3	Level 4
		Development Unit (K)	
		Paper Transfer Belt (PTB)	
		Fuser	
		Tray x rollers	
		Flow ADF Pickup Roller	

Figure 3-33 Diagnostics

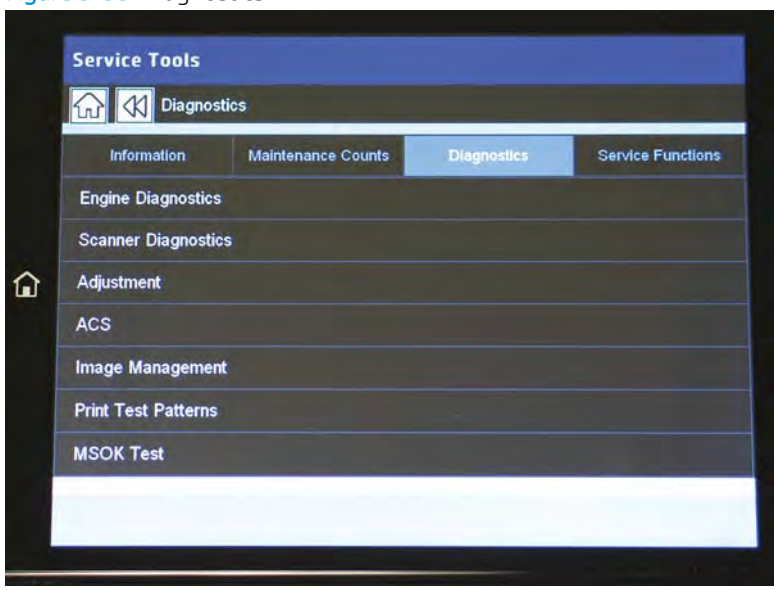


Table 3-22 Diagnostics

Level 1	Level 2	Level 3	Level 4
Diagnostics	Engine Diagnostics	Engine NVM Initialization	
		Engine NVM Read/Write	
		Engine Test Routines	
	Scanner Diagnostics	Shading Test	Shade and Print Report
			Print Last Shade Report
			Shade and Print Report (Flow ADF) (dn/z models)
			Print Last Shade Report (Flow ADF) (dn/z models)
		Scanner/Flow ADF (dn/z and du models) NVM Read/Write	
		Scanner/Flow ADF (dn/z models) Test Routines	
	Adjustment	Print Adjustment	Image Position

Table 3-22 Diagnostics (continued)

Level 1	Level 2	Level 3	Level 4
			Print Test Patterns
		Copy Adjustment	Image Position
		Scan Area Adjustment	Automatic Adjustment
			Manual Adjustment
		Flow ADF Adjustment	Automatic Adjustment
			Manual Adjustment
	Image Management	Auto Tone Adjustment Activation	Normal
			Full
	Print Test Patterns		

Figure 3-34 Service functions

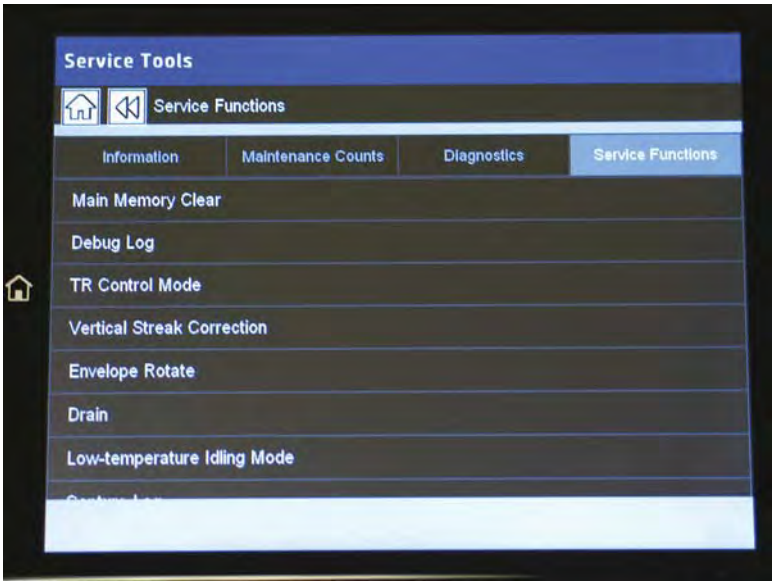


Table 3-23 Service functions

Level 1	Level 2	Level 3	Level 4	
Service Functions	Main Memory Clear			
	Debug Log	Job Status		
		Details		
	Capture Log	All		
		Period	Start Date/End Date	
	Transfer Assembly Control Mode	T2 Control Mode	Paper Group/Paper Side/ Paper Direction/T2 PWM	
	Envelope Rotate	Off		

Table 3-23 Service functions (continued)

Level 1	Level 2	Level 3	Level 4	
		90 degrees		
		180 degrees		

Information

General

Information > General

This menu displays the following information:

- Machine serial number

Supply status

Customer replacement unit (CRU)

Information > Supply Status > Customer Replacement Unit

- This menu displays the printer's customer replacement unit status. Users can select one item in the list to check the information of the selected unit.

Field replacement unit (FRU)

Information > Supply Status > Field Replacement Unit

- This menu displays the printer's field replacement unit status. Users can select one item in the list to check the information of the selected unit.

In this menu, there are five columns: Item, Threshold, Status, Count, and Maximum Life.

- Status: This column shows the current status of the selected item.
  - OK: The current count is smaller than the default warning value.
  - Check: The current count is bigger than the default warning value.
  - OFF: The current count exceeds the maximum life.
- Count: This column shows the current count of the selected item.
- Maximum Life: This column shows the maximum capacity of the selected item.

The technician can edit the default warning value within the given threshold.

Selecting some items will enable the reset button to reset the current count to zero after replacing the unit.

Software version

Information > Software Version

- This menu displays the version of the software installed on the printer.

Print reports

Information > Print Reports

This menu displays reports that can be printed from the system. The following reports are available to print:

- Supplies Information
- Auto Toning History

Information > Print Reports > Auto Toning History

NOTE: TRC means Tone Reproduction Curve.

This report shows a history of execution of the TRC control. The TRC control preserves color consistency against changes in supplies resulting from long-time use and environmental change. The purpose of the history report is to check if the TRC control is working normally.

- If the TRC control performs normally, **Pass** count must be a non-zero value and **Fail** count must be zero.
- If **Fail** count is not zero, check the image density sensor.

Maintenance counts

Part replacement count

Maintenance Counts > Part Replacement Count

- This menu displays the replacement counts for the system parts. Users can select one group and press **OK** to see the exact name of the part and the occurrence of the replacement.

  The following table shows replaceable parts groups of the system:

Unit	Item	Sensing Method
Toner Cartridge	Toner (Black)	Auto Sensing
Imaging Unit	Imaging Unit (Black)	Auto Sensing
Fuser	Fuser	Auto Sensing
Transfer	Transfer Roller	Count Clear
Roller	Tray 2 Roller	Count Clear
	Tray 3 Roller	Count Clear
	Tray 4 Roller	Count Clear
	Tray 5 Roller	Count Clear
Flow ADF Roller	Flow ADF Roller	Count Clear

Diagnostics

Engine diagnostics

Diagnostics > Engine Diagnostics > Engine NVM Initialization

- This menu initializes all engine NVM values to the default.

Diagnostics > Engine Diagnostics > Engine NVM Read/Write

Purpose	To change a configuration value for the engine firmware
Operation procedure	When the main **NVM Read/Write** window displays, users can navigate through the list of codes with descriptions and saved values. Users can also input a code through the text box to find a configuration value directly. After selecting one value, press the **Edit** button to open an interface for user input.

Code	Display	Meaning	Offset
109–0200	Standby Center Temperature		10/10
109–0201	Standby Side Temperature		10/10

Engine test routines

- Diagnostics > Engine Diagnostics > Engine Test Routines

Purpose	To perform test routines for the engine
Operation procedure	When the main Engine Test Routines window displays, users can navigate through the list of routines and descriptions that display. Users can directly input an EDC code through the text box to search for a routine. A maximum of three routines can be selected at the same time. After selecting one or more routines, press the **OK** button to open the test window. The selected routines will display and users can start/start the selected test routine.
Verification	N/A
Specification	N/A
Reference	N/A

Code	Display	Meaning
100-0044	100-0044 Black Drum Motor	Black OPC BLDC motor is on/off
100-0049	100-0049 Black Drum Motor Ready	Detects if black OPC BLDC motor is running at normal speed
100-0074	Drum Fan Run	tbd
100-0075	Drum Fan Ready	tbd
100-0140	Duplex Motor Forward	Duplex motor forward on/off

Code	Display	Meaning
100-0141	Duplex Motor Forward Slow	Duplex motor forward slow on/off
100-0142	Duplex Motor Forward Slowest	Duplex motor forward slowest on/off
100-0160	Duplex Fan 1 Run	Start/stop duplex fan 1 run
100-0180	Duplex Fan 1 Run Ready	Detects if duplex fan 1 is running at normal speed
100-0200	Tray 2 Elevating Motor	Tray 2 elevate motor on/off
100-0210	Tray 3 Elevating Motor	Tray 3 elevate motor on/off (optional)
100-0220	Tray 4 Elevating Motor	Tray 4 elevate motor on/off (optional)
100-0230	Tray 5 Elevating Motor	Tray 5 elevate motor on/off (optional)
100-0231	Tray 6 Elevating Motor	Tray 6 elevate motor on/off (optional)
100-0241	Waste Toner LED	Waste Toner LED on/off
100-0250	Waste Toner Full Sensor	Detects if the Waste Toner is full
100-0251	PTB Waste Toner Full Sensor	Detect level of a PTB Waste Toner bottle
100-0260	SMPS Fan Run	Start/stop SMPS fan run
100-0270	SMPS Fan Run Ready	Detects if SMPS fan is running at normal speed
100-0340	Feed Motor	Feed motor is on/off
100-0341	Feed Motor Slow	Feed motor slow is on/off
100-0342	Feed Motor Slowest	Feed motor slowest is on/off
100-0370	Tray 2 Pickup Motor	Tray 2 motor is on/off
100-0371	Tray 2 Pickup Motor Slow	Tray 2 motor slow on/off
100-0372	Tray 2 Pickup Motor Slowest	Tray 2 motor slowest on/off
100-0380	Tray 3 Pickup Motor	Tray 3 motor is on/off
100-0381	Tray 3 Pickup Motor Slow	Tray 3 motor slow on/off
100-0382	Tray 3 Pickup Motor Slowest	Tray 3 motor slowest on/off
100-0390	Tray 4 Pickup Motor	Tray 4 motor is on/off
100-0391	Tray 4 Pickup Motor Slow	Tray 4 motor slow on/off
100-0392	Tray 4 Pickup Motor Slowest	Tray 4 motor slowest on/off
100-0400	Tray 5 Pickup Motor	Tray 5 motor is on/off
100-0401	Tray 5 Pickup Motor Slow	Tray 5 motor slow on/off
100-0402	Tray 5 Pickup Motor Slowest	Tray 5 motor slowest on/off
100-0410	Registration Motor	Registration motor is on/off
100-0411	Registration Motor Slow	Registration motor slow on/off
100-0412	Registration Motor Slowest	Registration motor slowest on/off
100-0420	Tray 1 Feed Motor	Tray 1 Feed motor is on/off
100-0421	Tray 1 Feed Motor Slow	Tray 1 Feed motor slow on/off

Code	Display	Meaning
100-0422	Tray 1 Feed Motor Slowest	Tray 1 Feed motor slowest on/off
100-0430	Exit 2 Motor Forward	Exit 2 motor is on/off
100-0431	Exit 2 Motor Forward Slow	Exit 2 motor slow on/off
100-0432	Exit 2 Motor Forward Slowest	Exit 2 motor slowest on/off
100-0490	Duplex 2 Motor Forward	Duplex motor forward is on/off
100-0491	Duplex 2 Motor Forward Slow	Duplex motor forward slow is on/off
100-0492	Duplex 2 Motor Forward Slowest	Duplex motor forward slowest is on/off
100-0600	Return Motor Forward	Return motor forward is on/off
100-0601	Return Motor Forward Slow	Return motor forward slow is on/off
100-0602	Return Motor Forward Slowest	Return motor forward slowest is on/off
100-0603	Return Motor Backward	Return motor backward is on/off
100-0604	Return Motor Backward Slow	Return motor backward slow is on/off
100-0605	Return Motor Backward Slowest	Return motor backward slowest is on/off
100-0700	Tray 6 Pickup Motor	Tray 6 motor is on/off
100-0701	Tray 6 Pickup Motor Slow	Tray 6 motor slow on/off
100-0702	Tray 6 Pickup Motor Slowest	Tray 6 motor slowest on/off
101-0101	Tray 4 Shift Gate Solenoid	Tray 4 shift gate solenoid on/off
101-0140	Tray 4 Feed Motor	Tray 4 feed motor on/off
101-0141	Tray 4 Feed Motor Slow	tbd
101-0142	Tray 4 Feed Motor Slowest	tbd
101-0150	Tray 5 Feed Motor	Tray 5 feed motor on/off
101-0151	Tray 5 Feed Motor Slow	Tray 5 feed motor slow on/off
101-0152	Tray 5 Feed Motor Slowest	Tray 5 feed motor slowest on/off
101-0160	Tray 6 Feed Motor	Tray 6 feed motor on/off
101-0161	Tray 6 Feed Motor Slow	Tray 6 feed motor slow on/off
101-0162	Tray 6 Feed Motor Slowest	Tray 6 feed motor slowest on/off
101-0190	Output Bin Full Sensor	Detects when paper is at output bin full sensor
101-0191	Output Bin 2 Full Sensor	Detects when paper is at output bin 2 full sensor
101-0270	Tray 1 Clutch	Tray 1 clutch on/off
101-0271	Tray 1 Solenoid	Tray 1 solenoid on/off
101-0280	Return Gate Solenoid	Return Gate solenoid on/off
101–1000	Power 24V1	
101–1001	Power 24V2	
101–1002	Power 24V3	

Code	Display	Meaning
101–1003	Power 24V4	
102-0000	Tray 2 Home Position	Detects when Tray 2 is closed
102-0001	Tray 2 Lock Detect	Detect Tray 2 lock unit
102-0002	Tray 2 Lock Position	Check Tray 2 lock position
102-0010	Tray 2 Paper Empty Sensor	Detects when paper is in Tray 2
102-0041	Tray 2 Paper Size Read	Detects paper Tray 2 size.
102-0050	Tray 2 Stack Height Sensor	Detects if paper in Tray 2 is elevated to the sensor
102-0070	Tray 3 Home Position	Detects when Tray 3 is closed
102-0071	Tray 3 Lock Detect	Detect Tray 3 lock unit
102-0072	Tray 3 Lock Position	Check Tray 3 lock position
102-0080	Tray 3 Paper Empty Sensor	Detects when paper is in Tray 3
102-0111	Tray 3 Paper Size Read	Detects paper Tray 3 size.
102-0120	Tray 3 Stack Height Sensor	Detects if paper in Tray 3 is elevated to the sensor
102-0140	Tray 4 Home Position	Detects when Tray 4 is closed
102-0141	Tray 4 Lock Detect	Detect Tray 4 lock unit
102-0142	Tray 4 Lock Position	Check Tray 4 lock position
102-0150	Tray 4 Paper Empty Sensor	Detect when paper is in Tray 4
102-0181	Tray 4 Paper Size Read	Detects Paper Tray 4 size.
102-0190	Tray 4 Stack Height Sensor	Detects if paper in Tray 4 is elevated to the sensor
102–0201	Tray 4 Level Sensor 1	Detects when the stack height of Tray 4 level sensor 1
102–0202	Tray 4 Level Sensor 2	Detects when the stack height of Tray 4 level sensor 2
102-0210	Tray 5 Home Position	Detect when Tray 5 is closed.
102-0211	Tray 5 Lock Detect	Detect Tray 5 lock unit
102-0212	Tray 5 Lock Position	Check Tray 5 lock position
102-0220	Tray 5 Paper Empty Sensor	Detects when paper is in Tray 5
102-0251	Tray 5 Paper Size Read	Detects Paper Tray 5 size
102-0260	Tray 5 Stack Height Sensor	Detects if paper in Tray 5 is elevated to the sensor
102–0271	Tray 5 Level Sensor 1	Detects when the stack height of Tray 5 level sensor 1
102–0272	Tray 5 Level Sensor 2	Detects when the stack height of Tray 5 level sensor 2
102–0273	Tray 5 Install Sensor 1	Detect when Tray 5 install sensor 1
102–0274	Tray 5 Install Sensor 2	Detect when Tray 5 install sensor 2
102-0280	Tray 1 Empty Sensor	Detects when paper is in Bypass Tray (Tray 1)

Code	Display	Meaning
102-0281	Tray 1 Paper Size Read	Detect Paper Tray 1 size
102-0292	Prefeed 2 Sensor	Detects when paper is at prefeed 2 sensor
102-0300	Tray 3 Feed Sensor (or Door Open)	Detects when paper is at Tray 3 feed sensor (optional)
102-0301	Prefeed 3 Sensor	Detects when paper is at prefeed 3 sensor
102-0320	Tray 4 Feed Sensor (or Door Open)	Detects when paper is at Tray 4 feed sensor (optional)
102-0321	Prefeed 4 Sensor	Detects when paper is at prefeed 4 sensor
102-0330	Tray 4 Door Open Sensor	Detect when Tray 4 is closed
102-0343	Prefeed 5 Sensor	Detects when paper is at prefeed 5 sensor
102-0350	Tray 5 Door Open Sensor	Detect when Tray 5 is closed
102-0351	Tray 6 Door Open Sensor	Detect when Tray 6 is closed
102-0353	Prefeed 6 Sensor	Detects when paper is at prefeed 6 sensor (optional)
102-0360	Registration Sensor	Detects when paper is at the registration sensor
102-0361	Fuser Out Sensor	Detects when paper is at the fuser out sensor.
102-0371	Exit 2 Sensor	Detects when paper is at exit 2 sensor.
102-0380	Duplex Jam 1 Sensor	Detects when paper is at duplex jam 1 sensor.
102-0390	Duplex Jam 2 Sensor	Detects when paper is at duplex jam 2 sensor.
102-0435	Front Cover Sensor	Detects status of front cover
102-0436	Side Cover Sensor	Detects status of side cover
102-0480	Tray 6 Paper Empty Sensor	Detect when paper is in Tray 6
102-0520	Tray 6 Stack Height Sensor	Detects if paper in Tray 6 is elevated to the sensor
102-0531	Tray 6 Level Sensor 1	Detects when the stack height of Tray 6 level sensor 1
102-0532	Tray 6 Level Sensor 2	Detects when the stack height of Tray 6 level sensor 2
102-0533	Tray 6 Install Sensor 1	Detect when Tray 6 install sensor 1
102-0534	Tray 6 Install Sensor 2	Detect when Tray 6 install sensor 2
102-0730	Tray 4 Knock Up Home Sensor	Detect when Tray 4 knock up home sensor
102-0731	Tray 4 Shift Tray Paper Empty Sensor	Detect when paper is in Tray 4 shift tray
102-0732	Tray 4 Shift Tray Level Sensor 1	Detects when the stack height of Tray 4 shift tray level sensor 1
102-0733	Tray 4 Shift Tray Level Sensor 2	Detects when the stack height of Tray 4 shift tray level sensor 2
102-0734	Tray 4 Shift Plate Home Sensor	Detect when Tray 4 shift plate home sensor
102-0735	Tray 4 Shift Plate End Sensor	Detect when Tray 4 shift plate end sensor

Code	Display	Meaning
102-0736	Tray 4 Gate Solenoid Home Sensor	Detect when Tray 4 gate solenoid home sensor
104-0000	Waste Install Sensor	Detects if waste is installed
105-0030	Black MHV Bias	Black MHV bias voltage on at normal drive level
106-0030	Black Developer Bias	Black developer bias voltage on at normal drive level
106-0031	Black Developer AC Bias	Black developer bias AC voltage on at normal drive level
106-0200	HVPS Installed	Detect HVPS unit
107-0033	THV(-) Bias	THV minus bias voltage on at normal drive level
107-0034	THV CC Bias	THV constant current plus bias voltage
107-0035	THV CV Bias	THV constant voltage plus bias voltage
107-0165	Black Eraser On	Black eraser lamp on/off
107-0169	Black Eraser Detect	Detect black eraser status
109-0000	Fuser Temperature A	Detects what the temperature A is on fuser
109-0010	Fuser Temperature B	Detects what the temperature B is on fuser
109-0012	Inner Temperature	Inner temperature
109-0013	Outer Temperature	Outer temperature
109-0014	Humidity	Humidity
109-0020	Fuser Fan Run Ready	Detects if fuser fan motor runs at normal speed
109-0021	Exit 2 Fan Run	Start/stop exit 2 fan run
109-0022	Exit 2 Fan Run Ready	Detects if exit 2 fan runs at normal speed
109-0023	Exit 3 Fan Run	Start/stop exit 3 fan run
109-0024	Exit 3 Fan Run Ready	Detects if exit 3 fan runs at normal speed
109–0025	Exit 4 Fan Run	Start/stop exit 4 fan run
109–0026	Exit 4 Fan Run Ready	Detects if exit 4 fan runs at normal speed
109-0030	Fuser Motor Forward	Fuser motor forward on/off
109-0034	Fuser Motor Ready	Detects if fuser motor runs at each speed
109-0040	Fuser Fan Run	Fuser fan motor on/off
109-0046	Exit Fan Run	Exit fan motor on/off
109-0047	Exit Fan Run Ready	Detects if exit fan runs at normal speed
109-0130	Fuser Gap Motor	Fuser press control motor on/off
109-0140	Fuser Gap Home Sensor	Detects if the fuser press is located home position
109-0200	Detect Fuser Relay	Detect fuser relay status
109-0210	Detect Zero Cross Period	Detect zero cross period
109-0300	Fuser Installed	Detect fuser unit

Code	Display	Meaning
110-0000	LSU Motor 1 Run Ready	Detects if LSU motor 1 runs at normal speed
110-0060	LSU Motor 1 Run	LSU motor 1 on/off
110-0110	LSU LD Power 4	LSU LD 4 power on/off (black)
110-0170	LSU HSync 4	DetectsLSU HSync 4 (black)
110-0200	LSU Installed	Detect LSU
111-0030	Toner Dispense Motor Black	Toner dispense (supply) motor on/off
111-0070	Toner Sensor Black	TC sensor in developer tank
111-0140	Toner Control Voltage Black	Black toner voltage on/off
111-0230	Toner Supply Lock Sensor Black	Black supply motor lock sensor
111-0330	Toner Reservoir Motor Black	Black reservoir motor on/off
111-0370	Toner Reservoir Level Black	Black reservoir level display
112-0340	Center ID Sensor P Read	Show center ID sensor P value
112-0350	Center ID Sensor S Read	Show center ID sensor S value
113-0000	Finisher Present Sensor	Detect if the finisher is in place
113-0350	Finisher Entrance Sensor	Detects when paper is at entrance sensor
113-0360	Finisher Exit Sensor	Detects when paper is at exit sensor
113-0361	Finisher Compile Paper Sensor	Detect when a paper is at compile sensor
113-0370	Finisher Paddle Home Sensor	Detects paddle home position
113-0380	Finisher Left Tamper Home Sensor	Detects lift tamper home position
113-0390	Finisher Right Tamper Home Sensor	Detects right tamper home position
113-0410	Finisher Stapler Door Sensor	Detects if stapler door cover is closed
113-0420	Finisher Jam Cover Sensor	Detects if jam door cover is closed
113-0430	Finisher Stapler Home Sensor	Detects stapler home position
113-0440	Finisher Stapler Low Sensor	Detects stapler level
113-0451	Finisher Stapler Ready Sensor	Detect stapler ready sensor
113-0461	Finisher Ejector 1 Home Sensor	Detect ejector 1 home position
113-0462	Finisher Ejector 2 Home Sensor	Detect ejector 2 home position
113-0463	Finisher Ejector 2 Encoder Sensor	Detect ejector 2 encoder Sensor
113-0470	Finisher Main Tray Home Sensor	Detects main tray home position
113-0471	Finisher Main Tray Beam Sensor	Detect main tray beam sensor
113-0472	Finisher Main Tray Low Limit Sensor	Detect main tray low limit sensor
113-0473	Finisher Main Tray Encoder Sensor	Detect main tray encoder sensor
113-0481	Finisher Paper Support Sensor	Detect paper support home sensor
113-0491	Finisher Traverse Front Sensor	Detect traverse front home sensor

Code	Display	Meaning
113-0492	Finisher Traverse Rear Sensor	Detect traverse rear home sensor
113-0501	Finisher Entrance Motor	Finisher entrance motor on/off
113-0502	Finisher Exit Motor	Finisher exit motor on/off
113-0510	Finisher Paddle Motor	Finisher paddle motor on/off
113-0520	Finisher Left Tamper Motor	Finisher left tamper motor on/off
113-0530	Finisher Right Tamper Motor	Finisher right tamper motor on/off
113-0550	Finisher Staple Unit Motor	Finisher staple unit motor on/off
113-0561	Finisher Ejector 1 Motor	Finisher ejector 1 motor on/off
113-0562	Finisher Ejector 2 Motor	Finisher ejector 2 motor on/off
113-0563	Finisher Ejector 2 Reverse Motor	Finisher ejector 2 reverse direction on/off
113-0570	Finisher Main Tray Motor	Finisher main tray motor on/off
113-0571	Finisher Paper Support Motor	Finisher paper support motor on/off
113-0581	Finisher Traverse Motor	Finisher staple unit traverse motor on/off
113-0591	Finisher Paper Hold Solenoid	Finisher paper hold solenoid on/off
113-0600	Finisher Punch Motor	Finisher punch motor on/off
113-0610	Finisher Punch Encoder Sensor	Detect finisher punch encoder sensor
113-0611	Finisher Punch Position Sensor	Detect finisher punch position sensor
113-0612	Finisher Punch Home Sensor	Detect finisher punch home sensor
113-0620	Finisher Hopper Install Sensor	Detect finisher punch hopper install sensor
113-0621	Finisher Hopper Full Sensor	Detect finisher punch hopper full sensor
113-2000	2 Bin Finisher Buffer Lift Sensor	Detect 2 bin finisher buffer lift sensor
113-2010	2 Bin Finisher Clamp Home Sensor	Detect 2 bin finisher clamp home sensor
113-2020	2 Bin Finisher Diverter Home Sensor	Detect 2 bin finisher diverter home sensor
113-2030	2 Bin Finisher Eject 1 Away Sensor	Detect 2 bin finisher eject 1 away sensor
113-2031	2 Bin Finisher Eject 1 Home Sensor	Detect 2 bin finisher eject 1 home sensor
113-2032	2 Bin Finisher Eject 1 Encoder Sensor	Detect 2 bin finisher eject 1 encoder sensor
113-2040	2 Bin Finisher Eject 2 Home Sensor	Detect 2 bin finisher eject 2 home sensor
113-2041	2 Bin Finisher Eject 2 Encoder Sensor	Detect 2 bin finisher eject 2 encoder sensor
113-2050	2 Bin Finisher End Fence Sensor	Detect 2 bin finisher end fence sensor
113-2060	2 Bin Finisher Paddle Home Sensor	Detect 2 bin finisher paddle home sensor
113-2070	2 Bin Finisher Bridge Entrance Sensor	Detect 2 bin finisher Bridge entrance sensor
113-2071	2 Bin Finisher IPTU Middle Sensor	Detect 2 bin finisher Bridge Unit middle sensor
113-2080	2 Bin Finisher Entrance Sensor	Detect 2 bin finisher entrance sensor
113-2090	2 Bin Finisher Main Exit Sensor	Detect 2 bin finisher main exit sensor

Code	Display	Meaning
113-2091	2 Bin Finisher Sub Exit Sensor	Detect 2 bin finisher sub exit sensor
113-2100	2 Bin Finisher Buffer Exit Sensor	Detect 2 bin finisher buffer exit sensor
113-2110	2 Bin Finisher Stapler Home Sensor	Detect 2 bin finisher stapler home sensor
113-2111	2 Bin Finisher Stapler Rear Sensor	Detect 2 bin finisher stapler rear sensor
113-2112	2 Bin Finisher Stapler Front Sensor	Detect 2 bin finisher stapler front sensor
113-2113	2 Bin Finisher Stapler Manual Sensor	Detect 2 bin finisher stapler manual sensor
113-2114	2 Bin Finisher Stapler Head Sensor	Detect 2 bin finisher stapler head sensor
113-2115	2 Bin Finisher Stapler Low Sensor	Detect 2 bin finisher stapler low sensor
113-2116	2 Bin Finisher Stapler Ready Sensor	Detect 2 bin finisher stapler ready sensor
113-2120	2 Bin Finisher Front Tamper Sensor	Detect 2 bin finisher front tamper sensor
113-2130	2 Bin Finisher Rear Tamper Sensor	Detect 2 bin finisher rear tamper sensor
113-2140	2 Bin Finisher Main Beam Sensor	Detect 2 bin finisher main beam sensor
113-2141	2 Bin Finisher Main Front Level Sensor	Detect 2 bin finisher main front level sensor
113-2142	2 Bin Finisher Main Rear Level Sensor	Detect 2 bin finisher main rear level sensor
113-2143	2 Bin Finisher Main Encoder Sensor	Detect 2 bin finisher main encoder sensor
113-2144	2 Bin Finisher Main Full Sensor	Detect 2 bin finisher main full sensor
113-2145	2 Bin Finisher Sub Full Sensor	Detect 2 bin finisher sub full sensor
113-2150	2 Bin Finisher Booklet Paper Sensor	Detect 2 bin finisher booklet paper sensor
113-2160	2 Bin Finisher Staple Paper Sensor	Detect 2 bin finisher staple paper sensor
113-2161	2 Bin Finisher Staple Button Sensor	Detect 2 bin finisher staple button sensor
113-2170	2 Bin Finisher Compile Paper Sensor	Detect 2 bin finisher compile paper sensor
113-2180	2 Bin Finisher Bridge Cover Sensor	Detect 2 bin finisher bridge cover sensor
113-2181	2 Bin Finisher Top Cover Sensor	Detect 2 bin finisher top cover sensor
113-2182	2 Bin Finisher Front Door Sensor	Detect 2 bin finisher front door sensor
113-2190	2 Bin Finisher Stack Top Sensor	Detect 2 bin finisher stack top sensor
113-2200	2 Bin Finisher Bridge Detect Sensor	Detect 2 bin finisher bridge detect sensor
113-2201	2 Bin Finisher Punch Detect Sensor	Detect 2 bin finisher punch detect sensor
113-2202	2 Bin Finisher Booklet Detect Sensor	Detect 2 bin finisher booklet detect sensor
113-2500	2 Bin Finisher Buffer Lift Motor	2 bin finisher buffer lift motor on/off
113-2510	2 Bin Finisher Clamp Motor	2 bin finisher camp motor on/off
113-2520	2 Bin Finisher Diverter Motor	2 bin finisher diverter motor on/off
113-2530	2 Bin Finisher Eject 1 Motor	2 bin finisher eject 1 motor on/off
113-2540	2 Bin Finisher Eject 2 Motor	2 bin finisher eject 2 motor on/off
113-2560	2 Bin Finisher Bridge Feed Motor	2 bin finisher bridge feed motor on/off

Code	Display	Meaning
113-2570	2 Bin Finisher Entrance Motor	2 bin finisher entrance motor on/off
113-2580	2 Bin Finisher Exit Feed Motor	2 bin finisher exit feed motor on/off
113-2590	2 Bin Finisher End Fence Motor	2 bin finisher end fence motor on/off
113-2600	2 Bin Finisher Paddle Motor	2 bin finisher paddle motor on/off
113-2610	2 Bin Finisher Main Tray Motor	2 bin finisher main tray motor on/off
113-2620	2 Bin Finisher Staple Move Motor	2 bin finisher staple move motor on/off
113-2621	2 Bin Finisher Staple Head Motor	2 bin finisher staple head motor on/off
113-2630	2 Bin Finisher Front Tamper Motor	2 bin finisher front tamper motor on/off
113-2640	2 Bin Finisher Rear Tamper Motor	2 bin finisher rear tamper motor on/off
113-2650	2 Bin Finisher Manual Blue LED	2 bin finisher manual blue LED on/off
113-2651	2 Bin Finisher Manual Red LED	2 bin finisher Manual red LED on/off
113-2660	2 Bin Finisher BM exit cam Motor	
113-2670	2 Bin Finisher BM exit cam Solenoid	
113-3000	Booklet Stopper Home Sensor	Detect booklet Stopper home sensor
113-3010	Booklet Staple Home Sensor	Detect booklet staple home sensor
113-3020	Booklet Front Staple Empty Sensor	Detect booklet front staple empty sensor
113-3030	Booklet Rear Staple Empty Sensor	Detect booklet rear staple empty sensor
113-3040	Booklet Knife Home Sensor	Detect booklet knife home sensor
113-3050	Booklet Guide Home Sensor	Detect booklet guide home sensor
113-3060	Booklet Diverter Home Sensor	Detect booklet Diverter home Sensor
113-3080	Booklet Tamper Home Sensor	Detect booklet tamper home sensor
113-3090	Booklet Paddle Home Sensor	Detect booklet paddle home sensor
113-3100	Booklet Entrance Paper Sensor	Detect booklet entrance paper sensor
113-3110	Booklet Tray Paper Sensor	Detect booklet fold output paper sensor
113-3120	Booklet Fold Exit Paper Sensor	Detect booklet fold exit paper sensor
113-3130	Booklet Press Home Sensor	Detect booklet press home sensor
113-3500	Booklet Feed Motor	Booklet feed motor on/off
113-3510	Booklet Fold Motor	Booklet fold motor on/off
113-3520	Booklet Stopper Solenoid	Booklet stopper solenoid on/off
113-3530	Booklet Stopper Motor	Booklet stopper motor on/off
113-3540	Booklet Tamper Motor	Booklet tamper motor on/off
113-3550	Booklet Knife Motor	Booklet knife motor on/off
113-3560	Booklet Diverter Motor	Booklet diverter motor on/off
113-3570	Booklet Press Motor	Booklet press motor on/off

Code	Display	Meaning
113-3580	Booklet Paddle Motor	Booklet paddle motor on/off
113-3590	Booklet Guide Motor	Booklet guide motor on/off
113-3600	Booklet Staple Motor	Booklet staple motor on/off
113-4000	Punch Scan Home Sensor	Detect punch scan home sensor
113-4010	Punch Scan Edge 1 Sensor	Detect punch scan edge 1 sensor
113-4011	Punch Scan Edge 2 Sensor	Detect punch scan edge 2 sensor
113-4012	Punch Scan Edge 3 Sensor	Detect punch scan edge 3 sensor
113-4013	Punch Scan Edge 4 Sensor	Detect punch scan edge 4 sensor
113-4020	Punch Home Sensor	Detect punch home sensor
113-4030	Punch Position A Sensor	Detect punch position A sensor
113-4031	Punch Position B Sensor	Detect punch position B sensor
113-4040	Punch Encoder Sensor	Detect punch encoder sensor
113-4050	Punch Hopper Full Sensor	Detect punch hopper full sensor
113-4060	Punch Type 1 Detect Sensor	Detect punch type 1 detect sensor
113-4061	Punch Type 2 Detect Sensor	Detect punch type 2 detect sensor
113-4500	Punch Scan Motor	Punch scan motor on/off
113-4510	Punch Motor	Punch motor on/off

Fax diagnostics

Fax NVM Read/Write

- Diagnostics > Fax Diagnostics Fax NVM Read/Write

Purpose	To change a configuration value for fax firmware.
Operation procedure	When the main **NVM Read/Write** window displays, users can navigate through the list of configuration values and descriptions that display. Users can input a code through the text box to search for a configuration value. After selecting a value, press the **Edit** button to open an interface for user input.
Verification	N/A
Specification	N/A
Reference	N/A

Code	Name	Description	Default	Range
20-200	Pause dial time	Pause time (value * 1000 ms)	Country/region value	0-200

Code	Name	Description	Default	Range
20-210	Dial pulse M/B ratio	33/66 40/60	Country/region value	0 = OPTION_DP_33 1 = OPTION_DP_40 2 = OPTION_DP_37 3 = OPTION_DP_50
20-220	Auto dial start pause time	Pause time before auto-dialing (second)	1	0-10
20-300	Ring on time	Ring on time (ms)	170	90-800
20-310	Ring off time	Ring off time (ms)	560	90-800
20-320	Ring detection frequency	Sets the call indication frequency range that will be detected by LIU.	1	1 = 12-80 hz 2 = 16-55 hz 3 = 20-55 hz 4 = 22-55 hz
20-330	Ring on max time	Ring on max time (ms)	5100	3000-12000
20-340	Ring off max time	Ring off max time (ms)	11100	9000-22000
20-400	DTMF high-frequency level	DTMF high-frequency level (dBm)	Country/region value	0-15
20-410	DTMF low-frequency level	DTMF low-frequency level (dBm)	Country/region value	0-15
20-420	DTMF timing	DTMF duration of on/off output (ms)	8	1 = 80/80 2 = 70/70 3 = 70/150 4 = 60/60 5 = 80/100 6 = 150/50 7 = 150/240 8 = 100/100 9 = 100/80
20-500	Dial mode	Select tone/pulse	Country/region value	0 = OPTION_TONE_MODE 1 = OPTION_PULSE_MODE

Code	Name	Description	Default	Range
20-520	Error rate	Adjust error rate (Off/5%/10%/20%)	2	0 = OPTION_RATE_OFF 1 = OPTION_RATE_5 2 = OPTION_RATE_10 3 = OPTION_RATE_20
20-530	Dial tone detect	Detect dial tone prior to sending	Country/region value	0 = OPTION_OFF 1 = OPTION_ON
20-540	Loop current detect	Detect if loop current is present prior to sending	Country/region value	0 = OPTION_OFF 1 = OPTION_ON
20-550	Busy signal detect	Detect busy signal to allow redials	Country/region value	0 = OPTION_OFF 1 = OPTION_ON
20-560	TCF duration	Adjust TCF duration (ms)	1500	1000-3000
20-800	Modem speed	Select modem start speed	24	
20-810	Fax transmission level	Adjust fax transmission level (dBm)	Country\region value	Country/region value
20-830	Auto dial timeout	Adjust auto dial timeout (second)	Country/region value	30-150
20-920	CNG detection count	CNG tone detection check count during ANS/FAX mode	2	1-15
20-930	Caller ID	This option is needed to guide Caller ID off for user environment	Country/region value	0 = OPTION_OFF 1 = OPTION_ON
20-940	Ext. phone	Ext. phone detection enable/disable (default: enable 1)	1	0 = Disable 1 = Enable
21-999	Fax line setting	Fax test line setting (dual fax)	0	0 = Line 1 1 = Line 2
21-800	Modem speed line 2	Select modem start speed for line 2. This item will display only when a dual line fax kit is installed	24	

Fax test routines

- Diagnostics > Fax Diagnostics > Fax Test Routines

Purpose	To perform test routines for the fax machine.
Operation procedure	When the main Fax Test Routines window displays, users can navigate through the list of routines and descriptions that display. Users can input a code through the text box to search for a routine. After selecting a routine, press **OK** to open the test window that lists the selected routine. Users can start/stop the selected test routine.

Code	Name	Description	State Displayed
20-012	Single tone 1100Hz Ln1	Emits single tone 1100Hz on line 1	On/Off
20-014	Single tone 1650Hz Ln1	Emits single tone 1650Hz on line 1	On/Off
20-015	Single tone 1850Hz Ln1	Emits single tone 1850Hz on line 1	On/Off
20-016	Single tone 2100Hz Ln1	Emits single tone 2100Hz on line 1	On/Off
20-020	DTMF # Line1	Emits DTMF # on line 1	On/Off
20-021	DTMF * Line1	Emits DTMF * on line 1	On/Off
20-022	DTMF 0 Line1	Emits DTMF 0 on line 1	On/Off
20-023	DTMF 1 Line1	Emits DTMF 1 on line 1	On/Off
20-024	DTMF 2 Line1	Emits DTMF 2 on line 1	On/Off
20-025	DTMF 3 Line1	Emits DTMF 3 on line 1	On/Off
20-026	DTMF 4 Line1	Emits DTMF 4 on line 1	On/Off
20-027	DTMF 5 Line1	Emits DTMF 5 on line 1	On/Off
20-028	DTMF 6 Line1	Emits DTMF 6 on line 1	On/Off
20-029	DTMF 7 Line1	Emits DTMF 7 on line 1	On/Off
20-030	DTMF 8 Line1	Emits DTMF 8 on line 1	On/Off
20-031	DTMF 9 Line1	Emits DTMF 9 on line 1	On/Off
20-040	V.21 300 bps Line1	Emits V.21 300 bps Line 1	On/Off
20-041	V.27ter 2400 bps Line1	Emits V.27ter 2400 bps Line1	On/Off
20-042	V.27ter 4800 bps Line1	Emits V.27ter 4800 bps Line1	On/Off
20-043	V.29 7200 bps Line1	Emits V.29 7200 bps Line1	On/Off
20-044	V.29 9600 bps Line1	Emits V.29 9600 bps Line1	On/Off
20-045	V.17 7200 bps Line1	Emits V.17 7200 bps Line1	On/Off
20-046	V.17 9600 bps Line1	Emits V.17 9600 bps Line1	On/Off
20-047	V.17 12000 bps Line1	Emits V.17 12000 bps Line1	On/Off
20-048	V.17 14400 bps Line1	Emits V.17 14400 bps Line1	On/Off
20-049	V.34 2400 bps Line1	Emits V.34 2400 bps Line1	On/Off
20-050	V.34 4800 bps Line1	Emits V.34 4800 bps Line1	On/Off
20-051	V.34 7200 bps Line1	Emits V.34 7200 bps Line1	On/Off

Code	Name	Description	State Displayed
20-052	V.34 9600 bps Line1	Emits V.34 9600 bps Line1	On/Off
20-053	V.34 12000 bps Line1	Emits V.34 12000 bps Line1	On/Off
20-054	V.34 14400 bps Line1	Emits V.34 14400 bps Line1	On/Off
20-055	V.34 16800 bps Line1	Emits V.34 16800 bps Line1	On/Off
20-056	V.34 19200 bps Line1	Emits V.34 19200 bps Line1	On/Off
20-057	V.34 21600 bps Line1	Emits V.34 21600 bps Line1	On/Off
20-058	V.34 24000 bps Line1	Emits V.34 24000 bps Line1	On/Off
20-059	V.34 26400 bps Line1	Emits V.34 26400 bps Line1	On/Off
20-060	V.34 28800 bps Line1	Emits V.34 28800 bps Line1	On/Off
20-061	V.34 31200 bps Line1	Emits V.34 31200 bps Line1	On/Off
20-062	V.34 33600 bps Line1	Emits V.34 33600 bps Line1	On/Off
21-012	Single tone 1100Hz Ln2	Emits single tone 1100Hz on line 2	On/Off
21-014	Single tone 1650Hz Ln2	Emits single tone 1650Hz on line 2	On/Off
21-015	Single tone 1850Hz Ln2	Emits single tone 1850Hz on line 2	On/Off
21-016	Single tone 2100Hz Ln2	Emits single tone 2100Hz on line 2	On/Off
21-020	DTMF # Line2	Emits DTMF # on line 2	On/Off
21-021	DTMF * Line2	Emits DTMF * on line 2	On/Off
21-022	DTMF 0 Line2	Emits DTMF 0 on line 2	On/Off
21-023	DTMF 1 Line2	Emits DTMF 1 on line 2	On/Off
21-024	DTMF 2 Line2	Emits DTMF 2 on line 2	On/Off
21-025	DTMF 3 Line2	Emits DTMF 3 on line 2	On/Off
21-026	DTMF 4 Line2	Emits DTMF 4 on line 2	On/Off
21-027	DTMF 5 Line2	Emits DTMF 5 on line 2	On/Off
21-028	DTMF 6 Line2	Emits DTMF 6 on line 2	On/Off
21-029	DTMF 7 Line2	Emits DTMF 7 on line 2	On/Off
21-030	DTMF 8 Line2	Emits DTMF 8 on line 2	On/Off
21-031	DTMF 9 Line2	Emits DTMF 9 on line 2	On/Off
21-040	V.21 300 bps Line2	Emits V.21 300 bps Line2	On/Off
21-041	V.27ter 2400 bps Line2	Emits V.27ter 2400 bps Line2	On/Off
21-042	V.27ter 4800 bps Line2	Emits V.27ter 4800 bps Line2	On/Off
21-043	V.29 7200 bps Line2	Emits V.29 7200 bps Line2	On/Off
21-044	V.29 9600 bps Line2	Emits V.29 9600 bps Line2	On/Off
21-045	V.17 7200 bps Line2	Emits V.17 7200 bps Line2	On/Off
21-046	V.17 9600 bps Line2	Emits V.17 9600 bps Line2	On/Off

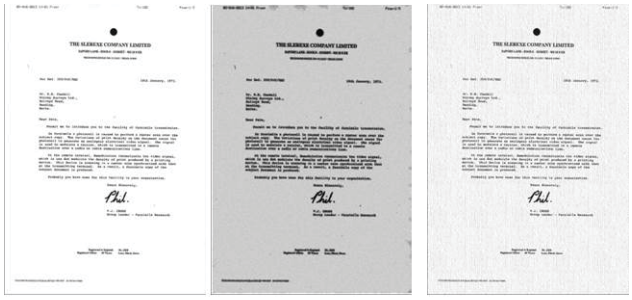
Code	Name	Description	State Displayed
21-047	V.17 12000 bps Line2	Emits V.17 12000 bps Line2	On/Off
21-048	V.17 14400 bps Line2	Emits V.17 14400 bps Line2	On/Off
21-049	V.34 2400 bps Line2	Emits V.34 2400 bps Line2	On/Off
21-050	V.34 4800 bps Line2	Emits V.34 4800 bps Line2	On/Off
21-051	V.34 7200 bps Line2	Emits V.34 7200 bps Line2	On/Off
21-052	V.34 9600 bps Line2	Emits V.34 9600 bps Line2	On/Off
21-053	V.34 12000 bps Line2	Emits V.34 12000 bps Line2	On/Off
21-054	V.34 14400 bps Line2	Emits V.34 14400 bps Line2	On/Off
21-055	V.34 16800 bps Line2	Emits V.34 16800 bps Line2	On/Off
21-056	V.34 19200 bps Line2	Emits V.34 19200 bps Line2	On/Off
21-057	V.34 21600 bps Line2	Emits V.34 21600 bps Line2	On/Off
21-058	V.34 24000 bps Line2	Emits V.34 24000 bps Line2	On/Off
21-059	V.34 26400 bps Line2	Emits V.34 26400 bps Line2	On/Off
21-060	V.34 28800 bps Line2	Emits V.34 28800 bps Line2	On/Off
21-061	V.34 31200 bps Line2	Emits V.34 31200 bps Line2	On/Off
21-062	V.34 33600 bps Line2	Emits V.34 33600 bps Line2	On/Off

Scanner diagnostics

Shading test

- Diagnostics > Scanner Diagnostics > Shading Test

Purpose	–	To check the quality of scanned images, especially if there might be defects in optical devices such as the lens, mirror, or lamp.
	–	Check the quality problem as shown below:



Normal Image Defected Image Defected Image

Operation procedure

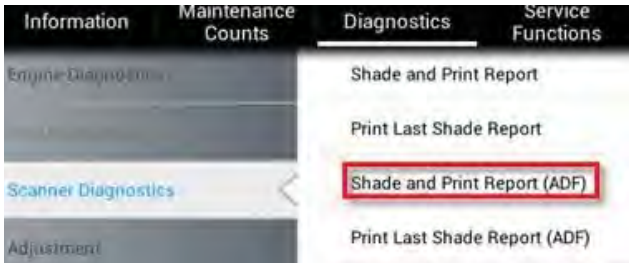
For the Image Scanner Unit

Press **Shade and Print report** to see if the current shading value is correct. Mono, red, green, and blue gray shading values will be shown on the printed report. When the previous shading value is needed, press “Print Last Shade Report”.

For the Flow ADF unit

1. Load the shading sheet on the Flow ADF tray.
2. Enter SCV mode. Select the following menu items:

   Diagnostics > Scanner Diagnostics > Shading Test > Shade and Print Report (Flow ADF)



   Press **Print Last Shade Report (ADF)** for the previous shading value report.

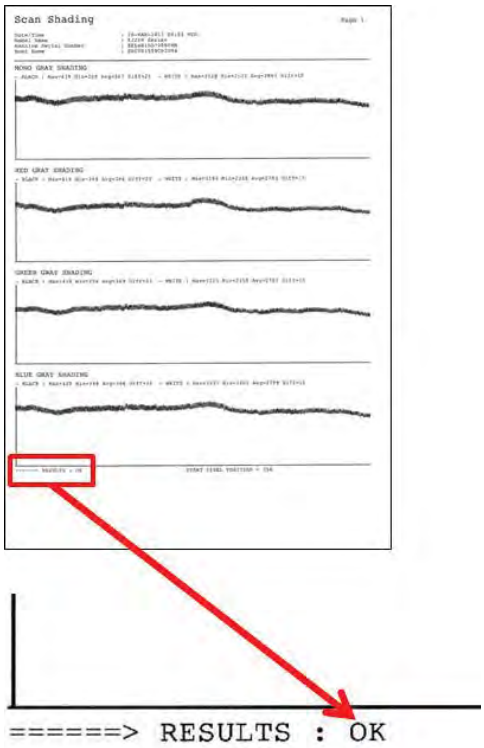
3. Check if the printed results are correct.

NOTE:

– When executing Flow ADF shading, use only the shading sheet (JC63–05055A).

– A Shading Test for the Flow ADF unit must be completed after replacing the Flow ADF unit or main board.

Verification



Scanner/Flow ADF NVM Read/Write

- Diagnostics > Scanner Diagnostics > Scanner/Flow ADF NVM Read/Write

Purpose	To read and/or write values in the scanner and Flow ADF memory.
Operation procedure	When the main **NVM Read/Write** window displays, users can navigate through the list of codes with descriptions and saved values. Users can also directly input a code through the text box to search for an NVM. After selecting a code, the **Edit** button will be enabled only if the code is writable. If the selected code is writable and the **Edit** button is enabled, press the button to configure the desired value for the code.
Verification	N/A
Specification	N/A
Reference	N/A

Code	NVM description	Default	GX Model
05-0000	Pick Up Count	0	0
05-0001	Separation Roller Count	0	0
05-0010	Document Duplex Reverse Point	0	0
05-0030	Simplex Registration Value (Registration 1)	0	0
05-0040	Duplex Registration Value (Registration 2)	0	0
05-0050	Width Guide Max Value	Depends on Flow ADF	0
05-0060	Width Guide Min Value	Depends on Flow ADF	0

Scanner/Flow ADF test routines

- Diagnostics > Scanner Diagnostics > Scanner/Flow ADF Test Routines

Purpose	To perform test routines for the scanner and Flow ADF.
Operation procedure	When the main **Scanner/Flow ADF Test Routines** window displays, users can navigation through the list of routines and descriptions that display. Users can input a code through the text box to search for a routine. After selecting a routine, press **OK** to open the test window that lists the selected routine. Users can start/stop the selected test routine.
Verification	N/A
Specification	N/A
Reference	Table below

Code	Name	Value	GX model
06-0000	Scanner Original Size Detecting Sensor 1	High/Low	0

Code	Name	Value	GX model
06-0001	Scanner Original Size Detecting Sensor 2	High/Low	0
06-0010	Scanner Cover Open/Close Sensor 1	High/Low	0
06-0011	Scanner Cover Open/Close Sensor 2	High/Low	0
06-0020	Scanner Platen Motor Forward	Start/Stop	0
06-0030	Scanner Platen Motor Backward	Start/Stop	0
06-0040	Scanner Platen Home Position Sensor	High/Low	0
05-0000	Document Length .1 Sensor	High/Low	0
05-0001	Document Length .2 Sensor	High/Low	0
05-0020	Document Cover Open Sensor	High/Low	0
05-0040	Document Detect Sensor	High/Low	0
05-0050	Document Feed Sensor	High/Low	0
05-0060	Document Simplex Registration Sensor	High/Low	0
05–0061	Document Duplex Registration Sensor		
05-0070	Document Scan Read Sensor 1	High/Low	0
05-0071	Document Scan Read Sensor 2	High/Low	0
05-0080	Document Exit Sensor	High/Low	0
05-0090	Document Pickup Clutch	Start/Stop	X
05-0110	Document Motor Forward	Start/Stop	0
05-0111	Document Motor Backward	Start/Stop	0
05-0123	Document width 1 MSO Sensor	High/Low	0
05-0124	Document width 2 MSO Sensor	High/Low	0
05-0125	Document width 3 MSO Sensor	High/Low	0
05-0130	Document Pickup Motor Forward	Start/Stop	0
05-0131	Document Pickup Motor Backward	Start/Stop	0
05-0140	Document Pickup Roller Detect Sensor	High/Low	X
05-0151	Document Stacker Lift Lower Sensor	High/Low	0

Code	Name	Value	GX model
05-0160	Document Registration 1 Motor Forward	Start/Stop	0
05-0162	Document Registration 1 Motor Backward	Start/Stop	0
05-0170	Document Registration 2 Motor Forward	Start/Stop	0
05-0171	Document Registration 2 Motor Backward	Start/Stop	0
05-0180	Document Stacker Lift Motor Forward	Start/Stop	0
05-0181	Document Stacker Lift Motor Backward	Start/Stop	0
05–0182	Document Exit Motor Forward		
05–0183	Document Exit Motor Backward		
05–0184	Document Pickup Release Motor Forward		
05–0185	Document Pickup Release Motor Backward		
05–0186	Document Scan In Release Motor Forward		
05–0187	Document Scan In Release Motor Backward		
05-0190	Document Width Guide ADC Sensor	10Bit (0~1023)	0
05–0191	Document USM ADC Sensor		
05–0192	Document USM Calibration Test		
05-0210	Document Jig Test Low Speed Simplex	Start/Stop	0
05-0230	Document Jig Test High Speed Simplex	Start/Stop	0

Adjustment

Print adjustment

- Diagnostics > Adjustment > Print Adjustment > Image Position

Purpose	Manually adjust the position of the printed image on the paper in the print engine.
Operation procedure	1. Select a tray to adjust. 2. Change the adjustment value using the **+** or **-** buttons, then press the **OK** button to save the changes.

	○ Simplex Leading Edge ○ Simplex Side Edge ○ Duplex Leading Edge ○ Duplex Side Edge NOTE: ○ Adjustment must be done for each tray (Tray 1, 2, 3, 4, and 5). ○ Do not choose **ALL** for the tray selection. ○ Adjust for the tray with each new tray selection. 3. Print out the test pattern and check if the image is adjusted. If not, repeat Step 2.

- Diagnostics > Adjustment > Print Adjustment > Print Margin Test

  This menu is used to print out the test pattern manually.

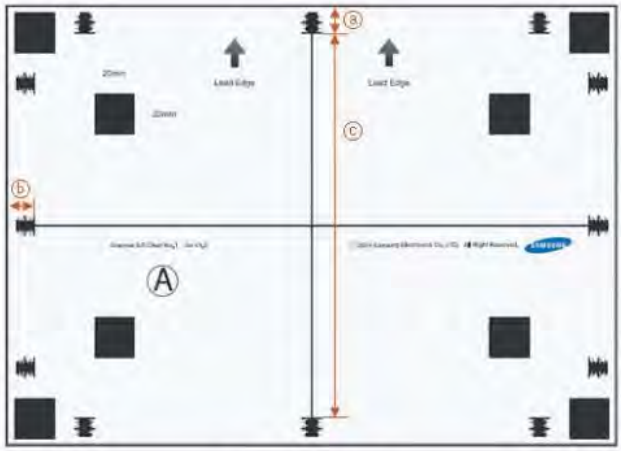
Copy adjustment

- Diagnostics > Adjustment > Copy Adjustment > Image Position

Purpose	Manually adjust the position of the copied image on the paper in the copy engine.
Operation procedure	NOTE: Before copy adjustment: – Make sure that the initial values of margin adjustment are the same as the values of the print adjustment. – Perform an adjustment for each tray. Do not choose **All** for tray selection, as this can confuse the adjustment. NOTE: – Complete adjustment for each tray (Tray 1, 2, 3, 4, and 5). – Do not choose **All** for tray selection. – Adjust for the tray with each new tray selection. 1. Locate the Scanner A/S Chart on the Flow ADF tray. 2. Change the adjustment value using the **+** or **-** button, and then press **OK** to save the changes. ○ Simplex Leading Edge ○ Simplex Side Edge ○ Duplex Leading Edge ○ Duplex Side Edge 3. Print out the test pattern and check if the image has moved. It not, repeat Step 2.

Scan area adjustment

- Diagnostics > Adjustment > Scan Area Adjustment > Automatic Adjustment

Purpose	To correct the image position and magnification of scanned images automatically.
Operation procedure	1. Locate the Scanner A/S chart at the scanner glass.  **A4 Scanner A/S Chart** Note that the **Lead Edge** arrows point to the left side of the scanner glass and are placed face down. The Scanner A/S Chart comes in two sizes, A4 and Letter. 2. Press **OK**. A scan begins and the system will automatically calculate the proper value based on the scanning result of the chart. 3. The new value saves to the system. 4. Scan the Scanner A/S Chart and send it to a PC. The chart must be scanned from the scanner glass. 5. To check the image position, compare the position of the scale marks (a, b) from the chart to the scanned image. 6. To check the magnification, compare the length of line **c** from the chart to the scanned image. NOTE: Specifications: ○ a, b: 10, ± 1.5 mm ○ c: 190, ± 1.5 mm

- Diagnostics > Adjustment > Scan Area Adjustment > Manual Adjustment

Purpose	To correct the position and magnification of scanned images manually.
Operation procedure	1. Choose one item from the table. There are three items to choose from:

- Image Position — Leading Edge (Unit: mm, Scale: 0.1, Min/Max: -6/+6)
- Image Position — Side Edge (Unit: mm, Scale: 0.1, Min/Max: -6/+6)
- Magnification — Vertical Direction (Unit: %, Min/Max: 98.5/101.5)

2. Select one item and press the **Edit** button.
3. Change the adjustment value using the arrow button.
4. Image position (a, b): If the current value is smaller than the specification, press **+**, otherwise press **-**.
5. Magnification (c): If the current value is smaller than the specification, press **-**, otherwise, press **+**.
6. Press the **OK** button to apply the new value to the system.
7. Scan the Scanner A/S Chart and send it to a PC. The chart must be scanned from the scanner glass.
8. To check the image position, compare the position of the scale marks (a, b) from the chart to the scanned image.
9. To check the magnification, compare the length of line **c** from the chart to the scanned image.

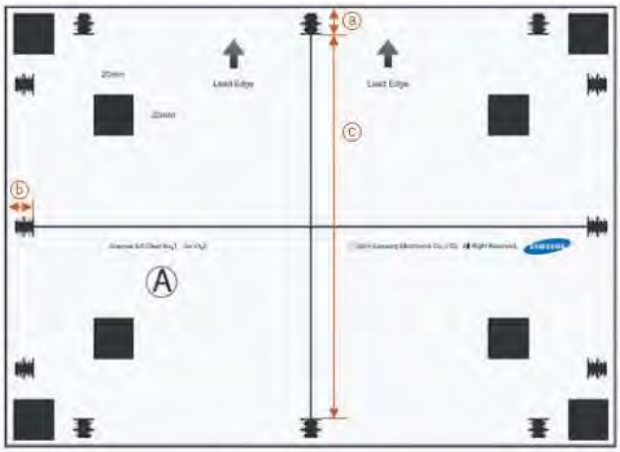
   NOTE: Specifications:

   - a, b: 10, ± 1.5 mm
   - c: 190, ± 1.5 mm

Flow ADF adjustment

- Diagnostics > Adjustment > Flow ADF Adjustment > Automatic Adjustment

Purpose	To correct the image position and magnification of images scanned with the Flow ADF automatically.
Operation procedure	1. Locate the Scanner A/S chart at the scanner glass.



A4 Scanner A/S Chart

2. Press **OK**. A scan begins and the system will automatically calculate the proper value based on the scanning result of the chart.
3. The new value saves to the system.
4. Scan the Scanner A/S Chart and send it to a PC. The chart must be scanned from the Flow ADF.
5. To check the image position, compare the position of the scale marks (a, b) from the chart to the scanned image.
6. To check the magnification, compare the length of line **c** from the chart to the scanned image.

   NOTE: Specifications:

   - a, b: 10, ± 1.5 mm
   - c: 190, ± 1.5 mm

   NOTE: After executing the Flow ADF adjustment, perform a shading test. Refer to Scanner Diagnostics.

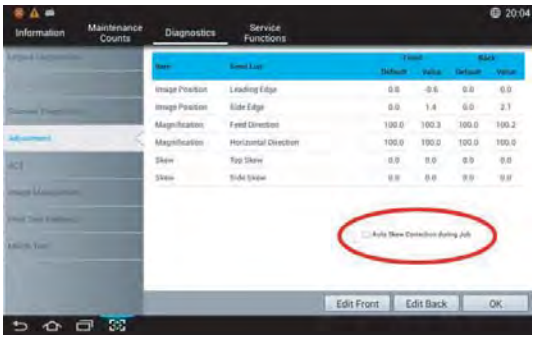
- Diagnostics > Adjustment > Flow ADF Adjustment > Manual Adjustment

Purpose	To correct the position and magnification of scanned images manually.
Operation procedure	1. Choose one item from the table. There are three items to choose from: ○ Image Position — Leading Edge (Unit: mm, Scale: 0.1, Min/Max: -6/+6) ○ Image Position — Side Edge (Unit: mm, Scale: 0.1, Min/Max: -6/+6) ○ Magnification — Vertical Direction (Unit: %, Min/Max: 98.5/101.5) 2. Select one item and press the **Edit** button. 3. Change the adjustment value using the arrow button. 4. Image position (a, b): If the current value is smaller than the specification, press **+**, otherwise press **-**. 5. Magnification (c): If the current value is smaller than the specification, press **-**, otherwise, press **+**.

NOTE: Specifications:

- a, b: 10, ± 1.5 mm
- c: 190, ± 1.5 mm

6. Press the **OK** button to apply the new value to the system.
7. Scan the Scanner A/S Chart and send it to a PC. The chart must be scanned from the Flow ADF.
8. To check the image position, compare the position of the scale marks (a, b) from the chart to the scanned image.
9. To check the magnification, compare the length of line **c** from the chart to the scanned image.
10. If **Auto Skew Correction during job** box is checked, skewed image is corrected by digitally rotating the scanned images.



NOTE: When this function is enabled, visual artifact (like checkerboard patterns) might appear on the image depending on the original contents or copy option settings.

NOTE: After executing the Flow ADF adjustment, perform a shading test. Refer to Scanner Diagnostics.

Image management

Auto tone adjustment activation

- Diagnostics > Image Management > Auto Tone Adjustment Activation > Normal

Purpose	To correct image quality when density of the image is poor. Normal TRC Control is recommended after changing a unit, such as a toner cartridge, imaging unit, and PTB, or after restarting the printer.
Operation procedure	1. Select **On** or **Off** for Normal TRC Control execution.

	○ Off: Normal TRC Control will not execute. ○ On: Normal TRC Control will execute during the determined conditions, 2. Change the execution condition(s) of Normal TRC Control. ○ Page Count: The system executes Normal TRC Control based on the count of printed pages since the last execution. ○ Time Left Alone: The system executes Normal TRC Control when the system returns from a power save mode and the rest time exceeds the configured value.
Verification	Print out a test job and make sure the image quality has recovered.

- Diagnostics > Image Management > Auto Tone Adjustment Activation > Full

Purpose	To correct image quality when any OPC drum is replaced, the life of the OPC drum is changed, the density of the image is poor, or the temperature and/or humidity in the room changes suddenly.
Operation procedure	1. Select **On** or **Off** for Full TRC Control execution. ○ Off: Full TRC Control will not execute. ○ On: Full TRC Control will execute during the determined conditions, 2. Change the execution condition(s) of Full TRC Control. ○ Page Count: The system executes Full TRC Control based on the count of printed pages since the last execution. ○ Time Left Alone: The system executes Full TRC Control when the system returns from a power save mode and the rest time exceeds the configured value.
Verification	Print out a test job and make sure the image quality has recovered.

Print test patterns

Diagnostics > Print Test Patterns >

- EP Calibration Pattern1 Contone

Service functions

Main memory clear

Service Functions > Main Memory Clear

- This function resets the main memory of the system to the factory default setting. This function can be used to reset the system to the initial value when the product is functioning abnormally. User configured values return to the default values.

  To clear the main memory, select the country/region where the system is located, and restart the printer.

Debug log

Service Functions > Debug Log

- This function sets the system log message level. Users can select three options:
  - Off: This option disables the logging option.
  - Job Status: This option only enables the logging of user created jobs.
  - Details: This option enables all the logging options of the running tasks of the system. This option might effect the performance of certain system operations. Use this option when the system performs abnormally and engineers need to investigate the problem.

Capture log

Service Functions > Capture Log

- This function copies all the saved logs in the system to a USB flash drive as a .zip file. The size of the system log could reach up to 1 GB. If the system log size becomes very large, it will take a longer time to copy to the USB flash drive.

  1. Connect the USB flash drive to the printer.
  2. Tap the **Service Mode** app. When the pop-up displays, press the area below the pop-up until the password window appears. Enter **04082517** and press the **OK** button.
  3. Go to **Service Functions** > **Debug Log** and change the debug log level to **INFO**.
  4. Go to **Service Functions** > **Capture Log**.
  5. Select **All** or **Period**. If selecting **Period**, enter the start and end date.
  6. Press the **Capture Log** button.
  7. Once the log is completed, a completion message will display. Restore the debug log level to **JOB STATUS**.

     NOTE: If the system log size becomes very large, it will take longer to copy to the USB flash drive.

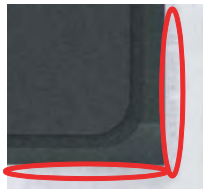
  8. Check that the Log File has been saved to the USB flash drive.

Transfer assembly control mode

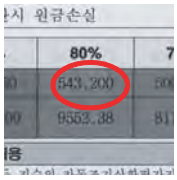
Service Functions > Transfer Assembly Control Mode

Purpose	To correct transfer related problems. This function can be used to change the transfer value to optimize image quality to a certain type of paper.
Operation procedure	– T2 Control Mode ○ Choose the paper group, paper side, and paper direction. ○ Adjust PWM value based on the problem type. ● Blur: Increase PWM value ● Poor Transfer: Increase PWM value

- Re-transfer: Decrease PWM value
- White Spot: Decrease PWM value
- OPC Cylic Ghost: Decrease PWM value



Blur



Poor Transfer

Retransfer

White Spot

OPC Cyclic Ghost

Verification	Print a test job and make sure the transfer problem has been resolved.
Specification	N/A
Reference	N/A

Envelope rotate

Service Functions > Envelope Rotate

- This menu enables rotation when printing on an envelope. The machine usually guides loaded envelopes with SEF direction. If this function is enabled, the user can load an envelope with LEF direction and the machine will rotate the image for printing on the envelope.

  This function provides the following setting options:

  – Off (default): Load envelope SEF direction

  – 90 degrees: Load envelope LEF direction.

  – 180 degrees: Load envelope SEF direction with flap on bottom side.

NOTE: If the paper source is **Auto**, the device will feed from the Tray 1 because the LEF envelope can only be loaded in the Tray 1 according to paper specification.

If the length of envelope is over the maximum size of the custom width, the device will not rotate the image and determine that the direction of the envelope is SEF. For example, the A4 model supports custom sizes like W 98–216 ~ L148–356. This model does not support C5 Env (162x229) DL Env (110x220), No 9 Env (98x225), No 10 Env (105x241) rotation.

Print quality troubleshooting guide

Image quality problems and solutions

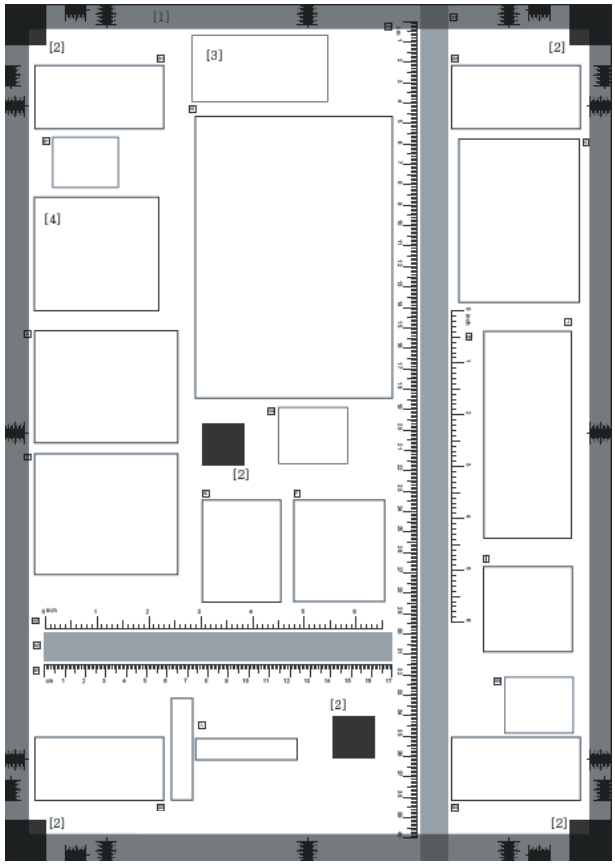
Print quality defects can be caused by printer components, consumables, media, internal software, external software applications, and environmental conditions.

To successfully troubleshoot print quality problems, eliminate as many variables as possible.

First, generate prints using printable pages using laser paper. Use paper from an unopened ream that has been acclimated to room temperature. Make sure that genuine HP toner is installed in the printer.

Figure 3-35 A/S chart (A3)

Figure 3-36 A/S chart



[1]	Grid pattern	For adjusting margin and magnification
[2]	Black patches	For adjusting skew error
[3]	Barcode	For checking the reproduction of the barcode
[4]	Note area	For recording the date, conditions, and so on.
[A]	Halftone band	For checking banding and jitter (K 50%)
[B, L]	Resolution patterns	For checking resolution
[C, D, E]	Images	For checking color reproduction
[F]	Map image	For checking fine line reproduction
[G]	Color patches	For checking color reproduction and uniformity
[H]	Gradation pattern	For checking tone reproduction of seven colors (C, M, Y, K, R, G, B/ 10~100%)
[I]	Color/Mono text	For checking the reproduction of color, mono text
[J]	Multilingual feature	For checking the reproduction of small text
[K]	White gap pattern	For checking color to color, color to mono white gap
[M]	Rulers	For checking the magnification error (unit: cm)
[N]	Rulers	For checking the magnification error (unit: inch)

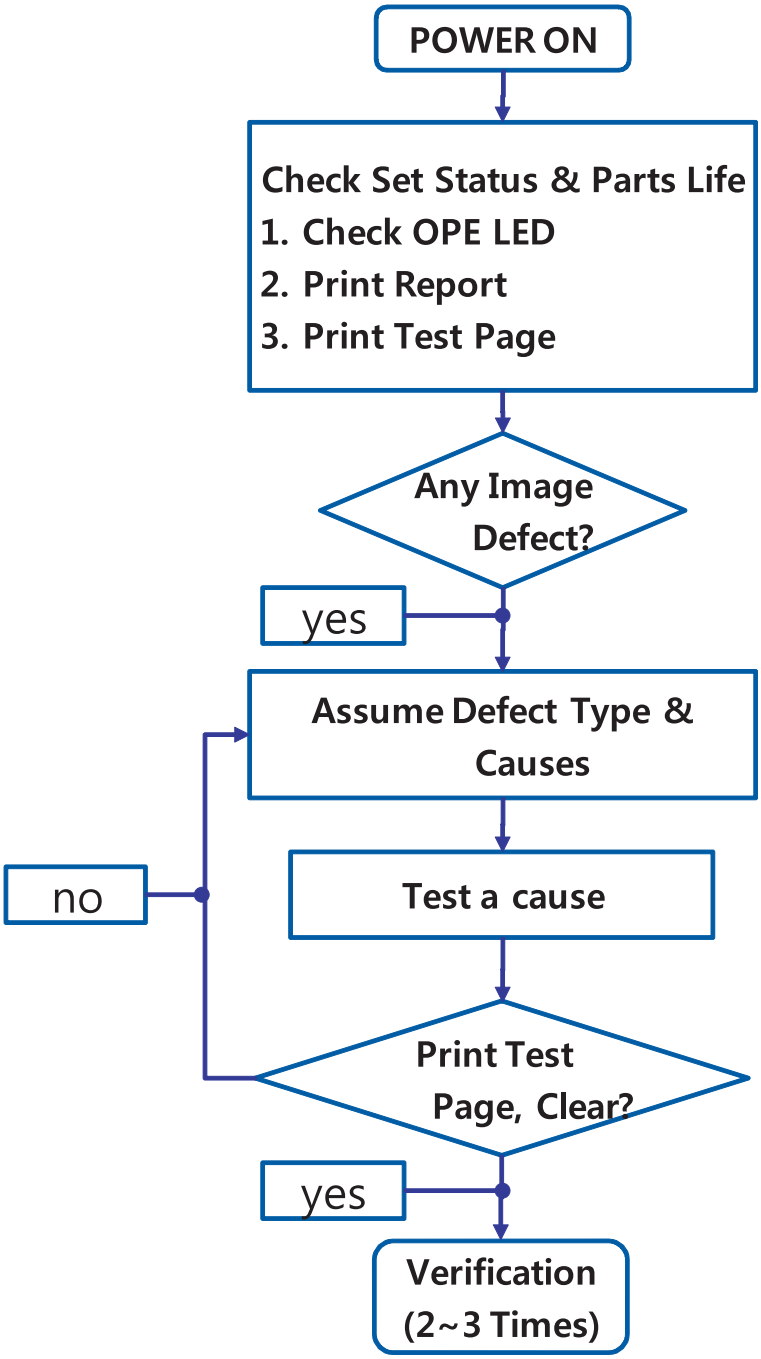
How to analyze image defects

See the following flowchart.

TIP: Depending on the remaining life of the part, the cause of the defect can vary. Check the remaining life of the part.

Check for defects even if the defect is not repeated.

Figure 3-37 Defect analysis flowchart



How to analyze image defects (rollers)

Use the following table to isolate rollers suspected of causing defects.

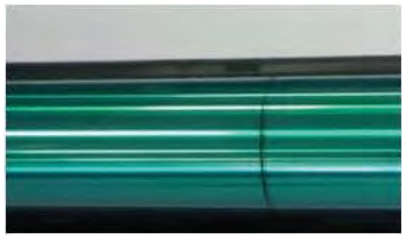
Table 3-24 Roller period table

Roller	Periodic
OPC/Drum	188.5 mm
Charge Roller (CR)	37.7 mm
Magnetic roller (MR)	36.9 mm
PTB D/R	65.7 mm
PTB BELT	157.1 mm
Fuser Belt (HR)	110 mm
Fuser Pressure Roller (PR)	114.7 mm

Vertical black lines

Figure 3-38 Typical faulty images

Table 3-25 Troubleshooting procedure

Step	Check item	Action
1	Check the OPC for scratches or contamination in a vertical direction. 	Replace the drum unit.
2	Scanner unit is contaminated (Flow ADF glass/mirror/CCD sensor) 	Wipe the surface of the contaminated parts with a soft cloth.

Vertical light or white lines

Figure 3-39 Typical faulty images

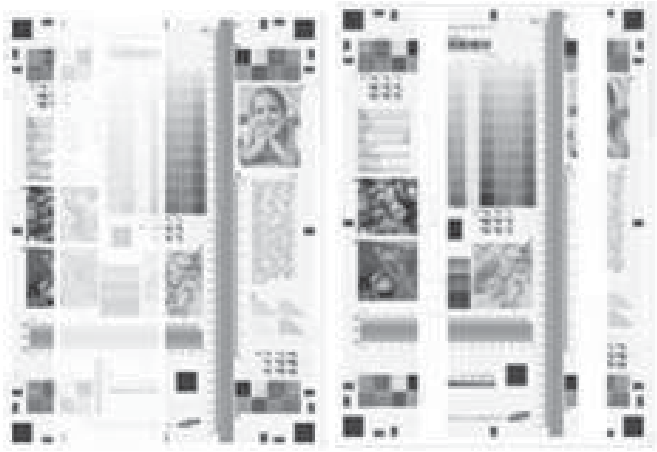


Table 3-26 Troubleshooting procedure

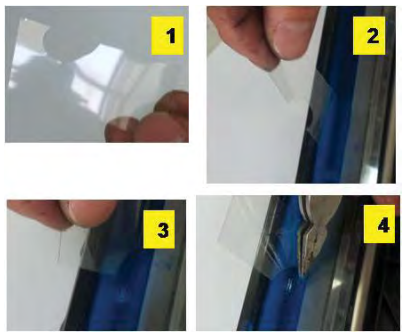
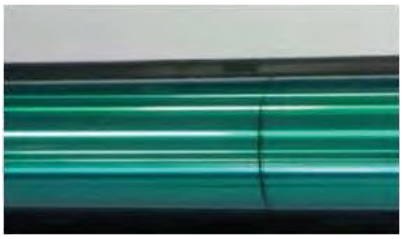
Step	Check item	Action
1	A foreign substance is between the magnetic roller and the blade. No toner on magnetic roller. 	Remove the foreign substance.  Make the hook (transparency sheet is recommended.) Put the hook into the gap between magnetic roller and blade. Pull out foreign substances.
2	The developer in the developer unit is empty or the developer unit life has expired.	• Check the life remaining of the developer unit on the supplies information report. – If its life has expired, replace the developer unit. • Check if the developer layer on magnetic roller is uniform.

Table 3-26 Troubleshooting procedure (continued)

Step	Check item	Action
		– If the developer layer is short, replace the developer unit. Normal
3	The laser beam path is blocked. (Foreign substance is on the laser scanner assembly window.)	Clean the laser scanner assembly window.
4	The OPC is scratched or contaminated in a vertical direction. 	Replace the drum unit.

Horizontal periodic black lines, dots

Figure 3-40 Typical faulty images

Table 3-27 Troubleshooting procedure

Step	Check item	Action
1	Horizontal periodic band or dot (CR 38 mm). Check if the surface of the charge roller is contaminated or scratched.	Clean the contaminated surface on the charge roller with a soft cloth. If the surface is scratched, replace the drum unit.
2	Horizontal periodic band or dot (OPC 188 mm). Check if the surface of the OPC drum is contaminated or scratched.	Clean the contaminated surface on the OPC drum with a soft cloth. If the surface is scratched, replace the drum unit.
3	Check if the charge roller contact plate had debris or is contaminated.	Clean the charge roller contact plate. If the problem persists, replace the drum unit. If the problem persists after replacing the drum unit, replace the HVPS board.

Horizontal periodic light/dark lines, dots

Figure 3-41 Typical faulty images

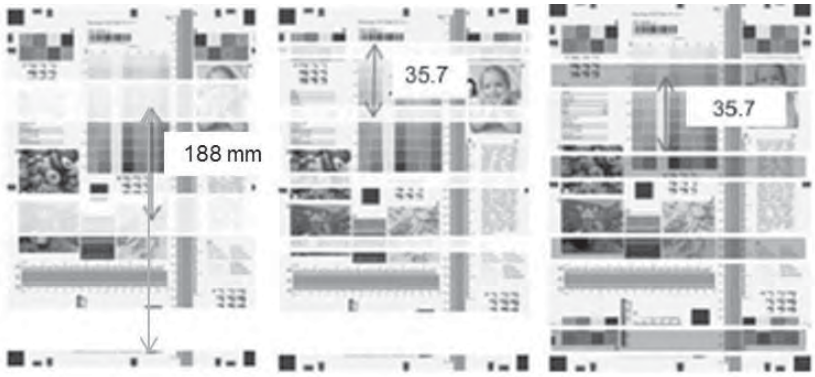
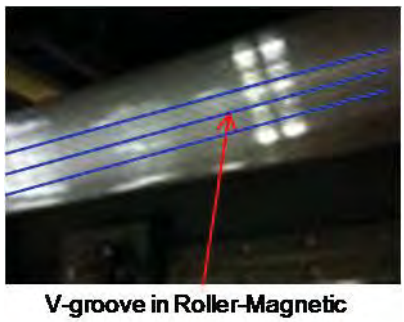


Table 3-28 Troubleshooting procedure

Step	Check item	Action
1	Horizontal periodic bands (OPC, 188 mm) • OPC was exposed for too long. • Damage was caused by a high voltage in a short amount of time.	This problem is likely to resolve itself over time. If the problem persists, replace the drum unit.
2	Horizontal periodic bands (magnetic roller, 35.7 mm) The magnetic roller is in poor condition. V-groove of the surface of magnetic roller is not uniform.  	Replace developer unit.

Blurred image

Figure 3-42 Typical faulty images

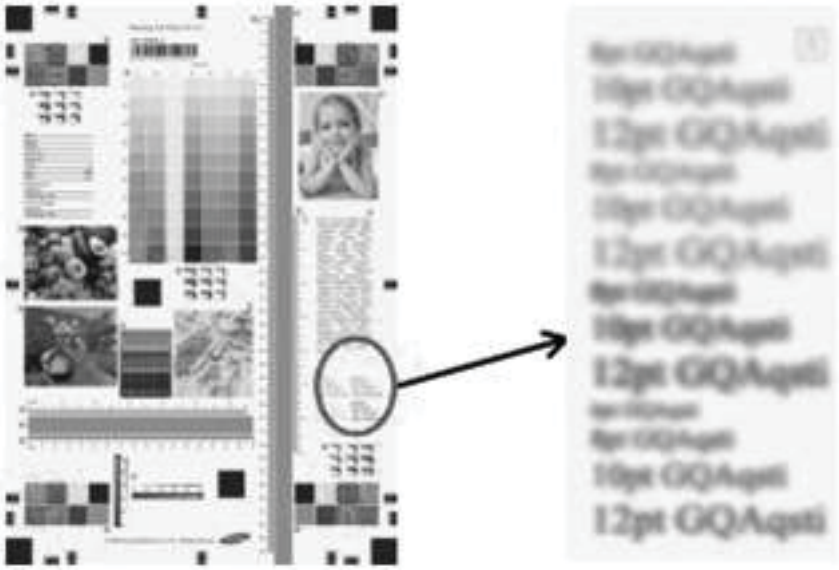


Table 3-29 Troubleshooting procedure

Step	Cause	Action
1	High humidity and/or the quality of the paper.	Use new, high quality paper.

Table 3-29 Troubleshooting procedure (continued)

Step	Cause	Action
2	THV transfer voltage is low.	Increase the THV transfer voltage.
3	Connection between HVPS and THV is incorrect.	Check if the connection between THV high voltage terminal and HVPS THV terminal is correct. Check if the connection between the HVPS and TR is correct.

Foggy image

Figure 3-43 Typical faulty images

Table 3-30 Troubleshooting procedure

Step	Cause	Action
1	Voltage of OPC motor is abnormally low.	Replace the drum unit.
2	Toner is over supplied by abnormal TC sensor.	Replace the toner cartridge.
3	Transfer assembly voltage is abnormally high.	Check the HVPS connection. • Connection of transfer rollers in THV and TR. Replace HVPS.
4	HVPS operates abnormally. HVPS is damaged or broken.	Replace HVPS.

Light image

Figure 3-44 Typical faulty images

Table 3-31 Troubleshooting procedure

Step	Cause	Action
1	A poor transfer has occurred.	Replace HVPS.
2	Output voltage of HVPS is abnormally low. • Color density decreases.	Replace HVPS.
3	TC sensor operates abnormally.	Replace the developer unit.

Uneven pitch and jitter image

Figure 3-45 Typical faulty images

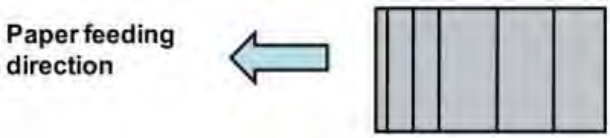
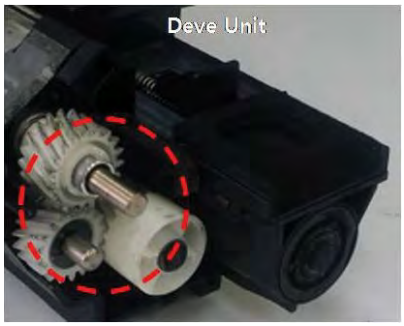
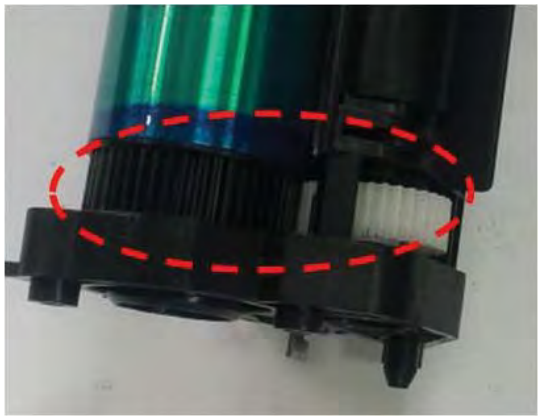


Table 3-32 Troubleshooting procedure

Step	Cause	Action
1	Under 3 mm periodic jitters or horizontal bands have occurred.	Remove foreign substance from the drive gears. Grease the drive gears. • Toner cartridge gears

Table 3-32 Troubleshooting procedure (continued)

Step	Cause	Action
		 • OPC unit gears.  • Main drive unit gears. Replace abnormal units. • Toner cartridge • Drum unit • Main drive unit
2	Under 1 mm periodic jitter or horizontal bands have occurred.	Check if the laser scanner assembly is assembled correctly. If not, replace the screws. Replace the laser scanner assembly.

Skewed image

Figure 3-46 Typical faulty images

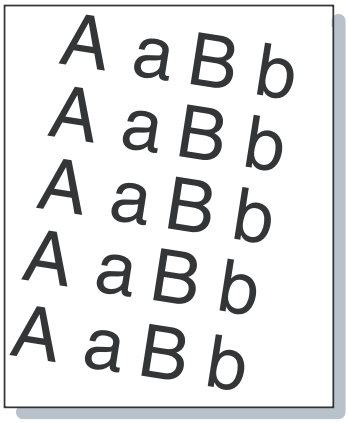


Table 3-33 Troubleshooting procedure

Step	Check item	Action
1	Is the tray properly installed?	Reinstall the tray correctly.
2	Is too much paper loaded in the tray?	Remove some paper.
3	Are the paper guides properly set?	Adjust the paper guides.
4	Is the surface of the pickup/reverse/feed roller dirty?	Clean or replace the contaminated roller.
5	Is the Flow ADF installed and adjusted properly?	Reinstall the Flow ADF unit. Adjust the Flow ADF skew.
6	Is the paper transfer belt installed properly?	Reinstall the PTB unit.

Poor fusing performance

Figure 3-47 Typical faulty images

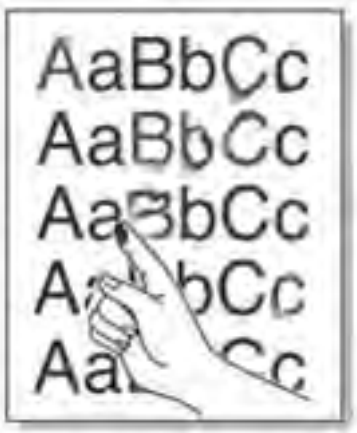
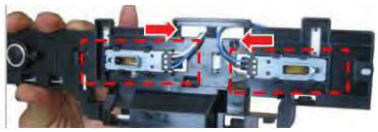


Table 3-34 Troubleshooting procedure

Step	Cause	Action
1	Check the paper type. Depending on what type of paper is used, print speed varies. • Plain (71~90g/), Thick (91~105g/): Full Speed • Heavy weight (106~175g/): Half Speed • Envelope (75~90 g/), Label (120~150 g/): Half Speed	Check that the paper type displayed on the control panel is the same type of paper being used for the print job.
2	The fuser unit is worn out.	Replace the fuser unit.
3	Check the surface of the fuser belt and pressure roller for scratches.	Replace the fuser unit.
4	Check the temperature control system for problems. • Thermistor is broken or operates abnormally • Halogen lamp is broken or operates abnormally	Check the non-contact thermistor sensor  Check the halogen lamp. If parts are broken, replace the broken parts or the fuser unit.
5	Check if the pressure control system operates properly.	Check the pressure control system. If the problem persists, replace the fuser unit.
6	Paper is wrapped on the heating roller.	Remove the wrapped paper and print a test page. If the problem persists, replace the fuser unit.

Stain on the paper back side

Figure 3-48 Typical faulty images

Table 3-35 Troubleshooting procedure

Step	Cause	Action
1	Is the transfer roller dirty or worn out?	Clean or replace the transfer roller assembly.
2	Is the fuser belt or pressure roller dirty?	Clean the fuser belt and pressure roller.
3	Check the pressure roller surface for damage or scratches.	Replace the fuser unit.

Setting standard tone

Setting standard tone

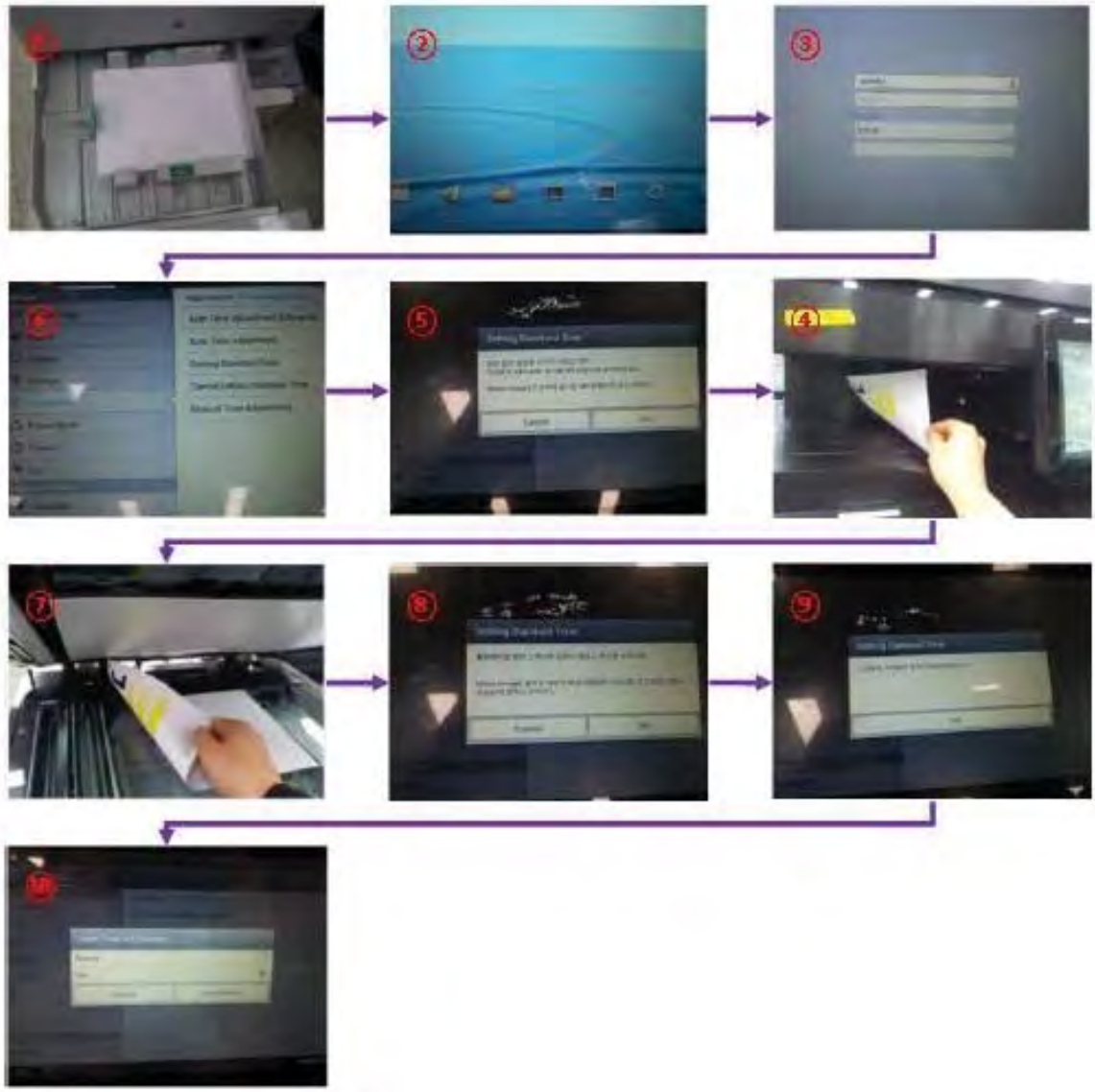
Purpose

- To adjust the color tone to the standard set by the manufacturer.

NOTE: This function must be executed after first installation.

Procedure

1. Load A4 or Letter with Short Edge Feeding (SEF) direction on tray.
2. Select **Setting** on the control panel.
3. Log in as Admin.
4. Select **Adjustment > Tone Adjustment > Setting Standard Tone**.
5. Select **OK** on confirmation window.
6. The scan ID chart prints.
7. Load the chart on the scanner glass in a horizontal direction.
8. Start the scan.
9. When the scan complete window appears, select **OK**.



Cancel setting standard tone

NOTE: When the machine is installed for the first time, **Cancel Setting Standard Tone** does not need to be executed.

Purpose

- Cancel the setting standard tone
- Return to the customized tone set by the user after setting the standard tone

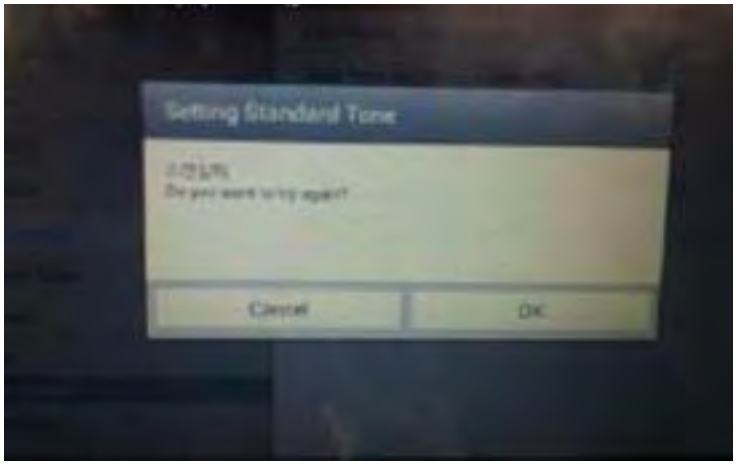
Procedure

1. Select **Adjustment > Tone Adjustment > Cancel Setting Standard Tone**.
2. When the cancellation is complete, select **OK**.
3. Select **Full TRC : Adjustment > Tone Adjustment > Auto Tone Adjustment > *Full + Execute Now**

Error message

Scan image fail

- When a problem occurs on the scanned ID chart, an error message will display.



Check items

- Check the scanned ID chart for correct placement.
- Make sure the chart direction is horizontal.
- Retry the setting standard tone procedure.

When to perform Setting Standard Tone procedure

- When installing the machine for the first time.
- When the brightness has changed in comparison to the previous image.

NOTE: If the problem persists after executing the setting standard tone procedure, look for other causes.

Other errors

Image system problem

- Toner cartridge detection error
- Image contamination (pressure roller contamination)

Toner cartridge detection error

Symptom

- Toner cartridge is installed, but **Not Installed** message displays.

Cause

- Toner cartridge is not properly installed.
- Toner cartridge e-label harness is defective.
- E-label PCA or e-label Chip is defective.
- E-label connection (modular connector) is defective.
- E-label Joint PCA is defective.
- Bad connection between the main board and the e-label Joint PCA.

Troubleshooting

- Toner cartridge installation problem:
  - Check if the toner cartridge is properly installed.
  - If the cartridge comes out automatically, check the cartridge fixing hook.
  - If the cartridge fixing hook is damaged, replace the cartridge cap or cartridge.
- E-label harness problem:
  - Make sure the e-label harness is correctly connected.

    Check the modular jack for damage or abnormal assembly.
  - If the modular jack harness is defective, replace it with a new one.

    If the modular jack has moved into the toner cartridge, remove it.
- E-label PCA problem or e-label data problem:
  - Replace the toner cartridge.
- E-label connection (modular connector) installation problem:
  - Open the front cover. Remove the toner cartridge.
  - Make sure that the e-label connection (modular connector) is correctly installed.
  - If the modular connector is not installed correctly, open the rear cover and reinstall.

- E-label Joint PCA problem:
  - If the e-label Joint PCA, modular jack pin, or main board interface connector are damaged, replace the PCA (see the previous step).
- Bad connection between the main board and the e-label Joint PCA:
  - Check the connection between the main board and the e-label Joint PCA. If the connection is bad, replace the harness, the e-label Joint PCA, or the main board.

Image contamination (pressure roller contamination)

Symptom

- Image (front/back side of paper) is contaminated with toner

Cause

- Toner is contaminated on the surface of pressure roller with low coverage, mainly simplex, and low duty jobs.

Troubleshooting

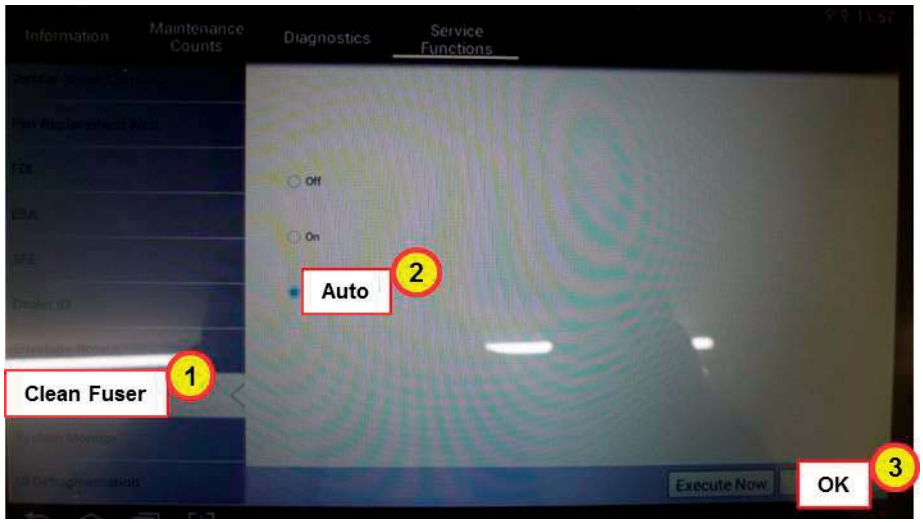
1. Install Vx.D6.08 or latest version.
2. Make sure **Clean Fuser** function is set to **Auto**.

   Vx.D6.08 or later version has **Clean Fuser: Auto** function as default.

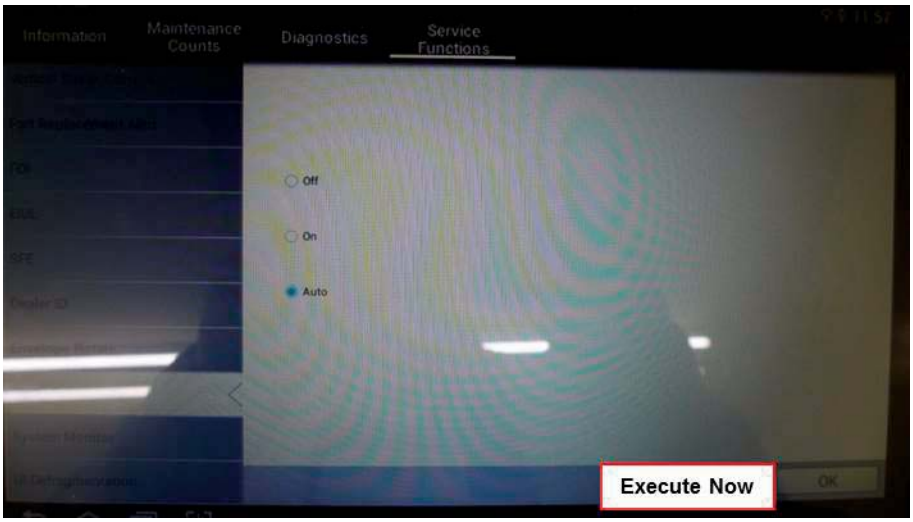
   If the previous setting used is **On** mode, that pre-existing setting value will be kept as before. Otherwise, it will be changed to **Auto**.

   On mode can be set at desired intervals as required.

   SVC mode → Service Functions → Clean Fuser → Auto



3. To execute fuser cleaning function manually, press **Execute Now**.

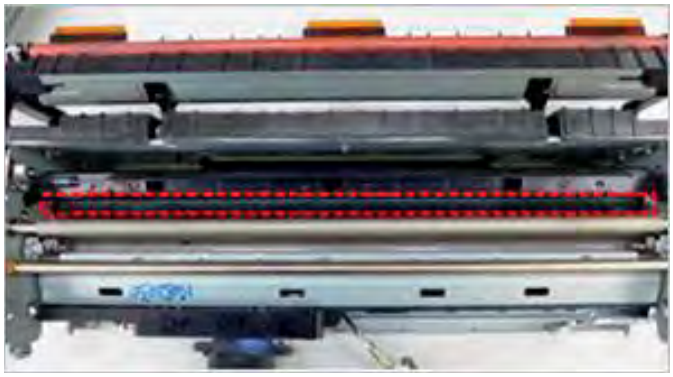


4. Repeat step 3 up to six times until you cannot find any contamination on the fuser cleaning sheet.

   If the contamination on the fuser cleaning sheet still exists, clean the pressure-roller with soft brush or scraper with care.

   – Open the fuser jam cover. Remove three screws, and then remove the brush.

   – Check the surface of pressure roller and remove the toner contamination while carefully rotating the pressure roller one cycle.



Fuser problem

- Acoustic noise in fuser uni
- Image hot offset problem
- Error “fusing unit not compatible” problem

Acoustic noise in fuser uni

- **Symptom:** Acoustic noise from the fuser assembly in the early stages of printing.
- **Cause:** Fuser belt edges are damaged.

Troubleshooting

▲ Replace the fuser unit.

Image hot offset problem

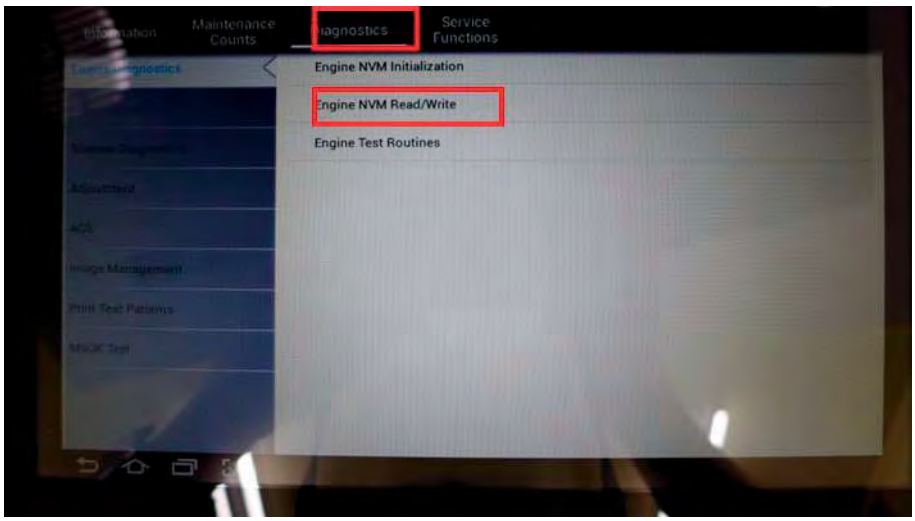
- **Symptom:** Image at the leading edge of the paper is duplicated after 110 mm.
- **Cause:** The fusing temperature is high.

Troubleshooting

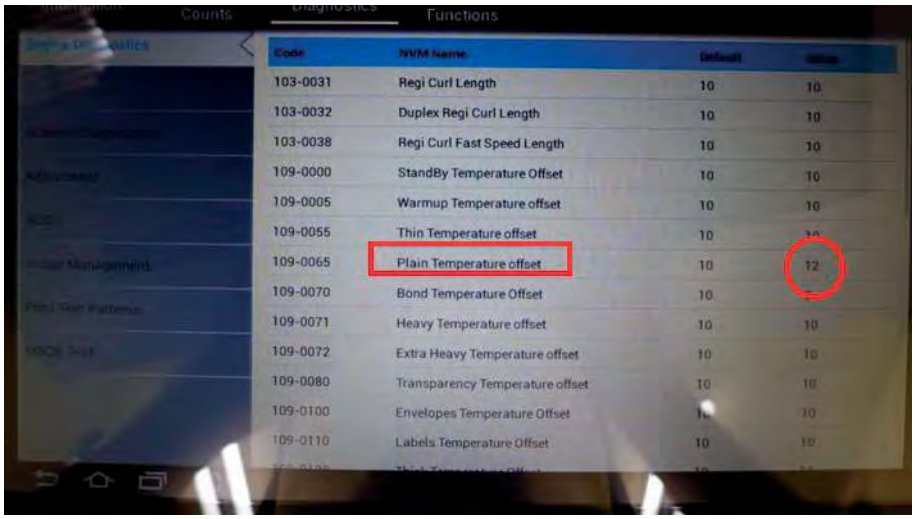
▲ Lower the fusing temperature in SVC mode until the problem disappears. The default value is 10, and it is recommended to change the value up to 8.

How to change the plain temperature offset

a. Enter SVC mode, and select **Engine NVM Rear/Write**.



b. Select the **Plain Temperature offset** menu.



c. Press the **OK** button after adjusting the value. (1 = 2℃)

d. Press the **Home** button to exit SVC mode.

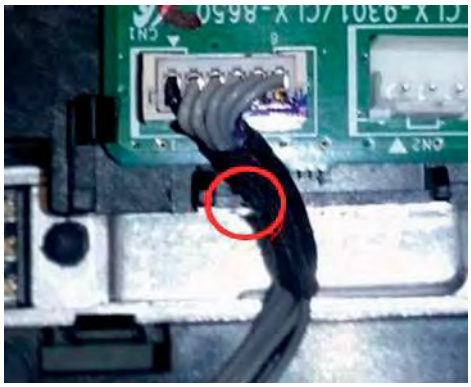
Error “fusing unit not compatible” problem

- **Symptom:** Error **Fusing unit not compatible** message appears.
- **Cause:** Harness for EEPROM signal is damaged by the sharp edge of the fuser frame.

Troubleshooting

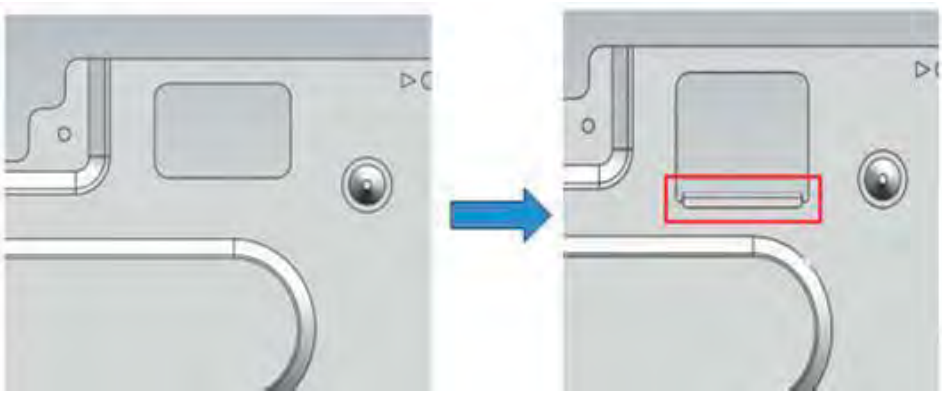
▲ Check if the EEPROM signal harness is damaged.

If so, replace the fuser unit (from 2015.08.11 the new part was applied) or insulate the damaged spot of harness by wrapping each harness up.



NOTE: The pre-existing AT tape might need to be removed, and then re-apply the insulation for each damaged harness.

NOTE: New design was applied from 2015.08.11 which doesn't have the sharp edge on the harness path



Scanner and Flow ADF problems

- Noise of Flow ADF hinge/crack of Flow ADF/Flow ADF does not stay open
- Flow ADF is not recognized
- During copy or scan job, the original paper JAM and U3–3213 error occurs

Noise of Flow ADF hinge/crack of Flow ADF/Flow ADF does not stay open

Symptom

- A noise comes from the Flow ADF hinges when it is opened or closed.
- The Flow ADF hinge is cracked.
- When the Flow ADF is opened to access the scanner glass, the unit should remain at a 50° angle (±10°). The Flow ADF does not remain open as expected.

Troubleshooting

1. Remove the Flow ADF connector cover.
2. Remove the connector and one screw.
3. Lift and remove the Flow ADF unit.
4. Remove four screws from the hinge unit. Remove and replace the hinge unit.
5. Reassemble the Flow ADF.

Flow ADF is not recognized

Symptom

- The Flow ADF installation is not recognized.

Cause

- The Flow ADF power cable fails.

Troubleshooting

1. Reassemble the Flow ADF power cable. If the problem is not resolved, replace the power cable.
2. Adjust the harness and fix it with a cable tie.

During copy or scan job, the original paper JAM and U3–3213 error occurs

Symptom

- During copy or scan job, the original paper JAM and U3–3213 error occurs.

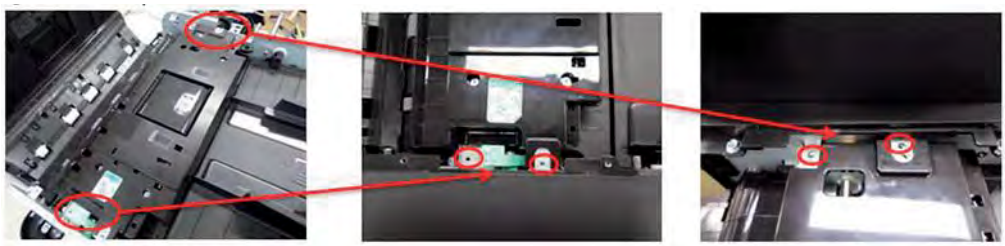
Troubleshooting

1. Check if the **Sponge-Damper Separation** has changed position.

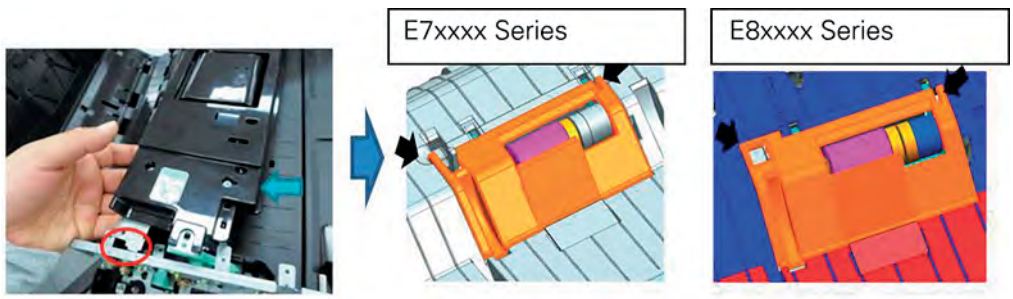
2. If yes, refer to following guide.
   a. Remove three screws.

b. Remove the linker by pressing its upper side from an inner direction. Then remove the front cover.

c. Remove four screws.



d. Remove the pickup assembly.



e. Replace the Flow ADF housing separation.

E7xxxx Series
JC97-04586A_Flow document feeder

E8xxxx Series
JC97-04621A_Flow document feeder

Drive unit problem

- Machine makes noise during print job

Machine makes noise during print job

Symptom

- Machine makes noise during a print job.

Cause

- The gear train needs to be greased.
- An old type gear is assembled.

Troubleshooting

1. Enter service mode.
2. Execute a fuser motor test.

   Service Mode > Diagnostics > Engine Diagnostics > Engine Test Routines > Fuser Motor Forward
3. Remove the fuser unit and execute the fuser motor test again.
4. If the printer still makes a noise during a print job, replace the fuser drive exit assembly.
5. If the problem is not resolved, replace the fuser unit.

Feeding system problem

- Tray 1, Tray 2, and Tray 3 cannot pick up paper
- Printer cannot feed paper
- Envelope wrinkle

Tray 1, Tray 2, and Tray 3 cannot pick up paper

Symptom

- Tray 1, Tray 2, and Tray 3 cannot pick up paper.

Cause

- Bad harness connection on the main board.
- Connector defect of the main board.

Troubleshooting

1. Check the harness connection. Reconnect the harness if it is not connected correctly.
2. Check the pickup connector on the main board.

   If the connector has a problem with the soldering, replace the main board.

Printer cannot feed paper

Symptom

- The printer cannot feed paper from Tray 2 or Tray 3.

Cause

- Feed motor problem
- Feed motor connection problem
- Main board defect

Troubleshooting

- Check the feed motor operation.
  - Open the right door and push the cover switch forcibly.
  - Enter service mode.
  - Select the following menu items:

    EDC Mode > Diagnostics > Engine Diagnostics > Engine Test Routine > Feed motor > On/Off

    Check the operating status of the two feed rollers.
  - If the feed rollers cannot rotate, open the rear cover and check the motor and gears.
- Check the connection between the main board and the feed motor.
- If the problem persists, replace the main board.

Envelope wrinkle

Symptom

- Envelope is wrinkled when printed from Tray 1.

Troubleshooting

1. Enter service mode.
2. Select **Envelope Rotate**. (**Service Functions > Envelope Rotate**)
3. Select a menu item: **Off**, **90 degrees**, or **180 degrees**.

Laser scanner assembly problem

- Laser scanner assembly

Laser scanner assembly

Symptom

- The laser scanner assembly motor makes a loud noise while in printing mode.

Cause

- The laser scanner assembly motor is defective.

Troubleshooting

1. Enter service mode and execute the laser scanner assembly motor test.
2. If the laser scanner assembly motor running sound is loud, replace the laser scanner assembly.
3. If the laser scanner assembly motor running sound is not loud, check the other unit.

Electrical circuit problem

- LVPS output voltage drop error
- Hard disk drive (HDD) makes a loud noise
- Networking not function
- Control panel malfunction
- Home screen icon is missing or control panel is broken

LVPS output voltage drop error

Symptom

- An error message occurs on the control panel (C3–1312, S3–3121, M1–4111, M1–4211).

Cause

- 24V channel output voltage drops to under 21.6V and 5V channel output is normal.

Troubleshooting

1. Check all 24V output channels (24VS1, 24VS2, 24VS3, 24VS4) to determine if 24V voltage comes out.
2. If 24V voltage does not come out, check **24V on/off signal pin** on the main board.

a. The voltage at **24V on/off signal pin** is 0V. → Main board and signal is normal.

b. The voltage at signal pin is **4~5.3V** → Main board and signal is abnormal

3. If Main board and signal is normal and all 24V output channels are nearly 0V, check other parts (such as the fuser, motor, scanner harness, and so on) driven by 24V voltage before replacing the LVPS.
4. If Main board and signal is normal and just one or two or three 24V output channels are nearly 0V, inspect some harness from abnormal 24V output channel before replacing the LVPS.
5. If Main board and signal is abnormal and all 24V output channels are nearly 0V, inspect the harness, connector and main board.

Hard disk drive (HDD) makes a loud noise

Symptom

- The Hard disk drive (HDD) makes a loud noise.

Cause

- The HDD has defects.

Troubleshooting

- Replace the HDD.

Networking not function

Symptom

- Network is not functioning.

Cause

- Network line itself is not working properly.
- Network configuration is wrong.
- Some related electronic components in the main board have defects.

Troubleshooting

1. Connect a network line to the PC and complete a ping test.
2. Complete a ping test after connecting the network line to the SET. If the connection is working, check the network configuration which might have been set incorrectly.
3. If the ping test does not have a result, open the rear cover and check the main board for visible defects on the network related components such as the connector (CN16), capacitor (C192), and other close components. Surge voltage from the outside can cause defects.
4. If any of the components have visible defects, then replace the main board.

Control panel malfunction

Symptom

- When touching a button, another button is pressed. For example, when touching the Home button, another menu is executed, or when touching the "5" button, other items are entered, such as "4," "6," "cos," etc.

Cause

- Touch IC is influenced by the interference between TX frequency and power noise frequency.

Troubleshooting

1. If the power cable is connected to the multi-tap, unplug and plug it into an independent outlet.
2. If the touch malfunction persists, check the following:
   - Press the power button until a pop-up window displays.
   - Press and hold inside of the pop-up window area, avoiding the **Cancel** and **Turn Off** buttons, until the password window appears.
   - Enter **8378** and press **Done**.
   - Select **Utilities**.

   - Change the **Touch Config** value:
     - After changing **Touch Config** value, select **Home**.
     - Priority: 1.(default) → 4. 401K_500K → 5. 500K_599K → 3. 148K_290K → 2. 86K_216K
   - Check the touch operation.

- If the touch malfunction persists, change **Touch Config** to another value and test the touch operation again.

Home screen icon is missing or control panel is broken

Symptom

- Home screen icon is missing or the control panel screen is broken.

Cause

- UI software error.

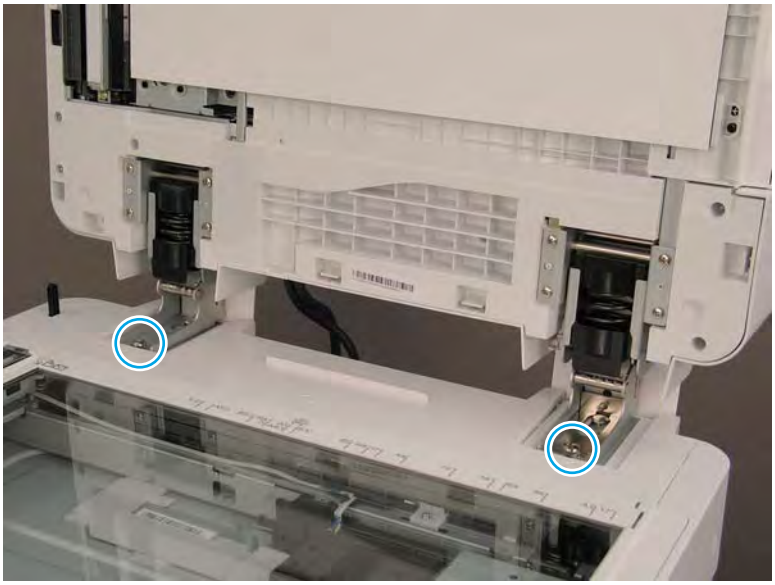
Troubleshooting

- Enter service mode.
- Execute **Main Memory Clear** (**Service Functions > Main Memory Clear**)

Adjusting the ADF/ADF skew (LX du models)

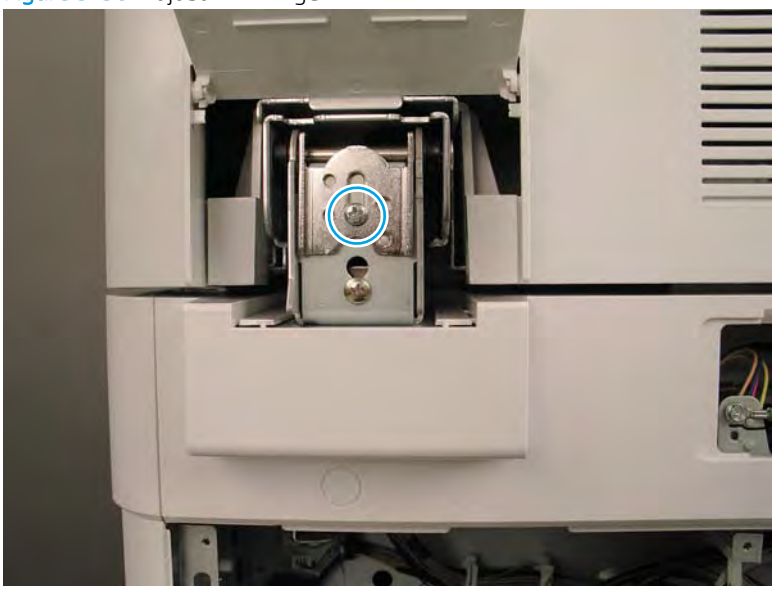
1. Open the ADF. Loosen the two screws securing both hinges.

Figure 3-49 Open ADF and loosen screws



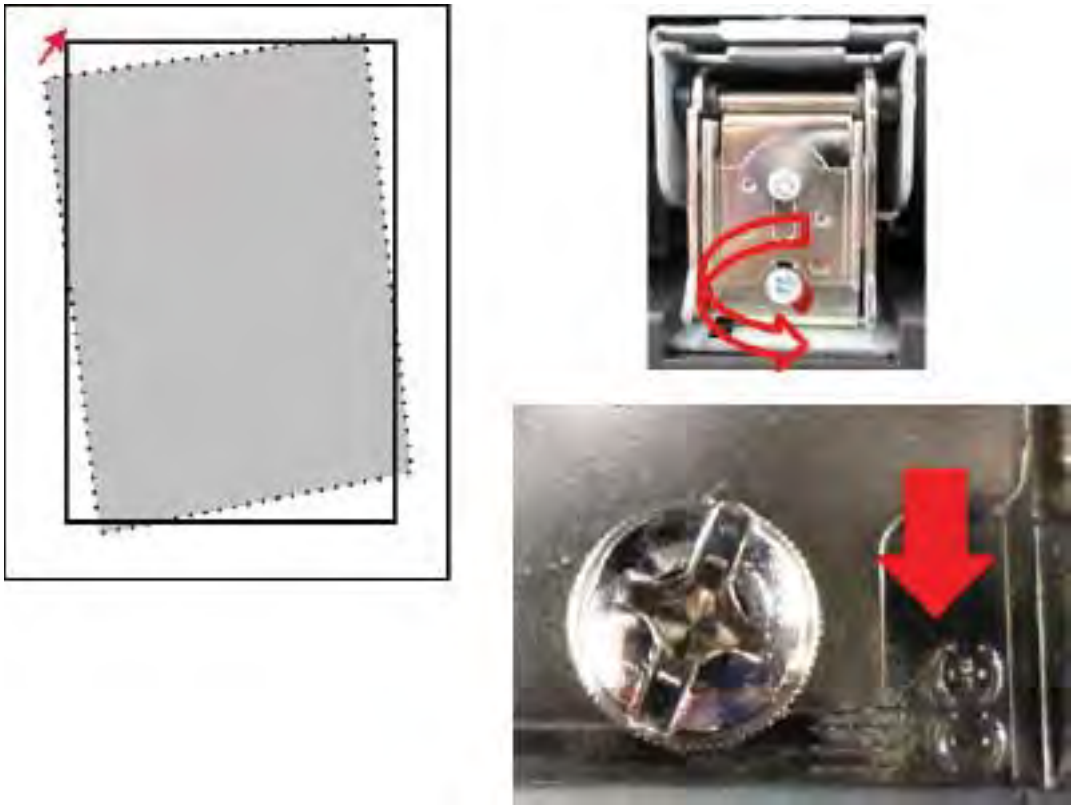
2. Adjust the position of the ADF hinge according to the skew status.

Figure 3-50 Adjust ADF hinge



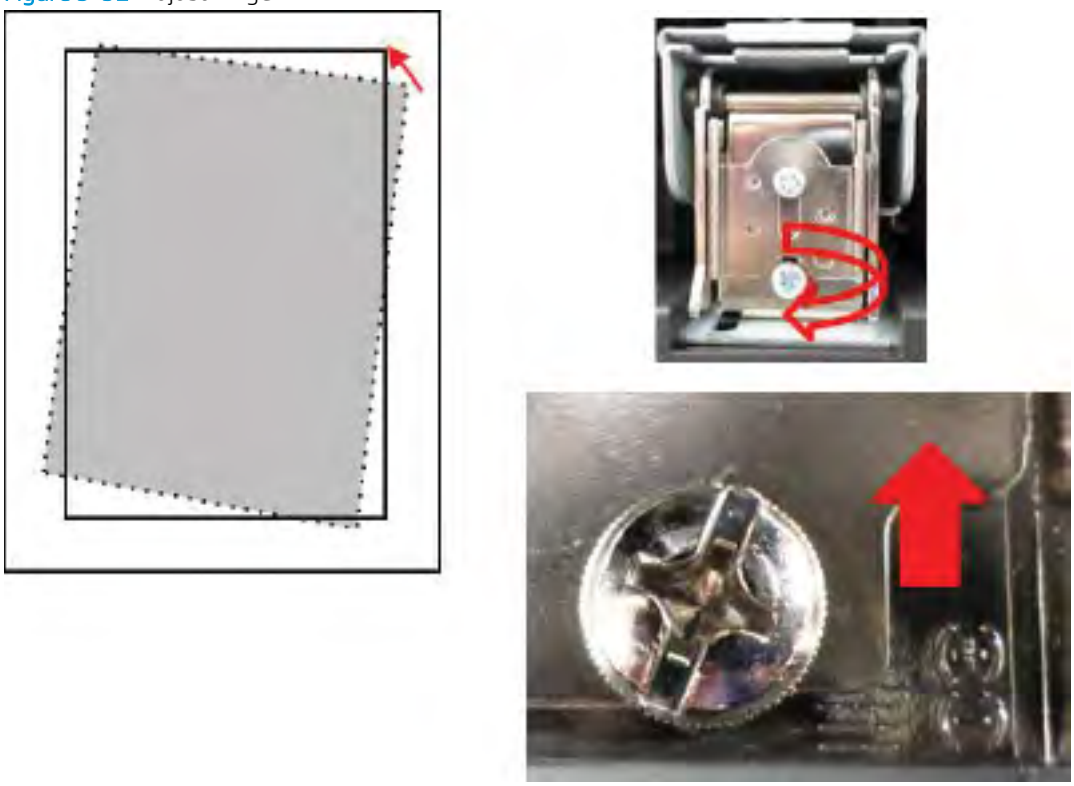
a. If the skew image is similar to the following example, adjust the hinge unit in the direction of the arrow. (1 scale = >1.0 mm skew adjustment)

Figure 3-51 Adjust hinge



b. If the skew image is like the following example, adjust the hinge unit in the direction of the arrow. (1 scale = >1.0 mm skew adjustment)

Figure 3-52 Adjust hinge

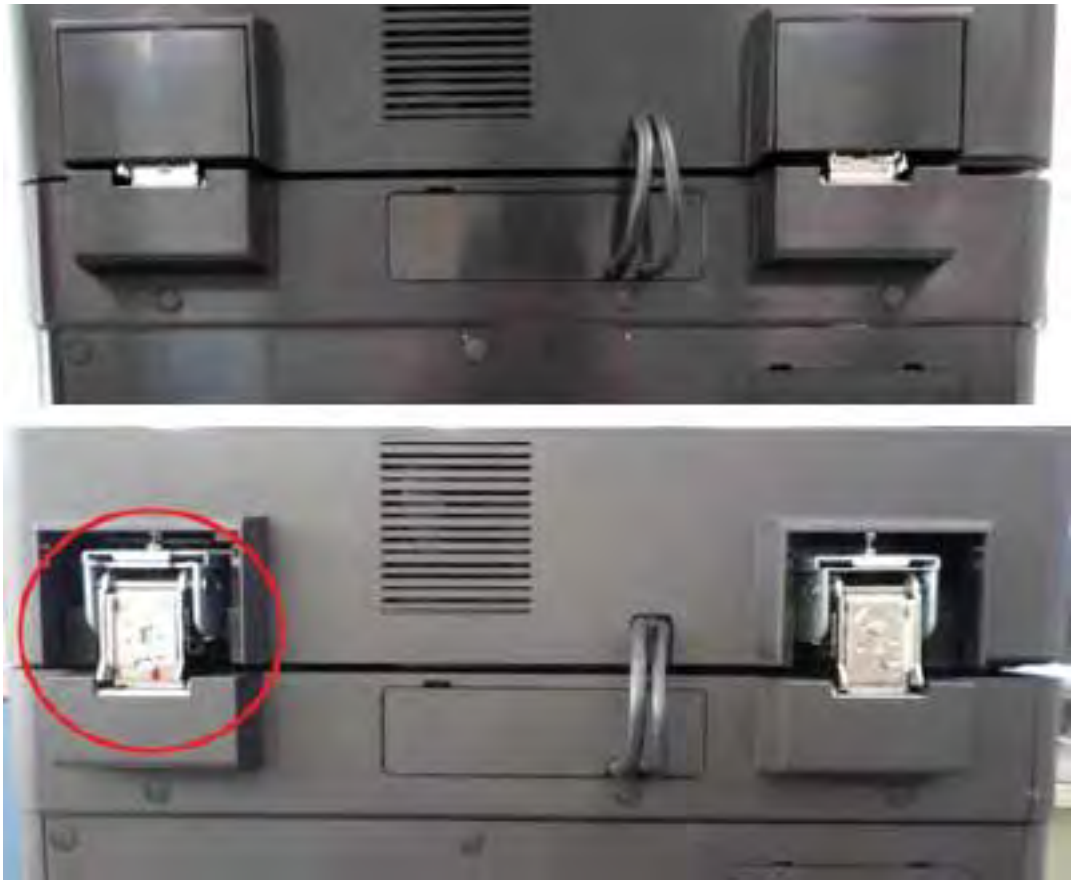


3. Detach the ADF sponge after adjusting the skew. Place the ADF sponge on the scanner glass. Close the ADF unit to attach the sponge.

Adjusting the Flow ADF skew

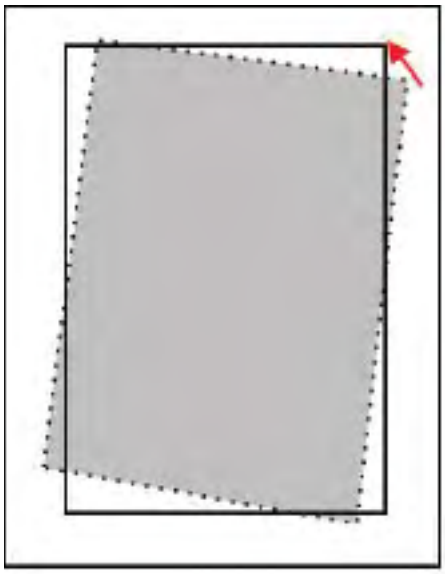
1. Open the Flow ADF. Loosen the two screws securing both hinges.

2. Adjust the position of the Flow ADF hinge according to the skew status.



a. If the skew image is similar to the following example, adjust the hinge unit in the direction of the arrow. (1 scale = >1.0 mm skew adjustment)

b. If the skew image is like the following example, adjust the hinge unit in the direction of the arrow. (1 scale = >1.0 mm skew adjustment)

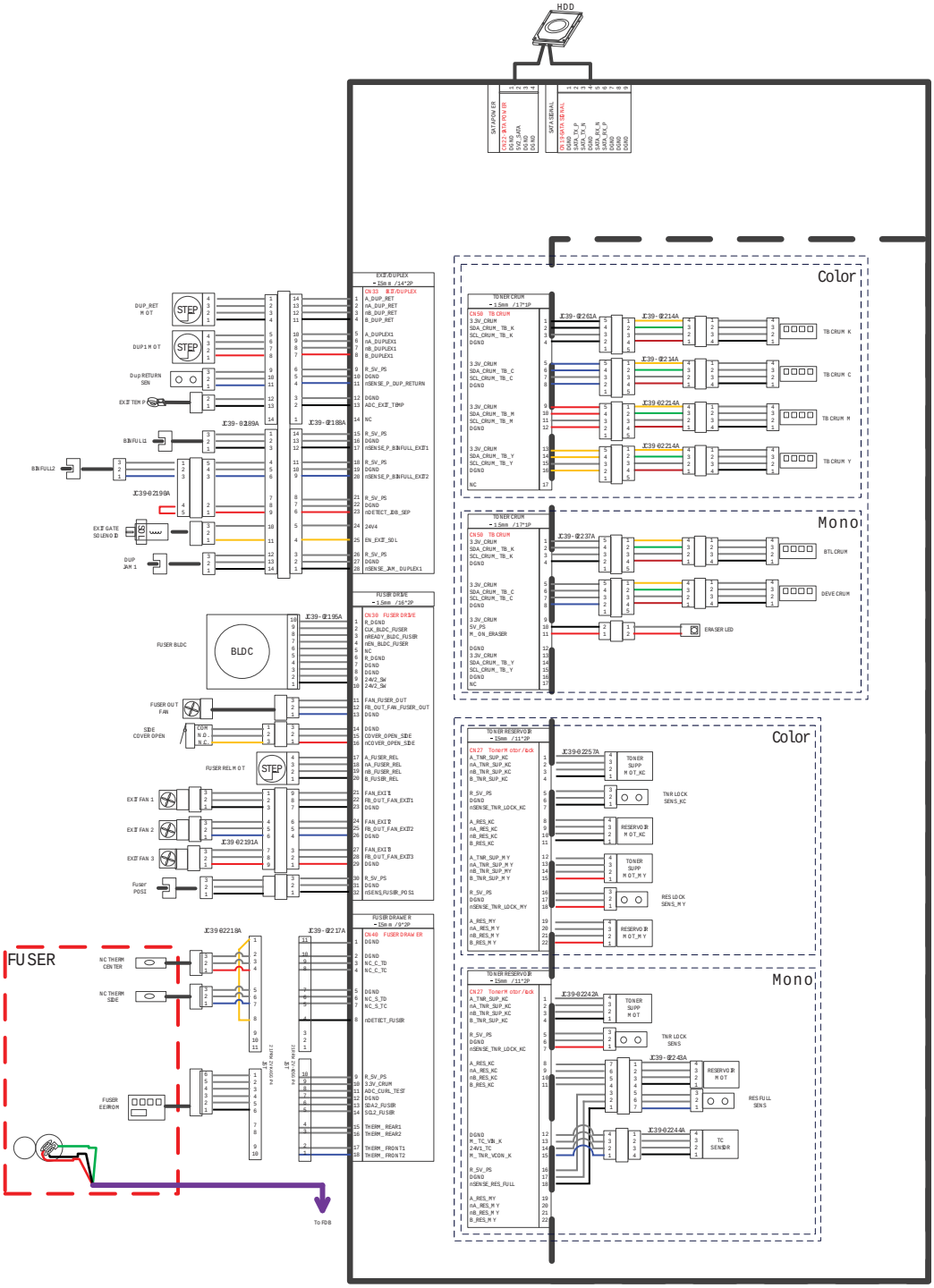


3. Detach the Flow ADF sponge after adjusting the skew. Place the Flow ADF sponge on the scanner glass. Close the Flow ADF unit to attach the sponge.

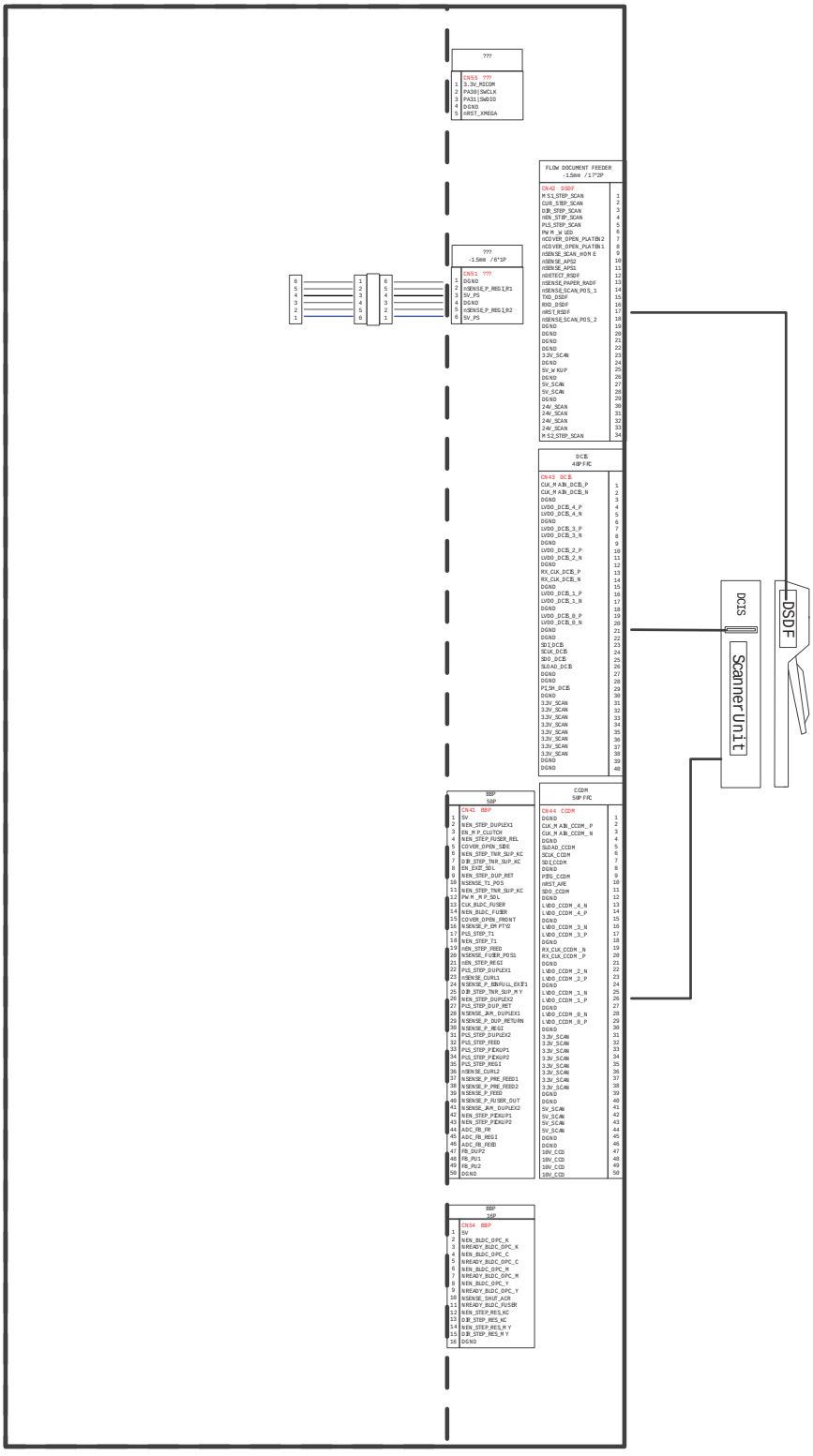
4 Connection diagrams

- Connection Diagram (FUSER/EXIT/DUPLEX/TONER)
- Connection Diagram (Scanner)
- Connection Diagram (Laser Scanner Assembly/OPE/USB)
- Connection Diagram (Side/MP/Feed/Registration/Pickup)
- Connection Diagram (OPC/WTB/CST Lock)
- Connection Diagram (HVPS/LVPS/FDB)

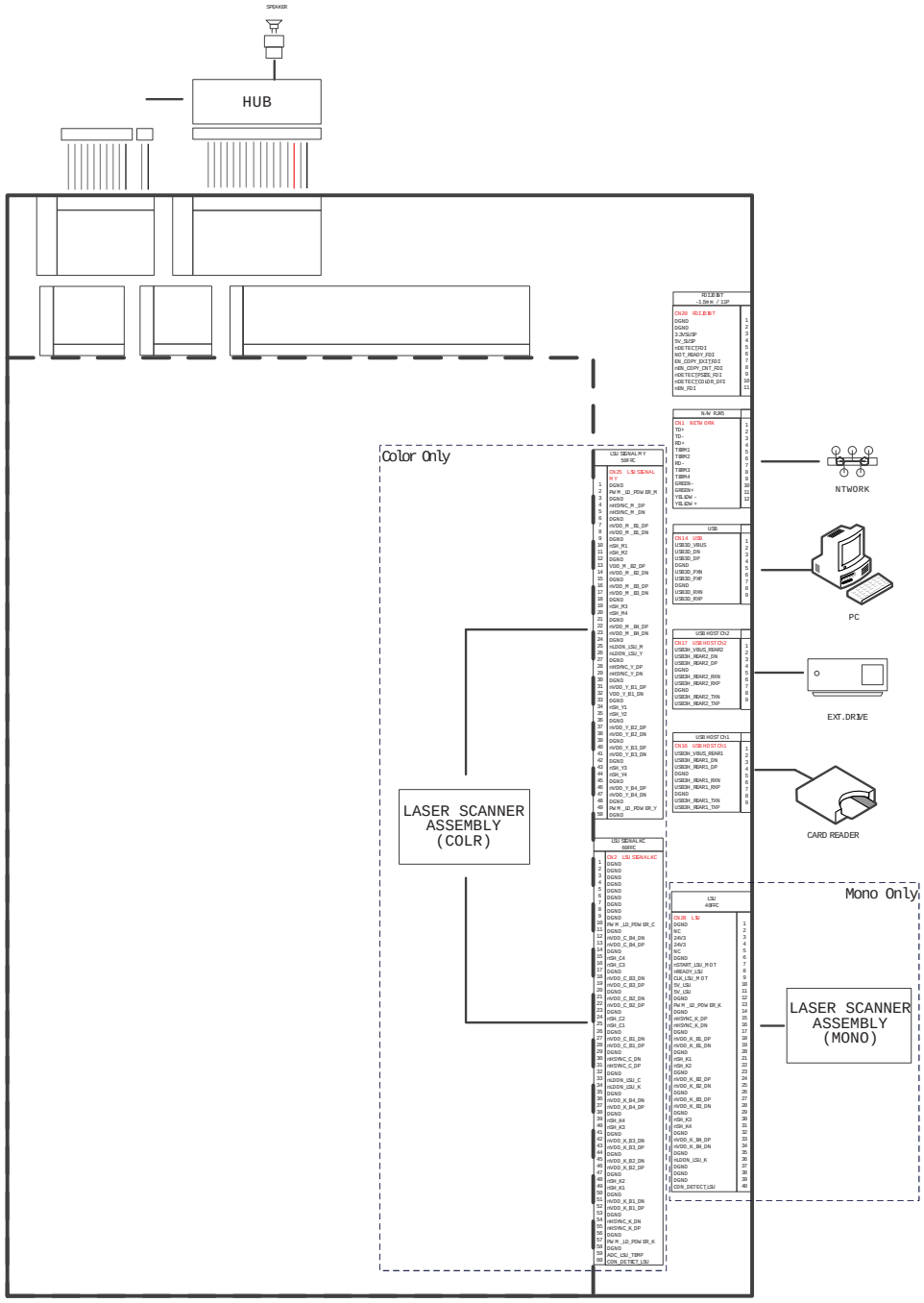
Connection Diagram (FUSER/EXIT/DUPLEX/TONER)



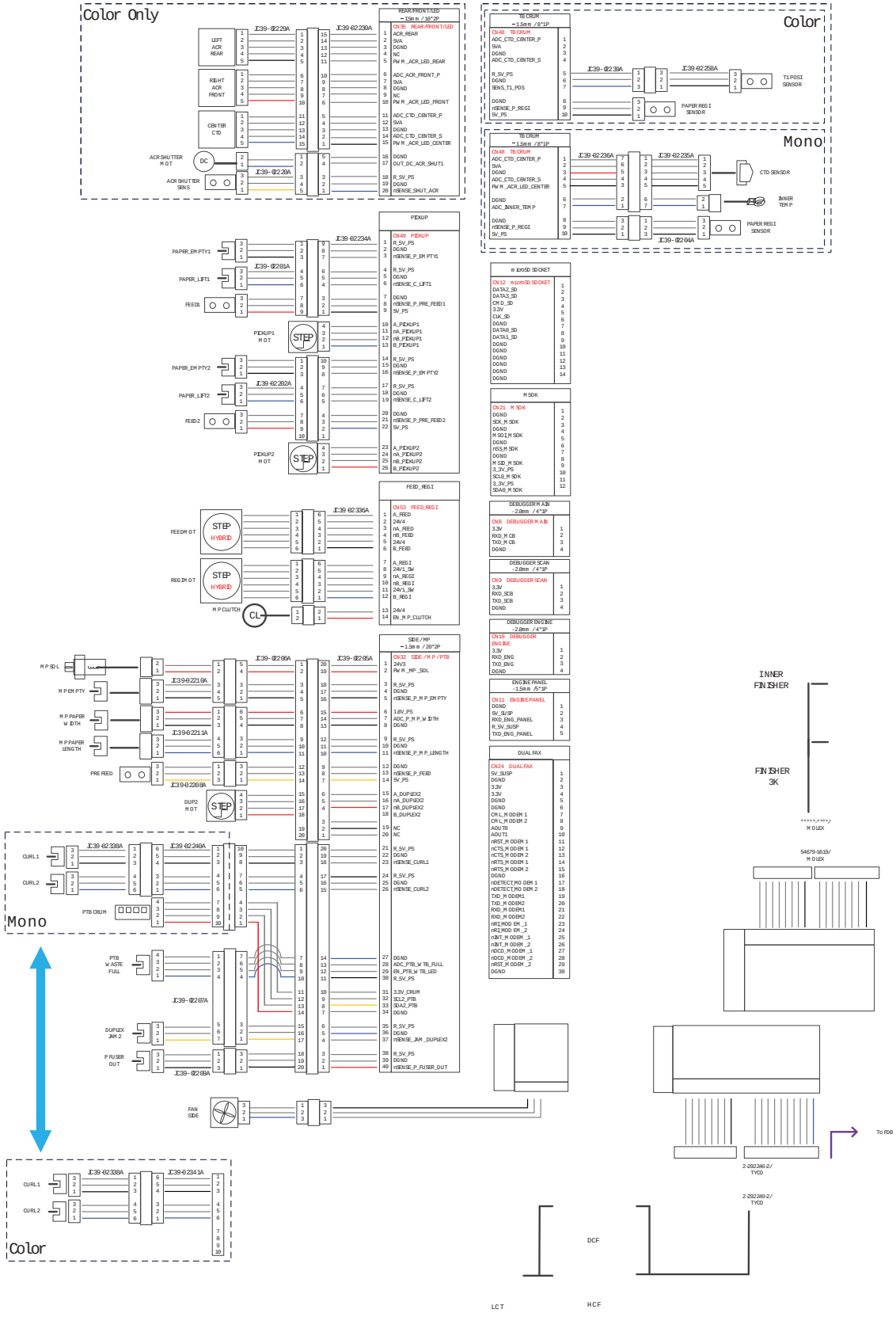
Connection Diagram (Scanner)



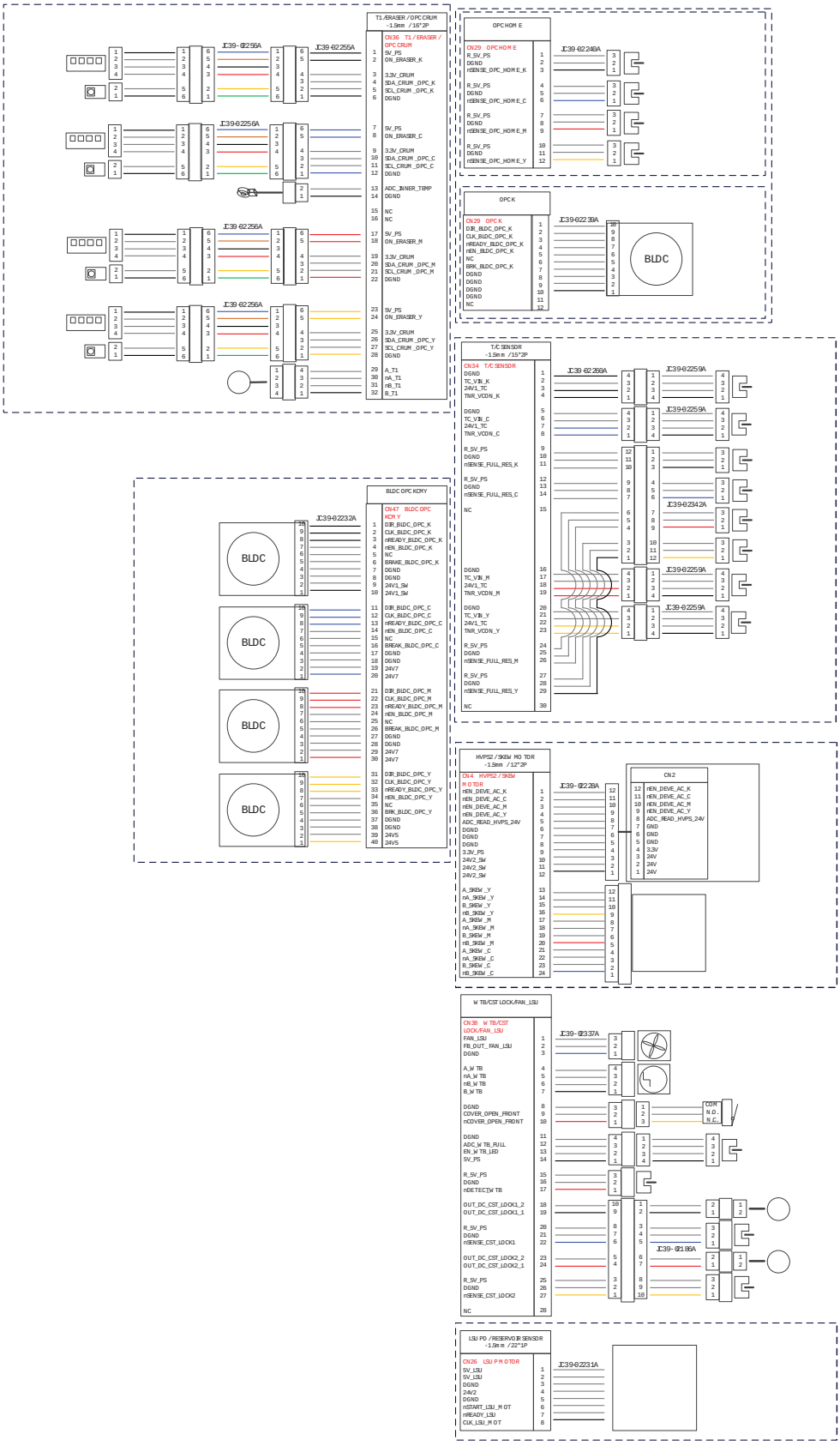
Connection Diagram (Laser Scanner Assembly/OPE/USB)



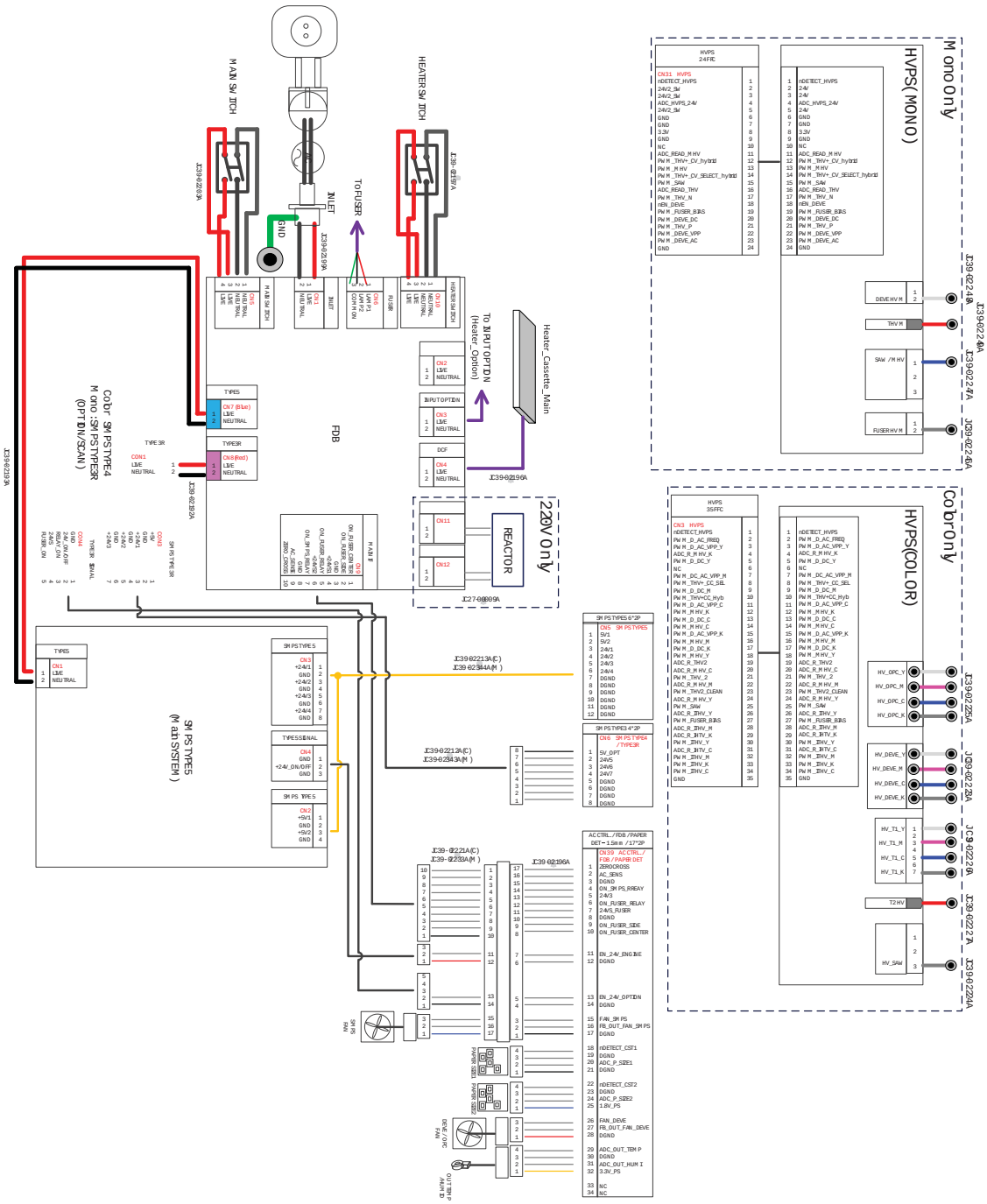
Connection Diagram (Side/MP/Feed/Registration/Pickup)



Connection Diagram (OPC/WTB/CST Lock)



Connection Diagram (HVPS/LVPS/FDB)



5 Stapler/Stacker and booklet maker

- Product specification and description
- Service approach
- Parts, diagrams, removal and replacement procedures (stapler/stacker and booklet finishers)
- Problem solving
- Finisher system diagram
- Stapler/Stacker Finisher and Booklet Finisher

Product specification and description

Finisher system

Finisher sectional view

Sensor location

Figure 5-1 Sensor locations

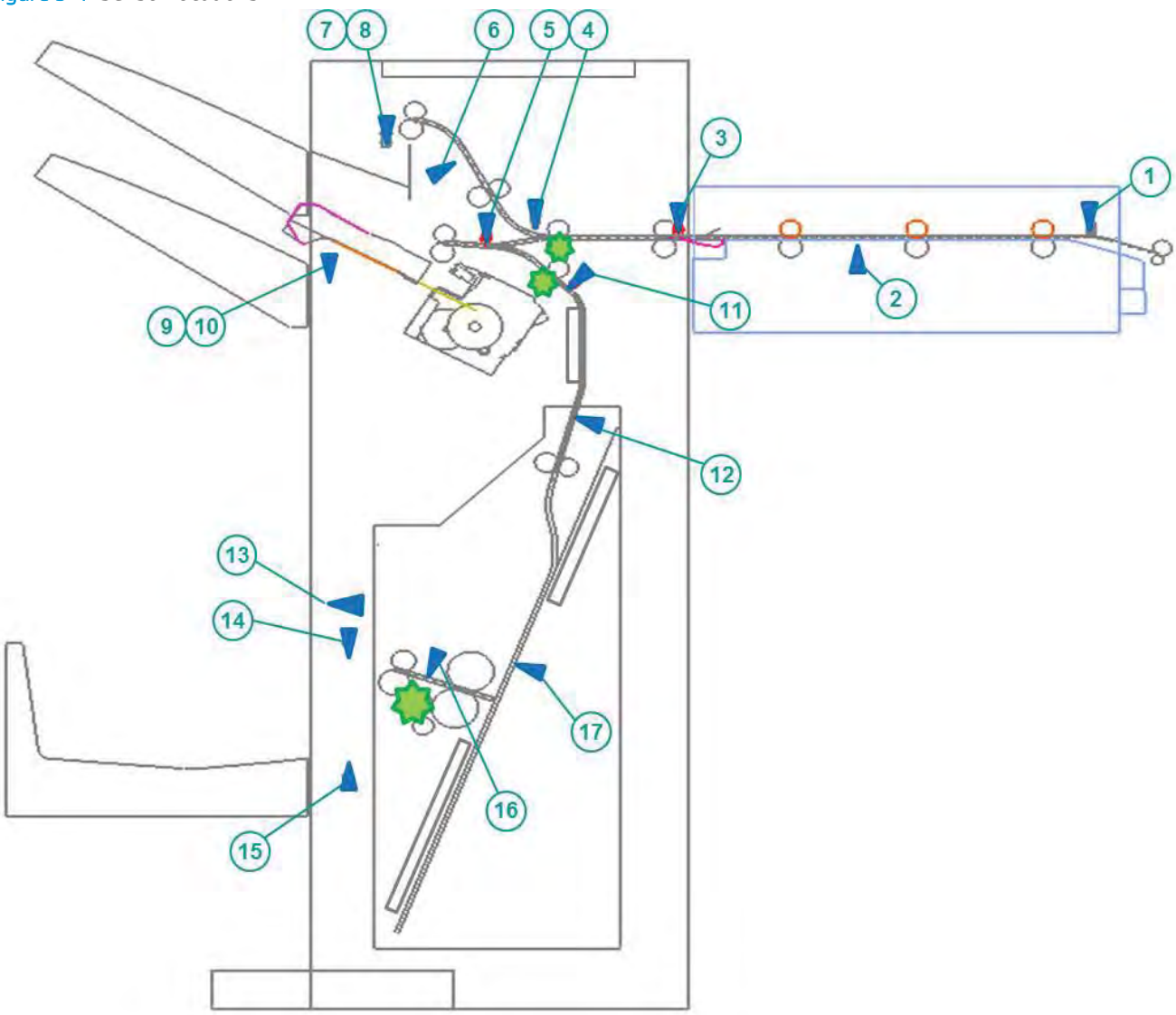


Table 5-1 Sensor locations

Item	Name	Item	Name
1	Bridge Unit Entrance Sensor	10	Main Tray Upper Level Sensor (Emitter)
2	Bridge Unit Output Sensor	11	Feed Buffer Output Sensor
3	Feed Entrance Paper Sensor	12	Feed Booklet Entrance Sensor
4	Diverter Home Sensor	13	Stacker Full Sensor

Table 5-1 Sensor locations (continued)

Item	Name	Item	Name
5	Feed Main Output Sensor	14	Booklet Tray Paper Sensor (Detector)
6	Feed Top Output Sensor	15	Booklet Tray Paper Sensor (Emitter)
7	Sub Tray Full Sensor (Detector)	16	Fold Output Paper Sensor
8	Sub Tray Full Sensor (Emitter)	17	Booklet Compile Paper Sensor
9	Main Tray Upper Level Sensor (Detector)		

Roller location

Figure 5-2 Roller location

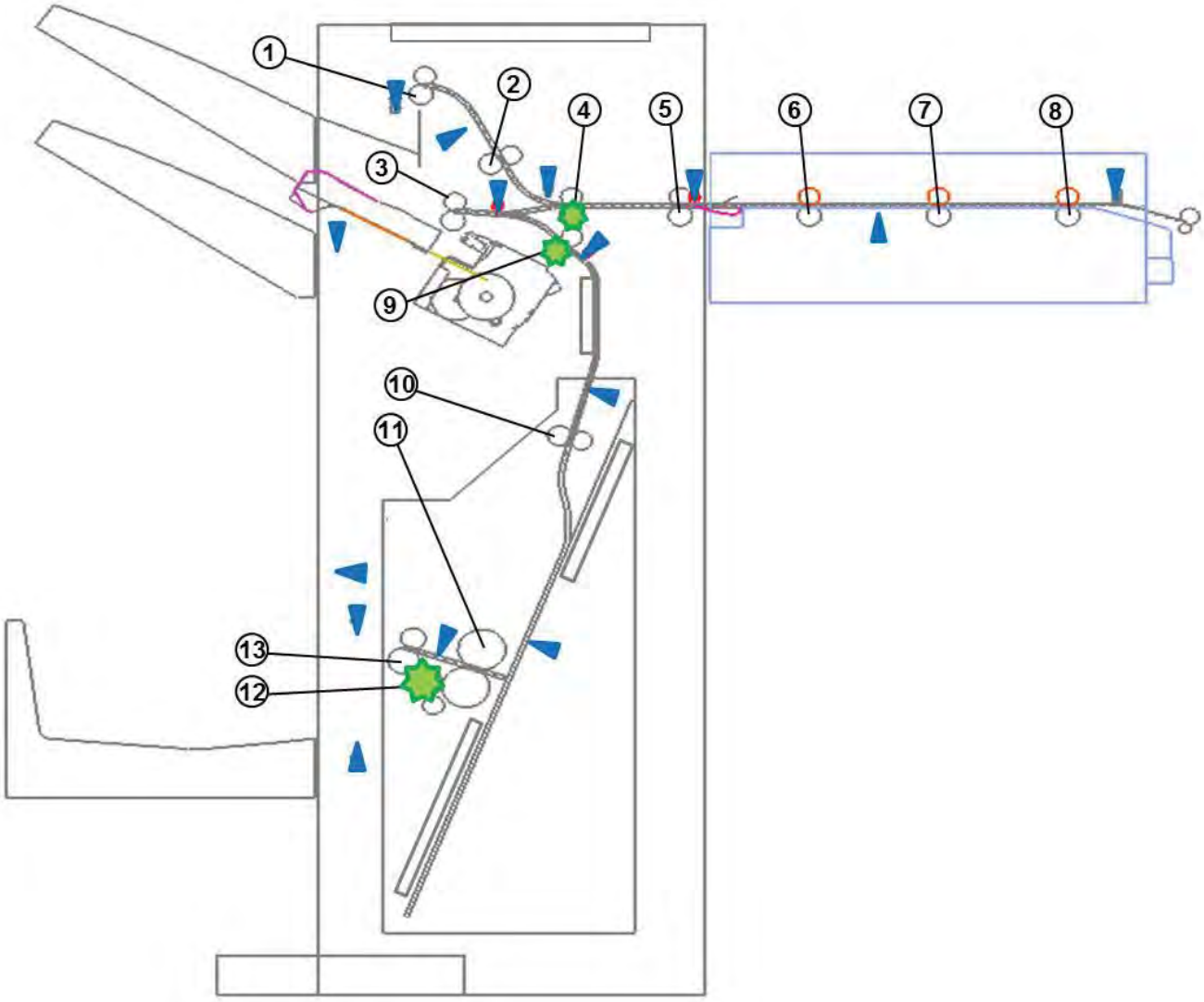


Table 5-2 Roller location

Item	Name	Item	Name
1	Top Output Roller	8	TB Entrance Roller

Table 5-2 Roller location (continued)

Item	Name	Item	Name
2	Top Middle Roller	9	Feed Buffer Output Roller
3	Finisher Compile Output Roller	10	BM Compile Output Roller
4	Middle Roller	11	BM Folding Roller
5	Entrance Roller	12	BM C-Folding Roller
6	TB Output Roller	13	BM Folding Output Roller
7	TB Middle Roller		

Jam removal guide

Figure 5-3 Jam removal guide

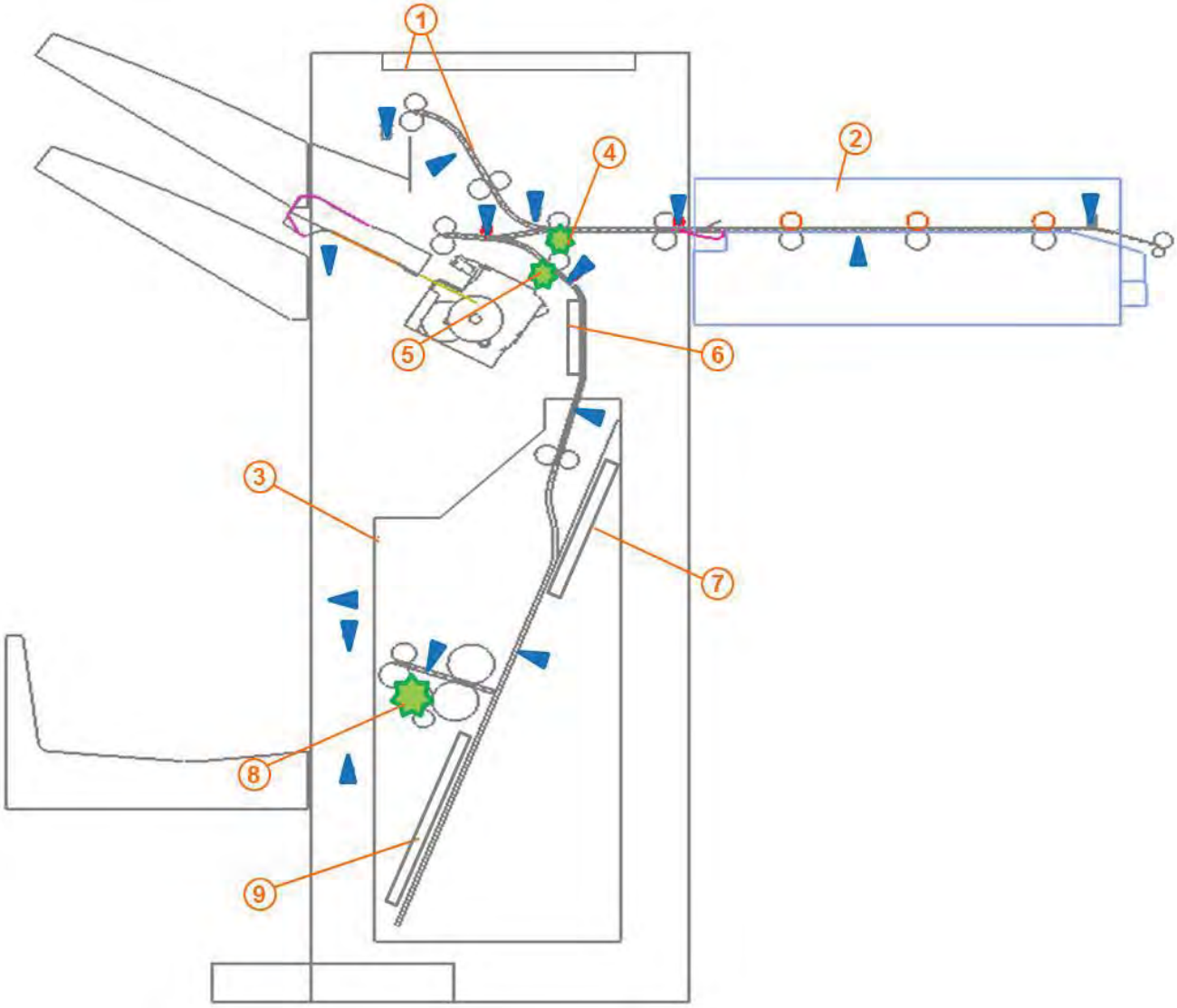


Table 5-3 Jam removal guide

Item	Name	Item	Name
1	Top Door Guide	6	SD Jam Clear Cover
2	Bridge Unit Door	7	Booklet Feed Jam Clear Cover
3	Booklet Module	8	BM C-Folding Roller Knob
4	Middle Roller Knob	9	Booklet Lower Feed Jam Clear Cover
5	Feed Buffer Output Roller Knob		

Paper path

Figure 5-4 Paper path

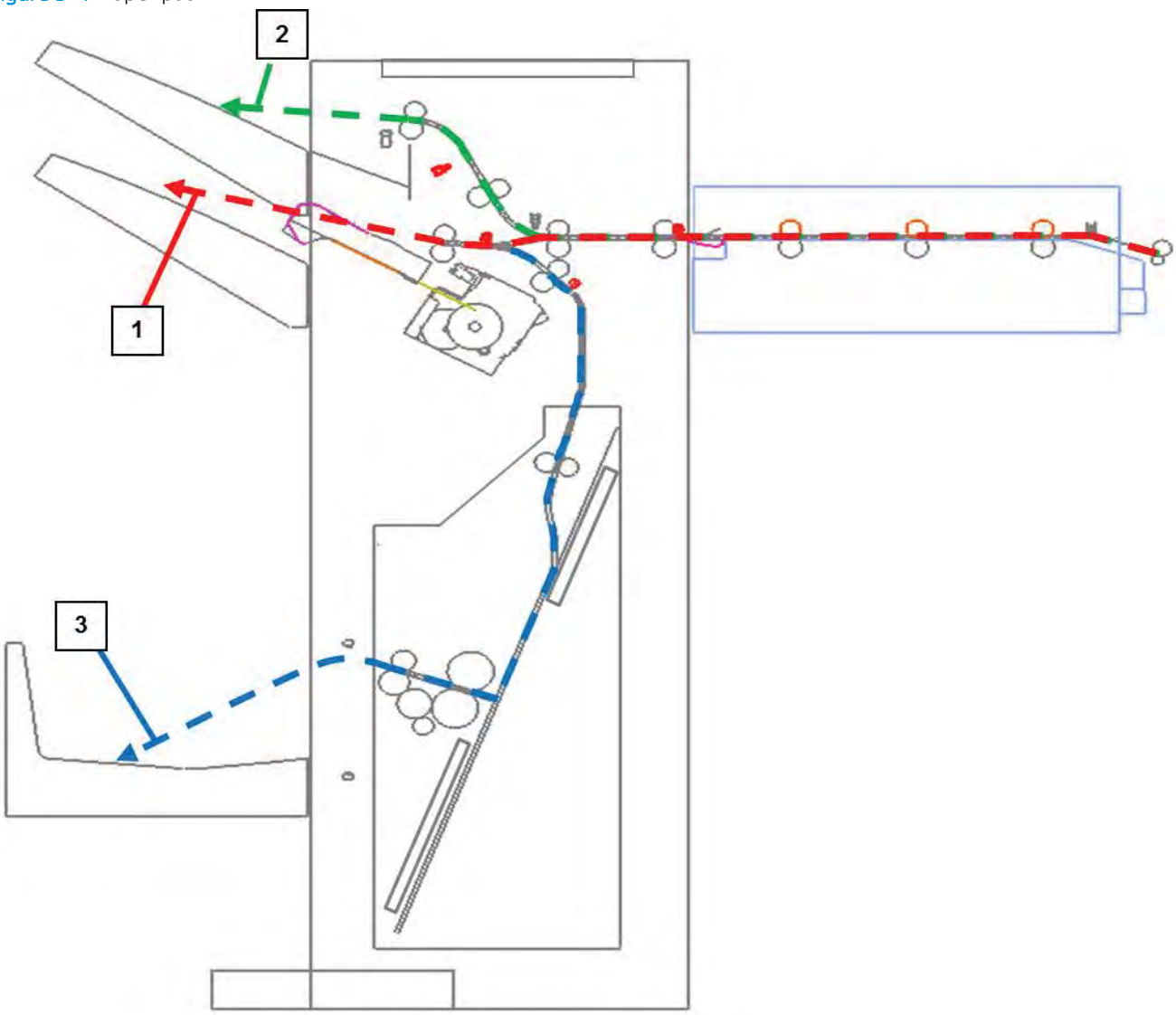


Table 5-4 Paper path

Item	Name
1	Finisher Main Tray - Staple & Punch (Optional)
2	Finisher Top Tray - Punch (Optional)
3	Booklet Tray – Folding & Staple

Electrical parts layout

Finisher and booklet module

Figure 5-5 Electrical parts layout (1 of 2)

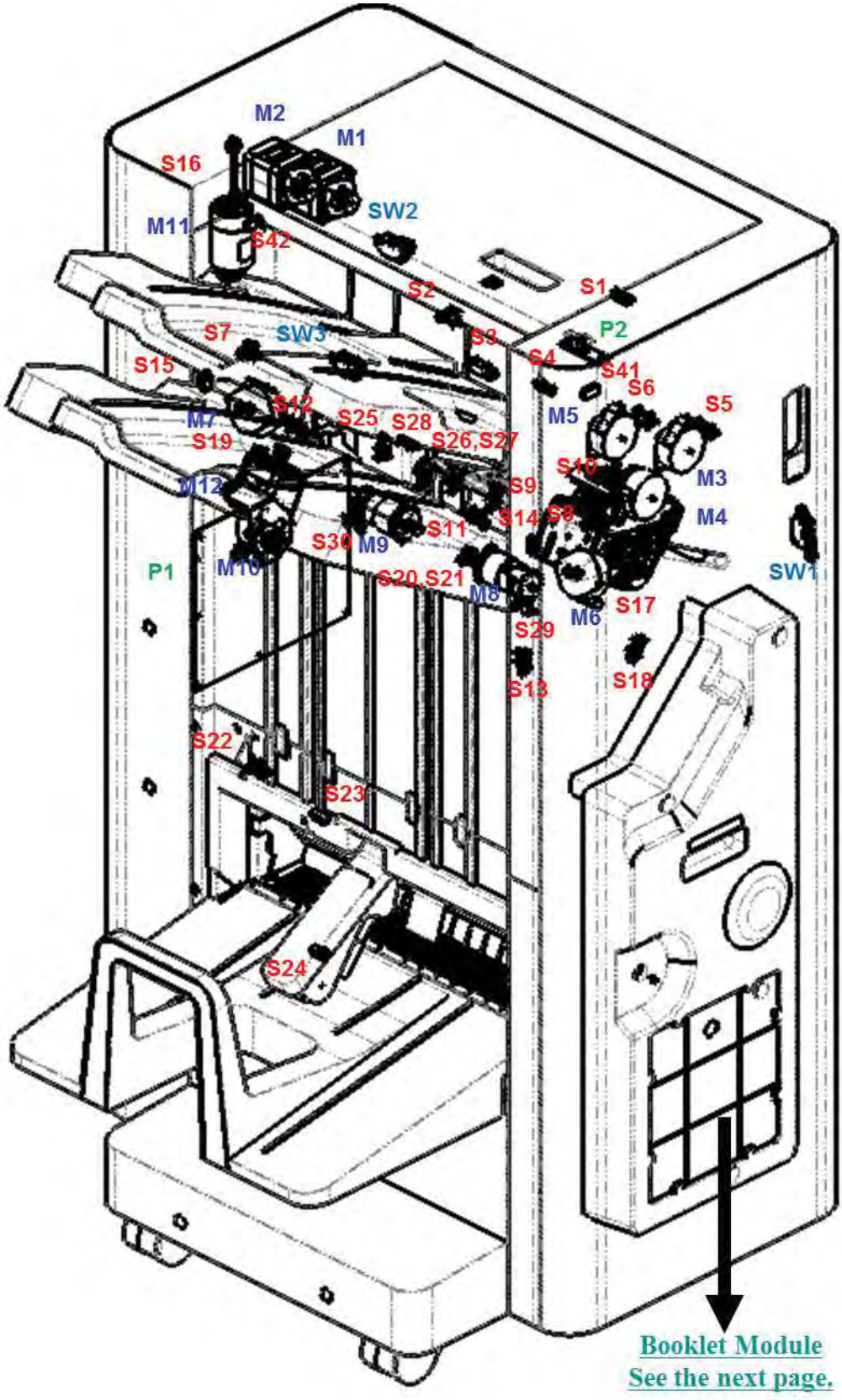


Figure 5-6 Electrical parts layout (2 of 2)

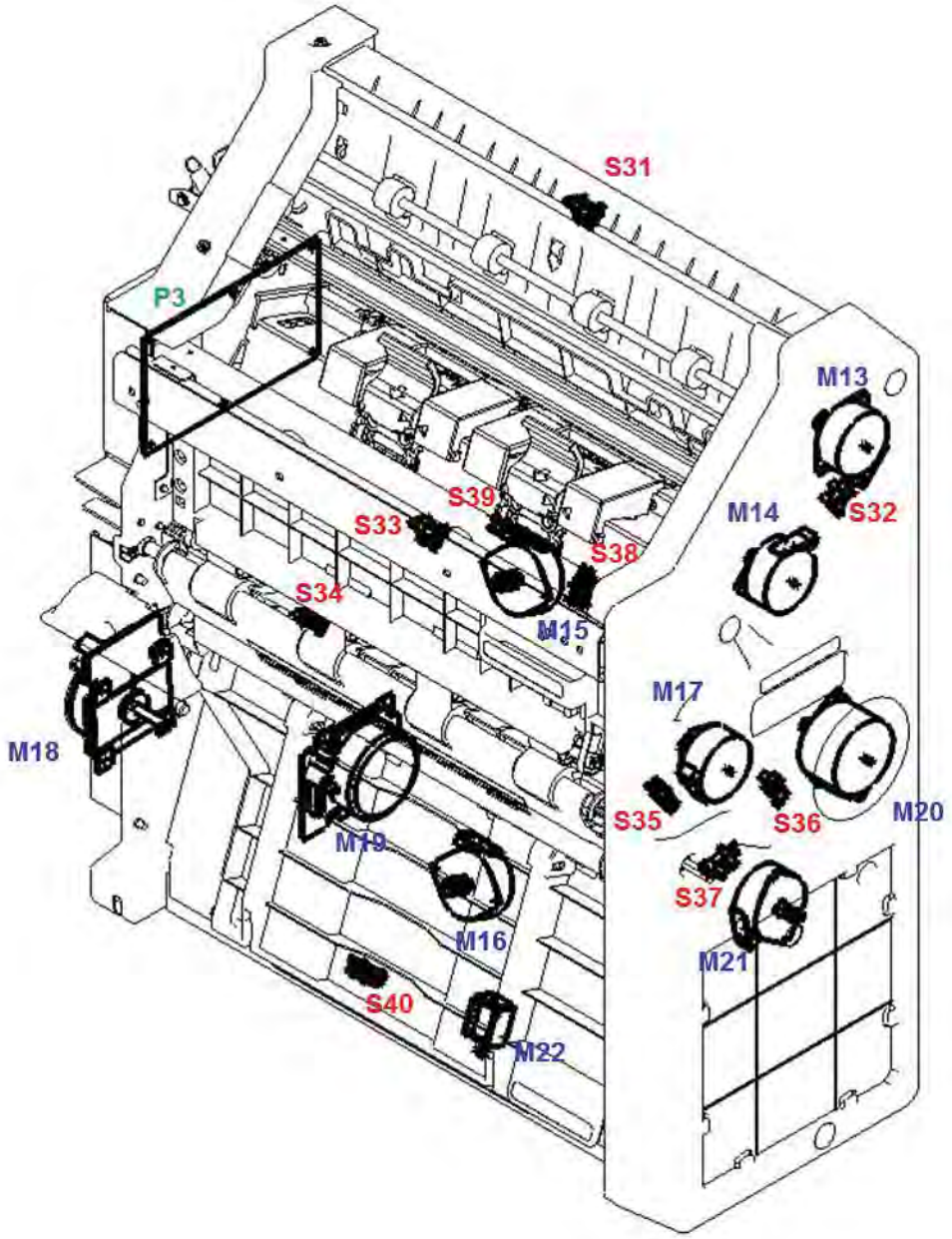


Table 5-5 Electrical parts layout

Item	Part code	Description	Function
S1		Sensor-RP A	Feed Entrance Paper Sensor
S2		Photo Sensor	Feed Top Output Sensor
S3		Sensor-RP A	Feed Main Output Sensor
S4		Sensor-RP A	Feed Buffer Output Sensor
S5		Photo Sensor	Diverter Home Sensor
S6		Photo Sensor	Buffer Home Sensor
S7		Photo Sensor	Rear Tamper Home Sensor

Table 5-5 Electrical parts layout (continued)

Item	Part code	Description	Function
S8		Photo Sensor	Front Tamper Home Sensor
S9		AS-Sensor	EF Home Sensor
S10		Photo Sensor	Main Paddle Home Sensor
S11		Photo Sensor	Main Tray Front Level Sensor
S12		Photo Sensor	Main Tray Rear Level Sensor
S13		Photo Sensor	SCU Home Sensor
S14		AS-Sensor	Main Tray Upper Level Sensor (Detector)
S15		AS-Sensor	Main Tray Upper Level Sensor (Emitter)
S16		Photo Sensor	Main Tray Encoder Sensor
S17		Photo Sensor	Offline Staple Position Sensor
S18		Photo Sensor	Stapler Move Offline Sensor
S19		Photo Sensor	Stapler Move Home Sensor
S20		Photo Sensor	Stapler Move Mid-Rear Sensor
S21		Photo Sensor	Stapler Move Mid-Front Sensor
S22		Photo Sensor	Stacker Full Sensor
S23		AS-Sensor	Booklet Tray Paper Sensor (Detector)
S24		AS-Sensor	Booklet Tray Paper Sensor (Emitter)
S25		Photo Sensor	Grip Home Sensor
S26		Photo Sensor	PE EJT Home Sensor
S27		Photo Sensor	PE EJT Away Sensor
S28		Sensor-RP A	Compile Paper Sensor
S29		Photo Sensor	GE Encoder Sensor
S30		Photo Sensor	PE Encoder Sensor
S31		Photo Sensor	Feed Booklet Entrance Sensor
S32		Photo Sensor	TE Presser Home Sensor
S33		Photo Sensor	Blade Home Sensor
S34		Sensor-RP A	Fold Output Paper Sensor
S35		Photo Sensor	Separate Pawl Home Sensor
S36		Photo Sensor	Guide Home Sensor
S37		Photo Sensor	Booklet Paddle Home Sensor
S38		Photo Sensor	Booklet Tamper Home Sensor
S39		Sensor-RP A	Booklet Compile Paper Sensor
S40		Photo Sensor	Stopper Home Sensor

Table 5-5 Electrical parts layout (continued)

Item	Part code	Description	Function
S41		AS-Sensor	Sub Tray Full Sensor (Detector)
S42		AS-Sensor	Sub Tray Full Sensor (Emitter)
SW1		Micro Switch	Front Door I/L Switch
SW2		Micro Switch	Top Door I/L Switch
SW3		Micro Switch	Stacker Upper Limit Switch
P1		3K Main PCA	Finisher Main PCA
P2		Switch PCA	Offline Staple OP PCA
P3		Booklet PCA	Booklet Main PCA
M1		Assembly, HB Motor	Feed Entrance Motor
M2		Assembly, HB Motor	Feed Output Motor
M3		Assembly, PM Motor	Buffer Motor
M4		Assembly, PM Motor	End Fence Motor
M5		Assembly, PM Motor	Main Paddle Motor
M6		Assembly, PM Motor	Front Tamper Motor
M7		Assembly, PM Motor	Rear Tamper Motor
M8		AS-Motor DC Ejector	Grip-Eject Motor
M9		AS-Motor DC Ejector	Pre-Eject Motor
M10		Assembly, PM Motor	SCU Motor
M11		Assembly, 3657 DC Motor	Main Tray Moving Motor
M12		Assembly, HB Motor	Stapler Move Motor
M13		Assembly, PM Motor	Booklet Feed Entrance Motor
M14		Assembly, PM Motor	TE Presser Motor
M15		Assembly, PM Motor	Booklet Tamper Motor
M16		Assembly, PM Motor	Stopper Moving Motor
M17		Assembly, PM Motor	Separate Pawl Motor
M18		Motor BLDC-Main	Folding Roller Motor
M19		Motor BLDC-Main	Blade Motor
M20		Assembly, PM Motor	C Fold Motor
M21		Assembly, PM Motor	Booklet Paddle Motor
M22		Solenoid	Stopper Solenoid

Bridge Unit

Figure 5-7 Bridge Unit

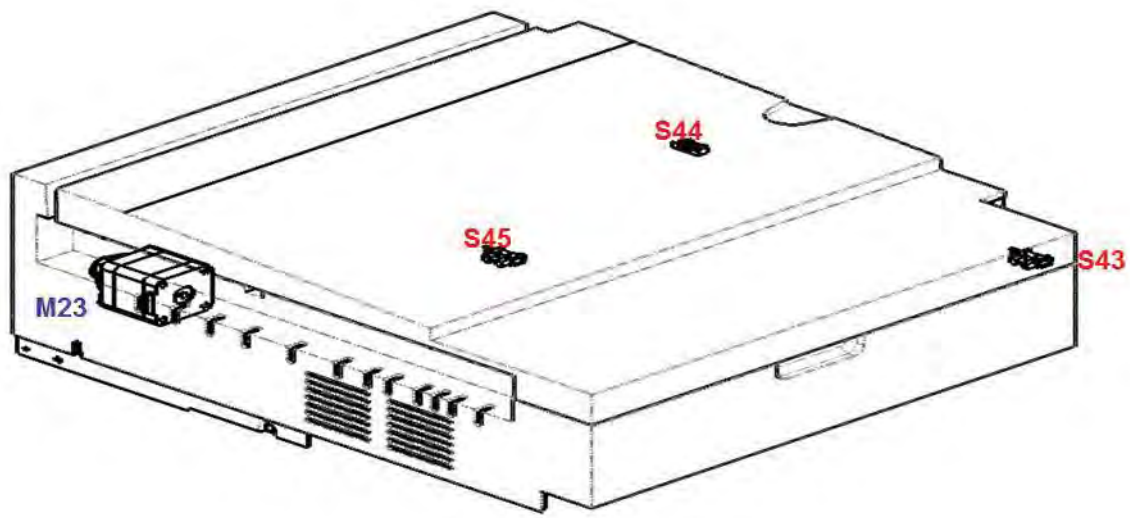


Table 5-6 Bridge Unit

Item	Part code	Description	Function
M23		Assembly, HB Motor	Bridge Unit
S43		Photo Sensor	Bridge Unit Door Sensor
S44		Sensor-RP A	Bridge Unit Entrance Sensor
S45		Photo Sensor	Bridge Unit Output Sensor

Punch unit

Figure 5-8 Punch unit

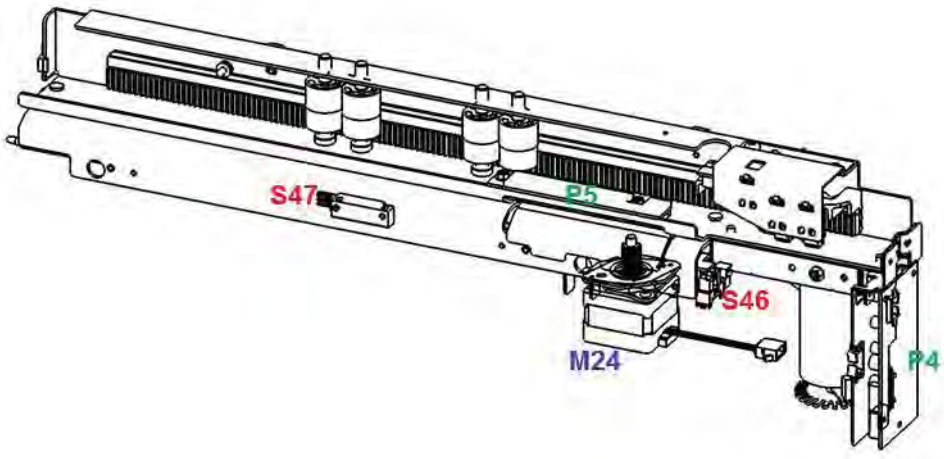


Table 5-7 Punch unit

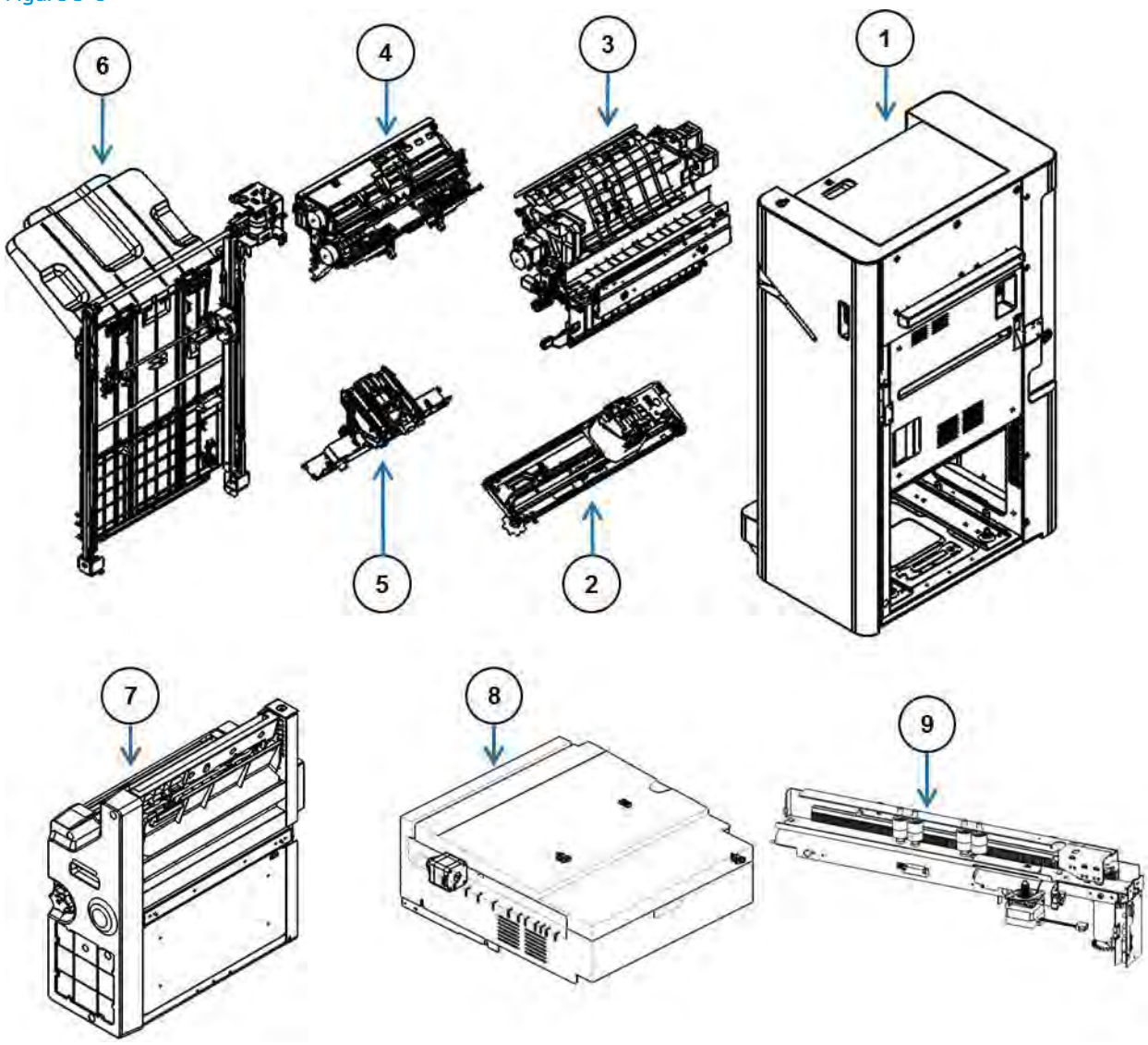
Item	Part code	Description	Function
M24		AS-HB Motor	Punch Scan Motor

Table 5-7 Punch unit (continued)

Item	Part code	Description	Function
S46		AS-Sensor	Punch Scan Home Motor
S47		AS-Sensor	Hole Punch Hopper Sensor
P4		AS-PCB Punch	Punch PCA
P5		AS-PCB Punch Sensor	Punch Scan Sensor PCA

Each unit functions

Figure 5-9



Item	Unit	Function
1	Frame unit	Finisher main frame and exterior.
2	Stapler unit	Device used for putting staples in to sheets of paper.

(continued)

Item	Unit	Function
3	Feed unit	Transports the paper to the compile and eject unit.
4	Compile unit	Compiles the paper.
5	Eject unit	Transports the stacked paper to the tray.
6	Stacker unit	Stacks the stapled papers on the tray.
7	Booklet unit	Folds paper, completes stapling jobs, and transports paper to the tray.
8	Bridge Unit	Transports the paper from the main machine to the finisher entrance.
9	Punch unit	Device used for punching on the paper.

PCA connection information

Finisher PCA

Figure 5-10 Finisher PCA

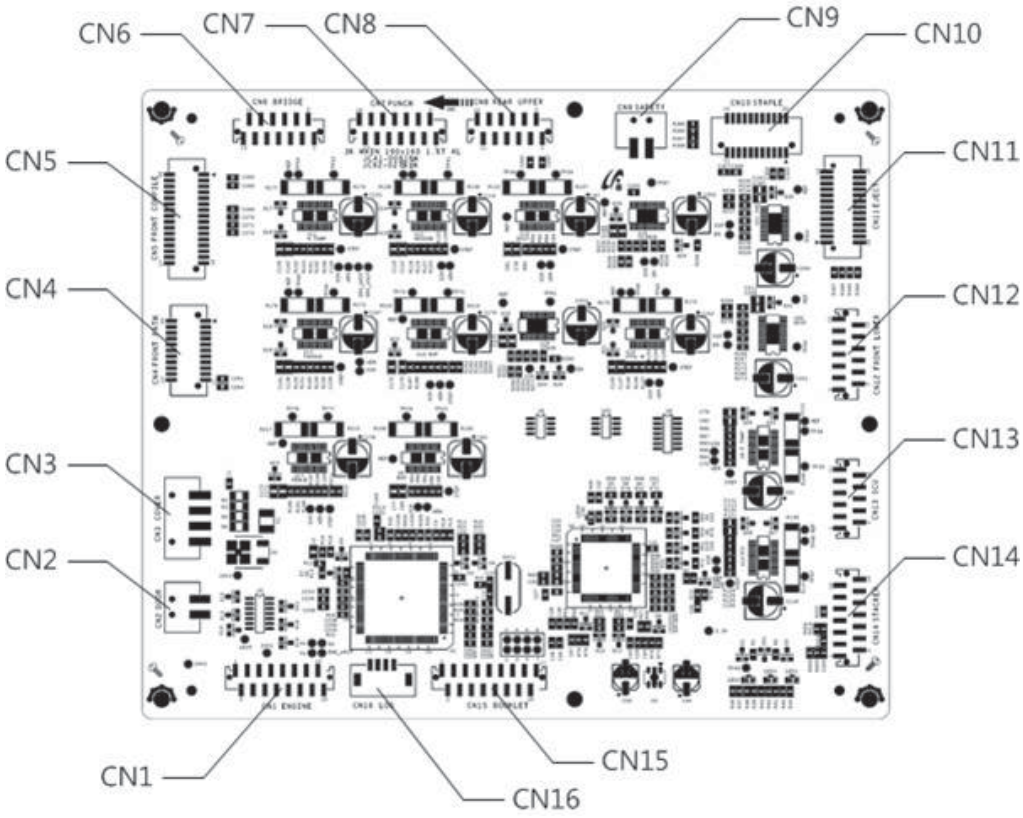


Table 5-9 Finisher PCA

CN No.	Connection	CN No.	Connection
CN1	PSU, ENGINE INTERFACE	CN9	SAFETY SWITCH
CN2	FRONT DOOR SWITCH	CN10	STAPLER

Table 5-9 Finisher PCA (continued)

CN No.	Connection	CN No.	Connection
CN3	TOP DOOR SWITCH	CN11	EJECTOR
CN4	FRONT PATH	CN12	FRONT LOWER
CN5	FRONT COMPILE	CN13	SCU
CN6	Bridge Unit	CN14	STACKER
CN7	PUNCH	CN15	BOOKLET
CN8	REAR UPPER	CN16	LOG

Switch PCA

Figure 5-11 Switch PCA

Table 5-10 Switch PCA

CN No.	Connection
CN1	Offline Staple LED and Button

Booklet maker PCA

Figure 5-12 Booklet maker PCA

CN No.	Connection
CN1	Finisher interface
CN3	Log

CN No.	Connection
CN4	Stapler/Feed Booklet Entrance Sensor
CN5	Booklet Feed Entrance Motor/TE Presser Motor
CN6	Blade Home Sensor/Booklet Tamper Home Sensor/ Booklet Compile Paper Sensor
CN7	Booklet Paddle Motor/Separate Pawl Motor
CN8	Fold Output Paper Sensor/Guide Home Sensor/C Fold Motor
CN9	Stopper Solenoid/Stopper Moving Motor
CN10	Folding Roller Motor/Blade Motor

Service approach

⚠ CAUTION: When working on the product, do not pick up the unit by the output tray, which will detach under the weight of the product.

Precautions when replacing parts

Precautions when assembling and disassembling

- Use only HP approved replacement parts. Make sure that the part number, product name, voltage, and current or temperature ratings are correct. Failure to do so might result in damage to the printer, circuit overload, fire, or electric shock.
- Do not make unauthorized changes or additions to the printer. Unauthorized changes might cause the printer to malfunction and create electric shock or fire hazards.
- Use caution when dismantling the unit. Take note of the location of each screw or other part. This printer contains 19 different screws. Using the wrong screw might lead to system failure, short circuit or electric shock.
- Do not disassemble the laser scanner assembly. Once the laser scanner assembly is disassembled, dust might enter the mirror chamber and will seriously degrade print quality. There are no serviceable parts inside the laser scanner assembly.
- Regularly check the condition of the power cable, plug and socket. Bad contacts might lead to overheating and fire. Damaged cables might lead to electric shock or unit malfunction.

Precautions when handling PCA

Static electric might damage a PCA. Use approved, anti-static precautions when handling or storing a PCA. Service personnel should use grounded ESD straps and/or mats when handling PCAs.

- Precautions when moving and storing a PCA
  - Keep PCA in a conductive case, anti-static bag, or wrapped in aluminum foil.
  - Do not store a PCA where it is exposed to direct sunlight.
- Precautions when replacing a PCA

- Disconnect power cables before disconnecting other cables.
- Do not touch any soldered connections, connector terminals, or other electronic parts when handling insulated parts.

- Precautions when checking a PCA
  - Touch a grounded area of the printer chassis to discharge static electric charge before touching a PCA.
  - Do not touch a PCA with bare hands or metal objects. Doing so might create a short circuit or cause electric shock. Use caution when handling a PCA with moving parts such as sensors, motors, or lamps, as they might become very hot.
  - Use caution when fitting and removing screws. Watch for hidden screens. Make sure that the correct screw is used and make sure that when toothed washers are removed, they are refitted in their original positions.
  - Place the product on an ESD workstation or mat, or use an ESD strap (if one is available). If an ESD workstation, mat, or strap is not available, ground yourself by touching the sheet-metal chassis *before* touching an ESD-sensitive part.

Releasing plastic latches

Many of the parts are held in place with plastic latches. The latches can break easily; release them carefully. To remove such parts, press the hook end of the latch away from the part to which it is latched.

Before performing service

- Remove all paper from the product.
- Turn off the power using the power button.
- Unplug the power cable and interface cable or cables.
- Place the product on an ESD workstation or mat, or use an ESD strap (if one is available). If an ESD workstation, mat, or strap is not available, ground yourself by touching the sheet-metal chassis *before* touching an ESD-sensitive part.
- Remove the toner cartridges.
- Remove the Tray 2 cassette.

ESD precautions

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Look for the ESD reminder when removing printer parts. Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground *before* touching an ESD-sensitive assembly.

Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

After performing service

- Plug in the power cable.
- Verify the functions of the printer that might have been impacted by service procedures. Make sure the printer is in complete working order.
- Replace any accessories removed for service.

Post-service test

Perform the following tests to verify that the repair or replacement was successful:

Print-quality test

1. Verify that you have completed the necessary reassembly steps.
2. Make sure that the tray contains clean, unmarked paper.
3. Attach the power cord and interface cable or interface cables, and then turn on the product.
4. Print a configuration page.
5. Print a print quality page, and then verify that there are no lines, streaks, banding, or other print quality defects.
6. Send a print job from the host computer, and then verify that the output meets expectations.

Order parts, accessories, and supplies

Ordering

Order supplies and paper	www.hp.com/go/suresupply
Order genuine HP parts or accessories	www.hp.com/buy/parts or partsurfer.hp.com
Order through service or support providers	Contact an HP-authorized service or support provider.
Order using the HP Embedded Web Server (EWS)	To access, in a supported Web browser on your computer, enter the printer IP address or host name in the address/URL field. The EWS contains a link to the HP SureSupply Web site, which provides options for purchasing Original HP supplies.

Orderable parts

Not all of the parts shown in the diagrams in this chapter can be ordered. Refer to the table following the diagram or the parts lists at the end of this chapter to determine if a part is orderable.

Parts, diagrams, removal and replacement procedures (stapler/stacker and booklet finishers)

- ESD precautions
- Top output bin
- Right top cover
- Top cover
- Front door
- Rear cover
- Front cover
- Front lower cover
- Booklet tray
- Caster cover
- Lower shield assembly
- Upper shield assembly
- Controller PCA
- Stapler unit
- Dummy feed guide
- Top jam access cover
- Top lower feed assembly
- Ejector unit
- Front tamper unit
- Rear tamper unit
- Feed entrance motor (M1)
- Feed exit motor (M2)
- Buffer motor, gear, and sensor (M3)
- Front tamper motor (M6)
- Rear tamper motor (M7)
- SCU motor (M10)
- Main tray moving motor (M11)
- Booklet finisher front cover
- Booklet finisher

- Booklet finisher PCA
- Booklet finisher fold stopper unit
- Booklet feed entrance motor (M13)
- TE presser motor (M14)
- Stopper moving motor (M16)
- Separate pawl motor (M17)
- Folding roller motor (M18)
- Blade motor (M19)
- C fold motor (M20)

ESD precautions

⚠ CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Look for the ESD reminder when removing printer parts. Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground *before* touching an ESD-sensitive assembly.

Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

Top output bin

- Introduction
- Step 1: Remove the top output bin
- Step 2: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the top output bin on the finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC63-05002B

To order the part, go to www.hp.com/buy/parts.

- Cover, M Tray

Required tools

- No special tools are needed to remove or install this assembly.

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the top output bin

▲ Raise the end of the top output bin (callout 1), and then lift it away from the finisher (callout 2) to remove it.

Figure 5-13 Remove the top output bin

Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Right top cover

- Introduction
- Step 1: Remove the right top cover
- Step 2: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the right top cover of the finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC90-01448B

To order the part, go to www.hp.com/buy/parts.

- Finisher sub - Inlet guide

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the right top cover

▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

Reinstallation tip: The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-14 Remove six screws and the right top cover

Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Top cover

- Introduction
- Step 1: Remove the right top cover (finisher)
- Step 2: Remove the top cover (finisher)
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the top cover of the finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC90-01446B

To order the part, go to www.hp.com/buy/parts.

- Cover, top

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the right top cover (finisher)

▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

Reinstallation tip: The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-15 Remove six screws and the right top cover

Step 2: Remove the top cover (finisher)

1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

   Figure 5-16 Remove six screws

2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

   Figure 5-17 Remove six screws

3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-18 Disconnect one connector and release retainer

Reinstallation tip: Reverse the removal steps to install the assembly.

Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Front door

- Introduction
- Step 1: Remove the right top cover (finisher)
- Step 2: Remove the top cover (finisher)
- Step 3: Remove the front door (finisher)
- Step 4: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the front door for the finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC90-01444A

To order the part, go to www.hp.com/buy/parts.

- Finisher sub - door

Required tools

- #2 JIS screwdriver with a magnetic tip
- Small, flat-blade screwdriver

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the right top cover (finisher)

- Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

Reinstallation tip: The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-19 Remove six screws and the right top cover

Step 2: Remove the top cover (finisher)

1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

   Figure 5-20 Remove six screws

2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

   Figure 5-21 Remove six screws

3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-22 Disconnect one connector and release retainer

Reinstallation tip: Reverse the removal steps to install the assembly.

Step 3: Remove the front door (finisher)

1. Lift the top hinge pin up to release it from the retainer.

   Figure 5-23 Lift the top hinge pin

2. Pull the top hinge pin up to remove it.

   Figure 5-24 Remove the top hinge pin

3. Use a small, flat-blade screwdriver to release the lower hinge pin from the retainer, and then rotate it away from the finisher.

   Figure 5-25 Release the lower hinge pin

4. Support the door with one hand, and then pull the lower hinge pin straight up to remove it.

   Figure 5-26 Remove the lower hinge pin

5. Support the door with one hand, and then remove one screw (callout 1) to release the strap. Remove the front door

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-27 Remove one screw and the front door

Step 4: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Rear cover

- Introduction
- Step 1: Remove the right top cover (finisher)
- Step 2: Remove the top cover (finisher)
- Step 3: Remove the rear cover (finisher)
- Step 4: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the rear cover for the finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC63-04988B

To order the part, go to www.hp.com/buy/parts.

- Cover, rear

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the right top cover (finisher)

▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

Reinstallation tip: The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-28 Remove six screws and the right top cover

Step 2: Remove the top cover (finisher)

1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

   Figure 5-29 Remove six screws

2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

   Figure 5-30 Remove six screws

3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-31 Disconnect one connector and release retainer

Reinstallation tip: Reverse the removal steps to install the assembly.

Step 3: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

   Figure 5-32 Remove seven screws

2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

NOTE: Make sure to thread the power cable (callout 2) through the opening in the cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-33 Remove four screws and the rear cover

Step 4: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Front cover

- Introduction
- Step 1: Remove the right top cover (finisher)
- Step 2: Remove the top cover (finisher)
- Step 3: Remove the front door (finisher)
- Step 4: Remove the front cover (finisher)
- Step 5: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the front cover for the finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC63-04986B

To order the part, go to www.hp.com/buy/parts.

- Cover, front

Required tools

- #2 JIS screwdriver with a magnetic tip
- Small, flat-blade screwdriver

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.

- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the right top cover (finisher)

▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

Reinstallation tip: The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-34 Remove six screws and the right top cover

Step 2: Remove the top cover (finisher)

1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

   Figure 5-35 Remove six screws

2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

   Figure 5-36 Remove six screws

3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-37 Disconnect one connector and release retainer

Reinstallation tip: Reverse the removal steps to install the assembly.

Step 3: Remove the front door (finisher)

1. Lift the top hinge pin up to release it from the retainer.

   Figure 5-38 Lift the top hinge pin

2. Pull the top hinge pin up to remove it.

Figure 5-39 Remove the top hinge pin

3. Use a small, flat-blade screwdriver to release the lower hinge pin from the retainer, and then rotate it away from the finisher.

Figure 5-40 Release the lower hinge pin

4. Support the door with one hand, and then pull the lower hinge pin straight up to remove it.

Figure 5-41 Remove the lower hinge pin

5. Support the door with one hand, and then remove one screw (callout 1) to release the strap. Remove the front door

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-42 Remove one screw and the front door

Step 4: Remove the front cover (finisher)

1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-43 Remove the jam-access knob

2. If the punch unit is installed, remove the punch waste bin (callout 1).
3. Remove one screw (callout 1) on top of the front cover.

Figure 5-44 Remove one screw

4. Remove five machine screws (callout 1), and then remove the front cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-45 Remove five screws and the front cover

Step 5: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Front lower cover

- Introduction
- Step 1: Remove the right top cover (finisher)
- Step 2: Remove the top cover (finisher)
- Step 3: Remove the front door (finisher)
- Step 4: Remove the front cover (finisher)
- Step 5: Remove the front lower cover (finisher)
- Step 6: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the front lower cover for the finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC63-04987B

To order the part, go to www.hp.com/buy/parts.

- Cover - tray booklet finisher

Required tools

- #2 JIS screwdriver with a magnetic tip
- Small, flat-blade screwdriver

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.

- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the right top cover (finisher)

▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

Reinstallation tip: The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-46 Remove six screws and the right top cover

Step 2: Remove the top cover (finisher)

1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

   Figure 5-47 Remove six screws

2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

   Figure 5-48 Remove six screws

3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-49 Disconnect one connector and release retainer

Reinstallation tip: Reverse the removal steps to install the assembly.

Step 3: Remove the front door (finisher)

1. Lift the top hinge pin up to release it from the retainer.

   Figure 5-50 Lift the top hinge pin

2. Pull the top hinge pin up to remove it.

Figure 5-51 Remove the top hinge pin

3. Use a small, flat-blade screwdriver to release the lower hinge pin from the retainer, and then rotate it away from the finisher.

Figure 5-52 Release the lower hinge pin

4. Support the door with one hand, and then pull the lower hinge pin straight up to remove it.

Figure 5-53 Remove the lower hinge pin

5. Support the door with one hand, and then remove one screw (callout 1) to release the strap. Remove the front door

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-54 Remove one screw and the front door

Step 4: Remove the front cover (finisher)

1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-55 Remove the jam-access knob

2. If the punch unit is installed, remove the punch waste bin (callout 1).
3. Remove one screw (callout 1) on top of the front cover.

Figure 5-56 Remove one screw

4. Remove five machine screws (callout 1), and then remove the front cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-57 Remove five screws and the front cover

Step 5: Remove the front lower cover (finisher)

▲ Remove three machine screws (callout 1), and then remove the front lower cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-58 Remove three screws and the front lower cover

Step 6: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Booklet tray

- Introduction
- Step 1: Remove the booklet tray
- Step 2: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the booklet tray on the finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC61-07253B

To order the part, go to www.hp.com/buy/parts.

- Tray - guide booklet finisher

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the booklet tray

1. Raise the booklet tray up (callout 1), and then pull it away from the finisher (callout 2) to remove it.

   Figure 5-59 Remove the booklet tray

2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

NOTE: Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Booklet tray

▲ Position the tabs (callout 1) on the tray into the slots (callout 2) on the finisher.

Figure 5-60 Install the booklet tray

Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Caster cover

- Introduction
- Step 1: Remove the booklet tray (booklet finishers only)
- Step 2: Remove the caster cover
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the caster cover on the finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC63-04985B

To order the part, go to www.hp.com/buy/parts.

- Caster cover

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the booklet tray (booklet finishers only)

1. Raise the booklet tray up (callout 1), and then pull it away from the finisher (callout 2) to remove it.

   Figure 5-61 Remove the booklet tray

2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

NOTE: Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Booklet tray

▲ Position the tabs (callout 1) on the tray into the slots (callout 2) on the finisher.

Figure 5-62 Install the booklet tray

Step 2: Remove the caster cover

1. Remove two screw caps and two self-tapping screws (callout 1). Remove two screw caps and two machine screws (callout 2).

   Figure 5-63 Remove four screws

2. Rotate the left edge of the cover away from the finisher (callout 1), and then slide the cover to the left (callout 2) to remove it.

Reinstallation tip: Make sure that two tabs (callout 3) are positioned under the front lower cover when reinstalling the caster cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-64 Remove the caster cover

Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Lower shield assembly

- Introduction
- Step 1: Remove the right top cover (finisher)
- Step 2: Remove the top cover (finisher)
- Step 3: Remove the front door (finisher)
- Step 4: Remove the front cover (finisher)
- Step 5: Remove the rear cover (finisher)
- Step 6: Remove the booklet tray
- Step 7: Remove the caster cover
- Step 8: Remove the lower shield assembly (finisher)
- Step 9: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the lower shield assembly on the finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC90-01417B

To order the part, go to www.hp.com/buy/parts.

- Lower shield assembly (finisher)

Required tools

- #2 JIS screwdriver with a magnetic tip
- Small, flat-blade screwdriver

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the right top cover (finisher)

▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

Reinstallation tip: The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-65 Remove six screws and the right top cover

Step 2: Remove the top cover (finisher)

1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

   Figure 5-66 Remove six screws

2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

   Figure 5-67 Remove six screws

3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).

   Reinstallation tip: Reverse the removal steps to install the assembly.

   Figure 5-68 Disconnect one connector and release retainer

   Reinstallation tip: Reverse the removal steps to install the assembly.

Step 3: Remove the front door (finisher)

1. Lift the top hinge pin up to release it from the retainer.

   Figure 5-69 Lift the top hinge pin

2. Pull the top hinge pin up to remove it.

   Figure 5-70 Remove the top hinge pin

3. Use a small, flat-blade screwdriver to release the lower hinge pin from the retainer, and then rotate it away from the finisher.

   Figure 5-71 Release the lower hinge pin

4. Support the door with one hand, and then pull the lower hinge pin straight up to remove it.

   Figure 5-72 Remove the lower hinge pin

5. Support the door with one hand, and then remove one screw (callout 1) to release the strap. Remove the front door

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-73 Remove one screw and the front door

Step 4: Remove the front cover (finisher)

1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

   Figure 5-74 Remove the jam-access knob

2. If the punch unit is installed, remove the punch waste bin (callout 1).
3. Remove one screw (callout 1) on top of the front cover.

   Figure 5-75 Remove one screw

4. Remove five machine screws (callout 1), and then remove the front cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-76 Remove five screws and the front cover

Step 5: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-77 Remove seven screws

2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

NOTE: Make sure to thread the power cable (callout 2) through the opening in the cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-78 Remove four screws and the rear cover

Step 6: Remove the booklet tray

1. Raise the booklet tray up (callout 1), and then pull it away from the finisher (callout 2) to remove it.

Figure 5-79 Remove the booklet tray

2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

NOTE: Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Booklet tray

▲ Position the tabs (callout 1) on the tray into the slots (callout 2) on the finisher.

Figure 5-80 Install the booklet tray

Step 7: Remove the caster cover

1. Remove two screw caps and two self-tapping screws (callout 1). Remove two screw caps and two machine screws (callout 2).

Figure 5-81 Remove four screws

2. Rotate the left edge of the cover away from the finisher (callout 1), and then slide the cover to the left (callout 2) to remove it.

Reinstallation tip: Make sure that two tabs (callout 3) are positioned under the front lower cover when reinstalling the caster cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-82 Remove the caster cover

Step 8: Remove the lower shield assembly (finisher)

1. Remove four screws (callout 1).

NOTE: Raise the lower output tray as needed to access the screws.

Figure 5-83 Remove four screws

2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The shield is still attached to the finisher. Do not attempt to completely remove the shield.

Reinstallation tip: Position the shield under the four tabs (callout 2) when reinstalling it.

Figure 5-84 Release the lower shield

3. Disconnect two connectors (callout 1), and then remove the shield.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-85 Disconnect two connectors

4. If you are replacing the lower shield assembly, locate three sensors (callout 1) on the back of the lower shield. Remove these sensors and transfer them to the replacement part.

Figure 5-86 Locate sensors

Step 9: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Upper shield assembly

- Introduction
- Step 1: Remove the right top cover (finisher)
- Step 2: Remove the top cover (finisher)
- Step 3: Remove the front door (finisher)
- Step 4: Remove the front cover (finisher)
- Step 5: Remove the rear cover (finisher)
- Step 6: Remove the booklet tray
- Step 7: Remove the caster cover
- Step 8: Remove the lower shield assembly (finisher)
- Step 9: Remove the upper shield assembly (finisher)
- Step 10: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the upper shield assembly on the finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC90-01475A

To order the part, go to www.hp.com/buy/parts.

- Finisher sub - shield

Required tools

- #2 JIS screwdriver with a magnetic tip
- Small, flat-blade screwdriver

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the right top cover (finisher)

▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

Reinstallation tip: The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-87 Remove six screws and the right top cover

Step 2: Remove the top cover (finisher)

1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

   Figure 5-88 Remove six screws

2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

   Figure 5-89 Remove six screws

3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).

   Reinstallation tip: Reverse the removal steps to install the assembly.

   Figure 5-90 Disconnect one connector and release retainer

   Reinstallation tip: Reverse the removal steps to install the assembly.

Step 3: Remove the front door (finisher)

1. Lift the top hinge pin up to release it from the retainer.

   Figure 5-91 Lift the top hinge pin

2. Pull the top hinge pin up to remove it.

   Figure 5-92 Remove the top hinge pin

3. Use a small, flat-blade screwdriver to release the lower hinge pin from the retainer, and then rotate it away from the finisher.

   Figure 5-93 Release the lower hinge pin

4. Support the door with one hand, and then pull the lower hinge pin straight up to remove it.

   Figure 5-94 Remove the lower hinge pin

5. Support the door with one hand, and then remove one screw (callout 1) to release the strap. Remove the front door

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-95 Remove one screw and the front door

Step 4: Remove the front cover (finisher)

1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

   Figure 5-96 Remove the jam-access knob

2. If the punch unit is installed, remove the punch waste bin (callout 1).
3. Remove one screw (callout 1) on top of the front cover.

   Figure 5-97 Remove one screw

4. Remove five machine screws (callout 1), and then remove the front cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-98 Remove five screws and the front cover

Step 5: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-99 Remove seven screws

2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

NOTE: Make sure to thread the power cable (callout 2) through the opening in the cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-100 Remove four screws and the rear cover

Step 6: Remove the booklet tray

1. Raise the booklet tray up (callout 1), and then pull it away from the finisher (callout 2) to remove it.

Figure 5-101 Remove the booklet tray

2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

NOTE: Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Booklet tray

▲ Position the tabs (callout 1) on the tray into the slots (callout 2) on the finisher.

Figure 5-102 Install the booklet tray

Step 7: Remove the caster cover

1. Remove two screw caps and two self-tapping screws (callout 1). Remove two screw caps and two machine screws (callout 2).

Figure 5-103 Remove four screws

2. Rotate the left edge of the cover away from the finisher (callout 1), and then slide the cover to the left (callout 2) to remove it.

Reinstallation tip: Make sure that two tabs (callout 3) are positioned under the front lower cover when reinstalling the caster cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-104 Remove the caster cover

Step 8: Remove the lower shield assembly (finisher)

1. Remove four screws (callout 1).

NOTE: Raise the lower output tray as needed to access the screws.

Figure 5-105 Remove four screws

2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The shield is still attached to the finisher. Do not attempt to completely remove the shield.

Reinstallation tip: Position the shield under the four tabs (callout 2) when reinstalling it.

Figure 5-106 Release the lower shield

3. Disconnect two connectors (callout 1), and then remove the shield.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-107 Disconnect two connectors

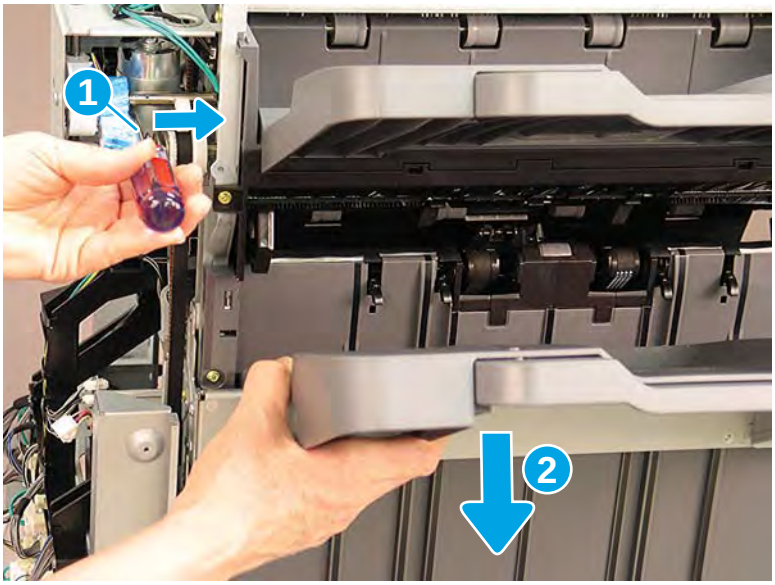
4. If you are replacing the lower shield assembly, locate three sensors (callout 1) on the back of the lower shield. Remove these sensors and transfer them to the replacement part.

Figure 5-108 Locate sensors

Step 9: Remove the upper shield assembly (finisher)

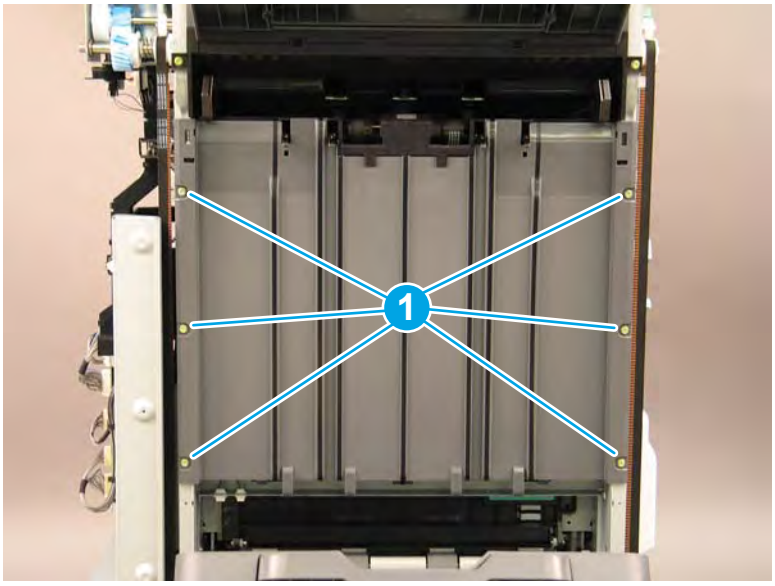
1. Bring the lower output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-109 Lower the output tray



2. Remove six machine screws (callout 1).

Figure 5-110 Remove six screws

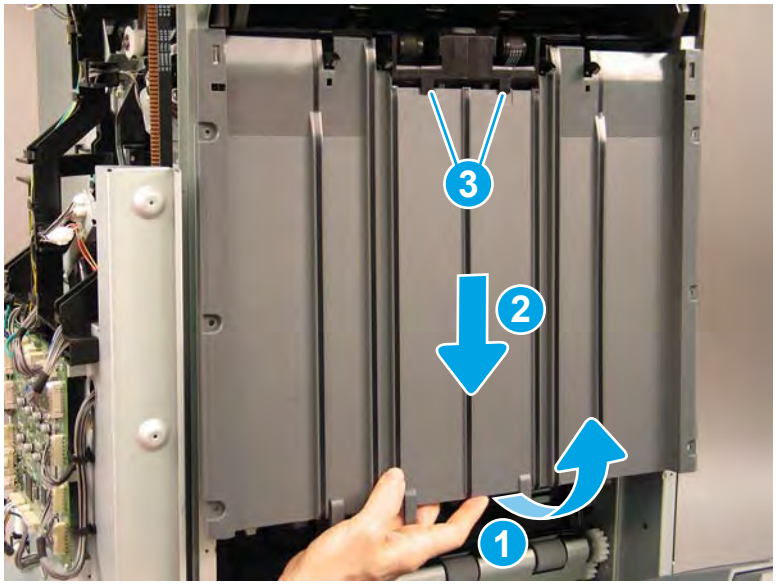


3. Rotate the lower edge of the shield away from the finisher (callout 1), and then slide the shield down (callout 2) to release it from two tabs (callout 3).

CAUTION: The shield is still attached to the finisher. Do not attempt to completely remove the shield.

Reinstallation tip: Position the shield under the two tabs (callout 3) when reinstalling it.

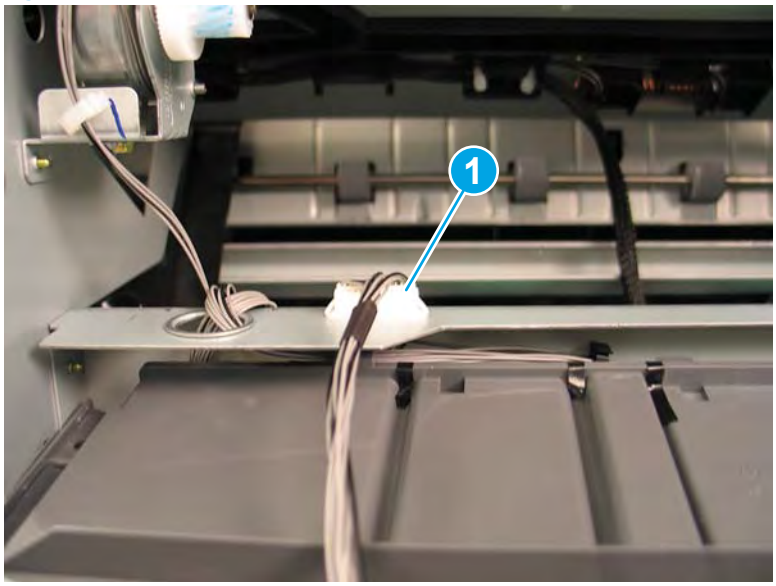
Figure 5-111 Release the shield



4. Disconnect one connector (callout 1), and then remove the upper shield assembly.

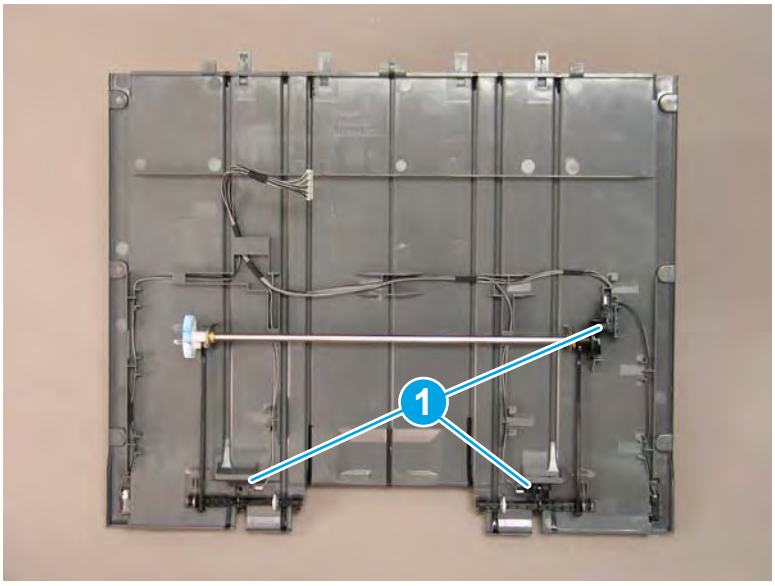
Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-112 Disconnect one connector



5. If you are replacing the upper shield assembly, locate three sensors (callout 1) on the back of the upper shield. Remove these sensors and transfer them to the replacement part.

Figure 5-113 Locate sensors



Step 10: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Controller PCA

- Introduction
- Step 1: Remove the right top cover (finisher)
- Step 2: Remove the top cover (finisher)
- Step 3: Remove the rear cover (finisher)
- Step 4: Remove the controller PCA
- Step 5: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the controller PCA on the finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC92-02790B

To order the part, go to www.hp.com/buy/parts.

- Controller PCA (finisher)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the right top cover (finisher)

▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

Reinstallation tip: The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-114 Remove six screws and the right top cover

Step 2: Remove the top cover (finisher)

1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

   Figure 5-115 Remove six screws

2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

   Figure 5-116 Remove six screws

3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-117 Disconnect one connector and release retainer

Reinstallation tip: Reverse the removal steps to install the assembly.

Step 3: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

   Figure 5-118 Remove seven screws

2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

NOTE: Make sure to thread the power cable (callout 2) through the opening in the cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-119 Remove four screws and the rear cover

Step 4: Remove the controller PCA

▲ Disconnect all of the connectors, remove four screws (callout 1), and then remove the controller PCA.

Reinstallation tip: Refer to the figure below for correct positioning and connection of the cables.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-120 Remove the controller PCA

Step 5: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Stapler unit

- Introduction
- Step 1: Remove the right top cover (finisher)
- Step 2: Remove the top cover (finisher)
- Step 3: Remove the front door (finisher)
- Step 4: Remove the front cover (finisher)
- Step 5: Remove the rear cover (finisher)
- Step 6: Remove the staple unit
- Step 7: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the staple unit on the finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC90-01412A

To order the part, go to www.hp.com/buy/parts.

- Finisher Sub - Staple Unit

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.

- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Staple a document and verify that the stapler functions correctly.

Step 1: Remove the right top cover (finisher)

▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

Reinstallation tip: The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-121 Remove six screws and the right top cover

Step 2: Remove the top cover (finisher)

1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

   Figure 5-122 Remove six screws

2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

   Figure 5-123 Remove six screws

3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).

   Reinstallation tip: Reverse the removal steps to install the assembly.

   Figure 5-124 Disconnect one connector and release retainer

   Reinstallation tip: Reverse the removal steps to install the assembly.

Step 3: Remove the front door (finisher)

1. Lift the top hinge pin up to release it from the retainer.

Figure 5-125 Lift the top hinge pin

2. Pull the top hinge pin up to remove it.

Figure 5-126 Remove the top hinge pin

3. Use a small, flat-blade screwdriver to release the lower hinge pin from the retainer, and then rotate it away from the finisher.

Figure 5-127 Release the lower hinge pin

4. Support the door with one hand, and then pull the lower hinge pin straight up to remove it.

Figure 5-128 Remove the lower hinge pin

5. Support the door with one hand, and then remove one screw (callout 1) to release the strap. Remove the front door

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-129 Remove one screw and the front door

Step 4: Remove the front cover (finisher)

1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-130 Remove the jam-access knob

2. If the punch unit is installed, remove the punch waste bin (callout 1).
3. Remove one screw (callout 1) on top of the front cover.

Figure 5-131 Remove one screw

4. Remove five machine screws (callout 1), and then remove the front cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-132 Remove five screws and the front cover

Step 5: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

   Figure 5-133 Remove seven screws

2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

NOTE: Make sure to thread the power cable (callout 2) through the opening in the cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-134 Remove four screws and the rear cover

Step 6: Remove the staple unit

1. Rotate the green wheel to move the staple unit to the front until it stops.

   Figure 5-135 Move the staple unit to the front

2. Lower the green latch (callout 1), and then slide the staple cartridge away from the finisher to remove it (callout 2).

   Figure 5-136 Remove the staple cartridge

3. At the back of the finisher, release one retainer (callout 1), disconnect two connectors (callout 2), and then remove two screws (callout 3).

   Figure 5-137 Disconnect three connectors and remove two screws

4. At the front of the finisher, disconnect one connector (callout 1), and then remove two screws (callout 2).

   Figure 5-138 Disconnect one connector and remove two screws

5. Lift up, and then slide the staple unit to the front of the finisher to remove it.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-139 Remove the staple unit

Step 7: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Dummy feed guide

- Introduction
- Step 1: Remove the right top cover (finisher)
- Step 2: Remove the top cover (finisher)
- Step 3: Remove the rear cover (finisher)
- Step 4: Remove the dummy feed guide (finisher)
- Step 5: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the dummy feed guide on the finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC93-01161A

To order the part, go to www.hp.com/buy/parts.

- Assy-Guide Dummy-Feed

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the right top cover (finisher)

▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

Reinstallation tip: The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-140 Remove six screws and the right top cover

Step 2: Remove the top cover (finisher)

1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

   Figure 5-141 Remove six screws

2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

   Figure 5-142 Remove six screws

3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).

   Reinstallation tip: Reverse the removal steps to install the assembly.

   Figure 5-143 Disconnect one connector and release retainer

Reinstallation tip: Reverse the removal steps to install the assembly.

Step 3: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

   Figure 5-144 Remove seven screws

2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

NOTE: Make sure to thread the power cable (callout 2) through the opening in the cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-145 Remove four screws and the rear cover

Step 4: Remove the dummy feed guide (finisher)

▲ At the rear of the finisher, remove two screws (callout 1), and then remove the dummy feed guide (callout 2).

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-146 Remove two screws and the feed guide

Step 5: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Top jam access cover

- Introduction
- Step 1: Remove the right top cover (finisher)
- Step 2: Remove the top cover (finisher)
- Step 3: Remove the front door (finisher)
- Step 4: Remove the front cover (finisher)
- Step 5: Remove the rear cover (finisher)
- Step 6: Remove the feed exit motor
- Step 7: Remove the top jam access cover
- Step 8: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the top jam access cover for the finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC90-01455A

To order the part, go to www.hp.com/buy/parts.

- Finisher Sub - Top Jam

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.

- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the right top cover (finisher)

▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

Reinstallation tip: The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-147 Remove six screws and the right top cover

Step 2: Remove the top cover (finisher)

1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

   Figure 5-148 Remove six screws

2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

   Figure 5-149 Remove six screws

3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-150 Disconnect one connector and release retainer

Reinstallation tip: Reverse the removal steps to install the assembly.

Step 3: Remove the front door (finisher)

1. Lift the top hinge pin up to release it from the retainer.

Figure 5-151 Lift the top hinge pin

2. Pull the top hinge pin up to remove it.

Figure 5-152 Remove the top hinge pin

3. Use a small, flat-blade screwdriver to release the lower hinge pin from the retainer, and then rotate it away from the finisher.

Figure 5-153 Release the lower hinge pin

4. Support the door with one hand, and then pull the lower hinge pin straight up to remove it.

Figure 5-154 Remove the lower hinge pin

5. Support the door with one hand, and then remove one screw (callout 1) to release the strap. Remove the front door

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-155 Remove one screw and the front door

Step 4: Remove the front cover (finisher)

1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-156 Remove the jam-access knob

2. If the punch unit is installed, remove the punch waste bin (callout 1).
3. Remove one screw (callout 1) on top of the front cover.

Figure 5-157 Remove one screw

4. Remove five machine screws (callout 1), and then remove the front cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-158 Remove five screws and the front cover

Step 5: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

   Figure 5-159 Remove seven screws

2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

NOTE: Make sure to thread the power cable (callout 2) through the opening in the cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-160 Remove four screws and the rear cover

Step 6: Remove the feed exit motor

▲ Release one retainer (callout 1), and then disconnect one connector (callout 2). Remove two screws (callout 3), and then remove the feed exit motor.

Reinstallation tip: Make sure that the belt (callout 4) is positioned on the gear behind the motor when reinstalling the motor.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-161 Remove the feed exit motor

Step 7: Remove the top jam access cover

1. At the rear of the finisher, remove two screws (callout 1).

   Figure 5-162 Remove two screws

2. Remove the top jam access cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-163 Remove the top jam access cover

Step 8: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Top lower feed assembly

- Introduction
- Step 1: Remove the right top cover (finisher)
- Step 2: Remove the top cover (finisher)
- Step 3: Remove the front door (finisher)
- Step 4: Remove the front cover (finisher)
- Step 5: Remove the rear cover (finisher)
- Step 6: Remove the feed exit motor (finisher)
- Step 7: Remove the top jam access cover
- Step 8: Remove the top lower feed assembly (finisher)
- Step 9: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the top lower feed assembly for the finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC90-01454A

To order the part, go to www.hp.com/buy/parts.

- Finisher Sub-Top Lower

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the right top cover (finisher)

▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

Reinstallation tip: The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-164 Remove six screws and the right top cover

Step 2: Remove the top cover (finisher)

1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

   Figure 5-165 Remove six screws

2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

   Figure 5-166 Remove six screws

3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).

   Reinstallation tip: Reverse the removal steps to install the assembly.

   Figure 5-167 Disconnect one connector and release retainer

   Reinstallation tip: Reverse the removal steps to install the assembly.

Step 3: Remove the front door (finisher)

1. Lift the top hinge pin up to release it from the retainer.

   Figure 5-168 Lift the top hinge pin

2. Pull the top hinge pin up to remove it.

   Figure 5-169 Remove the top hinge pin

3. Use a small, flat-blade screwdriver to release the lower hinge pin from the retainer, and then rotate it away from the finisher.

   Figure 5-170 Release the lower hinge pin

4. Support the door with one hand, and then pull the lower hinge pin straight up to remove it.

   Figure 5-171 Remove the lower hinge pin

5. Support the door with one hand, and then remove one screw (callout 1) to release the strap. Remove the front door

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-172 Remove one screw and the front door

Step 4: Remove the front cover (finisher)

1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

   Figure 5-173 Remove the jam-access knob

2. If the punch unit is installed, remove the punch waste bin (callout 1).
3. Remove one screw (callout 1) on top of the front cover.

   Figure 5-174 Remove one screw

4. Remove five machine screws (callout 1), and then remove the front cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-175 Remove five screws and the front cover

Step 5: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-176 Remove seven screws

2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

NOTE: Make sure to thread the power cable (callout 2) through the opening in the cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-177 Remove four screws and the rear cover

Step 6: Remove the feed exit motor (finisher)

▲ Release one retainer (callout 1), and then disconnect one connector (callout 2). Remove two screws (callout 3), and then remove the feed exit motor.

Reinstallation tip: Make sure that the belt (callout 4) is positioned on the gear behind the motor when reinstalling the motor.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-178 Remove the feed exit motor

Step 7: Remove the top jam access cover

1. At the rear of the finisher, remove two screws (callout 1).

Figure 5-179 Remove two screws

2. Remove the top jam access cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-180 Remove the top jam access cover

Step 8: Remove the top lower feed assembly (finisher)

1. At the front of the printer, remove two screws (callout 1) on the buffer motor housing, and then tilt the motor aside to access the screws under it.

Figure 5-181 Remove two screws

2. At the front of the finisher, remove three self-tapping screws (callout 1), and then disconnect one connector (callout 2).

Figure 5-182 Remove three screws and disconnect one connector

3. At the rear of the finisher, remove three machine screws (callout 1).

Figure 5-183 Remove three screws

4. At the top of the finisher, lift the feed assembly straight up to disengage two tabs on the bottom and remove the assembly.

Figure 5-184 Remove the feed assembly

5. If you are replacing the top lower feed assembly, locate two sensors (callout 1) and one connector (callout 2) on the back of the assembly. Remove these items and transfer them to the replacement part.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-185 Locate sensors and connector

Step 9: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Ejector unit

- Introduction
- Step 1: Remove the right top cover (finisher)
- Step 2: Remove the top cover (finisher)
- Step 3: Remove the front door (finisher)
- Step 4: Remove the front cover (finisher)
- Step 5: Remove the rear cover (finisher)
- Step 6: Remove the booklet tray (finisher)
- Step 7: Remove the caster cover (finisher)
- Step 8: Remove the lower shield assembly (finisher)
- Step 9: Remove the upper shield assembly (finisher)
- Step 10: Remove the ejector unit (finisher)
- Step 11: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the ejector unit on the finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC90-01409A

To order the part, go to www.hp.com/buy/parts.

- Finisher Sub - Ejector Unit

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the right top cover (finisher)

▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

Reinstallation tip: The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-186 Remove six screws and the right top cover

Step 2: Remove the top cover (finisher)

1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

   Figure 5-187 Remove six screws

2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

   Figure 5-188 Remove six screws

3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).

   Reinstallation tip: Reverse the removal steps to install the assembly.

   Figure 5-189 Disconnect one connector and release retainer

   Reinstallation tip: Reverse the removal steps to install the assembly.

Step 3: Remove the front door (finisher)

1. Lift the top hinge pin up to release it from the retainer.

   Figure 5-190 Lift the top hinge pin

2. Pull the top hinge pin up to remove it.

   Figure 5-191 Remove the top hinge pin

3. Use a small, flat-blade screwdriver to release the lower hinge pin from the retainer, and then rotate it away from the finisher.

   Figure 5-192 Release the lower hinge pin

4. Support the door with one hand, and then pull the lower hinge pin straight up to remove it.

   Figure 5-193 Remove the lower hinge pin

5. Support the door with one hand, and then remove one screw (callout 1) to release the strap. Remove the front door

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-194 Remove one screw and the front door

Step 4: Remove the front cover (finisher)

1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

   Figure 5-195 Remove the jam-access knob

2. If the punch unit is installed, remove the punch waste bin (callout 1).
3. Remove one screw (callout 1) on top of the front cover.

   Figure 5-196 Remove one screw

4. Remove five machine screws (callout 1), and then remove the front cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-197 Remove five screws and the front cover

Step 5: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-198 Remove seven screws

2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

NOTE: Make sure to thread the power cable (callout 2) through the opening in the cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-199 Remove four screws and the rear cover

Step 6: Remove the booklet tray (finisher)

1. Raise the booklet tray up (callout 1), and then pull it away from the finisher (callout 2) to remove it.

Figure 5-200 Remove the booklet tray

2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

NOTE: Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Booklet tray

▲ Position the tabs (callout 1) on the tray into the slots (callout 2) on the finisher.

Figure 5-201 Install the booklet tray

Step 7: Remove the caster cover (finisher)

1. Remove two screw caps and two self-tapping screws (callout 1). Remove two screw caps and two machine screws (callout 2).

Figure 5-202 Remove four screws

2. Rotate the left edge of the cover away from the finisher (callout 1), and then slide the cover to the left (callout 2) to remove it.

Reinstallation tip: Make sure that two tabs (callout 3) are positioned under the front lower cover when reinstalling the caster cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-203 Remove the caster cover

Step 8: Remove the lower shield assembly (finisher)

1. Remove four screws (callout 1).

NOTE: Raise the lower output tray as needed to access the screws.

Figure 5-204 Remove four screws

2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The shield is still attached to the finisher. Do not attempt to completely remove the shield.

Reinstallation tip: Position the shield under the four tabs (callout 2) when reinstalling it.

Figure 5-205 Release the lower shield

3. Disconnect two connectors (callout 1), and then remove the shield.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-206 Disconnect two connectors

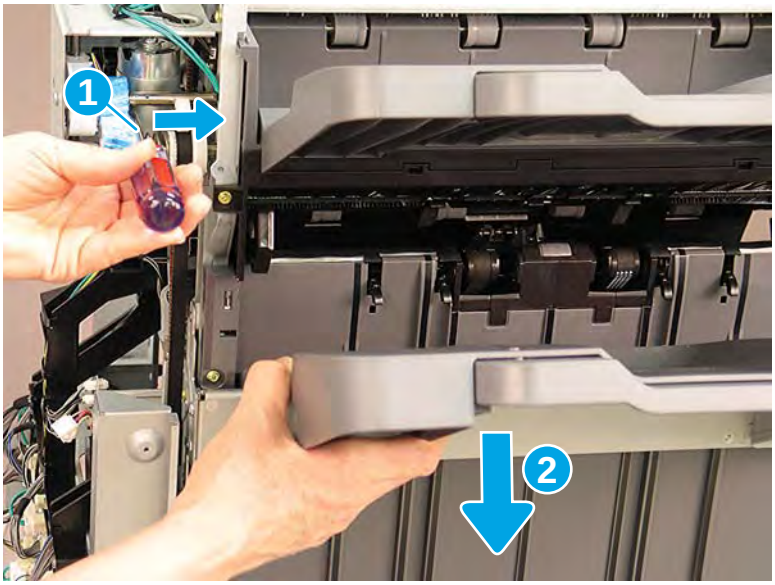
4. If you are replacing the lower shield assembly, locate three sensors (callout 1) on the back of the lower shield. Remove these sensors and transfer them to the replacement part.

Figure 5-207 Locate sensors

Step 9: Remove the upper shield assembly (finisher)

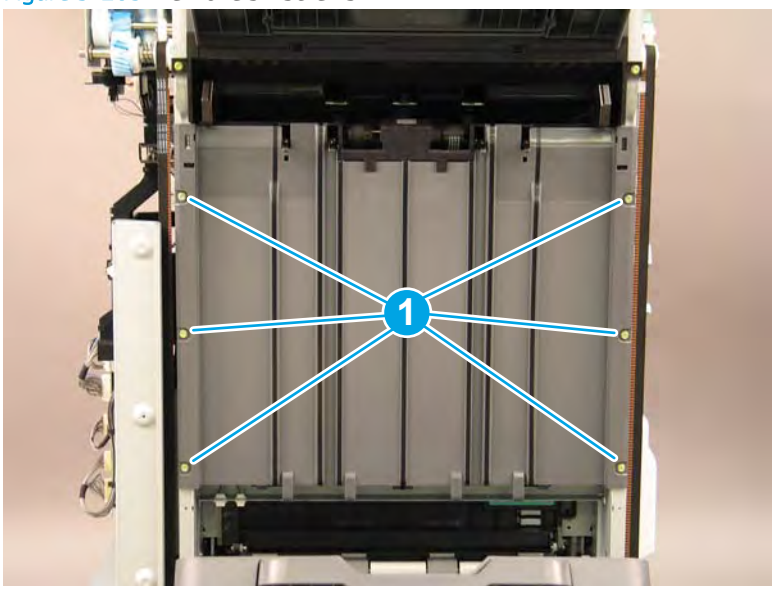
1. Bring the lower output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-208 Lower the output tray



2. Remove six machine screws (callout 1).

Figure 5-209 Remove six screws

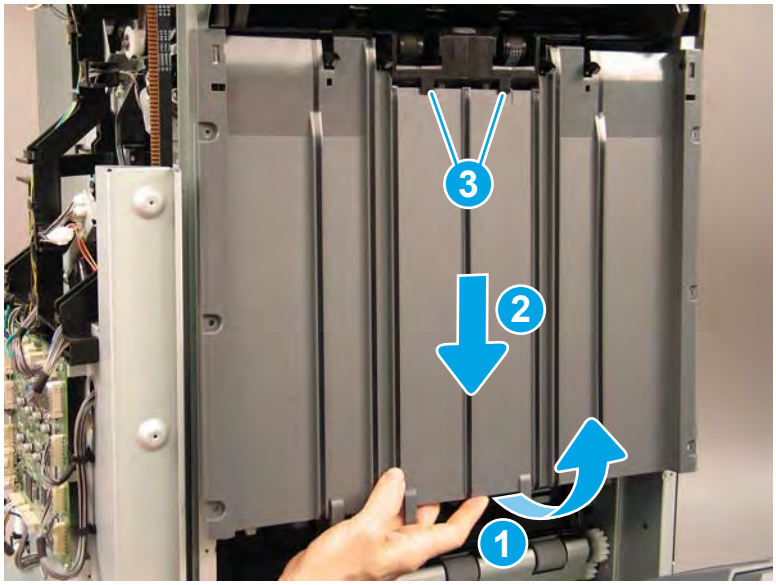


3. Rotate the lower edge of the shield away from the finisher (callout 1), and then slide the shield down (callout 2) to release it from two tabs (callout 3).

CAUTION: The shield is still attached to the finisher. Do not attempt to completely remove the shield.

Reinstallation tip: Position the shield under the two tabs (callout 3) when reinstalling it.

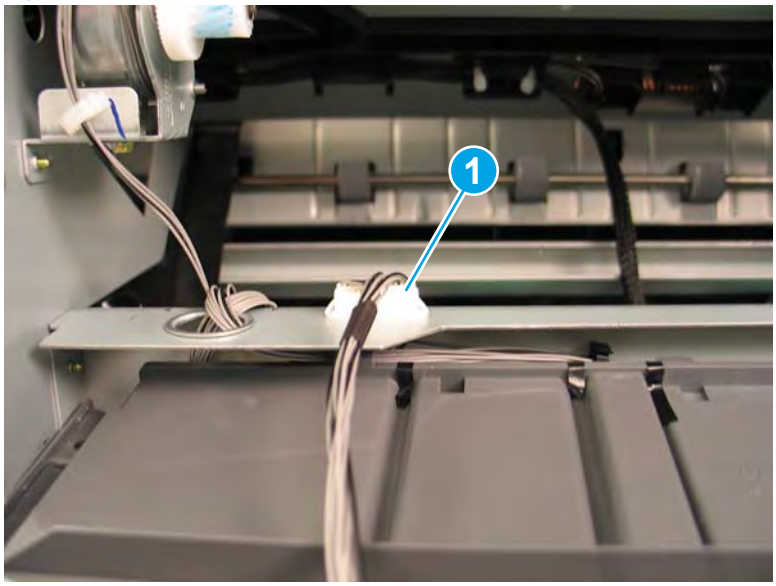
Figure 5-210 Release the shield



4. Disconnect one connector (callout 1), and then remove the upper shield assembly.

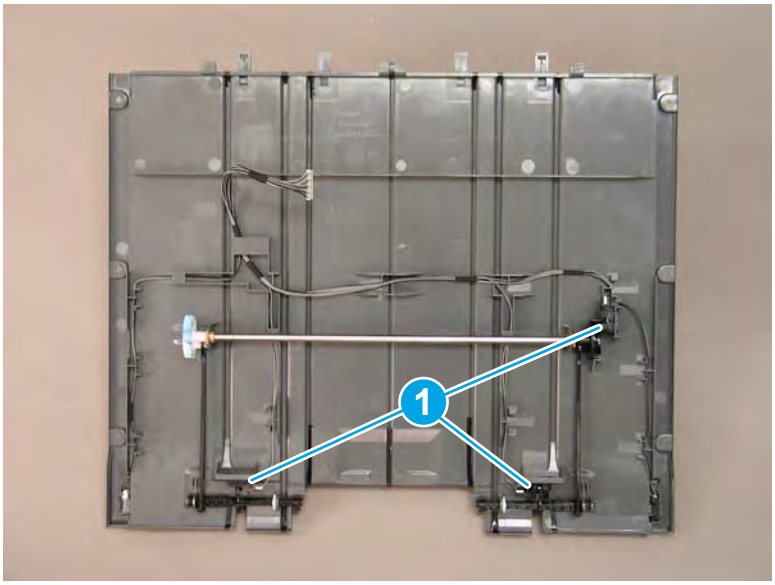
Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-211 Disconnect one connector



5. If you are replacing the upper shield assembly, locate three sensors (callout 1) on the back of the upper shield. Remove these sensors and transfer them to the replacement part.

Figure 5-212 Locate sensors



Step 10: Remove the ejector unit (finisher)

1. Rotate the green wheel to move the staple unit to the center of the finisher.

Figure 5-213 Move the staple unit to the center

2. Release one retainer (callout 1), and then disconnect three connectors (callout 2).

Figure 5-214 Disconnect three connectors

3. Remove two screws (callout 1).

Figure 5-215 Remove two screws

4. At the left side of the finisher, remove one screw (callout 1).

Figure 5-216 Remove one screw

5. Press up on the hinge (callout 1), release one tab (callout 2), and then rotate the sensor away from the finisher (callout 3).

Figure 5-217 Rotate the sensor

6. Remove one screw (callout 1).

Figure 5-218 Remove one screw

7. Look inside the finisher through the stapler opening in the front and pull down to release and remove one shaft (callout 1) on the front tamper unit.

Figure 5-219 Remove the front tamper shaft

8. At the rear of the finisher, disconnect two connectors (callout 1), and then remove three screws (callout 2).

Figure 5-220 Disconnect two connectors and remove three screws

9. At the left side of the finisher, remove one screw (callout 1).

Figure 5-221 Remove one screw

10. Look inside the finisher through the stapler opening in the rear and pull down to release and remove one shaft (callout 1) on the rear tamper unit.

Figure 5-222 Remove the rear tamper shaft

11. At the left side of the finisher, disconnect one connector (callout 1).

Figure 5-223 Disconnect one connector

12. At the rear of the finisher, disconnect one connector (callout 1).

Figure 5-224 Disconnect one connector

13. At the rear of the finisher, press the wire retainer to the right to access and remove two screws (callout 1).

Figure 5-225 Disconnect one connector

14. At the front of the finisher, remove two screws (callout 1).

Figure 5-226 Remove two screws

15. Lift the inside edges of the front and rear tampers up.

    Figure 5-227 Lift the edges of the tampers

16. Rotate the rear edge of the ejector unit away from the finisher (callout 1), and then slide it toward the rear of the finisher (callout 2) to remove it. Make sure that the PCA (callout 3) stays clear of the sheet metal frame.

    Figure 5-228 Remove the ejector unit

17. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

NOTE: Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Ejector unit

a. When the front tamper shaft is removed, the retainer arm that held the one end of the shaft will drop down. When reinstalling the shaft, raise the retainer arm and position the end of the shaft in the notch (callout 1).

   Figure 5-229 Reinstall the front tamper shaft

b. When the rear tamper shaft is removed, the retainer arm that held the one end of the shaft will drop down. When reinstalling the shaft, raise the retainer arm and position the end of the shaft in the notch (callout 1).

   Figure 5-230 Reinstall the rear tamper shaft

Step 11: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Front tamper unit

- Introduction
- Step 1: Remove the right top cover (finisher)
- Step 2: Remove the top cover (finisher)
- Step 3: Remove the front door (finisher)
- Step 4: Remove the front cover (finisher)
- Step 5: Remove the rear cover
- Step 6: Remove the booklet tray (finisher)
- Step 7: Remove the caster cover (finisher)
- Step 8: Remove the lower shield assembly (finisher)
- Step 9: Remove the upper shield assembly (finisher)
- Step 10: Remove the ejector unit (finisher)
- Step 11: Remove the front tamper unit
- Step 12: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the front tamper unit on the finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC82-00901A

To order the part, go to www.hp.com/buy/parts.

- Finisher Sub - Tamper Front

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the right top cover (finisher)

▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

Reinstallation tip: The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-231 Remove six screws and the right top cover

Step 2: Remove the top cover (finisher)

1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

   Figure 5-232 Remove six screws

2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

   Figure 5-233 Remove six screws

3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-234 Disconnect one connector and release retainer

Reinstallation tip: Reverse the removal steps to install the assembly.

Step 3: Remove the front door (finisher)

1. Lift the top hinge pin up to release it from the retainer.

Figure 5-235 Lift the top hinge pin

2. Pull the top hinge pin up to remove it.

Figure 5-236 Remove the top hinge pin

3. Use a small, flat-blade screwdriver to release the lower hinge pin from the retainer, and then rotate it away from the finisher.

Figure 5-237 Release the lower hinge pin

4. Support the door with one hand, and then pull the lower hinge pin straight up to remove it.

Figure 5-238 Remove the lower hinge pin

5. Support the door with one hand, and then remove one screw (callout 1) to release the strap. Remove the front door

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-239 Remove one screw and the front door

Step 4: Remove the front cover (finisher)

1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-240 Remove the jam-access knob

2. If the punch unit is installed, remove the punch waste bin (callout 1).

3. Remove one screw (callout 1) on top of the front cover.

Figure 5-241 Remove one screw

4. Remove five machine screws (callout 1), and then remove the front cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-242 Remove five screws and the front cover

Step 5: Remove the rear cover

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-243 Remove seven screws

2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

NOTE: Make sure to thread the power cable (callout 2) through the opening in the cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-244 Remove four screws and the rear cover

Step 6: Remove the booklet tray (finisher)

1. Raise the booklet tray up (callout 1), and then pull it away from the finisher (callout 2) to remove it.

Figure 5-245 Remove the booklet tray

2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

NOTE: Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Booklet tray

▲ Position the tabs (callout 1) on the tray into the slots (callout 2) on the finisher.

Figure 5-246 Install the booklet tray

Step 7: Remove the caster cover (finisher)

1. Remove two screw caps and two self-tapping screws (callout 1). Remove two screw caps and two machine screws (callout 2).

   Figure 5-247 Remove four screws

2. Rotate the left edge of the cover away from the finisher (callout 1), and then slide the cover to the left (callout 2) to remove it.

Reinstallation tip: Make sure that two tabs (callout 3) are positioned under the front lower cover when reinstalling the caster cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-248 Remove the caster cover

Step 8: Remove the lower shield assembly (finisher)

1. Remove four screws (callout 1).

NOTE: Raise the lower output tray as needed to access the screws.

Figure 5-249 Remove four screws

2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The shield is still attached to the finisher. Do not attempt to completely remove the shield.

Reinstallation tip: Position the shield under the four tabs (callout 2) when reinstalling it.

Figure 5-250 Release the lower shield

3. Disconnect two connectors (callout 1), and then remove the shield.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-251 Disconnect two connectors

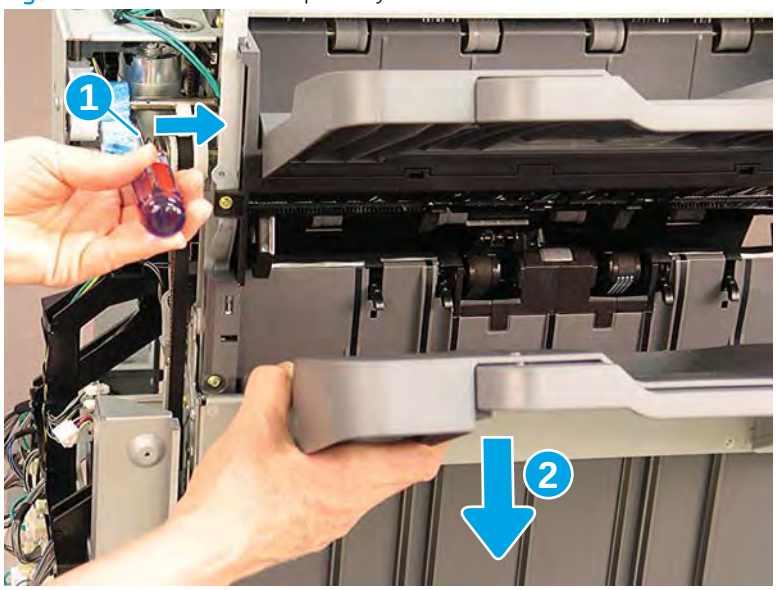
4. If you are replacing the lower shield assembly, locate three sensors (callout 1) on the back of the lower shield. Remove these sensors and transfer them to the replacement part.

Figure 5-252 Locate sensors

Step 9: Remove the upper shield assembly (finisher)

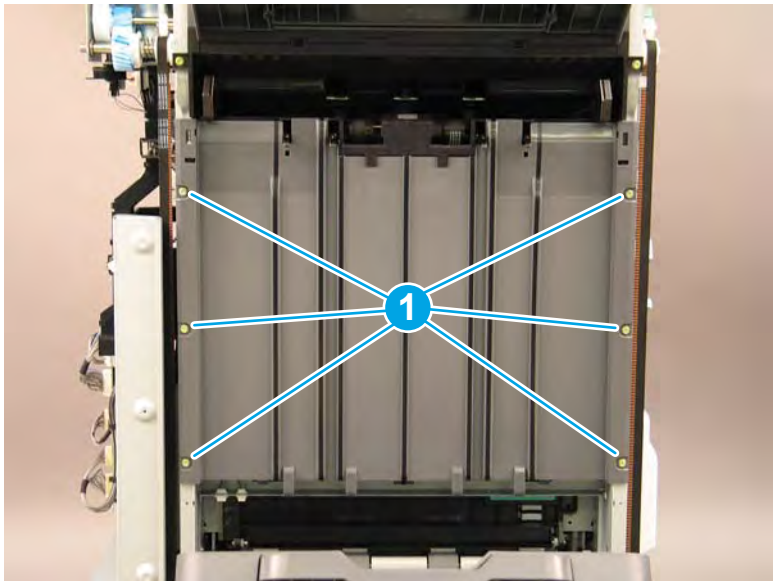
1. Bring the lower output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-253 Lower the output tray



2. Remove six machine screws (callout 1).

Figure 5-254 Remove six screws

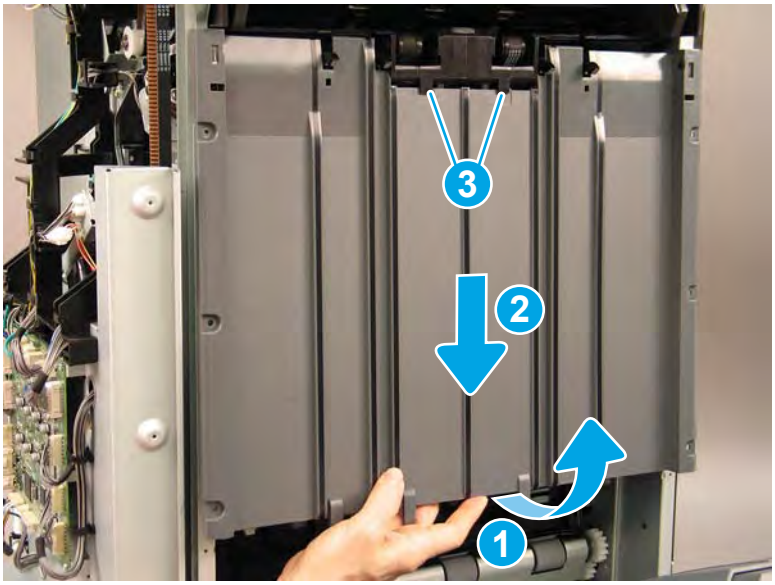


3. Rotate the lower edge of the shield away from the finisher (callout 1), and then slide the shield down (callout 2) to release it from two tabs (callout 3).

CAUTION: The shield is still attached to the finisher. Do not attempt to completely remove the shield.

Reinstallation tip: Position the shield under the two tabs (callout 3) when reinstalling it.

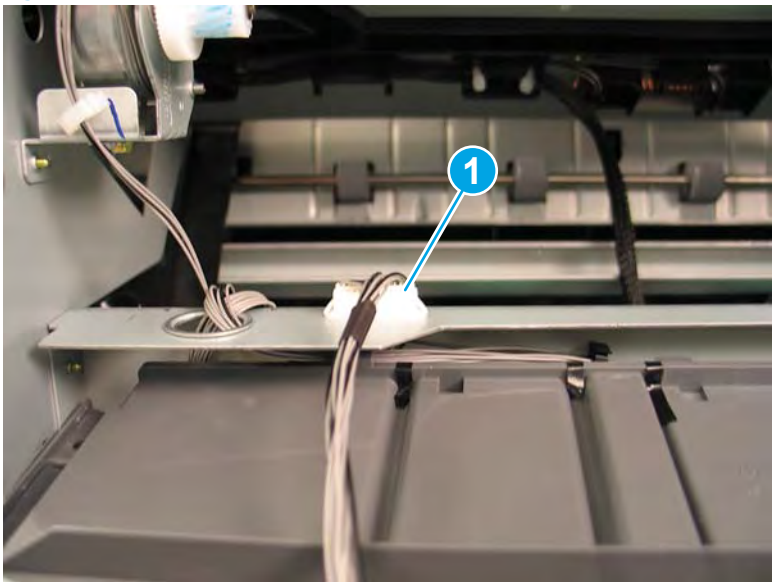
Figure 5-255 Release the shield



4. Disconnect one connector (callout 1), and then remove the upper shield assembly.

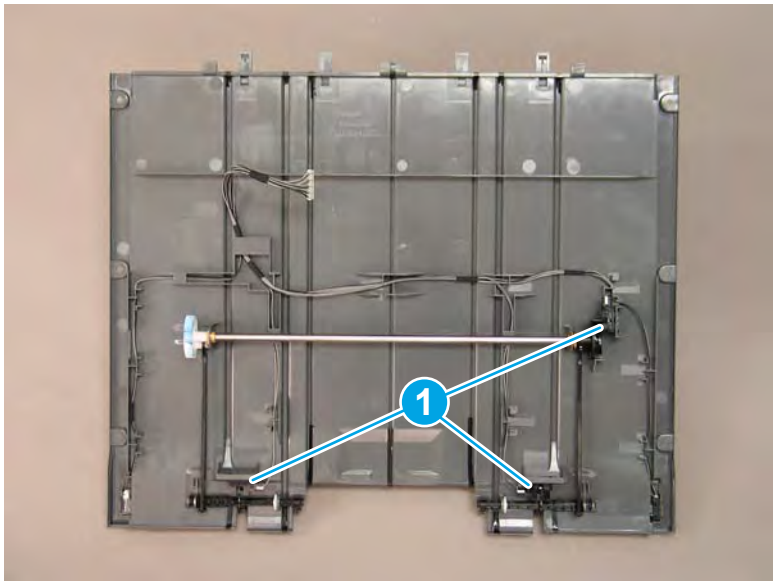
Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-256 Disconnect one connector



5. If you are replacing the upper shield assembly, locate three sensors (callout 1) on the back of the upper shield. Remove these sensors and transfer them to the replacement part.

Figure 5-257 Locate sensors



Step 10: Remove the ejector unit (finisher)

1. Rotate the green wheel to move the staple unit to the center of the finisher.

Figure 5-258 Move the staple unit to the center

2. Release one retainer (callout 1), and then disconnect three connectors (callout 2).

Figure 5-259 Disconnect three connectors

3. Remove two screws (callout 1).

Figure 5-260 Remove two screws

4. At the left side of the finisher, remove one screw (callout 1).

Figure 5-261 Remove one screw

5. Press up on the hinge (callout 1), release one tab (callout 2), and then rotate the sensor away from the finisher (callout 3).

Figure 5-262 Rotate the sensor

6. Remove one screw (callout 1).

   Figure 5-263 Remove one screw

7. Look inside the finisher through the stapler opening in the front and pull down to release and remove one shaft (callout 1) on the front tamper unit.

   Figure 5-264 Remove the front tamper shaft

8. At the rear of the finisher, disconnect two connectors (callout 1), and then remove three screws (callout 2).

   Figure 5-265 Disconnect two connectors and remove three screws

9. At the left side of the finisher, remove one screw (callout 1).

   Figure 5-266 Remove one screw

10. Look inside the finisher through the stapler opening in the rear and pull down to release and remove one shaft (callout 1) on the rear tamper unit.

    Figure 5-267 Remove the rear tamper shaft

11. At the left side of the finisher, disconnect one connector (callout 1).

    Figure 5-268 Disconnect one connector

12. At the rear of the finisher, disconnect one connector (callout 1).

    Figure 5-269 Disconnect one connector

13. At the rear of the finisher, press the wire retainer to the right to access and remove two screws (callout 1).

    Figure 5-270 Disconnect one connector

14. At the front of the finisher, remove two screws (callout 1).

    Figure 5-271 Remove two screws

15. Lift the inside edges of the front and rear tampers up.

Figure 5-272 Lift the edges of the tampers

16. Rotate the rear edge of the ejector unit away from the finisher (callout 1), and then slide it toward the rear of the finisher (callout 2) to remove it. Make sure that the PCA (callout 3) stays clear of the sheet metal frame.

Figure 5-273 Remove the ejector unit

17. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

NOTE: Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Ejector unit

a. When the front tamper shaft is removed, the retainer arm that held the one end of the shaft will drop down. When reinstalling the shaft, raise the retainer arm and position the end of the shaft in the notch (callout 1).

Figure 5-274 Reinstall the front tamper shaft

b. When the rear tamper shaft is removed, the retainer arm that held the one end of the shaft will drop down. When reinstalling the shaft, raise the retainer arm and position the end of the shaft in the notch (callout 1).

Figure 5-275 Reinstall the rear tamper shaft

Step 11: Remove the front tamper unit

▲ Lift the front tamper away from the finisher to remove it

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-276 Remove the front tamper

Step 12: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Rear tamper unit

- Introduction
- Step 1: Remove the right top cover (finisher)
- Step 2: Remove the top cover (finisher)
- Step 3: Remove the front door (finisher)
- Step 4: Remove the front cover (finisher)
- Step 5: Remove the rear cover
- Step 6: Remove the booklet tray (finisher)
- Step 7: Remove the caster cover (finisher)
- Step 8: Remove the lower shield assembly (finisher)
- Step 9: Remove the upper shield assembly (finisher)
- Step 10: Remove the ejector unit (finisher)
- Step 11: Remove the rear tamper unit
- Step 12: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the rear tamper unit on the finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC82-00898A

To order the part, go to www.hp.com/buy/parts.

- Finisher Sub - Tamper Rear

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the right top cover (finisher)

▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

Reinstallation tip: The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-277 Remove six screws and the right top cover

Step 2: Remove the top cover (finisher)

1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

   Figure 5-278 Remove six screws

2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

   Figure 5-279 Remove six screws

3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-280 Disconnect one connector and release retainer

Reinstallation tip: Reverse the removal steps to install the assembly.

Step 3: Remove the front door (finisher)

1. Lift the top hinge pin up to release it from the retainer.

Figure 5-281 Lift the top hinge pin

2. Pull the top hinge pin up to remove it.

Figure 5-282 Remove the top hinge pin

3. Use a small, flat-blade screwdriver to release the lower hinge pin from the retainer, and then rotate it away from the finisher.

Figure 5-283 Release the lower hinge pin

4. Support the door with one hand, and then pull the lower hinge pin straight up to remove it.

Figure 5-284 Remove the lower hinge pin

5. Support the door with one hand, and then remove one screw (callout 1) to release the strap. Remove the front door

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-285 Remove one screw and the front door

Step 4: Remove the front cover (finisher)

1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-286 Remove the jam-access knob

2. If the punch unit is installed, remove the punch waste bin (callout 1).

3. Remove one screw (callout 1) on top of the front cover.

Figure 5-287 Remove one screw

4. Remove five machine screws (callout 1), and then remove the front cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-288 Remove five screws and the front cover

Step 5: Remove the rear cover

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-289 Remove seven screws

2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

NOTE: Make sure to thread the power cable (callout 2) through the opening in the cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-290 Remove four screws and the rear cover

Step 6: Remove the booklet tray (finisher)

1. Raise the booklet tray up (callout 1), and then pull it away from the finisher (callout 2) to remove it.

Figure 5-291 Remove the booklet tray

2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

NOTE: Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Booklet tray

▲ Position the tabs (callout 1) on the tray into the slots (callout 2) on the finisher.

Figure 5-292 Install the booklet tray

Step 7: Remove the caster cover (finisher)

1. Remove two screw caps and two self-tapping screws (callout 1). Remove two screw caps and two machine screws (callout 2).

   Figure 5-293 Remove four screws

2. Rotate the left edge of the cover away from the finisher (callout 1), and then slide the cover to the left (callout 2) to remove it.

Reinstallation tip: Make sure that two tabs (callout 3) are positioned under the front lower cover when reinstalling the caster cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-294 Remove the caster cover

Step 8: Remove the lower shield assembly (finisher)

1. Remove four screws (callout 1).

NOTE: Raise the lower output tray as needed to access the screws.

Figure 5-295 Remove four screws

2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The shield is still attached to the finisher. Do not attempt to completely remove the shield.

Reinstallation tip: Position the shield under the four tabs (callout 2) when reinstalling it.

Figure 5-296 Release the lower shield

3. Disconnect two connectors (callout 1), and then remove the shield.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-297 Disconnect two connectors

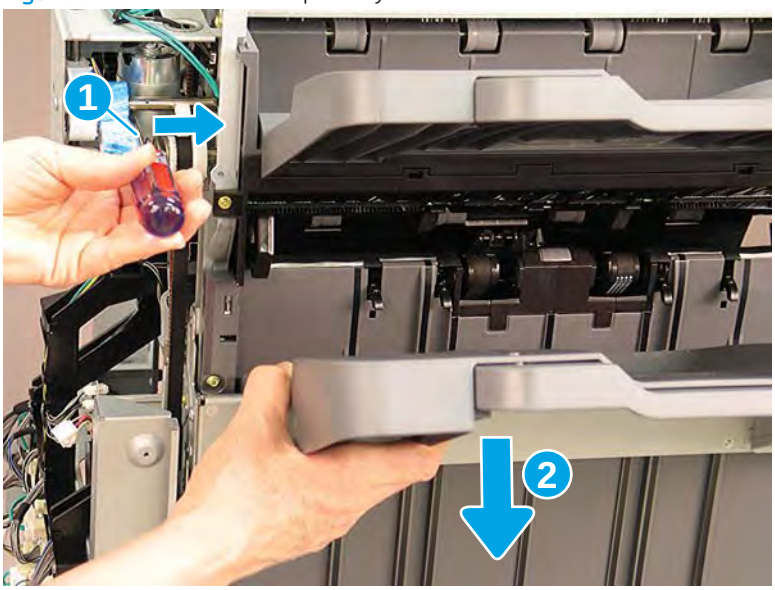
4. If you are replacing the lower shield assembly, locate three sensors (callout 1) on the back of the lower shield. Remove these sensors and transfer them to the replacement part.

Figure 5-298 Locate sensors

Step 9: Remove the upper shield assembly (finisher)

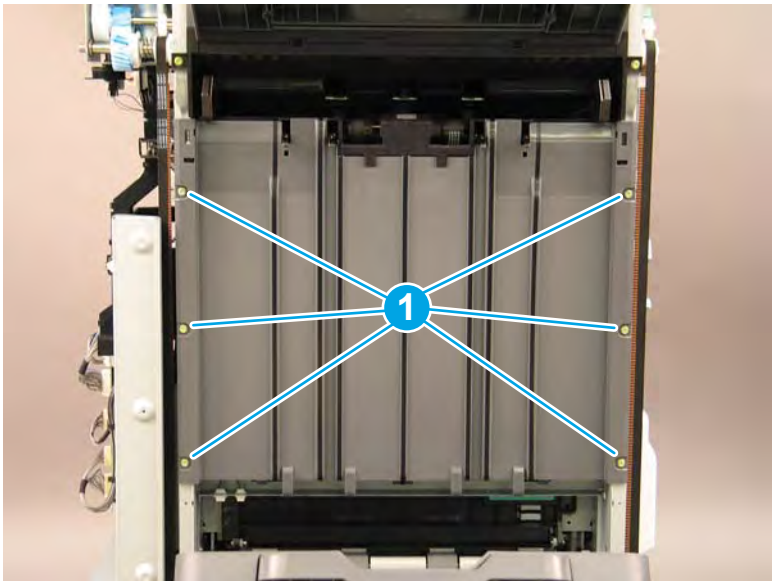
1. Bring the lower output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-299 Lower the output tray



2. Remove six machine screws (callout 1).

Figure 5-300 Remove six screws

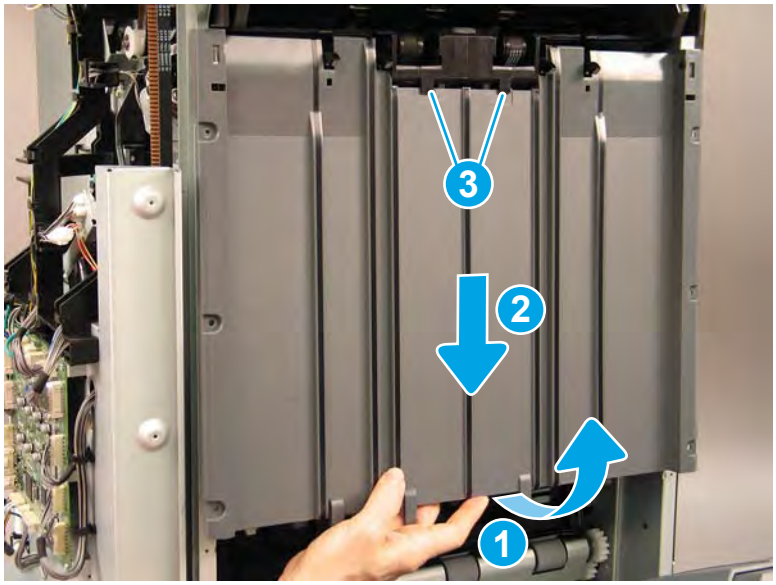


3. Rotate the lower edge of the shield away from the finisher (callout 1), and then slide the shield down (callout 2) to release it from two tabs (callout 3).

CAUTION: The shield is still attached to the finisher. Do not attempt to completely remove the shield.

Reinstallation tip: Position the shield under the two tabs (callout 3) when reinstalling it.

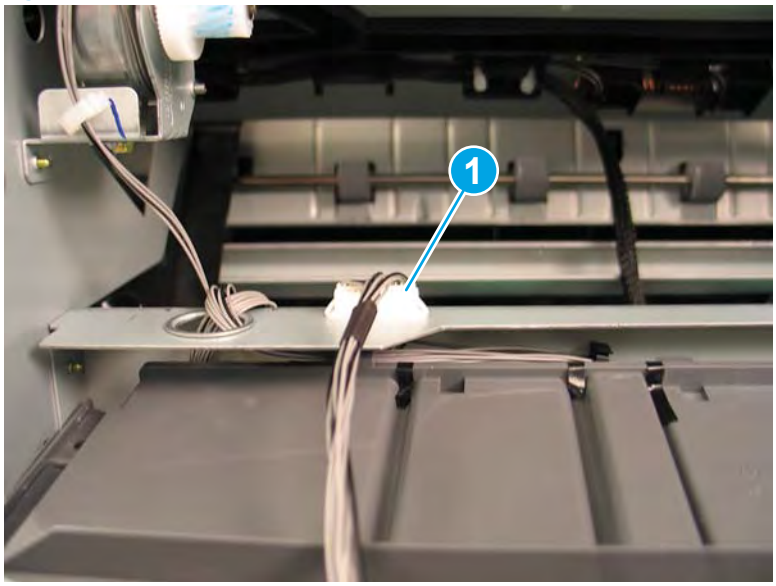
Figure 5-301 Release the shield



4. Disconnect one connector (callout 1), and then remove the upper shield assembly.

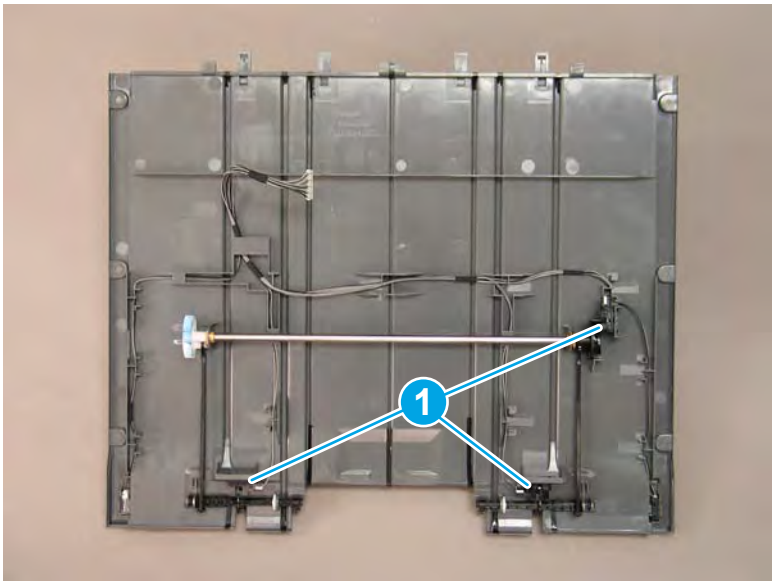
Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-302 Disconnect one connector



5. If you are replacing the upper shield assembly, locate three sensors (callout 1) on the back of the upper shield. Remove these sensors and transfer them to the replacement part.

Figure 5-303 Locate sensors



Step 10: Remove the ejector unit (finisher)

1. Rotate the green wheel to move the staple unit to the center of the finisher.

Figure 5-304 Move the staple unit to the center

2. Release one retainer (callout 1), and then disconnect three connectors (callout 2).

Figure 5-305 Disconnect three connectors

3. Remove two screws (callout 1).

Figure 5-306 Remove two screws

4. At the left side of the finisher, remove one screw (callout 1).

Figure 5-307 Remove one screw

5. Press up on the hinge (callout 1), release one tab (callout 2), and then rotate the sensor away from the finisher (callout 3).

Figure 5-308 Rotate the sensor

6. Remove one screw (callout 1).

Figure 5-309 Remove one screw

7. Look inside the finisher through the stapler opening in the front and pull down to release and remove one shaft (callout 1) on the front tamper unit.

Figure 5-310 Remove the front tamper shaft

8. At the rear of the finisher, disconnect two connectors (callout 1), and then remove three screws (callout 2).

Figure 5-311 Disconnect two connectors and remove three screws

9. At the left side of the finisher, remove one screw (callout 1).

Figure 5-312 Remove one screw

10. Look inside the finisher through the stapler opening in the rear and pull down to release and remove one shaft (callout 1) on the rear tamper unit.

Figure 5-313 Remove the rear tamper shaft

11. At the left side of the finisher, disconnect one connector (callout 1).

Figure 5-314 Disconnect one connector

12. At the rear of the finisher, disconnect one connector (callout 1).

Figure 5-315 Disconnect one connector

13. At the rear of the finisher, press the wire retainer to the right to access and remove two screws (callout 1).

Figure 5-316 Disconnect one connector

14. At the front of the finisher, remove two screws (callout 1).

Figure 5-317 Remove two screws

15. Lift the inside edges of the front and rear tampers up.

    Figure 5-318 Lift the edges of the tampers

16. Rotate the rear edge of the ejector unit away from the finisher (callout 1), and then slide it toward the rear of the finisher (callout 2) to remove it. Make sure that the PCA (callout 3) stays clear of the sheet metal frame.

    Figure 5-319 Remove the ejector unit

17. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

NOTE: Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Ejector unit

a. When the front tamper shaft is removed, the retainer arm that held the one end of the shaft will drop down. When reinstalling the shaft, raise the retainer arm and position the end of the shaft in the notch (callout 1).

   Figure 5-320 Reinstall the front tamper shaft

b. When the rear tamper shaft is removed, the retainer arm that held the one end of the shaft will drop down. When reinstalling the shaft, raise the retainer arm and position the end of the shaft in the notch (callout 1).

   Figure 5-321 Reinstall the rear tamper shaft

Step 11: Remove the rear tamper unit

▲ Lift the rear tamper away from the finisher to remove it

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-322 Remove the rear tamper

Step 12: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Feed entrance motor (M1)

- Introduction
- Step 1: Remove the right top cover (finisher)
- Step 2: Remove the top cover (finisher)
- Step 3: Remove the rear cover (finisher)
- Step 4: Remove the feed entrance motor (M1)
- Step 5: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the feed entrance motor on the finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC31-00163B

To order the part, go to www.hp.com/buy/parts.

- Motor, Step

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the right top cover (finisher)

▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

Reinstallation tip: The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-323 Remove six screws and the right top cover

Step 2: Remove the top cover (finisher)

1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

   Figure 5-324 Remove six screws

2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

   Figure 5-325 Remove six screws

3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-326 Disconnect one connector and release retainer

Reinstallation tip: Reverse the removal steps to install the assembly.

Step 3: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

   Figure 5-327 Remove seven screws

2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

NOTE: Make sure to thread the power cable (callout 2) through the opening in the cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-328 Remove four screws and the rear cover

Step 4: Remove the feed entrance motor (M1)

▲ Release one retainer (callout 1), and then disconnect one connector (callout 2). Remove two screws (callout 3), and then remove the feed entrance motor.

Reinstallation tip: Make sure that the belt (callout 4) is positioned on the gear behind the motor when reinstalling the motor.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-329 Remove the feed entrance motor

Step 5: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Feed exit motor (M2)

- Introduction
- Step 1: Remove the right top cover (finisher)
- Step 2: Remove the top cover (finisher)
- Step 3: Remove the rear cover (finisher)
- Step 4: Remove the feed exit motor (M2)
- Step 5: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the feed exit motor on the finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC31-00163B

To order the part, go to www.hp.com/buy/parts.

- Motor, Step

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the right top cover (finisher)

▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

Reinstallation tip: The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-330 Remove six screws and the right top cover

Step 2: Remove the top cover (finisher)

1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

   Figure 5-331 Remove six screws

2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

   Figure 5-332 Remove six screws

3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).

   Reinstallation tip: Reverse the removal steps to install the assembly.

   Figure 5-333 Disconnect one connector and release retainer

Reinstallation tip: Reverse the removal steps to install the assembly.

Step 3: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

   Figure 5-334 Remove seven screws

2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

NOTE: Make sure to thread the power cable (callout 2) through the opening in the cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-335 Remove four screws and the rear cover

Step 4: Remove the feed exit motor (M2)

▲ Release one retainer (callout 1), and then disconnect one connector (callout 2). Remove two screws (callout 3), and then remove the feed exit motor.

Reinstallation tip: Make sure that the belt (callout 4) is positioned on the gear behind the motor when reinstalling the motor.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-336 Remove the feed exit motor

Step 5: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Buffer motor, gear, and sensor (M3)

- Introduction
- Step 1: Remove the right top cover (finisher)
- Step 2: Remove the top cover (finisher)
- Step 3: Remove the front cover (finisher)
- Step 4: Remove the buffer motor, gear, and sensor
- Step 5: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the buffer motor, gear, and sensor on the finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC90-01453A

To order the part, go to www.hp.com/buy/parts.

- Finisher sub - drive buffer

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.

- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the right top cover (finisher)

▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

Reinstallation tip: The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-337 Remove six screws and the right top cover

Step 2: Remove the top cover (finisher)

1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

   Figure 5-338 Remove six screws

2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

   Figure 5-339 Remove six screws

3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).

   Reinstallation tip: Reverse the removal steps to install the assembly.

   Figure 5-340 Disconnect one connector and release retainer

   Reinstallation tip: Reverse the removal steps to install the assembly.

Step 3: Remove the front cover (finisher)

1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-341 Remove the jam-access knob

2. If the punch unit is installed, remove the punch waste bin (callout 1).
3. Remove one screw (callout 1) on top of the front cover.

Figure 5-342 Remove one screw

4. Remove five machine screws (callout 1), and then remove the front cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-343 Remove five screws and the front cover

Step 4: Remove the buffer motor, gear, and sensor

1. Disconnect two connectors (callout 1), and then remove two screws (callout 2).

Figure 5-344 Disconnect two connectors and remove two screws

2. If you are replacing the gear, slide it off of the shaft.

Figure 5-345 Slide the gear off of the shaft

3. If you are replacing the sensor (callout 1), remove it from the motor housing.

Figure 5-346 Remove the sensor

4. If you are replacing the motor, do the following:).

Reinstallation tip: Reverse the removal steps to install the assembly.

a. Remove two screws (callout 1)

Figure 5-347 Remove two screws

b. Lower the motor (callout 1) and then pull it away from the housing (callout 2) to remove it.

Figure 5-348 Remove the buffer motor

Step 5: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Front tamper motor (M6)

- Introduction
- Step 1: Remove the right top cover (finisher)
- Step 2: Remove the top cover (finisher)
- Step 3: Remove the front door (finisher)
- Step 4: Remove the front cover (finisher)
- Step 5: Remove the rear cover
- Step 6: Remove the booklet tray (finisher)
- Step 7: Remove the caster cover (finisher)
- Step 8: Remove the lower shield assembly (finisher)
- Step 9: Remove the upper shield assembly (finisher)
- Step 10: Remove the ejector unit (finisher)
- Step 11: Remove the front tamper (finisher)
- Step 12: Remove the front tamper motor (M7)
- Step 13: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the front tamper motor on the finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC93-01001A

To order the part, go to www.hp.com/buy/parts.

- Drive Motor, Step

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the right top cover (finisher)

▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

Reinstallation tip: The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-349 Remove six screws and the right top cover

Step 2: Remove the top cover (finisher)

1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

   Figure 5-350 Remove six screws

2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

   Figure 5-351 Remove six screws

3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-352 Disconnect one connector and release retainer

Reinstallation tip: Reverse the removal steps to install the assembly.

Step 3: Remove the front door (finisher)

1. Lift the top hinge pin up to release it from the retainer.

Figure 5-353 Lift the top hinge pin

2. Pull the top hinge pin up to remove it.

Figure 5-354 Remove the top hinge pin

3. Use a small, flat-blade screwdriver to release the lower hinge pin from the retainer, and then rotate it away from the finisher.

Figure 5-355 Release the lower hinge pin

4. Support the door with one hand, and then pull the lower hinge pin straight up to remove it.

Figure 5-356 Remove the lower hinge pin

5. Support the door with one hand, and then remove one screw (callout 1) to release the strap. Remove the front door

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-357 Remove one screw and the front door

Step 4: Remove the front cover (finisher)

1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-358 Remove the jam-access knob

2. If the punch unit is installed, remove the punch waste bin (callout 1).

3. Remove one screw (callout 1) on top of the front cover.

Figure 5-359 Remove one screw

4. Remove five machine screws (callout 1), and then remove the front cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-360 Remove five screws and the front cover

Step 5: Remove the rear cover

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-361 Remove seven screws

2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

NOTE: Make sure to thread the power cable (callout 2) through the opening in the cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-362 Remove four screws and the rear cover

Step 6: Remove the booklet tray (finisher)

1. Raise the booklet tray up (callout 1), and then pull it away from the finisher (callout 2) to remove it.

Figure 5-363 Remove the booklet tray

2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

NOTE: Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Booklet tray

▲ Position the tabs (callout 1) on the tray into the slots (callout 2) on the finisher.

Figure 5-364 Install the booklet tray

Step 7: Remove the caster cover (finisher)

1. Remove two screw caps and two self-tapping screws (callout 1). Remove two screw caps and two machine screws (callout 2).

   Figure 5-365 Remove four screws

2. Rotate the left edge of the cover away from the finisher (callout 1), and then slide the cover to the left (callout 2) to remove it.

Reinstallation tip: Make sure that two tabs (callout 3) are positioned under the front lower cover when reinstalling the caster cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-366 Remove the caster cover

Step 8: Remove the lower shield assembly (finisher)

1. Remove four screws (callout 1).

NOTE: Raise the lower output tray as needed to access the screws.

Figure 5-367 Remove four screws

2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The shield is still attached to the finisher. Do not attempt to completely remove the shield.

Reinstallation tip: Position the shield under the four tabs (callout 2) when reinstalling it.

Figure 5-368 Release the lower shield

3. Disconnect two connectors (callout 1), and then remove the shield.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-369 Disconnect two connectors

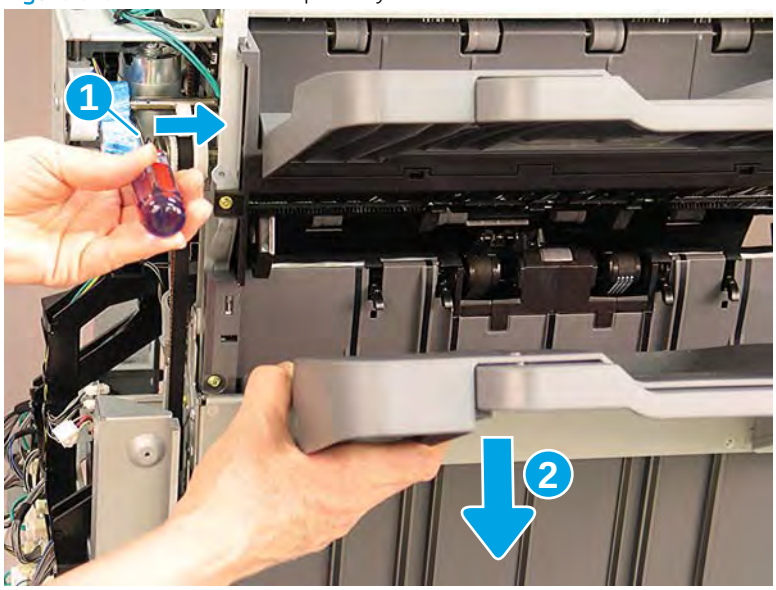
4. If you are replacing the lower shield assembly, locate three sensors (callout 1) on the back of the lower shield. Remove these sensors and transfer them to the replacement part.

Figure 5-370 Locate sensors

Step 9: Remove the upper shield assembly (finisher)

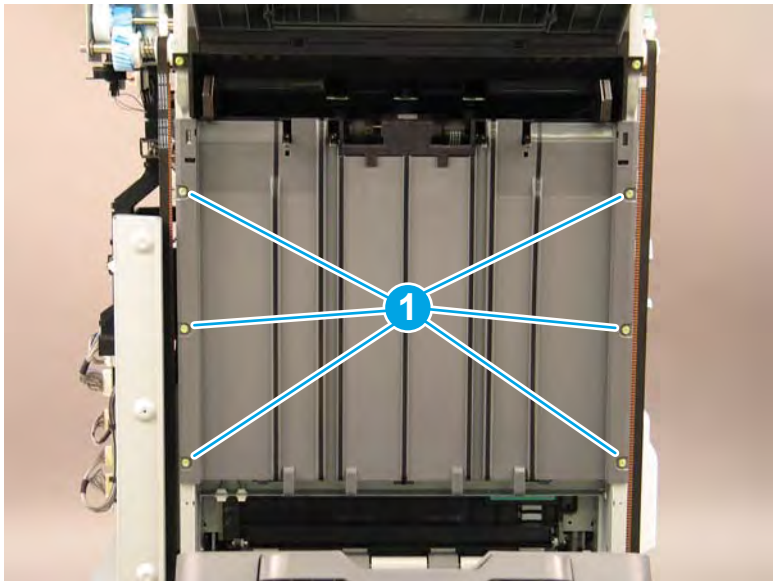
1. Bring the lower output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-371 Lower the output tray



2. Remove six machine screws (callout 1).

Figure 5-372 Remove six screws

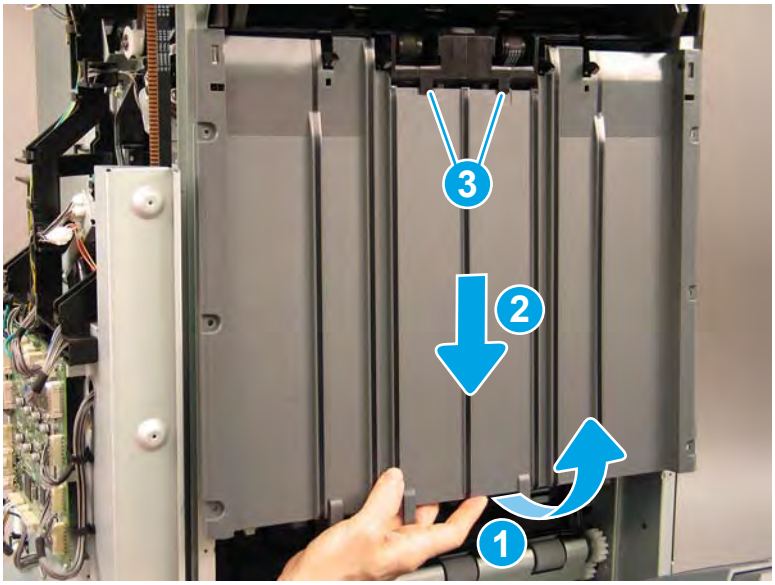


3. Rotate the lower edge of the shield away from the finisher (callout 1), and then slide the shield down (callout 2) to release it from two tabs (callout 3).

CAUTION: The shield is still attached to the finisher. Do not attempt to completely remove the shield.

Reinstallation tip: Position the shield under the two tabs (callout 3) when reinstalling it.

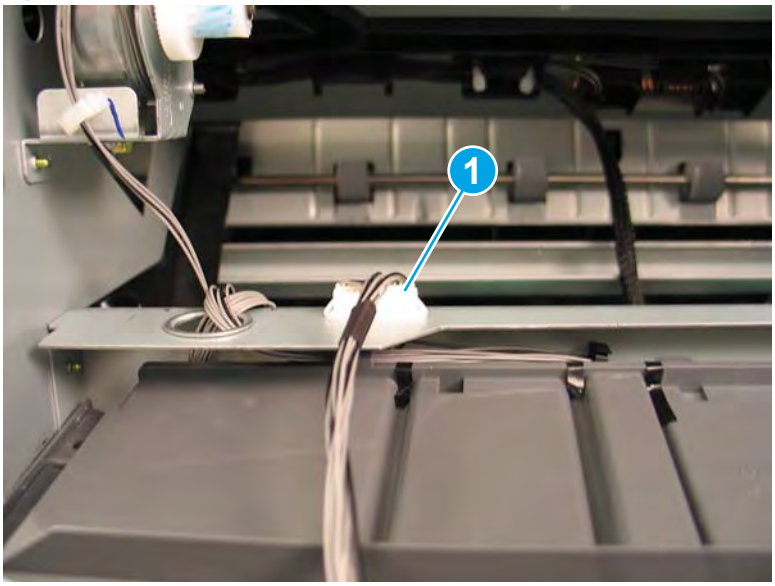
Figure 5-373 Release the shield



4. Disconnect one connector (callout 1), and then remove the upper shield assembly.

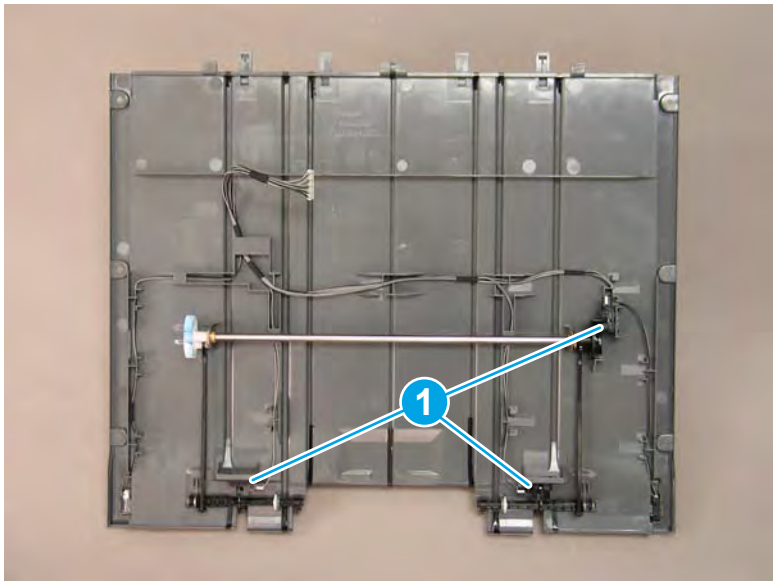
Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-374 Disconnect one connector



5. If you are replacing the upper shield assembly, locate three sensors (callout 1) on the back of the upper shield. Remove these sensors and transfer them to the replacement part.

Figure 5-375 Locate sensors



Step 10: Remove the ejector unit (finisher)

1. Rotate the green wheel to move the staple unit to the center of the finisher.

Figure 5-376 Move the staple unit to the center

2. Release one retainer (callout 1), and then disconnect three connectors (callout 2).

Figure 5-377 Disconnect three connectors

3. Remove two screws (callout 1).

Figure 5-378 Remove two screws

4. At the left side of the finisher, remove one screw (callout 1).

Figure 5-379 Remove one screw

5. Press up on the hinge (callout 1), release one tab (callout 2), and then rotate the sensor away from the finisher (callout 3).

Figure 5-380 Rotate the sensor

6. Remove one screw (callout 1).

Figure 5-381 Remove one screw

7. Look inside the finisher through the stapler opening in the front and pull down to release and remove one shaft (callout 1) on the front tamper unit.

Figure 5-382 Remove the front tamper shaft

8. At the rear of the finisher, disconnect two connectors (callout 1), and then remove three screws (callout 2).

Figure 5-383 Disconnect two connectors and remove three screws

9. At the left side of the finisher, remove one screw (callout 1).

Figure 5-384 Remove one screw

10. Look inside the finisher through the stapler opening in the rear and pull down to release and remove one shaft (callout 1) on the rear tamper unit.

Figure 5-385 Remove the rear tamper shaft

11. At the left side of the finisher, disconnect one connector (callout 1).

Figure 5-386 Disconnect one connector

12. At the rear of the finisher, disconnect one connector (callout 1).

Figure 5-387 Disconnect one connector

13. At the rear of the finisher, press the wire retainer to the right to access and remove two screws (callout 1).

Figure 5-388 Disconnect one connector

14. At the front of the finisher, remove two screws (callout 1).

Figure 5-389 Remove two screws

15. Lift the inside edges of the front and rear tampers up.

Figure 5-390 Lift the edges of the tampers

16. Rotate the rear edge of the ejector unit away from the finisher (callout 1), and then slide it toward the rear of the finisher (callout 2) to remove it. Make sure that the PCA (callout 3) stays clear of the sheet metal frame.

Figure 5-391 Remove the ejector unit

17. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

NOTE: Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Ejector unit

a. When the front tamper shaft is removed, the retainer arm that held the one end of the shaft will drop down. When reinstalling the shaft, raise the retainer arm and position the end of the shaft in the notch (callout 1).

Figure 5-392 Reinstall the front tamper shaft

b. When the rear tamper shaft is removed, the retainer arm that held the one end of the shaft will drop down. When reinstalling the shaft, raise the retainer arm and position the end of the shaft in the notch (callout 1).

Figure 5-393 Reinstall the rear tamper shaft

Step 11: Remove the front tamper (finisher)

▲ Lift the front tamper away from the finisher to remove it

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-394 Remove the front tamper

Step 12: Remove the front tamper motor (M7)

1. Remove two screws (callout 1).

Figure 5-395 Remove two screws

2. Release the belt (callout 1), and then remove the front tamper motor.

Reinstallation tip: Make sure that the belt is routed correctly when reinstalling the motor.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-396 Release the belt and remove the motor

Step 13: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Rear tamper motor (M7)

- Introduction
- Step 1: Remove the right top cover (finisher)
- Step 2: Remove the top cover (finisher)
- Step 3: Remove the front door (finisher)
- Step 4: Remove the front cover (finisher)
- Step 5: Remove the rear cover
- Step 6: Remove the booklet tray (finisher)
- Step 7: Remove the caster cover (finisher)
- Step 8: Remove the lower shield assembly (finisher)
- Step 9: Remove the upper shield assembly (finisher)
- Step 10: Remove the ejector unit (finisher)
- Step 11: Remove the rear tamper (finisher)
- Step 12: Remove the rear tamper motor (M7)
- Step 13: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the rear tamper motor on the finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC93-01001A

To order the part, go to www.hp.com/buy/parts.

- Drive Motor, Step

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the right top cover (finisher)

▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

Reinstallation tip: The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-397 Remove six screws and the right top cover

Step 2: Remove the top cover (finisher)

1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

   Figure 5-398 Remove six screws

2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

   Figure 5-399 Remove six screws

3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-400 Disconnect one connector and release retainer

Reinstallation tip: Reverse the removal steps to install the assembly.

Step 3: Remove the front door (finisher)

1. Lift the top hinge pin up to release it from the retainer.

Figure 5-401 Lift the top hinge pin

2. Pull the top hinge pin up to remove it.

Figure 5-402 Remove the top hinge pin

3. Use a small, flat-blade screwdriver to release the lower hinge pin from the retainer, and then rotate it away from the finisher.

Figure 5-403 Release the lower hinge pin

4. Support the door with one hand, and then pull the lower hinge pin straight up to remove it.

Figure 5-404 Remove the lower hinge pin

5. Support the door with one hand, and then remove one screw (callout 1) to release the strap. Remove the front door

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-405 Remove one screw and the front door

Step 4: Remove the front cover (finisher)

1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

Figure 5-406 Remove the jam-access knob

2. If the punch unit is installed, remove the punch waste bin (callout 1).

3. Remove one screw (callout 1) on top of the front cover.

Figure 5-407 Remove one screw

4. Remove five machine screws (callout 1), and then remove the front cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-408 Remove five screws and the front cover

Step 5: Remove the rear cover

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-409 Remove seven screws

2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

NOTE: Make sure to thread the power cable (callout 2) through the opening in the cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-410 Remove four screws and the rear cover

Step 6: Remove the booklet tray (finisher)

1. Raise the booklet tray up (callout 1), and then pull it away from the finisher (callout 2) to remove it.

Figure 5-411 Remove the booklet tray

2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

NOTE: Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Booklet tray

▲ Position the tabs (callout 1) on the tray into the slots (callout 2) on the finisher.

Figure 5-412 Install the booklet tray

Step 7: Remove the caster cover (finisher)

1. Remove two screw caps and two self-tapping screws (callout 1). Remove two screw caps and two machine screws (callout 2).

   Figure 5-413 Remove four screws

2. Rotate the left edge of the cover away from the finisher (callout 1), and then slide the cover to the left (callout 2) to remove it.

Reinstallation tip: Make sure that two tabs (callout 3) are positioned under the front lower cover when reinstalling the caster cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-414 Remove the caster cover

Step 8: Remove the lower shield assembly (finisher)

1. Remove four screws (callout 1).

NOTE: Raise the lower output tray as needed to access the screws.

Figure 5-415 Remove four screws

2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The shield is still attached to the finisher. Do not attempt to completely remove the shield.

Reinstallation tip: Position the shield under the four tabs (callout 2) when reinstalling it.

Figure 5-416 Release the lower shield

3. Disconnect two connectors (callout 1), and then remove the shield.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-417 Disconnect two connectors

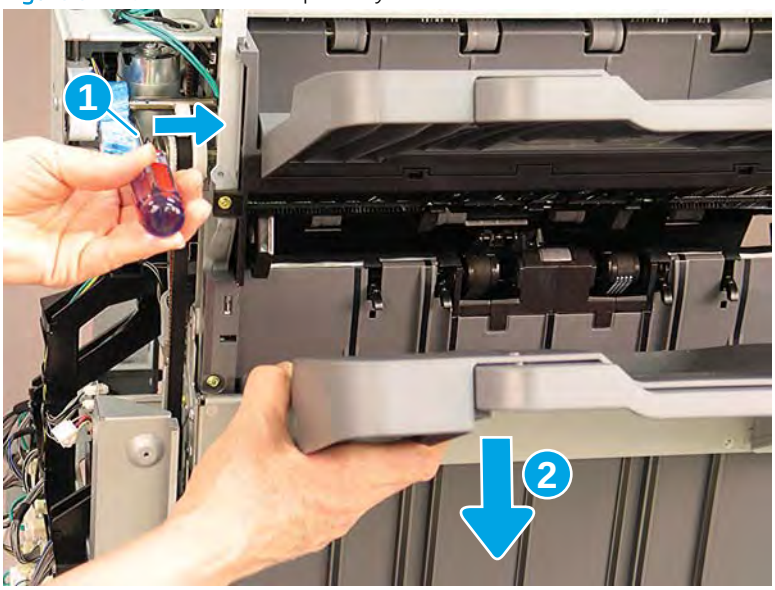
4. If you are replacing the lower shield assembly, locate three sensors (callout 1) on the back of the lower shield. Remove these sensors and transfer them to the replacement part.

Figure 5-418 Locate sensors

Step 9: Remove the upper shield assembly (finisher)

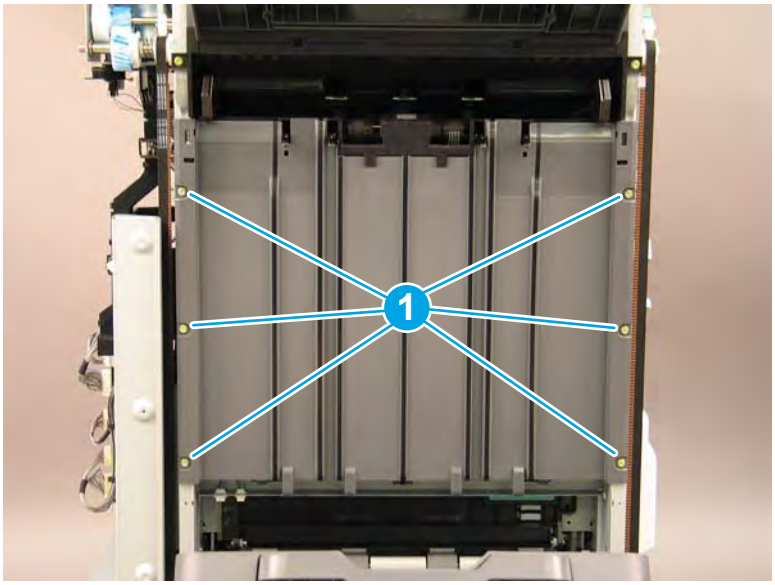
1. Bring the lower output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-419 Lower the output tray



2. Remove six machine screws (callout 1).

Figure 5-420 Remove six screws

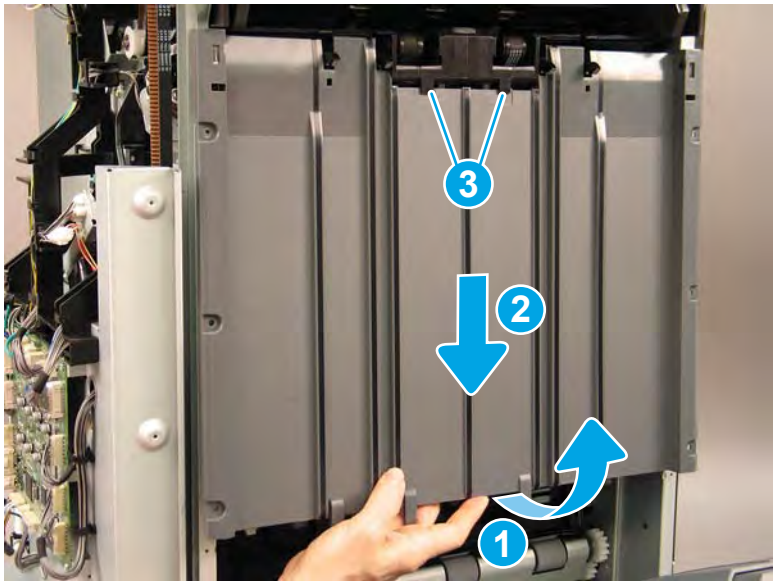


3. Rotate the lower edge of the shield away from the finisher (callout 1), and then slide the shield down (callout 2) to release it from two tabs (callout 3).

CAUTION: The shield is still attached to the finisher. Do not attempt to completely remove the shield.

Reinstallation tip: Position the shield under the two tabs (callout 3) when reinstalling it.

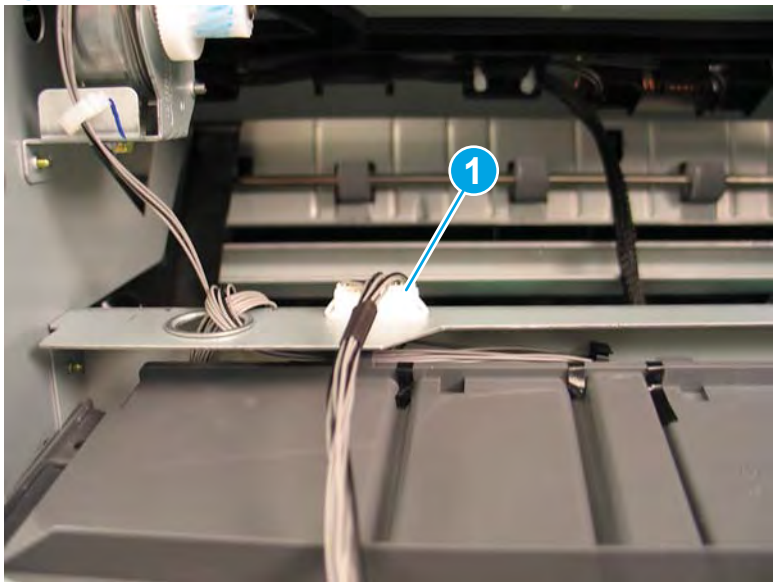
Figure 5-421 Release the shield



4. Disconnect one connector (callout 1), and then remove the upper shield assembly.

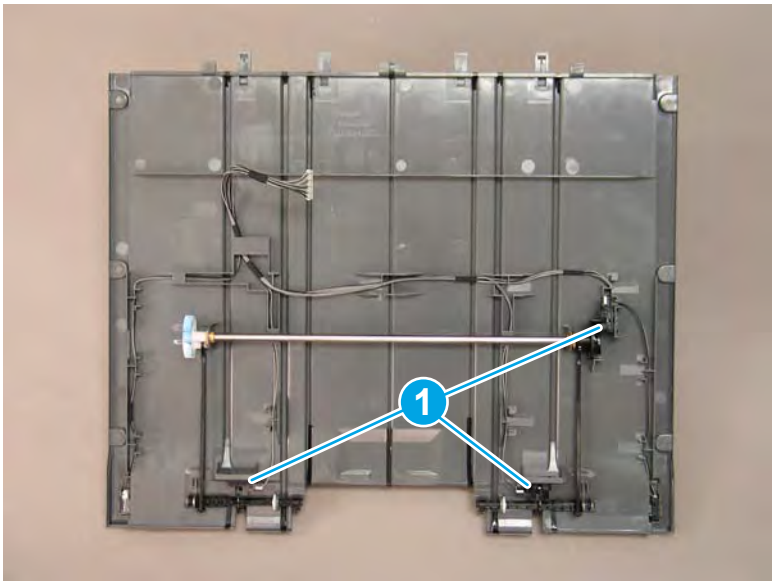
Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-422 Disconnect one connector



5. If you are replacing the upper shield assembly, locate three sensors (callout 1) on the back of the upper shield. Remove these sensors and transfer them to the replacement part.

Figure 5-423 Locate sensors



Step 10: Remove the ejector unit (finisher)

1. Rotate the green wheel to move the staple unit to the center of the finisher.

Figure 5-424 Move the staple unit to the center

2. Release one retainer (callout 1), and then disconnect three connectors (callout 2).

Figure 5-425 Disconnect three connectors

3. Remove two screws (callout 1).

Figure 5-426 Remove two screws

4. At the left side of the finisher, remove one screw (callout 1).

Figure 5-427 Remove one screw

5. Press up on the hinge (callout 1), release one tab (callout 2), and then rotate the sensor away from the finisher (callout 3).

Figure 5-428 Rotate the sensor

6. Remove one screw (callout 1).

Figure 5-429 Remove one screw

7. Look inside the finisher through the stapler opening in the front and pull down to release and remove one shaft (callout 1) on the front tamper unit.

Figure 5-430 Remove the front tamper shaft

8. At the rear of the finisher, disconnect two connectors (callout 1), and then remove three screws (callout 2).

Figure 5-431 Disconnect two connectors and remove three screws

9. At the left side of the finisher, remove one screw (callout 1).

Figure 5-432 Remove one screw

10. Look inside the finisher through the stapler opening in the rear and pull down to release and remove one shaft (callout 1) on the rear tamper unit.

Figure 5-433 Remove the rear tamper shaft

11. At the left side of the finisher, disconnect one connector (callout 1).

Figure 5-434 Disconnect one connector

12. At the rear of the finisher, disconnect one connector (callout 1).

Figure 5-435 Disconnect one connector

13. At the rear of the finisher, press the wire retainer to the right to access and remove two screws (callout 1).

Figure 5-436 Disconnect one connector

14. At the front of the finisher, remove two screws (callout 1).

Figure 5-437 Remove two screws

15. Lift the inside edges of the front and rear tampers up.

Figure 5-438 Lift the edges of the tampers

16. Rotate the rear edge of the ejector unit away from the finisher (callout 1), and then slide it toward the rear of the finisher (callout 2) to remove it. Make sure that the PCA (callout 3) stays clear of the sheet metal frame.

Figure 5-439 Remove the ejector unit

17. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

NOTE: Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Ejector unit

a. When the front tamper shaft is removed, the retainer arm that held the one end of the shaft will drop down. When reinstalling the shaft, raise the retainer arm and position the end of the shaft in the notch (callout 1).

Figure 5-440 Reinstall the front tamper shaft

b. When the rear tamper shaft is removed, the retainer arm that held the one end of the shaft will drop down. When reinstalling the shaft, raise the retainer arm and position the end of the shaft in the notch (callout 1).

Figure 5-441 Reinstall the rear tamper shaft

Step 11: Remove the rear tamper (finisher)

▲ Lift the rear tamper away from the finisher to remove it

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-442 Remove the rear tamper

Step 12: Remove the rear tamper motor (M7)

1. Remove two screws (callout 1).

Figure 5-443 Remove two screws

2. Release the belt (callout 1), and then remove the rear tamper motor.

Reinstallation tip: Make sure that the belt is routed correctly when reinstalling the motor.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-444 Release the belt and remove the motor

Step 13: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

SCU motor (M10)

- Introduction
- Step 1: Remove the right top cover (finisher)
- Step 2: Remove the top cover (finisher)
- Step 3: Remove the front door (finisher)
- Step 4: Remove the front cover (finisher)
- Step 5: Remove the rear cover
- Step 6: Remove the booklet tray (finisher)
- Step 7: Remove the caster cover (finisher)
- Step 8: Remove the lower shield assembly (finisher)
- Step 9: Remove the upper shield assembly (finisher)
- Step 10: Remove the SCU motor (M10)
- Step 11: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the SCU motor on the finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC93-01156A

To order the part, go to www.hp.com/buy/parts.

- Motor, Step

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the right top cover (finisher)

▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

Reinstallation tip: The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-445 Remove six screws and the right top cover

Step 2: Remove the top cover (finisher)

1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

   Figure 5-446 Remove six screws

2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

   Figure 5-447 Remove six screws

3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).

   Reinstallation tip: Reverse the removal steps to install the assembly.

   Figure 5-448 Disconnect one connector and release retainer

   Reinstallation tip: Reverse the removal steps to install the assembly.

Step 3: Remove the front door (finisher)

1. Lift the top hinge pin up to release it from the retainer.

   Figure 5-449 Lift the top hinge pin

2. Pull the top hinge pin up to remove it.

   Figure 5-450 Remove the top hinge pin

3. Use a small, flat-blade screwdriver to release the lower hinge pin from the retainer, and then rotate it away from the finisher.

   Figure 5-451 Release the lower hinge pin

4. Support the door with one hand, and then pull the lower hinge pin straight up to remove it.

   Figure 5-452 Remove the lower hinge pin

5. Support the door with one hand, and then remove one screw (callout 1) to release the strap. Remove the front door

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-453 Remove one screw and the front door

Step 4: Remove the front cover (finisher)

1. Release one tab (callout 1), and then pull the jam-access knob away from the finisher to remove it.

   Figure 5-454 Remove the jam-access knob

2. If the punch unit is installed, remove the punch waste bin (callout 1).

3. Remove one screw (callout 1) on top of the front cover.

   Figure 5-455 Remove one screw

4. Remove five machine screws (callout 1), and then remove the front cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-456 Remove five screws and the front cover

Step 5: Remove the rear cover

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-457 Remove seven screws

2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

NOTE: Make sure to thread the power cable (callout 2) through the opening in the cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-458 Remove four screws and the rear cover

Step 6: Remove the booklet tray (finisher)

1. Raise the booklet tray up (callout 1), and then pull it away from the finisher (callout 2) to remove it.

Figure 5-459 Remove the booklet tray

2. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

NOTE: Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Booklet tray

▲ Position the tabs (callout 1) on the tray into the slots (callout 2) on the finisher.

Figure 5-460 Install the booklet tray

Step 7: Remove the caster cover (finisher)

1. Remove two screw caps and two self-tapping screws (callout 1). Remove two screw caps and two machine screws (callout 2).

Figure 5-461 Remove four screws

2. Rotate the left edge of the cover away from the finisher (callout 1), and then slide the cover to the left (callout 2) to remove it.

Reinstallation tip: Make sure that two tabs (callout 3) are positioned under the front lower cover when reinstalling the caster cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-462 Remove the caster cover

Step 8: Remove the lower shield assembly (finisher)

1. Remove four screws (callout 1).

NOTE: Raise the lower output tray as needed to access the screws.

Figure 5-463 Remove four screws

2. Slide the shield down (callout 1) to release it from four tabs (callout 2), and then rotate it away from the finisher (callout 3).

CAUTION: The shield is still attached to the finisher. Do not attempt to completely remove the shield.

Reinstallation tip: Position the shield under the four tabs (callout 2) when reinstalling it.

Figure 5-464 Release the lower shield

3. Disconnect two connectors (callout 1), and then remove the shield.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-465 Disconnect two connectors

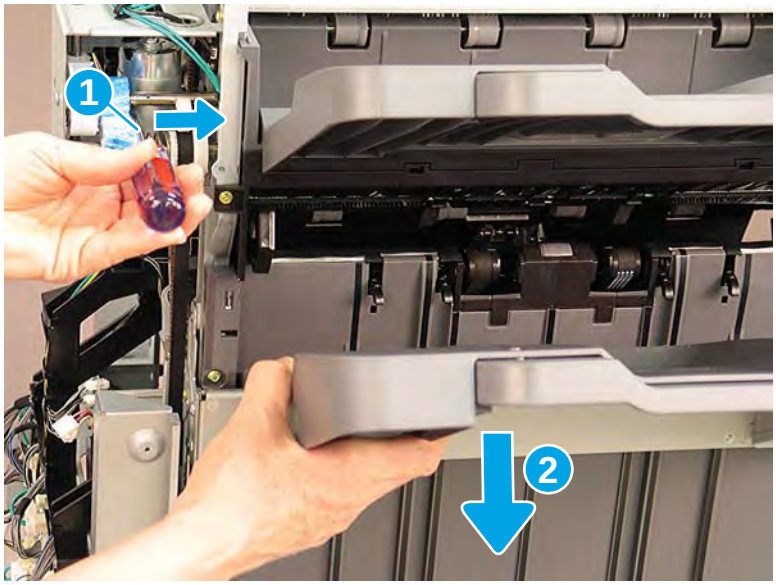
4. If you are replacing the lower shield assembly, locate three sensors (callout 1) on the back of the lower shield. Remove these sensors and transfer them to the replacement part.

Figure 5-466 Locate sensors

Step 9: Remove the upper shield assembly (finisher)

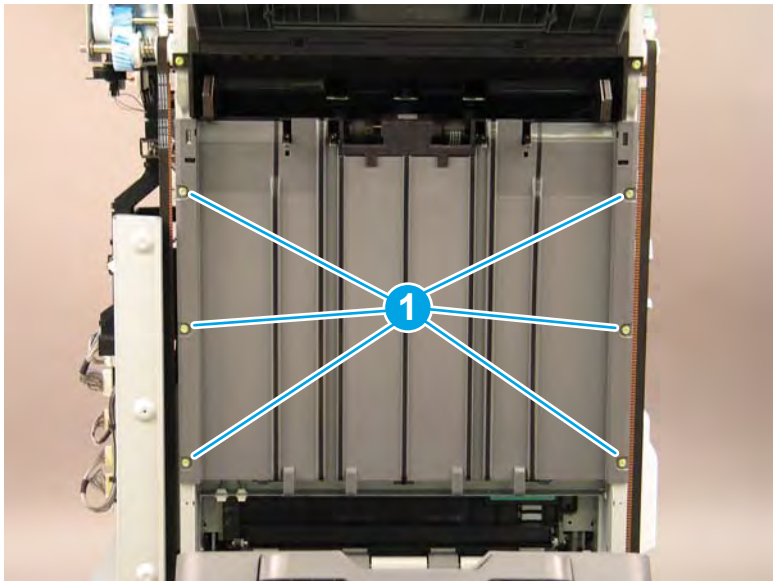
1. Bring the lower output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-467 Lower the output tray



2. Remove six machine screws (callout 1).

Figure 5-468 Remove six screws

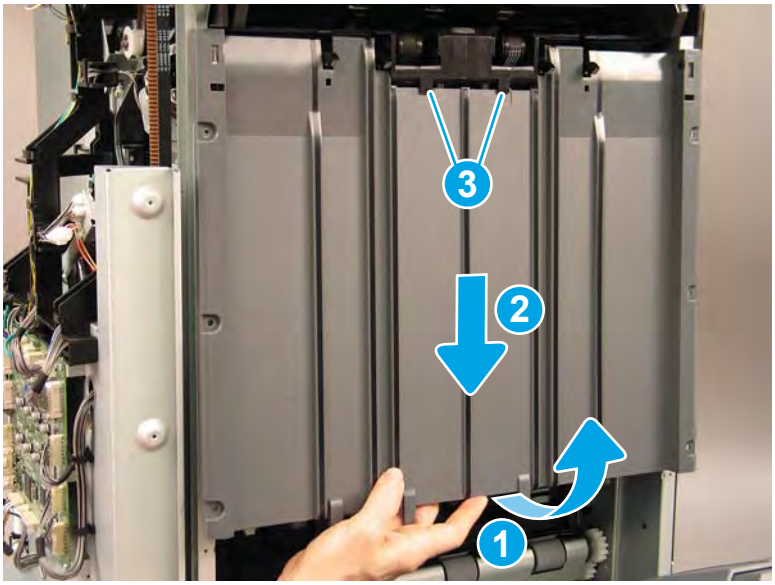


3. Rotate the lower edge of the shield away from the finisher (callout 1), and then slide the shield down (callout 2) to release it from two tabs (callout 3).

CAUTION: The shield is still attached to the finisher. Do not attempt to completely remove the shield.

Reinstallation tip: Position the shield under the two tabs (callout 3) when reinstalling it.

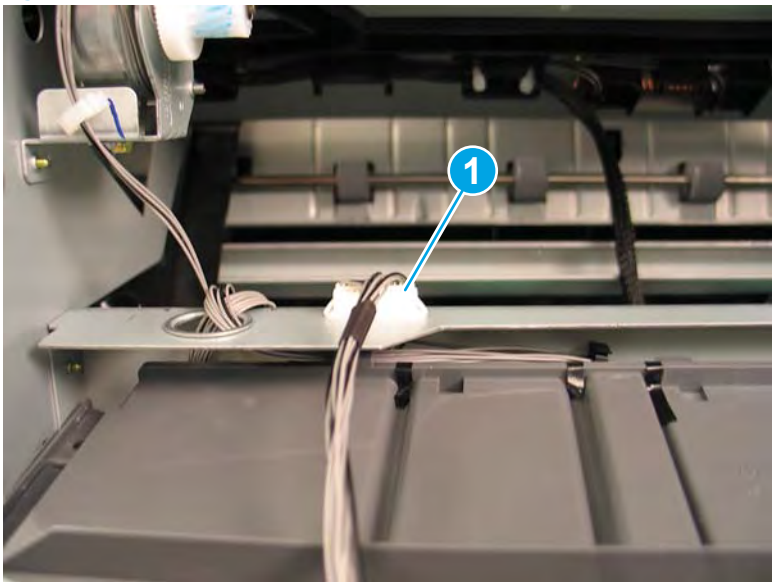
Figure 5-469 Release the shield



4. Disconnect one connector (callout 1), and then remove the upper shield assembly.

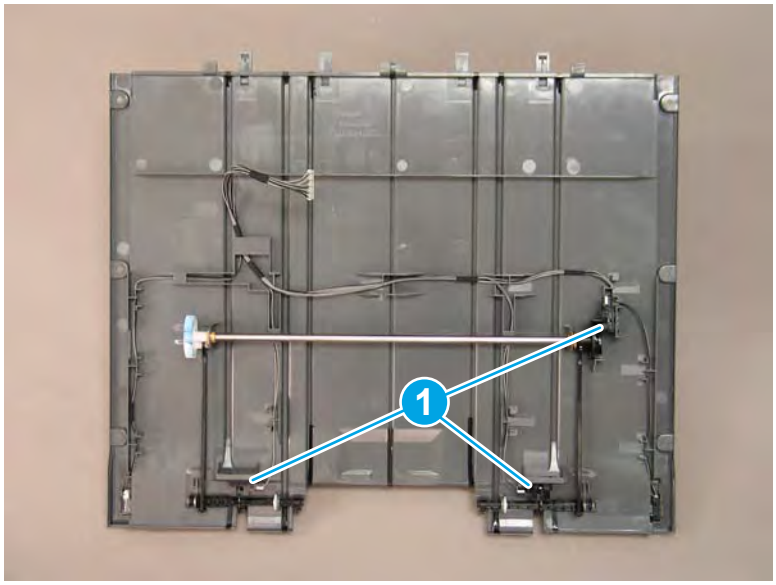
Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-470 Disconnect one connector



5. If you are replacing the upper shield assembly, locate three sensors (callout 1) on the back of the upper shield. Remove these sensors and transfer them to the replacement part.

Figure 5-471 Locate sensors



Step 10: Remove the SCU motor (M10)

1. Release one retainer (callout 1), and then disconnect one connector (callout 2).

Figure 5-472 Disconnect one connector

2. Remove two screws (callout 1), and then remove the motor and bracket.

Figure 5-473 Remove two screws

3. Remove two screws (callout 1), and then remove the motor.

Figure 5-474 Remove two screws and the motor

4. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

NOTE: Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: SCU motor (M10)

▲ When installing the motor and bracket, align the tab and slot on the motor bracket with the tab and slot in the printer.

Figure 5-475 Install the motor and bracket

Step 11: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Main tray moving motor (M11)

- Introduction
- Step 1: Remove the right top cover (finisher)
- Step 2: Remove the top cover (finisher)
- Step 3: Remove the rear cover (finisher)
- Step 4: Remove the main tray moving motor (M11)
- Step 5: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the main tray moving motor (M11) on the finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC90-01415B

To order the part, go to www.hp.com/buy/parts.

- Motor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the right top cover (finisher)

▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

Reinstallation tip: The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-476 Remove six screws and the right top cover

Step 2: Remove the top cover (finisher)

1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

   Figure 5-477 Remove six screws

2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

   Figure 5-478 Remove six screws

3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-479 Disconnect one connector and release retainer

Reinstallation tip: Reverse the removal steps to install the assembly.

Step 3: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

   Figure 5-480 Remove seven screws

2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

NOTE: Make sure to thread the power cable (callout 2) through the opening in the cover.

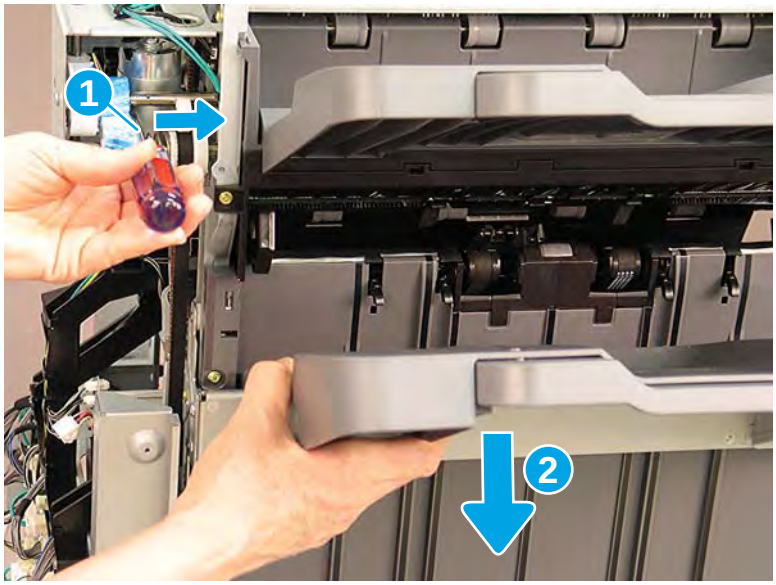
Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-481 Remove four screws and the rear cover

Step 4: Remove the main tray moving motor (M11)

1. Bring the lower output tray down by positioning the shaft of a screwdriver on the clutch (callout 1) and gently pressing to the right to release the clutch. Hold the clutch in the released position and lower the tray (callout 2) to the lowest position.

Figure 5-482 Lower the output tray



2. Open two retainers (callout 1), and then release the green wires (callout 2).

Figure 5-483 Open two retainers

3. Disconnect three connectors (callout 1).

Figure 5-484 Disconnect three connectors

4. Disconnect one connector (callout 1), and then thread the cable up through the opening in the top of the bracket.

Figure 5-485 Disconnect one connector

5. Remove four screws (callout 1), and then remove the motor assembly.

   Figure 5-486 Remove four screws and the motor assembly

6. Carefully pull the motor assembly away from the printer to remove it.

   Figure 5-487 Remove the motor assembly

7. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

   NOTE: Continue to reverse the removal steps to finish installing the assembly.

   Special installation instructions: Main tray moving motor (M11)

   a. Before installing the motor assembly, slide the bushing (callout 1) off of the shaft.

      Figure 5-488 Remove the bushing

   b. Align the flat edges on the bushing with the flat edges on the opening in the motor assembly bracket, and then install the bushing.

      Figure 5-489 Install the bushing

   c. Position the bushing over the shaft, and then install the motor assembly.

      Figure 5-490 Install the motor assembly

Step 5: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Booklet finisher front cover

- Introduction
- Step 1: Remove the booklet finisher front cover
- Step 2: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the booklet finisher front cover.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC90-01478B

To order the part, go to www.hp.com/buy/parts.

- Finisher Sub - Cover F Bm

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the booklet finisher front cover

▲ Slide the booklet finisher slightly away from the finisher (callout 1). Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3). Remove four screws (callout 4), and then remove the booklet finisher front cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-491 Remove five screws and the cover

Step 2: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Booklet finisher

- Introduction
- Step 1: Remove the right top cover (finisher)
- Step 2: Remove the top cover (finisher)
- Step 3: Remove the rear cover (finisher)
- Step 4: Remove the booklet finisher
- Step 5: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the booklet finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC90-01416A

To order the part, go to www.hp.com/buy/parts.

- Finisher Sub - Booklet Unit

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the right top cover (finisher)

▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

Reinstallation tip: The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-492 Remove six screws and the right top cover

Step 2: Remove the top cover (finisher)

1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

   Figure 5-493 Remove six screws

2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

   Figure 5-494 Remove six screws

3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-495 Disconnect one connector and release retainer

Reinstallation tip: Reverse the removal steps to install the assembly.

Step 3: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

   Figure 5-496 Remove seven screws

2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

NOTE: Make sure to thread the power cable (callout 2) through the opening in the cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-497 Remove four screws and the rear cover

Step 4: Remove the booklet finisher

1. Slide the booklet finisher away from the finisher.

Figure 5-498 Slide the booklet finisher away from the finisher

2. At the Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-499 Disconnect one connector and remove one screw

3. Release the metal bracket through the opening in the sheet metal.

Figure 5-500 Release the metal bracket

4. Remove one star-washer screw (callout 1), and then release the alignment pin (callout 2) on the right side of the booklet finisher.

Figure 5-501 Remove one screw

5. Slide the right rail toward the finisher.

Figure 5-502 Slide the right rail

6. Remove one star-washer screw (callout 1) on the left side of the booklet finisher.

Figure 5-503 Remove one screw

7. Lift the booklet finisher up on the left side while squeezing the right rail away from the finisher slightly to clear the sheet metal. Remove the booklet finisher.

Figure 5-504 Remove the booklet finisher

8. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

NOTE: Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Booklet finisher

- When installing the booklet finisher, position the hooks on the rail under the slots on the booklet finisher.

Figure 5-505 Position the hooks

9. When installed correctly, the arrow on the front of the booklet finisher aligns with the arrow on the finisher rail.

Figure 5-506 Align arrows

10. When installed correctly, the arrow on the back of the booklet finisher aligns with the arrow on the finisher rail.

Figure 5-507 Align arrows

11. Extend the right rail away from the finisher and position it in the booklet finisher slot.

Figure 5-508 Extend the right rail

Step 5: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Booklet finisher PCA

- Introduction
- Step 1: Remove the right top cover (finisher)
- Step 2: Remove the top cover (finisher)
- Step 3: Remove the rear cover (finisher)
- Step 4: Remove the booklet finisher
- Step 5: Remove the booklet finisher PCA
- Step 6: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the booklet finisher PCA.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC92-02790B

To order the part, go to www.hp.com/buy/parts.

- Booklet finisher PCA

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.

- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the right top cover (finisher)

- Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

Reinstallation tip: The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-509 Remove six screws and the right top cover

Step 2: Remove the top cover (finisher)

1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

   Figure 5-510 Remove six screws

2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

   Figure 5-511 Remove six screws

3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-512 Disconnect one connector and release retainer

Reinstallation tip: Reverse the removal steps to install the assembly.

Step 3: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-513 Remove seven screws

2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

NOTE: Make sure to thread the power cable (callout 2) through the opening in the cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-514 Remove four screws and the rear cover

Step 4: Remove the booklet finisher

1. Slide the booklet finisher away from the finisher.

Figure 5-515 Slide the booklet finisher away from the finisher

2. At the Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 5-516 Disconnect one connector and remove one screw

3. Release the metal bracket through the opening in the sheet metal.

Figure 5-517 Release the metal bracket

4. Remove one star-washer screw (callout 1), and then release the alignment pin (callout 2) on the right side of the booklet finisher.

Figure 5-518 Remove one screw

5. Slide the right rail toward the finisher.

Figure 5-519 Slide the right rail

6. Remove one star-washer screw (callout 1) on the left side of the booklet finisher.

Figure 5-520 Remove one screw

7. Lift the booklet finisher up on the left side while squeezing the right rail away from the finisher slightly to clear the sheet metal. Remove the booklet finisher.

Figure 5-521 Remove the booklet finisher

8. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

NOTE: Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Booklet finisher

▲ When installing the booklet finisher, position the hooks on the rail under the slots on the booklet finisher.

Figure 5-522 Position the hooks

9. When installed correctly, the arrow on the front of the booklet finisher aligns with the arrow on the finisher rail.

Figure 5-523 Align arrows

10. When installed correctly, the arrow on the back of the booklet finisher aligns with the arrow on the finisher rail.

Figure 5-524 Align arrows

11. Extend the right rail away from the finisher and position it in the booklet finisher slot.

Figure 5-525 Extend the right rail

Step 5: Remove the booklet finisher PCA

1. Remove two screws (callout 1).

Figure 5-526 Remove two screws

2. Remove one screw (callout 1), and then remove the metal cover.

Figure 5-527 Remove one screw and the metal cover

3. Disconnect all of the connectors, remove four screws (callout 1), and then remove the booklet finisher PCA.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-528 Remove four screws and the PCA

Step 6: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Booklet finisher fold stopper unit

- Introduction
- Step 1: Remove the right top cover (finisher)
- Step 2: Remove the top cover (finisher)
- Step 3: Remove the rear cover (finisher)
- Step 4: Remove the booklet finisher front cover
- Step 5: Remove the booklet finisher lower right shield
- Step 6: Remove the fold stopper unit
- Step 7: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the booklet finisher fold stopper unit.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC90-01432A

To order the part, go to www.hp.com/buy/parts.

- Finisher Sub - Face Down Stopper Unit

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.

- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the right top cover (finisher)

▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

Reinstallation tip: The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-529 Remove six screws and the right top cover

Step 2: Remove the top cover (finisher)

1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

   Figure 5-530 Remove six screws

2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

   Figure 5-531 Remove six screws

3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).

   Reinstallation tip: Reverse the removal steps to install the assembly.

   Figure 5-532 Disconnect one connector and release retainer

   Reinstallation tip: Reverse the removal steps to install the assembly.

Step 3: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

Figure 5-533 Remove seven screws

2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

NOTE: Make sure to thread the power cable (callout 2) through the opening in the cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-534 Remove four screws and the rear cover

Step 4: Remove the booklet finisher front cover

▲ Slide the booklet finisher slightly away from the finisher (callout 1). Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3). Remove four screws (callout 4), and then remove the booklet finisher front cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-535 Remove five screws and the cover

Step 5: Remove the booklet finisher lower right shield

1. Remove two screws at the front of the booklet finisher (callout 1).

Figure 5-536 Remove two screws

2. Remove two screws at the back of the booklet finisher (callout 1).

Figure 5-537 Remove two screws

3. Slide the booklet finisher out of the finisher (callout 1), and then rotate the top of the lower right shield (callout 2) away from the booklet finisher to remove it.

Figure 5-538 Remove the lower right shield

Step 6: Remove the fold stopper unit

1. On the left side of the booklet finisher, remove two screws through access openings in the jam access cover (callout 1).

Figure 5-539 Remove two screws

2. Raise the jam access cover.

   Figure 5-540 Raise the jam access cover

3. Raise the booklet width guide.

   Figure 5-541 Raise the booklet width guide

4. On the right side of the booklet finisher, open two retainers (callout 1), and then disconnect three connectors (callout 2).

   Figure 5-542 Disconnect three connectors

5. Remove two screws (callout 1).

   Figure 5-543 Remove two screws

6. Release the tab (callout 1) on the guide arm, and then slide the guide off of the shaft (callout 2) to remove it.

   Figure 5-544 Release the guide arm

7. Lower the width guide to the lowest position.

   Figure 5-545 Lower the width guide

8. On the right side of the booklet finisher, remove one screw (callout 1).

   Figure 5-546 Remove one screw

9. Lift the right lower corner (callout 1) to clear the cable guide, and then slide the assembly to the right (callout 2) to remove it.

   Figure 5-547 Remove the fold stopper unit

10. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

NOTE: Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: Fold stopper unit

▲ Loosen the two alignment screws (callout 1) and move the fold unit side to side to until the alignment gauge is positioned on the center line. Tighten the screws and run a folded job through the finisher and verify that the fold is correct. If the fold is not correct, loosen the screws, adjust the alignment, and run another fold job. Continue this process until the fold is correct.

Figure 5-548 Adjust the alignment gauge

Step 7: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Booklet feed entrance motor (M13)

- Introduction
- Step 1: Remove the booklet finisher front cover
- Step 2: Remove the booklet feed entrance motor (M13)
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the booklet feed entrance motor on the booklet finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC93-01152A

To order the part, go to www.hp.com/buy/parts.

- Drive Motor, Step

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the booklet finisher front cover

▲ Slide the booklet finisher slightly away from the finisher (callout 1). Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3). Remove four screws (callout 4), and then remove the booklet finisher front cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-549 Remove five screws and the cover

Step 2: Remove the booklet feed entrance motor (M13)

▲ Disconnect one connector (callout 1), and then remove two screws (callout 2). Lift the motor away from the booklet finisher and release the belt (callout 3) from the back of the motor.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-550 Remove the booklet feed entrance motor

Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

TE presser motor (M14)

- Introduction
- Step 1: Remove the booklet finisher front cover
- Step 2: Remove the TE presser motor (M14)
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the TE presser motor on the booklet finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC93-01155A

To order the part, go to www.hp.com/buy/parts.

- Drive Motor, Step

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the booklet finisher front cover

▲ Slide the booklet finisher slightly away from the finisher (callout 1). Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3). Remove four screws (callout 4), and then remove the booklet finisher front cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-551 Remove five screws and the cover

Step 2: Remove the TE presser motor (M14)

▲ Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the TE presser motor.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-552 Remove the TE presser motor

Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Stopper moving motor (M16)

- Introduction
- Step 1: Remove the booklet finisher front cover
- Step 2: Remove the booklet finisher lower right shield
- Step 3: Remove the stopper moving motor (M16)
- Step 4: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the stopper moving motor on the booklet finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC93-01155A

To order the part, go to www.hp.com/buy/parts.

- Drive Motor, Step

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the booklet finisher front cover

▲ Slide the booklet finisher slightly away from the finisher (callout 1). Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3). Remove four screws (callout 4), and then remove the booklet finisher front cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-553 Remove five screws and the cover

Step 2: Remove the booklet finisher lower right shield

1. Remove two screws at the front of the booklet finisher (callout 1).

   Figure 5-554 Remove two screws

2. Remove two screws at the back of the booklet finisher (callout 1).

   Figure 5-555 Remove two screws

3. Slide the booklet finisher out of the finisher (callout 1), and then rotate the top of the lower right shield (callout 2) away from the booklet finisher to remove it.

   Figure 5-556 Remove the lower right shield

Step 3: Remove the stopper moving motor (M16)

▲ Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the stopper moving motor.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-557 Remove the stopper moving motor

Step 4: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Separate pawl motor (M17)

- Introduction
- Step 1: Remove the booklet finisher front cover
- Step 2: Remove the separate pawl motor (M17)
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the separate pawl motor on the booklet finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC93-01001A

To order the part, go to www.hp.com/buy/parts.

- Drive, motor step

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the booklet finisher front cover

▲ Slide the booklet finisher slightly away from the finisher (callout 1). Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3). Remove four screws (callout 4), and then remove the booklet finisher front cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-558 Remove five screws and the cover

Step 2: Remove the separate pawl motor (M17)

▲ Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the separate pawl motor.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-559 Remove the separate pawl motor

Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Folding roller motor (M18)

- Introduction
- Step 1: Remove the right top cover (finisher)
- Step 2: Remove the top cover (finisher)
- Step 3: Remove the rear cover (finisher)
- Step 4: Remove the folding roller motor (M18)
- Step 5: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the folding roller motor on the booklet finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC31-00144A

To order the part, go to www.hp.com/buy/parts.

- Folding roller motor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the right top cover (finisher)

▲ Remove one screw cap and three machine screws on the upper edge of the cover (callout 1). Remove three sheet metal screws (callout 2) on the lower portion of the cover. Rotate the right edge of the cover away from the finisher, and then slide the cover right to release three tabs (callout 3).

Reinstallation tip: The lower screws are shorter in length than the upper screws.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-560 Remove six screws and the right top cover

Step 2: Remove the top cover (finisher)

1. Remove three screw caps and three self-tapping screws at the top of the rear cover (callout 1), and then remove three machine screws (callout 2) on top of the cover.

   Figure 5-561 Remove six screws

2. Remove three self-tapping screws at the top of the front cover (callout 1), and then remove two machine screws (callout 2) at the top of the right side.

   Figure 5-562 Remove six screws

3. Lift the cover up slightly. Disconnect one in-line connector (callout 1), and then release one retainer (callout 2).

   Reinstallation tip: Reverse the removal steps to install the assembly.

   Figure 5-563 Disconnect one connector and release retainer

Reinstallation tip: Reverse the removal steps to install the assembly.

Step 3: Remove the rear cover (finisher)

1. Remove two self-tapping screws (callout 1) on the top of the rear cover, and then remove five screw caps and five machine screws (callout 2) on the left side of the cover.

   Figure 5-564 Remove seven screws

2. Remove one screw cap and four machine screws (callout 1) Remove the rear cover.

NOTE: Make sure to thread the power cable (callout 2) through the opening in the cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-565 Remove four screws and the rear cover

Step 4: Remove the folding roller motor (M18)

▲ Disconnect one connector (callout 1), remove four screws (callout 2), and then remove the folding roller motor.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-566 Remove the folding roller motor

Step 5: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Blade motor (M19)

- Introduction
- Step 1: Remove the booklet finisher front cover
- Step 2: Remove the booklet finisher lower right shield
- Step 3: Remove the blade motor (M19)
- Step 4: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the blade motor on the booklet finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC90-01435A

To order the part, go to www.hp.com/buy/parts.

- Finisher sub - bm main blade

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the booklet finisher front cover

▲ Slide the booklet finisher slightly away from the finisher (callout 1). Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3). Remove four screws (callout 4), and then remove the booklet finisher front cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-567 Remove five screws and the cover

Step 2: Remove the booklet finisher lower right shield

1. Remove two screws at the front of the booklet finisher (callout 1).

   Figure 5-568 Remove two screws

2. Remove two screws at the back of the booklet finisher (callout 1).

   Figure 5-569 Remove two screws

3. Slide the booklet finisher out of the finisher (callout 1), and then rotate the top of the lower right shield (callout 2) away from the booklet finisher to remove it.

   Figure 5-570 Remove the lower right shield

Step 3: Remove the blade motor (M19)

▲ Disconnect one connector (callout 1), remove four screws (callout 2), and then remove the blade motor.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-571 Remove the blade motor

Step 4: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

C fold motor (M20)

- Introduction
- Step 1: Remove the booklet finisher front cover
- Step 2: Remove the C fold motor
- Step 3: Unpack the replacement assembly

Introduction

This document provides the procedures to remove and replace the C fold motor on the booklet finisher.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Turn the printer power off. A shutting-down message appears on the control-panel display.

  WARNING! To avoid damage to the printer, turn the power off and wait until the printer shuts down before removing the power cable.

- Disconnect the printer power cable after the printer has completely shut down (the control-panel display is blank).
- Release the finisher from the printer by pulling out on the release latch inside the finisher door.
- Disconnect the cable from the bridge unit to the finisher.
- Disconnect the cable from the finisher to the printer.

JC93-01154A

To order the part, go to www.hp.com/buy/parts.

- Drive Motor, Step

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

- Connect the cable from the finisher to the printer.
- Connect the cable from the bridge unit to the finisher.
- Attach the finisher to the printer, and then push in on the release latch inside the finisher door.
- Connect the printer power cable.
- Turn the printer power on.

Post service test

Process a job through the finisher and verify that the finisher works correctly.

Step 1: Remove the booklet finisher front cover

▲ Slide the booklet finisher slightly away from the finisher (callout 1). Remove one screw (callout 2), and then slide the green knob away from the booklet finisher to remove it (callout 3). Remove four screws (callout 4), and then remove the booklet finisher front cover.

Reinstallation tip: Reverse the removal steps to install the assembly.

Figure 5-572 Remove five screws and the cover

Step 2: Remove the C fold motor

1. Note the position of the alignment arrows on the upper white gear and the lower motor (callout 1). These arrows must be aligned in these positions when the motor is reinstalled.

   Figure 5-573 Check arrow alignment

2. Disconnect two connectors (callout 1).

   Figure 5-574 Disconnect two connectors

3. Remove four screws (callout 1).

   Figure 5-575 Remove four screws

4. Remove one e-clip (callout 1) on top of the white gear. Remove the white gear (callout 2) and release the belt (callout 3).

   Figure 5-576 Remove one e-clip, gear, and belt

5. Remove the bracket and motor from the booklet finisher.

CAUTION: Do not pull on the shaft (callout 1) while removing the bracket and motor. The shaft might become dislodged at the other end. If the shaft becomes dislodged, remove the booklet finisher PCA shield and PCA bracket to reinstall the shaft.

Figure 5-577 Remove the bracket and motor

6. Remove two screws (callout 1), and then remove the C fold motor.

   Figure 5-578 Remove two screws

7. Reverse the removal steps to install the assembly. Also use the following special installation instructions.

NOTE: Continue to reverse the removal steps to finish installing the assembly.

Special installation instructions: C fold motor

a. When installing the motor, install one screw (callout 1) to hold the bracket in place while installing the gear and belt.

Figure 5-579 Install one screw

b. Check the position of the alignment arrows on the upper white gear and the lower motor (callout 1).

Figure 5-580 Check arrow alignment

c. If the arrows are not aligned, slightly pull up on the belt to create some slack around the gear (callout 1), and then rotate the gear (callout 2) until the arrows align.

Figure 5-581 Align arrows

Step 3: Unpack the replacement assembly

1. Dispose of the defective part.

NOTE: HP recommends responsible disposal of the defective part.

http://www8.hp.com/us/en/hp-information/environment/product-recycling.html

2. Unpack the replacement part from the packaging.

CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

If the replacement part is a roller or pad, avoid touching the spongy part of it. Skin oils on the roller or pad can cause paper pickup and/or print-quality problems. HP recommends using disposable gloves when handling rollers or pads or washing your hands before touching rollers or pads.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. To install an assembly, reverse the removal steps.

NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Problem solving

Control panel message document (CPMD)

Refer to Error code and control panel message troubleshooting overview on page 940 for more details.

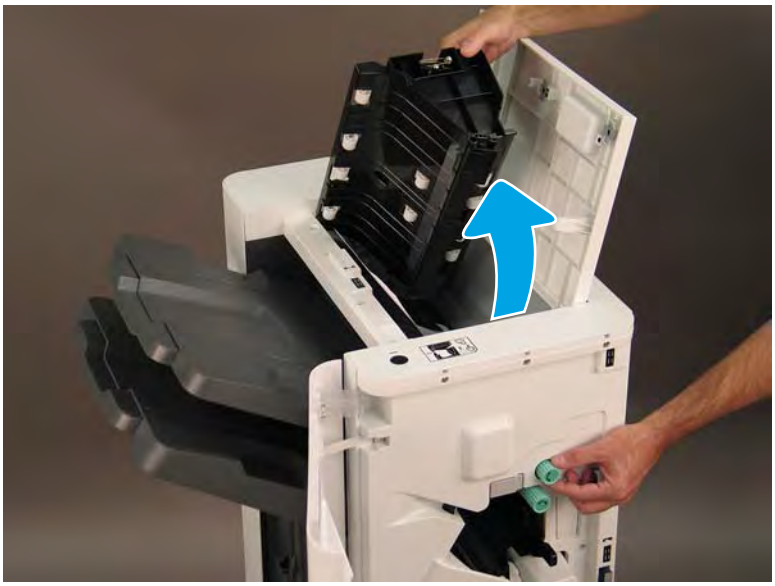
Clear paper jams

Clear paper jams in the Booklet maker

Clear jams in the top output area

1. Open the top cover.

2. Lift the TF feeder, and then turn the knob while the TF feeder is lifted.

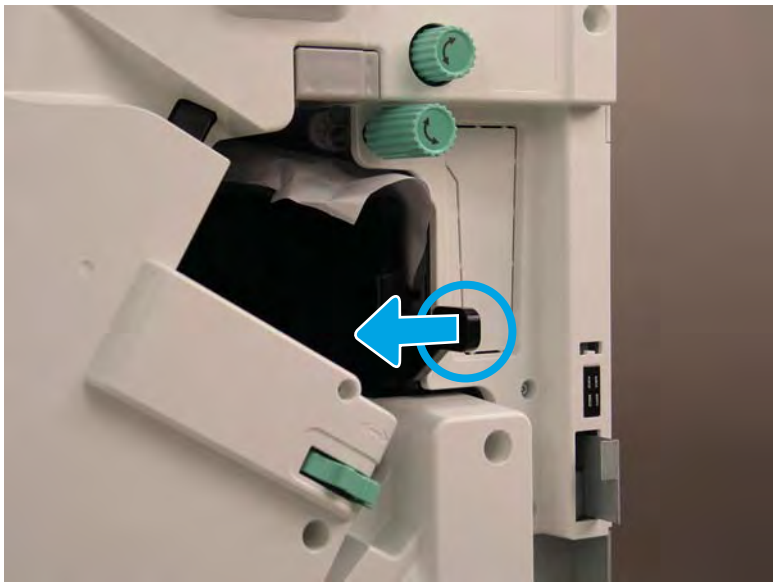


3. Remove any jammed paper.

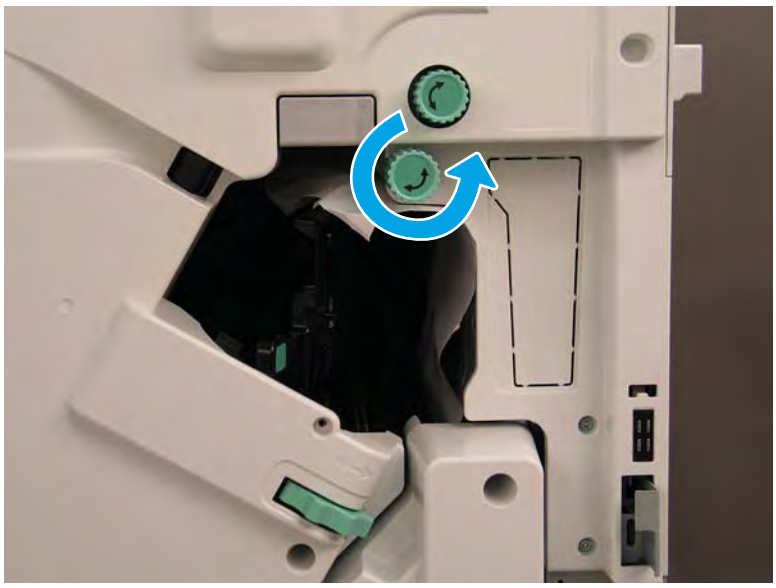
Clear jams in the booklet maker paper path

1. Open the booklet maker door.

2. Release the lever.



3. Turn the knob.

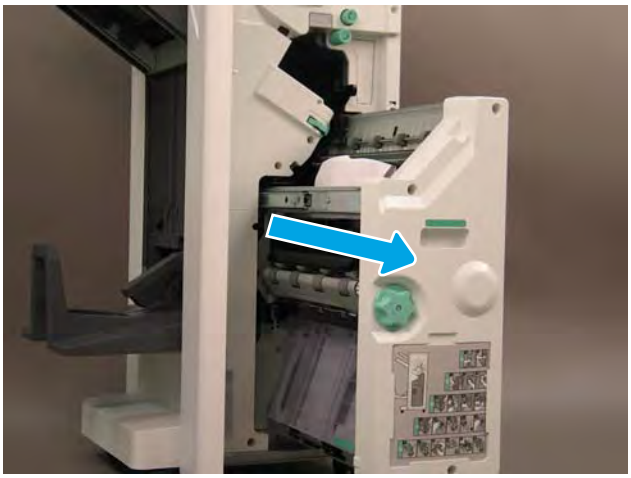


4. Remove the jammed paper.

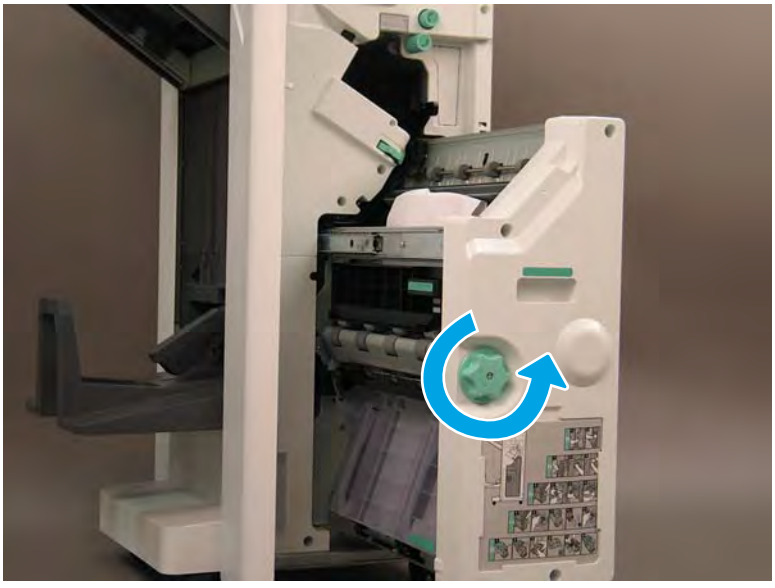
Clear jams in the booklet maker booklet output area

1. Open the booklet maker door.

2. Pull out the booklet maker assembly until it stops.



3. Turn the knob to advance the jammed paper.



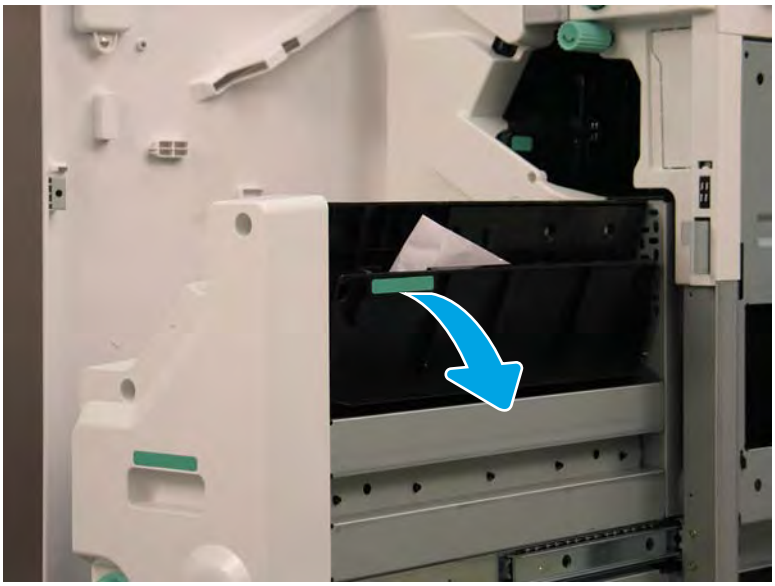
4. Remove the jammed paper/booklet from the output area.

Clear jams in the booklet maker assembly-right-upper area

1. Open the booklet maker door.

2. Pull out the booklet maker assembly until it stops.

3. Open the vertical tray by pulling outward on the green tab.



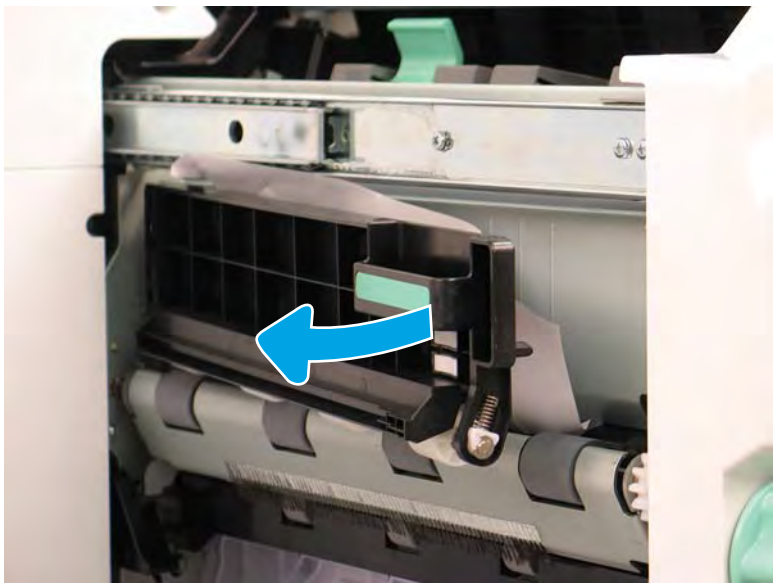
4. Remove the jammed paper.

Clear jams in the booklet maker assembly left middle area

1. Open the booklet maker door.

2. Pull out the booklet maker assembly until it stops.

3. Pull the green tab.



4. Remove the jammed paper.

5. Open the clear plastic door at the left bottom.

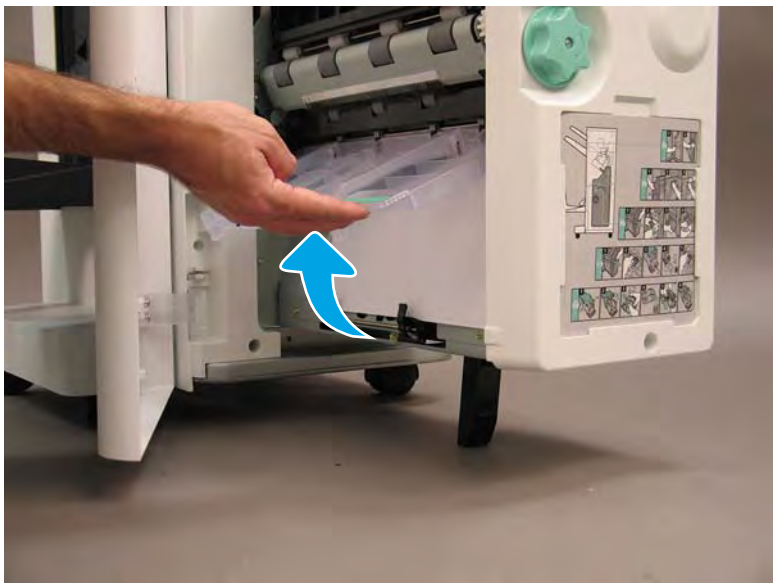
6. Remove the jammed paper.

Clear jams in the booklet maker assembly left lower area

1. Open the booklet maker door.

2. Pull out the booklet maker assembly until it stops.

3. Open the roller door.
4. Remove the jammed paper.
5. Open the clear plastic door at the left bottom.



6. Remove the jammed paper.

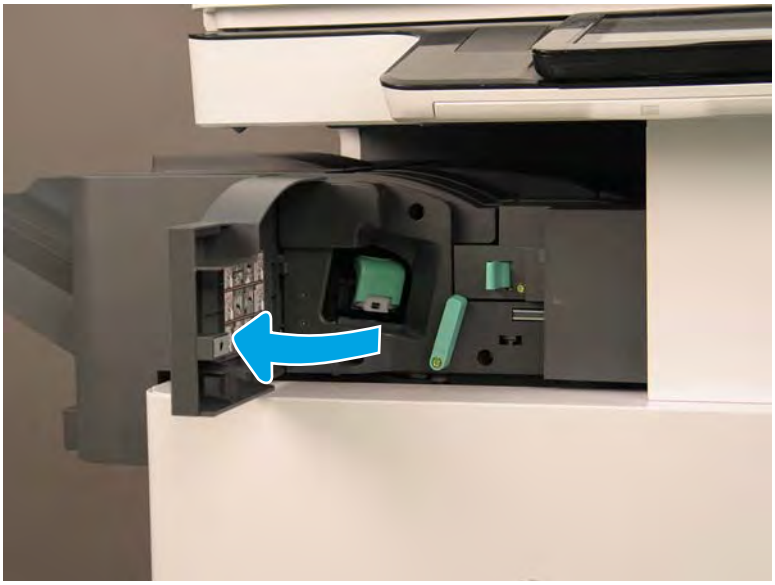
Clear jams in the IPTU

1. Lift the IPTU cover and clear any jammed paper inside the IPTU.

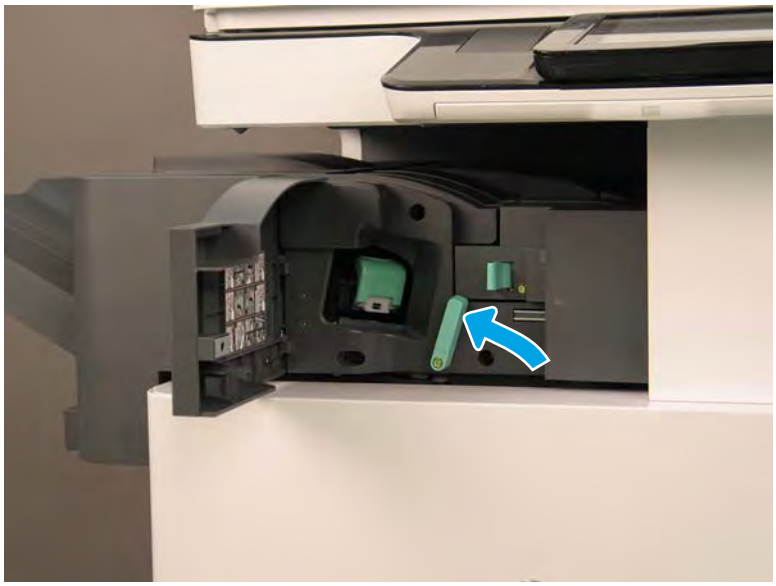
2. Close the IPTU cover.

Clear jams in the inner finisher (IF)

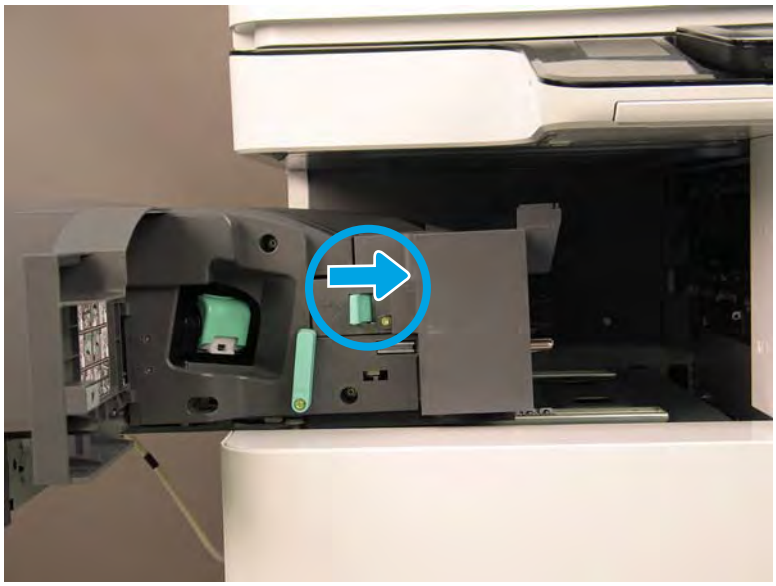
1. Open the staple cartridge access door.



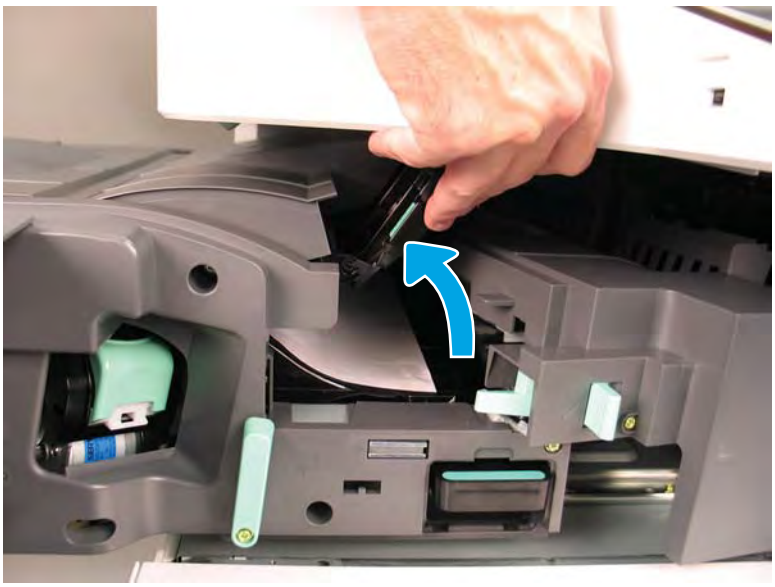
2. Rotate the lever to the left to release the hooks that secure the inner finisher (they hold the IF in place).



3. Slide the inner finisher partially out.
4. Release the lever to open the right cover on the inner finisher.



5. Lift the inner finisher jam access cover, and then remove any jammed paper inside the rear of the inner finisher.



6. Close the inner finisher jam access cover.
7. Close the inner finisher right cover.
8. Open the output side jam access cover, and then remove any jammed paper.

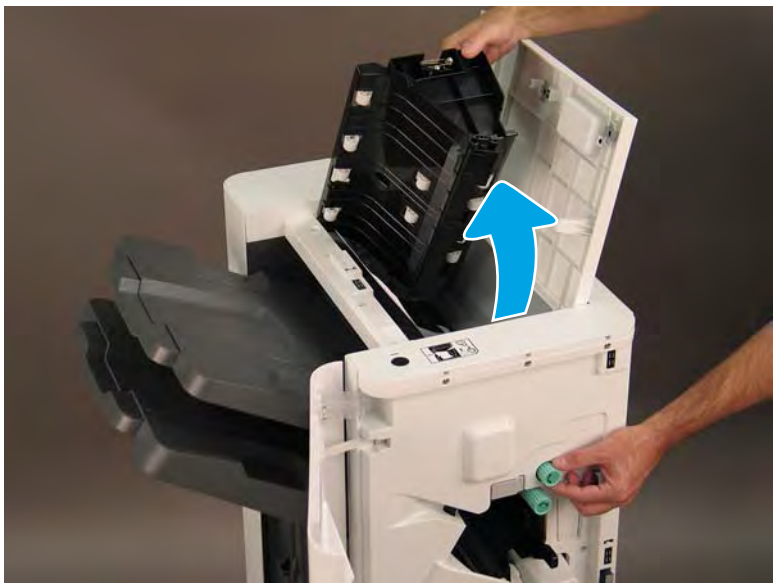
9. Close the output side jam access cover.
10. Slide the inner finisher in until it clicks into place.
11. Close the staple cartridge access door.

Clear paper jams in the High-volume finisher

Clear jams in the High-volume finisher output area

1. Open the top cover.

2. Lift the TF feeder, and then turn the knob while the TF feeder is lifted.



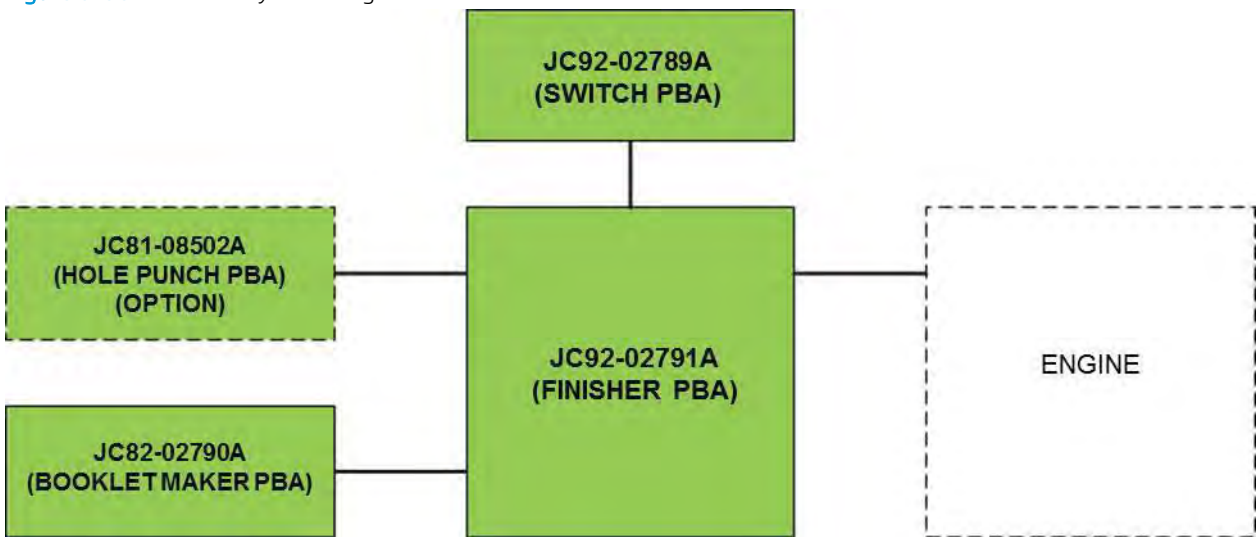
3. Remove any jammed paper.

Finisher system diagram

PCA structure diagram

Finisher system consists of the FINISHER PCA, BOOKLET MAKER PCA, SWITCH PCA, and HOLE PUNCH PCA.

Figure 5-582 Finisher system diagram



PCA function

- FINISHER PCA

  This PCA controls the finisher modules and consists of the micro-controller and driver ICs.

- SWITCH PCA

  This PCA shows the manual stapling condition and accepts the button input for manual staple operation.

- BOOKLET MAKER PCA

  This PCA controls the booklet maker module and consists of the micro-controller and driver ICs.

- HOLE PUNCH PCA

  This PCA controls the hole punch module and consists of the micro-controller and driver ICs.

Stapler/Stacker Finisher and Booklet Finisher

Booklet finisher 1

Figure 5-583 Booklet finisher 1

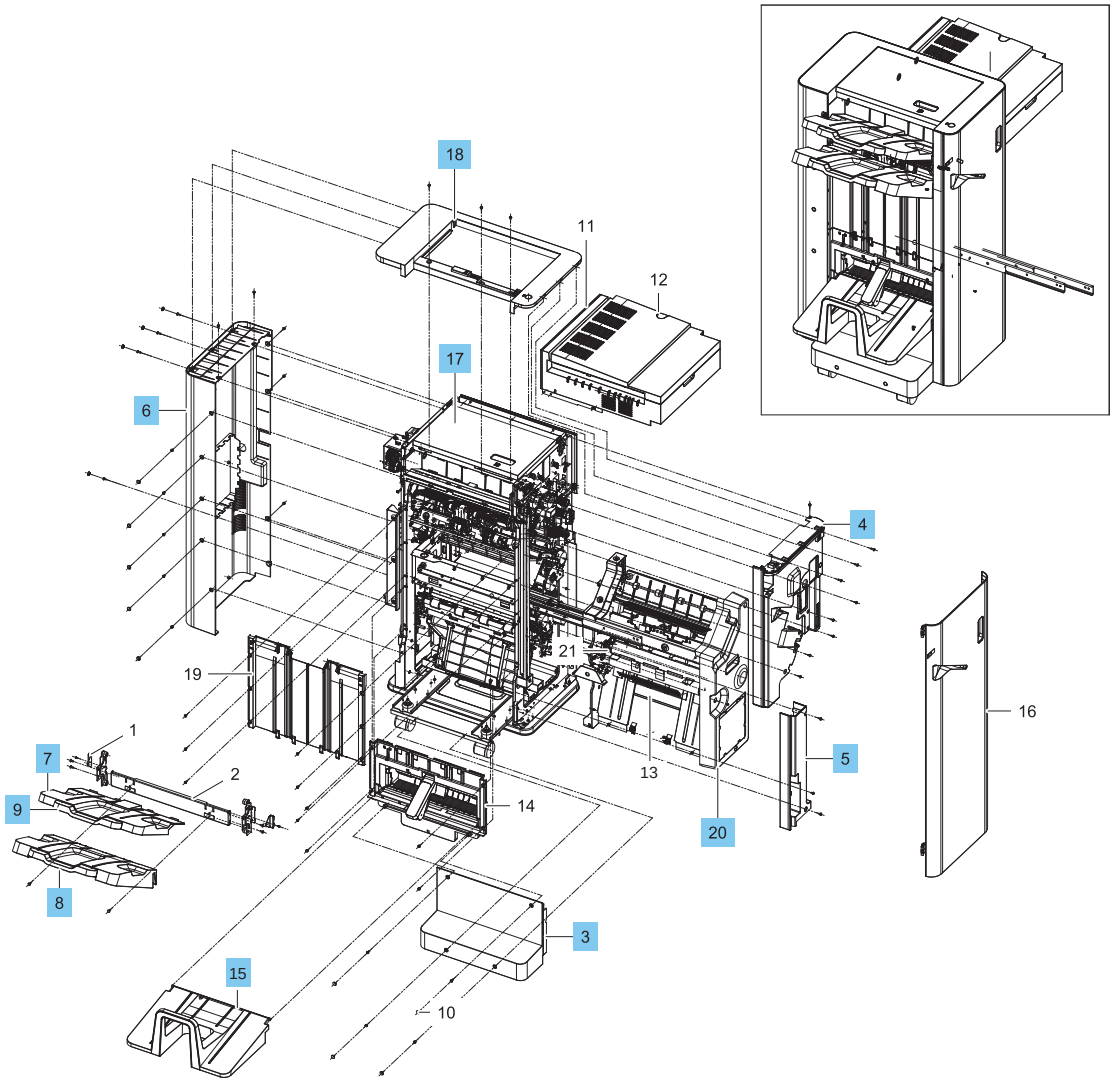


Table 5-11 Booklet finisher 1

Ref	Description	Part number	Qty
3	Caster cover	JC63-04985B	1
4	Cover, front	JC63-04986B	1
5	Cover-f, lower	JC63-04987B	1
6	Cover, rear	JC63-04988B	1
7	Cover-t, tray 2	JC63-04996B	1
8	Cover-m, tray	JC63-05002B	1
9	Cover-s, tray	JC63-05003B	2
15 (1)	Tray - guide booklet finisher	JC61-07253B	1
15 (2)	Cover - tray booklet finisher	JC63-04978B	1
17	Finisher sub-top door	JC90-01445B	1
18	Finisher sub-top cover	JC90-01446B	1
20	Finisher sub-cover f bm	JC90-01417B	1
Not shown	Harness, finisher to copier PWR	JC39-02308A	1

Booklet finisher 2

Figure 5-584 Booklet finisher 2

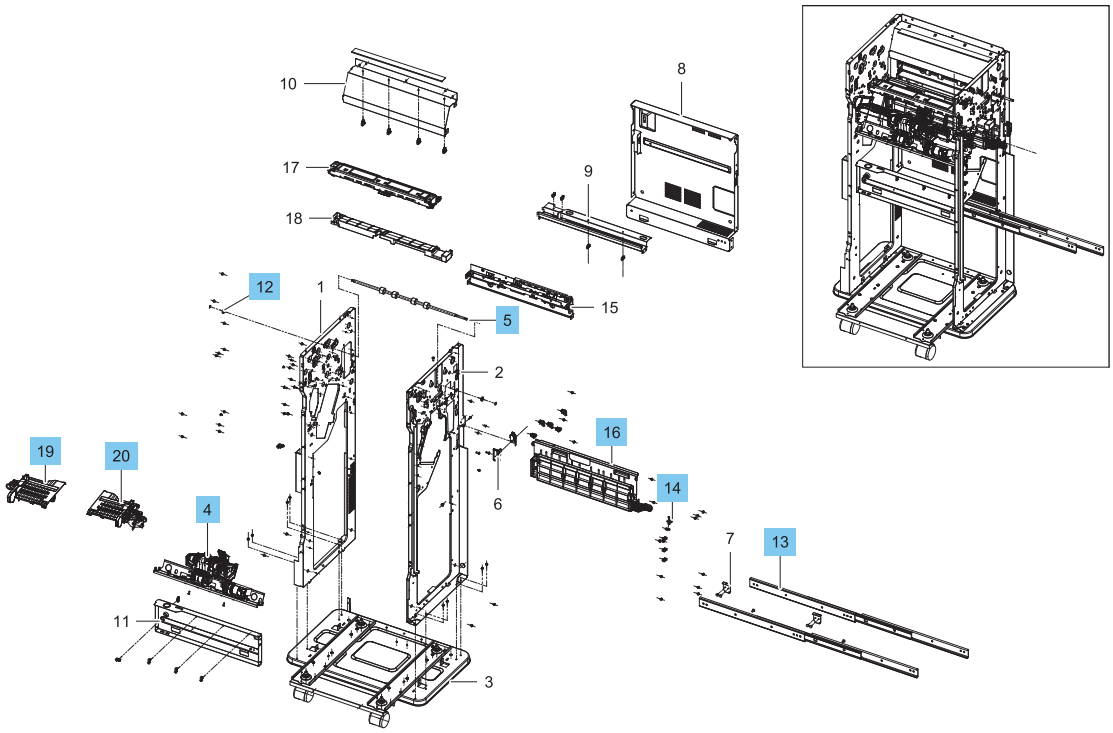


Table 5-12 Booklet finisher 2

Ref	Description	Part number	Qty
4	Finisher sub-ejector unit	JC90-01409A	1
5	Roller, main-feed entrance	JC66-04722A	1
12	Bearing ball	6601-001478	6
13	Rail	6102-003369	2
14	Photo-interrupter	0604-001415	1
16	Finisher sub-right jam	JC90-01457A	1
19	Finisher sub-tamper rear	JC82-00898A	1
20	Finisher sub-tamper front	JC82-00901A	1
Not shown	Finisher sub-exit main	JC90-01451A	1
Not shown	Harness, top cover	JC39-02310A	1
Not shown	Finisher sub-booklet unit	JC909-01416A	1

Booklet finisher 3

Figure 5-585 Booklet finisher 3

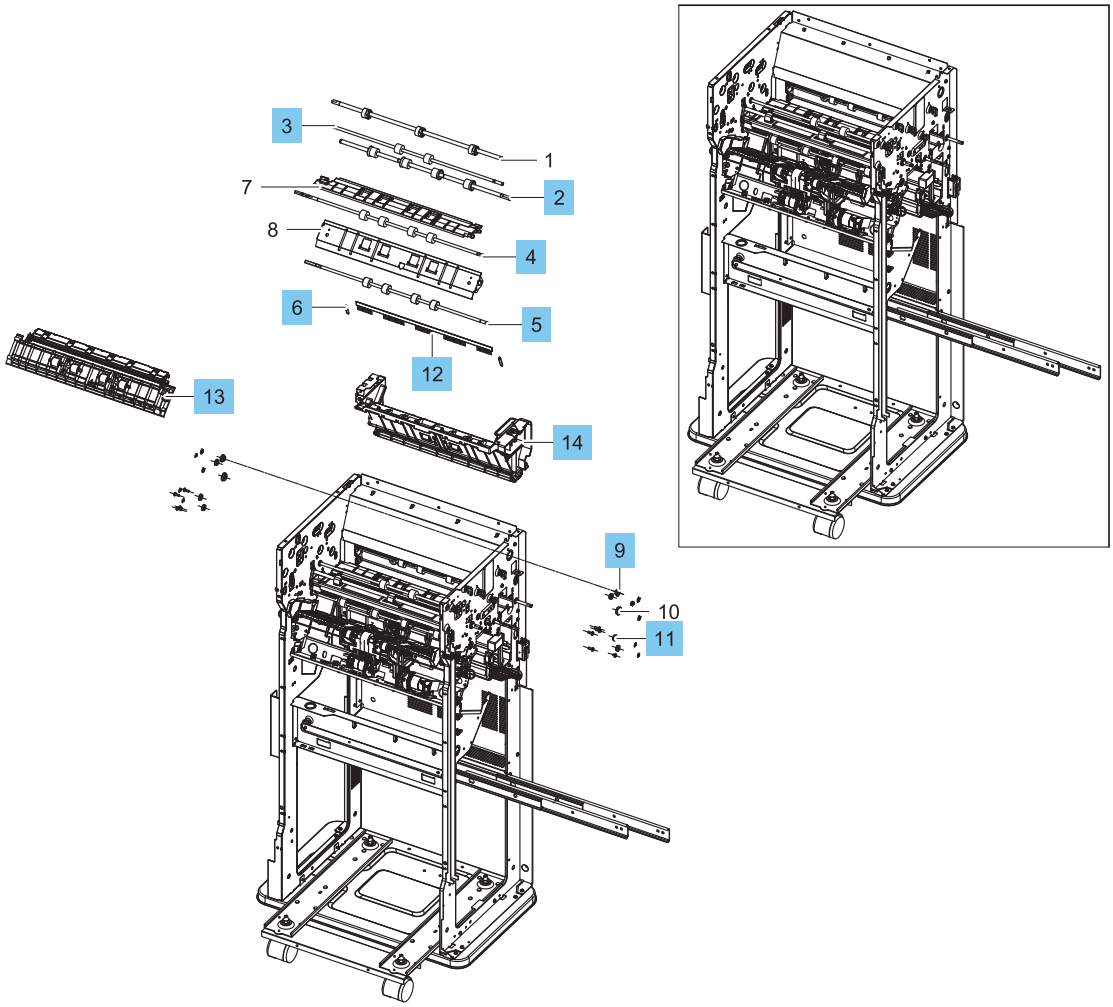


Table 5-13 Booklet finisher 3

Ref	Description	Part number	Qty
2	Feed roller main exit	JC66-04726A	1
3	Feed roller top-mid exit	JC66-04725A	1
4	Feed roller mid-exit	JC66-04724A	1
5	Finisher sub feed	JC90-01672A	1
6	Spring	JC61-07414A	2
9	Bushing	JC61-00426A	2
11	Bearing ball	6601-001478	6
12	Main-brush, exit	JC67-00817A	1
13	Finisher sub exit	JC90-01674A	1
14	Finisher sub-top jam	JC90-01455A	1

Booklet finisher 4

Figure 5-586 Booklet finisher 4

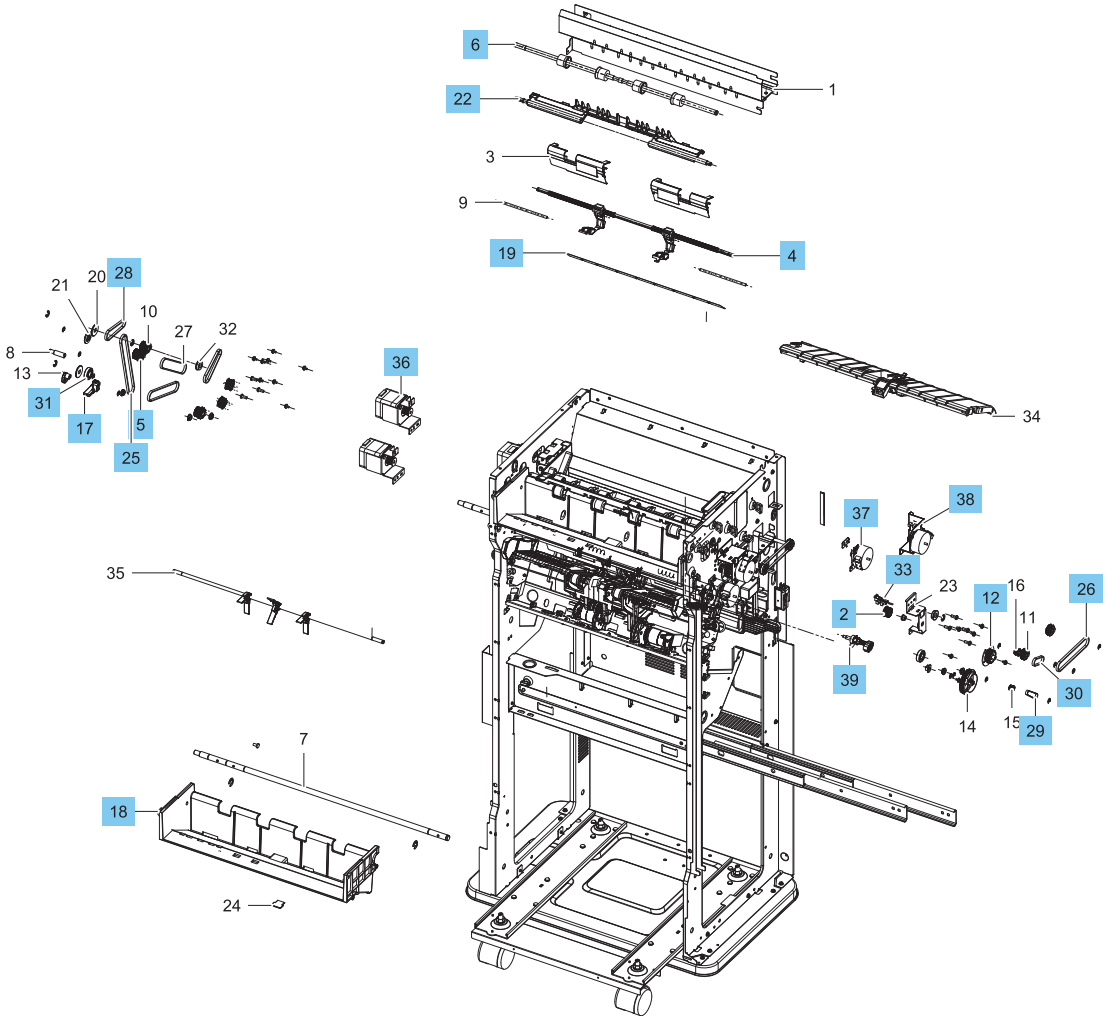


Table 5-14 Booklet finisher 4

Ref	Description	Part number	Qty
2	Finisher sub-clutch div	JC90-01474A	1
4	Finisher sub-end fence	JC90-01466A	1
5	Clutch drive	JC90-01404A	1
6	Roller, top-feed exit	JC66-04727A	1
9	Roller, feed	JC66-04523A	1
12	Gear	JC66-04602A	1
17	Actuator	JC66-04526A	1
18	Cover-t, tray	JC63-04995B	1
19	Seal	JC62-01328A	1
22	Guide	JC61-07206A	1
25	Timing-belt, gear	6602-003649	1
26	Timing-belt, gear	6602-003647	2
28	Timing-belt, gear	6602-003645	2
29	Timing-belt, gear	6602-003640	1
30	Timing-belt, gear	6602-003639	1
31	Bearing ball	6601-003062	2
33	Photo-interrupter	0604-001415	1
36	Finisher sub-hb mtr	JC90-01459A	2
37	Finisher sub-ef mtr	JC90-01467A	1
38	Finisher sub-drv buff	JC90-01453A	1
39	Finisher sub-div cam	JC90-01458A	1
43	Solenoid	JC90-01675A	1
44	Motor - BM exit cam	JC90-01673A	1

Booklet finisher 5

Figure 5-587 Booklet finisher 5

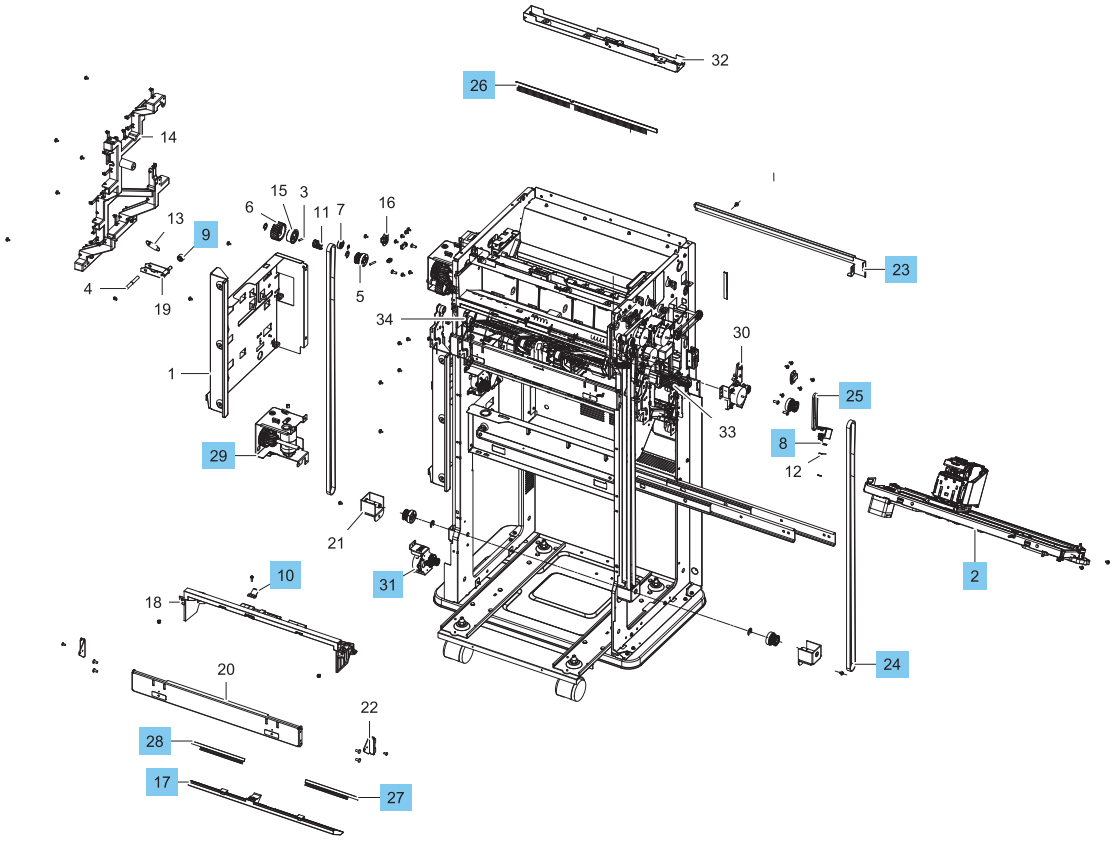


Table 5-15 Booklet finisher 5

Ref	Description	Part number	Qty
2	Finisher sub-staple unit	JC90-01412A	1
8	Actuator	JC66-04528A	1
9	Roller, feed	JC66-04523A	1
10	Ground	JC63-04984A	1
17	Guide	JC61-07192A	1
18	Guide	JC61-07189A	1
23	Frame mount	JC61-06663A	1
24	Timing-belt, gear	6602-003652	2
25	Timing-belt, gear	6602-003270	1
26	Top-brush exit	JC67-00818A	1
27	Compiler-brush, ceiling front	JC67-00820A	1
28	Compiler-brush, ceiling rear	JC67-00819A	1
29	Tray motor	JC90-01415B	1
31	Motor	JC90-01414A	1
Not shown	PCA - 3K main	JC92-02791A	1
Not shown	E ring	6044-000125	1
Not shown	Cable clamp	6502-001131	1
Not shown	Harness, 3K finisher rear upper	JC39-02312A	1
Not shown	Harness, 3K finisher front upper	JC39-02313A	1
Not shown	Harness, 3K finisher punch relay	JC39-02314A	1
Not shown	Harness, 3K finisher staple relay	JC39-02315A	1
Not shown	Harness, 3K finisher staple safety	JC39-02316A	1
Not shown	Harness, 3K finisher eject relay	JC39-02317A	1
Not shown	Harness, 3K finisher front lower	JC39-02318A	1
Not shown	Harness, 3K finisher stack relay	JC39-02319A	1
Not shown	Harness, 3K finisher to copier PWR	JC39-02308A	1

Booklet finisher 6

Figure 5-588 Booklet finisher 6

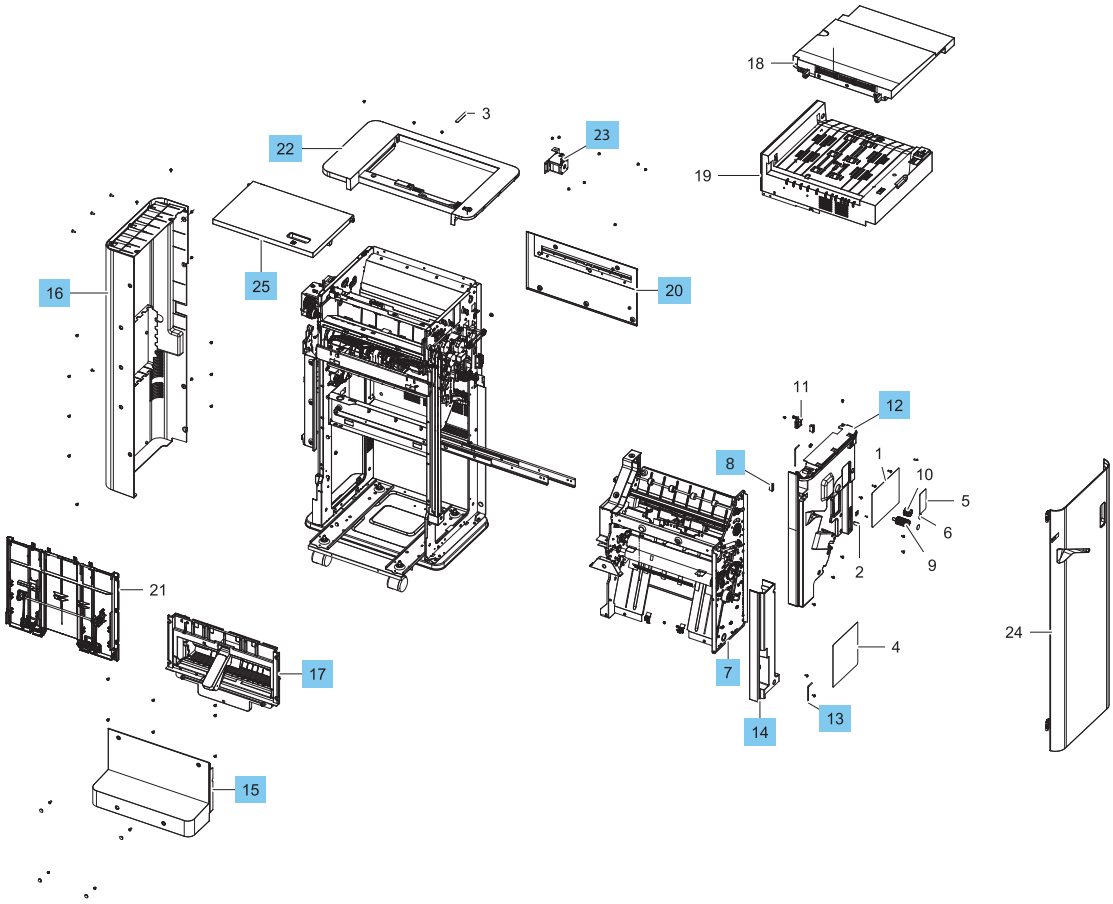


Table 5-16 Booklet finisher 6

Ref	Description	Part number	Qty
8	Magnet	JC81-08263A	1
7	Finisher sub-booklet unit	JC90-01416A	1
12	Front cover	JC63-04986B	1
13	Hinge	JC66-04767A	2
14	Cover-f, lower	JC63-04987B	1
15	Caster	JC63-04985B	1
16	Rear cover	JC63-04988B	1
17	Finisher sub-tray bm unit	JC90-01417B	1
20	Finisher sub-inlet guide	JC90-01448B	1
22	Finisher sub-top cover	JC90-01446B	1
23	Finisher sub-HB mtr	JC90-01402B	1
25	Finisher sub-top door	JC90-01445B	1
Not shown	Stack full harness	JC39-02331A	1
Not shown	Csp acuator duplex	JC81-07930A	1
Not shown	CS spring acuator stack	JC81-09396A	1

Booklet finisher 7

Figure 5-589 Booklet finisher 7

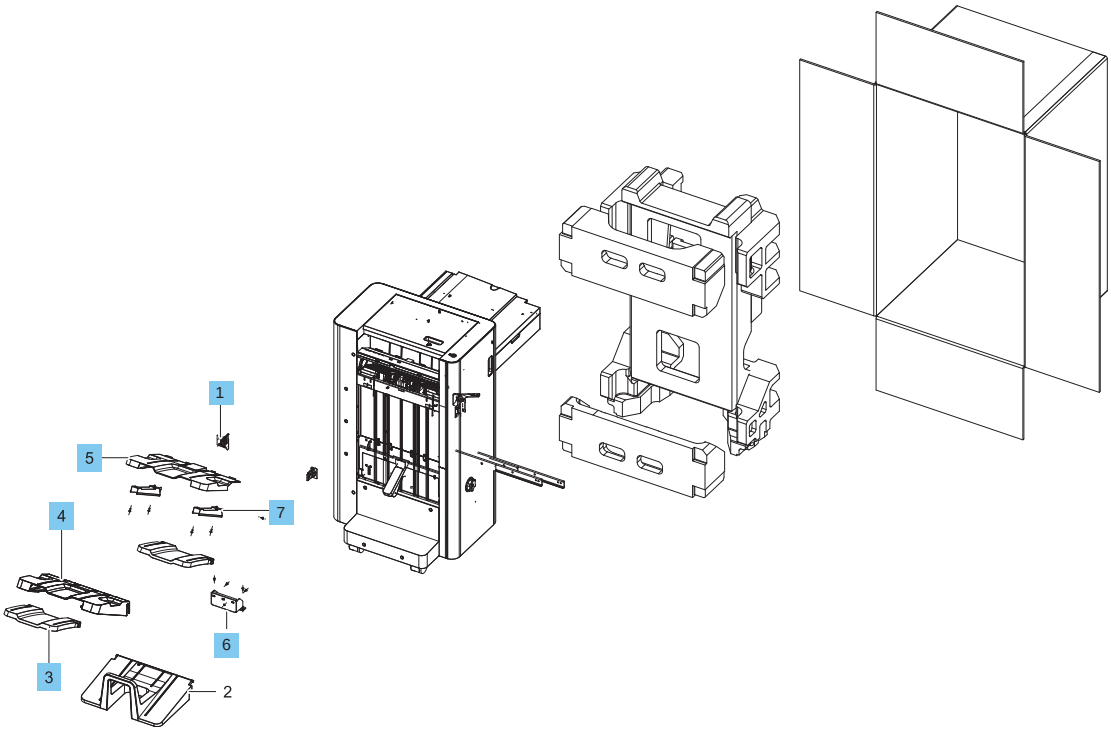


Table 5-17 Booklet finisher 7

Ref	Description	Part number	Qty
1	Finisher - engine side bracket	JC90-01442A	2
3	Cover-s, tray	JC63-05003B	2
4	Cover-m, tray	JC63-05002B	1
5	Cover-t, tray 2	JC63-04996B	1
6	Shipping lock for booklet	JC61-007149A	1
7	Tray support	JC61-06668A	2

Three fold motor, curl pawl motor, curl pawl, and three fold exit

Figure 5-590 Three fold motor, curl pawl motor, curl pawl, and three fold exit

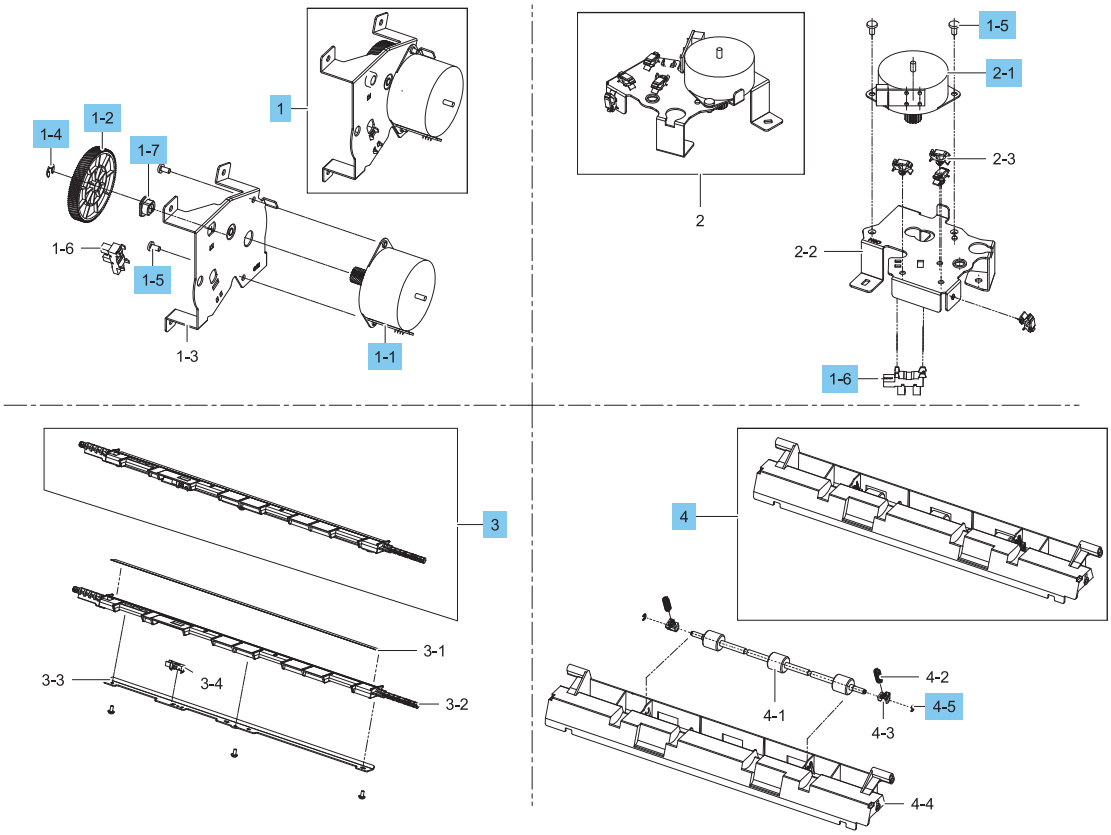


Table 5-18 Three fold motor, curl pawl motor, curl pawl, and three fold exit

Ref	Description	Part number	Qty
1	Finisher sub-3 fold motor	JC90-01396A	1
1-1	Drive motor, step	JC93-01154A	1
1-2	Gear	JC66-04579A	1
1-4	E-ring	6044-000125	2
1-5	Screw, machine M3	6001-000130	4
1-6	Photo-interrupter	0604-001415	1
1-7	Bushing	JC61-00423A	1
2-1	Drive motor, step	JC93-01153A	1
3	Finisher sub-curl pawl	JC90-01398A	1
4	Finisher sub - 3 fold exit	JC90-01399A	1
4-5	C-ring	6044-000159	1

Low exit, hb motor, and top guide

Figure 5-591 Low exit, hb motor, and top guide, floor standing finisher

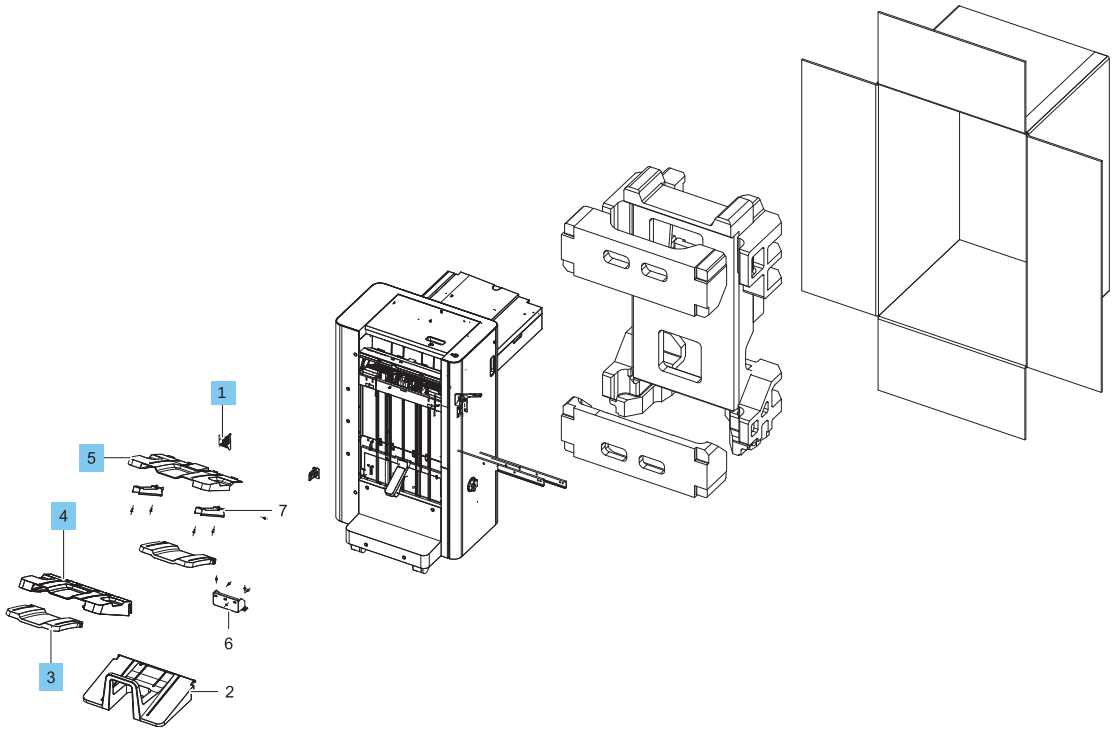


Table 5-19 Low exit, hb motor, and top guide, floor standing finisher

Ref	Description	Part number	Qty
1	Finisher sub-low exit	JC90-01400A	1
1-2	Roller, exit, fold	JC66-04744A	1
1-3	Roller, feed-fold exit	JC66-04721A	1
1-7	Bushing	JC61-00426A	4
1-8	E-ring	6044-000129	2
2-2	Motor, step	JC31-00163B	2
2-3	Cable clamp	6502-001131	1
3	Finisher sub-guide top	JC90-01406A	1
3-3	Spring, es	JC61-07431A	2
3-4	Spring, es	JC61-07430A	4

SCU motor, STK motor, and entrance guide

Figure 5-592 SCU motor, STK motor, and entrance guide

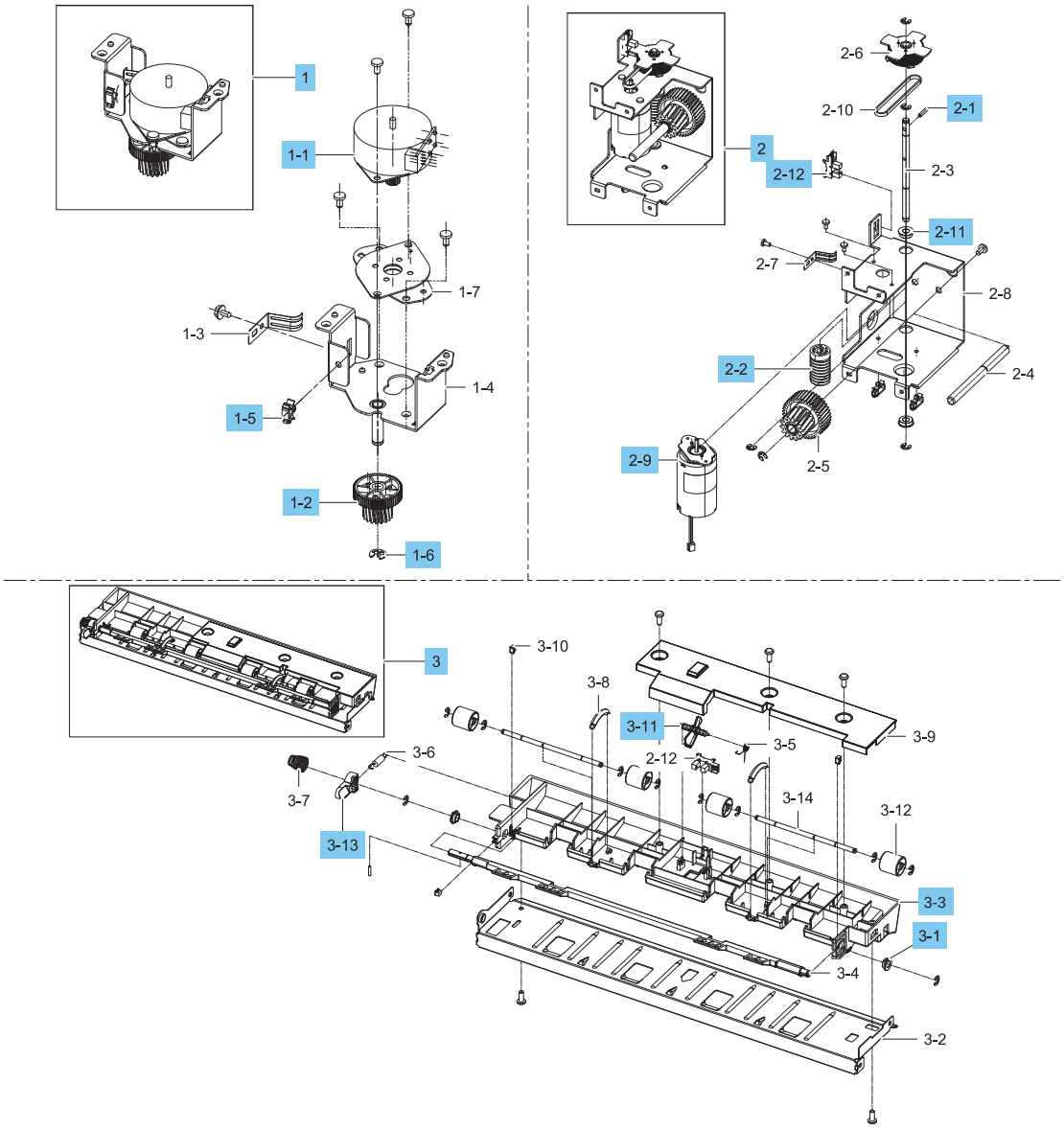


Table 5-20 SCU motor, STK motor, and entrance guide

Ref	Description	Part number	Qty
1	Motor, lift assembly	JC90-01414A	1
1-1	Motor, step	JC93-01156A	1
1-2	Gear	JC66-04604A	1
1-5	Cable clamp	6502-001131	1
1-6	E-ring	6044–000125	2
2	Motor, tray	JC90-01415B	1
2-1	Cartridge, ICT-PIN	JC70-40542A	1
2-2	Stacker, CSP-worm	JC81-07637A	1
2-9	Motor, lift	JC31-00178B	1
2-11	Bearing ball	6601-001478	3
2-12	Photo-interrupter	0604-001415	1
3	Finisher sub-entrance guide	JC90-01424A	1
3-1	Bushing	JC61-02372A	2
3-3	Harness, 3K finisher top cover	JC39-02310A	2
3-11	Actuator	JC66-04520A	1
3-13	Actuator	JC66-04644A	1

Entrance motor, low paddle, alignment, and paddle motor

Figure 5-593 Entrance motor, low paddle, alignment, and paddle motor

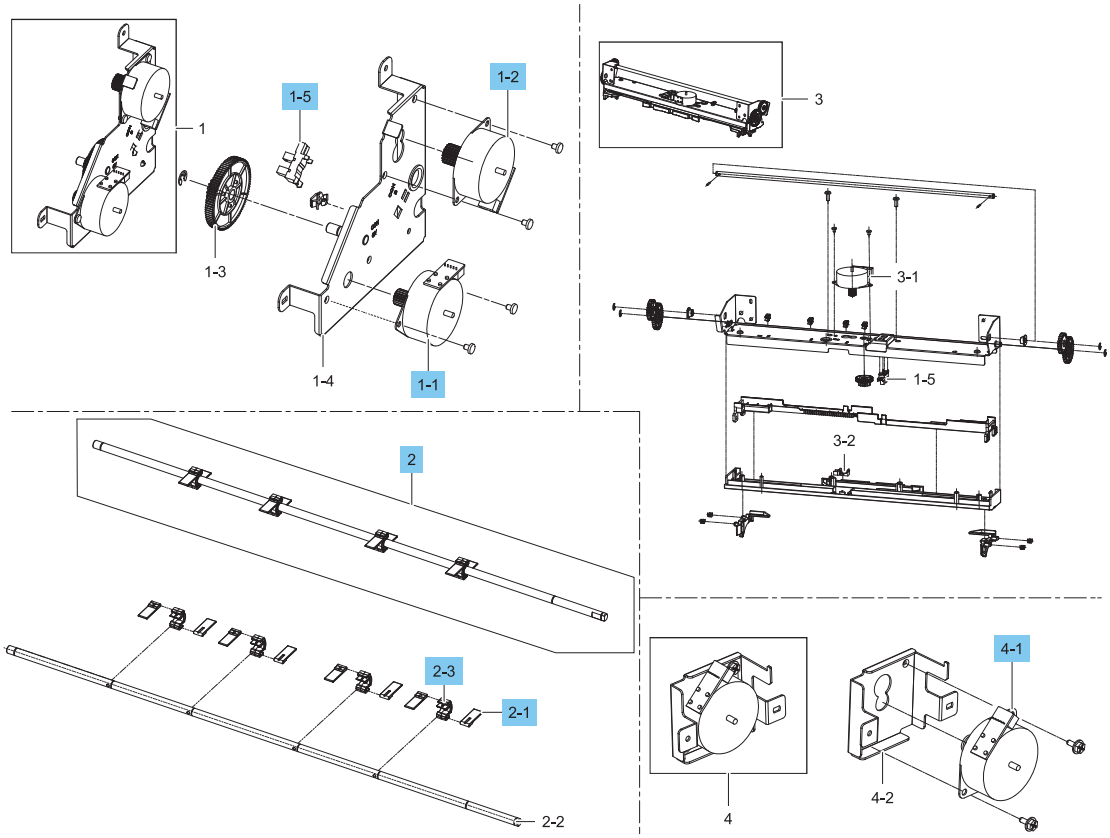


Table 5-21 Entrance motor, low paddle, alignment, and paddle motor

Ref	Description	Part number	Qty
1-1	Drive motor, step	JC93-01155A	1
1-2	Driver motor, step	JC93-01152A	1
1-5	Photo-interrupter	0604-001415	1
2	Finisher sub-low paddle	JC90-01429A	1
2-1	Roller, feed	JC66-04719A	8
2-3	Paddle holder	JC61-07225A	4
4-1	Drive motor, step	JC93-01001A	1

Drive buffer, top lower, and top jam

Figure 5-594 Drive buffer, top lower, and top jam

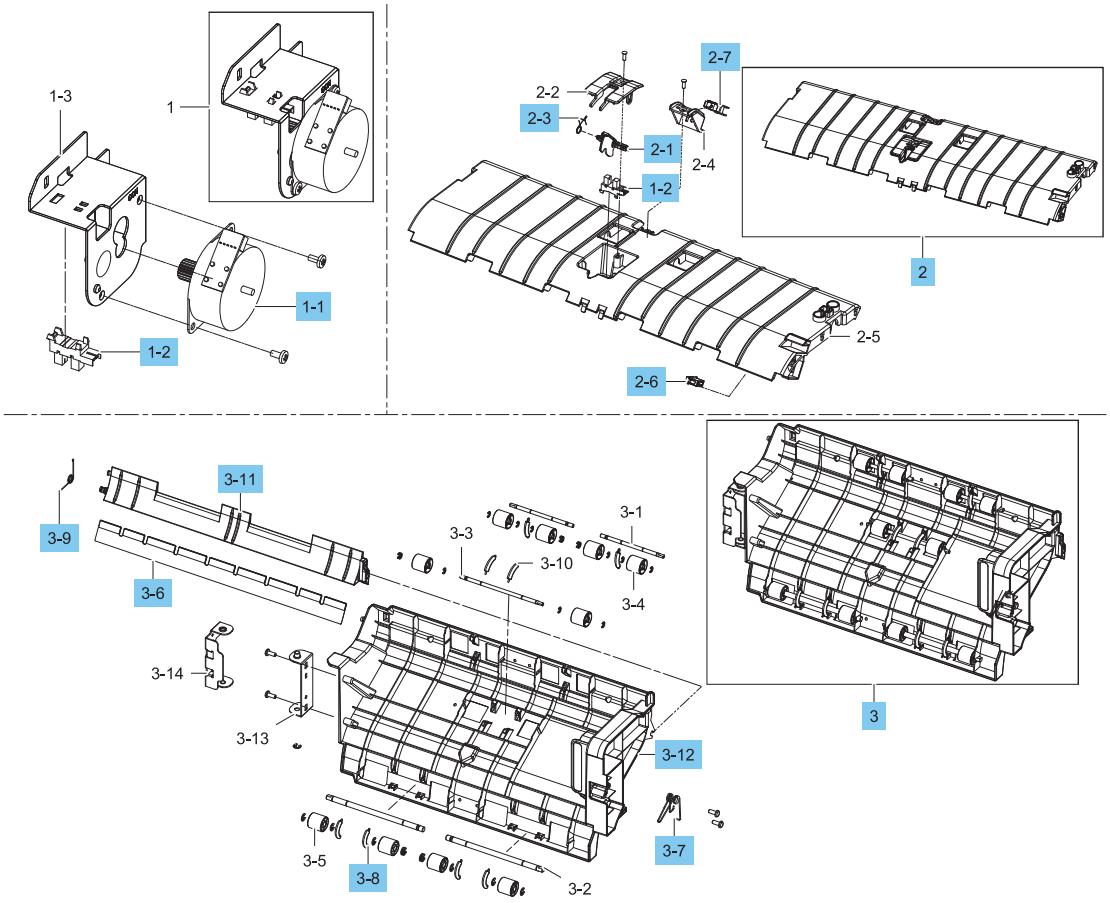


Table 5-22 Drive buffer, top lower, and top jam

Ref	Description	Part number	Qty
1-1	Drive motor, step	JC93-01155A	1
1-2	Photo-interrupter	0604-001415	1
2	Finisher sub-top lower	JC90-01454A	1
2-1	Actuator, top exit	JC66-04525A	1
2-3	Spring, TS	JC61-07411A	1
2-6	Harness, 3k finisher exit path	JC39-02322A	1
2-7	Sensor	JC32-00020A	1
3	Finisher sub-top jam	JC90-01455A	2
3-6	Seal	JC62-01328A	1
3-7	Spring, ts	JC61-07417A	1
3-8	Spring, es	JC61-07415A	4
3-9	Spring, ts	JC61-07410A	1
3-10	Spring, es	JC61-07409A	2
3-11	Guide, diverter	JC61-07205A	1
3-12	Guide, top jam	JC61-07196A	1

FD stopper unit, jam clear, and BKT main blade

Figure 5-595 FD stopper unit, jam clear, and BKT main blade

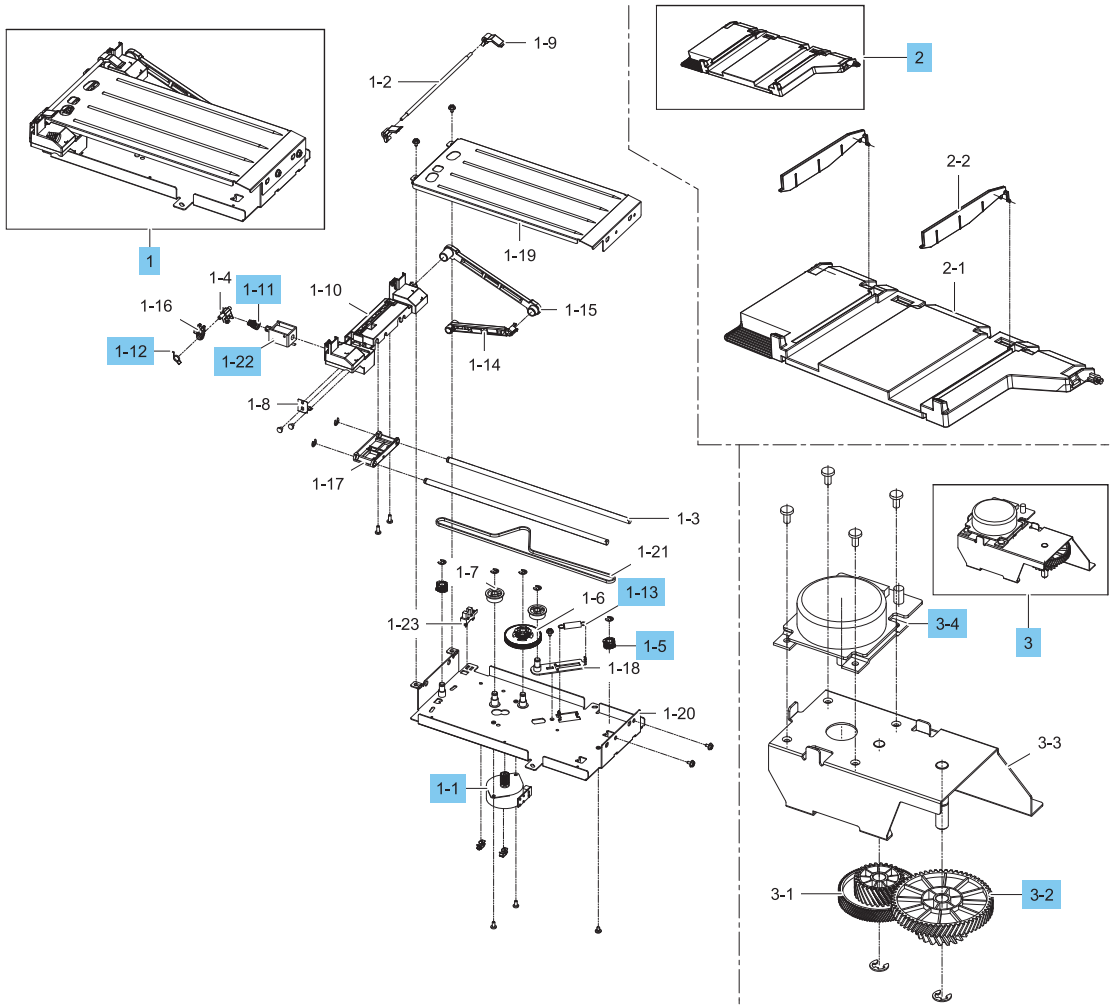


Table 5-23 FD stopper unit, jam clear, and BKT main blade

Ref	Description	Part number	Qty
1	Finisher sub-fd stopper unit	JC90-01432A	1
1-1	Drive motor, step	JC93-01155A	1
1-5	Timing pulley	JC66-04583A	2
1-11	Spring, cs	JC61-07403A	1
1-12	Spring, ts	JC61-07401A	1
1-13	Spring, es	JC61-07400A	1
1-22	Solenoid	JC33-00038A	1
2	Finisher sub-jam clear	JC90-01433A	1
3	Finisher sub-bkt main blade	JC90-01435A	1
3-1	Gear, helical 4	JC66-04595A	1
3-2	Gear, helical 3	JC66-04594A	1
3-4	Motor BLDC, Type 2	JC31-00144A	1

Fold roller, main blade, and top frame

Figure 5-596 Fold roller, main blade, and top frame

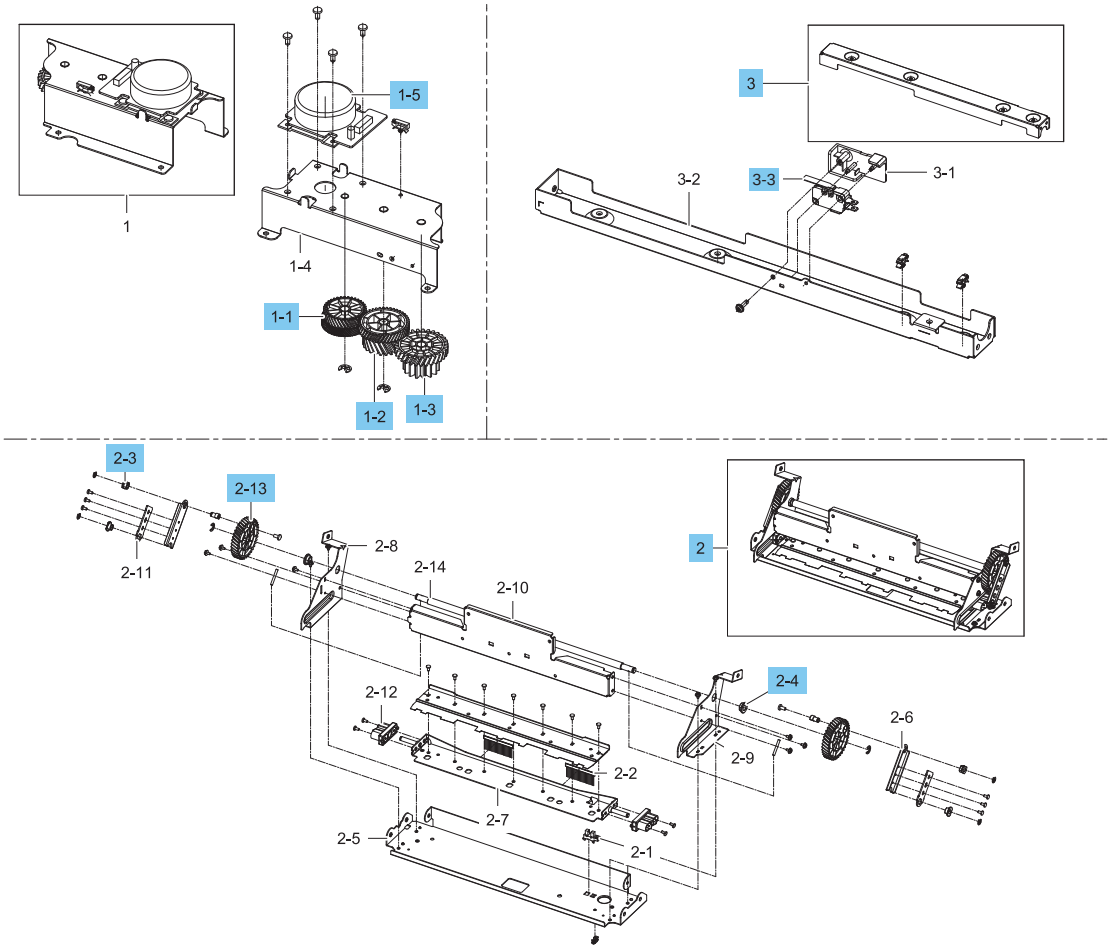


Table 5-24 Fold roller, main blade, and top frame

Ref	Description	Part number	Qty
1-1	Gear, helical 2	JC66-04593A	1
1-2	Gear, helical 1	JC66-04592A	1
1-3	Gear, double	JC66-04573A	1
1-5	Motor BLDC, Type 2	JC31-00144A	1
2	Finisher sub-main blade	JC90-01437A	1
2-3	Bushing	JC61-00423A	1
2-4	Bushing	JC61-00426A	2
2-13	Gear, helical	JC66-04591A	2
3	Finisher sub-top frame	JC90-01440A	1
3-3	Harness, 3k finisher top cover	JC39-02310A	1

Three fold blade

Figure 5-597 Three fold blade

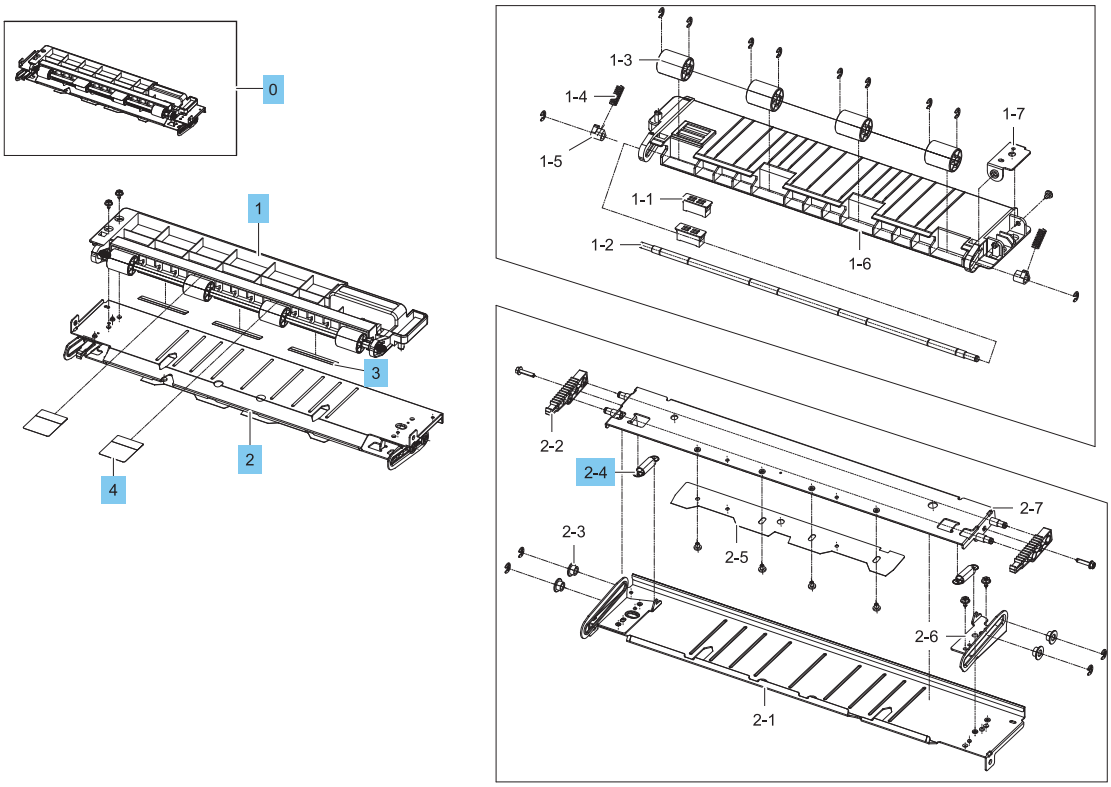


Table 5-25 Three fold blade

Ref	Description	Part number	Qty
0	Finisher sub-3 fold blade	JC90-01438A	1
1	Finisher sub-exit roller	JC90-01395A	1
2	Finisher sub-guide three fold	JC90-01394A	1
2-4	Spring, es	JC61-07391A	2
3	Sheet-jam guide	JC63-05044A	3
4	Sheet-fold exit	JC63-05041A	2

Door, top door, top cover, and registration guide

Figure 5-598 Door, top door, top cover, and registration guide

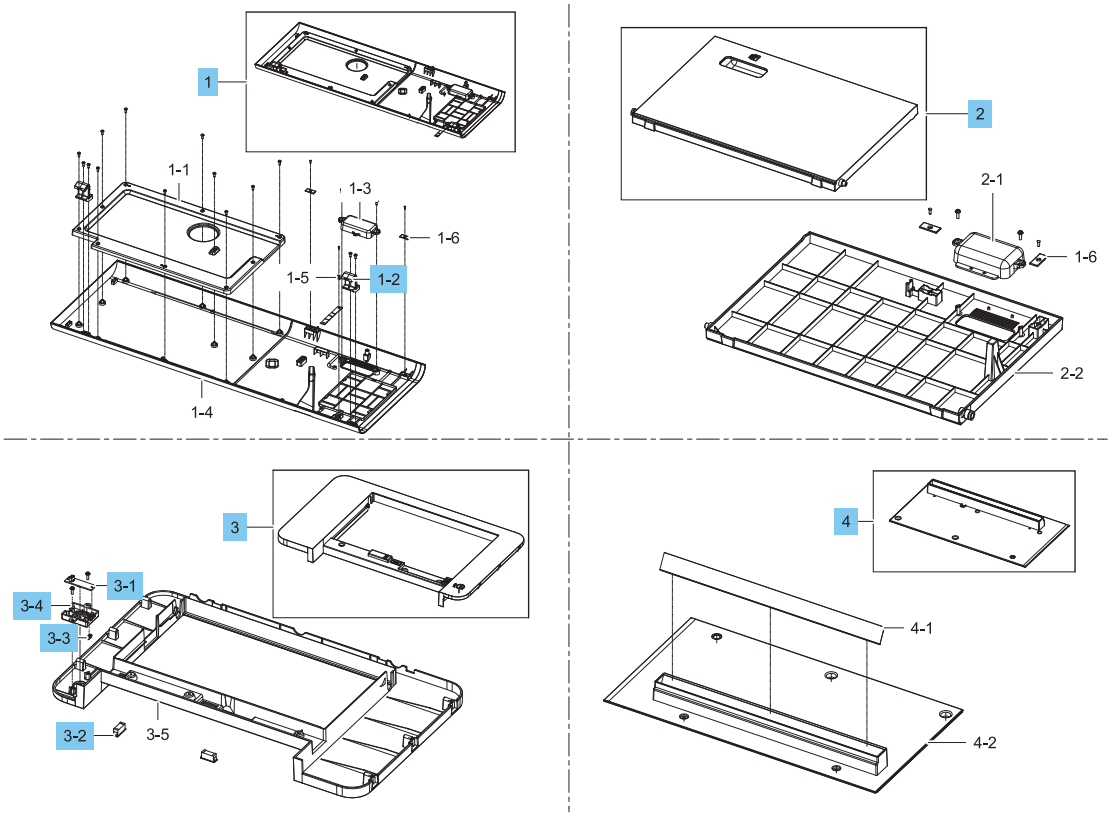


Table 5-26 Door, top door, top cover, and registration guide

Ref	Description	Part number	Qty
1	Finisher sub-door	JC90-01444A	1
1-2	Cover, link	JC63-05004A	2
2	Finisher sub-top door	JC90-01445B	1
3	Finisher sub-top cover	JC90-01446B	1
3-1	PCA, 3k switch	JC92-02789A	1
3-2	Magnet, as	JC81-08263A	1
3-3	Button lens	JC64-00996A	1
3-4	Button, staple	JC64-00995A	1
4	Finisher Sub - Inlet Guide	JC90-01448B	1

Entrance guide, mid jam, and main exit

Figure 5-599 Entrance guide, mid jam, and main exit

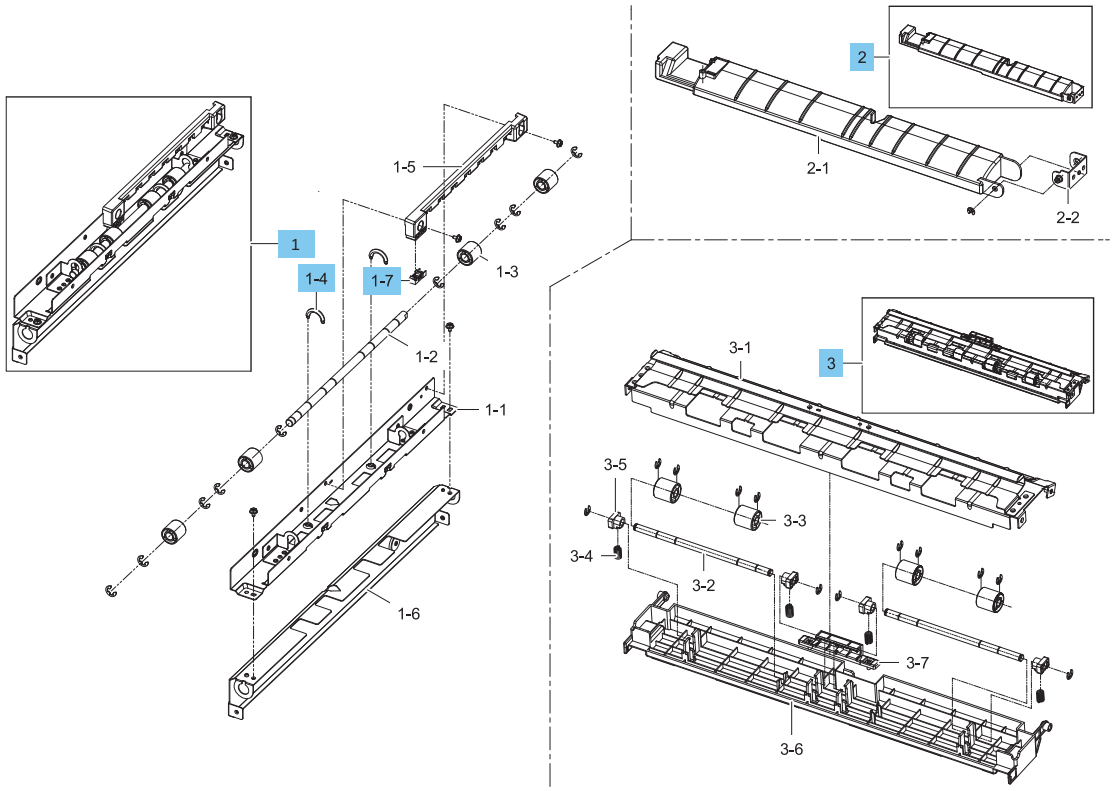


Table 5-27 Entrance guide, mid jam, and main exit

Ref	Description	Part number	Qty
1	Finisher sub-ent guide	JC90-01449A	2
1-4	Spring, ES	JC61-07408A	2
1-7	Sensor, rp	JC32-00020A	1
2	Finisher sub-mid jam	JC90-01450A	1
3	Finisher sub-exit main	JC90-01451A	1

Transfer buffer, right jam, div cam, hb motor, and paddle motor

Figure 5-600 Transfer buffer, right jam, div cam, hb motor, and paddle motor

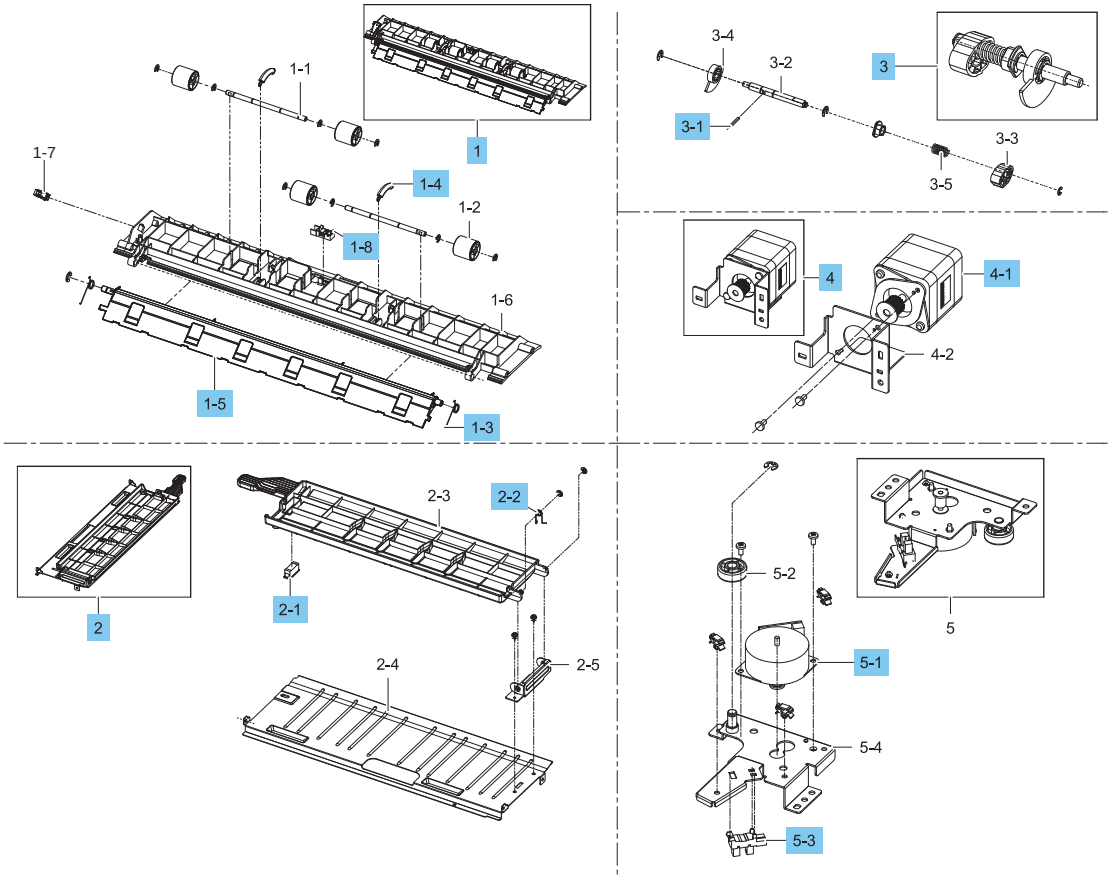


Table 5-28 Transfer buffer, right jam, div cam, hb motor, and paddle motor

Ref	Description	Part number	Qty
1	Finisher sub exit	JC90-01674A	1
1-3	Spring, TS	JC61-07413A	2
1-4	Spring, ES	JC61-07409A	2
1-5	Guide, buff div	JC61-07204A	1
1-8	Sensor, rp	JC32-00020A	1
2	Finisher sub-right jam	JC90-01457A	1
2-1	Magnet	JC81-08263A	1
2-2	Spring, TS	JC61-07418A	1
3	Finisher sub-div cam	JC90-01458A	1
3-1	Ict-pin, paralled, p/u	JC70-40360A	1
4	Finisher sub-hb motor	JC90-01459A	2
4-1	Motor step, ip	JC31-00163B	2
5-1	Drive motor, step	JC93-01001A	1
5-3	Photo-interrupter	0604-001415	1

Front alignment (tamper)

Figure 5-601 Front alignment (tamper)

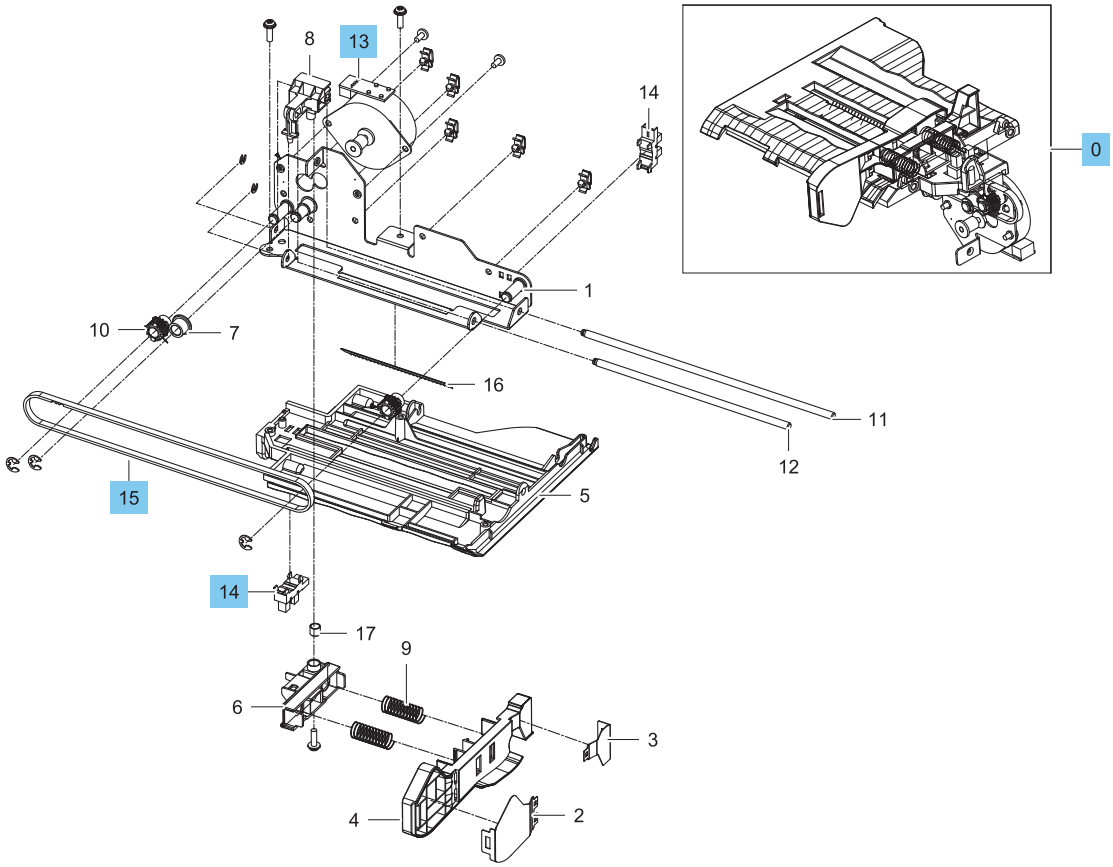


Table 5-29 Front alignment (tamper)

Ref	Description	Part number	Qty
0	Finisher sub-tamper, front	JC90-01464A	1
13	Driver motor, step	JC93-01001A	1
14	Photo-interrupter	0604-001415	1
15	Timing belt, gear	6602-003644	1

Rear alignment (tamper)

Figure 5-602 Rear alignment (tamper)

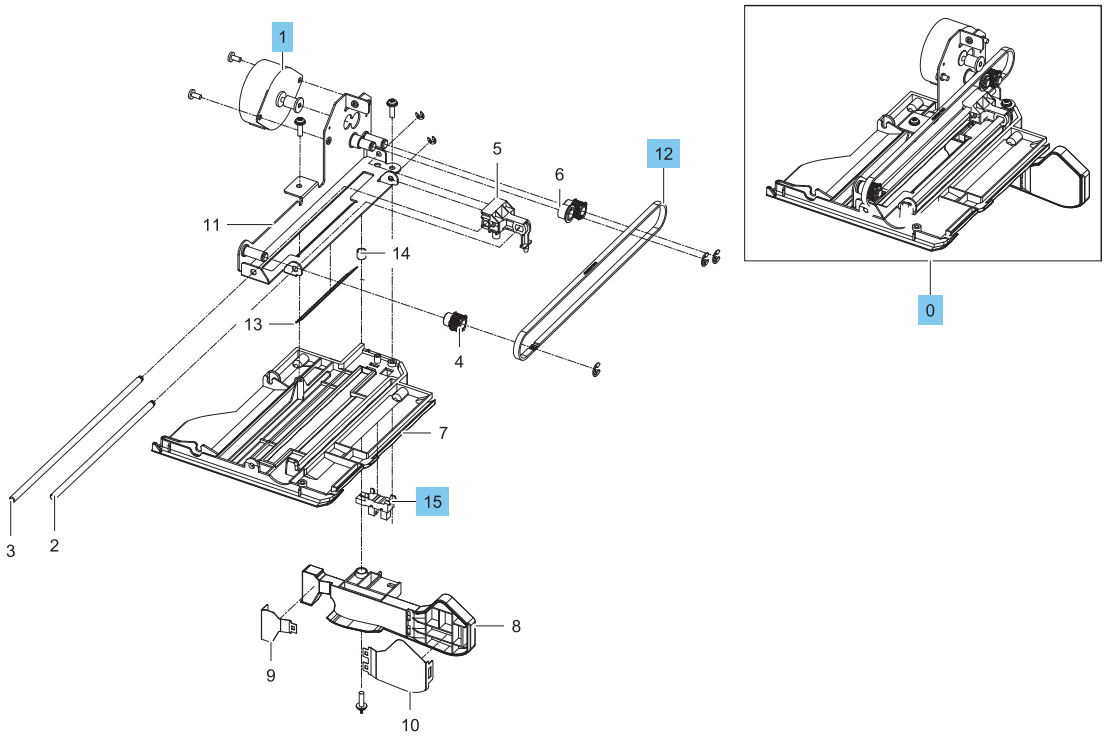


Table 5-30 Rear alignment (tamper)

Ref	Description	Part number	Qty
0	Finisher sub-tamper, rear	JC90-01465A	1
1	Driver motor, step	JC93-01001A	1
12	Timing belt, gear	6602-003644	1
15	Photo-interrupter	0604-001415	1

Shield

Figure 5-603 Shield

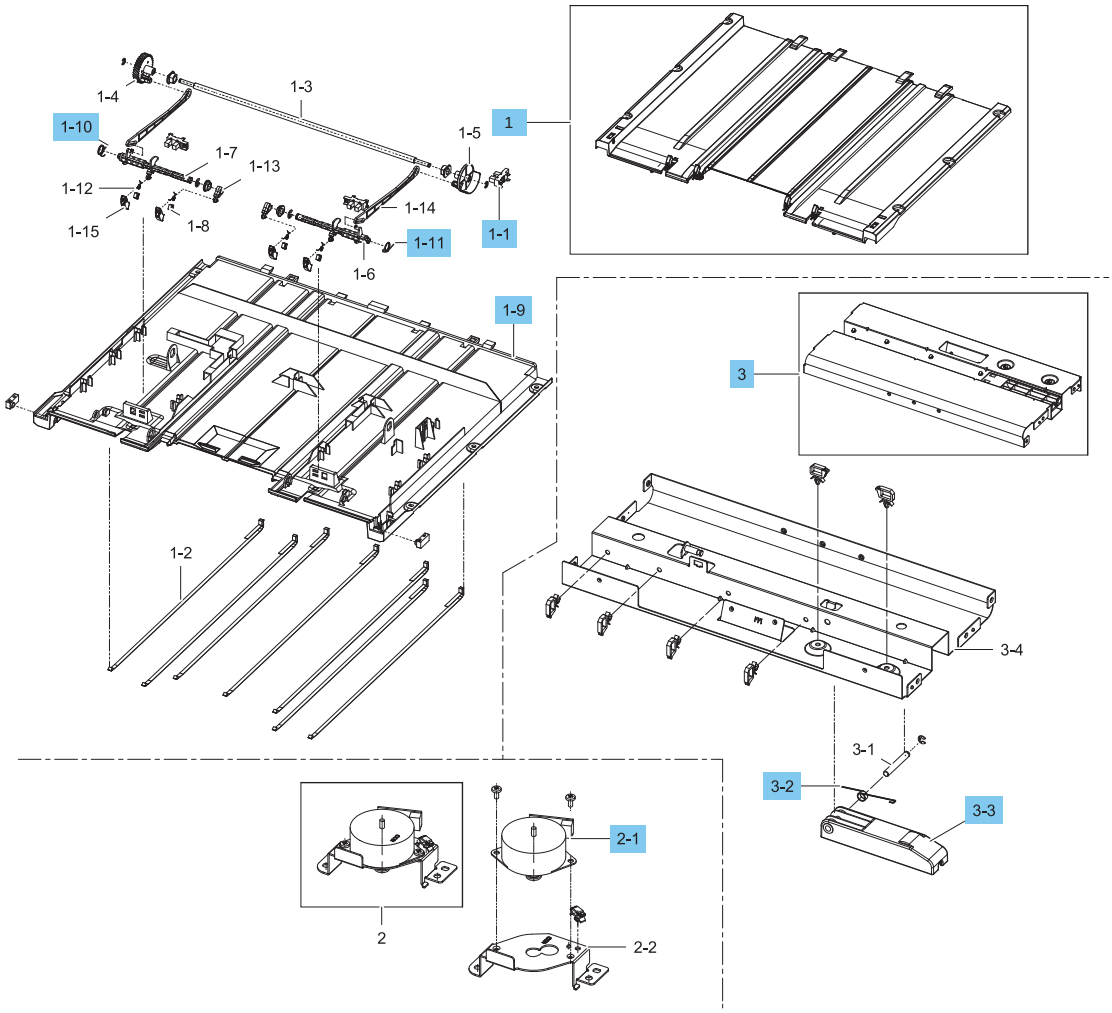


Table 5-31 Shield

Ref	Description	Part number	Qty
1	Finisher sub-shield	JC90-01475A	1
1-1	Photo-interrupter	0604-001415	1
1-9	Cover, stacker	JC63-04999B	1
1-10	Spring, ts	JC61-07428A	1
1-11	Spring, ts	JC61-07427A	1
2-1	Drive motor, step	JC93-01001A	1
3	Finisher sub-base low	JC90-01476A	1
3-2	Spring, ts	JC61-07392A	1
3-3	Leg bracket	JC61-07279A	1

PCA bm, cover f bm, idle fold, and paddle

Figure 5-604 PCA bm, cover f bm, idle fold, and paddle

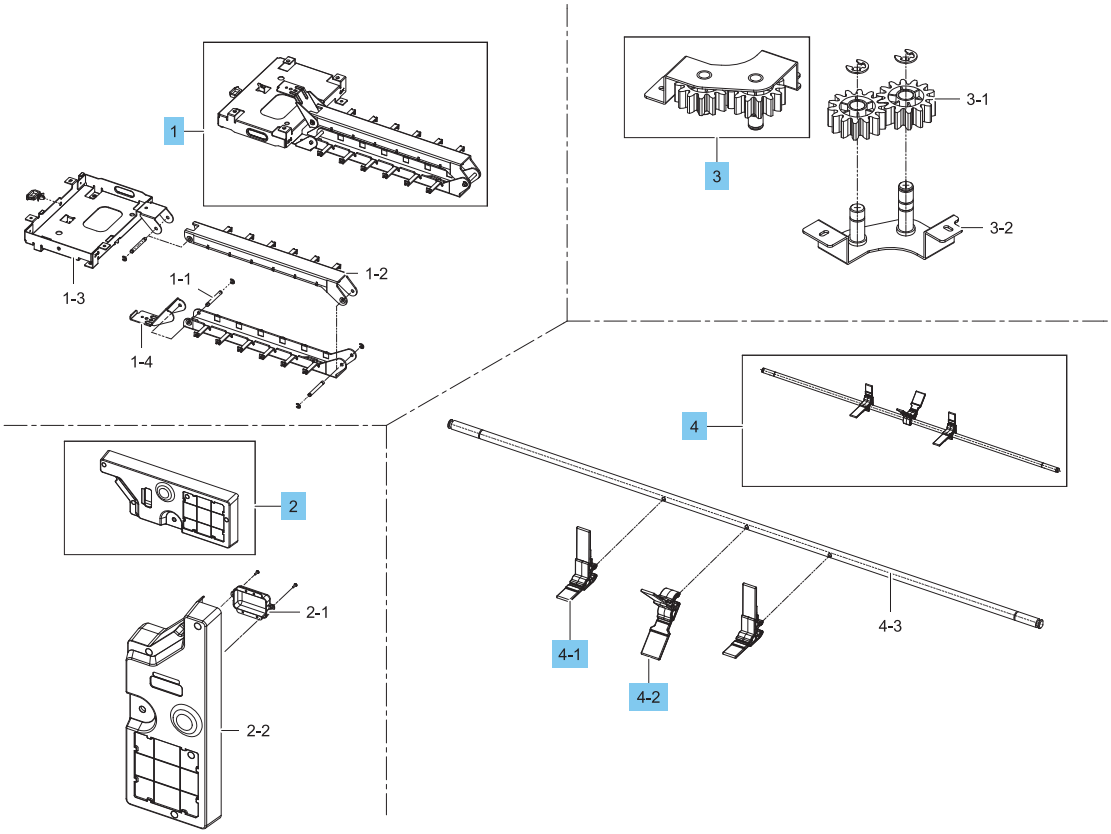


Table 5-32 PCA bm, cover f bm, idle fold, and paddle

Ref	Description	Part number	Qty
1	BM PCA wiring loom assy	JC90-01477A	1
2	Finisher sub-cover f bm	JC90-01478B	1
3	Finisher sub-idle fold	JC90-01479A	1
4	Finisher sub-paddle	JC90-01480A	1
4-1	Finisher sub-paddle, wing	JC90-01463A	2
4-2	Finisher sub-paddle, mid	JC90-01462A	1

Finisher sub booklet

Figure 5-605 Finisher sub booklet

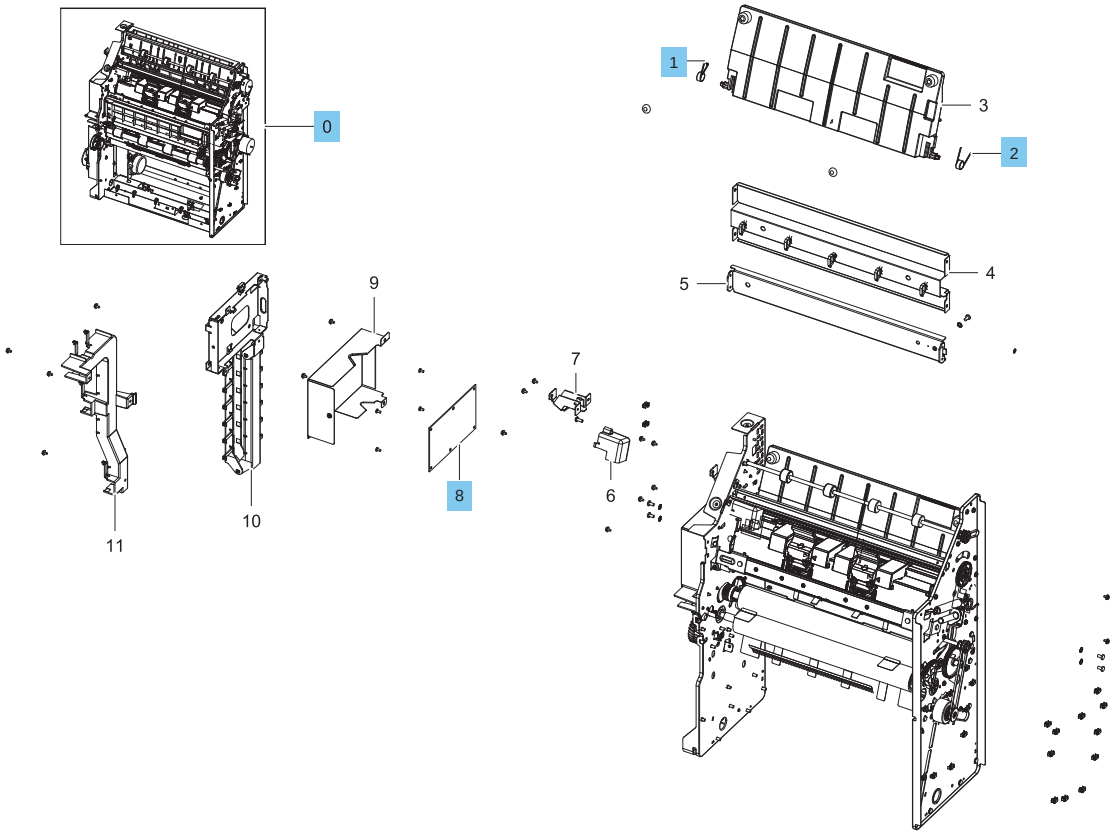


Table 5-33 Finisher sub booklet

Ref	Description	Part number	Qty
0	Finisher sub-booklet 4	JC90-01502A	1
1	Spring TS	JC61-07398A	1
2	Spring TS	JC61-07397A	1
8	PCA, bookletmaker	JC92-02790B	1
Not shown	Saddle staple unit	JC81-09881B	1
Not shown	Corner staple unit	JC81-09882B	1

Bridge Unit

Figure 5-606 Bridge Unit

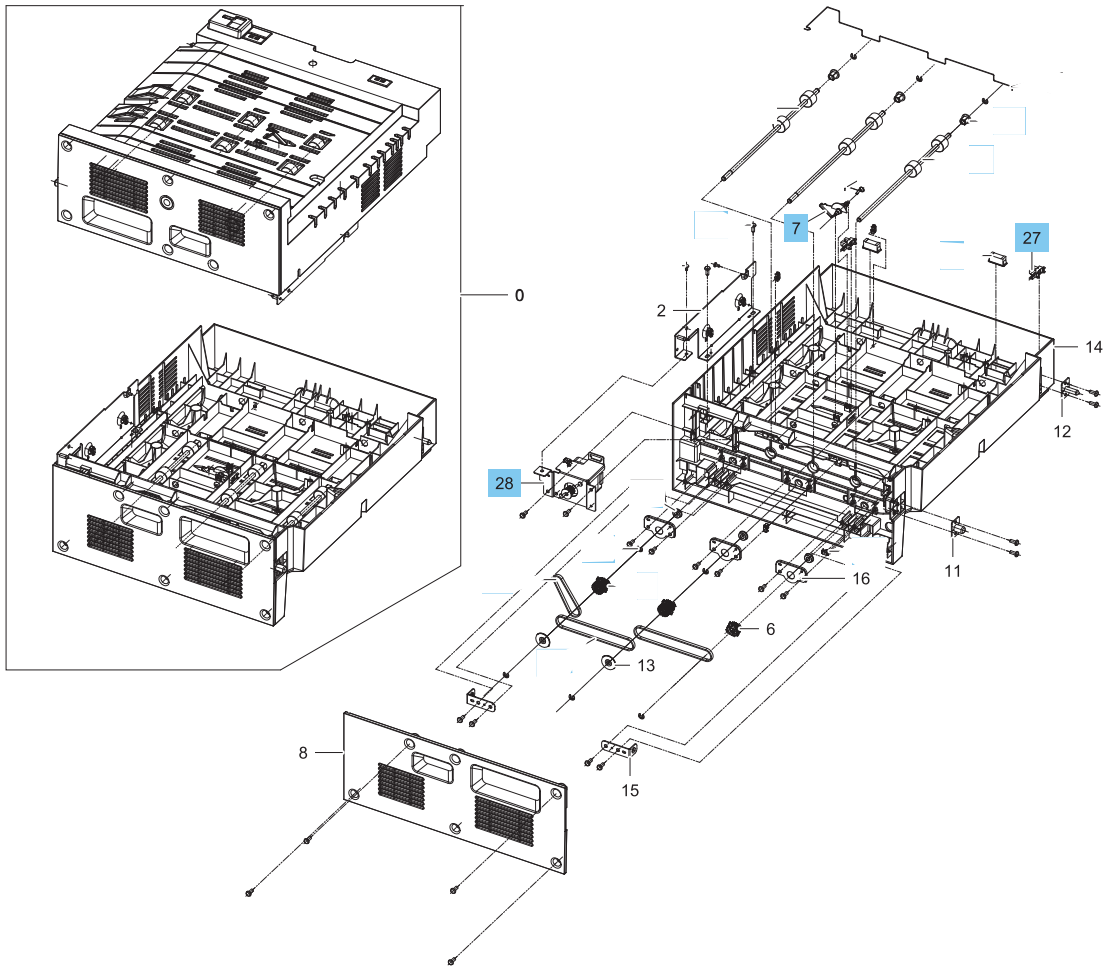


Table 5-34 Bridge Unit

Ref	Description	Part number	Qty
3	Magnet	JC81-08263A	1
4	Roller, brg-feed entrance	JC66-04733A	1
5	Roller, brg-feed	JC66-04732A	2
7	Actuator, sensor	JC66-04569A	1
10	Spring, ts	JC61-07432A	1
17	Bush-6, d(l)	JC61-00884A	3
18	Harness, 3K Finisher Bridge Pa	JC39-02328A	1
19	Harness, 3K Finisher Bridge Sub	JC39-02327A	1
20	Timing-belt, gear	6602-003648	2
21	Timing-belt, gear	6602-003645	1
22	Bearing ball	6601-001478	2
23	Cable clamp	6502-001131	1
24	E-ring	6044-000125	2
25	Screw, tap type m4	6003-001256	4
26	Screw, machine m3	6001-000130	4
27	Photo-interrupter	0604-001415	1
28	Finisher sub-hb mtr	JC90-01402A	1
Not shown	Clutch drive	JC90-01404A	1

6 Inner finisher parts and diagram

- Product Specification and Description
- Service approach
- Removal and replacment (inner finisher)
- Problem solving
- Block Diagram
- Inner finisher

Product Specification and Description

Specification

Item	Description
Capacity	550 Sheets (Main 500, Top 50) @ 80gsm
Sensing	Paper Jam/Tray Sensing/Stapler/Cover Open
Media Sizes	• Main: 148 - 320 mm x 140-457.2 mm (58.3-126 inch x 55.1-180 inch) • Top: 98 - 297 mm x 140-432 mm (38.6-116.9 inch x 55.1-170.1 inch)
Media types	Plain/Thick/Heavy weight/Thin/Cotton/Colored/Recycled/Bond/Archive/Pre-Punched/Cardstock/Glossy/ Envelope
Media Weight	• Main: 52-256 gsm (13.9-68.3 lb.) • Top: 52-325 gsm (13.9-86.7 lb.)
Number of Bin	2 (Main/Top)
Dimension (W X D X H)	458 x 491 x 173 mm (18.0 X 19.3 X 6.8 inch)
Weight	15 kg (33 lb.)
Tray1 Finishing Capacity	50 Sheets @ 80gsm
Tray1 Finishing Mode	Stapling (Left, Right, Center)/Punch (2/3, 2/4, Swedish)
Tray2 Finishing Capacity	500 Sheets @ 80 gsm

Table 6-1 Paper Size Specification

Name	Paper size		Orientation	Output			Staple position		
	mm	Inches	Direction	Main tray		Top tray	Corner		DUAL
				52-256 g	Offset	52-325 g	45°	Flat	
A5	210 x 148	8.3 x 5.8	LEF	O	O	O	X	F/R[1]	O
Statement	216 x 140	8.5 x 5.5	LEF	O	O	O	X	F/R[1]	O
Lt	279 x 216	11 x 8.5	LEF	O	O	O	F/R[1]	X	O
A4	297 x 210	8.3 x 11.7	LEF	O	O	O	F/R[1]	X	O
B5(JIS)	257 x 182	10.1 x 7.2	LEF	O	O	O	F/R[1]	X	O
B5(ISO)	250 x 176	9.8 x 6.9	LEF	O	O	O	F/R[1]	X	O
Executive	267 x 184	10.5 x 7.3	LEF	O	O	O	F/R[1]	X	O
No 9 Env	98 x 225	3.9 x 8.9	SEF	X	X	O	X	X	X
Monarch Env	98.4 x 190.5	3.9 x 7.5	SEF	X	X	O	X	X	X
PostCard 4X6	101.6 x 152.4	4.0 x 6.0	SEF	X	X	O	X	X	X

Table 6-1 Paper Size Specification (continued)

Name	Paper size		Orientation	Output			Staple position		
	mm	Inches	Direction	Main tray		Top tray	Corner		DUAL
				52-256 g	Offset	52-325 g	45°	Flat	
A6	105 x 148	4.1 x 5.8	SEF	X	X	O	X	X	X
No 10 Env	105 x 241	4.1 x 9.5	SEF	X	X	O	X	X	X
DL Env	110 x 220	4.3 x 8.7	SEF	X	X	O	X	X	X
C6 Env	114 x 162	4.5 x 6.4	SEF	X	X	O	X	X	X
B6	128 x 182	5.0 x 7.2	SEF	X	X	O	X	X	X
Statement	140 x 216	5.5 x 8.5	SEF	X	X	O	X	X	X
A5	148 x 210	5.8 x 8.3	SEF	O	X	O	X	X	X
C5 Env	162 x 229	6.4 x 9.0	SEF	X	X	O	X	X	X
B5(ISO)	176 x 250	6.9 x 9.8	SEF	O	O	O	X	F/R[1]	X
B5(JIS)	182 x 257	6.9 x 9.8	SEF	O	O	O	X	F/R[1]	X
Executive	184 x 267	7.3 x 10.5	SEF	O	O	O	X	F/R[1]	X
16k	195 x 270	7.7 x 10.6	SEF	O	O	O	X	F/R[1]	O
A4	210 x 297	8.3 x 11.7	SEF	O	O	O	X	F/R[1]	O
Legal	216 x 356	8.5 x 14	SEF	O	O	O	X	F/R[1]	O
Letter	216 x 279	8.5 x 11	SEF	O	O	O	X	F/R[1]	O
Folio	216 x 330	8.5 x 13	SEF	O	O	O	X	F/R[1]	O
Oficio	215.9 x 342.9	8.5 x 13.5	SEF	O	O	O	X	F/R[1]	O
C4	229 x 324	9.1 x 12.8	SEF	X	X	O	X	X	X
Tabloid	254 x 374	10 x 14.7	SEF	O	O	O	F/R[1]	X	O
B4	257 x 364	10 x 14.3	SEF	O	O	O	F/R[1]	X	O
8K	270 x 390	10.6 x 15.4	SEF	O	O	O	F/R[1]	X	O
Ledger	279 x 432	11 x 17	SEF	O	O	O	F/R[1]	X	O
A3	297 x 420	11.7 x 16.5	SEF	O	O	O	F/R[1]	X	O
Tabloid Extra	304.8 x 457.2	12 x 18	SEF	O	X	X	X	X	X
SRA3	320 x 450	12.6 x 17.7	SEF	O	O	X	X	X	X
Custom	W 98-320 ~ L 140-1200	W3.9-12.6 ~ L 5.5-47	—	W 148-320 - L 140-1200	X	W 98-297 - L 140-1200	X	X	X

[1] "F/R" means front side and rear side can be supported.

Name	Paper size		Orientation	Punch				
	mm	Inches	Direction	NA 2/3		EU 2/4H		Swedish
				2H	3H	2H	4H	4H
A5	210 x 148	8.3 x 5.8	LEF	O	X	O	X	O
Statement	216 x 140	8.5 x 5.5	LEF	O	X	O	X	O
Lt	279 x 216	11 x 8.5	LEF	O	O	O	O	O
A4	297 x 210	8.3 x 11.7	LEF	O	O	O	O	O
B5 (JIS)	257 x 182	10.1 x 7.2	LEF	O	O	O	X	O
B5 (ISO)	250 x 176	9.8 x 6.9	LEF	O	O	O	X	O
Executive	267 x 184	10.5 x 7.3	LEF	O	O	O	O	O
No 9 Env	98 x 225	3.9 x 8.9	SEF	X	X	X	X	X
Monarch Env	98.4 x 190.5	3.9 x 7.5	SEF	X	X	X	X	X
PostCard 4X6	101.6 x 152.4	4.0 x 6.0	SEF	X	X	X	X	X
A6	105 x 148	4.1 x 5.8	SEF	X	X	X	X	X
No 10 Env	105 x 241	4.1 x 9.5	SEF	X	X	X	X	X
DL Env	110 x 220	4.3 x 8.7	SEF	X	X	X	X	X
C6 Env	114 x 162	4.5 x 6.4	SEF	X	X	X	X	X
B6	128 x 182	5.0 x 7.2	SEF	X	X	X	X	X
Statement	140 x 216	5.5 x 8.5	SEF	X	X	X	X	X
A5	148 x 210	5.8 x 8.3	SEF	O	X	O	X	O
C5 Env	162 x 229	6.4 x 9.0	SEF	X	X	X	X	X
B5(ISO)	176 x 250	6.9 x 9.8	SEF	O	X	O	X	O
B5(JIS)	182 x 257	6.9 x 9.8	SEF	O	X	O	X	O
Executive	184 x 267	7.3 x 10.5	SEF	O	X	O	X	O
16k	195 x 270	7.7 x 10.6	SEF	O	X	O	X	O
A4	210 x 297	8.3 x 11.7	SEF	O	X	O	X	O
Legal	216 x 356	8.5 x 14	SEF	O	X	O	X	O
Letter	216 x 279	8.5 x 11	SEF	O	X	O	X	O
Folio	216 x 330	8.5 x 13	SEF	O	X	O	X	O
Oficio	215.9 x 342.9	8.5 x 13.5	SEF	O	X	O	X	O
C4	229 x 324	9.1 x 12.8	SEF	X	X	X	X	X
Tabloid	254 x 374	10 x 14.7	SEF	O	O	O	X	O
B4	257 x 364	10 x 14.3	SEF	O	O	O	X	O

Name	Paper size		Orientation	Punch				
	mm	Inches	Direction	NA 2/3		EU 2/4H		Swedish
				2H	3H	2H	4H	4H
8K	270 x 390	10.6 x 15.4	SEF	O		O	O	O
Ledger	279 x 432	11 x 17	SEF	O	O	O	O	O
A3	297 x 420	11.7 x 16.5	SEF	O	O	O	O	O
Tabloid Extra	304.8 x 457.2	12 x 18	SEF	X	X	X	X	X
SRA3	320 x 450	12.6 x 17.7	SEF	X	X	X	X	X
Custom	W 98-320 ~ L 140-1200	W3.9-12.6 ~ L 5.5-47	-	X	X	X	X	X

Table 6-2 Media performance

Paper Type	Function			
	Main Tray	Top Tray	Staple	Punch
Plain (71-90 g/m²)	O	O	O	O
Thick (91-105 g/m²)	O	O	O	O
Heavy weight (106-175 g/m²)	O	O	O	O
Extra Heavy weight 1 (176-216 g/m²)	O	O	O	O
Extra Heavy weight 2 (217-256 g/m²)	O	O	O	O
Extra Heavy weight 3 (257-300 g/m²)	X	O	X	X
Extra Heavy weight 4 (301-325 g/m²)	X	O	X	X
Thin (60-70 g/m²)	O	O	O	O
Cotton (75-90 g/m²)	O	O	O	O
Colored (75-90 g/m²)	O	O	O	O
Pre-Printed (75-90 g/m²)	O	O	O	O
Recycled (60-90 g/m²)	O	O	O	O
Bond	O	O	O	O
Archive (75-105 g/m²)	O	O	O	O
LetterHead	O	O	O	O
Pre-Punched	O	O	O	X
Thin Cardstock (105-163 g/m²)	O	O	O	O
Thick Cardstock (170-216 g/m²)	O	O	O	X
Heavy Cardstock (217-256 g/m²)	O	O	O	X
Extra Heavy Cardstock 1(257-300 g/m²)	X	O	X	X

Table 6-2 Media performance (continued)

Paper Type	Function			
	Main Tray	Top Tray	Staple	Punch
Extra Heavy Cardstock 2(301-325 g/m²)	X	0	X	X
Thin Glossy (106-169 g/m²)	0	0	0	0
Thick Glossy (170-216 g/m²)	0	0	0	X
Heavy Glossy (217-256 g/m²)	0	X	X	X
Envelope (75-90 g/m²)	X	0	X	X
Thick Envelope (217-256 g/m²)	0	X	X	X
Tab	0	X	X	0
Perforated Paper (75-90 g/m²)	X	0	X	X

Finisher System

Sectional view

Figure 6-1 Finisher system—sectional view

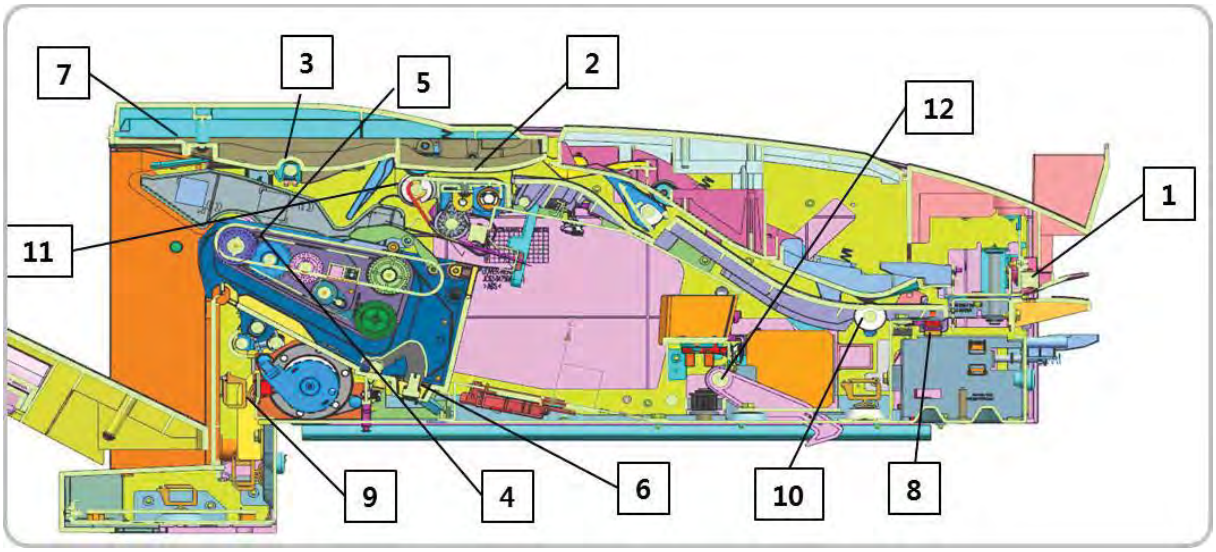


Table 6-3 Finisher system—sectional view

Item	Description	Item	Description
1	Entrance sensor	7	Jam Door Open Sensor
2	Passthru Sensor	8	Front Door Open Sensor
3	Paddle Home Sensor	9	Stacker Tray Home Sensor
4	Tamper Home_F Sensor	10	Paper Feed roller
5	Tamper Home_R Sensor	11	Paper Exit roller
6	Eject Home Sensor	12	Turning Knob

Paper path

Figure 6-2 Finisher system—paper path

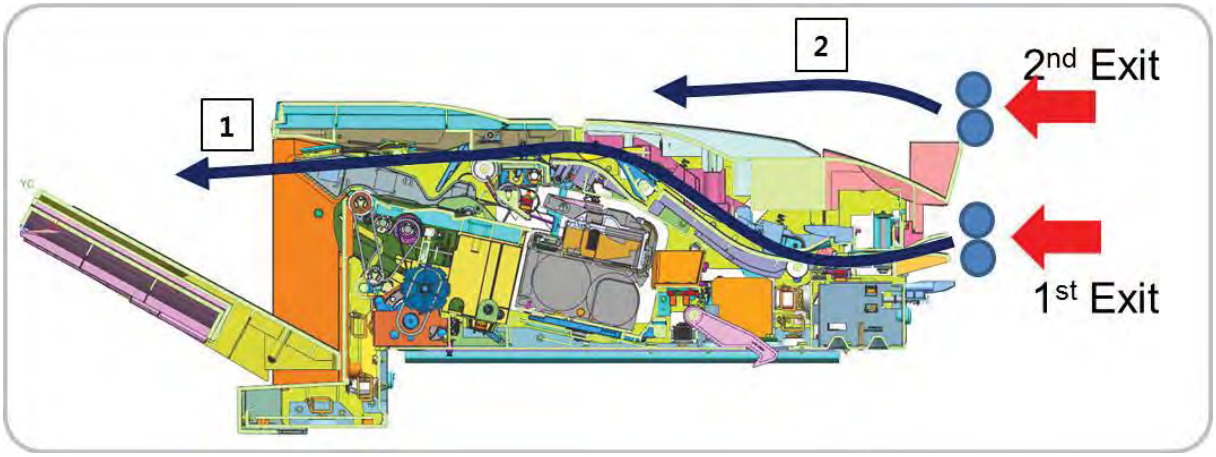


Table 6-4 Finisher system—paper path

Item	Description
1	Finisher Main Tray – Staple / offset / Punch
2	Finisher Top Tray – Stack only

Electrical parts layout

Figure 6-3 Finisher system—electrical parts layout

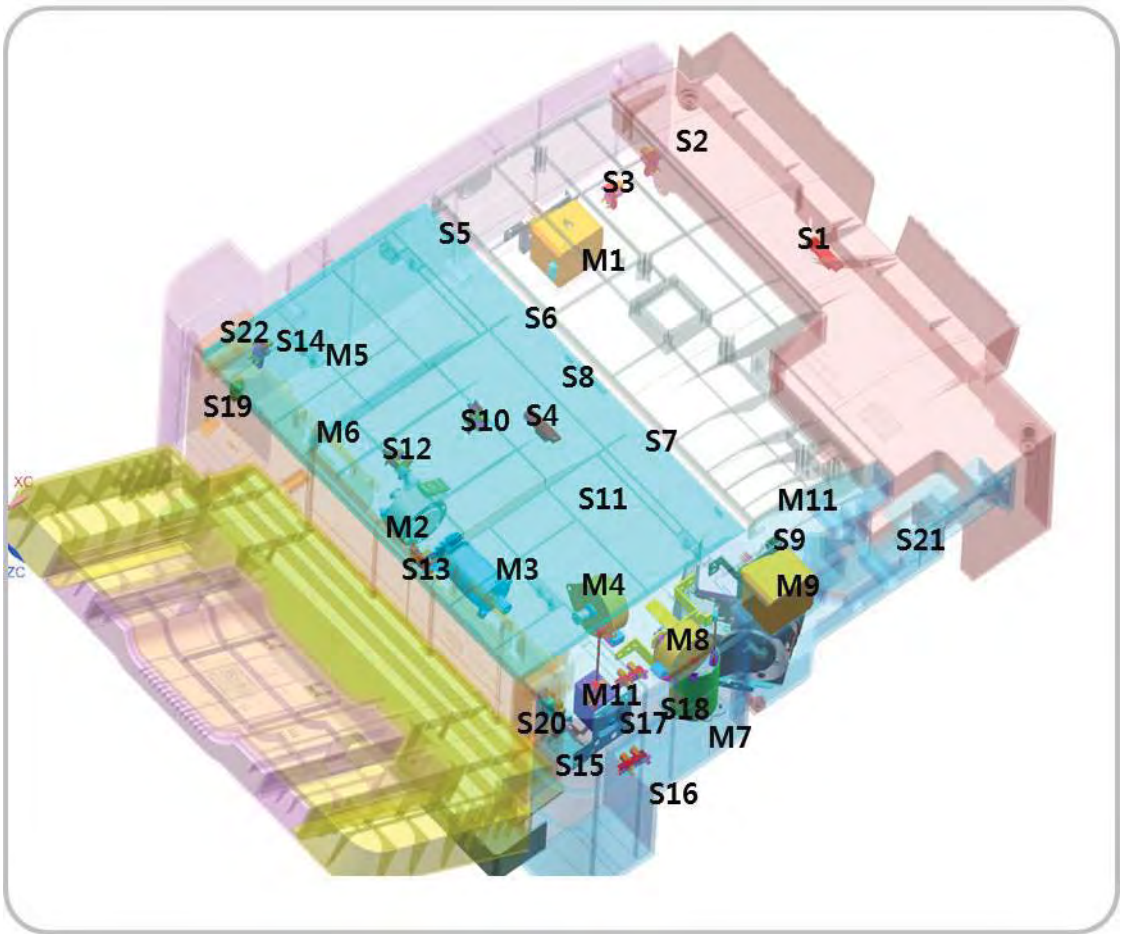


Table 6-5 Finisher system—electrical parts layout

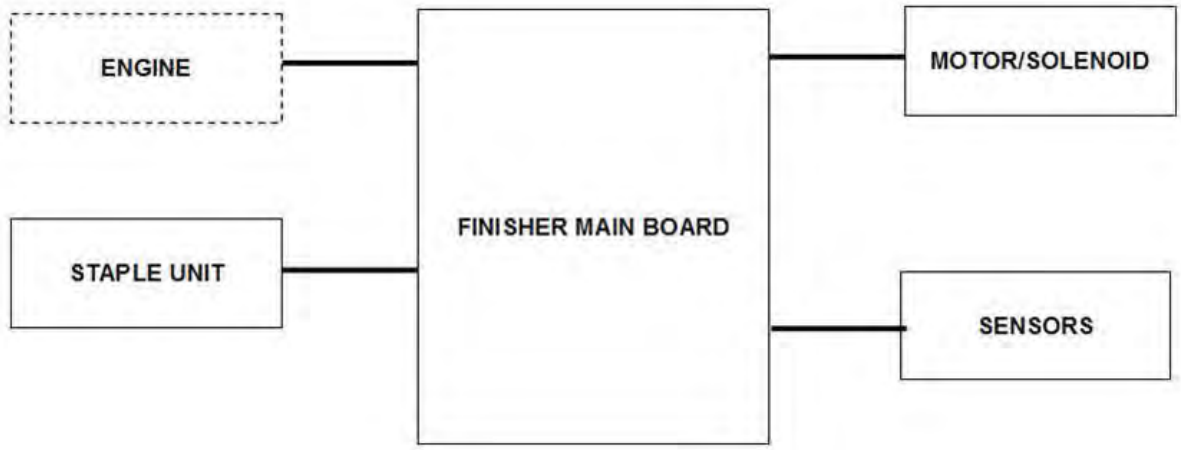
Item	Description	Function
S1	Photo- Interrupter (0604-001381)	Entrance Sensor
S2	Photo- Interrupter (0604-001415)	Shaft Docking Sensor
S3	Photo- Interrupter (0604-001415)	Dust Box Sensor
S4	Photo- Interrupter (0604-001381)	Sub Stay Sensor
S5	Photo- Interrupter (0604-001415)	Stapler Position Sensor_Rear
S6	Photo- Interrupter (0604-001415)	Staple Position Sensor_ Center 1
S7	Photo- Interrupter (0604-001415)	Staple Position Sensor_ Center 2
S8	Photo- Interrupter (0604-001415)	Exit Sensor
S9	Photo- Interrupter (0604-001415)	Stapler Position Sensor_Front
S10	Photo- Interrupter (0604-001415)	End Defence Sensor
S11	Photo- Interrupter (0604-001415)	Eject Sensor
S12	Photo- Interrupter (0604-001415)	Paper Support Sensor

Table 6-5 Finisher system—electrical parts layout (continued)

Item	Description	Function
S13	Photo- Interrupter (0604-001415)	Eject 2 Motor Sensor
S14	Photo- Interrupter (0604-001415)	Tamper Position Sensor_Rear
S15	Photo- Interrupter (0604-001415)	Paper Holder Position Sensor
S16	Photo- Interrupter (0604-001415)	Tray Home Position Sensor
S17	Photo- Interrupter (0604-001415)	Tamper Position Sensor_Front
S18	Photo- Interrupter (0604-001415)	Main Paddle Position Sensor
S19	JC81-07403A	AS- Sensor
S20	JC81-07396A	AS- Sensor
S21	JC39-01610A	Switch Front cover open
S22	JC39-02175A	Switch Jam door open
M1	JC31-00169A	Entrance Motor
M2	JC31-00009C	EJECTOR_1_Motor
M3	Mabuchi	EJECTOR_2_Motor
M4	JC31-00149A	Tamper_Motor_Front
M5	JC31-00149A	Tamper_Motor_Rear
M6	JC31-00149A	Paper Support
M7	KIG	Tray Motor
M8	JC31-00149A	Main Paddle Motor
M9	JC31-00169A	Exit Motor
M10	JC31-00149A	Traverse Motor
M11	TDS-10SL	Paper Holder Solenoid

Block Diagram

Figure 6-4 Finisher system—block diagram



PBA Connection Information

Figure 6-5 Finisher system—PBA connection information

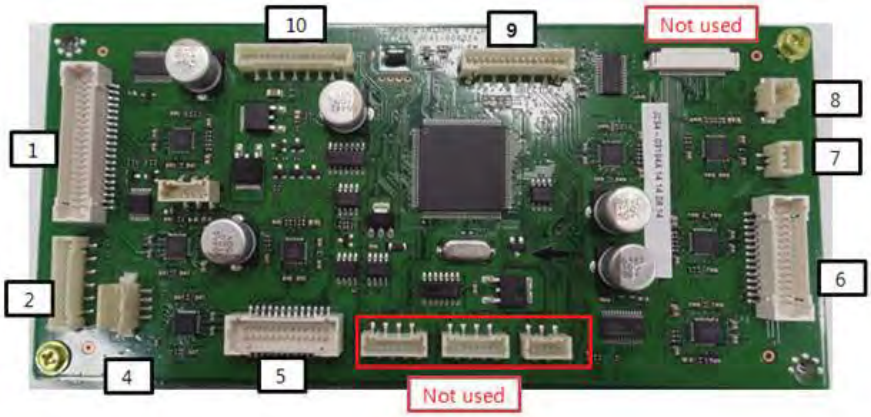


Table 6-6 Finisher system—PBA connection information

No.	Connection
1	CN3 : REAR Joint I/F
2	CN1 : REAR Sensor
3	CN10 : Traverse Mid Sensor
4	CN8 : Debug
5	CN2 : REAR I/F
6	CN7 : FRONT I/F
7	CN6 : Stacker Switch
8	CN9 : Solenoid
9	CN4 : Ejector & Supporter I/F
10	CN5 : Main I/F

Service approach

⚠ CAUTION: When working on the product, do not pick up the unit by the output tray, which will detach under the weight of the product.

Before performing service

- Remove all paper from the product.
- Turn off the power using the power button.
- Unplug the power cable and interface cable or cables.
- Place the product on an ESD workstation or mat, or use an ESD strap (if one is available). If an ESD workstation, mat, or strap is not available, ground yourself by touching the sheet-metal chassis *before* touching an ESD-sensitive part.
- Remove the toner cartridges.
- Remove the Tray 2 cassette.

ESD precautions

⚠ CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Look for the ESD reminder when removing printer parts. Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground *before* touching an ESD-sensitive assembly.

Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

After performing service

- Plug in the power cable.
- Verify the functions of the printer that might have been impacted by service procedures. Make sure the printer is in complete working order.
- Replace any accessories removed for service.

Post-service test

Perform the following tests to verify that the repair or replacement was successful:

Print-quality test

1. Verify that you have completed the necessary reassembly steps.
2. Make sure that the tray contains clean, unmarked paper.
3. Attach the power cord and interface cable or interface cables, and then turn on the product.
4. Print a configuration page.

5. Print a print quality page, and then verify that there are no lines, streaks, banding, or other print quality defects.
6. Send a print job from the host computer, and then verify that the output meets expectations.

Order parts, accessories, and supplies

Ordering

Order supplies and paper	www.hp.com/go/suresupply
Order genuine HP parts or accessories	www.hp.com/buy/parts or partsurfer.hp.com
Order through service or support providers	Contact an HP-authorized service or support provider.
Order using the HP Embedded Web Server (EWS)	To access, in a supported Web browser on your computer, enter the printer IP address or host name in the address/URL field. The EWS contains a link to the HP SureSupply Web site, which provides options for purchasing Original HP supplies.

Orderable parts

Not all of the parts shown in the diagrams in this chapter can be ordered. Refer to the table following the diagram or the parts lists at the end of this chapter to determine if a part is orderable.

Removal and replacment (inner finisher)

- ESD precautions
- Entrance sensor
- Entrance motor
- Exit sensor
- Exit motor
- Front Jogger Motor
- Front Jogger Home Sensor
- Rear Jogger Motor
- Rear Jogger Home Sensor
- Stapler
- Stapler position sensor assembly
- Traverse Motor
- Stacker Motor
- Stacker Encoder Sensor
- Stacker Lower Limit Switch
- Stack Beam Sensor
- Stack Position Sensor
- Paper Holding Lever Solenoid
- Paper Support Motor
- Paper Support Home Sensor
- Ejector Motor assembly
- Main Paddle Motor
- Main Paddle Home Sensor
- Main Paddle
- Ejector assembly
- Punch Dust Full Sensor
- End Fence Home Sensor

ESD precautions

⚠ CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Look for the ESD reminder when removing printer parts. Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground *before* touching an ESD-sensitive assembly.

Protect the ESD-sensitive assemblies by placing them in ESD pouches when they are out of the printer.

Entrance sensor

- Introduction
- Step 1: Remove the entrance sensor

Introduction

This document provides the procedures to remove the Entrance sensor assembly.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

  WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

Entrance sensor assembly part number	
0604-001381	Entrance sensor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the entrance sensor

1. On the right-side of the printer remove three screws, and then remove the cover-rear.

   Figure 6-6 Remove the entrance sensor (1 of 7)

2. On the right, back-side of the printer remove the e-ring, and then remove the shaft-side plate. Unplug the connector.

   Figure 6-7 Remove the entrance sensor (2 of 7)

3. On the right, front-side of the printer remove the sheet-punch front.

   Figure 6-8 Remove the entrance sensor (3 of 7)

4. Remove the e-ring and washer, and then remove the punch dummy.

   Figure 6-9 Remove the entrance sensor (4 of 7)

5. Loosen the adhesive tape around, and then remove, four screws. Remove the handle, and then remove the punch dummy cover.

   Figure 6-10 Remove the entrance sensor (5 of 7)

6. Remove one screw, unplug the connector, and then remove the sensor bracket.

   Figure 6-11 Remove the entrance sensor (6 of 7)

7. Remove one screw, and then remove the sensor.

   Figure 6-12 Remove the entrance sensor (7 of 7)

Entrance motor

- Introduction
- Step 1: Remove the entrance motor covers
- Step 2: Remove the entrance motor

Introduction

This document provides the procedures to remove the Entrance motor assembly.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

  WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

Entrance motor assembly part number	
JC90-01344A	Entrance motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the entrance motor covers

1. Remove the finisher sub cover front and the cover-rear.

   a. Remove two screws in the front and one screw in the top-right of the finisher sub-cover front.

   b. Remove the handle.

   c. From the right side of the finisher sub-cover front, carefully lift and pry toward the top-left corner to remove the finisher sub-cover front.

   d. Remove the cover-rear.

   Figure 6-13 Remove the entrance motor (1 of 7)

2. Remove two shoulder screws at the rear of the printer, and then remove the finisher sub-cover middle and finisher sub-cover compile by lifting off the hinge pins at the front.

   Figure 6-14 Remove the entrance motor (2 of 7)

3. On the front of the printer remove the e-ring and bushing. On the rear of the printer remove the e-ring, pulley, bushing, belt, spring (slightly hidden from view), and then remove the guide reverse and roller feed.

   Figure 6-15 Remove the entrance motor (3 of 7)

   Figure 6-16 Remove the entrance motor (4 of 7)

4. Remove six screws.

   NOTE: Be careful not to damage the sensor.

   Figure 6-17 Remove the entrance motor (5 of 7)

Step 2: Remove the entrance motor

1. Disconnect the sensor cable at the rear.
2. Remove the cable restraint at the rear.
3. Release two tabs that engage with the frame, and then remove the guide middle lower.

⚠ CAUTION: Do not damage the sensor flag.

4. Remove two screws.

Figure 6-18 Remove the entrance motor (5 of 7)

5. Open the clamps, and then unplug the connector.

Figure 6-19 Remove the entrance motor (6 of 7)

6. Remove two screws, and then remove the motor.

Figure 6-20 Remove the entrance motor (7 of 7)

Exit sensor

- Introduction
- Step 1: Remove the entrance motor covers
- Step 2: Remove the exit sensor

Introduction

This document provides the procedures to remove the Exit sensor assembly.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

Exit sensor assembly part number	
JC66-04199A	Feed actuator sensor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the entrance motor covers

1. Remove the finisher sub cover front and the cover-rear.

   a. Remove two screws in the front and one screw in the top-right of the finisher sub-cover front.

   b. Remove the handle.

   c. From the right side of the finisher sub-cover front, carefully lift and pry toward the top-left corner to remove the finisher sub-cover front.

   d. Remove the cover-rear.

   Figure 6-21 Remove the entrance motor (1 of 7)

2. Remove two shoulder screws at the rear of the printer, and then remove the finisher sub-cover middle and finisher sub-cover compile by lifting off the hinge pins at the front.

   Figure 6-22 Remove the entrance motor (2 of 7)

3. On the front of the printer remove the e-ring and bushing. On the rear of the printer remove the e-ring, pulley, bushing, belt, spring (slightly hidden from view), and then remove the guide reverse and roller feed.

   Figure 6-23 Remove the entrance motor (3 of 7)

   Figure 6-24 Remove the entrance motor (4 of 7)

4. Remove six screws.

   NOTE: Be careful not to damage the sensor.

   Figure 6-25 Remove the entrance motor (5 of 7)

Step 2: Remove the exit sensor

▲ Remove the hook, and then remove the exit sensor.

Figure 6-26 Remove the exit sensor

Exit motor

- Introduction
- Step 1: Remove the exit motor

Introduction

This document provides the procedures to remove the Exit motor assembly.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

Exit motor assembly part number	
JC31-00169B	Exit motor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the exit motor

1. Remove the front cover.

   Figure 6-27 Remove the exit motor (1 of 3)

2. Remove two screws, and then unplug the motor connector.

   Figure 6-28 Remove the exit motor (2 of 3)

3. Remove the exit motor from the BKT motor feed exit.

   Figure 6-29 Remove the exit motor (3 of 3)

Front Jogger Motor (Front Tamper)

- Introduction
- Step 1: Remove the front jogger motor

Introduction

This document provides the procedures to remove the Front Jogger Motor assembly.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

  WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

Front Jogger Motor assembly part number	
JC82-00899A	Front Jogger Motor assembly (Front Tamper)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the front jogger motor

1. Remove the finisher sub cover front and the cover-rear.

   a. Remove two screws in the front and one screw in the top-right of the finisher sub cover front.

   b. Remove the handle.

   c. From the right side of the finisher sub cover front, carefully lift and pry toward the top-left corner to remove the finisher sub cover front.

   d. Remove the cover-rear.

   Figure 6-30 Remove the front jogger motor (1 of 22)

2. Remove two shoulder screws at the rear of the printer, and then remove the finisher sub-cover middle and finisher sub-cover compile by lifting off the hinge pins at the front.

   Figure 6-31 Remove the front jogger motor (2 of 22)

3. Remove four screws, and then remove the tray.

   Figure 6-32 Remove the front jogger motor (3 of 22)

4. Remove the finisher sub-tray frame by rotating the pulley.

Reinstallation tip: Push the paper stopper arms into the printer when reassembling.

NOTE: Position the first wheel into the channel on both sides while holding the arms. Let the second wheel rest on the channel on both sides simultaneously. Gently squeeze the wheels into channel. The rack and pinion may need to be engaged several times to level the assembly.

Figure 6-33 Remove the front jogger motor (4 of 22)

5. Remove four screws, and then remove the PBA cover.

   Figure 6-34 Remove the front jogger motor (5 of 22)

6. Remove four screws from both sides.

   Figure 6-35 Remove the front jogger motor (6 of 22)

7. Remove two screws and then remove the lower PBA cover.

8. Unplug two inline connectors, and then remove the finisher sub-stacker plate.

Figure 6-36 Remove the front jogger motor (7 of 22)

9. Remove one screw, and then remove the cable guide. Unplug the connector, and then remove the main paddle home sensor sub assembly.

Figure 6-37 Remove the front jogger motor (8 of 22)

10. Remove three screws, unplug the connector, and then remove the motor paddle sub assembly.

NOTE: Move cable out of the wiring guide to access the third screw.

Figure 6-38 Remove the front jogger motor (9 of 22)

11. Remove the wire harness from the harness guide, remove three screws, and then remove the guide-harness front.

NOTE: The wire harness will hang loosely after the harness guide is removed.

Figure 6-39 Remove the front jogger motor (10 of 22)

12. Remove three screws, unplug two connectors, and then remove the finisher sub-motor tray.

Figure 6-40 Remove the front jogger motor (11 of 22)

13. Open the cover top tray sub assembly, and then remove one screw securing the guide-exit lower.

Figure 6-41 Remove the front jogger motor (12 of 22)

14. Remove four screws securing the guide-harness A.

Figure 6-42 Remove the front jogger motor (13 of 22)

15. Remove the e-ring, and then remove the pulley and timing belt.

Figure 6-43 Remove the front jogger motor (14 of 22)

16. Remove the e-ring, and then remove the bushing.

Figure 6-44 Remove the front jogger motor (15 of 22)

17. Lift up and remove the sub paddle shaft sub assembly.

Figure 6-45 Remove the front jogger motor (16 of 22)

18. Remove the ring-c, actuator-home paddle, AS pulley S2M48T, and cam-paddle A.

Reinstallation tip: The cam must be installed with the same orientation as the cam on the opposite side.

Reinstallation tip: The actuator home cam paddle is installed hollow side out

Figure 6-46 Remove the front jogger motor (17 of 22)

19. Remove the e-ring and bush-6_D.

Figure 6-47 Remove the front jogger motor (18 of 22)

20. Remove the main paddle A unit / B unit, and then carefully remove the shaft from its retainer.

NOTE: Note the orientation of paddles and use caution to not break the plastic locator pin on the paddle.

Figure 6-48 Remove the front jogger motor (19 of 22)

21. Remove four screws.

Figure 6-49 Remove the front jogger motor (20 of 22)

22. Unplug the connector, and then pull the finisher sub-tamper front up to remove.

Reinstallation tip: Position the upper left-corner of the sub tamper, and then carefully rotate it counter-clockwise into position.

Figure 6-50 Remove the front jogger motor (21 of 22)

23. Remove two screws, unplug the connector, and then remove the motor.

Figure 6-51 Remove the front jogger motor (22 of 22)

Front Jogger Home Sensor

- Introduction
- Step 1: Remove the front jogger home sensor

Introduction

This document provides the procedures to remove the Front Jogger Home Sensor assembly.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

Front Jogger Home Sensor assembly part number	
0604-001381	Front Jogger Home Sensor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the front jogger home sensor

1. Remove the finisher sub cover front and the cover-rear.

   a. Remove two screws in the front and one screw in the top-right of the finisher sub cover front.

   b. Remove the handle.

   c. From the right side of the finisher sub cover front, carefully lift and pry toward the top-left corner to remove the finisher sub cover front.

   d. Remove the cover-rear.

   Figure 6-52 Remove the entrance motor (1 of 7)

2. Remove two shoulder screws at the rear of the printer, and then remove the finisher sub-cover middle and finisher sub-cover compile by lifting off the hinge pins at the front.

   Figure 6-53 Remove the entrance motor (2 of 7)

3. Remove four screws, and then remove the tray.

   Figure 6-54 Remove the front jogger home sensor (1 of 15)

4. Remove the finisher sub-tray frame by rotating the pulley.

Reinstallation tip: Push the paper stopper arms into the printer when reassembling.

NOTE: Position the first wheel into the channel on both sides while holding the arms. Let the second wheel rest on the channel on both sides simultaneously. Gently squeeze the wheels into channel. The rack and pinion may need to be engaged several times to level the assembly.

Figure 6-55 Remove the front jogger home sensor (2 of 15)

5. Remove four screws, and then remove the PBA cover.

   Figure 6-56 Remove the front jogger home sensor (3 of 15)

6. Remove four screws from both sides.

   Figure 6-57 Remove the front jogger home sensor (4 of 15)

7. Remove two screws and then remove lower PBA cover.

8. Unplug two inline connectors, and then remove the finisher sub-stacker plate.

Figure 6-58 Remove the front jogger home sensor (5 of 15)

9. Remove one screw and then remove the cable guide. Unplug the connector, and then remove the main paddle home sensor sub assembly.

Figure 6-59 Remove the front jogger home sensor (6 of 15)

10. Remove three screws, unplug the connector, and then remove the motor paddle sub assembly.

NOTE: Move cable out of the wiring guide to access the third screw.

Figure 6-60 Remove the front jogger home sensor (7 of 15)

11. Remove the wire harness from the harness guide, remove three screws, and then remove the guide-harness front.

NOTE: The wire harness will hang loosely after the harness guide is removed.

Figure 6-61 Remove the front jogger home sensor (8 of 15)

12. Remove three screws, unplug two connectors, and then remove the finisher sub-motor tray.

Figure 6-62 Remove the front jogger home sensor (9 of 15)

13. Open the cover top tray sub assembly, and then remove one screw securing the guide-exit lower.

Figure 6-63 Remove the sub paddle shaft sub assembly (1 of 6)

14. Remove four screws securing the guide-harness A.

Figure 6-64 Remove the sub paddle shaft sub assembly (2 of 6)

15. Remove the e-ring, and then remove the pulley and timing belt.

Figure 6-65 Remove the sub paddle shaft sub assembly (3 of 6)

16. Remove the e-ring, and then remove the bushing.

Figure 6-66 Remove the sub paddle shaft sub assembly (4 of 6)

17. Lift up and remove the sub paddle shaft sub assembly.

Figure 6-67 Remove the sub paddle shaft sub assembly (5 of 6)

18. Remove the ring-C, actuator-home paddle, AS pulley S2M48T, and cam-paddle A.

Reinstallation tip: The cam must be installed with the same orientation as the cam on the opposite side.

Reinstallation tip: The actuator home cam paddle is installed hollow side out

Figure 6-68 Remove the front jogger home sensor (10 of 15)

19. Remove the e-ring and bush-6_D.

Figure 6-69 Remove the front jogger home sensor (11 of 15)

20. Remove the main paddle A unit / B unit, and then carefully remove the shaft from its retainer.

NOTE: Note the orientation of paddles and use caution to not break the plastic locator pin on the paddle.

Figure 6-70 Remove the front jogger home sensor (12 of 15)

21. Remove four screws.

Figure 6-71 Remove the front jogger home sensor (13 of 15)

22. Unplug the connector, and then remove the front jogger home sensor.

Figure 6-72 Remove the front jogger home sensor

23. Remove the tamper front sub assembly.

Rear Jogger Motor (Rear Tamper)

- Introduction
- Step 1: Remove the rear jogger motor

Introduction

This document provides the procedures to remove the Rear Jogger Motor assembly.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

  WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

Rear Jogger Motor assembly part number	
JC82-00900A	Rear Jogger Motor assembly (Rear Tamper)

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the rear jogger motor

1. Remove the finisher sub cover front and the cover-rear.

   a. Remove two screws in the front and one screw in the top-right of the finisher sub cover front.

   b. Remove the handle.

   c. From the right side of the finisher sub cover front, carefully lift and pry toward the top-left corner to remove the finisher sub cover front.

   d. Remove the cover-rear.

   Figure 6-73 Remove the entrance motor (1 of 7)

2. Remove two shoulder screws at the rear of the printer, and then remove the finisher sub-cover middle and finisher sub-cover compile by lifting off the hinge pins at the front.

   Figure 6-74 Remove the entrance motor (2 of 7)

3. Remove four screws, and then remove the tray.

   Figure 6-75 Remove the front jogger home sensor (1 of 15)

4. Remove the finisher sub-tray frame by rotating the pulley.

Reinstallation tip: Push the paper stopper arms into the printer when reassembling.

NOTE: Position the first wheel into the channel on both sides while holding the arms. Let the second wheel rest on the channel on both sides simultaneously. Gently squeeze the wheels into channel. The rack and pinion may need to be engaged several times to level the assembly.

Figure 6-76 Remove the front jogger home sensor (2 of 15)

5. Remove four screws, and then remove the PBA cover.

   Figure 6-77 Remove the front jogger home sensor (3 of 15)

6. Remove four screws from both sides.

   Figure 6-78 Remove the front jogger home sensor (4 of 15)

7. Remove two screws and then remove lower PBA cover.

8. Unplug two inline connectors, and then remove the finisher sub-stacker plate.

Figure 6-79 Remove the front jogger home sensor (5 of 15)

9. Remove one screw and then remove the cable guide. Unplug the connector, and then remove the main paddle home sensor sub assembly.

Figure 6-80 Remove the front jogger home sensor (6 of 15)

10. Remove three screws, unplug two connectors, and then remove the finisher sub-motor tray.

Figure 6-81 Remove the front jogger home sensor (9 of 15)

11. Remove four screws.

NOTE: Move cable guide out of position to access the screws.

Figure 6-82 Remove the rear jogger motor (1 of 3)

12. Unplug two connectors, and then remove the finisher sub-tamper rear.

Figure 6-83 Remove the rear jogger motor (2 of 3)

13. Remove two screws, unplug the connector, and then remove the rear jogger motor.

Figure 6-84 Remove the rear jogger motor (3 of 3)

14. Remove four screws.

NOTE: Move cable guide out of position to access the screws.

Figure 6-85 Remove the rear jogger motor (1 of 3)

15. Unplug two connectors, and then remove the finisher sub-tamper rear.

Figure 6-86 Remove the rear jogger motor (2 of 3)

16. Remove two screws, unplug the connector, and then remove the rear jogger motor.

Figure 6-87 Remove the rear jogger motor (3 of 3)

Rear Jogger Home Sensor

- Introduction
- Step 1: Remove the rear jogger home sensor

Introduction

This document provides the procedures to remove the Rear Jogger Home Sensor assembly.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

  WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

Rear Jogger Home Sensor assembly part number	
0604-001381	Rear Jogger Home Sensor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the rear jogger home sensor

Remove the rear jogger home sensor

1. Remove the finisher sub-cover front and the cover-rear.

   a. Remove two screws in the front and one screw in the top-right of the finisher sub-cover front.

   b. Remove the handle.

   c. From the right side of the finisher sub-cover front, carefully lift and pry toward the top-left corner to remove the finisher sub-cover front.

   d. Remove the cover-rear.

   Figure 6-88 Remove the entrance motor (1 of 11)

2. Remove two shoulder screws at the rear of the printer, and then remove the finisher sub-cover middle and finisher sub-cover compile by lifting off the hinge pins at the front.

   Figure 6-89 Remove the entrance motor (2 of 11)

3. Remove four screws, and then remove the tray.

   Figure 6-90 Remove the front jogger home sensor (3 of 11)

4. Remove the finisher sub-tray frame by rotating the pulley.

Reinstallation tip: Push the paper stopper arms into the printer when reassembling.

NOTE: Position the first wheel into the channel on both sides while holding the arms. Let the second wheel rest on the channel on both sides simultaneously. Gently squeeze the wheels into channel. The rack and pinion may need to be engaged several times to level the assembly.

Figure 6-91 Remove the front jogger home sensor (4 of 11)

5. Remove four screws, and then remove the PBA cover.

   Figure 6-92 Remove the front jogger home sensor (5 of 11)

6. Remove four screws from both sides.

   Figure 6-93 Remove the front jogger home sensor (6 of 11)

7. Remove two screws and then remove lower PBA cover.

8. Unplug two inline connectors, and then remove the finisher sub-stacker plate.

   Figure 6-94 Remove the front jogger home sensor (8 of 11)

9. Remove one screw and then remove the cable guide. Unplug the connector, and then remove the main paddle home sensor sub assembly.

   Figure 6-95 Remove the front jogger home sensor (9 of 11)

10. Remove three screws, unplug two connectors, and then remove the finisher sub-motor tray.

    Figure 6-96 Remove the front jogger home sensor (10 of 11)

11. Unplug the connector, and then remove the rear jogger home sensor.

    Figure 6-97 Remove the rear jogger home sensor (11 of 11)

Stapler

- Introduction
- Step 1: Remove the stapler

Introduction

This document provides the procedures to remove the stapler assembly.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

Stapler assembly part number	
JC90-01342A	Stapler assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the stapler

1. Remove the front cover.

   Figure 6-98 Remove the exit motor (1 of 3)

2. Remove two screws, and then unplug the motor connector.

   Figure 6-99 Remove the exit motor (2 of 3)

3. Remove one screw, unplug two connectors, and then remove the stapler unit.

   NOTE: Ensure the tab on the back of the stapler unit clears the chassis while removing.

   Figure 6-100 Remove the stapler (1 of 2)

4. Remove two screws, and then remove the finisher sub-staple.

   Figure 6-101 Remove the stapler (2 of 2)

Stapler position sensor assembly

- Introduction
- Step 1: Remove the entrance motor covers
- Step 2: Remove the sub paddle shaft sub assembly
- Step 3: Remove the staple position sensor assembly

Introduction

This document provides the procedures to remove the Stapler position sensor assembly.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

Stapler position sensor assembly part number	
0604-001415	Stapler position sensor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the entrance motor covers

1. Remove the finisher sub cover front and the cover-rear.

   a. Remove two screws in the front and one screw in the top-right of the finisher sub-cover front.

   b. Remove the handle.

   c. From the right side of the finisher sub-cover front, carefully lift and pry toward the top-left corner to remove the finisher sub-cover front.

   d. Remove the cover-rear.

   Figure 6-102 Remove the entrance motor (1 of 7)

2. Remove two shoulder screws at the rear of the printer, and then remove the finisher sub-cover middle and finisher sub-cover compile by lifting off the hinge pins at the front.

   Figure 6-103 Remove the entrance motor (2 of 7)

3. On the front of the printer remove the e-ring and bushing. On the rear of the printer remove the e-ring, pulley, bushing, belt, spring (slightly hidden from view), and then remove the guide reverse and roller feed.

   Figure 6-104 Remove the entrance motor (3 of 7)

   Figure 6-105 Remove the entrance motor (4 of 7)

4. Remove six screws.

   NOTE: Be careful not to damage the sensor.

   Figure 6-106 Remove the entrance motor (5 of 7)

Step 2: Remove the sub paddle shaft sub assembly

1. Open the cover top tray sub-assembly, and then remove one screw securing the guide-exit lower.

   Figure 6-107 Remove the Paddle Shaft sub assembly paddles (1 of 6)

2. Remove four screws securing the guide-harness A.

   Figure 6-108 Remove the Paddle Shaft sub assembly paddles (2 of 6)

3. Remove the e-ring, and then remove the pulley and timing belt.

   Figure 6-109 Remove the Paddle Shaft sub assembly paddles (3 of 6)

4. Remove the e-ring, and then remove the bushing.

   Figure 6-110 Remove the Paddle Shaft sub assembly paddles (4 of 6)

5. Lift up and remove the sub paddle shaft sub assembly.

   Figure 6-111 Remove the Paddle Shaft sub assembly paddles (5 of 6)

Step 3: Remove the staple position sensor assembly

1. Remove two screws from the front of the printer. Remove three screws, and then remove the bracket support.

   Figure 6-112 Remove the stapler position sensor (1 of 7)

2. Remove two screws from the rear of the printer.

   Figure 6-113 Remove the stapler position sensor (2 of 7)

3. Loosen three cable restraints. Unplug the connector at the sensor, and then remove the finisher sub-stay bracket.

   Figure 6-114 Remove the stapler position sensor (3 of 7)

4. Remove one screw from the front of the printer.

   Figure 6-115 Remove the stapler position sensor (4 of 7)

5. Remove one screw from the rear of the printer.

   Figure 6-116 Remove the stapler position sensor (5 of 7)

6. Unplug four photo-sensor connectors. Open the six cable restraints, and then unplug the FFC cable.

NOTE: The FFC is glued to the support bracket. However, the sensors can be replaced without removal of the FFC.

Reinstallation tip: Connect the sensors, lock the cable restraints, and then connect the FCC.

Figure 6-117 Remove the stapler position sensor (6 of 7)

7. Remove the assembly, and then remove the sensor.

   Figure 6-118 Remove the stapler position sensor (7 of 7)

Traverse Motor

- Introduction
- Step 1: Remove the entrance motor covers
- Step 2: Remove the traverse motor

Introduction

This document provides the procedures to remove the Traverse Motor assembly.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

Traverse Motor assembly part number	
JC93-00999A	Traverse Motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the entrance motor covers

1. Remove the finisher sub cover front and the cover-rear.

   a. Remove two screws in the front and one screw in the top-right of the finisher sub-cover front.

   b. Remove the handle.

   c. From the right side of the finisher sub-cover front, carefully lift and pry toward the top-left corner to remove the finisher sub-cover front.

   d. Remove the cover-rear.

   Figure 6-119 Remove the entrance motor (1 of 7)

2. Remove two shoulder screws at the rear of the printer, and then remove the finisher sub-cover middle and finisher sub-cover compile by lifting off the hinge pins at the front.

   Figure 6-120 Remove the entrance motor (2 of 7)

3. On the front of the printer remove the e-ring and bushing. On the rear of the printer remove the e-ring, pulley, bushing, belt, spring (slightly hidden from view), and then remove the guide reverse and roller feed.

   Figure 6-121 Remove the entrance motor (3 of 7)

   Figure 6-122 Remove the entrance motor (4 of 7)

4. Remove six screws.

   NOTE: Be careful not to damage the sensor.

   Figure 6-123 Remove the entrance motor (5 of 7)

Step 2: Remove the traverse motor

1. Remove three screws, unplug the motor connector, and then remove the finisher sub-staple travers.

   Figure 6-124 Remove the traverse motor (1 of 2)

2. Remove two screws, and then remove the motor.

   Figure 6-125 Remove the traverse motor (2 of 2)

3. Use the following steps when reinstalling the traverse motor:

   a. Apply tension to the spring by pushing toward the center of the printer, and then tighten the screw. Tightening the screw puts maximum slack in the belt.

   b. Lower the motor while placing the belt on the motor pulley.

   c. Secure the bracket with three screws.

   d. Release the spring tension screw to allow the spring to apply tension to the belt.

   e. Tighten the screw.

Stacker Motor

- Introduction
- Step 1: Remove the stacker motor

Introduction

This document provides the procedures to remove the Stacker Motor assembly.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

  WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

Keyboardr assembly part number	
JC90-01334B	Stacker tray motor

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the stacker motor

1. Remove the finisher sub cover front and the cover-rear.

   a. Remove two screws in the front and one screw in the top-right of the finisher sub cover front.

   b. Remove the handle.

   c. From the right side of the finisher sub cover front, carefully lift and pry toward the top-left corner to remove the finisher sub cover front.

   d. Remove the cover-rear.

   Figure 6-126 Remove the entrance motor (1 of 7)

2. Remove two shoulder screws at the rear of the printer, and then remove the finisher sub-cover middle and finisher sub-cover compile by lifting off the hinge pins at the front.

   Figure 6-127 Remove the entrance motor (2 of 7)

3. Remove four screws, and then remove the tray.

   Figure 6-128 Remove the front jogger home sensor (1 of 15)

4. Remove the finisher sub-tray frame by rotating the pulley.

Reinstallation tip: Push the paper stopper arms into the printer when reassembling.

NOTE: Position the first wheel into the channel on both sides while holding the arms. Let the second wheel rest on the channel on both sides simultaneously. Gently squeeze the wheels into channel. The rack and pinion may need to be engaged several times to level the assembly.

Figure 6-129 Remove the front jogger home sensor (2 of 15)

5. Remove four screws, and then remove the PBA cover.

   Figure 6-130 Remove the front jogger home sensor (3 of 15)

6. Remove four screws from both sides.

   Figure 6-131 Remove the front jogger home sensor (4 of 15)

7. Remove two screws and then remove Lower PBA cover.

8. Unplug two inline connectors, and then remove the finisher sub-stacker plate.

Figure 6-132 Remove the front jogger home sensor (5 of 15)

9. Remove one screw and then remove the cable guide. Unplug the connector, and then remove the main paddle home sensor sub assembly.

Figure 6-133 Remove the front jogger home sensor (6 of 15)

10. Remove three screws, unplug the connector, and then remove the motor paddle sub assembly.

NOTE: Move cable out of the wiring guide to access the third screw.

Figure 6-134 Remove the front jogger home sensor (7 of 15)

11. Remove the wire harness from the harness guide, remove three screws, and then remove the guide-harness front.

NOTE: The wire harness will hang loosely after the harness guide is removed.

Figure 6-135 Remove the front jogger home sensor (8 of 15)

12. Remove two screws, unplug the connector, and then remove the stacker motor.

Figure 6-136 Remove the stacker motor

Stacker Encoder Sensor

- Introduction
- Step 1: Remove the stacker encoder sensor

Introduction

This document provides the procedures to remove the Stacker Encoder Sensor assembly.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

Stacker Encoder Sensor assembly part number	
0604-001415	Stacker Encoder Sensor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the stacker encoder sensor

1. Remove the finisher sub cover front and the cover-rear.

   a. Remove two screws in the front and one screw in the top-right of the finisher sub cover front.

   b. Remove the handle.

   c. From the right side of the finisher sub cover front, carefully lift and pry toward the top-left corner to remove the finisher sub cover front.

   d. Remove the cover-rear.

   Figure 6-137 Remove the entrance motor (1 of 7)

2. Remove two shoulder screws at the rear of the printer, and then remove the finisher sub-cover middle and finisher sub-cover compile by lifting off the hinge pins at the front.

   Figure 6-138 Remove the entrance motor (2 of 7)

3. Remove four screws, and then remove the tray.

   Figure 6-139 Remove the front jogger home sensor (1 of 15)

4. Remove the finisher sub-tray frame by rotating the pulley.

Reinstallation tip: Push the paper stopper arms into the printer when reassembling.

NOTE: Position the first wheel into the channel on both sides while holding the arms. Let the second wheel rest on the channel on both sides simultaneously. Gently squeeze the wheels into channel. The rack and pinion may need to be engaged several times to level the assembly.

Figure 6-140 Remove the front jogger home sensor (2 of 15)

5. Remove four screws, and then remove the PBA cover.

   Figure 6-141 Remove the front jogger home sensor (3 of 15)

6. Remove four screws from both sides.

   Figure 6-142 Remove the front jogger home sensor (4 of 15)

7. Remove two screws and then remove lower PBA cover.

8. Unplug two inline connectors, and then remove the finisher sub-stacker plate.

Figure 6-143 Remove the front jogger home sensor (5 of 15)

9. Remove one screw and then remove the cable guide. Unplug the connector, and then remove the main paddle home sensor sub assembly.

Figure 6-144 Remove the front jogger home sensor (6 of 15)

10. Remove three screws, unplug the connector, and then remove the motor paddle sub assembly.

NOTE: Move cable out of the wiring guide to access the third screw.

Figure 6-145 Remove the front jogger home sensor (7 of 15)

11. Remove the wire harness from the harness guide, remove three screws, and then remove the guide-harness front.

NOTE: The wire harness will hang loosely after the harness guide is removed.

Figure 6-146 Remove the front jogger home sensor (8 of 15)

12. Remove one screw, remove the shaft, and then remove the sensor.

Figure 6-147 Remove the stacker encoder sensor

Stacker Lower Limit Switch

- Introduction
- Step 1: Remove the stacker lower limit switch

Introduction

This document provides the procedures to remove the Stacker Lower Limit Switch assembly.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

Stacker Lower Limit Switch assembly part number	
JC90-01320A	Stacker Lower Limit Switch assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the stacker lower limit switch

1. Remove the finisher sub cover front and the cover-rear.

   a. Remove two screws in the front and one screw in the top-right of the finisher sub cover front.

   b. Remove the handle.

   c. From the right side of the finisher sub cover front, carefully lift and pry toward the top-left corner to remove the finisher sub cover front.

   d. Remove the cover-rear.

   Figure 6-148 Remove the entrance motor (1 of 7)

2. Remove two shoulder screws at the rear of the printer, and then remove the finisher sub-cover middle and finisher sub-cover compile by lifting off the hinge pins at the front.

   Figure 6-149 Remove the entrance motor (2 of 7)

3. Remove four screws, and then remove the tray.

   Figure 6-150 Remove the front jogger home sensor (1 of 15)

4. Remove the finisher sub-tray frame by rotating the pulley.

Reinstallation tip: Push the paper stopper arms into the printer when reassembling.

NOTE: Position the first wheel into the channel on both sides while holding the arms. Let the second wheel rest on the channel on both sides simultaneously. Gently squeeze the wheels into channel. The rack and pinion may need to be engaged several times to level the assembly.

Figure 6-151 Remove the front jogger home sensor (2 of 15)

5. Remove four screws, and then remove the PBA cover.

   Figure 6-152 Remove the front jogger home sensor (3 of 15)

6. Remove four screws from both sides.

   Figure 6-153 Remove the front jogger home sensor (4 of 15)

7. Remove two screws and then remove lower PBA cover.

8. Unplug two inline connectors, and then remove the finisher sub-stacker plate.

Figure 6-154 Remove the front jogger home sensor (5 of 15)

9. Remove one screw and then remove the cable guide. Unplug the connector, and then remove the main paddle home sensor sub assembly.

Figure 6-155 Remove the front jogger home sensor (6 of 15)

10. Remove three screws, unplug the connector, and then remove the motor paddle sub assembly.

NOTE: Move cable out of the wiring guide to access the third screw.

Figure 6-156 Remove the front jogger home sensor (7 of 15)

11. Remove the wire harness from the harness guide, remove three screws, and then remove the guide-harness front.

NOTE: The wire harness will hang loosely after the harness guide is removed.

Figure 6-157 Remove the front jogger home sensor (8 of 15)

12. Remove one screw.

Figure 6-158 Remove the stacker lower limit switch (1 of 2)

13. Open three clamps, unplug the connector, and then remove the sensor.

Figure 6-159 Remove the stacker lower limit switch (2 of 2)

Stack Beam Sensor

- Introduction
- Step 1: Remove the stack beam sensor

Introduction

This document provides the procedures to remove the Stack Beam Sensor assembly.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

Stack Beam Sensor assembly part number	
0603-001309	Stack Beam Sensor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the stack beam sensor

1. Remove the finisher sub cover front and the cover-rear.

   a. Remove two screws in the front and one screw in the top-right of the finisher sub cover front.

   b. Remove the handle.

   c. From the right side of the finisher sub cover front, carefully lift and pry toward the top-left corner to remove the finisher sub cover front.

   d. Remove the cover-rear.

   Figure 6-160 Remove the entrance motor (1 of 7)

2. Remove two shoulder screws at the rear of the printer, and then remove the finisher sub-cover middle and finisher sub-cover compile by lifting off the hinge pins at the front.

   Figure 6-161 Remove the entrance motor (2 of 7)

3. Remove four screws, and then remove the tray.

   Figure 6-162 Remove the front jogger home sensor (1 of 15)

4. Remove the finisher sub-tray frame by rotating the pulley.

Reinstallation tip: Push the paper stopper arms into the printer when reassembling.

NOTE: Position the first wheel into the channel on both sides while holding the arms. Let the second wheel rest on the channel on both sides simultaneously. Gently squeeze the wheels into channel. The rack and pinion may need to be engaged several times to level the assembly.

Figure 6-163 Remove the front jogger home sensor (2 of 15)

5. Remove four screws, and then remove the PBA cover.

   Figure 6-164 Remove the front jogger home sensor (3 of 15)

6. Remove four screws from both sides.

   Figure 6-165 Remove the front jogger home sensor (4 of 15)

7. Remove two screws and then remove lower PBA cover.

8. Remove two screws from both sides of the finisher sub-stacker plate. Remove the bracket, and then remove the sensor.

Figure 6-166 Remove the stack beam sensor

Stack Position Sensor

- Introduction
- Step 1: Remove the entrance motor covers
- Step 2: Remove the stack position sensor

Introduction

This document provides the procedures to remove the Stack Position Sensor assembly.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

  WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

Stack Position Sensor assembly part number	
0603-001309	Stack Position Sensor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the entrance motor covers

1. Remove the finisher sub cover front and the cover-rear.

   a. Remove two screws in the front and one screw in the top-right of the finisher sub-cover front.

   b. Remove the handle.

   c. From the right side of the finisher sub-cover front, carefully lift and pry toward the top-left corner to remove the finisher sub-cover front.

   d. Remove the cover-rear.

   Figure 6-167 Remove the entrance motor (1 of 7)

2. Remove two shoulder screws at the rear of the printer, and then remove the finisher sub-cover middle and finisher sub-cover compile by lifting off the hinge pins at the front.

   Figure 6-168 Remove the entrance motor (2 of 7)

3. On the front of the printer remove the e-ring and bushing. On the rear of the printer remove the e-ring, pulley, bushing, belt, spring (slightly hidden from view), and then remove the guide reverse and roller feed.

   Figure 6-169 Remove the entrance motor (3 of 7)

   Figure 6-170 Remove the entrance motor (4 of 7)

4. Remove six screws.

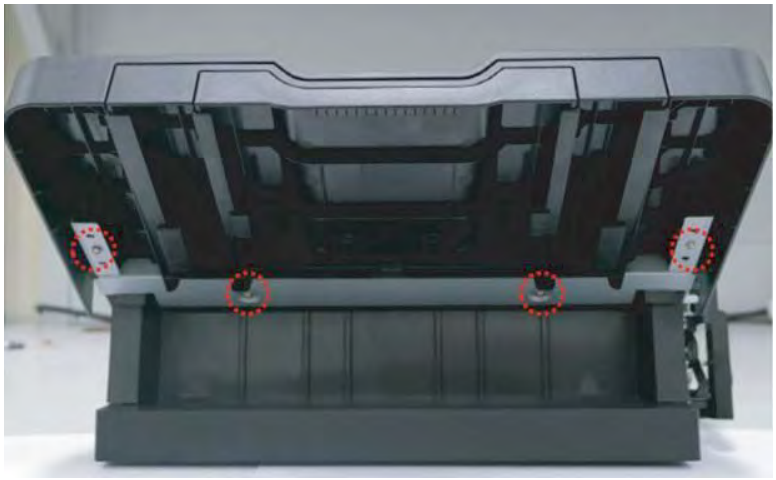
   NOTE: Be careful not to damage the sensor.

   Figure 6-171 Remove the entrance motor (5 of 7)

Step 2: Remove the stack position sensor

1. Remove four screws, and then, remove the tray.

Figure 6-172 Remove the tray

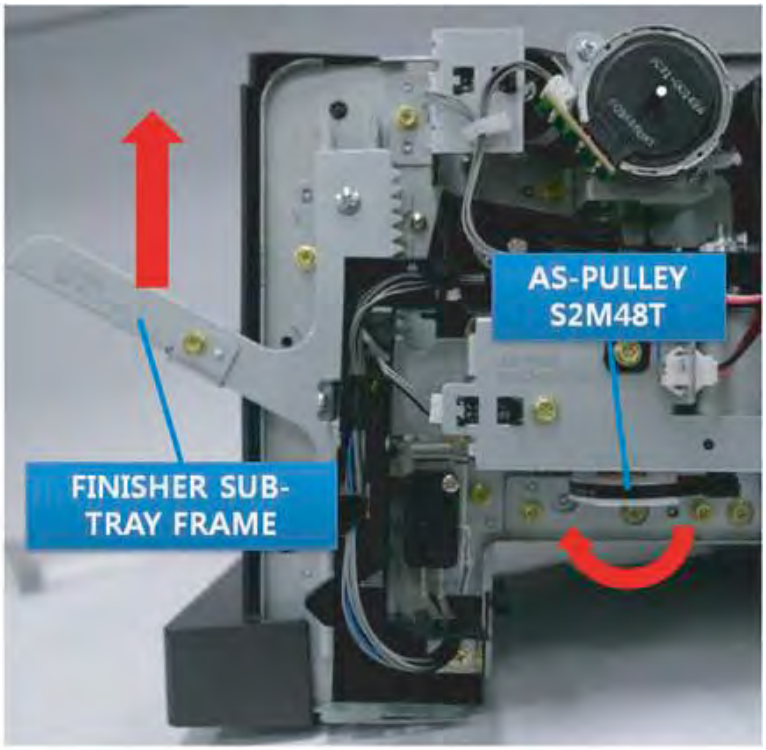


2. Remove the finisher sub-tray frame by rotating the pulley.

Reinstallation tip: Push the paper stopper arms into the device while assembling.

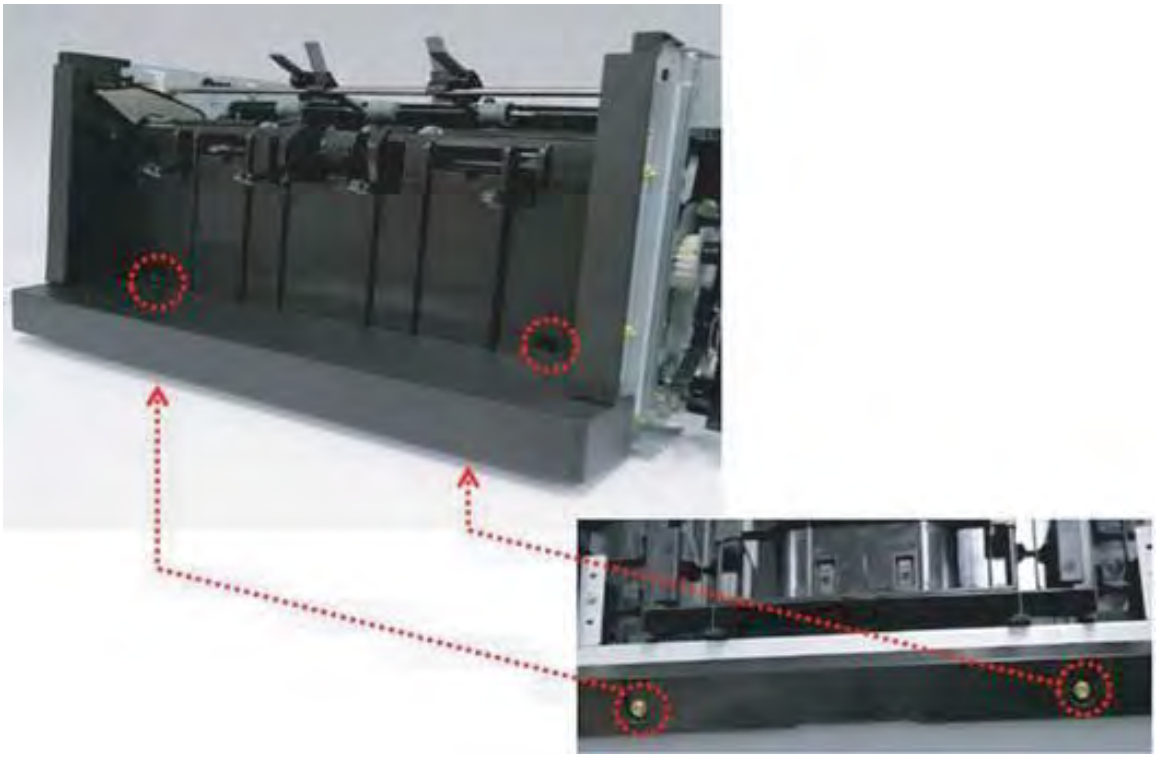
Hold the arms, and then drop the first wheel into the channel (on both sides). Simultaneously let the second wheel rest on the channel (on both sides). Gently squeeze wheels into the channel. The rack and pinion might need to be engaged several times to achieve a level assembly.

Figure 6-173 Remove the sub-tray



3. Remove four screws, and then remove the PBA cover.

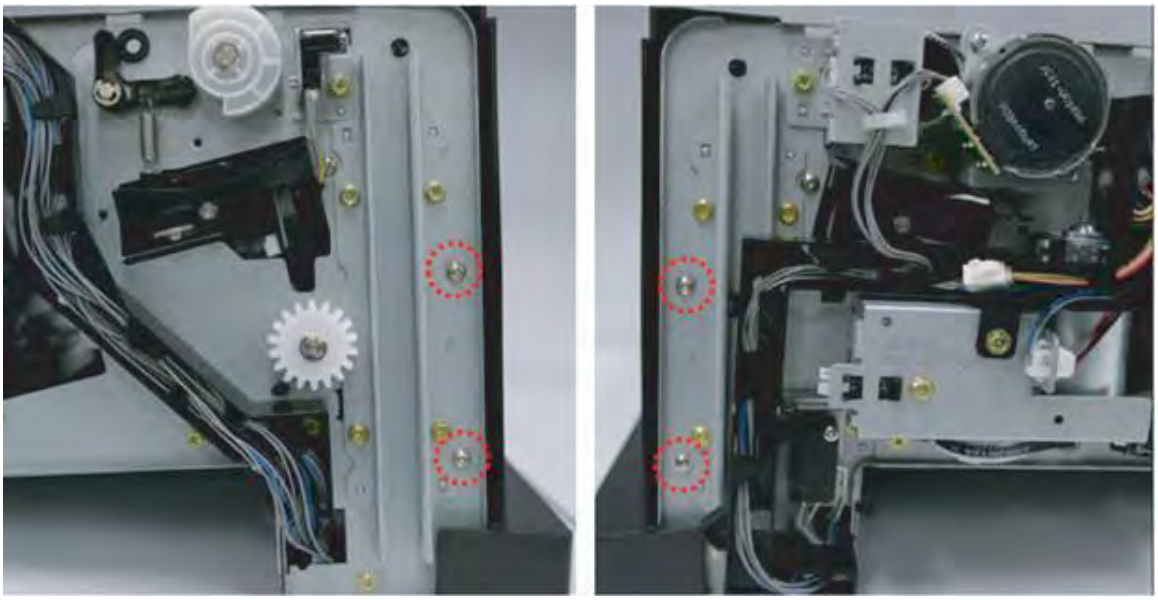
Figure 6-174 Remove the PBA



4. Remove four screws.

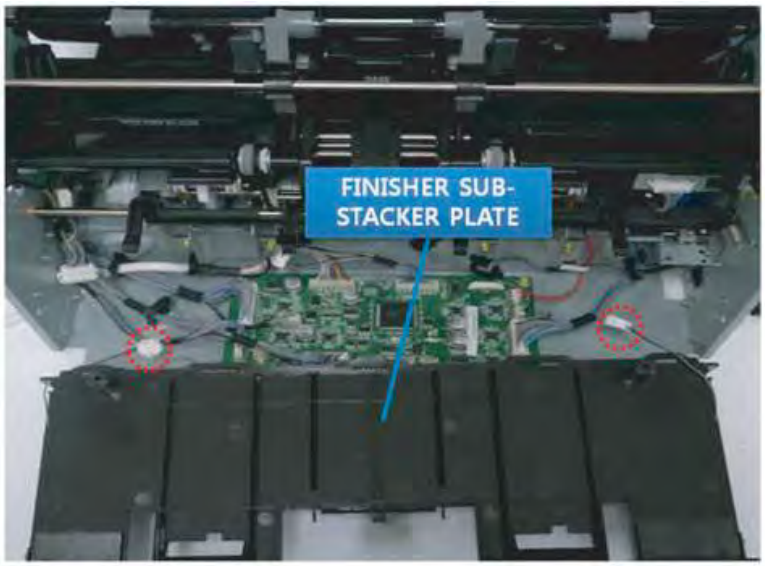
NOTE: Also, remove two screws, and then remove the lower PBA cover (not shown).

Figure 6-175 Remove the PBA



5. Disconnect two in-line connectors, and then, remove the finisher sub-stacker plate.

Figure 6-176 Remove the sub-stacker plate



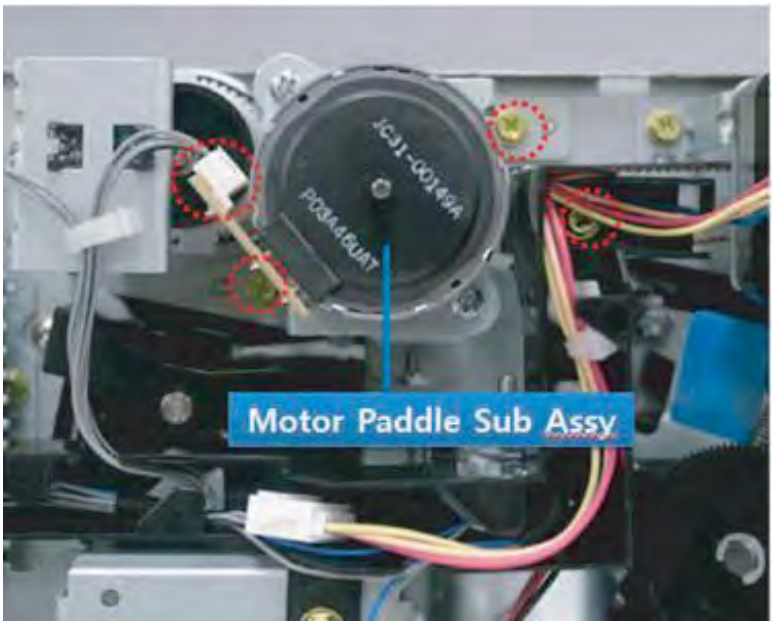
6. Remove one screw, disconnect the connector, release the cable guide, and then remove the main paddle home sensor sub assembly.

Figure 6-177 Remove the main paddle home sensor sub assembly

7. Remove three screws, disconnect the connector, and then release the motor paddle sub assembly.

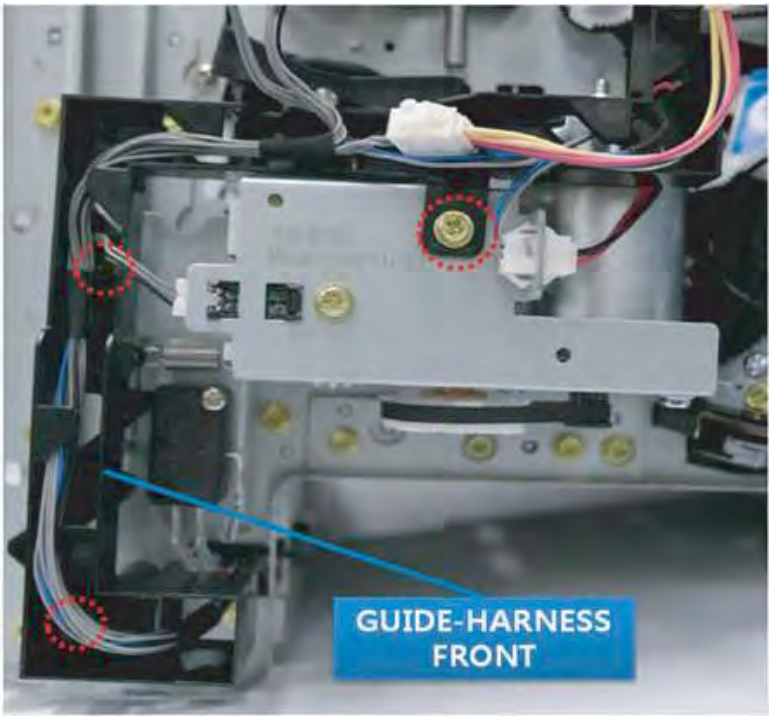
NOTE: Move the wire harness out of the guide to access one screw.

Figure 6-178 Release the motor paddle sub assembly



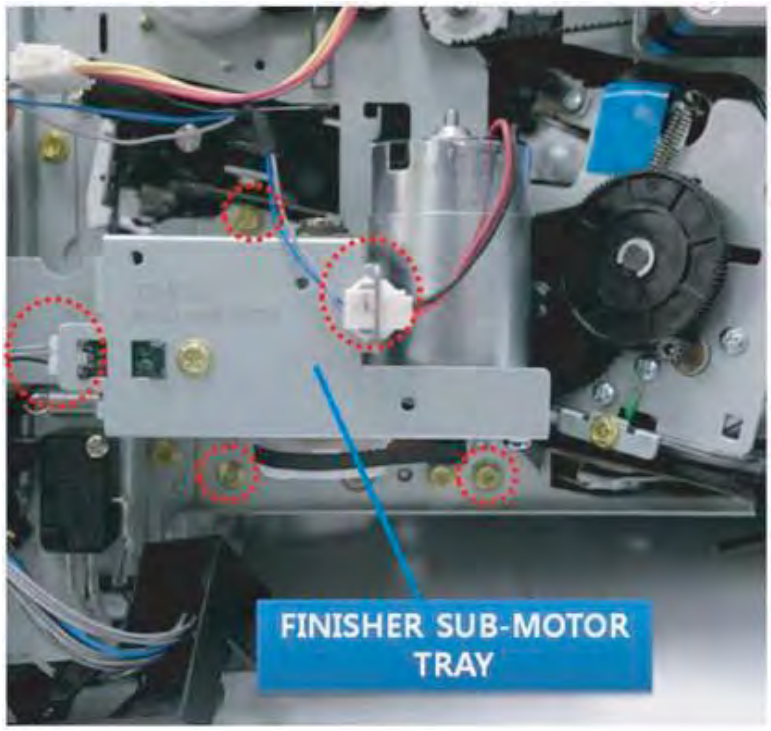
8. Remove three screws, release the wire harness from the guide, and then remove the guide harness front.

Figure 6-179 Remove the guide harness front



9. Remove three screws, disconnect two connectors, and then release the finisher sub-motor tray.

Figure 6-180 Release the finisher sub-motor tray

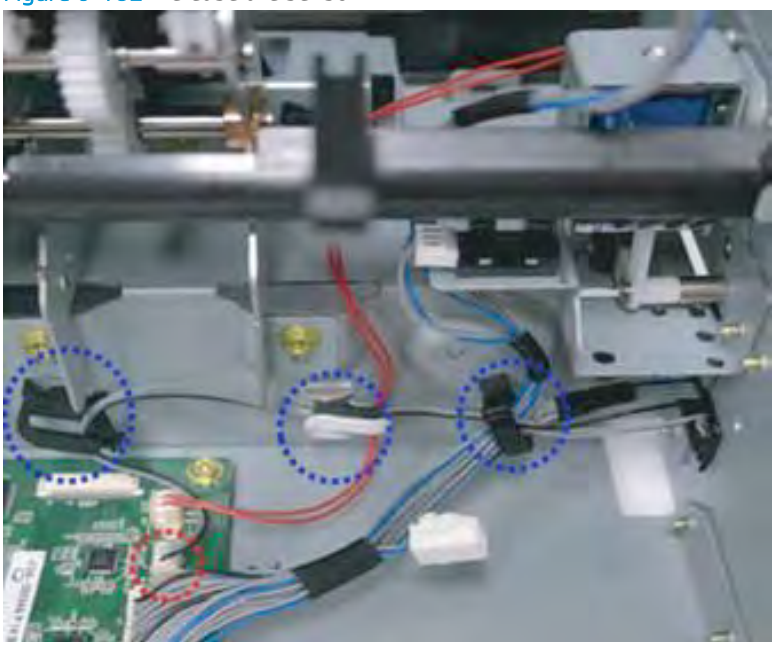


10. Remove one screw.

Figure 6-181 Remove one screw

11. Open three clamps, disconnect the connector, and then release the switch.

Figure 6-182 Release the sensor



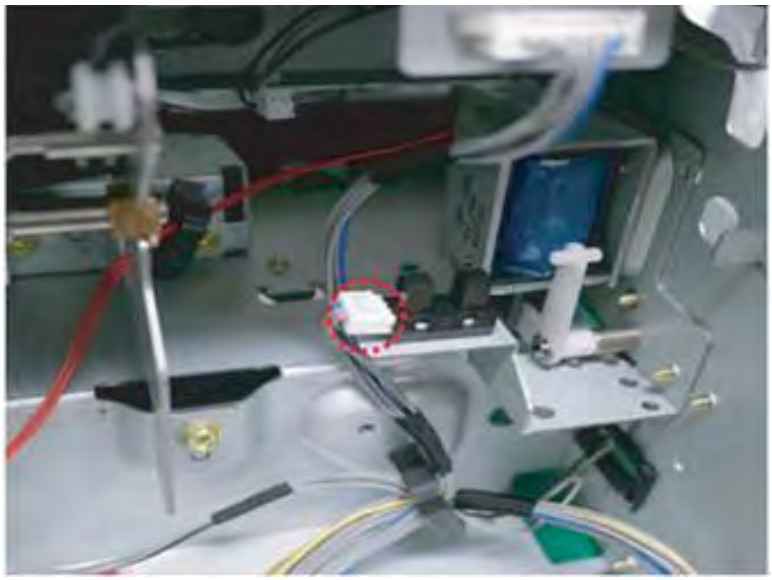
12. Do the following:

    a. Disconnect the sensor.

    b. Remove the adhesive strip from below the sensor.

    c. Remove the stack position sensor.

Figure 6-183 Remove the sensor



Paper Holding Lever Solenoid

- Introduction
- Step 1: Remove the paper holding lever solenoid

Introduction

This document provides the procedures to remove the Paper Holding Lever Solenoid assembly.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

  WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

Paper Holding Lever Solenoid assembly part number	
JC33-00037A	Solenoid TDS

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the paper holding lever solenoid

1. Remove the finisher sub cover front and the cover-rear.

   a. Remove two screws in the front and one screw in the top-right of the finisher sub cover front.

   b. Remove the handle.

   c. From the right side of the finisher sub cover front, carefully lift and pry toward the top-left corner to remove the finisher sub cover front.

   d. Remove the cover-rear.

   Figure 6-184 Remove the entrance motor (1 of 7)

2. Remove two shoulder screws at the rear of the printer, and then remove the finisher sub-cover middle and finisher sub-cover compile by lifting off the hinge pins at the front.

   Figure 6-185 Remove the entrance motor (2 of 7)

3. Remove four screws, and then remove the tray.

   Figure 6-186 Remove the front jogger home sensor (1 of 15)

4. Remove the finisher sub-tray frame by rotating the pulley.

Reinstallation tip: Push the paper stopper arms into the printer when reassembling.

NOTE: Position the first wheel into the channel on both sides while holding the arms. Let the second wheel rest on the channel on both sides simultaneously. Gently squeeze the wheels into channel. The rack and pinion may need to be engaged several times to level the assembly.

Figure 6-187 Remove the front jogger home sensor (2 of 15)

5. Remove four screws, and then remove the PBA cover.

   Figure 6-188 Remove the front jogger home sensor (3 of 15)

6. Remove four screws from both sides.

   Figure 6-189 Remove the front jogger home sensor (4 of 15)

7. Remove two screws and then remove lower PBA cover.

8. Unplug two inline connectors, and then remove the finisher sub-stacker plate.

Figure 6-190 Remove the front jogger home sensor (5 of 15)

9. Remove one screw and then remove the cable guide. Unplug the connector, and then remove the main paddle home sensor sub assembly.

Figure 6-191 Remove the front jogger home sensor (6 of 15)

10. Remove three screws, unplug the connector, and then remove the motor paddle sub assembly.

NOTE: Move cable out of the wiring guide to access the third screw.

Figure 6-192 Remove the front jogger home sensor (7 of 15)

11. Remove the wire harness from the harness guide, remove three screws, and then remove the guide-harness front.

NOTE: The wire harness will hang loosely after the harness guide is removed.

Figure 6-193 Remove the front jogger home sensor (8 of 15)

12. Remove one screw, and then remove stack lower limit switch bracket.

Figure 6-194 Remove the paper holding lever solenoid (1 of 4)

13. Remove the second screw.

Figure 6-195 Remove the paper holding lever solenoid (1 of 4)

14. Disconnect one connector.

Figure 6-196 Remove the paper holding lever solenoid (1 of 4)

15. Remove two screws on the solenoid bracket.

Figure 6-197 Remove the paper holding lever solenoid (1 of 4)

16. Disconnect the connector from the main board.
17. Remove the solenoid assembly.

Paper Support Motor

- Introduction
- Step 1: Remove the stack position sensor
- Step 2: Remove the paper support motor

Introduction

This document provides the procedures to remove the Paper Support Motor assembly.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

  WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

Paper Support Motor assembly part number	
JC93-01001A	Paper Support Motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

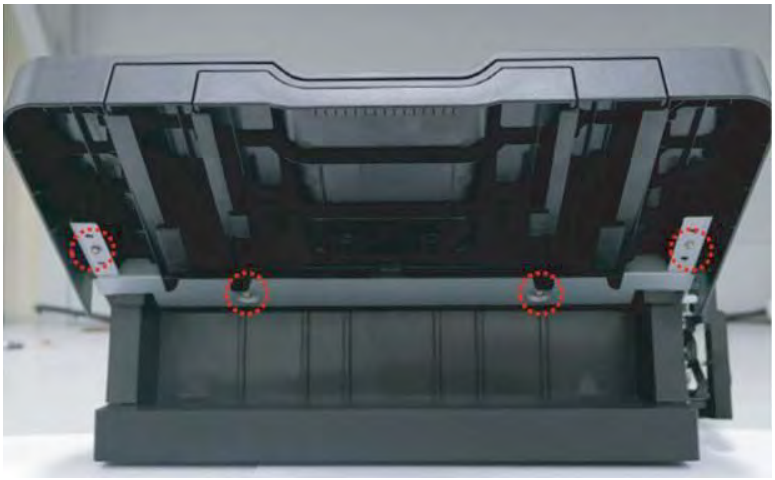
Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the stack position sensor

1. Remove four screws, and then, remove the tray.

Figure 6-198 Remove the tray

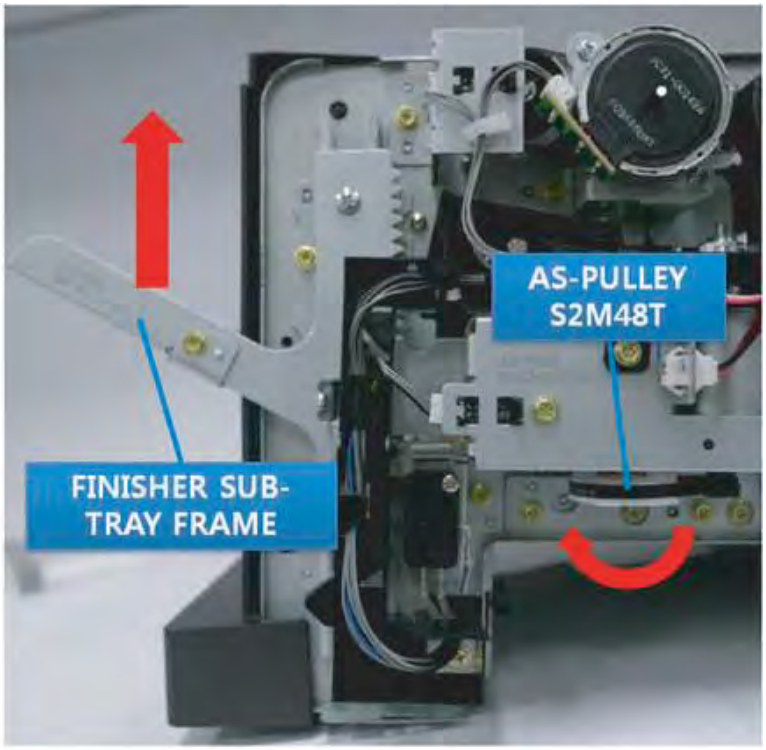


2. Remove the finisher sub-tray frame by rotating the pulley.

Reinstallation tip: Push the paper stopper arms into the device while assembling.

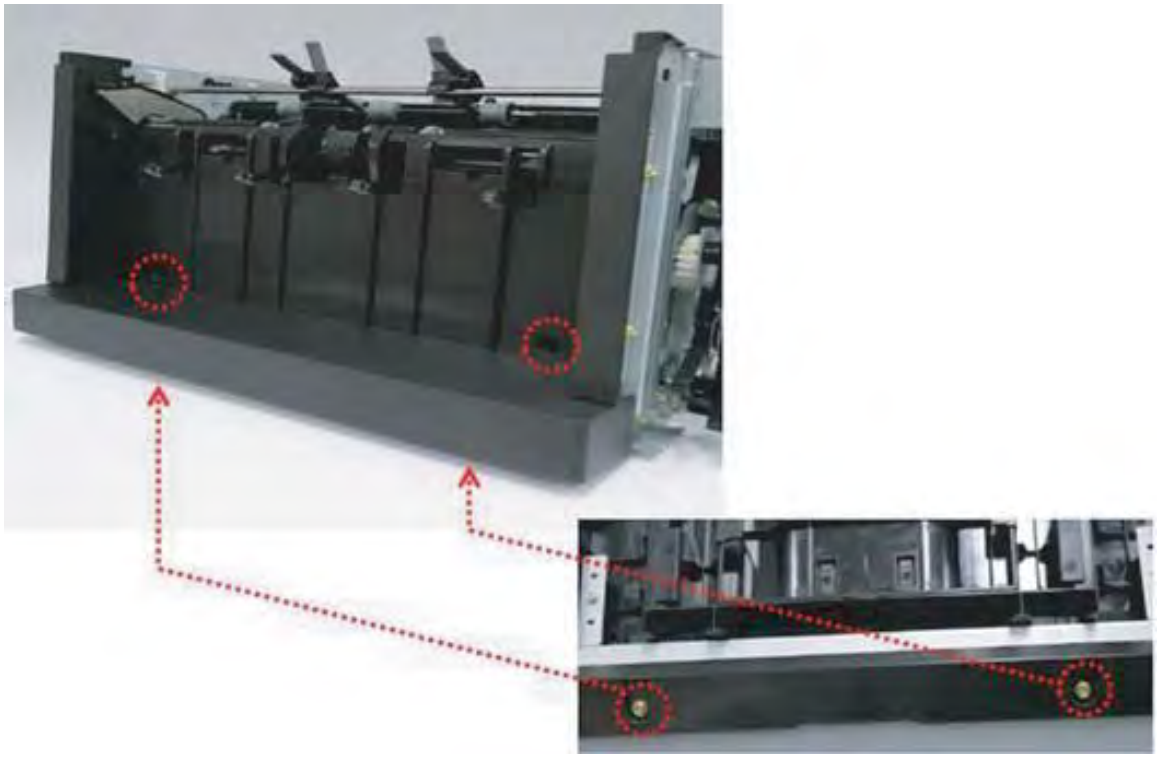
Hold the arms, and then drop the first wheel into the channel (on both sides). Simultaneously let the second wheel rest on the channel (on both sides). Gently squeeze wheels into the channel. The rack and pinion might need to be engaged several times to achieve a level assembly.

Figure 6-199 Remove the sub-tray



3. Remove four screws, and then remove the PBA cover.

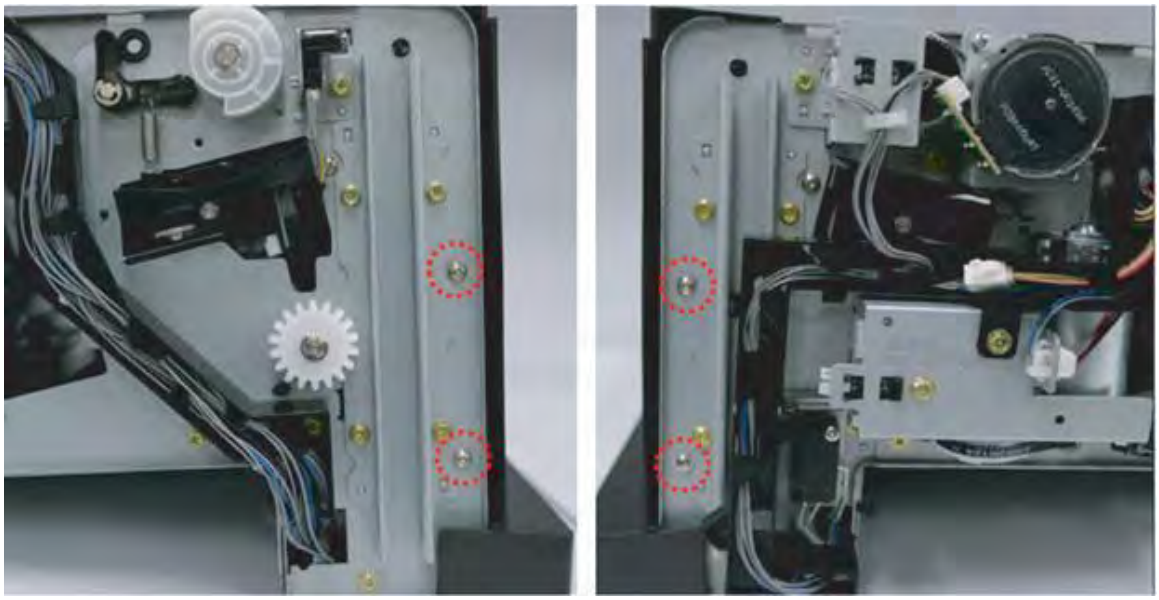
Figure 6-200 Remove the PBA



4. Remove four screws.

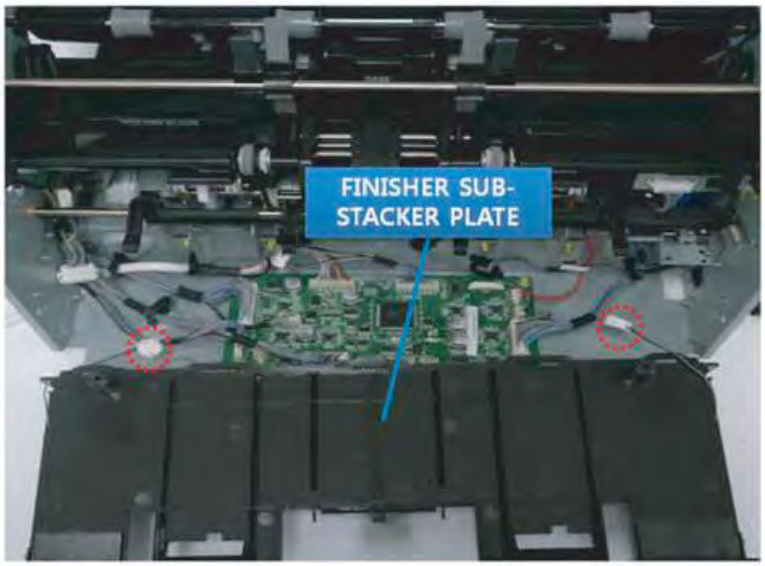
NOTE: Also, remove two screws, and then remove the lower PBA cover (not shown).

Figure 6-201 Remove the PBA



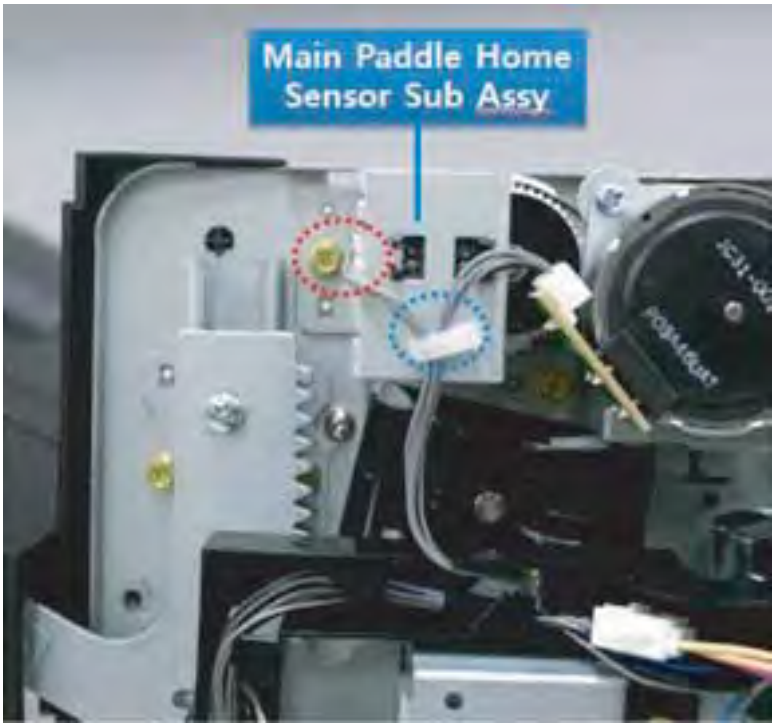
5. Disconnect two in-line connectors, and then, remove the finisher sub-stacker plate.

Figure 6-202 Remove the sub-stacker plate



6. Remove one screw, disconnect the connector, release the cable guide, and then remove the main paddle home sensor sub assembly.

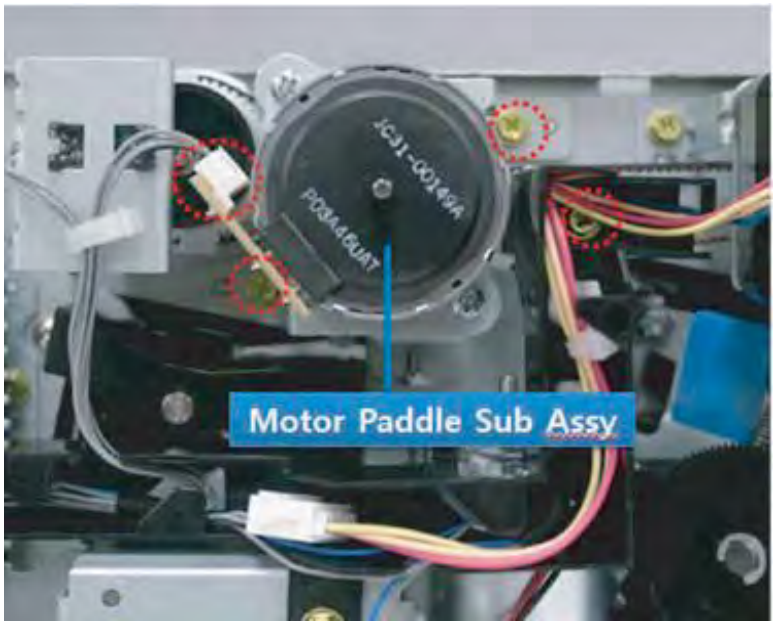
Figure 6-203 Remove the main paddle home sensor sub assembly



7. Remove three screws, disconnect the connector, and then release the motor paddle sub assembly.

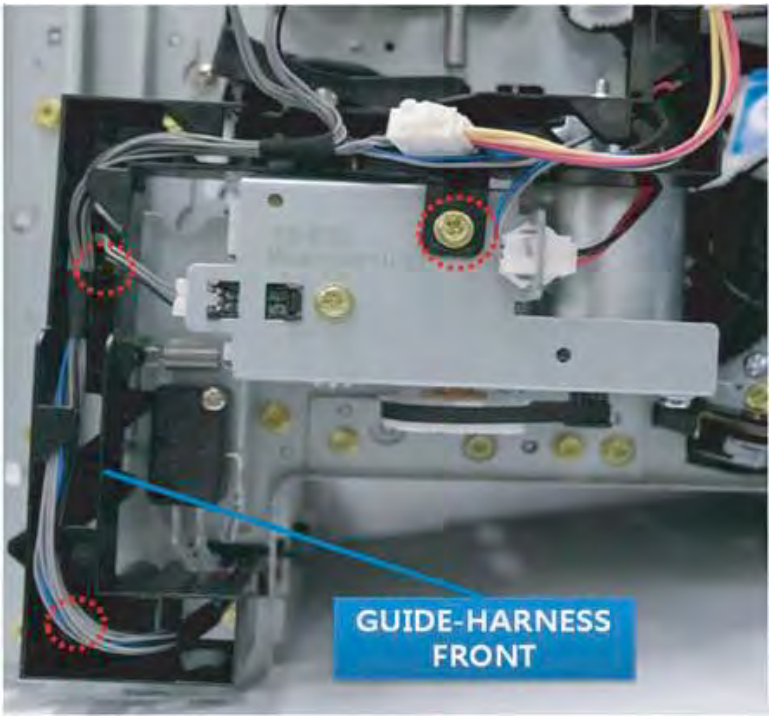
NOTE: Move the wire harness out of the guide to access one screw.

Figure 6-204 Release the motor paddle sub assembly



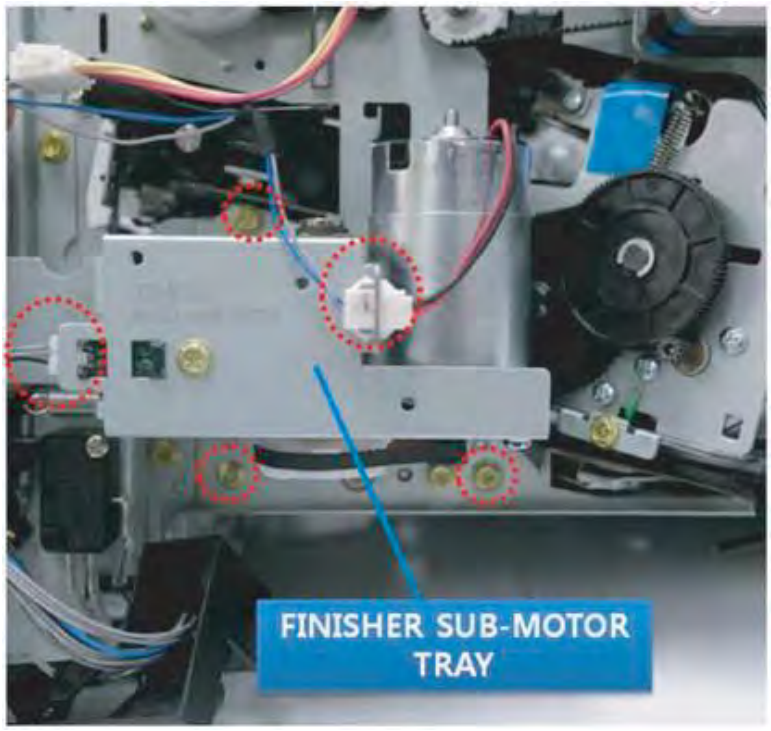
8. Remove three screws, release the wire harness from the guide, and then remove the guide harness front.

Figure 6-205 Remove the guide harness front



9. Remove three screws, disconnect two connectors, and then release the finisher sub-motor tray.

Figure 6-206 Release the finisher sub-motor tray

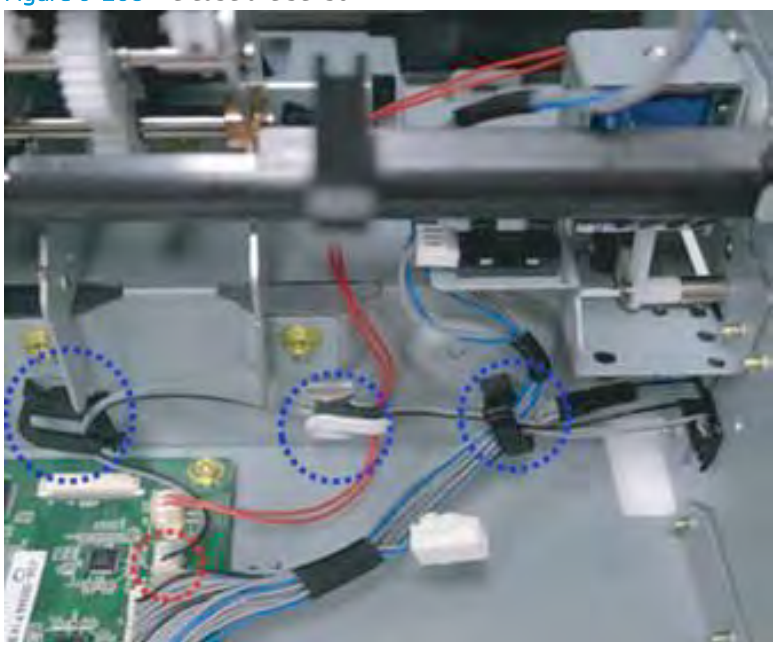


10. Remove one screw.

Figure 6-207 Remove one screw

11. Open three clamps, disconnect the connector, and then release the switch.

Figure 6-208 Release the sensor



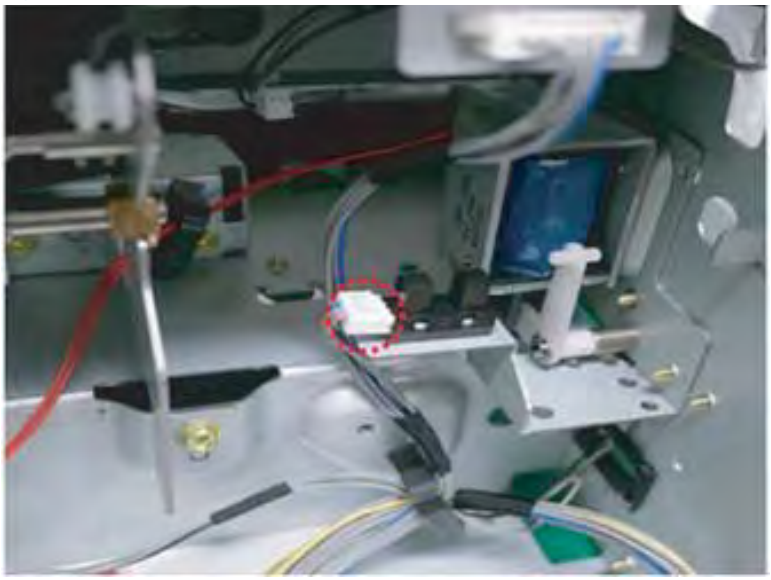
12. Do the following:

    a. Disconnect the sensor.

    b. Remove the adhesive strip from below the sensor.

    c. Remove the stack position sensor.

Figure 6-209 Remove the sensor



Step 2: Remove the paper support motor

1. Disconnect one connector.
2. Remove four screws.
3. Remove the cables from their restraints at the front of the ejector.
4. Disconnect the motor and the sensor cable at the rear
5. Remove the cables from the cable restraints at the rear.

NOTE: The black paddle is inside the chrome bracket at rear of ejector

6. Remove the ejector.

Paper Support Home Sensor

- Introduction
- Step 1: Remove the entrance motor covers
- Step 2: Remove the stack position sensor
- Step 3: Remove the paper support home sensor

Introduction

This document provides the procedures to remove the Paper Support Home Sensor assembly.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

Paper Support Home Sensor assembly part number	
0604-001415	Paper Support Home Sensor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the entrance motor covers

1. Remove the finisher sub cover front and the cover-rear.

   a. Remove two screws in the front and one screw in the top-right of the finisher sub-cover front.

   b. Remove the handle.

   c. From the right side of the finisher sub-cover front, carefully lift and pry toward the top-left corner to remove the finisher sub-cover front.

   d. Remove the cover-rear.

   Figure 6-210 Remove the entrance motor (1 of 7)

2. Remove two shoulder screws at the rear of the printer, and then remove the finisher sub-cover middle and finisher sub-cover compile by lifting off the hinge pins at the front.

   Figure 6-211 Remove the entrance motor (2 of 7)

3. On the front of the printer remove the e-ring and bushing. On the rear of the printer remove the e-ring, pulley, bushing, belt, spring (slightly hidden from view), and then remove the guide reverse and roller feed.

   Figure 6-212 Remove the entrance motor (3 of 7)

   Figure 6-213 Remove the entrance motor (4 of 7)

4. Remove six screws.

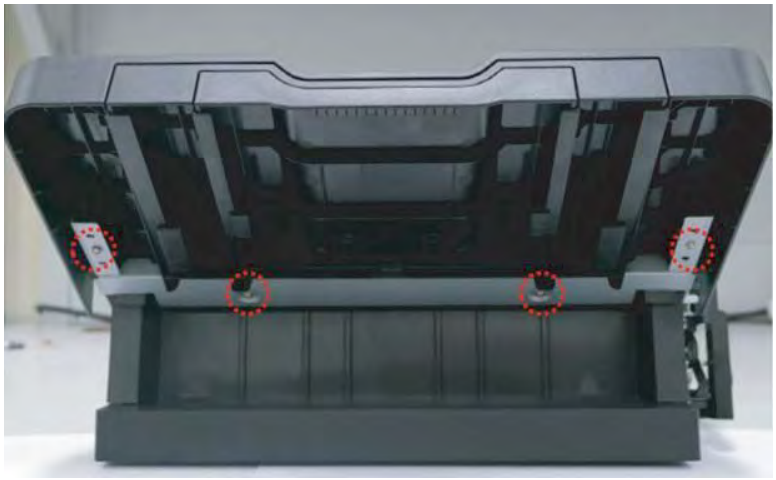
   NOTE: Be careful not to damage the sensor.

   Figure 6-214 Remove the entrance motor (5 of 7)

Step 2: Remove the stack position sensor

1. Remove four screws, and then, remove the tray.

Figure 6-215 Remove the tray

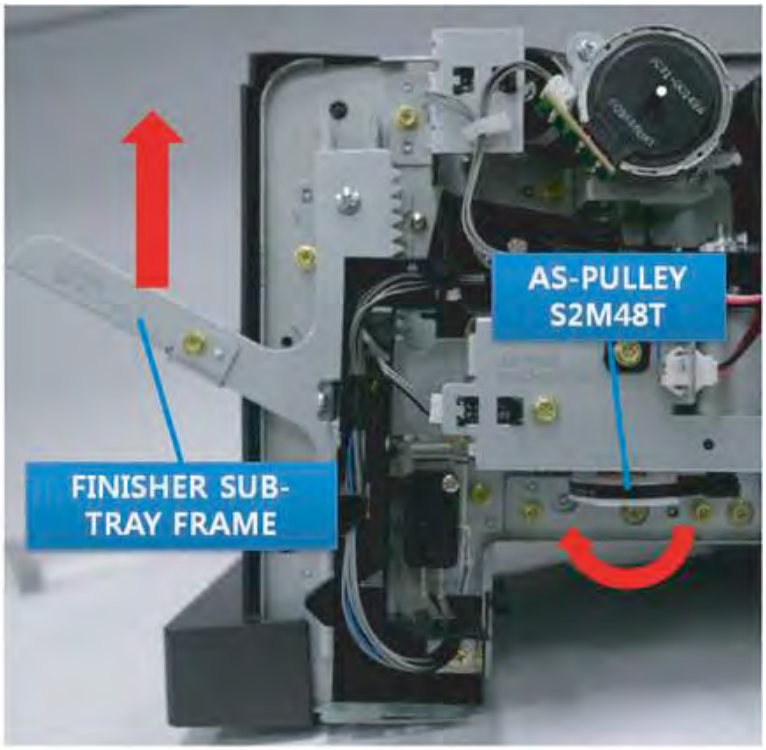


2. Remove the finisher sub-tray frame by rotating the pulley.

Reinstallation tip: Push the paper stopper arms into the device while assembling.

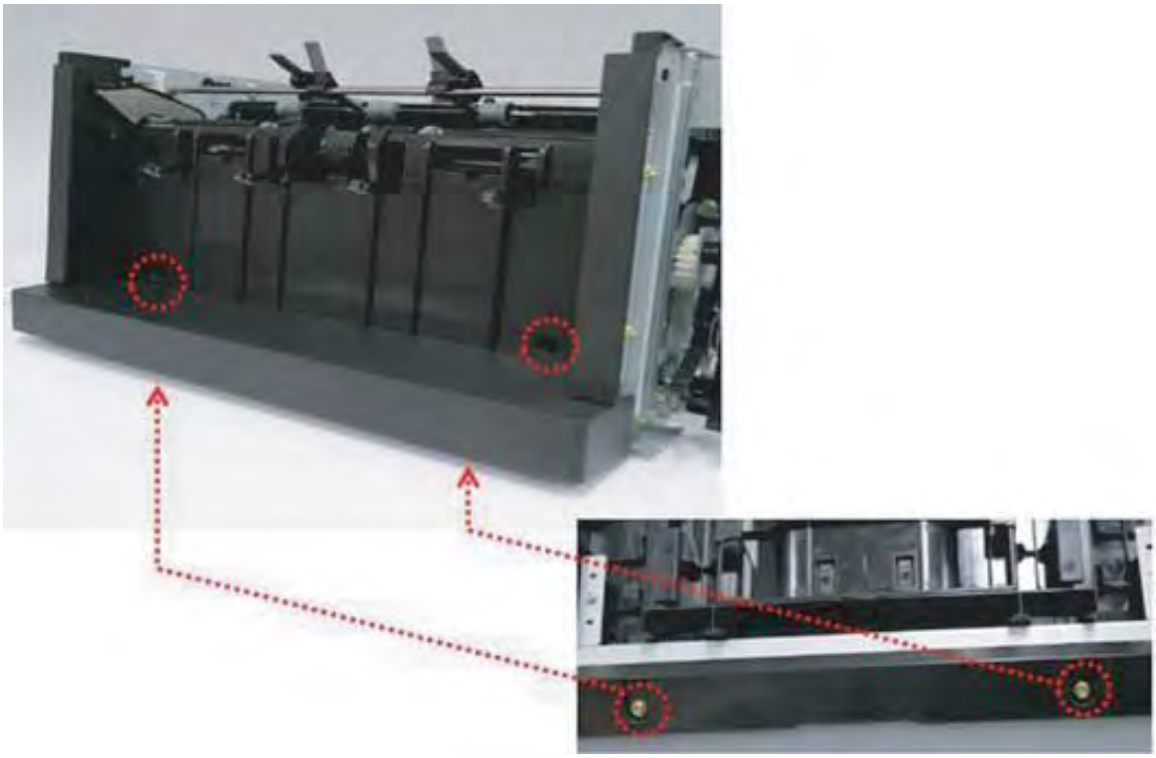
Hold the arms, and then drop the first wheel into the channel (on both sides). Simultaneously let the second wheel rest on the channel (on both sides). Gently squeeze wheels into the channel. The rack and pinion might need to be engaged several times to achieve a level assembly.

Figure 6-216 Remove the sub-tray



3. Remove four screws, and then remove the PBA cover.

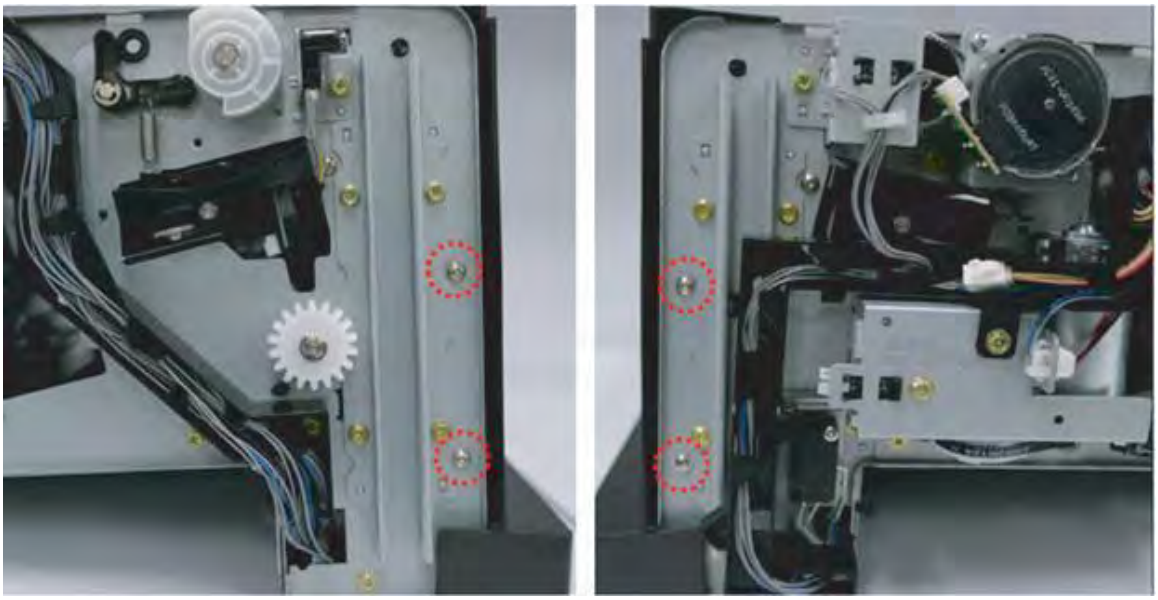
Figure 6-217 Remove the PBA



4. Remove four screws.

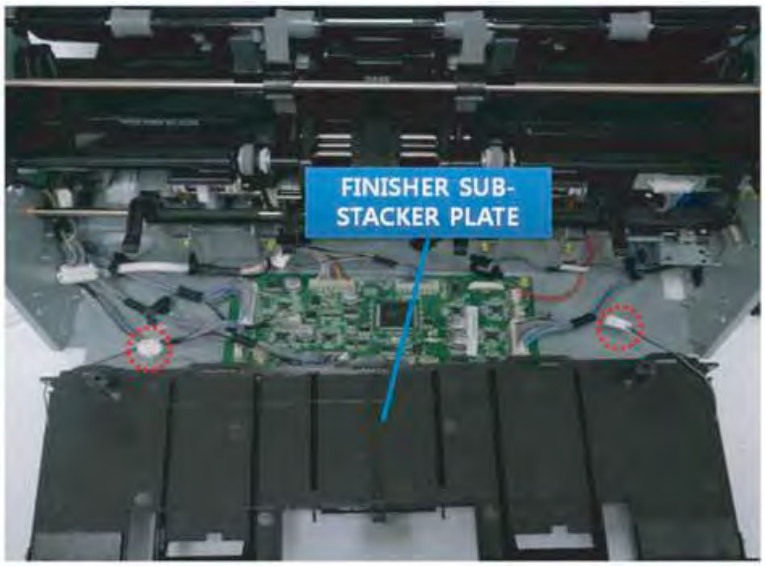
NOTE: Also, remove two screws, and then remove the lower PBA cover (not shown).

Figure 6-218 Remove the PBA



5. Disconnect two in-line connectors, and then, remove the finisher sub-stacker plate.

Figure 6-219 Remove the sub-stacker plate



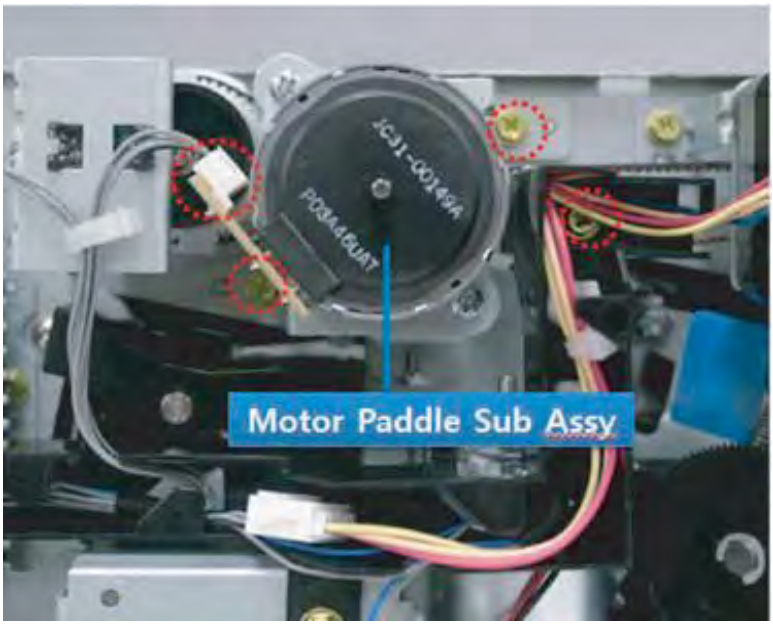
6. Remove one screw, disconnect the connector, release the cable guide, and then remove the main paddle home sensor sub assembly.

Figure 6-220 Remove the main paddle home sensor sub assembly

7. Remove three screws, disconnect the connector, and then release the motor paddle sub assembly.

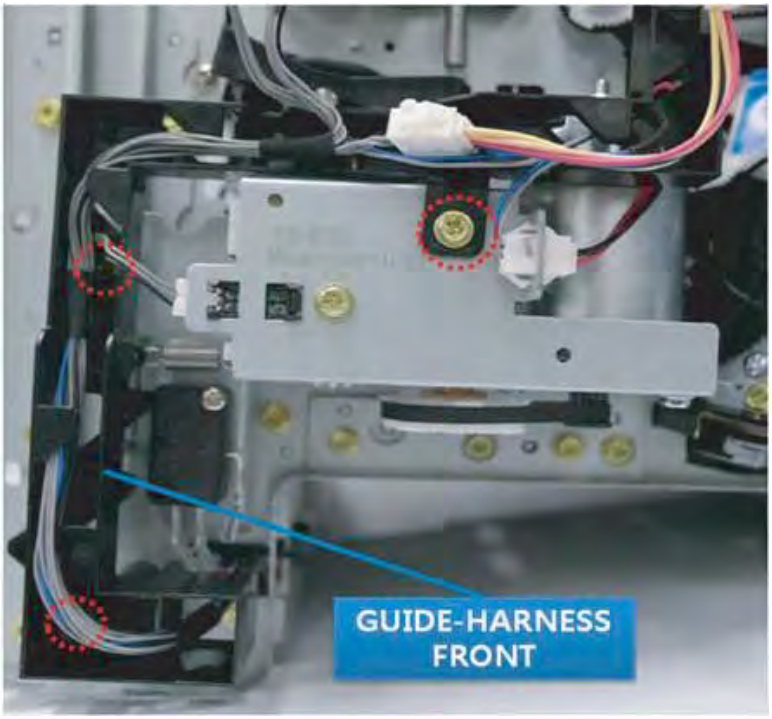
NOTE: Move the wire harness out of the guide to access one screw.

Figure 6-221 Release the motor paddle sub assembly



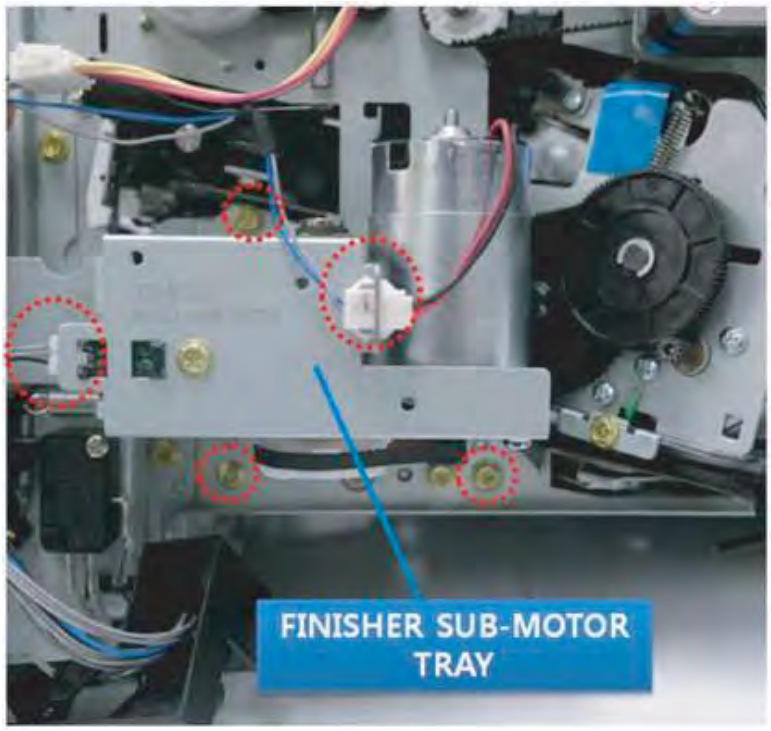
8. Remove three screws, release the wire harness from the guide, and then remove the guide harness front.

Figure 6-222 Remove the guide harness front



9. Remove three screws, disconnect two connectors, and then release the finisher sub-motor tray.

Figure 6-223 Release the finisher sub-motor tray

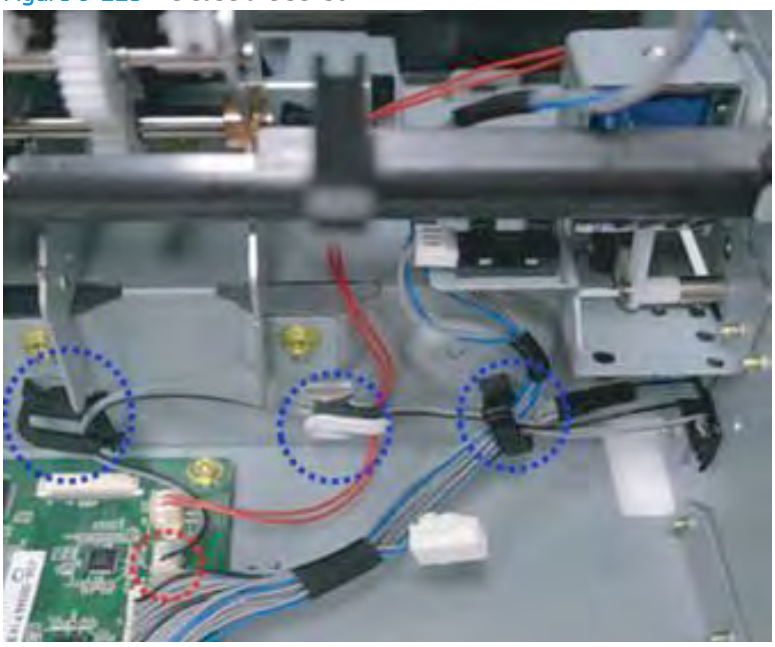


10. Remove one screw.

Figure 6-224 Remove one screw

11. Open three clamps, disconnect the connector, and then release the switch.

Figure 6-225 Release the sensor



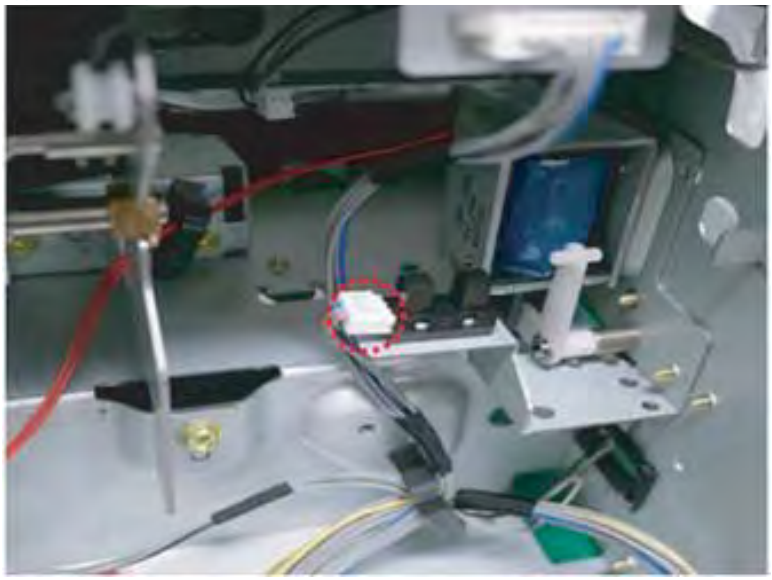
12. Do the following:

    a. Disconnect the sensor.

    b. Remove the adhesive strip from below the sensor.

    c. Remove the stack position sensor.

Figure 6-226 Remove the sensor



Step 3: Remove the paper support home sensor

1. Disconnect one connector.
2. Remove one screw.

   Figure 6-227 Remove the paper support home sensor (1 of 4)

3. Remove the shaft while pulling the bushing in the direction of the arrow.

   Figure 6-228 Remove the paper support home sensor (2 of 4)

4. Remove the paper support with attention for pinion.

   Figure 6-229 Remove the paper support home sensor (3 of 4)

5. Remove the sensor from the paper support.

   Figure 6-230 Remove the paper support home sensor (4 of 4)

Ejector Motor assembly

- Introduction
- Step 1: Remove the entrance motor covers
- Step 2: Remove the stack position sensor
- Step 3: Remove the paper ejector motor assembly

Introduction

This document provides the procedures to remove the Ejector Motor assembly.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

Ejector Motor assembly part number	
JC90-01332A	Ejector Motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the entrance motor covers

1. Remove the finisher sub cover front and the cover-rear.

   a. Remove two screws in the front and one screw in the top-right of the finisher sub-cover front.

   b. Remove the handle.

   c. From the right side of the finisher sub-cover front, carefully lift and pry toward the top-left corner to remove the finisher sub-cover front.

   d. Remove the cover-rear.

   Figure 6-231 Remove the entrance motor (1 of 7)

2. Remove two shoulder screws at the rear of the printer, and then remove the finisher sub-cover middle and finisher sub-cover compile by lifting off the hinge pins at the front.

   Figure 6-232 Remove the entrance motor (2 of 7)

3. On the front of the printer remove the e-ring and bushing. On the rear of the printer remove the e-ring, pulley, bushing, belt, spring (slightly hidden from view), and then remove the guide reverse and roller feed.

   Figure 6-233 Remove the entrance motor (3 of 7)

   Figure 6-234 Remove the entrance motor (4 of 7)

4. Remove six screws.

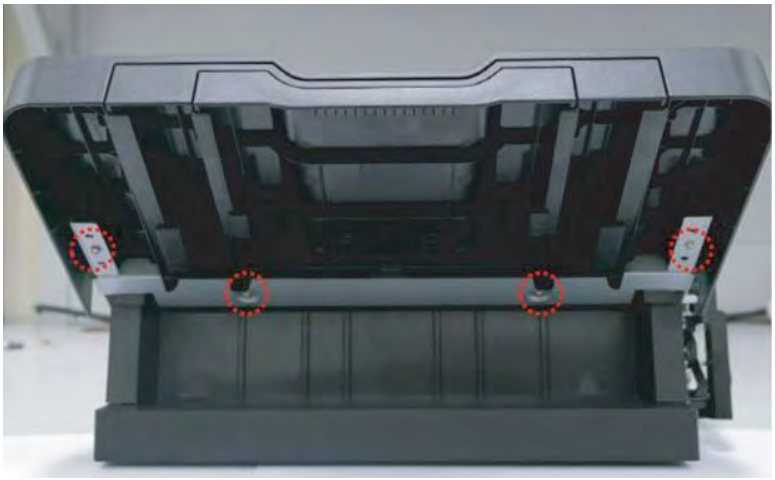
   NOTE: Be careful not to damage the sensor.

   Figure 6-235 Remove the entrance motor (5 of 7)

Step 2: Remove the stack position sensor

1. Remove four screws, and then, remove the tray.

Figure 6-236 Remove the tray

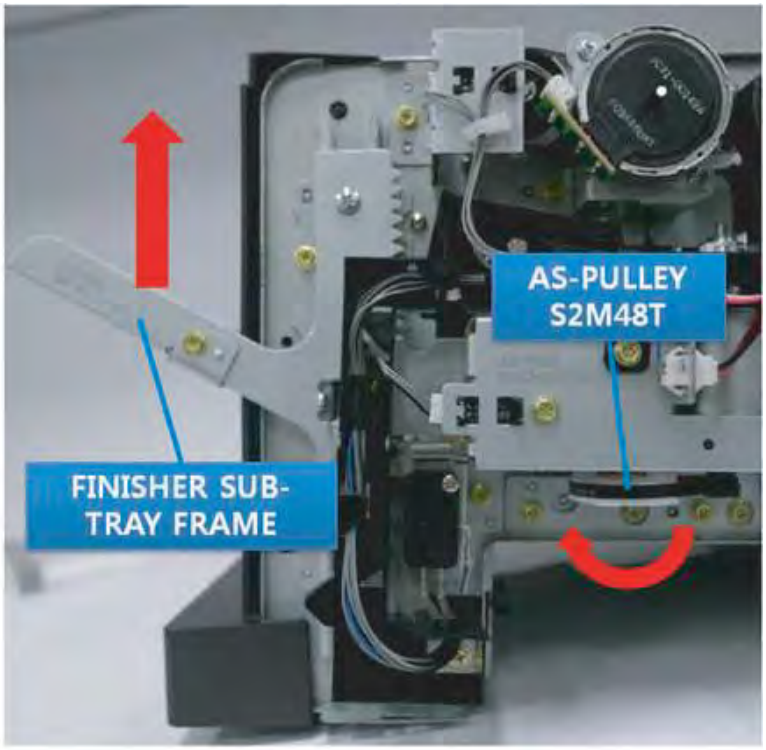


2. Remove the finisher sub-tray frame by rotating the pulley.

Reinstallation tip: Push the paper stopper arms into the device while assembling.

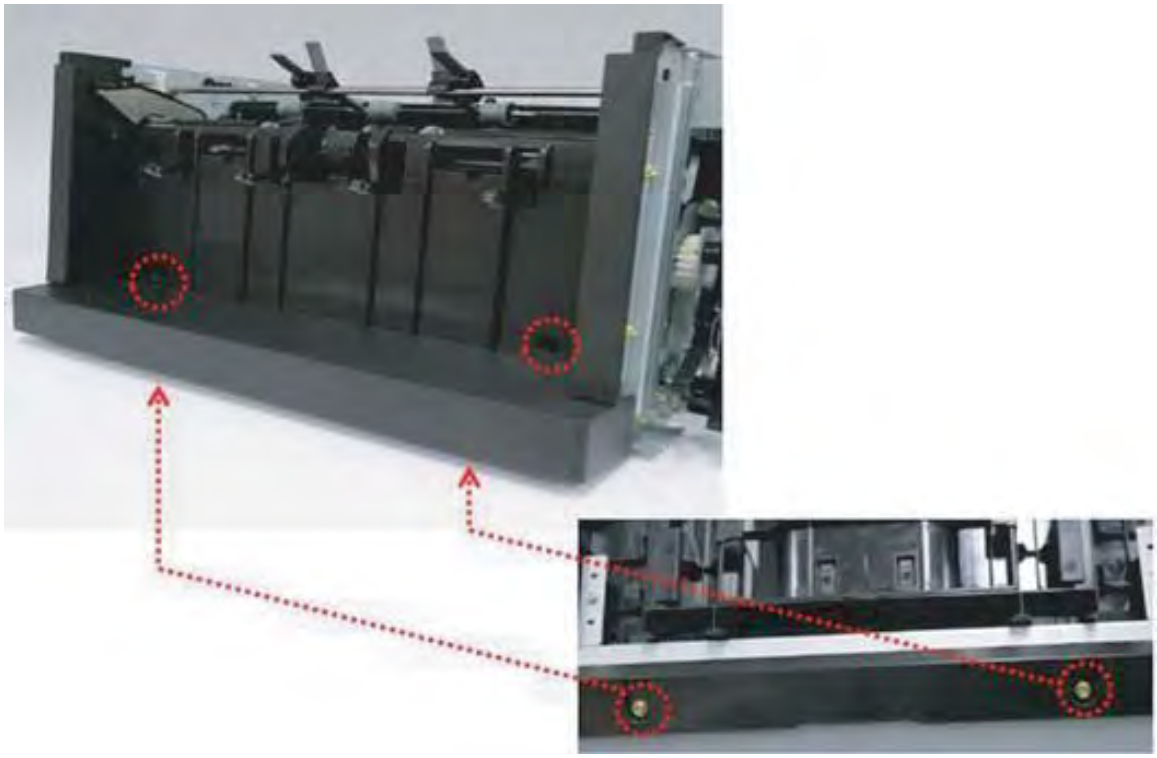
Hold the arms, and then drop the first wheel into the channel (on both sides). Simultaneously let the second wheel rest on the channel (on both sides). Gently squeeze wheels into the channel. The rack and pinion might need to be engaged several times to achieve a level assembly.

Figure 6-237 Remove the sub-tray



3. Remove four screws, and then remove the PBA cover.

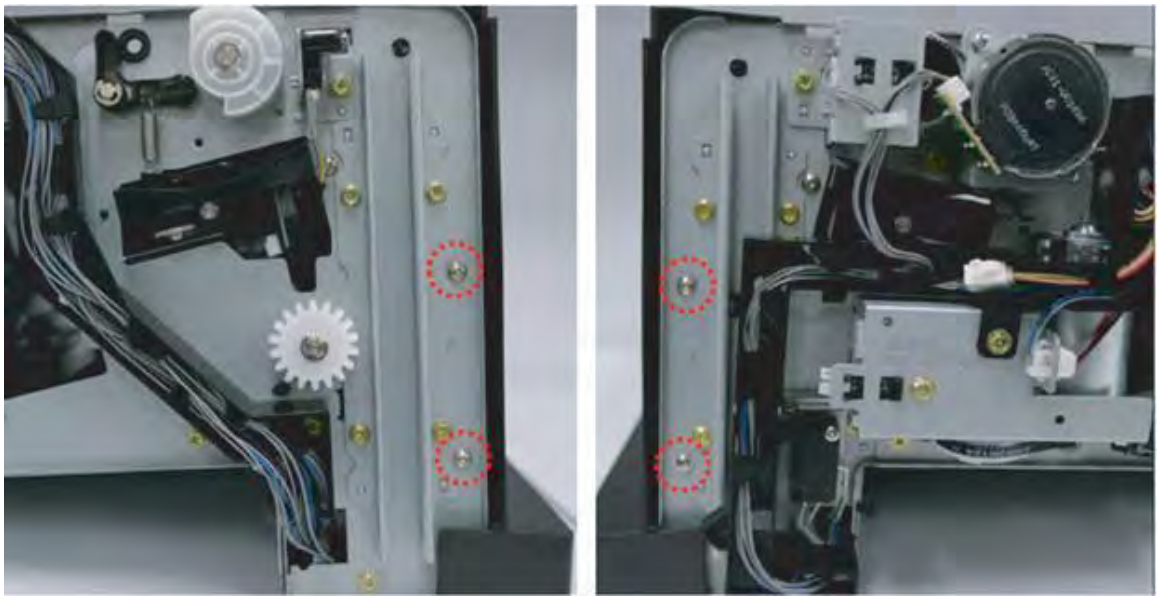
Figure 6-238 Remove the PBA



4. Remove four screws.

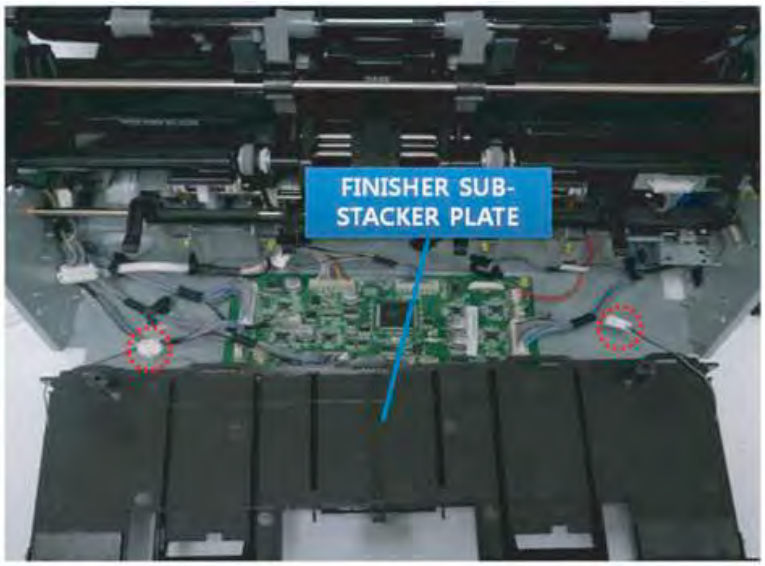
NOTE: Also, remove two screws, and then remove the lower PBA cover (not shown).

Figure 6-239 Remove the PBA



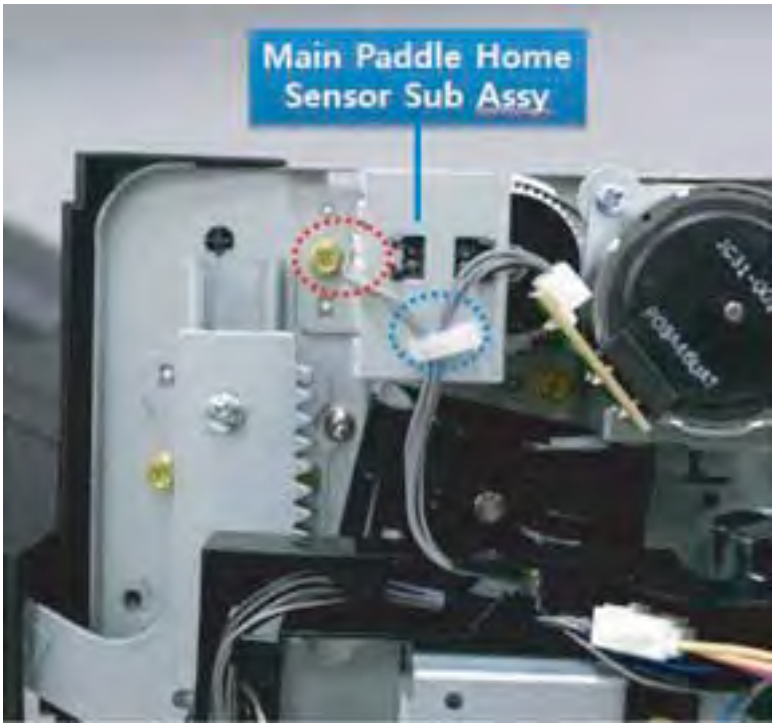
5. Disconnect two in-line connectors, and then, remove the finisher sub-stacker plate.

Figure 6-240 Remove the sub-stacker plate



6. Remove one screw, disconnect the connector, release the cable guide, and then remove the main paddle home sensor sub assembly.

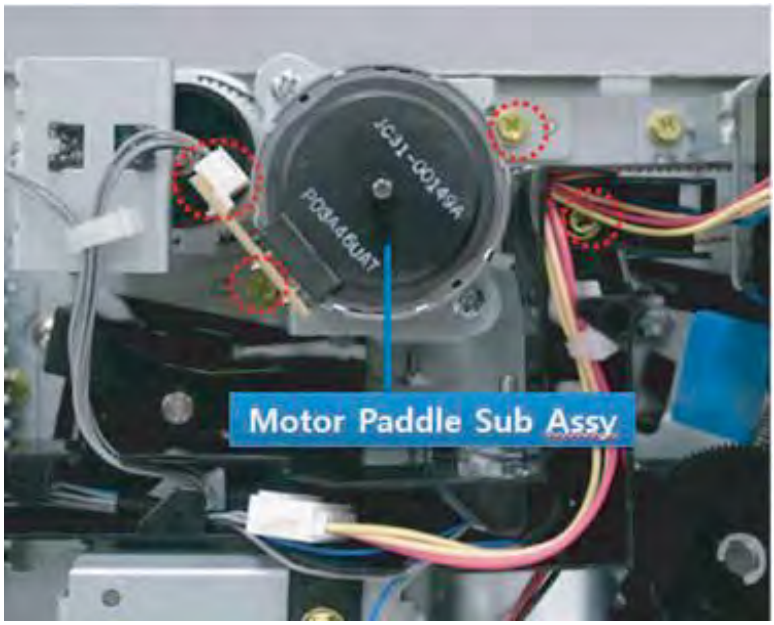
Figure 6-241 Remove the main paddle home sensor sub assembly



7. Remove three screws, disconnect the connector, and then release the motor paddle sub assembly.

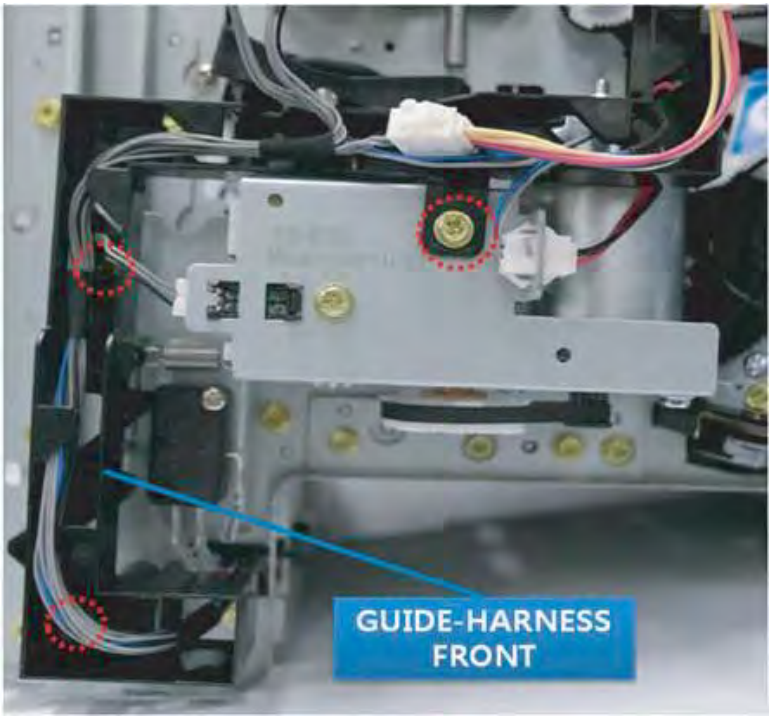
NOTE: Move the wire harness out of the guide to access one screw.

Figure 6-242 Release the motor paddle sub assembly



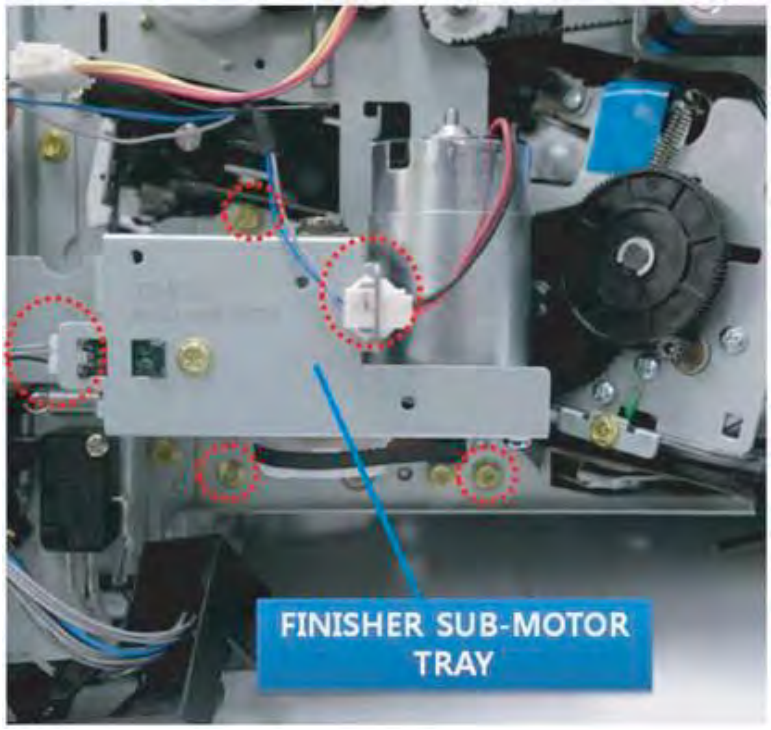
8. Remove three screws, release the wire harness from the guide, and then remove the guide harness front.

Figure 6-243 Remove the guide harness front



9. Remove three screws, disconnect two connectors, and then release the finisher sub-motor tray.

Figure 6-244 Release the finisher sub-motor tray

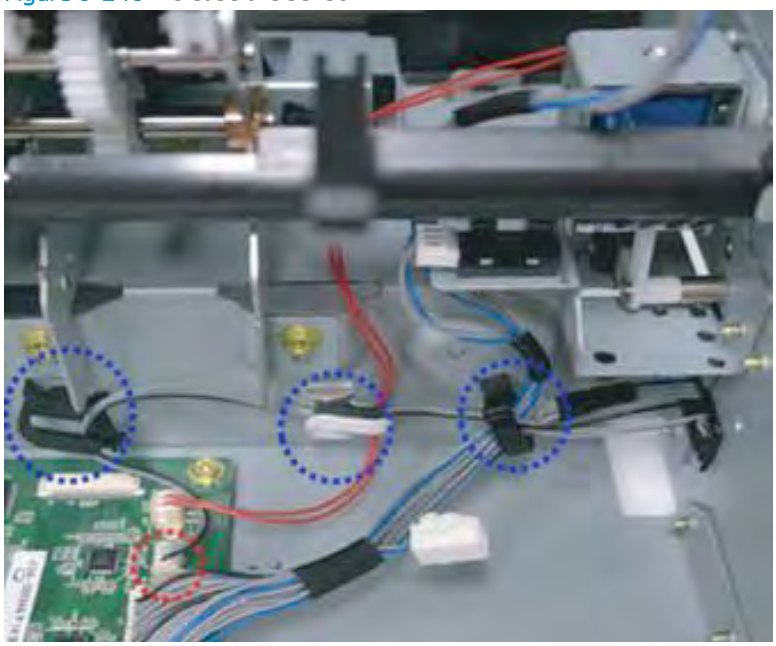


10. Remove one screw.

Figure 6-245 Remove one screw

11. Open three clamps, disconnect the connector, and then release the switch.

Figure 6-246 Release the sensor



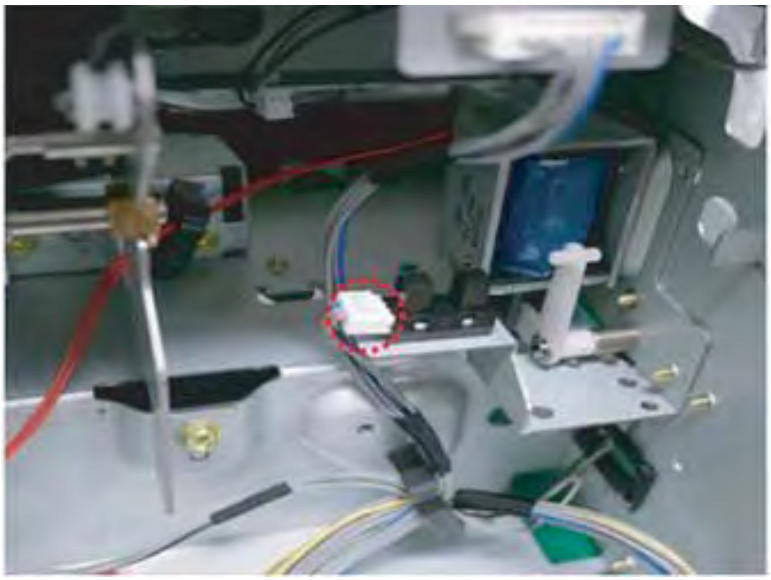
12. Do the following:

    a. Disconnect the sensor.

    b. Remove the adhesive strip from below the sensor.

    c. Remove the stack position sensor.

Figure 6-247 Remove the sensor



Step 3: Remove the paper ejector motor assembly

1. Disconnect one connector on the paper support motor.
2. Remove one screw on the paper support home sensor.

   Figure 6-248 Remove the paper support home sensor (1 of 4)

3. Remove the shaft while pulling the bushing in the direction of the arrow.

   Figure 6-249 Remove the paper support home sensor (2 of 4)

4. Remove the e-clip and the bushing, and then pull and remove the drive shaft.

   Figure 6-250 Remove the ejector motor assembly (1 of 6)

   Reinstallation tip: When reassembling the drive shaft, ensure the paper supports are in the full down position (against the stops).

5. Remove one screw.

   Figure 6-251 Remove the ejector motor assembly (2 of 6)

6. Remove the e-ring and washer. Remove two belt-timing gears, and then remove one screw.

   Figure 6-252 Remove two belt-timing gears

7. Remove the clip, remove the belt-timing gear, and then remove one screw.

   Figure 6-253 Remove the belt-timing gear and one screw

8. Remove the cable from restraint, and then disconnect two motor connectors and the sensor connector. Remove the motor assembly.

   Figure 6-254 Disconnect connectors

   Figure 6-255 Remove the motor assembly

Main Paddle Motor

- Introduction
- Step 1: Remove the main paddle motor

Introduction

This document provides the procedures to remove the Main Paddle Motor assembly.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

  WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

Main Paddle Motor assembly part number	
JC93-01001A	Main Paddle Motor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the main paddle motor

1. Remove the front cover.
2. Remove three screws, unplug the connector, and then remove the motor assembly.

   Figure 6-256 Remove the motor assembly

3. Remove two screws, and then remove the motor.

   Figure 6-257 Remove the main paddle motor

Main Paddle Home Sensor

- Introduction
- Step 1: Remove the main paddle home sensor

Introduction

This document provides the procedures to remove the Main Paddle Home Sensor assembly.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

  WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

Main Paddle Home Sensor assembly part number	
0604-001415	Main Paddle Home Sensor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the main paddle home sensor

1. Remove the front cover.
2. Remove one screw. Open the clamp, and then remove the bracket-paddle sensor.

   Figure 6-258 Remove the bracket-paddle sensor

3. Remove the main paddle home sensor from the bracket.

   Figure 6-259 Remove the main paddle home sensor

Main Paddle

- Introduction
- Step 1: Remove the main paddle

Introduction

This document provides the procedures to remove the Main Paddle assembly.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

Main Paddle part number	
JC63-04957A	Main paddle A
JC63-04958A	Main paddle B

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the main paddle

▲ Open the cover top tray sub assembly, and then remove the main paddle A unit and main paddle B unit.

Figure 6-260 Remove the main paddle

Ejector assembly

- Introduction
- Step 1: Remove the stack position sensor
- Step 2: Remove the paper ejector motor assembly
- Step 3: Remove the paper ejector assembly

Introduction

This document provides the procedures to remove the Ejector assembly.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

Ejector assembly part number	
JC90-01332A	Ejector assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

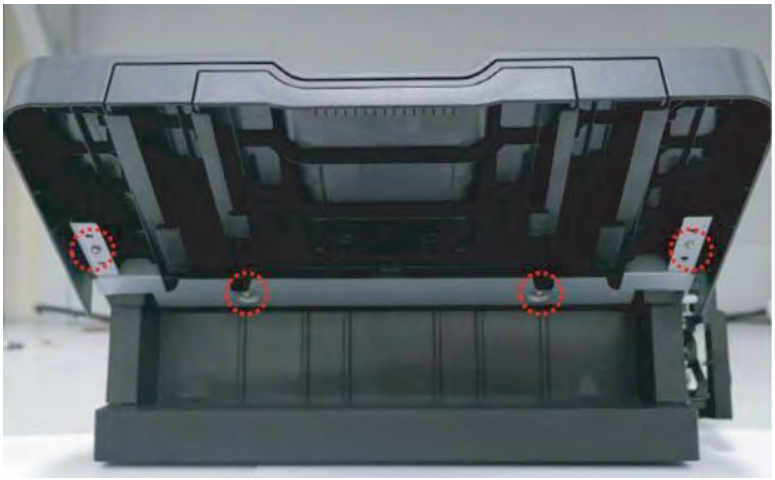
Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the stack position sensor

1. Remove four screws, and then, remove the tray.

Figure 6-261 Remove the tray

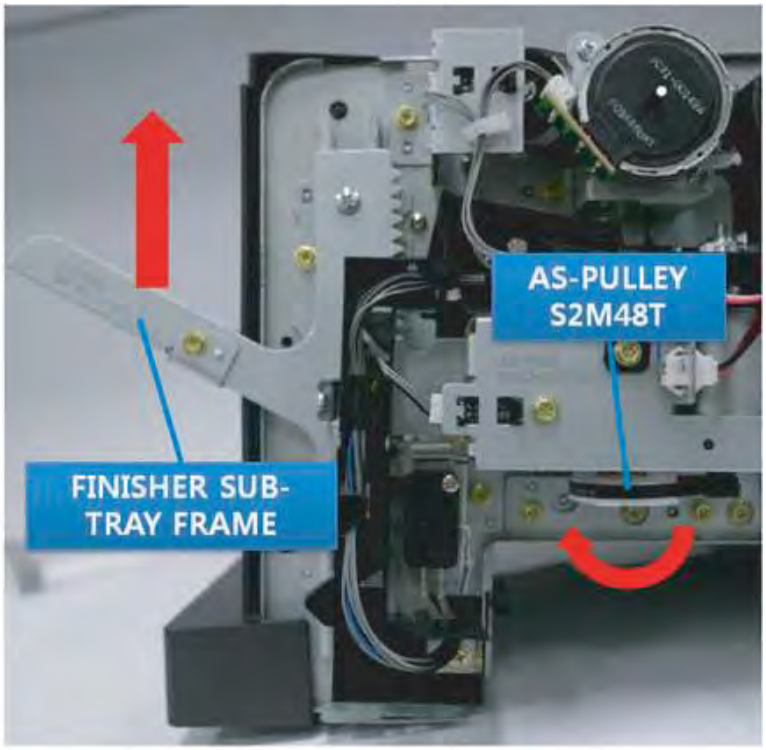


2. Remove the finisher sub-tray frame by rotating the pulley.

Reinstallation tip: Push the paper stopper arms into the device while assembling.

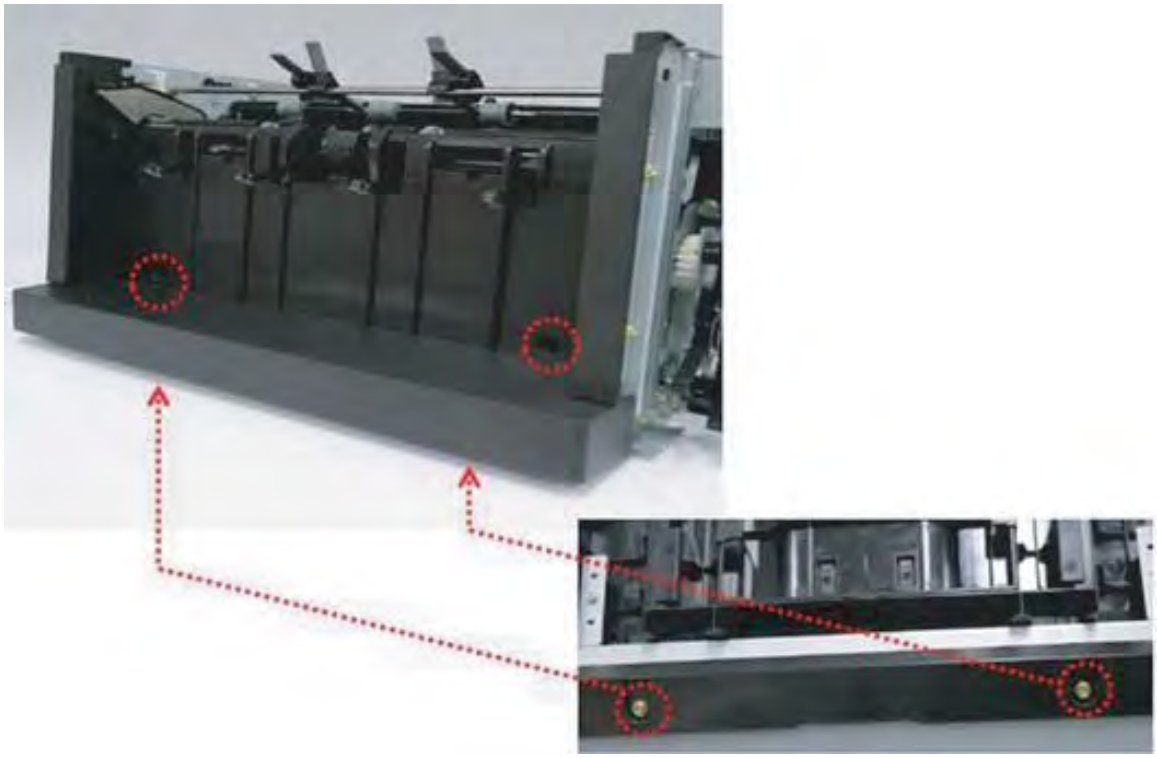
Hold the arms, and then drop the first wheel into the channel (on both sides). Simultaneously let the second wheel rest on the channel (on both sides). Gently squeeze wheels into the channel. The rack and pinion might need to be engaged several times to achieve a level assembly.

Figure 6-262 Remove the sub-tray



3. Remove four screws, and then remove the PBA cover.

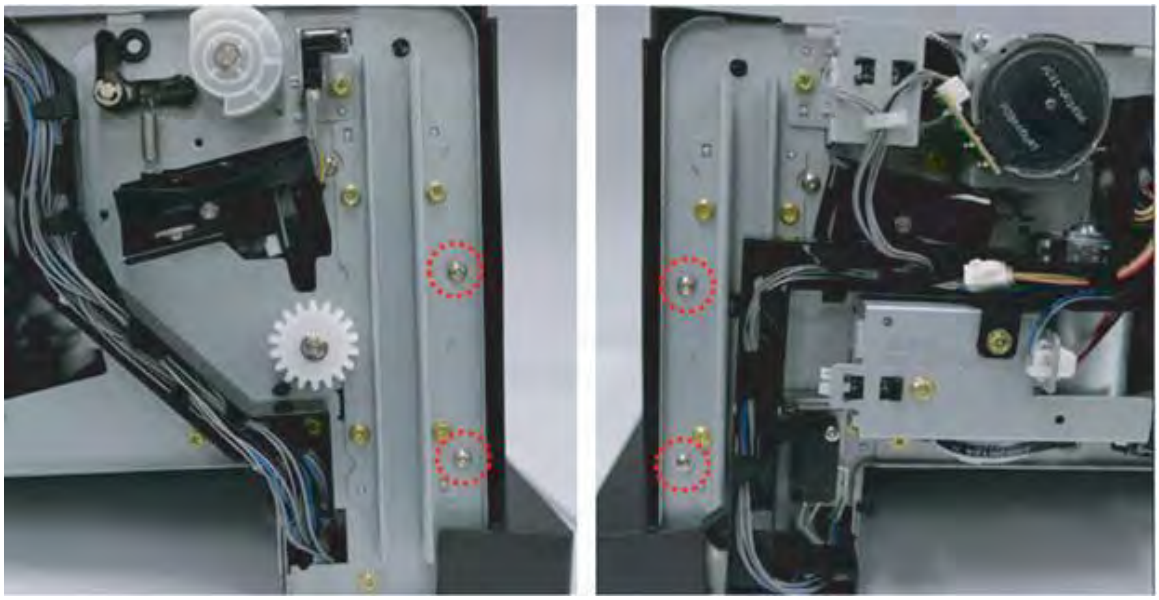
Figure 6-263 Remove the PBA



4. Remove four screws.

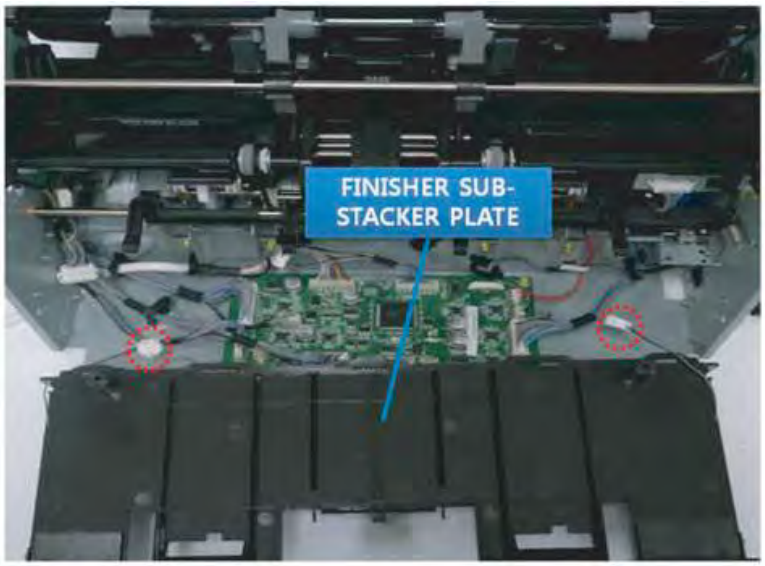
NOTE: Also, remove two screws, and then remove the lower PBA cover (not shown).

Figure 6-264 Remove the PBA



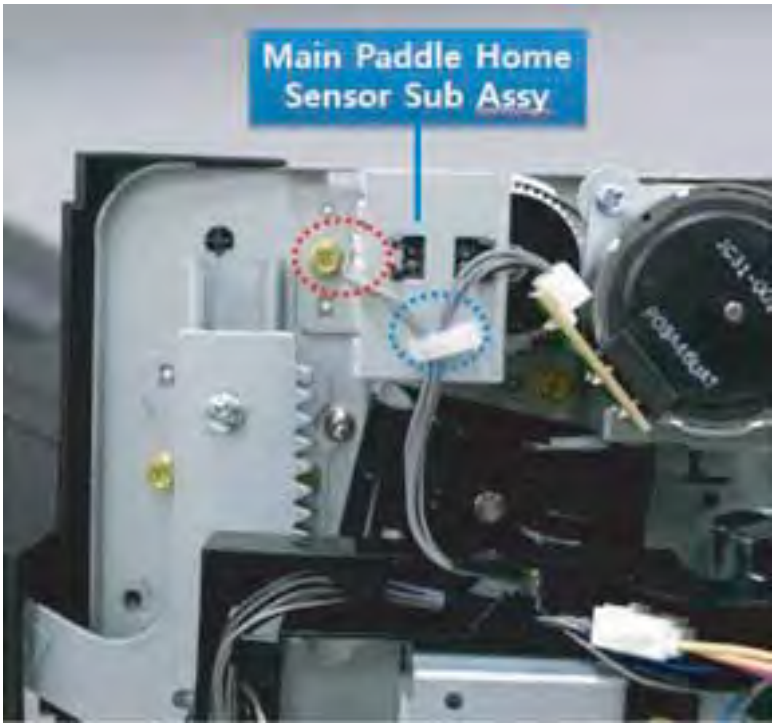
5. Disconnect two in-line connectors, and then, remove the finisher sub-stacker plate.

Figure 6-265 Remove the sub-stacker plate



6. Remove one screw, disconnect the connector, release the cable guide, and then remove the main paddle home sensor sub assembly.

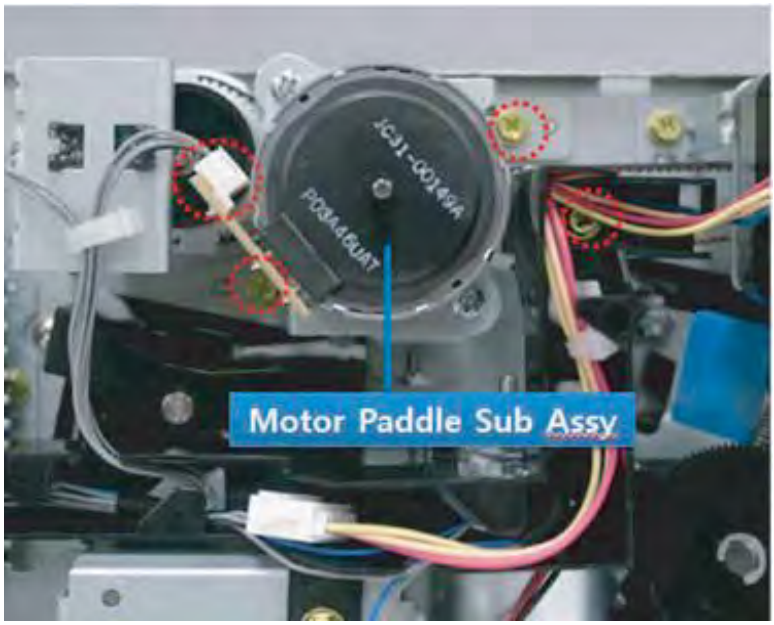
Figure 6-266 Remove the main paddle home sensor sub assembly



7. Remove three screws, disconnect the connector, and then release the motor paddle sub assembly.

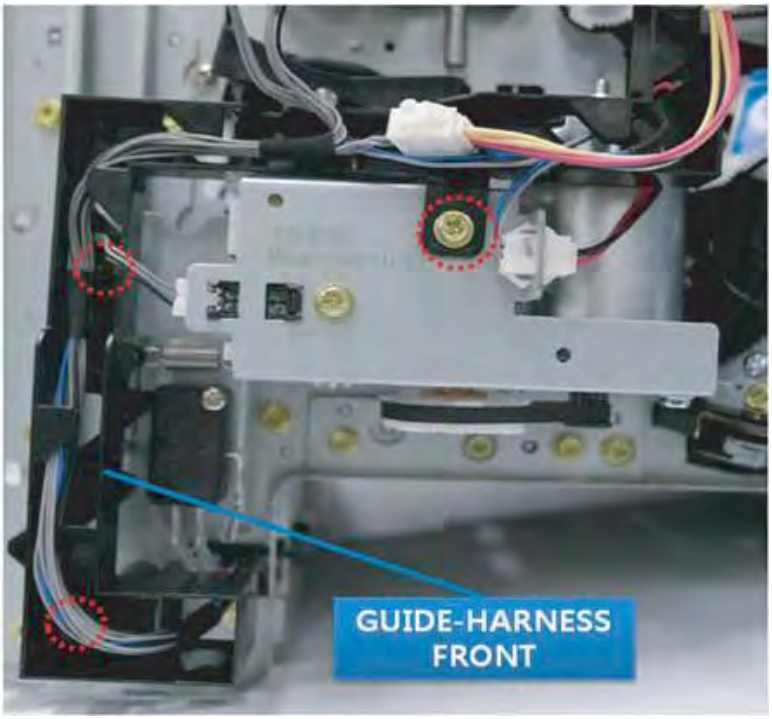
NOTE: Move the wire harness out of the guide to access one screw.

Figure 6-267 Release the motor paddle sub assembly



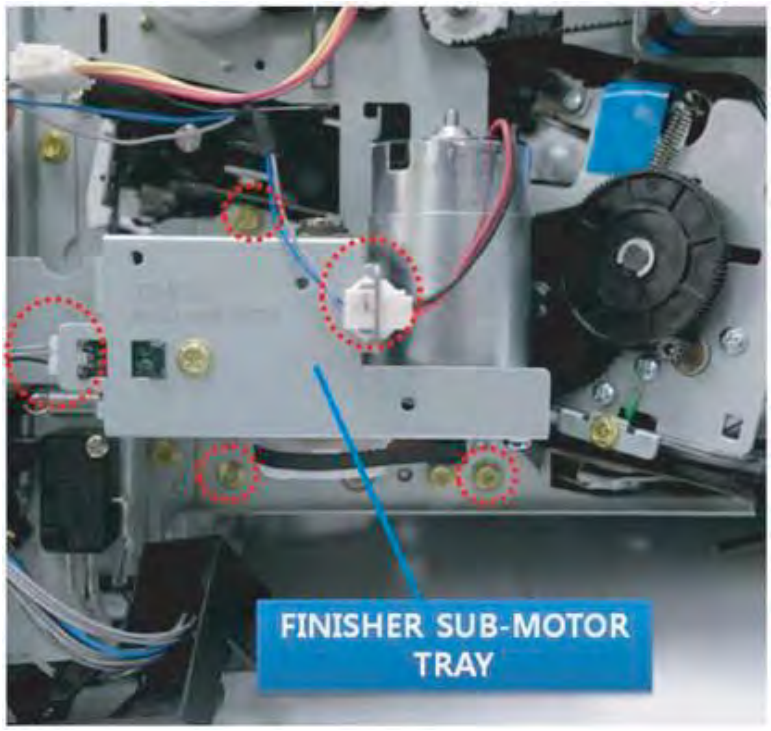
8. Remove three screws, release the wire harness from the guide, and then remove the guide harness front.

Figure 6-268 Remove the guide harness front



9. Remove three screws, disconnect two connectors, and then release the finisher sub-motor tray.

Figure 6-269 Release the finisher sub-motor tray

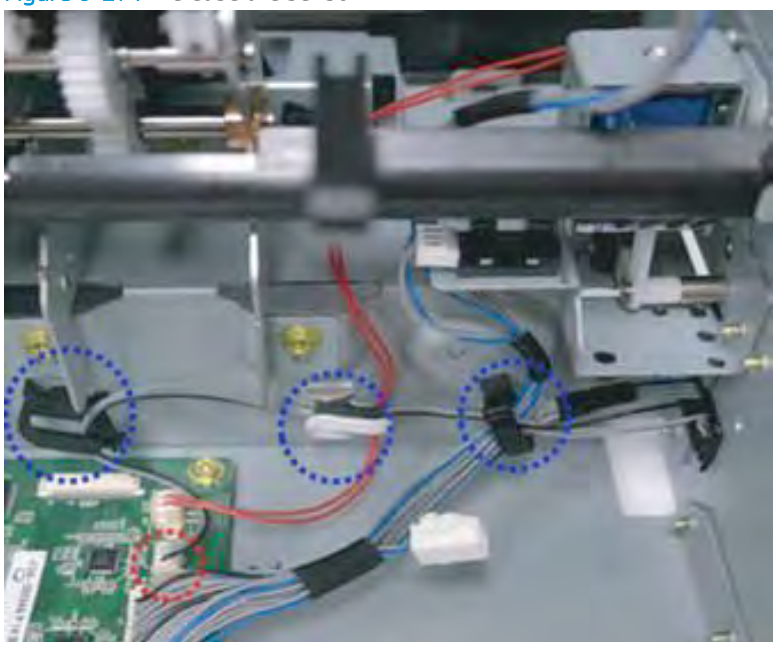


10. Remove one screw.

Figure 6-270 Remove one screw

11. Open three clamps, disconnect the connector, and then release the switch.

Figure 6-271 Release the sensor



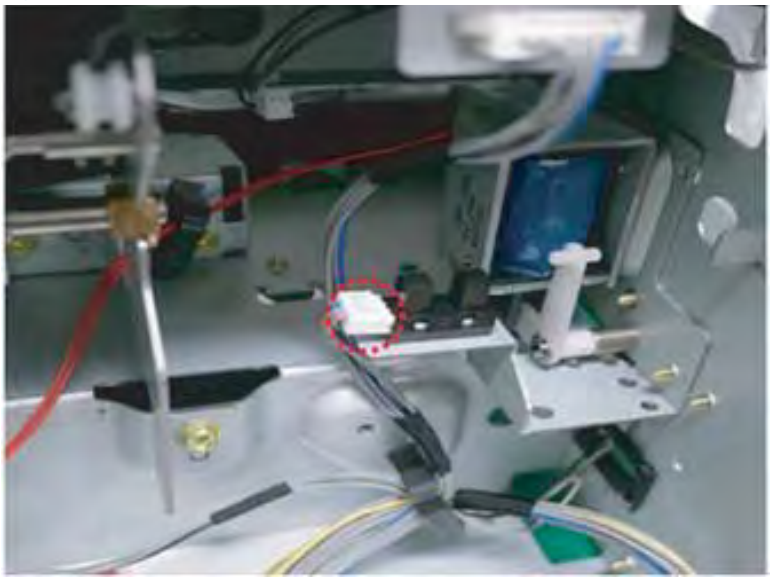
12. Do the following:

    a. Disconnect the sensor.

    b. Remove the adhesive strip from below the sensor.

    c. Remove the stack position sensor.

Figure 6-272 Remove the sensor



Step 2: Remove the paper ejector motor assembly

1. Disconnect one connector on the paper support motor.
2. Remove one screw on the paper support home sensor.

   Figure 6-273 Remove the paper support home sensor (1 of 4)

3. Remove the shaft while pulling the bushing in the direction of the arrow.

   Figure 6-274 Remove the paper support home sensor (2 of 4)

4. Remove the e-clip and the bushing, and then pull and remove the drive shaft.

   Figure 6-275 Remove the ejector motor assembly (1 of 6)

   Reinstallation tip: When reassembling the drive shaft, ensure the paper supports are in the full down position (against the stops).

5. Remove one screw.

   Figure 6-276 Remove the ejector motor assembly (2 of 6)

6. Remove the e-ring and washer. Remove two belt-timing gears, and then remove one screw.

   Figure 6-277 Remove two belt-timing gears

7. Remove the clip, remove the belt-timing gear, and then remove one screw.

   Figure 6-278 Remove the belt-timing gear and one screw

8. Remove the cable from restraint, and then disconnect two motor connectors and the sensor connector. Remove the motor assembly.

   Figure 6-279 Disconnect connectors

   Figure 6-280 Remove the motor assembly

Step 3: Remove the paper ejector assembly

1. Remove two screws.

   Figure 6-281 Remove two screws

2. Unplug the harness, and then remove the ejector assembly.

   Figure 6-282 Remove the ejector assembly

Punch Dust Full Sensor

- Introduction
- Step 1: Remove the entrance motor covers
- Step 2: Remove the punch dust full sensor

Introduction

This document provides the procedures to remove the Punch Dust Full Sensor assembly.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

Punch Dust Full Sensor assembly part number	
0604-001381	Punch Dust Full Sensor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the entrance motor covers

1. Remove the finisher sub cover front and the cover-rear.

   a. Remove two screws in the front and one screw in the top-right of the finisher sub-cover front.

   b. Remove the handle.

   c. From the right side of the finisher sub-cover front, carefully lift and pry toward the top-left corner to remove the finisher sub-cover front.

   d. Remove the cover-rear.

   Figure 6-283 Remove the entrance motor (1 of 7)

2. Remove two shoulder screws at the rear of the printer, and then remove the finisher sub-cover middle and finisher sub-cover compile by lifting off the hinge pins at the front.

   Figure 6-284 Remove the entrance motor (2 of 7)

3. On the front of the printer remove the e-ring and bushing. On the rear of the printer remove the e-ring, pulley, bushing, belt, spring (slightly hidden from view), and then remove the guide reverse and roller feed.

   Figure 6-285 Remove the entrance motor (3 of 7)

   Figure 6-286 Remove the entrance motor (4 of 7)

4. Remove six screws.

   NOTE: Be careful not to damage the sensor.

   Figure 6-287 Remove the entrance motor (5 of 7)

Step 2: Remove the punch dust full sensor

1. Remove one screw, unplug the connector, and then remove the punch dust full sensor sub-assembly.

   Figure 6-288 Remove the punch dust full sensor sub-assembly

2. Remove one screw, and then remove the punch dust full sensor.

   Figure 6-289 Remove the punch dust full sensor

End Fence Home Sensor

- Introduction
- Step 1: Remove the end fence home position sensor

Introduction

This document provides the procedures to remove the End Fence Home Sensor assembly.

IMPORTANT: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

Before performing service

- Disconnect the power cable.

  WARNING! To avoid damage to the printer, turn the printer off, wait 30 seconds, and then remove the power cable before attempting to service the printer.

Use the table below to identify the correct part number for your printer. To order the part, go to www.hp.com/buy/parts

End Fence Home Sensor assembly part number	
0604-001381	End Fence Home Sensor assembly

Required tools

- #2 JIS screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Copy, scan, or print a document. Verify the document copies, scans, or prints correctly.

Step 1: Remove the end fence home position sensor

1. Follow steps 1-5 in the traverse front home sensor disassembly procedure.
2. Remove one screw, and then remove the sensor.

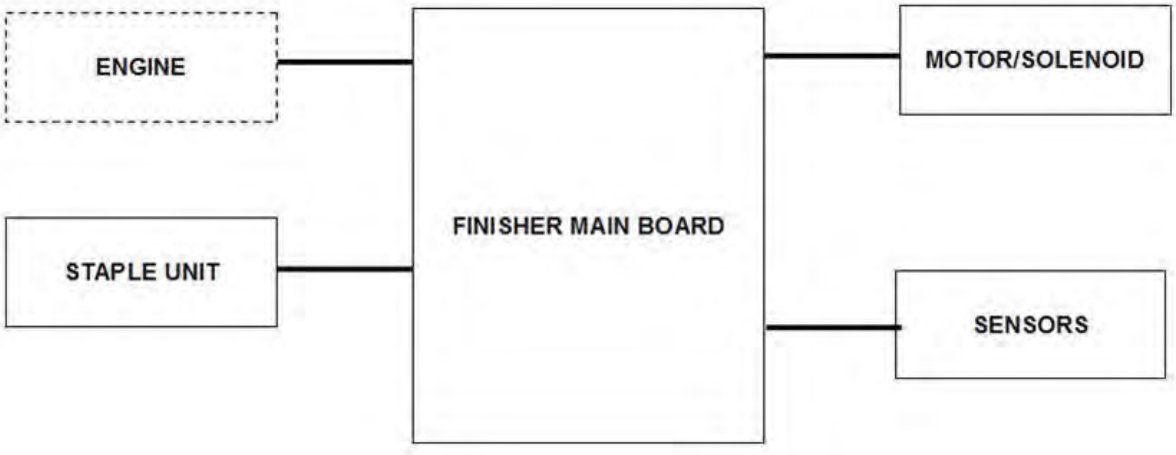
Figure 6-290 Remove the end fence home sensor

Problem solving

Control panel message document (CPMD)

Refer to Error code and control panel message troubleshooting overview on page 940 for more details.

Block Diagram



Inner finisher

Sub-inner finisher

Figure 6-291 Sub-inner finisher

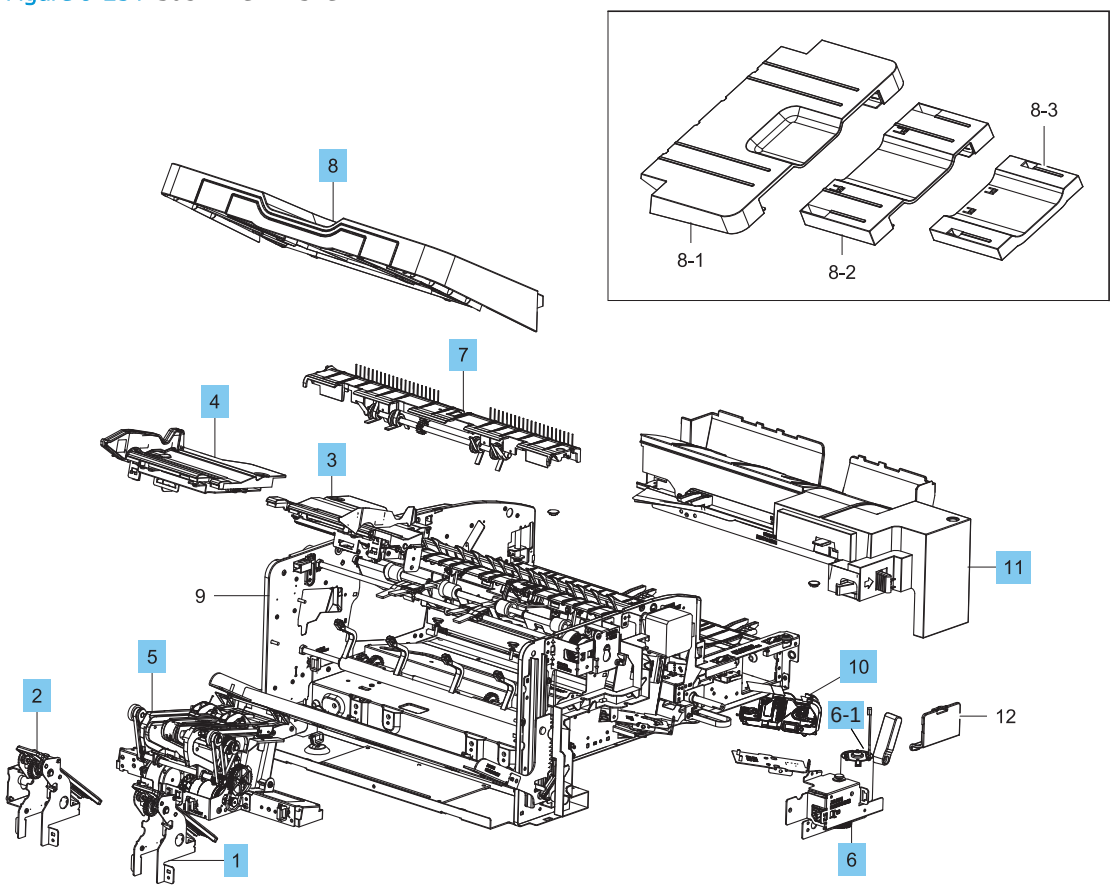


Table 6-7 Sub-inner finisher

Ref	Description	Part number	Qty
Complete	Inner innisher whole unit	Y1G00-67901	1
1	Paper support	JC90-01310A	1
2	Paper support, rear	JC90-01311A	1
3	Alignment, front (Front Tamper)	JC82-00899A	1
4	Alignment, rear (Rear Tamper)	JC82-00900A	1
5	Ejector unit assy	JC90-01332A	1
6	Assy - stacker tray motor	JC90-01334B	1
6-1	Handle - lock release	JC66-04233A	1
7	Lower exit guide	JC90-01336A	1
8	Tray	JC90-01337B	1
10	Staple	Y1G14-67901	1
11	IF punch dummy	JC90-01343A	1
Not shown	Harness, inisher to copier PWR	JC39-02169A	1
Not shown	Assy - Tray sensor kit	JC82-01039A	1
Not shown	Assy - Paddle kit	JC82-01038A	1

Sub 1 - Inner finisher

Figure 6-292 Sub 1- Inner finisher

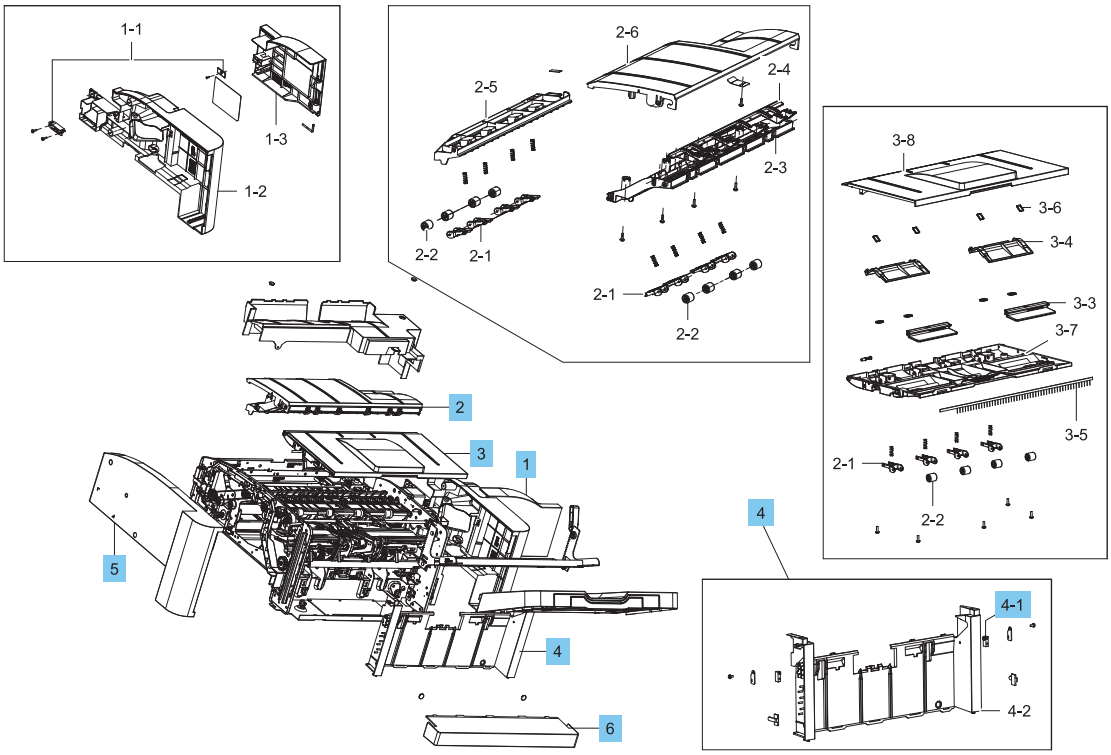


Table 6-8 Finisher sub 1

Ref	Description	Part number	Qty
1	Cover, front	JC90-01321B	1
2	Cover, middle	JC90-01322B	1
3	Cover, compile	JC90-01323B	1
4	Stacker plate	JC90-01324B	1
4-1	IF Photo Interrupter	0603-001309	1
5	IF Cover, rear	JC63-04750B	1
6	IF Cover PCA	JC63-04792B	1
Not shown	Lift motor	JC31-00178B	1

Sub 7 Inner finisher

Figure 6-293 Sub 7 - Inner finisher

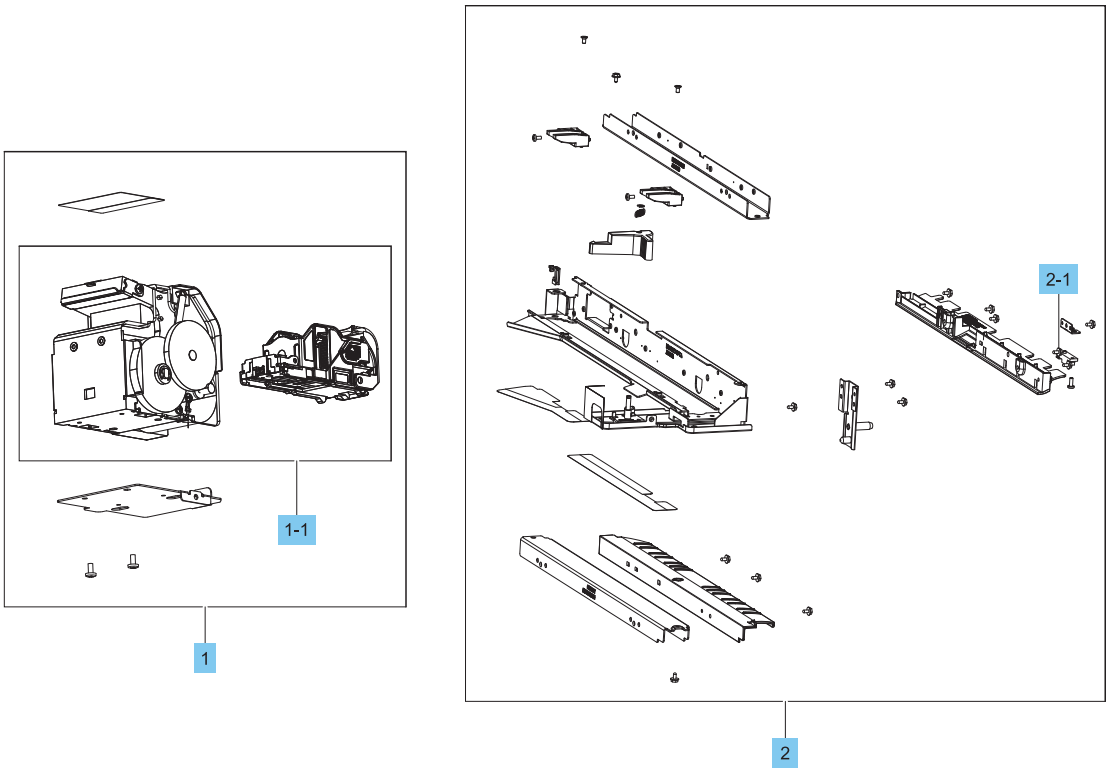


Table 6-9 Sub 7 - Inner finisher

Ref	Description	Part number	Qty
1	Assy - inner finisher stapler	JC90-01342A	1
1-1	Stapler assembly	JC59-00040A	1
2	IF punch dummy	JC90-01343A	1
2-1	Photo-interrupter	0604-001381	1
Not shown	Staple cartridge – Inner finisher, booklet finisher	Y1G14-67901	1

Sub 8 - Inner finisher

Figure 6-294 Sub 8 - Inner finisher

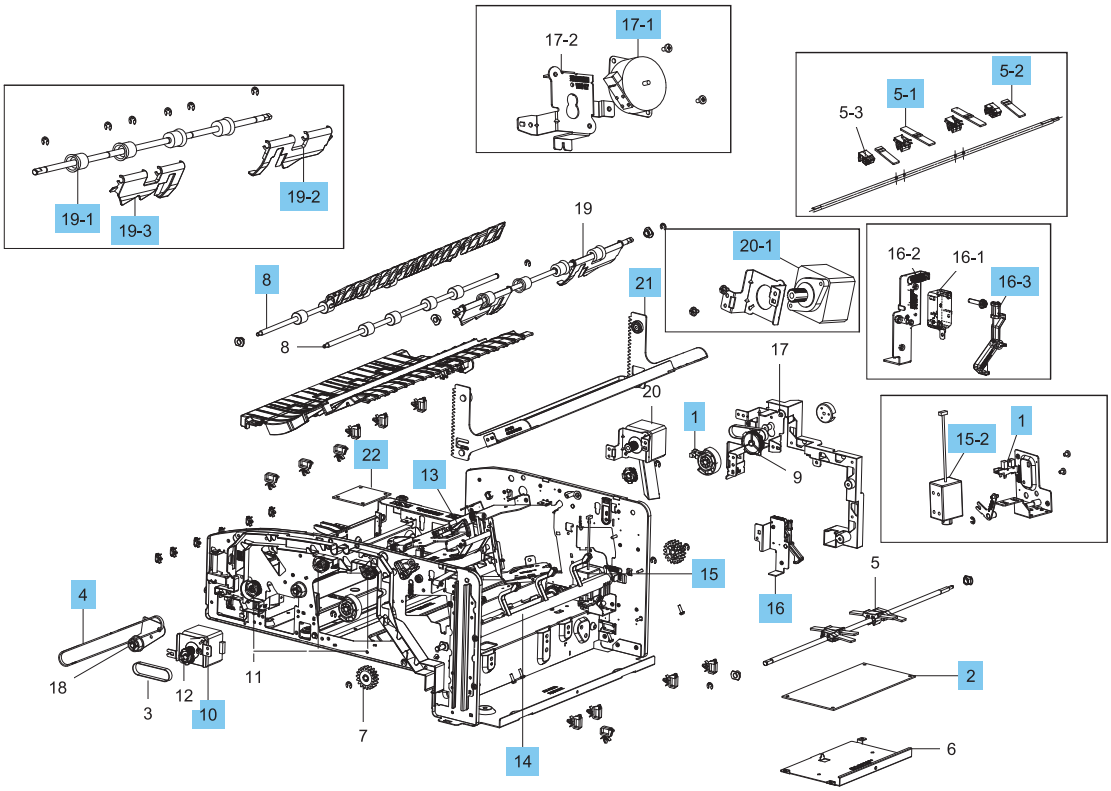


Table 6-10 Finisher sub 8

Ref	Description	Part number	Qty
1	Photo-interrupter	0604-001415	2
2	Inner finisher PCA	JC92-02774B	1
4	Timing-belt, gear	6602-003644	1
5-1	Paddle absorber, rubber a	JC63-04957A	2
5-2	Paddle absorber, rubber b	JC63-04958A	2
8	Roller, feed-entrance	JC66-04243A	2
10	Motor, entrance	JC90-01344A	1
13	Actuator, feed sensor	JC66-04199A	1
14	Actuator tray	JC90-01313A	1
15	Sensor, actuator tray	JC90-01314A	1
15-2	Solenoid TDS	JC33-00037A	1
16	Tray lower limit	JC90-01320A	1
16-3	Actuator tray limit	JC66-04200A	1
17-1a	Drive - motor step	JC93-01001A	1
19-1	Roller, feed-exit	JC66-04244A	1
19-2	Compile guide, front	JC61-07449A	1
19-3	Compile guide, rear	JC61-07450A	1
20-1	Motor - exit step	JC31-00169B	1
21	Tray frame	JC90-01319A	1
22	PCA inner finisher rear	JC92-02780A	1
Not shown	Inner Finisher Staple Unit	JC81-07408B	1
Not shown	Assy - paddle kit	JC82-01038A	1
Not shown	Assy - tray sensor kit	JC82-01039A	1

A Glossary

- Glossary of terms

Glossary of terms

The following glossary includes terminology commonly used with printing, as well as terminology used in this service manual.

802.11	802.11 is a set of standards for wireless local area network (WLAN) communication, developed by the IEEE LAN/MAN Standards Committee (IEEE 802).
802.11b/g/n	802.11b/g/n can share the same hardware and use the 2.4 GHz band. 802.11b supports bandwidth up to 11 Mbps, 802.11n supports bandwidth up to 150 Mbps. 802.11b/g/n devices might occasionally suffer interferences from microwave ovens, cordless telephones, and Bluetooth devices.
ADF	An Automatic Document Feeder (ADF) is a scanning unit that will automatically feed an original sheet of paper for scanning.
BOOTP	Bootstrap Protocol. A network protocol used by a network client to obtain its IP address automatically. This is usually done in the bootstrap process of computers or operating systems running on them. The BOOTP servers assigns an IP address from a pool of addresses to each client. BOOTP enables “diskless workstation” computers to obtain an IP address prior to loading any advanced operating system.
CCD	Charged Coupled Device (CCD) is a hardware which enables the scan job. The CCD locking mechanism is also used to hold the CCD module to prevent any damage when the printer is moved.
Collation	Collation is a process of printing a multiple-copy job in sets. When collation is selected, the device prints an entire set before printing additional copies.
Control Panel	The control panel is a flat, typically vertical panel or screen where control or monitoring instruments are displayed. The control panel is found on the front of the printer.
Coverage	Coverage is the printing term used for a toner usage measurement on printing. For example, 5% coverage means that an A4 sided paper has about 5% image or text on it. If the paper or original has complicated images or a large amount of text, the coverage will be higher and at the same time, a toner usage will be as much as the coverage.
Default	The value or setting that is in effect when a printer is unboxed, reset, or initialized.
DHCP	A Dynamic Host Configuration Protocol (DHCP) is a client-server networking protocol. A DHCP server provides configuration parameters specific to the DHCP client host requesting, generally, information required by the client host to participate on an IP network. The DHCP also provides a mechanism for allocation of IP addresses to client hosts.
DIMM	Dual Inline Memory Module (DIMM) is a small circuit board that holds memory. The DIMM stores all data within the machine, such as printing data and received fax data.
DPI	Dots Per Inch (DPI) is a measurement of resolution that is used for scanning and printing. Generally, higher DPI results in a higher resolution, more visible detail in the image, and a larger file size.
Duplex	A mechanism that will automatically turn over a sheet of paper so that the printer can print (or scan) on both sides of the paper. A printer equipped with a duplex unit can print on both sides of the paper during one print cycle.
Duty Cycle	Duty cycle is the page quantity which does not affect printer performance for a month. Generally, the printer has the lifespan limitation such as pages per year. The lifespan means the average capacity of print-outs, usually within the warranty period. For example, if the duty cycle is 48,000 pages per month assuming 20 working days, a printer limits 2,400 pages a day.
Emulation	Emulation is a technique of one machine obtaining the same results as another. An emulator duplicates the functions of one system with a different system, so that the second system behaves like the first system. Emulation focuses on exact reproduction of external behavior. This is different from simulation, which concerns an abstract model of the system being simulated, often considering its internal state.
ESD	An electrostatic discharge (ESD) is a sudden flow of electricity between two electrically charged objects caused by contact, an electrical short, or dielectric breakdown. Discharge of built up static electricity.

Ethernet	Ethernet is a frame-based computer networking technology for local area networks (LANs). It defines wiring and signaling for the physical layer, and frame formats and protocols for the media access control (MAC)/data link layer of the OSI model. Ethernet is mostly standardized as IEEE 802.3. Ethernet has become the most widespread LAN technology in use during the 1990s to present.
FIH	A Foreign Interface Harness (FIH) is a port that enables HP multifunction printers (MFPs) to use third-party devices to extend the capabilities of the MFP.
Flow document feeder	A flow document feeder is a scanning unit that will automatically feed and turn over an original sheet of paper so that the machine can scan both sides of the paper.
FTP	A File Transfer Protocol (FTP) is a commonly used protocol for exchanging files over any network that supports the TCP/IP protocol (such as the internet or an intranet).
Fuser Unit	The fuser unit is part of a laser printer that fuses the toner onto the print media. It consists of a heat roller and a pressure roller. After toner is transferred onto the paper, the fuser unit applies heat and pressure to make sure that the toner stays on the paper permanently, which is why paper is warm when it comes out of a laser printer.
Gateway	A connection between computer networks, or between a computer network and a telephone line. It is very popular, as it is a computer or a network that allows access to another computer or network.
Grayscale	Shades of gray that represent light and dark portions of an image when color images are converted to grayscale. Colors are represented by various shades of gray.
Halftone	An image type that simulates grayscale by varying the number of dots. Highly colored areas consist of a large number of dots, while lighter areas consist of a smaller number of dots.
HDD	Hard Disk Drive (HDD), commonly referred to as a hard drive or hard disk, is a non-volatile storage device which stores digitally-encoded data on rapidly rotating platters with magnetic surfaces.
IEEE	The Institute of Electrical and Electronics Engineers (IEEE) is an international non-profit, professional organization for the advancement of technology related to electricity.
IP address	An Internet Protocol (IP) address is a unique number that a device uses in order to identify and communicate with other devices on a network utilizing the Internet Protocol standard.
IPM	The Images Per Minute (IPM) is a method of measuring the speed of a printer. An IPM rate indicates the number of single-sided sheets a printer can complete in one minute.
IPP	The Internet Printing Protocol (IPP) defines a standard protocol for printing and managing print jobs, media size, resolution, etc. IPP can be used locally, or over the internet to reach hundreds of printers. IPP also supports access control, authentication, and encryption, making it a capable and secure printing solution.
ISO	The International Organization for Standardization (ISO) is an international standard-setting body composed of representatives from national standards bodies. In produces world-wide industrial and commercial standards.
JBIG	Joint Bi-level Image Experts Group (JBIG) is an image compression standard with no loss of accuracy or quality. It was designed for compression of binary images, particularly for faxes, but can also be used for other images.
JPEG	Joint Photographic Experts Group (JPEG) is a commonly used standard method of loss compression for photographic images. It is the format used for storing and transmitting photographs on the World Wide Web.
LDAP	The Lightweight Directory Access Protocol (LDAP) is a networking protocol for querying and modifying directory services running over TCP/IP.
LED	A Light-Emitting Diode (LED) is a semiconductor device that indicates the status of a machine.
LVPS - SMPS	Low Voltage Power Supply (LVPS) / Switching Mode Power Supply (SMPS)
MAC address	Media Access Control (MAC) address is a unique identifier associated with a network adapter. MAC address is a unique 48–bit identifier usually written as 12 hexadecimal characters grouped in pairs (e.g., 00–00–0c-34–11–4e). This address is usually hard-coded into a Network Interface Card (NIC) by the manufacturer, and used as an aid for routers trying to locate machines on a large network.

MFP	Multi Function Printer (MFP) is an office printer that includes multiple functionality in one physical body, such as a printer, copier, fax, scanner, etc.
MHV	Miniature High Voltage (MHV) is designed for high voltage applications of BNC connectors (DC voltage between 500 V and 5 kV).
Modem	A device that modulates a carrier signal to encode digital information, and also demodulates such a carrier signal to decode transmitted information.
OPC	Organic Photo Conductor (OPC) is a mechanism that makes a virtual image for print using a laser beam emitted from a laser printer. It is usually green or rust colored and has a cylinder shape. An imaging unit containing a drum slowly wears the drum surface during its usage in the printer, and it should be replaced appropriately due to wear from contact with the cartridge development brush, cleaning mechanism, and paper.
Originals	The first example of something, such as a document, photograph, or text which is copied, reproduced, or translated to produce additional copies. The original itself is not copied or derived from something else.
PCA	Printed Circuit Assembly (PCA). Once the printed circuit board (PCB) is complete, electronic components must be assembled to form a functional printed circuit assembly or PCA.
PCL	Printer Command Language (PCL) is a Page Description Language (PDL) developed by HP as a printer protocol. PCL has become an industry standard. Originally developed for early Inkjet printers, PCL has been released in varying levels for thermal, dot matrix printers and laser printers.
PDF	Portable Document Format (PDF) is a proprietary file format developed by Adobe Systems. A PDF represents two dimension documents in a device independent and resolution independent format.
PostScript (PS)	PostScript (PS) is a page description language and programming language used primarily in electronic and desktop publishing. PostScript is run in an interpreter to generate an image.
Printer Driver	A program used to send commands and transfer data from the computer to the printer.
Print Media	Media like paper, envelopes, labels, and transparencies which can be used in a printer, scanner, fax, or copier.
PPM	Pages Per Minute (PPM) is a method of measurement for determining how fast a printer works, meaning the number of pages a printer can produce in one minute.
Protocol	A convention or standard that controls or enables the connection, communication, and data transfer between two computing endpoints.
Resolution	The sharpness of an image, measured in Dots Per Inch (DPI). The higher the DPI, the greater the resolution.
SMB	Server Message Block (SMB) is a network protocol mainly applied to share files, printers, serial ports, and miscellaneous communications between nodes on a network. SMB also provides an authenticated Interprocess communication mechanism.
SMTP	Simple Mail Transfer Protocol (SMTP) is the standard for email transmissions across the internet. SMTP is a relatively simple, text-based protocol, where one or more recipient of a message are specified and the message text is transferred. It is a client server protocol where the client transmits an email message to the server.
Subnet Mask	The subnet mask is used in conjunction with the network address to determine which part of the address is the network address and which part is the host address.
TCP/IP	The Transmission Control Protocol (TCP) and the Internet Protocol (IP) are the set of communications protocols that implement the protocol stack on which the internet and most commercial networks run.
TIFF	Tagged Image File Format (TIFF) is a variable-resolution bitmapped image format. TIFF describes image data that typically come from scanners. TIFF images use tags, keywords defining the characteristics of the image that is included in the file. This flexible and platform-independent format can be used for pictures that have been made by various image processing applications.
Toner Cartridge	A bottle or container that holds toner, which is used in a machine like a printer. Toner is a powder used in laser printers and photocopiers. The toner forms the text and images on printed paper. Toner can be fused by a combination of heat/pressure from the fuser, causing it to bind the fibers in the paper.

TWAIN	An industry standard for scanners and software. By using a TWAIN compliant scanner with TWAIN-compliant software, a scan can be initiated from the program. TWAIN is an image capture API for Microsoft Windows and Apple Macintosh operating systems.
URL	Uniform Resource Locator (URL) is the global address of documents and resources on the internet. The first part of the address indicates what protocol to use. The second part specifies the IP address or the domain name where the resource is located.
USB	Universal Serial Bus (USB) is a standard that was developed by the USB Implementers Forum, Inc., to connect computers and peripherals. Unlike the parallel port, USB is designed to concurrently connect a single computer USB port to multiple peripherals.
Watermark	A watermark is a recognizable image or pattern in paper that appears ligher when viewed by transmitted light. Watermarks were first introduced in Bologna, Italy in 1282. Watermarks have been used by papermakers to identify their product, and also on postage stamps, currency, and other government documents to discourage counterfeiting.
XPS	XML Paper Specification (XPS) is a specification for a Page Description Language (PDL) and a new document format developed by Microsoft. This has benefits for portable document and electronic documents. It is an XML-based specification based on a new print path and vector-based, device-independent document format.

B Revision History

Revision History

Table B-1 Revision History

Revision Number	Revision Date	Revision Notes
5.0	December, 2018	Added/updated E87640du/E87650du/E87660du series content. Added or updated repair topics for the E87640du/E87650du/E87660du series: • ADF whole unit (LX/du models) on page 651 • Document feeder (ADF) jam access cover (LX/du models) on page 655 • Document feeder (ADF) input tray (LX/du models) on page 661 • Document feeder (ADF) contact image sensor (CIS) (LX/du models) on page 668 • Document feeder (ADF) main motor (LX/du models) on page 679 • Document feeder (ADF) pick/feed roller assembly (LX/du models) on page 688 • Document feeder (ADF) PCA (LX/du models) on page 693 • Document feeder separation roller assembly (LX/du models) on page 701 • Document feeder feed motor (LX/du models) on page 708 • PCA-Scanner (LX/du models only) on page 714 • ADF white backing (LX/du bundles) on page 218 • Island of data (IOD; du models) on page 416 • Formatter (du models) on page 409 • Formatter hard disk drive (HDD; du models) on page 425 • Accelerator board (GX ADF only) on page 422
4.0	July, 2018	Updated parts numbers throughout document to remove "SAM-" prefix and updated new part numbers as identified. Minor content edits (including graphics)

Table B-1 Revision History (continued)

Revision Number	Revision Date	Revision Notes
3.0	November, 2017	Added formatter cabling content Added Scan in Low remove and replace procedure Updated code data for Diagnostics and Service Functions Replaced Product Overview with the UG-style Printer Views and removed the previous “Machine external view” section. Updated R&R TOC level to 1. Replaced references to SAW with WISE and removed QR codes. Replaced Samsung Paper Jam content with the UG content Moved specifications out of the appendix to the Product Specifications chapter Added additional specification content to the Product Specifications chapter from the UG Removed the lists of tables and figures and the alphabetical and numerical lists of parts Replaced the glossary with the updated glossary from Topaz Placed ESD cautions at the beginning of the R&R sections for the main printer and both finishers. Removed the Samsung precaution sections Updated variable list items to refer only to Diamond Updated part numbers, part descriptions, diagrams, and photos Reorganized remove and replace chapter (blended into parts and diagrams) Integrated over 250 new edits into existing content, including updated video links and part numbers. Reformatted tables and resource pages, added xrefs, and changed critical terminology.
2.0	July, 2017	Updated TOC to only consist of 3 levels Add error code and CPMD overview Added “How to search for documentation” section. Updated toner average yield data Remove all occurrences of ITB Changed all occurrences of #2 Phillips to #2 JIS
1.0	April, 2017	Service manual initial release

C Certificate of Volatility

Certificate of Volatility

Figure C-1 Certificate of Volatility (E82540/50/60; 1 of 3)

Hewlett-Packard Certificate of Volatility		
Model: **HP LaserJet Managed MFP E825XXdn** **HP LaserJet Managed Flow MFP E825XXz**	Part Number: **Managed** X3A69A= E82540dn X3A72A= E82550dn X3A75A= E82560dn X3A68A= E82540z X3A71A= E82550z X3A74A= E82560z	Address: Hewlett Packard Company 11311 Chinden Blvd Boise, ID 83714

Volatile Memory				
Does the device contain volatile memory (Memory whose contents are lost when power is removed)? ☒ Yes ☐ No If Yes please describe the type, size, function, and steps to clear the memory below				
Type (SRAM, DRAM, etc.): DDR3 - DRAM	Size: HP Formatter 3GB- Obsidian 1 GB –Accel board 4 GB - Main Formatter	User Modifiable: ☐ Yes ☒ No	Function: Operation system and print/scan buffer	Steps to clear memory: When the printer is powered off the memory is erased.
Type (SRAM, DRAM, etc.):	Size:	User Modifiable: ☐ Yes ☐ No	Function:	Steps to clear memory:

Non-Volatile Memory				
Does the device contain non-volatile memory (Memory whose contents are retained when power is removed)? ☒ Yes ☐ No If Yes please describe the type, size, function, and steps to clear the memory below				
Type (Flash, EEPROM, etc.): IOD EEPROM	Size: 32KB	User Modifiable: ☐ Yes ☒ No	Function: Store customer setting data for backup/restore	Steps to clear memory: There are no steps to clear this data.
Type (Flash, EEPROM, etc.): **HP side: SPI Flash**	Size: 4MB	User Modifiable: ☒ Yes ☐No	Function: Contains the boot code and factory product configuration data required for the device to function. User modifications are limited to downloading digitally signed HP firmware images.	Steps to clear memory: There are no steps to clear this data
Type (Flash, EEPROM, etc.): Samsung MSOK : MSOK – TPM NVRAM MSOK - EEProm MSOK – CRUM	Size: 2 KB 32 KB 32 KB	User Modifiable: ☐ Yes ☒ No	Function: TPM NVRAM - stores HP-signed immutable ID certificate and associated RSA key pair in locked memory. EEProm - stores device lifecycle data (e.g. device page counts), copy of device speed license, and SED (self-encrypting drive) drive lock password. CRUM - stores device page counts, consumables information, device speed information, and product serial number.	Steps to clear memory: Drive lock password can be changed through the device embedded web server interface. No other data stored on the MSOK can be cleared.

Figure C-2 Certificate of Volatility (E82540/50/60; 2 of 3)

Mass Storage				
Does the device contain mass storage memory (Hard Disk Drive, Tape Backup)? ☒ Yes ☐ No If Yes please describe the type, size, function, and steps to clear the memory below				
Type (HDD, Tape, etc.): 2 – Hard Drives (1 – HP formatter & 1 – Main board)	Size: 320GB/ea	User Modifiable: ☒ Yes ☐ No	Function: Stores customer data, OS, applications, digitally signed firmware images, persistent data, and temporary data used for processing and system functions.	Steps to clear memory: 1. Secure Storage Erase – Areas temporary files and job data by overwriting information overwriting information one or three times. 2. Secure Disk Erase – Erases files when jobs finish processing by overwriting them one or three times. 3. Secure File Erase – Erases files when jobs finish processing by overwriting them one or three times.

Optional Mass Storage				
Does the device contain mass storage memory (Hard Disk Drive, Tape Backup)? ☒ Yes ☐ No If Yes please describe the type, size, function, and steps to clear the memory below				
Type (HDD, Tape, etc.): Optional Formatter HDD 500 GB FIPS Encrypted HDD	Size: 500GB	User Modifiable: ☒ Yes ☐ No	Function: Stores customer data, OS, applications, digitally signed firmware images, persistent data, and temporary data used for processing and system functions.	Steps to clear memory: 1. Erase and Unlock Encrypted Disk – This changes the Encryption keys rendering all data unreadable. 2. Secure Storage Erase – Areas temporary files and job data by overwriting information overwriting information one or three times. 3. Secure Disk Erase – Erases files when jobs finish processing by overwriting them one or three times. 4. Secure File Erase – Erases files when jobs finish processing by overwriting them one or three times.

USB
Does the item accept USB input and if so, for what purpose (i.e. Print Jobs, device firmware updates, scan upload)? ☒ Yes ☐ No If Yes please describe below
Print jobs, HP digitally signed firmware upgrades, 3rd party application loading. USB ports can be disabled.
Can any data other than scan upload be sent to the USB device)? ☒ Yes ☐ No If Yes please describe below
Diagnostic service logs can be uploaded. Print files can be printed via a USB thumb drive.

RF/RFID	
Does the item use RF or RFID for receive or transmit of any data including remote diagnostics. (e.g. Cellular phone, Bluetooth) ☐ Yes ☒ No If Yes please describe below	
Purpose:	
Frequency:	Bandwidth:
Modulation:	Effective Radiate Power (ERP):
Specifications:	

Figure C-3 Certificate of Volatility (E82540/50/60; 3 of 3)

Other Transmission Capabilities	
Does the device employ any other methods of non-wired access to transmit or receive any data whatsoever (e.g. anything other than standard hard wired TCP/IP, direct USB, or parallel connections)? ☒ Yes ☐ No If Yes please describe below:	
Purpose: WiFi Direct Print	
Frequency: 2.4 GHz, 5GHz	Bandwidth: 2401 - 2495 MHz; depending on selected channel in 2.4GHz band. 5180 - 5825 MHz; depending on selected channel in 5GHz band.
Modulation:	Effective Radiate Power (ERP):
Specifications: 802.11 b/g/n	

Other Transmission Capabilities	
Does the device employ any other methods of non-wired access to transmit or receive any data whatsoever (e.g. anything other than standard hard wired TCP/IP, direct USB, or parallel connections)? ☒ Yes ☐ No If Yes please describe below:	
Purpose: Device Beaconing, Secure Print Apps	
Frequency: 2.4 GHz	Bandwidth: 2400-2483.5 MHz; depending on selected channel.
Modulation:	Effective Radiate Power (ERP):
Specifications: BTLE4.0 compliant	

Other Capabilities
Does the device employ any other method of communications such as a Modem to transmit or receive any data whatsoever? ☐ Yes ☒ No If Yes please describe below:
Purpose:
Specifications:

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Date Prepared: 9/14/2018			

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